

General Comments	Officer Response
Cost	
(Community Panel Member) Thank you, the cost of a taxi to Ashampstead is a bit frightening , so I don't.	Noted
(Community Panel Member) I support the need to increase taxi fares (and worry about those without cars on lower incomes or disabilities... hopefully there's some alternative support/ funding for this which will be adjusted)	Noted
(unknown) Can you not consider people in wheelchairs when jiggling about with these charges, Tarriff1 only amounts to a difference of approximately £1.53 on a 15min jny. What is more important is the taxi firms who are ripping of the disabled. My friends mum has a hospital appt next Wednesday at the RBH she phoned up RBH to see if they could recommend a wheelchair friendly taxi firm..... No they couldn't disclose who they use because of GDPR. So my friend rang around and finally got hold of a taxi firm who could do the job Park Lane Tilehurst to RBH guess hope much £35.00 one way !!!! another instance:- I went to the hospital just before lock down , I know its a long time go , but I took someone which was a drop off and wait, whilst I was waiting I had a coffee and noticed a man in a wheel chair approach numerous taxi's for an HOUR. In the end I went out to see what was going on. The chappie came in early to see his elderly wife who was not very well he came in by taxi and was trying to get back home , I asked him where he lived..... Dee Road at the back of the Fire Station I was going back to Pangbourne so I said I would give him a lift, I have a wheelchair adapted Peugeot . On the way home we chatted and I was discussed to find out the taxi firm in the morning charged him £100 ONE HUNDRED POUNDS !!! That is what needs addressing.	Officers wrote to the respondent and provided them with information relating to the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 which took effect in England, Scotland, and Wales on the 28 June 2022. The 2022 Act aims to ensure that disabled people can use taxi and PHV services with confidence that they will not be discriminated against. Officers also explained that as a result there is a requirement for all authorities to publish a list of licenced taxis and PHVs they designate as being wheelchair accessible. You can find the West Berkshire list here .

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<p>People must be stopped in ripping off the elderly, the disabled and the venerable.</p>	
<p>(Community Panel Member) I am very much in favour of the taxi drivers getting an increased rate from hirers during this time of increased stress due to fuel price hikes.</p>	Noted
<p>(Community Panel Member) One area for discussion is the difference between petrol/diesel powered vehicles and electric vehicles. For short journeys electric vehicles may well be able to offer an improved cost. There are several criteria to be considered.</p> <ul style="list-style-type: none"> a) Time of journey (reflecting charge per hour of driver's time) b) Fuel/electricity cost per mile c) Vehicle service costs per mile, (based on service mileage according to vehicle manufacturer) d) Waiting time. This could be divided in two - based on charge per hour of driver's time and lost revenue while stationary. e) Extra costs for unsociable hours, nominally 11.30 PM to 6.00 AM f) Public holidays and week-end travel should be at standard rates because taxis run 24/7 365 days a year. g) Extra costs such as road tolls, bridge tolls, in-town pollution charges, car park charges, etc h) An agreed cost of hire for a journey which may not follow a standard charge sheet <p>No doubt all these factors are already included in discussions.</p>	<p>Officers have explained to the respondent that the fares comprise three components:</p> <ul style="list-style-type: none"> • Distance • Time and • Flag Charge <p>The Council is not able to set fares based on the type of fuel used by the vehicle. We are however working separately with the trade to assist them to go greener. Officers referred the respondent to the helping West Berkshire Taxi Trade Go Greener report discussed at the 04 July 2022 Licensing Committee meeting.</p> <p>Officers explained that the unsociable hours worked are addressed by the three different tariffs that are applied on the meters. See the table set out in the What we Proposed section that sets out the hours/days associated with each tariff.</p> <p>The issue of increasing general costs for the trade were considered in the 2021 review of the fares which were agreed at the 18 November 2021 Executive meeting.</p> <p>In terms of the extra charges that can be applied no amendments were proposed as part of the 2022</p>

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	consultation and therefore the existing extra charges of "Congestion Charge, ULEZ, or any tolls will be applied for any journey where such charges or tolls are incurred remain on the tariff card.
<p>(Unknown)</p> <p>Having seen the increase's on fares I believe you are holding the public to ransom.</p> <p>Buses no longer run late in an evening so there becomes no alternative other than driving yourself.</p> <p>There should be a move to allow Uber activity or subsidise buses to run after 10pm to local towns in the surrounding area. Eg Thatcham.</p> <p>The concern is that you will drive the town centre trade even further down for late evening trade</p>	<p>Officers informed the respondent about the consultation process, explained that these are the maximum fares that can be charged, and directed them to the Council's bus service consultation which is open until the 31 July 2022.</p> <p>Officers asked the respondent if they wished these comments to be recorded as a formal objection. The respondent did not elect to do so.</p>
Public Transport	
<p>(Community Panel Member)</p> <p>So nice of you to include me in the problems of travel in Berkshire. We live in Lambourn Near Hungerford and have problems if we are unable to drive our vehicle.</p> <p>We will both be in our 80s after May 23 so have to rely on the poor Transport system in the small villages. So anything done to give us ease of travel problems would be great.</p>	<p>Respondent has been invited to respond to the Council's bus service consultation which is open until the 31 July 2022</p>
<p>(Community Panel Member)</p> <p>I have read through the links and I do not have any specific comments to make. I am pleased that the rates are being reviewed now in the light of the huge increases in fuel costs.</p> <p>Generally I find we have an excellent taxi service in Newbury, which is a tribute to WBC as regulator and the drivers themselves. Cabs are now an essential part of public transport system.</p>	<p>Noted</p>

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Calculations and Explanation of Tariff Cards	
<p>(Community Panel Member)</p> <p>I would suggest that specifying distances to three decimal places is unnecessary and misleading. 0.005 yards is 4.5mm - clearly no taxi is measuring distance to this accuracy. Presumably this use of decimal places is due to a conversion from metric to imperial somewhere along the line, but I'm struggling to work out where! Perhaps to the nearest meter would be more appropriate.</p> <p>My second comment is that most people are more familiar with metric these days, so perhaps putting the measurement in meters first would help people understand the changes.</p>	<p>Officers have explained to the responded that the 3 decimal places are not as a result of a metric conversion but relate to the formulas associated with calculating tariffs involving distance, time and flag charges and the requirements for the taxi meters.</p> <p>Officers have explained that miles are the standard measure of distance in the UK but that we can include metre conversions for information on future consultations</p>
<p>(Community Panel Member)</p> <p>My comment regarding the proposal is that as this is being done earlier because of the steep rise in fuel costs I wonder why the pence per mile is not increased (appreciate first x yards is increased and the waiting time is). Surely the actual cost is travelling and presumably all journeys go belting the first x yards) not sitting and waiting?</p> <p>I would support an increase in pence per mile.</p>	<p>Officers have explained that the current cost for the first mile is £5 and the proposed tariff has a cost of £5.40 for the first mile which is an increase of 40p.</p> <p>The cost of each subsequent mile is an increase from £2.40 to £2.60 which is an increase of 20p per mile.</p>
<p>(Member of Trade)</p> <p>I have a disagreement with the new fare chart and the extra charges. We have been told for many years that we cannot charge more than is stated on the taxi meter. You are now telling us to charge an extra 50% for a multi seater. This will cause no end of grief. Try asking 6 burley blokes to pay 50% more than the meter price. It is not going to happen. I would propose that when carrying more than 4 passengers that you</p>	<p>We have been informed that the fourth tariff (Tariff 3 with a 50% uplift) can be accommodated on most of the meters. When reviewing the 2023 tariffs Officers will ask Members to consider proposing either four tariffs as above or six tariffs, one for each of the three current tariffs bands with a multi seater option for each. Officers will</p>

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<p>go up a tariff. So from 1 to 2 and 2 to 3. Or have a separate tariff altogether for multi seater vehicles like many councils do.</p>	<p>discuss options with the meter agents to establish the best solution ahead of next year's fee setting process.</p>
Fouling Charges	
<p>(Member of the Trade) The soiling charge is not high enough. It needs to be a minimum of £150. A full valet is at least £100 nowadays and what about the earnings lost as you will have to stop working. Many thanks for your time.</p>	<p>Comments to be fed into discussions on the 2023 tariff discussion.</p>
<p>(West Berkshire Taxi Driver) I appreciate you, WBC, thinking of us drivers and proposing an increase of our rates in this difficult times, after a pandemic, and the soaring of the cost of life due to the period of inflation we are currently experiencing, but I couldn't fail to notice that for the first time you have set a fouling charge at a maximum of £75.</p> <p>After having worked as a taxi driver for 3 years, and having worked most of these weekends I believe I have gained substantial experience to deem my opinion worthy of your time.</p> <p>I appreciate the fact that you have set a cost for customers fouling in the vehicles, but at the same time believe this is of no help to the people in the trade, weekends are by far our busiest times of the week.</p> <p>Please find below some of the reasons as to why I think this charge is not on our favour.</p> <p>- A basic clean inside and outside of the bus I drive costs me a total of £20. A full valet you would be looking at a minimum of £45.</p>	<p>Comments to be fed into discussions on the 2023 tariff discussion.</p>

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<p>- If a customer was to foul after 5pm we wouldn't be able to get our cars properly valeted until the next day, which means our shift would be cut short. Yes we could go home and try to clean it, but from experience I can tell you the smell would remain lodged in the vehicle, sometimes even after a full valet.</p> <p>- If I start work at 7 and fouling was committed at 7:30. I would have to leave and wait for the following day to pay for a full valet at a min cost of £45, leaving me with a total of £30 pounds takings for a forced 30min shift, and not a 8 hour shift I would usually work. So my loss of income would be substantial.</p> <p>Please also take into account that there are daily cost to running a taxi regardless of it being used or not, such as insurance, road tax, mot, etc. this would be even higher if the driver was to be renting a taxi.</p> <p>So after paying for a valet we would be left at a loss for the day.</p> <p>After having raised this points of debate regarding the proposed fouling charge, would you please take time to consider them and get back to me and the rest of drivers with a realistic charge.</p>	
<p>Air Quality</p>	
<p>(Unknown)</p> <p>The only reason that the taxi drivers want an increase in fares is because they are so profligate in their fuel use.</p> <p>How often do you see a cab with no passengers or likely passengers parked up with the engine running?</p> <p>How many old, inefficient diesel vehicles, causing poor air quality do we see in Newbury? Some are over ten years old.</p>	<p>Officers have informed the respondent about the consultation process, highlighted the Draft Hackney Carriage and Private Hire Licensing Policy consultation that is currently taking place and the work that we are doing through the Licensing Committee and Environment Advisory Group to support the taxi trade to 'go greener'.</p>

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<p>When did you last see either an electric or a hybrid taxi in Newbury.</p> <p>Newbury, home to Vodafone, is a hi tech town with a noachian taxi service.</p> <p>Tell them to put their own house in order before allowing any increase in fares.</p> <p>As far as I understand, the portfolio member has very limited powers over these people who seem to behave with impunity.</p> <p>Our Council spent £1.7m on a new road scheme to improve air quality and yet they allow taxis to idle on the rank as their standard procedure. Why did they bother?</p> <p>The taxi drivers seem to have no understanding of the issues of either air quality or climate change and care even less.</p> <p>It's about time someone brought them into the c21st and that's your job!</p>	<p>Officers have also explained to the respondent that the Council has received a grant from DEFRA to undertake a behavioural change project around air quality. A contractor had been appointed and they have started collecting a range of baseline data. A lot of work will focus around an anti-idling campaign. Specific areas including taxi ranks will be targeted.</p>