

## APPENDIX 3

### Comments received on taxi fare review consultation.

1. I wish to comment on the taxi fare tariff proposals for 2018 and vote for Option B - maintain the scales at current rates. The taxi fares in Aberdeen city are already high and I struggle to see an additional 5% being justified.

---

2. I don't believe that any increase in fares can be considered until the issue of credit card acceptance is addressed. It's 2018. Yesterday, at midday, I had to walk past 10 cards on the back wind rank before I found one that would take a card payment. This antiquated attitude is an embarrassment to the city, especially visitors arriving for the first time, and is completely out of touch with the way that people pay for goods and services in 2018. The cost of acquiring card facilities is £20-30, and the fees are around 1.75% at most, i.e. 17.5 pence per £10 - less than one click of the meter. There is simply no excuse. It seems incredible that you'd consider a 100% wheelchair fleet for the 1% of the population that use a wheelchair, but not a 100% card payment acceptance when 76% of transactions no longer use cash. Until the industry drags itself into the 21st century, you cannot consider raising prices.

---

3. It was of interest that you sought your consultation fares and charges for the hire of Taxis and Private Hire Cars, Please see my feedback:
  - the rates are significantly high considering the geographical nature of Aberdeen in that it's on the margin of a rural area meaning that significant distances are often travelled i.e. in excess of 12 miles.
  - Car prices, Inflation, fuel, national minimum wages hasn't risen by 5% this fiscal year therefore why is a 5% increase mandated,
  - Rates should be comparable to those of Renfrewshire Council, unless Aberdeen city council can demonstrate a different cost of living in the area.
  - The high rates have a prohibitive and restrictive effect on tourism, hotels and licensed establishments.

---

4. I have held a City of Aberdeen taxi license since July 2007 and have worked as a licensed taxi driver since that year, at this moment in time I don't think it is the right time to increase the taxi tariff so I'd like to lodge my objection to the proposed increase as I feel also that the ATG who proposed the increase don't represent enough of the taxi trade having only 8 members including one who has a very vested interest in a meter change exercise that his company profits from.

---

5. With regards to increase, I would be in favour.

---

6. The following things would be better for the people of Aberdeen:
  1. 5% off for students at NESCOL, RGU, UoA during term time only to and from any listed campuses
  2. 10% off for the elderly
  3. No charge for pre booking
  4. Disability awareness cards for people who are disabled and using taxis
  5. Meter should stop when in traffic so you only pay for the time your moving
  6. Taxi booking apps should give you an estimate Fare and Destination arrival time

---

7. I wanted to give my feedback on the consultation.

I Feel ripped off every time I use a taxi in Aberdeen. Visitors cannot believe how expensive it is and further increases do not help Aberdeen as a city.

The cost for hiring the radio / GPS systems, minimum fares etc all add up to an expensive journey.

Glasgow, London, Manchester etc are all cheaper to get around. They all have better public transport and cheaper also.

Uber would help reduce and lower fares would encourage more people to use taxis rather than their won cars or getting lifts and causing more journeys.

Don't price Aberdeen out of future growth for short term financial targets.

- 
8. I do think that it is about time that the tarriff was raised although Aberdeen has had a downturn in oil industry taxi costs have contiued to rise as has household costs , e.g. rent ,electricity,gas food etc.  
I do think that the rise should stay away from the use of coppers we carry a lot of change as it is and this will make even more difficult working conditions especially at night.  
Would it not be possible to have starting price at £2.50 and still going up by .20p but adjust the distance travelled for our 5% increase.  
Thanks for giving me the oppportunity to express my views.

---

9. REF: Tariff increase 2018

Whilst I agree with proposal option A, there are certain parts of this proposal that need to be refined as it would be incomplete and impossible to work in it's current format as detailed below.

1) The working environment of a taxi driver is of very limited space and for this reason carrying 1p and 2p coins would/will in itself cause difficulty for the drivers operating these vehicles. (even the coin dispensers used by over 90% of drivers do not have sections for coins less that 10p). For this reason amongst others to follow we need to keep the initial increments ending in (0).

2) The flagfall (basic tariff A) proposed at £2.52 over 950 yards.

The 5% increase is achievable at £2.40 and reduce the initial distance to 904.7 yards. (reason for this explained in operation of taximeters below)

3) Distance (basic tariff B) proposed at £0.21 over 180.5 yards.

The 5% increase is achievable at £0.20 by reducing the distance to 171.9 yards. . (reason for this explained in operation of taximeters below)

4) Waiting time. There appears to be no increase in the waiting time. Whilst I understand there is no increase on surcharges or extras the waiting time very much falls into the category of basic tariff and for a true 5% increase the waiting time needs to be adjusted as well. A slight variation would be required to achieve this.

The current waiting time is £23.00ph, add 5% will give £24.15. In order to keep the increments changing at £0.20 on the taximeter I would suggest reduce the increase on the waiting time to 4.35% thus giving £24.00ph. This then allows the meter to calculate at 20p every 30 seconds and keeps the zero.

#### OPERATION OF TAXIMETERS

The taximeter is a very complex calculator but has limited ability in certain aspects of it's operation. The taximeter has no ability to calculate fractions of pennies as would fall foul of the current proposal in various areas without imposing changes suggested above.

IE: Basic tariff B = 21p increment, add surcharge (11) add 50% = 31.5p , add surcharge (6) add 50% = 47.25p

In any case the distance on a taximeter can be adjusted in order to achieve certain percentages which allows the ability of keeping the zero on the end whilst adding the required percentage to the tariff.

1. The operator of the vehicle has no ability to do this, it must be programmed into the meter by the local agents.
- 

10. The main point that I would like to raise is that the distance is adjusted to meet the increase instead of making the charges include 1 & 2 pence pieces. I did mention this at the TCG meeting but was advised that it was “glossed” over and not put in the minutes.

It really would not be best practice for the taxi driver to carry coppers with them as it makes the float awkward and likewise for the public.

---