

REPORT TO LICENSING SUB-COMMITTEE – 3 JULY 2020

CIVIC GOVERNMENT (SCOTLAND) ACT 1982 – TAXI FARES REVIEW

1 Reason for Report/Summary

- 1.1 The Licensing Authority is required to review taxi fares every 18 months. This report advises the Sub-Committee of the results of consultation on the proposed fare scale and seeks approval of a fare scale to take effect from 1 September, 2020.

2 Recommendations

2.1 The Sub-Committee is recommended to:

(a) Change the wording for drop off or pick-ups at airports to:

“Taxi Drivers may add any current charge incurred at Aberdeen Airport when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare.”

(b) Confirm that the general booking fee is to remain at 50p.

(c) Confirm that 3 January remains defined as a public holiday within the fare scale.

(d) Confirm that no changes are required to the current waiting time surcharges.

(e) Confirm that the surcharge of 50% of the metered fare for vehicles capable of carrying more than 4 passengers, when carrying more than 4 passengers in a vehicle, will remain.

(f) Agree to increase the surcharge for unacceptable mess in vehicles from £50 to £100; and

(g) Either:

- (1) Agree that there will be no increase to the current fare scale, OR**
- (2) Agree the proposed 3% increase as set out at Appendix 2 to this report: OR**
- (3) Agree the terms of an alternative fare scale to go out to re-consultation.**

- 2.2 **If agreeing to no increase or to the scale shown at Appendix 2 of this report, authorise the Head of Legal and Governance, in the absence of an appeal to the Traffic Commissioners, to implement the revised fare scale with effect from 1 September, 2020.**

3 Purpose and Decision-Making Route

- 3.1 Under the Civic Government (Scotland) Act 1982, Aberdeenshire Council, as the Licensing Authority, controls the maximum fares which can be charged by taxis (but not private hire car charges).

- 3.2 This fare scale has been developed over the years in consultation with the taxi trade and includes features such as ensuring fares are round numbers, to prevent drivers having to carry a substantial float, and increments being in meaningful fractions of a mile. The current fare scale is shown as **Appendix 1** to this report.
- 3.3 The Sub-Committee agreed to the initial process for reviewing the fare structure at its meeting on 24 April, 2020. At that meeting, the Sub-Committee agreed that pre-consultation would be carried out with the trade by means of email and the use of online forms, and delegated the formulation of the proposal to the Head of Legal and Governance, taking into account the views expressed by the trade. This was done following a consultation report with the Sub-Committee on 22 May, 2020.
- 3.4 This further report is required to approve the Taxi Fare Scale.

4 Discussion

- 4.1 The agreed draft fare scale was published in the Press & Journal newspaper on 1 June, 2020, and, on the same date, all operators were contacted by email with a note of the agreed proposals. A reminder email was also sent to the trade on 16 June, 2020. Social media was also used to publicise the consultation with members of the public. The consultation period ends on 1 July, 2020. The proposals consulted on are as shown at **Appendix 2** to this report.
- 4.2 The consultation period is still open at the time of writing this report. Responses received to date are summarised at **Appendix 3** to this report. Detailed responses are set out in **Appendix 4** to this report.

Any responses received after submitting this report will be set out in a Powerpoint presentation and will be presented to the Sub-Committee on the day of the meeting. This presentation will also be published on the Committee Management System on the Council's website.

- 4.3 Responses have been separated into:
- (a) Those who responded by way of Survey Monkey;
 - (b) Those who responded by way of email;
 - (c) Those who responded via Facebook;
 - (d) Responses from operators prior to setting the draft fare scale and prior to the public consultation exercise.
- 4.4 At the time of writing this report, 14 responses had been submitted via Survey Monkey and 4 from taxi operators had been submitted by way of email. No responses had yet been published on Facebook. This greatly exceeds the number of responses usually received when consulting by way of letter. In 2018, only 2 responses were made in respect of the public consultation, both from operators. This is the first time that members of the public have responded to such a consultation.
- 4.5 Issues arising from the consultation exercise are commented on as follows: -

General Comment

- 4.5.1 The Licensing Authority is responsible for setting the maximum fares and charges for the hire of a taxi. There is no obligation on a taxi operator to charge the maximum fare. A lesser fare can be negotiated with the customer, subject to the proviso that the operator is required to display the actual charge, as per the fare scale, on the taxi meter during the journey.

It is not obligatory that a taxi operator passes any surcharge onto the customer only and this can be reduced or waived if an operator is so minded.

The purpose of this exercise is to set the maximum fares and charges. The Licensing Authority has no locus to interfere with how an operator conducts his/her business on a day-to-day basis outwith the setting of the fares, and ensuring that licenceholders comply with the terms and conditions of their licence and the legal requirements set out in the Civic Government (Scotland) Act 1982.

Taxi Meter Chips

4.5.2 Members should note that, as Aberdeenshire Council requires calendar-controlled chips to be installed in taxi meters, the chip installers have advised that all taxi meter chips require to be replaced at the end of 2020, whether there is a change to the fare scale or not.

Booking Fee

4.5.3 Airport Charge

Proposal: To change the wording for drop-off or pickups at airports to:

“Taxi Drivers may add any current charge incurred at Airports when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare.”

Most members of the public felt this was too expensive but the only change being made to the fee is in respect of Airport Charges. Operators have welcomed the changed wording to accommodate the changes in charges at airports, as it enables them to recoup the fee when it is changed and not wait for a taxi fares review.

The Airport Charge was added on 1 August, 2010, and has been amended with each fare scale review after it has been increased by the airport. This has always been retrospective to the increase in the surcharge at a cost to operators and changing the wording allows operators to increase the charge at the point it is raised moving forward.

Officers are therefore recommending that the Sub-Committee agrees this change

4.5.4 General Booking Fee

The booking fee was set at 50p on 1 August, 2010, and has not been increased since then.

Officers are therefore recommending that the Sub-Committee confirms that the general booking fee will remain at 50p.

Public Holidays

4.5.5 One respondent queried why 3 January was included as a public holiday. This was added to the definition of public holiday on 1 December, 1999. Operators have not requested that this be changed.

Officers are therefore recommending that the Sub-Committee confirms that 3 January remains defined as a public holiday within the fare scale.

Waiting Time

4.5.6 Most members of the public felt that waiting time was too expensive. However, the current charges for waiting time came into force on 1 August, 2010, and have not changed since that date. No further change has been recommended by the trade in respect of the current review.

Officers are therefore recommending that the Sub-Committee confirms that no changes are required to the waiting time charges at this time.

4+ Passengers Surcharge

4.5.7 Some respondents were of the view that this surcharge should be removed. This surcharge was introduced on 1 December, 1999. Operators have not asked that it be removed.

Officers are therefore recommending that the Sub-Committee confirms that this surcharge will remain in effect.

Unacceptable Mess

4.5.7 The majority of respondents were in favour of the increase in the charge for creating an unacceptable mess in a taxi from £50 to £100. One respondent was of the view that this charge should be set even higher.

The £50 fee was set on 1 December, 2003, when it increased from £25, and has not been increased since then.

Officers are therefore recommending that Sub-Committee agrees this change.

Increase or No Increase.

4.5.8 Responses are mixed as to whether there should be an increase in fares or not at the current time. Officers have considered the responses made by operators prior to setting the draft fare scale, as well as the responses to the public consultation.

4.5.9 Officers have also considered where the fare scale set by Aberdeenshire Council sits in the national league tables published by the Taxi and Private Hire Monthly Magazine. This magazine sets out fare scales over a 2-mile journey for Licensing Authorities across the United Kingdom. A digital copy of the magazine can be found at: <https://www.phtm.co.uk/newspaper/digital-edition>

Click on the June edition and scroll through until you find the relevant page. We currently sit around the middle of the table and there are approximately 10 other Scottish authorities with higher fare scales, one of them being Moray Council.

4.5.10 Officers are of the view that the Sub-Committee has three options at this time:

- a. Agree that there should be no increase at this time; or
- b. Agree the 3% increase as per the draft proposal set out at Appendix 2: or
- c. Agree an alternative fare scale.

If the Sub-Committee agrees to alternative changes to the fare scale, this will require further consultation that will delay implementation of the fare scale.

Regardless of what decision is made, the Sub-Committee has already undertaken to conduct the next taxi fares review within a 12-month period rather than the statutory 18-month period, because of current circumstances relating to Covid-19.

Increasing the fare scale at the current time is something the Sub-Committee itself must decide.

4.6 Next Steps

4.6.1 If the Sub-Committee agrees to no increase or to the fare scale listed in Appendix 2:

- a. By 6 July, 2020, a letter will be emailed to the taxi trade advising them of the approved fare scale and their right to appeal against the proposals to the Traffic Commissioner. Any appeals must be made within 14 days of the Sub-Committee meeting (i.e. by 17 July, 2020).
- b. At the end of the appeal time limit, and in the absence of any appeals, a second advert will be placed in the Press & Journal advertising the revised fare scale.
- c. At the end of the appeal time limit, and in the absence of any appeals, a final letter will be issued by email to the taxi trade and to the organisations known to update chips in taxi meters. Copies of the revised fare scale for display within taxi vehicles will be emailed and operators asked to print them if we are unable to do so. The letter will also advise operators of the implementation date for the revised fare scale. Approximately three weeks is usually allowed before the implementation date to allow all taxi meters to be reconfigured to take into account the new fare scale. At the same time, an email will be sent to all known private hire operators informing them of the new fare scale, for their information only.

The Sub-Committee should note that, if the current situation continues, the implementation of the new fare scale may be delayed. All taxi meters will require to have a new chip installed, be sealed and recalibrated, and all taxi operators require paper copies of the new fare scale to be issued, to be displayed within their vehicles. Ongoing social isolation measures may mean that it is not possible for the taxi meters to be physically updated or fare scale cards to be issued. We will continue exploring all options in relation to implementation to ensure the new fare scale can be put into practice at the earliest possible date.

- d. It is anticipated that the revised fare scale will come into force on 1 September, 2020, unless there are any delays related to Covid-19.

Further information on the process is as outlined in the timeline attached as **Appendix 6** to this report for members' information.

5. Council Priorities, Implications and Risk

- 5.1 The report helps deliver Council Priority 1– Support a strong, sustainable, diverse and successful economy.
- 5.2 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

Subject	Yes	No	N/A
Financial			X
Staffing			X
Equalities	X		
Fairer Scotland Duty	X		
Town Centre First			X
Sustainability			X
Children and Young People's Rights and Wellbeing			X

5.3 An equality impact assessment has been carried out, as some of the respondents to the public consultation highlighted issues relating to protected characteristics and the Fairer Scotland Duty. The EIA is attached as **Appendix 5** of this report. The EIA demonstrates that there are some potentially negative impacts on persons with protected characteristics if there is a fare increase at that time. Those negative impacts must be balanced against the needs of the taxi trade to be able to operate effectively. While the first public responses to consultation are welcomed and have identified some issues, the vast majority of those living in Aberdeenshire have opted not to respond. Officers can only assume that this means they have no negative comments to make at the current time. Reviewing fare scales is a statutory duty which the Sub-Committee must undertake.

5.4 There are no staffing or financial implications arising from this report.

5.5 The following Risks have been identified as relevant to this matter on a Corporate Level:

- ACORP006 – Reputation Management - review of fares can lead to negative press for the Council. The review is a legislative requirement, and the proposals include full consultation with the trade and public. [Corporate Risk Register](#)

5.6 There are no Directorate Risks identified as being relevant to this matter.

6. Scheme of Governance

6.1. The Sub-Committee is able to consider and take a decision on this item in terms of Section C – Business Services: 1 – Committee Functions: 1.1(a) of the list of Committee powers in Part 2A of the Scheme of Governance, which enables the Committee to decide on all policy issues and resource matters relating to the Civic Government (Scotland) Act 1982 with implications across area boundaries. The Committee determined that the licensing function should be delegated to the Licensing Sub-Committee.


Ritchie Johnson
Director of Business Services

List of Appendices

- Appendix 1 – Current Fare Scale
- Appendix 2 – Proposal Consulted On
- Appendix 3 – Summary of Pre-Consultation and Responses to Consultation
- Appendix 4 - Responses to Consultation
- Appendix 5 – Equalities Impact Assessment
- Appendix 6 – Timeline

Appendix 1

Current Fare Scale

 Aberdeenshire COUNCIL			
Fare Scale (From 1st November 2018)			
	Standard	10 pm to 6 am ^{1.}	Xmas/New Year ^{2.}
The FIRST 880 YARDS or part thereof	£2.60	£3.60	£3.90
Each additional 1/11th part of a mile or part thereof	£0.20	£0.20	£0.30
Waiting: 10 pence per	10 seconds	10 seconds	10 seconds
1. The late-night scale applies Mondays – Thursdays and also applies at weekends between 1800 on Fridays until 0600 on Mondays 2. The late-night scale applies to Public Holidays also from 0600 to 2200. Public Holidays are defined as 3 January, Good Friday, and May Day Public Holiday. 3. The Festive Season tariff applies to each hiring between 1800 Hrs 24 December until 0600 Hrs 27 December, and between 1800 Hrs 31 December until 0600 Hrs 3 January. 4. In vehicles so licensed carrying more than four passengers, a surcharge of 50% of the above fares may be charged.			
Booking Fee - £0.50 (£2.00 if picking up a pre-booked fare to and from the Airport) – to be shown on the meter			
NOTE Passengers are carried on the understanding that the Driver may charge a passenger creating an unacceptable mess in the Taxi a maximum of £50			

APPENDIX 2

3% increase Fare Scale + REVISED BOOKING CHARGE + REVISED UNACCEPTABLE MESS FEE



Fare Scale (From 1st September 2020)

	Standard	10 pm to 6 am ¹ .	Xmas/New Year ² .
The FIRST 880 YARDS or part thereof	£2.70	£3.70	£4.00
Each additional 1/11th part of a mile or part thereof	£0.20	£0.20	£0.30
Waiting: 10 pence per	10 seconds	10 seconds	10 seconds

5. The late-night scale applies Mondays – Thursdays and also applies at weekends between 1800 on Fridays until 0600 on Mondays
6. The late-night scale applies to Public Holidays also from 0600 to 2200. Public Holidays are defined as 3 January, Good Friday, and May Day Public Holiday.
7. The Festive Season tariff applies to each hiring between 1800 Hrs 24 December until 0600 Hrs 27 December, and between 1800 Hrs 31 December until 0600 Hrs 3 January.
8. In vehicles so licensed carrying more than four passengers, a surcharge of 50% of the above fares may be charged.

Booking Fee - £0.50

Airport Booking Fee – Taxi Drivers may add any current charge incurred at Airport when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare.

Booking Fees to be shown on the meter

NOTE

Passengers are carried on the understanding that the Driver may charge a passenger creating an unacceptable mess in the Taxi a maximum of £100

Appendix 3

Summary of Responses to Public Consultation (as at the time of writing this report)

Public Consultation

Analysis of responses received to 24/06/20

	£2.70 (Standard)	£3.70 (Late Night)	£3.70 (Public Hols)	£4.00 (Festive)	1/11 Yard	Wait Time	Booking Fee	Unacceptable Mess	4+ Surcharge
Support	14.3%	21.4%	21.4%	42.9%	50.0%	21.4%	42.9%	71.4%	21.4%
Too Expensive	71.4%	71.4%	71.4%	50.0%	42.9%	71.4%	50.0%	14.3%	71.4%
Too Low	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
No Answer	7.1%	7.1%	7.1%	7.1%	7.1%	7.1%	7.1%	7.1%	7.1%

	Agree	Disagree	No Answer
Airport Charge' Wording	71.4%	21.4%	7.1%

	No Change	Reduce Use	No Answer
Effect of Proposed Fare Scale	0.0%	78.6%	21.4%

Common Themes:	Officers Response
Timing of the increase may be inappropriate given the current economic situation.	We have a statutory obligation to review the fare scale at this time. We appreciate that the timing is not ideal, but steps must be taken to ensure that fare scale set at this time both supports the trade and remains affordable. It should be remembered that the fare scale set represents the maximum fares which can be applied and that operators may charge less than this. The decision whether to increase the current fare scale rests with the Committee following consideration of the representations received from both the trade and members of the public.
Current fares are too high when compared to other areas.	In terms of the fares published within the Taxi and Private Hire Car Monthly (June 2020) our fares are the 157th highest in the UK and within Scotland alone 10 authorities charge more. The fare scale set by ourselves is aimed at supporting the trade whilst remaining affordable to the public.

<p>The fares should be reduced.</p>	<p>This was considered following similar representations made by members of the trade within the initial consultation with them. It should be noted that the fare scale set by us represents the maximum charges which can be applied, and operators are free to charge less should they so wish. We are concerned that a reduction in the current scale would have a negative effect on some in the trade given previous representations made which seem indicate that even under the current fare scale they are struggling to cover their costs.</p>
<p>4+ passengers surcharge goes against the need to protect the environment</p>	<p>We would advise that operators have discretion whether to apply this surcharge or not. The surcharge is included within the farescale to take into account the additional costs faced when it comes to carrying 4 or more passengers.</p>

Initial Consultation with the Trade

Highlights	Officers Responses
<p>71% of the respondents were of the view that the current fare scale needed to change and of those 40% indicated these needed to be increased and 40% thought there should be a reduction.</p>	<p>The trade were supportive of a change to the current fare scale. The trade though were split on whether this should be increased or decreased. The decision taken was to proceed with a proposed increase to the fare scale as this represents the maximum charge that can be applied and operators are free to charge less if they so wish. It was felt that this was the best option as decreasing the maximum fare which could be applied may be detrimental to some in the trade who have previously advised they were struggling.</p>
<p>29% of the respondents were of the view that there should be no change.</p>	<p>This option may still be considered by the Committee.</p>
<p>The most popular proposal put forward in terms of an increase was 3% (21.1%)</p>	<p>This proposal was carried through in terms of the proposed fare with all charges rounded to the nearest 5p. The Trade within the initial consultation and as part of the public consultation have indicated that they may prefer this to be rounded to the nearest 1p which would increase the 1/11th yard charges by 1p so that these would amount to 21p and 31p. This wish though must be balanced against the support received in respect of the current charges and the fact that such a change would increase the need for change something which the trade has previously indicated to be an issue.</p>
<p>95% of respondents supported the proposed 'Airport Charge' wording.</p>	<p>The new wording has received overwhelming support from both the trade and public to date.</p>

A PowerPoint presentation will be given during the Sub-Committee meeting to update members on any responses received after the date of this report.

TABLE OF RESPONSES SUBMITTED

TAXI FARE REVIEW 2020	
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Survey Monkey Responses to 24/06/20

Q1 - How often do you use taxis within the Aberdeenshire area?

Respondent	Answer
#1	I am a taxi owner / driver
#2	Daily
#3	<i>Skipped the question</i>
#4	Twice daily for work
#5	Lockdown aside, once a month.
#6	Not as often as I would like due to the extortionate cost of using a taxi in Aberdeenshire. I have lived in another country and other parts of Scotland and remain shocked at the high price of travelling in a taxi in Aberdeenshire. It seems to aid a positive re building of the local economy enhanced travel links are important and the high costs of travelling in a taxi puts people in a position of not being able to afford to travel by taxi.
#7	Normally on average 2 times per month.
#8	Once a month.
#9	I don't. I'm disabled and drive myself. Plus, we live in New Deer, there is no taxi service here.
#10	Every couple of months.
#11	Once per week.
#12	Rarely.
#13	Once per month roughly.
#14	Once a month.

Q2 - Please provide your view in respect of the first 880 yards / 0.5 mile or part thereof charges specified within our 'Proposed Fare Scale':

Respondent	Nature	£2.70 (Standard)	£3.70 (Late Night)	£3.70 (Public Hols)	£4.00 (Festive)
#1	Taxi Owner	Support	Support	Too Expensive	Support
#2	Public	Too Expensive	Too Expensive	Too Expensive	Too Expensive
#3	?	Support	Support	Support	Support
#4	Public	Too Expensive	Too Expensive	Too Expensive	Too Expensive
#5	Public	Too Expensive	Too Expensive	Too Expensive	Too Expensive
#6	Public	Too Expensive	Too Expensive	Too Expensive	Too Expensive
#7	Public	Too Expensive	Too Expensive	Support	Too Expensive

#8	Public	Too Expensive	Too Expensive	Too Expensive	Too Expensive
#9	Public	No Answer	No Answer	No Answer	No Answer
#10	Public	Too Expensive	Too Expensive	Too Expensive	Support
#11	Public	Too Low	Too Expensive	Too Expensive	Support
#12	Public	Too Expensive	Too Expensive	Too Expensive	Support
#13	Public	Too Expensive	Too Expensive	Too Expensive	Support
#14	Public	Too Expensive	Support	Support	Too Expensive

Q3 - If you have any comments to make in respect of Q2 above please provide these in the box:

Respondent	Comments	Officers Response
#1	<i>No comment.</i>	
#2	No requirement for any increase in cost.	This will of course be considered by the Committee as part of the process when fixing the scale which is to apply. The scale set will of course be aimed at both supporting the trade as well as affordability for users. It should be noted that the fare scale set by the Committee will represent the maximum charges which may be applied in Aberdeenshire and that drivers are free to charge a lower rate should they wish.
#3	<i>No comment.</i>	
#4	If costs go up quicker than my wages then I would need to give up work and go onto universal credit.	This shows the balance that needs to be sought when it comes to the setting of an appropriate fare scale as it must only support the trade but must also remain affordable for users. The proposed increase if approved would be the first in several years and would be subject to review within the next 12 months so any impact can be assessed.
#5	In a time where many people are about to lose their jobs in the area and petrol prices are lower than they have been for years, a 3% increase in standing fares is entirely inappropriate.	This will of course require to be considered by the Committee as part of the process. It should be remembered that the fare set represents the maximum fare which can be charged by operators in Aberdeenshire and drivers are free to charge less. The fare scale set must of course both support the trade and remain affordable for users.

#6	Costs should be lowered not increased.	This was considered as part of the development of the proposed fare scale. It was felt that such a step may increase pressure on those who are already struggling in the trade under the current fare scale.
#7	Na.	
#8	Fares are already too high.	This will of course be considered by the Committee as part of the process. The aim of the fixed fare scale is to support the trade whilst remaining affordable to users. In terms of our fares we are currently 157th highest in the UK, with higher fares applying within 10 local authority areas in Scotland (Taxi and Private Hire Car Monthly - June 2020). It again should be noted that the fare scale set will represent the maximum fares which may be charged, and drivers are free to charge less if they so wish.
#9	Given that you are legally required to use the metric system, your consultation is void. I have no idea what 880 yards equates to. Ergo I cannot provide any form of adequate response to your consultation.	Distances and UK Roads are commonly measured in yards and miles.
#10	Fares should go down same as every other industry in a recession / oil price crash.	Experience would suggest that this is not always the case. The Committee may of course consider the impact that such matters will have when fixing the scale. The aim of the fixed fare scale will be to both support the trade and ensure affordability.
#11	Have a flat fee of £3 but reduce late night tariffs and public holiday tariffs.	This may of course be considered by the Committee. In terms of the consultation with the trade the most popular option in terms of increase was 3%.
#12	Taxi fares are already high enough to put most people off, this increase at time when we are facing a significant recession is unjustifiable.	To be considered by the Committee as part of the process with the aim of setting a fare scale which remains both affordable and supports the trade.
#13	Taxi costs in the north east compared to other parts of Scotland are ridiculous.	In terms of our fares we are currently 157th highest in the UK, with higher fares applying within 10 local authority areas in Scotland (Taxi and Private Hire Car Monthly - June 2020). It again should be noted that the fare scale set will represent the maximum

		fares which may be charged, and drivers are free to charge less if they so wish.
#14	No comment.	

Q4 - Please provide your view in terms of the other charges specified within our 'Proposed Fare Scale'

Respondent	Nature	1/11th of Yard	Waiting Time	Booking Fee	Mess	4+ Surcharge
#1	Taxi Owner	Support	Support	Too Expensive	Support	Support
#2	Public	Support	Support	Support	Support	Support
#3	?	Support	Support	Support	Support	Support
#4	Public	Too Expensive	Too Expensive	Too Expensive	Too Expensive	Too Expensive
#5	Public	Support	Too Expensive	Support	Support	Too Expensive
#6	Public	Too Expensive	Too Expensive	Too Expensive	Too Expensive	Too Expensive
#7	Public	Support	Too Expensive	Too Expensive	Support	Too Expensive
#8	Public	Too Expensive	Too Expensive	Too Expensive	Support	Too Expensive
#9	Public	No Answer	No Answer	No Answer	No Answer	No Answer
#10	Public	Too Expensive	Too Expensive	Too Expensive	Support	Too Expensive
#11	Public	Support	Too Expensive	Support	Support	Too Expensive
#12	Public	Too Expensive	Too Expensive	Support	Support	Too Expensive
#13	Public	Too Expensive	Too Expensive	Too Expensive	Support	Too Expensive
#14	Public	Support	Too Expensive	Support	Too Low	Too Expensive

Q5 - If you have any comments to make in respect of Q4 above please provide these in the box:

Respondent	Comments	Officers Response
#1	No comment.	
#2	No comment.	
#3	No comment.	
#4	Increases are higher than inflation and wages. This will disproportionately affect lower earners and those with disabilities.	See comments in response to Q3.
#5	We should be encouraging sharing to reduce carbon emissions, not charging 50% more.	Officers appreciate the comment. We would advise that the surcharge may be charged at the discretion of the operator and has been included within the fare scale to take into account the additional costs when it comes to carrying 4 or more passengers. The surcharge is

		not a new addition to the fare scale.
#6	<i>No comment.</i>	
#7	Na.	
#8	Fares are already too high.	See comment in response to Q3.
#9	How far is 1/11th of a yard? I'm sorry but I was educated in the legal metric system.	See comment in response to Q3.
#10	<i>No comment.</i>	
#11	Covid aside, we should encourage larger groups to travel thus reducing vehicles on the road.	Officers appreciate the comment. We would advise that the surcharge may be charged at the discretion of the operator and has been included within the fare scale to take into account the additional costs when it comes to carrying 4 or more passengers. The surcharge is not a new addition to the fare scale.
#12	Taxi fares are already high enough to put most people off, this increase at a time when we are facing a significant recession is unjustifiable.	See comment in response to Q3.
#13	See above comment.	See comment in response to Q3.
#14	At a time when we are seeking to cut down the use of cars, it seems somewhat iniquitous to penalise groups of friends for wanting to travel together.	Officers appreciate the comment. We would advise that the surcharge may be charged at the discretion of the operator and has been included within the fare scale to take into account the additional costs when it comes to carrying 4 or more passengers. The surcharge is not a new addition to the fare scale.

Q6 - In order to allow taxi drivers to recover the full cost of any drop offs or pickups at Aberdeen Airport flexible wording has been included within our fare scale. "Taxi Drivers may add any current charge incurred at Aberdeen Airport when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare." Please confirm whether you support this step.

Respondent	Response
#1	Yes
#2	Yes
#3	Yes
#4	Yes
#5	Yes
#6	No
#7	Yes

#8	No
#9	<i>No Answer</i>
#10	Yes
#11	Yes
#12	Yes
#13	Yes
#14	No

Q7 - If the 'Proposed Fare Scale' is adopted will this affect your use of taxis in the future both in terms of frequency and length of journey?

Respondent	Response
#1	Yes
#2	Yes
#3	Yes
#4	Yes
#5	Yes
#6	Yes
#7	Yes
#8	Yes
#9	<i>No Answer</i>
#10	Yes
#11	Yes
#12	Yes
#13	Yes
#14	Yes

Q8 - If you answered 'Yes' in response to Q7 please explain what changes you would make:

Respondent	Comments	Officers Response
#1	I think with the current situation, people are no using taxis and won't be for a while, maybe not the best time for an increase?	The timing of the review is fixed by statute. The decision whether to increase the current fare scale rests with the Committee following consideration of the representations put forward by the trade and members of the public. It should be noted that the farescale set represents the maximum charge which may be applied, and drivers may elect to charge less.
#2	If prices go up will use public transport.	Noted.
#3	<i>No Comment</i>	

#4	Unfortunately, I live hand to mouth. An increase in cost will mean giving up my job so I will not need taxi's as I will be in poverty. This will be the main factor in me considering work. Taxi drivers can afford to absorb a small increase in costs, most workers cannot, if costs are increased again it will show that decision makers are out of touch with workers.	See comment in response to Q3.
#5	Less likely to use taxis, arrange private lift or hire instead.	Noted. It is worth noting that individuals should be careful of using such arrangements as these can fall foul of the law as these may amount to the unlicensed operation of a taxi.
#6	Enable people to travel by taxi's having lower prices and utilise the service as to why people use a taxi - to get from A to B.	The fare scale set is the maximum which can be charged, and operators may choose to charge less than this based on how this will impact on their business. The fare scale set must however support the trade, and this is reflected in the proposals put forward.
#7	Less often.	Noted.
#8	<i>No Comment.</i>	
#9	Again, until you publish your consultation using the legal metric system I have no idea what distances you are referring to and cannot therefore provide an informed comment.	See comment in response to Q3.
#10	Reduce further.	The aim of setting the fare scale is to ensure that this is affordable and supports the trade. The reduction of fare scale would be at odds with the views expressed by the trade.
#11	I will look to use Uber type transport going forward which is far greater value for money.	Uber and other such organisations do not have a licence to operate within Aberdeenshire.
#12	I will use Taxis even less often if fares are increased as we are facing recession and reduced incomes.	Noted.
#13	I think that they are too expensive and given the distance that people would usually travel in them it makes it unmanageable.	See comment in response to Q3.
#14	It would be cheaper for me to drive to the airport and park in long stay parking, or to the train station.	Consumers always have a choice on how they choose to travel.

TAXI FARE REVIEW 2020

Email Responses from the Trade to 24/06/20

Respondent	Date	Nature of Comments	Officer Response
A	16/06/2020	Feel that the 3% increase should be applied to both the initial uplift and the mileage rates. As this has not been done taxis within Aberdeenshire are now cheaper than Aberdeen despite the fact that there is a lot more miles and dead miles to cover so this needs looked at.	We note that Aberdeen City Council have recently reviewed their fare scale. We would advise that the 3% increase has been applied to the incremental charges however the result of this would amount to a 1p increase to these charges and the effect of this would be the need to carry further change.
B	17/06/2020	Did not hear back about own proposal (10p increase on standard rate and 1/12th increment - extra 20p / 30p per mile). The proposed fare scale which has been put forward give the trade a whole 10p on every fare whether it be 1 mile of 600 miles. It costs £40 to get meter calibrated which means 400 hires to break even which will be difficult in the current situation. The Surcharge for 4+ passengers leads to a flag fall of £4.05 which is not handy due to requirement to carry change. Suggestion to remove the term 'airport and use service instead so that this could cover 'parking charges, airport charges or 'booking fee charge'. Surprised there are any taxis at all given the rise in the licence fee and the way the trade are treated when covering council contracts and would like to be heard and their ongoing request for a rank in Inverurie to be considered.	We do not reply to individual proposals all proposals put forward are collated and considered by the Committee as part of their deliberations this was done on the 24th of April. The proposal put forward was not taken forward. The issue in terms of the calibration costs and the impact of the changes has been considered and reflected in the further option put forward to increase the incremental charge, it should however be noted that meters will require to be calibrated at the end of this year anyhow so no additional cost should be incurred by operators in that regard. The airport charge is included to specifically reflect the pickup and drop off costs at the airport. The other matters raised by the responded have been noted but are not related to the fare review.
C	17/06/2020	The way things are at the moment increases in taxi fares is ludicrous the public aren't using taxis just now and aren't likely to do so if they are too expensive.	Noted and this will be considered by the Committee as part of the process. It should be noted that the fare scale set represents the maximum charge which can applied and drivers may elect to charge a lower amount if they so wish.

D	17/06/2020	<p>Initial issue of not receiving consultation links. In light of the current COVID-19 position would have delayed the review until later in the year and look to increase the fares in the following year. Supports the proposed position with the exception of the 3rd of January being treated as a Public Holiday as they do not believe that this is the case and wonders why this applies.</p>	<p>Email address has been added to the system. The respondents preference is to be considered by the Committee, however, their support for the proposed fare scale has also been noted. In terms of the 3rd of January, this is included in the fare scale to cover late night fares on the 2nd of January which is a public holiday and the rate ends at 0600 hours on the 3rd of January.</p>
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RESULTS FROM INITIAL CONSULTATION WITH THE TRADE

SURVEY RESPONSES

1 Does the current fare scale need to change?

Responses		%
Yes	27	71
No	11	29

2 How should these be changed?

Responses		%
Charges should be increased	14	40
Charges should be reduced	14	40
Other (please provide details in answer to Q6)	7	20

3 If you answered '*Charges should be increased*' in Q2 - What level of increase do you feel is appropriate.

Responses		%
3%	7	32
Other (please provide details in answer to Q6)	15	68

4 If you answered '*Charges should be reduced*' in Q2 - What level of reduction do you feel is appropriate?

Responses	
<i>No comparison provided but responses received can be found on the 'Q4 Ans' Tab</i>	

5 If you answered '*Other*' in Q2 - What do you feel needs to change?

Responses		%
The Start / End Time for the 'Late Hours Charge'	3	23
The 'Waiting' Charge	1	8
The dates on which the 'Festive Charge' applies	0	0
Other (please provide details in answer to Q6)	9	69

6 Do you wish to put forward any proposals for consideration in terms of the new fare scale?

Responses	
<i>No comparison provided but responses received can be found on the 'Q6 Ans' Tab</i>	

7 The Licensing authority propose to include the following wording in terms of 'Airport Drop Off Charges' so that drivers can recover these in full even if these were increased during the lifetime of the fixed fare scale: "*Taxi drivers may add any current charge incurred at Aberdeen Airport when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare.*" Do you support this proposal?

Responses		%
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Yes	36	95
No	2	5

Q4 - ANSWERS

Response:	Comment:	Shown as:
1	As a result of the current climate costs will be significantly reduced. People will have less money and taxis will become an expensive luxury.	Not Shown
2	Keep everything the same no increase	No Change Proposal
3	£0.20 reduced from the first mile.	Reduction Proposal B
4	£0.20 per mile reduction.	Reduction Proposal B
5	Reduce first mile by £0.20 and leave the rest.	Reduction Proposal B
6	7% for the first mile rest remains the same	Reduction Proposal F
7	Good deal.	Not Shown
8	Reduce the standard down to £2.40 and leave the rest of the numbers of the same.	Reduction Proposal C
9	A reduction on standard first mile to £2.40 rest of rates remain as they are.	Reduction Proposal C
10	Reduce the standard rate for first mile by 7% and leave the rest of the rates as they are.	Reduction Proposal F
11	Reduce fares by 5% across the rate charges.	Reduction Proposal
12	10p reduction on standard mile rest of fares remain as is.	Reduction Proposal A
13	5% to 7% across the fare structure.	Reduction Proposals D, E and G
14	N/A	Not Shown
15	20 pence of the first mile the rest is left as is.	Reduction Proposal B
16	Approx 7% for the first mile rest remains as is.	Reduction Proposal F
17	7% to 10% for the first mile leave the rest as is.	Reduction Proposal F, H, I and J

Q6 - ANSWERS

Response:	Comment:	Shown as:
1	No	Not Shown
2	No should stay the same.	No Change Proposal
3	Airport drop off needs to be increased at the airport we pay for drop off £3.	Increase Proposal A - Covered by Flexible Wording
4	The city have had two increases within the callendar year and usually always been 20p differences between Shire and City rates. Should be 5-6% increase to balance out again. Current £2.20 per mile should be at least £2.30 as City is now £2.10.	Increase Proposals C and D
5	5%	Increase Proposal C
6	Fare start at £3 normal rate and £4 late night no other changes.	Increase Proposal E
7	The only charges that should be done is the airport drop off / pick up increased to £3.00. Also think that all other taxi operators should all work within the same fare guidelines to allow fair competition rather than some of the companies that are basically undercutting other companies just for them to survive and cause problems you don't see so much of this in the Aberdeen City Licensing why?	Increase Proposal A - Covered by Flexible Wording
8	Airport drop off needs to be increased and we need to drop the fares by £0.20 per mile.	Reduction Proposal B - Covered by Flexible Wording
9	Airport drop off increased to £3.00.	Increase Proposal A - Covered by Flexible Wording
10	Airport drop off increased to £3.00.	Increase Proposal A - Covered by Flexible Wording
11	Increase in airport drop offs.	Increase Proposal A - Covered by Flexible Wording
12	None	Not Shown
13	Standard: The first 880 yards increased by 10% and rounded up to £2.90 - Late Night: The same % increase and rounded up to £4.00 - Festive: The same % increased and rounded up to £4.50 - Each Additional 1/11th on Standard / Late Night increased to £0.25 and Festive increased to £0.35 - Waiting per 10 seconds remaining at £0.10 - Passengers creating an unacceptable mess in the taxi a maximum of £100.00 (FYI a professional valet is £90.00 possible worst case)!	Increase Proposal F
14	5% increase	Increase Proposal C
15	5%	Increase Proposal C
16	The proposed fare change is only applicable on 1st 880 yrds. My understanding is it really does not help anyone. Rather my proposal: If any change of fare should with "Each additional 1/11th of a part mile or part thereof = £0.20". The proposed 3% should be applied on 20p. Even if it is only a 2% increase, it should be on the 20p.	Increase Proposal B
17	In light of corona virus and what lies ahead, with petrol prices low, now is not the time to tamper with any charges.	No Change Proposal
18	In Peterhead there is my company and another that uses the meter the others have cut price fares and any tariff changes would be an unnecessary expense at this time.	No Change Proposal
19	Why change anything? The economy needs to pick up before we can put prices up.	No Change Proposal
20	Yes, change the yards distance from 160 yards reducing that to 146.6 yards per 20 pence increment, this leaves everything the same as it is but gives us an extra 20 pence per mile. Could you leave the Christmas Day's as they are but loose the third of Jan as a holiday but list public holidays instead of local holidays which would be Good Friday, May Day, Spring Bank Holiday Monday, Summer Bank Holiday Monday and St. Andrews	Increase Proposal G

	Day. Can you please change the Airport Charge to service charge then you can apply it for parking charges etc.	
21	Industry cannot afford an increase in fares as most companies do not follow the guidelines anyway.	No Change Proposal
22	No increase in fares.	No Change Proposal

REDUCTION PROPOSALS - PUT FORWARD WITHIN THE ANSWERS TO Q4 and Q6

PROPOSAL A - £0.10 reduction in first mile (Standard) and no other change.

Support 1

Effect		1 mil e	5 mil e	10 mil e
Standard	£2.50	£3.70	£12.50	£23.50
Late Night / Public Holidays	£3.60	£4.80	£13.60	£24.60
Festive	£3.90	£5.10	£13.90	£24.90
Each additional 1/11th	£0.20			

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

PROPOSAL C - £0.20 reduction in first mile (Standard) and no other change.

Support 2

Effect		1 mil e	5 mil e	10 mil e
Standard	£2.40	£3.60	£12.40	£23.40
Late Night / Public Holidays	£3.60	£4.80	£13.60	£24.60
Festive	£3.90	£5.10	£13.90	£24.90
Each additional 1/11th	£0.20			

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable

PROPOSAL B - £0.20 reduction in first mile and no other change.

Support 5

Effect		1 mil e	5 mil e	10 mil e
Standard	£2.40	£3.60	£12.40	£23.40
Late Night / Public Holidays	£3.40	£4.60	£13.40	£24.40
Festive	£3.70	£4.90	£13.70	£24.70
Each additional 1/11th	£0.20			

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

PROPOSAL D - 5% across the fare structure (Rates rounded to nearest p)

Support 1

Effect		1 mil e	5 mil e	10 mil e
Standard	£2.47	£3.61	£12.97	£23.42
Late Night / Public Holidays	£3.42	£4.56	£13.92	£23.37
Festive	£3.71	£4.85	£14.16	£23.66
Each additional 1/11th	£0.19			

If rates rounded to nearest 10p

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable

1 mil e	5 mil e	10 mil e
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Waiting (per 10 Seconds)		£0.10
Unacceptable Mess (Max)		£50.00
4 + Passengers Surcharge		50%

Waiting (per 10 Seconds)		£0.10	£3.70	£12.50	£23.50
Unacceptable Mess (Max)		£50.00	£4.60	£13.40	£24.40
4 + Passengers Surcharge		50%	£4.90	£13.70	£24.70

PROPOSAL E - 6% reduction across the fare structure
(Rates rounded to nearest p)

PROPOSAL F - 7% reduction on first mile and no other change (Rates rounded to nearest p)

Support 1

Support 4

Effect		1 mile	5 mile	10 mile
Standard	£2.44	£3.58	£11.94	£22.39
Late Night / Public Holidays	£3.38	£4.52	£12.88	£23.33
Festive	£3.67	£4.81	£13.17	£23.62
Each additional 1/11th	£0.19			

Effect		1 mile	5 mile	10 mile
Standard	£2.42	£3.62	£12.42	£23.42
Late Night / Public Holidays	£3.35	£4.55	£13.35	£24.35
Festive	£3.63	£4.83	£13.63	£24.63
Each additional 1/11th	£0.20			

If rates rounded to nearest 10p

If rates rounded to nearest 10p

Booking fee (Normal)	£0.50			
Booking fee (Airport)	Variable	1 mile	5 mile	10 mile
Waiting (per 10 Seconds)	£0.10	£3.60	£12.40	£23.40
Unacceptable Mess (Max)	£50.00	£4.60	£13.40	£24.40
4 + Passengers Surcharge	50%	£4.90	£13.70	£24.70

Booking fee (Normal)	£0.50			
Booking fee (Airport)	Variable	1 mile	5 mile	10 mile
Waiting (per 10 Seconds)	£0.10	£3.60	£12.40	£23.40
Unacceptable Mess (Max)	£50.00	£4.60	£13.40	£24.40
4 + Passengers Surcharge	50%	£4.80	£13.60	£24.60

PROPOSAL G - 7% reduction across the fare structure
(Rates rounded to nearest p)

PROPOSAL H - 8% reduction on first mile and no other change (Rates rounded to nearest p)

Support 1

Support 1

Effect		1 mile	5 mile	10 mile
Standard	£2.42	£3.56	£11.92	£22.37
Late Night / Public Holidays	£3.35	£4.49	£12.85	£23.30
Festive	£3.63	£4.77	£13.13	£23.58
Each additional 1/11th	£0.19			

Effect		1 mile	5 mile	10 mile
Standard	£2.39	£3.59	£12.39	£23.39
Late Night / Public Holidays	£3.31	£4.51	£13.31	£24.31
Festive	£3.59	£4.80	£13.60	£24.60
Each additional 1/11th	£0.20			

If rates rounded to nearest 10p

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

1 mile	5 miles	10 miles
£3.60	£12.40	£23.40
£4.60	£13.40	£24.40
£4.80	£13.60	£24.60

If rates rounded to nearest 10p

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

1 mile	5 miles	10 miles
£3.60	£12.40	£23.40
£4.50	£13.30	£24.30
£4.80	£13.60	£24.60

PROPOSAL I - 9% reduction on first mile and no other change (Rates rounded to nearest p)

PROPOSAL J - 10% reduction on first mile and no other change (Rates rounded to nearest p)

Support 1

Support 1

Effect	
Standard	£2.37
Late Night / Public Holidays	£3.28
Festive	£3.55
Each additional 1/11th	£0.20

1 mile	5 miles	10 miles
£3.57	£12.37	£23.37
£4.48	£13.28	£24.28
£4.75	£13.55	£24.55

Effect	
Standard	£2.34
Late Night / Public Holidays	£3.24
Festive	£3.51
Each additional 1/11th	£0.20

1 mile	5 miles	10 miles
£3.54	£12.34	£23.34
£4.44	£13.24	£24.24
£4.71	£13.51	£24.51

If rates rounded to nearest 10p

If rates rounded to nearest 10p

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

1 mile	5 miles	10 miles
£3.60	£12.40	£23.40
£4.50	£13.30	£24.30
£4.80	£13.60	£24.60

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

1 mile	5 miles	10 miles
£3.50	£12.30	£23.30
£4.40	£13.20	£24.20
£4.70	£13.50	£24.50

INCREASE PROPOSALS - PUT FORWARD WITHIN THE ANSWERS TO Q4 and Q6

PROPOSAL A - No increase other than Airport Charge
(Rates rounded to nearest 5p)

PROPOSAL B - 3% increase across fare structure
(Rates rounded to nearest 1p)

Support 4

Support 1

Effect			
Standard	£2.60		
Late Night / Public Holidays	£3.60		
Festive	£3.90		
Each additional 1/11th	£0.20		

1 mile	5 mile	10 mile
£3.80	£12.60	£23.60
£4.80	£13.60	£24.60
£5.10	£13.90	£24.90

Effect	
Standard	£2.68
Late Night / Public Holidays	£3.71
Festive	£4.02
Each additional 1/11th	£0.21

1 mile	5 mile	10 mile
£3.94	£13.18	£24.73
£4.97	£14.21	£25.76
£5.28	£14.52	£26.07

If rates rounded to nearest 10p

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

1 mile	5 mile	10 mile
£3.90	£12.70	£23.70
£4.90	£13.70	£24.70
£5.20	£14.00	£25.00

PROPOSAL C - 5% increase and no other change
(Rates rounded to nearest 1p)

PROPOSAL D - 6% increase and no other change
(Rates rounded to nearest 1p)

Support 4

Support 1

Effect			
Standard	£2.73		
Late Night / Public Holidays	£3.78		
Festive	£4.10		
Each additional 1/11th	£0.21		

1 mile	5 mile	10 mile
£3.99	£13.23	£24.78
£5.04	£14.28	£25.83
£5.36	£14.60	£26.15

Effect	
Standard	£2.76
Late Night / Public Holidays	£3.82
Festive	£4.13
Each additional 1/11th	£0.21

1 mile	5 mile	10 mile
£4.02	£13.26	£24.81
£5.08	£14.32	£25.87
£5.39	£14.63	£26.18

If rates rounded to nearest 10p

If rates rounded to nearest 10p

Booking fee (Normal)	£0.50
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Booking fee (Normal)	£0.50
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Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

1 mile	5 mile	10 mile
£3.90	£12.70	£23.70
£5.00	£13.80	£24.80
£5.30	£14.10	£25.10

Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

1 mile	5 mile	10 mile
£4.00	£12.80	£23.80
£5.00	£13.80	£24.80
£5.30	£14.10	£25.10

PROPOSAL E - £3 Standard and £4 Late Night and no other changes.

PROPOSAL F - 10% Initial Mile / Incremental Changes (If applicable rounded to nearest 10p)

Support 1

Support 1

Effect	
Standard	£3.00
Late Night / Public Holidays	£4.00
Festive (<i>assumed change</i>)	£4.00
Each additional 1/11th	£0.20

1 mile	5 mile	10 mile
£4.20	£13.00	£24.00
£5.20	£14.00	£25.00
£5.20	£14.00	£25.00

Effect	
Standard	£2.90
Late Night / Public Holidays	£4.00
Festive	£4.30
Each additional 1/11th (S / LN)	£0.25
Each additional 1/11th (F)	£0.35

1 mile	5 mile	10 mile
£4.40	£5.50	£6.80
£15.40	£16.50	£22.20
£29.15	£30.25	£41.45

If rates rounded to nearest 10p

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£100.00
4 + Passengers Surcharge	50%

1 mile	5 mile	10 mile
£4.70	£12.80	£34.40
£5.80	£13.90	£35.50
£6.70	£17.50	£46.30

PROPOSAL G - Increment Amendment and Public Hols (If applicable rounded to nearest 10p)

Support 1

Effect	
Standard	£2.60

1 mile	5 mile	10 mile
£3.80	£13.40	£25.40

Late Night / Public Holidays*	£3.60	£4.80	£14.40	£26.40
Festive "	£3.90	£5.10	£14.70	£26.70
Each additional 1/12th	£0.20			

Booking fee (Normal)	£0.50
Booking fee (Airport)	Variable
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

* Public Hols Rate to apply on Good Friday, May Day, Spring Bank Holiday, Summer Bank Holiday and St. Andrews Day.

" Would not apply on 3rd Jan

NO CHANGE PROPOSAL - PUT FORWARD WITHIN THE ANSWERS TO Q4 and Q6

PROPOSAL A - Fare Scale remains the same

Support	7
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Effect	
Standard	£2.60
Late Night / Public Holidays	£3.60
Festive	£3.90
Each additional 1/11th	£0.20

1 mile	5 mile	10 mile
£3.80	£12.60	£23.60
£4.80	£13.60	£24.60
£5.10	£13.90	£24.90

Booking fee (Normal)	£0.50
Booking fee (Airport)	£2.00
Waiting (per 10 Seconds)	£0.10
Unacceptable Mess (Max)	£50.00
4 + Passengers Surcharge	50%

POPULARITY OF OPTIONS

Position	Proposal	Survey	Ans to Q4	Ans to Q6	Total	%
1	No Change*	11	0	0	11	28.9
2	3% Increase "	7	0	1	8	21.1
3	£0.20 Reduction on first 880 yards	0	4	1	5	13.2
4	No Increase other than Airport Charge	0	0	4	4	10.5
5	5% Increase	0	0	4	4	10.5
6	7% Reduction on first 880 yards	0	4	0	4	10.5
7	£0.20 Reduction on first 880 yards - Standard Only	0	2	0	2	5.3

* In terms of this response there were 7 comments within the answers to Q4 and Q6 which supported this option but they have been discounted here as it is likely that these respondents will also have answered 'no change' in Q1.

" in terms of this response this includes those respondents who indicated a preference for a 3% increase within the survey and also the proposal for a 3% increase with rounding.

EQUALITIES IMPACT ASSESSMENT



EQUALITY IMPACT ASSESSMENT

EIA Version	Date	Author	Changes
ONE	25/06/20	Fiona M. Stewart	

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions including those that affect services the council delivers).	
Service	BUSINESS SERVICES
Section	LEGAL AND GOVERNANCE
Title of the activity etc.	CIVIC GOVERNMENT (SCOTLAND ACT 1982 – TAXI FARES REVIEW
Aims and desired outcomes of the activity	STATUTORY DUTY TO REVIEW THE MAXIMUM FARES AND CHARGES FOR TAXIS LICENSED IN ABERDEENSHIRE EVERY MONTHS AND DETERMINE WHETHER ANY CHANGES SHOULD BE MADE TO THE FARE SCALE
Author(s) & Title(s)	FIONA M STEWART, SENIOR SOLICITOR (DEMOCRATIC SERVICES)

Stage 2: List the evidence that has been used in this assessment and explain what it means in relation to the activity you are assessing.		
Evidence	What does it say?	What does it mean?
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).		

<p>Internal consultation with staff and other services affected.</p>		
<p>External consultation (partner organisations, community groups, and councils).</p>	<p>Pre-consultation with Taxi operators was carried out via Email and Microsoft Forms</p> <p>We are required under the Civic Government (Scotland) Act 1982 to conduct a month long public consultation on the proposals for the taxi fares review. The consultation runs from 1st June to 1st July 2020. A statutory notice was published in the Press and Journal Newspaper on 1st June 2020 Reference to the consultation and how to respond was published on the Council’s Facebook page</p>	<p>No issues identified</p> <p>Public Responses included</p> <p><i>I don’t. I’m disabled and drive myself. Plus we live in New Deer, there is no taxi service here.</i></p> <p><i>Not as often as I would like due to the extortionate cost of using a taxi in Aberdeenshire</i></p> <p><i>If costs go up quicker than my wages then I would need to give up work and go onto universal credit.</i></p> <p><i>In a time where many people are about to lose their jobs in the area and petrol prices are lower than they have been for years, a 3% increase in standing fares is entirely inappropriate.</i></p>
<p>External data (census, available statistics).</p>	<p>Taxi fare scale league table from the publication “Taxi and Private Hire Car Monthly” which sets out the current fare scale for a 2-mile journey in all licensing authorities in the UK.</p>	<p>Aberdeenshire is currently around the middle of the table with approximately 10 Scottish Licensing Authorities higher than our rate, Moray Council being one of those authorities</p>
<p>Other (general information as appropriate).</p>	<p>Reviewing Taxi fares is a statutory duty on Licensing Authorities whereby the needs of operators have to be balanced against the needs of the community.</p> <p>The Authority sets the MAXIMUM charges, operators are free to charge less or waive fees or charges provided the actual fare is displayed on the taxi meter at the time of the journey</p>	

Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	

Stage 4: Measures to fill the evidence gaps.		
What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.	Measures:	Timescale:

Stage 5: What steps can be taken to promote good relations between various groups/areas?	
These should be included in the action plan.	<p>The Business Services' Licensing Sub-Committee consult the taxi trade prior to setting a draft revised fare scale for consultation in order to ensure the proposals meet the needs of the trade.</p> <p>The Council, as Licensing Authority, has a statutory duty to consult with the public.</p> <p>By consulting digitally due to the current Covid 19 situation, members of the public have responded to consultation for the first time. Their comments are being considered by the Sub-Committee and we are able to consider potential impact on persons with protected characteristics for the first time as a result of that.</p>

Stage 6: How does the policy/activity create opportunities for advancing equality of opportunity?
<p>The approved fare scale will affect all persons undertaking taxi journeys with Aberdeenshire equally. It should be noted that the fare scale relates to licensed taxis only. Bookings for private hire cars are negotiable between the operator and the customer.</p>

Stage 7a:

Are there potential impacts on protected groups?

There are potential impacts on the elderly, very young people, vulnerable people and disabled people

The protected groups covered by the equality duty are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Who is affected by the activity or who is intended to benefit from the proposed activity and how?

Complete the table below for each protected group by inserting “yes” in the applicable box/boxes below.

	Positive	Negative	Neutral	Unknown
Age – Younger/Older		X		
Age - Older		X		
Disability		X		
Race – (includes Gypsy Travellers)				
Religion or Belief				
Sex (Gender)				
Pregnancy and maternity				
Sexual orientation – (includes Lesbian/ Gay/Bisexual)				
Gender reassignment – (includes Transgender)				
Marriage and Civil Partnership				

Stage 7b: Do you have evidence or reason to believe that this policy, activity etc. will or may impact on socio-economic inequalities?

This is about trying to be fair to everyone. Part of that is realising that not everyone may be starting at the same place. Some individuals and families may have low income, may have very little or no savings which means they are living from month to month therefore changes to council policies/services may have a greater adverse impact on them.

On this basis you should consider potential impacts on individuals/families by:

- Place: on specific vulnerable areas or communities (SIMD, regeneration, rural) e.g. housing, transport.
- Pockets: household resources, (Income, benefits, outgoings) ability to access a service
- Prospects: peoples life chances e.g.access to, or ability to access: employment, training, services (such as council or health) or support.

Groups of people who may be impacted include, but not limited to:

<ul style="list-style-type: none"> • Unemployed • Single parents and vulnerable families • People on benefits • Those involved in the criminal justice system • People in the most deprived communities • People who live in rural areas 	<ul style="list-style-type: none"> • Pensioners • Looked after children • Careers including young carers • Veterans • Students • Single adult households • People who have experienced the asylum system 	<ul style="list-style-type: none"> • Those leaving the care setting including children and young people and those with illness • Homeless people • People with low literacy/numeracy • People with lower educational qualifications • People in low paid work • People with one or more protected characteristic
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Please complete by inserting “yes” in the applicable box/boxes below.

Socio-economic disadvantage	Positive	Negative	Neutral	Unknown
Pockets: Low income/income poverty – cannot afford to maintain regular payments such as bills, food, clothing		Yes		

Pockets: Low and/or no wealth – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future	YES	Yes		
Pockets: Material deprivation – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies		Yes		
Place: Area deprivation – where you live, where you work		Yes		
Prospects: Socioeconomic background – social class i.e. parents education, employment and income , educational achievement.		Yes		

Stage 8: What are the positive and negative impacts?		
Impacts.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)
Please detail the potential positive and/or negative impacts you have highlighted above. Detail the impacts and describe those affected.	Positive impact by retaining local businesses that earn enough to survive and contribute to our local communities financially	Less people with protected characteristics will use taxis in Aberdeenshire Less business for taxi operators can lead to potential job losses adding to the financial burden of some families

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Stage 9: Have any of the affected groups/areas been involved, engaged with or consulted?	
If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?	Not specifically. Comments were made as part of a statutory consultation exercise with the general public of Aberdeenshire as a whole, as well as specifically with the taxi trade.

Stage 10: What mitigating steps will be taken to remove or reduce negative impacts?		
These should be included in any action plan at the back of this form.	Mitigating Steps	Timescale
	None. The Sub-Committee will balance the needs of the Community in setting the appropriate fare scale as required by the Civic Government (Scotland) Act 1982. This may result in an increase, no change or even a decrease	
	The Sub-Committee has already agreed to conduct the next fares review within a 12 month period instead of an 18-month period to ensure that any adverse impact as a result of COVID 19 can be addressed appropriately and timeously.	By 1 st September 2021

Stage 11: What monitoring arrangements will be put in place? How the EIA will be used to monitor the proposal	
These should be included in any action plan (for example customer satisfaction questionnaires).	We will monitor applications, any complaints made about the level of fares and any recommendations made as a result of future fares review in terms of Equalities

Stage 12: What is the outcome of the Assessment?		
Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.

	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	There is potential for some negative impacts if an increase in taxi fares is agreed for some persons with protected characteristics. However, the majority of members of the public, including those with protected characteristics have not responded to the consultation.	
	There is also a potential for some existing operators to lose business and struggle financially if fares are not increased or are increased by too much.	
	The Sub-Committee will take all evidence into account in reaching a decision.	
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen

* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.

Reviewing taxi fares is a statutory duty on Aberdeenshire Council in respect of which we have no authority to waive or opt not to conduct such work.

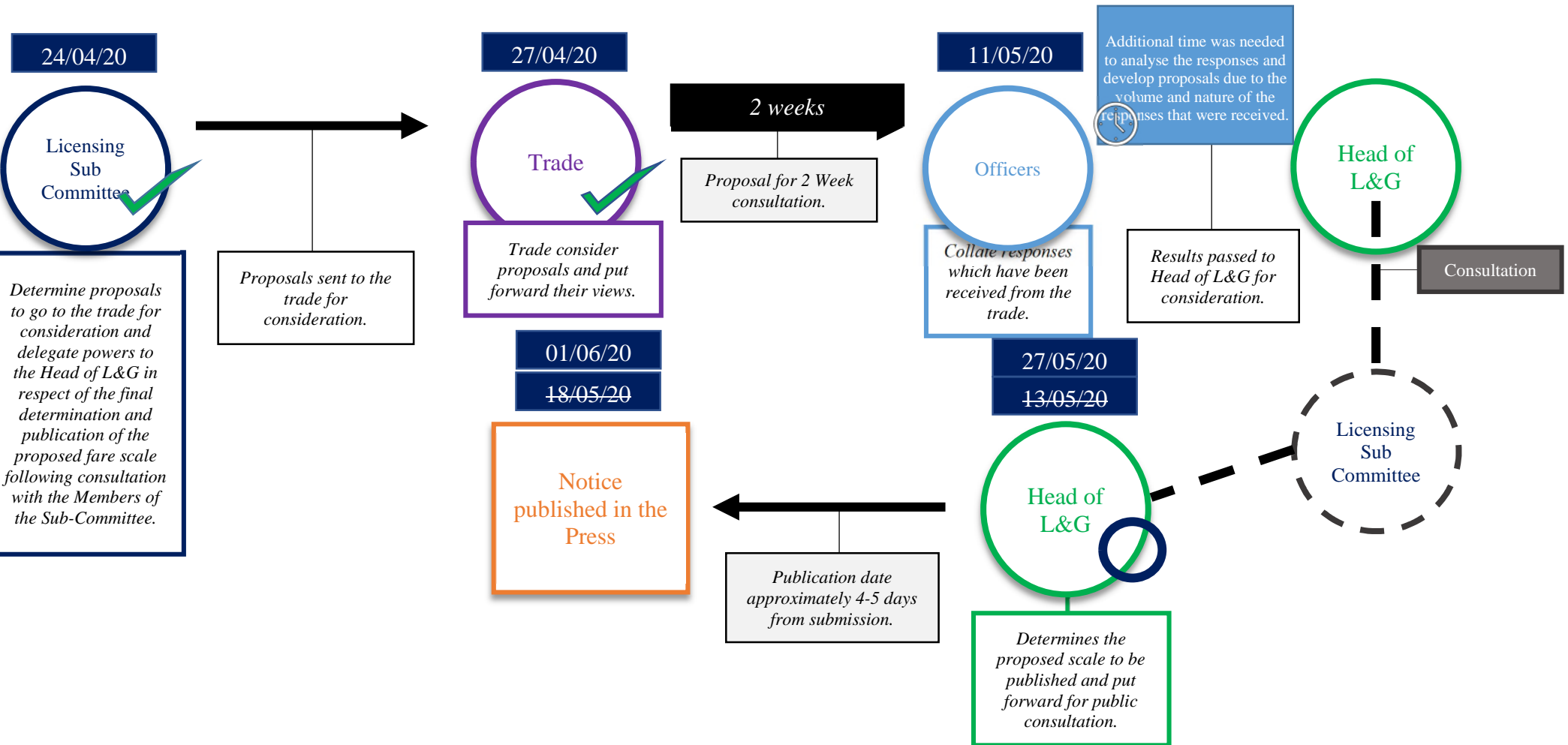
Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Business Services, Legal and Governance, Governance Team	
	2) Title of Policy/Activity	Taxi Fare Scale Policy (if appropriate)	
	3) Authors: I/We have completed the equality impact assessment for this policy/activity.	Name: Fiona M. Stewart Position: Senior Solicitor (Democratic Services) Date: 25 th June 2020 Signature:	Name: Position: Date: Signature:
		Name: Position: Date: Signature:	Name: Position: Date: Signature:

4) Consultation with Service Manager	Name: Laura Bremner, Legal Services Manager Date: 25 th June 2020	
5) Authorisation by Director or Head of Service	Name: Karen Wiles Position: Head of Legal and Governance Date: 25 th June 2020	Name: Position: Date:
6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee.		Date: 26 th June 2020
7) EIA author sends a copy of the finalised form to: equalities@aberdeenshire.gov.uk		Date: 26 th June 2020

APPENDIX 6

TAXI FARE REVIEW – Amended Timeline
STAGE 1 – PROPOSED SCALE FOR PUBLIC CONSULTATION



STAGE 2 – FIXING THE FARE SCALE

