

Consultation responses from individual drivers

1. Many thanks for this. I would like a tariff review annually. Any increases should be little but often. Consultation methodology should cover all aspects of the tariff ie. Flag. Yardage. Waiting time. Extras. And I assume all Hackney and Private Hire Drivers are to be consulted on these points. I think the MLTDA may not be clear on that.
2. Please see attached a portion of email sent to Mandy Francis in March 2022 where I requested that a review of tariffs annually or biannual was to be included within the policy. I thought this had already been included. It's disappointing that it's taken a few more years to get around to this.

It's unfortunate that my views were not taken into account as I don't represent the MLTDA. My views as a driver / operator should be given the same consideration as that of the MLTDA.

The rate of increase of tariff has fallen behind the rate of inflation due to having a gap of 7 years without an increase. As a result drivers income has fallen below acceptable levels with drivers working longer shifts working harder to make ends meet. This is exacerbated by the rising costs of vehicle maintenance.

Sorry if I've gone off topic just sharing my views to confirm that the tariff should be reviewed annually.

Dear Mandy

Thank you for the prompt reply I appreciate that polling the drivers is probably a good solution. Im sure costs involved for the advertising etc would come from the fees charged and as there has been no increase in approximately 7 years there would be an accumulation of funds set aside for this purpose. Perhaps when this increase goes to committee a proposal could be added to review the tariff on an annual or by annual basis or perhaps add in to the increase the fares every 2 or 3 years increase at the same rates as inflation. The fee for changing the meter of £25 is also good value as the last fee paid will have been spread over the last 7 years.

Unfortunately I'm unable to comment on the MLTDA as I'm not affiliated with them they only represent a small amount of drivers. Tariff increase was discussed on line last week I believe as a result the MLTDA are meeting to discuss the matter further as there was a higher number for an increase.

3. I think the tariff should be reviewed annually, not every 2 years. If the last couple of years has taught us anything it is that inflation rates can change dramatically and very fast. These are our costs ie operator rents, insurance premiums, new vehicle costs, car service and repairs, fuel costs, road tax, licencing costs and phone costs. These costs are increased annually and therefore it is only fair that our tariff is reviewed annually to keep up. Also the review process takes about 6/9 months to implement. This is another disadvantage to us drivers.

I also feel that all aspects of the fare should be reviewed. The flag, mileage and waiting equally in the methodology section of the policy for any consultation.

I feel smaller and more often increases are more acceptable to people, and seem more in line with actual reality.

I believe if drivers struggle to earn enough to keep meeting cost increases they will consider leaving the trade, and potential new drivers will consider alternative career paths.

4. I think our fare is too high. I received complaints from our passengers regularly. So we are loosing business every day.

Specially after 12am our fare is too high compare to other (out of town cab, Uber etc) operating in Medway.

Could you please make 24 hours same rate.