

# Regulatory Committee

**9.30am, Monday, 9 March 2020**

## **Review of Taxi Fare Structure – Outcome of Consultation**

**Executive/routine**

**Wards**

Citywide

**Council Commitments**

N/A

### **1. Recommendations**

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- 1.1 It is recommended that the Regulatory Committee:
  - 1.1.1 notes the content of this report and that the Council's further statutory duties have been met in relation to consultation;
  - 1.1.2 considers the representations received during the statutory public consultation period, as attached at Appendix 3;
  - 1.1.3 thereafter agrees to fix the taxi fare scales as set out at Appendix 2 of this report with an effective date of 7 April 2020; and
  - 1.1.4 instructs the Executive Director of Place to carry out the statutory notification procedures in relation to the revised taxi fare scales as fixed by the committee.

**Paul Lawrence**

Executive Director of Place

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# Report

## Review of Taxi Fare Structure – Outcome of Consultation

### 2. Executive Summary

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- 2.1 Jacobs was engaged to carry out initial work on the review of the current taxi fare scales and the Jacobs report, together with details of further consultation undertaken with the taxi trade, was presented to the Regulatory Committee on 9 January 2020. The committee agreed on proposed revised taxi fare scales for public consultation.
- 2.2 In line with statutory requirements the proposed taxi fare scales have been advertised in a local newspaper. The proposed taxi fare scale was also advertised on the Consultation Hub of the Council's website.

### 3. Background

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- 3.1 The Council, as Licensing Authority, has a duty to review under section 17(2) of the Civic Government (Scotland) Act 1982 ('the Act'), and to set a taxi fare structure within the city. The taxi fare structure represents the maximum which a customer can be charged for a taxi journey within the city.
- 3.2 The Council engaged Jacobs to undertake the initial work in relation to the review of the fare structure, and their report and conclusions along with details of further consultation with the taxi trade were presented to the Regulatory Committee on 9 January 2020. A copy of the Jacobs report is attached at Appendix 4 for ease of reference of members.
- 3.3 The committee agreed proposed revised taxi fare scales and instructed officers to advertise the proposed changes to the taxi fare structure, subject to a minor amendment, in line with the statutory requirements of the Act.
- 3.4 The committee is advised that there is a right of appeal against any Committee decision regarding fares. This might be exercised by any taxi licence holder or an organisation representative of taxi operators. The appeal is made to the Scottish Traffic Commissioner.

## 4. Main report

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### Statutory Consultation

- 4.1 On 9 January 2020 the committee agreed proposed changes to the existing taxi fare scales. The existing fare scales are attached at Appendix 1 and the proposed revised fare scales are attached at Appendix 2. Specific proposed changes are as follows:
- 4.1.1 That Fare Tariffs 1 and 2 increase, with an increase on the flag drop of 40p;
  - 4.1.2 That Fare Tariffs 3 and 4 increase, with an increase on the flag drop of 40p;
  - 4.1.3 Additionally, increasing Tariffs 1 and 2 by 3.3% on increments thereafter. This equates to a total increase of 6.3% for Tariffs 1 and 2;
  - 4.1.4 That the additional passenger charge increases to 30p;
  - 4.1.5 That the wording of the definition of the 'soiling' charge shall be amended to read "Soiling Charge – maximum of £50.00 payable by a passenger, where a vehicle requires to be removed from service for cleaning in order for it to be restored to a usable state and condition"; and
  - 4.1.6 That the 'airport charges' are amended to £2.90 and £2.00 for pick-ups and drop-offs respectively. This reflects the amendment to the directorate proposals as required by the committee's previous decision.
- 4.2 As required by the Act, an advert was published in a local newspaper, namely the Edinburgh Evening News, on 29 January 2020. Interested parties were invited to submit representations in writing by 27 February 2020. A copy of the advertised tariff is included at Appendix 2.
- 4.3 The proposed taxi fare tariff was advertised on the Consultation Hub on the Council's website where the public could comment.
- 4.4 Responses to the consultation are attached at Appendix 4. Broad themes are:
- 4.4.1 Supportive of the general tariff increases
  - 4.4.2 Some said taxis are too expensive
  - 4.4.3 Significant number think that the permitted pick-up charge at the airport should be £5.
- 4.5 Edinburgh Airport Ltd has provided a response to the consultation, which is included at Appendix 4.

### Effect of Proposed Tariff Change

- 4.6 Members will be aware from the previous deputations to the January 2020 committee that the trade is concerned that the current taxi fare tariff has not kept up with the costs incurred with operating a taxi in the city. A trade publication ranks all Local Authorities with respect to the fares charged for a two mile taxi journey during the day. In February 2020 the City of Edinburgh Council sat at 104 of 366 authorities (*Private Hire and Taxi Monthly* publication, September 2019).

- 4.7 Should the proposed changes be implemented, the Council's appointed consultants Jacobs calculate that the City of Edinburgh Council would climb to position 47 in the February 2020 ranking, as set out in the table below. As set out in 4.1.3 above the percentage increase for Tariffs 1 and 2 is 6.3% which would follow a similar percentage increase agreed by the 2018 fare review.

Local Authority	Current Rank
East Lothian	21
Fife	38
Glasgow	64
<b>City of Edinburgh</b>	<b>104</b>
Midlothian	116
West Lothian	258
Falkirk	268

### **Airport drop-off and pick-up fees**

- 4.8 At its meeting in January 2020 the committee agreed to advertise the proposed tariff subject to the addition of wording to allow taxi drivers to recover charges incurred in picking up and dropping off at Edinburgh Airport 'up to a maximum of the current charges'.
- 4.9 The draft tariff (Appendix 2) was therefore amended to increase the airport drop-off fee from £1 to £2 and the pick-up fee from £2.80 to £2.90. These are the current fees as set out by Edinburgh Airport Ltd in response to an enquiry from officers. Taxi drivers who enter into an agreement with Edinburgh Airport Ltd benefit from entry to a dedicated taxi rank, with these reduced charges applicable. Officers understand that access to the dedicated rank is available to all licensed taxis in Edinburgh through use of a 'decrement card'. This essentially outlines that the holder of the decrement card has entered into a commercial contract/agreement with Edinburgh Airport Ltd and, subject to compliance with various terms and conditions, the holder is entitled to access the dedicated rank and pick up passengers at the reduced cost of £2.90.
- 4.10 The consultation responses set out that some respondents and members of the trade dispute whether the £2 and £2.90 fees accurately reflect all the fees which may be charged at the airport.
- 4.11 Members' attention is particularly drawn to Appendix 3, which sets out the applicable charges should a taxi whose driver has not entered into an agreement with Edinburgh Airport Ltd pick up a passenger not at the dedicated taxi rank but at an alternative location in the airport car park. These fees range from £5 to £18 depending on the length of time that the taxi has been within the car park.
- 4.12 Previous committees have not been persuaded to allow for any fee to be passed on to the public apart from the fee to pick up at the dedicated rank.
- 4.13 Unless the committee is persuaded by the arguments put forward by respondents to the effect that the £5 to £18 should be recoverable in whole or in part, it is



recommended that the committee should agree a drop-off fee of £2 and a pick-up fee of £2.90 as advertised.

### **Consultation outcome**

- 4.14 If the committee agrees to fix the proposed revised taxi fare scales, these will take effect from 7 April 2020. This will allow officers to carry out the required statutory notification procedures and to ensure that the Taxi Examination Centre can take the necessary steps in respect of vehicles being presented for inspection.

## **5. Next Steps**

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- 5.1 Officers will arrange to advertise the committee's final decision.
- 5.2 Officers will notify licence holders of the new tariff.

## **6. Financial impact**

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- 6.1 There is no direct financial impact to the council.

## **7. Stakeholder/Community Impact**

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- 7.1 If the taxi trade, specifically any operator, has a concern about the Council's decision on the new fare scales, taxi licence holders may appeal that decision individually or as a group, including any decision not to implement an increase in the fare scales. Details of this process are outlined at 2.4 above.
- 7.2 A previous appeal was successfully made against the committee's decision in November 2014.
- 7.3 Matters described in this report have no relationship to the public sector general equality duty, thus there is no direct equalities impact arising from this report.
- 7.4 There is no environmental impact arising from the contents of this report.
- 7.5 Following consultation with the trade and the committee agreeing proposed revised taxi fare scales, further public consultation was carried out. This was done in line with statutory requirements through advertisement in a local newspaper and additionally on the Council website.

## **8. Background reading/external references**

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- 8.1 None

## 9. Appendices

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- 9.1 Appendix 1: Current fare card (from 18 June 2018)
- 9.2 Appendix 2: Revised example fare card as advertised
- 9.3 Appendix 3: Table of charges at Edinburgh Airport (from <https://www.edinburghairport.com/edinburgh-airport-parking/drop-off-and-pick-up> on 12 February 2020)
- 9.4 Appendix 4: Comments received
- 9.5 Appendix 5: Jacobs report dated 18 November 2019

## Appendix 1 Current tariff (from 18 June 2018)

THE CITY OF EDINBURGH COUNCIL  
CIVIC GOVERNMENT (SCOTLAND) ACT 1982  
**FARE TABLE FOR TAXIS**  
With effect from 18 June 2018

### FOR UP TO 2 PASSENGERS

<b>TARIFF 1</b> Monday – Friday 6am – 6pm	<b>TARIFF 2</b> Monday – Friday 6pm – 6am the following day 6am Saturday – 6am Monday
<b>TARIFF 3</b> Monday – Friday 6am – 6pm during Christmas and New Year	<b>TARIFF 4</b> Monday – Friday 6pm – 6am the following day 6am on Saturday - 6am Monday during Christmas and New Year
<b>CHRISTMAS</b> 6pm on 24 December to 6am on 27 December	
<b>NEW YEAR</b> 6pm on 31 December to midnight on 2 January	

CHARGES	TARIFF 1	TARIFF 2	TARIFF 3	TARIFF 4
<ul style="list-style-type: none"> <li>Initial hire not exceeding 516m</li> <li>Initial 105 seconds of waiting time</li> <li>Combination of initial time and distance</li> </ul>	<b>£2.60</b>	<b>£3.60</b>	<b>£3.60</b>	<b>£4.60</b>
<ul style="list-style-type: none"> <li>Each additional 174m up until 1908m and thereafter each additional 201m</li> <li>Each additional 37 seconds of waiting time</li> <li>Combination of additional time and distance</li> </ul>	<b>£0.25</b>	<b>£0.25</b>	-	-
<ul style="list-style-type: none"> <li>Each additional 184m up until 1988m and thereafter for each additional 213m</li> <li>Each additional 39 seconds of waiting time</li> <li>Combination of additional time and distance</li> </ul>	-	-	<b>£0.35</b>	<b>£0.45</b>

### EXTRA PAYMENTS

<b>When more than 2 passengers</b>	Each	<b>£0.20</b>
<b>Note:</b> Only 2 children under 12 years will be reckoned as one passenger. No extra fare will be charged for one child under 5 years of age.		
<b>Each Passenger must be properly seated</b>		
<b>Hires ending at Edinburgh Airport Inner Drop-off Zone</b> (See Note 4 below)	<b>£1.00</b>	
<b>Call Out Charge</b> Applicable when pre-booked	<b>£0.80</b>	<b>Airport Pickup</b> For hires commencing at Edinburgh Airport <b>£2.80 maximum</b>
<b>Cancellation Fee</b> Applicable when taxi is pre-booked but not used	<b>£2.20</b>	<b>Cleaning Fee</b> Applicable when taxi is soiled (by travel sickness) <b>£50</b>

### NOTES

- (1) The above Tariff is applicable only within the City of Edinburgh.
- (2) Any hire which terminates outside the City of Edinburgh area – FARE MUST BE NEGOTIATED AND AGREED WITH DRIVER BEFORE THE JOURNEY COMMENCES.
- (3) A copy of the Licensing Conditions can be inspected at the Council's Licensing Offices, 249 High Street, Edinburgh, EH1 1YJ and downloaded from [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)
- (4) **The Airport Extra** is only payable if passenger is dropped off in the covered inner drop-off zone at Edinburgh Airport and the driver has explained to the passenger before the start of the journey - (1) He will take the passenger to the drop off point just beside the airport terminal and that there is a £1 extra for this. (2) If the passenger states he is disabled, the £1 extra still has to be paid, but the driver understands that the passenger can reclaim this from the airport at the drop-off point. (3) If the passenger wishes to avoid the £1 extra, he can be taken to an outer drop-off point. However, this is further from the airport terminal, involves the use of a free shuttle bus and will require more time for the passenger to get to the airport terminal.
- (5) Any airport pickup fee at the airport incurred by the driver subject to a maximum of £2.80.

### COMPLAINTS

Any hirer aggrieved at the level of the fare charged for any hire or for any other reason may discuss the matter with the Taxi Licensing Officer (0131 529 4250). Any complaint must be made in writing and addressed to the Complaints Officer, Licensing Service, The City of Edinburgh Council, 249 High Street, Edinburgh EH1 1YJ, and should include the vehicle's licence number and time and date of the incident.

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## Appendix 2

### THE CITY OF EDINBURGH COUNCIL CIVIC GOVERNMENT (SCOTLAND) ACT 1982

#### TAXI FARE REVIEW

**NOTICE IS GIVEN** in terms of Section 17(4A) of the above Act that the Regulatory Committee of the City of Edinburgh Council has reviewed the taxi fare tariff for taxis licensed by the Council. On 9 January 2020 the committee proposed that the taxi fare tariff would be as shown below and that the new fare tariff would come into effect on 7 April 2020.

Any person may make representations on these proposals. Any representations should be in writing and lodged with the Licensing Service, The City of Edinburgh Council, 329 High Street, Edinburgh EH1 1YJ, or by email to [licensing@edinburgh.gov.uk](mailto:licensing@edinburgh.gov.uk) within one month of the date of this advertisement. Any representations received within the above timescale will be considered by the committee before it makes a final decision.

Paul Lawrence

Executive Director of Place

City of Edinburgh Council

### FARE TABLE FOR TAXIS

#### FOR UP TO 2 PASSENGERS

<b>TARIFF 1</b> Monday - Friday 6am – 6pm	<b>TARIFF 2</b> Monday - Friday 6pm – 6am the following day 6am Saturday – 6am Monday
<b>TARIFF 3</b> Monday - Friday 6am – 6pm during Christmas and New Year	<b>TARIFF 4</b> Monday - Friday 6pm – 6am the following day 6am on Saturday – 6am Monday during Christmas and New Year
Tariffs 3 and 4 shall only be charged during the following dates and times: <b>CHRISTMAS</b> 6pm on 24 December to 6am on 27 December <b>NEW YEAR</b> 6pm on 31 December to 11.59pm on 2 January	

CHARGES	TARIFF 1	TARIFF 2	TARIFF 3	TARIFF 4
<ul style="list-style-type: none"> <li>Initial hire not exceeding 516m</li> <li>Initial 105 seconds of waiting time</li> <li>Combination of initial time and distance</li> </ul>	£3.00	£4.00	£4.00	£5.00
<ul style="list-style-type: none"> <li>Each additional 168m up until 1860m and thereafter each additional 195m</li> <li>Each additional 36 seconds of waiting time</li> <li>Combination of additional time and distance</li> </ul>	£0.25	£0.25	-	-
<ul style="list-style-type: none"> <li>Each additional 184m up until 1988m and thereafter each additional 213m</li> <li>Each additional 39 seconds of waiting time</li> <li>Combination of additional time and distance</li> </ul>	-	-	£0.35	£0.45

<b>When more than 2 passengers</b>		<b>Each</b>	<b>£0.30</b>
<b>Note:</b> Only 2 children under 12 years will be reckoned as one passenger. No extra fare will be charged for one child under 5 years of age.			
<b>Each passenger must be properly seated</b>			
<b>Hires ending at Edinburgh Airport Inner Drop-off Zone</b> (See Note 4 below)		<b>£2.00</b>	
<b>Call Out Charge</b>	<b>£0.80</b>	<b>Airport Pickup</b>	
Applicable when pre-booked		For hires commencing at Edinburgh airport	<b>£2.90</b>
<b>Cancellation Fee</b>			
Applicable when taxi is pre-booked but not used	<b>£2.20</b>		
<b>Soiling Charge</b> – maximum of £50.00 payable by a passenger, where a vehicle is required to be removed from service for cleaning in order for it to be restored to a usable state and condition			

#### EXTRA PAYMENTS

##### NOTES

- (1) The above Tariff is applicable only within the City of Edinburgh.
- (2) Any hire which terminates outside the City of Edinburgh area – FARE MUST BE NEGOTIATED AND AGREED WITH DRIVER BEFORE THE JOURNEY COMMENCES.
- (3) A copy of the Licensing Conditions can be inspected at the Council's Licensing Offices, 249 High Street, Edinburgh, EH1 1YJ and downloaded from [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)
- (4) The Airport Extra is only payable if passenger is dropped off in the covered inner drop-off zone at Edinburgh Airport and the driver has explained to the passenger before the start of the journey - (1) He will take the passenger to the drop off point just beside the airport terminal and that there is a £2 extra for this. (2) If the passenger states he is disabled, the £2 extra still has to be paid, but the driver understands that the passenger can reclaim this from the airport at the drop-off point. (3) If the passenger wishes to avoid the £2 extra, he can be taken to an outer drop-off point. However, this is further from the airport terminal, involves the use of a free shuttle bus and will require more time for the passenger to get to the airport terminal.

##### COMPLAINTS


Any hirer aggrieved at the level of the fare charged for any hire or for any other reason may discuss the matter with the Taxi Licensing Officer (0131 529 4250). Any complaint must be made in writing and addressed to the Complaints Officer, Licensing Service, The City of Edinburgh Council, 329 High Street, Edinburgh EH1 1YJ, and should include the vehicle's licence number and time and date of the incident.

# DROP-OFF & PICK-UP

Our convenient drop-off & pick-up areas are located directly outside the Terminal.

\*Prices correct as from 00:01 on Tuesday 17th December 2019.

Dropping-Off Passengers



Ideal for a quick and easy drop-off. The charged drop-off area is located on the ground floor of the multi-storey car park outside the terminal building

Where is the drop-off zone?	Ground floor of the Multi-storey
0 - 5 mins	£2.00
5 - 10 mins	£4.00

10 min - 15 mins	£10.00
15 mins - 1 hour	£15.00
Thereafter	£15.00 per hour
<b>Entry / Exit</b>	Barrier controlled
<b>Payment method</b>	Cash, card, contactless and mobile payments.
<b>Max stay?</b>	2 hours. Cars can't be left unattended
<b>Blue badge holders</b>	FREE for 1 hour
<b>Vehicles allowed</b>	Cars, motorbikes, minibus *

<b>Height restrictions</b>	Height 2.2m (7.2ft)
<b>Other restrictions</b>	- No taxi or private hire pick-ups.

### Picking-up Passengers



There is a dedicated pick-up zone conveniently located on the ground floor of the multi-storey car park outside the terminal building.

<b>Where is the pick-up zone?</b>	Ground floor of the Multi-storey
First 15 minutes	£5.00
15 - 30 min	£9.00



30 min - 1 hour	£12.00
1 - 3 hours	£18.00
Thereafter	Charged at Terminal Surface rates
<b>Entry / Exit</b>	Barrier controlled
<b>Payment method</b>	Cash, card, contactless and mobile payments
<b>Max stay?</b>	2 hours
<b>Blue badge holders</b>	FREE for 1 hour
<b>Vehicles allowed</b>	Cars, motorbikes, minibus *

## Appendix 4

No.	Comment
1	Welcome development
2	I think it's right with costs rising inc fuel etc
3	Ok except airport pick up Drivers shouldn't lose out to airport greed
4	Airport pick fee should be added in full
5	Airport pick up fee should be added in full Not fair that airport can profit if a taxi driver
6	I think it fair as the cost of running a taxi is high.
7	I think its fair.taxis are very expensive to own ans operate.
8	I think taxi tariff should be increased, which would help the taxi owners. Giving that Edinburgh Council are imposing an age limit on vehicles and the cost of replacing a vehicle.
9	<p>The £4 on tariff 2 is to expensive £3.80 would be more pleasing on the public eye purse, we are needing to get passengers into the taxis no scare them away.</p> <p>The £2.90 is fine for picking up at airport because that's all that the airport is charging at the moment if the taxi drivers that are moaning about being charged more need to apply for a decrement card from the airport.. they have that option if you allow them to have a open charge at Edinburgh Airport it will get out of hand and ridiculous. £2.90 is fine</p>
10	<p>I agree.</p> <p>Rising cost of living and costs of maintaining taxi make that decision right.</p>
11	It is time for an increase in the taxi tariff. The cost of diesel etc continues to increase as well as the cost of other public services.
12	Agree with all
13	Proposed tariff is fare
14	A fair and proper tariff is essential for the taxi industry
15	It is too much
16	It seems a bit too much of an increase, given the current climate of uncertainty.
17	I think it is a fair rise as I don't think they are as expensive as many other city's and I hear the running costs are expensive for taxis
18	Overall ok, but consideration needs to be made for increasing airport charges.
19	Acceptable but airport pick-up charges should be in line with amounts charged by airport.
20	Reasonable and justified. The overheads in running a licenced taxi un edinburgh have increased way ahead of inflation. Personally, I struggle to make a living as a black can driver with huge overheads such as having to buy a euro6 vehicle to comply with emissions. £46k for a taxi that complies with council regulations.
21	I think the airport charges should be reimbursed as per when needed
22	Theproposed collection charge at Edin Airport of £2:90 is not really come very close to the £5:00 that the airport currently charge. A £2:10/pickup deficit will run into the £hundreds by the time of the 2012 review, by which time I can guarantee that the airport will have upped the current £5:00 charge.
23	I would like it to be added that Edinburgh Airport seems to increase their prices regular. I would like to be able to adjust the fair judging on their increases

24	Would prefer if it was kept the same, only change the airport pick-up to match
25	It is long overdue as costs have risen steeply
26	Massive overhaul required after years of neglect and ALL fees incurred at the airport to be chargeable.
27	Fair. Don't why so much fuss is made though. Should just rise with inflation etc
28	Very good .
29	I agree with the proposed tariff but feel that the charges for the airport should be added to this as the owners of the airport will just be increased as soon as this tariff revue is finished
30	It's only fair and allows fares to rise with inflation . The FULL airport drop off and pickup charges should be chargeable to the passenger in full, each and every time the airport raise the fee. Please change the wording to 'Applicable Airport Tariff' so taxi drivers don't have to wait until each tariff review to be able to charge the pick up zone fee.
31	Why is it not tariff 4 all day Christmas Day ? Shouldn't matter if Saturday or Sunday
32	Feels fair enough. Especially with the volume of private hires and Ubers you've allowed to flood our streets.
33	The cancellation fee must be the drop off the flag charge,all tolls must be paid by the passenger,70% of fares are now card which the driver pays the service charge for,so to add another cost on is to much,it looks like the 5p will be faded out in future,so it should be dropped now,the extra passenger should be a minimum of 30p what other form of transport in the city can you travel from one to the other for 25p.
34	We don't need the increase in tariff as it's already very high especially when we are competing with an uber and other phc companies and also I feel that there is no need for an increase it may not possible to afford and it will effect my business in future
35	Good but not good enough. We are still being charged £2.00 to drop off at the airport but can only charge the passenger £1.00
36	Happy
37	I agree to most except for 30p for extra passengers. Cannot even raise in increments of 10p
38	Still not in line with cost of living and the very expensive costs burdened on taxi drivers by cec
39	Good, but personally think think that's not going to help matter for us.
40	Proposals include making our extras button drop to 10p increments (29 clicks or more for Airport pick-ups).  I suggest keeping the extras button at multiples of 20p and all extra charges divisible by 20 - so 40p additional passenger charge as originally proposed in the survey.  Having to press the extras button in 10p increments will be very time consuming and does not give off a good impression, especially at the airport where larger sums are involved.  As compromise to raising the 'additional passenger' charge to £0.40, reducing the new flag-fall from £3.00/£4.00 to £2.90/£3.90 would be perfectly acceptable to the trade to mitigate this change.

41	<p>Personally I think this increase is too much. Only agree with the airport drop off charge as that is the cost to us.</p> <p>We are (black cabs) currently losing business at an alarming rate to PHC as they are offering 20 to 30 % off the standard tariff rates which we cannot or will not compete with.</p> <p>They can run about in 12 year old cars costing 3 or 4 thousand pounds and there appears to be virtually double the amount of them in Edinburgh than taxis.</p> <p>This is not a dig at PHC, I started in PHC though things have changed drastically since those days. Driving standards are in my opinion are terrible. I could go on but this is not the place.</p> <p>I know I will probably be in the minority but leave the tariff as it is, charge the £2 airport drop off and increase the airport pick up to robbing £5 they charge us for the 3 minute collections we have to make.</p>
42	Would rather see the increase go up on the mileage, not showing on the meter ,!!
43	I believe it is a fair increase but the extras should increase at 20p rather than 10p. If you have an airport drop with extra passengers and call out fee you could have to hit the extra button thirty six times (£3:60).
44	<p>At the regulatory meeting where this was discussed, it was put forward by the trade to have “any tolls” instead of an airport charge</p> <p>No evidence was given that a monetary amount had to be on the sheet as stated by Mr Mitchell in his presentation and only two councillors voted for that therefore the wording should be any and all tolls and not airport fee</p>
45	I think it's a decent increase and the trade will welcome it,
46	<p>The additional distance charge should be increased to £0.30 from £0.25.</p> <p>The airport drop off and pick up charge should not be a detailed amount it should be whatever the actual charge is on the day. The airport increase the charge on a regular basis which will leave the stated amount outdated at every increase.</p> <p>If a driver is being charged £5 to pick a passenger up the charge to the customer should be £5 not £2.90.</p> <p>This would alleviate some of the ongoing problems at the airport</p>
47	I think it would be welcomed by the trade as a fair increase to reflect the economic situation
48	I think the tariff should stay as it is, as meter starting at £3 and £4 is too much in these challenging working conditions with the different forms of competition like the app companies. This will have a negative impact on the taxi trade with the public having a perception that black cabs are too dear.
49	I agree with the increase, Edinburgh is an expensive place to live, but the taxis are amongst the cheapest in the country.
50	<p>Surcharge for airport should be looked at ASAP.</p> <p>Fare tariff should be a fair representation of how much effort and money taxis drivers put in to providing one of the best services in uk. Stop treating us with contempt Mr Mitchell.</p> <p>A fair increase is required ASAP .</p>
51	Does not go far enough when it comes to airport charges it should be at least £4 to cover future increases from the airport who have already said there will be an increase in April on the decament card.

52	<p>Generally the proposals are ok. The only issue is having 10p increments on the extras button mainly due to extra passenger fee being 30p. The number of times the extras button will need to be pressed especially at an airport pick up will look excessive to the customer.</p> <p>The airport drop off and pick up amounts should have a higher ceiling level. This would allow a buffer to cover any future airport fee increases without having to alter the fare table each time. It could be worded to a maximum of say £5. This means the amount is not open ended but allows absorption of future airport barrier fee increases without a fare table review each time.</p>
53	Yes
54	<p>This just shows how out of touch the council are with taxi fare reviews. The meters on the taxis can only increment by 20p at a time so how can they increase the additional passenger tariff to 30p??? The same thing for the out of town surcharges being £5.10 for cockenzie, £2.10 for miller hill, £1.90 for Loanhead! These figures can't be put on the meter as it increments by 20p. There needs to be an overhaul of whoever is in charge.</p>
55	<p>Seems fair to the drivers.</p> <p>I would prefer less at the start and more percentage as they drive me though.</p>
56	<p>£2.90 at airport is a disgrace</p> <p>Time the council stood up to this regime.</p>
57	<p>The airport pick up fee has to reflect the fees charged by the airport parking.</p> <p>Currently it is £5. The wording on the tariff sheet should be such that if the fees change the trade doesn't have to review it.</p>
58	Agreed fare tariff needs to increase. Airport pick up fee should be in-line with airport charges.
59	<p>My only concern I'd the Airport drop off and pick up charges</p> <p>The airport currently charges £5 to pick up a passenger and the suggested £2.90 pick up in no way comes near to this charge</p> <p>The airport is also at liberty to increase its drop off and pick up tariffs at the drop of a hat , I suggest that all airport charges are applicable just like all tolls are applicable</p>
60	The tariff increase is okay but the large tariff over the Christmas & new year period is too long and stops the public from using the cabs
61	Not necessary as we have enough competition from PHC that you keep giving out plates too so a tariff rise would give the public another reason to stop using black taxis or you could always stop the ridiculous increase of PHC eg Uber! You are allowing and over seeing death of the black cab trade!
62	Fair enough
63	<p>The new tariff is fair and brings Edinburgh into line with other larger city's in the uk . My only complaint is how can the cancellation fee be less than the drop of the flag ? Surly it must be £3.00 . An increase at this time is definitely required as a CEC have applied new rules to emissions and age of taxis. The fleet of Edinburgh cabs will be the newest in the uk in 2021/2022, so why undersell the service.</p>
64	Another rip off by Edinburgh Council.
65	Leave the additional passenger fee at the existing 20p, do not increase that.

66	I think the flag down rate should only be 30p and not 40p.I also think the 30p per passenger (after 2 psngrs) is OK but how will this be implemented. If it means reducing the the increment charge down to 10p from 20p then this means that we will be pushing the increment button more than 30 times if you have picked up from the airport for instance. That will definitely need to be taken into account . Apart from that I have no complaints about the review.
67	I think the proposed increase is fair
68	I do not agree with the proposed initial hire and 3.3% increase in the tariff, however I do agree to the £2 drop off toll charge at the airport being added.
69	Taxi fares should remain the same. The reason for this statement is that due to the rise of Uber and the councils inability to limit the rise in the number of Private Hire vehicles, if you make it more expensive then you are then encouraging people to use Uber who claim to be cheaper. By doing this you are helping in the downfall of the Taxi Trade in Edinburgh
70	I can't understand why cabs designed to hold 5 people charge for extra people over 2?! It makes no sense. I don't think there should be a call out fee either-if a driver is affiliated to a cab office that takes pre booking then this should be included. To be totally honest I stopped using black cabs years ago as they are horrifically expensive. Uber all the way!
71	We do need something to keep up with the rising costs of running a taxi
72	I'm in favour of this increase, with the rising costs faced by the taxi trade it's much needed. With the cost of the proposed new modules This rise won't cover them . I'm also concerned that the Cllr asked for the wording to be altered on airport pick up fees , but for some reason this hasn't been put on the public consultation. At the very least there should be £5 pickup and £2 drop off . I as a taxi operator have lost hundreds of pounds because I've not been allowed to pass these charges on to the passenger for the last 14 months
73	Fair due to diminished returns as a taxi driver it needed to increase and still be affordable so a good balance.
74	There should be no charge for dropping off and picking up at the airport
75	Going up? Should go down to allow them to go against uber. I don't want to use uber when there are black cabs sitting on the street but it makes more economic sense.
76	Already Edinburgh taxi charges are high when compared with City's such as Glasgow. It is unclear why. Fuel and wage costs are presumably similar. How does this support taxi use as opposed to individual car use. What is the breakdown of the cost including taxi licensing costs to the taxi owner. Charging additional per additional passenger seems counterintuitive to the green transport policy which encourages vehicle sharing.

77	<p>My Main issues are surrounding the Airport charges. I do not think it would be feasible to have an open ended tariff with no limit attached to it, the result would potentially cause major confusion with the travelling public. The tariff in my opinion should be set to a specific amount, to avoid any confusion or overcharging to the public.</p> <p>My only other concern is the additional passenger charge being 30p. This would mean the extras button being set at 10p increments and obviously results in more individual clicks for the driver. For example, 80p callout (8clicks) 4 additional passengers = £1.20 ( 12 clicks) and airport pickup at £5 ( 50 clicks ), this would result in a £7 extras charge ( 70 clicks of extras button). Not really practical or in the interests of the public, it would create an unease for passengers wondering what the drivers doing with all these clicks.</p> <p>Even 20p increments would half the number of clicks or make all the extras scaleable by 50p's and everything would fall into line, or 40p's.</p> <p>These are my main points, however I think its only right to say that with the advent of Uber and no meters in vehicles the trade is in danger of pricing itself out of the market in relation to the competition, but far from me to have an opinion on a taxi tariff.</p>
78	<p>The new taxi tariff has to include the Airport drop off and pickup fees. Currently £2 drop off and £5 pickup. But also allow the driver to increase the fare in line with any increase in the Airport fees. Also allow the driver to charge any road or bridge tolls where appropriate.</p>
79	<p>Airport charges need amended.</p> <p>When a taxi drops off then picks up at airport we can add £3.80 but it costs us £6 (minimum)</p> <p>We should have the ability to claim all of this back.</p>
80	<p>Justified due to rise in operating costs. Firmly believe in charges at the airport being passed on to passengers</p>
81	<p>Good</p> <p>But the tariff must include any toll charge incurred in the journey will be added to the fare ie: airport drop off, bridge etc</p>
82	<p>Increase of fare surcharge due to airport fee to collect is 5 pound now</p>
83	<p>It's fair apart the ability to be able to claim the current airport pick up and drop off fees. Not being able to claim these charges back results in a massive loss to us at a time when you are asking us to renew our vehicles.</p>
84	<p>Fares need to rise as there are too many phc taking work away from real taxis , the costs to run a proper taxi have shot up and the airport charges are outrageous and must be passed on to the customer, drivers can't be expected to pay towards their drop off at airport</p>
85	<p>Would like to be reimbursed from the customer for any airport charges the airport charges have increased but we haven't The rest is ok</p>

86	<p>The proposed tariff is flawed.</p> <p>The rate applied by the airport to contract collection is £5:00 at the moment, and I suspect it will never reduce, given the fiscally-obsessed management at EDI. The tariff should reflect this charge IN ENTIRETY as it a direct cost to the taxi driver. Obviously, receipts for this charge can be provided to the passenger.</p> <p>The EDI airport management seem to have a policy of charging their customers "piecemeal" for their experience rather than wrapping it all up in the airline ticket price. This is a valid costing model, as it retains an attractive ticket price, and it supressess charges to airlines. The airport mkes a very decent operating profit, as it should in order to continue to serve its shareholders and customers, BUT THERE IS NO REASON FOR THE TAXI TRADE TO SUBSIDISE THIS AT THEIR INDIVIDUAL EXPENSE.</p>
87	<p>I think the torrid is ok but I want it worded that all tolls ie airport £2 drop off and £5 pickup so if it's worded all tarrifs can be reimbursed it would save having to come back when airport feels like hiking there prices up we wouldn't have to come back to get it altered</p>
88	<p>The tariff I believe to be fair the only issue I'd have as an operator driver is the airport pick up charge of £2.90 this needs to be looked at as the airport are now charging £5 to enter the pre booked car park,we can pick up in the drop off but then we have issues about being invoiced by a private parking company than in itself causes problems</p>
89	<p>I want to have the ability to claim back my airport fees £2/£5 respectively for drop off/ pick ups</p>
90	<p>Keep the additional personal at 20p.</p> <p>The ability to claim any additional toll charges e.g the airport charges of £2/£5.</p>
91	<p>The fare tariff itself is not an unreasonable increase, particularly as the costs involved in running a taxi have increased hugely in recent years. The council insistence on running a Euro6 compliant vehicle has contributed significantly to the increased running costs. Special mention must be given to the pick up costs at the airport though. At present the cost of picking up at the airport costs £5 and the majority of this is incurred by the driver. It seems to me that the airport operate a legalised extortion scheme by constantly increasing these charges and therefore it is imperative that the driver should not to take the hit on this. Seems that the only way that these huge pick up costs are ever to be reduced or reversed are if the general public had to pay this themselves and this caused them to complain to the airport. It is grossly unfair that taxi drivers should be the victims in the airports extortion scheme. Dont understand why a Edinburgh City Council are not able to bring the airport to task over these charges and stop them ripping off both taxi drivers and the general public.</p>
92	<p>In general fair but it was agreed at the recent licensing meeting that the wording re the airport charges be left undefined to cover the drivers for future price hikes by the airport. This appears to have been ignored even though the councillors agreed by majority to do it this way. I can only assume Mr Mitchell has overruled. Other councils in the UK have this wording so there is precedent so cannot understand what the issue is. It is just my opinion but the council should be in our corner in any issues concerning a privately owned entity like Edinburgh Airport.</p>
93	<p>It appears to be fair other than any additional toll charges I. E airport gate charges are not mentioned.</p> <p>We should not be subsidising the airport.</p>
94	<p>Good</p>
95	<p>Nn</p>



96	I would like right to be able to reclaim all cost/tolls incurred at the Airport . And the wording on the tariff sheet to reflect that going forward so when the airport hike there price again without consideration to customer and the trade we dont have to go through all this again.
97	It's a fair rise and recognises additional costs such as airport fees.
98	I think the flag drop should be £2.90 and £3.90 instead of £3 + £4. Although the 30p per passenger is welcome as long as the increments are not 10p (this means pressing the button a lot when picking up at the airport for charges ect) I think this is fair. I would like to pass the full toll charge unto the passenger with regards to any airport drop off or pick up as this is unfair on the driver who is already facing challenging times within the taxi trade.
99	Edinburgh its second cheapest taxi in whole uk due to latest research done by plate4less
100	It does not agree with what the Councillors passed at the meeting on 9th January 2020. The amount that should be shown for the pick up zone is £5 and that is the minimum we are paying to exit the airport, not the £2.90 as per the advertised fare card. The only portion of the trade that can exit the airport for £2.90 are City Cabs who have a commercial agreement and have agreed to sign a separate contract. City cabs numbers are less than a third of the taxi fleet in Edinburgh. The remaining majority do not have a commercial agreement with the airport.
101	I Support a tariff rise, recouping airport drop off and pick up fees should be implemented
102	<p>Hi,</p> <p>I am writing to you regarding the Taxi Tariff fare review which is currently online for public consultation. The amounts shown on the fare sheet are INCORRECT with regards to the airport pick up charge. The fare sheet that has been put up for public consultation is showing the pick-up charge as £2.90 however the Councillors (watch the webcast between 1.15 and 1.45) actually agreed to the current exit charge which is £5 for all taxi drivers except those who already have a commercial agreement with the airport. It was established as you will see from the webcast that Councillor Neil Ross who proposed the amendment was ensuring ALL taxi drivers were able to pass on the pickup charge and he agreed and stated that if an operator chose to charge less than that was up to them. It is quite clear from the webcast the amendment passed by the Regulatory committee that the charge was to cover the cost to all drivers and not those who signed up to a separate contract that comes with compulsory additional terms and conditions imposed by a private company (The airport). Please can you rectify this error as a matter of urgency. As you will already be aware the consultative process is already running behind schedule as this process should have been completed in December 2019. We do not want another situation that requires intervention from the Traffic Commissioner and therefore respectfully request your immediate attention to resolving this.</p> <p>I look forward to hearing from you. Best regards Laura</p>
103	High

104	<p>The wording regarding the airport charges need to be changed to reflect and anticipate any future changes to the charges made by the airport. Also it currently costs £5 to pick up at the airport. Why are we as taxi drivers having to be in a position that we are out of pocket, as we have been for the last year.</p> <p>On multiple occasions this year I have been a position that I have dropped off a passenger at the drop of point at the airport and charged £2( £1 down) then had a pick up at the pick up point, £5 charge to leave that point( £2.20 down). So in less than 10 mins I am down £3.20. This cannot be correct.</p> <p>There also has to be some consideration to the fact that sometimes the fees to get through the barriers can be higher. I have had an incident with a disabled passenger that needed more assistance at the drop off point and therefore I incurred a higher cost for exiting. This can also happen in the pick up zone when you're waiting on a passenger.</p> <p>All these things need to be considered when undertaking this review as it is currently unfair that we as a trade cover these costs. We provide a service but in any other service these costs would be passed on to the service user.</p>
105	<p>The proposed fare tariff is misleading and wrong, it's not £2.90 to collect at the airport - its £5. This should be amended on your new tariff sheet with the correct figure if in fact any figure at all, maybe you should have that the passenger will be charged the full cost of drop off/pick up as the airport will no doubt raise the costs once you've printed them in black and white leaving taxi drivers further out of pocket.</p>
106	<p>£2.90 to collect a fare is not enough as the airport charge £5 for the privilege to pick our own customer up</p>
107	<p>We should be paid the full £5.00 to pick up at the airport.</p>
108	<p>I feel that we as taxi drivers should be able to charge the £2:00 drop of fee and £5:00 Pick up fee to the passenger when I go to the airport.</p> <p>Why should I as a taxi driver have to subsidise the passengers fare that I am being asked to pay at the airport?</p>
109	<p>I feel the proposal for the Airport charges are unfair against the Licensed Taxi trade, we need to be able recover the full charges levied on Taxis delivering and collecting the Airport's customers to them, this is currently the £2 levied at the drop of zone and the £5 levied at the pick up zone by the Airport.</p>
110	<p>I'm happy except the airport pick up fee at £2.90 this must be £5 as that's what they charge</p>
111	<p>The airport pick up fee is incorrect. At present the cost is £5, which will rise again very soon.</p>
112	<p>I think the cancellation fee should be more. Sometimes we are waiting longer and the amount of the fare comes to more. The actual fare when you first get into taxi is more than the cancellation fee! Where's the logic in that!!! I think the cancellation fee should be £5.00. The monies we pay at the airport is ridiculous. This should be the same as what the airport is charging. Why should I be out of pocket to fund the airport. I am self employed after all</p>
113	<p>The proposed tariff does not cover the cost of dropping off or picking up at the airport which is currently £2 drop off and £5 pick up. The tariff sheet should reflect this instead of the £2.90</p>

114	<p>There are 2 things i would like to mention here.</p> <p>1- You can't charge £2.90 as it only allows you to do .20p at a time. You have to put £2.80 or £3.00 and explain to customer which makes it even harder and that will start an argument and complain licence department and more hassle for driver,owner,passengers and I'm sure Council too.</p> <p>2 - It is unfair for a cab driver to be charged £5 for pick up of 2 mins. While he/ she can only charge £2.80 at the moment. That's a £2.20 loss straight away as you pick up the customer. And if customer pays by card that's 3% of fair lost to driver aswell now.</p> <p>My suggestion would be to get the pick up price under control to £2.90 or it should be allowed to charge customers £5.</p> <p>It is unfair position both drivers and customers been put in by Edinburgh Airport bosses.</p> <p>A lot of the time we heard people using abusive language in frustration at the tickets paying saction towards the bosses and Edinburgh Council for robbing them of money to pick their kids or parents.</p> <p>I don't know how our officers will feel about it, but I'm sure they're feeling the pain of people.</p> <p>It should always be about people. Equally.</p> <p>Thanks</p>
115	The full airport charges of £2 to drop off and £5 to pick up must be added on
116	The airport pick up charge of £2.90 should be £5.00 as this is the amount the airport charges a taxi to exit the pre arranged pick up point. This amount should also be variable as there is no limit to what the airport decides to charge.
117	The exit fee frm airport is £5..not £2.90...the difference has no been taken into consideration and if I get a short fare..ie Gogarburn or Newbridge or any local hotel this infact costs more than im making.Align with this the fact that ive already payed £2 to exit airpirt and have to wait sometimes a considerable time..this is very unfair.
118	The exit fee from airport is £5 not £2.90.Tis is very unfairdue to the fact that i might wait for an hour on a hire and it could be going local i.e. gogarburn or local hotel.This would in effect bring me under the minimum wage wich is illegal.
119	Issue is £2.90 pick up fee at airport is incorrect as we are obliged to pay £5.00 exit charge
120	I think that the airport drop off charges which are currently two pounds and pick up barrier charges currently five pounds should be fully recouped by taxi driver
121	Airport fees £2 must be added to meter at commence of journey and £5 to pick up . Why is the driver to swallow the costs ? Can't think of any other industry that Swallows the constant rising costs without passing it on to customer . Why are we only allowed to pass on 60% ? Would you be happy to take a reduction in wages year on year as this is what is happening here . It's no wonder drivers are continuing to pick up in areas not permitted at the airport as they have been shafting taxi drivers for years .
122	The Airport Drop Off fee is actually £2.00 not £1.00 and therefore this should be changed. This is a charge that is made by Edinburgh Airport and paid directly to the airport on exit, and the passenger has a choice whether or not to be dropped off at this chargeable place. Furthermore the pick up area charge is now £5.00 and not £2.90 again this is a charge levied by Edinburgh Airport. The passenger has a choice whether to use this pick up area. Furthermore these charges are completely in the control of Edinburgh Airport and the wording on the tariff sheet should reflect this and allow for any future changes to these charges.

123	It's only fair taxi drivers are reimbursed on entering & exiting the airport as we are constantly working at a loss whenever we visit the airport!
124	<p>It's unfair that drivers can not recoup the full amount from passengers for airport pick ups and drop offs. A simple rewording to "all tolls and parking charges are not included in the tariff but are chargeable"</p> <p>Further, the split distance charge is confusing for passengers to understand what they will be charged. A simple x pence for x metres is the easiest to understand. No other Lothian region employs this method of once the fare gets to £5, the meterage charge is reduced.</p>
125	Pretty fare considering the increases we have to put up with , but I think £2.00 out and £4.00 for pick up would be fair, and if possible cut PHC numbers and stop them stealing work at weekends
126	I feel the need for toll charges/airport pick ups should be marked on the tariff sheet as payable by customer as the airport can keep increasing the price we pay
127	<p>I think its relatively fair and should go ahead.</p> <p>However I regularly get taxis to and from the airport and here stories from the drivers about the cost of picking up.</p> <p>I feel this should be chargeable back to the customer or company.</p> <p>In any other business they would include these cost when giving a price to the customer.</p> <p>I sometimes only take a taxi to RBS Gogar and after the £5 charge to the driver he makes roughly £3.</p> <p>That's ludicrous.</p> <p>Perhaps the council should lobby the local government to do something to cap these runaway charges.</p>
128	<p>I don't agree with the flag drop increase of 40p. I would rather see the wording of the airport drop off and pickup changed to always cover the charges imposed on the trade instead. Currently the driver can add £1 for a drop off but is charged £2.</p> <p>If it's increased to £2 what is stopping the airport authorities from changing the charge to £3 or more? The driver is again out of pocket. The pickup charge of £2.90 is no good as it then means the driver is currently out of pocket by £2.10.</p> <p>This I feel is an unfair amount of money for any driver to lose on every job when picking up.</p>
129	Ther are discrepancies re the airport pick up and drop off charges. ie they are incorrect and will still leave drivers out of pocket.
130	As a full time driver we have to pay 2..00 drop off and 5.00 pick up. Can we change the wording to cover this fee please.
131	The pick up and drop off charges for the airport are incorrect. Still leaving drivers out of pocket.
132	The tariff FAILS to provide recompense for expenses incurred by taxi drivers picking up and dropping off at the airport.
133	It does not properly compensate for the airport drop off and pick up fees. It should be worded in such a way that any increase is catered for and is payable by the passenger.
134	<p>Increase of 3.3% is fair as there is continued rising costs to taxi operators, bearing in mind the extra costs to sit upcoming modules being introduced at a cost of £300 and loss of earnings for the time to sit these modules.</p> <p>The fees at Edinburgh airport should be passed onto the passengers in its entirety. It is not fair for taxi drivers to have to pay extortionate amounts conduct their business at the airport. Any fee at the airport should be monitored closely by the</p>

	council and taken in to consideration when Edinburgh Airport apply for operations licences.
135	I don't think it's right that the airport charge the driver £5 to get out the designated pickup area and not be able to recoup this back from passenger any other business that incurs any costing of doing a job it goes on to the price of the job ie when council get involved in a statutory order the people have to pay extra on top of the price of the job because the council have been involved we as a trade shouldn't have to bare the cost of the airports GREED we aren't wanting to gain anything extra but don't want to be loosing 20% of a fare into the town and obviously on shorter journeys the%is higher just a level playing field
136	Airport drop off charge needs to be £2 and pick up £5 in line with charges from the airport. It is completely unacceptable we are LOSING money providing a service to the Edinburgh public and tourists.
137	Tariff should cover our outgoing costs
138	The proposed terrace is fine apart from the airport drop-off and pick up I think the fare should be allowed to add the cost of dropping off and picking up to the airport charges it's different for city cabs and private hire as they have a lower pick up prices as they don't get charged the full 5 pound as city cabs Street carbs do you that is for a city cabs do not want an increase Costs because they get it at a reduced price
139	Yes it needs to be changed/improved so that drivers do not lose money on jobs ie airport pickups and drop offs. The airport are imposing high charges on taxi drivers and this needs to be looked into to save drivers losing income.
140	All expenses charged by the airport and necessarily incurred on behalf of the passenger should be recoverable from the passenger.
141	The tariff does not correctly identify the actual cost to collect passengers from the airport pick up zone and should amended accordingly.
142	The proposed tariff is unacceptable. It would require to include £5.00 on meter to exit the pickup point at the airport and also include £2.00 to exit the drop off point at the airport.
143	Fares commencing at Edinburgh Airport should add a supplement of £5 in line with the airport pick up charge.
144	The proposed tariff fare does not include the £5 pick up fee at Edinburgh airport.
145	I think there should be a £5 exit fee to customers when picking up from phone bookings the airport and a £2 drop off fee after dropping off at the airport as well. Currently according to our tariff sheet we can only charge £1 drop off fees to the customer.
146	The airport pick up fee is £5 but the tariff only allows drivers to reclaim £2.90 - the new traffic should incorporate £5 pick up charge and £2 drop off charge - these charges are a easy way for the airport to tax and make money with the taxi trade making the transaction for them which I think is disgusting- it is only going to be a matter of time till they increase the drop off fee again- when is it going to stop !!!!
147	the taxi trade are faced with a £5.00 to exit the airport and not the £2.90 that involves being in a commercial agreement with the airports conditions attached.
148	It doesn't include the £5.00 pick up fee and £2.80 drop off.

149	The airport pick up is £5.00, £2.90 on the proposed tariff sheet does not cover that cost.
150	I agree that the airport pick up should be £5
151	I think this is a fair proposal. My only concern is £2.90 for fares beginning at airport. I believe this should be £5.00 as that is what it costs to exit pickup area
152	The charge for exiting the so called designated airport pick up point is currently a ridiculous £5 so why on the proposed tariff sheet is it only £2.90, is it an acknowledgement that the city council also think this is an excessive charge by the airport when its £2 to drop off. Based on my above comments i object to the proposed fare tariff. Thanks
153	I shouldn't be financially penalised for dropping of and picking up at Edinburgh airport.  Currently costs £2 to drop off only allowed to charge £1.  Currently costs £5 to pick up only allowed to charge £2:80
154	The airport charges should be correctly aligned and charged to the customer. At this time £2 for drop off & £5 for pick up
155	the £2.90 add for airport pick ups is incorrect as we are obliged to pay £5.00. The drop off is £2 not £1.
156	Think we should be able to reclaim the full cost of barrier fee when picking up at the airport.
157	The £5 fee to pick up at the airport (which is extremely unfair) needs addressed
158	The tariff for picking up at the airport needs to go to £5 as that is how much it costs. The tariff also needs to increase the drop off to £2 to cover the cost also. The customer rather than the taxi driver should be paying this!
159	it is 5 pounds not 2 pounds 90pence
160	it should increase it should be 5 pounds for the airport carpark not 2 pounds 90 p
161	Fair. Deserved. Don't understand why £2.90 is charged for airport pickup for some taxis and £5.00 for other taxis..
162	The new tariff should include provision for licensed taxi drivers to recoup the drop off and pick up fees from Edinburgh Airport (currently £2 and £5 respectively).
163	There is no legitimate reason that a taxi driver cannot add the full Edinburgh Airport taxi drop off and prebooked charges to the fare for a journey to / from the airport. Fare table should also rather than specify a specific amount for these charges should either be blank for driver to fill in the applicable charge currently in use or should just state "any fee currently applying" so as when the fee rises the driver is not left out of pocket
164	Its frustrating the refusal to acknowledge the full impact of fees enforced by the airport and theyre pickup charges which in turn encourages drivers to recoup these fees through public hires against the airports wishes due to commercial partnerships.I believe all payable toll charges should be able to be recouped by taxi drivers.
165	I object to the £2.90 exit charge as it is in fact £5 which is obscene . Being a taxi driver is becoming harder by the day to meet ends meet without being forced to pay £5 to exit . SHAME on Edinburgh AIRPORT
166	The airport charge from the new pic up point has to be £5 it's to low at your suggested £2:80

167	Not sure a fare increase currently helps when business is so stretched due to sheer number of plates offered by the council
168	The £2.90 quoted in the Public Consultation is incorrect as taxis are charged £5.00 to leave the airport pick up point when they have picked up a fare. Pressure should be brought in Edinburgh airport to reduce these fees.
169	Mostly ok and happy that you've decided to allow taxi drivers to recoup the £2:00 exit barrier costs from the drop off at the airport. Incredibly disappointing to note that while the exit charge from the pre booked pickup point has risen to £5:00, you are only allowing the trade to recoup £2:90. That makes no sense whatsoever and leads to a sizeable financial hit over the months & years. The airport are a law unto themselves and as they have a monopoly (which in itself is staggering) on drop off/pick up zones, they get away with charging whatever they want.
170	Overall I think the proposed tariff is fine. My only concern is that the airport pick up charge is £2.90 this is below what taxi drivers are being charged as the charge is £5.00. I think this should be increased to the £5.00.
171	I must be able to pass on all the costs for picking up and dropping off at the airport, they are tolls and I must be able to pass them on to the customer, it would be completely unreasonable for that not to be the case and i personally think if EDC informs me that I can not it could be challenged through the courts.
172	un fair that we have to suffer a loss of revenue everytime we pick up. costs £5 but we can only charge £1.80 need for parity
173	Should be allowed to add all airport drop off and pick up charges as imposed by the airport .
174	Airport charges for pick up are too low. Current exit charge needs to be five pounds minimum.
175	The current fares are already high enough and I see absolutely no reason to raise the initial fee by 40p. The represents an 11% rise in the initial fee if I understand this correctly which is just outrageous considering that most people don't get a pay rise anywhere near this mark. This is the same for lothian buses, 10p rise is nearly a 6% rise in that fare. Again, that's well above pay rises and inflation.
176	The tariff at the airport pick up point is incorrect it is not the £2.90 which is being stated but actually £5.00 to exit. Could this be brought up at the next meeting.
177	
178	Airport drop off and pick up costs need to be matched ... they are rising twice a year at present.... we currently pay £2.00 to drop off and £5.00 to pick up on cheapest time rate ...as we don't have a permit or acces to public rank ..
179	£2.90 for airport pickup is not what was voted on at tariff review meeting, It should be £5.00 as per agreed! Why continue to line the pockets of the airport at the cost of self employed taxi drivers?
180	We need to address the problem at the airport the £5-00 pick up fare is outrageous, and the city council should be having serious concerns about this charge, they must have the power to get the airport to reconsider this charge, the highest in the uk I believe.
181	We should be allowed to charge 2.00 for drop off and 5.00 for picking up or whatever the airport is trying to charge the taxi trade. Why can't the Council get the Airport to drop the charges for taxi drivers and all other public transport to do their jobs. We don't charge them for us taking their customers to the Airport. They say they want people to use public transport but quite clearly it is about making money.

182	In general the fare tariff is satisfactory with the obvious exception of the tariff for pick up at Edinburgh Airport for a taxi being £2.90 when the actual cost is £5.00. This is preposterous. We should not be shouldering the cost of the Airports greed. Also the cost for a cancellation has not been amended for a number of years and should invrease in line with inflation from the previous review alteration.
183	I think there is a mistake with regards to the airport pickup charge this should reflect the £5 charge not the £2.90 that is exclusively for the joint venture contract hire cars the majority off other vehicles are charged at £5 therefore costing the driver an additional £2.10
184	<p>Taxis are already expensive enough and with the increased congestion in the City they are only going to increase fares. Whilst the City has improved its travel infrastructure there is still a need for taxis, this will impact the disabled and shift workers in particular.</p> <p>I do think there is a need to have a charge for drunk people being sick or messing up a taxi though, this costs the taxi driver time to clean and loses them fares, plus not nice for them to clean up.</p>
185	The airport pickup charge is still £2.90 not, £5.00 as was agreed in the last meeting when discussing this issue.
186	Against the tariff increase.
187	<p>Edinburgh coouncil are being bullied with bullshit fear Embra airport and let down by cowardly and timid officials who swallow the lies / misinformation about a (non) level playing field / ' fair play' meretricious claims made by airport chiefs</p> <p>Embra coouncil should not be conned into - unfairly - favouring one private sector operator / service provider (ie City Cabs and the private-hire pirates) over other providers (ie Central Taxis)</p> <p>Furthermore Embra Coouncil - by playing political patsie to Embra Airport- is in effect conspiring against the public / traveller interest to hike up - or (illegally) extort private profit from a PUBLIC service</p> <p>Mark R Whittet LLB BA 43 Whitehoose Rd Cramond</p>
188	<p>I don't think taxi drivers should be charged for offering a service at the airport. Having listened to the council meeting I understand that edinburgh council has no control over what the airport charge. Any charge should be recuperated by the taxi driver.</p> <p>I also understand that edinburgh council once owned the airport?, this would be more suitable. Mike</p>
189	<p>I think the airport pick up fee should be amended,drivers are obliged to pay £5.00 when picking up at airport,not £2.90.</p> <p>I think tariff 4 should be charged during Christmas and New Year period regardless of time of day.</p>
190	<p>Despite recommendations from the trade and Jacobs regarding the Airport charges and the wording around this and councillors motioning the change so we are able to recoup these, we notice on this consultation that this isn't the case! It's £5 to pick up at the Airport for over 2/3rds of the Trade, unless you have a decrement card or work for City Cabs then it's £2.90.</p>



191	The airport pickup charge is £5.00 not £2.90 so drivers picking up passengers at the airport Will be financially out of pocket. There was a time when a toll was on the forth road bridge and the tariff sheet stated that this fee and or All tolls where not included in the fare, and where to be paid by the passenger. Why has this been removed from the tariff sheet as would seamlessly solve the current problem and any similar problem ?
192	The recoverable airport charges should be £2.00 to drop off and £5.00 to pick up, which is what's currently being charged by the airport to the general trade. The proposed recoverable pick up fee of £2.90 is wrong as you have to enter and pay extra fees for a commercial agreement with the airport authorities, in order to get it at that price.
193	Disgusted but not surprised. The most expensive taxis in Scotland if not the UK. They are treated like a "public transport service" as in being allowed to use bus lanes but from a cost point of view they are the most privileged form of transport. I appreciate the drivers feel obliged to have a pay rise but having not had one myself for 2 years and fuel costs having fallen I find it just another kick in the teeth for being an Edinburgh resident.
194	Taxi fares in Edinburgh are, and have always seemed, excessive, particularly since private hire cars have multiplied and are allowed to charge lower fares.
195	Agree that these fares are still very reasonable and in line with cost of living/inflation, however an increased cost may put people off using the already suffering black cab trade. This needs to be strongly considered. The rising number of private hire cars - which seems to have no limit or regulation, seem to be able to afford to offer 20% off fares etc as they are ran via companies. Self employed Black Cab drivers do not have the luxury of being able to afford to do this, it seems to play into the hands of private tax evading transport companies in the area such as Uber. As a council, moves should be made to clearly support and promote the local Black Cab Trade. It is beneficial to all in the area to do so.
196	This is a reasonable rise in the fare, but all airport pick up fees should be paid by the passenger. Why should a driver be out of pocket because of the airport fees? The council should also be quicker in amending the tariff if the airport raises fees for pick up and drop offs
197	I think the initial charges should stay the same as should additional passenger charge.
198	The tariffs are ok in my view given the costs involved for running and operating the taxi.  I do feel however that UBER private hires should be required to follow the Edinburgh Council tariffs and not be allowed to charge what they want.  I feel this is not fair for the black taxi driver as what would the licensing department say if a black taxi decided to charge what they wanted
199	
200	we need ymto be able to charge any fees we pay to drop off at airport as this is costing me a lot of money each year for example the £1 drop off fee was added then it went up to £2 but iam only allowed to charge the £1 thats unfair and now the pick up fee is £5 and i cant charge it now as soon as u put it up the airport will increase it and i will lose out
201	No

202	I would rather see us recoup the robbing airport fees than have a price hike. You know uber will just hike their illegal practice of predatory pricing to undercut the trade. Why in earth can they get away with this. Is A. Mitchell an uber fan ?
-----	--

### 1. From: irvinescotland

I have read the review of the taxi fare increase and i have to voice my concern about it. I have been a taxi driver for 9 years and last year was the worst year financialy i have worked....after speaking to many many clients it seems that uber are starting to make a mega impact on the trade. I understand this this been brought to your attention many times before but there is many drivers looking at other options now regards to being a taxi driver. The point i am making regards to the increase is that if the the fares were to go any higher i honestly think it will deter clients and make the trade non profitable, especially drivers like me who rent a cab..... believe it or not lol, i do actually love my job and i am very good with my clients but i fear for the future of the trade....regards Mr A Irvine

### 2. From: Danny Tebb

Dear Regulatory Committee,

I just completed the online Taxi Tariff consultation and was extremely disappointed to see that there was no no major alteration to the wording to allow the full drop off zone fee to be charged to the customer as and when the airport see fit to increase the fee, but simply an increase to £2.90.

I have a decrement card and use it to pick up customers in the correct pick up zone at the reduced rate but if a driver doesn't have the card and the airport choose to raise the pick up fee to £6/7/8 the day after a proposed tariff is introduced the drivers will be severely out of pocket until the next review, even if the Regulatory Committee see fit to ask the question at the next review.

I was hoping to see something like this on the new tariff;

#### **Airport Pickup**

For hires commencing at Edinburgh airport - Applicable Fee

However it doesn't appear that the pick up fee will be altered seeing as the consultation hasn't even asked the question!

With regards to the proposed increase, it is welcome and helps keep up with rising running costs and inflation in the face of increased competition.

Best regards,

Danny Tebb

### **3. From: John Galloway**

Dear Mr Mitchell,

I am somewhat bewildered by your lack of response to my correspondence dated 31st of January highlighting a serious error by you and or your department.

It is almost as if you are treating the matter with contempt. You have produced what I would call a fraudulent consultation. I use the word fraudulent as you have put the consultation forward with your proposal and opinion and not that presented by the taxi trade and clearly voted for by the regulatory committee recorded on council record.

The question of why you should produce such a document for public consultation will need to be addressed as it gives the appearance of gross misconduct in breaching the decision given by the councillors.

This consultation needs to be withdrawn immediately and corrected to the committee decision so it can be addressed in the proper manner at the next regulatory meeting as planned without any further delays as you are already behind on timetables for tariff renewal.

Please rectify this.

Regards

John Galloway

**From:** John Galloway

Dear mr Mitchell

I will start by stating clearly that this is not a freedom of information request. It is however a request for information that has been asked of councillor Fullerton who has not as yet seen fit to answer so I now ask you directly!

At this month's regulatory committee meeting regarding the new tariff, it was put forward by the trade that in relation to the airport fees, the tariff sheet should be worded as "any and all charges" or words of that meaning in a legal manner so all costs incurred by drivers could be reclaimed if the driver should so desire.

You stated this would be illegal and that you had to place a monetary amount on the tariff sheet but you produced no legal evidence to back up what you say or did not name the person giving you such advice. Please supply me with a copy of the legal advice given to you by return.

A vote was taken where your proposal was defeated receiving only two votes yet you have now put out a public consultation with your proposal and not the voted for by committee

proposal which is highly unprofessional. As a result, this consultation is required to be retracted with immediate effect and amended accordingly as per the vote taken by the councillors.

Regards  
John Galloway

#### **4. From: James Lawrie**

I do think that the Rate 4 tariff on the 2Nd of January from 1800 - 2359 should be removed and replaced by Rate 3 all day or normal tariff, as a current taxi driver I do believe it's no longer beneficial to have a high tariff through till Midnight on the 2nd of January.

Best Regards J Lawrie

#### **5. From: Les McVay**

Dear Councillor Fullerton

I am contacting you as regards the recent Regulatory Committee Meeting held on the 9<sup>th</sup> January 2020, and specifically in regard to the Tariff Review discussion.

I have been Company Secretary for City Cabs for the past fifteen years and during that time, I have represented our Company at all of the taxi review processes.

The current tariff review process began mid-2019, and the timetable for consultation purposes was as follows.

1<sup>st</sup> meeting. 19<sup>th</sup> July 2019

2<sup>nd</sup> meeting. 15<sup>th</sup> August 2019.

3<sup>rd</sup> meeting. 13<sup>th</sup> September 2019.

City Cabs have always been committed to playing an active part in the consultation process and have enjoyed a very good relationship with Halcrow and Liz Richardson over many years.

As in previous consultation reviews, the opening meeting revolves mainly around gaining a consensus amongst the various taxi representatives attending the meeting, with the focus on obtaining a joint Trade proposal to put forward, and also for Liz to make a benchmarking presentation.

I have to say that at the first meeting, the Trade's representatives had a broad consensus of opinion regarding the tariff review and agreed on things relatively quickly.

The main discussion was centred around the challenge of setting an increase whilst remaining mindful of our present situation of a diminishing market. The Trade is conscious of the effect any price increase has on our business, but we also have to take into account the additional competition we face from the new emerging part-time, casual workforce

(GIG economy) that fuels the PHC sector, who are able to operate with significantly less overheads than ourselves and often treat the job as a second or third income stream. The numbers that this part-time, casual work is attracting to Edinburgh from across Britain is a worrying concern for the Public Hire Trade.

City Cabs attended the second meeting held on the 15<sup>th</sup> August 2019 and again this was a very convivial meeting, where we discussed the various proposals that were subsequently presented to the Committee on the 9<sup>th</sup> of January 2020.

At this point, I would like to mention that in relation to Airport pick-up fees, City Cabs are in a slightly different position from the rest of the Trade, in that we have a commercial agreement with Edinburgh Airport regarding picking up passengers from the Airport.

City Cabs were appointed as the management team for the Edinburgh Airport Public Hire Rank in April 2013, but it should be noted that although City Cabs operate the running of the Rank, we do not restrict participation to City Cabs members and drivers alone. The offer of a permit to work this Rank is permanently open to all of the Public Hire Trade in Edinburgh, subject to the suitability of each driver and agreeing to abide by the rules and protocols of Edinburgh Airport. These requirements are there to ensure a high level of customer service as well as good driver etiquette, attitude and behaviour at the Rank.

You will be aware that during the tariff review discussions, both the current pick-up and drop-off fees were covered. The consensus of opinion at the second meeting was that the trade should request that the “Any Toll and Charges” approach, which is adopted in Leeds, be introduced to the Edinburgh tariff.

I should say that at both meetings which I attended I expressed my opinion that I did not think an open-ended charge would be acceptable to the City of Edinburgh Council since I knew from experience that this had been refused in past tariff reviews. I felt that if the Trade were to pursue this matter, there was every likelihood that the status quo would be imposed and the current Airport charges would remain the same, without any increase to the current level being achieved.

Again City Cabs found themselves in a position that was different from the rest of the Trade, in that our contractual agreement with Edinburgh Airport stipulates a charge to us of £2.90 for picking up passengers at the Airport. This fee is deducted from the decrement card issued to all our drivers by Edinburgh Airport and which the driver tops up himself at the various kiosks located throughout the Terminal. The current pick-up charge on our tariff card is set by the Council at a maximum of £2.80 and, therefore, every City Cabs driver currently loses 10p per pick-up at Edinburgh Airport. This differential will rise to 20p in April when the pick-up fee rises to £3.00 under our contractual agreement.

However, despite my own views on the subject, I felt that if Central Taxis and the Unite Union wished to pursue the “all tolls and charges” approach then it was not for City Cabs to object to it because it did not, largely, affect our operation at that time.

As there was a broad consensus of opinion throughout the Trade regarding the overall tariff review and what was being requested, City Cabs were entirely happy for Liz to put forward the proposal. Unfortunately, I was unable to attend the third consultation meeting held on 13<sup>th</sup> September 2019 due to a scheduled knee operation.

City Cabs, along with the other Trade representatives, received a letter from Andrew Mitchell dated 6<sup>th</sup> December 2019 asking us to clarify some of the points put forward in the

Tariff Review presented to him by Halcrow. The letter emphasised the Council's position that an actual fee has to be fixed regarding pick-up and drop-off fees at Edinburgh Airport and he indicated that what was being asked for by a section of the Taxi Trade was illegal.

We were all invited to put forward alternative proposals for a specific and fixed fee for these Airport charges.

Again, City Cabs find themselves with a different approach from the other representatives.

We put forward the current pick-up and drop-off charges for consideration which are:

£2 for every drop-off.

£2.90 for every pick-up.

Our letter, together with copies of the other representatives' contributions, can be found in the report submitted by Mr Mitchell.

The amendment put forward by Councillor Ross regarding the wording on the Tariff sheet that "any fees can be charged on to the passenger up to a maximum of £5" was passed at the Regulatory Meeting on 9<sup>th</sup> January 2020. If this goes forward as a proposal City Cabs would support the amendment if found acceptable by the Regulatory Committee.

I have endeavoured to make City Cabs' position in the recent Tariff Review clear.

I am happy to discuss the contents if further clarity is needed either with any individual member of the Committee or at any future Regulatory Committee meetings.

City Cabs remain totally committed to the current Tariff Review structure and will, as always, give its full support to the consultation process that is conducted during every review.

Kindest Regards

Les McVay

Company Secretary

1 Atholl Place, Edinburgh, EH3 8HP

## **6. From: peter1616**

Dear Councillor

Regarding the current Edinburgh Taxi Tariff consultation that is being carried out, you may want to consider the links below.

The first link shows the varying tariff for pre booked pick-up area which starts off at £2.90 and gradually increase to a maximum of £18

The second link shows the current offer by Edinburgh Airport to apply for a decrement card to all Private Hire and Public Hire Edinburgh licensed drivers which enables them to enter the pre-booked area and pick-up their pre-booked fares for £2.90. This offer has been

available to the whole Private / Public hire trade for around 3 years. Around 400 drivers have taken this offer up. The 400 drivers are predominantly Private Hire drivers.

The requirement needed to qualify for this Edinburgh Airport decrement card is simply that the taxi/private hire driver applying for this agrees to abide by the Airport Bylaws. These can be found in the third link.

If the Committee allow an "all tolls and charges" approach to the pick-up charges at Edinburgh Airport this will lead to a section of both Private / Public hire drivers, albeit a relatively small section of our trade, parking up their vehicles in the pre-booked area and getting out to tout within the Airport grounds.

The driver can then simply pass on any parking fee incurred ie £9.... £12.... £18 to an unsuspecting passenger and if they are challenged by the passenger they can rightfully justify the charge by referring to the approved Tariff Sheet.

<https://www.edinburghairport.com/edinburgh-airport-parking/drop-off-and-pick-up>

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2faws-web002.edinburghairport.com%2ftransport-links%2ftaxis%2fapplication&c=E,1, fKTDlghoDmqwzScDYP73rh55TdtgPL5qNpwNUZCpc4UaxPvQP1f52HrCYp8Yt\\_bJk6WGD1i6v5-noODicebD4PJEX2bKAF2cmLVO3z79rTin7gYpLY,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2faws-web002.edinburghairport.com%2ftransport-links%2ftaxis%2fapplication&c=E,1, fKTDlghoDmqwzScDYP73rh55TdtgPL5qNpwNUZCpc4UaxPvQP1f52HrCYp8Yt_bJk6WGD1i6v5-noODicebD4PJEX2bKAF2cmLVO3z79rTin7gYpLY,&typo=1)

<https://www.edinburghairport.com/help/policies/byelaws>

## **7. From: Laura Lucas**

Hi Andrew

Thank you for your reply. I have written a number of emails now on this matter and it is quite apparent that the information you have received from the Airport is misleading and disingenuous with regards to the figures they have supplied to you. I would respectfully request that further questions are asked of the airport.

Also the Tariff sheet is currently online with the figures that are in dispute. Will this be taken down until the final report is presented to Committee or will another public consultation period of 28 days be required if the Regulatory Committee decide to allow the minimum exit charges as per the cost incurred by the majority of the trade onto the fare card? For the record and for the purpose of your final report I would like to put forward the amounts of £2.00 for the drop off area exit charge and £5.00 for the pick-up are exit charge as per our deputation on 9<sup>th</sup> January 2020. These amounts are the minimum that our fleet pay to exit these areas in the absence of a commercial agreement or a decrement card. We accept the wording on the current fare card can accommodate this.

I look forward to hearing from you regarding the consultation.

Best regards

Laura

## **8. Edinburgh Airport International Ltd**

From: Gail Taylor

Subject: Taxi Fare Review

Please find below the Edinburgh Airport response to the 'Taxi Fare Review' 2020:

"The Fare tariff provides protection for both the driver and passenger. Edinburgh Airport remains supportive of the Airport Extra fee and supports the increase to £2 which is in line with the airport drop off fee.

Edinburgh Airport remains supportive of the Airport Pickup fee and proposes for Edinburgh Airport Official Taxi's the fee will be £3.00. For all other taxi's the Pickup Fee proposed will be £3.90, in line with the decrement card 2020 rate.

Please note that Edinburgh Airport continues to offer all taxis and private hires vehicles the opportunity to sign up to a decrement card which allows these users to access airport pick up infrastructure at a discount to the public rates. Drivers obtaining a decrement card are required to sign a Declaration of Conformity with Edinburgh Airport Byelaws."

Regards,

Gail.

Gail Taylor

Director of Retail and Property





## **Fare review 1**

City of Edinburgh Council

### **Final Report**

1 | <revision>

November 2019



**Fare review 1**

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Document Title: Final Report  
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Revision	Date	Description	By	Review	Approved
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**Appendix A. Additional Information**

# 1. Introduction

## 1.1 General

This study has been conducted by Jacobs on behalf of City of Edinburgh Council (CEC). The overall objective is to carry out a review of the taxi fare tariff in Edinburgh. The study will review the current fare tariff and advise on any changes. In terms of Section 17 of the Civic Government (Scotland) Act 1982, the Council must fix maximum scales for the fares and other charges in connection with the hire of a taxi. In terms of Section 17(2) of the said Act (as amended by Section 174(3) of the Criminal Justice and Licensing (Scotland) Act 2010) the Council has to review these scales on a regular basis. The Council must fix scales within 18 months beginning with the date on which the scales came into effect. In carrying out a review, the Council is required to consult with persons or organisations appearing to it to be, or to be representative of, the operators of taxis operating within its area.

The Second Edition of the Scottish Government's Licensing of Taxis and Private Hire Cars Best Practice Guidance for Licensing Authorities, issued in April 2012, refers Councils carrying out taxi fare reviews to pay particular regard to advice contained in paragraphs 2.34 – 2.37 of Scottish Development Department Circular 25/1986.

"The Secretary of State expects that in fixing fares authorities will want to pay primary regard to the costs incurred by the trade, having regard to the capital costs (including interest payments) of the vehicles, the costs of maintaining and replacing them to the standards required by the licensing authority, of employing drivers and the prevailing level of wages and costs in related road transport industries. In the Secretary of State's view the public interest is better served by ensuring that the maintenance of an adequate taxi service by giving the trade a fair return, than by depressing fares for social reasons, however understandable. If fares are fixed at a level higher than the market can stand, the trade is free to reduce them".

## 1.2 Background to fares in Edinburgh

In line with the Civic Government (Scotland) Act 1982, licensing authorities are required to review and fix the scale of fares and other charges which may be used by taxis licensed within the city. This review must take place at intervals not greater than 18 months. The current fares were last reviewed by the Regulatory Committee in May 2018 and councillors agreed to an increase of 50p on the flag and 6% on the increments on T1 and T2.

## 1.3 Age limitation and emission standards

On 16 March 2016 the Regulatory Committee agreed to revise the policy on Taxis and Private Hire Cars. This policy change came effective from 7 May 2018 and introduced an age limit for taxis and private hire cars as well as an emission policy.

This policy set out that:

- **Effective 1 April 2020** a taxi or private hire car can be submitted for test prior to the 10<sup>th</sup> anniversary of its registration for renewal of licence and can continue to operate until the expiry of that licence period.
- **Effective 1 April 2020** Any taxi or private hire car which is converted to LPG will be allowed a further 4 years of operation.

In addition to the age limits set out above the committee introduced emission standards for vehicles.

- **Effective 1 April 2019** no Taxi or private hire car will thereafter be accepted for test unless it is Euro 5 or above. Any Euro 0-4 Taxi or private hire car which has passed its test and is licensed prior to 1 April 2019 may continue to be operated until its licence expires or **31 Mar 2020** whichever date is earliest.
- **4. Effective 1 April 2022** no Taxi or private hire car will thereafter be accepted for test unless it is Euro 6 or above. Separately to this requirement, any Euro 5 Taxi or private hire car that has passed its test and is licensed prior to 1 April 2022 may continue to be operated until its licence expires or **31 Mar 2023** whichever date is earliest.

For those vehicles not currently licensed by City of Edinburgh Council, no vehicle will be accepted for licensing as a taxi or private hire car or replacement vehicle for an existing Taxi or private hire car licence unless it is a Euro 6,

#### **1.4 Low Emission Zone (LEZ)**

City of Edinburgh Council plan to implement a Low Emission Zone by December 2020. The proposals include a LEZ which applies both to the city centre for all vehicles, and city wide for only commercial vehicles (buses, coaches, heavy goods vehicles, light goods vehicles, vans, taxis, and private hire cars).

The proposals as they currently stand require all diesel vehicles to be Euro 6 compliant by 2021 and petrol vehicles to be Euro 4 standard. Consultation on these proposals was held over the summer and a further report is due to be submitted in October 2019.

## 2. Review of the Current Fare Tariff

### 2.1 Background

City of Edinburgh Council's current fare tariff is detailed on the following page (Figure 2.1). The current fare tariff has been in existence since June 2018 and is arranged in a series of four tariffs and extra charges and payments. Tariff 1 operates Monday to Friday 6am to 6pm and Tariff 2 operates Monday to Friday 6pm to 6am and all day Saturday and Sunday. In addition to these two tariffs there are additional tariffs for the Christmas and New Year period. Tariff 3 is operational 6am to 6pm over Christmas and New Year and Tariff 4 is operational 6pm – 6am Monday to Friday and all day Saturday and Sunday during Christmas and New Year. The Christmas period is defined as 6pm 24<sup>th</sup> December to 6am 27<sup>th</sup> December. The New Year period is defined as 6pm 31<sup>st</sup> December to midnight 2<sup>nd</sup> January.

In addition to these four tariffs there are a series of additional payments for soiling, additional passengers and call out charges. Table 2.1 details the current fare for a 1 and 2 mile journey at each tariff. The publication Private Hire and Taxi Monthly issues monthly league tables of the fares for 365 authorities over a two-mile day time journey. Each journey is ranked with one being the most expensive. The September 2019 table shows Edinburgh rated 96<sup>th</sup> in the table, indicating that Edinburgh has higher than average fares. Table 2.2 provides a comparison of where a selection of other authorities in Scotland rank in terms of fares, showing that fares in Edinburgh are mid-range in comparison to other similar Scottish authorities and less than average overall.

**Table 2.1 Detail of fares of a 1 and 2 mile journey at each tariff**

Tariff	1 mile fare	2 mile fare
Tariff 1	£4.35	£6.35
Tariff 2	£5.35	£7.35
Tariff 3	£5.70	£7.30
Tariff 4	£7.30	£10.90

**Table 2.2 - Comparison of neighbouring and/or comparable authorities in terms of fares (Source Private Hire and Taxi Monthly, September 2019)**

Local Authority	Rank
East Lothian	19
Fife	60
Glasgow	71
<b>City of Edinburgh</b>	<b>96</b>
Midlothian	105
West Lothian	249
Falkirk	258



Figure 2.1 Current Fare Card

**THE CITY OF EDINBURGH COUNCIL  
CIVIC GOVERNMENT (SCOTLAND) ACT 1982  
CHANGES TO TAXI FARE TARIFF**

**FOR UP TO 2 PASSENGERS**

<b>TARIFF 1</b> Monday - Friday 6am – 6pm	<b>TARIFF 2</b> Monday - Friday 6pm – 6am the following day 6am Saturday – 6am Monday
<b>TARIFF 3</b> Monday - Friday 6am – 6pm during Christmas and New Year	<b>TARIFF 4</b> Monday - Friday 6pm – 6am the following day 6am on Saturday – 6am Monday during Christmas and New Year
<b>CHRISTMAS NEW YEAR</b>	6pm on 24 December to 6am on 27 December 6pm on 31 December to midnight on 2 January

CHARGES	TARIFF 1	TARIFF 2	TARIFF 3	TARIFF 4
<ul style="list-style-type: none"> <li>Initial hire not exceeding 516m</li> <li>Initial 105 seconds of waiting time</li> <li>Combination of initial time and distance</li> </ul>	£2.60	£3.60	£3.60	£4.60
<ul style="list-style-type: none"> <li>Each additional 174m up until 1908m and thereafter each additional 201m</li> <li>Each additional 37 seconds of waiting time</li> <li>Combination of additional time and distance</li> </ul>	£0.25	£0.25	-	-
<ul style="list-style-type: none"> <li>Each additional 184m up until 1988m and thereafter each additional 213m</li> <li>Each additional 39 seconds of waiting time</li> <li>Combination of additional time and distance</li> </ul>	-	-	£0.35	£0.45

**EXTRA PAYMENTS**

<b>When more than 2 passengers</b>	Each	£0.20
<b>Note:</b> Only 2 children under 12 years will be reckoned as one passenger. No extra fare will be charged for one child under 5 years of age.		
<b>Each Passenger must be properly seated</b>		
<b>Hires ending at Edinburgh Airport Inner Drop-off Zone</b> (See Note 4 below)	£1.00	
<b>Call Out Charge</b> Applicable when pre-booked	£0.80	<b>Airport Pickup</b> For hires commencing at Edinburgh airport
<b>Cancellation Fee</b> Applicable when taxi is pre-booked but not used	£2.20	<b>Cleaning Fee</b> Applicable when taxi is soiled (by travel sickness)
		<b>£2.80 maximum</b> <b>£50.00</b>

**NOTES**

- (1) The above Tariff is applicable only within the City of Edinburgh.
- (2) Any hire which terminates outside the City of Edinburgh area – FARE MUST BE NEGOTIATED AND AGREED WITH DRIVER BEFORE THE JOURNEY COMMENCES.
- (3) A copy of the Licensing Conditions can be inspected at the Council's Licensing Offices, 249 High Street, Edinburgh, EH1 1YJ and downloaded from [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)
- (4) **The Airport Extra** is only payable if passenger is dropped off in the covered inner drop-off zone at Edinburgh Airport and the driver has explained to the passenger before the start of the journey - (1) He will take the passenger to the drop off point just beside the airport terminal and that there is a £1 extra for this. (2) If the passenger states he is disabled, the £1 extra still has to be paid, but the driver understands that the passenger can reclaim this from the airport at the drop-off point. (3) If the passenger wishes to avoid the £1 extra, he can be taken to an outer drop-off point. However, this is further from the airport terminal, involves the use of a free shuttle bus and will require more time for the passenger to get to the airport terminal.
- (5) Any airport pick up fee at the airport incurred by the driver subject to a maximum of £2.80

**COMPLAINTS**

Any hirer aggrieved at the level of the fare charged for any hire or for any other reason may discuss the matter with the Taxi Licensing Officer (0131 529 4250). Any complaint must be made in writing and addressed to the Complaints Officer, Licensing Service, The City of Edinburgh Council, 249 High Street, Edinburgh EH1 1YJ, and should include the vehicle's licence number and time and date of the incident.



## 3. Benchmarking

### 3.1 Introduction

In order to compare taxi tariffs in other cities in Scotland and the UK a benchmarking exercise has been undertaken. Benchmarking has been undertaken on the following:

- Tariffs
- Cost of a 2, 3- and 5-mile journey
- Additional passenger cost
- Call Out Charges
- Cancellation fees
- Wording around tolls;
- Wording around soilage charges.

All Scottish cities and a number of Core Cities in England have been used for comparison.

### 3.2 Tariffs

Figure 3.1 provides detail as to when different standard tariffs apply across days of the week and times of the day for the benchmarked authorities. The majority of authorities have two tariffs – one for day time and one for night time and these apply across the whole week. The time that the night-time tariff applies does vary with the earliest commencing at 6pm and the latest at 11pm. Dundee, Aberdeen, Birmingham and Liverpool have introduced a separate night time tariff for weekends.

Edinburgh and Leeds's night time tariff commences the earliest of all benchmarked authorities. Most of the benchmarked authority's night time tariff commences after 7pm. However, in Edinburgh it is our understanding that 6pm is also when the night time shift drivers commence.

City	Day	Tariff 1	Tariff 2	Tariff 3	Tariff 4
Edinburgh	Weekday	6am - 5pm	5pm - 6am		
Edinburgh	Weekend		6am - 5pm		
Dundee	Weekday	6am - 9pm	9pm - 6am		
Dundee	Weekend	6am - 9pm	9pm - 6am		
Glasgow	Weekday	6am - 10pm	10pm - 6am		
Glasgow	Weekend	6am - 10pm	10pm - 6am		
Aberdeen	Weekday	6am - 9pm	9pm - 6am		
Aberdeen	Weekend	6am - 9pm	9pm - 6am		
Inverness	Weekday	6am - 9pm	9pm - 6am		
Inverness	Weekend	6am - 9pm	9pm - 6am		
Leeds	Weekday	6am - 5pm	5pm - 6am		
Leeds	Weekend		6am - 5pm		
Manchester	Weekday	6am - 9pm	9pm - 6am		
Manchester	Weekend	6am - 9pm	9pm - 6am		
Liverpool	Weekday	6am - 10pm	10pm - 6am		
Liverpool	Weekend	6am - 10pm	10pm - 6am		
Sheffield	Weekday	6am - 8pm	8pm - 6am		
Sheffield	Weekend	6am - 8pm	8pm - 6am		
Newcastle	Weekday	6am - 10pm	10pm - 6am		
Newcastle	Saturday	6am - 10pm	10pm - 6am		
Newcastle	Sunday	6am - 10pm	10pm - 6am		
Birmingham	Weekday	6am - 10pm	10pm - 6am		
Birmingham	Weekend	6am - 10pm	10pm - 6am		
Bristol	Weekday	6am - 9pm	9pm - 6am		
Bristol	Weekend	6am - 9pm	9pm - 6am		
Stirling	Weekday	6am - 10pm	10pm - 6am		
Stirling	Weekend	6am - 10pm	10pm - 6am		
Perth	Weekday	6am - 10pm	10pm - 6am		
Perth	Weekend	6am - 10pm	10pm - 6am		
Perth	Sunday	6am - 10pm	10pm - 6am		

### 3.3 Comparison of 1, 2, 3 and 5 mile fares

Figure 3.2 details the current weekday daytime fare for these authorities over a distance of 1, 2,3 and 5 miles. It illustrates that Edinburgh is towards the higher end of fares at all distances

**Figure 3.2 Comparison at 1,2, 3 and 5 miles**

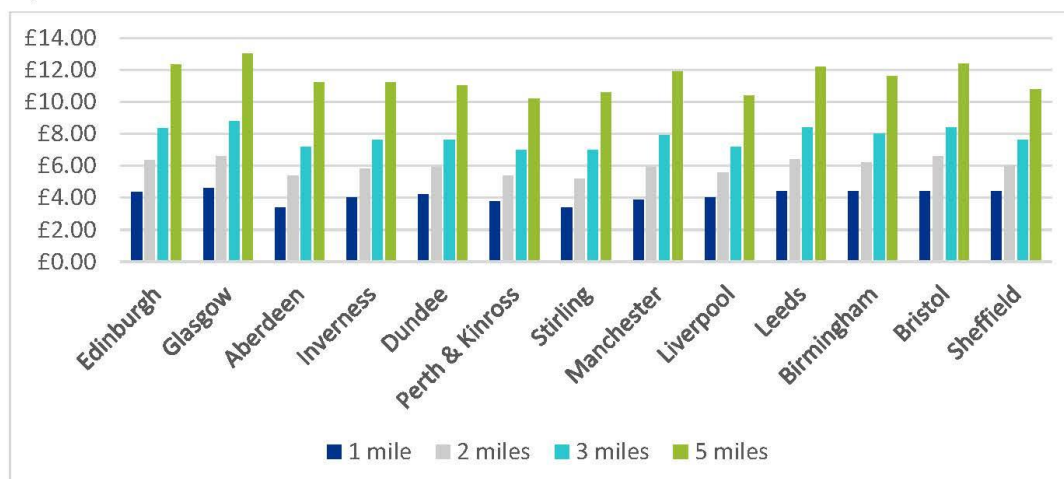
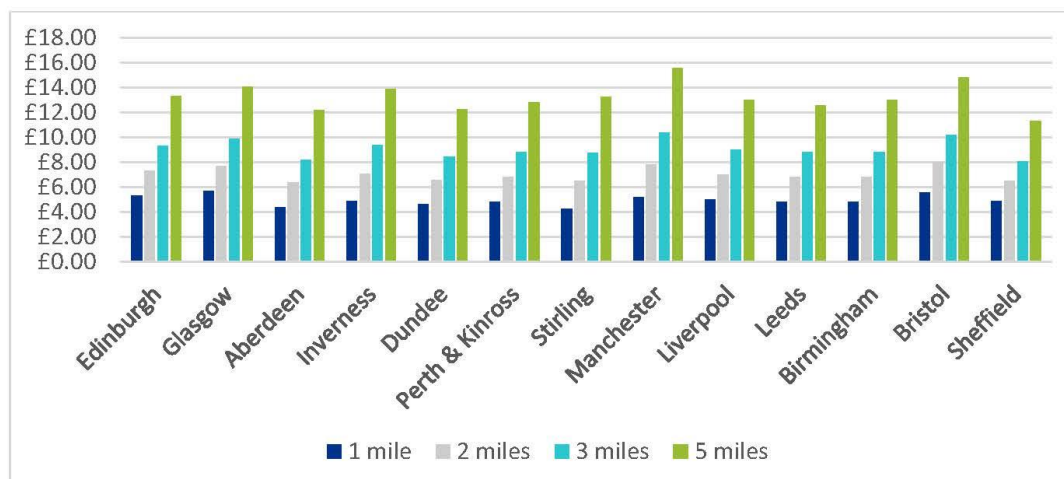


Figure 3.3 details the current night time fares for these authorities over a distance of 1, 2,3 and 5 miles. It illustrates that Edinburgh is just above the average of benchmarked fares for all distances.

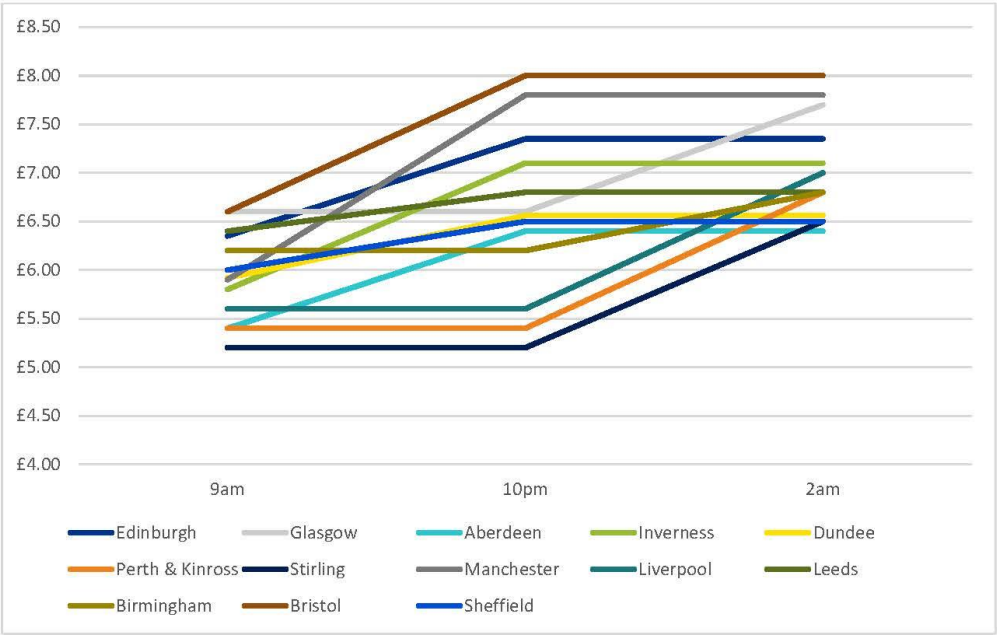
**Figure 3.3 Comparison at 1,2, 3 and 5 miles**



### 3.4 Fare for a 2-mile journey

Figure 3.3 compares daytime and night time tariffs across the benchmarked authorities. Fares have been benchmarked at three separate time periods on a standard weekday – 9am, 10pm and 2am. The average cost of a two mile journey at 9am is £5.95; 10pm is £6.58 and £7.02 at 2am. Edinburgh is higher than average across all time periods.

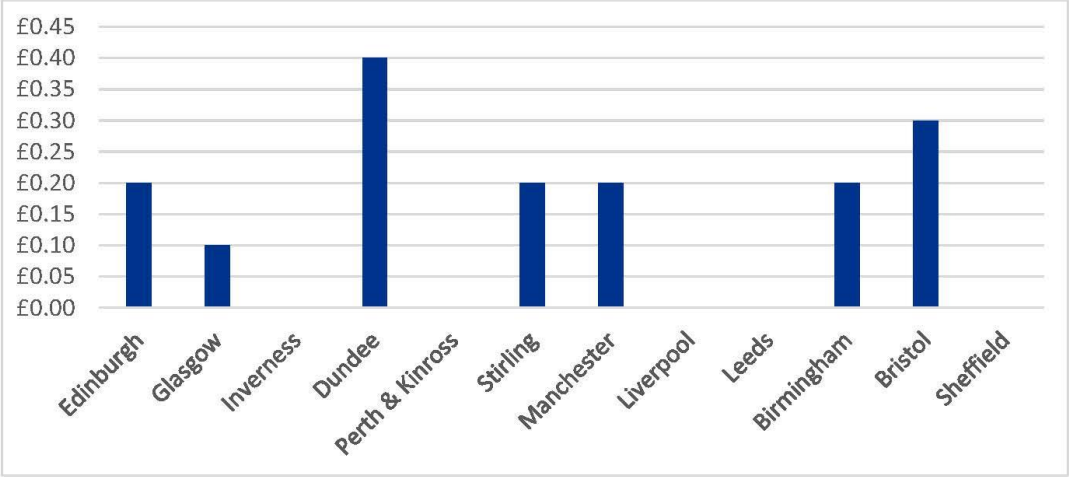
Figure 3.3 Tariff 1 and Tariff 2 comparisons



### 3.5 Additional Passenger Charge

In Edinburgh the fare card is applicable for journeys with up to 2 passengers. For journeys with more passengers there is an 'additional passenger charge' of 20p. Figure 3.4 illustrates that additional passenger charges do not apply in all authorities benchmarked. Of those authorities that do stipulate a charge the most expensive is in Dundee at 40p per additional passenger and the lowest is Glasgow at 10p.

**Figure 3.4 Additional Passenger Charges**



**3.6 Call out charges**

In Edinburgh the fare card allows drivers to add 80p on to the fare when they have been prebooked. Out of the benchmarked authorities only Highland (£1), Aberdeen (£1) and Stirling (50p) have comparable charges.

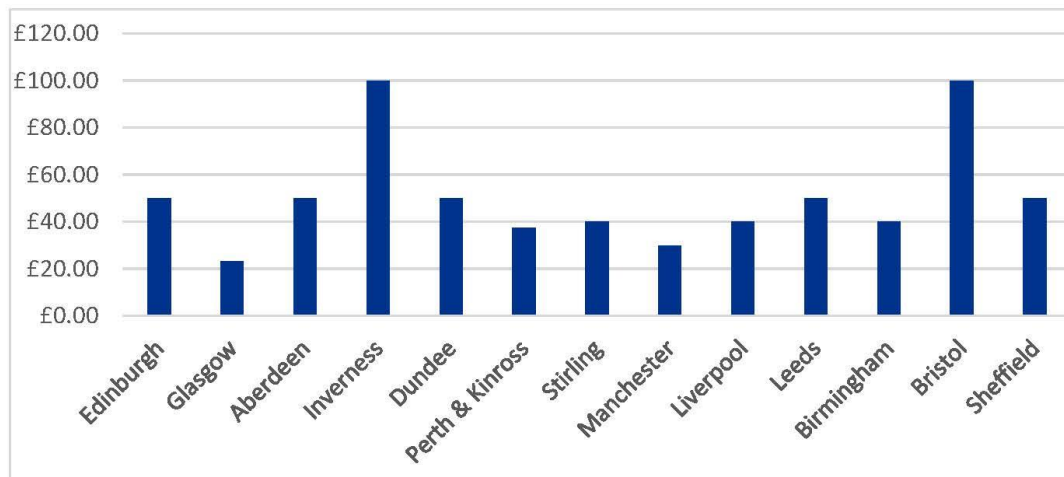
**3.7 Cancellation fees**

Edinburgh is the only authority who charge a cancellation fee. This is applicable when a taxi is prebooked but not used.

**3.8 Soiling charges**

Figure 3.5 details the range of charges in place for soiling incidents. Highland and Bristol have the highest charge at £100 and Glasgow has the lowest at £23.40. Edinburgh has a charge of £50.

**Figure 3.5 Soiling charges**



The terminology around soiling charges is very different for the benchmarked authorities. Table 3.1 provides this detail.

**Table 3.1 Soiling charges**

Authority	
Edinburgh	Cleaning fee – applicable when taxi is soiled (by travel sickness)
Glasgow	Soiling charge (only being appropriate in relation to an anti-social act)
Aberdeen	A charge per incident of fouling a taxi
Highland	Soiling Charge – maximum of £100.00 payable by an offending passenger, where a vehicle requires to be removed from service for cleaning in order for it to be restored to a usable state and condition.
Dundee	Soiling Charge – which results in the vehicle being taken off service for any period of time, minimum £25, maximum £50.
Perth & Kinross	A charge of £37.50 for any person soiling the vehicle.
Stirling	Soiling charge - £40
Manchester	Fouling charge - £30

Liverpool	A charge of £40 for cleaning the <b>inside</b> of the vehicle in the event of soiling or fouling and a charge of £10 for soiling or fouling of the <b>outside</b> of the vehicle
Leeds	Maximum charge for fouling £50
Birmingham	An additional charge may be made in the event of SOILAGE OR FOULING OF THE VEHICLE
Bristol	Spoilage or fouling of the vehicle
Sheffield	Fouling the vehicle MAXIMUM charge £50

### 3.1 Tolls and Fees

Edinburgh Airport charges drivers a fee for dropping off and picking up passengers. The fare card permits drivers to recover £1 of the fee incurred for dropping off and £2.80 maximum for the fee incurred in picking up a passenger. The benchmarking exercise identified that all authorities deal with the issue of recovering tolls and fees differently, as detailed in Table 3.2. Some authorities make no reference to tolls or fees.

**Table 3.2 Wording around tolls**

Authority	
Edinburgh	Hires ending at Edinburgh Airport Inner Drop-off Zone £1.00  Airport Pickup -For hires commencing at Edinburgh airport £2.80 maximum
Aberdeen	For each hiring commencing at the Airport (Airport zoned taxis only) £1  For each hiring dropping off passengers at the inner forecourt of the Airport (Non-airport zoned taxis only) £2  For each hiring commencing at Aberdeen Railway Station £0.50
Highland	Any bridge tolls or ferry charges, where applicable.  Any airport car parking charges (Only chargeable on production of a receipt to the hirer)
Manchester	Piccadilly Station charge 60p  Manchester Airport Charge – Barrier at the station 60p  Drop off - £1.80, Pick up £1.60
Liverpool	Tolls to and from the destination (including Tunnel, Motorway, Bridge and Airport tolls)

Leeds	The above fares do not include tolls, car park fees, entry/exit fees or any other such fees paid by the driver to pay to complete the journey. These will be added to the fare displayed at the end of the journey
Birmingham	Any road toll or barrier charge incurred in the execution of the hiring
Bristol	Every hiring commencing at Temple Meads Railway Station (unless pre-booked) 20p



## 4. Consultation – Trade

### 4.1 Introduction

Three trade meetings were held with representatives of the taxi trade. The approved minutes of all meetings are appended to this report (Appendix 2).

### 4.2 Trade Meeting 1

The first meeting was held on 31<sup>st</sup> July 2019. The objectives of this meeting were to garner views on the existing fare card and any proposed increases in the fare card. Invitees and attendees are detailed in Table 3.1

**Table 3.1 Meeting attendees**

Name	Representing
Les McVay	City Cabs
Mark McNally	Central Taxis
Tony Kenmuir	Central taxis
Laura Lucas	Central Taxis
Scott Blair	Unite
Jacqui Guthrie	Unite

During this meeting the trade presented a note that detailed the summary of a meeting convened by the trade (Appendix 1). The note covered a number of issues that the trade wished to be considered by City of Edinburgh Council:

- Edinburgh is in the top 10 locations for cost of living
- Glasgow trade have a higher fare tariff and pay lower fees to the council
- Licence fees increase 3% annually but the tariff reviews are only every 18 months
- Drivers are now having to pay more for road tax as vehicles are classed as 'luxury vehicles'
- Insurance premiums have risen 10% in the last 18 months
- City of Edinburgh Council are introducing training that costs £300 and results in a loss of work/income of 4 days
- Rising diesel costs
- Servicing costs have increased
- Concerns around recouping charges at Edinburgh Airport
- Financial Impact of the age and emission restrictions

During the meeting the following was discussed:

- Trade considered the structure of the fare card to be fine but not the weighting of fares – suggestion to increase the flag

- Amending the festive tariff so that T4 is applicable Christmas Day and New Year's Day irrespective of the day of the week
- Retain T4 during night-time on Christmas Eve and New Year's Eve
- Increase the cancellation fee to £4 or £5
- The ability to recover all fees associated with pick up and drop off at Edinburgh Airport
- Rewording of the soiling charge

Jacobs agreed to undertake a benchmarking exercise and report back to the next meeting of the trade.

### 4.3 Trade Meeting 2

The second meeting was held on 15<sup>th</sup> August 2019. The objectives of this meeting were to report back on the benchmarking exercise undertaken. Attendees are detailed in Table 3.2

**Table 3.2 Meeting attendees**

Name	Representing
Les McVay	City Cabs
Mark McNally	Central Taxis
Laura Lucas	Central Taxis
Murray Flemming	Scottish Taxi Federation
Scott Blair	Unite
Jacqui Guthrie	Unite

Following discussion of the benchmarking exercise the trade wished to see the following:

- Trade wanting to see the impact of increasing the flag charge
- Call out charges – attendees wanted to see this increase to £1
- Passenger charges – attendees want to see this increased to 40p per passenger
- Amendments in the conditions to make it compulsory for both public and private hires to accept card payments
- Increase in the cancellation fee to £5
- Amend the wording around the soilage charge in line with that adopted by Highland Council
- Introduce wording around 'tolls' rather than stipulate specific amounts to recoup

### 4.4 Trade Meeting 3

The third trade meeting was held on September 13<sup>th</sup>, 2019. Attendees are detailed in Table 3.3

**Table 3.3 Meeting attendees**

Name	Representing
Laura Lucas	Central Taxis

Murray Fleming	Scottish Taxi Federation
Jacqui Guthrie	Unite

Prior to this meeting Jacobs had circulated a note detailing the impacts on the fare card of the following options:

- Option 1: Increase of the flag only to £3, £4, £4 and £5
- Option 2: Application of CPI at 3.3%

Following discussion of the note the trade stated the following:

- Trade representatives hadn't discussed the option between themselves
- Option 1 and 2 did not provide the trade with a suitable increase
- Jacobs requested to look at a third option – Option 1 together with a 3.3% on the increments.

Following this meeting, Jacobs circulated a note detailing the impacts of Option 3 on the fare card.

#### 4.5 Conclusions

Following the final trade meeting, Murray Fleming spoke to all trade representatives regarding the options available to them. On September 18<sup>th</sup> 2019, via email, Murray Fleming confirmed that the trade had come to an agreement stating *'Representatives have unanimously agreed on the following proposals for consideration by CEC and wished to see the following'*:

- Option 3: Amending the flag to £3, £4, £4 and £5 and applying the CPI increase (3.3%) to the increments.
- Additional passenger charge from 20p to 40p
- Cancellation fee increased from £2.20 to £5.
- Soiling of taxi cost to remain the same but wording to be revised.
- All tolls, charges or fees to be recovered by the driver, similar wording to that used on Leeds fare card.

## 5. Consultation - Public

### 5.1 Introduction

A public attitude survey was designed with the aim of collecting information regarding options on taxi fares in Edinburgh. A survey was published online, on the City of Edinburgh Council's Consultation Hub website between 23<sup>rd</sup> August 2019 and 24<sup>th</sup> September 2019 and was hosted by SurveyMonkey. In total, the survey received 345 responses.

A screening question was included at the start of the survey, asking if the respondent was a licenced taxi or private hire car driver/ operator. Out of the responses, 56 participants stated 'yes' in response to the screening question. Therefore, these participants answers have been removed from the analysis to focus on obtaining the views of the general public. Due to this, 289 survey responses were taken forward to analysis.

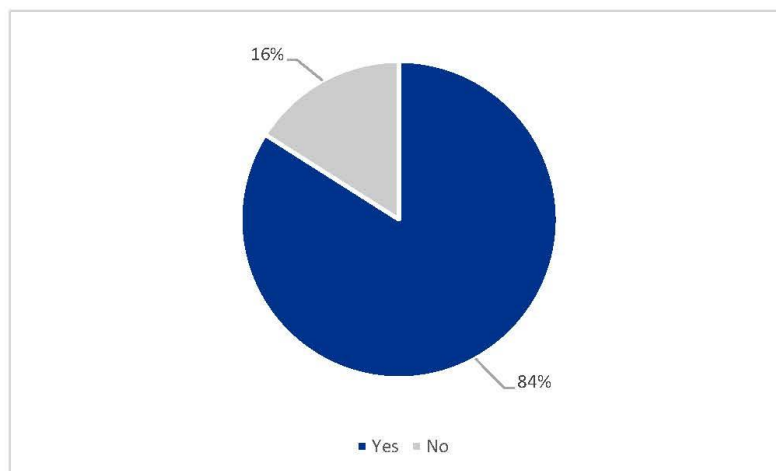
It should be noted that in the tables and figures below, the totals do not always add up to the same amount. This is due to one of two reasons:

- Not all respondents were required to answer all questions;
- Some respondents failed to answer some of the questions that were asked.

### 5.2 General Information

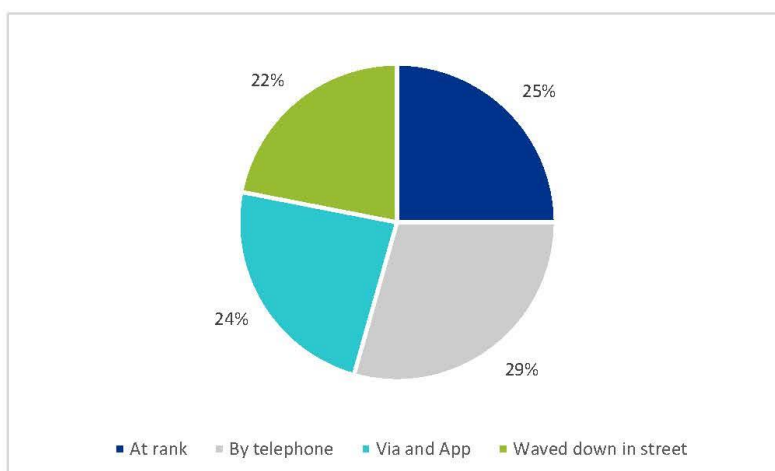
The respondents were asked if they had made a trip by taxi (black cab) in the last 3 months. Figure 5.1 displays the results, with 84% of the survey population stating they had used a taxi in this period.

**Figure 5.1 Have you made a trip by taxi (black cab) in Edinburgh in the last 3 months?**



Those making a trip were asked how they obtained their taxi - Figure 5.2 details the results. The split in how they were obtained is fairly equal, ranging from 22% (waved down in the street) to a maximum of 29% (by telephone). In between lay via an app (24%) and at a specific taxi rank (25%).

**Figure 5.2 How did you obtain your taxi in Edinburgh in the last 3 months?**



Further information was collected from respondents who said they obtained their taxi via an app. Table 5.1 shows the split of which application was used.

**Table 5.1 Application that was used when taxi was obtained via and app**

App	%
City Cabs	38.9
Gett	37.0
Central Taxi	14.8
Ryde	3.7
Free Now	1.9
Halo	1.9
Taxi Operators	1.9

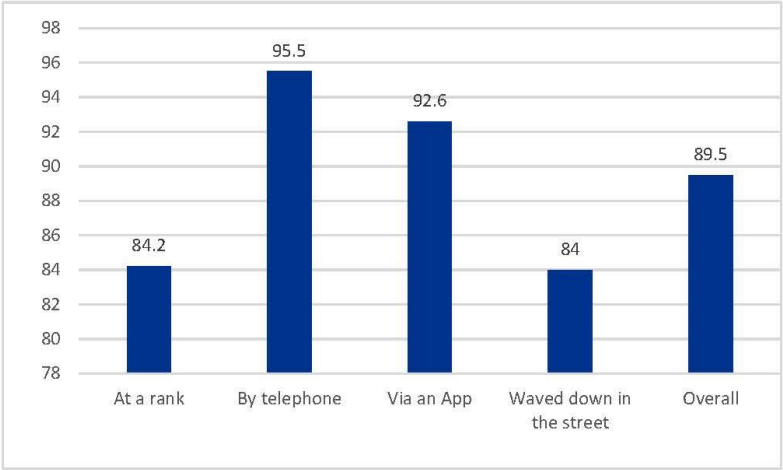
It should be noted that these apps have been identified from answers from the survey itself and some have been grouped together e.g. City cabs, City cabs app, citycabsapp and city cabs app in the data set have all been classified as City Cabs.

Out of the 23% of respondents that booked their taxi via an app in Edinburgh, the City Cabs app and Gett app proved to be the most popular, with three quarters of the group using them.

All respondents who were making a trip, regardless of how they obtained it, were asked if they were satisfied with the time taken and promptness of arrival.

Overall, 89.5% of the respondents were satisfied by the time taken and promptness of its arrival. On closer analysis the highest level of satisfaction came from those who obtained their taxi by pre booking the trip via telephone (95.5%) with the least satisfaction (84%) coming from those who waved a taxi down in the street.

**Figure 5.3 Were you satisfied with the time taken and promptness of its arrival?**



Respondents reported they waited between 0 – 68 minutes for their taxi. From the respondents that assigned a numerical value of time against their wait, the average wait time was 6 minutes.

Trip makers were then asked whether they were satisfied with the cost of their journey. Over half of trip makers were satisfied with the cost of their journey (57%), as seen in Figure 5.4.

**Figure 5.4 Were you satisfied with the cost of your journey?**

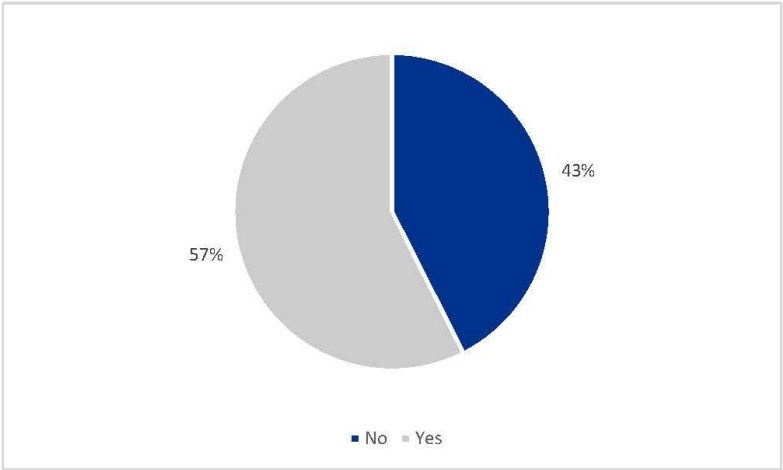
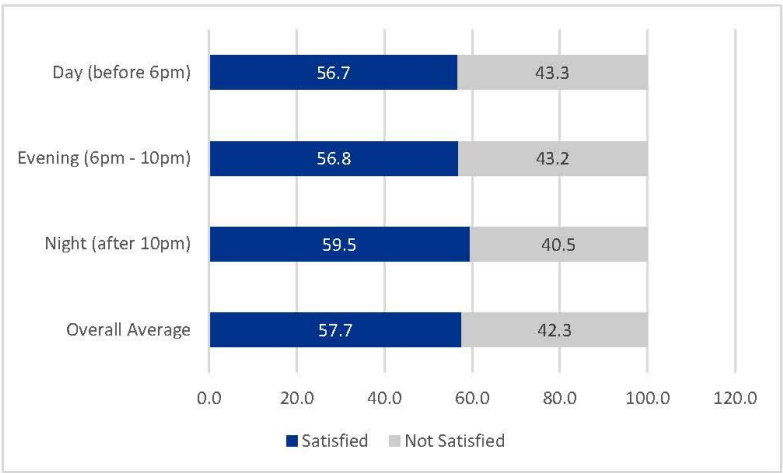


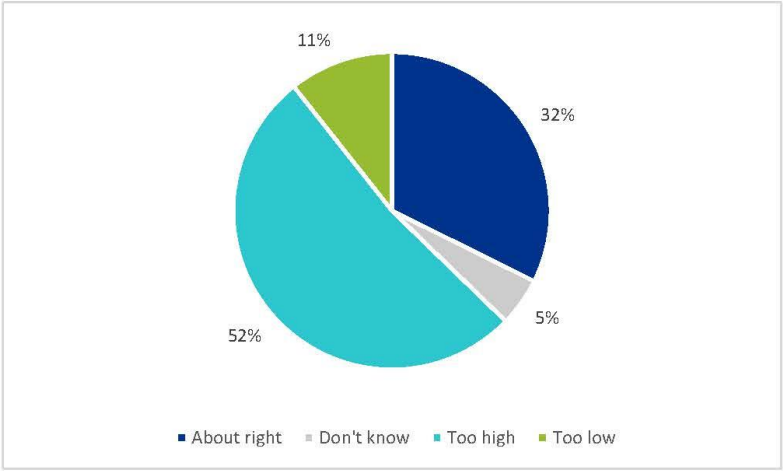
Figure 5.5 documents how this satisfaction with the overall cost varies depending on the time of day the taxi was obtained. Satisfaction was higher for those who used a taxi service at night (after 10pm).

**Figure 5.5 Satisfaction with cost by time of day**



Respondents were then asked a series of questions relating to fares. Firstly, they were asked whether they consider fares in Edinburgh to be too low, too high or about right, there was also an option of don't know. Over half (52%) felt that fares were 'too high', with an additional 32% stating they were 'about right' – this is displayed below in Figure 5.5.

**Figure 5.5 Do you consider taxi fares in Edinburgh to be...?**



Respondents were then asked several questions regarding taxi fare increases and the time their trip took place. The answers to these questions have been collated in Table 5.2 below.



**Table 5.2 Analysis of taxi fare price increase awareness and time specific situations**

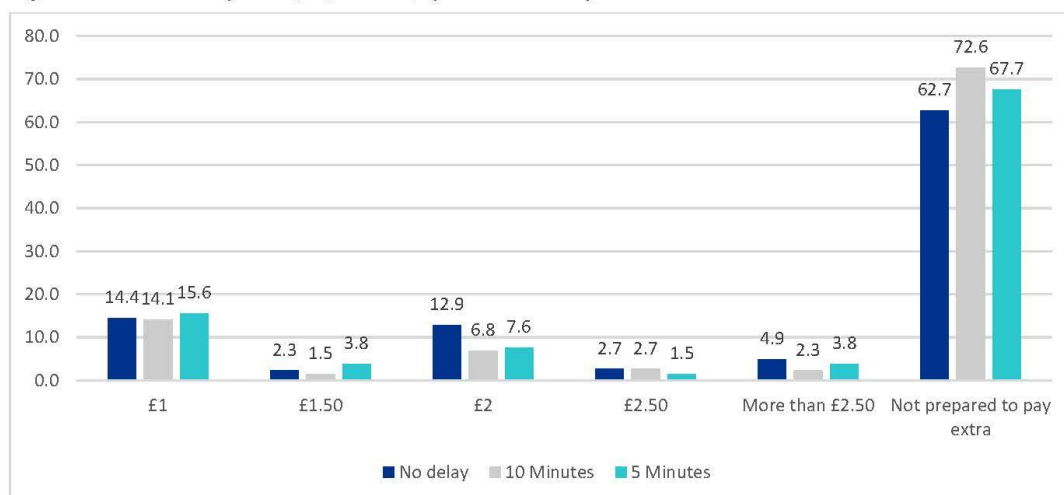
	Are you aware that taxi fares in Edinburgh increase after 6pm?	If taxi fares also increased from midnight to 5am, would you still travel by taxi after midnight?
Yes	65.4%	50.6%
No	33.5%	25.9%
Don't Know	1.1%	23.6%

Nearly two thirds of the respondents (65.4%) were aware that taxi fares increase in price after 6pm and 33.5% were not aware.

Respondents were then given the scenario of taxi fares increasing between midnight and 5am and were asked if they would still use them if this were the case. Some 50.6% of them stated that they would still use a taxi for their trip if this were to happen. The rest were equally split (25.9% and 23.6%) on either not using a taxi or unsure if they would if the fare were to increase between midnight and 5am.

Respondents were then asked to consider a range of scenarios in relation to the length of time they would be prepared to wait for a taxi. Respondents were asked whether they would be prepared to pay extra should the delay be limited by either 5 or 10 minutes, or no delay at all. Figure 5.6 shows these results.

**Figure 5.6 What would you be prepared to pay to reduce delay?**



Most respondents would not be prepared to pay any extra and this percentage increases as the time of delay increases. Some 62.7% would not be prepared to pay any more even if it meant there was no delay at all. From the data obtained it's clear the majority of people are not prepared to pay any more to reduce the length of time that they have to wait for a taxi.

Respondents were then asked about their intention to travel via taxi over the festive period. Some 32.3% state that they do intend to travel via taxi over the festive period, currently, 26.2% are unsure of their plans. Of the 41.4% of respondents that said they are not planning on using a taxi over the festive period, 41.3% said it is

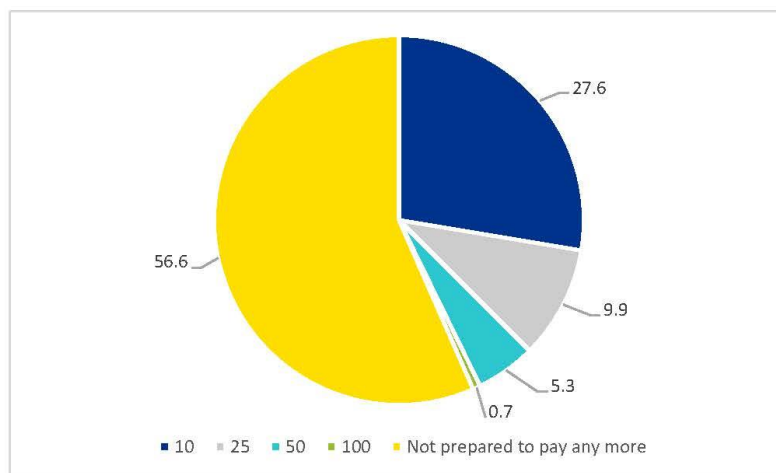


because they simply do not need to, 22% accounted it to the cost and another 22% will use a different mode of transport; public transport, driving themselves or walking.

Figure 5.7 looks at if people would be willing to pay more than the average fare (10%, 25%, 50%, 100% or no more) in order to reduce the delay during the festive period. Of those planning to travel by taxi over the festive period, half (56.6%), of those answering would not be prepared to pay any more than the average fare to reduce the level of delay. Over a quarter, 27.6% would be willing to pay an extra 10% to obtain a taxi with less of a delay. The higher the percentage increase, the fewer people are prepared to pay more.

In conclusion, the majority of respondents planning to travel by taxi over the festive period are not prepared to pay more in order to reduce delay.

**Figure 5.7 How much more would you be prepared to pay to reduce the level of delay during the festive period?**



### 5.3 Summary

Out of the 345 surveys that were completed online, only 289 were taken forward to analysis. Through the analysis above, some key summaries have been made:

- Of the respondents, 84% have used a taxi in Edinburgh within the last 3 months;
- 89.5% were satisfied with the promptness of their taxi;
- Obtaining a taxi via the telephone was both the most common way of ordering one (29%) and provided the highest satisfaction in relation to promptness of arrival (95.5%);
- 57% of the responders were satisfied with the cost and 43% were not;
- Slightly higher satisfaction levels for cost when hiring a taxi during the night (59.5%) when compared to the day (56.7%) or evening (56.8%);
- Some 52% believe that taxi fares are too high;
- 65.4% were aware that taxi fares increased post 6pm;
- Some 56.6% stated that if the fares were to increase between midnight and 5am they would still use taxis and a further 23.6% said they were unsure;

- The majority are not prepared to pay any more to reduce the length of time that they have to wait for a taxi (62.7%); and
- Currently only 32.3% intend to use taxis over the festive period, of them, 56.6% say they would not be prepared to pay any more to reduce a delay over the festive period.

## 6. Consultation – Stakeholder

### 6.1 Introduction

In addition to the trade and public consultation a consultation letter was emailed to a range of stakeholders across Edinburgh. The following groups/organisations were contacted:

- Disability Organisations;
- Business representatives;
- Transport and travel providers;
- Local interest groups including health and education;
- Tourism representatives.

### 6.2 Stakeholder Responses

Responses were received from three organisations with a further two responses from individuals providing personal views rather than on behalf of their organisations. The responses are detailed below.

#### Edinburgh City Private Hire Ltd

A response was received from Edinburgh City Private Hire Ltd. The following points were raised:

- The current format of the Fare Table is relatively straightforward and easy enough to understand;
- Fares are probably about right in comparison to other large cities, any increases should reflect local conditions at the time, but also the respective tariff's in other similar cities across the UK.
- The use of taxis may increase if fares were cheaper but this is the same with anything customers are required to pay for. I think a better question is whether or not the tariff offers the customer "value for money", and that would be taking into account the level of service to the customer, the type of fleet servicing the work, and the professionalism of the drivers involved in providing that service. To simply say that being cheaper would result in more people using the service is not really looking at the issue and all of its complexities;
- I think that the night time tariff is fair enough when you consider the unsociable hours element to a drivers take home pay, and the fact that most customers in Edinburgh are used to the Tariff changing at night, I do not really think that its something that causes any real issues at this point in time;
- There should not be a "party tariff " and Tariff's 3 and 4 should not be dropped.. I would **not** be in favour of it increasing any further however against the standard Tariff's.
- I think it would certainly be simpler having one tariff applicable across the entire festive period rather than 2, but given the nightshift element that already exists in the main tariff then I don't think that its too confusing, and whether it would have an impact on service if we went to 1 also would be debatable;
- The cleaning fee will never truly be reflective of the time the driver spends getting the vehicle fit for purpose again, depending on the incident, and therefor is probably relatively fair as it stands.
- **-Cancellation fee -** given the complexities of the issue and unless the customer is paying by card it is almost impossible to enforce any cancellation on cash paying customers;
- The only other comments I have are on the Airport Pick up charges and the fact that I think that these should always reflect the amount the driver has to pay to pick up, and that it is always in line with the charge levied on the driver, no more and certainly no less.

#### Central Taxis

A response was received from Central Taxis. The following points were raised:

- The fare structure is easy to understand. The fares are lagging behind the times and are low to medium however they are consistent and not subject to surging.
- If the fares were cheaper there would not be any taxis left in the city. The drivers/operators are already working additional hours to afford the running costs;
- The fare difference of £1 between day and night is negligible and the unsociable hours warrant an additional charge. The likelihood of transporting a more challenging passenger is also increased for the nightshift drivers.
- The two festive fare tariffs easy to understand and interpret
- The festive tariffs (3 & 4) should reflect the peaks of that holiday period and the highest tariff (tariff 4) should be in place in its entirety on Xmas day and New year's day regardless which day of the week Dec 25<sup>th</sup> and Jan 1<sup>st</sup> fall on.
- The festive Tariff currently commences on 24<sup>th</sup> Dec at 6pm which is acceptable and runs until 6am on 27<sup>th</sup> Dec. Then it recommences on 31<sup>st</sup> Dec at 6pm and runs until midnight on 2<sup>nd</sup> Jan. We believe this is appropriate to incentivise drivers to come out to work however due to Xmas day and New year's day sometime falling on a midweek as opposed to the weekend day taxi drivers/operators earnings can vary. We agree that the day of the week is irrelevant and if a driver is sacrificing Xmas day or New Year's day then he/she should be paid at the highest agreed Tariff rate. For example if a driver happens to work on a dayshift on Xmas day and it's a Friday he or she will be paid at a lower rate (tariff 3) than a driver working Boxing day on a Saturday (tariff 4) due to the current tariff structure. We would like to see that resolved and Xmas day and New year's day paid at tariff 4 rate in its entirety irrespective of what day it is;
- Currently the additional passenger charge is set at 20p extra and has been that amount for many years. We would like to see an increase in the charge to 40p.
- Satisfied there is no additional charge for luggage;
- The cleaning fee is currently set at £50 which is accepted by the trade as a fair amount however we would like to see the wording adjusted on the tariff sheet as it currently states that it can only be charged for travel sickness. That is only one of many reasons a taxi could be considered soiled. If a driver requires the taxi to be taken off the road to be cleaned/valeted then the burden should lie with the passenger responsible for causing the situation. We would like to see the amount remain at £50 but NOT limited to travel sickness;
- We would like to see the Cancellation fee increased from £2.20 to £5.00 in line with what the app companies are charging. We do not see this as an income stream but as a deterrent to dissuade customers from booking with multiple companies and taking whichever is first to arrive thus preventing additional emissions, adding to congestion and unnecessary vehicle movement;
- The taxi trade is currently under unprecedented financial burdens that are creating extreme difficulty for many owner operators. With the requirement now to take finance on a choice of 3 vehicles to comply with the age and emissions regulations the trade finds the cost increasing at a pace significantly greater than the tariff review rises. The choice of vehicles available to an Edinburgh taxi driver are £37k, £45K and over 60K. The finance is generally for a term of 5 years however due to the absence of a cap on Private Hire Vehicles there is no certainty for a taxi owner/operator that they will be able to meet the finance payments of a new taxi vehicle in 5 years' time due to the dilution of work. The lack of enforcement also results in loss of a number of jobs from the taxi ranks where the Private Hire vehicle regularly pick up in contravention of their licencing conditions in far cheaper vehicles that are unsuitable for wheelchairs. There is also the cost related to the introduction of driver training which will be £300 and a loss of 3 days wages. There are the credit card charges that have been passed on to the drivers since the last tariff review. A huge increase in the region of 10% has affected the insurance policies of the operators and the fees and charges from the council have also increased over the last 18 months in the region of 4%. Circuit fees from both the main taxi companies have been subject to at least 2 increases since the last review. All these factors have had a huge impact of the taxi operators and unfortunately the number of drivers graduating from private hire has diminished as the vehicles are significantly cheaper, the value of work from rank and hail has decreased enormously as passengers now don't walk out on the street or search for a rank if they want a journey, they now take out a mobile phone and have the vehicle come to them.

The taxi trade needs a significant rise just to stop us falling off the cliff edge and regardless of how much is agreed by the regulator it will only be a contribution to the loss of earnings the operators are now dealing with;

- With regards to the airport we would like to see the wording adjusted so the charges can be passed on to the passenger. The trade are obliged by our licencing conditions to ensure we convey the passenger to a destination of their choosing therefore the burden of cost should remain with the passenger. We would like to see the wording in respect of the airport charges changed so we may pass on the cost. The regulator has previously adjusted the tariff sheet at the 18 month review to ensure the drop off charge or the pickup charge was included at the levels the airport set and passed to the customer however it was with a specific monetary figure. Unfortunately the airport then saw fit to increase the amount without consultation and the taxi driver/operators have been subsidising the fares since. We would like to see the wording adjusted to ensure all tolls are passed to the customer regardless of whether the airport adjust the amount again.

#### Edinburgh Airport

Edinburgh Airport responded to the consultation and stated that they would like the airport Drop Off Zone fee raised to £2.00 as this is the current tariff for the 0-5 mins period in the Drop Off Zone. Also, the airport Pick Up fee now sits at £2.90 so we would like this reflected in the fare table.

No other written responses were received as part of the consultation exercise.

## 7. Fare Revision

### 7.1 Background and overall proposed increases

In May 2013, the Regulatory Committee took the decision to use CPI<sup>1</sup> as a means of calculating fare increases – this was based on a consultation with the trade. This was applied in July 2014 and then January 2018, when the index was 104.5. As of August 2019 the index was 108. This results in an increase of 3.3%.

Discussion with the trade identified a further two options for increasing fares. As detailed below the options are::

- Option 1: Amending the flag to £3, £4, £4 and £5
- Option 2: Applying 3.3%
- Option 3: Amending the flag to £3, £4, £4 and £5 and applying 3.3% to the increments

### 7.2 Impact of fare increases

To review the effect of these proposed increases Table 7.1 sets out the resultant cost of a 2 mile, 3 mile and 5 mile fare at Tariff 1 on the three options.

**Table 7.1 Proposed fares for 2, 3- and 5-mile journeys (Tariff 1)**

	2 miles	3 miles	5 miles
<b>Current</b>	<b>£6.35</b>	<b>£8.35</b>	<b>£12.35</b>
Option 1	£6.60	£8.60	£12.60
Option 2	£6.60	£8.60	£12.60
Option 3	£6.75	£9.00	£13.00

Figure 7.1 compares the figures for a 2-mile journey to comparable cities. The average cost of the 2-mile fare across the cities is £5.95. Presently at £6.35 Edinburgh is above this average. Adopting Option 1 or 2 puts Edinburgh to the third most expensive behind Glasgow and Bristol. Option 3 puts Edinburgh to the most expensive authority.

<sup>1</sup> The Consumer Price Index (CPI) is the official measure of inflation of consumer prices on the UK. The CPI calculates the average price increase as a percentage for a basket of 700 goods and services. The basket of goods and services chosen is intended to reflect changes in society's buying habits. The purchase of vehicles – new and second hand, taxi fares, and the operation of personal transport equipment are all included in the index.

**Figure 7.1 Impact of options on a 2 mile fare**

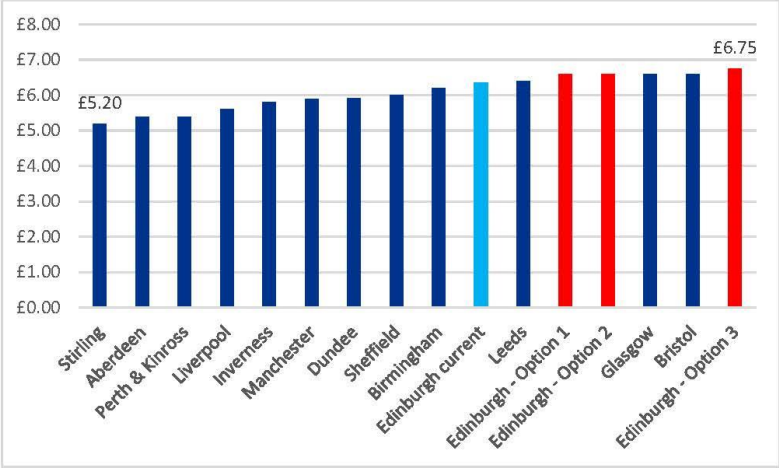
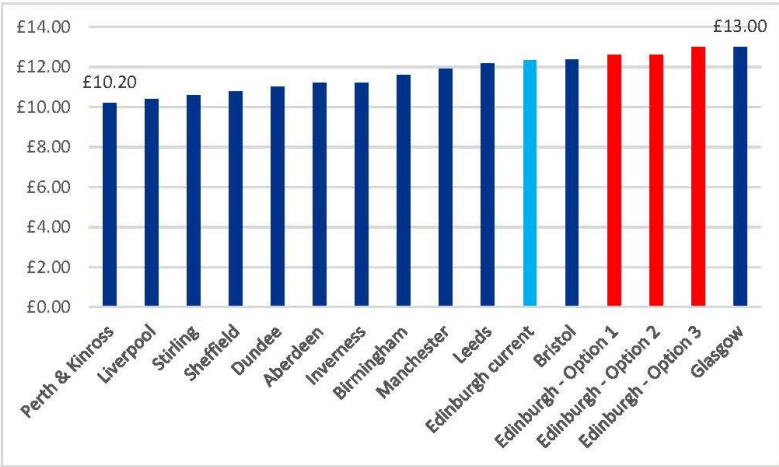


Figure 7.2 compares the figures for a 5-mile journey to comparable cities. The average cost of the 5-mile fare across the cities is £11.45. Presently at £12.35 Edinburgh is above this average. Adopting Option 1 or 2 puts Edinburgh to the second most expensive behind Glasgow and Bristol. Adopting Option 3 makes Edinburgh the most expensive but level with Glasgow.

**Figure 7.2 Impact of options on a 5 mile fare**



### 7.3 Amended Festive Tariff

The current festive tariffs (T3 and T4) are day dependent which can be confusing for the customer. If Christmas falls over a weekend the fare is greater than if it falls on a weekday. This can cause confusion to customers as they may not understand why the fare is significantly higher should they travel when Christmas Day falls on a Saturday or Sunday.

Trade representatives all wish to see the tariff amended so that T4 should be applied to Christmas Day and New Year's Day (25<sup>th</sup> and 1<sup>st</sup>) irrespective of day of the week. All attendees wished to retain T4 during night times on Christmas and New Year's Eve.



## 8. Conclusions

### 8.1 General

This study has been conducted by Jacobs on behalf of City of Edinburgh Council (CEC). The overall objective was to carry out a review of the taxi fare tariff in Edinburgh including a review of the current fare tariff and advising on any changes. In May 2013 the Regulatory Committee took the decision to use CPI as a means of calculating fare increases. Using CPI the increase applicable is 3.3%. [Appendix 3](#) details the proposed farecard for this scenario. However, consultation with the trade identified that since the last review the running costs associated with operating a taxi have significantly increased.

Discussions with the trade have been undertaken and the trade have expressed their preference for the tariff to be increase in line with Option 3. This results in the 'flag' being increased to £3 on T1, £4 on T2, £4 on T3 and £5 on T4. In addition to this change they wish to see 3.3% applied to the increments.

Those responding to the stakeholder consultation were all representatives of the trade aside from Edinburgh Airport. These views reiterated what had been discussed in the trade meetings.

Edinburgh Airport responded to the consultation and stated that they would like the airport Drop Off Zone fee raised to £2.00 as this is the current tariff for the 0-5 mins period in the Drop Off Zone. Also, the airport Pick Up fee now sits at £2.90 which they felt should be reflected in the fare table.

The public consultation undertaken highlighted that although passengers report high levels of satisfaction with the length of delay encountered when obtaining a taxi (89.5%), there are much lower levels of satisfaction with the cost of the journeys (57%).

### 8.2 Recommendations for further discussion

Having undertaken the fares review Jacobs have proposed a number of changes that merit further discussion with the trade representatives, council officers and councillors. Our recommendations cover:

- General Increase;
- Festive Tariff
- Extras
- Airport

### 8.3 General Increase

Edinburgh currently sits 96<sup>th</sup> of 365 authorities for taxi fares. In October 2017 when the previous report was produced, Edinburgh was at position 198. It is clear that Edinburgh currently has above average fares.

However, given the vehicle age policy requirements and the introduction of the LEZ, taxi drivers in Edinburgh need to invest heavily in newer more environmentally friendly vehicles. A fare increase will allow them to generate more income to allow them to invest in the vehicle fleet. However given the results of the public consultation, the increase needs to be set at such a level that won't prohibit people from travelling in a taxi.

Our recommendation would be in line with those requested by the trade – Option 3. This would be to increase the flag to £3 on T1, £4 on T2, £4 on T3 and £5 on T4 and apply CPI (3.3%) to the increments. Tables 8.1 and 8.2 show the impact of all 3 options considered on a 2, 3 and 5 mile journey:

- Option 1 – Increase the flag to £3 on T1, £4 on T2, £4 on T3 and £5 on T4
- Option 2 – 3.3% increase
- Option 3 – Increase the flag to £3 on T1, £4 on T2, £4 on T3 and £5 on T4 and apply 3.3% to the increments

**Table 8.1 Tariff 1**

	2 mile	% increase from current	3 mile	% increase from current	5 mile	% increase from current
<b>Current T1</b>	<b>£6.35</b>	-	<b>£8.35</b>	-	<b>£12.35</b>	-
Option 1	<b>£6.75</b>	6.3	<b>£8.75</b>	4.8	<b>£12.75</b>	3.2
Option 2	<b>£6.60</b>	3.9	<b>£8.60</b>	3	<b>£12.60</b>	2.0
Option 3	<b>£6.75</b>	6.3	<b>£9.00</b>	7.8	<b>£13.00</b>	5.3

**Table 8.2 Tariff 2**

	2 mile	% increase from current	3 mile	% increase from current	5 mile	% increase from current
<b>Current T1</b>	<b>£7.35</b>	-	<b>£9.35</b>	-	<b>£13.35</b>	-
Option 1	<b>£7.75</b>	5.4	<b>£9.75</b>	4.3	<b>£13.75</b>	3
Option 2	<b>£7.60</b>	3.4	<b>£9.60</b>	2.7	<b>£13.60</b>	1.9
Option 3	<b>£7.75</b>	5.4	<b>£10.00</b>	7	<b>£14.00</b>	4.9

## 8.4 Festive Tariff

The current fare tariff is confusing. The fare varies according to which day of the week, Christmas falls. Our recommendation is to amend the tariff to be simpler and more transparent. We suggest the tariff is amended so

that T4 should be applied to Christmas Day and New Year's Day (25<sup>th</sup> and 1<sup>st</sup>) irrespective of day of the week and that T4 is retained during night times on Christmas and New Year's Eve.

Applying the three options detailed above to the festive tariff makes the following differences.

**Table 8.3 Tariff 3**

	2 mile	% increase from current	3 mile	% increase from current	5 mile	% increase from current
<b>Current T3</b>	<b>£8.50</b>	-	<b>£11.30</b>	-	<b>£16.55</b>	-
Option 1	<b>£8.90</b>	4.7	<b>£11.70</b>	3.5	<b>£16.95</b>	2.4
Option 2	<b>£8.85</b>	4.1	<b>£11.65</b>	3.1	<b>£16.90</b>	2.1
Option 3	<b>£9.25</b>	8.8	<b>£12.05</b>	6.6	<b>£17.30</b>	4.5

	2 mile	% increase from current	3 mile	% increase from current	5 mile	% increase from current
<b>Current T4</b>	<b>£10.90</b>	-	<b>£14.50</b>	-	<b>£21.25</b>	-
Option 1	<b>£11.30</b>	3.7	<b>£14.90</b>	2.8	<b>£21.65</b>	1.9
Option 2	<b>£11.35</b>	4.1	<b>£14.95</b>	3.1	<b>£21.70</b>	2.1
Option 3	<b>£11.75</b>	7.8	<b>£15.35</b>	5.9	<b>£22.10</b>	4

## 8.5 Extra charges

The trade has requested that the additional passenger charge should be increased from 20p to 40p. In light of the benchmarking we would struggle to support this increase but would suggest an increase to 30p.

The trade has requested that the cancellation fee is increased to £5 to act as a deterrent.

The Airport pick up charge should be worded to ensure that the fee can be recouped, without specifying the amount, provided the driver can evidence this. This would ensure that drivers can recoup the fee paid currently

and if this changes in future. However, this would need to be reviewed by City of Edinburgh Council legal team to check the legality of the proposed change.

The wording around soiling should have the 'travel sickness' phrase removed.

## **Appendix A. Additional Information**

Present: Tony Kenmuir Central Taxis, Laura Lucas Central Taxis, Andrew Mack City Cabs, Scott Blair Unite Union, Murray Fleming Scottish Taxi Federation.

The following items were discussed between our Public Hire Taxi Trade representatives and we urge the City of Edinburgh Council to consider them as the Taxi Fare Table is reviewed.

#### 1. Tariff relative to the marketplace

As of the above date, Edinburgh's tariff ranks 95<sup>th</sup> of 363 on the PHTM (Private Hire and Taxi Monthly magazine) league table for fares over a 2-mile journey at £6.35. Edinburgh is widely recognised as being in the top 10 UK locations for cost of living. The "flag drop" or initial hire price of £2.60 is very low. On journeys shorter than 2 miles our ranking would certainly fall still further although we have no league table information for this. Taxi tariffs exceeding Edinburgh in Scotland are Glasgow in 71<sup>st</sup> at £6.50, Fife in 60<sup>th</sup> at £6.60, East Lothian in 16<sup>th</sup> at £7.00.

#### 2. Glasgow

The size of the taxi fleets in Glasgow and Edinburgh is similar at 1412 and 1316 taxis respectively. Glasgow taxis enjoy a tariff 2.4% higher than Edinburgh measured over 2 miles. Their "flag drop" is £3.30 on Tariff 1 and £4.40 on Tariff 2 which is 27% and 23% higher than Edinburgh respectively so they are further ahead the shorter the journey; although Glasgow covers a larger geographic area.

There are c. £2,500 public hire taxi drivers in Glasgow. A taxi drivers' license renewal there costs £162 generating £405,000 revenue for CGC. There are c. 4,500 public hire drivers in Edinburgh. A license renewal here costs £173 which is 7% higher than Glasgow and generates £778,500 revenue for CEC overall.

Glasgow has limited the number of PHC licenses and Edinburgh has not. Glasgow provides 8 enforcement officers and Edinburgh provides none.

In summary, in Glasgow the taxi trade has a higher tariff, pays lower fees to the council and benefits from consideration and services that the Edinburgh trade has been told are impossible.

#### 3. License Fees

The City of Edinburgh Council is raising license fees at a rate of 3% annually. The tariff review is every 18 months and so fees are rising 4.5% between reviews.

#### 4. Road Tax

Due the ever-rising capital price of Public Hire Taxis that meet the specifications required by CEC, we are now paying "Luxury Vehicle" road tax at £450; a premium of £310 above the norm of £140.

#### 5. Insurance

One of the main public hire taxi insurance providers is Clegg Gifford with policies from Tradex. Their Edinburgh branch manager estimates that premiums have risen 10% in the past 18 months.

#### 6. Training

The City of Edinburgh Council is introducing City & Guilds training for taxi drivers at a cost of £300 and 30 hours which is approximately 4 days lost work/income. Previously qualified drivers have to

new  
vehicle

1yr or 3yr badge

re-sit the test every time they renew their license at a cost of £100 and a day off work. This is an additional cost and burden on the trade that is compounded by loss of income.

#### **7. Fuel**

Diesel costs have risen by 3% in the 12 months from 3<sup>rd</sup> June 2018 to 3<sup>rd</sup> June 2019. Over the last 18 months from 3<sup>rd</sup> January 2018 they have risen 9%. Source: RAC foundation.

#### **8. Servicing**

The Mercedes Vito has become a staple of the taxi fleet as vehicles are being changed to meet new license conditions. Western Mercedes is the main service agent for Edinburgh. The General Manager estimates that labour charges have risen 11.5% since the last tariff review.

#### **9. Tolls / Airport charges**

Very soon after the last tariff review, Edinburgh Airport raised the drop off fee by 100% from £1 to £2. The pre-booked pick-up fee has also been increased to £4. Based on experience, we anticipate that any adjustment of the amount that can be passed on to passengers through the fare table will be viewed as an opportunity and be met with another increase from Edinburgh Airport. The trade is firm on the view that all airport charges must be reflected in the fare table and passed on to the passenger in their entirety irrespective of the amount. Airport charges increase regularly and without consultation or notice and it would be unreasonable for CEC to leave the taxi trade forever playing catch-up with increasing airport tolls that we cannot avoid paying as we deliver a public transport service.

#### **10. Age & Emissions restrictions ... finance and depreciation**

Due to the new license conditions introduced by the City of Edinburgh Council; X% of the taxi fleet must now be replaced. Excluding finance charges, the cost of a LEVC TX is c. £57K, a Mercedes Vito is c. £43K and a Ford ProCab c. £37K. The cost of buying X vehicles at an average of £X is £X in total. The burden of meeting these conditions in the time frame allowed is being met entirely by the trade.

The average taxi operator is now paying £X finance monthly and their vehicle is depreciating at 18% annually which equals £X monthly.

CEC is planning to introduce a Low Emission Zone by 2021 and it is possible that vehicles will have to be changed even sooner to meeting the policies surrounding this. Taxis are categorised as Commercial Vehicles which must all be Euro 6 to enter the zone.

There are 0% interest loans available to some currently. We cannot factor these in as many do not qualify and we do not know when this facility will be withdrawn. Cost of finance must also be factored into the above figures.

#### **Summary**

Taking all of the above into account, the trade feels that the market will not bear the increase in tariff that would be required to compensate us for all our increased costs. As such, we effectively find ourselves consulting on how much loss of income the trade can bear and survive.

Further, due to the policies of CEC we are being overwhelmed by PHC numbers and lack of enforcement. With little deterrent to Private Hire operators routinely breaching the conditions of their licenses, the commerce and viability of the Public Hire taxi trade are being seriously undermined.

We trust that the City of Edinburgh Council is committed to maintaining a Public Hire Taxi trade in the City and its survival and ability to meet the newly imposed standards will be reflected in its review of the Fare Table.

#### **Recommendations**

The trade feels that it is necessary for any revision of the tariff to be weighted towards shorter journeys by means of the "flag drop". The call-out charge has also not been reviewed for many years and no longer reflects the time and fuel required to travel to a passenger location. The cancellation fee serves as a deterrent to passengers booking a journey and not waiting for their taxi. Booking apps set their cancellation fee at around £5 and our £2.20 should be revised. Christmas Day and New Years Day should be at tariff 4.

Document prepared by Tony Kenmuir, Chairman, Central Taxis on behalf of Central Taxis, City Cabs, Unite Union and The Scottish Taxi Federation.



<b>Subject</b>	<b>Trade meeting 3</b>		
<b>Project</b>	CEC Taxi Fare Review 2019		
<b>Project No.</b>	B2340210	<b>File</b>	Approved Minutes
<b>Prepared by</b>	Liz Richardson and Lewis Haggerty	<b>Phone No.</b>	0113 3884627
<b>Location</b>	City Chambers, Edinburgh	<b>Date/Time</b>	September 13, 2019
<b>Participants</b>	Liz Richardson – Jacobs Lewis Haggerty – Jacobs Laura Lucas – Central Taxis Jacqui Guthrie – Unite Murray Fleming – Scottish Taxi Federation		
<b>Copies to</b>	All invitees	<b>Apologies</b>	Willie Thomson- Unite Les McVay – City Cabs Mark McNally – Central Taxis Scott Blair – Unite

		Action
1	The meeting commenced with LR asking if the trade had come together to agree a way forward on the proposed increase. All attendees stated that this had not happened.	
2	A discussion regarding an increase in fares in line with the CPI of 3.3% (as discussed during Trade meeting 2 held on August 15, 2019) concluded that all attendees felt this increase would be too low to account for the increased costs to the trade.	
3	LR presented the impact of increasing the flag for tariffs 1-4 at £3, £4, £4 and £5 respectively on journeys of varying lengths. Attendees stated that this did not provide an increase on fares of longer than	
4	LL expressed that solely having an increase to the flag would not be a significant enough increase in fares to which all attendees agreed.	
5	MF felt that LR should provide a recommendation for attendees consideration. LR commented that CPI was her preference but she agreed that the resulting increase was not aligned to the rising costs the trade faced.	
6	LR proposed increasing the flag then applying the CPI (3.3%) to the increments of fares where necessary to maintain a reasonable increase in fares. All attendees agreed this option should be explored further.	
7	LR agreed to issue with the minutes the impact on 2, 3 and 5 miles of the following 3 options:  Option 1: Application of CPI at 3.3%  Option 2: Increase of the flag only to £3, £4, £4 and £5	

	Action
<p>Option 3: As Option 2 and the application of CPI (3.3%) to the increments</p> <p>LR stated that she wished the trade to come to a consensus on their proposals for an increase as she would be presenting a number of options in the report. MF agreed to bring the trade together to identify a way forward by Wednesday 18<sup>th</sup> September.</p>	

<b>Subject</b>	<b>Trade meeting 2</b>		
<b>Project</b>	CEC Taxi Fare Review 2019		
<b>Project No.</b>	B2340210	<b>File</b>	Draft Minutes
<b>Prepared by</b>	Liz Richardson and Martin Delchev	<b>Phone No.</b>	0113 3884627
<b>Location</b>	City Chambers, Edinburgh	<b>Date/Time</b>	August 15, 2019
<b>Participants</b>	Liz Richardson – Jacobs Martin Delchev – Jacobs Mark McNally – Central Taxis Laura Lucas – Central Taxis Les McVay – City Cabs Scott Blair – Unite Jacqui Guthrie – Unite Murray Fleming – Scottish taxi Federation		
<b>Copies to</b>	All invitees	<b>Apologies</b>	Willie Thomson- Unite

	Action
<p>4 LR presented the results from a benchmarking exercise conducted according to the specification agreed during Trade Meeting 1 held on July 16, 2019. The exercise compared Edinburgh to main Scottish and core English cities on the following criteria:</p> <ul style="list-style-type: none"> <li>• 1-, 2- and 5-mile journeys, including daytime and night time</li> <li>• Additional cost per passenger</li> <li>• Call out charge</li> <li>• Cancellation fee</li> <li>• Soiling charge</li> <li>• Wording around 'tolls'</li> </ul> <p>LR confirmed the increase in CPI between January 2018 and July 2019 as 3.3%</p>	
<p>2 LR stated that in the report benchmarking will compare Edinburgh to small cities and towns in its neighboring authorities. LR to look at cities and towns in Midlothian, West Lothian, East Lothian, Scottish Borders and Fife.</p>	

		Action
3	<p>A discussion of the results from the benchmarking exercise presented by LR concluded that the Trade wished to see an increase in the tariff. The proposed increase is in line with the proposition made during Trade Meeting 1:</p> <ul style="list-style-type: none"> <li>• T1 flag increased to £3 (with no change to the distance calculation)</li> <li>• T2 flag increased to £4</li> <li>• T3 flag increased to £4</li> <li>• T4 flag increased to £5</li> </ul> <p>LR to calculate the impact of increasing the rates with a flat fee in terms of an overall percentage increase. The results from this exercise are to be sent prior to the next Trade Meeting. A breakdown of how the percentage increase changes for 2-, 3- and 5- mile journeys was requested.</p> <p>The corresponding percentage increase from increasing the fares by a flat fee is to be compared to the increase in CPI (3.3%)</p>	LR
4	<p>It was noted by MF that card payment processing charges are absorbed by the driver currently.</p> <p>MF expressed a desire to see amendments in the conditions/ legislation to make it compulsory for both public and private hires to accept card payments. This view was supported by the other present attendees.</p>	
5	<p>A discussion based on how Edinburgh benchmarks on additional cost per passenger concluded that all attendees wished to see an increase in the charge for additional passengers from 20p to 40p. This proposal was accepted by all present.</p>	
6	<p>In light of the benchmarking presented by LR, JG wished to see an increase in the call out charge from 80p to £1. All attendees agreed.</p>	
7	<p>It was suggested by MM that the cancellation fee should be increased to serve as a deterrent to cancelling or taking a street hire when a booking has been made.</p> <p>The proposed increase is from £2.2 to £5. All attendees agreed.</p>	
8	<p>LR presented fare cards from selected cities to serve as examples for wording related to soiling of a taxi.</p> <p>All attendees agreed that the current amount (£50) is reasonable and should remain the same. There is a desire to come up with a new wording, similar to the one used on the Highland fare card. Both the wording from the fare cards and the charge amount as reported by LR in the benchmarking were used to inform this decision.</p> <p>The charge is to remain £50 flat fee, as opposed to “a maximum of £50”, as seen on some fare cards. The rationale behind this wording is to prevent conflicts with clients where “a maximum of” might be seen as a bargaining opportunity.</p> <p>The question was asked regarding the enforceability of the soilage charge – LR to check</p>	LR
9	<p>In line with the discussion during Trade Meeting 1, all attendees wish to see a change in the wording around ‘tolls’. LR presented examples of wording used on fare cards in the cities used as a benchmark. The Trade wished to see a new wording that better matches the wording used on the Leeds fare card, allowing any tolls, charges or fees to be recovered by the driver.</p>	

				Action
Subject	Trade meeting 1			
Project	CEC Taxi Fare Review 1 2019			
Project No.	B2340210	File	Draft Minutes	
Prepared by	Liz Richardson and Martin Delchev	Phone No.	0113 3884627	
Location	City Chambers, Edinburgh	Date/Time	July 16, 2019	
Participants	Liz Richardson – Jacobs Martin Delchev – Jacobs Mark McNally – Central Taxis Tony Kenmuir – Central taxis Laura Lucas – Central Taxis Les McVay – City Cabs Scott Blair – Unite Jacqui Guthrie - Unite			
Copies to	All invitees	Apologies	Murray Fleming – Scottish taxi Federation Willie Thomson- Unite	

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5	<p>TK provided a document summarising a meeting held between Central, City Cabs, Unite and the Scottish Taxi Federation. Summarising the discussions from the first meeting, TK raised concerns that Edinburgh is ranked in the top 10 when it comes to the cost of living and 95<sup>th</sup> on tariff sheet. Furthermore, TK pointed out that the current PHTM league table is based on 2-mile journey, however, Edinburgh is a compact city and most of the journeys are at shorter distances. TK is of the opinion that if the tariff tables were based on 1-mile journeys, Edinburgh would fall even further in the ranking, creating greater discrepancy between living costs and taxi fares.</p>		
6	<p>LR ran through the stages of the fare review and explained she would arrange a second trade meeting in August to discuss the findings of the benchmarking exercise. Liz agreed to benchmark based on a 1, 2 and 5-mile fare.</p> <p>Further rationale behind the suggested increase in taxi fares included:</p> <ul style="list-style-type: none"> <li>• Increase in license fees by 3% annually</li> <li>• Taxies are subject to 'luxury vehicle' road tax as the cost of the vehicles exceeds £40,000</li> <li>• A requirement that driver licenses have to be renewed every 1 or 3 years. In line with this renewal drivers have to resit the City and Guilds test every time they renew their licence at a cost of £100 and a day off work.</li> <li>• Increase in the cost of insurance by approximately 10%</li> <li>• Cost associated with the need to update vehicle fleet to be Euro 6 compliant, allowing taxies to enter Low Emission Zones (LEZ)</li> <li>• Increase in running costs</li> </ul> <p>It was recognised that although vehicle running costs are increasing the traditional 'taxi' market is in decline because of competitor hiring app services e.g. Uber. Therefore, a concern was expressed by SB, and supported by</p>		LR

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<p>others that any increase should be carefully considered so as not to put people off from using taxis.</p> <p>All attendees confirmed that they wished to see an increase in the tariff. However, there was no prior agreement on the methodology to calculate the percentage increase nor on the amount of the increase. LR stated that CPI had been used on previous fare increases and she explained that currently this was coming out at a 3.3% increase</p> <p>The Trade expressed concerns regarding the number of private hire vehicles. The trade wished for the Council to introduce a cap on the maximum number of private car hires licences issued. The general opinion was that public hires are not treated equally to private hires, with private hires not having a fixed tariff.</p> <p>To further illustrate the disadvantaged position of public hires TK pointed out that with the introduction of LEZ the fleet would need to be updated in order to meet the emission standards. For public hires there is a limited variety of vehicles (3 types) to choose from while there are unlimited options for private hires. The restricted choice of vehicles and the associated price of vehicles suitable for public hires results in a large discrepancy between the cost of updating the public and private hire fleets, with public hires costing more.</p> <p>In general, the trade was content with the structure of the components listed in the fare card but not with the weighting. All attendees agreed that the fares should be weighted more towards the flag drop across the 4 tariffs.</p> <p>It was suggested that if a single percentage increase was applied across all tariffs, T3 and T4 would increase disproportionately. With that consideration in mind it was proposed that a percentage increase is applied as follows:</p> <p>T1 between £3 and £3.2 (with no change to the distance calculation)</p> <p>T2 between £4 and £4.2 (to keep a pound disparity between the T1 and T2)</p> <p>T3 between £4 and £4.2</p> <p>T4 between £5 and £5.2</p> <p>All attendees agreed that T4 should be applied to Christmas Day and New Year's Day (25<sup>th</sup> and 1<sup>st</sup>) irrespective of day of the week. All attendees wished to retain T4 during night times on Christmas and New Year's Eve.</p> <p>A brief discussion on the cancellation fee concluded that the fee is too low and should be increased. The suggestion was to increase from £2.2 to £4 or £5.</p> <p>All attendees wished to be able to recover the full amount for pick-ups and drop-offs at the airport. The current maximum recoverable rate is £2.8 for pick-ups and £1 for drop-offs, whereas the full amount charged is £4 and £2 for pick-ups and drop-offs respectively. The proposed methodology to allow for full recovery of the fee is a change in the wording to allow for all fees, charges or tolls to be recoverable. LR agreed to see how the benchmarked authorities did this</p> <p>The change of the wording of the cleaning fee is desired to allow for the fee to be applied in any case when a taxi is soiled, not only in cases of travel sickness as it is at present.</p> <p>Benchmarking to be carried out by Jacobs comparing Edinburgh to main Scottish and English core cities on the following criteria:</p> <ul style="list-style-type: none"> <li>• 1-, 2- and 5-mile journeys</li> </ul>	

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<ul style="list-style-type: none"><li>• Additional cost per passenger</li><li>• Call out charge</li><li>• Soiling charge</li><li>• Wording around 'tolls'</li></ul>	

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THE CITY OF EDINBURGH COUNCIL  
CIVIC GOVERNMENT (SCOTLAND) ACT 1982

## FARE TABLE FOR TAXIS

**Draft update 2019 3.3%**

### FOR UP TO 2 PASSENGERS

<b>TARIFF 1</b> Monday - Friday 6am – 6pm	<b>TARIFF 2</b> Monday - Friday 6pm – 6am the following day 6am Saturday – 6am Monday
<b>TARIFF 3</b> Monday - Friday 6am – 6pm during Christmas and New Year	<b>TARIFF 4</b> Monday - Friday 6pm – 6am the following day 6am on Saturday – 6am Monday during Christmas and New Year
<b>CHRISTMAS</b>	6pm on 24 December to 6am on 27 December
<b>NEW YEAR</b>	6pm on 31 December to midnight on 2 January

CHARGES	TARIFF 1	TARIFF 2	TARIFF 3	TARIFF 4
<ul style="list-style-type: none"> <li>Initial hire not exceeding 500m</li> <li>Initial 105 seconds of waiting time</li> <li>Combination of initial time and distance</li> </ul>	£2.60	£3.60	£3.60	£4.60
<ul style="list-style-type: none"> <li>Each additional 168m up until 1860m and thereafter each additional 195m</li> <li>Each additional 36 seconds of waiting time</li> <li>Combination of additional time and distance</li> </ul>	£0.25	£0.25		
<ul style="list-style-type: none"> <li>Each additional 178m up until 1940m and thereafter each additional 206m</li> <li>Each additional 38 seconds of waiting time</li> <li>Combination of additional time and distance</li> </ul>	-	-	£0.35	£0.45

### EXTRA PAYMENTS

<b>When more than 2 passengers</b>	<b>Each</b>	<b>£0.20</b>
<b>Note:</b> Only 2 children under 12 years will be reckoned as one passenger. No extra fare will be charged for one child under 5 years of age.		
<b>Each Passenger must be properly seated</b>		
<b>Hires ending at Edinburgh Airport Inner Drop-off Zone</b> (See Note 4 below)	<b>£1.00</b>	
<b>Call Out Charge</b>	<b>£0.80</b>	<b>Airport Pickup</b>
Applicable when pre-booked		For hires commencing at Edinburgh airport
<b>Cancellation Fee</b>	<b>£2.20</b>	
Applicable when taxi is pre-booked but not used		
<b>Cleaning Fee</b> Applicable when taxi is soiled (by travel sickness)	<b>£50.00</b>	

### NOTES

- The above Tariff is applicable only within the City of Edinburgh.
- Any hire which terminates outside the City of Edinburgh area – FARE MUST BE NEGOTIATED AND AGREED WITH DRIVER BEFORE THE JOURNEY COMMENCES.
- A copy of the Licensing Conditions can be inspected at the Council's Licensing Offices, 249 High Street, Edinburgh, EH1 1YJ and downloaded from [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)
- The **Airport Extra** is only payable if passenger is dropped off in the covered inner drop-off zone at Edinburgh Airport and the driver has explained to the passenger before the start of the journey - (1) He will take the passenger to the drop off point just beside the airport terminal and that there is a £1 extra for this. (2) If the passenger states he is disabled, the £1 extra still has to be paid, but the driver understands that the passenger can reclaim this from the airport at the drop-off point. (3) If the passenger wishes to avoid the £1 extra, he can be taken to an outer drop-off point. However, this is further from the airport terminal, involves the use of a free shuttle bus and will require more time for the passenger to get to the airport terminal.

### COMPLAINTS

Any hirer aggrieved at the level of the fare charged for any hire or for any other reason may discuss the matter with the Taxi Licensing Officer (0131 529 4250). Any complaint must be made in writing and addressed to the Complaints Officer, Licensing Section, The City of Edinburgh Council, 249 High Street, Edinburgh EH1 1YJ, and should include the vehicle's licence number and time and date of the incident.



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**Draft update 2019 Flag increase +3.3%**

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