

Vallis, Lindsey

From: [REDACTED]
Sent: 21 February 2018 01:02
To: Taxi Licensing Mailbox
Subject: Licence Fees Consultation 2018

Hi
I just wanted to raise a few queries,
Hackney Carriage Vehicle License is £300

Private hire should be a cheaper as we do not have meters and should follow all private hire rules.

Private hire vehicles should also get a further Discount like all other boroughs at least 50% reductions for hybrid cars as these are greener environmentally friendly cars the council should be promoting this. Currently south Oxford charge £85 for annual license for hybrid.

Drivers Badges for private hire should be cheaper as they are again different from Hackney Carriage.

Thanks for taking my points into consideration.



Vallis, Lindsey

From: [REDACTED]
Sent: 21 February 2018 07:44
To: Taxi Licensing Mailbox
Subject: Objection to the proposed licence tariff increases.

Good morning,

The objection I have is the removal of a shorter period for the Private Hire Operators licence. If there is only a single 5 year licence at £677, this is a considerable sum to be paid in one go by small operators. If single licence period is to be the only option, then maybe this could be split to paying say £67.70 per month over 10 months, or some other combination (3 months, 6 months) over a period of time, in the first year of the licence period.

Kind regards,


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[REDACTED]
[REDACTED]

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Licence Fees Consultation 2018
Taxi Licensing
The Gateway,
Gatehouse Road
Aylesbury
HP19 8FF

26th February 2018

To Whom in May Concern

Proposed taxi and private hire fees and charges from the 1 April 2018

Whilst I am not surprised that you wish to increase the fees you charge us for licensing, I am fundamentally against the increases. Not because they will impact my business hugely as I will simply increase prices but because, even at the current levels, I cannot see how the Licensing team provide any value or service to the Taxi and Private Hire Community.

Let me start with this initial communication –

- You have failed to provide any justification for the price increase. Perhaps if you provided some justification it might be easier to see why you want to increase the prices.
- You only detail the new costs. It would be to show the current scale of costs and the proposed scale of costs for comparison. Then we can all see what the implications are.
- Even if when are valid objections it wouldn't seem to matter as you will force the price increases on 1st June 2018 if not the 1st April
- Why do you only list 'Private Hire Operators Licence 5 year licence'? Presumably because this fee has changed and the option of a one year licence still exists at the old price?

My objections are entirely around the service provided by the licensing team as probably 99% of the time I have to deal with the council I do so with a sense of foreboding. Sadly, it is a rare day that I am proved wrong.

- Every year for three years you have failed to issue my vehicle license on time and I have to phone to chase why this is. Normally it has been overlooked but, even then, I still have to wait for it. And then I can only collect it between 1000 and 1200. This is very restrictive considering the Customer Service Centre is open all day.
- You seem to think that answering incoming emails within 5 days is acceptable. It is wholly unacceptable in this day and age. I would have thought that 2 working days to be the target if not 24 hours. This is if you even bother to answer emails. You have not managed to do this for several of the last emails I have had to send you (6th October 2017; 16th November 2017 and 25th January 2018 to cite but a few instances)
- You operate as some kind of dictatorship and feel it is ok just to tell us what we need to be doing as opposed to asking us. Maybe it's just semantics but you are providing a service. Giving me 3 hours notice to return a document to you before suspending my drivers licence is an example of this. You could have simply asked for it by a deadline as opposed to demanding it with menaces. I have received an apology for this incident but it shouldn't have, and wouldn't have, happened if there was a business relationship between the Licensing Department and the Operators

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- You seem to hold operator meetings on an irregular basis and it cannot be possible for all operators to attend as they are trying to run their business. Why is an agenda not sent to us beforehand? Why notes from the meeting are not sent out afterwards?
- Why do we not see results of the random checks you carry out on vehicles and details of any with defects? You used to send out an email about this but seem to have cowed to pressure and we do not seem to see this information any more. The number of 'local' private hire vehicles I use which are in shabby or poor condition and with warning lights on the dashboard appals me. And the standard of driving is generally poor – my mother was so scared by the standard of one driver that she wanted to get out of the car and would have done so if it hadn't been late at night and several miles from home.
- The Vehicle Test booking system is a farce, why was it changed? It worked so well when you issued next date along with the current vehicle licence. It really is not beneficial to Operators in any way. I had to wait a 2 weeks to get a booking for a brand new car tested. So a £75,000 investment with no legal requirement for an MOT sat on my drive whilst I was earning no money because it couldn't be fitted in with the computer system. A more personable approach would have been sensible.

Sadly I feel that all of this stems from the implementation of the awful computer systems and the loss of any personal contact between the Council and the Operators. You may have saved money by implementing it but it doesn't save any time from my point of view and we saw no reduction in costs even though you must have benefited from it. The system can only operate to the parameters you have set whereas having a business relationship allows for an element of common sense and an explanation of any problems as they occur.

I know I am not the only operator to feel anger and disappointment with the lack of service provided by you so do not suggest that I am just disgruntled with the way things are run. However, whilst I am sure that none of my points have any resonance with you, I doubt you will even reply – even within your 5 day response window.

Yours sincerely



From: [REDACTED]
Sent: 04 March 2018 18:52
To: Taxi Licensing Mailbox; Taxi Licensing Mailbox
Cc: [REDACTED]
Subject: Licence Fees Consultation 2018

Hi Team

Please find below responses for the Licence Fees Structure, Do we get another chance before you sent the Final Version of Draft to TAXI Licensing Committee.

if you need more info or clarification please let us know.

HACKNEY CARRIAGE VEHICLES – Annual Vehicle Licence Fee £ 300

Red Hackney Carriage feels that £300 is still quite high as compared to other licensing authorities.

As we have been told by Peter licensing in the past, fee will go down as soon as everything go Online. E.g online application platform. This had been done long time ago and still we paying more than Normal fee. Fee should be fair and transparent and should be “One Tariff Fee”, should not be different fee for less than 6 years old vehicles or older than 6 years.

We feel these prices are still very high and should be consulted with trade for further point of view. We believe there is less Admin work as compared to previously face to face meeting. Everything is moved to online and is quite easier to fill in the application form.

Did not mention about 1st time Retest fee and 2nd time Re-test fee, one needs to consider about these fees as well.

Fee should be within £250-300 range.

Replacement vehicle to expire on original licence date £ 102

Should be in between £70—80

Insurance Replacement Vehicle £ 180

N/A

PRIVATE HIRE VEHICLES – Annual Vehicle Licence Fee £ 307

Again this should be less than £307 price range, should be given more discount who owned more than one vehicle. E.g 1 owner owns more than 1 vehicle + operator license.

Also we don't have to take vehicle to garage more than 1 so we are saving Garage and council Admin work. In my opinion its still too high for the trade.

Replacement vehicle to expire on original licence date £ 102

N/A

Insurance replacement vehicle £ 180

N/A

DRIVERS LICENCE – Hackney Carriage/Private Hire Driver's

Licence Renewal (before previous licence expires) £ 175

Did not mention is it included with DBS Check or without DBS check.

Hackney Carriage/Private Hire Driver's Licence for three years £ 195

Its still too high and needs to be considered furthermore.

--PRIVATE HIRE OPERATORS LICENCE

– Private Hire Operators Licence 5 year licence £ 677

Do we allow to pay the payments in 3 installments or have we got 3 years operator license fee structure.

We feel £677 is very high and some people can't afford to pay all in one, so should we consider an Installment Plans.e.g 3 Years or 5 Years.

Thanks