



Taxi and private hire licensing fees consultation

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Respondent Demographics

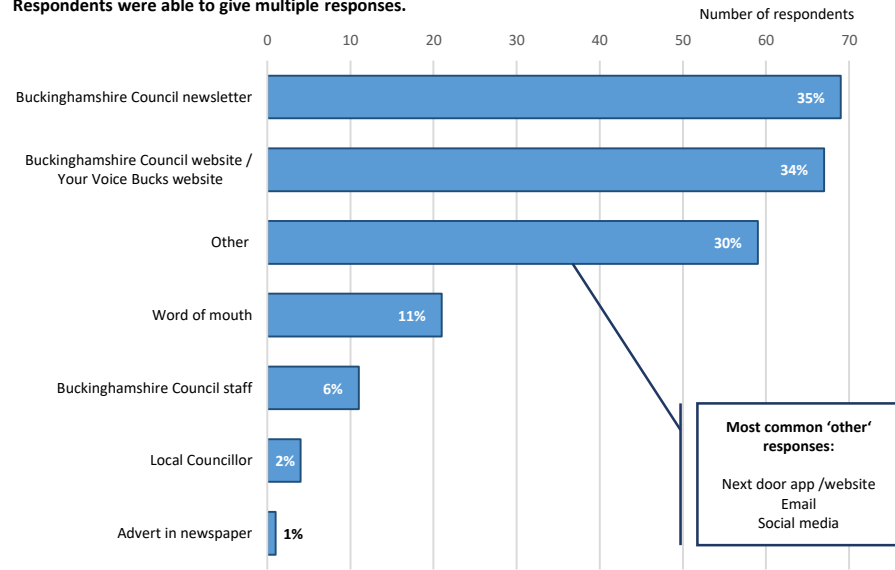
210
Respondents

Taxi Driver	119 (57%)
Operator	15 (7%)
Vehicle Licence Holder	5 (2%)
Trade Representative	2 (1%)
Other	69 (33%)

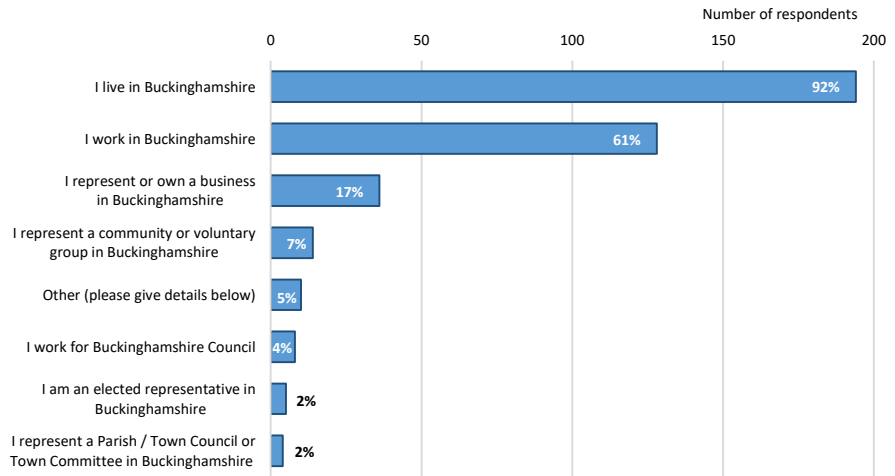
Of which **130** are
Licence-Holder Respondents

Private Hire	60 (46%)
Joint Private Hire and Hackney Carriage	43 (33%)
Hackney Carriage	25 (19%)
Undefined	2 (2%)

How did you find out about the survey?
197 respondents gave 232 responses / response rate 94%
Respondents were able to give multiple responses.



Which of the following describe you?
210 respondents gave 399 responses / 100% response rate
Respondents were able to give multiple responses.



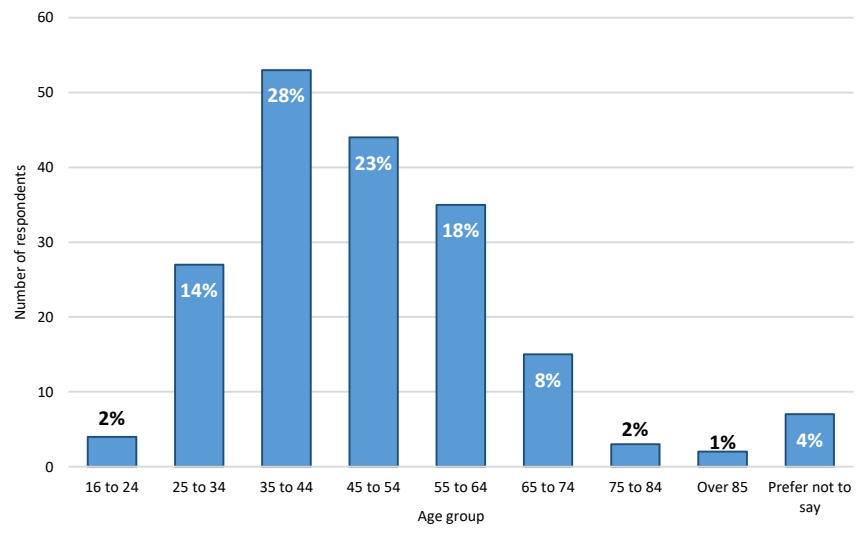
Are you answering as an organisation or an individual?
210 respondents / 100% response rate

10 Respondents represented Organisations,
4 organisations were mentioned in comments:

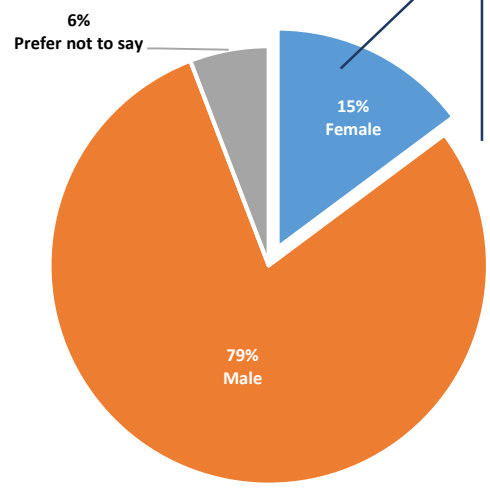
- Asian Community Group
- Berryfields Executive Cars
- Vale Travel Ltd
- 24x7 Bucks Ltd

Respondent Demographics continued

Respondent Age Profile
190 respondents / 90% response rate



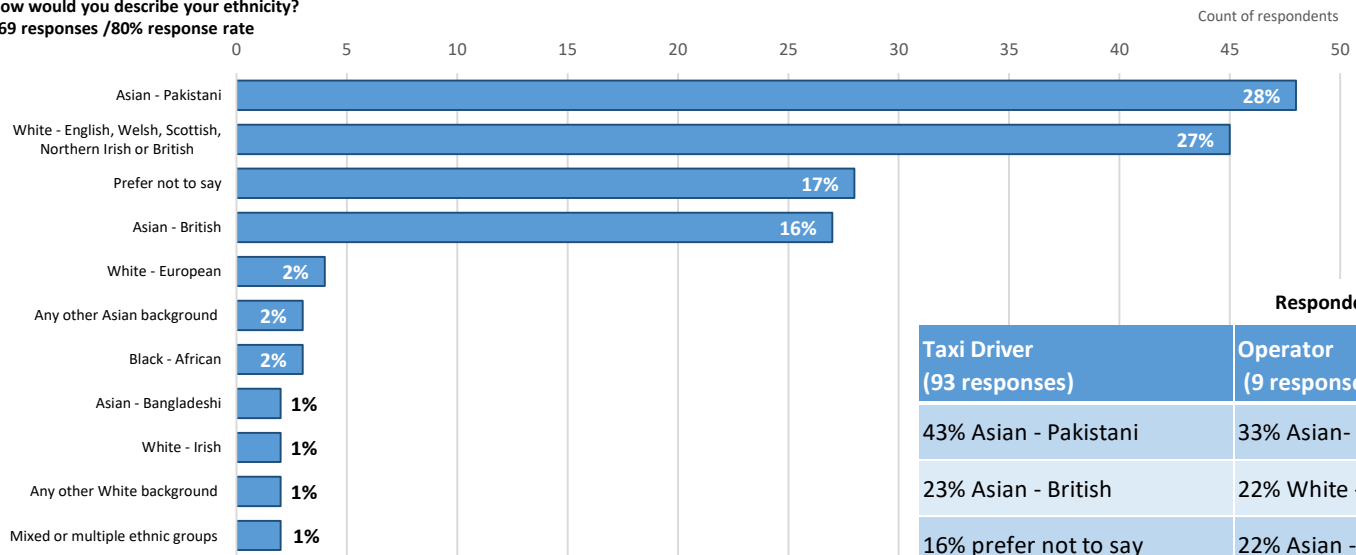
Respondent gender profile
189 respondents / 90% response rate



28 respondents were female (15%)

26 (93%) of these were respondent type 'Other'
1 was a 'taxi driver'
1 was a 'vehicle licence holder'

How would you describe your ethnicity?
169 responses / 80% response rate



Respondent ethnicity profile differs across respondent types

	Taxi Driver (93 responses)	Operator (9 responses)	Other (62 responses)
43% Asian - Pakistani	33% Asian- Pakistani	58% White - E/W/S/NI or B	
23% Asian - British	22% White - E/W/S/NI or B	19% Prefer not to say	
16% prefer not to say	22% Asian - British	8% Asian - Pakistani	

Do you agree with or object to the proposed fees?

208 respondents / 99% response rate (plus 10 emailed views)



(Includes 10 objecting emails sent to the Taxi licensing team. Views from these emails are also included in the free text theme analysis on slide 5 and in the Verbatim comments on slide 7)

88% of all respondents object to the proposed fees

(218 respondents including 10 emailed views)

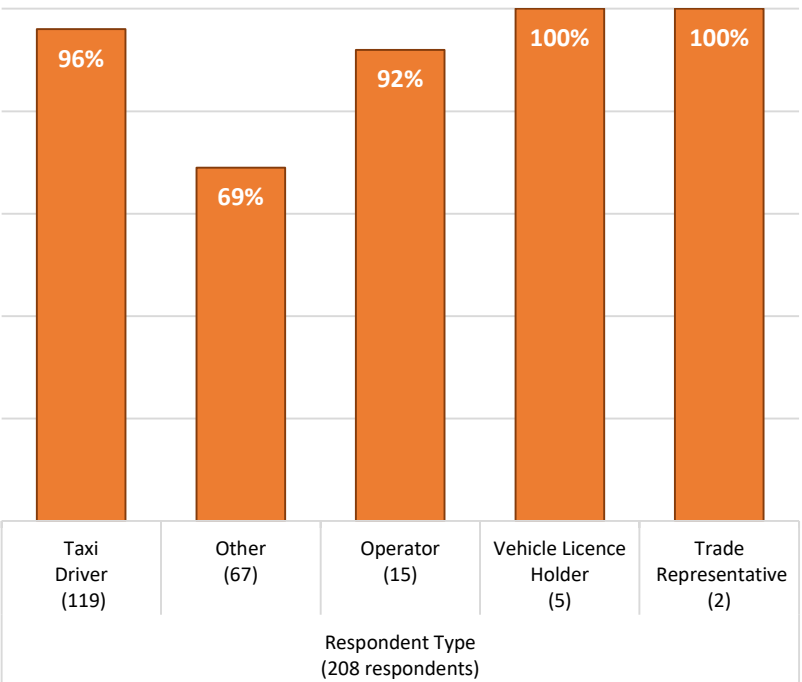
96% of licence-holder respondents object to the proposed fees

(128 respondents)

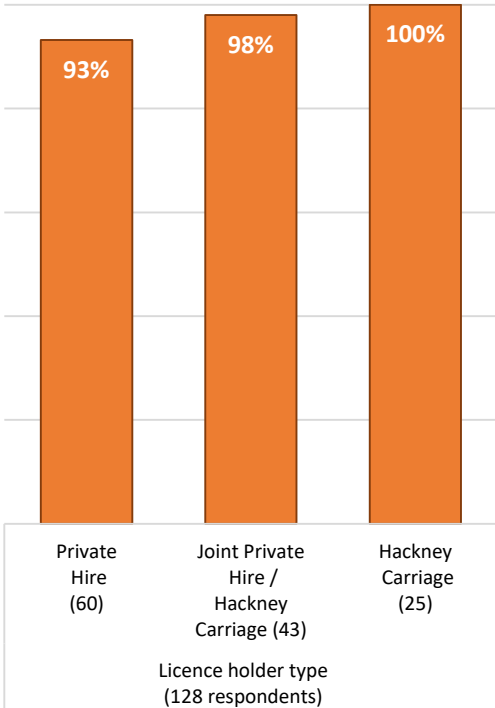
72% of non-licence-holder respondents object to the proposed fees

(78 respondents)

Proportion of respondents who object to the fees, by respondent type (208 respondents / 99% response rate)



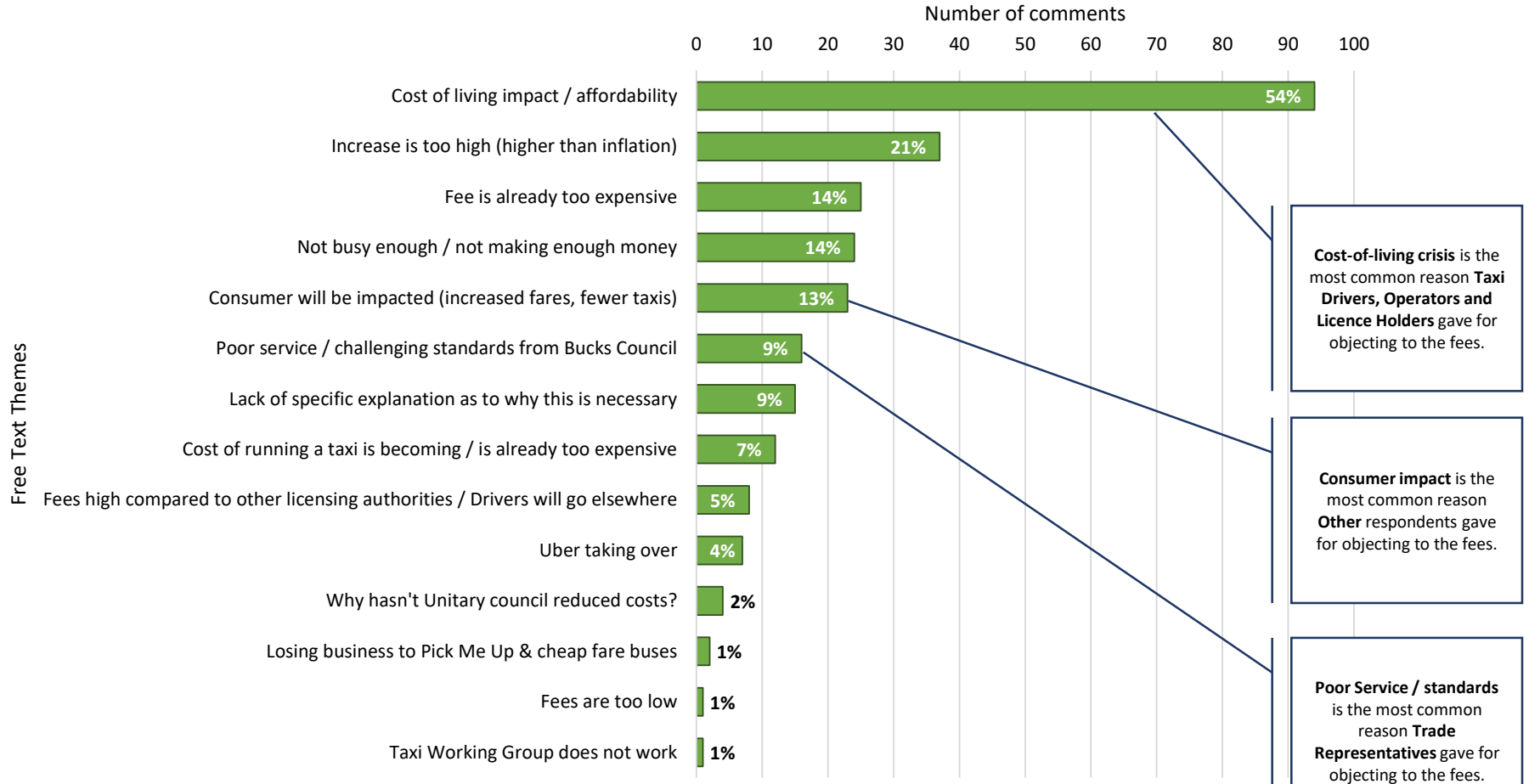
Proportion of respondents who object to the fees, by licence-holder type (128 licence-holder respondents / 100% response rate)



Do you agree with or object to the proposed fees?

Free text reasons given for objecting to the fees increase. Comments have been grouped into common themes

173 survey respondents gave free text reasons for their objection, together with 10 emailed comments



27 respondents **agree** with the proposed fees. **13** left free text comments:

- 6** respondents agree with proposed fees, but state they should **not be subsidised by the tax-payer**
- 3** respondents note the **consumer will be impacted**
- 3** respondents note the **impact of the cost of living**
- 1** respondent believes the **fees are currently too low**

Do you agree with or object to the proposed fees?

Free text reasons given for objecting to the fees increase.

Comments have been grouped into common themes, by respondent type

Free Text Themes: Reasons for objecting to the increase in fees	Operator (14 respondents / 25 comments)	Other (43 respondents / 52 comments)	Taxi driver (110 respondents / 165 Comments)	Trade representative (2 respondents / 7 comments)	Vehicle licence holder (4 respondents / 6 comments)
Cost of living impact / affordability	5	12	66	1	3
Increase is too high (higher than inflation)	4	6	25	1	1
Fee is already too expensive	1	3	21	0	0
Not busy enough / not making enough money	1	2	18	1	1
Consumer will be impacted (increased fares, fewer taxis)	2	16	3	0	0
Lack of specific explanation as to why this is necessary	1	6	6	1	0
Poor service / challenging standards from Bucks Council	3	3	6	2	0
Cost of running a taxi is becoming / is already too expensive	3	1	8	0	0
Uber taking over	0	1	6	0	0
Fees high compared to other licensing authorities / Drivers will go elsewhere	3	0	3	0	1
We were told unitary would reduce costs	1	1	1	1	0
Losing business to Pick Me Up & cheap fare buses	0	0	2	0	0
Fees are too low	0	1	0	0	0
Taxi Working Group does not work	1	0	0	0	0

Do you agree with or object to the proposed fees?

Verbatim comments from respondents, by respondent type

Views from Taxi Drivers

'With the cost of living going up, you should be holding the price or decreasing it'

'As a Buckinghamshire driver, I feel this is very unfair as year on year we see a decline in work and an increase in our running cost...'

'Cost of living crisis has hurt the taxi trade with many people cutting back, a taxi is a luxury people forego...'

'...Uber drivers have taken 75% of the business...'

'Incredibly high increases, completely unjustifiable'

'... 10-year car limit doesn't help as vehicles are expensive to buy...' '...factory fitted tinted windows should be permitted...'

'Fees have increased a lot for a renewal badge, I think the renewal should be cheaper than a new application'

Views from Operators, Licence Holders and Trade Representatives

...'This will increase pressure on my small business...'

'You are probably aware that many drivers are getting licences from other Councils...more drivers will consider this route'

'...subsidised Pick-Me-Up service has taken a significant portion of work...'

'...the merger of 5 local authorities into one was supposed to lead to efficiencies...'

'I am never convinced we are given value for money... response is often inadequate and unhelpful...'

'... we are made to jump through hoops to get a licence...'

...'consumer will have to bear the cost in a time when everyone is struggling...'

Views from Other respondents

'...Such an increase will affect drivers and passengers / cost of a taxi...'

'No clear evidence of what it costs to manage the process'

'...proposed increase in fees will make fare go up even more...'

'...there is no public transport alternative...'

'...pensioners in particular will be hard hit if they can no longer drive – taxis are a lifeline...'

'Taxis are private business and shouldn't be subsidised by the taxpayer'

'...the standards of taxis and general professionalism of their trade should be at an appropriate level..'

'The increase does not seem excessive and neither the council nor rate payers should fund the taxi industry'

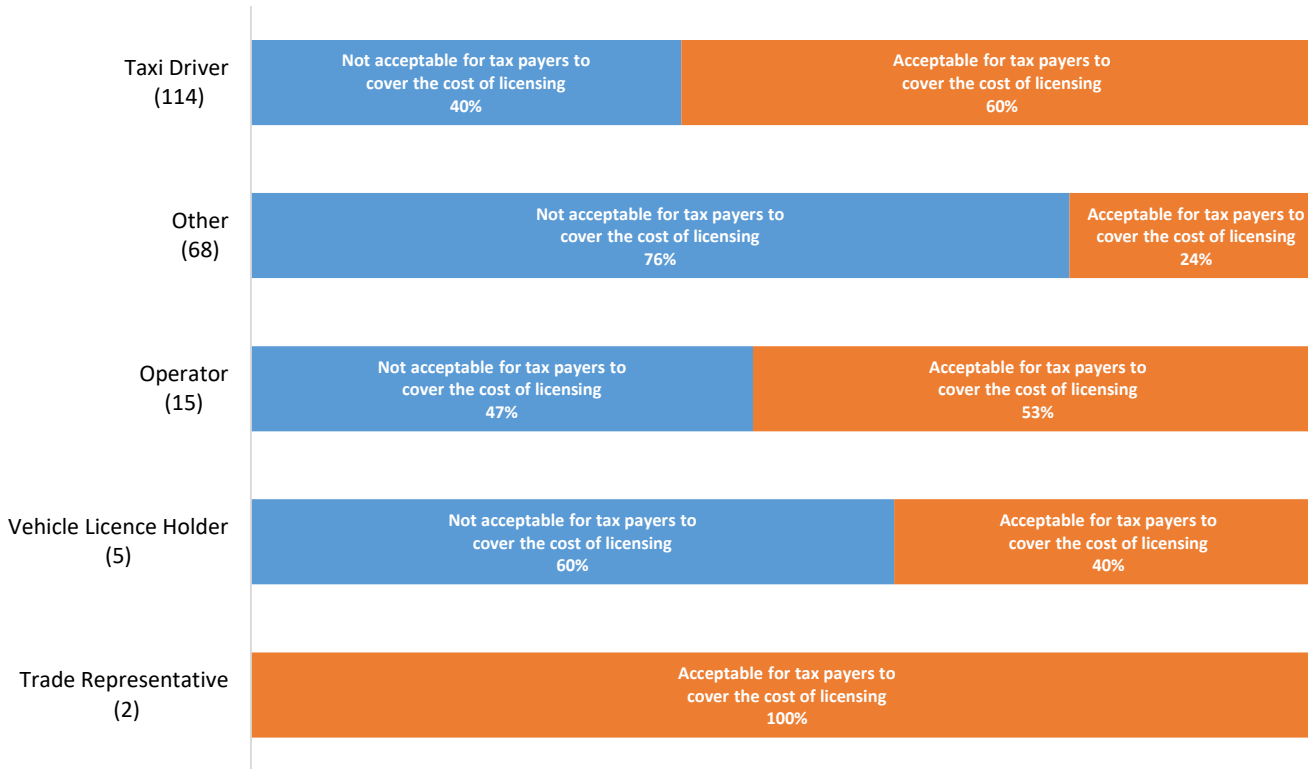
'...on one hand...we are trying to level up... on the other hand we are putting more burden on these lower-income (taxi driver's) families...'

If taxi and private hire fees do not cover the cost of the taxi licensing service these costs would have to be paid for by the tax-payer. Do you think this is acceptable?

204 respondents / 97% response rate



Proportion of respondents who say it is **not acceptable** that licensing costs would have to be covered by the tax payer, by respondent type (204 respondents / 97% response rate)



53% of all respondents say it is **not acceptable** for the tax-payer to cover the cost of the licensing service.
(204 respondents)

76% of 'other'¹ respondents say it is **not acceptable** for tax-payers to cover the cost of the licensing service
(68 Respondents)
¹ respondents who are not taxi drivers, operators, licence holders or trade representatives

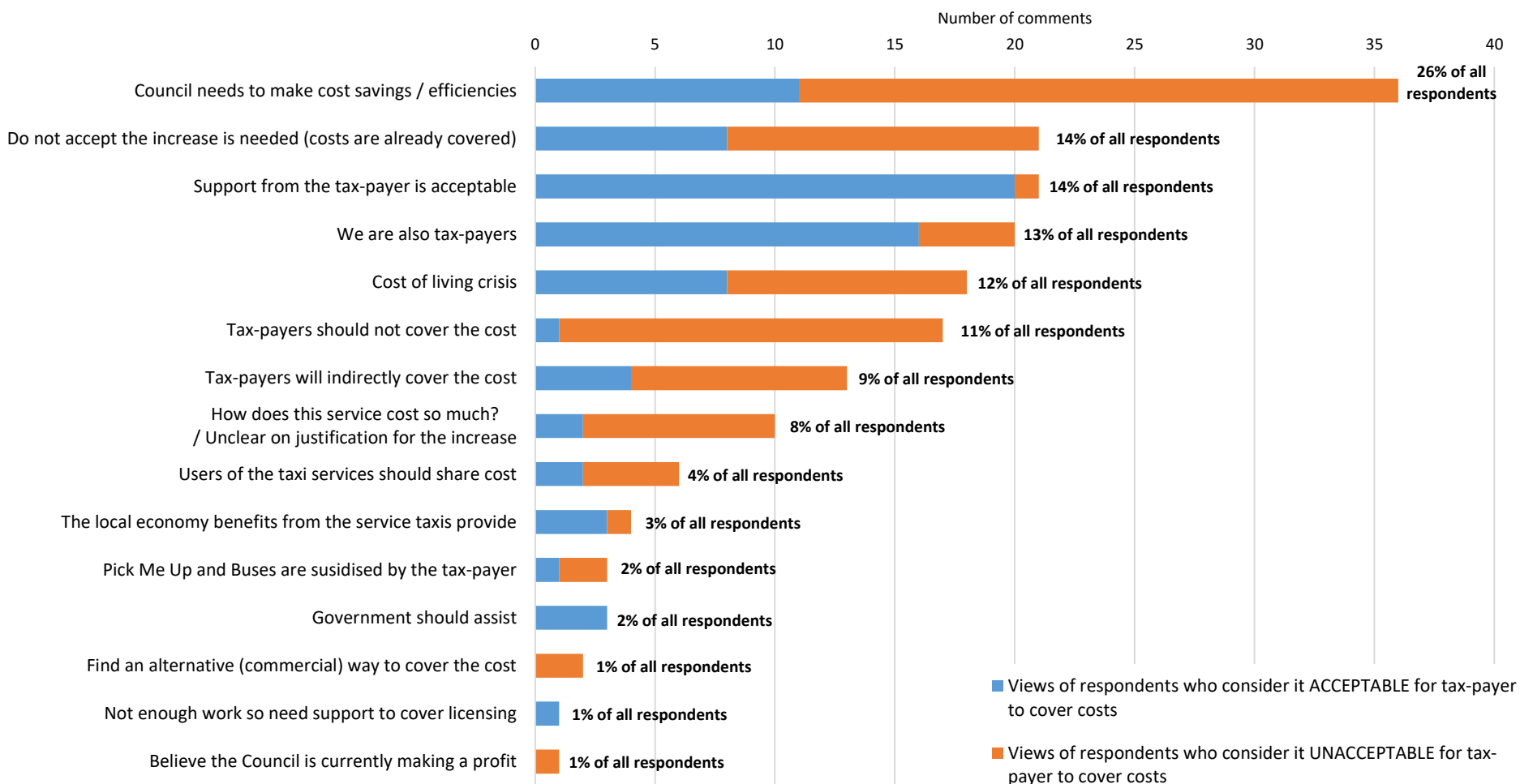
47% of all respondents say it is **acceptable** for the tax-payer to cover the cost of the licensing service.
(204 respondents)

58% of licence-holders say it is **acceptable** for the tax-payer to cover the cost of the licensing service
(124 respondents)

If taxi and private hire fees do not cover the cost of the taxi licensing service these costs would have to be paid for by the taxpayer. Do you think this is acceptable?

Free text comments have been grouped into common themes, presented by whether the respondent considered it acceptable or unacceptable for cost to be paid by tax-payer

151 respondents made 176 comments



If taxi and private hire fees do not cover the cost of the taxi licensing service these costs would have to be paid for by the taxpayer. Do you think this is acceptable?

Free text comments have been grouped into common themes, presented by respondent type (regardless of whether the respondent considered it acceptable or unacceptable for cost to be paid by tax-payer)

151 respondents made 176 comments

Free Text Themes: Reasons for objecting to the increase in fees	Operator (14 respondents / 18 comments)	Other (48 respondents / 55 comments)	Taxi driver (84 respondents / 97 Comments)	Trade representative (2 respondents / 3 comments)	Vehicle licence holder (3 respondents / 3 comments)
Council needs to make cost savings / efficiencies	4	14	15	1	2
Support from the tax-payer is acceptable	2	5	13	1	0
Do not accept the increase is needed (costs are already covered)	4	5	12	0	0
We are also tax-payers	2	2	16	0	0
Cost of living crisis	0	2	14	1	1
Tax-payers should not cover the cost	2	8	7	0	0
Tax-payers will indirectly cover the cost	1	9	3	0	0
How does this service cost so much? / Unclear on justification for the increase	0	3	7	0	0
Users of the taxi services should share cost	0	4	2	0	0
The local economy benefits from the service taxis provide	1	1	2	0	0
Pick Me Up and Buses are subsidised by the tax-payer	1	1	1	0	0
Government should assist	0	1	2	0	0
Find an alternative (commercial) way to cover the cost	1	0	1	0	0
Not enough work so need support to cover licensing	0	0	1	0	0
Believe the Council is currently making a profit	0	0	1	0	0

If taxi and private hire fees do not cover the cost of the taxi licensing service these costs would have to be paid for by the taxpayer. Do you think this is acceptable?

Verbatim comments from respondents by respondent type

Views from Taxi Drivers

'We taxi drivers are also tax-payers.'

'The local economy benefits from people eating out and drinking, you need taxi drivers to transport them safely to and from their homes'

'I think it is quite questionable on how the tax-payer money is currently being used...'

'Why should the council not pay for such a service – we pay council tax..'

'Taxes should be used for welfare and not private business'

'I think the tax-payer should pay, everyone should contribute'

'...you give grants to bus companies but not us...'

'...I think the fees are already enough to cover the cost of the service...'

Views from Operators, Licence Holders and Trade Representatives

'Taxi licensing needs to be more responsive, there is no need to be overstaffed, as things have become more automated in the last year, the costs should have come down'

'The council can find the funds from within'
'The council should manage their budget better.'

'Taxi licensing should be run as a commercial business which should be self-funding'

'I believe that the fees should easily be covered by what we pay, if they do not it is fine for them to be subsidised by the tax-payer....The new Carousel Pick Me Up service is subsidised so why should the traditional trade not be?...'

'If you spread the cost between the tax-payers this will mean it will be divided and maybe you won't be affecting just a minority...'

Views from Other respondents

'People who don't use taxis should not have to fund the licences'

'This is not a public service as such and should be self-funding'

'The operator and users of the service should pay for the service they operate/use'

'...I have no cars and I have to rely on bus and taxi. However, the bus service is ridiculously unreliable, and it stops service too early in the evening. The only choice is taxi, but it is not cheap already. I can't afford anymore increment'

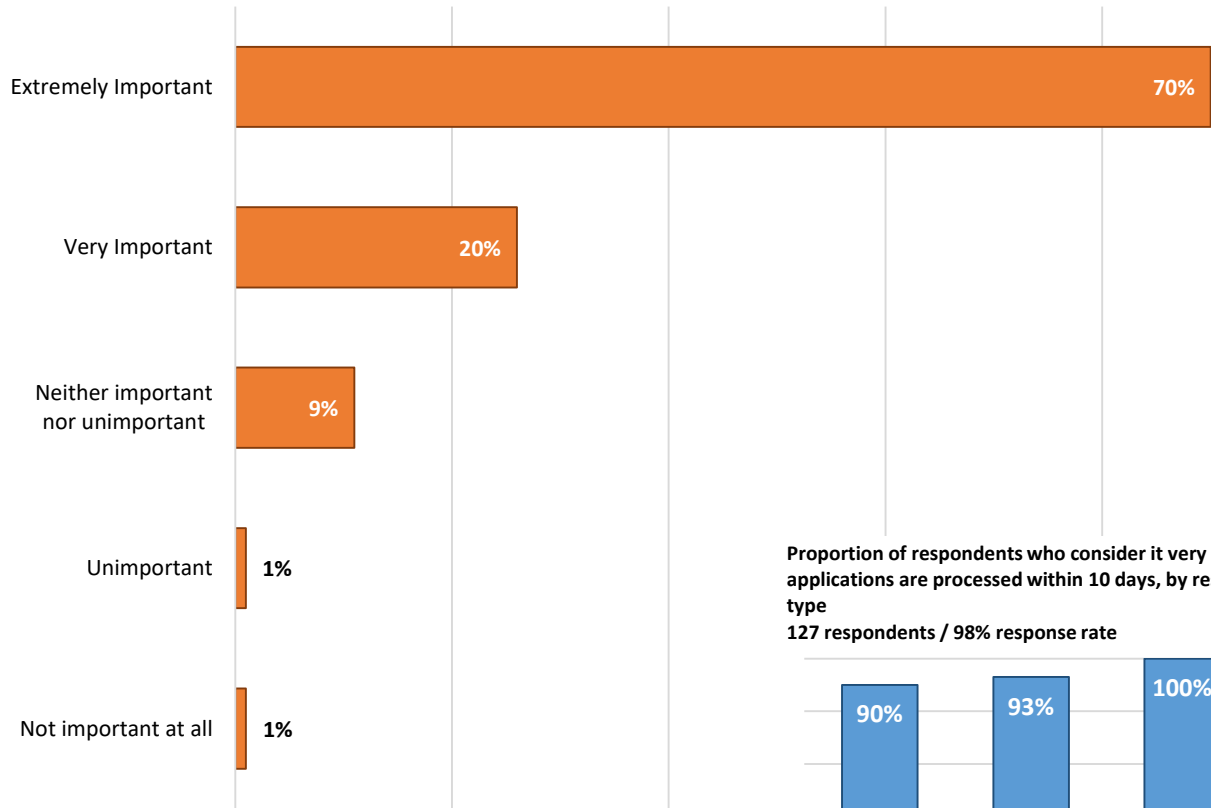
'Taxis are an important public transport service. If it is acceptable for the council to support buses, there is no reason why modest expenditure on taxi services should be considered unacceptable'

'This would take finances away from other services. If you want a license you pay for it.'

'Make the fees work! We are all doing are bit making things work during hard times!'

We aim to process all valid driver and vehicle licence applications within 10 days of a valid application (with all documents) being received. How important is it that applications are processed within 10 days?

129 licence-holder respondents / 99% response rate



90% of all respondents said it is **Extremely important** or **Very important** for applications to be processed within 10 days
(129 respondents)

2% of respondents said the processing of applications within 10 days was **unimportant**
(129 respondents)

Proportion of respondents who consider it very Important or important that licence applications are processed within 10 days, by respondent type and by licence holder type
127 respondents / 98% response rate

