

| Appendix B | |
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| | Comment |
| 1 | I do not agree with the purposed taxi licence cost increased. The amount of work is down and the cost of living is far higher than it used to be, so a increase is not justified. |
| 2 | I strongly object to this perposed increase. |
| | <p>I am writing this email to object to the proposed increase to licensing fees of 4%.</p> <p>This is a considerable increase on the existing fees. When the councils merged we understood this to mean a reduction in costs due to the savings from that change.</p> <p>Alongside this maybe the council should be looking at UBER which is is operating in our county without any charges or contribution to bucks county. Why should the local drivers have to pay more to operate and Uber can operate with any contributions and take local business, the council has a responsibility to protect the livelihoods of drivers who are paying the council. If the council is struggling financially they should be looking at introducing fees for Uber to operate in the county.</p> |
| 3 | <p>A few points to consider w.r.t. the proposed increase in taxi/PH licensing fees.</p> <p>Firstly 4% is not rationale or reasonable. The annual rate of inflation for 2024 is forecasted to be 2.2% and expected to be below 2% for the next 4-5 years. Please see link below for further detail.</p> <p>https://www.statista.com/statistics/306720/cpi-rate-forecast-uk/</p> <p>Secondly, in my opinion the fees are already extortionate. £360 for a P/H driver licence and £275 for a P/H vehicle licence! How can you justify this, there is minimal work involved in processing driver/vehicle licences. There is no way that these fees would hold if you were operating in a competitive, efficient, environment or the private sector. For comparison the renewal fee for a DVLA driver licence online is only £14 and there is no charge for address/name changes.</p> |

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| | <p>Thirdly, the fact that you are suggesting you need to raise the fees in order to breakeven in terms of the licensing department budget just screams of inefficiencies, inadequate working practices and poor management to name a few.</p> <p>Fourthly, the service we receive for the fees we pay is inadequate to say the least. For example the vehicle door stickers are of such poor quality and the compliance and regulations could do with vast improvements.</p> <p>Fifthly, in my view considering the squeeze on incomes that all businesses and individual's have experienced during the last few years (especially taking COVID in to account) I would expect you to decrease the fee's or at least leave them unchanged.</p> <p>Finally, please consider the following charges/fees which are already increasing and reducing our margins/competitiveness and making it increasingly difficult to attract new staff and operate at a profitable level. Fuel prices/duty, vehicle purchase/maintenance/insurance costs, other various insurance costs, road tax increases (Toyota Prius's used to be exempt), congestion charges, ULEZ charges, parking charges and fines, competition from new and innovative entrants into the market such as Uber/Bolt etc. New rules and regulation on applications and compliance. Ie. no longer being able to register CAT S vehicles. I could go on.</p> <p>In the way of a caveat, I would however like to add that the majority of the licensing staff are all first class. Considering, the amount of nonsense they have to deal with on a daily basis, I have always found them to be utterly professional. The issue lies further above the pyramid and are of a regulatory and systemic nature.</p> |
| 4 | <p>Thank you for the email and detailing of fees.</p> <p>I am very concerned that fees are being increased for the licensing fee.</p> <p>Please kindly note the following points to why I feel the fees should not be increased:</p> <ul style="list-style-type: none"> - inflation is very high for us as taxi drivers - repair cost for vehicles have soared - cost of living is significantly higher (bills are very expensive) |

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| | <ul style="list-style-type: none"> - taxi fares have remained stagnant when there should be price increases at this end - UBER and Bolt have come into Buckinghamshire area and are expanding which in turn effects our business - new car law whereby cars cannot be more than 5 years old also needs be abolished <p>Considering the above points I hope you can take a decision to not increase the fees.</p> |
| 5 | <p>Sir,I strongly disagree with your proposed increase in taxi licence fees.</p> <p>Why?</p> <p>We are legitimate.</p> <p>Oobr (yes, I know how to spell their name properly. But I hate their crooked nature.) They are illegitimate.</p> <p>Their mission, not to pay local taxes or get qualified drivers ...</p> <p>They employ monkeys who can press a few keys on the screen and off you go.</p> <p>Do they pay you licensing fees?</p> <p>Do they comply with your rules and regulations that we have to?</p> <p>We, as taxi drivers?</p> <p>No comment</p> <p>I strongly disagree with your proposed increase.</p> <p>If anything, you should be supporting the taxi trade under these difficult times, when the monkeys have nicked so much of our trade.</p> <p>Or do you Not see that ???</p> <p>Best of luck in your muddy waters policy and politics.</p> |
| 6 | <p>I'm writing in regards to the above taxi and private hire fees increases by 4% which I have received an email as-well.</p> |

I just want to clarify why has this fees keep increasing on regular basis and yet the service which is paid for is falling down by the council? It is very concerning, Surely the paid for service should improve above and beyond Expected. How many people have suffered and victimised from your service Due to not keeping a correct record and causing them unnecessary stress by revoking or suspending their licenses which later on gets proven that the council have incorrect record or missing records and yet no apology gets received from your wrongdoing.

Your increasing fees leaving the drivers of Aylesbury out of pocket with the amount of other unnecessary costs that's also involved such as DBS check plus update service, medical, English tests and the list can go on.. does any of you realise how much that could effect people who's working stupid amount of hours day and night to just to survive?

You're putting driver's health and life at risk. Untill today I don't see you have provided any help or support to the drivers but infact you have decided to remove food from the table from half of the drivers in Aylesbury by coming up with the most stupid English test which doesn't even make sense, the drivers with many years of experience have to take English test, not taking into consideration that experience drivers know what they're doing as they been doing it for years, not taking into consideration that English is their 2nd or 4th language but you're just to busy taking advantage of people by grabbing money from them which they worked hard for it.

You're forcing people to give up driving taxis and claim benefits as majority of the people only ever driven a taxi and some are to old drivers who aren't capable of doing any other jobs.

There's no breakdown of the current fees or the increase fees.

I suggest as a council you should first focus on improving the roads and the traffic and the hundred thousand's potholes but your main focus is increasing your own wages and sitting in the office doing nothing and getting paid.

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| | Looking forward to hear from you |
| 7 | Hi to increase the license fee for a second time in 2 years is not good for our business we are not recover yet from past covid I think the carent fee is bit high for us |
| 8 | I object. |
| 9 | <p>I would like to object to the increasing licencing fees because of the following reasons</p> <p>Increase in cost of living</p> <p>Vehicle prices have more than doubled in the last phew years, with the age limit does not help. The newer the vehicle the more it costs. We have just bought a. 8 seater minibus for £18000 which we can only run till 2027. As you are aware we solely do school runs and our vehicles only do maximum 10000 miles per year. The competitive school run market we won't be able to cover the cost of the vehicle especially when we have to pay crews increased wages, increased maintenance costs,insurance,fuel etc.</p> <p>Taxi Licensing should be supporting us especially businesses that are solely doing school runs. We , school run businesses, should have the age limit increased so we can continue to provide sevicees for Buckinghamshire County Council client transport, that is already under alot of financial pressure.</p> <p>Looking forward to hearing from you</p> <p>Kind regards</p> |
| 10 | I feel that last couple of years we have had an increase in license fees and this is happening year after year especially in this current economic situation. |
| 11 | <p>I am writing this Email to object against the 4% raise in private hire licence.</p> <p>There are many reason why majority of us disagree with raise.</p> <p>I understand the council have to keep up with inflation at current economy crisis.</p> |

However as you may know we too suffering from the same crisis and inflation crisis. The rates on everything has gone up massively, yet as a self employed driver we getting the old rates on fares. I believe it also isn't the customers to charge a high amount so we could also keep in line with inflation. Every single driver is having massive problems and stress due to being troublesome with the current rates.

Furthermore on the council website it mentioned "This is because taxi and private hire licensing must be fully funded by the income from these fees and set at a level so that we don't make a profit or a loss." May I ask what are the huge expenses that goes into hire licensing. As a driver we do not receive any benefit or any facility from the council in order to make our working life a tiny bit easier. We have a noticed there are now a huge and very large amount of drivers on the road which has made our daily earnings extremely difficult especially after paying all the expenses. With the amount of drivers (no caps) being given licence, it seems to us that the council must be earning extreme amount from those fees but there is always an opportunity squeeze more from an honest, hardworking and struggling to get by people.

We are already facing the distractions of the current crisis. The cost of maintenance plus parts comes with the gold and silver pricing. The price of petrol has gone up, the insurance companies has increased the prices and more.

On top the taxi company has employed tremendous amount of drivers to earn more profits so the council but our rates as a driver is the same. Due to extreme amount of drivers we are on the roads longer to earn a little amounts.

Deivers are struggling to pay the finance for the car. To put the cherry on top, the living expenses also has gone up.

I am requesting you to have some compassion and understanding at heart to see this issue. 4% isn't but right now every penny counts for us. We have always been told by our government that we are in this together since Brexit but it has never seems like that.

Thank you for the opportunity to raise our voices regarding this issue.

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| 12 | <p>I received email regarding fees increasing for drivers license etc</p> <p>My dear we are already struggling in this difficult time inflation cost of living gone so high, same time ours customers are struggling too If you want to increase your fees same time put our meter prices up too</p> <p>All our surrounding areas meter is much higher than us Hemel Hempstead , Watford, Slough, Windsor & Maidenhead , and Henley, Reading Borough etc We are Buckinghamshire High Council Tax payers than others I mentioned above, Please do consider If you want to increase yours fees & do ours too Thanks</p> |
| 13 | <p>I disagree regarding fees increasing in 2024 because already we are struggling to run our life routine. Please keep fees remained the same. Thanks</p> |
| 14 | <p>Hi I think the current fee is high and our business is still suffering we are not recovering from it</p> |
| 15 | <p>I am writing to express my strong objection to the proposed increase in license fees for taxis. At a time when the cost of living is at crisis levels, such a hike in fees would place an unjust burden on taxi drivers who are already amongst the lowest earners in our society.</p> <p>First and foremost, the current economic climate has inflicted immense hardships on individuals and families, with the cost of living skyrocketing. Many are struggling to make ends meet, and taxi drivers are no exception. They work tirelessly to provide an essential service to our communities, often for meager wages, and an increase in license fees would only exacerbate their financial strain.</p> <p>Moreover, fuel prices have reached record highs, placing additional pressure on taxi drivers who rely on their vehicles for their livelihoods. The recent surge in fuel costs has significantly cut into their earnings, leaving them with little room to absorb any further expenses.</p> |

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| | <p>Additionally, insurance premiums for taxi drivers have been on the rise, further squeezing their already tight budgets. These increased costs coupled with stagnant or declining incomes make it increasingly challenging for taxi drivers to sustain themselves and their families.</p> <p>Furthermore, it is deeply concerning that in a time when more and more people are struggling to put food on the table, authorities are even considering burdening taxi drivers with additional financial obligations. It is outrageous and, quite frankly, inhumane to contemplate imposing further hardships on individuals who are already grappling with economic uncertainty.</p> <p>In light of these factors, I urge you to reconsider the proposal to increase license fees for taxis. Doing so would not only be unjust but would also perpetuate the cycle of financial hardship for those who can least afford it. Instead, I implore you to explore alternative solutions that prioritize the well-being of taxi drivers and ensure that they are able to continue providing their vital services without undue financial strain.</p> <p>Thank you for considering my objections to this unjust proposal.</p> |
| 16 | <p>This is really unfair increase in taxi licence fee.</p> <p>I do not agree with this changes, please This shouldn't be this high fee. Prices are going up for everything _ instead of helping us you should charge less fee instead of charging 4% increased.</p> |
| 17 | <p>I am commenting on the email you sent today for my opinion on you coming increase on the private hire increas.</p> <p>I am totally opposed to the increase that's my opinion, the might be inflation we the Drivers are also suffering in it as well, where can drivers get the fund to foot this increase.</p> <p>Taxi business is getting bad by the day and now theres plan on the way to increase this , it totally unfair to the Drivers, drivers are not the cause of the inflations they should be left out of this at end of the day drivers are ones being targeted with the increase.</p> |
| 18 | <p>This is another nonsense.</p> <p>Last year you already increased with almost 100%, now another 4%.</p> <p>When you guys will start working in favour of Buckinghamshire residents?</p> <p>When you will stop killing businesses?</p> |

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| | <p>You're the most pathetic office in the council. Civil servants? This is last I can call you. You're servants to yourself ONLY. Competence - not existing in your offices.</p> |
| 19 | <p>Sir/Madam As you increase 4% fee for taxi licensing Things.but my question is who responsible too increase taxi fare. Taxi fare is never increase from so many years.by that time fuel prices increase Mobile pda Internet prices are increase Car parts prices are increase Car for taxi we using prices talking to sky. So it's no fare for taxi drivers.you need to think about taxi fares also</p> |
| 20 | <p>I am writing to object to the increament of the fees.</p> <p>My reasons are that patronage of taxis have gone down due to the high cost of living.</p> <p>This have had adverse effect on the income of taxi drivers coupled with high prices of parts etc hence increasing the fees would rather put more pressure on us since taxi fares have not been increased in recent times.</p> |
| 21 | <p>I object to 4%. Our fares have not gone up but everything else has now the Taxi fees as well.</p> |
| 22 | <p>I think to be honest reasonable and fair decision by Council to increases as strike to balance cost of living and inflation rates going up .</p> |
| 23 | <p>Licensee fee increases can feel like a burden, especially if they come unexpectedly or if the increase is significant. They can impact businesses' bottom lines, potentially leading to higher costs for consumers or reduced profitability for the licensee. It's essential for businesses to carefully manage their expenses and evaluate the impact of fee increases on their operations and customers. Additionally, transparency and communication from the licensing authority about the reasons for the increase can help alleviate concerns and foster understanding within the licensee community.</p> |

After a 4% increase in license fees, if we don't benefit from improved services or infrastructure provided by the licensing authority. These could include enhanced customer support, WC facilities, Taxi ranks - Temp ranks, Taxi Marshalls or expanded resources that benefit both licensees and the community. Additionally, if the increased revenue is reinvested wisely, it could lead to a more robust and sustainable licensing system in the long run, which may create a better environment for our businesses to operate. It's essential to assess how the fee increase translates into tangible benefits for me and my business and fellow license holders.

Transparency and accountability are crucial in ensuring that license fee increases are justified and that licensees see a corresponding increase in the value they receive. I/we feel that the increase isn't justified or we're not seeing the expected benefits, it's essential that we communicate our concerns with you the licensing authority and advocate for transparency and accountability in how fees are utilised.

A 4% increase in license fees during a period of rising living costs can indeed pose challenges for businesses and independent license holders as it adds to their operational expenses. It's important for licensing authorities to consider the economic context and potential impact on businesses and drivers when implementing fee increases. Businesses may need to adjust their budgets and pricing strategies accordingly to absorb these additional costs or pass them on to consumers, which can further exacerbate the strain on households already facing rising living expenses. Communication and collaboration between licensing authorities and businesses are essential to navigate these challenges effectively and ensure a fair and sustainable approach for all stakeholders.

Increasing meter taxi fares by 5% to 10% to offset the rise in license fees could be a consideration for taxi drivers and operators facing increased operational costs. However, it's essential to balance this with considerations for consumers who rely on taxi services. Any fare adjustment should be made transparently and in consultation with relevant stakeholders, taking into account factors such as affordability, competition, and the overall economic environment. Additionally, some regulatory frameworks may govern fare adjustments, so it's important to adhere to any applicable regulations while considering fare changes.

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| | <p>Absolutely, considering fare pricing competition between operators and taxi drivers is crucial when implementing a license fee increase. It's essential to ensure that any adjustments in fees or fares maintain a fair and competitive environment within the industry. This means taking into account factors such as market dynamics, consumer preferences, and the overall economic landscape. Open dialogue and collaboration between licensing authorities, operators, and drivers can help ensure that any changes are implemented in a way that promotes fair competition and benefits all stakeholders.</p> <p>Increasing taxi license fees by 4% could potentially provide additional revenue to the licensing department, which, if managed efficiently, could be allocated to improving the speed and efficiency of the licensing process. This could include investing in better technology, hiring more staff, or implementing streamlined procedures to reduce waiting times and processing delays. However, it's essential for the licensing department to prioritise these improvements and ensure that the increased revenue directly translates into tangible benefits for licensees, such as faster processing times and better service overall.</p> <p>Inflation can indeed impact taxi fares, as it affects the overall cost of goods and services, including fuel, maintenance, and operational expenses for taxi operators. As costs rise due to inflation, taxi operators/Drivers may need to adjust their fares to maintain profitability and cover their increased expenses. However, fare adjustments should be made thoughtfully and transparently, taking into account not only inflation but also factors such as competition, consumer demand, and regulatory considerations. Effective communication with passengers about fare changes is also important to maintain trust and transparency in the taxi service industry.</p> |
| 24 | <p>I am struggling as it is and an increase would force me to license through other councils. What about increasing fares in line with 4 per cent inflation?</p> |
| 25 | <p>If there is 4% increase inflation then the prices for fair on taxi will increase with 4%</p> |