
Report To:	General Purposes Board	Date:	11 September 2024
Report By:	Head of Legal, Democratic, Digital & Customer Services	Report No:	LS/063/24
Contact Officer:	Anne Sinclair	Contact No:	01475 712034
Subject:	Taxi Fares Review 2024/5		

1.0 PURPOSE

- 1.1 The purpose of this report is to consult with members of the General Purposes Board and seek the view of the Board on the annual review of the taxi fare scales for the purposes of public advertisement as the first formal stage of the statutory process. This review is being conducted under section 17 of the Civic Government (Scotland) Act 1982.
- 1.2 The initial consultation process for this review of the taxi fares has concluded and all Taxi Operators, including the Operators Liaison Group and other members of the trade have been invited to submit their view regarding what they deem to be the appropriate level of taxi fares in order that any revision of the fare scales can be implemented.

2.0 RECOMMENDATION

- 2.1 That the Board consider the proposals for the review of the taxi fares and charges and remit to the Head of Legal, Democratic, Digital and Customer Services to advertise the proposals determined and report on the outcome once the statutory period for representations has lapsed.

Lynsey Brown
Head of Legal, Democratic, Digital & Customer Services

3.0 BACKGROUND

- 3.1 In terms of Section 17 of the Civic Government (Scotland) Act 1982 (“the 1982 Act”) the Council, as licensing authority for taxis is obliged to review and fix scales for the fares, and other charges, within 18 months beginning with the date on which the scales came into effect. Section 17 of the 1982 Act does not apply to Private Hire Cars, although some Private Hire Cars may choose to adopt the Taxi Fare Scale and Charges agreed by the Board.
- 3.2 The current tariff scale, which is set out in **Appendix 1**, was approved by the General Purposes Board on 12 April 2023, and took effect from 14 May 2023. On 12 April 2023 the Board approved an increase of 12% on the flag fall on all 4 tariffs, and a further increase of 12% on the running mile.
- 3.3 Section 17 (4A) of the 1982 Act states that before the licensing authority fixes any scales or carries out any review it shall:
- (a) Consult with persons or organisations appearing to it to be, or be representative of, the operators of taxis operating within its area;
 - (b) Following such consultation:
 - (i) review the existing scales, and
 - (ii) propose new scales (whether at altered rates or at the same rates).
 - (c) Publish notice of those proposed scales in the newspaper circulating in its area:
 - (i) setting out the proposed scales,
 - (ii) exploring the effect on the proposed scales,
 - (iii) proposing a date on which the proposed scales are to come into effect; and
 - (iv) stating that any person may make representation in writing until the relevant date, being one month after the date of the first publication of the notice; and
 - (d) Consider such representations.
- 3.4 At its meeting on 14 August 2024 the Board noted the statutory review of the Council’s Taxi Fare Scale and Charges had commenced and that it was anticipated a report would be submitted to the Board at its meeting in September 2024 with a provisional view on such a review of the taxi fare scale and charges, following consultation with representatives of the taxi trade.
- 3.5 All taxi operators were initially contacted by email dated 10 July 2024, or letter if no email address was available, in order to seek their views on the review. Those consulted were asked to submit their views by 9 August 2024. In an effort to assist consultees this further communication requested that they consider the undernoted issues in relation to any response:
- 1. The cost to purchase any taxi vehicle(s) you currently operate, to include the initial capital cost and any interest payments which may apply. If possible, it would be helpful if you could confirm the amount by which the purchase of such a vehicle, or a similar model, may have increased since your original purchase.
 - 2. Details of the costs incurred by you in relation to maintaining your taxi (s) to the standards required by Inverclyde Council or any other vehicle inspectorate, for example,

the Department of Transport. It would be helpful if you could include specific examples of servicing/repair costs.

3. Details of the approximate cost to you of employing a taxi driver, to include the hourly rate paid and any additional “on-costs”, for example, pension contributions you might pay on behalf of the driver, or mandatory safety training etc. If this cost has increased since the last taxi fare review, please confirm by how much.
4. Details of the cost, if known, of wages in comparable or related road transport industries, for example, van drivers.
5. Confirmation of whether the insurance premiums payable by you (in relation to vehicles you operate) have increased in the last twelve months and if so, please provide examples of your previous premium and current premium payments.
6. Details of how the current “cost of living crisis” has affected you as a taxi operator. You may wish to provide details of e.g. increases in the cost of fuel, difficulties in the recruitment of taxi drivers, or a reduction in passenger numbers as a result of members of the public utilising other methods of transportation.

- 3.6 The Scottish Government’s Taxi and Private Hire Cars Licensing Best Practice for local authorities issued in April 2012 states that authorities are advised as best practice to pay regard to advice contained in paragraphs 2.34 to 2.37 of the Scottish Department Circular 25/1986 which states:

“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 cost of maintaining and replacing them to a standard of the licensing authority, of employing drivers in the prevalent level of wages and costs and related to road transport industries. The public interest is best served by ensuring the maintenance of an adequate taxi service by giving the trade a fair return rather than depressing fares for social reasons, however understandable.”

4.0 RESPONSE TO CONSULTATION

- 4.1 As set out above , persons or organisations (taxi operators) appearing to the Council to be representative of the taxi trade in terms of the 1982 Act were invited to submit their views on the taxi fare scales, and other charges, and a copy letter of response received from Inverclyde Taxis Ltd dated 6 August 2024, is set out **in Appendix 2**, on behalf of Inverclyde Taxis Ltd, ABC Taxis (Inverclyde) Ltd, and the Operators Liaison Group. This response to the consultation highlights that the trade is operating in precarious times and the last four years have been extremely challenging in relation to a significant downturn in business for drivers and businesses alike. In summary the response letter from Inverclyde Taxis Ltd states that the following is sought:

1. An increase of no less than 7% on the flag fall on all four tariffs;
2. A further increase of 7% on the running mile, with the possibility of reverting to increments of 10p to avoid the unnecessary issues in-vehicle with fares that are not round numbers, to avoid ongoing challenges from the public;
3. A review of the Taxi Booking Office Licence Fees;
4. Parity with the approach adopted by Renfrewshire Council, where taxi operators and drivers are permitted to apply for a 3 year licence at a discounted price (e.g. cost of 2 years) when submitting applications for renewal of a taxi operator or taxi driver licence.

Inverclyde Council should make this option available to operators and drivers on renewal of taxi and test fees

- 4.2 This year, as with the approach adopted last year, all taxi operators in Inverclyde were consulted in order to seek their views on the proposed review of taxi fares and other charges. Four additional consultees replied and their responses are set out in **Appendix 3** to this report. One other consultee, a Private Hire driver, responded in relation to seeking a general hire plate which is a separate issue, and accordingly the response is not included within this report. The names of consultees have been redacted unless the Council has received explicit consent to share that information. The consultee responses refer to the cost of living and inflation, particularly the cost of purchasing a replacement vehicle, with the increased cost of fuel, insurance and maintenance of their vehicle. Those consultees who have responded are all supportive of an increase in fares.
- 4.3 The response letter from Inverclyde Taxis Ltd dated 6 August 2024 has requested a review of the Taxi Booking Office Licence fee and has asked the Board give consideration to the introduction of a discount structure for licences. These are not relevant issues for the Board to consider at a Taxi Fare Review.

5.0 COMMENTS ON THE TRADE PROPOSALS

- 5.1 To assist the Board, the Head of Service - Regeneration, Planning & Public Protection has been asked to submit his views on the taxi scale fare scale and his comments will be shared with members and consultees in advance of the Board's meeting on 11 September 2024.

6.0 IMPLICATIONS

- 6.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO	N/A
Financial	X		
Legal/Risk	X		
Human Resources		X	
Strategic (LOIP/Corporate Plan)			X
Equalities & Fairer Scotland Duty			X
Children & Young People's Rights & Wellbeing			X
Environmental & Sustainability			X
Data Protection			X

6.2 Finance

There will be costs associated with the production of new fare scales, cards and advertising costs which will be met under existing budgets.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
N/A					

6.3 Legal/Risk

The Board should note that in terms of section 18 of the 1982 Act, taxi operators, or any person or organisation appearing to the traffic commissioner for the Scottish Traffic Area to be representative of such taxi operators, may within 14 days of notice of the fare scales fixed by the licensing authority being given, appeal against those fare scales to the said traffic commissioner. Such a risk is mitigated by the licensing authority following the prescribed procedure for review of fares and charges and consulting in order to gather the views of a substantial proportion of those operating taxis within the authority area.

6.4 Human Resources

There are no Human Resources implications directly arising from this report.

7.0 CONSULTATION

7.1 An initial consultation has been undertaken with those operators appearing to the Council to be representative of the taxi trade in terms of the 1982 Act. Once the Board has reviewed the taxi fares and other charges, there will be a further statutory consultation with a further report to the Board.

8.0 BACKGROUND PAPERS

8.1 None

**Inverclyde Council
Civic Government (Scotland) Act 1982**

Appendix 1

LICENSED VEHICLE NO. _____ REGISTRATION NO _____

**TABLE OF MAXIMUM FARES FOR THE "EXCLUSIVE" HIRING OF A TAXI
EFFECTIVE FROM 14 MAY 2023**

TARIFF 1	Hirings from ranks or 'flag' hirings begun between 6am and 11pm	
	Initial charge (880 yards or part thereof)	£3.08
	Subsequent charge (each additional 291 yards or part thereof)	35p
	Approximate cost for first mile	£4.13
	Approximate cost for each additional mile	£2.45
TARIFF 2	Hirings from ranks or 'flag' hirings begun between 11pm and 6am and all pre-booked hirings begun between 6am and 10pm	
	Initial charge (880 yards or part thereof)	£3.19
	Subsequent charge (each additional 282 yards or part thereof)	35p
	Approximate cost for first mile	£4.59
	Approximate cost for each additional mile	£2.45
TARIFF 3	Pre-booked hirings begun between 10pm and 6am and hirings from ranks or 'flag' hirings on Easter Monday (1 April 2024), May Day (6 May 2024), Fair Saturday (1 July 2023) and Autumn Holiday (26 September 2023).	
	Initial charge (880 yards or part thereof)	£3.42
	Subsequent charge (each additional 247 yards or part thereof)	35p
	Approximate cost for first mile	£4.82
	Approximate cost for each additional mile	£2.80
TARIFF 4	Pre-booked hirings and hirings from ranks or 'flag' hirings on 25 and 26 December, 1 and 2 January	
	Initial charge (first mile or part thereof)	£5.99
	Subsequent charge (each additional 247 yards or part thereof)	35p
	Approximate cost for first mile	£5.99
	Approximate cost for each additional mile	£2.80
EXTRAS	£1 per passenger after first four passengers	
WAITING TIME	For each period of 31 seconds or part thereof	20p
SOILING CHARGE	Charge dependent on severity up to a maximum of	£50.00
VAT	The foregoing charges are inclusive of Value Added Tax	
COMPLAINTS	Any complaint regarding the operation of this vehicle or its driver should be made to Legal Services, Inverclyde Council, Municipal Buildings, Greenock (telephone 712139)	
LOST PROPERTY	Any property lost in this vehicle should be reported to the operator and to Police Scotland, Greenock (telephone 101)	

For the avoidance of doubt, a vehicle licensed for private hire which uses a taxi meter to charge for journeys is not permitted thereby to pick up hirings from a rank or any public place.

OPERATOR'S NAME _____ **METER TYPE & NO** _____

Anne Sinclair
Legal Services Manager
Inverclyde Council
Litigation, Licensing & Committee Services
Municipal Buildings
Clyde Square
Greenock
PA15 1LY

3 EARNHILL ROAD
GREENOCK
PA16 0EQ

6 August 2024

Dear Mrs Sinclair,

Re: Taxi Fares Review 2024

Further to correspondence received from Anne Sinclair (Legal Services Manager) dated 10 July 2024, please accept this letter as the response on behalf of Inverclyde Taxis Ltd, ABC Taxis (Inverclyde) Ltd and the Operators Liaison Group (hereinafter called ITL, ABC and OLG respectively) regarding the proposed Taxi Fares Review 2024.

The respective companies and OLG accept we remain in precarious times, which has and continues to affect everyone in very different ways. As such, the last four years has been extremely challenging to say the least in relation to a significant downturn in business for drivers and businesses alike.

Likewise, Inverclyde Council continues to offer no support to the trade yet endorse year on year taxi and test fees increases without any consultation / notice nor indeed consideration to extended fee / charges packages (i.e. 2 / 3 years fee packages) to secure trade commitment for the medium to longer term. It would appear decisions are for here and now and only looking short term (i.e. no more than 12 months).

Ironically, as we along with our suppliers / third party service providers continue to face the challenges to sustain the status quo, we find ourselves caught squarely in the middle of this battle. We now have longstanding suppliers applying above inflationary price increases on mandatory technological updates to function day to day (**31%**), new vehicles (2023 against 2024 equates to **11%+**), vehicle funding (**270%+**), vehicle parts / labour rates (**30 – 60%**), tyres (**16%+**) coupled to mandatory Government increases in wages whilst all are reducing credit limits and terms to improve their cash flows. Also, new vehicle availability has become all but negligible due to impending Euro 7 model changes, which has a direct impact on having to increase expenditure on older vehicles in order they remain roadworthy and meet Local Authority test standards.

We are requesting that the General Purposes Board give due consideration to our proposals to increase the Meter Tariffs in order that Operators and Drivers can see a nominal increase in to meet the ongoing cost of living pressures being endured.

Cont / ...
24 hours a day - Just a phone call away!

... / cont

As Operators and Drivers are self-employed, they require an increase in the meter tariffs in an attempt to attain the national minimum hourly rate, a key factor that Inverclyde Council themselves have been keen to promote and encourage amongst local businesses. In addition to previous years, there has been a further 9.8% increase in the national minimum wage plus associated National Insurance and Pension contributions coupled to anticipated inflationary increases on the horizon over the next 12 months. An increase in the meter tariff may also help reduce the burden on the state and attract individuals to consider a career as Taxi Drivers given the current climate, which will only help improve taxi coverage further.

For Taxi Operators, they continue to absorb significant increases in the costs of Taxi Insurance, which is significantly higher than private car insurance due to public liability cover required and the increased risk which operating a taxi brings over a private car. This year alone, operators have been reporting insurance increases of between 45% - 60%, even for Operators who have 10+ years of No Claims Bonus. The insurance market for Taxi Operators continues to recede at an alarming rate. Unfortunately, you cannot log onto comparison websites such as gocompare.com for taxi insurance. Speaking recently to an Insurance Broker, they advised that the significant increase in people claiming for personal injuries as a result of accidents in the London, Midlands and Yorkshire areas is impacting on taxi insurance premiums across the UK which adds further burdens for Taxi Operators.

As cars become more reliant on electronics, garages are having to invest in new diagnostic technology, which results in them increasing their labour rates to Taxi Operators. Fuel Costs continue to be a burden for Taxi Operators. Whilst the cost of crude oil is at its lowest levels, these savings are not being transferred to the Forecourts. Fuel costs have fluctuated in the last 12 months with any plus or minus variances being driven in the main by the Supermarkets. The cost of fuel in Inverclyde remains higher than in other neighbouring Local Authority areas.

Despite challenging times Inverclyde Council continues to apply customary annual Taxi and Test Fees increases, these are additional costs which Operators and Drivers must absorb should they wish to continue to operate. The only way to cover these additional costs is to increase the Meter Tariffs. Inverclyde Council need to be ever mindful that the evening and night economies have abated and unlikely to return to historical levels, thus drivers have a small but definitive window throughout the daytime only to generate a limited income. The Council increase taxi and test fees on the basis that their costs have increased in relation to the administration of Taxi and Private Hire Services.

Taxi Operators within Inverclyde suffer some of the highest licensing and test fees in Scotland. We would welcome the opportunity to revisit Licensing and Test fees the trade has to pay, which are significantly higher than those of fellow Taxi Operators and Drivers in Renfrewshire. Renfrewshire Council also endorse a beneficial 3-year package for Taxi and Test Fee renewals, which therefore makes the annual costs that bit lower for Operators and Drivers who take up this option.

ITL, ABC and OLG remain extremely conscious and mindful of the current challenging times being experienced by all sectors of the community, including the taxi trade, however, the rising costs means that we therefore welcome full endorsement for the following proposals by the General Purposes Board: -

Cont / ...

... / cont

1. An increase of no less than 7% on the flag fall on all four tariffs.
2. A further increase of 7% on the running mile. Given typically journeys are on average no less than 2.5 miles, we believe nominal increases of 7% begins to assist in easing the cost-of-living pressures on Operators and Drivers given the prolonged periods between jobs. It may be prudent to revert to increments of 10p to avoid the unnecessary issues in-vehicle with fares that are not round numbers, as this will avoid ongoing challenges from the public with drivers and office personnel.
3. We would also welcome a review of the Taxi Booking Office Licence Fees, as Inverclyde Council continues to be extremely excessive in its Licence Fee to that of neighbouring Councils.
4. Renfrewshire Council, on renewal of Licenses, permit Operators and Drivers to apply for a 3-year licence at a discounted price (e.g. cost of 2 years). We are requesting that Inverclyde Council make this option available to Inverclyde Operators and Drivers on renewal of Taxi and Test Fees.

You will no doubt acknowledge our submission accrues for many factors that affect the community, whilst also attempting to sustain a credible income, a fair day's pay for a fair day's work, for operators and drivers, as echoed by several Inverclyde Councillor's. It should be acknowledged that the Taxis provide an essential service to the general public of Inverclyde and we are sure Police Scotland will confirm this is the case, particularly in the evenings when Taxis assist in getting the general public home promptly and safely.

Assuring you of our best attention at all times.

Yours faithfully,
For and on behalf of Inverclyde Taxis Ltd



Henry Glasgow
Director

c.c. Graham Campbell
Operators Liaison Group

Supplementary Question Responses

1. The costs of vehicles have increased year on year with premium brand manufacturers typically generating higher margins. Post pandemic has placed Operators in a more precarious position by way of reducing the number of resellers, which in turn has removed the ability to negotiate a compromise arrangement that historically would have accommodated both parties. It is now a take it or leave it, thus removed any negotiation on vehicle cost and, likewise, the interest rate to capex the cost over a fixed term. Clearly, vehicle and financing costs will differ slightly depending on purchases of multiples, which the Council will understand and therefore difficult to provide actual numbers when they will be different in relation to a single or multiple purchase.

Also, the availability of new vehicles is extremely limited, due to manufacturers aligning production to impending Euro 7 model changes. This will result in the inevitable increased cost of new models, which may be a further double-digit increase, thus placing a further burden on operators as to whether operating taxis is financially sustainable.

2. As above, as this will vary dramatically depending on service outlet utilised. Wages, labour rate, personnel hourly rates, parts, lubricants, set up / maintenance for bonafide equipment such as ramps, diagnostic / VOSA equipment, etc.
3. All taxi operators / drivers operate on a self-employed basis, so no associated costs. Albeit, what should be acknowledged and factored into the equation is year-on year Local Authority increases in fees irrespective of trading conditions or indeed circumstances being incurred by operators / drivers. Please refer to year-on-year percentage uplift applied by the Local Authority, vehicle / parts manufacturers, lubricant suppliers, etc, etc. Inverclyde Council Transport Department will be incurring similar uplifts, but on a dramatically reduced scale due to combined purchasing power of Scottish Local Authorities.
4. Given the current pressures on employers to secure personnel, many have had to resort to offering premium hourly rates to get more suitable candidates, who they believe may be potential employees that commit to the medium to longer term, thus reducing man-hours in continually pursuing candidates for vacant positions. Inverclyde Council will without doubt have had more exposure to this avenue than that provided by the taxi trade given the trade is a predominately self-employed sector throughout Scotland and beyond.
5. Vehicle insurance renewals for 2024 and we have been informed going forward will incur significant increases, as brokers / underwriters are looking to recoup what they term are horrific loses in recent years. Whether companies, multiple / single operators or a private individual for that matter, policies whether claim free or not are incurring increases of hundreds / thousands of pounds per annum, but the taxi trade appears based on recent material evidence to be incurring horrendous increases. The most expensive we are aware of at this point is a multiple operator who has gone from 1.9k to 5.3k per vehicle, the said operator through no fault of his endeavours was forced to sell his business of 14 years for pennies given the current and challenging circumstances. For the avoidance of doubt, it should be acknowledged that insurance premiums have increased by no less than 45 – 60% on average.
6. As Inverclyde Council has not engaged nor indeed offered any guidance / assistance whatsoever to the taxi trade in relation to the recruitment of taxi drivers, this is impacting on driver availability coupled to a post pandemic increase in customer 'no shows' and 'cancellations' despite vehicle(s) accepting the job request, confirmation notification, being dispatched and travelling to / already within the requested pick-up zone.

From: [REDACTED]
Sent: Wednesday, July 17, 2024 4:53 PM
To: Anne Sinclair [REDACTED]
Subject: Taxi fare review 2024

Hi Anne

I received your email regarding the review for taxi fares you intend to carry out I currently operate a WAV car currently in ABC .Recently I have looked at the price replacing my vehicle so that I can know how much it would cost

The current vehicle cost me £14,500 just over 2yrs ago

To replace vehicle now with the same requirements would cost me over £19000

To insure the current vehicle

Last year my premium was £1,192

This year my new premium has risen to almost £1590

So an increase of £398

My cost to keep the taxi up to the council standards costs between £200 to £500 for each test when required

So I think an increase would be welcomed by all the operators within the council district

I hope that the information I have sent you will be of some assistance to yourself and council licensing department

Kind regards

[REDACTED]

From: [REDACTED]

Sent: Thursday, August 8, 2024 10:56 PM

To: Licensing Section [REDACTED]

Subject: RE: Taxi Fares Review 2024

1. Disabled taxi to be environmental friendly between £55K & £70k. Replace Peugeot Partner 5 seats disabled access four years old £24,495 with finance over £30K
2. Garage cost and parts have risen for me personally over 40% in the last 18 months.
3. N/A
4. You cant compare a self employed persons weekly/monthly wage with an employed person wages/salary. I've seen Earn £250 a day delivering goods advertised for various couriers. I can assure the board that I am earning nothing like even half that per day.
5. Phone Paton's, The Taxi Centre or Laurie Ross. 30 to 70%
6. The rise in all cost related to the taxi trade have increased from very minor repairs, licence fees, test fees fuel costs and even daily carwashes.

[REDACTED]

Operator

From: [REDACTED]

Sent: Wednesday, August 7, 2024 10:26 AM

To: Anne Sinclair [REDACTED]

Subject: Re: Taxi Fares Review 2024

Good Morning Anne,

I trust this e-mail finds you well .

Please find my responses to your e-mail on Taxi Fare Review 2024 .

1) . Costs of vehicles are rising at alarming rates (Brexit & Covid influences I believe) . My current vehicle was purchased in Nov 2021 , 23 month old Skoda Octavia - cost 14.5K , I'm looking at replacement (planning for Nov 2024) and a like for like replacement is approx 19K . In conjunction with this interest applicable is anywhere between 8.9 & 11.9 % as compared to approx 4.9 % back in late 2021 .

2). Similar to above , servicing & parts have continued to rise in cost & availability factors are I believe also being influenced by Brexit factors . For example - mid range tyres , late 2021 / early 2022 - supply & fit cost £53 - same type of tyre in current time (£70 - £75) .

Other regular commodities (oil , oil filters & service items) have increased in cost by approx 22% , in conjunction with this labour charges have escalated with annual rises in National Minimum Wage & Living Wage .

Annual inspection & administration charges levied by the local authority have increased incrementally year on year .

3. Any drivers found to be available & suitable are recruited on a self employed basis so no additional costs have been incurred in this area.

4. As per above as drivers are self employed I don't this is an area that can be compared , most van drivers are employed and have entitlement to accrued holidays etc - not something that can be factored into self employment .

5. Insurance premiums have continued to increase at an alarming rate (in common to private car , home insurance etc) - again I believe to Brexit influence . However another contributing factor is the very limited number of companies competing for general hire taxi insurance (where for hire & reward is termed) , this is very much

APPENDIX 3

limited particularly for operators with only one licence (there is more offerings for multi licence operators - group policies) . My own particular example (on a like for like basis) - Nov 2020 - £895 , Nov 2021 - £1,126 , Nov 2022 - £1,290 & Nov 2023 - £1,646 .

6. Personally I believe "the cost of living crisis" has been covered by all previous questions / items - both Pre Covid measures coupled with Brexit has impacted the daily cost of living . Running a taxi business has been effected by this as necessary commodities (vehicle , fuel (regardless of type) , insurance , administration , servicing & maintenance costs have increased . The business model has also been adversely effected by the change in hospitality operational hours .

In summary I hope that I've managed to demonstrate that operating margins have & will continue to be effected by contributing factors , hopefully these statistics can be helped when looking at options to support the provision of this service .

Thanks & Regards

From: [REDACTED]
Sent: Wednesday, July 10, 2024 5:11 PM
To: Licensing Section [REDACTED]
Subject: Re: Taxi Fares Review 2024

Hi the cost of vehicles has went from £3k to 13k to b LEZ compliant the maintenance on taxis has trebled as the state of the roads are disgraceful the license costs are the dearest in Scotland office fees is a £150 a car which is why cars are leaving the office if there is any drivers they go strait to the office where they will be offered a lease off a car. insurance is at least £50 a week with full NCB. the current inflation can't go up any more .before it is not viable to operate a taxi without doing at a loss a driver is self employed and we just have to except what money they hand in the office has access to look at what they earn but they do not let the owner see what work they have carried out only card payments or contract work which is payed once a month . I would be happy to have a meet to discuss this matter further regards [REDACTED]