

CHARIOT TAXIS

WILTON & DISTRICT

Tel: [REDACTED]

15 April 2012

Kate Golledge
Licence Manager
Wiltshire Council

RECEIVED

18 APR 2012

Dear Ms Golledge,

PUBLIC PROTECTION

Re: Telecon 16.04.12 17:00 hrs / Proposed Interim Taxi Tariff for Salisbury

Further to my call to you today, I write to confirm my intention to support Salisbury's taxi trade in negotiating an appropriate tariff increase for 2012.

Accordingly, please find enclosed 21 complaints from taxi proprietors and drivers who are concerned that the proposed tariff will not result in a meaningful increase for short journeys. I also enclose my letter to proprietors, which encapsulates much of that which we discussed earlier today. It is worth noting that I could easily have doubled or trebled the amount of complaints regarding the proposed fares, given more time to get out and about, such is the feeling against the proposed tariff.

The *'long and the short'* of this matter is perhaps an appropriate metaphor, with which to illustrate our complaint. As I stated to you, Salisbury is by virtue of its topography a fairly compact conurbation. Therefore, *long* taxi journeys are much less frequent than *short* taxi journeys, which are typically to the local housing estates; otherwise, most runs are less than 4 miles distant. If you consult the table on page 2 of my letter you will see that unless one consistently travels out of Salisbury, the proposed tariff will result in a real-time loss to our trade. Using the examples in the table, I have further spent a considerable amount of time comparing the proposed tariff with the current tariffs in place elsewhere in Wiltshire. Additionally, I have compared the current 2008 tariff with the proposed but rejected 2011 tariff. I was very surprised to find that even when comparing the Wilts East tariff with our 2008 tariff, we are still better off retaining the 'extras' charging system over short distances (when made by saloons on Tariff 1). Granted, larger capacity vehicles will make more than saloon cars; however, most taxis are now saloons or hatchbacks! (Incidentally, higher multi-seat taxi rates are not reflected in the national taxi tariff tables, as published by *Private Hire and Taxi Monthly*. Accordingly, what to do?

It seems to me that historically, Salisbury's taxi trade may be judged as *'the author of their own misfortune'*. Certainly, the previous district administration allowed too many parochial business interests to dominate the representative 'Taxi Panel', meaning independent proprietors' interests were not properly served. Notwithstanding previous failings, it is still not too late to sort out the mess left by the previous administration and there is an opportunity for Wiltshire Council to build goodwill with Salisbury's taxi trade. A good start would be for your department to acknowledge our concerns vis-à-vis the short distance taxi fare conundrum. I should add that although we accept (and could not prevent) governance by a devolved unitary authority, Wiltshire Council should in return accept that although Salisbury may have superficially similar enforcement requirements, we are not the same as, for example, Wiltshire East taxi hub. Simply, we are not trying to be different we are just where we are in the county.

In summary, Salisbury needs a taxi tariff that reflects the city's constraining topography and the mainly short distances covered by the city's taxis. I should like to add that your advice and guidance would be greatly appreciated in this matter. In the meanwhile, I shall attempt to talk to as many long-standing proprietors as I can and hope that I can convince our trade to make appropriate and timely representations to your department. I am also happy for the time being to continue to facilitate our trade interests, as I perceive them to be, or as I am informed by referendum from the other proprietors. However, I am not the only voice prepared to be heard and there are others as equally or more strident than me, who may at some point let their views be known.

Yours sincerely

The signature and name of the sender are completely redacted with black ink.

COMPLAINT

FAO

Kate Golledge, Licensing Manager, Wiltshire Council

NAME [REDACTED]

ADDRESS [REDACTED]

TEL [REDACTED] DATE: 10-4-12

18/11/12
PUBLIC RIGHT

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Signed: [REDACTED]

Print name: [REDACTED]

COMPLAINT

RECEIVED

10 APR 2012

PUBLIC PROTECTION

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[REDACTED SIGNATURE]

Print name:

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Kate Gollodge, Licensing Manager, Wiltshire Council

10 APR 2012

NAME

[Redacted Name]

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ADDRESS

[Redacted Address]

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[Redacted Telephone]

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[Redacted Signature]

Print name:

[Redacted Print Name]

COMPLAINT

FAO

Kate Golledge, Licensing Manager, Wiltshire Council

10 / 7 / 2012

NAME

[REDACTED]

PERSONAL PROTECTED

ADDRESS

[REDACTED]

TEL

[REDACTED]

DATE:

14th April 2012

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Signed:

[REDACTED]

Print name:

[REDACTED]

COMPLAINT

FAO

Kate Golledge, Licensing Manager, Wiltshire Council

NAME

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12/4/12

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FAO

Kate Golledge, Licensing Manager, Wiltshire Council

10 JAN 2012

NAME PUBLIC PROTECTION

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SECRET

18 APR 2012

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NAME [REDACTED]

ADDRESS [REDACTED]

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REC'D
18/3/2012

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PUBLIC PRO...

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Signed: [REDACTED]

Print name: [REDACTED]

COMPLAINT

FAO

Kate Golledge, Licensing Manager, Wiltshire Council

RECEIVED

18 APR 2012

NAME

[REDACTED]

PUBLIC PROTECTION

ADDRESS

[REDACTED]

TEL

[REDACTED]

DATE:

[REDACTED]

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[REDACTED]

Print name:

[REDACTED]

COMPLAINT

FAO

Kate Golledge, Licensing Manager, Wiltshire Council

NAME

ADDRESS

TEL

DATE: 10.4.2012

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COMPLAINT

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NAME

ADDRESS

TEL

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Print name:

COMPLAINT

FAO

Kate Golledge, Licensing Manager, Wiltshire Council

19 APR 2012

NAME

[REDACTED]

PUBLIC PROTECTION

ADDRESS

[REDACTED]

TEL

.....

DATE:

19/4/12

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[REDACTED SIGNATURE]

Print name:

[REDACTED PRINT NAME]

COMPLAINT

FAO

Kate Golledge, Licensing Manager, Wiltshire Council

18/10/2012

PUBLIC PROTECTION

NAME

ADDRESS

TEL

DATE:

10/11/12

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COMPLAINT

FAO

Kate Golledge, Licensing Manager, Wiltshire Council

18 APR 2012

NAME [REDACTED] PUBLIC PROTECTION
ADDRESS [REDACTED]
TEL [REDACTED] DATE: 11/4/2012

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Signed:

[REDACTED]

Print name:

[REDACTED]

CHARIOT TAXIS

WILTON & DISTRICT

Tel: [REDACTED]

[REDACTED]

Kate Golledge
Licensing Manager
Wiltshire Council
Monkton Park
Chippenham
Wiltshire. SN15 1ER

15/05/2012

Dear Ms Golledge,

Re: Wiltshire S (Salisbury and District) Tariff Increase

Further to receipt of your revised taxi tariff proposal for Wiltshire South, please find my comments below and, overleaf, my response by way of a slightly adapted tariff.

This tariff reflects the support that a number of local proprietors have given me, all of them having taken the time to express their views and further provide their advice vis-à-vis a tariff that they consider reasonable in all the circumstances.

I have found the following to be true:

1. Many proprietors wish to retain the 3-tariff system and consider the 5-tariff system currently inappropriate for Salisbury.
2. There is no evidence of abuse of the extras surcharging system, and neither is there evidence of public concern at how this system is applied.
3. The surcharging system is fully stated in the taxis' Table of Fares and easily visible and self-explanatory when displayed on the taxi meter; therefore, it is nonsense to describe the system as anything other than transparent. However, it is accepted that problems may arise with new drivers who make mistakes with their meters and end up being unable to rectify the problem in front of their customers - it is thus more about "training" than "trouble".
4. If this system is omitted from the tariff, the current tariff proposals from Wiltshire Council do not compensate for the loss of revenue that the surcharging system provides to compensate for the additional costs of ferrying up to 8 passengers.
5. Additionally, without this system, there is no way of providing a fair surcharge when operating from a distant pickup point to a destination out of area. In these cases, a surcharge is sometimes agreed because the taxi driver may have to travel many miles to and from the pickup point than the actual paid taxi journey and is therefore compensated for the dead miles; such surcharges are always agreed by telephone bookings. As taxis may not 'dead run' i.e. run with the meter on when going to a pickup point, there is no way of proving what was verbally agreed at the point of booking. Current practice is that the extras button may be used to provide an agreed surcharge at the flag-fall of a distant pickup point when a destination is still further away from the operating base. This also ensures that there is visual evidence (for the police) of what was verbally agreed should there be a dispute.

6. The conventional 3-tariff system, with its incorporated 'extras' surcharges, does not discriminate against taxis with less than five passenger seats. The same cannot be said of the 5-tariff system, which is discriminatory as it provides proprietors of taxis having five seats or more with much higher returns for the same journey than when compared with smaller taxis. It is also disturbing that the 5-tariff system is hidden from the national rankings produced by Private Hire and Taxi Monthly; it also makes a mockery of the ranking system.
7. The fact that many proprietors choose not to surcharge is not in itself evidence that the system is flawed, abused or unnecessary in the modern taxi tariff. Further, by what mandate does Wilts Council rely upon when it effectively forces Salisbury to adopt a tariff system that the trade has not asked for and one that clearly disadvantages this city in terms of the tariffs so proposed?
8. As previously stated Salisbury is effectively a small market town, the topography of which constrains its taxi trade to relatively short distance work. The 5-tariff system, as currently configured, only rewards larger vehicles travelling longer distances than when compared with the existing 3-tariff system. The majority of taxi drivers would also have faced a retrograde situation with a tariff that actually would have taken away from them a significant proportion of their 2008-based income. Most importantly, despite assurances from Wiltshire Council, the current 5-tariff system does not incorporate the equivalent of the Salisbury tariff surcharges for tariffs 1/2. Moreover, had this been implemented, Salisbury's smaller taxis would have effectively fallen much further behind in the national tariff rankings.
9. In September 2008 Salisbury was ranked 34 in the national tariff rankings and has now slipped to 121. The proposed tariff would not restore us to our former position. Moreover, during the next year or so the rest of Wiltshire will inevitably leapfrog Salisbury as and when Wiltshire's taxi trade requests a tariff increase.
10. Salisbury's taxi trade proposal is only just above the current Wilts East's tariff at flag-fall but gives both smaller and larger taxis proportionate reward for their additional passengers via the conventional surcharging system.

Finally, should Wilts Council force Salisbury to forego its surcharging system from the conventional tariff, without appropriate recompense, Salisbury's taxi trade may become disaffected and alienated and may permanently forego the 5-tariff system, making a mockery of the council's plans for countywide harmonisation of the taxi tariff. Wiltshire Council also leaves itself open to challenge via judicial review of any decision to deny Salisbury that which it already has been given.

Yours sincerely

[Redacted signature]

[Redacted signature]

Prop. Chariot Taxis of Wilton and Salisbury

TRADE PROPOSAL FOR TAXI TARIFF INCREASE - SALISBURY

Tariff One 6am to 10pm	First 352 yards (1/10 th of a mile or 322m) or part thereof £3.20	Each subsequent 176 yards (1/10 th of a mile or 161m) or part thereof 20p	Waiting time for each 48 seconds (=£15 per hour) 20p
Tariff Two 10pm to 6am and on all Public Holidays with the exception of those covered by Tariff 3	First 352 yards (1/10 th of a mile or 322m) or part thereof £4.50	Each subsequent 176 yards (1/10 th of a mile or 161m) or part thereof 30p	Waiting time for each 60 seconds (=£18 per hour) 30p
Tariff Three Christmas Day and New Years Day	First 352 yards (1/10 th of a mile or 322m) or part thereof £6.00	Each subsequent 176 yards (1/10 th of a mile or 161m) or part thereof 40p	Waiting time for each 60 seconds (=£24 per hour) 40p
SURCHARGES			
'Fuel Surcharge' per journey			40p
For use of the boot			60p
For each dog or other animal carried at the discretion of the driver (no charge for guide dogs/hearing and certain other assistance dogs Under DDA 1995)			60p
For each person carried in excess of one			60p
Soiling charge - whether taxi or seating is soiled or dedicated by any passenger or animal, which necessitates cleaning before the vehicle can be used again for public hire.			£100
<u>Mileage Charges</u>	1 st Mile	2 nd Mile	Each sub mile
Tariff One 6am to 10pm £3.20 + £1.60	£4.80	£6.80	£2.00
Tariff Two 10pm to 6am £4.50 + £2.40	£6.90	£9.90	£3.00
Tariff Three Christmas Day and New Years Day £6.00 + £3.20	£9.20	£13.20	£4.00

NB

- Salisbury would **not** have benefitted from the proposed **April 2012** tariff when making journeys fewer than 10 miles on Tariffs 1/2
- Salisbury is benefitting only slightly from a revised **May 2012** proposal, albeit marginally for longer journeys on Tariff 1. Tariff 2 is better and because of 10:00 pm start.
- Saliently, there would **not** be any significant gains on Tariff 2 on either WC's proposal until well after the 5th mile point.
- The proposed tariffs from WC still do **not** include extras or a rise so applied to take account of the last 4 years' losses and any relative increases in the extras and fuel charges /surcharges. Accordingly, had the surcharges been properly reviewed and incorporated into a combined new tariff, Salisbury should have seen positive gains for shorter journeys within the boundaries of Salisbury city.
- The Salisbury 'Trade Proposal' represents a reasonable tariff, albeit marginally higher than Wilts Council's May 2012 proposal. The extras, or surcharges, system is retained and increased in line with previous increases. The flag at £3.20 T1 and £4.50 T2 reflects the 'ball park' position had Salisbury implemented tariff increases over several of the last 4 years. Moreover, in consideration of Wilts N, S, and E taxi hub's tariffs, Wilts East are currently at £3.00 T1 and £4.50 T2, having implemented a tariff increase in July 2011, and these hubs are able to charge considerably more on T4 and T5 for vehicles with more than five seats. *Salisbury therefore requests that the conventional 3-tariff with its incorporated surcharging system is retained until such time as the 5- tariff system is implemented.*