

## APPENDIX 5

### CONSULTATION RESPONSES ON FEES AND CHARGES – APRIL 2012

Number	Name	Address	Comment
1	Andrew Simpson	Hereford	<p>Doesn't agree with fee increases. I see no need for any increases. It is another go at taxi driver's pockets and you reduce where we can park. Why don't traffic wardens move private cars on in Bewell St instead of moaning at taxi drivers.</p> <p>Marshalling is a good idea but why should he pay for a service he won't be using.</p>
2	Neil Watkins	Hereford	<p>Agrees with fee increases if we need it.</p> <p>Agrees marshalling is needed on Commercial Road.</p>
3	Keith Preen	Hereford	<p>Disgraceful proposal to increase fees. Taxi licensing has issued too many taxi licences and this is a way to put people out of business. This is constructive dismissal which is illegal and court action will follow.</p> <p>Marshalling is useful but not everyone works on those nights.</p>
4	Paul Baker	Leominster	<p>I cannot disagree with this.</p> <p>Not currently doing hackney work but a good scheme.</p>
5	M J Pember	Hereford	<p>These charges will need to be passed on to our customers.</p> <p>Happy with marshalling scheme.</p>
6	Paul Rone	Hereford	<p>Fees increase ok but change of proprietor should be higher. This would stop the dealing in plates. Temp insurance vehicle should also be a lot higher as it is always short notice and a rush to get done.</p> <p>Marshalling scheme is excellent.</p>
7	D.J Aubrey	Marden Hereford	<p>The fee increases should match inflation. Knowledge test should be a lot higher and be a proper test costing £50-£60 not a tick box exercise.</p> <p>Marshalling only benefits a few vehicles when everyone is expected to pay.</p>

<b>8</b>	W.D Astbury	Moreton on Lugg Hereford	Fee increases should be introduced in smaller amounts.  Hereford Council has issued too many licences and should therefore should be responsible for the costs involved in marshalling.
<b>9</b>	D.F Probert	Hereford	The fee increase is too much especially with the cost of fuel and a lack of trade.  Only drivers that work when the scheme is on should pay extra.
<b>10</b>	KF Francis		No comment regarding fee increase.  I would be happy to pay an extra £1 a week for the marshalling scheme. The scheme works well but other ranks need attention too.
<b>11</b>	Vasko Grpovski	Hereford	The proposed fee increase is good.  The proposed marshalling scheme is good.
<b>12</b>	Bromyard Taxis	Bromyard	Proposed increases seem exceedingly high; a breakdown of costs should be shown. Fuel and insurance price increases already hit the trade.  Those who do not work in Hereford City should not have to pay for a service they don't use. No incidents have occurred rurally. Please distinguish between Hereford & rural Herefordshire.
<b>13</b>	Peter Kinton		The only thing that concerns me is the cost of the 3 year renewal which at nearly 25% more than 2011 is excessive.  No comments on taxi marshalling.
<b>14</b>	Anonymous		Excluded from table as it was deemed to be racist.
<b>15</b>	K.S Harris Transport	Hampton Park Hereford	How can you justify such increases when we are already struggling to survive. Increases should be smaller.  We do not operate taxis in Hereford so should not participate in any fee for marshalling scheme.
<b>16</b>	Mrs MacGillivray	Hereford	The fee increase is ok.  The taxi marshalling scheme is a good idea.
<b>17</b>	Patrick Meredith	Sutton St Nicholas Hereford	Fees should be reduced in recession to help a vital service. Cut the red tape. The £30 medical check is a disgrace especially to the over 65's who have to have an annual check.  I do not work nights and oppose the taxi warden scheme at suggested costs.
<b>18</b>	PW Addis Fuller	Belmont Hereford	Fine with proposed fee increase.  The taxi marshalling scheme is a good idea.

<b>19</b>	Brian Morris	Hereford	<p>Hackney carriages from outside the area should pay more per year to be allowed to come to area.</p> <p>Marshalling is not the problem; it's the attitude of the drivers who think they are above the law.</p>
<b>20</b>	John Jones on behalf of Hi Town Taxis	Hereford	<p>Would like more time allowed for all the relevant facts to be compiled before a rise is implemented.</p> <p>Would like to compare with other licensing authorities.</p> <p>Requests a copy of the latest audit which shows the increases needed.</p> <p>Hereford is a small city and should not be compared to Worcester.</p> <p>It can be argued and evidenced that there has been a colossal waste of time and resources by the licensing department and licence holder should not pick up the tab.</p> <p>Would like to be informed of the cost to the licence payer of all the various premises moves the council has made over the last few years and has it had an impact on costs.</p> <p>Are we receiving best value because I doubt it.</p> <p>Why do we have to share the cost of having such an inefficient system for making contact with the licensing department?</p> <p>In today's economic climate it is commonly understood that councils need to reign their spending back to more realistic levels. The rise is unsustainable and is sucking the life blood from those of us who are trying to earn a living.</p> <p>Taxi Marshalling is an enforcement issue and should be carried out by licensing outside of normal office hours. Should not pass on costs to the trade.</p>
<b>21</b>	Philip J Davies	Hereford	Exorbitant.
<b>22</b>	Goldline Taxis	Leominster	<p>The proposed fee increase is impudent nonsense and varies considerably from other Council's. Proposed fee increases are unjustified. Taxi drivers do not make as much money as council staff and the proposed increase is quite offensive. We ask the fees to be reduced to a reasonable level.</p> <p>This increase is a problem for drivers who are not based in Hereford City. Taxi firms/drivers have extremely difficult times and cannot afford to keep Herefordshire Council Staff in the comfortable style they have become accustomed.</p>
<b>23</b>	Scott Downs		I have concerns about increases as business is hard and costs, particularly fuel and insurance costs, are spiralling upwards. I accept that there may be a need for increases but these are quite substantial.

<b>24</b>	Herefordshire Hackney Carriage and Private Hire Association		<p>At a recent meeting of the Herefordshire Hackney Carriage and Private Hire Association your proposal was widely discussed and the general feeling is that an increase by the amounts you are suggesting would be totally unacceptable, as well as being well above inflation. We note the Council has not asked for a council tax rise this year, Licensing now operate from a shared office therefore costs should be reduced. We are often told by yourselves best practice is to look at what our neighbouring Council's do, we have and find we are by far the highest, even compared to authorities with similar demographics. Therefore, we contend if Licensing go ahead with this increase it will only have a detrimental result on a trade already struggling with an economic down turn, and the net effect will be loss of jobs, less maintenance, longer driving hours, and that is bad for all of us. The Government is calling for austerity, we would ask you to look for ways to save money.</p> <p>Marshalling is an enforcement issue and the responsibility of the Licensing Authority. Would like an electronic system installed. It is an abuse of the law to make people pay for a service they will not use. Would like more rank spaces.</p>
<b>25</b>	Philip Burgess	Kerrys Gate Herefordshire	<p>Many of the proposed fees exceed 20% of the present fee. This is a scandalous and unacceptable increase. Any increase in fees should be reflected in taxi tariff. The licensing office should be re-structured in order that costs could be reduced.</p> <p>Marshalling has become essential. A small number of drivers now persist on illegal ranking outside the Barrels pub and Commercial Road.</p>
<b>26</b>	Mr M Davies	Grafton, Hereford	<p>Wishes to object to the very high increase. We have only had a 7% increase in fares, have the other licence fees gone up?</p> <p>Marshalls are not our responsibility to pay for. What about all the other ranks?</p>
<b>27</b>	Roger Jones	Clehonger, Hereford	<p>Do you think we are made of money? Our fare increase was minimal and the cost of fuel is increasing all the time. Why do we have this ridiculous increase?</p> <p>We do not need marshalls on Friday and Saturday nights other than in Commercial Road, the ones who use it should pay.</p>