

Respondent Type	Count	% of 71
Taxi Operator	6	8%
Taxi Driver	11	15%
Taxi User	28	39%
Parent of Taxi User	2	3%
Member of the public	35	49%
Other	3	4%

Fair Fare?	Count	% of 71
Yes	43	61%
No	27	38%
Not Answered	1	1%
Grand Total	71	100%

Keep as Current	Count	% of 71
Yes	24	34%
Yes with slight changes	24	34%
No	21	30%
Not Answered	2	3%
Grand Total	71	100%

Fair Fare Comment

Fair Formula Comment (No)
3% for taxi insurance is miles of the mark, 10% for vehicle purchase.... sbc region competing with other areas which do not have age barriers on cars as strict as sbc i.e. Berwick upon tweed, Lothian etc. hence cars are more expensive to buy
Drivers are earning less than minimum wage
far too expensive
I don't understand what it means or how it is used to calculate changes in taxi fares
I think due to the volatility in fuel pricing more of the price should be tied to the price of fuel, Scottish borders council also stipulate that the cars should be up to 10 years old this is quite a substantial cost which should also be reflected in the percentage of fare.
It's so expensive. I understand they have to pay the running costs as well as make a profit. But it just makes people not want to use them because they're so expensive. It also gives people ideas to get a taxi somewhere and not pay for it as it's not worth it.
Local wage rates are determined by the market, which of course will seek the most economical rate. However taxi running costs are determined by policies of local and national governments on items such as fuel duty, road tax, VAT etc. Hence consideration should be given to these forces that are imposed nationally, which when applied do not consider local conditions.
No mention of any hidden costs such as taxi licence , PVG and medical etc.
Not enough weighting on Local Wage Rates (Clients' ability to pay) as any more than a short ride is simply unaffordable
out of date not fit for porpoise, traffic commissioner could not even work it out and recommended it be scrapped,
SBC Charges for Cars & Drivers Drivers Medicals Charges Drivers PVG All hidden extra costs that are not included with in the costs for taxi operators and driver
Should be per mile or part of per mile after initial charge m, easier for public to understand if journey less than 1 mile minimum 1 mile charge
Taxi fares in the Borders are extortionate compared to elsewhere. It is a disgrace that you encourage train users to decamp in Galashiels as opposed to Tweedbank when they wish to continue east.
Taxi too expensive
Taxis expensive
Thank you for the opportunity to be involved in the Taxi fare review. Unfortunately, in my opinion, the procedure is fundamentally flawed on various levels. A/ The formula has been formulated from information and/or data that have no transparent basis of fact. B/ The collating of the formula are not transparent and the access to this information is blocked from general investigation as the portal is not open to general access. C/ The Local Authority source data from this formula and presume that the formula is relevant within its area of authority (Scottish Borders) without showing that they actively seek information from another source as a comparison. D/ The Local Authority manipulate responses to any input from the Taxi trade to provide data that portrays the trade in an inferior position. This portrayal is designed to show that the Taxi trade are not active in the procedure and presents a false interpretation. E/ This false interpretation are presented to decision makers in a way that leads to a negativity towards the trade and subsequently reduces the ability of decision makers to make a fair and/or

even judgement.

F/Decision makers (Elected Councillors) have not proven that they understand the concept of the Taxi Trade and are therefore making decisions that they have no relevant experience in.

G/ During the decision process(Licensing Meeting), no input is invited or requested by the decision makers from the local trade to allow a fair and open discussion relating to the data in front of them.

H/ The Local Authority use taxi services. Fare increases financially impact on the Local Authority. That in its self should raise questions as to whether an organisation should control the pricing structure of independent companies if the organisation are themselves affected by the decisions.

Regards



The above weighting is fine but prices should not change after 10pm. The cost of a car, people's wages, etc. do not change after 10pm so why should the rate that the taxi charges?

The purchase of motor vehicle is too high and should be less given that the vehicles have a taxi restricted life span but can operate 24 hrs a day 365 days a year they are more than covered in potential earnings and should not be subject to a 10% weighting.

We are all being cheated on the cost of fuel

We independent businesses, do you ask a bar the price of a pint to reflect local wages, or a fish and chip shop etc. these are all licensed by the council too.

What people earn in the area should be of no consequence.

Why should this be decided by law, if slightly cheaper more people would use taxi

your local ability pay is way too high

Slight Change Comments

15% for 1st3 then 5% then 50%
A drop in purchase allowance and check made on accounts confirming that 17% is spent on maintenance as most cabs seem to be needing some maintenance and general servicing. These are overheads that any business should be building into their own accounts not pushed onto clients as part of a fixed fee. Some operators deserve it and supply very good vehicles but some are well below par.
A percentage for hidden extras i.e. taxi licence , PVG and medical etc.
a percentage for hidden extras IE: SBC Charges for Cars & Drivers Drivers Medicals Charges Drivers PVG All hidden extra costs that are not included with in the costs for taxi operators and driver
An increase in the purchase weighing as this is the biggest cost
clients ability to pay get them to use alternative transport e.g. bus
Consider nationally imposed charges and their effect on issues who exist in localised environments.
Increase Vehicle tax and insurance Increase petrol and oil
Both the above are rising all the time, and taxi fares (and hence take-home pay) are stagnant.
Less % towards maintenance and more towards wages
Less weighting on Local Wage Rates
Local wage rate
Local wage rates??
More weighing on tax to encourage low tax eco-friendly cars
Petrol and tax should probably have slightly higher weighting with wages and/or purchase being reduced
Purchase of motor vehicle, there should be a cap of some sort. Some Taxis are models more expensive than needs to be.
Purchase of motor vehicles should come from the business itself
Purchase of vehicle goes up to 15% and wages down to 50%
Sort the cost of fuel out!
That the language used by taxi drivers whilst sitting with their windows opens is modified. Anyone heard using offensive language be either fined.
The insurance I pay is a joke. That figure needs to be higher
Think fuel should be 20% very expensive
Why is it possible for [REDACTED] taxi driver able to work 28nights straight without a night off

New Suggestions

Strict pence per mile at a much reduced rate. Let's get Uber here.
Calculations on the living wage, licence fees , and the medicals should also be included, and no more increases in licence fees for at least the next 5 years, drivers badges should be issued for 3 years at no extra cost, as per best practice and the law commission report, that states, drivers badges are ring fenced and a council can only charge what it costs to produce that licence
Cheaper rates. Young People are often putting themselves in danger because they can't afford a taxi fare.
Cheaper taxi fares
Fares just slightly higher
I think you should use a cost + formula to determine the fares.
Leave it to the free market
Look at other places Edinburgh black cabs are cheaper than here
Make taxi costs cheaper
On the same basis as sbc introduce their price rises to the trade
Same rate no matter what time of day, no different rate before and after 10pm.
See first question comment
Taxi fares should follow in line with: National based cost indexes. These are used regularly within the passenger transport trade to control Trains/Buses Etc. Additionally, these figures are known to be independent and remove the requirement for additional costs required to manage legislation locally.
there should be set fares for each town you are travelling too as currently I can pay anything between £17 and £22 for a 9 mile journey
To drop the price and make it cheaper. That way more people will use their services.

Final Comment by Respondent Type

Comments are repeated if respondent ticked more than 1 type

Taxi Operator

Fuel has gone up over 30 % in the last two years ,
Not at this time.
There is no mention of waiting time which I believe has not been increased for over 15 years at least. It stands at about 10 per hour, so how can we meet min wage costs on this rate?
Yes fare should rise from £2.25 to £2.50 day time, and from £2.80 to £3.00 night time, so a 25 pence increase on days and 20 pence on nights drivers badges to run for 3 years at no extra costs

Taxi Driver

No
Not at this time.
Taxi fares are about right & fare to all
The taxi fares need to rise
Think start fare should increase by 15 pence day 20 pence night but not distance is fine
Unsocial hours should start at 6pm Friday and continue till 7am Monday in addition to 10pm Monday to Thursday. Also bank holidays should be at three Xmas rate
Yes fare should rise from £2.25 to £2.50 day time, and from £2.80 to £3.00 night time, so a 25 pence increase on days and 20 pence on nights drivers badges to run for 3 years at no extra costs

Taxi User

Different taxis are charging different prices, even if it's a 6 seater it should be a 4 seater fare and taxis rip off people on nights out
Expensive
Far too expensive. Should have a standard charge per town. Or per journey.
It's almost a cartel almost all taxis charge the highest rate that you set.
Low wage rates also apply to passengers so that should be kept in mind when setting prices 🖱
Not at this time.
Taxi drivers are taking home a lot less than they did 5-10 years ago. Not many of their passengers have suffered similarly. It's a gig economy job - no pension, no safeguards - they should earn more.
Taxis should not be allowed to charge extra for after midnight service. The cost of fuel does not go up after midnight. Pubs don't put their prices up at midnight, why should Taxis be allowed to?
Taxis you could transport your bicycle on for a small extra cost - e.g. £5- £10 a journey would be great in this area e.g. Galashiels to Glen Tress
The tariff is too open to misuse by drivers seeking to "go the long way round".
The fares are now too expensive for regular use, so I am reluctantly only using taxis in exceptional

circumstances.

The fares are high enough and the operators also get the extras available through the sbc framework which is a guaranteed amount Along as you have your contract which the majority use as a process to make money and cover all costs so the rest is profit over and above there overheads which is as much as they want depending on the hours they work after their school runs etc.

too expensive for rural location need more late buses

Member of the Public

"Unaffordable"

A vital service in my locality and current prices affordable to the majority. a major hike in prices to the public would not only affect the public but the hardworking companies and their drivers while at best scrap by on low profit and ever increasing hours up stay afloat

Cheaper

Drivers should be fully employed no zero hour contracts

Far too expensive. Should have a standard charge per town. Or per journey.

Given the issue of rural isolation across the Scottish Borders taxi fare's should be at least halved

I have absolutely no idea what that formula jargon is.

However, as a taxi user and a member of the public, charging £15 for a 6 mile ride (gala/Selkirk) is absolutely outrageous!

I was also charged £26 from Selkirk to St. Boswells using ■■■ taxis (another 6 mile ride) because they implemented a boundary charge.

Another example would be £20 from BGH to Selkirk, again only a short distance!

I have no idea who comes up with these fares, but there is no possible way to justify these prices when I can go to Edinburgh or Glasgow and get a reliable taxi for half the price on the same journey.

There needs to be change and not for the worse.

If taxi fares continue to rise then it will put some small operators out of business. The cost now to travel out of town is expensive. I never complain when I need a taxi but my parents are elderly, often can't manage to walk to the bus stop so have to get a taxi. It costs the best part of £50 to go from St Boswells to Galashiels and back. That in my opinion is very expensive when you're doing this maybe twice a week. I think the council should bring in a cap on how much can be charged for elderly to get about, especially for getting to nearest town to them. I know everyone needs to make a profit but a £50 return fare is a bit steep.

If the taxi company is not based in outlying villages charged high prices I once had to pay £20 after midnight from Newtown St Boswells to St Boswells shocking discrimination against people in outlying villages when we live in a rural area

Living in the country it's a very expensive thing to get a taxi at the moment. If you put the fares up too much then there's an idiotic element of the public that could drive instead of taking a taxi due to the expense. I understand costs going up but wages aren't rising as fast as a lot of the costs!!

More should be done to encourage taxis to operate on Sundays.

No.
Not at this time.
taxis in the borders fares are far too high considering the public transport is so poor I work in Pebbles and start at 7am and because live in Newtown I have to get a taxi to Gala to get the first bus to pebbles as the first bus from Newtown doesn't get me into gala in time what I suggests is you really look at the bus services before the taxi fares
They are scandalous; I can travel further in Edinburgh in a more suitable vehicle for less especially in the evening.
Too expensive, Tweedbank to gala £10. So a night out would cost £20 in travel. If slightly cheaper I think more people would use a taxi, 25% after 10pm is wrong. Most people don't get an extra 25% on their wages at 10pm
Too expensive. £20 from Gala train station to Selkirk square is ridiculous.
Why is it possible for a night shift taxi driver for [REDACTED] taxis able to work 28 nights straight without a night off
Yes, reduce them.

Other

Rank charges should be reduced