



## **Licensing and Appeals Committee**

Date: Monday, 23 October 2023

Time: 10.00 am

Venue: Council Antechamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

### **Access to the Council Antechamber**

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension.

**There is no public access from any other entrances of the Extension.**

### **Filming and broadcast of the meeting**

Meetings of the Licensing and Appeals Committee are 'webcast'. These meetings are filmed and broadcast live on the Internet. If you attend this meeting you should be aware that you might be filmed and included in that transmission.

## **Membership of the Licensing and Appeals Committee**

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**Councillors** - Grimshaw (Chair), Connolly (Deputy Chair), Andrews, Evans, Flanagan, Hewitson, Hilal, Hughes, T Judge, Ludford, Reid and Riasat

## Agenda

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- 1. Urgent Business**  
To consider any items which the Chair has agreed to have submitted as urgent.
- 2. Appeals**  
To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.
- 3. Interests**  
To allow members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.
- 4. Minutes** 5 - 8  
To approve as a correct record the minutes of the meeting held on 17 July 2023.
- 5. Hackney Carriage Fare Review 2023** 9 - 22  
The report of the Director of Planning, Building Control and Licensing is enclosed.

## Information about the Committee

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The Licensing and Appeals Committee discharges the duties of the Council in relation to a range of licensing and registration functions.

In general, decisions are made by the Committee under powers delegated to it under the Council Constitution and will not require to be referred to the Council for approval. Meetings are controlled by the chair, who is responsible for seeing that the business on the agenda is dealt with properly.

The Committee has previously agreed detailed procedures for dealing with certain types of applications. The role of officers at meetings is to present reports and to give procedural or legal guidance to the Committee

Copies of the agenda are available beforehand from the reception area at the main entrance of the Town Hall in Albert Square. Some additional copies are available at the meeting from the Governance Support Officer.

The Council is concerned to ensure that its meetings are as open as possible and confidential business is kept to the strict minimum. When confidential items are involved these are considered at the end of the meeting at which point members of the public are asked to leave.

Smoking is not allowed in Council buildings.

Joanne Roney OBE  
Chief Executive  
Level 3, Town Hall Extension,  
Albert Square,  
Manchester, M60 2LA

## Further Information

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For help, advice and information about this meeting please contact the Committee Officer:

Callum Jones  
Tel: 0161 234 4940  
Email: [callum.jones@manchester.gov.uk](mailto:callum.jones@manchester.gov.uk)

This agenda was issued on **Friday, 13 October 2023** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension (Library Walk Elevation), Manchester M60 2LA

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## **Licensing and Appeals Committee**

### **Minutes of the meeting held on Monday, 17 July 2023**

**Present:** Councillor Grimshaw – in the Chair

**Councillors:** Connolly, Evans, Hewitson, Hughes, Flanagan

**Apologies:** Councillors Andrews, Reid and Riasat

#### **LAP/23/01 Interests**

Councillor Flanagan declared a pecuniary interest in Item 6 – Taxi and Private Hire Policy Revision.

#### **LAP/23/02 Minutes**

The minutes of the meeting held on 5 December 2022 were submitted for approval.

#### **Decision**

To approve the minutes of the meeting held on 5 December 2022 as a correct record.

#### **LAP/23/03 Hackney Carriage Fare Review 2023**

The Committee considered the report of the Director of Planning, Building Control and Licensing, that set out the relevant information the Committee would need to consider to enable it to make recommendations to the Executive in relation to the Hackney Carriage Fare tariff. The report also set out proposals in relation to the use of card payments in Hackney Carriage Vehicles.

The Committee was asked to consider, in relation to the Hackney Carriage Fare Tariff, recommending to the Executive that they:

- 1) Increase the unit cost per mile on all tariffs by 8%
- 2) Increase the waiting time fare by 23%
- 3) Increase the Day flag tariff to £3.40
- 4) Increase the Night flag tariff to £3.80

The Committee was also asked to determine making the acceptance of card payments mandatory in all Hackney Carriage vehicles, effective from 1 September 2023.

The Chair invited the Committee to comment/ask questions regarding the report, but no questions were asked.

The Chair then invited members of the trade and their representatives to speak for three minutes each.

A member of Unite the Union addressed the Committee, noting theirs, and their members, support for the officer recommendations. They hoped that the Committee would support all recommendations in full.

A member of GMB addressed the Committee, echoing similar sentiments. They noted that there had only been a £1 change in flag tariffs since 2007. GMB agreed with all officer recommendations.

A member of the trade who represents drivers at the Airport, stating that they echoed previous comments. They did note concerns over increasing the flag tariff again, after only being increased in October 2022. They felt that the report had not been discussed with trade representatives and expressed that they wanted to have had input. They noted that a proposed increase in the charge for extras was not in the report after they thought they had been told it would be.

The Licensing Unit Manager noted that this report was an interim step, pending a fuller review in the near future. They had held general discussions with trade representatives regarding this report but there was not time to discuss a draft report in full. The Licensing Unit Manager considered that charges for extras would form part of the fuller review.

A member of the Manchester Hackney Association addressed the Committee, noting that increases in flag charges would mitigate the charges to drivers for card payments. They agreed with the recommendation to make card payments mandatory. The representative noted that 10 years was a long time with no review of waiting time charges and backed the increase to both day and night charges.

## **Decision**

In relation to the Hackney Carriage Fare Tariff, the Committee agreed to recommend to the Executive:

- 1) Increase the unit cost per mile on all tariffs by 8%
- 2) Increase the waiting time fare by 23%
- 3) Increase the Day flag tariff to £3.40
- 4) Increase the Night flag tariff to £3.80

The Committee also agreed to make the acceptance of card payments mandatory in all Hackney Carriage Vehicles and for the policy to take effect on 1 September 2023.

## **LAP/23/04 Taxi and Private Hire Policy Revision**

The Committee considered the report of the Director of Planning, Building Control and Licensing, setting out some of the challenges that faced licensing authorities due to the negative impacts of extensive out of area working within the private hire industry, including the decline in taxi and private hire licence numbers in Manchester and the approach made by trade representatives for amendments to key policy areas. The report also considered the potential impacts of the proposed policy revisions, with the Licensing Unit Manager noting that there would be no adverse effect to public safety.

The Committee was asked to note the report and approve the following policy revisions:

- 1) Remove the requirement for Operator stickers on private hire vehicles
- 2) Remove the requirement for bonnet stickers on private hire vehicles
- 3) Introduce a requirement for Council issued sticker to be displayed on the rear door of a private hire vehicle
- 4) Remove the routes section (Paper 2) of the private hire driver test, and the test fee adjusted accordingly.
- 5) Remove the requirement for a coming on to fleet age limit within both the Hackney and Private Hire vehicle policies
- 6) Extend the current emissions compliant date for the existing hackney and private hire vehicle fleets to 1 April 2026

The Committee was also asked to instruct officers to consult on the further policy revisions as outlined at 4.2 of the report.

The Chair invited the Committee to comment/ask questions regarding the report.

A member noted that at 2.2 of the report, there was no mention of cost as a reason for leaving Manchester. The Licensing Unit Manager stated that through their extensive engagement with the trade that cost, whilst a factor, was not a major factor. It was noted that Manchester's sticker policy and routes test were bigger factors than cost.

Another member questioned whether, even with it not being classed as a factor, prices could be looked at. They noted that Manchester's costs were higher than Sefton and Wolverhampton, who they felt were the main issues with out of area working in Manchester. The Licensing Unit Manager noted that a major challenge was that there was no consistent, national model to consider fees. Manchester operated a full cost recovery model which meant that Manchester did not seek to make a profit but to recover all costs. Some authority's do not operate that model. Others with high number of Licences can also reduce costs due to that. It was noted that in Manchester, fees had not increased for at least five years so had technically reduced in real terms. Another reason for licence holders not choosing Manchester was that they felt there was more chance of being caught doing something they should not be in Manchester. This was due to the proactiveness of the Licensing Unit in Manchester.

The Chair noted that this was something that could be investigated in the next review but noted that members needed to consider the work of the Licensing Unit and their proactiveness in ensuring safety of the public.

The Chair then invited members of the trade and their representatives to address the Committee for three minutes each.

A member of the National Private Hire and Taxi Association addressed the Committee, stating that they felt price was a factor. They were largely in support of most of the report, noting that the removal of certain stickers had been a longstanding issue, particularly bonnet stickers. They raised an alternative suggestion that licence holders had a sign in their windscreen to show which operator

they were working for at any time. The representative noted that the report asked the Committee to instruct consultation on further policy revisions at 4.2. They requested that the Committee consider them during the meeting.

The Licensing Unit Manager responded that they intended to bring a review of the plate requirements and felt that the windscreen sign was a helpful suggestion. The Licensing Unit Manager still asked Committee to await a further report before considering items at 4.2.

A second member of the National Private Hire and Taxi Association addressed the Committee, noting their support for the removal of bonnet and window stickers.

The Chair clarified that the report did not recommend the removal of all stickers, and if the current sticker requirements restricted a licence holders' ability to work for multiple operators. The Licensing Unit Manager confirmed that to be correct.

A representative of GMB felt that this was a good report that had included engagement with the trade. They accepted the need for a Manchester City Council logo on the car.

A member of the trade representing drivers at the Airport noted that stickers provide public safety by allowing customers to know the car they are getting into. They felt that Manchester had lost 1,000's of Licensed drivers and that there was at least 4,000 Wolverhampton Licensed vehicles working in Greater Manchester.

The Chair clarified that whilst Manchester had lost some Licensed drivers, the figure was not in the 1,000's.

## **Decision**

The Committee approved the following policy revisions:

- 1) Remove the requirement for Operator stickers on private hire vehicles
- 2) Remove the requirement for bonnet stickers on private hire vehicles
- 3) Introduce a requirement for Council issued sticker to be displayed on the rear door of a private hire vehicle
- 4) Remove the routes section (Paper 2) of the private hire driver test, and the test fee adjusted accordingly.
- 5) Remove the requirement for a coming on to fleet age limit within both the Hackney and Private Hire vehicle policies
- 6) Extend the current emissions compliant date for the existing hackney and private hire vehicle fleets to 1 April 2026

The Committee also instructed officers to consult on the further policy revisions as outlined at 4.2 of the report.

(Councillor Flanagan had withdrawn from the meeting, taking no part in the discussion or decision-making on this item due to a Pecuniary interest).



**Manchester City Council  
Report for Resolution**

**Report to:** Licensing & Appeals Committee – 23 October 2023

**Subject:** Hackney Carriage Fare Review 2023

**Report of:** Director of Planning, Building Control and Licensing

### Summary

This report sets out the relevant information this Committee will need to consider in order to enable it to make recommendations to the Executive in relation to the Hackney Carriage Fare tariff.

### Recommendations

- 1) In relation to the Hackney Carriage Fare Tariff, the Committee in considering its recommendation to the Executive (and subject to anything further discussed within the meeting) may wish to consider the following officer recommendations in relation to the Fares:
  - 1) Increase the unit cost per mile on all tariffs by 8%
  - 2) Increase the waiting time fare by 23%
  - 3) Increase the Day flag tariff to £3.40
  - 4) Increase the Night flag tariff to £3.80

**Wards Affected:** All

**Environmental Impact Assessment** - the impact of the decisions proposed in this report on achieving the zero-carbon target for the city

The Hackney Carriage Fares are determined by the City; therefore the City has a direct impact on the affordability of Hackney Vehicle proprietors to maintain and upgrade vehicles to emissions compliant and zero emissions capable vehicles.

| Manchester Strategy Outcomes  | Summary of the contribution to the strategy   |
|---|---|
| A thriving and sustainable City: supporting a diverse and distinctive economy that creates jobs and opportunities | The Hackney Carriage Fares should take into account the associated costs of running and maintaining a business as a Taxi proprietor. Fares that accurately reflect those costs support security in driver jobs and the effective maintenance of vehicles. |

|   |   |
|---|---|
| <p>A highly skilled city: world class and home-grown talent sustaining the city's economic success</p>                | <p>Maintaining fares reflective of the business running costs helps ensure the Hackney Carriage industry can attract and retain drivers; and in turn ensure the Council can attract high quality applicants who can invest in the vocation long term.</p>   |
| <p>A progressive and equitable city: making a positive contribution by unlocking the potential of our communities</p> | <p>The Fares should be set at a level that supports the City's ambition to remain an affordable destination to live, visit and work; supporting business and accessible travel as part of the wider transport network.</p>  |
| <p>A liveable and low carbon city: a destination of choice to live, visit and work.</p>                               | <p>The Hackney Carriage Fares should take account of the associated costs of running and maintaining a business as a Taxi proprietor. Fares that accurately reflect those costs support investment in cleaner vehicles, and in turn a higher quality fleet that provides a better service for those living, visiting and working in the City.</p> <p>The Fares should also be set at a level that supports the City's ambition to remain an affordable destination to live, visit and work; supporting business and accessible travel as part of the wider transport network.</p> |
| <p>A connected city: world class infrastructure and connectivity to drive growth</p>                                  | <p>Ensuring the Hackney Trade remains financially viable, supports the Hackney industry in Manchester so that we can continue to offer an essential fully accessible service at key transport interchanges and ranks around the City, supporting the wider transport network and businesses.</p>  |

**Full details are in the body of the report, along with any implications for:**

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

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**Financial Consequences – Revenue**

None

**Financial Consequences – Capital**

None

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**Contact Officers:**

Name: Danielle Doyle  
Position: Licensing Unit Manager  
Email: danielle.doyle@manchester.gov.uk

Name: Andy Scragg  
Position: Principal Licensing Officer  
Email: andrew.scragg@manchester.gov.uk

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**Background documents**

Hackney Carriage Fare Review 2023 – Reports to Licensing and Appeals Committee (17 July 2023) and Executive (13 September 2023)

Hackney Carriage Fare Review 2022 - Reports to Licensing and Appeals Committee (September 2022) and Executive (October 2022)

Request for Temporary Hackney Carriage Fuel Surcharge – Report to Licensing and Appeals Committee June 2022

Hackney Carriage Fare Review 2017 – reports to Licensing and Appeals Committee (April 2017) and Executive (June 2027)

Review of methodology for calculating the Hackney Carriage Fares – reports to Licensing and Appeals Committee (Jan 2013 and Nov 2014)

Manchester Halcrow Formula

Relevant Sections of the Local Government (Miscellaneous Provisions) Act 1976

Relevant Sections of the Town Police Clauses Act 1847

## 1. Introduction

- 1.1 On 17 July 2023, the Committee considered a report outlining relevant information in order to review the Hackney Fares.
- 1.2 The Committee made the following recommendations to the Executive:
- 1) Increase the unit cost per mile on all tariffs by 8%
  - 2) Increase the waiting time fare by 23%
  - 3) Increase the Day flag tariff to £3.40
  - 4) Increase the Night flag tariff to £3.80
- 1.3 The Committee also determined that acceptance of card payments would be mandatory in all licensed hackney vehicles.
- 1.4 On 13 September 2023, the Executive considered a report outlining the Licensing and Appeal's Committee's recommendations. The Executive resolved to accept the Committee's recommendations in full without making any amendments.
- 1.5 The Council must consider any objections received as part of the 14-day public consultation before any changes can be made to the fare meters.

## 2. Consultation

- 2.1 On 15 September 2023, a notice was placed in the Manchester Evening News advertising the proposed changes to the fares. The consultation closed at 4pm on 29 September 2023. A copy of the Notice can be found at **Appendix 1**.
- 2.2 Seven written objections to the proposed fare changes have been received by the Licensing Unit. The reasons given for not agreeing with the proposed increase are:
- Private hire companies are cheaper and therefore the increase will mean more lost business
  - Customer feedback to drivers is that they are expensive anyway
  - Upfront flag is too high and could have an adverse effect
  - Cost of other public transport is getting cheaper so believe this will kill the trade
- 2.3 Copies of the Seven emails received can be found at **Appendix 2**.
- 2.4 3 of the 7 objection emails were received in July 2023 in the days following this Committee's meeting on 17 July 2023. 4 of the 7 objection emails were received during the formal public consultation exercise in September 2023.
- 2.5 The Committee heard from Hackney trade representatives at the meeting on 17 July 2023. These trade representatives state that the majority of their members support the proposals.

- 2.6 On 15 September 2023 all 1882 licensed Hackney drivers were advised via email about the decision of the Executive and the fare proposal and advised how they could object.
- 2.7 Checks on the 7 Objection emails submitted show that with the exception of one objection, all have been verified as submitted by currently licenced Hackney Carriage Drivers. The source of the one exception has yet to be determined.
- 2.8 Two licenced drivers have submitted 2 objection emails, one in July and one in September, both objection emails have been included in this report. This means the Committee are dealing with objections from 5 individuals contained within 7 emails.

### 3. Key Policies and Considerations

#### a) Equal Opportunities

Whilst we do not have exact demographic data (as we do not collect this data as part of the licensing process), we know from our customer interactions that a significant majority of Hackney Carriage licence holders are from BAME communities. We also know that members of the BAME community (and communities in the North-West), were disproportionately impacted by the pandemic.

Hackney Carriages also provide key accessible transport for passengers with mobility issues or other disabilities and must remain a viable option for these key affected groups.

#### b) Risk Management

No further considerations for this report.

#### c) Legal Considerations

The mechanism for ensuring that passengers in all Hackney Carriage Vehicles have the facility of paying the fare by card is to place an appropriate condition on the Hackney Carriage Proprietor licence.

The district council has the power under s.47 of the Local Government (Miscellaneous Provisions) Act 1976 to attach to the grant of a hackney carriage proprietor licence such conditions as the Council may consider reasonably necessary.

### 4. Conclusion and Officer Recommendation

- 4.1 The report sets out the objections received in response to the consultation on the Hackney Fare Review 2023. A small number of drivers voiced objections to the proposed increases.
- 4.2 Whilst the Committee will no doubt be mindful about the ongoing cost of living for the public, the previous report outlined all the relevant considerations in relation to the cost to the Hackney proprietor. The proposed fare changes are believed to represent a balance between a reasonable payment for a hackney

carriage journey and income for the driver and proprietor. The proposed tariff is also comparable with other core cities.

- 4.3 The Committee has previously heard from trade representatives who universally supported the proposed changes.
- 4.4 Subject to any discussions during the meeting, officers recommend that the proposed changes are confirmed:
  - 1) Increase the unit cost per mile on all tariffs by 8%
  - 2) Increase the waiting time fare by 23%
  - 3) Increase the Day flag tariff to £3.40
  - 4) Increase the Night flag tariff to £3.80
- 4.5 Officers will make arrangements with the meter companies to reconfigure Taximeters following any recommendation this Committee makes to the Executive and following further consideration and decision by the Executive.

## Manchester City Council – Variation of Hackney Carriage Fares and Charges

### Section 65 - Local Government (Miscellaneous Provisions) Act 1976

Manchester City Council intend to vary the table of fares and charges to be paid in respect of the hire of Hackney Carriages as follows:

|  | <b>Current Charge</b>      | <b>Proposed Charge</b>                                   |
|--|----------------------------|--|
| <b>DAY (6.00am until 10.00pm)</b>  |                            |  |
| First 381.1yards (348.44m)   | £2.60                      | £3.40  |
| then for every 145.50 yards (133m) or part thereof   | 20p                        | for every 134.70 yards (123m) or part thereof            |
| Waiting time every 38.89 seconds (£3.20 per 10 mins, £18.60 per hour)  | 20p                        | every 31.57 seconds (£3.80 per 10 mins, £22.80 per hour) |
| <b>NIGHT (10.00pm until 6.00am) [Bank Holidays and Good Friday 24hrs]</b>  |                            |  |
| First 230.39yards (210.67m)  | £3.00                      | £3.80  |
| then for every 109.27 yards (99.9m) or part thereof  | 20p                        | for every 101.20 yards (92.5m) or part thereof           |
| Waiting time every 29.29 seconds (£4.00 per 10 mins, £24.60 per hour)  | 20p                        | every 23.84 seconds (£5.00 per 10 mins, £30.20 per hour) |
| <b>EXTRAS</b>  |                            |  |
| Christmas / New Year<br>8pm on 24 December until 6am on 27 December<br>8pm on 31 December until 6am on 2 January | <b>Night rate plus 50%</b> | No change  |
| For each passenger additional to hirer   | 20p                        | No change  |
| For journeys through Piccadilly Station taxi rank barrier  | 60p                        | No change  |
| For journeys from Manchester Airport through barrier (Pick Up)   | £1.80                      | No change  |
| For journeys from Manchester Airport (Drop off )   | £3.00                      | No change  |
| For journeys through ground transport interchange (rail link)  | 60p                        | No change  |
| Fouling Charge   | £50                        | No change  |

A copy of the proposed new table of fares and charges will be kept in the Town Hall and can be viewed, without payment, Monday to Friday between the hours of 9am and 4pm, for a period of 14 days from the date of this notice. Any objection to the variation of fares and charges should be made to me in writing before 4pm on 29 September 2023 at the address / e-mail below. In the event of there being no objections to the proposals the increase will begin to be implemented on 2 October 2023.

Danielle Doyle, Licensing Unit Manager  
Licensing Unit, PO Box 532  
Town Hall, Manchester  
M60 2LA

or

email: [taxi.licensing@manchester.gov.uk](mailto:taxi.licensing@manchester.gov.uk)

Dated this day 15 September 2023

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**OBJECTION 1**

From: [E Mail Address Redacted]  
 Sent: 14 July 2023 00:44  
 To: Danielle Doyle  
 Cc: Danielle Doyle  
 Subject: Fare increase and card payment mandatory ?

Dear sir as I received a email regarding the fare increase and cardpayment being mandatory I would like to say unite representatives do not speak on behalf of every cab driver we drivers were not aware of such proposals untill we received this email I do not agree with unite unions proposals .

We had a fare increase last year when diesel price was increased to its peak almost £1.95 to £2.00 a litre the current price is £1.41 or £1.42.

When we had the fare increase as a city cab driver many of the customers complaint to me about the fare and wouldn't pay the full fare or say we not using you again you ripping us off.

We all know cost of living is high energy and gas is gone up and bank of England has raised the interest rate the people are struggling for ends to meet I don't think its sensible to increase the fare at the current stage yes if every public sector wage was increased then I would have said yes but with the current situation everyone is facing no.

Also since we have a very competitive market where we have private hires like Uber or bolt who's prices are very cheap because there drivers are dropping and picking from same destination which allows them to have a cheap prices if we could have stopped the cross bordering issue Ubers prices would have been same as black cab or even higher

Then it would have made more competitive for us but unfortunately the council has done nothing to stop this you and I know how many licenses were issued at Wolverhampton and how many of them work in Manchester it was on the taxi news bulletin.

We black cabs have ranks in the city centre private hire drivers are parking and stopping around city making their own ranks, when a public member left a pub or club for taxi it would have used black cab as we have ranks and should have first priority but since private hire vehicles are parking stoping where they like they walk to them and when we challenge them it's hard to prove if this is a booking or illegally plying for hire.

I would request that we have a robust system in city centre which gives cabs first priority and stop private hire vehicles stoping and parking anywhere especially near our ranks we need no stopping and parking zones where our ranks are or we need double red line it so it makes it hard for them to ply for hire illegally.

Regards card payments mandatory as a taxi driver we pick up all kinds of customers especially on the weekends I have a card machine and I can say the amount of problems I get.signal issues, cards rejected I rather just take cash which is easier and quicker and gauanted you getting paid for the fare. Their is also a commission charge for cardpayment service for example one month I did £1660 I was charged £29 for that month if you multiply 29 times 12 it's £348 a year I loose from my pocket this is just a estimate it can be more or less but again I'm loosing money with cash i don't have to pay any extra charges.

now days people don't even use card they are using apple pay from their Android phones the problem is if customer card doesnt work what do we do?

since they had no other methods of payment than card.

with cash we can get money upfront for longer Journeys be assured we get paid and sort difference we get to destination.

With card this is not possible or we don't know if their card works or not also you have network issues.

I had customers where I had 3 drops at different locations and when I came to last location the fare was about £38 the customer card failed he luckily he had cash in his wallet and he paid me with cash but if he never what could I as taxi driver do?1

On another occasion the card failed customer said my card is fine your machines faulty let me out or I brake your cab you as a driver can't win the customer.

Private hire paid with card the customer has to register with the company, the company has all their bank details name address verified so they can't refuse any payments for their service as a cab driver we don't even know the name of the customer so how do we know they have the means of paying or not with card. If I feel a customer is not going to pay or is a trouble maker I ask them you got cash or you need cash point to be assured to get paid you can't do this with card payment.

I think card payment mandatory will open a loophole for customers who don't want to pay or know their card has zero balance.

So I request that these proposals are reconsidered as they might have a big impact on the trade in a negative way and we concentrate on other things which could be done to benefit the the taxi trade.

Thanks [Name Redacted]

Yours faithfully

**OBJECTION 2**

From: [E Mail Address Redacted]  
Sent: 26 September 2023 14:08  
To: Complaints <Complaints@manchester.gov.uk>  
Subject: fare tariff increase

Dear

sir/madam

i woud like to say i do not agree with the tariff increase, i believe this effect our trade in a negative way we will loose customers and will end up making less income than what we are making currently.

i believe their is external stuff which has impacted our trade in a massively you and i know CROSS BORDERING UBER has made our city flooded with PHV from other authorities the main one is WOLVERHAMPTON which unfortunately their is no control off.

they are abusing the system due to deregulation act 2015 untill their is nothing done about this

we cannot compete with their tariffs since they can pick where they drop off but if they were not allowed to work outside their licensed zone their tariffs would be higher or similar to ours but unfortunately they making the most of the loophole in the system.

so therefore i suggest we do not have a increase at this moment of time.

uber is currently £1 a mile and a bus costs £2 now we bee buses in the city centre also the trams are running late so we need to built our trade no kill our trade.

thanks. [Name Redacted]

yourdfaithfully

### **OBJECTION 3**

From: [E Mail Address Redacted]  
Sent: 24 July 2023 15:59  
To: Taxi Licensing <Taxi.Licensing@manchester.gov.uk>  
Subject: Re: Fare increase and card Mandotary ?

With regards

Trade groups don't talk on behalf of all drivers I believe before any propasal is approved every driver should have his/her saying because this will effect every hackney driver but we as drivers didn't know anything about this propasal before your emails and trade reps don't talk to us they only speak to their members.

We were given very little time for this to respond wich is not fair at all as this will effect every cab driver

After watching the meeting video of Danielle Doyle saying minority people don't agree I would like to see the report where their more than 50% of drivers agreeing to the proposals.

Also I believe as I am self employed I should have the rights of what form of method I prefer to be paid with cash or card.  
I believe the licensing are taking my rights away if they inforce card mandatory as I am self employed and card is not even legal tender when cash is.

Card readers have a commission depending on your provider i know driver who pays on a average £30 a month on card fees if you times that by 12 it's £360 out of drivers pocket and with cash their are no extra fees so you don't loose anything.

I am going to outline some of issues we you face with card payments.

Card not working  
Payments rejected  
Signal issues  
Card reader not responding

These are some of the issues drivers faced when they used card readers the customers they always try to get a way out blaming the issue on driver.

for example if their card is rejected they say your machines is faulty or the payments gone threw you are lying and are ready to fight you or damage your taxi.

Some customers only have card to pay with and when their card is rejected they say we don have cash or other forms to pay now what does driver do?  
this is wasting your time and you have not got paid.

It needs to be understood cash we ask customers you paying cash and if they need a cash point we take them to the nearest one.

With card we as drivers don't know if this customer has any balance in his or her card.

It's very risky

I would like to say the biggest problem we face are phv from other borough working in our city, stoping anywhere making their ranks which is not even mentioned in this meeting.

Fare increase should be put on hold untill every public sector wage goes up. Any business will look at its competition when it changes it's prices we face Uber and bolt who's prices we can't match because they abusing the system as they can get a fair to a location and carry on working at that location which I believe should be challenged CROSS BORDERING.

We have lost so much business so increasing the tariff will give us more loss expecially in the current crisis of cost of living bank interest rates public will look for a affordable cheaper transport.

So I request the licensing to get the approval of majority of drivers before taking any decision.Thanks.

Yours faithfully

#### **OBJECTION 4**

From: [E Mail Address Redacted]  
Sent: 26 July 2023 19:48  
To: Danielle Doyle  
Subject: Black cab tariff

Name & Badge Number Redacted

Hi I'm a black cab driver at Picadilly station  
Regarding proposal for new tariff majority of the drivers at Picadilly and town. Are not happy with the tariff increase.  
Especially at Picadilly train station. We have lost a lot of work at Picadilly when we had a price increase so the drivers don't want the price increase. Majority drivers in town struggle sending an email, so it's hard to get our point across. What do you recommend the driver should do regarding a tariff situation.  
Thanks

#### **OBJECTION 5**

From: [E Mail Address Redacted]  
Sent: 20 September 2023 16:53  
To: Taxi Licensing <Taxi.Licensing@manchester.gov.uk>  
Subject: HV Price increase

I'm a black cab driver at Picadilly train station. Majority of the drivers at Picadilly train station. Do not want the price increase.  
We have lost a lot of work to Uber. As you know they are very cheap. We will lose a lot more work. If we have a price increase.  
We've been asking our local and regular customers at Picadilly regarding the price increase. The customer said we are not happy with the price increase. The feedback we've got that you are expensive anyway don't put your prices up.

## **OBJECTION 6**

From: [E Mail Address Redacted]  
Sent: 16 September 2023 01:06  
To: Taxi Licensing <Taxi.Licensing@manchester.gov.uk>  
Subject: Objection

Until private hire are on the same tariff as public hire why increase the fare we may as well sell up we can't get people on seats now the increase will make it so difficult to earn a living and maintain the cab with road tax and insurance increases and on top of that the co2 emissions charge ( THINK) about what you're doing. Also you need to stop the monopoly on permits for Manchester Airport you are the biggest shareholder all drivers should be able to get a permit that will help with drivers earnings REF bylaws ie nearest ranks when clearing a job. Thanks 4 taking the time to read this [Name Redacted]

Sent from my iPhone

## **OBJECTION 7**

From: [E Mail Address Redacted]  
Sent: 18 September 2023 17:27  
To: Taxi Licensing <Taxi.Licensing@manchester.gov.uk>  
Subject: Taxi fare increase

I would like to object the 2nd increase in taxi fares in this calendar year. There has been a marked decrease in Hackney work over the last year. Customers are asking fare amount for journey and walking away most of the time. As a Hackney carriage propeitor, I feel another increase would drive more customers away towards competitors that are markedly cheaper.

Secondly, the upfront flag start is too high and could have an adverse effect on our work.

I feel these fare increases should be deferred until next year pending further review to gauge impact on taxi work under current economic climate.

[Name Redacted]  
Sent from Yahoo Mail on Android