

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 would like to say i do not agree with the tariff increase, i believe this effect our trade in a negative way we will lose 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 until 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 see 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 proposal 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 proposal 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