



Name  
Address  
Address  
Address  
Post Code

Our Ref: Taxi Fare Review 2024  
Your Ref:  
Contact: Licensing  
Direct Line: 01483 505050  
Email: [regulatoryservices@guildford.gov.uk](mailto:regulatoryservices@guildford.gov.uk)

March 2024

Dear Sir/Madam

### **Review of Hackney Carriage Fares**

The Council is commencing its review of Hackney Carriage Fares for 2024.

The Council has a methodology for setting fares which takes costs, such as vehicle running costs, depreciation, fuel, insurance, licensing costs, together with drivers earnings and provides a unit price for these costs per metered mile travelled, over the number of metered miles a vehicle travels. The fares set include provisions for taxi drivers to earn a wage, cover costs of running a taxi and provide a service to the public when it is needed; balanced against what is reasonable for the public to pay for such a service.

The questionnaire enclosed with this letter seeks to consult the taxi trade on the data and costs used to calculate the Borough's taxi fares. Please read the questionnaire and take the time to complete it. The higher response rate will ensure that the views of the trade are taken into account when calculating the fares.

Historically, we have had a very poor response during consultation, yet we deal with considerable concerns from the trade who did not participate but do not like the fares calculated based upon the data used. It is therefore essential that you take this opportunity to respond to the consultation with your views. It is also important to provide as much detail and evidence as possible with your response such as copies of receipts and journey records in order to substantiate any figures given.

To ensure that your views are taken into account, please read and complete the attached questionnaire, returning it to Guildford Borough Council Licensing, Millmead House, Millmead, Guildford, Surrey, GU2 4BB by 17:00 on the 30 April 2024.

Should you have any questions then please do not hesitate to contact the Licensing Team.

Yours sincerely,

Mike Smith  
Senior Specialist for Licensing and Community Safety  
Environment and Regulatory Services



**GUILDFORD**  
**BOROUGH**

Guildford Borough Council Licensing  
Millmead House, Millmead, Guildford,  
Surrey, GU2 4BB  
Tel: 01483 50 50 50  
Email: [regulatoryservices@guildford.gov.uk](mailto:regulatoryservices@guildford.gov.uk)  
Web: [www.guildford.gov.uk/taxi](http://www.guildford.gov.uk/taxi)

## **Hackney Carriage Fare Review 2024 – Trade Consultation**

### **Overview**

Guildford Borough Council licenses and regulates taxi and private hire services in the Borough. As part of this we set the maximum fares which taxis (Hackney Carriages) can charge. These fares are normally reviewed each year and reflect the costs of operating a taxi in Guildford, against what it is reasonable for the public to pay for the service.

In 2013 the Council approved a methodology of calculating taxi fares which allows the costs of running a vehicle and providing the service to be recovered over the number of miles licensed vehicles complete.

The date input into the methodology is reviewed every year and this questionnaire seeks to consult the taxi trade on the data and costs used to calculate the Borough's taxi fares. Please read the questionnaire and take the time to complete it. The higher response rate will ensure that the views of the trade are taken into account when calculating the fares. It is also important to provide as much detail and evidence as possible with your response such as copies of receipts and journey records in order to substantiate any figures given.

### **Consultation**

Please participate constructively in this consultation and let us know your views by 17:00 on the 30 April 2024. Anonymous responses, historical submissions or challenges to the approved methodology will not be considered.

The responses to this consultation will be considered and taken into account when deciding what changes should be made to taxi fares and tariffs.

We will update the trade on progress through our newsletters.

Any responses may be published by the Council.

Any enquiries about this consultation can be made to the Licensing Team.

## Section 1: Figures used to Calculate Fares

The table below shows the annual average mileage, annual average salary and annual average cost figures used to calculate the current fares in effect. Please use the space provided in order to make any comment on these figures for this years review. Comments can include views on what the figure should be, or if the figure should not be included.

Please provide as much evidence as possible in order to justify your comments and substantiate any figures given, for example if you spend £600 on tyres per year, record this figure and provide a copy of the receipt. Figures provided without supporting evidence cannot be considered.

Item	2022 Figure	Comments for 2024 Fares
Annual average salary for Guildford	£32,485.25	
The average annual mileage for a Guildford taxi	17,770 miles	
The amount of mileage with a fare paying passenger	9,773 miles	
The amount of mileage without a fare paying passenger	7,997 miles	
The average mileage travelled for each fare paying journey in Guildford	2.5 miles	
The average number of journeys travelled with a fare paying passenger	3,909.4	
Dead mileage* rate	45%	
Annual vehicle depreciation	£4401.20	
Cost of capital	£705.91	
Annual cost of insurance	£1284.20	
Cost of Road Tax	£190	
Average breakdown cover	£65.24	
Average cost of fuel per litre over past 12 months, plus an additional 5 pence	159.09 pence	

Annual cost of tyres	£469.13	
Annual service labour costs	£518.88	
Annual cost of replacement parts	£693.03	
Annual cost of parking and tolls	£463.80	
Annual station rank permit	£1038	
Annual Hackney Carriage Licence and Test fee	£312.04	
Driver Licence fee (pro rata)	£151.56	
Cost of providing a roof sign and meter	£60	
One off cost of applying Hackney Carriage Livery (over 10 years)	£1200	
One off cost to remove Hackney Carriage Livery at the end of a vehicle's life (over 10 years)	£300	
Annual cost of Hackney Carriage Livery maintenance	£300	
Cost of card payment terminal (per year)	£500	
Cost of Taxi Camera System (per year)	£100	

\* Dead mileage is defined as the percentage of the distance that is travelled without a fare paying passenger aboard. It does not include any distance travelled on a fare where the meter is not used (for example a school contract or airport run), any distance travelled in the vehicle for personal (social, domestic, pleasure) use, or distance travelled to and from home to work.

## **Section 2 – Proposals for 2024 Review**

We are proposing to take the vehicle running cost figures previously used, and adjust these for inflation for the period since publication, so that they are up to date for 2024. We propose to use government RPI inflation figures to adjust the data.

The 2022 Review included an annual allowance of £100 for the cost of installing and maintaining a CCTV system as required under the new Policy. This was based upon an estimated installation cost of £600 and up to £400 to cover servicing and maintenance costs, over the 10 year life of a vehicle. We are not proposing to include any new additional costs for this review.

We are not proposing to amend the times affecting the current tariffs.

We are pleased to hear views from the trade on the inclusion or removal of any costs associated with running a vehicle or amending the times affecting the tariff. Please use the space below to make any suggestions, for example other costs associated with running a taxi in Guildford which you would like included in the fare calculator.

Please make any comments in the section below and include as much evidence as possible in order to justify your comments. Figures provided without supporting evidence cannot be considered.

**Section 3 – Any other comments**

Finally, we are pleased to hear views from the trade on any other items relevant to taxi fares which would benefit both the licensed trade and passengers.

Please use the space below to make any other relevant suggestions or comments.

**Section 4 – Consultee Details**

Please note that anonymous responses will not be considered.

Name			
HC Driver Licence No		HC Vehicle Licence No	

**Please return to Licensing at the address above by 17:00 on 30 April 2024.**

**Thank you for taking the time to complete this questionnaire.**