Appendix D

Name	Contact details	Comments
Respondent 1	Provided	As a new start up my cost are very high .
		Insurance alone was over £3300
		This is a lot of fares off Sidwell street, so i am
		most in favour of the fare increase.
Respondent 2	Provided	I am writing in response to the current
		consultation regarding the proposed tariff
		changes for Hackney Carriages in Exeter. As a
		licensed Hackney Carriage driver operating in
		the city, I would like to express my full support
		for the proposed increase in fares.
		The current tariff has remained unchanged for
		several years while operating costs have
		significantly increased. Fuel prices, vehicle
		maintenance, insurance premiums, and the
		general cost of living have all risen sharply.
		These ongoing increases have placed a great
		deal of financial pressure on drivers, many of
		whom rely on this trade as their sole source of income.
		An updated tariff would help to ensure that we
		can continue providing a reliable, safe, and
		professional service to the public. It would also
		help to attract and retain drivers within the
		trade, which is essential for maintaining
		sufficient availability of taxis for residents and
		visitors alike.
		I believe the proposed changes are both
		reasonable and necessary to reflect the
		economic realities we currently face. I
		therefore urge the Council to implement the
		new tariff at the earliest opportunity.

		Thank you for considering this representation. Please do not hesitate to contact me should you require any further information.
Respondent 3	Provided	I fully agree to increase the taxi meter tariff because now everything price gone up. I am a hackney driver in exeter
Respondent 4	Provided	I would like to send my support for the tariff increases.
Respondent 5	Provided	The purpose of this e-mail to support the proposed Taxi Fare increase.
		For many years particularly in the last 3 years my business expenses namely 'Taxi insurance, Road Tax, Taxi plate renewal, Fuel, Taxi Repairs ie Mechanic costs etc, as well as the cost of living expenses have been going up, especially certain expenses have almost doubled up in costs.
		Our business has been also affected by cross boarder hiring and now recently increasing number of Uber drivers. Therefore I strongly support the proposed Taxi
		Fare increase.
		Thank you very much for your attention to this matter.
Respondent 6	Provided	Dear licensing officer! I'm writing to support our Hackney carriage tariff increase for so many reasons first of all

		1 cost of living 2 inflation 3 increases licensing fee parking tickets Bus fare anything's you name it gone up Cross border Taxis reduced our work We are really looking forward for fare increase We really appreciate your support
Respondent 7	Provided	I am writing to respectfully support the proposal for a tariff increase for taxi drivers. Over the recent years, the cost of living has risen significantly along with essential expenses such as fuel, vehicle maintenance insurance and licensing fees. These increase have put a substantial financial strain on our ability to continue providing reliable transportation services. We kindly urge your consideration and support for the tariff increase.
Respondent 8	Provided	I'm just letting you know that I wish the pay increase to go ahead, I've been in and around the taxi trade for 50 years, and to be honest never seen earnings so low, in recent years we have witnessed, train drivers, doctors, nurses and many public sector workers receiving pay rises, in order to maintain a decent standard of living, most of my colleagues fall below the national minimum wage, which is unfair, other self employed workers are told by local

		government what they can charge so why are we? We just want a fair wage for the valued service we offer, we come to work in all weathers dealings with a wide range of people in a professional manner promoting Exeter!! Many private hire companies are charging in excess of £5-£7 pull off and frankly the general public don't realise the difference and we all get tarred with the same barrel.
Respondent 9	Provided	I would like to take this opportunity to thank you for your continued support and hard work in assisting taxi drivers in Exeter. Your efforts in maintaining high standards and helping us provide safe and reliable transport to the public are greatly appreciated. And thank you for all your hard work which you have done.
		At the same time, I kindly ask you to consider reviewing the current taxi fare rates. With the ongoing increase in the cost of living—including fuel, insurance, maintenance, and vehicle repairs—it has become very difficult for drivers to manage daily expenses and continue working efficiently.
		A reasonable fare increase would help us cover these rising costs and ensure we can continue to offer the high-quality service that passengers expect.

		Thank you for your understanding and continued support. I look forward to hearing from you.
Respondent 10	Provided	I'm writing to support the proposed Hackney Carriage tariff increase. The reason I'm supporting this increase because to run a Hackney Carriage is more expensive than three years ago for example taxi insurance, car repair ETC and the living cost is is nearly doubled for the last two years. And also the cross border hiring has a bad effect on our trade.
Respondent 11	Provided	I'm writing to support the proposed new Hackney carriage taxi tariff for the last 3 years. The reason I'm going to support this tariff because the cost for the repairing the is gone up by a big margins and of course the living cost is much higher than three years ago.
Respondent 12	Provided	Thank you for sending the attachment letter dated 26th June detailing the proposed Fare Increase 2025. I am writing to support the proposed increase, the first in 3 years. Over the past 3 years there has been a very significant uptick in the costs of Taxi Insurance and other operational costs of running a Hackney Carriage. This is, of course, in

		addition to the increase in the general cost of living. It is also evident that the significant number of additional "out of town" taxis over the past 3 years, operating for Apple close to St David's Station, are having an adverse effect on the volume of our trade. Thank you for your hard work in assisting the Trade in this matter.
Respondent 13	Provided	I apologize for copying the other Licensing Committee members in my previous email. I had assumed they were involved in the decision-making process and unaware of our request regarding the Saturday tariff. Going forward, I will ensure that I communicate directly with you and not include other council members. Occasionally, I may copy our directors so they are aware that we have contacted you. I trust you will be able to present our concerns logically and persuasively to the Licensing Committee. For example: • Over the past two years, the cost of gas and electricity has increased by more than 40%. • Insurance premiums have risen by over 40%, along with the prices of many essential commodities.

		 Cross-bordering practices have significantly impacted the local taxi trade. Many drivers are now forced to take on additional jobs just to make ends meet.
Respondent 14	Provided	I am writing to express my full support for the proposed Hackney Carriage tariff increase. Operating a taxi today is significantly more expensive than it was just a few years ago. Costs such as taxi insurance, vehicle maintenance, fuel, and general running expenses have all risen sharply. On top of this, the overall cost of living has nearly doubled over the past two years, putting further pressure on drivers who are simply trying to make an honest living. Hackney Carriage drivers provide an essential public service — we work in all weather conditions, at all hours, and deal with a wide range of passengers with professionalism and care. We also play a key role in representing and promoting Exeter to both residents and visitors. Given all these factors, I believe the proposed tariff increase is not just justified — it's necessary. We are not asking for anything unreasonable — only the ability to earn a fair wage for the essential service we provide.

		Thank you for your time and consideration.
Respondent 15	Provided	I fully support the proposed tariff increase for Hackney Carriages in Exeter. The current rates are outdated and no longer match the rising expenses we face daily as drivers. A fare update is essential for the future of our trade.
Respondent 16	Provided	I'm writing to say I support the new fare proposal for Hackney Carriages. Our costs have gone up substantially in recent years, and the existing tariff is no longer sustainable. This update is fair and much needed.
Respondent 17	Provided	As a licensed driver in Exeter, I support the proposed changes to the Hackney Carriage fares. We've seen fuel, servicing, and insurance prices rise, but our income hasn't kept up.
Respondent 18	Provided	I fully support the proposed tariff increase for Hackney Carriages in Exeter. The current rates are outdated and no longer match the rising expenses we face daily as drivers. I also request to add Saturday to include on tariffs 2 as many companies and councils runs tariff 2 for the whole weekend.
Respondent 19	Provided	I'm writing to express my support for the proposed increase in the taxi tariff. As you know the living cost has increased in every sector from mechanical, includes food paying

		the bills it's all gone up so could you please allow for our Taxi fare to increase. Given the rising cost of living, I believe that an adjustment to the tariff is both necessary and justified. It would help ensure that drivers can continue to provide reliable service while covering their own increasing expenses.
Respondent 20	Provided	I fully support the proposed tariff increase for Hackney Carriages in Exeter. The current rates are outdated and no longer match the rising expenses we face daily as drivers. A fare update is essential for the future of our trade.
Respondent 21	Provided	I'm writing to let you know that I'm fully support the proposed increase, the first in 3 years. For the last 3 years there has been very remarkable raise in the costs of taxi expenses & other operational costs from A to Z to run a Hackney Carriage. And also, there has been a significant uptick in in the general cost of living. As you yourself are aware there are a big number "out of Town" taxis operating in Exeter are having a very bad effect on our trade. I have been in taxi trade nearly 10 years and let's be honest I never seen earnings so low in recent years.

		I and most of my colleagues working long hours and still fall below the national minimum wage, which is utterly unfair, we all want a fair wage for the best & valued service we provide. Many thanks for you great work to protect the Trade in this matter.
Respondent 22	Provided	I confirmed to support the proposed tariff increase. The reason I support because of the vehicle repair is too expensive insurance all other operational cost is very expensive and also so many out of border town taxi operating in Exeter effect our trade.
Respondent 23	Provided	As a licensed Hackney carriage driver in Exeter, I fully support the proposed tariff increase for Hackney carriage in Exeter. We have seen fuel, servicing & insurance price rise but our income hasn't kept up.
Respondent 24	Provided	My name is Nazir Kakar and my taxi number plate is H069 I am happy with new tariff many thanks
Respondent 25	Provided	I fully support the proposed tariff increase for Hackney Carriages in Exeter. The current rates are outdated and no longer match the rising expenses we face daily as drivers. A fare update is essential for the future of our trade.
Respondent 26	Provided	I write to support the suggested tariff changes for Hackney Carriages. With operating costs

		continuously rising, this adjustment is necessary for our survival in the industry. Thank you for your attention.
Respondent 27	Provided	New tariff is very welcomed and could help us cope with the increased cost of living. At the moment it is not only that we struggle but we are always looking for other kind of income.
Respondent 28	Provided	My name is Abdul haydari My plate number is H023 I am happy with new tariff many thanks
Respondent 29	Provided	For current financial situation increase living costs I'm fully agree with new tariff.
Respondent 30	Provided	Dear licensing, I fully support the proposed tariff increase for Hackney carriage in Exeter. The current rates are not enough to keep up with the fuel, insurance and all other maintenance costs. Please approve the proposed fares.
Respondent 31	Provided	I would like to send my support for fare increase, due to cost of leaving
Respondent 32	Provided	As Chairman of the Exeter St Davids Taxi Association, I am writing on behalf of all our drivers to follow up on our request—first made two years ago—for an increase in taxi tariffs. Since the start of the conflict between Ukraine and Russia, the cost of living and business expenses have risen dramatically, placing increasing financial pressure on taxi drivers. Below are some key examples: 1. Gas and electricity prices have increased by more than 40%. 2. Insurance premiums have risen by over 40% in the last two years.

Respondent 34 7. P 6. C 8. T 9. These ris 9. These ris 9. Severely 9. These ris 9. Severely 9. Provided 1. Provided	he annual CCTV check fee has gone p from £30 last year to £42.50 this ear. ing costs are unsustainable and impact our livelihoods. We believe the d tariff adjustment is both fair and ry under these conditions. is information will support a strong licensing to approve our proposed eeded, I am prepared to organize a etition. u for your time and continued Please confirm receiving this mail. Ing to say I support the new fare for Hackney Carriages. xi Association we are supporting new elsali badge number HDO55 wish to
7. P c s 8. T u y These ris severely proposed necessal I hope th case for t tariff. If n formal pe Thank yo support. Respondent 33 Provided I'm writin proposal	p from £30 last year to £42.50 this ear. ing costs are unsustainable and impact our livelihoods. We believe the datariff adjustment is both fair and ry under these conditions. is information will support a strong icensing to approve our proposed eeded, I am prepared to organize a etition. u for your time and continued Please confirm receiving this mail. ug to say I support the new fare for Hackney Carriages.
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h 4. P c 5. B 1 6. T E ti	he cost of vehicle parts and services as gone up by more than 25%. rices of everyday commodities ontinue to climb. ank interest rates have surged by over 50%. he cost of renewing a taxi plate in xeter is £430—approximately three mes higher than in other Devon cities, where the fee is around £130. arking charges and even the cost of a up of coffee have increased ignificantly.

Respondent 36	Provided	I would like to offer further support for the proposed Hackney Carriage tariff revision by highlighting the financial pressures currently facing drivers.
		In the past, we were able to purchase wheelchair-accessible vehicles for around £18,000 to £22,000. Today, the price of these vehicles has increased significantly, often ranging between £34,000 and £42,000. This represents a major investment for any driver.
		At the same time, the cost of living, particularly mortgage and rent payments, has risen sharply. While the minimum wage has increased (from £10.40 in 2023 to £12.20 per hour now), it has not kept pace with inflation or the growing expenses associated with operating a taxi business.
		It's important to remember that taxi drivers are members of the public too. Just like our passengers, we are affected by the rising costs of everyday essentials. Whether someone works in transport, hospitality, or any other sector, the financial burden is shared across society.
		For these reasons, a fare adjustment is not only fair, it is essential to ensure we can continue to provide a reliable and sustainable service to the community.

		Thank you again for your time and consideration.
Respondent 37	Provided	I'm just letting you know I wish the pay increase to go ahead. I've been in and around the taxi trade for 50 years, and to be honest never seen earnings so low, in recent years we have witnessed train drivers, doctors, nurses and many public sector workers receiving pay rises, in order to maintain a decent standard of living, most of my colleagues fall below the national minimum.
Respondent 38	Provided	Thank you for your consideration to increase Hackney's Tariff. It's obvious how fast prices of foods, goods and services including Council tax are creeping upwards. Therefore, I would like to welcome your proposed fare increase and support it.
Respondent 39	Provided	I am Saduddin Monavari Hackney license number HD302 writing to express my full support for the proposed revision to the Hackney Carriage tariff. I would like to further strengthen the case by outlining the significant financial pressures that drivers are currently facing.
Respondent 40	Provided	I would like the fare for the taxi to be increased. The cost of living has gone up recently and I think it's fair that we have a taxi fare rise to compensate for the extra cost of living.
Respondent 41	Provided	I hope this message finds you well.

		I understand that the proposed Hackney Carriage tariff provision is currently under review by Exeter City Council. As a dedicated taxi driver, I kindly urge you to take into consideration our long-standing request for a tariff increase when making your decision. We, as drivers, have been advocating for this adjustment for a considerable time, and we believe that a fair increase is both necessary and justified, given the rising costs of operation and the essential service we provide to the public. Thank you for your attention to this important matter.
Respondent 42	Provided	I have been taxi business in Exeter City for about 18 years. I own a Hackney Taxi with Exeter Council. This is my only source of income to support my family. Every day inflation is growing up. As I work as a full-time taxi driver I don't get minimum wage on my Job. Since the cost of living is increasing day by day, it is time to increase our taxi fares. I heard A proposal has been submitted to the Exeter City Council Licence committee to increase taxi fares application. I agree with the proposal to increase our taxi fares. I hope you will agree with this proposal and increase our taxi Fares.
Respondent 43	Provided	I'm writing to say I fully support the tariff increase for Hackney carriage because our costs have risen significantly Kind regards Aman Rezai

Respondent 44	Provided	Daily life expenses has increased not to mention the fuel, insurance and taxi services. I think it is fair to get tariff increased especially tariff 1.
Respondent 45	Provided	I write to support the suggested tariff changes for Hackney Carriages. With operating costs continuously rising, this adjustment is necessary for our survival in the industry. Thank you for your attention.
Respondent 46	Provided	My name is Mr Sobir Ahmed my plate number is H004. I would like our taxi tariff to increase because the living costs is getting very expensive.
Respondent 47	Provided	I am welcome new tariff
Respondent 48	Provided	I support the proposed Hackney Carriage tariff update.
Respondent 49	Provided	I am writing to you to support the submitted proposal of Hackney Carriage tariff revision.
Respondent 50	Provided	I fully support the proposed tariff increase for Hackney Carriages in Exeter. The current rates are outdated and no longer match the rising expenses we face daily as drivers. A fare update is essential for the future of our trade.
Respondent 51	Provided	I write to support the suggested tariff changes for Hackney Carriages. With operating costs continuously rising, this adjustment is necessary for our survival in the industry. Thank you for your attention.
Respondent 52	Provided	I fully support the proposed tariff increase for Hackney Carriages in Exeter. The current rates

		are outdated and no longer match the rising expenses we face daily as drivers. I suggest to change Saturday to tariff 2 as well. Private hire Apple taxi work on tariff 2 in weekends and all our neighbouring councils operate in tariff 2 in weekend. East Devon District Council increased their tariff twice in last 2 years and their starting price much higher than us. A fare update is essential for the future of our trade.
Respondent 53	Provided	I am writing to express my full support for the proposed revision to the Hackney Carriage tariff. I would like to further strengthen the case by outlining the significant financial pressures that drivers are currently facing. As you know since last tariff rise everything gone up the cost of living gone up now is the time to get a fair raise for the taxi drivers
Respondent 54	Provided	I am writing to express my full support for the revised Hackney Carriage tariff currently under consultation. It's a needed change for the sustainability of our work.
Respondent 55	Provided	I am writing to express my full support for the revised Hackney Carriage tariff currently under consultation. It's a needed change for the sustainability of our work. The reason I'm supporting this proposed increase because the car repair and all other expenses more expensive than two years ago. And of course, the living costs.

Respondent 56	Provided	I'm just letting you know that I wish the pay increase to go ahead I've been in and around the taxi trade for 15 years thanks
Respondent 57	Provided	I am writing to express my support for the proposed tariff increase. As we are all aware, the cost of living has risen significantly in recent times. An adjustment to the current tariff will help drivers better manage their daily expenses and continue to provide reliable transportation services to the public. I trust this proposal will be given due consideration and hope the relevant authorities will review and implement the increase accordingly.
Respondent 58	Provided	l'm strongly support hackney carriage new tariff. Because on most goods prices gone up. Car insurance, repair maintenance gone up. Thank you for your decisions.
Respondent 59	Provided	Please accept this letter as my support for the new Hackney Carriage tariff under review. We've waited a long time for an update, and it's becoming harder to cover our daily costs. Thank you for your hard work in assisting the Trade in this matter.
Respondent 60	Provided	I'm writing this email to show my support for the new proposal ahead. Thank you
Respondent 61	Provided	I just wanted to take this opportunity to say that I agree with the new tariff price increase for Hackney.

Respondent 62	Provided	I am very pleased with the new tariff and hope
		this will help a bit with daily life cost
Respondent 63	Provided	we've seen marketing new tariff Hackney
		carriage.im supporting the tariff, because on
		market all goods prices gone up 'thank you for
		your dedication.
Respondent 64	Provided	I am happy to increase the price of Hackney
		carriage and new tariffs
Respondent 65	Provided	I write to support the suggested tariff changes
		for Hackney Carriages. With operating costs
		continuously rising, this adjustment is
		necessary for our survival.
Respondent 66	Provided	I fully support the taxi tariff
Respondent 67		I'm writing to express my full support for the
		taxi fare price increase. The current meter rate,
		especially during the daytime is not sufficient
		to cover rising costs.
Respondent 68	Provided	I fully support the proposed tariff increase for
		Hackney Carriages in Exeter. The current rates
		are outdated and no longer match the rising
		expenses we face daily as drivers.
		A fare update is essential for the future of our
		trade.
Respondent 69	Provided	I would like to increase the Hackney carriage
		tariff because our living costs, fuel, insurance
		high. I'm agree about increase the tariff.

Consultation Responses – Against the Increase

Name	Contact Details	Comments
Respondent 1	Provided	Hi
		I noticed that there is a consultation around potentially increasing fares within Exeter.
		I work and travel a fair bit across a number of cities in the country, utilizing the train but then also taxis (including Uber) to get me to my final destination.
		I feel Exeter is very expensive. if i get an Uber in Birmingham and travel 3.7 miles it costs me under £9 - i have done the same journey with a standard taxi and only cost £11. If i get a taxi from Exeter St Davids to my home (3.3 miles) it costs me over £17 That means I am paying nearly double for a shorter journey. In addition the vehicles are generally noisier and older than those i pick up elsewhere.
		I a) strongly feel Exeter lacks competition and therefore prices are high - we are behind the national curve and as a consumer i suffer and b) an further increase would exacerbate this further
		I don't feel this is important to just me as an individual but it also makes it expensive for

		businesses in a region that desperately needs more growth
Respondent 2	Provided	Taxi fares are a misnomer as nothing can be compared to them & it is all an unfair scheme as the bus service is so absolutely dire& has been for years now
		They are late, they don't show up- at all
		They miss buses off the schedulethey fly past you at bus stops.;0(
		The loos at the bus station are awful.cramped, & dirty.(but the loos everywhere are shocking in Exeter.It is embarrassingly, awful & so shameful.)
		The whole place is far too small & far too dirty. Door ways , floors, glass, slide bars at doors. Everything is very dirty & run down, sadly.
		There is never any one on duty for missing buses explanations.
		I have absolutely no idea where our council tax goes
		It is not on litter (I pick 3 bags a week & have done so for 5 years here)

It is not on parks nor any flower borders, =all we have left of those are our memories.I remember roses, most of all.

It is not on tree protection, - hundreds down.:0(

It is not on water ways protection / swwa.

It is not on services, bus, as above but also public toilets & libraryonly open now 2 days a week.:0(

It is never, ever, in any justice system for victims .

It is not on protection of our skies where Chem trails pour down upon us all, - every day - & our sun has gone forever, stolen, & our weather is delivered by loud & endless -planes Ruining us all & our environment & wildlife & food growing.

Yet public Co2 has ZERO effect on our planet.It is all a scam. Even our output is less than 1% whilst China is 35% +.

So taxis....

I don't know where it fits in, in the the big scheme of things.

Devon used to be so lovely.

Consultation Responses – Against the Increase

		Exeter is an Eye sore.I wish, wish, I never had to say thatbut it is. & None of it matters, none of it, compared to what is really happening to us all.
Respondent 3	Provided	I am writing to express my concernun at the proposed hikes in taxi fares across Exeter. Given that bus services have decreased substantially over the past few years, we find ourselves having to use taxis if we want a meal out in town. We only live in Countess Wear but it already costs us nearly £10 just to travel the short distance home. If prices continue to rise, we will have to stop visiting the city's restaurants. Surely the council should be encouraging people to visit Exeter & support local businesses rather than putting such trips out of many people's reach? Submitted for your consideration during the consultation period please.
Respondent 4	Provided	I have felt compelled to submit a formal objection in response to the proposed increases to taxi fares in Exeter — specifically the 39% rise in the base fare

and the 20% increase in the daytime mileage rate.

While I understand these figures represent the maximum permitted, I must express my deep concern. The current cost of taxi travel is already unaffordable for many full time year round residents, particularly those who are vulnerable and have few, if any, alternatives — including older people and those living with illness or disability. From personal experience, I know the financial pressure these costs can place on individuals and families. For some, the choice really is between heating, eating, or travel.

In light of this, I would be grateful if you could share the impact assessment that informed this proposal. Specifically, I would be interested in the following:

- The current average cost of typical journeys in Exeter, and how this compares to the proposed fares (in £ and % terms);
- The estimated average increase in journey cost and how this compares with the rise in average private sector wages over the same period (from 2022);
- The demographic profile of regular taxi users (those travelling) in Exeter split day vs. night

- The proportion of drivers currently charging the maximum permitted fare;
- The actual average base fare and per-mile rate currently charged across the city.

I've included below a list of current maximum per-mile rates in selected UK cities (sourced using AI tools) to aid comparison. I would appreciate it if you could confirm how Exeter's current and proposed rates compare with other UK areas, and in particular how they relate to factors such as income deprivation, age, disability rates, and average earnings.

Area	Approx. £/mile
Coventry	£3.11
Leeds	£3.06
Oxford	£3.04
Cambridge	£3.03
London	£2.99
Bristol	£2.90
Southampton	£2.89
Manchester	£2.82

		Birmingham £2.81
		Thank you for taking the time to consider this feedback. I sincerely hope this proposal will be reconsidered in the interests of fairness and accessibility for all members of our community. Finally, I am copying in my MP to ask for his position on this matter. Unfortunately, I am unable to copy in my Exeter City Councillor, as — despite living in Tithebarn and having to use a lot of ECC services — my area is not represented on Exeter City Council.
Respondent 5	Provided	I'm told you're looking for reaction to the proposed taxi fare increases; these increases are ridiculously high! & fares are too high anyway. I suggest you look at typical taxi fares across the country - I moved to Sidmouth from the Maidenhead area 4 years ago & the fares there are much more reasonable. Sidmouth fares are very high already - eg a trip to the airport! & that's if you can get one as they are scarce!

Consultation Responses – Against the Increase			