

EAST HAMPSHIRE DISTRICT TAXI ASSOCIATION  
21 Market Street  
Alton  
Hampshire  
GU34 1HA



11<sup>th</sup> November 2014

To: All members of Alton Taxi Association regarding out of town charging.

East Hampshire District Council would like your opinion on whether we should be able to put on an out of town charge, e.g. a pick up in Four Marks (5miles out of Alton) to a shop in Four Marks so there is 5 miles dead mileage you are currently not allowed to charge for.

We are proposing up to 3 miles charge of £7.00 and above 3 miles £10.

Please let us have your thoughts, I think this is really important as at the moment it is illegal to charge for the dead mileage.

**Delete the sentence you do NOT agree with**

I think we should be able to charge dead mileage at the rate above

~~I think we should not charge a dead mileage fee~~

When you have done this please send it to Mike Smith at East Hampshire District Council. By post or email.

Mike Smith  
East Hampshire District Council  
Penns Place  
Petersfield  
Hampshire  
GU31 4EX

Or

licensing@easthants.gov.uk

Signed by

A dark, irregular redacted area covering the signature.

R.J. Cook.

APPENDIX V I

EAST HAMPSHIRE DISTRICT TAXI ASSOCIATION  
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John Deas

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HUSSEIN KANDROS

EAST HAMPSHIRE DISTRICT TAXI ASSOCIATION  
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CHRIS GASCOIGNE

EAST HAMPSHIRE DISTRICT TAXI ASSOCIATION  
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Signed by

*Simon Turner*



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21 Market Street  
Alton  
Hampshire  
GU34 1HA

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Sign



KEVIN NEW

EAST HAMPSHIRE DISTRICT TAXI ASSOCIATION  
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Alton  
Hampshire  
GU34 1HA

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Signed by

  
Kesh Boyle

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M. GRAY



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*Janie Stanbridge*

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Signed by



Charles Woods-ER



# A1 Alton Taxi



Colin Speller  
Glen Rock,  
Highridge,  
Alton,  
GU34 1QN



M Smith Esq.,  
Licensing Team Leader,  
East Hampshire District Council,  
Penns Place,  
Petersfield,  
Hampshire GU314EX

14 November 2014

Dear Mr Smith

## Hackney Carriage (Taxi) Vehicles – Overcharging Customers

I am responding to your letter of October 2014 concerning overcharging for journeys undertaken wholly outside the Alton base area and inviting questions and feedback.

The likely outcome of strictly enforcing the current legislation would, I suspect, lead to many drivers refusing to take such work with the effect of those who now complain of the cost complaining about the lack of taxis!

It seems an anomaly to expect a driver based in Alton (or Petersfield) to conduct what in ordinary circumstances could be a journey of appreciable reward for nothing, in order to pick up a fare and transport them further away from base and then return.

To rehearse what must be to you a familiar but hypothetical example:

A person living in, say, Four Marks requests by telephone to be picked up from there and taken to, say, a destination in Winchester.

Had this person hired the cab off the rank at The Swan in Alton and made the trip, either directly or with a small detour while passing through Four Marks, he could expect to pay the meter price of £30:00 plus, depending on where in Winchester he wanted to be dropped off and would probably be happy with that outcome.

However, under current legislation the driver must consider himself hired and then undertake a journey to Four Marks which, depending on the destination [Four Marks is a long village!] would be a £12 - £15.00 trip.

He is not allowed to charge for this but only to charge for the journey from Four Marks to Winchester, which would be about £18:00 to £15:00, depending on where in Four Marks the journey started.

The driver then returns to base, covering the distance from Four Marks to Alton for no reward. He still has expenses to cover, however, and also takes on board the risks associated with the journey.

# A1 Alton Taxi

## Hackney Carriage (Taxi) Vehicles – Overcharging Customers

cont.,

From a common-sense point of view it does not seem iniquitous to consider the driver engaged by the hirer at the time and point where the outward journey from Alton commences and for the hirer to pay such a charge as he could expect to pay ***if he were being conveyed from the starting point.***

After all, once the driver starts off, he is committed to serve the needs of the hirer – why should the hirer expect to be, or by regulation, absolved from paying for this commitment?

Its difficult to think of any other service commonly available to the public where a sizeable proportion of the cost to the consumer is remitted or subsidised by the provider.

You state that the last time this matter was considered by the Councils Licensing Committee they turned down the opportunity to include in the Councils Table of Fares some form of alleviation for this problem.

Do we know why?

It would vastly improve the understanding of members of the trade if we were to share the thinking of the Committee on this subject.

I would fully support an initiative to refer this back to the Licensing Committee with a view and recommendation to recognise the need to reward drivers in these circumstances.

Whatever is decided it must be transparent to the consumer; potential hirers must be advised at the outset of all charges so that they are not caught unawares and possibly embarrassed at the end of the journey.

I doubt if a flat charge would be appropriate, unless it was based on bands of distance from base and set at a level not too far off the true cost of the journey – in which case we are almost back to setting the meter at the outset of the journey!

Alton 8s Taxis  
21,Market Street  
Alton  
Hampshire  
GU34 1HA  
06/11/14

Mike

After the conversation we had last week ,you ask me to write in with my thoughts in regard to OUT OF TOWN charging.

As the owner of ALTON 8s we will not pick up on any out of town jobs anymore until this council change the rules and let us charge a booking fee,

It is unreal that the council think that I would send a car to four marks, say to the hair dresser then take them somewhere else in Four Marks.Mike when you bring this before the council ask them when they would do something for nothing.

If they carry on with this stance the only people who will suffer is the public, I will not do it and I've spoken to Kevin at Wilsons he feels the same way ,I am also talking to other drivers in the taxi association and I haven't found 1driver who will do out of town jobs if we can't charge.

Yours Sincerely Peter Blackman

## Mike Smith

---

**From:** EHDC - Licensing Shared  
**Sent:** 27 October 2014 13:50  
**To:** Mike Smith  
**Subject:** FW: Booking Fees

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**From:** Kevin New [mailto:██]  
**Sent:** 27 October 2014 13:00  
**To:** EHDC - Licensing Shared  
**Subject:** Booking Fees

To Mike Smith  
Re your letter dated October 2014 Re Booking Fees

I can understand the problem of these jobs which involve an out of town booking which then goes to a destination also out of town. I find it hard to understand how this is not a national issue and I would be interested to hear how adjacent councils and operators overcome this problem. The suggestion of changing vehicles to private hire is not practical from my point of view. However if my understanding is correct you are saying that it is ok to pre-price a job for the complete journey and do not meter at all which I can instruct my controllers to do. I do think this will also open up the problem of overpricing by some people but at the moment the only suggestion I have is a figure is quoted for the journey and the meter is run and if the price comes to less than the quoted figure that is what the driver charges. This would avoid mis-quoting. I would like to add that to my knowledge Wilson Taxis has not experienced any such complaints about overcharging.

## Mike Smith

---

**From:** EHDC - Licensing Shared  
**Sent:** 28 October 2014 09:11  
**To:** Mike Smith  
**Subject:** FW: re over charging letter 27/10/2014

-----Original Message-----

From: Darren [mailto: [REDACTED]]  
Sent: 27 October 2014 18:08  
To: EHDC - Licensing Shared  
Subject: re over charging letter 27/10/2014

FAO Mike Smith

Having received the letter today regarding the situation that some operators have been routinely over charging customers I can only say that what EHDC has learnt is not new and is something that has been ongoing for years, to my certain knowledge one former operator when asked to transport someone quoted them a fare that including a charge to come from where they were, collecting a passenger in Alton to take them to Basingstoke and then a charge for going back to their base. The total price they wanted was over £60 to do that journey and fortunately the passenger had the sense to refuse it and to source another method of transport.

The imposition of a charge to do rural journeys was defeated in 2012 on the grounds that it would increase the social disenfranchisement of rural passengers by making them pay for a fare that is increased over the town dwellers within the EHDC area and since a good half of the EHDC area is rural with a few major centers of population that would create a honeypot syndrome with operators trying to gain the town work over serving the outlying hinterland as it would be uneconomical to go outside of the town to start a journey, that in itself would put increased pressure on the taxi ranks as there would be insufficient room to accommodate the drivers seeking to rank up.

I would also point out that operators ceeding the rural area's of EHDC where it borders other districts which contain other aggressive operators would see the EHDC licensed operator lose work to companies who may not be familiar with the area anyway and who's fares might be at a different tariff, plus of course until certain legislation becomes law there is always the aspect of cross border hire to be considered

The license should always be to serve all equally, and there might be legal issues involved if someone thought that the actions of penalising them for living outside of the urban area of EHDC would result in higher taxi fares, we are certainly talking about discrimination at the least.

As I stated in 2012 the charge of a booking fee or a similiar tariff addition being considered is unfair and penalises those who live away from the towns of EHDC and as I pointed out in 2012 based upon using a Medstead local wheelchair journey as a reference point it would actually increase the fare being charged from £14 in total to £24 in total an uplift of 71%

For those reasons once again I must state my opposition to any attempt to legalise a situation which has existed since I have been a full time driver which will be 14 years this December.

D Goodwin

Senior partner  
H Cabs



## Mike Smith

---

**From:** EHDC - Licensing Shared  
**Sent:** 12 November 2014 13:56  
**To:** Mike Smith  
**Subject:** FW: Re : Out of Town Charge - Attn Mike Smith

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**From:** desmay01 [mailto:████████████████████]  
**Sent:** 12 November 2014 13:50  
**To:** EHDC - Licensing Shared  
**Subject:** Re : Out of Town Charge - Attn Mike Smith

Mike

Having just received a memo from Pete Blackman regarding out of town charging I wanted to give my opinion on the matter from working out of Alton.

Under the current taxi licencing legislation I do not think it is reasonable to expect taxi drivers to have to subsidise any passengers fares for getting from A to B without having passed through Alton. At the moment by not allowing us to charge a call out fee you are effectively passing the cost of the fare on to the taxi driver.

This problem occurs when a passengers journey does not involve passing through or back to Alton. For example a passenger wanting to travel from Four Marks to Ropley the fare could be as little as £4.00, but the cost to the taxi driver is far more as the initial fare to Four Marks is between £12 & £16 on the meter. So as a self employed taxi driver working for Alton 8s I would only get £2 for that £4 job less my fuel money for a job that would take 25 minutes. So effectively I am subsidising that passengers fare which is totally unacceptable.

As things stand at the moment I believe that the licensing laws need to be changed to address this problem. I for one will no longer accept work that involves an unacceptable journey to a passenger for a fare that does not pass back through Alton as I am not prepared to subsidise passengers fares out of my pocket anymore. It's hard enough to make a living these days as it is without paying for part of the passengers fare.

I understand that you will have some unhappy passengers that live in outlying villages etc that don't need to or want to pass through Alton on their journey but I also think it is unreasonable to expect us taxi drivers to have to effectively pay to pick them up.

The best solution would be to have a set charge that increases on distance away from Alton that the passenger is aware of at the time of booking.

Anyway that's my view on the current problem and I hope that East Hampshire take into account the views of the taxi drivers when addressing the problem as it stands.

Regards

Des May ( currently working for Alton 8s )

Sent from Samsung tablet

## Mike Smith

---

**From:** Matt Knowles [REDACTED]  
**Sent:** 08 December 2014 20:51  
**To:** Mike Smith  
**Subject:** Out Of Town Taxi Charge.

Hi Mike,

I feel that the option to do an out of town charge is very important for the customer as well as the Taxi driver.

If a customer lives in an outlying village and wants a relatively short run at a peak time time i.e Friday/Saturday night then unless the driver can charge a premium for this they will just turn down the job as it will end up costing the driver to do the job because of the distance/time for the reward the metered price will bring.

If it is made very clear to customer what extra charge there will be or agree a fixed price to cover the job then I they have the choice to accept the charge or not.

If the option of a surcharge is not available then the customer will suffer as they wont be able to get a taxi at all.

I had an example of this today when a potential customer called me to book a late Saturday night job from a village hall 10 miles/15 minutes away for a relatively short trip and I told them I could not do the job at this peak time for less than a price I felt it was worth which they agreed was fair to guarantee them getting a car in this rural area at this time.

It is particularly hard on non owner drivers who have to give a large cut (upto 50%) of the fare to their companies rendering a loss for them in the above circumstances.

It seems to me it should be the customers choice to accept a fixed surcharge (set of course by EHDC) or not to make sure they get the Taxi service they require.

I hope this has made my views clear

Many thanks for your efforts in putting this issue forward to the powers that be to see if a solution can be found.

Kind Regards

Matt Knowles (Chapel Cars)

130b London Road  
Holybourne  
Alton  
Hants  
GU34 4ES