| Report for: | Licensing Health \& Safety Enforcement <br> Committee |
| :--- | :---: |
| Date of meeting: | 29 October 2013 |
| PART: | $\mathbf{1}$ |
| If Part II, reason: |  |

\(\left.$$
\begin{array}{|l|l|}\hline \text { Title of report: } & \text { Review of taxi table of fares } \\
\hline \text { Contact: } & \text { Ross Hill - Licensing Team Leader, Legal Governance } \\
\hline \text { Purpose of report: } & \begin{array}{l}\text { To present the results of consultation on a proposed increase } \\
\text { to the table of maximum fares chargeable by hackney } \\
\text { carriages within the borough. }\end{array} \\
\hline \text { Recommendations } & \begin{array}{l}\text { That Committee endorse the proposed table of fares and } \\
\text { recommend that Cabinet fix the fares and charges for the hire } \\
\text { of hackney carriages in Dacorum at the proposed levels. } \\
\text { (full text set out at para 6.1) }\end{array}
$$ \\

Alternate options are set out at para 6.2.\end{array}\right\}\)| Corporate |
| :--- |
| objectives: |
| Sacorum Delivers |
| Coungil under the Local Government (Miscellaneous |
| Provisions) Act 1976 |


| Background <br> papers: | None |
| :--- | :--- |
| Glossary of <br> acronyms and any <br> other abbreviations <br> used in this report: |  |

## 1. BACKGROUND

1.1. The Council is responsible for licensing hackney carriages within its area, and under the conditions imposed on licences for these requires taximeters to be fitted in every licensed vehicle.
1.2. Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 allows the Council to "fix the rates or fares within the district ... and all other charges in connection with the hire of a vehicle, to be paid in respect of the hire of hackney carriages by means of a table" (referred to as a 'table of fares'). Such tables specify the maximum amount payable for journeys within a district, and a hackney carriage driver who demands a sum in excess of that permitted commits an offence. However, drivers are free to charge any amount lower than the maximum should they wish to do so. In respect of additional charges for discretional items such as luggage, excess passengers, or fouling of the vehicle, such charges may only be levied if they appear on the table of fares set by the licensing authority.
1.3. Dacorum last set its table of fares in August 2011, and a copy of the current table is appended at Annex A. A comparison table showing the history of fare changes is appended at Annex $F$.
1.4. The table of fares applies to journeys starting and ending within the district, and a different fare may be negotiated prior to the start of the journey if part of the journey is undertaken outside the district. However, in practice, almost all journeys undertaken by hackney carriages will be run 'on the meter'.
1.5. Fares for private hire vehicles cannot be regulated by the Council, remaining at the discretion of individual operators. However, it is likely that operators may conduct reviews of their own fares in light of any adjustment to the Council's set table of fares. Where a hackney carriage undertakes prebooked work within the district, whether through a private hire operator or not, the fare charged for that journey may not exceed the equivalent hackney carriage fare, irrespective of whether the operator would usually instruct his private hire vehicles to charge a greater fare.

## 2. PROPOSED CHANGES TO TARIFF

2.1. A request was received from the chairman of the Dacorum Hackney Carriage Drivers Association, on the $22^{\text {nd }}$ March 2013, requesting a change to the current tariff, due to the rising costs of fuel, insurance, licence fees and valeting. This request was revised on the $9^{\text {th }}$ June 2013, following further discussions.
2.2. At their meeting on the $25^{\text {th }}$ June 2013, the Committee instructed officers to commence public consultation on this proposal and report the results to a future meeting.
2.3. The proposal would see the existing table of fares amended as follows:

## Tariff 1:

Mileage
For the whole distance of $\mathbf{4 4 0}$ yards, or part thereof: $£ 2.80$.
For each subsequent $\mathbf{2 2 0}$ yards or part thereof: £0.25.

## Waiting time

For each period of $\mathbf{4 5}$ seconds or part thereof: $£ 0.25$.
Tariff 2: 150\% of tariff 1 (applicable times unchanged)
Tariff 3: 200\% of tariff 1 (applicable times unchanged)
Other charges
Unchanged, with the exception of:
Fouling of the vehicle: $£ 55.00$
2.4. If adopted, this proposal would have the following effect on typical tariff 1 fares within the district (further examples for all three tariffs are shown at Annex C):

|  | $\mathbf{1}$ mile | $\mathbf{2}$ miles | 3 miles | 5 miles | 10 miles |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Current | $£ 4.12$ | $£ 5.88$ | $£ 7.64$ | $£ 11.16$ | $£ 19.96$ |
| Proposal B | $£ 4.30$ | $£ 6.30$ | $£ 8.30$ | $£ 12.30$ | $£ 22.30$ |
| Difference | $£ 0.18$ | $£ 0.42$ | $£ 0.66$ | $£ 1.14$ | $£ 2.34$ |
| \% change | $4.4 \%$ | $7.1 \%$ | $8.6 \%$ | $10.2 \%$ | $11.7 \%$ |

## 3. CONSULTATION RESULTS

3.1. Consultation was carried out by way of an online survey, with printed copies available on request, which was promoted across Dacorum Digest, the council's website and social media accounts, and in local press, as well as through the taxi trade newsletter maintained by officers. Responses were received between the $2^{\text {nd }}$ August and the $4^{\text {th }}$ October 2013.
3.2. A total of 86 responses (some of which only responded to part of the survey) were received to the consultation. Of these, 72 respondents identified themselves as Dacorum residents, while 6 responses were received from persons in the taxi or private hire trades. $57 \%$ of respondents indicated that they had used a Dacorum taxi monthly or more frequently in the last year.
3.3. The Council's consultation officer, who compiled the survey on behalf of licensing officers, has advised that this is a comparatively small number of responses compared to the overall population of the borough, and as such care should be taken in analysing the responses as the sample is too small to accurately reflect trends across the entire population. As such, it has not been possible to produce more detailed analysis of the responses.
3.4. A breakdown of the responses received to each question in the survey is included at Annex D of this report. Many respondents also made further comments in respect of the proposal, and these comments are included at Annex E of this report.
3.5. As the responses show, $68 \%$ of respondents felt that the proposed increase to tariff 1 was too high, with $72 \%$ saying the increase would be likely or very likely to affect the frequency at which they used taxis.
3.6. $77 \%$ felt the proposed increase to tariff 2 (night-time, Sundays and bank holidays) was too high, with $72 \%$ again saying it would be likely or very likely to affect their usage of taxis. $59 \%$ also stated that they did not agree with the existing times at which tariff 2 was used, with some comments suggesting the tariff should apply from midnight rather than 11 pm , and should no longer apply on Sundays.
3.7. $67 \%$ felt the proposed increase to tariff 3 (Christmas, Boxing and New Year's Day) was too high, while $63 \%$ indicated it was likely to affect their usage frequency of taxis on these days. An equal number of respondents agreed and disagreed with the timings at which tariff 3 applies.
3.8. There was strong support for the proposed increase in the charge for fouling of a vehicle, with $69 \%$ of respondents either agreeing or strongly agreeing with this part of the proposal.
3.9. Although not part of the Association's proposal, questions were also asked about preferences for card payment facilities. Technology has moved rapidly in this respect, with contactless card payments now readily accepted in many shops, food outlets and public transportation, and further options in respect of smart phone and smart wallet payments becoming more widespread. 41\% of respondents said that they would prefer to pay a taxi fare by card, and a further $27 \%$ had no preference. However, $84 \%$ of respondents were opposed to paying a surcharge to make such a payment, to cover the costs of equipment hire and transaction fees applied by the finance companies providing such solutions.
3.10. Many of the comments received suggest that Dacorum taxi fares are expensive when compared to other areas. However, this is not supported by the PHTM statistics (see para 5.2) or comparisons with neighbouring authorities, which, for the most part, are at a similar level to Dacorum's. Many of the comments also make the point that the economic climate remains tough for all, not just taxi drivers, and suggest that increasing fares may have the effect of reducing the number of journeys, or excluding vulnerable persons from using taxi services.
3.11. A number of comments refer to a perceived excessive number of taxis competing for trade, and suggest a need to reduce the number of licences issued. Further comments refer to out-of-borough vehicles working illegally in Dacorum, in respect of which enforcement action has been taken.
3.12. Several of the comments suggest that the fares should be based upon metric units of measurement. Under regulation 5(2) of the Units of Measurement Regulations 1995, road distances, on which taxi fares are calculated, remain measurable in miles, yards, feet and inches. As such,
fares must be based primarily on imperial distances. However, it is intended to add a supplementary metric distance on any revised table of fares, to provide further clarity to those who prefer to use such units.

## 4. OFFICER RECOMMENDATIONS

4.1. Officers are recommending that the proposed fares be adopted by the authority. This recommendation has been formed after careful consideration of the responses received during consultation, and it is noted that there is significant concern about the affordability of taxi services given the recent economic climate. However, it is also noted and accepted that the costs of running taxis have increased substantially in recent years, and that the proposed increases for typical journeys are broadly in line with inflation. In addition, the council is currently consulting on several policy proposals intended to improve the quality and safety of the borough's fleet of taxis, which may convey additional costs to the vehicle proprietors, and it is considered appropriate to permit the recovery of these additional costs. It is proposed that, if the fare increases are adopted, that the revised fares will be frozen for at least 18 months, to provide reassurance to the users of taxis. That period is expected to see substantial regeneration in several parts of Dacorum, increasing opportunities for retail, commerce and leisure, and a full review of fares will be undertaken at that time in light of these new opportunities. New taxi licensing legislation may also be available at that time following the Law Commission's review, which will also be taken into account.
4.2. No change has been proposed to the times at which tariffs 2 and 3 apply, although it is again noted that a number of respondents expressed concerns about the necessity of the application of these charges, particularly in respect of the period between 11 pm and midnight when many bars and restaurants are still trading, and on Sundays when many shops and businesses now trade for several hours. In terms of evenings, while an extension to the times for tariff 1 would no doubt provide a boost to night-time economy outlets, as customers may linger longer before dispersing via taxis, this may also have an adverse effect on alcohol-related crime and anti-social behaviour as a result of the increased period of consumption of alcohol, creating additional incidents requiring police attention, and also potentially putting taxi drivers at greater risk from drunken, violent or abusive behaviour by their customers.
4.3. In respect of the proposed increase in the charge for fouling of a vehicle, officers recommend this be adopted as proposed. Taking into account both the cost of having a vehicle professionally cleaned, which may include shampooing or deep-cleaning of interior surfaces to remove liquid, food or other substances, and the potential lost earnings from journeys which may otherwise have been carried out in the time taken for cleaning, the proposed charge is commensurate with these costs. This proposal also received strong support during the public consultation.
4.4. Officers have recommended the introduction of a surcharge in respect of credit card payments. It is not proposed to make the provision of facilities for card payments mandatory, but allowing a small surcharge will allow vehicle proprietors offering this facility to recoup the costs incurred in doing so. This has the potential to both increase the customer base for taxis (through provision of alternate non-cash payment methods, as well as appealing to
business customers with corporate payment cards) as well as improving driver safety (reducing the amount of cash carried). While vehicles aligned to operators are in some cases already able to arrange card payments through their operator, independent hackney carriage drivers wishing to accept such payments would need to invest in specialist card processing equipment. In either case, there will be costs both in purchasing or hiring the relevant equipment, as well as transaction fees applied by the card processing company. Feedback in the consultation showed a clear interest in paying for fares by way of credit or debit card, although far fewer respondents indicated a willingness to pay for this facility. However, it is believed that the convenience factor would ultimately make this provision worthwhile. Under the Consumer Protection (Payment Surcharges) Regulations 2012, such surcharges must not be excessive, and should be set at a level commensurate with the costs incurred in processing the transaction only.

## 5. OTHER CONSIDERATIONS

5.1. A table comparing the fares set by certain other authorities in Hertfordshire, Bedfordshire and Buckinghamshire is appended at Annex G.
5.2. The National Private Hire Association maintain average fare data and league tables showing the relative prices of journeys (compared by the two-mile tariff 1 fare) in each district around the country, which are published in their Private Hire and Taxi Monthly publication. In the most recent edition, Dacorum is listed in $122^{\text {nd }}$ place out of 364 authorities. Copies of the October 2013 data and league table are reproduced at Annex H.
5.3. Fuel forecourt price information, available from the AA's website ${ }^{1}$ shows that since the publication of the last table of fares, average fuel prices have increased slightly. However price fluctuations do regularly occur in the market, and the intervening period has seen higher prices than at the present time. The current data contrasts with that at the start of consultation, when average prices were actually below their 2011 equivalents.

|  | September 2013 |  | August 2011 |  |
| :---: | :---: | :---: | :---: | :---: |
|  | Unleaded <br> (ppl) | Diesel <br> (ppl) | Unleaded <br> (ppl) | Diesel <br> (ppl) |
| National average | 137.6 | 141.9 | 135.7 | 139.9 |
| E. Anglia average | 137.7 | 142.8 | 135.9 | 139.9 |
| London average | 137.1 | 141.8 | 136.3 | 140.3 |

5.4. Between August 2011 (when the table of fares was last set) and September 2013 (the most recent month for which data is available), the UK consumer price index (CPI) has increased by $5.58 \%$, while the retail price index (RPI) has increased by $6.69 \%$. CPI is now the Government's preferred measure for inflation, reflecting the costs of consumer goods and energy, although RPI, which also reflects rent and mortgage payments, is perhaps a more useful measure of changes to the cost of living.

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## 6. RECOMMENDATION / OPTIONS AVAILABLE TO THE COMMITTEE

6.1. For the reasons set out earlier in this report, officers recommend:
6.1.1. That the Committee endorse the proposed table of fares at Annex B, and recommend that Cabinet fix the fares and charges payable in connection with the hire of licensed hackney carriages in Dacorum commensurate with this table, pursuant to section 65(1) of the Local Government (Miscellaneous Provisions) Act 1976; and
6.1.2. That, in the absence of exceptional circumstances, the next review of taxi fares takes place not less than 18 months after the revised fares take effect.
6.2. If the Committee are not minded to agree the above recommendations, the other options available to the Committee are:
6.2.1. To endorse a table of fares other than that at Annex B, and recommend that Cabinet fix the fares and charges payable in connection with the hire of licensed hackney carriages in accordance with that amended table, pursuant to section 65(1) of the Local Government (Miscellaneous Provisions) Act 1976; or
6.2.2. To resolve to take no further action in respect of this matter, thus retaining the current table of fares.
6.3. The power to make or vary a table of fares is designated as an executive function under the Local Authorities (Functions and Responsibilities) (England) Regulations 2000 (as amended), and as such this power may only be exercised by Cabinet.
LICENSED HACKNEY CARRIAGE: TABLE OF MAXIMUM FARES $\left.\begin{array}{c}\text { Effective from } \\ 22^{\text {nd }} \text { August } 2011\end{array}\right]$
Borough
COUNII

Any complaint about this hackney carriage or the driver should be sent to LICENSING DIVISION, CIVIC CENTRE, HEMEL HEMPSTEAD, quoting



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## ANNEX D - CONSULTATION RESPONSES (BY QUESTION)

## Tariff 1

1. Thinking about Tariff 1 , do you think that the proposed fare increase for licensed taxis in the borough is too low, too high or about right?

| Too high | $57(68.7 \%)$ |
| :--- | :--- |
| About right | $22(26.5 \%)$ |
| Too low | $3(3.6 \%)$ |
| Not sure / No opinion | $1(1.2 \%)$ |

2. Again, thinking about the proposed fare increase for Tariff 1, how likely or unlikely will the increase affect how often you use a Dacorum licensed taxi?

| Very unlikely | $8(9.5 \%)$ |
| :--- | :--- |
| Unlikely | $13(15.5 \%)$ |
| Likely | $24(28.6 \%)$ |
| Very likely | $37(44.0 \%)$ |
| Not sure / Not appropriate | $2(2.4 \%)$ |

## Tariff 2

3. Thinking about Tariff 2, do you think that the proposed fare increase for licensed taxis in the borough is too low, too high or about right?

| Too high | $64(77.1 \%)$ |
| :--- | :--- |
| About right | $16(19.3 \%)$ |
| Too low | $2(2.4 \%)$ |
| Not sure / No opinion | $1(1.2 \%)$ |

4. Again, thinking about the proposed fare increase for Tariff 2 , how likely or unlikely will the increase affect how often you use a Dacorum licensed taxi?

| Very unlikely | $9(11.0 \%)$ |
| :--- | :--- |
| Unlikely | $9(11.0 \%)$ |
| Likely | $15(18.3 \%)$ |
| Very likely | $44(53.7 \%)$ |
| Makes no difference | $3(3.7 \%)$ |
| Not sure / Not appropriate | $2(2.4 \%)$ |

5. Do you agree with the time bands for Tariff 2?

| Yes | $28(33.3 \%)$ |
| :--- | :--- |
| No | $50(59.5 \%)$ |
| Not sure / No opinion | $6(7.1 \%)$ |

## Tariff 3

6. Thinking about Tariff 3, do you think that the proposed fare increase for licensed taxis in the borough is too low, too high or about right?

| Too high | $55(67.9 \%)$ |
| :--- | :--- |
| About right | $20(24.7 \%)$ |
| Too low | $3(3.7 \%)$ |
| Not sure / No opinion | $3(3.7 \%)$ |

7. Again, thinking about the proposed fare increase for Tariff 3, how likely or unlikely will the increase affect how often you use a Dacorum licensed taxi?

| Very unlikely | $12(14.3 \%)$ |
| :--- | :--- |
| Unlikely | $12(14.3 \%)$ |
| Likely | $12(14.3 \%)$ |
| Very likely | $41(48.8 \%)$ |
| Makes no difference | - |
| Not sure / Not appropriate | $7(8.3 \%)$ |

8. Do you agree with the time bands for Tariff 3 ?

| Yes | $40(47.6 \%)$ |
| :--- | :--- |
| No | $40(47.6 \%)$ |
| Not sure / No opinion | $4(4.8 \%)$ |

## Extra charges

9. Please tell us whether you agree or disagree with the proposed fee increase for fouling of vehicle?

| Strongly agree | $21(25.0 \%)$ |
| :--- | :--- |
| Agree | $37(44.0 \%)$ |
| Neither agree nor disagree | $17(20.2 \%)$ |
| Disagree | $5(6.0 \%)$ |
| Strongly disagree | $4(4.8 \%)$ |

## Card payments

10. If a Dacorum licensed taxi accepted payment of fares by credit or debit card, would you prefer to pay a fare in this way?

| Yes | $35(41.7 \%)$ |
| :--- | :--- |
| No | $25(29.8 \%)$ |
| No preference | $23(27.4 \%)$ |
| Not sure / not applicable | $1(1.2 \%)$ |

11. Would you be prepared to pay an additional fee for card payments, to cover the cost of the transaction and equipment?

| Yes - up to 50 p | $7(8.3 \%)$ |
| :--- | :--- |
| Yes - up to $£ 1$ | $5(6.0 \%)$ |
| No | $71(84.5 \%)$ |
| Not sure / not applicable | $1(1.2 \%)$ |

## Details of respondents

13. In the last 12 months, as a customer have you used a licensed taxi in Dacorum?

| Yes | $75(90.4 \%)$ |
| :--- | :--- |
| No | $7(8.4 \%)$ |
| Not sure | $1(1.2 \%)$ |
| Not applicable | - |

14. Thinking about the last 12 months, how often have you used licensed taxis in Dacorum?

| Every day/most days | $3(3.9 \%)$ |
| :--- | :--- |
| Once or twice a week | $15(19.7 \%)$ |
| 2 or 3 times a month | $22(28.9 \%)$ |
| Once a month | $8(10.5 \%)$ |
| $4-11$ times a year | $18(23.7 \%)$ |
| $1-3$ times a year | $10(13.2 \%)$ |
| Unsure | - |

15. Capacity of respondent:

| a licensed taxi driver / owner | $5(6.0 \%)$ |
| :--- | :--- |
| a private hire driver / owner | $1(1.2 \%)$ |
| a private hire operator | - |
| a resident of Dacorum | $72(85.7 \%)$ |
| a visitor to Dacorum | $3(3.6 \%)$ |
| a representative of a business in Dacorum |  |
|  | - |
| a representative of a group or organisation |  |
|  | - |
| a Dacorum Borough Council member of staff |  |
|  | $2(2.4 \%)$ |
| a Dacorum Borough / Herts County / Town/Parish Councillor |  |
|  | - |
| None of the above | $1(1.2 \%)$ |

## ANNEX E - CONSULTATION RESPONSES (ADDITIONAL COMMENTS)

1. "Coming from Buckinghamshire where taxis are as low as $£ 3$ for a two mile journey, I find the taxi fares here extortionate."
2. "taxi's are already expensive for those that need to rely on them, this increase just makes it harder for low income, disabled to get out and about"
3. "Having recently moved from Bradford to Dacorum I find the cost of taxis here prohibitively expensive. Example train station to Maylands, after 11 is over $£ 15$. A similar journey in Yorkshire would be $£ 5$. Insurance costs are reducing, not increasing, and the idea of a 'maximum' fare is flawed, it is just the fare. The tariff 2 should start at midnight not 11 so as not to penalise those leaving pubs at traditional closing time. In short prices should reduce, not increase."
4. "Please make tariffs in metres rather than yards, preferably in nice round intervals of 100 metres. That would be helpful to many ordinary users."
5. "It is essential that the distance travelled is expressed in metric units, ie. metres. Look at the taxi fare tariffs for Oxford City http://www.oxford.gov.uk/PageRender/decB/TaxiFares.htm This provides a good example for Dacorum to use."
6. "The fares are illegal. If you check with Trading Standards you will be told that you are required to set them in metric units, i.e. metres instead of yards."
7. "I understand that there has not been an increase since 2011 but no-one in my family has had a pay increase either (since 2010) It is not just taxi drivers that are suffering. People will be less likely to use taxis because they just can't afford to."
8. "Keep the fares low and more people will use them especially as the buses have been cut and some routes cut out permanently. Ie Long chaulden via Boxmoor railway station to and from."
9. "I have been all over the UK and in my experience taxi fares in Dacorum are already the highest I have encountered. I prefer to walk for 25 minutes in order to save £10.00."
10. "I find it laughable that they can charge over $£ 10$ for a quick dash up the duel carriageway from the town."
11. "To enable more profit per taxi driver how about lowering the amount of taxi licenses given out which would mean more journeys for a smaller amount of taxis. On average there must be at 25-30 taxis in the rank in the town at any given time."
12. "The tariff change at 11 pm is too early. It should be 12 o'clock for unsocial hours."
13. "Sunday fares should not attract a higher rate. Now shops are open on Sundays and public transport is limited on Sundays workers and shoppers need to travel. Higher fares on Sundays is an old fashioned view."
14. "I would use the taxi service more and not mind the increase IF the quality of the vehicles improved (i.e some of the increase was spent making SOME vehicles roadworthy?)."
15. "THE CURRENT CHARGES ARE ALREADY FAR TOO HIGH."
16. "Tariff 3 fares - based on the ""nationality"" of the taxi drivers who many I guess do not celebrate Xmas, cannot see why normal tariff 2 fares are charged. Card payments would be good, would suggest the option of contactless card payments (up to $£ 20$ ) so no additional card charges are levied. I have more concerns regarding the number of taxis in Hemel ""fighting"" over reduced business and feel the number of licenses taxis should be reduced, especially around Hemel station."
17. "The fairs are already too high. There are always large numbers (too many) taxis waiting at Hemel train station causing congestion in the car park. As a worker I do not get paid extra for working Christmas eve or new years eve so I do not understand why taxis should charge more. Perhaps as customers we could be given a way to give feedback directly to the taxi to say if we thought the journey cost too much or too little."
18. "The bus service in Hemel has gone completely mad so when you need to be somewhere on time or if you're a commuter you will be greatly affected by these price rises. Also, the elderly may have to use the taxis as the bus service is awry and these people are living on a pension. Also, to discourage drink driving wouldn't it be a better idea to have fixed reasonable prices from Friday to Sunday evening to encourage people to take a taxi - the taxi drivers would make a killing as passengers would increase, less cars on the road etc,etc"
19. "Fares are already too high. Should adopt the policy of Aylesbury one fixed fare for all hemel that way taxi drivers would not take the longest route"
20. "taxi fares in hemel are far too high after all, they get free parking in town centre the public don't and there often parked two deep. no wonder the town centre is dead. People have to pay high prices to park a long way from the shops they wish to visit and then see a line of taxies just sitting in town centre. I think you should ban cabs from town centre parking altogether and let the public park there even if you have to pay a small charge, at least you might see some of the independent traders return. as you may have already gathered I am not in favour of taxies and especially I'm not in favour of allowing fare rises"
21. "think increases are fair due to cost of living, who wants to work Christmas and new year? but you know you can get a taxi to get you home....(so you have to pay for the service)"
22. "Since the recent changes to local bus routes I will have to use taxis more often, or simply stay at home and not visit friends/relatives etc. if these rises come into effect I can see I will become more socially isolated as I will not be able to afford the fares."
23. "AS an elderly resident in Dacorum ,having lost the Taxi coupons and being diablelet I could no longer afford to go into Town for social events,Doctors,Dentist appointments or indeed going Shopping."
24. "I think it is time the fares are reviewed. It will not be very popular but it will be fair if the increases are reasonable - which they appear to be."
25. "I see the need and reasoning behind the rise in fares. However, it would make me consider whether or not the need to get a taxi compared to other modes of transport like taking the time to walk to save money."
26. "I don't believe there is any need at all to increase the already very expensive fees, it already costs as much as $£ 15$ to get from Tring to Berkhamstead which is only 4.5 miles and a 10 minute drive. After 11 pm taxis become an
insane amount of money which to me seems a bit backwards, the roads are deserted and journeys are much faster but we are charged almost double. I understand compensating for unsociable hours but this increase is just too much. If you are trying to discourage drink driving this certainly isn't a helping factor."
27. "I have not had a pay rise in 3yrs in fact my pay has been cut while my car tax and insurance has also gone up. No one is helping me. I think the rates are too high at present."
28. "I don't think Sunday should be on time and half as it is a normal day for a lot of people and not a holiday"
29. "They are overpriced as it is... Get a grip Dacorum."
30. "I feel that taxis' are way too expensive anyway, I am 47 and run my own business and think twice before calling a cab and I never use the taxi rank as I know they are far more expensive. Young people totally can't afford them and end up having a designated driver. As with any business it is easy to price yourself out of the market, too expensive and people simply will not use them."
31. "Prices are still reasonable considering the cost of fuel \& cost of running a taxi"
32. "There are too many Taxi Drivers in Dacorum chasing too few customers since the introduction of free travel for senior citizens."
33. "If you carry on increasing the fares it will just force people to use buses. Choice already use a more expensive fare rate than Lynx, add to this the proposed rates and it's ridiculous!"
34. "I think the fares are already too high - given current standards, and the increased rates should start at midnight, not 11 pm."
35. "I feel that the time for starting tariff 2 should revert to Midnight because many pubs and clubs are seeing an exodus of customers at 1040 to avoid these charges, costing their profits and destroying the atmosphere of these venues. Originally this tariff was meant for the night-clubbers at our only club, Scamps closing at 0200 . This was over 20 years ago and tariff 2 was originally 12.000800. Subsequent fare negotiations found that 0800 was penalizing people going to work in the mornings and was scaled back to 0700 and 2300. With hindsight the morning time should have been reduced by an hour but not the midnight rate; particularly as bars and clubs are now open until 0400. The 11.00 rate is affecting ordinary customers who are not out clubbing 'til the early hours."
36. "I think the charges for taxis in Hemel Hempstead are absolutely disgusting. It's not a wonder people choose to walk or actually just drive themselves. Unless there is a few of you then taking a taxi on your own is a no go. I would rather drive on a night out if I can't taxi share than pay the ridiculous costs approx $£ 6$ from woodhall farm to the marchmont is criminal and to the train station would need to re-mortgage. They are pricing themselves out of the market - foolish and greedy!!!"
37. "Dacorum already has far too many Taxis."
38. "Our taxi fares are already amongst the most expensive in the UK."
39. "Taxi fares are already too high. The bus service between the train station to chaulden has been discontinued so I am heavily reliant on taxis. There are
far too many taxis in the area so this is why taxi drivers aren't making as much money. It is not because fares are too low."
40. "Taxi fares in Dacorum are already sky high. Please compare against other boroughs, eg South Northamptonshire where I used to live. Costs of living and driving are similar but taxi fares about $30 \%$ lower"
41. "should be no rise at all already at the correct cost"
42. "should be no rise at all already at the correct cost"
43. "inevitable in 2013!!"
44. "I try not use a taxi because they are too expensive,it's usually when I've done too much shopping and my bags are too heavy \& I want door to door service, which you don't get with a bus, which are just too unreliable and take forever to get you home, plus I find buses pretty depressing and the drivers (on the couple experiences I've had this year)incredibly rude, I live in Gadebridge \& a cab fare can cost nearly $£ 6$, which is too much, so I see a cab as a luxury, although going out of an evening, they are an necessity, although I think it's unfair that the fares go up after 11 pm ,it was always 12 mid night, which is understandable, esp as pubs are open a lot later, a night out costs enough as it is, without the added extra after 11 pm (\& you may want to go home before turning into a pumpkin, but not that early that you catch news night..)\& it's quite frankly ridiculous for a cab to be more expensive on a Sunday, bank holidays, boxing day ( 6 as I recall, last year? xmas evewhich is meant to be a normal day)you wouldn't pay extra in the shops on these days, or for bus \& train fares ,so why a cab? If they want more people to get out of their cars then they have to make taxi's more cheaper \& accessible."
45. "Taxi fares are already very expensive with a typical journey that costs over double what it was 5 years ago."
46. "the fares are okay at the moment. I there is an increase from the 22 p per miles it should be increased to 24 p. the times for increased fares should be 12pm-6am"
47. "I believe that the tariff 2 that now applies on sundays should be scrapped as most companies now charge normal rate on a sunday and very few people use hackneys on a sunday. the fare should revert to normal time."
48. "Cost of taxis are expensive as it stands let alone proposed increases."
49. "Drinking and driving is illegal yet taxi fares are so high that people stay home or get friends to take them home/pick them up, so the taxi drivers will lose out all round. Also, the taxi's never look fit for purpose. The drivers are miserable, cars tatty and Hemel is not a huge place, why charge so much. I notice that it is normal the less well-off who have to use taxi's to get their shopping home, this is going to affect them more than the business people who will claim the fare back from expense accounts."
50. "Charges are already too high while people are struggling with the rise in food $n$ heating costs $x "$
51. "Taxi fares are already too high. If there were fewer taxis there would be more business per cab meaning that this would be unnecessary."
52. "I agree with all the fare increases, when it comes to extra charges on card machines, the PCO licensing office in London looked into this and recommended that a maximum charge of up to $10 \%$ be allowed. Reasons being it's not just the transaction fees that are incurred its rental fees of
equipment and some cards ie AMEX charge much more than others, because the reward kick backs from AMEX are better a lot of companies use them for their company credit cards."
53. "The proposed fare increases on all tariffs are too high. The current fares are also too high. The state of some taxis, especially on the rank in town is deplorable. There are too many taxis and not enough people using them, because DBC issues too many licenses every year for ""free enterprise"". Increased licensing fees incurred to drivers, gets passed onto customers, which if the fares are too high will ultimately lose the drivers business and their livelihoods. I would not use debit/credit cards to pay for a cab because I don't find this method safe (not least because there have been a number of dubious drivers and they're not getting my details to use for themselves!)"

## Additional comments received outside of survey

54. "Thanks for taxi fare consultation. It is good that ur thinking to change but why are you not considering starting price also as most of other councils have already higher starting price as in Chiltern district council it is $£ 3.20$ so we can make it at $£ 3.00$ at least. As diesel prices always are on higher side and maintenance cost is also expensive so please consider this."
55. "In the letter I received, there was a section regarding Taxi fares, I strongly believe these should be increased because as described earlier in this letter, the current climate of work is awful."
56. "...im in favour of the taxi price increase reason as below. My drivers are very concerned with the current climate situation as petrol prices have soared from 89 p per litre to $£ 1.43$ p per litre since there last increase since 2011. Its just not petrol increase there insurance fees have almost doubled and we have seen a 20 petcent increase in licences fee from our local council. Also every local mechanic and repairs centre have increased their hourly rate by $£ 15$ per hour.
Taking all the above increases I belive my drivers have a reduction in their income by 35 percent and volume of work within hemel Hempstead has been reduced due to unemployment and cross boarding and unlegal taxi's. So as a owner I do personally feel urgent fair increase is required within the current inflation rate."

| Date | Starting flag distance (A) | Starting flag price <br> (B) | Subsequent flag distance <br> (C) | Subsequent flag price (D) | Waiting time unit <br> (E) | Waiting time fee (F) | Tariff 2 increment | Tariff 3 increment | Other charges (see notes) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Aug 2011 | 440yds / 402m | $£ 2.80$ | $\begin{gathered} 220 y d s ~ / ~ \\ 201 \mathrm{~m} \end{gathered}$ | $£ 0.22$ | 45 secs | $£ 0.20$ | $150 \%$ of tariff 1 | 200\% of tariff 1 | $\begin{array}{\|l\|} \hline \text { A: } £ 0.10 \\ \text { (max } £ 0.50 \text { ) } \\ \text { B: } £ 40.00 \\ \text { C: } £ 0.30 \\ \text { F: full amount } \\ \hline \end{array}$ |
| Mar 2008 | $\begin{aligned} & \text { 880yds / } \\ & 804 \mathrm{~m} \end{aligned}$ | $£ 2.60$ | $\begin{gathered} \text { 220yds / } \\ 201 \mathrm{~m} \end{gathered}$ | £0.20 | 45 secs | £0.20 | $150 \%$ of tariff 1 | $200 \%$ of tariff 1 | A: $£ 0.10$ <br> (max $£ 0.50)$ <br> B: $£ 40.00$ <br> C: $: \mathbf{E 0 . 3 0}$ <br> F: full amount <br> A: $£ 0.10$ |
| Nov 2005 | $\begin{gathered} \text { 880yds / } \\ 804 \mathrm{~m} \end{gathered}$ | £2.20 | $\begin{gathered} 220 y d s ~ / ~ \\ 201 \mathrm{~m} \end{gathered}$ | £0.20 | 45 secs | £0.20 | $150 \%$ of tariff 1 | 200\% of tariff 1 | A: $£ 0.10$ (max $£ 0.50$ ) B: $£ 40.00$ C: $£=0.30$ F: full amount A $: £ 0.100$ |
| May 2003 | $\begin{gathered} 880 y d s ~ / ~ \\ 804 \mathrm{~m} \end{gathered}$ | $£ 2.20$ | $\begin{gathered} \text { 135yds / } \\ 124 \mathrm{~m} \end{gathered}$ | £0.10 | 45 secs | $£ 0.20$ | $150 \%$ of tariff 1 | 200\% of tariff 1 | A: $£ 0.10$ <br> (max $£ 0.50$ ) <br> B: $£ 4.00$ <br> Tariff $4: 125 \%$ of <br> T1 for 4+ <br> passengers <br> F: full amount |
| June 2001 | $\begin{aligned} & 880 y d s / \\ & 804 \mathrm{~m} \end{aligned}$ | $£ 2.00$ | $\begin{gathered} \text { 135yds / } \\ 124 \mathrm{~m} \end{gathered}$ | $£ 0.10$ | 45 secs | $£ 0.10$ | $150 \% \text { of }$ tariff 1 | $200 \%$ of tariff 1 | $\begin{aligned} & \text { A: E0.00 } \\ & \text { BB } £ 25.00 \\ & \text { Tariff } 4125 \% \text { of } \\ & \text { T1 for } 4+ \\ & \text { passengers } \\ & \hline \end{aligned}$ |
| Oct 2000 | $\begin{aligned} & 880 y d s / \\ & 804 \mathrm{~m} \end{aligned}$ | $£ 2.00$ | $\begin{gathered} \text { 135yds / } \\ 124 \mathrm{~m} \end{gathered}$ | £0.10 | 45 secs | $£ 0.10$ | $£ 2.50$ start flag price, then 150\% of tariff 1 | $200 \%$ of tariff 1 | $\begin{aligned} & \text { A: } £ 0.05 \\ & \text { B: } £ 25.00 \\ & \mathrm{G}: £ 0.20 \end{aligned}$ |
| 1999 | $\begin{aligned} & \text { 880yds / } \\ & 804 \mathrm{~m} \end{aligned}$ | $£ 1.80$ | 147yds / <br> 134m | £0.10 | 45 secs | £0.10 | $£ 2.30$ start flag price, then 150\% of tariff 1 | $200 \%$ of tariff 1 | A: $£ 0.05$ |


| Date | Starting flag distance (A) | Starting flag price <br> (B) | Subsequent flag distance (C) | Subsequent flag price (D) | Waiting time unit (E) | Waiting time fee (F) | Tariff 2 increment | Tariff 3 increment | Other charges (see notes) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Nov 1998 | $\begin{gathered} \text { 1085yds / } \\ 992 \mathrm{~m} \end{gathered}$ | $£ 2.00$ | $\begin{gathered} \text { 135yds / } \\ 124 \mathrm{~m} \end{gathered}$ | $£ 0.10$ | 45 secs | $£ 0.10$ | $150 \%$ of tariff 1 | 200\% of tariff 1 | A: $£ 0.05$ B: $£ 55.00$ D: $£ 0.20$ E: $£ 0.30$ |
| May 1996 | $\begin{gathered} 880 y d s ~ / ~ \\ 804 \mathrm{~m} \end{gathered}$ | $£ 1.50$ | 147yds / <br> 134m | £0.10 | 45 secs | £0.10 | $£ 2.00$ start flag price, then $150 \%$ of tariff 1 | $200 \%$ of tariff 1 | A: $£ 0.05$ |
| Jul 1993 | $\begin{gathered} 880 y d s ~ / ~ \\ 804 \mathrm{~m} \end{gathered}$ | $£ 1.30$ | $\begin{gathered} 160 y d s ~ / ~ \\ 146 \mathrm{~m} \end{gathered}$ | $£ 0.10$ | 45 secs | £0.10 | $150 \% \text { of }$ $\text { tariff } 1$ | $200 \% \text { of }$ $\text { tariff } 1$ | A: $£ 0.05$ |
| Jul 1991 | $\begin{gathered} 880 y d s ~ / ~ \\ 804 \mathrm{~m} \end{gathered}$ | $£ 1.20$ | $\begin{gathered} \text { 176yds / } \\ 161 \mathrm{~m} \end{gathered}$ | £0.10 | 45 secs | £0.10 | $150 \% \text { of }$ tariff 1 | $200 \% \text { of }$ $\text { tariff } 1$ | A: $£ 0.05$ |

Tariffs should be read as follows:

## Mileage

If the distance does not exceed (A), fare for the whole distance shall be (B).
If the distance exceeds (A), fare for the first (A) shall be (B). For each subsequent (C) or uncompleted part thereof, fare shall be (D).

## Waiting time

For each period of (E) or part thereof, the fare shall be (F).

## Notes on other charges

A: For each article of luggage conveyed outside the passenger compartment
B: Fouling of the vehicle
C: For each passenger in excess of 2 (no time restrictions)
D: For each passenger in excess of 2 ( 7.00 am to midnight)
E: For each passenger in excess of 2 (midnight to 7.00 am )
F: Passenger(s) shall be liable for any additional motorway \& crossing tolls, tariff, city centre congestion charges including the Central London congestion charge.
G: For each passenger in excess of 4


ANNEX H - EXTRACT FROM PRIVATE HIRE AND TAXI MONTHLY (OCT 2013) SHOWING AVERAGE FARE DATA AND LEAGUE TABLES

| FARES NATIONAL AVERAGES OCTOBER 2013 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| - M ATM OMA EA ACE FAE |  |  |  |  |  |
| Flag at T1 is now | £2.70 | 2 mile fare T1 is now | $£ 5.56$ | 10 mile fare T1 is now | $£ 20.31$ |
| Flag at T2 is now | £3.57 | 2 mile fare T2 is now | $£ 7.30$ | 10 mile fare T2 is now | £26.57 |
| 1 mile fare T1 is now | £3.73 | 5 mile fare T1 is now | £11.04 | Running mile on T1 is now | $£ 1.83$ |
| 1 mile fare T2 is now | £4.92 | 5 mile fare T2 is now | £14.47 | Running mile on T2 is now | £2.40 |

## TARIFF ONE

| FLAGFALL |  |
| :--- | ---: |
| AVERAGE BY AREA |  |
| EAST ANGLIA | $£ 2.97$ |
| MIDLANDS | $£ 2.66$ |
| NORTH | $£ 2.42$ |
| SOUTH | $£ 2.90$ |
| SOUTH WEST | $£ 2.71$ |
| SCOTLAND | $£ 2.66$ |
| WALES | $£ 5.62$ |
| TWNO MILEE FARE |  |
| AVERAGE BY AREA |  |
| EAST ANGLIA | $£ 5.31$ |
| MIDLANDS | $£ 5.18$ |
| NORTH | $£ 6.06$ |
| SOUTH | $£ 6.13$ |
| SOUTH WEST | $£ 5.15$ |
| SCOTLAND | $£ 5.15$ |
| WALES |  |

## TEN MILE FARE

 AVERAGE BY AREA| EAST ANGLIA | $£ 19.53$ |
| :--- | :--- |
| MIDLANDS | $£ 18.90$ |
| NORTH | $£ 18.79$ |
| SOUTH | $£ 22.14$ |
| SOUTH WEST | $£ 23.07$ |
| SCOTLAND | $£ 18.99$ |
| WALES | $£ 19.71$ |


| ONE MILE FARE |  |
| :--- | :---: |
| AVERAGE BY AREA |  |
| ASASTANGLIA |  |
| MILANDS |  |
| NORTH |  |
| SOUTH |  |
| SOUTH WEST |  |
| SCOTLAND |  |
| WALES |  |


| FIVE MILE <br> AVERAGE BY AREA |  |
| :--- | ---: |
| EAST ANGLIA | $£ 10.82$ |
| MIDLANDS | $£ 10.42$ |
| NORTH | $£ 10.27$ |
| SOUTH | $£ 11.94$ |
| SOUTH WEST | $£ 12.45$ |
| SCOTLAND | $£ 10.35$ |
| WALES | $£ 10.61$ |


| RUNNINC MILE |  |
| :--- | ---: |
| AVERAGE BY AREA |  |
| EAST ANGLIA | $£ 1.74$ |
| MIDLANDS | $£ 1.70$ |
| NORTH | $£ 1.71$ |
| SOUTH | $£ 1.97$ |
| SOUTH WEST | $£ 2.11$ |
| SCOTLAND | $£ 1.68$ |
| WALES | $£ 1.82$ |

TARIFF TWO

| FLAGFALL <br> AVERAGE BY AREA |  |
| :--- | ---: |
| EAST ANGLIA | $£ 3.89$ |
| MIDLANDS | $£ 3.54$ |
| NORTH | $£ 3.00$ |
| SOUTH | $£ 4.01$ |
| SOUTH WEST | $£ 3.74$ |
| SCOTLAND | $£ 3.36$ |
| WALES | $£ 3.57$ |


| TWO MILE FARE <br> AVERAGE BY AREA |  |
| :--- | ---: |
| EAST ANGLIA | $£ 7.28$ |
| MIDLANDS | $£ 7.04$ |
| NORTH | $£ 6.48$ |
| SOUTH | $£ 8.46$ |
| SOUTH WEST | $£ 8.27$ |
| SCOTLAND | $£ 6.14$ |
| WALES | $£ 6.56$ |


| TEN MILE FARE |  |
| :--- | ---: |
| AVERAGE BY AREA |  |$|$| EAST ANGLIA | $£ 25.35$ |
| :--- | :--- |
| MIDLANDS | $£ 25.44$ |
| NORTH | $£ 23.81$ |
| SOUTH | $£ 30.08$ |
| SOUTH WEST | $£ 31.18$ |
| SCOTLAND | $£ 21.38$ |
| WALES | $£ 25.33$ |


| ONE MILE FARE |  |
| :--- | ---: |
| AVERAGE BY AREA |  |
| EAST ANGLIA | $£ 5.00$ |
| MIDLANDS | $£ 4.78$ |
| NORTH | $£ 4.31$ |
| SOUTH | $£ 5.68$ |
| SOUTH WEST | $£ 5.51$ |
| SCOTLAND | $£ 4.24$ |
| WALES | $£ 4.20$ |


| WALES | $£ 4.20$ |
| :--- | ---: |
| FIVE MVERAGE BY AREA |  |
| EAST ANGLIA | $£ 14.07$ |
| MIDLANDS | $£ 13.78$ |
| NORTH | $£ 12.96$ |
| SOUTH | $£ 16.41$ |
| SOUTH WEST | $£ 16.86$ |
| SCOTLAND | $£ 11.87$ |
| WALES | $£ 13.60$ |


| RALES | $£ 13.60$ |
| :--- | ---: |
| AVERAGE BY AREA |  |
| EAST ANGLIA | $£ 2.26$ |
| MIDLANDS | $£ 2.26$ |
| NORTH | $£ 2.17$ |
| SOUTH | $£ 2.70$ |
| SOUTH WEST | $£ 2.86$ |
| SCOTLAND | $£ 1.86$ |
| WALES | $£ 2.35$ |

FOURTIEEN YEAR AREA AVERAGES GOMPARED WITH THE NATIONAL AVERAGE

| NATIONAL AVERAGE |  | EAST ANGLIA |  | MIDLANDS |  | NORTH |  | SOUTH |  | SOUTH WEST |  | SCOTLAND |  | WALES |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1999 | £3.12 | 1999 | £3.14 | 1999 | $£ 3.02$ | 1999 | $£ 2.94$ | 1999 | £3.42 | 1999 | £3.37 | 1999 | £2.92 | 1999 | £2.88 |
| 2000 | £3.40 | 2000 | £3.21 | 2000 | $£ 3.06$ | 2000 | £3.00 | 2000 | £3.78 | 2000 | £3.39 | 2000 | $£ 2.92$ | 2000 | $£ 3.09$ |
| 2001 | £3.50 | 2001 | £3.56 | 2001 | $£ 3.46$ | 2001 | £3.28 | 2001 | £3.83 | 2001 | £3.85 | 2001 | £3.21 | 2001 | £3.39 |
| 2002 | £3.72 | 2002 | £3.75 | 2002 | $£ 3.66$ | 2002 | $£ 3.45$ | 2002 | £4.05 | 2002 | $£ 4.09$ | 2002 | £3.35 | 2002 | $£ 3.49$ |
| 2003 | £3.97 | 2003 | £3.97 | 2003 | £3.86 | 2003 | $£ 3.73$ | 2003 | £4.27 | 2003 | $£ 4.20$ | 2003 | $£ 3.55$ | 2003 | £3.61 |
| 2004 | £4.01 | 2004 | $£ 4.10$ | 2004 | £3.94 | 2004 | $£ 3.78$ | 2004 | £4.39 | 2004 | $£ 4.43$ | 2004 | $£ 3.60$ | 2004 | $£ 3.71$ |
| 2005 | £4.19 | 2005 | £4.18 | 2005 | £4.14 | 2005 | £3.92 | 2005 | £4.57 | 2005 | $£ 4.54$ | 2005 | £3.74 | 2005 | $£ 3.90$ |
| 2006 | $£ 4.48$ | 2006 | £4.41 | 2006 | $£ 4.43$ | 2006 | £4.22 | 2006 | $£ 4.82$ | 2006 | £4.92 | 2006 | $£ 4.07$ | 2006 | $£ 4.13$ |
| 2007 | £4.67 | 2007 | £4.51 | 2007 | $£ 4.49$ | 2007 | $£ 4.32$ | 2007 | £4.94 | 2007 | $£ 5.00$ | 2007 | $£ 4.27$ | 2007 | $£ 4.21$ |
| 2008 | £4.78 | 2008 | £4.81 | 2008 | $£ 4.67$ | 2008 | $£ 4.53$ | 2008 | £5.19 | 2008 | $£ 5.18$ | 2008 | $£ 4.33$ | 2008 | $£ 4.42$ |
| 2009 | £5.06 | 2009 | $£ 5.04$ | 2009 | $£ 4.93$ | 2009 | $£ 4.77$ | 2009 | £5.47 | 2009 | £5.56 | 2009 | £4.61 | 2009 | $£ 4.79$ |
| 2010 | £5.15 | 2010 | $£ 5.08$ | 2010 | $£ 4.95$ | 2010 | $£ 4.80$ | 2010 | £5.53 | 2010 | $£ 5.66$ | 2010 | £4.64 | 2010 | $£ 4.78$ |
| 2011 | £5.20 | 2011 | $£ 5.26$ | 2011 | £5.07 | 2011 | $£ 4.89$ | 2011 | $£ 5.70$ | 2011 | $£ 5.77$ | 2011 | £4.76 | 2011 | $£ 5.06$ |
| 2012 | £5.40 | 2012 | $£ 5.37$ | 2012 | £5.19 | 2012 | $£ 5.03$ | 2012 | $£ 5.87$ | 2012 | $£ 5.94$ | 2012 | $£ 5.02$ | 2012 | $£ 5.12$ |
| 2013 | £5.56 | 2013 | $£ 5.62$ | 2013 | £5.31 | 2013 | £5.18 | 2013 | $£ 6.06$ | 2013 | £6.13 | 2013 | $£ 5.15$ | 2013 | $£ 5.15$ |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| NATIONAL AVERAGE |  | EAST ANGLIA |  | MIDLANDS |  | NORTH |  | SOUTH |  | SOUTH WEST |  | SCOTLAND |  | WALES |  |
| 78.21\% |  | 78.98\% |  | 75.83\% |  | 76.19\% |  | 77.19\% |  | 81.90\% |  | 76.37\% |  | 78.82\% |  |
| SOUTH WEST COT TO $80 \%$ Flistl |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Remember If you are going for a rise and you would like to see your financial percentages you know where to call - 01612802800 - or e-mail npha@btconnect.com |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Golour Code for the Table

| RISE IN 2013 | RISE IN 2009 | RISE IN 2005 |
| :---: | :---: | :---: |
| RISE IN 2012 | RISE IN 2008 | RISE IN 2002 |
| RISE IN 2011 | RISE IN 2007 |  |
| RISE IN 2010 | RISE IN 2006 |  |

The full tables and percentages can be found on the Private Hire and Taxi Monthly and National Private Hire Association websites: www.phtm.co.uk www.npha.org.uk
(Remember that the tables are sorted by the Tariff 1 two mile fare as being the lowest common denominator)

|  |  | TARRIF 1 |  |  | TARRIF 1 |  |  | TARRIF 1 |  |  | TARRIF 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | COUNCIL | 2 MILES |  | COUNCIL | 2 MILES |  | COUNCIL | 2 MILES |  | COUNCIL | 2 MILES |
| 1 | LONDON (HEATHROW) | £8.00 | 93 | CARMARTHENSHIRE | 66.00 | 185 | CASTLE MORPETH | ¢5.50 | 277 | SOUTH HOLLAND | E5.05 |
| 2 | LUTON (AIRPORT) | £7.30 | 94 | CASTLE POINT | £6.00 | 186 | CENTRAL BEDFORDSHIRE | £5.50 | 278 | SWANSEA | £5.05 |
| 3 | EPSOM \& EWEL | £7.20 | 95 | CHELTENHAM | £6.00 | 187 | CHESTER | ¢5.50 | 279 | BLYTH VALLEY | £5.00 |
| 4 | LONDON | ¢7.20 | 96 | DOVER | f6.00 | 188 | DUMFRIES \& GALLOWAY | ¢5.50 | 280 | CHESTERFIELD | £5.00 |
| 5 | HERTSMERE | E7.00 | 97 | EAST HAMPSHIRE | E6.00 | 189 | EAST STAFFORDSHIRE | £5.50 | 281 | COPELAND | £5.00 |
| 6 | SALISBURY | ¢7.00 | 98 | GREAT YARMOUTH | ¢6.00 | 190 | EDEN | ¢5.50 | 282 | DAVENTRY | £5.00 |
| 7 | GUILDFORD | £6.90 | 99 | KENNET Now Wiltshire (East Zone) | £6.00 | 191 | GWYNEDD | ¢5.50 | 283 | EAST RIDING | £5.00 |
| 8 | CARADON | ¢6.80 | 100 | KETTERING | £6.00 | 192 | HUNTINGDONSHIRE | ¢5.50 | 284 | EREWASH | £5.00 |
| 9 | CARRICK | £6.80 | 101 | MILTON KEYNES | £6.00 | 193 | LEICESTER | ¢5.50 | 285 | GLASGOW | £5.00 |
| 10 | COLCHESTER | ¢6.80 | 102 | NORTH DORSET | £6.00 | 194 | MORAY | ¢5.50 | 286 | LIVERPOOL | £5.00 |
| 11 | READING | £6.80 | 103 | NORTH WILTSHIRE | £6.00 | 195 | OLDHAM | ¢5.50 | 287 | NEATH PORT TALBOT | £5.00 |
| 12 | KERRIER | £6.75 | 104 | ROCHFORD | £6.00 | 196 | SHETLAND ISLANDS | £5.50 | 288 | NORTH EAST DERBYSHIRE | £5.00 |
| 13 | WEST BERKSHIRE | £6.70 | 105 | SLOUGH | £6.00 | 197 | SHROPSHIRE | 55.50 | 289 | PETERBOROUGH | £5.00 |
| 14 | ADUR | £6.60 | 106 | SOUTHAMPTON | £6.00 | 198 | SOUTH HAMS | £5.50 | 290 | SOUTH BUCKINGHAM | £5.00 |
| 15 | BASINGSTOKE \& DEANE | 66.60 | 107 | SOUTHEND-ON-SEA | ¢6.00 | 199 | STAFFORD | £5.50 | 291 | SOUTH LANARKSHIRE(clydsle) | £5.00 |
| 16 | BRIGHTON \& HOVE | E6.60 | 108 | STEVENAGE | £6.00 | 200 | TYNEDALE | £5.50 | 292 | SOUTH NORTHANTS | £5.00 |
| 17 | DARTFORD | E6.60 | 109 | THREE RIVERS | ¢6.00 | 201 | WANSBECK | ¢5.50 | 293 | THANET | £5.00 |
| 18 | EXETER | 66.60 | 110 | THURROCK | ¢6.00 | 202 | SCOTTISH BORDERS | ¢5.45 | 294 | WARWICK | £5.00 |
| 19 | MID SUSSEX | 66.60 | 111 | WEST DORSET | ¢6.00 | 203 | GEDING | £5.44 | 295 | WEST LINDSEY | £5.00 |
| 20 | TUNBRIDGE WELLS | 66.60 | 112 | WEST WILTSHIRE | £6.00 | 204 | Aberdeen | £5.40 | 296 | STOKE ON TRENT UA | £4.95 |
| 21 | WAVENEY | £6.60 | 113 | DARLINGTON | £5.95 | 205 | ANGUS | £5.40 | 297 | BRIDGEND | £4.90 |
| 22 | WEALDEN | 66.60 | 114 | TENDRING | ¢5.95 | 206 | BARROW IN FURNESS | 55.40 | 298 | CHORLEY | £4.90 |
| 23 | WEYMOUTH \& PORTLAND | £6.60 | 115 | HIGH PEAK | ¢5.92 | 207 | CARDIFF | £5.40 | 299 | Clydebank | £4.90 |
| 24 | JERSEY | 66.50 | 116 | TORRIDGE | ¢5.92 | 208 | CHILTERN | £5.40 | 300 | CONGLETON | £4.90 |
| 25 | ARUN | E6.40 | 117 | CHRISTCHURCH | ¢5.90 | 209 | CLACKMANNAN | ¢5.40 | 301 | DUMBARTON | £4.90 |
| 26 | BATH \& N.E.SOMERSET | £6.40 | 118 | dudley | £5.90 | 210 | COVENTRY | £5.40 | 302 | FINTSHIRE | £4.90 |
| 27 | BOURNEMOUTH | £6.40 | 119 | EAST DORSET | £5.90 | 211 | DERBY | £5.40 | 303 | KINGSTON-UPON-HULL | £4.90 |
| 28 | BRISTOL, CITY OF UA | ¢6.40 | 120 | EAST LINDSEY | £5.90 | 212 | FAREHAM | £5.40 | 304 | MELTON | £4.90 |
| 29 | CAMBRIDGE | E6.40 | 121 | WALSALL | ¢5.90 | 213 | FOREST HEATH | £5.40 | 305 | NORTH KESTEVEN | £4.90 |
| 30 | GRAVESHAM | £6.40 | 122 | DACORUM | ¢5.88 | 214 | HAVANT | £5.40 | 306 | ROSSENDALE | $£ 4.90$ |
| 31 | GUERNSEY | 66.40 | 123 | NORTH DEVON | 65.85 | 215 | LANCASTER | 55.40 | 307 | TELFORD \& WREKIN | £4.90 |
| 32 | HARROGATE | £6.40 | 124 | TEWKESBURY | ¢5.85 | 216 | MID SUFFOLK | ¢5.40 | 308 | WELLINGBOROUGH | £4.90 |
| 33 | MAIDSTONE | E6.40 | 125 | RUSHMOOR | £5.84 | 217 | NEWARK \& SHERWOOD | £5.40 | 309 | WYRE FOREST | £4.90 |
| 34 | NORTH HERTS | £6.40 | 126 | BLACKPOOL | £5.80 | 218 | NORTH LINCOLNSHIRE | £5.40 | 310 | REDDITCH | £4.88 |
| 35 | POOLE | £6.40 | 127 | BROMSGROVE | £5.80 | 219 | NORTH WARWICKS | ¢5.40 | 311 | ALLERDALE | £4.85 |
| 36 | PURBECK | £6.40 | 128 | EAST HERTS | £5.80 | 220 | PEMBROKE | £5.40 | 312 | ASHFIELD | £4.80 |
| 37 | ROTHER | £6.40 | 129 | FIFE | £5.80 | 221 | PERTH \& KINROSS | £5.40 | 313 | CAERPHILLY | £4.80 |
| 38 | SOUTH CAMBRIDGE | £6.40 | 130 | GLOUCESTER | £5.80 | 222 | RUGBY | £5.40 | 314 | CONWY | £4.80 |
| 39 | SOUTH GLOUCESTER | £6.40 | 131 | IPSWICH | ¢5.80 | 223 | SOUTH RIBBLE | ¢5.40 | 315 | DERBYSHIRE DALES | £4.80 |
| 40 | STROUD | £6.40 | 132 | LEWES | £5.80 | 224 | SUNDERLAND | ¢5.40 | 316 | DONCASTER | £4.80 |
| 41 | SURREY HEATH | £6.40 | 133 | MEDWAY ****** | £5.80 | 225 | TANDRIDGE | ¢5.40 | 317 | GATESHEAD | £4.80 |
| 42 | WATFORD | £6.40 | 134 | MIDLOTHIAN | £5.80 | 226 | TEST VALLEY | £5.40 | 318 | HAMILTON | £4.80 |
| 43 | WOKINGHAM | £6.40 | 135 | REIGATE \& BANSTEAD | £5.80 | 227 | WEST LOTHIAN | £5.40 | 319 | MANSFIELD | £4.80 |
| 44 | SEVENOAKS | ¢6.32 | 136 | RESTORMEL | £5.80 | 228 | WEST OXFORD | ¢5.40 | 320 | NORTH TYNESIDE | £4.80 |
| 45 | COUNTY OF HEREFORD | £6.30 | 137 | SELBY | £5.80 | 229 | WORCESTER | £5.40 | 321 | ROCHDALE | £4.80 |
| 46 | EAST DEVON | £6.30 | 138 | ST ALBANS | ¢5.80 | 230 | WYCHAVON | ¢5.40 | 322 | ROTHERHAM | £4.80 |
| 47 | MOLE VALLEY | E6.30 | 139 | STOCKPORT | £5.80 | 231 | BROXTOWE | ¢5.36 | 323 | RUTHERGLEN | £4.80 |
| 48 | PENWITH | E6.30 | 140 | TAMWORTH | £5.80 | 232 | KINGS LYNN \& W. NORFOLK | ¢5.36 | 324 | TORFAEN | £4.80 |
| 49 | SWALE | E6.30 | 141 | UTTLESFORD | £5.80 | 233 | BASSETLAW | ¢5.35 | 325 | SANDWELL | £4.75 |
| 50 | TONBRIDGE \& MALIING | E6.30 | 142 | WEST SOMERSET | £5.80 | 234 | BRADFORD | £5.30 | 326 | STAFFS MOORLANDS | £4.75 |
| 51 | WOKING | 66.30 | 143 | EAST KILBRIDE | £5.70 | 235 | BROXBOURNE | ¢5.30 | 327 | BARNSLEY | £4.70 |
| 52 | FOREST OF DEAN | ¢6.27 | 144 | EAST LOTHIAN | £5.70 | 236 | BURY ST EDMUNDS | ¢5.30 | 328 | BERWICK ON TWEED | £4.70 |
| 53 | HARBOROUGH | £6.27 | 145 | EASTBOURNE | £5.70 | 237 | COTSWOLD | ¢5.30 | 329 | BLACKBURN | £4.70 |
| 54 | NUNEATON \& BEDWORTH | E6.25 | 146 | FYLDE | £5.70 | 238 | CRAVEN | ¢5.30 | 330 | EAST AYRSHIRE | £4.70 |
| 55 | ASHFORD | E6.20 | 147 | HASTINGS | £5.70 | 239 | FENLAND | ¢5.30 | 331 | EAST CAMBRIDGESHIRE | £4.70 |
| 56 | BIRMINGHAM | E6.20 | 148 | ISLE OF MAN | £5.70 | 240 | LICHFIELD | £5.30 | 332 | EAST NORTHANTS | £4.70 |
| 57 | CHELMSFORD | E6.20 | 149 | ISLE OF WIGHT | £5.70 | 241 | NORTH EAST LINCOLNSHIRE | ¢5.30 | 333 | HIGHLANDS | £4.70 |
| 58 | CHICHESTER | 66.20 | 150 | LUTON | ¢5.70 | 242 | NORTH NORFOLK | ¢5.30 | 334 | HYNDBURN | £4.70 |
| 59 | CRAWLEY | £6.20 | 151 | MANCHESTER | £5.70 | 243 | RIBBLE VALLEY | £5.30 | 335 | STIRUNG | £4.70 |
| 60 | CREWE \& NANTWICH | ¢6.20 | 152 | MID DEVON | £5.70 | 244 | DUNDEE | £5.27 | 336 | WARRINGTON | £4.70 |
| 61 | HARLOW | £6.20 | 153 | MONMOUTHSHIRE | £5.70 | 245 | SALFORD | ¢5.26 | 337 | WEST LANCASHIRE | £4.70 |
| 62 | HART | ¢6.20 | 154 | NORTH SOMERSET | £5.70 | 246 | VALE ROYAL | ¢5.25 | 338 | AMBER VALLEY | £4.60 |
| 63 | HORSHAM | £6.20 | 155 | PLYMOUTH | £5.70 | 247 | WINDSOR \& MAIDENHEAD | 55.25 | 339 | EAST DUNBARTONSHIRE | £4.60 |
| 64 | LEEDS | ¢6.20 | 156 | RYEDALE | £5.70 | 248 | BLABY | ¢5.24 | 340 | EAST RENFREW | £4.60 |
| 65 | UINCOLN | £6.20 | 157 | WELWYN HATFIELD | ¢5.70 | 249 | BEDFORD | ¢5.20 | 341 | FALKIRK | £4.60 |
| 66 | MENDIP | £6.20 | 158 | RENFREWSHIRE | ¢5.65 | 250 | BOLTON | £5.20 | 342 | SEFTON | $£ 4.60$ |
| 67 | NORWICH | £6.20 | 159 | VALE OF GLAMORGAN | £5.65 | 251 | BOSTON | ¢5.20 | 343 | WAKEFIELD | £4.60 |
| 68 | OXFORD | £6.20 | 160 | CHARNWOOD | £5.63 | 252 | BURY | £5.20 | 344 | BURNLEY | $£ 4.50$ |
| 69 | RUNNYMEDE | 66.20 | 161 | BASILDON | 55.60 | 253 | DENBIGHSHIRE | 55.20 | 345 | CORBY | $£ 4.50$ |
| 70 | SCARBOROUGH | £6.20 | 162 | BRAINTREE | £5.60 | 254 | ELLESMERE PORT | £5.20 | 346 | INVERCLYDE | $£ 4.50$ |
| 71 | SEDGEMOOR | £6.20 | 163 | EDINBURGH | ¢5.60 | 255 | HALTON | £5.20 | 347 | MERTHYR TYDFIL | £4.50 |
| 72 | SHEPWAY | £6.20 | 164 | GOSPORT | ¢5.60 | 256 | HAMBLETON | ¢5.20 | 348 | REDCAR \& CLEVELAND | £4.50 |
| 73 | SOLIHULL | ¢6.20 | 165 | HINCKLEY \& BOSWORTH | ¢5.60 | 257 | MACCLESFIELD | ¢5.20 | 349 | STOCKTON ON TEES | £4.50 |
| 74 | SOUTH LAKELAND | £6.20 | 166 | NEWCASTLE UPON TYNE | £5.60 | 258 | ORKNEY ISLANDS | ¢5.20 | 350 | KIRKLEES | £4.40 |
| 75 | TAUNTON DEANE | £6.20 | 167 | NORTH WEST LEICESTER | £5.60 | 259 | POWYS | ¢5.20 | 351 | KNOWSLEY | $£ 4.40$ |
| 76 | TEIGNBRIDGE | £6.20 | 168 | NORTHAMPTON | £5.60 | 260 | PRESTON | ¢5.20 | 352 | NORTH AYRSHIRE | £4.40 |
| 77 | WAVERLEY | £6.20 | 169 | NOTTINGHAM | £5.60 | 261 | RHONDDA CYNON TAFF | £5.20 | 353 | NORTH LANARKSHIRE | £4.40 |
| 78 | WINCHESTER | 66.20 | 170 | PORTSMOUTH UA | £5.60 | 262 | SOUTH TYNESIDE | ¢5.20 | 354 | OADBY \& WIGSTON | £4.40 |
| 79 | YORK | £6.20 | 171 | RUSHCLIFFE | ¢5.60 | 263 | TRAFFORD | ¢5.20 | 355 | PENDLE | £4.40 |
| 80 | TORBAY | £6.15 | 172 | SHEFFIELD | £5.60 | 264 | WIRRAL | 55.20 | 356 | ST. HELENS | $£ 4.40$ |
| 81 | EASTLEIGH | 66.10 | 173 | SOUTH AYRSHIRE | £5.60 | 265 | YNYS MON | 55.20 | 357 | AYLESBURY VALE | £4.30 |
| 82 | ELMBRIDGE | 66.10 | 174 | STRATFORD ON AVON | £5.60 | 266 | BRECKLAND | ¢5.14 | 358 | bLAENAU GWENT | £4.30 |
| 83 | MALVERN HILLS | £6.10 | 175 | SUFFOLK COASTAL | ¢5.60 | 267 | BABERGH | £5.10 | 359 | MIDDLESBROUGH | £4.30 |
| 84 | NEW FOREST | £6.10 | 176 | TAMESIDE | £5.60 | 268 | Calderdale | £5.10 | 360 | NEWCASTLE-U-LYME | £4.20 |
| 85 | SPELTHORNE | £6.10 | 177 | WOLVERHAMPTON | ¢5.60 | 269 | CANNOCK CHASE | ¢5.10 | 361 | WESTERN ISLES | £4.20 |
| 86 | SWINDON | £6.10 | 178 | WORTHING | ¢5.60 | 270 | CEREDIGION | ¢5.10 | 362 | HARTLEPOOL | £3.80 |
| 87 | VALE OF WHITE HORSE | £6.10 | 179 | WREXHAM | £5.60 | 271 | NEWPORT | £5.10 | 363 | SOUTH KESTEVEN | £3.50 |
| 88 | SOUTH SOMERSET | 66.08 | 180 | WYRE | £5.60 | 272 | RICHMONDSHIRE | 55.10 | 364 | BOLSOVER | £2.80 |
| 89 | ABERDEENSHIRE | 66.00 | 181 | CHERWELL | £5.56 | 273 | SOUTH STAFFORDSHIRE | £5.10 |  | NATIONAL AVERAGES | £5.56 |
| 90 | BRACKNELL FOREST | £6.00 | 182 | DURHAM COUNTY COUNCIL | £5.55 | 274 | WIGAN | ¢5.10 |  |  |  |
| 91 | BRENTWOOD | ¢6.00 | 183 | ARGYLE \& BUTE | £5.50 | 275 | WYCOMBE | £5.10 |  |  |  |
| 92 | CANTERBURY | £6.00 | 184 | CARLISLE | £5.50 | 276 | ALNWICK | £5.05 |  |  |  |


[^0]:    ${ }^{1} \mathrm{http}: / / \mathrm{www}$. theaa.com/motoring_advice/fuel/

