

Appendix 1 - Anonymised Survey Responses

| Who are you? - Who - Taxi driver | Who are you? - Who - Taxi vehicle licence holder | Who are you? - Who - Service User/Passenger | Who are you? - Who - Other (please state) | Who are you? - Other | Do you live or work in the District? - Do you live or work in district | What is your age? Age | Do you have a disability? - Disability - Yes | Do you have a disability? - Disability - No | Do you have a disability? - Disability - Prefer not to say | What is your opinion on the increase to the fares? - Opinion - I agree with the increase | What is your opinion on the increase to the fares? - Opinion - I object to the increase (please give reasons) | What is your opinion on the increase to the fares? - Object | Submitted Date |
|----------------------------------|--|---|---|----------------------|--|-----------------------|--|---|--|--|---|--|---------------------|
| Taxi driver | Taxi vehicle licence holder | | | | Yes | 25-34 | | No | | I agree with the increase | | | 2022-07-07 14:27:27 |
| Taxi driver | | | | | Yes | 55-64 | | No | | I agree with the increase | | Fuel, cost of living, covid, road works all cost us revenue. We are struggling at moment. Something has got to give | 2022-07-07 14:32:56 |
| Taxi driver | | | | | Yes | 45-54 | | No | | | I object to the increase (please give reasons) | To put the prices up now, would only stop people carrying on working as Taxi drivers. There is barely anyone in Chard anyway right now. Life is hard enough physically, financially and emotionally recovering from Covid Lockdown. Especially for Taxi Drivers and Local Companies. Thank you for asking our opinions Appreciated x | 2022-07-07 14:38:23 |
| Taxi driver | | | | | Yes | 35-44 | | No | | I agree with the increase | | | 2022-07-07 14:38:45 |
| Taxi driver | Taxi vehicle licence holder | | | | Yes | 45-54 | | No | | I agree with the increase | | | 2022-07-07 14:41:04 |
| Taxi driver | Taxi vehicle licence holder | | | | Yes | 45-54 | Yes | | | I agree with the increase | I object to the increase (please give reasons) | We agree with having an increase but the proposed increase is far too small. The rise in all costs since 2016 far outstrips the proposed 16% small rise to taxi fares. Taxi fares need to increase by 30-40% to avoid an effective, actual decrease when inflation and other rises in costs are taken into account | 2022-07-07 14:41:30 |
| Taxi driver | Taxi vehicle licence holder | | | | Yes | 25-34 | | No | | I agree with the increase | | | 2022-07-07 17:47:16 |
| Taxi driver | | | | | Yes | 45-54 | | No | | I agree with the increase | | | 2022-07-07 22:17:25 |
| Taxi driver | | | | | Yes | 45-54 | | | Prefer not to say | I agree with the increase | | | 2022-07-08 06:33:31 |
| Taxi driver | | | | | Yes | 45-54 | | No | | I agree with the increase | | Yes I agree with Increases, we cannot keep charging these prices. In this area we have to up prices more than you are asking. Minimum £5 up to 1 mile. Basic minimum. We can't afford to keep working at any lower rate x | 2022-07-08 15:57:48 |
| Taxi driver | Taxi vehicle licence holder | | | | Yes | 55-64 | | No | | I agree with the increase | | | 2022-07-08 21:11:43 |
| Taxi driver | | | | | Yes | 55-64 | | No | | I agree with the increase | | The firm may have to finish trading if there is anymore increases in fuel duty or insurance charges. Therefore I would be unemployed. Regular customers in my area, will be without a reliable service to get them to the facilities (ie. Health Center etc) as the council does not provide a viable alternative because its not in Yeovil. A number of customers are resigned to the increase in fees, again as they have little choice, and as a result many are looking at cutting their budget on other things. | 2022-07-11 12:04:02 |
| Taxi driver | Taxi vehicle licence holder | | | | Yes | 65-74 | | No | | I agree with the increase | | But does the increase in fares mean all other charges go up ie the taxi test fees. | 2022-07-13 12:33:08 |
| | Taxi vehicle licence holder | | | | Yes | 55-64 | | No | | I agree with the increase | | | 2022-07-08 15:16:06 |
| | Taxi vehicle licence holder | | | | Yes | 65-74 | | No | | I agree with the increase | | | 2022-07-07 14:27:48 |

| | | | | | | | | | | | | | |
|--|--|------------------------|----------------------|---------------------------|-----|--------------|-----|----|--|---------------------------|--|--|---------------------|
| | | Service User/Passenger | | | Yes | 25-34 | | No | | | I object to the increase (please give reasons) | I understand the reasons for the increase of the fares, but still, we need to understand that although the running cost of the taxis is increasing, the money that we have in our pockets ins't increasing. If the cost of everything increases, but the amount of money that we receive doesn't how can people pay for the services? I'm afraid that if the fares increase, the taxi industry will get even more disconnected from the passengers and will lead to a increase of taxi alternatives to combat the cost. | 2022-07-07 16:11:55 |
| | | Service User/Passenger | Other (please state) | Disabled customer | Yes | 45-54 | Yes | | | | I object to the increase (please give reasons) | Above inflation rise with no justification given on how they were calculated. Suggest that any increase is in line with benefits increase in April. | 2022-07-08 08:02:11 |
| | | Service User/Passenger | Other (please state) | Daughter of a taxi driver | Yes | 25-34 | | No | | I agree with the increase | | | 2022-07-09 12:23:37 |
| | | Service User/Passenger | | | Yes | 35-44 | | No | | | I object to the increase (please give reasons) | I'm a single mum to 3 children, I don't drive so if I want to go out of the village I live in I either have to use a taxi or the bus, buses have increased there prices and only run at certain times. I pick a taxi as it can take me and kids where I need to go. I have already had to stop getting a taxi on a Sunday because of the time and half price you have in place. Increase it further and il have to go back to using the buses which means limiting myself and my children to where we can go and when. (I use taxis for going to train station to take my children to Dorchester or Weymouth or even New Forest.) | 2022-07-09 14:11:38 |
| | | Service User/Passenger | | | Yes | 55-64 | Yes | | | | I object to the increase (please give reasons) | Prices are high enough now. They increased by a £1 on the 27/06/22 With bus services being axed/decreased. Taxis are in need more. Concessions for the over 60's and disabled should be enforced. When fuel prices start to go down will fares go down too. | 2022-07-09 14:29:16 |
| | | Service User/Passenger | | | Yes | 35-44 | | No | | | I object to the increase (please give reasons) | Taxi prices are already ridiculously high. For such a short journey from the taxi rank to Milford Road, you're looking at anywhere from £6-8 depending on company used. And that's when you can actually get a taxi. | 2022-07-09 14:56:10 |
| | | Service User/Passenger | | | Yes | Not Answered | | | | I agree with the increase | | | 2022-07-09 19:13:21 |
| | | Service User/Passenger | | | Yes | 45-54 | | No | | I agree with the increase | | Since 2016, business costs have increased significantly. Unless taxi drivers are able to charge a fair price for what they do, they will simply cease trading. This will further compound the problem of already poor public transport locally. Taxi drivers will price competitively where they feel able to do so. | 2022-07-10 07:20:15 |