

Taxi Tariff Survey Results

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Id	Are you in favour of an increase to the hackney fares tariff in 2026?	What are your reasons for wanting an increase to the tariff?	What are your reasons for not wanting an increase to the tariff?	What type of Taxi business do you have?	Date
1	Yes	The cost of running a taxi has increased significantly in recent years, including fuel prices, insurance, vehicle maintenance, and licensing costs. Without a fare increase, it is becoming difficult for drivers to maintain a sustainable income. A reasonable increase will help ensure drivers can continue to provide a reliable and safe service while keeping up with rising expenses.		I am an independent hackney driver	23/03/2026
2	Yes	Fuel prices are very high		I am an independent hackney driver	23/03/2026
3	Yes	Everything else has gone up in the last two years so why not taxis		I am a hackney driver who works for an operator	23/03/2026
4	Yes	Due to current hicks in fuel costs and also the high cost of living.		I am an independent hackney driver	23/03/2026
5	Yes	Everything has gone up especially fuel		I am a hackney driver who works for an operator	23/03/2026
6	Yes	Short distance then waiting for next fare takes time		I am a hackney driver who works for an operator	23/03/2026

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7	Yes			I am a hackney driver who works for an operator	23/03/2026
8	No		We are in the middle of people not having much money	I am a hackney driver who works for an operator	24/03/2026
9	Yes	Slow trade at the moment and no increase for a while		I am an independent hackney driver	24/03/2026
10	No		We are losing customers to outside taxis operating in faversham and uber have moved in as well	I am a hackney driver who works for an operator	24/03/2026
11	Yes	Fuel, minimum salary going up every April, inflation		I am an independent hackney driver	24/03/2026
12	Yes	Fuel, minimum salary going up every April, inflation		I am an independent hackney driver	24/03/2026
13	Yes	Cost of living increases and operating costs		I am an independent hackney driver	24/03/2026
14	Yes	cost of living going up and we have not had a pay rise to help us with the cost of everything, working at a percentage of the fare not the full cost of a fare		I am a hackney driver who works for an operator	24/03/2026
15	No		Putting customers off using the service	I am a hackney driver who works for an operator	24/03/2026
16	No		Swale is one of the most deprived areas in Kent, moving prices upwards will only deter people from taking taxis more than they already are.	I am a hackney driver who works for an operator	24/03/2026
17	No		It's a struggle at the moment with lack of work and an increase will have such a negative impact on us firms, loss of work and the expense of changing the metres	I have an operators licence	24/03/2026

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18	No		People are saying it's already too much fair at the moment also in this economy I think it's better not to increase the tariff it helps people and it's enough for us to keep it as it is	I am an independent hackney driver	24/03/2026
19	Yes	price of fuel		I am a hackney driver who works for an operator	24/03/2026
20	No		Seems like an opportunity for Uber to come and would do the amount of business	I am an independent hackney driver	24/03/2026
21	No		We are in a cost of living crisis, fuel is incredibly high and our potential customers are broke. Swale does not have nightclubs, great restaurants, or anything to draw people into Swale. To have our prices increased to more than Canterbury is a joke. We are already seeing uber in our area and you will be pricing us out of the market. Under the proposed new council boundaries we will be grouped with Folkestone and Ashford and yet we are already so much more expensive. Swale is a poor area, getting a taxi for many is a luxury. On top of this there is a cost to get the meter updated when you've already added more costs to our badges by having the new course we have to sit.	I have an operators licence	24/03/2026
22	Yes	Cost of living increase fuel increase I know customers are struggling but so are we as drivers		Other	24/03/2026

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23	Yes	The increase in fuel costs along with everything else is crippling. The cost of living increases, yet drivers wages don't increase to pay for their needs.		I have an operators licence	24/03/2026
24	No		Fare is high enough as is. Customers complaint about it already not need to give uber a reason to come into the area.	I am an independent hackney driver	24/03/2026
25	Yes	With petroleum and coast of everything it worth doing		I am an independent hackney driver	24/03/2026
26	Yes	Increased fuel costs		I am an independent hackney driver	24/03/2026
27	Yes	keep up with inflation		I am a hackney driver who works for an operator	24/03/2026
28	No			I am an independent hackney driver	24/03/2026
29	No			Other	24/03/2026
30	Yes	I am a driver and I haven't had any increase in my earnings in 2 years whilst the cost of living just keeps going up & up. At the moment I take home less than the national minimum wage		I am a hackney driver who works for an operator	24/03/2026
31	Yes	Cost of living		I am a hackney driver who works for an operator	24/03/2026
32	Yes	Rising costs in running the business		I have an operators licence	24/03/2026
33	Yes	Fuel costs and increasing costs.		I am an independent hackney driver	24/03/2026

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34	Yes	I support an increase to the Swale Hackney Carriage tariff and believe it should be set at £9.00 at 2 miles (rather than the proposed £8.70). My reasons are: Escalating operating costs, especially fuel. Diesel is currently averaging around 174.7p per litre (late March 2026), with recent sharp rises. This far exceeds the 4.9% rail-based benchmark. Sheppey's unique geography and significantly higher dead mileage. The island's layout, limited crossings (A249 bridge), and spread-out communities (Sheerness to Leysdown etc.) frequently turn short-looking jobs into long, uneconomic round trips with high empty return miles. Public transport is much poorer on Sheppey than on the mainland. Buses are infrequent, especially evenings, so taxis fill bigger gaps but with worse efficiency. In contrast, Sittingbourne and Faversham are compact mainland towns with denser road networks, better bus and rail links, and easier job chaining. Dead mileage there is noticeably lower. Recent example: From Sheerness taxi rank, a fare that passengers thought was only 0.4 miles (to Leysdown Promenade / Harts Caravan Site area) became a 20-mile total journey (including return), charged just £4 (receipt supplied). The passengers were two carers and an elderly woman. Loading and unloading plus equipment took considerable extra unpaid time. Jobs like	I am a hackney driver who works for an operator	24/03/2026
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		this are routine on Sheppey but rare in Faversham or Sittingbourne. Benefit payments not keeping pace. Many vulnerable residents rely on PIP mobility or grants (rising only 3.8% from April 2026). We support affordable travel, but operator costs have risen faster, threatening service viability, especially on the island. Kent comparison and timing. £9.00 aligns Swale with Maidstone and Tonbridge and Malling (currently at £9.00 after 2025 reviews, with further reviews likely soon). Swale held steady last year, so a fair catch-up is justified, particularly given Sheppey's extra challenges. Fares remain a maximum only and can be negotiated downwards. A rise to £9.00 gives essential flexibility without forcing every customer to pay more. Thank you for considering the real pressures, especially the unique dead-mileage burden on Sheppey operators compared to the mainland.			
35	Yes	Fuel price has gone higher		I am an independent hackney driver	25/03/2026
36	Yes	Rising fuel prices		I am an independent hackney driver	25/03/2026
37	Yes	Fuel prices		I am an independent hackney driver	25/03/2026
38	Yes	rising fuel ,road tax ,vat		I am a hackney driver who works for an operator	25/03/2026

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39	Yes			I am a hackney driver who works for an operator	25/03/2026
40	Yes			I am a hackney driver who works for an operator	25/03/2026
41	Yes			I am a hackney driver who works for an operator	25/03/2026
42	Yes			I am a hackney driver who works for an operator	25/03/2026
43	No		Price increase in the current cost of living will only deter the public using the taxis more now than it has already	I have an operators licence	28/03/2026
44	Yes	In these extreamly difficult time all bills have increased, fuel, insurance rfl, mortgages all utility bills, taxi drivers really need this increase just to make ends meet,		I am a hackney driver who works for an operator	28/03/2026
45	Yes	Cost of living and we waited 2 years for a raise		I am an independent hackney driver	30/03/2026
46	Yes	The cost of living has gone up, my money isn't going as far as it did plus we missed the last increase		I am a hackney driver who works for an operator	30/03/2026
47	No		If National Rail Fares have been frozen I believe so should the taxi fares	I am an independent hackney driver	31/03/2026
48	Yes	The cost of fuel insurance everything so expensive		I have an operators licence	31/03/2026
49	Yes	Increasing costs		I have an operators licence	01/04/2026
50	Yes	We can't make a living.		I am an independent hackney driver	01/04/2026

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51	Yes	The cost of living, cost of home energy and cost of fuel crisis.		I am a hackney driver who works for an operator	05/04/2026
52	?	Thank you for this but can I say this only works if all taxi firms adhere to what is being implemented. However there are some that offer a discount of the metre price.			23/03/2026
53	Yes	We definitely need a fare increase as currently approximately 20% of our income is consumed in fuel. However, the objections that came last year, will come from the same operators this year. However, the objections that came last year, will come from the same operators this year. Those that operate, totally on corporate work and school runs that are quoted prices. Therefore, they see the cost of changing the meters as totally unnecessary. For the rest of us, who use our meters, it is causing us to struggle. I would also like to point out that trains do not run on petrol or diesel! The cost of which is crippling us.			23/03/2026

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54	Yes	Thank you for considering that we may in fact need a fare increase. Frankly, I am sick and tired of grovelling for the pittance that you may allow us. A fare increase every two years in line with rail fare increases, based only on the current year is frankly insulting. Anyone can work out that means we are only getting 50% of inflation, assuming that rail increases are inflation based. In 30 years of driving taxis, I have never felt so disrespected. As, our profit margins are squeezed, we have to work dangerously long hours to earn a very basic wage. Far less than that the minimum wage everyone else is entitled to. No wonder long term drivers are having so many heart attacks and strokes. Roll on retirement and a basic state pension. If we live long enough to get it. It will seem generous compared to the profits we are earning. As you can tell I am very disappointed. Long term taxi driving is a thing of the past. Drivers come and go now, when they realise how little they will earn for the time and money they have to invest. Please show us that we are deserving of a normal living wage.			24/03/2026
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55	?	I don't believe the fixed fare should be changed, however with the current situation with the war in Iran and the prices on the rise the cost should not be our responsibility and therefore prices should incur this cost so we are not out of pocket. No need for consultation or change meters just charge the price of fuel before the war and the current price on top of the metered price			27/03/2026
56	Yes	We've had no tariff rise for a couple of years, will fall behind and need a bigger rise to catch up as has happened many times so yes to the rise. If anybody does not want to charge the full rate they can always set a price under the meter price, so I don't understand why anybody would be against the rise with all transport costs all ways go up and up			05/04/2026
57	No	Make people want to use uber more, great plan. not			04/06/2026
58	No	When you say a 2 mile journey would cost £8.70, is that including the starting rate of £3.40? It makes it hard to calculate. Would be nice to know what the rate is per mile on its own, then to add the starting rate on top. Big difference between £4.35 per mile and £2.65 per mile. With that in mind and putting my consumer hat on, I'd say was a bit pricey.	Officer Response -The calculation is: Flag: First 200 yards (182m) = £3.40 For each subsequent 63 yards (57.6m) = 10p Mile 1 would include the £3.40 and works out at £5.80, each subsequent mile is approximately £2.90		05/06/2026

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		As much as I want to make money, I would think twice about getting a cab if I were a customer.			
59	Yes	With reference to the proposed increase to the Hackney Carriage fares increase, as an taxi owner/driver, I am disappointed to note that yet again the proposed increase does not increase the starting fare of £3.40 for the first 200 yards. We have had a number of fare increases over recent years and the starting fare has remained the same. It is OK quoting the £8.70 for a 2 mile journey, but most of the town work in Faversham is less than 2 miles, with the typical fare being £5.40, £5.70 or just over £6.00. Canterbury/Whitstable rates start at £4.00 and have done for a number of years. Keeping the Swale rate at £3.40 means we have not had an inflation increase rise on the starting fee for a number of years now and this I feel badly needs correcting. The minimum wage as quoted by central government is unattainable as a driver in Swale most days and a starting fee increase would go some way to helping wages and running costs.			14/06/2026