

**Glenn James**

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**From:**  
**Sent:** 23 September 2021 15:01  
**To:** Taxis  
**Subject:** Taxi fares.

CAUTION: This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

The taxi fares should increase in line with the changes in cost of the renewal of licences , badges etc. If that goes up 50 percent, then the fares should increase 50 percent.

Sent from my Galaxy

**Glenn James**

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**From:**  
**Sent:** 27 September 2021 13:19  
**To:** Taxis  
**Subject:** Fare increase

CAUTION: This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

I think the first push should start at £4.00 or minimum of £3.50, to help with all the shorter journeys Kind regards

Sent from my iPhone

**Glenn James**

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**From:** [REDACTED]  
**Sent:** 29 September 2021 18:15  
**To:** Taxis  
**Subject:** Taxi Fares 22/23

CAUTION: This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

I think the first push needs to be set at £4 But the measured Mile to remain as it is.

**Glenn James**

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**From:**  
**Sent:** 05 October 2021 15:32  
**To:** Taxis  
**Subject:** Fare changes for 2022/2023

CAUTION: This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

I have the following comments regarding Fare changes for 2022/23.

Nobody has ever complained about the cost of a fare.

This means a significant rise in fares (minimum of 10%) will not be noticed by customers.

Plus I pick up a lot of walkers. And they normally leave the car mats in a filthy state. I would like to see the option of making an additional charge of £10 to allow for the time it takes to clear up the mud afterwards.

And finally, I was shocked at the cost of getting my meter recalibrated with the new fares at Radio Relay - Lewes. It was approximately £60 for a two minute job. Getting this cost reduced significantly would also represent real progress.

Regards

**Glenn James**

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**From:**  
**Sent:** 01 October 2021 09:48  
**To:** Taxis  
**Subject:** Fare changes

CAUTION: This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

Hi

I feel the flag needs to be raised to at least £3.50.

With rising costs of fuel,insurance,maintenance and the lower amount of taxi users it is hard to make a living when you have queued on a rank for 45mins to an hour then get a £3 min short fare.

This is sometimes making us earn lower than minimum wage per hour.

Regards

Sent from my Galaxy

**Glenn James**

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**From:**  
**Sent:** 30 September 2021 07:17  
**To:** Taxis  
**Subject:** Fare 22/23

CAUTION: This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

I would like £4 first push on meter and 10p increase per mile

## Glenn James

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**From:**  
**Sent:** 24 September 2021 18:21  
**To:** Sandra Sayers  
**Subject:** Re: Important information regarding fare changes for 2022/2023  
**Attachments:** image003.jpg; image005.jpg; image007.jpg; image009.jpg; image002.jpg; image004.jpg; image006.jpg; image008.jpg; image010.jpg

**CAUTION:** This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

Good evening

I personally would like to have a fare increase and also I would like to see us drivers to get the right and backing from the council for us to charge a minimum fare of £5.00.

The other day I did a job, I cannot remember where exactly but it was a very small fair of £3.50, the customer paid by card meaning I only received £3.44 after my card company took their cut of my money. I am fully aware that we cannot charge the customer any money for paying by card, and I do not do that, so I would like to see as I say a minimum of £5.00.

Hope all are well and I await any response.

Kind regards

On Thu, 23 Sep 2021, 14:52 Sandra Sayers, <[Sandra.Sayers@arun.gov.uk](mailto:Sandra.Sayers@arun.gov.uk)> wrote:

Dear Licence holders

We seek input from drivers into the decision whether the fares should be raised or not. Please respond by email with your suggestions for the fare structure for 2022/2023 and with any other comments you would like to make.

If you do not agree with a fare change please indicate this on an email, as this will be helpful when we make a decision to compare against those who do want fare changes.

## Glenn James

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**From:**  
**Sent:** 25 September 2021 12:25  
**To:** Sandra Sayers  
**Subject:** Re: Important information regarding fare changes for 2022/2023  
**Attachments:** image008.jpg

CAUTION: This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

Hi Sandra just the start off to change to 4.00 pound the rest keep the same thanks

On Thu, 23 Sep 2021, 14:52 Sandra Sayers, <[Sandra.Sayers@arun.gov.uk](mailto:Sandra.Sayers@arun.gov.uk)> wrote:

Dear Licence holders

We seek input from drivers into the decision whether the fares should be raised or not. Please respond by email with your suggestions for the fare structure for 2022/2023 and with any other comments you would like to make.

If you do not agree with a fare change please indicate this on an email, as this will be helpful when we make a decision to compare against those who do want fare changes.

If you wish to make comments about any other issues please put them in an email to [taxis@arun.gov.uk](mailto:taxis@arun.gov.uk) to reach us by not later than 15<sup>th</sup> October 2021.

Yours faithfully



Glenn James

Licensing Officer