

APPENDIX C

Taxi Licence Fees Summary of Consultation Responses May 2016

	Consultation Response	Officer Comments
Melton Mowbray Taxi Drivers Association (MMTDA)	<p>Unfair that majority of drivers are able to obtain 3 year licence at cost of £138,with a number caught by the proposed increase if it goes ahead. Request that the increase is delayed until 1 October 2016 to allow all existing drivers to obtain their first 3 year licence at the same cost.</p>	<p>Noted, but consider that the fees should be increased as proposed. There will always be cases where applicants for any type of licence or permission are the first to pay a revised charge.</p>
MMTDA	<p>Questions accuracy of time recording and fairness of charging:</p> <p>Driver's Licence Total of 33hrs 42mins recorded against drivers licences, but 7hrs 21mins was recorded for drivers who do not have licences.</p> <p>210 minutes recorded for reconciling late paper work for one driver. May be a typing error as largest figure for this stage is 30 mins. Inclusion of these figures distorts the average time taken for administration.</p> <p>Customer Service Time Concerned about the time taken by Customer Services to copy paperwork and issue receipts, which adds 10</p>	<p>The time recording included providing support and information to all drivers, including cases where in some instances a licence was not issued . It is considered that such cost can legitimately be included within the charges as related costs (see section 6 of main report).</p> <p>Noted .This was an actual occurrence and it is not considered that it makes a significant difference to the overall figures.</p> <p>Customer Services time was not included in the time recording and associated calculations; it is a separate re-charge to the</p>

	<p>minutes to the process, which adds up to hours. Not efficient to have printer in a separate room.</p> <p>LALPAC IT system</p> <p>Consider that this is not fit for purpose and is swallowing up time.</p> <p>Should move to online service to save printing and postage costs.</p> <p>Other</p> <p>15 mins attributed to an operator's licence in Jan/Feb 2016 when this licence had expired in September 2015 and had not been renewed.</p>	<p>service. This charge is already included in the costs of the service</p> <p>However, the need for more efficient processing of applications is noted. This will be investigated to see how improvements can be made on an on-going basis.</p> <p>LALPAC is the leading Local Authority licensing IT system. It is accepted that it could be utilised to better effect. More efficiencies could be delivered by using the CAPs UNIFORM system which is used across all Regulatory Services.</p> <p>It is agreed that the online service should be improved. This is planned for 2016/2017.</p> <p>Noted – minor input which has had no significant impact upon the calculation of fees.</p>
Mr A Adey (driver)	<p>How can fee increase of £39 (from £102 to £141) be justified?</p> <p>Cost of 3 year licence is prohibitive for drivers</p> <p>How is the income from fees used?</p>	<p>The background to this increase is that licences have been subsidised by Council Tax payers for many years. The fees received covered barely 50% of the cost of their production and the Council has sought to move closer to full 'cost recovery' by means of significant increases each year of around 25%.</p> <p>It would not be appropriate to comment on the ability of individual drivers to pay these fees.</p> <p>The licence fees, of all types, are used solely for the purposes of producing the licences</p>

	<p>It is getting harder to make a living with year on year increases and additional costs such as medicals.</p>	<p>concerned and the other activity associated with them.</p> <p>The Council is sympathetic to the financial burdens faced by licence holders and, as explained above, that is why increases have taken place incrementally. The proposed fees represent an annual reduction in the annual cost of licences.</p>
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