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## National Maximum Taxi Fare Review 2024

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# Statutory Consultation Report

## Maximum Taxi Fares Review 2024



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## 1 Introduction

The National Transport Authority (NTA) is responsible for the regulation of the small public service vehicle (SPSV - taxi, hackney and limousine) industry in Ireland. It is a statutory function of NTA under the Taxi Regulation Act 2013 to develop and maintain a regulatory framework for the licensing and operation of small public service vehicles and their drivers, and associated services, such as booking services.

The Commission for Taxi Regulation introduced the National Maximum Taxi Fare structure in September 2006, applying a unified tariff structure for all taxis in Ireland. Since then, a Maximum Taxi Fare Review has been undertaken approximately every two years to assess any changes in the operating costs and market environment facing the taxi industry. NTA has been responsible for carrying out the Maximum Taxi Fare Reviews since 2011.

This report details the approach and findings of the 2024 National Maximum Taxi Fare Review (“Fare Review”). This fare review was undertaken between November 2023 and March 2024. The most significant economic issues of relevance to this Fare Review were:

1. Labour costs;
2. Inflation and the cost of living;
3. Fuel prices and energy supply;
4. Challenges for the economy related to ongoing global geopolitical uncertainty; and
5. Increased public transport availability, particularly in Dublin and surrounding areas.

### Objectives of the 2024 Fare Review

The objectives of the 2024 Fare Review were to:

1. Estimate the average activity level of taxis in a year based on driver survey data and Central Statistics Office (CSO) data;
2. Update each element of the Taxi Cost Index (TCI), including the annual fixed and running costs of an average taxi based on the activity levels determined, together with labour costs (based on CSO data); and
3. Assess the appropriateness of the current fare structure and make a recommendation on whether there should be any change in the maximum taxi fares chargeable by operators.

## 2 Background

### 2.1 Maximum Fares Order - Legal Basis

Section 24 of the Taxi Regulation Act 2013 empowers the NTA Board to make a “*maximum fares order*”.

*“24. (1) The Authority may make an order (in this section referred to as a “maximum fares order”) fixing the maximum fares that may be charged by the driver of a taxi.*

*(2) Different maximum fares may be fixed under this section—*

*(a) in respect of hires engaged on a single hire basis and on a shared hire basis,*

*(b) for different circumstances or times.*

*(3) Before fixing maximum fares under this section the Authority shall—*

*(a) consult with—*

*(i) the Advisory Committee, and*

*(ii) the Legal Metrology Service,*

*(b) publish a notice on its website and in one or more national newspapers—*

*(i) indicating that it is proposed to exercise the function, and*

*(ii) stating that representations in relation to the proposal may be made in writing to the Authority before a specified date (which shall be not less than one month after the publication of the notice), and*

*(c) consider any observations made by the Advisory Committee, the Legal Metrology Service and any representations made pursuant to paragraph (b).*

*[...]”*

### 2.2 Proposal

The Taxi Cost Index (TCI) is a quantitative tool used by NTA to assess changes in the fixed and running costs associated with operating a taxi. The TCI is recalculated by an independent economic consultancy firm for each Fares Review based on published price indices and industry prices. It provides a standardised approach for analysing cost changes in the taxi industry and assessing the need for fare adjustments.

Individual taxi drivers face unique and diverse operating costs that depend on their individual operating characteristics, as well as wider market conditions. The TCI does not seek to represent the overall cost faced by any individual driver, but rather provide an estimate of the costs faced by taxi drivers on average. It uses

the previous Fares Review as a benchmark and analyses trends upwards and downwards for the intervening period. It is the consistency of the approach that makes it repeatable and reliable. This approach is guided by the following principles:

- The TCI must be representative and reflect the changes in costs faced by a significant proportion of the industry.
- It should reflect a fair return for the labour provided by the taxi driver.
- It should be based on a driver that follows industry-leading practice.
- The costs included in the TCI consist of all major running and fixed costs, as well as a labour cost component, with the costs being combined to achieve an overall indicative cost of taxi operation per annum.

The National Maximum Fare Review 2022 resulted in an increase in the National Maximum Taxi Fare of a weighted average of 12%, as the industry began its recovery from the Covid-19 pandemic. Importantly, rather than a single two-year review period, as would be normal, the 2022 review period covered 2017-2022 – the proposed 2020 increase during Covid was not enacted – together with compensation for the extra cost to drivers of providing hardware and software for the cashless facility regulations. The latter was assessed at 1% on every fare, irrespective of payment methodology, cash or cashless, and carries forward through all future accumulated fares adjustments. Very significant fuel price increases fed strongly into that 2022 maximum fares increase also.

The costs included in the TCI consist of three components – Running Costs, Fixed Costs and Labour Costs, with Labour Costs making up the majority of the input. A summary of the results of the National Maximum Taxi Fare Review 2024 can be found below. Further details can be obtained from the accompanying National Maximum Taxi Fare Review Report 2024.

### Running costs

|                        | Activity Level    |                        |
|------------------------|-------------------|------------------------|
|                        | 2024 CSO Estimate | 2024 Drivers' estimate |
| <b>Index Component</b> | <i>28,034 km</i>  | <i>49,800 km</i>       |
| <b>Fuel</b>            | €1,969            | €3,486                 |
| <b>Servicing</b>       | €462              | €820                   |

|                             |               |               |
|-----------------------------|---------------|---------------|
| Cleaning                    | €1,311        | €1,311        |
| Tyres                       | €417          | €741          |
| Spares                      | €295          | €524          |
| Miscellaneous Running Costs | €300          | €300          |
| <b>Total Running Costs</b>  | <b>€4,754</b> | <b>€7,182</b> |

### Fixed costs

| Index Component                                 | 2024 Cost      |
|---|----------------|
| Car Purchase and Finance                        | €5,021         |
| Insurance                                       | €1,895         |
| Radio and app service affiliation costs         | €2,997         |
| Equipment Replacement – regulatory requirements | €322           |
| Taxi Vehicle Licence Renewal                    | €134           |
| Motor Tax                                       | €95            |
| Airport Charges                                 | €33            |
| National Car Test (NCT)                         | €67            |
| Meter Verification                              | €43            |
| Meter Calibration and Programming               | €60            |
| SPSV Driver Licence                             | €50            |
| National Driver Licence                         | €6             |
| <b>Total Fixed Costs</b>                        | <b>€10,723</b> |

**Labour Costs** (Taken from a CSO Index for “Production, transport, craft and other manual workers”)

**Labour Costs**

€ 32,819

**Adjusted TCI changes, 2022 - 2024**

|                           | CSO Activity Levels |                | Driver Reported Activity Levels |                |
|---------------------------|---------------------|----------------|---------------------------------|----------------|
| Year                      | 2022                | 2024           | 2022                            | 2024           |
| <b>KM</b>                 | 30,352 km           | 28,034 km      | 42,000 km                       | 49,800 Km      |
| <b>Running Costs</b>      | €4,873              | €4,754         | €6,217                          | €7,182         |
| <b>Fixed Costs</b>        | €9,360              | €10,723        | €9,360                          | €10,723        |
| <b>Labour Costs</b>       | €30,083             | €32,819        | €30,083                         | €32,819        |
| <b>Total Costs</b>        | <b>€44,316</b>      | <b>€48,296</b> | <b>€45,659</b>                  | <b>€50,724</b> |
| <b>% Change 2022-2024</b> |                     | <b>9.0%</b>    |                                 | <b>11.1%</b>   |

The PCI concluded a potential maximum fare adjustment of between 9% and 11.1% was appropriate based on the relevant costs increasing in the period under analysis.

The consulted upon recommendation for the Maximum Taxi Fare 2024 was 9%, given the potential impact that greater increases in fares would have on consumers. The proposed maximum fare structure is weighted in favour of the Premium Rate period, with the extension of the existing Special Rate to the weekend peak. The key features of the proposed structure are:

1. An Initial Charge increase for all journeys of 20 cents at Standard Rate (*applies 08.00 to 20.00, Monday to Saturday*) and 60 cents at Premium Rate (*applies 20.00 to 08.00, Monday to Saturday, all day Sunday and all day on public holidays except Christmas and New Year*)
2. Fares increase is less at Standard than at Premium Rate
3. The Special Rate is extended to include a late-night weekend peak period of midnight to 4am (*currently in existence between Christmas Eve 20:00h and St. Stephens Day 08:00h & New Years Eve 20:00h and New Years Day 08:00h*)

4. An increase in the Booking Fee from €2.00 to €3.00; and
5. No change to Extra Passenger charges.

### Application of Increase

The tables below show how the weighted average increase of 9% would be applied to the existing fare structure.

| Fare Elements      | Standard |          |          | Premium  |          |        | Special (Weekends & Christmas) |          |          |
|--------------------|----------|----------|----------|----------|----------|--------|--------------------------------|----------|----------|
|                    | Existing | Proposal | Change % | Existing | Proposal | Change | Existing                       | Proposal | Change % |
| Initial Charge     | € 4.20   | €4.40    | 5%       | €4.80    | €5.40    | 13%    | €4.80                          | €5.40    | 13%      |
| Tariff A           | €1.30    | €1.32    | 2%       | €1.71    | €1.81    | 6%     | €2.00                          | €2.20    | 10%      |
| Tariff B           | €1.65    | €1.72    | 4%       | €2.00    | €2.20    | 10%    | €2.00                          | €2.20    | 10%      |
| Extra: Passenger   | €1.00    | €1.00    | 0%       | €1.00    | €1.00    | 0%     | €1.00                          | €1.00    | 0%       |
| Extra: Booking Fee | €2.00    | €3.00    | 50%      | €2.00    | €3.00    | 50%    | €2.00                          | €3.00    | 50%      |

### 3 Consultation Overview

On 4<sup>th</sup> July 2024, NTA published the proposed Maximum Fares Order, together with the National Maximum Taxi Fare Review Report and an associated Information Sheet, on both the NTA (industry) and Transport for Ireland (public facing) websites. Also on that day, a text message was issued to 29,341 licence holders, and an email to 26,209 SPSV licence holders notifying them of the public consultation.<sup>1</sup> Newspaper advertisements were also placed in The Irish Independent and The Irish Examiner newspapers and their online platforms. There was extensive media coverage in the following days.

Representations on the proposed Maximum Fares Order were invited from any interested parties via online form or by post. Email was also accepted. The period of the consultation was 04<sup>th</sup> July 2024 to 16<sup>th</sup> August 2024 inclusive.

NTA consulted directly with the Advisory Committee on SPSVs, the Legal Metrology Service of the National Standards Authority of Ireland, An Garda Síochána and the Department of Transport. NTA also shared the consultation details with Nationwide Disability User Groups, Disabled Persons' Organisations, the Transport Operators Disability User Groups and the NTA Transport User Advisory Group to invite them to make submissions.

The 2024 Maximum Taxi Fare Review consultation process was announced to industry members by text and/or email and also published as a latest news item on both NTA, NTA Taxi and TFI websites on 4<sup>th</sup> July 2024. Reminders of the consultation were also provided across one or all of those websites on July 23<sup>rd</sup>, July 25<sup>th</sup> and August 12<sup>th</sup>.

622 submissions were received during the consultation process. All submissions received have been referenced in this report. 617 submissions were received via the NTA survey platform published by NTA on its website. The online form contained the following fields:

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<sup>1</sup> Numbers equate to those who have provided the relevant contact details to NTA

## Online Submission Form

### Data Privacy Statement

Please indicate that you agree with the [NTA Public Consultation Privacy Statement](#) and [CiviQ Consultation Statement of Privacy](#). If you require further information please contact [privacy@nationaltransport.ie](mailto:privacy@nationaltransport.ie).

### Freedom of Information

I understand that NTA is subject to the provisions of the Freedom of Information Act 2014 and, therefore, must consider any request for information made under that Act. Submissions received to the consultations will be published online.

I agree

### Please indicate your interest from below \* \*

Please enter your interest from the list below

- I am an SPSV licence holder
- I am an SPSV industry representative
- I am a member of the public (non-industry member)
- I am a member of a non-industry representative group/organisation (please specify)

### Full Name \*

### Please enter your email address \*

### Please re-enter your e-mail \*

## Proposed Maximum Fares Order

### Your opinion \*

- I agree with the proposed taxi fares increase
- I disagree with the proposed taxi fares increase
- Unsure / no clear position

### Additional commentary (optional)

Please note, due to the large volume of submissions received by NTA, only commentary directly related to the proposal will be considered.

### 3.1 Reporting

As above, the NTA online submission platform was utilised by the majority of the respondents. The following actions were completed following the closure of the consultation:

#### Data cleansing

The online platform permitted one submission per email address provided. On analysis, a limited number of submissions were highlighted as *potentially* duplicating an existing response. NTA is confident that the number of potential duplicate responses does not impact the outcome of the consultation.

NTA analysis also noted that some designations (taxi driver/owner, member of the public/non-industry member, taxi industry representative, other) were potentially inaccurate. The designations remain as selected by the respondents.

#### Data coding

All responses are provided within this report for reader review.

An analysis of all comments received was undertaken and the top themes identified. NTA responses to those themes are provided.

It is noted that respondents' views varied widely, and in some cases were not clear.

## 4 Submissions

### Introduction

A total of 622 responses to the public consultation on the Proposed National Maximum Taxi Fares were received. Respondents choose their own designation (taxi driver/owner, member of the public/non-industry member, taxi industry representative, other) as per the tables below.

Below is the stated interest of the respondents, as indicated in their submission.

| Interest                               | Number of Submissions | % of Total Submissions  |
|--|-----------------------|-------------------------|
| Taxi Driver / Owner                    | 531                   | 85%                     |
| Member of Public / Non-Industry Member | 77                    | 12%                     |
| Other                                  | 6                     | 1%                      |
| Taxi Industry Representative           | 8                     | 1%                      |
| <b>Total</b>                           | <b>622</b>            | <b>100%<sup>2</sup></b> |

#### 4.1 Overall Opinion

59% (364) of all respondents (622) agreed “with the proposed taxi fares increase”, 38% (234) disagreed, and 4% (24) selected “Unsure/No clear Position”. The breakdown of responses is shown below.

| Opinion                    | Number of Respondents | % of Respondents        |
|----------------------------|-----------------------|-------------------------|
| Agree                      | 364                   | 59%                     |
| Disagree                   | 234                   | 38%                     |
| Unsure / no clear position | 24                    | 4%                      |
| <b>Total</b>               | <b>622</b>            | <b>100%<sup>3</sup></b> |

The vast majority of submissions came from the following categories of respondents:

- A) Taxi Driver/Owner
- B) Member of Public / Non-Industry Member

Their responses are broken down as follows.

| Taxi Driver/Owner          | Number of Respondents | % of Respondents (Taxi Driver/Owner) |
|----------------------------|-----------------------|--------------------------------------|
| Agree                      | 334                   | 63%                                  |
| Disagree                   | 179                   | 34%                                  |
| Unsure / no clear position | 18                    | 3%                                   |
| <b>Total</b>               | <b>531</b>            | <b>100%</b>                          |

<sup>2</sup> Any errors are the result of rounding

<sup>3</sup> Any errors are the result of rounding

| Member of public / Non-Industry Member | Number of Respondents | % of Respondents (Public/non-industry) |
|--|-----------------------|--|
| Agree                                  | 27                    | 35%                                    |
| Disagree                               | 46                    | 60%                                    |
| Unsure / no clear position             | 4                     | 5%                                     |
| <b>Total</b>                           | <b>77</b>             | <b>100%</b>                            |

Where respondents agreed with the proposal, additional commentary was not required.

Where the respondent disagreed with the proposal, they had the option to indicate the reason for disagreeing.

#### 4.2 Themes in additional commentary

An analysis of the comments provided by those that disagreed with the proposal was undertaken. While respondents' views varied widely, the top two reasons for disagreeing with the proposal can broadly be classified as follows:

- 1) The proposed fare increase is insufficient to address the associated increase in taxi operator costs for the period in question; and
- 2) The proposed fare increase should not proceed as it may negatively impact passenger numbers.

Readers are reminded that the output of the TCI review is reflective of the actual increase in costs that have been incurred by taxi drivers since the last Maximum Fare Review was undertaken. It should also be noted that the Maximum Fares Order relates only to the highest fare that may be charged. Fares lower than those calculated on the taximeter are entirely permissible and widely used at the discretion of the driver or as promotional or loyalty rewards.

A number of respondents commented that the proposed 9% average increase to the taxi fare did not align with the costs on operators and recent rates of inflation. NTA would refer those respondents to the [public documentation provided for review at the consultation stage](#), which set out how the costs are comprehensively and methodically assessed. Relatedly, some respondents noted that the proposed increase, and historic increases, did not lead to an increase in income for operators as the

increases only covered the associated increases in costs incurred. NTA wishes to clarify that adjusting the maximum fare in line with associated, relevant costs is the objective of the Fare Review.

A number of respondents commented that the costs associated with the implementation of a maximum taxi fare change means that the increase is not sufficient. Comments were also made in relation to the implementation resulting in revenue for the parties providing those services. It should be noted that the cost of meter calibration and programming (3<sup>rd</sup> party providers) and verification (NSAI Legal Metrology Service) is accounted for within the maximum fare. Further detail on this is provided in the public documentation provided at the consultation stage.

A number of respondents commented that prospective passengers could be dissuaded from using taxis as a result of this proposed increase. The current fare level and the cost-of-living crisis was specifically noted here. As above, the output of the TCI review reflects the actual increase on operators since the last Fare Review in 2022. NTA recognises the impact of the cost-of-living crisis on all parties and has sought to balance this in its proposal.

The impact on users with additional needs was also noted by respondents, specifically those travelling by wheelchair accessible taxi and those with vision impairments. One respondent noted that this was the first Fare Review to include wheelchair accessible vehicles and therefore the output would impact those users specifically. NTA wishes to clarify that the Maximum Fares Order has always applied to all taxi vehicle types. In relation to the specific point made, the taxi fleet make up is an input to the TCI review, as the vehicle types used by operators in part dictate the associated running costs. The respondent is correct in noting that the 2024 TCI review incorporated electric vehicles and wheelchair accessible taxis for the first time. This update was required to reflect their now material proportion in the fleet to ensure their associated costs on operators are accurately reflected. At the time of the TCI review, electric vehicle taxis made up 11.5 per cent of the fleet, with wheelchair accessible taxis making up 21 per cent.

Further, respondents on behalf of minority groups commented on alternative approaches to addressing taxi and wider transport costs. These matters are outside the remit of this specific consultation process.

A small number of respondents suggested an alternative application of the proposed increase would be better, with the introduction of luggage fees being suggested. NTA can confirm that the extra charge relating to luggage is not being considered for reintroduction.

NTA notes that respondent comments specifically referencing the proposed increase in the booking fee and the extension of the Special Rate were limited.

The next section provides an overview of the responses received from those who noted their designation as SPSV Industry Representatives and those who noted their designation as Non-Industry Representatives. Appendix A sets out all responses received that included additional commentary.

### **4.3 Submissions from SPSV Industry Representatives**

#### Advisory Committee on Small Public Service Vehicles

“I refer to the above and your letter of the 4 July 2024, and advise that the Advisory Committee on Small Public Service Vehicles has considered the proposal to increase the maximum taxi fare by a weighted average of 9%. The Advisory Committee is generally supportive of the proposal. However, the Committee asks that the Authority revalidate the proposed fare changes relating to the late-night weekend peak period and the expected impact in helping to address the service demand challenges during this period.”

#### FREENOW:

Two submissions received from FREENOW:

1. I disagree with the proposed taxi fares increase:

“FREENOW supports the 9% increase, however, we are concerned that the proposed 50% increase in the booking fee will disproportionately impact journeys booked via an app as this will impact wheelchair users, many of whom prefer to book taxis via an app than street-hail. As such, 100% of the fare increase should be applied to the variable element.”

2. I agree with the proposed taxi fares increase:

No additional commentary provided.

Other SPSV Industry Representative 1

I disagree with the proposed taxi fares increase:

*"Fare increase should meet with today's cost of living."*

Other SPSV Industry Representative 2

Unsure / no clear position

"The proposed fare increase falls short of what is required and a higher rate should be agreed. the labour costs is underestimated. The fare structure does not allow a driver earn enough for to have a pension or afford a new car. A driver driving 40 hours would not earn the minimum hourly rate. introducing electronic payments have cost drivers 4.2%"

Other SPSV Industry Representative 3

I disagree with the proposed taxi fares increase.

*"There should be a minimum of 15% increase if we want to continue with the same level of service we currently have"*

Other SPSV Industry Representative 4

I disagree with the proposed taxi fares increase.

"Fares should be lowered or face extinction: 2.5km journey to local shopping centre is 15 Euro & takes 5 mins. Dundrum to Dub airport is 90 euro, & takes 30 mins. 180 €/hr !!. Are they taxi drivers or neurosurgeons? cars are 10+yr old jap imports, Caddy vans or EVs from grant. I just use my car more."

Other SPSV Industry Representative 5

I agree with the proposed taxi fares increase.

No additional commentary provided.

### 4.3 Submissions from Non – Industry Representatives Group/Organisation

***NTA has summarised two of the responses below. The full responses accompany this Report can be found on the NTA website, via the links provided.***

#### National Disability Authority:

*“The NDA notes that the NTA is proposing an increase of 9% in the maximum taxi fare to reflect the increase in operating (fixed and running) costs faced by taxi drivers as per the change in the Taxi Cost Index (TCI). This is the first time that wheelchair accessible taxis are included in the TCI and the NDA is concerned that the increase will negatively impact the quality of life of persons with disabilities, who are particularly at risk of poverty and deprivation.<sup>4</sup> Article 4.3<sup>5</sup> and General Comment 7 of the UNCRPD details the obligation to consult closely with disabled persons organisations (DPOs) and persons with disabilities on decisions that will impact them. The NDA would strongly encourage further consultation with these on the proposed increase.*

*All the people of Ireland deserve transport services that enable them to live their lives fully and freely. The proposed taxi fare increase highlights the need for the NTA to consider the unique needs of persons with disabilities to ensuring accessibility, affordability, and inclusivity of taxi services.*

*The NDA would be happy to engage with officials from the NTA on any of the points raised in this submission. We also look forward to continuing to work with the NTA to develop and implement integrated universally designed transport services, which can have a significant impact on the lives of people with disabilities.”*

To read the full submission from the National Disability Authority please click [here](#)

#### Vision Ireland:

*“taxi’s are an integral service for people with sight loss in Ireland. In the absence of accessible transport options, taxis can often be the only way a blind or vision impaired person can safely meet friends or family, attend a hospital appointment, or travel to work. As the most expensive service used by this demographic, the affordability of taxis must be prioritised. If implemented the 9% increase in maximum fares proposed by the National Transport Authority would follow a 12% increase made just 2 years ago. In the context of the cost of living crisis, rising inflation, and the increasing cost of disability, Vision Ireland recommends that no change be made to the National Maximum Fare in 2024.”*

To read the full submission from Vision Ireland please click [here](#)

## Voice for Vision Impairment

“Dear NTA,

*Voice of Vision Impairment (VVI) is Ireland’s Disabled Persons’ Representative Organisation (DPRO) specialising in the rights and needs of blind and partially sighted people. In terms of disability-proofing, our collective views and opinions should be prioritised over non-DPRO civil society organisations, and in terms of v visual impairment, our views should be similarly weighted among DPRO contributions (UN Convention on the Rights of Persons with Disabilities (UNCRPD), Arts. 4 (3), 29 (b (ii)), and as clarified by General Comment No. 7, paras. 13-4, 23, 56, etc.).*

*While our submission is more than a day beyond the deadline, we ask that it be accepted as provision of reasonable accommodation (Equal Status Act (2000, S4)).*

*This is VVI’s submission on the public/broad consultation regarding a forthcoming order for higher taxi fares:*

*Public consultation link: <https://consult.nationaltransport.ie/en/content/taxi-public-consultations-national-maximum-taxi-fare>*

*The main proposal seems to be a 50% increase in the value of the Booking Fee rising from €2.00 to €3.00 and what appears to be a 9% increase in fares.*

*Observations:*

### **1. Usual Ignoring of the UNCRPD by the NTA.**

***Disability-proofing of any plan needs to happen at an early stage through DPROs (UNCRPD, Article 4 (3), as clarified by General Comment No. 7; similarly, there needs to be incentives for people to join their DPROs – e.g., proper weighting and prioritising of our views and opinions in terms of disability-proofing (UNCRPD, Art. 29 (b (ii)). Instead, it appears that our perspective is being aggregated along with even any single member of the public and that there is no weighting of our position. We didn’t even receive word of the consultation until nearly a week into it.***

### **2. Disproportionate Cost-Bearing By Disabled People.**

*while taxi-drivers need to make a living, our need to get taxis means that the increased fares will disproportionately hit our members, and so there needs to be a cost of disability allowance (non-means-tested and non-taxable) to make up for those ongoing and rising costs. In terms of travel, another way of doing this would be to reconstitute the disability mobility allowance which was cut in 2013.*

### **3. Payability.**

***While not directly the subject of this taxi fare order, a very relevant subject is inaccessible points of sale in taxis. For example, many, if not most, taxi-drivers use flat-screen touch-screen card terminals which are wholly inaccessible to many visually impaired people. Similarly, in terms of accessible payment, jurisdictions in Canada and the US, for example, have talking meters, so a visually impaired person can have the same chance as their sighted comparator of knowing what is on the meter. This is something we should have in Ireland – with close consultation and active involvement of VVI, of course. We have done some research on this latter point, which we aim to publish online in the near future.”***

## Appendix A: Submissions where commentary was provided

| Opinion                    | Number of Respondents |
|----------------------------|-----------------------|
| Agree                      | 364                   |
| Disagree                   | 234                   |
| Unsure / no clear position | 24                    |
| <b>Total</b>               | <b>622</b>            |

| Opinion | Commentary   |
|---------|--|
| I agree | I want with 9% increase  |
| I agree | A total review of all the extras such as every person should be charged €1 per seat .Maximum €1 per suit case etc .Also removals from residential addresses etc  |
| I agree | This is in effect a decrease considering the vast inflation in fuels, cars new and secondhand , insurance maintenance and other running costs. Increase should be at least 15%   |
| I agree | I think you should increase extra fare for wheelchair taxi and XL Taxi with more than 4 passengers.  |
| I agree | Poor taxi driver they have to deal with constantly increasing fees. Several taxi drivers complained that they have to rent a license because they cannot have their own and in order to pay 6,000 euros a year they have to drive 10-12 hours a day. They are looking for cost reductions but a set of tires for electric car cost over 1200 euros         |
| I agree | I agree mainly but rather than increasing the booking fee I would increase the extra passenger fee as not all drivers work through bookings and increasing booking fee is making taxi fares for those travelling on the own more expensive. Rate of inflation alone means need an increase but you don't want to make taxis too dear for people .Thank you |
| I agree | Prices on cars have reached extreme highs, the costs on operational running costs must be absorbed through through a fare increase.<br>A 2019 car that's suitable for a taxi is now €30000, that can only be driven 5 years cost of this is €115.38 per week.  |
| I agree | What's the point having meters when app providers can make up their own higher prices in the form of technology fees.  |
| I agree | I believe taxi drivers do a great job and deserve more   |

| Opinion    | Commentary   |
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| I disagree | Taxi Fares are already very high, another increase will deter people from using taxis.   |
| I disagree | The current fare card bears no resemblance to the actual cost of travelling in a taxi. The public have lots of options for travel. A fare increase now is likely to reduce demand and eventually supply!! There is no shortage of taxis. Driver safety is a very big issue at nighttime. |
| I disagree | Fares should stay the same if increased there will be less customers.<br>Costs have gone down for me running taxi.   |

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| I disagree | Maybe look at bringing costs down ,ie help with insurance, suitability test which isn't 10 minutes long for the cost ,10 year car rule is a joke ,alot of the cost are just man made crazy decisions  |
| I disagree | Scrap the 10 year rule which would keep costs down instead of replacing perfectly good cars. While you at it give the 2015 cars the same extension as you gave the 2014 and the rest.This is totally unfair not to extend this and will lead to my taxi drivers exiting the businesses. That' cut costs 9%    |
| I disagree | Increase fares might put customers off using taxis.   |
| I disagree | As a taxi driver I feel the fare if anything is already to high and the more we increase the fare the more we discourage customers from using taxi's and instead we push them towards other transportation.<br>There are certain people involved in these consult groups that would love to see that scenario |
| I disagree | Further increase will only lead to consumer dissatisfaction with taxi industry and after getting meter changed and sealed to will take months before you start to make money from increase try help out industry more but doing away with regulations and unnecessary costs                                   |
| I disagree | Fares are dear enough should stay the same for 2 more years   |
| I disagree | We are already seen as expensive. Better support with running costs would be much more helpful. Supplements towards fuel,insurance and vehicle replacement. Currently my vehicle is 70 to 80,000 to replace.. not viable.   |
| I disagree | The general consensus in cork and from tourists that taxis in Ireland are extortionate. The problem is the industry is swamped with too many taxis. Less taxis on the road and keep the price the same as is. The industry might have a chance then.  |
| I disagree | Every time you increase its at the cost of driver   |
| I disagree | Fare increase will will see a decrease in income of individual taxi drivers. Not necessary at this time.  |
| I disagree | Since Covid diesel and petrol have risen the cost of living and price and maintenance of vehicles has increased by 25% .The fare increase should be 25% in line with cost of living rises the pilot union is demanding.   |
| I disagree | I work days in Galway the day rate can mean sitting in a taxi rank for over an hour and receive fares of €5 or €6. I think tariff A should get a bigger increase of flat rate and B should remain as is. It costs €200 to change and calibrate a meter and a 20c increase is not worth the cost of changing.  |
| I disagree | Day rate should be higher plus should have different rate for 6/8 seater as only couple euros extra in meter when cost is much higher plus passengers will order 6/8 seater to carry load of luggage as normal car is insufficient  |
| I disagree | Customers never complained the last time in 2022 as they were under the impression that with an increase was going to come with a better service. This certainty isnt the case and with rates weighted higher towards unsocialable hours .IE after 8 p.m, the service has gotten worse.                       |
| I disagree | Please leave the fares as they are or the public will stop using us as it will have become too expensive  |
| I disagree | If you increase the fare by 9% then your actually only covering the bottom line costs, with inflation projected to continue to rise then an increase of 20-25% would be a more realistic option   |

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| I disagree | As an 8 seater taxi driver I think the fare structure is very unfavourable given the much higher costs I face.<br>The savings from a customer getting an 8 seater compared to 2 saloon cars is huge relative the measly €4 extra the driver of an 8 seater will get which will be lost on fuel consumption   |
| I disagree | I think if reduce work as people can't afford go out as is everything so expensive   |
| I disagree | This should be reviewed this time next year. We've seen a decrease in business as of late and there are less people going out during the evening and at night as I believe there is a lot less disposable income around. Those with disposable incomes are heading abroad more this year less spend at home. |
| I disagree | I already get angry customers many times a week not happy with the fare not sure how will this be good for business. People will be even less likely to take taxi or not I'm not sure but some customers already think I'm robbing them with the current fare.   |
| I disagree | Not long since last increased customers are cutting back on taxi use as it is  |
| I disagree | I think fares should be left as they are and consider changing peak times from 6pm to 8am.   |
| I disagree | Too high fares will discourage clients and taxi meter suppliers are now charging 120 euro prior to this it was 60 euro   |
| I disagree | I strongly feel it would damage trade further if fares are increased   |
| I disagree | I as a taxi driver do not agree with this fare increase. It's hard enough trying to get people to use taxis . Not to mention it costs drivers nearly 300 euro to get meter reprogrammed and sealed. Only people making money from this are the taxi installers and government.                               |
| I disagree | Dear Sir/Madam, According to going on inflation as a taxi driver its hard to save earnings. Mechanical work,car parts, card provider services and maintenance service is way more higher increased in past few years. 9% Increase in taxi fare is very less increase in taxi fare. Thanks                    |
| I disagree | Do U want people to stop taking taxis  |
| I disagree | If the increase goes ahead keep the booking charge at 2 euro.  |
| I disagree | The day driver who looks after the elderly and the majority of hospital appointments and wheelchair users. Seems to gets nothing out of this only an expense of recalibrating and sealing of meter. It looks like an attempt to encourage drivers to work nights.  |
| I disagree | With rising inflation it is extremely difficult to make a living wage taxiing. The plate rental costs alone are €5000/PA, never mind the increase costs of car, diesel, mechanic, etc  |
| I disagree | Dear Sir/Madam, According to going on inflation as a taxi driver it's hard to save earnings. Mechanical work,car parts, card provider services and maintenance service is way more<br>Expensive insurance also<br>I hope you understand  |
| I disagree | Cost is too high to run the business specially rent then fuel and not enough work  |
| I disagree | Inflation is 75% all cross the board   |
| I disagree | Fares are too expensive. I only use taxis in absolute emergencies. If prices are increased I will only use taxis in extreme extreme emergencies  |
| I disagree | Cost of car maintenance is much higher compare to last few years Eg fuel,maintenance,parking etc so fare should be more than 9 percent increase .1 am to 5 am it should be traffic 3 because another hours there is enough bus,luas so we can encourage more drivers to drive at peak time.                  |

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| I disagree | Fare increase should be higher due to the tuning cost of taxi and other over heads   |
| I disagree | Dear sir<br>Should be issued new taxi plates because too much they charge taxi plates rent and rent maintenance fuel prices property rent everything higher  |
| I disagree | Running costs for taxi drivers have soared in recent years, Additionally we would cover software updates and meter sealing charges. A 9% fare increase is insufficient. This is unfair to taxi drivers, who face high overhead expenses, stiff competition, and reduced business due to multiple factors.  |
| I disagree | Cost of mechanical is higher plus fuel cost .it's hard to do saving.   |
| I disagree | As the cost of living is gone up i think taxi fare have to go up as well as I'm single person sometimes I'm struggling to manage how about the taxi driver have family and supporting them it's really hard to manage the maintenance of the vehicle rent of the plates and our own bills                  |
| I disagree | Dear Sir/Madam, According to going on inflation as a taxi driver its hard to save earnings. Mechanical work car parts,card provider services.  |
| I disagree | Its hard to save money from taxi work after<br>Maintenance, service, parts, insurance and many other things  |
| I disagree | 9% is nothing  |
| I disagree | I honestly think the fares should be left as they are as it stands it's costly enough to hire a taxi<br>How much money do you think people have in their pockets to spend<br>Also this is a cost to the taxi drivers and it's revenue into the nta taxi<br>I am totally 100 per cent against any increase  |
| I disagree | A 20% increase in 24 months is absolutely unacceptable, disproportionate and unnecessary.<br>Rather than excessive increases the NTA should reduce the barriers to entry to encourage more drivers enter the industry.<br>Increasing prices while delaying the rollout of 24h services is disgraceful.     |
| I disagree | Fare increase should take into account inflation along with the kinds of risks that comes with the Job,<br>A lot of pressure on drivers to drive at night due to night life with very high risks while compensation to work is very low.<br>Tariff 3 should be from (01:00 to 05:00) for Fri to Sun Inc BH |
| I disagree | Taxis already very expensive, everything is expensive, night people won't use taxi as it will be too dear, which will lead to more unsafe walks from a night out!!!! As people won't be able to afford such luxury!!! Taxi shouldn't be the luxury it's the need of safety in dublin nowadays!!!           |
| I disagree | Due to the continuing cost of living situation an increase would not be appropriate at this time and could have a dampening effect on taxi use.  |
| I disagree | Me and my workmates getting taxies at night time to get to work or back home and it will be too expensive to fork out more money!!!! Provide more public transport   |
| I disagree | An increase in fares may have a negative effect on business.   |
| I disagree | Just leave it alone people are already struggling out there with cost off living   |
| I disagree | We will price ourselves out of the market. At lot of the people that use taxis are elderly or on the poorer side of things. They could not take another price hike.  |
| I disagree | As now related to car maintenance expenses is so high. I just paid 4000 for clutch and garebox. Then service, tyre, mechanical work, car parts, card provider service, app commissions. Its way expensive hardly we save money.  |

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| I disagree | As my business is down 20% this year with the cost of living gone through the roof. less people out at weekends drink food gone up in price this will turn people off using taxis. Give back the vat on fuel, tyres, servicing ect to us.  |
| I disagree | The taxi fare should be higher as all other service and even the toll goes 20% hike.   |
| I disagree | As a taxi driver of almost 20 years, I am concerned that the fare increase will affect public confidence in using the service.<br>I believe in giving a premium service compared to other public transport options, but an increase isn't an increase if the fares dry up.                                   |
| I disagree | High inflation,high fuel prices massive increases car maintenance exp. Unsustainable high plate rent. Car payments commission. Everything is expensive. As taxi driver very hard to surviving. Saving something in dreams  |
| I disagree | Dear Sir/Madam, According to going on inflation as a taxi driver its hard to save earnings. Mechanical work,car parts, card provider services and maintenance service is way more  |
| I disagree | A fare increase would be bad for business as customers cannot afford it and it will drive people away from taxis, especially with reduced bus/tram/train fares.<br>The only winners will be the quangos like sgs taking in 90 euro for someone to sit in a taxi going up the road for " verification".       |
| I disagree | 9% increase means less income for taxi drivers, coz public will use less taxi service. Its already expensive taxi fare. When you increase fare we have to spend lots of money. So NTA earnings more than taxi driver do. Last 2 years we had lots argument with customers about fare. So please don't do it  |
| I disagree | With all the extra public transport at night it would be unfair to ask the public to pay more for a taxi. A night out is expensive enough.   |
| I disagree | The Cost of living has hit a lot of people, putting it up doesn't help people getting one, and tourists so far this year have said ireland as a whole is very expensive, they are starting to complain about food and drink, been expensive, you put up the price of a taxi, many tourists won't get one     |
| I disagree | Day to day running cost of taxi has gone up. Insurance has gone up. Soiling charges should be increased from euro 140 to at least euro 250 to euro 300.  |
| I disagree | I believe that with the current costs experienced in the industry that 9% is not enough. Taxi Drivers put up with so much, unpredictable income, huge running costs, unruly passengers, emotional and physical abuse and a substantial raise in income is needed   |
| I disagree | Fare increase is not according to the inflation rate.  |
| I disagree | 9% is nothing towards expenses to keep & run as a taxi , it should be higher than 9% even the taxi app are charging more comission than 9% of increment  |
| I disagree | There should be a minimum of 15% increase if we want to continue with the same level of service we currently have  |
| I disagree | The recommended increase of 9% isn't enough as that means we're still making the same margin as 2021. The cost needs to increase at least 15% or in line with other EU countries with similar GDP. The recommended increase is keeping the industry at a standstill still and drivers basically get nothing. |
| I disagree | As a driver we need to pay €6500 rent for plate + around €5000 insurance and all other expenses like maintenance parts body work NCT SUITABILITY meter sealing etc its really hard for a driver to save some money for other bills and expenses if a driver doesn't own a plate.                             |
| I disagree | Tariff 2 should be Saturday all day as well for morning drivers  |

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| I disagree | Please Don't just go by Airport taxis. They are not interested in working the street where ordinary people rely on us to take them on journeys where public transport falls short. I think we should take a hit on this one. everyone is hurting let's not bring unwanted pain to the public that rely on us. |
| I disagree | Only I agree to increase little on day time   |
| I disagree | Fare increase is ok but booking fee going to €3 is way too much for customers to pay.   |
| I disagree | Cost of living and cost of parts for cars and fuel has gone up a lot more than 9% over last 2 years   |
| I disagree | Running a taxi cost is much higher than the proposed fare increase  |
| I disagree | Hello NTA Team,<br>Due to high expense of keeping vehicle on road, it's getting difficult as it cost a lot, please increase the fare by 9% which can help to spsv drivers to continue them jobs in irish markets.   |
| I disagree | If there wasn't so much red tape on being able to become a taxi driver then costs wouldn't be an issue but as it stants there is too much red tape even the taxi regulator rules are ridiculous you can have fined for not having a first aid kit but you dont need a first kid qualification                 |
| I disagree | Going to cost us money to get meter calibrated and sealed   |
| I disagree | Taxi fares are expensive as it is further price increase will cause loss of buisness as buisness has declined in the last 2 yrs since last increase   |
| I disagree | Rural taxi prices are already too high.<br>Increasing prices where no alternative public transport, will encourage drink driving. And have an effect on elderly people getting to town. Decrease prices. And encourage the government for assistance.   |
| I disagree | I have to use a taxi daily and it is daylight robbery. A 10 mins drive from Newbridge to Naas has cost me 25 euro. Ridiculous.  |
| I disagree | Taxi fares have increased to an unsustainably high level and it would be inappropriate and damaging to consumers to increase these fares again.   |
| I disagree | increasing prices doesn't equate to more profit. When a shop wants more business it has a sale. This will be the straw that breaks the camels back. Running costs r high and it's very hard work. We r in a cost of living crisis this is not the time. I personally can't even afford the meter charges.     |
| I disagree | Taxi is already an unaffordable mode of transport in Dublin for areas not serviced by any public transport routes. My commute from Merrion to Kylemore is €32 by taxi in 30 minutes, or €2 by public transport in 90 minutes. It should not cost a luxury price when it is the only option.                   |
| I disagree | Soon getting a taxi will be like boarding a plane.<br>I still want to be in business.<br>I don't think it's a good idea   |
| I disagree | Business is way down many people using night buses, and many not going out, also will help Uber with their ride share push.<br>Fares are fine for now.<br>Thanks  |
| I disagree | It is getting difficult to make good earnings with increasing cost of the taxi business, rentals are so expensive and other relevant costs associated   |

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| I disagree | What is proposed is weighted no other industry gets weighted increases and the 9% in most cases becomes 2% increase which is of no use if you want to give 9% then give if not weighted so we get 9% on all fares  |
| I disagree | The taxi fare has not increased one iota since I started 23 years ago. For every increase, it was outweighed by a loss of tariff and/or a massive increase in cost   |
| I disagree | Taxi fares are very expensive on the public .....  |
| I disagree | Inflation is too high, especially the taxi plate rent, there is no cap on rent increasement. There's too much manipulation and blackmailing from the plate owners. We are working hard, taking risk in driving in night, but we don't own our taxi plates. Your consideration would be immensely helpful.  |
| I disagree | The increase in the proposal is not high enough to chase the GDP 9% meaning nothing to catch up now a day expense we CAN NOT make enough to survive.   |
| I disagree | Fares are too high public not happy about this   |
| I disagree | Inflation hit more than 50% every thing including insurance gone up.   |
| I disagree | The costs to run a taxi it become very expensive now with high inflation is very hard to manage to pay all the relevant costs ( insurance, taxes , tolls, car maintenance, tyres, fuel)<br>We have bills to pay , mortgage, crèche everything is expensive now days !!!  |
| I disagree | Fares should be lowered or face extinction: 2.5km journey to local shopping centre is 15 Euro & takes 5 mins. Dundrum to Dub airport is 90 euro, & takes 30 mins. 180 €/hr !!. Are they taxi drivers or neurosurgeons? cars are 10+yr old jap imports, Caddy vans or EVs from grant. I just use my car more.   |
| I disagree | As an operator of a taxi I don't think a rise in fares is necessary I think taxi's are dear enough. The cost of living is already high and it may stop some from getting taxi's if fares go up again I was also against the last fare increase and the inconvenience and cost of getting a new program   |
| I disagree | We will continue to lose customers if ye increase fares..cost of living is very high..   |
| I disagree | Taxi fares are expensive enough  |
| I disagree | Fare increase should meet with today's cost of living  |
| I disagree | The fares are fine as they are . We need to encourage the public to use taxis<br>Also we need to be able to transfer our licences , or sell them on<br>How many have we lost during Covid because they are non Transferable ?  |
| I disagree | In 2022, plate rent was 1,500 to 2,500. Now, plate rent is 6,000 to 7,000 a year. Car rent is 300 to 400 a week. We hardly make any money. The price increase should be higher than 9 percent. These rising costs are making it difficult to stay profitable.<br>Without a significant adjustment in our income, we cannot sustain our business.               |
| I disagree | Respected sir/ mam .with going on fuel ,Tool charges ,repair jobs ,car parts and everything going up in pricing I think it should be more higher and I think luggage charges should be there after some bags each person.i drive a big van so I always get a job where 2 or 3 person is there but van needs to be filled with a luggage                        |
| I disagree | In 2022, the fees for plate rentals were between 1,500 and 2,500. They have now risen to 6,000 to 7,000 per year. Weekly car rentals cost 300 to 400. Additionally, grocery expenses have significantly increased. Our profits are very low. The rate of price increase needs to be more than 9 percent. These increasing expenses are challenging our ability |

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| I disagree | I believe it will reduce passenger numbers. Will not increase income. Will be less taxis because of 10 year rule for some cars. I didn't work during covid and did very low mileage and didn't qualify for extra years as my car is 2015. There are taxis around nearly 10 years older.   |
| I disagree | My costs have gone sky high in the last year or so and even with the last fare increase it's a struggle at times. My van probably only has a life span of a year or so left as it has high mileage and is giving trouble a lot lately but the cost involved in replacing it even with the grant are ridiculous I'm actually considering leaving the industry. |
| I disagree | Dear sir/madam Everything is High due to inflation,The taxi expenses rent,insurance,fuel,maintenance, cleaning,   |
| I disagree | As a driver it will cost me around 200 euros for a small increase in fares to some people a taxi is a luxury that they can't afford so an increase won't help   |
| I disagree | I oppose the 9% SPSV fare increase because it will prompt the public, unaware of the costs of running an SPSV, to call for Uber's introduction in Ireland, mistakenly believing it will lead to cheaper fares. This move would, however, result in unregulated and unsafe drivers. I advocate for reducing SPSV industry, fuel and insurance costs instead.   |
| I disagree | As you know, Cost of living is really really Crazy, specially accommodation and maintenance of Taxis, so please humbly request you Fare increase should be Higher. Many Many Thanks   |
| I disagree | I think the increase would be damaging to the industry. Customers cannot afford to pay more for taxis at this time.   |
| I disagree | Due to inflation this rise is not enough and should be increased more.  |
| I disagree | My business expenses went up 15 %. In addition living cost went up 40%. The proposal doesn't match with this. Need to increase atleast 25-30% In addition wheelchair taxi has less business than normal taxi. WC taxi should be given chance to change to normal taxi license so we can keep up with the business and upgrade to economic car.                |
| I disagree | The current fare is fair for customers and drivers, customers will not be happy with any increase at the moment   |
| I disagree | We are below average taxi fare in the eu<br>We have running costs that went up<br>Dublin airport to city centre 24/25€<br>Just not paying the bills<br>I'm in process of looking for another job as I'm 18 yrs driving a taxi & in all my yrs driving I cannot pay my bills .   |
| I disagree | Cost of living . Taxi deserve an increase   |
| I disagree | Everything is so expensive like mechanical work , vehicle service, bank fees, Application commission, we hardly save money to look after our family   |
| I disagree | A €2 Extra Should Apply For All Additional Passengers For Saloon and WAV (SPSV) Operators.<br>This is only fare for (SPSV) Operators who have vehicles with seating capacity for 8 Passengers.  |
| I disagree | Strongly disagree,life is tough with cost of living still going up,check the grocery bill,no savings in gas or electric yet. Won't be able to tip driver with increase,taxi drivers disagree due to not making money back on last rise yet,who is this rise really for? Listen to the drivers and consumers.Leave thing as they are so we can continue to tip |
| I disagree | Taxi fairs have already massively increased with a 5km journey costing in the region of €22 to €28, further increasing the fees will lead to less use of the service.   |

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| I disagree | I live two miles from Dundalk town centre. There is no public transport. At present, a one way fare costs me €15.00. I'm on a pension, so a return trip for food shopping is 10% of my weekly income, which is not affordable. So raise fares within town limits, if you must, but make out-of-town costs less.   |
| I disagree | I strongly disagree with a fare increase The country is going through a cost of living crisis and I believe that any fare increase would have a negative affect on the Taxi Industry<br>The current fare structure is sufficient<br>The last time fares increased it was my experience that customer numbers declined<br>Buses are running 24 hrs affecting Taxis |
| I disagree | Taxis are already to pricey in Ireland as bus's have become much more accessible  |
| I disagree | Fares are grand in Waterford where I work any higher and people won't use taxis with the accessibility of buses so why shoot yourself in the foot.<br>Ye have to remember Waterford is a small city with mostly short trips it would stop any longer trips all together.  |
| I disagree | With the high cost of living most people are going through atm, I feel this increase would push people away from using taxis especially at day time and use bus services instead, it's an unnecessary increase imo, and also from the feed back I get from regular passengers,I value these customers I've been picking up 4 the past 28 years,no to increase     |
| I disagree | There should be an additional charge for suitcases. If the airline charges for luggage as it adds to the fuel consumption, we should also be able to charge for suitcases due to the additional weight & fuel they use up   |
| I disagree | Taxis are already too expensive   |
| I disagree | Fares in Ireland are already considerably higher than in other countries. I will take taxis less often if the fares increase as they will be prohibitively expensive. I, however, am a person in the full of my health with options. I am concerned about the impact of this on elderly people and on people with disabilities and others on lower incomes.       |
| I disagree | The public transportation in Ireland is very unreliable. There are so many occasions where my bus didnt show up and I had to take a taxi. Looking at the other countries where they have great links, and cheaper taxi fares, I dont understand how this fare increases sounds sensible to any.   |
| I disagree | The taxi services across the county, specially those in Dublin greater area are disproportionately expensive and unreliable. Not only this will cause a decrease in the use of the service by users but also, this is the 2nd increase of fares in less than 4 years. Unacceptable in the current state of affairs and a slap in the face of users.               |
| I disagree | Fare are already to high. Lower them  |
| I disagree | Because people won't use taxi if the fare go up   |
| I disagree | i feel there's no need for an increase.   |
| I disagree | Fairs should decrease greatly   |
| I disagree | Instead of increasing fares I think it would be better to extend the age limit on how we can use our cars   |
| I disagree | In 2022, plate rent was 1,500 to 2,500. Now, plate rent is 6,000 to 7,000 a year. Car rent is 300 to 400 a week. We hardly make any money. The price increase should be higher than 9 percent. These rising costs are making it difficult to stay profitable. Without a significant adjustment in our income, we cannot sustain our business.                     |

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| I disagree | Fare increase will have a negative impact on the number of taxi users. What you should be focusing on is a review of age of taxes. Secondly, a large number of taxes will be off the road early next year due to their taxes 10 year rule. A 2015 taxes were bought shortly before Covid-19 and Russia and Ukraine war. They were no activities this period  |
| I disagree | Only part of fare increased. None of extras increased long overdue   |
| I disagree | It's too high of on increase 2years after a 12% increase have some common sense  |
| I disagree | Fares are already to expensive and are off putting as they are. There is no consideration given to the public when the fares are set.  |
| I disagree | Bring back the luggage charges and wider public will not be effected and no cost to drivers and meter would not have to be calibration   |
| I disagree | WAV regs need to be changed so drivers who avail of the grant have a specific type of vehicle, mandatory safety restraints and obligations to transport disabled people  |
| I disagree | The 3 euro call out charge is going to kill the call out I have driven a taxi for the Last 23 years and work for biggest taxi company in galway city and all the drivers are giving out about the 3 euro call out charge it is crazy as people don't have the money we see it everyday business is falling ever week with last few mths                      |
| I disagree | It's unfair to increase the booking fee by50% people can't avoid this charge. Where possible people can travel at cheaper times but you need to book a taxi always and this will impact those with disabilities the most. This means it will cost them €6 return before they even step in the taxi I believe a 10% is fair for a charge which shouldnt exist |
| I disagree | Why should taxi drivers have to pay every increase as we have get calibrated. Cost us money and time. For 9% it is not worth it.   |
| I disagree | In large rural areas where there is no adequate bus service and it's a long way to the nearest town, e.g. Ballyheigue from Tralee, it costs a fortune already so a night out in Tralee (say at the theatre there) costs 40 euro's more than it would if an evening bus service were provided   |
| I disagree | Due to high inflation Taxi running cost , car maintenance, Petrol prices, Taxi insurance, proposed fare increase is too low. It should be at least 15%.  |
| I disagree | The costs alone of credit card facilities is on average 4percent   |
| I disagree | No need for any change. Fares ok ATM. IMO it's only a money grab by NTA and a means to justify their existence. Cost me approx 170 euro for the privilege of this increase. Leprechaun economics   |
| I disagree | As a taxi driver in Limerick city, I have noticed a sharp decline in the amount of people using the taxi service in this city since the last fare increase.To get a bus into town from the suburban area where I live it is €1.90, a taxi can cost between €12 - €14. Operating a taxi may involve some high costs, but lower fares mean more business.      |
| I disagree | Taxis are gone way to expensive<br>Some drivers charging what they like  |
| I disagree | Taxi fares in Ireland are already among the highest in the EU, and access to taxis is an essential service in situations where public transport and private vehicle ownership are not possible. I do not believe taxi fares should be any higher than they currently are.  |

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| I disagree | Dear Sir/Madam,<br>The 9% fare increase is insufficient given real-world inflation. CSO data underestimates key costs: fuel, service, tyres, and spares. Real driver-reported data shows much higher expenses. I urge a 12-15% increase to reflect true costs and maintain industry viability.<br>Thank you,<br>Kevin McElroy  |
| I disagree | Stay fare will get more customer   |
| I disagree | The fare is already high, why transferring the expense to the customer when we could get some discounts or get the operation cost lowered: some fuel discounts at least  |
| I disagree | I want to propose 2 things.<br>1) when there are more than 4 people, needing a Van instead of normal taxi, they should be charged with new tariff called XL tariff, with at least 30% extra fares than normal<br>2) in case when for example, there is 1 passenger but he got 6 or 7 luggages that can't fit in small car, XL tariff should be applicable            |
| I disagree | FREENOW supports the 9% increase, however, we are concerned that the proposed 50% increase in the booking fee will disproportionately impact journeys booked via an app as this will impact wheelchair users, many of whom prefer to book taxis via an app than street-hail. As such, 100% of the fare increase should be applied to the variable element.           |
| I disagree | Cost of living is gone up and people already since last taxi fare increase started to use taxi services lesser, now taxi business isn't busy anymore (just couple of hours at weekend nights), if taxi fares will be increased, people will use more public transport or alternative options   |
| I disagree | Will stop people using taxis in cost of living crisis lads can't afford to buy new cars as well an extension for all cars further than ten years would be the right thing to do  |
| I disagree | The understated TCI shows costs have increased by approx 9% to €1.72 per Km. The 'Standard Rate' of €1.32 per Km is substantially below the cost of providing the service. 'Weighting' in favour of a specific group is another term for DISCRIMINATION. ZERO nta checks will occur during the midnight to 4am period. Carte Blanche for all the rogues.             |
| I disagree | I believe that higher fares will result in less people using taxis as a mode of public transport.<br>If you really want to help taxi drivers, make vehicles more affordable. (Abolish VAT and VRT on PSVs)<br>There would be no need for "Grants" to invest in an up to date, fit for purpose vehicle.<br>Also the pricing of WAV vehicles needs to be investigated. |
| I disagree | Increase Tariff 1. Night rate fine.  |
| I disagree | Taxi fares should remain the same if its increased we will lose customers  |

|            |   |
|------------|---|
| I disagree | <p>I am sending to this email address as your consultation page does not facilitate a sufficient number of characters to make a simple point, The fact of the matter is that there is no price competition amongst taxi drivers or taxi companies. Maximum permitted prices are, in fact, minimum prices. This is despite the fact that some cars (electric) are substantially subsidised by the state in terms of their purchase. Such vehicles also enjoy a substantial premium in terms of fuel and running costs. How come these hugely significant savings are not reflected in the prices charged to consumers? Grants of up to €25,000 have been given to people to change their vehicles. <a href="https://www.gov.ie/en/press-release/f1623-up-to-25000-for-taxi-drivers-to-buy-electric-vehicles/">https://www.gov.ie/en/press-release/f1623-up-to-25000-for-taxi-drivers-to-buy-electric-vehicles/</a> Given the huge subsidies in terms of purchase prices and the substantial fuel savings taxi costs should be falling, not going up. The prices charged by companies using electric vehicles should be substantially less than other vehicles. The purchase of the vehicle has been hugely subsidised and the "fuel" cost is substantially reduced. Bear in mind that the cash value of the grants takes no account of the income a person would need to earn to generate a benefit of €25,000 net of income tax. The NTA appears to approach pricing with absolutely no regard to citizens who are expected to fund substantial subsidies through general taxation while gaining no benefit in terms of price from the savings being given to the operators. I am happy for this mail to be treated as a submission for the purpose of your consultation process with whatsoever that entails.'</p> |
|------------|---|

| Opinion           | Commentary  |
|-------------------|---|
| No clear position | <p>Hi<br/>I understand the increased costs in running a Taxi as I myself drive one. Concerned that an increase may see consumer markets dwindle even further during the daytime which I now work. I've personally experienced a decline in revenue during the day which I believe maybe a result of current fare structure and rising living cost for everyone.</p> |
| No clear position | 9% seems like a large increase  |
| No clear position | <p>The proposed fare increase falls short of what is required and a higher rate should be agreed. the labour costs is underestimated. The fare structure does not allow a driver earn enough for to have a pension or afford a new car. A driver driving 40 hours would not earn the minimum hourly rate.introducing electronic payments have cost drivers 4.2%</p> |
| No clear position | <p>There should only be increase in day time tariff. Night time tariff is fine. It would not be in public and taxi drivers best interest to increase booking fee or night tariff. If the night tariff and booking book goes up by €3. It would cost passenger more than €8 just to sit in the taxi let alone the rest of the journey.<br/>Kind regards,</p>         |
| No clear position | <p>We acknowledge increased costs for taxi drivers, and thus recognise the rationale for a 9% increase and expansion of the Special Rate to weekends. However, a fare increase is a result of a lack of SPSV supply at peak times and will likely only serve to cut demand further. There is little evidence that increasing fares will increase taxi supply.</p>   |

Údarás Náisiúnta Iompair  
Dún Scéine, Lána Fhearchair  
Baile Átha Cliath 2, D02 WT20

National Transport Authority  
Dún Scéine, Harcourt Lane  
Dublin 2, D02 WT20

