

€ NATIONAL MAXIMUM FARE REVIEW

A Maximum Fare Review has been carried out to assess changes in the operating costs and market environment facing the taxi industry since the last review in 2014. The objectives of the Maximum Fare Review are to:

- Estimate the average activity level of taxis in a year based on survey data, research results and Central Statistics Office (CSO) data;
- Update each element of the Taxi Cost Index (TCI), the fixed cost and running costs of an average taxi based on activity levels and labour costs; and
- Determine whether the National Maximum Fare should change.

The independent analysis of the Taxi Cost Index elements covers three components:

- Fixed Costs (vehicle purchase, insurance, equipment, motor tax and similar)
- Running Costs (fuel, servicing, cleaning, tyres, parts and similar)
- Labour Costs (CSO figure for average earnings covering workers in the transport sector)

An average 4% increase was recommended in the 2014 Maximum Fare Review and this was implemented in April of 2015.

The 2017 independent analysis of the Taxi Cost Index elements by the economists, KPMG and AECOM, found that total operating costs have increased since 2014 by a little over 3%. The NTA is currently awaiting the advice of the Advisory Committee on SPSVs in this regard. The full Maximum Fare Review Report will be published on our website shortly.

USER SURVEY

Demand for taxi services has stabilised since the 2014 review as a result of ongoing economic recovery. Demand is expected to increase over the next two years, pending continued improvements in employment, consumer confidence, demand and general economic growth.

Almost three quarters of users agree that taxis generally provide a good service and over half regarded taxis as “good value for money”, according to a household survey of 1,000 adults commissioned by the NTA. A full 94% of those surveyed were either fairly satisfied or very satisfied with the service provided on their most recent taxi journey.



39%

...have used a taxi in the past six months. Taxis are the second most commonly used form of transport in Ireland, next to private cars and are commonly used for trips to/from social and leisure activities. Around one-in-three taxi users are heavy users and there is evidence from the survey of an increase in demand for taxis from users over the last 12 months.



92%

...hailing a taxi on the street or at a taxi rank waited for no more than 10 minutes. A similarly high proportion (89%) of those booking a taxi over the phone or via a smartphone app were waiting for no more than 10 minutes. Overall, this represents an improvement on waiting times observed in the 2014 research. However, only 44% agreed that taxis can be easily hired during busy periods and just 43% agreed that it was easy to understand how taxi fares are calculated.

€€€ 54%

...believe taxis are good value for money. This is a notable increase from 43% back in 2014. In fact, most value for money measures have improved since 2014. People typically see shorter journeys as being better value for money relative to longer journeys, while there appears to be little difference in the perception of value for money for day and night trips.



94%

...of those that have used a taxi in the past six months were either fairly or very satisfied with the overall service provided. Perceptions across the entire population aged 18+ of the service provided by taxi drivers are also quite favourable.

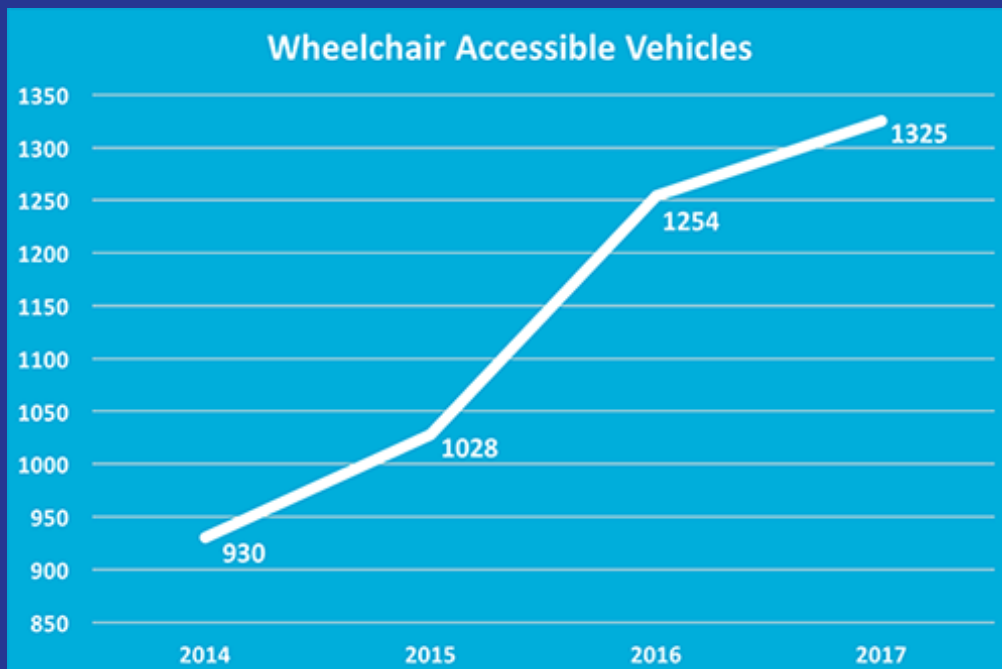


WAV17

About 184,000 people in Ireland have difficulty walking for more than 15 minutes. About 31,000 people use a wheelchair. WAV17, the Wheelchair Accessible Vehicle Grant Scheme, offers financial assistance from €3,000 to €10,000 to put wheelchair accessible vehicles into the fleet, together with free disability awareness training for drivers.

WAV17 commenced on 03 April and has had a tremendous response with over 360 provisional grant offers already issued to applicants by the NTA. A waiting list has been in operation since 01 May; if applicants do not take up the provisional grant offer received, some of the over 100 applicants on the waiting list may receive an offer, funding permitting.

Wheelchair accessible vehicles provide vital public transport services country wide. We are delighted to see the increase in accessible vehicles throughout the fleet particularly over the last three years.



Q. WHY AM I GETTING TWO TAX CLEARANCE NOTIFICATION LETTERS?

A: Under the Taxi Regulation Act 2013, every licensed SPSV driver must remain tax cleared with Revenue during the full period of the licence. We check every SPSV driver's tax clearance status once a month. If you are not tax cleared a letter of expiry will issue to notify you. Then, we check again in 30 days and, if you remain non tax compliant, another letter will issue to let you know that your file will be escalated to the NTA Compliance Team and your local PSV Office for investigation.

Q. HOW DO I ORDER THE INFO CARDS FOR DISPLAY IN MY TAXI?

A: These can be collected free of charge from your nearest SPSV inspection Centre. Alternatively, order them on the Industry Information Line and we will post them to you free of charge.

Q. CAN MY FRIEND BRING MY VEHICLE TO THE VEHICLE INSPECTION APPOINTMENT?

A: Yes, anyone acting on your behalf can bring the vehicle to the inspection centre, with all the required documentation. You only have to book the inspection appointment in person.

AMBASSADORS FOR IRELAND

We are always delighted to receive and send on compliments from the public about particular drivers who provide a first-rate service and go out of their way to assist passengers. This month, we received a letter from the Chief Executive of the Irish Hotels Federation who said that:

"in the main, overseas visitor experience of Irish taxi drivers is reported to be excellent".

The hugely important ambassadorial role that SPSV drivers play for Ireland, often the first point of contact for visitors, cannot be overemphasised, with the famous positive Irish driver banter lauded worldwide.

PERSONAL INFORMATION

The NTA is currently reviewing our data to ensure that all personal information collected from licence holders is correct and up-to-date. Where there might be some discrepancy in this information, you may receive a phone call requesting clarification.

Please be assured that your data will not be used by NTA, or shared with any third party, for reasons other than performing the functions assigned to NTA by the Taxi Regulation Act 2013.

AREA ROOF SIGN STICKERS

Area roofsign stickers were introduced as a response to requests made by industry representative groups, following consultation with the Advisory Committee and An Garda Síochána in 2011. These tamper-proof, rain and sunlight resistant stickers can be ordered on the Industry Information Line and, if applied correctly, should last a minimum of two years.

The area roofsign stickers are not specific to the vehicle, they indicate the area in which the driver is licensed to stand or ply for hire. This is particularly important when renting a vehicle. Make sure that the area roofsign sticker on your roofsign is for your correct area or you risk a €40 fine at each compliance audit.

CHANGE YOUR VEHICLE WITHOUT SURPRISES

Before you buy:

- Visit the “[Forms & Guides](#)” section of our website. It has all the help and information you need:
 - Information Guide G6 – Changing Your Vehicle;
 - Model Report Database and Guidance for Limousine Vehicle Choice;
 - Initial Suitability Inspection Manual;
 - List of Authorised Suppliers for Taxi Branding; and
 - Guidelines for Technical Assessor Full Reports and Templates (if required).
- Check the exact age of the vehicle - calculated from the date on which it was first registered in any country - how long will you be able to keep it on your licence? The vehicle does not have to be new, just suitable.
- Consider the best date for you to make the change. What is your current licence expiry date and the final operation date of your current vehicle?
- Check that the side and front windows of your intended vehicle are clear (all taxi/hackney).
- Get insurance quotes for your intended vehicle.
- Remember to include time to:
 - Complete NCT (plus 2 working days for the certificate to appear on the NTA system);
 - Get the taxi door branding applied (see list on website); and
 - Swap over the taximeter and get it reprogrammed.

Then, book your Initial Suitability Inspection on our Industry Information and Booking Line – 0761 064 000. Don't forget to bring the old tamper proof discs with you to avoid an extra cost and to have the original insurance certificate for the new vehicle in the car.

Replacing your Windscreen? New Tamper-Proof Discs Required

You must replace your tamper-proof discs if you have your windscreen replaced. Duplicate tamper-proof disc appointments cost €50 at any NTA Vehicle Inspection Centre. Your new tamper-proof discs will be registered, printed and affixed for you. Make your appointment on the Industry Information Line 0761 064 000.

Scenario 1: You have the old tamperproof licence discs.

Call the Industry Information Line to make a duplicate tamper-proof disc appointment.

Scenario 2: You don't have the old tamperproof discs but do have evidence as to why they are missing.

If you have a windscreen replacement receipt or a Garda report, please visit our website, download and complete a TP1 form (Failure to Return Tamper-Proof Discs). Then, call the Industry Information Line to make a duplicate tamper-proof disc appointment. Bring the TP1 form to the appointment with you.

Scenario 3: You don't have the old tamper-proof discs or the required evidence of why they are missing.

Call the Industry information Line to make a duplicate tamper-proof disc appointment. Explain your situation to the call agent who will post you an authorisation form specific to you. Bring this authorisation form to your duplicate tamper-proof disc appointment. This authorisation costs an additional fee of €50.

