

## Appendix 4 - Taxi consultation

### 1. 100% of respondents had read the proposed policy

### 2. Do you think the policy covers all the relevant issues?

22% yes

22% no

**56% don't know**

#### Suggestions to improve this –

- I. The draft policy doesn't seem to address the issue of increasing the number of accessible taxis. For residents who need wheelchair accessible the inability to reliably book a taxi or that one will be available is a significant restriction on movement & community engagement.
- II. When licensing regulatory committee or full Council make changes or new procedures, these should be put in a manual and indexed to be passed down to new Licensing managers and committee chair. When decisions are made at committee no follow up is made by Councillors. When new staff, particularly temporary ones are engaged not enough background checks are made. I refer you to "Waj the enforcer" who ██████████ engaged.

### 3. Does the proposed policy set the appropriate standards for HC and PHV?

**67% yes**

22% no

11% don't know

#### Suggestions to improve this –

- I. That the licence holders register for self-employed tax deductions. Several have never paid any/enough tax. They claim benefits on low earnings. Send their details to HMRC and examine their SA forms, which show earnings declared.
- II. Do not allow "executive" vehicles. This is used to circumvent planning conditions, allowing two licensed vehicles.
- III. It also allows unlicensed vehicles to pick up at airports and evade roadside checks.
- IV. Increased measures to ensure accessible taxis are available.

### 4. Does the proposed policy set the appropriate standards for operators?

**67% yes**

33% no

#### Suggestions to improve this –

- I. Driver badge number to be highly visible at all times.
- II. Notices firmly fixed in all taxis showing what a passenger can do to report problems, and a clear number showing the Local Authority number a passenger can phone when they get home.
- III. If a customer books an airport trip, in response to an advert; how do they know there is an operator's license.
- IV. To provide accessible taxis.

### 5. If you are a taxi driver, do you feel safe when driving your licensed vehicle?

**29% always**

**57% most of the time**

14% sometimes

#### Suggestions to improve this –

- I. Base operators shouldn't send female drivers to pick-up drunken aggressive males.
- II. It would be handy to be able to report drug dealers. Drivers know when they are on a drug run and its extremely uncomfortable.
- III. Dialling any number, other than 999 is a waste of time. When making statements at Morecambe police station nothing happens. When taking dash camera footage to Morecambe police station the officer did not view it. When calling about a child safety issue; I left after 40 minutes. No police were despatched. The police maintain that non-payment is a civil matter.

- IV. It would be good to have a unified stance from all concerned parties (Council, Police, Taxi Drivers and Operators) concerning passenger behaviour. For example, real time alerts regarding -
  - Abuse or fare evasions
  - Barring guilty parties not just from one taxi company but from all
  - Encouraging drivers to report all such incidents to the police
  - Naming and shaming offenders
  - Publicising these measures in local and social media
- V. We see notices in banks, shops etc defending their employees' rights to work free from abuse etc. taxi drivers should be offered similar support

**6. If you are a customer, do you feel safe when travelling in your vehicle?**

17% always

66% most of the time

17% sometimes

**Suggestions to improve this –**

- I. Stronger I.D, perhaps fingerprint data per job because we have had a driver that wasn't displaying his ID, when we asked where it was, he actually produced another person's ID. This was reported.
- II. stop allowing executive cars

**7. Do you think the installation of CCTV would have a positive or negative effect?**

60% positive

40% don't know

0% negative

**8. Any concerns regarding your privacy if CCTV was in use?**

42% yes

29% no

29% don't know

**9. Do you think the Council's proposals to move towards vehicles with lower level/ no emissions is proportionate?**

17% yes

33% no

50% don't know

**Please elaborate why you think the proposed emission standards are not proportionate –**

- I. Vehicles required are way too expensive, will put a lot of owners out of business.
- II. Fares have not increased since 2013.
- III. Licensing staff did not put applications on the agenda and lied that they had not received them. Failed to follow the agreed procedures.
- IV. Where are vehicles to be charged.
- V. How are long distance hirings to be done?

**10. It is a legal requirement that private hire vehicles do not look like a Hackney carriage. Do you think the measures proposed are adequate?**

50% yes

33% no

17% don't know

**What additional measures do you think could be introduced to provide separate identities –**

- I. If a driver makes ONE illegal trip in a private hire it is immediate revocation.
- II. Making all the same colour would be worse as it could be cloned easier.

**11. Do you think the signage required to be displayed on the inside and outside of the licensed vehicle is appropriate?**

78% yes

22% no

**Suggestions for required signage –**

- I. Never ever seen a fare card on display, or customer advice information
- II. Where does all this signage go? There is a contradiction in that windows are to be kept clear.
- III. Does any customer read the fare card?

**12. The proposed policy includes an appendix of passenger advice and information, there is also a proposal to include a public information charter sticker in the vehicle.**

**Do you think this would be helpful?**

63% yes

37% no

**Do you think this information could be improved?**

- I. Too many stickers and signage already. Becoming like cartoon cars.
- II. Send it all out with the Council tax demand.

**13. Do you think the equality impact assessment has considered the relevant factors and responded accordingly?**

25% yes

75% no

**Additional comments -**

In the last 3 years I've only complained about quality of service twice. On both occasions I was met with rudeness or downright abuse from the office staff.

Because of age and serious mobility problems, I'd like to see more London style taxis. They're much easier to get in and out of and there's more room for my portable oxygen equipment. Also, when taking a cab from the Rank, if a London taxi is part way down the queue I ask them to pull out for me. Most times they say they're not allowed. As far as I know, that's a lie.

On two occasions (with Private Hire) I've asked and was told it was no problem for them to send a taller car like the Fiat Doblo. I was picked up by an ordinary saloon. Reason both times, it broke down so couldn't send it. Of course, it did, just like I came down with the last rain shower!

Very excessive speed is also a problem mainly, with Private Hire. Drivers deeply resent being asked to slow down and office staff don't want to know. They've got you by the short hairs; what are you going to do, get out or be thrown out in the middle of nowhere?

Most drivers are unhelpful and won't offer any help with my equipment no matter how much I am struggling (which is why I don't like saloon taxis). I once phoned a company (the 32090 people) when I got home, to complain about a very unhelpful driver who'd collected me after a spell in hospital about 3 years ago. A young woman started a shocking, shrieking rant that drivers weren't my servants, and it was up to me to sort my problems

It's not an exaggeration to say that while you occasionally get good drivers, in the main I dread needing a taxi.

I really just want to raise the need to increase the availability of accessible vehicles. Other responses where a response was forced should be ignored.

There should have been an option to email or write to this consultation.