

Appendix A

Taxi Policy Pre-Consultation Survey Results

Number of Responses: 44

Responses received from the following:

Please note that on some occasions there are more than one category that the response has come under.

| | |
|--|----|
| Licensed Driver Only with TDC: | 3 |
| Licensed Driver and Vehicle Holder with TDC: | 18 |
| Licensed Driver, Vehicle and Operator Holder with TDC: | 2 |
| Currently going through process of becoming a driver: | 2 |
| Stakeholders (Organisations) | 2 |
| General Public: | 17 |

Which area of Tendring do you live in?

| | | | |
|---------------|----|-------------------------|----|
| Brightlingsea | 1 | Harwich | 10 |
| Clacton | 18 | Kirby / Walton | 5 |
| Great Bentley | 1 | Little Clacton & Weeley | 2 |
| Great Clacton | 2 | Outside Tendring area | 4 |
| Great Holland | 1 | | |

VEHICLES

Wheelchair Accessible Vehicles

The Council is committed to improving the provision of Hackney Carriage and Private Hire services for all passengers. To fulfil this commitment, it is important that all passengers are considered.

Although some local authorities have moved to 100% wheelchair accessible fleets, such vehicles may create access issues for passengers who do not require a wheelchair but do have other disabilities or limited mobility.

The council is keen to increase the availability of wheelchair accessible vehicles, but it is not proposing to require all vehicles to be wheelchair accessible at this time.

Do you agree with the proposal that a mixed fleet of vehicles will help ensure a vehicle is available which meets a passenger's particular needs?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 12 | 2 | 2 | 11 | 27 |
| Disagree | 3 | 0 | 0 | 1 | 4 |
| Neither | 8 | 0 | 0 | 5 | 13 |

Appendix A

Vehicle Age Limits

The Council's current vehicle age limit policy is that vehicles must be under 5 years old from first registration and then once licensed can continue to be licensed as Hackney Carriage or Private Hire Vehicle until it is 12 years old. For vehicles which have an emission of 110 or less they are permitted to be licensed until they are 13 years old. Purpose built wheelchair accessible vehicles and London black cab style taxis can be licensed until they are 15 years old.

Do you agree with the current policy?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 13 | 2 | 1 | 9 | 25 |
| Disagree | 7 | 0 | 0 | 6 | 13 |
| Neither | 3 | 0 | 1 | 2 | 6 |

Do you agree that the minimum age of which a vehicle can be first licensed should be determined depending on the emissions and mileage of the vehicle?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 7 | 2 | 1 | 12 | 22 |
| Disagree | 11 | 0 | 0 | 3 | 14 |
| Neither | 5 | 0 | 1 | 2 | 8 |

Do you agree that the maximum age of which a vehicle can be first licensed should be determined depending on the emissions and mileage of the vehicle?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 7 | 2 | 1 | 11 | 21 |
| Disagree | 13 | 0 | 0 | 4 | 17 |
| Neither | 3 | 0 | 1 | 2 | 6 |

Tinted Windows

The Council's current policy requires all tinted windows must meet the requirements as prescribed by the Road Vehicles (Construction and Use) Regulations.

Do you agree with the current policy?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 19 | 1 | 2 | 16 | 38 |
| Disagree | 0 | 0 | 0 | 0 | 0 |
| Neither | 4 | 1 | 0 | 1 | 6 |

Appendix A

Vehicle Condition Check

To ensure that Hackney Carriage and Private Hire Vehicles are safe for carrying passengers, should drivers be required to conduct daily checks on their vehicle?

For example: Checks to include Lights, Tyres, Wipers, Mirrors, Seatbelts, Taxi Plate

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Yes | 16 | 2 | 2 | 16 | 36 |
| No | 4 | 0 | 0 | 1 | 5 |
| Not Sure | 3 | 0 | 0 | 0 | 3 |

Vehicle Identification and Signage

Should Private Hire Vehicle signage be limited to the authority licence plate and a pre-booked only door sign?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Yes | 15 | 1 | 1 | 6 | 23 |
| No | 7 | 1 | 0 | 9 | 17 |
| Not Sure | 1 | 0 | 1 | 2 | 4 |

Appendix A

DRIVERS

Suitability Tests

As part of the application process, potential drivers are required to undergo a suitability test which covers a basic understanding of numeracy, literacy, map reading and dates/times.

Do you agree that all drivers should undertake this test as a minimum requirement?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 22 | 2 | 1 | 16 | 41 |
| Disagree | 1 | 0 | 0 | 1 | 2 |
| Neither | 0 | 0 | 1 | 0 | 1 |

Knowledge Tests

All new drivers currently are required to undertake the Council's Knowledge Test which ensures drivers are familiar with Road Signage, Highway Code, Routes of Roads within the Tendring Area, Places of Interest and Local Knowledge, Conditions/Law and Equality.

The knowledge test is currently restricted to 4 attempts with a minimum wait of 30 days before a re-test of a failed section can be undertaken.

Do you agree that both Hackney Carriage and Private Hire Drivers should undertake the full test?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 19 | 1 | 1 | 13 | 34 |
| Disagree | 2 | 1 | 0 | 3 | 6 |
| Neither | 2 | 0 | 1 | 1 | 4 |

Do you agree that Private Hire Drivers should be exempt from questions relating to Routes of Roads within the Tendring Area.

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 3 | 1 | 1 | 5 | 10 |
| Disagree | 16 | 0 | 0 | 11 | 27 |
| Neither | 4 | 1 | 1 | 1 | 7 |

Do you think the 30 days between tests is an appropriate amount of time?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Agree | 11 | 0 | 1 | 7 | 19 |
| Disagree | 9 | 1 | 0 | 8 | 18 |
| Neither | 3 | 1 | 1 | 2 | 7 |

Appendix A

If you answered no to the question above, what do you consider an appropriate amount of time?

| | Licensed | In process | Stakeholder | Public | Total |
|-------------------------|-----------------|-------------------|--------------------|---------------|--------------|
| 1 Week | 5 | 0 | 0 | 4 | 9 |
| 1 Week | 3 | 1 | 0 | 1 | 5 |
| 3 Week | 0 | 0 | 0 | 1 | 1 |
| More than 4 Week | 1 | 0 | 0 | 2 | 3 |

| | | | | | |
|---------------------------------|----|---|---|---|-----------|
| N/A – Agree with 30 days | 14 | 1 | 2 | 9 | 26 |
|---------------------------------|----|---|---|---|-----------|

Driver Training and Assessment

The Council's current policy requires new drivers to provide proof that they have completed the BTEC Awareness in Transporting Passengers by Taxi and Private Hire (or its equivalent Passenger Assistant Training Scheme) and the Disability Awareness Training

Should drivers be required to provide evidence of an understanding of Disability Awareness and how to provide care and assistance for passengers travelling by road?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Yes | 17 | 2 | 2 | 16 | 37 |
| No | 3 | 0 | 0 | 1 | 4 |
| Not Sure | 3 | 0 | 0 | 0 | 3 |

Should drivers be required to undertake a practical driving assessment, whereby their abilities are monitored by a qualified assessor for road and passenger safety?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Yes | 18 | 2 | 1 | 16 | 37 |
| No | 4 | 0 | 0 | 0 | 4 |
| Not Sure | 1 | 0 | 1 | 1 | 3 |

Appendix A

Sat Nav Systems

The Council are aware that many taxi drivers are using sat nav systems to assist them with unfamiliar journeys within and outside of the district.

Do you agree that new drivers should be able to demonstrate how to successfully programme a standard satnav system (e.g. googlemaps) for some destinations within the district?

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Yes | 16 | 1 | 1 | 13 | 31 |
| No | 3 | 0 | 0 | 3 | 6 |
| Not Sure | 4 | 1 | 1 | 1 | 7 |

Do you agree that Taxi drivers should know the local area without relying on SatNav systems

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Yes | 12 | 1 | 1 | 12 | 26 |
| No | 9 | 1 | 1 | 4 | 15 |
| Not Sure | 2 | 0 | 0 | 1 | 3 |

Do you agree that the Council should undertake drug and alcohol tests on drivers where appropriate

| | Licensed | In process | Stakeholder | Public | Total |
|-----------------|-----------------|-------------------|--------------------|---------------|--------------|
| Yes | 20 | 2 | 2 | 17 | 41 |
| No | 1 | 0 | 0 | 0 | 1 |
| Not Sure | 2 | 0 | 0 | 0 | 2 |

Appendix A

Additional Comments on Vehicle Section

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| | I would like our council to install a 50/75Kwh rapid charging point in Clacton, & like other areas in the UK as a incentive for going green free charging!! |
| | I would suggest weekly and not daily checks on vehicles. Vehicle checks on cars over age limit if interior, exterior are in good condition and it passes mot and council taxi test should be allowed to stay on , maybe with an extra vehicle inspection a year. The signage helps regular customers recognise your car on the ranks and do not believe advertising has any negative effects on the trade. |
| | First licensed vehicle have to be not older than 7 years, have valid MOT test and Council Taxi Test. Setting any Mileage and emissions limits is bad idea as I saw many low mileage cars in the really bad mechanic state, have issues with cars under 100.000 - have replace the engine. Mileage is just suggestion. Mechanical state of the car have to be checked by qualified mechanics on certificate test like MOT and Taxi test. |
| | Vehicles at present are limited by their age it should be by condition and by emissions some vehicles over ten years old are in very good road worthy condition as they pass a DVLA MOT every year. I believe that this matter in this present economic situation should be extended as it would be a great help to drivers at this difficult time |
| | Nobody should spend £30k buying a car online to find it disqualified by tinted windows requirements not mentioned by the vendor. Vehicle signage must state the name of firm to avoid chaos. |
| | If a vehicle continues with checks and is fully fit for purpose there should definitely not be an age limit. |
| | The minimum age of first licensed vehicle 5 years needs to be raised to 7 years. |
| | Because of the cost of a replacement vehicle I think we should be able to plate a new vehicle up to 10 years old there are plenty of very low mileage cars out there I have a 2013 taxi that's done over 300,000 but I could buy a 2013 car that's fine only 80,000 miles and if I want to put it on for only a couple of years that would still save me a lot of money having to buy a car under five years old |
| | All vehicles should be equipped with CCTV and dashcams for the safety of both drivers and passengers. |
| | First licensed vehicles should be under three years old and no vehicle should be more than 7 years old. I have travelled in vehicles which, whilst obviously roadworthy, are very tired and the interior positively scruffy. |
| | We should have a liveried taxi fleet whereby all hackney carriages licensed in Tendring are instantly recognisable. |
| | I think vehicles should be able to stay on road for as long as they pass licensing tests. |
| | Regarding vehicle age the condition should be taken into account as a well looked after taxi could be used longer than the 12 years. |
| | Regarding vehicle age limits, some taxis are very well maintained and could be licensed for longer than 12 years, as the cost of living crisis & inflation is at record levels, is it possible that they could be licensed for longer subject to meeting the testing standards of the council? I do not think that taxi vehicles should be assessed on mileage, the reason for this is because the vehicles of today are built in such a way that almost every mechanical item can be replaced, often mechanics these days are referred to as fitters because all parts are no longer repaired but replaced / bolted on. |
| | If taxi is well looked after it should be able to be used for longer. |

Appendix A

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| | Personally, I am happy with the current policies regarding licensed vehicles that Tendring District Council currently have in place. |
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Appendix A

Additional Comments on Driver Section

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|--|---|
| | <p>Sat navs are now part of life and are handy when trying to find house numbers in the dark. Also the amount of street signs missing in the district ,it helps here too.</p> <p>The disability awareness is hard as different disabilities need different help I think maybe the drivers with disability cars should undertake more training but then they still get paid the same as rest of us, and that would be unfair.</p> <p>The disability issue is complex, for example, a wheelchair user comes to my car needs assistance in to car, which can result in injuries to both parties either by helping them into car and lifting a wheelchair, I have personally experienced both. I do believe this needs to be looked into further as there is not enough wheelchair accessible vehicles. I haven't experienced any problems with any other disabilities only wheelchairs so couldn't comment on anything but this one.</p> |
| | <p>In regards to practical driving assessment, it would not work as the test would be done ok on the day but would go back to how they usually drive when not being tested.</p> <p>In regards to drivers knowing the local area without satnav systems, so many new roads are appearing so would be more or less impossible to learn them all.</p> |
| | <p>I think everyone knows how to use a satnav now - probably don't need to test for that. Knowledge of the district is important - but I don't think they need to hold the map of all the small roads in their heads - sat nav is fine.</p> |
| | <p>Knowledge of own local areas are a must, but outside areas no so much, no one knows 100% a whole district.</p> |
| | <p>The knowledge is to hard when I took my test over 30 years ago all I needed was a local knowledge test of the area I would work in.</p> |
| | <p>Drivers should be held accountable for the quality of their driving including their attitude towards other road users.</p> |
| | <p>I feel every new driver should complete a knowledge test if wanting to be licensed properly by the Council. Also there should be a top age limit for issuing licences and a more stringent medical examination.</p> |
| | <p>The availability of taxis in the Tendring District is poor especially late at night / evening. The pricing is dubious and inconsistent and many taxi drivers refuse to be available at weekends / evenings or to travel around the District.</p> |
| | <p>It is absurd in this day and age that the council requires drivers to demonstrate good knowledge of the area in this day and age of Sat Nav technology. This area is short of drivers and the Council need to do everything reasonably possible to encourage more.</p> |
| | <p>I think the knowledge test should be restricted to the local area for both private hire and Hackney carriage. Outside there local area they have sat nav and or the passengers they are carrying to help them. Why can't the council run a class room course every 3 months or so for a week or two where they pass or fail at the end.</p> |
| | <p>I think the knowledge test is very dated now as most drivers use sat nav or goggle maps .</p> |
| | <p>Drivers should have a good knowledge of the town they are going to work the rest comes with experience.</p> |
| | <p>A prospective taxi driver should have an in depth knowledge of the area they are based in, perhaps a 'full' licence for the whole of Tendring, or a restricted badge for say Harwich, or Frinton and Walton.</p> |
| | <p>I feel that a hackney carriage driver should have a good knowledge of the area without the use of a sat nav. A sat nav does not take the shortest route and in</p> |

Appendix A

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| | <p>my opinion it is unprofessional for a hackney carriage driver to use one locally sat navs are also not dependable on finding certain places so a knowledge test is a must as is a driving test and an understanding of driving people with disabilities and an understanding of the law pertaining to hackney carriage driving.</p> |
| | <p>Taxi drivers are currently self employed, the questions in this survey appears to show a direction of travel which will mean that the council could find itself in a position where Taxi drivers are classed as employed leaving the council with all the additional costs of employment as well as the additional costs of governance.</p> <p>I am under the impression that during the pandemic many Taxi drivers left the industry and never came back. Once you take into account, the profit of driving a Taxi divided by the hours worked (unsociable hours at that) the return is very similar to filling the shelves at the local supermarket. Of course, working at the local supermarket you also work set hours for a guaranteed income and have the other trappings of employment like employers NI, holiday and sickness pay.</p> <p>Now, do not get me wrong I believe the current regulations TDC have in place are good but the more you try and dictate what a self employed driver should be doing at a micro level, you may find current drivers will start looking elsewhere and prospective drivers will choose a different career path.</p> |
| | <p>There should be a way too make becoming a driver with TDC easier as I've been trying for over 4 months passed all the sections but failed on 1 section of the Highway Code if you want too get people into this taxi driving you could have a probation period for us too show we can do the job. I have just passed my private hire for a different council and Likely too work out of the area as this is a easier option than via TDC but I want too work locally.</p> |