

Licensing Team

**Hackney Carriage and Private Hire
Policy Review**



**Consultation Survey
Responses, Results and Analysis**



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1 Introduction

1.1 Taxi Policy Review background

The Council has adopted Part II of the Local Government (Miscellaneous Provisions) Act 1976. The Council is allowed to develop and implement a policy in respect of exercising its functions under the Act.

Over recent years it has been recognised by the government that the existing regulatory framework for Hackney carriage and private hire licensing was not fit for purpose. Events in Rotherham, Rochdale and Oxford in particular demonstrated robust changes were needed with regard to safeguarding. In recognition of this the Task and Finish Group (TFG) on Taxi and Private Hire Vehicle Licensing was established in 2017 whose aim was to produce recommendations both legislative and non-legislative to address identified and evidence issues in respect of Hackney carriage and private hire licensing.

In February 2019 the government responded to the TFG report and in July 2020 the Secretary of State for Transport published the Statutory Taxi and Private Hire Vehicle Standards under powers contained within section 177(1) of the Policing and Crime Act 2017. The Department for Transport (DfT) standards are statutory guidance on exercising Hackney carriage and private hire licensing functions. The Council must have regard to the standards and the DfT expects the recommendations in the standards to be implemented unless there is a compelling local reason not to.

In addition requests were received from the trade to review the policy with respect to permitting tinted windows on the rear passenger windows of private hire vehicles and the introduction of mandatory card reader and/ other instantaneous Payment Facilities in Hackney carriages.

In January 2018 members of the Council's Public Safety and Protection committee established a working group consisting of elected members and officers to consider the recent national reviews of legislation and determine if any amendments to Council's policies were required. The working group also considered the statutory standards and reviewed the Council's policies relating to the Hackney carriage and private hire trade that were not covered by the statutory standards, including requests from the trade

The working group's proposals were presented to the members of the Public Safety and Protection committee on 20 January 2021. Approval was granted for a public consultation on the proposed changes which took place between 16 February 2021 and 21 March 2021.

1.2 Consultation process

The Council is undertaking a review of the policy and as part of this review the Council engaged with the public and stakeholders in a variety of ways:

- inviting comments from stakeholders
- three focus groups where all members of the trade were invited to ask questions and provide comments, and additional time at a Taxi Forum meeting

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- a consultation seeking views on draft policy took place between 16 February 2021 and 21 March 2021.

1.2.1 Outreach Sessions

Three outreach sessions took place over zoom on the 25 February 2021, 2 March 2021 and 10 March 2021. These were attended by a total of 43 people, the Licensing and Trading Standards Team Manager, and a Senior Licensing Officer. The full notes for these sessions can be found in Appendix 3 – Outreach session minutes, and a summary can be found in the Outreach sessions section.

1.2.2 Email Responses

We received 10 additional responses via email, including four from members of the trade, one from a member of the public, two from the Police, one from Fleet Services, one from an equalities group, and one from the Bristol city Council Neighbourhood Enforcement Team.

These mostly included suggestions, change requests and questions. In general, these responses were supportive of the changes. Any suggestions, change requests, or questions have been included on the [Change Log](#).

1.2.3 Consultation Survey

The consultation survey was open between 16 February 2021 and 21 March 2021, and sought responses from the public to questions on specific areas of the policy. A total of 596 responses were received, made up of 368 full responses and 228 incomplete or partial responses. We received no complete responses to the survey after the 21 March 2021.

The consultation survey was available online, and paper copies of the questions and alternative accessible formats were available on request. The questionnaire was publicised through media, social media and communications with the public, members of the trade and relevant responsible authorities, equalities groups, and stakeholders.

1.3 Change requests, suggestions, and questions

There were multiple suggestions or changes requested to the policy by a range of stakeholders. There were also multiple questions submitted both via email and as survey comments. A full list of all changes, question, and suggestions can be found in the below Change Log:



Change Log -
Excel.xlsx

1.4 Scope of report

This report will lay out the results of the information gained through the taxi consultation, which took place in spring 2021. It covers the responses from outreach sessions and email submissions, then the survey results including comments.

1.5 Summary of consultation results

Overall, there was an agreement with the proposed policy, with only tinted windows having a significantly lower agreement rate.

In the survey there was a substantial difference between the views of the trade and the views of members of the public. There was also a difference between Black/ African/ Caribbean/ Black British and Asian/Asian British members of the trade.

2 Outreach sessions

At the outreach sessions attendees were given the opportunities to ask questions about the proposed policy changes.

This table lists main themes of attendees' questions and the answers to the questions:

Grouped questions	Answers
When will the policy be implemented? When will a specific part be implemented?	We are currently consulting. The policy will need to be adopted by the committee after the consultation. We are unable to specify a date.
Will these changes be adopted in other areas, i.e. WECA/ South Gloucester	Yes. All Local Authorities are required to implement the National Standards. We are not sure when they will do so.
Can Hackney Carriages have tints in the same way as Private hire Vehicles?	This is something we can look into
Is the safeguarding training that is completed for school transport sufficient for this policy?	No, the safeguarding training being implemented covers all forms of vulnerability and safeguarding not just CSE
What will the cost of the safeguarding be?	The training has not yet been procured, and it is likely to be incorporated into the licensing fees.
Certificates of Good Character - most countries do not offer them? Where do they come from?	It is only a small number of countries that don't offer a Certificate of Good Character They come from the embassy, not from local authorities
Can we call them 'Police checks'?	Their legal name is Certificate of Good Character, so that is what we have to call them
National Std's 5.14 should not be given the benefit of the doubt- what will our approach be?	A: As we find our feet with the new policy likely to be a combination of referral to committee and delegation to Licensing Manager/Team Leader. For low level offending say shoplifting when very young, then perhaps a more lenient approach can be taken
What about card reader fees?	Card readers have been requested by the trade, a balance between improved accessibility by customers by persons travelling without cash and small cost for payment.
Must they be in a fixed location?	As drafted they must be in a fixed location in view of the customer. We can review this providing there is suitable signage advising card payment can be taken – proposal amended.
What about taking money upfront?	Either don't take payment upfront or give refund for the balance. If travelling outside of Bristol District then no reason why fee can't be agreed with customer
Who is going to police the policy?	Ongoing process in the normal way it is now
Do you have a Fit & Proper policy that can be used by Operators?	Using the Fit & Proper policy form our policy would be a good starting point for operators
Are we going to save more taxis? Numbers are reducing	This shift as a result of changes in consumer habits and demand continues and that trend is

	likely to continue. HC's play a vital role as part of the transport infrastructure but we are unable to say what that will ultimately look like
Can there be MOT's like Sandy Park in South Glos?	Cost of Certificate of Conformity actually more expensive in S Glos if you combine costs. It is not just an MOT. No proposal to change
Can there be a change to fares for Private hire Vehicles?	Private Hire fares are set by the Operator. LA has no control only Hackney Carriage fares
The requirement relating reporting of complaints needs to be a condition to ensure there is no conflict with GDPR/data protection.	Yes we can certainly take that away and amend
SARI said it would be useful if we can build in conflict management into the training	This has been added to the Change Log
When will drivers become employed as a result of the Uber case?	These comments were outside of the scope of the consultation
The sector needs more financial help due to Covid	

3 Email responses

We received a total of 10 responses by email. Some of these responses contain personal information, and are summarised in brief here. The full responses are available to members of the committee in Appendix 4 – Email responses.

Number	Who from	Summary
1	PHO	Highlights concerns regarding hiring out vehicles and having to deal with payment systems, and asked for leniency with respect to tints
2	Individual taxi driver	Disagreed with safeguarding training as found a previous course disturbing. Mostly agreed with the other proposals
3	PHO	Asked a number of questions regarding the new policy
4	PHO	Gave feedback on specific policy points with suggested rewording
5	Individual member of the public	Gave some information about a negative experience with a taxi driver they had a few years ago.
6	Fleet Services	Asked for further clarification on what they would need to check at inspection, and to update some wording to bring it up to date.
7	PC Quinton	Official police response to consultation, with suggested wording changes
8	PC Quinton	Additional comments on possible updates to wording
9	Individual member of the public	Comments around safeguarding of adult women and asking for domestic violence offences to be included in the DBS checks

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10	BCC Neighbourhood Enforcement Team Officers	Called for increased restrictions, checks and tests to be included in the policy.
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4 Consultation survey

4.1 Response rate

The total number of responses was 596, of these 368 responded to all the questions, and 228 responded to only some of the questions. In the analysis we have only used the full responses, to limit any repeated responses, and removed the large number of responses who did not answer any of the questions.

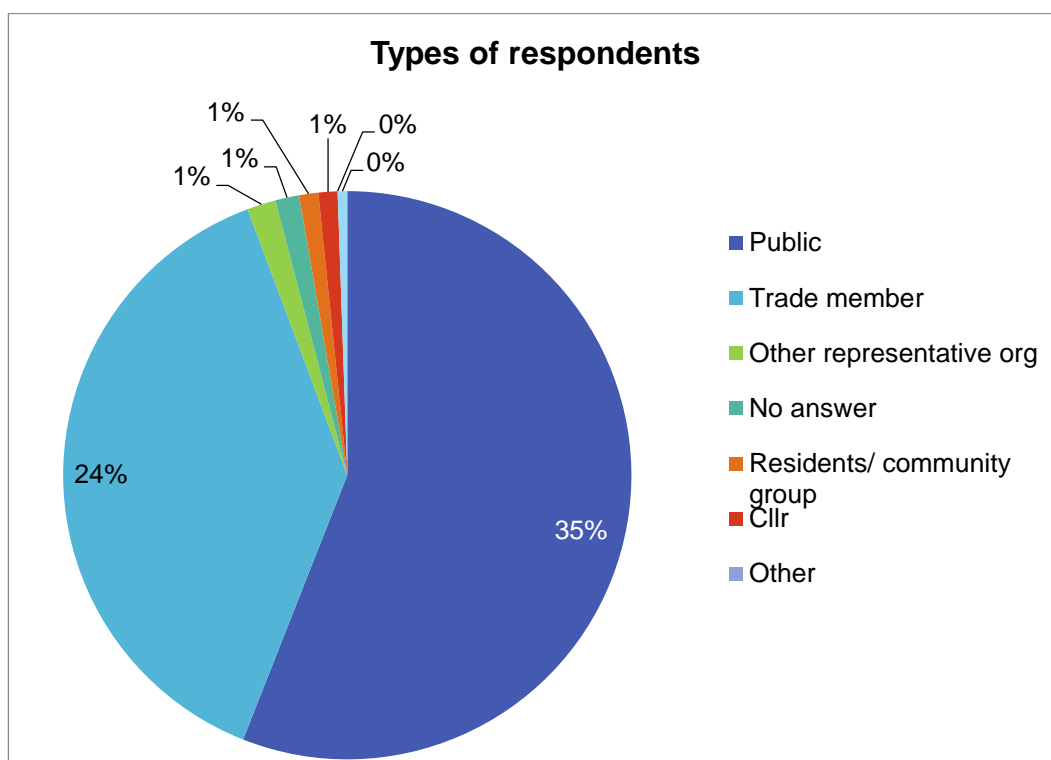
The survey response data was downloaded on the 31 March 2021.

4.2 Respondent characteristics

4.2.1 The capacity of respondents:

Responders were asked what capacity they were responding in. There was a wide range, with many responding as more than one role. Many hackney carriage drivers are also private hire drivers, and/or vehicle licence holders. These were grouped together to make the analysis and display of results easier to understand.

The majority of the respondents who completed the survey were members of the public (56%) followed by 38% members of the trade.



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This table shows the number of respondents in each capacity:

Type of person	Number of responses
Public	206
Trade member	141
Other representative org	6
No answer	5
Residents/ community group	4
Cllr	4
Local trader/business	2

This table shows number of respondents who identified into each type of capacity, and whether they submitted a full or partial response to the survey. Respondents were able to select more than one option, so the number of responses to this question is higher than the total number of respondents.

Values	Full	Partial
Private hire driver	79	36
Hackney carriage driver	74	23
Private hire licence holder	33	7
Hackney carriage licence holder	28	7
Private hire operator	14	4
Member of the public	215	18
Councillor	4	
Local trader/business	2	
Chambers of Commerce	1	
Organisations with wider transport interest	1	
Women's groups	1	
Night time economy groups	1	
Residents groups	2	
Other community groups	2	
Other equalities group	3	
Other (please specify):	10	4

Due to the low numbers of respondents who were not members of the public or taxi trade, we are unable to draw reliable conclusions about the opinions of those groups as whole; however they will be included in the graphs below.

4.2.2 Respondent equality characteristics

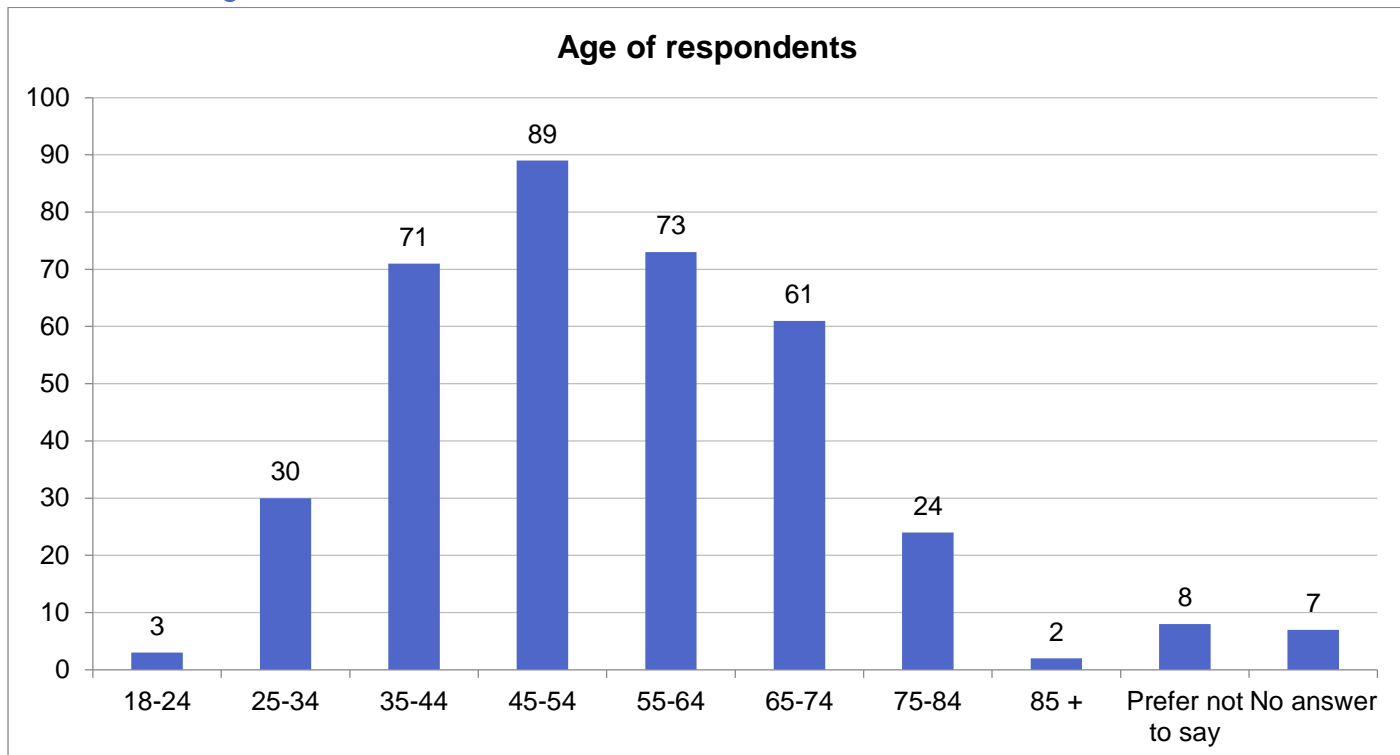
A large proportion (60%) of members of the trade identified as Asian/ Asian British or Black/ African/ Caribbean/ Black British, with 19% respondents saying they were members of the trade. The respondents who said they were members of the public were mostly white British (76%).

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We received less than 5 respondents who said they were pregnant or had been recently, those who said they were an asylum seeker or refugee, and those who had undergone part of the gender reassignment process. This means we are unable to draw any conclusions about the opinions of those groups as a whole from those responses.

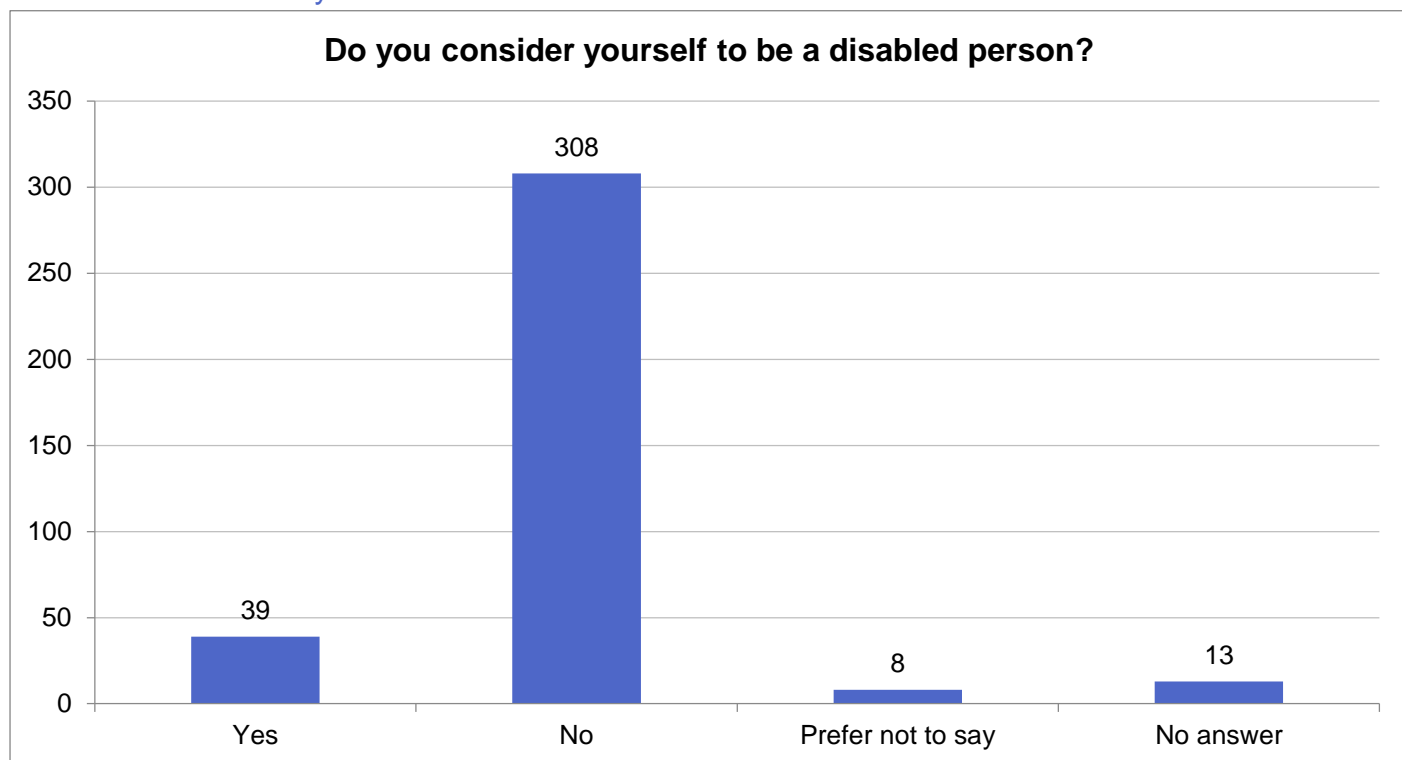
The below graphs and tables show the responses to the demographic questions of the consultation survey.

4.2.2.1 Age

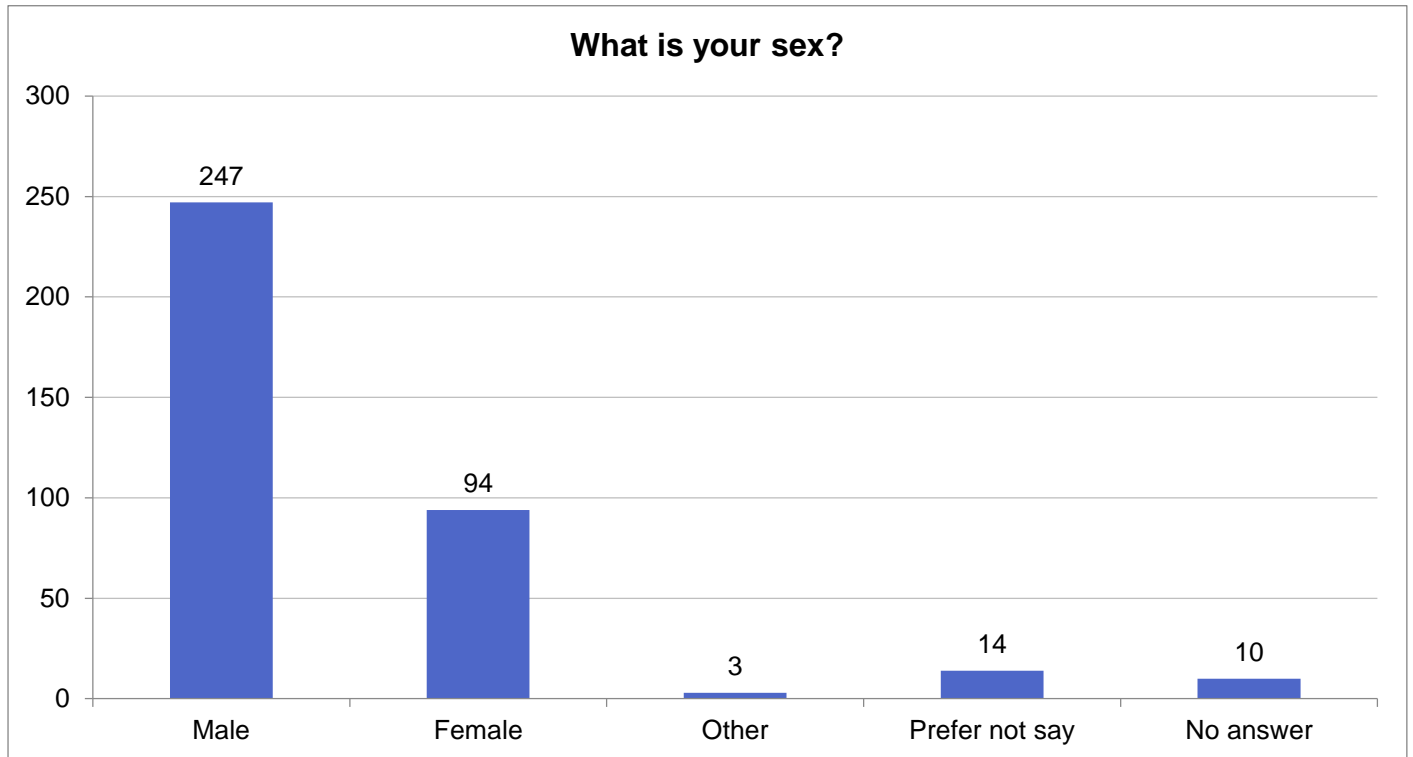


18-24 or 85+ are considered to be large enough to be representative groups.

Age group	Number of responses to survey	% responses to question
18-24	3	1%
25-34	30	8%
35-44	71	19%
45-54	89	24%
55-64	73	20%
65-74	61	17%
75-84	24	7%
85 +	2	1%
Prefer not to say	8	2%
No answer	7	2%



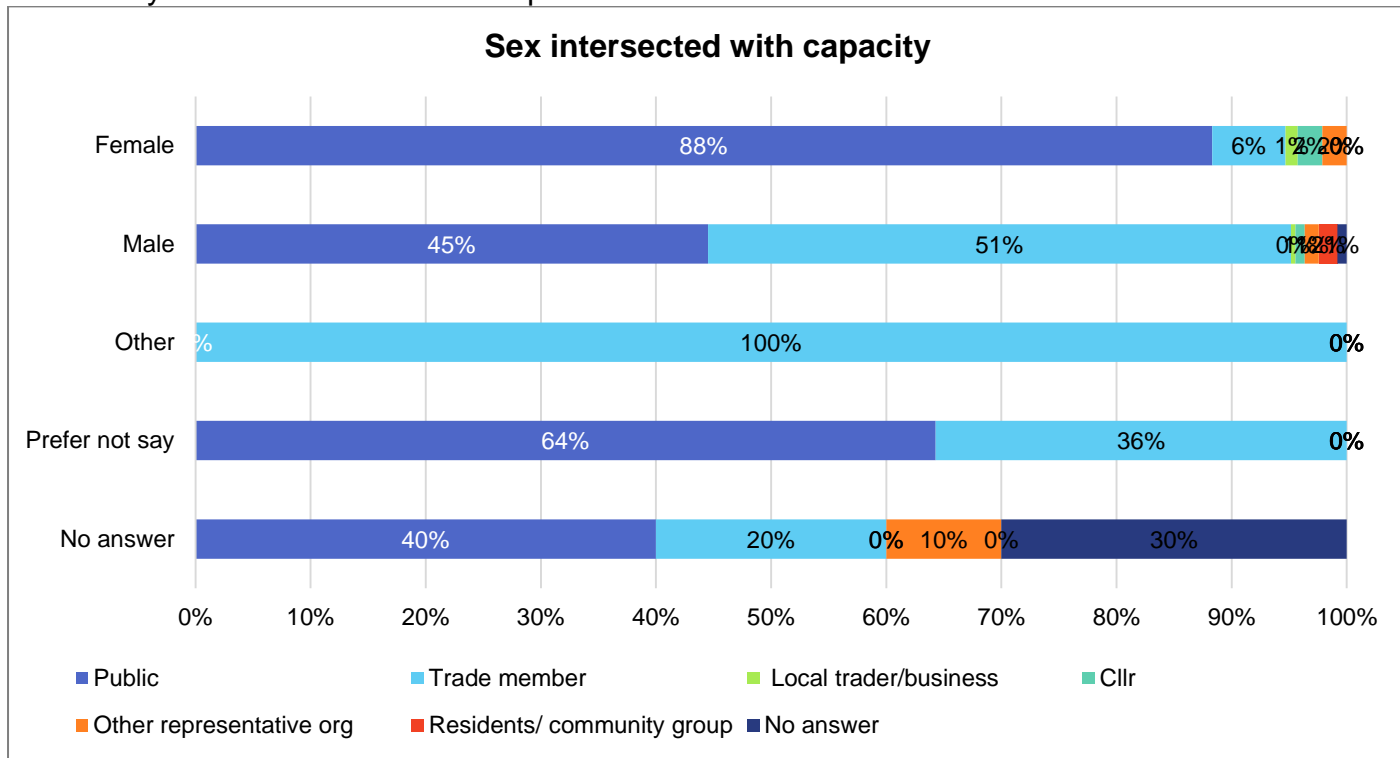
Do you consider yourself to be a disabled person?	Number of responses to survey	% responses to question
Yes	39	11%
No	308	84%
Prefer not to say	8	2%
No answer	13	4%



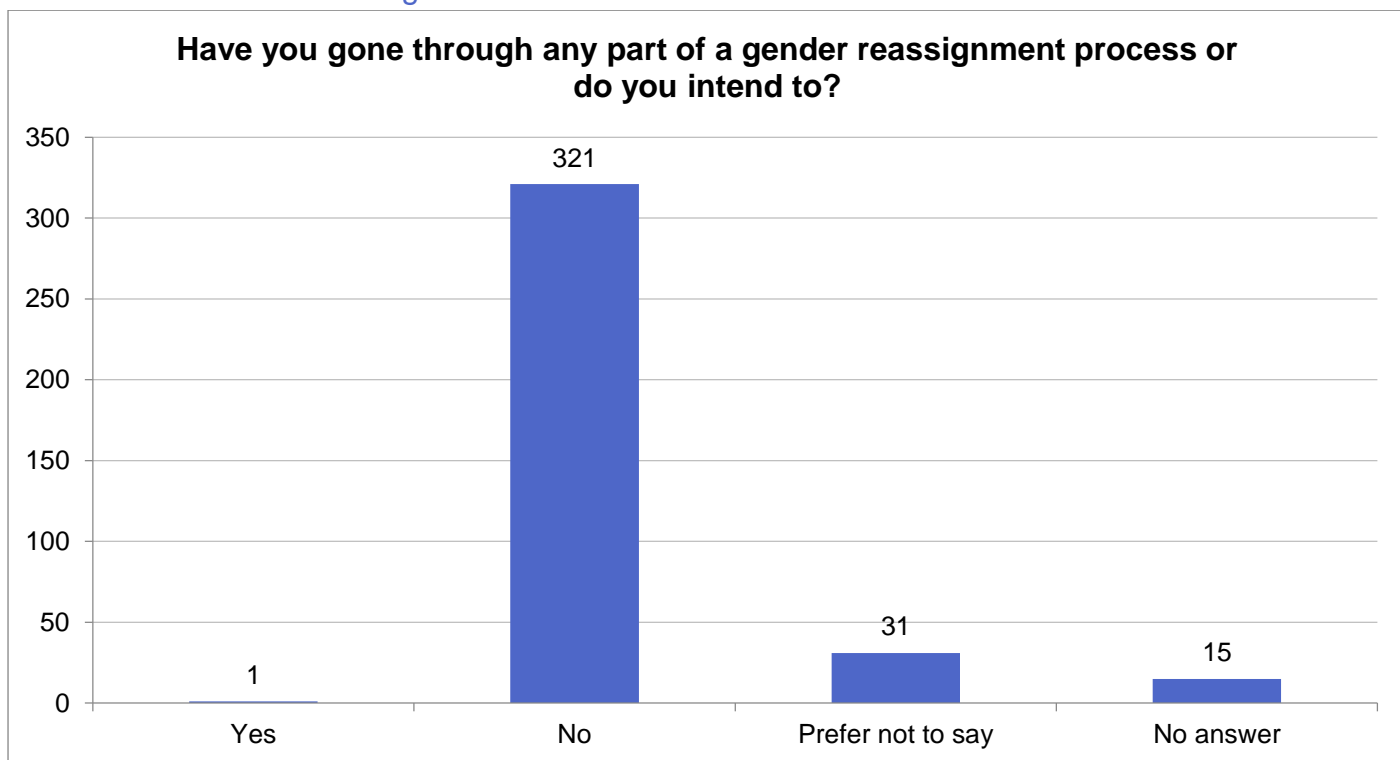
There is a much larger response from males than females. The taxi-trade is highly male-dominated.

Sex	Number of responses to survey	% responses to question
Female	94	26%
Male	247	67%
Other	3	1%
Prefer not say	14	4%
No answer	10	3%

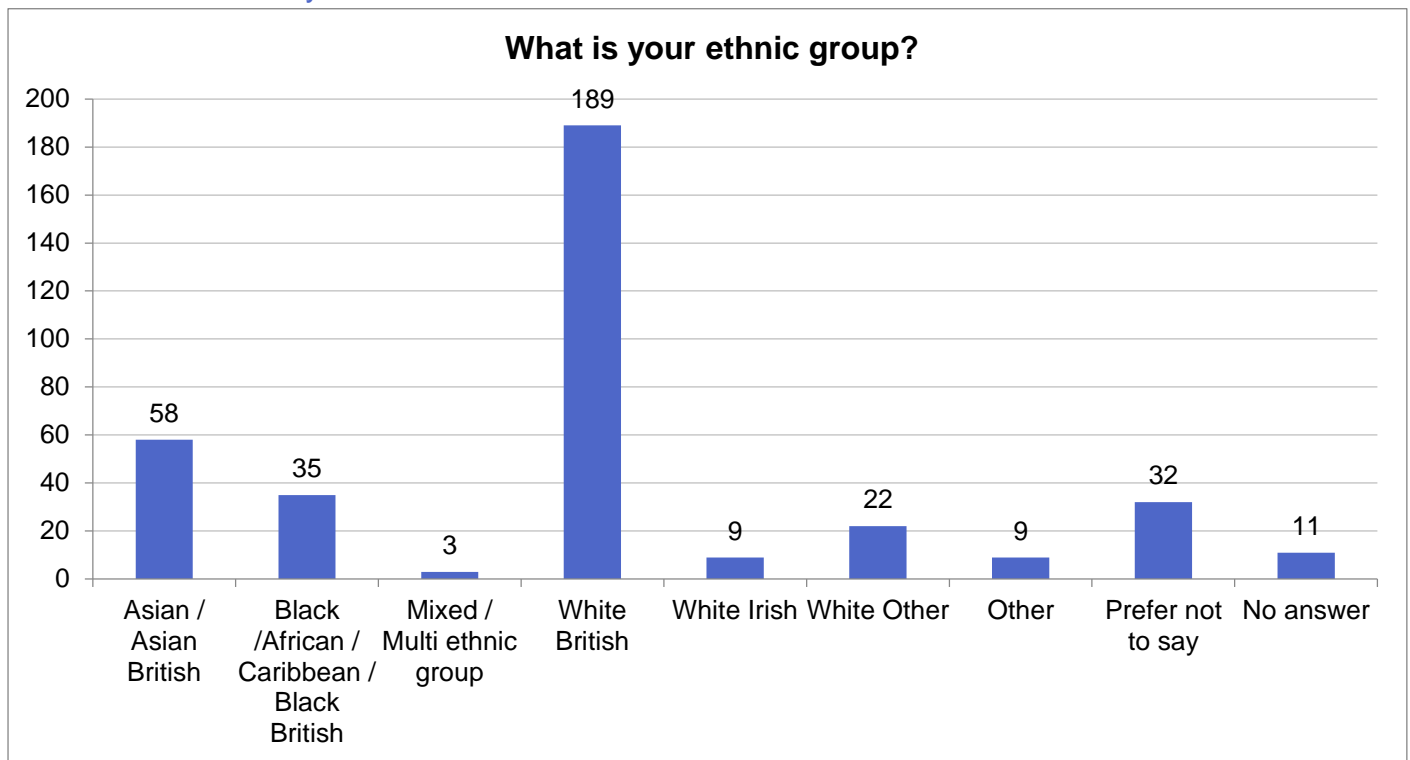
Looking at the intersection between sex and capacity, almost all members of the trade identified as male.



4.2.2.4 Gender reassignment



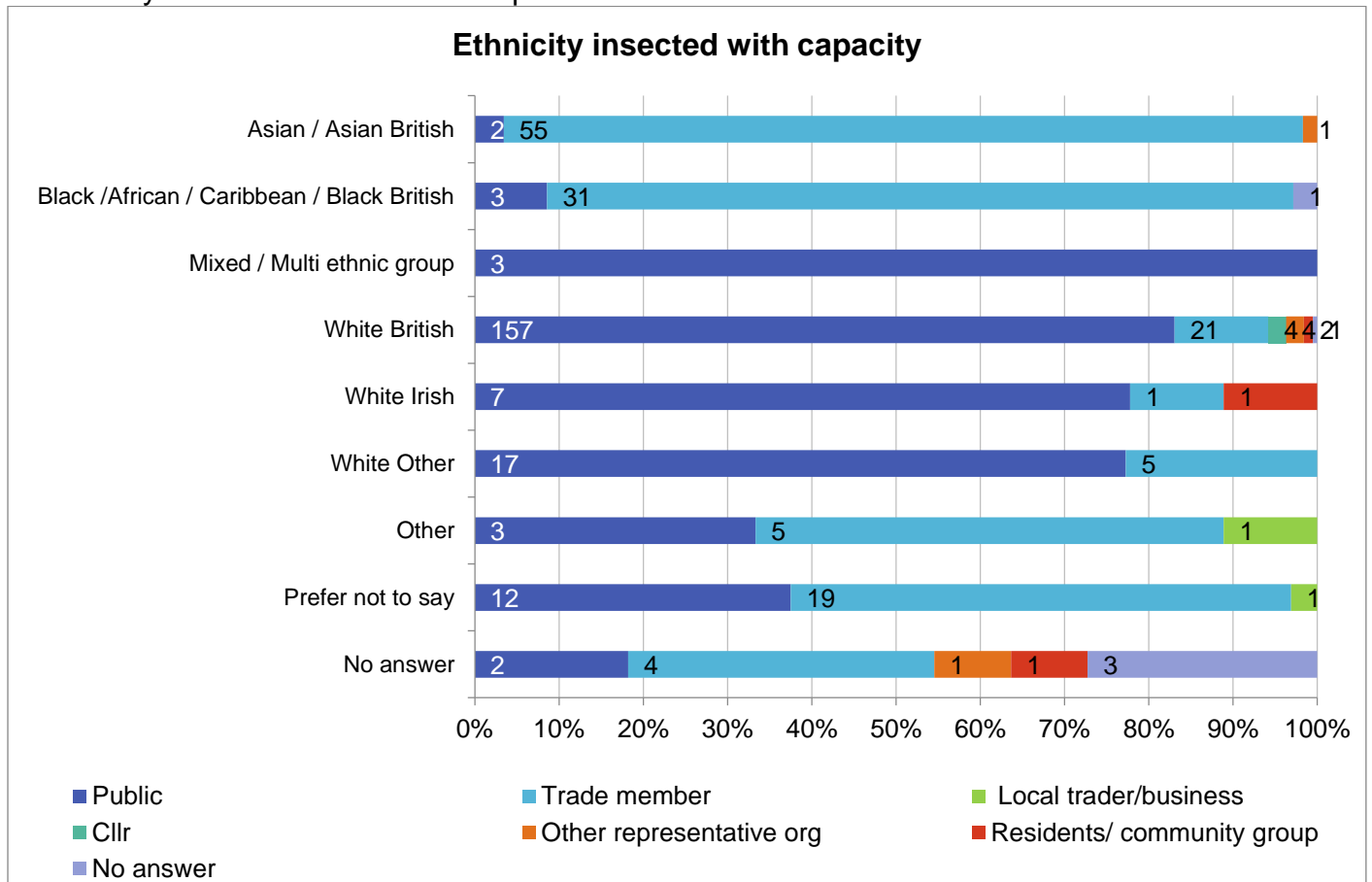
Due to only one respondent saying they have or plan to go through gender reassignment, we are unable to draw any reliable conclusions about this groups of people.



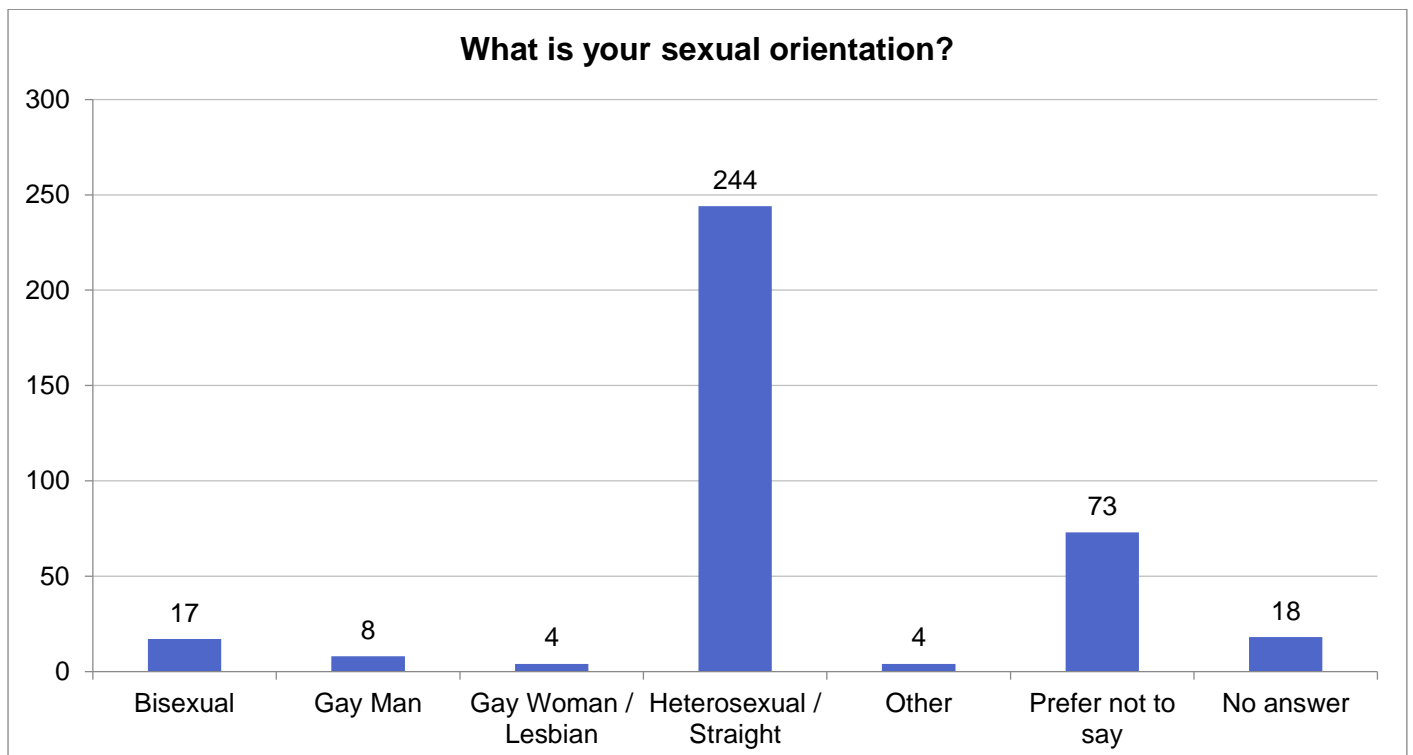
The majority of respondents were White British (51%), with the next largest group being Asian or Asian British respondents.

Ethnicity	Number of responses to survey	% responses to question
Asian / Asian British	58	16%
Black / African / Caribbean / Black British	35	10%
Mixed / Multi ethnic group	3	1%
White British	189	51%
White Irish	9	2%
White Other	22	6%
Other	9	2%
Prefer not to say	32	9%
No answer	11	3%

When looking at the intersection between the ethnicity of the respondents and the capacity they are answering in the majority of white respondents are members of the public, and Asian/ Asian British and Black/ African/ Caribbean/ Black British respondents are mostly members of the trade.



4.2.2.6 Sexual orientation

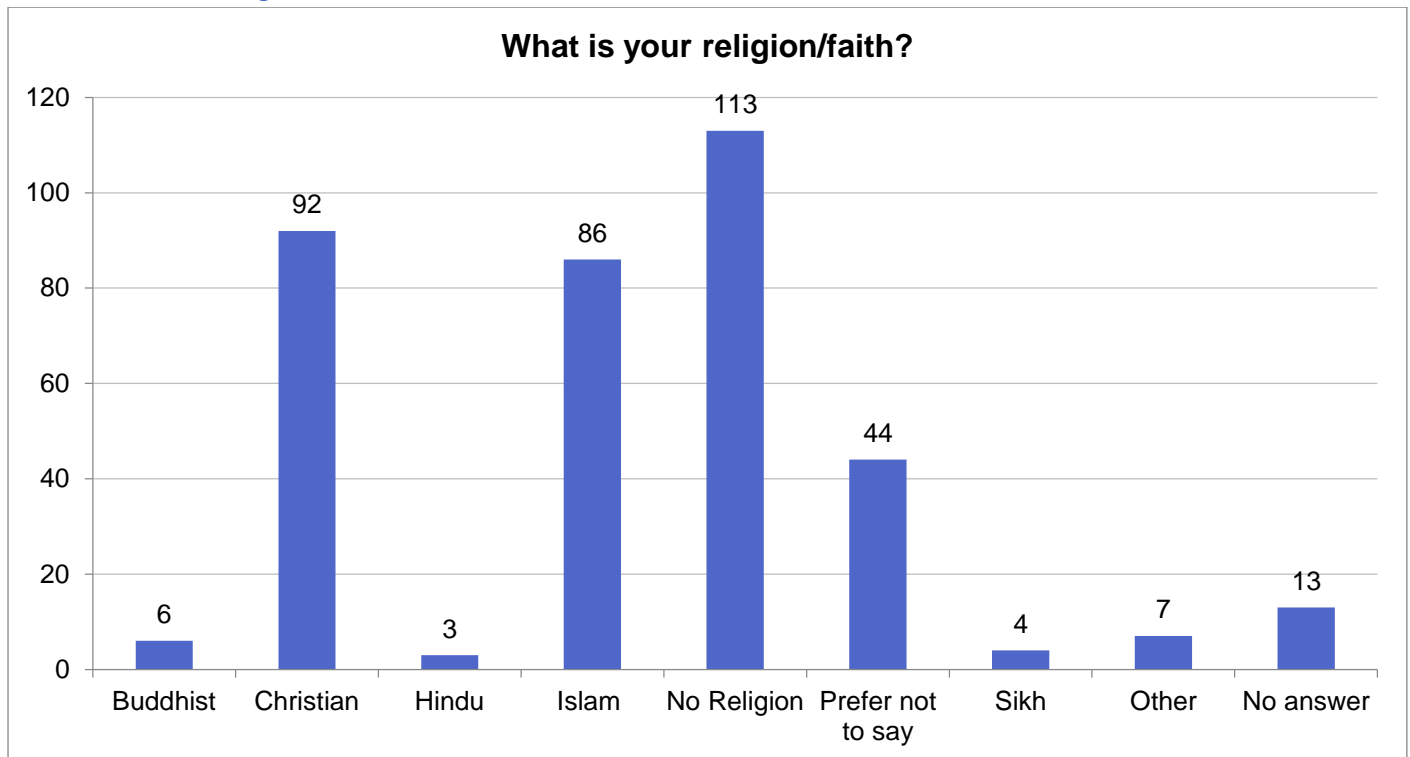


There was only a small number of responses from lesbian, gay or bisexual respondents, so we unable to draw conclusive views about those groups

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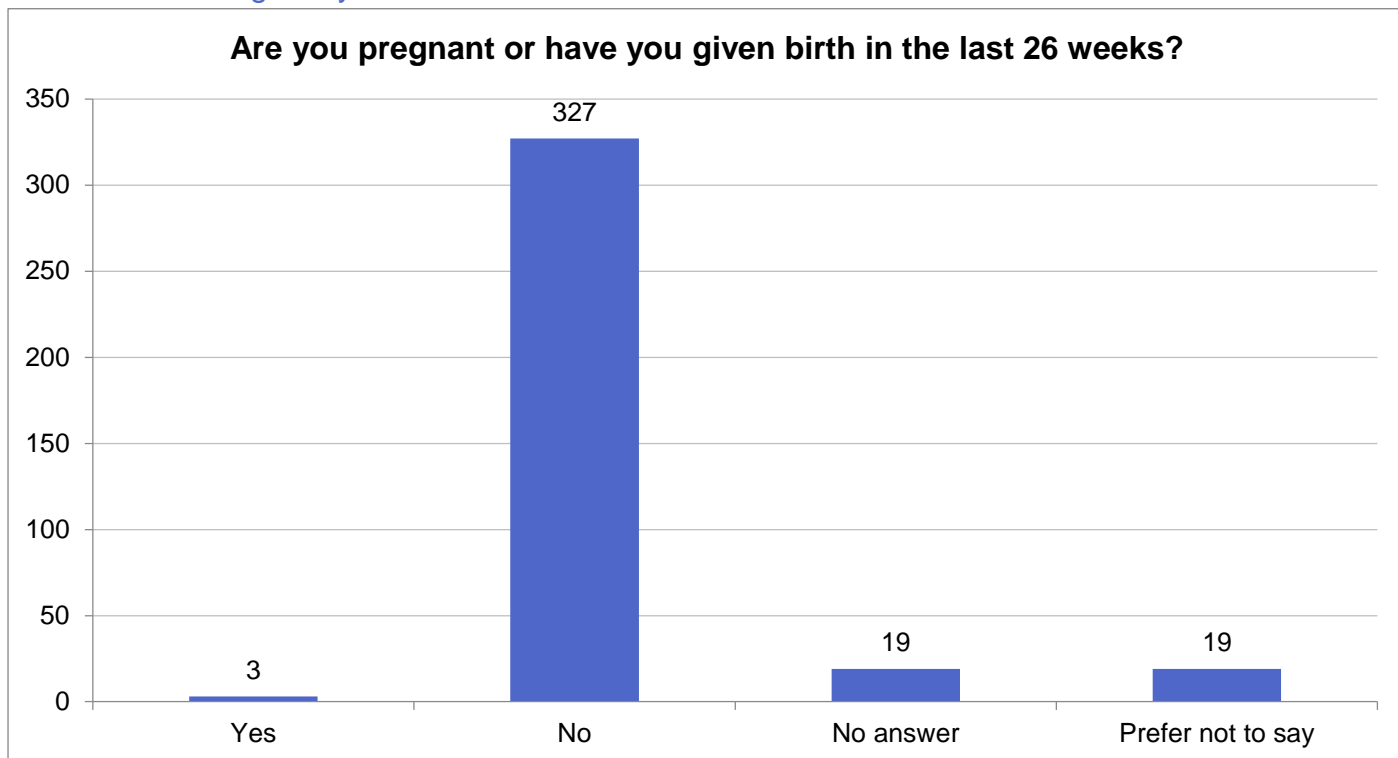
Sexual orientation	Number of responses to survey	% responses to question
Bisexual	17	5%
Gay Man	8	2%
Gay Woman / Lesbian	4	1%
Heterosexual / Straight	244	66%
Other	4	1%
Prefer not to say	73	20%
No answer	18	5%

4.2.2.7 Religion



The only groups we can draw reliable conclusions about are Christians, Muslims, and those with no religion.

Religion	Number of responses to survey	% responses to question
Buddhist	6	2%
Christian	92	25%
Hindu	3	1%
Islam	86	23%
Sikh	4	1%
No Religion	113	31%
Prefer not to say	44	12%
Other	7	2%
No answer	13	4%



Only 3 respondents said they had been pregnant, and one of those respondents was male and had not gone through gender reassignment process, which implies that one of those questions was answered in error. This group is too small to draw reliable conclusions from.

An important note on graphs

Currently all the graphs show all the groups and their results unless otherwise stated. In some cases, for example age or religion, this will include some groups with a very small number of respondents, which we cannot use to draw reliable conclusions about that whole group.

For more information about the number of respondents in each demographic group, please see **Error! Reference source not found.**

4.2.2.9 Location

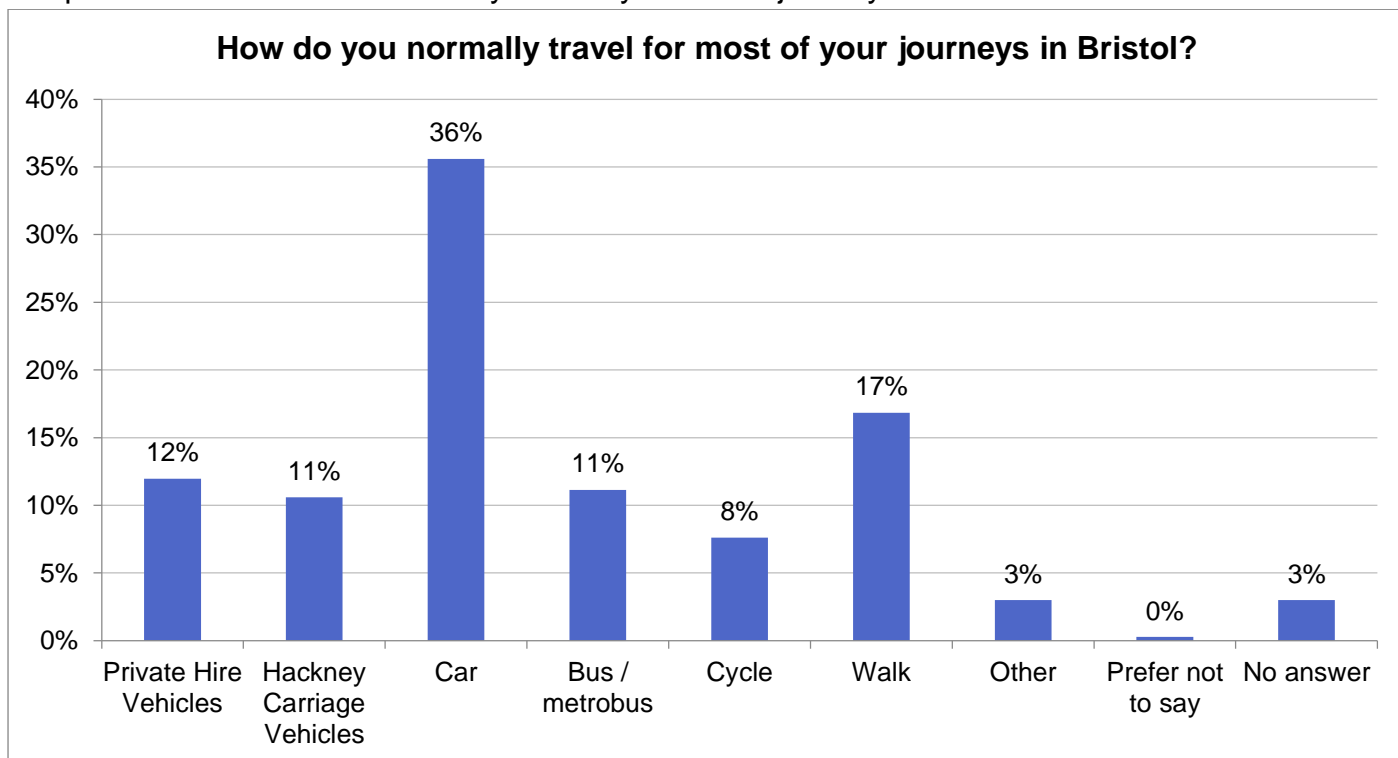
BS1	BS2	BS3	BS4	BS5	BS6	BS7	BS8	BS9	BS10	BS11
15	14	27	27	60	12	25	17	30	14	6

BS13	BS14	BS15	BS16	BS32	BS34	BS37	BS41	Other	No answer
4	7	6	31	2	1	1	1	5	63

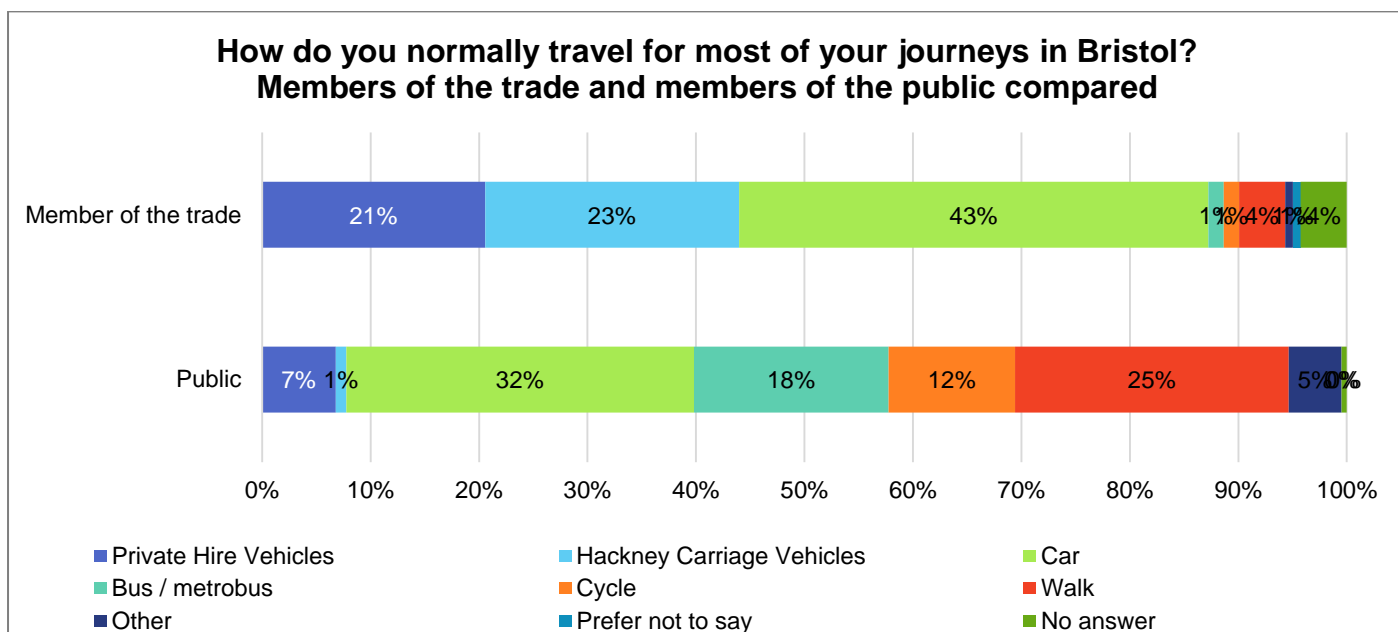
The majority of respondents who answered this question were from BS5, followed by BS16 and BS9.

4.2.3 How do you normally travel for most of your journeys in Bristol?

Respondents were asked how they normally travel for journeys in Bristol.



Looking at the question about how respondents normally travel, 23% travel by private hire vehicle or hackney carriage. However if we look at the difference in responses between members of the trade and members of the public then we can see only 8% of the members of the public use private hire or hackney carriage vehicles. Whereas 44% of members of the trade who responded said they used these vehicles.



4.3 Summary of survey responses

In general, there was a high level of agreement with the changes in the policy, except for Question 4 on the subject of allowing tints. There was often a big difference between the levels of agreement between the public and members of the trade. In most cases the public were more likely to agree or strongly agree with the proposal, except in the case of tints, where the public were much more likely to disagree.

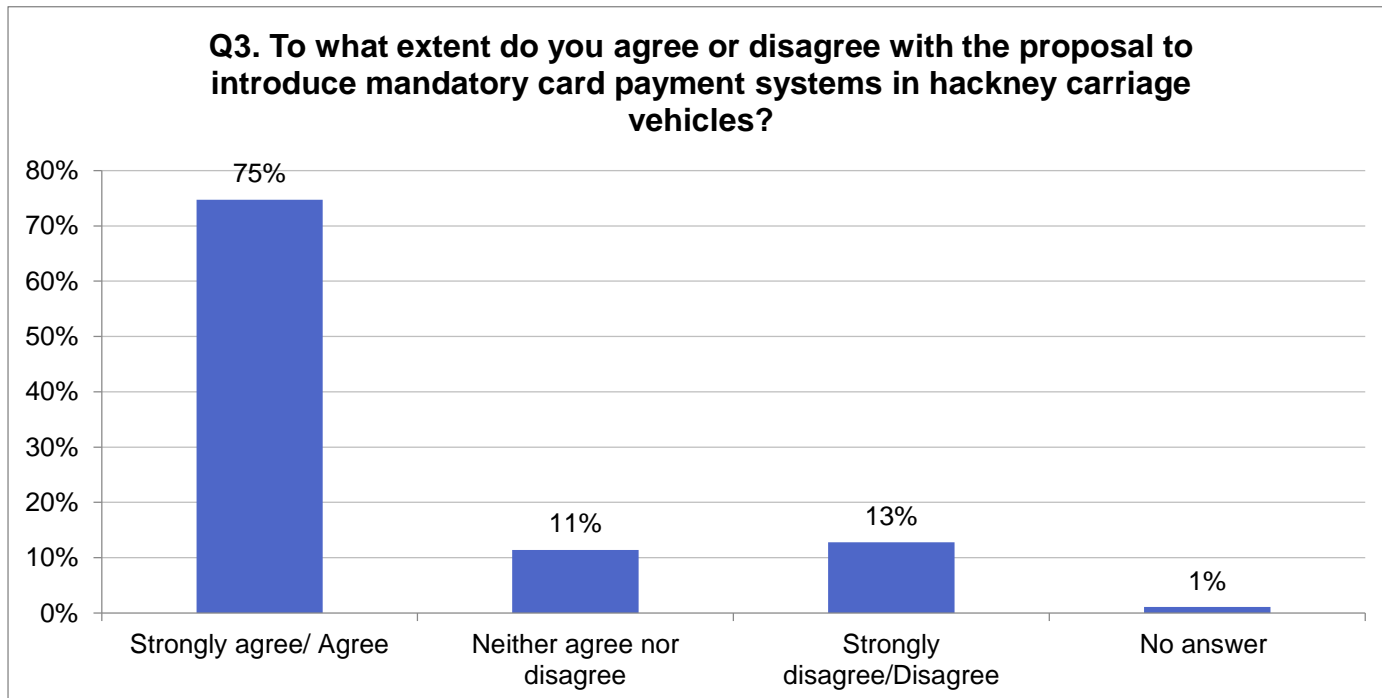
There was also a big difference in answers by ethnicity. The majority of members of the trade identified themselves as Black/ African/ Caribbean/ Black British or Asian/ Asian British, and there was often a big difference in the answers between those groups.

Due to limited number of respondents saying they were pregnant, had or were planning to go through a gender reassignment process, or were asylum seekers or refugees, we are unable to draw any conclusions regarding this.

Below there is analysis of each of the questions, an overview with any relevant comments and a break down by each characteristic. A full list of comments are available to the committee in Appendix 2 – All survey comments.

4.4 Question 3 - To what extent do you agree or disagree with the proposal to introduce mandatory card payment systems in hackney carriage vehicles?

4.4.1 Overview



The majority of respondents (75%) agreed with introducing a mandatory card payment system into Hackney Carriages.

Summary of breakdown:

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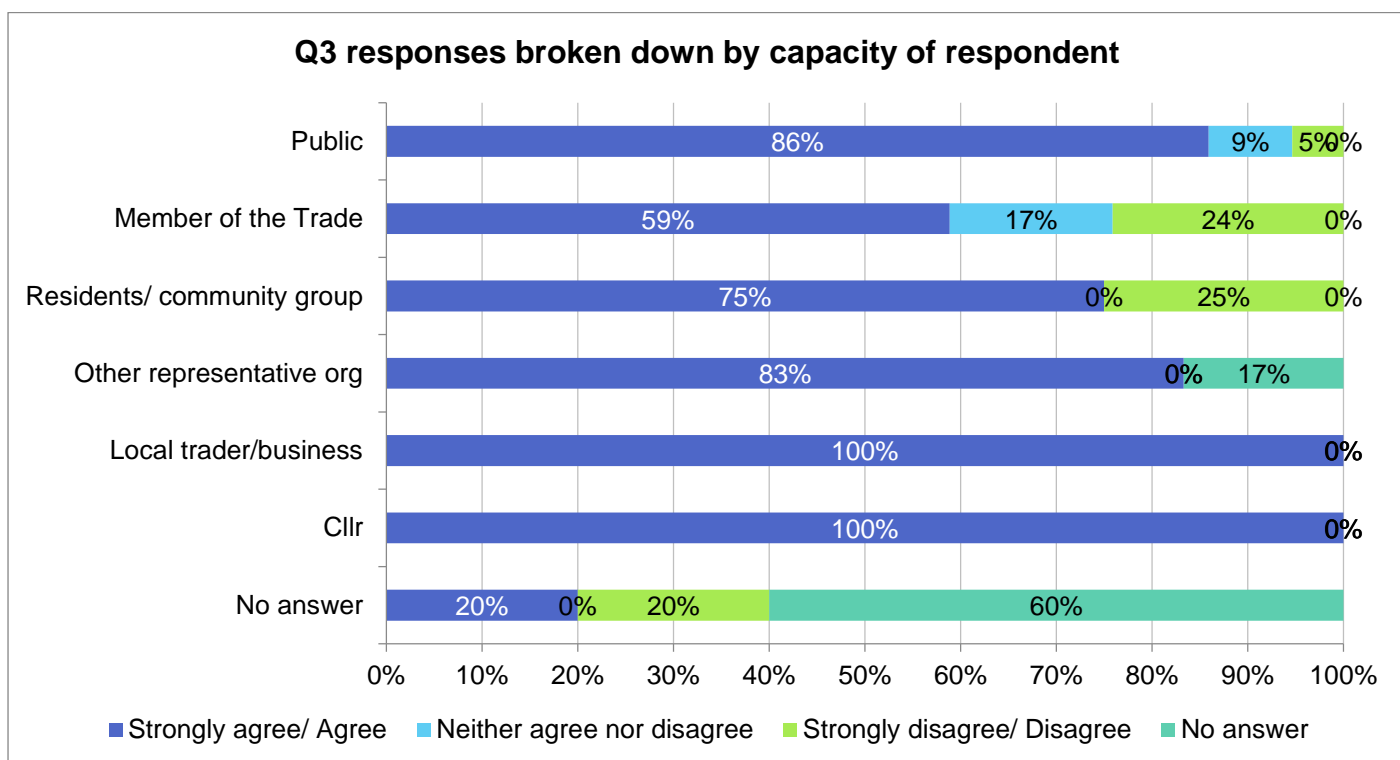
- Although 59% of the trade agreed with the statement, 24% disagreed with it, and they were less likely to agree than the general public (86% agreed, 5% disagreed)
- 35-54 year old respondents were more likely to disagree with the proposal. Two thirds of respondents in these age groups are members of the trade
- Females much more likely to agree with this proposal. Only 6 female respondents were members of the trade.
- Black/ African/ Caribbean/ Black British respondents are more likely to agree than disagree, 49% and 34% respectively, but do not have a majority agreeing. All bar three Black/ African/ Caribbean/ Black British respondents were members of the trade

4.4.1.1 Summary of relevant comments

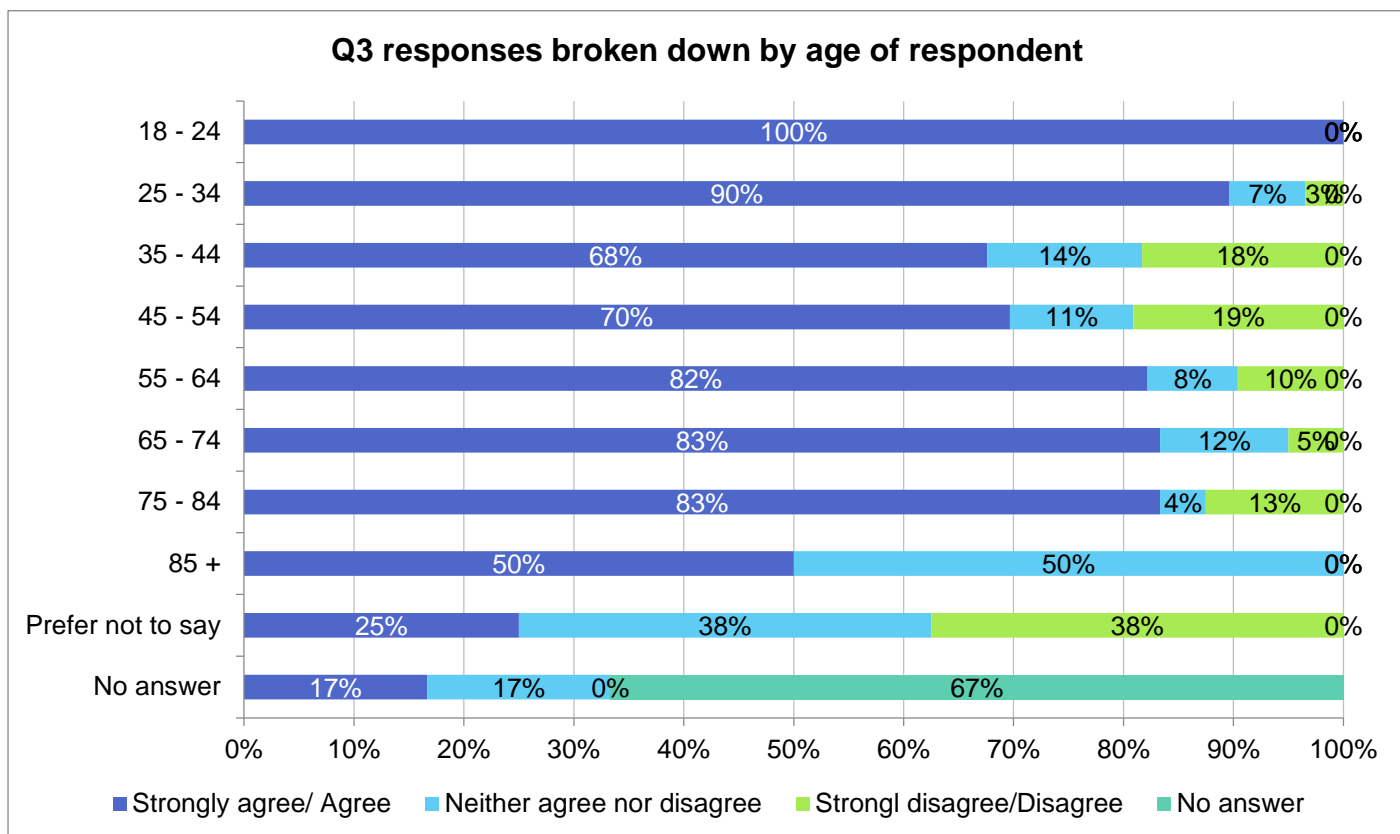
There were multiple comments saying that taxis should still accept cash – not have mandatory card payments. This suggests there was some confusion around what a mandatory card machine would mean. This also suggests that the ability to accept cash was important for members of the trade and the public.

There were multiple comments, mostly from members of the public, stating that they were supportive of card payments, or that the use of apps like Uber show that the ease of payment that comes without needing cash was positive.

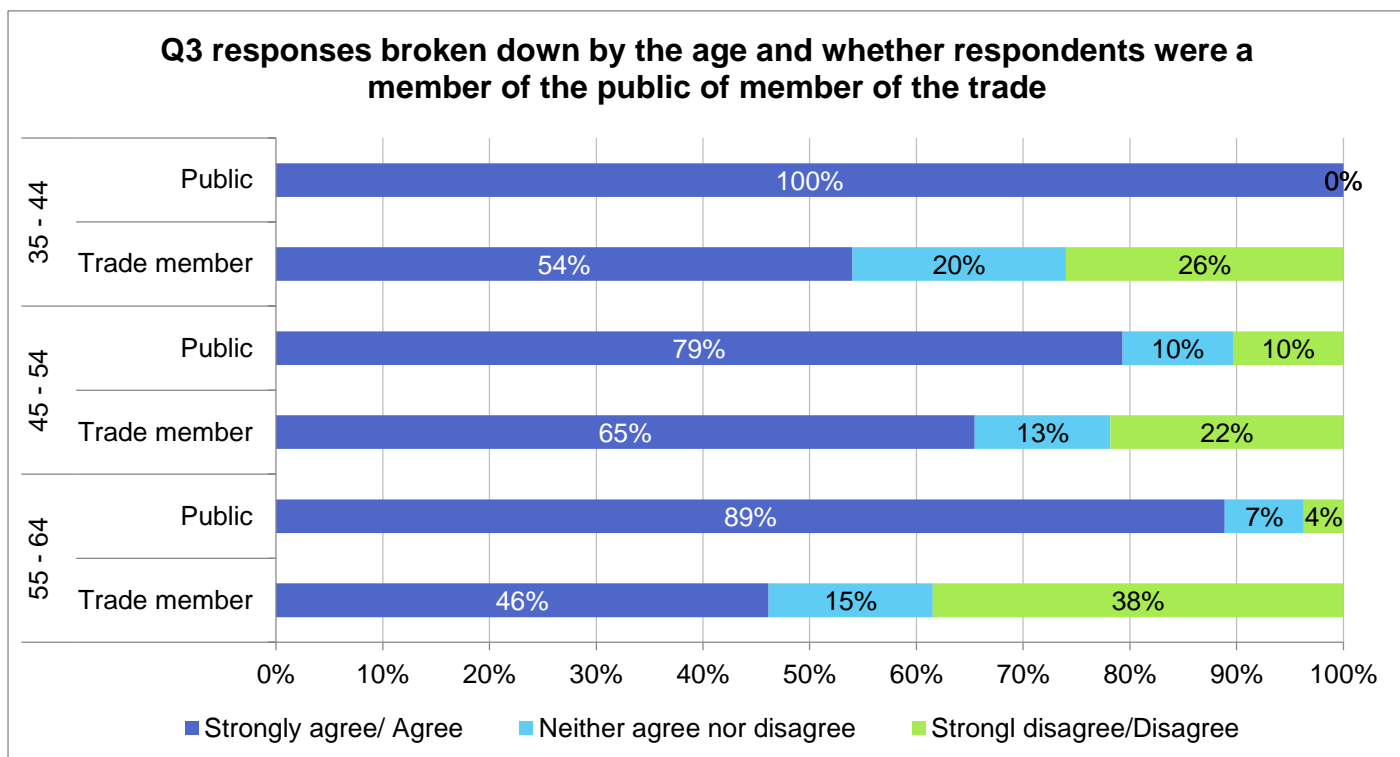
4.4.2 Breakdown



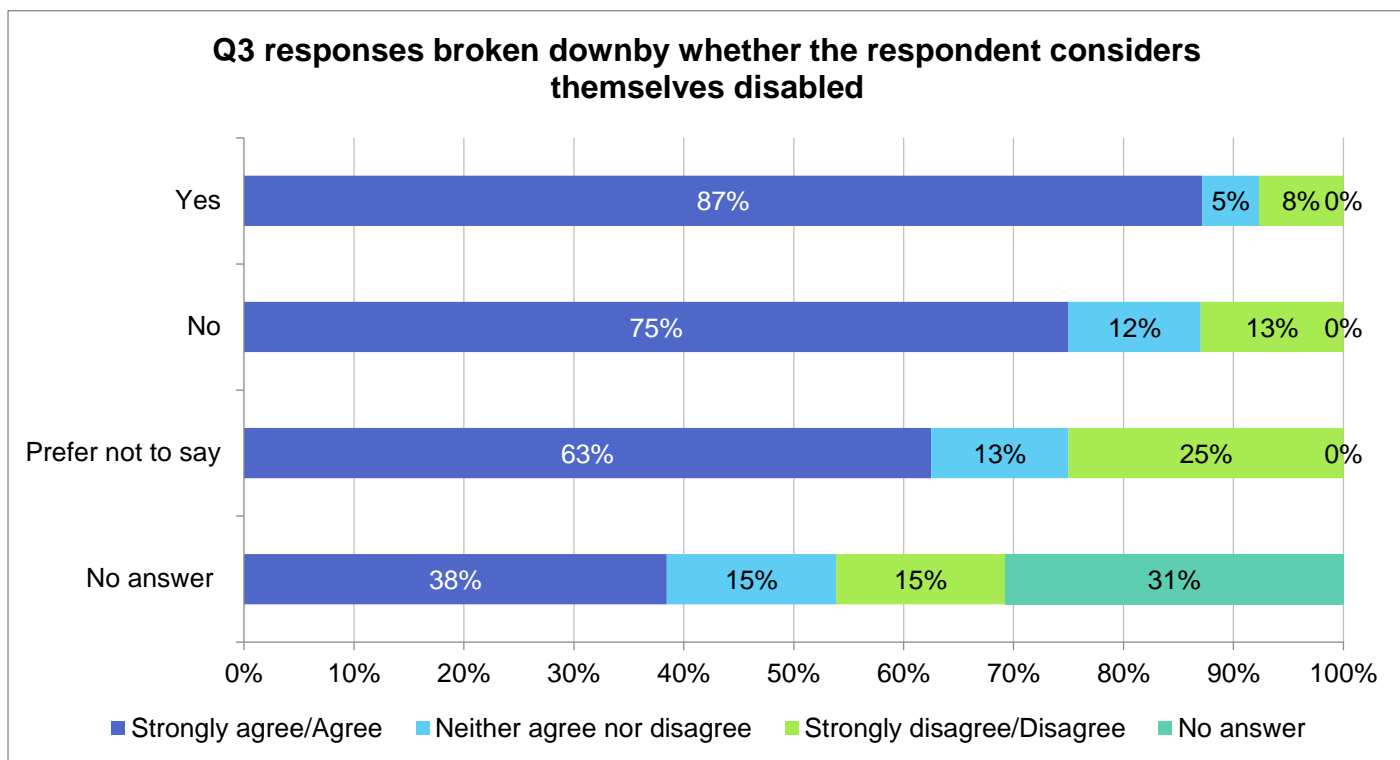
Although each group agreed by over 50% (except for the 5 people who gave no capacity), drivers were less likely than the members of the public to agree with the question.



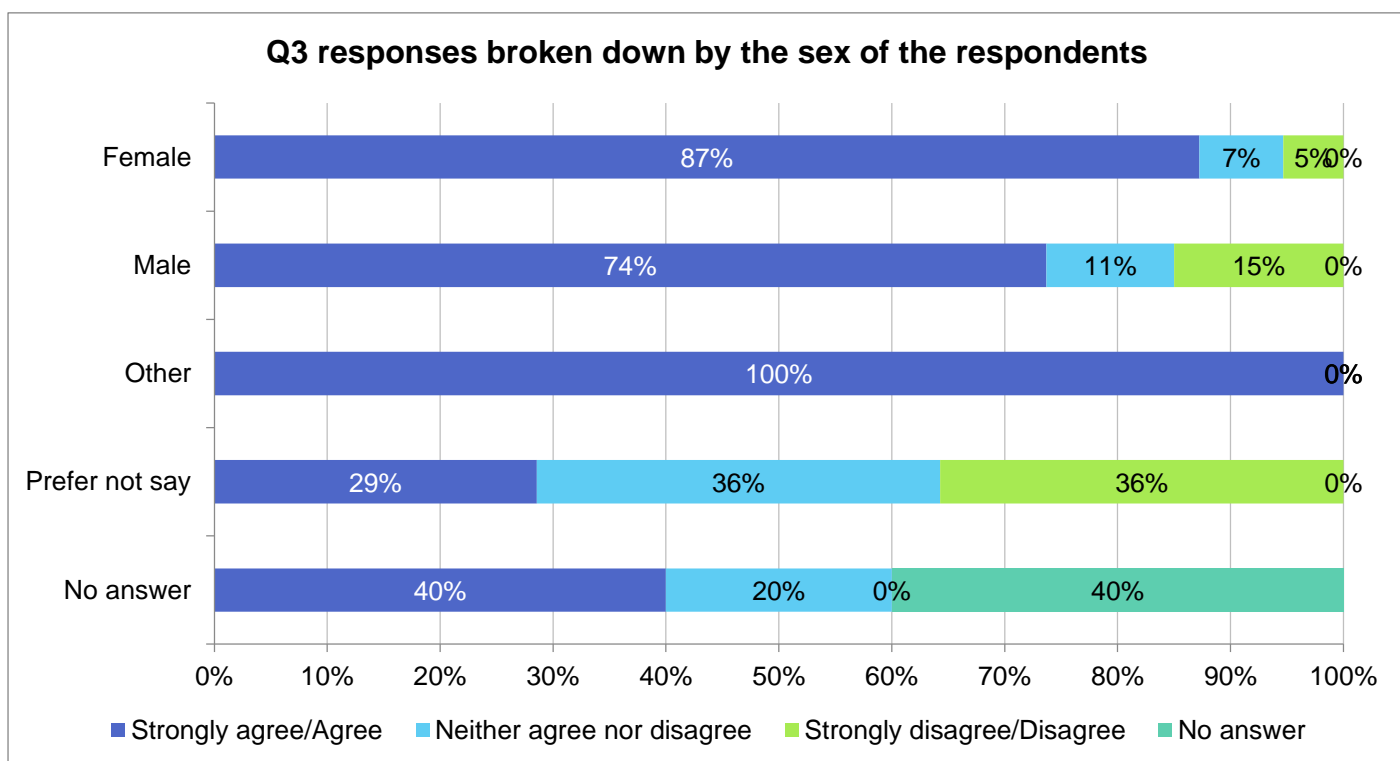
This graph breaks down the ages of the respondents. Those aged between 35-54, the largest group of respondents, were more likely to disagree with card readers. Two thirds of respondents in that age range are members of the trade.



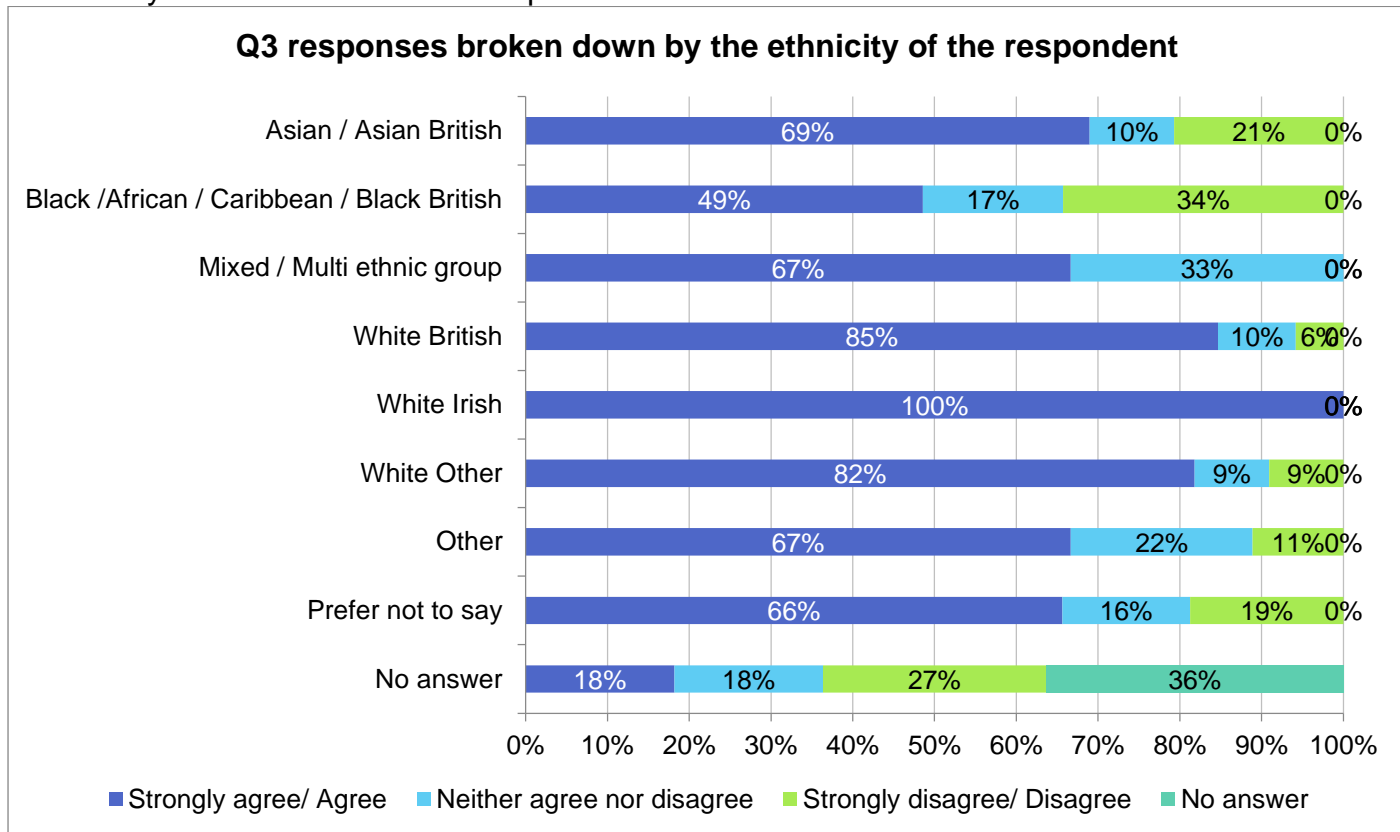
It can be seen that members of the public are much more likely to agree with the proposals than members of the trade, irrelevant of age.



There were 39 responses from respondents who identified as disabled, and 87% of them agreed with the proposal. Only three disagreed with the proposal. There were no members of the trade who identified as disabled.

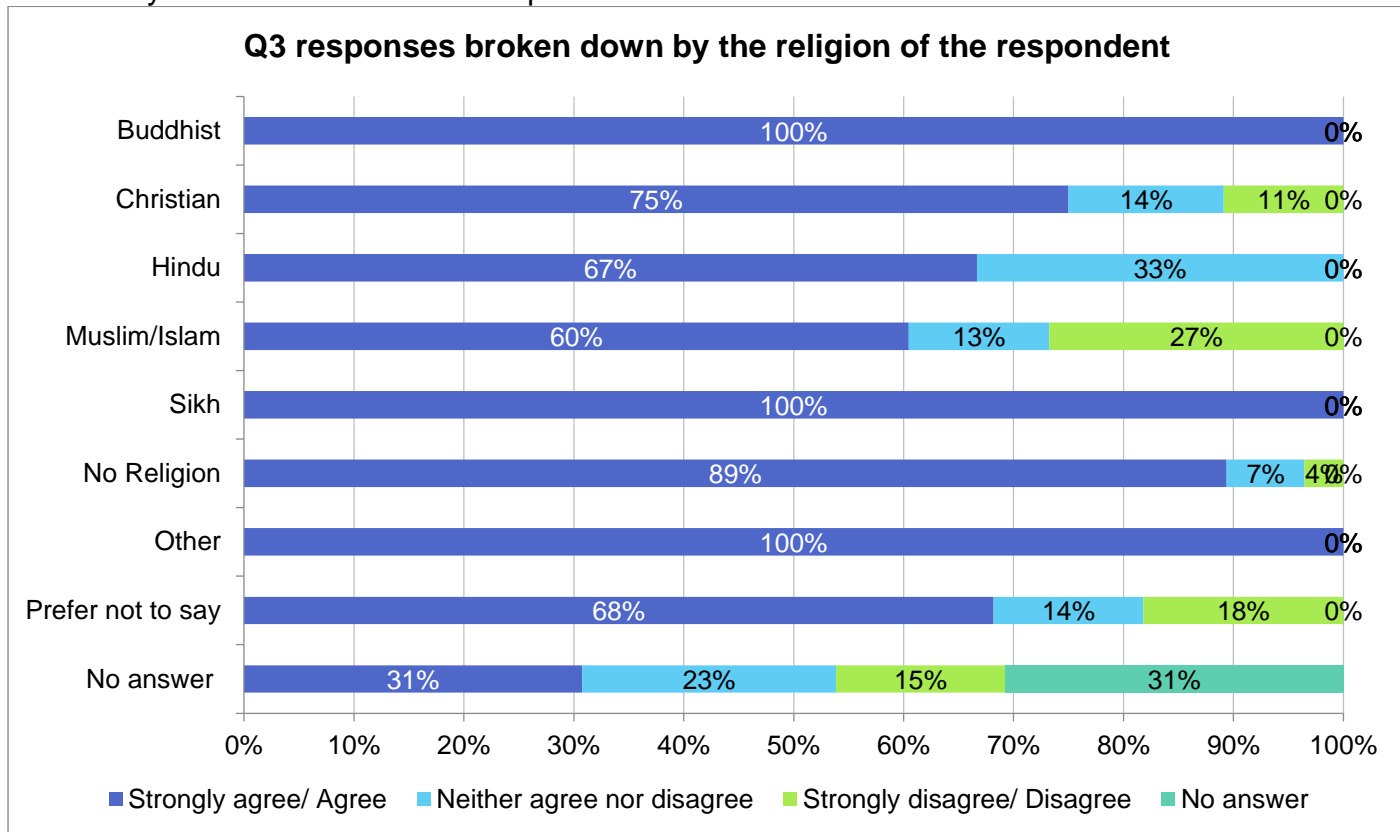


Females were more likely to agree with the proposed changes than males. This is most likely due to a larger population of male members of the trade than female members of the trade. Of the six female members of the trade, only one disagreed with the proposal.

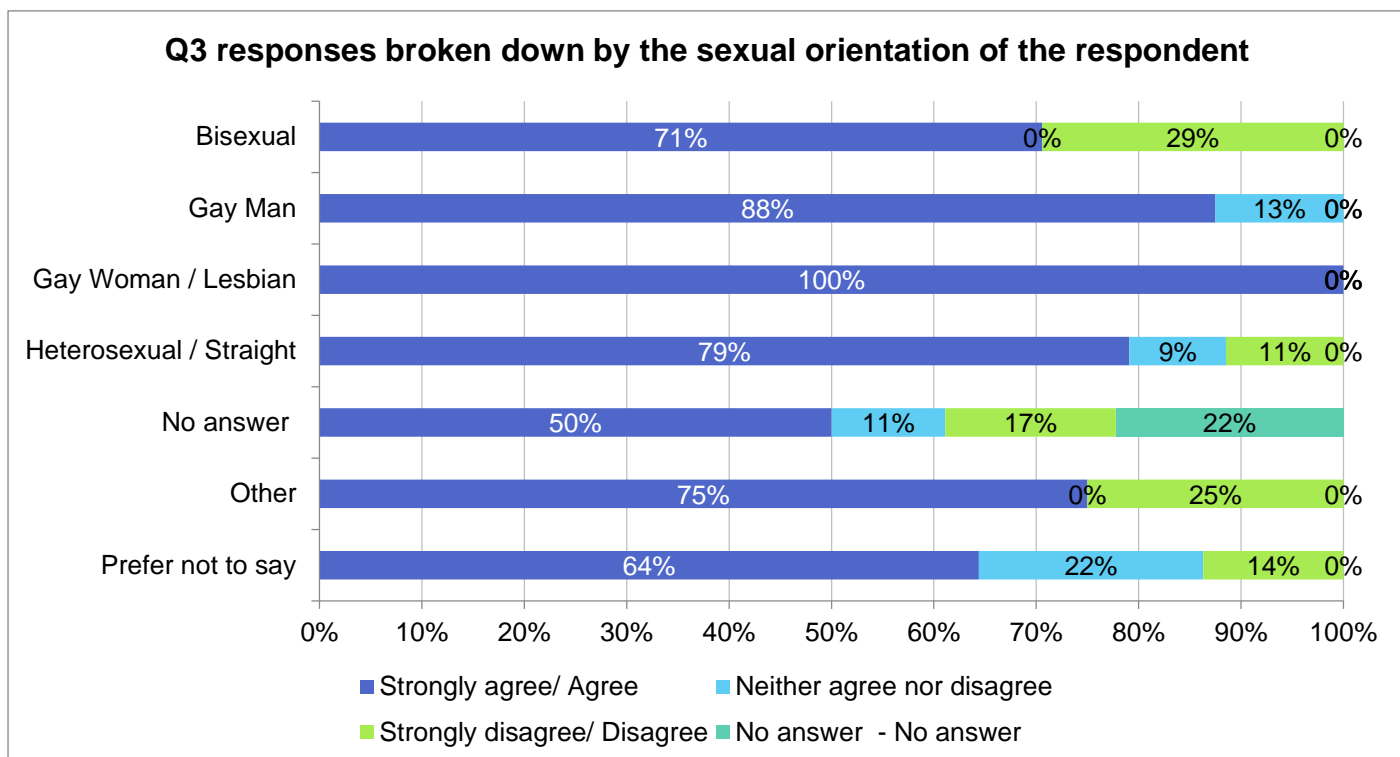


All ethnic groups have a majority agreeing with the proposal, except for Black/ African/ Caribbean/ Black British respondents.

Out of 35 Black/ African/ Caribbean/ Black British respondents 31 are members of the trade, and therefore are more likely to disagree with the proposal. However, when looking at Asian/ Asian British respondents, 95% of which are members of the trade, there is a majority of 69% agreeing with the proposal.



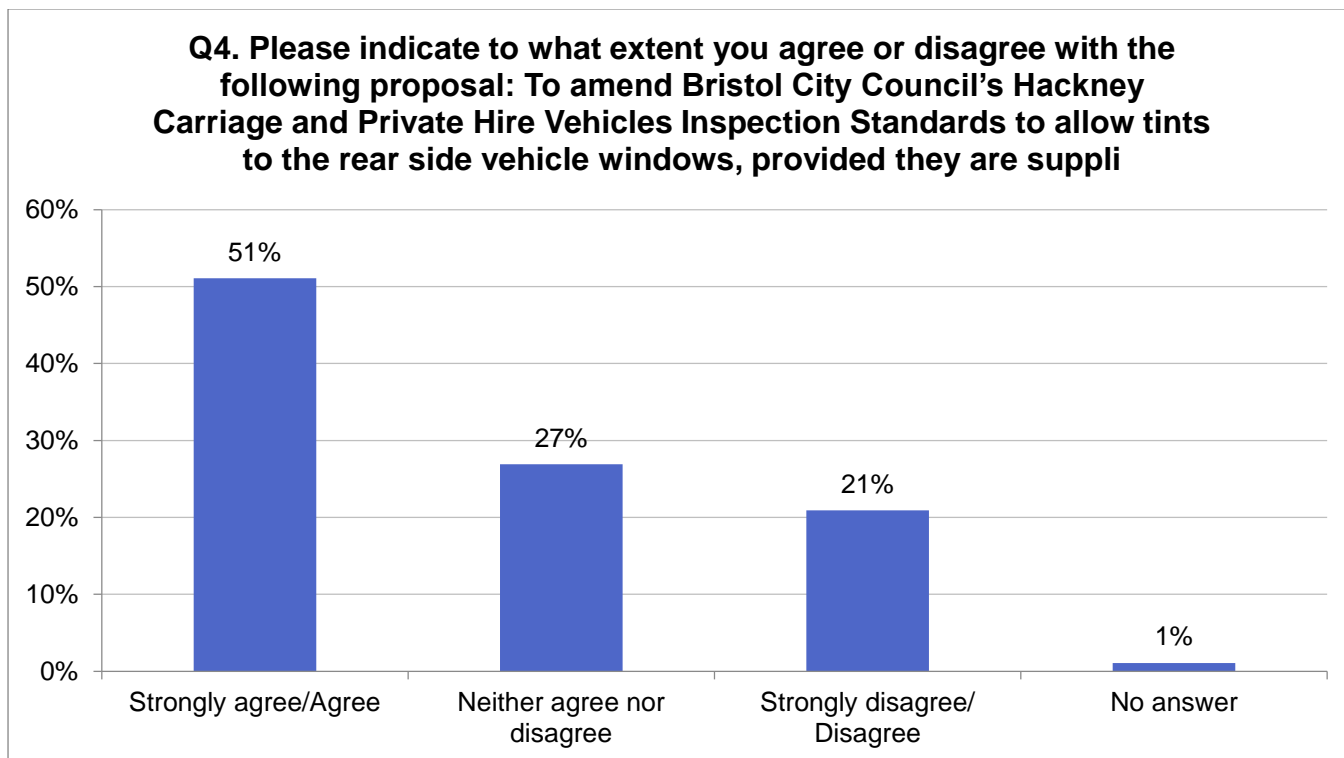
Muslim respondents are less likely to agree with the proposal than other religions. 58% of members of the trade identified as Muslim, which suggests the lower agreement rate for Muslims is related to being in the trade, rather than the impact of this proposal on a specific religion.



Given the low numbers of those responding as lesbian, gay or bisexual, it is not possible to draw reliable conclusions about those groups from this data.

4.5 Question 4 - Please indicate to what extent you agree or disagree with the following proposal: To amend Bristol City Council’s Hackney Carriage and Private Hire Vehicles Inspection Standards to allow tints to the rear side vehicle windows, provided they are supplied as standard by the original vehicle manufacturer and comply with current vehicle Construction and Use Regulations

4.5.1 Overview



The majority of respondents (51%) of respondents agreed or strongly agreed with the proposal to allow tints. There was a large group (27%) who neither agreed nor disagreed.

Summary of breakdown:

- Public only have 40% agreement, whereas the trade have 70% agreement
- Females only agreed 37%, and were split 3 ways – agree/ disagree/ neither agree nor disagree
- There is a split large between Asian/ Asian British responses and Black/ African/ Caribbean/ Black British responses, that is not linked to whether they are in the trade
- Disabled people agreed by 41%, and disagreed by 31%

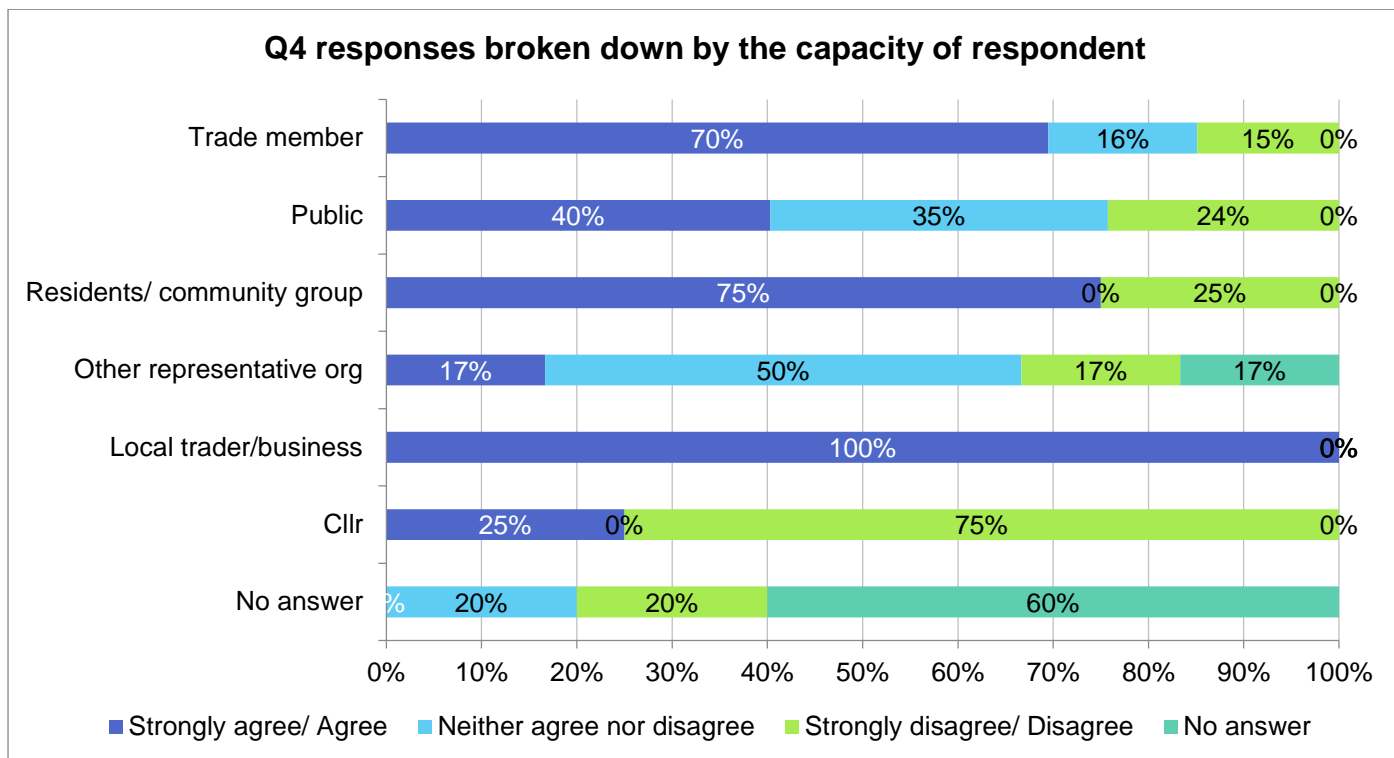
4.5.1.1 Summary of relevant comments

As with the question responses, there was a big split between comments made by members of the trade and those made by non-members of the trade. The comments made by members of the trade were, in general supportive of the change. There was a difference in opinion over whether tints should have to be put in place by the manufacturer or whether to allow film tints.

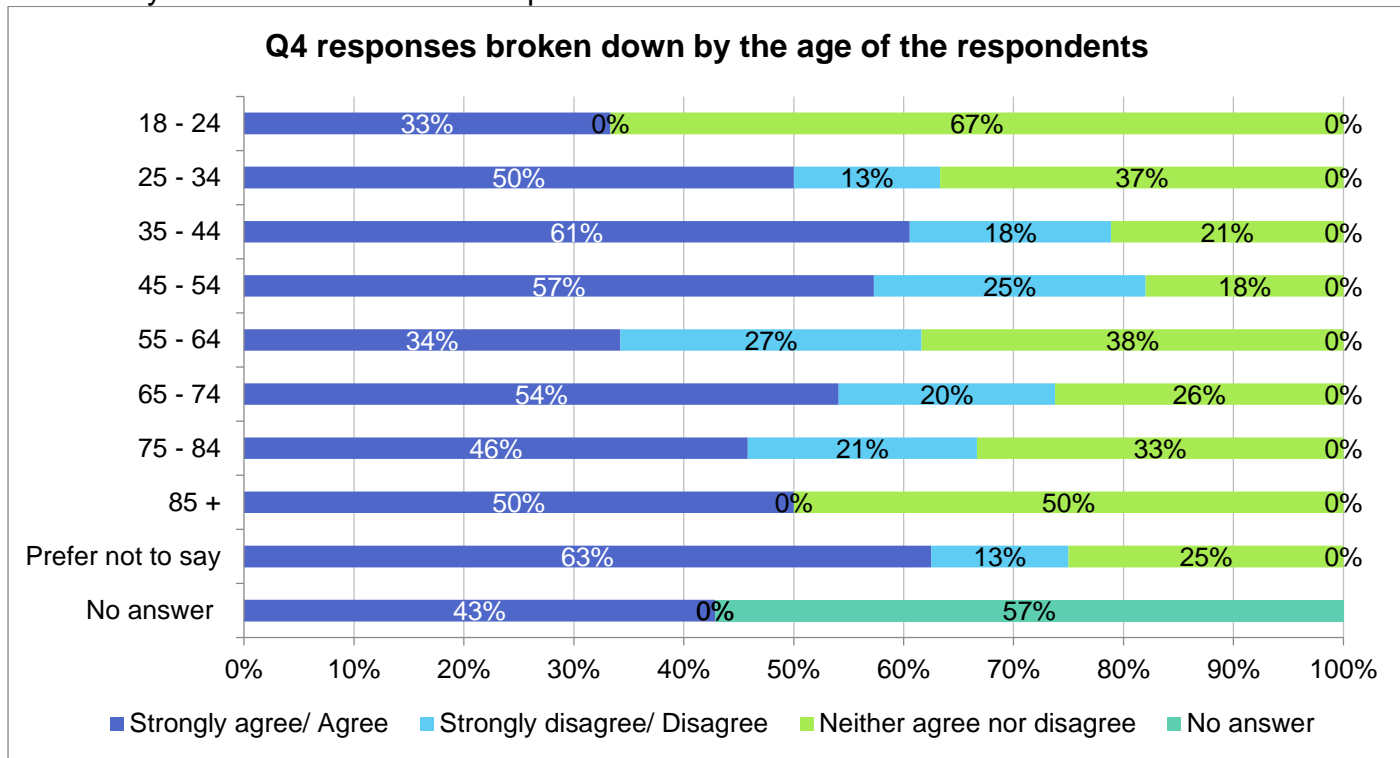
Taxi Policy Review – Consultation report

Conversely, there were many comments that were against tints from members of the public, a Councillor and one trade member. They argued against tints for the reasons of public safety, especially with respect to females. One commenter also mentioned the issues that partially sighted passengers may have if they are unable to see out of the windows.

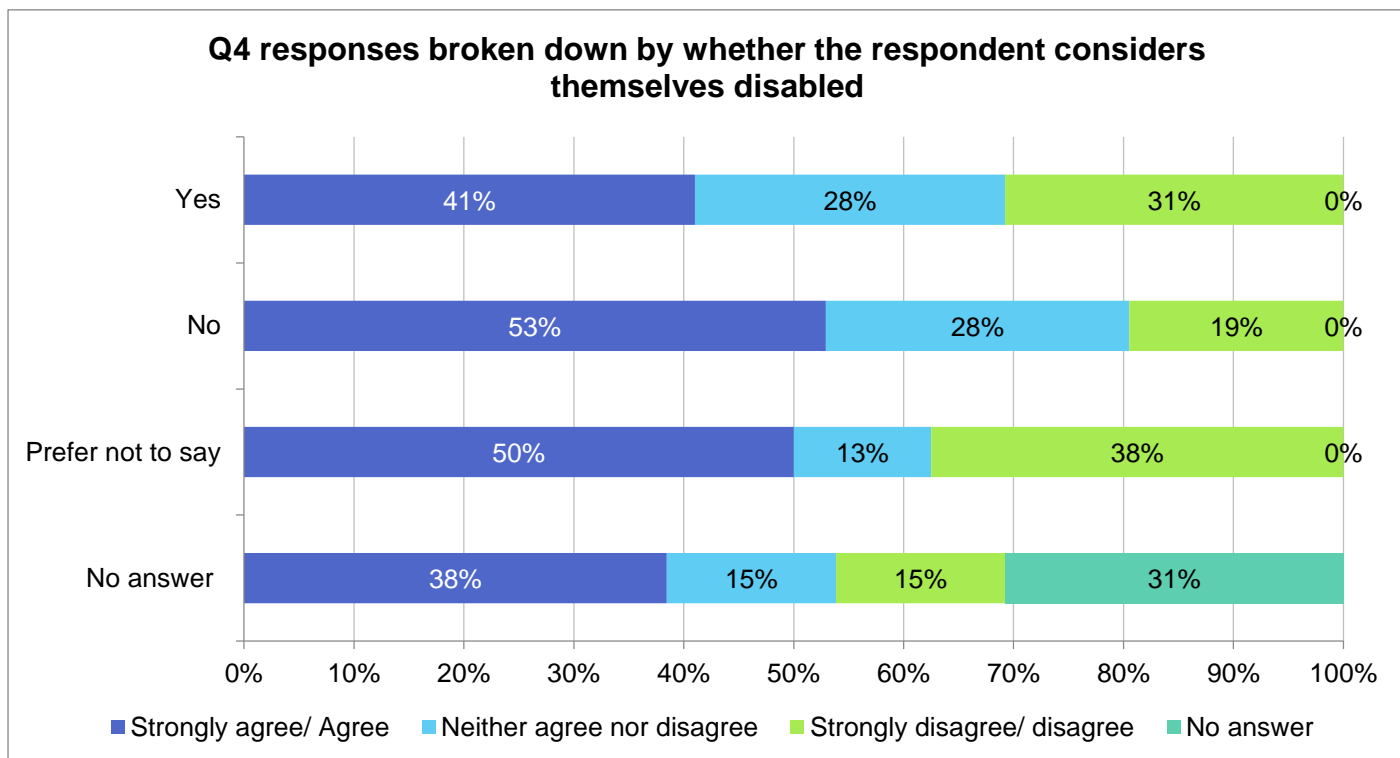
4.5.2 Breakdown



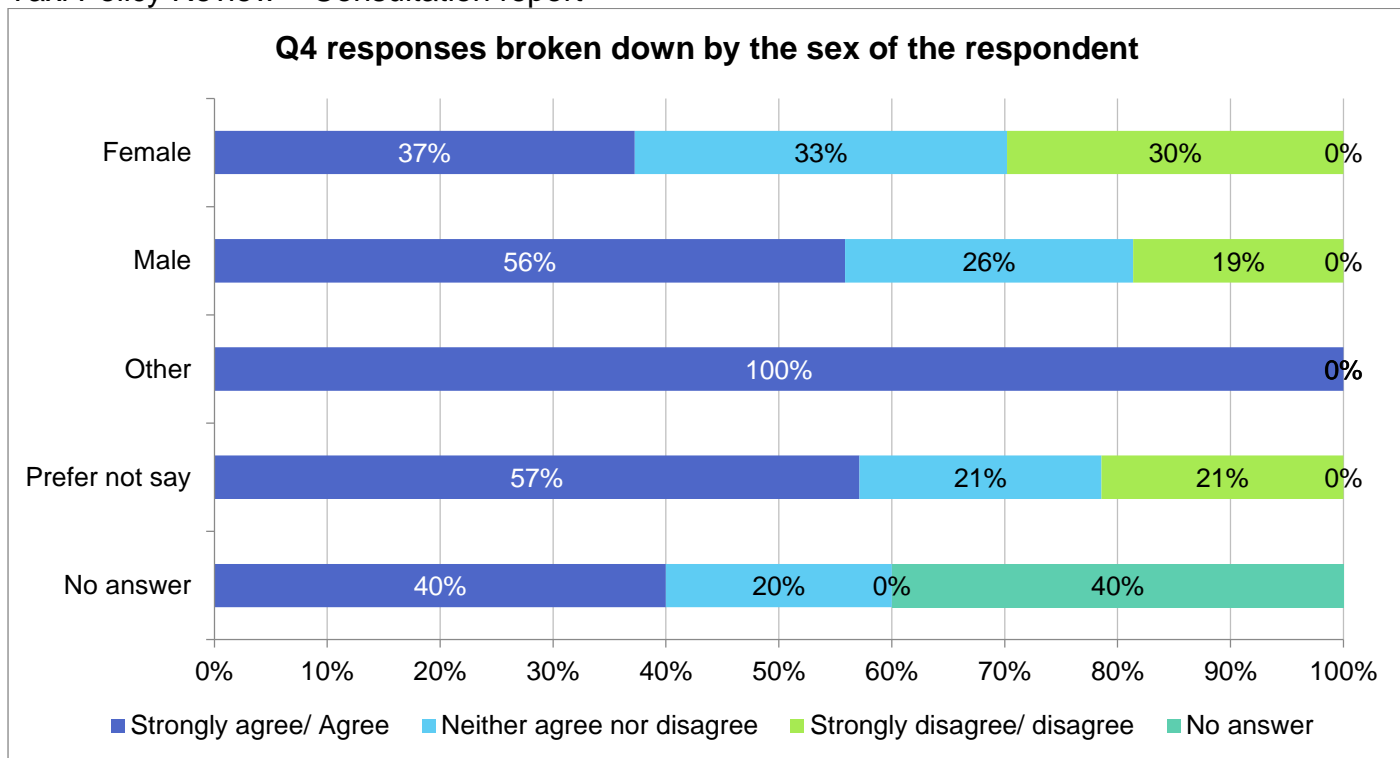
There is a wide gap between the members of the trade and the members of the public. The members of the trade were 70% supportive, with only 15% disagreeing. Conversely, of the public only 40% agreed, and 24% disagreed. There is a large portion of responses from members of the public, 35%, who neither agreed nor disagreed. Additionally, three out of four Councillors disagreed with the proposals, one agreed.



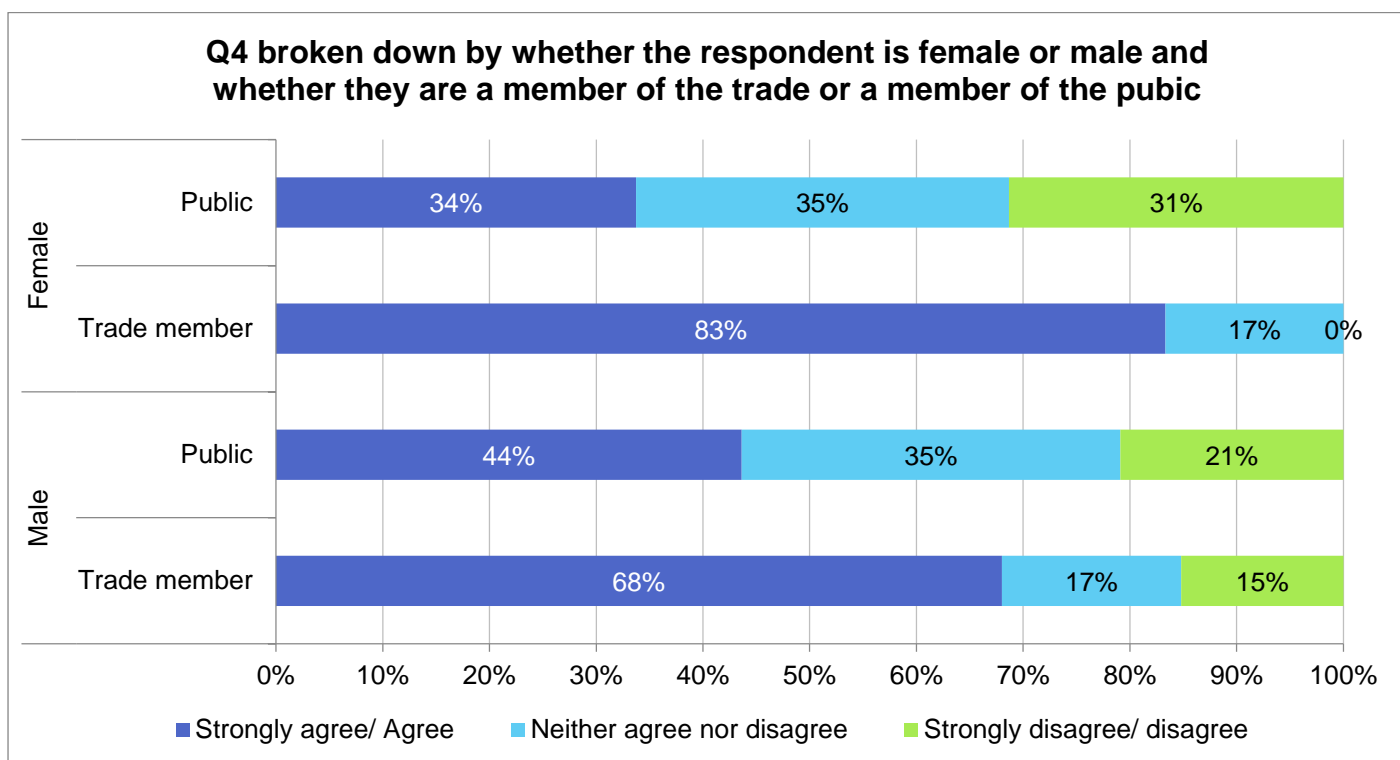
There is large variation between the different ages. Those ages with a higher proportion of members of the trade agree with the proposal much more than those who are older than that group.



Those who consider themselves disabled are more likely to disagree with the proposal for tints than those who don't, with 31% disagreeing and 41% agreeing.

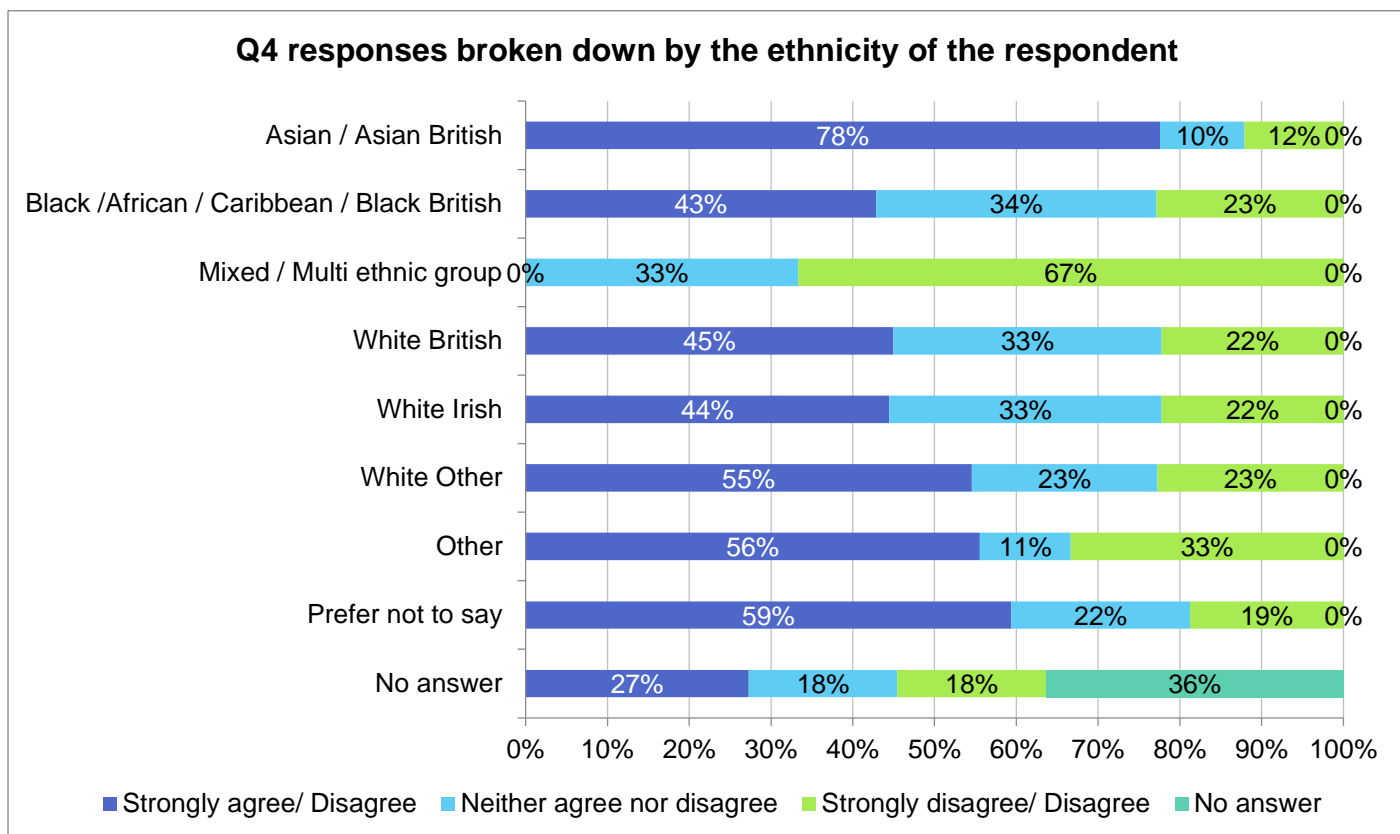


Male respondents are more likely to agree with the proposal than female respondents. Female respondents are split almost exactly in thirds with only 7% between agree and disagree.



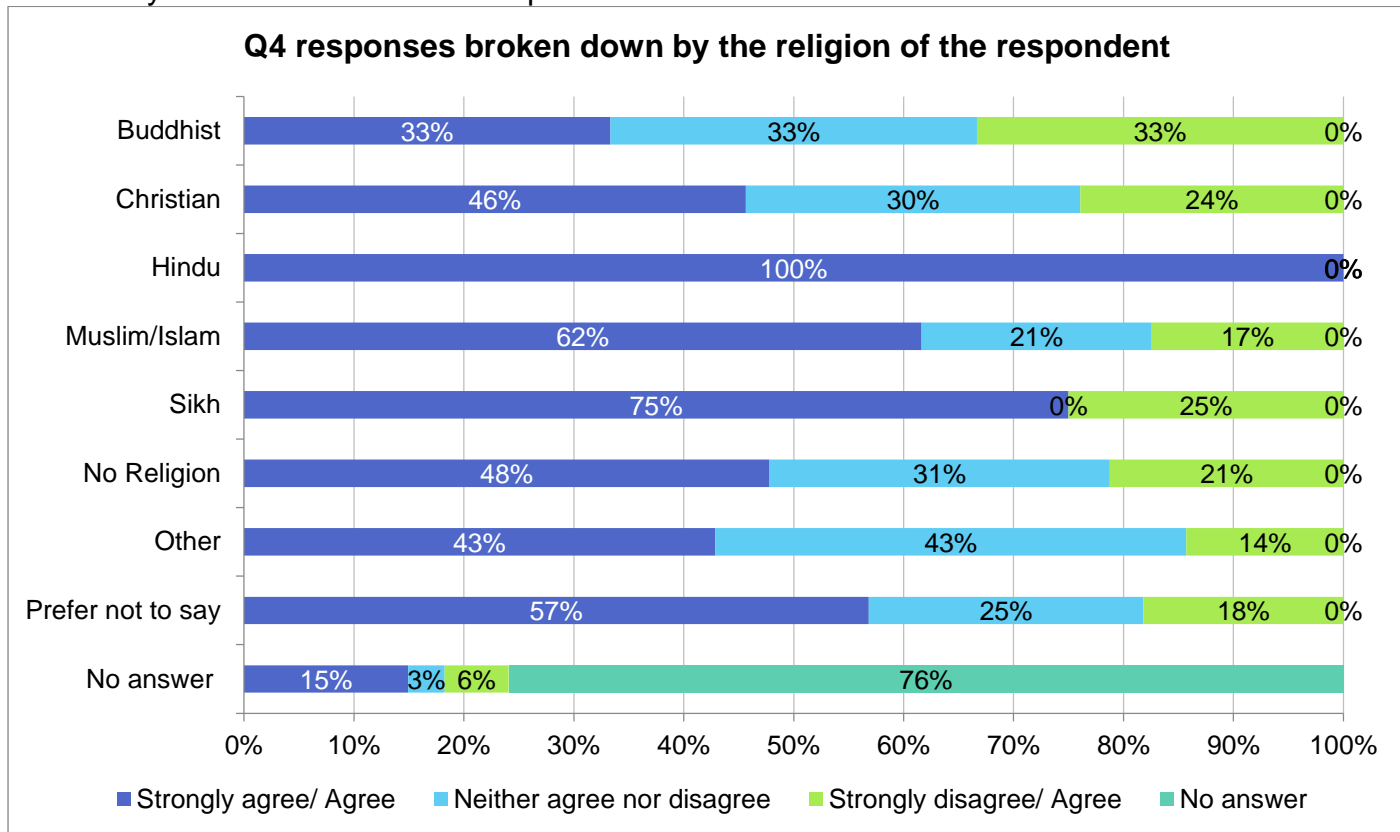
There is an obvious difference between members of the trade and members of the public, with members of the trade, both male and female, much more likely to agree with the proposal than members of the public.

It is important to note that if we just take members of the public, both males and females did not have a majority agreeing with the proposals.

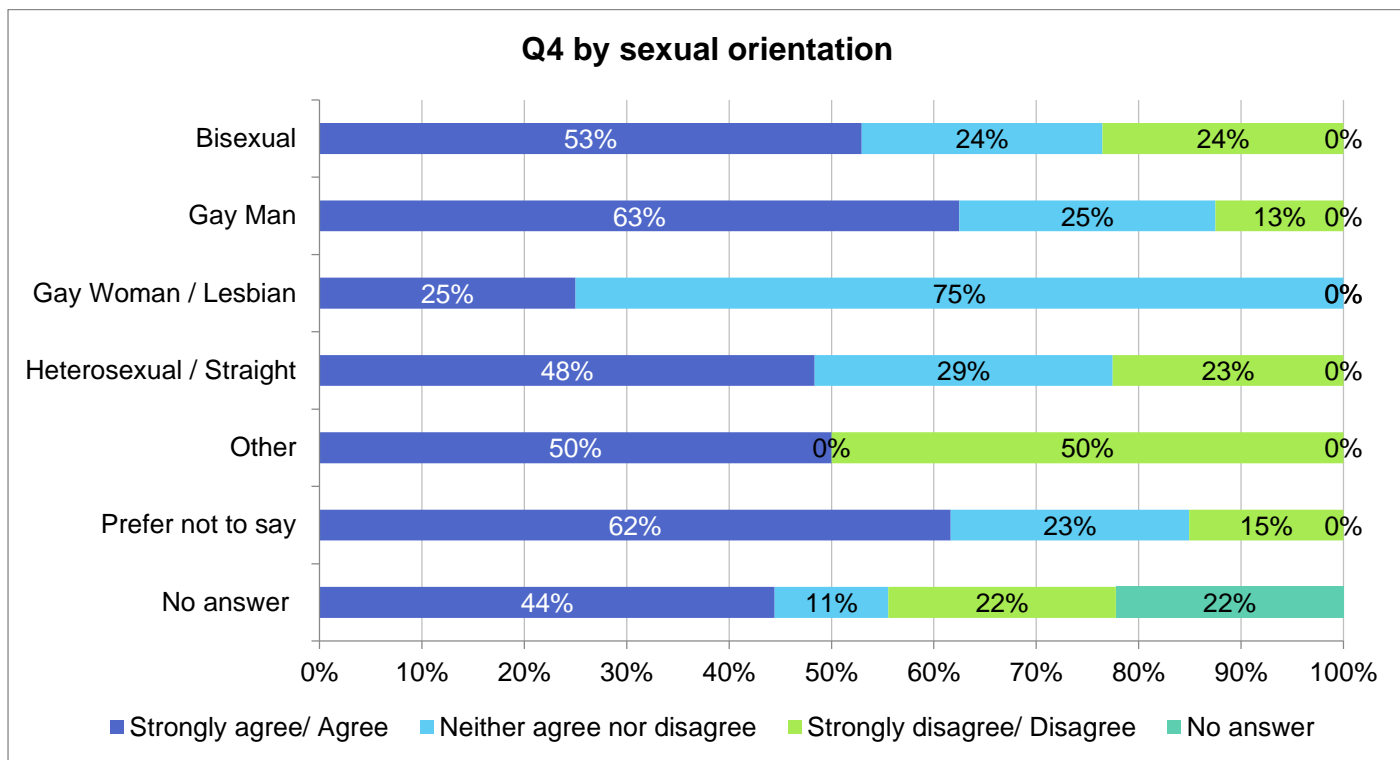


Asian/ Asian British respondents have a large majority agreeing with the proposal, whereas Black/ African/ Caribbean/ Black British and White British and Irish respondents do not have a majority agreeing.

The majority of White British/Irish/Other respondents are members of the public, rather than the trade, whereas Black/ African/ Caribbean/ Black British and Asian/ Asian British respondents are almost all members of the trade. However, there is a huge difference between Asian/ Asian British respondents, who agreed by 71% and Black/ African/ Caribbean/ Black British respondents who only had a plurality of 43% agreeing and 23% disagreeing.



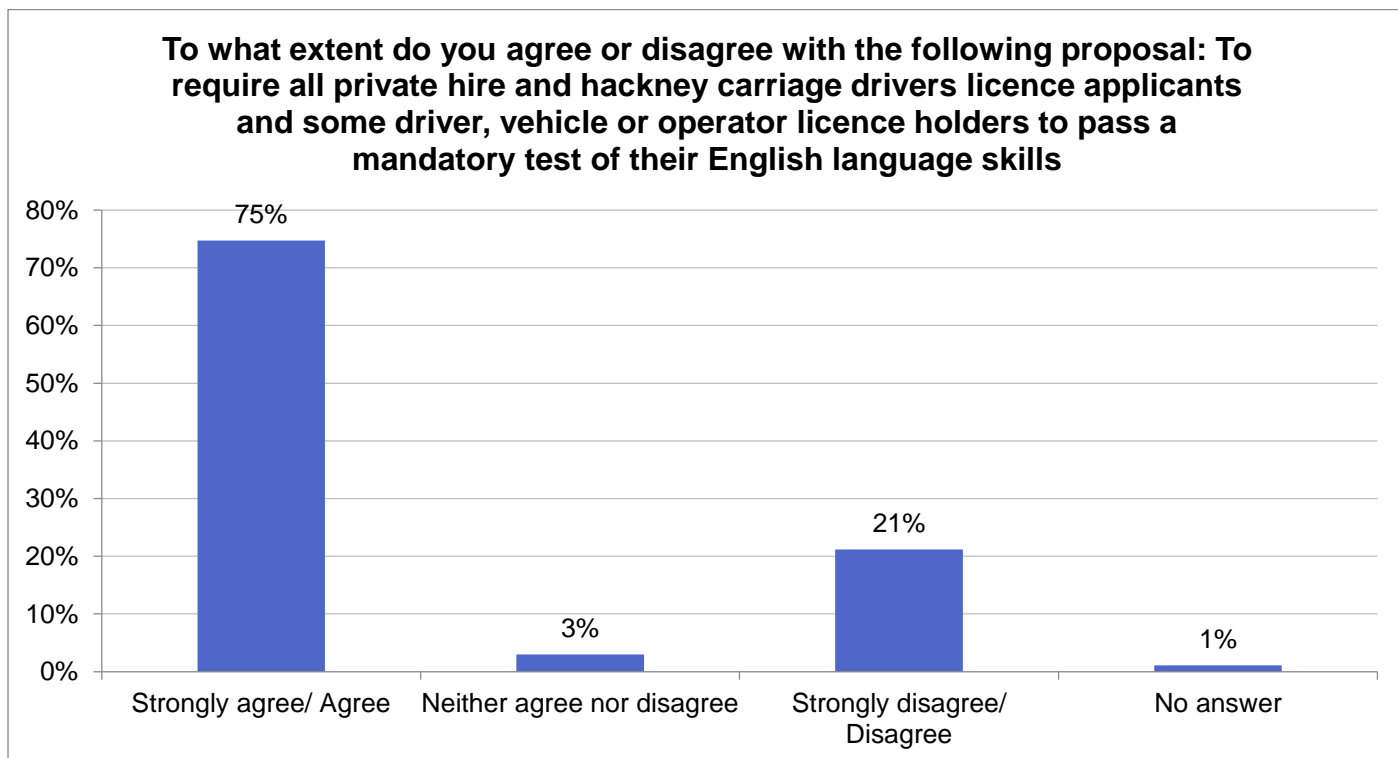
Christians are more likely to disagree with the proposal than Muslims. This is most likely due to trade/ non-trade differences rather than because of an impact on specific religions.



This shows that lesbians are much less likely to agree, whereas bisexuals or gay men are more likely to agree with the proposals. However given the small number of responders who identified with these sexualities we cannot draw reliable conclusions.

4.6 Question 5 - To what extent do you agree or disagree with the following proposal: To require all private hire and hackney carriage drivers licence applicants and some driver, vehicle or operator licence holders to pass a mandatory test of their English language skills in order to receive or keep their licence

4.6.1 Overview



75% of respondents agreed with the proposals for there to be an English language test. It is worth noting that there were very few respondents who did neither agreed nor disagreed.

Summary of breakdown:

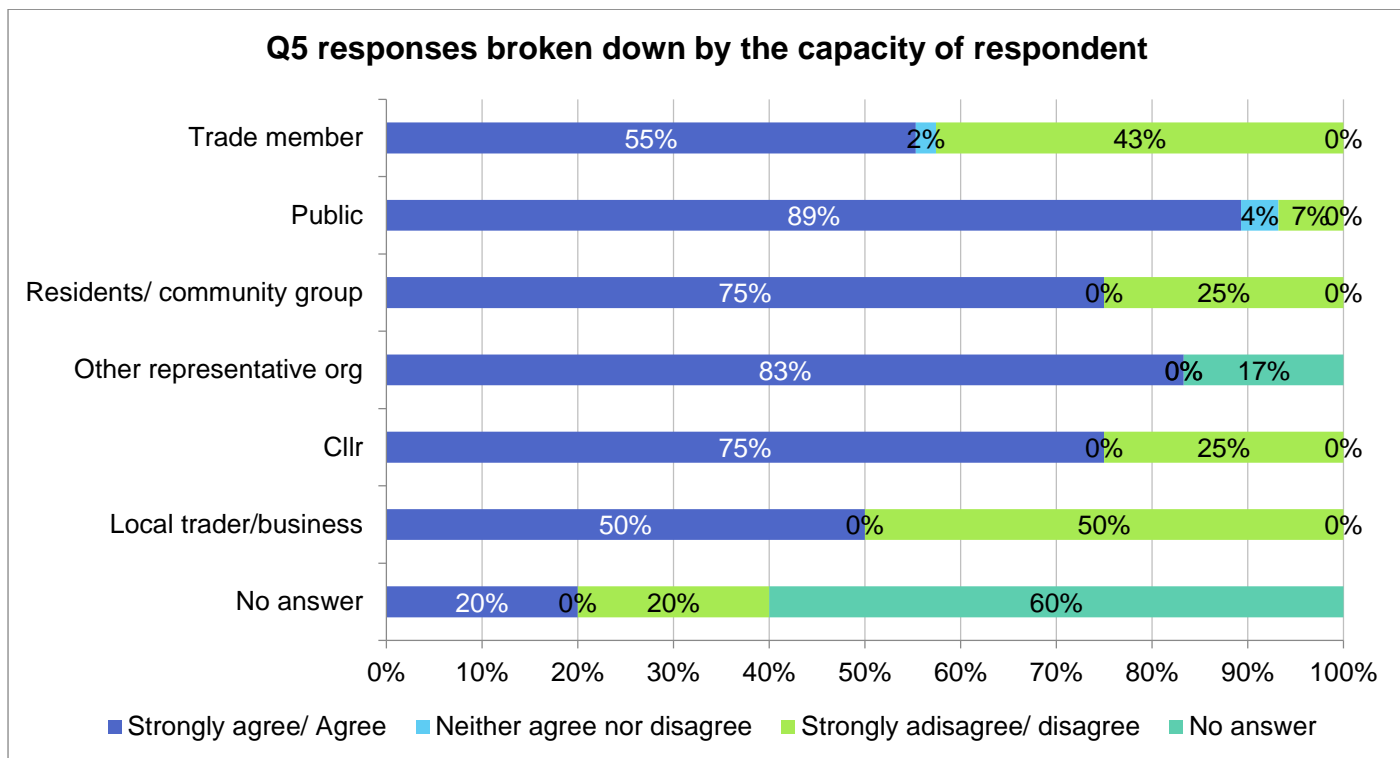
- Members of the trade were less likely to agree than members of the public, 55% agree vs 89% agree respectively
- Female respondents were much more likely to agree, as were male members of the public
- There was a big split between Asian/ Asian British and Black/ African/ Caribbean/ Black British responses, with Black/ African/ Caribbean/ Black British respondents disagreeing with the proposal by 74%, and Asian/ Asian British respondents agreeing by 62%

4.6.1.1 Summary of relevant comments

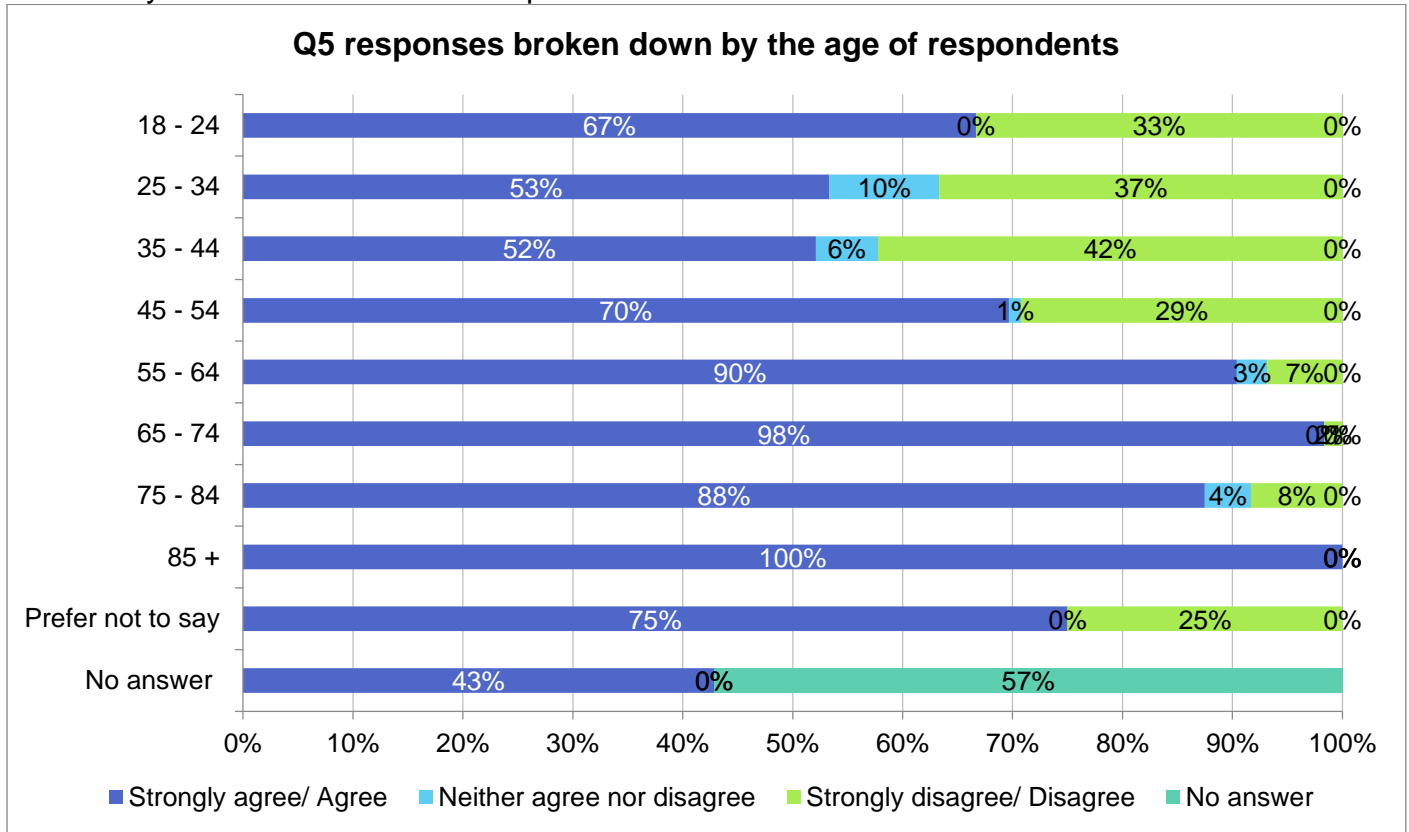
There were a number of comments that agreed with the idea that taxi drivers should be able to speak English. It was raised as a safety issue, and that some people struggled with or felt uncomfortable when drivers did not speak English. However, there were also multiple comments stating that they did not want any discrimination to take place with these tests, and that the main skill drivers need is an ability to drive from A to B.

A couple of comments said they agreed with the tests for new drivers, but not for existing drivers, or for those whose first language is English.

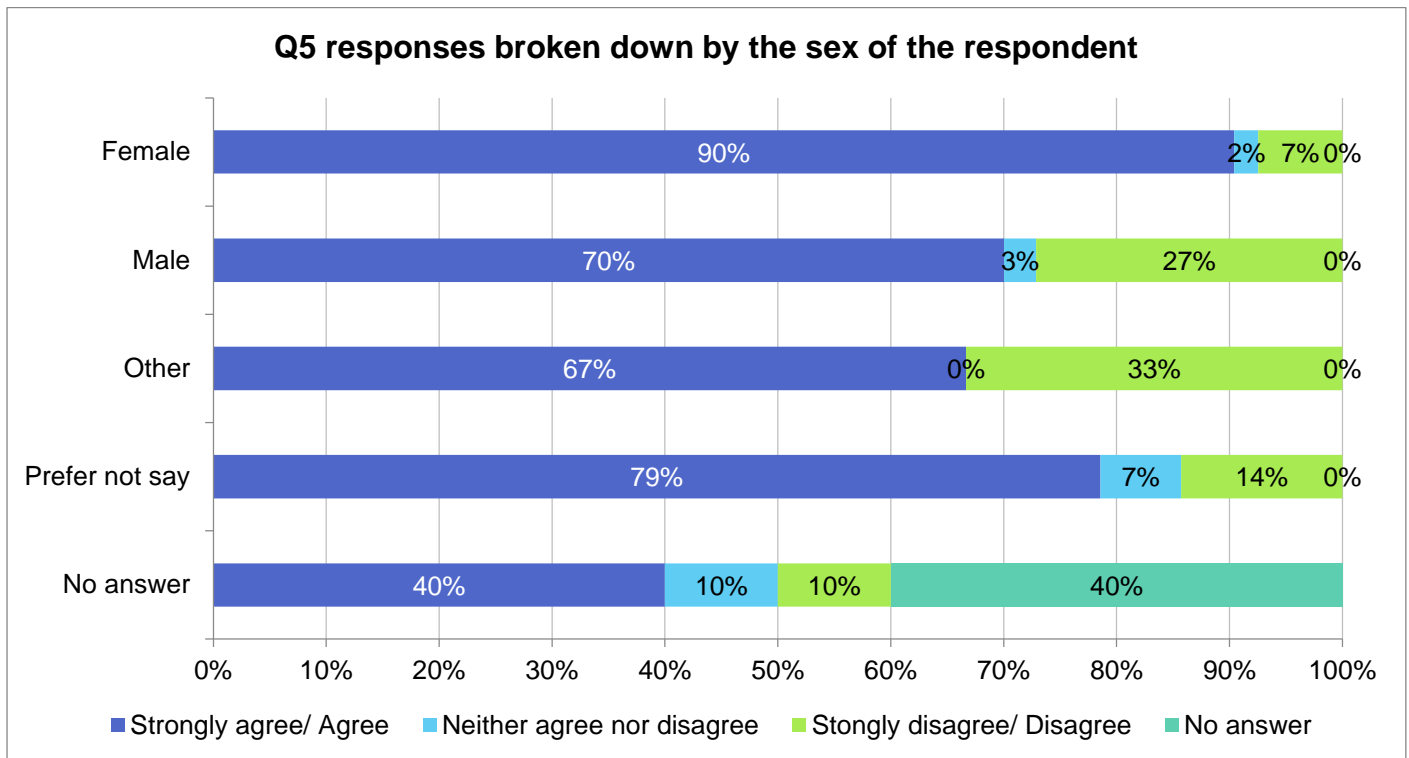
4.6.2 Breakdown



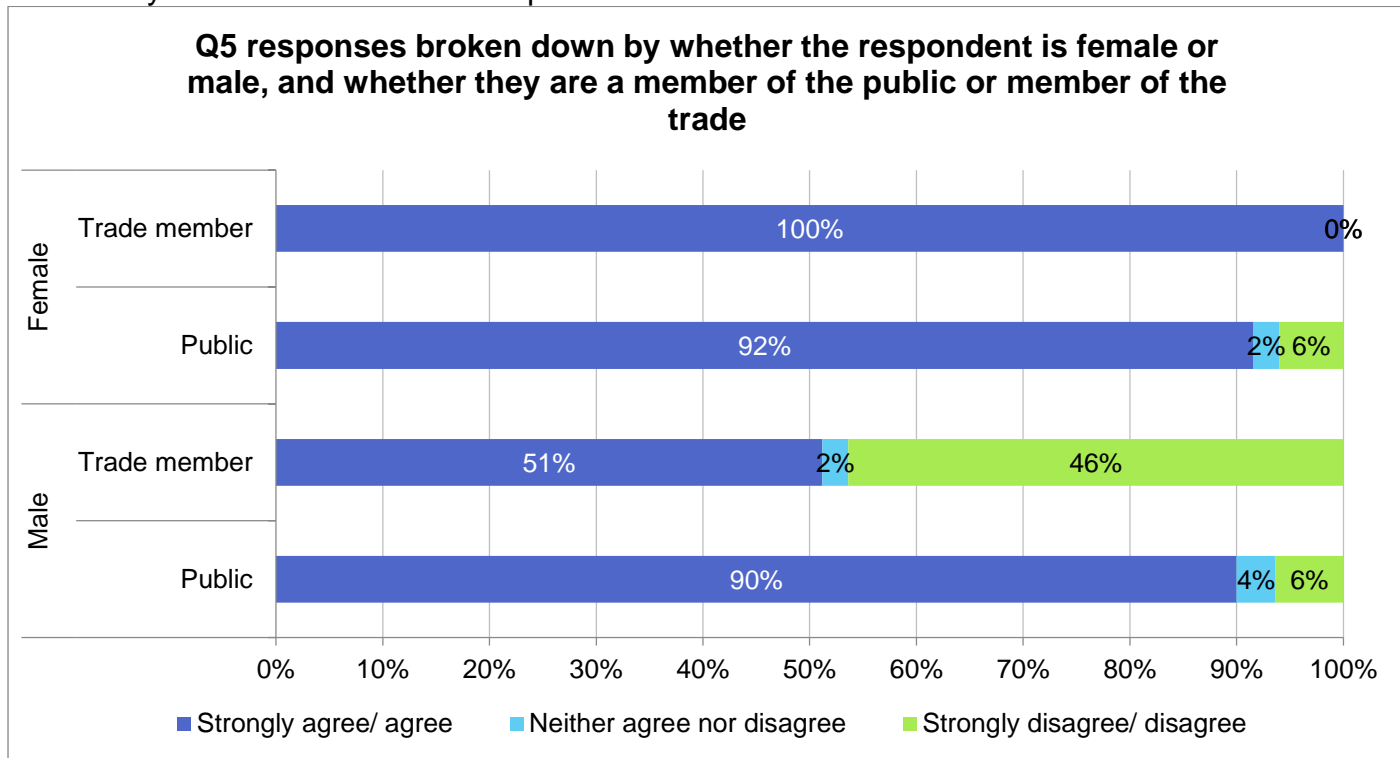
In all groups except the 5 people who gave no capacity there is a majority agreeing with the proposal. However, members of the trade split relatively close: 55% agreeing vs 43% disagreeing. The public are 89% in agreement.



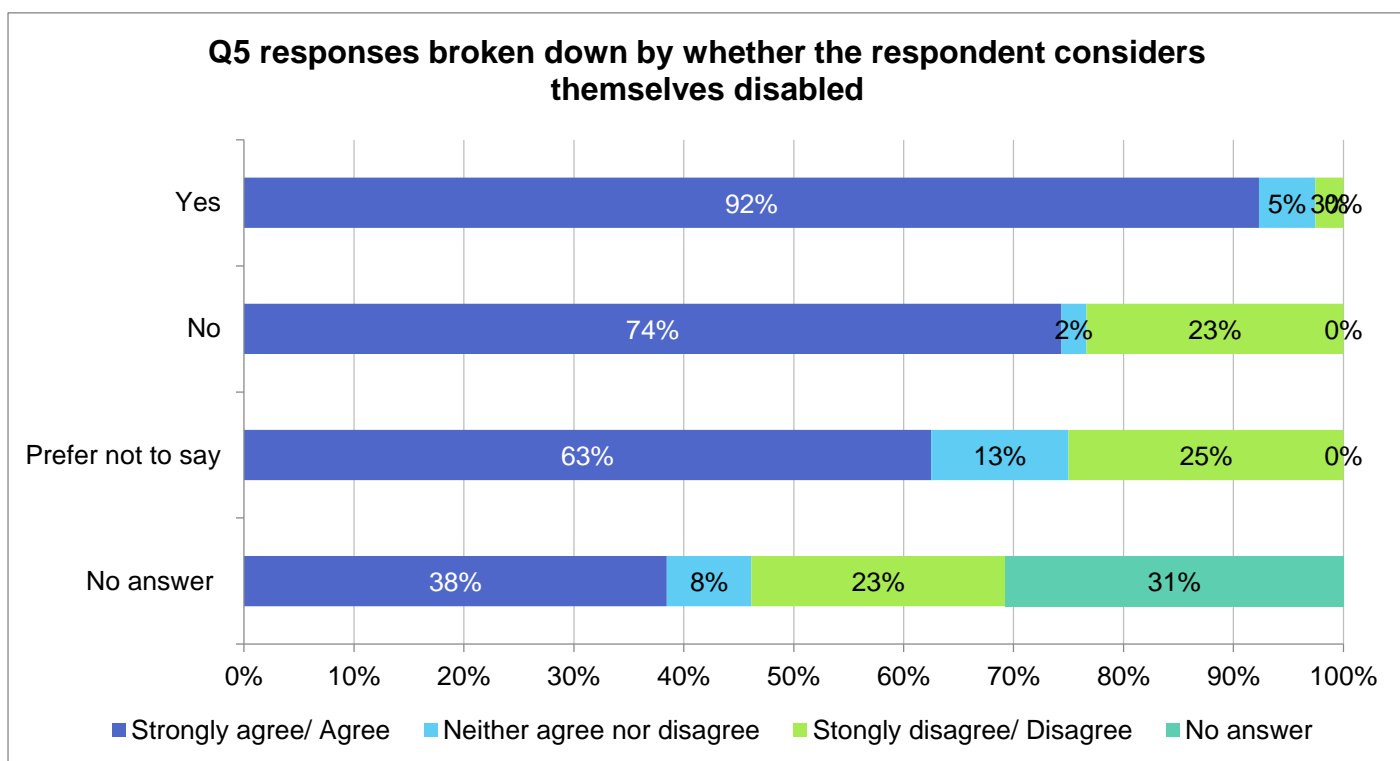
All age groups have a majority agreeing with the proposal, however those over 45 are much more likely to agree.



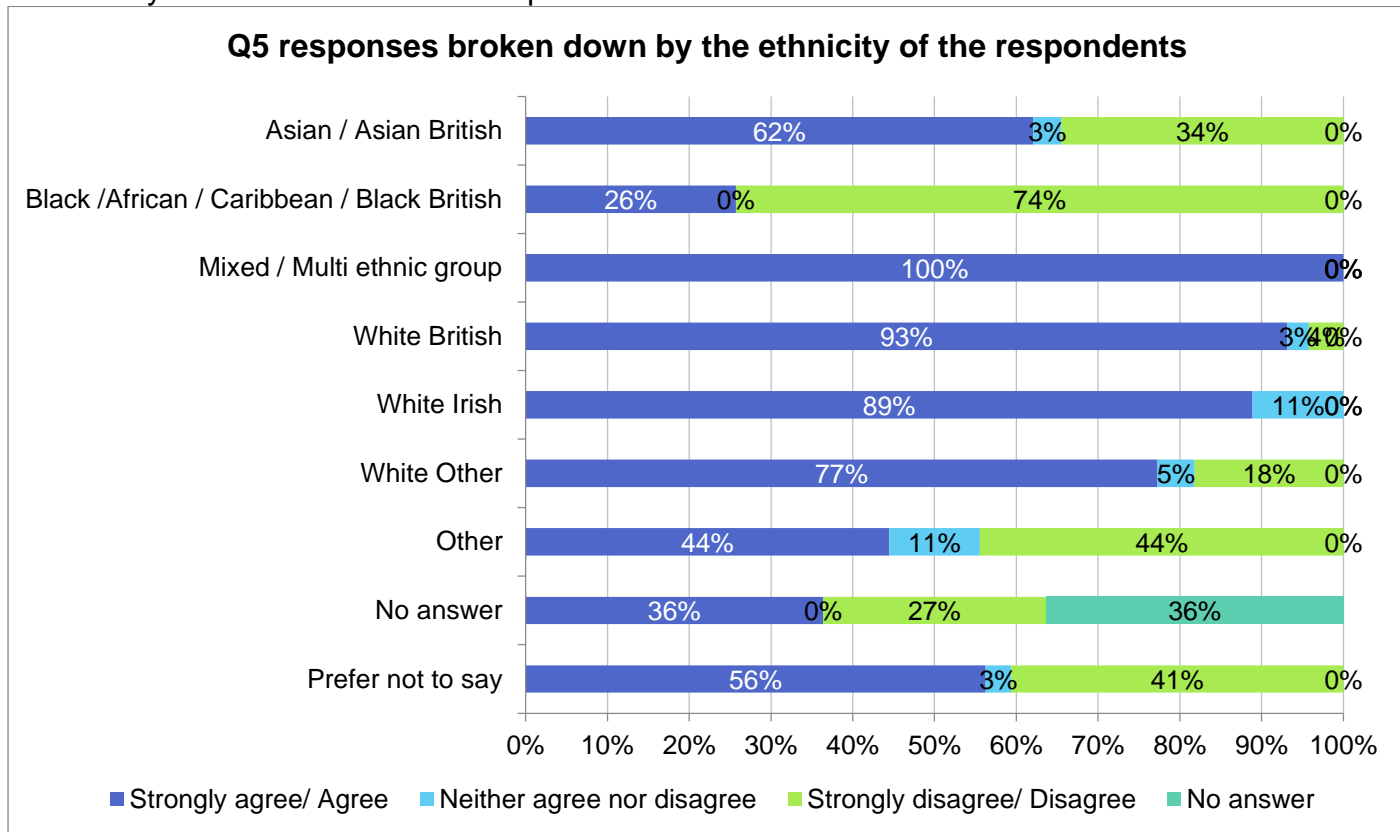
Female respondents were much more likely to agree with the proposal than male respondents. All female members of the trade agreed with the proposals.



Can see that there is a stark difference between the responses of male members of the trade and male members of the public, with the members of the trade only agreeing by 51%, whereas male members of the public agree by 90%



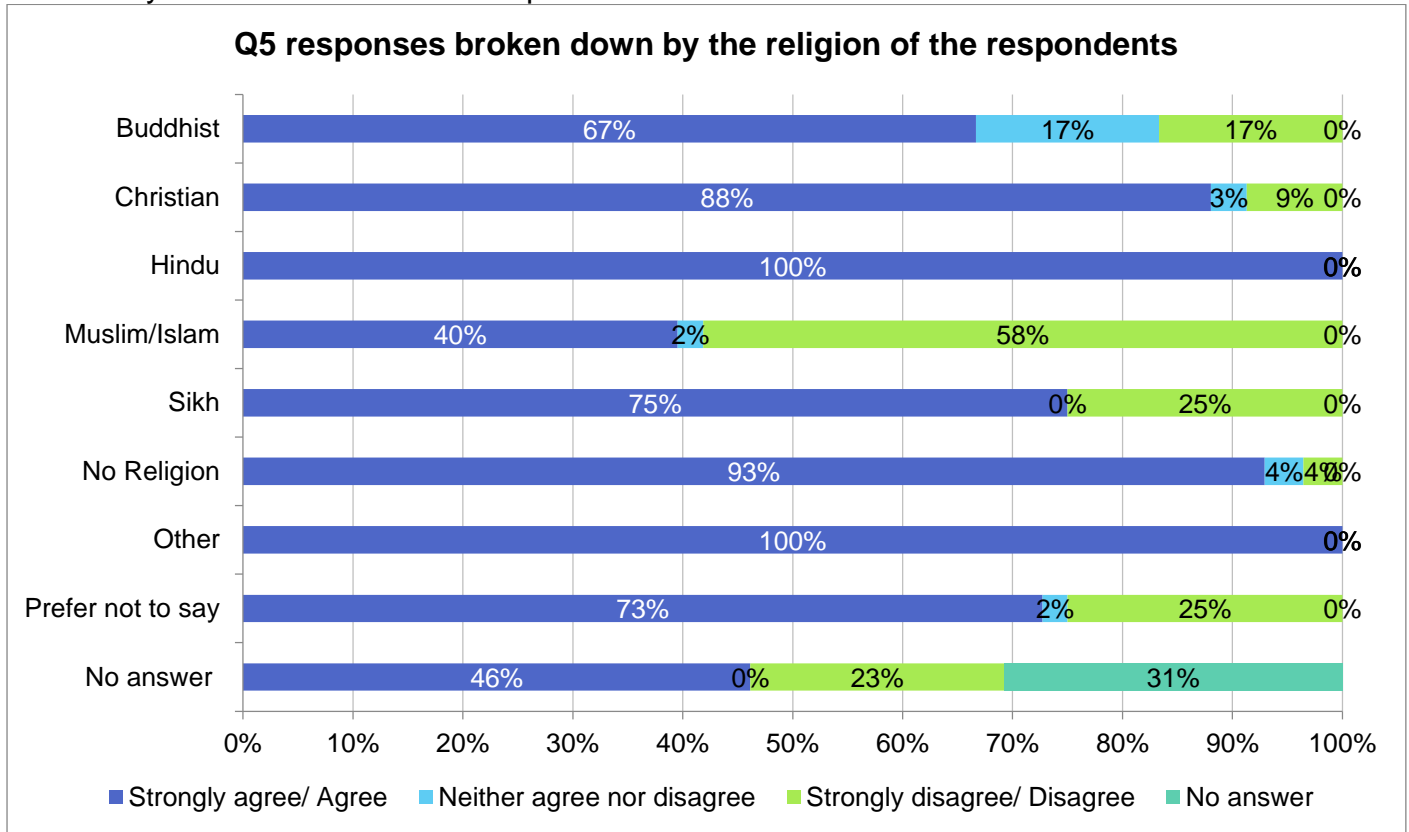
Those who considered themselves disabled respondents were more likely to agree than those who did not.



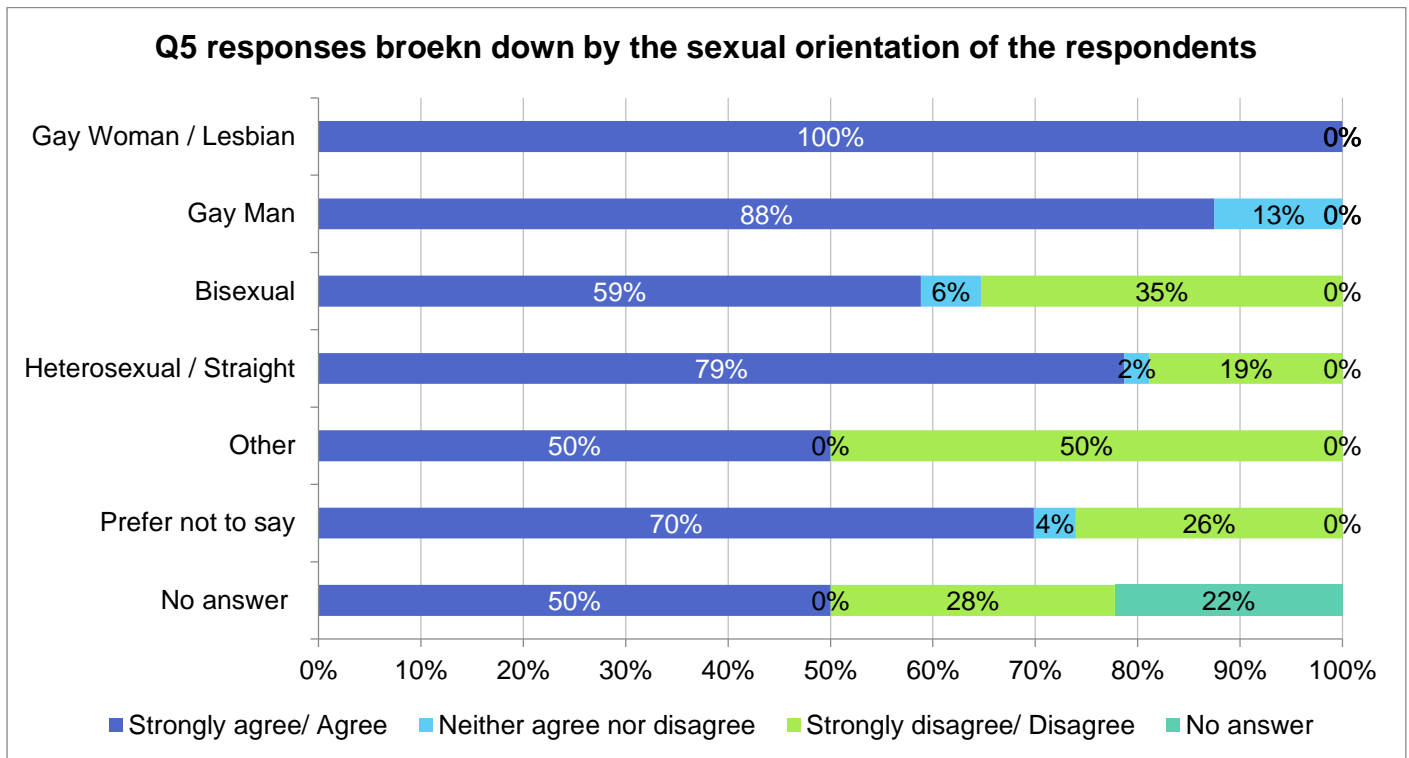
Black/ African/ Caribbean/ Black British respondents disagreed with the proposal – 74% disagree/strongly disagree.

White respondents were much more likely to say that English language tests were needed than non-white respondents.

Asian/ Asian British respondents agreed with the proposal by 62%.



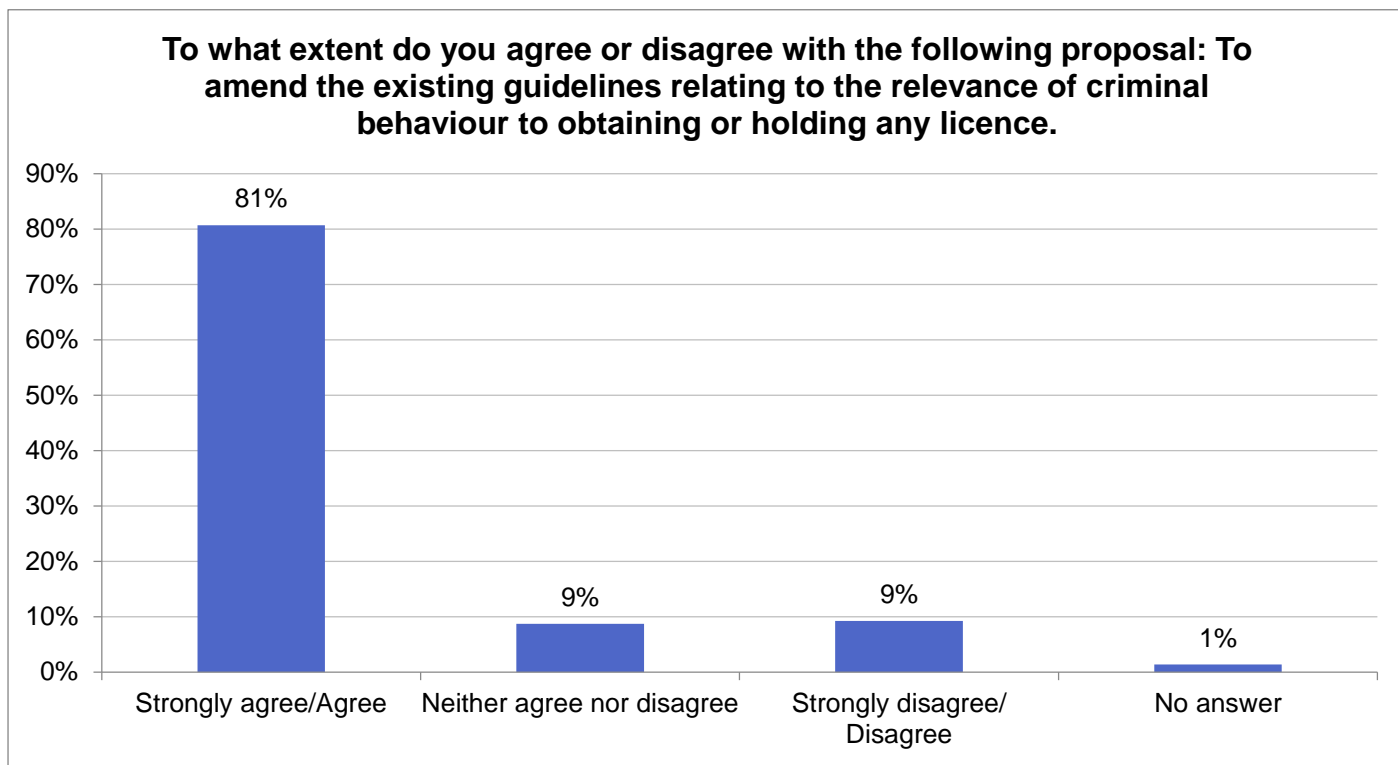
There is a significant difference between Muslim respondents and all other groups, as they disagree by 58% on this question compared to all other groups having a majority in agreement.



This shows that lesbians and gay men are more likely to agree with the proposals than heterosexuals or bisexuals. However, given the small number of respondents we cannot draw reliable conclusions from this data.

4.7 Question 6. To what extent do you agree or disagree with the following proposal: To amend the existing guidelines relating to the relevance of criminal behaviour to obtaining or holding any licence.

4.7.1 Overview



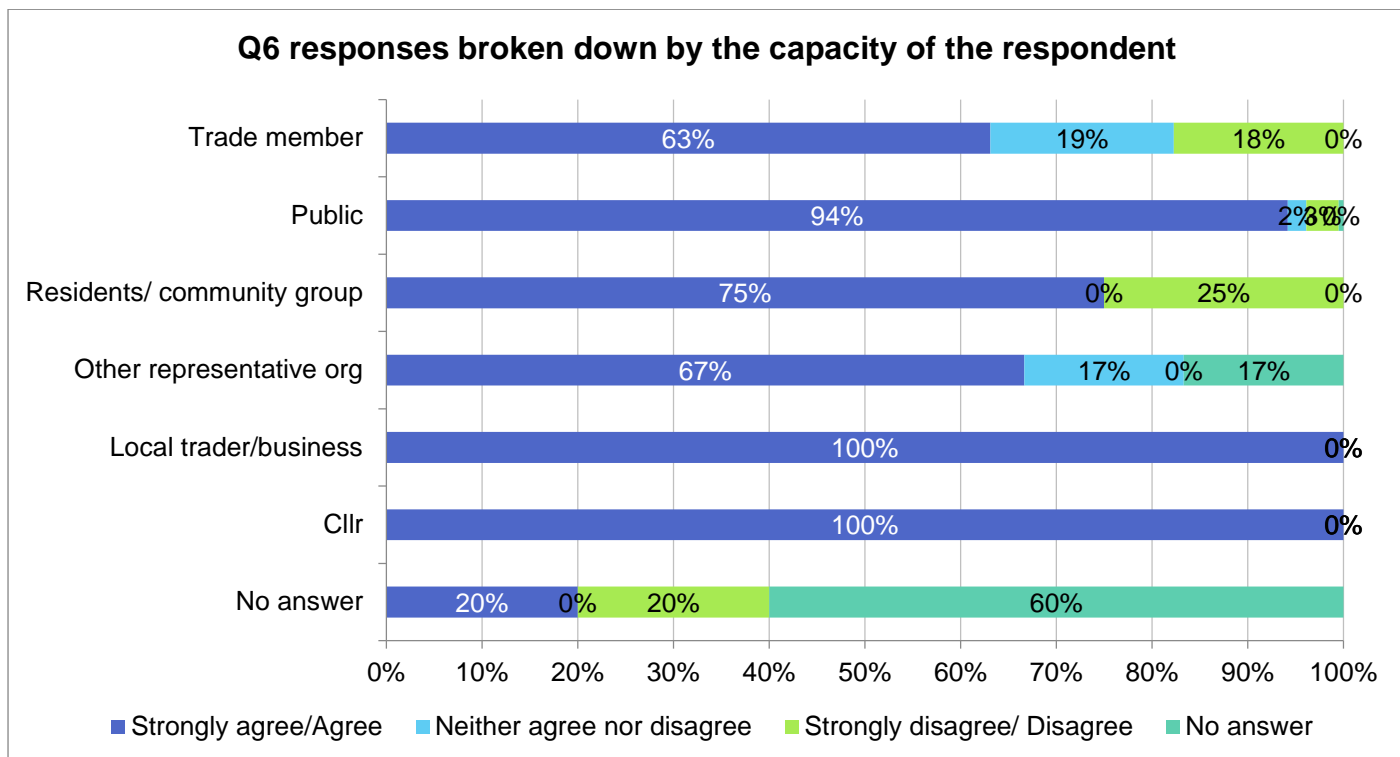
81% of respondents agreed with this proposal. The same number of respondents disagreed as neither agreed nor disagreed.

Summary of breakdown:

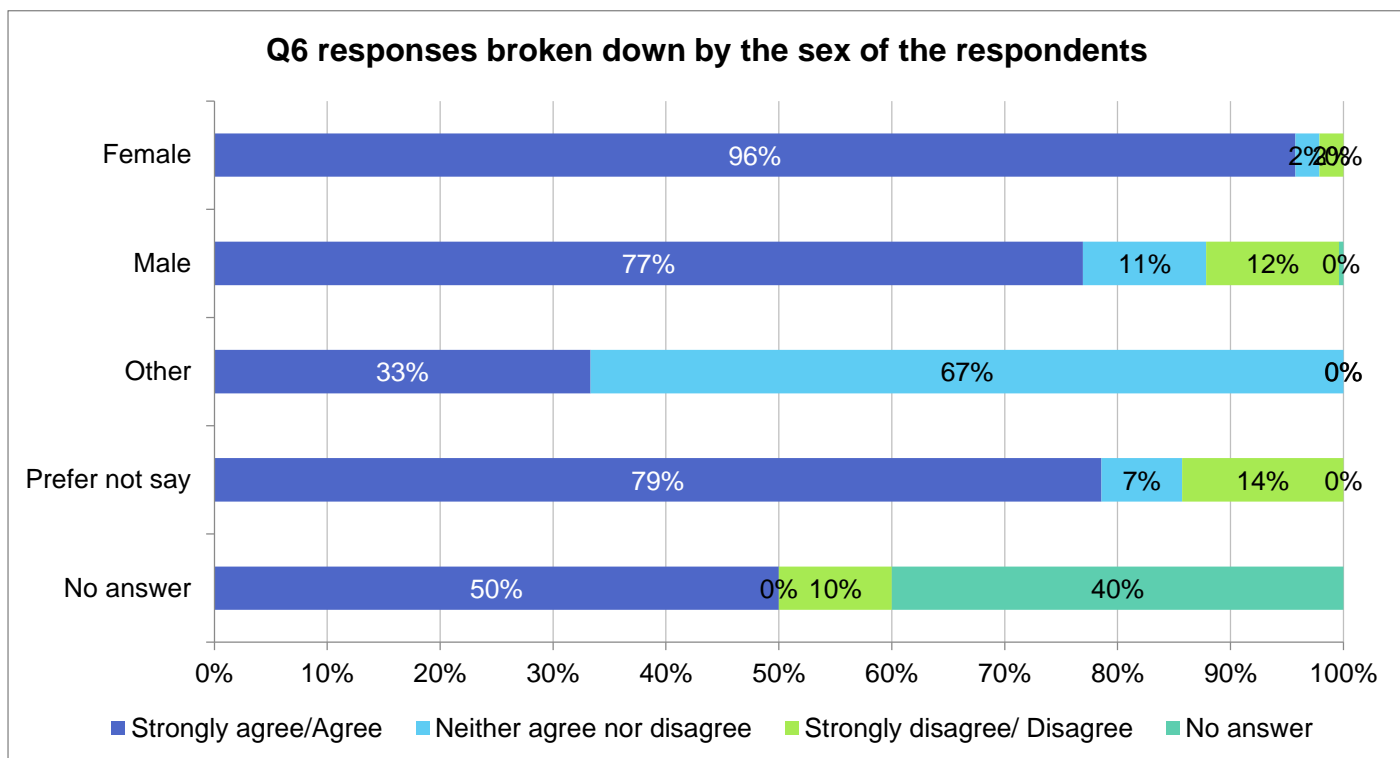
- The trade were less likely to agree, but still had a majority agreeing with the proposal
- Females and male members of the public were almost unanimous in agreeing with the proposal
- Male members of the trade were less likely to agree, but still had a majority agreeing with the proposal
- Black/ African/ Caribbean/ Black British respondents were less likely to agree, but there was still a majority agreeing

4.7.1.1 Summary of relevant comments

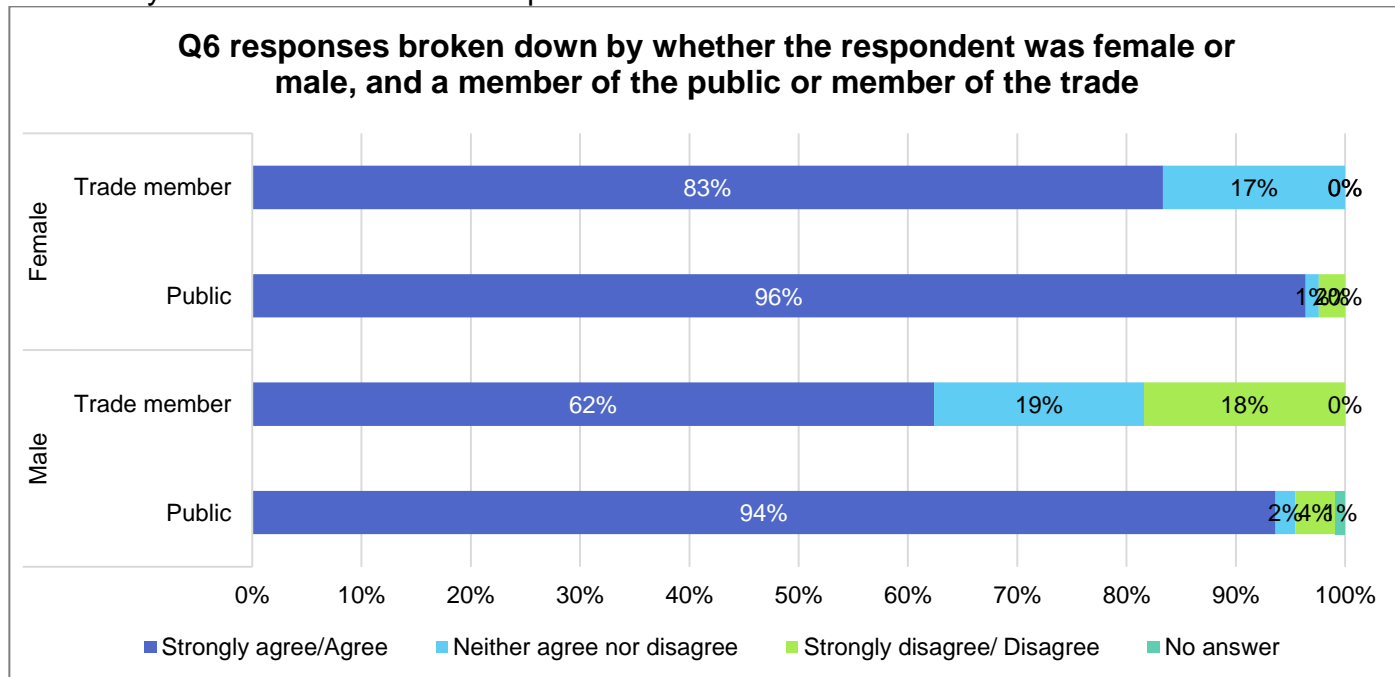
There were four comments that suggested that there should be a limit on what convictions could keep a driver from working, with one suggesting that dishonesty was more important than occasional recreational drug use. There was one who pointed out that some groups of people are more likely to be picked up for certain crimes, especially around drug use. Another wanted it made clear that having convictions did not mean that they would automatically not be issued a licence.



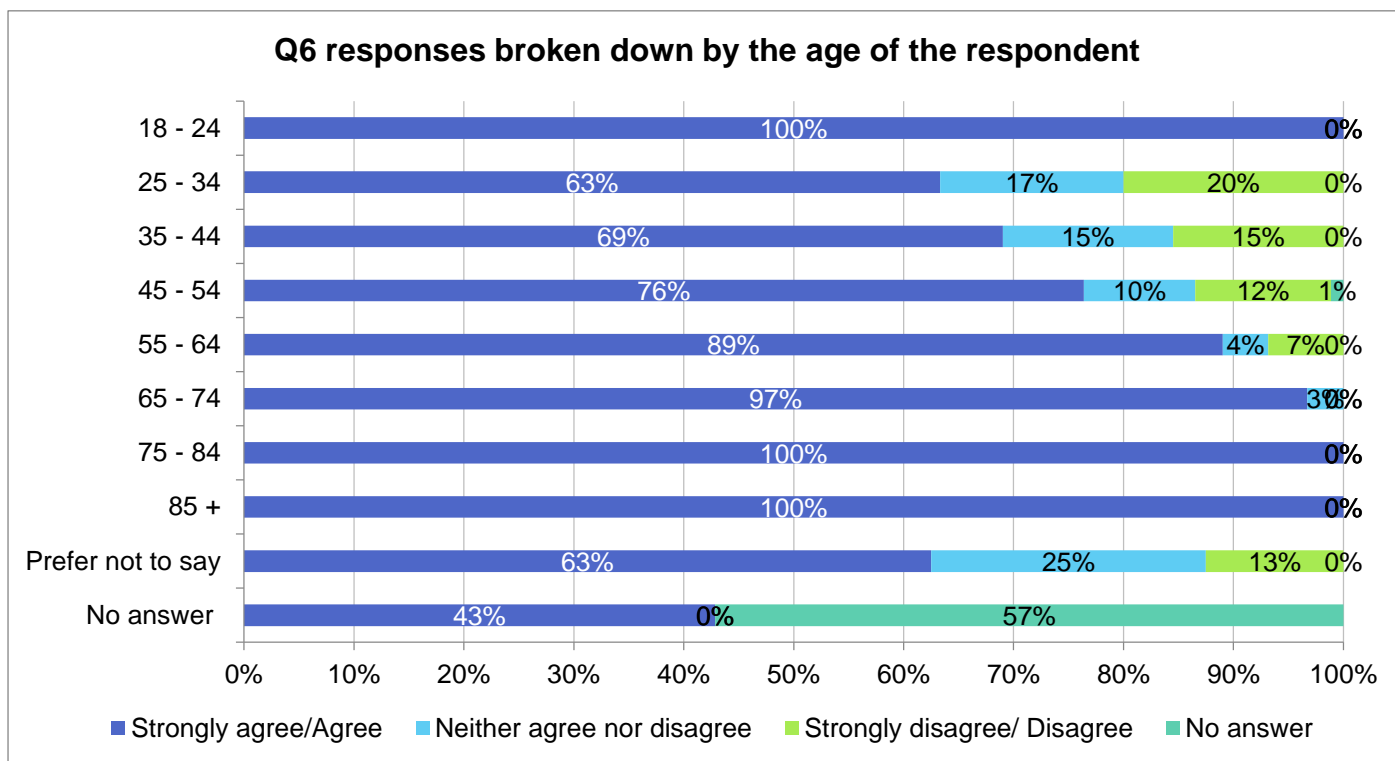
The public was almost unanimous in their agreement (94%) whereas the members of the trade were much less likely to agree (63%) with the proposal. However only 18% of members of the trade disagreed with the proposals. All four councillors who responded agreed with the proposal.



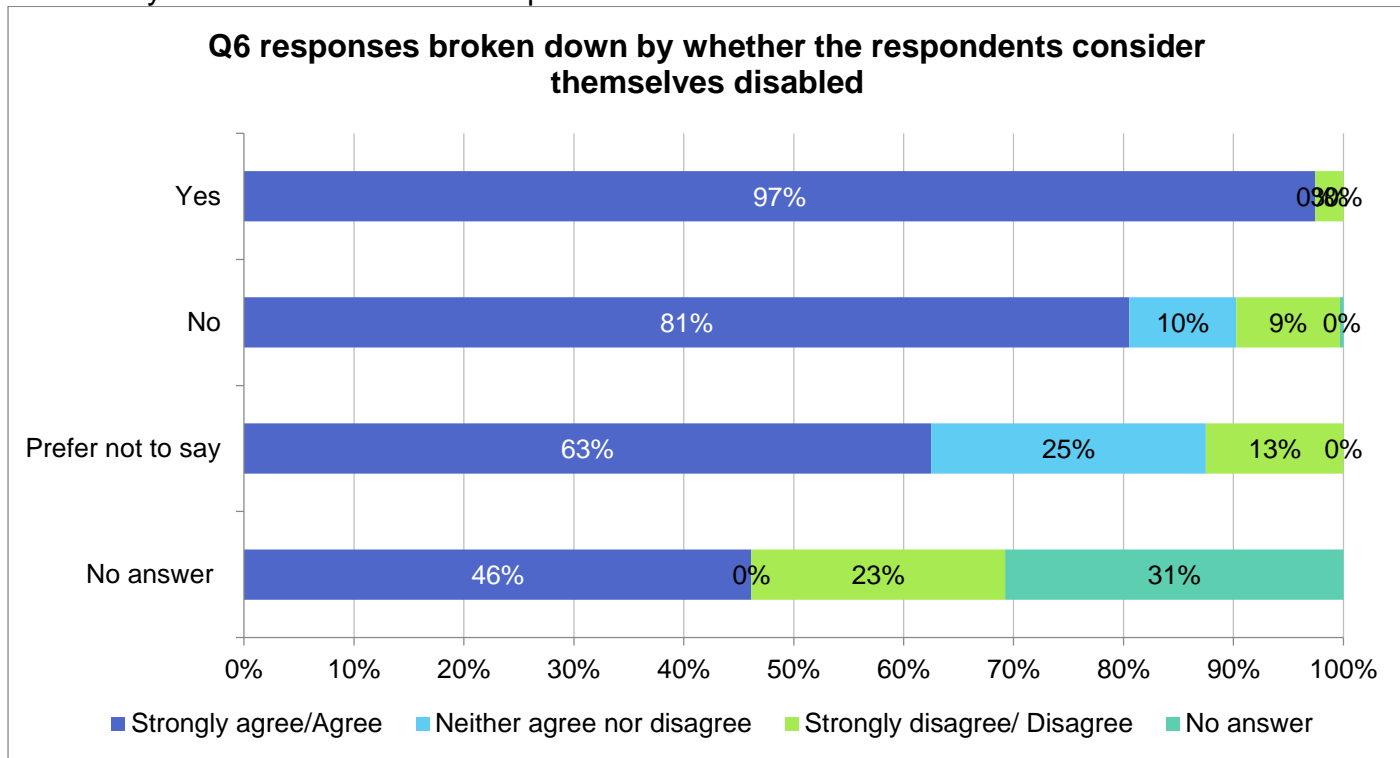
Females were almost unanimous in agreeing with the proposed change. Males were slightly less likely to agree, but still had a large majority of 77%.



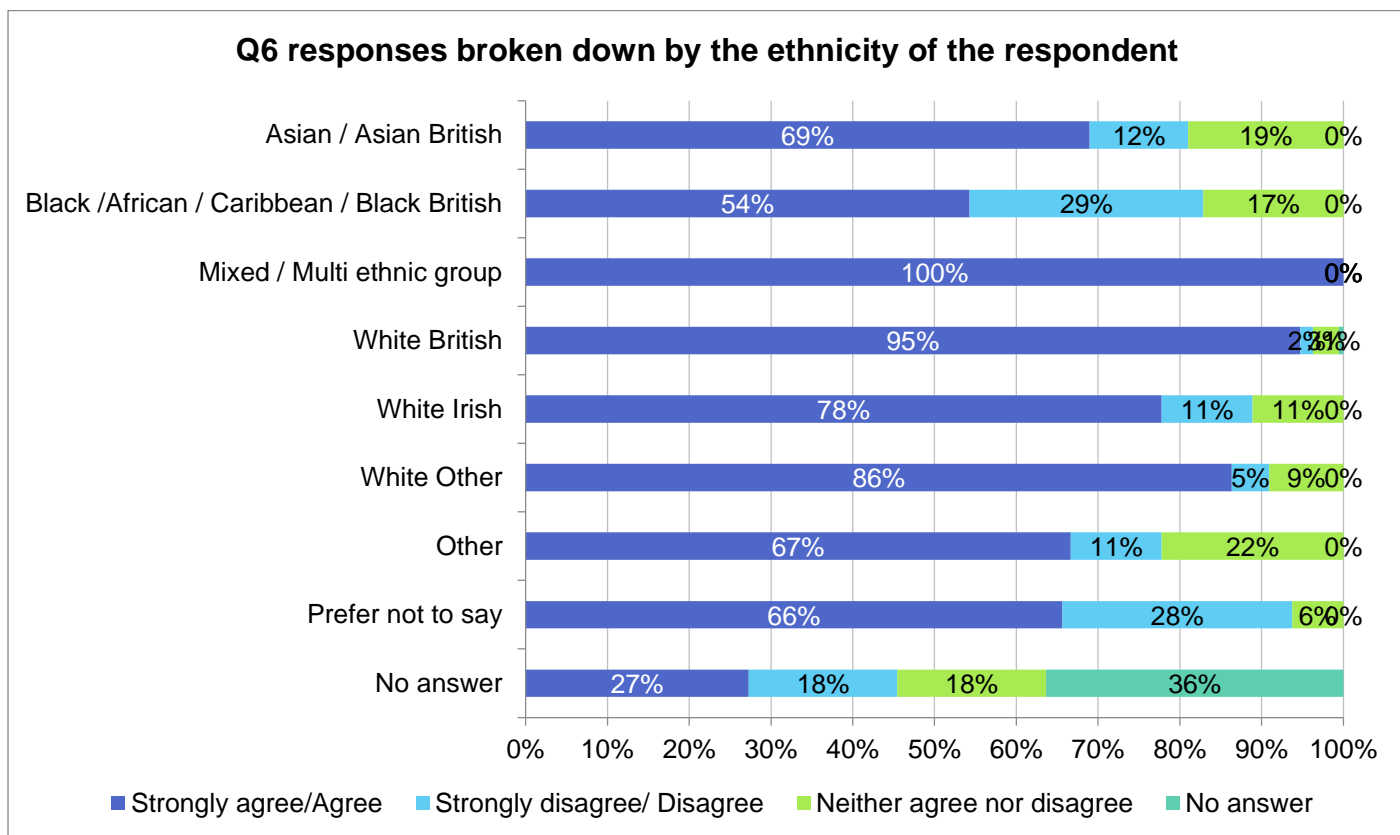
Looking at the intersection of sex and whether they were a member of trade or of the public, 94% of male members of the public agreed with the proposal, whereas only 63% of members of the trade agreed.



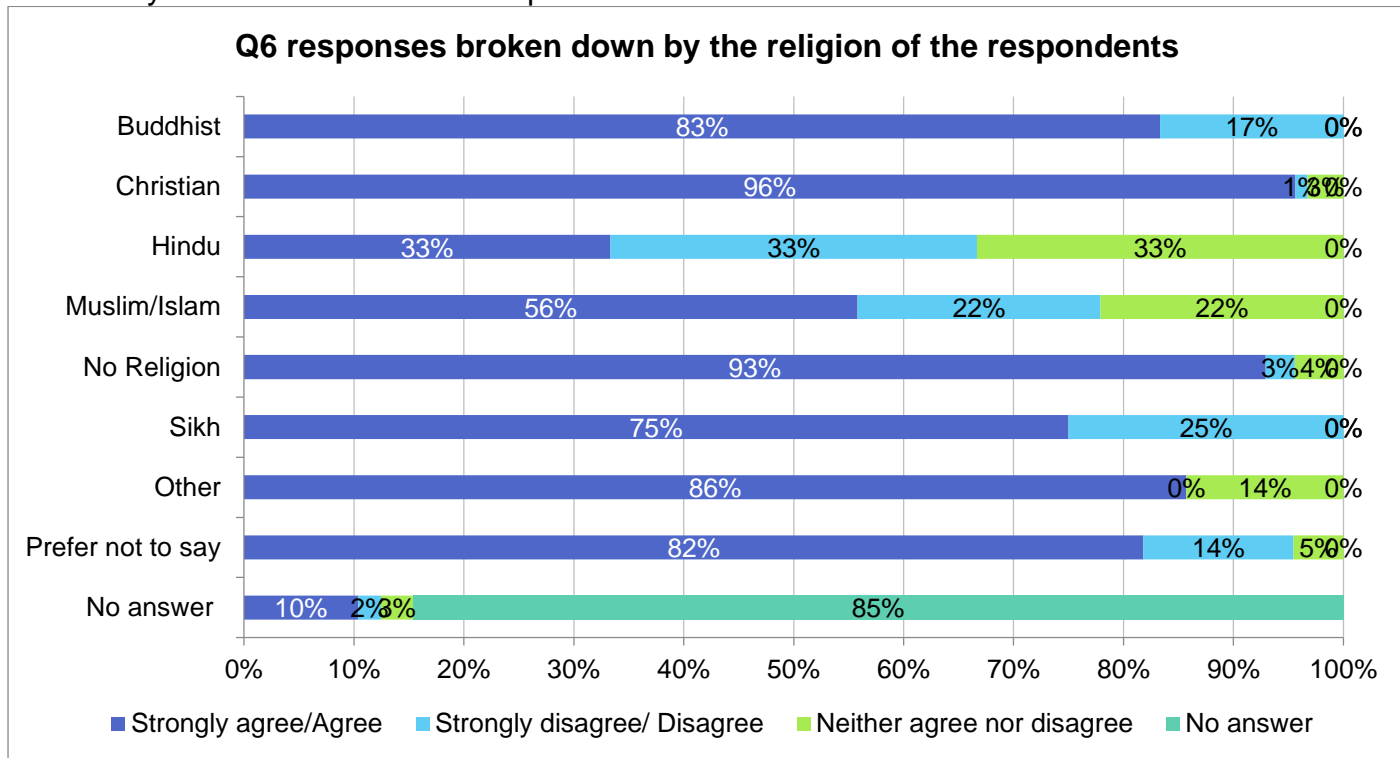
There appears to be a trend of the percentage who agreed increasing in line with the age of the respondent increasing. All age groups have a strong majority agreeing.



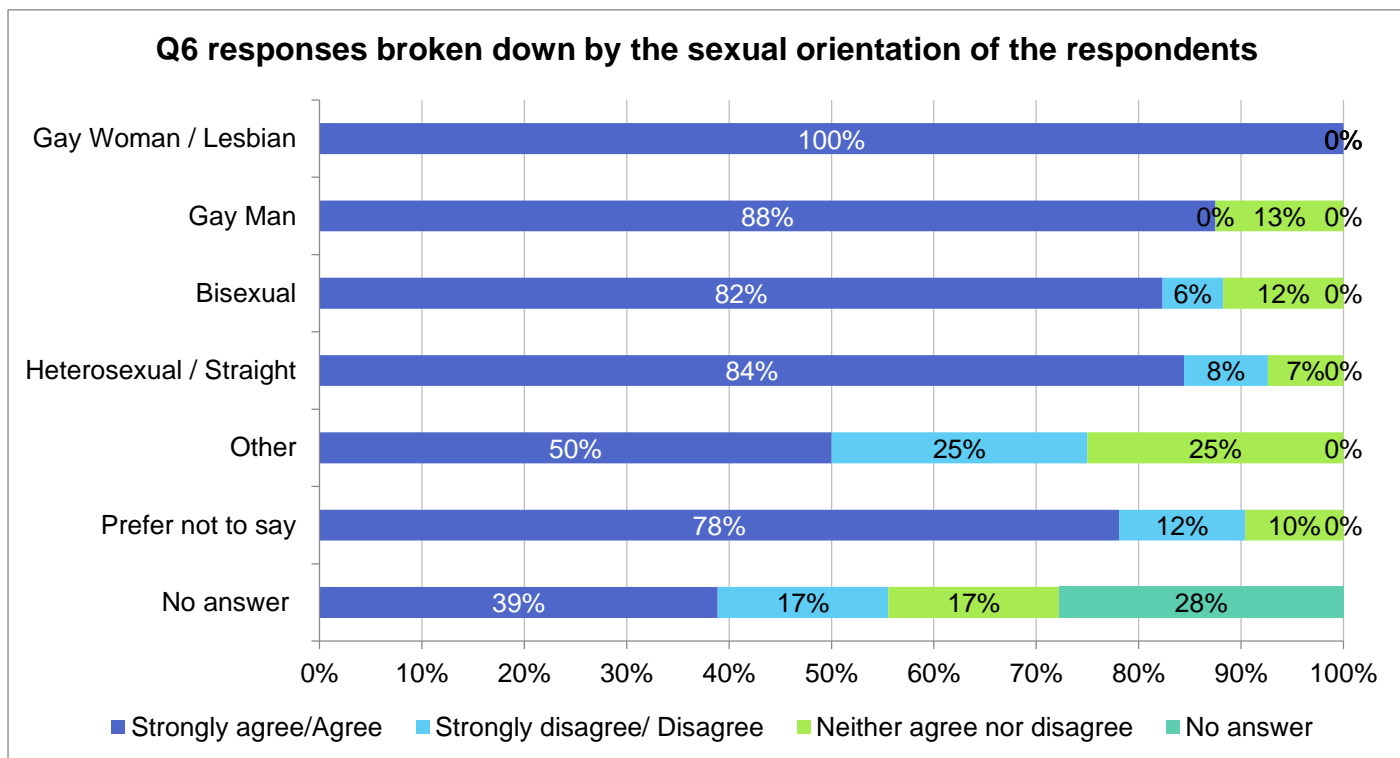
One person who identified as having a disability disagreed with the proposal, the rest all agreed with the proposal.



Black/ African/ Caribbean/ Black British respondents are less likely to agree than all other groups, but still have a majority of 54% agreeing.



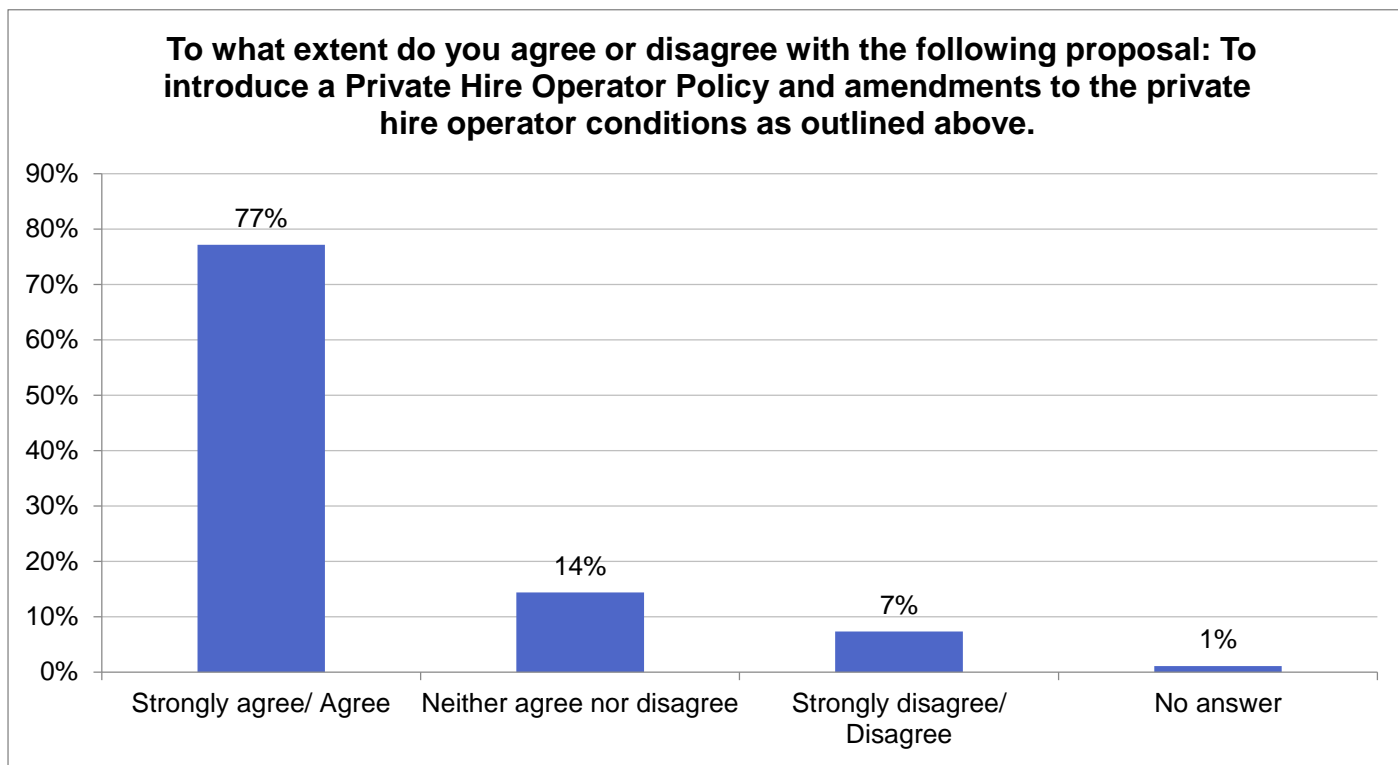
Muslim respondents are less likely to agree than all other sufficiently represented religions. The majority of Muslim respondents are members of the trade and Black/ African/ Caribbean/ Black British.



This shows that in general lesbian, gay, bisexual, and heterosexual respondents agreed, and there was no significant difference based on sexuality.

4.8 Question 7. To what extent do you agree or disagree with the following proposal: To introduce a Private Hire Operator Policy and amendments to the private hire operator conditions as outlined above.

4.8.1 Overview



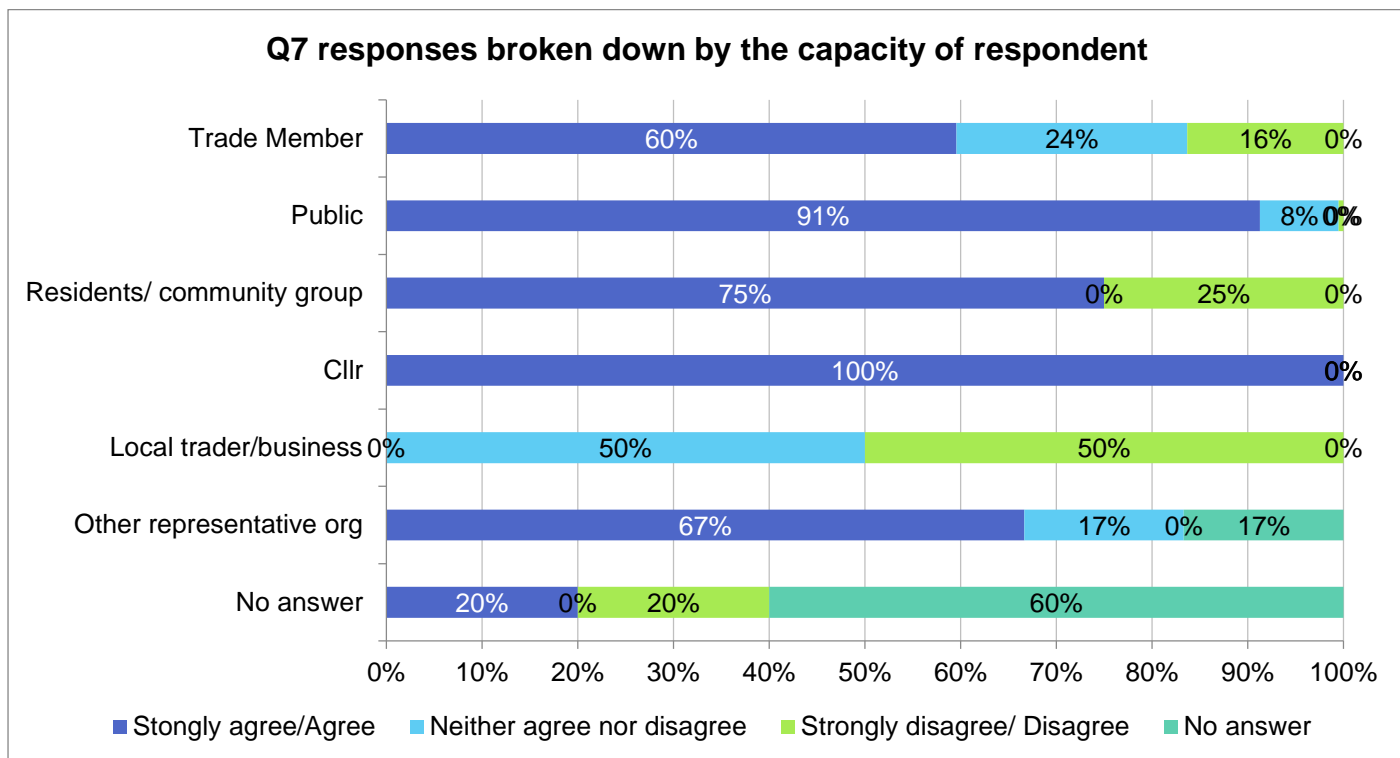
The majority of respondents (77%) agreed with the proposal regarding PHO policy and conditions. Only 7% disagreed with the proposal

Summary of breakdown:

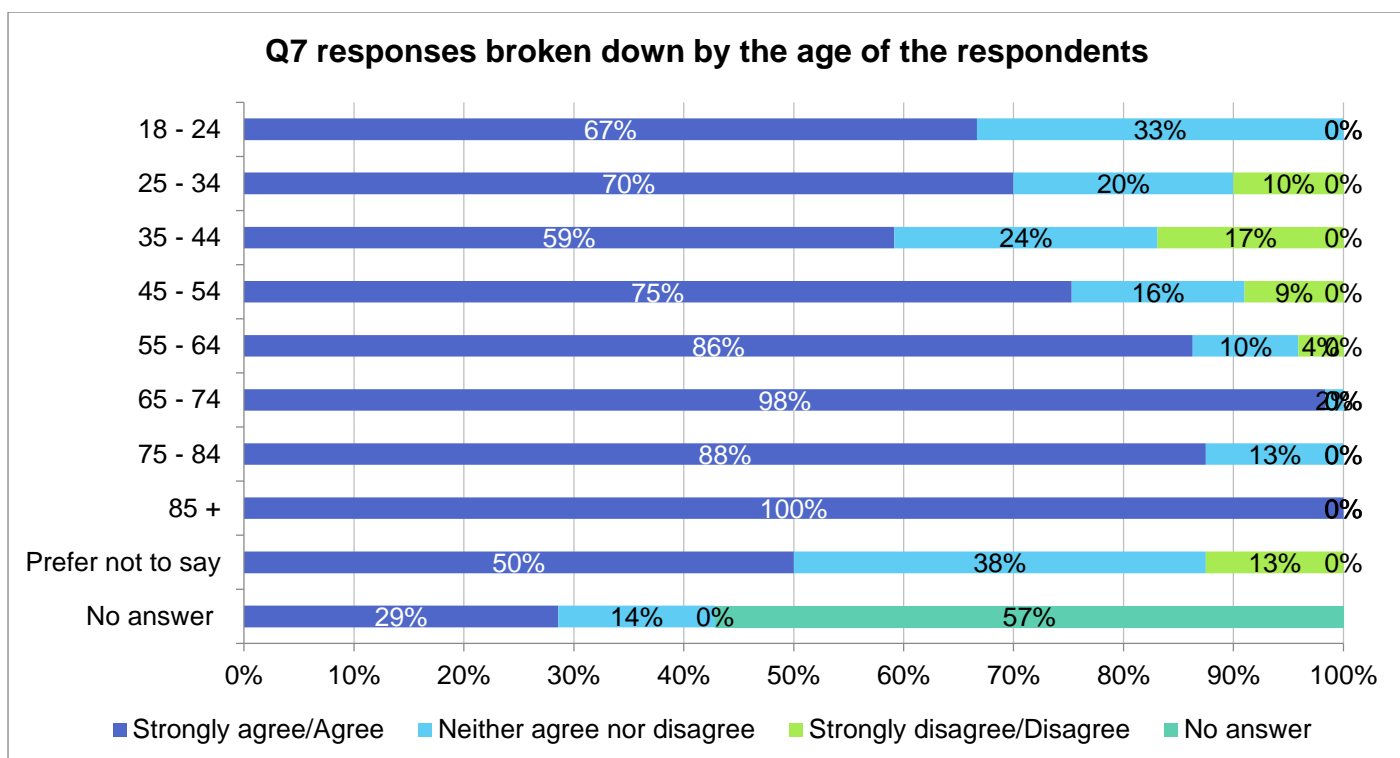
- Members of the public agreed 91% whereas members of the trade agreed 60%
- Disabled and female respondents were more likely to agree with the proposals
- Black/ African/ Caribbean/ Black British respondents were less likely to agree, but had a majority 51% agreeing with the proposals

4.8.1.1 Summary of relevant comments

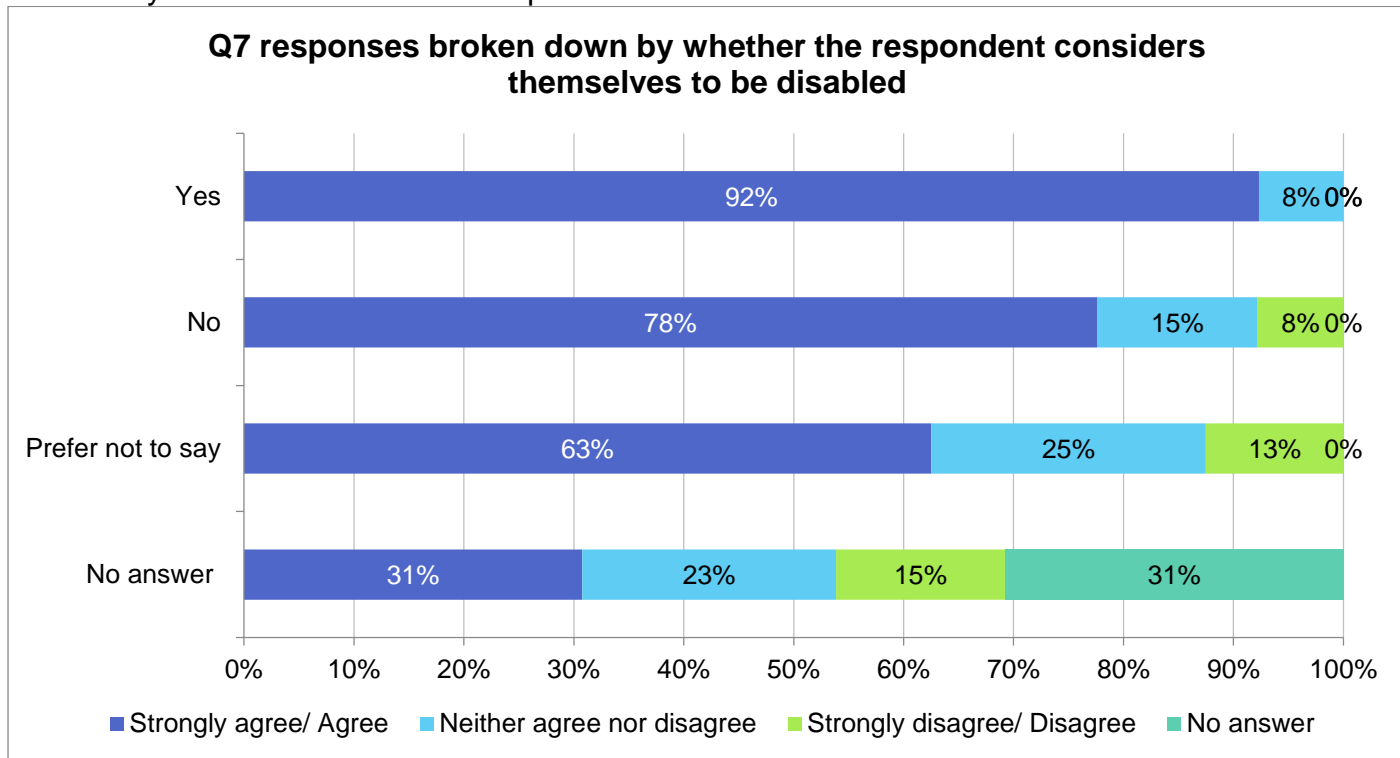
There were not many comments about this proposal, however the few that were there from the public appeared supportive of the proposal. There was one comment by a trade member asking why the operators have to have a fit and proper policy when that should be the council's role.



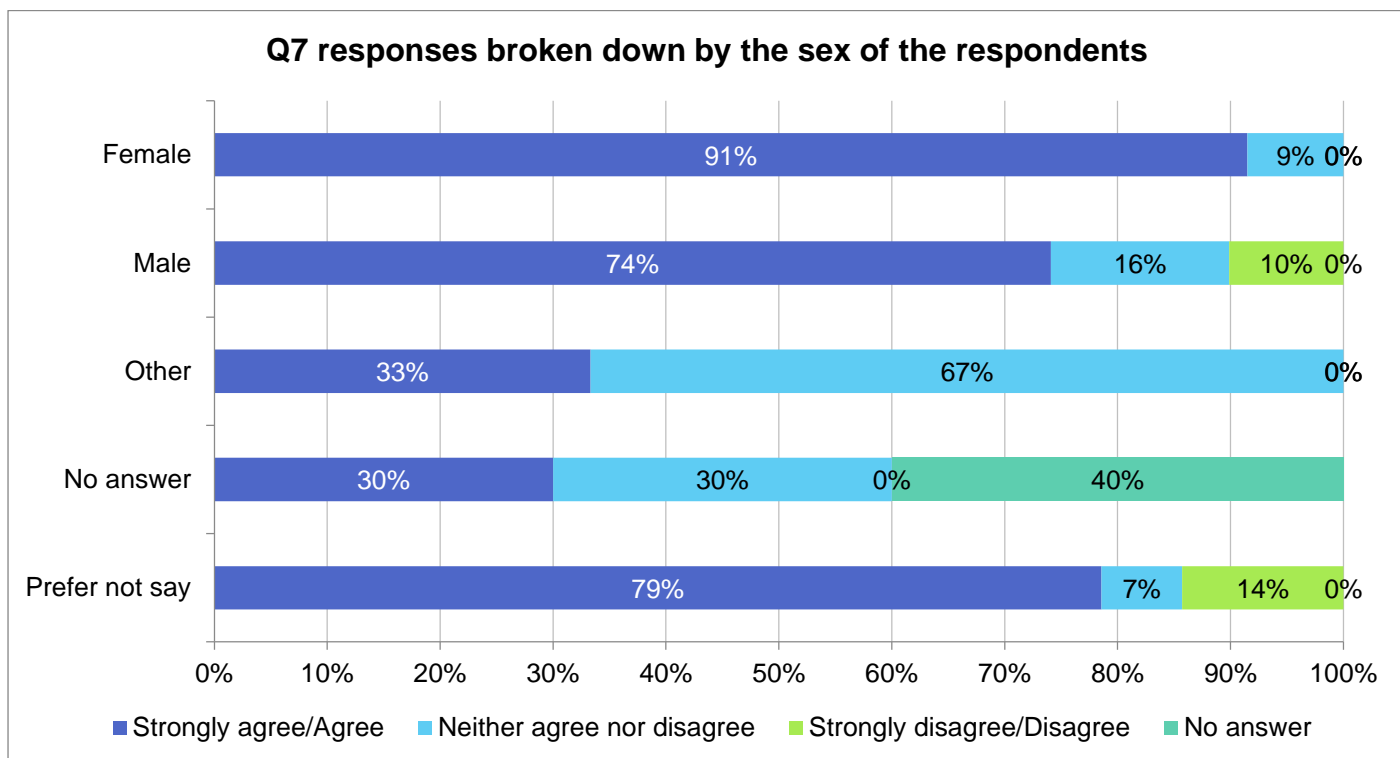
Although both the public and members of the trade have a majority, the public are more likely to agree. 16% of members of the trade disagreed, vs 0% of the members of the public. All four Councillors agreed with the proposals.



All ages agree with the proposal, although 35-44 year olds are less likely to. 70% of 35-44 year old respondents were members of the trade.

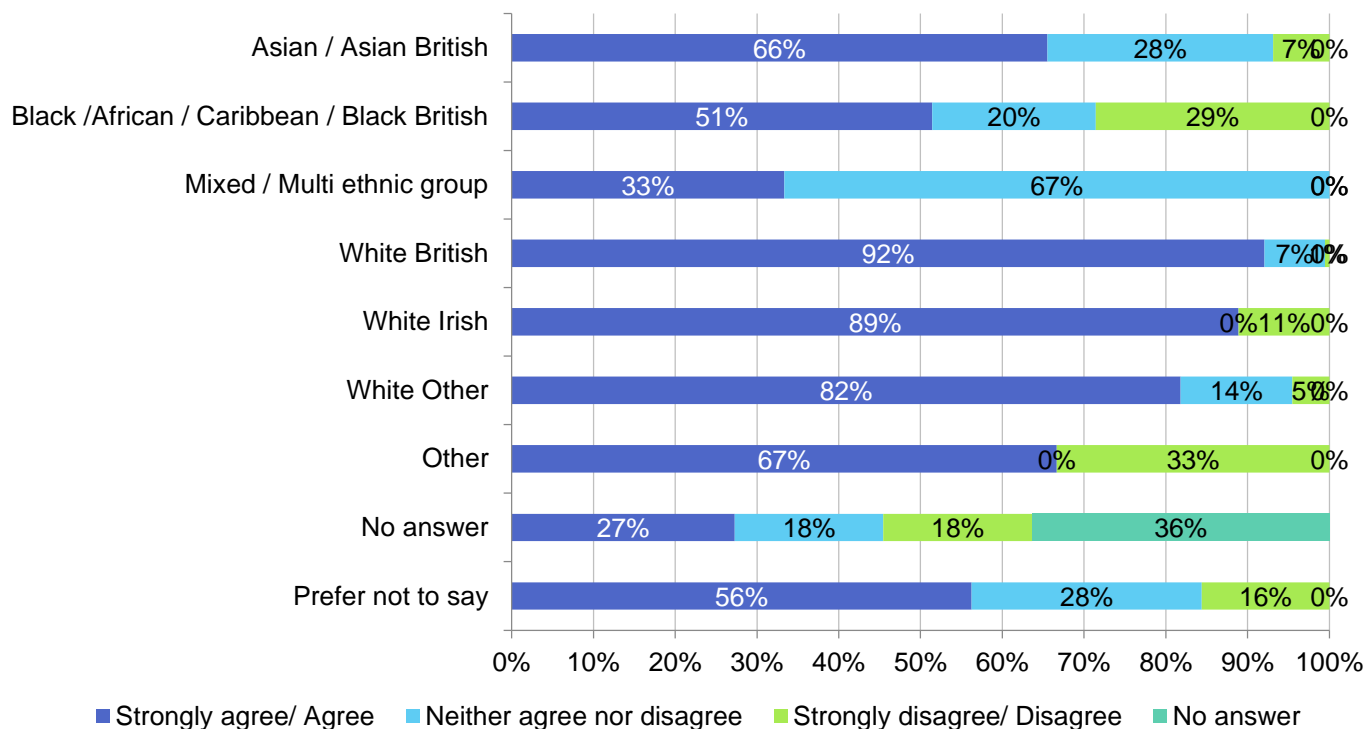


Almost all of the people who identified as having a disability agreed/strongly agreed, none disagreed.



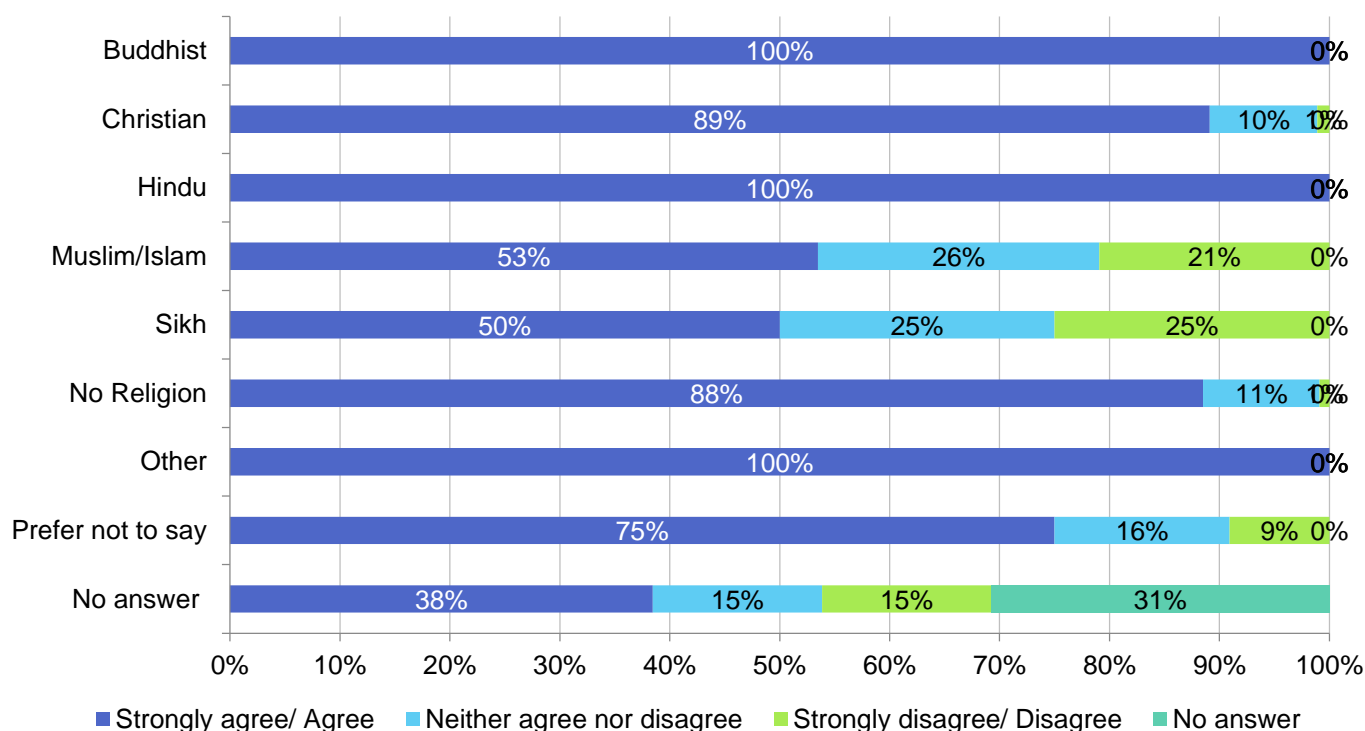
The large majority (91%) of females agree with the proposals. Males were less likely to agree than females. However male members of the public have a large majority of 92% agreeing, vs 58% of male members of the trade agreeing.

Q7 responses broken down by the respondents' ethnicity



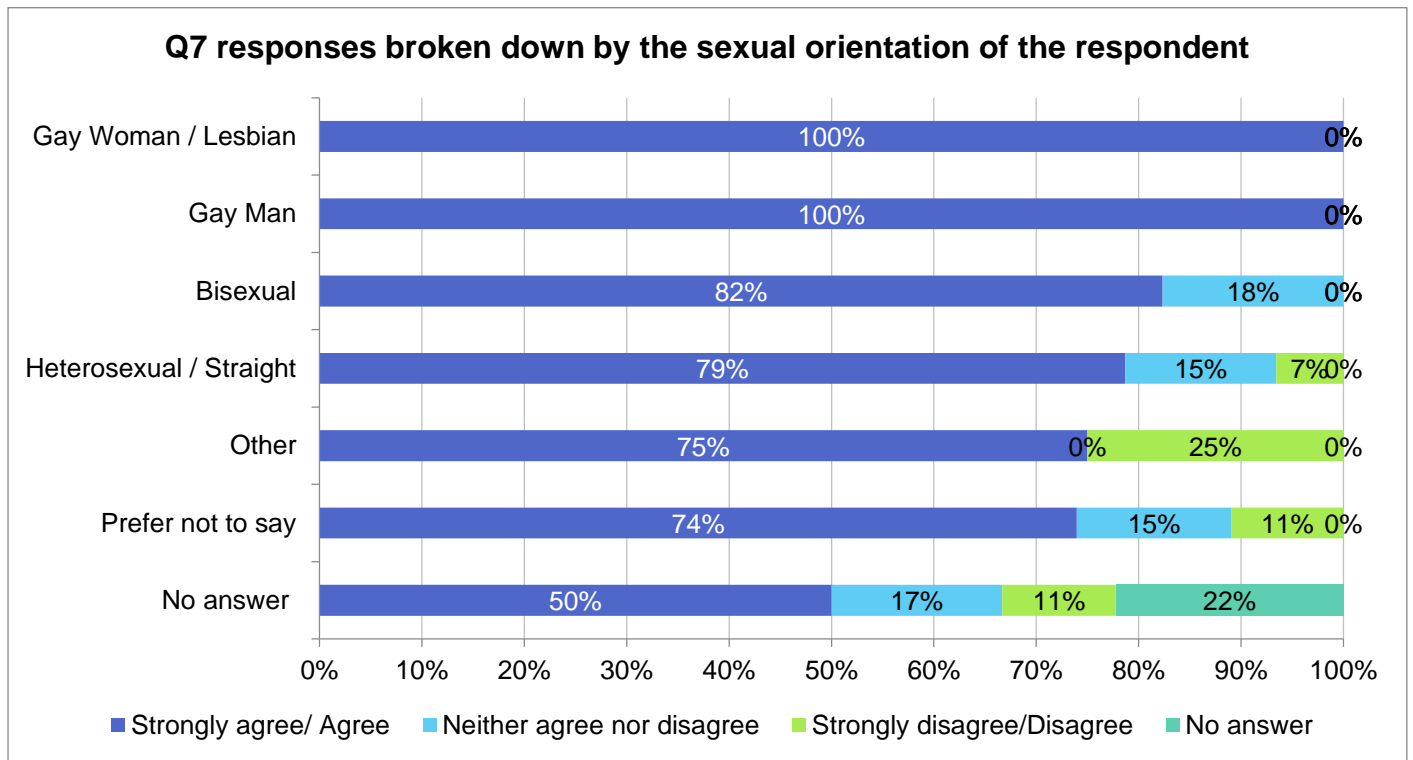
There is a large difference between Black/ African/ Caribbean/ Black British and Asian/ Asian British respondents, with Black/ African/ Caribbean/ Black British respondents more likely to disagree with the proposals. White British respondents are much more likely to agree with the proposals, although they are less likely to be a member of the trade.

Q7 responses broken down by the religion of the respondents



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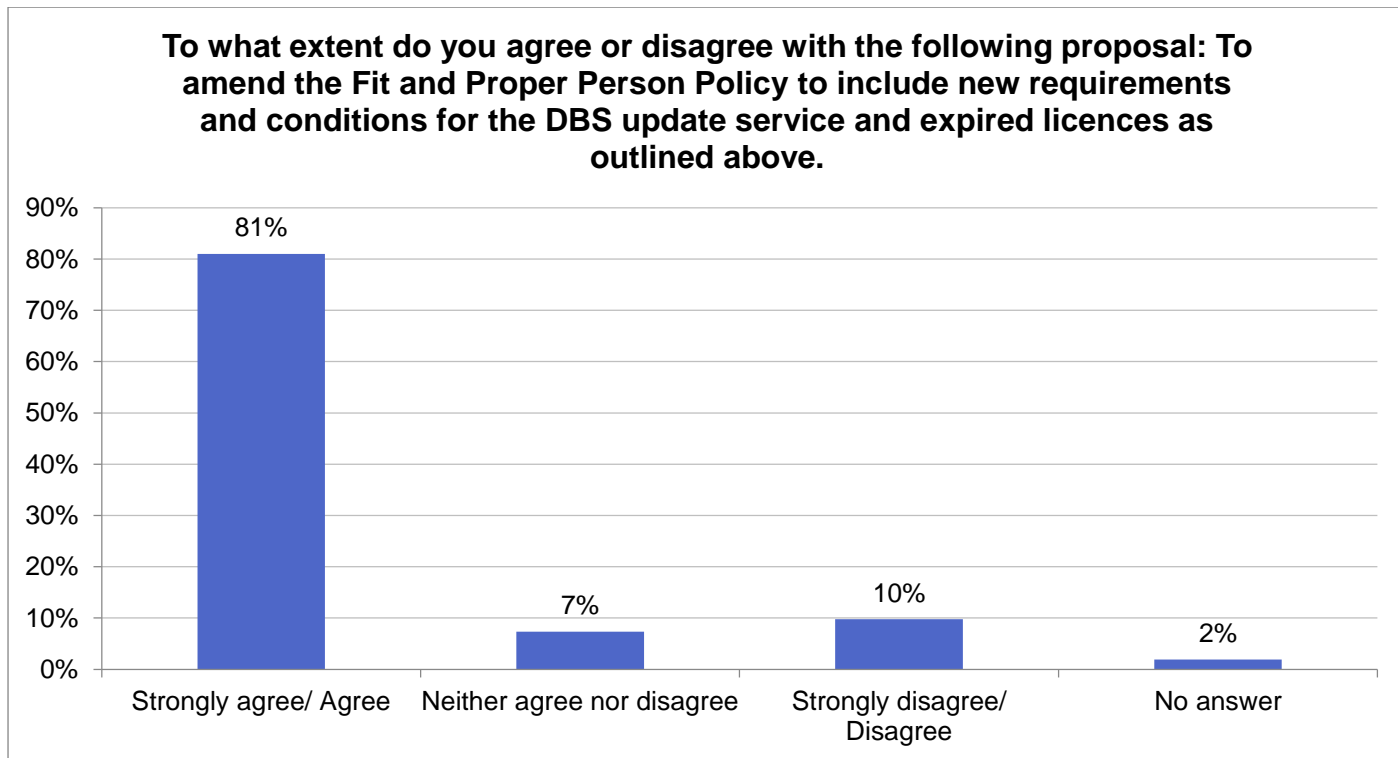
Muslim respondents were less likely to agree with the proposals, and are more likely to be a member of the trade.



Gay men and women are more likely to agree than heterosexuals, however we did not have a large enough sample size to draw reliable conclusions.

4.9 Question 8. To what extent do you agree or disagree with the following proposal: To amend the Fit and Proper Person Policy to include new requirements and conditions for the DBS update service and expired licences as outlined above.

4.9.1 Overview



81% of respondents agreed with changing the requirements to include the DBS update service.

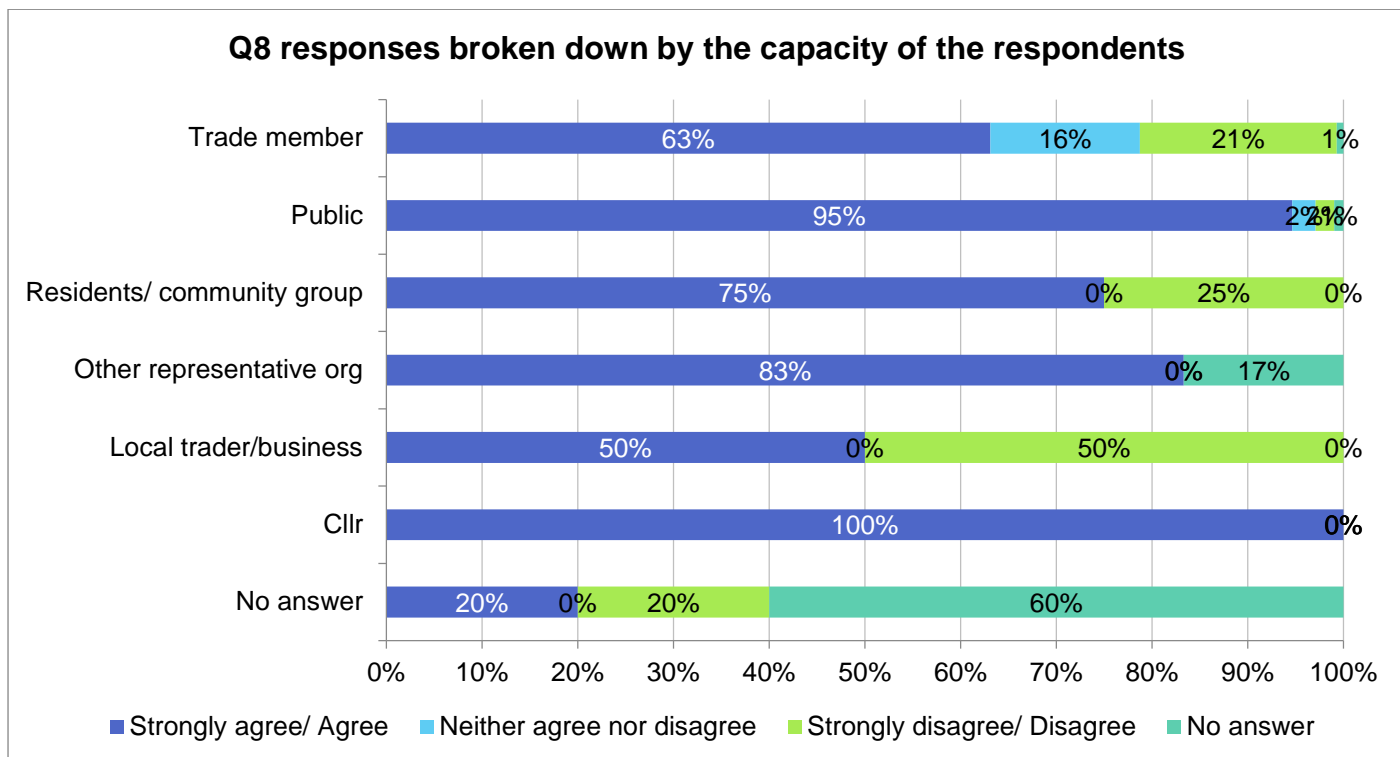
Summary of breakdown:

- Members of the trade less likely to agree than public, but have a majority of 63% agreement
- Females and those with disabilities almost unanimously agree with proposals
- Black/ Africa/ Caribbean/ Black British and Asian/ Asian British respondents were less likely to agree

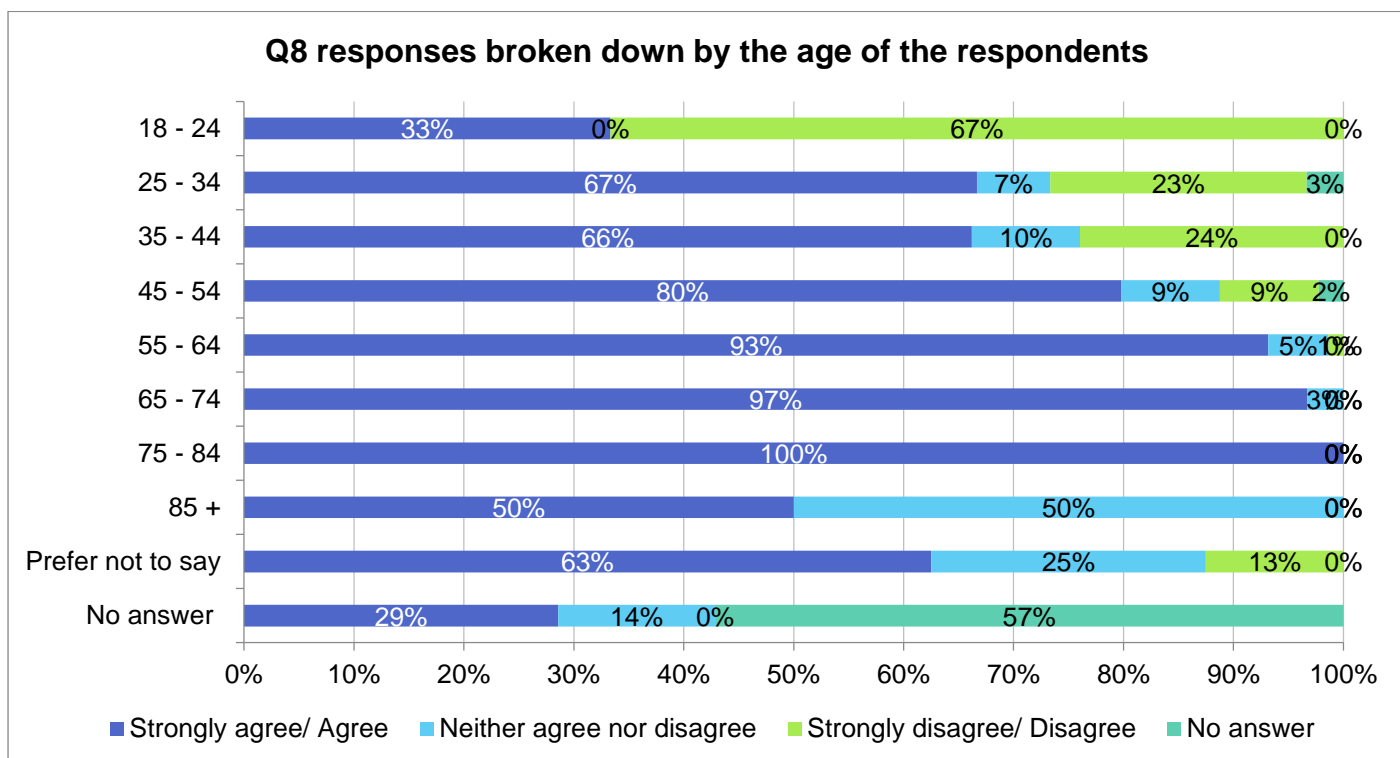
4.9.1.1 Summary of comments

Many comments supported the used of DBS update service for improving the public safety. There were conflicting comments regarding whether the online system was more or less easy to use. One comment said that:

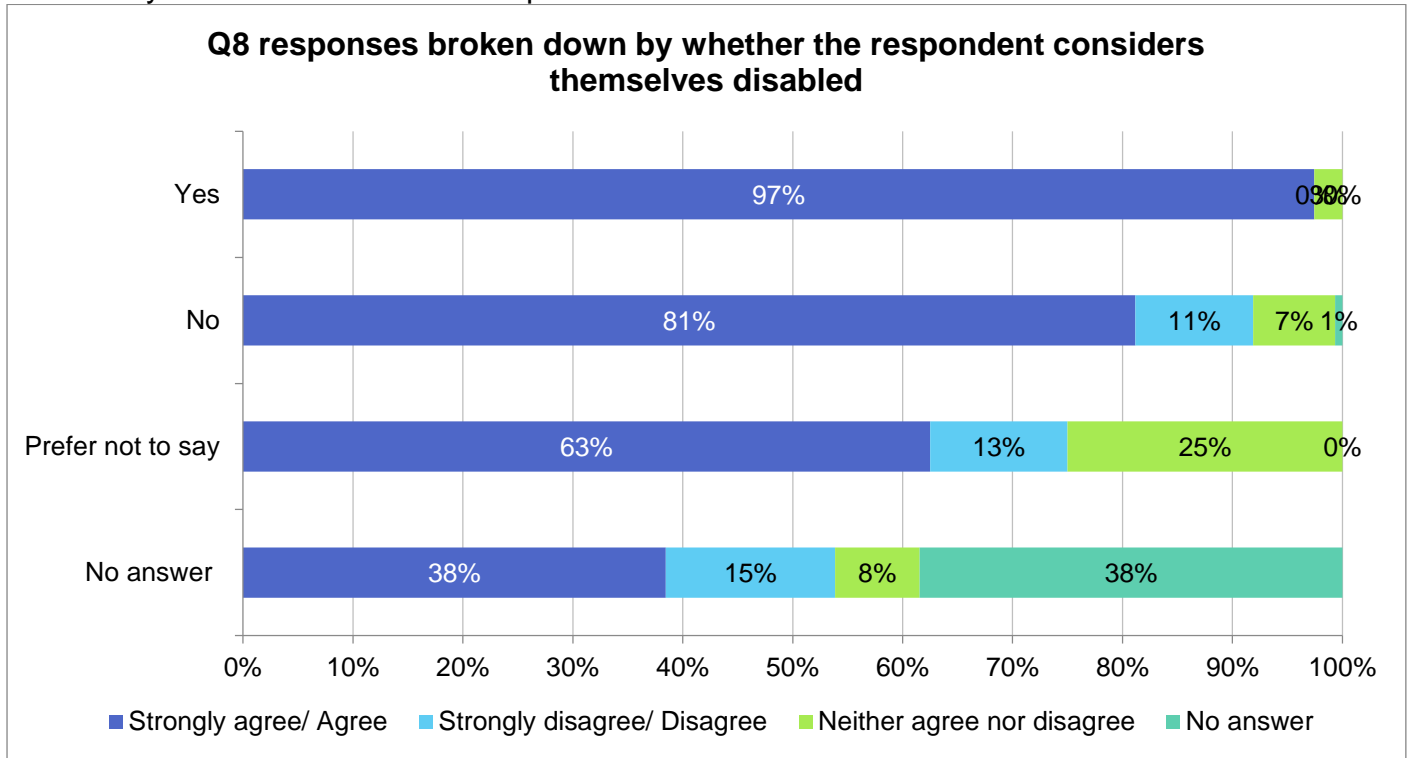
“DBS expiry leading to potential penalties is harsh as it could possibly be overlooked quite easily depending on circumstances at the time”.



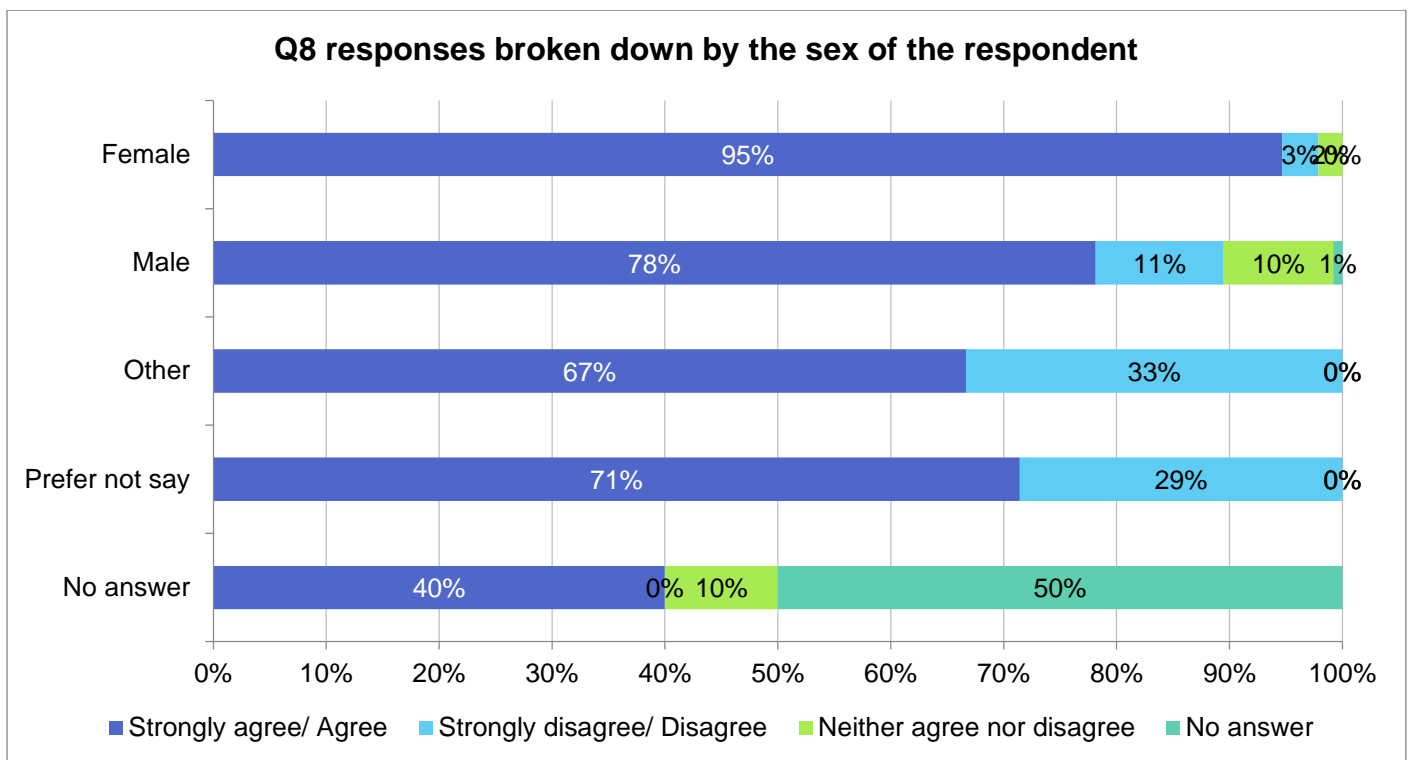
Every group agrees with the proposals, although members of the trade are less likely to agree than members of the public. All four councillors who responded agreed with the proposals.



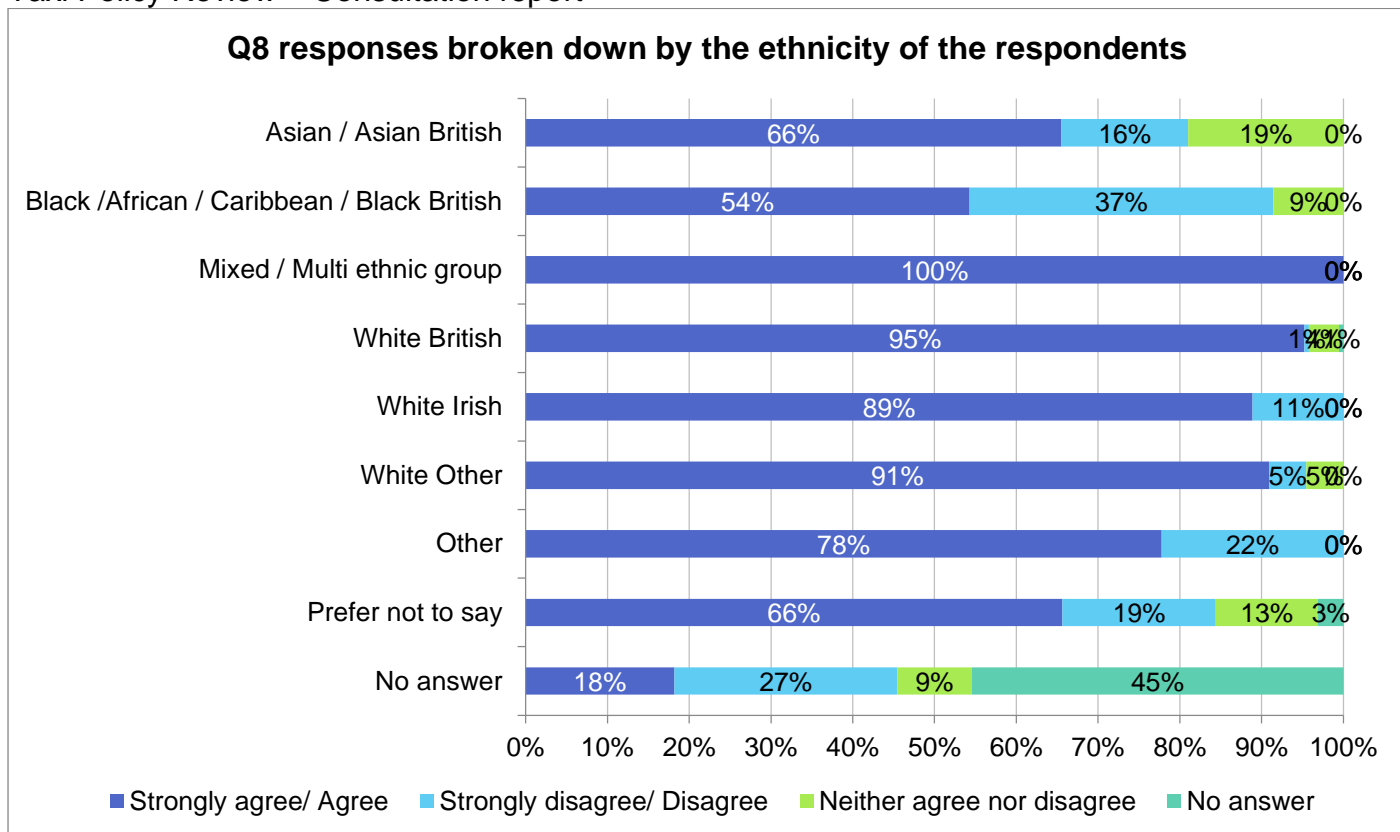
In general, the older respondents were more likely to agree with the proposals, although all representative groups agreed.



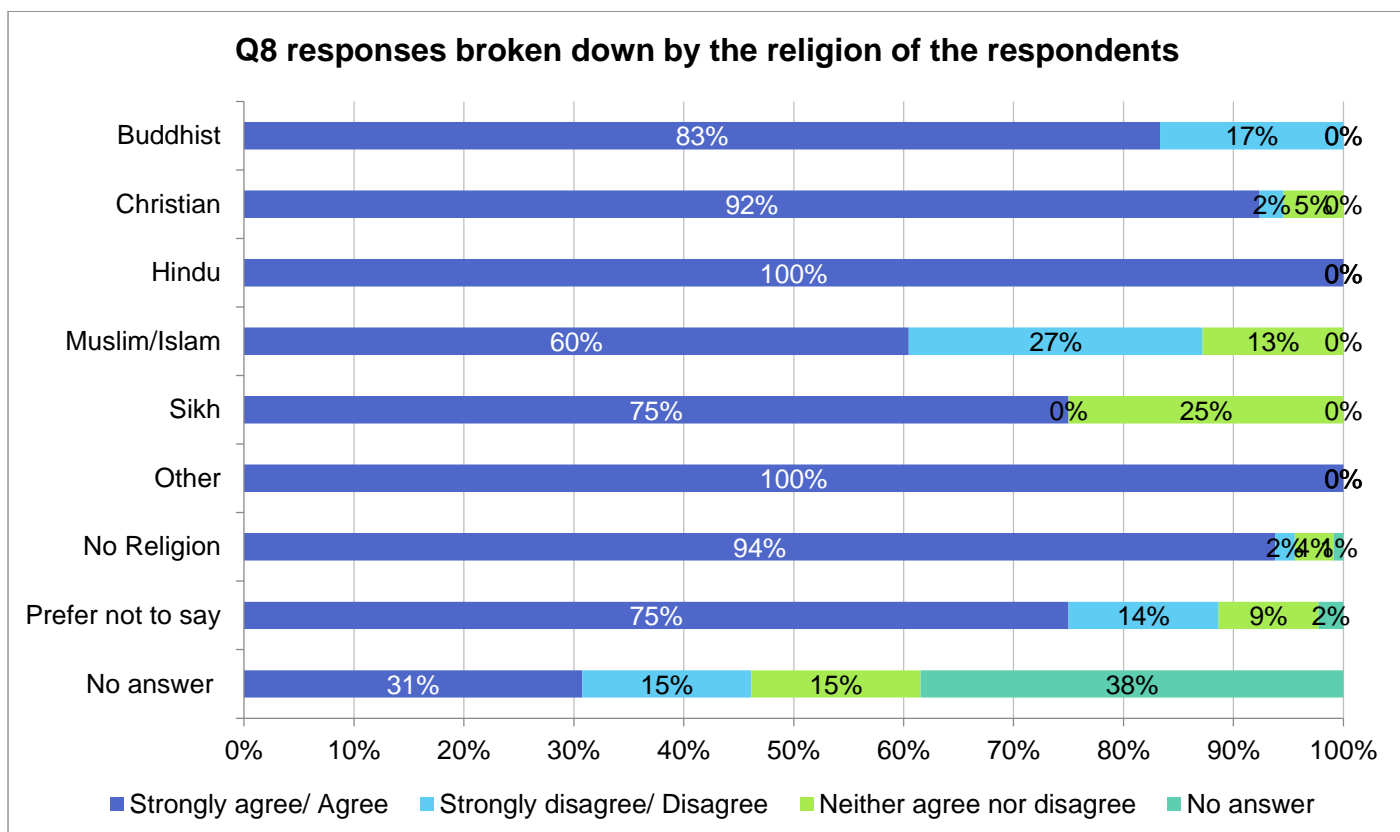
The large majority of disabled respondents agreed with the proposals.



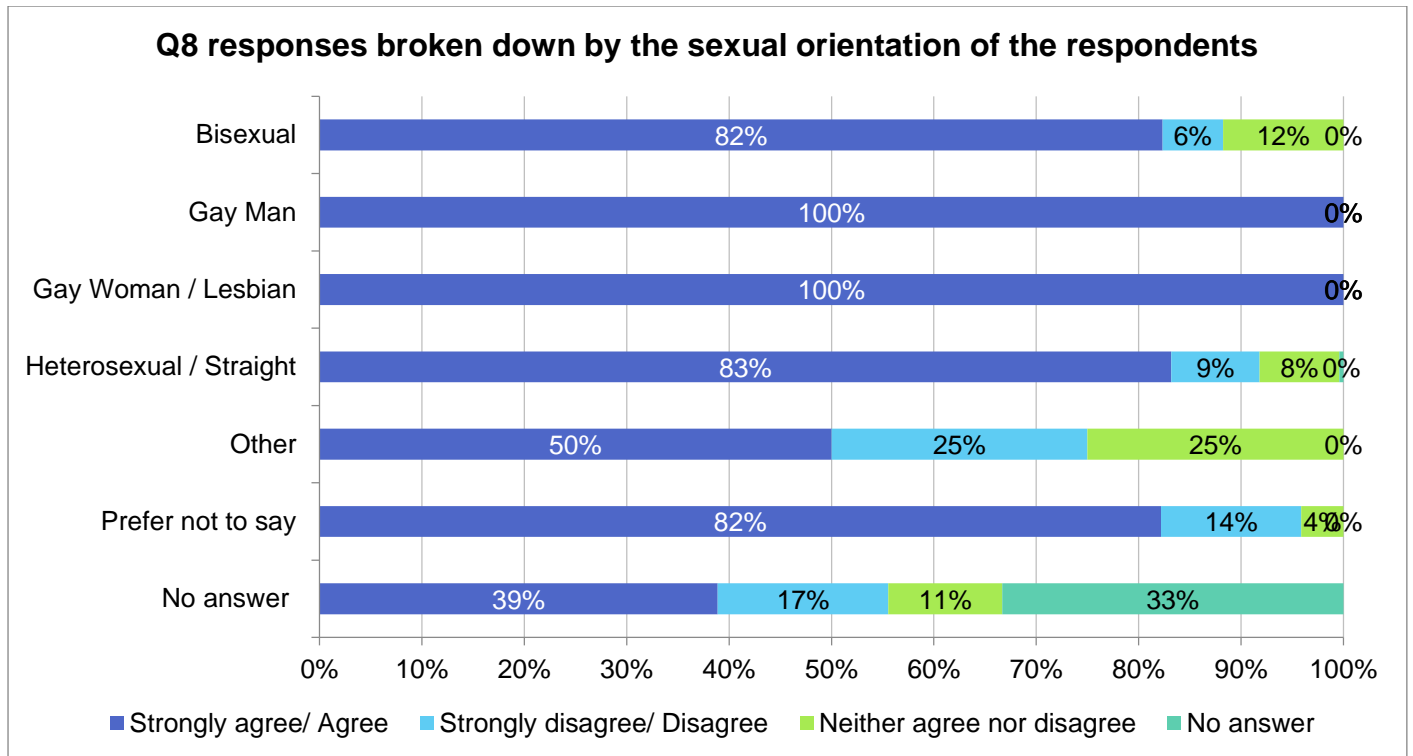
Females were more likely to agree with the proposals than males. Male respondents are more likely to be members of the trade than female respondents.



Black/ African/ Caribbean/ Black British respondents are less likely to agree with the proposals than all other ethnicities. Asian/ Asian British respondents are more likely to disagree with the proposal, even though they have a higher agreement percentage than Black/ African/ Caribbean/ Black British respondents. White respondents had high levels of agreement.



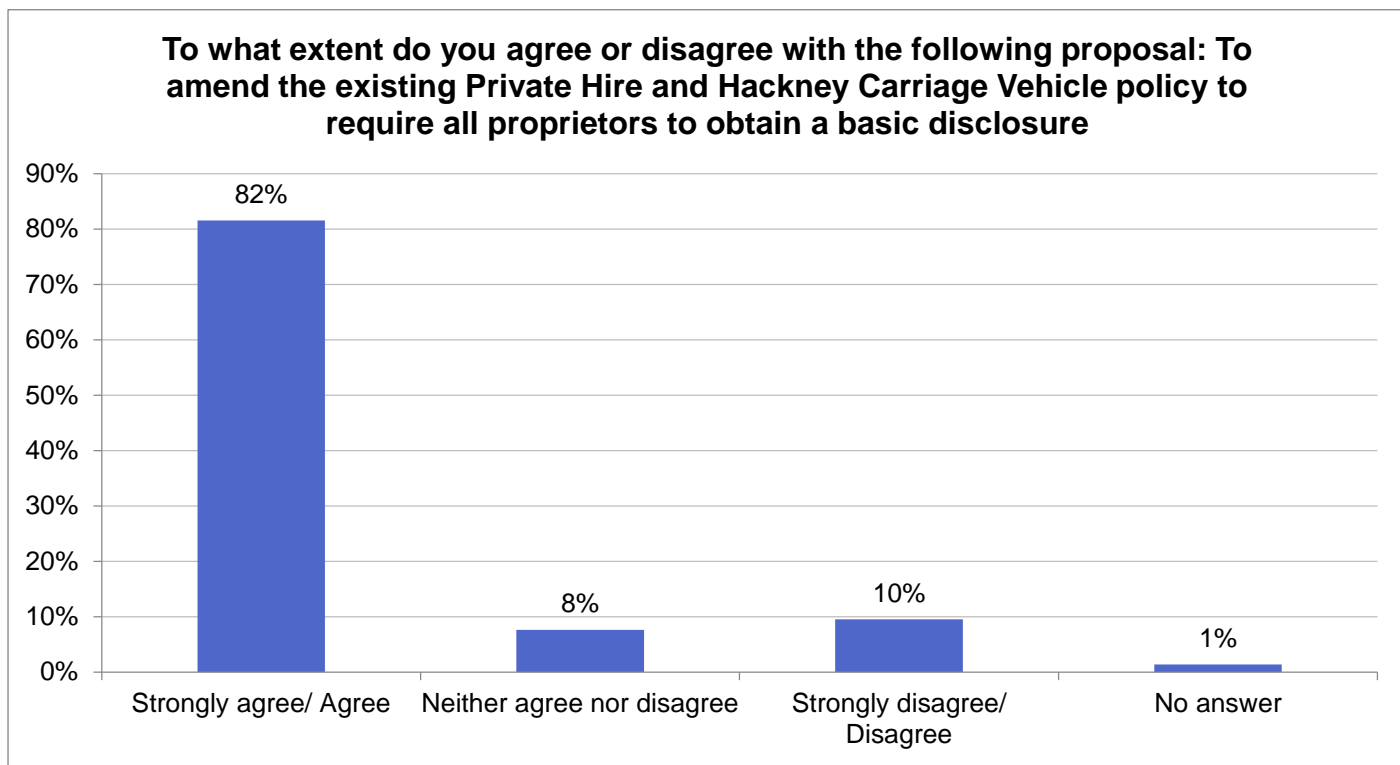
Muslim respondents are less likely to agree than any other religious group.



There is not a large difference between the different sexual orientations, however we are unable to draw reliable conclusions about these groups from this data.

4.10 Question 9. To what extent do you agree or disagree with the following proposal: To amend the existing Private Hire and Hackney Carriage Vehicle policy to require all proprietors to obtain a basic disclosure

4.10.1 Overview



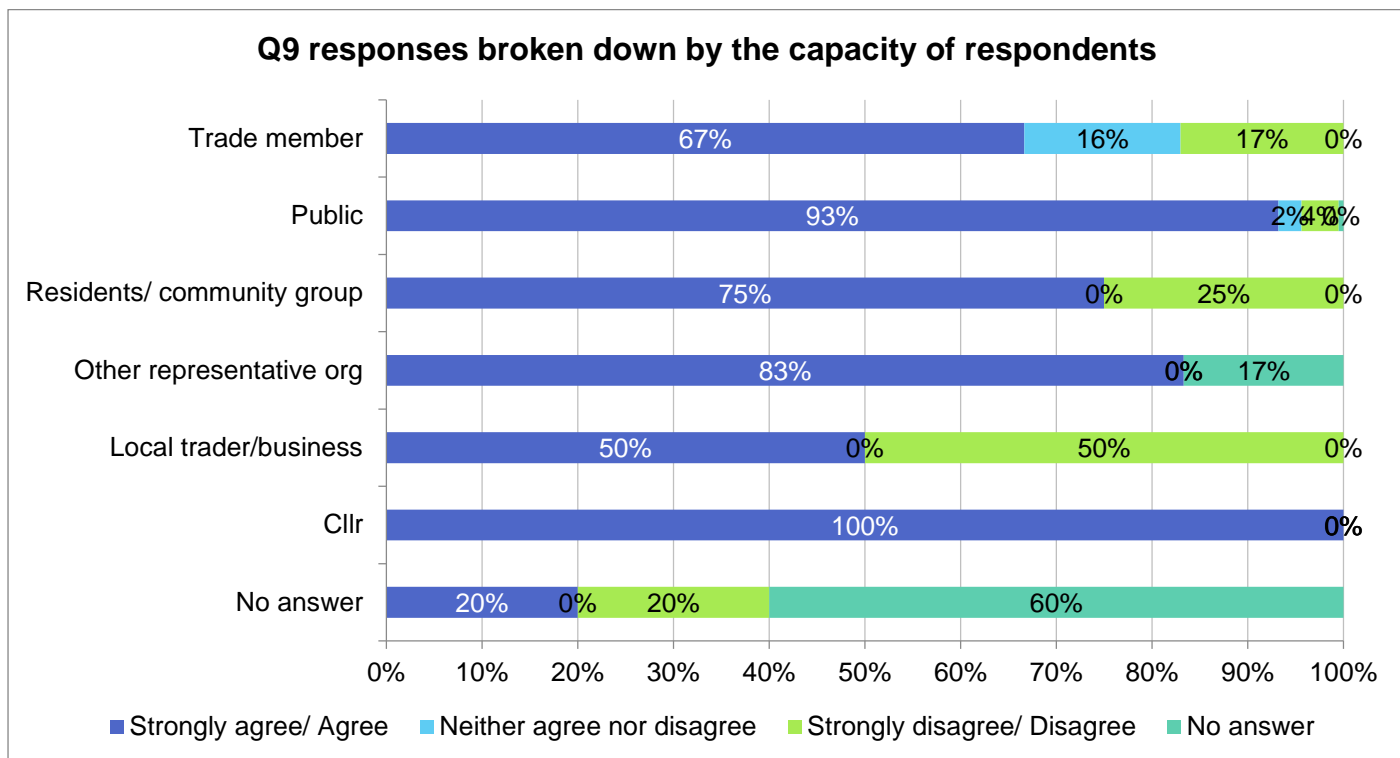
82% of respondents agreed with the proposal that all PHOs to obtain a DBS application.

Summary of breakdown:

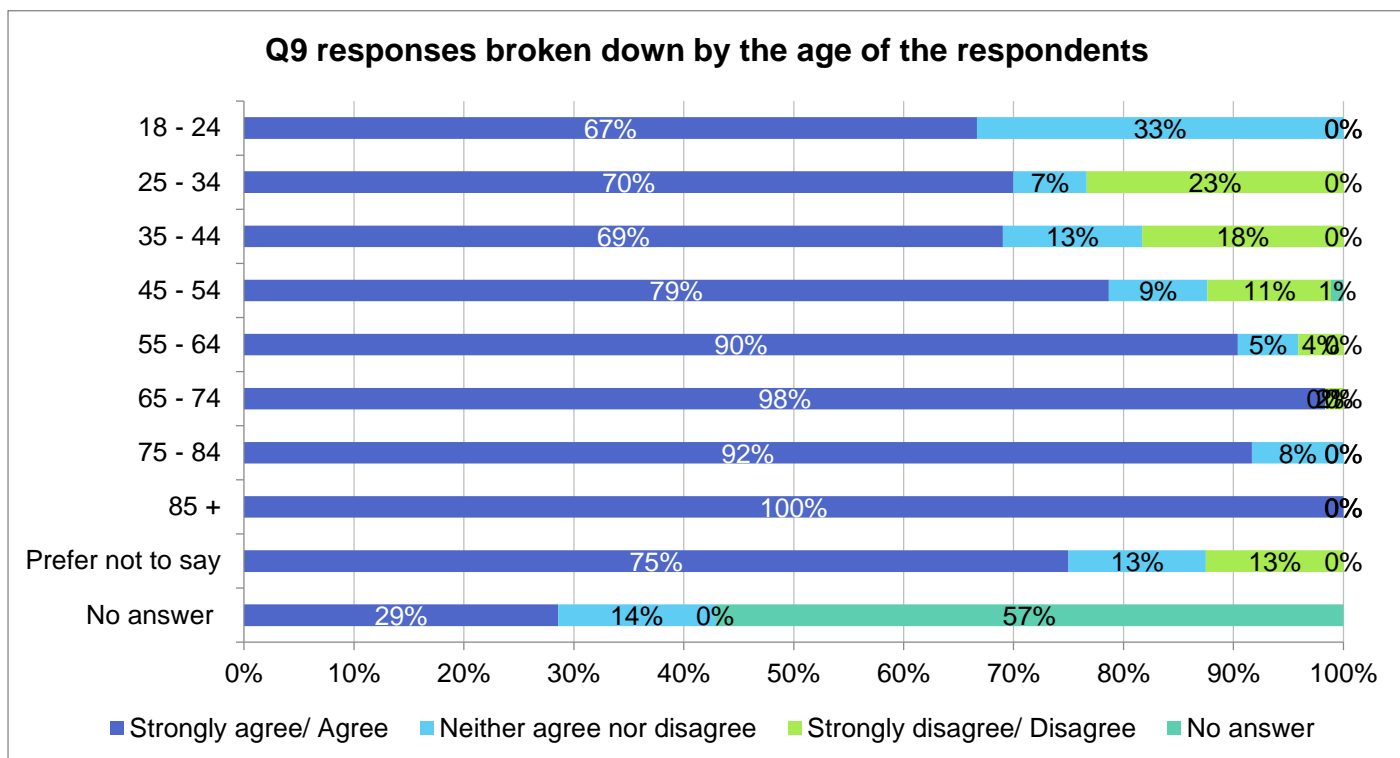
- Members of the trade are less likely to agree than member of the public
- White respondents were more likely to agree than respondents from other ethnicities

4.10.1.1 Summary of relevant comments:

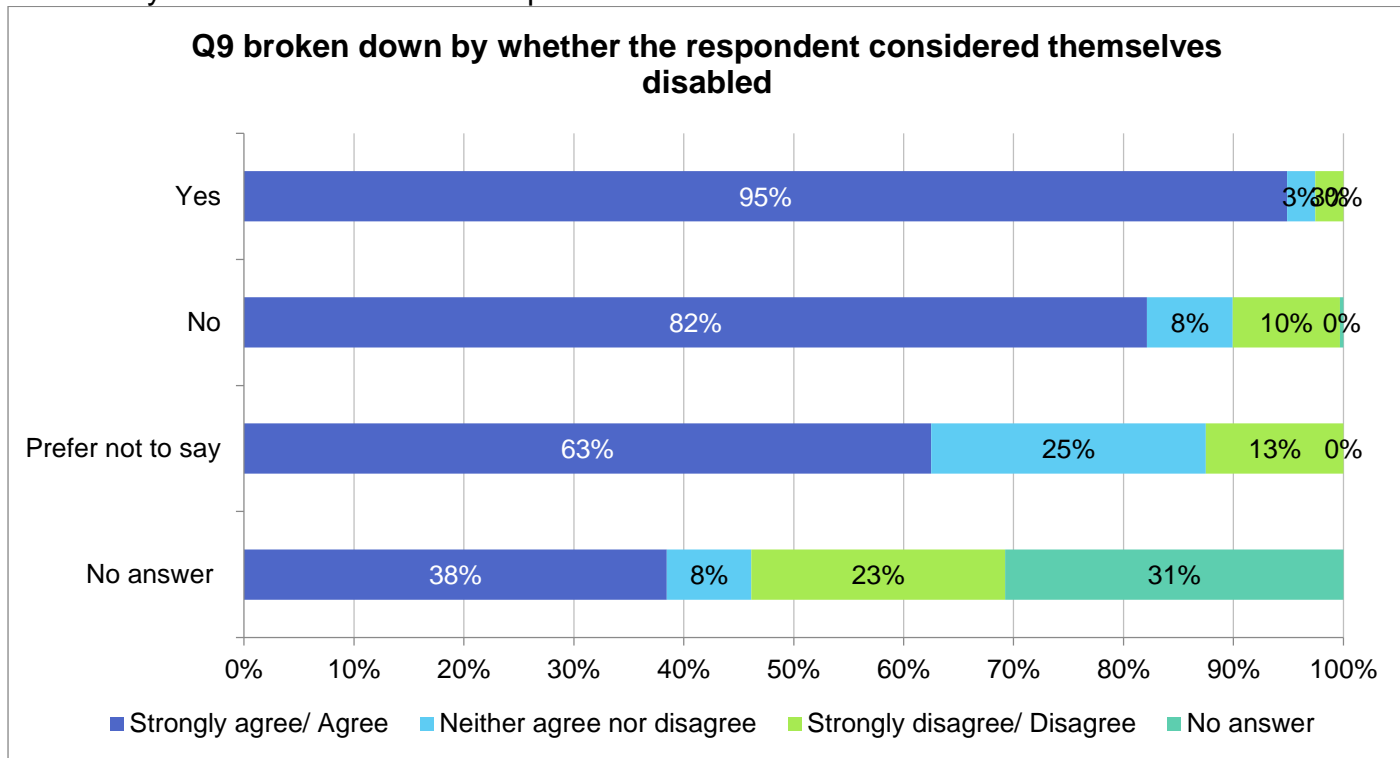
There were very few comments that mentioned PHOs having a DBS check specifically. There was one that agreed saying that all those involved in taxi businesses should have a check. Other comments mostly referred to drivers having a DBS, not the operators.



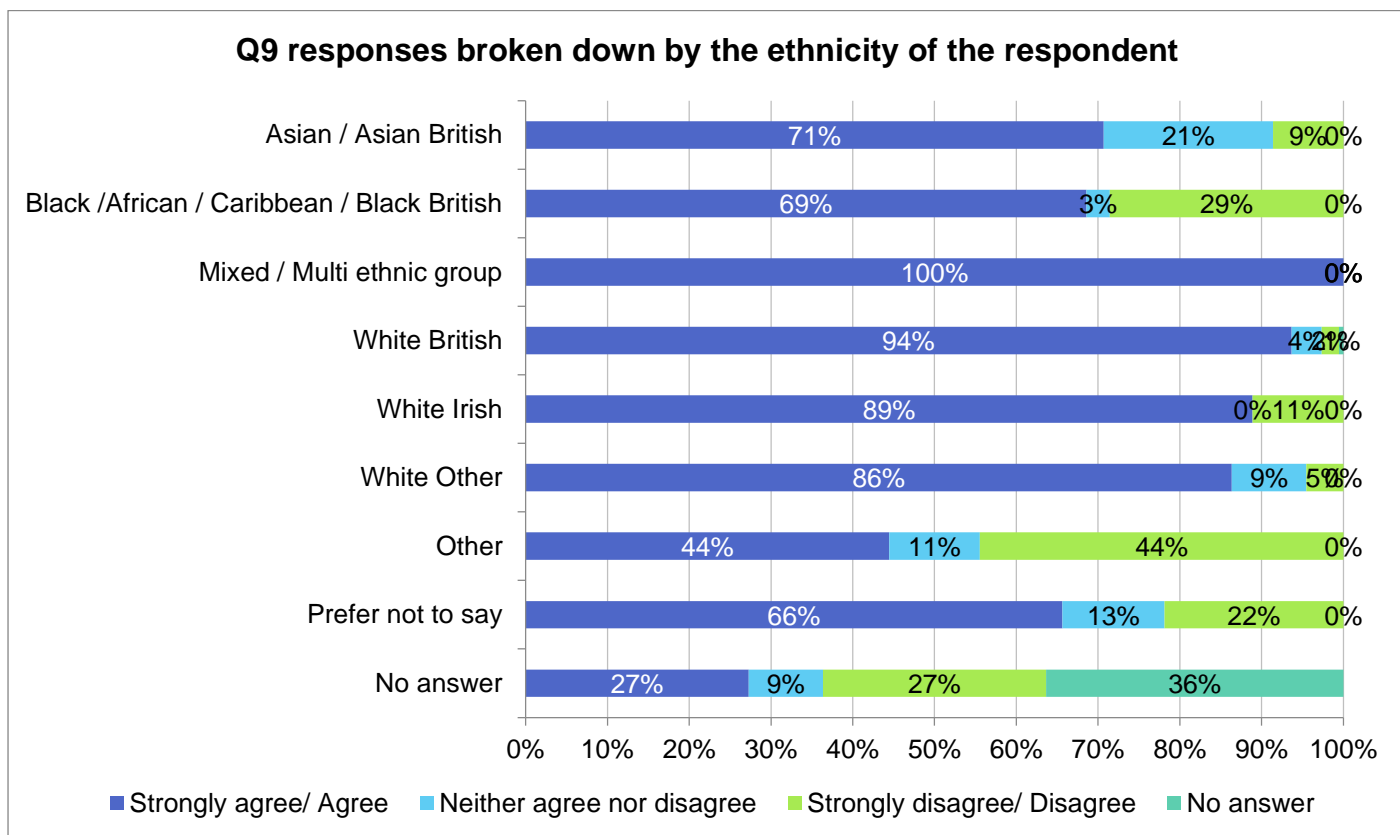
The public have a large majority agreeing with the proposals, whereas members of the trade are less likely to agree. All four Councillors who responded agreed with the proposals.



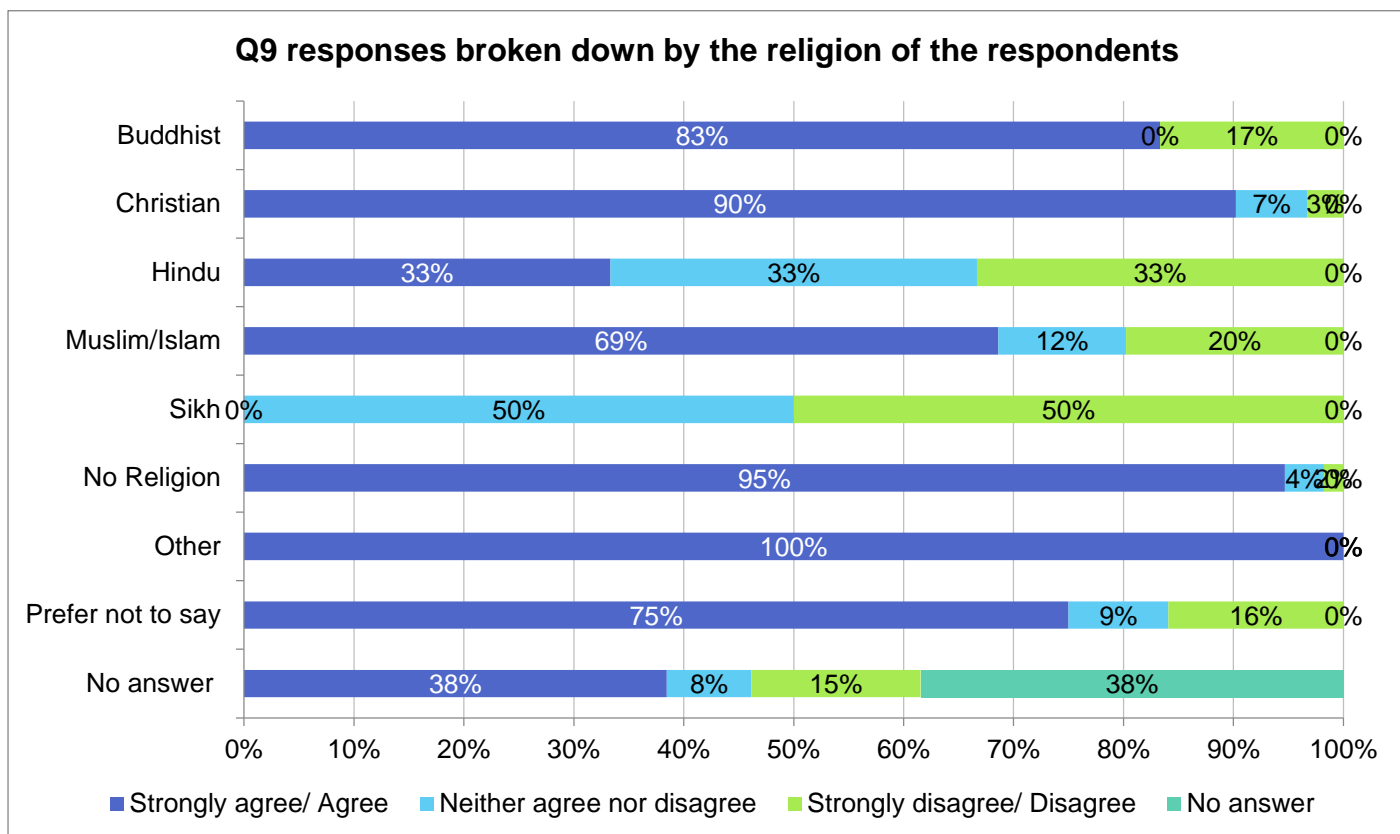
All age groups agree with the proposals, and those over 55 years old agree more than 90%.



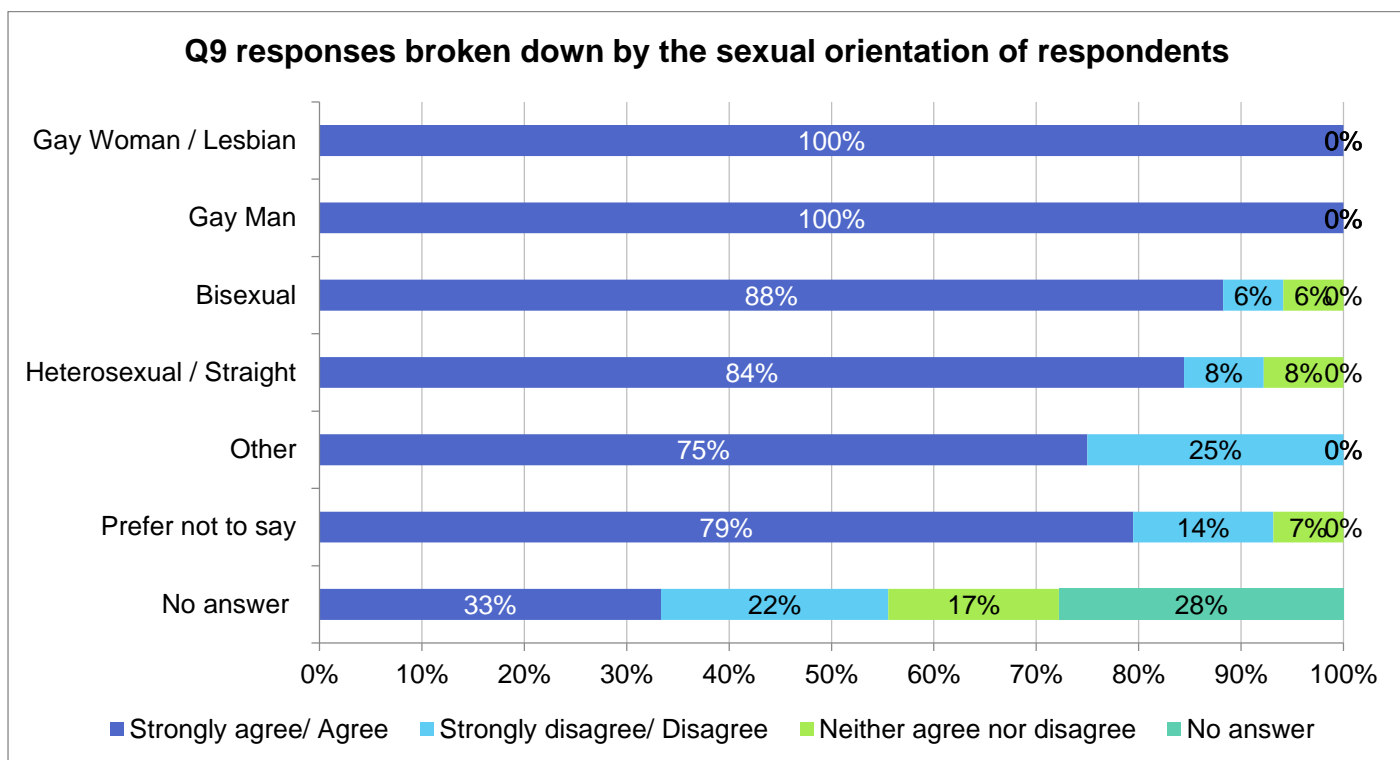
Disabled respondents were more likely to agree than those who did not consider themselves disabled.



White respondents are more likely to agree with the proposals, although they are less likely to be a member of the trade. There is not a large difference between Asian/ Asian and Black/ African/ Caribbean/ Black British respondents.



All groups that are large enough to be representative are in agreement with the proposals.



Lesbian, gay and bisexual respondents were slightly more likely to agree that heterosexual respondents, however we are not able to draw reliable conclusions from this data.

4.11 Question 10. If you would like to tell us why you have chosen the answers above, please do so using the text box below:

A full list of the comments can be found in Appendix 2 – All survey comments.

A full list of the change requests and suggestions can be found in: **Error! Reference source not found.**

4.11.1 Themes of comments

There were a number of themes to the comments, as can be seen in the below table

Theme	Number of comments	Comment
Importance of public/passenger safety	36	<p>These comments all referenced public or passenger safety as an important part of why they chose their answers.</p> <p>Many referenced the importance of those using taxis feeling safe, especially if female, disabled, or vulnerable.</p> <p>Some linked the ability to speak English as part of feeling safe. A few others mentioned the importance of safe driving, and the possible need for regular driving tests for drivers.</p> <p>The majority of these comments (28) were made by members of the public, with one by a Councillor and 6 by members of the trade.</p>
DBS comment	26	<p>There were many comments supporting the use of DBS checks. There were a few that were against the change to the DBS system</p>
Supportive of changes	21	<p>These comments were directly supportive of the changes and most linked the changes to an increase in public safety.</p> <p>The majority of these comments (16) were made by members of the public, with 5 made by members of the trade.</p>
Complaints about taxi drivers/ vehicles	22	<p>These comments complained about the conduct or state of the taxi. Complaints include:</p> <ul style="list-style-type: none"> • Issues regarding overcharging fares, or not using the meter (8 comments) • Drivers talking on their phone/using their phone whilst driving (4 comments) • Issues around poor driving (4 comments) • Discrimination, especially with respect to disabled customers/ wheelchair users (4 comments) <p>There were also multiple comments regarding the cleanliness of vehicles, and the behaviour of drivers both</p>

		<p>towards customers and on the streets (i.e. noise around Temple Meads).</p> <p>These comments came from members of the public, a councillor, and a residents/community group.</p>
Wanting change to card reader policy	15	<p>These commenters can be grouped into two groups</p> <ul style="list-style-type: none"> • Those who want to still be able to pay/be paid by other means • Drivers who do not want to have to pay more to get a card reader and holder <p>The 4 members of the public who commented wanted to make sure that card payments were not the only accepted payment.</p> <p>The 11 members of the trade who commented that they did not want to pay extra for having a card reader, especially those that already have one. They also wanted to still have the ability to accept cash as payment. One said that the card reader should not have to be displayed, one said they did not have space for the reader and holder, and one vehicle owner – not driver – wanted the card reader to be the responsibility of the driver not the owner.</p>
Believe drivers should be able to speak English	15	<p>These commenters agreed that drivers should be able to speak English – although did not necessarily specifically say they agreed with the English language test.</p> <p>Nine comments were from members of the public, six from members of the trade.</p> <p>Some members of the public said they felt safer or more comfortable if the driver spoke English. There was an agreement that understanding English was important for understanding instructions.</p> <p>The members of the trade all agreed that a basic understanding of the English language was vital.</p> <p>Two members of the trade pointed out there could be an exemption for current drivers and/or those with English as their first language.</p>
They have answered with their opinion	10	<p>These commenters used the question to say they have chosen their answers as that was their opinions</p>

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Agree with card machines	10	These comments agreed with the ability to pay with card machines
DBS a good thing	10	The comments agreed that having DBS checks would be a good way to help increase public safety
Protecting members of the trade	9	These comments said that the proposals will make members of the trade more safe, or that protecting member of the trade was important
Against tints	8	These commenters were against the use of tints, especially referencing public safety as a key issue
Against English tests	7	These commenters were against a new English language test. They pointed out there were already many tests, fluency in English isn't necessary – just basic understanding, or that this should only be applied to new drivers or those whose first language is not English
Supporting tints	6	These comments supported being allowed tinted windows. Some mentioned that out of town taxis are allowed tints, or that most vehicles already come with tints.
Include driving tests	5	These comments suggested also having some kind of driving test for drivers to complete
Trade is having a hard time	5	These comments mentioned the issues that the trade are experiencing at this point in time, and that they need support to help with this.
Want to remove racism	5	These comments highlighted the potential unconscious racism that could come about as a result of the DBS or English language tests
Out of town taxis	5	These comments pointed out the issues with out of town taxis. They also mentioned South Gloucester having different rules.
Environmental requests	4	These comments asked about environmental issues, such as low pollution propulsion, stop-start technology, low/ zero emission vehicles or electric vehicles
Reduce the number of taxis	4	These commenters talked about reducing the number of taxis that are either licenced or on the street during the day
Driving while on phone	4	These comments mentioned that they have had drivers who are driving whilst talking on their phone or using an app
Adding costs to trade is negative	4	These commenters said that adding costs to the trade was a negative thing. A couple added that Bristol City Council should pay the additional costs that this policy might bring in.
Geographic knowledge needed	4	These commenters suggested a geographical knowledge test as there are issues with drivers not

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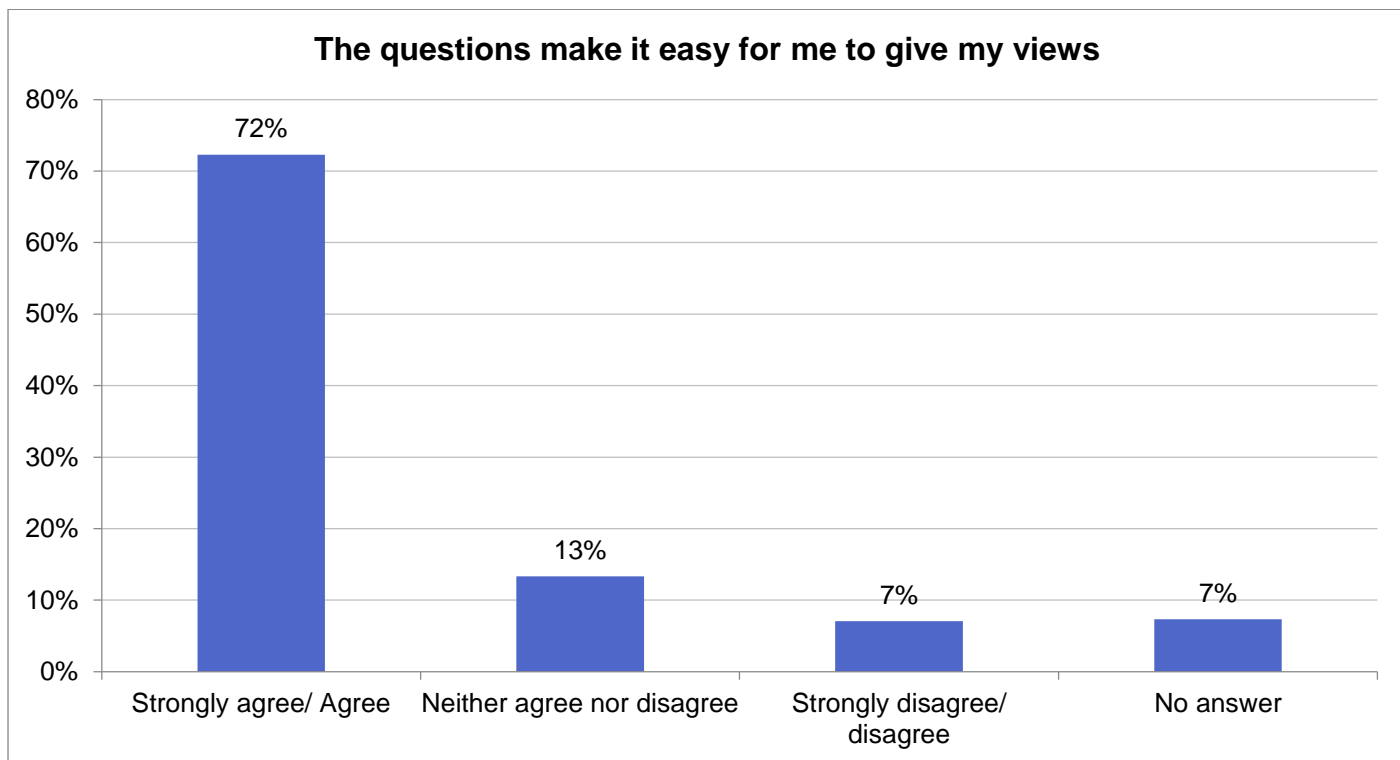
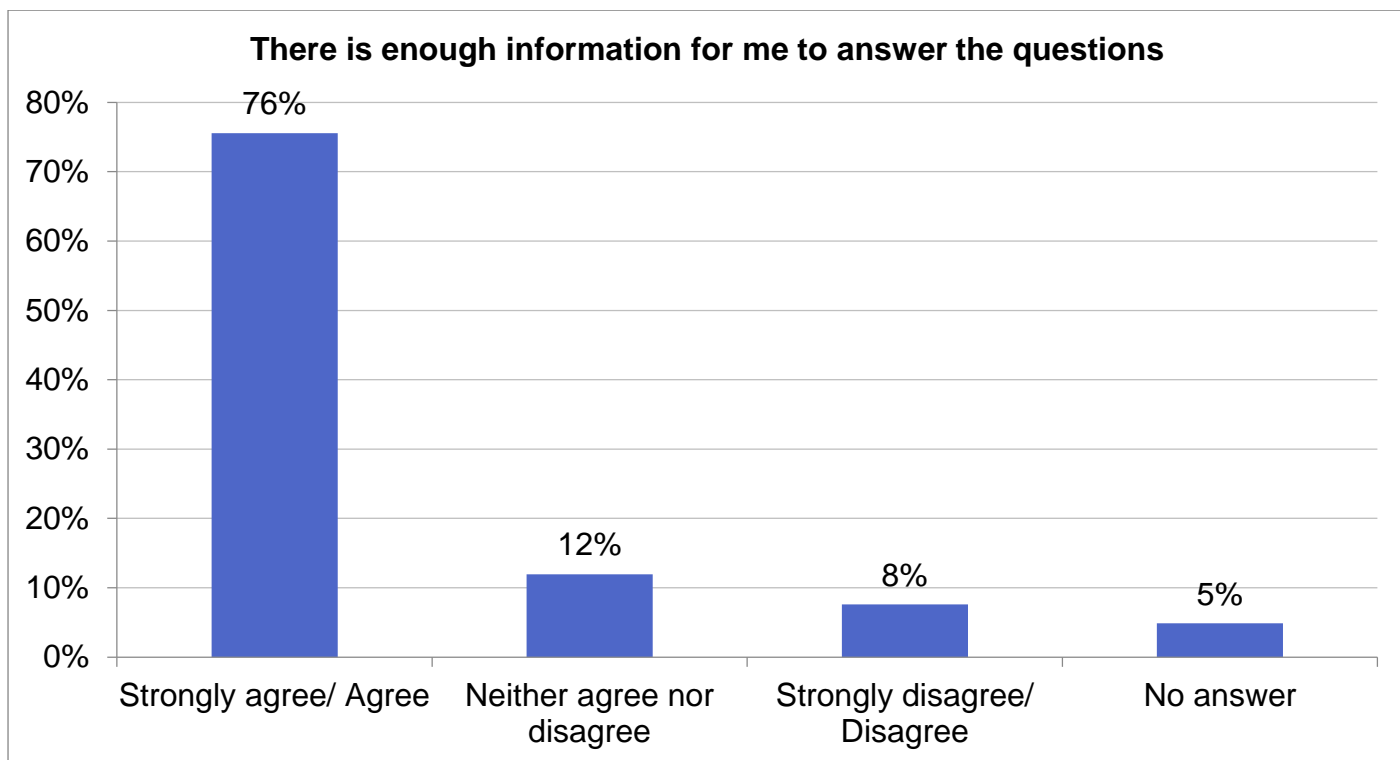
		knowing the way
New drivers only, not existing ones	3	These commenters said that the policy should apply to new drivers only, not current drivers
Change age rules for cars	2	These commenters asked for the rules around the age of cars to be extended

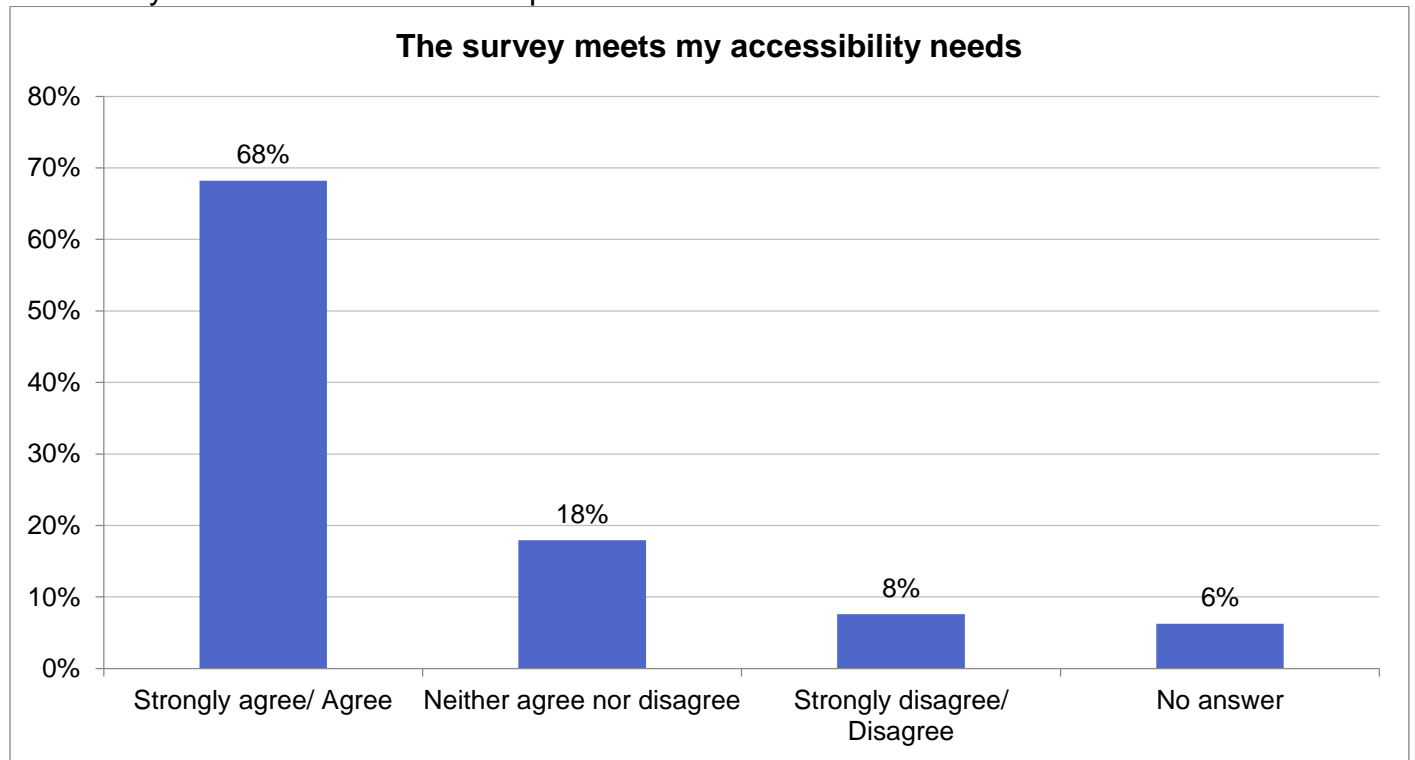
5 How will this report be used?

This report will be presented to members of the Council's Public Safety and Protection Committee to inform their decision making with regard to the review of the Council's Hackney carriage and private hire licensing policies and conditions.

6 Appendix 1 - Accessibility questions

The majority of respondents agreed that there was enough information for them to answer the questions, and that the questions made it easy to give their views. 68% of respondents agreed that the survey met their accessibility needs, and 8% disagreed.





7 Appendix 2 – All survey comments

There are still lots of "Cowboy" Taxi Drivers around, and I (and my daughters) are regular users of Taxis. All of their qualifications to drive need tightening up, so we only get the best quality drivers.

Anything that further increases the safety for those using the cab services, can only be a good thing e.g. rear windows that can be seen through from the outside. As to English language skills, being able to understand what your customer is saying to you, should be a given.

I live outside the charging zone and gave up on Bristol Blue taxis a long time ago.

Prior to Uber operating in the city the Blue taxis would quote near criminal fares to get home on a Saturday night, knowing they were the only option. They took advantage of their near monopoly and ripped people off when ever they could.

I believe the safety of women, youth and other vulnerable individuals must be protected.

[personal information redacted]

Date 15th March 2021

Hello.

I am inquiring about the policy of "no tints allowed"

Below is a picture of a hackney carriage taxi vehicle that is currently licensed with Bristol city council, as you can see clearly this has a very dark shade of tint, vehicle registration number **[taxi information redacted]**.

1/. When did this no tints policy come in?

As you should have detailed records of all previous policy changes.

2/ why did this policy of "NO TINTS" come in?

As you should have recorded reasons why this policy of "NO TINTS" came in, any change of policy has to go through a public consultation and a councillors public safety and protection meeting, all reasons for and against must be recorded.

I know when I have posed awkward questions via email to anyone in Bristol city council they sometimes get discarded like rubbish due to arrogance and narcissism coming into play.

Also the taxi drivers have started a petition to get network rail to refund 50% of our permit fee due to consecutive lockdowns, please follow link <http://chng.it/RCqphDnX>, have a read, if you feel that the hackney carriage drivers of Bristol deserve a break from expensive policies and permits due to there being extremely limited or no work, then please sign it and also get all that work in Bristol city council to sign it as well.

It is not appropriate to expect everyone to pay by card. A lot of passengers are older and may not have cards.

Customers need to be safe and understand the driver at all times. Speaking clear English is important.

I do feel it is important to regulate the industry, for the safety of all! both for drivers and clients.

They all make sense and appear to be designed to protect the public.

We need to feel safe in a taxi esp if a single female in the early hours of the morning

I feel safer if I am able to understand the driver often it is difficult to even know how much they say your fare is, also prohibit drivers from continually speaking in their own tongue on their phones through out the journey hands free should not be allowed to be used through out the journey no matter what language is used

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I would feel safer and reassured using a taxi alone with the proposed measures in place.
I think most of the amendments are for the greater good for the safety of all concerned essentially the public
I think the proposals are excellent and progressive, whilst remaining proportionate and not overly burdensome.
I'm very concerned about the standard of driving by Hackney Cab drivers. Can they sit an advanced Driving test as well?
I find it hard to get a Private hire that will take a wheel chair and some taxi drivers at 'Temple Meads' are reluctant to take a big electric wheel chair to Bedminster.
I do not understand the issue or reasoning around the 'tinted rear windows' currently or your new proposal.
As a single women I have used taxis regularly, and have felt unsafe particularly coming home later in the evening.
I welcome this changes which should make using taxis safer.
I am uncomfortable with mandatory card payment. Some older people still have a strong preference for cash. There are people who cannot access cards or bank accounts (though these are unlikely to be heavy taxi users!). As a matter of principle any legal tender should be acceptable. If this is a Covid-related point, it should be flagged as such and relaxed when possible. Although good English is desirable it isn't functionally absolutely necessary as long as there is sufficient comprehension of the destination and interim requirements. An English test will be seen as unnecessary and probably covert racism. I don't follow the logic of requiring proprietors to have DBS clearance. Presumably the only danger to the public arises in the cab. I would be uncomfortable if the actual effect of these changes is to increase barriers to entry for private hire drivers.
These vehicle drivers are in close proximity to the general public, who should have confidence in the probity and honesty of drivers. Safety is paramount and these directives are essential to provide security and safety.
The people who use taxis and private hire vehicles are almost all vulnerable. They include the elderly, disabled, children, and people under the influence of drink and/or drugs. It is very important that the drivers of these people can be trusted to care for their passengers and deliver them safely. At the same time, the safety of the driver is important, and they should be protected from violent and dishonest passengers.
it's will be safer for all customers
Most questions that are asked, answer is self explanatory. Like window tinting, every other council operating IN bristol has no issue yet bristol has bristol licensing has a problem. Why should ph companies be responsible to check if driver is fit and proper. That's the councils job, why don't you ask drivers if a operator is fit and proper to hold licence let's how the shoe fits now.
This isnt the time to be putting up Barriers to employment
The safety of the public , has to be the number one , consideration. It only right that , the drivers should be held to a professional standard, known to the hirers. The professional drivers , should be confident , that spending money doing the correct thing. That they will not be, under-cut by cowboy's.
Hi, Is so much to tel about. As you know most of drivers are foreigners and less understanding of rules and regulations. I have awnser to the best of my understanding also Bristol city council have been dispatched some

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rules of not being fare to all trade as others, I hope I can be part of sharing my opinions.

Word document to follow

So that only trustworthy people drive taxis

It is an extra cost for owner driver

Some of rules will affect our business so that's why I agree some and nor agree some

Because Some of rules will affect our business so that's why I agree some and not agree some.

i need to use taxis regularly, I have noticed an increasing decline in taxi drivers' attitudes and skills. - Not being able to communicate adequately, not knowing the central parts of the city, behaving unreasonably, trying to charge more than the agreed set fare, talking on a mobile phones while driving, sometimes being offhand even being abusive, discriminating against disabled passengers.

I work in care so have to have an upto date security check, so why not taxi drivers who deal with public.

Hope the English test is going to be both written and oral , any one can pass a written but doesn't mean they any one person can talk the language .

I think you missed the opportunity to include something similar to Londons the knowledge. The amount of times taxi drivers take a longer route is ridiculous, they should all know the quickest route, or ensure all drivers have sat navs or equivalent

In my experience of taking taxis in Bristol the drivers are often on their phones, using apps or otherwise distracted.

I agree with these proposals. I don't agree with tinted windows due to safety for females in the cab.

My only concern is that with clean air zone fees. And additional costs for taxi owners. that this will be yet another cost passed onto customer.

When I lived east Bristol, I used dad's cabs for years. Since moving 2017 I haven't got a taxi once. I am too scared to get a taxi which would likely be one from taxi rank temple meads. I wouldn't feel safe in those taxis so this will be a welcome change. I just wonder if taxis will end up being cost prohibitive. Like everything has become in this high cost run down city.

I have to have a DBS as of my job but it is more lip service than a thorough check however ot is better than nothing. I fweel any qualifications that reduce the number of taxis at Temple Meads has got to be a good thing. I occasionally pick immobile people up or take them down to the station and often can't get a place in the visitors area as Taxis are in there are there are apparently no other places for them to go (I have photos of tem incorrectly parked). We also get the beeping horns they constantly male at other drivers to tell them to move down the cue or frequent arguments they have with each other. In can appear like bedlam at times and is not relaxing when you want to pick or or drop off a loved one

as a woman who uses taxis, I can tell you about so very many terrifying experiences in Bristol in the last 20 years. I don't think the proposals go far enough in terms of complaints management and there needs to be some way of tracking the taxi driver/vehicle rather than having to try and take a photo of their number/registration. These details should be provided to every customer at the point of engagement without fail. Somebody also needs to teach people about the geography of Bristol and most have no clue (nor even how to drive on the left hand side!) These measures are s step in the right direction though.

sometimes feel intimidated getting into a taxi as an older disabled women - so currently avoid taxis where i can.

charging is often opaque, drivers often take "the longest possible route" and ignore when you ask them to take a quicker route, and sometimes taxis are really filthy inside , smelling of cigarette smoke

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Also, of course, charges seem to vary and are often extortionate

Rules for private hire companies in particular need to be more stringent to protect the general public. Of particular concern are children whose parents book journeys for them

I think existing measures are the strictest and toughest in the country. By continuing to add to existing measures would not help to bring a massive improvement. In my opinion better engagement with the drivers, operators, public and experts would help to educate and improve the industry.

I agree that tinted windows (privacy glass) should be allowed if a standard manufacturer's product is used & NO TINTS.

1. All the above answers, I have ticked are necessary.
2. To my view it is right that Bristol City Council to have strong position whoever driver taxi and company to be regulated and controlled.
3. All drivers must at least have good knowledge and speak English.

Interesting why only private hire will be allowed to have factory fitted tinted windows and not Hackney whereas South Gloucestershire drivers have no problem with their drivers having tinted windows and over 90% of their drivers work in Bristol.

Also why is the onus only on the driver surely the operator is also responsible when an act is committed and therefore their licence should be revoked as well. Or is the driver a soft target.

it is approved our business

We are already governed by so much red tape and unnecessary policies we just don't need to make it any more difficult than it already is. Every year I have problems trying to renew my license with one thing or another. IF IT AIN'T BROKE DON'T TRY AND FIX IT. 32 years in this trade and this last 15 years have definitely been the worst. It might have made you've easier with everything no online but I can assure you it hasn't with us

Greater security for passengers

I think tinted windows shouldn't cause a problem and also think that private hire cars should be allowed 15 years licence instead of the 10 years very expensive to change car ever 10 years

I am glad that there will be some changes to the current taxi trade policy, especially with regard to vehicle licence. I have been trying to purchase a vehicle to be licensed as a private hire but unfortunately most of new and latest used vehicles do come with manufacturer tinted rear windows as standard, as a result I have been out of work for the last 3 months.

I still don't understand why Bristol Hackney vehicles need to be blue and PHV are not allowed to be blue. Whereas S.Glos can still dominate Bristol with whatever colour vehicle they choose. Also, they do not need a knowledge test and can have a vehicle for 15 years and only work in Bristol. So nothing is going to change in Bristol. Drivers will continue to defect to getting the easier S.Glos badge and plates. Please put these points across to whoever created this survey, because Bristol Drivers are fed up.

The taxi legislation in the UK is outdated especially after arriving taxi app companies like Uber so it needs to be updated according to time

Taxi Policy needs amendments

Why is there such a big difference between where Bristol PHV vehicles get not found and South Glos drivers get not done?

The proposals are fine. I just wondered where Uber would fit in?

☑

I think it's good to have certain rules to protect the public, It would also be nice to have a list of vehicles that are currently being used as PHV so we have a better idea of what vehicles are acceptable when purchasing a new car.

I would like Hackney taxis to have for hire light on top of the vehicle, when booked light is turned off

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For card payments to be accepted by the driver, a provision should be placed by the Bristol City council to recover the cost of card machines, their installation within taxis, as well as ongoing costs of taking card payments

To allow tint window rear is very good decision because now new manufactory car rear windows are tint taxi MOT service compare with other MOT service are expensive and better to have another MOT service too and also extend the age taxi service operating more than 10 years age why not allow to operating the taxi when age reached 10 years and why we should do each year 2 MOT service when the taxi age more than 8 years

The proposals would allow rear windows to allow 0% of light through, ie completely opaque. This would a car with no rear side windows fitted by the manufacturer be permitted?

There are many taxi drivers, who accept payment by cash or card including myself and taxis are displaying the signs, if they are accepting the cards. But it should be optional, not mandatory.

Legal tender still in this country is Sterling Pound.

Nobody should be forced to accept cards, if they wish to receive payment for their services in legal currency.

God save the Queen.

The Safety of the Public we serve must be paramount and Safeguarding training is welcomed fully. The DBS function is also improved by keeping data updated so as nothing has escaped the time lines As all drivers at some point will carry vulnerable people it is detriment to society that as Licensed by the City we are fully vetted continuously . To have card machines as a mandatory practice is putting pressure on the public as well as the driver to become a cashless society. Tinted windows have no place in Public Vehicles, we should be transparent in all that we do. I have Transported many Celebrities' in my time and not once did any of them mention they would like tinted windows. To have a written English Test would please the public no end, it is one of the biggest complaints that i receive from passengers, we must be able to communicate fully with our passengers, I would have thought this would be welcomed by all so as to save any misinterpretation or misunderstanding thus leading to arguments or worse still any police involvement over fares or conduct.

There is lots of rules and regulations for Bristol taxi drivers and vehicles by Bristol city council. But unfortunately lots of out town taxis are working in Bristol city and within boundary without any of these restrictions, rules and regulation for drivers and vehicle. These out town taxis waiting for their customers even in Bristol taxi rank. So what is the point to apply these rules to Bristol taxis even when most of the taxis are from out town which are not under control of BCC. It is ridiculous to see that most of the taxis (out town) have no restriction and some of them have tight rules and regulations in same working area. So at first BCC should control the out town taxis working in Bristol city and inside the boundary. Without this control this is not a proper consultation and absolutely big joke.

I think all taxi drivers should accept card reader, but should NOT have to be displayed. Tinted windows as long as they are from manufacturer should NOT be an issue. The DBS issue I think everyone who is involved directly or indirectly with the taxi trade (Hackney or Private Hire) should all have an advanced DBS check done regardless of position.

I use private hire taxis a lot. The firm I use is very good & I feel safe with them, but some changes would be helpful. I always pay by cash. I don't want to give my card to anyone, that I don't know. I recently made a donation to charity & now I find that their computer system has been hacked & personal information has been exposed. The less companies that have payment details, the less chance there is of hackers accessing private information.

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DBS and PHV Operator requirements are clear, and the other requirements are listed are all about the business of running a taxi. But there is still no check/test on the quality of driving which is equally an issue of safety for the driver, the passenger(s) and other road users. The govt. scrapped their test 6 years ago and nothing has been brought in to replace it.

As a cyclist I have been involved in 2 accidents in the last 5 years, both involving taxis and in both cases the taxi driver was found to be at fault. After one of them, four pupils at the school where I taught told me they had also been hit by taxis in the previous year. There is/was a facility of the Council website to report poor/dangerous driving on the part of taxis. It appears either not to be monitored or submissions are ignored.

A regular inspection (every 3 years?) of driving would involve cost but others' safety is more important. Maybe the cost could be included in the license renewal fee.

When I use a 'taxi' as I need to because of mobility issues I need to feel that the person who drops me outside my home usually in the evening is trustworthy and an honest person. There have been occasions when I have felt unsafe in the past.

Our answers are based on improving the taxi structure and safeguarding of all Bristol Private Hire and Hackney Carriage drivers and operators. also to make it a fair and level playing field for Bristol drivers.

Because I agree with the changes that need to be put in place.

I also think private hire fares need to be regulated, there are companies competing with each other by lowering fares, this is not fair on the drivers especially as commission is now at a record high in Bristol

Some of these new rules will prevent many drivers trying to earn an income taxiing. Drivers who have settled here as asylum seekers & refugees etc are often fully qualified for another profession in their own countries, but unable to practice here due to the costs of requalifying under British systems. Other drivers would not be able to work anywhere else if such a flexible work option was not available. This hammer blow of regulation is not the way to bring about any change & it is not conducive to an inclusive society with equal opportunities.

Anything that adds to the cost of being a taxi driver will penalise the most vulnerable of those working in the sector - & penalise those who need to use taxis who cannot afford their own car, or are not able to drive, as fares will simply increase & less drivers will be available. It will drive the smaller less formal businesses out of business which means even less services available in the local community - & more money for the "big boys" of the taxi running business. Small local firms remember who you are, can assist with carrying shopping & particular needs as they remember you & in my experience are helpful & friendly. I have only had cause to complain twice in a lifetime of using the private taxis & both times the proprietor responded. The firms I have generally always used rely on many drivers whose first language is not English. It is educational both ways!! These are the most obvious drivers who would be penalised by some of these rules. It is also important that those cultures who are more likely to use things like cannabis are not unduly penalised. The worst substance for affecting driving & behaviour is alcohol but far less people are charged for using this irresponsibly.

Due to these proposed rules institutional racism will also penalise those working in taxi business due to the fact that most drivers are working class and /or from ethnic minorities & consequently proven to be much much more likely to be stopped, cautioned, charged etc & so to have a criminal record - whilst a white person would never have been stopped or charged in that very same offence recorded.

The timing of this consultation is totally inappropriate when some of us are relying on taxis to get any of our shopping or to go anywhere anywhere at all. It is time to encourage not to bring in costly new rules. Public transport is now more difficult than ever for those of us who are ill or disabled, not only because nobody stands up to offer their seats any more & the buses are often too crowded to sit. Also fares are continually increasing & routes lessening. On top of this we now have a pandemic with no knowledge of when or if it might end, taxis are now the safest way to travel

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& a lifve -saver for many of us. Asusual it is the people who are most vulnerable whether financially/socially/ health - wise/economically who would be most il-affected by this over bureaucratic, unnecessary raft of changes. Private taxtis are essential to many of us & their flexibility and availability are a regular necessity. Particularly those for whom English is not a first language. To require that people who are simply driving someone from A- B & taking a fare to not only study but to take an exam is unnecessary.

They provide a friendly reliable driving service in my over 50 years of using private taxis.

This consultation should not even be considered without the future of road use & public transport being fully considered at the same time. Taxis are an essentila part of the present & future environmentally & socially. Nothing about transport should be considered without allowing for the potential of a continuing presence of viruses.

To be honest I am shocked that there is not already a requirement for DBS.

Pre COVID I used private hire regularly.

Many of them are beyond my ability to comment. Those I agree with, I have said so.

What I would be very glad to have printed, whether in Dentons.net or any other circulated list, is a choice of licenced independent taxi firms. At present Vcars have become overweening, and so dedicated to answer calls with a machine that they won't listen to particular needs. The only one advertising in Dentons this year is Zcars :- fine, but please let us have a list of other choices.

I strongly agree with all these proposals as they are common sense. They would mean that the standard of drivers would increase and so would public confidence

Card payment should be optional not mandatory

Because that's what it should be which is my honest evaluation

Tinted windows should be permitted regardless of use of film or factory as long as they meet government guide line. The results would be the same. If it's a safety concern for the driver and/or its passengers then majority of drivers that operate within Bristol city transporting the citizens of Bristol city are license holder from other councils which permit conditions that contradict Bristol city license conditions.

Because that's my opinion

It's my thinking

I disagree about the English test because we already had a lot of tests before example, the knowledge test skills test NVQ so what else are you asking us it has been a difficult year for us.

Having a mandatory requirement for contactless or card payment will put taxi drivers into the modern age. I use taxis about one or two times a month, and perhaps the only time I use cash for any of my transactions (shopping, buses, food etc.) nowadays is taxis, apart from someone that does some gardening once every 3 months or so (not in lockdown). Taxis are almost the total exception to the trend towards near universal contactless payments. So I carry cash just so I can pay taxis. It is very rare that a taxi driver has or offers card payment in Bristol, contrasting to many other parts of the world.

In addition on the rare occasions I have used a taxi, the driver has not always had the correct change, especially where the taxi is late and I don't have time to wait I have paid more than the agreed fare.

All the proposals seem to protect the public and ensure appropriate people are employed as taxi drivers.

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<p>Its completely HC driver discretion the mode of receipt of payment, ie; cash or card. Please don't impose another burden by making card machine mandatory.</p> <p>Another important suggestion regarding PH operators licence that a law must be made nationally regarding PH job reciprocity .A policy to pick up from their own licensed council area and drop anywhere. Presently this law only applied to HC drivers. This will at least assure HC and PH drivers, minimum jobs and a justification to holding that council licence.</p>
<p>conditions appropriate to improve safety & control of PH operations</p>
<p>I agree with the majority of the changes, I'm less happy with the English qualification and think it's much more important that my taxi driver has a knowledge of Geography (some drivers have no clue where they are driving to) and the Highway Code, both of which have been lacking including: using phone whilst driving, not paying attention or giving space to cyclists, not using indicators, not waiting to allow cyclists to pass. A regular resit of their theory test every 5 years might be much more valuable especially keeping me safe. The tints are also a concern for lone female travellers who want to be seen.</p>
<p>I think that any job in which the person doing the job meets with members of the public in confined non-public spaces should be vetted for certain types of criminal history. When you hire a taxi you are putting your trust in a stranger. You are entering a confined space and one which can be moved and controlled by the driver, so the type of risk someone taking a taxi is subjecting themselves to is unusual. And although most taxi drivers do their jobs well, there need to be safeguards, just as there are in teaching and other professions where there is an imbalance in control.</p>
<p>Good for public safety however if the driver first language is English language they he should be exempt from a English test</p>
<p>All pretty obvious and should help and reassure both sides</p>
<p>I believe more checks are done Taxi should not be sub let To have trust in the taxi service that we are using is safe at time of the day or night, after night out (2/3 o'clock in the morning), not worry that the drive is going to Abuse is position by charging more, going the long a way round or even worse. To have a clear picture of the driver at any time of the day or night. &etc</p>
<p>With regard to the mandatory payment system I think the ownership should be on the driver and not the proprietor. As I hire vehicles, I do not want the responsibility of managing customers payments on myself.</p>
<p>These proposals are very desirable from the point of view of security and to protect the many highly competent, well trained drivers who have been undermined by indiscriminate issue of licenses. That said, Bristol has higher fares than other big cities even London and that discourages people from using properly licensed, safe cars. There are currently too many licences for cab use. Paradoxically, fewer licences would allow fares to be reduced.</p>
<p>Will there be requirement for drivers to do another safeguarding course when we have already done one as a requirement of our work with NHS passengers as most v cars drivers have had to do only a short time ago</p>
<p>I think all the proposals are for the good of the trade, i would how ever see that there is no cost involved to licensing on any checks DBS etc. Can't theses checks for criminal acts and history etc be paid for by licensing and up dates.</p>
<p>I would kindly to request vehicle age limit to be extended 1 or 2 years as the vehicles where parked almost 1 and half years as bristol vehicle license holder which is 2012/2014 and didn't drive for almost 1 and half year due no one can afford to rent. So</p>
<p>I have renewed my DBS last year (2020) would I need to do it again in order for me to go on the update service?</p>
<p>Am agree with that</p>
<p>I am taxi driver so it's gone affect me in the future if I don't participate in this Survey so I need to</p>

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make my chose thanks
I completely disagree for the assessment of the english language as an existing hackney carriage driver for over 23 years experience. Regards.
I don't think that the existing holders need to do the english test because they have been working for many years and they are very experienced. However, I feel that they should do this test for the upcoming drivers .
Card payment as most of the drivers are already using card payment making them spend more money on special terminal holders will be unnecessary just a signage should do with the requirement.
Well they understandable and good for public
I feel that is my help the council and the trade
My selections vary, however a few of the items I'd describe as important are the English test/s... a basic command of English written and verbal should be the bare minimum requirement... Also DBS expiry leading to potential penalties is harsh as it could possibly be overlooked quite easily depending on circumstances at the time.
I think all positive changes in business should be implemented to make safe environment.All we want council should take notice on cross border work.you have made changes in all fields apart from cross border permission to work for p/h.please look into this which is effecting all Bristol drivers
I think new rules should be for new drivers not existing drivers, thanks
Question 3. Card Payments. As a Hackney Carriage Driver I do carry a card payment machine but as a trader I should not be compelled to accept this as a means of payment. There are circumstances when cash in advance of a journey is preferable for peace of mind and if the required advance payment exceeds the metered charge, change is easily given. Question 6. Assessment of previous convictions. This should be a matter for those with experience of offenders, not a simple survey.
There is no space in my vehicle to fix the card reader. DBS online system is most convenient
what about advanced driving skills training? Many taxis drive too fast, do not obey speed limits, and do not give the required space when overtaking bicycles. They also stop in the bike box at lights. I want to be safe outside a taxi as well as inside!
I fully support increasing the period for which a person convicted of violence or dishonesty cannot drive a taxi. But I disagree with the similar policy on drugs. I don't want to be driven by a violent or dishonest person, but I have no problem about someone who spliffs up in their spare time. Further more, I can see this part of the policy being the basis for discrimination against minority groups who are perceived as having a tendency to use recreational drugs.
I often feel intimated getting into a taxi as an older disabled woman, so i currently avoid them when i can charges are often opaque, drivers often take "the longest possible route" and pretend to ignore/ not hear you/ not understand when you ask them why they are taking a long route, taxi's are often filthy dirty and smell of cigarette smoke, drivers often fail to use seat belts and of course charges in bristol are extortionate compared to other cities (I have a lot of experience of taking taxis in london as i worked there for 10 years, where charges are considerably less, drivers are less intrusive and cabs are much cleaner)
All the new proposals seem to provide more safety and transparency's to both operators, drivers and users of cabs.

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I use taxi services much more than I used to and realise how important regulation is to my safety and well being when having to use this form of transport. The increase in unregulated online services is making it difficult for licensed taxi drivers to compete and forcing them to put pressure upon regulating bodies to reduce or change the license standards to the detriment, I believe, to the safety of customers. As an elderly, female customer, I am very anxious that regulating bodies do not succumb to such pressure and, indeed, am prepared to pay a little more if this safeguards the businesses of regulated taxi services.

I feel safer in cabs without darkened windows. It means people can see you if you are in distress.

Taxi driver standards of behaviour are in decline. This is an industry that needs closer regulation.

Card payments does not take into account of many who pay by cash having no credit card.

A person using public transport, including taxis, is putting their life in the hands of a stranger. Those seeking to provide a taxi service must demonstrate that they can be trusted to safeguard the lives of those using their service. To do this they must have the necessary skills to operate their vehicle but also provide evidence of their ability to meet wider service criteria. Those unable, or unwilling, to provide sufficient evidence should not be given responsibility for the lives of others.

English language so important, I've felt really uncomfortable regarding communication with some drivers.

Not too sure about the driving skills of some taxi drivers who just have a city license plate just attached to rear of car.

TO BE HONEST THERE ARE TOO MANY PRIVATE HIRE VEHICLES IN BRISTOL AS IT IS. MOST OF THESE OPERATORS WOULD BE BETTER SERVICED GOING ONTO THE FIRST BUS SYSTEM AND BECOMING BUS DRIVERS SO THAT PUBLIC TRANSPORT CAN BE MAINTAINED.

Safety of the public!

I use Uber Taxis and currently use a mask inside the taxi. The Uber service does not require the driver or customer to talk at all and no money exchanges hands. The customer controls the pickup and drop down places. The service is very prompt and efficient far exceeding the old fashioned taxi services.

I would object to all but the basic English speaking and written testing as I feel it could be considered racist and excluding.

The Uber taxi service has enriched my life enormously, which no other taxi service has ever done. Please send me details of the proposed oral and written tests.

Thank you **[personal information redacted]**

The Hackney carriages operating from the city centre routinely suggest that they don't do the meter on certain trips (to anywhere in south glos). They then seem to make up a price. I feel that this is not right. Additionally when you get in a hackney and the car is in terrible condition. Perhaps some sort of requirement for enhanced levels of maintenance. Finally when you get in and are not even certain the driver is the same person as who holds the licence to operate. Perhaps some sort of whistleblowing service to stop fraudulent use of one licence by many individuals.

There should be nothing to hide in the back of a taxi, therefore I am against the use of tinted glass. I hope that there is included somewhere the need for low pollution propulsion. I recognise that immigrants will want to be taxi drivers as their first job in this country and therefore expect that the English language test will be focused on this as a way of helping them to settle in.

I don't drive and need to be reassured that use of taxis is safe - I am an older woman who travels alone. Card payment is essential.

Cashless transactions would make Taxis safer for operators.

Mostly used for going to and from Bristol Airport, where the cartel needs to be broken up.

The arrangement for taxis is nothing short of scandalous!

Taxi Policy Review – Consultation report

<p>As a service provider for the general public, issues of probity, fitness, lucidity, and fluency in English are essential.</p>
<p>Taxi drivers are professionals and therefore need to meet professional level driving skills, communication, responsibility for maintaining vehicles etc. I strongly agree with all measures that hold driver to a high standard in all aspects of the job and to regularly review their standards. As a cyclist I'd like to see special training required for taxis about driving around cyclists in bust urban setting. I experience poor driving and danger from cars labelled as private hire and Hackney. Driving over speed limit is another danger to cyclists and everyone.</p>
<p>The focus must be on the safety of the passengers.</p>
<p>Tinted windows should not be allowed as that might hide criminality such as a passenger being assaulted in the back of a taxi. All windows should be clear.</p>
<p>I would not wish to discriminate against any person but basic english language skills for drivers of english speaking passengers are essential for confidence and safety. Passengers should also be able to request drivers proficient in other languages as well, so there should be proficiency tests for other languages in a similar way to how the council offers documents in multiple languages.</p>
<p>All vehicles should be fitted with stop - start technology and all drivers should have to comply with no idling of engines when stationary</p>
<p>My personal views are every person using taxis should be able to feel safe in the knowledge that the driver has been checked on a frequent basis.</p>
<p>It gives much greater comfort to know that service providers are regulated and required to maintain certain standards. It is important that people can be confident in getting a taxi/phv.</p>
<p>I feel that a good knowledge of English is important to a driver, certainly as far as understanding your instructions, along with a good grasp of where places are in the city. I am blind and as such cannot help with navigation. Drivers should certainly be well checked out but i marked the following question about operators as agree as i think that those who only work in the office don't need to be checked out as much as drivers in the vehicle with passengers. My only thought about tinted windows was that for those who have reduced but some sight this can be quite challenging for viewing things within the car but also being able to keep their bearings/help navigate to their destination. That said i am not unduly concerned and non-taxis may of course have a tint.</p>
<p>Because I feel the council is going to stitch us up with the card reading machines they will probably make us have all the same machines and probably the most expensive ones as well.</p>
<p>The proposals are a proactive way to safeguard customers and to reassure them that their driver has been thoroughly vetted. The public needs to feel confident that getting into any Taxi in Bristol they can be as safe as it possibly could be.</p>
<p>Taxi drivers have responsibility for people's lives and safety and they must be able to show that they are proper people to be given such trust.</p>
<p>I am extremely disappointed to see that there are no proposed changes to encourage or mandate the use of low or zero emissions vehicles. There are now a wider range of zero emissions vehicles available, suitable to be taxis. Furthermore, taxis are ideal suited to battery electric vehicles, undertaking numerous short journeys in the city centre.</p>
<p>I have not been a great user of Bristol Taxis, but plan to use them more once our personal freedoms return.</p>
<p>Any additional improvement in the checks and regulations on BCC approved taxis must be an improvement, as all citizens of Bristol may use them as a service. We have to be able to demonstrate to Central Government and the possible Taxis customers that they are safe to use.</p>
<p>As a regular user of taxis, I have sometimes had difficulty understanding drivers and they have difficulty understanding me.</p>
<p>It is default time for taxi trade we do not need rules we financial help</p>
<p>I think these checks should be in place. Customer safety and offering a variety of payment options should already be in place.</p>

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The reasons for my answers are the following my family my wife and daughters feel unsafe using private hire vehicles many times they have tried to come home from town and the drivers are not friendly and a little bit familiar with their attitude towards my daughters I have used them myself as I'm disabled and find some of them very on helpful and take me on routes which are longer than they should be I've been driving through Bristol for the last 35 years and no Bristol as you say let the back of my hand and on several occasions I've asked her had to ask them where they were going I feel there are too many private hire vehicles and also too many hackney cabs in Bristol you see them queueing up for hours without getting a lift I think the weekends evenings there should be allowed more on the road and not so many during the week they are not needed I also think the council should employ more undercover taxi officers to check on the behaviour and the service that these drivers supply to members of the public or even have secret customers like supermarkets have secret shoppers have secret taxi Riders to report back on the behaviour and the service of the drivers most people I talk to you in the disabled community don't think the service is good at all and it's mainly down to the attitude of the drivers I would love to hear back from someone regarding the comments

I strongly agree that some taxi drivers need to improve on their english language skills as this would make it much easier for everyone.

I think with some of these changes, the Council is trying to pass its responsibility to Drivers and operators.

I don't think there it's big difference between them.

anyone working with the public should do the DBS check to make sure the public is safe in the vehicle

More 'mystery shoppers' needed to investigate taxi drivers. The number of times I've tried to get a taxi and they've wanted to do a set rate instead of by the meter and then they argue that I'm south Glos and not Bristol (I'm definitely Bristol).

Honestly, besides the mandatory card payments I am almost indifferent to the rest of the proposals here. I do believe in second chances so do not want people who have "done their time" to be continuously penalised. What i do want from the Bristol blue taxis is; 1. Card payments - no quibbles 2. Polite Drivers - level of English is indifferent, once they know where they are going. 3. Comfortable cars 4. Safe driving 5. Reasonable prices.

I use uber as the drivers obviously don't need cash, can be reached easily and they are always polite and cars are always comfortable. I begrudgingly use a blue taxi from the station once in a blue moon.

I had experience of this when serving in the police of the consequences of not having the same procedures in place that most other walks of life require. It would also provide a sense of confidence when using taxis etc.

Health and Safety for the general public and for the drivers and businesses. Security for all passengers and fellow road users. V cars already use non cash payments, In my experience you feel more safe driven in a taxi than on First buses.

The safety of drivers and passengers is the number priority.

when you visit other countries, towns and cities drivers are polite, helpful and dressed tidely which makes you feel very welcome

I was disagree with some points like language skills written & speaking, because of some driver has already been taxiing more 10 years

I would like to know as many safety precautions are in place to make my journey safe and stress free as possible, as few people carry cash due the Covid 19 pandemic card payments are becoming the norm.

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I am a disabled woman who's often taken taxis. I get a variety of responses, mainly positive to needing help to access the vehicle with my wheelchair. However, I have had issues with private hire drivers refusing to take my wheelchair as it doesn't fit in every boot. Sometimes I have been charged extra for needing a "larger vehicle" to fit my manual wheelchair into - not true, it fits in most cars without problem. However, when I report it, I find that PHVs are licensed differently to Hackney Carriages and can get away with behaving in a discriminatory way. I also had a nasty situation with one of the drivers of a local PHV company, when challenged about charging me extra, he became really angry raising his voice at me and speeding. This really scared me, but again its difficult to do anything if the company won't act and they aren't covered by rules on driver behaviour or needing DBS checks.

All cabs should be electric

I have my own contactless card payment machine & it is visible to customer.
I will not agree to have another one installed by the council.

English language test has already being tested at gold standard I don't know why it's necessary to impose a new condition. DBS monthly subscription is just another cost for us.

All taxi must use card payment and no cash

I disagree with drivers having to provide a basic DBS disclosure as I believe they should have to provide an enhanced disclosure. Hackney cab and private hire drivers are responsible for transporting vulnerable people, both adults and children so it is vital that their customers are safe. More checks should be done to make sure a vulnerable person is not getting into a cab with a person they may not be safe with. This is even more important in light of the Sarah Everard tragedy.

Why does it take a survey to figure out that companies like Uber have been more successful in this city because they allow card payments? That people don't want to go to a cash machine in the rain before catching a ride home.

My point is, this process is outdated and can't keep up with far more innovative service providers.

Why not:

1. Create a central app for people in the city with built in card payment
2. Create a separate feature allowing women drivers to be hailed by genial members of the public if preferred

Previous data has shown that many taxi drivers have been charged with sexual and violent crimes in the UK. This is NOT acceptable and should not be tolerated.

UBER is very popular for it's ease of payment method, there is a demand for card machines.

Disclosure of unspent convictions should come with clarity that an unspent conviction does not mean 'no job'

8 Appendix 3 – Outreach session minutes

Taxi Consultation- Outreach Session- Taxi Forum
10th March 2021

4 attendees:

Questions received:

1. **redacted** - It would be useful if we can build in conflict management into the training.

2. National Std's 5.14 should not be given the benefit of the doubt- what will our approach be?

A: As we find our feet with the new policy likely to be a combination of referral to committee and delegation to Licensing Manager/Team Leader. For low level offending say shoplifting when very young, then perhaps a more lenient approach can be taken.

3. **redacted**. The requirement relating reporting of complaints needs to be a condition to ensure there is no conflict with GDPR/data protection.

A: Yes we can certainly take that away and amend.

4. **redacted**. Fixed location of car readers. Carl confirmed as drafted they must be in fixed location in view of customer.

A: Confirmed we can reviewed this providing there is suitable signage advising card payment can be taken.

Taxi Consultation- Outreach Session 2nd March 2021

21 attendees

Questions received:

1. Will this apply in S Glos?

A: Yes, all LA's are required to implement.

2. Tints for HC's

A: Yes, a similar question was received at the last session and that is something we can look into.

3. Are we going to save more taxi's. Numbers are reducing.

A: This shift as a result of changes in consumer habits and demand continues and that trend is likely to continue. HC's play a vital role as part of the transport infrastructure but we are unable to say what that will ultimately look like.

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4. Certificates of good character. **redacted**. Previously I have asked for a character reference and you have refused. How will this work. They are issued by embassies. If you have not come to the attention of authorities in the country you are visiting that is a good thing but we cannot issue references. Iftikhar became very aggressive and call us all liars- he then left the meeting.

Another person commented it would be better if they called them Police checks- yes that may be a better name but that is what they are legally called

5. Most countries don't offer Certificates of Good Character.

A: Probably the other way around, it is only a small number that don't.

6. **redacted**. When will this be implemented?

A: This is consultation, take away responses, and present back to committee- unable to say precise date.

7. When will drivers become employed as a result of the Uber case.

A: Not something that is relevant to this consultation.

8. Cost of card reader fees.

A: Requested by the trade, a balance between improved accessibility by customers by persons travelling without cash and small cost for payment. Need to compete with App based booking providers offering cashless services.

9. Need more financial help due to Covid

A: Not relevant to this consultation

10. MOT's Sandy Park like S Glos.

A: Cost of Certificate of Conformity actually more expensive in S Glos if you combine costs. It is not just an MOT. No proposal to change.

11. Cost of Fares for PH.

A: Private Hire fares are set by the Operator. LA has no control only HC fares.

Taxi Consultation- Outreach Session 25th February

18 attendees

Questions received:

1. Are they being implemented across WECA

A: all LA's are required to implement the std's. Not sure where each LA is with progressing theirs.

2. Safeguarding for school transport- is that sufficient?

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A: No, the safeguarding training being implemented covers all forms of vulnerability and safeguarding not just CSE.

3. Cost of Safeguarding training

A: will be procured and likely to be incorporated into licensing fees.

4. When will tinted window policy be implemented

A: when the policy is adopted by Committee after consultation.

5. Can HC's be allowed tints so we can have equal policy with Private Hire vehicles.

A: Certainly something we can look at.

6. When will the policy be implemented

A: As above

7. If card readers are fitted and driver takes money upfront, what happens at the end of the journey of the meter price is lower.

A: either don't take payment upfront or give refund for the balance. If travelling outside of Bristol District then no reason why fee cant be agreed with customer.

8. Who is going to police the policy

A: Ongoing process in the normal way it is now.

9. Do you have a F & P policy that can be used by Operators

A: Using the F & P policy form our policy would be a good starting point for operators.

9 Appendix 4 – Email responses

[Redacted] – Comments/questions included in Excel change log

End of document