



Taxi and Private Hire Policy Consultation

October - November 2020

Report January 2021

Insight Team
BCP Council

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1. Executive Summary

Below is a summary of the key findings from this survey:

- There were 69 responses to the survey
- Most respondents were 'Taxi and Private Hire drivers/operators/vehicle licence holders' with the majority of these also being BCP residents
- The taxi drivers that responded were mainly from Bournemouth and Poole
- **Taxi and Private Hire Driver's Policy:**
 - Respondents focused mainly on suggesting changes to the draft policy and criticisms of how the council has approached these issues
- **Taxi and Private Hire Vehicles Policy:**
 - Respondents focused mainly on suggesting changes to the draft policy
- **Taxi and Private Hire Operators Policy:**
 - Respondents focused mainly on suggesting changes to the draft policy

2. Introduction

BCP Council ran a consultation seeking the views of residents, organisations and interested parties with regards to the content of the proposed Taxi and Private Hire Policies.

The draft policies are designed to replace the existing policies from the previous Councils. The proposed policies provide consistency for applications and enforcement across the conurbation and ensure all taxi and private hire licensing is harmonised and delivered to the high standard expected by the BCP Council Licensing Authority.

There were three separate documents which each refer to the individual strands of the Taxi and Private Hire Licensing regime, with each relating specifically to the requirements and conditions of the licence held. The primary focus of these proposed policies is to protect passengers being transported in licenced vehicles by ensuring high standards for licenced drivers, safe well-maintained vehicles and operators ensuring bookings are recorded.

Respondents were asked to read the 3 draft policies below and provide comments through an online survey:

- [Taxi and private hire driver's policy](#)
- [Taxi and private hire vehicles policy](#)
- [Taxi and private hire operator's policy](#)

The consultation ran from Friday 1st October 2020 until midnight on 2nd November 2020.

3. Methodology

The survey was hosted on the BCP Council Consultation Tracker page and was promoted through various channels including:

- Social media posts (Facebook, Twitter) – see more details in the [Communications Report](#) below
- Emails to key stakeholders including businesses and the general public
- BCP Business e-Newsletter

An online survey was produced asking for respondents' views on the proposed changes. It was made available at <https://www.bcpCouncil.gov.uk/About-the-council/Have-your-say/Consultations/Taxi-and-Private-Hire-Policy-Consultation.aspx> along with a brief description of the project.

The survey was designed in Snap (survey design software). The online responses were downloaded into Snap for analysis. The data was checked and verified in preparation for analysis and held in the Insight Team's secure area.

Quantitative analysis was carried out using Snap to identify the frequencies for each question. Demographic analysis was carried out to identify any differences in views by characteristics such as postcode, ethnicity and age.

Where sample sizes allowed, cross tabulations were run in order to identify valid associations between variables.

The write in (qualitative) responses were exported into Excel and coded into categories. Qualitative research does not seek to quantify data, instead, its purpose is to provide deeper insights into reasoning and impact and many researchers therefore believe that numbers should not be included in reporting. The numbers of people mentioning the most prevalent codes are provided in this report to give an indication of the magnitude of response. Importantly, however, given the nature of the data, this does not provide an indication of significance or salience in relation to the question asked.

4. Communications Report

Newsletters

We issued a news post in the BCP Business Newsletter. It was sent to 7819 subscribers, the open rate was 37.4% with 37 click throughs to the [Taxi Consultation web page](#) (27 unique clicks).

Social Media

Throughout the duration of the consultation, reminders were sent out on Twitter and Facebook with details of the consultation and how to take part.

Twitter



BCP Council @BCPCouncil

We want to hear your views on our new BCP Council Taxi and Private Hire Policies, to help us ensure high standards and the safety of passengers.

Find out more and complete the survey: <http://orlo.uk/vX05P>
pic.twitter.com/BIWLCg46BU

There were 2,318 impressions on Twitter posts, i.e. The number of times people saw these posts and 99 total engagements, i.e. The number of times people interacted with the tweet.

Facebook

BCP Council Published by Orlo · October 1 ·

We want to hear your views and feedback on our new Taxi and Private Hire Policies. The policies aim to protect passengers by encouraging high standards for licenced drivers, safe well-maintained vehicles and ensuring operators recorded all bookings.

Find out more and share your views: <http://orlo.uk/zOqY5>

The consultation closes at midnight on Monday 2 November 2020

10,499 People Reached 1,150 Engagements **Boost Post**

11 75 Comments 8 Shares

Like Comment Share

View comments Oldest

Comment as BCP Council

Almost 10,500 people were reached through Facebook and there were over a thousand people who engaged directly with the posts about the consultation.

5. Findings

A total of 69 responses were received to the online survey.

Figures in this report are presented as numbers of people who answered the question excluding 'don't know', 'not applicable' and 'no reply', unless otherwise stated.

Please note that where numbers have been provided for the most prevalent codes to open-ended questions, this is to give an indication of the magnitude of response rather than an indication of significance or salience in relation to the question asked.

5.1. Draft Taxi and Private Hire Driver's Policy

The draft Taxi and Private Hire Driver's Policy proposed that all new and existing drivers will be required to meet stringent fit and proper tests to ensure they are safe and suitable people who we can trust to transport our most vulnerable members of society. This includes a robust convictions policy, check and training in safeguarding and safe passenger transport of wheelchair users.

Q1. Having read the draft Taxi and Private Hire Driver's Policy, is there anything you would like us to change, add or improve?

Respondents were asked to prefix their answers with the words "change" "add" or "improve" and clearly state the paragraph number that their comment referred to. 39 respondents provided comments which have been coded into themes to make them easier to interpret. For the purposes of this report, we'll focus on the most prevalent themes: 'Change', 'Criticism', 'Improve', and 'Add'.

Change (12 comments)

These respondents wanted to see changes made to the proposed Taxi and Private Hire Driver's Policy:

*"Change- all services should be **card payments only.**"*

*"**On page 27, paragraph N** - records must be made by driver to confirm checks have been undertaken. This is over the top and beauratic. As a responsible driver will always be aware of faults on his or her car and will always rectify said faults before going out. **Keeping a daily record is not needed.**"*

*"Yes 7.6 - all PH to under go a knowledge test? Why? We spoke about this and **I also see no need for a draconian knowledge test for any driver now it's 2020.** No one uses a map book everyone uses Sat Nav and we are competing on uneven ground here as Uber can get a licence elsewhere no knowledge test. Yes, we must have standards but **this will severely limit the amount of drivers coming through, I suggest a small test on landmarks if we are to have one.**"*

*"**16.3** - change."*

*“The condition which states 'The licence holder must notify the Council in writing within 5 working days of any change of operator through whom he/she works.' - we assume this is designed to prevent drivers working for multiple operators. **We do not believe this condition or similar conditions should be included in any policy and indeed the majority of councils across the UK do not have such conditions, so there is clearly no public safety benefit to it. Ultimately conditions which prohibit drivers for working for multiple operators are bad for drivers, who cannot make as good a living; operators, as they lose flexibility in their supply; and the general public, who suffer from a reduced choice of service provider and see prices driven up by operators who monopolise the market (or come close to it).** Please note the following guidance from the CMA, demonstrating and supporting these facts - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/624539/taxi_phv_la_guidance.pdf”*

*“1. **I don't agree with issues of 15 disabled plates each year.** There is already a big issue with the ranks and congested space we have. There are not enough ranks and space for the current taxis. My request is to come and see the george taxi rank yourself. We are already congested and dont have enough space. **Now issuing 15 more plates each year will make the issue much worse.**”*

*“**Change the date for the implementation of the new rules. No decision affecting so badly many taxi drivers and their families can be taken under this unfortunate circumstances.** In the next year's taxi drivers will need to recover from the huge load of profit and they will not be able to afford such additional costs. In general, several improvements should be made to the current plan, i.e. opening ranks before issuing new plates.”*

*“I used to use Bournemouth Yellow Taxis and United Taxis regularly **but stopped due to the horrible and all too regular incidents I experienced with drivers.** Often they did not speak English so communicating with them was impossible. Often it was obvious that they had no idea where they were going - as evidenced by giving them a clear address and them driving around in circles, nowhere near the required destination. Often, if politely questioned they would react in a violent and threatening manner, leaving me shaken and terrified and having to ask them to drop me off a few blocks from my home so they would not find out where I lived. I was told by one (a rare, good and professional) driver that anyone could obtain a license from the relevant council taxi license department by paying a bribe - no tests or paperwork necessary. So it's not really surprising that local standards are currently so low. It's all very well putting new policies in place but there's no point to it if the taxi license department in the council have no intention of adhering to it or indeed, intend to continue in their own corrupt fashion. What a dismal situation. **Unless you really decided to do something about this (and not just pay lip service to it), I will continue to never use Bournemouth taxis again - it's just not safe.**”*

*“Bournemouth Taxis Ranks Association - I have been instructed by our Members to put forward their comments as regards the proposed consultation for Hackney Carriage and Private Hire. **We feel that no proposals or decisions should be made during this Pandemic period which would further adversely affect.** [Our] members earnings and working conditions, which have already taken a serious downturn due to the economic consequences of Covid – 19. **We feel this draft***

shows a complete lack of understanding by BCP Council of the knowledge of the taxi trade now, which has been heavily affected by the degraded work conditions. These include unfair competition from Poole, Christchurch and New Forest drivers with their more relaxed rules on tests for Hackney and PH vehicles and the large number of Uber cars from areas such as Southampton, Eastleigh, Portsmouth and New Forest operating in Bournemouth and therefore showing quite clearly on the Uber App when as we understand they have not been given a licence to operate in the Bournemouth area with Licensing unaware of who is driving these vehicles, whilst they are aware of who is driving all Bournemouth plated Hackneys and PH cars. In addition we also have to contend with a large number of private cars operating totally unimpeded inside the gates on illegal Facebook Lifts and parked on what used to be a Hackney Rank. These lifts are quoting prices for journeys far below Bournemouth Hackney and PH meter rates without the expenditure and restrictions that legal drivers have to pay. As previously reported by the BBC on 7th November 2018 one closed group of Facebook Lifts had over 7,000 members which at that date was the equivalent of a third of the town's student population. Drivers of this illegal industry would have no background checks or training, pay no fees for a License to operate and are driving an uninsured vehicle if accepting a form of payment. At that time Bournemouth Borough Council stated it was aware and taking the situation 'very seriously', so serious it seems that as far as we know the action taken consisted of either one or two nights of spot checks by Licensing and Police Officers in the Horseshoe Common area for one weekend only to date. Facebook lifts are still operating illegally unabated in areas Taxis and PH cars are prohibited. Dorset and Hampshire Police have a target to reduce crime and make both Counties a safer place to live, we believe allowing Uber and other Taxis from surrounding areas with more relaxed rules is going against what the Police are trying to achieve. We need to make sure our customers are safe and feel that these new proposals do not support this and there will be great concern for the safety of young students and the general public if these proposals go ahead as planned. All Hackney carriages have undergone the awareness course regarding sex trafficking and how to report such activity, other vehicles/drivers not educated in this serious issue would be a dangerous lowering of standards. **Our PROPOSALS are listed below:** 1. Keep the yellow colour (Jamaican Yellow) with the white reflective side stripe which has become accepted and liked by the general public as a recognisable safe means of transport. If yellow is good enough for size of a city like New York USA then its good enough for Bournemouth UK too. The proposed change of colour to white could easily cause serious situations as many car manufacturers produce a white painted car. 2. Reopen the Horseshoe Common and Firvale Road ranks to service the general public better by being closer to venues especially in adverse weather conditions, in a well lit area covered by good CCTV, together with easy access to Richmond Hill with four different directions to travel available. 3. Increase the number of dates for Hackney and PH tests in the Bournemouth zone. 4. Re-open the gates at Dean Park Crescent and Old Christchurch Road for common sense reasons – reduction in fare costs for those travelling to Parkstone/ Poole/Hamworthy/ Winton, Wallisdown, Canford Heath, Bear Wood, Wimborne directions and avoid the Health and Safety hazards of wholly unsuitable area we were moved to, mainly on the advice of a Police Officer who has since been removed from the service. 5. Restore previous layout of the Westover rank. 6. Keep separate zones for Bournemouth, Christchurch and Poole Taxis. 7. Do not release further restricted plates for Bournemouth until further or increased size ranks are added or at the minimum a return to the status quo. 8. More support from Licensing for the legal taxi

trade, and introduce more spot checks on taxi drivers and others operating illegally blatantly. 9. Suspension of 10 years lifetime for taxis if it does not conform with national standards. To put a stay on this consultation or any implementation to be at least a minimum period of five years. Extra pollution and other issues to be discussed at an arranged meeting with BCP Licensing and Taxi Trade representatives in drafting a mutually agreeable future policy.”

“**Change para 10.4** - while not diminishing the importance of safeguarding, this implies potentially annual face to face refresher training (if a driver renews on that basis) which seems unnecessarily frequent; if it is assuming a 2- or 3-yearly renewal then this should be stated to clarify this point.”

“**11.1 is not fair on the drivers to keep changing a car after is 10 years old if the car is still roadworthy.** it is difficult time for Bouremouth Hackney Carriage after Uber and Facebook lifting and United taxis with fixes prices furthermore the Bouremouth Council reducing all the ranks and removed Horseshoe Common we have been affected by 50 percent of business now with pandemic there is no work if you are not rational with your decision you will be sending people with mental health issues. 17.1 white colour is very popular people will get confused and you're putting public safety at risks where Yellow colour has been for so many years public will feels safe and easy to be remarkable Taxi. 16.3 if the owner of Hackney carriage do not renew the Hackney carriage licence on time he or she they will lose the licence (plate) but we all know the licence people paid £40.000 to £50.000 for it and council was aware of that when most of the English people got for free but now most foreign drivers owned them everything is changing!!! 16.3 if you release 15 plate of Hackney carriage where are they going to park we are struggling for work and spaces at moment and also the council says if the rank full you have to move at moment the ranks in Bouremouth wouldn't even accommodate for 100 Hackney carriage. 16.6 if you remove restrictions on the numbers of Hackney carriage you're basically finishing the trade and will be now one to do a job for £1 per hour you have to think of the drivers have to feed their family unfortunately the way Bouremouth council going completely against the Hackney carriage and they will be sending people to the mental health. I hope you come the rational decision and to keep our community safe.”

“11.1 change.”

Criticism (8 comments)

These respondents criticised the proposed Taxi and Private Hire Drivers Policy. Below is a selection of these comments:

“**You destroyed the trade closing ranks.** Drivers lost faith in the taxi business. Easy to understand, no Hackney driver can afford a 30k + London cab like before...”

“**Far too long** but that’s civil servants for you.”

“**Change the date for the implementation of the new rules. No decision affecting so badly many taxi drivers and their families can be taken under this unfortunate circumstances.** In the next year's taxi drivers will need to recover from the huge load of profit and they will not be able to afford such additional costs. In

general, several improvements should be made to the current plan, i.e. opening ranks before issuing new plates.”

“We are objecting that there should be 15 plates a year we don't want this to happen. As it is we don't get many jobs anyways so this would kill our business even more than we are being affected.”

“We are not happy with 15 plates being released a year as we are not getting any jobs anyways it would kill our business even more.”

“The draft proposal appears to have been designed to intentionally or unintentionally to cause maximum financial hardship to taxi drivers. At the present time most taxi drivers are working at least 12 twelve hours a day or longer and earning way below governments minimum wage, if extra licenses are issued they will be working at least eighteen hours a day and will probably neglect to maintain their vehicles or do it themselves which is not ideal and might put the public at risk.”

“Dear sir, we highly object the proposed release of 15 Hackney plates for each borough. There is no business. It will be have a knock-on effect on our business.”

Improve (8 comments)

These respondents wanted to see improvements made to the proposed Taxi and Private Hire Drivers Policy. Below is a selection of these comments:

“The state of the vehicles is very poor. Drivers English is very poor and smoking just before they get in which stinks the cab out.”

“Section 7, point 7.4 - the Brockenhurst college is mentioned as only approved provider for Level 2 Introduction to the role of Taxi and Private Hire Driver course. Can someone logically explain what quality of education this can be when it is finished within 2 days? With another course provider we have had 10 days in course and 3 days in tests. Strongly recommend to reconsider this matter.”

“Improve taxi driver's daily life by protecting us from some disrespectful customers, like [those who say] “where you come from and why don't you go back home.””

“IMPROVE 6, (6.1)&(6.2) change (7.6) private hire and hackney carriage a like they should make there choice which zone they want to work in and take the knowledge test for that, if they want to work in the three zones, then they should have a special test include the three zones proper knowledge test. ADD (14.7) the council should employ marshals or inspectors to go out and check on car and drivers behaviour, the coat of this should be added on all licence holders equally.”

Add (5 comments)

These respondents wanted to see additions made to the proposed Taxi and Private Hire Drivers Policy. Below is a selection of these comments:

“Please consider adding a requirement or recommendation for drivers to undertake the Zero Suicide Alliance training around how to have a conversation with someone who is feeling suicidal.”

“Can it be made clear to drivers and operators that inspections/spot checks will be carried out as to the compliance of vehicles and/or drivers to the regulations?”

“If BCP Council are planning to merge the 3 areas for Hackney Carriage drivers in the future, it is IMPERATIVE that drivers take a full & proper knowledge test for all 3 areas.”

“Chapter 14 - All cars to provide a car payment facility. Add - chapter 15 Item 5 add tracksuit bottoms to the list of banned list of clothing.”

Full details of other themes to emerge from these responses and/or a full list of all the comments is available on request from the Insight Team.

5.2. Draft Taxi and Private Hire Vehicles Policy

The draft Taxi and Private Hire Vehicles Policy proposed that all new vehicles will need to meet strict emissions standards. All new hackney carriages will only be licenced if they can transport a wheelchair, while there will be one BCP colour for all new hackney carriages. All vehicles will be mechanically tested twice a year.

Q2. Having read the draft Taxi and Private Hire Vehicles Policy, is there anything you would like us to change, add or improve?

Respondents were asked to prefix their answers with the words “change” “add” or “improve” and clearly state the paragraph number that their comment referred to. 54 respondents provided comments which have been coded into themes to make them easier to interpret. For the purposes of this report, we’ll focus on the most relevant themes: ‘Change’, ‘Add’, and ‘Improve’.

Change (30 comments)

Respondents gave a variety of additional comments with the majority relating to changes they would like to see to the draft Taxi and Private Hire Vehicles Policy. Below is a selection of these comments:

“Change : paragraph 16. On the issue of 15 hackney plates being issued a year on first come first serve basis. Can the council clarify if they will be issuing them of the current waiting list that has been active for over 25 years. We have renewed our names at intervals on this list during this time. A lot of us have stamped confirmation letters from [the] Licensing [department] that any new Hackney’s issued would do so from working down this list. In other words, we have it in writing on official council

paper, signed and stamped by previous licensing officers. **So to ignore the list would surely be unlawful. Please could you clarify."**

"Vehicle colour should remain yellow as it has been seen around the world by millions of people who recognise it as a taxi. In southampton they use white as their colour choice for hackney carriages so what would stop their hackneys coming into Bournemouth and confusing the general public into thinking it is a Bournemouth taxi ! Unmet demand for hackneys if you really feel that in the current climate that for the next 10 years every year adding 30 new plates to the streets of BCP will mean in total there will be in excess of over 500 hackney carriages which is extortionate amount of cars and not enough ranks. Please do not add anymore taxis as it is hard enough to make a living as it stands."

"Section 8.1: Currently we have to go through 2 tests, MOT and Extended Taxi MOT. This is a solution that can be agreed with. But why 3 tests? **A much simpler solution would be to separate (or require) the two existing inspections to follow each other after 6 months,** in example: If the standard MOT is valid til June, then Extended Taxi MOT (MEC) will be in due in December. The result will be the same (6 months period for vehicle test) and our budget will be not negatively affected. Vehicle license will be valid from second (MEC) test. In section 11 there is age of vehicle applied for license renewal strictly reduced for no older than 5 years. Then, **in section 9.5** BCP council will require all vehicles used for hackney or PH service to pass emission category EURO 6. **These rules are in significant conflict:** if the vehicle is on age 10 this year, must be replaced for newest one next year. New, replaced vehicle can be on 2015 reg plate - but not all vehicles have EURO 6 category engine. So driver will have to invest twice within two years for vehicle replacement, which will have a major impact on every driver's budget - especially now that our budget has been fundamentally damaged by the current situation around COVID-19. **The effort to reduce the burden of harmful emissions is entirely correct, but it should be introduced in the light of the situation in which we find ourselves.** Proposal to change it into: "All vehicles used for Hackney service or Private hire service must comply with EURO 6 emission category and must not be older than 5 years effectively from 2023". This will give us a time to recover from current taxi industry damage and prepare vehicle keepers for new rules. In **section 16.3** BCP declare: "There will be 15 new Hackney Carriage vehicles licences released each year in each of the Bournemouth and Poole zones for wheelchair accessible vehicles (WAV) only. These licences will be released on the 1st April each year on a first come first served basis." **This should be reconsidered by [the] Licensing Committee and changed in to:** "Within the BCP, the maximum number of hackney vehicles for each council area will be established. The addition of new hackney carriages will be managed exclusively in compliance with a waiting list prevent active hackney carriage vehicles over the count of the vehicles in the relevant district. **The same rule should be introduced for Private Hire vehicles so that the market will not be distorted by extreme supply that does not reflect the real demand on the taxi market."** In **section 22.1** there is rule for taxi meter mentioned for Private hire vehicles. **BCP should consider to use "digital, in-app" taxi meter** as some of Private hire operators they are using software, where digital taxi meter is a part of bundle (entire software package...). The change to booking software what we can use for Private hire vehicles can cost higher thousands of pounds - and again, due to current pandemic (and future post-pandemic) situation this could result into liquidation of some

businesses. In **Appendix 3.10**: The vehicle may be left or right hand drive. - **This should be changed in to**: The vehicle must be right hand drive only. Passenger safety is going first, so any left hand drive vehicle should not be approved for limo or exec service.”

“Yes, I'd like the extremely high fares to be lowered or 'Get back UBER'.”

“**11.1 - Change - It is unacceptable to not issue renewals for cars over 10 years if they pass all necessary mechanical examinations.** It is a high expense for many owners and especially in the current climate where income has reduced by 70%-80% it will be near impossible to many. This must be removed to support the taxi economy in Bournemouth. This proposed change will adversely affect anyone who owns an older vehicle. Considering the rank changes in the centre of town and a lack of control over illegal pick-ups by neighbouring boroughs that trade has seen a decline over the past few years and to add further financial burden onto taxi drivers who are increasingly struggling, and will carry on doing so into the foreseeable future due to the pandemic we are in, is not something I would expect from the Council. **Surely it is a time to try and support this part of the economy, not push more people into unemployment and debt? I suggest that as long as the car passes all required examinations and is considered roadworthy, it can continue to be used as a taxi.** With the current requirement of any new car not to be more than 3 years old, under the new rule it would mean that I would need to buy a new car every 6.5-7 years. Surely this makes no sense.”

“**CHANGE - 11.1** - any vehicle that is in excellent condition should be allowed a renewal at the discretion of the tester at Southcote Road. i.e. **if the the vehicle is in excellent mechanical and cosmetic condition the owner should not be forced to replace their vehicle if it is still fit for purpose** (subject to passing vehicle emissions tests also).”

“**CHANGE: 16.3** - There will be no increase in Hackney Vehicle licenses in any zone until this policy is reviewed commencing 1st April 2020. A demand survey will be carried out every 5 years paid out of license fees. Due to the damage caused by the Covid Emergency. **NOTE: Currently many operators have WAV parked up with no work. I can evidence if required. There is also no supporting evidence to justify the figure of 15 licenses per year as proposed! CHANGE 16.6** . Taxi licenses will be increased in line with the recommendations of an unmet demand survey carried out every five years and paid for by the taxi trade out of their license fees.”

“**23.2** Signage all category B vehicles shall permanently affixed in the prescribed positions the following: • Large ‘No booking No ride’ stickers on both rear passenger doors as near to the door handle as is possible either to the side or directly underneath. (they are clearly visible to the customer when entering the vehicle). • Small ‘No booking, No ride’ sticker on front passenger door in as above. • If the vehicle wishes to use the bus lanes in the BCP Council area a ‘Chequered flag’ sticker should be on the offside, front of the bonnet.’ As above, **we do not believe conditions which prohibit or make it very difficult for drivers to work for multiple operators should be part of a modern, fair policy. As such we believe door signage should either be optional or magnetic, so that drivers can easily switch signage when working for different operators.**”

“Change 16.6 All restrictions must be kept in the three zones , but occasionally adding new licences for WAVs based on a unmet demand survey. Also **it's important to keep the three Zones this with spread the taxis out evenly across BCP at peak times and at all times.** Without the zones people, living in Christchurch and Poole will have extremely long waiting times on ranks etc at busy times.”

“CHANGE paragraph 7.5 - Currently cars in the Poole area have to be under 5 years old, why is it being changed to 3.5 years, this seems an odd number? **I would be willing to compromise on 4 years.** **CHANGE paragraph 7.7** - most new cars come with tinted windows **how are we supposed to meet this criteria without more expense on our part?** **CHANGE section 8** - **I don't see why we have to go to a Council run business for an MOT.** All MOT testing stations have to meet current MOT testing regulations. **CHANGE SECTION 16.** You state in paragraph 16.1 that a survey done in January 2020 concluded that there is no unmet demand, yet in paragraph 16.3 you propose to issue 15 new hackney plates per year in each of Poole and Bournemouth zones. **How can you justify, 1 spending tax payers money on a survey and then to totally ignore its findings? 2. What evidential data do you have to back up this decision? I think the policy should be left as it is at the moment.** **CHANGE Section 17.** Paragraph 17.2 you state EXISTING Hackney Carriage Vehicles will not be expected to change colour until the car is replaced **then in paragraph 17.4 you state all Hackney Carriage vehicles must meet the new livery standard by December 2023.** Finally I think ,given the current financial climate in our industry with all the uncertainty any proposed changes should not be implemented until at the earliest 2025.”

“7.13 Change - The **boot cavity should be measured in cubic litres not cubic metres** (300 cubic metres would be the size of several taxis!). **7.13 Change - 300 cubic litres is too small a boot capacity. It should be increased to 400 cubic metres.** **9 Improve** - There should be much more effort to reduce emissions. The policy should encourage the use of pure electric vehicles and plug in hybrids which can travel a significant distance on electricity only using their petrol (or diesel) engines for longer journeys. This could be done by offering interest free loans for the purchase of these vehicles **16.2 Change - Hackney carriages should be able to operate anywhere within BCP** thus allowing a Hackney carriage driver the chance of getting a fare on a return journey within BCP. **It would also allow extra vehicles to be available at busy periods** e.g. at the airport, at stations at the Universities, the Lighthouse, boat show, air show etc; **Appendix A 2.1 Improve** - The list should be updated to only show vehicles currently available new and to encourage electric vehicles e.g. - **Delete Chrysler CDR** (no longer available and unlikely to be available again) - Add Jaguar I Pace (electric vehicle) - Retain Jaguar XJ (although no longer available it will be replaced soon) - Add Tesla Model S (electric vehicle) **Appendix A 3.2 - Change length limit for limos.** The length quoted is shorter than a modern MINI **Appendix B 7 - Improve** - Is the reference to a trailer correct? This section is also contradictory as it is unclear whether spacesaver tyres or tyre sealant kits can be carried instead of a spare wheel.”

“CHANGE - Even though the recent unmet demand survey stated that no further Hackney Carriage vehicles were deemed necessary it appears that BCP are intending to increase that number by a minimum of 30 vehicles each year for the next 3 years. What is the logic behind this decision? Although all new Hackney

*Carriages will have to be WAV the vast majority of wheelchair users book their journey through a radio company. It is very rare indeed that a wheelchair user will just turn upon a taxi rank for their journey & never flag down a taxi in the street. **If any new owner driver chooses not to join a radio circuit the addition of a WAV is totally negated.***

“Change 9.4 & 9.5 - Extend the period to 5 years to avoid financial hardship to plate holders. Change 16.3 & 16.4 - No unmet demand for more taxis so no need for 15 plates per year and later de-restriction of numbers.”

“Change 16.6 this is madness we need support and this would lead to the destruction of many livelihoods for local taxi drivers.”

Improve (6 comments)

These respondents wanted to see improvements made to the draft Taxi and Private Hire Vehicles Policy. Below is a selection of these comments:

*“Every 10 years changing cars. Makes no sense and issue every year 7 to 8 plates in Bournemouth. **[This will be a] disaster for business.**”*

*“Add /Improve - I notice that there is no reference to the need for vehicles to be equipped with a first aid kit and fire extinguisher. However, **to improve customer and driver safety in the event of a breakdown or accident you may wish to supplement this with the need to carry a warning triangle, hi-vis tabards, and foil thermal blankets for the number of passengers the vehicle is licensed to carry plus driver.**”*

*“The council have a duty of care to the public to ensure they are easily identified and cannot be confused with any other vehicle. That was the main reason Bournemouth taxis went yellow in complete agreement with the trade and the council when the miscellaneous provisions act 1976 was adopted. The proposal that all taxis in BCP area would be white with a wide blue band along the side. **Has the council put the proposal to the police authority? The three zones must have major identifying logos, perhaps different coloured bonnets.** Will all the taxis from the three zones allowed to apply for hire in the BCP area, if so Poole and Christchurch taxis will be driving round Bournemouth trying to get hailed, apart from not passing the Bournemouth knowledge test. Members of the public who hail a taxi in Bournemouth are entitled to expect the driver is competent in the knowledge of Bournemouth, it is the councils duty. **Also if Poole and Christchurch taxis are operating in Bournemouth there could be a shortage in those areas.** The proposal that an 30 wheelchair accessible taxis on a yearly basis. There is no evidence that these are required whatsoever. The last 20 license issue a few years ago were wheelchair accessible taxis. There are 66.65 million people in the UK and 1.9% use wheelchairs (2019 figures) heavy electric wheelchair cannot be accommodated in wheelchair accessible taxis. Some wheelchair users drive themselves in specially adapted vehicles that they operate themselves. Most wheelchairs users that go to a taxi rank prefer to sit in the front passenger seat, that they can easily do with assistance and they wheelchair is easily folded away in the boot. It is quite common for some wheelchair accessible taxis without having to take a wheelchair passenger. **Has the***

council had a survey of wheelchair accessible taxis operating from taxi ranks, there is certainly no unmet demand? Although the council are under no obligation to issue more taxi ranks the more taxis looking for rank space will increase. Taxis will park anywhere (which touting for business is illegal). When drivers come out to work they have to do something. The ten year rule is ridiculous as long as the vehicle passes the annual inspection there should be no problem. The government hasn't ordered 10 year old vehicles off the road. Just another financial burden the council wants to impose on the trade. **If all these proposals implemented there will probably be disputes between taxi drivers which could turn into taxi conflict with the public in the middle of it."**

Add (1 comment)

One respondent wanted to see an addition made to the draft Taxi and Private Hire Vehicles Policy:

"Paragraph 11.1 - Add. In the case of hybrid or electric vehicles, the maximum age [will be] 20 years from the date of first registration."

Full details of other themes to emerge from these responses and/or a full list of all the comments is available on request from the Insight Team.

5.3. Draft Taxi and Private Hire Operator's Policy

The draft Taxi and Private Hire Operator's Policy proposed that all staff who take bookings and dispatch vehicles must be provided with Child Sexual Exploitation and Safeguarding training. Criminal records checks will be required for applicants.

Q3. Having read the draft Taxi and Private Hire Operator's Policy, is there anything you would like us to change, add or improve?

Respondents were asked to prefix their answers with the words "change" "add" or "improve" and clearly state the paragraph number that their comment referred to. 25 respondents provided comments which have been coded into themes to make them easier to interpret. For the purposes of this report, we'll focus on the most relevant themes: 'Change', 'Add', and 'Improve'.

Change (11 comments)

Respondents gave a variety of additional comments with most relating to changes they would like to see to the draft Taxi and Private Hire Operator's Policy. Below is a selection of these comments:

"Change - all services should be card payments only."

"Bring the ranks back, it will thrive like before and drivers will have faith in the trade."

"For Private Hire Operator, Appendix A, section 1, point F - The licence number of the vehicle allocated for the booking" should be changed to: "f) The vehicle registration number of the vehicle allocated for the booking". Justification: the

software used by operators doesn't allow/add PV license number into booking - we can only add PV registration number, colour, manufacturer and vehicle type into booking. The other details of the vehicle can be checked in the software section "vehicle details and licenses". **So new rule is not necessary.** For Private Hire Operator, **Appendix A, section 1, point H)** "The name of any individual that dispatched the vehicle". Question: what if assignment is fully automated by software used? **Outcome:confusion.**"

"CHANGE 17.1 - From the date of this policy all new taxis will be Black in Zone C, Yellow in Zone B and Blue in Zone C. BCP Logo with vehicle license number will be applied to the front door panels. Note: Drivers are extremely knowledgeable on their own areas of operation and each town has its own historical identity enabling drivers to take a planned route at the drop of a hat benefitting the public. Clearly if the towns are to lose their identities and create one town unlike a metropolitan style arrangement then the Hackney Drivers knowledge test will need to take account of this. QUERY 17.2 and 17.4 contradict each other I suggest delete 17.4."

"Change 17.2 - Bournemouth remain yellow, Christchurch remain black, Poole new colour. [It will be] far easier for customers to recognise [taxis] in their own area."

Improve (4 comments)

These respondents wanted to see improvements made to the draft Taxi and Private Hire Operator's Policy. Below is a selection of these comments:

"Improve Paragraph 4 - can it be made clearer what the minimum unaccompanied age for minors is?"

3 respondents wrote 'improve' but didn't elaborate on what they would like to see improved in the Policy.

Add (3 comments)

These respondents wanted to see additions made to the draft Taxi and Private Hire Operator's Policy. Below is a selection of these comments:

"ADD.... Lower fares!"

"Add more ranking spaces."

1 respondent wrote "add" but didn't elaborate on what they would like to see added to the Policy.

Full details of other themes to emerge from these responses and/or a full list of all the comments is available on request from the Insight Team.

5.4. Further Comments on the draft Taxi and Private Hire policies

Respondents were asked if they had any further comments on the draft Taxi and Private Hire policies. 43 respondents provided comments which have been coded into themes to make them easier to interpret. For the purposes of this report, we'll focus on the most relevant themes: 'Criticism' and 'Suggestions'.

Criticism (20 comments)

Respondents gave a variety of additional comments with several criticising the proposed policies and the council's relationship with taxi drivers, along with other aspects of the provision of taxis and private hire vehicles. Below is a selection of these comments:

"I believe the council lost reality with drivers, many ranks are closed, New Forest operating and Facebook lift down the ex taxi rank horseshoe common, all this put drivers under lots of pressure to make a living. I asked the many drivers if it's worth putting a loan of 30k + for a new wheelchair accessible car but most say no, we lost faith in this trade."

"The removal of the busiest and most important ranks in Bournemouth, one outside Cameo and Horseshoe Common, has had a negative effect on trade over the last few years. Also the continuous illegal pick-up but other borough taxis and Ubers, that has gone largely uncontrolled, has had an adverse affect on many drivers. I would expect the Council, who must be aware of all this, to take appropriate action and support this struggling trade. Especially considering the current economic climate that shows no sign of improvement. As it is, it very much feels like the powers that be at the Council are more against than for the Bournemouth Hackney license holders."

"The current proposals will cause immeasurable damage to existing operators by destabilising an already fragile market and promote corner cutting to save money putting the public at risk. Congestion and environmental impact has not been taken into account either. We have already seen Poole Taxi ranks on Poole Quay removed without consultation further damaging business and reducing taxi rank availability. There are too many licensed taxi vehicles operating in the Boroughs now many working as Private Hire to survive and unable to park on taxi ranks as they are over flowing. I cannot see any electric charging point initiatives either!"

"Yes, issuing 15 plates a year is absolutely ridiculous."

"I've read through your ideas and think they're laughable. You don't seem to really have any idea of what customers want and what's currently wrong with the industry. You need to replace it from top to bottom including the people making the decisions. You also need to stop being racist."

"Wrong timing!!!!"

*“Our business has fallen through the floor because of the Covid 19 pandemic. **To impose new regulations on us, with all the financial costs involved, will see a lot of individuals go out of business**, putting more people out of work and having to claim more money from the tax payers. If we have to have changes **I would like to see any new proposals be delayed until at least 2025.**”*

*“Issuing 15 plates a year will have a detrimental effect on the taxi trade for both new and existing drivers. With demand for taxis decreasing combined with the economic downturn and pandemic this will reduce even further reducing the wages of all the drivers as there is more competition for fares. **There is no need to issue such a vast amount of plates as the number of fares won’t cover this.**”*

*“Funny where most of [the] authorities in the UK are trying to help local business and self employed, Bournemouth authority couldn't find better time to come up with this proposal completely out of reality. In time of uncertainty with epidemic many taxi drivers are not working and are in real hard ship to try meet their needs, the local authority gives Bournemouth Hackney (only) more hardship after closing the two main and busiest ranks in Bournemouth to leave them free for facebook lifts ,Uber and the rest of illegal taxi from other towns. **Now this proposal targets Bournemouth Hackney to lose more.** Not the rest of taxis (Poole ,Christchurch ,even other private hire companies) they are gaining many new rules in their favour. It seems Bournemouth Hackney has been a target for many years, nothing has been done in their favour! If that is not segregation against Bournemouth Hackney please explain [to] me what is segregation? It is not the way to treat hard working people who work unsocial hours to make ends meet. Please, Bournemouth taxi drivers are people not Numbers or 2nd class citizens and have already lost their income in the pandemic. **Please see sense and provide a policy for Bournemouth taxi drivers that will support and assist an already struggling trade in the difficult times now and in the near future.**”*

*“Although there was some discussion with the taxi trade it would appear that NONE of our recommendations were taken on board. **Instead additional measures have been planned without consent or agreement from the trade.**”*

*“The taxi trade in Bournemouth has been in steady decline for many years due to various factors. Home working so less commuters. Fewer night clubs. Uber operating illegally. Facebook lifts taking our trade. Now Covid-19 has decimated our trade to never before seen levels. **This business may never recover so to implement these changes within 3 years would be especially cruel and cause great stress and financial hardship to many drivers and owners.** There is not enough rank space at the moment so to issue more H/C plates would be crazy. Please think again!”*

*“**Very insensitive to release this proposal during a pandemic.** Taxi drivers are struggling to make a living where is their support? Why don’t you stop Facebook lifts instead and unsafe ubers that are taking all the work from our legal taxi trade???* **This proposal should be postponed for at least 6 years until everything has recovered from the financial crisis of the pandemic!”**

*"I have two hackneys (B zone) for years now, I have invested more than £100,000 in this business trusting Bournemouth council taxi licencing rules and conditions of holding such licence and running them accordingly, it has been like this for decades before I made my decision to put all my life savings in it. **To change this will mean a significant financial loss for me and all of Bournemouth licence holders plus our family's, our life depends on this matter big time.** I hope these words find there way to your kindest understandings of the future policy changing terms."*

*"Please see sense and not jeopardise the livelihood of many BCP taxi/private hire owners at a time when the local taxi trade is on its knees. **These proposed measures will cause a significant negative financial effect to many working in the taxi trade which even without Covid has been in a severe decline foy quite a few years.**"*

Suggestions (20 comments)

These respondents put forward suggestions for how the proposals, and the taxi trade in general, could be improved. Below is a selection of these comments:

*"Any persons on the Licence committee **should not have an interest or own a Taxi Licence within the BCP borough.**"*

*"All yellow taxis should be made to take card payments. **Your officers need to be out enforcing the regulations or there is no point is having any new polices.**"*

*"**Yes CCTV and not dash cams,** please change as CCTV is very expensive and people will not fit them thus **putting drivers under a big threat.** Dash Cams protect the drivers and I agree should not be misused."*

*"**BCP council should consider to transform our industry into 21st century -** technology is more reliable nowadays than it was just few years ago. When the BCP council trying to be a "leader" with new technologies (Fibre broadband, 5G mobile network...), **there should be more stronger effort to go ahead with modern, digital technologies, for example an in-app taximeters integrated with software used by operators.** In the same way the BCP should reconsider requirements for vehicles used for hackney or private hire service. A lot of hackney/private hire drivers have been affected negatively by the current COVID-19 (post)-pandemic situation., Their access to the newest or new vehicle can be more difficult as never been before. **There could be just one term for "general vehicle change" applied. Also BCP should reconsider a count of the hackney/private hire drivers inside the BCP area.** Currently anyone has an option to apply for private hire or hackney driver, however our market is not like a balloon - cannot be inflated into something bigger. **A strict rule for maximum number of drivers should be applied and new licenses should be issued only when a "driver slot" will be available,** caused by law (license revoked or declined) or organic decrease (driver retired...). And however I am personally for "free market" policy, in this case (hackney and private hire service) **BCP should use any legal power to stop and disallow service, provided by operators from other counties and realised by drivers from another counties, typically from Southampton and New Milton (Uber) as this situation is affecting our business and industry.**"*

*“Uber and some other online taxi firms **must obey the rules and regulations.**”*

*“**Please take into consideration the financial impact** any changes brought into force will have given the economic climate of 2020.”*

*“To reduce the amount of repetition **we would suggest that one document is produced** consisting of all the appendices with an annotation as to which policy(ies) they relate to. **We would also suggest that consideration should be given to replacing the word 'should' with 'must'** so as to remove scope for argument.”*

*“I really do hope that the new policies will be applied in an understanding and sympathetic manner to those businesses and local individuals already licensed under legacy borough policies, particularly in light of the devastating effect the coronavirus pandemic has had on many this year and **where any additional expense or heavy-handed implementation would not just be unwelcome but potentially far worse, to the detriment of not only the individuals/businesses concerned and their dependents but also the local economy and business diversity.** Thank you.”*

*“Can you please take into consideration that the Bouremouth Hackney carriage are struggling for work and [has] become difficult to make a living and this pandemic made things worse **atleast you could stop this consultation for 5 years until the recession is over and then you can review the situation.**”*

*“I request, can you stop the release of Hackney W/c plates **otherwise our taxi department will collapse.** Thanks.”*

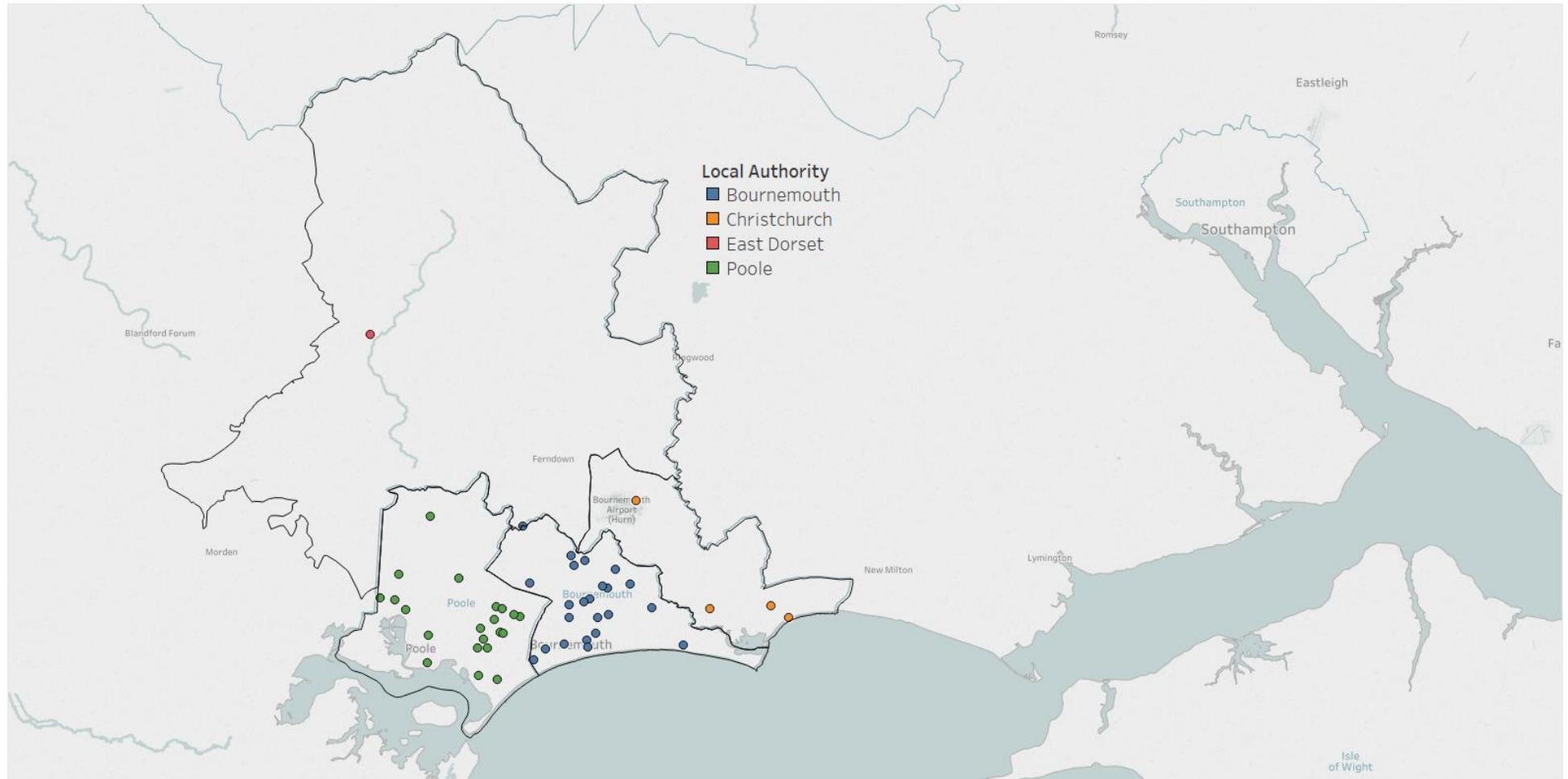
Full details of other themes to emerge from these responses and/or a full list of all the comments is available on request from the Insight Team.

6. Appendix 1 – Respondent Profile

Group	Breakdown	Number of respondents
Gender	Male	53
	Female	6
	Prefer not to say	8
Age	Under 25 years	4
	25 - 34 years	2
	35 - 44 years	12
	45 - 54 years	28
	55+ years	22
	Prefer not to say	3
Disability	Yes	2
	No	44
	Prefer not to say	18
Ethnicity	White British	33
	White Other	7
	BME	10
	Prefer not to say	15
Religion	No religion	19
	Christian	11
	Other religion	12
	Prefer not to say	23
Sexual Orientation	Heterosexual	39
	All other sexual orientations	4
	Prefer not to say	18
Transgender	Yes	1
	No	47
	Prefer not to say	12
Respondent Type	A BCP resident	39
	Taxi and private hire driver/operator/vehicle licence holder	47
	On behalf of an organisation	7
	Other	1

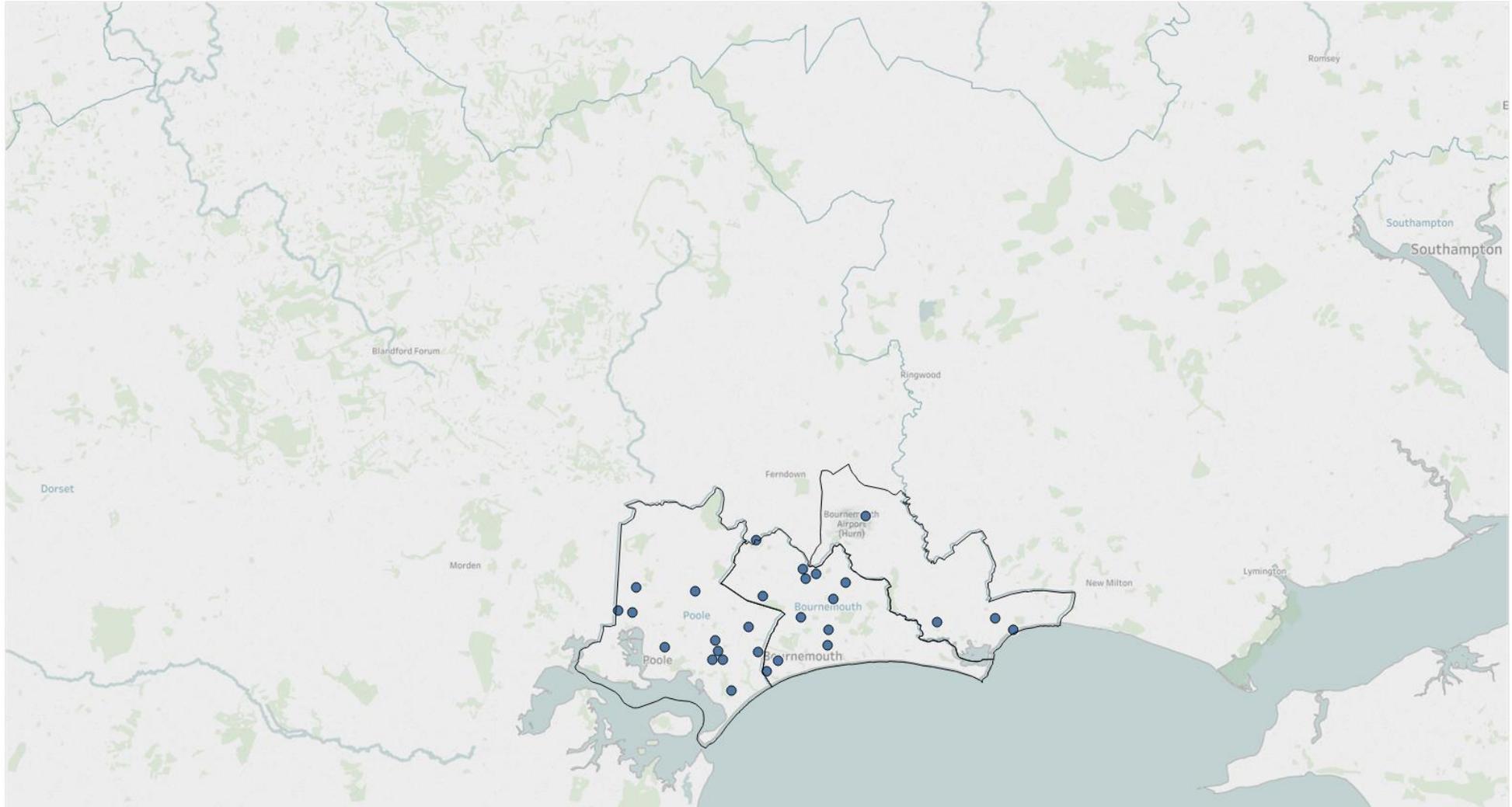
7. Appendix 2 – Map of Respondent Postcodes by Area

29 respondents live in Bournemouth, 21 in Poole, 5 in Christchurch and 1 in East Dorset. 1 postcode was incomplete and therefore not mapped.



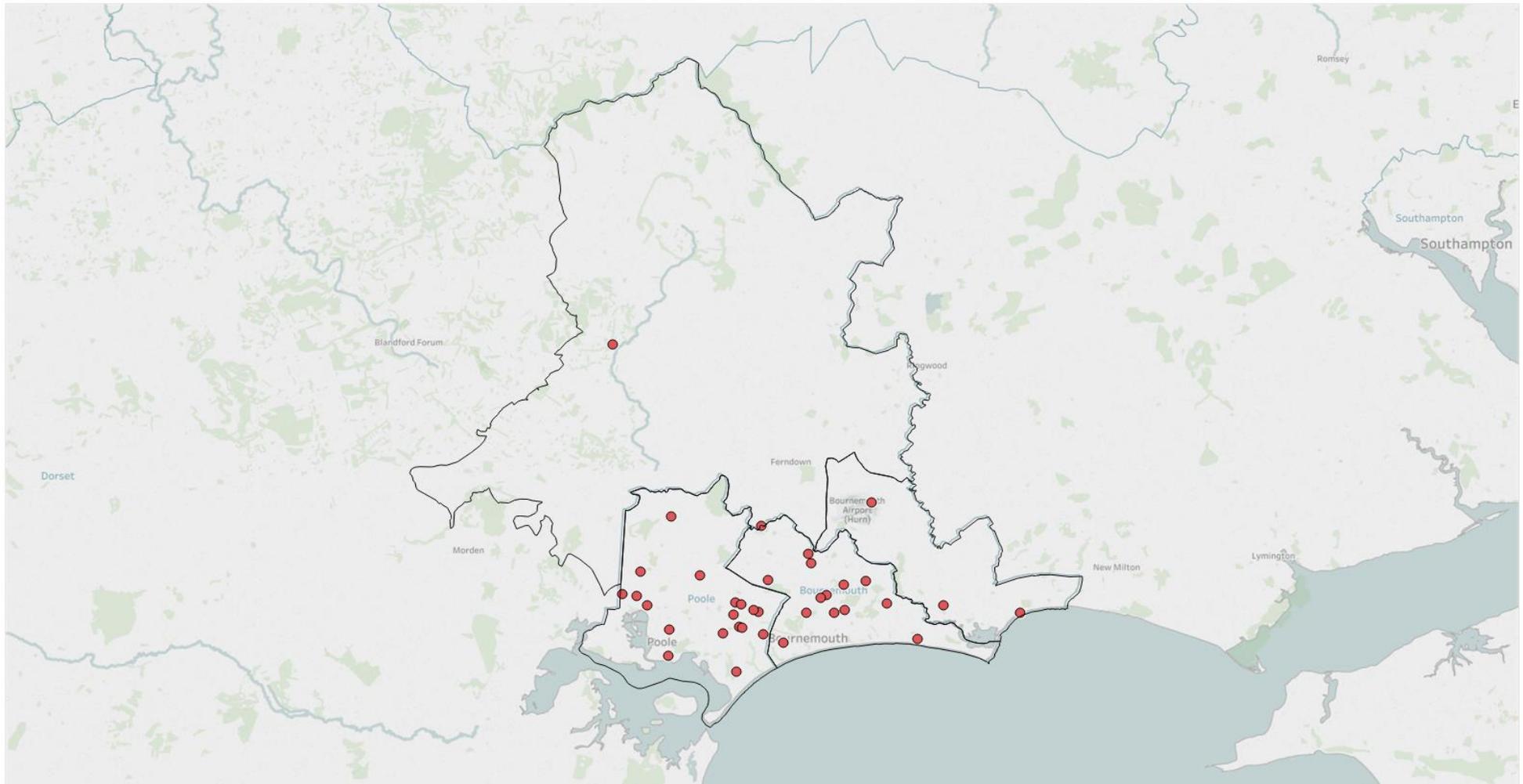
8. Appendix 3 – Map of Respondent: BCP Residents

12 of the respondents who said they lived in BCP come from Poole, 12 also live in Bournemouth, and 4 live in Christchurch.



9. Appendix 4 – Map of Respondent: Taxi Drivers

Of those who said they were responding as a 'Taxi and private hire driver/operator/vehicle licence holder', 17 live in Poole, 14 live in Bournemouth, 3 live in Christchurch and 1 lives in East Dorset.



10. Appendix 4 – Map of Respondent: Organisations

Of those who said they were responding 'on behalf of an organisation', 2 were in Poole and 5 in Bournemouth.

