

APPENDIX A

RESPONSES TO CONSULTATION

1	Taxi Trade	<p>We as a taxi trade were suffering from reduced trade before covid, that is going to be much worse post covid. Its looking like The Palace nightclub is going to be permanently closed and who knows how many pubs and restaurants will reopen.</p> <p>We are in a deprived area and the money is just not there for buying expensive new vehicles without taking on a massive debt and working all the hours seven days a week trying to pay it off. There have been many people who have purchased new vehicles over the years in Bideford, NONE of them have stayed the long term and I can note at least three vehicles that were repossessed.</p> <p>Electric vehicles are extremely expensive compared to a 'normal' petrol or diesel car. An electric tx2 is around the 70k mark and very large weekly payments (177 per week) for 7 years. Other electric cars available are not suitable as over the long term (you would have to keep the vehicle for many years to make it pay) they are not reliable. Batteries fail and can cost between 7 and 10 thousand to replace.</p> <p>The surveys that we have every three years show that there is CLEARLY no unmet demand for Taxis in Torridge. In fact it shows that the Taxis spend more time sat on the rank waiting for a fare than customers do waiting for a Taxi. Although Torridge is a large area we only have ONE small rank in Bideford where the hackneys can sit and ply for hire, one smallish town out of the whole county. We have no trade from the bus station (we don't have one) or the train station (we don't have a working one of those either) and we are not close enough to any airports to ply for hire there. I for one and i'm sure there are others cannot park close to my house in fact in summer season I can be half a mile or more from my house so charging an electric vehicle would be impossible and impractical to drive to Bideford and hope that a charging point is free and waste an hour or more whilst the car charges. The range of electric vehicles is also prohibitive for a Taxi, most do around 150-200 miles on a charge not useful if you have to go to on a long journey. They are also dangerous in cold weather, what would have happened if you were stuck on the motorway in the snow as seen on the news lately and your battery runs out of charge, you lose everything including heating!</p> <p>I am surprised that with some drivers not working for nearly 12 months now and living off grants and savings that this is even being considered!</p>
2	Taxi Trade	<p>You have picked a poor time to try and bring in new, rules and regulations after the year we have all had and the struggle we have had to survive the loss of income this is the last thing we need</p>
3	Taxi Trade	<p>I have an older vehicle but it is in very good condition and it earns me a living, it passes the emissions test when I have M.O.T. As you must be aware money is hard to come by at the moment.</p> <p>As business is really slow and a lot of the drivers are struggling to make ends meet as are we. We have looked at newer electric vehicles but they are unaffordable and having spoken to other drivers they are of the same thinking, so if we were to have greener vehicles we would need some help i.e. with some</p>



		<p>sort of grant from the government as I doubt local government would have the funds to help us out, so as I say we are stuck in a hole at the moment, maybe we could look at this again when the economy picks up again hopefully next year.</p>
4	Taxi Trade	<p><i>Notification requirements</i> - 48 hours is too short a period, 72 hours would be more appropriate.</p> <p><i>Complaint information</i> – It will soon get to the point where we need a noticeboard the size of a barn door to display all the information</p> <p><i>Safeguarding Training</i> – We are not morons training an unnecessary expense for all concerned. A certificate to say you have completed the course isn't anymore likely to get a driver to report something. Those previously likely to turn a blind eye will still do so.</p> <p><i>Vehicles</i> – Replacing perfectly good vehicles after probably the most destructive (financially) in living history doesn't seem logical to me. I was actually going to replace my diesel with a hybrid this year. That will have to be put on hold for 12-18 months. Please give it more time.</p> <p>It would be good if you stopped the age of vehicle discrimination and go back to the 2 tests per year. At present my 55 plate has 3 hackney and 1 MOT test. The age of the vehicle has no bearing on how safe it is.</p> <p>P.S. I would like to take this opportunity to thank the Council for the financial help during these tough times. Thank you.</p>
5	Taxi Trade	<ol style="list-style-type: none"> 1. This is an ok idea but is the council going to alter the cost of the license fee to cover the cost of this as it is not a free service. 2. I agreed with this 3. Again this is an ok idea but I am not keen on a national register 4. In what form will this be displayed in the vehicle, will it be a laminated sign 5. I all ready do this for Devon County Council why can't we use the same as Devon County Council 6. I agree to this 7. I do not like the idea of in car cctv, we are not allowed to video children by law and I prefer to make my own choice 8. Can you explain why this and most of the rest of this questionnaire is directed at Private Hire Driver/Operators 9. I cannot see the benefit of this apart from making more work 10. How does the council expect drivers to keep these records and drive, it works ok for All Area & Number 6 where they have an office to work from and dedicated controllers



		<p>Please tell me how to get a person's detail's after they have had a great deal of drink it's bad enough when people are sober and even then they don't want to give or have recorded personal details</p> <p>11. No comment</p> <p>12. Agreed to appoint</p> <p>13. No this is a waste of time it should only apply to new or renewal</p> <p>14. As long as this allows for existing vehicle to carry on till they reach the end of there natural working life (continue licensing as long as the vehicle meets the requirements and is kept in good working condition)</p> <p>15. It should be a nominal charge to encourage the change not a 20%discount</p> <p>16. Please do away with these stickers they are a nuisance they damage paint work, lets have something easier we have internal stickers we don't need anything else</p> <p>17. Badges should be displayed on the dashboard so they are in full view of all the passengers</p> <p>Other comments It's time we deregulate and come into the 21st century the weakest will go to the wall in a very short time and it would put a stop to part time operators</p>
6	Taxi Trade	<p>4. Ideal but where would you suggest it is sited maybe a small sticker locate inside each passenger door.</p> <p>5. Possibly computer based learning modules as set in many companies training schedule. We have to do it for DCC licence.</p> <p>7. Internal CCTV should be mandatory to protect both customer and driver. There should be no adverse effect. Driver is additionally protected from false accusations.</p> <p>9. To ensure compliance a register kept in licence office of the Council to be updated no later 48hrs after the controller, dispatcher is assigned or left.</p> <p>10. Could only apply to private hire or pre booked taxi</p> <p>11. PCV licensed driver should be subjected to the same rules and regulations as a Taxi/Private Hire driver.</p> <p>14. Anyway to reduce emissions is essential. For local runs, mak pickups it should be essential to go electric. Charging points, payment via an app, installed at or near the rank.</p> <p>15. Maybe instead of on the door locate the stickers in the corner of rear passenger window. In addition to one on windscreen slightly larger than the old taxi disc, located where the old tax disc use to be and a large strip running along the rear screen top or bottom.</p> <p>16. This is a good idea. A dash board mounted holder located central made</p>



		mandatory. Possibly making licence larger for ease of visibility by the passenger.
7	Taxi Trade	I agree to all the proposed amendments to the Council's taxi licensing policy
8	Responsible Authority	<p>Taken a good read through the form. Most stuff seems to me to be mainly administrative changes to ensure a better service and level of protection all around, which is fine and not partially Highway's business.</p> <p>Couple of point I noticed and wondered about I'll include below for your consideration.</p> <p>The 48hr reporting is that achievable? Eg. An arrest on a Fri night could not be reported in person until Monday morn. Over 48hrs. A policy breach by default & beyond their control. Might want to specify how it can be reported (eg. Email) to make that 48hrs achievable or extend the time of course.</p> <p>The problem with in vehicle CCTV is that is would have an adverse and positive effect. It also depends on who is main target of protection, how long is the data kept for and who would have access to it are other issues. Having it available to be activated by the driver in the event they were under threat or felt threatened would be a start though.</p> <p>Record keeping – would remind of GDPR and the requirement to only gather and hold data that is necessary.</p> <p>Vehicles emissions – As taxis potentially remove other vehicles from the road network, it could be argued that they already are being green in reducing demand. Maybe Government standards are sufficient in the own right with local rules or you risk registration in other districts operating in Torridge more.</p> <p>Cannot assess whether a 20% discount is any good, as the full rate is not mentioned.</p> <p>Driver's Badges - Lanyards would need to have a break fixing in the event of violent passengers using them as choking device.</p> <p>Suggestion. In addition to the lapel badge. A dash mounted card with Driver's Name, Taxi company and license number. I think they do something similar in the US yellow cabs.</p> <p>From observation, too many restrictions would be in danger of killing the trade or making a taxi prohibitively expensive (some would argue they already are) and it depends on whether the focus of the Authority, is the Authority, the trade or the Public.</p> <p>From highway point of view, Taxis are essential public transport used by many that reduce the number of vehicles on the roads or provide transport for persons when most needed. Its not just a lift home from the pub or supermarket anymore.</p>

