

WARWICK DISTRICT COUNCIL HACKNEY
CARRIAGE VEHICLE CONSULTATION 2017

**CONSIDERATION OF A WARWICK DISTRICT COUNCIL
HACKNEY CARRIAGE VEHICLE (HCV) LIMITATION
POLICY CONSULTATION RESULTS AND DISCUSSION
PAPER (AUGUST 2017)**

1. INTRODUCTION

This briefing paper forms part of the overall study into the consideration of a hackney carriage vehicle limitation policy being put in place in the Warwick district area. It includes the results of the Warwick District Council (WDC) consultation along with discussion on the advantages and disadvantages associated with a limitation policy.

Every attempt has been made to ensure that the information provided in this briefing document is accurate and factual. A balanced approach has been followed to ensure all known and relevant significant matters are included for consideration.

Following representation from the hackney carriage trade, the Council commissioned an unmet demand survey to identify if the correct numbers of hackney carriages are licensed, if taxi ranks are in the correct locations and if the hackney carriage vehicles are appropriate for the district residents and visitors, the CTS survey. WDC then consulted with the trade and other interested parties on the proposals suggested within the CTS survey.

This paper provides feedback on the WDC consultation and as requested by members, describes the advantages and disadvantages of a limitation policy with reference to the options suggested in the CTS survey.

2. METHOD OF CONTACT

A questionnaire was designed and passed to trade representatives and other interested parties for comment. The consultation was carried out over a six week period (15 May-25 June 2017). A letter and/or emails were sent to all 483 (2017 figure) WDC licensed drivers. Details about the consultation and how to comment were also tweeted.

3. RESPONSES SUMMARY

Response	Count
Survey monkey (online) questionnaire	116
Email	1
Tweets	1
Petition	1

4. SUMMARY CONCLUSION

The WDC consultation – The preferred option is option 4 - Return a limit but on the basis of no issuing of any new plates (therefore number of plates reduces over time). The recommended option in the CTS survey is option 3 – Return a limit but also take the opportunity to work to develop fleet.

This difference suggests the respondents to the WDC consultation want a limit to be put in place but were not in favour of any fleet development.

Hackney Carriage Survey

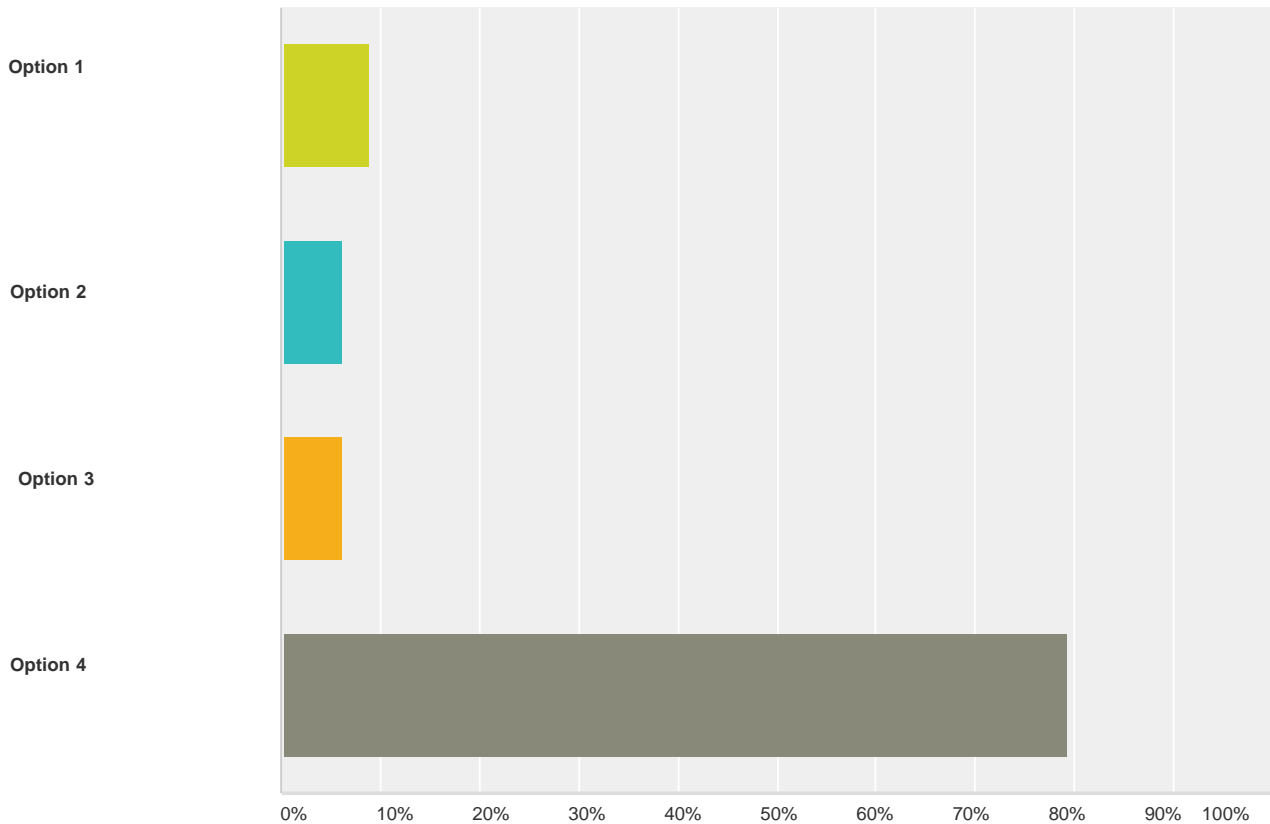
There were also contradictory results between questions 6 & 7. Question 6 suggests 68 HCV drivers were responding whereas question 7 suggests it was 102 HCV drivers. However as the CTS survey outlines 8% of those responding to that survey said they drove both kinds of vehicle.

5. CONSULTATION QUESTIONS SUMMARY

Questionnaire Summary

Q1 Please confirm which one of the following options is your preferred option.

Answered: 115 Skipped: 1



Answer Choices	Responses
Option 1 - Maintain the status quo (no change)	8.70% 10
Option 2 - Return a limit at a fixed level (potentially allowing a certain number of additional plates over a particular period)	6.09% 7
Option 3 - Same as option 2, but also take the opportunity to work to develop fleet (e.g. consideration of a livery (specific colour) or use of hybrid/electric vehicles)	6.09% 7
Option 4 - Return a limit but on the basis of no issuing of any new plates (therefore number of plates reduces over time)	79.13% 91
Total	115

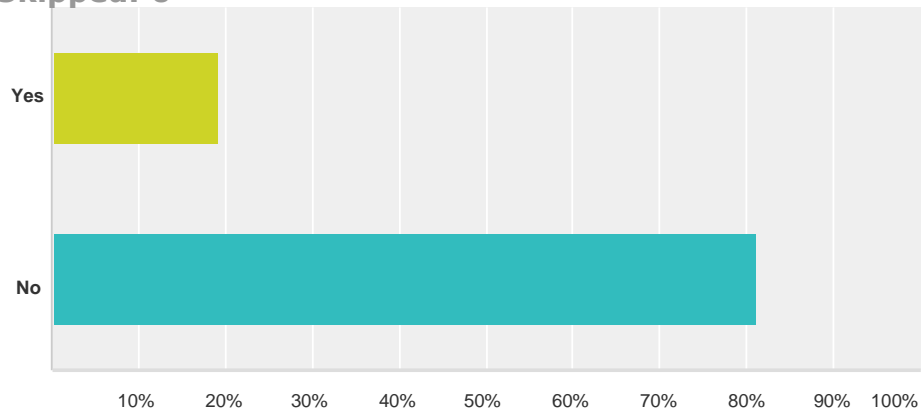
Q2 Please provide a brief summary of why you have chosen your preferred option over the others.

Answered: 97 Skipped: 19 (See full results, section 8)

Hackney Carriage Survey

Q3 Do you feel hackney carriages should be more identifiable (e.g. be of a specific colour so members of the public can spot a hackney carriage taxi easier)?

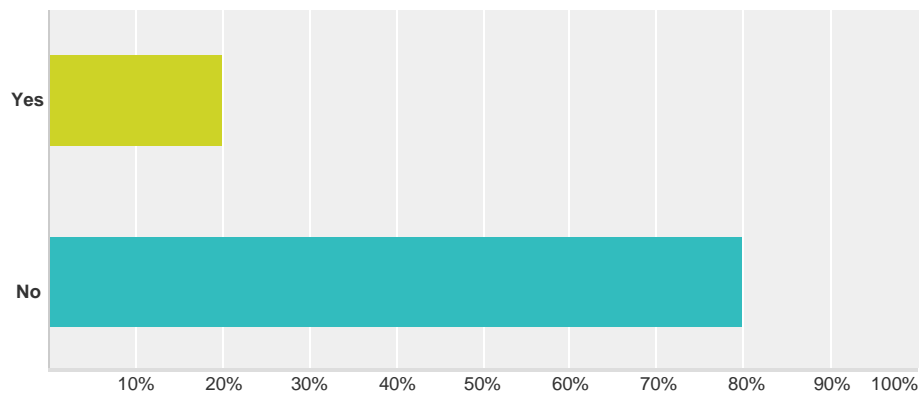
Answered: 116 Skipped: 0



Answer Choices	Responses
Yes	18.97% 22
No	81.03% 94
Total	116

Q4 Do you feel hackney carriages should be more environmentally friendly, for example be a hybrid vehicle or have electric engines?

Answered: 116 Skipped: 0

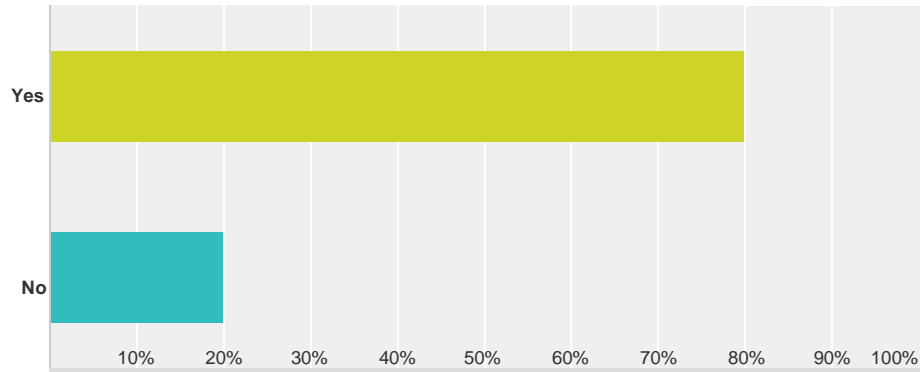


Answer Choices	Responses
Yes	19.83% 23
No	80.17% 93
Total	116

Hackney Carriage Survey

Q5 Should there be a code of conduct for drivers using ranks?

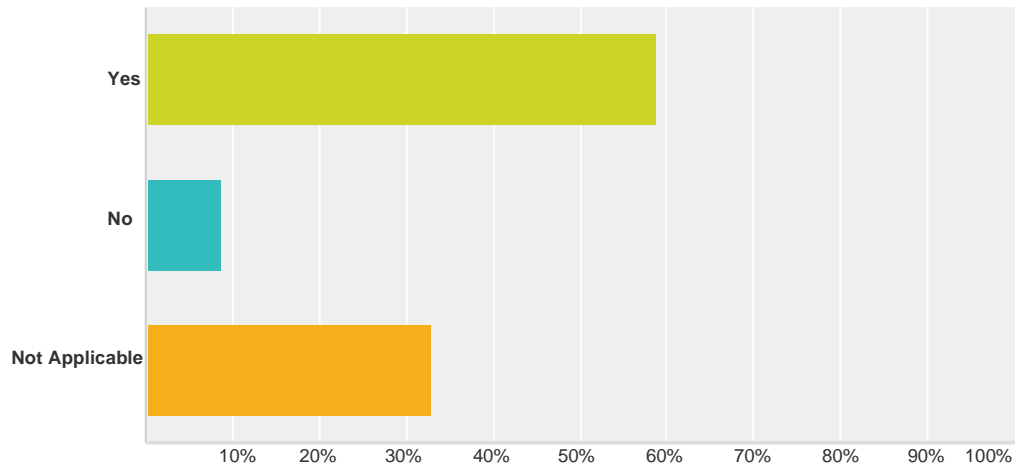
Answered: 114 Skipped: 2



Answer Choices	Responses
Yes	79.82% 91
No	20.18% 23
Total	114

Q6 If you are a hackney carriage driver, do you own the licensed vehicles?

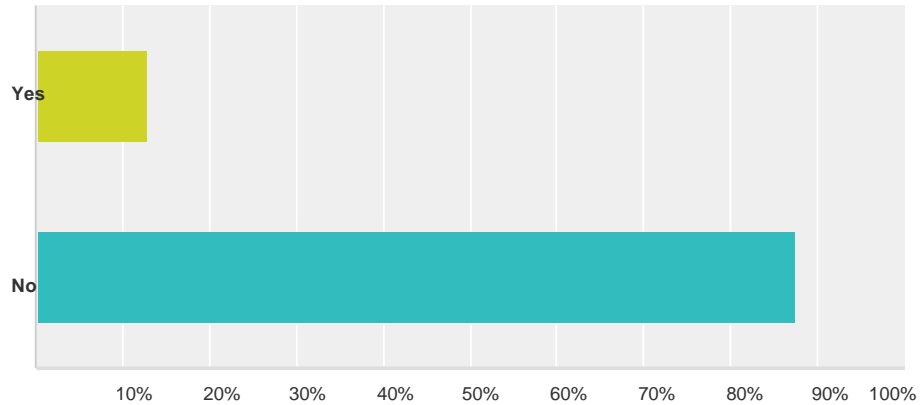
Answered: 116 Skipped: 0



Answer Choices	Responses
Yes	58.62% 68
No	8.62% 10
Not Applicable	32.76% 38
Total	116

Q7 If you are a hackney carriage driver, does more than one driver use your licensed vehicle?

Answered: 102 Skipped: 14



Answer Choices	Responses
Yes	12.75% 13
No	87.25% 89
Total	102

Q8 Do you have any other comments you wish to add?

Answered: 61 Skipped (See full results, section 8)

Email & Tweet Summary

Email

Lack of "policing" the Warwick Town Centre rank (near Costa Coffee). Taxis should be limited to parking on the rank only; if the rank is full, they should move on.

Far too frequently, taxis are parked on double yellow lines opposite the rank / near the statue of Randall Turpin. This is a high pedestrian traffic area and poorly / illegally parked taxis cause a safety risk to the public.

I question whether this is the best location for taxis. Moving the rank to outside Shire Hall (where the road has "taxi" markings) or Barrack Street (used when Market Square is closed) would allow a single-flow of vehicle movements rather than the current scheme which necessitates taxis "shuffling" up the rank by reversing in and driving out of bays.

The current rank could be added to the 30 x minute parking area, and thus increase parking for town centre visitors.

If nothing else, please do more to stop taxis congregating illegally off the rank.

Tweet

To be honest, I'd rather you do something about the rates that you set. They are high. Bring on Uber

Petition – Received 4 May 2017

Accompanying letter commented on:

- Too many taxis
- Insufficient taxi ranks
- A unified system is required
- License and plate fees
- 6 month renewal process
- Uber
- Working conditions abysmal
- Members of the Drivers and Operators Forum not communicating.

There are 85 signatures however the issues outlined at the top of the signature sheets were limited to only three issues: insufficient taxi ranks, a unified rank working system and licensing fees. The petition organiser was responded to and guided to the Council's policy on petitions and also advised in light of the then pending WDC consultation that the comments would be submitted as part of that process. It is also worth noting it is likely that some of those that signed the petition have also made comment as part of the wider WDC consultation.

6. ADVANTAGES AND DISADVANTAGES

General

The licensing of taxis is complex and involves the application of a substantial amount of legislation and case law, some of which dates back to 1847. Currently WDC policy does not limit the number of HCVs it licenses. Anybody can apply for a HCV licence, subject to applicants meeting our quality standards and complying with vehicle and driver conditions. It is recognised that the situation relating to a limitations policy is complex and emotive in nature and may have important consequences for the trade, the travelling public and for the local authority. A decision to change the policy in this respect could therefore not be taken lightly or without full consideration of all of the various associated issues. Most importantly, in order to allow for the appropriate long term taxi licensing policy and arrangements to be put in place, the Council accepts that it would need to carry out extensive consultation in order to make a proper and informed decision.

Having outlined the current situation the possible implications resulting both directly or indirectly from either putting in place or not a limitation policy are set out below.

To limit or not – the options

There are four main options suggested in the CTS survey for dealing with the issue of introducing a limitations policy.

- i) Retain the status quo – no change to existing policy
- ii) Return a limit at a fixed level (and determine what the level should be)
- iii) Return a limit at a fixed level (and determine what that level should be and any other fleet development proposals)
- iv) Return a limit but on the basis of not issuing any new plates (therefore number of plates reduces over time)

Each one of these four options has associated with it various positives or advantages and negatives or disadvantages for the public, the trade, the Council and several other and interested parties. Some of these pros and cons are outlined below.

It is important to note however that what may be perceived as an advantage for one party may be thought of as disadvantageous to others and some of the points are

interchangeable between options. These lists are not exhaustive and there may well be other pros and cons associated with any one or more of these options that are either not known or predictable at the present time.

Option 1 Retain the status quo – no change to existing policy

Advantages of not having a limit in place:

- Allows entrepreneurs ready entry if they see an opportunity and encourage new drivers and vehicle owners to enter the trade and provide new employment opportunities.
- It allows vehicles to grow to meet demand quickly and may have a positive effect in terms of the service made available to the public as and when they need it. Change in demand is can occur due to regeneration of the district.
- It is in tune with the latest stated government policy as highlighted recently in the LGA Councilors Taxi Handbook 2017.
- It could prove to be the most straight forward, simple and cost effective method of administration for HCV licensing.
- In the short term there would be a reduced officer workload in the administration of taxi licensing in comparison to any other option which changes the current situation and which would inevitably lead to some changes in the management of taxi licensing services hence changes to and increases in workload.
- Any significant savings that might result from such changes would then be reflected in licensing fees and charges.
- If hackney carriage licences were freely available, owners of vehicles could not sell their vehicles at a premium for the licence attached to the vehicle.
- No need for costly unmet demand surveys to be undertaken every 3 years.

Disadvantages:

- If there is no increase in demand, adding further plates continues to dilute the earnings amongst more vehicles.
- It leads to further reaction from the trade and potential unease amongst those with high levels of experience in servicing the public.
- It also assumes that the free market is working properly and effectively which may not be the case.
- Over-ranking could worsen.

Option 2 Return a limit at a fixed level (and determine what the level should be) Advantages of returning a limit are:

- It can allow the trade to feel better able to focus on customer service.

- By setting a limit at a lower number than currently licensed over ranking could start to improve.
- Could reduce vehicle movements in the district, especially at busy times.
- If there are less HCVs this could promote the earning potential of Private Hire Operators.
- Regular needs surveys would be required which provide a good indication of demand for taxi services in the district and the numbers of hackney carriage vehicles allowed to operate would therefore be relatively up to date to reflect the needs of the travelling public in the area.
- The costs for the survey would be passed to the trade via licence fees.
- The trade feel introducing a limit would reduce public safety issues particularly tiredness of drivers.
- It may encourage renting of vehicles by drivers no longer able to obtain a vehicle, which can increase the activity levels and length of time the fleet is overall available, particularly impacting on periods when people might not otherwise choose to work.

Disadvantage:

- Some local authorities and the Office of Fair Trading have muted concerns about an increase in unlicensed drivers in areas where limits exist thus impacting on public safety and protection (i.e. the drivers and the vehicles are not subject to any control).
- If a limit was put in place that was lower than the current numbers this could be detrimental to the business interests of some existing members of the hackney carriage trade operating in the district.
- Opens up additional potential legal challenge.
- A waiting list would need to be introduced and managed. Some local authorities have reported people can be on the list for many months, even years.
- Maintenance of the limitation policy would necessitate future, regular surveys of unmet demand with cost and perhaps more significantly resource implications for the local authority.
- Maintenance of the limitation policy would necessitate future, regular surveys of unmet demand with cost to the trade as this would need to be recouped via licensing fees.
- Restricts open competition and prevents free market conditions (Office of Fair Trading).
- Limitation of hackney carriages could lead to insufficient taxi numbers in some locations at certain times, therefore causing a disadvantage to users. For example whilst most ranks were good some were fair and the Leamington Spa Station was poor. (Please note the station is private land therefore there is a fee if taxis want to register to use this rank).

- If demand at significant times (e.g. early hours of the morning when the night time economy is winding down) this could result in more customers queuing, this could result in more crime and disorder, especially if customers are fueled by alcohol.
- A disadvantage of renting, drivers are no longer able to obtain a vehicle of their own. These drivers would be totally reliant on existing vehicle license holders for work and will always be required to pay a leasing fee in order to work. Such fees could increase if there was less availability of vehicles, should demand increase or if there was more preference for saloon style vehicles.
- Another disadvantage of renting is the need for owners to ensure the maintenance of a vehicle is more efficiently monitored. More wear and tear issues are likely to arise due to additional use. If more drivers are using vehicles which are not their own there could be an increased chance of mechanical failures being missed, potentially causing a higher risk to both drivers and customers.

Option 3 Return a limit at a fixed level (and determine what that level should be and any other fleet development proposals).

There are a number of fleet developments examples suggested in the CTS survey. A few have been expanded upon below.

Some of the above advantages and disadvantages plus:

Advantages:

- Add stability to the trade and the positive impact from a trade feeling more secure would assist in finding a way forward with issues such as the student service problems identified in the CTS survey.
- Existing HCV license holders will be required to develop the fleet. For example: A Council can require any hackney carriage licensed by them under the Town and Police Clauses Act 1847 Act to be of such design or appearance or bear such distinguishing marks as shall clearly identify it as a hackney carriage. In a similar way, under the Local Government (Miscellaneous Provisions) Act 1976, a Council can require private hire vehicles not to be of such a design and appearance as to lead the public to believe that it is a hackney carriage. In order to assist the public in recognising a Hackney Carriage that has been licensed by the Authority such vehicles may therefore be required by license conditions to conform to a

specified colour policy. This may assist in the promotion of public safety by helping to reduce the possibility of customers getting into unlicensed vehicles or getting in to private hire vehicles that are unlawfully plying for hire in the street or from a taxi rank. Of secondary consideration, the adoption of a colour policy would, in addition to the main public safety purposes, provide a readily identifiable 'Warwick District Taxi Fleet'. The CTS survey identified that 26% of those responding in the street interviews to the question about use of hackney carriages said they could not remember seeing a hackney carriage in the area.

- A further option could be to work with the trade within a capped environment to see to encourage vehicles towards the hybrid / electric route, which would provide environmental benefits as well as giving the fleet a trend towards being seen as environmentally friendly.

Disadvantages:

- During the WDC consultation there appears to be limited appetite from the trade to develop the fleet.
- Requires operators to incur costs of changing or obtaining or upgrading to new vehicles.
- Will take time to bring about any service improvements as any significant changes in policy and fleet development will require considerably more consultation with the trade.
- With reference to the advantages above regarding electric/hybrid vehicles, since the commissioning of this report there has been a lot of media in relation to the governments requirements for improving air quality, therefore the trade may be required to upgrade regardless.

Option 4 - Return a limit but on the basis of not issuing any new plates (therefore number of plates reduces over time)

Some of the above advantages and disadvantaged plus:

Advantages:

- This is the preferred option of the persons responding to the WDC consultation.
- If transfer of vehicle licences are not controlled this can inflate the value and worth of a licence to existing holders, thus being an advantage to the trade as it introduces 'excess profit', that is, profit that would not exist if the level of supply was determined by market forces and not the local authority or regulator.

Disadvantages:

- Any advantages in terms of earnings for drivers will be slow to materialise. More so as the biggest threat to the trade at the moment in this respect is potentially competition from App based private hire companies such as Uber. The CTS report highlighted, of the members of the general public approached there was a high number of people obtaining vehicles by mobile or smart phone and on-line, 21%.
- Inflated values (also known as plate premiums) make it even more costly for a new person to enter the trade.

Plate premiums

It depends on the actual rules regarding return of plates and if the plates can be traded if no longer required by their owner or not. Some authorities have found ways in which the plates have to be returned (the clear direct legal option for this only exists in Scotland) such that no true plate value can accrue other than that relating to buying the value of the business.

It has however also been reported that disallowing plate transfers can also promote absentee plate holders; if they can't sell the plates for a premium then they hold onto them to lease out instead, given they may still be in high demand.

It is also difficult to assess accurately what the level a premium might be, as none of the authorities which have limits encourage the practice. An extract from a table in "Restricting Taxi Numbers Myth and Reality" (a paper written by Taxi Driver Online in 2004) reported the following figures, however it must be noted there is limited explanation for the source or accuracy of this data.

	No of plates	Plate premium
Manchester	788	£45,000
Brighton	459	£35,000
Leeds	402	£50,000
Oxford	99	£70,000
Wycombe	42	£50,000
Bournemouth	214	£30,000
Crawley	79	£40,000
Reading	138	£25,000
Woking	51	£50,000

2017 statistics

The latest WDC data (31 March 2017) is indicating a slight drop in number of drivers 483 (-12) and number of Private Hire Operators 61 (-7) on the 2016 figures. HCVs have risen to 215 (+2) and PHO vehicles have dropped to 182 (-3).

Market forces could be accountable as well as competition from App based operators, the biggest of which is a company known as Uber with over 25,000 registered drivers. As with all private hire operators Uber can dispatch vehicles and drivers to carry out work anywhere in the country, providing that the vehicle and driver that is allocated the booking is also licensed with the local authority that issued the relevant private hire operator licence.

The company uses an App that allows customers to book a private hire vehicle to collect and drop off in any location by using just a smart phone or iPad etc. The App also confirms the price of a journey upfront and allows the customer to make an electronic payment. Potentially this is an increasingly preferred way of securing a taxi for many customers.

7. FINAL COMMENTS

Officers are sympathetic with the plight of drivers who are attempting to increase their income, which is a problem that has not been helped with the introduction of the Deregulation Act 2015 which came into force and made it lawful for private hire operators licensed within a particular area to subcontract bookings to other operators in other licensed areas. In practice this not only means there can be a higher number of taxis in an area it also causes difficulties for licensing authorities as it allows drivers to lawfully operate anywhere in the country, regardless of where they are licensed.

Officers of Warwick District Council will continue to lobby for urgent change in primary legislation to ensure all licensing authorities promote public safety to the same degree but for the time being it is now for Executive to consider all the information and determine if there should be a policy to limit the number of hackney carriages in the Warwick district.

In respect of HCVs the main statutory function and aim of WDC is to protect the public but at the same time ensuring there is reasonable access to a safe and well maintained taxi service.

8. CONSULTEES COMMENTS

Q2 Please provide a brief summary of why you have chosen your preferred option over the others

	Responses	Date
1	To stop all new licences being issued would mean current licences may have extra financial value added to them	6/26/2017 9:22 AM
2	Warwick I feel have the right amount of taxis but I feel that their location is in the wrong place and should either be in close proximity to the bus station as it is hidden away in the town centre and all transport links I feel would benefit from being close together so anyone getting off a coach at the bus station does not have a long way to walk with luggage should they need a taxi? or the alternative would be better signage so when you get off a bus or coach.there should be more modern electric or hybrid vehicles or modern euro 6 diesels that don't spew out fumes, air pollution checks should also be carried out on taxi rank	6/25/2017 11:49 AM
3	There are far too many taxis licenced by WDC. There is not sufficient rank space, there is no longer enough work and we are against a losing battle with Uber.	6/25/2017 6:22 AM
4	Too many Taxis not enough work, too many people from other towns not adhering to taxi byelaws i.e. Overcharging being rude to customers, refusing short fares. The whole taxi structure needs to be looked into and policed to a better standard to ensure the public are offered a professional and safe service.	6/24/2017 9:17 PM
5	There are already far too many taxis . when i started there were approximately 60. as a result I earn about half minimum wage.The survey should have been done ten years ago. .	6/24/2017 6:39 PM
6	Its not balance anymore. Better to stop issuing new plate both hackney carriage and private plate. Working and waiting on the queue for 15 hrs everyday having less income not even enough for living. Too much competition.	6/24/2017 4:43 PM
7	Good for environment, and will maintain high standards	6/24/2017
8	At present too many here. Small town. No enough taxi rank. At present we cannot stay all the licence holders in the taxi rank. Increase taxi ranks then may consider. Uber taxi also operating our areas. So we lost at least 20% of Jobs already.	6/19/2017 1:52 PM
9	It doesn't seem to be a problem	6/15/2017
10	because there are more hackney on the road	6/12/2017
11	Because it's more relevant to over trade in these days.	6/12/2017
12	I have chosen option 4 because there are too many taxis in town and there are not enough parking spaces in a taxi rank as well as the waiting time being too long during the weekdays and are struggling to find jobs during the weekends too. It's hard to find jobs with the amount of taxis in the area and therefore result in a less income of money.	6/11/2017 6:47 PM
13	Taxi driving Joppa always good opportunity for new job	6/5/2017
14	there are currently too many taxis and not enough people using them. Therefore, return to limiting number of taxis will help improve service to customers as well as stop the growth in companies putting taxis into the market	6/4/2017 10:15 AM
15	Because There is already way too many hackney carriages	6/2/2017
16	i think number taxi ti many	5/31/2017
17	too many taxis no jobs	5/27/2017

18	Too many taxis not enough work and sapices on the rank.	5/26/2017
19	Hard to make living	5/26/2017
20	Too many taxis Hard to make living	5/26/2017
21	Because the uber taking our jobs and not enough space for taxi in the rank	5/25/2017
22	To many taxis that why no enough place to park and make business. To much competition plus uber does unfair competition.	5/25/2017 8:58 PM
23	Over crowded vehicles, no pleace to stop for plying, waiting too long for fares, causing aggression between drivers over fares,	5/25/2017 8:49 PM
24	Because of Uber and not enough business	5/25/2017 8:46
25	Because too many no work	5/24/2017 11:24
26	There are enough hackney plates to sufficiently meet demand in our area	5/24/2017 2:25
27	confusion over what is and isn't a Hackney carriage. improve standard of vehicles	5/24/2017 11:37
28	Too many taxis already	5/24/2017 5:22
29	Too many taxis not enough work not enough taxi rank space	5/23/2017 5:35
30	There are enough taxi in district.no space in ranks.no enough job in the area	5/23/2017 11:59
31	Too many taxi plate Issued not much work	5/23/2017 11:33
32	There are already plenty taxis. No space on the ranks either. It becomes very difficult to make a living.	5/23/2017 11:11 AM
33	Number of plates being issued should be limited due to there already being issues at rank for not having enough spaces.	5/22/2017 10:11 PM
34	Too many taxis no space on the rank long waiting for jobs	5/22/2017 5:52
35	Car expensive, plate expensive, badge expensive plus to many taxi then how can I make money.	5/22/2017 3:37 PM
36	Taxi to many no work no parking place 3or 4 over wating time 4 over one job	5/22/2017 3:04
37	Too many taxis for the area.	5/22/2017 2:40
38	So much taxi I can't make money because too much taxi	5/22/2017 2:27
39	Too many taxis already.	5/22/2017 2:20
40	I don't think we need any more taxis	5/22/2017 2:01
41	Too many taxis which is making it more difficult to earn money to maintain a taxi business as well as a standard of living. There's so many taxis that all the ranks are filled up, so taxis don't have no choice but to park illegally which is dangerous for the driver, other road users and members of the public. Uber has started coming to leamington which has started taking a part of the taxi trade, which furthermore makes it more difficult to earn.	5/22/2017 12:27 PM
42	Too many taxi licence issued	5/22/2017 11:54
43	There are too many taxis on the road and not enough work , council fees , licensing costs are increasing hugely and fares are diluting further due to all the new taxis coming on to work	5/22/2017 11:48 AM
44	Too many taxis less jobs long waiting	5/22/2017 11:26
45	Too many taxis no work and spices on the rank	5/22/2017 11:02
46	Too many taxis long wait for job most of time no space at rank for park	5/22/2017 9:34
47	Already to many taxis very difficult to living and uber coming	5/21/2017 8:02

48	Already too many taxis. Very difficult to make a living.	5/21/2017 8:01
49	Too many taxis no worksno	5/21/2017 4:31
50	Already too many taxis. Difficult to make money.	5/21/2017 10:42
51	There is not enough trade, also UBER taken our jobs parking around warwick district council area.	5/20/2017 9:05 PM
52	Met the requirement	5/20/2017 8:29
53	Too many	5/20/2017 8:28
54	More than enough taxis	5/20/2017 7:04
55	Too many	5/20/2017 7:03
56	Tikka y taxis in the area making it increasingly difficult to make a living. Additionally Uber have now started to work from the area and are further decreasing the work available. It's an unfair platform! A Wolverhampton drivers licence is £77 and a vehicle can be first licenced when it is up to 12 years old! The costs are a lot cheaper no wonder they can afford to run at Uber's prices!	5/20/2017 3:30 PM
57	Drive rear are working longer hours to make money and cars are not being maintained	5/20/2017 2:27 PM
58	That's the only solution	5/20/2017 1:54
59	Should be stopped years ago	5/20/2017 1:53
60	To look at the capacity of the city, it is hard to find a job because there are so many taxi, that they looking for the customer.	5/20/2017 12:36 PM
61	There doesn't seem to be a need for new Hackney plates .the rank in Warwick and Leamington are full with them every day. And even if we wanted to use the rank for our taxi there is no place to park there is nowhere and if we did get on the rank we would have to wait for a long time for a customer.	5/20/2017 10:40 AM
62	Demand for Hackney taxis is generally low, therefore I feel that there are too many Hackney plates being issued.	5/20/2017 10:40 AM
63	Because all the ranks are full and I get Fed up driving around to find space	5/20/2017 10:35
64	To many taxis no work less space on taxi ranks	5/20/2017 9:58
65	Too many taxis not enough work.no ranks to park taxix.	5/20/2017 9:51
66	Very long waiting time in between fares. Sometimes have to wait a few hours for a minimum fare job. Also Uber are now operating in the area, diminishing our earnings even further.	5/20/2017 9:51 AM
67	Town is flooded with taxis	5/20/2017 9:47
68	Because there is a small rank and not enough jobs available.	5/20/2017 9:27
69	To many taxies not enough work	5/20/2017 9:05
70	Too many taxis not enough work	5/20/2017 8:53
71	Too many taxis. No work!	5/20/2017 8:46
72	So many taxi no much work left	5/20/2017 7:50
73	Too many taxis no work!	5/20/2017 7:46
74	Too many taxis no work!	5/20/2017 7:43
75	Too many taxi not enough work ve	5/20/2017 7:41

76	Too many taxis	5/19/2017 11:09
77	I would like to see more electric vehicles and a smarter fleet in general	5/19/2017 3:57
78	Allows for a control on the amount of licenses issued but also means that the number doesn't decrease over time	5/19/2017 9:30 AM
79	There are too many taxis. Therefore there is no work.	5/18/2017 7:26
80	A lot of Taxis in the town. No space and no work	5/18/2017 6:01
81	Too many taxis. No space on ranks. No business	5/18/2017 5:54
82	There are far too many taxis in Warwick district. Enough for taxi demand.	5/18/2017 5:28
83	Work is very slow	5/18/2017 9:56
84	As the survey comprehensively suggests that there is no unmet demand so the issuance of new plates should be stopped, until after another periodic survey suggests otherwise.	5/17/2017 10:58 PM
85	Too many taxis. Warwick SQ is always full of them.	5/17/2017 9:41
86	Because there are too many plates, there is a reduction in the number jobs for taxi drivers. Also, there won't be enough space for all the taxi's to park.	5/17/2017 7:12 PM
87	Too many taxis and it's getting harder to get jobs- have to wait over 2 hours before the job comes on the rank and parking has become another issue so please enough is enough. If drivers are parked anywhere else they get points and told to drive around the town burning wasting fuel in dead mileage.	5/17/2017 6:01 PM
88	Too many taxis no parking space and no work	5/17/2017 2:46
89	There is no space on rank. And there are too many taxis	5/17/2017 1:25
90	There are too many hackney taxis. Therefore there should be a limit for that.	5/16/2017 7:51
91	There are already sufficient taxis in the area.	5/16/2017 7:39
92	Many people are coming from so far away to leamington and Warwick to work which they don't know the area and most of them they can't speak English. And when they finish their shifts they leave their taxis all around leamington and on north timberland road. I think the taxi drivers should be from around the area at least.	5/16/2017 6:43 PM
93	There are too many taxi's, not enough space for them to park	5/16/2017 4:59
94	I think at this point of time we have a lot hackney carriage vehicles in the town. Therefore it is hard to find the parking space on ranks especially weekends. I suggest that the plates should be stopped for some period of time. As there is less demand and more supply.	5/16/2017 2:24 PM
95	To put a limit on the issue of plates could cause problems in the future with increased housing/development in the area. Also this limit will require continuous checking/monitoring to check on the demand in the area. All of this costs and will be passed on to the operators. Improving fleet quality, drivers and ranks is more important for both the trade and customers.	5/16/2017 2:00 PM
96	Have a fixed level but maybe adjust with new housing, population increase. Electric vehicles is a definite especially with damaging omission levels from older Taxi's.	5/16/2017 1:50 PM
97	It's not enough trade , specially when is already UBER around Leamington and surrounding areas.	5/16/2017 1:40 PM

Q8 Do you have any other comments you wish to add?

	Responses	Date
1	Feel there are sufficient hackney carriage crhicaks but they do feel threatened by private hire companies so some protection should be given and more ranks provided	6/26/2017 9:22 AM
2	I think hackney carriage owners should have the freedom to put their plate on vehicles that are not wheelchair accessible vehicle. It should be a choice for the driver of what type of vehicle they drive. Whether they want a saloon type vehicle or a WAV , there would be sufficient vehicles designed to carry wheel chair users. I think vehicles like VW tourans should not be licenced for more than 4 passengers. I think it's unsafe for passengers who are made to sit in the boot space. Passengers can be left trapped in the event of a accident, I feel it's dangerous. It's far more threatening than having a rear loading WAV. The same rule should apply. Either allow Peugeot premier type vehicles to be licensed hackney carriages or stop Touran type vehicles. Further regulation needs to be implemented, regulations set by WDC are not taken serious by the drivers. Fare Refusals, overcharging etc. We need to have rank marshalls and proper rank rules. Licences should be honoured in a professional manor and not in a manor where drivers are just looking to fill their pockets at the cost of the customer! The test should be more intense and the English test should be more in depth than just asking or giving someone the time. Communication could compensate passenger's safety and well being. There is too much to list of what needs reviewing but I think licensing need to go back to their drawing bored to conjure up a way of knocking taxi drivers in to shape.	6/25/2017 6:22 AM
3	All vehicles should be no more than 10 years old, and rear loading wheelchair vehicles should be told that on next renewal they must get a side loading vehicle or loose the plate.	6/24/2017 9:17 PM
4	Ive held a licence over 30 years .I have recently been hailed by Japanese tourists when I had 6 cars in front of me i.e. from a long way off. I've been hailed at night in the towns thousands of times even with the taxi sign light switched off. The public can easily identify taxis . I believe having the same colour is introducing a change for the sake of introducing a change . If you continue to increase costs and conditions I will look at getting licensed out of district where costs and conditions are significantly less and work for uber in this district. At the end of the day this is my full time job and I need to make a living . I used too regularly work late at night but don't now because there are too many taxis . That income has gone .	6/24/2017 6:39 PM
5	I would like there to be more taxi ranks as there aren't many to notify the public of taxi services e.g. adding signs of taxi services at pubs and food shops.	6/11/2017 6:47 PM
6	Already stop for small car and I want get plate if you stop for big car car price will be more expensive than I can't get my own car and there is lots uBer driver around anyway	6/5/2017 2:21 PM
7	the taxis should use their meters to charge their customers fairly instead of determining the price themselves	6/4/2017 10:15 AM
8	No	6/2/2017
9	no space for taxis	5/27/2017
10	We want you stopped taxi plates so this small town can take any more taxi and we want you take seriously action against uber thanks	5/25/2017 10:59 PM
11	No enough space to many cars for small town. Please stop uber they do unfair competition. We want you to definitely stop plates thanks	5/25/2017 8:58 PM

12	I believe warwick district council issued more plates than the district need and I believe the issuing new grant plates should be stopped	5/25/2017 8:49 PM
13	* Uber needs to be stopped immediately because unfair competition. * Taxi ranks not enough. * Most of the taxi drivers waiting in front of Travel lodge for job just 50 steps from the main taxi rank. *	5/25/2017 8:46 PM
14	Should be more organized	5/24/2017
15	I always struggle to identify a Hackney carriage in warwick. I occasionally want to travel to Birmingham and there's no fare pricing or details of registered companies at the Warwick rank. The warwick rank is often deserted, especially at rush hour, when I suspect they all go to Leamington station. All the private hire vehicles are rubbish, why can't we have decent recognisable cars like Stratford.	5/24/2017 11:37 AM
16	Taxi rank should be permitted for taxi only no private cars parking in taxi rank any time	5/23/2017
17	Not space on rank . Provide more rank space	5/23/2017
18	Too many taxis Uber is killing the business Very difficult to pay bills and make money	5/22/2017
19	Number of plates being issued should be controlled as at the moment there are way too many taxis in comparison to the parking spaces available at the rank. Which means that some drivers do not get the opportunity to be able to stay at that rank and have to relocate themselves.	5/22/2017 10:11 PM
20	Make rank .more bigger	5/22/2017
21	No work	5/22/2017
22	Need to sort out the taxi ranks. More of them and increase the number of spaces on the Hamilton Terrance rank.	5/22/2017 2:40 PM
23	Taxis are already way to spot they have a big sign on the roof that says Taxi	5/22/2017
24	O	5/22/2017
25	Nill	5/22/2017
26	The council need to provide more help and introduce policies or regulations and code of conduct that is more driver friendly - at the moment it feels as though the council isn't for the hackney licences but against them	5/22/2017 11:48 AM
27	Too many taxis	5/21/2017
28	Drivers need space to rank in kenilworth Warwick and leamington spa too many drivers no ranking and stop issuing new plate, already we have lost so many coustomers to uber many thanks	5/21/2017 6:36 PM
29	Hackney carriage already clearly identified by large taxi sign upon roof. And side Hackney carriage stickers. Suggest to implement signage for private hire like other authorities with a sign on top saying Pre booked only. Over time vehicle manufacturers are introducing more environmentally friendly cars so the taxis and Phv will all eventually be lower emission vehicles.	5/21/2017 10:42 AM
30	* I think we should have a UBER Marshall instead of Taxi Marshall. * I think UBER app should not be available in warwick district council area. * I think all the Taxi rank should have many electric vehicles charging points. This is the future. *	5/20/2017 9:05 PM
31	It's becoming more difficult to keep a vehicle up to the required standard when the work is reducing both by the number of taxis and uber. Myself and a numbe of other drivers / owners are considering Licencing with Wolverhampton to reduce our costs!	5/20/2017 3:30 PM
32	Due to the age of some cars there should be a age limit. For example most towns now have age restrictions. So I would recommend a 10 year age limit. This would also give a good image to people visiting the area	5/20/2017 2:27 PM

33	No	5/20/2017
34	No	5/20/2017
35	We are all struggling to earn a living and have to work more and more	5/20/2017
36	Not applicable	5/20/2017
37	As mentioned earlier the market is saturated and this problem has been made even worse with the arrival of Uber. Uber are also not working within their own guidelines and blatantly plying for hire as are some of our own private hire companies who are driving around town and parked outside clubs when their premises are closed.	5/20/2017 9:51 AM
38	New licences should be stopped	5/20/2017
39	Stop issuing more licences.	5/20/2017
40	Na	5/20/2017
41	Ñ/a	5/20/2017
42	It's already too late now to do such thing but never too late	5/20/2017
43	No more taxis.	5/20/2017
44	Vehicle age10 year	5/20/2017
45	Private cars must not be allowed to park on taxis ranks.	5/18/2017
46	No space at night on ranks. Altoria rank is full of private cars. So please give space to taxis on altoria	5/18/2017
47	Extension of ranks. Private cars should not be allowed to park on taxi ranks especially at night.	5/18/2017
48	More taxi rank spaces	5/18/2017
49	WDC and the relevant authorities should consider the following Ranks which will improve the service to customers and also improve the work for taxi drivers as they will be better spread out. 1) Warwick Hospital: there is demand of taxis is hospital and specially at peak times patients and visitors wait for long time because of horrendous traffic in the area. For the service improvement a Rank must be introduced with the consultation of hospital trust. Obviously an appropriate fee should be applied as in Station ranks. 2) New Kenilworth station: As the new station opens by the end of this year, we are hoping that a rank is introduced there like Leamington Spa and Warwick Parkway. 3) Warwick Station: It is unfair with Hackney drivers that the busy station is entirely given to Castle Cars, there should be rank there, with appropriate fee, to give customers a choice between private hire and hackney carriages. The mad prices that the private hire charge (£6 minimum fare) is unfair to customers and they should be given an option of hackney carriage at the station	5/17/2017 10:58 PM
50	Too many taxis around this area.	5/17/2017
51	There are not enough facilities for the taxi drivers. For example, there is a parking problem for taxi drivers at on weekends, therefore more parking space is needed.	5/17/2017 7:12 PM
52	Lot of elderly people or even younger people prefer small saloon cars as they are much more comfortable and easy to get in so most people prefer smaller cars especially if less than 4 passengers are travelling.	5/17/2017 6:01 PM
53	All ranks should be extended because taxis too many	5/17/2017
54	Too many taxis!	5/17/2017
55	Please extend the taxi ranks	5/17/2017
56	I think there are enough taxis to fulfil the present demand. How ever having a repeated survey every three years will be a good idea.	5/16/2017 7:39 PM

57	I think there should be a stop to the number of taxi's there are because we live in a small town and have too many taxi's in a small area.	5/16/2017 4:59 PM
58	I have a Fiat Doblo 4 passenger hackney carriage vehicle. I request that I should be given the permission to change the vehicle into another new 4 passenger vehicle. I have already requested council for that permission. I do not want a 7 seater vehicle. Therefore please allow me to replace my 4 seater vehicle into a new 4 seater vehicle.	5/16/2017 2:24 PM
59	Can we have tea and cakes at the next DOF meeting please! Lovely! :-)	5/16/2017 2:00 PM
60	Yes, Uber!! how are they able to operate within Warwick county council. I operate in Kenilworth and into Leamington and have noticed an increasing number of Uber vehicles Licenced to either Birmingham or Wolverhampton. They are taking local custom! what can be done.	5/16/2017 1:50 PM
61	Hybird or electric car is great idea maybe can be done near future maybe 2020 , also outcome would be for drivers financially to purchases a new car with electric and hybird .also most of the hackney carriage are mini bus so there is no much market yet for a large minibus in hybird or electric .	5/16/2017 1:40 PM

9. BREAKDOWN OF COMMENTS TO QUESTION 8 BY TYPE

Fleet Development	<ol style="list-style-type: none"> 1. Hybird or electric car is great idea maybe can be done near future maybe 2020, also outcome would be for drivers financially to purchases a new car with electric and hybird. Also most of the hackney carriage are mini bus so there is no much market yet for a large minibus in hybird or electric . 2. Lot of elderly people or even younger people prefer small saloon cars as they are much more comfortable and easy to get in so most people prefer smaller cars especially if less than 4 passengers are travelling. 3. Vehicle age 10 year 4. Due to the age of some cars there should be a age limit. For example most towns now have age restrictions. So I would recommend a 10 year age limit. This would also give a good image to people visiting the area 5. I think all the Taxi rank should have many electric vehicles charging points. This is the future. 6. Over time vehicle manufacturers are introducing more environmentally friendly cars so the taxis and Phv will all eventually be lower emission vehicles. 7. All the private hire vehicles are rubbish, why can't we have decent recognisable cars like Stratford. *** 8. Already stop for small car and I want get plate if you stop for big car car price will be more expensive than I can't get my own car and there is lots uBer driver around anyway 9. All vehicles should be no more than 10 years old, and rear loading wheelchair vehicles should be told that on next renewal they must get a side loading vehicle or loose the plate. 10. I think hackney carriage owners should have the freedom to put their plate on vehicles that are not wheelchair accessible vehicle. It should be a choice for the driver of what type of vehicle they drive. Whether they want a saloon type vehicle or a WAV , there would be sufficient vehicles designed to carry wheel chair users. I think vehicles like VW tourans should not be licenced for more than 4 passengers. I think it's unsafe for passengers who are made to sit in the boot space. Passengers can be left trapped in the event of a accident, I feel it's dangerous. It's far more threatening than having a rear loading WAV. The same rule should apply. Either allow
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	<p>Peugeot premier type vehicles to be licensed hackney carriages or stop Touran type vehicles</p> <p>11. The test should be more intense and the English test should be more in depth than just asking or giving someone the time. Communication could compensate passenger's safety and well being. There is too much to list of what needs reviewing but I think licensing need to go back to their drawing board to conjure up a way of knocking taxi drivers in to shape.</p>
Taxi Ranks	<ol style="list-style-type: none"> 1. Please extend the taxi ranks 2. All ranks should be extended because taxis too many 3. There are not enough facilities for the taxi drivers. For example, there is a parking problem for taxi drivers at on weekends, therefore more parking space is needed. 4. WDC and the relevant authorities should consider the following Ranks which will improve the service to customers and also improve the work for taxi drivers as they will be better spread out. <ol style="list-style-type: none"> 1) Warwick Hospital: there is demand of taxis is hospital and specially at peak times patients and visitors wait for long time because of horrendous traffic in the area. For the service improvement a Rank must be introduced with the consultation of hospital trust. Obviously an appropriate fee should be applied as in Station ranks. 2) New Kenilworth station: As the new station opens by the end of this year, we are hoping that a rank is introduced there like Leamington Spa and Warwick Parkway. 3) Warwick Station: It is unfair with Hackney drivers that the busy station is entirely given to Castle Cars, there should be rank there, with appropriate fee, to give customers a choice between private hire and hackney carriages. The mad prices that the private hire charge (£6 minimum fare) is unfair to customers and they should be given an option of hackney carriage at the station 5. More taxi rank spaces 6. Extension of ranks. Private cars should not be allowed to park on taxi ranks especially at night. 7. No space at night on ranks. Altonia rank is full of private cars. So please give space to taxis on altonia rank 8. Private cars must not be allowed to park on taxis ranks. 9. Drivers need space to rank in kenilworth Warwick and leamington spa too many drivers no ranking 10. Need to sort out the taxi ranks. More of them and increase the number of spaces on the Hamilton Terrance rank. 11. Make rank .more bigger 12. Number of plates being issued should be controlled as at the moment there are way too many taxis in comparison to the parking spaces available at the rank. Which means that some drivers do not get the opportunity to be able to stay at that rank and have to relocate themselves. 13. Not space on rank . Provide more rank space 14. Taxi rank should be permitted for taxi only no private cars parking in taxi rank any time 15. The warwick rank is often deserted, especially at rush hour, when I suspect they all go to Leamington station. 16. Should be more organized 17. Taxi ranks not enough. 18. No enough space to many cars for small town. 19. no space for taxis

	<p>20. I would like there to be more taxi ranks as there aren't many to notify the public of taxi services e.g. adding signs of taxi services at pubs and food shops.</p> <p>21. Feel there are sufficient hackney carriage crhicaks but they do feel threatened by private hire companies so some protection should be given and more ranks provided</p>
Overcrowdin g/overpopula tion	<ol style="list-style-type: none"> 1. I think there should be a stop to the number of taxi's there are because we live in a small town and have too many taxi's in a small area. 2. I think there are enough taxis to fulfil the present demand. How ever having a repeated survey every three years will be a good idea. 3. Too many taxis! 4. Too many taxis around this area. 5. No more taxis. 6. Stop issuing more licences. 7. New licences should be stopped 8. We are all struggling to earn a living and have to work more and more 9. stop issuing new plate 10. Too many taxis 11. No work 12. Too many taxis 13. I believe warwick district council issued more plates than the district need and I believe the issuing new grant plates should be stopped 14. We want you to definitely stop plates 15. We want you stopped taxi plates so this small town can take any more taxi
Uber	<ol style="list-style-type: none"> 1. Yes, Uber!! how are they able to operate within Warwick county council. I operate in Kenilworth and into Leamington and have noticed an increasing number of Uber vehicles Licenced to either Birmingham or Wolverhampton. They are taking local custom! what can be done. 2. As mentioned earlier the market is saturated and this problem has been made even worse with the arrival of Uber. Uber are also not working within their own guidelines and blatantly plying for hire as are some of our own private hire companies who are driving around town and parked outside clubs when their premises are closed. <ol style="list-style-type: none"> a. I think we should have a UBER Marshall instead of Taxi Marshall. b. I think UBER app should not be available in warwick district council area. 3. already we have lost so many coustomers to uber 4. Uber is killing the business Very difficult to pay bills and make money 5. Uber needs to be stopped immediatly because unfair competition. 6. Please stop uber they do unfair competition. 7. we want you take seriously action against uber 8. If you continue to increase costs and conditions I will look at getting licensed out of district where costs and conditions are significantly less and work for uber in this district. At the end of the day this is my full time job and I need to make a living . I used too regularly work late at night but don't now because there are too many taxis . That income has gone .
Identification of HC Vehicles	<ol style="list-style-type: none"> 1. Hackney carriage already clearly identified by large taxi sign upon roof. And side Hackney carriage stickers. Suggest to implement signage for private hire like other authorities with a sign on top saying Pre booked only. 2. Taxis are already way to spot they have a big sign on the roof that says

	<p>Taxi</p> <ol style="list-style-type: none"> 3. I always struggle to identify a Hackney carriage in warwick. 4. Ive held a licence over 30 years .I have recently been hailed by Japanese tourists when I had 6 cars in front of me i.e. from a long way off. I've been hailed at night in the towns thousands of times even with the taxi sign light switched off. The public can easily identify taxis . I believe having the same colour is introducing a change for the sake of introducing a change .
Conduct	<ol style="list-style-type: none"> 1. The council need to provide more help and introduce policies or regulations and code of conduct that is more driver friendly - at the moment it feels as though the council isn't for the hackney licences but against them 2. Most of the taxi drivers waiting in front of Travel lodge for job just 50 steps from the main taxi rank. 3. the taxis should use their meters to charge their customers fairly instead of determining the price themselves 4. Further regulation needs to be implemented, regulations set by WDC are not taken serious by the drivers. Fare Refusals, overcharging etc. We need to have rank marshalls and proper rank rules. Licences should be honoured in a professional manor and not in a manor where drivers are just looking to fill their pockets at the cost of the customer!