

APPENDIX 1 – Online survey results

Taxi Action Plan

Review the knowledge test to extend the requirements in relation to licence conditions, customer care, disability awareness and communication skills from November 2012. This will ensure the quality of new drivers entering the trade. It may also deter some drivers, reducing competition and enabling increased income for existing drivers, enabling investment in vehicles.

Answer Options	Response Percent	Response Count
Support	88.6%	39
Do not support	11.4%	5
Please give reasons, and in particular about any likely costs of this proposal		20
answered question		44
skipped question		8

- This may make taxi drivers feel fares should be increased if they have to update/change their vehicles.
- Upkeep and cleanliness of vehicles should be on the list. Any driver incurring a driving offence should be banned for 3m at least, to deter them.

Any driver incurring a complaint from a passenger should be investigated.

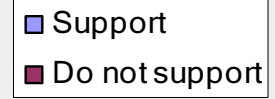
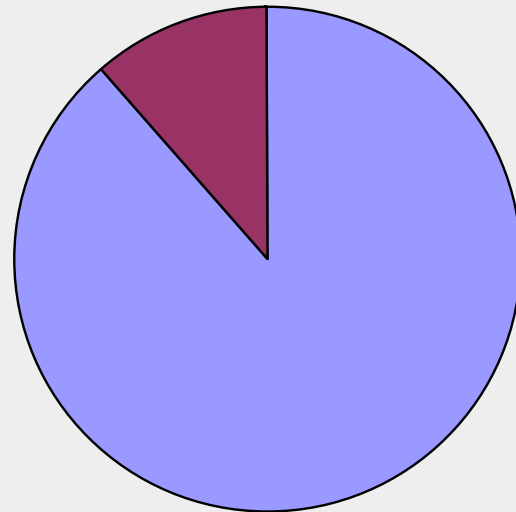
You MUST find a way of stopping licensed drivers letting their mates use their vehicle on their days off.

- Important for taxi service to be fair for all, will there be any support for drivers to achieve the standard?
- As previously stated, if we are to bend over backwards to reduce competition for taxi drivers, then why not for Florists & Hairdressers?
- I have already stated I believe there are far too many taxis in Watford. Many of the operators have only the barest grasp of the English language and fall very short of offering an acceptable standard. It is an easy option in a current climate of high unemployment but the excessive number of taxis is making it difficult for those that have done the job for their whole working lives to make a reasonable living.
- Do old drivers have gone through these strict extended requirements ? They are asking for only because they can stop coming new drivers and do whatever they need. Old drivers want to increase there income by stopping new drivers and they do not care about

public.

- Taxi drivers should be expected to work to the same standards as anyone, in any industry. You should also be able to enter a taxi knowing the driver is a safe driver.
- Many of the drivers cannot communicate with the customer and have no consideration when dealing with older or customers with a disability
- It would be good to have improved customer care and communication skills but the cost should not increase significantly if the council is already testing vehicles and drivers.
- You must also ensure that more wheelchair accessible vehicles are available and that the drivers have the appropriate training to assist a wheelchair user as well as others with disabilities.
- See previous notes.
- There has been some very dangerous driving that I have witnessed, it must be seen to be unacceptable and the standard must be seen to be high and required to be maintained as such to be granted the privilege of a licence
- as before
- These are areas that are lacking in a proportion of present drivers and both the taxi trade and users would stand to benefit. Whilst there are cost implications any council expenditure could easily be justified in terms of benefit to the travelling public.
- Drivers don't seem to know the quickest way to anywhere. The council can regulate the cost so reducing competition can only affect availability?
- I think you need to focus on the old drivers. STOP ISSUING MORE LICENCES.
- Makes sense, and will cost the council not a penny.
Improving the standard of drivers makes sense for both the trade and the public.
- The majority of drivers are brilliant and look after their customers, but several I've had the misfortune to travel with give the impression that you are getting in their way
- The knowledge test should be required not have a prohibitive fee.
- No more drivers needed....period. Put a stop on licences for a minimum of 10 years

Review the knowledge test to extend the requirements in relation to licence conditions, customer care, disability aw



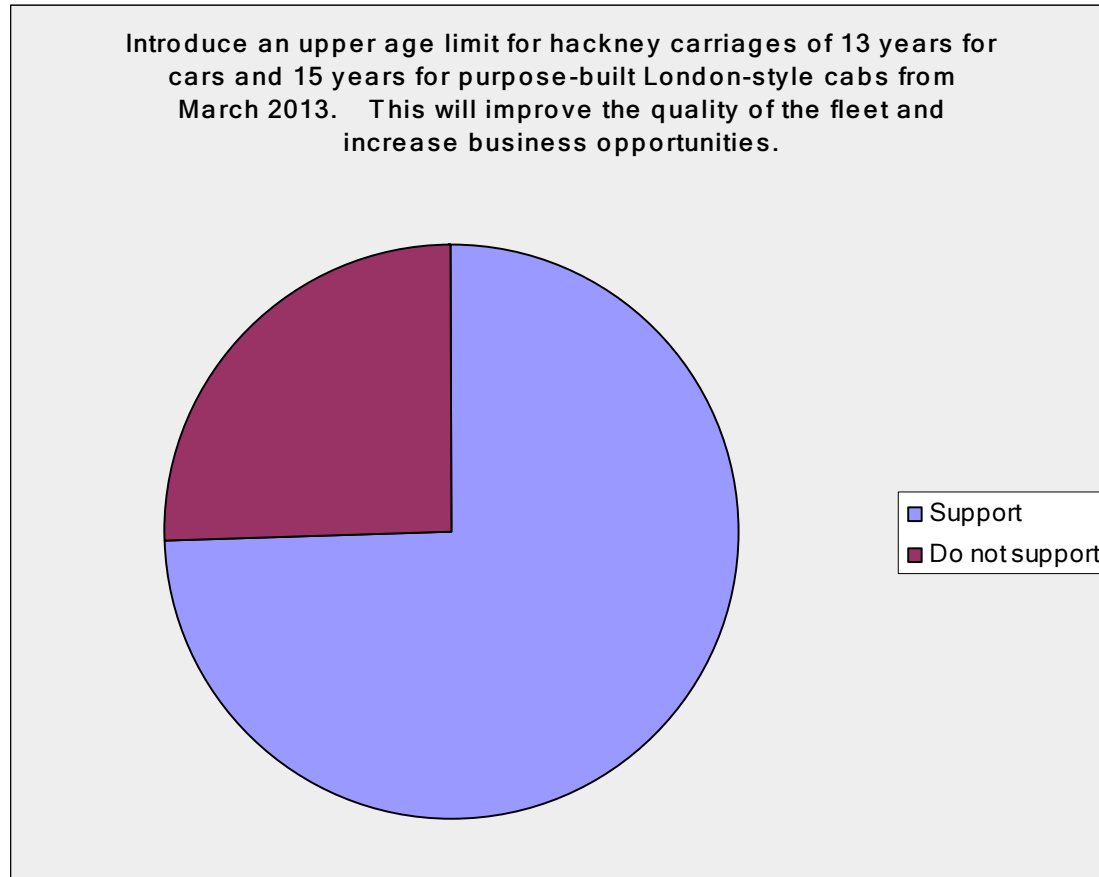
Introduce an upper age limit for hackney carriages of 13 years for cars and 15 years for purpose-built London-style cabs from March 2013. This will improve the quality of the fleet and increase business opportunities.

Answer Options	Response Percent	Response Count
Support	74.4%	32
Do not support	25.6%	11
Please give reasons, and in particular about any likely costs of this proposal		20
<i>answered question</i>		43
<i>skipped question</i>		9

- I support this fully, will only better the trade.
- I don't think many taxis come in this category
- I would only support this option if there was a complete stop on issuing of any licenses in the forcible future 20 years or more
- Standard of vehicles particularly internal smells and upholstery has more to do with upkeep of vehicle than age
- If the vehicle passes mot tests etc and is deemed safe the age of it should not matter seems unfair to put cost on owner of an old car that they may well have looked after really well
- This will help get rid of some of the existing 'Old Bangers' currently operating as taxis
- 13 years is too old. The limit should be lower
- The costs are likely to be passed on to the consumer in fees.
- To many lod cabs in watford
- I don't like rattly old cabs with saggy seats. Cost to be borne by driver and is a tax deductible business expense
- Newer vehicles are more likely to be disabled friendly, safer to both driver and passengers and be more fuel efficient.
- Perhaps safe maintenance is more vital than age but vehicles need to be seen to be fit for purpose if the image in Watford is one we are to be proud of.
- provided fares did not rise massively; a 3 mile journey from WJ to Oxhey is now £13
- This is purely arbitrary and would penalise many with perfectly adequate older vehicles. Also it would impact disproportionately on owner drivers compared with fleet operators. The public don't want there cab to be new but to be clean, safe and available when they need it.
- The cabs stink; theyre disgusting to travel in
- if vehicle passes the required tests it is fit for purpose, age should not come into it ,Court cases already state this where age policy was challenged, and costs are being created on trade unnecessarily
- Newer cars are more reliable and are safer to travel in
- If the cars are completely safe and reliable then there should be no age limit.
- new cars are very expensive, the taxi mot should be sufficient as it is already tough. if a vehicle can pass a mot than any age of vehicle

should be accepted

- what happens after that time some can't buy new cab or 2nd hand we could keep them as long as they in good working order.

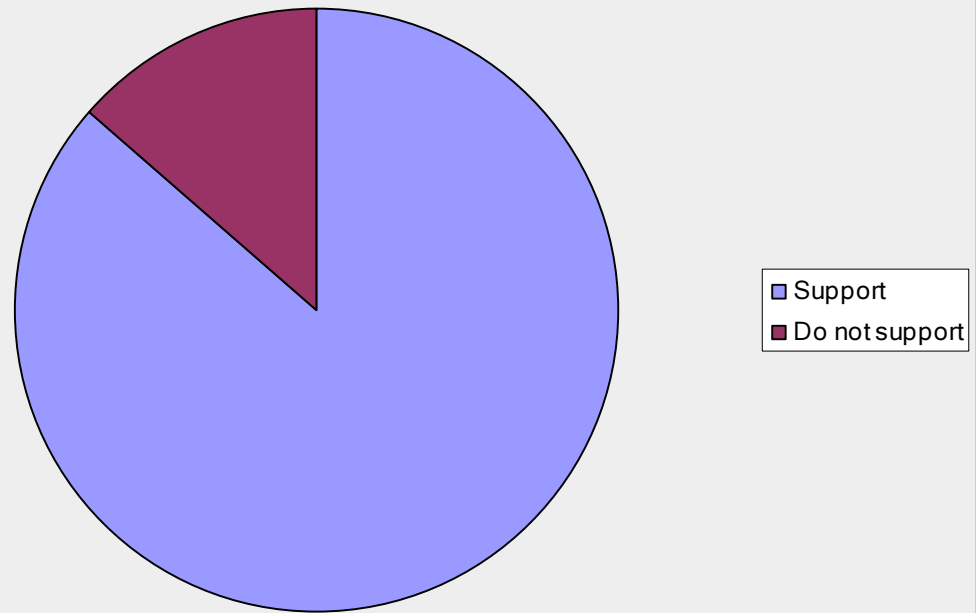


Review taxi fares at the end of 2012 and end of 2014. Introducing a bi-annual review of taxi fares will help ensure they remain competitive with taxis from neighbouring areas.

Answer Options	Response Percent	Response Count
Support	86.4%	38
Do not support	13.6%	6
Please give reasons, and in particular about any likely costs of this proposal		17

- In comparison to what? What are you benchmarking against? Other licensed hackney carriages or local minicab firms?
 - Sounds a good and fair idea
 - I support this proposal ONLY if introduced with the 'Bournemouth Style' chip preventing taxi drivers charging the incorrect rate
 - Taxi fares should be competitive but adequate to facilitate the operators running relatively modern vehicle. I believe no new license should be granted to a vehicle over 3 years old and they should be replaced at 10 years old.
 - Review taxi fare regularly, otherwise taxi drivers will do whatever they want...
- Increase licences to bring more drivers and creat healthy competition.
- Value for money fares are very important, especially in an area close to London, where everything is more expensive.
 - To get good cabs and drivers they have to be able to make a fare leveing
 - Taxi fares in this area are already higher than some areas e.g Croydon, so regular reviews are essential.
 - introduce set fares
 - Less and betterquality is vital so it is important that people can earn a living but not just at the expense of the fare paying passenger. Most of the improvemnets should be as a barrier to entry into the indusrty sector not an excuse to hike fares.
 - Setting taxi fare rates within the context of neighbouring areas seems a reasonable approach to a difficult problem. The cost of the review could be mitigated if done in conjunction with neighbouring local authorities.
 - As long as the review can mean lower as well as higher fares, for instance if fuel prices have fallen since previous review. Price reviews shouldnt be one way.
 - Taxi fares should be reviewed every year along with fees chargable to trade
 - It helps keep the fares down to the customer while maintaining a good standard of fares
 - I t;hink Watford taxi fares are too high.
 - Yes fares are high may be a reduction or stagnant amount in the future will help more buisneiss to our trade
 - Only t.1needs to be chaged a bit and £5 minimum fare hopefully that should solve abt 70%for drivers to consider doing local jobs more.

Review taxi fares at the end of 2012 and end of 2014. Introducing a bi-annual review of taxi fares will help ensure they remain competitive with taxis from neighbouring areas.



Remove the requirement for 6 monthly vehicle tests for older vehicles from March 2012. Implement random spot checks where defects result in penalty points and failure to attend results in licence suspensions. Reduce costs for drivers of 6 monthly MOTs whilst continuing to ensure the safety of vehicles, and giving encouragement to drivers to maintain vehicles between tests.

Answer Options	Response Percent	Response Count
Support	55.8%	24
Do not support	44.2%	19
Please give reasons, and in particular about any likely costs of this proposal		14
<i>answered question</i>		43
<i>skipped question</i>		9

- This does sound expensive. Would be good if passengers were encouraged to call a hotline to report vehicles that are obviously sub-standard- or rude or bad drivers- have a sticker to this effect in back of all taxis- which must be on display when vehicles are spot-checked. This would be far cheaper than spot checking vehicles that might be OK. You would only be calling in vehicles and drivers that at least one customer was unhappy about.
- Who will police this? Mot much better as it is held on national database which police can easily check and forces owner to keep vehicle in check. Why not reduce price of mot instead but keep the principle?
- I am a firm believer that taxis along with all other forms of public transport should be maintained to the highest standards.

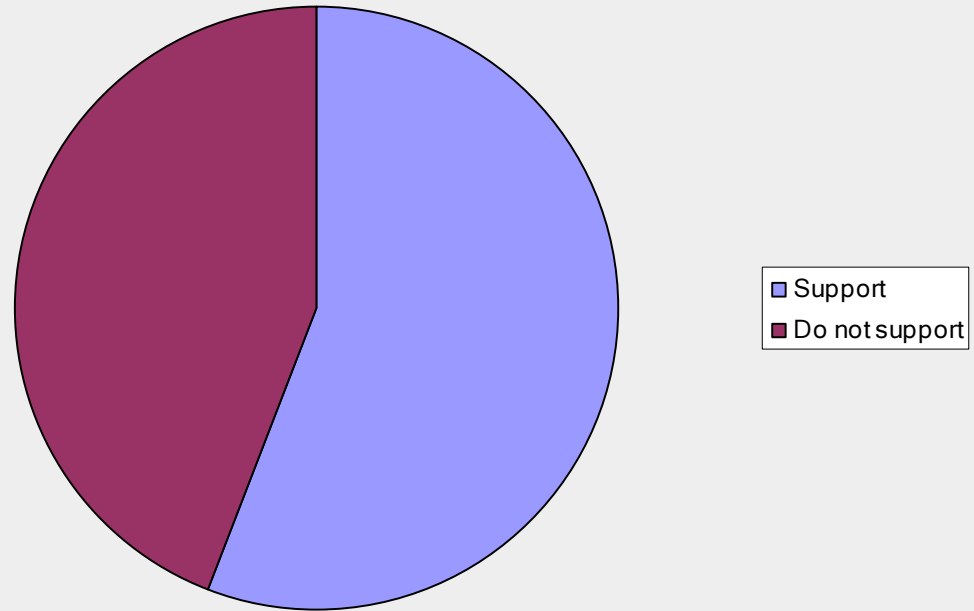
Removing the 6 monthly MOT's will do nothing to improve or raise standards, and the threat of being stopped in a random check will not encourage drivers to maintain standards any more than the threat of a fine and penalty points on a drivers licence stops drivers from speeding.

- Vehicle testing is of paramount importance and encouraging the use of newer vehicles will improve safety.
- This is for public safety. They should have MOT twice a year.
- As long as there is a transparent protocol around spot checks, and evidence can be given to the public that these spot checks are being carried out on all vehicles.
- Annual tests are all that is necessary if there is a maximum age of vehicle of 8 years. No vehicle should need a 6 monthly MOT but spot checks would be welcome. The cost would be less to the drivers in the long run, especially with vehicle repair costs as these escalate once a vehicle has reached 10 years old.
- Safety of passengers, drivers and pedestrians is paramount. Taxis are driven far more than an average family vehicle and should be subject to more strenuous and more frequent safety checks.
- I can support this if it guarantees improved safety, should this not work then it should revert to the old system. Public safety has to come first no matter the cost. If the cost has to rise and there are less taxis but they are safer but more expensive so be it.
- I don't think a change from the present practice would have any additional beneficial impact on the safety of vehicles therefore a change would involve costs to no effect.

Obviously the MOT is a snapshot - one day in 180 - but so are random spot checks. And if truly random they may miss some vehicles altogether. The total number of examinations in any one year would have to be unchanged or inevitably costs would rise.

- public safety is paramount and all vehicles must be tested at 6 monthly intervals regardless of age
- A lot can happen to a car in 12 months meaning that it could be more dangerous from the customers to travel in a unsafe vehicle that may have serious defects that can go on for longer before they are identified
- I think taxi drivers can be trusted to look after their own vehicles.
- 1 year test is sufficient for all vehicles

Remove the requirement for 6 monthly vehicle tests for older vehicles from March 2012. Implement random spot checks where

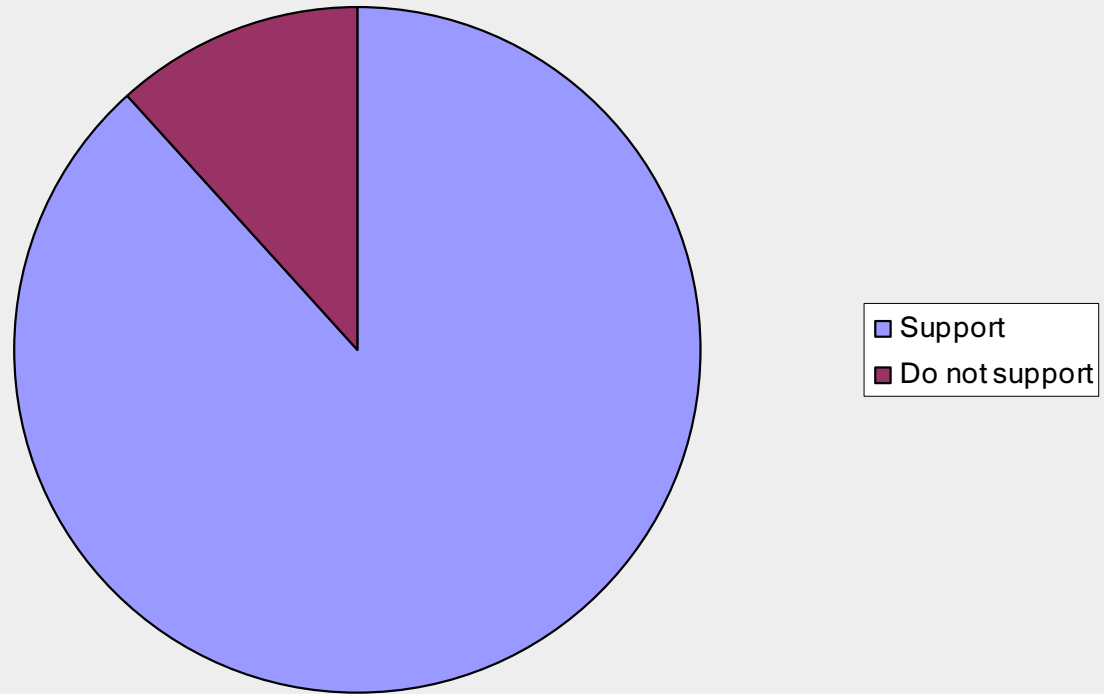


Review taxi rank provision We will review existing rank provision in 2015 following our review in 2011, and will review the provision around Charter Place once works there are underway.

Answer Options	Response Percent	Response Count
Support	88.4%	38
Do not support	11.6%	5
Please give reasons, and in particular about any likely costs of this proposal		10
<i>answered question</i>		43
<i>skipped question</i>		9

- This will encourage Taxi drivers to comply with and meet high standards.
- Four years is far too long and why are cars which are sitting on the rank allowed to leave their engines running which happens all the time in the evening periods.
- Apart from town hall and station, I dont actually know where the ranks are as they are not clearly signposted
- Costs unknown
- Why wait that long, given congestion in Watford canm change very qicly this should be reviewed more regularly.
- Periodic reviews are desirable. Costs only become an issue as and when changes are proposed.
- RANK PROVISION should be reviewed on a continous cycle.
- Customer requirements change from time to time as different requirments come and go, its no point having taxi ranks where there is no demand four years is a long time in the current economic situation
- Not enough ranks in the town in the day time
- Football ground and hospital other train stations and the big super stores bussnes parks leavesden theam park and warners cinma garston.

Review taxi rank provision We will review existing rank provision in 2015 following our review in 2011, and will review the provision around Charter Place once works there are underway.



Introduce refresher training day every two licence renewals (every 6 years) from November 2012. This will include disability awareness, customer care and licence conditions, and to include a topographical test. Complaints of poor customer service and breaches of conditions are affecting the perception of the trade. Licence conditions change and drivers transporting passengers with disabilities will benefit from regular re-training. Attendance at the course will be a pre-requisite of renewing the licence. Cost to be included in the licence fee. Taxi drivers are expected to have an in-depth knowledge of Watford's streets and yet we receive complaints that this isn't always the case. Streets and locations also change over time and so we think it is right that drivers' knowledge is regularly tested. Passing this test will be a pre-requisite of the licence renewal every 6 years. Drivers will have two opportunities included in the licence fee.

Answer Options	Response Percent	Response Count
Support	78.6%	33
Do not support	21.4%	9
Please give reasons, and in particular about any likely costs of this proposal		19
<i>answered question</i>		42
<i>skipped question</i>		10

- Fantastic - customer care should be first on the list for a taxi driver, as we work in the public sector. An insight into the above should be a requirement for every Taxi driver, as I believe many are lacking in the customer care department and therefore should be regularly educated on this and what is expected of them.
- Personally, I have been with several drivers who don't know where I am asking for although Sat Nav does help now.
- Absolutely- I have had to give directions to taxi drivers to well known places and well established companies and roads on several occasions
- Raises standards and helps keep drivers motivated
- Sounds like a reasonable proposal.
- This will ensure quality of service and safety
- This will ensure their knowledge of the area is fit for purpose and insure they know what is required of them when dealing customers with a disability
- Brilliant idea.
- All drivers should be expected to know the main areas they are covering and keep up to date with changing road names. At licence renewals drivers should be tested and also checked for good levels of spoken English. They should not get help from the council for training but simply refused a licence if not of adequate quality. Costs of licence as previously.
- I am fully in support of this but believe it should happen at every renewal.
- Good idea but 6 years is too long. Should be every 2 years. People get blasé and lapse into bad habits!!
- It is always open to the council to pursue complaints about individual drivers.

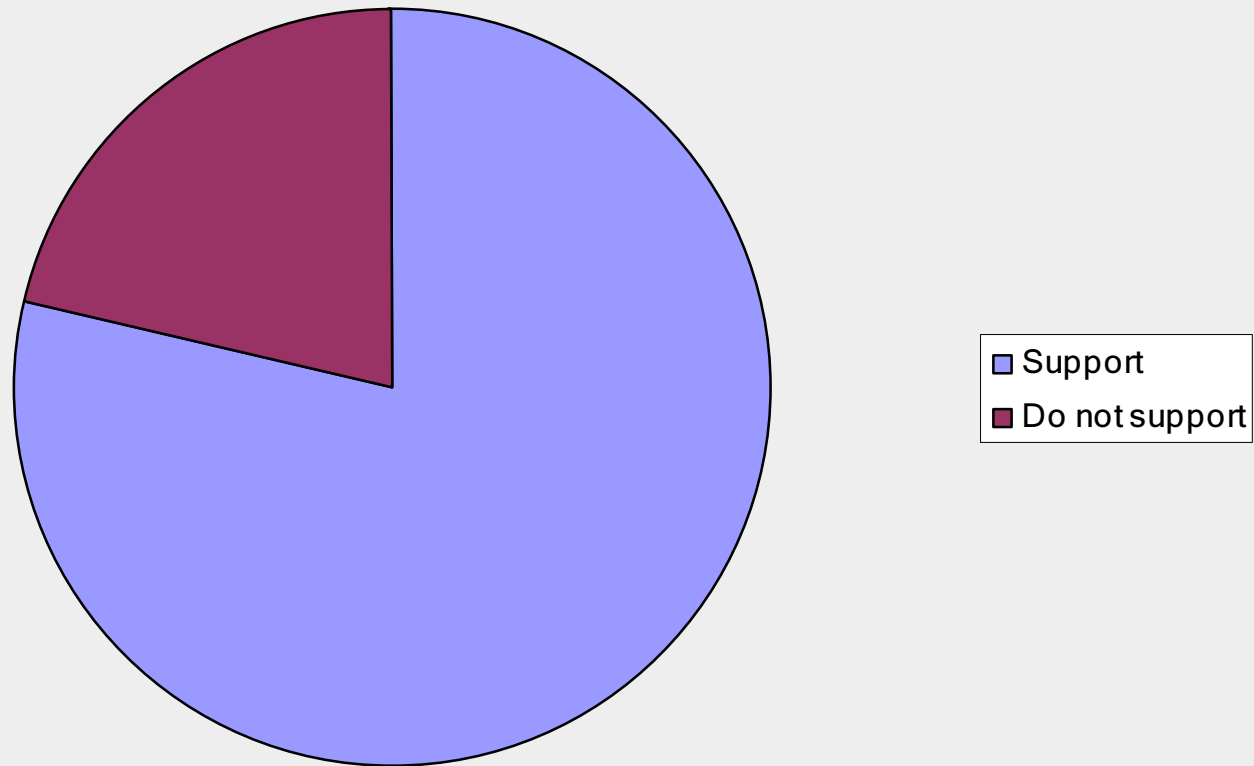
It would be a very poor driver indeed who did not raise his game for the purpose of a test but that does nothing to guarantee that performance in test conditions will be maintained the day after.

This proposal would be a complete waste of money.

- I would support this as a minimum, why should it not be every renewal given the pace of change in this area.
- Licence review should be every 3 years and should include all those currently licenced - there are obviously some who should never have a licence granted
- Training should probably be more regular than every 6 years. I can't think of any work place I've been in that hasn't offered some sort of training every year.
- MOST DRIVERS HAVE DONE THE NVQ FOR TAXI, ALL DRIVERS SHOULD DO IT.
- Taxi drivers need to keep refreshed with their knowledge and customer care in an ever changing landscape
- More cost that drivers can't afford, more money for the local authority which is unacceptable
- Every 3 renewals that's fine extra cost no need

Introduce refresher training day every two licence renewals (every 6 years) from November 2012. This will include disability awareness, customer care and licence conditions, and to include

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Drivers to be required to re-take the Driving Standards Agency (DSA) driving assessment if they receive 5 or more endorsements on their DVLA licence, starting November 2012. Taxi drivers are the only occupational passenger-carrying driving group not subject to further tests or assessments once they have their basic car-driving test. Lorry and bus drivers, for instance, have to renew their licences every five years from the age of 45 and are subject to the continual supervision of the Traffic Commissioners. It is important in our view that regular assessments are made of drivers' competence behind the wheel when they have shown an unacceptable level of competence demonstrated through their DVLA licence being endorsed. Drivers will be expected to pay for the assessment, at a cost of between £79 and £112 per driver. Drivers who do not pass the DSA assessment will have their licences revoked.

Answer Options	Response Percent	Response Count
Support	68.3%	28
Do not support	31.7%	13
Please give reasons, and in particular about any likely costs of this proposal		15
<i>answered question</i>		41
<i>skipped question</i>		11

- This should only apply to drivers who have either of the following:
 - 1) Points on their licence.
 - 2) Recently crashed their taxi,
 as the above pose the most risk to customers and the community.
- I will only support this option if the council is willing to pay for it We have enough expenses of our own
- I do not think that any driver that receives 5 endorsements on their license should be allowed to carry passengers ever again!!
- I DO think that all taxi drivers should be subject to at least the same conditions as other people carrying public eg bus drivers
- This will only affect poor or dangerous drivers and therefore seems fair
- Drivers should be retested regularly and should have clean licenses
- this will improve customer safety the cost in the matter does not matter
- Presumably this would only apply to those with endorsed licences, and would not include already careful drivers with clean records.
- I believe that once a driver has more than 3 endorsements they should be banned from driving taxis.
- After a 12 month period a further DVLA test would then be needed before any licence could be re-issued.
- Passenger safety must be paramount. Formal evidence of poor driving justifies the re-take.
- I wholeheartedly support this as the standard of driving in Watford by taxi drivers is woeful, this cannot start soon enough in my

opinion.

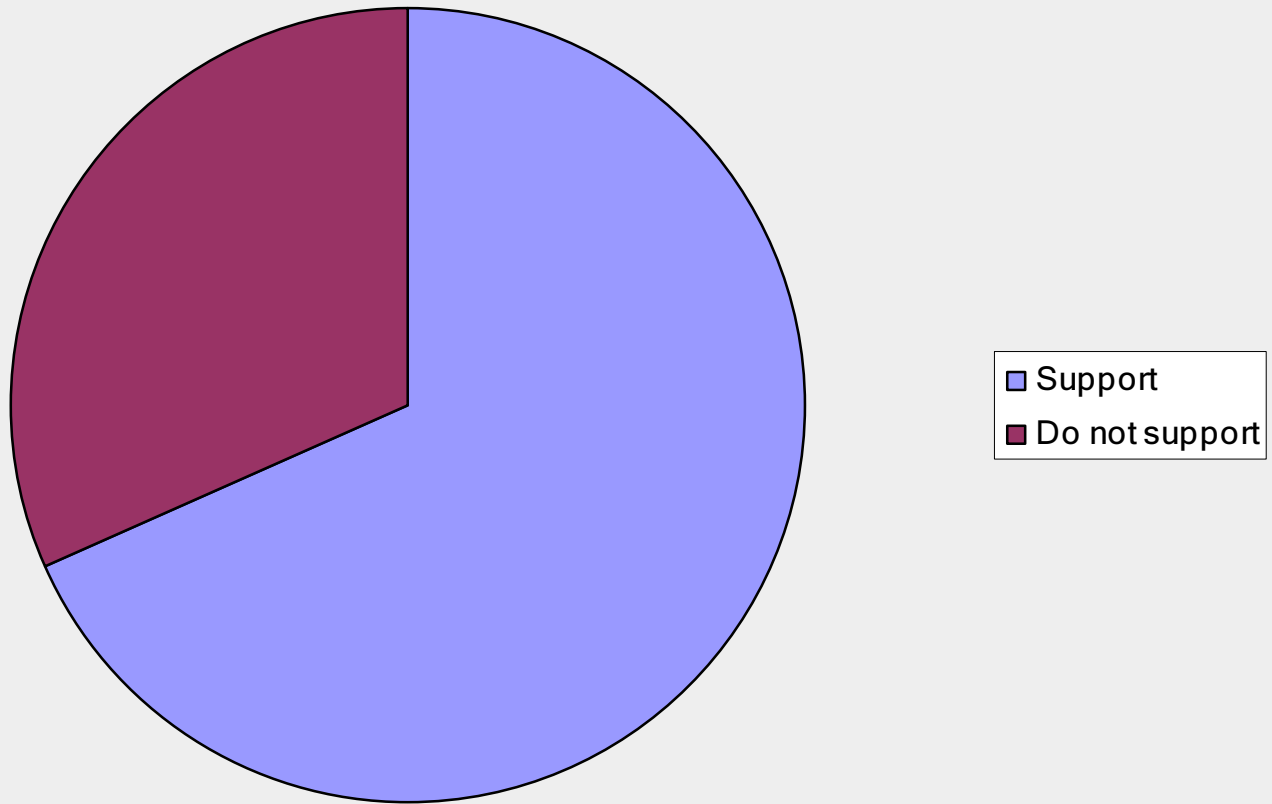
- This should probably apply to all drivers, not just those in taxis.
- TAXI drivers have to renew their licenses every 3 years(maximum)

DSA driving assessment should not be used to revoke drivers license ,lorry or bus drivers or other vehicle drivers dop not have this threat that you are proposing to be implemented hanging over their heads,if a person accumulates sufficient points on his license he can be brought to book and the question of fit and proper person is available to be used,if a person knows that he can drive like an idiot and then has to pass this test they only have to control themselves during the test and they keep their license.

Councils have as much control over a TAXI driver as does the Traffic Commissioners have over a bus or lorry driver,if you check the Act of Parliament the Council(nominates a Officer)to act as their Commissioner with regards to TAXI licensing.

- It helps keep the customers safe by ensuring that drivers do not take risks or break the rules of the road
- Again the burden of the cost is too much for drivers. just for govt agencies to make money, I'm 36 years old driving for over 15 years. I don't need to be told I can't drive, we are professional drivers if we have accidents we loose out financially. This is just another ploy for authority to make money while putting drivers in financial mess
- 9 points not 5 plz.

Drivers to be required to re-take the Driving Standards Agency (DSA) driving assessment if they receive 5 or more endorsements on their DVL

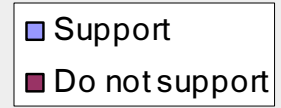
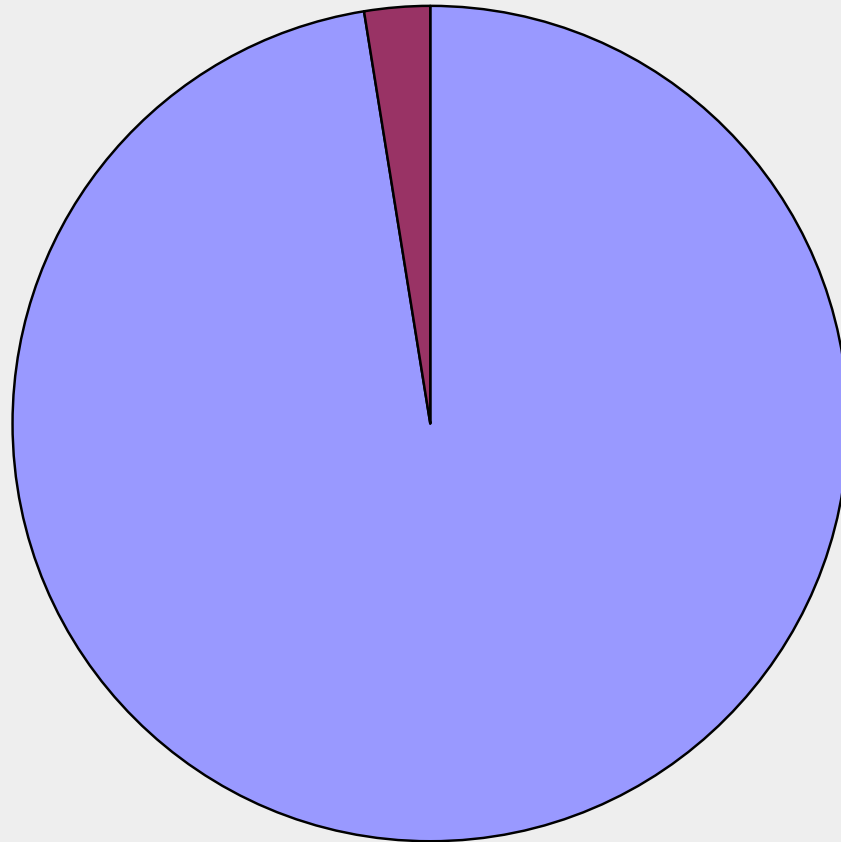


Review penalty point and criminal conviction policies by December 2012 These policies were last reviewed in 2007. It is intended that tougher policies would make it clear that drivers who are fail to meet our standards will not be considered fit and proper to hold licences.

Answer Options	Response Percent	Response Count
Support	97.6%	41
Do not support	2.4%	1
Please give reasons, and in particular about any likely costs of this proposal		9
<i>answered question</i>		42
<i>skipped question</i>		10

- Yes, because for a job where people work so closely with the public i don't think regulations are tough enough. At present, it is far too easy to obtain a Taxi licence.
- Absolutely- a certain number of points on a license should mean an outright ban on carrying passengers, not a temporary suspension. Points usually imply dangerous or illegal driving- these people should not be endangering the lives of their passengers.
- Sounds reasonable
- Penalty point in my opinion matters more than criminal conviction. Risk assessment measures can easily be adopted for those with convictions, allowing many with convictions to work.
- No person with a criminal conviction should be issued a licence, even once spent.
- Whilst I support a review the wording here indicates that the intention is to make the policies tougher. It is most unfortunate that the outcome of the review is pre-determined. I would like to see an even handed review open to the possibility that some policies may need to be relaxed.
- As per my previous responses we must drive standards up and weed out the cowboys.
- It all helps keep drivers off the road who break the rules of the road and helps make travelling safer for single occupants
- Any one with a criminal record no matter how trivial should not and must not be a taxi driver. Cost is not an issue when customer safety is compromised

Review penalty point an

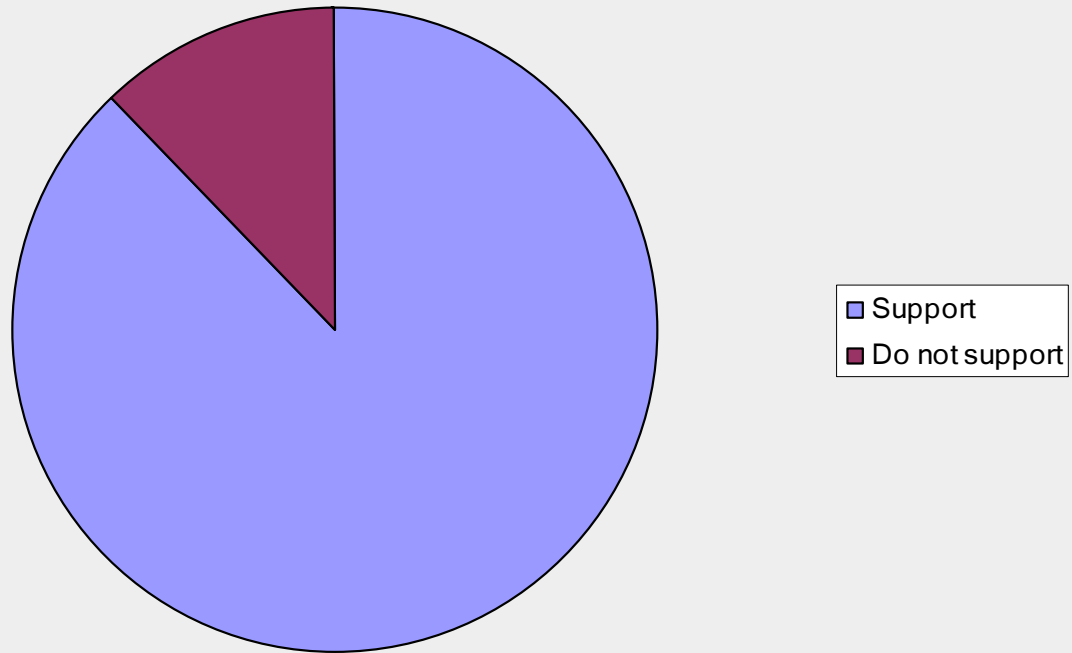


Introduce promotion and/or accreditation scheme such as Stars on the Cars or Driver of the Year award during 2013 To help promote the professionalism of Watford's taxi trade to local residents and encourage higher standards of customer service.

Answer Options	Response Percent	Response Count
Support	87.8%	36
Do not support	12.2%	5
Please give reasons, and in particular about any likely costs of this proposal		12
<i>answered question</i>		41
<i>skipped question</i>		11

- Yes, as other businesses offer such schemes and it is very effective in creating competition, and also drivers who deserve to be should certainly be rewarded for their services.
- Yes, rewarding good behaviour can be as effective as penalising bad behaviour. Ideally you want the taxi drivers' community to be self-policing and instil a sense of pride over standards.
- Nice to support and promote our local business service providers
- Sounds a little 'Mickey Mouse' scheme which will merely add further to administration costs.
- Good idea which will help improve quality of service
- Brilliant idea. It will give drivers more pride in their work. The cost of testing could be passed to the customer by allowing the driver with stars to add a small surcharge (50 pence) to each fare.
- Waste of money. You do not choose a taxi because of 'stars on the door' you have no option but to get the next one in the queue.
- This would be merely a gimmick to give the illusion of an improving service. Any money spent on it would be an utter waste.
- If we want them to meet a tougher regime we ought to reward them to encourage good behaviour. I would like to see stars on their vehicles and me having the right to choose one in preference to people ahead of them on the rank.
- every TAXI driver should be of the highest standard that these schemes are not required and are open to abuse and also can be very misleading.
- It all helps improve the customer experience if the drivers have something to aim for and rewards drivers that go the extra mile to help their customers
- The best and most professional drivers should be recognised

Introduce promotion and/or accreditation scheme such as Stars on the Cars or Driver of the Year award during 2013 To help promote the professionalism of Watford's taxi trade to local residents and encourage higher standards of customer service.



Our Economic Development Officer will work with the taxi trade to develop new markets and opportunities from March 2012. The Council wants to see a thriving and successful taxi trade and will devote some restricted resources to help sole trader taxi operators develop their businesses.

Answer Options	Response Percent	Response Count
Support	82.9%	34
Do not support	17.1%	7
Please give reasons, and in particular about any likely costs of this proposal		11
<i>answered question</i>		41
<i>skipped question</i>		11

- Possibly too open to fraud- unless this carried strict criteria.

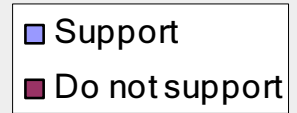
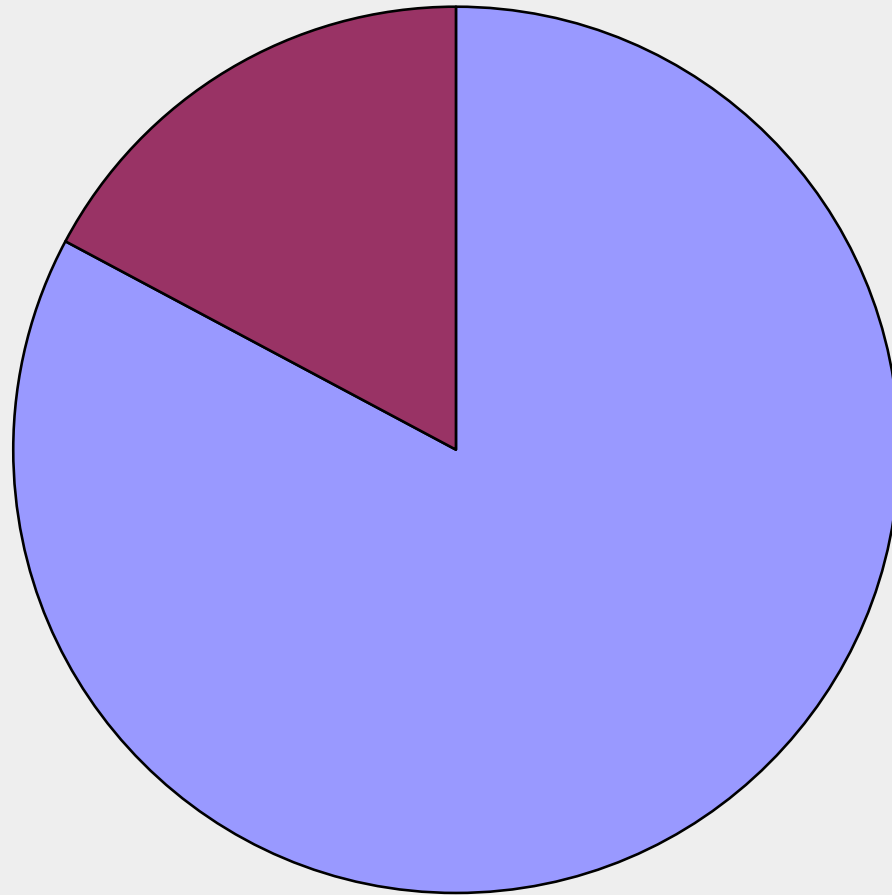
What would they need support for? What do you mean by 'restricted resources'? We cannot answer this question unless we know what those resources are and what ELSE they could be allocated too.

- Great idea!
- Will the Council's Economic Development Officer also work with Florists and Hairdressers to help develop their business's?

What is so special about taxi drivers except their ability to be vociferous?

- This depends how restricted the resources are!!
- There are many places they can receive this help such as Businesslink. The council should not spend additional resources in this manner.
- Good idea, check that the correct amount of tax is paid to HMRS.
- The EDO should give assistance to the taxi trade in the same way as he might assist any other trade in the town. There may be a case here for increasing the EDO budget during the current period of economic austerity.
- This is what the business is supposed to do for themselves, Would Watford council get involved in teaching a shop keeper how to do his books, this is not the purpose of a council!
- New operators always help raise the standard across the whole trade by going that extra mile to help their business
- In principal I support but impossible to see how it can work unless limit is put on for significant amount of years
- Yes that's good thing to do.

Our Economic Development Office



Providing ICT skills to drivers from late 2012 We intend to help facilitate ICT (internet and email) skills training to those drivers without them as part of a deliberate strategy to encourage greater use of electronic licence information and applications. At the same time it will help some drivers gain skills to help them look for employment outside of the taxi trade, and from other benefits of being online such as paying for utility bills electronically.

Answer Options	Response Percent	Response Count
Support	66.7%	28
Do not support	33.3%	14
Please give reasons, and in particular about any likely costs of this proposal		15
<i>answered question</i>		42
<i>skipped question</i>		10

- We as taxpayers should not be paying for this. These are businesses not to be subsidised by our local services. They should bear the cost of any training I don't want my council tax being used for this purpose. I can't even get by wheelie bin returned to my drive I'd rather educate the Council staff on customer service than waste money on local businesses which I really don't think we need or should encourage.
- But would need minimum level of English first, which they would need to acquire before being a taxi driver hopefully.
- Really great to encourage diverse skills
- I will only support this proposal if the Council also give the same assistance to Florists and Hairdressers, also Builders, Plumbers, and Window Cleaners.
- dont see why this cost should come from our money
- Everyone needs ICT skills nowadays, but should it be the council providing this or central government. Costs will be high and will the council tax need to increase to cover them?
- There are many, many companies and charities that offer this training. The council should not be spending money in this way.
- I find this a step to far.

There is no other business I can think of that is so unregulated, drivers that do not have to take a regular test, in other business it is Normal and a Requirement that one does regular tests to keep up with the changes in ones profession.

Do we really have to spoon-feed taxi drivers how to:

-read a map

-use a computer

-do the knowledge

-handle customer-and use the internet to find other benefits such as paying your bill electronically or help some drivers look for alternative employment? So, it is being suggested that the Council will pay for taxidrivers to learn ICT, and then to use that knowledge elsewhere, in another job, that might not be of any use that Council.

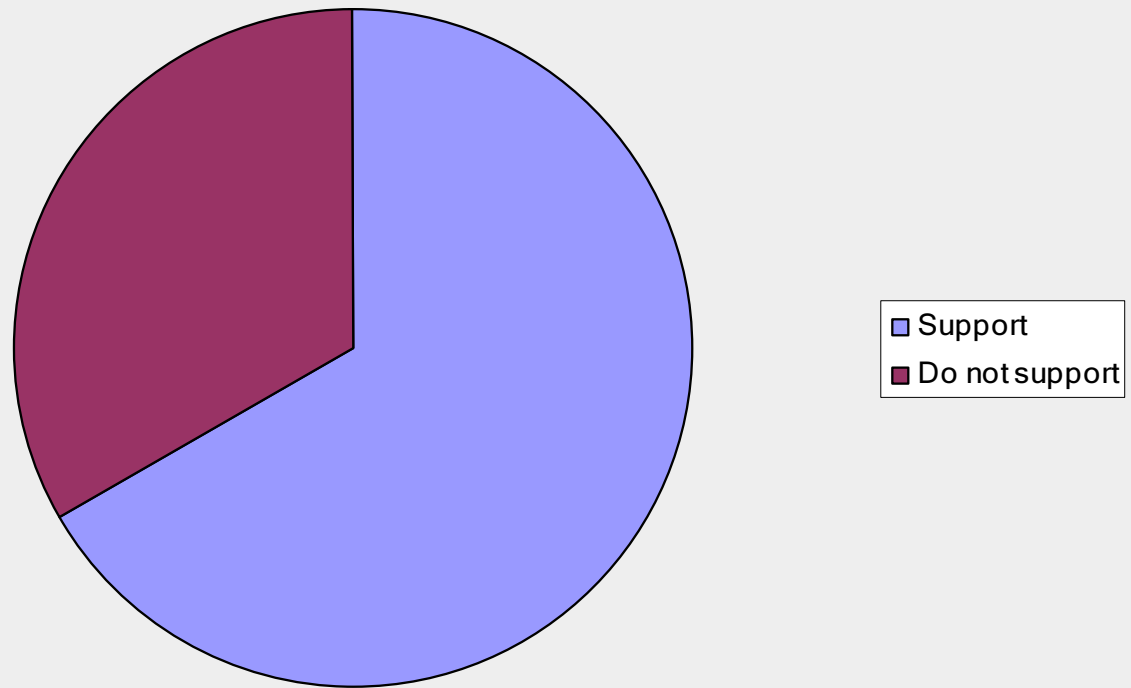
If I like to learn ICT I have to pay for it myself. And so do a lot of other residents.

- Unless this is offered across the board to Watford residents.
- Drivers can pick up the skills they need from colleagues or at the library. The amount of training required to enable drivers with licence information and applications will be nowhere near enough to assist with getting employment in a different field.

Clearly there is a problem with low skilled and unqualified people opting for taxi work as an 'easy' option but that needs to be tackled in schools and colleges.

- In business we are responsible for the full training of our people, why should this business be any different. By all means it should be a licence condition introduced in a way that they have time to learn and deploy. I do not believe this is proper use of council funds, the council should set the licence conditions and the licensee should follow otherwise where do you stop, do you support all businesses equally in this way?
- online applications are not appropriate for a public facing service; one of the huge issues is that the drivers cannot communicate with their customers and have limited service skills - so face to face applications are needed.
- TAXI PROPRIETORS are normally self employed owner drivers, why should a Council encourage those that have made a significant financial investment in obtaining a TAXI be encouraged to find employment outside of the TAXI trade. These long term TAXI trade participants who treat this as a vocation not a stop gap, fill in whilst I have nothing else to do job. These people you should be doing every thing in your power to keep in the trade not encourage them to leave.
- Why should we fund one group of people with their IT skills, almost everyone in the area could do with help paying bills electronically. This is unfair to workers in other business areas.
- Some drivers are just too incompetent and lazy to learn no matter how much help they are offered

Providing ICT skills to drivers from late 2012 We intend to help facilitate ICT (internet and email) skills training to those drivers without them as part of a deliberate strategy to encourage greater use of



Introduce a requirement for drivers to provide written receipts from April 2012 and publicise this. Allegations of over-charging are difficult to prove and time-consuming to investigate. An advertised requirement to provide a receipt may discourage over-charging and improve the efficiency of investigating allegations. This will be reviewed in April 2013 to see whether there should be a requirement to introduce receipts linked to taximeters.

Answer Options	Response Percent	Response Count
Support	88.1%	37
Do no support	11.9%	5
Please give reasons, and in particular about any likely costs of this proposal		14
<i>answered question</i>		42
<i>skipped question</i>		10

- Yes, overcharging is not tolerated elsewhere (e.g. Tesco) so why should it be acceptable, or go unnoticed in the taxi trade?
- If you ensure that all taxi meters are able to checked for engaged mileage over a specific period and you file reports of all registered taxi's meter recordings with the vehicle licence plate to HM Revenue and Customs you will soon see an improvement in services. Those renting their cabs to others will not want to pay additional tax and you maybe shocked at the outcome in terms of overcharging and abuse of the paying customer.
- Yes overcharging has been my experience, as has going a much longer route than necessary- when challenged they may cite roadworks that I know aren't there.

When overcharging they may say it's because ther's only one passenger, or its a certain time of day, or you had a bag, or there was more than one person, or because we were stuck in traffic or the worst one 'it's because I have to drive back empty'.

I would like to see meter in every cab, tarriff of charges and surcharges clearly displayed, printed reciept from meter available.

If you ask for a written receipt now, you get a card with no ID on it and a sum of money written on- no start and end point ever noted, so you would never be able to use this to claim overcharging.

- Please see my earlier reply regarding using the same system as Bournemouth Council which totally eliminates claims of overcharging.

By copying Bournemouth Council's system 90% of complaints can instantly be resolved.

- Fares for the same journey have been shown to vary from taxi to taxi.
- this is a must as many drivers are overcharging customers
- If the taximeters are checked by the council on a regular basis, how do they overcharge? I know roughly the price of my regular journeys and have never been overcharged. I think some people forget that the meter is still running whilst sitting in traffic.

- Good idea, no ICT involved for the non-ICT drivers. Just a pen and a receipt book
- These disputes are usually one person's word against that of another. This proposal will only have the effect of moving the complaints on to allegations of refusal to give a receipt showing the amount actually charged.

If this is a major problem the solution is for receipts produced by the taxi meter with date/time/driver identification.

- Sound business practice, the trains do not getaway without a receipt why should a taxi.
- Not just overcharging but not running the meter and refusing non-cash payment which gives you the impression the driver is probably not paying their taxes.
- This should already be in the TAXI BY-LAWS that a receipt has to be issued on demand.

Receipts linked to TAXIMETERS ARE UNECESSARY and are just another cost put on the trade that does not need to be there

- The extra costs will have to be paid by the travelling public
- Provide receipts to everyone who asks for them or be liable for points

Introduce a requirement for drivers to provide written receipts from April 2012 and publicise this. Allegations of over-charging are difficult to prove and time-consuming to investigate. An

