



**Notice of meeting of
Taxi Licensing Policy Task Group**

To: Councillors Watt (Chair), Merrett and Vassie
Date: Wednesday, 19 January 2011
Time: 5.00 pm
Venue: The Guildhall, York

AGENDA

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.

2. Minutes (Pages 3 - 6)

To approve and sign the minutes of the meeting held on 15 December 2010.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the committee's remit can do so. The deadline for registering is **5.00pm on Tuesday 18 January 2011.**

4. Taxi Licensing Policy Review - Interim Report (Pages 7 - 56)

This report presents information gathered in support of this review, including feedback on the consultation process recently carried out.

5. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

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- Registering to speak
- Written Representations
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- Any special arrangements
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- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	TAXI LICENSING POLICY TASK GROUP
DATE	15 DECEMBER 2010
PRESENT	COUNCILLORS WATT (CHAIR), MERRETT AND VASSIE

5. DECLARATIONS OF INTEREST

Members were invited to declare, at this point in the meeting, any personal or prejudicial interests they might have in the business on the agenda. No declarations were made.

6. MINUTES

RESOLVED: That the minutes of the meeting held on 15 November 2010 be approved and signed by the Chair as a correct record.

7. PUBLIC PARTICIPATION

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

8. TAXI LICENSING POLICY REVIEW - INTERIM REPORT

Members received a report that presented information gathered in support of the Taxi Licensing Policy review. Members were asked to agree details for carrying out consultation on the issues identified within the report and to identify any further information required in support of the review.

(i) Position in other Authorities

Members considered the comparative data that had been provided regarding other local authorities. Members asked if information was available as to why some authorities that had de-regulated had later reversed this decision. Officers stated that they did not have information relating to specific authorities but in general this was likely to be because of over provision and the associated problems that this caused. In the majority of cases where authorities had de-regulated, the number of vehicles eventually found its own level.

(ii) Consultees

Consideration was given as to who should be consulted as part of the review. Members agreed that consultation should take place with the following:

- Taxi and Private Hire Vehicle Licence Proprietors (via trade organisation)
- Taxi and Private Hire Drivers (via trade organisation)
- Private Hire Operators (via trade organisation)
- People on waiting list for a hackney vehicle licence (a sample of 10 applicants)
- Access Groups
- CYC Highways officers
- CYC Licensing Unit officers
- CYC Legal officers
- North Yorkshire Police
- Dean Court Hotel Duncombe Place
- Management Committee of the apartments in Duncombe Place
- Visit York
- Chamber of Commerce
- Rail Operator

(iii) Methods of Consultation

Members gave consideration as to the most effective way of consultation. The following arrangements were agreed:

- A questionnaire would be circulated to the consultees with a deadline date that enabled the responses to be considered at the meeting scheduled for 19 January 2011.
- Copies of the report would be made available to consultees.
- Consultees would be offered the opportunity to meet with the Task Group at the next meeting should they so wish.
- Consideration was given to the content of the questionnaire. The draft questions were agreed and it was decided that the wording would be finalised by officers and emailed to Members for final approval.
- Officers were requested to work with the Communications Team to ascertain ways in which members of the public could be made aware of the survey and invited to take part, including making the survey available to complete on-line on the council's website if possible.

(iv) Air Quality

Members agreed that more information was required on the effects of cleaner taxis on air quality, having regard to their journey type and heavy presence in the city centre.

Attention was drawn to the Mayor of London's Air Quality Strategy that included a number of measures aimed at cleaning up taxis.

Details were available on www.london.gov.uk/publication/mayors-air-quality-strategy.

Members requested that further information be provided at the next meeting on the costs of different types of low emission vehicles and operating costs.

- RESOLVED: (i) That the questionnaire be circulated to the agreed consultees.
- (ii) That the following information be provided for consideration at the next meeting:
- Responses to questionnaire
 - More detailed information on the effects of cleaner taxis on air quality.
 - Costs of different types of low emission vehicles and the operating costs.

REASON: To ensure compliance with scrutiny procedures, protocols and workplans.

Councillor Watt, Chair

[The meeting started at 6.00 pm and finished at 6.50 pm].

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Meeting of the Taxi Licensing Review Task Group**19 January 2011****Taxi Licensing Policy Review - Interim Report****Purpose of Report**

1. This report presents information gathered in support of this review including feedback on the consultation process recently carried out.

Background

2. This topic was registered by Councillor Gillies as Chair of the Licensing & Regulatory Committee, following a number of recent meetings where the committee made decisions based on the council's current Taxi Licensing Policy, which highlighted aspects of the policy open to interpretation. The Licensing & Regulatory Committee unanimously agreed that the policy was in need of review to ensure it was robust and fit for purpose.
3. In September 2010, the Community Safety Overview & Scrutiny Committee received a feasibility report on the proposed topic informing them that nationally, each authority sets its own policy based on its own specific requirements. Therefore little would be gained by looking in detail at the Taxi Licensing Policies in place elsewhere. Instead it was proposed that the review would be better informed if it were to focus on the Department for Transport's 'Best Practice Guidance for Taxi & Private Hire Licensing'. This authority's guidance for applicants contains the conditions currently applied to vehicle and driver licences.
4. In accordance with the decision of members of the Licensing and Regulatory Committee in May 2008, the committee were informed that a further survey of unmet demand is required in spring 2011 with a view to reviewing the restriction policy on hackney carriage numbers. Officers welcomed this scrutiny review as a way of assisting with their revision of the policy within that timeframe.
5. With that in mind, the Community Safety Overview & Scrutiny Committee agreed to set up a Task Group to carry out this review on their behalf and set a timeframe for the review which would enable the findings to be fed into the Licensing Unit's policy review process. They requested that a draft final report be brought back to them for their consideration at their meeting in March 2011. They also agreed the following remit for the review:

Aim

To ensure the council has an up to date Taxi Licensing Policy which is robust and fit for purpose.

Key Objectives

- i. To consider the future allocation of hackney carriage vehicle licences having regard to the Department for Transport's Best Practice Guidance for Taxi & Private Hire Licensing, in meeting the needs of all potential members of the travelling public
- ii. To examine the provision and usage of taxi ranks in the city
- iii. To examine conditions attached to vehicle licences, in particular with regard to accessibility, emissions, vehicle colour and window tinting
- iv. To look at innovative ways in which the licensed taxi and private fleet may enhance the public transport provision both within the city and in rural communities

Review Workplan

6. At a meeting held on 15 November 2010, the Task Group agreed the following workplan for this review:

Meeting Dates	Workplan
<u>Meeting 1</u> 15 November 2010 5:30pm	<ul style="list-style-type: none"> • Consider scoping report containing information gathered to date • Receive presentation on 'Overview of CYC Licensing Policy' • Agree suggested workplan and future meeting dates
<u>Meeting 2</u> 15 December 2010	Receive interim report presenting information relating to specific areas of policy that officers believe would benefit from scrutiny within the general scope of the review Identify: <ul style="list-style-type: none"> • relevant consultees and any issues to be addressed through consultation at the next meeting • any additional information required
<u>Meeting 3</u> 19 January 2011	Receive interim report and carry out consultation with relevant parties Based on information gathered: <ul style="list-style-type: none"> • suggest any innovative ways in which the licensed taxi and private fleet may enhance the public transport provision both within the city and in rural communities • identify best practice and requirements specific to York to be addressed as part of the revisions to the council's Taxi Licensing Policy, to inform the work of the Licensing Unit
<u>Meeting 4</u> 16 February 2011	Consider draft final report containing suggested recommendations
1 March 2011	Presentation of final report to Community Safety O & S Committee

Consultation

7. The Head of Licensing, Bereavement and Registry Services will be present at this meeting to support the work of the Task Group.
8. At the last meeting in December 2010 the Task Group agreed to issue a questionnaire to the following relevant parties, inviting them to participate in a consultation exercise:
 - Taxi and Private Hire Vehicle Licence Proprietors
 - Taxi and Private Hire Drivers
 - Private Hire Operators
(The above are represented by 3 trade organisations)
 - Applicants on hackney vehicle licence waiting list
 - Access Groups
 - CYC Highways officers
 - CYC Licensing Unit officers
 - CYC Legal officers
 - North Yorkshire Police
 - Chamber of Commerce
 - East Coast Railways
 - Visit York
 - The Garrett Residents Association
 - Dean Court Hotel
9. The questionnaire was drafted and sent out mid December with a closing date of 19 January 2011.

Information Gathered

10. At their meeting in December 2010, the Task Group received information in support of each objective of the review (shown at Annex A), and comparisons were drawn with other cities of similar size and type. The comparable cities used and referred to were Oxford, Chester, Cambridge, Nottingham and Brighton & Hove, as these are the cities generally used by Transport Planning as suitable comparators.
11. The Task Group identified a number of issues from the information presented and requested further information.
12. Reasons For Re-Regulation
Following a policy review of quantity control by 151 Local Authorities (LAs) in 2004, 67 chose to de-regulate. Following 5 years of de-regulation, this number reduced to 63 when a small number of LAs chose to change their policy back from that of 'unrestricted' to 'restricted'. The Task Group queried why they had chosen to do so – see below :
 - Cardiff
 - Hackney numbers rose by 75% from 480 in 2004/5 to 840 in 2008/9
 - Huge numbers of licenses led to a dip in the standards of taxi drivers
 - Sheer numbers of taxis led to what they dubbed as chaotic scenes at official ranks too many taxis waiting - not enough rank spaces etc
 - Police reported illegal ranks springing up around the city hot spots causing crime and disorder

- Birmingham
- Hackney numbers rose from 770 licenses in 1997 to 1405 in 2008
 - Research found ample supply of vehicles
 - At less busy times there was an over supply of taxis resulting in congestion at ranks
 - Propose to reduce number of cabs and introduce tougher quantity controls.
- Sheffield
- Introduced re-restriction in 2008 following pressure from the trade
 - Research concluded over saturation of the market.
 - Too many licensed vehicles for too few jobs
- Derbyshire Dales
- Matlock re-restricted in 2008
 - Independent report on taxi licensing recommended restricting the number of hackney carriages serving Derby Dales
 - Currently 78 licensed vehicles.
13. In each case, de-regulation appears to have resulted in an over supply of hackneys and an increase in congestion and opportunities for crime and disorder.
14. Taxis - Impact On Air Quality & Understanding What Effect The Introduction of Cleaner Vehicles Might Have
Air quality is an issue that affects all cities and towns across the country, and it is recognised that whilst everyone needs to play their part to take the steps to improve air quality, those who contribute more to the problem - buses, taxis and vans - should be expected to do more to provide the solution.
15. For example, in London a new Air Quality Strategy has been introduced which through a brand new programme of investment, will:
- encourage the uptake of electric vehicles by enabling Londoners to sign up to Source London, a brand new electric vehicle membership scheme tailored to make electric driving an easier choice.
 - convert London's bus fleet to hybrid or low emission and;
 - clean up London's taxi and Private Hire Vehicle (PHV) fleet by promoting the use of newer, cleaner vehicles
16. From spring this year, the Greater London Authority (GLA) intends to use the taxi and PHV licensing regime to remove the oldest vehicles from the fleet by introducing age limits for these vehicles. From 2012, a rolling 15 year age limit will be set for hackneys so that no hackney over 15 years old will be licensed to operate in London unless by a special exemption. For PHVs, a ten year rolling age limit will be introduced from 2012. This reflects the differential values of the vehicles used for private hire and hackneys and the broader structures and licensing requirements of the two industries.
17. In addition, all new hackneys entering the fleet will be required to meet the Euro 5 emissions standard from 2012. Similarly, new PHVs entering the fleet from 2012 will be required to meet the Euro 4 standard and be five years old or newer. The aim is to work with the vehicle manufacturing industry to develop a vehicle suitable for use

as a PHV with a 60 per cent improvement in fuel economy by 2015 (based on current levels), and a vehicle with zero tail pipe emission by 2020. The introduction of such vehicles will deliver significant air quality benefits.

18. The GLA will also amend the annual taxi inspection regime from its current form of one combined mechanical and licensing inspection to two MOTs per year, to ensure that taxis are operating as efficiently and cleanly as possible. This will be complemented by a requirement for all new taxi drivers to undertake an eco-driving course before becoming licensed drivers, which can reduce emissions and help drivers use their vehicles more economically, at no cost to themselves.
19. Finally, the GLA will also seek to eliminate situations where taxi drivers are effectively forced to keep engines running – for example at taxi ranks at stations and while empty running. They plan to achieve this by facilitating additional taxi ranks, suspending stopping and waiting restrictions where possible and encouraging new technologies to enable taxi sharing and electronic hailing.
20. Further details of the GLA scheme, its associated environmental criteria and terms and conditions will be announced later in 2011.
21. Taxi Emissions in York
Emissions from a vehicle in terms of g/km depend on its age and the size and type of its engine. The quantity of emissions over a period of time depends on how far the vehicle travels in a set period and the type of journey i.e. urban, motorway etc.
22. To undertake a detailed study of taxi emissions in York, officers would ideally need to know as a minimum vehicle ages, fuel types and have an estimation of mileage over a set period e.g. day, week, year etc - ideally per vehicle, but failing that an 'average' for a taxi in York. Unfortunately, very little information is currently held electronically about hackney carriages and PHVs in York. What is available is held in an access database that doesn't lend itself to detailed investigation. For example, there is no information on the access database about vehicle fuel type or mileages.
23. One option would be to produce a list of registration plates which officers could then use to obtain data on engine size and fuel type from the DVLA. As there would be 740 records to process, this is likely to be a costly option in terms of officer time, and there will be charge £2.50 per plate for retrieving this information from the DVLA (total £1,850).
24. Getting an estimate of average mileages will be more difficult and might have to involve the co-operation of some drivers to record their mileages over several weeks, which could prove difficult and inaccurate. Alternatively, officers could search through paper based inspection sheets to look at difference in mileages between inspection dates, although this would incorporate the drivers personal mileage too.
25. If it was possible to compile all this information then officers could provide an estimate of emissions from York's taxis in tonnes per annum for the main pollutants (PM10, NOx and CO2), and show how reductions could be met in these totals by replacing specific numbers of vehicles with alternatives. However, this option would

prove time consuming, so it may be difficult for officers to complete this work within the timeframe set for this review.

26. A less accurate alternative approach would be to model the emissions from taxis i.e. making some broad assumptions about the numbers of taxis on the network at any one time, assuming they have a similar fuel type and age profile to the rest of the vehicle fleet based on national statistics or local counts. Then doing a comparison by running the model again assuming some of the vehicles are replaced with electric/hybrid vehicles. This is a much less accurate approach but can be achieved more quickly and may suffice the Task Group's needs.
27. Cost of Different Types of Low Emission Vehicles & Operating Costs
Information on some low emission vehicles is shown at Annex C (all of which are conventional diesel vehicles). It is recognised that whilst these vehicles might offer up some CO₂ savings, they are unlikely to help with the NO₂ issue we have in the city because there is emerging evidence that modern diesel engines contribute more nitrogen dioxide out of the rear of the vehicle than older versions did. This is as a direct result of the engine technology that has been put in place to try and control particulate emissions. There is always a trade off between NO₂ and particulate, as petrol vehicles produce less NO₂ than diesel but are less efficient so increase CO₂ emissions. One way to reduce NO₂ emissions in the city centre would be to encourage an increase in the number of hybrid or electric vehicles in use as hackneys / PHVs. Information on the running costs of such vehicles is currently being sourced, for the committee's consideration.
28. Alternative Technologies
There are a variety of promising propulsion and power technologies which could see hybrid, plug-in electric, full-electric and fuel cell taxis on the roads in the future. As part of the GLA scheme referred to above, it is intended to establish a financial incentive that will offer a reduction on the purchase price of qualifying vehicles to taxi drivers. It will be made available to drivers for a limited time and for a pre-defined number of new vehicles meeting strict environmental requirements. Examples of electric cars are shown at Annex D.
29. Feedback From Consultation Exercise
34 copies of the questionnaire were issued with a closing date of 12 January 2011, and a small number of responses have been received to date. In addition, the questionnaire was made available online via the CYC online consultation facility. A table detailing the responses received will be made available at the meeting.

Options

30. Having considered the information provided within this report and its associated annexes, Members may choose:
- to proceed with a detailed study of taxi emissions in York (as detailed in paragraphs 23-25 above)
 - to proceed with the alternative approach detailed in paragraph 26 above
 - not to proceed with a study of taxi emissions in York

31. In relation to possible recommendations arising from this review, Members may choose to:
- consider whether any of the taxi related measures for improving air quality within the GLA Scheme, would be suitable for implementation in York.
 - Identify issues from the consultation responses that it may be possible to address through this review

Implications

32. Financial - There are implications associated with undertaking a detailed study of taxi emissions in York, as detailed in paragraphs 23-25 above. Each scrutiny review has a research budget of £500 so if a decision was taken to proceed with the detailed study, a request for additional budget would need to be made to Scrutiny Management Committee. This process would take time and may affect the Task Group's ability to complete the review within the agreed timeframe.
33. HR - There are implications associated with carrying out the work associated with studying taxi emissions in York. The modelling work detailed in paragraph 26 would involve less officer time than that required for the more detailed study outlined in paragraphs 23-25.
34. There are no known, Legal, Equalities, ITT or other implications associated with the recommendations in this report.

Corporate Strategy

35. This topic falls within the remit of the Community Safety Overview & Scrutiny Committee and supports a number of the aims of the council's Corporate Strategy i.e. to make York a thriving city with a successful economy and a safer city.

Risk Management

36. There are no known risks associated with the recommendations made within this report.

Recommendations

37. Members are recommended to:
- i. agree how they wish to proceed in regard to the study on emissions from York's taxi fleet:
 - ii. identify what further information is required in support of the review
 - iii. identify some draft recommendations arising from this review.

Reason: To ensure compliance with scrutiny procedures, protocols and workplans.

Contact Details

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Report Approved

Date 12 January 2011

Specialist Implications Officer(s)

Wards Affected:

All



For further information please contact the author of the report

Background Papers: N/A

Annexes:

Annex A – Information Gathered Previously In Support of this Review

Annex B – Adopted DfT Guidance on Taxi Driver Safety

Annex C – Information on Low Emission Vehicles & Operating Costs

Annex D – Information on Electric Vehicles

Taxi Licensing Scrutiny Review

Information Gathered In Support Of Review Objectives

Objective (i) – Understanding public need & future allocation of hackney carriage licences

1. Number of Hackney carriages per population

Authority	Population	Restricted?	No. Hackney Carriages	Ratio
Chester	120,000	De restricted	130	1/923
Cambridge	121,000	De restricted	303	1/399
Oxford	149,000	Restricted	107	1/1393
YORK	191,000	Restricted	178	1/1073
Brighton & Hove	256,000	Restricted	520	1/492
Nottingham	301,000	Restricted	411	1/732

2. The total number of Licensing Authorities in England & Wales is 343. As at 03/11/2010, the number of those that restrict hackney carriage numbers is 87 (25.36%).
3. In June 2004 the Department for Transport (DfT) asked 151 of those Licensing Authorities to review their policy of Quantity Control. Of those, 84 decided to retain restrictions. This figure became 87 by virtue of the fact that Sheffield City Council, Derbyshire Dales District Council and Birmingham City Council made a decision in 2008, to change their policy from that of 'unrestricted' to 'restricted'.
4. Therefore, the total number of Authorities that do not restrict or have voted to remove restrictions at a future date is 256 (74.64%). 68 of those originally restricted their number of hackney carriages but have since removed or given a firm commitment to remove licensing restrictions.
5. It should be noted that some Local Authorities are going from quantity control to quality control on hackneys as they try to raise standards and increase wheel chair assessable vehicles.
6. De-regulation - Benefits & Disadvantages for York
The identified benefits and disadvantages are listed below:

Benefits

Council not involved in commercial market regulation
Increases proportion of accessible vehicles
More accountability with fewer rented vehicles
Meets DfT objectives
All can obtain licence / no waiting list
No disputes over vehicle ownership

Disadvantages

Initial disruption to existing trading patterns
May lead to additional traffic congestion and pressure on ranks
Overprovision may lead to deterioration of standards
Loss of investment value for those who bought a licensed vehicle (Value up to £40k)

More vehicles for customers
No further costly surveys required

Objective (ii) – Taxi Ranks

7. Number of ranks, and number of spaces on ranks

Authority	No. of Hackneys	Rank Spaces	Ratio
Oxford	107	17+6 at railway station	1/ 4.7
Chester	130	90	1/1.4
YORK	178	Full time 34 + station 20 Inc part time 87	1/ 3.3 1/1.3
Cambridge	303	Full time 21 + 25 at station Inc. Part time 13	1/6.6 1/5.14
Nottingham	411	200 (unknown if station included)	1/ 2.1
Brighton & Hove	520	58 (unknown if station included)	1/ 9

8. In York, Hackney Carriage ranks are situated at the following locations:

Full-time Ranks	Spaces	Part-time Ranks	Spaces
Clifton Moor Cinema	3	Clifford Street (for Gallery Nightclub)	4
Haxby	2	Clifford Street (opp. Gallery Nightclub)	4
Queen Street	4	Micklegate (for Ziggys Nightclub)	3
Tower Street	4	Rougier Street 10.30pm - 6am	3
The Crescent (Blossom St)	1	Toft Green (for Tru Nightclub)	4
St. Leonard's Place	4	Duncombe Place – 7.30am - 10pm	8
St. Saviourgate – Rank A	12	St. Sampson's Square 8pm - 6am	8
St. Saviourgate – Rank B (feeder rank)	4	York Racecourse (Race Days only)	12
		Exhibition Square 8pm - 6am	3
		Piccadilly – 11am - 6am	4

9. Ranks at railway stations are difficult to compare as many stations have dedicated parking for hackneys waiting to go onto the rank ie 'feeder ranks'. In York, vehicles can wait in the overspill car park. Ranks are often on land owned by railway companies who often introduce permit systems to limit the number of taxis allowed to use those ranks. This is true in York where 117 permits are issued.

10. Usage of ranks and info from Halcrow on waiting times at ranks

The following table provides information from February/March 2008 detailing the average delay in minutes at ranks and the level of demand

Rank	Passenger Departures	Taxi Departures	Average Passenger Delay	Average Taxi Delay
Clifford St (Gallery)	4,387	1,880	1.07	3.20
Clifford St (Opp Gallery)	2,700	1,207	0.84	1.57
Railway Station	7,679	5,293	3.80**	7.46
St Saviourgate	5,681	3,509	2.55	5.86
Tower Street	0	18	0.00	5.00
Duncombe Place	1,028	594	2.28	5.68
St Leonard's Place	15	15	0.00	15.00
Piccadilly	5*	0	2.50	0.00
Rougier Street	1,832	932	12.32	1.69
Micklegate	180	72	1.00	0.00
Total	23,685	13,519	3.21	5.42

* - At Piccadilly, the 5 passengers left the rank without obtaining a taxi.

** - At the Railway Station, the figure of 3.80 has been amended to reflect the poor throughput of taxis at the Railway Station rank. It is recognised that passengers are waiting longer for a vehicle (4.17 mins) but this is not as a result of the restricted policy, more to do with the traffic management layout at York Railway Station.

11. The table below shows totals from February/March 2009 for comparison purposes:

Rank	Passenger Departures	Cab Departures	Average Passenger Delay	Average Cab Delay
Clifford St (Gallery)	1,127	605	0.84	1.46
Railway Station	4,801	2,988	0.94	7.51
St Saviourgate	3,181	2,432	0.70	8.45
Rougier Street	2,102	1,170	0.75	5.25
2009 Totals	11,211	7,195	0.83	6.95
Equiv ranks 2008	19,758	11,613	3.61	5.82

12. Raising Public Awareness of Little Used Ranks

At the last meeting the Task Group questioned how to raise public awareness of little-used ranks in the city centre e.g. Piccadilly, Tower St and Queen St. Officers plan to look at this in the future. It will also require the trade to service the ranks for the public to stand at them and this is something that could be

addressed as part of the consultation with Taxi and Private Hire Vehicle Licence Proprietors & Hire Drivers, and Private Hire Operators.

Objective (iii) – Conditions attached to licences: accessibility, emissions etc

13. Officers are awaiting a Government announcement on the quota requirements for number of wheelchair accessible taxis etc. However, in order to gauge feedback from social inclusion groups on the changes / improvements introduced by CYC over recent years, the Task Group may choose to discuss the issues with relevant parties ahead of the Government's announcement at the planned consultation event at the next meeting of the Task Group.
14. Type of Meters In Use In York
At the present time whilst it is a requirement for all hackney carriages to be fitted with a meter to calculate the journey fare, there is no specification in relation to the meter itself. However, following the issue of a European Measuring Instrument Directive, new regulations were introduced in 2006 for the protection of the public. The Measuring Instrument (Taximeters) Regulations 2006 provide standards and specifications that manufacturers have to meet for taximeters produced after 30 October 2006.
15. Some Meters can be calendar controlled and locked and sealed by the manufacturers/suppliers so that tariff rates change automatically and cannot be tampered with manually by a driver. In addition, some private hire firms have introduced meters connect to GP mapping.
16. However, some meters can be manually controlled by a driver to change between tariff rates i.e. from tariff 1 to tariff 2. This can and has led to complaints of over charging by some drivers who set an inappropriate tariff rate for either time of day or the day itself e.g. Christmas Bank Holidays, Races.
17. The Task Group may wish to consider addressing this issue in their suggested revisions to the council's policy. for example, Darlington Borough Council state the following in their policy:

'A new specification will apply to taximeters i.e. the taximeter must comply with the Measuring Instruments (Taximeter) Regulations 2006 and must be of the calendar control type which is locked and sealed by and approved manufacturer and supply and or installer.

The specification will initially apply to new vehicle applications only and subsequently will apply to all existing vehicles, both hackney and private hire(where fitted) with effect from.....'

Objective (iv) – Enhanced provision using innovative ways

18. Innovative Vehicles
It is now generally accepted that modern diesel engines are not delivering the levels of NOx reduction that were previously anticipated. Research indicates that overall quantities of NOx emitted have not decreased significantly and that the

proportion emitted as nitrogen dioxide (NO₂) has actually increased. As nitrogen dioxide is the main pollutant of concern in York, a policy of encouraging taxi drivers to upgrade their diesel vehicles to newer Euro standards is unlikely to have the desired impact on local air quality and could potentially make the situation worse.

19. At the current time the most appropriate policy for reducing emissions from taxis would appear to be incentivising the use of fully electric and / or hybrid vehicles. There are already a number of mainstream fully electric vehicles available and more to follow shortly. The latter include larger vehicles such as the Nissan Leaf which may be of use to private hire operators in the future. The main issue with fully electric vehicles remains the operating range between charges which may remain a barrier for use as general taxis in York.
20. A fully electric vehicle has no emissions at the point of use, but still gives rise to emissions at the power station (use of a green electric tariff can reduce these emissions). There are fully electric black cab style taxis available but we have limited knowledge of their success elsewhere or how feasible they would be for use in York. At the moment most hybrids are petrol / electric e.g. the Toyota Prius and these vehicles are being successfully used as private hire vehicles. For example, in New York there were 2019 hybrid taxis in operation in 2009 and in London one company use only hybrid vehicles - see www.greentomatocars.com . It should be noted that some operators have looked at using hybrid vehicles but the available vehicles have failed to meet other local licensing requirements such as tinted windows and luggage capacity.
21. Hybrid black cab style vehicles are also in operation in London and still under development - see <http://www.eco-rally.org/evo-electric-plug-hybrid-black-cab> and <http://news.bbc.co.uk/1/hi/england/london/3771679.stm>.
22. However, diesel / electric hybrids are becoming available in other countries and may eventually offer a promising alternative for use as taxis in the UK. Plug in hybrids are also now available where the vehicle can travel almost predominantly on electric but still have diesel capacity to increase the range if needed.
23. Introduction of Low Emission Zone
At the present time efforts to reduce emissions in York are being focused on the development of a Low Emission Strategy (LES) which uses incentives to encourage the uptake of cleaner vehicles and technology. At the present time there are no plans to introduce a Low Emission Zone (LEZ) for all vehicles (including taxis), although the possibility of a LEZ for buses only hasn't yet been ruled out. Any LEZ for buses would be focused on increasing the uptake of hybrid and /or electric vehicles rather than tightening Euro standards. As has already been outlined above, improving the Euro standard of a diesel vehicle does not necessarily lead to a reduction in nitrogen dioxide concentrations and is not something we would wish to endorse at this time.
24. Potentially there is an option to 'enforce' the uptake of electric / hybrid vehicles within the taxi (and general vehicle fleet) by the use of Low Emission Zone (LEZ) style controls requiring the use of hybrid vehicles but this is a long way in the

future and unlikely to happen until hybrid vehicles become more accessible and affordable to the general population.

25. In the short term the emphasis should be on doing what we can to promote the use of hybrid, and to a lesser extent electric vehicles. This needs to involve some lobbying of government to try and secure financial assistance for purchase of these types of vehicles by taxi drivers and the provision of as many local incentives as we can. Any ideas on this would be much appreciated

26. Personal Safety

This authority seeks to promote the protection and safety of the public and taxi drivers. To achieve this in relation to driver safety, in 2008 the authority introduced:

- i. Approved installation of driver shields
- ii. Amended conditions of tinted windows
- iii. Adopted DfT guidance on driver safety (shown at Annex B)
- iv. Review of crime statistics every 3 months
- v. Approved installation of CCTV camera to licensed vehicles subject to certain criteria as outlined below:
 - *'Personal safety' – when fitted, a camera lens and equipment should present no impact danger to passengers*
 - *The quality of recorded images should be of sufficient quality during all lighting conditions to continually demonstrate their strong deterrent value*
 - *Passengers should be aware that they are being recorded. The vehicle will carry appropriate signs, approved by the council, informing the public that camera surveillance is active in the vehicle*
 - *Encryption of images stored. The images contained in the recording device may only be downloaded by an authorised officer of the council or police officer. The manufacturer will supply the council with de-encryption software free of charge.*
 - *Appropriate activation device*
 - *The recording system and memory card or other image memory recording system will be securely stored within the vehicle and away from public access'*

27. Issuing of Receipts & Alternative Payment Methods

All drivers whether hackney or private hire will issue receipts on request. These invariably are hand written. However, technology does exist for receipts to be issued directly from a printer on a meter. This gives clear accountability and would greatly assist in reducing overcharging. It would however be an additional cost to the driver or vehicle owner. It should be noted that not all private hire vehicles are fitted with a meter and some companies operate off mileage charts.

28. The council places no restriction on drivers installing debit or credit card readers in their vehicles but request that customers are made aware of any surcharges imposed for paying through this route.

Taxi Licensing Scrutiny Review

Taxi Driver Safety – Adopted DfT Guidance issued to Taxi Drivers by this Authority

Staying safe: guidance for taxi drivers

As a taxi driver you are dealing with strangers, often in isolated places and carrying cash. Taking people off the streets or from ranks with no knowledge of their home address or telephone number means that if they cause trouble you are especially vulnerable. If you work at night you are likely to have to deal with people who have drunk too much alcohol. All this means you may be at risk of violence. This guide is to help you to think of things that you can do to stay safe.

Cash management

- If you can, drop off cash during your shift so that you carry as little in your car as you can. If you can't, keep your cash hidden from view in a secure box.

Adjustments to your vehicle

- Some drivers of saloon cars fit their car with a screen to protect them from assault. Screens are made from materials that withstand a knife attack or hard body impact, and can be fitted and taken out easily.
- Installing CCTV cameras has been shown to lead to reduced threats and violence against drivers. Signs in the vehicle can highlight the presence of CCTV to passengers. Cameras can be bought or rented, and the cost may be offset by reduced insurance premiums. They can be useful when there is a dispute with a passenger – it is not just your word against theirs.
- Fitting a convex mirror that gives you a full view of the rear of your car will help you to see what a passenger directly behind you is doing.

Carry with you

- A spare key, in case an assailant throws your keys away.
- A mobile phone.
- A note pad and pen to record incidents.
- An emergency card with your name, date of birth, blood group, allergies and a contact number for emergencies.
- An explanation of the fare structure, so that you can explain it to a passenger who feels that you are over-charging them.

If you are linked to a control centre

- Use your radio to tell them where you are going. This will mean the controller has the information, and the passenger will know they do. Alert the controller of any changes along the way.
- Have a pre-arranged code word that you can use if a passenger becomes threatening, so that you can call for help without making the passenger suspicious.
- Some control rooms have GPS and can track the progress of all vehicles. Drivers have a silent button which they can activate in an emergency, which flags up their vehicle on the controller's screen.

Staying safe

- You know that working at night carries most risks of violence, especially as many passengers will have been drinking. Make sure you are not tired – you need to be alert at all times.
- Trust your instinct – you have the right to refuse a passenger if you think they may present a risk.
- If you have a saloon car, control passenger access to the front. Only open the windows enough to speak to people without them being able to reach in. Only let them sit in the front if you wish.
- Communication with the passenger is important. Be polite and pleasant.
- When you travel outside your licensing area, agreeing the fare before you set off can reduce the risks of violence over a fare dispute later, when you may be in an isolated place.
- Be ready to explain the fare structure to a passenger. Many violent incidents arise from fare disputes.
- Make eye contact with the passenger when they get in the car. This helps to establish a relationship with the passenger. It also gives them the message that you could identify them.
- Explain the route you plan to take if you are going a long way round (for example in order to avoid road works) so as to prevent a dispute over the fare.

If you feel threatened

- Try to stay calm. Take slow, deep breaths – this may help to lessen your anxiety.
- Be aware of your own actions and how they may be seen.
- If you can, drive to a brightly lit, busy place as these are often covered by CCTV.
- If you have a purpose built taxi or a saloon car with a screen you are likely to be safer staying in your cab than getting out.
- Do not attempt to run after a passenger who owes you their fare. Your safety is more important than the money.

If you are attacked

- Do not try to fight back – it is most likely to make the violence worse for you.
- Use your horn and lights to attract attention.
- Contact your control room or call 999 to get help.
- Gather as much information about the person as you can (e.g. their clothes, accent).

After an incident

- Write down everything about the incident – a description of the passenger, what they said and did.
- If you did not call them at the time, report all violent incidents to the police. Be prepared to make a witness statement. It may take time, but it may prevent the violence in the future – for you and other drivers.
- When sentencing offenders, courts have been advised to take particularly seriously assaults against people who are providing a public service, especially those who are vulnerable because they work alone at night.
- Bilking is a criminal offence. Report incidents to the police and be prepared to make a statement.
- You may be able to recover the costs of damage to your vehicle through the small claims system.

Taxi Licensing Scrutiny Review

Examples of Taxi Vehicle Types - Running Costs and Emissions

Estate Cars

Rank	Make	Model	Edition	Gear box	Fuel	Tax Band / Cost P/A	CO ₂ (g/km)
1	SKODA	New Fabia Estate	1.2 CR TDI 75PS GreenLine II	M	Diesel	A £0 ^{1ST} YEAR £0	89
1	SKODA	New Fabia Estate	1.2 TDI 3 cylinder 75PS GreenLine	M	Diesel	A £0 ^{1ST} YEAR £0	89
2	VOLVO	V50	DRive	M	Diesel	A £0 ^{1ST} YEAR £0	99
3	MINI	MINI Clubman R55	MINI Cooper D Clubman - with particle filter	M	Diesel	B £0 ^{1ST} YEAR £20	103
4	FORD	Focus	1.6 Duratorq TDCi (109PS) Estate (ECO)	M	Diesel	B £0 ^{1ST} YEAR £20	104
4	VOLVO	V50	1.6D DRive Stop/Start	M	Diesel	B £0 ^{1ST} YEAR £20	104
5	SKODA	New Fabia Estate	1.4 TDI PD 80PS GreenLine with DPF	M	Diesel	B £0 ^{1ST} YEAR £20	109
5	SKODA	New Fabia Estate	1.6 CR TDI 105PS	M	Diesel	B £0 ^{1ST} YEAR £20	109
5	VOLKSWAGEN	New Golf Estate	1.6 TDI 105PS BlueMotion Technology	M	Diesel	B £0 ^{1ST} YEAR £20	109
5	VAUXHALL	Astra 5 Door Sports Tourer	A13DTE 95PS	M	Diesel	B £0 ^{1ST} YEAR £20	109

MPVs

Rank	Make	Model	Edition	Gear box	Fuel	Tax Band / Cost P/A	CO ₂ (g/km)
1	NISSAN	Note	1.5 dCi 66kW	M	Diesel	B £0 ^{1ST} YEAR £20	110
2	FIAT	Qubo	1.3 16v MultiJet 75 Dualogic (Euro 5)	A	Diesel	C £0 ^{1ST} YEAR £30	112
2	FIAT	Fiorino	Combi 5 seat 1.3 MultiJet 75 Comfort-matic (Euro 5)	A	Diesel	C £0 ^{1ST} YEAR £30	112
3	FIAT	Panda	1.2 (Euro 5)	M	Petrol	C £0 ^{1ST} YEAR £30	113
3	FIAT	Qubo	1.3 16v MultiJet 75 (Euro 5)	M	Diesel	C £0 ^{1ST} YEAR £30	113
3	FIAT	Fiorino	Combi 5 seat 1.3 MultiJet 75 (Euro 5)	M	Diesel	C £0 ^{1ST} YEAR £30	113
4	KIA	Venga	1.4 CRDi	M	Diesel	C £0 ^{1ST} YEAR £30	114
4	VOLKSWAGEN	New Golf Plus	1.6 TDI 105PS BlueMotion Technology	M	Diesel	C £0 ^{1ST} YEAR £30	114
5	NISSAN	Note	1.5 dCi Euro4	M	Diesel	C £0 ^{1ST} YEAR £30	115

Rank	Make	Model	Edition	Gear box	Fuel	Tax Band / Cost P/A	CO ₂ (g/km)
5	VOLKSWAGEN	New Golf Plus	1.6 TDI 105PS BlueMotion Technology 7speed DSG S	A	Diesel	C £0 ^{1ST} _{YEAR} £30	115

Family Cars

Information source: <http://actonco2.direct.gov.uk/home/what-you-can-do/On-the-move/Compare-car-CO2-emissions/top-10-fuel-efficient-cars.html>

Rank	Make	Model	Edition	Gear box	Fuel	Tax Band / Cost P/A	CO ₂ (g/km)
1	VOLKSWAGEN	Passat Saloon	1.6 CR TDI (105 PS) BlueMotion Technology	M	Diesel	C £0 ^{1ST} _{YEAR} £30	114
2	VOLKSWAGEN	Passat Saloon	2.0 TDI 140PS BlueMotion Technology Highline	M	Diesel	D £0 ^{1ST} _{YEAR} £90	124
3	VOLKSWAGEN	New Golf	1.2 TSI 85PS S	M	Petrol	D £0 ^{1ST} _{YEAR} £90	129
3	PEUGEOT	407 Saloon	1.6 HDi FAP (110 bhp) Energy Saver Tyres	M	Diesel	D £0 ^{1ST} _{YEAR} £90	129
4	RENAULT	Laguna Hatchback	1.5 dCi 110 16" Wheel	M	Diesel	D £0 ^{1ST} _{YEAR} £90	130
5	VOLKSWAGEN	New Golf	1.2 TSI 85PS 7speed DSG S	A	Petrol	E £110 ^{1ST} _{YEAR} £110	134
5	TOYOTA	Avensis	TR 4 door 2.0 D-4D 6 speed Manual	M	Diesel	E £110 ^{1ST} _{YEAR} £110	134
6	TOYOTA	Avensis	T4 4 door 2.0 D-4D 6 speed Manual	M	Diesel	E £110 ^{1ST} _{YEAR} £110	135
7	VOLKSWAGEN	Passat Saloon	1.9 TDI (105 PS) BlueMotion with DPF	M	Diesel	E £110 ^{1ST} _{YEAR} £110	136
7	SKODA	New Superb	1.9 TDI 105PS GreenLine with DPF	M	Diesel	E £110 ^{1ST} _{YEAR} £110	136
7	VAUXHALL	Insignia 4 Door Saloon	2.0CDTi (160PS) EcoFLEX	M	Diesel	E £110 ^{1ST} _{YEAR} £110	136
7	VAUXHALL	Insignia 5 Door Hatchback	2.0CDTi (160PS) EcoFLEX	M	Diesel	E £110 ^{1ST} _{YEAR} £110	136
7	MERCEDES-BENZ	B-Class	B 180 CDI with 16" rear wheels	M	Diesel	E £110 ^{1ST} _{YEAR} £110	136
7	MERCEDES-BENZ	B-Class	B 180 CDI with 205/55 16" rear wheels	M	Diesel	E £110 ^{1ST} _{YEAR} £110	136

Example Emission Levels

Make	Model	Emissions g/Km
Toyota	Prius	104
Skoda	Octavia	135

Peugeot	307	140
Honda	Accord	145
VW	Passat	148
Vauxhall	Vectra	157
Ford	Mondeo	159

Information Source: http://www.thegreentaxicompany.com/why_go_green.htm




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Electric Vehicle Specifications




This is intended as a very basic overview of some of the electric vehicles that are currently available. The market is changing rapidly and whilst these details were correct at the time of writing, they may have changed and other vehicles may now be available.

Vehicle	Indicative price	Information
<p style="text-align: center;">AIXAM-MEGA City car</p> 	£12064	4 kW Motor Lead acid battery Range 60 miles Top speed 40mph Full recharge 5-8hrs
<p style="text-align: center;">AIXAM-MEGA MEGA Multi-truck II</p> 	£11549 + vat	4kW Motor Lead acid battery Range 60 miles Top speed 30mph Full recharge time 9hrs
<p style="text-align: center;">Citroen C1 EVIE</p> 	£16850 3 door Finance and lease packages available	30kW Motor Lithium -ion batteries Range 60-70 miles Top speed 60 mph Full recharge time 7 hrs



<p style="text-align: center;">Citroen C-Zero</p> 	<p>Price t.b.a</p> <p>Planned introduction Q4 2010</p>	<p>47kW Motor</p> <p>Lithium-ion batteries</p> <p>Range t.b.a</p> <p>Top speed >60mph</p> <p>Full recharge 5hrs (3Kw)</p> <p>80% soc in 30mins (DC) rapid charge.</p>
<p style="text-align: center;">Mini E</p> 	<p>Price t.b.a</p> <p>UK trial Q4 2009</p>	<p>150kW Motor</p> <p>Lithium ion batteries</p> <p>Range 155 miles ideal, 104 normal driving</p> <p>Top speed 95mph</p> <p>Full recharge 32A 4.5hrs</p> <p>13A ≥10hrs</p>
<p style="text-align: center;">Mitsubishi i MiEV</p> 	<p>Initial UK trial lease costs announced as £350 pcm</p>	<p>47kW Motor</p> <p>Lithium-ion batteries</p> <p>Range 80-100</p> <p>Top speed 87mph</p> <p>Full recharge 13A 6-7hrs</p> <p>80% soc in 30mins (DC) rapid charge.</p>



<p>MODEC 2 Ton Van</p> 	<p>£60,000 for 60 mile range</p> <p>Variable finance options breaking out battery pack costs if required</p>	<p>70kW Motor</p> <p>Various battery types dependant on range</p> <p>Range 60 or 100miles</p> <p>Max speed 50mph</p> <p>Full recharge 8hrs with 3 phase supply, off board fixed charger</p>
<p>Nissan Leaf</p> 	<p>Price undisclosed, comparative to equivalent IC car made by Nissan. First prototypes due in UK Q2-3 2010. Production Q4 2010-Q1 2011</p>	<p>80kW Motor</p> <p>Battery Laminated Li-ion</p> <p>Range 90miles</p> <p>Top speed >90mph</p> <p>Full recharge <8hrs</p> <p>80% soc 30mins with 50Kw DC rapid charger</p>
<p>Smart</p> 	<p>Initial lease price £375 pcm</p> <p>Expected public availability Q4 2010 at ≥£16,000</p>	<p>30kW Motor</p> <p>Battery Li-ion</p> <p>Range 84miles</p> <p>Top speed 62mph</p> <p>Full recharge 8hrs</p>



<p>Smiths Edison Transit conversions</p> 	<p>Price in the region of £60,000 for base van.</p> <p>Virtually all the Transit conversions can be catered for in EV format.</p> <p>SEV finance and fleet management packages available.</p>	<p>90kW Motor</p> <p>Battery Li-ion phosphate</p> <p>Range 100miles</p> <p>Top speed 50mph</p> <p>Full recharge 8 hrs on 3Kw single phase but 3 phase on board charger reduces recharge time considerably</p>
<p>Smiths Newton 7.5-12t</p> 	<p>Price for 7.5t version £86,000 Including battery pack.</p> <p>Finance, lease and fleet management packages are available through SEV financial services</p>	<p>120kW Motor</p> <p>Battery Li-ion phosphate or Ni-metal Chloride</p> <p>Range 150miles</p> <p>Top speed 50mph</p> <p>Full recharge 8-10hrs with 3 phase supply</p>

A range of vehicles is also available from Allied Electric. www.alliedelectric.co.uk



Charging Infrastructure Technology and Costs

The following is intended to provide a very brief overview of some of the standard electric vehicle charging points that are currently available. All have variations, these and further information can be found on their websites.

Participation in the Plugged in Places project will enable partners to secure up to 50% funding towards all the units shown except the rapid charger which is regarded as a more innovative technology and is only eligible for up to 25% funding.

Funding will cover the costs of the equipment and its installation.

Slow or Trickle Charging

Currently electric cars on the UK market in 2009 are capable of taking charge from an off-board 13Amp / 3kW power source. This is normally through a standard 13A plug top plugged into a mains voltage charge point. This type of charge is referred to as either 'Slow or Trickle' charging.

Trickle charging will typically recharge a discharged car battery in around 8 hours.

Fast Charging

The joined Cities charge post specification¹ has an initial 3kW charge requirement, up-rateable with minimum change to the charging post, to 7kW single phase (22A) when a standardized connector has been chosen and homologated for the purpose. The 7Kw charge rate is often referred to as 'Fast charging'

Not all cars will be able to accept the higher charge and it is assumed that retrofitted 7Kw and 3Kw with co-habit certain areas for a period of time.

Fast charging will typically recharge a discharged car battery in around 4 hours.

¹ Joined Cities or 'J Cities' as they are sometimes referred to are a group of nine Cities throughout the UK that are installing a limited network, starting 2009 and funded by the Energy Technology Institute(ETI)



Rapid Charging

Rapid Charging is a term generally used for a charge rate in excess of 50kW. A number of mainstream automotive manufacturers are cooperating on a solution to this technology. Nissan, Mitsubishi Motors, Citroen and Subaru have worked closely with the Tokyo Electric Power Company to develop a stand-alone Direct current fast charger. This product will be able to charge Mitsubishi iMiev's, Citroen C-Zero's, Nissan Leaf's and Subaru R1e's.

It is currently unclear where this infrastructure will be placed, Nissan suggest UK main dealerships, but there are obvious commercial applications for EV fuel filling stations, Motorway service centres, retail parks etc. Introduction of production vehicles from the Japanese consortium able to use the Rapid charge system could be as early as Q3 2010 for the Mitsubishi product as an advanced trial using iMiev's has been taking place in Japan for a number of years.

Rapid charging will typically recharge a discharged car battery in around 30 mins.



Mitsubishi iMIEV connected to a TEPCO Rapid charge station

(Image courtesy of Mitsubishi motors UK)



Conventional charging posts

Elektromotive, 365 Coulomb and Infracharge have charging stations installed and in use either in the U.K or overseas.

In addition, all three have been chosen to sit on the steering group, chaired by the Energy Technology Institute, to look at communizing interoperability between systems (expected Q2 2010). In addition, all three have a backroom communication operating system, which links data remotely from the charging posts to a data management and billing engines.

This mechanism will then allow direct customer billing for either:

- Energy used
- Parking Fees
- Combined Energy and Parking costs

Elektromotive (Elektrobay)

www.elektromotive.com

Currently around 200 units installed in the U.K

UK sites in most London Boroughs, Stoke, Glasgow, Norwich, Nottingham, Newcastle and Brighton. Overseas installations in Denmark, Belgium, Luxembourg, Saudi Arabia and the Netherlands.

Products include Elektrobay EB001 charging post capable of supplying 3,7,11 and 22kW loads. Wall-mount versions also available with collision protection barriers suitable for multi-storey car park installations.



RFI key tag to access lockable charging socket. Key tag identifies user and hence vehicle type. The use of electronic keys enables all of the usage data to be stored. This includes who, when and how much power has been supplied. This information can then be used for billing, statistical analysis, efficiency and maintenance calculations.

The keys can be programmed to have a finite life e.g. 6 or 12 months, or can be programmed to meter the usage in a "pay-as-you-go" credits method. The payment





methods have been designed to be “cash-less” for efficiency. Payments can also be taken directly from back office process and via billing engine.

The main visual feature of the Elektrobay is the indicator lamp at the top of the unit; this indicator enables the state of the Elektrobay to be easily seen at anytime. The indicator lamp shows three main states:

- Blue: Ready for charging
- Green: Charging
- Red: Disabled/ Out of service/ Fault

Unit fixed to ground via an anchor post. Design incorporates a sheer point in case of accidental damage. Blank off plate allows post to be removed and relocated within network.

365 Coulomb (ChargePoint)

www.coulombtech.com

The company produces various products under the name ‘ChargePoint’.

Internationally there are installations in Belgium, Netherlands, Germany and the U.S.

In May 2007, 365 Energy announced that 45 charging stations would be installed in Amsterdam as part of a two year trial. (This is out of a total of 200 charging posts in total that will be installed by the City before 2012).



Access to the system is via a swipe card mechanism. Although currently free, Coulomb anticipate the use of pre-paid swipe cards or even ATM card transactions will be possible longer term.



Pod point – Infracharge

www.pod-point.com

UK based company. Recent limited introductions in a number of London Boroughs. Recent boost by well publicized introduction in a small number of Tesco stores.

Access tag compatible with Elektromotive products.

Blue, Green and Red status indicators as Elektrobay.

Integral tilt sensor detects if unit has been knocked over, and disable unit. Sturdy Steel and Aluminum Construction.

Graffiti Resistant Powder Coat Finish. Tough Aluminum Doors, with Shear Point in Hinge.

Difficult to break off, but publicity from the company suggests 'cheap and easy to repair if abused'.

When mounted in a car park, POD Point is placed in between two car parking spaces minimizing the chance of a vehicle user reversed into it. However Tesco installations have been enclosed in a secondary protection cage to minimize accidental damage. Measurable parameters are similar to those recorded by the Elektrobay products.



Charging Street-side post cost comparison based on 24 Units

Cost per Unit	Elektromotive	Infracharge	365 Energy	Tegral
3kW	£3,000.00	£3,500.00	£3,584.53	£2,620.00
INSTALLATION PER UNIT	£2,500	£2,500	£2,500	£2,500
TRO LEGAL ORDER	£500.00	£500.00	£500.00	£500.00
TOTAL	£6,000.00	£6,500.00	£6,584.53	£5,620.00

The above indicative costs are for single charge points similar to those illustrated. Cost will vary depending on the nature of the installation since trenching and cabling are a significant component. Since installation is such a major component, costs can be almost halved by using units with two plug sockets.



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Taxi Licensing Task Group

19 January 2011

Report of the Directors of Communities and Neighbourhoods and City Strategy

DUNCOMBE PLACE TAXI RANK - Briefing Note

Summary

1. This briefing note advises on the on-going issues in relation to the use of the Duncombe Place taxi rank after 22.00hrs and the conflict between users, a local business and a residents association.

Background

2. In February 2007 the hours of operation of this taxi rank were reduced from a 24hr operation to 07.30- 22.00 hrs. This decision was taken by the Director of Neighbourhood Services following a series of complaints from the manager of the Dean Court Hotel and the residents committee of The Garret, Duncombe Place. The complaints were of noise and disturbance from those waiting in the taxi queue.
3. At that time there was also significant disturbance in the area caused by young people gathering around the Boar war memorial drinking, playing music and displaying generally antisocial behaviour. These matters were addressed by implementing a Designated Public Places Order in the Memorial Gardens (alcohol restriction), improving street lighting and cutting back bushes and shrubbery in the gardens.
4. The reduction in the hours of the taxi rank was not popular with the taxi trade and the public continued to use the rank as before.
5. On 20th January 2009 the council received a petition signed by 175 members of the local taxi trade. The petition requested that the rank reverted to a 24hour operation.
6. On 16th March 2009 the petition was considered by the Executive Member for City Strategy Advisory panel. After receiving verbal representations and after some debate it resolved "to take no action at the present time with respect to the Duncombe Place taxi rank operational hours.

Legal Position and Compliance

7. The Local Government (Miscellaneous Provisions) Act 1976 makes provision for a local authority to appoint taxi ranks. The process involves consultation with the highway authority, the police and the publication of a public notice in the local press seeking wider views. Once a rank is established it is protected for the exclusive use of taxis for the hours of its operation. After those hours it reverts to the normal traffic regulations pertinent to the area in which it is located.
8. It should be noted that a taxi can pick up passengers in any street and can be “flagged down” when not already booked. This means that irrespective of the operation of a taxi rank in Duncombe Place if there are passengers waiting a taxi can lawfully stop and pick them up.
9. Parking restrictions in Duncombe Place consist of double yellow lines – no waiting at any time, single yellow lines – no waiting Monday to Saturday from 8am to 6pm and then at 6pm the single yellow lines become evening parking - pay and display from 6pm to 8am Monday to Saturday. During the pay and display period any York resident with a permit (Minster Badge) can park in the pay and display bays without payment. During the hours of operation of the taxi rank taxis can wait in the rank area. After those hours the taxi rank area reverts to double yellow lines. Double yellow lines mean no waiting – they do not prohibit any person setting down or picking up regardless of whether they are a taxi or other vehicle. They do not prohibit any one waiting in that area and calling a taxi or other person to come and pick them up, nor do they prohibit a taxi driving up and down the road and picking anyone up who ‘flags’ them down. Penalty charge notices can be issued to any person who contravenes the parking regulations. Penalty charge notices can be issued to anyone who is found to be waiting on any of the double yellow lines, this would include the taxi rank area outside the hours of operation. However penalty charge notices can only be issued if the Civil Enforcement Officer sees the vehicle and can issue a notice before the driver moves off. The CCTV system cannot be used to issue penalty charge notices as it was not designed for this purpose and its design is such that it cannot be authorised by the Secretary of State to be used for the purpose of penalty charge notices. Officers have to be in uniform to issue penalty charge notices.
10. In order to seek adherence to the operating hours of this rank officers have tried to educate members of the public as to its part time status. Initially signs were displayed on the head of rank post advising of the operating hours. This seemed to have little effect. A larger sign was then displayed in the shelter advising of the location of the nearest alternative rank in St Leonards Place. On the 1st March 2010 an additional late night rank was opened in St Sampsons Square to alleviate the pressure on Duncombe Place. This was indicated by a replacement sign in the shelter. This was again ignored by the public so an “A” board was obtained to put out at 2200hrs to emphasise the rank closure. The “A” board generated a complaint from a taxi driver to City Strategy.
11. The use of “A” boards on the highway is classed as an obstruction of the highway. In York, such obstructions are generally tolerated unless a complaint is made in which case action is initiated to have the board removed. The City Council is likely to open itself up to criticism if it operates a one rule for businesses and another rule for itself.

12. With respect to the drivers themselves. They have been advised and reminded about the hours of operation of the rank many times by taxi licensing officers through newsletters, by individual letters and via liaison meetings with the trade associations. Parking Services have written to the proprietors of all licensed taxis where information has been received that their vehicles have been seen at the Duncombe Place taxi rank outside the hours of operation to remind them of the regulations and that this practice must cease and that failure to do so could result in the issue of a penalty charge notice.
13. Enforcement, however, is not a simple matter. The hours during which the taxi rank is suspended are outside the normal working hours of the Civil Enforcement Officers. To undertake any enforcement during the early hours of the morning poses a number of difficulties. Firstly, the health and safety issues posed for the Civil Enforcement Officers in dealing with any one found contravening the regulations and any member of the public who may object to the enforcement and turning away of taxis. A police presence would be required. Secondly, regular enforcement could not be sustained both in terms of personnel and financial resources (subject to any Officer being willing to volunteer to undertake patrols) and thirdly, effectiveness. A minimum of two Officers volunteering plus the Police would be required and these Officers would have to be paid additional payments. So unless a sufficient number of penalty charge notices could be issued to fund the additional payments there is no existing budget to finance this.
14. Enforcement has been attempted in the past. However, the result was that as soon those waiting at the rank saw the Officers approaching they moved off and alerted all other taxis. Therefore no penalty charge notices could be issued. Whilst this was effective at the time it is not sustainable. Of course no Civil Enforcement Officer can be compelled to volunteer and adjustment to the normal parking rotas would have to be made which would affect coverage throughout the city.

Current Situation.

15. Despite all the actions taken the rank continues to be used into the early hours of the morning. During the last two weeks of September 2010 106 of the 178 licensed taxis were seen using the rank after 2200hrs. As far as travellers are concerned it remains a popular rank at all times of day. It serves people leaving the theatre and late night city venues.
16. Complaints continue to be received from both the Dean Court Hotel and the residents association that taxis are still using the rank after 22.00hrs. The council has little evidence to substantiate that the use of the rank gives rise to disturbance. Indeed comments on Trip Advisor rate the hotel highly for sleep quality. The last complaint received by Environmental Protection was in August 2006 and concerned youths gathering at the war memorial. Since the introduction of the Designated Public Places Order in March 2007 incidents of crime and antisocial behaviour have reduced by 79%. The crime analyst from Safer York Partnership has analysed crime and antisocial behaviour in the area between 1st November 2009 and 31st October

2010. There were 7 incidents of crime (1 after 22.00hrs) and 16 of antisocial behaviour (7 after 22.00hrs).

17. There is a general perception by both the trade and the public that this is the safest night time rank in the city. This is supported by the statistics produced by the Safer York Partnership. The Nightsafe task group acting under the Community Safety Strategy has a current intervention to “develop a transport plan for the dispersal of the night time visitor” and wish to see this rank operating 24hrs.
18. The Community Safety Overview and Scrutiny Committee are currently undertaking a study of taxi licensing issues and are to consider taxi rank provision as part of the scrutiny topic. They have agreed to look at the Duncombe Place rank situation in that process.

Options

19. Despite all the actions taken there is clearly a strong public demand for a rank to operate through the night in this location. The current situation places the council in a difficult situation in that It does not have the resources to adequately enforce the parking consequences of the rank closure at 22.00hrs..

Option 1: Accept the current situation, undertaken ad hoc parking enforcement as and when practical.

This option would see the council appear to be ineffective in delivering its own policy and could lead to adverse publicity and potential complaint to the Ombudsman

Option 2 : Fully resource a late night parking enforcement team to concentrate activity on Duncombe Place.

This option has clear resource implications. It maybe that a short period of fulltime enforcement or intermittent periods would suffice but there is no certainty that would be the case.

Option 3: To amend the current hours of operation of the rank to a later hour to cover theatre and other later night venue departures.

This option would not resolve the enforcement difficulties experienced in dealing with parking enforcement after the rank ceased operation.

Option 4: To revert to a 24hr operation of the rank.

This option would see the late night transport needs of residents and visitors met. It would however inevitably lead to complaints from the Dean Court Hotel and the residents association.

Taxi Licensing Scrutiny Review

Estimated Emissions from Taxis in York

Vehicle type and fuel data has been collected for the taxi fleet in York (inclusive of hackney carriages and private hire vehicles). A total of 750 vehicles have been considered.

Where possible each vehicle has been assigned an emission rate in g/km for NO_x and CO₂ based on information taken from the vehicle registration documents. These figures are representative of the manufacturing standard for the vehicle when it was new, not the in-use emissions for the vehicle which are likely to be considerably higher. In use emissions are dependant on a number of factors including how well the vehicle is maintained, how it is driven and the length and type of journey.

Where data for individual vehicles could not be obtained it has been assumed that the vehicle would have the maximum emission rate allowable for its data of manufacture.

For pre-Euro III vehicles (before January 2000) it has not been possible to obtain NO_x emission rates as there were no limits in place before these dates. In these cases it has been assumed that the vehicles have the maximum allowable Euro III emission level. This is likely to be an underestimate of the true emissions from pre-Euro III vehicles of which there are 35 in the data set.

The requirement to publish CO₂ emission rates for vehicles did not come into force until September 2005. The requirement is only to publish data, not to meet a specific standard. There were 92 vehicles for which no CO₂ data was available. In these cases the vehicle was assigned a figure of 175g/km which was the average emission from the remainder of the vehicles (same figure assumed for diesel and petrol at this stage)

The tables below provide an overview of the age and fuel type of the current taxi fleet. Estimates have also been made of the total emissions from the whole fleet assuming each vehicle travels a set distance. It has not been possible in the timescale available to obtain actual annual mileages for individual taxis.

Fleet composition

Euro standard	Number of vehicles	Number of petrol	Number of diesel	Number of gas conversion	Number of hybrid electric
Pre-Euro 1	1	1	0	0	0
Euro 1	2	1	1	0	0
Euro 2	32	11	21	0	0
Euro 3	358	137	221	1	0
Euro 4	333	58	275	0	0
Euro 5	24	0	23	0	1
Total	750	208	541	1	1

Estimated emissions

The figures in the table below assume that every vehicle in the fleet travels the specified mileages shown per annum so represent a predicted emission for the fleet per year. For a more accurate estimate of emissions annual mileage for individual vehicles is required but this type of information is not currently readily available within CYC.

Assumed mileage per vehicle per annum (miles)	Estimated NO _x emission from taxi fleet (tonnes)	Estimated CO ₂ emission from taxi fleet (tonnes)
20,000	4764	3173586
30,000	7146	4760379
40,000	9527	6347172

Average emission (g/km) per vehicle type - This table shows the average g/km emission per vehicle for each vehicle class.

Note:

- Higher NO_x emissions from diesel than petrol vehicles
- Trend towards purchase of new diesel vehicles = greater NO_x emissions (of which an increasing proportion is primary NO₂)
- Hybrid vehicles offer a considerable reduction in NO_x and CO₂ emissions per km

	Number of vehicles	Average NO_x emission (g/km)	Average CO₂ emission (g/km)
Pre-Euro 1 diesel	0	-	-
Pre-Euro 1 petrol	1	0.15 (estimated)	175 (estimated)
Euro 1 petrol	1	0.15 (estimated)	175 (estimated)
Euro 1 diesel	1	0.5 9 (estimated)	175 (estimated)
Euro 2 petrol	11	0.15 (estimated)	175 (estimated)
Euro 2 diesel	21	0.5 (estimated)	175 (estimated)
Euro 3 diesel	221	0.41	167.9
Euro 3 petrol	137	0.27	187.43
Euro 3 gas	1	0.005	161
Euro 4 petrol	58	0.04	188.44
Euro 4 diesel	275	0.285	172.7
Euro 5 petrol	0	-	-
Euro 5 diesel	23	0.231	172.3
Euro 5 electric hybrid	1	0.005	92

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14 Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

① AS PEOPLE TEND TO TELEPHONE PRIVATE HIRE COMPANIES, PERHAPS THEIR NUMBERS OF W.A.V'S NEEDS TO BE ADDRESSED

Re. Q1 THE 6 MONTH ISSUE WAS FOR A 2 YEAR PERIOD, UNTIL 8 HAD BEEN ISSUED THEN AN UNMET DEMAND SURVEY WOULD BE CARRIED OUT, WHICH I AM CONFIDENT WILL SHOW THERE IS NO UNMET DEMAND,

Q5 IT IS NOT CLEAR WHAT THESE %'S WOULD BE. IT MAY WELL BE THAT 23% WOULD BE SUFFICIENT,

WITH THE HISTORY BETWEEN THE TRADE & THE DEAN COURT, I AM AMAZED THAT HE SHOULD BE INVOLVED IN SOMETHING THAT COULD HAVE AN IMPACT OF SO MANY PEOPLES LIVELIHOOD . A

14 Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

② City of York Council is committed to social inclusion and ensuring a wide variety of opportunities is available to disabled residents to enjoy a high quality of life. Without the ability to travel, people with disability are denied access to life opportunities. This access to education, shopping, employment, health care as well as social and family life is significantly improved when journeys become accessible. For this reason the Council considers it important that people with disability have access to all forms of public transport.

Accessibility is therefore an important consideration in respect of vehicles licensed as hackney carriages. Await quota. direction from Government.

③ Please get Dancombe Place closure sorted!

④ I would like to be more involved in the work of S.C.

14 Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

5
Q4
Continue to restrict the number of Hackney Carriages.

York is not suitable for an unrestricted number of Hackney Carriages. Similar towns & Cities as mentioned in your report continue to restrict and so should York.

There is not enough rank space for unlimited Cabs, there is not enough work for them all and standards would fall.

The problems with plates being rented and disputes about ownership happened because the Council over the years allowed it to happen.

Clearer rules about proof of ownership are needed - Insurance, reg. documents should be in the owner's name. Other councils manage to regulate Licences and vehicle ownership details without de-restricting numbers.

Please return your completed questionnaire by 12 January 2011 to:

Scrutiny Services
City of York Council
The Guildhall
York
YO1 9QN



14 Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

6) The number of taxis goes hand in hand with the number of taxi ranks and number of spaces at each rank. Long established popular ranks will, if numbers were to rise dramatically, attract even greater numbers which will then likely have a knock on effect to the surrounding network.

Current compliance with the Duncombe Place part time rank has been raised as a problem. What practical options for enforcement ~~is~~ are in place, or could be put in place, for part time ranks?

There is competing demand for the limited road space in the central area (Bus stops, cycle racks, etc) hence requests for additional ranks should ~~be~~^{not} be viewed in isolation.

Please return your completed questionnaire by 12 January 2011 to:

Scrutiny Services
City of York Council
The Guildhall
York
YO1 9QN



Q14. Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.

7 Taxi's are just other peoples cars and shouldn't be considered any different. It makes no difference whether I travel as an individual in a taxi or my own car. Keep taxis out of the centre of York and stop them using bus lanes.

8 the current system works, the balance of hackneys to private hire is about right. the problems in the past about plate ownership is caused because over the years the council allowed it to happen, and turned a blind eye to the renting of plates. the proving of ownership is easy (bill of sale, registration document and insurance) other councils can regulate this without de-restricting licences.

9 The city needs to be welcoming to visitors and residents alike and the current gridlock cannot be allowed to continue. Much of this is the way vehicles including taxis circumnavigate the city to allow people a few yards off their journey. Making roads within the inner ring road a pedestrian zone might help reduce cross city traffic, disabled/accessible vehicles might be permitted access but far more stringent control is needed as some put pedestrians in danger by their poor driving.

10 Disabled people all want a good taxi service, but they will only use it when they are confident it will be available when they most depend on it, when their train or flight has been delayed, and it is wet and cold, and the driver will not look for any excuse to get them home or to an unfamiliar destination.

(11)

Item 14 – The ITA views we wish the scrutiny committee to consider

The ITA represents the interests of many independent taxi owners and drivers who work the taxi ranks and most have no connection to any ‘taxi company’. The taxi trade is made up of self-employed individuals working hard to support their families; many have financially committed themselves to the trade.

Many of our views are given in the questionnaire but these are some others we would wish to bring to your attention”. Paragraph 3 of the report states that “each authority sets its own policy based on its own specific requirements. Therefore little would be gained by looking in detail at the Taxi Licensing Policies in place elsewhere.” Having stated this, several comparisons have been made regarding taxi provision in other towns. As a further comparison we have compiled the table below showing taxi provision in surrounding towns and cities.

Taxis per head of population (All restrict taxi numbers)

Council	No/Taxis	Population	Ratio	Taxis/1000 pop.
York	179	191,000	1 per 1067 people	0.94
Harrogate	149	157,900	1 “ 1059 “	0.94
Hull	170	262,400	1 “ 1543 “	0.65
Leeds	537	715,404	1 “ 1332 “	0.75
Bradford	225	506,800	1 “ 2252 “	0.44

To compare York with these towns, using Leeds as the benchmark:
 York and Harrogate have 25% more taxis than Leeds
 Hull has 13% less taxis than Leeds
 Bradford has 41% less taxis than Leeds

It can be seen from Annex A that in general larger towns and cities have a restricted taxi policy and smaller towns and rural areas do not.

We consider that the survey system is the best method available to measure taxi demand and should be retained along with the restricted numbers policy. We feel sure that the Spring 2011 survey will show no unmet demand.

We have shown that York compares very well with taxi provision compared to other local towns and cities but we appreciate that more WAV’s may be necessary to achieve government guidelines regarding the Equality Act. If this is the case then a controlled approach should be implemented until a quota is reached.

We are sure the option of derestriction would be a disaster for the taxi trade and also the City of York and should be dismissed.

A J Davies

For the Independent Taxi Association – York
 10-01-11

Taxi Licensing Scrutiny Review

Summary of Consultation Findings

Response Rates

40 surveys were issued by post/email with a closing date of 12 January 2011.
10 responses were received resulting in a 25% return.

The survey was also included on the council's online consultation facility, generating a further 8 responses.

Question 1 - Should the Council continue with its controlled growth approach? i.e. the issue of two new hackney carriage vehicle licences every 6 months.

Yes = 9 (50%) No = 5 (28%) Not answered = 4 (22%)

Question 2 - If we continue to limit the number, is the current limit right?

Yes = 6 (33%) No = 8 (45%) Not answered = 4 (22%)

Question 3 - If you think the number should be raised, please state to what number and give reasons why?

- Controlled slow growth; quality not quantity; New hackneys should be high specification, wheelchair accessible and eco-friendly. De-regulation would cause chaotic scenes at official ranks. Illegal ranks would spring up and emission issues would rise
- Should be raised in line with unmet demand surveys x 2
- 6 per 6 months in line with growth of city and its population
- although we maintain there is no unmet demand the Equality Act may mean extra wheelchair accessible taxis will be required above the current level of 41 (23% of total fleet). This level will increase to 43 in Jan 2011. If more are required to satisfy Equality Act, then controlled growth would cause less harm to the trade
- Unable to scientifically comment but two seems very low even to take account of turnover of drivers, unless this is a net increase. Evaluation of a number of factors such as availability of service, working hours of existing drivers and sustained income for existing drivers needs to be taken into account. Perhaps there should be consideration of seasonal or temporary licenses should be considered for events such as race days, Christmas, New Year etc where demand almost always exceeds supply.
- I think about 220 would be about right. It is noticeable that there are still high queues at the ranks so the current level is obviously too low. Also, an increase in Hackney plates does not unnecessarily increase the overall number of taxis on the road as some current private hire drivers will become Hackney drivers

Question 4 - Should the council cease to restrict the number of hackney carriages it licences and let commercial considerations regulate numbers?

Yes = 5 (28%) No = 10 (55%) Not answered = 3 (17%)

Question 5 - The Government is soon to announce a minimum quota for the number of licensed wheelchair accessible hackney carriages. It is anticipated there will need to be a percentage increase in York, if so how should this be achieved?

a) by licensing more additional wheelchair vehicles

Yes = 12 (67%) No = 3 (16%) Not answered = 3 (17%)

b) By enforcing a change of vehicle type within the existing fleet numbers

Yes = 6 (33%) No = 9 (50%) Not answered = 3 (17%)

Question 6 - Has the city got enough taxi ranks?

Yes = 7 (39%) No = 7 (39%) Not answered = 4 (22%)

Question 7 - Are the taxi ranks in the right place?

Yes = 7 (39%) No = 7 (39%) Not answered = 4 (22%)

Question 8 - Do the taxi ranks operate at the right times?

Yes = 2 (11%) No = 5 (28%) Not answered = 11 (61%)

The number of respondents who appear not to have answered this question is high because the question was missed from the online consultation.

However, 1 online respondent having seen the paper version of the form, chose to provide an answer to this question elsewhere on the electronic form.

Question 9 - Please provide any suggestions you have for additional taxi rank locations.

8 (45%) Responses received

- Outside the train station x 4 (possible use of bus stops after 11pm)
- Blake St / Lendal Loop x 2
- On all main roads in and out of the city
- Station Rise vicinity x 3
- University
- New tear drop site
- New stadium
- Blossom St / Micklegate

- Acomb
- Duncombe Place to be open 24/7
- Piccadilly, Queen street & Railways Station to be open to all Hackney Carriages

Question 10 - What incentives from the council do you believe would encourage the taxi trade to move towards using a more eco-friendly vehicle e.g. a hybrid or electric car?

9 (50%) Responses received

- Fee reduction for hybrid/LPG/electric vehicles and ensure all new vehicles are eco-friendly
- Awards towards purchase of such vehicles
- Lower fees
- Financial incentives should be offered if a 'practical for taxi use' vehicle was available
- Substantial cash rewards should be offered and drivers should be given a reasonable time to convert
- Grant licences based upon the condition of meeting certain environmental standards
- Allow a period of time e.g.3 yrs during which time no fee is charged by the council for the licence and provide charging points at each rank
- Provide charging points at each rank x 2
- Priority use of inner city ranks,
- Reduced licensing cost / variation of licence fee. Increased availability of Hackneys particularly those which can be hailed to encourage taxi use rather than PH use, with an eco benefit
- Financial assistance with purchasing such vehicles
- Reduced testing and licensing fees for such vehicles

Question 11- The council receives complaints regarding the supply of accessible vehicles particularly for wheelchair users. Please let us have your views on the availability and suitability of such vehicles in use in the City.

14 (78%) Responses received

- CYC are awaiting quota from Government. Currently 23% of Hackneys are wheelchair accessible, and all licensed vehicles have luggage space to take a folding wheelchair
- Nearly all wheelchair users prefer booking a PH car rather than waiting on ranks x 2
- Incentives could be given to PH drivers to buy wheelchair vehicles i.e. lower licence fees
- See Qu.5 competition through demand
- Currently wheelchair drivers so not pick up passengers in wheelchairs
- Currently 1 in 5 wheelchair vehicles in the Hackney fleet. As most are not on radio circuit they can only be hailed in the street or accessed from a rank

- Are complaints about PH companies or Hackneys? Very few wheelchair accessible vehicles in PH companies
- The elderly and ambulant frequently refuse to travel in a wheelchair accessible taxi as they are harder to get in to
- Don't know about the current level of availability
- Exclude these vehicles from the controlled increase in numbers until an adequate number is reached, to encourage applicants to swap to this vehicle type
- In my previous city (Salisbury) all new cabs had to be accessible and this worked well
- Although number has increased there is increasing confusion about council policy. Many have rear access but this is not now recommended unless escape is possible from the side. However, sideways travel is not safe and turning some chairs can be difficult. Rear facing is safest and used on buses but others are saying forward facing is a requirement. 'London' taxis are normally large enough to turn in of seats are folded up and back against the luggage area. Further discussion is needed
- Issuing new licences would resolve this issue

Question 12 - The council receives complaints of overcharging by drivers often involving the application of incorrect meter tariffs. Please tell us your views on the use of calendar controlled meter and the automatic printing of receipts

13 (72%) Responses received

- Given the technology available and for the protection of consumers we should aim to have all meters in hackneys calendar controlled so tariff rates change automatically and facilities for credit cards and receipts
- Drivers have been reported for mis-use of meters with statements / evidence given but no action against them is ever taken. There should be more enforcement of the rules and penalties
- + point = regulated charges and proof of correct charges being made; - point = cost which might raise fares
- In favour of calendar controlled meters but not auto printing receipts
- We are all in favour of calendar controlled meters; receipt printers would not be practical or affordable. When you consider the number of complaints in relation to journeys, it is not a major problem
- Problem with small minority of drivers in both sectors. In accordance with I.T.A. policy of improving image of trade. I.T.A. favours calendar controlled meters. Demand for receipts is low and 99% of passengers and happy with written receipts. Proposal for receipt printers is not justified either in demand or cost
- At least half if not substantially more of complaints received by PH companies on overcharging are ill founded. No qualms about calendar meters and see no real need for printed receipts and can see no reason why this would reduce overcharging. I do know of drivers who had the ability to print receipts but had reliability issues with the equipment. I also carried a credit card machine for some time but no one would pay the small excess so I withdrew the facility

- I don't believe I have been overcharged. I don't think you need to waste resources looking at this
- Good idea x 2
- All new meters should be of this type, although punitive loading on certain days may be seen as profiteering by visitors. A single year round tariff that reflected effort might be better, combining distance and time anyway such that loading for race days etc became unnecessary
- This could be a problem for blind or partially sighted passengers
- I think this is a very good idea – it would eliminate the possibility of mistakes (or dishonesty) and would give the customer confidence that the tariff is both fair and correct

Question 13 - It maybe that hackney carriages and private hire vehicles can help meet community transport needs in alternative or by innovative ways. Please provide any suggestions you may have?

5 (28%) Responses received

- Local Transport Act 2008 allows for this
- We have not looked at this but would be willing to discuss any ideas with the Council. We are open to opportunities which increase work for us
- There may be some relevance in the already available method of operating 'Taxi-buses' in more rural communities of course. However, in general terms it may well be that the ability to travel by private hire vehicle may be better communicated to the travelling public as a viable option in certain cases. For example many journeys across the suburbs require a us journey into the city centre to change routes and another out again. It may be almost as cheap and a lot quicker to do this journey by private hire "taxi".
- Enabling those with travel concessions to use them at a significant discount or even free might mean that those in inaccessible locations such as villages could access a service rather than running a bus for one or two passengers. This might additionally be extended to those in shift work who could purchase a "season ticket" to dissuade from personal car use just because no public transport exists. Some companies especially in London already do this through use of contracts for taxis for out of hours workers.
- More use of shared minibus type vehicles should be explored. This works on the Continent.

Question 14 - Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

15 (83%) Responses received see below:

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