

RH:

101



Dear Sir,

I have driven a taxi in York for 38 years. This is my opinion regarding your questionnaire on the derestriction of taxi numbers in York.

As you well know taxi plates are changing hands in our city for £60,000.

The Buyers.

- a. The business men who look on it purely, as a investment opportunity, they then rent out the plates to other drivers. Charging on average £200 per week or even more if they can get it. In my opinion these investment/speculators are the main problem. They are responsible for pushing the plate price too high, charging too much for plate rent, thus forcing the driver to work excessive hours to meet his commitments. This has also caused other problems on the taxi ranks; i.e. certain drivers refusing to do short jobs, allegations of over charging and also the unwritten rules of fair play which are fast disappearing from our trade.
- b. The new owner drivers. Some of whom have taken out large loans or spent redundancy money to buy their plates who, in my opinion, the council have a duty to protect from financial ruin as they did not give a clear lead as to their policy intention regarding derestriction of taxi licences when they purchased their taxi plates.
- c. Taxi proprietors who own one or more plates but work in the trade themselves. Double driving their taxis, thus providing jobs for one or more drivers which creates employment, usually to young family men while also giving a good service to the public.
- d. The retired proprietor who rents his car out at a fair rent to supplement his state pension.

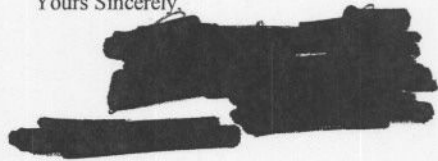
Possible Decisions

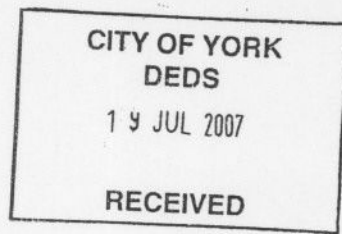
- a. Completely derestricted as soon as possible. A complete none starter, my reasons being)
 - a. Inadequate ranking facilities.
 - b. To much pressure for taxi licensing to deal with.
 - c. Would be the cause of financial ruin to a lot of young proprietors, which would be the cause of a lot of bad feeling, and loose you the support of the trade.
- a. To grant a limited increase in the number of plates. In my opinion, also a none starter. My reasons being,
- b. If you were to issue 10 new taxi licenses, there is the possibility that some of the plates would be sold on (and rented out) £60,000 a nice gift from the council.

My recommendation would be to issue 3 plates a month, to the person or persons at the top of the waiting list, who is prepared to put a new wheelchair accessible vehicle on. You should also stipulate as a condition of licence, that they work within the trade, and are not allowed to resell within 5 years. This policy should be reviewed after 12 months, to see if it has had the desired result of diluting the price of the taxi plates. Thus making the trade more accessible to people wishing to buy in, while still allowing a plate value for proprietors when they reach retirement.

I would like to wish you well in your deliberations, and hope you come to a conclusion that is fair to all involved within the trade. I would also like to state that my recommendations are completely impartial, as I sold my taxi plate several years ago, as did several of my friends. In no small way influenced by the councils inability to provide a clear lead as regards their hackney licensing policy. The courtesy of an acknowledgment from you would be much appreciated.

Yours Sincerely,





(102)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

119944

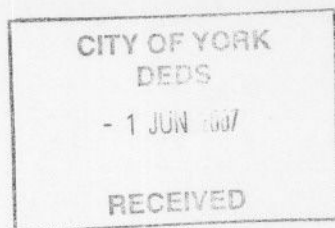
Dear Richard

As an ex Hackney Driver who left the trade because of the extortionate rents charged by some and then most proprietors I am in total support of Deregulation I do not believe that plates should change hands for large amounts of money, It is my belief that anyone driving a Hackney carriage should have the write to apply for a plate.

I agree that as was stated in the press the exchange of plates for large amounts of money is money that those people are not entitled to. They are only interested in profit not as a public service.

Yours Sincerely

[REDACTED]
[REDACTED]



103



30th of May 2007

118825

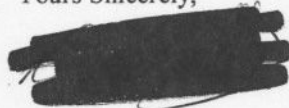
Dear Sirs,

In response to your questionnaire that I received on the 29th of May whilst renewing my Hackney drivers badge, there are a few points that I wish to raise.

- Age of vehicles: I do agree that the fleet does need more modern vehicles. However, for myself the cost is going to be astronomical. This year I purchased a wheel chair accessible vehicle to use as a hackney carriage, the cost of this vehicle even though it was at least 4 years old was almost £15,000. I have taken it over 5 years finance which means that in 4 years time, if these proposals go through, I will have to change the vehicle again, leaving me with a 12 month finance agreement to clear and start finance again on another vehicle which as you can imagine would leave me in considerable debt. May I be so bold as to suggest that you think hard about the age restriction and at the very least, consider for wheelchair accessible vehicles that you extend the age of use to a maximum of 10 years old. This would also cover prestige vehicles, i.e Mercedes which to purchase at 4 years old, also incurs a lot of finance.
- Regarding livery: While the colour black is very acceptable, and would look extremely visible and complimentary to York City Councils hackney carriages, especially with the York coat of Arms on the side. Why just make York licence hackney carriages the only vehicles to change livery. May I suggest the private hire trade also have a one colour scheme, i.e streamline taxis all blue, fleetways taxis all green etc. This would make each firm easily recognisable.
- The issue of more hackney licences: Would it not be a fair way to do this by issuing 3 to 4 licences every month until such time as the waiting list was cleared, and not accepting anymore names on the list from a certain date, whichever date that may be. This would then give the people the opportunity and also the chance, to either work there plates or transfer them. Thus giving the people that have gone to the expense of purchasing a licence a greater chance to get there finances into a reasonable working order. Furthermore, this would meet with the OFT report on issuing more licences. However, please remember that if you issue only a handful of licences these will probably be transferred to someone else at a price in the region of £60-70,000.

A response to this letter would be greatly appreciated.

Yours Sincerely,



CITY OF YORK
DEDS

17 JUL 2007

RECEIVED

16 July 2007

Mr Richard Haswell
Head Of Licensing and Bereavement Services
9 St Leonard's Place
York
YO1-7ET

119018

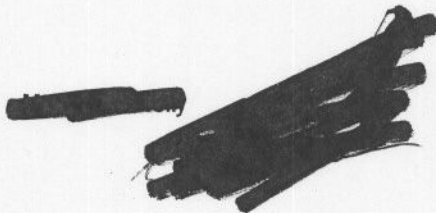
Dear Mr Haswell,

In response to your letter dale 11th of July Regarding Derestricting of hackney carriages. If you would forgive me for correcting you on the term deregulation, this means to eliminate the laws of the hackney trade. The correct term is de-restriction, if anyone takes you to court it would be silly to be caught out on a technicality.

In regards to derestriction, as I have said in a previous letter the best possible way would be to issue so many plates a year until the current waiting list is empty, this giving everyone a time to adapt. As you know by your survey, there is a demand from midnight until 5 o clock in the morning, this is when the trouble starts, fights start on taxi ranks due to the amount of time they are waiting for a taxi.

In regards to Mr Stewart Robinson's article in the evening press regarding emissions and the effect on the city, Mr Robinson owns 3 plates and grosses £40,000 per year rent of the 2 plates he rents out, plus his wage of the vehicles he drives himself . Which leads me to believe that Mr Robinson has a very strong vested interest in keeping the number of plates to a 158, as do most of the proprietors that rent plates out. The rent varies between £225-260 just for the plates. Drivers whom only rent plates (no vehicle provided) have all the expenses of providing a vehicle, road tax, insurance, M.O.T, and taxi test which nets these proprietors in excess of £10-12,000 a year for renting the plate out with no vehicle.

Yours Faithfully,

A large area of the document is redacted with heavy black ink, obscuring the signature and any text that might have been present.

2 of 2.

[REDACTED]
17th JULY 2005

Dear Sir,

(104)

In reply to your correspondence
12 JULY regarding the Deregulation of Hackney
image Licences. My position having been
in the list for a number of years is
DRIVER ONLY (at PLATE [REDACTED])

It seems a balance needs to be struck
between a good living for the proprietor
to ensure the affordability of a up to date
& modern wheelchair vehicle and
good service for the customer.

As The Head of Licensing you are
doing an excellent job so I would
like to see you retaining control and
therefore option (d) To grant a specific
number of licences at regular intervals
until demand is met. Is the best

(105)

~~_____~~
~~_____~~
York
~~_____~~

Status - Hackney Driver.

16th July 2007

Dear Mr Maswell,

Thank you for your recent letter regarding deregulation of the Hackney carriage vehicles in York.

I have considered your comments and feel that total deregulation is not the way forward for our city. Doing this would create nothing more than bedlam to the trade. There is only a certain amount of work and rank space in the city. Too

many cars would be chasing not enough work and the cities ranks would be overcrowded. This can be echoed in cities which have done this then reregulated to bring things back to normality. Whilst some people would think owning their own "Hackney" would be irate, what about the times when work is quiet during the day, and also the consideration of £25,000 to provide a wheel chair taxi to meet your new Euro IV standards if introduced.

I think however the issuing of perhaps core licences at intervals would be better creating a balance rather than a "Hackney" free for all. This would give the existing trade time to adjust gradually. I think the city definitely needs more "Hackney Carriages" but

106

Haswell, Dick

From: [REDACTED]
Sent: 16 July 2007 21:07
To: Haswell, Dick
Subject: Deregulation of Hackney Carriage Vehicle Licences

I have been a taxi driver for 12 years most of which I have rented a Hackney plate, my concerns are that total deregulation would flood the taxi trade and make it hard to earn a living. My main concern along with many who rent plates, are that the owners charge far too much rent. I think putting more plates on until the demand is met would be a better option, I myself think this would meet public demand and hopefully bring the price down. I also would be in position to put a new wheelchair black taxi on if I was to become a proprietor.

Hope this helps [REDACTED]

Yahoo! Mail is the world's favourite email. Don't settle for less, [sign up for your free account today.](#)

107

Haswell, Dick

From: [REDACTED]
Sent: 16 July 2007 21:26
To: Haswell, Dick
Subject: Deregulation

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Hackney driver only. [REDACTED]

Dear Mr Haswell,

I am writing in response to your letter about deregulation, my view on deregulation is that it would not improve the taxi trade, it would probably mean some drivers would opt to leave the trade, at the moment the trade seems to be attracting people with money to burn who are buying up plates at ridiculous prices, they are not working in the trade, and the result is it is driving up rents for drivers like myself, and this is causing a great worry for us. I think the answer would be to issue more plates in an attempt to try and stop this from happening. I would also like to point out that deregulation has already been tried in York (albeit a long time ago) and it did not work. I hope this will help

[REDACTED]
P.S I would appreciate you letting me know you recieved this e.mail

Yahoo! Answers - Get better answers from someone who knows. [Try it now.](#)

108

Haswell, Dick

From: [REDACTED]**Sent:** 19 July 2007 13:24**To:** Haswell, Dick**Subject:** from [REDACTED]

in response to your letter sent out to all who are on the waiting list i have a suggestion regarding deregulation i think all those people who currently hold a hackney carriage drivers license should be offered a hackney plate this would not have the devastating effect total dereg would have it would also stop the renting of plates at stupid prices and stop most of the cars being double driven into the ground people who already own a plate would not be allowed to gain a further plate and anybody who is stupid enough to own multiple plates be made to hand them in all plates should be owner driven all most taxi drivers want is to earn a decent living without all the red tape and the embarassment of telling lies to the council about who owns the car etc i am so fed up with the lies and the hackney trade i general that i have given notice to the owner of the plate i am renting and have agreed a position at fleetways where i used to be the problem i have is upon trying to book my taxi in for a private hire test i have been told that not until there is another car on that plate that i am renting will i be able to have my car private hire tested if i have to because i need to protect my income i will change the registration on my car to a private plate i already own thus proving beyond a doubt that i own the car and resubmit the car for a private hire test if i am the refused i will take a legal challenge to court i have already contacted my solicitor who assures me the outcome would be in my favour the plate owner has never even seen the car he could not even tell you the colour of the interior i look forward to your reply as all i want to do is go to fleetways

20/07/2007

109.

Haswell, Dick

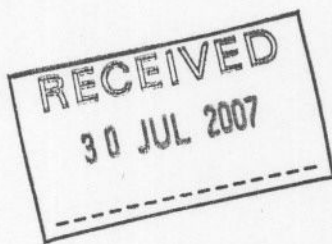
From: [REDACTED]
Sent: 23 July 2007 15:22
To: Haswell, Dick
Cc: Alan Rowley
Subject: deregulation

dear sir

in response to your letter i wish to state that i feel as a rental driver of 10 years it would not be in the best interest of the traveling public to deregulate at this moment in time, however i do feel that an increase in the number of licences would be appropriate for the following reasons
as you yourself stated a few years ago at the meeting you held with station taxis in the new earswick folk hall
york had a shortfall of 33% of licenced vehicles if this number were to be made available it would be very beneficial to the public as well as maintaining the status quo between the two sections off the trade which i do believe is paramount at this time as they are the people to whom we are delivering the service to after all !!
an increase of wheelchair accesible vehicles can only be good for the disabled members of our society who are reliant upon the service we provide which would indeed see there waiting times reduced even further than it is at this moment in time if deregulation were to go ahead i believe this would in fact be detrimental as you would have a major increase in the number of vehicles however i myself and the vast majority of owner/ plate rental /as well as drivers would then just treat it as a second job there fore at the peak periods plenty of vehicles in the middle of the week limited amounts so it would in fact be a negative step with no benefit to the public !! whom i believe that this is all about.
as you are aware of the current situation within the trade thanks to the negative press publicity i would like to suggest that every owner of a hackney vehicle licence is subject to the same rules as we are at this time and that all owners are police checked own a driving licence as well as a hackney licence as this also can only of benefit to the trade as well

yours sincerely
[REDACTED]

Andy Hudson
Assistant Director
(Neighbourhood Services)
9 St Leonard's Place
York
YO1 7ET



110

Dear Mr Haswell,
Deregulation of Hackney Carriage Vehicles

In response to your letter asking for my views on the above subject I would like to make the following points.

My personal view is to maintain the present number of licenses, even though I would I think be high up the list for having one issued in any new batch as I had my first York Hackney driver's badge issued in 1987. The resulting downturn in all Driver's and owner's incomes would probably make it unviable for me to take up the offer especially with the added cost of providing a Wheelchair accessible car.

Issuing more Licenses will merely add to the congestion in our already overcrowded city, increasing Pollution when sitting around waiting for work.

The majority of times a Vehicle can wait up to an hour for a fare, increasing this would seriously undermine the viability of driving one at all. As I waited from 21:10 till 22:05 last night for a fare of £3.20 to the Park Inn followed by a further 45 minute wait for a fare of £4.10 to Leeman Road, the prospect of working out my hourly rate of pay is scary to say the least, and as both these fares were after 10PM and therefore at the night rate, in the day that would have brought in £1.40 less.

It also is by no means certain that issuing more plates would reduce peak waiting times late at night, as it would reduce the number of double driven cars, and any car which can make a living by working a long day shift will undoubtedly not choose to work the dangerous hours when the worst passenger waiting times occur. Recent events such as the attack on a night driver merely make drivers less likely to work this time of early morning.

The problem of limited ranking space at quiet times would be exacerbated as it already has been by the night time closure of Duncombe Place.

Added to this is the fact that the Station rank should not be considered when counting rank space as it is a closed number and new plates could not access it. There is also the very real possibility of the new Franchisees of The London line choosing to not provide a rank there at all, which is totally out of the Council's control.

As to the issue of more wheelchair friendly plates being required, might I suggest that the Council merely invoke the By-law it passed some years ago that any Hackney carriage with a Plate number above 120 must be a wheelchair Friendly vehicle, this would without any detriment to the trade add 18 wheelchair plates overnight. If any more Plates were to be issued, it would prove very difficult to enforce the By-law for the new plates if it has been ignored previously.

Yours Faithfully [Redacted Signature]

Driver Badge Number [Redacted]

PS as you wrote to me as a person interested in having a plate issued could you please confirm your receipt of my email querying my position on said list?

23 x 3.
69 (72) +?

(111)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Sir,

I wish to join the debate in the matter of de-regulation of Taxi Licences.

Having held a Hackney Drivers Licence for the past 36 years I feel well qualified to do so.

In my view it would serve no ones interests to flood the City with an unlimited number of taxis.

In life we must learn from past events in history.

In the 1950's the then Watch Comm. insisted that all taxis would be Black London type vehicles.

The trade resisted this but the Watch Comm. insisted that any Proprietor who presented one of the said vehicles for inspection would be granted a licence.

Within a a short period of time there were 175 cars operating in the City.

It soon became apparent that a mistake had been made.

There was insufficient work to justify the amount of cars.

The ranks in the City were constantly overflowing and no one was making a living.

It was a mutual decision by the Police, The Council and the Trade that the number be quickly reduced.

This was to be achieved by natural wastage, when a proprietor retired or died his licence would be surrendered.

By the mid-sixties the number was 100.

It was some years later that the transfer of Plates was re-introduced.

The intention at that time was that the trade should be run on the lines of a cottage industry - " One man - One Plate."

The Proprietor had to live within the City, be involved in the business with it being his main source of income.

He could of course employ a Driver to share the car / expenses, thus using the car to its full potential.

Over the years these conditions have been lost.

In my opinion the Council need to look again at the conditions they attach to a licence.

The problem with the trade at the moment is that the licences are not in the hands of genuine Taxi men.

Speculators have been attracted to the trade, looking for a business investment.

Hence the high value that has been put on a Plate.

The Licencing Authority have two responsibilities.

Firstly to provide an adequate service for the benefit of its Citizens.

Secondly to ensure that those operating that service are able to make a living.

At the moment here in York we enjoy a vibrant balanced taxi trade..Made up of Hackney Carriage fleet and a substantial amount of Private Hire Vehicles, each meeting the needs of the Citizens of York.


To upset that balance would be a mistake which would not be beneficial to anyone.

The sole reason for issuing additional licences should be the proven need of any un-met demand.

The trade can only trust that common sense prevails and that history is not allowed to repeat itself.

Yours faithfully,





112

RECEIVED

30 JUL 2007

[REDACTED]

Yours,

[REDACTED]

Dear Sir

Thankyou for your letter on the 11th July. Soon as it comes in the letter for deregulation but we could do with more wheelchair ~~for~~ taxis on because the taxis wots are here will not pick up.

They say that the door is not wide which is a lot of rubbish

Thankyou,

[REDACTED]

HACKNEY/DAVER

then ~~he wants us~~ all you
re doing is taking work of us.
Thankyou.

~~XXXXXXXXXXXXXXXXXXXX~~

HACKNEY DRIVERS

(113)

RECEIVED
30 JUL 2007

[REDACTED]

28th July 2007.

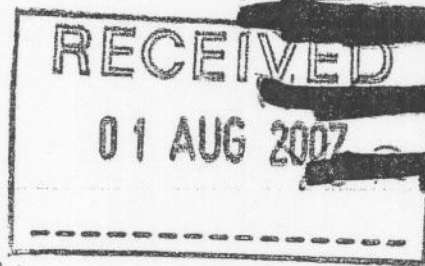
Dear Richard,

my views on the previous letter regarding deregulation of Hackney carriage vehicle licences are to grant a limited number of new licences because York is a small city. From a drivers point of view the que's are few and far between. In my opinion if the Council did deregulate there would be flood of taxis which would be bad for the environment and the public's safety.

Yours sincerely,

[REDACTED]

Taxi + w/last



114

Dear Mr Haswell,

Thank you for inviting me to give an opinion on the subject of deregulation in the city of York. I am a (Driver only) in the city I drive some days and some nights. I have noticed that new alcohol licensing laws have reduced the large queues that occurred at 11:30pm and that passengers are waiting between 12pm - 1:30am but only on Fridays & Saturdays. The rest of the week there are cars waiting for passengers, during the day mostly waiting for up to 30mins, with the exception of 5-7pm when passengers are waiting, mainly because of traffic congestion.

I think deregulation would not benefit the people of York, it would increase pollution and congestion especially in Bus & Taxi only streets. My suggestion would be to grant a specific

umber of licences at regular intervals until
emand is met for those few peak periods.

Yours sincerely



RECEIVED
01 AUG 2007

115

30th July 2007.

Dear Sir,

I would like to respond to your letter of the 11th July with regards to the potential deregulation of Hackney Carriage vehicle licences. As a former owner and now a driver of a Hackney Carriage, I feel that the interests of the York public would best be served by the limiting of the number of Hackney carriage vehicles. Just because York is one of 30% of Local authorities that still restrict the number of vehicle licences it does not mean that it's a bad thing. York is a unique City and having hundreds of Hackneys trawling the streets with nowhere to park would be a disaster for both the City and the drivers already involved in the trade. I also believe that the public would suffer as well. The harder this council makes it for people to earn their living then the more likely people would be ripped off and treated in a 2nd class manner by disillusioned drivers.

I have worked with the trade for

nearly 15 years (Most of my working life) I currently have an interest and make a reasonable living in the job, to seriously affect my earning capacity and therefore affect my wage would change my views on the job. It would also change my values from somebody who takes pride in his work. IF I did stay in the trade after deregulation I wouldn't go that extra mile and do the small things for the customers that I already do and that you in the council don't hear about. Extra Hackney marriage vehicle licences should only be given out when examples of a proven unmet demand is there. I accept on a Friday and Saturday night between 12-4 AM it can be (Not always) hard to get a taxi home, (Same applies to private hire) but what happens the other days and hours in the week? The answer is cars sat around on the taxi ranks (More than covering the workload) ~~That~~ by putting unlimited cars on the road would not be good for the trade.

As someone who is on the list for a Hackney vehicle licence you would probably think I would have a bias towards the Council giving more licences out - Wrong!

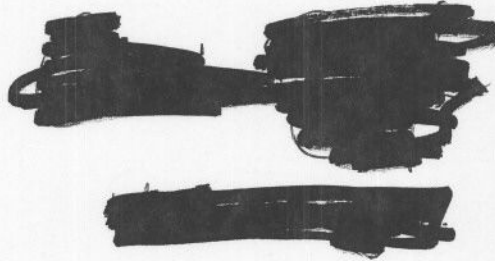
is right for the Customers and for the city of York.

It is well known that another reason the Council is considering deregulation is because of the current price that Hackney plates are being transferred for. I can't deny I have made good money in selling my Hackney plate, but for the ~~step~~ people who have bought them they have a vested interest in their jobs and that is good for the public because they are a reason to care about the service that York's public gets. If I thought as a driver now that I was not getting a reasonable living then I would have left the job by now. I believe the Council is misguided in believing that de-valuing plates by putting more plates on the road is madness, especially as the Council has knowingly allowed the sale of these plates for many years.

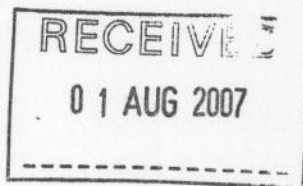
In Conclusion it is my opinion that if the Council has a need for more Hackney plates in York they should go for option ~~D~~ D. These vehicles should have disabled provisions and should also have conditions restricting a person's ability to transfer these plates for several years. I ~~but~~ personally don't believe there is a need for more Hackney

places so I favour option A. To Consider option B
would be disaster for everyone in the trade and most
important the City of York. Please, I urge you make a
sensible decision on such an important issue.

Yours Sincerley

A large, dark, irregular scribble completely obscuring the signature and name of the sender.

2/15



116

██████████ (116)
██████████
██████████
30/7/07.

DEAR SIR

RE: Deregulation of Hackney Carriage Vehicle + Licenses

I HAVE BEEN A HACKNEY DRIVER FOR 13 YEARS AND NOT BEING A PROPERTY OWNER IT HAS ~~NOT~~ ^{NEVER} BEEN POSSIBLE TO FUND THE PURCHASE OF A LICENSE.

I AM CURRENTLY PAYING RENT FOR THE CAR, NOW WORKING NIGHTSHIFTS AND ~~BY~~ THE END OF A WEEK EARN A GOOD LIVING. THE JOB MAY NOT LOOK GOOD ON A C.V. BUT I THOUGHT I AM ~~HOPING~~ IT WOULD TAKE ME TO RETIREMENT AGE. DEREGULATION WOULD DESTROY THIS ~~FOR~~ ^{FOR} MYSELF AND OTHER DAY + NIGHT DRIVERS WOULD BE OUT OF A JOB. WE KNOW AS PROFESSIONALS THAT TO TAKE UP A NEW ISSUE WOULD BE NO GOOD.

I HAVE BEEN READING THE PRESS AND NEWSPAPERS LETTERS REGARDING THIS, INCLUDING AN ARTICLE ~~BY~~ ABOUT THE SELBY JEREB. STRANGE BUT I ~~WAS~~ ^{WAS} AT THE JOB THERE LAST SATURDAY AND THERE WAS ~~STILL~~ ^{STILL} A QUEUE OF PEOPLE WAITING ON THE MAIN RANK AT 1 a.m. HOW SUCCESSFUL WAS THAT! WOULD LOVE TO HAVE SEEN A MORE BALANCED ARTICLE WITH DRIVERS COMMENTS.

I ALSO FEEL AND HAVE COMMENTED ON A PREVIOUS LICENSE SURVEY THAT WE SHOULD TAKE A MORE RADICAL APPROACH WITHIN THE CITY TRANSPORT STRATEGY WITH THE TRAFFIC LIGHTS CASE IN.

THE NIGHT TO USE THE GERMAN METHOD OF THEM BEING ON
FLASHING AMBER FOR SEVERAL HOURS. NOT 100% POSSIBLE ON
SOME JUNCTIONS, THIS WOULD SAVE FUEL + ENERGY AND WOULD GIVE
THE IMPRESSION ~~OF~~ OF 10 OR 20% ~~TO~~ EXTRA CABS AVAILABLE.

I WAS BEMUSED BY YOUR COMMENTS REGARDING PEDICABS THEY WERE
WORKING BOTH THE CITY CENTRE AND RACECOURSE LAST SATURDAY !!

I TRUST THE REVIEW WILL LEAVE MYSELF AND OTHERS STILL
IN A SOB, THERE ^{ARE} ~~IS~~ NO NICHE MARKET JOBS FOR 58 YEAR OLDS.

Yours faithfully

[REDACTED]

[REDACTED]

117

Haswell, Dick

From: [REDACTED]
Sent: 01 August 2007 21:04
To: Haswell, Dick
Subject: deregulation of hackney carriage vehicle licences

Dear Sir/Madam

Thank you for your letter dated 11th July 2007. I would like to apologise for my late response to your letter.

I am happy with deragulation of hackney carriage vehicle licences which you introduced in the letter.

Here is my comments regarding this matter:

I am not personally happy with the decision to grant a limited number of new licences. I would suggest to increase the amount of licenced taxis. Having more licenced taxis will create a competition between taxi drivers, owners and companies and this will improve the service we all provide to the our customers.

My feedback from passengers showed that the disabled and old people would prefer the saloon type car rather than "specially designed disabled cars". This is only because , they find very easy to access into the saloon type cars.

I would suggest you that you should provide signs to show something like " please put disabled/ old people in first place" at hackney rank areas.

I own the vehicle, however my taxi plate is not own by me. It has been rented by me from another person who has got other 4 plates.

Therefore, to be able to pay my rent I have to work extra 20 hours and this also costs me £40 petrol each week.

I have a suggestion to make regarding encouraging more environmentally friendly methods of transportation for both hackney carriages and private hire; I think If you reduced the bus transportation within the city and allow more licenced vehicles would make this happened. Buses causes so much damages in the air , specially ftr buses (recently introduced by first bus company) causes so much queue all the time. Buses should not be allowed the near the city walls , this is because lack of space for other drivers.

I strongly recommed that all taxi drivers should have a CCTV cameras in the cars for security purposes. All taxi drivers should wear a shirt and tie to respect to the local residents and tourists whom visit the city.

I hope you could consider my suggestions regarding this matters and thank you very much for your time to reading this.

Yours Sincerely

[REDACTED]

[REDACTED]

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