

## Summary of City of York Consultation Responses (Survey)

To assist the officers further in reviewing specific areas of the policy an online survey was undertaken.

As a result of the survey 573 people participated, and told us there were:-

A resident	73.36%
A taxi or private hire driver	18.93%
An aspiring taxi or private hire driver	0.70%
A private hire operator	0.70%
A taxi trade organisation	0.47%
A business owner	2.10%
A charity or community group (if so, what is the name of your organisation? Please note below)	0.93%
A councillor or MP (if so, what area do you represent? Please note below)	0.23%
Other (Please note below)	2.57%

If you selected 'A charity or community group', 'A Councillor or MP' or 'Other', please note further details below:

The participants who stated the category “Other” consists of:

York Cllr  
Tourist  
Atmospheric scientist, resident and concerned school governor / parent.  
York Disability Rights Forum  
I'm a life long resident but did drive private hire for 18 months 10 years ago  
Living not far away and visiting the city  
Uber private hire driver  
A Church  
MySight York  
Frequently around York  
Bus driver  
Age UK York  
York business employee  
A worker in York  
I am a disabled resident  
Licensing Officer in another district.  
Parish Councillor, Rawcliffe  
Police Officer

## Annex 2

The questions and responses are listed below.

Key:

	Represents a majority of the number of responses <b>in favour</b> of the proposal
	Represents a majority of the number of responses <b>against</b> of the proposal

### **Question 1 - Should we have CCTV cameras in taxis?**

We are required to carry out regular reviews to identify any local circumstances whether CCTV is positive or negative effect on the safety of hackney carriage and private hire users.

When we look at what we already know, considering the costs, customer privacy and driver responsibilities we do not think we need CCTV cameras in taxis at this time. A full consultation with stakeholders would take place as part of any future review.

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I'm not sure		Slipped	Total
19.59%	96	38.16%	187	21.63%	106	10.61%	52	7.76%	38	2.24%	11	83	490

57% of the responses agreed or strongly agreed with the proposal.  
Consultation comments included: -

- I think this would protect taxi drivers and make single female passengers especially feel more secure.
- It would be helpful for the protection of women and vulnerable adults.
- It would act as a deterrent to aggressive behaviour.
- CCTV would protect both vehicle driver and user.
- I would need reassurance of where the info would be stored and how it would be protected in line with GDPR legislation.
- I think it would be a benefit to the passenger as well as the driver to have CCTV in taxis, but the council must have any say it what brand/type of CCTV to be fitted.
- When I'm working as a private hire CCTV is ok but when I use the car while traveling with family, friends or in my free time CCTV is unacceptable.
- CCTV would protect the driver and the passenger.

## Annex 2

- Sometimes it can put the passengers off.
- It should be choice by drivers, and it shouldn't be compulsory.

### Question 2 - Vehicle Emission Standards Ultra Low Emission Vehicles (ULEV)

We are proposing that the following European Emissions Standards are accepted for new private hire vehicle applications, and any replacement existing vehicles:

- a petrol or diesel vehicle that is Euro VI or better and less than 10 years old.
- a ULEV petrol or diesel 'hybrid' or 'plug-in hybrid' electric vehicle that is Euro VI or better.\*  
ULEVs are defined as having less than 75 grams of CO2 per kilometre (g/km) from the tail pipe. The CO2 count can be understood when using the following website - <https://www.gov.uk/get-vehicle-information-from-dvla>.
- any wheelchair accessible vehicle (WAV) that is Euro VI or better.
- this also includes Euro VI hybrids / plug-in hybrids and all fully electric WAVs.

A **WAV** is a vehicle constructed or converted specifically so that it can accommodate one or more person(s) seated in the wheelchair(s) when travelling on the road.

Where an application is submitted for a new or replacement of an existing vehicle, the vehicle would be required to meet the new criteria.

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I'm not sure		Skipped	Total
24.72%	112	38.63%	175	14.57%	66	11.04%	50	9.71%	44	1.32%	6	120	453

63% of the responses agreed or strongly agreed with the proposal.

Consultation comments included: -

- They need to be legal and roadworthy.
- Hybrid vehicles are exceptional good for the job and irrespective of age are better than pure petrol or diesel.

## Annex 2

- Electric taxis should be prioritised to keep emissions as low as possible in York.
- There should be an upper age limit, or mileage, whichever is greater.
- I would suggest that all new vehicles should be at the very least hybrid, if not fully electric.

### **Question 3 'Legacy rights' for existing licensed vehicles**

It is acknowledged that some licensed vehicles may not meet the new standards at the time the new policy is brought into effect.

To ensure the owners of these vehicle are not affected, and their vehicle pulled from service, we are proposing that all licensed vehicles that do not currently meet the new standards, will keep their licensed for a maximum of 3 years from the date the new policy starts.

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I'm not sure		Skipped	Total
25.68%	114	37.39%	166	9.46%	42	15.09%	67	11.26%	50	1.13%	5	129	444

63% of the responses agreed or strongly agreed with the proposal.  
Consultation comments included: -

- 3 years is a very long time. 24 months should be achievable and better overall for the air of the city.
- 36 months isn't long enough.
- Agree 100%. It is a working class job and with families struggling at the moment the very last thing York needs is a lot of unemployed drivers because vehicles are too expensive.
- It sounds fair to the existing vehicle owners.
- A fair amount of time and very fair.

### **Question - 4 Tinted windows**

As a passenger would you feel safe travelling if the rear of the taxi / private hire vehicle if it had tinted windows?

Yes, I would feel safe	51.69%	229
------------------------	--------	-----

## Annex 2

No I wouldn't feel safe	28.22%	125
I'm not sure	20.09%	89
<b>Answered</b>		<b>443</b>
<b>Skipped</b>		<b>130</b>

51% of the responses would feel safe in a vehicle with tinted windows. Consultation comments included: -

- All manufacturers original tints should be allowed.
- I would prefer un-tinted windows, but I doubt that I would actually feel unsafe in a car with them.
- Doesn't make any difference to me.
- Many manufacturers only produce vehicle with tinted windows.
- It would depend upon the amount of tint applied.

### **Question 5 - Hackney Carriage vehicle colour**

Should taxis be all be black to help with public safety?

This will also help the public to identify taxis that can hailed in the street and distinguish them from private hire vehicles which must be pre-booked, and unlicensed vehicles?

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I'm not sure		Skipped	Total
25.57%	112	25.80%	113	20.32%	89	12.56%	55	14.84%	65	0.91%	4	135	438

51% of the responses agreed or strongly agreed with the proposal. Consultation comments included: -

- I think easily identifiable taxis is the right way to go. It's important to be easily able to recognise a taxi, and a uniformed approach gives a smarter appearance.
- Taxis being the same colour would clear identity a taxis from other private hires.
- Sounds like a sensible idea?
- Hackney carriages in York should be emblazoned with clear and obvious CoYC logo or similar.

## Annex 2

- Black, or alternatively White or Yellow as an all over colour would be acceptable.

### **Question 6 - Signage / vehicle livery**

Should licensed vehicles display the licence number, licensing authority and operator details on the vehicle so passengers can easily identify it at any time as a City of York licensed vehicle?

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I'm not sure		Skipped	Total
70.91%	312	22.73%	100	2.95%	13	0.91%	4	2.05%	9	0.45%	2	133	440

92% of the responses agreed or strongly agreed with the proposal.  
Consultation comments included: -

- This makes sense and there is no reason why they should not.
- The easier it is to identify the better. The current policies for taxi and private hire meet what is required.
- Being able to identify Private Hire vehicles is important. It should be clear that the vehicle must be pre booked with the Operator.
- This should be on display for accountability and also to allow people to photograph and send to carers.
- Yes, I like to know I'm getting into a YORK licensed vehicle.

### **Question - 7 Knowledge test**

Applicants for driver licences undertake a knowledge test of the City of York area prior to obtaining a licence. This includes information about safeguarding, equalities, customer service, knowledge of routes around the city and key locations and local licensing conditions.

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I'm not sure		Skipped	Total
67.51%	295	23.11%	101	5.49%	24	1.37%	6	1.37%	6	1.14%	5	136	437

90% of the responses agreed or strongly agreed with the proposal.

Consultation comments included: -

- This is a vital safety issue & governs my choice to only use z York licensed vehicle.
- If a driver relies solely on sat nav they shouldn't be allowed a licence
- Useful for drivers to have a good awareness of the local area, including routes.
- Absolute must. It should be a must to be allowed to operate at all in the area no matter where people are originally licensed.
- This should be done for private hire companies who rely too much on their Sat-Navs.

## **Question 8 - Wheelchair accessible vehicles (WAV)**

The policy proposes that operators with over 99 vehicles have a WAV in operation 24 hours a day. If, in exceptional circumstances, where a WAV is unavailable, the operator must notify the council and provide details of the steps being taken to ensure availability.

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I'm not sure		Skipped	Total
46.10%	201	28.44%	124	10.55%	46	6.65%	29	5.96%	26	2.29%	10	137	436

74% of the responses agreed or strongly agreed with the proposal.  
Consultation comments included: -

- Private should have a wheelchair vehicle in service at all times
- This should be standard across companies. Really important wheelchair users are able to easily hire a vehicle and shouldn't be disadvantaged because they're a wheelchair user.
- This is often the only way some disabled people can get around
- This is a sensible way to increase availability of wheelchair accessible taxis in York
- As a wheelchair user, I have found it difficult to pre-book a wheelchair accessible Taxi.

## Question 9 - Subcontracting Bookings

Sometimes a taxi operator will need to ask another operator to pick the customer up (this is called subcontract a booking). Where it happens, we are proposing that operators must provide customers with the details of the replacement driver and enable the customer to change or cancel the booking without charge.

Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I'm not sure		Skipped	Total
53.94%	233	25.93%	112	9.26%	40	4.63%	20	3.70%	16	2.55%	11	141	432

74% of the responses agreed or strongly agreed with the proposal.  
 Consultation comments included: -

- This is critical. People should not be stealthily shifted onto drivers/cars from other areas but asked fully. Most don't know that external drivers/cars don't need to meet York standards, but those that specifically want taxis that are licensed by York and meet our standards should be able to secure one or at least be fully aware if their driver/vehicle is licensed from elsewhere.
- The operator must first allocate the booking to a York licensed driver/vehicle first. Yes, the customer must be informed to who will pick them up.
- I didn't even know this happened, I would definitely want to know if I'm not getting a locally licensed car or driver.
- Think yes to providing details of where driver is licensed so have the same level of knowledge as would about that company's driver but didn't know a subcontracted booking might attract a charge if changed or cancelled. I've never experienced this.

## Question 10 – The Draft Policy

Do you have any other comment you would like to make about the Draft Taxi licensing policy?



## Annex 2

- Please change the Suitability Policy's 7 penalty points loss of driver badge, and bring it up to 9 points in line with Kirklees Council. Thank you
- Need to maintain the highest of standards in York to maintain it's reputation.
- Sounds good. Have never had a bad experience in twenty years - one driver even dropped my forgotten handbag with keys, passport and cash, into the police station. Thank you to all involved for taking the time to keep us safe.
- Anyone who is running a taxi in York be that private hire or Hackney should be licensed by York Council. Furthermore, it time the council started spot checking out of town plates cars
- I like the proposals about requiring lower emission vehicles because air quality in our city is important and taxis are a big contributor. I think you could go further, e.g. incentivise zero emission taxis with a lower licensing fee, provide rapid chargers that are free for zero emission taxis, have a waiting list for new licences where you prioritise new licences for EVs etc.
- The policy definitely needs an overhaul to bring it into line with CYC's stated aspiration to make York a city with opportunities for all, accessible to all. At present, wheelchair users are unfairly treated (by lack of available transport).
- Need to maintain the highest of standards in York to maintain its reputation.

Responses were also received that did not relate to this consultation and are therefore not included within these comments.