

## APPENDIX B

### Survey on the recommendations contained in the Statutory Taxi & Private Hire Vehicle Standards and proposed (local) changes

Questions (summarised)	Response of the Licensed Trade (134)	Response of the Public (12)	Response of Group / Association representative or 'other' (1)
A New policy should be applied to all existing licence holders (agree)	41.24% (40)	77.78% (7)	100% (1)
Licence Holders must notify of arrest or conviction within 48 hours (agree)	42.55% (40)	88.89% (8)	100% (1)
The Authority should records Revocations and Refusals on the NR3 database (agree)	80.22% (73)	100% (9)	100% (1)
Criminality/Good Character checks for those who are outside the UK for 3+ months (agree)	84.27% (75)	88.89% (8)	100% (1)
Change to a Committee or Board for Panel Decisions (agree)	40.00% (34)	66.67% (6)	100% (1)
The Convictions Policy should be stronger (agree)	59.30% (51)	77.78% (7)	100% (1)
Move to 6 Month DBS checks (agree)	30.23% (26)	88.89% (8)	100% (1)
Safeguarding training for all new applicants and refresher training for licensed drivers every 36 Months (agree)	45.35% (39)	55.56% (5)	100% (1)
New applicants should be tested on written and spoken English (agree)	82.35% (70)	88.89% (8)	100% (1)
Annual Basic DBS for vehicle licence holders (agree)	58.33% (49)	77.78% (7)	100% (1)
Mandatory CCTV in licensed vehicles (agree)	20.73% (17)	77.78% (7)	100% (1)
Annual Basic DBS for Private Hire Operators (agree)	71.95% (59)	77.78% (7)	100% (1)
Private Hire Operators to require Basic DBS from booking/dispatch staff (agree)	72.84% (59)	88.89% (8)	100% (1)
Authorise other local authorities to enforce Doncaster licensed vehicles operating in their area (agree)	70.51% (55)	87.50% (7)	100% (1)
Introduce a Points Based enforcement scheme (agree)	59.21% (45)	88.89% (8)	100% (1)
<b>(local)</b> Increase minimum time a new applicant must hold a driving licence to 2 years (agree)	72.86% (51)	62.50% (5)	100% (1)
<b>(local)</b> Checking Social Media for conduct of applicants/licence holders (agree)	41.43% (29)	50% (4)	0%
<b>(local)</b> Require Mandatory Subscription to the DBS Update Service (agree)	54.29% (38)	87.50% (7)	100% (1)
<b>(local)</b> Only accept medicals from the individuals own GP (agree)	31.43% (22)	62.50% (5)	100% (1)

<b>(local)</b> Require licence holders to hold/achieve professional qualifications (agree)	15.71% (11)	75.00% (6)	0%
<b>(local)</b> Introduce an age limit for licensed vehicles (agree)	20.00% (14)	62.50% (5)	100% (1)
<b>(local)</b> Introduce an emissions limit for licensed vehicles (agree)	38.57% (27)	100% (8)	100% (1)
<b>(local)</b> Allow approved advertising on Private Hire Vehicles (agree)	47.14% (33)	37.50% (3)	100% (1)
<b>(local)</b> Move to a Mandatory dress code for drivers (agree)	22.86% (16)	62.50% (5)	100% (1)
<b>(local)</b> Require Private Hire Vehicle door signs to be semi-permanent (not easily removable) (agree)	17.14% (12)	62.50% (5)	100% (1)
<b>(local)</b> Allow Hackney Carriage Vehicles to carry vehicle manufacturer approved Space Savers instead of a full size spare wheel (agree)	64.29% (45)	62.50% (5)	100% (1)
<b>(local)</b> Allow Private Hire Vehicles to be fitted with a partition separating the driver from the passengers (agree)	47.14% (33)	75.00% (6)	0%
<b>(local)</b> Require taxi plates to be fitted to the exterior of the vehicle using fixing brackets and no other means (agree)	33.33% (23)	50% (4)	100% (1)
<b>(local)</b> Require licence holders to notify the authority of change of email address or phone number (agree)	90% (63)	100% (8)	100% (1)
<b>(local)</b> Require drivers to display a photograph identification (second badge) in the vehicle in view of passengers (agree)	28.57% (20)	87.50% (7)	100% (1)
<b>(local)</b> The Authority should publish a list of Wheelchair Accessible Vehicles ('WAV list') which creates an offence for any listed vehicle to refuse a wheelchair (agree)	70.00% (49)	87.50% (7)	100% (1)

#### Comments received during the survey (largely unedited)

1. Taxi license should be given to only within doncaster brough and taxi drivers should be limited
2. I think we should stick with the current policy.
3. If a car has manufactured tinted windows, this should be allowed for Hackney use . Very frustrating when most new cars come with manufacturers tinted windows. So please change and allow this. Thanks
4. drivers should have fingerprint recognition with some sort of app so it shows name and photo to prove they match, also the council vehicle test instead of 3 times a year it should drop to 2 times a year as you already have you full mot

it gets very costly as you are losing a day's wage as well as you can take no bookings.

5. all PHV should be of a standard issue . Too many PHVs on the road are seemingly small, these PHVs are unsuitable for carrying large amounts of shopping ,push chairs /prams or luggage for airports etc .... I would suggest that Doncaster Council have a scheme where all newly licensed vehicles are purchased from DMBC (either new or used at a affordable price) therefore standardising the towns PHVs and making it easier for the MOT testers and inspectors ...
6. I am not happy with Doncaster council rules specifically now Doncaster town centre design not helping taxis aswell normal cars,it make simple thing more complicated, friday Saturday nights we (taxi drivers)are key to help police ,but police never help us in any case,where taxi drivers suppose to park in town, they do not let them park, Around town too many private hire offices which they should not be
7. We should narrow all Street around town centre for making traffic more pollution to build our city .
8. I think your taxi fees i.e annually and quarterly should be cheaper and to contact you should be quick rather than ring you for 2 to 3 weeks and get no replie. You online application and booking test ect is an absolutely shocking. It clearly shows that you really have no time for new and excisting taxi drivers.
9. Can you please stop opening more Taxi firms in Doncaster we now have Alpha, Absolute, mick's,venture,soon to be Uber,and from what were told possible Sheffield city cabs ,and a new company in Balby ,,you are driving the small operator out of business we pay like the big players its very unfair of Doncaster council to keep doing this
- 10.Hi. Thanks for asking my suggestions. I just want to request about our rank on weekend. In town not enough room to park on the rank because town is not busy as used to be. And people park there private cars on our ranks and nobody does anything about it. Police dont help at all. We struggle to get a space on rank on hall gate and eastlate gate rank always full of hackneyed. And police dont allow us park on the side of the road not even 2m but on other hand people left there car park all night and police dont do anything. Please sort this problem out for us. Thanks
- 11.It would be nice to be invited to any consultation you undertake because and the end of the day nobody in authority as an insight into the business
- 12.PROFIT MARGINS ARE MINIMAL NOWADAYS IN THE PRIVATE HIRE/HACKNEY CARRIAGE INDUSTRY IN DONCASTER. IN LIGHT OF

THE CONCERNS WHAT HAPPENED IN ROTHERHAM. VISUAL AND AUDIO CCTV SHOULD HAVE TO BE FITTED TO ALL PRIVATE HIRE VEHICLES AND HACKNEY CARRIAGES TO MAINTAIN PROFESSIONAL STANDARDS AND SAFETY ISSUES OF BOTH THE DRIVER AND PASSENGERS. THIS SCHEME SHOULD BE SUBSIDISED AND ENDORSED BY THE LICENSING AUTHORITY

13. All private hire vehicles should display full livery at all times . Private hire vehicles should not be allowed to operate without displaying plates or door stickers and should also not be allowed to display plates in windows
14. Why not have some driver and operator input in any committee? One of my comments on here mentions that a required spare wheel requirement, that isn't stowed in a securely fixed permanent location would be a major safety hazard in a roll over accident. Was this considered when posing the question...
15. There should be better communication between drivers/operators and the licensing department. At the moment when phoning licensing all we get is "I'm sorry but all our staff are busy at the moment". The council need to understand that not all drivers (especially the older ones) are not as tech savvy as some of the younger one!
16. Perhaps have one driver on the fleet of taxis train to use sign language we have to be able to communicate with all and everyone
17. Everything sounds like more money
18. Violations are committed by taxi drivers on the disable bay at Doncaster train station. Should be a designated point for pickup and drop off on west street and time should be reduced to 10 minutes instead of 20 minutes.
19. Hi it would b very nice if any thing was bout Hackney cab coz every other day new cab but no space in town to park cab police happy to help anyone in town but drive have to phone if any problem even thy stood there if cab driver r parked on yellow line they will move but if a normal car park that's fine if any car park on cab rank nobody will move them in town one way system making cab expensive for customer will b better if taxi allowed to turn right from end hall Gate that thinking hop council will think bout
20. Drivers should not have plates in back window Drivers should get out of cars and help people with shopping But most dont I have been taxing 35 years I get out off my car in all wheather conditions But I have noticed that there is a lot that do not help

21. License department have to be strict with all driver specially on weekends all hackney driver is doing rubbish things in town Doncaster council spend millions pound on new pavement in hall gate in Cleveland street in silver street if u see on weekends or any days all cars and Hackney parked up on pavement specially front of munchies take away in Cleveland street and front of absolute mini cab and alpha minicab in marketplace taxi driver block road and picked customers and food taxi driver have to know how to picked up customers and how to drop in save place have to fine if anybody park cars on pavements. And another and important things is council need string opretion in town Center on weekends hackney driver on all ranks because any driver on front of queue he reject short journey for example driver is first position and passenger is come and he say I want go intake or hide park driver must have to be picked up no allow to be reject short journey all the time I see driver say I am booked or I am waiting for customers or I am on break just for wait long run This all is concern I see lot of council take strict actions against taxi driver just Doncaster council I am never seen anybody to keep an eyes on roads or fine for wrong parking it speeding if doncaster council need my help I can pin out more thousands point which one Have to correct thanks
22. Please just keep in mind the cost to the drivers of any changes in the policy. It's already getting harder to make a living wage out of the industry.
23. I think the licence policy is fine as it is but some of the new proposals sem valid
24. Any driver refusing a guide dog should have there license revoked
25. I have been a private hire driver for the Last ten year we get the council checking our vehicle every few months when working nights but do not get checked during the day and nobody stops any drivers which are smoking in there vehicle
26. All licensed vehicles should be of the same colour .eg. all black or all white to improve consistency