

Comments received in the online survey

Please note, this document only includes the questions that ask for comments in the online consultation questionnaire.

Question 3

169 responses were received to Question 3. Do you have any comments regarding removing or keeping the limit? Approximately 10% of the responses were 'no (comment)'.

ID	Responses
1	Could be damaging to existing Hackney carriage drivers if the market is flooded with drivers, however as a member of the public, it is sometimes difficult to get a hackney carriage especially on busy days
2	With the current situation it is so hard to get a taxi we need more drivers
3	Anything that helps increase the availability of taxis would be welcome; it is next to impossible to pre-book a taxi these days, and getting one on demand is hit and miss at best. Usual miss. Really puts us off going out into town in the evening, and if that's the case for other like me that's a significant hit to the late night economy.
4	Must be removed to make sure there are enough vehicles available for people to get home safely
5	With reference to removing the limit at the present moment the reason why drivers I've gone to the jobs that you cannot make a living if you work six days a week of the ranks that you are forced to work a Friday or Saturday night for Top with drunks people not paying you no help from the council no help from the police why would anybody young come into the trade of the street with reference to the plates you can get a place now for next to nothing so opening the plates up will make no difference nobody in their right mind wants to be a taxi driver in Plymouth it's a very poor town compare to Exeter and Bristol there's no comparison.
6	No.
7	You won't need to if you bring in the euro 6 and cab livery as nobody will be able to afford this. £70000 for a cab that when you put livery on invalidates its warranty. You are putting people out of work and the knock on of less cabs is more danger to women at night not being able to get home.
8	Makes no difference how many you limit it too as the number of Hackney drivers will decrease due to the measures your proposing
9	Flooding the city will reduce drivers earnings and drivers will leave the trade

10	I personally believe that removing the limit will be the demise of the Hackney Taxi in Plymouth. As a council you are completely clueless what it takes to stay on the road and earn a living. Vehicles are expensive to purchase and maintain. More Hackneys will mean less work for each individual driver. Let the people who suggest these reforms spend a week as a Taxi driver in this city. Tougher punishments on the customers is what's required. More support from authorities. Customers behave in such a shocking manner and feel they can treat us how they like. Having read the proposal feel you will completely end the Taxi trade in Plymouth. Who can afford what you are suggesting it's absolutely ridiculous. Decisions are being made by individuals who are clueless of what's happening in the real world. How and why this council treats the taxi industry with such contempt is beyond me. If you feel you have a shortage of Taxis now wait to see what happens if you implement these ridiculous changes. It will be a mass exodus.
11	There are not enough hackneys on the road anyway, so removing the limit could help bring back the numbers to the required standard.
12	If you didn't revoke plates in the last 12 months we wouldn't have a problem of ppl getting home. It's a struggle to earn money out here and having unlimited cabs will make it even harder. Not that you care what I say.
13	Still not enough work for hackneys
14	If opened up then there will be too many cabs on the road, same old story never enough at weekends and too many during the week,
15	Because the trade is bad enough as it is so there will be less drivers., and a bigger impact
16	Current taxi provision is terrible so an increase is urgently needed
17	No
18	Taking into consideration the majority of drivers are working by day as most have school runs. Removing the limit on plates will only amplify the problem of over ranking causing friction between drivers and Council Licensing officers. The ranks are often full with the exception of school times. To cater for night time shortage, allow private hire to ply for trade at night.
19	Private Hire should be limited as well. Otherwise the city will become flooded with drivers...
20	Many people paid a lot of money back in the day, overtime the value off the plate as decimated in the hope that one day the price would increase, not with this idea.
21	It's not the number of vehicles, there were hundreds of PH vehicles due to certain operations driver trafficking pre C19, now they've all left for better paying jobs, delivering parcels and food. The shortfall would seem to be drivers not vehicles.
22	Ranks are full in the daytime.

23	Could create more coming into trade
24	Wait until application reach before covid started 369 then make further supply without flooding .also what you are proposing will cut the number of owners who are prepared to finance such a move me being one who invested 150000 pounds few years ago so because some councillors who have power to change with no business acumen it is staring me in the face it is time to leave before ruination arrives.
25	Hackney cabs should have a limit and separated from Private hire. There is more than enough hackneys on the ranks already.
26	Keep the limit to protect drivers incomes.
27	If there is a limit I wonder where is a free market and a fair competition !
28	Previously I would have been against this but as it is now almost impossible to get a taxi the more the merrier!
29	If remove the limits of the hackney vehicle, they wont be enough customers for the drivers so it will affect the trade badly and less drivers will be on the road .
30	There may not be many on nights, but daytime there are to many, for all to earn a decent living and continues to get worse. There is only a limited numbers of places on the ranks in the city centre not enough for the amount required.
31	No
32	There are not currently enough spaces on ranks to accommodate the Hackney carriages now. I often find it hard to find space on city centre ranks.
33	When I phone for a hackney carriage more often than not, not immediately available or a long wait. I think especially from a female perspective we need to get them home safely.
34	There need to be more wheelchair accessible vehicles in the city, and more drivers willing to take disabled passengers
35	What's kept you so long , this has been an issue for years.
36	Keeping limit effectively places who can become a Hackney driver out of the councils hands. As the plates are sold between drivers. Effectively eliminating any pretence of a council waiting list for a plate.
37	There are very few wheelchair accessible taxis in Plymouth during the day which makes it extremely difficult to get to and from work at peak times, reducing opportunities for employment and there are either virtually none or none at night. This makes it impossible to have any sort of social life at night as a result which is extremely isolating for wheelchair users. We have complained to Steve Foreshaw about the inequality of taxi services in Plymouth. This is in part due to the lack of Hackney carriages, which are more accessible, in London getting a taxi is really easy for wheelchair users. If however you increase the

	number of Hackney cabs can you limit the number of those with exemption certificates so that fewer of them can refuse wheelchairs, this issue affects our limited chances to get a cab in Plymouth even more. The other day of 5 hackneys near Plymouth market only 1 didn't have an exemption certificate.
38	I don't think it's fair to the hackney driver because the price of the plate will go down
39	Current limit could be increased but do not believe having no limit would best serve this city
40	Take the limit away
41	Have pcc been living on a desert island for the last 2 years and not understand the cost of being a licensed driver.inforcing these ridiculous new guidelines would make it impossible for drivers to carry on in the industry. I suggest who ever came up with these really clever ideas puts his hand into council pockets and pays for 359 brand new white electric cabs pays for the green paint and any other costs related to this stupid suggestion. As far as removing knowledge test for private hire because they can plan a route on a sat nav well this is one of the most ridiculous ideas iv ever heard .welcome tourists to this once great city and expect them to know where they are going and tell the driver the way.not the best advert for plymouth private hire .but you expect hackney's to do knowledge test like hackney drivers sat nav is different. I thought all pcc drivers were expected to know the quickest route sat nav doesn't do this .would be really nice to speak to someone in pcc licensing with a bit of coman sense but no doubt that won't happen.
42	It will flood the ranks and kill trade not enough now
43	As long as taxi ranks are coming with limited number for cars in waiting for a customer, if you leave them free where they will stay. Also since I know public hire is direct proportional to number of residents people.
44	removing the limit would do very little to enhance an already dying trade
45	If the limit is removed you will stop the black market sale of Hackneys with a license plate at extortionate prices wanted. Which would then open up opportunities for future Hackney drivers. And I certainly would consider buying a new Hackney as it would be fair for everyone
46	By removing the limit. Not enough work for existing Hackney's to earn a fair living, and not enough paying hackney ranks in Plymouth to accommodate extra plated Hackney's.
47	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
48	Removing the HCVL limit will not sort the shortage of Hackney drivers, more than that will increase the already existing issue with the ranks palaces numbers.
49	I think it should be kept at a limit that the council can actually check on and audit the number of licenses out there

50	This would help a great deal for night times as not enough drivers evenings and nights, but too many on day shift.
51	Removing the limits would give more opportunity for more people to set up their our business as self-employed taxi cabs.
52	Removing the limit could potentially flood the ranks with too many cabs, the hackney's are struggling to earn a living right now as it is, most are working for less than minimum wage when you factor in all the costs involved with running/renting a hackney vehicle.
53	There is nowhere near enough work for the existing fleet,apart from Saturday night ,between,12 midnight onwards.I am on the rank daytime around 5/6 pm,and am always ranked up,as other cabs are.To say there is not enough cabs at this time is rubbish.
54	Keep the limit to allow the remaining taxis that are still out there earn a wage.
55	Basically more Hackney is on the road the less we would earn you would need to earn reasonable money to pay for the expensive vehicles that are going to be introduce
56	At all time other than early hrs of Saturday and Sunday morning there are far too many Hackney carriages on the rd already with not enough ranks in the right places making it very difficult to earn a living
57	There should be a limit of good drivers
58	We don't have enough taxi ranks,and some of them are not in use,like: Western Approach taxi rank 12 spaces,Ham drive taxi rank 4s, Bretonside taxi rank 6s, Mark and Spencer taxi rank....and many more.
59	No
60	The council already have plates that have been handed back. Those plates should be reissued to new drivers before the number of plates are delimited. This plan is more to do with paying for the unmet demand survey that PCC are required to do by law
61	Too many will also make it harder for drivers to earn their money, as the council, you should encourage new drivers into the trade to replace the drivers who have left, then review the case after thay
62	I own my own business, so this type of unlimited competition would ruin the market and reduce productivity.
63	There is a clear shortage of taxis at the eminent and we need to encourage as many taxi drivers in the city as possible before the city suffers another terrible incident
64	Plymouth already has more than enough Hackney carriage vehicles on the road. During the day time it can be a struggle to join a (workable taxi rank) as they are already full.

65	I have struggled to get a taxi home late at night on a number of occasions over the past 12months. I have walked home alone/ with friends as I've had no other choice. On one occasion some friends and I ended up getting a lift with someone who worked in a bar as there were no taxis, even though we had booked 24 hours before.
66	The number of hackney carriages is already less than the current limit, so scrapping the limit will make no difference.
67	Easy access to taxis is essential for the entertainment and leisure economy and for safety
68	No
69	Just because you remove the limits for more cabs on the road doesn't mean the driver will work nights and it will make it harder for the other drivers to make a living
70	cant see any point in removing the limit when there are a substantial number of hackney plates in Windsor House that obviously nobody wants.
71	None
72	when the city returns to normality (Covid) not enough work to go round
73	There is no point as long as there less taxis in use than the currently limit and that comes from last imposed regulations and lack of help during pandemic
74	Yah sure .we already struggling
75	I am have struggles to get my license
76	I am struggling to find extra work in Plymouth
77	You already flooded the city with Private hire vehicles before the pandemic, try to encourage the old drivers back to the numbers before this. let the drivers be able to earn a proper wage. Make it 5 years after it lapsed.
78	good idea,doesn't go far enough
79	market forces will dictate numbers available/applied for
80	With the amount of drivers that have left the Taxi industry, more drivers are needed. Set a limit then once you reach the limit agreed then cap the the Hackney Licence.
81	Plymouth is a dead city. Nothing moving around here. You should keep the limit .
82	Yes, keep the licence more available for the new and old drivers as back in the days when we have purchased the license we had to pay to much for something that was worth much less

83	No
84	Deregulation can lead to a surplus of supply and over use of ranks/anti-social waiting/parking and refusal of journeys as drivers seek to maximise earnings in a crowded marketplace. I have seen first hand the full impact of deregulation through to a re-introduction of a limit in a few licensing areas. Each area's needs are specific and given the reduced number of Hackney's in Plymouth I believe it is, on balance, better to deregulate at this stage. A provision for review must be considered in case of the issues listed above.
85	There is no need, there are too many, the problem is there are no drivers, many they left the trade
86	Removing the limit could flood an already fragile industry. What's is needed is the removal of restrictions regarding the train station. As a private hire driver I'm am fed up and embarrassed when dropping on at the train station only to see several people stranded at the station due to lack of black cabs. Personally I feel that even private hire should be allowed to assist at the train station without pre booking. First impressions count. Many people coming to our city either have to experience the shocking service from cabs at the train station and that complete shambles of a bus station. I love my city but this is embarrassing
87	Where would you put all working ranks if there were more taxis, at busy times there would always be a demand for taxis no matter how many taxis working
88	It shouldn't be removing
89	Current number of Hackney carriage licenses issued should be published at all times on the website.
90	No by Removing the hackney licences would allow everyone to apply and could flood the market with new drivers which we also need new drivers I dont deny but flooding the market with new drivers is not the time it would just make the current hackney drivers more bitter as they are not earning them enough at moment due to the challenges of covid 19
91	For a short term this will be beneficial, but long term may cause the hackney drivers to lose money, due to the volume that may take up the license offer.
92	Not enough room in town ranks
93	No
94	HAS THE COUNCIL SEEN HOW MANY HACKNEY CABS ARE OUT THERE FOR SALE , THESE ARE DRIVERS THAT HAVE LEFT THE TRADE OR ARE GOING TO LEAVE AND NOBODY WANTS THEN .
95	I have been a regular user of Plymouth Hackney Taxi's for many years. I have learned Taxi's drivers work long hours to try & make a living wage often lengthy waits on full ranks for fares. Hefty outgoings I.e license , badge fees, insurance etc. This has been the

	case well before the pandemic. Lifting the limits will only force them to work even longer, then there's the issue of updating their vehicles which is a enormous expense.
96	absolutely ludicrous idea, the trade is fragile as it is. it does not need the cap removed. Lowering the fees might go some way to encourage the trade to come back!
97	It's impossible at certain times to get a taxi so the current limit is restrictive.
98	It will make no difference, the number of drivers is already low.
99	The Statement at 2 above is wrong and misleading. Anyone can apply for vehicle Licences from the Council. Licences held by PCC but under the numerical limit could be issued to applicants with compliant vehicle(s) (but not aspirational, as the vehicle must be presented) immediately. At the moment the Limit currently as set is not being achieved. If the Economy changes in such a way as to encourage more Hackney Cabs on to the streets of Plymouth the “unused” licences should obviously be issued to applicants. Only when that number are in issue should any consideration be given to either maintaining the current numbers, raising the Limit, or removing the Limits. This should only be done after a Survey, as is currently the case. If the current limit is ever achieved there will not be the “Shortage” which currently causes the problems. I would presume that when the Economy recovers, not only will there be more Taxis, but there will also be more Private Hire Vehicles in operation as well.
100	If you remove the limit there must be enough ranks to accommodate them where they will get customers and not in obscure places
101	As a former Hackney driver for Plymouth before covid hit, I found that the busy periods (pubs and club kick out, end of events) was a lucrative way to make a living and cover all costs that I had to pay out for ie Fuel, tax, insurance, repairs, maintenance, rent,council fees for the vehicle and for my personal license I feel that by increasing the number of hackney's on the road you are in danger of losing the experienced drivers and I don't think it would make a difference to fares as these are set by the licensing office, so to say it would boost competition is a bit of a stretch, if anything the drivers would probably be putting the public at risk from working longer hours with less rest and possibly increasing Accident rates.
102	Now because of economical conditions : inflation , less earnings of customers because of covid restrains there are less earnings for drivers so is not fair now to put more pressure on taxi drivers
103	Is not fair now to increase the number of taxis when there are less customers because of economic reasons and covid restrictions.
104	to lift the limit would have a negative impact in the long term, lifting the limit will not automatically encourage people to apply for a licence in the short term. However if/when the trade does recover the potential for flooding the trade is a realistic one.
105	I strongly believe that there should be a limit on the number of Hackney Carriages that there are in Plymouth, with an infinite number taxi drivers would not be able to survive or

	continue their work as their wages would face a significant decline which would in turn mean drivers would cease their work and move to other areas of employment.
106	This isn't required, there currently is a general shortage of vehicles that are licensed. Removing the limit won't suddenly increase the amount of vehicles requiring licenses.
107	There is clearly a deficit of HCV in the city so removing the limit seems a waste of time and resources at present, perhaps this should be considered if the current limit is ever met. I would instead recommend encouraging more drivers to apply for licences to combat the severe lack, this in turn will ensure the safety of passengers and assist local businesses with their evening and night time trade.
108	The removal of the limit will potentially allow unqualified drivers to gain access to the ranks without having completed the adequate training. Also those with years of experience will retire early leaving plymouth with less Hackney carriages
109	IT IS DIFFICULT ENOUGH TO MAKE A LIVING AT THE MOMENT WITHOUT INCREASEING THE AMOUNT OF DRIVERS
110	keep the limit as is.
111	No
112	I don't agree to remove the limit.
113	Ranks are generally overloaded and not enough work for those already in the job
114	Flooding the market with licensed drivers just means that each individual driver has a lesser share of the finite work making it more difficult for all to earn a living wage. This was perfectly demonstrated previously in the private hire sector when Taxifast recruited many drivers from overseas and all of their loyal original drivers saw their income fall dramatically. The only winner was the company receiving office rent from hundreds of drivers. Removing the limit will also do nothing to address the current shortage of drivers. It is understood that the department already holds many plates that have been handed back and yet nobody wants them. This number is set to rise exponentially if your recent proposals are approved. In order to attract more drivers to the profession it needs to be more attractive/lucrative not less.
115	There is 2 reasons why I think it won't work: 1. If this will work in the first place and there will be more unlimited licenses maybe at first there is going to be a large number of applications (although I doubt it due to buying an Euro6 will cost well over 20k) but let's say it will be a bubble for maybe a 1 year max 2 but after the numbers will dramatically fall as people will see that waiting in a rank most of the time for over 1h for a £5 - £8 during day time is not really ok. 2. Unlimited Hackney licenses will not make an iota of a difference since they will have to spend or finance (that is if they get accepted by finance companies) well over 20k Euro6 cabs.
116	keep the limit at the level it is at. this controls the amount of cabs on the road and stops saturating the trade which is already diminishing.

117	I think during the daytimes there are too many taxis. But the taxi ranks should be outside busy shops
118	No need, just use the licences you have.
119	We are all ready to many drivers.
120	Removing the limit will disadvantage the business for actual and incoming taxi drivers
121	Will not be a good idea, I know how it is when you don't know well the address, people become very stressed
122	There are too many taxis in Plymouth day times sat around.
123	Not enough people using taxis for them to make a decent wage.
124	Removing or keeping this limit will have no impact whatsoever, you can get a plate now for 300-600 quid really, there are loads of hackney carriage vehicles plated, mot'd and insured waiting to be rented out but there are no drivers available, also the meter tariff doesn't help at all both day or night time considering the running costs of a hackney vehicle in comparison with a private vehicle.
125	This question should only be considered when there are more applicants than hackney carriage vehicle licence places
126	No
127	No need to renew limit. I believe the limit to be 359, so in my opinion 50 plates have been returned so you could re-issue these and no need to remove the limit.
128	I do not.
129	N/A
130	Too many vehicles on day shifts, not enough workable ranks.
131	no
132	Not enough work
133	Drivers are being expected to invest massive amounts of money to continue working. Opening plates would not guarantee future earnings. Also we probably have the least number of WORKING ranks ever, which will cause massive overloading.
134	no
135	no

136	no
137	no
138	there not enough work now with the amount of hackneys
139	no
140	it is not enough work for the drivers on the street now
141	There's more than enough hackney cabs as it is.....it's already hard enough
142	Plymouth has a lack of taxis which is dangerous for people esp women out at night. More taxis are needed
143	Drivers need to be vetted.
144	Too many taxis on the road
145	Keeping the limit will ensure that hackney drivers have a fair chance of earning a living in the trade.
146	Unlike London there is very little demand for a hackney carriage to be hailed/ flagged during the day and early evening period. Has the taxi licencing department had many enquiries for the current available plates?. It could be an extremely financial risk to delimit and let market forces dictate.
147	We are 300 we don't have work (customers) during the day
148	I wish to keep the limit of 366 taxis as this has been proven year upon year to be a sufficient number of taxis for Plymouth. You have about 40 licences unused so there is no requirement for more licences; what you need is more drivers.
149	too many taxis now
150	always seems to be plenty available
151	As a member of the public I have two main concerns and shall complete this consultation to the best of my ability only in relation to these concerns. Having read through this consultation many questions can only be answered by the professional drivers who are familiar with current law and policy and clearly more aware of what the implications of changes will be for hackney carriage drivers. First, I am a wheelchair user and drive a battery powered electric wheelchair. It is almost impossible to have access to a taxi in Plymouth and, indeed, I only know one driver with whom I regularly travel. With my medical condition I cannot use a manual wheelchair and understand that many hackney taxis won't even take these. Currently access to transport by taxis is clearly inequitable and discriminates against people with disability. For example, I cannot take a trip to town and spontaneously find a taxi equipped to bring me home. With the number of cabs declining this is only likely to get worse. Second, I am mother to an adult young woman and indeed

	worked for many years as a lecturer at Plymouth University. I am deeply concerned about the safety of young women in particular living in Plymouth right now. Most taxi companies won't take bookings either for getting out or going home. This is especially worrying late at night when I know there have been insufficient hackney cabs for young women to get home safely, leading them to take an unsafe walking option. Plymouth City Council should feel obliged to address this issue and consider what the impact might be for any proposed changes on the capacity of both hackney cabs and professional drivers.
152	if limit was removed and a increase in vehicles, there would be less work
153	The limit should be reviewed by the Taxi Licensing Committee annually to assess whether any changes are required to meet the needs of the public in Plymouth
154	The amount of licenses should be increased.
155	we can keep the limit, re issue the ones being returned
156	There aren't enough taxis at the moment. I work in a pub and its impossible to get customers a cab home even in the daytime.
157	should be working to get more hackney drivers instead of making it to expensive to join trade
158	there is a limited amount of ranks in the city are the council proposing to increase them in the areas that is viable
159	there is no unmet for Hackney carriage's in Plymouth as the limit I believe was set 366, and at 15.26 today Tuesday 15th February 2022 there are only 306 licence's showings on the register of licence's. I have been a Hackney Carriage owner/driver for approximately 35 years and during that time , the industry was deregulated which resulted in a migration of private hire drivers buying Hackney carriage's . private hire offices struggled to service their customer's and taxi ranks became overloaded causing traffic problems. any unmet demand issues in relation to passenger's is a nation wide problem resulting from Brexit and the Pandemic which is affecting all transportation not only the Taxi industry. I believe that the council should support the owners and drivers that are still working in the taxi industry, this appears to be a PR exercise to show that the Council are addressing the issue when in fact it could as history proves it will be a wasted effort. Talk about deregulating when the is a waiting list for licences. If it's not broke don't fixed it.
160	It makes no difference how many Hackney licences are available as there is no dedicated hackney office and not enough work from the streets as most people use an app to book a vehicle , so they will work like a private hire vehicle and pick up the occasional flag off the street.
161	It was found in other parts of the UK that delimiting the number of Hackneys leads to lower standards of quality service, poor enforcement and higher costs for the trade
162	I personally think there is no need to open up hackney plates as there are several plated cabs still unused currently with hardly any new hackney drivers wishing to join the trade

163	We need more taxis available
164	Since the number of plates is open for private hire, so they number of hackneys should be open and determined by the amount of work out there
165	I believe we do not have enough taxi drivers at present so let us use the resources to fill those spaces first before taking time and energy for a project to remove limits.
166	We need more taxis
167	<p>The Statement at 2 above is both wrong and misleading. Anyone can apply for vehicle Licences from the Council. Licences held by PCC, but under the current numerical limit, could be issued to applicants with compliant vehicle(s) (but not aspirational, as the vehicle must be presented) immediately. At the moment the Limit, currently as set, is just not being achieved. If and when the Economy changes in such a way as to encourage more Hackney Cabs on to the streets of Plymouth the “unused” licences held by PCC should obviously be issued to applicants. Only when that number are actually in issue, should any serious consideration be given to either maintaining the Current numbers, raising the Limit, or completely removing the Limits. This should only be done after a Survey, as is currently the case. If the current limit is ever achieved again there will not be the “Shortage” which currently causes the problems of under-provision. I would presume that, logically, when the Economy eventually recovers, not only will there be more Hackney Carriages (Taxis), but there will also obviously be many more Private Hire Vehicles encouraged to be back in operation as well.</p>
168	<p>The Statement at 2 above is wrong and misleading. Licences held by PCC but under the numerical limit could be issued to applicants with compliant vehicle(s) (but not aspirational, as the vehicle must be presented) immediately. At the moment the Limit currently as set is not being achieved, the City Council should do more to encourage the uptake of the spare plates that is currently available, of which future drivers must demonstrate they can transport wheelchairs. If the economy changes in such a way as to encourage more Hackney Cabs on to the streets of Plymouth the “unused” licences should obviously be issued to applicants. Only when that number are in issue should any consideration be given to either maintaining the current numbers, raising the limit, or removing the Limits via an independent review. This should only be done after a survey, as is currently the case. In the last unmet demand survey from July 2019, there was no evidence to show a need to remove the cap, and instead spare plates should be extinguished. As a driver I would not want the spare plates extinguished, but would like to encourage drivers who maybe renting taxis, be encouraged to own their own plate, and be used to attract new drivers in order to match the drivers who are retiring to ensure the trade stays healthy. If the current limit is achieved there will not be the “Shortage” which currently causes problems. I would presume that when the Economy recovers, not only will there be more Taxis, but there will also be more Private Hire Vehicles in operation as well. If there were more support at night-time for taxi drivers then their would be far more drivers working the night time economy, removing the cap would be reckless putting more strain on taxi drivers who already are forced to work very long hours, who not all earn the national living wage. The City Council should do more to promote the taxi trade, in other Councils throughout the UK we see campaigns encouraging customers visitors to use a licensed taxi, encouraging more people to either use a rank or hail a cab!! The City Council</p>

	<p>has obligation to reduce and eradicate child poverty across the City. PCC's Child Poverty Action Plan 2019 to 2022, Section 3.2, identifies the 'Tackling of economic deprivation so that the benefits of growth are felt by everyone'. Encourage clustering of businesses to increase skills, enable career progression and increase average wages. work with influencers across the city to ensure that policy is assessed for the impact on the lowest earners. Forcing taxi drivers to go more out of pocket and working longer hours, does not help the Council's plan to increase taxi drivers' take-home wage. The Council has within its power to ensure taxi policy is assessed for the impact on its lowest earners – in this case the taxi drivers. Child poverty is not just reflected in terms of money too – we are also talking about taxi drivers being able to spend more time with their children and not being forced to be working 7 days a week.</p>
169	<p>Delimitation of Hackney Carriages Para 1: PCC as LA has limited the number of PHV's in the past by using The PCC Act 1975 S5 (1) ("may") and deciding that the LA may not. Plymouth City Council Transportation Committee of the 18th September 1978 through Minute 111; Minute 205 of the 29th January 1979 and Minute 107 of the 30th July 1979 Plymouth City Council illegally imposed the FX4 upon the Hackney Carriage Trade of Plymouth. As reported in the European Report No 1199 Internal Market – Page 9 dated 15.02.1986, the European Commissioner Jacques Delors decided to 'let sleeping dogs lie' {due to the small numbers}. This was also an unlawful decision contrary to Case 21/84 Commission of the European Commission – V – French Republic regarding Article 30 whether numerous or single. (and other cases). In 1979 there were 100 licensed hackney carriages in Plymouth. PCC as LA minuted that if a PHV Proprietor/Driver surrendered their PHV licence and obtained an FX4 they could become a Hackney Carriage Proprietor/Driver. In 1983 there were 183 Hackney Carriages until two plates were handed back by their proprietors claiming that there were too many Taxis in Plymouth. PCC closed the scheme after deciding that there were too many taxis. Early Surveys of Unmet Demand considered that two hundred hackney carriages were sufficient to meet the requirements in Plymouth. Policy 22 states at "Delimitation of Hackney Carriages" Para. 2 "there is a lack of Taxis ... during the evenings". I submit that there is a shortage of drivers leading to an underutilisation of vehicles caused, to a large extent, by lack of policing and enforcement. The attitude of the public is another factor. Para 5 is erroneous, there is no "Plate" value in Plymouth. Para 6. Delimitation of vehicles leads to a decrease in Proprietor/Driver earnings; this leads to Proprietors finding it increasingly difficult to purchase, maintain and replace vehicles. Drivers also face a drop in earnings and therefore their standard of living which this LA seeks to maintain through its Child Poverty Strategy Policy. See Page 12 Para. 7. Delimitation does not reduce vehicle rental as proprietors have to pay for the purchase, maintenance, insurance, licence fees, road tax and replacement of their vehicles. Para 8. The LA sets the tariff for Taxis. Public attitude contributes to increased waiting times at night. What can Taxis provide: They can convey a single standard vehicle certified wheelchair, Park on a Taxi Rank and answer a Hail in the street as well as working through an office. Taxi Ranks are moved and spaces reduced at will to provide facilities for other road use purposes. With almost every member of the public having a mobile phone and PH App the public increasingly fail to walk anywhere. PHV's can pick up anywhere they are pre-booked and may be a WAV – why are Taxis required in 2022? It is understood that the economical situation within the Taxi Vehicle market has led Black Horse, a long established taxi purchasing financier to withdraw from the market and a fleet owner in Plymouth took five Licensed Taxis to a scrap yard and had them crushed.</p>

Question 5

206 responses were received to Q5: Do you have any comments regarding taxi's being required to have a distinct colour scheme?

ID Responses

1	Ensures safety, especially for females (distinct colours can show they are trustworthy Good advertising for visitors
2	I like the idea of a unique colour scheme, it looks nice, but it doesn't need to be a priority and within five years is definitely unnecessary. We shouldn't be doing anything at the moment that could be a barrier to having more drivers/vehicles available for customers.
3	Unnecessary
4	Make them pink, it's a striking colour
5	Utter waste of time
6	No.
7	they should also a hackney cab and not the 8/10 seater mini buses as of now.
8	As before but also you can't keep getting the drivers to pay more and more every year
9	People already know what a Hackney Carriage looks like as it has a big light on the roof saying "TAXI".
10	So it's going to hit the driver in the pocket again or will the council foot the bill
11	Although in principle I understand the idea how about you making it affordable to actually carry out.
12	Costs would be very high, adding to the licensing fees which are already quite high for the small profit that taxis make in Plymouth, and make it unsustainable to own or rent a hackney as an individual, it would make room for companies to take over and create a monopoly.
13	Asking drivers to find this sort of money to have this done to there cabs is wrong. Really what sort of money do you think we have. Not that you care what I say any way.
14	About your requirements, i will like to say that you should pay the cost for that "distinctive colour scheme" how long you will ask all hackney carriage drivers to have that sticker on the door with "Licencing taxi Plymouth City Council"

15	I can't keep up with the council cost and if this come in on top of all my cost I will hand my badge back. I think the council think that we are are made of money but we are still struggling at the moment.
16	Good idea, the poor old driver has to foot the bill, we are not a big city with thousands of cabs, we have about 100 odd working most weekends.
17	It is a silly idea unless the council is willing to pay for it because I certainly can't afford to
18	No but please note that the plural of taxi is taxis - no apostrophe
19	Members of the public are aware what Hackney carriage looks like, the issue with fake taxis, is people posting on Facebook.
20	From we're funding for painting????
21	Hackney vehicles are distinguished by a tout light, furthermore, they are a substantial investment for drivers so I would object to my vehicle being wrapped as previous experience resulted in damage during removal.
22	If given financial help this could be good.drivers struggle now without the cost of resprays.
23	Another expenses for vehicle owners
24	The HC tout light is a recognised system, that isn't the problem. PH vehicles with roof lights are a confusion.
25	Drivers can't afford any more costs without working 60 hours a week.
26	Would agree if council paid for it
27	Good condition clean good manners what customer would want more.
28	Plymouth Hackney carriages should be green
29	Total waste of money that would push even more away from the job.
30	A simple taxi light sign should be enough.
31	Copy others..... get some new ideas 😊
32	Absolutely pointless .I have never known any passengers confused or mistaken any taxi I have driven or any of my colleagues Taxis .
33	I dont see any benefits if you change the colour ! This is a waisting of money !
34	Its very expensive to buy a electric car with white and green colours

35	People don't have the money unless council pay for first wrap
36	It sounds good but who pays for it, also hackneys are recognisable we have lights on our roof for hire purposes, people know who we are.
37	How can you expect drivers to pay for the change in colour scheme, it's money making back handers
38	No
39	Cost. Limits choice when buying a Vehicle. Limits income from advertising as less space.
40	They should put logo on door and stay the colour they are. People would not be able to afford new taxis and would loose incomes
41	Whilst agreeing will the cost be absorbed by the customer, it would look better for Plymouth but a dedicated "wrapping" garage or two should be encouraged.
42	Hackney Carriages vehicles already distinct.
43	It will be harder for passengers who have lost or left an item in the cab to report this to yourselves if they didn't get taxi plate number, also if booked through an office on their app you get given the colour of the vehicle and registration number, if you've had a few to drink in the evening and all cabs looking the same your going to encounter more people waiting angrily cause someone else has taken their white and green cab
44	Green n white is a reasonable choice for Plymouth
45	Good idea. Should be extended to private hire aswell (alternate colour scheme?) to help eliminate rogue or fake taxis
46	Cost
47	Cost
48	Why make tgr red m change colours- it's expensive and probably not great for the environment.
49	I do agree but I think you need to give more time for the driver so they can get the money to cover the cost at last 5 years
50	Would make licensed taxis easily identifiable
51	No need for it because taxi have plates that make it obvious they are a taxi
52	In a way no I don't think it's a bad thing but cost of this even if its towards the green paint should be met by pcc so your not being unfair as private hire can be any colour except white.

53	Colours are no good hackneys have a yellow light to be distinctive i do agree with the council logo and licensed taxi stickers for doors
54	Colour is immaterial. Quality of service is more important
55	in cities that have a mixed fleet of vehicles may be a reasonable good idea but Plymouth is a very small city where all hackney carriage vehicles have to already reach a certain specification so people are intelligent enough to recognise the difference between hackney and private hire which can only be booked through an office
56	People cannot afford it
57	Should be black green
58	The green bonnet looks tacky, also will there be anything in place to fund for the change of colour?
59	This change of colour is expensive for those who own a hackney carriage and unnecessary for public.
60	I think it's a good idea as the public would be able to distinguish the difference between a private hire & Hackney
61	I think that having a colour scheme will give taxi users reassurance that these taxis are properly registered and will also add to the Plymouth experience for tourists.
62	People of Plymouth know what a black hackney cab looks like with no confusion, to add fancy colours would confuse the general public. Also the cost at £4000+ is ridiculous, unless the council are proposing to do this free of charge. As long as the cab is clean people don't care about livery, they are happy with the recognised black cab. It's a snobbish idea made up by the council.
63	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
64	HCV are known for to many years as BLACK CABS and I believe that the colour scheme it will only be a waste of money and inaffordable for all of us. A distinct coloured sticker on lateral doors will be enough to recognise a licensed vehicle.
65	I do agree in principle but this should be subsidized by the council - if not willing to do this - then just more communications to people about how to recognize official plymouth taxis
66	I think this is a good idea to be uniformed colour throughout. I also think it would be a good idea to keep same colours for Private Hire instead of stipulating no white cars for PH. This would prevent people pretending to be a taxi driver during busy periods in evenings and night.

67	This is outrageous. It will over burden financially existing taxi drivers to make the change (£3000),this will bankrupt some self employed drivers who already struggle with taxes imposed by the council.
68	Once again, hackney drivers are struggling to make minimum wage, this would massively increase running costs. If we wanted to buy a second hand vehicle (most won't be able to afford a new one) it would have to be white, and there are not many second hand hackney cabs about due to white being extremely difficult to keep looking clean unless it is washed everyday. The cabs will end up looking terrible in my opinion. Also green is one of the most disliked colours, I personally hate the colour green.
69	Another whim to extract more money from us all.
70	With taxis being all one colour would cause identity problems .
71	Livery on a cab will fade after a year or so . As I had advertising on my TX4 . Factory paint would be better. But white would get dirty quick . Green bonnet green boot . Looks like a Council vehicle but at our expense . If I rent a shop of you. Do you tell me how to decorate it . .?
72	This adds a huge financial burden to owners in a trade where overheads are already putting people out of work
73	I use black cabs all the time, and see no need to change the colour. No confusion with black cabs with the hire light on the top. A nonsense to change to white and green.
74	Because Hackney Carriage was only black from the beginning, only one private was two colours. To change the colour is very expensive and on some taxis, brought with finance you're not allowed to do it.
75	It will look smart
76	If there is a problem with members of the public differentiating between PH and Hackney carriage vehicles due to some PH vehicles looking similar then maybe the drivers of such vehicles should be made to go back to driving saloon cars. Then there would be no need to have a colour scheme which would be at our expense
77	This is a total waste of money, there is a need for a colour, black should be that colour, its a traditional colour that is recognised around the world, its on the tv as a black cab, people with learning disabilities are well informed a licensed taxi is black, nicknamed the black cab. so keep the cabs black!
78	Hackney taxis are traditionally black so should remain black. White would mean taxis get dirty quicker and look unprofessional.
79	The shape of a taxi is noticeable anyway, this is just another barrier for drivers to overcome and another reason why people may not consider being a driver

80	Other city's have a colour scheme for taxis as they have a mixed fleet of Hackney and private saloon cars all plated and working as Hackney vehicles.so the colour scheme makes them identifiable to the public. Plymouth has a 100% wheelchair accessible Hackney fleet, and the big orange light on the roof makes it identifiable to the public. Also who is going to cover the costing of the livery to these vehicles ??
81	Ocean blue?
82	Unnecessary expense. Everyone recognises a 'black cab'.
83	It gives a sense of security knowing it is an official taxi licenced and regulated by the council
84	As most taxis come in black wouldn't a black and green colour scheme be cheaper for the owners to comply ?
85	This is more cost to the driver or owner when you are trying to attract more drivers
86	The colour scheme would make each taxi identical. I know that every hackney has to have its plate number displayed inside the vehicle but who can remember these numbers. With the safety of the public in mind surely its better to stick to the current laws. I for one would remember travelling in a white or blue hackney, or one advertisind "Sandals Holidays" or "RPB" breakers, than a uniform white and green hackney.
87	given plenty of time to comply
88	Sample shown looks an like an abomination, not sure who designed it, but you really need to change your designer. It is awful Secondly there are a lot of executive operators/drivers who use white cars it should not be banned for private hire drivers.
89	The colour scheme is worthy of a 5 year old. Stick to black or another neutral colour.
90	Should be Black
91	Black Cab = Black Since time has begun England is famous for its Black cabs Not A bloody Football Teams Colour
92	Where is the iconic "black cab"? The extra costs have no real purpose. Is one person's dream and the taxi drivers must pay for that. Sounds fair? The one that has this dream should pay for it.
93	The cost inflicted on drivers is way to much for this distinctive colour scheme. Seems only Martin Leaves is actually living in the real world.
94	Yah we already spent money can't afford to buy new one
95	I don't want

96	keep them black
97	It is a unessessary expence for drivers and there appears to be no good reason for doing this.
98	The focus should be on ensuring there are more taxi's available, rather than what colour the taxi is. In the current climate where taxi numbers have dropped, women are left stranded and in potential danger because there are no available taxis, the public can't book a taxi during the school run etc, it seems foolhardy to implement a requirement that's going to be financially impossible for some taxi drivers and subsequently lower the number of taxis we currently have. I couldn't care less about what colour a taxi is. If PCC are wanting to implement Plymouth colours they can be implemented elsewhere at the cost of PCC. Perspective is needed at this point in time. Aesthetics are not a priority. It's more important the to increase the number of taxis available and keep the public safe.
99	I do agree with the new colour scheme, but do not agree that old taxis should have to apply by a certain date. The old one's are designed to last a long time and it's necessary expense. If the idea is to make them seem more environmentally friendly, why force drivers to spray paint a vehicle that doesn't need it?
100	The vehicles have Tout lights that is good enough. I work for a funeral directors now and we use Black hackneys for our disable customers. All our vehicles are black and the drivers always pull out all the stops fit get their cabs to fit in with our vehicles.
101	expensive,estethichally unappealing,like mustard on a chocolate croissant
102	I think the roof sign with the "TAXI" clearly visible on it it's more than enough to make customers rest assured that they flag down a licensed taxi.
103	No
104	Yes, all the cabs should be black as the "black cab" name used In the trade
105	No
106	Although this will be a contentious decision, the livery looks excellent and I believe the trade will benefit from the recognition the livery will bring providing customer service levels also meet the highest standards.
107	The Hackney should be black like always in the UK, they are involved too much expenses.so if you ask me I would say to leave it like it is
108	No, it's completely unacceptable that some drivers with maybe ten years or less left on their license has to fork out between 60 and 70k for a new vehicle just to appease the council. If you want it you pay for it. I actually fail to see what the council does for the fees the ask for for plate, badge and vehicles. Asking this is a joke

109	I think it's a expensive ridiculous idea to have one colour, from a security point of view I think having a licence on both front doors so customers can see before getting in (like private hire) would be sufficient.
110	If pcc pay for it yes is good idea
111	Agreed with the idea but a bit concerned about the requirement for a white painted base coat. There's not that many used white taxis around and getting a proper re-spray is extremely expensive. Perhaps black and green would be a better choice?
112	Should be another answer there aswell like not sure as I agree and disagree. I like the the idea of having a coloured taxi to represent our city but again you just cant ask our current fellow hackney owners to splash money to change vehicle a new colour scheme or to invest heavily into new vehicles aswell unless there are major investments in place to help with the cost of change as it would be unfair to current hackney drivers pool
113	This will be great for Plymouth as a city, and will look great for holiday makers, but if the driver has to incur the full cost it may cause driver to leave the Hackney trade in the short term.
114	You cannot demand we paint our cars .. stupid idea
115	It's very expensive!!!Do you have any idea abut the cost for this?
116	Agree, but only if it's financed by the goverment. As a taxi driver i'm also self employd and i don't have a salary to pay to paint my cab,and it,s also in finance with cab company, and I may need an aproval for any chaning on esthetic of the cab.
117	A DISTINCTIVE COLOUR OF A HACKNEY CARRIAGE IS BLACK , PLYMOUTH HACKNEY DO NT TRAVEL LONG DISTANT SO THE ONLY PEOPLE TO SEE THEM IS PEOPLE IN PLYMOUTH , MAKE DOOR SIGN AND PLATE NUMBERS 7 PCC SIGNS BIGGER .
118	Complete was of time. We know what a Hackney Taxi is, why put more unnecessary expense on the drivers.
119	all taxis under the licensing act should be black, but successive councils have been lazy and not enforced this. hence we are where we are now with a whole multitude of colours
120	This is a cosmetic consideration; unimportant and possibly unnecassary expense.
121	Cost for each vehicle would be punitive and unnecessary.
122	I think the council should've made the drivers/owners aware about this policy a long time ago so people would be prepared to buy their very expensive vehicles painted in this colour.
123	Hackney carriages are known all over the world for their distinctive black colour it follows the iconic London Black cab and l agree with making these vehicles emission free as

	possible but to have them as green and white would be a mistake in my opinion it would look like any other commercial vehicle and I think more attention needs to look at the emissions not the iconic black hackney carriage so I don't agree that they should be changed to a green and white colour scheme. I would suggest larger Pcc green and white decals on the vehicles
124	unnecessary
125	I think it is unrealistic to expect hackney drivers/owners to be expected to change the colour of their cabs. Hackney cabs are traditionally black and provided the vehicles body work is kept in good condition - which it must be to comply with licensing conditions why change it. We have not come out of the pandemic as yet and i feel that the timings of the proposed changes is wrong and should be delayed for a couple of years
126	As a wheelchair user that has limitations already getting an accessible taxi I'm severely concerned that the few guys that are currently able to take me aren't going to be able to continue in the trade if the proposals go through. It's a completely pointless regulation.
127	It would make a taxi more noticeable but should be subsidised by the council
128	Too expensive
129	It will be an expense that many driver will not be able to afford
130	I feel this would be an unfair cost on the driver or owners of the hackney's, if its what the council want then there should be either help to do this or they supply the cabs for drivers to tent in whatever livery they decide. I also feel that as plymouth argyle football club is also green and white that the taxis could be targeted by football gangs as an association with the club and incur damages
131	After many years of BLACK cab now should be white !!!!!
132	I do think that this is a good idea, it promotes the city's colours and makes hackney cabs instantly identifiable. However the outlay that will be required could be so much per driver that they choose to leave the industry instead of staying and buying a new cab/having their existing cab converted. Plymouth City Council need to look at ways of assisting drivers in this transition. you cannot expect drivers to be able to afford this. Many drivers will take a long time to recover from the past 18 months and we have had very little support during this time.
133	Not effect ph
134	I do not believe that there is a need for the colour of taxis to change, it would come at a significant cost to drivers who have vehicles already. Taxis already have tout lights and are clearly visible to the public if they wish to hail them.
135	This generally looks awful. There are many taxis that are complete adverts in themselves, this would be more appealing.

136	I hardly see this as relevant, as a regular user of HCVs it will not improve the service and will only incur costs to the drivers themselves, I would suggest that if you wish to change the colours of the taxis this is done at the councils expense as this will then need to justified to the tax payer. By forcing drivers to have certain colours and wraps is preposterous and a pointless waste of funds. From a safety perspective, it will be far easier to identify a taxi if you can describe their colour, adverts, or distinct features, personally when I'm in any taxi I will message a friend describing the vehicle I am currently in, you are increasing the risk to women and the vulnerable by creating identical cars.
137	Will the council pay for the livery of the cars and carriages? The idea is beyond silly, and will cost the driver and operator to get this conducted. There is no need for the colours to change and also these people during the week may end up doing weddings, funerals and having a taxi in white and green turn up will put the council in the lime light fir the wrong reasons.
138	WHY NOT JUST HAVE THE PLYMOUTH CITY CREST PUT ON THE TAXIS
139	Many Hackney drivers are paid a fee for companies to advertise. Who/Will you be subsidising this if you require all vehicles to be white and green? Many also like the term BLACK CAB which is what a Britishah Hackney should be. Who/Will PCC Licencing be paying all the hackney drivers a monthly fee for having to have their vehicle as you request? Are PCC going to be giving grants to all hackney carriage owners to renew thier vehicles before the term date of 2030? Are there going to be grants from PCC to respray existing taxis to white and green? What an ABSOLUTELY AWFUL idea to change the BLACK CAB to Green and White.
140	The council should subsidy the cost of the first wrap
141	Just making drivers pay more out and this is killing the taxi trade in Plymouth already
142	The investment is not worth, I can't see why they should be all the same. Then PCC should pay for this.
143	Everybody already knows the difference between hackney's (black cabs) and private hire . With work already a struggle and fees higher than than private hire , the extra cost in implementing this plan as with other changes planned will force even more of the experienced drivers to call it a day .
144	The cost involved to change the color of the car is very high and in some situations if the car is in finance you may not be allowed to change the color
145	Hackney carriages are easily distinguished from private hire vehicles by the tout light. This is yet another cost to be absorbed by the individual driver. Any wrapping will invalidate manufacturers warranty on bodywork and will make vehicles nigh on impossible to sell on at the end of their taxi lifespan.
146	The only reason why I disagree here is because I have a financed car and in the finance contract it is specified that if you will change the color of the vehicle then they can legally take the car of you due to violating the contract agreement.

147	This is not important colouring a taxi costs thousands, it's fine As is
148	I disagree on a financial issue aswell as a safety issue. I can not justify an expenditure to wrap my vehicle, I work to feed my family and pay my bills. This is already a struggle without having to find funds for something I do not need or want. Safety wise - away football fans attacking cabs or drivers. Also as an example a member of the public attacked by a driver or another vehicle hit by a taxi and asked for description of the cab ' officer it was green and white'.
149	Expensive
150	All Hackneys are well known as a black cab around the world. They should stay black if anything.
151	Colour looks horrible. Can't confuse taxis with anything. Colour saloons estates
152	The public can see tha t it's a hackney carriage because of the roof light.Drivers/owners do not need the extra expense of painting there vehicles so they all look the same,just to please the council.
153	Will be to expensive for how much we are earning
154	I think for all the new registered taxi
155	The colour of a taxi don't make a safe journey
156	We have hackney carriages so public can tell the difference to a private hire car. Already have a problem when Exeter football team play Plymouth, so making them an easy target for trouble with no one to call for help if a problem occurs.
157	In regards to taxis becoming white as you have seen in some of the British people preferred holiday destinations i would like to remind you that we live in Plymouth and it does rain a lot,we have country lanes fares sometimes and also there's loads of construction sites recently all over the city,leigham,estover,crownhill,plympton,plymstock,devonport,north prospect,st budeaux and soon to start new massive sites in city centre and millbay so pretty much everywhere which is why is quite muddy everywhere,i have a school run every morning and every afternoon driving through Forder Valley up towards Estover so i would be having to wash the cab twice a day every day,the vast majority of drivers will be in a similar situation..On top of this when buying a cab there's many things to consider already so taking it's colour into consideration as well will only make it so much harder to find one.There is a reason why they have white cabs in Spain for instance and that's the heat from the sun attracted by darker coloured cabs,we don't get the sun over here but we get the rain instead,a lot of it,just use common sense when proposing these.It's more like farmers would be asked to wear white clothing.How silly would it be to get a 3 years old vehicle and repaint it in white when its paint it's still very fresh having been used for only 2 or 3 years,wasting so much money for no reason.I have purchased a white black cab in 2015 and i must admit that it was definitely the wrong choice having it in white,remember that this is a working tool and not a special events renting fancy vehicle,if anything i would go

	for army camouflage pattern tbh,i'm only joking but that would be the only suitable colour for this weather
158	I don't think this will work out as extra cost will be passed on to the passenger also looking at the example of colour scheme it looks silly
159	While it's a nice idea the cost is prohibitive.
160	1..Driver should have a choice in which colour he chooses to buy 2..if vehicles are all one colour,I believe this could be a safety issue, if a problem should arises you are looking a 300 plus vehicles to try and solve the problem. 3.. I believe a mixed fleet would be easier to report problems.
161	The colour requirement if implemented should be funded by the council. It is unnecessary and feels that the the council don't trust the public to recognise which vehicles are Hackney Carriages. To also suggest that private hire vehicles should not be white is also ridiculous. Do the council again really believe that a member of the public can only recognise the difference between a HC and PHV by it's colour?
162	taxis should be black
163	This is a waste of money for motoring.
164	Too expensive! If the council supports the cost I don't mind.
165	No objections as long as i dont have to pay for paintwork.
166	As long as the council provide the costs to repaint the vehicle/taxi
167	to expensive
168	In cities with mixed fleets i.e saloon cars and purpose built it would be acceptable. Plymouth has an 100% puporse built fleet so any person not recognising a taxi to be a taxi should not be out by themselves.
169	expensive even London doesn't have it!
170	no
171	its a waste of money, its expensive!
172	no
173	what the point
174	no

175	In other city's they have private hire cars operate as a hackney this is why they have a colour scheme
176	This would cause unnecessary expense to drivers, who would then have to raise prices which are already high.
177	Maybe there could be a scheme so the cost is offset
178	It will help ensure the public are using registered vehicles, however financial support should be offered to get vehicles to the right colour scheme else it may become a financial barrier to setting up as a driver (and we desperately need more taxis!)
179	Hackneys by large already have a disdinctive colour scheme. tradionally black with a orange illuminated taxi sign on top. This will only push up overheads for the vehicle owner with 0 benefits.
180	Smart look Easy to see them in traffic
181	I think the Hackney had enough distinction singn already
182	Although i agree, local authorities that require a London style taxi, some of which are specially built have traditionally been " Black in colour " most certainly purchasing a second hand cab would nessitate an extremly expensive re-spray. But a revised and adopted colour across the Hackney fleet especially a uniformed lighter livery would be of benefit to the hirer.
183	Yes not important the colour, yes important to do a great job
184	I disagree – Hackney carriages have a yellow taxi lit sign at the front of the vehicle. This has been in existence for one hundred years. I do believe the world knows that a vehicle with this signage is a taxi. Also, this will affect incomes as it will have an adverse effect on the use of the vehicle as a wedding or funeral car if needed for that purpose. This will also affect the warranties of the vehicle manufacturer e.g. paint and body warranties
185	i look for the roof light
186	i always look for the roof light
187	I don't consider this to be an important issue so long as the cab can be identified as a legitimate taxi vehicle. If changing colour then imposes a cost to cab drivers who might leave this work it will further reduce capacity and add to an already significant problem.
188	all drivers should have a choice and not told must have this
189	Or 'for hire' sign distinguishes a hackney carriage
190	Whilst we agree that new vehicles could be required to have the new livery as this could be agreed with the supplier. There are cost implication for existing owners so would recommend the time is extended to 10 years rather than 5 years or when vehicle replaced

	with an electric one. We considered that the new livery may increase the public's confidence in regards of safety
191	Hackney Carriages In Plymouth should all be black but for some reason they are not presently. They should all look the same.
192	all one colour will not be safe
193	I can see it has its advantages although I dont really care what colour the taxi is.
194	no to expensive if PCC paying as a white cab cost more to buy if you have it wrapped £3500 extra expense
195	we are already distinctive with for hire signs lit up on roof of each hackney
196	why do hackney carriages need to be only one colour ie white with a green bonnet and boot? Hackney carriages in Plymouth are distinctive and indicate well to the public what they are and what they do. hackney carriages have for hire lights on the roof. Private hire vehicles have illuminated roof lights. The average person in the street seeing a vehicle with an illuminated light on its roof assumes that it is a Taxi. my point is that it would cost far less and be more affective in telling the difference between a Taxi and private hire vehicle if private hire vehicle were to remove their roof signs. The costs involved are also prohibitive, the electric vehicles available to the trade at present come in black ,presumably for use in London, any other colour comes with an additional cost in excess of£1000 I can only assume that other vehicles suitable to be used as Taxis will come with a similar price tag. To wrap a vehicle in these colours would cost approximately £2500. there is also the problems of if the vehicle is bought on HP, whether the HP company would allow the vehicles appearance to be changed and would a wrap void the vehicles body corrosion warranty. Finally How would the councillor's feel if these added financial burdens were placed on their business's in these challenging financial times.
197	Mainly cost, you dont have enough drivers now so to pay to use the same vehicle and just change the colour is pointless, many will just stop as a hackney driver. yet again losing experienced drivers that are desparately need.
198	This leads to a higher cost when changing vehicles forcing the trade to either increase fares or find alternative means to meet the conditions, wrapping the vehicle or finding cheap labour, in any case the public and/or the city's image are at loss.
199	I have said I agree but I neither agree or disagree it would give a clearer image, but as an owner of several brand new Hackneys I wouldn't be prepared to re spray a 40k vehicle as it would impact my resale value and wrapping can hold water and cause damage and wraps can look scruffy if not cleaned correctly, I would have to order a white vehicle each time I replace one but unfortunately not every driver would be in a position to purchase new either, also currently the new Mercedes' Vito Hackney is only available in black this I check regularly with the supplier
200	Agree if Plymouth City Council will pay for the painting

201	Would help tell the difference between private hire and hackneys as well as let people/tourists easily see taxis that can be flagged down
202	I do not believe the current proposal to be a good enough and stylish enough proposition. Should a change be required, this should be funded by the council and not by the taxi drivers. Differently coloured taxis also allow for easier recognition of specific cars, especially if property has been left behind in them. The size of a hackney carriage in Plymouth means they stand out as different to other cars and this should be the key factor in being able to recognise them, not just a colour.
203	Colour scheme is a good idea but the one you have chosen is hideous. Also how do you justify that delimiting Hackney cabs opens up job opportunities yet you apply this additional start up cost? It's an awful colour scheme!
204	Comments added to the consultation table of responses number 84 as word count too high for this survey.
205	Answer too long for this online survey - has been included in the table of responses number 83.
206	<p>It is this writer's belief that no LA in England or Wales require a fully WAV fleet of Licenced Taxis to be liveried. The LA states that the livery was originally included in the 2018 draft policy and the Leader and Cabinet Members are keen to introduce this as it has many public safety benefits. There have recently been reports of unlicensed vehicles offering "taxi" services in the city. There are no eight seat, partition fitted vehicles with roof signs and taximeters illegally plying for hire in Plymouth. These are saloon cars, they are not WAV's, they do not have roof signs, taximeters or partitions and can only convey four passengers therefore it is PHV's that should be liveried which is cheaper per vehicle than the larger PCC Licensed Taxis It has been noted that PCC Liveried Vans look like Taxis! Plymouth City Bus is owned by Go Ahead who also own the City of Brighton Bus Company. Buses in Brighton are liveried in that city's colours. As Plymouth City Council is so keen on liveried vehicles should not the fleet of buses in Plymouth be liveried to enhance the Ocean City's image. Para 4. Licensed Taxis are identified by having an illuminated roof sign and Licence Plate on the rear of the vehicle. A front plate could be affixed but may be a threat to pedestrians in the event of a collision. Green and White are the colours of Plymouth Argyle Football club; Taxis are used for Social and Domestic purposes. Football fans are very passionate, bordering on thuggery in some instances, When Taxi Driver fans use their vehicles to visit away games, or rival teams visit Plymouth, there is a real threat that vehicles may be damaged and therefore should be largely anonymous. After ensuring that all taxis in Plymouth were wheelchair accessible vehicles (WAV's) PCC introduced Dial a Ride, small coaches, with which PCC undercuts the cost of taxi fares for mobility impaired and wheelchair using members of the public: The following fares apply to this service: £5.00 Up to 4 miles return. £10.00 Anything over 4 miles return. All fares are for a one way trip with the return free. Contactless card payment on board... As PCC is so keen on liveried vehicles why are these vehicles not liveried in the City of Plymouth colours. At the PCC Meeting held on 24.01.2022 Cllr Riley stated that Plymouth should emulate Dundee. Dundee is in Scotland and regulated by more recent and sensible legislation, Dundee is therefore not relevant to this Consultation. Para 6. This writer has been reliably informed that the additional cost to have a new vehicle</p>

painted White and Green will be approximately £900 - £1.000. Temporary Vehicles: 28 days is insufficient; it took six months for a prop shaft to arrive from Japan. THE PLYMOUTH PLAN 2014-2034 Approved January 2021 states at Page 59 5.24 The aspiration is for the HQPT Network to have the following attributes: 1. A clearly defined, high quality, integrated and efficient network for buses, coaches, walking, cycling, trains and ferries. Taxis and Private Hire– the only Transport Facility in Plymouth operating a 24 hour per day service are notable by their absence.

Question 7

131 responses were received for Question 7: Do you have any comments regarding advertising on the rear wing of the vehicles? Approximately 10% were 'no (comment)'.

ID

Responses

1	I can accept advertising being a key revenue stream, there's no reason it couldn't be extended to side panels irrespective of general colour scheme, that's an artificial restriction. Things that could be worth considering are giving advertising priority to local businesses, or anything that motivates/rewards drivers being available more often/at times of low capacity.
2	No.
3	Drivers should be allowed to advertise anywhere on vehicle
4	Dictating
5	Advertising is crucial to both taxis and local businesses. Is business in Plymouth not slow enough already?
6	N/a
7	Offer other methods for funding!!
8	The present rules should be enforced regarding the numerous cabs that have had window tint film applied not to mention the pimp mobile
9	Why should we advertise on our vehicles that we've paid for.
10	The fares/customers are hugely affected by under investment and poor pay in the city, so running a HC on fares alone is quite a task and as you know the aim is profit from work undertaken/labour given.
11	It won't be noticeable enough.
12	If it helps the cost to maintain the vehicle it's welcome.
13	Once again, utter waste of money
14	Should be no advertising just a plain Taxi, so customers know it's a Taxi.
15	Some rely on extra income from 'sponsorship' reduce the space, reduce their income
16	Never been a problem up to now.
17	I think the windows must not be obstructed !

18	vehicles needs to advertising so we can cover our cost of maintenance the vehicle easily
19	As long as it's only advertising and not other things like mag mounts or flags etc in rear windows.
20	No
21	Limits chance of an advertisement being placed
22	It should be down to the owner/driver of taxi
23	Keeps everything uniformed and smart.
24	Why just the wing, perhaps doors instead
25	I think this is a good idea
26	Advertising on cabs helps a driver pay pcc expenses which are way to high
27	Its your taxi not councils advertising helps keep cost lower
28	Advertising revenue supports the drivers
29	I would rather not see it at all externally, but understand they would want the revenue
30	down to the individual owner of the cab. Plymouth city may licence these vehicles but they do not own them and if advertising helps fund the driver then let it be
31	Should be at free choice
32	It's entirely up to the owner if he want a little extra cash
33	Magnet office company name and phone number would not be able to be displayed on rear wing, therefore this proposal by the council would cost me more lost revenue and would be another huge disadvantage for me.
34	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
35	As I mentioned about the lateral distinctive stickers on the side doors I will be happy to see advertisements only on the rear side of the vehicles including the rear window as long as it respects the driver and passengers visibility towards outside.
36	I think it looks tatty advertising all over the hackneys, so a very good idea
37	See answer to previous question 5.
38	The person that owns the vehicle has paid for it and should be free to do as they please.

39	No
40	Advertising is a way an owner can make a small amount of money and this should not be limited
41	Company names and numbers would be too small on the back wing. On the side door is noticeable for me as a customer needing the cab number.
42	Because we don't need colour scheme.
43	No
44	If there was no colour scheme there'd be no need to change this rule
45	Advertising on a taxi should still be permitted, it helps local business get their name out, and provides drivers an extra income.
46	Advertising promotes local businesses so should be allowed anywhere on the vehicle.
47	You are limiting the vehicle (owners) potential for earning some money for a full vehicle advertising wrap.
48	Over the top advertising would detract from the new colour livery reducing its effect. However, advertising is an important additional income for taxi drivers
49	changing goal post to suit the council
50	Let them do what they want
51	the vehicle is owned by the driver NOT The Council Advertising is a source of Work to the driver IE: advertise here = £
52	Then is no reason to make them look the same isn't it? This is contradictory with the previous question
53	People doesn't like it
54	It's not good
55	I don't notice the advertising as it is.
56	small businesses rely on this type of advertising, and drivers get a small boost to their income HC vehicles are private property, would drivers get compensated?
57	Advertising is a commercial income and the more you can use the more the economy will prosper.
58	Plymouth City Council is not owning my cab. I own my cab

59	No
60	I think the area could be expanded slightly. It's a difficult one but advertising can bring in much needed revenue. Also, given the cost of new electric vehicles and the much more stringent vehicle licensing age requirements, some advertising on the side may be beneficial. 50/50 on this one really.
61	Is my property not the Licensing property to decide for my advertising.when the licensing will have their own cars can do whatever they want
62	Again needs a another answer like not sure aswell. again advertising is great for the for the city it gives the driver a little revenue and for the business aswell maybe come up with a solution for advertising on both rear wings and both front wings maybe the bonnet but keep the advertising in the same colour as the new proposed Colours aswell the city needs advertising and will need it more after this pandemic
63	Vehicle with advertising all over it looks tacky and unnecessary, this is positive.
64	We should have what we like we own the car
65	I strongly disagree with a colour scheme!!!
66	Agree but only if it's financed by the goverment.
67	I think fully sponsored or branded taxis should be allowed as well like they are in London
68	THE SIDE DOOR COULD ACCOMMODATE THE BIGGER SIGNS IN LAST COMMENT .
69	not enough advertising space
70	If this helps the taxi companies financially and means more vehicles, then why not leave as is.
71	Advertising on vehicles increases income for the vehicle owners,and assists with advertising for local businesses.
72	If a taxi wishes to work with companies to advertise products and/or services then it has no direct effect on their ability as a taxi driver.
73	You should be able to put advertising anywhere on the vehicle
74	I Do not agree with this as advertising is a good way of income for owners of cabs, utilising their space to advertise local businesses in a tasteful way of course, my kids always look out fir the sandals covered cab, and to be far what's the difference with having a fully covered taxi from a fully covered bus

75	advertising is additional revenue for drivers/owners, taking that away/restricting advertising is restricting income
76	I do not believe that the current advertisement areas for Hackney Carriages require any change. For many drivers advertising a business brings them further income. Advertising on taxis in Plymouth is not offensive or 'too much' there is no requirement to change the current layout.
77	The proposed colour scheme is awful. Let taxis be a complete advert themselves, these look individual and generally eye catching.
78	Advertising on the entire vehicle should be permitted, unless the council own the vehicle then you cannot make absurd demands. As previously stated advertisements on the vehicle ensure they are easily identifiable and increase safety for passengers. The colour scheme idea is ridiculous.
79	Some sponsorship is needed to keep the carriages up and running as part of an extra income. Putting this on the rear wing will be detrimental.
80	A LOT OF TAXIS USE THE ADVERTISING TO PAY THE FEES TO KEEP THE TAXIS ON THE ROAD
81	No
82	Silly idea TBH
83	As with previous answer concerning vehicle colour scheme its not viable . Those few drivers able to obtain advertising deals use money to mitigate escalating costs .
84	Any company wishing to advertise on a taxi will expect to pay less for a small advert than a big one so this will again negatively impact the driver's potential income.
85	That is a bit of extra income for us in this industry that is already struggling.
86	advertisement is another way a driver can help fund their vehicle outgoings.
87	No
88	Adverts are often fun. All over taxi adverts look good.
89	What a silly idea.
90	I would expect advertising is charged for. This would help the driver with the cost for his vehicles.
91	Advertising must be seen from any angle really
92	Not easy for pedestrians to view the advert and on rear could distract following drivers

93	I think the advertising on taxis is a good means to promote Plymouth businesses.
94	Drivers at the moment are allowed to advertise all over their vehicle at present .if this is reduced to rear wing only a driver would lose much needed revenue as this helps towards their costs.
95	Advertising can be a massive income stream and plays an integral part of subsidising the running cost of the vehicle. PCC are underestimating the earning potential of a cab in Plymouth if they think that fares alone will generate the finance to not only sustain a generous income for the driver but also to renew and update the vehicles that the future is going to demand.
96	promote local business
97	being the owner of the cab i wish to advertise wherever I want.
98	Taxi's should be allowed to advertise on any external panel's.
99	no
100	no
101	no
102	Yet another decrease in our income
103	a bit of extra money for owners would go
104	no
105	its my own vehicle! i have paid for it £18,000! if buses are advertising why not on my own car?
106	no
107	no
108	no
109	Honestly, I really don't care. However allowing more advertising space could help pay for colour change costs of vehicles...
110	Dont agree in change of colour scheme.
111	Passengers must be informed about some things
112	This as question 5, restricts income for the business as some businesses like to have the whole vehicle wrapped for advertising purposes. If larger advertisements are installed then

	there is, in the contract, a requirement for the advertiser to return the vehicle to its original condition at the end of the contract.
113	should be able to advertise anywhere on their vehicle
114	they could earn more of a living
115	Again, if this is a legitimate source of income for drivers who have experienced financially hard times through Covid they should be helped back on the road not hindered through imposing additional costs or reduced sources of revenue. costs
116	this could have a massive effect on a drivers earnings
117	Would need to be mindful however in regards of loss of income for the plate holder if income reduced from displaying advertising.
118	if drivers are not aloud full advertising they could lose money
119	Again I see the advantages but this could have serious cost implications for owners / drivers. I would like to see more taxis available, what colour they are or where advertising sits on the body work is largely irrelevant to me
120	i have advertisement on my taxi. Another income you want to take away
121	what would happen to paid advertising already on vehicles?
122	Vehicle advertising is a valuable means of revenue for Taxi proprietors, it would be unfair and possibly discriminatory to force this on the Taxi industry. Plymouth City Council advertise on their vehicles from dust carts to road safety vehicles. Ambulances, fire engines, police cars, buses and even private hire vehicle's advertise. Taxis are not funded or subsidised by government or local government and to restrict our ability to earn, is to put an unjust financial burden on the industry.
123	no because I don't agree drivers should have to pay to re-colour the vehicle
124	advertising on own vehicles is one way that helps the owners/drivers cope with the ever increasing costs of running the business
125	I think advertising should be limited to the taxi office should you work for one only
126	Due to how low earning are for drivers at the minute, any extra income, no matter how small could make a huge difference
127	Taxi drivers need all the income they can receive, if carrying advertisements on the whole cab means a higher source of income, this should be encouraged and not limited to just one section of the vehicle. Again as long as the vehicle is easy to recognise due to its size there should be no issue about all over advertising. Maybe the council could also look at increasing their use of these spaces for communication within Plymouth.

128	Let them make money from advertising and scrap that hideous green and white colour template
129	<p>Advertising should definitely be allowed on the rear wing of the vehicle. You have asked the wrong question in this Consultation, but I will proceed to give the right answer. Advertising should be allowed on all parts of the vehicle, except obviously, the Windscreen and front windows. It is a valuable income stream for many Proprietors. “Whole Vehicle” wrap advertising is the most lucrative of all and should not be stopped. We are lucky to live in an internal “Free Market” and so all revenue that can be accessed, should be open to exploitation. One of the best places for advertising is at the back of vehicles. In the gridlock that regularly happens, the Driver and Passengers in the vehicle behind can perhaps, only see the adverts on the Taxi (or Bus, Lorry, Coach, Van or various other vehicles) immediately to their front. This makes the rear of the Vehicle a prime site for adverts. No mention is made with regards to Advertising in the “Statutory Taxi and Private Hire Vehicle Standards” from the Department for Transport, though as it isn’t qualified as such, it may lead Consultees and Decision Makers to presume that it is. Whether this is a deliberate misdirection or just an accidental approach, it is not possible to determine. In either case it should be made abundantly clear that it is not mandated in the Guidance quoted, and is simply PCC (Licensing Office?) aspirational. Again, the Licensing Office refuse to answer when I request clarification on the point.</p>
130	<p>Advertising should be allowed on the rear wing of the vehicle. You have asked the wrong question, but I will proceed to give the right answer. Advertising should be allowed on all parts of the vehicle except the Windscreen and front windows. It is a valuable income stream for many Proprietors. “Whole Vehicle” wrap advertising is the most lucrative of all and should not be stopped. We live in an internal “Free Market” and all revenue that can be accessed, should be open to exploitation. One of the best places for advertising is at the back of vehicles. In the gridlock that regularly happens, the Driver and Passengers in the vehicle behind can perhaps, only see the adverts on the Taxi (or Bus, Lorry, Coach, Van or various other) immediately to their front. It also helps small business around the city promote themselves.</p>
131	<p>Mr. David Harris a then Hackney Carriage Trade Representative successfully obtained that, in order, to offset the additional cost of purchasing and maintaining FX4 vehicles the Hackney Carriage Trade should be permitted to advertise on their vehicles, this was all Minuted. As a result, over the years, the Hackney Carriage Trade has been given permission to have roof advertising, body wrap, sides, double and single doors, the boot, bonnet and window advertising as well as internally on the tip up seats. The Taxi Trade does not wish to see these opportunities for additional income denied it.</p>

Question 9

186 responses were received to Question 9: Do you have any comments regarding the vehicle age and Euro 6 emissions standards?

ID	Responses
1	If the vehicle is fit for purpose then I would say max 6years old
2	Emissions are important but this is another thing that could act as a barrier to increasing the availability of taxis generally. I would strongly support this being incentivised, e.g. with a discount on the taxi licence fee. But not [yet] penalised or enforced.
3	With reference to the admissions of 2023 you will make many drivers in Plymouth out of work because they will not be able to afford to buy a new Euro six cab I do understand that the fleet of taxis need to be kept in good order but I think after the two years with Covid 2023 is too soon for many people to invest in a new cab
4	No.
5	Placing extreme financial burden on existing owners. When changing vehicle the cost of a much newer vehicle will be very prohibitive.
6	It will force people to have to buy vehicles that they might not be able to afford and therefore stop them from getting new vehicles.
7	I will be finishing when this happens as I for one can't afford to do it.
8	We are coming off the back of a pandemic that decimated the taxi industry throughout the country, I as many others took the Governments option of obtaining a bounce back loan which takes 6 years to repay fully. I therefore will find it extremely difficult to find the £12,000-£18,000 required for a vehicle within the age range proposed
9	Hitting the driver in the pocket again where are we supposed to get this money
10	Driving a hybrid myself I understand the need for lower emissions. My vehicle is 11 years old. I spare no expense it keeping it in top condition. If you put mine along side a 3 year old vehicle you would be hard pressed to see the difference
11	Again, as a driver and vehicle owner, I don't see how this could be sustainable, it would push many off the road and out of the trade, as Plymouth taxi work is not profitable enough to allow us to afford new(ish) vehicles. Most of us can't even dream of electric taxis, and that is why 50% of Plymouth taxis are 10-15 year old Priuses.
12	It's Joke and will push cabbies to quit
13	Less than 10 years, you will lose so many drivers. We are not loaded,
14	I'm struggling to pay for my bills as it is

ID	Responses
15	As long as car is roadworthy I don't see the issue
16	Basically you will price drivers out of the industry. Cost are high and not all drivers can afford nearly new vehicles. Make all vehicles hybrid or electric would be the better solution.
17	This means 20 000£ for car????
18	I suggest you to be a taxi driver at least for a week. Most of the customers are bad. Either dirty, smelly, drank, drug dealers, carrying a lot of rubbish with them etc. If this will be mandatory then will be no taxi drivers at all. It's not worth it investing so much money in a (nearly) new car.
19	I've just spent 15k on a 14 plate and now you want to move the goal post, will you refund my outlay no,didn't think so.
20	If there is a shortage of work force, I can only see this making it worse as this city is not affluent and charging more to cover new vehicles and causing more emissions making new vehicles seems counter intuitive
21	I agree but drivers can't afford it and will leave the trade just like I propose to do within the next 12 months as I do not want to work a minimum of 60 hours a week to afford it.
22	Under 3 years old taxis are to expensive how about people that can't get finance. This would totally destroy the taxi trade . You will end with less drivers not more
23	My own older car is somewhat better on emissions than the newer vehicles.
24	Terrible idea, providing the vehicles are maintained to a high standard this should be enough.
25	Make buying prohibitive.
26	I understand the fact that we must keep the emissions at the lowest level but we must do this for all vehicles not only for taxi vehicles ! I think this is abuse and discrimination ! I dont understand at all the proposal that vehicles must be less than 3 years old at the time of application ! This is the most stupid proposal ! A taxi vehicle must be safe and must not pollute more than others vehicle ! A vehicle with less than 3 years old but with high milleage could be worse than a vehicle with 8 years old but with low milleage ! Anyway the newest vehicle are very expensive and will result higher rates for Plymouth residents. Many old people use taxis for shoping , hospitalls and they need help and patience ! They will have to pay more , to wait longer time for our help ! This what you want for Plymouth residents ? They pay taxes for better services , not for worst services ! Some time when is busy people wait 30-60 minutes for a taxi. I think with you proposal will be less taxi drivers , higher rates and longer waiting time for a taxi ! This means the residents of Plymouth will be punished and humiliated by Plymouth Council !
27	How many drivers can afford a vehicle less than 3 years old? This is only a good idea if you're trying to kill the trade which is already on a skeleton crew.

ID	Responses
28	how can we afford to change the our vehicles every 3 years , Its too expensive and will make us the leave the trade
29	If drivers can't get finance they can't afford it and if they do get finance it's normally a 5 year deal not 3, drivers will leave the trade if they can't get finance or afford to replace their cab/car
30	Most of our vehicles are well looked after my car being one, serviced regularly and maintained to a very high standard, these vehicles last a lot longer and are good to the environment. If you bring in a rule of only a certain age that is costly to us, if you rule for electric that is very costly at least £60.000 who can afford this, I know I can't and nor could my person I rent from.
31	This will be done at the expense of the drivers
32	From 2023 with age limit of 7 years last euro 6 being built 2021 and cheapest way to get into industry will only have 4 to 5 years left and cost at least £30000 no chance whatsoever in anyway worth it with the rest of expenses on top. Wont even make current minimum wage . Whos going invest this amount of money to renew or new drivers geting into industry for lifespan of vehicle of 4 to 5 years
33	No problems if taxi is kept in good condition ect
34	Whilst agreeing, who is going to have to pay for for a taxi that will comply, they are extremely costly even second hand, it might well drive taxi operators i.e. driver to change occupations.
35	The vehicle will became unaffordable for most of taxi owners or it will rise the rent.
36	Some of the Hackney cabs have seen better days and look scruffy and sound as if they won't make the journey
37	Does this also mean they will be fully accessible and those drivers will accept wheelchair using passengers?
38	Some existing vehicles well past their best.
39	Agree with the Euro 6, disagree with 3yrs or under, as long as the vehicle is compliant, what does the age matter
40	Anything to reduce emissions and pollution in the city.
41	I don't think that this is realistic very few driver could afford the cost and it may stop new people joining the trade and I know you will lose driver from the trade because it will cost to much I do understand why you want to do this but rather then the year of the car it should be about the condition of the vehicle and it's emmission
42	Provided it meets current council environmental plan

ID	Responses
43	You really are blind who has got this sort of money or wants finance getting into more debt. This issue will make alot of drivers leave taxing especially my generation over 60 .no older than maybe five to get plated and maybe 11 to unplate them.get real
44	i personally own a euro 6 hackney 2017 i will finish paying for this in 2022 with the proposed policy of a cab older than 7 years and then i have to upgrade which is outrageous plus are you the council aware that hybrid with a petrol engine actually gives out more voc emmissions than a euro 6 diesil which happened to be on a tv programme about ev vehicles recently so it beggars belief that a hybrid has a proposed policy of 10 yrs age and a euro 6 diesil only 7 yrs age something is seriously wrong here please feel free to google what i have just told you many thanks
45	Tooeary for euro 6 in plymouth after a global pandemic we are all struggling ithink euro 5 and all euro 6 by 2030 to give us a chance to keep in black and not end up bankrupt
46	Currently, 30%-40% of the taxis are Euro 4 and roughly the rest of them are Euro 5 which means that all the owners should reinvest in changing ALL THE CARS available at the moment. Taking in consideration the prices of Euro 6/ ULEV, the proportion of investment for one new car would be 4 to 6 old cars. So, the potential drivers will be discouraged to choose to be taxi drivers. The existing drivers will be forced to borrow money to finance the new cars and the ones who let cars probably will be forced to chase the businesses. We all understand the impact of transport industry on climate change and environment, but the time of implementation is too short to be sustainable for businesses taking the fact that there is a pandemic that already affects all the businesses.
47	I totally understand the Government's Climate Plan but we've just gotten restrictions release after a tough pandemic time when all of us have been struggling to get over and will be very hard for all of us to do this financial investment. You probably know that lots of taxi drivers have been quit this job during the restrictions due to COVID-19 impact. With this decision you going to encourage more to quit and already is a crisis in this branch.
48	Vehicles need to be of an acceptable standard. No matter the age. Why should a taxi be unusable after 3 years this is short-term thinking and goes against making vehicles last much longer and always needing new.
49	Why are you not requiring any new taxis to be fully electric?
50	it has been proven that Euro 5 vehicles in the majority have lower emissions that euro 6 and hybrid vehicles and the vehicles that are on the road already reach a very high standard imposed by the council
51	Will put me ion dole as need longer time 2 renewal
52	But counterproductive if trying to entice drivers into the industry and having to pay thousands just to start work

ID	Responses
53	I understand the Plymouth City Council would like to follow London for green emissions and they wish to have less emissions taxis but this is a small City where for most of the taxi drivers can't afford them
54	It will be a good thing for emissions
55	This would be putting undue financial pressure on drivers
56	1. Reassurance for passengers that the vehicles are in a good and safe condition. 2. Encouraging to note that all is being done to help the environment, sends a good message to the people of Plymouth.
57	Your setting the bar to high to soon after the pandemic, especially with new lockdowns threats and viruses. The cost of 3 year old euro 6 is out of most drivers price range, if any where available and new vehicle is financial suicide especially at these uncertain times. And would force most drivers 50+ years old (65% of drivers) out of the taxi business. We all realise we have to drive cleaner vehicles so on your suggestion will the cost be met half way by the council, as a compromise of your suggestion for newer vehicles. Will all the buses and council owned vehicles ie bin wagons, gardeners, ground works vehicles all be less than 3 years old and euro 6 or just Plymouth cabs?
58	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
59	I'm totally disagree with this proposal, as you already know many drivers have done a big effort in 2016 buying new vehicles, at that time EURO 5. I believe will be fair enough that the emissions standards to be done gradually. Regarding the vehicle age is no point for that, all taxi vehicle are tested every 6 months and I think is more than enough.
60	if not require electric or hybrid as a minimum, AND/OR invest in taxi only electric charging points
61	Terrible idea, it should be going to a minimum of euro 5 next, I personally bought my euro 5 cab from new and have only just paid off the finance this year, I need to get 10 years out of a new vehicle to make it financially viable. Euro 6 vehicles are extremely expensive and you will be pricing most drivers out of hackney license. Who in their right mind would want to apply for a hackney license when it is a struggle to earn a living as it is??? You will be pushing everyone to private hire or to leave the trade completely. This will kill the hackney trade completely, leaving wheelchair users completely stuck, and I think this will be a massive problem. I honestly have no idea what you think hackney drivers are earning, but it is extremely low and any increased costs will be total disaster for the trade. I am personally already looking to leave now and I know many other drivers who are also looking to leave, it is a shocking situation, especially during a pandemic.
62	Have you seen the price of a taxi to buy at 3 years old and white?
63	Seems very expensive will this impact on me as a customer

ID Responses

64	I believe that we need to go gradually, first euro 5 and after euro 6, because is too much money to go directly to euro 6,for example: Tx full electric cost 73.000£+17000£ finance charge,that comes to 90.000£ to pay in 5 years, more exactly 1700£ per month only for the cab+300£ insurance+cab mentenance+electric used for that month...is over 2300£ per month!!!!....We do taxi in Plymouth,we DON'T MAKE SO MUCH MONEY!!!
65	Not every taxi driver can afford to buy 3 years old vehicle
66	The time is not right for any driver to be faced with the cost of upgrading his/her vehicle. Shortage of any type of cab and the cost is increasing. There is new technology coming on stream, hydrogen combustion and low emission synthetic fuels. Already being trialed on plant, farm machinery and lorries
67	whilst i agree with cleaner air and reducing polution, I feel now is not the time to push drivers hard like this, more flexibility is needed, how about the Lords Mayor car being electric first and City Bus doing more.
68	New cars will legally be the norm from 2030, businesses such as taxi drivers should not have unnecessary burdens placed on them. The Euro 6 emissions on new vehicles must not be introduced until 2030.
69	How on earth do you expect drivers to purchase a less than three year old Hackney vehicle by the 1st April 2023. If a driver is unable to finance a vehicle at a minimum cost of £25000 for a used vehicle which must be white in colour and they can only work it for four years until it is seven years old.?? If they are able to take a loan over 4 years by the time they have finished the finance on this vehicle it is then to old to continue working in the city under your proposals.
70	If a vehicle meets euro 6 it should be plated regardless of age
71	If a car passes its plate that should be good enough
72	I have been a private hire driver for almost 30 years. My vehicles in that time have always been regularly serviced and well maintained. My current vehicle is Euro 5 and went through its last plate test with no advisories. Its a low emission diesel vehicle. I could not afford to purchase a vehicle less than three years old and only use it for four years before it being too old to be plated.
73	put most drivers out of work
74	Not everyone will be able to afford or be in a position to get finance to fund the purchase, what a crazy idea.
75	What matters is that the vehicle is safe, the rest is all a money making scam and environmentally damaging. New cars equal more resources and environmental cost.
76	Euro 6 standard should be sufficient

ID Responses

77	yes to Euro 6 emissions standards no to age
78	Last time you forced us with euro 4 we couldn't find cars to buy. For hackney less than 3 years old euro 6 actually means new cab because you can't find a cab less than 3 years old reasonable priced because if you buy a cab you buy with monthly installments on 5 years. In my opinion the best solution would be if the cab is older than 10 years you can't apply for plate. That will solve the emission and also taxis will be replace gradually. Better for drivers and also will solve the requirements of the council because from 2016 all are euro 6
79	Can't afford to buy new one
80	We r not happy
81	Agree they should meet minimum standards - in fact I would go one step further and ban new licensing of petrol & diesel cars. However, if the minimum standards are met, I don't see why they cannot be more than 3 years old.
82	Black cabs always come under public transport the same as buses, how about looking at the bus companies vehicles as well..
83	this basically forces drivers into an endless cycle of car payments on top of many other expenses nobody is gonna invest 40-50k into a vehicle that won't guarantee a steady income ,especially with the possibility of lockdowns looming all the time I'm thinking of quitting the trade and I only have to spend 20k as a private hire. I can only assume this is gonna drive the number of drivers even lower.
84	From 2027 I agree with all Hackney's being electric; regarding the vehicle age and Euro 6 emissions from 2023 it's too soon for several reasons: not all of us have a good credit score; it's not viable to take a finance for an Euro 6 emissions vehicle and after 3-4 years to take another finance for an electric cab. Simply it's over our financial power.
85	Drivers are leaving the industry already this proposal will cause the industry to collapse completely Taxi have a detailed MOT and drivers will not be able to afford the outlay for newer cars.
86	I agree with Euro 6, but I disagree with 3 years old cars, because they are too expensive
87	I think this measure should be given more time to get the cars changed can't be done in 3 years so the owners, drivers don't feel the pressure of having to pay for a new car
88	No
89	I think 3 years is a bit too short. Euro 6 was available in 2016 which is 5 years ago. Under this policy change a new vehicle proprietor applying under for a hackney carriage licence in 2022 (under the new deregulation scheme) could not plate an 18 registration LEVC (for example). Given how expensive these vehicles are, and no doubt, given the Councils desire to see more of them (and other ULEV/electric WAV's) on the road, I think cutting off the supply of slightly used but

ID **Responses**

	very good quality vehicles in this way will cause unnecessary delay to fleet update and/or a significant number of drivers being priced out of work (which is the opposite of what we need at the moment). Or a garage will obtain a monopoly on supply causing added expense for independent businesses. If it has to be 3 years for diesel/petrol then maybe longer for hybrid/ULEV? 5/6 years for certain vehicle types?
90	I may think about that but not in your condition witch are no right how less then 3 years old and no more then 7 years licensed does nt make any sense. For example I got a vehicle euro 5 when I bought i was 3 years old, thinking is better then euro4 but with your new proposal looks like I've just waist 30000£ and my vehicle is in top condition.
91	Again the cost passed on to the taxi driver. It's so expensive at the moment, fuel, insurance general maintenance all these costs add up and increase the hours a taxi driver works. On average most driver hit between 55 and 70 hours a week as it is. Increasing the costs will increase the hours. How safe would this be for the driver and the passengers. So if you want it you either fund it of make a massive contribution to it.
92	A member of the public can keep a vehicle of any age and emission level until he decides sell that vehicle to purchase a brand new vehicle, to which he will have to buy an electric vehicle. So why should it be any different for a vehicle used as a taxi providing it is of good standard. By introducing this rule will only make it more expensive and put a lot of drivers out of business.
93	I agree with this in principle however the age requirement doesn't make sense. Why should a ULEV taxi by refused to be plated because it's over 3 years old? The requirement should be that any taxi plated for the first time from 2023 must euro 6 compliant and any from 2025 must be an ULEV vehicle.
94	Yes think the vehicles off both hackney and private hire should be e6 emission standards
95	I think 3 years will be difficult, unless we start charging customers London prices, I think we have to be little bit flexible due to the cost of these vehicles.
96	Need to go Euro 5 first and give 18 months notice too expensive todo
97	I don't have a problem with Euro 6 emissions standards but I wonder if you know how much money I have to pay for hackney vehicle less than 3 years old?? 35-£40 000, an electric vehicle is £70 000!!!Including the finance for this it's not profitable!!As a hackney driver in Plymouth the average income during day time is £7/hour, do you know this??
98	Agree but as we all know (ULEV),IT'S EXPENSIVE for a self employd and we cannot afford to pay without a payment scheme from the government. If the goverment come with an affordable payment scheme for all the taxi drivers I think we will change from diesel and petrol engines.
99	How can we incentivise taxis to go electric or use bio fuels?
100	AS LONG THE VEHICLES PASS PLATE AS REGULAR AS REQUIRED NO .

ID	Responses
101	We all know we have to move towards a greener way of thinking but cannot expect a overnight change. We had a similar issue when the Taxi's had to change to euro 4 and I know a lot of drivers had huge losses due to the changes & had to get rid of perfectly good Taxi's.
102	its alot to ask of a potential driver coming into the trade. some older cars also meet Euro6 standards
103	It just means that vehicles will be scrapped unnecessarily. As long as they pass emissions tests, what's the problem?
104	This would prevent a person from being able to work,and not all drivers can afford such costs
105	5 years old would I think be acceptable
106	Due to the pandemic the taxi trade is now in a dire stuation. Your proposals within this consultation will in my opinion only serve to make matters worse. Existing drivers will leave the trade due to the expense and I can not see why new drivers will be tempted to come into the trade.
107	Again, as a wheelchair user with an even more limited access to taxis, it's a real concern that the taxi drivers that I've spoken with won't be able to afford to replace their vehicles so actually this proposal will decrease the amount of cabs available.
108	If this proposal is approved then I will be leaving the trade just as the council is trying to recruit, its not viable to purchase a 3 year old vehicle which is currently unaffordable of the back of a pandemic for £20,000 plus and that'll have to be changed within 7-10 years. This is a similar response I have received from fellow drivers in PH and HC. There seems to be a belief that the taxi trade is a high earning job, when most of the its barely minium wage
109	Plymouth roads are a disgrace. Will be an extra £5000 out of drivers pocker a year. They Will need to work extra 10, 15 hours per week to earn the same money.
110	Many drivers can't afford to buy newer vehicles,the expense cannot be warranted by what they earn to pay for it
111	I agree that taxis should meet an economical standard but to put an age on it is a bit unrealistic, on one hand you have the government telling people to repair broken appliances and use them as long as possible and on the other hand you need something of a certain age to meet a standard fir a license committee plus if you have a driver coming into the last few years of his employable time they are taking on a huge debt before retirement as I would assume most drivers would finance their vehicles rather than pay out right unless they are able to do so. I think that this would be comparable with the livery point if the licensing Committee wants this as the standard then buy a fleet of hackney's and rent them to drivers, in oar with bin lorries, police cars and council vehicles
112	It is easy to came with changes when does not affect your earnings.
113	It s easy to came with all kind of " improvements " when don t affect your earnings . A new car is very expensive and because of this economic situation with inflation and covid restraints with less

ID **Responses**

	customers our earnings are going down and make this job unappealing. Less drivers qualified and many new ones without test just because they can afford a new car is not a improvement of services.
114	a 3 year old vehicle licensed as a private hire vehicle will cost at least £20,000. A hackney could cost potentially 3 times more than that. Currently within the city there is not the level of business to support drivers being able to purchase a vehicle of that value, many of the drivers are currently trying to recover financially and will be doing so for a few years to come. Some have been so badly affected by the last 18 months that their credit history has been damaged and will not be able to borrow the levels of money required to buy a suitable vehicle. Even when pre-pandemic levels of business are achieved the ability to earn the sums of money required to finance a vehicle will be such that people will be working dangerously long hours in order to cover their costs. Again, given those options you will see a decrease in driver numbers, something you are trying to avoid.
115	Will be very hard to get a car under 3 years old unless you can afford new. I am as many are over 60 years old and this will not be viable this late in life. Hence I am sure many drivers will be redundant. Hence less drivers again
116	Taxis have a very long 'shelf life' they travel a significant amount of miles each year and the initial cost for a taxi comes at a very high cost to the owner. As long as a taxi is well maintained, I do not believe that a taxi should be three years of age or less at time of being played is necessary.
117	This will be a never ending change of rules and restrictions for the drivers and their vehicles. This will just incur additional costs to the driver increasing their overheads.
118	If the vehicles meet all other requirements the age is not relevant. Once again you are forcing drivers to take yet another financial hit, thus leading to an increase of drivers leaving the profession without a succession plan in place to encourage the next generation.
119	Who will fund the ULEV the council? People do not have charging points at there homes, I for one have a 1 bedroom property and a private car park approx 30 metres from the property and I can not have electrical points installed due to no power in the cad park and would cost in excess of £20k to have a point installed. Also lack of infrastructure within Plymouth and you would ask the drivers to pay to charge up at the ranks... once again money grabbing and not helping the taxi family.
120	I AGREE WITH THIS PROPOSAL BUT THINK YOU HAVE TO BE REALISTIC IN YOUR TIMESCALE FOR THIS TO HAPPEN
121	PCC have changed the goalposts on this previously meaning that many drivers were lost due to not being able to afford the emmissions kits that were needed to be euro 5. All over the country there are plenty of euro 5 vehicles operating legally with their vehicles being tested every 6 months and being totally legal and roadworthy!!! There is no need to put many drivers out of a job due to them having to take out massive loans to have a euro 6 vehicle when perfectly operational euro 5 vehicles are satisfactory.
122	I agree with the age but think they should have to meet a higher standard.

ID	Responses
123	Totally cost prohibitive and lack of infrastructure for electric vehicles
124	What about long distance drives?
125	There are plenty of well maintained vehicles that some drivers have invested in . The expense of having to renew a vehicle will force many out of the trade . Where people think all this surplus money for these vanity projects will come from is a mystery to me and other drivers
126	It would have been much more appropriate if this transition had been made gradually and allow the drivers to move on Euro 5 or even Euro6 cars but not having that 3 years old restriction only because their prices are more affordable. We need to take in consideration that beside we are living in a beautiful city the fact that if you walk through the city centre you will notice how many businesses already close down their doors, that our city doesn't have an airport, the number of tourists visiting our city is not that great and overall the cost of live is constantly increasing for everyone which make people be more careful with their spendings. And on top of that the Covid 19 is still here and you never know how the future will look like. I personally can not afford to get a car which can match the new council requirements and for that reason I am in process to start a new job soon.
127	The vehicle's emissions level should be the only determining factor, not the age. If I have a 7 year old vehicle which meets the required emissions standard this should suffice.
128	This industry is badly struggling a less than 3 year old vehicle is over 30k this will translate into even less Hackney carriage drivers either due to not being accepted by financed companies or simply not being comfortable spending such amount of money or because they already thinking to retire soon.
129	Taxis older are absolutely fine this is a not needed cost
130	i believe all vehicles must be euro 6 but not age limited
131	It's going to put pressure on the drivers finances. A taxi is a taxi as long as it is well maintained.
132	Silly to rush to change, let them age then replace when needed - not "green" to change early
133	I have been a private hire driver for nearly 20 years,and I run older vehicles.I cannot afford £20000to £30000 to buy a less than 3 year old vehicle every 4 years.Many experts agree it is better for the environment to run an old vehicle until it is no longer fit for purpose,then replace it with new/nearly new which damages the environment when it's produced.
134	Changing the vehicles on an 7 years (10 hybrid or 14 ulei) for diesel/petrol it's putting the taxi driver to pay between £45k - 70k for a new car
135	I think 3 years will be expensive for us, do it for 5 years and euro 6

ID Responses

136	Three years old cars are very expensive in general, the prices of second hand cars went up even more because of covid. Our prices went up last year, it covers the inflation for the last 15 years but it doesn't cover buying new cars. Strongly disagree with this change, i am not sure if i will continue to be a taxi driver after this. I agree that the cars need to have some standard but even 5 years old are very expensive at the moment.
137	No I disagree as a taxi is a taxi as long as it is road worthy.
138	Do all your vehicles apply with this.
139	There are no vehicles on the market under 3 years old at the moment at all,you can not find thousands of such vehicles nationally,it's not just Plymouth looking for them.Most 30k 40k vehicles are beeing sold on finance over a 5 years period contract so people can't really sell them under 5 years because they are not paid for yet so doing this will only force drivers to buy brand new vehicles and a vast majority of us will not be granted nor we'd want to get into a 30k 40k debt,loads are too old to be approved these finances and because of the lockdowns many drivers credit scorings have gone down so your proposal it really makes it impossible for people to keep working in this trade
140	The cost of vehicle less than 3 years old will have to be recouped from fares which will go up
141	The council's draft policy is aiming to get more taxis on the roads of Plymouth. I agree with the goal but the policy risks achieving the opposite of what it sets out to do. You hold the figures on ages and colours of private hire taxis but driving around I see less than 5% of private hire taxis currently meeting this criteria. I understand this is a phased change but it is very quick and unachievable for many drivers. I am a private hire driver and own my vehicle, I purposely chose an older car with low mileage, making it affordable, it is well maintained and as you know has 6 monthly checks for safety and roadworthiness. It is a perfectly good, clean, safe and functional car. I was going to replace it this year with another low mileage older car but now I don't know what to do because I don't know where I stand or when the "goalposts" might change this time or the next time and I need to do at least 3-5 year budgeting around a big investment like my vehicle. A second hand Toyota Prius less than 3 years old currently costs in excess of £25,000, availability is further reduced because many of those are white, and some are plug-in. Even if only half of the current drivers leave because of this additional financial outlay and unpredictable earnings that come with the job Plymouth will have real problems. There is a national shortage of drivers including some, like HGV, which offer a welcome bonus to new drivers. I can see us going back to the massive shortages we had summer 2021 which affected all the other aspects of Plymouth life and economy. I dropped 3 women in their 50s back to the station, they'd arrived about 5pm on a Saturday, there was a queue of people and no Hackneys, despite trying multiple firms they were told the same thing, either nothing at all or nothing for at least 2 hours, they walked to their hotel. There were multiple times I witnessed queues of people stuck at the station and at Brittany ferry. I picked up a group of 3 people who were visiting Plymouth for the first time, staying at the Crowne Plaza who were told, again, about 5pm, by a number of firms nothing for 2-3 hours, they phoned us at just the right time, when I had a cancelled job and got sent to them, they were so grateful it was embarrassing, they needed to get back and get changed to go out for dinner in the evening. Many of our regular customers with limited mobility and unable to stand for long periods worried about going to get their weekly shop because they didn't think they'd be able to get a taxi home again.

ID **Responses**

	Any many low paid workers in care and nursing who work shifts had terrible problems getting to and home from work because they needed a taxi when the buses weren't running. A city the size of Plymouth needed a better public transport system for both our city, our economy and visitors. I think we're pretty close to being back to achieving this but last summer left a lasting memory for many visitors to Plymouth and along with the good memories they have a memory of being stranded. I worry the shortfall will let Uber in with unregulated drivers and they can drive anything they like with less driver and vehicle checks. This will leave vulnerable people open to exploitation, women who are particularly vulnerable at night, much account work like school transport and adults with learning disabilities may be affected and of course the cost of a taxi will go up by about 20%. The shortage of taxis, or rising cost of a taxi, will have a knock-on effect on Plymouth's structure and economy, such as hospitality and essential workers. I imagine you will have a big response to this proposed policy and would urge that all the responses are given due consideration to keep Plymouth going and growing.
142	This is EXTREMELY damaging to the environment as per advice from leading climate professionals. Vehicles should be used to the end of their life to keep emmisions to a minimum. Replacement of all cars older than 3 years will create 100x more emmisions. As ALL guidance from climate experts says
143	1.. no problem with euro six emissions 2..As long as a vehicle is kept in good condition and passes the required tests it should be licensed 3.. If there is a age limit brought in I believe it should be the same as in London at 13Years witch I think would be reasonable, as this allows a driver to plan his/her finances
144	Age should not come into the equation. If an older vehicle meets the specifications then what is the problem?
145	I do not have money to buy a new cab at such a hard time.
146	Only if the council can provide grants.
147	no
148	no
149	no
150	A cab less than three years old will put the cost purchase out of a lot of drivers reach (30,000 plus)
151	too expensive, many taxi drivers will give up
152	no
153	a three year old vehicle is very expensive and not profitable for me.
154	no

ID	Responses
155	no
156	no
157	allow more time for this to happen
158	I think this is stupid I for one rent my cab.....and have always wanted to own my own with this in force.....I'd never be able to own
159	Funding should be provided to assist drivers with the cost and ensure that prices do not rise.
160	Again, financial cost to drivers may put people off joining the industry though! See previous comment about advertising.
161	Maybe use electric vehicles?
162	The governments climate and emergency action plan is a farce. The UK produces only 1% of global man made emissions. As China continues to manufacture coal powerplants and increasing their emissions. Seems rather mute to target taxi drivers for emissions targets, whilst government officials fly on private jets on regular basis. During the COP26 summit in Glasgow, the attending government officials produced more carbon emissions in 1 day, than the entire country of Scotland produce in an entire year!. If there really was a climate emergency, surely government wouldnt be this hypocritical? Or are they using the climate narrative to push a different agenda?. Something discussed at Davos?. all this will do is destroy the taxi trade. overheads are high already. This will push it to be financially unviable.
163	Im pro for lower emissions and I hope that every public transport vehicle (Bus, Taxi) to meet Euro 6 and to be proper check to meet this condition not only on paper. They are many modify vehicle on the road that they are like chimney on wheels
164	Current economic climate make that much more hard for a lot of drivers, buying new cars is expensive
165	I feel that the coucil have failed to progress in steps from euro 4 through euro 5 and now wish to implement euro 6, it would be wiser to implement Euro 6 as of there introduction at 2016. Therefore allowing vehicles at first use to be 6 years old or which conform to Euro 6 / ULEZ compliance.
166	Too quick this change. we need a support from City Council to buy a euro 6 cab
167	Modern vehicles, up to three years old will still be far too expensive for new drivers to come into the trade.
168	all new cabs should be euro 6
169	agree with euro 6, disagree with age limit

ID	Responses
170	increasing costs for drivers will force drivers to leave the trade, causing customers major inconvenience
171	This would appear to be a sensible way forward in line with trying to reach the city's low carbon targets. We have a target to get to net zero not just reduce emissions, this standard needs to be reviewed annually/biannually to ensure that the standards set support the ambition to be net zero by 2030 There should also be a plan which has an annual/biannual review to show how the targets will be met incrementally as the infrastructure is developed for EV charging etc [In line with the CEAP to achieve net zero by 2030]
172	euro 6 emissions happy
173	Taxis should be as green as practicable
174	we do not have air quality problem like other city
175	its a good thing in principle but whos paying many thousands of £'s we have had a bad two years as it is, this would make it worse
176	putting an age restriction on vehicles is counter productive in the present situation Plymouth finds it self in. The Council are trying to encourage more people into the industry, putting age restrictions on vehicles in this way can help in making harder for new blood to come into the industry. Reducing vehicle emission's is in all our interest. I believe that in the life time of a vehicle the majority of pollution/emissions is derived from the manufacturing process . By jumping to Euro 6 emissions from Euro 4 will put undue financial pressure on the industry, where by if it were Euro 5 that was required it would have less of impact on the trade while still making a reduction in pollution.
177	This is an absolute moronic proposal, I will give you my example, then multiply this by prob' 80% of vehicles. I have 2 vehicles, both serviced and looked after mechanically and cosmetically, tested twice per yr by PCC mot appointed stations. They are no different and often better than vehicles of 1 to 3 yrs on the rd and if I put private number plates on them you would not know if they are 1 -2- 3yrs or 15yrs old. If this ludicrous proposal ever was implemented, I would be have to stop my business, be out of work and stopas a private hire driver. E.G. If I could afford (which I cannot) to replace my vehicles in 2023 for the equal type vehicles, it would cost £30.000 pounds for a secondhand equivelent, so £60.000 for both, then you are saying the vehcles can only be used for 4 further yrs then replaced again with another £60.000s worth of vehicles, So in the first 4 yrs from 2023 I would lose £7,500 per yr for the four yrs I could use them as any resale value would be neglible due to mileage. To replace my vehicles with new vehicles it would cost £76,000 in 2023, so as I say , multiply this with maybe 80% of drivers it's goodbye to ant taxi/private hire business in Plymouth. I also suggest that should this sheer lunatic madness proposal actually happen then every bus/council vehicle/community vehicle and PCC maintenance vehicles adhere to the same lunacy of replacing all the vehicles with no more than 3yr vehicles in 2023 and every 4 yrs after. I would like the wierd people that suggested this to replace their own vehicle in 2023 with a vehicle and only use it for 4yrs then all over again, they obviously have more money than the taxi/private hire drivers of this City. Please do not underestimate the hundreds of drivers that will be forced to

ID Responses

	lose thier jobs should this lunatic proposal be passed. Plymouth have lost many drivers with all the increases as it is. Every taxi office will collapse.
178	this is discrimination, the taxi and private hire trade has been forced in 2012 to upgrade to at least Euro4 vehicles, all this, while ten years later the city is still overrun with busses more than twenty years older. If the council really wants to do something about the air quality in Plymouth, it should bann lorries from loading/unloading during rush hours, specially on major routes.
179	All my vehicles are Euro 6 already but most drivers wouldn't be in a position to purchase a Euro 6 vehicle let alone under 3yrs old, currently today I have checked and in the whole country there are only 12 Euro 6 hackney cabs for sale under 3 yrs old , if you added the over 3 yrs ones this would make 17 for sale , so there wouldn't be 250 plus vehicles available for drivers to upgrade, we live in a fairly clean emission area maybe think of dropping Euro 4 vehicles first before moving straight to Euro 6
180	There is lack of PHDL and after this will be even less of them because they will not be able to afford to buy car 3 years old max vehicle
181	The price of buying new or used cars that meet those requirements are way to expensive for most of us. You have to understand that most people cannot afford to buy a £15000 - £20000 car. I certainly know that I can't.
182	I think meeting the euro emissions standard should be a difference issue from the age of a vehicle. As long as the vehicle meets the emissions standards, why does the age of the car matter. We already go through a vehicle licencing test to make sure the car meets a certain standard, above the standard MOT test, and an addition complince test every 6 months to make sure the car remains at those standards. This will put of any new drivers coming into the industry due to the high entry cost as well as force existing drivers out of the workplace due to increased costs.
183	We are not in Europe politically anymore
184	If a vehicle is compliant, it is compliant. Age from first registration should have no bearing. A 3 year old vehicle could have 150K miles or more on the odometer, another could have less than 30K miles at 4 years, post first registration. Age is not ever a good system, and this point is made clear in the DfT Statutory Guidance which seems so important when it suits the Licensing Authority to quote cherry picked parts. Vehicles at first Licence in Plymouth could certainly be considered only if Euro 6 at time of application. This could be for new application or for replacement vehicles when "Natural Wastage" means a proprietor needs to update a single Vehicle or Fleet.
185	If a vehicle is compliant it is compliant, age from first registration should have no bearing. A 3 year old vehicle could have 150K miles or more on the odometer, another could have less than 30K miles at 4 years post first registration. Age is not ever a good system. Vehicles at first Licence in Plymouth could be considered only if Euro 6 at time of application.
186	Answer too long - this has been added to the table of responses number 85

Question 11

181 responses were received to Question 11: Do you have any comments regarding vehicle age limits?

ID Responses

1	It's very difficult to answer this question really without being given a lot more detail about the ages of the current fleet of vehicles... How many vehicles currently in service would not meet this criteria in the next three years? I support the *intention*, but you've not given enough information for the public to make an informed opinion on this, which is short sighted. Either the informatin has been withheld, which is very poor for a consultation, or the council does not know, which is very poor decision making. Either way not good.
2	I personally just went for a 4 years Personal Finance Contract for my Cab. Having to change my cab on 2023 will take me out of bussiness.a better suitable solution will be euro5 engines by April 23 and euro6 by April 25.that will still take of the road half of the cabs with older euro4 engines
3	After a very tough two years coping with no work due to Covid I think it's totally wrong and unacceptable to ask drivers to purchase a new vehicle in lesson year and a half time and will drive many drivers out of the trade why would anybody go into debt when the hours you've got to work just to break even you're better off driving the van around I think sometimes the city council are completely out of touch when it comes to the trade
4	No.
5	Again....causing unaffordable cost to existing owner/drivers
6	this will also force drivers who cannot afford what you want them to buy and they will leave the trade.
7	I agree with age limits for vehicles, however, the 1st April 2023 deadline is far too soon
8	If the car passes emissions tests then why does it matter how old they are
9	My vehicle is in top condition. I service my vehicle 3 times a year and it goes through a mot twice a year for my own assurance that my vehicle is running extremely well and safe
10	Costs, costs costs... again, has anyone thought how many will quit the trade because of these extra costs? It will make it unprofitable for us to have to dish out tens of thousands for vehicles that live up to this kind of standards.
11	if this comes into place. You can have my badge back. I can not afford what you ask. You will loose drivers and put the public at risk as most drivers will leave the trade. Not that you care what I say anyway
12	10 years

13	Not long enough to save because council aren't thinking of drivers who can't get credit
14	Seems very arbitrary
15	We do not earn enough to buy vehicles brand new/ 3 or 4 years old. It would price us out of the job.
16	You will lose over night many drivers from the industry.
17	If the car pass MOT every 6 month we're is the problem???
18	Sorry, the buses are polluting a lot more than taxis. Bring electric buses first, be an example, and after that ask the taxi drivers to do the same. All the police and council vehicles are diesel. So this will be hypocrisy and will generate an even bigger shortage of drivers.
19	As above
20	It's a blanket to cover a mess, seems like a sales incentive, rather than a useful strategy.
21	I agree but it is unaffordable to drivers who don't want to work a minimum of 60 hours a week. Drivers will find alternative employment.
22	If a driver with the knowledge that councillors got the power to change the proposal after 2/3/4/years when buying a new hackney at today price 30000 to 40000 pounds over 7 years work out the cost over 100 pounds per week and with the potential of extra taxis in competition what do you think add running cost no time for investment
23	I would challenge the council to randomly pick any newer vehicle and compare it with my own. Maybe it would be fine for a vehicle "Not to be older than" when registering a new Taxi/PH vehicle onto the circuit.
24	I could own a vehicle 20 years old and it would be spotless and run clean.
25	If the cab is clean and tidy and well maintained why make prohibitive expenses that will inevitably drive drivers away from the Taxi trade .
26	why this limits ???? I can not understand ! The vehicle must be safe , must have MOT and to not pollute more than the rest of vehicle !
27	I'm not sure how much you think taxi drivers earn but I can assure you the majority of us cannot afford to upgrade our vehicles with the regularity you're proposing. This all looks good on paper but the reality of the situation is when current vehicles expire, drivers will decrease even further.
28	People can't afford to replace vehicles , you will lose more taxi drivers , maybe make older vehicles a six month plate with 3 month compliance ? Not this
29	See my previous comments.

30	You cannot expect drivers to take out new vehicles on finance
31	2023 is too early. Please wait until the supply of vehicles bumps up. We all want to buy nice vehicles, but my income has dropped hugely. I am now in debt, I will struggle to replace my vehicles and may have to buy an older vehicle. The price of replacing a vehicle has now gone up. Again it all comes down to price
32	It all comes down to affordability
33	Costs of replacing the vehicle when it is not at the end of its working life.
34	It doesn't give the drivers enough time considering the recent few years with covid and everybody struggling financially to save to purchase a newer vehicle. Maybe 10 year age limit gives each driver better chance of earning and saving as well as paying home bills and fuel to get a newer cab. Maybe 1st April 2025 would be better giving drivers more time to save and not get into financial difficulties
35	Most high mileage/passenger usage vehicles will be well worn by 7 years let alone 10
36	This makes more sense than the age at first registration.
37	Cost
38	Cost
39	Can diesel be phased out sooner?
40	The cost to replace your vehicle would be around 20-25k on average depending on what vehicle you buy on average every 5 years drivers do not earn enough money as it is without this outlay
41	Try coming on the ranks and asking drivers .ridiculous question we have to plate every year then 6 months compliance. Not saying no age restrictions but get real look at prices of hackney carriage vehicles new or nearly new .pH cars some are stunning even older ones .as I said in last question 11 then remove plate £67,000 for electric cab then throw it away after 7 years no one is going to get real.
42	please look at what i said in question 10 as i don't want to repeat myself thanks
43	Not enough 7 years as long as pass mot i can't see no problem if i good condition may a 16 year age limit would be more appropriate
44	As I said previously, the time for implantation is too short. Also, as long as the cars will have a valid M.O.T so they are perfect to be driven on public roads how they cannot be used as taxis after 7/10/14 years ?! Usually the cars' life expectancy is 20 years.
45	I understand that part about pollution but this part about car's age I totally disagree with! Why aren't you doing the same like last time: 2 years notice and after no Euro 4 anymore! Our financial efforts to stay in this branch would be more acceptable. If you ask us Euro 6

	cars in 1 year time that's almost impossible! Have you considered the value of a Euro 6 car and the average income/year of a taxi driver?!
46	Too much of a disposable society. What happens to these old vehicles? New is not always better or reliable. What will the afterlife be imposed by these age limits?
47	They should be shorter for fossil fuel vehicles. Why are diesel vehicles still being offered licences?
48	these vehicles cost a vast amount of money to purchase and the finance period is normally five or so years by bringing the age to 7 years this does not allow drivers to ever be out of debt
49	90 per cent need replaced much longer than 2023. Min 3 years. Will decimate the taxi trade
50	You will end up losing more taxi drivers as there are a lot on the road less than 7 years old. Who can afford to just go out and buy a newer car?
51	counterproductive if trying to entice drivers into the industry and having to pay thousands just to start work
52	I believe the Council should financial support the taxi trade for this to happen
53	Can only be good for the environment. And customers comfort
54	Far too expensive to replace a perfectly decent reliable well maintained cab every 7 years. Yet another suggestion that would force me from the business. Again asking too much too soon, we need time to structure our finances to support so many changes in short space of time.
55	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
56	This will incur that the owner to be in deep debts for the next 5 years 2 years left for a diesel vehicle with no debts 5 years left for a hybrid vehicle but even so too expensive and not affordable for 90% of the Hackney vehicle owners
57	It will bankrupt some existing drivers and it will discriminate against some of the most disadvantaged people in the profession: the self-employed, over 50s, people who can't get bank loans and so on and so forth...
58	Terrible idea, it should be going to a minimum of euro 5 next, I personally bought my euro 5 cab from new and have only just paid off the finance this year, I need to get 10 years out of a new vehicle to make it financially viable. Euro 6 vehicles are extremely expensive and you will be pricing most drivers out of hackney license. Who in their right mind would want to apply for a hackney license when it is a struggle to earn a living as it is??? You will be pushing everyone to private hire or to leave the trade completely. This will kill the hackney trade completely, leaving wheelchair users completely stuck, and I think this will be a massive problem. I honestly have no idea what you think hackney drivers are earning, but it

	is extremely low and any increased costs will be total disaster for the trade. I am personally already looking to leave now and I know many other drivers who are also looking to leave, it is a shocking situation, especially during a pandemic.
59	Most cars are well looked after,as it is.
60	Taxis of a certain age are already having compliance test every 6 months so must and are safe.
61	What ULEV Hackney cabs cabs can you buy?.
62	I disagree with point 1 and 2 . I think it should be maximum age for a hackney taxi in Plymouth should be 10 years .
63	Who can afford to replace a work vehicle every 7 years, What a nonsense. This would impact on the cost of taxi rides and me as a customer
64	Because a cab that have less than 3 years is very expensive, and we don't afforded.
65	No
66	EU6 diesels should have an age limit of 12 years. It's not ideal but if its good enough for TFL then it should be good enough for Plymouth where air quality is much better
67	More time should be given for drivers to gain financial support
68	This will make it too costly for drivers to replace all the time.
69	You are proposing to give a driver 14 months notice that he/she will need to find £25k+ For a Used less then 3 year old vehicle) which they can only use for 4 years.or £40k + for a euro 6 diesel Hackney vehicle which they can only use for 7 years.or they can spend £80k £915+per month with a £20k balloon payment for an electric vehicle. This proposal is totally unrealistic and unreachable for many many taxi drivers in Plymouth. You are either going to force drivers in to massive debt or force them to leave the trade all together
70	As a car owner and driver if you bring this in this is all extra cost to the driver I have just come back after the pandemic and all these extra costs will be the nail in the coffin I was doing other driving jobs and I will go back to doing something like that
71	In my opinion this would not work as the majority of taxi drivers could not afford to buy newer vehicles toonly use for four years.
72	this will put of anyone coming into trade off also many of the exsiting drivers over 60 will leave the trade
73	In a perfect world, I agree in principle but again financing this might not be possible for a large number of drivers and you will lose more from the trade then you gain

74	Age is irrelevant as long as the vehicle is fit to be driven. See previous comments re environmental cost of new vehicles.
75	All vehicles should meet euro 6 as a minimum requirement, a premium vehicle aged 7 years will be in better condition than a 3 year old Ford or Vauxhall in the vast majority of cases
76	Let's say I will buy a new cab euro6 in 2023. Is at least £38.000 cash. In 5 years I must pay around £45.000 with the interest. That means £9.000 per year. You will come in 5 years and will force us to buy a hybrid or electric one. I paid for cab for nothing. If I buy an hybrid now I can't properly use because of lack of charging points. You are asking too much. All expenses regarding the hackney are more than 50% and you propose the raise of the tariff with less than 15%. The math doesn't lie. Is not sustainable. I will probably quit the hackney trade. Is clear not a job I can sustain my family with in the conditions you are asking. Again, in my opinion no matter what new cab you have it takes at least 10 years untill you are prepared for next one. Or buy a 5 years old one (like I did recently) and use it for 4-5 years.
77	We can not afford it
78	What's supposed to happen to the old cars? Send them to the scrap heap? Not very environmentally friendly.
79	I'm being forced to scrap a perfectly good car (hybrid) which is good for another 3 or 4 years. I'm being forced to pay car loans for the rest of my working life. Why would I stay in this job where the balance of requirements/benefits is completely on the requirements side. Someone looking from the outside must be thinking taxi drivers are making 60 to 80k a year if they can sustain this level of expenses...
80	Again, 2023 it's too soon for many drivers to comply with these requirements. Probably many drivers will quit this job(like the ones during the pandemic) because of this terrible burden on their shoulders. Many of the drivers are in their 55's or 60's and they're already thinking to leave the trade in 2023.
81	Is the council paying for my cab? Why do we have so expensive cabs in this dead city
82	Yes, it is to early to be done by 2023, I understand that you got to takle the climate change but forcing the trade to change in the short period of time is impossible
83	No
84	It's not that I disagree but I don't think the way this is written is completely clear. I think it may be saying that not all hybrids meet ULEV standards and, if so, I think it may just need to be written in a slightly clearer way for everyone to understand.
85	No no no is not OK .no age limit ,you should take out first euro 4 and then euro5 .spep by step not overnight and with age limit 15-20 years for all cars
86	My hybrid is 11 years old. It's serviced regularly and is in excellent condition. I keep my maintenance to an high standard. In fact my hybrid is in better condition than some 3 year old vehicles on our streets. Every 6 months I have an mot. It's never failed because how I

	maintain it. Every time I have tyres changed I request that they look over my vehicle to see if there's anything that needs attention
87	Absolutely ridiculous there are vehicles in the trade 7 years old that are in mint condition. They will all have to be retired and come off the road and drivers forced to leave the trade. about 3-years ago I decided to purchase a licensed hackney vehicle, and next November I will become 66 years of age..(retirement age) after being in in the trade for over 40 years my plan was to go part time, and now if this rule goes through, I will have no alternative but to give up being a taxi driver, for my taxi will not be eligible to be licensed (well done)
88	1 April 2023 is very short time
89	Should be no age limit or a 20 year limit on fully electric taxis.
90	Agree cant have any old vehicles out there for the trade
91	Agree
92	They are expensive enough. We get checked 2 times a year as long as tidy and safe And clean the euro 5 engine it shouldn't matter with age. We cannot afford this
93	The average value for a hackney cab in Plymouth is 2-£3000!!How many of this drivers will pay for £70 000 electric hackney car???
94	Disagree. Because there is a difference between EURO 4 and EURO 5. EURO 4 engine it's NOT using any additive to combat emissions, but EURO 5 engine use an special additive called "EOLYS POWERFLEX" to combat the carbon emissions. As a result EURO 5 engines are less pollution than EURO 4. I think EURO 5 engines should have a few more years than EURO 4 until we can change to EURO 6 and after this to ULEV.
95	Again it should be voluntary, driver's will change their vehicles at some point due to many reasons but again forcing the issue will force many who just cannot afford it to look for employment elsewhere.
96	ludicrous. more harm then good this will cause.
97	Nope
98	Punitive,and should be in line with London which is set at 12 years.
99	At the moment on the Hackney Carriage vehicle market the ULEV is very expensive to buy, and from my point of view not reachable to be able to earn a living. The alternative euro 6 is also expensive and to take on a finance only to be able to use that vehicle 7 years it doesn't seem very profitable . I've been a licensed Hackney Carriage driver for almost 11 years but if the 7 years policy comes in place this will be the end of the road for me.
100	This will be a very effective way of reducing the Hackney Fleet if that is the aim. I will certainly not consider a new (or second hand) vehicle and I am very aware that I am not alone in this. Given the age of many Driver/Proprietors the option to take on a large personal

	<p>debt or retirement will simply see a large number retire. Younger Drivers should quite rightly consider alternate employment rather than working for Finance Companies. The only sensible way forward is natural wastage. When a Cab becomes uneconomic is when a Driver should re-invest, retire or re-deploy. No mention is made with regards to Vehicle Age and Euro 6 in the “Statutory Taxi and Private Hire Vehicle Standards” from the Department for Transport, though as it isn’t qualified as such, it may lead Consul-tees and decision makers to presume that it is. Whether this is a deliberate misdirection or an accidental approach, it is not possible to determine. In either case it should be made abundantly clear that it is not mandated in the Guidance quoted and is simply PCC aspirational. (Also see Quote from DfT Below.) It is acknowledged that there is a Government Climate and Emergency Plan. The Government have not however mandated any class of Vehicle being removed from the road. They would seem to understand that “Natural Wastage” is the way forward. The progression will occur as time goes by as Diesel and Petrol Vehicles will become unavailable and all replacements will by default be “Green” (Environmental meaning, not Livery). Quote. (from Department for Transport Taxi and Private Hire Licensing: Best Practice Guidance (Current).) “Age Limits. It is perfectly possible for an older vehicle to be in good condition. So the setting of an age limit beyond which a local authority will not license vehicles may be arbitrary and inappropriate. But a greater frequency of testing may be appropriate for older vehicles - for example, twice-yearly tests for vehicles more than five years old.”</p>
101	The same reasons as i have stated before, too much expense will result in losing drivers
102	If a vehicle passes it’s MOT then that’s good enough for other road users, it’s a pointless regulation that’s uncalled for.
103	As stated in my previous answer, it's not affordable or viable to purchase a car and keep replacing it every 7-10 year, my current car is a hybrid and 13 years old and is very clean and tidy throughout and goes through 2 Mot's a year
104	There is still plenty of life left in a vehicle after it is 7 years old
105	I feel that if the council is trying to recruit drivers then this may have a problem as a former driver when I was starting out I had a set budget which was not a brand new cab, I had to go and get my hands on what I could afford to reduce my outlay. So for the older drivers that are out there they now have an extra expense which is save for their replacement cab, or do they leave and find a new job. As a new driver would I be willing to spend out an expense on a difficult occupation where covid or fuel crisis may strike and reduce the income to virtually nothing.
106	These vehicle are very expensive and we cannot afford to buy them. In addition ,as in such a short period, it is not car damping. Taxi cars have MOT every 6 month , being checked so often are safe. They are many hybrid cars in taxi, non-polluting cars. i consider that the maximum limit is not adequate considering the balance between the cost of the car and its depreciation.
107	The new car price is high and with these earnings , inflation, covid restrictions, insurance , less customers, taxes, short term of using make this idea unrealistic and will convince more drivers to leave this job and find something else to do. Is pointless to work just to pay for a car and taxes.

108	Currently Plymouth City Councils targets for their clean air policy are being achieved, Currently I believe the outputs the city are lower than future policy targets. We have a high proportion of Private hire cars that are using hybrid technology and are older than the 10 year threshold you intend to implement, these cars already help PCC to achieve this figure and will continue to do. I go back to my previous answer in that currently there are many drivers who cannot afford to buy a new car because of the issues that trade have encountered over the last 18 months, currently the trade has not picked up to pre-pandemic levels and even if/when it does there is still not the level of business to support the financial outlay required. If drivers are forced to have to trade their car after 7/10/14 years and cannot afford to do so then there is a good chance that the taxi trade will lose them to other industries
109	Same as previous
110	It is my belief that as long as a taxi is well maintained and road legal an upper age limit for a taxi is not necessary. The cost of being a taxi driver is already significant and will become even higher if this becomes a necessity for drivers and owners.
111	To go from no age limits to this just incurs extra costs to the driver
112	This would only be acceptable if the council are prepared to subsidise or pay for the new vehicle, why should drivers have to face a financial burden so the council can meet their Net Zero requirements, if you wish to do this it MUST NOT be at the expense of the drivers. Once again you are going to reduce the already dwindling numbers of drivers.
113	Disagree with this, as most cars now days are eco friendly and based on emissions cars that are under the age range will once again cost the driver and force people to retire or find another job, resulting in lack of drivers.
114	IN A LOT OF CASES IT WILL NOT BE POSSIBLE FOR SOME OWNERS TO BE ABLE TO FINANCE NEWER VEHICLES
115	As previously stated. Why after changing the goalpost before do you think this is suitable in this current climate? If a Euro 5 vehicle is passing its 6 monthly mot tests regardless of its age then I think this should be left alone until 2030 when those in power want everything electric... mmmmm
116	Cost prohibitive
117	Older diesels complete the job
118	The trade is going to die. Think about it!
119	Can be taken in consideration my answer from the previous question. And considering that this proposal match or exceed the policies which are in place in some of the top cities around the country with much more stronger economies and population density, what I couldn't see anywhere in this proposal or somewhere else is what are the steps the Plymouth City Council is planning to have for offering the same opportunities for us. Are there any grants to be accessed if you buy an electric or hybrid car (like in many other cities) ? Is there any infrastructure which can cope with such a demand ? Unfortunately what we can see and

	understand from the City Council attitude is that: " WE want that and we don't care to much about you ."
120	Drivers are not in a financial position to renew their vehicles every 4-7 years! Most will be unable or unwilling to take out finance to meet the cost of renewing on such a regular basis. The cost of a Euro6 is £40K, it will take 5-6 years to pay for it. The electric taxi is currently £60-70K and requires a new battery every 5 years at a cost of £20K! Certainly the older generation of drivers, who have served the city for many years, will choose to leave the trade rather than take on additional costs, thus further limiting the service to the public and the School Transport provision. The technology for electric Hackney Carriages is not yet ready as the current vehicles only cover around 50 miles around town per charge. There are not yet enough charging points either. What will happen to all the 7 year old vehicles that cannot be resold? More going to landfill is surely not a green option. For all of these reasons this proposed age limit, if approved, will be the nail in the coffin for Plymouth's taxi trade. It seems grossly unfair to expect individual drivers to pick up the cost of Plymouth's green commuting proposals when, unlike drivers in several other cities, they will not be entitled to any grants or government support due to Plymouth's air quality not meeting the required level, i.e. our air is too clean.
121	Again this will never work.... unless council is planning to scrap this industry.
122	There no need for a limit
123	as long as vehicle is euro 6 compliant and fit for purpose at time of MOT then that should be acceptable.
124	Yes. Should be no older than 10 years old
125	Natural progression to change is greener and more sensible
126	As long as the vehicle is safe and passes plate it should be allowed to be used.So a 2014 £145000 Rolls Royce is no longer suitable to be a taxi in Plymouth
127	To expensive
128	The age limits are not realistic for the City of Plymouth
129	Please make at least 10 years for all vehicles, and 14 for ulev, We will not be able to pay the rent for this car every 7 years,
130	Very expensive cars, even buying a 5 years old hybrid costs 15.000 pounds.
131	15 Years or older should be off the road
132	We have no problem with ultra low emission herein Plymouth so why do this?
133	So i'd have to pay around 700 quid per month just for the vehicle finance let alone everything else for 5 years and then the next 2 years left of it to save money for deposit towards the next 5 years finance and so on,no thank you,i don't want to pay finance

	forever,so it will be 700 finance 50 road tax 200 insurance 30 plate 15 badge 6-800 diesel 200 maintenance 300 hmrc tax So around 2300 to pay every month before making any profit,how many hours would i have to work and how much would i actually get paid per hour by the end of the month?
134	Again if the cost of a taxi has to be recovered within these periods fares will rise
135	I disagree for all the reasons already outlined in the previous section, I drive a hybrid and would need to be renewing my car with at least a 5 year old car to make investment in repairs like brake discs, pads and wheel bearings worthwhile. These repairs run into around £500 for brake discs and pads and the same again for 2 wheel bearings. Just say I buy a car that is 7 years old and theses things need replacing 2 years later, at 9 years old - I'll have to replace the car again the following year so budgetting for a vehicle becomes impossible.
136	Highly disagree, not only is this pushing people out of the trade as the cost would not be feasible it would always create huge emmisions and climate damage replacing perfectly good vehicles for no reason
137	There should be no age limit if it passes the required tests and as been well maintained.
138	Once again, age should not matter so long as the vehicle meets the required standards.
139	to Work only 7 years? You must be joking. I will not invest 65k. Why 7 years?
140	01/04/2023 I too short notice.
141	Yes strong oppose. At my age it would force me into retirement. Wouldn't consider getting finance for a new vehicle.
142	Age limits are good I think
143	No
144	Drivers able to buy a less than three year old cab would only have a lifespan of four years. By the time it would be paid for a new cab would be required. Earnings will simply not cover this.
145	too expensive
146	No
147	two year hackney = £30,000 + interest = to expensive!
148	No
149	No
150	No

151	the time limit is too short all more time for this
152	I think there should be a age limit for cabs but that's just ridiculous the cab would never make enough money to pay for its self and those who own would be out of pocket.....me renting one would also be more of a struggle
153	Surely thus limits possible drivers. Could it be introduced more slowly
154	No applicable
155	It produces more emissions to manufacture a new car, than continually run an already functioning car. So the climate narrative falls apart with this proposal. Just more expense for those in the trade. also lithium mines are predominatly worked by child labour in 3rd world countries, compared to oil rigs which are operated by adults with qualifications in engineering. So on a moral level, this has to be opposed as it will artificially increase demand on a industry that promotes child labour.
156	If a vehicle is Euro 6, I don't see any reason for a age limit
157	I dont think is fair! Me personaly I cannot amfore to buy another car whit that requirements.
158	Taxis are ceck every 6 months so all of them are in working order and we'll keep
159	By having a 7 year end of life for a Hackney / Private hire petrol or diesel is cetainly a step to far. Is it a coincedence that seven years takes us to the 2030 date when internal combustion engines othe than certain hybrid vehicles allowed up to 2035 will no longer be in production, i have also so read that certain automotive companies wil have ceased production of internal combustion engines by late 2018/2019. Twelve years coming in line with the 2035 threshold could well provide a more acceptable option.
160	the council to be obsolete by 10 years
161	You cannot expect a person who has purchased a new vehicle to have to replace this with another new vehicle, when their vehicle is seven years old due to the expense involved, as it is against government policy to place undue expense on the public and businesses. A new vehicle has a good lifespan of twelve years. The policy should read, 'once the vehicle becomes twelve years old' on all categories. Upgrading vehicles as the policy proposes is not good business practice.
162	looked after cabs should be able to run for the duration of it
163	as long as vehicles are well looked after i think natural wastage
164	I don't think age should be the issue. Surely this is about vehicle safety and this can be judged against a number of factors. Safe cabs shouldn't be seen off the road without good reason given that this could again lead to drivers leaving the taxi profession for good.
165	if a vehicle passes MOT should be able to be used as PH or hackney

166	as Q9 responses
167	<p>This needs wider discussion and clarification, as you moving forwards you could be refusing a seven/eight year old car that has the Euro 6 Emissions! This is open for challenge and needs clearer precise interpretation. There needs to be a plan to show how this objective can be achieved as the age of vehicles may need amending every year, again it will need to have to reflect current regulations and future targets. We need to know how many drivers this would affect, how many replace their cars annually, has enough notice be given? An evidence based plan for emission reductions. There also needs to be a balance as the economy opens up again, the price and availability of second hand cars Government has clearly issued legislation on new vehicles. Our issue is with the date of 1/4/23 Agree the principle that all new registrations must be Euro 6, (as in Q9) but the lifespan of any existing registered Euro 5, hybrid, electric or ULEV taxi vehicles will be as already defined, or until 2030 whichever is the longer</p>
168	so long as it pass required test are do not come into it
169	yes we have 6 and 12 month test of which PCC set the standard
170	like on Q9 whos paying for new cabs & new livery
171	<p>These age limits do not allow sufficient time for the proprietor to recoup the investment made, without having to work excessively long hour's which would be bad for the proprietors health and also dangerous for passengers safety as well as other road user's, if the proprietor had a mortgage and young family the lack of time spent with family would be very minimal . This statement is made from personal experience. last year at the age of 64, I invested over £10,000 in a vehicle that was 5 years old, the vehicle is in very good condition and had relatively low mileage , I invested this money (or more accurately took a loan out for this amount) with the intention that this vehicle would see me to retirement age. I made this decision based on a reasonable assumption that the present requirement is Euro4 and that the by purchasing a vehicle with a Euro5 emissions rating I would have a few years use from it. I believe that if this proposal was implemented the choices for me would be, take on further dept, (unlikely) licence the vehicle with a different licencing authority , find another occupation or retire. 3 out of 4 of these option's would have a negative impact on the Taxi industry in Plymouth, as i am not the only one thinking along these line's, I believe that there are over 100 Hackney Carriage aged 60 and above.</p>
172	<p>The majority of vehicles are safe and well looked after, there will always be the odd bad apple in every situation, thats why we have to MOT checks at a higher level. In my own situation my 2 vehicles are maintained mechanically and cosmetically to a very good stand as I believe most are. If my vehicles carried private number plates you would not know the difference with lesser maintained vehicles of 1 to 7 yrs old.</p>
173	Discriminatory.....there are still busses doing school runs, paid by the council, that are over twenty years old, there are still busses running in the city over twenty years old.
174	I think if we going to do anything maybe adopt TFL 15 year policy on Euro 6 and 12 on Euro 5

175	Petrol and diesel engines have filters. If they pass MOT and compliance test with the emission limit, there is not reason for car age limitation
176	The way I see it the difference between hybrid and ULEV is minimal, especially the way we need to to our jobs. Most people that already have an ULEV never bother to charge it so the vehicle will be driven in hybrid mode anyway. I do understand the need to add a vehicle age limit but what you are considering is way to low. I would like you to consider instead of 7/7/10/14 try 12/12/15/15. Personally I drive a 12 year old hybrid and it's still a desirable car to drive. You have to work with the drivers on this one. I see a lot of people that are not happy about the age limit because of the costs involved to get something new/newer.
177	see previous reply
178	In principle this could be investigated, however, as long as the vehicle is roadworthy, safe and meets emissions legislations, it would be counterproductive to take a vehicle off the road just because it has reached a certain age. Think of the environmental impact and energy consumed to produce new vehicles when the current fleet could still be used. The extra cost to taxi drivers may also mean that they are hesitant in investing much money in their vehicles for specific periods.
179	This will be a very effective way of radically reducing the Hackney Carriage Fleet in very short order, if that is the aim. I will certainly not consider a new (or second hand) vehicle, and I am very aware that I am not alone in this. Given the age of many Driver/Proprietors, the option to take on a large personal debt or to retire will simply see a large number go into an earlier than planned retirement. Younger Drivers and potential Drivers should quite rightly, seriously consider any alternate employment, rather than working for the benefit of Finance Companies and not for themselves. As always, the only sensible way forward is by natural wastage. When a Cab becomes uneconomic is when a Driver should choose to either re-invest, retire or re-deploy to work outside the Licensed Public or Private Hire Trades. No mention is made with regards to Vehicle Age and Euro 6 in the "Statutory Taxi and Private Hire Vehicle Standards" from the Department for Transport, though as it isn't qualified as such, it may lead Consultees and decision makers to presume that it is. Whether this is a deliberate misdirection or an accidental approach, it is not possible to determine. In either case it should be made abundantly clear that it is not mandated in the Guidance quoted and is simply PCC (Licensing Office?) aspirational. (Also see the Quote from DfT Below.) It is acknowledged that there is a Government Climate and Emergency Plan. The Government have not however mandated any class of Vehicle at all being removed from the roads of the United Kingdom. They would seem to understand that "Natural Wastage" is the only sensible way forward. The progression will occur as time goes by, as Diesel and Petrol Vehicles will become unavailable, and all replacements will by default be "Green" (Environmental meaning, not the disgusting Livery). Quote. (from Department for Transport Taxi and Private Hire Licensing: Best Practice Guidance (Current).) "Age Limits. It is perfectly possible for an older vehicle to be in good condition. So the setting of an age limit beyond which a local authority will not license vehicles may be arbitrary and inappropriate. But a greater frequency of testing may be appropriate for older vehicles - for example, twice-yearly tests for vehicles more than five years old." End Quote.
180	This will be a very effective way of reducing the Hackney Fleet. I have a LEVC Hybrid TX, they are very expensive on first sale as well as second hand, forcing drivers to scrap healthy

	<p>workable cabs is not a good move. You're forcing a very heavy burden on hard working drivers, forcing many out of the trade and ignoring the fact some drivers will not be able to get the finance during difficult times. With the effects from Covid, many taxi drivers around the country have got into huge debts resulting in having their cabs repossessed. Many financial lenders will not lend to the taxi trade, especially if the driver has not got the capital to guarantee the loan. I am very aware that many Driver/Proprietors who are over the age of 55 do not have the option to take on a large personal debt, so this will encourage retirement of drivers, and will simply see a large number scrapping healthy workable taxis, perfectly good cabs that have been well looked after do not need to be sent early to the scrap heap. They deserve a longer life to what is being proposed to make sure we have enough cabs on the road for the drivers that serve the City, so the people of Plymouth can hail a cab and have confidence of getting a taxi home at all times. Younger drivers should quite rightly consider alternate employment rather than working 24/7 in their cabs to pay Finance Companies. While I accept that the taxi driver has to move towards electric taxis eventually, the City Council needs to do more, such as installing more rapid chargers and put in the right locations. Why is it most councils are offering large grants to buy the new electric cabs and Plymouth isn't? The only sensible way forward is natural wastage. Most of these drivers have bought new cabs that should see out their retirement, so I don't support telling them they need to buy new vehicles or retire early. The trade is on its knees, we can't afford to lose more drivers! I wish to see longer life for the cabs on the road, when a cab becomes uneconomic is when a driver should re-invest, retire or re-deploy and no driver over 50 should be forced out of the trade into debt.</p>
181	<p>Department for Transport TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE March 2010 Page 8 32. Age Limits. It is perfectly possible for an older vehicle to be in good condition. So the setting of an age limit beyond which a local authority will not license vehicles may be arbitrary and inappropriate. But a greater frequency of testing may be appropriate for older vehicles - for example, twice-yearly tests for vehicles more than five years old. It would appear that the LA is deliberately attempting to drive Licensed Taxis out of Plymouth From what this writer hears several Proprietor/Drivers will retire, or get another job, should this and other proposals be adopted by the LA. All ULEV vehicles pollute with particles from their tyres and brakes. London has recently introduced a 12 year age limit – and will possibly lose 1,500 Taxis. (I have just read that 5,000 Taxis have gone from London). A twelve year age limit is more realistic than the impractical 7 year age limit which is uneconomic. Should a vehicle be compliant with LA Test requirements then it should be licensed as natural wastage will eventually see the vehicle's demise. My personal diesel fuelled car is so clean that it is exempt from Road Tax for life.</p>

Question 13

165 responses were received for Question 13: Do you have any comments regarding in-cab CCTV?

ID	Responses
1	CCTV good, makes lone females feel much safer (not only from safety with taxi drivers, but also from whomever else might get in the taxi after a night out!!)
2	Every cab should have some sort of cctv
3	This is sensible and should not be prohibitively expensive.
4	cctv is not cheap so who gets to foot the bill for having it installed
5	No.
6	There's lots of issues regarding this matter
7	Yes, CCTV is a good way to protect drivers and passengers. I've seen and been in many situations where CCTV was crucial.
8	I'm shocked you had a good idea. This will protect the drivers .
9	Intrusion of privacy.
10	It helps protect drivers and customers
11	Yes please, essential safety measure
12	Save for everyone
13	Providing it is financed by the government or city council
14	I will suggest to be introduced a way of identification of passengers. To know exactly who did a runner, who is the one that puke in the cars etc.
15	At who's expense
16	Every drivers choice to have a cctv
17	CCTV is everywhere, yet never where it's needed, again maybe just better humans?
18	Safer for drivers and customers but another expense drivers can't afford.
19	Possible abuse

ID	Responses
20	Must be subsidised
21	Passengers don't like them .
22	This is a very good idea ! I agree with this !
23	Although I have an open mind on this, I'm unsure if the customer may find it intrusive. This is a question for the public.
24	this is good idea for safety of driver and customers
25	But cctv should be allowed i have been punched at 4pm in the afternoon and the passnener got away with it
26	Privacy of the general public
27	It will help all drivers and passengers to be and feel safe, and to assist in enquires of any problems faced by either.
28	If I was attacked and used self defense I'm sure I would be the one in trouble
29	I have cctv fitted but it should be down to proprietor to decide as they will be the one who pays the cost's
30	Not in private hire mini buses, taxi's yes
31	It's invading the customers privacy rights
32	Good idea
33	Yes, for driver and passenger protection.
34	Cost
35	Cost
36	The crime in Plymouth has gone up so i think it will help to reduce the amount of crime in vehicles
37	Very good idea - would improve safety (both for the driver and the members of the public) and public confidence
38	No
39	no

ID	Responses
40	Yes if its paid for i do have my own in taxi for safety now
41	There is no option to answer don't know! I don't agree from a civil liberty point of view but to protect drivers and passengers I guess I have to come down on the agree side
42	certain members of the public may object to this, but to be fair it would ensure the drivers are safer in this present environment that is running through not only our city but the whole country so as there is no other alternative than yes or no my response to this would actually be Maybe
43	This is good protection from customers and drivers
44	I have a cctv installed
45	Safety for customers and drivers. Can only be a good combination
46	Yes and no really. I think it would be good to have an extra level of safety for everyone travelling in the cabs, I certainly wouldn't mind but there will be those who say it's against their human rights to be recorded in that way. It's a tricky balance. I guess if it's mandatory and people want to travel by taxi, they will accept it.
47	As long as it is a choice and not an order. Also Some customers might see it as a privacy issue. And is the council paying for it, or is it another expensive cab drivers can ill afford.
48	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
49	Concerns over whether the financial costs for taxis to fund this are viable or if fares will be increased to pay for this.
50	Another expensive equipment. I can say that the cctv is in many cases a good investment but I'm not agree to be mandatory.
51	protection for both driver and passengers
52	Not sure if this should be mandatory. Think this should be up to drivers. I've had nothing but trouble with CCTV not working as they should, so maybe if this becomes mandatory, then maybe you should stipulate which model etc, so we're not constantly paying to have one fitted and finding they are either very complicated or temperamental.
53	For police investigation, prevention and deterrence of crime and for the safety of both drivers and passengers.

ID	Responses
54	Should be down to the drivers discretion, the driver owns/rents the vehicle, not the council.
55	There are a lot of crazy people around. Seems like another needless costly measure.
56	Safe for all concerned including the driver
57	I have got cctv . Good for me and the safety of customers. But at the driver choice.
58	An invasion of privacy, but safer for the driver
59	We have CCTV if needed....
60	To keep everyone safe
61	I agree, but the camera should be fitted by an official installer and paid for by council not the driver.
62	It invades my privacy as a customer.
63	This is absolutely vital for safety especially of women.
64	I have cctv in my vehicle as do 99% of Hackney vehicles, although I do believe it should be the drivers choice.
65	I have been a cabbie for 28 years not had a problem
66	only if you allow voice on cameras
67	There should be no need for it if you get the drivers correctly
68	This should be a personal decision for the driver to make
69	I hear only what we have to do on our money. When I will hear what council does for us?
70	We r happy for that
71	Good best practice, but don't think it should be mandatory if the driver does not want it or can't afford it.
72	Protects the driver and the passengers
73	Privacy?? we have vulnerable people, disabled people , children in the car ,I don't think most of them would be ok with being recorded.

ID	Responses
74	Evidence of any events that may take place.
75	The most taxis already has. This is a personal choice
76	That is one good idea for cabs to have, saves a lot of time and effort for all of us, drivers and public users
77	No
78	I don't disagree with the idea of a consultation (as it also helps to begin the conversation around how to do this properly) but I do not agree with mandatory cctv. Business owners must take responsibility for operating safely. Drivers must be shown (through training and advice) that cctv is to their immense benefit. They will then install, take legal responsibility for, and use cctv to its full potential in keeping themselves, their passengers and their communities as safe as possible.
79	No need to be mandatory, should be driver choice
80	This I can understand. It helps with the safety of both driver and passengers. It could also be of an assistance to future criminal investigations.
81	Yes I do think that this is a good idea but I don't think the council should have any control. If the driver decides whether to install a camera or not should be down to the driver. I think you will find that a majority of drivers have already installed cameras.
82	If pcc pay for it
83	Yes it's a no brainer for me and keeps us all safe aswell
84	strongly agree, this is a must have for customer and driver safety.
85	We do anyway
86	Yes. It's a very good idea to have a CCTV in the cabs for safety of the passengers and accidents.
87	YES ON BOTH SIDES . 1ST TO PROTECT THE DRIVER FROM ABUSE & VIOLENCE & MISS USE OF HIS CAB . 2ND THE CUSTOMER FROM BAD DRIVING & ABUSE FROM BAD DRIVERS .
88	Brilliant idea in the society we live in. Drivers are subject to abuse and violence on a regular basis, shame they don't get the support they deserve from the Police/ PPC.
89	so far the only good proposal you have made!
90	This protects everybody

ID	Responses
91	Personally I think it's a good safe guard, but imposing on people's privacy is a personal thing.
92	If it's mandatory then it will have to be expensive, most of the drivers have CCTV in their cabs anyway.
93	I think it would be good for the safety of the driver and his customers but as long as the customers are made aware that CCTV is being used I think it would be a good idea.
94	I have CCTV in my Taxi. On two occasions Data from the internal camera has been passed to the Police. Neither saw any action taken by the Police despite clear Criminal action occurring. The forward-facing Camera has seen more results – two Police prosecutions for Dangerous Driving Offences. The high cost of mandated systems is a hurdle and will, if it follows the way it has happened in other Local Authority Areas, be too costly and will tip a few into earlier retirement than would otherwise be the case. Whilst it would save me the Annual Registration Fee which I pay to the Information Commissioners Office, it would probably take over 20 years for the money saved to pay for a single "System" of the kind which no doubt PCC envisage. Also a mandated system would relieve me of being the Data Controller, unless of course I choose to continue to operate my own CCTV in tandem with any that may be mandated.
95	It's the choice of each cabbie
96	I already have cctv and it gives me peace of mind and it probably gives customers the same
97	Safety of passengers and driver is paramount
98	I see the council would be the data controller. I think the cctv could contribute to driver and passenger safety or for evidence if needed, I had my own camera in my cab thankfully never had to use the footage for any incidents but I'd hope that if it needed to be then it was there rather than need it and not have it if that makes sense
99	Could be a good solution for the false allegations against drivers, customers, car accidents .
100	I don't believe it should be mandatory but I do believe it should be down to the individual driver
101	I do believe that CCTV is a positive and could assist in the prevention of crime and also to deter criminals from undertaking crime both in a taxi and by using a taxi. CCTV will also help both taxi drivers and customers feel safer within a taxi.
102	This is certainly a very good idea, both for passengers and drivers. Many vehicles I've travelled in already have these of their own accord.

ID	Responses
103	In-cab CCTV as a mandatory requirement is a good idea, this will ensure customer safety and also driver safety. This should deter criminal behaviour within the cab whilst also providing a sense of security for those law abiding customers.
104	Agree but this should be funded by the government. Also GDPR 2018 will need to be adhered to
105	MOST DRIVERS HAVE CCTV IF MADE MANDATORY IT WOULD JUST ADD ANOTHER COST TO THE JOB
106	This should not be mandatory. I think the idea is good but many drivers do school runs and there are many parents of these children that would not want their child on a camera or video.
107	The law changes to fast, just more expense
108	I already have it and often deters unruly passengers when they know they're being monitored .
109	It should be a personal choice. If that will become mandatory it will be just a matter of time until the council will come with some specific requirements for the systems at a surreal price. More than that they probably need to become a Data Controller for all the drivers, which is another headache and probably some third-party company will be contracted to take responsibility for this job and it won't be cheap and we will pay for that much more than we should do.
110	It would help to safeguard drivers who are lone workers in a frequently volatile environment. However if drivers are again expected to foot the bill for this there should be assurances that any crime which is recorded and reported must be followed up and treated seriously by the police, e.g. threats of violence, property damage, bilking.
111	N/A
112	People have a right to privacy
113	as long as funded and regulated by city council
114	CCTV should be on all licenced vehicles
115	I don't want to be watched - too much cctv everywhere already
116	It should be up to the driver if he wants that expense.It was not that long ago when the council would not let you have CCTV fitted because it was against the customers rights to be recorded.

ID	Responses
117	As long as the costs are fair
118	I have a camera in my car, but i don't think it is necessary to be mandatory.
119	Yes all cabs should have CCTV.
120	It will cost the driver for this, so he would have to work longer hours to pay for this. Why can't the council pay for half or more of the price if it's mandatory? I think this is a good idea, but you can't make someone pay for this unless it's law and then I would hope your council vehicles would have this as well.
121	Depends on what is being recorded traffic or passenger how long is video kept for Data protection act will apply
122	Is this to protect passengers or drivers? I think it's a good idea for the night trade - to protect drivers, as a day driver I haven't felt I've needed it, again it's about the expense and time of fitting. If it's to protect passengers a driver can easily say it was damaged/not working but hadn't realised, if it's requested to investigate an allegation. Again if Uber come into the city the won't need to have it fitted.
123	Should be optional and not mandatory. Drivers should have access to recordings as it takes the authorities a long to process these things.
124	In 17 years of doing this job, not once have I ever had an incidence where CCTV would have been beneficial.
125	No
126	Optional.
127	it Should be driver discretion.
128	it helps with everything
129	no
130	no
131	who will pay for it if it is stolen during the night?
132	no
133	no
134	no

ID	Responses
135	no
136	This would increase safety.
137	Safety always good
138	Promotes safety of the drivers from abuse as well as the public!
139	Unsure - it will increase safety but also affect privacy.
140	I think it's very safe
141	Whilst i would agree with encouraging drivers to install cctv in their vehicles for personal protection. But as the cost would fall on the driver, it should ultimately be their descision and not mandatory.
142	Cctv is good but installing by a third party will be expensive
143	As in the licensed premises and retail outlets i completely agree
144	to not be obliged anybody, if the city council want to buy fir us not a problem
145	By the council making CCTV mandatory, they then become the SIA CCTV Licence holder for every vehicle
146	should be drivers choice
147	should be at the driver discretion
148	In principal if this is a safety issue it's a good idea. However the cost should be met centrally and not passed on to drivers.
149	should be voluntary
150	safety for customers and public but increases costs to drivers
151	Safety for driver and passenger. Appropriate signage would be required to be displayed in vehicles. Guidance on use of data, storage and how long it should be kept required. Data Protection training required. Cost implications and repair of faulty equipment?
152	drivers choice
153	the idiots on the friday and saturday think they on TV drives i am on facebook post it to me put it on youtube
154	it would help with all the hassle/abuse drivers received

ID	Responses
155	I believe that the decision should be left to the individual, they are very expensive to buy and maintain. They do act as a deterrent to possible offenders, but can also act in provoking aggressive and anti social behaviour
156	this should be personal choice.
157	customers expect privacy in a taxi, privacy that is guaranteed by the law, forcing drivers/owners to have CCTV would drive some business away
158	I wouldn't have any objections
159	Type of dashcam is driver's choice Can be use at all times, not only if when on duty No registration and fees
160	If it is mandatory then there should be some grant available to make sure cars can comply but also there needs to be policy in place so that its available on request for council, police only and not operators unless under certain circumstances
161	Yes, a good idea and this should be funded across all taxi vehicles by the Department of Transport and not the taxi drivers.
162	Only if it points at the driver or road ahead or behind not the passengers and does not record passenger conversations
163	I am undecided on this and so I couldn't answer either way with a simple yes or no. It would seem to me that the Licensing Office finds its collective self in the same position – they are looking to prescribe something that they have not yet properly investigated. The supporting paperwork on this Consultation for CCTV amounts to a single document from 2018 which glories in the title “CCTV Guidance 2018 awaiting feedback from consultation before any change” so it is vital that a proper investigation and report is produced and considered by the Trades before it is then considered by Policy Setters. It must not simply be given a green light, thus giving a free rein to the Licensing Office to produce “Policy” by the back door. As it is obviously not yet ready to be put to the Council at this time, this question should only be considered as a “testing the waters exercise” I have personally chosen to have CCTV in my Taxi. On two occasions Data from the internal camera has been passed by me to the Police. Neither instance saw any action taken by the Police, despite a very clear Criminal action occurring in the passenger compartment. As a result, it would have to be something very extreme for me to even bother reporting any further instances. The forward-facing Camera has however seen more results – Two Police prosecutions for Dangerous Driving Offences out of the Two that I have submitted. I would be prepared to do so again as a result. Would a Driver be prepared to do the same for internal or external cameras if it involved attending at a Council Office to have the data downloaded, review the video to find the correct time sequence, make a statement and all the other requirements, all time consuming, all unpaid. Or ignore it and keep working generating an income? I know what I will be doing - and it will involve being

ID Responses

	<p>paid. The high cost of any mandated systems is a hurdle and will, if it follows in the same way that it has happened in other Local Authority Areas, be far too costly for many Proprietors and will tip a few into earlier retirement than would otherwise be the case. The cost to the Authority of a Mandated System is in truth, next to nothing. The encryption would mean that the data would be overwritten more often than it is accessed. The Data Controller would only ever need to access files in the event that a Passenger or Driver was to make some kind of complaint requiring investigation. The Licensing Officers would review the relevant time sequences and do so in far less time than they would take to conduct PACE interviews or take statements, and this would obviously shorten the time required for that still necessary paperwork by the Officers. Whilst it admittedly would save me the Annual Registration Fee which I pay to the Information Commissioners Office, it would probably take over 20 years for the money I saved to pay for a single "System" of the kind which no doubt PCC envisage. Also a mandated system would relieve me of being the Data Controller, unless of course I choose to continue to operate my own CCTV in tandem with any that may be mandated. As Authorities are renowned for withholding the Data from Drivers wanting it for the conducting of Civil Litigation, would provision be made to harvest and retain the Data even if ultimately the LA decided not to give the de-crypted film to the Driver?</p>
164	<p>I am undecided on this so couldn't answer either way with a simple yes or no. I am concerned who will be holding the data, will this be a CCTV system controlled by the council, which could be switched on by Council even if I am not working. Will the CCTV be supported by the police, many cases of events happening in taxis have been reported, evidence on CCTV which cases looked at by the police saying lack of evidence. I am also concerned that sound recording will not be permitted, so how would a driver protect themselves from verbal abuse, remembering hatred is now a crime! I would like to see more work on this policy before being made a policy to tick all the dots.</p>
165	<p>It is a good idea for individual Proprietor/Drivers to voluntarily install CCTV. Does the LA intend to impose a Mandatory Policy the high cost of which is a financial barrier. Currently some licensees have used their own initiative and installed one of a variety of systems. Should the LA impose CCTV through their Policy several matters have to be considered: The type of system; the Cost; Who does the fitting; Who has Access and how Quickly; Will it affect Staff Time and the cost to the Taxi Trade. The Police will want access, does this mean seizure of vehicles for a considerable period of time with no compensation to the unfortunate Proprietor/ Driver. It appears that the LA is seeking a blank cheque to adopt a Policy that is not proposed. So how can CCTV form part of the Consultation? Previous experience informs this writer that there can be unacceptable delay in obtaining evidential footage.</p>

Question 15

172 responses were received to Question 15: Do you have any comments regarding changes to the topographical knowledge test requirement?

ID	Responses
1	Sat Nav systems, especially those with real-time traffic updates, are arguably more than sufficient.
2	Already many horror stories from customers re drivers using wrong/long routes.
3	they need to know the area that they intend to work and sat nav's are not the answer.
4	Are you joking!?!? What's the point in being a taxi driver and having pride in doing a professional job if anyone can walk in of the street and give it a go. There are plenty of people on Facebook doing this every weekend and the council have done nothing about this. Why wasn't that in the consultation.
5	ALL taxi drivers should have a topographical knowledge test. People who use a taxi should have the confidence that the driver knows where they are going. I'm a private hire driver and i DON'T use a satnav, no private hire company uses a fixed price tariff unless asked by the customer, we use meters. Any driver who only goes the fastest route should not be a taxi driver, always go the shortest (cheapest) route unless the customer wants to go a certain way or heavy traffic forces you another route
6	Why learn knowledge when a computer can do it for you
7	Absolutely No. having a general knowledge of this city is a requirement that must 100% stay. This means that anyone if they feel like it can apply, jump in a taxi and transport passengers without a clue where they are going. Just because they are bookings that doesn't mean you have the time to plan a route. Seriously get real. This will make the trade extremely unstable. People will come a go as they please as there is no real effort in becoming a taxi driver more will do it on a whim. Customers live at a faster pace now and get annoyed if you don't know where your going. If this is implemented then this will cause more friction in the vehicle and with today's society we don't need any more excuses.
8	As it's been proven many times over, driving with your eyes glued to the satnav is very dangerous, not to mention about 30% of passengers change destination or add stops.
9	No . Bad idea. Stop thinking of stupid things to bring in more taxi drivers. Stupid
10	Most work is given out on pda systems, but could be a few late pickups with the driver planning his route, maybe a shirten knowledge test would be better, at least learn all the main roads in the city.
11	I think everyone should have to do the knowledge test because they should learn where things are and not rely on sat navs

12	They still need to know where they're going
13	Removal of the Knowledge test, would just flood the offices with drivers, there would not be enough work for everyone, and the offices would be the only people to benefit from this. All current drivers would leave the trade, and you would be left with the less knowledgeable drivers.
14	Existing private hire drivers worked hard to pass there qualifications and would be unfair for new drivers to have an easier route into the industry.
15	All taxi driver use sat nav!!!!!!
16	Council should introduce secret shoppers to police all drivers regarding knowledge of routes and over charging of customers.
17	Again, the service will become very bad, the drivers will not earn anything, will be all gone.
18	Only if they employed people who have local knowledge
19	Even private drivers should know city without using sat nav.we are not uber
20	The above statement is ludicrous, satnav may take you the quickest way, not shortest, so are we saying you can drive a longer route if you are a PH driver as you are clueless? If you are licensed to provide a service, you should have an idea of the area, satnav has issues, what happens when all customers have to tell a driver how to get there? The last 15yrs have been bad enough with 3 out of 5 drivers not having a clue due to mass licensing over many previous years.
21	I have had customers complain about drivers not knowing where they are going and that's with a test in place.
22	Think it's totally ridiculous to not have a test. With no knowledge it will be not good for the public
23	100% yes. the test is pointless TBH and restricts drivers wanting to join. We have GPS and many of us just service customers on longer journeys and unless you are going to enter directions to Heathrow then their is no point.
24	Use sat nav like EVERY other driver
25	Need more than a sat nav to be a proper taxi driver seems to be essential in London !
26	No comments.
27	Satnav can be wrong. I've been picked up on Milehouse Road by an East European who drove me into town and along Exeter Street, Viaduct to Marshmills to go to Exeter Airport when anyone from Plymouth would go straight to Manadon Roundabout. Time matters even if it isn't being charged.

28	NO NO NO , I took the knowledge despite GPS being availble this keeps it professional plus you can transfer to hackney , , maybe shorter knowledge and a customer care exam ?
29	I personally think it should be made more difficult
30	Private hire fares are fixed they use meters on there phones etc. Removing the knowledge is not good, drivers that have the knowledge is important, sat Nav doesn't always work or take passengers on the right route. How does someone new to the city know where to go, or know where pubs, hotels etc are without the knowledge.
31	Knowledge test is a waste of time with sat nav
32	Every taxi driver in Plymouth should have a good knowledge of the city they work in.
33	Good idea if you just a company that take people to and fro airports
34	No way, most drivers have a sat nav but they don't always update or use the cheapest route. I think all drivers whether private or Hackney should take the topographical knowledge test. They all need to know basic plymouth incase of road closure, accidents etc half of private hire haven't a clue from experience
35	Bad enough with some drivers limited knowlwedge
36	Not all addresses come up on sat nav. Also knowledge helps to keep up standards.
37	All drivers should have basic knowledge of the city
38	All drivers should have basic knowledge of the city
39	I can not understand why you think that a satnav makes you a good taxi driver they do help but you still need to know the knowledge and people would not be happy if you do not know we're you are going also there is only a little difference between hackney and private hire as you know
40	Have had several taxis with 'foreign' drivers who went a longer route or had to be guided to the destination or my home address.
41	We all run the same way knowledge driving back ground test .keeps it fair for all.
42	Its a skilled job and we must keep a certain standard of drivers
43	In my opinion, this is not a safe measure for tourists and all people who don't know the city.
44	A taxi driver should be a qualified person and know the area as you always sustained
45	Drivers need to know local roads.

46	Local knowledge is superior to satnav - I also think it would be helpful if both used the same method for fares and bookings/being able to flag down a passing vehicle
47	SAT Navs are ok in certain places but a good knowledge of Plymouth is also required
48	Everyone needs to know plymouth roads and routes regardless of satnavs, many of times my satnav has incorrectly used wrong routes, and many times has my satnav died while working. All taxi drivers NEED base knowledge.
49	Satnav is always accurate and I have no doubt drivers will use them whilst driving
50	Everyone should have to take the knowledge and driving test
51	If it means getting drivers into the industry quickly then so be it. But the customer must be told when ordering a cab that the driver may rely on a set nav
52	The statement is untrue that private hire vehicles run on a satnav and the journey is a fixed fare. Private hire vehicles run on a meter and every driver should have a good knowledge before entering the trade. I believe this is a proposal put forward by Tower CABS, Taxi First and their parent company Take Me to increase their driver numbers quicker and their profits.
53	There is a risk to the public of the type of drivers you would be taking on without the knowledge test. It's bad enough that some drivers from abroad don't know Plymouth and apparently have the knowledge test, and customers complain that drivers get lost, go the long way, or just rip them off, and charge too much for drivers mistakes.
54	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
55	All drivers need to have a minimal knowledge about Plymouth streets
56	no - important for any sort of taxi drivers to know the route
57	This would be a bad idea as there are many different ways to a destination. PH need to know the shortest, cheapest route or this would aggravate customers and cause a lot of problems. Sat navs can take you a long way around, so need to have a good knowledge of Plymouth to avoid this. Also sat navs will take you to dead end roads if set for shortest route sometimes. Cannot rely on satnavs. Satnavs are good for checking where destination is if not familiar with destination only.
58	Private hire drivers have to think on their feet all the time, passengers ask to go to other destinations very often, for example, wanting to pick other people up on the way, dropping someone off to a different destination, needing to stop at a certain shop. It is not very different from a hackney driver.
59	Daftest idea ever.No explanation needed.
60	Needed for hackney not needed for pH.

61	Should be made harder. Shows commitment to the trade
62	This is why I use black cabs and not private hire. Black cab drivers know what there doing. Private hire now with the knowledge test, are mostly clueless, never mind without the knowledge test.
63	Because they are taxi drivers.
64	Drivers should not rely on technology all of the time. Also if you take away the requirement for PH drivers to sit the knowledge of Plymouth test but then make HC drivers sit it where is the incentive for anyone to become an HC driver when their vehicles cost 2 or 3 times more to buy, more to insure, tax and license. Is PCC moving to a 1 tier system?
65	i don't think its safe to have a driver glued to a sat nav, not knowing where they are going, no forward planning of the route, without knowledge especially for our visitors
66	I want to be transported by a person who has competent knowledge not just someone who can read a sat nav. This dumbing down skills development in the taxi trade.
67	I think everyone entering the trade should complete a knowledge test as you can't always rely on sat nav Or pdas to get you to your destination. Also if a customer changes there mind as to where they want to go it is very unprofessional to be searching addresses on a sat nav system. A driver should have the knowledge of Plymouth to be able to do this job and not rely on sat nav systems (which can get it wrong).
68	Some basic topographical knowledge should be learnt alongside Sat nab. There are often four ways to get to somewhere in Plymouth and in traffic it is worth knowing alternative routes.
69	It's important that any driver can operate independently of their sat nav, however reducing the level of test to key routes and areas could speed up on boarding new drivers
70	Private hire drivers should have a reasonable knowledge of the area they are working in, not totally reliant on sat navs
71	You cannot rely on sat nav if some people change their mind where they are going
72	No point in removing it for one side of the trade, as drivers often swap from private hire to hackney. This would mean taking the knowledge test again before they swapped. Either keep it for both or remove it for both.
73	what if sat nav breaks down ????
74	Some knowledge required but more of a necessity is a system whereby the shortest route is used, so no inadvertent overcharging of customers. Since when did pricing become the fastest route? You should surely know this will not necessarily be the shortest route
75	It should be made easier but most drivers who pass the knowledge test don't have a clue when they begin to work the knowledge should concentrate on areas rather than streets

76	Could make the people start the job as private hire drivers but also could mean limited options to move to hackney
77	We were struggling r to pass the test
78	Drivers should have city knowledge
79	When i took my test a hackney driver had to get 90 percent and P/H was less. go back to that
80	Map knowledge is a must regardless of sat navs.
81	Any help doing routes from all over Plymouth is so important and the knowledge for me was very beneficial.
82	Many of the more recent drivers that did the knowledge test are useless enough,can't imagine how bad they'd be with doing it!
83	Wasting of time
84	No
85	A tough one. Slightly on balance I would say yes. A topographical test does more than test directional skills. It tests an applicants commitment to professionalism and so Helps to determine whether or not a person is fit and proper. The current test could be much (much) simplified to allow for this instead of doing away with it altogether? Or it may be felt that sufficient other training and testing is in place to determine fitness, in which case, fair enough. 50/50 again on this.
86	Is easy to bring more drivers in the trafe
87	To just rely on sat Nav alone is not the way this city works. Local knowledge is key, from avoiding high traffic areas and road works to assisting in emergency situations. You need a basic knowledge and understanding of this city.
88	Yes we need more private hire drivers. Decent Satnav on phones is a relatively recent (within the last 10 years) invention so the licensing rules should be updated to reflect this.
89	No definitely not as a private hire driver for 21 yrs I had to go and do a course for 1 month to start my craft you learn after the course but course helped me and other drivers out massively. With today's technology it's all easy just to jump in and look at Google maps we definitely need a training program still for new drivers to keep it professional aswell and maybe have a set number for private hire drivers in place not to flood the market with new drivers if poeple are not earning money they will quit aswell so it's in best interests off PCC aswell and for the drivers of both hackney and private hire
90	as long as the drivers and clearly states areas within Plymouth, for example Deer park, Thornbury, etc.
91	You need knowledge for different routes and places

92	No
93	I'VE BEEN A CABBIE FOR 25 YEARS ITS NOT JUST USING A SAT NAV, ITS KNOWLEDGE OF THE SHORTAGE DISTANT'S & QUICKE'S ROUTE , EXACTLY WHERE FOR DROP OFF & PICK UP POINTS
94	Seems to me Private Hire Vehicle's get a better deal all round. Lower fee's ,no demands on colour coding their cars, less regulations . Saying they have a Sat Nav in their cars is some sort of excuse to finding how to get to a destination is laughable. You that's the case do it for the Hackney too. Who's the Professional drivers here.! Should all be treated the same.
95	satnavs do not show the shortest route- they may show the quickest but quick is not always the shortest! PH vehicles still use a meter style system that charges 3 - 5 pound for 1st mile and 10 - 45p for every subsequent mile. the onus on the driver to take the shortest route still should apply, therefore so should the knowledge test should apply for PH drivers!
96	Every taxi I've been in recently uses sat nav anyway.
97	All drivers should be able to navigate around the city without any navigational aids.
98	It's up to the private hire companies to maintain a standard of knowledge for their drivers. The only problem that I see is that on the short term customers will have some difficulties with the ' satnav only' drivers.
99	It would allow private hire drivers to be recruited more quickly and in my experience many licensed taxi drivers use Sat Nav regularly anyway.Sat Nav is now so advanced it is completely logical to be allowing this to happen and Sat Nav also allows the driver to anticipate any roadworks or problems on the highway in advance.This is a no-brainer.It is much more important that the driver is DBS checked and is of good sound character and behaves in a professional manner at all times.
100	You seem to be very mistaken in your statement at 14 above. It is correct however in the supporting documentation. It is admittedly unusual, though not unheard of, for a PH Operator to “Quote a Fare”. Usually the Driver simply uses either his SatNav or Odometer to see the distance travelled and calculates the Fare from that, adding any required “Waiting Time” to the final amount. Hackney Drivers do use their Meters, but they are required in Law to go by the shortest, not necessarily by the quickest route. This implicit “contract” can be changed by the Passenger requesting along the lines of “Quick as you can”. The Driver too can suggest that, to avoid road works, accidents etc., a longer route is taken, especially if that would result in a financial saving for the passenger. Private Hire Drivers may have to work in a similar way on occasion and so still do require to do the “Knowledge”. Also, I am very aware as a Professional Boat Skipper, that the SatNav system can and does go down at any time, so a proper navigation of a Boat or a PH Car is to be seen as a basic necessity.
101	Sat navs can't 100% be relied on
102	We currently used an app which directs to the job and can also direct us to the destination if stated

103	I t has to be atleast an easier Knowledge test but not to be removed..
104	Sat nav is not always reliable and can be a distraction to the driver
105	Technology can have faults and go.down at anytime I believe that all taxi.drivers should.keep the knowledge of plymouth test, plus some.drivers use their phones for Sat nav so could.become a distraction
106	your argument for removal of the knowledge test for PH drivers only serves to prove how little you know of the PH industry. We do not always charge a fixed fee for a journey, we also use meters, we do not always have time to use a sat nav in order to plot a route, especially when we are operating during busy periods. in addition there are incoming restrictions being placed by the department of transport relating to using sat-nav whilst driving. Whilst PH operate under different rules and regulations we fundamentally do the same job and have the same pressures placed upon us. Having the same knowledge as a Hackney driver is, in my opinion, important
107	As a customer I do expect a driver to have knowledge of the area that they are working. There are often times when an alternative route to that shown on a sat nav is necessary and the driver should be confident and competent in making those changes without aid.
108	Both hackney and private hire drivers should be treated the same. Any driver can talk to their sat nav like you do with an Alexa or Google device, these also then take into account the current traffic conditions. This is just a matter of moving with the times, such as new drivers when learning are taught to programme a sat nav.
109	Whether using PH or HC I expect the drivers to know the quickest route and where the roadworks are (within reason), I will also happily direct a PH driver if I know a shorter or quicker route as sat navs are not always accurate. I have also never been charged a fixed price within a PH, this claim is absurd.
110	Agree, SATNAV can be better overall, ad will show the quickest route, and basing this on a fixed fare will result in being more reliable no matter how you get to the destination, more people are worried about being there on time than distance. MUTLY Plain is always busy and outland Road quiet but have to go the shortest route or be caught out.
111	Please do not upset all the drivers that you currently have by not making drivers take knowledge tests..... Yes... there is satnav.... but this should not be the norm. Knowledge tests, licences etc etc etc have cost many drivers many pounds and lots of time to pass and gain this (qualification). how insulting to these drivers.
112	All operators are licence compliant with automated systems, and any restricted driver with a licence over 3 years should automatically be offered a full PHL to help with the lack of drivers,
113	No need, we have GPS and a private hire firm in private not public so if a passenger does not like the cost then they use another

114	Any decent taxi driver should be able to navigate around plymouth without having to use sat navigation it shows your a professional at your job .
115	From my experience is very common that the customer will change his destination during the ride while you are driving, so for that reason I consider that an a minimum knowledge test will be helpful.
116	You cannot always rely on satnavs to get it right. I was always taught to drive the shortest route rather than the quickest.
117	Not sure
118	the customer pays for a taxi expecting the driver to be competant and not have to direct the driver for the journey which they are paying for.
119	I think everyone should take a knowledge test
120	Didn't know they did it, they never know where they're going! Make them do it more!
121	Private hire do not charge a fixed fair,they have meters that run on distance so if they take a longer route it cost the customer more.They still also need knowledge of the city,a sat nav can tell you how to get there but it does not tell you where a pub,school factory etc is located.That is local knowledge and should be teated when you apply for a badge.
122	Hackney are using the satnav too
123	All taxi drivers need to have a basic knowledge of the city
124	All drivers should have a minimum knowledge about the areas of Plymouth and the main Road, and Main venues
125	Everyone should have a knowledge test if dealing with the public.
126	No. If you say it's ok for one and not the other this is wrong. No. The course is good
127	Drivers will only get into more trouble and there will only be more complaints
128	You should not rely on sat nav for directions only as as guide
129	I found the knowledge test gave me a really good grounding of shortest routes and one way systems, even as a Plymothian. I think it gives a professionalism that gives customers a confidence. I feel there's a contradiction in having white and green liveried cars driven by drivers that don't need to know the layout of the city.
130	All PHV and Hackney drivers should do the knowledge test.
131	The Apps which are increasingly being used by PH drivers all over the country measure the journey and dictate the price in the same way as a meter so it is imperative that a PH driver

	knows not only knowledge points but which is the shortest route to take between pick up to destination. I am a PH driver and your statement that PH drivers use a navigation system and charge a fixed fare is simply NOT TRUE. Satnav is used as an aid to find addresses such as where to stop for a door number on a long road but is not the primary source of topographical information.
132	Sat Nav is very often wrong!
133	All taxi's should be the same.
134	As A hackney Driver, we hear horror stories of private hire vehicles don't know where basic locations are. Plus prone to overcharge when the go the wrong way.
135	I think its good to have a knowledge test but if you remove for private i don't mind
136	no
137	Stopping the knowledge could well flood the private hire trade stopping guarantee of future earnings, making the purchase of less than three year old cars that are only good for four years not viable.
138	all the drivers should know Plymouth, road works, accidents etc
139	no
140	no
141	no
142	no
143	because will be problem with customers and dont know the way
144	All drivers should be treated the same if a hackney driver needs one so should private hire.....I done my knowledge 7 years ago but it certainly helps having it
145	I think it will help intice more people to join the industry
146	Any taxi driver should have the proper knowledge and to be fit and proper for this trade
147	No. this should remain as not all people that join the taxi trade are familar with the city. Some are just people that have moved into Plymouth. So having a test to ensure they have some level of knowledge of the area should remain.
148	Is very important to have a minimum knowledge of the topographical plan of the city. The satnav is unreliable.
149	No

150	The official interpretation of "Private Hire" is the journey has been booked quoted in advance, knowledge is well known beforehand.
151	all the taxi drivers should have knowledge about taxi
152	I disagree with this proposal as this would not allow drivers to change between the two trades. Also, your statement is not correct as private hire drivers do not all charge a fixed fare for journeys
153	all drivers should do the test
154	having been in a private hire recently, i was asked where the road was
155	should be harder so drivers know the city
156	Loss of basic knowledge, satnav not reliable for most going in the most direct route. Could reduce safety and confidence level for passengers.
157	all should have to be tested
158	It is important that drivers present a good, natural knowledge of the city - in particular when carrying tourists and business visitors.
159	all drivers should have basic knowledge of city as we have too many double roads molesworthy road stoke molesworthy plympton
160	sat nav does not give you knowledge, the trust, experience does
161	I disagree with this proposal for the following reasons for the, I am a Hackney Carriage driver and I work with a private hire company, the data dispatch system used (auto cab) is widely used by taxi and private hire throughout the country. The satnav does not take the most direct route in my experience, With this system the vast majority of fares are run on a fare calculator AND ARE NOT FIXED FARES. The fare calculator is GPS based and can be influenced by poor phone signal, electrical interference, the capability of the mobile phone being used as its platform and as such cannot be used as a taxi meter because its measuring capacity is not accurate as that of a taxi meter . the rates charged can simply be changed at any time by the company via the base terminal. I would also like to make clear that the fastest route is not always the cheapest route. Fastest is a measurement in time, Shortest is a measurement of distance and time, Quickest is a measurement of time also and cheapest is a measurement of cost. These are the most common phrases used by a customer when asked what their preferred route is. That is why private hire drivers should take the knowledge. to be able to make a reasonable appreciation of the customers requirements.
162	A proper base of knowledge should be maintained, apps go down, web sites go down, computers and phones go down. it's just lazy for the council not to ensure a basic knowledge of Plymouth is required.
163	Private Hire drivers do not charge a fixed rate in Plymouth, they run an mobile app that charges the same way as a standard taximeter, by distance and time, the only difference is

	that a taximeter is hard-wired to the vehicle's speedometer, whilst the mobile app uses gps signal to calculate the distance therefore the fare.
164	if the sat doesn't work you be directing them to the place you need go.
165	Dropping the knowledge would give the trade an even poorer service ! A lot of private hire drivers aren't great with the knowledge but without would be even worse and could effect earning potential, without knowledge imagine all these cabs driving around constantly looking at the pda where to go instead of watching the road I'm sure there is a safety issue, I'm sure in the last year you have been stuck behind a deliveroo driver or rider not concentrating on the driving !
166	Drivers must know the city where they work
167	Please don't remove it local knowledge is much better than Sat nav
168	I think even with the technology available would leave to more issues with the quickest/shortest route argument. With several operators now charging time in cab/waiting time as well as distance, this could further complicate the issue to the detriment of the customer
169	Equal playing field. There should be a minimum required level of knowledge to drive in Plymouth that should be tested. This means taxi drivers who are dedicated to the trade and the city rather than any other driver. It would be ridiculous to have two rules for different taxi drivers.
170	You seem to be very mistaken in your statement at 14 above. It is more correct however in the supporting documentation. It is admittedly unusual, though clearly not unheard of, for a PH Operator to "Quote a Fare". Usually, the Driver simply uses either his SatNav or vehicle Odometer to see the distance travelled and then calculates the Fare from that, adding any required "Waiting Time" or other "Extras" to the final amount. So the Private Hire Driver in effect, uses a Meter without a physical Meter being used. Others of course, just use a Meter set at their own (or the Operators) Rates. On picking up a passenger the PH Driver may be asked to collect other passengers from addresses not requested in the original booking, go to an ATM, stop at a Shop, or many other variances from the booked trip, not previously notified. Hackney Drivers do use their Meters within the City Boundaries or for under an hour (also not required when Contracted to Public Authority), but they are required in Law to go by the shortest, not necessarily by the quickest route. This implicit "contract" can be changed by the Passenger requesting along the lines of "Quick as you can". The Driver too can suggest that, to avoid road works, accidents etc., a longer route is taken, especially if that would result in a financial saving for the passenger. Private Hire Drivers may have to work in a similar way on occasion and so they still definitely do require to do the "Knowledge". Also, I am very aware as a Professional Boat Skipper, that the SatNav system can, and sometimes does, go down at any time, with or without notice, so the proper navigation of a Boat, or a PH Car, just has to be seen as a very basic necessity.
171	You seem to be very mistaken in your statement at 14 above. It is correct however in the supporting documentation. It is admittedly unusual, though not unheard of, for a PH Operator to "Quote a Fare". Usually the Driver simply uses either his SatNav or Odometer to

	<p>see the distance travelled and calculates the Fare from that, adding any required “Waiting Time” to the final amount. Hackney Drivers do use their Meters, but they are required in Law to go by the shortest, not necessarily by the quickest route. This implicit “contract” can be changed by the Passenger requesting along the lines of “Quick as you can”. The Driver too can suggest that, to avoid road works, accidents etc., a longer route is taken, especially if that would result in a financial saving for the passenger. Private Hire Drivers may have to work in a similar way on occasion and so still do require to do the “Knowledge”. Most private hire bookings run on a meter, and not on a fixed fare which is described in the question, many bookings are made via taxi apps which customers always want to go via another address that was not booked into the original bookings. It’s not fair on the driver to get hassle from intoxicated customers while he looks up other routes not on the original bookings, many hotel bookings are done on behalf of the customers booked under room or table numbers or even given a reference number, which the traveling location is down a “as directed” it don’t look good if the driver without training don’t know where to go, also by keeping a knowledge test will show the character of the persons intelligence under pressure!.</p>
172	<p>Private Hire Drivers are often given their next job while driving and there is no time to look up their proposed route. There are also occasions when Drivers need to divert to avoid congestion caused by road closures for flooding, accidents and breakdowns requiring a longer route to be taken. Topographical Knowledge is required to facilitate these unexpected situations. 14 is erroneous. Taxi Drivers should not use their taximeters to travel by the fastest route. Taxi drivers are required by Law to take the shortest route unless by prior agreement with the passenger/s The 13th Edition of The Chambers Dictionary defines “taximeter” as: an instrument attached to a cab for indicating (distance travelled and) fare due. Private Hire Vehicles in Plymouth use their ‘SatNavs’ as taximeters which PCC as LA fail to test in accordance with the PCC Act 1975 S29 (1) which clearly states that: “As from the appointed day, no private hire vehicle equipped with any form of taximeter shall be used for hire in the city unless such taximeter has been tested and approved by or on behalf of the Council.”</p>

Question 17

100 responses were received to Question 17: Do you have any comments regarding renewing licenses without having to complete the knowledge test and driving standards test? Approximately 15% answered with 'no (comment)'.

ID Responses

1	The city doesn't change that significantly that often! This is an unnecessary cost.
2	The knowledge test can be 3 years but the medical certificate and enhanced DBS should be annual, to keep people safe
3	Bring drivers back but what your proposing is going to put drivers off
4	This will allow drivers a career break
5	Once you've passed the knowledge test and driven a taxi for a few months it's not that easy to forget all that information
6	We're is the point??? Driver on work to pass test to keep working?????Are you ok?????
7	Personally I think it would encourage drivers to leave and return to suit themselves.
8	Agree as I missed my appointment and would like my licence back after changing jobs. If you wish to fill a labour shortage, common sense says yes, although fees would cover your costs quicker.
9	I have left the trade before for a period of two years and it took me nearly a month to return as I had to complete the tests.
10	Someone who has been a Taxi/PH driver should have the right to sign back up, as long as they have a DBS and the correct licence. Utter waste of time putting the person through the same old repetitive test again when it is not needed.
11	It's obvious surely.
12	Seems reasonable
13	Hopefully this will bring back some drivers to the trade. I have my doubts as the taxi trade in Plymouth has been very poor for many years. Although it's much better at present.
14	I think the probation period is a good idea
15	If DVLA except licence renews just by application so should PCC
16	Better than having more unemployed people and they never forget the job or streets.

17	Because drivers that are not involved with the industry lose the knowledge ie new builds with in the city
18	Because drivers that are not involved with the industry lose the knowledge ie new builds with in the city
19	Yes because that may want to come back and this is a good incentive
20	Your only planning this because of covid you didn't may exceptions before.
21	Yes
22	This is unnecessary and complete overkill to a renewal, I can't see a driving test nor a knowledge test changing over 3 years.
23	Some drivers leave the trade for one reason or another. Then return but after 12 months are not prepared to re do the taxi test
24	I think that will give more taxi drivers the opportunity to get back to work but at the same time some kind of driving test check could be done to ensure all is ok for drivers to work, perhaps a basic version of the test. If there are any issues with this, it could cause bad press in the future.
25	Gives more leeway to return to taxi trade
26	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
27	driving can be dangerous and you would expect workers in other industries to retake tests to, for eg. utilize a forklift truck, ideally would be subsidized if they've had no prior issues/points/etc, but it is a basic competency test that should be renewed for their job, especially if there have been changes to rules in previous years
28	Good idea.
29	Already answered.
30	No
31	No
32	Road layouts, and new roads can change a lot in 3 years.
33	Just incase they change their mind
34	It would help drivers who have left the trade to return.
35	none

36	Could make some people return to the trade
37	I am happy
38	No make it 5 years i would come back myself..
39	This would help with the number of drivers who would like to return to the trade, unfortunately , all the other measures proposed would do the opposite.
40	No
41	Providing they have to attend some form of update training on safeguarding/accessibility etc. Much can change in 3 years in terms of law/policy and I don't think it's too much to ask someone to attend a refresher after this time away.
42	3 years is better because they may come back in the trade
43	Although our city is expanding, generally the major routes and roads don't change. I feel that within a month of returning all will feel and look familiar so drivers would be able to function like before.
44	12 months is enough time tbh if they haven't renewed after that most likely have a new job Maybe if someone is off long term sickness then rules could be extended
45	agree
46	No
47	YES SOMETIMES ITS GOOD TO WALK AWAY FROM THE TRADE FOR A NUMBER OF REASONS !
48	once a driver has been through the knowledge and worked the streets, its never forgotten!
49	A person should be able to re-enter the trade,as a change in circumstances in their personal situation
50	Drivers are very experienced they do not need to be tested so regularly unless they have committed a serious driving offence.I agree that DBS and medical certificate should stay as they are.
51	I agree
52	If they passed the test and have experience is ok , but with these new conditions and earnings/ spends I don t think they will be very willing to came back .
53	I do not feel this would in any way affect me as a passenger.

54	This is a far easier way for the council to try and entice previous license holders back to the trade
55	This will hopefully increase the numbers of drivers, I would be amazed if drivers have suddenly forgotten how to drive within 3 years.
56	Keep it simple once the knowledge test has been completed no need to re do the test. But keep DBS and medical as these can go out of date.
57	IF THEY LET THERE LICENCE LAPSE AND DO NOT RENEW WITHIN 12 MONTHS THEN OBVIOUSLY THEY DONT WANT TO BE IN THE JOB AND A LOT OF THINGS CHANGE IN 3 YEARS
58	If an illness/accident/situation has debilitated a driver longer than a 12 month period, this would be most desirable as sometimes life circumstances change temporarily and this would allow a moire relaxed term time to return to the trade. Good Idea.
59	The Driving Standards test shoudl be required.
60	It would help with the lack of drivers
61	The more ex drivers returning can only be a good thing
62	Particularly if drivers will have to pay for these additional tests. They will cost them time off the road in any case.
63	There is no reason why we will need a Knowledge Test since were driving in this city on a daily bases.
64	i believe the driving standards test should still be completed.
65	Plymouth City Council needs to keep it to 12 months only as 3 yrs will just be opening the door for longer
66	Shortage of cars now. Do all you can to get lots more.
67	It is good point
68	12 months should be long enough.
69	You don't lose knowledge of an area in 3 years
70	A driver will soon refresh themselves on something they've done previously and would help to get drivers back that left.
71	Can't see a problem with this.
72	That sounds fair enough to me

73	No
74	N/A
75	no
76	I think it can be 5 years instead of 3 years
77	no
78	no
79	easier for many drivers
80	no
81	no
82	no
83	no
84	Not quite sure how this will benefit...
85	Yes it should be extended. They still have the knowledge to do the job. City doesnt change that rapidly.
86	I don't see the point of that... More time more experienced drivers
87	no
88	all drivers should start again
89	all drivers should complete the test again after being off the road for a period of time
90	have you not already applied this?
91	Whilst relaxation of the knowledge test may be acceptable, we firmly believe it is essential for a driver renewing their license to undertake a driving standards test. This is to ensure the safety of the public and paying passengers, since driving standards could have deteriorated since the driver last held a taxi license.
92	cant see a problem
93	yes each longer if to come back. to trade we need drivers
94	why shouldnt they might have to have time off for family or medical reasons

95	This is the first good thing about this policy, so far
96	Think the test should stay
97	I am sure most if not all their route knowledge would not leave them in 3 years unless Plymouth underwent some dramatic development, i am sure they will remember where the traffic jams are
98	I have previously suggested to Drivers leaving the Trade that they consider maintaining their Hackney Carriage Driving Licence until they are absolutely sure that they will not return. This provision will potentially save them a lot of money, as they don't need to continue to be Licensed, but get all the benefits they would have if they did. It is not clear if this potential provision is intended to retrospective. If it is retrospective then any Drivers that have left and returned after more than a year, doing the prerequisite Tests will have to be reimbursed. This repayment should NOT come from the Taxi or PH Budgets as the Drivers concerned knew the rules at the time. If it isn't retrospective, then it will not "Magic up" some additional Drivers to help PCC address the current shortfall. Be under no illusion, it suits the current Drivers, including me, to have fewer colleagues. The fewer of us that there are, the busier we are. Drivers in both Trades do not care that fewer Licenced vehicles are on the streets. Passengers will care (because they will have to wait longer), the Police care (because the inebriated or drugged often cause trouble whilst waiting), Private Hire Operators care (because their incomes are reduced). For me personally, the fewer in both Trades, the better.
99	I have previously suggested to drivers leaving the Trade that they maintain their Hackney Carriage Driving Licence until they are sure that they will not return. This provision will save them a lot of money as they don't need to continue to be Licensed. It is not clear if this potential provision is intended to retrospective. If it is retrospective then any Drivers that have left and returned after more than a year, doing the prerequisite Tests will have to be reimbursed. This repayment should NOT come from the Taxi or PH Budgets as the Drivers concerned knew the rules at the time. If it isn't retrospective, then it will not "Magic up" some Drivers to help PCC address the current shortfall. Be under no illusion, it suits the current drivers, including me, to have fewer colleagues. The fewer of us that there are, the busier we are. Drivers in both Trades do not care that fewer Licenced vehicles are on the streets. Passengers care (because they wait longer), the Police care (because the inebriated or drugged cause trouble whilst waiting), Private Hire Operators care (because their incomes are reduced). For me, the fewer the better.
100	This may encourage ex Taxi Drivers to return should the situation improve. However, turning it on its head, it may be an inducement for existing driver to look for gainful employment elsewhere as several drivers have already done thereby improving their financial situation. Can the LA afford to lose more Taxi and Private Hire Drivers. Serious consideration should be given to the effect that the LA Policy 22 will have on the retention of current Licensees.

Question 19

108 responses were received to Question 19: Do you have any comments regarding the proposal to require all new drivers to complete the Plymouth Ambassador Course prior to becoming licensed? Approximately 13% replied with 'no (comment)'.

ID	Responses
1	Hackney carriage drivers can be visitors only point of knowledge
2	Again, you've not really given enough detailed information on the contents of this course to fairly evaluate whether this has value. But five hours isn't very long in the grand scheme; if it's worth doing at all, it's worth doing early.
3	It should be voluntary because not everyone has the same opinion of plymouth as you do.
4	Why do we need to do so many courses there not all useful they don't improve driver earnings just something the council want how many council drivers working on bin lorries have to do all these courses they deal with the public too
5	I've attended this course, as a foreigner, and have found it utterly useless. I knew more than the person hosting the course after just 4 years in the UK. Waste of time and money with zero results.
6	Waste of time
7	It's a waste of time
8	Honestly, all these courses are rubbish. NO utility at all in real life. Let's sort the real problems first...
9	How would this be more important than a knowledge test? I do think that an amount of drivers need something, this just seems like another box ticking event.
10	The course is a waste of time and an insult to a drivers intelligence.
11	A pointless course that is very open to argument.
12	I've completed the course and it's totally irrelevant, a complete waste of time.
13	Pointless waste of time ,in fact I knew more than the person who was the tutor haha .
14	Good idea. Pride in our city!
15	So why not the knowledge as well, just as if not more important.

ID	Responses
16	It's a waste of time and just there to make money, would you pay us to attend the course?
17	I personally think this course is a waste of time. However if a possible driver is willing to complete this then they should be serious about becoming a driver. However we are haven't real trouble recruiting new drivers, any little thing, like this course is putting them off. It may be better to get new drivers in the job. IE they have already paid for their license etc.
18	I have never been had a cause to use the PAC information
19	Wouldn't hurt to make this a requirement for all drivers
20	It would be good if this training included disability awareness training
21	It's a good idea
22	It's a waste of tax payers money .more importantly waste of the fee we pay pcc
23	Ive been on course learnt nothing waste of time in my opinion
24	Might delay licensing, within 12 months is more flexible
25	drivers need to know who and what they are dealing with eg drunks, drug users aggressive members of the public
26	I think this course is well needed for customer service. Many times have I used the knowledge from this course and applied to my job role.
27	Can only be a good thing for all concerned
28	A useless course to have to go on, most jobs are local people not tourists. Your idea of tourists wanting to know about Plymouth is not going to happen, American tourists on cruise ships will walk from Millbay to the Hoe, or be on an organised trip.
29	Just let us have UBER!
30	All new drivers to complete the course before the renewal time or 12 months time from becoming licensed
31	there should be no issues to learning on the job
32	Most customers are local and know these things.
33	No.

ID	Responses
34	No
35	Another nonsense from the council and I should think drivers see it as a waste of time
36	totally agree
37	No
38	So you want to scrap the knowledge test but make new drivers complete the ambassadors course??
39	Having lived in Plymouth all my life there was very little I didnt know when attending this course and a lot I could have added, but I can see the advantage of doing the course if the driver was new to Plymouth, especially foreign drivers.
40	no
41	Routes around the city are more important than the ambassador course
42	This is absolute rubbish and not needed
43	That course is a waste of money and time. I learned nothing from it. I have no clue who insisted for the course and why
44	Again i did an NVQ and BTEC as required by PCC, Why do we need another course..
45	the more informed a driver is the better for everyone involved.
46	as a hotelier it is important to have taxi drivers as ambassadors for plymouth,often being the first to meet and greet visitors to our Ocean City
47	This course is teaching us nothing . Why do you have to spend money in such a thing . Not helping at all. Wasting our time
48	No
49	Better to set out with the correct knowledge right at the start of a career and when running a new business.
50	Don't see a problem. It's better to do it earlier to save coming of the road.
51	I think it's a drivers job to take customer from a to b, and if a customer wish to know about the history of a particular place they can gather information from the internet or the local library, there are are also literature in the form of pamphlets.

ID	Responses
52	Yes agree maybe incorporate it into a new training program for new drivers who are applying for a license to drive a private hire or hackney vehicle and to obtain whatever other courses there are aswell which could easily be set up with organisations like city college Plymouth a 30 day course to aquire knowledge, safeguarding course, ambassador course a driving test and final exam to pass at a good standard which the new driver funds himself
53	unless you can guarantee the course will be available when the driver requires it, and not have to wait for a course to be available.
54	It's useless!!!5 hours for nothing!!
55	No
56	YES BECAUSE IT SHOWS NEW DRIVERS WHAT IS EXPECTED OF THEM AS A TAXI DRIVER AND ITS IN BLACK & WHITE NO ROOM FOR I DIDN'T EXCUSES , PEOPLE THINK THIS JOB IS EASY .
57	When I get a Taxi I just want a professional driver who knows how to get me to my destination. If I wanted to know anything else I'd get a tour guide.
58	Yes and no. For some it will be a box-ticking exercise. For others it may be genuinely helpful.
59	No
60	The Plymouth Ambassador Course is a complete waste of time and money and should simply be abandoned for everybody. No mention is made with regards to Ambassador Courses in the “Statutory Taxi and Private Hire Vehicle Standards” from the Department for Transport, though as it isn’t qualified as such, it may lead Consultees and decision makers to presume that it is. Whether this is a deliberate misdirection or an accidental approach, it is not possible to determine. In either case it should be made abundantly clear that it is not mandated in the Guidance quoted, and is simply PCC aspirational.
61	Having done the course I genuinely feel it was a waste of time as I learnt nothing of value from it
62	Local people applying for a license will already know enough about Plymouth anyway
63	I think that it's a waste of resources and time
64	Taxi drivers should have a good knowledge of the city they are working in. Many customers may well be visitors to the city and would expect a driver to be able to 'advertise' certain areas of the city, this would provide a potential increase of trade to other businesses within the City of Plymouth.

ID	Responses
65	Does a bus driver have to complete this course? People do so much research now before visiting somewhere new, also most people now have smart phones which are an encyclopedia in themselves.
66	Providing this is being paid for by the council I think this is a good induction, especially if the drivers are new to the city.
67	This is unfair and no need for this, what about drivers that are South Hams based coming into Plymouth? Will they need to do this. Under Joint local planning will drivers who have a business in another area need to do this. Planning for the future..
68	All drivers have had to take this course so why should a new driver be any different? Yes they should take the course and any other courses, test, examinations need to become a fully licenced taxi driver.
69	Having done this course I don't think it is required
70	Telling someone what the council believes is the truth is not always the truth.
71	I think that this will improve the customer experience especially during summer time when we get loads of visitors.
72	The course sounds good for all drivers to complete
73	Most drivers don't talk! They don't know where they are, they don't know the history, so it seems not to work anyway.
74	Wasting time
75	I do agree.
76	Why do drivers need to know the history of Plymouth or what's on in Plymouth as the internet tells them all they need to know. If you want them to do this, who is paying their wage while they are doing this as a family needs to be fed.
77	Should rather focus on getting drivers to cover the work needed for now, people need taxis not story tellers
78	I don't have a conversation about Plymouth history in taxi cabs don't see the necessity for this course
79	It is helpful to have and would make sense to have it at the earliest opportunity. It would be helpful to have the training delivered by somebody who is familiar with the job and its complexities.
80	Got no problem with this . But drivers only really learn when on the road

ID	Responses
81	No
82	Yes & No for above - comments N/A
83	no
84	no
85	no
86	no
87	they should know Plymouth
88	no
89	its a waste of time and money, useless!
90	no
91	no
92	What's the point in this if u scrap a knowledge test.....ok knowing the history but driver would struggle taking them to any off it
93	No. have done this course, and whilst the history of Plymouth can be interesting, as a taxi driver i have not once needed the information that was provided on the course. As the vast majority of our custom are locals. Very few people are interested in the history of Plymouth, or already know it as they live here. The resources wasted on this course could be put to more important uses.
94	I think this will be good to do after exams, in the first year
95	Should you have knowledge of what the city has to offer in advance or learn on the job? I feel the question speaks for itself
96	3 hours
97	no
98	not a lot to gain
99	we are not tour guides

ID	Responses
100	Essential to upskill driver as ambassadors for the city. There will be a requirement for adequate courses that meet a suitable standard to be available. The content needs to be monitored for consistency and a high standard. Updated as appropriate
101	dont fully understand until they get the wheel
102	need to target by someone with knowledge of taxi trade as its not like dealing with someone in a shop. bloke thrown out by 3 doorman still angry just you and him car not help from police you have to talk them around
103	waste of time ive lived here all my life known far more than the people running course about my city
104	I think it gives a new driver experience to understand the needs of customers before completion.
105	As long as completed within the 1st 12 months, then i see no need to hold up the process of starting. Maybe make it 6 instead of 12 if you are that worried but anything that holds up the process of getting new drivers into the industry must be avoided if possible
106	The Plymouth Ambassador Course is a complete waste of time and money and should simply be abandoned for everybody. No mention is made with regards to Ambassador Courses or anything similar in the “Statutory Taxi and Private Hire Vehicle Standards” from the Department for Transport, though as it isn’t qualified as such. It may lead Consultees and decision makers to presume that it is. Whether this is a deliberate misdirection or an accidental approach, it is not possible to determine. In either case it should be made abundantly clear that it is not mandated in the Guidance quoted, and is simply PCC (Licensing Office?) aspirational.
107	The Plymouth Ambassador Course should be done for new licensed applications, which should cover the history of the city, not very good if a customer were to ask a driver what is that building etc and the driver doesn’t know.
108	It is my opinion that one does not learn much in tick box exercises online. The Ambassador Course should include historic, leisure and educational destinations surrounding Plymouth. The Taxi and Private Hire Trades should be consulted on the distance and venues to be considered.

Question 21

43 responses were received for Question 21: Do you have any comments regarding the Disclosure and Barring Service (DBS) update service?

ID	Responses
1	Can only be a good thing after everything that has happened in Plymouth. Not only should the Hackney carriage drivers be responsible people, but should also know what to do if someone enters a taxi who is in trouble or needs help
2	It's very important to be safe
3	Sensible. Doesn't guarantee safety, but every little helps.
4	Depending upon cost to driver
5	I answered Yes BUT ONLY if it does not mean extra cost to the drivers.
6	How much?
7	As long as we don't have to fill in too much paperwork and visit the post office everytime
8	Another hit in the pocket for the driver
9	With what's been going on in our city lately this I feel is a must. Public safety is paramount
10	Will Plymouth City Council pay for this 6 monthly DBS? Or will it be just another cost to drag our profits down?
11	Just adding more cost to the drivers. Stupid
12	Probably just another thing we will have to pay out for
13	Are the council paying for this
14	I have answered yes, but that is subject to costs.
15	Stop asking for money
16	I agree with initial DBS, however, it is a condition that drivers inform the council of any criminality or convictions, therefore, in my opinion, with the exception of school badges, renewal is just a money making exercise.
17	The drivers to be DBS checked for what? For the drunks that are picking up? I would rather ask the passengers to provide a full DBS check (in the last 6 months) in order to be

ID	Responses
	able to get in a taxi! The shortage of drivers is because of the bad passengers! They are fed up.
18	I have to apply for six dbs already
19	Another expenses
20	I agree with the DBS without doubt, surely if the local constabulary helped with information sharing, this would be beneficial, especially as citizens already pay towards the police? Paying another fee every 6 months seems expensive, if PCC are covering the cost, then yes, that would aid criminal awareness for all.
21	3 year DBS has worked fine for me over the last 21 years.
22	Once a driver has been accepted if he gets into trouble he has to go before a committee regardless and answer questions by people may not have DBS standards themselves
23	We should all have the rolling DBS now its 2021
24	More expense yet again for the driver.
25	Too expensive should be financed by PCC
26	Why? Has there been any issues recently? It's just another expense for the driver.
27	I have done for years and you don't use it which has always annoyed me
28	It would make it easier to renew your badge when it expires as you would nit have to wait for your dbs to come through
29	Yearly is fine
30	I will not pay for this
31	Again more cost, good idea, but I am already falling behind with my level of debt etc.
32	Yet another cost to bear
33	Almost running for a check continuously!
34	In my job I need a DBS and I couldn't afford to do it twice a year. It's just more cost for the drivers on top of what they already have to pay
35	Yes public safety should be at the forefront.

ID	Responses
36	It should stay the same as if you have a penalty you should inform the council if you don't then you should revoke there licence
37	It should stay the same as if you have a penalty you should inform the council if you don't then you should revoke there licence
38	No if it is a Additional cost to us
39	If pcc want this pcc should fund it.more cost for drivers .contradiction by pcc again you want new drivers but so far I see even more expense for drivers and pcc doing even less for our fees.
40	No waste of time and money keep to 3 of 4 year maybe when renew badge and ask any changes of convictions yes or no between if you lie license gone
41	In any other branch or a job a DBS check is required every 3 years!
42	this would entail too much work, although yearly would make sence
43	I think DBS should be 3 yearly unless funded by the council. We pay to much as a taxi driver and this will add to the expense.
44	Drivers have a lot of outgoing expenses ever year, to have an extra x2 payment per year for DBS is to much in my opinion. Every two years would be a good idea
45	I agree with this as long as it doesn't impact financially on the driver
46	I agree on the safety idea but yet again there will be another increase in cost. Will this be payed for by the council?
47	No. I just want the flexibility of an UBER in this city. It's not democratic for you to have made this decision on my behalf.
48	I believe the no driver become licensed to have a bad records after starting this job. At least 12 months will be ok (driver needs to pay for this too)
49	Seems to be more paperwork to sort out. Taxi drivers are already spending a lot of their own time sorting paperwork, keeping car clean, regular repairs plus trying to work certain amount of hours to earn a living.
50	This is way too frequent and absolutely unnecessary and is yet more money for the driver to pay out.
51	We pay out enough expenses already.
52	No

ID	Responses
53	Because is more money and to much hassle, you make our lives difficulty
54	That won't be necessary because it will be waste of time and money
55	It would make it easier when it comes to renewing licenses
56	if this happens then no more expenses should be passed on to the drivers.
57	The licensing authority should absorb the cost of this. There should be less burdens on businesses not greater regulations.
58	I believe a dbs every 3 years when renewing my badge is sufficient.
59	This is essential for many to feel safe using taxis and ensuring safeguarding of passengers. It isn't fool proof, but all steps should be made to make everyone safe.
60	money maker
61	(More Expense) Being a member of DBS Update carries an annual subscription in addition to the cost of the initial DBS check. If you're expecting to need another disclosure in the space of a year or two, then it's worth the expense. If not, being a member will be more expensive than just applying for a new disclosure check.
62	Again drivers should pay more for what? The council if it wants more frequently checks should pay for it.
63	This this good way which we used
64	Should be anually
65	Something else the driver will have to sort out every 6 mths.
66	delays are the norm nowadays, you're talking about 6 dbs's in 3 years instead of 1, I can only see this making the licensing process harder
67	Leave this how it is.
68	No
69	Practical and sensible choice
70	I've nothing to hide so I don't really have an issue apart from more paperwork
71	Why should I check my DBS every 6 months I been in here 21 years and my DBS is clear why should I do that ?????!!

ID	Responses
72	How about every 12 months?
73	No maybe every 12 months is acceptable if applying for a 12 month licence maybe get rid of 3 year badges and have both private hire and hackney licences just 12 month rolling licences at a reasonable rate and give the drivers the opportunity to pay by direct debit scheme aswell
74	agree
75	It's fine as it is
76	It's a waste of time and money for drivers!!
77	No
78	THE TIME PERIOD IN PLACE IS SUFFICIENT
79	Again another extra expense as I believe they have to pay for it. Once a year is effective enough.
80	2nd good idea!
81	Again, protecting the consumer so seems sensible.
82	Every three years is sufficient
83	This check has a fee, to pay this fee every 6 months will make the running costs even higher, and this will result in making this job less attracting.
84	More outgoing costs, 12 months should suffice
85	A dbs is only good on the day its checked, bringing it down to 6 months is a good idea, although make it the same for all drivers
86	It had been take a long time for a DBS to come. it is coming with Roial Mail and doesn't arrive in time or not at all.
87	yes I do agree, however if you do not apply for the update service within a certain period of obtaining your DBS then you cannot apply until you have a new DBS. if you want drivers to subscribe then allow them to do so once they have applied for a new DBS at the time they are due to
88	This would help to ensure the safety of passengers as well as ensuring that drivers are the right 'calibre' of person. I expect to feel safe in a taxi and to believe that the driver has my best interests and safety in mind at all times.

ID	Responses
89	As long as this doesn't cost the driver anymore personally then I cannot see a problem. I hope this also is the same for bus drivers?
90	I feel this is crucial to the safety of passengers
91	Yes but should not be paid for. Should be if you have been involved in an incident involving the police you should have to report it within 7 days to the council
92	NO NEED FOR EVERY 6 MONTHS WE HAVE A CHECK EVERY 3 YEARS AND IF ANYTHING SHOULD HAPPEN WITHIN THE 3 YEAR TIMELINE THEN THE COMMITTEE CAN DEAL WITH IT
93	every 12 months should be ok.
94	Should of been done years ago.
95	How many taxi driver criminals are trading?
96	This service used to be included within the cost of a licence, so the cost would just put more financial burden on the driver
97	At only £13 per year this is an affordable cost which can be absorbed by drivers and will provide reassurance for customers.
98	I think that as It stands now works just fine.
99	All drivers need to be dbs checked
100	If it is safer, do it.
101	If is free Yes,
102	Drivers should have more DBS checks.
103	But it's only as good as the day they are given it.
104	As long as it's paid by whomever needs it then yes but if the driver needs to pay 60 quid every 6 months than the answer would be NO
105	Anything to keep the public safe is a good idea
106	Yes I agree for safeguarding reasons but again it's more cost and time.
107	Nothing to add

ID	Responses
108	Not really sure of how this works but the principle sounds okay providing there is no additional financial burden placed upon the driver.
109	I agree for 12 months.
110	6 months is to often.
111	More taxi driver expense
112	no
113	no
114	only if the cost is no more than a three year old DBS
115	its extra expense, again who would pay for it?
116	no
117	6 months is too much, one year is sufficient.
118	no
119	no
120	3 years is perfect
121	I think it's ok the way it is now
122	This is overkill. Just more expense put on the shoulders of taxi drivers. Care workers, teachers dont have to have DBS at this regular intervals, who work much more closely with children and vunerable people than what taxi drivers do.
123	12 months is enough I think
124	Every year... 6 months is to much and again generate more costs for drivers
125	Passenger safety is of the greatest priority.
126	why?
127	I've been asking for this to happen for two years.
128	safety first
129	This is an important safeguarding issue.

ID	Responses
130	would this be another increase for the drivers
131	this will once again increase drivers costs
132	Public safety and confidence. Process for this needs to be addressed, PCC Licensing Department should continue to be the overseeing authority. Licensing Officers must follow up any driver who does not put a timely reapplication in. Consideration of action needed to be taken if requirement not met, would license be suspended until DBS obtained? Licensing computer software will need to be responsive to this requirement.
133	no
134	if you look at the history how many bad apples have slipped through, stay the same and extra cost
135	3 years is fine again whos paying £60 every months
136	I am under the impression that drivers can pay a monthly subscription to the DBS and that the register can be checked at any time without further costs or delays to the driver and if so why cannot this system be implemented.
137	A year renewal is enough
138	why not if it's free but not for £60
139	Another addition cost that is not needed in a time when drivers are mostly only surviving by doing long hours. I am sure that with the current policy you have in place, any issue that would likely appear on a new DBS check should have been reported to the council within a timely fashion already. As a DBS check can take up to 3 months to be completed, no sooner would one arrive than we would be repeating the process again at another £63!! Even if you proposed that the council cover the costs of increased DBS checks, it would just be a waste of tax payers money .
140	Crucial
141	This should have been policy much sooner.
142	No
143	I understand that the DBS can be up to six months behind current. Would there be an increased cost to the hard pressed Taxi Drivers?

Question 23

73 responses were received for Question 23: Do you have any comments regarding the National Anti-Fraud Network? 23% of these were 'no (comment)'.

ID Responses

1	Definitely.
2	Is it just the UK or is Europe included.
3	I'm all for law abiding drivers but it's too much information being delivered
4	Probably a good idea
5	As there has been alleged issues in the past , that makes sense. The industry does attract a few different types of people for some of the wrong reasons, as do all industries that have an avenue to that person's requirements.
6	The problem I see is that its just more and more sharing of personal data.
7	Agree
8	It keeps everybody safe if a suspicious driver moves around
9	It makes sense to do this
10	But isn't this part of the checks already carried out
11	Yes to keep a good standard of drivers
12	but this should also include checking within the european community
13	This is a fantastic idea! 100% agree
14	Can only be a good thing for customers who use at service
15	No problem with this, if you've done nothing wrong you have nothing to worry about.
16	Nope. I think you know what I think by now.
17	Good idea. This will help the safety of customers.
18	No
19	none

ID	Responses
20	No
21	really
22	As far as I know is in the questions asked for renewal but if the council has suspicions should be able to check
23	fraud isn't a big problem in our trade, but sharing of information is. DBS checks should cover any dark areas....
24	Profiling is very important
25	No
26	Essential for safety and safeguarding
27	Nope
28	agree
29	No
30	YES OR JUST ANYONE CAN BE A TAXI DRIVER & THE PUBLIC NEEDS TO BE PROTECTED .
31	3rd good idea! on a roll now!
32	See prev.
33	No
34	Strongly agree
35	For the safety of customers
36	This would prevent drivers who shouldn't be driving able to become a taxi driver in Plymouth. If people can come to work in Plymouth having previously had a license refused or revoked could place the safety of both the public and other drivers at risk and also show Plymouth City Council in a negative light.
37	As long as this is for safety reasons then why not?
38	This is a good idea, this will again improve passenger safety
39	This could cause discrimination against the council and find it unfair.

ID Responses

40	any check should be ok
41	Should be carried out as one bad apple can spell disaster for the reputation of drivers who have worked hard to give the public confidence in the trade
42	No Sure
43	This should have been in place anyway
44	Silly not to do it. Driver banned should be banned everywhere.
45	This is a good idea.
46	Anything to keep the public safe is a good idea
47	In terms of safeguarding it is a good thing but I guess it will all cost money to employ somebody to be responsible for this. Would it not be covered by the 6 monthly DBS?
48	In favour
49	No.
50	Yes & No to above - Comments N/A
51	no
52	no
53	no
54	Should have been done years ago
55	Good idea
56	no
57	no
58	no
59	no
60	Not concerned either way.
61	Transparency is very important

ID Responses

62	Co-ordination is of the utmost importance, there has already, eve with the Various Police authorities lack oc co-ordination
63	no
64	safety first
65	dont we already answer this when renewing badges?
66	Data sharing protects the public.
67	agree
68	3 years is good
69	DBS should be enough, why is this needed
70	to protect the general public safety to all
71	In the application form is already this question so it is already valid, isn't it?
72	No
73	Utilising the NR3 Register may prevent an undesirable applicant from becoming licensed which is beneficial to the integrity of the Taxi and Private Hire trades as well as the LA.

Question 25

84 responses were received to Question 25: Do you have any comments regarding the basic DBS annual check? (for vehicle proprietors). 17% of the responses were 'no (comment)'.

ID Responses

1	If the DfT has recommended it and it's justifiable, this is fair enough... I'm not sure how many crimes are alleged have been committed by people who would have been prevented if this were the policy though? We're quite sure this isn't just a way of increasing the DBS services' revenue stream?
2	DbS checks every 5 years is good anything less is another hit in the pocket
3	WHY? Also, costs?
4	Another cost
5	As stated previously, only new applications and school badge holders should be subjected to DBS. Anyone guilty of abusing Council Licensing rules should be dismissed immediately.
6	Again: what's the point? Realistically, how this affects you or a passenger? Again, focus on the real problems, not little unimportant things!
7	These people should be subject to the same rules as crime comes in many different forms and the industry is reputation for a reason.
8	They have access to licensed vehicles.
9	Every three years seeing he has no contact with customers
10	Rolling DBS for all.
11	Agree
12	I dont see the point !
13	Not sure why this is required. They don't pick up passengers.
14	Not needed they only own the vehicle not collect customers
15	Again cost, plus hassle. It's ok for you guys to bring all this in, but it's me that has to go through endless hassle. Have you looked at how many bits of paper we already have to complete. At the present time, due to lack of staff throughout the whole of the UK these things seem to take longer. Suggest you hold off on this.
16	Another cost to be added to the growing list

ID	Responses
17	If the council want to cover the cost And it may be a good idea if they could just look online instead of Sending away for it and receiving paperwork And we shouldn't have to pay for extra checks
18	More cost again to drivers if they are checked properly shouldn't be a problem.
19	Help to keep taxi within drivers not letting people make easy money off drivers
20	The owner of a licensed car is not always a taxi driver
21	Difficult to understand but I think this refers to people who wouldn't be driving the vehicle so no risk to public?
22	you are contradicting yourselves. in a previous question you stated you would want to do this every six months
23	If this was funded by the council then I agree. This will add further yearly costs to taxi drivers! Causing more to leave.
24	If the person isn't a licensed driver therefore not a taxi driver, why isn't 3 yearly sufficient.
25	No. Ref. previous answer.
26	if there is a 6 monthly check in place then the basic DBS wouldn't need to be requested annually anyway and the every three years should be fine
27	Yes proprietors should definitely be checked regularly.
28	Too frequent and more money to pay out
29	No
30	I'll say 3 years....
31	Why was it changed? Was the system broken before
32	No
33	Is not the same now when you are applying for plate renewal? Anyway I don't see the point of it if they are not the ones driving but doesn't bother me
34	Every 3 years is sufficient - we have enough red tape
35	I would only agree if the waiting time would be a maximum of 48 hours
36	No

ID	Responses
37	Makes sense for those who may rent vehicles and therefore have duties of safety.
38	Why every year? 3 years is good enough
39	Seems fair
40	Waste of time and money for drivers!!!
41	No
42	EVERYONE INVOLVED SHOULD BE CHECKED .
43	Seems like layers of bureaucracy
44	I don't understand why a person that will never get in contact with a taxi customer needs to complete this check.
45	I do not understand why this time scale should be reduced, the proprietors are not a risk to the taxi clients
46	It makes no difference, it's only really valid the day the database is searched so it's an unjustified expense
47	My safety and the safety of others is important. I fully expect those who own and drive taxis to have a valid DBS check that is relevant and up to date.
48	If they are a proprietor then they shouldn't be using the vehicle to carry passengers. Why so then is this required.
49	This is vital
50	Agree but should be a reduced rate to pay. Ie £10
51	Why would transport providers be deemed a higher risk than other professions who are only require to complete 3 yearly checks but deal with society's vulnerable, e.g. teachers, child minders, care home workers etc?
52	I don't see it as a necessity as this will just add more financial pressure on the industry.
53	Very good idea
54	For proprietors? If they don't drive, why would they need it.
55	They do not come into contact with members of the public so why should they be checked more often than drivers.

ID	Responses
56	Anything to keep the public safe is a good idea
57	I guess the proprietors don't have any contact with the public?
58	Nothing to add
59	If they are the driver and come into contact with the public then they should be subject to DBS. I can't see why a vehicle owner would need as such if they aren't the licenced driver.
60	No.
61	To stay as so fair.
62	no
63	no
64	no
65	only if the cost is on more than a three year DBS
66	no
67	no
68	no
69	no
70	no
71	I wholly welcome DBS checks, it is a small price to pay foe piece of mind
72	Why?
73	If a three year DBS certificate is good enough for a driver's licence holder then it is good enough for a vehicle licence holder. If it changes to the new system (DBS update service as recommended by the Department of Transport) (see question 20), then this should be sufficient.
74	to fleet owners its a business
75	For public safety this should be an Enhanced DBS
76	no
77	will show up on anti fraud check

ID Responses

78	3 years is good
79	I do not understand the reason for this, WHY?
80	3 YEARS IS ADEQUATE
81	Without seeing solid evidence that this benefits us in any way shape or form apart from giving someone more hoops to jump through. It is only a recommendation and think should only be implemented IF there is any evidence that this helps either the driver or the customer to remain safe or receive a better service
82	It has taken years to get almost to the point of using the update service for Drivers, why not go the same way from the very beginning with Proprietors, from the word go.
83	It has taken years to get to the point of using the update service for drivers, why not go the same way from the beginning with Proprietors from the word go.
84	I did not answer as it would be maybe/possibly. Puzzled: A proprietor cannot drive their vehicle while it is licensed unless s/he is an LA licensed driver. So, while agreeing with the public safety side of the issue I cannot see the danger.

Question 27

82 responses were received for Question 27: Do you have any comments regarding the basic DBS check for private hire operators? 15% of these responses were 'no (comment)'.

ID Responses

1	Cost wise too much unless the council pay for it but if council paid it would be 5 years not yearly
2	Again, WHY?
3	Cost to much
4	Just more costs for us.
5	That would be lowering the standard and not acceptable
6	The same comment like the previous.
7	As the drivers are on front line & have DBS in place, the operator would surely be checked at application point, if not, why not, again the local constabulary should be contacting you immediately of any issues from the list of drivers, operators and owners so you can follow up as a licensing authority.
8	Not really that bothered on this question, is there any real point?
9	Should be in line for all drivers PH or Hackney
10	Not sure why this would be needed.
11	See my previous comment
12	No need, its over kill, but if transporting children only then yes, a mixture of adults and children, no
13	If the council covers the cost and they can do it online without us Spending more money for it and not receive paperwork
14	Same as before plus most pH company's have a complaints procedure.
15	Keeps rif raf out
16	Thought a previous question referred to s more regular update?
17	Same as last comment. This will add yet another cost to PHV drivers annually. We already pay unnecessarily for vehicle plating and drivers card. Its to expensive.

ID Responses

18	Nothing wrong with existing set up, just more money to pay out to do the job.
19	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
20	re: previous answer, if they are having checks every 6 months then a three yearly (or two yearly) check is theoretically fine
21	Annually seems fair for everyone. Would make customers safer.
22	Too frequent and more money to pay out
23	No
24	Every 3 years....
25	Unnecessary regulation
26	I agree but also don't see the point of it. They are not the ones driving
27	Agree except I would say every 3 years is sufficient
28	only if the process is easy and fast
29	No
30	Operators have access to large amounts of private, confidential and often sensitive data, and it is absolutely right that they should have a regular check for the protection of public safety.
31	We have same checks
32	3 years seems fine,
33	No
34	WE PAY THEM ENOUGH THERE RULES & REGULATION SHOULD BE CHECKED ANNUALLY
35	Hackney do so should private hire.
36	No but all the bureaucracy seems to me to be precluding the possibility that we will ever get Uber in the city
37	See previous answe
38	Because they are in closer contact with customers

ID Responses

39	See my response to the Hackney Dbs, I feel that it should all be the same 6 months across the board, the only time a dbs is good is at the time of the check
40	As written previously, I expect that I and other customers are safe in a taxi, DBS checks need to be up to date and relevant. This would help me to feel safer when utilising a taxi.
41	Drivers of both private hire and hackney vehicles should be treated the same.
42	Yes, this is again vital for passenger safety.
43	Agree but the DBS check is only as good as the check on the day.
44	I think private hire drivers should be checked/examined exactly the same as Hackney
45	no i do mine as a driver.
46	This will cost more to administer and we will all end up paying for it through our council tax which could be better spent elsewhere.
47	Not sure
48	Checks should be done more often
49	If they know pick up address they know which houses are empty. They must be trustworthy.
50	We have to inform the council if we have any dealings with the courts or police as conditions of our license,so why change it?
51	Only if it is pay by city Council
52	They should have it as well, so you know the company is safe for all.
53	Anything to keep the public safe is a good idea although if hackney Taxi Cabs checks are every 6 months why are private hire cabs annually surely they should be at equal intervals
54	I doubt if they'd mind an annual check but again they don't have dealings with the public.
55	Should be everyone associated with the office
56	It is the drivers who should be subject to a DBS. Can't see the point of it being required for others.
57	No.
58	To stay as so fair.

ID	Responses
59	no
60	no
61	no
62	only if the cost is no more than a three year DBS
63	no
64	no
65	no
66	no
67	no
68	Should be same as hackey drivers
69	As question 25
70	no
71	As per questions 20 and 25, DBS update service would be sufficient.
72	all staff should have a DBS
73	all should have one
74	Agree that this should be an enhanced DBS
75	all in office
76	as 25
77	3 YEARS IS ADEQUATE
78	I agree 100%
79	More hoops!! If you suspect that operators are of such low character that they require checking every year, why would you issue a licence in the first place.
80	It has taken years to get almost to the point of using the update service for PH Drivers, why not go the same way from the beginning with Operators, from the word go.

ID	Responses
81	It has taken years to get to the point of using the update service for PH Drivers, why not go the same way from the beginning with Operators from the word go.
82	All staff in a Private Hire office should have to provide a regular DBS check as they have access to passenger movements

Question 29

74 responses were received for Question 29: Do you have any comments regarding operators being required keep a written or electronic register of all staff that take bookings or dispatch vehicles and having sight of a basic Disclosure and Barring Service (DBS) for each individual listed? 22% of these answers were 'no (comment)'.

ID	Responses
1	Not needed another expense
2	Keep records of course yes, but DBS for non-drivers... WHY??
3	Why, they are not dealing with the public personally.
4	Rather keep a record of passengers, they are causing 99% of the problems!
5	Why wouldn't you already?
6	They have access to customers details.
7	No, why would you need to keep a register of people who have took the booking? Most operators have an electronic log anyway
8	No
9	I dont see the point.
10	The have a duty to their customers to ensure their staff are not crooks.
11	This just seems more like big brother. Unsure why the council feel the need to be this controlling.
12	No
13	Simply no
14	I think this is a good idea
15	No
16	I think DBS checks are a good thing - another level of safety for everyone. Any discrepancies can be explained and I think people can make decisions on the outcome of these explanations.
17	Doesn't apply to me

ID	Responses
18	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
19	Good idea
20	Totally unnecessary
21	Yes
22	I don't think is necessary....
23	No
24	People answer ing the phone should not need one
25	I don't see the point of it. The operator is responsible for their employees. What's the point of the DBS check of the owners??
26	but I'm afraid that's going to make recruitment even more difficult
27	All operators should have all information on all drivers.
28	No
29	Sensible for the protection of the travelling public
30	No maybe the hierarchy should have dbs checks but not the general worker there just trying to earn a living
31	no
32	Good idea
33	No
34	STAFF SHOULD HAVE SOME CHECKS A DRIVERS
35	See prev
36	This should be easily logged with their computer system surely?
37	Why is this not being done already?!
38	Yes but if someone has failed to achieve a DBS check why are they driving and collecting passengers as all passengers can be classed as vulnerable.

ID Responses

39	Yes. it is a business and a log of everything must be kept the same as any other business.
40	no as you can have a large turn over of staff.
41	For a shorter period of time, 3 months. This day and age we swap and change systems like the wind.
42	If they hire a driver they should shoulder joint responsibility
43	As long as all that staff mentioned in the proposal is not directly involved in working with the public I consider that a DBS check shouldn't be mandatory.
44	Absolutely, confidential information (person's address) should only be in the hands of trusted individuals.
45	Not sure
46	Yes I agree
47	Surely needed already
48	This will help the police if someone goes missing, so they may be able to help.
49	Anything to keep the public safe is a good idea
50	I thought this already happened.
51	Not if those staff's only contact with the public is by telephone conversation.
52	No.
53	Does not apply to me.
54	no
55	no
56	no
57	Should have been done years ago
58	good for drivers and public
59	no

ID	Responses
60	no
61	no
62	no
63	I think it's very safe
64	Tose members of staff are privy to personal data
65	Basic safeguarding needs.
66	DBS isn't perfect but it's the best we've got for now.
67	staff are in the officer answering phones, all calls are recorded, this is only time they get involved with the public
68	Dispatcher has information regarding passengers movements, people leaving homes empty etc
69	no
70	why would you want that they are on a phone not in personal space
71	why?
72	I agree
73	No
74	This should be the responsibility of the LA and the LA should hold a copy for enforcement purposes.

Question 3 I

86 responses were received for Question 3 I: Do you have any comments regarding the requirement for safeguarding training (for private hire operators and their booking staff)?

ID	Responses
1	Possibly more frequently
2	I do not think 5 years is adequate, it should be less, eg 3 years
3	Very little time investment for something so important.
4	Should be more regular, every 3
5	No need for call handlers to do this and things are changing and it will be computers answering phones soon
6	I have seen many trades and profession lose good staff as a result of dictating to people that they must attend or hold a certificate to carry out a profession they have undertaken for many years.
7	Honestly, I don't see the point. Waste of time...
8	How is this not happening?
9	People should be aware of these signs already and if they aren't then they live in their own bubble or don't care.
10	Pointless
11	The course is a sham, just a tick box exercise for the council. It is bias and full of discrimination.
12	No there to Police and Social services etc jobs for them !
13	Course is a waste of time
14	Simply no
15	Vital
16	Any one that deals with the public should be on this.
17	It is good to be kept up-to-date
18	Offices should train staff.

ID	Responses
19	Waste of time
20	this should be done yearly to enable them to keep up with changes
21	This is very important I agree
22	It is better for all if everyone in the taxi industry understands the need for safeguarding, from taking the bookings to picking up customers
23	I think this will be helpful for all staff. It will give them an insight into patterns of abuse and neglect that they may be able to pick up if having regular contact with customers.
24	No we are taxi drivers not social workers for the council.
25	No, because abusive individuals know exactly how to get round this. Having done the course and ticked the box means nothing.
26	Yes it would be a good idea that knowledge of Safeguarding is implemented throughout the taxi companies, not just drivers
27	No
28	Taxi drivers are not social workers,
29	Disability awareness training should also be introduced.
30	I actually think this course could be more intensive and cover a wider range of safeguarding concerns.
31	No they are not out on the road
32	Cant see the point in operators having to do this. The first point of real contact if anybody from the groups mentioned above is the driver.
33	Stupid,, operators and their booking staff not employed by council. how can they tell that IE: child exploitation on a 2min phone call
34	Waste of time. They are not directly interactive with the costumer. A printed or online guide should be sufficient
35	everyone in the trade knows what safeguarding is ,is basically common sense what we need is to know that we're being safeguarded . people abuse taxi drivers all the time ,I've been abused in many ways, grabbed by drunk women, punched by drunk lads ,not being paid for the fare ,being called all sorts of offensive words because of my nationality etc the police don't seem to care ,what about the council??

ID	Responses
36	No
37	Couldn't agree more. I would only add that this should also include training in accessibility, disability and certain other topics such as dementia awareness. Operators have a key role in keeping our communities safe. Knowing how to assist in the correct way is essential.
38	Agree, given the current climate anything extra could help
39	If is free
40	Yeah I done one so they can lol
41	this seems understandable.
42	It's useless!!!
43	No
44	THESE PEOPLE HAVE NO IDEA WHO THEY ARE DEALING WITH UNTIL THE DRIVER PICKS THEM UP AND THEN , ITS AS IF THEY HAVE PAST THE BUCK TO THE DRIVER TO SORT OUT , NO CARE FOR WHAT THE DRIVER IS WALKING INTO OR HAVE TO DEAL WITH ,
45	All training is important and safeguarding is of paramount importance to be able to recognise signs of abuse neglect etc.
46	Not their responsibility, anyone would act on questionable morals. Just not needed, it's another way for the council to rip people off and claim income.
47	Having attended the safeguarding course I'm not sure what an operator is going to be able to gauge a situation over the phone
48	Safeguarding is everyones responsibility. We all need to ensure that we are as aware as is possible to ensure that those who are vulnerable or deemed to be at risk are protected whenever possible.
49	As long as the information when reported is acted upon by whichever authority needs it this can only be a positive change.
50	I think the course needs to be attended annually, 5 years is not a refresher.
51	Agree,
52	A requirement.

ID	Responses
53	Total waste of time.
54	Safety of customers is paramount
55	We must all do our bit to protect the vulnerable in our community.
56	Not sure
57	Every course is a good bit of training
58	Obvious surely
59	Everyone needs a refresher course.
60	All companies make people do this anyway. Again, who will pay for this, as a normal working person is paid by their employer.
61	Anything to keep the public safe is a good idea
62	No I think it's really important.
63	Drivers are being exploited by PCC. They are asked to be the Council's eyes and ears and help them meet their Safeguarding targets but without and remuneration whatsoever. Booking staff also? Let's exploit them as well shall we?
64	No.
65	N/A
66	no
67	no
68	no
69	these people are ordinarily working class people not public service/social worker staff
70	they are also apart of the taxi business
71	no
72	waste of time
73	no
74	no

ID Responses

75	Their drivers may report a matter of concern from a passenger or passengers and feel it necessary to file a report through operator, who in turn be knowledge of matters relating to safeguarding.
76	1 hour
77	no
78	must attend but a waste of time
79	Gives valuable information to operators and booking staff whilst protecting the public. Timescale required to be put in place for new employees to undertake an initial course? Standard of course and accreditation approved by PCC. Adequate number of courses made available. Good record keeping required by employers
80	waste of time
81	all the office i have work for already cover this normal practice the tae fags control they listen and call the police if they have a address
82	seriously?
83	The course is a good idea however it is the taxi driver that is the first line of contact here so investment should be focused on supporting them more with safeguarding.
84	It is definitely required.
85	No
86	Waste of time doing it online in this writer's experience Safeguarding Training should include Suicide Awareness, it may surprise you to know that there are persons who request to be taken to the Tamar Bridge and Torpoint Ferry and have been saved by the alertness of Taxi and Private Hire drivers. ie. A £20.00 note, keep the change I will not need it

Question 33

72 responses were received to Question 33: Do you have any comments regarding the proposal to require that the insurance certificate/cover note must specify the insurance cover for Public Hire or Private Hire/Hire and Reward? 23% of the responses were 'no (comment)'.

ID	Responses
1	It should do that now.
2	I am sure all taxi insurance certificates already have this mention
3	That would be lowering the standard yet again
4	Let's simplify things, not making them more complicated...
5	I don't understand, insurance for the job as required, how is the wording important as long as there is valid insurance?
6	I have use 4 or 5 insurance firms over the years and I think they do already.
7	Sensible
8	I thought all taxi insurance already stated this.
9	Thought you always made it specify this as you made me get mine changed years ago
10	Don't understand the question
11	seems reasonable
12	It already does!
13	It does anyway
14	Its works now kerp as it is as just adds more cost to us drivers
15	This is not a proposal. It is already happening!
16	It's my understanding that private hire drivers must have insurance stating P/H and hire & reward
17	I think this will clarify who does what, but if it puts taxi drivers off, as some may do both (I'm not sure if they can, sorry) I don't know if it will help.

ID	Responses
18	Mine already does always has.
19	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.
20	Is no point to propose, this is already happening
21	Good idea
22	No
23	Because the insurance will go up....
24	most already do
25	Unnecessary regulation
26	Every policy I have ever had as always stated private hire/hire and reward.
27	I have it but shouldn't be mandatory. Should council have a strategy for at least 10 years from now on? Yes. Does it have it? No
28	as far as I'm aware it already does ...
29	It is like that I don't see what the difference is about the insurance from now and one from 10 years ago, it states the tipe of insurance for the different types of taxi...
30	No
31	Surprised to hear they don't already.
32	Dont change what's not broken
33	has this been an issue to date.
34	No
35	a stupid idea that no one has control over. the policy wording is written by the insurer and cannot be changed
36	Why?
37	Surely this is already the case?
38	Why doesn't it already?! This is alarming.

ID	Responses
39	Hopefully this will deter all the bogus drivers touting out there. The more legal stuff required the better.
40	it has been good up to this point why change it.
41	As customers should be made aware that illegal plying for hire means they are not adequately covered under private hire . Also the upsurge of people arranging lifts on social media for payment is out of control and should be looked at
42	Not sure
43	They must be insured already surely.
44	This will give insurance companies the opportunities to increase prices
45	In the event of an accident insurance would be invalid if the use as a taxi was not declared
46	No
47	No
48	As long as the insurance covers the work being undertaken then that should be sufficient. Hackney/Private Hire Driver insurance issues should not be a major problem in Plymouth. Where we do have a problem in Plymouth are the huge number of food delivery drivers operating around the city on domestic insurance policies having not paid for business use.
49	No.
50	N/A
51	no
52	no
53	no
54	this would be down to insurance companies
55	no
56	no
57	no

ID	Responses
58	no
59	no
60	no
61	dont know
62	PHV must not have public hire insurance
63	Doesn't it now?
64	List of reputable companies providing the type of insurance required to be available for drivers e.g. Private Hire or Hackney requirements may be different.
65	no
66	yes all driver touting that PCC allow to get away with no insurance PCC do their job properly when out should putting parking tickets on cars park on rank go on facebook several talking
67	I do not understand why this is required
68	I thought this was in place already as I have been questioned before on an incorrect issued certificate
69	Cannot comment
70	I can't believe that it doesn't currently have this requirement. I actually think that Motor Insurance for Public (Taxi) and Private (Taxi and PH) Hire automatically includes it nowadays, so it may be that the requirement is already being fully complied with. Taxis may be used for Private Hire in or outside the Licensing Area, PH may not be used for Public Hire anywhere.
71	I can't believe that it doesn't currently have this requirement.
72	Private Hire Vehicles MUST be debarred from having Public Hire Insurance to assist enforcement.

Question 35

69 responses were received for **Question 35: Do you have comments regarding the proposal to require a public liability insurance certificate to be submitted with the application/renewal which insurance cover for a minimum of £5 million? 21% of the responses were 'no (comment)'.**

ID Responses

1	I think that £1 million is enough, the higher you make minimums the higher the cost of insurance.
2	Honestly, everything it's about passengers and their protection. Nothing for the drivers and their safety! The operators, the council and the police don't care at all about the drivers and the abuse they take!
3	Surely that's an insurance industry question, not a licensing authority question?
4	1 million should be enough cover.
5	Why would a driver need it? I have it for certain contracts I have but most will not need that type of insurance and you are just costing the drivers even more money.
6	Sensible
7	Again I thought this was standard practice but obviously not.
8	A lot of insurers include it but it doesn't state it , mine doesn't and I have 10m so what Happens if it's in your schedule but not on certificate
9	Safety of our customers is paramount
10	It will be prohibitive!
11	Surely £2 million would be sufficient?
12	We all have insurance
13	Have now all ready
14	I'm not sure. I know most company's have to do something like this, I don't know what this would be for.
15	1 million is plenty.
16	I think you are being protectionist: allow UBER to work properly in the city, not filtered through some taxi-favouring app that will keep the prices high.

ID	Responses
17	All drivers should make sure they have this insurance.
18	No
19	Because insurance will go up and is all ready up 200£per month.
20	most insurance policies already have this
21	Unnecessary regulation and cost to businesses
22	No that's what i pay extortionate private hire insurance for if you bring this in you should only need fully comprehensive insurance
23	I have it but shouldn't be mandatory
24	sum is excessive . this will only result in an increase of premiums which are very high as it is.
25	Why 5 million, is that a target or??
26	No
27	It should be in your insurance premium when purchasing
28	No
29	yet another cost!
30	Up to the cabbie, most would have 2-5m as standard anyway
31	currently we are required to have public liability insurance for £10 million, are you proposing a decrease in this figure?
32	I believe this public liability to be excessive for the Plymouth area, and increases the insurance dramatically. Public liability should be around £2million pounds.
33	Taxi Insurance is a different kind of insurance than a normal saloon car. Public liability insurance should be in place.
34	I believe that insurances will be more expensive that they already are at the moment.
35	What a joke for 5 Million
36	Don't know what this is. Is it more than ordinary insurance? What for?
37	5 million. What a joke.

ID	Responses
38	Anything to keep the public safe is a good idea
39	It's been my experience that private hire insurance includes public liability insurance.
40	All drivers should have cover.
41	If you drivers have the correct insurance for hire and reward, the policy should include PLI
42	No.
43	N/A
44	no
45	no
46	no
47	no
48	yes drivers are more protected then
49	no
50	no
51	no
52	no
53	Cover should be for £10m as this is standard in most industries.
54	Again we have to think about drivers and the money they spend
55	Public liability has always been a requirement in the larger vehicle sector, ie Bus & Coach industry.
56	no
57	all PHV and hackneys should
58	must already have
59	insurance companies tell us cover

ID	Responses
60	Certificate prominently displayed in vehicle.
61	all should have it
62	more expense but a large
63	its only a bit of paper
64	Why is this required
65	This will increase the running costs of the business,
66	Most contract work ie school transport require this
67	Again, cannot comment as unaware of the required minimum amount for cover.
68	No
69	My understanding is that any competent Insurance Policy already includes this requirement.

Question 37

ID **115 Responses were received to Question 37: Do you have any comments regarding the proposal that from 1 July 2022, all hackney carriages must provide a card payment system in the vehicle?**

1	It's the 21st century. 100% this should be a requirement.
2	Do all shops? Is it law? (I already do)
3	If they only with to take cash paying customers, let other take the work they turn down.
4	Because sometimes can't wait for the money to enter the bank and customers can always say its fraud and claim the money back
5	What is the difference
6	On the proviso that transaction charges are catered for.
7	Card payments are ok, but it takes several days until it clears your bank account and your penalised with handling charge for giving the customer the easy option
8	What about fees and losses due to the payment systems, it's always been a cash based exchange, most issues are from people that have drank the fair. Have you ever dealt with payment at 02:30 and the abuse from citizens, on the outskirts, on your own?
9	Should be an option for drivers.What is wrong with customers not carrying cash it's been ok for centuries.
10	All taxis should take card payments
11	Why would anyone not have card?
12	Cash is king ,payment devices open to corruption and not always reliable .
13	But the fee paid by the driver must be added, not included in the rate.
14	The customer should have the choice on how they wish to pay.
15	Personal y I do not mind card payments however some guys may not want them and it should be their choice
16	Most card companies, banks take a slice of your payment.
17	In this day and age certainly
18	Providing that you need a mobile phone to do this there is no network coverage in order to provide this everywhere, the service is chargeable and most of the times you get the money after four days!
19	No all drivers have bank accounts and also those that are not technically minded would want them.

20	More and more people carry little or no cash
21	This would definitely be a plus both for locals and tourists
22	No
23	Unless you done declare its the way forward
24	As long as the option to pay cash is retained
25	We are becoming a cashless society. And when customers are inebriated they sometimes only have a card to pay the taxi fares as they have spent all there cash on alcohol & food
26	We are expected to pay by card for everything these days and it's what's the norm now so card payments would be good.
27	Should always be a choice of the driver to be able to take either cash or card.
28	Convenient but expensive because you're being protectionist.
29	I admit that the card payment system is handful but Not happy to be mandatory as long as almost all affordable companies which provide card readers charge administration fees
30	not sure why all taxis don't already have this in a world where people pay for things using their phones, let alone cards
31	Can't understand why some drivers aren't doing this already.
32	I do carry on personally, but quite a few times my card machine has stopped working with network/connectivity problems etc so I have had no choice but to ask for cash payment only. If the customer knows that we must provide card payments then this could cause us huge problems especially when working with abusive customers and could even cause us to have to end the shift early resulting in loss of income.
33	No
34	Because we get paid after 2 days and some customers don't have money on their account,or some times we don't have a proper signal to the card reader and we don't get paid...and some customers tried to pay with a card that is not there card,and contactless is very easy to do it.
35	they should be encouraged to have card readers but not forced to have them.
36	Businesses should be able to determine how they want to be paid.
37	I think all taxis should offer card payment facilities
38	Card payments greatly increase security and ease of use. Stopping in the dark at a cash machine to get money out is unsafe

39	up to the driver
40	Should be from now
41	in case you have forgot the the taxi trade is the second oldest profession in the world
42	I have it for 4 years but shouldn't be mandatory. Does council have card payments in all parkings? Then why force others what you don't have?
43	Plymouth is country side most of place network doesn't work having issues with customers and sometimes customers doesn't have money his bank
44	We lose our tips and some area have network problem like nose mayo.
45	We will lost our tip and some place in Plymouth network single not working
46	but it's a personal choice
47	Many areas in the city have poor network quality; some customers want to pay by phone which sometimes it's not possible.
48	providing they still accept cash
49	We should have the freedom to choose
50	No
51	I take the points concerning private hire in the policy briefing documents but in the interests of fairness, if nothing else, could there not also be wording such as 'all private hire operators must provide the ability for customers to pay by card or in advance'. This is off the top of my head but the idea being that there is at least a safeguard against a new operator (however unlikely this seems) starting up and only taking cash. I think it would prevent any potential issues/accusations of unfairness to hackneys.
52	Not all drivers can afford to take card payments
53	I got card system but a lot place is no network and people refuse to pay fare
54	Yes its about time they went with times
55	Many jobs paid with card was fraud!!!Paying for a card payment system it's from my own pocket not from yours!
56	No. Let the drivers to chose if they want one or not.
57	PRIVATE HIRE COULD NOT WORK WITH OUT IT THESE DAYS

58	Should be personal choice, there are many Taxi's that already have card payment system. I have not found this a issue
59	we are in the 21st century after all
60	I take card payments but there are problems. If there is no phone signal at the destination the Fare cannot be debited to the Card. This can mean extra distance and therefore an increased Fare to get to somewhere with a signal or in desperation, an ATM. If a Card is declined it is very problematic. Ability to pay the Fare should be one of things that Taxi Marshals should check, but production of a card does not prove this ability. There is a school of thought among Taxi (and PH) Drivers Nationally, that payment in advance should be made, to exceed the likely Fare and then a recredit is made on completion. This negates the "No Signal" and "No Funds" problems. Unfortunately, it is not that uncommon for Bank Systems to encounter "problems". On occasion these problems can go on for days. Sometimes it will have to be "Cash or Nothing" and provision for this scenario will have to be in place.
61	Some drivers may not confident with the technology of card payment and should not be forced into it by having their right to want cash taken away from them, this is a free country after all and not a dictatorship it should be their choice ,also the technology of card payments can and often does fail
62	I'm a bit torn on this one I've answered yes above as I think it'll reduce any temptation to try and Rob a driver, however again technology can go down and what does that mean for the customer if you have to drive away from the destination to get a signal or cash point for a fare that's at their expense because of a technology failure
63	we are now at a point where customers expect the ability to pay by card, it is possible to have these card machines with very little cost to the driver.
64	In 2022, many people will use card payments over cash. By not having cash or instant access to cash should not prevent the use of a taxi so access to card payment is definitely a positive for the public.
65	This is pretty much standard in all walks of life now?
66	You cannot guarantee signal in every part of the city, this leaves drivers vulnerable and passengers potentially embarrassed. I recently used a HC who stated as I got into the vehicle it was cash only, perfectly reasonable and I was prepared, most ranks are located near a cash point so I see no problem with cash.
67	Because sometimes costumers call the bank after and tell them I don't recognise this transaction. So they refund money them. It's happened a lot with us. Many thanks
68	Payment systems are not as modern as they make out , as delays in payments can be 3/4 days after said fare . Also it creates a larger problem with tap and pay as you never know if the card isn't being used fraudulently .

69	<p>That should be optional. I personally accept card payment for more than 3 years and almost for sure I've suffered more losses than in the previous 9 years cumulative . Apart from paying a small fee from our own pocket for each transaction we face much more issues with this method of payment. I can mention some of them : •no internet signal at the destination so I couldn't proceed the payment. In few occasions the customers refused to drive to somewhere where I could reach a internet signal. Police considered civil matter. •big problems with some cards issued by some "never heard" online banks. The trouble is the customer ask you at the beginning if you accept card and you say yes and at the end when the transaction can't be completed they put the blame on you or your machine. More than that lot of these cards or credit cards are for shopping only and they can't take money out from them at the cash point. •much rarely we have transaction which are denied even the customer has money in his account so he is able to take cash out at the cash point but the problem is that they consider that your card reader was the problem and refuse to pay the journey to the cash point and back (sometimes can be a considerable distance) . Be honest not sure on which side was the issue but definitely not very happy to have all this happened at my expense. This list can continue and for these reasons and because at the moment a very large number of drivers already accept card payment I consider that this should be a personal choice for the other drivers left.</p>
70	<p>This will have a twofold impact on earnings; losing a percentage for using the card payment service and loss of tips, as customers have demonstrated that they are much more likely to round up a cash payment rather than a card payment .</p>
71	<p>I have bad experience with card payment, as some customers after they've been charged will call their bank provider and ask to freeze the transaction. I had 6 payments revoked in 1 month and ever since I did not use a card reader, not to mention that on every single transaction I get charged 2.5% transaction fees which at first does not look like the end of the world but if you add that on a monthly basis and yearly you will see that there is a lot of money that could have been used in fuel or other vehicle maintenance.</p>
72	<p>Card payments are not guaranteed and if someone finds someone's card</p>
73	<p>Yes, but cash too. Sometimes cards don't work, no signal for machine - fall back needed</p>
74	<p>Why don't the council provide them?</p>
75	<p>Yes and no. I still pay for most things by cash as my cards have been hacked, so I don't use them. This means they would have to wait a few days for money to go into their bank accounts.</p>
76	<p>Not sure I am old school prefer to use cash</p>
77	<p>It's relatively cheap and simple to get one and helps the public considerably.</p>
78	<p>It should be the driver's choice and not mandatory. There are also grey areas with contactless payment is not guaranteed like chip and pin . Also we live in a rural area that at times cannot take payment with some of these card readers .</p>

79	They would be silly not to offer card payment facilities. I would go further and suggest that all PHV should also provide card payment facilities
80	Some times the device does not work and we will have an unpaid fair.
81	My Taxi is my business and i should be able to chose how i charge.
82	Yes, drivers are having their cards stopped, sometimes after journey the card is refused.
83	I think it shouldn't be mandatory as all ready a few issues with card payments
84	no
85	Should be driver choice. if card machine broke would that mean we could not work?
86	sometimes internet not working and runners?
87	no
88	there are many frauds with card payment system, i have to pay a lot of money for this!
89	no
90	no
91	because we have to pay interest for every journey if will be free i dont mind
92	This would also increase safety, especially given the scarcity of cash machines in some areas of Plymouth and the difficulties of obtaining cash for people with disabilities.
93	Through the Pandemic period the cashless payment has gone forward in leaps & bounds the hackney carriage trade should allow for both methods of payments.
94	This would incur cost which cannot be afforded in the fare this should be choice cash only
95	many from online payment isn't coming in my account in 4 days if i take Friday/Saturday
96	as drivers who previously had card payment machines have stopped using them since Covid-19 made it easy for them to claim benefits, so by not using their card machines authorities can't track what days they've worked. Also, some drivers have put cash only signs on their vehicles and I personally have seen customers sent to the front cab on the rank, and that driver telling them cash only. I have then watched the customer walk to the bus stop and catch a bus, thus costing the drivers with a card machine loss of income. Also, a lot of customers take it for granted that drivers accept card payments as companies are advertising card payments accepted in all vehicles. A lot of customers are assuming that the driver will take card payment and then having to get cash from a cash point when the driver refuses a card payment. This then extends their journey and the fare is dearer.

97	drivers choice
98	should have choice
99	dont know
100	should be voluntary and not forced on drivers
101	Accessibility of ATM's are reducing in areas of the city. Need to run workshops on card payment systems during new driver training, although existing drivers are probably more resistant to the idea of card payment machines. Machines in the cab must be kept in working order and be repaired within 3 working days, if machine not working then that should be reported to Licensing Authority.
102	should be up to driver
103	Furthermore - that the card system used is compatible with mobile phone/contactless methods such as Apple Pay - as these services are pretty much commonplace now.
104	if you are an indepedant hackney driver to mant areas where you can get payment lower southway estover erniesettle bill bridge has not got enough signal
105	why not what have they to hide
106	This should be at the drivers discretion, the pound is the legal currency of this country and people should be able to choose how they are paid or pay for things. Cards payment systems cost drivers, the initial buying of the machine, commissions charged by the processing company, they rely on mobile phone signal strength, whether the customer has funds in the account, is the card damaged and all this happens at the end of the journey.
107	Personal choice
108	all card readers come at a cost and every card reader provider charges a fee for every transaction, fee that by law the drivers are not allowed to charge the customer, it should be the drivers' decision for they are the ones being financially affected, not the council
109	receipts are needed at times to prove you have paid for a journey.Will this method let you have a receipt? asking at times for a written receipt always to some seem to be a task they dont want to do either its they cant find a pen or official card to write a receipt out
110	Yes as several drivers are demanding cash only to avoid the money being traced to a bank account etc inland revenue avoidance , and overcharging etc upfront and also sending customers to poorly lit cash points at night surely a safety issue
111	As much as it makes it easier, I can see no valid argument against making it compuslory.

112	As long as the driver is willing to stop at a cash machine for no extra charge for a client then there should be no requirement for a card system. Should a card system be required, this should not need to be funded by the driver.
113	I take card payments, but there are problems. If there is no phone signal at the destination the Fare cannot be debited to the Card. This can mean extra distance and therefore an increased Fare to get to somewhere with a signal or, in desperation, an ATM. If a Card is declined it is very problematic. Ability to pay the Fare should be one of things that Taxi Marshals should check, but production of a card does not prove this ability, only that the intending Passenger has a piece of potentially worthless plastic in their possession. There is a school of thought among Taxi (and PH) Drivers Nationally, that payment in advance should be made, to exceed the likely Fare and then a recredit is made on completion. This negates the "No Signal" and "No Funds" problems. This solution would need to be organised with Banks and may require Legislation. Unfortunately, it is not that uncommon for Bank Systems to encounter "problems". On occasion these problems can go on for days. Sometimes it will have to be "Cash or Nothing" and provision for this scenario will have to be in place.
114	I take card payments but there are problems, especially living in a rural area, where signal is non-existent, while I support encouraging drivers to have card readers, I don't support forcing them, I do question why this question only relates to Hackney Drivers as many private hire drivers do not have card readers. I am also concerned that a contactless payment is not a guarantee payment! If this policy is to force the trade to have readers then the type of machine should be the drivers choice not for the authority to tell us which card reader company we should sign up to., we should have the freedom of right to shop around for the best provider with the cheapest fees.
115	The provision of Card Payment should be voluntary. One serious shortfall is "Contactless". This writer understands that only PIN payments are guaranteed by the banks and that it is possible for a dishonest passenger to pay through contactless go indoors and cancel the payment which the driver does not then discover for two or three days. What is the Drivers position if there is no mobile signal at the end of a journey's location or a card is declined, this could be quite a problem? I do not note a similar requirement for the Private Hire Trade.

Question 39

108 responses were received for Question 39: Do you have comments regarding licence fees being non-refundable unless using it towards another Plymouth City Council Tax licence? Around 10% were 'no (comment)'.

ID Responses

1	I wouldn't object to a reasonable admin fee being subtracted from refunds, but just a blanket no for the sake of it isn't good practise. The council's relationship with drivers should be collaborative, not combative.
2	If i hand my licence in i would expect a refund of the unused part of it.
3	Another money spinner
4	No,
5	Why should someone be penalised if their circumstances change?
6	On the end of the day all this is for more money to taken of the driver
7	No one knows what life has in store for us so in my opinion fees should be returned in genuine circumstances
8	What if someone had to quit for health reasons
9	Poor practice, an admin fee or sliding scale would show a more accommodating approach.
10	Drivers should get back what they are owed.Why should the council keep it.
11	Serious illness forcing driver to leave work should be returned
12	If you owe you should pay.
13	The council just want it all there own way.
14	Down right rude .
15	In principle yes but their might be exceptional circumstances in which case they should have a method of appeal.
16	Why? Is this even legal? If so it's immoral.
17	Should be refundable if you have to cease for medical reasons otherwise drivers maybe tempted to not tell you

ID	Responses
18	May be exceptions some discretion needed.
19	I do not think this is reasonable
20	No strong feelings about this
21	You charge high fees so no repay what you owe back to drivers .we are not pcc little piggy banks.
22	Unsure
23	Licensing charge extortionate fees across the taxi industry. And if someone decides to leave the trade they should be entitled to an appropriate refund as is already the case
24	Seems a bit unfair but maybe some kind of process to allow some refund might be a good idea Such as changes in personal circumstances or illness?
25	Its unfair to expect to keep someones money if for unseen circumstances you have to surrender your licence and leave the trade. Which may happen for a lot of drivers if too many financial changes are made.
26	No
27	A bit unfair if someone becomes very ill and unable to work anymore and already struggling financially.
28	Just another way of keeping hold of peoples money
29	Illness can come at anytime
30	Why should be in a policy .
31	If a driver leaves before the end of the licence then a refund for remaining time should be refunded,
32	Because we pay for it...
33	exceptions should be made if they get medically retired
34	Any other business should offer a refund so should the Council
35	I don't agree with this proposal. If a driver leaves the trade they should be entitled to a refund on what is owed to them. I do believe that Plymouth city council should have a direct debit option for payments. If they then leave the trade nothing would be owed back to them.
36	No if you haven't used all of it it should be refunded

ID	Responses
37	Not if leaving the trade
38	It could be transferred to council tax or other council payments if you don't want to refund it but that are money that doesn't belong to council. Those money are money hard earned. If i can't use a service why should I pay for it?
39	It's have to be refunded
40	It's a service so if I pay in full a year subscription and I stop it after 6 months I should get 50% of the money back not refunding money paid for services not rendered should be illegal right?
41	No, I don't agree with that one because if the driver or owner gets ill or worse and cannot work should get refunded for what is worth
42	No
43	I may be wrong but doesn't the law say something like 'for the grant of the licence'? I always thought this meant that unless granted a refund had to be given. Of course, if I am wrong then my answer to the question is yes.
44	Not really sure what the license department does for us anyway. It's just an easy way for Plymouth Council to collect revenue. It goes up year after year for what. It's a joke
45	That's why I think everyone should be on 12 month licences so if there are refunds they wont sting pcc coffers
46	No
47	IF YOU LEAVE THE TRADER YOU SHOULD HAVE YOUR REMANDING LICENCE FEE RETURN
48	Definitely not, if a refund is required it should be honoured.
49	the account is funded by us drivers. it cannot be in a negative nor make a gross profit. to not refund fees would mean it would enter gross profit!
50	All Licence Fees should be refunded for outstanding balances, in full for whole months remaining at the time of relinquishment. Nobody should have to pay for something not received. Road Tax Licence, Insurance, even TV Licences are refundable for full month remaining when surrendered. Taxi Vehicle and Driver, PH Vehicle and Driver and Private Hire Operator Licences must be treated in the same way.
51	A refund for an.unused service should.still be granted, I would get a refund on my tax for a vehicle if I didn't use it
52	Why not !!!?? If a driver don t work anymore!

ID	Responses
53	As an example, if I choose to leave the industry within the 3 year period of my licence then I should also have the right to ask for the unused element of the licence. For PCC to hold my fee and not allow a refund is a pretty low move and will cause bad feeling. You have used the example of difficult to predict future trends due to Covid, this is a constant feeling as a driver, if we choose to leave the industry we should not be penalised financially. whereas PCC are able to reclaim losses/deficits via central government.
54	If Plymouth City Council were to change the rules/regulations for taxis, drivers who have paid their license fees prior to changes should be able to receive a refund on time if they are left with no option but to leave the trade.
55	The councils taxi licensing lack of funds is their doing and shouldn't be attempted to be fixed by ripping off their drivers.
56	I think any remaining should be refunded to the driver, especially in the current economy peoples circumstances change regularly, this seems unfair when you will be re-issuing the licence to someone else who will be paying the whole fee. By not refunding you are likely to lose a renewal from experienced drivers who may be thinking of retiring etc.
57	They shouldn't be non refundable and should be refundable.
58	If a driver has to leave employment s/he should be able to claim a refund of a proportion of their licence fee.
59	No
60	During recent pandemic I lost 18 months of licence fees due to government guidelines of isolating . The fees are already high and council should have extended renewal time or given refund for time not able to work
61	If I will refuse to give the change to my customer most likely I will have my licence revoked by the Taxi Licensing, which then will refuse to give me the money back for the remaining period of licence (my change). Is that fair or just another abuse of power? Because it looks to be a similar situation but with different outcome. Then how can I use that rest of money towards Taxi Licensing if they won't let me apply from now on for another license?
62	You should pay for the percentage that you have used, rounded up to the full month, as with road tax.
63	Not concerned
64	Not sure
65	on a one year licence i agree non-refundable for three years i disagree, if a driver falls ill an unable to work 3 months into a three year licence, he should be able to receive two years back

ID	Responses
66	I think if they return their licence with months still to use they should be refunded.
67	All licences are refundable, TV, Road Tax, why not these - not fair!
68	Why should the council keep their refunds.
69	If a driver decides they no longer want to stay in the trade, they should be able to get the unused full months back, same as I would expect insurance to be returned to me if I no longer drive a car.
70	If licence is surrendered like road tax each full month should be refunded
71	I don't think it unreasonable to have any unused part of a license refunded. Some things can't be planned for and it is a big outlay.
72	People circumstances change.example:you might be fit and healthy today and tomorrow have to give up driving for no fault of your own . Everyone should have a refund
73	If a refund is due then refund it.
74	No.
75	If you don't use it, refund it!
76	Drivers have to much expense so no
77	No
78	no
79	circumstances change
80	no
81	no
82	no
83	no
84	no
85	If u are taking the fee and not accepted the driver then give them there money back
86	Is unsuccessful they should get half the money back

ID	Responses
87	Refunded
88	Consideration should be given to a driver whose licence has been rescinded on medical grounds
89	City council is parking just to take money, but they don't know how hard we are doing this money
90	A person could go out of the trade through sickness or disability at any time and would then have to forfeit income through no fault of their own.
91	if you are not using the service a refund must be made
92	should always be entitled to service unused
93	don't know
94	if not used should be returned
95	Illness/death?
96	all should get refunded
97	if i take my car for 12 months i use half get half back so same rule should apply
98	drivers might leave for medical family issues why should they be penalised
99	Why should you keep monies that you have not earned, Road Tax, Car Insurance, TV licence are refunded in full unused months Why should our licence, fees be different.
100	Why should anyone lose money for a fee paid for 3 yrs but only use 1 yr of that fee. . if that's is to be the case ask for the 3 yr fee to be paid in 3 yearly payments on renewal of yr 1 & 2
101	Discriminatory, if any driver falls ill or suffers life changing injuries that prevents him/her from driving a taxi he will lose that money as well.....illegal. It's not the council's money
102	depends on the circumstances of why it needs to be refunded
103	Before you could use it towards another license, now with the online system you can only pay for a full year etc and the council have to refund you the remaining leftover months so maybe a calculating system could be in place
104	This is just a blatant money grab.
105	If they pay for a year and use for 8 mths the other 4 mths should be refunded, maybe with a minimum refund of three months to cover processing costs

ID Responses

106	All Licence Fees should be refunded for outstanding balances, in full for whole months remaining at the time of relinquishment (with a reasonable Administration Fee). Nobody should have to pay for something not received. Road Tax Licence, Insurance, even TV Licences are refundable for full months remaining when surrendered. Taxi Vehicle and Driver, PH Vehicle and Driver and Private Hire Operator Licences must be treated in the same way.
107	All Licence Fees should be refunded for outstanding balances, in full for whole months remaining at the time of relinquishment.
108	This will cause a lot more work for the LA as Licensees will take out the shorter licence not knowing what the future holds. There has to be compassion within the Licensing Structure: death, serious accident, serious illness, family matters can all cause a Licensee to re-consider their position. The current system should be preserved however under your current proposals Council Tax payment should be added to your list.

Question 40

128 comments were received for Question 40: Do you have any comments regarding the additional penalty points that have been suggested i.e. H32 – H37 and P26 – P31? However around 30% of these comments were ‘ no comment’.

ID	Responses
1	All sound sensible and safety orientated.
2	No
3	Surely P31 contradicts the earlier observation of drivers not needing a knowledge test because they can use satnav ?!
4	The scheme is already MORE than enough as it is.
5	.
6	I don't agree with penalty points do other council drivers have the same penalties
7	No
8	No
9	Don't agree with penalty points, for a start they would not stand up in court, we are not kids. Maybe give the driver detention.
10	Everyone can say everything.It's not fair
11	I don't agree with the penalty point system but do support Council Licensing inspecting vehicles. However, they should target drivers who drive away as they are the ones who have something to hide. Incidentally, many cabs stink, as do the drivers.
12	Let's give penalty points to the customers as well. Otherwise it's nothing but discrimination! Customers and drivers must be on an equal position! No?
13	No issues
14	Penalty point are ridicules.
15	I'd need to read about them.
16	H36, I could say I seen anyone on a phone. Only just, but we still live in a country where we need factual proof
17	You have perverts driving taxis and private hire and your worried about someone wearing a t shirt 🙄.

18	Overbearing nonsense in most cases for example wearing denim pathetic bullying tactic by PCC passengers wear denim and don't give a toss what I wear .
19	Too many penalties incress the stress of drivers and decreas the safety on the road !
20	I'm led to believe it's not even legal and would not stand up to being challenged in a court of law. Seems more like a box ticking exercise for someone who's trying to justify their wages.
21	no
22	Only to add more burden on drivers? The answer is NO.
23	As long as it's applicable to the cause of the job.
24	As long as the driver is of smart and clean appearance and the taxi is clean. I disagree with this
25	No
26	??
27	I think the clothing side is very harsh, sat in a vehicle all day or night and getting in and out of vehicle opening doors and helping passengers the driver should be comfy and be able to wear what they like as long as it's not offensive, ripped or dirty. I understand no baseball caps and hoodies.
28	no
29	I do not think that the penalty points are reasonable because I have a MOT every six months and I Obide by the law and I keep my car in very good condition and I also think that everyone has their own opinion about the state of a vehicle
30	This is a joke who are pcc to give anyone any points another dumb idea dreamt up by pcc to make life harder for drivers.
31	These are pointless abd a waste of time money wasted on court and council never win
32	No
33	as long as drivers are professional and dressed appropriately then there should be no problem. Will you be applying this rule to your own staff, as several seem to be ignoring this fact
34	I don't know what they mean

35	No comment
36	All private hire companies use the autocab app run on a phone in the car. It is essential to have access to the phone to accept work and using the meter so P31 is unfair.
37	I think safety of all travelling in the cab is the priority so not reporting any damage to a vehicle that could cause an accident or the drivers using a mobile phone while driving should incur penalties as it would everyone else who drives.
38	More petty ideas from the council. No other job within the council gives out penalty points.
39	No
40	This should be reviewed
41	I don't agree with H34/P29 as flat/burst tyres could happen to anyone at any point and a member of the public would not be given points for this. Don't agree with H35/P30 as this could lead to taxis being required to wait further away which could be an issue for those with disabilities etc. Others seem fine.
42	Good idea
43	I think some penalties are unreasonable, like suspending a driver for wearing jeans?!
44	The whole penalty points system is disgusting. To me this is showing that we should have employees rights rather than being self employed.
45	No
46	No
47	The penalty points sistem is too much....
48	No
49	none
50	No comment
51	I totally disagree with the penalty points system.
52	No
53	No

54	H32 and p37 - if rented the proprietor might not know Defective tyre could mean I just took something while driving that cause a flat tyre. Not my fault I can't see the tyre while driving. It should be explained what defective tyre means H36-p31 how should take the fares from operator or let the operator knows we finish the fare? "While driving" means also when stopped with the engine on. Must be explained
55	No
56	No
57	It's a list of nightmares. I have a dog for example, what I am supposed to do now? my private hire vehicle is also my personal car. anyone can decide to phone in and complain vehicle is dirty, driver is unshaved ,he's parked in the wrong spot etc etc .You're opening the door to a wave of abuses never before seen when the public finds out they can make our lives difficult ,I speak from experience. We deal with a lot of miserable people that don't like foreigners, that's always been the case in plymouth so you can appreciate there's good reason for concern. My work equipment(PDA) is fixed on my dashboard, sometimes in traffic I need to press a button on the screen so I can accept a fare. How would you advise me to do this? Stop in a roundabout? or on A38? WE operate screens on the move it's part of the job it's part of driving ,checking traffic but also dashboard instruments. With every question I answer here I'm more and more convinced that it's time to look for another job.
58	no comment
59	I am self employed. Not an employed. You should use penalty points scheme for council employees. Their Not doing their jobs properly
60	Yes it's a waste of money and time, I think the pp should be more specific for drivers and the trade should be left with a bit of freedom on both sides if you are unable to do that consider yourself as a kind of communist who want total control over the independent work witch is against all the democracy that this country brags about
61	No
62	No
63	Take the penalty points out is no use,just put pressure on the drivers.
64	Points scheme is a joke anyway. Do agree with it. Don't trust any of the licensing officers to carry out this role honestly and with integrity.
65	Regarding the additional penalty points they should be removed anyway we ve got on driving licence.
66	Not sure

67	Nobody likes changes some the rules are ok some aren't and need reviewing by pcc drivers both hackney and private maybe form a little group to discuss the rules your p1 fail to wear driver badge properly is just rubbish most customers cant see the badge on person anyways maybe have it situated on front dash so customers can see it as they enter the vehicle maybe have a badge display which is flexible and you can strap around your left arm like doorstaff I'd only saying I was in a rta and the I'd on my chest hurt me from impact from airbags going off to pierce my skin so rules need changing for the good
68	No
69	99 % OF DRIVERS ABIDE BY THE RULES WITH MANY YEARS EXPERIENCE , MORE RULES AREN'T GOING TO MAKE THIS JOB ANY EASIER . WITH ALL THE COURSES WE GO ON WE ARE REGARDED AS PROFESSIONALS TREAT US LIKE THEM , GET RID OF THE ROOT YOUR DOING THE CHECKS
70	yet another daft idea from someone who clearly hates us drivers
71	Just to reiterate: we should have Uber in PLymouth. It's evident that there is a need and Uber Eats etc so why not Uber cabs? All these layers of bureaucracy seem intended to keep Uber out. I have driven into the city late at night to collect my son who is a shift worker. He is unable to get cabs and judging by the numbers of people walking out of the centre, this is a common problem and in my opinion, one of safeguarding.
72	Punitive
73	There are enough already
74	Yeah scrap them
75	The relation between council and drivers is one way only : orders from council and penalties for drivers and quite a few of them are not fair .
76	I do not know what these are and to ask for someone to provide comment it should have been made clear what these 'penalty points' relate to
77	No
78	I THINK YOU SHOULD CONCENTRATE ON GETTING YOUR OWN HOUSE IN ORDER BEFORE TRYING TO FORCE POLICY ON TO THE TAXI DRIVERS
79	I havent even heard of these penalty points?????
80	No
81	Should be scrapped

82	No
83	I don't agree and I never agreed with the entire points system. Even most of it content is decent and sensible it still has some sections which give to the enforcement personnel some unlimited power who at any moment for any personal reasons can very easy if they want to enforce it against a driver . I'm not saying that this had happened but as an example if somebody from the Taxi Licensing want to silence somebody who they don't agree with is just enough to go out and penalise that driver for dirty car for few times(which is very subjective in a city where we have sometime couple of showers per day) . In that way one driver can be portrait as a bad driver and can be considered not fit to drive.
84	Not sure
85	I think it's a good idea
86	Don't know what this is.
87	Is too much 3 years
88	There shouldn't be any penalties points
89	I think is ridiculous, do I come in your office to ask you to not wear a black jeans, because they are jeans
90	It's a good idea having a dress code.
91	No knowledge of this.
92	A points system can just serve to lower morale if its punitive and may send good drivers away.
93	No comment
94	No.
95	N/A
96	no
97	Dress code is a joke for Hackney vehicle drivers and it should be removed as we are self employed, it shouldn't come into force.
98	no
99	no
100	no

OFFICIAL

101	no
102	its wrong! it shouldn't be imposed a dress code for taxi drivers! would you mind to explain to me how a pair of trousers, nike, puma, adidas etc would effect the public?
103	no
104	no
105	Yes scrap it all
106	No
107	Not sure
108	Should be scrapped. stop being busy bodies!!!!
109	Al this is OK I a normal world, but right now more drivers are needed and council should be more helpful... Maybe a shorter period of the points
110	No
111	Just please you have a look about taxi marshals
112	As the council points system is not a bylaw, it has no relevance over a hackney carriage driver.
113	na
114	na
115	disagree with points
116	not seen these
117	yes - safety
118	no prizes
119	should be all abolished as its joke PCC officers in black denim combats all drivers should be clean and presentable plain tops, jeans, joggers, dress short no ronhills shorts or vest tops
120	whats wrong with current guidelines

121	Why are more penalties being added when a common sense approach would gain more respect and support. the licensing department should be there to support us as well as police us.
122	yes should be implemented
123	No
124	Not able to find them
125	Cannot comment
126	Quote H32 Failure to report, in writing, within 72 hours, accident or damage to licensed vehicle, which would affect the safety, performance or appearance of the vehicle or comfort or convenience of passengers. H37 Displaying an out of date/invalid medical exemption certificate End Quote H32 should not be points, it should always be appearance at Taxi Licensing Committee. The 72 Hour time could be problematic in the event of "Bank Holiday Weekends", especially in extended Bank Holiday periods such as the Platinum Jubilee or over Christmas when, if at a weekend holiday days are added Pre or Post the event. The current "Five Working Days" does work well. H37 is not an offence in itself. It only becomes an offence if you refuse to carry a passenger in a Standard Manual Wheelchair. With regard to refusal to carry an Assistance Dog, I believe if you have an allergy to Dogs it is going to be for life so a Permanent Exemption would have to be provided, so it could not be "Out of Date".
127	H32 should not be points, it should be appearance at Taxi Licensing Committee. H37 is not an offence in itself. It only becomes an offence if you refuse to carry a passenger in a Standard Manual Wheelchair.
128	Department for Transport TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE March 2010 Page 10. 38. Another approach, possibly in conjunction with the previous option, is a requirement for a roof-mounted, permanently illuminated sign with words such as 'pre-booked only'. But it can be argued that any roof-mounted sign, however unambiguous its words, is liable to create confusion with a taxi. So roof-mounted signs on PHVs are not seen as best practice. Private Hire Vehicles should be prevented from having roof signs as stated in the Department for Transport Guidance.

Question 41

ID **109 comments were received for Question 41: Do you have any comments regarding the changes to the Wheelchair and assistance dogs exemption guidelines? However around 50% of the comments were 'no (comment)'.**

Responses

1	All reasonable.
2	No
3	.
4	If the driver is unfit to lift wheelchairs and people suffer from dog hair they shouldn't have to do it under any circumstances no one pays the drivers when they are home on the sick
5	no
6	No
7	All good
8	No
9	If a passenger comes with an assistance dog and, as usual, makes a lot of dirt and let a lot of hair in the car, why is not charged?? Why the drivers must lose an hour and money to go to clean the car?
10	No I admit a lot of drivers swinging the lead.
11	N/A
12	No
13	No driver should be exempt ,should be condition of licence.
14	Should be a £5 surcharge paid for by PCC as contribution or PCC should provide there own transport facilities for Wheelchair users instead of foisting the problem onto Taxis .
15	No comments.
16	no
17	If you add more changes, more drivers will leave.
18	Only some people are exempt for good medical reasons, others find excuses those are the ones this should be aimed at.

19	No
20	No
21	No
22	No
23	It appears that some drivers use this as a loophole to not accept passengers with disabilities. I know that despite showing the accessible sign on the taxi many say "they do not take wheelchairs" how will you ensure there are sufficient numbers of wheelchair accessible vehicles that will run 24/7?
24	Far too many Hackney cabs displaying disabled exemptions. Carrying disabled and wheelchair users are part of the job. If not fit for job, find something else. I suspect most exemptions are for "bad back" issues. Main cause - being unable to charge for the extra time taken to load up and unload.
25	Please make sure this exemption is not exploited by taxi drivers who don't want to spend the time loading a wheelchair or assistance dogs. Only if genuine and certified by a medical professional.
26	No
27	No
28	No keep as they are
29	No
30	no
31	What changes ?
32	I agree with your new proposal
33	I think everything should be done to become an inclusive service and in all things, sometimes it is not always possible to accommodate everyone, but a reassurance that things are being done to try to help everyone is good and that the council is open to suggestions to make things better would be appreciated.
34	No
35	No
36	Good idea

37	No, although I think private hire not having to be wheelchair accessible is discriminating towards wheelchair users.
38	No
39	No
40	No
41	No
42	No
43	Private Hire should do more to accept wheelchairs
44	I have customers who are disabled in my business, more should be done to encourage better transport links for them.
45	No
46	No
47	No
48	All taxis should carry them
49	no
50	No, these should be as they are now
51	No
52	Not really other than the vehicle licensing policy for Hackney's does create an issue where a driver has an exemption for a vehicle they cannot use and yet they cannot purchase a vehicle that may be more suitable for their needs. Tricky. Given the livery plans (and the excellent idea not to licence white PHV's) is it plausible that those with exemptions could also be permitted to purchase a different type of vehicle. Hackney's will, by that stage, be very distinctive, so perhaps vehicle type becomes less of an issue for identification? That way, a person seeking to hire a cab would also know immediately that it was not able to carry them in their wheelchair? Appreciate the driver then loses the safety screen and other aspects of the vehicle design. Just a thought for consideration.
53	I carry both so not an issue for me what's so ever.
54	If it's not broken keep it as it is.
55	Nope

56	No
57	No
58	We need more accessible taxis in the city how do we incentivise driver to provide them
59	NO
60	Nope
61	Wheelchair exemptions are necessary if a medical condition is prevalent, assistance dogs for the blind should be mandatory.
62	Leave this policy alone, no need to amend it and it's already hard enough to get an accessible cab in this city
63	My strong belief is that wheelchair users and those with assistance dogs should be able to use taxis in the same way as someone who does not have additional needs.
64	There is a huge lack of wheelchair accessible vehicles and an even bigger problem of drivers doing everything they can to not take wheelchairs/ disabled passengers. Too often do you see wheelchair users almost having to go down the line of taxis before finding one that will take them. The council should be encouraging drivers to take wheelchair users, and perhaps helping wheelchair users to find drivers that are more than willing to help them.
65	PCC should actively encourage drivers to take wheelchairs and assistance dogs, especially electric wheelchairs. Drivers should also have a moral compass and wish to help all, not just the "easy" fares. It would be prudent to have a dedicated number for those drivers who are able to take electric wheelchairs.
66	No
67	A flat extra fee should be charged.
68	No
69	Not sure
70	Dogs should be at drivers discretion. I think wheelchair exemption should be reviewed every 3-6 months on all exemptions
71	All the taxis take wheelchairs. Anyone exempt should not drive then. Allergic to dogs is a reasonable exemption
72	No

73	No
74	No.
75	Not enough vehicle doing this, don't reduce further.
76	No knowledge of this.
77	No
78	Grey area
79	No.
80	No
81	no
82	no
83	no
84	no
85	no
86	no
87	no
88	no
89	no
90	Exemptions to this should not be granted under any circumstances as it is discriminatory. Additionally, many drivers do not stop when they see someone in a wheelchair - this has happened to me repeatedly and it is evident that, if I move away, they stop for able-bodied friends. Any driver reported for this should have their licence suspended pending investigation and have to attend a disability awareness course.
91	I just want it to be easier for disabled people to get taxis!
92	No exemptions should be granted
93	No
94	No

95	No
96	no
97	na
98	na
99	<p>he Licensing Authority should aim to reduce the percentage of drivers who have exemptions, so increasing the numbers available to the disabled public. External signage on the vehicles need to be reviewed to make sure they are clearer and easily seen by any person wanting a taxi. It can be very frustrating if several drivers on a rank say they cannot take a disabled fare due to an exemption. Could thought be given to there being a restriction of the number of exempted drivers at a rank at any one time? We support that a temporary exemption may be required for up to 6 months and agree that further medical assessments, by an appropriately qualified muscular skeletal medical consultant should be required for any extension to that temporary period. Assistance dogs are essential to their owner's health and wellbeing so should be included within this policy.</p>
100	no
101	<p>this is why you cannot have any mix ranks phv and hackney hackney first one on rank but phv in front lady in wheelchair want to go union street phv cant take her but second lady wants to go to exeter so hackney lose is out is that fair</p>
102	what wrong with the current guidance
103	<p>wheel chairs vary in shape and size as do wheelchair users, Taxi drivers come in all shapes and sizes and with different physical capabilities. As such they should be able to make on an individual basis risk assessments of their own ability to safely carry that passenger including loading, unloading and securing of wheel chair without hurting them selves.</p>
104	<p>those who are exempt should show their exemption certificate more clearly. Explain to the public why they cant take if a person asks and yes need to be regularly checked they are except not just because they dont want to take these passengers</p>
105	<p>30% of the Hackney fleet have exemptions, a fair percentage of these drivers are working out in the gym , playing golf , football etc , these drivers want to be a driver of a wheelchair accessible vehicle but don't want to accept wheelchairs because they cannot be bothered not because of a disability they have , this need's addressing</p>
106	Make it as easy as possible for both of these to travel in all taxis.

107	<p>Due to the shortage of HGV Drivers, the Group II requirement is no longer necessarily done by a GP. I would suggest that in the same way a Health Professional who can now do Group II medicals can and should be able to do the required exemption Certificates. I have never met my own GP but I am aware that the Practice charges the maximum allowed for Group II medicals. Other GP's from outside the Practice offer a cheaper alternative and they can still have full access to medical records, they are often digitised and can be accessed from any authorised terminal. Any Doctor or suitable Health Professional should be allowed to provide the necessary Certification. It should not be limited a Driver's own, or within Practice, Doctor. With the current Covid situation it is I would point out, easier to get a Parking Attendant to move Private Vehicles from a Taxi Rank than it is to get an appointment with your Doctor – possible yes, but very, very rare. In other Authority areas, it has not been unknown for Drivers to de-register from their current Doctors Practice to enable them to source cheaper Medicals. Re-registering is fraught with difficulties and can leave Drivers without access to GP services. Owners or users of Assistance Dogs should carry identification to prove it is an assistance dog. Companion dogs in particular, are of any breed and some owners will plead that they are for Assistance when in fact they are simply Pets. My colleagues of the Muslim Faith are not happy about Dogs but will carry genuine Assistance animals, they need, and they deserve, the proof. Plymouth is better than most Authorities with regards to assisting the disabled Passenger with access to Taxis by mandating a 100% WAV Hackney Fleet. Unfortunately, the majority of Wheelchair users do not use the "Standard Manual Wheelchair" and so still struggle to get carriage (*note immediately below). Added to this is the problem that circa 20% of Hackney Drivers have exemption, either permanent or temporary, from dealing with any wheelchair carriage at all. At least one Authority, to my personal knowledge, has found a way to drastically reduce the number of Drivers claiming exemption – I believe it effected more "Miracle Cures" than anyone could have guessed. Plymouth should investigate what can be done in this respect. (*) The LEVC vehicle is certainly capable of carrying a Standard Manual Wheelchair. There is no vehicle of Electric or Hybrid propulsion currently, that can comfortably deal with the average (there is no "Standard") Battery Powered Wheelchair. Users of these Chairs (who make up the majority of wheelchair users nowadays) will see a drop, possibly to Zero, in provision of Taxis for their use, and they will have to take PH WAV's which are invariably more expensive in the fares that are charged than Hackney Carriage Tariffs.</p>
108	<p>Plymouth is better than most Authorities with regards to assisting disabled passengers, with access to taxis by mandating a 100% WAV Hackney Fleet. Unfortunately, the majority of Wheelchair users do not use the "Standard Manual Wheelchair" and so still struggle to get carriage (*note below). Added to this is the problem that circa 20% of Hackney Drivers have exemption, either permanent, or temporary. If a temporary exception can only be used for a maximum of 3 years, why so long? The circumstances should be looked at specifically on a case by case basis. Do drivers cook up a story at their GP in order to get a permanent exception, from dealing with wheelchair carriage at all? At least one Authority, to my personal knowledge, has found a way to drastically reduce the number of drivers claiming exemption – I believe it effected more "cures" than anyone could have guessed.</p>

	<p>Plymouth should investigate what can be done in this respect. (*) The LEVC vehicle is capable of carrying a Standard Manual Wheelchair. There is no vehicle of Electric or Hybrid propulsion that can comfortably deal with the average (there is no "Standard") Battery powered Wheelchair. Users of these Chairs will see a drop in provision of Taxis for their use. I do feel under the Equality Act 2010 private hire operators should do more for the wheelchair mobility community. You can't always ring a hackney driver sitting on a rank in the City if you need a wheelchair taxi to go to the doctors. Private hire has the monopoly of the telephone numbers for the able person yet they ignore a person who is mobility impaired. At least 10% of a private hire operator fleet should be able to accept wheelchairs etc.</p>
109	<p>There should; be an upper age limit for drivers to be required to push, load, secure, unsecure and unload wheelchairs. Taxi Drivers are only required to carry a standard wheelchair that manufacturers identify by placing carabiner symbols on the frame of the wheelchair. Very few of the transported wheelchairs meet this specification or standard. Taxi Drivers place themselves, and vehicles, at risk by carrying much larger wheelchairs than they should including electric wheelchairs. The Licensing Authority is not flexible to the detriment of the Taxi Trade Many "own GP's" charge the maximum for Group II medicals, others offer a cheaper alternative and can still have full access to medical records. Other Doctors or suitable Health Professionals should be able to provide the necessary Certificate. While appreciating the worthwhile attempt of Mr. Jeremy Wright MP to introduce amendments to the Equality Act 2010 with the assistance of the Department for Transport the case of McNutt V Transport for London in the High Court which is now Law throughout this country will have a contrary effect. Taxi Drivers will no longer "see" wheelchair confined persons attempting to flag them down in the street nor accept bookings as they cannot afford to work for nothing. Consider PCC's own policy for intending passengers on their Dial a Ride service: PCC Dial a Ride All wheelchairs must be checked by our drivers. This needs to be done before you travel with us for the first time so you will need to book an appointment to do this. If you change your chair we will need to check your new equipment. All equipment must be re-checked annually. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only secure your chair on the bus and are not able to push you to and from the buses. It is noted that PCC Dial a Ride drivers are not permitted to push a wheelchair. Taxi Drivers are being discriminated against in Law in that not only are they required to set up entry and exit facilities as well as loading and unloading the wheelchair bound passenger unpaid but are liable to prosecution for failing to do so. Taxi Drivers should not carry a standard wheelchair that does not comply with a manufacturer's specifications that enable it to be carried in a Taxi. Being summoned to an address only to find that a wheelchair does not comply with the regulation deters taxi drivers from taking further bookings. It is believed that this situation plus McNutt has already led to one Private Hire Operator in Plymouth getting rid of the best WAV fleet in the city.</p>

Question 42

91 responses were received for Question 42: Do you have any comments regarding the changes to the Relevance of Convictions and Conduct?, however around 65% of these were 'no (comment)'.

ID	Responses
1	Read and compared, all seems reasonable.
2	No
3	.
4	no
5	No
6	Don't now
7	Police the drivers regardless of race, religion or colour. Furthermore, in depth investigations should be carried out regarding foreign nationals entering the trade.
8	No
9	We either allow rehabilitation or we do not, and ture criminals are never normally known until is far too late.
10	Overbearing ,should see the conduct of some passengers !
11	no
12	No
13	No
14	No
15	No
16	No
17	No
18	Spent means spent in law not pcc law
19	Each on individual curcumstances

ID	Responses
20	No
21	no
22	No
23	No comment
24	All seems sensible.
25	No
26	Good idea
27	No
28	No
29	No
30	No
31	No....
32	No
33	As in question 41 Private Hire must do more to accept wheelchairs, under the equality act. I also feel the dress code goes way to far.
34	No
35	No
36	No
37	No
38	No
39	no criminal record no licence
40	no
41	no
42	No

ID	Responses
43	No
44	I thing very bad if it go like that most taxi driver not renew the license
45	Look every situation needs looking at and if there is pattern forming with individual cases then have a process in place to sort it as long as it done fairly
46	Yes should be done
47	No
48	NO
49	nope
50	Punitive
51	I wish to remain safe at all times when using a taxi. If a driver has convictions or issues in relation to conduct the council has a duty to ensure the driver is 'fit' to continue their function as a driver.
52	Passenger safety must be paramount however the council must not discriminate. Each case must be taken on it's own merit and also the honesty of the driver. If someone does have a conviction yet declared this at the earliest opportunity this indicates a level of integrity, however someone who chooses to mislead is concerning.
53	No
54	Made more lenient as with rising cost only people who cant find a job want to drive a Taxi now.
55	No
56	Not sure
57	No
58	Only convictions should stop taxi drivers. Hearsay is not fair on someone trying to earn a living.
59	No
60	Please be clever
61	No,

ID	Responses
62	No knowledge of this.
63	No
64	No
65	No.
66	No
67	no
68	Convictions and conduct can be more eased to be honest
69	no
70	no
71	no
72	no
73	no
74	no
75	no
76	Things should be left to how they are nothings gone back to normal since the pandemic and you think these changes are gonna help more will leave the trade.....if we never had this pandemic this would be different with more drivers for these ideas
77	Better and more regular checks and enforcement is a good thing
78	No
79	No
80	No
81	No
82	Na

ID Responses

83	Case law is important to assist the committee to reach decisions. Previous convictions should not be downplayed, the information can be important to the committee
84	No
85	as 41
86	needs to be checked to protect us all
87	No
88	Cannot comment.
89	<p>At 4.2 b) I see nothing in Law that allows a Written Warning as a Sanction. At 4.2 c) I see nothing in Law that allows a Condition. Indeed Conditions expressly can't be made on a Hackney Carriage Drivers Licence, only Bye Laws will suffice. At 4.2 d) Is it "Asking" or "Telling"? I see nothing in Law that allows for a Conditional Training Requirement. At 4.2 e and f. No mention is made of "Refusal to Renew". This is a mistake made in many Licensing Authority Areas. This is designed to stop a Driver (or Proprietor) from simply allowing a Licence to lapse and so avoid having their position adjudged by the Quasi-Judicial body, allowing them to become Licensed elsewhere by removing the teeth from the NR3 policy, as it would not be possible to pass untested information on to the Database.</p> <p>Response from Taxi Licensing (in purple):</p> <p>4.2b – states 'The actions/sanctions the committee may take..' so a written warning would be an action.</p> <p>4.2c – states 'Apply Conditions (on application for a licence only)'. This is a power that can be used on application for all licences except for HCDL's. This can be used on PHD, PHV and HCV licences. This will be reworded to advise 'on application for a licence only (except HCDL)'.</p> <p>4.2d – This wording has been in the policy previously. We ask the driver to complete this training. If they do not do it then it calls into question their fitness to be a driver (not working with the Licensing Authority being relevant to licensing objectives). This sanction/action is one that is usually used with a suspension to bring the person back up to being fit and proper by the end of the suspension period. Very often it is used to as a way of addressing a skill shortage in the driver, e.g. their driving is not up to standard and so to ensure their fitness they have to do driving test again.</p>

ID Responses

	<p>Generally, it makes the difference between suspension and revocation – if the person can rectify their short comings with further training it allows members to do that rather than revoke because they are not fit and proper.</p>
90	<p>At 4.2 b) I see nothing in Law that allows a Written Warning as a Sanction. At 4.2 c) I see nothing in Law that allows a Condition. Indeed Conditions expressly can't be made on a Hackney Carriage Drivers Licence, only Bye Laws will suffice. At 4.2 d) Is it “Asking” or “Telling”? I see nothing in Law that allows for a Conditional Training requirement. At 4.2 e and f. No mention is made of “Refusal to Renew”. This is a mistake made in many Licensing Authority Areas. This is to stop a Driver (or Proprietor) from allowing a Licence to lapse and so avoid having their position adjudged by the Quasi-Judicial body, allowing them to become Licensed elsewhere by removing the teeth from the NR3 policy, as it would not be possible to pass untested information on to the Database.</p>
91	<p>Page 1 2.4: It is for an Applicant to prove that they are fit and proper; it is for the LA to prove that a Licensee is not fit and proper. (Kaivanpor – V – Sussex)</p> <p>Response from Taxi Licensing (in purple)</p> <p>The burden of proof lies with the applicant to prove they are fit and proper and remains fit and proper over the lifetime of the licence. When a driver appears before the committee they will be seeking to prove that despite whatever reason they are before committee that they remain a fit and proper person. The case of Kaivanpor referred to was an undefended case and so should not be relied upon as precedent. The correct position is set out in <i>R. (on the application of Hope and Glory Public House Limited) v. City of Westminster Magistrates' Court</i> [2011] EWCA Civ 31 which clearly states that the test in any appeal is whether the decision of the Council is wrong and that the burden of proving so is on the appellant.'</p> <p>Page 3 4.2 b) There should be a time limit. This writer suggests until Licence Renewal.</p> <p>The wording has been amended to add 'A warning will usually remain relevant to the consideration of whether a licensed driver is a 'fit and proper' person for a rolling period of three years'.</p> <p>Page 3 4.2 f) There is no mention of the PCC Act 1975 S19 (2)(a) “Where the Council suspend, revoke or refuse to renew any licence...” Covered in response number 90 above.</p>

ID Responses

Page 6 7.8 Sentences are suspended to permit persons to continue their professions, support their families and hopefully an opportunity to correct their behaviour within the community.

We have considered this and this will remain as regardless of whether a sentence was suspended or not it is still a sentence of imprisonment meaning it was serious enough to pass the custody threshold.

Page 6 7.9 Surely the action would be taken against the Licensee?
Thank you – wording has been amended.

Page 6 The second 7.8 and 7.9 requires renumbering.
Thank you – sorry for this error.

Page 8 Table Taxi Drivers, and Private Hire Drivers, have been threatened with knives, bottles, tools and sticks. In defending themselves a single punch can lead to manslaughter – this should be taken into consideration.
Each case would be considered on their own merits, however the periods outlined in the table of offences are recommended by the Department for Transport and should be followed as best practice.

Page 13 Seven years appears excessive and hints at double jeopardy as when a sentence is completed a person is considered to be rehabilitated.

This timescale has been recommended by the Department for Transport. – please see page 36 of the DfT Statutory Taxi and Private Hire Vehicle Standards (July 2020), which states:

Drink driving/driving under the influence of drugs

Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until at least seven years have elapsed since the completion of any sentence or driving ban imposed. In the case of driving under the influence of drugs, any applicant may also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

There is no element of double jeopardy as the timescales are set out time periods for which a person will be considered fit and proper – they are not there by way of additional punishment. It should also be noted that the rehabilitation periods set out in the Rehabilitation of Offenders Act 1974 as amended do not apply to the licensing of taxi drivers.

Page 14 handheld – appears excessive especially given the shortage of Drivers and will prevent otherwise suitable applicants from joining the two trades.

ID Responses

	<p>This timescale has been recommended by the Department for Transport – please see page 36 of the DfT Statutory Taxi and Private Hire Vehicle Standards (July 2020). We have taken into consideration your comment, however you have not provided sufficient justification to depart from the guidelines suggested by the DfT.</p> <p>Page 23 Equality Act 2010 – Taxi drivers are required to carry a standard wheelchair in a WAV. Should the standard wheelchair not have the manufacturers carabiners correctly placed upon the wheelchair they should not be carried as they may be unsafe.</p> <p>Noted but no amendment is needed to the wording of this section or the corresponding section relating to drivers as it relates purely to the action we will take for a conviction for an Equality offence and in all matters each case is considered on its own individual merits.</p>
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Question 43

163 responses were received for Question 43: Do you have any other comments regarding the proposed changes? Around 11% were '(no comment)'.

ID Responses

1	I see nothing here about prevention of violence against women and girls. I'm curious about how safeguarding training or bystander intervention training could be provided to this group
2	No mention of uber licensing? It's important to consider emissions and environmental impact, especially with long-term planning, but it's not necessarily environmentally friendly to require vehicles be ditched before their function lifespan... car manufacture is not emissions free! This needs to be balanced carefully. I do want environmental impact to be a strong consideration, but right now it's exceptionally difficult to get taxis in Plymouth, which I am certain must be having a broader economic impact. Bear in mind that people who use taxis are, statistically, likely to be people on higher incomes and who will have higher average spends in restaurants, bars, etc., that they visit. Putting them off going into town and spending is depriving the economy of cash, which makes it difficult for smaller businesses to survive, which ultimately will deprive the council of business rates... This needs to be looked at with a very wide angle lens.
3	it seems once again that you want all taxi drivers to put there hands in there pockets and pay out more. with all bills rising how do you expect drivers to pay for all these changes.
4	No
5	Simply...the proposed changes of age of vehicles will cause many (including myself) to leave the trade due to not being able to afford the very high cost of such newer vehicles. These proposals could, at the very least, be put back for longer to allow owner drivers to be able to plan for the future expenditure.
6	In all honesty I would be interested to know how much you think a driver earns ?
7	I feel whoever came up with these proposals doesn't fully understand what we do or how we do it. No consideration has been given to the fact that we went 18 months with very little work and now you want us all to get newer vehicles. You will force people out of the taxi business and not attract new drivers with these proposals
8	I think all these changes are going to hurt the driver once again nothing is in favour of the driver it's all about the council do this do that where's all this work coming from to pay for all this
9	Plymouth needs a taxi industry. How will people get to work at all times of day. Everyone complains about our bus service so Taxis are so vital to the city. These proposals will drive experienced and hard working Taxi drivers away from this industry. If taxi drivers stayed at home for just one day in this city it would be chaos and caused so much disruption it's unthinkable. Re think these ideas they are totally unreasonable.

ID Responses

10	think about what you are doing if you push to have drivers to spend money on new cabs then your wrong. Drivers can't do this. You will push them out and the public are at more risk at night from getting home. If the changes happen I will leave the trade as I will have no choice. But ill be honest, you won't take no notice of what us drivers say.
11	To be honest the council are pushing me to find another job with all these extra cost. I really can't see me taxing in 12 months.
12	I will not be renewing my badge in January 2023 as I can not afford to buy a new taxi, as my cab will have to be off the road then, 25 years of taxiing now I am being forced off the road. The cost are escalating and I will not take on any finance to stay in this trade, Most other drivers feel the same. No good moaning later when there are no drivers. As we will remind you the reason why.
13	It's a bit too much the trade isn't that good at the moment and these changes are going to drive more drivers away from the trade
14	The council are saying there are not enough drivers at the moment, carry on with some of these proposals, and there will be a lot less, you will be pricing us all out of a job, and a lot wont be able to afford to come into the trade.
15	Try to find options to invite drivers to the work not to make drivers to live.Whit this Plymouth will be N1 for shorting off drivers.Be clever and don't kill the trade
16	I intend to retire in my 5-6.years so there's no way I'm forking out 60-80k for an electric vehicle.
17	Most of these proposals will lead to drivers leaving the trade as it will become unaffordable to make a good living without working a minimum of 60 hours a week.There are plenty of alternative jobs paying more for working 40 hours a week and they also don't involve dealing with violent alcoholics and drug addicts.
18	I think by making private hire and Hackney carriages under 3 years old is ridiculous. You will end up with a lot less people being able to do the job. Only a small percentage will get finance for those vehicles with Hackney carriages costing up to £70 000 how can you expect people to do that . I have been a driver for 25 years and agree with some of the proposals. I think hybrid vehicles up to ten years and electric cars are the future and understand diesel cars will have to be a thing of the past.
19	The taxi situation in Plymouth is dire and getting worse. We don't need colourful cars but we need drivers and a system that allows drivers to earn good money. We waste thousands on silly ideas and courses for many, that goes in one ear and out of the other. Taxi/PH driving needs to become easier to apply to and faster to be granted a licence and operators need the freedom to use all tools available to them without jumping through hoops. Taxis and PH need to be seperated in a greater way or all should be allowed the benefit of picking up from the roadside without an office booking, as what's the difference now? A plate and type of car only, and how

ID Responses

	<p>does that help the customer, that tbh, this is all about. I could sign up a driver per day who would pass a DBS but as soon as I say "3 months to take a test" they are not interested, scrap the pointless test as I have not used the knowledge in 10 years as I have GPS that is much faster and shows alternative routes. It is a good idea to have new cars but remember someone must buy the cars and I would challenge anyone to tell me my 15 year old car is not as good as a 3 year old car, and TBH its probably better looked after. Many of us have CCTV, I personally use it to protect myself but as everything, it should be up to the driver. Taxis and licencing in Plymouth have so much potential, as the city does, but again we are failing due to red tape and silly green and white cab ideas while the customers stand at the train station, on their first visit to Plymouth, waiting for a Taxi in the rain to get to the Holiday Inn and no Taxis appear until next morning.</p>
20	<p>Forcing new drivers to have a vehicle under 3 years old will stop new drivers from entering the trade.</p>
21	<p>As ever most if not all these bright ideas involve the drivers forking out more money, brilliant 🖐️.</p>
22	<p>You will eventually contribute to ever decreasing Cab numbers ,but I will probably leave the trade if these very silly rules continue and listen to uninformed unintelligent PCC councillors who know very little about the heart and sole of aTaxi driver. In London for example. Cab driver is valued in Plymouth treated as an afterthought particularly when it come to having ranks removed and not having ranks where you can really make difference. I would add that I have an enormous respect for the licensing officers who I'm sure are sick to death of the rules they are forced to apply if they were asked confidentiality.</p>
23	<p>Plymouth is in need of more taxis. Anything that gets more taxis whilst maintaining or improving standards is good news.</p>
24	<p>Again the majority of these proposals shows how far apart the council and the drivers are. It seems like the council want to upgrade and improve the vehicles without any advice or help towards the funding. This is all well and good until more drivers are forced out of the trade due to costs. These proposals will do more harm than good.</p>
25	<p>hi , I can not afford to buy a electric cab at the moment and cant see myself to buying one too , I understand that council try to get my drivers into trade , but I cant say that this will help get more drivers , it will stop current drivers to leave the trade , and public will be affected by this . I suggest to think of the decision again for all of us (drivers and public) Thank you .</p>
26	<p>Will you even listen ? What about protection for drivers male and female what about protection and back up with the police from you if driver injured or robbed , what about setitng up sscheme which drivers pay in to direct to you , which they can pay into for licensing fees but not in advance a direct debit monthly</p>
27	<p>Yes some are good others are not, you have asked for opinions here but I think face to face is better as people find it easier to voice opinion than to express in writing.</p>

ID Responses

28	Plymouth cc always seem to benefit from backhanders and everything about the council is money orientated. Also you should provide an option for a monthly badge, I'm currently at college but I will no longer be taxiing as I don't want to commit to 12 months plate and badge
29	I don't think you should bring in any changes that require the drivers to spend money. IE reduce choice of vehicles etc. Please wait until COVID is well behind us. With myself it's all down to cost. As to electric vehicles, great idea. But I run airport transfers. We would like to buy a vehicle, but lack of time between need to recharge. Lack of charging points. And cost. If I were to be forced to buy a battery vehicle I would leave the business. Possibly in the next five to ten years. I can't stress enough that I am in debt, can't find any drivers. Am already three drivers down. And have two vehicles out of five that need replacement. We are already facing a perfect storm, and cannot bear any extra costs at this time. I am also really fed up with just trying to run a taxi business. I feel like it would be easier to jack the whole thing in and go back to lorry driving, as I hold a HGV 1
30	I want it to all stay as it is
31	No
32	Consider costing and additional paperwork load and the management there of
33	It's hard enough to get a taxi private or Hackney as it is and making them spend out more money on newer cabs is going to see a lot of the drivers leave the profession they have probably been doing for years which means us customers will struggle even more. Especially after the recent events of that poor young girl bobbi-anne who was snatched and murdered us women would feel safer having more cabs of an older age with a driver in sweatpants and t-shirt than stood around waiting god knows how long for a new white and green cab to arrive and being put more at risk of being followed or attacked. Please don't think of filling the councils wallet, think of getting people home safely and out of any danger first. As my great grandad use to say "if it isn't broke, don't try to fix it"
34	The proposal of vehicle age it would not be viable to remain in the taxi business if you have to up date your vehicle as long as it passes the mot plus compliance test that is good enough
35	The proposal of vehicle age it would not be viable to remain in the taxi business if you have to up date your vehicle as long as it passes the mot plus compliance test that is good enough
36	Please try to improve the ability of disabled people to participate easily and meaningfully in society by increasing the number of accessible taxis.
37	I do not think that all of the proposals are fair and I think that it will be a good idea for The taxi licensing all the council to talk to drivers on a one-to-one basis to get a more clearer perspective
38	Yes as described in answers pcc are out of touch with reality some councillors no name supplied needs to wake up and join the rest of us in the real world.

ID	Responses
39	No
40	In my opinion the proposed changes discourage the community and local businesses!
41	the hoops and hurdles and obstacles that have to be overcome to continue in the hackney carriage trade will make it virtually impossible for many drivers to continue, and also discouraging for new drivers to enter into an already dying trade. The cost of a new electric vehicle far out ways the current earning capability that warrants being in debt for thousands of pounds when there are already 81 drivers over the age of 60 not willing to continue in the trade, and according to the forum which I am sure you monitor many in their 50;s are not willing to commit to either.
42	I think all proposed changes that will add more annual outgoings to PHV and Hackney drivers need to be seriously reconsidered. As more and more taxi drivers are pushed through the system we are required to work 12+ hours per day just to stay afloat! Adding more outgoings like yearly DBS will just upset a lot of drivers. The proposed change for the -7 year old PH vehicle is absolutely ridiculous. How can anyone go out and be expected to buy a newer vehicle before April 2022? Again you are risking the decline in taxi drivers.
43	I think enticing drivers is important but the vehicle age review should be looked at again as anyone coming into the industry are going to be paying out thousands before they've even started working for what is basically a minimum wage job
44	Dear PCC I personally don't like what you proposed, you have very expensive demands and no sign off any support for taxi trade, two weeks ago you announced an increase of Hackney Carriage tariffs by cut the rates and now this with new cars and colours, how do you think we can afford it. We're living uncertain times in a full declared pandemic when nothing is stable or secured we've been in lockdown for nearly a year struggle with bills and zero income. At the moment we are less drivers on the road and with your proposals and demands not doing anything else then let people without a job and less and less taxis on the road. Also they are few taxis euro6 and hybrids Hackney Carriage but in weekends at the peak time and after midnight they are not working, maybe very often a window, mirror, door is broken, smashed or a driver is abused and so on. In Plymouth is no airport, no rank near coach station to be easy for people to take a taxi when they arrive with luggages, no rank near train station to be able to take customers and again no support only demands. Thank you
45	Overall I think the taxi industry needs a shake up and this is the way forward. I would also like to say, it would be nice when an email is sent to Licensing that we get a response. From personal experience it is very difficult to get a response when asking questions regarding taxi issues.
46	I think the city needs more taxi drivers right now so whatever can be done to support them to come back or encourage new drivers to apply should be done. However all the right policies and guidelines should be in place so as to make the service as safe as possible for everyone. I think it will be nice to have the fleet of green and white cabs for the city, something visitors and residents can identify as part of the Plymouth experience.

ID Responses

47	To make all these changes now and make the drivers pay out for it is ridiculous. The idea of the council is to attract more taxi drivers, but what will really happen is established experienced drivers of many years will leave and it will be so unattractive for new people to join because financial it is not viable to run a business. When many drivers leave the trade because they are force financial by the council to leave, will the council be held accountable to the Plymouth customers as to why there are no reliable taxi drivers left in Plymouth, because of the harsh financial demands on self employed people. The black Hackney taxi trade in Plymouth has worked beautifully for years why do you want to change it. The problem with lack of taxi drivers at the moment is due to the world pandemic which has decreased the numbers for various reasons. It will come back in time if you allow it without all these new financial demands. If you go ahead with your proposals I fear it will kill the taxi trade in Plymouth altogether.
48	You need to simplify this survey process because you are not asking the right questions about things that affect ordinary people. I can't possibly comment on some of the things you have asked without extensive research so basically this survey is flak. I drive into town late at night and see young people walking home presumably because there are no cabs. You need to permit uber drivers to function in the city as a matter of safeguarding and democratic choice.
49	Many of this changes are done only to help and support the people who want to use this services but non of them to support the drivers. Have anyone think how the drivers are supported in a non payer situation, cab vandalism, or helping with the angry people Queueing in the ranks who want to share the cab on the way back home after a night out?
50	Already answered comments
51	They need to be reviewed very carefully otherwise if they go ahead I'm afraid they will plunge some workers into poverty and unemployment and it will not serve the public at large but especially the people of Plymouth who love their taxis, no matter what type of car , what colour car they use. I personally have anxiety issues and ptsd making it difficult for me to use public transport , there are days my anxiety gets so bad, my taxi driver would be the only human being I would speak to and without him I wouldn't be able to go anywhere . I have been using the same taxi driver for almost 2 years, I am very happy with him, always on time, courteous, clean vehicle. A relationship that has been built on trust over time, and has turned into somewhat of a friendship and I think I speak for most of my driver's customers that will be sad if taxi like him were to end ,not only for the service they provide but also for the human contact.
52	A lot of this seems to be aimed at costing drivers a lot more expense. We are already working for less than minimum wage most of the time, which to me is proving that we are being forced into slave labour. I am now looking at leaving the trade and always advise anybody looking to join the trade to stay well clear of it unless you want to reach an early grave. Nobody ever seems to think about how hard these drivers work and what we have to put up with. The trade has become a complete disgrace and I cannot wait to leave.
53	The drivers that have given up their plates,have given us a chance to earn a little more.It is now 1400,on a Monday,I am driving around ,and,cannot get on a rank,all full.Says it all.

ID Responses

54	No
55	In principle the policy is good but if the emissions policy is agreed for 2023 I believe half if not more of the hackney fleet in plymouth will be depleted. A lot of the older drivers will not renew their license. Drivers will leave the trade and look for another employment.
56	As a customer I would rather the council didn't interfere with a good working system of black cabs, As a member of the public I can only see drivers leaving the trade. If this happens I hope that Plymouth council are proud of themselves. Leave the cab trade alone.
57	I think that someone behind the desk try to make us taxi drivers quite our jobs by inforced some new rules... with new cabs...we don't afford so many changes.thank you
58	No
59	IMO the staff in licensing need to do more research into new tech that will come on stream in the next 10 years. Electric vehicles will fade away as quick as they came because the long term environmental damage that producing so may batteries has not been realised yet, plus the lack of power being generated and the availability of charging points will simply make it impractical
60	Review the dress code, Make Private Hire accept wheelchairs and keep our taxis Black
61	The Council should do more to help disabled people rather than focussing on the colour of taxi vehicles, the Council should get its priorities right rather than burdening local businesses / sole traders. My business (nursing home) makes use of taxis and all this unnecessary regulation will make it more difficult for us to secure trained taxi drivers, unnecessary financial hardship as a result of these proposals will force experienced drivers out of the trade and affect my business negatively.
62	Other cities are reducing fees to encourage drivers to the area. We should be doing the same. It is unsafe for people to be walking home late at night. Alternatively night buses should be put on
63	We already have a shortage of taxi drivers in Plymouth at present, and by implementing these unrealistic unreachable and unfair proposals will perpetuate and exacerbate the situation and causing mass chaos.expecting myself and other drivers to be able to foot the costs for your ridiculous unrealistic proposals is completely unfair.the pandemic stimulated the current situation,which highlights just how fragile the taxi trade is in Plymouth.by enforcing the new proposals you will be responsible for a mass of further shortages within the trade.I will not be able to foot the costs for a new taxi, i am still trying to recover from the loss of work due to the pandemic as are all of my colleagues in this trade. I would also like to point out the amount of drivers who undertake a school run through Plymouth council, these drivers would no longer be able to offer school transport and there would be a further shortage of drivers offering this service.not to mention the shortage of wheelchair accessible vehicles within the city. I understand that vehicles do need to be updated. before we went from euro 2 to euro 3 then euro 4. So why aren't we going to euro 5 then further down the road on to euro 6 and electric

ID Responses

64	Thank you for trying to make the taxi situation for many in the city.
65	There are too few taxis currently in Plymouth and this can lead to feeling unsafe when out late at night and unable to get a taxi. I have known many girls who have had to walk home late at night alone because there is no taxi service available. More licences need to be made.
66	No
67	No
68	If you propose these changes I will be getting out of taxi ing the costs are bad enough as they are 160 office rent car payments fuel insurance maintainance you are trying to bring more drivers in to the traid with these costs you will just put them off they will have to work half the week just to pay costs and you will be loosing a lot of experienced drivers
69	The majority of these proposed changes would, in my opinion see a further reduction in the number od drivers on both sides of the trade, and does nothing to encourage younger people to enter the trade. How many young people can afford to buy a vehicle less than three years old, and know they are only going to get four years work out of it.
70	They are not needed and look like people justifying their own job
71	this job is hard enough all of this will drive driver away all because. one person what to leave a legacy I want all fire engines to be Pink & Chevron Colour
72	The changes, with the exception of the one regarding the knowledge test, will make the drives change the job especially the hackney drivers. For them are a limited cars available, very expensive, and without support they will leave the business not because they want to but is too risky to buy an expensive car that you can use for 6 years (if is 7 years old you can't renew the plate). I have one question. What happens if a lockdown comes again? The council will pay the monthly installments?
73	Don't try and fix something that is not broke
74	To much bureaucracy and meddling.
75	This seems unfair on older taxi drivers who have a perfectly good vehice that they had intended to use until retirement. If a taxi driver has only 5-10 yrs until the legal retirement age I don't agree he should be expected to meet some of these requirements.
76	leave the taxi livery for the drivers.
77	Serious blow to the taxi trade done by people who obviously display a lack of understanding of the needs of the drivers and also a display of indifference to driver's issues and concerns Would any of you ,who are proposing these measures would like to become taxi drivers? Work nights ,face danger ,abuse ,racism ,violence ,soiled vehicles, and on top of everything have a council

ID Responses

	which doesn't support you and treat you like an object with a specific function ,and not like a human being doing a very difficult job helping people go to work ,kids to school ,help the elderly ,help the disabled , listen to confessions ,offer advice, offer a shoulder to cry on sometimes ,make tourists feel welcomed ,help the hospitality industry by bringing customers in and taking them home after ,transport the NHS nurses on Christmas and New years eve the list is so long...we only demand respect and recognition, I've been doing an exemplary job for 12 years and I'm bot bragging I know my value and skill level but I feel this is the ultimate betrayal. I'll be looking for another job...plenty of vacancies out there.
78	It would be good to see smarter attired drivers,who actually help customers in and out of the cab where required,and also turn up when expected,if delayed control room should advise customer
79	These proposed changes are not good at all. In very short time , because all of what you are doing there will be taxi drivers in Plymouth anymore. Or maybe this is what the council wants?
80	Yes, rethink all of the aspects and try to get the people to say about it, do not take decisions based on what the rich people decide.
81	No
82	No
83	Some of them came from another planet,sorry to say but licensing doesn't care what happened with Hackney drivers .running expensive cars with fare less then private hire,
84	You people suggesting and proposing these changes have no concept of what it takes to be a taxi driver in Plymouth. Rising costs, ridiculously high council fees contribute to the downfall of this extremely old occupation. If every taxi driver stayed home for just one day this city would be in chaos. Who stayed out during the pandemic so essential staff could do their jobs. We did, who stayed out to sometimes £40 for 10 hrs works some nurses and medical staff could do their jobs to continue to help the sick, we did. Yet your total lack of understanding is a real smack in the face of drivers who put themselves and their families at risk to help a city is nothing but disgusting and ungrateful. You held payments back and actually moved the requires of money allocated to helps. Payments were slow in coming and put drivers in debt to continue. The costs rise and rise. The council authorises a stupid amount of road works during busy time having no consideration for the public. Traffic lights in this city change to red when you approach even when there's nothing around. Pedestrian crossing change during the early hours of the morning with no one in sight. Traffic lights out of sequence. This all contributes to higher costs to us drivers. This latest proposal just shows what contempt you have for this industry. You should feel ashamed and embarrassed to collect a pay check in which I contribute. You are the real problem not the colour or age of the vehicle. Leave it alone.
85	Plymouth is not ready for those kind of changes, it is pandemic and people living in stress and life is getting more expensive, maybe this changes will be acceptable in 2030.

ID Responses

86	When I came into the taxi over 40 years ago the emphasis was on on the vehicle being the right standard and the driver being a fit and proper person, I was proud to have my own business as a taxi driver now it seems that it is not my business anymore it belongs to the Plymouth city council right down to the colour of the buttons of my shirt, it's all about control control control.
87	Very very bad proposed all this change cost money and no money to make how can we pay ???!!!!
88	If you could approach Uber and convince them to operate down here in Plymouth, that would be smashing!
89	Nope
90	most of this seems fine, in the short term this will have a huge affect on the Plymouth Taxi drivers, but In the long run when its the norm it will be fine.
91	You have to understand we are still in a pandemic you cannot expect drivers to change there car costing thousands. You should have phased euro 4 to euro 5 then 4 years euro six you need to be fair people can't afford it. We already have a shortage of drivers this will make it worse yes we have to upgrade over time but this will force people to leave both trades you don't want to affect the public. Age shouldn't matter but 3 years old is asking too much
92	PCC have no idea about the earnings for a hackney driver !!You will see in 2023 with you own eyes!!
93	YES. Please make a difference between EURO 4 AND EURO 5 ENGINES. NOT ALL THE DRIVERS CAN AFFORD TO PAY FOR A EURO 6 ENGINE or ULEV, only if we have support from the government. THANK YOU.
94	WE ARE NO LONGER SELF EMPLOYED TAXI DRIVERS , WE ARE BEING TOLD WHAT TO DRIVE , WHEN TO DRIVE , HOURS TO WORK , MOST JOBS ARE 40HRS PER WEEK A TAXI DIVERS IS 70 PLUS TO MAKE ANY SORT OF LIVING THERE IS NO MORE ROOM FOR A LIFE , PENSION , SICK MONEY , HOLIDAY MONEY AND THE BIGGEST HEALTH ITS ALL PUT ON THE BACK BURNER !!
95	Start supporting your Plymouth Taxi drivers follow what other councils across the country are doing Lower the Licence & badge fees for a Start & help retain the drivers you already have plus make it a more attractive career choice instead of thinking about how to make more money on the back of people's hardship.
96	over all these proposed changes are dire at best bloody awful at worst. PCC would be fools to enact these proposals!
97	See previous: you are limiting customer choice and safety.

ID Responses

98	I have completed this survey in good will and I hope that Plymouth City Council will find a way to balance the Government Emergency and the reality on the streets of Plymouth.
99	Please consider the impending changes very carefully, if the trade loses many more drivers the public will be at risk. Already it is very difficult to get a taxi on the weekends and this could become much worse, putting the vulnerable at risk.
100	Very concerned wheelchair user that hopes they don't go through because many accessible black cabs will be forced to hand in their licences and not renew them once they run out if the proposals go ahead.
101	I truly believe given some conversations I've had with fellow drivers is that there would be far fewer drivers in Plymouth as a result of some of these proposals, when it's suggested that the council is trying to recruit more drivers to the industry, any driver joining the trade will have to pay out in excess of £20,000 on a car alone which will have to be replaced in less than 10 years. In conclusion I feel these proposals will decimate the taxi industry which will mean even fewer taxis for customers.
102	I think there are too many changes and expense that it will discourage people from wanting to become a taxi driver and force existing drivers to leave the trade because they won't be able to earn enough to pay for these changes
103	Seems like adeed cost heading toward the driver and owners of the.cabs
104	These proposals are not realistic for these days empowering the drivers with high expenses making this job unappealing. This will lead to less experienced drivers. It s easy to take decisions from the office about people's life but maybe will be wiser to reconsider these new rules! Thanks!
105	I believe that currently these changes that have a financial impact on drivers are badly though out. the trade is on its knees, we are currently losing drivers, we have driver shortages during the evening trade and we also feel that we have zero support from PCC. If PCC want to turn this tide then maybe they should be looking to support the trade. Having seen some of these questions I am also of the belief that taxi licensing do not have a clear idea of the role that Private Hire drivers play in Plymouth.
106	Plymouth and no doubt many other towns/ licensing authorities have a clear lack of drivers. The council should be trying to entice people to become drivers and also helping this people more. There is currently too much red tape and according to this consultation even more is being proposed. Plymouth city council needs to try and remove more of this and make it more appealing for people to become drivers. The ever increasing overheads for drivers and the potential for increasing these further in the next few years is totally unnecessary and unacceptable. Remove the unnecessary red tape, remove these silly ideas of Plymouth Ambassadors. If you want a specific livery make it appealing and colourful. Allow drivers to be able to successfully make a living, this will then in turn entice more people into the trade.

ID Responses

107	The council need to remember that safety and welfare of passengers and drivers is crucial to a successful transport system. Wasting time on colour schemes is ridiculous and detrimental to the number of drivers. The council need to encourage more drivers, especially after the last 2 years where numbers have seriously declined, this could lead to unlicensed taxis, young women are then vulnerable as they believe taking a taxi is the safe option where in fact is it dangerous. The council must not put the lives of the public at risk.
108	Make it easier for new drivers to join the industry, no need for private hire to have have knowledge test, also will PCC operate with South Hams council to have a joint badge with the Joint Local Planning happening new housing estates being built on the edge of Plymouth.
109	I THINK YOU SHOULD LOOK VERY HARD AT WHAT YOU ARE PROPOSING BEFORE ANY NDECISIONS ARE MADE AS YOU COULD CAUSE A LOT MORE PROBLEMS BY ENFORCING THESE CHANGES DUE TO A LOT MORE PEOPLE LEAVING THE TRADE RATHER THAN BRINGING MORE INTO IT
110	Please PCC think very hard about your vehicle proposals..... ei: colour changes, euro 6. there are many drivers that are nearly at retiring age and you will lose these drivers earlier than expected if you force unnecessary expense on them. As for new drivers the initial outlay to 'get started' is enough. to put in some of your proposed changes would be ludicrous.
111	yes take out the test for driver that are new as it is a waste of time and money it is not needed at all.
112	Instead of making the system harder make the system more user friendly
113	Colour of cabs appears to be a vanity project which failed the last time same person suggested it , a black cab is what it is iconic
114	If this proposal will go ahead in this form then that will be the end of career in this trade for many of drivers, including me. Doing a basic math I will be more comfortable to move on Universal Credit if I can't get another job. That way I don't need to worry how I will pay the astronomical monthly payment for a new car if I will get sick or I can have some time with my kids without working 80-90 hours a week to remain with the same amount of money after bills. And for those vulnerable who need a taxi I think the City Council should remind them that is nothing greener and cheaper then a walk home. In this city is not raining with money.
115	If the proposed change to the age of vehicles goes ahead I will sadly be forced to leave the trade after more than 20 years of service. The licensing department should not infer that any driver who has not responded to these proposals is in agreement with them. I have spoken to many drivers who believe that their concerns would not be heard and these proposals will be pushed through anyway, so they are not going to bother to respond (or they do not have the written skills to respond) but they will simply leave the trade. Far from improving the provision for the people of our city your proposed changes will decimate the Hackney trade. The School Transport service will also be massively impacted by the loss of taxi provision within the city

ID Responses

	and will be unable to meet it's obligations to the SEND children and young adults who rely on their service.
116	Yes, I would like to point out that the new changes will have a great impact and there will be even less hackney drivers and even private drivers, there is already a fact that the driver industry overall is struggling due to even less drivers, this will simply make the situation even worse.
117	The black cabs should stay black as the known around the world as it's going to be costly to the drivers. Passagers - there is a lot of taxis during the day it's just night times you can't get a taxi for an hour. But we all do go out at once LOL. Taxi ranks should outside busy places not half way up the road and around the corner. Refund any months remaining on the taxi licence. Knowledge test should be taken by everyone. Paper response number 5
118	Get more taxis on the road!! Don't do anything that would discourage - do nothing that raises costs for drivers like stupid taxi colours or history courses. I want to go home with my shopping safely, quickly, pleasantly. Not interested in history of blitz, Drake, Navy etc. Paper response number 6
119	If this changes will be approved more taxi drivers will leave the business.
120	Changes proposed here are in a total contradiction with the state of the taxi trade in the City of Plymouth
121	I think is to much pressure on us, and expectations, when the city council is not able to answer at phone and call back with private number.
122	The council is doing too much at once. It's not fair on the drivers or the public. Paper response 7
123	This is a drivers life and family. Think how you would feel if you're in their shoes and not employed by the council with a 9 - 5 working day with 4 weeks paid holiday and sick pay. How many got full pay during covid like you did? Paper response number 8
124	No
125	I hope the responses are given due consideration as the proposal as it stands, in my opinion, is unworkable and would undermine the licensed drivers across the city. Another shortfall of taxis in Plymouth like we had in 2021 would have a major knock-on effect on the city and how it functions; its economy, school transport, tourism and essential workers ability to get to work. Other cities experienced it in 2021, but a repeat of that inability to get around in Plymouth will start to be seen as a problem with the city.
126	Seeing this is a consultation on policy I think everything should be up for change , I see no mention of dress code witch I feel strongly about.
127	I have to many to comment.

ID Responses

128	Yes, Listen to the drivers! We deal with the customers so we know the trade.
129	Age of vehicle, as a day driver we are sat on ranks most of the time, engine off, emissions must be low. I also think that a lot of drivers will not go into finance to buy a new vehicle, they probably start working for parcel deliveries or food deliveries, so defeats the object of getting rid of diesel taxi's.
130	no
131	no
132	something that has always puzzled me is why PCC has no problem with drivers working 18/20 hours a day, sometimes falling asleep behind the wheel - as long as they're not wearing jeans!
133	no
134	no
135	how about PCC staff to come at work with electric cars? it would be nice to see only electric cars at Windsor house car Park, is not? Only electric buses in Plymouth, how about that? Buses painted in white and green, how about that?
136	no
137	no
138	Yh consider we are just coming out of a pandemic some off your timelines for these changes are ridiculous
139	As stated earlier, taxis who deliberately do not stop for people with disabilities, as is often the case, should have their licences suspended pending enquiry and should have to attend a disability awareness course before their licence is returned to them. Prices also need to be lowered and costs to drivers kept as low as possible to encourage this and ensure taxis are available for reasons of safety. It is also a fact that managers of taxi ranks in the city centre on busy nights have frequently been seen to take bribes for people to go to the front of the queue - they should be monitored by CCTV to prevent this. There should be seating available at all taxi ranks for people with reduced mobility and problems standing and people with disabilities and women should be prioritised for reasons of safety.
140	I'd be interested to know what English requirements will look like. There are a number of refugees in the city who have driving experience in their country who could be good candidates for taxi driving. Their English qualifications will be government run ESOL or Functional Skills exams, which currently don't seem to be listed as recognised. If you'd like to discuss this further to consider accepting these exams, and from which levels, please feel free to get in contact with ODILS Learning Foundation. Our employment mentoring team will be happy to assist!

ID Responses

141	It should be enforced that they pick up people with disabilities, they should not be able to choose not to. If they don't, they should be fined and/or have their licences revoked.
142	I think those changes will have a negative impact towards the taxi trade in terms of will be very difficult to many taxi drivers to continue with the trade
143	Stop it. This is mostly nonsensical. And proposals could destroy the taxi industry in the city.
144	All the changes must be done whit the economical climate national and local in mind... Think about the owners and drivers and ask if can afford all that... Probably after new cars and other expensive things not a lot of drivers will remain
145	No
146	Keep it simple do the links to help taxi drivers not just foke
147	no
148	Feel the consultation is a waste of time and money
149	Dress code - why does it have to be included?
150	The Licensing Department will need to invest in an IT system that will meet any requirements to monitor this service, this will be an additional financial cost implication for the taxi account.
151	We must look after our taxi drivers and ensure our taxi fleet looks the best it can, to make our city proud.
152	Seems like a series of good and effective changes which should safeguard customers and operatives alike.
153	the council need to consenrate build better working relationship with the trade you are not going the right way any officer. to come and work a shift with me are welcome its not a drink culture anymore its a lot of drug takers who dont care if no money and will fight, spit at you not to pay
154	up the tarrifs to a resonable rate in line at least with PH work with us not against us city cant cope without us
155	we all want a safer and healthier environment to live in but at what cost. The Taxi industry in Plymouth carry more Passengers than the bus company's yet we are treated like second class citizens. Theory and practice very rarely turnout to be the same so compromises are the best we can hope to achieve and I hope that this happens in this case.
156	MAINLY, that the ludicrous proposal by some ludicrous persons or peple regarding losing 80% of drivers by 2023 because no one can afford to buy a vehicle of £30 to 50,000 and if its 3 yrs old only use it for a further 4, or if its new only use it for 7 yrs, BANANAS. goodbye taxi trade

ID Responses

	in Plymouth, have fun letting the public, the sick, the doctors, the nurse, the health care system etc etc etc, why there are nil taxi companies in Plymouth.
157	All i see is the council's drive to kill the taxi trade in Plymouth. Whilst the council is hiding behind the safety and quality of service excuse, is doing nothing to protect the trade and it's customers. All the changes and most of the older, unchanged, provisions of the policy are nothing but attempts to kill the trade by acting unlawfully and taking disproportionate actions against an already dying trade. If CityBus goes bust tomorrow everyone will try to support it, including PCC, but when it comes to the Taxi trade in Plymouth everyone, in PCC, is fighting to hit the last nail.
158	I would like to see more strict standards across the whole fleet and give the city taxi trade a smarter image and would like to see a single colour for private hire vehicles as these are easier to obtain and far less expensive than a Hackney
159	Think about protecting the taxi drivers as much as you can here. They do a sterling job which can sometimes be difficult. Financially times are tougher for everyone so only evident changes need be required and do look at helping them with any finance to implement these.
160	Do not do that hideous colour scheme. White with green logo is one thing but the green central panels make it look like a laughable toy car
161	These could not be entered as very long so have been included in the table of responses number
162	Whilst accepting much of the dress code, I do feel relaxing it to accept black jeans. When I first became a taxi driver, I was told I had to prove myself as 'fit an proper to hold a license'. Over recent years we are seeing the Council taking more control and regulation being added, without understanding how difficult the working environment is for many drivers, dealing with highly intoxicated customers, with lack of support from relevant authorities. Drivers spend many hours in their cabs working to pay high overheads in cost before they think about earning their money for their families. Rather than over regulating the trade, I feel the City should take a few steps back, help reduce the drivers fees and make the job more attractable again, to provide a service to the public, encouraging the public to want to use us rather than be forced us to use our service. Helping to put taxi ranks where the people go rather than be placed in the opposite side of where the people go. The way I see this consultation, is it will further diminish the hackney trade, for the benefit of private hire taxi companies, triggering higher fares for the less well-off needing to get to school and work. It's a consultation that will make it more expensive to work in, and will force more people away from the trade, and push current drivers out of the trade. The proposed policies will further deny taxi drivers from earning the entitled national living wage, going against Council policies to eradicate child poverty within the taxi trade. Having read the Plymouth City Council transport plans, which barley mentions the word taxi or private hire, a forward plan needs to be put together as to where the City Council sees the taxi trade in 10 years' time and beyond. If new younger drivers are to join the trade, having to invest in costly taxis, then a business-plan is needed to bring confidence and stability. Just where do the taxi trade fit in the City transport network. We don't see the City Council engage within the

ID	Responses
	planning process on behalf of the trade. We are seeing a large number of retail parks around the City, which do not cater for the taxi trade, offering an alternative method of transport.
163	Answer too long to be included in this survey - please see table of responses number 85