

## Survey Results for licensed trade

<b>Q1 - Do you hold a Private Hire Operator Licence?</b>		>>>>>	<b>Operator</b>	
Yes	34		ABC	15
No	55		Metro	12
			Other	7
<b>Q2 - Are you a private hire vehicle proprietor?</b>				
Yes	38			
No	51			
<b>Q3 - Are you a licensed private hire driver?</b>				
Yes	77			
No	12			
<b>Q4 - Do you always display your roof sign on the vehicle when working?</b>				
Yes	76			
No	1			
<b>Q5 - Do you always display your roof sign on the vehicle when not working?</b>				
Yes	38			
No	39			
<b>Q6 - Are you a licensed hackney carriage driver?</b>				
Yes	9			
No	80			
<b>Q7 - Knowing that not all licensed vehicles have a roof sign when pre-booked through an Operator, would you prefer</b>				
Harlow licensed private hire vehicles continue to display a roof sign				11
Harlow licensed private hire vehicles not to display a roof sign (the same as other nearby authorities)				70
Don't have a preference				8
<b>Q9 - One way for the public to check that a vehicle is licensed is on the Council's website using Taxi Check Live, are you aware of the Taxi Check Live system?</b>				
Yes				58
No				31

**Q8 - Please list what problems, if any, have you encountered with regard to displaying a roof sign on the vehicle at all times in line with the vehicle conditions?**

Scratch on scar roof taken moor fuel

N/A

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damages paintwork. frequently vandalised. increases drag leading to less fuel efficiency.
- I have electric vehicle on the fleet which due to the decreased range during cold weather makes it unusable.
- looking at add another electric vehicle to the fleet but this car has A glass panoramic roof and nowhere to attach roof sign to.
-Confuses customers leading to arguments when they 'can't' hail you on the street. Even though we use London style cabs in Harlow, many neighbouring Hackney carriages work as private hire in the town compounding the problem.
They fall off and break
there is not enough space here for me to give a full response please see email i have sent to Adam Sherwood and the licensing inbox
i have also not uploaded photos here as i would like to up load more then 2
many thanks
People stealing it I have to buys new
The problem is people take it off break it
0
To be honest it looks ugly ,unprofessional as well as unexecutive ,
I've had the roof sign stolen and had to replace at my own cost it has damaged the roof of the vehicle. Because I drive an 8 seater vehicle which is quite tall with the roof sign on makes it impassable into certain locations. To take the roof sign on and off is time consuming as an older driver it is awkward to climb on and off the roof,dangerous and again causing damage to the roof.
i have had them break they scratch the top of the car. i have to remove it at night as i have had them stolen.
None
Rubbers on the bottoms of roof sign wear off and cause damage to the vehicle paint because of magnets
It got scratched my car while i used.
Vandalism
Roof sign keeps breaking and has marked the top of my car, I have to keep removing while wash my car and putting it back. Its grip of magnet keeps breaking and I have to re order it multiple times
No problems but just inconvenient.

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If you park your car at home with the roof sign theres chance to break you windows And if take it off whenever you park at home will scrachet your car and roof sing will get damaged aswell
I haven't had any problems, luckily I have a driveway
General public gets mistakes us as a public hire, It's creates additional drag resulting poor fuel economy, as a result creates more pollution which is not ideal for environment,  Although they are magnetic still mine fell off on motorway, luckily did not contacted with any vehicle or person, massive health and safety issues.  Not to mention the cost of replacement
People sometimes presume your a taxi for hire because they don't read what's written in bold letters.
When parked on the road at night, they r sometimes taken off the roof by youngsters and thrown on the pavement or away from the car thinking that they r having fun. I have to keep it in the boot to avoid that and put on when I start working.
Put mark ans scratch
We need a roof sign to be distinguished from other road user especially on bus lane...
I have never encountered any problem regarding the display of the roof sign.  But my opinion is to change the wording to Metro or ABC with bold colours and the size should be smaller. This will help our customers to identify us easily.
Do you know that most of customers don't understand the word " Pre-Booked Only.
Other road users discriminate against taxi's.
2. Times it's been stolen and ones was someone broken .
Every time when I am going home I forgot remove the roof sign.2 times someone broke my roof sign and time someone took it. I have no drive way,I parked big open car park. Before was no roof sign it was ok now it's extra cost if you buy again and again. I hope council will be understand.
I would be happy mot put roof sigh in night time and also where there is special crowed many youngster making trouble which I had experienced.
Damage to paint work. Standout target for thieves as you can see from distance it's a cab. Brocken into car before. Also people takes roof sign of and smashed it for fun.
lost and damaged
In windy condition and on motorway they fly off
- Roof sign leave mark on car roof paint,  - I have noticed other road motorists rude behaviour towards the cab drivers have risen a bit for no valid reason. That was the not case before when we were not using roof sign.
More fuel, there is a chance to damage our car,

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None
1, it's too big & risky on motorway 2, and car roof get scratched 3, specially in the night get targeted that it's cab and get broken for robbed, 4, my sign got broken by someone
None
It's vibrating when driving on motor way and cause irritation and making scratches on car roof and overnight it's increasing the chance of robbery as they can easily know it's a cab and also i am working with Metro and the number of the drivers in metro are more different council's and less drivers from Harlow concil and point is the others concil's drivers they are working in Harlow and doing exact what Harlow concil drivers doing and they don't have any roof signs and Harlow concil should take an immediate action against other concil's them drivers are working in harlow because this Harlow concil responsibility to protect our work and than Harlow concil can take action against their drivers regarding this roof sign.Many Thanks
Damaging the car roof and pint work
Vehicle might damage when I been absent, I also might lost it or people might use it as a tools of damage my vehicle.
Too many times at night people break the windows because they see it's a private hire and they know this because of the sign above the car and this is not safe on the motorway and the car gets scratched Because of this
It destroy the roof of the car difficult to lift and if it is heavy wind it may fall down also could be broken easily.
My roof sign was stolen once Very hassle to take it off every night, scratches the paintwork. Feel unsafe at high speed it may fall off
It's cost more fuel and stolen sometimes
Magnetic rubber melted in hot weather . Scratches on the roof.
Got stolen once
1. Scratches car roof very badly. 2. It cost me more fuel
Scratches

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There are few things would like to points out below.

1. I strongly believe roof sign cost more fuel as it does create extra weight on the car also winds does play a strong part on this especially on the motorway.

2. Twice I found my roof sign being displaced from the car roof. Luckily on both occasions found on the roof sign in the nearby places.

3. Value of the my last hire vehicle/car was significantly reduced because there was scratches and marks on the roof where I used to put the roof sign.

4. I remove the roof sign overnight because it does give me anxiety that someone will break into car to look for change money as it happened to my friend car and many other colleagues.

5. Once eggs being thrown in the when I was driving and I believe, teenagers did targeted mini cab by looking the roof sign and no other car was targeted at the same point of time.

6 . I believe, It does incurred extra cost without giving any benefits to the wider public

Having a roof sign. It's consume extra fuel which is costing driver more money. Do not seeing any positive sign to have it on the vehicle. Not convenient where using cash wash in the machine. Everytime need to take it off & put back. My car is high car. Not easy to put it up.

Damage car, scratches on roof when taking sign off and on  
Bit dangerous driving on motorway and in windy conditions

Previous Car roof was scratched due to rubber on magnetic was damaged.

Roof sign was damaged by local kids as it was display over night.

Scratching the paint of the car, brakes very often not safe in very windy weather, doesn't makes any difference and not needed at all as it doesn't cover any needs. It is just more expenses for us, not safe and not good for anyone.  
Side signs are absolutely enough.

Having a roof sign in my cab has been more of a headache than a benefit. While it might seem like a good idea for advertising, the reality is far from ideal. The constant exposure to weather elements has caused significant scratches and damage to the sign, and roof off the cab making it look worn out and unprofessional. also undermines the safety and comfort of passengers.

Moreover, the added weight and size of the roof sign has noticeably impacted fuel consumption, leading to higher fuel expenses over time. This not only hurts the wallet but also contributes to unnecessary carbon emissions, which is detrimental to the environment.

Overall, the negatives outweigh any potential benefits of having a roof sign in my cab. It's not worth the maintenance costs, fuel inefficiency, and negative impact on

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the vehicle's aesthetics and performance.
Scratches on roof
Roof sign damaged Car damaged Very large roof sign
1. It damages car body paint 2. Quite hazardous because of cracks & started breaking
None
Heavy weight. Damage colour and roof surface. Had stolen and someone damaged. Leave Spots on roof when removed when change vehicle. Slightly but still vehicle use more fuel.
The roof sign is very big plus it's scratches my roof all over on the top
It is easier to spot that this is a taxi which makes it prone to theft. Someone could target vehicles with roof signs as they try to steal loose change.
Roof sign stolen and magnetic rubber seal melted in summer heat. Scratched car roof badly
Scratches roof and look ugly i have been driving for the past 18 years never seen other council displaying roof sign with pre booked only and having door which said the same
I don't display roof sign when not working because people think that I am working. If the roof sign is displayed on my car when not working some people my think the there is cash or other property in the car and try to break into it.
Maybe stolen, and we have also doors sign
Vehicle top getting damaged
None
Vehicle is also used for personal use. Additional cost involved in purchasing and/ or replacing. Potential damage to paintwork.
I've lost my roof sign
Stolen, targeted as mini cab.
Bits of plastic breaking away from the sign, vandalism,high cost to replace,scratches on the roof,probable fuel efficiency,environmentally unfriendly
I have had my roof sign stolen or sometimes on motorway it flies off and have had to replace at my own cost as if everything isn't pricy enough. As ai drive a minibus, with my roof sign on I cannot enter asda carpark due to height restrictions and some other places so miss out on these jobs. Also pointless having them as

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wolverhampton drivers don't need them and operate in exactly same way as us and majority of population has a phone now and get a text with vehicle details and we also have door signs and plates
Chance of stealing
Sign is too big and heavy. It has scratched my car on many occasions and previously it was stolen from my car. Cost me extra £72 whipe drivers are already struggling be and of now work and wolverhampton drivers.
Fuel Consumption Vehicle damage Looks awkward
Roof sign stolen
<ol style="list-style-type: none"> <li>1. roof sign stolen twice</li> <li>2. magnetic rubber seal melted in hot weather</li> <li>3. In very windy weather don't feel safe as magnetic suction rubber is not strong enough.</li> <li>4. scratches car roof badly</li> <li>5. cost more fuel.</li> </ol> <p>📎 Damaged roof sign photo added</p>