

Survey Results for Members of the Public

Q1 - Are you a Harlow resident or live within 3 miles of Harlow?	
Yes	76
No	1
Q2 - Have you pre-booked a private hire vehicle through an operator to take you somewhere in the last 5 years?	
Yes	75
No	2
Q3 - How often do you book a private hire vehicle?	
Never	1
Rarely	11
Once every 6 months	4
Once every 2 months	5
Once a month	23
Once a week	8
More than once a week	25
Q4 - When you pre-book a journey in advance, do you receive communication (SMS text, email or other) from the private hire operator informing you of the vehicle details	
Yes	71
No	0
Not applicable	6
Q5 - When your private hire vehicle arrives, do you check the vehicle registration or the Council licence number before getting into it?	
Yes, all the time	36
Often	6
Sometimes	14
Never	18
Not applicable	3
Q6 - Some licensed private hire vehicles have a roof sign, do/would you feel safer getting into a licensed private hire vehicle with a roof sign?	
Yes, it feels safer	31
No, it makes no difference	46
Q7 - Some licensed private hire vehicles have a roof sign whilst others do not. Which statement do you most agree with	
It is confusing that only some private hire vehicles display a roof sign	50
It is not confusing that only some private hire vehicles display a roof sign	27
Q8 - When you book a private hire vehicle through an operator, does it help to identify the vehicle, when the vehicle has a roof sign?	
Yes, a roof sign helps me to locate my vehicle	33
No, a roof sign makes no difference as it's prebooked	44

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Q9 - Which statement do you most agree with:	
It is confusing that some vehicles display a roof sign and can be booked immediately on the street (taxi), whilst others that display a roof sign must be pre-booked through an operator (private hire)	36
It is not confusing that some vehicles display a roof sign and can be booked immediately on the street (taxi), whilst others that display a roof sign must be pre-booked through an operator (private hire)	41
Q10 - Knowing that not all licensed vehicles have a roof sign when pre-booked through an Operator, would you prefer	
Harlow licensed private hire vehicles continue to display a roof sign	30
Harlow licensed private hire vehicles not to display a roof sign (the same as other nearby authorities)	39
Don't have a preference	8
Q12 - 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?	
Yes	28
No	49

Q11 - This space is available to provide any further comments you may have on whether a private hire vehicle licensed by Harlow Council should display a roof sign.	
From other town taxi make confused, and sometime they struggle to find adress.	
Instead of roof sign they should have abc or metro sticker. and should only allowed harlow licensed taxi	
Instead of prebooked should have taxi sign.	
I don't want to see the roof sign on the private higher Private vehicle.	
[Redacted]	
It would be best to have the same option as Uber which is new to Me. You have to give a pin to the driver for security reasons and can share your journey with a friend or family for double security reasons	
Maybe more information at the train station about how to hail taxis and what services are available. The signage needs to be clearer.	
Keep the signs	
Roof signs are a very good idea	
N/A	
[Redacted]	

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<p>A roof sign is particularly useful when waiting for a pre-booked cab at Harlow Town station due to the number of vehicles arriving and departing the station in front of row of shops so it's not easy finding your cab if no roof sign is displayed. Once I get a notification that my cab has arrived I look out for any vehicles with a roof sign or company logo on their doors (or both) then check the registration on the app to see if it's mine then when I get in I always ask the driver who he's picking up so that I know I'm getting in the right cab. As a lone female it's very much peace of mind.</p>
<p>My adult children use cabs and private hire: it helps them feel more confident about getting into a vehicle if it has a sign especially if being picked up late at night when a venue is closing when there's lots of vehicles turning up and identifying colours of vehicles etc is difficult.</p> <p>Rogue vehicles are much less likely to have a sign.</p> <p>Only an app that instantly captures reads the ID of the car and the driver would be suitable to double check.</p> <p>Finding a website etc just isn't practical and some perhaps many people don't have the technology</p>
<p>I think it's safer to have the sign, or anyone could claim to be a cab and abduct someone.</p>
<p>No further comment</p>
<p>Roof signs make them more easily identified which possibly makes the situation safer.</p>
<p>What an absolute waste of time and money this survey is.</p>
<p>A roof sign is very helpful to identify the vehicle you are waiting for but that is also what the door signs are for. The roof signs if they continue to be used, should light up to show they are private hire and must be pre-booked.</p>
<p>It has to be modernized and be more simple like London private hire stickers only on the screens. Make cab driver wear their private hire ID or make it visible.</p>
<p>None</p>
<p>I don't mind what sign it has got as long it's DBS checked and give good service</p>
<p>NO</p>
<p>I am partially sighted so a roof sign helps me to locate a taxi more easily.</p>
<p>Cab licences should be given to local drivers and not to companies/drivers from hundreds of miles away in the midlands. I would much prefer to order a cab driven by someone local.</p>
<p>Roof sign should be compulsory just like the license number.</p>
<p>Not applicable</p>
<p>By Private Hire vehicles having a roof sign, regardless of its wording, makes it easily confused for a Hackney Carriage, and risks Private Hire vehicles plying for hire illegally.</p>
<p>X</p>

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nearly always us an uber. no were they are and how much im going to pay before i even get in. dont give a stuff what HDC thinks
Na
They all need signs
Safety reasons it needs to be clear its a taxi or private hire there all doing the same job so why confuse the words taxi and private hire and make them all have roof signs Safety is a massive thing cctv needs to be able to identify a taxi and roof sign will identify that
Irrelevant - spend the money on something else more needed
Thanks
Scrap all roof signs it's not followed and it's not enforced
As a disabled 74 year old I like the sign on top because I know that it's the cab that I booked.
It is preferred
Most people do not check licence plate on car. Having z roof sign also states that it is a hire cab. Some licence plated cars are not for public use and only for school runs , so having a roof sign separates them and shows public if the car that turns up is infact the correct
Sadly the standard of driving of some, and it's only a minority, private hire vehicles is on occasion very poor. The sign helps identify that it is a licensed vehicle and gives the opportunity to report situations to the relevant authority.
None
Your question below referring to taxi check , how do you check the TFL and Wolverhampton Ubers that you allow in Harlow outside of their licensing areas . This is the biggest danger to the public because they won't have any roof identification, Harlow council identification and no way of checking who they are . Taxis from other licensing areas including TFL black cabs are not allowed (and rightly so) to operate in our town so why do you allow Uber private hire ? Please explain this danger on your next newsletter
clearly identifying hire cars is surely safer
No comment to make
Pointless and caused the vehicle to be less efficient and therefore more pollution
No need to display roof sign
Not necessary
It makes no difference if the vehicle has a roof sign or not and also having a roof sign has safely issues on a windy day...and now environmental friendly

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No roof sign
Roof signs look ugly
It's very confusing to have roof signs, because nearby authorities only uses roof signs for hackney carriage I always check door signs, registration number, cross check with message received from operator
Roof Signn Dont help as its prebooked.
No comments
Thanks
In my view it is safer for everyone particularly vulnerable people who pre books a cab to know that it will have a taxi sign on the roof. This reduces the risk of customers approaching unmarked or limited markings on cabs at night.
.
Doesn't bother me
1.Roof sign made confusing. 2.Having roof sign scratched top of vehicle. 3.Having roof sing appealing for burglars as many incidents happen recently for that. 4. Windy day in motorway it felt risky to fall and hit other cars.
.
Ok
Do not display a sign
Nothing
Roof sign is not needed. It looks better without roof sign.
There is no need of roof sign
I dont understand why some have to have them and some dont why would they all just not have them. Can the vehicles with them be use just like a black taxi?
Nothing more to add
Don't really need roof sign. As all cars got licenced plate displayed at the back, windscreen and side doors.
Roof sign is confusing all time
The Harlow Council signs on the cars is enough to display that these Private Hire Vehicles are under the Harlow district/council. The roof sign is unnecessary in my opinion and actually makes the cars less distinguishable from other councils.

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[Redacted]
Roof sign not necessary
Yes, it does help to have an identification on the roof as sign. But sometimes people just watch out for cars with sign and jump in without checking the license number with the text, happened to me very often when I'm waiting other people taking my cab
N/a
Hi h r u such don't need roof sign only need exact cab is well that's it .
Ok
Roof sign doesn't make any difference as it's prebooked through operator.
[Redacted]
It's pointless as many private hire drivers from other council don't have roof signs and they are working as the same so I think all drivers should be the same

[Redacted] personal information.