



Harlow Council

Public Consultation on Licensing Standards for Private Hire and Hackney Carriage Vehicles Results (Comparison)

Background

There are approximately 240 private hire drivers and 68 hackney carriage drivers operating in Harlow serving a population of over 85,000 residents.

The Licensing Team has consulted the public and taxi/private hire trades on proposals to modify and replace conditions attached to vehicle licences.

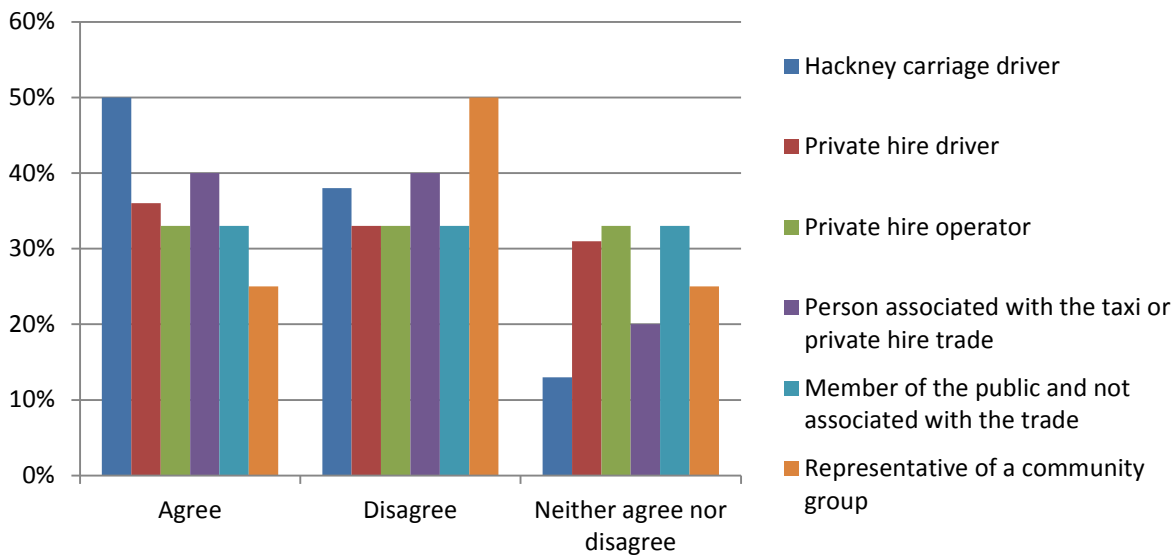
The survey was available online hosted on SurveyMonkey® between 16th January 2017 and 5th March 2017. The Council has also accepted representations made by email and letters.

Response Rate

	Response (%)	Response Count
Hackney carriage driver	16%	9
Private hire driver	66%	37
Private hire operator	5%	3
Person associated with taxi or private hire trade	9%	5
Member of the public and not associated with the trade	13%	7
Representative of a community group	7%	4

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

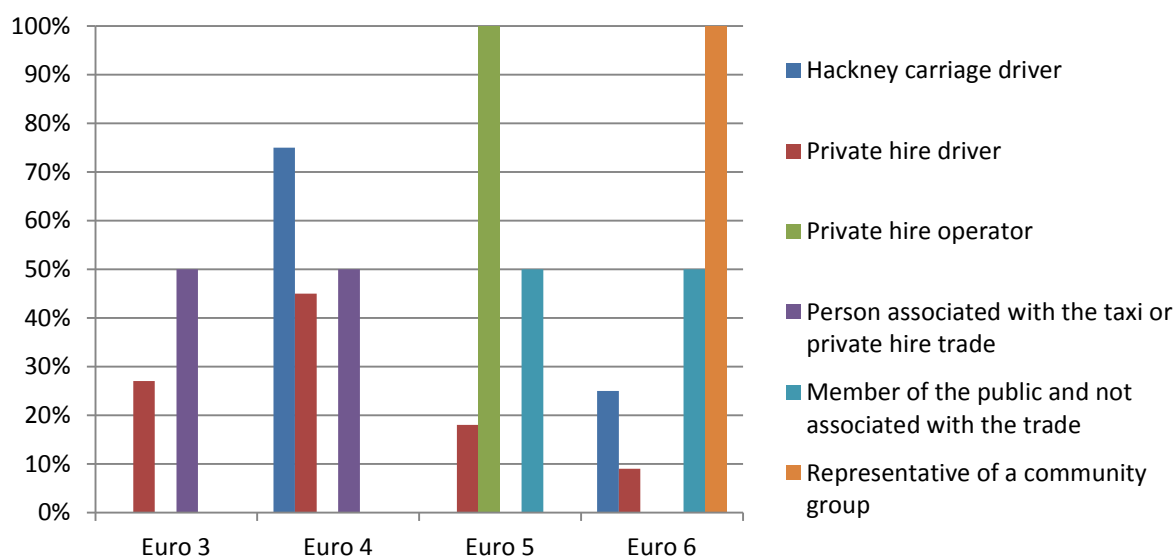
Do you agree or disagree that the Council should make it a condition that licensed vehicles meet a specified European Standard to improve air quality?



	Agree	Disagree	Neither agree nor disagree
Hackney carriage driver	50% (4)	38% (3)	13% (1)
Private hire driver	36% (13)	33% (12)	31% (11)
Private hire operator	33% (1)	33% (1)	33% (1)
Person associated with the taxi or private hire trade	40% (2)	40% (2)	20% (1)
Member of the public and not associated with the trade	33% (2)	33% (2)	33% (2)
Representative of a community group	25% (1)	50% (2)	25% (1)

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

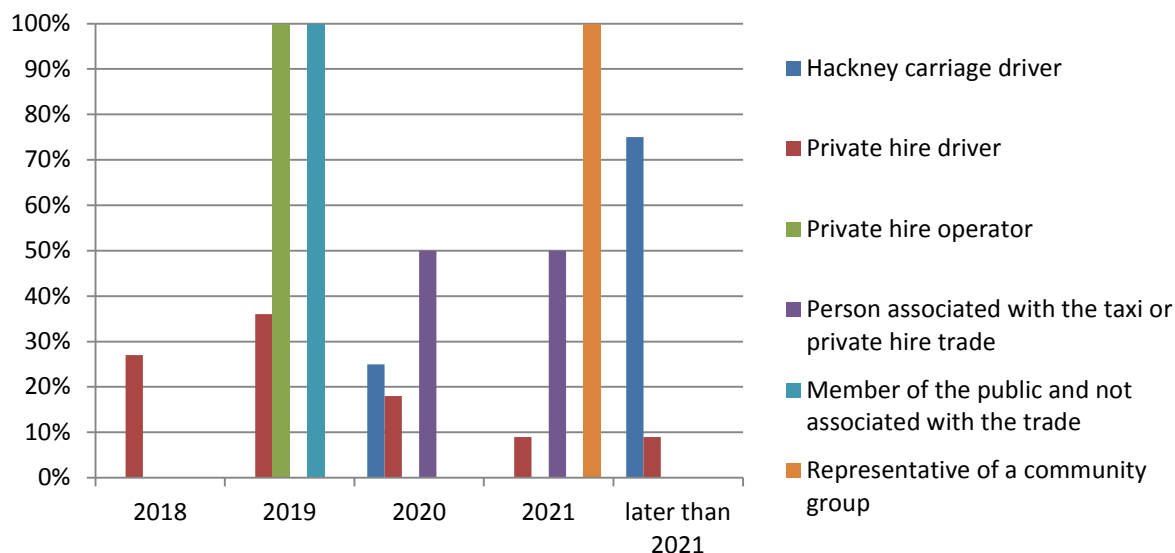
If you agree that the Council should require licensed vehicles to meet a designated European Standard, what do you think that the Council should adopt?



	Euro 3	Euro 4	Euro 5	Euro 6
Hackney carriage driver	-	75% (3)	-	25% (1)
Private hire driver	27% (3)	45% (5)	18% (2)	9% (1)
Private hire operator	-	-	100% (1)	-
Person associated with the taxi or private hire trade	50% (1)	50% (1)	-	-
Member of the public and not associated with the trade	-	-	50% (1)	50% (1)
Representative of a community group	-	-	-	100% (1)

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

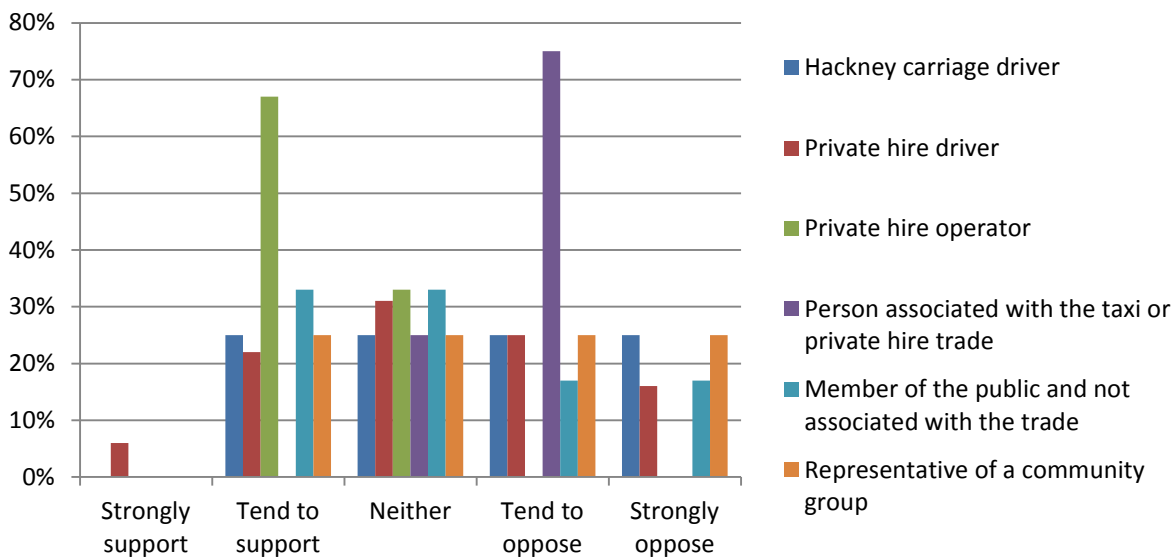
When should the new revised standard be introduced?



	2018	2019	2020	2021	later than 2021
Hackney carriage driver	-	-	25% (1)	-	75% (3)
Private hire driver	27% (3)	36% (4)	18% (2)	9% (1)	9% (1)
Private hire operator	0% (0)	100% (1)	-	-	-
Person associated with the taxi or private hire trade	-	-	50% (1)	50% (1)	-
Member of the public and not associated with the trade	-	100% (2)	-	-	-
Representative of a community group	-	-	-	100% (1)	-

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

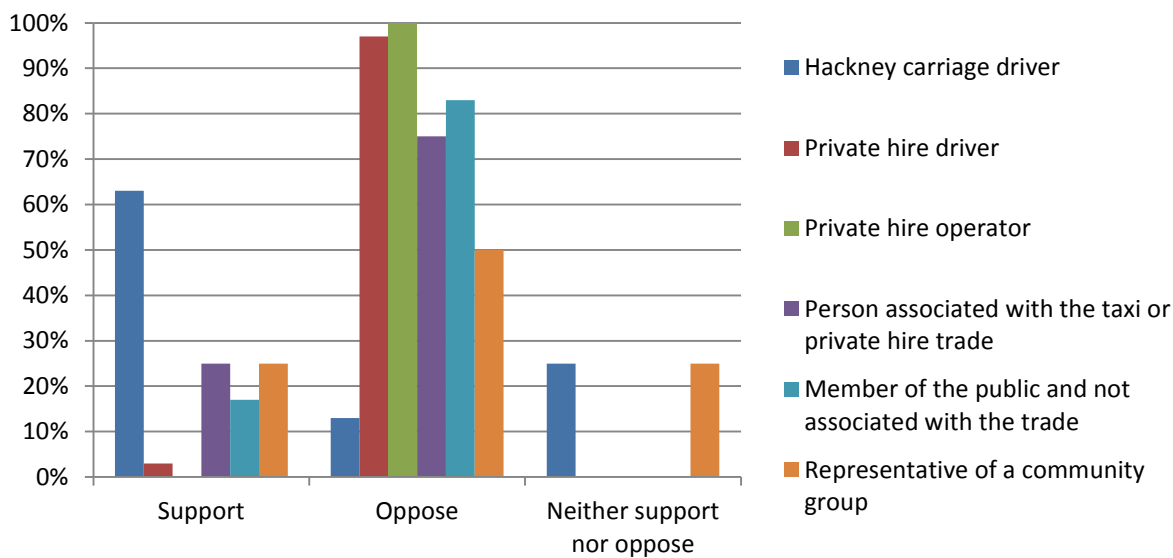
Over the longer term, would you support or oppose measures to encourage vehicle owners to move from diesel vehicles to hybrid and zero emission vehicles?



	Strongly support	Tend to support	Neither	Tend to oppose	Strongly oppose
Hackney carriage driver	-	25% (2)	25% (2)	25% (2)	25% (2)
Private hire driver	6% (2)	22% (7)	31% (10)	25% (8)	16% (5)
Private hire operator	-	67% (2)	33% (1)	-	-
Person associated with the taxi or private hire trade	-	-	25% (1)	75% (3)	-
Member of the public and not associated with the trade	-	33% (2)	33% (2)	17% (1)	17% (1)
Representative of a community group	-	25% (1)	25% (1)	25% (1)	25% (1)

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

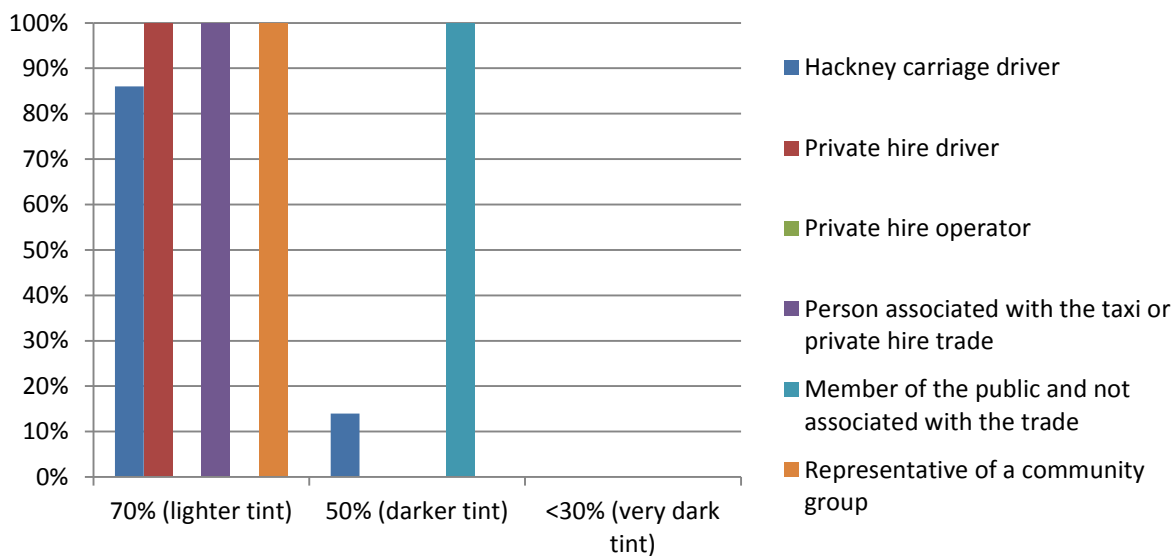
Do you support or oppose a condition which limits the use of dark tinted windows in the rear of licensed vehicles (rear windows, rear quarter lights and rear tailgate)?



	Support	Oppose	Neither support nor oppose
Hackney carriage driver	63% (5)	13% (1)	25% (2)
Private hire driver	3% (1)	97% (31)	-
Private hire operator	-	100% (3)	-
Person associated with the taxi or private hire trade	25% (1)	75% (3)	-
Member of the public and not associated with the trade	17% (1)	83% (5)	-
Representative of a community group	25% (1)	50% (2)	25% (1)

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

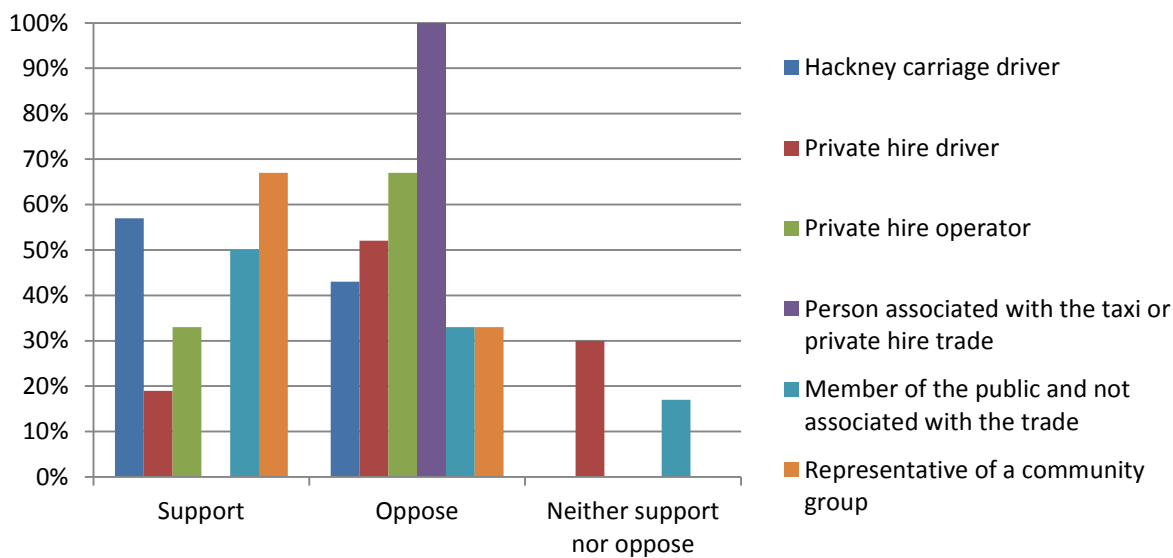
What percentage light transmission (tint) should the Council allow to be fitted to the rear windows?



	70% (lighter tint)	50% (darker tint)	<30% (very dark tint)
Hackney carriage driver	86% (6)	14% (1)	-
Private hire driver	100% (1)	-	-
Private hire operator	-	-	-
Person associated with the taxi or private hire trade	100% (1)	-	-
Member of the public and not associated with the trade	-	100% (1)	-
Representative of a community group	100% (2)	-	-

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

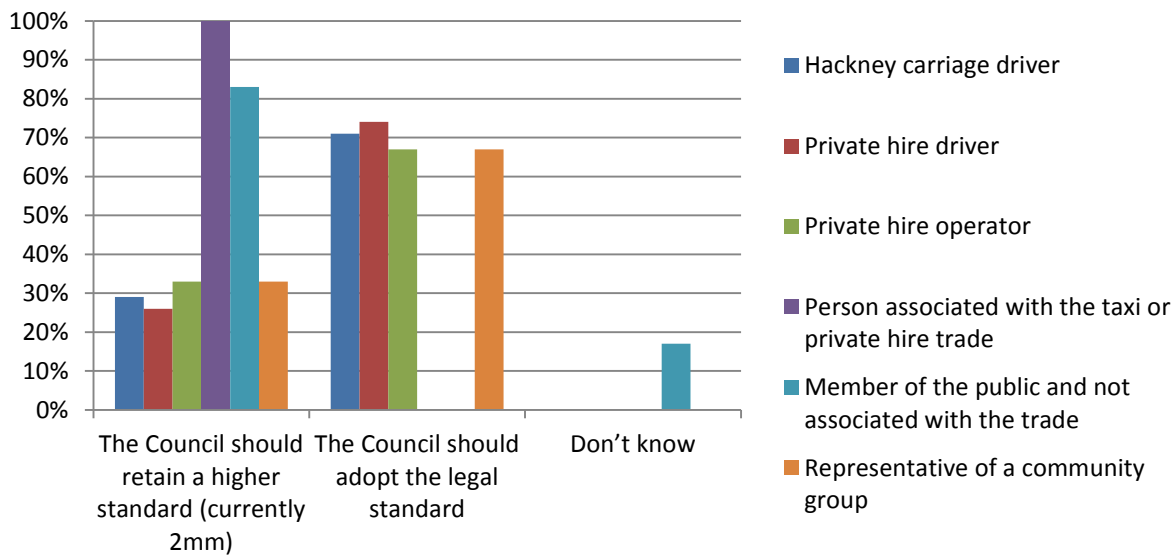
Do you support or oppose a new condition which prohibits Category C insurance write-off vehicles from being licensed?



	Support	Oppose	Neither support nor oppose
Hackney carriage driver	57% (4)	43% (3)	-
Private hire driver	19% (5)	52% (14)	30% (8)
Private hire operator	33% (1)	67% (2)	-
Person associated with the taxi or private hire trade	-	100% (3)	-
Member of the public and not associated with the trade	50% (3)	33% (2)	17% (1)
Representative of a community group	67% (2)	33% (1)	-

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

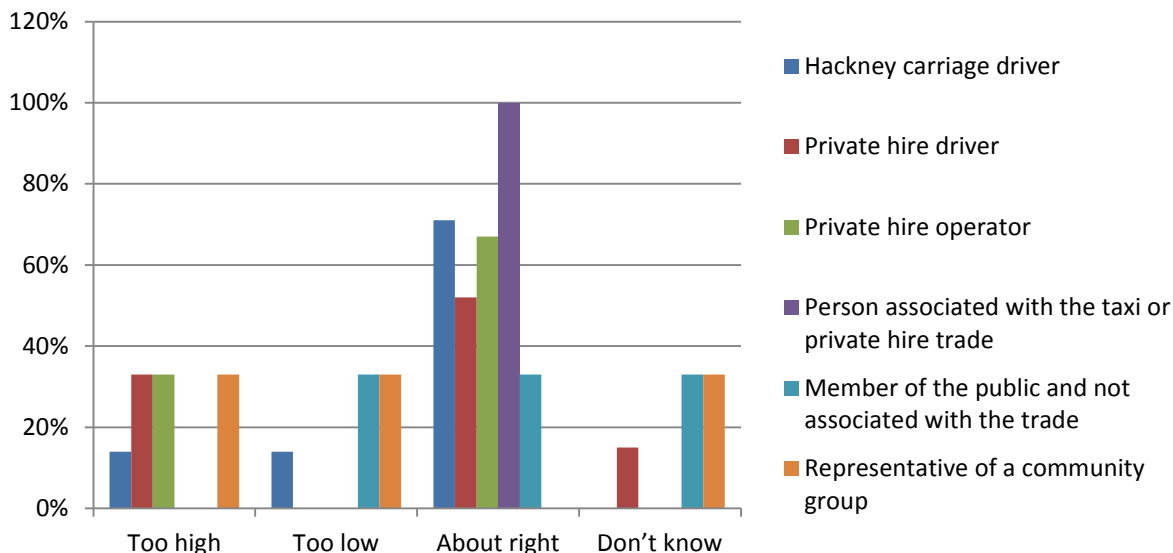
Should the Council have a higher standard for vehicle tyre tread or rely on the legal minimum tread?



	The Council should retain a higher standard (currently 2mm)	The Council should adopt the legal standard	Don't know
Hackney carriage driver	29% (2)	71% (5)	-
Private hire driver	26% (7)	74% (20)	-
Private hire operator	33% (1)	67% (2)	-
Person associated with the taxi or private hire trade	100% (3)	-	-
Member of the public and not associated with the trade	83% (5)	-	17% (1)
Representative of a community group	33% (1)	67% (2)	-

Results relates to BOTH Hackney Carriages and Private Hire Vehicles

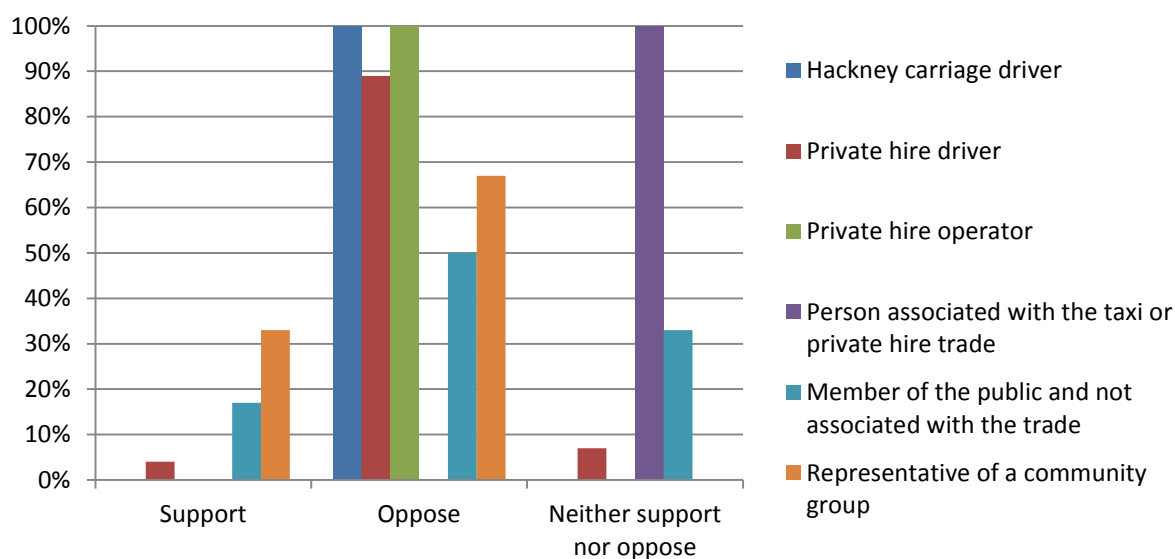
Do you consider that the proposed standards are:



	Too high	Too low	About right	Don't know
Hackney carriage driver	14% (1)	14% (1)	71% (5)	-
Private hire driver	33% (9)	-	52% (14)	15% (4)
Private hire operator	33% (1)	-	67% (2)	-
Person associated with the taxi or private hire trade	-	-	100% (3)	-
Member of the public and not associated with the trade	-	33% (2)	33% (2)	33% (2)
Representative of a community group	33% (1)	33% (1)	-	33% (1)

Results relates to Private Hire Vehicles

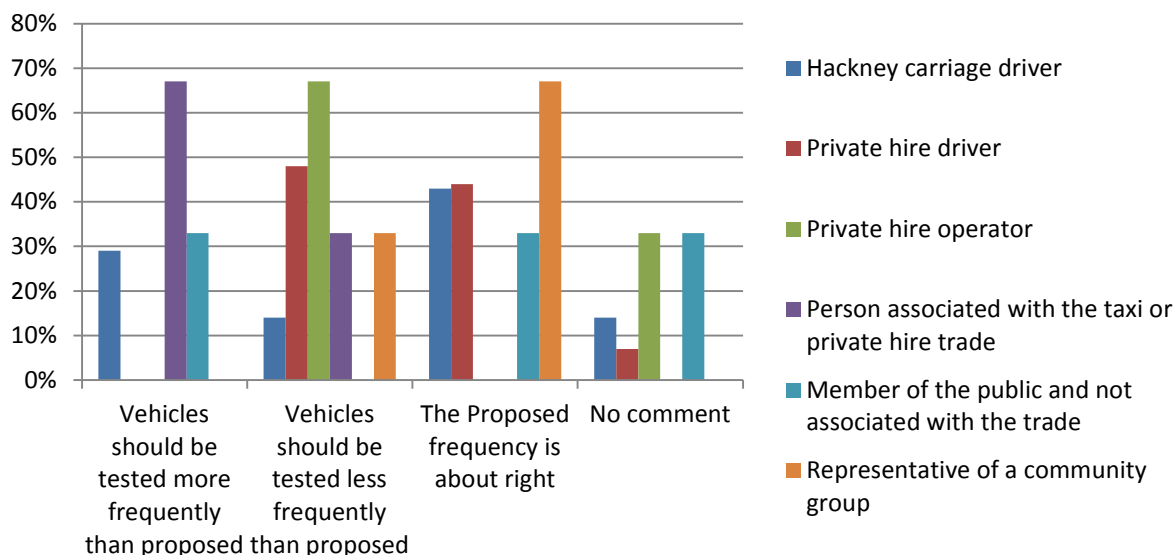
Do you support or oppose the introduction of the new conditions which would allow the Council to license 1 passenger vehicles (i.e. Smart Car)?



	Support	Oppose	Neither support nor oppose
Hackney carriage driver	-	100% (7)	-
Private hire driver	4% (1)	89% (24)	7% (2)
Private hire operator	0% (0)	100% (3)	-
Person associated with the taxi or private hire trade	-	-	100% (3)
Member of the public and not associated with the trade	17% (1)	50% (3)	33% (2)
Representative of a community group	33% (1)	67% (2)	-

Results relates to Private Hire Vehicles

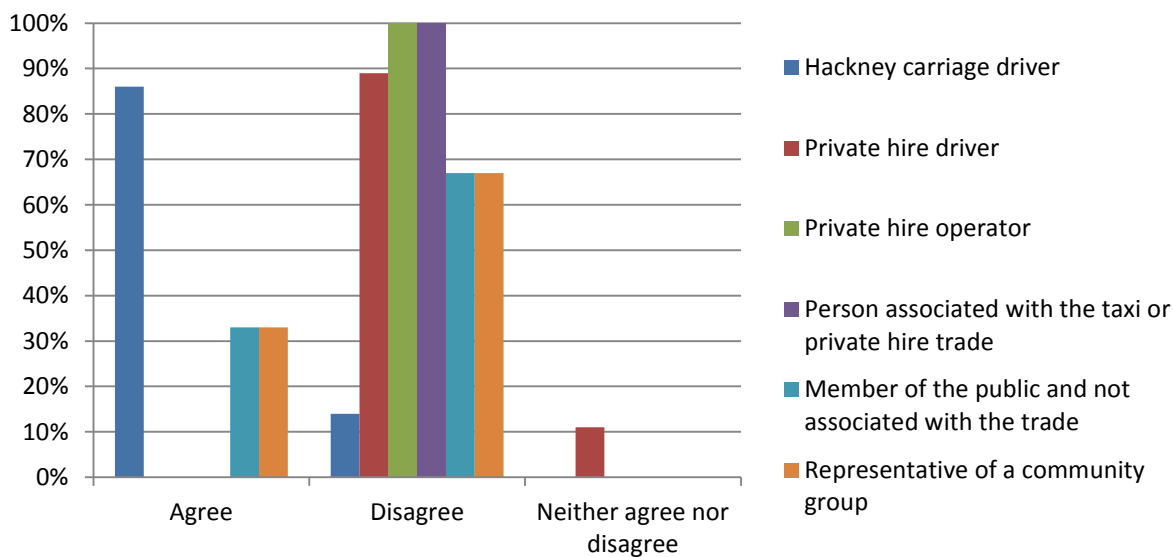
How often should private hire vehicles be checked for compliance?



	Vehicles should be tested more frequently than proposed	Vehicles should be tested less frequently than proposed	The Proposed frequency is about right	No comment
Hackney carriage driver	29% (2)	14% (1)	43% (3)	14% (1)
Private hire driver	-	48% (13)	44% (12)	7% (2)
Private hire operator	-	67% (2)	-	33% (1)
Person associated with the taxi or private hire trade	67% (2)	33% (1)	-	-
Member of the public and not associated with the trade	33% (2)	-	33% (2)	33% (2)
Representative of a community group	-	33% (1)	67% (2)	-

Results relates to Private Hire Vehicles

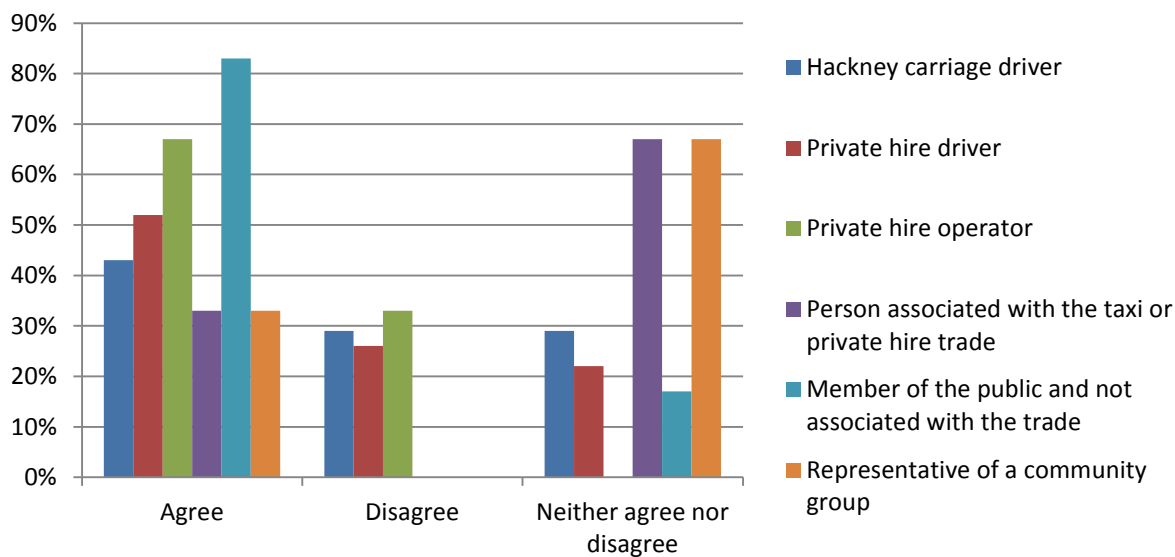
Do you agree or disagree that the Council should continue making Private Hire Vehicles permanently display council identification panels with their licence number on the front driver and passenger doors?



	Agree	Disagree	Neither agree nor disagree
Hackney carriage driver	86% (6)	14% (1)	-
Private hire driver	-	89% (24)	11% (3)
Private hire operator	-	100% (3)	-
Person associated with the taxi or private hire trade	-	100% (3)	-
Member of the public and not associated with the trade	33% (2)	67% (4)	-
Representative of a community group	33% (1)	67% (2)	-

Results relates to Private Hire Vehicles

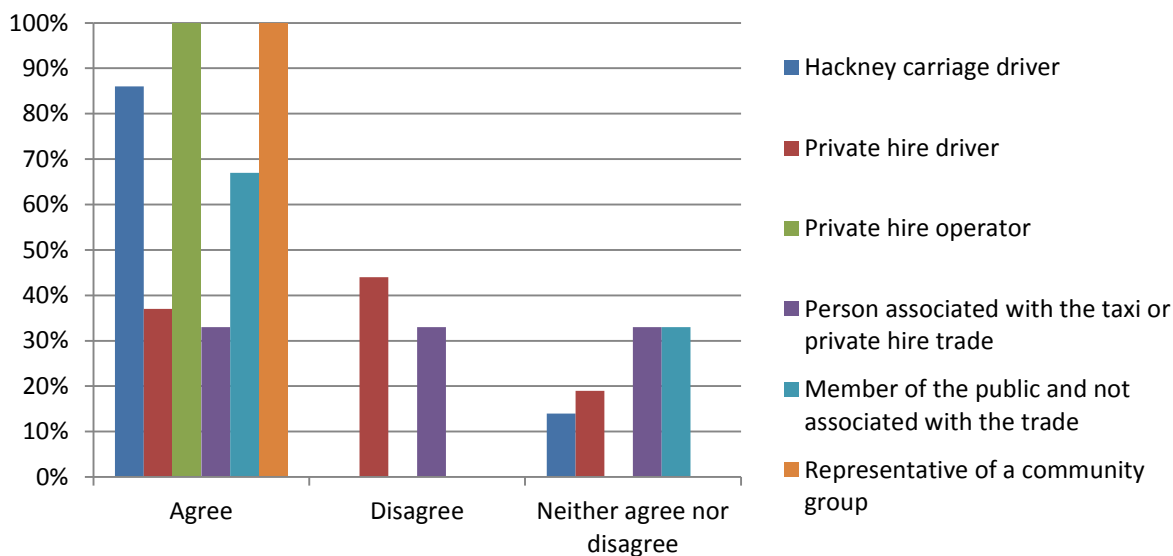
Do you agree or disagree that genuine executive/chauffeur vehicles should be exempt from an obligation to display a Council rear identification plate and front door panels?



	Agree	Disagree	Neither agree nor disagree
Hackney carriage driver	43% (3)	29% (2)	29% (2)
Private hire driver	52% (14)	26% (7)	22% (6)
Private hire operator	67% (2)	33% (1)	-
Person associated with the taxi or private hire trade	33% (1)	-	67% (2)
Member of the public and not associated with the trade	83% (5)	-	17% (1)
Representative of a community group	33% (1)	-	67% (2)

Results relates to Private Hire Vehicles

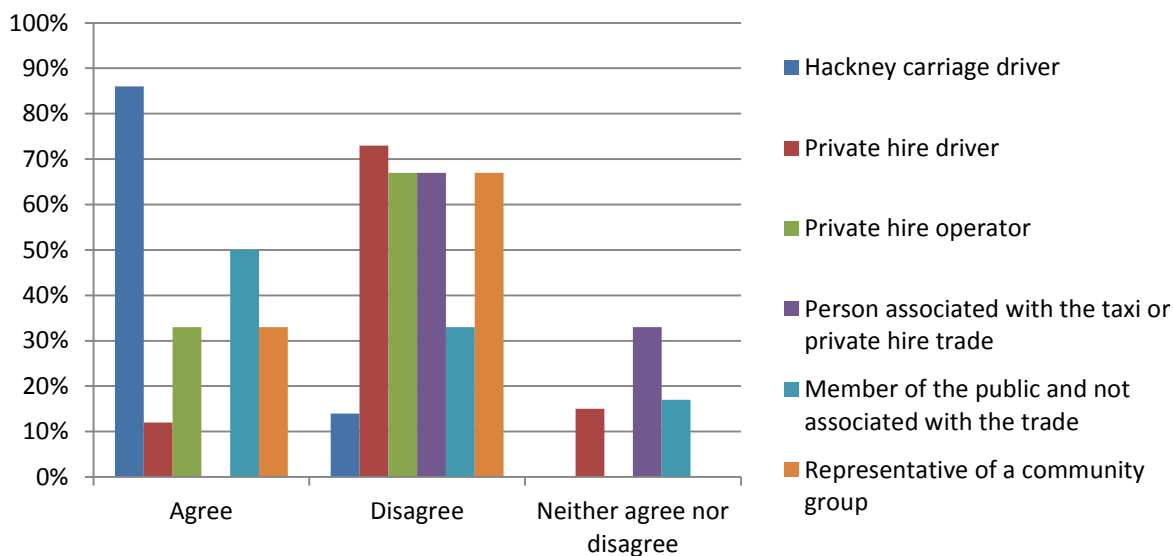
Do you agree or disagree the Council should check and approve taximeters when fitted to private hire vehicles?



	Agree	Disagree	Neither agree nor disagree
Hackney carriage driver	86% (6)	-	14% (1)
Private hire driver	37% (10)	44% (12)	19% (5)
Private hire operator	100% (3)	0% (0)	-
Person associated with the taxi or private hire trade	33% (1)	33% (1)	33% (1)
Member of the public and not associated with the trade	67% (4)	-	33% (2)
Representative of a community group	100% (3)	-	-

Results relates to Hackney Carriages

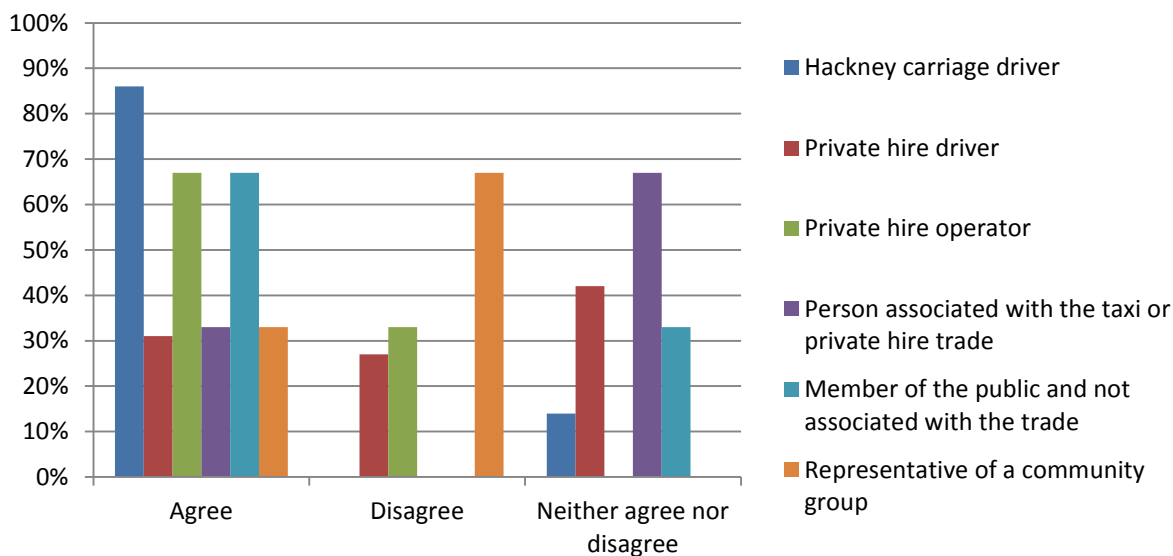
Do you agree or disagree the Council should require the applicant for new vehicle licence to buy a brand new vehicle?



	Agree	Disagree	Neither agree nor disagree
Hackney carriage driver	86% (6)	14% (1)	-
Private hire driver	12% (3)	73% (19)	15% (4)
Private hire operator	33% (1)	67% (2)	-
Person associated with the taxi or private hire trade	-	67% (2)	33% (1)
Member of the public and not associated with the trade	50% (3)	33% (2)	17% (1)
Representative of a community group	33% (1)	67% (2)	-

Results relates to Hackney Carriages

Do you agree or disagree the Council should limit the number of Hackney Carriage vehicle licenses it will issue?



	Agree	Disagree	Neither agree nor disagree
Hackney carriage driver	86% (6)	-	14% (1)
Private hire driver	31% (8)	27% (7)	42% (11)
Private hire operator	67% (2)	33% (1)	-
Person associated with the taxi or private hire trade	33% (1)	-	67% (2)
Member of the public and not associated with the trade	67% (4)	-	33% (2)
Representative of a community group	33% (1)	67% (2)	-

Results relates to Hackney Carriages

At what interval should Hackney Carriages be compliance tested?

	Hackney carriage driver	Private hire driver	Private hire operator	Person associated with the taxi or private hire trade	Member of the public and not associated with the trade	Representative of a community group
Once a year only	14% (1)	31% (8)	33% (1)	-	17% (1)	33% (1)
Twice each year when the vehicle age exceeds 5 years	29% (2)	19% (5)	-	100% (3)	67% (4)	33% (1)
Twice each year when the vehicle age exceeds 6 years	-	8% (2)	-	-	-	33% (1)
Twice each year when the vehicle age exceeds 7 years	-	12% (3)	33% (1)	-	-	-
Twice each year when the vehicle age exceeds 8 years	-	-	-	-	-	-
Twice each year when the vehicle age exceeds 9 years	-	-	-	-	-	-
Twice each year when the vehicle age exceeds 10 years	14% (1)	19% (5)	-	-	-	-
Twice each year when the vehicle age exceeds 11 years	-	-	-	-	-	-
Twice each year when the vehicle age exceeds 12 years	43% (3)	-	-	-	17% (1)	-
Twice each year when the vehicle age exceeds 13 years	-	-	-	-	-	-
Twice each year when the vehicle age exceeds 14 years	-	4% (1)	33% (1)	-	-	-
Twice each year when the vehicle age exceeds 15 years	-	8% (2)	-	-	-	-