



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.

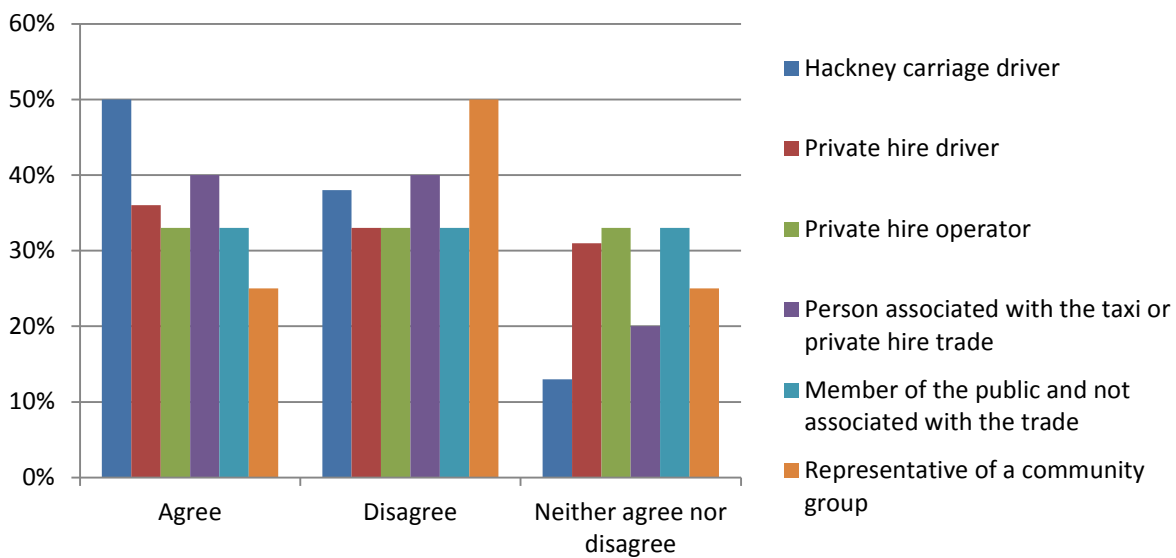
The survey was available online hosted on SurveyMonkey® between 16th January 2017 and 5th March 2017. The Council has also accepted representations made by email and letters.

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

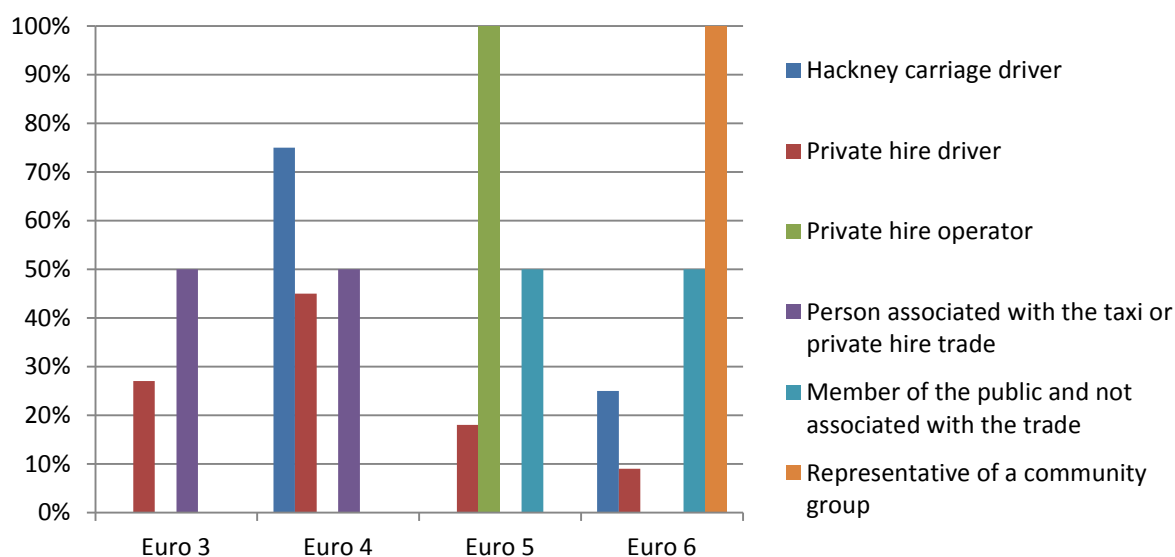
Do you agree or disagree that the Council should make it a condition that licensed vehicles meet a specified European Standard to improve air quality?



| | 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

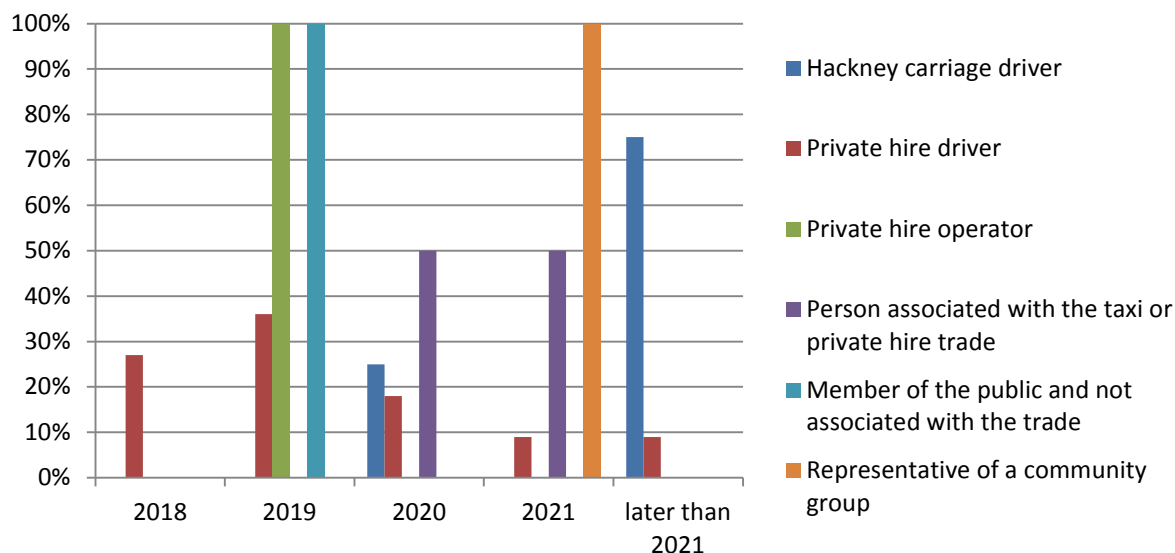
If you agree that the Council should require licensed vehicles to meet a designated European Standard, what do you think that the Council should adopt?



| | 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

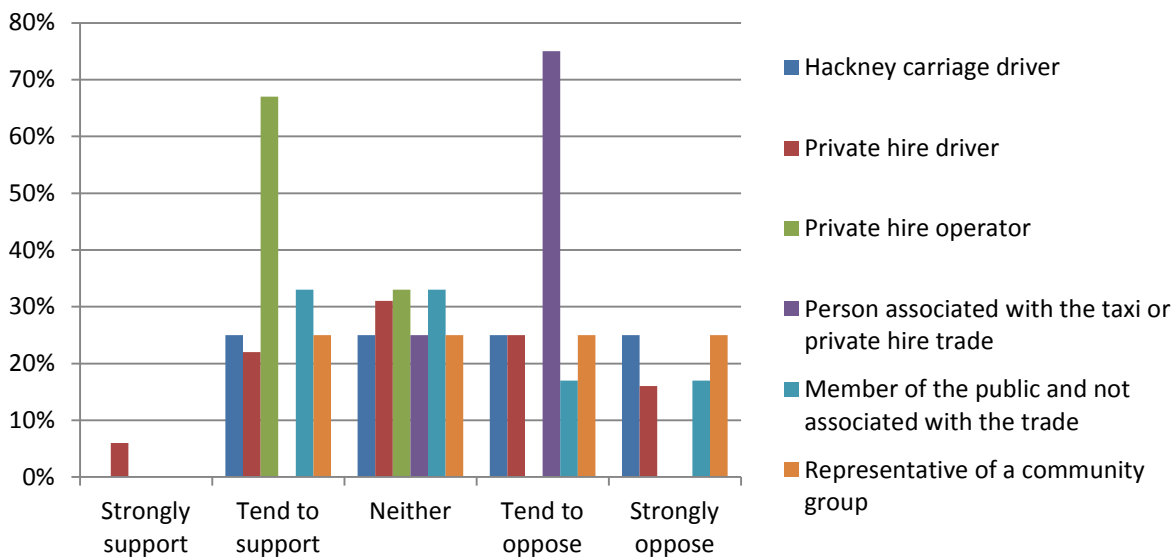
When should the new revised standard be introduced?



| | 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

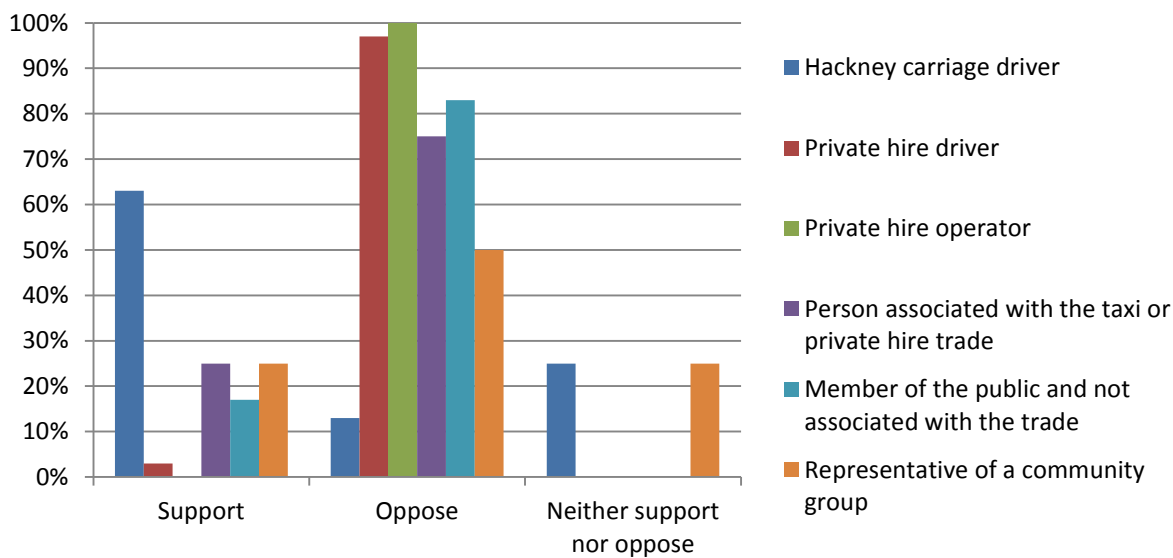
Over the longer term, would you support or oppose measures to encourage vehicle owners to move from diesel vehicles to hybrid and zero emission vehicles?



| | 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

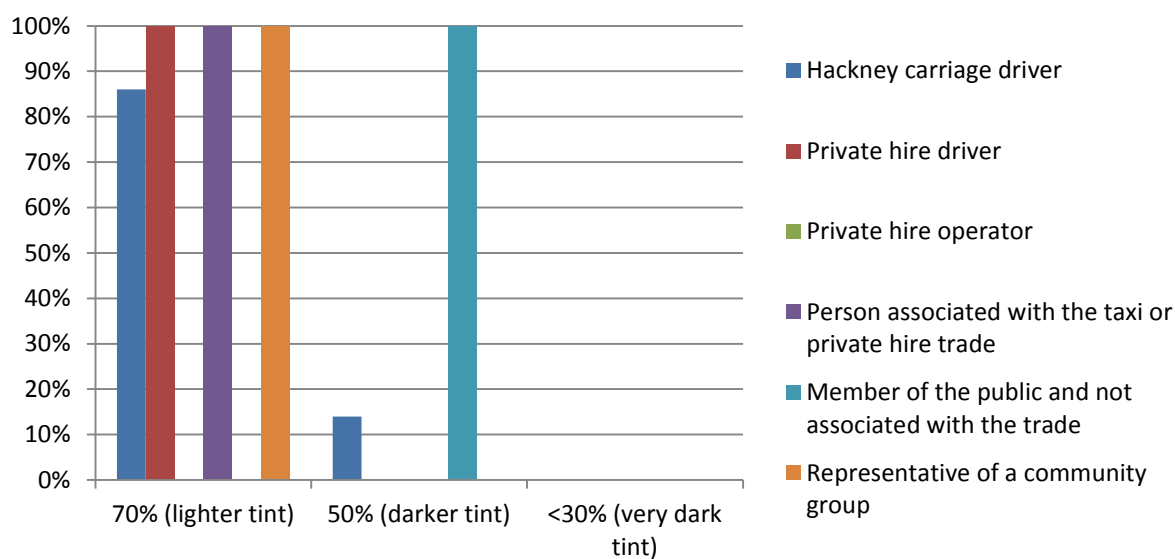
Do you support or oppose a condition which limits the use of dark tinted windows in the rear of licensed vehicles (rear windows, rear quarter lights and rear tailgate)?



| | 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

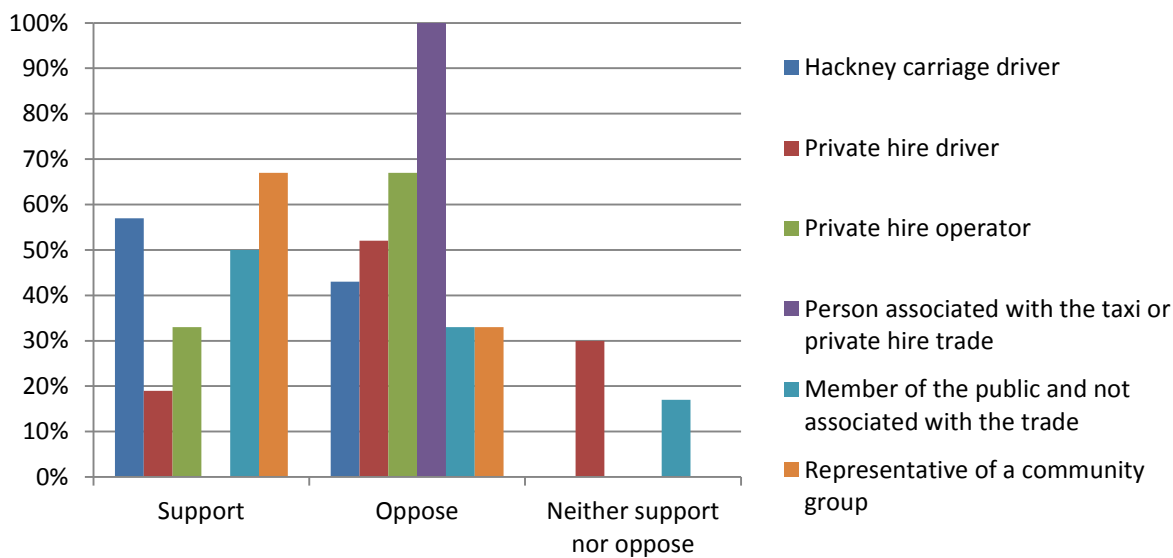
What percentage light transmission (tint) should the Council allow to be fitted to the rear windows?



| | 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

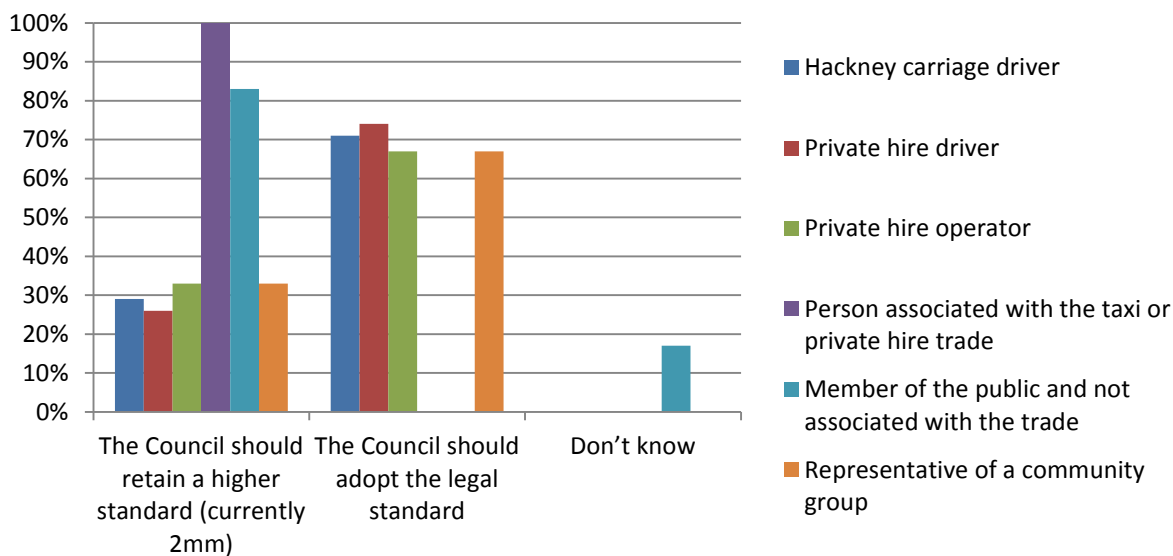
Do you support or oppose a new condition which prohibits Category C insurance write-off vehicles from being licensed?



| | 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

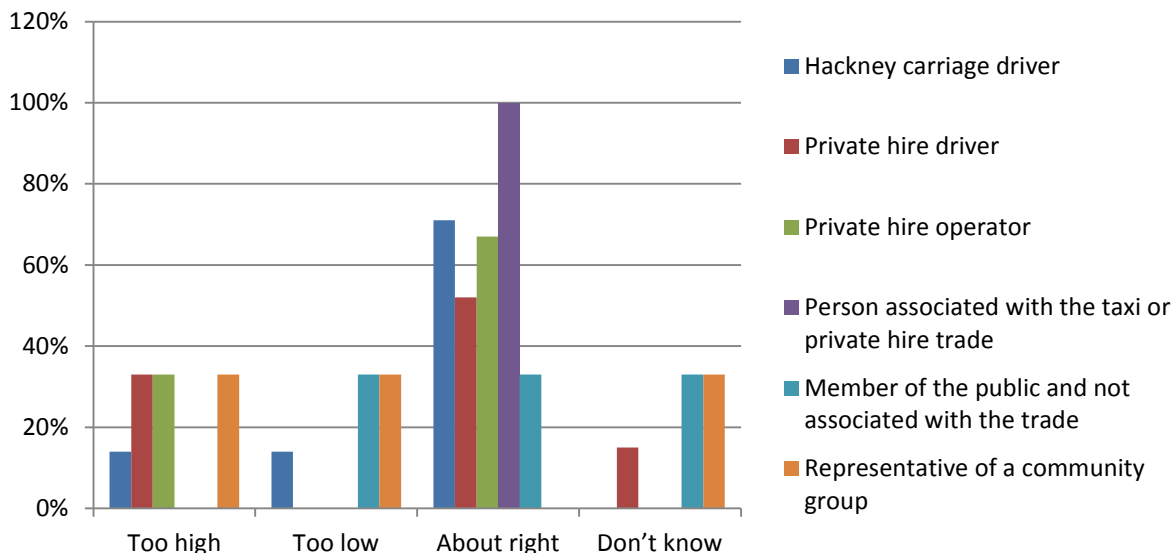
Should the Council have a higher standard for vehicle tyre tread or rely on the legal minimum tread?



| | 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

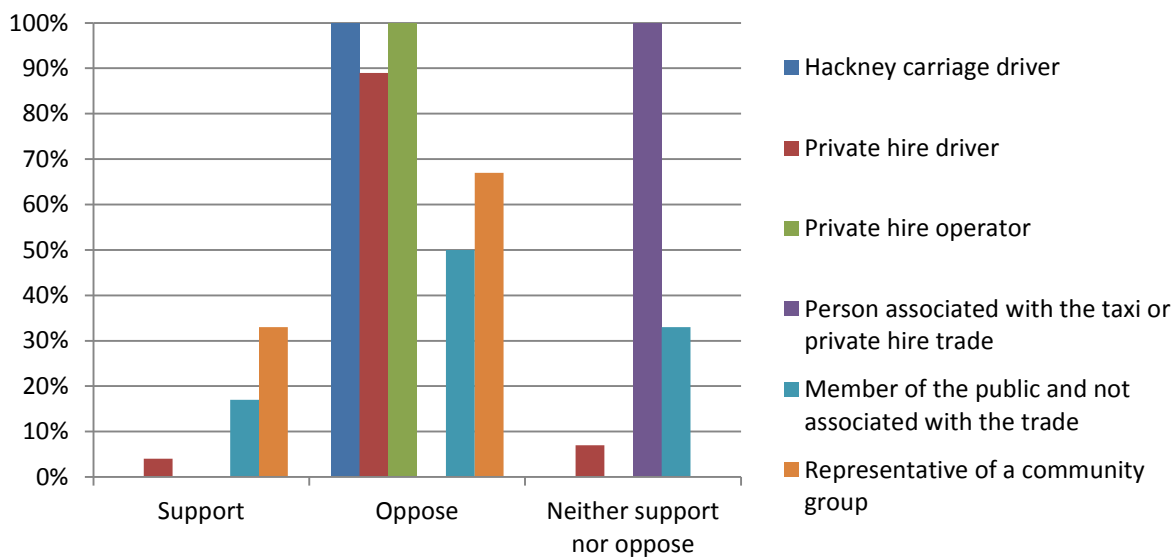
Do you consider that the proposed standards are:



| | 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

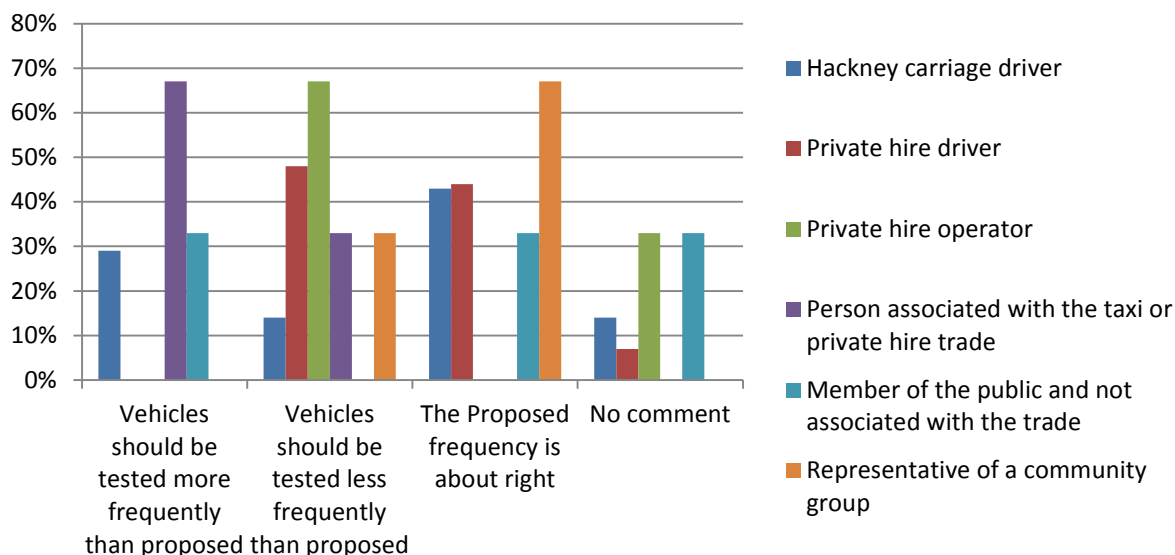
Do you support or oppose the introduction of the new conditions which would allow the Council to license 1 passenger vehicles (i.e. Smart Car)?



| | 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

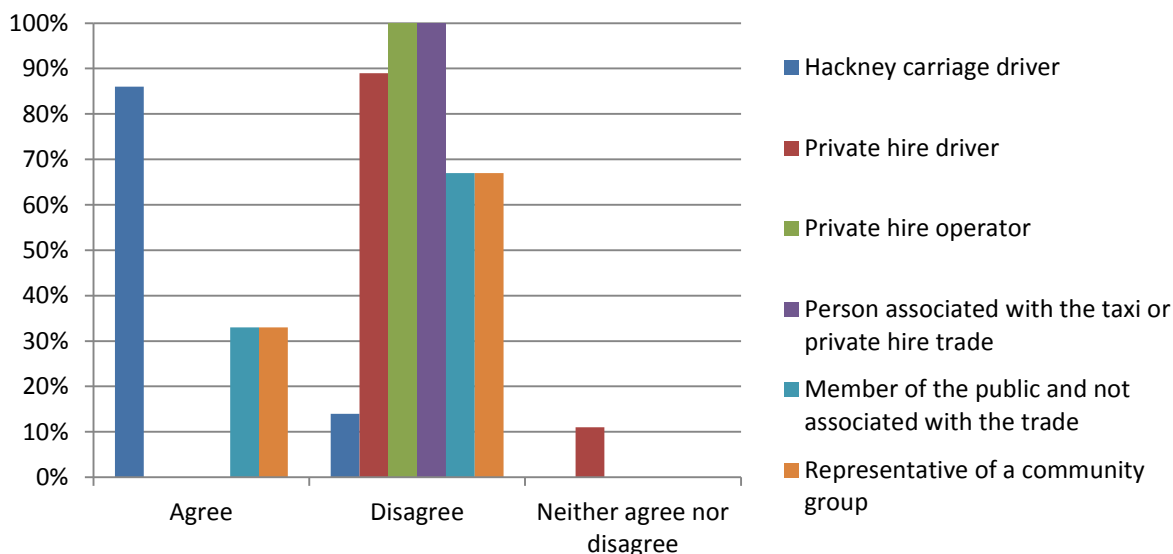
How often should private hire vehicles be checked for compliance?



| | 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

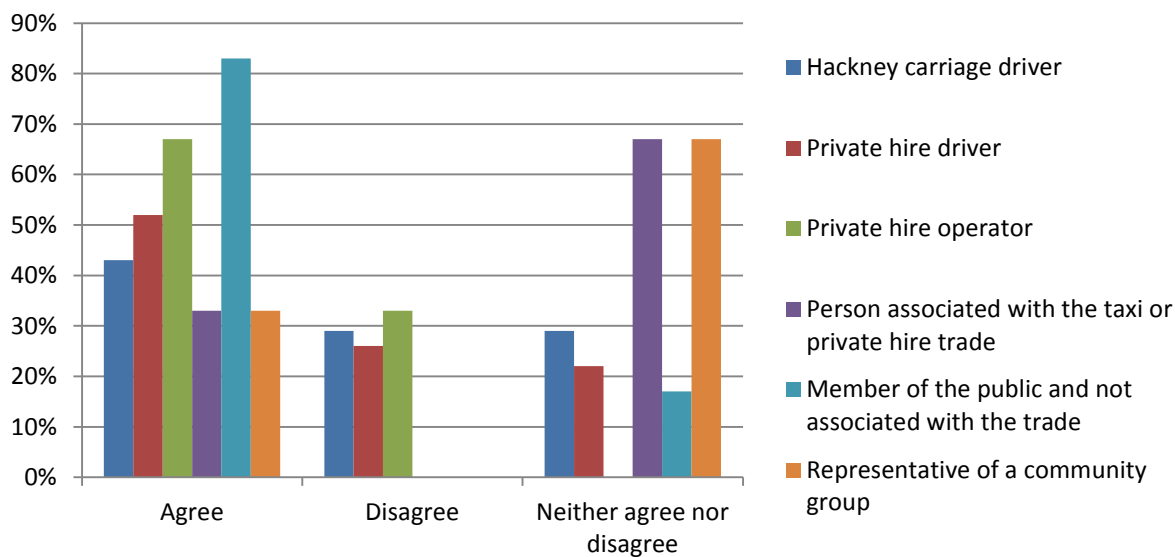
Do you agree or disagree that the Council should continue making Private Hire Vehicles permanently display council identification panels with their licence number on the front driver and passenger doors?



| | 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

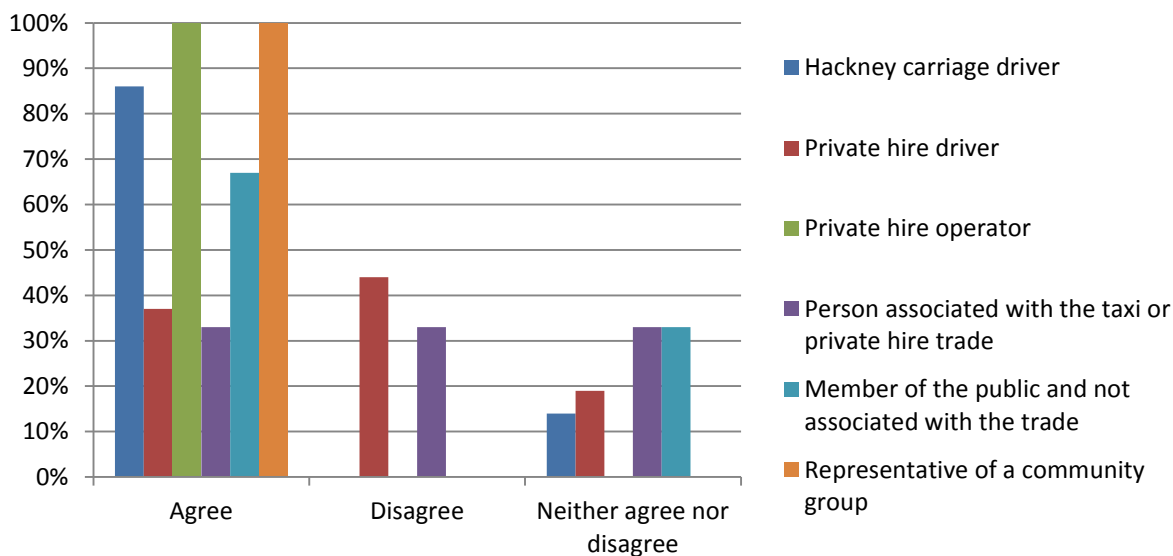
Do you agree or disagree that genuine executive/chauffeur vehicles should be exempt from an obligation to display a Council rear identification plate and front door panels?



| | 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

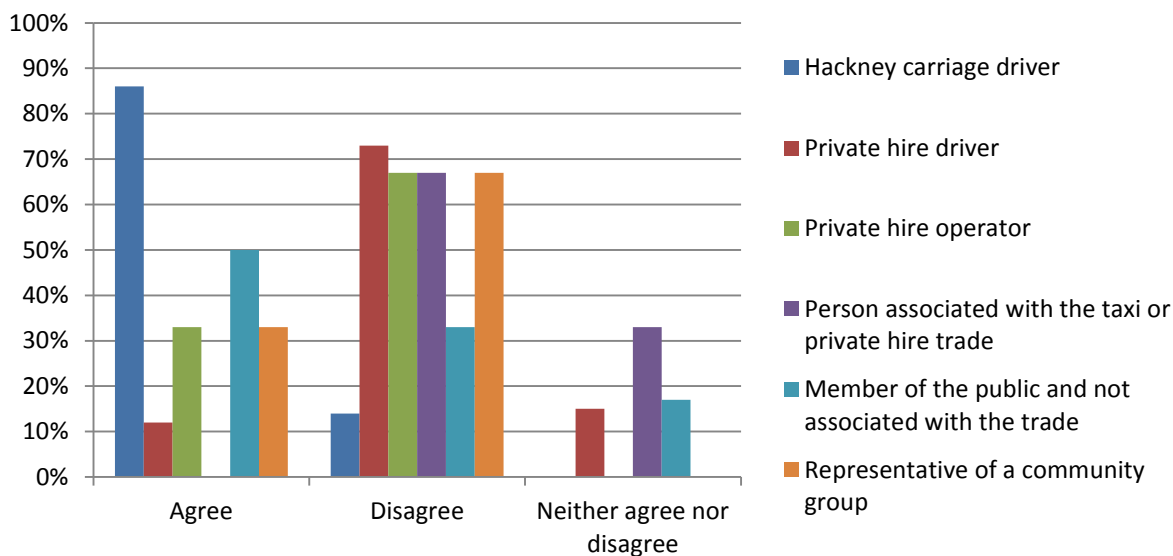
Do you agree or disagree the Council should check and approve taximeters when fitted to private hire vehicles?



| | 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

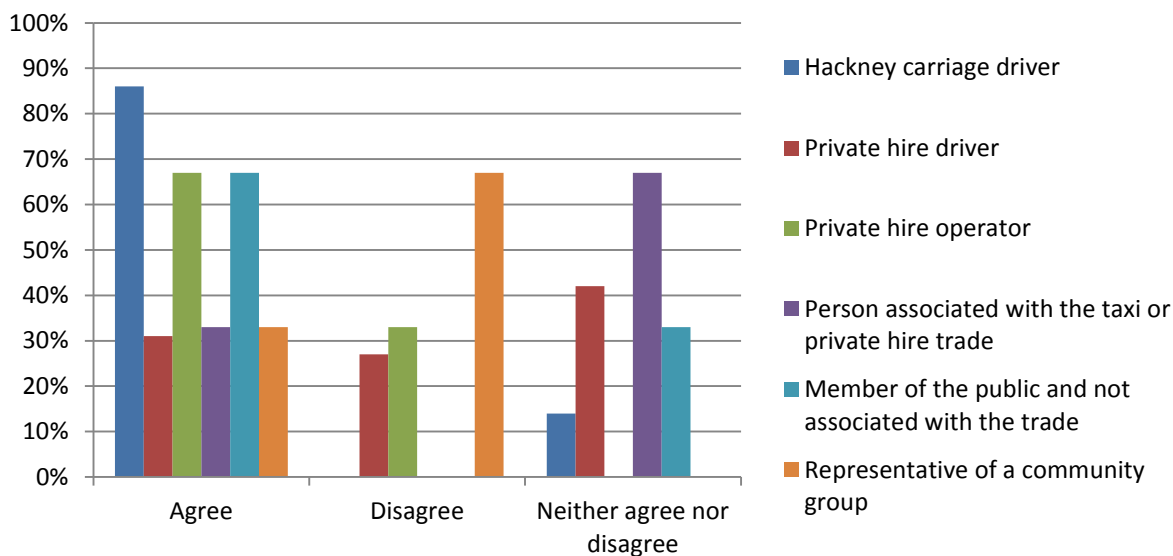
Do you agree or disagree the Council should require the applicant for new vehicle licence to buy a brand new vehicle?



| | 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) | - | - | - | - |