





# Hackney Carriage and Private Hire Vehicle Licensing Policy Review Questionnaire

1. Page 1

2. About you

1. Title			Response Percent	Response Total
1	Mr		86.67%	39
2	Mrs		2.22%	1
3	Miss		2.22%	1
4	Ms		8.89%	4
5	Dr		0.00%	0
6	Other (please specify):		0.00%	0
			answered	45
			skipped	10
Other (please specify): (0)				
No answers found.				

2. Name			Response Percent	Response Total
1	Open-Ended Question		100.00%	43
1	08/10/2020 12:29 PM ID: 149715444	test		
2	12/10/2020 09:08 AM ID: 149944551	test		
3	12/10/2020 13:55 PM ID: 149974593	TONYEDWARDS		
4	12/10/2020 14:23 PM ID: 149977649	Andrew Carey		
5	12/10/2020 17:46 PM ID: 149996555	Jackie		
6	13/10/2020 08:48 AM ID: 150020896	Holliker		
7	14/10/2020 15:54 PM ID: 150141832	Jane Lyons		

## 2. Name

			Response Percent	Response Total
8	18/10/2020 14:27 PM ID: 150390202	Stephen Goodhand - Tait		
9	18/10/2020 17:25 PM ID: 150403175	G Austin		
10	18/10/2020 21:28 PM ID: 150411698	J R Tester		
11	19/10/2020 10:08 AM ID: 150425412	Roy mallyon		
12	23/10/2020 14:47 PM ID: 150877668	fdv		
13	24/10/2020 06:55 AM ID: 150946365	Simon Pearson		
14	25/10/2020 17:43 PM ID: 151014441	Nick Singleton		
15	27/10/2020 12:33 PM ID: 151124335	Daniel Bennett		
16	28/10/2020 20:03 PM ID: 151233467	Pat Conroy		
17	02/11/2020 10:18 AM ID: 151489891	Robert Mroczek		
18	08/11/2020 23:12 PM ID: 151968014	James Lynn		
19	12/11/2020 20:46 PM ID: 152313642	Sajad Hussain		
20	18/11/2020 21:14 PM ID: 152800503	Stuart Green		
21	23/12/2020 11:00 AM ID: 155234523	Mo		
22	07/01/2021 21:28 PM ID: 155903566	Richard Waters		
23	08/01/2021 10:35 AM ID: 155924774	Carl		
24	08/01/2021 11:05 AM ID: 155924459	Ishtiaq Arshad		
25	08/01/2021 11:29 AM ID: 155928996	Hussain		
26	08/01/2021 13:54 PM ID: 155944527	Abdul Majid		
27	09/01/2021 01:15 AM ID: 156017837	Majeeb Ramzan		
28	10/01/2021 02:44 AM ID: 156066708	Saeed Azmat		
29	10/01/2021 03:34 AM ID: 156066931	Imran khan		
30	10/01/2021 05:58 AM ID: 156067787	Abdul Hameed Niazi		



### 3. Email address

			Response Percent	Response Total
6	14/10/2020 15:54 PM ID: 150141832	[REDACTED]		
7	18/10/2020 14:27 PM ID: 150390202	[REDACTED]		
8	18/10/2020 17:25 PM ID: 150403175	[REDACTED]		
9	18/10/2020 21:28 PM ID: 150411698	[REDACTED]		
10	19/10/2020 10:08 AM ID: 150425412	[REDACTED]		
11	23/10/2020 14:47 PM ID: 150877668	Test		
12	24/10/2020 06:55 AM ID: 150946365	[REDACTED]		
13	25/10/2020 17:43 PM ID: 151014441	[REDACTED]		
14	27/10/2020 12:33 PM ID: 151124335	[REDACTED]		
15	28/10/2020 20:03 PM ID: 151233467	[REDACTED]		
16	02/11/2020 10:18 AM ID: 151489891	[REDACTED]		
17	08/11/2020 23:12 PM ID: 151968014	[REDACTED]		
18	12/11/2020 20:46 PM ID: 152313642	[REDACTED]		
19	18/11/2020 21:14 PM ID: 152800503	[REDACTED]		
20	23/12/2020 11:00 AM ID: 155234523	[REDACTED]		
21	07/01/2021 21:28 PM ID: 155903566	[REDACTED]		
22	08/01/2021 10:35 AM ID: 155924774	[REDACTED]		
23	08/01/2021 11:05 AM ID: 155924459	[REDACTED]		
24	08/01/2021 11:29 AM ID: 155928996	[REDACTED]		
25	08/01/2021 13:54 PM ID: 155944527	[REDACTED]		
26	09/01/2021 01:15 AM ID: 156017837	[REDACTED]		
27	10/01/2021 02:44 AM ID: 156066708	[REDACTED]		
28	10/01/2021 03:34 AM ID: 156066931	[REDACTED]		



### 3. Email address

			Response Percent	Response Total
29	10/01/2021 05:58 AM ID: 156067787	[REDACTED]		
30	10/01/2021 10:02 AM ID: 156072927	[REDACTED]		
31	10/01/2021 18:20 PM ID: 156102148	[REDACTED]		
32	11/01/2021 00:55 AM ID: 156113670	[REDACTED]		
33	11/01/2021 06:58 AM ID: 156117097	[REDACTED]		
34	11/01/2021 14:56 PM ID: 156188425	[REDACTED]		
35	11/01/2021 15:14 PM ID: 156188232	[REDACTED]		
36	11/01/2021 16:26 PM ID: 156211391	[REDACTED]		
37	11/01/2021 16:27 PM ID: 156210852	[REDACTED]		
38	11/01/2021 16:27 PM ID: 156210860	[REDACTED]		
39	11/01/2021 16:31 PM ID: 156212756	[REDACTED]		
40	11/01/2021 16:42 PM ID: 156214465	[REDACTED]		
41	11/01/2021 16:46 PM ID: 156212734	[REDACTED]		
42	11/01/2021 17:31 PM ID: 156219041	[REDACTED]		
			answered	42
			skipped	13



### 4. Are you a Guildford Borough resident?

			Response Percent	Response Total
1	Yes	[REDACTED]	51.11%	23
2	No	[REDACTED]	48.89%	22
			answered	45
			skipped	10



### 5. Do you carry out or run a business in the Borough of Guildford?

			Response Percent	Response Total
1	Yes		46.67%	21
2	No		53.33%	24
			answered	45
			skipped	10



### 6. Do you hold a Taxi/Private Hire Licence granted by Guildford Borough Council?

			Response Percent	Response Total
1	Yes		55.56%	25
2	No		44.44%	20
			answered	45
			skipped	10




### 7. Do you hold a Taxi/Private Hire Licence granted by another authority?

			Response Percent	Response Total
1	Yes		15.56%	7
2	No		84.44%	38
			answered	45
			skipped	10

### 8. Are you responding as a representative of a licensed driver, operator or a trade group?

			Response Percent	Response Total
1	Yes		22.73%	10
2	No		77.27%	34
			answered	44
			skipped	11




**9. If you answered yes to the above question, please check the box to show who you are representing.**

			Response Percent	Response Total
1	Representative of a licensed driver		50.00%	7
2	Representative of a licensed operator		28.57%	4
3	Representative of a trade group		21.43%	3
			answered	14
			skipped	41

**Please state the name of the organisation you are representing: (8)**

1	12/10/2020 09:08 AM ID: 149944551	test
2	12/10/2020 13:55 PM ID: 149974593	WOKING ROAD MOT BAY SITE MANAGER
3	12/10/2020 14:23 PM ID: 149977649	Safesystems CCTV LTD
4	14/10/2020 15:54 PM ID: 150141832	Guildford Pubwatch
5	08/01/2021 10:35 AM ID: 155924774	Eng Cars Limited
6	08/01/2021 11:05 AM ID: 155924459	Airport Express Chauffeurs
7	08/01/2021 13:54 PM ID: 155944527	Drive Chauffeur operator ph010
8	11/01/2021 16:46 PM ID: 156212734	myself

**10. Are you responding as a person or body not listed above?**

			Response Percent	Response Total
1	Yes		9.09%	4
2	No		70.45%	31
3	If 'Yes' please state:		20.45%	9
			answered	44
			skipped	11

**If 'Yes' please state: (9)**



1	12/10/2020 09:08 AM ID: 149944551	test
2	12/10/2020 13:55 PM ID: 149974593	TAXI INSPECTOR
3	13/10/2020 08:48 AM ID: 150020896	Member of Guildford Access Group representing disabled people

### 10. Are you responding as a person or body not listed above?



			Response Percent	Response Total
4	18/10/2020 17:25 PM ID: 150403175	Hackney driver		
5	27/10/2020 12:33 PM ID: 151124335	Taxi user		
6	28/10/2020 20:03 PM ID: 151233467	Taxi customer		
7	07/01/2021 21:28 PM ID: 155903566	Guildford Environmental Forum		
8	11/01/2021 00:55 AM ID: 156113670	Hackney carriage driver		
9	11/01/2021 14:56 PM ID: 156188425	As person		

### 3. Proposed changes to our Taxi Licensing Policy


#### 11. Is the proposed taxi licensing policy clear and understandable?

			Response Percent	Response Total
1	Yes		73.33%	33
2	No		26.67%	12
			answered	45
			skipped	10

#### 12. Is the proposed policy consistent with the objective of protecting the travelling public?


			Response Percent	Response Total
1	Yes		64.44%	29
2	No		35.56%	16
			answered	45
			skipped	10

#### 13. Is the proposed policy consistent with the objective of ensuring the highest standards within the professional licenced taxi trade?



			Response Percent	Response Total
1	Yes		55.56%	25





**13. Is the proposed policy consistent with the objective of ensuring the highest standards within the professional licenced taxi trade?**

			Response Percent	Response Total
2	No		44.44%	20
			answered	45
			skipped	10



**14. Is the proposed policy consistent with maintaining public confidence?**

			Response Percent	Response Total
1	Yes		54.55%	24
2	No		45.45%	20
			answered	44
			skipped	11

**15. Is there anything within the proposed policy that you feel is unfair or unreasonable?**

			Response Percent	Response Total
1	Yes		68.18%	30
2	No		31.82%	14
			answered	44
			skipped	11

**16. Does the proposed policy make clear that all applications must be considered on their own merits and no requirement of the policy can be absolute?**

			Response Percent	Response Total
1	Yes		76.74%	33
2	No		23.26%	10
			answered	43
			skipped	12

## 17. Please add any relevant comments.

			Response Percent	Response Total
1	Open-Ended Question		100.00%	23
1	08/10/2020 12:29 PM ID: 149715444	relevant comment box test info		
2	12/10/2020 09:08 AM ID: 149944551	test		
3	12/10/2020 13:55 PM ID: 149974593	WILL PLATE EXEMPT VEHICLES STILL HAVE TO DISPLAY INTERIOR LICENCE PERMANTLY		
4	12/10/2020 17:46 PM ID: 149996555	Why don't councils butt out and leave the trade alone. Always tinkering and pissing drivers right off with all your meddling crap. Seems to me it's just some officials keeping busy to keep themselves employed at our expense. Leave us alone !!		
5	13/10/2020 08:48 AM ID: 150020896	<p>In the full policy I would like the Vehicle Accessibility section (copied below) to be expanded to provide more information about the incentives offered so we can ensure more vehicles are accessible to disabled people particularly wheelchair users.</p> <p>We will encourage the provision of accessible vehicles through financial incentives in vehicle application fees. There will be a separate fee set for wheelchair accessible hackney carriage vehicles and published in the fees and charges book.</p>		
6	14/10/2020 07:16 AM ID: 150095401	A dress code is unreasonable.		
7	18/10/2020 14:27 PM ID: 150390202	<p>Guildford borough council propose Guildford taxis do livery , Btec , exploitation course , dsa driving test &amp; say to keep taxis at high standard &amp; safety for public but then grant operator license to uber &amp; other company's who take the majority of our work without the same conditions as us Guildford licensed taxis , this all reflects in the cost of fares to public &amp; does not allow us to be competitive to the likes of uber ect , and also encourages operators of cabs &amp; private hire working here to license vehicles with outside boroughs eg waverly &amp; woking ect who more &amp; more drivers are using to bypass the Guildford conditions &amp; are allowed to operate on an uneven par as Guildford taxis . Also at a time when the world is trying to reduce plastic use GBC require Guildford taxis to cover the whole vehicle in Vinyl Allowing accident claim company's to charge over the top for replacement vehicles &amp; drag claims on as to profit from accidents &amp; if you try &amp; use another insurance company they can't supply replacement vehicles to Guildford spec which results in driver unable to work why vehicles are repaired &amp; claims settled .</p>		
8	18/10/2020 17:25 PM ID: 150403175	The cost of installing cameras is ridiculous high fir taxi drivers to pay . Most of us drivers work day time driving old ladies and have no risk or very limited risk of an attack. Also the police are not interested in helping taxi drivers if we have non payment for a fare. I have had 3 non payers in 12 years and no assaults .		
9	18/10/2020 21:28 PM ID: 150411698	If these standards are the same as GBC sets as its own standards, then I would agree, but it does not		
10	19/10/2020 10:08 AM ID: 150425412	Ref public safety we had to wrap our vecheles when you licence Uber witch is licenced in london you let the operate in Guildford no checks are made there's so many in Guildford they get away with no checks or crb checks there's something wrong		
11	24/10/2020 06:55 AM ID: 150946365	<p>Don't need a dress code</p> <p>Nothing wrong with private companies continuing to use meters.</p> <p>Don't need CCTV. It's an overkill, intrusive for the passenger and breaches their personal space.</p>		
12	02/11/2020 10:18 AM ID: 151489891	<p>Hi.</p> <p>I my humble opinion as a user of private hire services across the country you could do more to convince public about the quality of the service they receive from</p>		

## 17. Please add any relevant comments.

			Response Percent	Response Total
		private hire drivers and introduce a mandatory training for all your private hire drivers. Chauffeur Training Academy in London could help you with that and design a bespoke training course. It could be as short as 1 or 2 days but would take your private hire drivers to the next level of customers services and skills as well as ensuring the public that they receive a really good, value for money professional and safe service. You can contact CTA at: [REDACTED]		
13	08/11/2020 23:12 PM ID: 151968014	All taxis in Guildford should be zero emission vehicles and this should be a requirement		
14	18/11/2020 21:14 PM ID: 152800503	Consider a clause to make sure interior of vehicles are clean, tidy and not littered with unnecessary notices. I have travelled in GBC taxis where there are hand written signs. Do this, do that, I don't accept £20 notes etc		
15	23/12/2020 11:00 AM ID: 155234523	CCTV should be optional in care.		
16	07/01/2021 21:28 PM ID: 155903566	I have focused my feedback exclusively on ensuring the policy reflects the appropriate ambition on vehicle emissions (ultimately to protect the health of taxi drivers, passengers, residents and visitors). A separate document has been e-mailed to explore this area in more detail.		
17	08/01/2021 11:05 AM ID: 155924459	CCTV I personally think is not required if you are honest with customer you dont get trouble Except plates shouldn't have door signage at all you are investing £40k+ for a car and you are not going to do minicab work you are aiming for top end clients It also depends on your definition of what you call except which should be clarified from the beginning		
18	08/01/2021 13:54 PM ID: 155944527	Would cctv being fitted in cars not be invasive of a passengers dignity.		
19	09/01/2021 01:15 AM ID: 156017837	i think you should bring disabled access cars, as they will be covid safe		
20	10/01/2021 02:44 AM ID: 156066708	Dress code shouldn't be that strict. Each individual choice that's fits their personality and the clothes they feels comfortable. However needs to be clean and tidy.		
21	10/01/2021 05:58 AM ID: 156067787	Why Uber is operating in Guildford without having a license from Guildford borough council?		
22	11/01/2021 06:58 AM ID: 156117097	Please see response sent via email.		
23	11/01/2021 17:31 PM ID: 156219041	We are going through Covid at present as you might know. I myself have had NO WORK for probably 3or 4 months now, could you please tell me, who is going to foot the bill for these cameras, as I can just about put food on my table at present let alone paying out for things some pen pusher is thinking what can we do next to kick taxi drivers while they are down. If you continue to keep putting pressure on drivers with all these great ideas you will find that you'll end up with NO Taxi Drivers in Guildford because they'll either leave the trade, join Uber or start up I a different Borough. Don't kill the goose that lays the golden egg!!		
			answered	23
			skipped	32

## 4. You thoughts on licensed drivers, vehicles or operators in the borough

**18. Do you believe that there are any significant problems within the Borough of Guildford that are caused by the conduct of any of the following licensed by Guildford Borough Council?**

	Yes	No	Response Total
Hackney Carriages	36.6% (15)	63.4% (26)	41
Private Hire Vehicles	48.7% (19)	51.3% (20)	39
Operators	38.9% (14)	61.1% (22)	36
Drivers	44.7% (17)	55.3% (21)	38
		answered	43
		skipped	12

Please add any relevant comments: (20)

1	08/10/2020 12:29 PM ID: 149715444	test
2	12/10/2020 09:08 AM ID: 149944551	test
3	12/10/2020 13:55 PM ID: 149974593	VEHICLES SRE STILL BEING SENT FOR INSPECTION WITH SEVERAL FAULTS ie LIGHTS NOT WORKING /TYRES BELOW LIMIT/BRAKES WORN ECT
4	12/10/2020 17:46 PM ID: 149996555	Go hassle someone else please, most drivers are mindful and do the job correctly. If a small few don't, deal with them on merit by the complaints process.
5	14/10/2020 07:16 AM ID: 150095401	A taxi firm in Horsley charges a minimum charge of £15 but doesn't tell you until you have started the journey. These are the kind of companies that need regulating.
6	14/10/2020 15:54 PM ID: 150141832	Uber drivers collecting in Castle Street at restaurant close in bulk, causing traffic flow & parking issues, can we not have an allocated collection point for UBER?
7	18/10/2020 14:27 PM ID: 150390202	Operators in Guildford & out of area are using out of Guildford licensed private hire vehicles to work guildford it was taught to us on betec course that private hire can do a booked job but must return to licensed area which is not happening they are parked here plying for hire taking jobs without returning to there licensed bourough
8	18/10/2020 17:25 PM ID: 150403175	Uber and cross border taxis , the council have no idea who's working in the bourough . It's impossible to keep the public safe when they allow Uber and cross border taxis .
9	18/10/2020 21:28 PM ID: 150411698	Nothing mentioned of GBC responsibilities.
10	27/10/2020 12:33 PM ID: 151124335	COST
11	18/11/2020 21:14 PM ID: 152800503	Drivers are consistently rude, don't like using contactless payment and won't bring themselves up to date. Frankly Uber provides a better service.
12	23/12/2020 11:00 AM ID: 155234523	Private hair/Uber drives coming into guildford todo Uber should not be allowed as some are travel from far as Portsmouth,London.Manchester and other far towns these drivers are staying in cars over night and some stay whole week and have seen some of them urinating in places. only people should be allowed are local towns.
13	07/01/2021 21:28 PM ID: 155903566	Impact on local air quality

**18. Do you believe that there are any significant problems within the Borough of Guildford that are caused by the conduct of any of the following licensed by Guildford Borough Council?**

			Yes	No	Response Total
14	08/01/2021 11:05 AM ID: 155924459	Hackney carriage drivers some are always over charging Operators are over quoting for jobs Drivers pick up others jobs and lots of drivers dont class ash vale as there borough so over charge for dropping customers off and use longest routes			
15	08/01/2021 11:29 AM ID: 155928996	Because big big influx of Uber drivers, the standard has dropped because people put them under the rules and regs of Guildford			
16	09/01/2021 01:15 AM ID: 156017837	£454 to renew is alot of money with no work foreseeable future			
17	10/01/2021 02:44 AM ID: 156066708	All drivers are professional and trustworthy. Helps customers out of the way.			
18	10/01/2021 03:34 AM ID: 156066931	Too many plates issued and private hire companies r operating from out side with their own drivers and cars			
19	11/01/2021 06:58 AM ID: 156117097	Hackney Carriages from Guildford do not return to their nearest ranks when a hire has been completed.			
20	11/01/2021 16:46 PM ID: 156212734	Plenty of touters as always, and different Borough operators taking advantage and using completely unqualified drivers from other Boroughs and working in Guildford as official Guildford drivers..absolute joke.			

**19. Do you believe that there are any significant problems within the Borough of Guildford that are caused by the conduct of any of the following licensed by other licensing authorities?**

		Yes	No	Response Total
Hackney Carriages		39.0% (16)	61.0% (25)	41
Private Hire Vehicles		52.6% (20)	47.4% (18)	38
Operators		42.1% (16)	57.9% (22)	38
Drivers		48.7% (19)	51.3% (20)	39
			answered	42
			skipped	13

Please add any relevant comments: (16)

1	08/10/2020 12:29 PM ID: 149715444	test
2	12/10/2020 09:08 AM ID: 149944551	test
3	12/10/2020 17:46 PM ID: 149996555	See above
4	14/10/2020 15:54 PM ID: 150141832	As above with UBER drivers
5	18/10/2020 17:25 PM ID: 150403175	Uber and cross border taxis , the are coming from London tier 2 for Covid possible into tier 3 spreading

**19. Do you believe that there are any significant problems within the Borough of Guildford that are caused by the conduct of any of the following licensed by other licensing authorities?**

			Yes	No	Response Total
		The virus and making it unsafe . They should be stopped quickly			
6	19/10/2020 10:08 AM ID: 150425412	If Uber is licenced by ( TFL ) they should only be allowed to trade in London there DRIVERS are not checked by Guildford Borough council they have got silly little tax discs in windows some cars don't have them			
7	19/10/2020 13:18 PM ID: 150447815	Uber drivers are causing real issues, the Council needs to control these better.			
8	27/10/2020 12:33 PM ID: 151124335	COST			
9	28/10/2020 20:03 PM ID: 151233467	Taxi and ph licenced outside the area eg Uber etc plying for hire			
10	12/11/2020 20:46 PM ID: 152313642	Uber, driver's are illegally picking up customers Some uber cars are not up to the standard of Guildford Uber drivers have made taxi ranks all over Guildford, and disturbing residents on major roads Uber standard of driving is really bad, have seen on several occasions driving wrong ways, stopping at wrong areas etc			
11	08/01/2021 11:05 AM ID: 155924459	When you licensed uber that caused and still is causing problems			
12	08/01/2021 11:29 AM ID: 155928996	Again Because big big influx of Uber drivers, the standard has dropped because people put them under the rules and regs of Guildford			
13	10/01/2021 02:44 AM ID: 156066708	Uber drivers and other borough council drivers when they work in Guildford especially when they do not hold the knowledge of local streets. Makes members of public unsafe and less control check and balance of Guildford borough on them.			
14	10/01/2021 03:34 AM ID: 156066931	Cross border definitely stopped to protect GBC environment and to save their own drivers livelihoods			
15	11/01/2021 06:58 AM ID: 156117097	Hackney Carriages from other Boroughs do not return to their nearest ranks when a hire has been completed. Private Hire Vehicles that do not comply with GBC's licence conditions ply for hire in Guildford.			
16	11/01/2021 16:46 PM ID: 156212734	as explained beforehand touters and unlicensed taxi drivers from other Boroughs working here under the pretext of working for another operator or company or being a Hackney driver and working for private hire companies in Guildford with a car that does NOT have the teal Green cars like we had been instructed to have in place. Again what a big joke this whole procedure is.			

**5. New additions to the policy - vehicles**

**20. Do you agree with the proposed changes regarding licensed vehicles?**

	Yes	No	Response Total
All licensed vehicles will be required to be fitted with CCTV in order to give greater protection to customers and drivers.	54.5% (24)	45.5% (20)	44
The licensing authority which mandates the installation of CCTV systems in taxis and private hire vehicles will be responsible for the data.	47.7% (21)	52.3% (23)	44

## 20. Do you agree with the proposed changes regarding licensed vehicles?

	Yes	No	Response Total
All vehicles licensed for the first time from 1 April 2021 (or the date the policy is effective from) and all renewal applications from 1 January 2025, must meet or exceed Euro 6 emission standards.	72.7% (32)	27.3% (12)	44
From 1 January 2030 the Council will only licence hackney carriage and private hire vehicles (new and renewal) which are Ultra Low Emission Vehicles (ULEV).	72.7% (32)	27.3% (12)	44
If any licensed vehicles are regularly presented for inspection in a defective and sometimes dangerous condition, a policy of allowing action to be taken against proprietors for continued non-compliance should be introduced.	70.5% (31)	29.5% (13)	44
The introduction of a basic Disclosure Barring Service (DBS) for proprietors and previous convictions policy, as part of our drive to improve public safety and confidence.	83.7% (36)	16.3% (7)	43
The current policy should be tightened to reflect that 'plate exemptions' will only be granted in exceptional circumstances.	70.5% (31)	29.5% (13)	44
		answered	44
		skipped	11

Please add any relevant comments: (21)

1	08/10/2020 12:29 PM ID: 149715444	test comments again
2	12/10/2020 09:08 AM ID: 149944551	test
3	12/10/2020 13:55 PM ID: 149974593	ALL DRIVERS AND OPERATORS TO BE GIVEN ENOUGH NOTICE BEFORE ANY CHANGES TO INSPECTION CRITERIA
4	12/10/2020 14:23 PM ID: 149977649	As a resident of a council that has gone mandatory for CCTV with age limit of vehicles to combat public and driver safety and ultra low emissions. I can honestly say we have had nothing but positive responses from the public and drivers. Both parties feel safer in taxis knowing there being recorded and this gives drivers and passengers confidence to travel in taxis .
5	12/10/2020 17:46 PM ID: 149996555	Unbelievable. Who is going to pay for CCTV. And how is it turned off for private use with out a bad driver doing the same to commit crime. It's a private vehicle. You buy the drivers vehicle and pay all costs if you want to enforce cctv
6	18/10/2020 17:25 PM ID: 150403175	For chauffeur drive
7	18/10/2020 21:28 PM ID: 150411698	Nothing about the licensing authority
8	19/10/2020 10:08 AM ID: 150425412	EVERY VECH should have a plate so you no your getting in licenced vech
9	08/11/2020 23:12 PM ID: 151968014	The targets for zero emissions vehicles is too weak. Support should be given to allow all taxis to convert to zero emissions vehicles with the next 2 years
10	12/11/2020 20:46 PM ID: 152313642	GBC has high standards already, However they do not hold other authority drivers eg uber and ola etc to the same standard One rule for GBC drivers another for everyone else.the should be one standard for all
11	07/01/2021 21:28 PM ID: 155903566	Additional detail provided on emissions separately. There is plenty of scope to reasonably tighten the regulations in this area.

## 20. Do you agree with the proposed changes regarding licensed vehicles?

			Yes	No	Response Total
12	08/01/2021 11:05 AM ID: 155924459	As mentioned previously no drive should be getting a e class Mercedes or similar car for exempt it should only be for S class or V class or same category cars for chauffering with the criteria for exempt plates it's a topic were drivers and licenses authority would need to discuss to make it a fair playing field			
13	08/01/2021 11:29 AM ID: 155928996	Current standards are more than good, it's outside authority councils standards that are rubbish eg Uber, that Guildford council does nothing to regulate			
14	08/01/2021 13:54 PM ID: 155944527	<p>As a primarily operation in the chauffeur field I feel it has become more difficult to obtain a exemption.</p> <p>It is deemed unfair to ask for an exemption letter for example for a customer wishes to book a car for a special event like a wedding, as this is kind of work I do myself.</p> <p>I can totally understand the rule of exemption has been misused in Guildford borough by some firms or drivers.</p> <p>As we are now in 2020 with customer demands of a smart, professional and high end executive travel are greater.</p> <p>I believe an exemption should be considered on an individual merit. A decision solely based on contract accounts doesn't prove to be fair in the decision making.</p> <p>Now a days passengers who want a one off special car for an event shouldn't have to look outside the Guildford borough to find a car without "teal green door signs".</p> <p>The same goes for wedding car hire jobs, funeral jobs, events.</p> <p>At minimum an executive car should be Mercedes S Class or equivalent.</p> <p>Hope my views are not to strong and as a one man band who has to try a turn a profit and compete in this ever so saturated taxi market.</p> <p>Thanks</p>			
15	10/01/2021 02:44 AM ID: 156066708	<p>Installation of CCTV in taxi and private hire is good and can increase the public safety and public trust in the trade. However audio and video control should be with the driver and local authority responsible for data. If passengers can turn off the audio it's no point to install one in. Having DBS should be mandatory but only when new/renewal of application.</p> <p>Sometimes you hire out your vehicle to other licensed driver or something sudden happen with car which maybe can take time as long as it's not put customers safety in risk shouldn't be an action against the proprietor.</p>			
16	10/01/2021 03:34 AM ID: 156066931	Every car should have plate on it			
17	11/01/2021 00:55 AM ID: 156113670	I think looking at the situation we should have delayed this until the corona virus had been sorted and probably had tag meetings and could have talked about it, life is already difficult for a cab driver putting cctv in cars will drive up the cost and drivers should be given the choice not forced into putting a cctv by council the travelling public will have to suffer with the costs of the fares going up .so i think if a cab driver wants to put cctv in he should be allowed to go to Halford and put a system in which is cheap and wouldn't impact on the travelling public. On euro emissions 6 i agree but ulev in 10 years time is a long way we should wait 5 years and then see what is happening and to vehicle presented in a defective or dangerous condition no one takes a vehicle to be tested sometimes the driver or proprietor don't realise so no one does it on purpose so i don't think they should be punished i think the policy we have is working shouldn't be changed. The dbs we have is ok it doesn't need changing and the current policy is tight and working			



## 20. Do you agree with the proposed changes regarding licensed vehicles?

		Yes	No	Response Total
				shouldn't be changing it is hard to work as a cab driver so please don't make it harder .
18	11/01/2021 06:58 AM ID: 156117097			Please see separate response sent by email.
19	11/01/2021 14:56 PM ID: 156188425			I am not having CCTV put in my vehicle as I do school run and parents said i cant for the safe guarding purpose. Only will have CCTV if I can control when to turn of and on as use for private purpose family etc so no to CCTV.
20	11/01/2021 16:27 PM ID: 156210852			With CCTV in vehicles who will be responsible for the costs of implementing the systems, would be unfair on the drivers to payout on for additional expenses with decline in trade due to competition from other licensing bourghs and overall increaing costs with in the trade. secondly will the cctv be required to be in continuous use or only when transporting passengers, and it should be switched off when you're off duty.  With the exemption of the plate, I believe if a driver has an opportunity to make an regular earning with this option it should be granted
21	11/01/2021 16:27 PM ID: 156210860			With CCTV in vehicles who will be responsible for the costs of implementing the systems, would be unfair on the drivers to payout on for additional expenses with decline in trade due to competition from other licensing bourghs and overall increaing costs with in the trade. secondly will the cctv be required to be in continuous use or only when transporting passengers, and it should be switched off when you're off duty.  With the exemption of the plate, I believe if a driver has an opportunity to make an regular earning with this option it should be granted

## 6. New additions to the policy - drivers

### 21. Do you agree with the proposed changes regarding licensed drivers?

	Yes	No	Response Total
The requirement that licensed drivers must sign up to the DBS update service and for 6 monthly checks on the record for any new conviction or other relevant information to improve public safety and confidence.	65.9% (29)	34.1% (15)	44
The requirement for a licensed driver to 'self report' any arrest, charges or conviction within 48 hours to improve public safety and confidence.	72.7% (32)	27.3% (12)	44
The introduction of a code of conduct to help improve standards and the professional image of the service. The aim would be to have a more transparent method of taking action against a driver who falls short of the standards expected.	67.4% (29)	32.6% (14)	43
The introduction of a dress code to help improve standards and the professional image of a service.	52.3% (23)	47.7% (21)	44
		answered	44
		skipped	11
Please add any relevant comments: (16)			

## 21. Do you agree with the proposed changes regarding licensed drivers?

			Yes	No	Response Total
1	08/10/2020 12:29 PM ID: 149715444	third lots of test comments			
2	12/10/2020 09:08 AM ID: 149944551	test			
3	12/10/2020 14:23 PM ID: 149977649	I agree to a certain degree about a uniform such as no footware that allows bare feet to be shown. Also about a basic level of personal hygiene being followed. Other then these points I beleave the driver should be able to wear whatever they like aslong as it's not offensive			
4	12/10/2020 17:46 PM ID: 149996555	There should be a data base the police update that councils can check. Stop placing all the pressure on drivers			
5	18/10/2020 21:28 PM ID: 150411698	Is it becoming a police state?			
6	19/10/2020 10:08 AM ID: 150425412	The DRIVER should be clean and tidy			
7	12/11/2020 20:46 PM ID: 152313642	Again GBC drivers have a good standard, It's other drivers from out of town who out GBC drivers to shame Because people don't care as long as they get a cheap taxi			
8	08/01/2021 11:29 AM ID: 155928996	Again standards bof fuild drivers are good, it outside authority drivers standards are are low eg Uber again And Guildford drivers are being out into the standard which is wrong			
9	08/01/2021 13:54 PM ID: 155944527	I feel the dress code is important. Especially for me a chauffeur company.			
10	10/01/2021 02:44 AM ID: 156066708	1)DBS every six months is not realistic. It's should be when new/renewal of an application. 2) Conviction and arrest report can be reported within 72 hours. 3) Code of conduct should be fare drivers should get chance to explain and allowed to be represented legally. 4) Dress code can be the way each individual suits and feels comfortable with. However needs to be clean and tidy. If it's easy and flexible a driver can go to gym after work or walk while waiting for job.			
11	10/01/2021 10:02 AM ID: 156072927	Hi good idea for dbs check every 6 month for customers safety			
12	11/01/2021 00:55 AM ID: 156113670	The dbs we have is working we don't need 6 months checks a driver is ok to report any offence in 7 days and taking action against a driver code of conduct i don't agree and dress code we have is currently ok we don't need to get tough on the drivers with these policies so don't agree with some of the policies i think it's already hard at a bad times with covid to introduce or change anything.			
13	11/01/2021 06:58 AM ID: 156117097	I wouldn't agree to any code of conduct without seeing it first.			
14	11/01/2021 16:27 PM ID: 156210852	A dress should not be compulsory like a uniform but formal and smart wear is understandable.  In due respect drivers must 'self-report' any arrest, charges or conviction within 48 hours. The notification is currently within 7 days. We propose to include these measures in the policy changes. Yes it is important that this is reported, but not all arrests are made on an honest accusation, which can cause alarm and distress to any driver who might need longer than 48 hours to Mentally recover. and most serious cases the police will intervене and report the incident to council, I personally believe that 7 Days is fair and should be kept in place as it is.			
15	11/01/2021 16:27 PM ID: 156210860	A dress code, should not be compulsory, yes formal or smart wear is understandable. In due respect drivers must 'self-report' any arrest, charges or conviction within 48			

## 21. Do you agree with the proposed changes regarding licensed drivers?

		Yes	No	Response Total
		<p>hours. The notification is currently within 7 days. We propose to include these measures in the policy changes.                      Yes it is important that this is reported, but not all arrests are made on an honest accusation, which can cause alarm and distress to any driver who might need longer than 48 hours to Mentally recover.                      and most serious cases the police will intervene and report the incident to council, I personally believe that 7 Days is fair and should be kept in place as it is.</p>		
16	11/01/2021 16:46 PM ID: 156212734	<p>driving a car doesn't need a dress code but obviously presentable clothing should be worn. DBS should be done only on badge renewal and the rest unless u do school run should provide a yearly update as to no changes etc</p>		

## 7. New additions to the policy - operators

### 22. Do you agree with the proposed changes regarding licensed operators?





		Yes	No	Response Total
		79.5% (35)	20.5% (9)	44
		70.5% (31)	29.5% (13)	44
		81.8% (36)	18.2% (8)	44
		86.4% (38)	13.6% (6)	44
		83.7% (36)	16.3% (7)	43
		84.1% (37)	15.9% (7)	44
		59.1% (26)	40.9% (18)	44
			answered	44
			skipped	11
Please add any relevant comment(s): (13)				
1	08/10/2020 12:29 PM ID: 149715444	fourth test comment		
2	12/10/2020 09:08 AM ID: 149944551	test		

## 22. Do you agree with the proposed changes regarding licensed operators?



			Yes	No	Response Total
3	12/10/2020 17:46 PM ID: 149996555	Does George Orwell work at that council ?			
4	18/10/2020 21:28 PM ID: 150411698	Do GBC have the same standards?			
5	27/10/2020 12:33 PM ID: 151124335	YES BUT THE IMPLEMENTATION OF THE CHAGNES MUST NOT IMPACT ON TARRIFS			
6	28/10/2020 20:03 PM ID: 151233467	This would cause problems and create a two tier system and increase rivalry between different taxi companies			
7	12/11/2020 20:46 PM ID: 152313642	All vetting is done by GBC, that is why you have high standards, otherwise what's the point of the licensing team. Drivers already have good standard of pick up and drop off, it's outside of GBC drivers that don't know how to pick up and drop off Private hie should have meter to keep good standards because it gives customer choice, because they can already book a fixed price job			
8	08/01/2021 11:05 AM ID: 155924459	Drivers should always drop off and pick up in a safe place that's basic common sense			
9	08/01/2021 11:29 AM ID: 155928996	Currently I believe all standards are met,			
10	10/01/2021 02:44 AM ID: 156066708	A local operators and local licensed vehicle may enter Guildford to pick up or drop off customers, the Council would not expect vehicles licensed outside of Guildford to be waiting in Guildford and be made available for bookings as this diminishes the Council's ability to set local standards and local control. Sub contracting of jobs should also be made within Guildford borough licensed operators.			
11	10/01/2021 03:34 AM ID: 156066931	If u want to finish private hire meter finish then u have to decrease Hcv meter Fare price to protect driver health hand safety otherwise drivers get in trouble because of several different low prices			
12	11/01/2021 00:55 AM ID: 156113670	On getting rid of the meter in a private hire vehicle wouldn't be good the pda doesn't have reception like going under a bridge they would lose a lot of money it is already working on a meter don't change it every one is happy on a meter			
13	11/01/2021 06:58 AM ID: 156117097	Loading more obligations on Operators in the areas with a no response is unnecessary. Private Hire vehicles should charge a metered rate because quite often the passengers change their route, or incur excessive or unprdicted waiting time. Additionally, passengers quite often deliberatelt mislead the operators as to the extent of their trip.			

## 8. Equality Impact Assessment - Statement of Taxi and Private Hire Licensing Policy



### 23. What is your age?

			Response Percent	Response Total
1	16-24		4.55%	2
2	25-34		13.64%	6
3	35-44		27.27%	12
4	45-54		34.09%	15




### 23. What is your age?

		Response Percent	Response Total
5	55-64		13.64% 6
6	65 or over		6.82% 3
7	Prefer not to say		0.00% 0
		answered	44
		skipped	11




### 24. What is your gender?

		Response Percent	Response Total
1	Female		15.91% 7
2	Male		84.09% 37
3	Prefer not to say		0.00% 0
		answered	44
		skipped	11





### 25. Is your gender identity different from the gender you were assigned at birth (for example, transgender)?

		Response Percent	Response Total
1	Yes		9.09% 4
2	No		84.09% 37
3	Prefer not to say		6.82% 3
		answered	44
		skipped	11

### 26. Ethnic origin To which of the following groups would you say you belong?

		Response Percent	Response Total
1	Prefer not to say		15.91% 7
2	British		45.45% 20
3	Irish		0.00% 0
4	European		2.27% 1
5	Other White background		0.00% 0





## 26. Ethnic origin To which of the following groups would you say you belong?

			Response Percent	Response Total
6	Indian		0.00%	0
7	Bangladeshi		0.00%	0
8	Pakistani		29.55%	13
9	Other Asian background		0.00%	0
10	African		0.00%	0
11	Caribbean		0.00%	0
12	Other Black background		0.00%	0
13	Chinese		0.00%	0
14	Other Chinese background		0.00%	0
15	White and Black African		0.00%	0
16	White and Black Caribbean		2.27%	1
17	White and Asian		2.27%	1
18	Other mixed background		0.00%	0
19	Gypsy/Traveller		0.00%	0
20	Arab		0.00%	0
21	Any other (please say if you wish)		2.27%	1
			answered	44
			skipped	11


### Any other (please say if you wish) (1)

1	10/01/2021 05:58 AM ID: 156067787	Afghan
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## 27. Please indicate, if you wish, which of the groups listed below you most identify with

			Response Percent	Response Total
1	Prefer not to say		21.43%	9
2	Christian		21.43%	9
3	Muslim		33.33%	14
4	Hindu		0.00%	0
5	Sikh		0.00%	0
6	Buddhist		0.00%	0
7	Jewish		0.00%	0
8	Baha'i		0.00%	0
9	Jain		0.00%	0
10	Rastafarian		4.76%	2





**27. Please indicate, if you wish, which of the groups listed below you most identify with**

			Response Percent	Response Total
11	No religion		19.05%	8
12	Other (please specify if you wish):		0.00%	0
			answered	42
			skipped	13
Other (please specify if you wish): (0)				
No answers found.				

**28. The Equality Act 2010 states that "a person has a disability if he/she has a physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities". The Act also specifies that a person has a disability if they have a progressive condition such as cancer, HIV infection or multiple sclerosis. Do you believe you have a disability as defined by the Equality Act 2010?**

			Response Percent	Response Total
1	Yes		13.95%	6
2	No		67.44%	29
3	Prefer not to say		18.60%	8
			answered	43
			skipped	12

**29. Please indicate, if you wish, which category below best describes you:**

			Response Percent	Response Total
1	Prefer not to say		35.00%	14
2	Heterosexual/straight		60.00%	24
3	Gay man		2.50%	1
4	Gay woman/lesbian		0.00%	0
5	Bisexual		2.50%	1
6	Other (please specify if you wish):		0.00%	0
			answered	40
			skipped	15
Other (please specify if you wish): (0)				
No answers found.				