



**HACKNEY CARRIAGE
&
PRIVATE HIRE
LICENSING**

(Draft Conditions)

**PUBLIC
CONSULTATION**

(Results)

April 2006

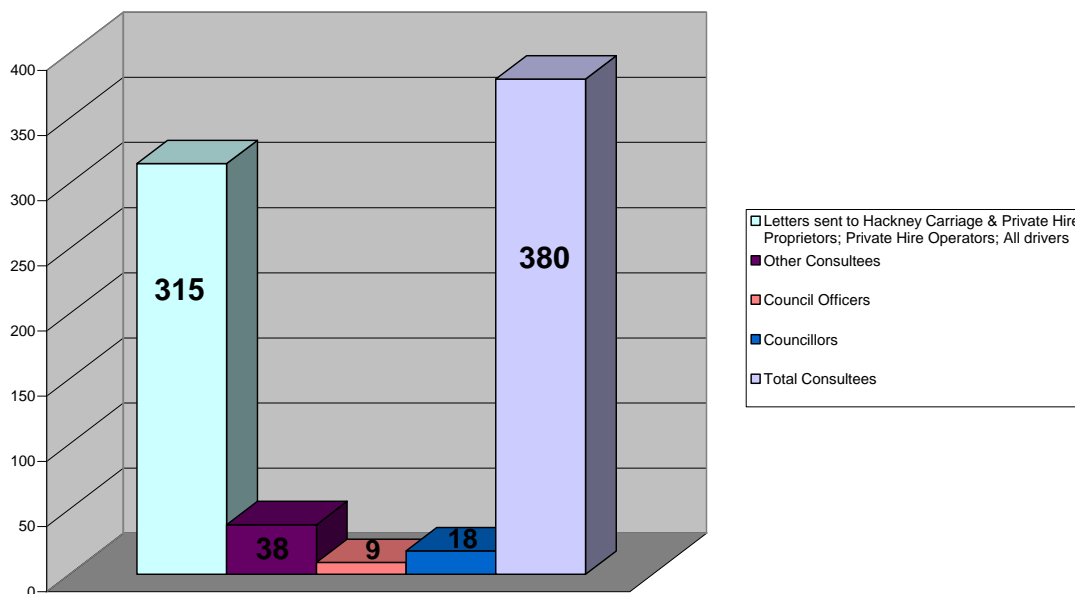
The purpose of the consultation was to seek views on Isle of Wight Council proposals:

1. To amend all conditions attached to the application and grant of hackney carriage (taxi) and private hire licences issued by the Isle of Wight Council.
2. To revoke all existing byelaws in respect of hackney carriages.

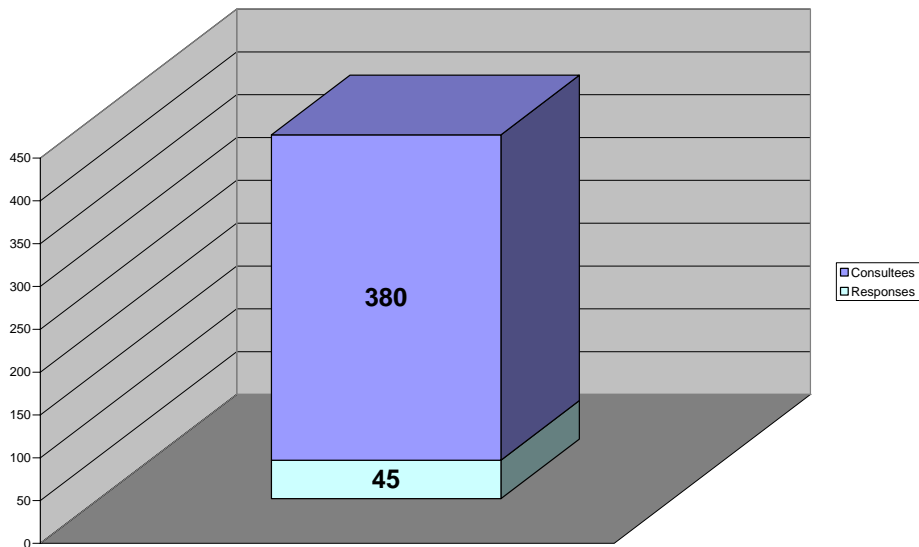
Consultees were informed that it was not necessary to answer every part of the questionnaire if they did not wish to do so.

After some questions, space was provided for further comments. Summaries of those comments are listed below.

A copy of the consultation document and a questionnaire was sent to the consultees listed at annex A. Letters were sent to all hackney carriage proprietors, hackney carriage/private hire drivers, private hire operators and private hire vehicle licence holders. The consultation document was also made available at the Isle of Wight Council Licensing Section Offices, Jubilee Stores, The Quay, Newport, Isle of Wight, PO30 2EH; on line at www.iwight.com and in all public libraries.

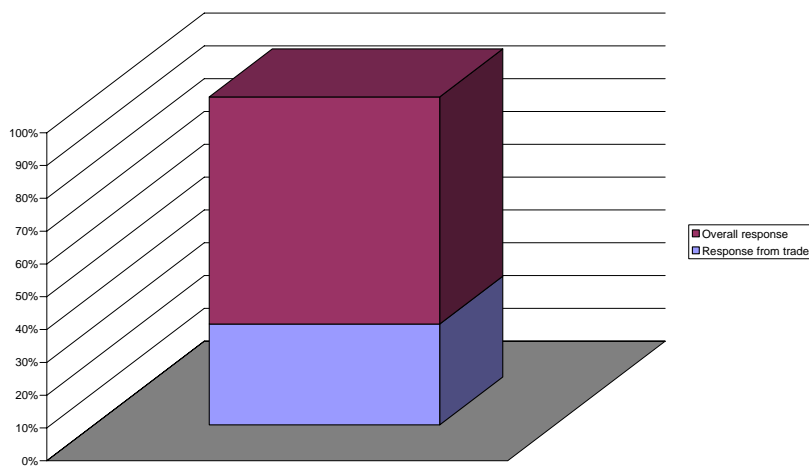


The total list of consultees was 380. 45 Responses were received by questionnaire and letter.



The responses to each question are recorded in this document. A summary of the comments and the action taken by the Isle of Wight Council is also recorded against each question. A full list of responses to each question is listed at appendix A to this report.

The percentage of responses received from members of the hackney carriage and private hire trade against all responses received is 44%.

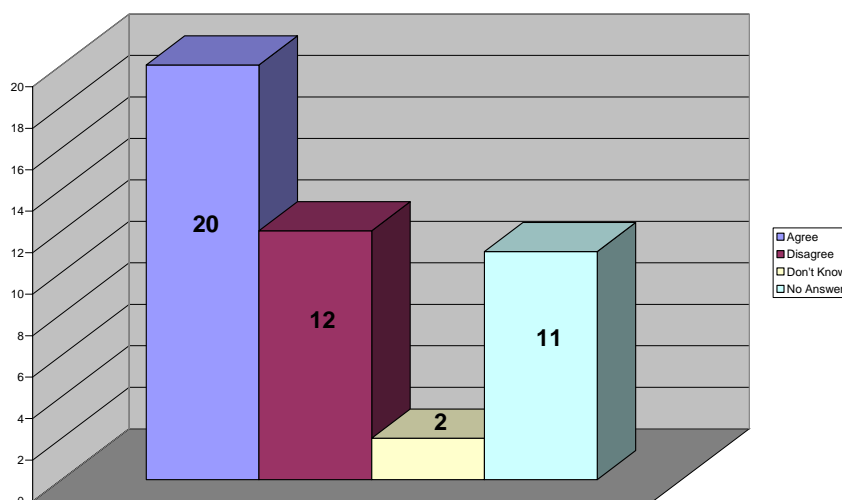


Hackney Carriage Proprietors Licence Question 1

The existing byelaws for hackney carriages (taxis) are the rules under which taxis must operate. In addition to byelaws, a set of conditions are also used to regulate the conduct of licence holders.

The amalgamation of hackney carriage zones will require the existing byelaws to be repealed. The option will then be either to create a new set of bye laws for the whole of the Isle of Wight; or to include the existing byelaws in a set of conditions. The conditions would then become the only rules under which taxis must operate. The procedure for creating new byelaws can take a considerable amount of time. The proposed conditions include all the existing byelaws.

Do you agree or disagree that byelaws should be revoked in favour of conditions?



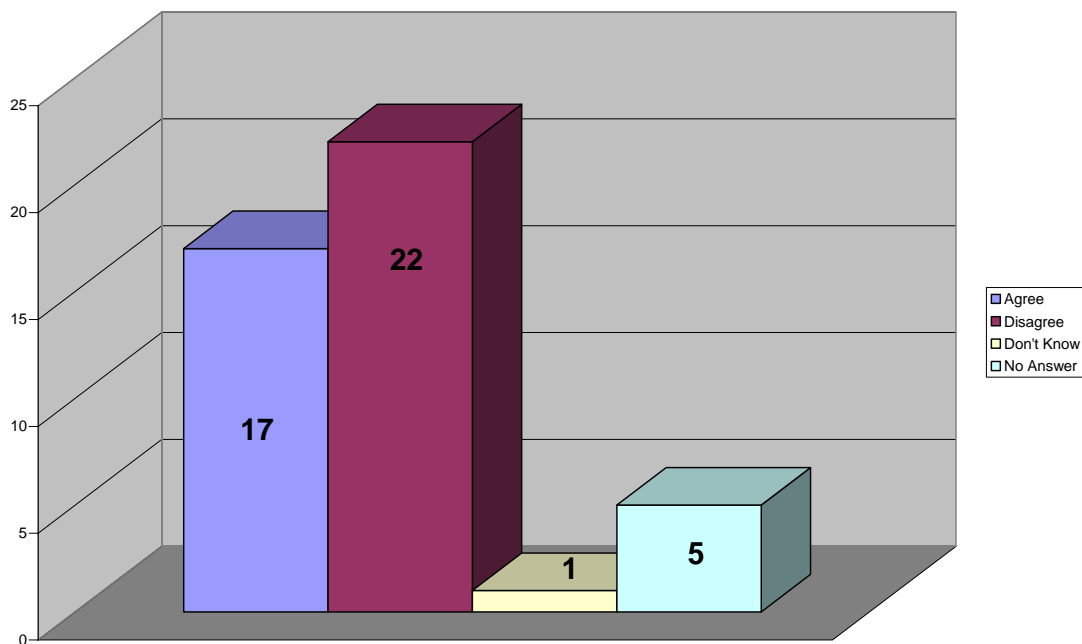
Summary of Comments
Agree: "A simplified system of up to date conditions would be more easily enforced" "I feel this would be a considerable step forward"
Disagree: "The byelaws and conditions are set by the council and can be changed by the council at any time"; "Byelaws are sufficient"; "Byelaws are adequate"; "Byelaws are controlled by Magistrates"; "Existing byelaws are sufficient"; "By adopting conditions only too much power is given to the council"

Licensing Section Comments / Action Taken
Byelaws are not the only form of regulation for hackney carriages. The current system also incorporates conditions (set by the council) and legislation (set by the government). The byelaws and conditions have not been changed by the council since 1995. New byelaws can not be created by the council without the approval of the Secretary of State. The creation of these conditions has been open to public consultation, scrutiny and comment. Observations have been acted upon and changes have been made to a number of conditions as a result of the comments received throughout this consultation.

Hackney Carriage Proprietors Licence Question 2

Parts of the Disability Discrimination Act 1995 (DDA) are being introduced in stages. One part of the legislation is that all vehicles are to be accessible to a person who is seated in a wheelchair. The estimated timescale for the full implementation of this legislation is the year 2020. It is proposed that the inclusion of the condition that all applications for vehicles must be for a vehicle that is capable of carrying a person that is seated in a wheelchair will take effect from 1 January 2010. This is considered necessary to be compliant with the DDA from that time.

Do you agree or disagree that this condition should be included in the conditions?

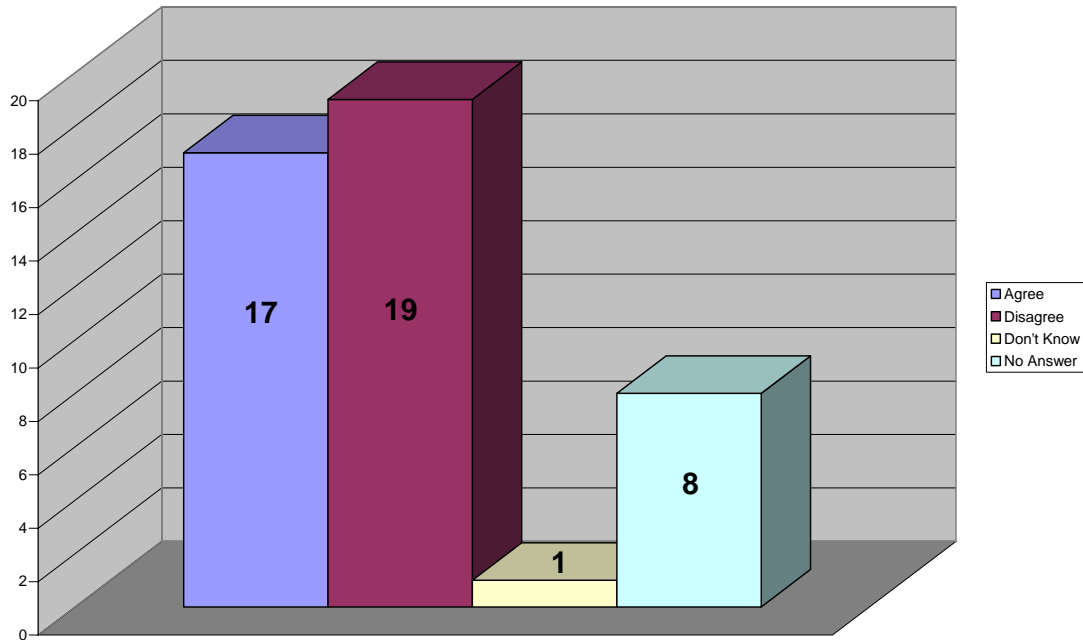


Summary of Comments
Agree: "The sooner the better";
Disagree: "I agree with the DDA but the time proposal is not long enough"; "A variety of taxis should be available to the public"; "some people find it difficult to enter/exit wheelchair accessible vehicles"; "Already enough disabled vehicles on the island"

Licensing Section Comments / Action Taken
It is anticipated that the relevant sections of the Disability Discrimination Act 1995 will be implemented by the government in 2020. The consultee observations have been carefully considered, in particular the need for both saloon and wheelchair accessible vehicles and an extended implementation date. Consequently, the date for implementation for existing vehicles has been altered as follows: Condition 7.6 shall be reviewed on 1 January 2010 and shall not apply until 1 January 2015 unless the Disability Discrimination Act part V (ss32-38) shall have effect prior to that date. New applications will continue to be for wheelchair accessible vehicles.

**Hackney Carriage Proprietors Licence
Question 2 (Continued)**

Do you agree or disagree that this condition is reasonable?



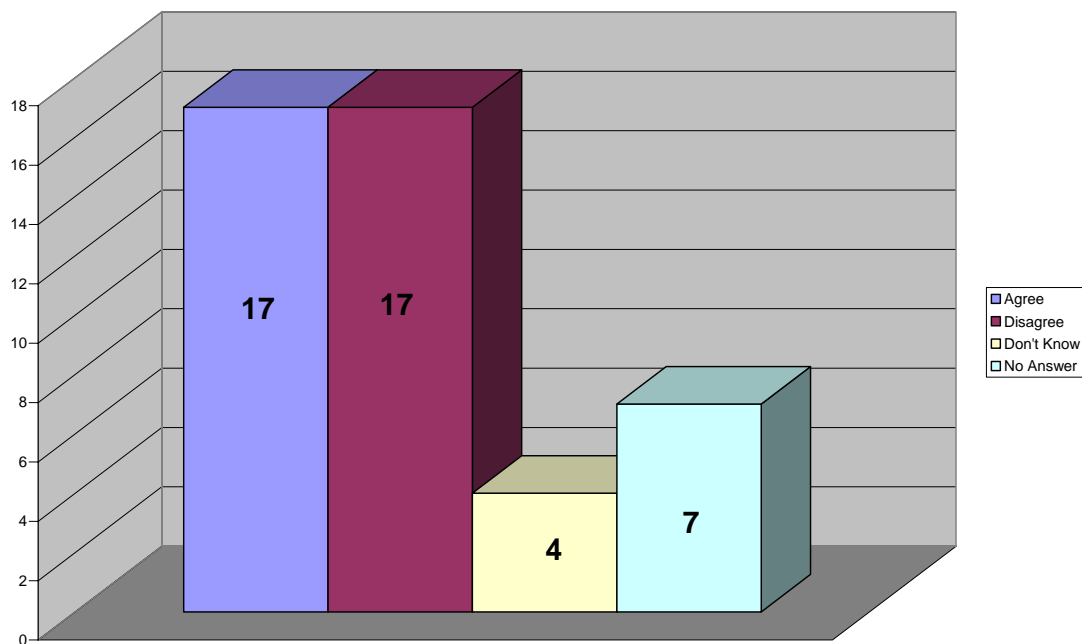
Summary of Comments
See comments above

Licensing Section Comments / Action Taken
See comments above

Hackney Carriage Proprietors Licence Question 3

The law allows the Council to require a hackney carriage to be clearly identified. This includes the colour of the taxi, the badges, taxi plates, roof sign and door signs. It is considered that all signs and a common colour assist the public to easily identify a taxi. The proposed colour is silver as it is considered to be smart and highlights the dirt less than other colours. The badges will easily identify the taxi.

Do you agree or disagree with a standard colour and signs being imposed?



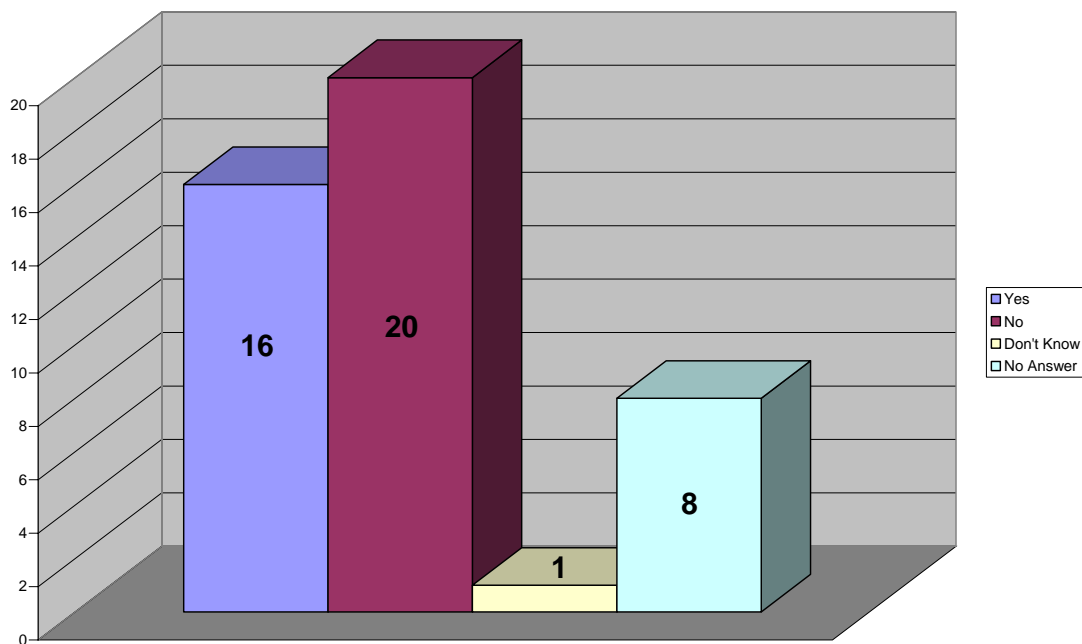
Summary of Comments
Agree: "makes it easier for the people to know the vehicle they are getting into is a taxi and not an unlicensed vehicle"; "A uniform colour across the board will enhance the appearance of the taxi trade"
Disagree: "One colour will lose the individuality of companies"; "individual businesses should be able to show its own corporate image and identity"
Don't know: "Not sure that the colour of a vehicle is important. However, badges, signs etc should be easily identifiable"; "All being the same colour is a good idea..";

Licensing Section Comments / Action Taken
It is the view of the Council and legislation also states that taxis should be easily identified and the conditions are intended to reflect this. The responses were divided but not many were enforced with reasons to support the agreement or disagreement. Opposition to the proposed conditions is not considered sufficient to alter the conditions with the exception of the Council door sign which has been withdrawn at the request of the Isle of Wight Taxi Proprietor's Association.

Hackney Carriage Proprietors Licence Question 4

The age of a vehicle may affect the appearance, mechanical efficiency and public’s perception of the above. A modern fleet will look smart, provide a good first impression and provide the public with confidence in the standards of the vehicle.

Do you agree or disagree with restricting the maximum age limit of a taxi to seven years?



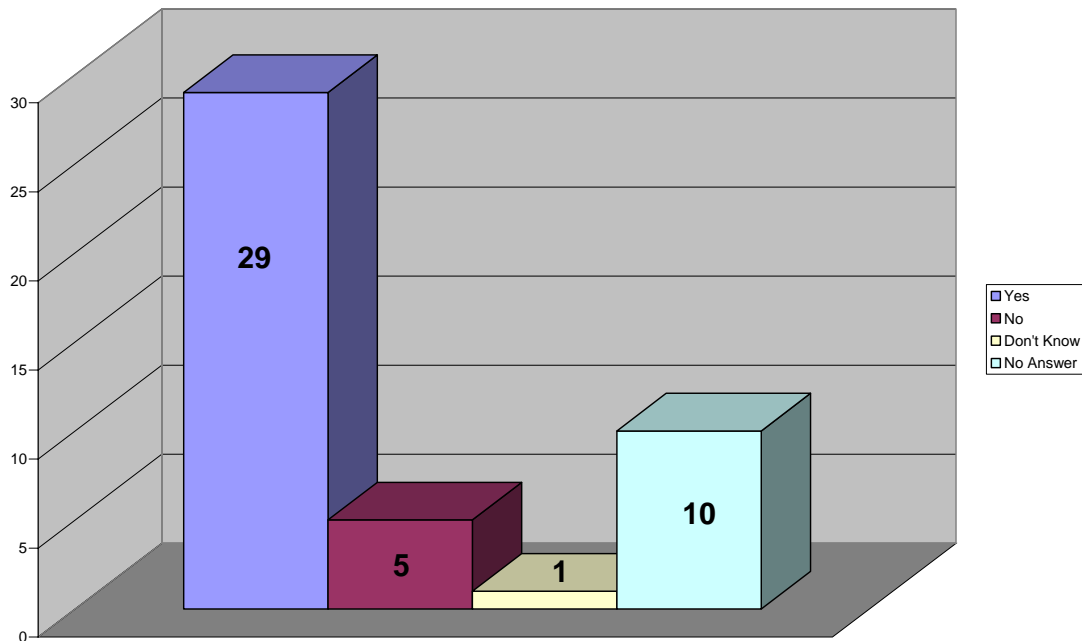
Summary of Comments
Yes: “Vehicles should be safe. There are too many old cars on the IOW”; “I would personally like to see the limit nearer to 5 years..”
No: “(not necessary) so long as the vehicle meets the council’s criteria for smart and roadworthy..”; “provided the vehicle is kept in a smart appearance .. I do not see the need for an arbitrary replacement date.”

Licensing Section Comments / Action Taken
The Isle of Wight Council supports the view that hackney carriages must be easily identifiable, accessible and safe. The age of a vehicle may reflect its safety and this has been proved during the Euro NCAP programme. However, each vehicle will be assessed on its individual merits and as such a vehicle that exceeds the maximum age limit could still be licensed if it fulfils all other safety and appearance criteria contained within the licence conditions.

Hackney Carriage Proprietors Licence Question 5

The law allows the council to define the appearance of a taxi. This includes the general state of repair such as scratches and dents to the paintwork. The proposed conditions define the acceptable standards.

Are the suggested conditions reasonable?



Summary of Comments
Yes: No comments
No: No relevant comments

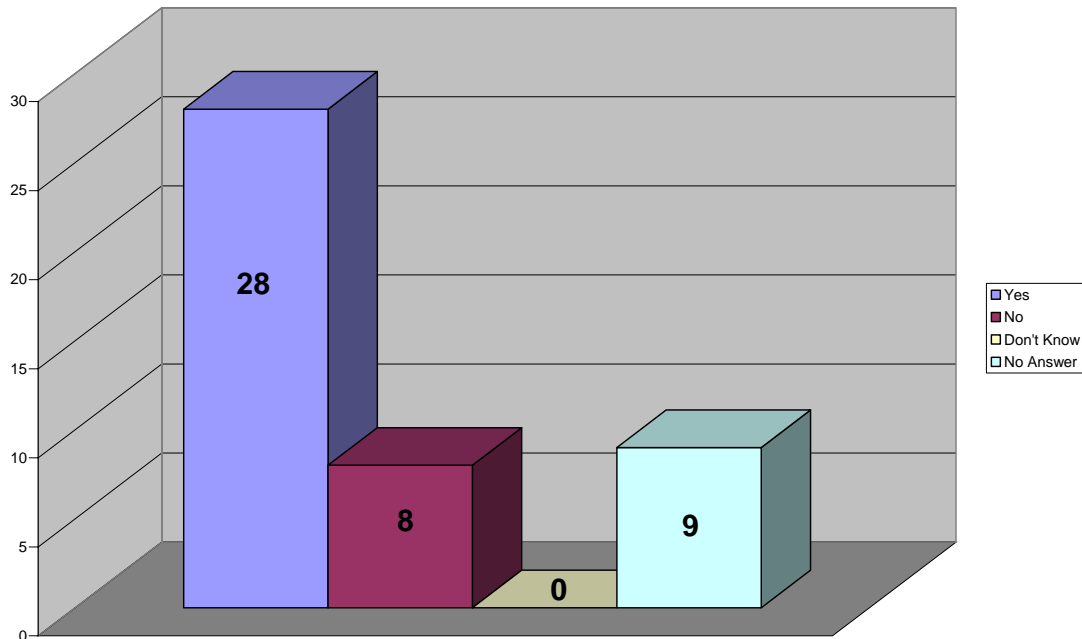
Licensing Section Comments / Action Taken
The appearance of a vehicle may often be an indicator of its overall condition. The public perception is important as their fears may often be allayed by the provision of a smart and relatively new vehicle. Hackney carriages already operate to a number of these conditions which are contained within the byelaws, current conditions and guidance. This proposal incorporates all three into one set of conditions. Each vehicle will however, continue to be assessed on its individual merits.

Hackney Carriage Proprietors Licence Question 6

Appearance of Drivers

The appearance of a taxi driver is important and should not cause offence to members of the public. The proposed conditions require a standard of dress that it is considered, will not cause offence.

Are the suggested conditions reasonable?



Summary of Comments
Yes: No comments received
No: "a dress code by the operators and not the council"; "smart casual unless special occasion"; "companies who have self employed drivers can not tell a person how to dress"

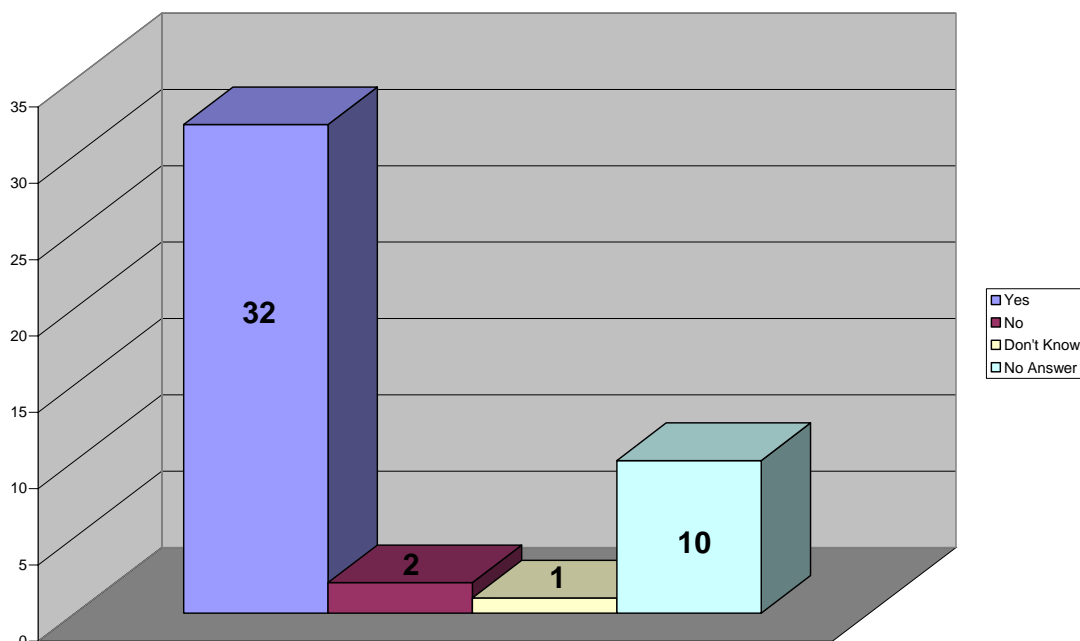
Licensing Section Comments / Action Taken
The appearance of a driver should not cause offence and they must not pose a risk to the safety of their passengers. The appearance and dress of drivers is currently regulated by condition 1. The proposed conditions reflect the current situation and each situation will be assessed on its individual merits. One of the comments identifies that proprietors can not tell a self employed driver what to wear. This highlights the importance of the council being able to apply conditions.

Hackney Carriage Proprietors Licence Question 7

Trade Associations

The Council recognises that a Trade Association may provide an important means of discussing and communicating a collective view. In order for that view to properly reflect the views of the trade, the association needs to be correctly constituted and democratic. The proposed conditions will ensure that a Trade Association, if correctly formed and operated, will be a useful mouthpiece for the trade and provide an effective point of contact for dialogue with the Council.

Are the suggested conditions reasonable?



Summary of Comments
Yes: "Very important"
No: "we are already affiliated, democratic and members are voted in"; "it will be run by the council and operators/drivers will have no say in matters";

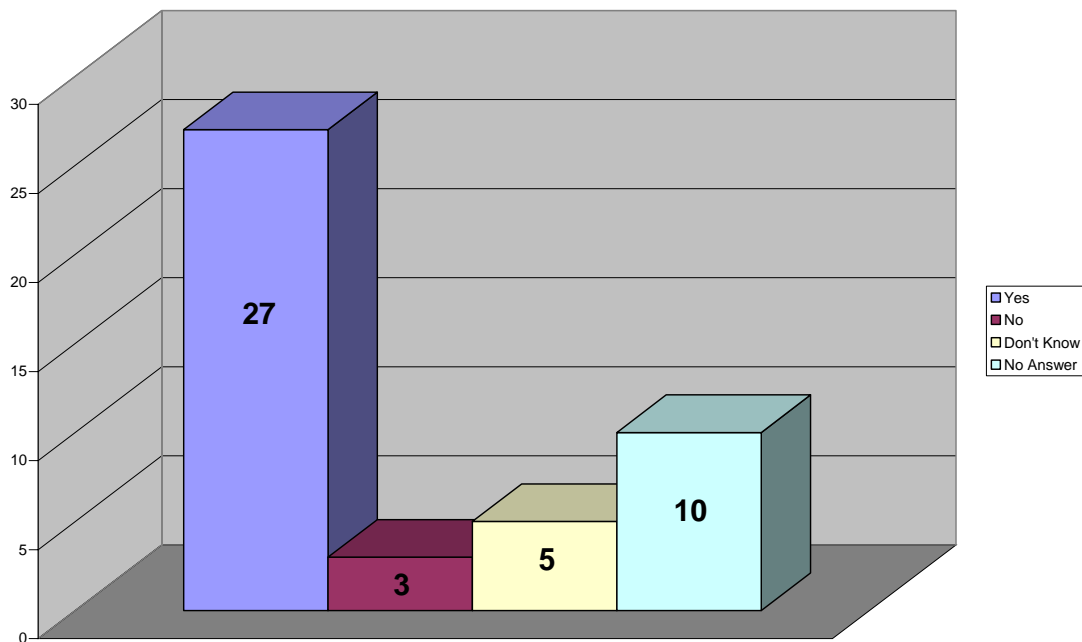
Licensing Section Comments / Action Taken
The current situation provides for members of a trade association to communicate with the Council. However, it is important to establish that any trade association truly reflects the views of the trade that it purports to represent. In order to attach the appropriate weight to the views of a trade association, it is important to establish that the association is properly constituted and democratic. In order to achieve this it is considered reasonable to request proof of membership, election of officers and the mandate to speak on behalf of all members. The results show support for the proposed condition.

Hackney Carriage Proprietors Licence Question 8

Non Motorised Hackney Carriages

Certain modes of transport such as trishaws may be licensed as a hackney carriage. The Council accepts that this type of vehicle will not necessarily be in direct competition with a motorised hackney carriage and would therefore qualify for a separate set of conditions appropriate to the particular vehicle.

Are the suggested conditions reasonable?

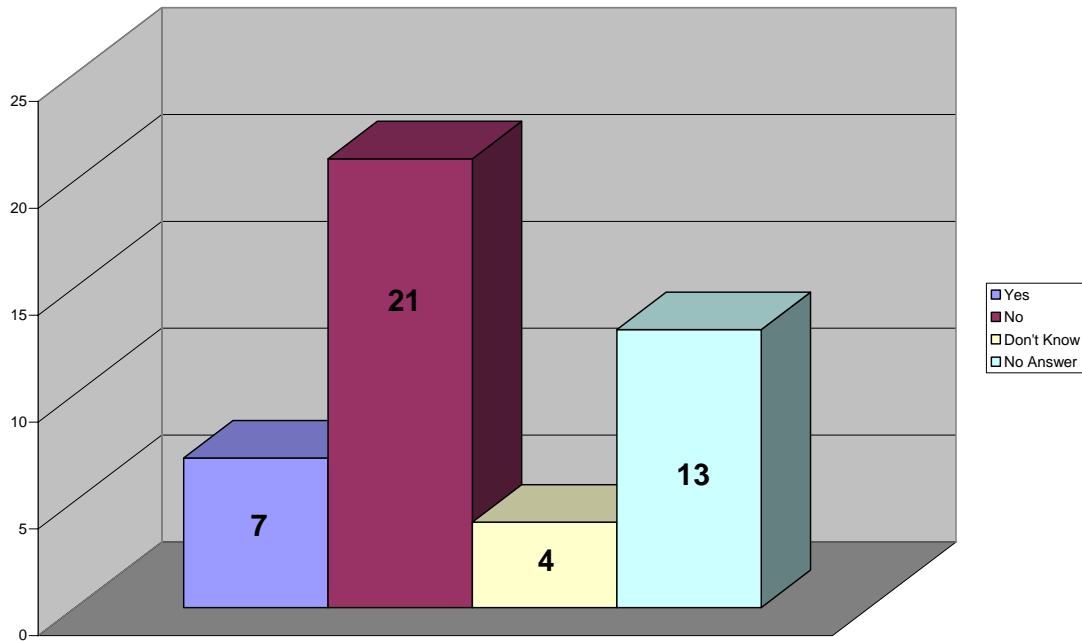


Summary of Comments
Yes: "include motorised tricycles"
No: "should not be licensed as a hackney carriage"

Licensing Section Comments / Action Taken
Non motorised vehicles may be licensed as hackney carriages and case law has specifically identified a trishaw as a hackney carriage. It is generally accepted that such vehicles will not necessarily be in direct competition with motorised hackney carriages but nonetheless, require to be regulated in accordance with conditions. Consequently, each application will be considered on its individual merits having regard to the Council conditions.

**Hackney Carriage Proprietors Licence
Question 9**

Are any of the other proposed conditions unreasonable?

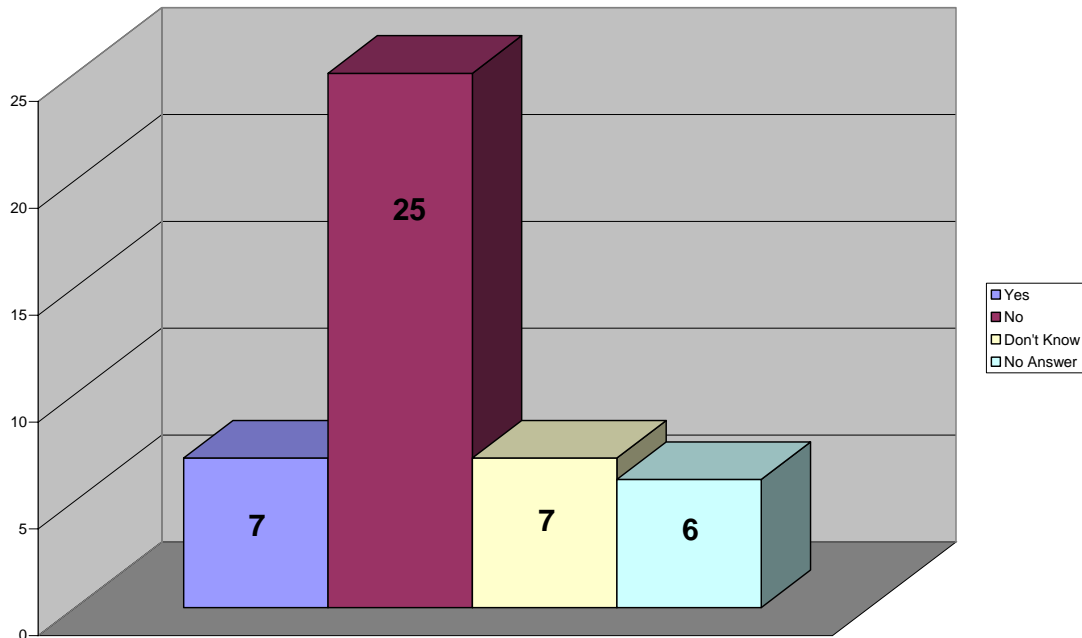


Summary of Comments
Yes: "existing byelaws are suitable"; "all conditions that take away the control from the proprietor to run his own business"; "all are unreasonable"
No: No comments

Licensing Section Comments / Action Taken
At present, the existing byelaws also operate with a set of conditions and other legislation. The existing byelaws have been included in the new proposed conditions and the existing conditions have been updated. The existing system does not provide clarity or transparency in the decision making process and can produce inconsistency and confusion. The conditions will not be a set of arbitrary rules but a guide by which to make decisions. Each application will be decided on its individual merits and through cooperation between the applicant and the council.

**Hackney Carriage Proprietors Licence
Question 10**

Are there any other conditions that you would like to add?

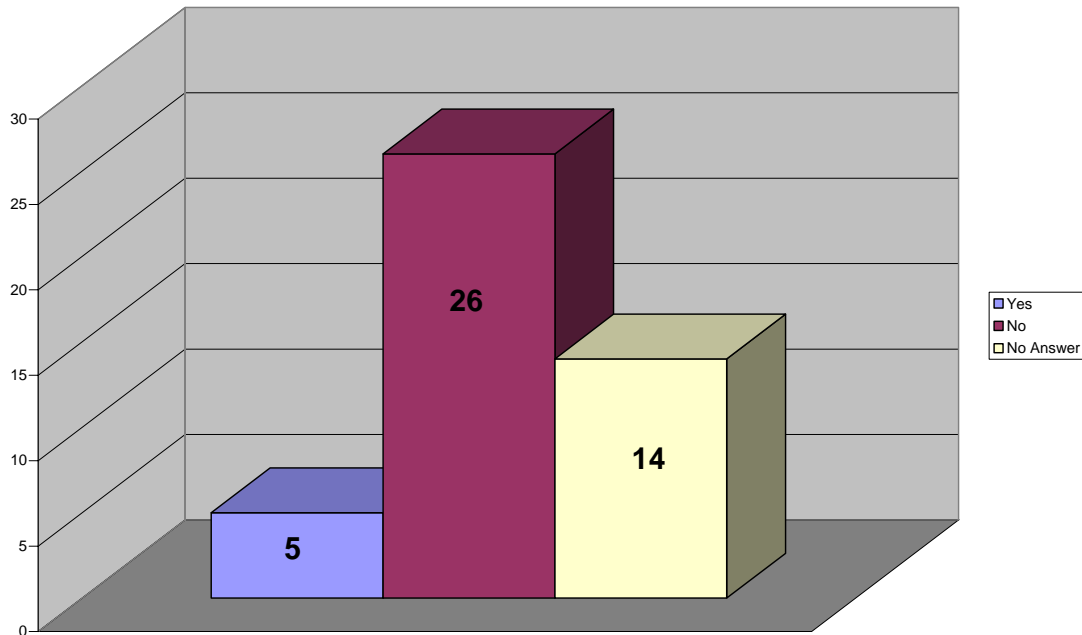


Summary of Comments
Yes: "a better knowledge test"; "limit the number of new hackney carriage licences"
No: No Comments

Licensing Section Comments / Action Taken
The knowledge test will only apply to new applicants for a Hackney Carriage/Private Hire Driver's Licence. The knowledge test has been amended to include other landmarks that it would reasonable to expect a driver to be able to locate.

**Hackney Carriage Proprietors Licence
Question 11**

Are there any other conditions that you would like to remove?

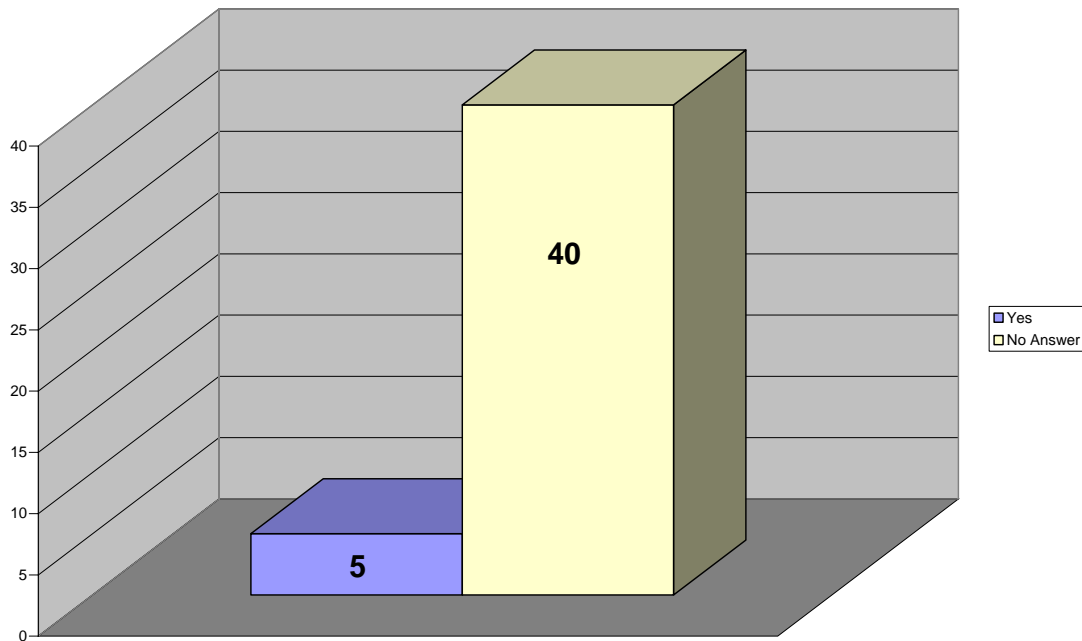


Summary of Comments
Yes: "remove calendar lock meters"
No: No Comments

Licensing Section Comments / Action Taken
The proposed conditions have been made available for public consultation and scrutiny. Meetings between the Council and members of the taxi trade have taken place during the course of the consultation and the suggestions of the trade have been received and acted upon. Amendments have been made to a number of conditions as requested by the trade. The condition to provide calendar locked meters has also been removed.

**Hackney Carriage Proprietors Licence
Question 12**

We would be grateful for any other comments on the proposed conditions.



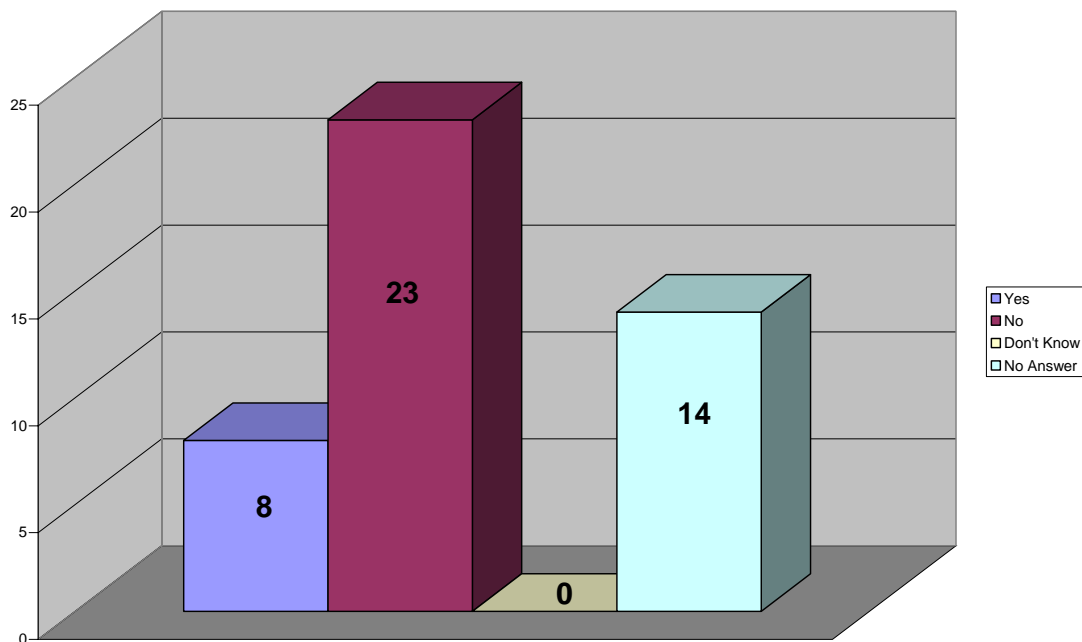
Summary of Comments
<p>“Consultation should have been 13 weeks with the trade in the form of a proper working party not as a questionnaire”</p> <p>“the proposals are a step in the right direction”</p>

Licensing Section Comments / Action Taken
<p>The Isle of Wight Council has followed its own policy on consultation. The new conditions are an amalgamation of the existing conditions, guidance and byelaws and incorporate only a few additional or amended conditions. As such the changes represent only minimal alterations to the existing system and simply incorporate the existing byelaws, conditions and guidance in one document. The conditions are also created from a set of nationally used and recognised model conditions and best practice. The consultation fully involved the trade and stakeholders who have all positively assisted in developing the new conditions. For this reason it is considered that the length of the consultation period was appropriate.</p>

**Private Hire Operators Licence
Question 1(1)**

A Private Hire Operator is the person who receives the booking and despatches the vehicle to the customer. The Operator is responsible for ensuring that all vehicles and drivers under his control are properly licensed. He must be a fit and proper person to hold the licence.

Q 1(1) Are any of the suggested conditions unreasonable?

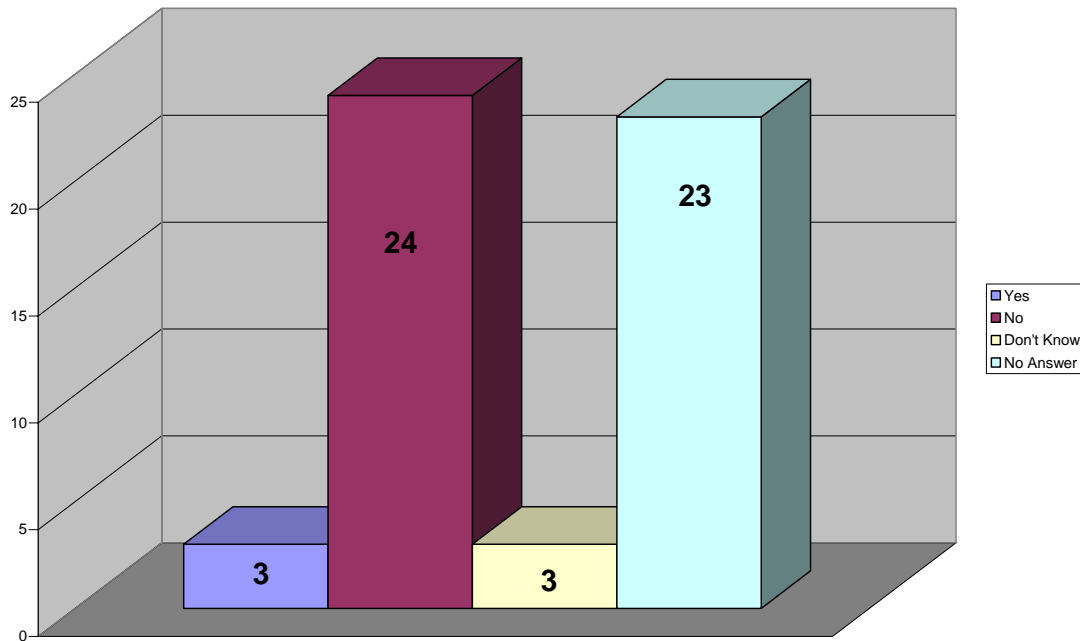


Summary of Comments
Yes: "The byelaws are suitable"; "Some conditions are beyond the remit of the Council"
No: No comments

Licensing Section Comments / Action Taken
Byelaws only regulate hackney carriages and do not apply to private hire operators, private hire vehicles or private hire drivers. The Council may attach to the grant of a licence such conditions as they may consider reasonably necessary. The proposed conditions are considered by the Council to be both reasonable and necessary for the safety of the public and for the licensing authority to ensure that private hire operators work within a recognised framework. The proposed conditions comply with the requirements of the Local Government (Miscellaneous Provisions) Act 1976 and case law. As such the conditions do not extend beyond the remit of the council.

**Private Hire Operators Licence
Question 1(2)**

Q1 (2) Are there any other conditions that you would like to add?

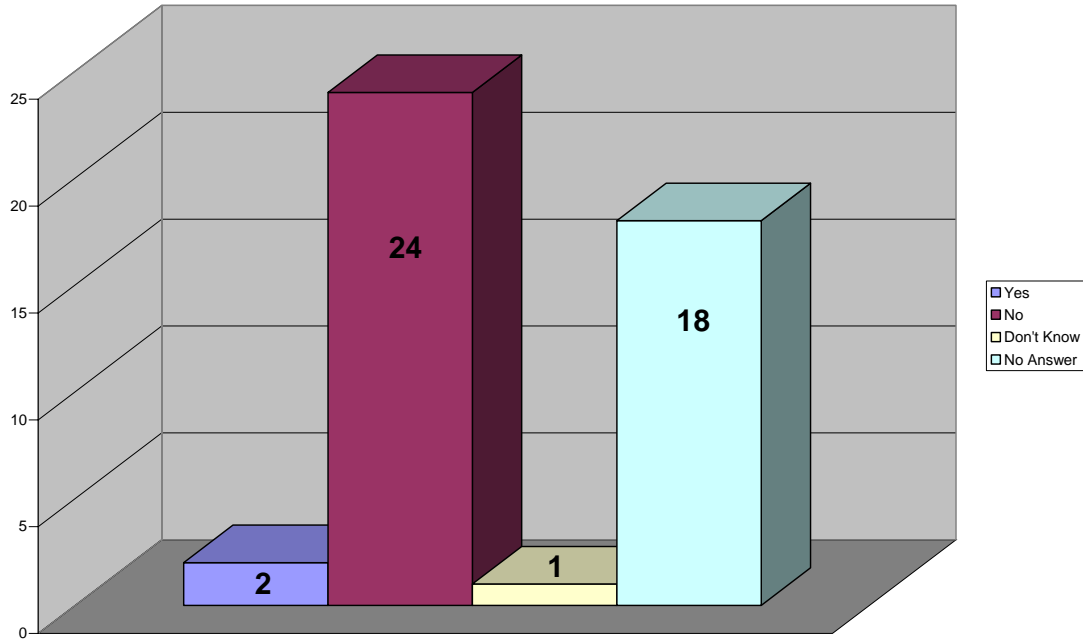


Summary of Comments
Yes: “the council to understand we are business people in our own right”; “All private hire should be plain cars with a plate on the rear”
No: No comments

Licensing Section Comments / Action Taken
The Council acknowledge that private hire operators are business people. However for reasons of public safety and confidence, it is necessary to provide a controlled and consistent regulatory framework within which all licence holders will operate. The conditions in respect of private hire vehicles are covered later in this consultation.

**Private Hire Operators Licence
Question 1(3)**

Q 1(3) Are there any other conditions that you would like to remove?

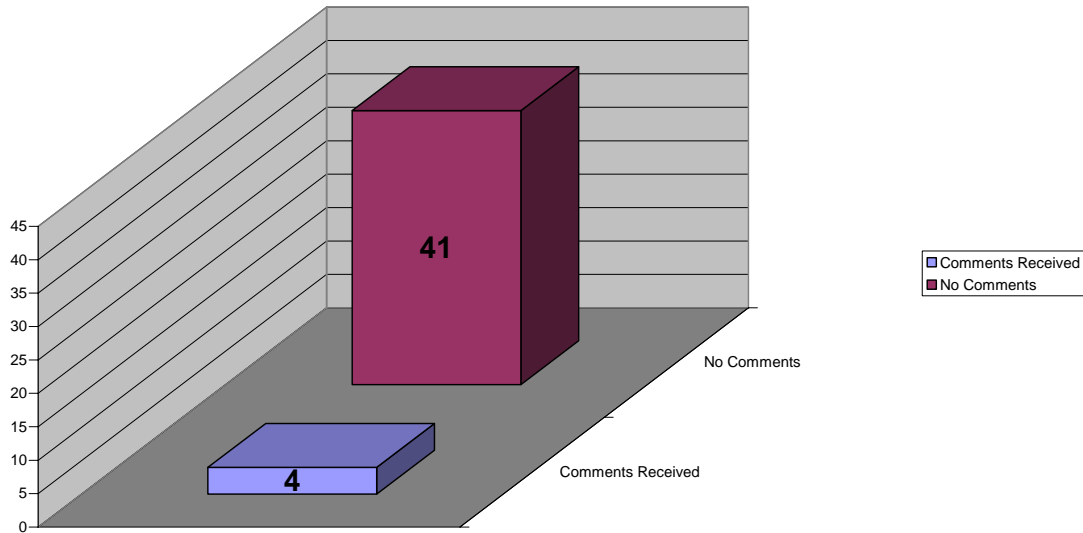


Summary of Comments
Yes: Responses as per Q1(1)
No: No comments

Licensing Section Comments / Action Taken
Se above comments at Q1(1)

**Private Hire Operators Licence
Question 2**

We would be grateful for any other comments on the proposed conditions.



Summary of Comments
“Byelaws are suitable” “we are not in agreement with the change of byelaws to conditions, we do not agree with dezoning..”

Licensing Section Comments / Action Taken
Byelaws only regulate hackney carriages and do not apply to private hire operators, private hire vehicles or private hire drivers. The amalgamation of existing zones only applies to hackney carriages and will not affect the conditions in respect of private hire operators or vehicles.

**Private Hire Vehicle Licence
Question 1**

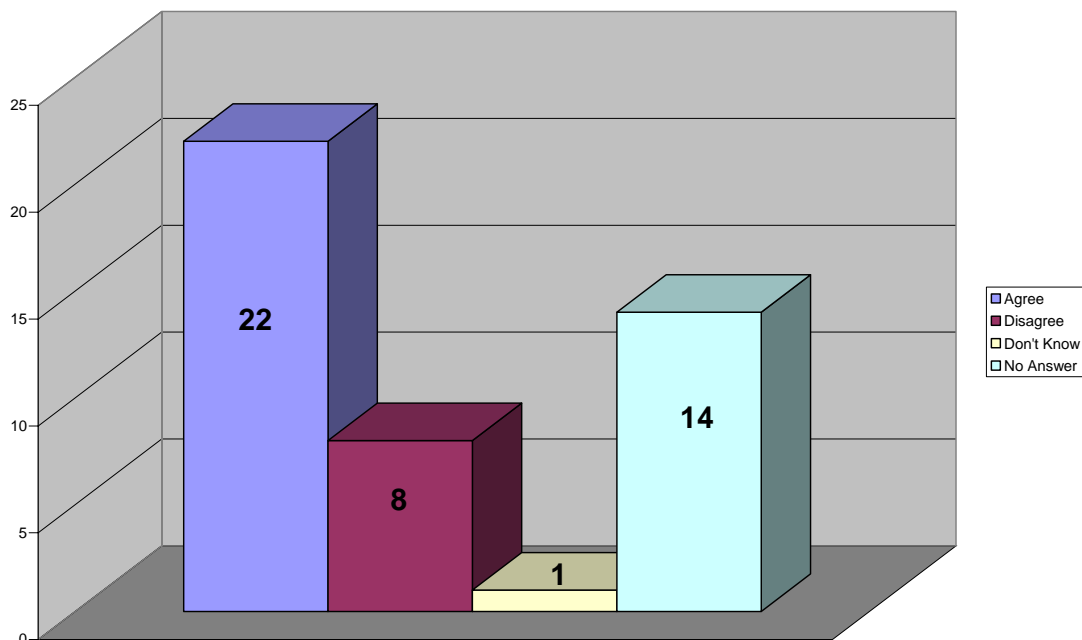
A Private Hire Vehicle can not ply for hire or stand on a taxi rank. It must be pre-booked with a Private Hire Operator.

It can not look like a taxi.

The Council may legally impose conditions on the vehicle licence to ensure that the vehicle is suitable, safe and comfortable.

The law allows the Council to require a private hire vehicle to be clearly identified. This includes the colour of the vehicle, the badges, plates, roof sign and door signs. It is considered that all signs assist the public to easily identify a private hire vehicle. The proposed colour is any colour except the colour of a hackney carriage. The badges will easily identify the private hire vehicle. A private hire vehicle can not resemble a taxi.

Do you agree or disagree with a colour condition and signs being imposed?



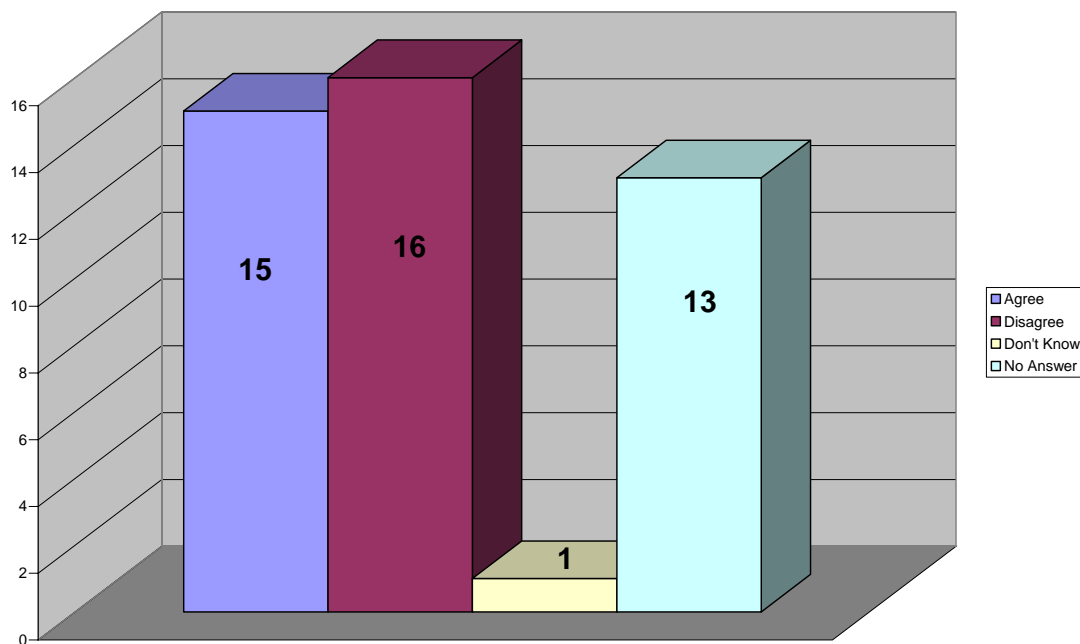
Summary of Comments
Agree: No comments
Disagree: “we should have a free choice of colour”; “we should decide upon our own internal and external signs”; “private hire should not have any signage or roof sign”; “conditions should be introduced when the vehicle needs replacing”

Licensing Section Comments / Action Taken
It is the view of the Council and legislator that private hire vehicles should be suitable in type, size and design for use as a private hire vehicle and not of such an appearance to lead any person to believe that it is a hackney carriage. The conditions are intended to reflect this and to provide a common standard throughout all vehicles that are licensed by the Council. The condition will prevent a private hire vehicle from being the same colour as a hackney carriage but each application will be considered on its individual merits. Licence holders are free to choose their own signs within the accepted standards as defined in the conditions.

**Private Hire Vehicle Licence
Question 2**

The age of a vehicle may affect the appearance, mechanical efficiency and public’s perception of the above. A modern fleet will look smart, provide a good first impression and provide the public with confidence in the standards of the vehicle.

Do you agree or disagree with restricting the maximum age limit of a private hire vehicle to seven years?



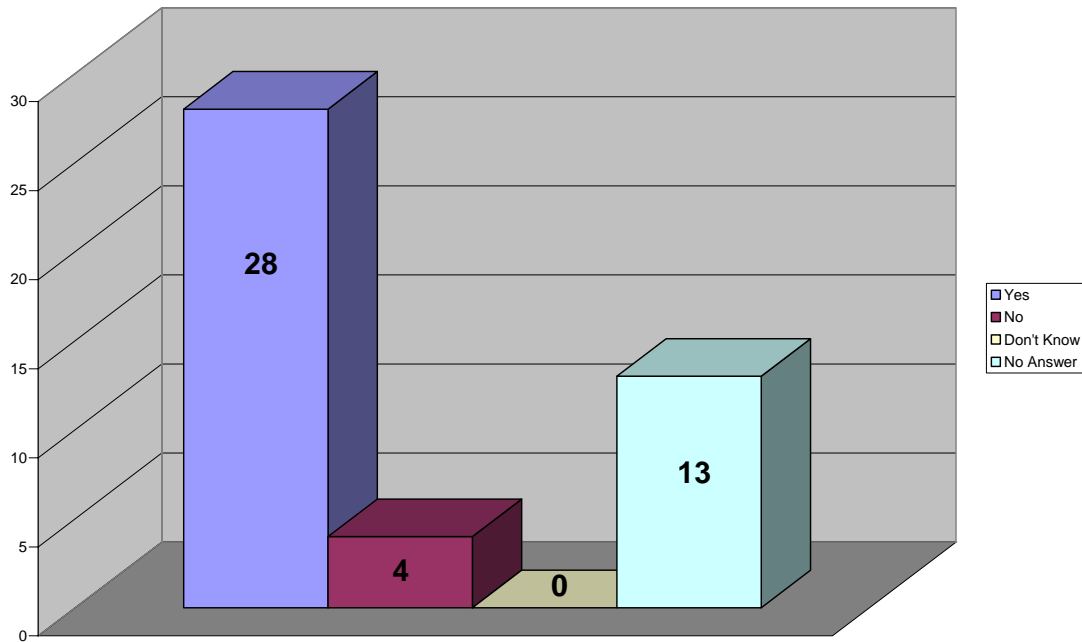
Summary of Comments
Agree: No comments
Disagree: “if the vehicle is in good condition age is immaterial”

Licensing Section Comments / Action Taken
The Isle of Wight Council supports the view that private hire vehicles must be suitable and safe for use as such and the conditions are created to reflect this and not to interfere with the operation of an applicant’s business. The age of a vehicle may reflect its safety and this has been proved during the Euro NCAP programme. However, each vehicle will be assessed on its individual merits and as such, a vehicle that exceeds the maximum age limit could still be licensed if it fulfils all other safety and appearance criteria contained within the licence conditions.

**Private Hire Vehicle Licence
Question 3**

The law allows the council to define the appearance of a private hire vehicle. This includes the general state of repair such as scratches and dents to the paintwork. The proposed conditions define the acceptable standards.

Are the suggested conditions reasonable?

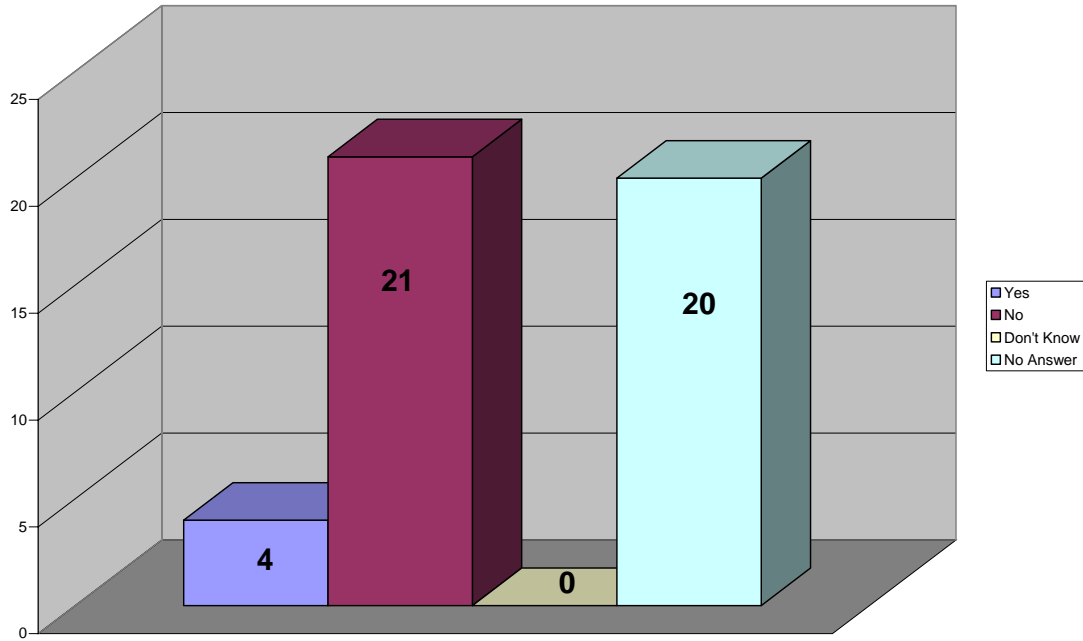


Summary of Comments
Yes: No comments
No: "the private hire operator runs his business not the council"

Licensing Section Comments / Action Taken
The Isle of Wight Council supports the view that private hire vehicles must be suitable and safe for use as such and the conditions are created to reflect this. The conditions provide a common standard throughout all vehicles that are licensed by the Council and it is considered that the conditions do not prevent or unnecessarily interfere with the licence holder's ability to operate his or her business.

**Private Hire Vehicle Licence
Question 4**

Are any of the suggested conditions unreasonable?

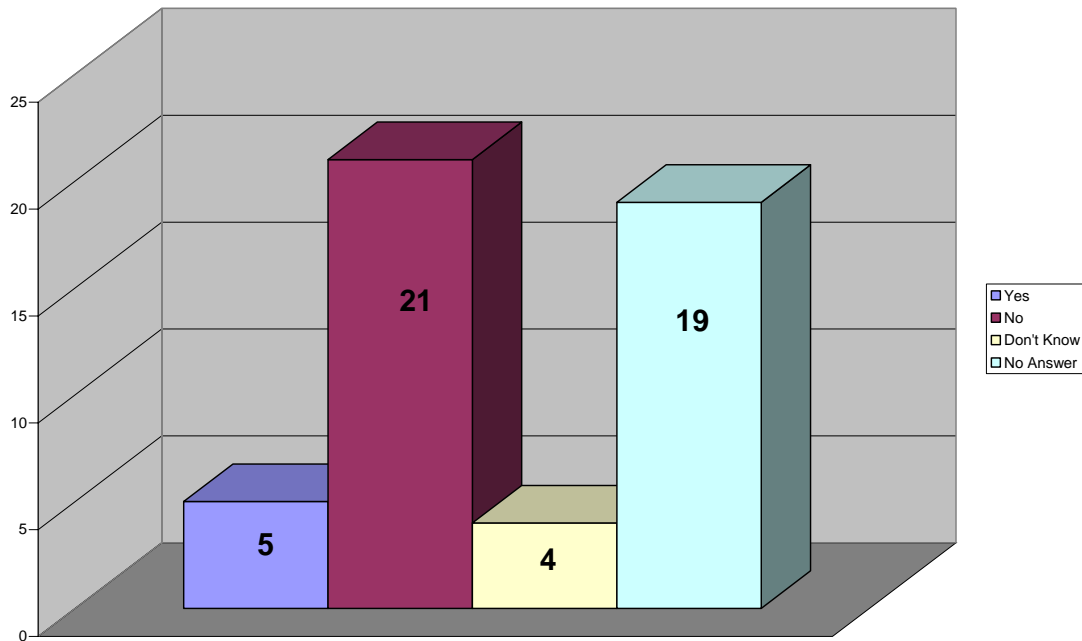


Summary of Comments
Yes: "not being able to have a silver vehicle"
No: No comments

Licensing Section Comments / Action Taken
See response to Private Hire Vehicle Licence Question 1 above

**Private Hire Vehicle Licence
Question 5**

Are there any other conditions that you would like to add?

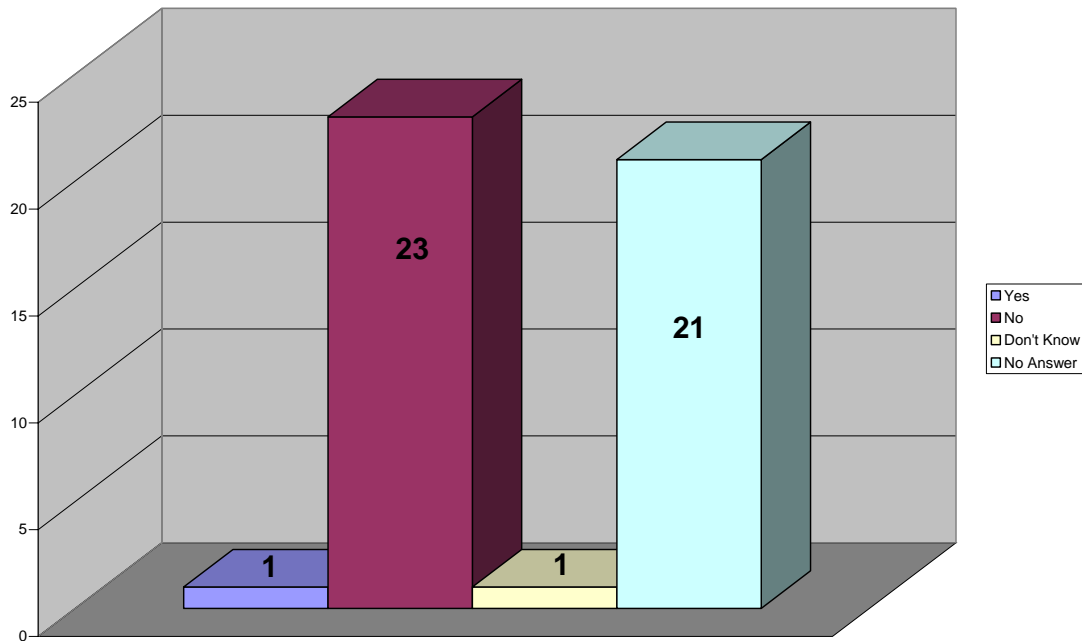


Summary of Comments
Yes: "fire extinguisher to be secured in a safe place.."; "private hire vehicles should be plain cars"
No: No Comments

Licensing Section Comments / Action Taken
The proposed conditions have been amended to reflect the fire extinguisher condition.
The proposed conditions are considered reasonable and sufficient to enable the public to identify the vehicle as a private hire vehicle that is only available if pre-booked.

**Private Hire Vehicle Licence
Question 6**

Are there any other conditions that you would like to remove?

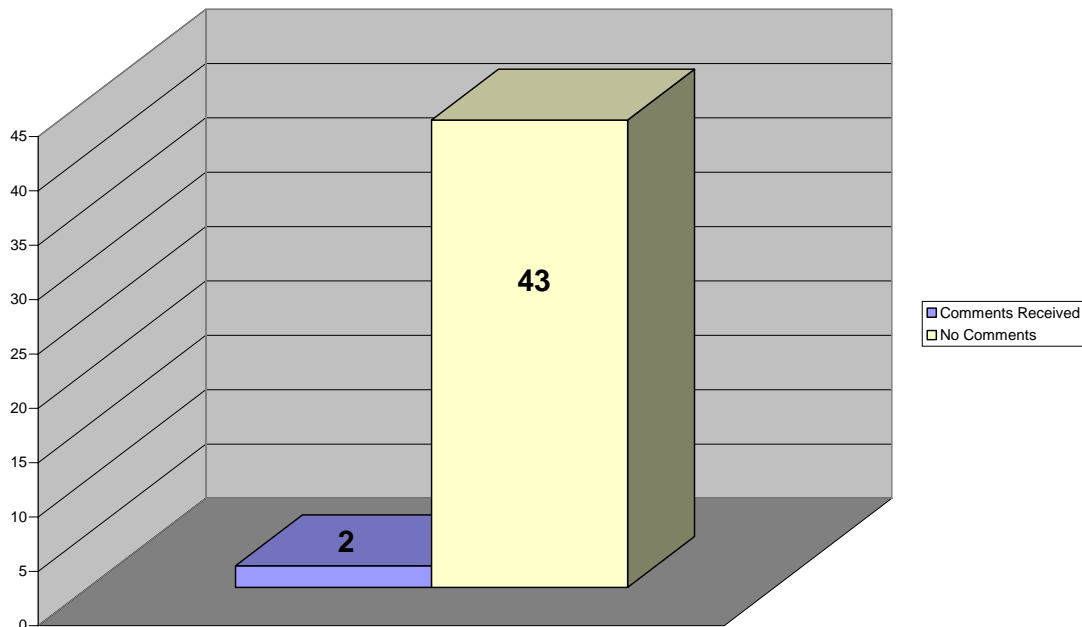


Summary of Comments
Yes: "tinted windows"; "taxi metres"; "breakdown"; "stretched limousines" etc
No: No comments

Licensing Section Comments / Action Taken
The condition in relation to tinted windows is considered necessary for reasons of safety (in particular child protection) and enforcement. It is therefore, important that Licensing Officers and Constables are able to see clearly into the vehicle. This condition will only apply if clear vision into the vehicle is impeded and does not arbitrarily exclude all tinted windows.
Other conditions are considered necessary for public safety and confidence and to provide a recognised standard that applies to all vehicles that are licensed by the Isle of Wight Council.

**Private Hire Vehicle Licence
Question 7**

We would be grateful for any other comments on the proposed conditions.



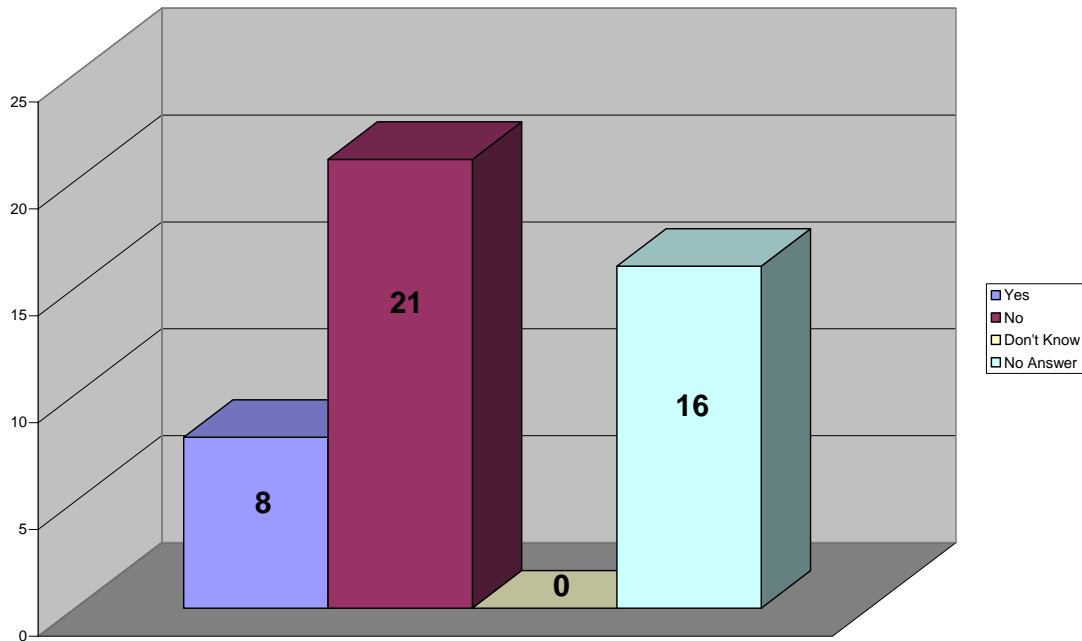
Summary of Comments
“we are not in agreement with the change of byelaws to conditions”; “Age is down to the operator as they run their business not the council”

Licensing Section Comments / Action Taken
Byelaws only regulate hackney carriages and do not apply to private hire operators, private hire vehicles or private hire drivers.
The Isle of Wight Council supports the view that private hire vehicles must be suitable and safe for use as such and the conditions are created to reflect this and not to interfere with the operation of an applicant’s business. The age of a vehicle may reflect its safety and this has been proved during the Euro NCAP programme. However, each vehicle will be assessed on its individual merits and as a vehicle that exceeds the maximum age limit could still be licensed if it fulfils all other safety and appearance criteria contained within the licence conditions.

**Hackney Carriage/Private Hire Driver’s Licence
Question 1**

The Isle of Wight Council recognises that the role of hackney carriage and private hire drivers is very important and that the drivers must possess suitable qualifications and conduct themselves in an appropriate way.

Are any of the suggested conditions unreasonable?

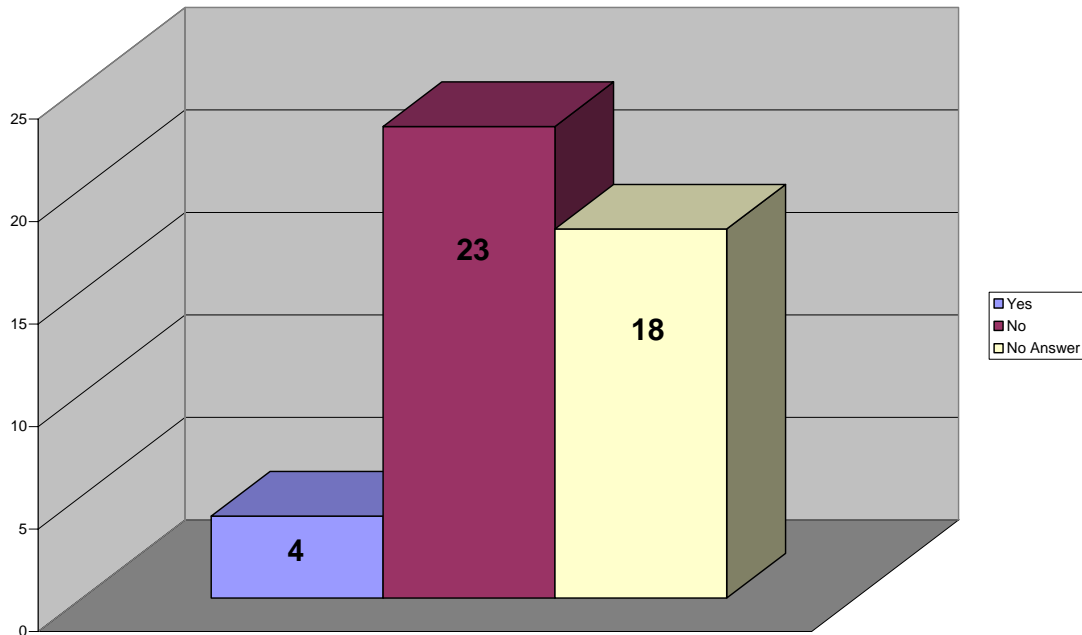


Summary of Comments
Yes: “Dress code”; “unreasonable to knowledge test existing drivers”; “CRB test every 3 years”
No: No comments

Licensing Section Comments / Action Taken
The dress code is not considered to be unreasonable. Following consultation with members of the hackney carriage and private hire trade, an amendment has been made to include multi-coloured skirts/trousers.
Existing drivers will not have to take the knowledge test and this will only apply to new applicants.
The Criminal Record Bureau test ensures that the Council are aware of any offences that the licence holder has been convicted of in the last three years. This is used to determine whether the person is a ‘fit and proper’ person to hold a licence and is paramount to ensure public safety. The decision as to whether a person is ‘fit and proper’ will be taken having had regard to the Isle of Wight Council Convictions Policy. This condition will not be changed.

**Hackney Carriage/Private Hire Driver’s Licence
Question 2**

Are there any other conditions that you would like to add?

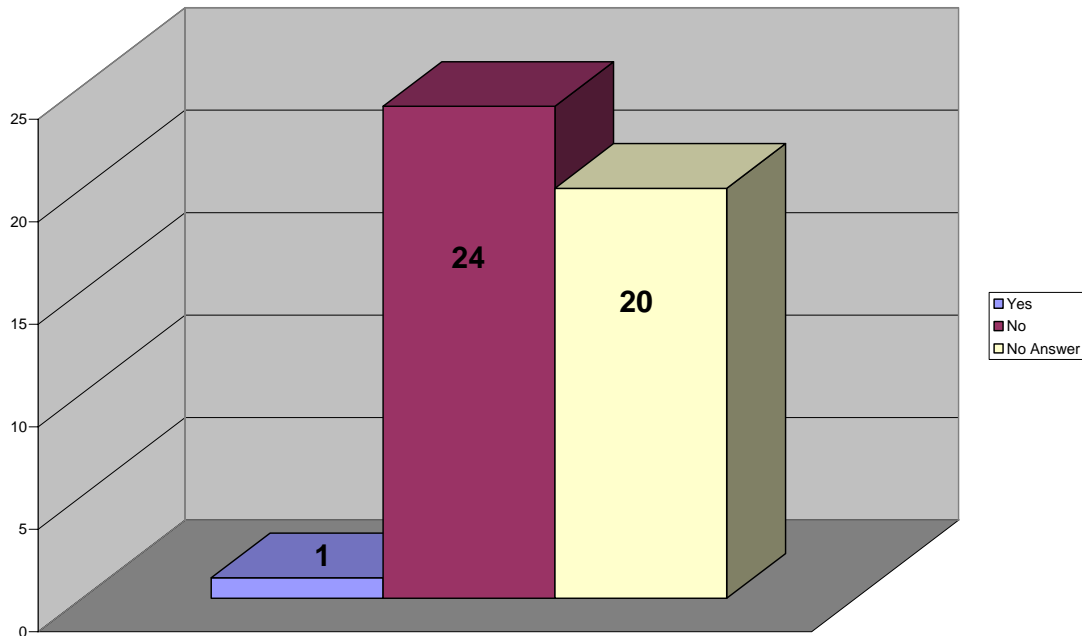


Summary of Comments
Yes: “Drugs and alcohol need to be addressed”; “policing of ranks to improve the standards of drivers and cars”
No: No comments

Licensing Section Comments / Action Taken
Current legislation allows the Police to require tests for alcohol and drugs from certain people in charge of or driving a motor vehicle. This includes taxi drivers. Council officers do not have the power to demand such samples and this condition is considered to be unworkable and unnecessary.
The proposed conditions are intended to raise the standards of drivers and vehicles and thus reduce the need for enforcement and disciplinary action against licence holders. It is not considered necessary to include a further condition in respect of ‘policing’ the ranks as these powers are already provided to authorised Council Officers by existing legislation.

**Hackney Carriage/Private Hire Driver’s Licence
Question 3**

Are there any other conditions that you would like to remove?

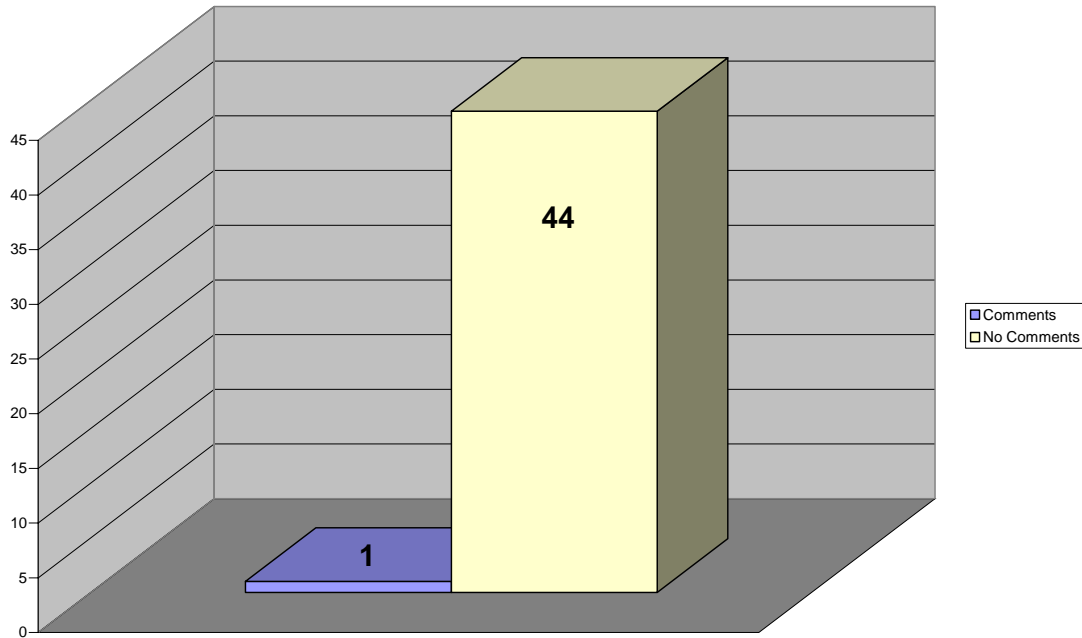


Summary of Comments
Yes: “Dress Code, Knowledge Test, CRB at 3 year interval”
No: No comments

Licensing Section Comments / Action Taken
Existing drivers will not have to take the knowledge test and this will only apply to new applicants.
The Criminal Record Bureau test ensures that the Council are aware of any offences that the licence holder has been convicted of in the last three years. This is used to determine whether the person is a ‘fit and proper’ person to hold a licence and is paramount to ensure public safety. The decision as to whether a person is ‘fit and proper’ will be taken having had regard to the Isle of Wight Council Convictions Policy. This condition will not be changed.

**Hackney Carriage/Private Hire Driver's Licence
Question 4**

We would be grateful for any other comments on the proposed conditions.



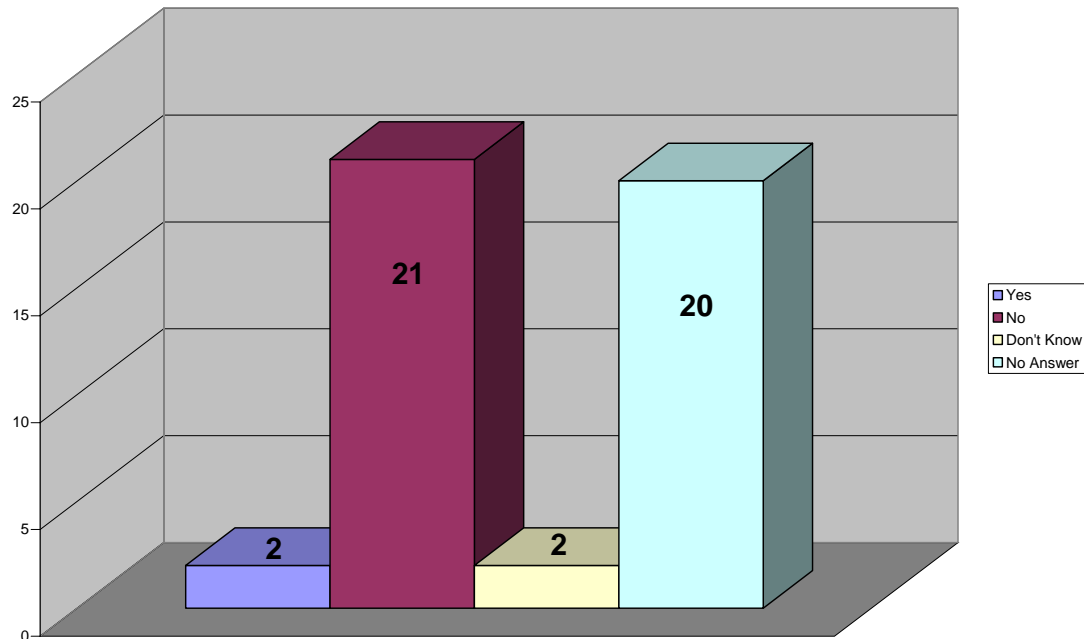
Summary of Comments
"We are not in agreement with dezoning"

Licensing Section Comments / Action Taken
The amalgamation of zones will not affect the grant of a driver's licence. The conditions would apply irrespective of whether the four existing zones were maintained.

**Convictions Policy
Question 1**

This policy is adapted from model policy statements and taken from Home Office and Department of Transport circulars.

1. Are any of the suggested conditions unreasonable?

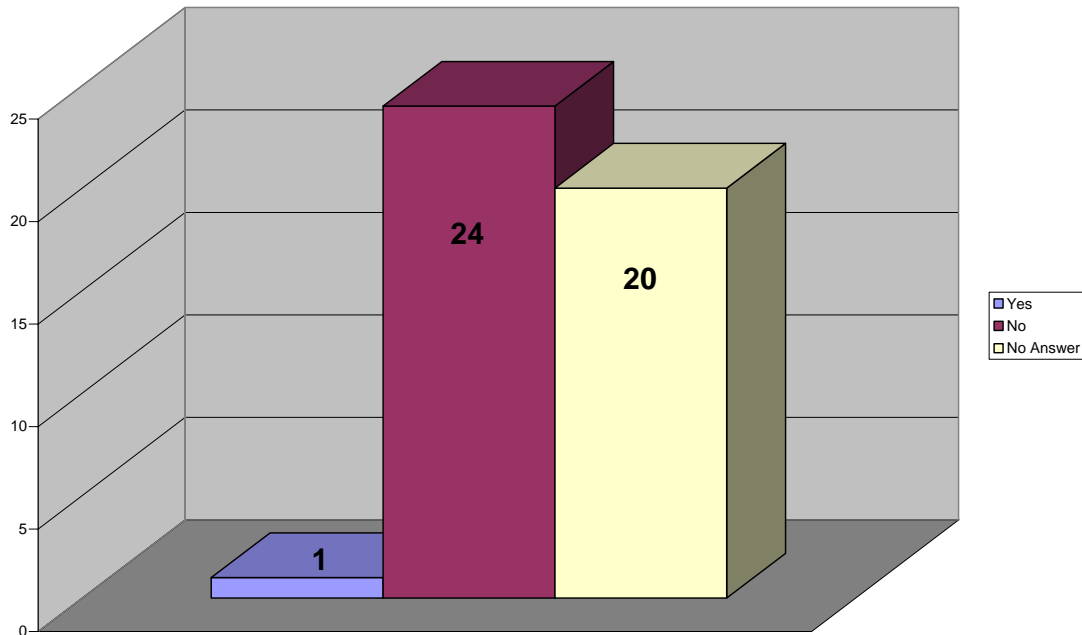


Summary of Comments
Yes: "the conditions are unreasonable because they can be changed"
No: No comments
Don't Know: No comments

Licensing Section Comments / Action Taken
The statement of policy about relevant convictions follows the advice and model policy given by government. The procedure and model policy has already been used since 1992 and the guidelines relating to the relevance of convictions provide a recognised standard to decide whether a person is fit and proper to hold a licence. This is the first alteration since 1992 and has been subject to consultation for which only one objection has been received.

**Convictions Policy
Question 2**

Are there any other conditions that you would like to add?

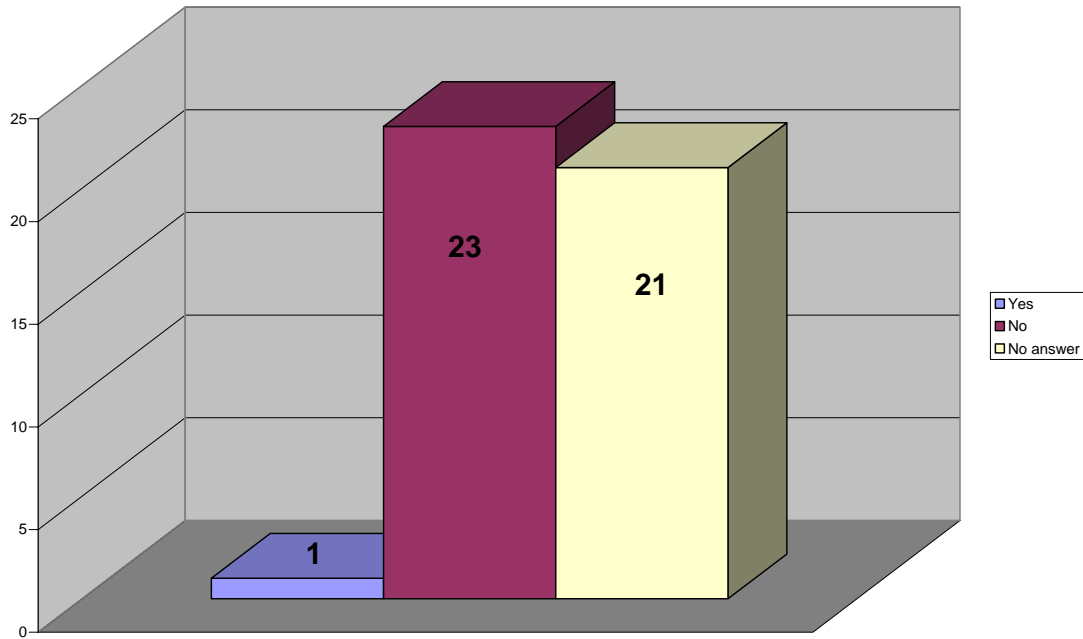


Summary of Comments
Yes: "Alcohol, substance and indecency offences to be dealt with severely. Licence should be revoked"
No: No comments

Licensing Section Comments / Action Taken
When deciding whether to issue a licence the Council shall have regard to the convictions policy. Alcohol, substance and indecency offences are already considered to be serious and this is reflected in the policy. Each application will be considered on its individual merits.

**Convictions Policy
Question 3**

Are there any other conditions that you would like to remove?

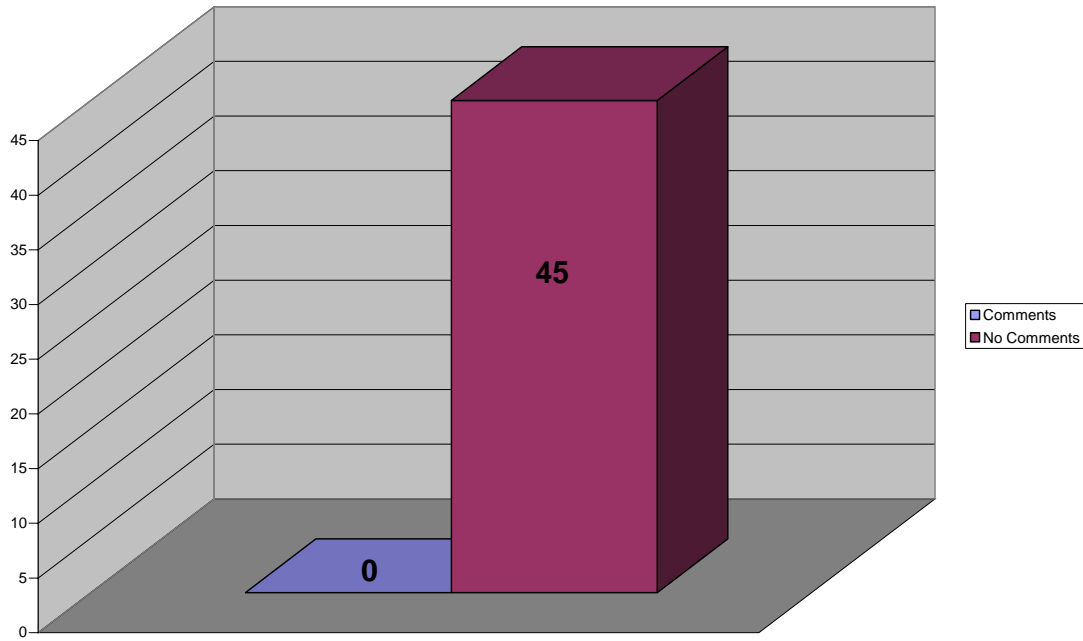


Summary of Comments
Yes: "3 years should be removed and 5 years in place"
No: No comments

Licensing Section Comments / Action Taken
The policy states that a person should be free from conviction for certain offences, for at least three years. The policy is a guide for officers and each application must be considered on its individual merits. On occasion the severity of the offence may give sufficient reason to refuse a licence irrespective of the length of time that has elapsed since the conviction.

**Convictions Policy
Question 4**

We would be grateful for any other comments on the proposed conditions.



Summary of Comments
No comments received

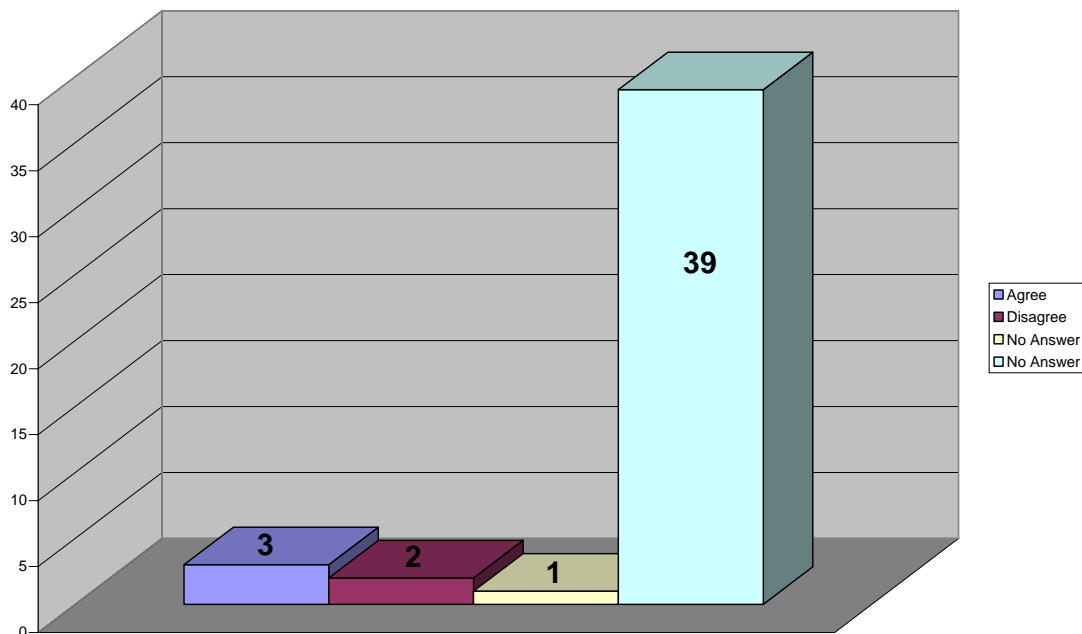
Licensing Section Comments / Action Taken
No comments

Knowledge Test Question 1

A hackney carriage/private hire driver must have a reasonable knowledge of the area and the conditions and rules under which he works.

The knowledge test helps in deciding whether the driver has the required knowledge.

Do you agree or disagree that the questions in the knowledge test are reasonable?

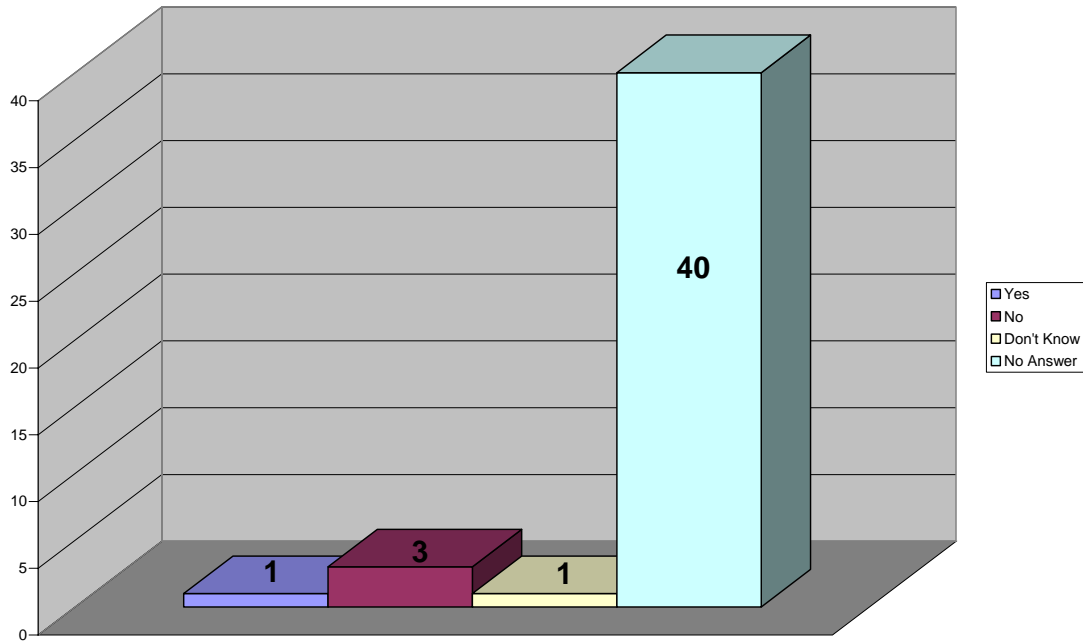


Summary of Comments
Agree: No comments
Disagree: "too many pubs and street names"

Licensing Section Comments / Action Taken
The knowledge test has been amended to include a selection of landmarks such as prisons; hospitals; doctors surgeries etc.

**Knowledge Test
Question 2**

Would you remove or add any questions?



Summary of Comments
See above responses

Licensing Section Comments / Action Taken
See above response

Appendix A

Full responses to questionnaire

Hackney Carriage Proprietors Licence

Q1

1. I feel that this will be a considerable step forward, the Island is too small for zones. I don't feel availability will be affected, this is a protectionist attitude from the taxi trade.
2. Providing that any breach of the conditions are appealable through the courts
3. The existing byelaws in place have worked well for many years.
4. It seems daft that all taxis on the Island can't pick up everywhere on the Island. How much extra pollution does that cause?
5. At the present time every proprietor and employee of their companies that I have talked to are happy with the current situation, and like them, I do not understand why the licensing authority are so desperate to change it.
6. Byelaws are controlled by magistrates who use their common sense to ensure fairplay and equality. The conditions would be at the whim of the council who, although elected, do not seem to understand very much about public transport in particular or business in general. I cite the present fiasco concerning coach parking permits that is likely to result in tourist trades going bankrupt and an overall loss to the council when business rates are taken into account.
7. Drivers will going back to there own areas of operation due to local work
8. quite happy with the existing byelaws as they are
9. Bye laws at present time are adequate.
10. By adopting Conditions only too much power is given to the Council
11. I think a simplified system of up to date conditions would be more easily enforced
12. Bylaws are sufficient and work well. Conditions can be changed by yourselves without any consultation with the trade.
13. The byelaws and conditions are set out by the council and can be changed at anytime by the council. For example the council could ask for a taxi to be compliance tested three or more times. The individual would have to comply otherwise the vehicle could be taken off the road etc

Q2

1. As wheelchair disabled people are in a minority I think that only 10/20% of vehicles need to be wheelchair accessible. I have been taxiing for 9 years now and every wheel chair that has approached me as been able to get in my car. I took a child that was paralysed from the waist down to school for a year and was able to get in my car unassisted his wheelchair fitted in the boot.
2. As Like London Taxis and the countries Busses not all are accessible for wheel chairs!. While noting the need for the (disabled)community, not every Taxi will be carrying (disabled) passengers on a daily or weekly basis. It should be that if a Company has a fleet of 5 or more cars then at least a 3rd of the fleet have such facility. Unless i am mistaken if you have an area in the proposed car for the wheel chair to be positioned for an occasion such as wheelchair access, then when not in use the driver has lost the seat for the 4th person which is likely to be more often than not. These comment are not meant to be discriminate against the disabled but to form a conclusive decision for both abled & Disabled while the Operator can carry on his Hackney Carriage Service for all
3. I personally own and drive a Peugeot euro7 taxi, which is wheelchair accessible, by its very nature, the vehicle is high sided and van based resulting in a vehicle which is not easily accusable, for the elderly, infirm, or indeed any of the public suffering pain or discomfort. Even with the inclusion of a side step, I have found that many of my elderly

- passengers, have commented on the vehicles difficult access, and very harsh ride
4. I understand that there is a need for a certain amount of wheelchair accessible vehicles but do not think its necessary for all vehicles to be so. We carry a lot of elderly customers who cannot get in the w/a vehicles. Customers who require a w/a vehicle generally pre-book with the company and are very rarely picked up from the ranks.
 5. All taxis should be available to all customers.
 6. 1. Comments from passengers lead me to believe that a wheelchair accessible vehicle can be very uncomfortable to travel in for people who are able bodied. 2. People who have mobility or flexibility problems (but not confined to a wheelchair) can also find it difficult to enter and exit the vehicle, and travel for any length of time. 3 The size and type of wheelchair varies from user to user, also the position in which the user sits in the wheelchair mean that a 'wheelchair accessible vehicle' is not necessarily suitable for all types of wheelchair.
 7. I consider that about 25% of taxis should be able to carry wheelchairs not all wheelchair users find it necessary to stay in their chair when in a vehicle. to impose this on every taxi is unnecessary.
 8. I have never had to take a wheelchair customer from the rank in the 2 years I have been operating. These vehicles are inaccessible for the elderly who do not need this facility but cannot physically climb up into the vehicle. There are several elderly taxi users who have had to wait in the freezing cold and rain for at least half an hour until a saloon car has turned up. By insisting that all taxis are wheelchair accessible the Licensing Authority are discriminating against these customers. There should only be a 50/50 percentage of these taxis on the ranks and I would strongly recommend that no further W Plates are issued which is an opinion shared by the majority of taxi drivers and taxi users.
 9. Whilst government may have decided that all vehicles must be wheelchair accessible by 2020, and this will (unless repealed) have to occur I see no reason why all vehicles must be so equipped a full 10 years before the deadline. The council should be able to ensure a stepped system allows reasonable service to the disabled between now and the full implementation date.
 10. Already enough disabled vehicles on the island
 11. There should be the same amount of vehicle available -- but not every driver wants to take a wheelchair because it takes to long to load.
 12. However, it is not considered necessary for every taxi to be wheel-chair friendly
 13. It should not be 100% disabled access some able bodied and partially disabled people find it difficult to enter and alight the disabled vehicles currently available. The estimated timescale for the full implementation is unreasonable.
 14. The sooner the better
 15. At some point in our lives we will face some form of disability as we get older for e.g If we can get it right for people with a disability as we will get it right for everyone in the longer term
 16. A variety of taxis should be available to the public to meet individual needs
 17. I agree with the DDA 1995 being introduced so there is no discrimination against anyone who is disabled as highlighted. I disagree with the inclusions of the conditions that the time proposed is not long enough and should be extended beyond Jan 2010

Q2 (Continued)

1. As above
2. I would consider that all company's and or operators should have a percentage of there fleet to accommodate the demand for such vehicles,100% is without doubt a complete waste of operators money, I personally work an average 70 hours a week mainly from the rank, in the past 12 months i have only had one customer in a wheelchair, must we penalise 99% customers for the 1% disabled
3. See comments above. Also, it would be more practical for a percentage of vehicles licensed as taxis to be wheelchair accessible. A single owner\driver could find the costs prohibitive of providing and running a wheelchair accessible vehicle, when the majority of his fares will be non-wheelchair users. A single owner\driver could be affiliated to a company that provides a larger fleet of vehicles, and pass any enquiry for

- a wheelchair accessible vehicle on.
- 4. As stated above.
- 5. As above, there is 14 years to reach full compliance - we might run out of fuel before then or have to stop using IC engines due to emission rules!
- 6. Repeat the estimated timescale for the full implementation is unreasonable.
- 7. This question should only be asked of people with a disability
- 8. It's vital
- 9. The condition to make all hackney taxis wheelchair accessible is not reasonable to the proprietor or public.
- 10. At present wheelchair vehicles far outweigh the four door saloon taxi. The wheelchair accessible should be limited at present therefore giving people a choice of vehicles in which they feel comfortable to travel in.

Q3

- 1. Standard signage is reasonable, but I am not in favour of standard colouring. I also say that all private hire vehicles should be plain cars and not signed up exactly the same as hackney carriage vehicles.
- 2. Making all the taxis silver is ok by me but the taxis must have the company's name and tel.number on the front and sides of the taxi.
- 3. A uniform colour across the board will enhance the appearance of the taxi trade
- 4. All being the same colour is a good idea although firms will want their customers to recognise their own cars from other firm's cars. Customers like to use their regular firms so identifying which firm is which is important.
- 5. Makes it easier for people to know the vehicle they are getting into is a taxi not an un-licensed vehicle.
- 6. Whilst not being entirely against a single colour for all Island taxis, I do feel that this will mean that an individual company or owner will lose their brand\identity in the eyes of the general public. The company name, reputation, brand, logo and corporate colour can be a valuable asset in the company books. More specifically with regard to the colour silver being the choice for the Island, I do feel there are health and safety issues, as this is the least visible vehicle colour in fog and mist, weather conditions which are frequently found on the Island.
- 7. They should be yellow, just like New York
- 8. This could result in high cost to the operator re vehicles already in use. However all new vehicles should be grey.
- 9. Any vehicle owner would agree that light colours show the dirt much more than the dark ones. If all taxis are the same colour then you will have pre-booked customers getting into the wrong taxis at premium times which will cause all sorts of problems to the drivers. At this present time customers know their taxi by the particular colour. I would disagree, despite your insistence, that Portsmouth and Southampton taxis are a uniform colour, I know of at least one firm that operates an owner/driver fleet, who have a variety of coloured cars. If this is the direction that is envisaged for the future then I suggest that you set a date from which all NEW licensed vehicles will have to comply, thus not penalising those who already have new vehicles.
- 10. I have no problem with common badges, plates and roof/door signs as long as the latter are allowed to be removable without marking the vehicle. I would suggest magnetic. The idea of a common colour is ludicrous. Owners buy what is available and even in London many 'black cabs' are red, maroon, grey or white - some are even multi coloured due to advertising.
- 11. A roof sign on all taxis, but must be lit up at night, too many taxis don't have illuminated signs, they just place a taxi sign on roof that doesn't light up
- 12. The colour is not relevant, it is the signs/livery of the vehicles.
- 13. Individuals have freedom of choice ,large TAXI sign on roof should be sufficient.
- 14. We still have a freedom of choice and identification. Customers identify the cabs they like. My elderly customers do not like the new Euro cabs, because of difficulty of access.
- 15. 2 Councillors had reservations about this, saying signage should be sufficient.

16. Each individual business should be able to show its own corporate image and identity.
17. A common format would help identify taxis more easily from minicabs
18. Not sure that the colour of a vehicle is so important. However badges, signs etc should be easily identifiable.
19. One colour will lose the individuality of companies. Company signage is the advert for taxis as much as individual colours.
20. I feel that the colour should be left to the owner's choice. As long as it is clearly identified with taxi signs. Therefore discrimination would come into the play against the proprietor individual choice.

Q4

1. I am basically in favour, but will this increase the cost of taxis (which is already rather high)
2. I would like to see full service histories included in this. Also cleanliness of the cars also.
3. I also think that something should be done sooner to get rid of old taxis already in service. ie London Cabs
4. So Long as the Vehicle meets The Councils criteria smart and road worthy. Some of London's Black Taxi's are over 15 years old with 300,000 miles + on the clock and are still allowed to operate
5. My taxi is 6 years old it is mechanical fit it has no rust anywhere on it, the inside is like new and does not smell. I think that after 8 years if the vehicle looks tired then the council should give the company 1 year to renew before its next plate comes up.
6. I would personally like the limit to be nearer 5 years, most taxis will take a considerable amount of wear, based on an average 30,000 miles per annum, most vehicles will be in a condition of a 12-15 year old private vehicle within 5 years, 7 years could see vehicles with 210,000+miles still being deemed fit to carry passengers in safety and comfort, few would fall into this category at 7 years. A quick look at the present line up should confirm this, some of the present ford transit vans operated (albeit having passed the compliance) are a complete eyesore, noisy, dirty and only enhance the reputation of a poorly run, organised and enforced taxi operation on the island
7. If the car is presented in good condition and is sound inside and out then there should be no age limit. This also adds pressure to the proprietors to buy a new car every seven years.
8. Provided that the vehicle is kept in a smart condition internally and externally, and it passes the compliance test, I do not see the need for an arbitrary replacement date.
9. Providing they are safe (MOT) and comfortable it should not bar older taxis
10. An average DDA taxi costs around £25k and takes 5 years to pay for, it would be extremely unreasonable to expect owners to continually be in debt, bearing in mind the amount of licensed vehicles on the Island and the continual erosion of profit. Takings are, on average, down by a third compared to just two years ago. Owners are very aware that their vehicles are their livelihood and the vast majority take pride in the cleanliness and appearance of them. Also they are regularly serviced, usually more so than private vehicles, because if the vehicle is off the road due to a breakdown then they are not earning. If a taxi is clean and tidy and passes the Compliance then it should be allowed to continue regardless of its age.
11. Whilst appearance, mechanical efficiency and perception are, of course, important it must be realised that some owners will cover a large mileage and vehicles will suffer damage that will mean replacement has to occur well before 7 years - others, covering a lesser mileage in careful hands will still function, look and impress long after your proposed age limit.
12. Regular checks are required on all vehicles. These vehicles cost £15,000 -£27,000 and we cannot afford a brand new vehicle every seven years
13. A good maintained vehicle is still appealing even if it may be older than seven years.
14. Yearly compliance tests and council check should be sufficient to age and material
15. A cab of twelve years old can look as good as a new cab, particularly if the driver looks after their cabs, as we now that presentation is good for business.
16. If the proprietors were able to charge a reasonable fare rate they could afford to update

their cars naturally.

17. For the general make of vehicle used by private hire drivers
18. As long as A5 is adhered to, the year of manufacture is unimportant. A 10 year old Merc or Jag is barely run in.
19. If a vehicle is in good condition and smart, age is immaterial
20. Vehicles should be safe. Too many old cars on IOW
21. We have a stringent compliance test yearly of which you have the authority to make us have another test at any time to ensure our vehicles are mechanically sound. This also goes for the standard of the interior of vehicles, when we are relicenced. You have already in place rules to revoke a licence if the vehicle does not meet the standard.
22. This is down to overall cost of a vehicle and the low volume of work available to replace a vehicle over 3 years or even 5 years.

Q5

1. Provided it is not enforced to an excessive extent
2. As above
3. Although defined, from my observations and the comments made to me by some customers who have used other contractors, they are not correctly enforced.
4. Please check out vehicles that are on Ryde Taxi Rank at the present moment.
5. council check
6. Unnecessary interference down to common sense.
7. What you denote as unreasonable dents or scratches as this is a hazard of the job
- 8.

Q6

1. its a pity, no one enforces the present so called standard, ie, teshirt shorts sandals mmmmmmm!!
2. You should add that they must all be slim and cheerful and not over-friendly
3. As above, the conditions are reasonable but have you actually seen the state of some taxi drivers? However, as you would not dare to prevent a Scot from wearing his multi-coloured (tartan) kilt I feel that both racial and sexual equality demand that the single colour rule be dispensed with.
4. Down to individual taxi owners
5. A dress code by the operators but not by the council.
6. smart casual unless special occasion
7. the appearance of the driver is important. They need to be clean, and comfortably dressed, this does not mean a shirt and tie! but clean smart casual clothing. Again individuality is as important too the customers, particularly the young and elderly.
8. Smart but casual dress is fully acceptable. Companies who have self employed drivers cannot tell a person how to dress.

Q7

1. I represent Ryde taxi drivers at this time and the association was properly constituted.
2. Obviously the TA should be all of the above but will the council listen - according to the published minutes they certainly did not listen to representations about zoning.
3. It will be run by the council and operators/drivers will not have a say in matters.
4. imperative that the association includes all individual drivers' not just large companies.
5. IWTPA is already in existence since 1973 and still represents a good percentage of the Trade.
6. V. IMPORTANT
7. We are already affiliated and democratic. And that the members are already democratically voted in.

Q8

1. I also think that motorised tricycles be included
2. What the hell are you talking about? Ok horse and cart.
3. private hire only
4. Should not be licensed as hackney carriage. Cannot comply with the latest safety regulations on vehicles. Customer safety is paramount.
5. Will this be a tourist attraction, for we no longer have summer plates. What plate would these have

Q9

1. I support the knowledge test
2. All wheelchair accessible vehicles, colour of vehicle and age of vehicle.
3. All are unreasonable. Please see above comments.
4. All conditions that take away the control from the proprietor to run his own business.
5. As stated the existing bylaws are suitable

Q10

1. It would help present operators to plan a much better business plan, if an agreement was reached limiting the number of new hackney licences issued, in respect of present, and predicted future demand. A considerable amount of money is at present invested in a new hackney spec vehicle, with its future viability for renewal and indeed present earning potential, seriously in doubt, due to an ever increasing amount of new w plate vehicles being licensed
2. No to de-zoning because it will not work.
3. Full and enhanced CRB check should be completed.
4. A better knowledge test we do not all sit outside pubs.
5. Ask passengers if they mind the radio or music
6. That all taxi tariffs are set across the board, the reason is that there is still taxi proprietor still operating on the old tariff and this has caused a lot of trouble, verbal and physical abuse towards the driver of the taxi.

Q11

1. If using a horse you will need to take water and hay.
2. Calendar locked meters it takes away the drivers ability to give discount.
2. That some taxi proprietor are still operating on the old tariffs due to some bylaw still in place. This should be removed, so that everyone is playing on a level playing field.

Q12

1. I feel that the proposal are a step in the right direction. We are a public service and dress and appearance a very important which drivers should take a pride in.
2. Draft Private Hire Operator's Licence Conditions No adverse comments Draft Private Hire Vehicle Licence Conditions Section 6 TINTED WINDOWS - we use what we get and it is becoming ever harder to obtain base specification vehicles - what difference does it make? Draft Hackney Carriage Proprietor's Licence Conditions Section 7.11 WHEELS - there seems to be no logical reason for insisting on a full size spare being carried (these are not always available and take up space that may not be allocated) as you go on to specify that passengers cannot be carried when a space saver type wheel is fitted. This may not be legally enforceable as it is subject to construction and use that outweighs you anyway! Section 10 APPEARANCE OF

DRIVERS - Since you would not dare prevent a Scot from wearing his multicoloured (tartan) kilt I feel that both racial and sexual equality demand that this condition be changed Draft Hackney Carriage and Private Hire Driver's Licence Conditions Section 6 KNOWLEDGE - Do you intend that all driver's retake a form of the Knowledge, are you going to recompense any loss of earnings as drivers will have previously been earning? Section 9.2 TOUTING AND SOLICITING - Surely c and d are what he/she is supposed to do!

3. No smoking - driver and passenger all the time, even when passengers are not in the cars
4. Consultation should have been 13 weeks with the Trade in the form of a proper working party not as a questionnaire. .

Private Hire Operator's Licence

Q1(1)

1. There is a company in Ryde whose private hire vehicles look the same as there hackney's vehicles due to the livery. All Private hire vehicles should have no sign writing. What are you going to do about this company. So far you have turned a blind eye about this.
2. The existing bylaws are already suitable
3. 7.4b, 7.4c, 7.5: These conditions are beyond the remit of the Council. 8.2: The format in which records are kept is for the operator to decide. 8F, 8G: These are policies that the operator decides upon, not the council. 8H: As an operator of private hire vehicles we can price each job on an individual basis. We are running a private hire business and should not as a condition of our licence have to inform the council of our scale of fares. 8.h.2: As a private hire operator we consider that the council are operating a restrictive practice with regard to these conditions. 8.h.4: Any complaint is between the hirer and the operator. 9.i, b,c,d,e: beyond the remit of the council

Q1(2)

1. That all private hire vehicles be plain cars with just a plate on the rear. A telephone number only displayed and no light on the top and most important of all that they return to their base when the job is completed and not parked in strategic places hoping to steal a job off the street
2. To enforce the current rules & regulations.
3. The Council to understand we are business people in our own right. No other business on the High Street is controlled as much by the local authority as Taxis and Private Hire.

Q1(3)

1. Restriction on not being able to use silver. Mainland chauffeur companies, the cars are predominately silver.
2. A Rolls or Bentley etc will do well forever
3. Again, if a vehicle is in good condition, age is immaterial
4. 7.4b, 7.4c, 7.5, 8.2, 8f, 8g, 8h1, 8h2, 8h4, 9.b,c,d,e: reasons as stated in 27b (**Note: Question 1(1) of this section – comment number 3**)

Q2

1. Stop turning a blind eye to what is happening now.
2. Not being able to use tinted windows.
3. As already stated the bylaws in existence are already suitable
4. We are not in agreement with the change of by-laws to conditions. We do not agree with de-zoning and therefore our comments are influenced with regard to this factor.

Private Hire Vehicle Licence

Q1

No Comments

Q2

No Comments

Q3

1. See comment on taxis
2. a)no lights on top and not liveried up like hackney carriage taxis
3. Private Hire Operator runs his business not the Council.
4. Private Hire should not have any signage or roof sign as it is prebooked only

Q4

1. see hackney comments
2. The seven year age limit on the vehicle. As stated if the vehicle is clean and tidy and passes the Compliance then it should be able to continue as a taxi.
3. Not being able to have a silver car as a lot of the Chauffeur Cars on the mainland are silver.
4. Not sure that the colour of a vehicle is so important. However badges, signs etc should be easily identifiable.
5. The existing bylaws are already suitable

Q5

1. Vehicles should be in good condition inside and out
2. as long as the driver is smartly dressed and the car is clean and presentable
3. Fire Ext. to be secured in a safe place so it cannot be a lethal missile in an accident.
4. Private hire should only be recognisable by existing plate and prebooked only signs on doors
5. 7.7, 6.5 age: It is the condition that matters not the age. We wish to run a classic car hire service.
7.8, 6.6 Colour: We as private hire operators should have free choice of colour
6.10 Seats: 8 seat minibuses are, manufactured with tilted seat in order to occupy rear seats.
6.12: Tinted windows: These are standard equipment
10.m: 6,7,8 seat vehicles: entry & exit doors need to be on both sides i.e Yarmouth Ferry Terminal
10 o Signs: As private hire operator we should decide upon our internal and external signs with reference to our conditions of use and our advertisement.
10.6 Fire extinguishers should be fitted as per manufacture
10.9 Taxi metre – tariff to be decided by operator, for regular customers we may choose not to charge double time
10.5 Breakdown – this is between the operator, the driver, the client not the council
16.8 Appearance of drivers – dress code for private hire operator to decide upon a company policy
11 Stretched limousines: These should not be subjected to 6 month

- 12 compliance testing as they do less mileage than a standard vehicle
Trade Associations constitution rules etc should not have to be forwarded to council

Q6

1. 6.10 (f) Private Hire does not ply for hire off a rank.6.12 (a) Tinted windows are down to the operator not the Council.

Q7

1. Age is down to the Private Hire Operator as they run their business not the Council.
2. The bylaws in place are sufficient and work well
3. We are not in agreement with the change of by-laws to conditions

Hackney Carriage/Private Hire Driver's Licence

Q1

1. Only that which appears to make it necessary for all drivers to retake a Knowledge test after years of work - this brought about solely by your proposed changes to zones.
2. One colour skirts as this means tartan is not allowed as a dress code..
3. Dress Code: Company Policy for private hire operator
Knowledge Test: Unreasonable to test drivers who already hold an existing licence
CRB: Unreasonable costs involved in 3 year check. Unnecessary to repeat CRB

Q2

1. No smoking
2. Drugs and alcohol need to be addressed.
3. Random breath tests and drug test to be introduced. Policing of ranks to improve standards of drivers and cars.

Q3

1. Trade Associations (c) Officers yes members no.
2. Dress Code, knowledge test for existing drivers, CRB at 3 year interval

Q4

1. We feel the Council is having too much input on how proprietors are running their businesses. Conditions are to make vehicles safe and safe for the public to use more than that is interference.
2. Bylaws are suitable and work well, conditions can be changed without proper consultation
3. We are not in agreement with de-zoning and therefore our comments in this survey reflect this

Convictions Policy

Q1

1. The penalties are too lenient.
2. Conditions are unreasonable because they can be change, and consultation period is and has been unreasonable.
3. Which policy? Does this refer to relevance of convictions?

Q2

1. Alcohol, substance and indecency offences to be dealt with severely licence should be revoked.

Q3

1. 3yrs should be removed and 5yrs in place.

Q4

1. We feel because of the vulnerability of some of the customers and trust they put in us to be honest and caring they have a right to be transported safely and responsibly.
2. Bylaw should stay

Knowledge Test

Q1

1. I think that the knowledge test relies to heavily on pubs and hotels when a knowledge of the roads on the island would suffice. The reason is that most business people and holiday makers have the names of their holiday destination and more importantly the street or road in the respective town. once in the street the hotel or pub can easily be found
2. I feel that it could be a bit better. Not everybody knows where all the pubs are.
3. It should not have just pubs but should cover all areas.
4. It's not asking too much for taxi drivers to know where they are going.
5. They are to easy.
6. But only for newly licensed drivers.
7. However, time will be needed to learn the knowledge once the zones are amalgamated
8. I would not class your knowledge test as being very effective or informative. It looks as though all taxis work around public houses or night clubs.
9. Too many questions base on pub/club to pub
10. List of pubs and street names too long

Q2

1. I would remove some of the question as they no longer exist.
2. in the event of de-zoning every taxi driver should know at least the name and location of all the main roads and streets in all the major towns on the Island.
3. Add questions.
4. Although it does seem rather Pub orientated.
5. I think it proves the licensing dept does not understand the trade consultation with the trade is necessary.
6. Addition of street to street, places of interest, Doctor Surgeries, Hospital, Prisons, Hotels

Any other Comments

1. We are individuals are recognised for this by our customers, we are an Island, which is known for its individuality, insisting on all cabs/drivers looking and being the same loses our rights. Although I can understand the need for tighter control in big cities because of unlawful cabs and drivers I really do feel quite strongly that the Island proffers from its relaxed and informal ways. Providing that all island taxi's/drivers fill all required legislation, and cabs/drivers are in good condition with good presentation(this is good business) I do not see the need for Isle of Wight Council to enforce such conditions which will in effect put the smaller individual drivers out of business.
2. Social exclusion comes to mind as some proprietors have not got access to the internet and the council have not made it easy for proprietors to find it on the council's website. This type of practice does not exactly instil confidence or trust.
3. Because the cost is too much to bear when I believe my taxi will continue long after the 7 year rule (Question: "What would be a reasonable date?" Answer "2015")

Comments Received By Letter

1. As an independent operator I object to all taxis being the same colour, this would take away our individuality.
I think it most unfair to rewrite the conditions of taxi requirements; this would force many independent operators out of business.
As for wheelchair access vehicles – I haven't had to carry a wheelchair passenger for some years now, but the passengers I have carried were only too pleased to put the chair in the trunk of the car, which is big enough to carry 3 folded wheelchairs.
I strongly object to the proposed changes
2. Ref: Taxis being of the wheelchair friendly type: I have ridden in this type of vehicle and as a wearer of a prosthetic leg I find it difficult to enter and alight. Given the choice I would like a standard car every time
3. I believe that existing byelaws should remain as they are
Although I understand that taxis must be wheelchair accessible by 2020. Why would the council want to enforce this by 2010?
I think that the plan to have all taxis the same colour, with clear markings and signs is a good idea for the trade and public alike but should be introduced when existing taxis need to be replaced. If the taxi is kept in good condition, the age of the vehicle should not matter.
Appearance of drivers. If a member of the public felt the need to complain, then the council should approach that driver in an advisory capacity.
I do not agree with non-motorise hackney carriages. Trishaws for example, will only operate in the short summer season and will take work from people trying to maintain an all year round business.
The knowledge test should only be required for new drivers.
4. Proprietors Conditions
 - 3.5 No time period stated nor does it allow for circumstances beyond the control of the proprietor
 - 6.5 this would create a heavy financial burden to the trade
 - 6.9 the authority desires newer vehicles yet some of the latest vehicles come only with a puncture inflation kit
 - 6.11 I have witnessed many times when luggage ..have travelled in the passenger compartment of EuroCabs
 - 7.4 Because of council policy this would impact only on non wheelchair accessible vehicles, a 'W' would and can come and go as it pleases.
 - 7.7 I consider this to be heavy handed without regard to either the likely financial return or age of proprietor
 - 7.11 This is confusing are you referring to wheels
 - 7.12f By seat does this mean just the squat or inclusive of backrest
 - 8.1 This reads that any prospective replacement hackney carriage has to first be

- okayed by the licensing department
- 8.5 This seems somewhat restrictive as at present you able to drop the vehicle off prior to the appointed time
- 8.10a Does this include the councils nominated garage?
- 10.3l I read this that the carriage of a greater number than 6 passengers is to be forbidden
- 10.3p This I read that a taxi sign on the roof as described is to be mandatory
- 10.8.3 We have been down this road before and would remind the council of the problems it brought
- 10.11 Having previously written on this subject i am Disappointed that my suggestions of allowing the placing on the dashboard were not taken up
- 10.12.i This could at times be difficult to comply with to insurers response and postage
- 10.12.3 By current do you include the 14 days grace within the period
- 10.18 Does this allow jeans, it would be better to have a schematic diagram to show better what the council finds acceptable
- 10.20 The giving of a receipt unless previously agreed is not mandatory in law. If the council wishes to make it conditioned then its cost should be reflected in the fare tariff. Also does not the requirement to sign a name conflict with the Data Protection Act?
- 10.22 There is a cost to handing in found property and therefore there should as there always has been, compensation for doing so.
- 10.32 This is unreasonable.

5. **Town & Parish Council Responses by letter (Summarised)**

Ventnor Town Council believes that it is excessive that all hackney carriages should be adapted to carry disabled passengers and suggest a percentage (25%) that are capable of carrying a passenger seated in wheelchair.

Shanklin Town Council feel it may be considered unreasonable to expect all taxis to change the colour of the vehicle to silver as this would involve considerable costs. The Council recommends the colour restriction to apply to new vehicles.

Cowes Town Council feel that some of the conditions are excessive particular the colour condition as this would place an unnecessary financial burden on the proprietors.

Freshwater Parish Council agree to the new conditions

Wroxall Parish Council agree to the new conditions