

# Winchester City Council

## Hackney Carriage & Private Hire Consultation



**Winchester**  
City Council

Main Report (V03)  
May 2020



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## Introduction

Winchester City Council wants to bring positive change to the Winchester licensed taxi and private hire regime and wish to consult with those who will be affected by proposed changes to its taxi and private hire licensing policy.

The Council commissioned Social and Market Strategic Research (SMSR Ltd), an independent research company to carry out a consultation to gather feedback from people who work in the Hackney Carriage and Private Hire industry within the Winchester district together with residents, regarding proposed changes to its taxi licensing policy.

## Summary of Findings

### Vehicle Appearance

For purposes of public safety, more than half of respondents interviewed (54%) agreed there should be a standard livery on Hackney Carriage taxis. This proposed change was opposed by a third (34%) with the remainder stating they did not know. Opinion was split on whether Winchester City Council corporate colours should be used for a standard livery; a slim majority of 53% agreed compared to 47% opposing the proposed change.

When presented with two suggested designs which could be used for the standard livery (displayed later in the report), respondents were slightly more likely to choose design A (27%) as opposed to design B (21%) – the majority had no preference towards either design (44%).

When asked to consider a timescale for the introduction of a standard livery, a quarter (25%) thought that between 6 months to 1 year was acceptable with half of the sample of the opinion that a timescale exceeding 1 year was more appropriate (1-2 years – 30%; 2-3 years (20%).

### Vehicle Age and Type

Respondents were asked to consider proposed changes to the licensing policy concerning vehicle age and type. Nearly three quarters (72%) agreed that this should be included in the new policy. All new petrol and diesel licensed vehicles can be up to 4 years old from the date of first registration. Nearly a sixth (13%) opposed this action and the remainder did not know. A similar percentage (70%) also agreed that a maximum (end of working life age) of 12 years should be introduced on all vehicles – petrol or diesel; a fifth (21%) contested this action. If the proposal were introduced, a third (33%) thought that a 2-year timescale would be acceptable; a quarter (25%) believing that a 1 year should be set. Less than a fifth thought 6 months was appropriate and around a tenth (12%), 18 months.

The Council put forward several proposals to encourage the use of electric or Hybrid vehicles. This was met with a favourable response with more than two-thirds (71%) in agreement. Just under a fifth (18%) opposed the introduction of such incentives.

However, the majority (61%) thought that when licensing electric or hybrid vehicles for the first time, this should remain in line with all other licensed vehicles. More than a third (37%) thought this should be extended to 8 years. A similar response was elicited in relation to maximum end of life incentives.

More than two thirds thought maximum end of life age for electric and hybrid vehicles should remain in line with all other vehicles with just over a quarter (28%) believing this timeframe should be extended up to 15 years for vehicles that have less environmental impact.

Respondents were divided on plans to make it mandatory for drivers to replace a vehicle by 1<sup>st</sup> January 2023 if the vehicle's date of registration is before 1<sup>st</sup> September 2015 in order to meet Euro 5 emissions standards. Just less than half (45%) agreed with the proposal; an almost identical percentage (44%) did not agree that improved emissions should be a reason for making drivers change their vehicles at all. Around a tenth (11%) thought vehicles should be replaced earlier.

### **Public Safety**

In the interest of public safety, more than two-thirds (71%) believed that all Hackney Carriages and Private Hire vehicles should have CCTV installed; around a fifth (18%) opposed the measure. Furthermore, the majority (69%) of those who were in favour of the installation of CCTV in vehicles for public safety advocated the positioning of cameras both inside and outside of the vehicle. Around a fifth (18%) thought cameras should only be installed on the inside and just over a tenth (13%) did not know.

The vast majority were open to the provision of contactless card payment facilities available in all vehicles; more than 8 in every 10 advocated this proposal. A tenth (10%) did not believe this facility should be made available in all vehicles.

Continuing with public safety proposals, more than 8 in every 10 respondents agreed that private hire vehicles should have permanent Winchester City Council approved door signs and both Private Hire vehicles and Hackney Carriages must have a permanently fixed rear identification plate.

## Wheelchair Accessible Vehicles

More than 8 in every 10 respondents agreed with a proposed change to the licensing policy to allow wheelchair accessible vehicles to be side and/or rear loading to improve flexibility and environmental efficiency. Less than a tenth (8%) did not agree with this approach and 9% did not know.

## Driver Training

In general, respondents agreed that both existing and new taxi Hackney Carriage and Private Hire drivers should have to complete additional training. Respondents felt more strongly towards new drivers having to complete additional training such as a BTEC Level 2 Professional Taxi & Private Hire Driver with nearly four-fifths (79%) in agreement. There was a reduction in agreement when taking existing drivers into consideration, however a majority of three-fifths (59%) agreed with this action.

## Report Structure

This report includes headline findings for each question combined with insight based on demographic and geographic trends. It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore, occasionally figures may add up to 101% or 99%. Due to multiple responses being allowed for the question, some results may exceed the sum of 100%.

Trends identified in the reporting are statistically significant at a 95% confidence level. This means that there is only 5% probability that the difference has occurred by chance (a commonly accepted level of probability), rather than being a 'real' difference. Unless otherwise stated, statistically significant trends have been reported on.

## Methodology / Sample

The consultation was designed to be inclusive of people who work in the Hackney Carriage and Private Hire industry and the general public. A range of methodologies were employed to ensure those directly affected by the proposals and all other groups were given maximum opportunity to provide their opinion. A questionnaire was designed by staff at Winchester City Council with support from SMSR Ltd during a thorough development phase with input and feedback provided by staff at both organisations in order to validate the script. The approach was as follows:

## Hackney Carriage and Private Hire industry

Those working in the Hackney Carriage and Private Hire industry who may be directly affected by the proposed changes were invited to participate in the research primarily by email which included a direct link to an online survey. Where the Council did not hold electronic contact details, a postal survey was provided with a freepost return envelope.

Stakeholders were also invited to participate in a focus group held at Winchester Rugby Club designed to enable attendees to provide qualitative feedback on the new policy.

## The General Public

A selection of residents across Winchester were invited to participate in an interviewer led, telephone survey using random quota sampling. Quotas for age, gender and ethnicity were set using mid-2017 census figures. An identical script was used during both consultations.

Fieldwork ran from January to March 2020 and a total of 327 respondents participated in the consultation, the breakdown of stakeholders and residents interviewed was as follows:

Methodology	Number	% of sample
Stakeholders (online / postal)	62	19%
General public	265	81%

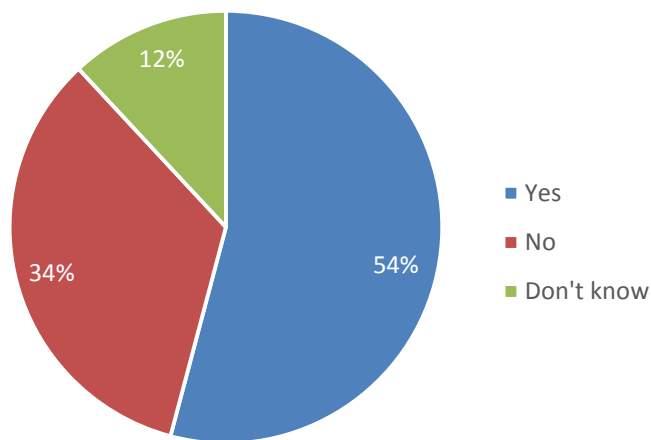
Are you...?	Number	% of sample
A Winchester Hackney Carriage Driver (with a current license)	33	10%
A Winchester Private Hire Driver (with a current license)	27	8%
A proprietor of Winchester plated Hackney Carriage vehicle	10	3%
A proprietor of Winchester plated Private Hire vehicle	11	3%
A Winchester Private Hire Operator	17	5%
A local resident (Winchester District)	247	76%
Someone who works in Winchester	62	19%
Someone who visits Winchester	62	19%
A member of a community group	9	3%
Other	2	1%

## Findings

### Vehicle Appearance

To improve public safety, the Council is proposing the introduction of a standard livery on Hackney Carriage Taxis. This change will reassure passengers that they are travelling in a vehicle licensed by Winchester City Council. The improved image will stand out, making it easier for all passengers, local people and visitors to identify them. It will also make illegal touting (illegal taxis) harder to take place.

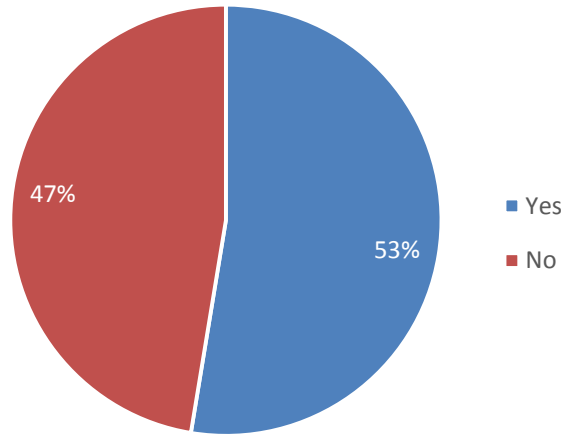
Do you think there should be a standard livery on Hackney Carriages?



The majority of respondents agreed there should be a standard livery on Hackney Carriages with just over half providing this opinion (54%). A third (34%) did not think there should be a standard livery and just over a tenth (12%) said they did not know.

Members of the public (57%) were more likely to agree there should be a standard livery on Hackney Carriages when compared to stakeholders (40%). Those identifying as a licensed Winchester Hackney Carriage driver were also least likely to with this proposal compared with local residents of Winchester (55%), those who work in Winchester (50%) and those who visit Winchester (40%).

Do you agree that Winchester City Council Corporate Colours should be used for the standard livery?

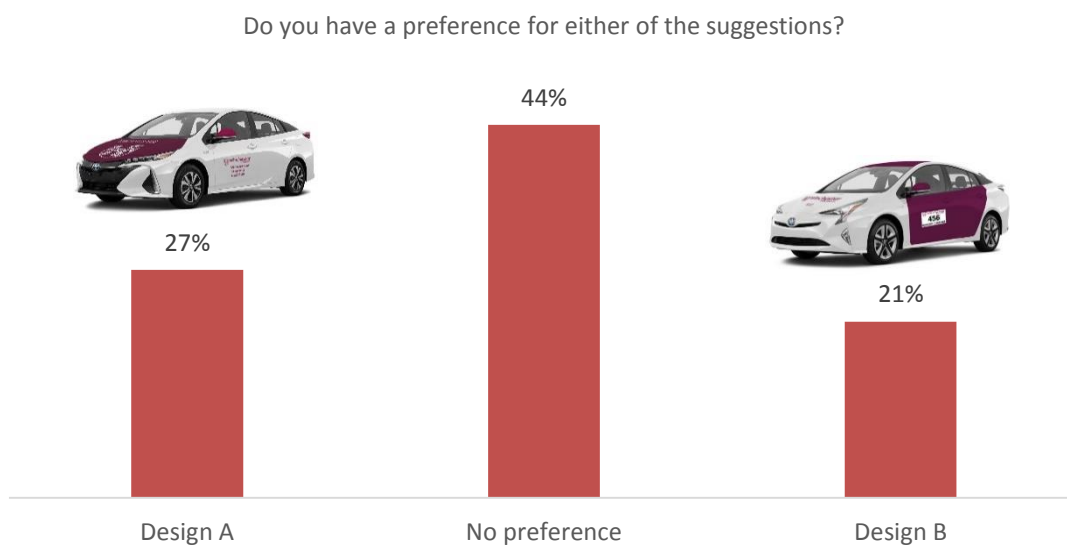


Respondents were divided on whether Winchester City Council corporate colours should be used for the standard livery. A slight majority (53%) were in favour of this aspect of the proposal.

Although there were no significant differences when comparing the stakeholder consultation with the general public, those identifying as a Winchester Hackney Carriage driver (36%) were less likely to agree that Winchester City Council corporate colours should be used for the standard livery than Winchester Private Hire Operators (71%), local residents (51%) and those visiting Winchester (69%).



Respondents were then asked if they preferred either of two suggested designs which could be used for the standard livery; both designs were provided in graphic format for the respondent to examine.



The results provided no clear preference for either design with nearly half (44%) providing a neutral opinion. Design A, which featured a white base with plum bonnet was marginally favoured with 27% showing a preference towards this livery compared to 21% towards design B. Just under a tenth (8%) answered 'not applicable', being of the opinion there should not be a standard livery on Hackney Carriages.

Stakeholders (42%) were more inclined to prefer design A compared with those participating in the general public consultation (23%). Members of the public were more likely to have no preference towards either design compared to stakeholders (50% vs 19% respectively).

Similarly, those identifying as a local resident (51%) were more likely to have no preference than those participating as a licensed Hackney Carriage Driver (27%) suggesting drivers whose vehicles would be affected by the livery were more likely to prefer Design A.

**Do you have any comments or an alternative suggestion to those above?**

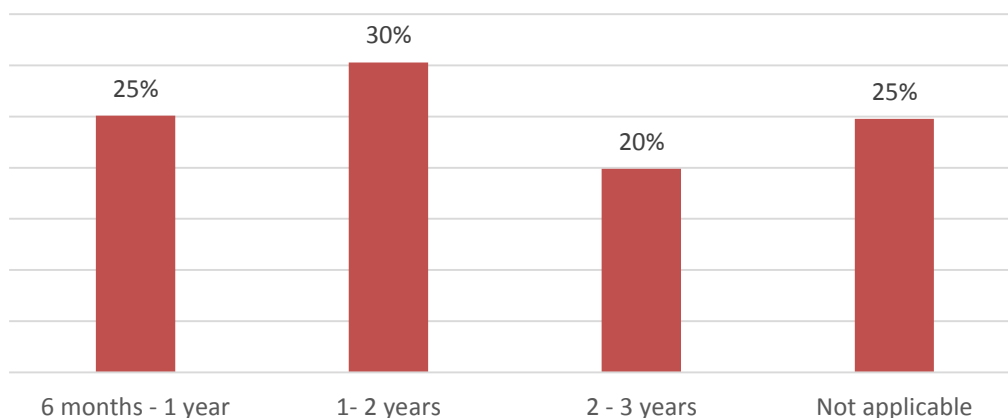
*"I am not an artistic person so hard for me to choose between the two, but I don't think it is a bad idea really. There used to be a firm operating in the area called Silver Line which had taxis which had a mix of black and white colouring which helped them stand out."*

*"I think the coloured bonnet would be easy to spot if a vehicle is driving towards you."*

*"I feel it would be additional unnecessary expense for the driver to pay."*

*"I just do not think that it is that practical and I feel as long as a vehicle has correct taxi markings on then it is good enough."*

If the Council adopt a change of vehicle livery, for current petrol and diesel licensed vehicles, what do you think would be a suitable timescale for introduction?



A quarter (25%) believed that, if a change of livery were adopted by the Council, 6 months to 1 year would be a suitable timescale for introduction. Just under a third (30%) thought 1-2 years to be a suitable timescale and a fifth (20%) said 2-3 years should be considered. A quarter said the question was not applicable (25%).

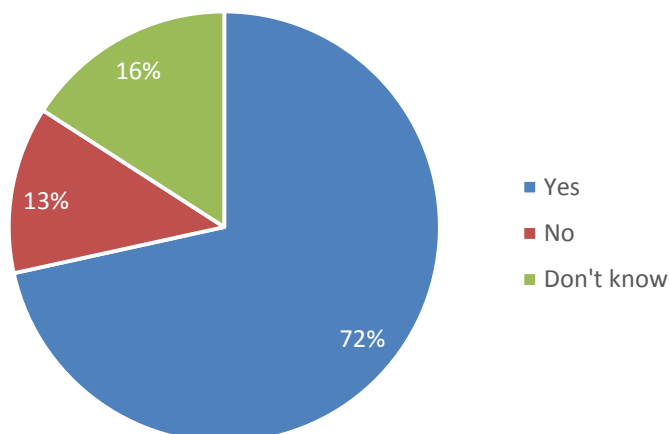
Stakeholders (35%) were most likely to feel that 2-3 years was a suitable timescale compared to those participating in the public consultation (16%). Members of the public were most likely to agree on a timescale of 1-2 years (32%).

Furthermore, those identifying as a licensed Hackney Carriage driver or Private Hire driver were most likely to prefer a timescale of 2-3 years (36% and 41% respectively).

## Vehicle Age and Type

Currently, when licensed for the first time Hackney Carriages can be up to 3 years old, from the date of first registration and Private Hire vehicles can be up to 5 years old from the date of first registration. It is proposed that petrol and diesel Hackney Carriages and Private Hire vehicles when licensed for the first time can be up to 4 years old.

Do you agree with the proposed policy change, that all new petrol and diesel licensed vehicles can be up to 4 years old from the date of first registration?



Nearly a quarter (72%) of respondents agreed with this proposed policy change, leaving over a tenth in opposition (13%) and a sixth stating they did not know (16%).

The general public (75%) were significantly more likely to agree with the proposal than stakeholders (55%). It was also found that licensed Hackney Carriage drivers (67%) were more likely to agree with this action compared to private hire drivers (44%). Three-quarters of Winchester residents (73%) backed the proposal.

### If no, please give reasons for your answer:

*"I don't think it's important how old the vehicle is, it's really how well looked after it is and the mileage it's done."*

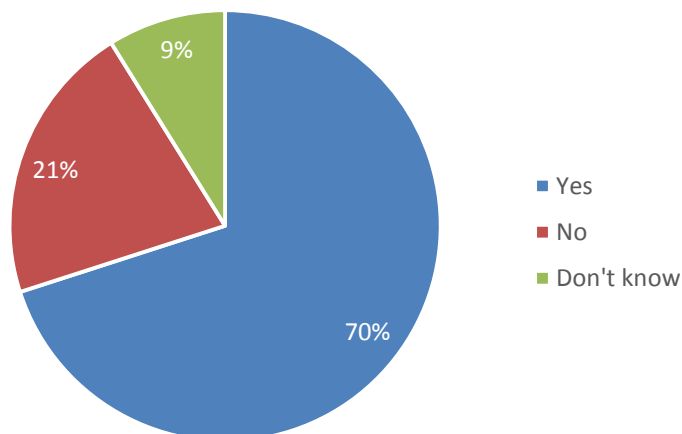
*"Hackney carriages should stay the same they represent the council more than private hires."*

*"I think it should be five years and under. As the younger the age the cost is very high."*

*"Not always financially feasible to have a newer vehicle. It's possible to have an older vehicle in better shape than a newer one. It depends on the individual car for which the license is being sought."*

At present there is no maximum (end of working life) age for licensed vehicles in the Winchester District. It is proposed that Petrol and Diesel Hackney Carriages and Private Hire vehicles will have a maximum (end of working life) age of 12 years.

Do you agree that a maximum (end of working life age) of 12 years be introduced for petrol and diesel Hackney Carriages and Private Hire vehicles?



More than two thirds (70%) agreed that Petrol and Diesel Hackney Carriages and Private Hire vehicles should have a maximum (end of working life) age of 12 years. A fifth (21%) did not agree with this proposal and a tenth (9%) did not know.

No significant differences were found within the results and this proposal was generally backed by stakeholders and the public.

**If no, please give reasons for your answer:**

*“I think that's too long in public service so I think it should be just 5 or 6 years because in that time they would have had an MOT twice.”*

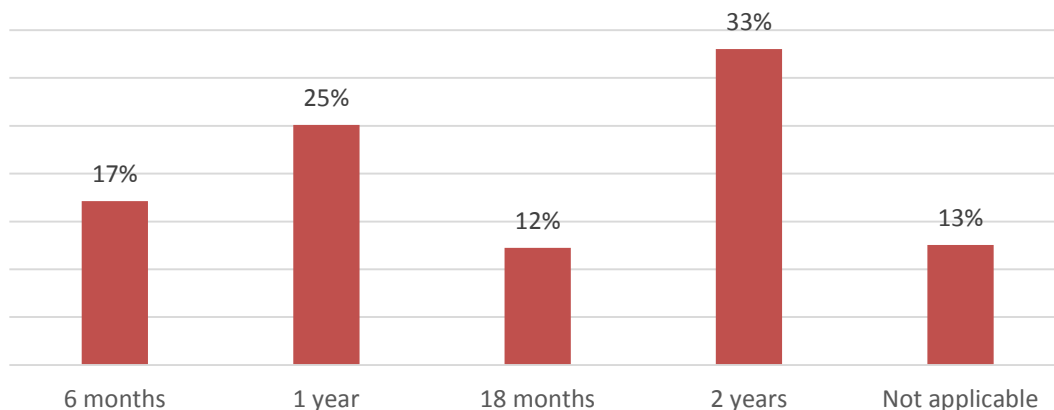
*“I think it should be 10 years because it's the general public who are using the taxis so it shouldn't be too old for safety.”*

*“I think that as long as a car is in good working order and has all its servicing and MOTs up to date then it should be able to be used as a taxi.”*

*“I think it depends on the individual as to how well they look after their vehicles because some won't look after them and others will so I think it depends more on the condition of the vehicle.”*

*“I think that as long as the vehicle has its MOT and is serviced correctly, then it is safe enough to be used on the road.”*

If the Council adopt a maximum (end of working life) age of 12 years for petrol and diesel Hackney Carriages and Private Hire vehicles, what do you think would be a suitable timescale for introduction for current licensed vehicles?



Just under a fifth (17%) believed this proposal should be introduced within 6 months, a quarter (25%) within a year and just over a tenth (12%) within 18 months. A third (33%) thought that 2 years was a suitable timescale and 13% found the question to be not applicable.

Stakeholders (52%) were most likely to prefer a 2-year timescale for the introduction of a maximum end of life age of 12 years, significantly higher than the percentage of the public who chose this timescale (29%). The 2-year timescale was also the clear preference of those identifying as a Hackney Carriage and private hire driver (48% and 63% respectively). Residents were found to be evenly split between the 1-year (28%) and 2-year (28%) timescale.

**Please write in any comments:**

*“To operators running older vehicles, the timescale will need to be much longer, with an allowance if changing maybe 1 vehicle per year. Otherwise financially it will break the business. I do not agree that there should be a maximum age as stated before, so my answer to the previous question is not what I think, but a longer option is not available. If it has to be done it should be over 5 years.”*

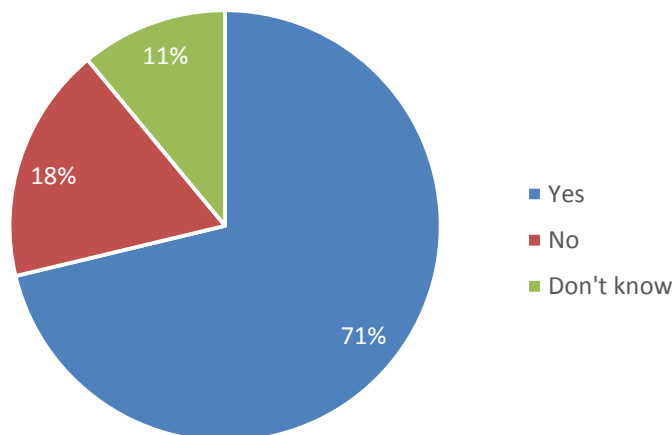
*“If they do then they need to give people enough time to buy new replacement vehicles.”*

*“If really deemed necessary - but sounds like its already been agreed on.”*

*“It ideally would be as soon as possible.”*

To help reduce the Carbon Footprint and improve Air Quality in the Winchester district, the Council wishes to encourage the licensing of Electric or Hybrid vehicles.

Should the Council introduce incentives to encourage Electric or Hybrid vehicles?



The majority favoured the introduction of incentives in the new policy with more than two thirds in agreement (71%). However, a fifth did not agree with the proposal and a tenth (11%) did not know.

Those responding to the public consultation (75%) were significantly more likely to advocate the licensing of electric or hybrid vehicles compared to stakeholders (58%), while the majority of both groups agreed.

Although no other significant differences were found, this action was broadly supported by all groups who participated in the research.

**Please write in any comments:**

*"I do not know enough about electric vehicles, or hybrids, to really give a good answer, but from the pollution angle it would be a good move to make."*

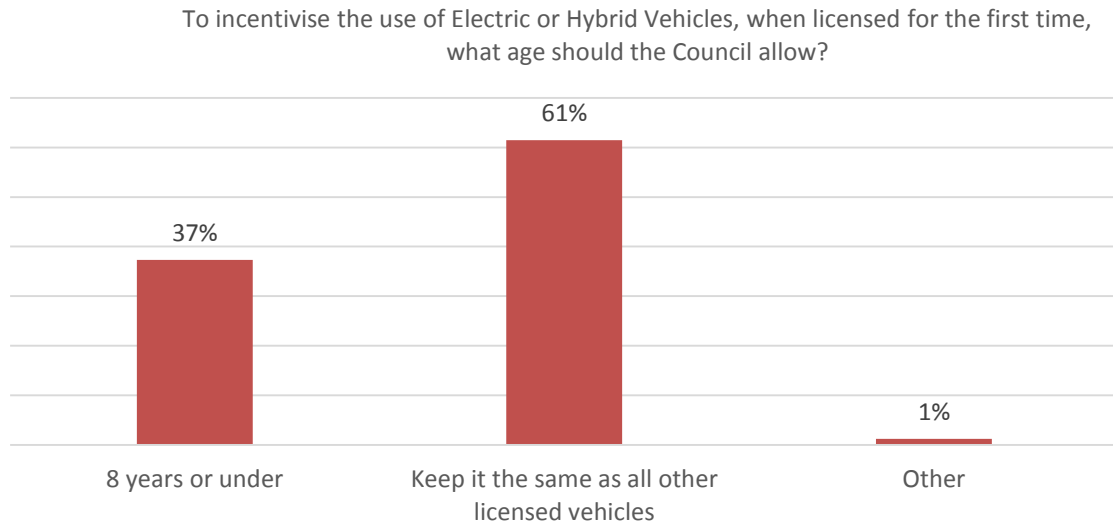
*"Only electric vehicles. Hybrids are going to be phased out anyway. The issue is that there are no 6-7-8 seater electric vehicles to buy. Simply because the batteries take up so much room. This will change, but not soon. Please note the new govt announcement in hybrid vehicles. They now have an end life the same as petrol and diesel."*

*"I think that would be a good idea for shorter trips as they do not tend to go that far on their batteries."*

*"More charging points needed."*

*"the most efficient hybrid cars are Toyota Prius however unless you own or driven a hybrid or electric cars of this model you will find they struggle to go up hill especially the automatic models as they lack power and torque. Yes they are environmentally friendly yes they can be kept on while you wait for your customers because there are no emissions however they have no appeal whatsoever."*

It is proposed that Electric or Hybrid vehicles, when licensed for the first time, can be up to 8 years of age.

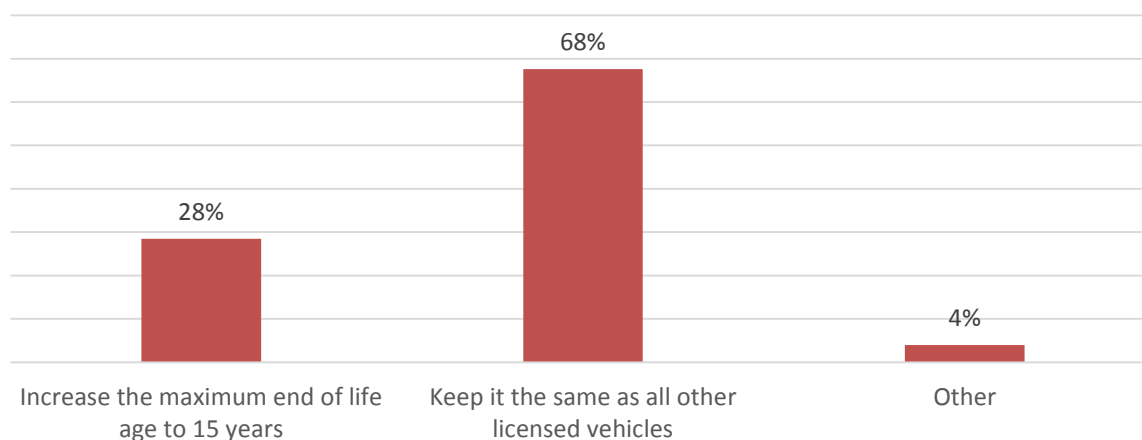


Respondents were more likely to agree the Council should maintain the same approach as other licensed vehicles when licensing electric or hybrid vehicles for the first time – with three-fifths (61%) of this opinion. More than a third (37%) did feel that the Council should allow a vehicle age of 8 years or under when licensing for the first time to incentivise the use of more environmentally friendly vehicles and 1% suggested another age range.

Both stakeholders and the public were most likely to believe the age of electric or hybrid vehicles when licensed for the first time should be kept the same as all other licensed vehicles. However, the public (65%) were more likely to take this stance than stakeholders (48%).

It is also proposed to increase the maximum end of life age to 15 years.

To incentivise the use of Electric or Hybrid vehicles, what maximum end of life age should the council allow?



Similar findings were found amongst respondents when considering the maximum end of life age the Council should allow in order to incentivise the use of electric or hybrid vehicles. Two-thirds felt the maximum end of life age the Council should allow should be kept the same as all other licensed vehicles with more than a quarter (28%) in agreement the maximum end of life age should be increased to 15 years. Just 4% suggested another timeframe for this proposed change to the policy.

Three-quarters (75%) of respondents participating in the public consultation believed the maximum end of life age should be kept the same as all other licensed vehicles, significantly higher than stakeholders who chose this option (37%). Stakeholders (55%) were more likely to accept the proposal to increase the maximum end of life age to 15 years than the public (22%).

Both Hackney Carriage (55%) and Private Hire drivers (59%) were more inclined to back the proposal than local residents (21%), those who work in Winchester (31%) and those visiting Winchester (24%).

**If other, please specify:**

*“Only have extended for fully electric as the emissions for hybrids will creep up over the years”*

*“I think you start of by allowing 12 years for first vehicle, then 11 years for the 2nd, 10 years for the 3<sup>rd</sup>.”*

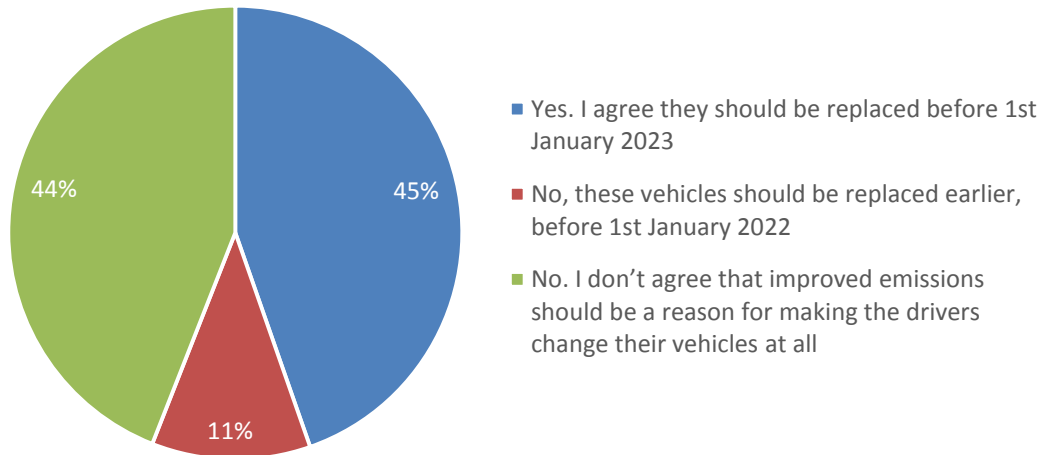
*“There should be nothing imposed on that because operators will naturally with the laws of economics change their vehicles when necessary.”*

*“I don't think we understand the technology of these. They are only eco-friendly if people fill them up with fuel as well. I worry about the battery-operated cars.”*



In striving to improve air quality and responding to the climate emergency, respondents were asked if they agree that by 1st January 2023 all currently licensed vehicles must be replaced if the vehicle’s date of registration is before 1st September 2015. It was clarified this date is intended to ensure that by 1st January 2023 all licensed vehicles meet, as a minimum, Euro 5 vehicle emissions standards.

In striving to improve air quality and responding to the climate emergency, do you agree that by 1st January 2023 all currently licenced vehicles must be replaced if the vehicle’s date of registration is before 1st September 2015.



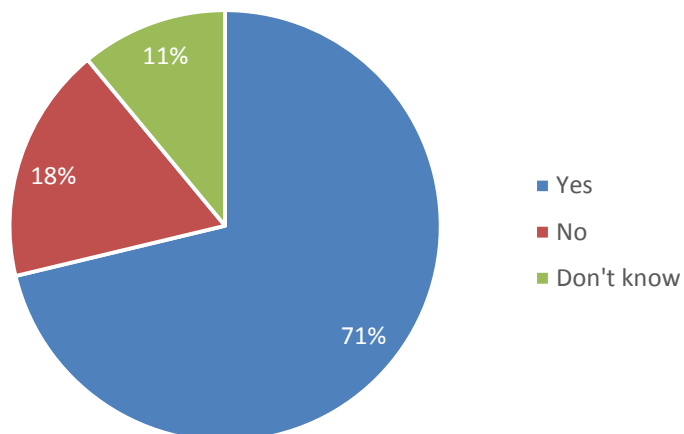
Respondents were divided on this aspect with just under half in agreement with the proposal (45%) and virtually the same percentage (44%) of the opinion that improved omissions should not be a reason for making drivers change their vehicles at all. Around a tenth (11%) thought that vehicles should be replaced before 1<sup>st</sup> January 2022.

With opinion divided and no clear majority, few significant differences could be drawn from the results. However, Private Hire drivers (52%) and Private Hire Operators (53%) were more likely to agree that vehicles should be replaced before 1<sup>st</sup> January 2023.

## Public Safety

In the interest of public safety and the safety of licensed drivers, it is proposed that all licensed vehicles will have CCTV installed.

Should all Hackney Carriages and Private Hire vehicles have CCTV installed?



The majority of respondents, overall, felt this was a positive proposal for the new licensing policy. More than two-thirds (71%) agreed with this action whilst nearly a fifth (18%) did not. Around a tenth (11%) said they did not know.

Around 9 in every 10 respondents participating in the public consultation felt that all vehicles should have CCTV installed, significantly higher than stakeholders (42%). Furthermore, stakeholders were divided by this proposal (42% yes vs 45% no).

Hackney Carriage drivers (55%) were more likely to approve of the proposal compared with private hire drivers (26%) with strong agreement from residents (87%), people who work in Winchester (73%) and visitors to the city (87%).

### If no/don't know, please specify:

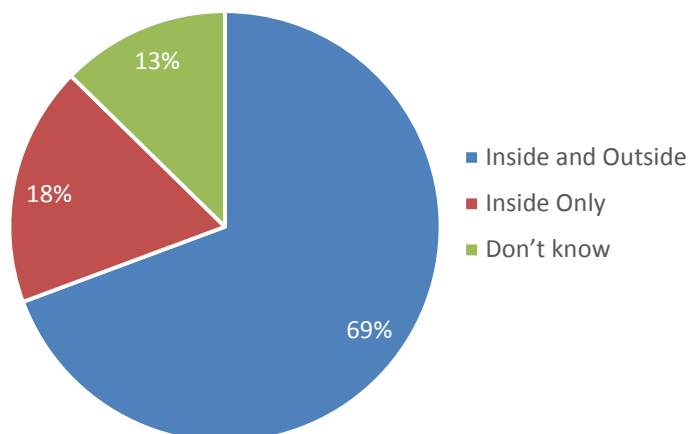
*“Must not have sound due to confidential conversations including phone meetings etc made with customers while in the car also customers talk to you confidentially which you don't talk about outside to car.”*

*“There needs to be different systems put into place before these things are installed, I feel data protection is far more important and safeguarding my personal privacy.”*

*“I feel it could distract the driver which is not to be encouraged.”*

*“It depends whether it's installed for the passenger or driver so whether it's to check on the drivers driving skills or whether it's to keep an eye on passengers or both?”*

If you agree that all Hackney Carriages and Private Hire vehicles should have CCTV installed, do you agree that the cameras should record both inside and outside the vehicle?



Further to this, more than two-thirds (69%) of those who agreed that all Hackney Carriages and Private Hire vehicles should have CCTV installed thought that cameras should record both inside and outside of the vehicle. A fifth (18%) thought that cameras should be installed on the inside only and 13% said they did not know.

More than three quarters (76%) of the public agreed that CCTV should be installed both inside and outside of vehicles, significantly higher than stakeholders (44%). The majority of Winchester residents (72%), workers (69%) and visitors (68%) backed the proposal and provided significantly higher levels of agreement than Hackney Carriage drivers (52%) and Private Hire drivers (30%).

**Please write in any comments:**

*“CCTV protects drivers, customers, road safety and the police in helping protect crime.”*

*“They should do it as a recommendation rather than a mandatory.”*

*“It's a good idea for the safety of the occupants and also for the driver with having it recording outside as well.”*

*“I don't agree with inside recording for my particular work because of my clients but outside recording in the event of an accident would be ok. As already stated, should be a choice only.”*

*“I drive a truck and have cameras on the inside and out, and they are useful to have, so they should have them both (inside and out) on taxis.”*

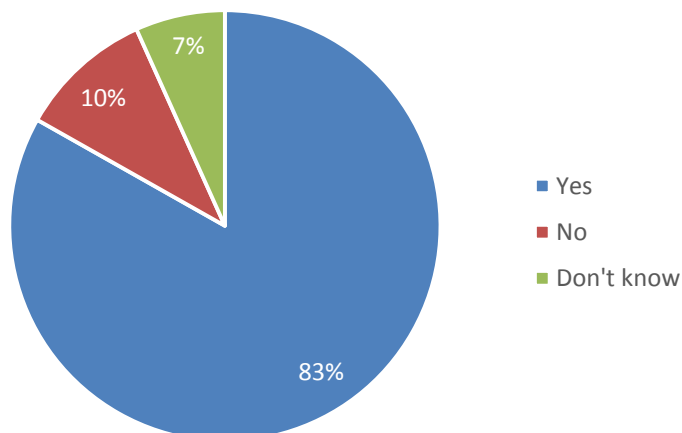
*“If the cost is not great then they should do to help the drivers out.”*

*“They may have drunk and disorder people in the taxi so it would protect them.”*

*“I do not see the point of them being on the outside of the vehicle, so the inside only.”*

The Council also propose that all Hackney Carriages and Private Hire vehicles will have a contactless card payment facility for passengers.

Should all Hackney Carriages and Private Hire vehicles have a contactless card payment facility available?



The vast majority agreed with the proposal that Hackney Carriages and Private Hire vehicles should have a contactless card payment facility for passengers. More than 8 in every 10 thought this facility should be installed in all vehicles with a tenth (10%) in disagreement. A small percentage said they did not know (7%).

This proposal was particularly appealing to the public with 9 in every 10 in favour of this action. There was significantly lower levels of agreement amongst stakeholders with less than half in favour of installing this facility in Hackney carriages and Private Hire vehicles.

Less than half (42%) of those who identified as a Hackney Carriage driver agreed with this proposal with slightly higher levels of agreement recorded amongst private hire drivers (56%). The vast majority of Winchester residents (88%), workers (81%) and visitors to the city (87%) agreed that all vehicles should be equipped with this facility.

**Please write in any comments:**

*"I think the facility would be good, but not all people like to use contactless so if it is alongside cash payments then yes, not if it is instead of."*

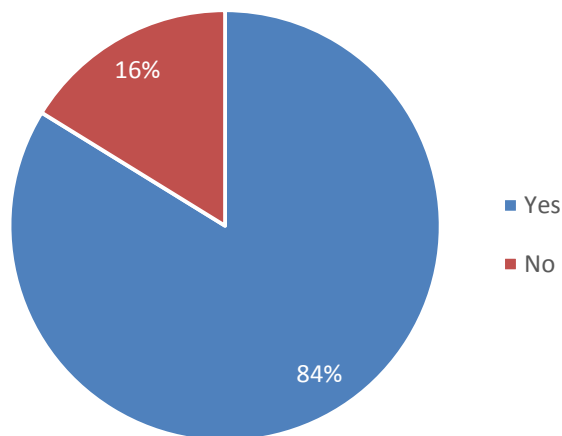
*"In this day and age contact less should be available. With viruses becoming dangerous."*

*"All drivers under the age of 60 should. The older generation who have trouble with electronics should not have to."*

*"No there are fees that go along with card payments and this will also fall on drive missing out on profit again for the driver if some drivers want to take card and they get more work for it good to them but should not be compulsory."*

To improve public safety, the Council proposes that all Private Hire vehicles must display permanent Winchester City Council approved door signs; these will include their individual vehicle identification number.

Do you agree that Private Hire vehicles should have permanent Winchester City Council approved door signs?



A clear majority (84%) agreed that Private Hire vehicles must display permanent Winchester City Council approved door signs. Less than a fifth (16%) said they did not agree with this addition to the new licensing policy.

These findings were driven by extremely high levels of agreement from the public consultation with more than 9 in every 10 supporting the proposal. Levels of agreement were significantly lower amongst stakeholders who were divided equally on this aspect of the policy (50% yes vs 50% no).

Hackney Carriage drivers (75%) were very supportive of the proposed measure compared to private hire drivers (22%) who would be directly affected by this action. More than 8 in every 10 Winchester resident, worker and visitor agreed that Private Hire vehicles should have permanent Winchester City Council approved door signs.

**Please write in any comments:**

*“I would say yes but only if other taxi firms outside of the Winchester area coming in are not penalised for not having the door sign on. What I mean is if a friend travels to see me from outside of the Winchester area using a taxi firm from where she is from, and uses the same firm to get back, will they be penalised in some way for not having the council approved door sign on.”*

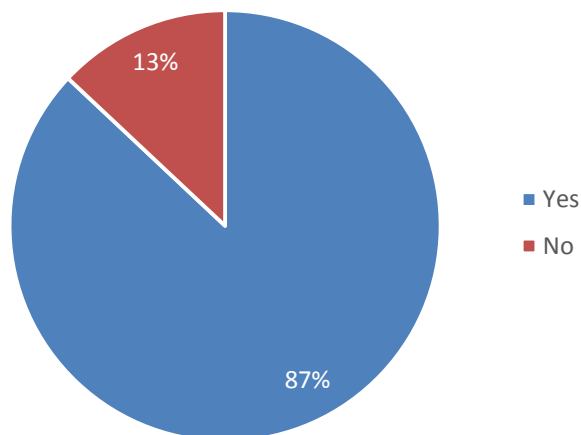
*“I think they should be permanent. Stop any moonlighting.”*

*“If they want to sell the vehicle it makes it difficult to sell with something permanent on it.”*

*“They should be permanent for every one’s benefit.”*

It is also proposed Hackney Carriages and Private Hire vehicles must have a permanently fixed rear identification plate (at present these can be magnetic, which can be easily removed or fall off).

Do you agree that all Hackney Carriages and Private Hire vehicles must have a permanently fixed rear identification plate?



More than four-fifths (87%) also agreed with this action with 13% in opposition to the proposal.

Almost all respondents who participated in the public consultation (97%) agreed that Hackney Carriages and Private Hire vehicles must have a permanently fixed rear identification plate compared to 47% of stakeholders.

Hackney Carriage drivers were more likely to approve of the proposal than Private Hire drivers (58% vs 41%) although Private Hire Operators revealed a slim majority in favour of this action (53%). The vast majority of residents (95%) supported this proposal.

**Please write in any comments:**

*“If it enables people to identify local and licensed taxis, I feel this a successful way to achieve that.”*

*“Then we know they are bona fide cabs”*

*“Some vehicles are used for other purposes. i.e. continental holidays, camping trips. We do not need to be carrying a plate for non-fare paying use.”*

*“Private Hire means selective customers from top managing directors to famous people - you don’t have signs on the side of S-Class Mercs turning up to functions - come on get realistic here. Tacky for the private hire cars.”*

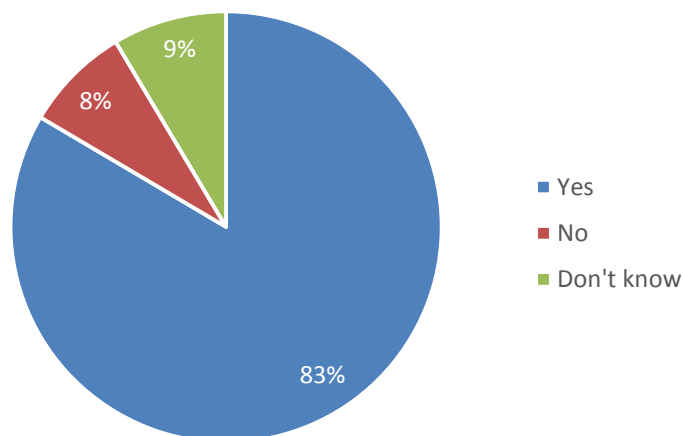
*“I guess it would depend, I would say yes as it is a better thing to have, but often drivers use the vehicles themselves as a private vehicle, so having the option to cover it up would be an idea as well.”*

*“I thought they would have already been permanent, so that would be good.”*

## Wheelchair Accessible Vehicles

Currently all licensed wheelchair accessible vehicles must be side loading. Winchester City Council is proposing to change this and give drivers the choice to use either rear loading wheelchair accessible vehicles, or side loading vehicles, or both. Rear loading vehicles are much smaller, lower, and easier to load a wheelchair. They are also more flexible for dropping off on roads with side loading restrictions, such as narrow roads and hedgerows. In addition, the cost to purchase will be considerably less to the driver than the current side loading vehicles. Predominantly, these smaller vehicles will also assist in reducing the carbon footprint and improve air quality in the Winchester District.

Should the Council allow wheelchair accessible vehicles to be side and/or rear loading?



More than 8 in every 10 respondents thought the Council should allow wheelchair accessible vehicles to be side and/or rear loading. Less than a tenth (8%) felt this aspect of the proposal should not be introduced and a further tenth (9%) did not know.

Support to allow wheelchair accessible vehicles to be side and/or rear loading was supported by the majority of the public (87%) and stakeholders (69%), although support amongst the public was significantly higher.

There was broad support across all groups of respondents; slightly higher levels were found amongst Hackney Carriage drivers compared to Private Hire drivers (70% vs 63% respectively). More than 8 in every 10 residents and visitors favoured the proposal along with three quarters of those who work in the city (75%).

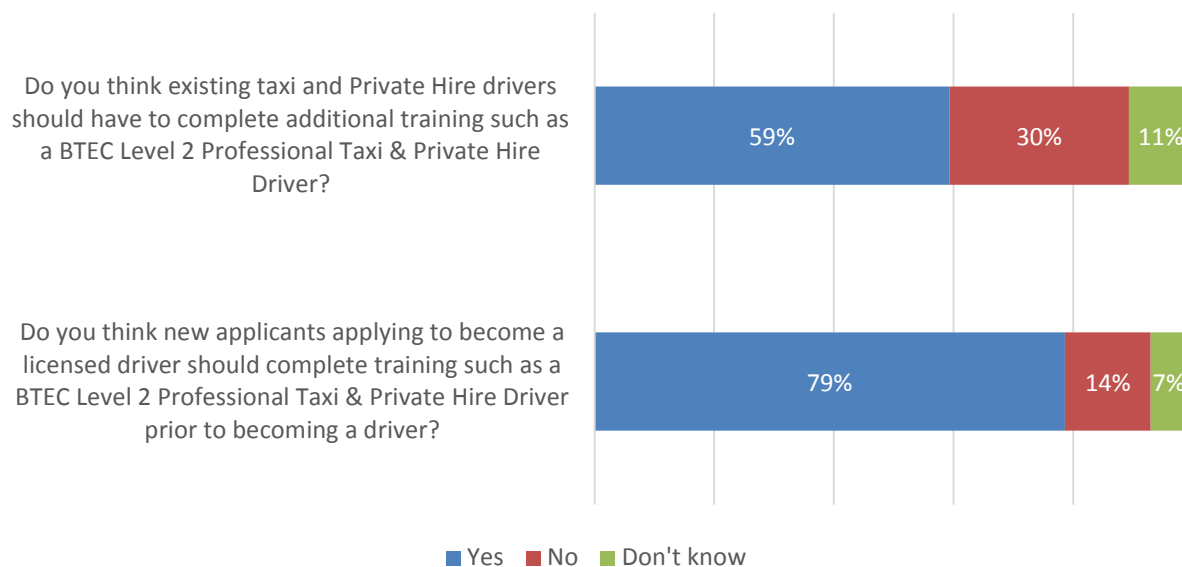
### Please write in any comments:

*"It might limit it for some people if they just have one or the other so I think having both would be a good idea."*

*"I think the rear loading are a lot easier from my experience when my husband was in quite a large wheelchair."*

## Driver Training

Some Councils require all licensed drivers to take formal training such as a BTEC Level 2 Certificate in the Introduction to the Role of the Professional Taxi & Private Hire Driver.



Nearly four-fifths (59%) thought that *existing* taxi Hackney Carriage and Private Hire drivers should have to complete additional training; nearly a third (30%) did not and a tenth (11%) did not know.

Respondents were more amenable to *new applicants* having to complete additional training such as a BTEC Level 2 Professional Taxi & Private Hire Driver prior to becoming a driver with nearly 8 in every 10 in agreement. Around a sixth (14%) of respondents did not agree and 7% did not know.

The majority of both stakeholders (65%) and the general public (82%) agreed that new applicants applying to become a licensed driver should complete training such as a BTEC Level 2 Professional Taxi & Private Hire Driver prior to becoming a driver.

When considering existing drivers, support dropped amongst both groups, however the majority of the public agreed with this aspect of the proposal. The majority of stakeholders were against existing drivers having to complete training with only a fifth (19%) in agreement.

### Please give reasons for your answers:

*"No harm as long as it is not overly expensive for them, but surely someone with 25 years' experience is resistant to going onto additional courses."*

*"It would be a good way to check that drivers are behaving in an appropriate way and to allow them to weed out any bad habits."*

*"I think it will improve the service and stop just anyone becoming a taxi driver."*



## Qualitative Findings (Focus Group)

### Vehicle appearance

While there was a collective agreement regarding the value of uniformity of licensed vehicles within Winchester, there was strong resistance to the proposal of both 'wrapped' vehicles and the suggested colour palette.

The demonstrable resistance to wrapped vehicles was motivated by three prominent factors:

- 1) Permanence of the process
- 2) Maintenance
- 3) Previous preference for silver cars

While drivers recognised a vehicle wrap is a semi-permanent process, they also considered it to be process ***“which you can’t just put on and take off each day, can you? That is the problem”***.

Additional feedback referenced that the maintenance of wrapped vehicles, citing the durability of the vinyl, explaining, ***“when it’s damaged, you have to replace all of it, or at the very least, a full panel. You can’t just remedy the damage like traditional paintwork”***.

Cost appeared to be a significant influence and permeated many of the views shared, including maintenance and any initial investment to wrap vehicles; ***“I am presuming drivers and owners are liable for the cost of this suggested process”***?

***“Has anyone made any calculations about what this would cost, either to an owner driver or a fleet? It seems very easy to say with no awareness of the cost implications”***.

The overarching challenge to the proposal was identified as a previous agreement, by drivers, to subscribe to an idea of employing silver cars. It was considered by a significant majority to offer the suggested benefits of the wrapped vehicle proposal, without, what drivers perceived to be the weaknesses, and associated costs.

Generally, silver vehicles were considered readily available to drivers, durable in terms of colour for ***“wear and tear”*** and ***“It means when a driver isn’t working, and it reverts bac to a family car, you are not stuck with a car that is wrapped in purple vinyl”***.

Supporting this was a contribution from drivers of executive vehicles with one citing; ***“I have clients were discretion and luxury is valued, and a high-end executive vehicle is a commodity. When that is suddenly wrapped in bright colours, it undermines my business”***.

The final observation, again, both in support of silver cars and against that of wrapping is the idea of vehicle safety when not in use;

***“If we drive silver cars, nobody is to know when you are not on duty, but when it is sat there in a brightly coloured wrap, it is easy to identify as a taxi, and prone to vandalism and damage. It happens more than you would think; broken windows, smashed wing mirrors or a scratch down the side”***.

When discussing the proposed changes and the previous support for a uniform car colour, it introduced an idea of mistrust among drivers (and owners); ***“This feels like the thin end of the wedge to me. What happens after this, we agree to this and then who knows what else is brought in?”***

When asked to rationalise the concern and consider anything to indicate this view, the response once more reverted to the previous agreement to utilise silver vehicles and an observation regarding the changes in policy in Guildford (Borough Council);

***“Well, silver vehicles for one. We had already said yes to this, and that was a compromise on our part. It didn’t happen and now we have skipped several steps and are discussing semi-permanent vehicles wraps in a colour of the council’s choosing”.***

***“There was no support in Guildford from the drivers to go down the route of turquoise coloured cars. Problem is, you ask the public about any of this, they are going to say yes, because it is easy to say yes then a council use it as a green to bring in these things”.***

## **Vehicle age & type**

The dominant response to the proposed adjustment of vehicle ages was one of resistance. The proposal, which would see *Petrol and diesel Hackney Carriages and Private Hire vehicles when licensed for the first time can be up to 4 years old*, as opposed to three and five years respectively was considered to be “mixing Private Hire and Hackney Carriages too much”.

There was little pushback observed in relation to the age of the vehicles being changed (from the date of first registration) but rather the objection was centred on the ***“lack of separation”*** between the different provision;

***“Private Hire and Hackney [Carriages] have always been kept separate, when you start putting them together you deregulate taxi’s further, basically, making them one and the same and you lose some of the benefits of being a Private Hire”.***

When encouraged to discuss, for example, the ‘benefits of being a Private Hire’ and how the proposed change undermines this, it was considered the albeit ***“slight”*** revision to vehicle age may have implications from a cost perspective but were also not considered ***“logical”***;

***“We have 370 cars and 70% of them are Mercedes. We go for lower mileage, better condition cars, if we can take lower mileage and still have 5 years grace it’s better from a customer’s point of view because they are in nicer vehicle. If it’s 3 years for example and I buy a 90,000-mile used vehicle versus if I buy a 5 year one and it’s 40,000 miles, then the older, lower mileage car is more reliable. None of these cars are less than £15,000 each, that cost goes up proportionally as the car is younger. Once again, it doesn’t make any sense”.***

When asked to consider the proposal from a Hackney Carriage position, there were similar observations regarding cost;

***“There should be a separation between the two vehicles. When you are a Hackney driver, especially a full-time Hackney driver, so it’s your chosen career, you expect to spend a certain amount of money on your vehicle. It shows you are a serious driver”.***

***and serious about your profession. Blurring the lines between the two would probably invite more Private Hire drivers to consider Hackney's".***

The group generated a practical consideration in response to the proposal which related to not solely vehicle cost but availability;

***"I run big vehicles so the younger they are they cost a lot more. A lot of them were leased for three years so they are available now after coming off a three-year lease which means there is a lot more choice of four and five-year-old vehicles. It is not something you can talk us into if there is a choice".***

The discussion concluded with a broad agreement from participants to the statement; ***"You guys are happy with 3 years and we're happy with 5 years. End of"***.

When asked to reflect on the proposal to introduce an 'end of working life' age for licensed vehicles in Winchester, it was considered a high-level proposal which did not sufficiently address the diversity of vehicles currently licensed and their primary use;

***"I'm running a private car, mainly six seaters and eight seaters, or nine and seven, however you want to look at it. I do exclusively school runs, I don't have huge mileage and all of my cars are over 10 years old. Some haven't done 100,000 miles yet, there's no justification whatsoever to change those cars. They'll run for another 10 but that doesn't seem to be thought about in this proposal".***

Additionally, the rationale for the proposal was interrogated and was observed to generate a number of questions as to why the proposal was being considered;

***"It's worked as it is, for the last 30 years I've been here. Why change something that isn't broken? The majority of the guys that have the older cars tend to look after them".***

***"Why have an end of life if you have a vehicle that is perfectly serviceable"?***

In the interest of balance, there was some discussion within the group to attempt to understand the driver for the proposed revision, which included a potential mechanism for managing the number of vehicles which have operated as licensed vehicles;

***"I think the fundamental problem is that for example, there are 2000 two-year-old vehicles in circulation, and 2000 three-year-old vehicles in circulation. When the vehicle is coming to the end of its life, what does the owner do? Sells it to another taxi driver. This might be a way of stopping that circulation of vehicles by introducing a point you can't go past in terms of age"?***

While there was a concession that this may support the management of vehicle ages in circulation, it did not manage the number of vehicles in circulation, which was perceived as a more significant challenge;

***"It's not changing the number of vehicles on the road; it's just getting rid of an old car for a newer car. This feels like less of a problem than the volume of licensed cars on the road to my mind".***

The group participants were asked to generate and discuss possible solutions or proposals, based on their experiences which may be effective. In response, there were a number of suggestions which attempted to incorporate a degree of flexibility to the proposal;

***“Don’t put an end of life limit on the car when it’s with the same owner. May be introduce the end of life when the car is changing hands, but if you have the same owner that has invested and maintained that car, allow them to continue”.***

***“What could be proposed is as long as the vehicle passes its emissions on a yearly basis, why not carry on? That way, if it is safe and efficient it can be kept in service, but you have a way of monitoring that”.***

## **Hybrid & Electric vehicles**

When exploring the proposal relating to Carbon Footprint and Air Quality in the Winchester district the response was overwhelmingly concerned with the current infrastructure to support electric vehicles.

While there was a demonstrable understanding of the value of electric and hybrid vehicles and an apparent concession this was likely the direction of travel, the collective discussion identified there were several stages of change required first;

***“I can see everything going the way of electric [vehicles] in time, but we are so far off that at the moment. The technology is too new, too expensive and we don’t have the charging capacity for them at the moment”.***

***“Winchester Council don’t have charging point in their ranks at the moment, do they? I have got seventy cars, if my fleet are working, where are they going to make space to park and charge vehicles”?***

While there appeared to be an understanding that environmentally sounder vehicles will increase in use; ***“We will see more hybrids, but more likely just jump to electric in the end when the cost comes down”***, there was some concern that the investment in infrastructure required to support this change will be displaced to licensed vehicle drivers;

***“As an idea, yeah great, encourage more electric vehicles. I don’t think the current cost is going to get more people driving to any great level, even if you relax the age and working life restrictions, they are just too expensive. My concern is the cost to install all of the charging points, how much will that be, who will pay for it, and are you squeezing drivers of petrol and diesels to the point they have to buy electric”?***

## **Cameras**

There was a broad level of support for the introduction of cameras into licensed vehicles, with the caveats being cost and GDPR compliance. As a concept, almost unanimously drivers considered the benefits of having a camera as it was considered ***“to stop so many problems. You get drivers accused of so much and a camera would either prevent that, or clear it up”.***

While the rumoured cost was considered prohibitive at £785.00, there was also no way for the group to vary this quantum and it seemed rooted in an understanding of introducing a similar system to licensed vehicles in Southampton; ***“£785 for each vehicle?, I’m sorry but there isn’t enough money in the job to do it”.***

Additionally, the Southampton concept was suggested as incorporating a **“70% discount to drivers when the system was introduced”**. While the group were not fluent in all the revisions in Southampton, there was a suggestion that to understand this model or elsewhere in the UK the change has occurred and case-study the process in the interest in learning;

***“Just let Southampton play out, learn from it and then take a view on whether we can use something similar”.***

While support for the concept remained consistent, the process in Southampton appeared to dominate the level of support the change would garner in Winchester and was the catalyst for considering GDPR and the capacity to turn the feature off;

***“In Southampton [the council] has been prosecuted by their own drivers because legally you are not allowed to record someone, especially if it is audio and video”.***

***“I had a car, I had no CCTV in the car, I just had a sticker to scare customers and a lady got in, saw the sticker and said ‘no I don’t want to get in this car, you’ve got CCTV”.***

***“I use my car for private use as well, I’ve got my family and kids in there. I don’t want to be filmed 24/7. I don’t mind having the camera in, as long as we have the option to turn it off when we’re not working”.***

***“What about some sort of panic button, when you can press it to turn it on if you have cause, but otherwise, it stays off”?***

The final contribution relating to the introduction of CCTV was a reflective one, suggesting continued support as a concept but that more information was required to make an informed decision;

***“I see the positives, but what is the position on data protection and cost first”?***

## **Contactless payment**

The message was mixed in relation to contactless payments, and similar to the suggestion of ‘end of life’ vehicles ages, it was not particularly considerate of all licensed vehicle services. For example, those vehicles which operate almost exclusively on school runs would be encouraged to incur the cost of the system, “with probably no benefit to them or their customers”.

While the majority of drivers either supported the proposal or already operate a contactless payment system there were some able to acknowledge what they perceived as a nominal cost;

***“I don’t think it should be enforced but I’m in a win-win position. When you’re sat in the rank, there’s loads of people that come to the car and ask if you take card. For the amount of money, mine cost, about £25 and it takes every card and takes one point something percent. If it’s a £10 fare, it takes 20 pence”.***

***“90% of drivers I think do this as a proper job and either have one or would get one and it doesn’t cost a lot. The problem is, the executive or school runs; If you enforce it, for people like them in the villages that do only school runs, it wouldn’t make a difference to him, but it would make him spend money”.***

The only apparent outlier in terms of driver cost was captured in a comment about the cumulative effect of these small costs associated with contactless payments;

***“The issue is, if you enforce that, not everyone has the machines or contactless in their vehicles. Even if the machines don’t cost a lot or charge a lot per percentage, if it is there, most people have contactless cards so when you’re doing twenty or thirty jobs a day, seven days a week or five or six, that little bit adds up. Why should we pay for the customers convenience, why can’t they?”***

### **Public safety (signage)**

There was an overwhelming rejection of the proposal to incorporate permanent signage onto licensed vehicles both for Private Hire and Hackney vehicles. The reaction included that of a representative of 70 drivers which vehemently rejected the proposal following a private consultation with the drivers they represented;

***“I asked all 70 of my drivers if they supported this and not one of them said yes”.***

The strongest support was to sustain the magnetic signage currently in operation and provide additional scrutiny and enforcement of those which don’t uphold this. The motivating factor was the permanence of the proposed signage and the restriction on being able to use the vehicle as a personal/ family one, in addition to a perception of vehicle safety;

***“It’s like the wrapping, when you are not working, you don’t want it identified as a taxi because it is prone to damage. I once forgot to take my magnetic plating off once and my car was smashed in. It cost a lot money to repair and was two days off the road not working”.***

***I don’t want to drive a taxi when I am not working and out with the family, and I don’t want to advertise to people there is a taxi parked up when I am not sat in it”.***

The proposal was the catalyst for a level of negative feeling towards the council not observed when discussing previous proposals and the narrative elicited appeared to develop beyond the specific proposal and consider wider views of the authority;

***“The council are pretty out of touch with what’s going on, they’re trying to change things that are working perfectly well for the sake of it. There isn’t a huge amount of respect for the way they operate and the way they liaise with both the Hackneys and the private cars. It’s not being negative, it’s being realistic. This suggestion shows that”.***

***“If there’s ten taxi drivers and one customer, they will listen to that one customer, that is how I feel about the council”.***

***“Please don’t look at us like we are thirteen drivers, there are some people here that represent seventy drivers, another about 40 or 50. We represent a significant number here today and nobody support this”.***

When asked to consider if there were revisions to the proposal which could make it more palatable to drivers of both Hackney's and Private Hire, the sole response, uncontested was;

***"No. Move on".***

### **Wheelchair accessible vehicles**

There was a majority view among respondents that ***"side loading vehicles are easier than those at the back"*** and offered greater flexibility as ***"even without a dropped curb, with a side loading vehicle I can use a ramp"***. Additionally, it was considered;

***"If I am in queue at the rank and have rear access, if a customer comes in the wheelchair, there's no drop curb, it's dangerous".***

The proposal opened significant discussion among the group which incorporated the cost of vehicles and resilience of vehicle types to carry a minimum number of passengers. Of interest a number of Private Hire drivers acknowledged this proposal impacts on Hackney Carriages and therefore could not contribute to the discussion.

In relation to cost, it was suggested a side loading vehicle costs circa £35k compared to a rear loading vehicle with was estimated to cost circa £15k and if policy was relaxed; ***"the market is going to be flooded with cheaper vehicles, even though they aren't as useful, but if people can get away with pay fifteen grand for a rear loading car, they will. Is that what the council want?"***

There was a view held among participants that the current, side-loading vehicles, typically more expensive to purchase also had capacity to the carry an additional number of passengers and that introducing cheaper, smaller, rear-loading vehicles will restrict groups travelling;

***"A problem with the smaller vehicles is the fact they are one chair and one passenger. Now when there's two passengers, what happens then? The large vehicles are currently three passengers and a wheelchair and the small is one and the wheelchair. At Christmas there are families out and three or four of them together. They want to get in a larger vehicle and be together, otherwise they have to get multiple cabs".***

The discussion introduced once more the volume of licensed vehicles within Winchester and invited another idea of enforcement. In this instance, ensuring drivers collect wheelchair passengers equitably;

***"I've said this to the council before, there's a problem with drivers not picking up wheelchair passengers, I said take the age restriction off for wheelchair accessible vehicles and we'll pick those customers up. I'm not going to pay £35,000 or £30,000 for a car and pay for that vehicle. I'll employ a driver to drive on an hour basis, put a cheaper car on and transport the customers. There's another issue. There are no spaces on taxi ranks as it is, they all park in the car park and there's more taxis than ranks. If they bring this in, what will happen?"***

***"It's going to worsen the footprint in Winchester; these existing drivers are going to keep their big vehicles and maybe have 2-4 extra vehicles on the rank. What would the council rather have? The existing footprint or introducing this and increasing the footprint with more vehicles? I can do six passengers plus a wheelchair."***



In the interest of balance, one driver expressed, ***“It makes no odds to me if a passenger enters through the side or the back, but there still isn’t the rank space. Where are you going to park these cars? You can’t build more ranks can you?”***

### **Driver Training**

The discussion which considered driver training generated a diffuse response across respondents. Approximately two thirds were in support of new drivers being subject to a form of additional training and testing with a third suggesting all drivers should be subject to specific training, ***“regardless of how many years in you have”***.

The overarching view of those believing existing drivers should not be subject to any additional testing/ training was predicated broadly on a belief that ***“I’ve done this job for 21 years, what is it going to teach me”***? Contrary to this was an opinion of ***“complacency”*** at times and ***“all drivers should have to train. They think they are good drivers until they are put to the test”***.

There were suggestions to develop the proposal with some requiring specificity in the suggestion beyond the high-level suggestion of a BTEC qualification;

***“What training? Training for wheelchairs? Training for electric vehicles, training for other things? You’ve got to broaden it and be specific, you can’t just say no because you’ve been driving for 30 years but equally, the training cannot be generic because there is too much variation in the work we all do”***.

***“A drivers CBC course would be better for new drivers and a refresher for others that think they are better than they are”***.

While the idea that drivers with significant/ many years’ experience should be exempt remained constant for some, there was once more a conversation that reflected the variation in licensed vehicle work. For example, those concerned with exclusive school runs considered that the requirement for additional qualifications may be prohibitive to recruiting a workforce;

***“I’m doing school runs; most drivers are part-time. It’s hard work getting drivers as it is to do tests and medicals, it would just put them off even more if this was introduced”***.

While there was diversity in the responses relating to the proposal there were two areas of discussion which were observed to penetrate all of the discussion. The first was a requirement for further information and a need to drill-down into the detail of any suggested training before an informed response could be offered. The second was a question relating the rationale behind the proposal;

***“Is this just a stealth way of reducing how many licensed drivers can be on the road? If it is, most of the other suggestions appear to encourage the number of vehicles so it is counterintuitive”***.

***“If I go in my Peugeot and pass the wheelchair course, or whichever module it is. If I then change it to Mercedes, do I have to do the course again? What are we doing, testing drivers or drivers and their cars”***?



## Appendices

### Questionnaire



## Hackney Carriage & Private Hire Consultation

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Thank you for taking part in the Hackney Carriage & Private Hire Consultation.

Please find below an explanation of terms used in this survey.

A **Hackney Carriage** is a taxi with a meter, which is licensed to collect passengers from a taxi rank and is available to be hailed in the street.

A **Private Hire Vehicle** is not licensed to collect passengers from a taxi rank or to be hailed in the street. It is licensed to be hired by prior arrangement only.

A **Private Hire Operators** licence allows a person to accept or invite bookings for private hire vehicles.

A **livery** is a special design and colour scheme used on all or part of the vehicle.

### VEHICLE APPEARANCE

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Winchester City Council set standards for all vehicles that they licence to ensure safe standards for the public. It is proposed that our new policy shall include a revised vehicle specification.

To improve public safety, the Council is proposing the introduction of a standard livery on Hackney Carriage Taxis. For reference, you can hail these vehicles on the street or pick up direct from a taxi rank. This change will reassure passengers that they are travelling in a vehicle licensed by Winchester City Council. The improved image will stand out, making it easier for all passengers, local people and visitors to identify them. It will also make illegal touting (illegal taxis) harder to take place.

One proposed design will incorporate a white base with a separate prominent coloured bonnet, rear, and wing mirrors. A Winchester crest coat of arms will be on the bonnet with Winchester Taxi written above the crest. A single colour of vehicle is an option, bearing in mind the idea is to stand out and not use standard car colours.

Q1a Do you think there should be a standard livery on Hackney Carriages?

- Yes
- No
- Don't know

Q1b Do you agree that Winchester City Council Corporate Colours should be used for the standard livery?

- Yes
- No

Please see design suggestions below.

### Design A



### Design B



Q1c Do you have a preference for either of the suggestions?

- Design A
- Design B

Q1d Do you have any comments or an alternative suggestion to those above?

Q1e If the Council adopt a change of vehicle livery, for current petrol and diesel licensed vehicles, what do you think would be a suitable timescale for introduction?

- 6 months - 1 year
- 1- 2 years
- 2 - 3 years

## VEHICLE AGE AND TYPE

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Currently, when licensed for the first time Hackney Carriages can be up to 3 years old, from the date of first registration and Private Hire vehicles can be up to 5 years old from the date of first registration. It is proposed that petrol and diesel Hackney Carriages and Private Hire vehicles when licensed for the first time can be up to 4 years old

Q2 Do you agree with the proposed policy change, that all new petrol and diesel licensed vehicles can be up to 4 years old from the date of first registration?

- Yes
- No
- Don't know

Q2\_1 If no, please give reasons for your answer:

At present there is no maximum (end of working life) age for licensed vehicles in the Winchester District.

It is proposed that Petrol and Diesel Hackney Carriages and Private Hire vehicles will have a maximum (end of working life) age of **12** years.

Q2a Do you agree that a maximum (end of working life age) of 12 years be introduced for petrol and diesel Hackney Carriages and Private Hire vehicles?

- Yes
- No
- Don't know

Q2a1 If no, please give reasons for your answer:

**Q2b** If the Council adopt a maximum (end of working life) age of 12 years for petrol and diesel Hackney Carriages and Private Hire vehicles, what do you think would be a suitable timescale for introduction for current licensed vehicles?

- 6 months
- 1 year
- 18 months
- 2 years

**Q2b1** Please write in any comments:

To help reduce the Carbon Footprint and improve Air Quality in the Winchester district, the Council wishes to encourage the licensing of Electric or Hybrid vehicles.

It is proposed that Electric or Hybrid vehicles, when licensed for the first time, can be up to 8 years of age. It is also proposed to increase the maximum end of life age to 15 years.

**Q3** Should the Council introduce incentives to encourage Electric or Hybrid vehicles?

- Yes
- No
- Don't know

**Q3\_1** Please write in any comments:

**Q3a** To incentivise the use of Electric or Hybrid Vehicles, when licensed for the first time, what age should the Council allow?

- 8 years or under
- Keep it the same as all other licensed vehicles
- Other

**Q3a1** If other, please specify:

Q3b To incentivise the use of Electric or Hybrid vehicles, what maximum end of life age should the council allow?

- Increase the maximum end of life age to 15 years
- Keep it the same as all other licensed vehicles
- Other

Q3b1 If other, please specify:

Q3c In striving to improve air quality and responding to the climate emergency, do you agree that by 1st January 2023 all currently licenced vehicles must be replaced if the vehicle's date of registration is before 1st September 2015.

***(This date is intended to ensure that by 1st January 2023 all licenced vehicles meet, as a minimum, Euro 5 vehicle emissions standards)***

- Yes. I agree they should be replaced before 1st January 2023
- No, these vehicles should be replaced earlier, before 1st January 2022
- No. I don't agree that improved emissions should a reason for making the drivers change their vehicles at all

## PUBLIC SAFETY

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In the interest of public safety and the safety of licensed drivers, it is proposed that all licensed vehicles will have CCTV installed.

Q4 Should all Hackney Carriages and Private Hire vehicles have CCTV installed?

- Yes
- No
- Don't know

Q4\_1 If no/don't know, please specify:

Q4a If you agree that all Hackney Carriages and Private Hire vehicles should have CCTV installed, do you agree that the cameras should record both inside and outside the vehicle?

- Inside and Outside
- Inside Only
- Don't know

Q4a1 Please write in any comments:

It is also proposed that all Hackney Carriages and Private Hire vehicles will have a contactless card payment facility for passengers.

Q4b Should all Hackney Carriages and Private Hire vehicles have a contactless card payment facility available?

- Yes
- No
- Don't know

Q4b1 Please write in any comments:

To improve public safety, the Council proposes that all Private Hire vehicles must display permanent Winchester City Council approved door signs; these will include their individual vehicle identification number. It is also proposed Hackney Carriages and Private Hire vehicles must have a permanently fixed rear identification plate (at present these can be magnetic, which can be easily removed or fall off).

Q5 Do you agree that Private Hire vehicles should have permanent Winchester City Council approved door signs?

- Yes
- No

Q5\_1 Please write in any comments:

Q5a Do you agree that all Hackney Carriages and Private Hire vehicles must have a permanently fixed rear identification plate?

- Yes
- No

Q5a1 Please write in any comments:

## WHEELCHAIR ACCESSIBLE VEHICLES

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Currently all licensed wheelchair accessible vehicles must be side loading. Winchester City Council is proposing to change this and give drivers the choice to use either rear loading wheelchair accessible vehicles, or side loading vehicles, or both. Rear loading vehicles are much smaller, lower, and easier to load a wheelchair. They are also more flexible for dropping off on roads with side loading restrictions, such as narrow roads and hedgerows. In addition, the cost to purchase will be considerably less to the driver than the current side loading vehicles. Predominantly, these smaller vehicles will also assist in reducing the carbon footprint and improve Air quality in the Winchester District.

Q6 Should the Council allow wheelchair accessible vehicles to be side and/or rear loading?

- Yes
- No
- Don't know

Q6\_1 Please write in any comments:

## DRIVER TRAINING

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Some Councils require all licensed drivers to take formal training such as a BTEC Level 2 Certificate in the Introduction to the Role of the Professional Taxi & Private Hire Driver.

Q7 Do you think new applicants applying to become a licensed driver should complete training such as a BTEC Level 2 Professional Taxi & Private Hire Driver prior to becoming a driver?

- Yes
- No
- Don't know

Q8 Do you think existing taxi and Private Hire drivers should have to complete additional training such as a BTEC Level 2 Professional Taxi & Private Hire Driver?

- Yes
- No
- Don't know

Q8\_1 Please give reasons for your answers:

### ADDITIONAL COMMENTS

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Q9 Do you have any additional comments you would like to make regarding the Taxi and Private Hire improvements?





## ABOUT YOU

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We don't want anyone to miss out or be disadvantaged because of the way we work, and we try hard to make sure this doesn't happen. If you are not comfortable answering any of the following questions, you don't need to, but it would be very helpful if you do.

The information you provide will be treated in the strictest confidence. It will only be used for the production of anonymous statistics to monitor the fairness and effectiveness of the development of our new scheme. It will also help us to achieve our equality objectives.

**Q10** In order for us to monitor the effectiveness of the questionnaire and to evaluate the responses, please indicate if you are (select all that apply):

- A Winchester Hackney Carriage Driver (with a current licence)
- A Winchester Private Hire Driver (with a current licence)
- A proprietor of Winchester plated Hackney Carriage vehicle
- A proprietor of Winchester plated Private Hire vehicle
- A Winchester Private Hire Operator
- A local resident (Winchester District)
- Someone who works in Winchester
- Someone who visits Winchester
- A member of a community group
- Other

Please specify community group

Please specify other

**Q11** How often do you use Hackney Carriages or Private Hire vehicles in the Winchester District?

- Every Day
- At least once a week
- At least once a fortnight
- Less often
- Never

Thank you for completing this survey. Please return in the envelope provided to FREEPOST, SMSR Ltd, 108 Beverley Road, HULL, HU3 1YA

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