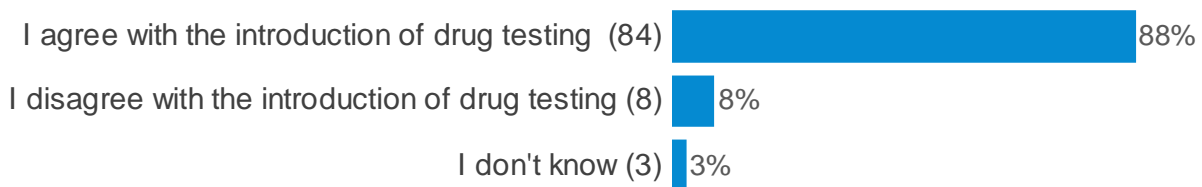


This report was generated on 24/06/22. Overall 95 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

**To further protect public safety we are proposing that drivers undertake a self-administered drug test when applying for a taxi or private hire licence. In addition, drivers would become subject to random testing.**

**Carried out at the Civic Offices, the applicant/driver would self-administer the swab test (similar to a lateral flow test) under supervision of a member of the licensing team. The swab would be then analysed and sent for further analysis at an accredited lab if necessary. (I agree with the introduction of drug testing )**



**Futher comments:**

- Drug testing should include illegal and those medically prescribed that may affect ability to drive should be done either monthly or every couple of months, but they are not to be told when as this would defeat the object. Will it be carried out in the presence of the staff member

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- Only if there is at present a proved evidence that drivers are at present undervthe influence of drugs when on call.

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- This procedure should already be in place. It should not take an incident to identify the involvement of drugs.

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- Totally agree with this, there have been a few instances of "drivers" operating vehicles under the influence of drugs, including, van, lorry and taxi's. Because drugs are not normally noticable but can stay in the system for a few days after their use, tesing during the application process is good, random testing is even better as applicants would probably stay clean during the process as they would be aware of the swab test.

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- There should be regular drug testing

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- Initially this would cover taxi drivers, next it would be the rest of the population, Big Brother at work again.

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- The council is not the law, councils already struggle to keep the trade running day to day.

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- It seems to me this would further increase costs to customers..

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- Yes that would be fine, but they would be prepared before they go, on the spot would provide better results. Not enough taxis working on a Sunday, their excuse not enough drivers want to work.

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- This should be done in a sensitive way,fully explaining the reason.

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- Vital for passengers and other road user safety

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- As testing is clearly intrusive and time consuming for all concerned, what evidence is there that drug use by taxi drivers is a significant problem?

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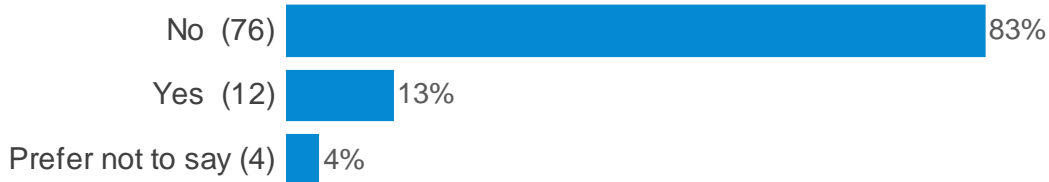
**Futher comments:**

Cost involved

Why do it , is everyone at f bc being tested ? Makes no sense, we have done medical , that should be enough

This should have been done years ago

**Have you ever felt threatened or been made upset when using a taxi in Fareham?**



**Providing you feel comfortable it would be helpful if you could provide further information:**

Single elderly female - I pre-booked a taxi from a restaurant to home, for after the restaurant's closing time, so I had to wait outside. It was not there at the time booked and it took ages to come. I was given misleading information about wait time. In the meantime, I was cold and increasingly conscious that the area was very dark and empty.

Rarely use; felt uncomfortable when arrived on last National Coach into Fareham Bus Station and had no alternative to get home.

have only used a taxi on the odd occasion but have never felt threatened.

I had an appointment for my 3rd covid vaccination and spent the entire journey from Fareham to Portsmouth persuading the driver of the importance of wearing a mask in his car. He didn't see the need, he didn't know anyone who'd had covid. He did eventually put on the mask that was dangling from his rear view mirror.

I have answered "no" because the question was about Fareham, however I have been in a very difficult and potentially dangerous situation, in a taxi elsewhere.

Some drivers speed and are clearly annoyed at being asked to stick to the limit

Always polite and helpful

I've not felt uncomfortable due perhaps to the fact that I am a large male, ex military etc however I have a few female friends who have been unhappy with the service provided.

An incident of verbal intimidation and another by dangerous driving in order to test 'bravery'. Different companies.

There should be CCTV fitted to every taxi, just like other councils make it compulsory

I have never used a taxi in Fareham

I have always used Radio Taxis, with whom I have always felt comfortable.

because if I did not know the person they were a stranger and I did not feel safe, so I WENT to one further back, only to be told that I should take the one at the front. I have used taxis for the last 50 years here in Fareham as the current bus service for my requirements are totally out of the question.

I rarely use a taxi in Fareham

Not by anyone's actions but I believe that there is only 1 wheelchair accessible taxi registered in Fareham. You need to have more. I have been stranded as I have been ringing around local firms to find a wheelchair taxi. Just because I am in a wheelchair.

**Providing you feel comfortable it would be helpful if you could provide further information:**

I generally avoid taxis because I don't like getting in a car with a stranger and in my experience taxi drivers tend to drive in a rush (too fast / too close)

I have never experienced behaviour that is threatening or upsetting - rather the reverse, with most taxi drivers being polite and friendly.

N/A

Drivers trying to charge extra when you want to pay by card. Drivers moaning when it's a short job. Drivers holding their phones to their ear whilst driving

**Have you reported any incidents to the Police/Council?**



**Providing you feel comfortable it would be helpful if you could provide further information:**

I tried when a taxi driver close passed me on my bike and then swore at me. It went nowhere and was a time consuming process.

I went as far as finding out the person at council level who deals with such complaints, but took it no further. I changed taxi companies instead.

NA

By using the recognised taxis I don't get over charged as has been my experience in the past with foreign drivers. All OK now

My wife frequently uses taxis (Fareham Cabs, Aqua Cars and has good treatment). I am basically wheelchair bound and find it difficult to book a taxi unless I use a Southampton Taxi to go to cruise ports for holidays.

See above.

N/A

Nothing would be done

**Have you been a victim of crime while using a taxi service and not reported it, if so, why not?**



**Providing you feel comfortable it would be helpful if you could provide further information:**

Made to feel I was at fault, when suspicion was around the honesty of the driver who was believed no questions asked.

I was very young (16) and was scared to mention it.

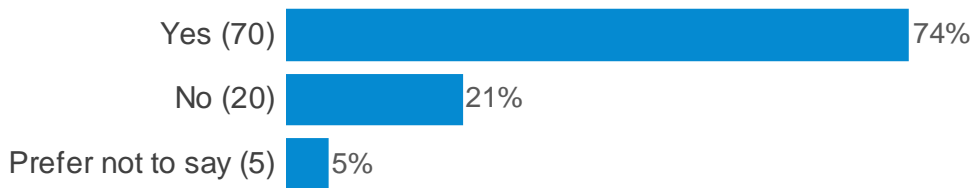
Your word against there, if cctv was installed it would protect drivers and patrons

NA

I rarely use a taxi in Fareham

See above

**Would you feel safer in a vehicle fitted with CCTV?**



**Providing you feel comfortable it would be helpful if you could provide further information:**

Anything to improve safety, particularly for women, mothers with young children

Yes if I was using one if they object to one being fitted then they cannot receive a licence.

I am a male and feel OK to defend myself, if necessary.

Would be helpful to both drivers and passengers

It would make women travelling alone feel safer

this is fareham not london

In this day and age I would prefer all taxis to have inboard cctv for the drivers safety and that of their passengers.

A simple dash-cam is sufficient.

Most are already tracked for location so they should be tracked for speed as well

It would give evidence of poor behaviour or even very good attitude

It works both ways, the iperator and the passenger would have this safeguard.

In London, all black cabs are fitted with CCTV to protect passengers and drivers.

Never felt unsafe other than by standard of driving which CCTV would not affect.

As long as drivers didn't have access to the recordings

Only if the CCTV recording was continually downloaded to an independent organisation, AND in the event that a taxi driver did not have the CCTV active, he would automatically loose his license.

CCTV acts to keep both driver & passengers safer. Removes element of doubt.

It should be a choice, it's a very expensive system which only adds to the cost of yearly licensing fees already

Again another cost to drivers that would require an increase in cost to passengers.

Im aware that adding additional costs to Taxis will increase fares...i dont think we have a problem in Fareham that needs CCTV in each taxi. Plus it means my privacy will be invaded by having my every movement recorded for the driver to watch later

**Providing you feel comfortable it would be helpful if you could provide further information:**

I don't feel unsafe in a taxi. I would think CCTV would be there to make the driver safer.

Yes, at least there would be some sort of deterrent.

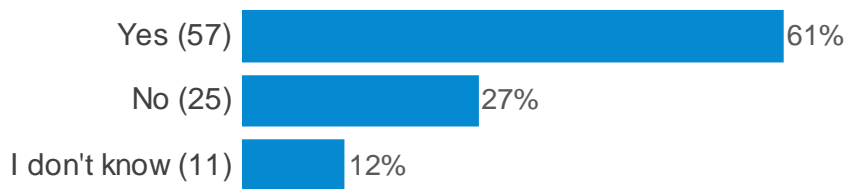
CCTV might be a deterrent but it would have to be a device the driver couldn't tamper with to be effective. Monitoring the speed and driving style of taxis might also help and an anonymous scheme whereby a passenger can report aggressive driving or speeding might encourage me to use taxis again

Generally a good idea to act as a deterrent, and provide evidence. CCTV with sound would be best.

No thank you. I don't want to be recorded whilst travelling in a taxi.

**The cost to an individual driver or firm of an approved CCTV system would be in the region of £500-£700.**

**Do you agree that CCTV should be mandatory for taxis and private hire cars?**



**Please provide further information:**

It might be helpful to provide interest-free loans to enable the drivers/firms to comply as soon as possible.

Anything to improve safety

Yes they should have CCTV but drivers shouldn't have to fork out for it

Having seen some video of how Uber drivers have been attacked I think this would be of benefit to both drivers and passengers.

But, with the cosy of fuel going through the roof, how may drivers of individual cars be able to afford £500 - £700 to fit to their vehicles. Perhaps an agreement with a supplier and fitter of such systems could be nominated by the FBC with respect to individual s.

It should be mandatory but the individual drivers should not have to pay for it!

We live in dangerous and different times. It seems to me that no lone females are safe any more.

Unless it is heavily subsidised. Its too much money to add to taxi drivers outgoings.

this is fareham where many people do not tip and the inland revenue still tax the "tip"

I assume there will be financial assistance in fitting CCTV to a hire vehicle?

This cost is too high. A dash-cam would be sufficient at a fraction of the cost.

The council should fund it initially, with a system of drivers repaying over time.

Any thing that makes it safer to hire a taxi and it would also protect the driver from unwarranted accusations

It is probably more for the safety of the driver than anything else so if they object then what have they got to hide

**Please provide further information:**

I agree however i think the cost is high and should be subsidised in some way. Fareham taxis are already expensive in comparison to Portsmouth taxis and the costs would likely be passed on to customers

It would depend on who would be able to access the information and whether it was available immediately to a 3rd party. If there was a chance that it could be misused in any way or edited, then I think I would prefer it to have it.

Whilst some people might feel safer, I am not aware of security incidents involving taxis in Fareham and the cost of fitting it would undoubtedly be added to the fares which are already very expensive in this area.

Initially this would cover taxi drivers, next it would be the rest of the population, Big Brother at work again

It should be a choice, it's a very expensive system which only adds to the cost of yearly licensing fees already

Again another cost to drivers that would require an increase in cost to passengers.

The current economic situation is making life difficult for all businesses. We should not be imposing more costs at this time.

A good idea but if drivers have to pay £500-£700 there will be less taxis on the road which is not good

Right now that is a lot of extra cost for the driver/company given cost of living going up rapidly. Presumably fares would need to increase if a driver cannot afford it which will reduce use and then as a consequence availability of taxis

Given the cost, the implementation could be phased and/or financial help provided e.g. low/no interest loans.

But the council should pay for the CCTV

Only if government funded

1, who would have access to the system? 2, under what circumstances and by whom would the system be accessed 3, when would the system be in operation, ie. 24/7, when a fare is on board, at all times the vehicle is being driven? 4, would it record audio? 5, where would the camera be directed? 6, would recordings qualify for evidential purposes? 7, would it be in operation during personal use?

You must be joking, if you want them in the taxi , f b c should pay

Some drivers driving leaves a lot to be desired, also the rudeness and attitude of some drivers is appalling

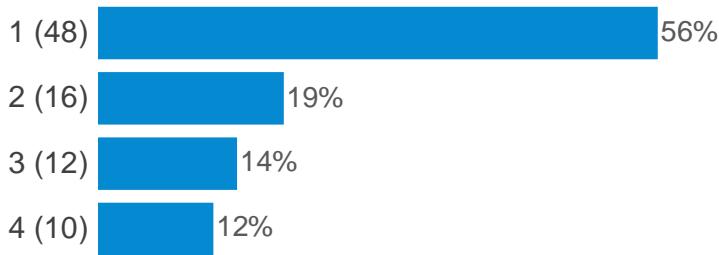
Hahaha £700 for In Car CCTV? obviously a company that has friends in the council!!!

I feel that if you make this mandatory then perhaps you should help with the cost

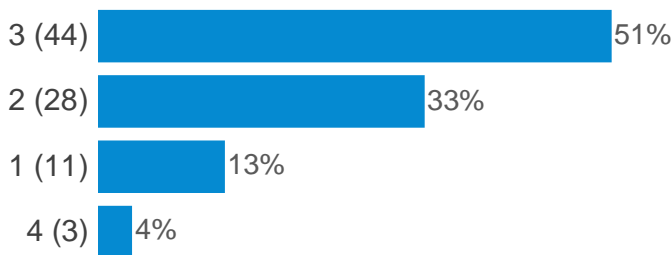
**Please rank each of the proposed tariff changes from most preferred (1) to least preferred (4): (£2.80 pull off, 170 metres 30p. 5km journey would cost £11.62)**



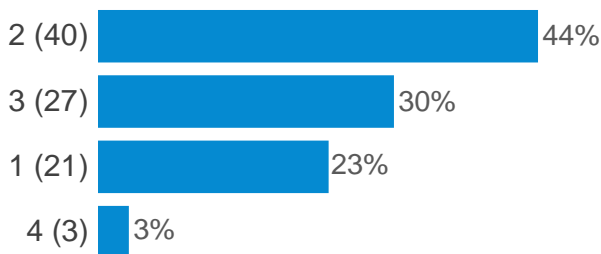
**Please rank each of the proposed tariff changes from most preferred (1) to least preferred (4): (£3.00 pull off, 170 metres 20p. 5km journey would cost £8.88 )**



**Please rank each of the proposed tariff changes from most preferred (1) to least preferred (4): (£3.00 pull off, 160 metres 20p. 5km journey would cost £9.25 )**



**Please rank each of the proposed tariff changes from most preferred (1) to least preferred (4): (£2.60 pull off, 155 metres 20p. 5km journey would cost £9.06 )**



**Please let us know if you have any alternative suggestions:**

In principle, less pull-off and higher per metre rate seems fairest - you pay more for distance travelled. I am aware of increased fuel costs and drivers must be able to make a profit.

Consider taxi services, generally, very expensive. Would seek alternative if available still keep first 180 metres but with £2.80 pull off charge.

Unable to make a reasonable proposal

Keep it as it is. The current rate, or reduce pull off rate considerably

The UBER system is fantastic and should be used or a model of it. You know the cost and pay for the journey before you ever get on the taxi. No money or tip!! Has to change hands in the cab.

I think Fareham taxis are already expensive compared to other local areas

A rise of £1.49 over 5km should be a perfectly adequate rise.

**Please let us know if you have any alternative suggestions:**

Why increase by more than inflation? Whilst I accept costs have increased, the price of a short journey in this area is already poor value and I only use the taxis when I have no other options. I have used them in other areas of the country where they are notably cheaper.

Why does it have to be so complicated?? Why not simplify the whole thing to £X per KM ??

Giving drivers a decent fee for short journey (£3 pull-off) is to encouraged otherwise they're more likely to refuse .This is a silly question as we are all going to vote for the cheapest, frequent journey we do (home to station etc) . More important is we pay taxis an economic rate so we have sufficient drivers attracted to the job to provide a good service.

Can't get my head around this, metres I can't imagine yards and miles I would.

A higher flat fee during daylight hours to encourage people to walk short journeys if they can. After dark the rate should encourage people to use a taxi. A higher flat fee would also make a driver less grumpy about a shoulder journey when they've waited a while on a taxi rank for a fare.

Would need to know the distribution of journey lengths, purposes, numbers riding on each journey etc - and what the pricing policy is aiming to achieve e.g. easier access to shorter journeys at a cost effective price compared to alternative transport? Reduction of short car journeys? Creating a sustainable taxi service?

£5 pull off fee, then after the first mile 20p for every 170meters, that way short journeys will be worth pulling off the rank for.

**The Government recommends that taxi and private hire drivers carry out a Disclosure and Barring Service (DBS) check every 6 months. The Council is proposing to make it mandatory for license holders to be on the DBS Update Service. This will allow the licensing team to carry out the check with minimal disruption to the driver.**

I agree that it should be mandatory for drivers to be on the DBS Update Service (84)  88%

I disagree that it should be mandatory for drivers to be on the DBS Update Service (7)  7%

I don't know (4)  4%