

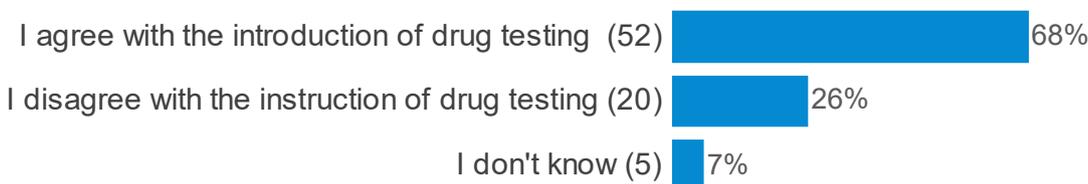
## Taxi Trade Consultation (License holders)

This report was generated on 24/06/22. Overall 77 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:

Would this include licences issued to uber drivers in Reading? There has to be a level playing field  
All public service providers, including councilors, and staff.

I oppose this as it could be possible to lose your licence as a result of someone spiking your food/drinks without your knowledge and it would be impossible to prove otherwise.

As long as everyone who works under the umbrella of Fareham Borough Council including the Reading drivers the bin men grass cutters and all your office staff I can't see a problem.

But at no cost to the taxi driver.

I disagree on the grounds of extra cost and be bureaucracy being put on the trade especially at this time, furthermore the 16 years I've been driving a taxi in the borough of Fareham I do not know of any drivers have had their licence suspended due to drug offences.

A positive test doesn't necessarily affect a drivers ability on any given day. Also there are different levels of drugs with some more serious than others. Drivers who are obviously under the influence should be suspended.

Many people are looking to cannabis as a pain killer now rather than a drug to get high because prescribed opiates don't work. If random tests are set and someone has had some on a day off to relax the pain, they would be penalised.

Should have done this a while ago .To inshore a high standard in the Taxi trade .

Who will pay for this

Im not against it totally but until you advise on how you would implement this, I can't agree with it. It would need more flexibility with regard to the licensing team.

If FBC decide to test all FBC employees then I might be in favour

But should not be limited to taxi drivers. Everyone who has to have a license to work should be tested

Costs involved? How much? Will the council cover the cost?

**Futher comments:**

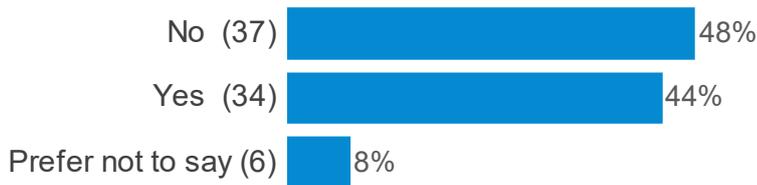
In principle I have no objection however I would assume that a level playing field will be in place.e.g it is not just Taxi drivers that are being singled out this would include all council drivers. Also Fareham has issued many licences to many drivers now working in Reading for Uber, these drivers would also be subject to these tests.

If you are going to test for drugs then you should test for alcohol as well

Portsmouth City Council normally ask for a urine drug test with an approved clinic. This might be a bit more expensive for the drivers but a swab test is far less accurate.

I disagree with the drug testing if is only for the taxi driver, I will be 100% fine if all the people works under the same umbrella get tested as well( bin mans, parking officers, cleaners ).

**Have you ever felt threatened or been made upset when working in Fareham?**



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

On nightly basis

Some Customers are very aggressive towards us and as a female driver this can be intimidating usually when alcohol is involved.

Some times.

I have got robbed at knife point

Drunk passengers refusing to follow no smoking/eating in the car policy and when challenged they became aggressive.

We are subject to regular verbal abuse from members of the public, anything from road rage because inconvenience them in some way, to being sauna because we're late picking them up, working at night all out drink and drug fuelled violence.

One incident when threatened with small knife due to fare not being paid

As I am a PH driver, and only do long distance jobs, this question probably doesn't apply.

Very odd occasion in over 20 yrs. Situations have been managed with tact and diplomacy and thankfully not resulted in anything untoward.

Foul language, xenophobic remarks, verbal threatening

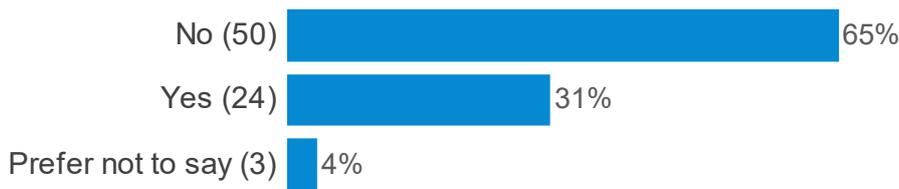
Usually solve any disputes with diplomacy

I no longer work evenings due to increase of abuse

With over 20yrs of driving taxis in Fareham never felt threatened while do my job yes I've had people try their hand and got gobby but a quick word with them without get aggressive back will always defuse and problem very quickly

Taxi Trade Consultation (License holders)

**Has your vehicle been damaged or threatened to be damaged?**



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

People kicking the car if they re drunk and is not they're taxi

In the past I've had Urrate customers threatening to smash up my vehicle and myself

Yes in 2018 a customer damaged my car. 1000£ worth of damage

When I used to work nights I had my car kit regularly buy abusive drunks

Same incident

As I am a PH driver, and only do long distance jobs, this question probably doesn't apply.

It was a number of years ago now all I can say was my car was off the road for over a week and had to have a complete interior and the culprits were from a certain caravan park in whiteley

On more than one occasion police involved nothing done about it

**Has anyone refused to pay a fare?**



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

Been reported to the operator

Happenes on average once a month. I have two complaints to the police but they don't do nothing

I've had more than my fair share of Runners I've gotten too the point where as Customers approach vehicle I am watching them too judge them as my Instinct is usually right I'm not boasting but I am a pretty good judge of Character I sometimes ask got cash up frontif going out the area but I feel uncomfortable doing that but the way things are I may well start doing it more and more I even went out of my way too help a stranded female once and she ran on me I went too the police and even though she was well known too them they wouldn't help me which I think is discusting

I have had two occasions where customers have left the taxi without paying.

Has happened a number of times. For example a father called a taxi for his son and said his mother would pay the fare on arrival. When we set off the son started a conversation about what happens if people don't pay their fares (oh, here we go I thought!) Sure enough the mother denied any knowledge of this arrangement and wouldn't pay up. There are other stories I could tell you as well.

In over twenty years two people have done a runner.

Taxi Trade Consultation (License holders)

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

Uber job going on account

Ran away without paying on a few occasions

Very rare case.

A handful of times generally by substance abusers.

As I am a PH driver, and only do long distance jobs, this question probably doesn't apply.

Two young ladies I drove to Portchester declared they had no money, so I said that the law stated I had to return them back to the town I picked them up in, which I did, but drove into the police car park, when funnily they had some money!!

Runners ! . I know it is an offence but what can we do . If you report to the police probably nothing will be done .

I've had a few runners over my 20 plus yrs,

Not very often have reported a couple to police and decided police are about as much use as a chocolate fire guard

Seem to have had more non payers post Covid for some reason.

They done a runner

Run off at drop off point, all phone numbers are recorded with voice, police were informed and prosecuted with reimbursement awarded

Some times there were those who left without paying

I have had two occasions where Customers have left the taxi without paying.

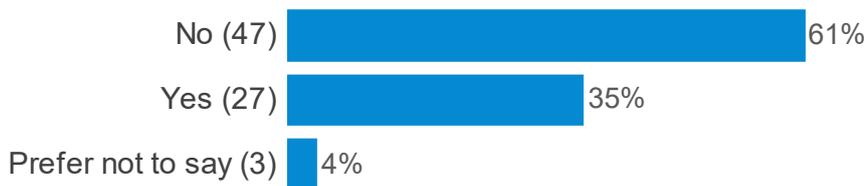
Ambiguous question. In 20 years, only once has a customer verbally REFUSED to pay (because I picked him up 12 mins after his booked time). CHOSEN NOT TO pay - "runners" and "got no money" - many ... mainly younger generational that I encounter on my evening/night hours of working

Get the occasional runner

Working with this operator, there is no cash involved and all the payments are pre-approved in the app.

Yep a few times over the years but always got the fare

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



Taxi Trade Consultation (License holders)

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

N/A

There are tow complaints to the police

A few times I have reported things too the police but what is the point as They never want too help even with proof given too them As a female knowing I had police assistance if required would be good but as things are that isn't the case at present I didn't even know too report anything too Council Could they do anything too help?

Police don't come on the scene straight away.

Had to get the police out once when I took someone home and could not wake them and could not continue my work as not sure weather the customer us unconscious due to alcohol or drugs but thankfully it was alcohol and the police manag d to wake him and I was quickly on my way

An incident on Lockwood Rd where I was punched by a person flagging me down.The culprit wasn't found and thankfully I was able to drive away safely.

Reported drink driving.

As in comment above

TBH it's not really worth the time doing so for the lack of response your going to get.

I've been attacked on more than one occasion police take to long to respond waste of time reporting anything now you might aswell brush it off as a bad fare and move on

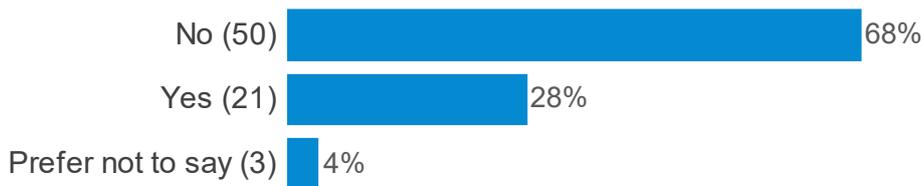
I reported to the police 3 years ago about the customer who did not pay the money, but nothing was done. they just gave me a reference number

Waste of time & effort as no willingness to act on as the criminal (Theft Act) offence. Cost of pursuing action, criminal or civil, far outweighs the loss of unpaid fare.

Pointless reporting to police now as nothing gets done

To be fair the police really don't want to do anything to help

**Have you been a victim of crime in your capacity as a taxi driver and not reported it, if so, why not?**



Taxi Trade Consultation (License holders)

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

N/A

Yes I've had runners that I've not reported as what's the point as in the past they haven't been very helpful at all

My belief is the time taken to pursue a non payer by stopping work to call the police would cost me more than if I just moved on to the next job.

People not paying fares No point in reporting as the Police have no chance of finding them

The five times I was assaulted in the 10 years I work nights nobody was ever prosecuted!!

As I am a PH driver, and only do long distance jobs, this question probably doesn't apply.

As above

They don't do anything just give you a crime reference number so you can claim off your insurance

As per my two preceeding answers.

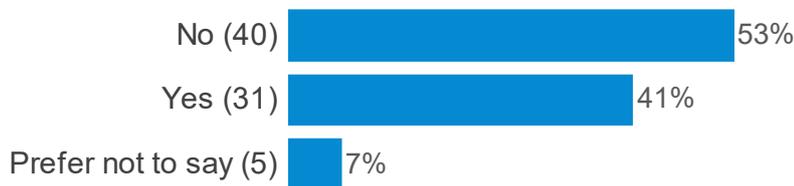
As above

police is not doing anything

I've been a victim of a hate crime (no physical injuries). Did not report it as there was no physical damage. There was a customer (not in Fareham) who started verbally abusing me over The operator's in app contact system for lost goods. They though I stole their partner's phone which they did not have with them when they entered the car (my dash cam is recording in and out of the car). I've left it to the operator to deal with this customer.

Police tell us that we should deal with the matter ourselves.

**Have you, for your own safety, fitted CCTV in your vehicle?**



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

No audio recording. Just for insurance purposes, road recording camera. Dash cam.

The main purpose of mine, is to record sound and video inside the car ,of myself and front seat passenger. Also records journey, incidents, has panick button, and can record via wi fi, as well as sim card.

From having cctv previously some customers can get very upset at being filmed and this can lead too a whole host of problems

I did have a CCTV system fitted in my car, that showed the whole interior and some customers showed their disapproval of this, so as I only work during the day, I had the system removed.

I had a front facing dash cam once and the ICO wanted £40 a year off me to use my own equipment. I vehemently protested on the phone as they are not providing me with anything in return for my money and I thought it was totally scandalous that they would do such a thing. Especially during a lockdown when we're not even earning £40 a day. I removed the camera and will not be fitting any more.

Yes and No, it should be optional.

Taxi Trade Consultation (License holders)

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

Front facing for insurance purposes

My dash cam is forward facing, I have never felt the need to have one that covers the inside.

I am now a Private Hire driver who takes many business men to the airports all is which discuss their business to colleagues or on the phone. I guarantee total discretion and never discuss what's said in the car. If I had CCTV especially one that I cannot view myself; I would not be able to guarantee this as a recording device and if the car was ever stolen this information is held in the car.

Not yet but thinking of getting it but not for my personal safety but more for RTC'S I've never felt that I've needed it we live in a small town with NO night life to speak of so most people who go out tend to go over to Portsmouth and Southampton and get the local taxis back so all in all think it would be a waste of money for most us

I currently use a system

I have been driving taxis longer than anyone in our company Radio Taxis Fareham to fit cctv should be optional for each driver and not elaborate fittings being a part of your licence. Each driver can buy and fit one if they want to for less than £50 .

Have been a hackney driver over 35 years have not needed one before and certainly do not need the cost in the current financial climar

But not very expensive

The only time I've seen this actually worth while was a couple of years ago when a radio driver was mugged yet the muggers still got off the charge of putting a knife to his throat.they stole his cameras and phones yet he did have it backed up in the cloud. T

I work days and don't feel I need it

I did have a CCTV system fitted in my car, this showed the whole interior of the car and several Customers showed a strong disapproval of this system. So, as I only worked during the day times, I removed this CCTV System.

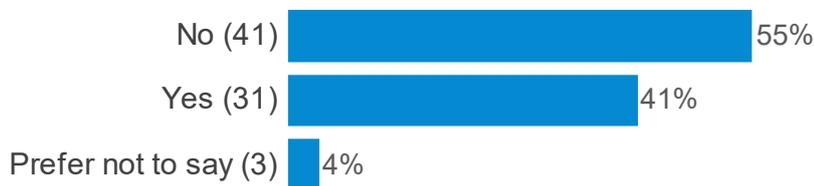
I already have CCTV not because I feel unsafe it's for accident purposes

Yes in my new vehicle but not in older one

I would love to have a camera in my car but can't afford the cost as still recovering from the loss of earnings during covid

After 2 years of no business, this is all we need. And if you do so you need to call all the cars that you plated and they work in different Borough for Uber.

**Is the vehicle you drive currentlty fitted with CCTV?**



## Taxi Trade Consultation (License holders)

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

Only a Dashcam facing too vehicle in front of me on road

I did have a CCTV system fitted in my car, that showed the whole interior and some customers showed their disapproval of this.

But I do have a dash cam which I find adequate.

As the same as reason above

As the comment above

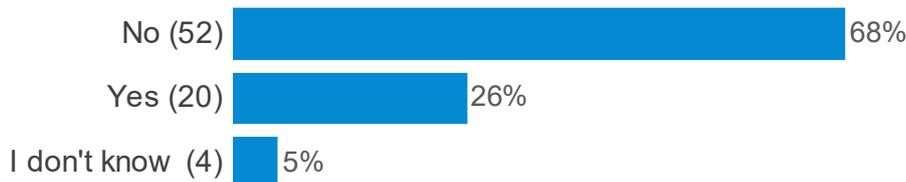
I don't feel the need to have it and cannot afford it and I feel it is an invasion of privacy to both myself And the public 99% OF the time I have no trouble from the public that use my services I do my job to my best ability and I am not confrontational and always keep it professional

I did have a CCTV system fitted in my car, this showed the whole interior of the car and several Customers showed a strong disapproval of this system. So, as I only worked during the day times, I removed this CCTV System.

For insurance purposes

As above

We can do this easier, just have every single taxi driver installing one of this halfords cctv camera so if anything happens you can have the video. But also I don't see the need of that because whoever want to do something stupid in taxi they don't care about the Cctv and also the police don't give any importance on that.

**Do you agree that CCTV should be mandatory for taxis and private hire cars?****Please provide further information:**

As an engineer, we all know that the prices for CCTV are too high. To be honest, I can install an approved CCTV system myself for much cheaper. Especially after the pandemic, when we consider the income, it is a high cost. Although, I don't believe Fareham area is unsafe. Interestingly, I had more issues outside of Fareham area. That's why I prefer to work in Fareham. The biggest issue is disrespectful and tailgating drivers. Nothing else.

Who would own the right to the images. Will the driver be able to turn it off. If it is on permanently this would be unfair to the drivers family when in private use.

Didn't the Government give grants to councils for this?

That is a lot of money fir independent drivers too fork out If the council want it installed in Taxis either they should pay for it outright or pay for it initially then they driver does a payment plan until payed off I know for sure I haven't got that sort of money too pay out in one go

I use my car for private use and unless this system only operates when the meter is on, then I feel this would be an invasion of my privacy. I would find the cost of this system hard to meet, with current situation with overhead cost v achievable earnings. I also have a Perspex cabin within my car, that separates me from my customers. This offers my customers protection from and me from them. The cost for this was in excess of £600.

## Taxi Trade Consultation (License holders)

**Please provide further information:**

i have already paid £400 for my cctv systyem which has forward, rear and interior cameras. i don't want to have to spend another £500-£700 just to get an approved system that probably won't as good as the one i already have

Optional, yes. Mandatory no. We should be making it easier for people to get into this industry the way we are struggling for drivers at the moment and not making it harder and more expensive.

The cost of having CCTV outweighs the risks we face.

Don't mind having it but if FBC want it they should supply it or let drivers supply their own that they have access to.

Optional. There are cheaper DashCamp/ CCTV available in the market.

£500 is too much though. I had mine professionally done by Toyota and it's quite good. It records both in and outside of the car.

Once again it's an extreme cost being levied on the trade, many drivers do have their own CCTV systems fitted but they are various different standards, they also comes into the fact of having access for the data and paying someone else to be a data controller, yet another cost.

If a driver is self employed then it should be up to the individual as it is his private vehicle. I would not want a 'spy in the cab' recording me every time I got in it. All technology can be hijacked one way or the other. Front facing with audio should be sufficient.

I disagree that it should be mandatory, as the cost of an 'approved' CCTV system is outrageous. My Next Base dash cam cost, £110, and I fitted it myself. Someone will be making a lot of money from drivers in an industry that is struggling if that's your estimated cost.

There's is already a massive shortage of drivers that too struggle with the increase of driving and living costs, If they face a further high cost such as CCTV I can see them also quitting which would lead to a dire need of drivers in the Borough

Yes great idea . But rather expensive , and the taxi business not doing great at this time .

If the Borough want to introduce cctv then they should off set the price with the £40,000+ That is sat in you bank that is ring fenced for the taxi trade which is the monies that are left over after your spending each year I get frustrated when you decide we have to do something to make things better but it's always the trade that has to cover the expense

Potentially most drivers already have a form of CCTV inside the car these days. The extra expense to drivers already using systems within their vehicles.

Any extra costs added to an already heavily financially affected business makes absolute no sense.

Most of the drivers I have spoken to are concerned about the cost of buying and fitting cameras, as the volume of work is still not at the level it was before COVID.

As above

Been doing the job 31yrs in Fareham never felt the need for CCTV. Just another layer of camera's scrutinizing my daily life which I don't really want.

If it is a requirement by council then a grant to all registered plate holders should be given

This amount can't afford most of the taxi drivers

You won't even give us a pathetic 15% fare increase im down £360 a month on fuel costs alone my cost of living has gone up just like everyone else yet my wages have gone way down. I'm now having to work longer days and a few hours on my 2 days off and now you want me to foot another bill where do you think we get the money from.we are now getting cars from all over the country to work in our Borough as our licensing is to difficult and expensive.so why should we replate in Fareham when we can go elsewhere and do the same job as a private hire driver. The only pro is we can rank up as a Hackney yet there isn't enough work to just work off the ranks.

I don't think it's fair to ask drivers to pay for this with the current taxi fare.

As said, I don't need it but it should be left up to the driver.

**Please provide further information:**

I, as do some of the other drivers, use my car for private use, so unless this CCTV System only worked when the meter is in operation, then I would strongly object to this, as it would be an invasion of me and my Family's Privacy! Also, I would find the installation cost very hard to meet, particularly at a time when takings are not always higher than our overhead cost. Fuel prices are currently crippling the bottom line for taxi drivers!

I don't think now is the time to put such burden on drivers considering how high the fuel price's are, and still nothing about a tariff increase. And also for existing taxi's the council should provide founding for such system.

But heavily subsidized

Personal preference if the driver wishes to have CCTV fitted and £500-£700 is ridiculous and the driver should be able to choose which company he/she wishes to use unless the council will foot the bill for each vehicle.

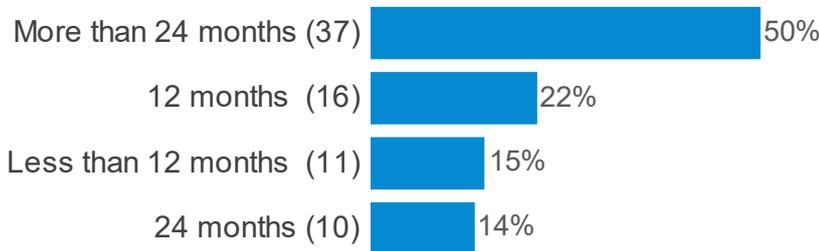
This is a cost that we can't afford.. Would drivers be able to turn off CCTV? If not when car is being used as a private vehicle this would constitute a breach of the drivers personal privacy

As long as the costs are helped by the government

Is good. But council pay for the full amount.

Absolutely not we live in a small town with no nightlife so other town and cities have a nightlife unfortunately for them they get the trouble at the end of the night and again working in the town for so many years I can only remember one bad case of trouble in the town so all in all Fareham is a safe place to live and work

**If CCTV becomes mandatory, we would give existing licence holders a lead in period before becoming mandatory. Please indicate which time period would be most suitable:**



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

Since I have faced payment issues even for taxi licensing renewal after the pandemic, all I can say is the cost should be spreaded to monthly installments. The living is already hard enough. I don't think there is a point to make it more difficult. Earnings are not enough to cover all the living costs anymore.

With current fuel prices company's are hemorrhaging drivers this would be the straw that will break the industry.may be if the council wants it they should pay for it.retro fitting anything causes damage to the car dropping resale value.

I already have it, mainly to protect me from accusations of inappropriate behaviour.

Mandatory but let the drivers get their own equipment. Is cheaper this way

At your proposed prices, forever.

We have a lot of driver in Fareham that are getting close to retirement age so don't need the added experience and younger drivers are not coming through as it's too expensive to get through their badge and source a car that is good enough to meet the criteria for the Borough and like loads of other Boroughs work is very thin on the ground

Taxi Trade Consultation (License holders)

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

My previous statement says it all , Yours sincerely a very experienced taxi driver .

Only make the ones that have complaints made against them have it or wish to do so

It looks like with this question you have already made your minds ip why am I bothering with this survey

It should be advised by the company but up to the driver.

I believe strongly that invasion of privacy should not be allowed. If the CCTV is only operable when the meter is switched on, then I would fully agree. I feel that it is very unfair to expect taxi drivers to finance the installation of a CCTV system during these very difficult financial times, particularly as fares have not been increased.

I think if the council will provide funding for it then it might be less resistance towards it.

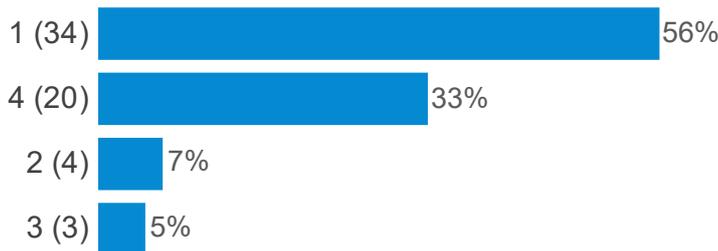
We can buy our own cctv kit for far less than £500.00 and we could have controle

To give us time to raise the money need to fit and approve camera

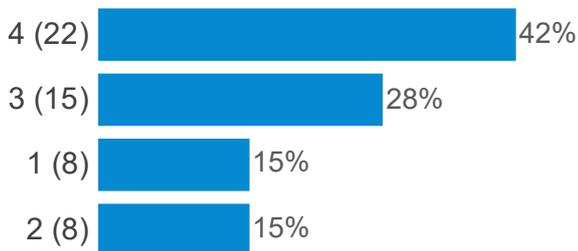
Fareham has a high number of driver over 60+and that might force them into early retirement. and with the cost for new drivers to come in to the job with the extra cost of putting in cctv into car will put more people coming into the trade with all the other cost and price of fuel and a low income from the trade as is could be a push to far

It can be even a few days !! But when you gone pay for fitting a cctv !! I don't want to spend 500£!!

**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)**

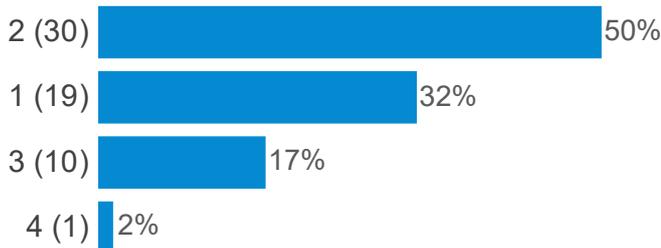


**Please rank each of the proposed tariff changes from most preferred (1) to least preferred (4): (£3.00 pull off, 170 metres 20p. 5km journey would cost £8.88 )**

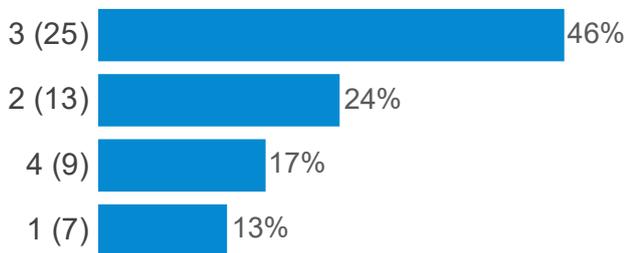


Taxi Trade Consultation (License holders)

**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:**

£2.80 pull off, 155 metres, 25p. 5km journey would cost £10.61

£5.00 minimum Charge for using a card too pay fare

I dont agree with a fare increase at this time as i feel it would be dentrimental to the trade as a whole with every one being squeezed from all directions at this moment in time and would lead to people using taxis less.

You have to strike a balance or people will stop using taxis. Could we please introduce this soon due to cost of fuel.

N/A

Can't comment as private Hire

Would be nice to get job that goes 5km we're lucky if we get a job that breaks 2km

Soon as possible people are really struggling to make ends meet

I do not believe that my finances could support paying for this installation at this time, or in the near future. We desperately need a tariff increase to support us being able to offer a public service. I do have concerns around invasion of privacy, particularly as I have two very Lovely Grand Children, with very special needs that I use my car for privately.

Beyond the general rapidly increasing rise in Inflation, taking account of current volatile fuel prices and vehicle maintenance costs, Tariffs should be reviewed more frequently to avoid overly-steep rises in rates.

With the way fuel prices are currently there is a desperate need to adjust prices more quickly. At present the cost of fuel equates to £3000.00 additional costs to driver per annum.This is unsustainable!

Night tariffs to start from 23:00

We all need this price increase just because we pay more money for insurance, fuel as you know is nearly £2 a litre and also all the costs for day to day living they explode as well.

Taxi Trade Consultation (License holders)

**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.**

