

With the increase is electronic card payments for many goods and services, would you like to see all Hackney Carriage journeys being able to be paid for by Credit / Debit Card?	Hackney Carriage Journeys being paid for by Credit / Debit Card - With the increase is electronic card payments for many goods and services, would you like to see all Hackney Carriage journeys being paid for by Credit / Debit Card - b...	Hackney Carriage Journeys being paid for by Credit / Debit Card - Are there any comments you want to make?	Increasing the minimum number of Hackney Carriage passengers a vehicle can be licensed for from one to four passengers - We are proposing to move the minimum number of passengers that a Hackney ...	Outsourcing the Disclosure and Barring Service (DBS) to an external third policy - The licensing team currently spends time, completing the DBS application with applicants, checking all requir...	Reduce the length of time lost property is kept from 12 to 2 months. The licensing team is proposing to move the minimum period lost property is kept from Twelve months to three months.	Reduce the length of time lost property is kept from 12 months. Making CCTV compulsory in all licensed vehicles (Hackney Carriage or Private Hire) Do you have any comments?	Making CCTV compulsory in all licensed vehicles (Hackney Carriage or Private Hire) Do you agree?	Hackney Carriage Journeys being paid for by Credit / Debit Card - Do you have any comments?	Drivers of Hackney Carriage Vehicles Failing to take a passenger on a short Journey - Charging more than the Fare shown on the metre when taking Credit / Debit card payments. Do you have any comm...	Drivers of Hackney Carriage Vehicles Failing to take a passenger on a short Journey - Charging more than the Fare shown on the metre when taking Credit / Debit card payments. Do you have any additional comments, changes or recommendations to the policy that you would like the Licensing and Appeals Committee to consider?	
Yes		Agreed	I think we need to make it mandatory for drivers to go to the online service but I can see some issues with outsourcing the applications. For instance, if the applicant doesn't apply early enough and doesn't have the certificate back, will we still renew the licence/issue the new badge? At least if we are doing the checks we know for sure it has been done and can hand over the new badge with confidence. I do agree that something needs to happen to take the burden away from the team for chasing DBS certificates.		Yes	I think this would help drivers safety and also give them more confidence when dealing with difficult passengers. I do think we would need to possibly give guidance or training on how to maintain the recording safely and in accordance with ICO guidelines	Yes	Yes I think it should be mandatory to accept card payments. I think the council will need to do some research into the different providers.	Yes	1. A more definitive set of criteria for Plate exemption. 2. Removal of Chauffeurs Guild - or a more definitive criteria to stop operators abusing it. 3. Introduction of door signs for ALL vehicles displaying the plate number and either "Pre-Book only" for PH and something for HCVL - possibly around not refusing short	
No		logical		logical	Yes	All efforts to date have resulted in cheap, unreliable cctv equipment being installed, however the presence of a camera could act as a deterrent to would be attacks on drivers	No	Mobile card readers are notoriously unreliable due usually to lack of connectivity particularly in the Tonbridge outlying districts	Yes	The creation of a school run only driver and vehicle license would be beneficial to the industry as a whole	
Yes		4 passengers	No kept in house		Yes	I already have the system fitted	Yes	None	Yes	Short or long all the same money	
No		Fine			Yes		Yes	Why it is compulsory? All company charge for that we can't decide our fare it. Meter price does not included that charge. So it's extra burden to driver on rank we don't have enough business. So I request to councils don't put extra burden on us. Cost of living raise and petrol price also increased so please try to understand driver situation. If we allow to charge extra for card payment then it'd fair. Otherwise I think it is not fair to driver. I am very happy to discuss with Anthony about it.	No	Not agree with card payment if not extra charge for card payment. Extra charge mean what ever is card payment company charging to us.	
Yes			Great idea,		Yes	Protection from the passengers and false statements being made. Safer all round	Yes	TfL been doing this for years, time we all move forward	Yes	The price you see is the price you pay... would you pay 1.89 a litre for diesel if it was displayed as 1.34?	
Yes		Yes this I agree with	Yes I agree		Yes	Yes this will protect Drivers and customers alike	Yes	Drivers using excuses not to take a short trip if by now they don't have a card machine is more than likely there not paying income tax ether some will say they don't have a bank account to take card payment but all drivers in this borough are self Employed and you can't pay your taxes or fill a self assessment with out a bank account	Yes	Yes this happens every day in Tonbridge especially around 23:30 from the Waterloo Road Rank Yes for all Drivers to show proof of Self Employment or Employment by means Of a Tax UTR number that can easily be checked with HRMC	
Yes		Its totally fine	Yes, agreed		Yes		Yes	Only when journey is more than E10 because their is fee on every transaction which drivers has to pay. If passenger want to avail this facility they should bear this transaction fee not driver. According to UK law drivers cannot charge transaction fee but atleast council can set minimum fare for card payment.On E5 journey if we pay transaction fee with fuel price than what is the purpose of doing job? If we drivers are brealy making money.	No	Hi, I would suggest not to apply any restrictions on rear passenger windows and rear windscreen because all vehicles comes with manufacturer fitted windows and replacement costs a lot. It will be highly appreciated if manufacturers windows would be allowed regardless of any UV value. However, ban on tinted film(after market) should be ok. Best regards Asif mirza	
No		Yes	Yes I agree		Yes	Are these cctv units always on, as my private hire vehicle is also my personal family car, and I do not want my personal life on video?	No	No	Yes	No	
Yes					Yes		Yes	No	No		
Yes		I have no issue with this	I agree that all licence holders should be subscribed to the online service		Yes	This is an unnecessary expense in a relatively problem free area of the country that will discourage people from entering the trade	No	Every vehicle should have an official TMBC supplied notice that should be visible stating that there is no minimum charge, nor that there is any fee for using a card.	Yes	I agree that anyone in breach of this rule should be instantly suspended for 2 weeks, with any further breaches incurring doubling of the suspension each time. After 4 separate suspensions of up to 16 weeks then the driver should have his licence revoked	I would like to see the knowledge test scrapped for private hire hire drivers, although all applicants should have a basic knowledge of licensing regulations and requirements. I would also like to see the knowledge test be taken perhaps 6 months after a Hackney driver gets their licence to give them a chance to learn the topography of the area in better details while working.
Yes		Why just leave as is	Will it speed up the process though I applied in October recieved it the following March		Yes	It's another expence to burden the operator with	No	In the modern day there is no excuse for not taking electronic payments except if your trying to hide cash flow	Yes	I would say one month ban minimal	

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No			Minimum license should be for 3 passengers. There are some vehicles which can fall into the size category that the owner may wish to carry less passengers plus as the future rolls on it may be beneficial to license smaller vehicles for certain locations	This should remain in control of the Council. The licensing function of any council for Taxi and Private Hire is required to be 'self funding' therefore cost savings should not be a factor when deciding on what services are required to operate the department. Perhaps a 'partnership' with other local councils may be a better way forward. Indeed, perhaps the licensing committee should study the operation of Wolverhampton Council who have the quickest, streamlined and cheapest system in the UK which is attracting applicants from all over the UK for these reasons.	Yes	It may be prudent for Hackney vehicles due to their nature of picking up 'unknown' passengers at will. Although CCTV can prove beneficial to both parties the vehicle owner should be assessing the risk of the operation and taking steps appropriately. The fitting of CCTV also brings it's own issues with access etc. However, if voluntary the council should look at the various systems available and recommend one or two that can be fitted and provide basic guidelines.	No	The accepting of card payments should be an individual choice for ANY business not just the Taxi & Private Hire industry. It is up to individuals to identify what is best practice for them.	If a driver accepts card payments for other jobs then some action is needed if the driver is refusing fares due to the distance involved. Also, any punishment for charging more than the metered rate, is already currently in the policy. Perhaps the licensing officers should be publishing more statistics about the number of complaints received about the nature of the complaints and action taken in their forum updates. It seems only the 'headline' cases get mentioned?		
No	Yes	Yes		Yes	Yes	It's not necessary in my opinion.	No	I've lost many fares over the years, because they didn't have enough money in their account, and it is the biggest problem we have is the signal there is no internet in the villages.	Yes	I never refuse any type of fares	
No		No comments		Not a good idea	Yes		Yes	Card payments only if they pay transfer fees	No	Why not put him in jail? Nope	
Yes			No because the cost will increase significantly and you won't be able to get them done in a timely timeframe			That should be a choice of vehicle owner, not compulsory at all.	No	I've had many fares over the years, because they didn't have enough money in their account, and it is the biggest problem we have is the signal there is no internet in the villages.	Yes	How are you going to check without mystery shopper scenario?	
No		I didn't quite understand the proposal far as I understand for 1 taxi only take 3 customer its not a great idea it will effect our busines. Also people come from other town they not going to accept this. At the Rank most of the customers 1 or 2 passengers anyways. Only time we get 4 passengers if customer come back after day out and holiday's time and weekends lunchtime mum and 3 kids after high Street shopping. I'm also thinking it's not good for environment and traffic in town Customer will start arguments if we not take 4 in one car ask them to take 2 taxi for 4 people not a good idea	It's fine licencing team doesn't want to it just recommend some company's name on the application I think driver can do it by there self shouldn't be any problems But if licencing team do it its batter so they know its properly done by licencing team. Thanks		Yes	I used to have cctv in my car bought few of them from amazon and ebay they don't last long but it will add extra cost to driver also some customers don't like camrea in the car they don't want someone recordings them it lose there privacy some customer told me before. Also some drunk customer start playing with the camera and dancing swearing to the camrea so I took it off last year I think it should be decided by driver if they want to spend money or not for thete safety	No	I been taking card last 4 years but there is lots issues takeing card poor signals our area big problems. also need to pay 3.9% every transaction then buy card reader and smartphone which is add extra cost's. In 4 year I bought 2 card reader costs me 94 pound for the last one. Just last week I lost 46 pound sunday night decline the payments customer naver contact me again I'm still wating it has been 8 days. Customers not going to pay for transaction fees At the rank we wait atleast 45 min to 1 hours for 1 job. under 5 pound job if driver take card he will loss atleast 4% fees from the fares. I think this should be driver rights to lookafter there own business and there own customers most of the driver are self employed and majority driver takes card. After covid we are still not	Yes	This is very inportent issues I think every job we should accept at the rank yes there are some diaver refuse job at the rank its giving us bad name because of them also we lost local job and wait more longer for job I been doing taxi nearly 8 year I don't have a single complaint on my records I always lookafter our locals customers from local job I make regular customers But to give 12 point on first time this is little bit to much I think first driver should get 6 points and warnings then 2time 12 point and suspended for 2 weeks Thanks	Thank you for giving us opportunity to tell licencing team our opinions As a taxi driver I will ask licencing team to consider this issues there are lots of new drivers are joining to rank we are getting less job every week. Also please do something for traffic light at Tonbridge the rank it coz so much trouble and extra traffic customer always complains Also we don't have a taxi sing at Tonbridge station lots of customs don't no where is the taxi rank . Thanks

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<p>Yes</p> <p>Yes</p>						<p>Taxi drivers use their vehicles for personal use when not at work and I am worried this could potentially have invasion of privacy implications on the drivers and their families. I feel that CCTV should be optional.</p>	<p>No</p> <p>Yes</p>	<p>No</p> <p>Yes</p>	<p>Yes</p> <p>Yes</p>	<p>Do you have any additional comments, changes or recommendations to the policy that you would like the Licensing and Appeals Committee to consider?</p> <p>currently imposed on HCVs.</p> <p>Used car prices have roughly doubled since pre-COVID. Having to choose from only white or silver vehicles has always made it very hard for us to find suitable vehicles at the right price and in the right location. Not to mention the national shortage on new and nearly new vehicles. Being able to choose from any colour would help a great deal as it would massively increase the number of cars to choose from nationwide, increasing the chances of finding an appropriate purchase not too expensive or too far away.</p> <p>Restricting HCVs to two colours does have no impact whatsoever on the general public trying to get into a PHV without being pre-booked.</p> <p>Neighbouring boroughs all have different policies on vehicle type, colour and specification. Most of the general public frequently travel between boroughs and cannot be expected to remember what colour/type applies to HCV and PHV respectively in each borough they visit. In fact, most of the general public are completely unaware of the differences between PHV and HCV and the differences in local authority policies and borough boundaries in any case, despite the current colour restrictions on HCVs in TMBC. Many travellers passing through Tonbridge are from out of town, where the policy on vehicle type/colour</p>
<p>No</p>		<p>Is this not what the drivers pay for in renewal fees as part of the fee. Would it mean the council reducing renewal fee if they no longer had to do the dbs process ?</p>			<p>Yes</p>	<p>Just adding more costs for drivers to bear.</p>	<p>No</p>	<p>You can't always take a card payment due to the remote rural locations where obtaining a signal is a problem so driver loses out on payment. Customers should always carry cash but drivers should always be willing to take a card payment if signal permits.</p>	<p>No</p>	<p>Have a standard set fare for short journeys, customers can always pay cash so drivers avoid any costs on a minimal fare job.</p>
<p>No</p>					<p>Yes</p>		<p>Yes</p>	<p>When there is no signal in the place you go to ...what happens ?</p> <p>As we can't check the ownership of the card at the time of payment it can cause further problems which it happened to me in last 2 years and that is the reason I stopped taking card payments</p>	<p>Yes</p>	<p>Colour code for Hackneys should be reconsidered as second hand car prices gone through the roof, also 10 years length and the first registration of the vehicle should be reconsidered</p>
<p>No</p>		<p>Maximum number of passengers should be 3 same as new York</p> <p>Good idea</p>			<p>Yes</p>	<p>For both driver and passenger safety is a good idea</p>	<p>Yes</p>		<p>Yes</p>	<p>These drivers licenses should be taken straight away without any questions</p>

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<p>Yes</p>			<p>4 May be an issue, perhaps 2 (for the same reasons)? Some luxury cars only have three passenger seats and although that may not be an issue now going forward someone may want to license a luxury car and not be able too.</p>	<p>obvious an logical</p>	<p>Yes</p>	<p>Has to be done to protect both customers and Drivers! I have dealt with so many incidents that would have been resolved instantly with CCTV normally an accusation against a driver that 9/10 times turns out to be false.</p>	<p>Yes</p>	<p>Customers should have the ability to have the choice, A large majority now dont carry cash and anyone coming to the area from a City will just think we are a backward community if we dont have basic forms of payment available, its not a good look.</p>	<p>Should be a longer suspension and a fine, Hackneys are a public service not private they cant have it both ways</p>
			<p>Fine</p>	<p>If it IS easier that is OK but I somehow feel delays will occur</p>	<p>Yes</p>	<p>Not required in my opinion</p>	<p>No</p>	<p>No problem but cash should still be available fare</p>	<p>Yes PHIRE vehicles should have a sign saying PRE BOOKED ONLY - Insurance Cover for passengers Invalid If Not Pre Booked</p>
<p>No</p>			<p>Agree</p>	<p>Disagree, The licensing should do it.</p>	<p>Yes</p>	<p>No</p>	<p>One should be paid by their preference</p>	<p>No</p>	<p>Card Payment should be minimum £10 because it's not worth if you take a fare to Baltic road for £4.40 and get paid by card and pay the card percentage on it. It is simply not worth it.</p> <p>Give authority to reject a fare if the customer smells really bad. It is not Hygiene and not good for our Health. I was taking a fare and on A21 I was going 70 mph and had to leave the windows open because of the filthy smell.</p>
<p>Yes Yes</p>					<p>Yes Yes</p>	<p>As long as it is independently controlled and requests for footage by customers is also provided upon request with no charge.</p>	<p>Yes Yes</p>	<p>As long as a printed receipt is provided and cash is also accepted.</p>	<p>Assuming for one incident. However seems very harsh if that is the basis. Also why would a taxi driver request more than the fare in the first place...?</p>
<p>Yes</p>					<p>Yes</p>	<p>If this was to be implemented you would need to be more specific, I currently use a dash cam that records the road and the cabin</p>	<p>Yes</p>	<p>On average it costs me 2p for every £1 I take on card - there isn't really an excuse not to accept card anymore</p>	<p>I am personally sick of this, it seems that some drivers "lose" their card machine if the journey isn't a favourable distance which means personally my average fare is probably lower</p>
<p>Yes</p>			<p>4 should be fine.</p> <p>I would like to suggest to remove the door stickers from Taxis please.</p> <p>I would also like to suggest to remove the color restrictions of silver and white. It is very hard to find in those colours and it also cost us more. In our neighbour district , Sevenoaks there is no such kind of restriction and drivers find the car in different colours easily and cheaper as well.</p>	<p>Online update service should have been implemented long time ago. I agree.</p>	<p>Yes</p>	<p>I agree. It is good for the safety of passengers and driver.</p> <p>I have high level of Exec clients whom conduct millions of pounds of business in the car over the phone. They do not want their privacy invaded and surely this will need managing via GDPR which is another admin burden on the operators.</p>	<p>Yes</p>	<p>Taxi drivers with card machines often refuse short fares by saying they don't accept cards, then the customer have to ask every single one of them and mostly they have to ask 4-5 drivers until they found someone willing to take them on minimum charge of £10 or so, which is illegal and unethical.</p> <p>I am working in Tonbridge as a Taxi Driver from last 5-6 years so I know what is going on. I highly recommend implementation of card payments for all.</p> <p>Taxi drivers complains about signals, there is latest technology now of DOJO card machines, they are built in 4G and I take payments from DOJO machine</p>	<p>Please allow use to use any coloured car. White and silver are very sought after colours and tend to be more expensive to buy</p> <p>Please remove the door stickers signs.</p> <p>Please remove the colour restrictions of Hackney Carriage Vehicle as we spend a lot of time looking for Silver and White vehicle and also they cost more.</p> <p>I think if the policy comes in of card payments, then the minimum fare should be £5 like in Sevenoaks to cover the cost of the small fares.</p>
<p>Yes</p>			<p>A good move and will it make any financial savings that can be better utilised for improving the service levels?</p>		<p>Yes</p>		<p>No</p>	<p>How can you refuse a clients needs but there should be a minimum charge.</p>	<p>How can you refuse a clients needs but there should be a minimum charge.</p> <p>variant of license for exec levels.</p>

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Yes			No	No problem with this unless it adds any extra expense to the driver	Yes	Yes	No	No	Yes	Nobody should be charging more for card payments	Hackney carriage and private hire drivers are totally different and provide very different services so please do not implement the same rules for both
No			This is not a good idea as many customers are single people or tends to be a couple	Yes that sounds like a good idea	Yes	It is expensive and people don't like being on cctv	No	It is costly and the signal doesn't always work . When people's card don't work customers get aggressive with us.	No	Instead of points a fine would be more appropriate	No
Yes					Yes		No		Yes		Used car prices have roughly doubled since pre-COVID. Having to choose from only white or silver vehicles has always made it very hard for us to find suitable vehicles at the right price and in the right location. Not to mention the national shortage on new and nearly new vehicles. Being able to choose from any colour would help a great deal as it would massively increase the number of cars to choose from nationwide, increasing the chances of finding an appropriate purchase not too expensive or too far away. Restricting HCVs to two colours does has no impact whatsoever on the general public trying to get into a PHV without being pre-booked. Neighbouring boroughs all have different policies on vehicle type, colour and specification. Most of the general public frequently travel between boroughs and cannot be expected to remember what colour/type applies to HCV and PHV respectively in each borough they visit. In fact, most of the general public are completely unaware of the differences between PHV and HCV and the differences in local authority policies and borough boundaries in any case, despite the current colour restrictions on HCVs in TMBC. Many travellers passing through Tonbridge are from out of town, where the policy on vehicle type/colour currently imposed on HCVs.
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Yes						Yes	No	Yes	Yes	Do you have any additional comments, changes or recommendations to the policy that you would like the Licensing and Appeals Committee to consider?
No						Yes	No	Technology insufficient... too many mobile black spots	Yes	Illegal to charge for card use therefore should be clamped down on
Yes			I have been using the update service for a few years now and it's actually cheaper to do your DBS like this			Yes	I think the cost would really be much more than the problem of assaults. If a driver feels vulnerable he should have the choice to install cctv or not.	No	Yes	They are ripping off the very people we depend on to give us a living. It should be dealt with more severely
Yes		I have no real comment as am PH driver but unless I'm misunderstanding this the proposed change doesn't make sense? It reads that HC vehicles could refuse a fare if there's less than four passengers?	I subside to the online update service and believe this makes sense for all drivers to be required to subscribe to it as makes everyone's lives easier			Yes	This has to be a driver / operator choice. I know everyone of my customers, who are generally corporate customer and I do not require the benefit of CCTV for any security.	No	Yes	No
No						Yes	Yes	I've accepted credit / debit card payments for years and feel if a customer wishes to pay by card the facility should be available	Yes	Should be 3 strikes and out no ifs no buts lose their license
Yes				This should be kept in-house		Yes	Yes	Yes	Yes	
Yes		No comment	No comment			Yes	No comment	Yes	No	No comment
No						Yes		No	Yes	Hi I think road legal tinted rear windows should be allowed as most of us buy secondhand cars for taxi it's hard to find a car with the all requirements and most Japanese cars comes with factory tinted windows. As you know car prices very high since Covid would be appreciated if you could consider it. Thanks
Yes		Makes sense				Yes	Cctv is another expense the driver will have to pay also will have to pay to transfere it to a new vehicle and will also mean the driver will have to deal with the data,protection people	No	Yes	I dont think someone should lose there license surely,suspension would be sufficient
No			By using third party companies my details might be used by people who we dont have control so i would rather to stay the way it is and was			Yes	Depends on type of CCTV as there are designed systems or is if its a simple dual camera one for outside and one for inside ?	Yes	Yes	Tinted windows should be aloud for the back no matter if its hackney or private and no matter if its privately upgraded or original as they do the same purpose
No		I'm ok with four people	I'm ok with that			Yes	For the sake of passengers and drivers	Yes	Yes	The drivers should make sure that the queue for the rank is up when they are waiting for passengers
Yes						Yes		Yes	Yes	No driver should be allowed to say the journey is to short to be able to pay by card, or charge the customer 10 for a 5 pound journey on card
No		Yes	As long as cost kept to minimum			Yes	The outlay for each vehicle	No	Yes	There are areas with very poor signal for phones and internet
Yes			Yes use on-line service			Yes	I think its up to the driver	No	Yes	Should not be acceptable

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Yes			Well in my experience as a private hire driver there are always passengers who like travelling alone for privacy.			I think with technology available at the moment the camera s or camera would have to be discreet as I think it can aggravate some customers but for the driver s safety yes I agree.	Yes	Convenience for Customers and I believe at present you are on most occasions expected to take card payment s and if you do not I think that the driver would lose a % of work not have the facility	Yes	I have also heard driver s from other companies making what would be a short journey and making them longer journeys by taking them a longer route and charging the longer rate fare per mile mainly for Customers who are clearly not from the area.
Yes			We are Executive Private Hire therefore be impractical to comment	i agree		We are Executive Private Hire therefore some of our clients require the upmost respect in knowing any delicate business conversations that are conducted whilst in our vehicle are not recorded.	No	We are Executive Private Hire therefore would be impractical to comment	Yes	We are Executive Private Hire therefore would be impractical to comment
Yes			I don't know about	Yes it's very good idea		Yes	Yes	Yes	Yes	As our business is solely Executive Private Hire and not Hackney carriage i strongly feel as we are under constant strain for fulfilling potential work and cannot fulfil new client/ requests due to the shortage of drivers as the application process is the same as Hackney Carriage to which a majority of which is irrelevant to the EPH sector. Therefore the probation / mentor policy which was previously in place would be far better for this sector for those concerned.
Yes			All taxis should be of standard size. Cars with small boot for example hatch back should not be allowed.	All drivers should sign up for online DBS update service.	Yes	It should be optional.	No	Yes, if total fare price is atleast £10. Because driver will be charged for every transaction.Low fare jobs with transaction fee is unfair with drivers.	Yes	12 points are too much, also 2 week suspension is too long. Is their any way where driver can prove himself if he is just accused of extra charge due to any unknown reason/ hate/ discrimination/ change of destination/ extra luggage (where six seater is required but passenger want you to pay for standard car)?
No			Agreed	No objection	Yes	N/A	No	People often don't remember their PIN and even lie about having money in their accounts and end up having their payments declined at the end of their journeys. They make up stories, lie, get aggressive and even run away. Cash payments are the only suitable option in this trade.	No	The proposed measures are too harsh and unnecessary.
Yes					Yes		No	Yes	Yes	School run only badges Start Dbs checks at the start of a driver application
No			As most of the vehicles have four passenger seats this proposal is reasonable.	Ok and reasonable	Yes	Maintains cost goes up.	No	Most of the places get Network issue, due to this card get declined. Most of the customers become annoyed and blame that card machine is not working properly. Where this is not true. There are various caveats to it: 1 - poor signals in various areas around the Borough which means we can't process the payments because the payment apps are Bluetooth based and not hard-wired in the Cabs. 2 - people say they will pay at the end of their journeys but their cards often decline, don't have funds in their accounts, short change the drivers, don't remember their PIN especially when drunk, get aggressive & abusive with the drivers and even do the runners. Police never come to help even if the drivers life is at stake.	Yes	£500 fine and 6-12 point is fair enough.
No			No objection	No objection	Yes	It's a extra business cost. I do not mind as long as we get incentives from the council.	No	Cash payments upfront are the best options in this trade.	No	Too harsh.
No			I am okay with this policy.	Ok with this one.	Yes	This should not be mandatory as many people don't like being recorded and also the cctv lots of times have technical issues so it can cause trouble for drivers.	No	Because of the bad coverage area we have to let go many people without getting payments as they know everyone pays with cards these days. This should never be mandatory as it will result in to many journeys not being paid off.	No	Penalty should not be more than 2 points. Proposal seems to be too harsh. The driver should be given a change to explain the circumstances on his side as well, instead of one way story. Even if he found guilty the penalty should not be more than 2 points.

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<p>Yes</p>			<p>Taxi Meeting - 27 July 2023 No issues raised</p>	<p>Taxi Meeting - 27 July 2023 No issues raised</p>		<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Discussion on a Drivers own badge for school runs only with specially defined plate for a licensed vehicle dedicated to school runs only - General acceptance of this - With drivers not undertaking knowledge test. Concern was shared of people just wanting to do school runs and not wanting to go back to the classroom to learn a lot of routes they will not use.</p> <p>SIGNS SHOWING WHERE TAXI RANK IS OUTSIDE TONBRIDGE STATION / CONCERN OVER DOUBLE YELLOW LINES / LIDL LORRIES UNLOADING ON WATERLOO ROAD OPPOSITE TAXI RANK</p> <p>These concerns will be discussed with TMBC Engineering and KCC</p> <p>AIR CONDITION Make Air Condition compulsory</p> <p>COLOUR OF VEHICLES Concern over White / Silver cars getting harder to find, with second hand market vehicles at very high prices. Request for any colour for vehicles Private hire can have door stickers on them with "Pre</p>
										<p>Email received from Hi my name is ashraful Islam.I think the poroposal for the car tinted window must allowed.most of driver purchased second hand car and most car come with factory fitted tinted window .car price is really high.I think we should be allowed for tinted window for car. Thank you for understanding my coment</p>
										<p>I feel that the proposed suggestions are fair and reasonable. One thing that has not been mentioned is that I would like to see ALL COLOUR of cars to be able to be Hackney Vehicles. In Sevenoaks they allow ANY COLOUR car to be allowed to go on the rank. This makes sense as I know drivers denied silver cars as it is the wrong shade of silver. This has been very costly to the driver and if silver is stated on the log book then it should be allowed to be a Hackney Vehicle. There is also a shortage when trying to buy a white or silver vehicle often having to travel several hundred miles away just to buy a car of a specific colour. If this is passed it will save drivers a lot of money and be a lot easier to buy a car of their choice and quickly.</p>
										<p>I personally have no comment against these ideas. From Gary at J AND L CARS</p>
<p>Yes</p>						<p>Yes</p>	<p>Isn't needed and an added cost to the driver</p>	<p>No</p>	<p>Yes</p>	<p>Punish drivers that are greedy / refuse to take passengers with suspension</p>
<p>Yes</p>			<p>EmploymentCheck are part of the wider Commercial Services Group (wholly owned by Kent County Council) We have a vast amount of experience in this area as we have been a registered body since 2002 and E-broker since day 1 of e-bulk (2012) We have developed an online system for processing DBS checks and we are an e-broker serving over 30 other Local Authorities. We also service hundreds through our Umbrella Body service and would welcome discussing your requirements to implement an online system.</p>			<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	
<p>No</p>			<p>What about single people travelling? we take a lot of business men on their own.</p>			<p>Yes</p>		<p>No</p>	<p>Not everyone has a card, and this can cause discrimination against those who do not have a card.</p>	<p>credit card machines cost the driver. Over several journeys, this will cost them a lot of money, which is not fair. they should be allowed to charge enough to cover what they are being charged by credit card company</p>

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Yes			I am on the auto update service so isn't an issue but the auto update service makes life easier for everyone			This should be driver choice. As the majority of my passengers are corporate clients could this cause potential issues around GDPR?	No	Am PH but think electronic payments should be available to all customers	Yes	Customer should always take the first available car subject to them being able to access it	I am aware of the original plan on the deregulation bill back in 2014 raised by former MP Tom Brake regarding spouses driving PHV for non PH purposes but it was dropped prior to implementation. Is this something TMBC are willing or able to look at or does it require a parliamentary legislation change with regard to the miscellaneous provisions act.
No		One to four is fine	Online update service is the best			Yeah that's better about cctv but please don't include any specific cctv for the taxi (could be any one that every one can afford)	Yes	Should not take the freedom of cash from Hackney drivers	Yes	That's fine	Request to all the committee whatever they make or include in the policy related to cars/fares/CCTV try to make every thing affordable in our reach that every one can afford
No							No	Should be a personal choice	Yes		
No							Yes				Yes - I would like you to accept any colour of car to be used as Hackney. There is no benefit to make us use a white or silver car. It leaves us with very little choice of what is on the market often resulting in us paying a lot more for a white or silver one.
Yes		I agree for a minimum of 4 passengers but obs you can take one passenger still	I agree to no outsourcing			While I do not have this yet it would be good if there is any rows between customers and the driver and good to record crashes if passenger does not want to be on cctv to record will be any option I am okay with it and it's a good idea	Yes	While cash is king I am aware of some drivers not having this facility. This makes them refuse some jobs at Waterloo Rank	Yes	No matter sort or long journey should be charge same fares shouldn't charge extra End of the those passengers pays your bill	Sevenoaks accept any colour car and it works very well.
Yes		No comments	I am already subscribed yearly Good that it's lot cheaper				Yes	No	Yes		I don't have any problem with the changes Should be able to refuse a customer that is very dirty and smells horrible
No							Yes	It should be left to the driver preference	Yes	6 penalty points	
No							Yes	Driver Choice	Yes		
No							Yes	Yes	Yes	Should be given 6 points	
No							Yes	What is the point of being Self Employed then	No	3 points	
No							No	Self Choice	No	3 points	
No		Will prefer current system	Isn't this going to add another layer of bureaucracy and cost on the driver?			This should be optional. This borough is a fairly safe place to work. If driver is worried for their safety, the judgement on having a cctv fitted in their vehicle should be made on individual basis. Once it becomes compulsory, that again add another cost/expenses to the driver as vehicles will not pass compliance test without cctv. Most cctv in vehicles don't work anyway after a short time so it's really pointless making it compulsory.	Yes	There are no network signal or good coverage in some areas within the local authority which prevents driver from taking payment from the passenger at destination point. Passengers will simply walk off and not pay if driver had no signal. This has happened many times to some drivers. Secondly, there are charges incurred for card payment which driver cannot pass on to passengers. Some card machine charges as much as 3.7% per transaction which means for every day a thousand pound worth of payment, the driver makes £37 of losses. If you cascade that to £10000 worth of card payment, that will be equivalent to £370 of losses to the driver! That's a big hit to the drivers income. Additionally, drivers do not get tips on card payment which is another loss for the driver.	No	Drivers should be encourage to take all passengers irrespective of the distance however I think the proposed penalty points and suspension is too severe for the offence.	