

## Annex 3

Tonbridge 19<sup>th</sup> July 2023

Dear Licensing Team.

We TMBC Taxi Stakeholders would like to give feedback for proposed changes on Hackney Carriage and Private Hire Policy related to CCTV in all licensed vehicles, payment by cards and Penalty Points System.

Making CCTV compulsory in all licensed vehicles (Hackney Carriage and Private Hire) is absolutely good idea and should be introduced on a new a new policy.

Mandatory for Hackney Carriage Drivers to take payment by cards seems to be highly controversial issue because of difficulties to process payment within or outside of the borough, which was confirmed by Licensing Authority last year when we received a message: Not a mandatory requirement for card payment facility. To process payments, there needs to be a secure internet connection (either Wi Fi or mobile phone), in some of the areas in and around Tonbridge & Malling Borough Council, this is limited.

Since that time, we haven't noticed any improvement in this matter.

We fail to process a card payment near Hildenborough Station Westbound (Philpots Lane area, the other side of A21), Poult Wood Golf Course, Higham Lane, Tonbridge, and from there towards Dunks Green and Plaxtol and further on. Same in a centre of Hadlow, Wrotham Heath and in a many more places.

Surrounding areas as well for example Penshurst or Brenchley .

The only way in independent drivers case to sort it out is take a phone number to the customer and send bank account details asking to transfer the fare on bank account, or try to establish connection to home Wi Fi, or drive around the area trying to get a decent mobile phone signal to process the payment. The company drivers if card payment is impossible can call company and process payment, giving 16-digit card number and other details.

We can face potential chaos and frustration in many areas, especially during the end of the night shift, which is very uncomfortable for busy sometimes exhausted taxi drivers.

Therefore, card payment should be still optional, but all taxi drivers should be equipped in card payment facility.

There are also cases when card payment is declined by bank or annoyed customer when card payment failing jumping out from a cab refusing any collaboration leaving unpaid fare, saying: It's not my problem.

We would like mention that there is a charge which is 2.75% on PayPal Card Machine If there were all card payments over a year period that charge is equal to week and half to work it out. In a case of SumUp 1.69 % its one working week in a year and payment is not available earlier than next day, even much longer.

Current Penalty Points Tariff say: Refusal to take a fare without a reasonable excuse is Level 2 – £500 fine and between 6-12 points on a Drivers Badge, which is fair enough and give Licensing Authority enough power to tackle the issue.

Few years ago, we had very good opinion about quality of our work sent to us by Anthony Garnet on a Christmas time, and we still fit and perform very well. Taxi Stakeholders know how to run their own business and its obvious that overcharging is illegal and immoral.

We've got enough change as well.

If there are bad opinions about our performance they are very rare.

Vast majority of our customers are entirely happy and appreciate our service.

Yours sincerely.

TMBC Taxi Stakeholders signed below.

Name and Surname

Badge Number

1582

3001

3055

21

343

1558

364

255

814

813

711

802

811

116

34

110

3063

391

81

3046

49

1255

1473

1837

755

109

3027

2052

Name and Surname



Badge Number

1108

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Name and Surname



Badge Number

249

1025

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