

Crawley Borough Council

Taxi Licensing Consultation

'Have Your Say on Taxi Vehicle Signage' Survey 2018



the survey initiative
employee research

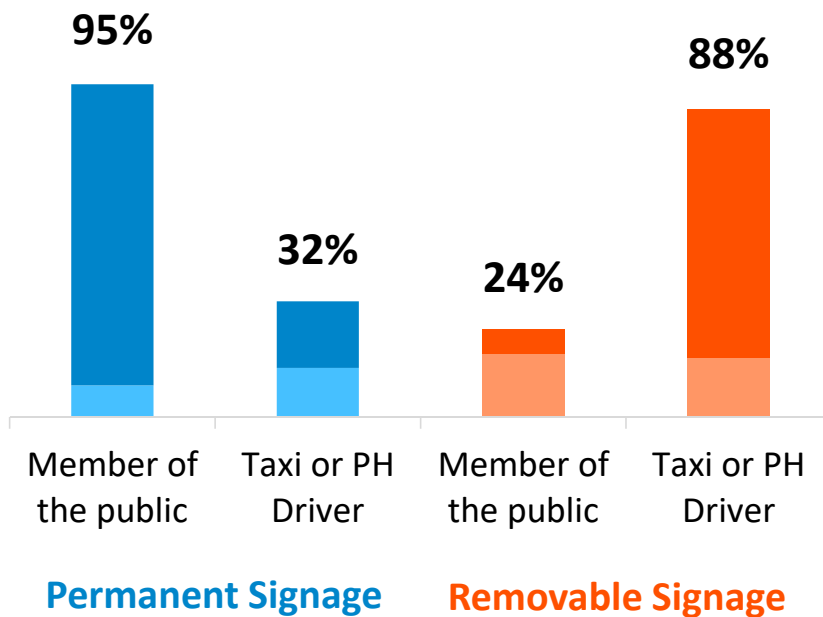


Consultation

- Aims to uncover the feelings and attitudes the drivers of licensed private hires and hackney carriages (referred to as taxi drivers) and of members of the public regarding security, authenticity, reliability and propensity to use taxis in permanent/removable signage scenarios
- 15 October to 6 December 2018
- 355 responses returned
- Taxi Drivers **25%** response rate - 233 out of 937 invited via a paper questionnaire mailed to their home address
- 111 responses were received from Members of the public who accessed an online survey via the Council's website or were emailed an invitation to take part
- In addition, responses were provided by:
 - Connected with Taxis Trade other than a driver (1)
 - Member of a Group Representing Disabled People (3)
 - Visitor (Business) (1)
 - Visitor (Leisure) (2)
 - Not stated (4)

Genuine licensed taxi/driver

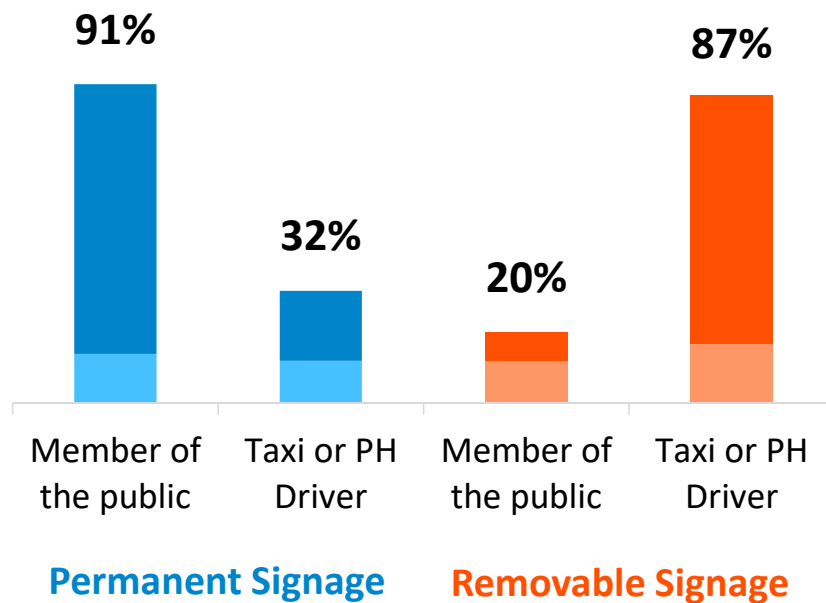
I would be confident that I was entering a genuine, licensed taxi if it was fitted with...



“To reduce the possibility of "fake taxis" in Crawley, keep permanent signage on taxis. Removable signage would inevitably lead to theft of the signs and ultimately an increase in unlicensed taxis operating using fake or stolen signage...”

Genuine licensed taxi/driver

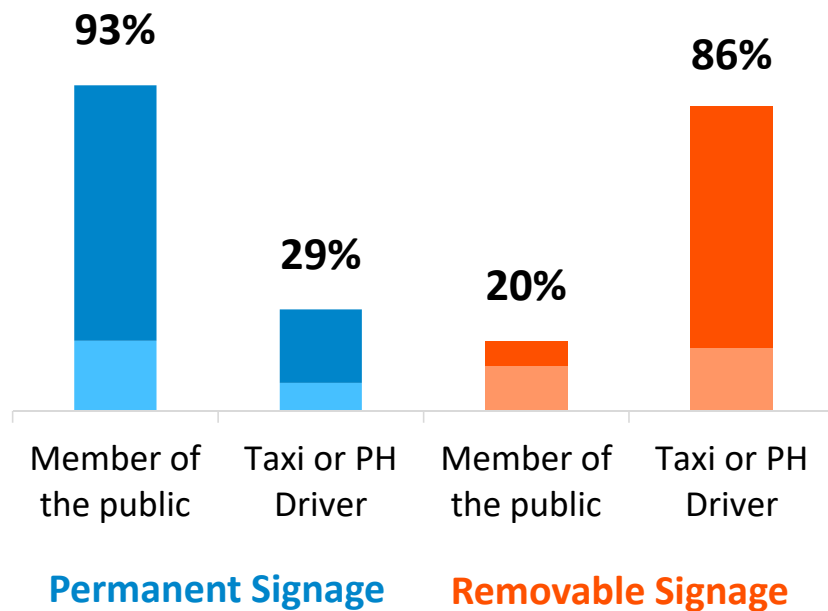
I would be confident that **the driver was licensed** if the taxi was fitted with...



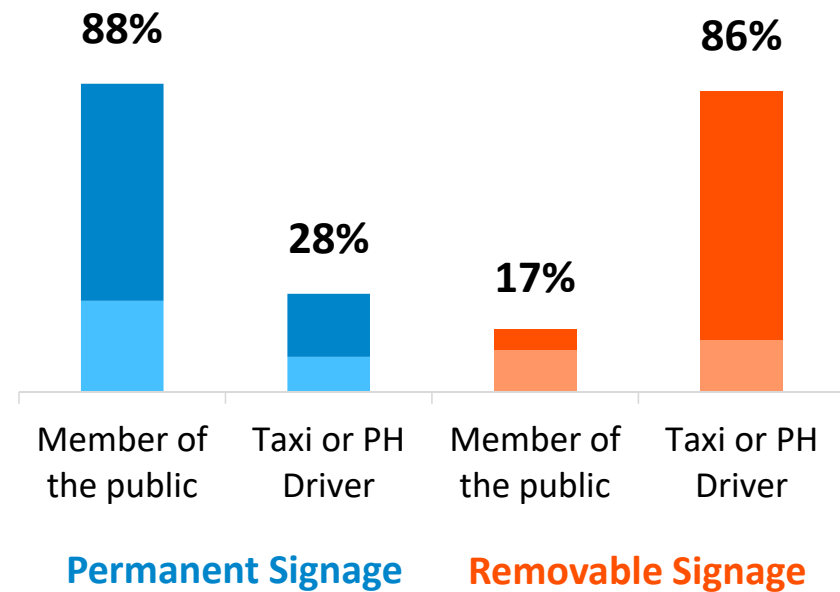
“With use of removable signage you could get unlicensed people claiming they are a taxi but forgot to install their signage before starting the day. Older people and ladies could be left unsure.”

Insurance and maintenance

I would be confident that **the vehicle was fully insured** if the taxi was fitted with...



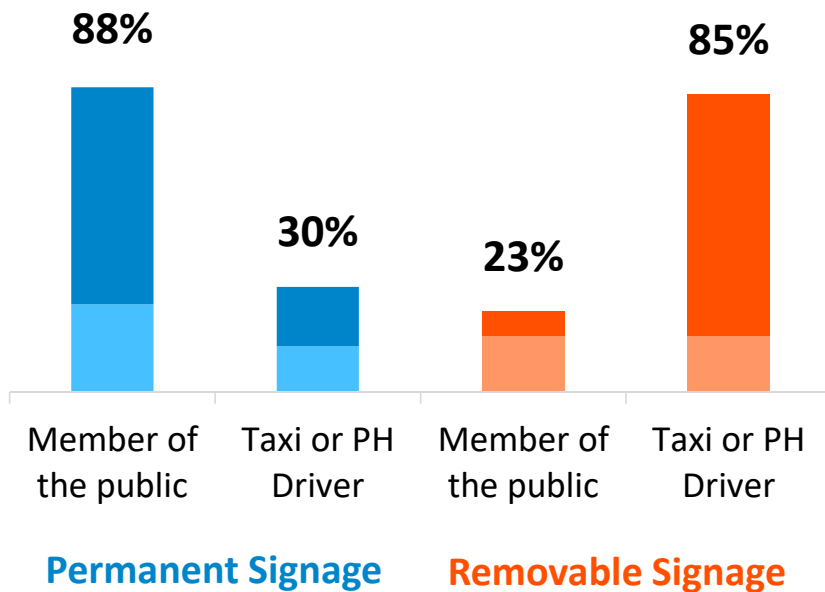
I would be confident that **the vehicle was properly maintained** if the taxi was fitted with...



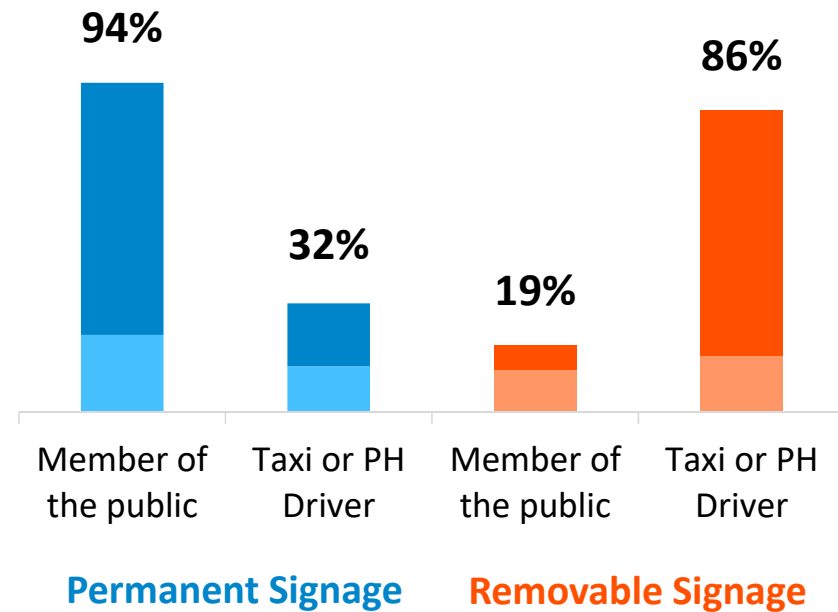
Charged fairly and safely

“Anyone can fit removable signage to any car and pretend to be a taxi...”

I would be confident that I **was being charged fairly** if it was fitted with...

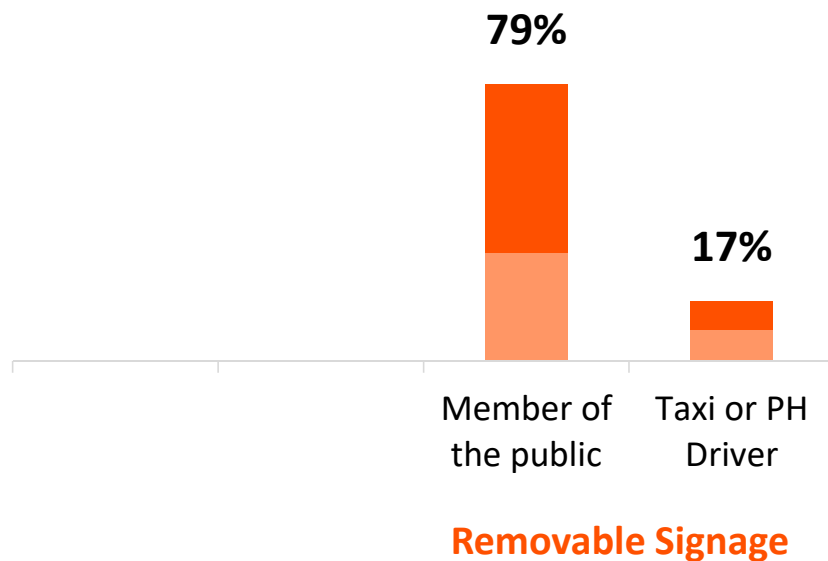


I would be confident that I **would feel safe** if it was fitted with...



Propensity to use taxis

Members of the public **would use taxis less often** if they were fitted with...



“ I would feel far more confident about permanent signage, whilst removable signage may not entirely stop me using a taxi, it would put a doubt in my mind as to the vehicle complying with necessary regulations. ”

Vehicles being broken into or damaged

- Taxi drivers raised concerns over risk that their vehicles, displaying permanent signage, will be broken into or damaged when parked overnight
 - They felt that removable signage would alleviate this risk, saving them the expense of repairing damaged vehicles
 - 99 comments raised by taxi drivers, 39 related to 'Removable signage would help keep our vehicles safe when not in use and be clear as to when we are / are not available for hire'
- “ I have had my car broken into on several occasions which I strongly believe is due to the door signage. This comes at a great cost to every driver who has had this happen to them ”*

Vehicles being broken into or damaged

- There was a pertinent comment made by a stakeholder

Due to the small sample size, to preserve confidentiality we are unable to disclose the writer's association with the consultation, but this group includes those Connected with Taxis Trade other than a driver, Members of a Group Representing Disabled People, Visitors and the Police.

“There would be an increased safeguarding risk if taxis had removable signs. Not only around insurance but taxis with signs that are transferrable increases the risk of them being stolen and used by criminals within organised crime gangs around drugs related crime or placing those who are vulnerable at risk of serious sexual offences etc. On a scale of threat harm and risk, using transferrable signs vs permanent signs is much greater risk of harm to vulnerable people or criminal exploitation, as opposed to the harm and risk to individual owners associated with theft. As such this is not something I would support. Instead I would encourage owners taking more responsibility around keeping loose change or money in the taxi (especially if visible). It was shown that this reduced the theft during the recent summer months.”

Are there any other comments you would like to make or answers you've given which you wish to develop or explain?

Theme	Total Mentions	Member of the public	Taxi or PH Driver	Stakeholder
Removable signage would help keep our vehicles safe when not in use and be clear as to when we are / are not available for hire	39	-	39	-
Removable signage raises safety, legitimacy and crime concerns	37	33	1	3
Public indifference / use booking procedure to obtain full taxi details	29	5	24	-
Look for an alternative solution and take a closer look at why there are so many break ins	21	16	4	1
Generally pro removable / no signage	12	1	11	-
Issues surrounding other taxi companies working in the area with minimal signage	11	-	11	-
Permanent signage will minimise incidents of crime / potential for crime	5	4	-	1
Generally pro permanent signage	2	2	-	-
<i>Other</i>	<i>17</i>	<i>7</i>	<i>9</i>	<i>1</i>

In summary

- Consultation has shown that opinions of taxi drivers and the public contrast
- Taxi drivers strongly feel removable signage will resolve the issues with regard to vehicle damage/ break-in
- Removable signage may make the public feeling less likely to use a taxi
- The solution to the issues faced by the taxi drivers is unlikely to lie in implementing removable signage unless there is further consideration of how to solve the issues relating to the public's concerns of ensuring that only licensed taxi drivers are operating with the removable signage

Thank you

For more information contact

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