

Hackney Carriage and Private Hire Licensing Policy Consultation Responses
Received

Date Received	Comments
18 July 2016	<p>“The policy document should include reference under sustainability to requiring taxi drivers to switch off engines when stationary. Some drivers are caring and do turn off their vehicles when stationary. Some drivers leave engines running outside domestic premises and at taxi stands.</p> <p>Ability to understand and speak English. Taxi drivers must be able to understand requests made by passengers and be able to converse in English to advise fares etc.”</p>
19 July 2016	“No issues from CCTV”
28 July 2016	“I am very happy with the taxi card service, it is very handy and I am not sure what I would do without it”
29 July 2016	“Having the taxi card is a god send, the taxis I use are extremely helpful. The drivers help me in and out of the car and wait for me when I need them to. The taxi card helps keep the cost of the fares down for me”
1 August 2016	“Overall the taxi card service works but there are more occasions’ than not when drivers have refused to take me as I am a taxi card user. I have also been charged extra due to being in a wheelchair”
4 August 2016	“I am 77 years old and disabled with osteoarthritis in my knees. I use a taxi every time I go out as I cannot walk too far. I always use the same firm as they are very good to me”
15 August 2016	<p>“There should be a difference between licence fees for a Hackney Carriage and a Private Hire Vehicle as Private Hire Vehicle drivers only have one way of getting work.</p> <p>Wheelchair accessible vehicles should be monitored more stringently as there are a lot of drivers who don’t do the wheelchair jobs, they just want the vehicles for multi passenger jobs.</p>

	<p>Enforcing council policy about when cleared a job should drive back to the nearest taxi rank and not park up outside of Cambridge waiting for work.</p> <p>Enforcing policy about picking up from outside the City boundary i.e. only booked jobs coming through a company not as some of them do take private bookings from places like Granta Park, Cherry Hinton Hall, Cambourne”</p>
18 August 2016	<p>“In the preface (page 6) of https://www.cambridge.gov.uk/sites/default/files/taxi-licensing-handbook.pdf there is no mention that Cambridge is also almost unique in the large number of cyclists on its roads.</p> <p>Page 6 of https://www.cambridge.gov.uk/sites/default/files/taxi-licensing-policy.pdf mentions "The protection of children and adults at risk from harm:" I assume this extends to those both within the taxi and also without, but affected by the presence of the taxi?</p> <p>As a regular cycle commuter across Cambridge, who has witnessed some appalling standards of driving and stopping from a minority of taxi drivers, I find it somewhat disappointing that no mention is made of behaviour to other road users of all classes and categories by these professional drivers, who should be driving to a higher standard than which might be expected of the ordinary motorist, especially given the large number of cyclists on Cambridge's roads.</p> <p>Taxis are privileged as they are allowed in areas of the city from which ordinary motorists are prohibited. These areas are often disproportionately busy with cyclists and pedestrians as they are quieter than other roads. They should never feel threatened and that they should not be using these roads by the behaviour of taxi drivers. An example might be Sidney Street, where there is clearly no space to safely overtake a cyclist and one might argue that cycling pace is the safe speed for a motor vehicle to proceed along such a busy street where there are pedestrians doing entirely random things.</p> <p>I would recommend an extension of the licensing proficiency requirements:</p> <p>All new drivers of taxis and private hire vehicles should be required to complete a JAUPT approved, certified Safe Urban Driving course.</p> <p>If a driver is identified in a complaint, and if Licensing and Enforcement is reasonably confident that the complaint is not spurious yet not serious enough to warrant confiscation of</p>

	<p>license then that driver should at least be required to complete a Safe Urban Driving course within six weeks or else lose his or her license.</p> <p>In addition to the DVSA taxi driving assessment test, Licensing and Enforcement should administer a knowledge test about the sections of the Highway Code relevant to driving in the presence of people cycling and walking.</p> <p>Such rules as 163, 170, 173, 178, 182, 187, 192, 198, 204-225, 239, 240 and 244, all of which I regularly see being broken by taxi drivers, spring to mind. I expect professional drivers to follow these Highway Code rules but they need to be properly aware of them in the first place, and thus tested on them.</p> <p>It is a sad fact that I am very reluctant to pay to use a taxi in Cambridge, even when it would be extremely useful and convenient, as I do not wish to have to get into a possible row with the driver, if the driver of the car in which I am a paying passenger is ignoring these rules.”</p>
19 August 2016	<p>“Thank you for the opportunity to offer comments on the revised taxi licensing policy. We believe that this is an opportunity to improve the taxi and private hire policy to more closely match Cambridge’s unique character. Cambridge is different from many other cities because it has the highest level of cycle riding per capita in the country. Therefore it is important that motor vehicle drivers understand how to conduct themselves safely and lawfully in the presence of people cycling and walking. Ideally, the professional drivers of taxi and private hire vehicles should be trained to the highest standards and should set the example for other drivers. In practice, many of our members have observed dangerous driving, poor behaviour in the vicinity of people cycling, and an alarming lack of knowledge from a noticeable minority of drivers.</p> <p>Access to some parts of Cambridge are restricted to certain types of vehicles, including taxis, a benefit that taxi operators receive over other drivers. Along with this advantage it must be appreciated that these restricted areas have more walking and cycling, due to their quieter roads, and their central location. This increases the exposure of taxi drivers to people walking and cycling.</p> <p>In that light, we submit the recommendation that the Taxi and Private Hire licensing proficiency requirement be extended in the following ways:</p> <ul style="list-style-type: none"> _ All new drivers of taxis and private hire vehicles should be required to complete a JAUPT approved, certified Safe Urban Driving course. Those courses are now available in Cambridge, and are specifically designed to increase awareness of vulnerable road users _ If a driver is identified in a complaint, and if Licensing and Enforcement is reasonably confident that the complaint is not spurious — yet not serious enough to warrant confiscation of licence — then

	<p>that driver should at least be required to complete a Safe Urban Driving course within six weeks or else lose his or her licence.</p> <p>_ In addition to the DVSA taxi driving assessment test, Licensing and Enforcement should administer a knowledge test about the sections of the Highway Code relevant to driving in the presence of people cycling and walking. In particular, we would like to highlight the following rules that are especially important to the safety of people cycling and walking:</p> <ul style="list-style-type: none"> - <i>Rule 163: When passing, give vulnerable road users at least as much space as you would a car.</i> - <i>Rule 170: Give way to people walking who have started to cross.</i> - <i>Rule 173: Assess your vehicle's length and do not obstruct traffic.</i> - <i>Rule 178: Do not unnecessarily encroach on the cycle waiting area.</i> - <i>Rule 182: Do not cut in on people cycling.</i> - <i>Rule 187: In a roundabout, watch out for and give plenty of room to people walking and cycling.</i> - <i>Rule 192: Keep the pedestrian and/or cycle crossing clear.</i> - <i>Rule 198: Give way to anyone still crossing after the signal for vehicles has changed to green.</i> - <i>Rules 204 to 225: Road users requiring extra care.</i> - <i>Rule 239: Check before opening your door.</i> - <i>Rule 240: You MUST NOT stop or park on a pedestrian crossing, a cycle lane, or a cycle track.</i> - <i>Rule 244: You should not park on the pavement.</i> <p>And, broadly speaking, an awareness by drivers that it is not compulsory for people cycling to use cycle facilities, and that Bikeability teaches people to take appropriate road positioning, which can include cycling in the middle of the traffic lane.</p> <p>_ All drivers should be required to learn about any new and relevant regulations, such as those for the parallel cycle and pedestrian Zebra crossings that are being installed now in Cambridge.</p> <p>We would be happy to follow up on any of these suggestions, if assistance is needed, please feel free to contact the campaign."</p>
19 August 2016	<p>"I'm a City resident (details below) who drives, cycles, and occasionally uses taxis.</p> <p>The CTC say that Cambridge has "a higher rate [of cycling] than any other local authority". The "Code of Conduct" and "Licensing Policy" have only one mention of cycles, cycling or cyclists. On page 157 of the handbook drivers are asked to give cyclists as much room as they give cars. That's an existing highway code rule - there are rather more rules which are relevant to cyclists which don't appear here.</p> <p>The "consultation" document has no reference to cycling, which is perhaps the most notable feature of Cambridge City traffic</p> <p>The standard of taxi driving in Cambridge often falls far below the law, and is significantly worse than for example London. That may be</p>

	<p>because these policy documents disregard the major notable feature of Cambridge City traffic: cyclists.</p> <p>These documents need significant revision, specifically:</p> <ol style="list-style-type: none"> 1. The licensing process should ensure that drivers are educated on how to behave courteously within the law in relation to City cyclists. This includes training on the acceptance of cyclists and cycles as a feature of City roads, and compliance with all road traffic law. 2. An enhanced complaint process. If a driver breaks the law and endangers City cyclists and there is evidence of this, the Council policy should provide a mechanism to ensure that does not continue. As licensee of a "time is money" business the council is in a very strong position to insist that the drivers you license behave within the law and in a decent manner towards City cyclists. The policy should describe how you will do this. I note that the equivalent complaint processes in London appear to be significantly more stringent, which perhaps explains the significantly better behaviour of London cabbies."