

APPENDIX E – CONSULTATION RESPONSES – REVIEW OF THE HACKNEY CARRIAGE & PRIVATE HIRE LICENSING POLICY

Response Number	Date Received	Comment	Date Responded	Response
1	04/02/2019	<p>I think that this is an excellent idea that should definitely be compulsory in all hackney carriages.</p> <p>Although the majority of cabs accept cards, the minority do not. Once a passenger is refused this service they may possibly use a non local service which damages us all.</p> <p>Regards [REDACTED]</p>	29/03/2019	Acknowledgement e-mail sent
2	04/02/2019	<p>Good afternoon! I'm [REDACTED], hackney taxi driver, [REDACTED]</p> <p>[REDACTED] Regarding the first proposal, I disagree and I will explain, why not! The bank that manages my business account charges my every transaction with a percentage of between 0.75-2%. I ask you to answer this question as we solve this, I do not want to lose any pence from my money! And there is another aspect, many clients cancel the payment after they arrive at the destination !!!! Again I ask you, what am I doing? I consider abuse if you want to force us to apply this proposal. I say to think again! Concerning proposal 2, I agree!</p> <p>Regards, [REDACTED]</p>	29/03/2019	
3	04/02/2019	<p>Response to content of this email :</p> <p>(1) any driver not already in possession of a card reader device is simply a fool .</p> <p>(2) I agree with the second question wholeheartedly.</p> <p>Besides all of these proposals with the totally ill thought out and far too hastily introduction of this electric vehicle's policy... there probably won't be a thriving Taxi trade within Cambridge city. No doubt many drivers will transfer to south cabs.</p> <p>Regards [REDACTED]</p>	29/03/2019	Acknowledgement e-mail sent

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4	04/02/2019	Hi I'm the plate [REDACTED] and I agree that card readers should be on every taxi in Cambridge Thanks [REDACTED]	29/03/2019	Acknowledgement e-mail sent
5	04/02/2019	Good Afternoon I agree that all hacks should carry carry card machine. But we really need to look at the over charging on ranks and cherry picking on the market square rank on Saterdsy's.	29/03/2019	
6	04/02/2019	Good evening, I am writing to say I am in support of all Hackney Carriage and Private Hire Vehicles to take card payment. All Hackney Carriage drivers are independent businesses and those drivers are competing against each other. Its true many carry a card reader, but use card payment option as an excuse to cherry pick jobs, I witness this embarrassing behaviour at last once a week. This is damaging the trade and frustrating for passengers who feel neglected when the journey is short and they are rejected. The solution is to make a card payment mandatory as they have done in many other authorities like London. Cambridge is an affluent city and we the trade need to move with time. Kind regards, [REDACTED]	29/03/2019	
7	04/02/2019	Point 1. We are not a cashless society yet. I don't believe that you should make it a condition that all licensed drivers carry a card reader	29/03/2019	Acknowledgement e-mail sent

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		<p>for credit/debit card payments. I think you are encroaching too much on the way the drivers want to conduct business. We are licensees not employees. If we want to take cash only then it should be our decision and not yours. If we see any benefit in carrying a card reader then we should be at liberty to make that choice ourselves. We suffer too much from the 'Nanny State' syndrome and this all forms part of it which is not welcome.</p> <p>Scrap the idea.</p> <p>Point 2. In full agreement.</p> <p>[REDACTED]</p>		
8	05/02/2019	<p>Dear Sir or Madam</p> <p>I have read your proposed changes to the taxi licensing policy at https://www.cambridge.gov.uk/consultations/taxi-licensing-policy-amendments-consultation. I support both suggestions - the suggestion that card payment devices should be carried, and also the section on information sharing and the NR3 database.</p> <p>I feel that carrying card payment devices is particularly useful. It's important to ensure that all journeys can be paid for this way - if, say, some drivers refused to accept card payments for journeys under £10 this would be a real nuisance. I feel that this should apply to hackney carriages and private hire vehicles alike.</p> <p>Yours sincerely</p> <p>[REDACTED]</p>	29/03/2019	Acknowledgment e-mail sent

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		<p>1. Adding a condition attached to the licences of all relevant vehicles to carry a card payment device and accept debit or credit card payments.</p> <p>This may be for:</p> <ul style="list-style-type: none"> ○ Hackney carriage vehicles only ○ Private hire vehicles only ○ All hackney carriage and private hire vehicles <p>It is understood that the vehicles of all Cambridge City Licensed Taxis (CCLT) members carry a card reader. In accordance with current legislation no surcharge may be made for such payments where a debit or credit card payment is taken.</p> <p>2. Addition of information regarding the NR3 database and data sharing arrangements.</p> <p>The council will become part of the National Register of Taxi Licence Refusals and Revocations (NR3). The database contains information on driver refusals and revocations, providing a mechanism for licensing authorities to share details of such individuals and data is retained on NR3 for 25 years.</p> <p>All new applications for new licences and licence renewals will be automatically checked on the register. If information matches individual being searched, our licensing team can request further information from the authority who recorded entry.</p> <p>Signing up to this database is to further support the safeguarding of members of the public.</p>		
9	06/02/2019	<p>I support the proposed changes in policy:</p> <p>1. All Hackney Carriages are required to accept card payments when</p>	29/03/2019	Acknowledgment e-mail sent

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		<p>requested to do so.</p> <p>2. All refused or revoked drivers' details to be held in a central database, subject to GDPR.</p> <p>██████████</p>		
10	08/02/2019	<p>Dear Team,</p> <p>Just a quick formal reply to the consultation mentioned below.</p> <p>██████████ would like to respond by simply saying we are in agreement with both of these changes. In-car card payment facilities in licensed vehicles are a beneficial 'must have' for customer friendliness/expectation these days, and we completely agree with the Council seeking to improve Safeguarding measures by subscribing to the NR3 system.</p> <p>Hope this helps.</p> <p>Regards,</p> <p>██████████</p> <p>████████████████████</p>	29/03/2019	Acknowledgement e-mail sent

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11	09/02/2019	I already have a card reader and feel that all city licenced drivers both hackney and hire cars should carry card readers and take card payments I also agree with joining the national register of taxi license refusals	29/03/2019	Acknowledgement e-mail sent
12	27/02/2019	Dear sir/madam With regard to the change in licensing policy i.e use of card machines in private hire vehicles I am strongly opposed to this I used to have a Hackney Carriage vehicle on Cambridge City Council I now have a Private Hire vehicle I am 72 years of age & have been driving both types of vehicles since 1994 .I only work part time & only do Cambridgeshire County Council school contracts for special needs students & therefore I have absolutely no need for a card machine as I do nit handle any cash & whats more I will not buy one to have it in my car unused at a cost to me .I can understand why you may want to introduce them in both Hackney Carriages & Private Hire Vehicles especially if they do work for companies which again I do not so what is the point of a card machine .I am therefore saying as far as I am concerned I am absolutely against the idea for people operating a single vehicle such as I do.Please don't think I am being difficult I just do need a card machine for the work that I do. Kind regards. [REDACTED]	29/03/2019	Acknowledgement e-mail sent