

Environment Directorate

Taxi Licensing Survey Results

Drivers & Operators

Survey Results June 2008



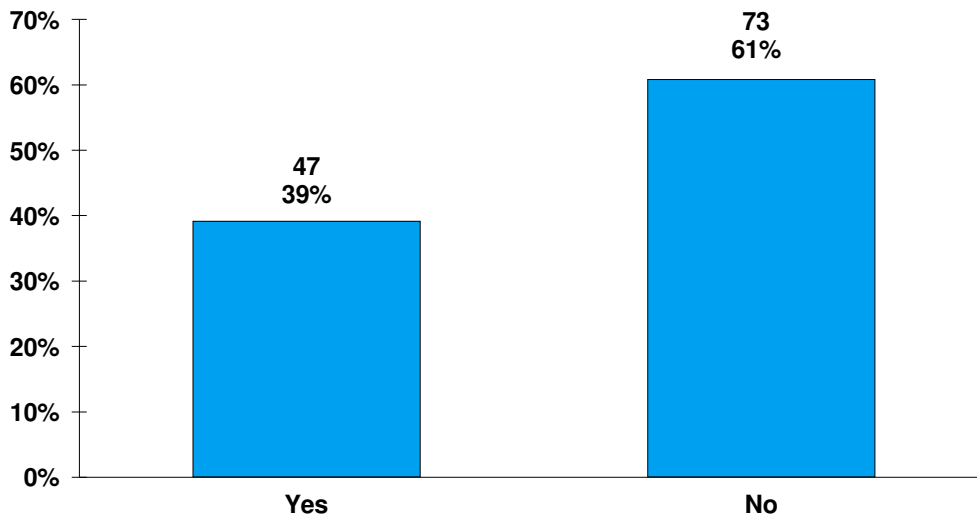
Taxi Licensing Drivers & Operators Survey Results: June 08

A total of 129 surveys were returned out of a possible 1501(26 were returned) which equates to 8% return.

The results are as follows:

Q1. In view of the guidance produced by central government and the findings of our consultation exercise, the City Council is considering removing its current policy of restricting the number of Hackney Carriage licences it issues.

Do you agree with this?



	Base	Which of the following areas do you relate to			
		Operator	One Man Operator/driver	Private Hire Driver	Hackney Carriage Driver
Base	109	7 6.4%	17 15.6%	63 57.8%	40 36.7%
In view of the guidance produced by central government an...					
Yes	45	3 6.7%	10 22.2%	25 55.6%	14 31.1%
No	65	5 7.7%	7 10.8%	39 60.0%	26 40.0%

The Response to Q9 was:

Which of the following areas do you relate to:	Number that responded
Did not respond	6
Operator	4
One Man Operator/Driver	10
Private Hire Driver	63
Hackney Carriage Driver	32
Operator - Private Hire/Driver	2
Private Hire Driver – Hackney Carriage Driver	3
One Man Operator/Driver – Private Hire Driver	3
One Man Operator/Driver – Hackney Carriage Driver	3
Operator – Private Hire Driver – Hackney Carriage Driver	1
One Man Operator/Driver – Private Hire Driver – Hackney Carriage Driver	1
Operator – One Man Operator/Driver – Private Hire Driver – Hackney Carriage Driver	1

Taxi Licensing Operator/Driver Survey Results Comments

Snap Case No.		Q1a. Please give reasons for your answer:
7	Hackney Carriage Driver	In respect of quantity of cabs, an increase would not address the problems. I work Eccles Cross (and have done for ten years) Of the 15- 18 cabs, there are only five that are on the radio that is the major cause of the problem.
8	Hackney Carriage Driver	More cabs 'less work' - Longer hours
15	Hackney Carriage Driver	Customers across all of Salford should have the option of using Black cabs not just certain areas. Also, by increasing the number this will encourage the drivers of cover areas of Salford looking for their work which they would not normally cover.
26	Hackney Carriage Driver	I feel there are enough Hackney Carriages at the moment. No need for anymore. At the moment taxi ranks are full with cabs.
28	Hackney Carriage Driver	I do not agree at present because it is very slow and the public are always going to say yes we would like more taxis. I understand in the future an issue is needed but it would have to be a gradual number each year.
30	Hackney Carriage Driver	I have been a tracking cab driver for the last 25 years and due to the current rules it has meant I have had to pay extortionate tracking fees. This money could have gone towards buying my own cab had more plates been available. I do nightwork and the shortage of black cabs are in Salford between Friday and Monday morning- ridiculous!
36	Hackney Carriage Driver	It gives drivers the chance to own their own vehicle which will in turn provide a lot newer Hackney carriages on the road as at the moment new drivers can't get a start on a vehicle of their own unless they pay vastly, inflated prices which most cannot afford.

38	Hackney Carriage Driver	The work in Salford for Hackney is at present just enough for a driver to earn a living. If you flood Salford with anymore plates, we as drivers would start working longer hours = more danger on roads.
39	Hackney Carriage Driver	As a black cab driver, there is not enough work at present for the existing licenses and issuing more will affect the financial earnings.
49	Hackney Carriage Driver	Yes I agree with more cabs being on the road. We are turning work down in a lot of areas of Salford. As the policy stands I cannot get a licence of my own- the existing owners have had it their way for too long.
50	Hackney Carriage Driver	Due to recent development to Salford, there is a need for more cabs to compete with private hire.
52	Hackney Carriage Driver	I have been a driver for many years and paid a lot of rent to the owner of the cab. He has not driven for years so he knows nothing, there are lots of businesses around the Quay's and around the Hotels that want to use Hackney cabs. I want my own cab so I can work it and not to rent it out. Some present owners are saying that there is no work for their own gain.
54	Hackney Carriage Driver	So we can get work in parts of Salford that nobody covers.
55	Hackney Carriage Driver	It will give trackers a fair chance to obtain a plate without paying top money for a plate through the private market.
57	Hackney Carriage Driver	Over the last 20 years, nightclubs have vanished in Salford and most people ring private hire first because there are so many. If there was more night life in Salford, more black cabs would work the nights. At present, there is nothing in Salford to make them work late or the nights.
69	Hackney Carriage Driver"	Percentages used are misread: 88% of public did not vote, 89% of business did not vote, 78% of councillors did not vote and 94.5% of disabled did not vote. In my opinion, all of the above must be happy with status quo. Only a small percentage complained and mainly of difficulty at rush hour which is because of lack of good bus lanes and general volume of traffic. Also, access to ranks for example Eccles Interchange we can only enter from Church Street (continue in next box)
76	Hackney Carriage Driver	This idea was introduced in Bolton but scrapped because there were then too many cabs and this had negative affect for not enough work to go round and also no parking places for the extra cabs. When I started on the cabs in Salford, there were 18 nightclubs in Salford there is now only one! The pubs are going the same way and work is getting scarce. Media City will now bring in a massive influx of new work because BBC and other companies relocating from Manchester already (next box)
81	Hackney Carriage Driver	Study is too vague and knowledge of the job rudimentary.
82	Hackney Carriage Driver	I think there are not enough hackney carriages and I think all the cabs should have a radio. There are quite a few cabs without one and I think the radio operator should do more advertising. This would make the cabs more available to the public.
84	Hackney Carriage Driver	Reasons for this are a downturn of work to credit crunch, no nightlife in Salford, therefore not enough night work. Are there any guarantees that future proposals such as BBC media city will be given to Salford cabs? As for the people who have taken part in your survey, can you tell me where they are waiting for taxis, as we are often sat waiting for work.
90	Hackney Carriage Driver	Due to the small number of people who responded to the survey, this shows the lack of interest- therefore, the public must be satisfied with the current service provided.
91	Hackney Carriage Driver	Me being a professional Hackney carriage driver for the past 6 years prior to that a private hire driver, I believe if the council release another 21 plates immediately making a total of 100, I am certain this will solve the problem of the wheelchair users, business community and the public without the hackney carriage losing its status.
95	Hackney Carriage Driver	My takings have dropped in the last year due to over ranking on Tesco's Salford Shopping City. If you issued more plates then more cars would

		work Tesco's.
100	Hackney Carriage Driver	We need more cabs and less private hire.
104	Hackney Carriage Driver	According to you figures, the response to your survey was very low, indicating people are not concerned about a so called shortage. Your figures of 28%, 31%, 18% and 60% actually equate to 0.65%, 2.5%, 4% and the last one is less than 6% of the total surveys sent out, not just the replies, as your figure for wheelchair users is incorrect as 34 is not 5.5% of 2329. If you visit Eccles and Salford Precinct ranks at any time of the day you will find them full, with drivers (next box)
107	Hackney Carriage Driver	The survey is flawed. On a response rate as low as this the findings are not statistically relevant. It looks to me like you are trying to make the figures suit the case you want to make for de- regulation when they clearly do not support that view.
108	Hackney Carriage Driver	The current recession is having a very negative impact on the Hackney carriage trade. The survey carried out by licensing appears to have had a very poor response rate. If people had problems surely they would respond.
122	Hackney Carriage Driver	I think de-restriction is a bad idea e.g. Bolton de-restricted and the town centre was clogged up with parked up cabs, realising there error they re-restricted, the most successful way of increasing cab numbers is the Manchester method i.e. managed growth.
128	Hackney Carriage Driver	Numerous people have invested (savings or loans) to set up their business - but some extra licences would be of benefit if they are introduced gradually i.e. 5 or 10 and then a period of observation to see what difference it makes
12	One Man Operator/driver	To make more Hackney carriages available to the public at peak times
25	One Man Operator/driver	There are enough as it is
33	One Man Operator/driver	There are good and bad stuff on both old and new policy.
48	One Man Operator/driver	In my opinion, there are too many black cabs on the road in Salford at this present time.
73	One Man Operator/driver	I think it is better to see new solution for taxi business and service of the city council.
96	One Man Operator/driver	In my opinion, if you open the number of licences issued for Hackney Carriages you will make the hackney carriage trade in line with the private hire trade and therefore there is no reason to buy expensive vehicles. Also, there is a shortage of work for the hackney carriages at the moment. If we could make up and coming ranks operated and workable, then there may be a case for issue licences (not a free for all)
121	One Man Operator/driver	I am a private hire driver and what I think doesn't count, as you will do what you want anyway. As you always do like changing the why we dress- you lot being stupid yet again!
126	One Man Operator/driver	It can only go good for the city to have more taxis available, especially for the disabled.
14	One Man Operator/driver, Hackney Carriage Driver	I have created a taxi service for the Salford Quays area. I cannot get enough cabs to work the area also I can't take business' work because I am afraid I cannot cover the work. There are not enough cabs to start a new radio system which Salford totally needs although I am not in favour with derestricting. I would like to see a substantial amount of new cabs in the area.
53	One Man Operator/driver, Hackney Carriage Driver	Mainly Eccles and Salford Precinct are full of black cabs. The other ranks in the city are obsolete. No Hackney ranks in Swinton, Irlam, Walkden and Little Hulton that can be accessed from the popular supermarkets.
99	One Man	Could do with another 20- 30 black cabs- 79 cabs and 405 badges at

	Operator/driver, Hackney Carriage Driver	least.
2	One Man Operator/driver, Private Hire Driver	A Hackney Carriage as a 'Black Cab' is instantly recognisable as a taxi, the more Hackney's available 24 hours a day the better. I think the public would much prefer using a Hackney than a Private Hire but do not have that option at the moment. The drivers are much safer with the security screens on Hackney's and taking wheelchair users is much easier as the vehicle is purpose built from scratch. For a city of the size of Salford to have only 79 Hackney's is ridiculous!
120	One Man Operator/driver, Private Hire Driver	Given that unlimited numbers of private hire plates are issued there is an obvious need for more hackney plates. Restrictions cause plates to change hands for large amounts of money even though the holder does not own the plate.
80	One Man Operator/driver Private Hire Driver, Hackney Carriage Driver	It is not necessary to issue more plates due to lack of business and customer ranks. The council has known for years the cost of Hackney plates changing hands and therefore you will be taking away my retirement prospects and I will seek legal advice if this goes ahead. People are still buying licence plates at high prices with your knowledge-complicity. If you go ahead with these proposals, there will be a lot of people out of pocket who will seek compensation.
31	Operator	In your previous statement the response rate from the targeted groups are very small. The highest being 22%. You then inflate percentage by thinking about, for instance 60% of businesses say they have trouble getting black cabs. This in fact means that 60% of this 11% that responded are saying this. In indicates a very low level of complaint. Also, private hire cars and wheelchair adapted minibuses traditionally take up the slack as regards to taxi trade.
78	Operator	Salford is an ever-growing city with a mixed community. Hackney vehicles are necessary in our community and yet it seems impossible to be able to get one. My mother is disabled and unable to travel in a standard vehicle, so requires a hackney cab- only to be told she can't have one when she wants one- due to peak times and servicing of contracts. This is simply a disgrace in a world where political correctness is paramount- and yet this area of the community are ignored.
112	Operator	Your survey should have been carried out by an independent body not by Salford City Council. If I asked the public stood at a bus stop, would they want more buses. I am sure they would all say yes. Did you ask the public how long do you think a hackney carriage driver can sit on a rank before he gets his first job? The response rate to the number you surveyed stands for nothing.
13	Operator, One Man Operator/driver, Private Hire Driver, Hackney Carriage Driver"	Because no matter how many black cabs are on the road, there will always be a shortage at the times you have mentioned. Also, at other times there would be too many and drivers would not be able to earn a living, therefore not driving/ again shortage of cabs.
117	Operator, Private Hire Driver	I note firstly the very low percentage to your survey. It appears that in numbers, only 159 members of the public, 40 businesses, less than 3 councillors and 10 wheelchair users expressed a difficulty in obtaining a black cab. However, I personally do not object to an increase in the number of hackney licences issued or to a variation in the range of vehicles which can be licenced. I do have concerns that too much priority may given to Hackney vehicles over private hire (next box)
1	Private Hire Driver	In the past I had a verbal agreement with the late Fred Bull that if any Hackney Cabs were broken down the Private Hire vehicle (mini bus) I had

		at that time would cover their contracts which I did on numerous occasions.
4	Private Hire Driver	Private Hire driver I cannot comment on Black Cabs
9	Private Hire Driver	The business is already very competitive and it is becoming very hard to make a decent living without working long hours. To increase restriction, in my opinion would increase the danger to the customers for the reasons above. Also, it would allow the operators to employ more drivers thus give us less work.
10	Private Hire Driver	I think that if there are more taxis then there will be more change of getting one. Especially when the students are back at University.
11	Private Hire Driver	Hackney cars are more expensive than private hire fares, which incidentally are more of (private hire vehicles) at a cheaper cost to the consumer/ traveller. Private hire vehicles are just as capable in most cases to accommodate specials such as disabled and are better equipped for removals (more storage space- minibus) In this increasingly expensive world we live in, we DON'T NEED MORE EXPENSIVE TAXI'S!
16	Private Hire Driver	There seems to be far too many already
17	Private Hire Driver	Because it is difficult to earn a living for those who already hold a licence. The present economic climate is not looking good and from what we are to believe it is only going to get worse in the near future. So now would not be the best of times to introduce more vehicles on the road.
19	Private Hire Driver	If there is a demand for Hackney Carriages, more than expected, the rate should be lifted.
21	Private Hire Driver	As a private hire driver, it is against my interest to have more Hackney carriage drivers in Salford. Recent downturn in business makes me even more resolute in this belief.
22	Private Hire Driver	The population in Manchester now is too many foreigners and other people coming to Manchester everyday.
27	Private Hire Driver	There are enough Hackney carriages. However, they do not work efficiently. For example, there are too many out in the day and not enough in the evening.
29	"Private Hire Driver"	Not enough Hackney carriages
37	Private Hire Driver	Taxi drivers have little enough work as it is without flooding the system. Increasing the number and or range of Hackney carriages will only cause hardship to taxi drivers both public and private.
40	Private Hire Driver	More licenses does not necessarily mean more available vehicles. As drivers are self employed they can please themselves as regards to the hours that they work, night or day. The number of private hire should be restricted.
44	Private Hire Driver	It is hard enough to make a living- we don't need anymore. The same applies to private hire drivers- there are too many!
45	Private Hire Driver	We already have enough of Hackney carriages
46	Private Hire Driver	Although having private hire badge since 1983 approximately, I have no problems in answering yes. The general public still prefer a door service, when going from A-B (Private hire) with respect, sometimes Hackney carriages are unable to provide at length.
47	Private Hire Driver	Removal of restriction will increase Hackney vehicles, therefore improve service to public and users.
51	Private Hire Driver	Increased demands for taxis at peak periods.
56	Private Hire Driver	More job opportunities
58	Private Hire Driver	There is not the volume of work to sustain the Hackney carriages. You have now as more pubs and clubs close down. This situation can only get

		worse.
59	Private Hire Driver	They mostly work at nights where they can earn more money. For example, not switching on meters and ripping off customers. Why is nothing done to stop this?
60	Private Hire Driver	There are no restrictions for private hire vehicles so why for hackney carriages which have to compete in the same marketplace.
61	Private Hire Driver	More service for the public
62	Private Hire Driver	I would like to become a licensee. At present there are non available for me to use in Swinton as the ranks are empty all of the time.
63	Private Hire Driver	There is not enough work to go around as things are now- Issuing more plates and licenses would only make things worse for both private hire and hackney carriages.
64	Private Hire Driver	There is a shortage in work for both private hire and black cabs. Free bus passes have affected trade as a lot of older people don't now use.
67	Private Hire Driver	I feel that the restrictions placed on private hire vehicles not being able to access taxi ranks would if lifted, be able to fill the shortfall which cannot be met by black cabs.
72	Private Hire Driver	To help the existing black cab drivers keep a decent standard of living
75	Private Hire Driver	We are in the free democratic country which means everybody (which qualified) has the right to work. The figure clearly shows at certain times of the day there is not easy access to transportation- the worst one is the buses!
86	Private Hire Driver	Too many black cab drivers a friend told me. There are too many black cabs.
87	Private Hire Driver	Too many cabs at the present and not enough work for existing drivers as overheads are too high (diesel, insurance etc)
89	Private Hire Driver	As a driver myself, it is hard to earn a living with the excessive amount of cabs in Salford.
92	Private Hire Driver	There would still be availability problems at school times and rush hour. Too many licences would mean too many taxis at quiet times.
97	Private Hire Driver	I am not qualified to answer this question as I feel it is the business of hackney drivers, who know their trade best but I do know their trade is not just about peak periods. There are times when it is very quiet and it is peak times when they make their living. There could be a danger of flooding drivers out of business and with the proposals for improving public transport in and around Manchester trade my fall. Some time ago, I asked the council for a hackney plate (next box)
101	Private Hire Driver	Unfair competition to private hire drivers. For example, bus lanes: You should look to Warrington Council where both use bus lanes.
102	Private Hire Driver	Black cab drivers will struggle to make a living if you remove the restriction policy. You are dodging the real solution here, which is allowing private hire drivers to pick up from the streets. You have over 3000 private hire drivers in Salford at the moment. Give customers the freedom to use whatever service they want, when they want it and allow black cabs to install a radio communication system.
103	Private Hire Driver	In the current economic climate with taxi requirement on the decline, an increase in the number of hackney carriage licences would only result in less work for the existing private hire licence holder and hackney taxi.
109	Private Hire Driver	I believe there are enough taxis on the road at present- too many!
110	Private Hire Driver	There are more than enough black cabs- they are taking over the work from private hire cabs.
111	Private Hire Driver	More in depth analysis needs to be done. The hours of work of these drivers do not only depend on the busy hours but 24 hours a day. I believe a survey was done in 2005 on black cabs- try doing another and try to consult with the drivers themselves- it is their business.

113	Private Hire Driver	You can double the number of licences for hackney cabs. It will not improve the findings of your exercise. Hackney cabs will stay in there normal areas in Eccles, Salford. They will very rarely work other areas.
114	Private Hire Driver	In general, almost in each radio firm they have around 510 drivers. That means less jobs we get in an hour, plus petrol prices keep going up. So I do not know how I am able to afford for this.
123	Private Hire Driver	If there is too many taxis it would make it harder for the drivers to earn money. This would mean they would have to work even longer hours increasing the change of accidents due to tiredness and stress
124	Private Hire Driver	Go to Tesco taxi rank on Salford Precinct and the rank is full with taxi's taking over the car park opposite. Drivers need incentives to work evenings.
125	Private Hire Driver	1) Better choice for the public, 2) More affordability for owner drivers, 3) Also with the BBC relocating to Salford higher demands for public hirer.
127	Private Hire Driver	Overcharge especially from city centre and to airports
6	Private Hire Driver, Hackney Carriage Driver"	If you go to Eccles in the day, there are plenty of Hackney Carriages sitting on the ranks doing nothing and there are plenty of private hire sitting around as well so it's not that busy.
65	Private Hire Driver, Hackney Carriage Driver	I can see the demand for black cabs in the city in the near future. If we do not prepare for the demand we are going to look silly. I would gladly invest in a new Hackney cab, but I cannot afford a plate and a new cab.
77	Private Hire Driver, Hackney Carriage Driver	Lack of ranks, so not necessary to issue more plates
116	Private Hire Driver, Hackney Carriage Driver	As there is only one club in Salford (The Willows) which is only open Friday and Saturday night and is not as busy as it used to be, it is very hard to make a living as it is. Most pubs are not busy during the week meaning most drivers have to make a living working days and weekend nights. To put more cabs on just seems ridiculous with using fuel prices, it is hard enough to make a living as it is. Most pubs are not busy during the week, meaning most drivers have (next box)
5		Many times I have seen Manchester Hackney Carriages picking up in Salford at student accommodation. If there was more of a Salford presence maybe this would be deturd.
24		You should leave the policy as it is. If you put more Hackney carriages on the road, this will cause too much competition and maybe problems with other drivers.
35		There seems to be too many on the road already
41		Not enough work for existing hackneys
79		Our branch believes that if there was any reason to release hackney carriage vehicle licenses, then this must be in line with a managed growth policy. As proposed by Unite the Union. Other councils (Manchester being one) are operating this policy now with a great deal of success.
83		As a taxi driver, my income has over the past tear fallen dramatically since the new smoking legislation. The demand for more taxis is not there and would only reduce my earning more and I do feel the standards would fall. More taxis more to police.
98		There are more than enough private hire vehicles on the road. A lot of them are now wheelchair adapted as the council know, as they do contracts for you. They are also cheaper with friendlier and more helpful drivers.
105		I think there is enough provision at present and to allow more cabs on will lead to lower incomes for hackney drivers. Also, areas that have

		derestricted in the past for example Liverpool have now restricted again. Another factor is that a lot of Hackney owner drivers have invested many thousands for a plate and would see their investment wiped out.
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Taxi Licensing Operator/Driver Survey Results Comments

Snap Case No.		Q2. If you have any comments to make in relation to the proposals set out in the draft Hackney Carriage or Private Hire license conditions, please write in the box below:
7	Hackney Carriage Driver	These changes should be welcomed by all. Older cabs should have been taken off the road years ago.
15	Hackney Carriage Driver	I feel that the age of a Black Cab for renewal should be as the manufacturer's recommendations.
28	Hackney Carriage Driver	I have changed my taxi in November 2006 and it cost me £32,000 and this is a massive expense to me. For only seven years as my taxi is a Mercedes Hackney car and this blows apart my financial plan for my future as a taxi driver.
36	Hackney Carriage Driver	I am hoping this will make it easier to start up with a Hackney carriage vehicle so more people can try and make a career/ living instead of only a privileged few being able to afford a plate, or being on the waiting list many years just waiting. I am hoping it will give me a chance to get my own Hackney carriage.
38	Hackney Carriage Driver	I agree to a dress code regarding vests and singlets. But sport wear wrong? You can look smart and comfy in a tracksuit. Will the council provide a uniform (I don't think so) as long as you are smart and clean I do not see the problem.
49	Hackney Carriage Driver	Completely agree with everything.
52	Hackney Carriage Driver	If I get chance of a licence I want to put a new cab on that is wheelchair accessible. It is about time there were some decent vehicles in Salford.
57	Hackney Carriage Driver	Let both types work on an equal tariff. After 4/5 years phase private hire out and have all purpose built taxis for wheelchair etc, hence stopping the arguments between private or hackney over fares.
69	Hackney Carriage Driver	Meaning we get stuck on either Albert Street or Corporation Street. We should be able to enter from Regent Street. Were supposed to be public transport, the same as buses.
76	Hackney Carriage Driver	Have contracts with man tax and radio cars. When a vehicle has been owned from new, serviced regularly, MOT'd annually and kept in good clean order, there should be no reason for that to be then taken off the road and replaced after ten years.
81	Hackney Carriage Driver	Study is far too vague and knowledge of the job rudimentary.
82	Hackney Carriage Driver	I rent a hackney carriage and I work at night and I find the radio to be very quiet. I think there should be a condition where the radio operator should do adequate advertising. We have a few regulars but I think we need more fares from the radio. I think then more drivers would rent the radios. I rent a radio from saltax and I usually finish work about 1am during the week- there is not enough work. The radio is a lot less expensive than a private hire radio, who rely on the radio for all of their work but I think this issue needs to be addressed.
84	Hackney Carriage Driver	Age requirements: A London type cab is a purpose built vehicle which will have a lot more life in it than ten years. Why if a vehicle has been well serviced and maintained, passes a test, does it have to be removed

		because of it's age? Is the City Council going to provide a grant to help finance a new vehicle every ten years? How much do you think rent will go up on taxis? I feel this will force drivers/ owners out of the trade.
90	Hackney Carriage Driver	I will be happy to comply with anything which makes a more professional and safer service for the public.
95	Hackney Carriage Driver	Age requirement too restrictive. The licensing test is very rigorous and should be sufficient. If the cab passes the test, then it is roadworthy to do the job whatever the age.
104	Hackney Carriage Driver	Struggling to make a living. More cabs will cause greater congestion on these ranks. If there is a shortage at school times and some plates need to be issued, then the smaller the better for all drivers sakes and the people offered these plates should be from the original waiting list from the 1970's. This is surely the fairest way of doing this. 2) My only comment on this item is the age of the vehicle. New cabs to be only four years old and renewal ten years old. Surely if a cab is inspected yearly and good enough to pass this test, is clean, safe and roadworthy, surely there should be no age limit, as you know hackney cabs are built to do high mileage. An idea might be to test cabs over ten years old twice a year. An obvious problem for the future is when a driver is forced with putting a new cab on. He will probably choose a private hire vehicle because of the cost and better mileage, which will eventually lead to a shortage of black cabs, meaning less choices available for wheelchair users.
107	Hackney Carriage Driver	I have a euro7 taxi manufactured by one of the largest vehicle manufacturers in the world- why should my cab only have a life of seven years when taxi's manufactured by one of the smallest vehicle manufacturing companies is OK for ten years. This is not right!
108	Hackney Carriage Driver	The vehicles used as hackney carriages are more often than not more than suitable and in the necessary condition to be used after the period of time stated.
122	Hackney Carriage Driver	I am against age limits for cabs, in an age of diminishing resources we are being encouraged to cut down on waste so I find it absurd that we should condemn a perfectly safe and reliable vehicle to scrap. Other public transport i.e. buses and trains have no age limit so why should it be imposed on the hackney trade.
128	Hackney Carriage Driver	A dress code is good - some professionalism would be very welcome. The age limits on vehicles concerns me as my 5 yr old vehicle has done very few miles and is in better condition than many new vehicles. The age rule will mean most drivers will have to purchase new vehicles, it is important that people issued with new licences put good quality clean vehicles on the road and have the funds to insure / tax and maintain the vehicle.
25	One Man Operator/driver	All ideas welcome
48	One Man Operator/driver	The new regulations regarding private hire I agree with 100%.
74	One Man Operator/driver	A lot of the proposals long overdue.
96	One Man Operator/driver	Regarding the policy on four to ten year operations of vehicles I would hope you would reconsider this, as the cost of a new vehicle is approximately £35,000 plus approximately £8,000 hp charges- this makes the total cost of £43,000. If you wish to sell the vehicle after four years, you would not get half of this money back. If you keep the vehicle for ten years, the cost of maintenance would be substantial and at the end of it there is no sale for the second hand vehicle. Regarding the dress code, it is an excellent idea which should go further of wearing blue or white shirts and suitable trousers- a uniform type in my opinion.
121	One Man Operator/driver	I think if a vehicle is clean, tidy, and mechanically sound it should pass! My bus failed recently for having my name on it plus happy days. What is the

		world coming to?! It is about time they got a taxi driver on your panel who knows what he is talking about.
14	One Man Operator/driver, Hackney Carriage Driver	I fully agree to the new proposals on licence conditions.
53	One Man Operator/driver, Hackney Carriage Driver	The four year old cars law to register is wrong and getting rid of cabs at ten year old is wrong. I drive an eleven year old cab and it has never been double tracked and has only done 294,000 miles. It is in excellent condition. A four year old cab on the circuit has already done 250,000 miles.
2	One Man Operator/driver, Private Hire Driver	I think it would be a mistake to increase the range of vehicles for use as Hackney Carriages. The London taxi is instantly recognisable the world over, is the only vehicle built from scratch to be used as a taxi, the E7 from Peugeot starts life as an expert window van! Keep taxis looking like taxis.
120	One Man Operator/driver, Private Hire Driver	Age requirements- how can a vehicle that passes the authorities test be considered too old. It is ridiculous to finish a vehicle on the grounds of age rather than condition. For example, second hand cars which are 6 years old with 50,000 miles on the clock are not considered to be fit to operate. Also, the increased costs would once again be passed onto the customers.
31	Operator	All of the above conditions are fair and must be fairly applied across the fleet of hackney and private hire, except for the deregulation item that will cause personal hardship to a lot of drivers and their families.
78	Operator	It is believed that proposals may come in that restrict the colour of vehicles allowed as private hire. This will pose so many issues to operators. Shouldn't we be concentrating on customer service, proper training for drivers and building a tight, working relationship within the community and all aspects of the taxi trade.
112	Operator	For operator's conditions: How many people own a business in Salford yet do not live in Salford. You are trying to stop somebody starting up a business in Salford just because they do not live in Salford- what you are trying to impose I am sure would be discrimination. I am sure the way in which this survey has been conducted and with other related issues in it, I am sure it could end up in the courts.
119	Operator	To implement this rule change would result in putting many of the private hire firms out of business. In our case to replace 60 plus vehicles, for ones less than 4 years old would cost up to £450,000. We simply could not afford this! Salford City Council vehicle testers, test private hire vehicles to a high stringent test so the age of a vehicle is irrelevant. The implications considered would result in the loss of many jobs for drivers and office staff, not to mention the effect this would have on the public. You must give this age of vehicles serious thought, as changes would give the struggling trade serious problems. As a licence is issued for 12 months, there should be no further charge in this period if the vehicle fails an intermediate test.
13	Operator, One Man Operator/driver, Private Hire Driver, Hackney Carriage Driver"	Dress code is a concern. This should be enforced. All other areas are fine as they are. English speaking drivers should be enforced a legible english test should be given to ensure correct communication with customer.
117	Operator, Private Hire Driver	So would not like to see a large increase. I would ask that the compulsory fitting of fire extinguishers to both Hackney carriages and private hire vehicles be reviewed. I personally know of no instance where a driver has had cause to use one and would guess most drivers have not been trained in their use. With the exception perhaps of saving some- ones life I

		personally would not tackle a vehicle fire. I object to the proposed vehicle age limits. Let me assure you that I am as eager as the next man to ensure passengers are carried in a clean, safe and well maintained vehicle but I consider the restrictions on vehicle age as it proposed as non beneficial. If a vehicle satisfactorily passes the council's compliance test for a private hire licence, then its age should be immaterial. I welcome the possibility of a forum as I support your attempts at delivering services to a high standard. I really believe that imposing restrictions and standards is to be applauded. I would also be interested in being part of the said forum.
1	Private Hire Driver	I agree with the proposals
4	Private Hire Driver	Passengers in my Private Hire car think Salford Council do not give the knowledge that they are being over charged by drivers who do not have local knowledge going the wrong way getting lost they do not know the main roads passengers are telling the drivers which way to go. You are talking about high standards put your own house in order its a case of more revenue and lower standards a taxi driver should have local knowledge and know the area don't you think.
10	Private Hire Driver	I think that the most important requirements for Salford taxi drivers is that they should be able to speak proper english and be able to find their destinations by themselves without having to ask directions from their passengers.
11	Private Hire Driver	Considering both A) Private and B) Public hire (black cabs) vehicles come under almost identical rules and registrations, I see absolutely no reason why 'current' private- hire only registrations cannot be relaxed to bring them inline with Hackney Carriage vehicles/ licensing so to allow both vehicle types (Hackey and private hire) to be both public +/- or private hire 24/7. Although I have no problem with Hackney/ Black cab ranks remaining for their use only (Black cabs) I completely disagree with vehicle age restrictions- if a vehicle is good enough...It's good enough regarding of age, although for public safety and awareness colour of vehicle scheme is OK.
19	Private Hire Driver	Do Salford Council realise how many private/ Hackney drivers would leave their jobs. To have a vehicle 4/7 years old- to insure, maintain private hire license. At the moment on the Salford Circuit, I would say about 30% of drivers cannot afford a car. So they rent one off the firm. If the private/ hackney vehicles are no more than 7 years old then drivers will struggle.
21	Private Hire Driver	'Public Areas' - Concern for safety of switch operators. Drunk/ high/ irate customers.
29	Private Hire Driver	A lot of private hire premises do not have a public area- customers have to wait outside in the rain.
34	Private Hire Driver	It would seem common sense to issue Hackney licenses to existing private hire removing any doubt to the general public. As to whether this is a taxi or not this would only increase safety for all concerned.
37	Private Hire Driver	Plenty of questions: Better dealt with at one of the forums
40	Private Hire Driver	Are the authorities aware of the costs incurred when replacing a vehicle? If a vehicle is sound and roadworthy irrespective of age why replace it. To keep replacing 3-4 year old vehicles can cost upwards of £6,000 per time for owner drivers never mind operators with a fleet of 30+ vehicles. These costs have not been taken into consideration by the authority and could see a lot of drivers and companies regulated out of business.
42	Private Hire Driver	As to age of cars to be use for cabbings, what has age got to do with roadworthiness? We do have test stations where our car is tested for defect and its not everybody that love hire purchase or have good credit history and might put drivers out of work or work more than necessary to pay for hip- which is not very good for this job (tiredness)
43	Private Hire	Regards to vehicles being no more than 4 years old at first plate and no

	Driver	more than 7 years old- the age of a vehicle has nothing to do with condition. A one year old vehicle could still have bald tyres, faulty brakes etc. It is down to the individual and Salford City Council should make more regular roadstop checks. If this rule is implemented, I for one will not be renewing my P.H badge.
44	Private Hire Driver	Communication skills. Convictions - for example, new drivers from different countries cannot be checked properly (things need to be done) Myself and my wife have had some difficulty getting the drivers to understand what we are saying (for example, Asians, Polish etc.....)
47	Private Hire Driver	Do not agree that operators should have to make provision for 'Public Areas' (not always space to accommodate) The dress code is excessive, the requirement should ensure that drivers are tidy but these restrictions are excessive.
58	Private Hire Driver	The age of a vehicle has no bearing on its suitability to do the job. I am unaware of any problems to the public arising from the age of a vehicle. Also, if drivers are forced to have newish cars and that car will have a shorter working life, it can only force price rises and it could put getting a taxi out of the reach of pensioners etc.
59	Private Hire Driver	Why are the rules different: Ten years for Hackney's and only seven years for private hire? This is totally unfair and unjust. We should all be treated the same and not show favouritism where this is the case. We're all just trying to make a living.
60	Private Hire Driver	Age requirements: Why is age of vehicle important? If a vehicle is properly maintained, age should be irrelevant. There are many aeroplanes flying passengers all around the world, but they do not get scrapped after 7 years. They are maintained and given long service.
63	Private Hire Driver	Basically, stop giving out licenses for the next twelve months. Every company in Salford (private hire) has to many drivers. All circuits are flooded and my earnings are dropping on a weekly basis. The cost of hiring radios, fuel and insurance is bad enough without having to see new drivers starting every week.
64	Private Hire Driver	Do not object to dress code. But feel age of vehicle could cause financial problems for the already stretched driver, as income is very tight and some older vehicles are very well maintained.
67	Private Hire Driver	Private hire vehicles should be classed as 'taxi's' as black cabs are (private hire are taxis to general public as they also carry for hire and reward) Where congestion charges or fuel constraints are imposed, black cabs/ hackney carriage/ private hire should all be classed equally as taxis and able to use taxi lanes and be free from charges. Where councils make it compulsory for new reg private hire to be no less than four years old, then the councils should provide funding loans to drivers. Many drivers cannot get credit or finance and would otherwise be forced out of work by councils.
72	Private Hire Driver	Let private high advertise its vehicles
75	Private Hire Driver	I think those ideas are great and should be backed up by anyone who wants the development of Salford.
89	Private Hire Driver	A more in-depth knowledge of Salford on the test
92	Private Hire Driver	Dress codes need to be changed. As well as communication skills- a better knowledge of the local area is required from certain drivers.
97	Private Hire Driver	I was refused because I do not live in Salford. I was prepared to buy a brand new vehicle. I was born in Salford and have worked as a private hire driver in Salford for 26 years. My private hire vehicle is ten years old. It passed the council test without fault in June 2008. I maintain it to the highest standard and it is cleaned before every shift. Customers comment on how nice it is to get into such a clean vehicle. My vehicle works four single shifts per week. Some vehicles work double shifts all week, driven

		by drivers who take no interest in the maintenance because they hire them. They will continue to drive even when they know there is a fault. One driver recently ignored the noise the vehicle was making, to the point that a wheel fell off. This as you will realise could have proved fatal. If drivers have low standards, so will the vehicle despite it's age. I do not feel a vehicle should have an age limit if it is maintained properly. What you are proposing, will only punish drivers with high standards. I agree totally with a dress code. I wear clothing provided by Lynch Private Hire who have tried to give a good image. However, once again those with low standards do not get the message.
101	Private Hire Driver	Age requirements wrong. Good vehicles are still being used and passed by VMS. Dress code- nothing wrong with casual sports gear.
102	Private Hire Driver	I do not think it is the operator's responsibility to check for insurance and relevant licences as much as it is the common law officer's responsibility. Switch and telephone staff must be trained and tested in the relevant conditions of the private hire driver and operators prior to employment. Checking drivers and vehicles is YOUR responsibility and the polices', not operators.
103	Private Hire Driver	All drivers are currently experiencing reduced income. Therefore, the age requirement seems unnecessary as all vehicles are frequently tested. I suggest this item should be deferred until the economic situation improves. There should be more protection for the drivers- this should be considered by a better alarm system and genuine response from the police.
110	Private Hire Driver	Just bought a minibus on an 05 plate which cost me over £1000, which I had to take a loan out. That's on top of another loan.
111	Private Hire Driver	Consult with the operators first- then come back with the findings.
113	Private Hire Driver	The introduction of age requirement on vehicles will force a lot of drivers out of the taxi industry. Drivers could not afford £3- 5k for a suitable vehicle. Plus extra insurance costs. Dress code- good idea who enforces it? Driver application to include reading and writing in maths.
123	Private Hire Driver	I think if a car is roadworthy and complies with existing legislation it should be ok to use as a taxi. Bringing in changes to the age of private hire vehicles will mean many owner drivers would not be able to use their own vehicles because there are many older than 7 yrs and the average driver doesn't have that sort of money to buy a newer car or to rent one. I think a 7 year new plate and 11 year renewal would be far more suitable and fairer.
124	Private Hire Driver	Dress of Manner; why are sports shirts and tracksuits to be banned? As long as drivers are polite and courteous, it should not be a problem what someone wears. This is surely a breach of a persons human rights - now allowing us to wear what we want.
125	Private Hire Driver	I disagree with the age restrictions on both private hire and public hire, as I feel if a vehicle is maintained correctly age should not come into it. I.e. you only have to look at the bus industry to see how that works.
127	Private Hire Driver	All taxis and private hire drivers to have a full enhanced crb check not just crb
6	Private Hire Driver, Hackney Carriage Driver	Why not give private hire vehicles ranks as well as black cabs- give the public more. Chance to phone into the community stations. Ranks could put private high phone numbers on the ranks. As well save the public standing round waiting.
65	Private Hire Driver, Hackney Carriage Driver	Check cars to see if they are clean and tidy. All cars go to operations office once a week.
116	Private Hire Driver, Hackney	To make a living working days and weekend nights. To put more cabs on just seems ridiculous with using fuel prices its hard enough to make a living. Having drove a hackney cab for 24 years I think I can speak with

	Carriage Driver	<p>some authority when I say there is more than enough cabs apart from 3 o'clock, when a lot of cabs are on a school run. There are more than enough cabs especially on Salford Precinct as more and more drivers are coming at Eccles rank on to Salford because they are struggling to make it pay on Eccles. The in met demand at 3 o'clock is not everyday and there is always a steady trickle of cabs and it is never for more than 30 minutes. Putting more cabs on will not make any difference to wheelchair users as there just aren't enough ranks for convenience and only one radio operator which most cab drivers including myself opt out of as they just do not have enough work to justify the expense of hiring the radio. If you deregulate and put more cabs on where they are suppose to go there are already problems in the precinct with too many cabs. The precinct is run down and the market practically non-existent. It is less busy every year. If you doubled the cabs on the road, you would still have the same problems as the cabs would still go to the same places as that's where the most work is. Instead wheelchair user businesses (most of which do not have access to a taxi rank) and councillors should be encouraged to phone Saltax, the more work they get the more taxis will go on the system. This would solve the problem for the public and the taxi drivers. Maybe allow another radio operator on the other side of Salford to even it out but putting more cabs on will not solve the problem. It would just cause chaos and very frustrated cab drivers. 2) As London taxis are built to endure the heavy usage and all the panels are bolted rather than welded, a well maintained cab can look as good in 15 years as in 5. My own cab is 8 years old, has had 5 new panels replaced so the body work looks new. The inside is immaculate- it looks about 4 years old. It is regularly (next box)</p>
5		A better dress code, I always wear a shirt and am sick of seeing other Taxi Drivers, Private Hire or Hackney Carriage with vests on, fat bellies, sweaty arm pits
24		The age limit, to me, on Private Hire Vehicles should be no more than 7 years for the first licensing and no more than ten years old for renewals. It is hard as it is to make a wage with the rising fuel cost. If you do bring in the four year limit on the first licensing and seven years limit on renewals, you will be putting the average worker in more debt and maybe force them out of work.
35		Dress code: I think smart shirts (not Football) are fine and tracksuit bottoms are comfortable to sit in for hours on end.
41		This should work in two ways: We accept conditions and you give us annual fare increase in return
79		<p>Paragraph B- Hackney carriage vehicles Exterior colour, hackneys must be black. No date is given for this change. We believe that grandfather rights must apply. Paragraphs C/D) Age requirements. We do not believe in a minimum age restriction for hackney carriages. This restriction does not apply to other forms of public transport. Perhaps testing hackney carriages when reaching ten years old, twice yearly would be the answer? Paragraph E- documentation Will you please clarify the council's requirements for 2 references being supplied. Paragraphs B/E/F- wheelchair Unite the Union are in consultation with Salford council over EDI, NVQ level 2 road passenger vehicle driving. This will incorporate this form of training. They are also in the process of training assessors to deliver a course run by David Finnegan, disabled officer for Mersey travel. He is also a member of the government panel, for the disabled (DIPTAC) We also believe that all new drivers should complete these qualifications. Existing drivers should also be encouraged to complete the qualifications. But with the proviso that grandfather rights still exist. Paragraphs A/B- vehicle inspection) These two proposals are totally unacceptable, as they affect our member's livelihoods. There can be many reasons why a driver fails to present a vehicle for test at the appointed time and place. Which</p>

		may be completely out of his/ her control? We believe that each care should be looked at individually. It is wrong to take a persons livelihood away without first finding out the facts, This can only lead to hardship for the drivers involved. We also believe that this would be against common justice. The branch believes that vehicle inspections should be carried out by a choice of testing stations approved by the council. This policy we believe is a line with best practice also. Paragraph - Taxi meters. The branch again sees problems arising if the meter brakes down or is accidentally damaged. During the night shift, over the weekend period or holiday when the council offices are closed. Once again(next page)
83		Would find it difficult to find a car no more than 4 years old based on levels of income at the moment.
98		Already done and kept to them standards with private hire companies anyway. Age requirements- Does this mean vehicles over ten years are no longer expected as taxis, even if privately owned and well maintained? Documentation- What are the changes? Inspections- What changes? These inspections are already costly enough. Licence plates- I suggest handing them into the licence office. Driver applications- Does this mean more foreign drivers who cannot speak English properly and have no training or any ideas where they are going? How do these people get badges? Surely you do not expect anyone to agree to this with firstly explaining in detail or showing us your intentions before we sign or agree to any changes.
106		I strongly oppose age restrictions when fitness for work should be paramount for taxi vehicles. There are no restrictions in London where M.P's, Industry leaders and foreign dignitaries are happy to use London cabs.

Taxi Ranks

Taxi Licensing Operator/Driver Survey Results Comments

Snap Case No.		Q3. Salford City Council is reviewing the location and provision of taxi ranks across the city as many of the ranks are in places where they are no longer used. In order to make taxis more accessible to the public can you please identify where you think taxi ranks should be:
7	Hackney Carriage Driver	I was one of the cab drivers in Salford who paid to have a rank in Walkden at Tesco. But we still can't use it!!! Also a large rank (if manned by Radio Cars) would serve Swinton Civic very well.
15	Hackney Carriage Driver	Taxi ranks should appear at all venues, hotels, shopping areas, pubs/ clubs, areas of business and offices in order for the trade to rank up and give a service.
26	Hackney Carriage Driver	Outside shopping centre, Morrisons, Eccles.
28	Hackney Carriage Driver	I am pleased to hear this but you must know the BBC and other companies are coming to Salford Quay's and at present their are only two spaces for taxis outside the lowry centre. With the number of visitors and workers going there and disabled two spaces is a joke.
36	Hackney Carriage Driver	Trafford Road near the hotels
49	Hackney Carriage Driver	We need taxi ranks in the right places, as it stands the private hire have been doing our job for years. We have no taxi ranks outside hotels or main public places- we need them now!!!
50	Hackney	More ranks outside public places (Hotels, The Quays, Shopping areas)

	Carriage Driver	
52	Hackney Carriage Driver	There should be lots of taxi ranks especially on the Quays and at the station. The council keeps on saying this but we never get any new ranks.
54	Hackney Carriage Driver	Walkden, Irlam, Monton, Ramada Hotel, Etap Hotel Salford and Swinton.
55	Hackney Carriage Driver	Salford Quays should have more spaces. Tram station at exchange Quays. Ramada Hotel. Ancorage point in the Quays and Salford Royal Hospital on the premises.
57	Hackney Carriage Driver	New Hotels- busy areas like the quays. More than one on Salford Precinct. Also, ask the trade where they think the best ranks would be for days and nights.
66	Hackney Carriage Driver	Hope Hospital, Salford Quays, Swinton and Walkden Precinct
69	Hackney Carriage Driver	All taxi ranks in Salford need reviewing and be positioning so public can gain easy access from shopping areas. Also, most disabled customers I have spoke to say when they use privately hire wheelchair friendly vehicles, they are charged double the going rate.
76	Hackney Carriage Driver	I was personally involved 12 years ago getting a rank for Swinton area on Swinton precinct. Still no rank! Also, Morrison's in Eccles before it was built- still no rank! Also involved with planning stages of Lowry centre. That took five years for the spaces. Joke! Also Walkden, Manchester Council, owners and drivers paid for markings- done in wrong place and now not used because of health and safety. It would seem someone in Salford Council does not want ranks or black cabs in areas such as Swinton, Walkden and Worsley?
81	Hackney Carriage Driver	Salford Precinct (on the precinct next to the shops) Salford Quays (bigger ranks) Chapel Street.
82	Hackney Carriage Driver	I think blackfriars street on the Salford side would be a good place for a taxi rank for the cab drivers and the public. Blackfriars bridge borders Manchester and Salford and people coming out of Manchester could benefit from using a Salford cab which have cheaper meter rates than Manchester cabs.
84	Hackney Carriage Driver	Walkden and Swinton centre.
90	Hackney Carriage Driver	Near the new Gateway centres in Broughton, Eccles, Swinton and Walkden: Aldi, Netto, St Andrew's Medical Centre and Eccles.
91	Hackney Carriage Driver	I personally think that new ranks should be set up in Kersal, Monton, Swinton, Little Hulton, Walkden, Irlam and existing ranks that are not being used should be manned more often so the public are made aware of the ranks.
95	Hackney Carriage Driver	Swinton, Walkden and Salford Quays - more ranks.
100	Hackney Carriage Driver	Ranks not being used- get rid! Used ones make bigger.
104	Hackney Carriage Driver	Outside all major stores.
107	Hackney Carriage Driver	There are ranks for cabs on all of Salford ranks which is pathetic. There are not enough spaces now in popular locations. It wouldn't be possible to provide spaces if the trade was de- regulated- not in place where there is likely to be a demand for a hackney cab.
108	Hackney Carriage Driver	The trade Unions for a substantial time, have been licensing with the planning r.e suitable locations for ranks. This has been a very slow process and is ongoing. The Trade Union would like to see a meeting between planning and the licensing in order to improve communication, r.e this issue.
122	Hackney Carriage Driver	Seaford Rd, 1Q student accommodation Exchange Quays. The rank at Tesco's Walkden should be moved to the entrance/exit doors. A hackney cab rank should be made a condition of planning permission on any large

		development i.e. Tesco at Salford, BBC media city at Salford Quays.
128	Hackney Carriage Driver	Salford Quays is an obvious choice i.e. Exchange Quay, also the facilitate the BBC when it is operational.
12	One Man Operator/driver	Regent Retail Park
48	One Man Operator/driver	Swinton Town Hall, Walkden Precinct. Locate taxi rank at Salford Precinct due to traffic chaos and pedestrian safety.
121	One Man Operator/driver	On the moon.
14	One Man Operator/driver, Hackney Carriage Driver	Outside all main public/ business buildings, hotels, train stations, student campus, salford quays i.e. tram stops, exchange quays, all hotels and water sports centre, the area of the BBC plot Media City should be considered now, not when it is too late, give people the choice to use or share a hackney carriage as opposed to a bus or tram.
53	One Man Operator/driver, Hackney Carriage Driver	As stated above, only two ranks cater for shoppers at supermarket Eccles and Salford. All new buildings, Supermarkets, stations, theatres and hotels should have ranks outside, as Manchester does. Also, the trade at present is hard to make a living. No rise on meter for two years with massive increase on fuel costs. Salford is now the lowest prices fares in Greater Manchester. Our overheads are the same as all other blackcabs countrywide.
99	One Man Operator/driver, Hackney Carriage Driver	Exchange Quay: More on Salford border with Manchester Centre (Victoria Bridge) Any new buildings on the Quay's (BBC Media City, Arena etc)
2	One Man Operator/driver, Private Hire Driver	There should be a proper taxi rank built for Swinton Precinct. There should be as many ranks as possible as close to Manchester City Centre as possible, i.e. Greengate, Chapel Street and The Ellesmere Centre - Walkden. A proper rank outside the town hall in Swinton
85	One Man Operator/driver, Private Hire Driver	Make black cab ranks on car parks outside St Mark's Worsley, so private hire can get into the John Gilbert to pick up.
80	One Man Operator/driver Private Hire Driver, Hackney Carriage Driver	Outside major supermarkets instead of being hidden away from the sight of shoppers. Outside other public buildings and entertainment areas.
31	Operator	Taxi ranks seem adequate at the moment. I think that Salford Quays would need to be looked at for a couple of new ranks.
78	Operator	Taxi ranks could be a thing of the past if the council would think out of the box and make private hire and hackneys work together on one circuit- allowing customers to pick up a phone and book a black cab from where they want at anytime and any place. We need to move into the 21st century. How do you expect my mother to get to a rank? Why should she have to when average Jo Bloggs can pick up the phone to any private hire company and get a taxi to the door.
112	Operator	Outside all the main big stores outside of all the big venues (clubs/ hotels) just like Manchester, we have been trying to get taxi ranks outside of main venues since Harry Ashton worked in the common law office. We did not succeed then and we will not succeed now. The trade is too much one sided- only today I tried to speak to Mr Ron Pennington on the phone without any success. This is how the trade is. You get nowhere when it comes to the questions and answers. On 16/7/08, I drove to the Lowry outlet. To my dismay, there was a two cab rank, a project the size of Salford Quays and all we get is a two cab rank. You have all the pubs in Worsley, is there a taxi rank near the pubs and the answer is no! Myself

		and other drivers paid to have a taxi rank run outside of the main doors at Tesco in Walkden yet this rank was put on the slope of the hill. Shopping trolleys came crashing down into our vehicles and it was unsafe for wheelchairs- no wonder why people cannot get cabs.
118	Operator, Private Hire Driver, Hackney Carriage Driver	Insufficient spaces on Salford Quays. None on Chapel Street, Victoria Bridge, St Irwell Street. None outside the town hall or Swinton shopping centre. The only rank in a major shopping centre like Swinton is pushed up Chorley Road out of the way so that people don't even know it is there. We have repeatedly asked that all new public buildings granted planning permission should be considered for the provision of a taxi rank at the planning stage. Repeatedly ranks in Salford have been sited in inappropriate places so as not to interfere with traffic whereas in Manchester cabs are afforded greater opportunities- being sited in Piccadilly, Albert and Deansgate- for the benefit of non car users regarding of the prevailing traffic conditions.
4	Private Hire Driver	Private Hire driver
10	Private Hire Driver	There should be more outside Hope Hospital on Stott Lane
11	Private Hire Driver	Common sense tells me :- Anywhere at public places that require regular use, although not just the obvious such as train stations and airports (which are more directly linked to council regulatory guidelines) but also more private business retailers such as outside supermarkets etc.
21	Private Hire Driver	I work in Irlam and Cadishead. We have no taxi ranks and as far as I'm concerned we don't need any- Hackney carriages are rarely seen in the area.
22	Private Hire Driver	School entrance
27	Private Hire Driver	Not sure as I am now a part - time private hire driver.
34	Private Hire Driver	Tesco Walkden, front of precinct Walkden, outside all pubs in Borough, outside all health centres and outside all swimming pools etc.
40	Private Hire Driver	Ranks available at all private hire premises. Currently private hire have to park up in residential side streets awaiting custom to arrive at the office location.
44	Private Hire Driver	Black cab drivers only
46	Private Hire Driver	No problem whatever decisions Salford City Council make regarding positioning of ranks which I assume will still be for Hackney vehicles. I would like to see Hackney facilities made available for private hire vehicles for picking up return fares only, as they are plated by the equivalent council. Manchester Airport is a prime example and I understand totally that it is under Manchester City Council. Could consultation be taken to elevate that problem for example?
51	Private Hire Driver	Taxi ranks should be available at all major shopping centres within the Salford City Area. Swinton for example, does not have a rank convenient for shoppers as an alternative to paying for car parking.
58	Private Hire Driver	It does not matter where you put taxi ranks- If it is not in a lucrative spot it will not be used!
64	Private Hire Driver	Private taxis should be allowed to pick up more in town and use bus lanes, instead of a larger issue of Hackney carriage licences.
67	"Private Hire Driver"	Private hire should be allowed to use taxi ranks as to all intents and purposes. The general public see private hire vehicles as taxis same as black cabs. Private hire vehicles should be able to pick up and set down at airports in same areas as black cabs to aid public services and be more accessible to the public- currently private hire is restricted to public car parks at airports. Private hire should be able permitted to use taxi lanes and taxi stands, so as to be more accessible to public and meet public

		demands.
75	Private Hire Driver	I think around Salford Shopping Centre you should add another two taxi ranks to the only one that's exists. At certain times there is a long queue and even nowhere for the taxi to be parked. Maybe one on the side where Lloyd's TSB is and one where Brighthouse is.
87	Private Hire Driver	Outside hotels, theatres and stations.
89	Private Hire Driver	Not at Tesco's Salford Precinct. They cause havoc and block the drop off points, also backing up the queue to the skip road, which is also hazardous.
97	Private Hire Driver	I agree that some tanks have been used for a number of years. This is a good indication of how trade has dropped in some areas. I feel it would be a good idea to consult hackney drivers, as they know where the trade has shifted.
101	Private Hire Driver	Black cabs in Salford do not use ranks at night- they go to Manchester flagging.
109	Private Hire Driver	See the drivers.
110	Private Hire Driver	See the drivers
111	Private Hire Driver	Ask the black cab drivers! They only know- take a look at Eccles Town Centre and Salford Shopping Centre- both have queues of at least ten cabs. Consult with the drivers and their association.
124	Private Hire Driver	Chapel Street, to stop the Manchester hackney carriage's picking up especially on weekend nights.
65	Private Hire Driver, Hackney Carriage Driver	Hospital- Taxi Ranks should be put near the main entrance. Where they are now is faraway fro people to walk too. People with neck, arm and leg problems struggle to get into private hire cars.
77	Private Hire Driver, Hackney Carriage Driver	Outside my area where the public needs transport: Supermarkets, Cinema, Train Station etc
116	Private Hire Driver, Hackney Carriage Driver	My car is regularly serviced and has no problem passing your stringent testing. I think it is unfair to judge a cab or put limits on its age if it passes all the legal and council tests and requirements.3) Exchange Quay's, Woolworths and Walkden Tesco.
5		More the merrier
24		There is a taxi rank near Broadwalk Library, Salford Shopping centre which is never used. The taxi rent at Tesco's, Salford Shopping Centre is always full so that drivers park round the corner of the rank or double park. Why can't they use the other rank?
41		If you can identify where the public gather who require hackneys, please let us know.
79		The driver will be out of work needlessly. Testing of the meter and permission can be granted as soon council officers are open, we will agree to a system that will not unjustly punish our members. Paragraphs A/B-convictions. We believe the licensing panel should decide on all motoring offences. But should not exceed the punishment of the courts. Paragraphs C/G. All criminal offences should be covered by the currant CRB rules. Dress code- we believe that if the driver is clean and presentable then that should be the end the councils remit over this issue. Bookings- to include all relevant details name. Destinations etc, kept for five year period. Taxi ranks- a review is urgently required within the city to identify potential sites. The trade seeks agreement to set up a working party of all concerned to oversee this process, that looks in to all aspects of taxi stands and other facilities that affect the trade. We feel that we should be given the same consideration as other modes of public transport. We feel that this sort of

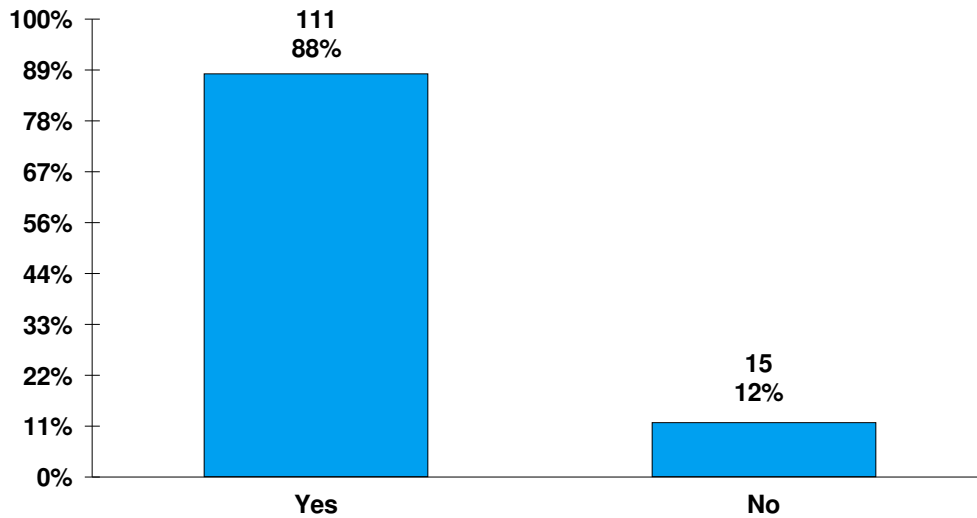
		policy should run in line with our managed policy.
83		Based in Swinton private hire.
105		New ranks on Media City when complete and also Worsley Village.
106		Increase the size of existing ranks at the busiest locations, such as Salford Precinct, Eccles and Swinton first. There is already insufficient capacity at these ranks and Salford Quays and areas close to Manchester City Centre need more ranks.

Taxi and Private Hire Forum

Salford City Council aims to ensure that taxi services delivered within the city are of a high standard. We are committed to working with the taxi trades and stakeholders to ensure taxi services meet the needs of the community.

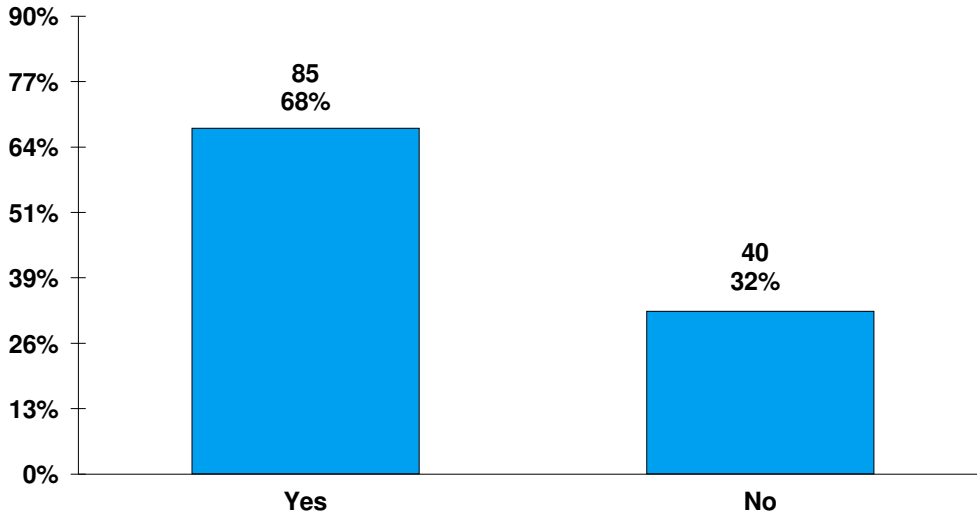
We are considering establishing a taxi and private hire forum to discuss way of developing and improving taxi services across the city.

Q4. Do you think this is a worthwhile undertaking



	Base	Which of the following areas do you relate to			
		Operator	One Man Operator/driver	Private Hire Driver	Hackney Carriage Driver
Base	117	8 6.8%	18 15.4%	70 59.8%	40 34.2%
Do you think this is a worthwhile undertaking (tick which...)					
Yes	105	7 6.7%	16 15.2%	60 57.1%	35 33.3%
No	12	1 8.3%	2 16.7%	10 83.3%	5 41.7%

Q5. Would you wish to participate in such a scheme

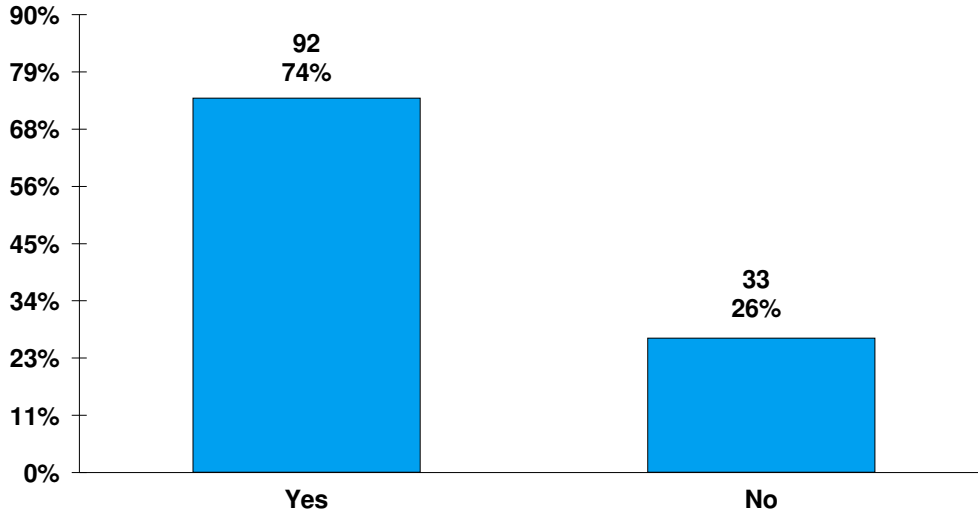


	Base	Which of the following areas do you relate to			
		Operator	One Man Operator/driver	Private Hire Driver	Hackney Carriage Driver
Base	115	8 7.0%	18 15.7%	68 59.1%	40 34.8%
Would you wish to participate in such a scheme (tick whic...					
Yes	79	7 8.9%	12 15.2%	41 51.9%	30 38.0%
No	37	1 2.7%	6 16.2%	27 73.0%	11 29.7%

Developing a quality award for taxi services

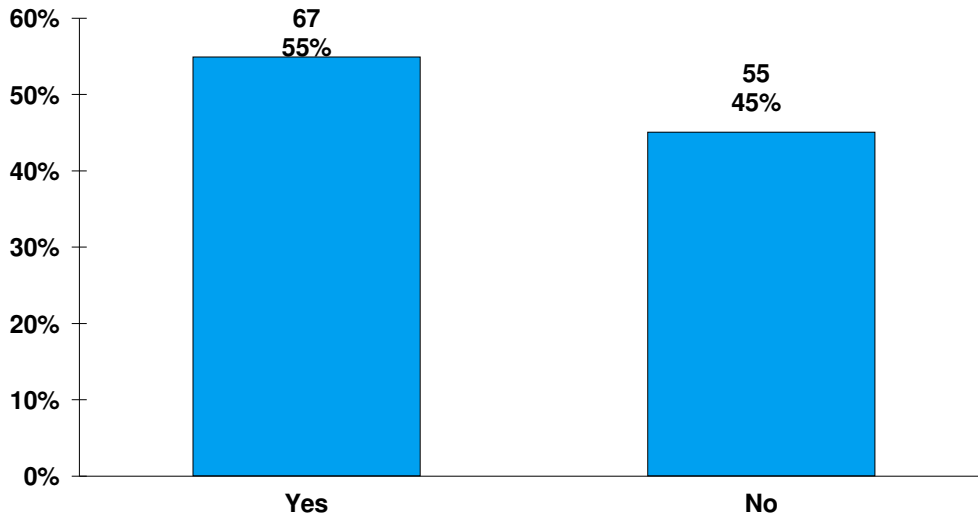
In working with the taxi trades we would like to develop a quality award for taxi services. Part of this process would be the production of a charter which sets out what passengers can expect from an accredited taxi business and also what the driver can expect from the passengers.

Q6. Do you think it would be worthwhile to develop such a scheme



	Base	Which of the following areas do you relate to			
		Operator	One Man Operator/driver	Private Hire Driver	Hackney Carriage Driver
Base	116	7 6.0%	18 15.5%	70 60.3%	40 34.5%
Do you think it would be worthwhile to develop such a sch...					
Yes	87	6 6.9%	14 16.1%	48 55.2%	31 35.6%
No	29	1 3.4%	4 13.8%	22 75.9%	9 31.0%

Q7. Would you wish to participate in such a scheme



	Base	Which of the following areas do you relate to			
		Operator	One Man Operator/driver	Private Hire Driver	Hackney Carriage Driver
Base	113	7 6.2%	17 15.0%	68 60.2%	39 34.5%
Would you wish to participate in such a scheme (tick whic...					
Yes	63	6 9.5%	9 14.3%	31 49.2%	26 41.3%
No	50	1 2.0%	8 16.0%	37 74.0%	13 26.0%

Taxi Licensing Operator/Driver Survey Results Comments

Snap Case No.		Q8. Are there any further comments you would wish to make:
7	Hackney Carriage Driver	A charter would be welcomed by all taxi drivers who take a pride in the service they give to passengers as long as it was implemented fully.
15	Hackney Carriage Driver	It is important to review the location of taxi ranks on a regular basis and also to be considered when there is a real development.
26	Hackney Carriage Driver	My opinion is that most people are happy with our service.
30	Hackney Carriage Driver	My personal view is all vehicles should be under the hackney cab rules and not the private hire rules. There should be clocks in all vehicles so the public can see what they are being charged.
49	Hackney Carriage Driver	We have heard this time and again. It's always the existing license holders that stop a plate issue, they are trying to do the same right now. It has been too long coming, we need Hackney licences now, not in months or years, NOW!
52	Hackney Carriage Driver	I hope that some licences get issued this time but I hope it gives me chance to own my own cab instead of renting from someone who does not even drive.
55	Hackney Carriage Driver	Dress code is a must and better disabled vehicles available.
57	Hackney Carriage Driver	New areas are being developed. Make sure that taxi ranks are considered for these areas.
81	Hackney Carriage Driver	Any study undertakers must have a correct understanding of the demand for taxis. The survey enclosed is far too personalised.
82	Hackney Carriage Driver	I think a quality award scheme is a good idea and it would make a more efficient taxi service.
100	Hackney Carriage Driver	Need change.
107	Hackney Carriage Driver	The time and effort cab drivers put into the job warrants some support from the city council. Earning a living is getting more and more difficult without the licensing department making it worse. I have been a hackney driver for 35 years in Salford and this is the worst it has ever been.
122	Hackney Carriage Driver	I think it would be advantageous as both sides of the story can be aired and solutions worked out.
128	Hackney Carriage Driver	Changes are necessary to move the industry forward - it is important to remember that in the current climate many drivers are going thru difficult times with a down turn in work and huge fuel bills.
25	One Man Operator/driver	When possible
121	One Man Operator/driver	A taxi driver will never, never know what sort of passenger he's picking up. Just ask drivers who have been robbed at knife and gun point!!
14	One Man Operator/driver, Hackney Carriage Driver	I agree with everything that is being done. I personally think there should be more Hackney's on the road but I disagree if there are too many, because the Highways will not do anything about ranks, therefore nowhere to rank.
53	One Man Operator/driver, Hackney Carriage Driver	As your poor response rate on people surveyed only councillors and businesses seem to hold any view. As Salford City Council do not use their own black cab's except from school contracts, I find this survey hard to believe. Never seen a councillor use a black cab yet for council business.
2	One Man Operator/driver, Private Hire	If the number of Black Cabs continue to be limited the council should issue at least another 70-80 plates. If Black Cabs are on the streets people will use them, limit the number of Private Hires instead. Black Cabs are the

	Driver	way forward.
85	One Man Operator/driver, Private Hire Driver	Allow private hire to pick up fares from the street- therefore, having a greater availability for the public and a better service.
120	One Man Operator/driver, Private Hire Driver	Do we not already have a list of expectations which every licenced vehicle is supposed to carry a copy of.
31	Operator	At the moment the status quo between private hire and black cabs seem to work when drivers are changing from one to the other. There are long daytime periods when there is not much work and the nighttime work seems to be much busier.
78	Operator	As an operator for a private hire company, I want to be able to service the needs of the community I grew up in and now work in. It would make a refreshing change for the council to cut the red tape and lead by driving these changes forward.
112	Operator	Before you even think of putting more hackney carriage vehicles in Salford, all the taxi ranks in Salford must be in the appropriate place not hundreds of yards down the road or hidden around a corner. All the big shops such as Tesco, Morrisons, Asda, lidl and Aldi all have their own car parks and hackney carriage vehicles are not allowed to park there. The reason being there are no taxi ranks inside apart from Tesco at Salford Shopping Centre. The private hire firms work these stores from inside the car parks as money exchanges hands with the owners to allow them to work the big shops, for example free phones. Until you the council change the way in where you put a taxi rank, there will be a big problem with hackney carriage vehicles working in Salford. The more black cabs you put on in Salford the worse the problem there will be. If you have 5 or 6 bags of shopping you want a cab at the door not hundreds of yards down the road or outside of a large car park. Regarding the comments of the survey there is only one radio company in Salford and that is Saltax. A lot of cab drivers do not use this radio station as they may have fallen out with the owner but in a black cab you can work without a radio by working from the ranks, but many ranks are in the wrong place or there are none in the appropriate place. The majority of pubs and clubs have been closed down therefore there is not much night work like there was years ago. Salford may be a city but its not like Manchester City Centre full of pubs, clubs and bars. With the price of diesel so expensive, you cannot drive around all day or night hoping somebody will flag you down for a fare. Researching the age limit on all vehicles in one way is a good idea and another is a bad idea. I own two black cabs the price of a brand new cab is £31,000. On a five year H.P agreement, that is £655 a month- that is without servicing, road tax, insurance, tyre repairs, council fees etc. I would never be out of debt as one cab was paid for I would need to buy another cab as I could not manage £1,310 a month plus repairs etc. Just this month my cab is nine years old yet it has passed its MOT first time. Provided its got an MOT it is roadworthy- there are buses well over ten years old and they are carrying the public around Salford no problem. What is going to happen when a cab owner is 64 years of age and his cab is ten years old and he is going to retire? How could he get a loan for £20,000 or £31,000 and only one year to go for retirement? Regarding bookings for private hire. 1) Time of hiring and 2) Name and address of hirer. How can the private hire office get the information when the driver got the job off his mobile phone. All jobs should go through to the operator of the company and not through a mobile phone. In your survey, did you ask the disabled in wheelchairs as they come out of a big shop would there be a black cab waiting on a taxi rank to take them home. The answer would be 99% no!! There was a taxi

		rank on regent Street in Eccles. Hackney cabs worked it well then Morrisons built a new store. Hackney cabs are stuck outside whilst private hire work from inside of the car park at the main doors. If it is pouring down with rain, what would you do? Push a trolley full of shopping to the main road or get a private hire car at the main doors in the car park? The cabs are there, it is the ranks that are not there. Salford is a big area yet black cabs only work at a small part of it. The reason being is that it is all down to taxi ranks not being in the appropriate places. There is not enough paper to write everything down regarding taxis in Salford but as an owner, I would be prepared to speak in person with Mr Ron Pennington and do not hesitate to contact me.
13	Operator, One Man Operator/driver, Private Hire Driver, Hackney Carriage Driver"	I have recently been forced to be a limousine through test etc. This is fine and I totally agree it was needed. But I have been on several proms in June/ July 2008 and not one other limousine has been licensed with the council. When will this be enforced as I have gone to great expense and noone else seems to bother.
117	Operator, Private Hire Driver	Although I hold a private hire licence my job is fleet/ admin officer for Mainline private hire limited. I therefore have an opinion that encompasses both drivers and operators points of view. In the current economic decline, many drivers are now voicing the opinion that it is not possible to make a living wage without working more 60 hours per week and in truth a few are considering a change of vocation. The recent fuel price increases have affected the money in driver's pockets and a fare increase last January has been more than swallowed up. Private hire drivers are experiencing some difficulties in delivering a good service because of the local council's traffic restrictions. Frequently they are unable to deliver their passenger to the required destination because to do so would contravene a bus lane or taxi rank restriction that results in a £30 fine turning up in the post. Drivers certainly cannot let a passenger out in the middle of the road even when the passenger demands it. Perhaps the council can assist in making the standard of service better by assisting in these issues. Mainline private hire tracks out 2 types of vehicles: Skoda Octavias purchased from new and run up to 5 years depending on mileage and condition. Vauxhall Astra Estates purchased second hand, usually from the police or MOD, with full service history and low mileage. These vehicles are 4 to 5 years old when purchased and would be expected to last for 3 to 4 years again depending on condition. All vehicles are well maintained by our own garage and serviced at regular intervals. The introduction of age limits to vehicles would upset the economic balance and the company would be forced to increase its track charges to cover the increase costs. This would not be plausible without increasing fares which is detrimental to the business and unpleasant for the customers.
118	Operator, Private Hire Driver, Hackney Carriage Driver"	The taxi trade in Salford is currently on its knees. We urge you to conduct a professional survey of supply and demand and if this shows unmet demand then introduce more licences. We are certain this does not exist the economic recession has already cut demand by 25%.
1	Private Hire Driver	If there was a list for issuing of new Hackney License Plates I wish my name to be submitted
4	Private Hire Driver	You have a knowledge that you should implicate this that even if it might mean you lose a few drivers if you want high standards like you say
9	Private Hire Driver	As I keep my private high vehicle very clean, I would like to see it compulsory for operators and owner drivers to do the same simply because when I am not working I have got in some very dirty vehicles.

11	Private Hire Driver	My views in response to question 1 and 2 are in my opinion knowledgeable and sensible good ideas from a private hire driver of ten years. Unfortunately, the rest of this form deals with issues that do not need attention- A typical 'Jobs for the boys' council project that keeps people in work for a few more weeks.
16	Private Hire Driver	Private hire should be able to use bus lanes the same as Black Cabs as private hire provides the same service. Most of the public seem to agree.
18	Private Hire Driver	If there is anything we can do to improve the service I would like to help and keep informed about all meetings.
19	Private Hire Driver	Dress code not needed
21	Private Hire Driver	Bad service is bad for business- this is obvious, so as a driver I provide service to the very best of my ability. What I expect from customers is often rudeness/ ignorance. Effective sanctions for such behaviour- Fairly impossible!
22	Private Hire Driver	A passenger must know that the driver cannot solve his lateness by driving fast.
34	Private Hire Driver	All taxis should look the same. For example, a black cab - this is now a must for safety's sake both for drivers and passengers.
40	Private Hire Driver	What I expect from the passengers is that they refrain from: Defecating, urinating, vomiting, spitting and generally physically and verbally abusing drivers who wish nothing more than to earn a living. Authorities are too quick to penalise drivers and do not take into consideration the ugly side of our industry.
43	Private Hire Driver	There should be more regulations on the operators.
46	Private Hire Driver	In answering to questions 5 and 7 of the above, I feel that as I am now of an elderly nature I consider it to be more appropriate for younger ideas which can be proposed by the current Hackney and private hire driver.
58	Private Hire Driver	I only received this survey 16/7/08 and is not much time for a person to collate their thoughts. If the response rate is low, the reason may be the unfair return date.
63	Private Hire Driver	Feel drivers should have more of a say in what goes on in the private hire industry. Fuel costs and insurance are high enough- but to be dictated to by people who own private hire companies is wrong when you are a self-employed driver. Council should intervene as regards radio hire. 125 per week is way to high!
64	Private Hire Driver	Once a badge is granted you should inform the Inland Revenue. This would prevent a lot of drivers from overcharging and not maintaining their vehicle to standards. There are still a lot of drivers working for cash without paying tax- this brings standards down!
67	Private Hire Driver	Main problem is distinction made between black cabs and hackney carriages and private hire. All carry passengers for hire or reward- Therefore, in law all are taxis and should be classed as taxis.
72	Private Hire Driver	Would such a scheme be one sided?
89	Private Hire Driver	Private hire firms must be stopped from using contract only vehicles for contract work, such as mainline with the virgin train's contract.
92	Private Hire Driver	Better communication skills are also required from certain telephone staff (This is the first contact with the taxi company)
93	Private Hire Driver	You have only asked questions where if you answer yes would clearly be a benefit. You forgot to ask questions where it would effect how much customers would have to pay more (for example, costs to be less than 4 years old)
97	Private Hire Driver	I have answered no to the above questions because there are so many drivers who are only interested in making money for themselves. They have no interest in higher standards and unfortunately the operators will take anybody just to increase track money- some drivers cannot even

		speaking English.
101	Private Hire Driver	All you get from most passengers is verbal abuse.
102	Private Hire Driver	Try to introduce measures to protect the lowest and hard- working drivers of Salford against fare dodgers and violence. I was a victim myself many times and I believe that it is about time the licensing put its priorities right!
109	Private Hire Driver	See my association.
110	Private Hire Driver	We should not need to put it through every 6 months when we pay yearly. We should be able to put vehicle on road if it passes MOT- see my association!
111	Private Hire Driver	<p>We are at the moment establishing a private hire association in Salford. Already we have 130 names. The association will consult with you over this and any future plans. As you may be aware there are 88 hackney carriage licences in Salford for a population of approximately 220,000. If you compare Salford to the neighbouring cities of Manchester and Liverpool you will find that Manchester has about 780 hackney carriage licences for a population of about 450,000 and Liverpool about 1500 for a population of about 45,000. On the face of it Salford would appear to have significantly less than the other cities and thus be in a position of not being able to offer the same kind of service to customers that the other cities are able to offer. Interestingly, Salford has about the same number of hackney carriage licences now as it did before the Lowry and the Lowry Hotel was built. These two venues themselves demand a significant service from the black cabs. This leaves the rest of the city to have to cope with a much reduced service. One other fact needs mentioning here. Many black cab drivers usually have contracts to take children to and from school. These contracts usually run for the academic year of 39 weeks. Once again the service that black cabs are able to offer to the residents of Salford is compromised. Black cabs are the cabs that state that they should be the cab of choice to take disabled people around the city as they can manage wheelchairs in their vehicles. People who suffer from a disability have very little chances of getting a black cab because they are not covered by a single radio system. These people would have to hail a cab in the street and many of them are not able to do that. As the licensing authority, I feel that Salford ought to be addressing the needs of disabled people and that they have a duty under the DDA to ensure that the people of the city are adequately provided for. I do not believe that they are with the system that I have described. Private hire vehicles pick up this short fall and consequently I believe that they need appropriate support from officers of the council. A dedicated team to look at the issues of service to the people of the city is called for. A dedicated team to deal on our behalf to deal with the following: Congestion charges (now sorted we hope subject to the referendum), health and safety matters of both customers and drivers, Manchester Airport picking up points (Norman Elthorpe chair of GMLA sent me a response), Bus lanes- to be allowed to use the bus lanes as our counterparts (In Warrington it was Phil Barnes the licensing officer who I am led to believe investigated the use of bus lanes for private hire vehicle), Eccles Town Centre (we are presently banned from picking up and dropping off passengers during the day. However, our counterparts the black cabs are allowed to pick up during the day) Appeals committee to deal with issues where by a decision has been made against a driver or taxi company. To be included into the transport strategy plan along side of the black cabs of not only Salford but Greater Manchester. To find out why we have been left out in the Tiff paper. To initiate a report on the private hire sector in Salford by an outside party similar to the Salford City Council. To establish a link to private hire drivers whereby messages could be relayed out by the council to the drivers. To help establish a Salford</p>

		Private Hire Association and to work alongside it by means of consultation before any decisions are made. To make private hire vehicles public service vehicles or to explain to us the criteria you use to decide who can be a public service vehicle. To give equal rights to both black cabs and private hire vehicles and to put both on an even keel. This is requested so we can begin to offer the people of the city a coordinated and excellent level of service. Already I have been in touch with several councillors in Salford and they have given there support.
113	Private Hire Driver	I have held a private hire licence since 1979. Working all of the time at Lynch in Swinton, I have a good knowledge of what customers and drivers require with my knowledge etc. I feel I would be an asset if selected for a forum.
124	Private Hire Driver	A quality award would only try put more restrictions and controls on drivers, when there is already enough. Customers should pay any fares up front, like on buses and trains to discourage fare dodgers.
6	Private Hire Driver, Hackney Carriage Driver	I'm all for a better service for the public as being part of the public as well.
65	"Private Hire Driver, Hackney Carriage Driver	I think at least 100 black cab plates should be issued to deal with the arrival of the BBC. Also the Barton scheme including private hire operators should be made to check private hire vehicles. The vehicle goes to the operation office every week to pay there tracks.
5		Operators Conditions: Should it not be a condition that the Operators should at least guarantee that the drivers can earn at least minimum wage after they have paid there track money. A lot of operators do not give a day how little you earn once you have paid your money. Salford has a big drug problem. If I see the letter W/R on my screen when I accept a job I send it back just in case it is a drug run. 9/10 you don't get paid because they are all smacked up they have spent all their money on drugs. The switch operators don't care what work they take as long as the job count is up on the shift. There should be a minimum age of passengers that can be taken on their own. All it needs is for a child to say a driver has touched them, whether they do or not that driver is blacklisted and never trusted again, that is not fare. A lot of the time it is just laziness on the parent's part to put a child in the car on its own and expect the driver to take responsibility for the child. That again is not fare on the driver or child. As a Private Hire Drivers we have to do a test to get our badge. Should the switch operators also do some sort of test to guarantee we get someone who has some sort of area knowledge. Instead of putting people on the switch because they have no knowledge a can pay them as little as they like. Computers: I am all for the computers in the office it is so much easier than the pen and paper we used to use years ago and you can see where your cars are. As for computers screens in the cars I think it is wrong. 1. It is illegal to use you phone whilst driving it distracts you. 2.2 It is illegal to use Sat Nav whilst driving it distracts you. Surely taking your eyes off the road to read a job or re-read a job or acknowledge a job on your computer in the car is more dangerous than both of them. At least when you had to voice you did not have to take your eyes off the road. The job has lost all its fun and rapore that I used to have when it was voice only. Hackney Carriage Vehicles: Pink, Blue, Yellow, Green, Purple with spots its very rare you see a black one. Private Hire vehicles: Why not black it would look like a hackney Carriage. 1400cc or more. Hybrid engines once the electric motors kick in which they would do a lot in the taxi situation would not produce 1400cc or the same in electric power. Does this mean a Hybrid could not be a Private Hire Vehicle? If this is so the environmentalists are not going to be very pleased with Salford City Council.

24		I think we should be exempt from having fire extinguishers because we are not qualified to use them just like with first aid kits. Who replaces the fire extinguishers when they are used, for example by a policeman, who will bear the costs? Dress code: We should be allowed to wear what we want as long as we are well dressed. At the end of the day, we are self employed and not employed by a company. But on the other hand I do not agree with drivers not wearing a top/ shirt and exposing their upper body.
35		Private hire drivers application: How do immigrants qualify when: They do not have references, proper criminal checks cannot be done and they have no local knowledge (it's a farce)
41		Why bother?
105		I have recently completed level two btec in transporting passengers by taxi and private hire and fuel. It would be appropriate for all drivers, particularly hackney (because the public expect a higher of service from hackney drivers) to have this qualification.

Taxi Licensing Operator/Driver Survey Results Comments

Snap Case No.		If you wish to participate in any of the focus groups/forums identified. Please give your details:
1	Mr John Kevin Fellows	7 Collingwood Drive, Swinton, M27 5LF
5	Mark Norman	7 Polefield Gardens, Prestwich, M25 2NW
6	Colin Ratcliffe	71 Dixon Street, Irlam, M44 6RD
7	Patrick Watters	79 Wigan Road, Westhoughton, B15 3RD
9	Ian Wilson	37 Oriole Drive, Worsley, M28 7XF
14	Lesley Price	1 Landslide, Pennington, Leigh
15	William Oakes	7 Birchfield Drive, Boothstown, Worsley, Salford, M28 1ND
18	Anthony Burke	10 Belmont Street, Monton, Eccles
19	Iwant Malta	261 Deanchurch Lane, Bolton, B13 4EW
25	No name	07939 472013
26	Philip Isherwood	9 Chassen Ave, Flixton, M41 5DS
30	John Morton	35 Trippier Road, Peel Green, Eccles, M30 7PT
31	S.R Darlington	27 Maine Road, Moss Side, Manchester, M14 4FS
36	Paul Andrew Mackin	8 Mersey Square, Whitefield, Manchester, M45 8LZ
37	Mr Kevin Fanning	24 Leinster Road, Swinton, Manchester
43	Raymond Smith	33 Clarendon Road, Swinton, Manchester, M27 4BP
45	A A Shariff	Cherter Street, Oldham O11 7BD, 07983617399
47	Steven McCarthy	4 New Lane, Eccles, Manchester, M30 8PL
48	Gary Lomas	8 Dalespark Drive, Swinton, M27 0FP
49	John Bolland	7 Hutton Ave, Boothstown, M28 1JP
50	J. Power	33 Barton Road, Swinton
51	Mr Robert Sumner	5 Brackley Ave, Cadishead, Manchester
52	Paul A Davies	8 Loblia Drive, Farnworth, Bolton, BL4 0EF
54	Carl Baxter	53 Bulrush Close (07984477577)
55	Garry Grundy	31A Clifton Road, Eccles, Monton, M30 9QS
56	David Marks	(07714 233581)
58	John Lyons	2 Dales Ave, Crumpsall, Manchester, M8 4NU
60	Kenneth Chapman	7 Melbourne Street, Waterfoot, Rossendale, BB4 9AU

63	Trevor Hughes	5 Harvest Close, Salford 6, M6 7HA
64	J Mottershead	53 Hilton Street North, Higher Broughton, Salford
65	Michael Scott	9 Mount Skip Lane, Little Hulton, Salford
66	James Wilson	9 Chadwick Road, Eccles, Salford, M30 0NZ
67	David Bowles	12 Meadowside Ave, Bolton, Lancs, BL2 2SS
69	Philip Cunliffe	186 Parrin Lane, Winton, Eccles, M30 8BH
70	Abis Hassan,	42 Great Western St, Manchester, M16 7ME
72	Terence Buckley	7 Gosport Square, Salford, M7 1LZ
73	Mr Mohammid	14 Epsom Mews, Salford, M7 2BZ
74	Steve Turton	4 The Mead, Seedley, Salford, M5 5LL
75	Olatoude Kabiron, Brice Bachabi	8 Summerville Road, Salford, M6 7HD
78	Darren Sheldon	62 Bradford Road, Ellesmere Park, Manchester, M30 9FT
79	Paul Joy	32 Foxhill Road, Peel Green, Eccles, M30 7PP
81	Colin Singleton	41 Longmead Road, Salford, M6 7EU
82	Frederick. C. Demain	31 Osbourne Street, Salford, M6 5LG
85	CLS Exect travel and 5050 Walkden	14 Gillingham Road, Winton, Eccles, M30 8WA
88	Roy James	14 Rosette Walk, Swinton
91	Mr Alan Davies	103 Whitebeam Court, Salford, M6 5EU
92	Alan Townley	9 Edgemoor Close, Oldham, OL4 2QP
94	D Cleminson	21 Ridgemont Drive, Boothstown, Worsley
96	Clifford Blakemore	8 Armitage Grove, Little Hulton, Salford, M38 0EB
99	Darren Redshaw	1 Inglenorth Court, Leigh, WN7 2BQ
100	Stephen Dixon	30 Kennedy Road, Weaste, Salford 5, M5 5FT
103	Mark Lawton	25 Pendlecroft Ave, Pendlebury, Swinton, M27 8TH
104	Stan Smith	60 Welwyn Drive, Salford, M6 7PQ
105	Ian Cloudsdale	107 Moorfield Road, Salford, M6 7GD
106	Peter Drummond	4a West Road, Weaverham, Cheshire, CE8 3HQ
107	Martin McCarthy	13 Glen Ave, Swinton, M27 2RQ
108	Stuart Taylor	4 Blantyre Ave, Worsley, Manchester, M283DW
111	Thomas Rook	19 Eldon Place, Patricroft, Eccles, M30 8QE
112	Fred Beresford	74 Harbour Lane, Warton, Preston, PR4 1YA
113	Keith Ewing	51 Little Moss Court, Clifton, M27 6PX
116	Roger Connett	32 St John Street, Pendlebury, Swinton, M27
117	Paul Freeman	11 Silver Court, Devon Ave, Whitefield, Manchester, M45 8QQ
118	Michael McCarthy	Saltax Ltd, Cumberland House, Lissadel Street, Salford, M6
119	Hannah O Reilly	29 Clarendon Crescent, Eccles, M30 9AU
120	Daniel Austin	22 Mayfield Ave, Walkden, Worsley, M28 3JF
121	Allan Broughton	19 Garden Street, Pendleton, Salford, M6 6PP
122	Mark Lomas	172 Stanley Street, Atherton, Manchester, M46 0AH
123	Robert Berrisford	45 Athol Street, Eccles, M30 8PQ
125	Seamus O'Malley	2 Branksome Drive, Salford, M6 7PP
126	Khalid Boubrahmi	2 Cherry Drive, Swinton. M27 4UD
128	Gerard Cross	3 Mossford, Astley, M29 7FP