

Appendix 2

| STAKEHOLDER | COMMENT | SUGGESTION/ANSWER |
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| (SEBC Driver) | Vehicle age (5 year max) | Discuss – possible suggestions to lower the age to 6 years and keep the exceptional condition allowance for older vehicles |
| (SEBC Driver) | 2 tests annually | Wasn't clear about the tests being one taxi test and one MOT staggered 6 months apart. Have now clarified this with him |
| (SEBC Driver) | Requesting information on vehicle registered in the last 2 years which were 5 years old and lost property (also number of hackney spaces – set in bylaws) | Will do some research on vehicles Replied stating that the handbook states lost property reported to police and not to be handed in |
| (SEBC Driver) | Vehicle age (5 year) slight misunderstanding at when he would need to purchase a newer car. Agrees with twice annual testing. | Initially let driver know it is only when the existing vehicle no longer passes a test (unsafe) or needs replacing due to accident |
| (SEBC Driver) | Disagrees with vehicle age (5 year) and engine size (1500 cc min). Would like to see evidence that age –v- mileage requires change and also new technology means smaller engines manage in bigger cars | Replied stating that we would do more research on smaller engine saloon vehicles |
| (SEBC Driver) | Disabled Logo on both windows (over the top) and seatbelt laws Taxi plate positioning impossible on Vivaro vehicle due to contour of vehicle | Consider only having one seatbelt sticker on passenger side and reiterating seatbelt laws within the handbook Wording change on position of plate |
| (SEBC Driver) | Vehicle Age (5 year) | Replied stating that newly plated vehicles and replacement vehicles proposing to be max 5 years unless in exceptionally good condition |
| (SEBC Driver) | Agrees with the door signs for private hire vehicles but does not agree with the 5 year max age. | No suggestions |
| (SEBC Driver) | Doesn't agree with the 5 year max age restriction | Proposal of 6 years not 5 years and less than 100k on the clock for first grant or replacement vehicles. Exceptional quality Exemption |

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| Skoda Deputy Business Manager | Disagrees that the newer eco engines under 1.6 diesel are fit to carry families and luggage as taxis | More research on other vehicles makes to be done |
| (SEBC Driver) | <p>Seat width clarification, we test for 16 inches per person. It is on the test sheet but not in the handbook.</p> <p>Testing fraud, 1 year allowance for new drivers, English Language Test.</p> <p>5 year max vehicle age</p> | <p>Will add this to the handbook</p> <p>ID is required for all courses. Allowing drivers an introductory year to drive and learn for the level 2 certificate gave the college and ourselves time to introduce the course. This will be modified in our guidance that all new drivers will have to have completed the certificate before applying for a licence from December 2017. We test all new drivers in-house now and assess their English. There is a free English course if the driver wishes to proceed.</p> <p>This is still under discussion with the working party and councillors. There will be an exceptional quality exemption for older cars</p> |
| (SEBC driver) | <p>Mid term test</p> <p>5 year old max age</p> | <p>This was just to clarify that it wasn't an extra test, just to separate the mot from the taxi test</p> <p>This is still up for debate</p> |
| (Guide Dogs Association) | Enforcing the need for equality training, enforcement if the drivers refuse or overcharge, medical exemptions | <p>Training needs are being met with our mandatory training. Slides given to the association.</p> <p>Medical Exemption certificates will be created once the handbook is adopted but to date we haven't had anyone request one</p> |
| (SEBC councillor and driver) | 5 year max age | Research has been done on 24 month new plated vehicles to be added to the report |
| (SEBC driver) | <p>5 year max age</p> <p>Hackneys to log all of their fares</p> <p>All new drivers to live within 15 miles of St Eds</p> <p>All tints on windows to be removed from people carriers</p> <p>Taxi marshal to direct vehicles or make all licenses hackneys</p> | <p>Age up for debate</p> <p>Hackneys can be hailed and not pre-booked so not practical</p> <p>Seems an unreasonable request as work can be sub-contracted</p> <p>Vehicles already have a requirement to have no less than 70% light transmission</p> <p>This is not practical</p> |

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| (SEBC driver) | <p>P18 item 13 Hackney plate to be fitted to top left of windscreen P9 Item 24 No track suit bottoms Hackney plates fitted so not to alter letters or numbers Electronic vapour cigarettes should be banned Item 16 p11</p> <p>No fold down seats for entry/exit P18 item 2b in 1600 cc Hackney Roof sign 30inc Buggies being transported with the child inside</p> | <p>To be considered</p> <p>Already in check</p> <p>Not sure we can do this</p> <p>Employ SIA door staff to marshal to prevent illegal plying for hire by Private Hires. Police paid for this once in Newmarket, drivers complained. This is already in force</p> <p>We are considering 1200cc Standard Size Mandatory training</p> |
| (SEBC Driver) | <p>5 year max age limit Poor maintenance of vehicles 1200cc vehicle The requirement of 48inches for the rear seat for 3 passengers English language test</p> | <p>Up for debate 6 monthly testing Discussed To be added to the handbook</p> <p>In-house tests are being conducted already</p> |
| (SEBC Driver) | <p>2 tests for vehicles annually</p> | <p>Test and Mot to be 6 months apart</p> |
| (Councillor) (Portfolio Holder) | <p>1200CC of vehicle –v- BHP of cleaner, smaller engines</p> | <p>More research into the smaller eco engines in saloon cars will need to be done</p> |
| (Councillor) | <p>Suggested wording changes</p> | <p>P8 no.23 to add wording ‘Failure to do so may result in the licence being revoked’ P15 2(g) ‘tyre sealant repair kit must be in date’ P16 3 (b) add ‘must be in date’ P23 21. Convictions: Add ‘for DVLA disqualifications where you have been banned from driving, you must surrender your licence to the licensing authority immediately’ P13 warning note should be in bold and caps</p> |
| (Council Staff Environment team) | <p>Positive comment regarding unnecessary idling in the ranks/highway</p> | <p>This was put in the handbook after a response from various sources about air pollution</p> |

16th March Drop-in session comments:

(member of the public with an assistance dog) required drivers to have disability discrimination training. This has already been addressed with our mandatory training and we have included good enforcement and guidance in our book.

(SEBC driver) concerns about the 5 year old maximum rule at first plate

(SEBC driver) concerns about the 5 year old age restriction on first plating/replacing. Wants to see more enforcement of private hire illegal pick ups. And feels that the SEBC licensed drivers market is at saturation point and there is not enough work to go around.

(SEBC driver) 5 year vehicle age.

(SEBC driver) Size of first aid box? 5 year age restriction and twice yearly testing.

(SEBC driver) 5 year restriction

(SEBC driver) Interior hackney plates not clearly visible.

(SEBC) reiterating that his passengers do not want wheelchair accessible vehicles to be lit up with stickers, makes passengers feel uncomfortable.

(SEBC) 5 year age restriction

(SEBC) Mercedes Vito's headroom is too low for a wheelchair (to check) and the condition to make all hackneys plated after 2008 (wheelchair accessible) not to be brand new but to allow them to put on a replacement vehicle of 1 year old.

(SEBC) thinks the 5 year age of vehicle should be 10 years.

(SEBC) 5 year age of vehicle, stricter rules on the condition of the vehicle, allow outside testing stations instead of just using SEBC depot, private hire sticker inside the vehicle

(SEBC) nothing relevant to the handbook

(SEBC) 5 year old age restriction and English test

(SEBC) thinks the 5 year age limit on new plates is a GOOD idea as well as having a minimum mileage, twice yearly testing also a good idea. Also thinks a maximum mileage or age too should be considered to help us get the vehicles off the road when they reach the end of their safe use.

(SEBC) 5 year old concerns, wants to have a higher tariff to collect disabled passengers (not legal).