

Responses to the consultation emailed directly to Licensing.

22 emails from individual licensed drivers to Licensing, confirming that the PHDA are authorised to speak on their behalf about the policy review.

From: [REDACTED]
Sent: 03 December 2022 20:41
To: Licensing Team
Subject: Taxi review.

Hello,
I have been reading with great interest the discussions about updating taxi policy. My husband was a taxi driver for 25+ years, I read the points under review out to him and each one he said "of course" to. I used to use Arcade but the lack of professionalism caused me to change. I now use Intack and the service is a mix. They are now aware that I want to go the quickest route, many drivers try to lengthen the fares journey, stating "you should have said you wanted to go quickest route" Many drivers seem to have an aversion to traffic lights, they try to miss as many out of a journey as possible. I use the app to follow how long the driver will be before arriving, practically every booking the app shows the driver en route for pick up when he is actually still completing the previous fare. Also the registration number on the app doesn't always tally with the car that picks me up. How any taxi driver expects to be a trustworthy driver with 7+ points on their licence is beyond me!!
I wish you luck in completing the review, there are good drivers working for taxi companies in the town, unfortunately they are in the minority.

Yours
Ann Heath

From: [REDACTED]
Sent: 30 November 2022 07:04
To: Licensing Team
Subject: Opinion

Hi, my name is [REDACTED], I have been driving as a taxi driver for over 30 years. I welcome the changes to the Fares. As cost-of-living increases. However, I object to smoking cars being changed to electric/hybrid as I cannot afford a new car. The estimated price will be around £25,000 which is way above my budget. These changes should be bought in 2030 to give drivers an opportunity to save some money.

Kind regards

[REDACTED]

From: [REDACTED]
Sent: 14 December 2022 10:00
To: Licensing Team
Subject: Taxi policy view

Hi

I'm a private hire driver and I'm happy with the council policies since I have been a private hire driver. I have never had a problem with one MOT station or how the tester at station check my taxi, if there is something wrong or unsafe with the vehicle it should be looked at for mine and public safety. That said I do not agree on age limit or not being able to put in an accident damaged car, that's why we have council MOT testers to test if vehicle are safe! Times are hard prices of good reliable cars which can be used for private hire have gone up also some drivers don't want to put decent cars in taxi as they get ruined or damaged by customers or by stones thrown every week!! Police do not take any actions and drivers are left with hefty repair bills. As we are in hard times I believe any policy which involves driver's spending money on new vehicles will not be feasible this will lead to drivers to leave and fares going up which will effect public who are already struggling. I am happy with rest of your policies hope you take in consideration Blackburn is not a city and nightlife trade is almost finished putting pressure on drivers regarding vehicles will not be fair.
Thanks

From: [REDACTED]
Sent: 15 December 2022 00:26
To: Licensing Team
Subject: New change

As a taxi driver I am disagree most of your change thank you