

## Analysis of consultation responses

### 1.0 Response rate

#### 1.1 48 responses received:-

- 42 hackney carriage and private hire trade
- 2 Shropshire residents
- 2 Shropshire Council – adult and children’s safeguarding
- 1 Telford & Wrekin Council – licensing team
- 1 disability support group

#### 1.2 Of the 42 trade responses:-

- 15 Oswestry drivers\*
- 8 Shrewsbury drivers\*
- 14 private hire operators (11 Shrewsbury; 3 Church Stretton)
- 5 owners/operators of executive vehicles (4 Shrewsbury; 1 Church Stretton)
- 1 licensing consultant representing 2 private hire operators (Shifnal, Shrewsbury)

\*NB: 3 of these responses were in petition format with multiple signatures; Oswestry (44) and Shrewsbury (11).

#### 1.3 The level of trade responses is put into context in **Table 1** below.

Table 1

Applicant based in:-	LICENCES						CONSULTATION	
	D	PHV	HCV	PHO	Total No.	% of total	No. responses received*	% of total
Zone 1 - Bridgnorth	134	138	31	17	320	8%	1	1%
Zone 2 - North Shropshire	261	262	27	29	579	15%	0	0%
Zone 3 - Oswestry	108	146	95	9	358	9%	59	61%
Zone 4 - Shrewsbury	596	450	104	48	1,198	30%	33	34%
Zone 5 - South Shropshire	133	77	28	26	264	7%	4	4%
Out of Shropshire Council Area	686	552	9	0	1,247	31%	0	0%
<b>Total</b>	<b>1,918</b>	<b>1,625</b>	<b>294</b>	<b>129</b>	<b>3,966</b>	<b>100%</b>	<b>97</b>	<b>100%</b>

\* Trade related responses only incorporating the petition based multiple signatures.

#### 1.4 In summary, licence holders in the areas of Bridgnorth, North Shropshire, South Shropshire and those that are ‘out of area’ are either under or entirely unrepresented; those in Shrewsbury and Oswestry are marginally and overly represented respectively.

## 2.0 Specific issues highlighted

2.1 The majority of responses provided feedback on multiple issues.

2.2 A detailed assessment of the feedback revealed the following:-

a) A total of 544 comments were made, of which 239 (44%) related to requests for clarification on legal and practical matters or were matters upon which officers fully agreed. Where appropriate, the proposed policy has been amended, the details of which can be found in Appendix B to the committee report.

b) The remaining 305 (56%) comments fell into the categories identified in **Table 2** below:-

Table 2

Issue	For	Against	Other comment
Colour of vehicles	19	33	
Amalgamation of zones (de-zoning)	17	69	
Wheelchair accessibility	16	53	
European emission standards	22	7	
Age of vehicles			5
MOTs			4
NCAP safety ratings	3	5	
Executive vehicles			13
Knowledge test			6
Hackney carriage fare cards			1
'Pull back' parking areas	1	1	
Safeguarding			2
Overall support for policy	28	0	

2.3 With respect to the colour of the vehicles, the amalgamation of the zones and wheelchair accessibility, the results were significantly influenced by the petitions submitted by the Shrewsbury and Oswestry drivers. Despite the majority of those who responded being against these proposals, where there was support it was strong; this was based on the opinion that the Council was providing reasonable timescales for the transition. Similar comments were made with respect to the timescales for the introduction of the NCAP safety ratings.

2.4 The support for the introduction of the emission standards resulted from the revised and extended timescales that were put forward by the Council during the consultation period and following the Taxi Forum held on 28/10/14. A number of the comments against the introduction of the emission standards were submitted prior to the extended timescales being published. Those who commented on the age of vehicles supported an 'age policy' as an alternative to introducing the emission standards thus still recognising the need to remove older vehicles from the fleet. In addition, the comments relating to MOTs generally questioned the need for the increased number of MOTs on

older vehicles; this burden will be reduced if the emission standards are introduced.

- 2.5** With respect to the remaining categories, the feedback provided overall support for the approach and direction of the proposed policy and focussed on constructive suggestions and changes (rather than simply a for or against approach to the specific matters). Where appropriate, the suggestions and changes have been incorporated, either fully or in part, into the proposed policy. Specific details are again provided in **Appendix B** to the committee report.