

Response ID ANON-2TC1-RTQ5-6

Submitted to **Private Hire Regulations Review: Response to Consultation and further Proposals**

Submitted on 2015-12-13 21:37:01

PRIVATE HIRE OPERATORS

1 Do you agree with the above proposal?

No

If you don't agree, please explain why. :

The proposal does not understand that people, especially in the suburbs, regularly use a local minicab firm to pick them up at their home, sometimes during the night. They need a vehicle to arrive at the time arranged. No doubt the firm usually allocates the job to a particular driver, but if a driver is not available at the last minute (held up in traffic somewhere, for instance) the customer requires them to send another driver at once, not a booking confirmation with a photograph. If a customer goes to the minicab office he/she expects to get a cab at once (if there is one available) not to be given information, that would be useless and unnecessary.

PRIVATE HIRE OPERATORS

2 Do you agree with our proposal for a time delay between journey booking and commencement?

No

If you don't agree, please explain why. :

If a customer goes to the minicab office he/she expects to be get a cab at once (if there is one available) not to have to wait five minutes. To prescribe that would be to cause anger and frustration.

3 Do you think that a different time interval to five minutes is appropriate?

No

If yes, please say what you consider an appropriate time interval to be, and why:

There should be no time interval at all when a customer presents him/herself at a minicab office. The only 'booking confirmation' required in such circumstances is 'Yes'.

PRIVATE HIRE OPERATORS

4 Do you agree with the above proposal?

No opinion

If you don't agree, please explain why. :

PRIVATE HIRE OPERATORS

5 What are your views on ensuring that app based platforms are secure and do not allow passenger or driver fraud?

Views:

The London Forum of Amenity and Civic Societies does not have the technical expertise to answer this question.

6 Do you believe that there is sufficient technology available to achieve this and if so what technology do you believe we should consider?

Comments:

The London Forum of Amenity and Civic Societies does not have the technical expertise to answer this question.

PRIVATE HIRE OPERATORS

7 Do you agree with the above proposal?

Not sure

If you don't agree, please say why. :

A facility for advance bookings is desirable, and most operators provide one. The London Forum of Amenity and Civic Societies is doubtful whether it need be mandatory.

8 Do you consider a period other than seven days to be appropriate?

No opinion

If you do, please say why. :

PRIVATE HIRE OPERATORS

9 Do you agree with the above proposal?

No opinion

If you don't agree, please say why. :

The London Forum of Amenity and Civic Societies has no basis for answering this question.

10 How would you propose that venues and temporary events ensure safe and adequate transportation options for those attending such events?

Comments:

The London Forum of Amenity and Civic Societies has no basis for answering this question.

PRIVATE HIRE OPERATORS

11 Do you agree with our proposal?

Yes

If you don't agree, please say why. :

This seems reasonable, as long as landlines exist.

PRIVATE HIRE OPERATORS

12 Do you agree with our proposal?

No

If you don't agree, please say why. :

It is essential that when vehicles and drivers are at a local minicab office they can be hired instantly - through that office - and that customers who have not pre-booked are not turned away or made to wait. New regulations must not prevent this.

PRIVATE HIRE OPERATORS

13 Do you agree with our proposal?

Yes

If you don't agree, please say why not. :

Seems reasonable, provided it is not a disproportionate burden on operators.

PRIVATE HIRE OPERATORS

14 Do you agree with our proposal?

Not sure

If you don't agree, please say why. :

Acceptable, provided it makes allowance for a passenger to change his or her mind during the course of a journey. For instance, a man books a minicab to take him to the theatre, picking up a friend at his house on the way; while the first man is in the minicab his friend rings on his mobile to say that he is actually at a different house from the one expected. It would be unreasonable in such circumstances not to allow the originally agreed fare to be altered.

PRIVATE HIRE OPERATORS

15 Do you agree with our proposal?

Not sure

If you don't agree, please say why. :

Acceptable, provided there is provision for the passenger to change his/her mind during a journey - for instance if a restaurant proves full, would the driver have to say "Oh, no sir/madam; TfL require me to take you to X; you will have to walk to Y"?

PRIVATE HIRE OPERATORS

16 Do you agree with our proposal?

Yes

If you don't agree, please say why. :

PRIVATE HIRE OPERATORS

17 Do you agree with our proposal?

No opinion

If you don't agree, please say why. :

The London Forum of Amenity and Civic Societies does not have the technical expertise to answer this question.

PRIVATE HIRE DRIVERS

18 Do you agree with our proposal?

Yes

If you don't agree, please say why. :

19 What standard do you think it would be appropriate for applicants to demonstrate?

Comments:

The London Forum of Amenity and Civic Societies does not have the technical expertise to answer this question.

PRIVATE HIRE DRIVERS

20 Do you agree with the above proposal?

Yes

If you don't agree, please say why. :

PRIVATE HIRE DRIVERS

21 Do you agree with the above proposal?

Yes

If you don't agree, please say why. :

PRIVATE HIRE DRIVERS

22 Do you agree with the above proposal?

Yes

If you don't agree, please say why. :

PRIVATE HIRE DRIVERS

23 Do you agree with the above proposal?

Not sure

If you don't agree, please say why. :

PRIVATE HIRE DRIVERS

24 Do you agree with the above proposal?

No opinion

If you don't agree, please say why. :

PRIVATE HIRE INSURANCE

25 Do you agree with the above proposal?

Yes

If not, please say why. :

PRIVATE HIRE INSURANCE

26 Do you agree with the above proposal?

Yes

If you don't agree, please say why. :

27 If you agree, should the driver be required to display the insurance in the vehicle?

Yes

If you don't agree, please say why. :

PRIVATE HIRE DRIVERS

28 Do you agree that Hire and Reward fleet insurance put in place by operators is necessary in addition to, or instead of, individual driver insurance cover?

Not sure

If you don't agree, please say why. :

The London Forum of Amenity and Civic Societies cannot answer this without knowing its effect on fares.

PRIVATE HIRE LICENSING

29 Do you agree with the above proposal?

Not sure

If you don't agree, please say why. :

PRIVATE HIRE LICENSING

30 Do you support the above proposal?

No

If not, why not?:

It is right to explore these issues properly. The London Forum of Amenity and Civic Societies agrees with TfL that sharing of private hire services (and indeed car-sharing generally) has the potential to provide a range of benefits such as cheaper individual fares, reduced congestion and greater utilisation of vehicles, thus reducing emissions. The proposal is by contrast far too negative; better "We intend to explore measures to encourage ride sharing in private hire vehicles with clear controls in place to protect the safety of passengers and drivers."

PRIVATE HIRE LICENSING

31 Do you agree with the above proposal?

Yes

If you don't agree, please say why. :

About you

32 What is your name?

Name:

Peter Pickering

33 What is your email address?

Email:

pe.pickering@virgin.net

34 Please provide us with your postcode?

Postcode:

N12 7NY

35 If responding on behalf of an organisation, business or campaign group, please provide us with the name (please include the nature of the organisation and your role in it):

Organisation:

The London Forum of Amenity and Civic societies

What is your role in the organisation?:

Trustee and Committee member

36 How are you connected to the private hire or taxi trade? (Select all that apply)

Private hire customer

Other:

I, and no doubt other committee members, use private hire.

37 How did you hear about this consultation?

Saw it on the TfL website

Other:

EQUALITY MONITORING QUESTIONS

38 Gender: Are you:

Prefer not to say

39 Ethnicity: Please tick one box from the list below which best describes the ethnic group to which you belong:

Not Answered

Not Answered

Not Answered

Not Answered

Not Answered

Prefer not so say

40 Do you consider yourself to have a disability, as defined by the Equality Act?

Prefer not to say

41 What, if any, is your faith? The categories for faith, listed below are taken from the 2001 Census. If you feel that your faith is not represented, please detail in the 'other' box. Please tick one box from the list below:

Other (please specify)

Other:

42 Sexual orientation: Please tick the appropriate box. Are you (please tick as many as apply):

Prefer not so say