

Essential Reference Paper 'D'

Ranks:

1. Railway street possible extra rank space.
2. Rank space is an issue. Saturday night Fore Street can queue back to M&S which can be dangerous.
3. Lack of daytime and night rank space. Move loading bay in Railway Street, separate fore street rank for daytimes? Woolpack extension?
4. Need more rank space. Railway Street pedestrianised bit? Not when market is on and daytime only. Fore Street as a day rank. Maybe 3 or 4 spaces in bus station fed by fore street rank?
5. Get rid of the station stand in ware. The parking there is dangerous for all road users.
6. The Mill Bridge rank sometimes blocks buses. Rarely used so could be given up in a deal for space elsewhere? Maybe the wider part of St Andrews Street, space for two cars.
7. Fore street over ranks back to M&S at weekends.
8. Ware station rank needs sorting out by highways as parking on a blind bend is dangerous.
9. Halfords rank should be extended.
10. The mill street rank isn't one, it's a stand. Not in a safe place so should be moved up to chip shop.
11. Hertford North, too many taxis so can't drop off.
12. 8 seater vehicles should not be allowed on ranks as they take up more than one space.
13. Loading bay should become rank at night.
14. Mill Bridge rank should be moved down to fish and chip shop.
15. Lorries in and out of Sainsbury's struggle pass rank.
16. Fore street rank should be all day and all night + 4 opposite the bus stops.
17. Ware Station rank. It is for all East Herts HC but Amwell Cars say it's theirs. Needs a sign to say East Herts.
18. New Asda in Ware. Asda Hatfield has taxi rank. Can there be a taxi rank at ware Asda?
19. Will East Herts put a rank on private property?

20. No rank in Ware – Amwell end night rank, can't get on it. Need a rank at other end of ware, safety of woman
21. Fore street rank needs to be physically marked. **Is it a taxi parking space< Hasters Horse. PH not allowed to park when picking up guests. Taxis are parked up and not in cars.**
22. Thought needs to be put into ranks for new developments. New Wetherspoons BS
23. North Street BS rank never policed. Impossible to get on it due to private vehicles.
24. North Street BS rank only part time could it be full time? Always full of private cars.
25. North street rank, parked up. One night of wardens enforcing would be a good start.

Enforcement issues:

1. There are an increasing number of drivers refusing short journeys.
2. Overcharging how do we deal with complaints?
3. Roof lights and plates. Can we say that plates should be permanently fixed on rather than magnets as some drivers remove them from vehicle but should be on all the time.
4. Plying outside Deco's, Hertford House, Midwest makes dropping off difficult. Only HC doing this.
5. Town centre CCTV used to target illegally ranked vehicles which are cherry picking fares rather than ranking up. Parliament Square a big issue, more parking enforcement needed in evenings.
6. There needs to be more presence at the ranks, twice a week? Informal visits to build relationships and get to know the drivers.
7. Enforcement not checking tyres but checking badges, public safety? Need for more test purchases for refusals and overcharging.
8. People sitting outside Hertford House, Stone House and Deco's cherry picking jobs.
9. When doing checks both badges should be check thoroughly. Things like tyres etc. should be left to the police.

10. Overcharging a real issue especially amongst newer drivers. Both for small journeys and out of district.
11. Drivers receive lots of complaints regarding overcharging from customers.
12. Reports from a customer of a pickup from Fore Street to Little Hadham, driver went via Standon so it cost £70 instead of £30 which it should have been.
13. People are putting on the meter and then programming the sat nav, customers charged extra because drivers don't know where they are going.
14. Police and enforcement need to do something about double parking outside Hertford house, always the same.
15. Enforcement need to be out later, midnight onwards.
16. People are cherry picking jobs and refusing short journeys. One particular evening young woman turned away.
17. Parliament square cause problems can committee stop this? Seems to be confusion about where they can stop.
18. Enforcement. HC drivers not putting on their roof lights, mostly executive vehicles. Can apply for executive disc like a PH vehicle?
19. XXXXXXXX park up outside the six Templars and Midwest. People see the vehicles and assume they are taxis and get in.
20. Taxis coming in from other areas and plying for trade here. One Broxbourne driver was fined £100 for working here but he commented he earned £200 so worth it.
21. 3 to 4 months ago. Driver bought car from XXXXXXXXXX and was caught with no insurance by the police and enforcement. Back on road within week.
22. The enforcement operation at Wickes was good. More of these please.

Taxi Marshals:

1. Taxi Marshals, one doing nothing. What about extra nights?
2. Marshalled rank busy Saturdays. The marshals are a help and are doing quite a good job, had better in the past but also had worse.
3. Marshals need to understand that the customer has a right to choose which vehicle they want to get in.

4. Taxi marshals should be in place for bank holidays, Xmas eve & New Year's Eve.
5. On BH weekends no marshals.
6. Fore Street taxi rank isn't a rank on Sunday evenings. Fore Street needs to be a full time day and night rank.
7. Taxi marshals aren't good enough. Regularly lose control of crowds. End up loading up. Dog and whistle, people getting in with glasses and bottles, food.
8. Think there might be a backhander going on as Mo holds people up. 2 queues, one long journeys, one short journeys. Different charges according to type of car.
9. Marshals. Had meeting about 4 years ago to tell them how we wanted them to operate. One queue. One marshal under bus shelter, no food drinks etc. Would then pass on to other marshal who would hurry up taxis
10. Bradsec – spoke to Oliver about this but Claire didn't do anything.

Knowledge test:

1. 12-18 months ago the villages were removed from the knowledge test.
2. Need a knowledge test for PH drivers to same standard as current DD test, then beef up DD test.
3. Need to include points of interest in KT.
4. Can it change to a written test?
5. Can a licensed driver sit in when they are done?
6. Knowledge test for DD too easy, drivers do not know where they are going.
7. Not necessary to limit the numbers just make the knowledge test harder for DD.
8. PH's don't know where they are going so need a knowledge test.
9. KT should include points of interest.
10. KT needed for private hire as they don't know where they are going.
11. Put common out of district journeys on the KT (Cheshunt for example).
12. Should be KT for PH. Council staff don't know the routes themselves. KT should be done by someone who knows.

13. KT needs to include villages.
14. If they are going to write the answer then how is it going to be as comprehensive?
15. Can drivers have the new written test to comment on?
16. Reports that PH drivers don't know where they are going so should have KT.

Limiting numbers:

1. Need to cap Hackney carriage numbers. Unmet demand survey
2. Too many HC out there.
3. Limit HC numbers.
4. Numbers of both HC and PH should be limited. Perhaps only licence vehicles twice a year.
5. Vehicle numbers have increase dramatically over last 8 years.
6. Can the number of drivers be capped? Can newcomers only be PH? Limit on HC vehicles?
7. If an unmet demand survey to limit numbers is costly then this should be put to a vote
8. Increase in PH means that HC's are suffering.

Fares:

1. No fare increase, it wouldn't be economically viable as could drive customers away.
2. No fare increase since 2011 should be a gradual increase year on year. Flag every two years, yardage adjusted in between. Perhaps rate one only?
3. Taxi fares. Broxbourne have changed theirs 3 times in the past two years. Need to be aware what Broxbourne are charging. Need to be within scale.

Licensing points:

1. Licensing points need to mean something. Driver with 22 points just got a warning.

2. 9 licensing points you should have to come in for interview, 3 more points should be automatic revocation.
3. Licensing points is a laughing stock. Council should act quickly and revoke bad drivers.

Policy:

1. Vehicles: 10 years+, Older than 5 years. P Newman said that 10+ has to be approved by committee.
2. Foxholes cars have stickers in the cars. Advertising in back windows. Other areas allow it. Why not in East Herts? **Can't afford sign writing**. Chris Clowes says that it can't obstruct any windows. Amwell cars do the same.
3. Why is there such a heavy ruling on **stickers** on cars?
4. Used to ask for references for new taxi drivers but this has lapsed without consultation. Should be reinstated. Why did this change? Have to have known person for 3 years.
5. Extras, 60p for shopping bags. Guidance needs to be tightened up.
6. Vehicle signage, EHDC on company signs.
7. Some drivers aren't smart enough, how about a minimum standard (dress code).
8. Which way round should the large badge go? Being told facing inwards but facing out makes more sense so passengers can see if it's the driver or not before getting in.
9. The requirement for fire extinguishers and first aid kits should be removed from policy.
10. Financial charges should be imposed for failure to produce rather than points.
11. People should have to do a two day Btec course as part of application to improve professional standards.
12. Door stickers for private hire about pre-booked and/or ask price first.
13. Clear policy on adverts for company names and advertising in windows.