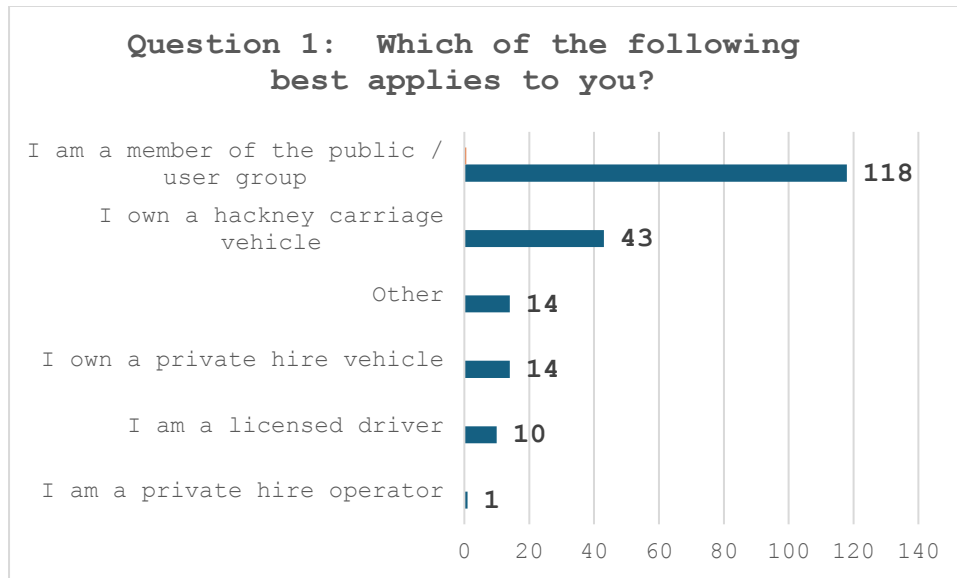


Appendix 2 : Torbay Council unmet taxi demand consultation results and comments

Survey responses: 200

Question 1 : Which of the following best applies to you? (choose one)

There are 200 responses to this question.

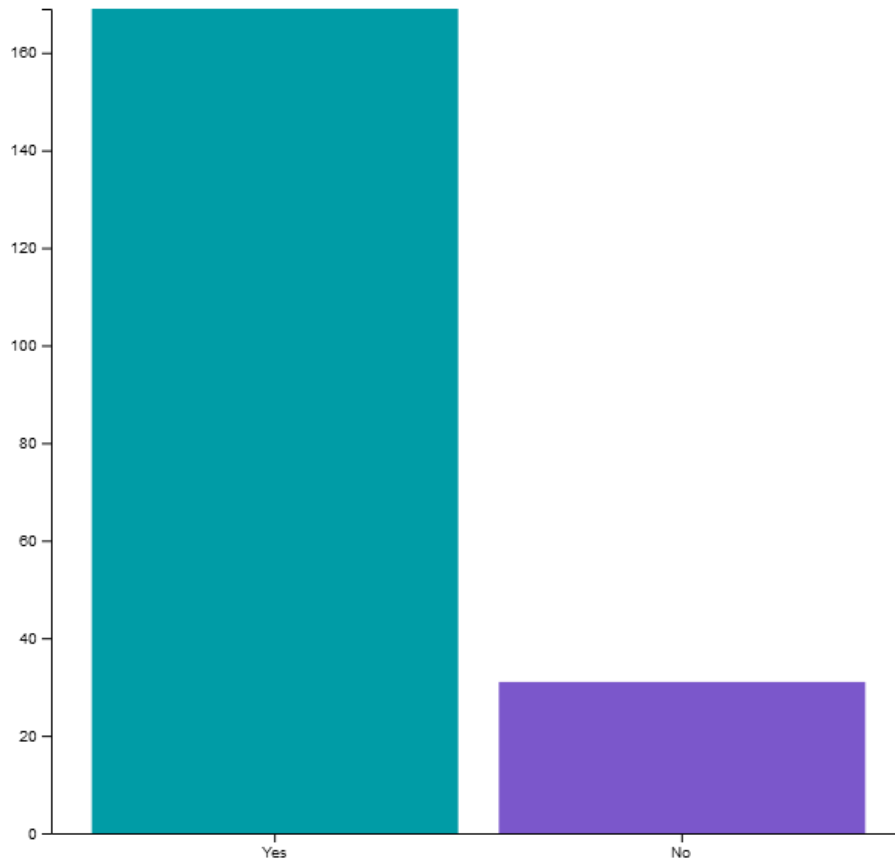


Option	Total	Percent
I own a private hire vehicle	14	7.00%
I own a hackney carriage vehicle	43	21.50%
I am a licensed driver	10	5.00%
I am a private hire operator	1	0.50%
I am a member of the public / user group	118	59.00%
Other	14	7.00%

Question 2

Have you read the unmet demand study carried out by the LVSA?

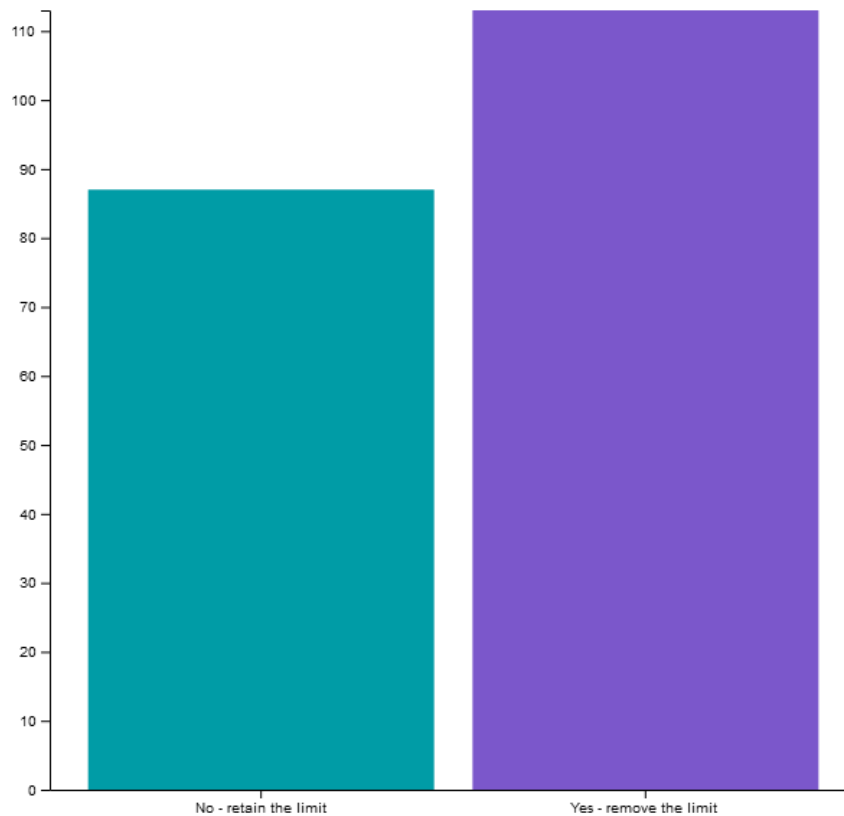
There are 200 responses to this question.



Option	Total	Percent
Yes	169	84.50%
No	31	15.50%

Question 3: Do you think the limit of 169 hackney carriage vehicle licences in Torbay should be changed?

There are 200 responses to this question.



Option	Total	Percent
No - retain the limit	87	43.50%
Yes - remove the limit	113	56.50%

Question 4: Is there anything else you'd like to add? If so, please add it below.

There are 144 responses to this question.

We don't have enough rank space
I would love to go hackney. I had my car wrapped just so I could do private hire so it would just need de wrapping and it's ready to become a Hackney
Could do with more rank space maybe even hospital
Diluting the Hackney work by issuing more licenses will cause financial problems for existing drivers with finance outstanding on their vehicles and increasing insurance costs etc.They may then be eligible for housing and other benefits. There is already a problem with insufficient rank spaces in popular areas.
The amount of usable taxi rank spaces have greatly reduced over the years and will be further reduced after

strand development is finished especially after midnight because of inability to use bus stops.i know ranks at castle circus are still there but they are really a no go area to wait at.

If unlimited plates are issued then where would all the taxis wait for fares?

Waiting for a taxi on the harbour after an evening out feels incredibly unsafe. I watched a fight break out there only a few weeks ago. On Saturday night I left town early around 10:30 and still had to queue however I accept the roadworks on the harbour side is delaying taxis accessing the rank so it may not in fact be a shortage but a number of factors. However as a female user who often travels alone having to wait on the harbour does not feel particularly safe at the moment.

Why does it have to be 169 or unlimited - why not change the limit to 220 or 250 and re-address in a few years. Last year was a poor year for tourism and if passengers are waiting longer - what happens in a busy year?

I will like to point out the fact that plates should be

It's would be great if reconsider the 4yrs/40000 miles to plate new vehicle as vehicle price is sky rocketed after Covid !!!

It would be good to have Ubers locally as well, the current cost of a taxi in and around Torbay is expensive, more competition would keep the prices reasonable. Also am ordering app such as Uber makes it easier and quicker to locate a taxi.

We own a bed and breakfast in Torquay and the wait times for guests to get a taxi, especially during peak season, are unacceptable. On many occasions we have had guests that could not get a taxi back from town and so had to walk. This is also our own personal experience on occasion. There doesn't appear to be as many taxis operating in Torquay as there was previously.

There should be more available wheelchair taxi in the bay as there is only one taxi company who provides wheelchair friendly service and also they should be available during the weekend. This is where the shortfall is.

If it was just weekends that you couldn't get a cab I would put that down to demand. But that's not the case you cannot get a cab during the week for over an hour. I was a cabby in Bedfordshire for 27 years and had my own company for 20 of those years, I have never experienced the problems with trying to get a cab in Torquay anywhere else in the country.

Increase in roadworks and diversions has led to wait times.

The current structure means that competition is limited so prices for customers remain high. Removing the limit will be unpopular with current licencees I am sure, but the increase in vehicles will mean greater competition for fares, hopefully resulting in lower prices for customers.

I believe that there are plenty of rank taxis from what people tell me is they don't wait longer on the ranks it's when they phone for a cab which is more of a private hire problem than a Hackney so I believe there are plenty of blue plates on the road.

There are drivers who have vehicles plated for Hackney who don't work the ranks and only do school runs. I would also considering removing 8 seaters from being Hackney's nome of them use the ranks either.

There are never enough taxis when you need one. Especially think of the safety of youngsters on a night out. You can never book one and you wait forever to get one. Wish we had uber

I live in Brixham and myself and family are regular uses of taxis. Many of the taxis in Brixham, especially in the mornings and afternoons are doing contract school runs which leaves the rank empty for large periods of time and you are unable to call for one as they are doing the school runs. This has been an ongoing issue for awhile and as the local bus (18) is only once an hour, you are often left stranded in the town or elsewhere for an hour or more, this is made even worse during the summer months when the area is full of tourists.

We don't have the infrastructure for more hackneys cars. Ranks are limited as it is. With the new rule v5 and hackney license in the same name , it will get more plates on the cars and cars working

Issuing new plates in the current economic climate may lead only to the transfer of existing private hire drivers to the Hackney fleet. With the cost of suitable Vehicles fuel and insurance all very high, becoming a taxi driver is not a very attractive proposition. Add to this danger element of working alone at night. The number of private hire drivers is falling for these same reasons. Increasing the plate avalibity for Hackney will not necessarily increase the number of vehicles taken up. This will also lead to insecurity about future income and drive existing drivers out of the trade. Defeating the object of the exercise. I feel a small release of plates say about 5 would be realistic. The take up on these plates would be interesting to see if it attracts people into the trade or just causes transfer within.

There are only very limited times taxis are in high demand that's a Saturday night

Binary survey options are unnecessarily restrictive. Real preference: trial increase in licences but not all-comers.

Too long waiting times for taxis. Stops us going out late sometimes.

Definitely not enough wheelchair accessible Taxis

If the Limit is removed all new ones should be Electric.

Leave as is please.

I have never had a problem getting a taxi,I use taxis in the daytime and in the evening - meals, theatre.

Torbay needs to increase the wheelchair taxis, we are a local care home and struggle immensely to get wheelchair taxis to take our clients out to the community or appointments as there is only 1 local wheelchair taxi company who are very limited due to schools having to use these taxis.

We would use taxis regularly but during the last year have noticed a massive shortage or such long wait times that we have not been able to, sometimes meaning a walk home of over 2 hours at unsociable hours.

In Brixham, you cannot get a taxi out of the town past midnight, so we find ourselves stuck.

With respect, hardly anyone waits at a stand any more. Have you checked app info from [REDACTED] The lack of taxis has been blamed on Brexit and the lack of drivers. Is it a lack of drivers or a lack of taxis? Can you tell? In bad weather or busy times, our guests wait for unreasonable amounts of time unless they have pre-booked hours in advance. Sometimes the wait can be an hour or more which is no good if you're due at your restaurant in 20 mins and knew it only takes 10 mins to get there by taxi. People are used to Uber across much of the country and don't always think about having to book a taxi and expect there to always be one available within 5 mins.

Add more plates means the wealthier people will buy more and rent them out

Please ensure we can get taxis from central points in Torquay eg at the GPO roundabout rank, the rank by Vaughan Parade as well as Union Square.

There isn't enough rank space to deregulate. Plus there is enough private hire to cover the work

The black car only should be revoked

It is an excellent service and very much appreciated.

There are times when there are no taxis waiting at Paignton Station - which indicates that more taxi licenses are needed.

There are too many taxi & not enough priority is given to taxi rank space where customers actually want the taxi to be.. Its no good have 4 taxi ranks that are never used because customers won't walk there. & the 2 that was used by customers was for only 3 cars & has now been removed :(

It's hard to get taxi in brixham, especially in the evenings/ weekends. And when raining

Increase by 20 cars

Stop Hackney plates doing school runs.

I own a B&B in Torquay and it is often difficult to get a taxi for my guests at peak times or during wet weather with up to 90 minute waits

Although I work private hire and not Hackney. At times it is quite quiet and not enough work to go round to provide a stable income.

We don't need more drivers we need more ranks . The time it takes to get back to ranks because are some many road works.. and trade is getting slower because of the cost of living crisis.

In the tourist season - April to September - it is usual, when calling, to be told the wait is anywhere from 30 minutes to an hour.

Don't know when survey was done but here in Paignton and in the bay there has been a lot of upheaval due to road closures and roadworks in the last 18 months or so have made it very difficult getting back to ranks .

<p>Even now it is still difficult and I feel this should be taken into account</p>
<p>Not sure when the survey took place, but alot of unheaval has been caused in the bay over the past 18 month, with road closers, road works and unnecessary pedestrianised roads in the bay making it alot harder for hackney carriage vehicles to return to the ranks.</p>
<p>Question 3 is misleading.</p> <p>To answer Yes would mean no limit of numbers rather than adding 20 more that is discussed in the survey.</p>
<p>Problem is not quantity but quality. The standard of their driving is unacceptable and should be reviewed regularly by a driving instructor for their licence to be renewed.</p>
<p>Sort the harbour out pronto or people will be waiting a lot longer for taxis until that mess is sorted out</p>
<p>A third option should have been offered so there could be an increase to a given number. Not having that option devalues the consultation process.</p> <p>I don't think having no limit on the number of cabs would work. I'm guessing daytime shifts would be over subscribed and late nights would still be an issue.</p>
<p>Limited Rank space in Torbay. 8 seasonal hackney plates have been changed to full plates. A 5 or 10 minute wait is not a big Problem in my eyes. Most taxis are out working a busy times or they wouldn't make a living.</p>
<p>Generally considering all aspects, the services are acceptable.</p>
<p>I understand that when the Land Train was refused permission to travel to Cockington it was partly due to the risk of meeting horses on the road. No one has a hackney carriage licence to do carriage rides from Cockington now, and there are no horses in Cockington, or plans for more. It would make sense to now allow the land train to travel there.</p>
<p>I feel that the current and past changes in traffic flow ie pedestrianisation and road works in the bay have not helped taxis and private hire vehicles get around the bay. I hope that this has been taken into consideration as it will have impacted waiting times</p>
<p>When ringing a cab company or waiting at the rank at busy times of evenings/weekends not all 169 are working. Opens up the market to support tourism and drivers who may not do this as a full time role (female and male).</p>
<p>There are long queues for taxi's from midnight to 3am on Saturday nights and this causes ASB at taxi ranks whilst folk are trying to get home.</p>
<p>In Torbay there is not enough taxis, more should be available</p>
<p>I am a regular user of taxis as I have mobility issues. It can be almost impossible to get a taxi at certain times of the day. Especially school run times and weekends. This can cause some serious stress as their are times when I have had to wait over an hour left in a position which can be unsafe for to my inability to stand for any</p>

length of time or the possibility I could collapse. I know for a fact I'm not the only one who had had to deal with this. Now we know why...!!!

169 taxis is that all??

That is utterly ridiculous!!! I'm shocked at the low amount available. And now know why I have had to wait for nearly 2 hours on a weekday afternoon for a safe lift home.

The limit should be increased in the holiday periods when demand could be higher

There is a problem getting a taxi midweek evenings in Brixham!

The reason why the Anmed demand survey showed that the more taxis were needed because of waiting times weren't change, even if there are 1000 taxis on the rank

Drivers just do not want to work at night time everybody wants to work in the day. This all started when Covid kicked in and no matter what you do, you aren't going to change things

I feel that the current taxi businesses do hold the monopoly in this field and are not competitively priced when compared to other areas.

I feel that they can not cope with an increase in demand ie NewYears Eve and other major events,etc

I have had personal experience of this on a number of occasions which actually included NYE .I was told to book at the end of September to guarantee a taxi,I thought they were joking, apparently not! ??????

Torbay is very seasonal - the issues with lack of available taxis and wait time is only in May to Sept really.

In my opinion there is plenty enough Hackney carriage vehicles in Torbay

But on busy Friday and Saturday we need stewards on the ranks not only do they maintain order they prevent trouble and make it a lot easier to work so more Taxis will stay out and work

Using Taxis in Torbay, in my experience, is painful. I book taxis and they are always late. Trying to get one in the evenings feels impossible and I don't feel there's enough competition.

Having lived in Kent, Hampshire and Bristol, I would say the experience here in Torbay feels slower, antiquated at times and I would love to see more innovation with booking through apps. Some of the bigger operators in Torbay don't give you accurate information when booking and waiting for a taxi.

More training for disabilities

Perhaps only 10-20 extra licenses so that drivers livelihoods are not impacted adversely

I do not think the issue is about the number of hackney carriages, it is more about the number of taxi drivers who do not wish to work certain hours. To get a taxi in Brixham after 8pm is extremely difficult and I have been told by taxi drivers themselves "nobody wants to work nights". It is alright to have 169 hackney carriage licences but if only 10 work after 8pm. then there is always going to be an issue. Perhaps if it was stipulated in the licence conditions that the holder must do at least 3 nights per week, then maybe it would be better.

Anything that increases the availability of taxis for wheel. Chair users should be welcomed .

<p>I live in the Willows, and on several occasions when I have tried to prebook a taxi there have been none available. I am unable to rely on Taxis and often have to make alternative arrangements if requiring in advance, and have no expectation one being availability if I needed one quickly.</p>
<p>Demand is stable but waiting times are up. Situation would be helped if ranks were better distributed around the bay. Greater incentive for drivers to work peak times</p>
<p>We need more Taxis in Torbay. Sometimes you have to wait 2 hrs for a Taxi which is unacceptable</p>
<p>At peak times at the taxi ranks there are often large queues. Unfortunately there's issues in the queues with the longer waits. More taxis would reduce the queues and help alleviate this problem.</p>
<p>The wait for a taxi now is unacceptable, over the years the number of taxis has remained the same whilst the population has grown significantly.</p> <p>Taxis are an essential service to the public if they can't provide that service (as expected) then it is obvious that now more taxis are needed to cover the demand .</p> <p>Just a thought ... at weekends you can't get a taxi or the wait is unreasonable and to see the huge queues at the ranks is proof of the demand.</p> <p>Thank you.</p>
<p>If use has stayed the same its because the number of times I can't get a taxi around 11pm, I have to walk home so don't use a cab. We definitely need more available cabs. 169 isn't enough.</p>
<p>I am no longer allowed to drive but there are many times when other transport is available. More Hackney Carriages (taxis) will help.</p>
<p>Improve Rank availability and signage for the public.</p>
<p>The previous unmet demand survey suggests that the current level meets the needs of the community. This is augmented locally, as we know, by a number of PHVs, though many of these are booked via differing models (e.g. app). By retaining the limited numbers of HCV plates, it provides reassurance to the LA of the level of HC vehicles servicing the community. It also provides reassurance to owners of HCV plates (of which, I am NOT one) of their investment and thus vested interest in remaining within the industry which has been under pressure with the current financial economy. (I am writing in a personal capacity, not on behalf of the business).</p>
<p>As a regular taxi user who has recently moved back into the area I am aware that the availability of taxis, especially at times when many are involved in school contract work, is far less than is helpful. This is significant in an area with a high level of elderly residents who no longer drive, and in a tourist area.</p>
<p>There is NOT ONE Wheelchair Cab adapted in Brixham, if i need a cab a cab i need to ring either Paignton or Torquay and that only at certain times due to school contracts so if i have a weeks shopf or example getting on public transport is no use to me let alone getting to appointments.</p>
<p>I find the data relating to WAVs concerning. It says that there has been a reduction in Hackney WAVs and that people have been observed to transfer out of their wheelchairs. It says that there is good booking of WAV</p>

PHVs BUT does not say by whom / what for. From people I have spoken to who require WAVs they have told me that these are frequently booked up in advance for schools / colleges. They have therefore been unable to get to medical appointments etc and therefore have stopped going out. It says there was no results to their Key stakeholders survey - including of disability organisations - I'd be interested to know who they approached and how they did this, I also find it interesting that this survey is predicated on reading a very detailed report with no helpful critique, I would therefore be surprised if many of the public actually read it!

The taxi service in Brixham is poor. The area should modernise and introduce Uber taxis which have proved such a success in other town and cities both in the UK and abroad. We cannot afford to be left behind.

The availability of taxis that can carry wheelchairs is completely insufficient for an area that has an ageing population. Not only are the rates for these taxis unaffordable for many, they are usually already block booked on contract for education contracts.

This is leaving those with mobility challenges very little option for transport to important things like hospital or vaccination appointments.

Local volunteer driver services are overrun with requests for help as a result!

There's no point changing the limits as the local authority has nowhere near enough rank space to accommodate the present fleet of taxis let alone opening it up to more.

Highways needs to put better plans in place for rank space and install of ev points they had funding for in 2018 needs to be provided as promised by councillors.

Change the disabled parking in Union street to parking metered for anyone to park there. Remove the taxi rank in town to top or bottom of town and replace with metered parking. There is such limited on street parking in the town centre of Torquay. I don't know any other town with such large taxi rank spaces it is making the town inaccessible to people who want to short stay for an hour or less

As single women traveller arriving at Torquay rail station, on trying to get taxi home on a Wednesday afternoon was told by taxi company I would have to wait 45 minutes at least and so had to walk home.

Have had to wait a considerable time for taxis on occasion. No shelter at rank.

The report states that users can easily discriminate between Hackney and private vehicles. I've lived in Torquay for 20 years and I don't agree. If you live in Exeter or London it's easy – the cars are red or black. In Torquay there is a different colour plate on the vehicle – but in all the years I've lived here I still couldn't say which colour represents which type of vehicle. The report states that Hackney cabs have a taxi sign on the roof. But this is small and not easy to see in an approaching line of vehicles. A Taxi sign on the roof is great – but it needs to be much larger and distinctive.

After resolving the supply side, the distinctive marking of Hackney cabs is the most important task for Torbay Council to address.

Although I use private hire vehicles, the availability of all taxis must be governed by the total number of both types of "taxis".

Over the past year it has been essential to pre-book a taxi to ensure not being left without transport after an evening out.

At the same time and, possibly, due to the scarcity of available taxis, the cost has become exorbitant. The additional cost must almost certainly have an impact on spending in Torbay's restaurants, pubs etc. More taxis should make them all more competitive.

We should be able to use Uber vehicles, I use them when I go to other towns etc where they are allowed and find them more courteous and it involves no cash between driver and customer.

As carer of disabled son there have been times I've required a taxi with nothing being available. One time I was given availability 4 hours later. It makes life difficult

The problem is at some key times, particularly the school run. A limit should be kept but 169 is too low.

More enforcement officers to help free up the ranks for hackney drivers around torwood street often there are unlicensed vehicles parked there and parking enforcement doesn't seem to deter the public from parking in ranks

Husband and I are elderly, no longer able to drive, active volunteers, many interests, walk a lot and use all types of public transport. Use taxis whenever we have heavy luggage, or to reach places where it would take hours or multiple bus changes, or when returning home late evenings, or attending hospital appointments etc. Increasingly difficult to get a taxi unless booked well in advance, often we don't know when an appointment/event will finish. There seems a desperate shortage of taxis.

Up the limit, do not remove it. Set up a minimum service requirement with taxi companies to help vulnerable women

There are never enough taxis after 8pm at night. It would be wonderful to be able to feel confident while out to be able to get safely home.

The issue is not with Taxis but the lack of late busses. It is a night time tourist economy staff need to be able to get home after shift, The lack of busses and the unaffordability of taxis makes it very difficult to recruit staff. Would suggest more late busses connecting the tourist hot spots to residential areas,

Hi Yes the limit should be removed, There is no way the amount of Taxi's + mini cabs in Paignton & Torquay, When you want one anytime you can call either and you will be told 100% yes we can do it but the wait for one is between 1 to 2 hrs to get one, and if it is in the evening unless you have pre booked up to a week before hand you have no chance of getting one, Both services have got to be the most pathetic service in the country and also one of the most expensive at approx £8 for a mile a 2min journey it is not a wonder people drive.

My personal experiences at Torquay station have seen extensive delays for taxis, with customers unfamiliar with Torquay worrying that there might not actually be a service. Certainly, if I have visitors arriving by train, I pick them up at the station, rather than leaving them at the mercy of a bad service.

The limit should remain because if there is more hackneys on the road there will be a reduction in my income and also there isn't enough rank space for more taxis. I can wait up to an hour for a job during the day when it is busy on the Saturday night that is when I can make a salary.

There is not enough rank space as it is to cope with the amount of Hackney's already licensed. (This is before the current farce that has been imposed on us to deal with while the road works are in action.)

Currently as a Hotel Supplier to the general public, certain times of day from 7,30am-10am and 2pm-6pm it is very hard to get a taxi unless it is prebooked, unfortunately I have had to change Taxi companies that I supply to my guests as one turned up an hour late and the customer was very angry.

To many taxi ranks in Torquay Town centre

After reading the LVSA study I have a few issues with how it has been carried out and the data collected. The survey studied a rank that has nothing whatsoever to do with the council as the council do not provide an adequate rank in Paignton. It is a rank that each hackney carriage driver has to pay £500 a year to Great western railway in order to use. This rank does not provide a full time driver earnings enough to make an adequate wage. I was on this rank yesterday with nine other drivers and it took me 2.5 hours to earn £13, this is vastly below the national minimum wage. So taking this into consideration the unmet demand survey should be done at two points in the year rather than in the summer holidays as we have a very tourist based economy and customer numbers vary significantly. Also, between June and September last year the council had closed Torbay road. I'm certain that in doing this it was made incredibly difficult for taxis to navigate back to the GWR rank in Paignton this obviously had a significant impact on the unmet demand survey surely this makes the study invalid due to the exceptional circumstances under which the survey was conducted. Therefore it should be deemed an unfairly biased report. I would also like to point out that if passenger demand and public interest were the driving factors for this survey to be conducted may I question as to why the rank is removed when we have the air show which has approximately 165000 visitors? There are 15 spaces on the GWR rank and two spaces the council provide in palace avenue, if the council decide to deregulate where exactly are these extra taxis to go?

There are not enough taxis that can accommodate wheel chairs in the bay. Those that do priorities the school run and so has left a number of the people we support without transport and unable to access services. We have rang around every taxi company and no one will accommodate, particularly because our services run from 09:30-3:30 which we are unable to change and so this leaves many wheelchair users isolated and unable to access services the same as other able bodied people are able to. Please can this be looked into.

There might be no need for additional licenses if the existing drivers operated into the evening. Getting a cab after 9.00pm is almost impossible.

I think you should get Torquay ranks done first before even thinking about putting more taxi on the road as for the rest of Torbay there more ranks got the taxi to go on then see if you need more I think there is enough taxis

Taxis are unbelievably difficult to get after 8pm. As a disabled person this seriously restricts my life choices and opportunities.

I feel that it is a bit unfair comparing 2020 unmet demand survey which was in the middle of a pandemic to the recent unmet demand survey . Of course waiting times will be longer ? Today's problems with road works , pedestrianised areas and ranks being closed does not give a true reading of waiting times etc. If all the taxis in the bay came out to work at the same time there is not enough rank space to accommodate them? So to put more taxis on would be a complete travesty.

Access to taxis which can carry wheelchairs is very limited and makes it difficult for people trying to access day services and activities around Torbay. People with disabilities should have equal access to suitable transport and not be limited or prevented from accessing services they are entitled to. In addition, some taxi drivers appear to charge much more than others and vulnerable people find it hard to know which taxis are the most suitable to use to prevent being overcharged.

There are almost never any taxis in Brixham particularly when pubs are closing. I have known people say that although they would love to have a night out in Brixham, they won't come because they can't guarantee they will get home after.

Taxis are too expensive in Torbay, we seem to pay city prices when we are not in a city. Also just trying to get a taxi is hard enough. Even private hire company's struggle to be on time

The limit on Hackney cabs should be flexible up or down, so as to minimize the number of minicabs allowed to fester our streets.

There are enough taxis around the Bay anyway, so more licenses are not necessary. I was a taxi driver for many years and there is not enough winter work, so the current number is good enough.

As a person reliant on taxis if I want to enjoy an alcoholic drink so I do not drive I have often been forced to walk home alone (female) for 30 mins in very dark streets feeling very vulnerable because there are no Hackney cabs available in Paignton late every weekend night (early hours of morn) - all the available ones cover Torquay and very few are even willing to cover Paignton. There can be a wait of up to 1hr 30 mins to get one - unless you pre-book which is difficult to do if you do not know what time or where you eventually need one!

I have waited for taxis at the rank many times it is ridiculous to have such a low limit in a high tourist area

Why has there ever been a limit! It needs removing immediately! Removing it will provide more taxis, especially at peak periods, which will improve Women's safety, will help to reduce any anti-social behaviour as people can go home rather than wait in a queue at a taxi rank and provide more jobs!

The waiting time for taxis has steadily increased over recent years, often up to an hour.

We have too many already

Travelling from London to Torbay in the evening - I regularly find that there are insufficient taxis waiting at Paignton Station to take me home. Clearly a greater number of taxis are needed in Torbay.

There is often a shortage of available taxis for hire. Torbay clearly needs to issue many more licences.

Another twenty one cabs should be licenced, making a total of 190.

Removing limit has consequences, so as long as the Drivers are vetted and have clearances that make them safe to the general public also a list of Hackney Carriages and drivers of who they work for would be helpful (would instil more confidence) when ringing for a taxi late at night would be useful.

If the limit is removed to create a free market, how will safety standards be maintained?

Currently you need to go to a rank to flag down a taxi, it would be great if you could flag down a taxi anywhere in the bay. And I would love it if Torbay had it's own unique sightseeing vehicles.

There are never any available taxis available and waiting an hour at the rank in Paignton at night on your own is really scary. This has gone on for too long.

I am always worried when my wife has to wait at the Paignton station rank when getting off the train late in the evening. It's not a safe area. There haven't been enough taxis for a long time now.

Suggest the limit be raised a little to say 179. To cut down waiting time's at taxi ranks.

There is a significant unmet demand with disabled users and their carers, especially those in wheelchairs this is an area the local authority need to look at. Taxi drivers are understandable driven by income, they are aware that a customer with a disability will need extra time to get in and out of the vehicle and may well need extra assistance, also there would be a cost involved in adapting their vehicle to accommodate a wheelchair. Currently there is no incentive for drivers to support this client base, which is causing blanket discrimination for this vulnerable user group, the local authority needs to address this issue. With a large reduction in hospital transport available and those who qualify to use it, this is an increasing problem and a source of great distress to those who need it and their Carers. Most of this client group are on a low income and are often elderly, to support this need better the local authority should offer a dispensation incentive to drivers when supporting this user group, with the proviso that the customer has a lower tariff rate. Torbay's demographic shows an increasing aging population and large areas of high deprivation, this will then help support better those residents which are most in need. One way this could be achieved would be to allow drivers who have disability adapted vehicles to be licenced for longer, 5 years instead of the current 3 subject to vehicle conditions. A tariff set slightly lower used when taking this client group offset by a tax break. There should be a taxi rank on the Torbay hospital site and priority, but not exclusive use given to those who have adapted vehicles. Any taxi using this rank will use the lower tariff and signage will show this to service users, this would also help to have an impact on the parking issues for the hospital.

There are long waits for taxis in Torquay on Weekends after the pubs and clubs close due to a lack of taxis arriving at the rank.

Much too long waiting times for a taxi especially evenings and Sunday mornings. We live in area without buses and rely greatly on a good taxi service. It would be a great idea to allow the private hire cars to pickup the same as hackney cabs to cut waiting times.

I use the railways and therefore the stations whenever I can but it is very off-putting to arrive at Torbay's stations and find no waiting taxis - hackney - and no such taxis arriving after you have waited for half an hour. Waiting has not been at unusual times but rather at "expected" times - arrival of a London train.

Removing the Private Hire restrictions will allow a more effective use of the time between jobs and cut the waiting times for passengers

I'd like to see the whole taxi business properly licensed and monitored. At the moment, many taxis are dirty, drive recklessly, double park and make u turns in busy roads. I have seen taxis speeding up when students

were crossing the road in front of them on sharp bends like by Upton Church Obviously not all drivers, but it only takes one to cause an accident and endanger life.

We need Uber

There are too many hackney drivers who hold on to their hackney licence and not use it, or use it just for doing school runs and I have even seen a hackney plated Bentley in the bay not even used for taxiing .It is about time the private hire drivers could apply for a hackney licence and reduce the queues and waiting times for pedestrians.

I have never seen any Hackney carriages in Torbay, and if there are 169 licences, do not know where they operate from.

As a local, I find that excellent service is provided by local taxi firms (eg [REDACTED] On) who are unfailingly quick to respond to requests, with drivers being polite and helpful whilst charging reasonable fares. That hasn't always been my experience with hackney cabs, especially those from Torquay station forecourt. Also, we have twice availed ourselves of taxis from [REDACTED] for long distances, including in an emergency situation late at night. On both occasions, the service was superb. Allowing more licences would not be good for our local taxi firms, who are consistently reliable. I prefer the security of an established company because I know my booking has been taken by a third party at the base. A hackney cab service does not offer that security.