

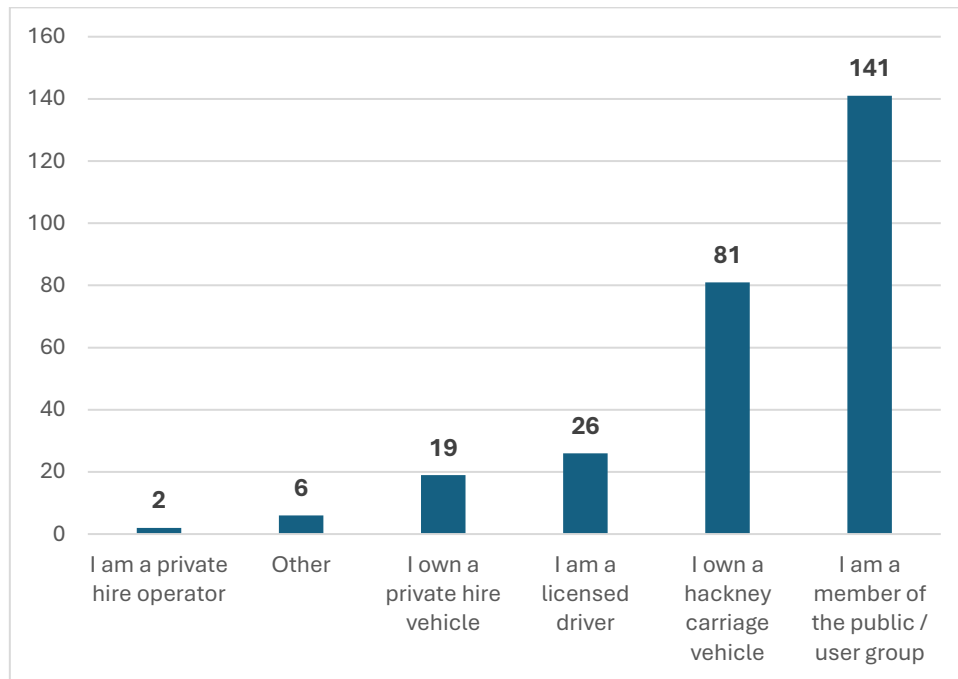
Appendix 3: Results of the Second Public Consultation - Hackney carriages and unmet demand Survey

Survey responses: 275

Question 1

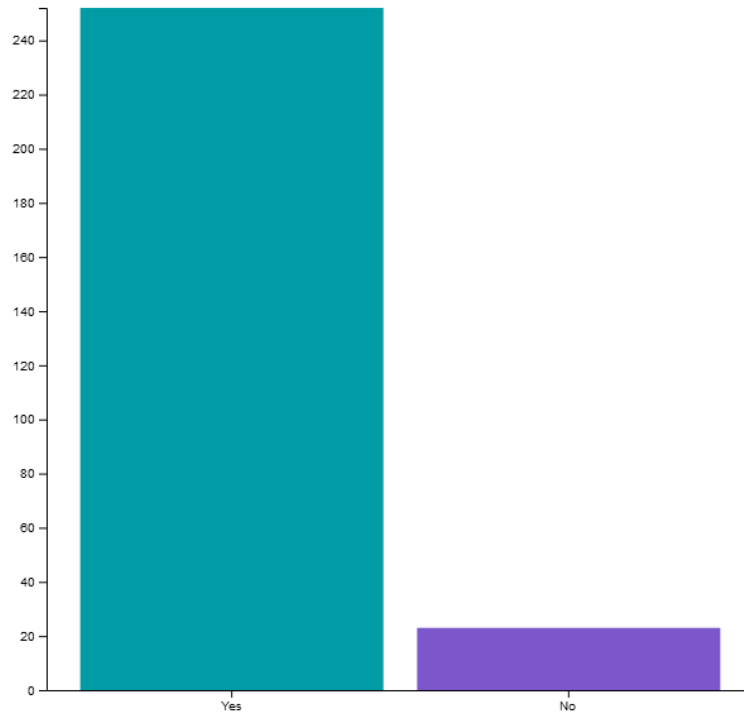
Which of the following best applies to you? (choose one)

There are 275 responses to this question.



Option	Total	Percent
I own a private hire vehicle	19	6.91%
I own a hackney carriage vehicle	81	29.45%
I am a licensed driver	26	9.45%
I am a private hire operator	2	0.73%
I am a member of the public / user group	141	51.27%
Other	6	2.18%

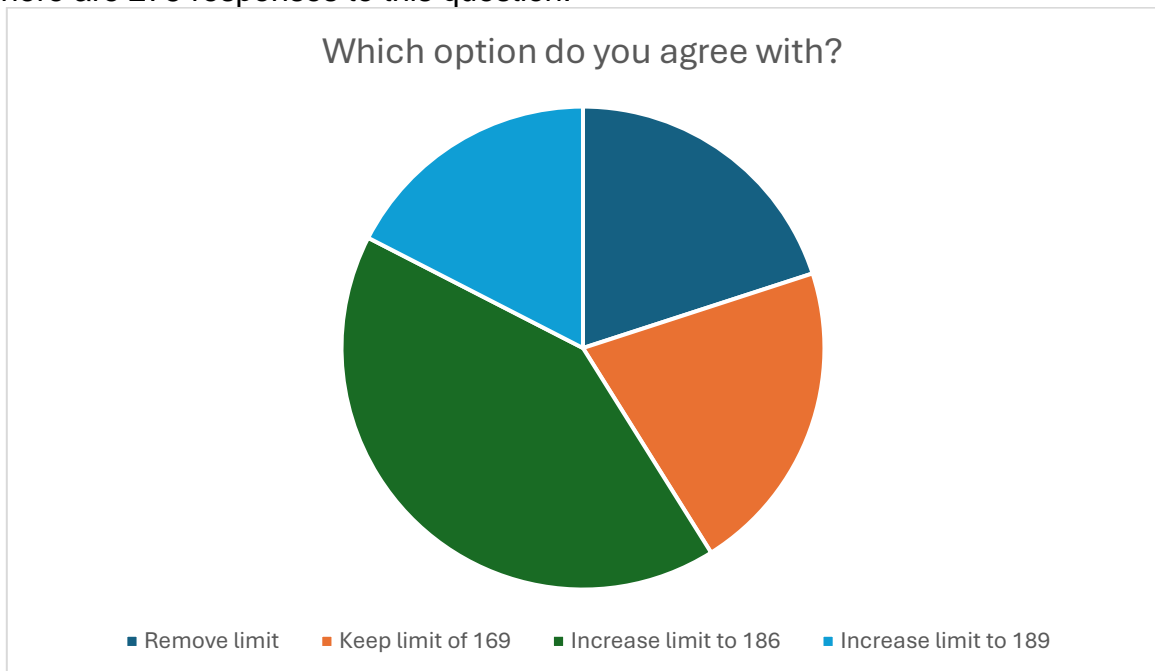
Question 2: Have you read the unmet demand study carried out by the LVSA?
There are 275 responses to this question.

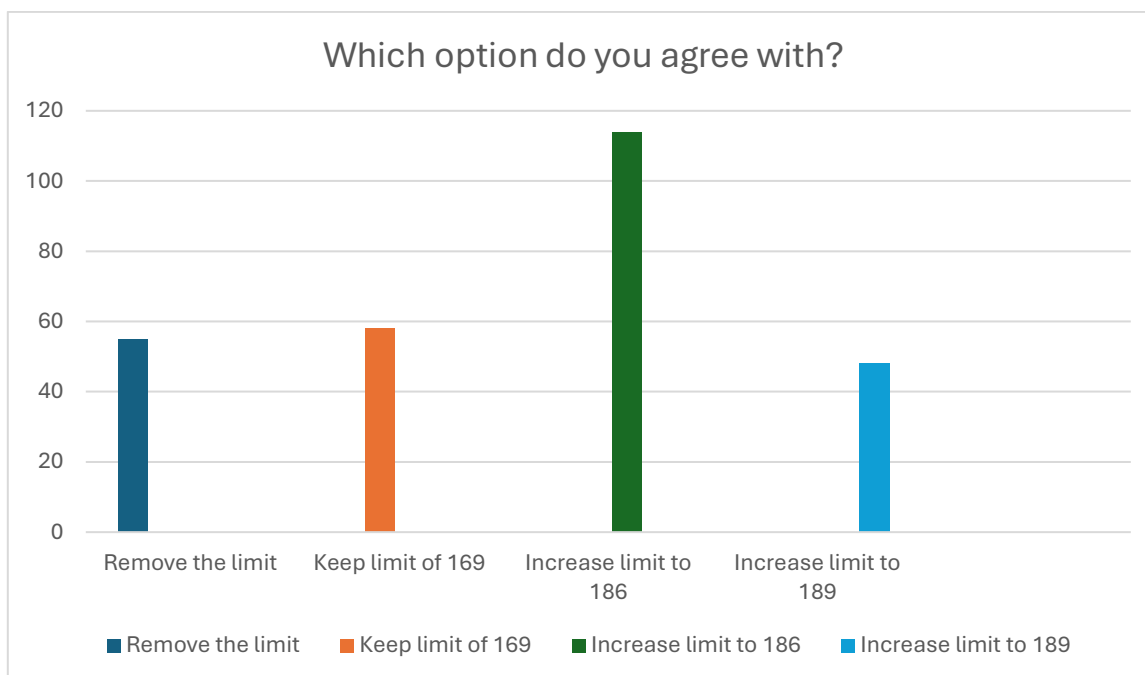


Option	Total	Percent
Yes	252	91.64%
No	23	8.36%

Question 3: Which of the following options do you agree with? (you can only choose one)

There are 275 responses to this question.





Option	Total	Percent
To remove the limit	55	20.00%
To keep the current limit of 169 hackney carriage vehicle licences in Torbay	58	21.09%
To increase the limit to 186 hackney carriage vehicles (an addition of 17 licences) as proposed by the trade, with a further survey within 6 months thereafter to determine whether the unmet demand is now met	114	41.45%
To increase the limit to 189 hackney carriage vehicles (an addition of 20 licences) as suggested to be an option by LVSA, with a further survey within 6 months thereafter to determine whether the unmet demand is now met	48	17.45%

Question 4: Is there anything else you'd like to add?

Comments received:

1	The ridiculous black car livery should never have been introduced, as that was the beginning of the issues. Remove this restriction, and allow already registered cars and drivers to switch between Public and Private Hire, as it was before.
2	Removing the limit doesn't guarantee the Unmet Demand would be met either. At least with managed growth you can still monitor if additional plates are needed. Like with everything in life there is never always a guarantee. The trade have been affected a lot in the last couple of years.
3	As previously stated, there are not currently enough Hackney Rank spaces to accommodate the Hackney trade as it stands as of today. I understand due to the flooded and now outdated unmet demand survey, doing nothing is not an option. We need to get the Stand completed and work together with council to agree additional rank space for the existing Hackney trade.

4	<p>Please do not reduce the number of taxis permitted to park on the taxi rank in Paignton by the train station.</p> <p>Given my disabilities I rely on these to get me home once I got off the bus from work at the bus station in Paignton.</p> <p>Several of the drivers have mentioned that the limit will be two taxis on the rank which is not sufficient to cater for the long queues that can occur.</p>
5	<p>Please don't cut taxi numbers in station square paignton. Being over 80. We rely on these taxis 3 or 4 times a week & so do our many friends. If cut down it means we can't come into town as much</p>
6	<p>It's obvious that IN the summer months demand will be higher given the influx of people so the level set could be to high for the winter</p>
7	<p>Everywhere is busier, time waiting for a cab is getting frustratingly longer</p>
8	<p>As I am unable to drive any longer I have to rely on taxis. They are taking longer to arrive because of their busy schedules. This impacts on hospital appointments especially.</p>
9	<p>Better signage on taxi ranks and location of ranks to make it clear to the public where they are.</p>
10	<p>To release more plates would mean a wage cut for the drivers . there is enough taxis to meet the demand.</p>
11	<p>In Exeter it is easy to tell the difference between a Hackney carriage and a private hire vehicle. The Hackney carriages are a distinctive red colour and look quite different from private hire vehicles.</p> <p>It would be helpful if there was a similar distinction in Torbay. If you are seeking to hail a cab, by the time you've worked out whether it is a private hire or Hackney cab it's too late. I accept that they are differences between them in Torbay – but not nearly distinctive enough!</p>
12	<p>Please can we have more rank space, tariff increase, Marshall's on Friday and Saturday nights. As promised</p>
13	<p>Ban Uber</p>
14	<p>I can't understand how there is an unmet demand? The ranks are packed the majority of the time. The only quiet spells are on school pick-ups. You will never ease that because those extra plates will just get a school run too as it's guaranteed money. The town is on its knees and does not get the foot traffic as it once did.</p> <p>This summer has been dire for a season and will probably continue into the foreseeable future. Next year will probably follow suit.</p> <p>6 months is not enough time to review the numbers. It needs to be 18 months.</p>
15	<p>I believe any new plates issued should be to people who are going to work them and not to people who already have a number of plates and rent them out for school runs and don't bother to work them selves as this will not help to keep rank's moving.</p>
16	<p>I would like assurance that the taxi rank review will be done before the next survey is completed. Can the next survey be done inline with the survey done in 2020. Can all ranks have adequate signage and lighting, also marshals on Friday and Saturday nights.</p>
17	<p>Torquay & Paignton rail ranks should not be included in the unmet demand survey, as they are not Torbay Council ranks. Also, there is a very small number of hackneys with permits to work Torquay rail.</p>
18	<p>I use taxis very regularly as my bus route is very unreliable when I need to be on time for trains or for appointments.</p>
19	<p>The over ranking at present is a problem. There is also a huge issue with Rank space and now we are faced with even more ranks being taken away from us i.e Paignton Rail, this rank is being taken from 18 spaces to 2!!!! We have been given temporary ranks which aren't fit for purpose. No clear signage, which means they aren't recognised as official ranks. Therefore no enforcement can take place. Thus meaning the general public can park on there, stoping us from working.</p>

20	It's been a real struggle being by the pavilion and out the way.. as no one still seem to know where we are. Cant get onto the Torwood rank as public are always parked up.. And the fleet walks always occupied by either red plates or the uber eat deivers
21	Over the years, holiday makers travel to Torbay by there cars. So we don't have much extra work. But because the holiday makers take to the roads, the traffic plus work works, make it longer to return to the ranks. If there is a queue this is the reason & no one waits that one
22	I do not think that you should be issuing hackney licenses to drivers that predominantly do school runs as this will not help with the demand in anyway
23	I use taxis for visits to the Theatre, restaurants, nights out etc and do not have problems in getting a taxi.
24	There isn't enough rank space as it is to remove the limit, certain rank spaces are dated eg chestnut rank never is it used by Hackney drivers the private hire companies pick up the trade there from the hotels Eg 2 the island is never used either it used to be when there was a night trade at the top of town with clubs and pubs open but this trade went years ago so that in its self is 7 spaces, if these was active ranks we as a trade are still short on rank space what is needed is more rank space and the survey doing in the winter as well as the summer then u can truly measure the waiting times of customers over busy and quiet times
25	I have never seen a cab that you can hail down in Torbay. Only been able to use the rank
26	New survey to only be carried out after adequate signage and lighting on all ranks. A rank review has been completed Please arrange for marshals on the pavilion rank on Friday and Saturday night asap
27	The reason for my option to increase taxis in the bay is 1. Competition and 2. Many of my guests are waiting upto an hour for a taxi which for a seaside resort is unacceptable.
28	If you want to ensure that people are having shorter waits then the new licenses should only be issued to people that must work off the rank not given to people who predominantly do school runs.
29	Waiting times for taxis for a home pick up is often at least 20 minutes and booked taxis can often run late.
30	There's Hackney carriage taxi that souly do school runs, which do not work the ranks at all, this impacts on the ranks on a daily basis. Maybe these should be on a private hire vehicle rather than Hackney carriage plate.
31	I'd like to see accountability for correct conduct and cleanliness as well as safe driving. Currently, there are a lot if rogue drivers out there.
32	I believe the extra Hackney licences should be for evening only as it only seems the problem is the evening I also think someone that already had a liscence unless they are using it themselves should not be allowed one for them to gain out of it for hiring it out
33	As a user, establishing the difference between hackney carriages and private hire by a suitable delivery or standardisation of vehicle would be highly beneficial. Exeter is an excellent example where the differentiation is clear.
34	Please keep numbers up in station square. As an elderly resident I rely on these taxis after shopping etc to get home.as do many people I've spoken to.
35	The holiday makers don't use taxis much because they travel to the bay by their own cars & between this & roadworks. It's been a very poor financial year
36	We use taxis from time to time often in conjunction with going to the station. We would like to see more available. Also, we are told that the current arrangement outside Torquay station involves the operators having to pay a charge to wait there. This means there is always a need to phone and wait for a taxi from the station.
37	I need taxi s as I have mobility issues
38	To de-limit would be detrimental to the trade. If the was no limit, how would you know if any demand remains. With managed growth you release 17 plates each time until the demand is below the required level

39	There are not currently enough Hackney rank spaces as it is. We've been advised by the council that to do nothing is not an option. So adding 17 more licenses seems to be the best option. It is in my opinion already flooded with Hackney's with nowhere near enough spaces for the trade as it is.
40	More rank space and Marshall's please
41	An unmet demand survey should not be carried out when so many roadworks were taking place ...and Paignton rail is a private rank that is not accessible unless you have a permit so it was ridiculous to use this rank anyway. There are plenty enough Hackney carriages within Torbay unfortunately we have to contend with one set of major roadworks after another...maybe the survey should be if people think the council's planning and highways team are doing a good job ??
42	Not enough trade about, town hasn't got a lot of shoes left.
43	The trade is still recovering & needs incentives for drivers to work at peak times, an increase in meter fares & a higher tariff for 6/8 seaters
44	There appears to be no mention of pricing in the survey. Blue Plate cabs overcharge. What we really need are more taxis particularly in Brixham
45	I have noticed that the rank at Paignton station often has no taxis there at all.
46	I am a street pastor and there are insufficient taxis available most Saturday nights for the public resulting in long queues and frustration.
47	The waiting times for taxis is currently ludicrously long on taxi ranks. I cannot believe there are as many as 169 Hackney carriage licences in Torbay; perhaps most of them operate in Paignton and Brixham as the queues whenever I'd like a taxi in Torquay involve a long wait. And, of course, there are simply no taxis available during school term time between about 7.30 and 9.30 in the morning, and again between about 2.30 to 5.30 in the evening; this applies to both Hackney carriages and private hire taxis. Given that all the children using these taxis must be going to the same schools, perhaps there should be minibuses that drive routes to collect these children from home and then deliver them back again. It cannot be more expensive for the local tax payer, and would free up taxis for non-school customers.
48	If the survey in 6 months shows that there continues to be an unmet need, I would remove the cap altogether.
49	Why only Hackney carriages, when will Torbay open up to Uber??
50	nothing to add
51	Keen to encourage the use of electric vehicles (with suitably located charging points)
52	No
53	Booking accessible taxis is really difficult. Many are used for 'school runs' and therefore not available for daytime usage by other wheelchair users.
54	For some time now it has been essential to pre-book a taxi, or private hire, in the evenings as not doing so could you leave you stranded!
55	N/A
56	There are only enough taxis if the weather is good and they are pre-booked in advance. It's almost impossible to just call and get a taxi straight away at peak times in summer. If it then rains, lots more people need taxis and there are just not enough. I didn't even realise there was a limit until recently. Surely it's stifling competition? No wonder there is no Uber here. Tourists think our taxis are expensive.
57	A review of their pricing would also be useful. It costs more to take a taxi three miles down the road here in Torbay than it does to take a taxi to get across Birmingham and the black country.
58	The report makes little to no mention of nighttime economy at the weekend when demand is naturally higher or of events such as the Pirate Festival in Brixham. In the past 3 months my wife and I have used taxis on 4 separate occasions. The first was during the Pirate Festival in Brixham in May, the buses were full and we had to book a taxi, of the 4 companies we rang, none were free for over an hour. The next time was in June on Armed Forces Day, booking during the day was fine travelling within Paignton, but it was more difficult

	<p>to get a taxi in the evening so we took a bus. The other occasions was at night travelling home from Brixham, each time we struggled to get a taxi from the rank and had to wait for nearly 30 mins all the taxi companies we rang were booked up.</p> <p>Increasing the number of plates will only be useful if the taxis are available at periods of peak demand; something I didn't see referenced within the report.</p>
59	No
60	I understand that there's a requirement for the vehicle to be less than 3 years old in Torbay - this could be prohibitive to new drivers. Other councils have a higher threshold, perhaps reviewing that would help increase numbers. Also, all taxi companies seem to be focusing on Torquay. It's VERY difficult to get a taxi in Paignton.
61	I live in Brixham. In recent years there has been a significant drop in the availability of taxis in the area. There always use to be taxis on the Brixham rank but now, no matter what time of day, what season, there are hardly any. I understand many taxis now do contracts for the council running school children to school and back which decreases the availability even more and Ive even heard some drivers say that with these contracts, they feel they dont have to work on the rank/call outs as they are earning enough doing these contracts to live on. When it comes to phoning for a taxi, there are often none available. With the increase of tourists during the summer months, the pressure this puts on local bus services often means you cannot even get on a bus because as they are full and because of the situation with the taxis, people often get stranded.
62	A incremental increase with further monitoring I feel is the best way Forward at this time. Trying also to disperse rank in other areas would help. These have to be well signposted so the public know where they can find a taxi. key places like out of town shopping areas, transport hubs ie coach station & train stations would help unmet demand
63	Not sure if it needs to a permanent thing or is it seasonal through peak holiday season
64	Removing the limit removes much of the control. Find another place for an additional taxi rank in Paignton, whether it is where Crossways was demolished or off Hyde Road behind Poundland. One rank is insufficient.
65	Because of long waiting times on previous occasions, we rarely try to hire a taxi anymore.
66	There are too many taxis waiting in the town centre during the day and not enough at night at the harbourside. This is not great for safety of women at night especially as it is dark at the taxi rank.
67	It has become increasing difficult to get a taxi in the evenings without pre-booking.
68	Taxis in Brixham in the evenings are few and far between so an increase would be welcome especially as the local buses stop running ridiculously early
69	Uber and its ilk has to be excluded wherever possible
70	There is a need for more drivers in the evenings and at weekends. Too many drivers work Mon to Fri 9 - 5. I work as a PH driver working evenings & weekends & notice the queues waiting on the rank.
71	There are no where near enough taxis, especially in Brixham. We have had so many occasions where we tried to get taxis and couldn't because they had only 1 or 2 on. On one occasion our son was on crutches after breaking his leg and we were not going to be able to park in town for the fireworks. He was only 9, and we managed to get a bus into town but afterwards there was no bus and we couldn't get a taxi even though we tried.
72	Local authorities to make the value of the plate £0

	<p>1. I don't think opening up licensing to anyone is a solution. This would mean a surfeit in the summer months and a drop off in the winter which wouldn't be a solution. It would be difficult to keep track of who is supposed to be licenced and who is not. This could be detrimental the safety and well being of the customers.</p> <p>2. 169 licences is not enough, people like me over 60 walk because late at night I cannot get a taxi. This is not safe through Winner Street late at night.</p> <p>3. Increase limit to 186 licences is cautious but I feel it is not enough though the additional survey after 6 months is acceptable.</p> <p>4. I prefer the increase to 189 licences with a survey after 6 months. 20 more taxi's should meet the unmet demand. Mostly the deficit is Paignton and mainly at 11.00pm or thereabouts and an optional 20 cans should be able to cover the need from Torquay and Paignton.</p>
73	In the winter there are far too many drivers sat on all the ranks in torbay and since the new layout at the seafront the ranks have moved got smaller so there will be even more taxis blocking roads waiting for fares as torbay is a seasonal destination
74	The reason why it's difficult to get a taxi is because there is very little taxi ranks now most of them have been closed down. There is no TAXI ranking painting apart from private ones and the ones in the harbour no one knows where they are.
75	In my opinion, taxi drivers need their driving abilities and skills monitored in Brixham. They don't adhere to the speed limits around the town, they are tailgating other vehicles and whilst waiting in Bolton Street recently I saw three taxis in the space of 10 minutes taking prohibited left turns up to Mount Pleasant Road and Windmill Hill. There are road signs specifically saying no left hand turns but it doesn't appear to be adhered to by taxi drivers. I'd like to know how often their driving standards are monitored as quite honestly I wouldn't like to be one of their passengers and pay for the privilege. I'm a regular driver and road user, not an old fuddy duddy with nothing else better to do than complain but their driving standards do concern me. Thank you for considering my opinion.
76	I feel there are too many taxis' in the bay and i think it needs to be reduced.
77	There's not enough rank space for additional cars
78	Would like to know where are all the taxi going to go as there is not enough rank space for everyone to sit and if you open up to more drivers you will be opening up for drivers to brake the law with parking anywhere and you are taking my living away?????
79	You are talking my my chance of working because you don't have the rank space for other cars make trying to make a wage impossible
80	There are plenty of taxis on the rank and meets the demands of the public.
81	It's not there's too many cans there is not enough taxi rank for the cabs to park.
82	As a Brixham resident it's easy to get a taxi on the town centre rank during the day but much more difficult in the evening. Maybe a minimum number of taxis can be compelled to operate later?
83	The only time there is a greater demand for taxis is on a biusy Saturday night most of the time you are struggling to get on a taxi rank
84	If you do give extra licenses maybe put them to evening only as I believe it's evenings that are most probably needed rather than days. If too many people have Hackney plates you won't fit everybody on the ranks they only hold so many cars.
85	It seems shortsighted to increase plate numbers without rank space to park on or marshals for safety of drivers & customers. Clear spaces to turn round & enforcement of illegal parking blocking ranks..
86	If they raise the number of licenses where are they going to work because at the moment they're is not any Rank space in Torbay TBC expect new drivers to buy a new car plus all the extra costs too find out when they go out to work there's no where to park.
87	The demand for extra taxis is really only needed between afternoon school run times, summer Friday & Saturday nights. The fact there is less work midweek daytimes due to shops & pubs in

	Torquay town closing all the time shows that with more Hackney's released means even less work. Plus the loss of rank space also effects us
	<p>Increasing the limit for Hackney drivers is not the right approach to address the demand issues.</p> <p>Hackney drivers often lack long-term vision, focusing more on immediate gains rather than considering the broader implications. Unlike Private Hire (PH) drivers, who typically work for reputable companies operating 24/7 with strict standards, Hackney drivers operate independently. They are only required to follow the Taxi Policy, which is poorly enforced by the council, and do not have a company holding them accountable. PH companies can respond to demand patterns effectively, alerting drivers when busy periods are expected and mobilizing a large pool of drivers as needed—something independent Hackney drivers cannot do.</p> <p>To truly meet the demand highlighted in recent reports, the focus should be on supporting Private Hire Drivers and helping PH companies attract and retain drivers. The process of becoming a PH driver is increasingly difficult due to stringent requirements, such as newer vehicles, shorter vehicle life spans, additional MOTs even for new cars, and advanced driving tests that must be completed during the application stage. These requirements could be adjusted, such as allowing advanced driving tests to be completed 6-12 months after obtaining a license. Additionally, outdated area knowledge tests, which are less relevant in the age of GPS, should be re-evaluated, especially given that modern dispatch systems come with integrated maps. It costs hundreds if not thousands of pounds to set up as a driver.</p> <p>The licensing team should provide clear, accessible information for those interested in joining the taxi trade. Currently, the available resources are inadequate, with poorly organised information and slow response times from the licensing team, which takes 5-7 working days to reply to emails and offers no phone support. This lack of support can unnecessarily delay the application process for potential drivers who encounter issues or need guidance.</p> <p>The solution is PH drivers that can work with a PH company, increasing the Hackney limit, will only flood the ranks at the wrong times, and will not necessarily improve the situation at times that have been pointed out in the LVSA document.</p>
88	As you must know, Taxis and Private Hire vehicles are only busy in the summer and Christmas & New year, but have to work long hours to make it worthwhile. Increasing the number of taxis will only dilute the slim profit drivers and proprietors make at the moment, and together with the costs and obstacles imposed by Torbay Council, it is doubtful whether any new people will be attracted to the taxi trade in Torbay.
89	Struggling now to get on a rank having to keep driving round to get on one.
90	Make the rank in town bigger so more taxis can get on it.
91	How can we sustain more hackney carriage vehicles in the bay, when you are cutting down on the rank spaces in both Paignton and Torquay.
92	I don't believe that the unmet demand survey in 2023 should be compared to the one done in 2020 during the pandemic. Of course waiting times etc are going to be longer ? And now we are losing rank spaces in both Paignton and Torquay making waiting times even longer so releasing more plates is going to benefit who? Maybe looking in to why the ranks are being taken away would be more advantageous to help the public in minimising waiting times?
93	More plates aren't required when you sit on a rank for 45 minutes to mostly go local for average £4.50. 20 more plates mean 20 more drivers and the already sparse work being diluted further. Short on rank space as it is with no help clearing the public from parking on taxi ranks. They are only busy for a couple of hours on a Friday/Saturday night at kick out time. During the day and week nights it's a struggle and there will be more plates vacated by drivers who just can't survive.

94	The last few years have challenging for our trade and others in the bay . Road works all year round causing long to get to destinations and return to ranks . Visitor numbers are vastly down meaning longer to wait, more taxis will mean more diluted work meaning lower income . You want high standards of vehicles, if we are not earning the money that will go out the window. This a small town not a city . I feel remove the road works during the summer as it use to be would make life a lot easier for everyone in the industry. If you remove the limits fares would have to increase by 25 % because we would be sat a round a lot longer earning no money. Winter is bad enough with the number of taxis now. Rank spaces are limited and we have to fight to get them. You will drive people away from the industry faster than solving the unmet demand.
95	I never see people waiting for long at ranks, and apart from a couple of months in the summer, Torbay goes really quiet and it is a struggle to get on the ranks. Perhaps they should be doing a survey in the winter aswell. Without contract work I would struggle to make a living from just rank work alone.
96	This is totally unnecessary. Lots of anguish has been caused. Lots of money has been wasted and there is no need really to touch anything same as when you turn the cars to black totally unnecessary and costing
97	I don't see how you can warrant issuing more plates when ranks are being taken away in both Torquay and Paignton
98	To make sure that all drivers have name badges of the company on them and showing at all times. That would make women feel safer.
99	There are private hire companies providing an excellent, reliable and cheaper service. They do not need the competition that more hackney carriages would bring.
100	The number of licences isn't the issue in my opinion, the number of drivers is the problem. As a hackney carriage licence holder, I've been looking for a long time for a driver to use the vehicle when I'm not working myself with no luck.
101	There is only demand for extra Hackney taxis after midnight Saturday nights The town centre is losing shops every week & these are major shops too which are not being replaced so footfall in town is down. This summer has been one of the worst ever and I find it ridiculous that there's an option to extend the Hackney fleet. 100% no
102	No need for more plates on the ranks there's not enough room or work for the existing cars
103	I think you should think about more rank space before you think about actually getting more cars on the road there's enough cars in Torbay not enough rank space
104	I have been a hackney driver for over 27 years, business has declined nearly every year Shopping and nightlife, apart from 1, when all the airplanes were grounded because off covid and everyone had to holiday in the UK if they wanted a holiday.
105	To increase the number of Hackney Carriages in Torbay you would need to increase the number of rank spaces. If this is not done, and more taxis are licensed, drivers would be forced to drive around from rank to rank looking for a space. Unmet demand seldom occurs and drivers are only too keen to get back to the ranks after dropping customers off.
106	I don't believe there needs to be more taxis on the ranks. The only time public are left waiting for a taxi is late in the night on a weekend and even then the taxi wait time is not astronomical. 90 percent of the time taxis are queuing for a fare. By adding more Hackney taxis to the road the ranks will struggle to accommodate them.
107	I think there's more than enough taxis just no advertising where your taxi ranks are and the fact that your drivers need to be educated if somebody flags you down in the street you can stop I don't think there's a demand for more taxi as such you have wide range of minicab services which I must say are grossly overpriced I'm not as professional as you're hackney carriage fleet

108	<p>Increasing the limit for Hackney drivers is not the right approach to address the demand issues.</p> <p>Hackney drivers often lack long-term vision, focusing more on immediate gains rather than considering the broader implications. Unlike Private Hire (PH) drivers, who typically work for reputable companies operating 24/7 with strict standards, Hackney drivers operate independently. They are only required to follow the Taxi Policy, which is poorly enforced by the council, and do not have a company holding them accountable. PH companies can respond to demand patterns effectively, alerting drivers when busy periods are expected and mobilizing a large pool of drivers as needed—something independent Hackney drivers cannot do.</p> <p>To truly meet the demand highlighted in recent reports, the focus should be on supporting Private Hire Drivers and helping PH companies attract and retain drivers. The process of becoming a PH driver is increasingly difficult due to stringent requirements, such as newer vehicles, shorter vehicle life spans, additional MOTs even for new cars, and advanced driving tests that must be completed during the application stage. These requirements could be adjusted, such as allowing advanced driving tests to be completed 6-12 months after obtaining a license. Additionally, outdated area knowledge tests, which are less relevant in the age of GPS, should be re-evaluated, especially given that modern dispatch systems come with integrated maps. It costs hundreds if not thousands of pounds to set up as a driver.</p> <p>The licensing team should provide clear, accessible information for those interested in joining the taxi trade. Currently, the available resources are inadequate, with poorly organised information and slow response times from the licensing team, which takes 5-7 working days to reply to emails and offers no phone support. This lack of support can unnecessarily delay the application process for potential drivers who encounter issues or need guidance.</p> <p>The solution is PH drivers that can work with a PH company, increasing the Hackney limit, will only flood the ranks at the wrong times, and will not necessarily improve the situation at times that have been pointed out in the LVSA document.</p>
109	I think that it would be good to keep the numbers as they are, because in the winter it is very quiet and difficult enough to access the ranks without having extra vehicles added to the mix.
110	Lack of available rank space..particularly with the harbour redevelopment and possible alterations in Paignton..and current regulations being stricter than neighbouring towns.
111	I think taxi waiting time on the ranks is very minimal if any at all the only time I can see a wait is late Saturday night apart from railway stations which are permit holders only and shouldn't be included in the statistics and if plates are going to be issued should only be to people who are going to work them and not rent them out for school runs as will not help to keep ranks clear.
112	There's not enough rank space as it is for anymore plates
113	Don't decrease the number of taxis at paignton rank
114	We might be able to obtain taxis all through the day and night then not just at convenient times for the owners
115	<p>Why has this not been decided upon?</p> <p>There is clear evidence of unmet demand and whilst it working it is clear there are not enough taxis on our table to service the general public.</p> <p>In the last meeting councillors were to afraid to delimit in fear for their reputation. The evidence is clear.</p> <p>Allow delimit and let people who actually want to use the ranks a chance to create a business. This reminds me of Maggie Thatchers closed shop conservative party in the 80's. Oh wait we still have the conservative party in power at Torbay council ????</p> <p>The hackney trade is a mess and needs an overhaul starting with de-limiting and allowing entry to get a licence by anyone</p>
116	<p>Most taxi drivers seem to think they are doing you a favour not providing a paid for service.</p> <p>The ones based at Paignton railway station are a disgrace none of them were prepared to drive</p>

	around the block to pick up a disabled elderly lady with shopping outside Poundland. The sooner Uber operates in Torbay the better.
117	I regularly find it impossible to get a taxi at Torquay Station in the evening, at around 8 and 9pm. The last two times when I've telephoned for one to pick me up, I have had to wait for 40 minutes. This is unacceptable.
118	I'm a private hire driver and have been for 18 years in Torbay. I'm constantly being told by customers that there isn't enough Taxis in the bay. Especially from the ranks!. Therefore I think there shouldn't be a limit on Hackney plates.
119	We need a professional company such as Uber, if we stick with what we have we will never move forward we'd will be held to ransom with the old pals act, I can say this with 24years in the industry. They are more interested in keeping their jobs instead of working. My wife on a hospital visit was told she would have wait 1 1/2 hours for a return. I worked for the company who once had the contract and that would never have happened. It not just the Hackney who are found wanting it is private iras well.
120	Removing the limit would give opportunities to new drivers to enter the industry. It seems wrong that a few lucky plate owners can own and rent out plates for personal profit
121	I find it very difficult to get a taxi home when dining in Torbay. I actually favour introducing UBER.
122	Big thank you to the Licensing department for starting to tackle some historic issues and looking to update and improve the future of our trade.
123	I would actually regulate the current number to the actual number as I believe is somehow relevant, let me explain why it is enough for a hard working individual to have this with two regulatory lines: 1. no less than 40k miles per year(provided by MOT certificate), supplying the demand for the people will be met and for the driver to do the work and eliminating the cars that are just sitting in driveway ready to be rented for 270£ pw, or only doing school runs and weekends jobs. 2. Hackney carriages should not be able to take any contracts with any entity but to be bounded to the rank jobs, raise the starting fare after 400 yards and have all the cars have cctv in them to prevent incidents and promote safety in public transportations. Private hire licences should be able to take private hire jobs.
124	Please remove the limit. Trying to get a taxi in Torbay is a bit of a nightmare compared to many other areas. Especially considering it's a seaside town.
125	Remove the limit and allow me workers into the trade and improve the quality of the drivers and vehicles which are currently poor
126	There are never any taxis in Paignton or Brixham and we need more. Bring in Uber and that will sort the problem out. Taxis are too expensive
127	There is a need for more Hackney Carriages in the Torbay Area. Having driven in the Torbay area for 7 years plus as a Private Hire Driver. I see the demand in the Evenings and Weekends need to be met to meet the Public Demand.
128	I have been a PH driver for 2.5 years and have seen a need for more HC drivers in the evening and weekends.
129	I can never get a taxi from a rank in Torbay. Shocking service being provided. I now call for taxis from Totnes to come and pick me up when out in Torbay
130	It is rare if ever you can get a cab when you call. It is inevitable always a 30/40 minute wait. Guests at our B&B are always surprised that there are so few cabs
131	This would lead to a significant increase of taxi availability, some of my guests are waiting up to an hour for a taxi at this moment in time
132	We are elderly, can no longer drive, have had countless occasions when no taxi has been available to pick us up at railway and coach station or from the Willows or other out of town shopping areas, or after theatre or dining out, etc. It severely restricts our ability to go anywhere that doesn't have a bus service either at all or after hours. We need more taxis!!
133	Since Covid, there is not enough Taxis working Nights and weekend evenings

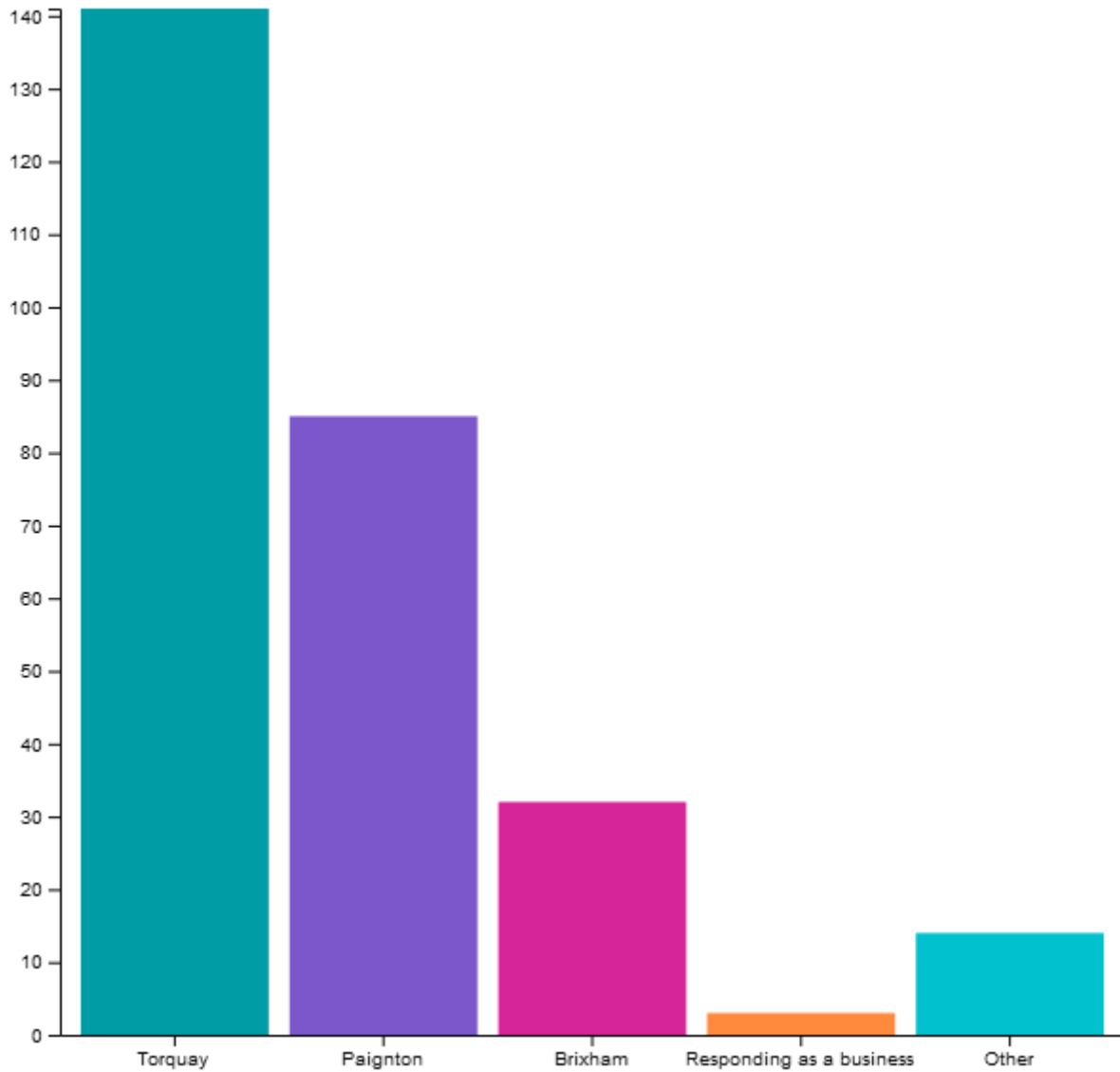
134	I work in a restaurant - wait times in the evening can often be 45 minutes to an hour both taxi and private hire. Not good for people with mobility issues and the tourist offering
135	In the last 12 -24 months I have visited town on a number of occasions, where there has been zero taxi's at any ranks and when phoning multiple taxi companies told there is an hour wait. Consequently, I have had no choice but to walk home (to St Marychurch). I feel people are 'put off' visiting town due to the lack of available taxi's at the end of the night. On top of this, I feel there is an increased risk to people (especially females) who are potentially left stranded in town, with no means of getting home. I presume the lack of taxi's at ranks is a direct result of the limiting of hackney carriage licenses.
136	Living in Brixham, we are really poorly served for taxis in the evenings. This really needs to improve for the survival of what little nighttime economy we have
137	There is still a lack of taxi's available operating in the night time economy given many taxi's choose not to operate at night. A HC is considered a safe method of transport home for many that havent booked private taxi home.
138	There is a general shortage of cabs in Torbay, especially in the evenings and at night. More cabs would make Torbay a safer place to live. The Council should be doing everything in its power to improve the safety of its citizens. Providing for many more evening and night cabs would be a big step in the direction of a safer Torbay.
139	The limit is anti-competitive and there is no good reason for its retention. If a limit is to be retained, it should be increased to 189 taxis - and the limit reassessed. But the reassessment needs to take place in the summer, when taxi use is greater due to tourism.
140	Should new Hackney plates be issued the proprietor should not be able to transfer licence plate to a third party. The plate must be returned to TBC and issued to a new applicant if granted. No grandfather rights. (similar to the Private Hire issue policy). Changes to future licence conditions, all new applications and renewals (HC & PH) should present EV/PHEV/ or Hybrid self charging vehicles.
141	I see no reason why the difference between hackney carriage licences and private hire vehicles is retained. In other areas, where all taxis are hackney carriages, the availability of taxis has increased due to increased competition.
142	Trying to get a taxi in Torbay is a nightmare unless you are allowed to pre book. This is a tourist destination! Being able to flag down more Hackney carriages will surely help people get home quickly and safely.
143	Hi Yes there is 100% not enough taxis the wait times for one are absolutely pathetic you are always told anything from 1 to 2 hrs wait like a tues night 9pm want a tax told it will be 1hrs wait how pathetic is that.
144	I work in a harbourside bar. wait times are unacceptable and we send vulnerable people to stand and ranks late a night. It does the tourist industry no good. There needs to be true competition to improve services.
145	I think private hire vehicles should be allowed to pick up from ranks if there are passengers waiting not to queue in rank spaces
146	In the winter taxis are easy to get but summer you can wait at the rank(Brixham) for a long time.
147	Just increasing the number of hackneys will not solve the unmet demand on its own. It is imperative that increasing driver safety through encouraging uptake of CCTV having trained marshals at key times and ta robust review of he lbest location of ranks across the bay especially Paignton be implemented. Drivers also need a cash incentive to work the more challenging night time hours if we are going to tackle some of the night time economy issues. Also imperative is a high profile public publicity campaign around safe use of Taxi and private hire location of ranks and highly visible signage directing the public to nearest rank especially important around transport hubs. It is clear from the report the disabled in Torbay do have a major issue accessing taxis at key times like school run hours and especially weekends and night time. They have to adjust their live choices around availability far too often. This needs recognizing and addressing they may be a small part of the overall user group but it is essential Torbay is seen as an inclusive authority as this is morally and economically important.

148	We need to fulfill the needs of the Public in Torbay Area the need for more Taxi's evenings and weekends especially as this work is not 09.00am to 17.00 pm. MON_FRI. There appears to be a need for more drivers who are willing to work Evenings and Weekends to secure the future of Taxi's in the Bay Area
149	to get a taxi in brixham is impossible during school times after 4.30pm and before 8am
150	I would vote to remove any limit. Supply and demand will sort itself out, and an over supply will keep costs lower.
151	<p>There is a significant unmet demand with disabled users and their Carers especially those in wheelchairs, this is an area the local authority needs to look at. Taxi drivers are understandably 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 this is not as cost effective, also there would be a cost involved in adapting their vehicle to accommodate a wheelchair.</p> <p>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. As they already know they will be unable to arrange adequate transport especially at certain times of the day between 8-10am, 2-4pm or after 5.30pm they are forced to make any necessary trips within the reduced timeframes and are denied the ability to engage in outdoor social interaction during the evening.</p> <p>While not directly part of this consultation, the current systems failure to acknowledge and address this gap in service causes a knock on effect to other areas of Torbay's infrastructure and this cohort's wider determinant of health. As it puts pressure on GP practices and Torbay hospital to accommodate demand for medical appointment in a reduced time window, patients are missing routine medical appointments which then lead to more acute care being required often needing the ambulance service to take them, and increased Carer stress and breakdown leading to the need for adult social care intervention.</p> <p>Most of this client group are on a low income and are often elderly. One option the local authority should consider is to 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 ageing population and large areas of high deprivation, this will then help support better those residents which are most in need.</p> <p>One way this could be achieved would be to allow drivers who have a disability adapted vehicle 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.</p> <p>Also under the current system the only way for new drivers to obtain a hackney plate is to lease it from the existing owners. As taxi drivers are self-employed this adds a substantial increase to their outlay and financial risk. By removing the current limit it will remove this cost burden, as new drivers will be able to apply for their own license direct from the local authority also ensuring greater control over driver fitness in line with the current Hackney Carriage (Taxi) and Private Hire Policy and in turn help fill the unmet demand.</p>

Other Optional Questions

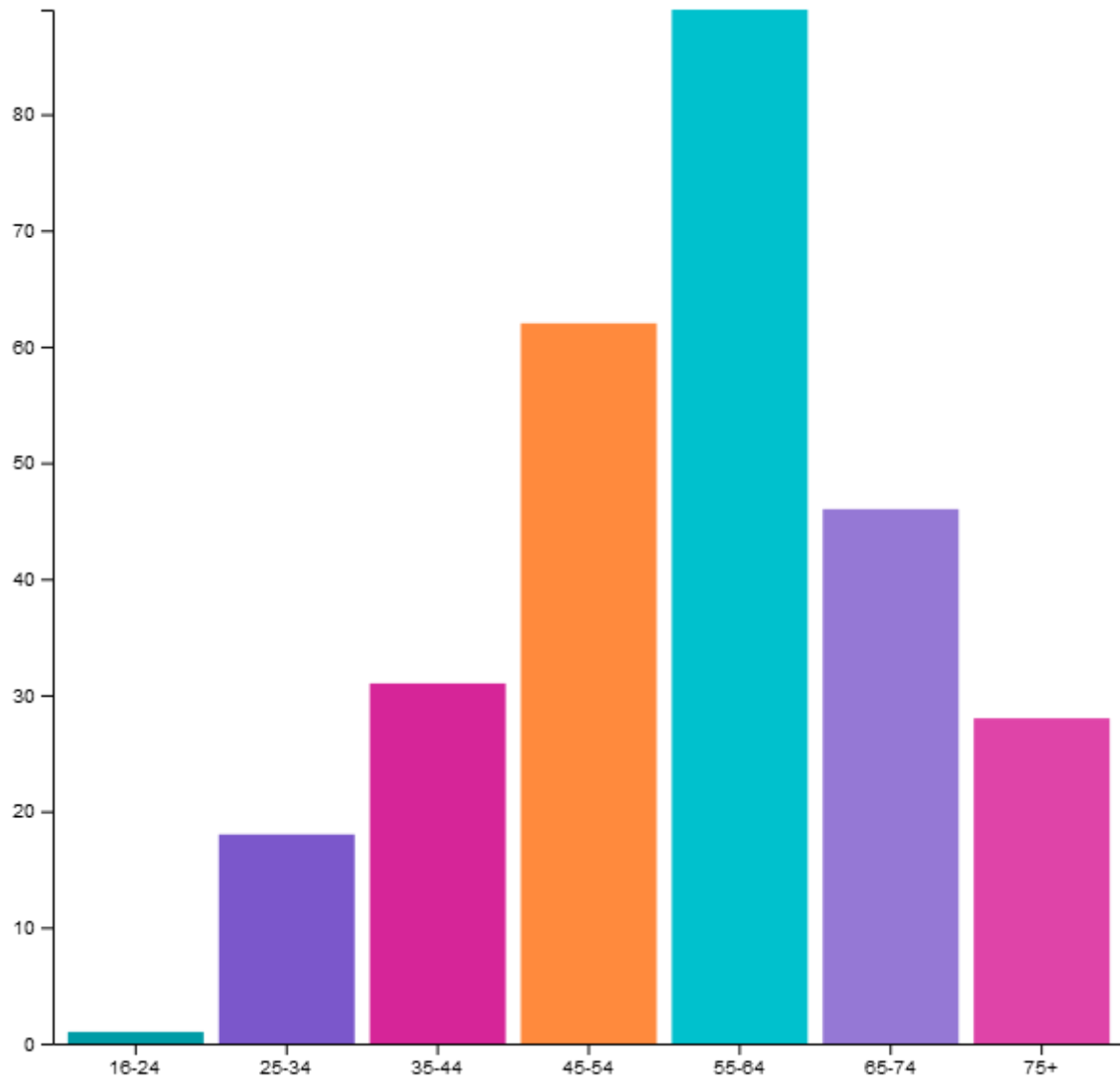
Which town do you live in? Select only one.

There are 275 responses to this question.



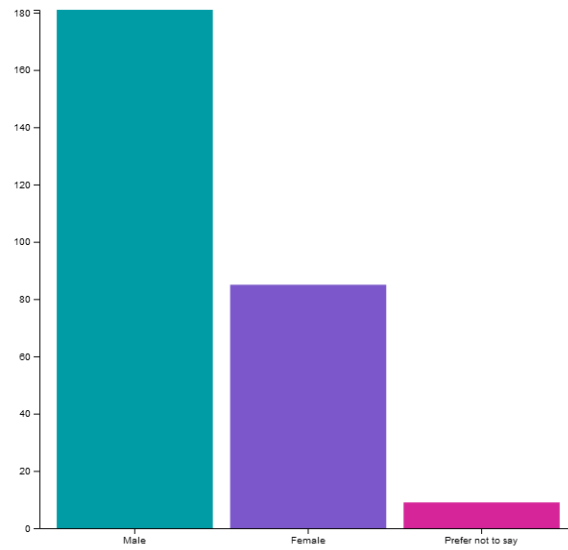
Option	Total	Percent
Torquay	141	51.27%
Paignton	85	30.91%
Brixham	32	11.64%
Responding as a business	3	1.09%
Other	14	5.09%

Which of the following age groups apply to you? Select only one.
 There are 275 responses to this question.



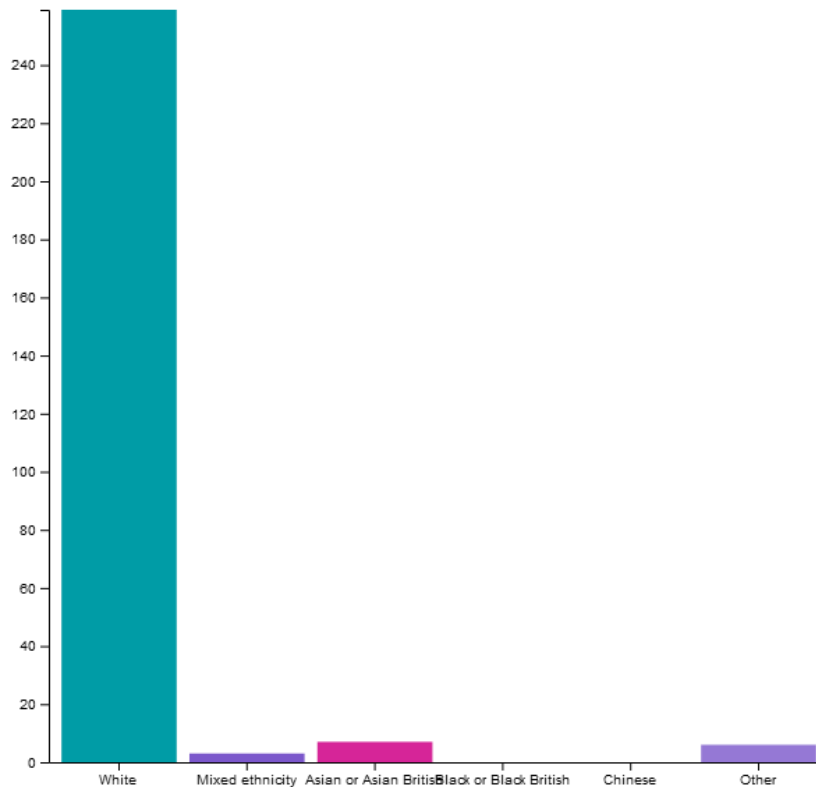
Option	Total	Percent
16-24	1	0.36%
25-34	18	6.55%
35-44	31	11.27%
45-54	62	22.55%
55-64	89	32.36%
65-74	46	16.73%
75+	28	10.18%

What is your gender? Select only one.
 There are 275 responses to this question.



Option	Total	Percent
Male	181	65.82%
Female	85	30.91%
Prefer not to say	9	3.27%

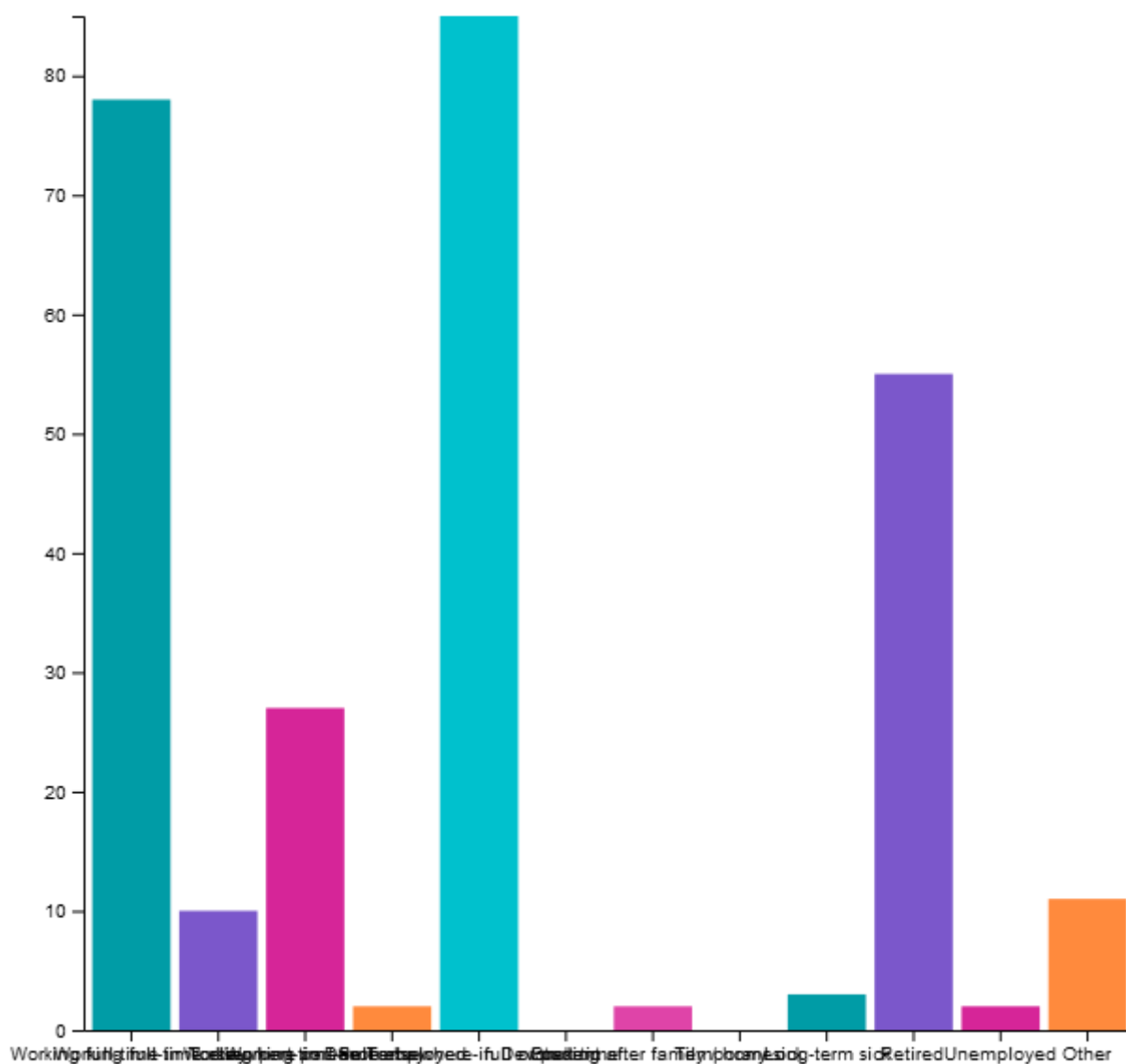
Which of the following best describes your ethnic background? Select only one.
 There are 275 responses to this question.



Option	Total	Percent
White	259	94.18%
Mixed ethnicity	3	1.09%
Asian or Asian British	7	2.55%
Black or Black British	0	0.00%
Chinese	0	0.00%
Other	6	2.18%

Employment status. Select only one.

There are 275 responses to this question.

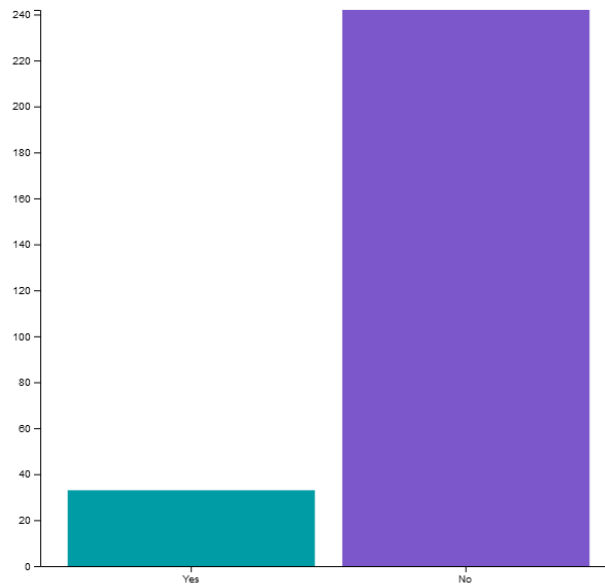


Option	Total	Percent
Working full-time in Torbay	78	28.36%
Working full-time elsewhere in Devon	10	3.64%
Working part-time in Torbay	27	9.82%
Working part-time elsewhere in Devon	2	0.73%

Self-employed - full or part time	85	30.91%
Student	0	0.00%
Looking after family / home	2	0.73%
Temporary sick	0	0.00%
Long-term sick	3	1.09%
Retired	55	20.00%
Unemployed	2	0.73%
Other	11	4.00%

Do you consider yourself disabled in any way?

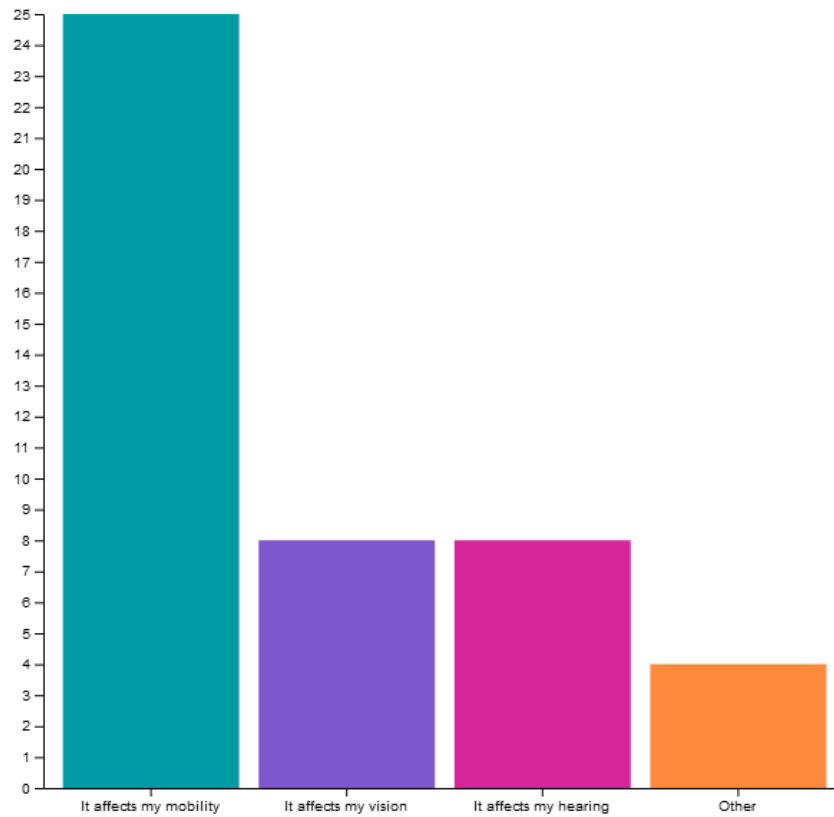
There are 275 responses to this question.



Option	Total	Percent
Yes	33	12.00%
No	242	88.00%

If you answered yes, please tell us how it affects you.

There are 32 responses to this question. Multiple selections were allowed, and there are 45 selections.



Option	Total	Percent
It affects my mobility	25	55.56%
It affects my vision	8	17.78%
It affects my hearing	8	17.78%
Other	4	8.89%