

**Test Valley Borough Council  
Consultation on Hackney Carriage (taxi) Licensing –  
Consultation Questionnaire - results**

**Numbers returned** Hackney Carriage proprietor/driver 12, Private Hire Vehicle driver/operator 11, Parish/Town Council 12, Borough Councillor 6, Other 4.

1. Do you believe there are currently a sufficient number of licensed hackney carriages available in Test Valley?  
Yes 24      No 15      No reply 4
2. Do you believe there are currently a sufficient number of licensed wheelchair accessible hackney carriages available in Test Valley?  
Yes 22      No 15      No reply 6
3. In your experience, what purposes are hackney carriages in Test Valley generally used for?  
Leisure activities/shopping 35      To and from work/school/college 34  
Links to other transport 29      Medical/hospital visits 30  
Other 14      None specified 6
4. Please read the following options and indicate with a tick the one with which you agree most:
  - a) The Borough Council should maintain the current policy of restricting hackney carriage numbers      22
  - b) The Borough Council should issue a set number of licences either immediately or over a period of time      7
  - c) The Borough Council should remove the current restriction and move to a policy of complete de-restriction with no forms of control (other than existing licence conditions/ requirements)      4
  - d) The Borough Council should remove the current restriction and move to a policy of complete de-restriction but with some form of control.

If so, which of the following controls should be in place? (please tick)

Vehicles must be of a certain age - 8

Vehicles must be of a certain colour - 6

Vehicles should be identifiable in some other way - 6 (Please give details)

*All the same colour, all the same taxi sign.*

*TVBC sign (x2).*

*By signage.*

*By clearly displaying if they are available for hire (x2).  
Signage as to whether they are wheelchair accessible.*

Vehicles must be capable of carrying a wheelchair user - 11  
Vehicles should be adapted for use by ambulant disabled e.g. those with limited mobility, sight impairment - 6

(If so, please suggest what adaptations should be in place e.g. hearing loops, colour contrasting hand rails, steps, swivel seat, etc.)

*I feel that a wheelchair accessible vehicle has ample room to assist sight impaired people.*

*Hand rails, Braille identification.*

*Hearing loops (x3).*

*Colour contrasting steps and internal and external door handles.*

*Swivel seat (x3).*

*Easy close door mechanism (x2).*

*Low step entry.*

*Colour contrasting hand rails.*

5. Are there any comments you wish to add regarding your preferred option or any other comments you wish to make?

*Removing the restriction would not provide a better service.*

*Currently there is no unmet demand.*

*The only fair way to go is with a proper survey to prove that no unmet demand exists.*

*This consultation does not address the question of unmet demand.*

*Not enough work in the current economic climate.*

*London style taxi preferred to provide better facilities and contrast against pre-booked variety.*

*Andover has a significant number of wheelchair users who are currently being disadvantaged.*

*TVBC should monitor the population level in and around Romsey and if there is any significant increase consideration should be given to issuing additional licences.*

*[We] believe that the provision of a sufficient number of licensed hackney carriages and wheelchair accessible hackney carriages should be based on market research and matched with supply and demand.*

*There should be some encouragement for wheelchair user/ambulant disabled taxis. Perhaps a grant or interest free loan.*

*The Parish Council would like to see more facilities for the disabled.*

*I would support an option that avoids the cost of a full survey, meets customer needs, enables competitive services, meets government requirements and keeps the existing licensed trade happy in precisely that sequence.*

*Given the pressure on Council resources we should release all controls and this is emphasised by the small number of taxis.*

*I believe we should give everybody an equal opportunity to hold a hackney carriage licence and the market will automatically control the numbers with no need for any interference.*

*I believe the existing system works well.*

*I have seen people waiting for taxis at both the railway station and on the town's taxi ranks in the evening so there must be a shortage.*

*We do need more hackney plates but only a restricted number.*

*Most disabled people find access to wheelchair converted vehicles more difficult than to ordinary saloon cars; only full time wheelchair users need an accessible taxi.*

*Complete and unrestricted licensing of hackney carriages in a small town such as Andover I am sure you will agree is not an option.*

*As Andover town is forever growing the number of hackney plates should be increased over a period of time.*

*If continuing with restriction should increase limit to 100 [vehicles] with if possible some sort of way to ensure an even spread within the Test Valley area.*