



States of Guernsey

Review of Guernsey's Taxi and Private Hire Car Licensing Regime



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The TAS Partnership Limited
Passenger Transport Specialists

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1.1 Introduction

- 1.1.1 States of Guernsey (SoG) has commissioned TAS Partnership Limited to undertake a review of its licensing of Taxi & Private Hire Cars. SoG previously reviewed its taxi and private hire regulatory framework in 2000 and now recognises that the sector has developed and changed in the subsequent 20 years. SoG is aware that customers feel there are insufficient vehicles available during peak travel periods, and taxi operators report difficulties in engaging enough drivers, due to the economically unattractive nature of the Guernsey trade. The COVID-19 pandemic has further impacted on the taxi trade, which may leave permanent legacies which SoG needs to factor into its future approach.

1.2 Objectives

- 1.2.1 The requirements of the review as stated in the brief from SoG are *"to make recommendations on how to reform the current licensing regime that regulates the taxi and private hire car industry in Guernsey (the industry) to improve the availability, reliability, quality and environmental credentials of this important public transport service sector. Consideration will need to be given to the affordability of the service to its clients and means by which the industry can be appropriately regulated without unduly interfering with market development and potential opportunities for growth in this evolving sector."*
- 1.2.2 SoG requires TAS to provide a *"series of specific recommendations for the future regulation or deregulation of taxi and private hire services in Guernsey. This should reflect on the recent significant impacts of COVID-19 and include potential options for reviewing the current number of licensed operators and / or relaxing existing licensing controls to help provide a more modern, efficient and adaptable public transport service that can respond to peak demands and is focused on ease of use for the customer and improved overall levels of customer service. Recommendations should facilitate future-proofing of the taxi and private hire market."*

1.3 Our Approach

- 1.3.1 We have undertaken the review by focusing on a number of distinct topic areas as follows:
- current approach to quantity control;
 - standards for driver entry and behaviour / continuing fitness;
 - standards for vehicles, including minimum size, cleanliness and accessibility;

- means of attracting prospective drivers into the industry;
- potential for drivers in a Guernsey ambassador role;
- gauging public perception of the industry
- assessing taxi availability and ease of booking, especially at the airport and town ranks;
- fare structure for taxis and private hire, tariffs, and annual fare change calculations;
- potential for passenger sharing / DRT;
- local access considerations and prohibited areas;
- Driver & Passenger Safety issues;
- Role of emerging technology;
- Environmental Impact issues; and
- Infrastructure issues around ranks, information and marshalling.

1.3.2 Our approach has included:

- Scrutinising data, policies, processes and plans provided by SoG;
- Capturing and analysing customer feedback from Guernsey residents and visitors via Island Global Research, an independent survey and data capture agency;
- Engaging directly with taxi drivers and operators, including with the Guernsey Taxi Federation;
- Undertaking a survey of Public Service Vehicle drivers;
- Engaging with a range of external stakeholders (see below);
- Researching and capturing data on taxi and private hire operations on Jersey, UK mainland and elsewhere for the purpose of data analysis, comparison and examples of good practice.

1.3.3 TAS would like to acknowledge our gratitude to the following persons who have provided valuable assistance:

- Karl Guille, Director of Traffic and Highway Services, SoG;
- Jonathon Guilbert, Senior Passenger Transport Officer, SoG;
- Hannah Beacom, Island Coachways / Guernsey Tourism Partnership;
- Joe Brown, Assistant States Treasurer, SoG (and some of his colleagues);
- Jerome Davis, Head of Port Operations, Guernsey Ports;

- Leon Gallienne, Chair, Guernsey Taxi Federation (and his committee colleagues);
- Kevin Jackman, CTPlus;
- Steve Langlois, Head of Passenger Operations, Guernsey Ports;
- Kay Leslie, Guernsey Chamber of Commerce;
- Malcolm Mechem, Customer Services Manager, Guernsey Airport;
- David Newman, Confederation of Guernsey Industry;
- Charlie Pattimore, Terminal Duty Officer, Guernsey Airport;
- Simon Rebstein, Island Taxis;
- Alan Sillett, President of Guernsey Hospitality Association;
- Adam Stonebridge, Transport Manager, Education Resources and
- numerous individual licence and permit holders.

2.1 Scale

2.1.1 Current licence / permit issues are as follows:

- Drivers – 381 total, comprising
 - ◆ PSV drivers (Taxi) – 345
 - ◆ PSV drivers (PHV) - 36
- Vehicles – 147 total potentially available, comprising
 - ◆ Taxi Plates (white / green / orange) – 129
 - White 115
 - Green (retirement) 10 [Only 1 currently in issue]
 - Orange (accessible) 4
 - ◆ PHV Plates (blue) – 16
 - ◆ Public Excursion Plates (blue) – 4 (Tuk-Tuks)
- Operators – 91 total, comprising
 - ◆ Taxi - 85
 - ◆ PHV operator licences – 5
 - ◆ PHVs (Public excursions) – 1 (Tuk-Tuks)

2.1.2 The driver licence issues contain a number that are inactive (SoG is not able to identify how many). The accessible plates were created to stimulate a growth in accessible vehicles.

2.1.3 SoG has had new driver applications over that past few years as follows:

- 2019 – 5 taxi
- 2020 – 17 taxi and 1 PHV
- 2021 – 9 taxi.

2.1.4 The main taxi ranks on Guernsey are at

- Weighbridge, St Peter Port (aka The Pollet) and

- The Airport, Forest.

These two ranks have (in principle) a telephone facility to request a taxi if none are waiting.

2.1.5 Other ranks are at

- Church Square, St Peter Port
- The Albany, St Peter Port
- Smith Street, St Peter Port
- The Quay, St Peter Port
- The Harbour, St Peter Port.

The ranks are served by taxis only and PHVs have to receive all bookings 24 hours in advance (though this is not policed in any way).

2.1.6 Maximum taxi fares are currently set by SoG as indicated in the table below.

Table 1: SoG Maximum Taxi Tariffs

	1-4 Passengers	5-7 Passengers	8 Passengers
Normal Tariff - Monday – Friday 7am - 10 pm & Weekends 7am to 7pm			
Initial Charge	£4.50 - 1075.55 yds	£6.00 - 1075.55 yds	£7.50 - 1075.55 yds
Additional Distance	20p - 155.09 yds	20p - 116.32 yds	20p - 66.47 yds
Waiting Time	20p - 27.2 secs	20p - 27.2 secs	20p - 27.2 secs
Nights & Public Holidays - Monday – Friday 10pm to 7am & Weekends 7pm to 7am			
Initial Charge	£6.30 - 1075.55 yds	£8.40 - 1075.55 yds	£10.50 - 1075.55 yds
Additional Distance	20p - 110.78 yds	20p - 83.08 yds	20p - 66.47 yds
Waiting Time	20p - 19.04 secs	20p - 19.4 secs	20p - 19.4 secs

3.1 Legislative Framework

3.1.1 The legal framework for the licensing of passenger transport services on Guernsey for hire or reward is mainly contained in this legislation:

- The Public Transport (Guernsey) Law 1984;
- The Public Transport Ordinance (1986), as amended; and
- The Road Traffic (Permits to Drive Public Service Vehicles) Ordinance (1986) as amended.

3.1.2 S2 of the 1984 Law sets out the general duty if the Issuing Authority:

"... to be responsible for ensuring that, so far as is reasonably practical, there are at all times available in this island, sufficient, efficient and safe systems of public transport to meet the requirements for the time being of the public."

3.1.3 The *Passenger Transport Governing Policy* (2016) outlines how the legislation is to be applied by SoG: *"In discharging this duty it is clearly apparent that the Issuing Authority must, in considering applications made under the legislation, give due consideration to the three listed factors namely efficient, sufficient and safe systems."*

3.1.4 SoG's licensing system (via the Committee for the Environment & Infrastructure [the Issuing Authority]) of Taxis and Private Hire cars and their drivers is therefore designed to impose professional standards to safeguard the travelling public and to regulate the taxi market. This is implemented by SoG's Driver and Vehicle Licensing department (DVL).

3.1.5 States of Guernsey uses the following terminology in its legal definitions:

- All vehicles used to carry passengers for hire or reward = Public Service Vehicle (PSV);
- A service carrying passengers for hire or reward in a motor vehicle = Road Service;
- Both vehicle and service need a Licence;
- Drivers require a Permit (in addition to their driving licence).

3.1.6 The following Categories of PSV Licences are in use:

a) Public Service Omnibus

b) Taxi

c) Private Hire Omnibus

d) Private hire motor car

Only b) and d) are within the scope of the current review.

3.1.7 Categories of Road Service Licence in use include:

a) Public omnibus service [vehicle designed to carry 9 or more passengers]

b) Public excursion service

c) Private hire omnibus service [Motor vehicle designed to carry 7 or more passengers]

d) **Private hire motor car service** [motor vehicle designed to carry not more than 8 passengers]

e) **Taxi service** [vehicle designed to carry not more than 8 passengers at a fare calculated by a taximeter in the vehicle]

Of these, b), d) and e) are within the scope of the review.

There is potential for a Public Ring & Ride service and a Taxi-bus service to be licensed but these categories are not currently in use.

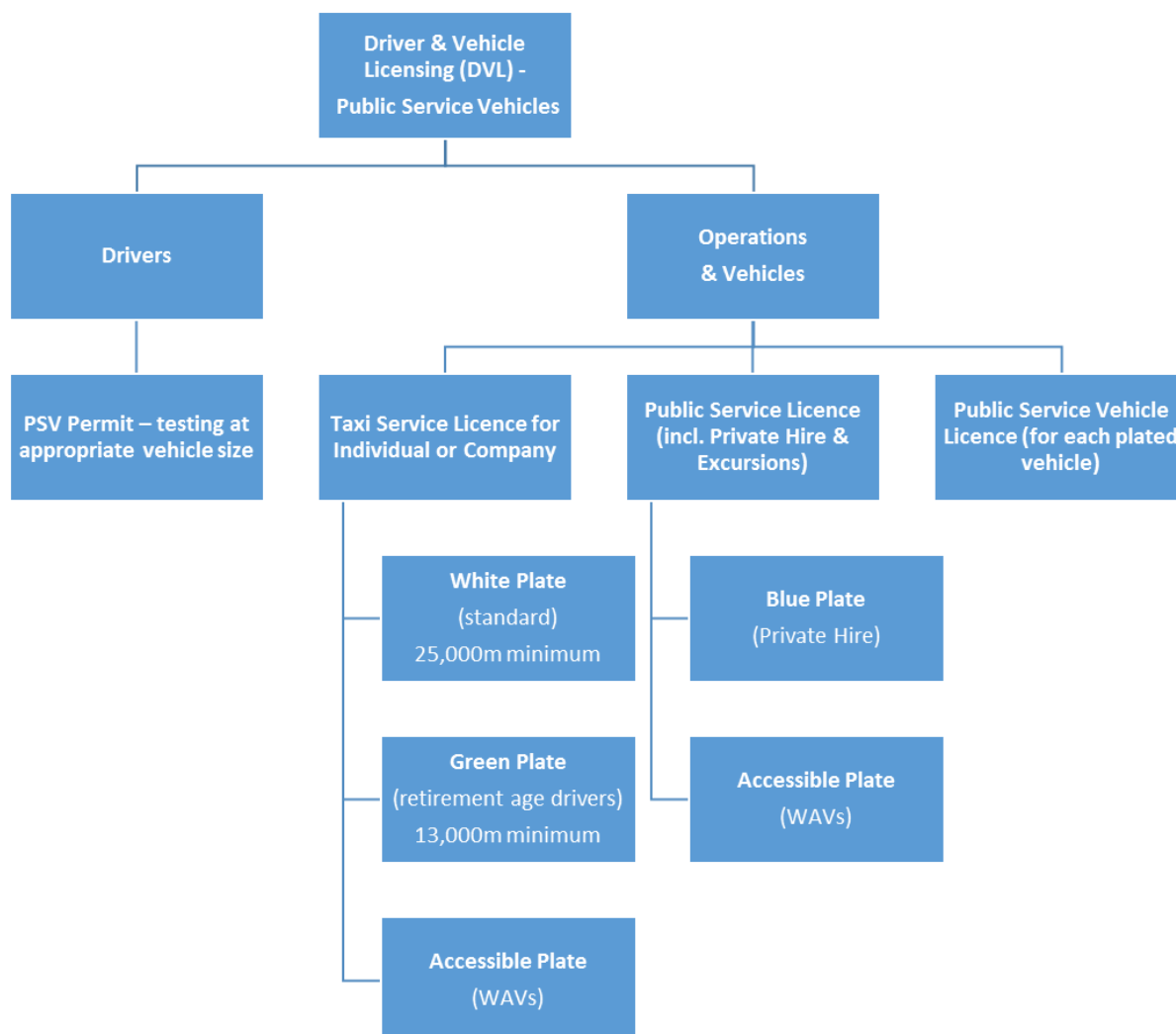
3.1.8 All drivers must hold a PSV permit relevant to the category of vehicle being driven, and both operators (individuals and companies) and vehicles require appropriate licences before hire or reward operations are permitted.

3.1.9 In defining permitted carriage numbers, the following apply:

- Child under 5 = 0
- Three children 5-14 = 2

3.1.10 Figure A below illustrates the licensing process that applies to drivers, vehicles and operators.

Figure A: SoG Licensing Framework for Taxi & Private Hire Operations



Quantity Control

- 3.1.11 SoG's *Passenger Transport Governing Policy* (2016) outlines its policy on quantity control, being "of the view that it is necessary to regulate the number of licences held by an individual / company in order to ensure effective competition and innovation whilst securing the economic viability and hence the reliability, sustainability and availability of essential services. This approach supports the fundamental requirement to ensure the provision of safe, efficient and sufficient public transport services. The Issuing Authority will, therefore, limit the number of licences held by an individual/company as follows:

- *Taxis - 25 taxi service licences per company issued in this category (no more than 50 taxi service licences to be held by all taxi companies, remainder to be held by owner operators);*
- *Private Hire motor vehicles – no specified limit."*

- 3.1.12 There is currently an issue limit of 115 white taxi vehicle plates with, in principle, a requirement to undertake 25,000 annual work mileage. In addition, there are 10 green plates for retirement age drivers who, in principle, are required to undertake 13,000 annual work mileage. There are also 4 taxi plates issued with a requirement that a wheelchair accessible vehicle (WAV) will be operated.
- 3.1.13 PHV operations are only licensed if a business case is provided demonstrating evidence or a need for the particular service proposed and that this cannot be met by taxis.
- 3.1.14 Apart from its role in ensuring the provision of 'safe' services by regulating safety and quality standards, SoG needs to be consider its role in ensuring 'efficiency' and 'sufficiency'. This raises a key question for SoG as to whether or not there is a need to constrain the free market by restricting entry into the taxi market. In many advanced economies the tradition has been to maintain an approach developed at a time when the majority of taxi work was undertaken for passengers who turned up at the ranks, and constraining taxi numbers to avoid overflow parking problems at the ranks. A further view was that in order to stimulate high standards it was necessary to ensure that taxi drivers (primarily self-employed owner-drivers) were able to make reasonable living i.e. that 'excess' supply might have the effect of stimulating drivers to adopt cost-cutting shortcuts on safety critical issues such as vehicle maintenance. Consequently a fixed number of licences are created and any new entrant has to join a waiting list and wait for an existing driver to retire and give up their licence. This is in effect the model that Guernsey has adopted, with the added complication that plate holders have been allowed to trade their plates i.e. the monopoly value that SoG has created by restricting plate numbers has been passed to the plateholders.
- 3.1.15 Elsewhere, this model of licence has come under serious question as to whether it disadvantages consumers by preventing competition. Even though the tariff is set by the regulator, there is always the potential for an operator to offer a price at a rate below the set tariff. Moreover there is, in principle, unlimited potential to compete on service quality. In practice, taxis operating from taxi stands work on the 'cab rank' principle i.e. the passenger gets in the first vehicle in the queue, so effective competition at ranks is nullified.
- 3.1.16 However, the introduction of mobile phones, web booking and, most recently, taxi Apps has meant that a declining proportion of taxi work is undertaken from ranks and in turn this creates lots of potential for real competition on the basis of both price and service. Consequently, the majority of economic

market regulators now advise strongly against taxi quantity control. An example of this was the advice from JCRA (the Jersey Competition & Regulatory Authority) in 2010 when they produced a report on the taxi market for States of Jersey's Transport & Technical Services. JCRA recommended *"the removal of quantitative restrictions, and a new stipulation that any qualitative restrictions should be proportionate."* In 2012 when consultation on reform was opened by Jersey, this review was reiterated by the newly created CICRA (the Channel Islands Competition and Regulatory Authorities) which also cited in support the *"substantial study conducted by the Organisation for Economic Cooperation and Development (OECD)"*¹ as well as the developing views of the UK Law Commission. CICRA rejected the suggestion that protection of taxi driver' incomes should be an object for the regulator, stating that *"Explicit (or even implicit) regard to protecting incomes as suggested lowers the competitive pressure which will result in a worse service for consumers and increase the need for regulation."*

- 3.1.17 CICRA also referred to the difficulty for a regulatory authority that chooses to set limits, of deciding rationally and objectively what these limits should be. To do so, for example by reference to taxi drivers' incomes, would require both a normative judgement as to what a taxi driver should be earning, but also some regular, substantial and intrusive research into actual earnings on a per working hour basis (to allow for part-time drivers as well as full-time ones). This is a real and immediate issue for DVL in Guernsey – officers were unable to provide a current rationale for the particular limit to taxi licences that they are enforcing.
- 3.1.18 In Great Britain, prior to 1985, local authorities responsible for taxi licensing could and did set quantity limits and it was up to anyone seeking a licence beyond these limits to demonstrate convincingly that there was significant unmet demand for taxis. In practice few managed to do this and plates changed hands for significant amounts of money. The Transport Act 1985 reversed the presumption. Following that Act, local authorities are under a duty to issue licences on request to qualifying applicants, unless they can demonstrate that there is no unmet demand. This generally involves commissioning consultants at some expense to undertake 'unmet demand' studies (usually involving measuring queue lengths at ranks) every 3 years. The result, shown in Table 2 below, is that over 70% of licensing authorities in England Wales (outside London) do not set a limit on taxi numbers. Those that do set a limit are overwhelmingly metropolitan or urban authorities – an interesting contrast to London which has never set a limit on numbers, relying instead on 'The Knowledge' (a test of applicant's awareness of local London geographies) to constrain market growth.

¹ "It is increasingly widely accepted that restricting taxi numbers constitutes an unjustifiable restriction on competition and reduces economic welfare" OECD (2007) *Taxi Services: Competition and Regulation*

Table 2: England & Wales, Taxi Quantity Control (2021/2022)²

Limit on licensed taxi numbers?	No.	%
No	216	71%
In some zones	8	3%
For some vehicle types	2	1%
Yes	74	24%
No answer	3	1%
Total	303	100%

- 3.1.19 Reinforcing this, the latest guidance from DfT in the UK states that *“an unduly stringent regime may restrict the supply of taxi and private hire vehicle services by putting up the cost of operation, or otherwise restricting entry to the trade. Licensing authorities should recognise that too restrictive an approach can be counter-productive, restricting the licensed trade to such an extent that the public resort to the use of unlicensed, unvetted and uninsured drivers and vehicles...”*
- 3.1.20 *“Most local licensing authorities do not impose quantity restrictions; the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reviewed. The matter should be approached in terms of the interests of the travelling public:*
- *What benefits or disadvantages arise for them as a result of the continuation of controls?*
 - *What benefits or disadvantages would result for the public if the controls were removed?*
 - *Is there evidence that removal of the controls would result in a deterioration in the amount or quality of taxi service provision?*
 - *Are there alternative ways in which the issue could be addressed?”³*
- 3.1.21 In our view it is increasingly difficult to argue in favour of quantity control if one is focusing on the needs of consumers. Where we disagree with CICRA’s view is the suggestion that quantity control can be removed in one single moment without detriment. The chaotic experience in Ireland demonstrates clearly that a ‘big bang’ model can lead to some damaging short-term consequences. A staged approach to eliminating quantity limits is to be preferred.

² Source: DfT Taxi Statistics, Table 0108, Licensing Policies, Ls, 2021-22

³ <https://www.gov.uk/government/consultations/taxi-and-private-hire-vehicle-best-practice-guidance>

3.2 Licensing Process & Quality Standards – Drivers & Operators

- 3.2.1 Drivers of taxi and private hire vehicles on Guernsey are required to hold a PSV Permit (issued by DVL following a driving test and background checks) as well as holding a standard driving licence valid for the class of vehicle being driven. The approach is common to all PSV applicants in terms of the vetting and driving test, although taxi drivers are required to pass an additional knowledge test.
- 3.2.2 The PSV Permit allows individuals to *drive* Taxis and Private Hire cars. However, further levels of regulation must be complied with, with regard to:
- Taxi operator standards (Taxi Service Licence – specific to either a company or an individual), or
 - Private Hire Car standards (Road Service Licence), as well as
 - Public Service Vehicle Licence (vehicle standards are considered separately in Appendix B: Standards for Vehicles, including WAVs).
- 3.2.3 The full analysis of the licensing process & quality standards that apply to drivers & operators is provided in Appendix A: Standards for Taxi Drivers & Operators. The following is a summary of the key findings and conclusions. Reference is also made to practices in England where District and Unitary authorities (apart from London, where the responsibility lies with Transport for London) have responsibility for licensing of the taxi trade.

Application Process for Taxi / Private Hire Car Drivers in Guernsey

- 3.2.4 There are a number of stages through which prospective drivers' applications are processed to obtain the PSV Permit, and these compare closely with standard UK practice. The objective of the process is to ensure that applicants are deemed to be a "*fit and proper person to hold a permit*".⁴ The process must be completed within a 12-month period.
- 3.2.5 In general, Guernsey's approach to taxi driver licensing is similar to that used in Jersey and many GB local authorities, and is – in theory – as robust, with the exception of the more recent emphasis on safeguarding and disability awareness training in the UK, which is not factored into Guernsey's system. The issue of the potential role of training for taxi drivers in Guernsey is discussed below, and lack of any kind of training specification or recommendation is the main discrepancy between the practices of the better UK licensing authorities, where (for example) disability awareness and customer care (in addition to safeguarding) training are conditional to licences being granted.

⁴ The Road Traffic (Permits to Drive Public Service Vehicles) Ordinance 1986, SoG legislation.

- 3.2.6 In Guernsey, applicants must hold a Guernsey driving licence which is only available to Guernsey residents – this differs from DfT best practice guidance, where authorities can opt to accept non-UK driving licences (usually for 12 months), separate from any requirements around residency. The current Guernsey policy would impact upon the ability of non-residents to work as taxi drivers, and debar any temporary employment in this capacity. The policy seems counterproductive in a sector where new drivers are scarce and could be sourced from elsewhere.
- 3.2.7 Other issues around driver licensing where UK practice is at variance with SoG are as follows:
- many UK authorities undertake a check of immigration status. SoG effectively establishes immigration status through the decision to require a standard Guernsey driving licence;
 - many UK authorities require applicants to pass a basic English test – this is not required in Guernsey;
 - Guernsey makes no stipulation that a basic driving licence has to be held for a minimum length of time, which – in some cases – could mean granting a permit to an inexperienced / newly qualified driver;
 - The need for two character references, although still required by a small number of UK authorities, is of questionable value due to the reluctance of many to give a bad reference.
- 3.2.8 Through its application process and DBS checks, DVL makes decisions around suitability and meeting the fit and proper criteria. Inevitably, the more difficult applicants are those around “borderline” cases, especially regarding what is deemed an acceptable time lapse following a historic conviction, or questions around health. A comparison with latest DfT guidance shows some inconsistencies and omissions from SoG’s policy. Additionally there needs to be separation of ‘contentious’ licensing decisions from management of the day to day licensing process.
- 3.2.9 A number of inconsistencies and ambiguities have been identified between SoG’s policy documents, application and guidance materials. For example, it is not clear from SoG materials which ID card is the current format (two versions exist).

3.3 Operator Licences

- 3.3.1 A taxi service licence must be held by any taxi operator in Guernsey, and is issued in two versions: for individuals and for companies, for which a separate application form is used. A number of areas of the form (and thus the data captured by SoG) can be improved, especially regarding the variance between levels of detail that individuals and operators are required to submit.

3.4 Public Service Licence Applications

- 3.4.1 This is SoG's PSV operator's licence and captures a much greater level of detail than the Taxi Service Licence. As this is the process through which SoG regulates its bus and coach operators, the level of detail required in the form is understandable. However, for a Private Hire car operation it seems excessive, and the taxi operators (who can also operate as Private Hire) have a much less stringent application process. It is recommended that a separate licence application is introduced more akin to the Taxi Service Licence for Private Hire operators and for operators of excursions services that are limited to small vehicles.

3.5 Application Forms

- 3.5.1 The SoG licensing system is somewhat complex compared to other authorities and the plethora of application forms can be confusing, especially as the forms are not prefixed by a code or reference number. The application forms are available to download from SoG's website but there are inconsistencies between the document titles on the download link, the actual heading at the top of the first page of the document itself, and the PDF file title. A more simplified approach would be for a single form with separate sections to cover each of the key areas (applicants omitting those not relevant), though this might be more difficult internally were different departments to be involved. A move to electronic licensing would, of course, overcome that problem.

3.6 Code of Conduct

- 3.6.1 It is accepted that the Code of Conduct is selective, and focuses on key areas where service standards are expected to be maintained, or where lapses are likely to occur. It should, however, be revised to eliminate repetition, improve clarity and cover some key areas that are currently not addressed at all. The code might usefully remind drivers of any consequences in cases of non-compliance or transgression. A points system (similar to that which applies to UK driving licences) would allow for a more nuanced approach where accumulation of penalties is seen to progress towards more serious action.

3.7 Training Issues

- 3.7.1 The major area in which SoG's taxi driver standards are at variance with the majority of UK licencing authorities is the issue of training. Training in this context is generally not related to driving skills (which may be subject to testing as in Guernsey) but to 'softer' areas related to health and safety and customer care. Drivers of accessible vehicles (Accessible Plate) are required to undergo disability awareness training as a condition of licensing. As there are only four accessible vehicle operators on Guernsey, this additional training

would have been provided to a very limited number of drivers. Many passengers with mobility and sensory impairments will use the non-accessible taxis, so there is a valid case for extending this training (on a phased basis) to all drivers.

- 3.7.2 Experience in Guernsey and elsewhere suggests that for any training to be effective, licensing authorities need to be proactive and prescriptive, and cannot rely upon the taxi drivers and companies to initiate or complete training themselves. The two key areas of training that are generally given a high priority are:
- Safeguarding (now almost universal in the UK), in respect of which the DfT states *"all drivers should be required to undertake safeguarding training to understand policies and guidance relating to the protection of children and vulnerable adults to identify and act on signs of exploitation"* – this training should be made mandatory by SoG (see below), and
 - Disability Awareness (usually compulsory for drivers of accessible vehicles – as it is in SoG – but often required for all drivers as part of an inclusive approach to customer care). DfT: *"Drivers should be trained in disability awareness or have their knowledge and skills assessed. Drivers should also be encouraged, through targeted and general communications, to uphold the highest standards of customer service."*
- 3.7.3 Regarding the cost of training, safeguarding and any internal disability awareness training can be gained free of charge, whereas MiDAS / PATS will involve a unit cost. The main training issue is the loss of drivers' earning potential whilst they are undertaking the training, which would be seen as a further addition to the cost of becoming and remaining a taxi driver – adding to this burden will not be appreciated at the current moment. It would in principle be feasible to collaborate with the Taxi Federation on training provision.

3.8 Ambassador Role for Drivers

- 3.8.1 It is desirable for drivers to act as ambassadors for the island, especially where they may form the first point of contact for visitors and tourists. Whether individual drivers possess the natural inclination or desire to adopt this role will vary across the taxi fleet, despite it being in the interests of their own businesses as well as Guernsey in general. From SoG's point of view, it cannot be taken for granted that passengers will receive a helpful and positive view of the island despite expectations implicit in licence conditions and the code of conduct. An initial step would be to make clear during the driver licensing process what the benefits would be of ambassadorial effort.
- 3.8.2 Some authorities elsewhere have instigated a specific expectation that drivers should play an ambassadorial role and have provided specific training to achieve this:

- **Bradford** (2014) – Local news item: *"Taxi drivers will be trained to sing the city's praises when tourists or business visitors get in the back of their cabs. The course will teach them a bit more about Bradford's history and its attractions so they are ready to tell their customers all about what the city has to offer. Drivers who pass a test at the end of the half-day course will be able to wear a special ambassador badge and display a sticker on their vehicle. The pilot scheme, called CAB (City Ambassadors Bradford), is being run and paid for by networking group Bradford Breakthrough."*
<https://www.thetelegraphandargus.co.uk/news/11491808.cabbies-to-be-trained-as-ambassadors-in-new-drive-to-promote-city/>
- **Plymouth (2022)** – The Plymouth Ambassador Course is to be rolled out to all drivers and the training is delivered in two parts. Part 1 covers customer service / Covid-19 and Part 2 covers tourism. Each session lasts about 2 hours.
<https://www.plymouth.gov.uk/licensingandpermits/taxilicensing/vrqorequivalentqualificationsafeguardingandplymouthambassadorcourse>
- **Gloucestershire** (2015) – Local news item: *"City cab drivers are the first to become World Host Ambassadors for the city during the Rugby World Cup in September and October. Well-known taxi firm Andycars is the first to receive the accreditation, in a scheme funded by the EU, and sales manager Neil Mackie said his drivers were very impressed by the training they were given. The matches being played at Kingsholm are expected to attract fans from all over the world and a number of businesses in the city have been offered the free training for customer-facing staff. The scheme has been organised by the city council, the GFirst local enterprise partnership, SERCO and Marketing Gloucester. The powers that be want to make sure that tourists and rugby enthusiasts visiting the city get a warm welcome wherever they go and enjoy their stay. The idea was inspired by the World Host Ambassadors scheme which prepared workers in London for the 2012 Olympics."*
<http://www.gloucesterreview.co.uk/article.cfm?id=49&headline=Cab%20drivers%20become%20rugby%20ambassadors§ionIs=news&searchyear=2015>
- **York** (2007) - Local news item: *"Cabbies in York are being signed up to act as 'tourism ambassadors' for the city - with one driver even ready to recite rhyming couplets at the wheel...drivers will be tipped off about upcoming festivals, events - and furnished with a booklet of little-known facts about the city with which to entertain passengers. The scheme, dubbed Culture Cabs, is part of a York Tourism Partnership plan to promote York as a top destination for a cultural break. More than 600 taxi drivers in and around York will be asked to tell visitors all about the city's cultural highlights."*
<https://www.yorkpress.co.uk/news/1204439.york-taxi-drivers-to-be-tourism-ambassadors/>

- 3.8.3 Some authorities and taxi companies have adopted WorldHost, which is a global customer service training standard, offering a range of modules for serving customers, though it is not transport or taxi specific <https://people1st.co.uk/products-solutions/training/worldhost-customer-service/>. It offers two modules for ambassador training:
- WorldHost Business Ambassadors - <https://people1st.co.uk/training-solutions/worldhost-customer-service/worldhost-programmes/worldhost-business-ambassadors/>
 - WorldHost - Events Ambassadors - <https://people1st.co.uk/training-solutions/worldhost-customer-service/worldhost-programmes/worldhost-events-ambassadors/>
- 3.8.4 The forthcoming Island Games could act as a springboard for an initiative such as those described above. Note that the examples are all primarily tourism partnership-based, rather than being driven by the regulatory function.

3.9 Vehicles – Licensing Process & Quality Standards

Vehicle Licensing on Guernsey

- 3.9.1 Taxi and Private Hire vehicles that are approved for use under these licences are given a plate that is colour coded (blue, white, green). The plates are not normally transferable between vehicles. The annual safety testing of all motor vehicles in Guernsey (equivalent to UK MOT) has not yet been introduced by SoG although the basis for this was being passed in 2018, and so at present DVL has no proxy standard of vehicle roadworthiness that can be incorporated into its taxi and private hire vehicle licencing system. Full analysis and comment on SoG's vehicle licensing process and quality standards is provided in Appendix B: Standards for Vehicles, including WAVs.
- 3.9.2 Vehicles to be used with a Taxi Service Licence (white and green plates) do not require an initial inspection unless they are older than 12 months old, and then are inspected by the States Works Department on an annual basis thereafter. The Taxi Service Licence application for an individual requires only details of the make and model of vehicle to be detailed. The equivalent form for a company does not make any reference to vehicles. For Private Hire (blue plated vehicles) SoG initially obtains details of the vehicle(s) to be operated when an Application for a Public Service Licence is submitted.
- 3.9.3 Tuk-Tuk operations are also licensed by SoG, as Private Hire Motor Vehicles and with a Public Excursion Service Licence. SoG imposes a number of special restrictions which reflect the higher safety risk of these vehicle types including:
- Services being limited to a defined area between Albert Pier and popular tourist locations nearby

- Number of passengers is limited to 2
- Carriage of children under 6 years of age is prohibited
- a notice advising passengers to remain seated with seatbelt securely fastened and not to lean out of vehicle
- a daily safety check of the vehicle is undertaken by the driver or the licence holder prior to commencing operations, and
- Pre-departure checks are undertaken by the driver i.e. check seatbelts are fastened, briefing to passengers to remain seated and not lean out of vehicle.

3.9.4 In summary, SoG requires "type approval" of vehicles but does not use a detailed vehicle specification to determine how appropriate vehicles are for taxi or private hire work. Taxi licence applicants provide basic vehicle details, and new vehicles (up to 12 months old) require no initial inspection. Private Hire applicants are required to provide a wealth of detail and are inspected prior to licensing. Both types of vehicle must comply with SoG's requirement for an annual examination once licensed, and this is conducted by SoG's Works Department using the format as above. Additionally, SoG reserves the right to undertake unscheduled spot checks. The 151 licenced vehicles would present an average of three vehicles per week requiring a test if tested annually.

3.9.5 SoG's inspection policy is falls behind that of many UK authorities. A random sample of 12 UK licencing authorities indicates the following:

- 2 authorities (16%) require inspections once per year
- 5 authorities (42%) require inspections twice per year
- 5 authorities (42%) require annual inspections for newer vehicles (typically up to three years old), and thereafter require inspections twice a year for older vehicles.

3.9.6 The inspections generally require the standard of an MOT safety test (but some are more stringent) along with compliance with any specific taxi and private hire requirement that is in place locally. Note that in some cases the local authority's own test station is entitled to undertake MOT tests. Overall, it should be noted that the majority of taxi and Private Hire vehicles in the UK are likely to be subjected to two local authority tests per year. This exceeds the minimum requirement stated in the DfT guidance. Each authority also has the ability to supplement the scheduled inspections with spot checks.

3.9.7 Although SoG's approach to ensuring vehicle safety indicates no obvious weakness, it is clear that its licensing counterparts in the UK very often adopt a more robust approach in

- a) providing a more detailed vehicle specification, and
- b) requiring two tests per year.

In addition, the UK mainland authorities also require a standard MOT test certificate to be provided in addition to the test – this is a legal requirement for all vehicles and forms an additional level of scrutiny, although three tests per year may be excessive and place too much of a demand on the testing resource. Stockport, for example, has adopted powers by which it has become the sole tester of taxis (see <https://www.gov.uk/guidance/mot-testing-guide/c-designated-councils-taxis-and-private-hire-vehicles>).

- 3.9.8 SoG's approach to Tuk-Tuks is broadly in line with that of other UK authorities in that the higher risks and limitations of the vehicle type are reflected in a number of specific operational restrictions being applied.
- 3.9.9 DfT tends to recommend that authorities consider the relative risks and local circumstances, rather than impose a rigid approach. SoG, then, might consider revising its system if there are concerns around safety, security and fair trading that relate to taxi vehicles. In the absence of any known issues in this regard, the current process is quite adequate. When SoG introduces MOT tests for all vehicles it will benefit from each vehicle being double tested. As it stands, PSVs and goods vehicles are currently the only Guernsey vehicles that undergo any formal kind of safety test.

3.10 Wheelchair Accessible Vehicles

- 3.10.1 Taxi licensing authorities have a duty to ensure that they have an appropriate and defensible policy as regards the proportion of their licensed taxi fleets that are WAVs (Wheelchair Accessible Vehicles). It should be noted that many people with sensory and mobility impairments (including some wheelchair users who can transfer to seats) are able to use non-WAV taxis, and some, if not most, prefer standard saloon-type vehicles, particularly where doors open wide, there are usefully positioned handles and there is a relatively high seat to transfer onto and to reduce the bending requirement. Generally, there is no definitive design of WAV that meets the needs of all disabled passengers, and any increase in numbers of WAVs among taxi and private hire fleets does not necessarily provide greater convenience or stimulate a higher level of usage by disabled passengers.
- 3.10.2 Guernsey has four WAVs which represent 2.6% of the total taxi and PHV fleet of 151. This is a particularly low proportion of wheelchair accessible vehicles. The average for the taxi market in England & Wales (excluding London) is 39%, which suggests that SoG's provision is extremely inadequate. This view is reinforced in the light of good practice guidance from DfT, Scottish Government and DiPTAC. A review of UK authorities indicates the various accessibility policies that are in place and the relative portions of taxi and PHV

fleets that are accessible. Although measuring demand for WAVs is recommended by DfT, there is no accepted or effective means of doing this.

3.11 Licensing Costs

- 3.11.1 The cost of becoming a licensed driver and / or operator – both on initial application and recurring charges by the licensing authority – is one component in the economic model of how viable and sustainable the taxi trade might be. Administration, processing and ongoing management of the taxi industry is a cost that is passed on (at least in part) to the taxi operator. SoG, like other authorities, needs to balance the need to cover its internal costs without making the cost of entry unduly expensive and off-putting. A number of drivers have suggested that SoG should reduce the cost of licensing in order to attract new drivers.
- 3.11.2 However, a comparison of fees across 10 comparator authorities indicates that only one other authority that we have identified (Isle of Man) is marginally cheaper than Guernsey. All the remaining comparators charge considerably more than SoG, generally around double the cost. Whilst it is difficult to unpick the relative charging policies of the different authorities, each would aspire to at least cover its admin and management costs. We conclude that on the basis of this random sample Guernsey is a very cost effective place to licence a taxi or private hire vehicle.

3.12 Licensing Policy Comparisons

- 3.12.1 The table below uses 2022 DfT statistics from 303 England and Wales taxi licensing authorities on various policy components, and compares these with current practice of States of Guernsey. On some of the issues (e.g. operator licensing) SoG does not have a policy position because this isn't part of current regulation. On some other issues there is a low level of take up from England and Wales as well.
- 3.12.2 The areas where SoG is at variance with the majority of other authorities (where over 50% are compliant) are as follows:
- Taxi & PHV age and emission standard
 - Requirement for taxi & PHV drivers to sign up to the DBS update service
 - Requirement for taxi & PHV drivers to complete child sexual abuse (CSA) and child sexual exploitation (CSE) training, and county lines training
 - Requirement for taxi & PHV drivers to complete advanced driver training
 - Requirement for PHV drivers to complete topological and navigational training

- Requirement for taxi & PHV drivers to meet a minimum standard of oral and written English
- Taxi & PHV drivers required to provide a 'Certificate of Good Character' (if lived or worked abroad)
- Requirement for disability awareness training
- Requirement for taxis to be wheelchair accessible
- Operators to retain record of booking / pick-up details, etc.
- Policy to refuse to licence an individual on at least one of the DBS barred lists.
-

Table 3: Taxi & PHV Licensing Policy Components in England & Wales

Policy Detail	England & Wales (% adopted / compliant)	Guernsey
Limit on licensed taxi numbers?	24%	Yes
Taxi age and emission standard?	20% age & emission 54% age only 8% emission only	No
PHV age and emission standard?	19% age & emission 55% age only 6% emission only	No
Taxi CCTV fitted?	5% fitted 93% allow	Allowed?
PHV CCTV fitted?	5% fitted 94% allow	Allowed?
Taxi capable of recording audio?	4%	No
PHV capable of recording audio?	4%	No
Are the rear windows of taxis subject to a minimum % light transmission requirement?	28%	No
Are the rear windows of PHVs subject to a minimum % light transmission requirement?	28%	No
Taxi minimum safety standard?	32%	No
PHV minimum safety standard?	32%	No
Taxi daily road worthiness checks?	32%	No
PHV daily road worthiness checks?	31%	No
DBS check for taxi vehicle owners when the owner is not a licensed driver?	45%	No
DBS check for PHV vehicle owners when the owner is not a licensed driver?	46%	No

Policy Detail	England & Wales (% adopted / compliant)	Guernsey
What security checks are undertaken on taxi drivers (DBS)?	96% enhanced DBS + barred list 3% enhanced DBS	Enhanced DBS + barred list
What security checks are undertaken on PHV drivers (DBS)?	97% enhanced DBS + barred list 3% enhanced DBS	Enhanced DBS + barred list
Is there a requirement for taxi drivers to sign up to the DBS update service?	66%	No
Is there a requirement for PHV drivers to sign up to the DBS update service?	67%	No
Is there a requirement for taxi drivers to complete child sexual abuse (CSA) and child sexual exploitation (CSE) training, and county lines training?	58% all 30% CSA & CSE only	No
Is there a requirement for PHV drivers to complete child sexual abuse (CSA) and child sexual exploitation (CSE) training, and county lines training?	59% all 30% CSA & CSE only	No
Is there a requirement for taxi drivers to complete advanced driver training?	53%	No
Is there a requirement for PHV drivers to complete advanced driver training?	53%	No
Is there a requirement for taxi drivers to complete topological and navigational training?	30% both 60% topological only 1% navigational only	Yes
Is there a requirement for PHV drivers to complete topological and navigational training?	24% both 55% topological only 2% navigational only	No
Is there a requirement for taxi drivers to meet a minimum standard of oral and written English?	42% both 16% oral only 10% written only	No
Is there a requirement for PHV drivers to meet a minimum standard of oral and written English?	43% both 17% oral only 10% written only	No
How is medical fitness assessed in taxi driver applications?	40% own GP 18% any medical professional 16% applicant or licensee's own GP or Licensing Authority appointed GP or medical professional 8% licensing authority appointed GP or medical professional	Own GP

Policy Detail	England & Wales (% adopted / compliant)	Guernsey
How is medical fitness assessed in PHV driver applications?	41% own GP 18% any medical professional 17% applicant or licensee's own GP or Licensing Authority appointed GP or medical professional 8% licensing authority appointed GP or medical professional	Own GP
Taxi drivers required to display operator?	18%	No
PHV drivers required to display operator?	37%	No
Taxi drivers required to provide a 'Certificate of Good Character' (overseas criminal check)?	83%	No
PHV drivers required to provide a 'Certificate of Good Character' (overseas criminal check)?	84%	No
Is there a requirement for disability awareness training for taxi drivers?	52%	No
Is there a requirement for disability awareness training for PHV drivers?	50%	No
Is it a requirement for taxis to be wheelchair accessible in all or part of the fleet?	64%	No
Is it a requirement for PHVs to be wheelchair accessible in all or part of the fleet?	4%	No
Is a list of wheelchair accessible taxis maintained?	82%	Yes
Is a list of wheelchair accessible PHVs maintained?	73%	Yes
DBS check required for PHO dispatchers and bookers	36%	No
Policy on employing people with convictions required	37%	No
Operator is required to keep Passenger Name	36%	No
Operator is required to keep Time booking is made	89%	No
Operator is required to keep Date booking is made	89%	No
Operator is required to keep Time of pick-up	97%	No
Operator is required to keep Date of pick-up	95%	No
Operator is required to keep Pick-up point	98%	No
Operator is required to keep Main destination	97%	No
Operator is required to keep Name of driver	89%	No
Operator is required to keep Driver licence number	80%	No
Operator is required to keep Vehicle registration number	91%	No
Operator is required to keep Name of booker	51%	No
Operator is required to keep Name of dispatchers	46%	No

Policy Detail	England & Wales (% adopted / compliant)	Guernsey
Is there a dedicated taxi and PHV licensing policy statement or equivalent document?	89%	Yes
When was the dedicated taxi and PHV licensing policy last updated?	49% 2021 13% 2020 5% 2019 10% 2018 12% earlier than 2018	2021
Is there a taxi and PHV convictions policy?	98%	Yes
When was the convictions policy last updated?	44% 2021 12% 2020 13% 2019 10% 2018 19% earlier than 2018	2021
Does your Authority enter data in the National register of Revocations and Refusals (NR3)?	69%	Not Known
Does your Authority use the NR3 in licensing decisions?	70%	Not Known
Policy to refuse to licence an individual on at least one of the DBS barred lists?	70%	No
Participate in a Multi-agency Safeguarding Hub (MASH)?	44% Yes 39% other arrangement	No
Jointly authorise enforcement officers with at least one other licensing authority?	30%	No
Are the DBS informed when licences are refused and or revoked for risk to vulnerable group reasons?	53%	Not Known
Are the police informed when licences are refused and or revoked for risk to vulnerable group reasons?	70%	Not Known

4.1 Introduction

4.1.1 A requirement in the brief to consult was met in three ways:

- a) A public survey was undertaken focused on taxi users. This achieved a very significant response with nearly 1,800 eligible replies, well distributed from across the island. This provides a reliable basis for SoG to reach conclusions and to take action, taking into account that the age and gender distribution of respondents may not exactly match the profile of current users.
- b) A number of face to face meetings, including a general meeting open to all members of the trade – taxi drivers, plate-holders, companies.
- c) Several telephone or video-call (Teams) interviews of key stakeholders (as listed at 1.3.3 above) and including a number relating to tourism – the interviews have been written up and made available to DVL;
- d) Publicity given to a dedicated web address to receive emails about the study;
- e) A survey of Public Service Vehicle drivers which received 143 responses, only a 35% return rate which was disappointing but which may reflect current activity levels.

4.2 Public Survey

4.2.1 The comprehensive stand-alone report on this, illustrated with graphs, is attached at Appendix D: User Survey. In addition, reflecting the fact that the quality of replies was incredibly high with some well-considered, detailed and illuminating responses to particular questions, we have, unusually, included a verbatim set of free text responses to key questions which allowed for free text entry. These are contained at Appendix E: User Survey – Free Text Responses.

4.2.2 Key messages from the Survey are:

- a) Relatively (compared to UK) high driving licence holding and household car ownership.
- b) Frequency of taxi use declines with age
- c) Significant use in the evenings generally

- d) Very noticeable spike in use on Friday and Saturday evenings (but also Monday); Early morning use; limited use between 07:30 and 12:00
- e) Key reasons for using taxis (NB not the same as frequency) were:
- ◆ Airport (56%) [across all age groups]
 - ◆ Eating out/cinemas/sports (49%)
 - ◆ Late night bars and clubs (48%) [younger people]
 - ◆ Medical and other appointments [important for 75+ group]
- f) Key reasons for not using taxis (infrequent / non-users):
- ◆ Expensive (62%) / (74%)
 - ◆ No need - has access to a car (53%) / (54%)
 - ◆ Not available when needed (47%) / (30%)
- g) To book a taxi:
- ◆ 90% have telephoned
 - ◆ 43% have used a rank (83% Weighbridge / 7% Airport)
 - ◆ Only 5% have phoned a rank
 - ◆ Only 2% have hailed one on the street
- h) Payment:
- ◆ Cash is still the norm (62%)
 - ◆ Contactless (23%)
- Due to some drivers only accepting cash / charging extra for cards.
- i) Accessible taxis (if used):
- ◆ Not enough available (48%)
 - ◆ Difficult to book
 - Sometimes (32%)
 - Often (21%)
 - Always (5%)
 - ◆ Sometimes / always refused an accessible taxi (25%)

- j) Last time used a rank:
- ◆ Had to wait (75%)
 - ◆ Had to wait 20 minutes or more (30%) – Late Saturday (23:00 – 02:00)
- k) Last time called to book a taxi:
- ◆ Succeeded with first call (25%)
 - ◆ Had to make three or more (30%)
 - ◆ Gave up (20%)
- l) When called to book for immediate use:
- ◆ Waited 30 minutes or more (47%)
- m) Outcomes:
- ◆ 242 (14%) had missed attending something due to a taxi failing to turn up (on time)
 - ◆ Most frequently a travel connection (flights) or paid-for entertainment
- n) Prior knowledge of fares is low
- o) Balanced user satisfaction – 63% were not dissatisfied
- ◆ Objectively surprising but may reflect lowered expectations
 - ◆ Main complaints were:
 - Poor availability (especially the airport and before 07:00) [Only 13% gave a positive rating]
 - Immediate booking almost impossible
 - Booking system involving individual drivers who signpost you on [Over half gave a negative rating]
 - Inconsistent pricing
- p) Stated to provide poor value for money (only 10% positive)
- ◆ Caveat – public transport rarely receives good value for money scores
- q) Generally positive customer service
- ◆ Only 12% gave a negative rating
- r) Perceived as safe

- ◆ Only 6% gave a negative rating
- s) Suggested improvements (from menu + free text):
 - ◆ Friendlier and more helpful drivers (67%)
 - ◆ More space for luggage (60%)
 - ◆ Ability to use an App (49%)
- t) Whether would use a taxi App:
 - ◆ Very likely (67%)
 - ◆ Somewhat likely (18%)
- u) Willingness to share taxis
 - ◆ Under 25% absolutely resistant
 - ◆ One third willing without conditions

4.3 Face to Face Meetings

- 4.3.1 The general meeting with the trade took place in February 2022 and was reasonably well attended with over 30 individual attendees for a meeting that lasted over 2 hours with plenty of opportunity for participation. TAS presented and facilitated the meeting using a presentation that is set out in Appendix F: Taxi Trade Consultation Presentation.
- 4.3.2 The notes of the meeting are set out in Appendix G: Notes of Meeting with the Trade. Key points included:
- Acceptance that the current position is unsustainable and requires radical change
 - Need for more central booking and communications process. Preference for a radio link than an App (real person)
 - Time and expense involved in licensing, plus unnecessary knowledge test, act as a barrier to entry
 - Unfair that the bus service receives a public subsidy e.g. to purchase greener, accessible vehicles, but the taxi sector doesn't; both are public transport.
 - Inadequate support from police (problems on Saturday nights, passengers not paying)

- Regulator does not take action against unlicensed operations (Facebook Lifts and hotels running unlicensed PSVs)
- Tariff appears high but reflects real costs on Guernsey
- Current plate structure (white, blue, green) is a mess and unnecessary
- Plate trading is a bad idea but some people now have a considerable investment locked up in a plate system set up by SoG
- A reformed representative structure for the sector is required. Current arrangement is ineffective

4.4 General Consultation Responses

4.4.1 This covers all the emails received at the dedicated email address as well as individual emails received. These are summarised in Appendix H: General Consultation Responses.

4.4.2 Additional points to those covered above include:

Modernisation

- Potential for QR code booking
- Introduction of CCTV in cars
- SoG to acquire fleet of electric taxis and lease these out

Ranks

- Taxi rank and shelter needed at the Harbour
- Reinstate the rank by the Information Centre
- CCTV at all ranks
- Weighbridge rank to be given an early morning (Sat and Sun) cleaning regime
- Get rid of rank phones

Tariff

- Modifications to tariff to incentivise antisocial hours work
- Standardised call-out charge for non-rank bookings
- Fixed rates from the Airport

Licensing

- Remove restrictions on company size. Companies have more incentive to provide service during antisocial hours
- The accessible taxis initiative has not worked – needs widening
- Get rid of plate limits – compensate existing plate owners but open up the market to effective competition
- Remove the barriers to new company entrants who want to introduce Apps and part-time drivers

4.5 Airport and Harbour

4.5.1 The poor experiences at the Airport was probably the most frequently mentioned topic from consultation. Within the 1,779 responses to the public survey, 87% use taxis at some point, and of these:

- 56% used them to and/or from the airport [most common journey purpose cited] [NB not the same as trip purpose frequency]
- 7% used them to and/or from the harbour
- Both destinations increasingly used as people age.

"It's almost impossible to get a taxi at the airport for late flight arrivals. The main providers will not take bookings to meet arrivals. Same at the harbour."
F 65-74

"It is cheaper to rent a car for the day than return fare from airport to SPO" M
55-64

4.5.2 90 respondents stated that they had missed a travel connection due to taxi failing to turn up (on time) – mainly flights

"As a hotelier who needs taxis for guests, they are nearly impossible to book for early morning airport runs. At weekends they need to be booked at least a month in advance for an early flight" F 35-44

"We arrived home at the airport in the early evening and there were no taxis on the rank, and although we rang every taxi service, no taxis were available. Eventually one taxi turned up, took the people in front of us and agreed to come back for us. We were there for over an hour, and there were many other people waiting, including some visitors to the island. They said that they had never been to an airport where there were just no taxis at all. We learned our lesson and now always book one in advance, but this isn't always an option, especially for visitors." F 65-74

"The fares to and from the airport alone are extortionate, so only the wealthiest can afford them. I certainly can't afford them, although I used to way back in the past, so something is wrong." Direct consultee

"Problems at the Airport have been known for a long time – sector can't provide both late cover airport work AND night-time pubs, clubs, etc on Friday / Saturday nights." Island Coachways

4.5.3 Initial comments from the Airport were:

"1. Some nights there only a few taxis around and after they do a run or two they go.

2. Some taxis are pre-booked and if they have to wait until their passenger has been processed by the welcome team, they cannot take any other passengers.

3. Not many taxis when we have delayed flights coming in.

4. Weekdays the last bus is at 2140. We do suggest to passengers to take the bus to town and then catch a taxi from town.

5. Weekends, Fridays and Saturdays the taxis are mostly busy in town.

6. Sundays and Bank holidays are the worst as not many taxis are out working, this is one of the worst times.

7. On many occasions our Information desk staff have to phone around taxis to see if they are available, to come up or return to collect customers.

8. On occasions our airport duty officers have taken passengers to their destinations in their own vehicles. Otherwise these passengers would be stranded at the airport. This has happened twice in the last week.

9. On an evening it is difficult to close the airport when customers are waiting for taxis, so the duty officers wait and assists as far as possible to allow customers to find a way to their destination."

4.5.4 And from an interview with the Taxi Federation:

"18. We discussed the issues at the airport and the harbour. There are problems and it is accepted that the level of service isn't as good as the public could expect, although the extent to which there are gaps and failings has not been objectively measured.

19. To ensure a good level of service at specific locations requires a partnership between the management of the specific facilities to be served and the sector. To be blunt, if there are taxi shortages or other service problems at the airport, this is a reputational issue for the airport and the airlines that serve it. The airport needs to be part of the solution. In order for that to

happen there needs to be an acceptance of joint responsibility and arrangements made for regular meetings between the airport and the taxi sector to agree and manage solutions. Examples of practical issues that would come within such a function include:

- *The positioning and maintenance of webcams or other counting systems providing information about passenger and vehicle queues at the airport rank;*
- *Signage within the airport;*
- *Electronic provision in a suitable format of accurate real-time information about flight arrivals and departures;*
- *Agreement on emergency and incident handling.*

20. It is accepted that for the approach set out above to work, the taxi sector needs to adopt an agreed structure for formal representation and have some means of delivering whatever changes are agreed that relate to taxi service provision."

- 4.5.5 An investigation of the web information about taxis available to users of the airport for flight purposes revealed the following:

AIRPORT WEB INFORMATION

- 4.5.6 Guernsey Airport web pages - /Passenger Information/Taxis

Taxis can be a handy mode of transport for taking you directly to your end destination.

Further information on all types of taxi services serving Guernsey please [click here](#).

This provides a link to the /gov.gg/psv page for Taxis and Private Hire. This is not really a consumer information page, more about the regulatory arrangements. But it does:

- List the ranks (but without a map so this is of limited use)
- Provide the numbers for the taxi rank telephones at
 - ◆ Weighbridge, St Peter Port (714143)
 - ◆ States Airport, Forest (235283)

Although there isn't an explanation of how these phones work.

- Open a link to a Guide to Accessible Taxis which lists four accessible taxi operators with phone numbers and emails (only two, or possibly one of which is currently working)
- Provide a link to Sure's 'Yellow Pages' directory list of taxi operators - this contains 32 distinct entries + the two taxi rank telephones

4.5.7 Guernsey Airport web pages - /Passenger Information/Buses

Compared to taxis, there is a lot more information about buses on that page, including up-to-date fares and how to pay. Puffinpasses are sold at the Airport Information desk.

4.5.8 Guernsey Airport web pages - /Special Assistance

Accessible Taxis

Find out more on the range of Accessible taxi services in Guernsey.

LEARN MORE

This simply loops back to the /Taxis page above

Arrivals

Special Assistance staff will be available on arrival from the aircraft through arrivals and baggage reclaim to the main terminal concourse. Airport staff will provide assistance from arrivals hall to the bus stop, taxi rank, or private vehicle pick up.

Arrivals/Departures

- #### 4.5.9
- This provides flight status information – but taxi drivers report that they cannot rely on it and use Flightradar or similar trackers instead

Nest Webcam

- #### 4.5.10
- There is a link from the Airport page (Webcams) to the Nest Webcams page which includes one showing the taxi rank at the airport:



Aurigny web pages

- 4.5.11 Under 'Destinations – Guernsey' refers to Visit Guernsey and the Airport websites

VISITING GUERNSEY

For more information on planning your trip to Guernsey including where to stay, events, special offers, tour operator information and how to get around the island when there, please visit www.visitguernsey.com and www.airport.gg.

Blue Islands web pages

FOR PASSENGERS FLYING FROM GUERNSEY AIRPORT



CHECK-IN

Check-in opens 1 hour 30 minutes before departure and closes 30 minutes before departure.



BUSES

Guernsey Airport is on several regular bus routes to St Peter Port, including routes 71/93/94/95. A flat fare applies to journeys of any distance on all routes.



PARKING

Guernsey Airport has two car parks, both located close to the terminal building. Parking is free for the first 60 minutes, and convenient drop-off and pick-up zones are situated directly outside the terminal building.



CONTACT AIRPORT

+44 1481 237766

[Full Contact Information](#)

FOR PASSENGERS FLYING TO GUERNSEY AIRPORT



CAR HIRE

Guernsey Airport has two hire car companies with desks in the terminal building; Value Rent-A-Car and Avis.



TAXIS

Guernsey Airport has a regulated, licensed taxi rank based outside the terminal building.

- 4.5.12 There is an example of their thinking about onwards travel with a Fly + Rail ticket from Southampton to London, with the ability to book in advance through their website, but nothing equivalent for Guernsey

Loganair

Getting to and from the Airport

Car Hire

Europcar rental desks are located in the terminal in the main arrivals area. Book online via www.loganair.co.uk/extras/car-hire/

Taxi Services

Taxis are available from the terminal forecourt.

Bus Services

There are frequent bus services from the terminal forecourt to the rest of the Island. The bus has a flat fare of £1

British Airways

- 4.5.13 Could not find any detail about Guernsey Airport in their website.

Visit Guernsey tourist Information – taxi web page:

Guernsey Taxi Services

Guernsey has a regulated, licensed taxi service based at three ranks in central St Peter Port, St Sampson (on The Bridge) and at Guernsey Airport.

It is advisable to book Guernsey taxis whenever possible, especially when you wish to travel early in the morning or during the evening when demand is greatest.

- 4.5.14 There is no mention of the Harbour rank (there in principle) and the St Sampson (Bridge) rank was removed some years ago. However, they do recommend booking ahead. There is a long list of 27 taxi companies + 3 accessible taxis + 2 "Executive Cars" companies, with phone numbers and, in some cases, email.
- 4.5.15 The 'Access in Guernsey' page mentions wheelchair accessible taxis and signposts to the Information Centre or the taxi web page.

HARBOUR WEB INFORMATION

- 4.5.16 There is no obvious reference to taxis on the website.

/Arrivals / Departures provides a schedule with estimated arrival and departure times

- 4.5.17 On the /Special Assistance page there is a link to an AccessAble guide to the St Peter Port Marine Services Centre. Under 'Location, this states:

Location

- There is a bus stop within 150m (164yds) of the venue.

- 4.5.18 A search for taxi + Guernsey on their site gives an error message

Condor Ferries web information


When you arrive in Guernsey, you will come into **St Peter Port**. Whether you're travelling as a foot passenger or in a vehicle, you are just 5 minutes from the town centre, tourist information and bus stops.



- 4.5.19 There is no mention of taxis


- The Taxi Rank is not identified on the Port Information Map
- Taxis are not mentioned in "Getting To & From Guernsey Ferry Terminal"

GETTING TO & FROM GUERNSEY FERRY TERMINAL




BY CAR

From St. Julians Avenue continue straight over roundabout and follow signs to ferry port.



BY BUS

The nearest bus stop is located in the town center, which is a 5 minute walk away. For more information on bus services available in Guernsey please visit www.buses.gg






WALKING DISTANCES

Town Centre	5 mins
Bus Stop	5 mins
Tourist Information	5 mins
Cashpoint	5 mins

Manche-Isles Express web information

- 4.5.20 Information is very limited – there is no information about St Peter Port Harbour arrangements. However, it does offer:

EXTRA SERVICES AVAILABLE

EN BUS STANDARD (43 places)

- Avec déjeuner (hors boissons)
- Tour complet de l'île commenté en français
- Durée de 2h30 (3 arrêts)



- Island Tour with a Francophone commentary [Note that the information on the Guernsey page is actually about Jersey]
- Bicycle hire, including electric bicycles
- Provides a link to the Guernsey Tourist Office [see above]



Tourist office of
Guernsey



- 4.5.21 In summary, the information about taxis provided for travellers is woefully inadequate. This reflects:

- Lack of interest across other travel operators and facilities managers in promoting the taxi option;
- Inadequate representation and pressure from the taxi sector to ensure accurate and appropriate information about taxis is made available;
- A general lack of a taxi promotion strategy.

4.5.22 We held a specific meeting with key officers at Guernsey Ports responsible for the Airport and Harbour to discuss taxis.

Airport

4.5.23 The current taxi provision results in Guernsey and the Airport getting a poor reputation. New visitors expect that there will be taxis waiting at the airport because that is the experience they will have had at other airports and generally in other jurisdictions. Guernsey travellers will note the contrast in service between their experience with taxis in Guernsey and the provision of taxis in the UK and France.

4.5.24 Whilst it is in principle not the Airport's responsibility, the service failures are taking place on their land and associated with the travel experience through the airport. It is therefore perceived as an Airport problem.

4.5.25 It is regularly the case that there are no taxis to meet late flights. For example, last Wednesday from the 17.20 arrival from Gatwick:

- 2 female passengers waited for a taxi but eventually caught a bus at 18.40.
- 3 male passengers finally got a taxi at 19.25.

4.5.26 Airport staff have occasionally taken late night passengers to their destination, or to St Peter Port where they can get a taxi from the Weighbridge. This is particularly the case with older or younger passengers who may be vulnerable.

4.5.27 There had been a Guernsey Covid Travel Tracker problem that had delayed passengers' progress through the terminal and meant that pre-booked taxis/p.h. vehicles had to wait unpaid. However, there is no longer a requirement to use the Travel Tracker.

4.5.28 The provision of taxis has been in decline for a long time (since 2005). There used to be a core of 'old-school' drivers who served the airport, in effect on a two-shift system – mornings / afternoon/evening. They have all gone now. The Airport Information Desk used to know who was working on particular days and times, so it was easy to contact them if there was a gap in provision or a particular issue. This is no longer the case.

4.5.29 If the Information Desk calls for a taxi in the evening, it is common for the driver to refuse to come out. In addition, the Desk has learnt not to say where

the passenger is going to if it isn't to St Peter Port [e.g. the Imperial Hotel at Rocquaine Bay on the west coast] because that would lead to a refusal.

- 4.5.30 We discussed whether a taxi would refuse to come out but a private hire would be offered – with the effect that a much higher fare would apply. Two cases were mentioned where there was apparent overcharging recently – one for a taxi from the Airport to Le Chene Hotel, which would normally be £6 but got charged at £30 – this is a standard private hire charge. The passengers were not warned in advance. Reference was made to Covid cleaning charges. This was taken up officially and resolved. It now appears the case that passengers are warned in advance of private hire fares.
- 4.5.31 The Information Desk has produced a list of taxi drivers/operators with contact numbers and has posted this on the rank shelter. However, it is difficult to keep the list comprehensive and up to date. Some taxi drivers did not want their numbers publicising. There is no information about which drivers will work in the evenings.
- 4.5.32 A problem in the evening is that passengers will start phoning down the list – however, when they are off duty drivers may put their phone onto call forwarding to another taxi driver. The passenger can end up calling several different numbers and end up with the same taxi driver who refuses to come out.
- 4.5.33 Before 2004, there was a system that enabled queue information to be sent out to all taxi mobile phones en bloc in a SMS message. However, this was a) ignored and b) gave no feedback as to whether anyone was responding so it was stopped.
- 4.5.34 There is no regular structured engagement with the sector or with Driver & Vehicle Licensing (DVL). They have met with the Federation two or three times and once with DVL but without any tangible result. A meeting had been planned recently between the Customer Services Manager and the Federation but this didn't happen.
- 4.5.35 The Webcam that points at the rank is not an Airport provision. It was installed by Nest as one of their network of public webcams across the Island provided without charge. It does go wrong on occasions and for obvious reasons fixing it is not a high priority for Nest engineers and it is not the responsibility of the airport to fix it.

NEST NEWS

23rd January 2022 It has been noted that a number of other webcams have stopped today. This is due to the server locking up. We have fixed that fault too.

23rd January 2022 Good news, the Airport Taxi Rank camera is up and running again. The team had been very busy over the past few weeks and had initially thought the camera would require replacing. Today we attended at the airport and were able to make repairs.

19th January 2022 Time for an update on the webcams

The Airport Taxi webcam stopped updating a couple of weeks ago. Initial investigations suggest it is the camera that is at fault. We do need more time though to look at it and be sure before spending on a new webcam.

- 4.5.36 Flight information is an airline / handling agent responsibility and it is true that at times they do not update it in a timely fashion. In practice, taxi drivers utilise FlightRadar and they are right to do so. The Information Desk has MayFly information which provides the planned schedule for the day including the time its due to arrive/ depart, it's destination, the type of aircraft and the number of passengers booked on the flight. This is only received in the morning and a printout is posted on the rank shelter (since 2020).
- 4.5.37 Although MayFly does contain passenger loadings, this is the airlines' information and for it to be made available to taxi operators would require the airlines' approval. This is exactly the sort of issue where the Taxi Federation should be engaging directly with the airlines.
- 4.5.38 Note that passengers may not understand the difference between available taxis and pre-booked taxis. From 08.30 in the morning (Alderney, Southampton arrivals) the far rank can be full (sometimes overflowing) of booked taxis whilst there may be only half a dozen 'on-spec' taxis. It is occasionally like that in the late afternoon / early evenings.
- 4.5.39 Whether there will be a queue for taxis is very difficult to predict. It is certainly common for queues to take 30 to 90 minutes to clear. The Airport did attempt to pre-empt the problem in the case of the evening Gatwick arrival by asking Gatwick ground handlers to get a callout on the aircraft before take-off asking how many passengers wanted taxis. However, even though the Airport then called up taxis to match, on arrival fewer passengers than predicted actually needed taxis and some came out and used the first 'on-spec' taxi when there was one available. This created bad feelings so the initiative was stopped.

- 4.5.40 Tourism is the responsibility of the SoG Committee for Economic Development. In practice, most activity goes through Visit Guernsey. The Airport doesn't have regular engagement with Visit Guernsey but does stock its brochures in a display stand.
- 4.5.41 Taxi sharing used to happen on a regular basis but is less common now. Taxi drivers are less likely to suggest sharing when there is a queue at the rank. The Airport Attendants work on the forecourt and will direct and help passengers as necessary, including asking passengers (and drivers) to share – requires coaxing.
- 4.5.42 Guernsey Ports would be willing to work with the Federation if they got into position where they can actually deliver any agreed services. The perception is that the Federation has no collective budget to pay for system improvements and expect the Airport and DVL to pay for everything.
- a) Complaints about the Webcam are a case in point – if the taxi sector want a better information system, they should pay for it.
 - b) Why can't the Federation organise an updated digital display of taxis that are available for airport pickups in real time? This could be placed in the Airport Terminal window where it would be visible to passengers (and signposted)
 - c) Why can't there be an agreed rota for serving the Airport with a lead driver allocated whom the Information Desk could contact in case of any problems?

Harbour

- 4.5.43 Guernsey Ports is responsible for:
- a) Designating space for any ranks and pre-booked vehicle waiting areas on the Harbour premises
 - b) Specifying and funding any associated infrastructure
- They have not had any feedback on the adequacy or otherwise of the rank only having space for two vehicles.
- 4.5.44 There used to be a telephone at the Ferry Terminal rank that was linked to the phone at the Weighbridge rank so that passengers could call the main rank for a taxi. However, the telephone was removed 4 years ago after an ongoing fault was not fixed. When in operation it was very rarely picked up at the taxi rank and when it was, short fares were generally refused. Provision of an up to date list of Taxi Operators' contact details would be welcome as an alternative to display in the Terminal.

- 4.5.45 There is ad hoc consultation with Driver & Vehicle Licensing, but no consultation processes or arrangements with the Taxi & Private Hire sector.
- 4.5.46 Estimated arrival / departure information is updated frequently on the website by Guernsey VTS.
- 4.5.47 For Herm and Sark there have been problems for pre-booked taxis getting close to the disembarkation point to meet travellers. The top of the pontoon only has drop off and pick up space around the Inter Island Quay with no unattended vehicles allowed as there isn't sufficient space for waiting when busy. Taxis should wait in public parking areas until their fare arrives.
- 4.5.48 On busier cruise ship visits the Albert Pier is closed to parking which enables coaches and taxis ample room to collect fares. Difficulties arise when the pier is not closed; there is no designated area for collecting passengers on the pier. The Cruise Welcome Team will now be managed by a private company and not Visit Guernsey; some industry liaison would be advisable prior to the start of the season.

4.6 Driver Survey

Introduction

- 4.6.1 A decision was made to undertake a survey of Public Service Vehicle drivers, a group which covers drivers of buses and coaches, taxis and private hire vehicles. The need for a survey reflected the lack of information held by Driver & Vehicle Licensing (DVL) about the current activity status of Permit holders and their future intentions i.e. DVL knows who has licences but they do not know whether or how drivers are using these licences. This makes it very difficult for DVL to assess supply capacity within the passenger transport sector and therefore deliver their overarching functional responsibility in respect of ensuring an efficient and effective taxi service is available to the public.
- 4.6.2 The survey was originally designed to be web-based with a weblink emailed to licence holders. It became clear that DVL does not hold up-to-date email addresses for PSV licence holders as this is not required as part of the licensing procedure. This reflects the fact that the overall licensing process is still very much a paper-based function. This has implications for maintaining up-to-date information. Doing this manually is slower and much more labour intensive and prone to error; consequently it is likely to happen less frequently. Regardless of any other recommendations within this review, we suggest that DVL should plan to transfer as many of its functions as possible to an e-licensing platform as soon as possible. Every licensing or commissioning authority we have worked with that has taken this step has seen significantly greater upside than downside – most critically, service quality has improved.

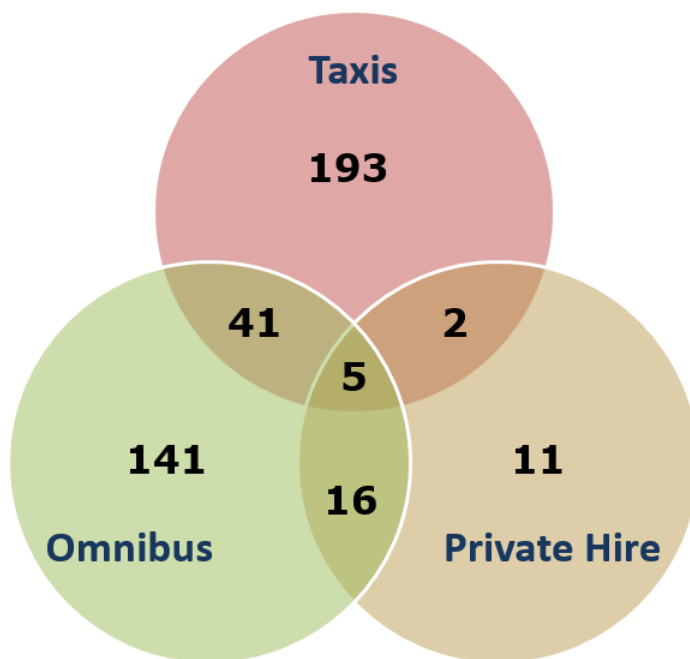
4.6.3 An implication of there not being a requirement to communicate electronically with DVL is that there appear to be a number of drivers who are not computer users. Consequently, we had to replicate the electronic survey, which was set up in SurveyMonkey, with a paper version, both printable via PDF and hard copy. This had implications for survey design. Paper forms were returned to DVL where staff entered the responses into the electronic survey.

4.6.4 An analysis at the end of 2021 from the DVL database showed that there were 409 Permit holders, between them holding 478 authorisations as follows:

- Taxis 241
- Omnibus 203
- Private Hire 34

The distribution of dual Permit holding is shown below. The above figures excluded those whose Permit had been revoked and those whose Permit was overdue for renewal as at 31/12/21.

Figure B: PSV Driving Permits (December 2021)



4.6.5 The driver survey ran from the end of March to the beginning of May 2022. In total there were 143 responses – a 35% response rate. This relatively low return to a survey introduced and distributed by DVL is of concern. It may indicate that only relatively active drivers have responded. Given that the shortage of drivers in both the taxi and the omnibus sectors was one of the reasons for undertaking the survey, the activity rates revealed by the respondents may not be representative of activity rates overall.

4.6.6 The responses are broken down by type(s) of permit held in Figure C and validity of permit in Figure D. Only 104 confirmed currently valid Permits are represented in the responses.

Figure C: Type(s) of Permit Held

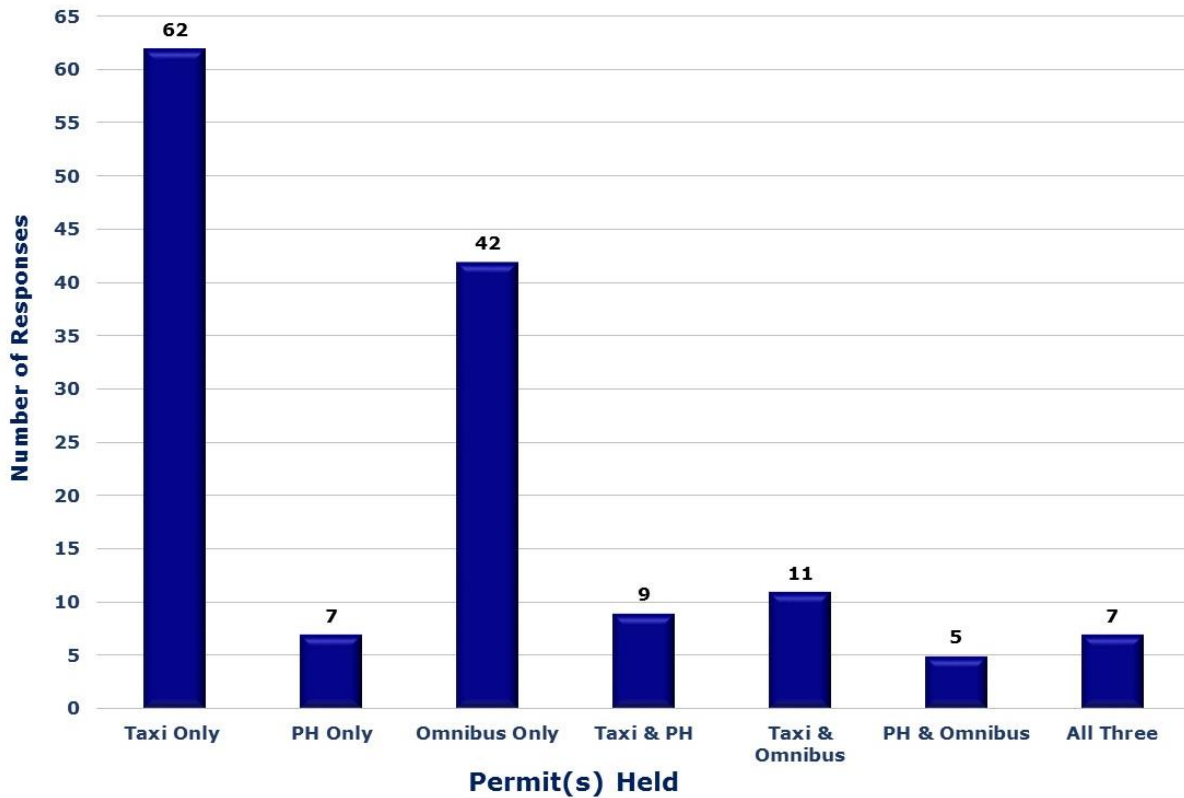
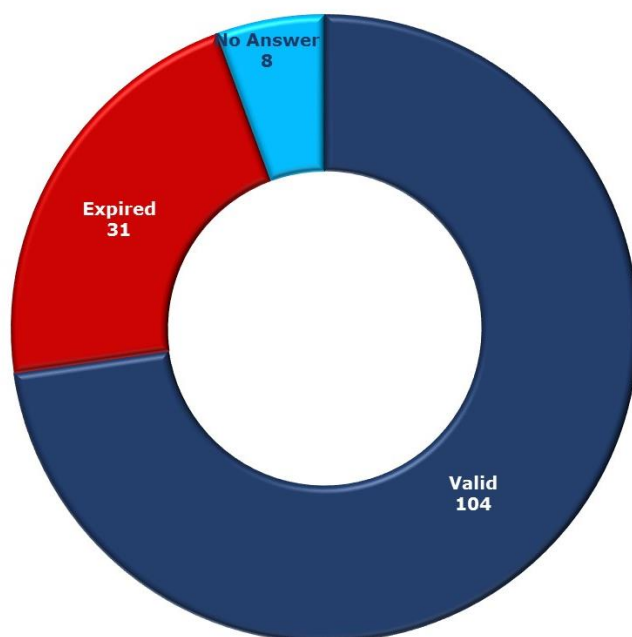


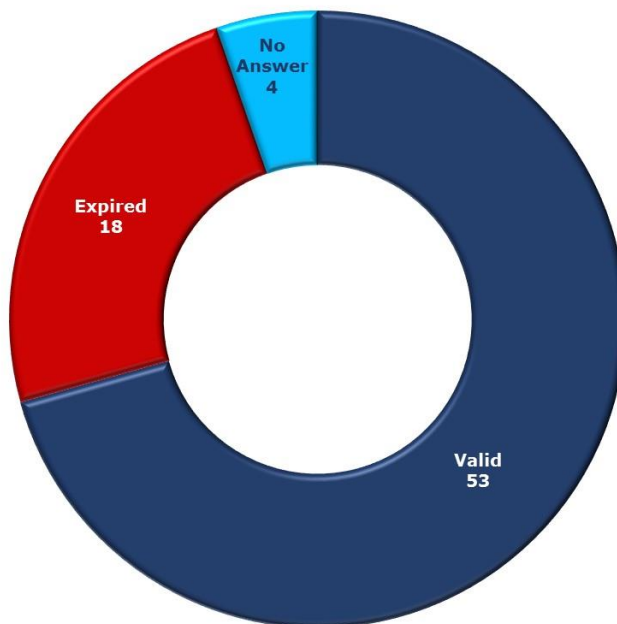
Figure D: Permit Validity



Taxi Permit Holders

- 4.6.7 Whilst 89 respondents stated that they held a taxi permit, this section covers the 75 who provided answers to the taxi questions. Figure E shows the split between Valid and expired permits.

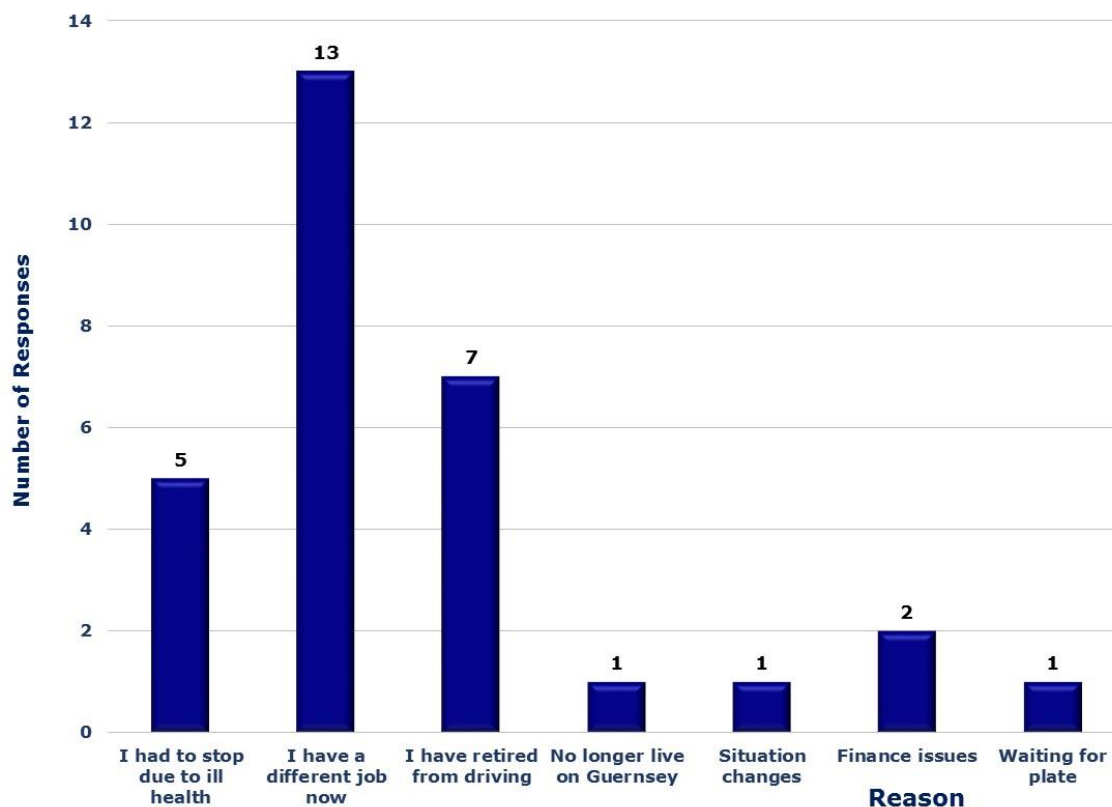
Figure E: Taxi Permit Validity



Not Currently Undertaking Passenger Work

- 4.6.8 30 (40%) out of the 75 respondents stated that they were not currently undertaking passenger work. Figure F shows the breakdown of reasons for this situation, with:
- Have a different job (43%),
 - Have retired (23%), and
 - Had to stop due to ill health (17%)
- the most frequently cited explanation.
- 4.6.9 Only 12 of these 30 stated that they would be willing to return to driving for the Island Games.

Figure F: Reasons for No Longer Driving – Taxi



Currently Undertaking Passenger Work

4.6.10 45 respondents stated that they were currently undertaking passenger work, of which:

- 22 said they drove for a company, plate-holder or radio link, whilst
- 19 drove on their own behalf and do not use a radio link

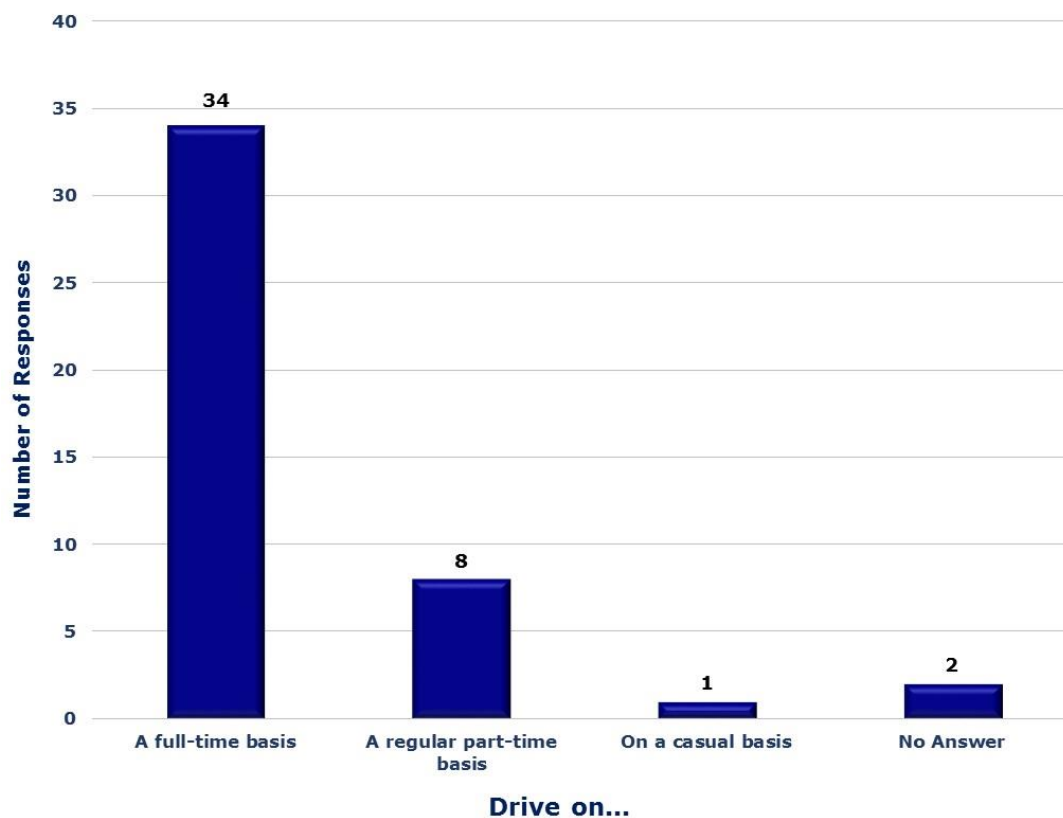
(four responders skipped the question).

4.6.11 From two viewpoints, this is a regrettably high proportion of 'own operation' provision:

- Passengers have to spend more time calling a succession of individual phone numbers to get a taxi;
- It makes the job of sharing demand or coordinating capacity much more difficult.

4.6.12 Figure G illustrates the split between full-time, regular part-time and casual driving. Figure H shows average hours driven per week. 64% stated that they drove longer hours in summer than winter, reflecting the seasonal nature of demand.

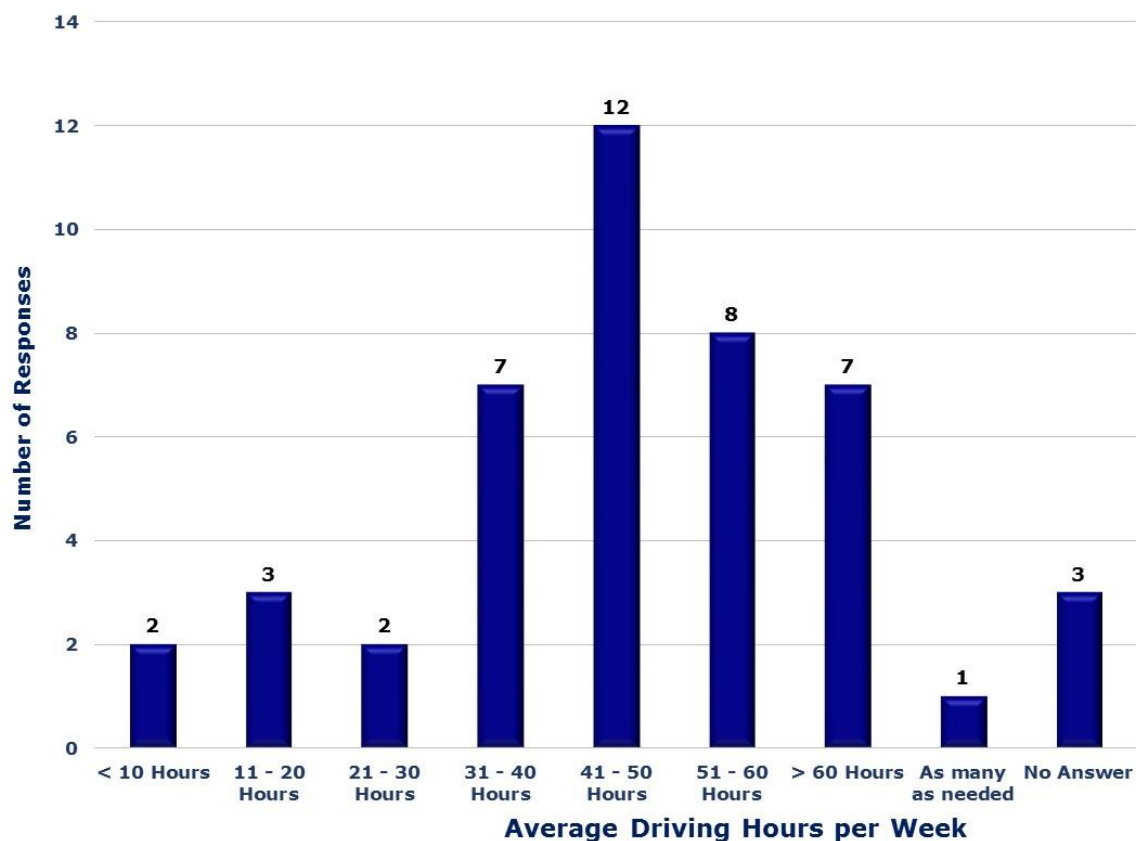
Figure G: Type of Driving – Taxi



4.6.13 The average weekly working hours reported by different employment situations was:

- full-time drivers 53
- part-time drivers 24
- casual drivers 6

Figure H: Average Hours per Week – Taxi



- 4.6.14 Figure I shows the coverage of different timeframes during the day and days of the week by drivers' chosen availability. This shows that the period of availability with the most capacity provided is Monday to Friday daytime. Friday and Saturday late night has the next largest capacity with 26 drivers regularly choosing that slot. This includes 6 out of the 8 regular part-time drivers but not the casual driver.
- 4.6.15 This pattern of driver availability should be considered against the reported pattern of demand from the Public Survey undertaken earlier in 2022. This is shown in Figure J. It can be seen that there is a significant peak in the evening, with the next most frequent slots being late night and early morning. Daytime demand is low, particularly between 07:30 and 12:00.
- 4.6.16 This appears to represent a mismatch between the times of supply and the times of demand, with supply concentrated on weekday daytime provision and demand significantly peaked by time and by day outside this period. Figure K from the public survey confirms this by showing the frequency of reported waiting delays (20 minutes or more) at taxi ranks. It is worth noting that all but 6 of the 34 full-time taxi driver respondents make themselves available weekday daytimes, but only 18 (53%) make choose to work Friday/Saturday late nights.

Figure I: Timeframe Worked – Taxi

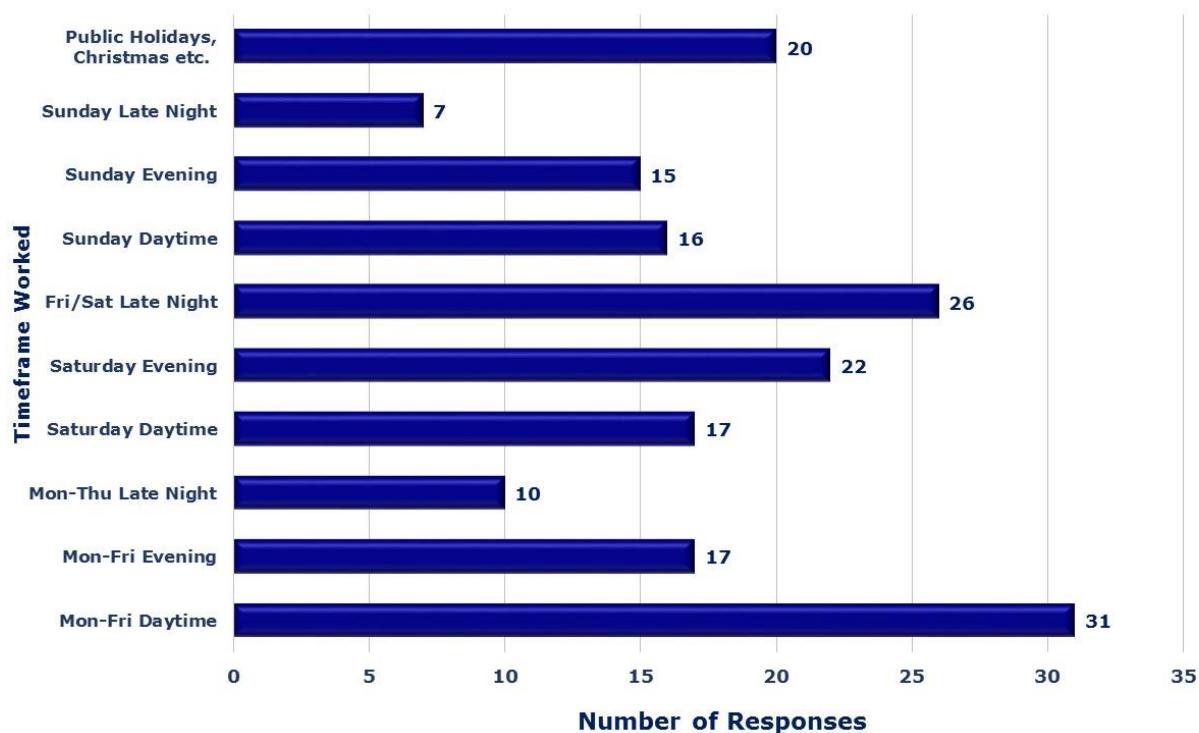


Figure J: Reported pattern of taxi use from Public Survey of Taxi Users

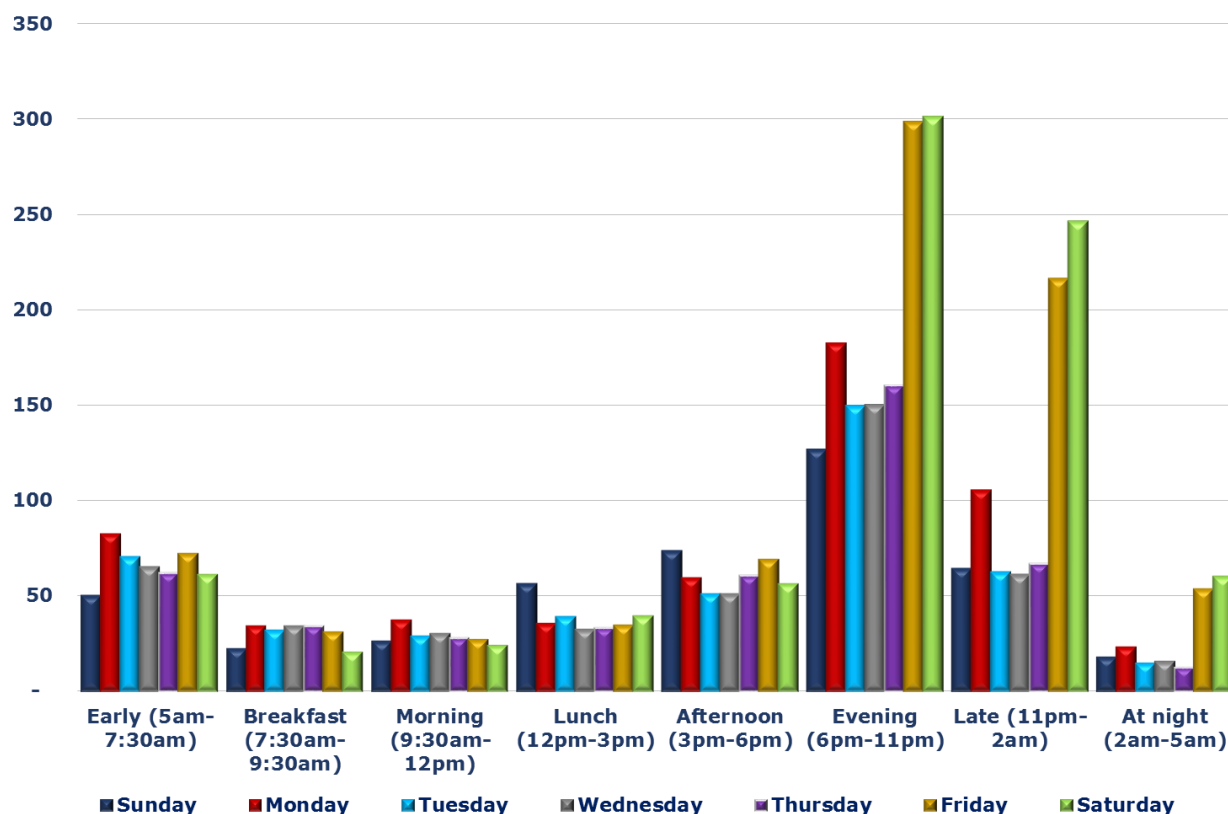
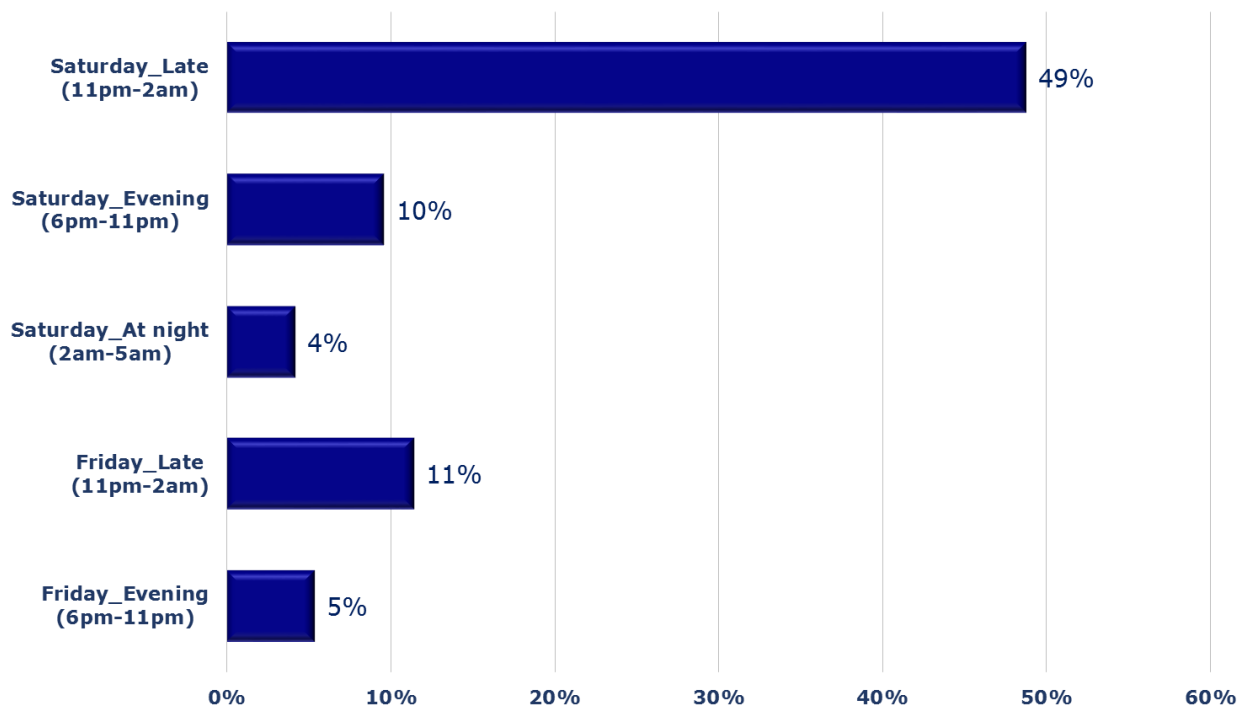


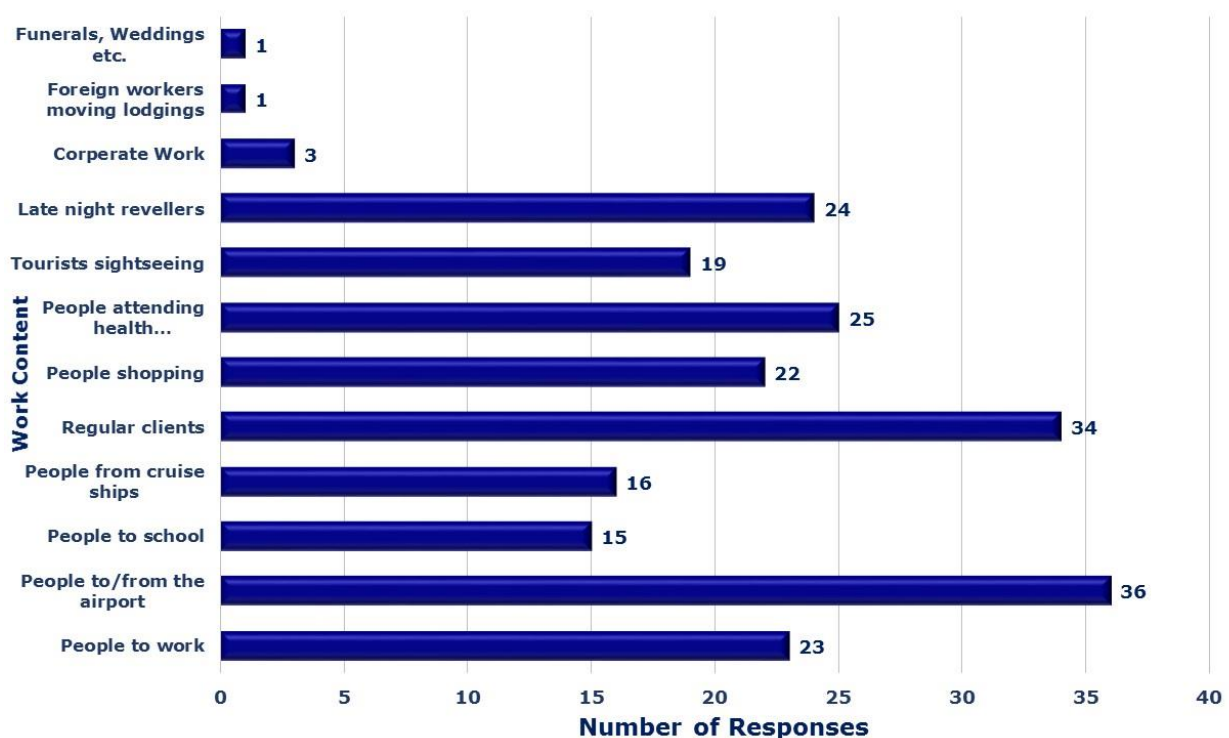
Figure K: Reported times when delays occurred at taxi ranks (from Public Survey)



Proportion of Those Waiting >20min (166) - Time Periods of 4% or More

4.6.17 Figure L shows the types of work drivers undertake. 80% of respondents take people to or from the airport on regular occasions, whilst 75% have regular passengers whom they serve.

Figure L: Work Content – Taxi



- 4.6.18 Whilst all those responders who answered the questions (43) said they would both continue working for the rest of their permit and were planning to renew their permit, Figure M shows that there is more of a split when it came to planning to stop working within the next five years. Table 4 outlines the reasons for those who are considering stopping driving.

Figure M: Planning to Stop Driving in the Next Five Years – Taxi

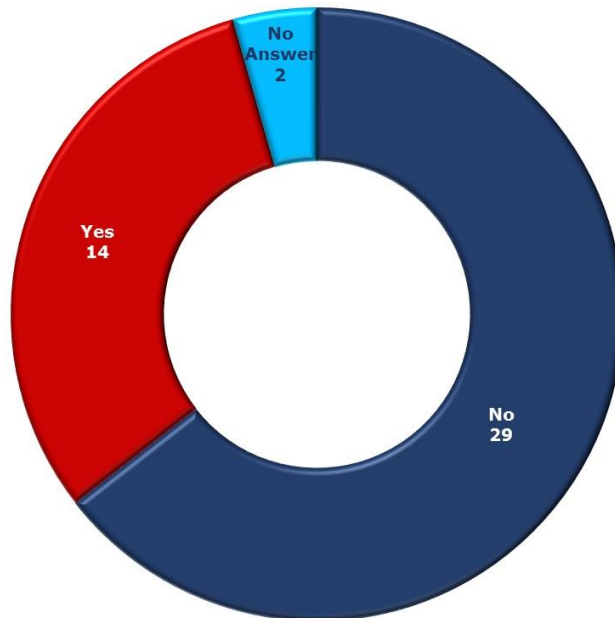
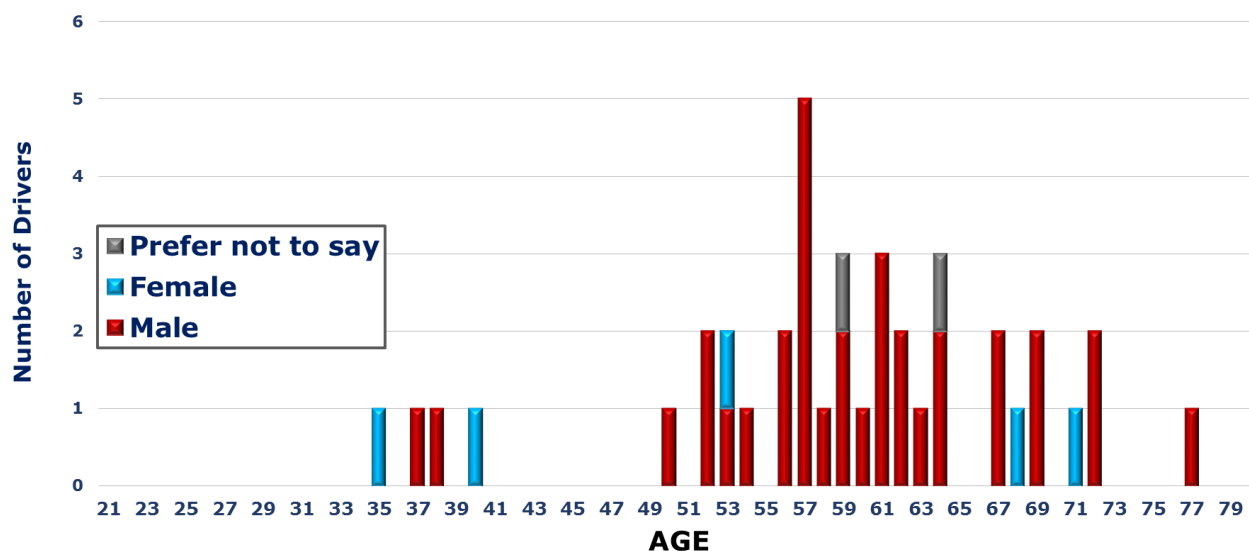


Table 4: Reasons for Stopping Driving - Taxi

Reason	Responses
Age / retirement	10
Cost	1
No Answer	3
Grand Total	14

- 4.6.19 The impending retirement of almost one third of the active taxi driver respondents is clearly a challenge for the future of the industry. This reflects the age profile of taxi drivers as shown in Figure N with an average age of just over 59 and almost 25% being over retirement age.
- 4.6.20 The loss of drivers to other jobs is not helping – the average age of those leaving for this reason is 52.

Figure N: Active Taxi Drivers - Age and Gender



Driver Shortage

- 4.6.21 Table 5 shows the distribution of respondents' views on the reasons for the shortage of drivers, with their suggested solutions shown in Table 6. The key reason is earnings, followed by unsocial aspects of the work. Of note are three respondents who do not believe there is a shortage of drivers.

Table 5: Reasons for Driver Shortage – Taxi

Reasons for Driver Shortage	Count of Responses
Income is too unpredictable	41
Don't earn enough	38
Unruly passengers	35
Don't like the unsocial hours	31
Don't like the long hours	29
Too Expensive to live on Guernsey	21
Too difficult to get a permit	18
COVID Safety fears	15
Work is too seasonal	15
Behaviour of other road users	8
There isn't a shortage	3
Demand for labour in other sectors	2
Quantity restriction	1
"Facebook taxis" taking work	1
Not enough work	1

- 4.6.22 There were noticeably fewer suggestions as to how to tackle the driver shortage, confirming the lack of straightforward solutions.

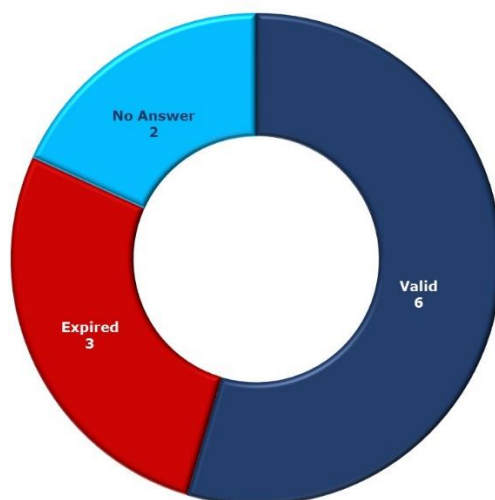
Table 6: Potential Solutions for Driver Shortage – Taxi

Potential Solutions	Count of Responses
Make it easier / cheaper to get a permit	12
Increase taxi fares	8
Subsidise fuel	6
Punish unruly passengers / fare dodgers	3
Change Knowledge Test to reflect Sat-Nav etc.	3
Allow Private Hire work on same plate	2
Clamp down on "Facebook taxis"	1
Better spread of flight times	1
Advertisement and promotional campaign	1
Lower annual mileage requirement	1
Longer licence validity	1
Taxi voucher scheme for elderly to increase work	1
Issue more plates	1
Cheaper plate costs	1
Unified island wide booking system to even out work load	1

Private Hire Permits

- 4.6.23 Of the 28 respondents who stated they had a Private Hire permit, eleven of these are currently or have previously been undertaking Private Hire work. Figure O shows the split between valid and expired permits.

Figure O: Private Hire Permit Validity



Not Currently Undertaking Passenger Work

- 4.6.24 Six out of the eleven responders stated that they were not currently undertaking passenger work, only one of whom said they were willing to return to driving for the Island Games. Table 7 outlines the reasons for no longer undertaking passenger work.

Table 7: Reasons for no longer Driving – Private Hire

Reason	Count of Responders
Lack of work	2
I had to stop due to ill health	1
I have retired from driving	1
Too expensive	1
No Answer	1
Grand Total	6

Currently Undertaking Passenger Work

- 4.6.25 Three of the five currently undertaking passenger work drive on their own behalf, with one driving for a company, plate-holder or radio link and one respondent did not answer. All four who answered stated that they work on a casual basis with three of them working more hours in summer than winter.
- 4.6.26 Table 8 shows the timeframe worked by the responders and Table 9 the work content undertaken by them.

Table 8: Timeframe Worked – Private Hire

Timeframe	Count of Responses
Mon-Fri Daytime	3
Saturday Daytime	2
Sunday Daytime	2
Public Holidays, Christmas etc.	1

Table 9: Content of Work – Private Hire

Work Content	Count of Responses
Tourists sightseeing	3
People from cruise ships	2
People attending health appointments	1

- 4.6.27 Four of the five responders answered the three questions about future plans. All four stated that they were planning to both work until their permit expires

and renew their permit. However one of the four stated that they were planning to stop driving within the next five years on age grounds.

Driver Shortage

4.6.28 Table 10 shows the breakdown in responders view on reasons for the shortage of drivers. There were five individual responses in regards to solutions for alleviating the driver shortage, these being:

- Higher fares;
- Better hours;
- Replace the Federation with fit for purpose body;
- Deregulate the market; and
- Create a centralised booking system.

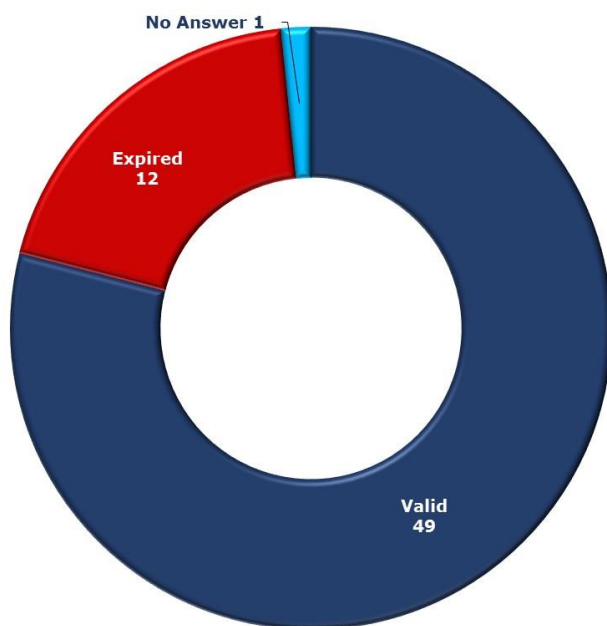
Table 10: Reasons for Driver Shortage – Private Hire

Reasons for Driver Shortage	Count of Responses
Don't earn enough	4
Don't like the unsocial hours	4
Too Expensive to live on Guernsey	3
Don't like the long hours	2
Income is too unpredictable	2
Unruly passengers	2
Behaviour of other road users	2
Too difficult to get a permit	1
COVID Safety fears	1
Not enough support from the States /Federation	1

Omnibus Permit

4.6.29 Of the 65 respondents who stated that they had the Omnibus component to their PSV driving permit, 62 answered the section regarding Omnibus permits. Figure P shows the split between valid and expired permits.

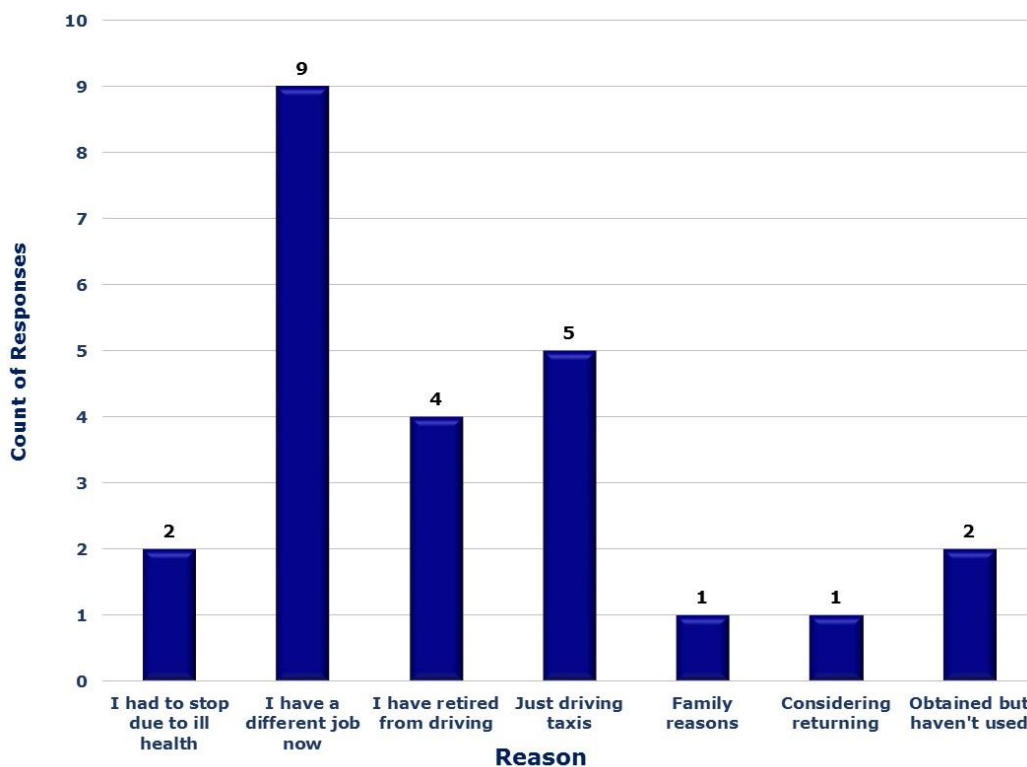
Figure P: Omnibus Permit Validity



Not Currently Using Omnibus Element

- 4.6.30 24 of the 62 responders stated that they were not currently using the Omnibus Permit. The reasons are shown in Figure Q. Eighteen of the 24 stated that they would consider returning to use their Omnibus Permit during the Island Games.

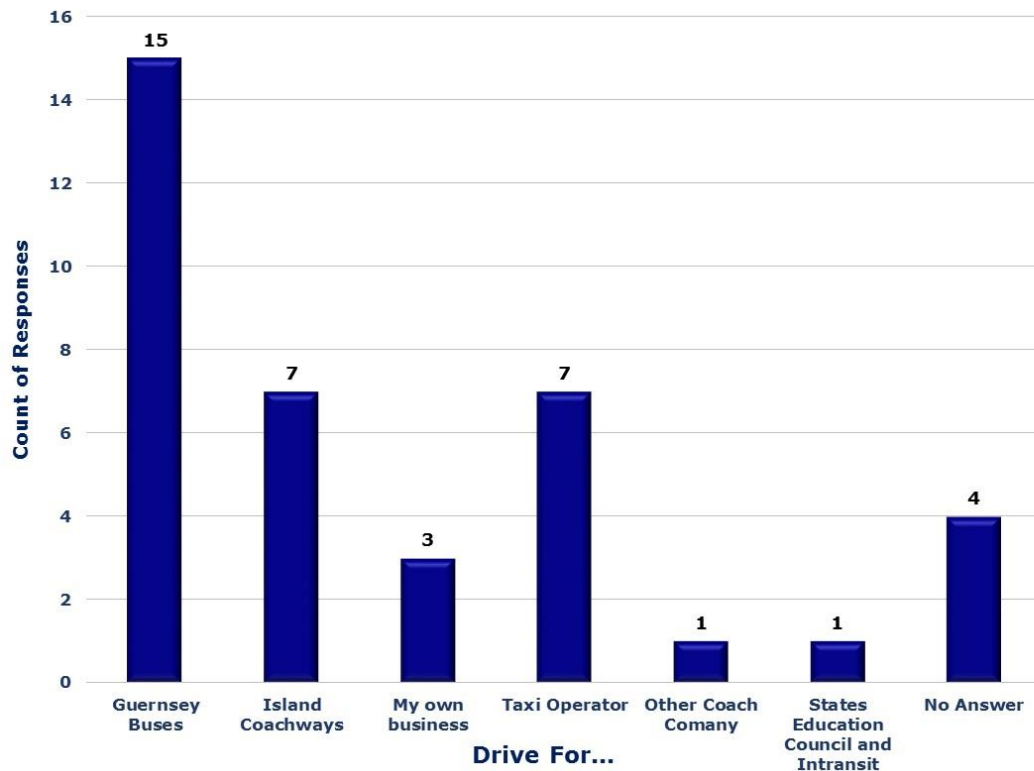
Figure Q: Reasons for Not Using Omnibus Permit



Currently Using Omnibus Permit

- 4.6.31 38 respondents are currently using their Omnibus Permit. Figure R shows who the responders stated they were driving for, with 39% driving for CT Plus / Guernsey Buses.

Figure R: Who They Drive For



- 4.6.32 61% stated that they drove longer hours in summer than winter. Figure S shows the breakdown by type of driving and Figure T by average hours driven per week.

Figure S: Type of Driving – Omnibus

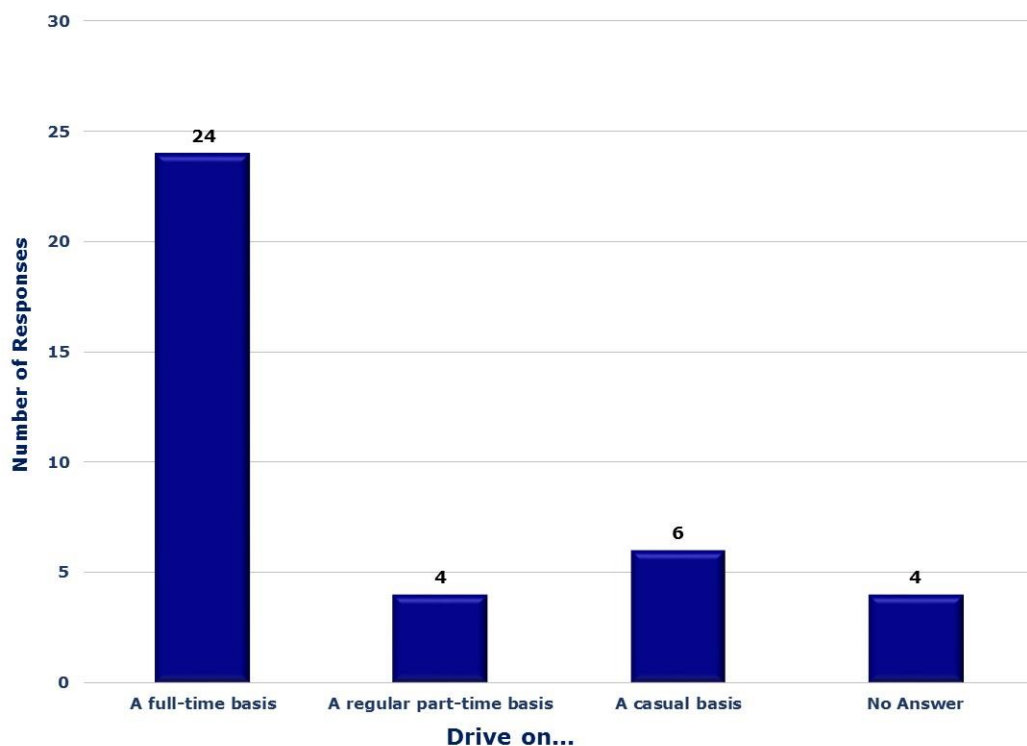
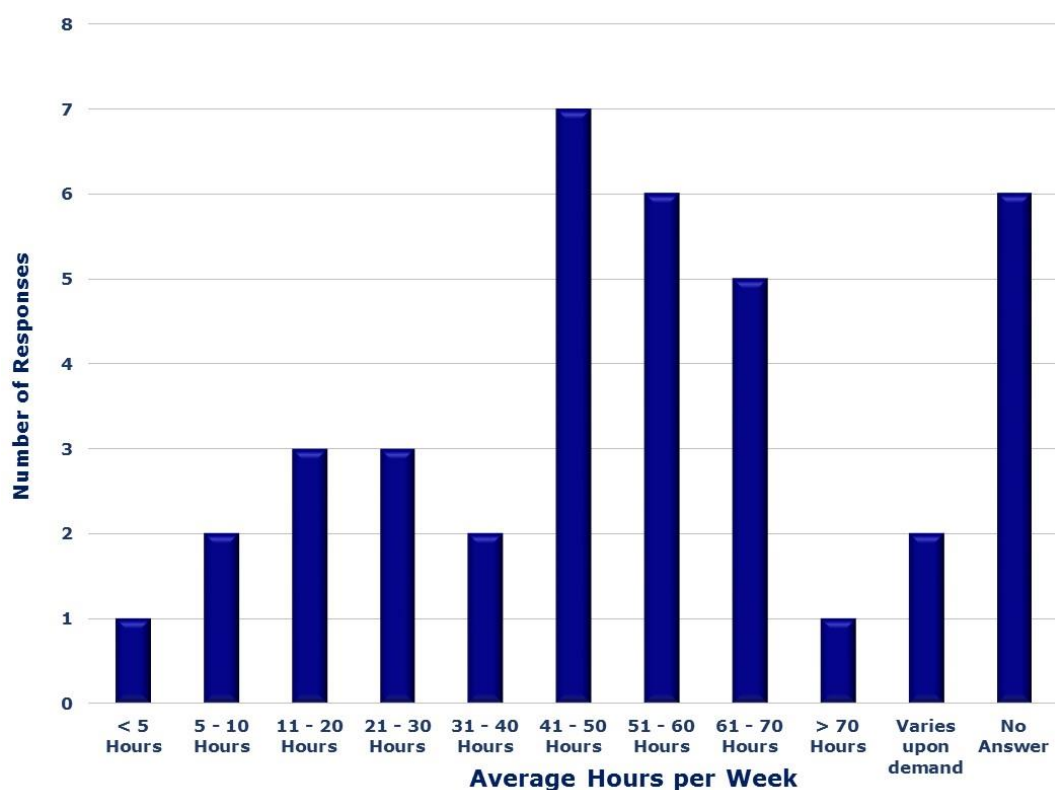


Figure T: Average Hours per Week – Omnibus



4.6.33 Figure U shows the respondents' plans to stop working within the next five years. Table 11 outlines the reasons for those who are considering stopping driving.

Figure U: Planning to Stop Driving in the Next Five Years – Omnibus

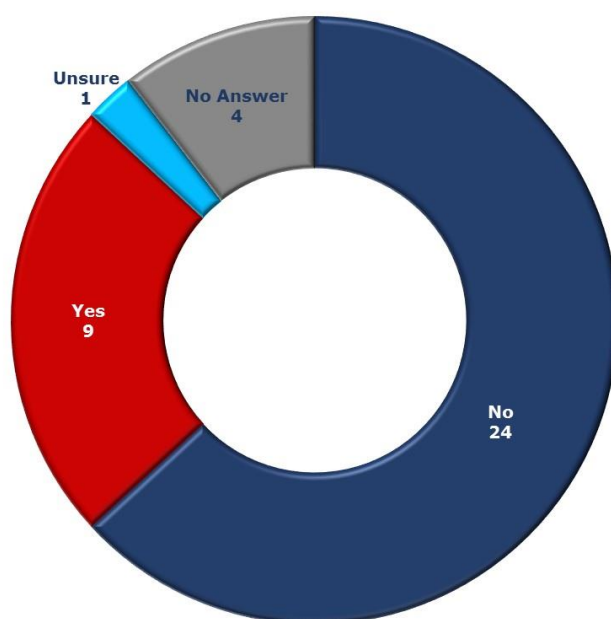


Table 11: Reasons for Stopping Driving – Omnibus

Reason	Count of Responses
Age / retirement	5
Had enough	2
Looking at HGV driving	1
Visa ending	1
Grand Total	9

Driver Shortage

- 4.6.34 Table 12 shows the distribution of respondents' views on the reasons for the shortage of drivers, with their suggested solutions shown in Table 13.

Table 12: Reasons for Driver Shortage – Omnibus

Reason	Count of Responses
Don't earn enough	34
Don't like the long hours	27
Too expensive to live on Guernsey	23
Don't like the unsocial hours	17
Behaviour of other road users	13
Too difficult to get a permit	11
Income is too unpredictable	9
Unruly passengers	8
COVID safety issues	4
Work is too seasonal	3
Housing permit / visa issues	3
Poor management	2
Roads too narrow	1

Table 13: Potential Solutions for Driver Shortage – Omnibus

Suggestion	Count of Responses
Higher pay	18
Better shifts / fewer hours	11
A local / more caring operator	8
Better benefits package for drivers	6
Reduce cost / complexity of permit application	4
Change housing permit terms	4
Automatic PSV for taxi drivers	2
Better vehicles	2
Lower age limit	1
Align permit with UK PSV licence	1
Lower cost of living (e.g. rent)	1
D or D1 driving school through the College of Further Education	1

Summary and Conclusions

- 4.6.35 Although there were 143 responses to the survey, this is only 35% of the PSV drivers on DVL records. This raises a concern that the results of this survey may be unrepresentatively optimistic as regards the future activity levels of PSV drivers; those who have already made the decision to leave the sector may not have bothered to respond.

- 4.6.36 Some of the difficulties with the survey reflect poor information holding at DVL. There are significant levels of expired Permits with no confirmation of holders' intentions. This survey should be seen as a starting point for keeping more data about activity levels and keeping authorisation records up to date. This will require a shift to e-communication, online applications and digital information management.
- 4.6.37 Key points:
- Taxi work is not attractive enough to retain sufficient drivers. 40% of Taxi Permit holders responding to the survey are not currently doing taxi work. A combination of poor earning power and antisocial aspects of taxi work appear to be the key reasons.
 - A significant proportion of drivers are considering retiring in the next 5 years – reflecting the age profile of taxi drivers. Very few drivers are under the age of 50 and there are relatively few women.
 - Almost half the taxi Permit holders work on their own account – a major barrier to improved efficiency and coordination.
 - There is a very low level of casual taxi driving.
 - Comparing the times when drivers make themselves available for taxi work (Mon-Fri daytime) and the times when users have reported that they want to use a taxi (Fri/Sat late night and weekday early mornings) suggests a significant mismatch between supply and demand.
 - A few of the Taxi Permit holders who are currently working in a different sector would be prepared to return to assist with next year's Island Games. However, the numbers involved are too small to make a significant impact.
 - There was little agreement as to solutions to the current driver shortages.
 - The number of PSV drivers actively using Private Hire Permits is very small and has a similar age profile / likelihood of retiring shortly as Taxi Permit holders.
 - Private Hire drivers are more focused on seasonal casual work around tourism on their own account. They are not a solution to the shortage of taxi drivers.
 - Compared to Taxi Permit holders, a higher proportion of Omnibus Permit holders are renewing their Permits, but the group is also experiencing shortages due to early retirement and changing employment away from the industry, primarily due to earnings and working conditions.
 - There is more consensus on measures required to attract and retain more Omnibus drivers – primarily to do with pay and conditions.

- A small but useful number of retired Omnibus drivers would be prepared to return to the sector to assist with the Island Games next year.

5.1 Introduction

5.1.1 Any taxi regulator that limits the quantity of licences is faced with the question of what the appropriate number of licences to issue should be. This has proved to be an extremely difficult question to answer, in theory and in practice.

- a) If too few licences are issued then consumers will suffer from a shortage of taxis and drivers are not stimulated to work the less attractive late night time slots because they can make their target earnings through daytime working.
- b) If too many licences are issued it may lead to drivers finding it difficult to earn an effective income which gives rise to a risk that they will either:
 - ◆ Drive excessive hours or when unwell;
 - ◆ Skimp on vehicle maintenance.

Both these scenarios result in unsafe consumer experiences.

5.1.2 Regulators need to make these decisions in the context of current trading circumstances, but this is not a static market as can be seen from the way the transfer value of plates in Guernsey has altered over the years. The value peaked when business travel and tourism meant for high additional demand over the residual day to day needs of the general population. Before Covid-19 the transfer value of a plate was reported to be ca. £35,000. Three years later it may be less than half that value.

5.1.3 The current position in Guernsey provides conflicting evidence about the balance between supply and demand:

- a) On the one hand, there is a clear shortage of taxi capacity at certain locations and times – this might suggest there are too few licences in issue;
- b) On the other hand, a number of drivers report that they are having significant difficulty making a living, and a significant number have left the sector for other work – this might suggest that there is an over-supply of licensed taxis.

5.1.4 Allowing licence plates to be traded adds to the complexity. The transfer value of such plates is created for plate holders by the States placing limits on the numbers of plates in issue – in effect creating a protected monopoly. It is difficult to see what benefit this creates for either the States or for the consumer. For the plate holder it contributes (somewhat riskily) to their pension pot, but having invested in a plate, if the trading value goes down there may be pressure to avoid making a loss on a sale by keeping driving at a minimal level in the hope that the value will go back up. For those wanting to join the industry it acts as an additional barrier to entry, beyond the lengthy wait for a plate to become available, adding to the overall opportunity cost.

One might argue that the trading value of the plate acts as a crude barometer of forecast income (which otherwise is almost impossible for the regulator to estimate), and therefore if the value goes above a certain level, that could be a trigger for issuing further plates. We are not aware of any regulatory system that operates on this basis and it would be very easy for plate holders to game the system to undermine it. During Covid-19 the requirement for Guernsey taxi drivers to undertake a minimum level of activity has not been enforced which has reduced the pressure on plate holders to sell. Non-plate holder taxi drivers face no such barrier to changing jobs.

- 5.1.5 When considering taxi supply and demand it is difficult to seek insight by comparing the position in Guernsey to that which applies in licensing jurisdictions in Great Britain or elsewhere. In general, up until the Transport Act 1985, British regulatory authorities in urban areas outside London were very likely to set quantity limits for the number of taxi licences in issue. This reflected the legislation which required those applying for additional licences to demonstrate that they had identified unmet demand for taxis which they would seek to meet. In England & Wales, authorities have never had the power to limit private hire licence issue. In rural areas there were fewer ranks from which to operate and these were less busy; moreover, there wasn't the density of taxi supply to stimulate any significant use of on-street hailing; a high proportion of trips arose from phone booking. Consequently there was no justification (e.g. congestion at taxi ranks) for quantity limits on taxis, and generally very similar standards applied for taxi and private hire drivers and vehicles. By contrast in urban areas there were examples of congestion around ranks and strong taxi trade associations developed to lobby councillors on licensing committees to establish quantity control as a means of protection of their livelihoods. A trade off was higher standards for vehicles and drivers and in metropolitan areas (e.g. Glasgow, Liverpool, Manchester) it was common for there to be a requirement for all taxis to be London-style cabs.
- 5.1.6 In London the opposite approach has applied for a long time. There is no limit to the number of black cab licences available – no 'quantity control'. Instead there is a high 'quality control' barrier – the so-called 'knowledge' i.e. the quite extensive test of the driver's knowledge of the location of streets, neighbourhoods and key destinations across the London taxi licensing area, combined with the optimal routes to take. This supposedly takes an applicant some three years to master – in effect to become a London taxi driver requires the applicant to pass a bespoke degree. This constrains entry into the market for taxis. There is, however, no restriction on private hire licence issue which led to the significant growth in 'minicabs' in the '60s to '80s as telephone booking grew. For a long time there was limited conflict between the two groups, but the entry of Uber and other App-based providers into the market has created major conflicts which have seen a continuous stream of court cases over the past five years focusing on:
- a) Whether a driver accepting a booking over an App is an immediate hire or an advance booking;

- b) Whether the App provider is an Operator (i.e. responsible for the trip) or simply provides a service to facilitate agreement between a driver and a passenger i.e. is the contract to provide a service between the passenger and Uber or between the passenger and their driver.

5.1.7 In Great Britain outside London, the Transport Act 1985, which ushered in deregulation of the bus market, also applied 'free market' principles to taxis by reversing the principle behind licence issue. The presumption was introduced that the licensing authority would issue additional licences on request, unless it could demonstrate that there is no significant unmet demand for taxis. So the onus of analysing the sector to 'prove' a particular position passed from the applicant to the licensing authority. A number of authorities took the opportunity to scrap their quantity limits thus avoiding the need to answer the question. For those that opted to retain them it introduced a lucrative stream of work for consultants undertaking 'unmet demand' studies every three to five years as a means of providing the authority legal justification for maintaining quantity control.

5.1.8 It would be convenient to report that, following several hundred such unmet demand studies in England, Scotland and Wales, a robust and accurate methodology has been developed which could be applied to the position in Guernsey. However, in our view, despite the intuitive plausibility of a model that focuses on:

- queue lengths at taxi ranks (how long do passengers wait? How long do drivers wait?)

and some pseudoscientific formulae⁵, there are some fundamental barriers to its application both generally and in Guernsey in particular. These include:

- a) measurement at ranks only covers 'patent' demand i.e. that which is immediately observable. It has no means of assessing 'latent' or suppressed demand i.e. demand that would be revealed were there to be:
- ◆ greater supply, either generally or at certain times, or
 - ◆ a different quality of supply e.g. using improved booking systems;
- b) in parallel to the above issue of suppressed demand, there is no consideration of the impact of any particular taxi tariff on demand;
- c) there is no means of factoring in 'inappropriately met demand' – in Guernsey's case this would cover demand that is met through 'Facebook taxis' or the diversion of taxi bookings towards private hire services without the formal approval of the passenger;

⁵ *ISUD (Index of Significant Unmet Demand) = APD x PF x GID x SSP x SF x LDF [APD = Average Passenger Delay; PF = Peaking Factor; GID = General Incidence of Delay; SSP = Steady State Performance; SD = Seasonality Factor; LDF = Latent Demand Factor] Note that 3 out of the 6 components are arbitrary factors using pre-set values.*

- d) the approach focuses on weekday daytime as the steady state position for analysis and thereby downgrades peaking and seasonality (both very significant in Guernsey);
- e) despite the subsequent (to 1985) Equality Act there is no consideration given to the needs of disabled people, particularly wheelchair users, who are far less likely to feature in rank observations.

5.1.9 Most critically, the standard methodology focuses only on taxis that are boarded at ranks – it explicitly ignores the existence or impact of the private hire sector, following a 1989 court ruling⁶ that stated that because telephone booking and advance booking is not exclusive to taxis, that could be ignored for the purpose of unmet demand studies to meet the local authority's duty under the Town Police Clauses Act 1847 (as amended by the Transport Act 1985). It will be seen that this approach therefore also ignores the potential introduction of App-based booking into the taxi sector.

5.1.10 In summary, we do not recommend that the States should base their approach to licence issue on this sort of 'unmet demand' study.

5.1.11 Consultation and analysis has suggested a number of factors that need to be considered as influences on demand for taxis in Guernsey, including:

- Competition;
- Tariffs;
- Business and tourist activity levels;
- The attractiveness of the supply.

5.2 Competition with Taxis

5.2.1 What alternative means of getting from A to B are available to potential taxi users in Guernsey. These include:

- a) Private cars
- b) Bus services
- c) Guernsey Lifts (Facebook taxis)
- d) Private hire cars
- e) Hotel minibuses
- f) In-house provision
- g) Volunteer lift-giving

⁶ *R v Brighton Borough Council, ex parte Bunch* 1989 COD 558

h) Cycling and walking

Private Cars

- 5.2.2 In making comparisons between Guernsey and GB we have looked at three groups of authorities:
- English 'Largely Rural'⁷ authorities with fewer than 100,000 population
 - English authorities with a population density close to that of Guernsey
 - Island authorities
- 5.2.3 The results are shown in Table 14 below. Even though in recent years the rate of car registrations has been declining, Guernsey has a significantly (+26% to +45%) higher level of car ownership than the comparator authorities. Moreover there are relatively few disincentives to car use in Guernsey in the form of area-based parking restrictions (including workplace parking), high parking costs or roads/lanes/zones restricted to public transport (including taxis) use only. All of these factors are likely to suppress demand for taxis.
- 5.2.4 In considering the comparative data on licensed vehicles (taxis and private hire vehicles) it is worth noting:
- There is a lot of cross-boundary working in England i.e. additional flexible capacity available from nearby authority operators. That is not available in Guernsey.
 - In England there is cross-boundary licensing for Private Hire e.g. Wolverhampton (population 263,357) has 9,588 PH Licences in issue, whereas Coventry (population 371,521) only has 206. However, we have excluded any such 'outlier' authorities to avoid distorting the figures.
 - The proportion of licensed vehicles in Guernsey that are not currently in any (or full) operation in practice, which DVL estimates could be around 30%.
- 5.2.5 Comparing Guernsey to English districts with a similar population density reveals that there are 35% fewer licensed vehicles in Guernsey. This would support issuing more licences. However, there are 45% more private cars per head of population in Guernsey which suggests a lower demand for taxi / private hire services in Guernsey.

⁷ In the government's urban-rural classification system for England & Wales, Guernsey falls within the 'Largely Rural' classification as 30% of its population is in St Peter Port and the remainder lives outside settlements with 10,000 population

Table 14: Guernsey Licensed Vehicles, Area, Population comparisons

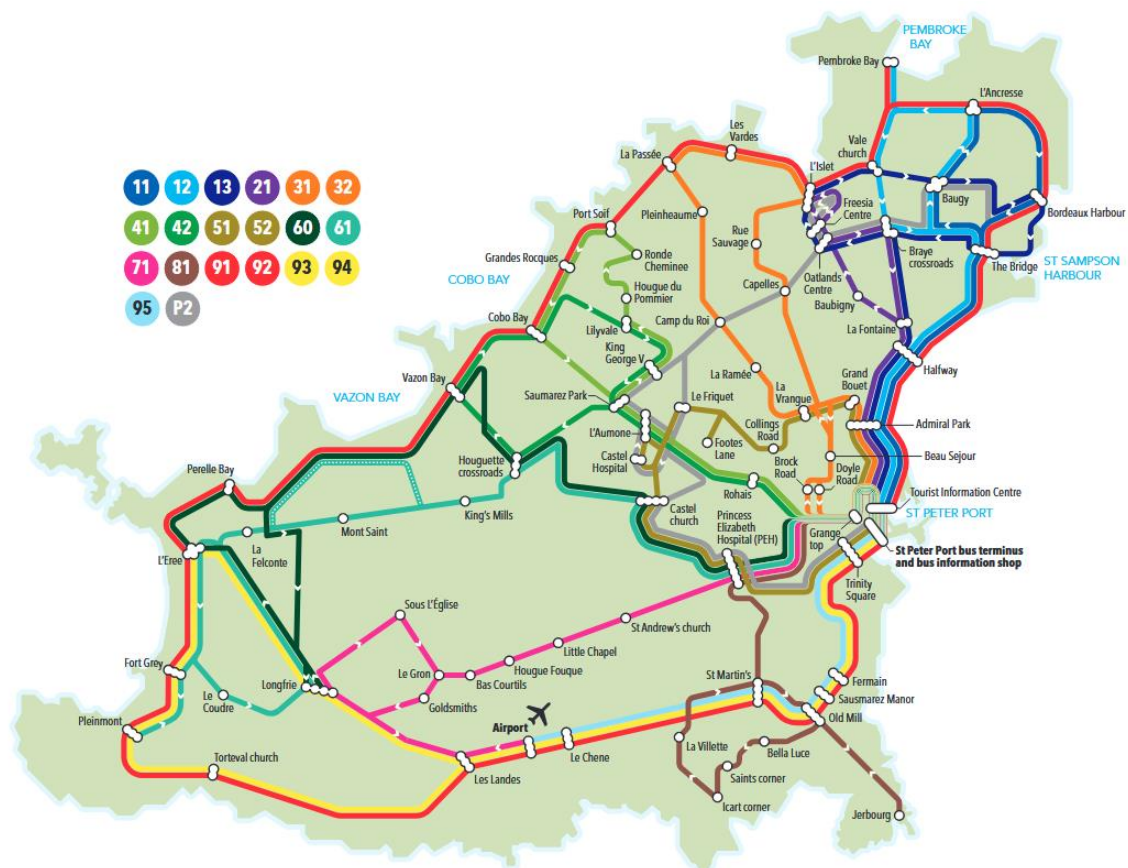
Authority	Taxis	Private Hire Vehicles	Licensed Vehicles (LVs)	Population	LVs per 1000 people	Area (Km ²)	Pop/Km ²	Cars	Cars per 1000 people
Guernsey	129	16	145	63,590	2.28	63	1003	45,400*	714
'Largely Rural' Authorities with fewer than 100,000 population									
Malvern Hills	34	63	97	78,698	1.23	577	136	49,500	629
High Peak	131	182	313	92,666	3.38	539	172	47,800	516
East Northamptonshire	35	57	92	94,527	0.97	510	185	N/A	
South Holland	36	152	188	95,019	1.98	751	127	54,600	575
Tewkesbury	1	272	273	95,019	2.87	414	229	56,000	589
Rother	117	33	150	96,080	1.56	512	188	53,700	559
North Devon	185	33	218	97,145	2.24	1086	89	52,200	537
Staffordshire Moorlands	48	21	69	98,435	0.70	576	171	54,900	558
AVERAGE	73	102	175	93,449	1.87	621	151		566
English Districts with a population density between 970 and 1055 per km²									
Erewash	160	40	200	115,371	1.73	110	1053	57,500	498
Three Rivers	14	399	413	93,323	4.43	89	1050	50,600	542
Hertsmere	6	167	173	104,919	1.65	101	1037	54,400	518
Wakefield	82	864	946	348,312	2.72	339	1029	167,700	481
Preston	187	686	873	143,135	6.10	142	1006	61,500	430
Hartlepool	128	134	262	93,663	2.80	94	1001	40,500	432
Gedling	649	102	751	117,896	6.37	120	983	58,700	498
South Ribble	172	104	276	110,788	2.49	113	981	60,100	542
AVERAGE	175	312	487	140,926	3.45	138	1019		493
Islands									
Isle of Wight	186	53	239	141,771	1.69	380	373	72,700	513
Isle of Anglesey	68	20	88	70,043	1.26	711	99	38,800	554

* Guernsey = 2019 figure from The On-Island Integrated Transport Strategy – First Periodic Review; Rest = 2021Q4, Transport Statistics Table VEH0105

Bus Services

- 5.2.6 The current Guernsey Buses network is shown in Figure V below. This is a relatively dense network given the geography and operates a reasonably frequent timetable. Fares are set at £1.25 for a one-off single adult fare, 75p through a Pay-As-You-Go Puffinpass and an effective 70p on a Monthly Pass. Free travel is available for pupils and students under 16.

Figure V: Guernsey Bus Network



- 5.2.7 On the buses.gg website the competition with taxis is explicit, but the taxi fare is now more like £13.50, so this reveals a rough 1:10 ratio between bus and taxi fares.

ARRIVING IN GUERNSEY

BY AIR

Guernsey Airport is served by Routes 92, 93, 94, 95 and 71. There is also night bus service on Friday and Saturday on N3. Together these provide a service into St Peter Port from the Airport every 15 minutes Monday to Saturday. The fare into Town is just £1.25 or £3.50 for nightbus (average taxi fare £10). Cash is not taken on the buses. You can find out more on our timetables page.

Weekly passes and Pay As You Go passes can be bought at the Airport Information Desk. Other tickets available on the buses.

5.2.8 The night bus network is shown in Figure W below. This operates on Friday and Saturday nights leaving the St Peter Port Town Terminus as follows:

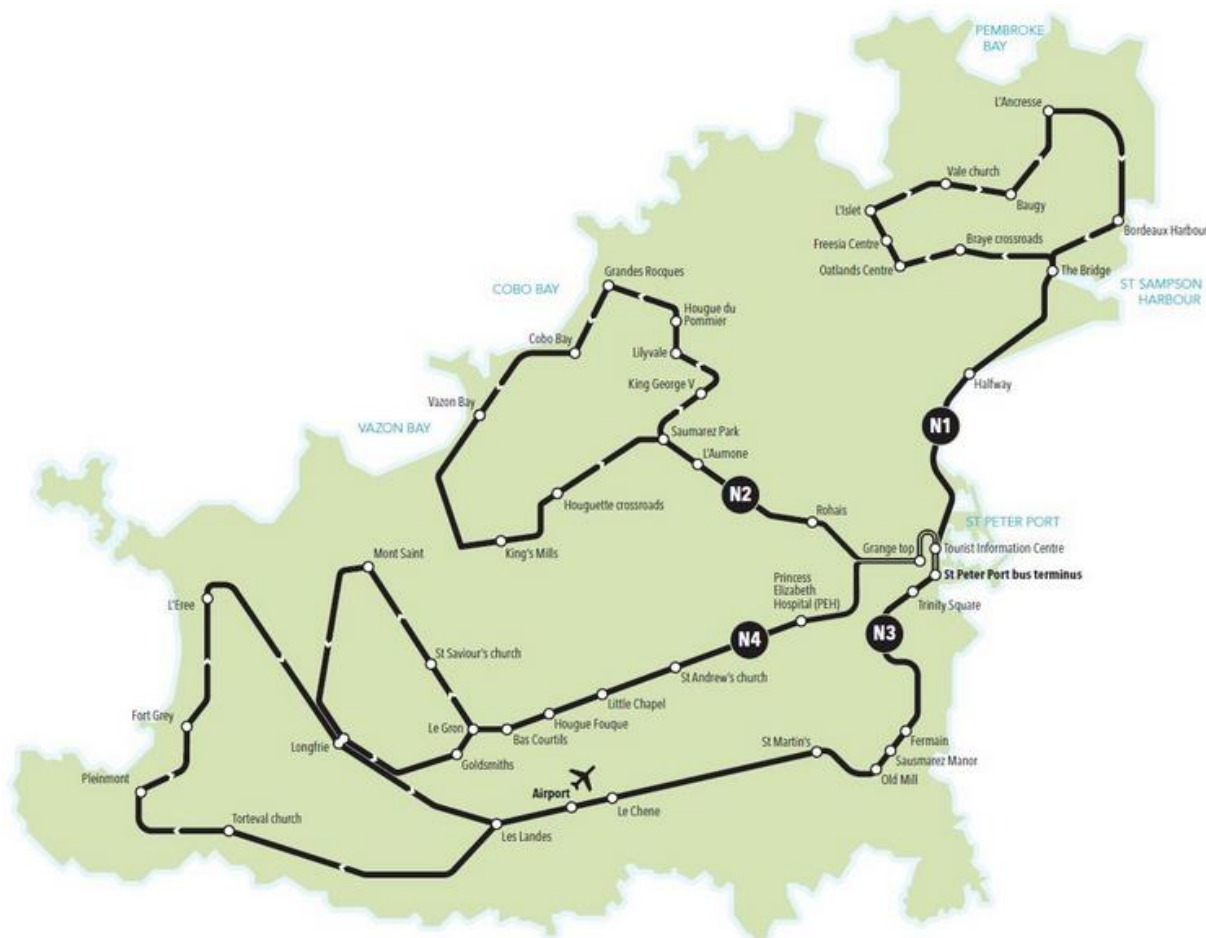
N1 - 22:00, 23:00, 00:15

N2 - 22:00, 23:00, 24:00

N3 - 21:45, 23:00, 24:00

N4 - 21:45, 22:55, 00:05

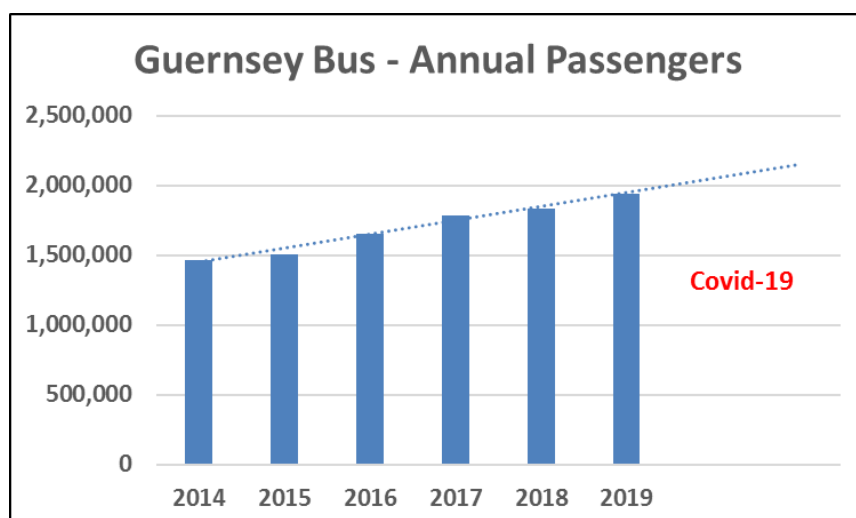
Figure W: Guernsey Night Bus Network



5.2.9 In addition, specific additional bus services have been enabled for events such as the West and North shows <https://gov.gg/article/166641/Late-night-bus-service-for-West-and-North-Shows> and late night Christmas shopping <https://gov.gg/article/186477/Changes-to-parking-time-limits-in-Town-for-the-festive-period> which would normally be seen as served by the taxi sector.

5.2.10 The Guernsey bus network is delivered under contract to the States government which sets the fares and which takes the financial risk. In 2016, 1,653,728 passenger trips were made on the bus network requiring a £2.23 subsidy per passenger.

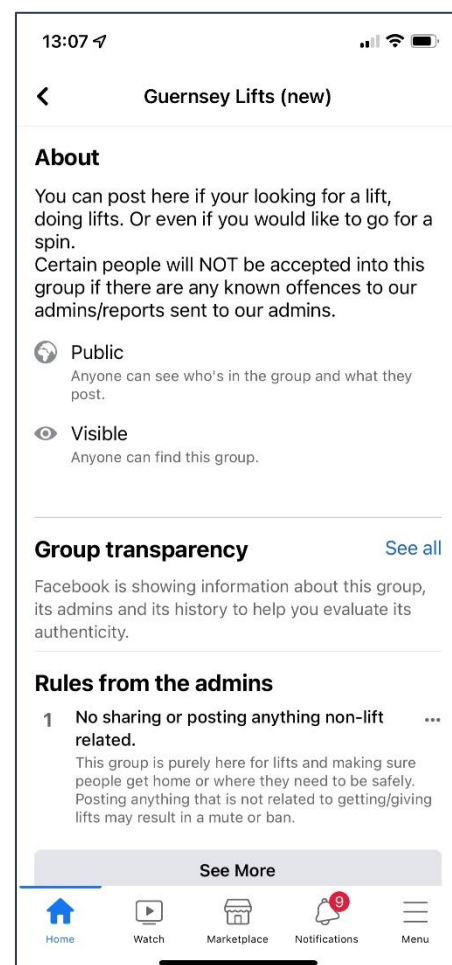
Figure X: Bus Patronage Trends before Impact of Covid-19



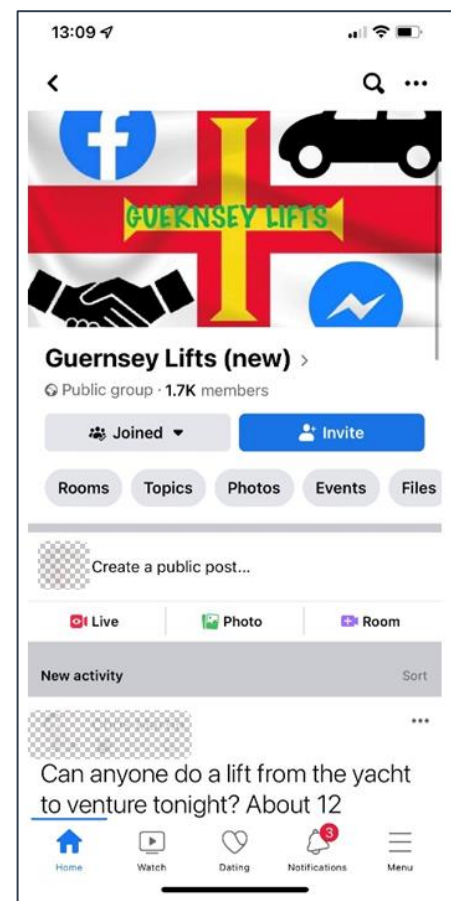
- 5.2.11 The point here is to emphasise that the bus network offers significant competition to taxis and that bus fares are subsidised by the States at below market rates in order to meet social, transport and environmental objectives. So the States government is having a direct impact on the market for taxis. Although the States regulatory framework for taxis is contained in 'Public Transport' legislation, in practice it is not treated as a constituent part of the public transport mix and there is no strategy as to how the two sectors should work together.

Guernsey Lifts (Facebook taxis)

- 5.2.12 In stark contrast to the taxi sector, the informal sector has adopted social media as a very effective means of organisation and communication.
- 5.2.13 Guernsey Lifts is a 'lift share' group that has evolved into a web-based community organisation with a reasonably vigilant administrative process and 1,700 members. It operates on the Facebook platform. In the public space lifts are requested as well as booked in advance and drivers promote their services and indicate their availability.
- 5.2.14 Requests usually detail the trip required and often add symbols that indicate the preferred means of payment – these are usually pound or dollar signs but are sometimes champagne bottles or pizzas suggesting alcohol or food as payment. As well as requests for immediate travel, bookings for the following day or the week after are fairly common, particularly from the airport; these requests usually detail the party size as well as the destination.



- 5.2.15 Individuals providing lifts usually 'sign on' by a post stating that they are 'driving tonight', usually accompanied by a mobile number and often accompanied by additional information with respect to the amount of people they are able to transport, vehicle type (especially if it is 'high end') and music available.
- 5.2.16 Responses to requests for lifts, or enquiries to drivers are never progressed in the public space any further than sharing a phone number or requesting a private message through a secure channel such as WhatsApp. This suggests a mutual understanding amongst members that any transaction between the driver and the passenger may be unlawful and therefore should not be negotiated in a public space. When Guernsey Lifts first started, suggested payment rates were discussed openly in the public space. However, at some point the Police got involved and spoke to some of the most frequent drivers, following which the posts immediately changed to simply "out driving tonight. If you want a lift, please call or message.....".



- 5.2.17 The platform is also used (to a lesser extent) to acquire goods and services other than lifts, and occasionally (3 examples in the last 16 months) to advertise or seek jobs. Food, alcohol and assistance with broken down vehicles are the most commonly procured non-lift items mentioned in the public space.
- 5.2.18 Covid-19 had a limited impact on the group. During 2020/2021 there was a reduction in requests for and offers of lifts (though we did note that when lifts were being requested almost all drivers and requesters made a point about masks being required) but an increase in requests for collections of goods, as well as a few offers of free lifts to medical appointments. In 2022 the balance has reverted to the pre-pandemic split of requests for lifts v collection of goods.
- 5.2.19 The user experience seems in general to be positive. There are occasional complaints (roughly 1 in 500 posts) about the cost of a trip or the service received ('rude driver' or 'wouldn't play my music'). The most serious we have observed in a number of years of observing the group was a complaint from a driver that a passenger didn't pay after agreeing to transfer £10 to the driver.
- 5.2.20 It is difficult to assess the scale of the activity that is brokered through Guernsey Lifts. As with general taxi demand, activity is very peaked. Recent observation reveals 9 requests across a Monday, but requests roughly every 10 minutes at peak periods on Friday and Saturday nights. So it is clear that Guernsey Lifts is facilitating driving work that should legitimately be undertaken by the taxi sector. However, this mostly appears to be happening at times when the taxi sector is struggling to provide a service. The response from drivers was mixed:
- On the one hand there is a clear view that this is unlawful competition as well as being potentially dangerous and a frustration that the authorities are not taking action to deter it;
 - On the other hand there is a view that the particular group of passengers that is being carried (young people, drinking) is not necessarily a group that drivers want to or enjoy carrying, so some relief that Guernsey Lifts is providing this service.

We have covered the issue of enforcement and Guernsey Lifts elsewhere in this report.

Private hire cars

- 5.2.21 The private hire sector in Guernsey is extremely limited with only 16 vehicles licensed, some of which are clearly not designed for or targeted at standard taxi work:

Table 15: Private Hire Vehicles

Vehicle Type	No.
Conventional saloons (up market)	10
6-seat MPVs	2
Vintage cars	2
Stretched limousine	1
8 seat Minibus	1
Total	16

- 5.2.22 In principle, private hire bookings are supposed to be made at least 24 hours in advance of the journey being made. However, we received reports from both inside and outside the trade that there have been occasions, particularly connected to journeys to or from the airport where, because of cross-linkage between taxi and private hire operations, an immediate request for a taxi was met with a statement that no taxi was available but an offer of a private hire vehicle which has ended up costing ca. twice as much as the taxi tariff. The critical point here is that there is no requirement for a private hire operator to use the taxi tariff. In principle the user of a private hire service should negotiate a price and because they are booking in advance they can opt to try elsewhere if they are not willing to accept the price offered. Clearly this does not apply to a passenger trying to get home from the airport, and there have been complaints of price gouging in these circumstances.
- 5.2.23 It would appear very difficult indeed for the regulator to police the 24hour advance booking rule and DVL acknowledged that there has been limited intervention here. The main impact is to further damage the reputation of the taxi sector. But from a scale perspective the competition with taxis from the private hire sector is limited.

Hotel minibuses

- 5.2.24 We understand that there is a small number of minibuses and MPVs attached to and operated by hotels, sports and recreation establishments as a courtesy service for their clientele, which are operated outside the licensing regime and for which there are consequently no records to assess the scale of activity. In addition, some restaurants offer a get you home service.
- 5.2.25 Whether such operations should be subject to regulation is a matter of Guernsey public policy and interpretation and enforcement of the legislation. From the point of view of making any comparisons between the taxi and private hire sector in Guernsey and that in the UK, however, it should be noted that all such operations in the UK come within either UK public service vehicle licensing (9 seats or more) or private hire licensing (8 seats or fewer).
- 5.2.26 We therefore see this field of operations as constituting further unlicensed competition for the taxi and private hire sector in Guernsey.

In-house provision

- 5.2.27 Under s1(1) The Public Transport (Amendment) Ordinance, 1993 the Committee is given the discretion to disapply the requirement for public service vehicle driver permits, public service vehicle licensing and road service licensing from specified drivers and vehicles providing a road service operated by, or on behalf of, the States of Guernsey.
- 5.2.28 The States Education Department does operate its own fleet of fifteen 16-seat minibuses in order to provide transport for children with special education needs to and from school. During the school day these minibuses are also used to fulfil "ad-hoc work", transfers between educational settings, sporting events, educational trips and visits etc. The minibus fleet has wheelchair accessible capacity to meet the specific needs of the students. This fleet is not subject to licensing – this is because it is not a 'hire or reward' operation and therefore comes outside the remit of The Public Transport (Guernsey) Law, 1984. Given the size of the vehicles involved this does not constitute competition with the taxi and private hire sector.

Volunteer lift-giving

- 5.2.29 There are a number of charitable and non-profit groups that offer a service by volunteers to provide lifts for social welfare and health purposes. These include St John's Ambulance and, most notably, Health Connections whose Voluntary Community Transport Service has approximately 20 volunteers across the Island who use their own cars to provide door-to-door transport for health and well-being related appointments and activities. Such volunteers do receive reimbursement for their driving expenses which could be interpreted as driving 'for reward'; however, in practice, on straightforward public policy grounds there is no intention to impose licensing on such non-profit driving.
- 5.2.30 Whereas in the UK there have been concerns expressed by the taxi and private hire sector at the scale of voluntary car scheme activity, this was not raised as an issue in consultation with the trade in Guernsey. This is despite Health Connections reporting that the Voluntary Community Transport Service is currently taking approximately 1,000 bookings per month and that the number of referrals is constantly increasing. . In reality, the fact that these are volunteers giving up their time acts as a self-policing mechanism – if a passenger were to abuse the scheme they would soon get a call suggesting this was inappropriate and that they should get a taxi.

Other non-commercial transport initiatives

- 5.2.31 Of more interest are the discussions and proposals in respect of developing a dial-a-ride service for people with mobility issues and who do not drive, as made initially by Health Connections⁸ and more recently by the Guernsey

⁸ *Dial a Ride Report, Health Connections, July 2020*

Disability Alliance⁹. Whilst there clearly is a requirement for an improved accessible transport service in Guernsey for people who cannot make effective use of the conventional public transport offer (as demonstrated by the public consultation undertaken for this report), there is no consideration in the dial-a-ride proposals of the role that the taxi sector can play in meeting this requirement.

- 5.2.32 This ignores the experience with taxicard¹⁰ schemes in various parts of England and Scotland¹¹ as well as the major role that taxis play in delivering accessible transport services on the continent such as RegioTaxi in the Netherlands¹², the Special Transportation Service in Sweden¹³, Transport Service (TT) cards in Norway¹⁴, Special Transport Service in Germany¹⁵ and many other examples. The approach is to use a demand-side subsidy rather than a supply-side one, on the basis that this gives disabled consumers greater choice and improved independence, and does not rely on a monopoly publicly supported operator. If taxi usage in Guernsey follows that in England, then people with mobility difficulties are more than twice as likely (13 trips a year) to travel by taxi than those with no mobility difficulties (6 trips a year)¹⁶.
- 5.2.33 This reflects the fact that the main reason why people with mobility difficulties do not use taxis is the cost, as this group of passengers are generally on low, fixed incomes. There may be concerns about driver attitudes, vehicle accessibility and training, but these can, indeed must, if equality is to be achieved, be overcome with a requirement for training and for a higher proportion of accessible vehicles that is currently in place. The more accessible taxis there are and better trained drivers, the better the experience is for all.
- 5.2.34 It therefore seems perverse, at a time when not enough use is being made of existing accessible taxis in Guernsey, to consider using States funds to establish a parallel door to door service exclusively for disabled people. This would constitute further competition to the taxi sector.

Cycling and walking

- 5.2.35 Given the small size of Guernsey a significant proportion of day to day journeys are feasible by active travel modes, which is encouraged by the States. Whilst there are local hills from the shore to the plateau, most of the landscape is flat and well suited for cycling. For those who require some additional assistance, the States has in the past provided financial support

⁹ Proposal for Accessible Public Transport (Demand Responsive / Dial-a-Ride Service), Guernsey Disability Alliance, February 2022

¹⁰ See for example <https://www.londoncouncils.gov.uk/services/taxicard/apply-taxicard-your-borough>
https://www.towerhamlets.gov.uk/ignl/transport_and_streets/taxis_and_minicabs/the_taxicard_scheme.aspx
<https://www.dumgal.gov.uk/article/15230/Taxicards>

¹² <https://ruralsharedmobility.eu/wp-content/uploads/2019/08/SMARTA-GP-REGIOTAXI.pdf>

¹³ <https://www.norden.org/en/info-norden/people-disabilities-sweden>

¹⁴ <https://www.helsenorge.no/en/help-services-in-the-municipalities/tt-cards/>

¹⁵ <https://www.merzell.com/en/tender/178462581/card-and-administration-service-for-disabled-tender.aspx>

¹⁶ <https://www.pflegestuetzpunkteberlin.de/en/thema/special-transport-service-berlin/>

¹⁶ <https://www.gov.uk/government/statistics/taxi-and-private-hire-vehicle-statistics-england-2022/taxi-and-private-hire-vehicle-statistics-england-2022>

towards e-bikes initially and then towards e-trikes and e-cargo bikes – the latter facilitating family shopping journeys which might otherwise rely on a taxi, at least for the return journey.

5.3 Tariffs

- 5.3.1 The small size of the island, combined with the mandatory speed limit, has a major implication for the business model for the taxi sector in Guernsey and is a significant reason why the tariff appears relatively high in comparison to locations across the UK. Taxi tariffs are primarily calculated by distance (Guernsey currently is 20p for 155 yards), whereas employee pay is calculated by time. So in order to improve earnings a driver needs to cover as many miles as possible within their shift. In England, taking 2019 as a pre-Covid year, the average journey was 6.2miles long. This average contains a mix of lengths – the longer journeys are considerably more valuable because of the mileage that can be covered in a shorter time as a result of being able to use faster roads. Every taxi driver hopes for a longer-distance journey, particularly an airport run, where they may use an A-road or a motorway. There are no such opportunities in Guernsey – every taxi journey is a relatively short and slow journey. Consequently a rate per mile that is higher than most locations in the UK is required in order to maintain driver earnings. This is difficult to explain to passengers, whether they are residents or tourists.
- 5.3.2 It is worth noting that the equivalent problem has been recognised in London where widespread traffic congestion slows down taxi speeds, thus undermining a distance-based charging model. In response, the regulated London taxi tariff contains a time-based charge that is added when the taxi is either stationary or travelling below 10.4mph.

A more detailed and comparative analysis of Tariffs is contained at Chapter 6 below.

5.4 Underlying Demand Factors

- 5.4.1 There are four major sources of demand for taxi and private hire services in Guernsey:
- a) Residents
 - b) Tourists
 - c) Business
 - d) Institutions

Residents

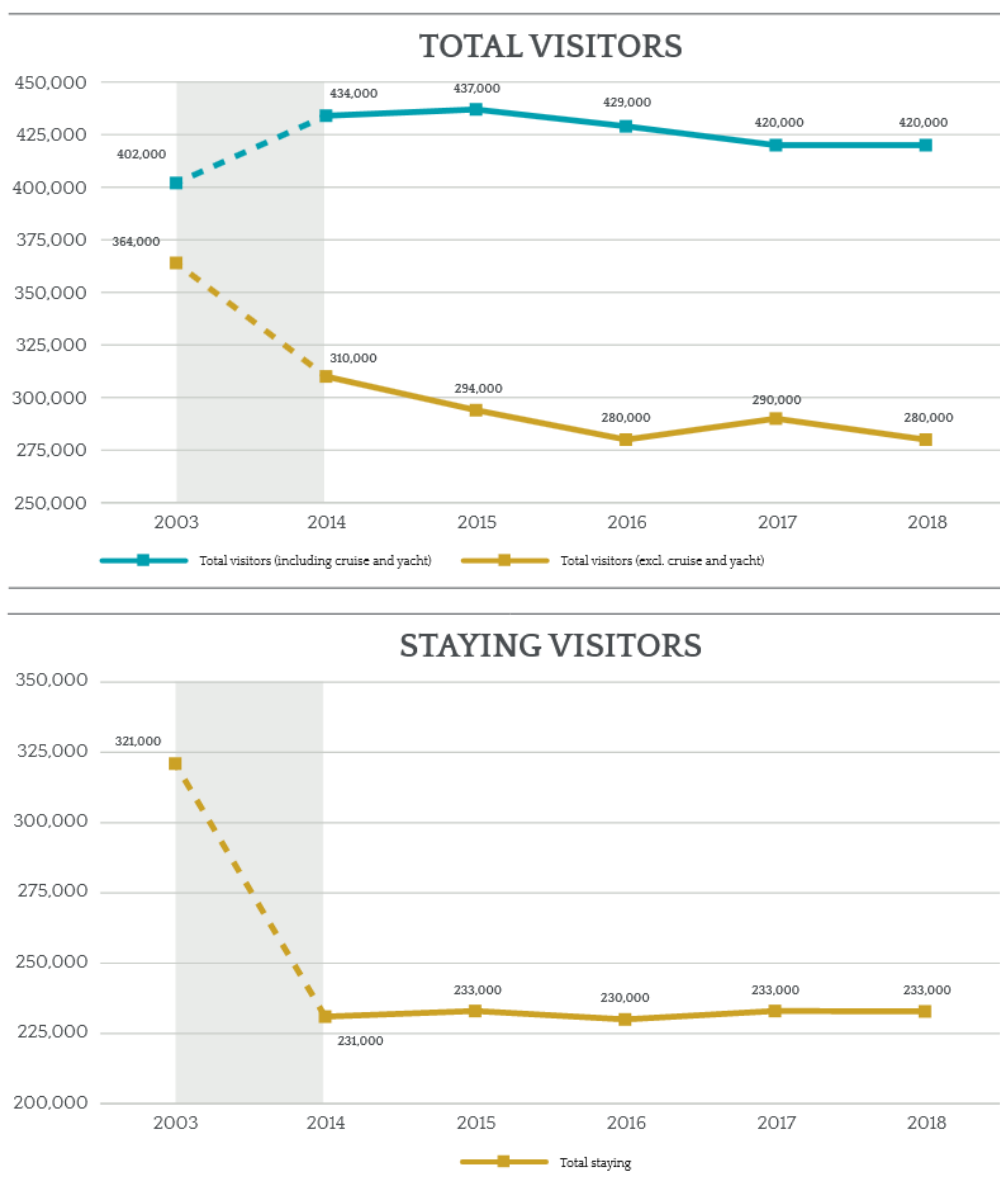
- 5.4.2 The key issues that are reducing the underlying demand from residents have been explored earlier in this chapter, particularly the high car ownership and

the subsidised bus service. There is potential growth in demand from young people who may not have access to a car or even a driving licence. However, to an extent the demand from that sub-group is being met by Guernsey Lifts.

Tourists

- 5.4.3 The tourist market, particularly the long-stay market which was one of the pillars of the post war Guernsey economy, saw a steady year on year decline from the turn of the century to 2014 since when it has mainly stabilised and seen elements of growth. The charts in Figure Y below are to 2018 – 2019 saw a ca. 3% growth, before the visitor numbers suffered a catastrophic decline due to the impact of Covid-19 in 2020-21, as shown in Figure Z.

Figure Y: Visitors to Guernsey¹⁷



¹⁷ Guernsey Tourism Ten Point Plan 2020-2025

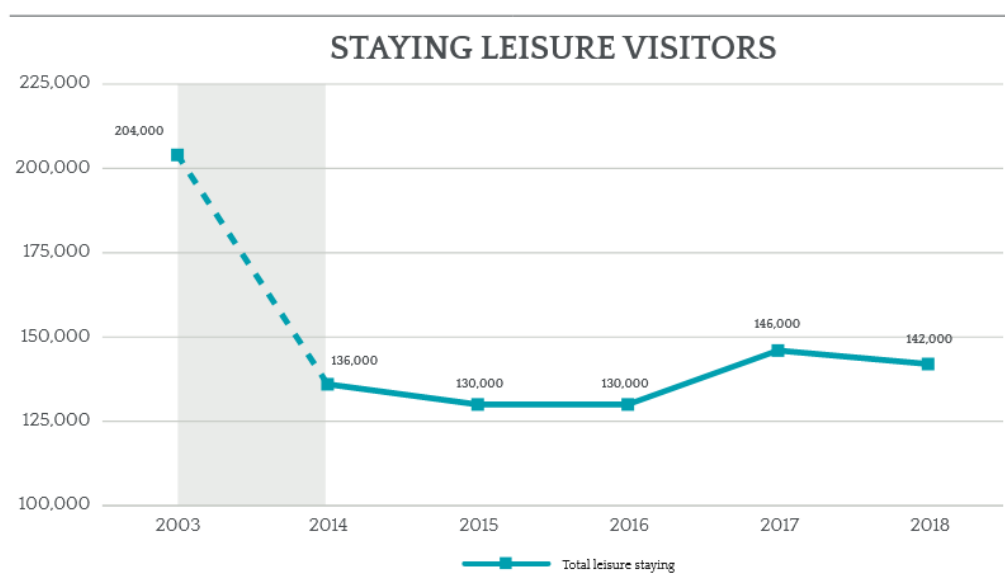
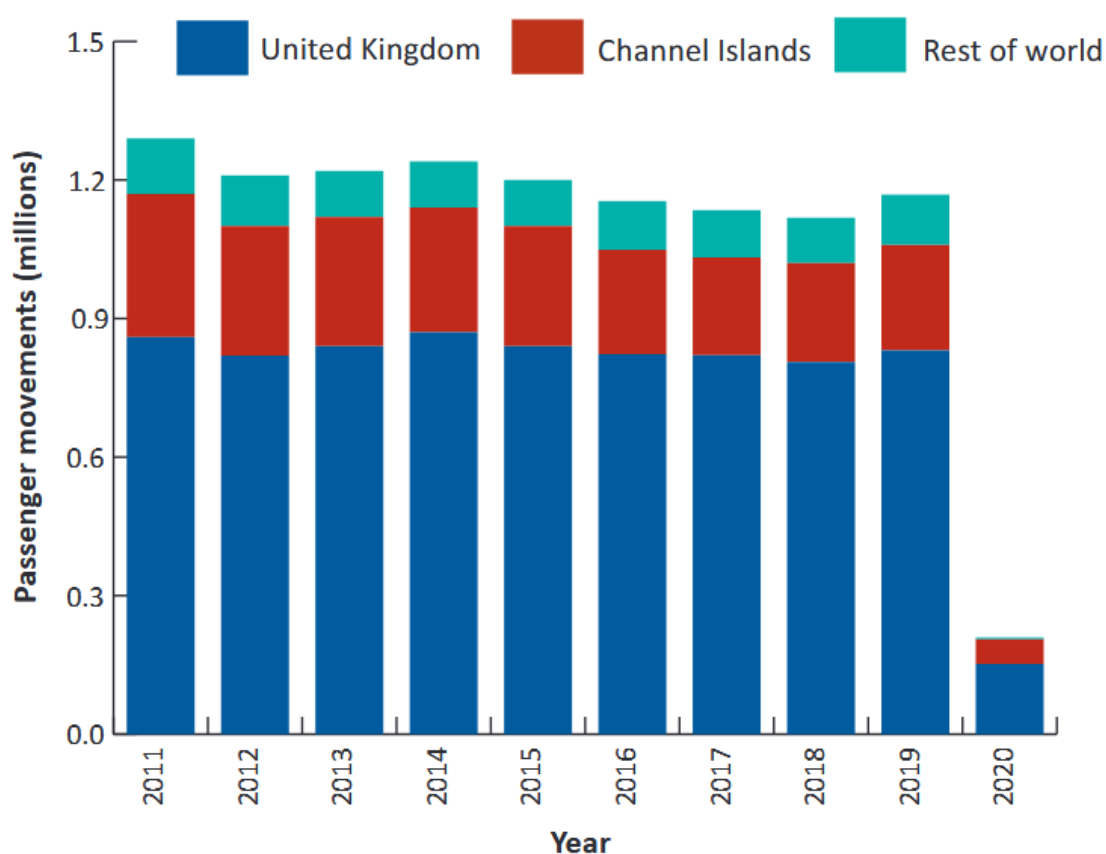


Figure Z: Guernsey: Annual Passenger Movements by Air and Sea



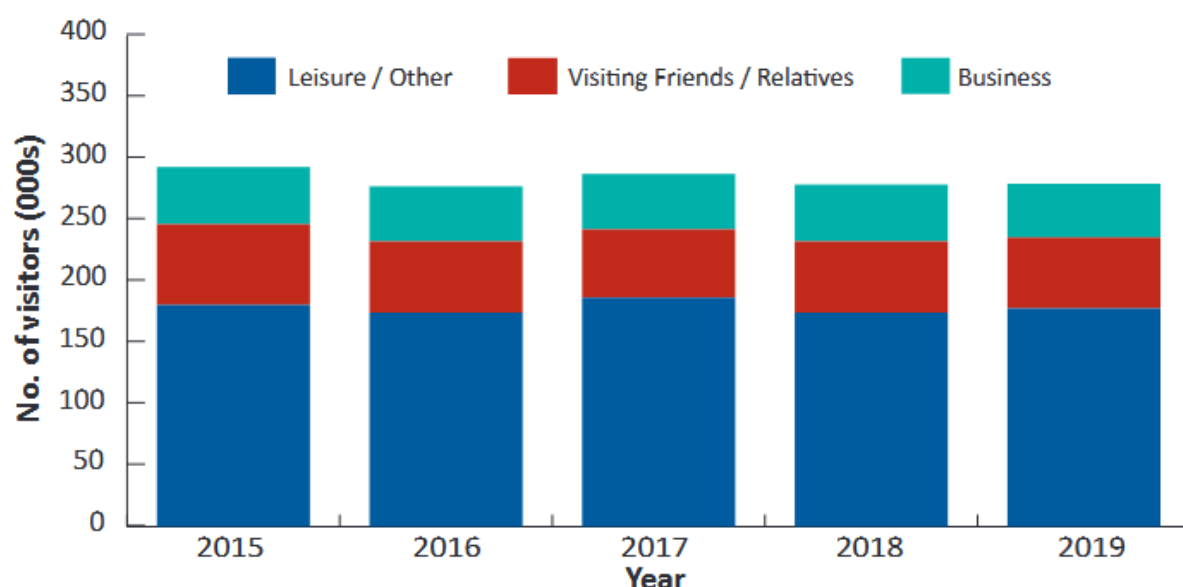
- 5.4.4 As of May 2022, passenger movements through the airport (218,000) were still 29% below the equivalent year to date figure for 2019. Ferry passengers (24,300 excluding inter-Bailiwick) were down 36%, whilst cruise ship passengers (12,600) were down 65%.
- 5.4.5 Whilst cruise ship visitors are important in terms of the overall economy this is less of a benefit to the general tax sector because of the way that a significant

proportion of the transport requirements (e.g. for collective round island tours or for an individual guided tour are sold on board the cruise ship in advance). The potential cost-effectiveness of the round-the-island bus service has become obvious to cruise ship visitors causing over-crowded bus services and a pragmatic decision to put the cost of the day pass (the only ticket that allows a round-the-island journey) up to £7.50.

Business

- 5.4.6 The financial sector is the largest component of the island economy. In 2019 it was estimated to create just over 40% of the Guernsey economic Gross Value Added (GVA)¹⁸.
- 5.4.7 The number of business visitors has been in slow decline since 2014. Figure AA shows the proportion of overall visitors made up by business travel. Whilst a small proportion, this group is a significant user of taxis and has high expectations of service because of the high value of their travel time.

Figure AA: Purpose of Visiting Guernsey



- 5.4.8 There are a range of forecasts as to how long corporate travel will take to recover, if, indeed, it does. The fact is that companies, particularly in the financial sector, continued to operate effectively during lockdowns with a far lower level of travel than previously. Companies made useful savings on travel expenses but, more importantly on staff productivity, with most of the workforce connecting from home. Not only was there a discovery of the effectiveness of video call technology, but some companies took the opportunity to redesign their technological models around remote working. Staff regained personal time and many would appear unwilling to give that up.

¹⁸ States of Guernsey, Data Analysis – Guernsey Facts and Figures 2021

- 5.4.9 In September 2021, a Bloomberg survey of 45 large international businesses showed that nearly 85% of them anticipated cutting back on the amount of flying their staff would undertake after the pandemic is finally over¹⁹. In May 2022, the data benchmarking, analytics and market insights group STR surveyed 500 frequent business travellers and reported that there were some stirrings of corporate travel recovery. In February 2022, the net propensity to travel (i.e. the difference between those more likely to travel currently and those less likely) was -59%; by May it was only -43%. When asked to think about a future when the pandemic would be definitely over, this changed to -23%.
- 5.4.10 But even if there is a recovery it is unlikely to peak before 2025 and even then will still see a lower level of corporate travel activity than in 2019. This is not good news for the Guernsey taxi and private hire sector.

Institutions

- 5.4.11 SoG is a significant corporate taxi user itself and whilst some use has been displaced by Teams meetings, a large part does actually require an officer's physical presence on site. One area of provision, which, if it follows UK experience over the last few years, can be expected to grow is home to school transport for children with special educational needs (SEN). Whilst mainstream school bus services are contracted in from five operators, including CTPlus, the Education Department operates its own fleet of vehicles for SEN purposes. This is now at capacity and there is a further requirement for private hire sector provision. In 2019 the Department hired taxi or minibus services to the value of £125,000 across four providers. This covered both overspill but also children who require cars to themselves for behavioural or health reasons, or need to be in smaller groups, due to larger groups and longer minibus journeys causing distress or anxiety.
- 5.4.12 A further use of the private sector takes place to fulfil after school trips, such as sports fixtures, as well as any other trips through the day that the Department's own fleet is unable to fulfil due to capacity. The provision is a mix of taxis and larger vehicles (minibuses and coaches) - in 2019 the Department spent £120,000 for these kinds of school trips, again across four providers.

5.5 Attractiveness

- 5.5.1 The growth of Guernsey Lifts is a reflection of the lack of attractiveness of the taxi offer in Guernsey. This is reinforced by the results of the public survey and by consultation within the trade itself. Whilst there are many examples of high service standards and competency, many within the trade are frustrated at the lack of consistency, with examples of dirty vehicles, poor driver

¹⁹ <https://www.bloomberg.com/news/features/2021-08-31/will-business-travel-come-back-data-show-air-hotel-travel-forever-changed>

attitudes and unreliability. The lack of investment in new technology and means of communication with customers is compounded by the inability to develop a strategy to market the sector. DVL is not able to police this adequately with the tools at their disposal and the States' lack of investment in taxi infrastructure adds to the problem.

- 5.5.2 The way that the sector presents itself is encapsulated in the information provided in the taxi shelter at the Airport shown in Figure BB.

5.6 Summary

- 5.6.1 The position can be summarised as:

- a) The generic demand for taxis in Guernsey is falling
- b) Competition from alternatives to taxi use is rising
- c) Neither the taxi sector nor the regulator has a strategy to:
 - ◆ improve the attractiveness of the sector to current markets
 - ◆ develop new markets
- d) Barriers to entry prevent or deter new entrants with energy or investment to tackle the above.

Figure BB: Contact Sheet in the Airport Taxi Rank Shelter

Taxi Numbers				
Name	Number	Type	Early Mornings	Sundays
1 st Call Taxis	07911 727970	8 Seater	Yes	Yes
Bazzas' Taxis	07781 169700 07781 129333		Yes	Yes
A&S Taxis	07781 125544		Yes	Yes
AAA Taxis	07781 444442		Yes	Yes
Ace Taxi- Steve Poole	07781 121180	6 Seater		
Alpha Taxis	01481 200000		Yes	Yes
ALA	07781 418396			
Bob Teed	07781 148488	4 Seater		
Bonzos Taxi	07781 447820	6 Seater	Yes	Yes
Bushy	07781 100787	8 Seater	Yes	Yes
Carl Le Tissier	07781 103133	6 Seater		
Chris Watson	07781 430054	4 Seater		
SS Taxi 07781 130000 6 Seater Yes Yes				
Donkey Taxis	07839 747667			
Gary Le Sauvage	07781 426811	4 Seater	Yes	
Glen Pontin	07781 154254	5 Seater	Yes	
Helen Count	07781 143093	8 Seater	Yes	NO
J.R	07781 133233	6 Seater	Yes	Yes
MR TAXI	07781 116503	8 Seater + 4 Seater	Yes	Yes
Kevin Le Tissier	07781 103135	6 Seater	Yes	Yes
Lambourne Taxis	07781 123188	6 Seaters/ 8 Seaters	Yes	Yes
Leon Gallienne	07781 156770	5 Seater		
Linda O'Meara	07781 111218	4 Seater		Yes
Mike Upton	07781 121174			
Nail Yeaman	07781 414137	4 Seater		
Paragon Taxis	07781 112771	4 Seater/ 8 Seater	Yes	Yes
Ab Fab/ Pete Blondel	07781 134555	8 Seater		
Prestige Taxis	07781 115522	7 Seater	Yes	Yes
Island Taxis	01481 700500		Yes	Yes
Micky Baker	07781 112003	4 Seater		
John Fitzhenry	07781 177771			
Steve Foss	07911734700	4 seater		
Simon Renouf	07781 165335			
Sean Harvey	07781 406222			
Steve Bichard	07781 133828			
Kevin Gaudion	07781 100787	6 Seater	Yes	Yes
Alpine Taxis			Yes	Yes
John Duquemin	07781 444044	7 Seater		
ELITE TAXIS 07839 700400 1+ Seater NO YES				

5.7 Guernsey Lifts

- 5.7.1 The Guernsey Lifts phenomenon has been described earlier in the report as one of the elements of competition to the current taxi and private hire offer. This section now considers its legality and what, in practice, can be done about it.
- 5.7.2 The general view of the taxi drivers we consulted is that they see:
- a) Their businesses undermined through unlicensed competition which is not required to meet the standards set down by SoG for legitimate taxi and private hire services (driver checks, vehicle checks, set tariff for consumer protection, etc.)
 - b) Inherently risky behaviour, mostly by young people – certainly elsewhere there have been a few instances of assault and more of harassment and unwanted propositions
 - c) Undeclared income (tax, social benefits implications for the States)
 - d) The problem treated on a 'Pass the Parcel' basis by the different authorities.
- 5.7.3 Under s3(1) The Public Transport (Guernsey) Law 1984, the States gives itself the powers to regulate the use, including the driving, of motor vehicles as public vehicles and the operation of road services. A 'public vehicle' is defined (in s7) as including:
- "a motor vehicle which is used for the carriage of passengers for hire or reward and which is offered for use either by standing or plying for hire or which is so offered in any other way whatsoever"*
- A 'road service' is defined as
- "any service for the carriage of passengers or passengers and baggage for hire or reward in a motor vehicle".*
- 5.7.4 The regulations are contained in The Public Transport Ordinance 1986, as amended. In essence there is a prohibition on unlicensed operation of a road service and a requirement that a road service is operated by a licensed public service vehicle and driven by a driver with an appropriate permit.
- 5.7.5 The effect of this is to raise the likelihood that a significant part of the transport provided through Guernsey Lifts is unlawful. The vehicle, the driver and the operation should be licensed. A further likelihood is that the service is currently being offered on the basis of the driver's private (i.e. social, domestic and pleasure) insurance and not commercial insurance. Private car insurance policies have a specific exclusion from covering 'hire or reward' operation. So there is a strong risk that when used for a Guernsey Lift for

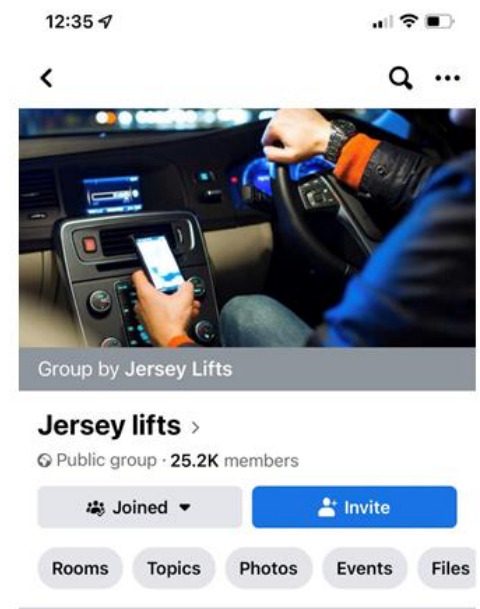
reward then the driver is driving without insurance. This is clearly a public policy issue for the States.

5.7.6 Added to this is the concern that the arrangement is inherently more risky for the passenger than using a licensed vehicle because the latter is driven by someone who has gone through a licensing process which involves checking their:

- driving
- criminal record (through a Disclosure & Barring Service check)
- vehicle suitability, documentation and a physical maintenance check.

5.7.7 There are concerns that a self-policing Lifts model does incorporate some measure of 'stranger danger' and there are recorded incidences (not as far as we know in Guernsey) of inappropriate behaviour / language or harassment and in a small number of cases sexual or physical assault.

5.7.8 This 'Facebook Lifts' phenomenon is not unique to Guernsey. The nearest example is in Jersey where the Jersey Lifts group is older and larger with over 25,000 members. It is clear that a number of these are tourists or other lift users who live outside Jersey. It is understood that there are now around 400 drivers in Jersey who have offered at some point to provide lifts. This is many more than the licensed drivers in Jersey. Hearsay also suggests that some businesses (e.g. small hotels) are referring guests to the Jersey Lifts Facebook page rather than to local taxi companies, particularly if they are going out for night-time recreational purposes. At one point The Jersey group even developed its own App



<https://www.bailiwickexpress.com/jsy/news/controversial-jersey-lifts-gets-uber-treatment/>

although this is no longer functioning.

5.7.9 The Facebook lift-giving phenomenon is also evident at various locations across the UK, such as:

- Southampton - <https://www.dailyecho.co.uk/news/14174387.council-chiefs-battle-to-shut-down-illegal-taxi-service/>
- Bournemouth - <https://www.bbc.co.uk/news/av/uk-england-dorset-46048914>

- 5.7.10 In 2019 The Times reported that it had found 18 Facebook groups with a total of more than 50,000 members where people advertised or sought "lifts" for cash from drivers without taxi or private hire licences - <https://www.phtm.co.uk/news/1456/phtm-news/illegal-taxi-drivers-thrive-on-facebook>
- 5.7.11 Taking enforcement action has proved challenging. In many cases police forces have not seen this as a priority because of the time, expense and complexity of gathering the necessary evidence that would enable them to take action. The actual offer and acceptance that would constitute a contract to provide the transport service for reward takes place in private – generally through an encrypted private message [DM] or a phone call. The police would need to capture that evidence which implies that they would need to join the group and participate, but without contributing to the offence by entrapment or by recording a conversation without judicial authorisation.
- 5.7.12 A further difficulty is provided by the fact that lift-giving for social or community purposes where the volunteer driver has their out-of-pocket expenses reimbursed is now commonplace e.g. Health Connections' Voluntary Community Transport Service²⁰ or the equivalent offered by St John Ambulance. Even though there is no element of profit involved and such reimbursement does not invalidate social, domestic and pleasure car insurance²¹, this does nevertheless count as providing a transport service for reward. This is because 'hire or reward' is construed broadly in order to cover any arrangements for transport where there is a payment, whether in cash or in kind, or nominally described as a donation, and whether made by the passenger or by someone else on their behalf and whether made directly to the driver or to a third party, and whether contained within a payment for some other service.
- 5.7.13 Although we have not identified any Guernsey prosecution cases to support the above interpretation, in cases where there is uncertainty, Guernsey courts will look to English rules and case precedent for guidance. The above interpretation of the term "hire or reward" is set out initially in s1(5) The Public Passenger Vehicles Act 1981 and has subsequently been developed and confirmed in several court cases²² including some in the High Court.
- 5.7.14 In the UK (separately for Northern Ireland), this jeopardy has been disapplied²³ in the case of vehicles for 8 passengers or fewer where the payment made to or for the driver is no more than the running costs of the

²⁰ <https://healthconnections.gg/transport/voluntary-car-service/>

²¹ <https://www.abi.org.uk/products-and-issues/choosing-the-right-insurance/motor-insurance/volunteer-drivers/> - in UK there is actually a legal bar on insurers excluding volunteer driving cover, despite what the ABI implies. See also <https://www.abi.org.uk/globalassets/files/publications/public/motor/2021/abi-guide-to-volunteer-driving---the-motor-insurance-commitment-2021.pdf>

²² E.g. DPP v Sikondar, QBD May 15, 1992 concerned payment to a parent giving lifts to school for their own but also other than their own children and accepting payments – deemed to be 'hire or reward'; Rout v Swallow Hotels, QBD July 7, 1992 – hotel courtesy coaches are operating for hire or reward even though the customers are not required to pay extra for the service.

²³ S1(4) Public Passenger Vehicles Act 1981

vehicle for the particular journey (note this excludes any contribution towards administration or the driver). As a result there is a thriving volunteer lift-giving sector focusing on mitigating rural isolation and providing lifts for health and social welfare purposes.

- 5.7.15 We have not been able to identify an equivalent exemption in Guernsey legislation. In effect therefore, these arrangements in Guernsey are permitted on a discretionary basis. This raises a further difficulty for the police in exercising their discretion as to where and when to enforce. In particular, what would be the level of 'fares' paid that would bring the service clearly into the 'for personal profit' category?
- 5.7.16 The standard approach in the UK and Jersey has been to reference the current rate of mileage reimbursement to employees that is deemed by the tax authorities as automatically not giving rise to a taxable profit. In the UK this is set at 45ppm²⁴, in Jersey at 60ppm and in Guernsey at 66ppm. The mileage involved covers all that necessary to make the journey happen i.e. including the 'dead' or positioning mileage. In principle a driver can claim a higher rate of reimbursement by demonstrating to the tax authorities that their particular car costs more to operate. So if the volunteer in Guernsey did a 4 mile positioning journey to give someone a 2 mile lift to hospital, they could claim £6.60 [(4+2+4)@£0.66] which is not far short of the £7.70 tariff cost for a two mile taxi ride. Once again this demonstrates the difficulty for the police (or other regulatory authority) in proving that a particular Guernsey Lifts 'fare' is high enough that it takes the journey into the 'for personal profit' category.
- 5.7.17 We are unaware of any prosecutions of 'Facebook Lifts' drivers in Guernsey or Jersey and there have been very few in the UK. Three examples we have come across are:
- https://www.hartlepool.gov.uk/news/article/1679/conviction_for_facebook_taxi_driver
 - <https://www.folkestone-hythe.gov.uk/news/rogue-taxi-driver-prosecuted>
 - <https://www.threerivers.gov.uk/news/illegal-private-hire-driver-stopped-in-three-rivers>
- 5.7.18 In Jersey, there has been some police activity:
- 2014 <https://jersey.police.uk/news-appeals/2014/september/jersey-lifts-up-date/>
 - 2017 <https://www.bailiwickexpress.com/jsy/news/police-partner-insurers-tackle-jersey-lifts-issue/#.YcSoQImnyUk>

²⁴ There is a current campaign underway to raise this figure which has not seen an increase since 2011
<https://ctauk.org/amap-campaign/>

- 2018 <https://www.itv.com/news/channel/2018-01-03/dispute-between-jersey-police-and-jersey-lifts-app>

but without significantly reducing the activity.

5.7.19 One of the UK unions involved in representing taxi drivers, the RMT, has recommended that:

- all publicity relating to Facebook drivers should use the term '**tout**' to give a clear steer to the public.
- Fines should be increased to act as a deterrent – currently they don't relate to the earning potential of unlicensed driving – and publicised to achieve impact see <https://www.sentencingcouncil.org.uk/offences/magistrates-court/item/taxi-toutingsoliciting-for-hire-revised-2017/>

5.7.20 The RMT evidence suggested that in 2010 the maximum fines were £2500 for toutting and £5,000 for having no insurance but typical fines were £150 and £150. Current fines are income based – see this from the sentencing guidelines:

For the purpose of the offence guidelines, a fine is usually based on one of three bands (A, B or C). The selection of the relevant fine band, and the position of the individual offence within that band, is determined by the seriousness of the offence. In some cases fine bands D – F may be used even where the community or custody threshold have been passed.		
	Starting point	Range
Fine Band A	50% of relevant weekly income	25 – 75% of relevant weekly income
Fine Band B	100% of relevant weekly income	75 – 125% of relevant weekly income
Fine Band C	150% of relevant weekly income	125 – 175% of relevant weekly income

5.7.21 There have been examples of specific deterrence exercises which could be pursued in Guernsey:

- <https://parkinsurance.co.uk/hunt-illegal-taxi-drivers-cornwall/>
- <https://www.mirror.co.uk/money/drivers-reminded-its-actually-illegal-21067299>
- <https://www.taxi-point.co.uk/post/council-launches-new-beermat-and-poster-campaign-to-help-recognise-whether-a-taxi-is-legal-or-not>

along with the example of a dedicated police post relating to taxi and private hire – it is believed that there are three such 'taxi cops' in UK

- <https://www.avonandsomerset.police.uk/news/2018/10/taxi-cop-18-months-on/>

This approach would not be cost-effective in Guernsey for scale reasons but it is interesting that it includes an Inspection service.

- 5.7.22 In Jersey, the licensing team has made attempts to involve the Income Tax and Social Security authorities in respect of the undeclared earnings of the busiest Jersey Lifts drivers, but this has not been reciprocated. We have raised the issue of Guernsey Lifts and Jersey Lifts with the Motor Insurers Bureau, Association of British Insurers, the Institute of Licensing and the National Association of Taxi and Private Hire Licensing and Enforcement Officers, with a request for any useful enforcement examples, but although there was acknowledgement of the issue no suggestions have
- 5.7.23 Given the inability to stimulate a multi-agency enforcement approach and following a couple of reports of incidents involving young women, as well as face-offs between licensed taxi drivers and identifiable Jersey lifts drivers from the Police, the Jersey policy team made a pragmatic decision on personal safety grounds to informally identify a potential Jersey Lifts pick-up point in St Helier (by the Bus Station) which is:
- a) lit, open and busy with access to water and shelter
 - b) covered by high quality CCTV
 - c) out of direct line of sight from the main taxi rank (to avoid conflicts)
 - d) where the late night bus service operates from.

This is used by late-night revellers who are perceived to be most at risk.

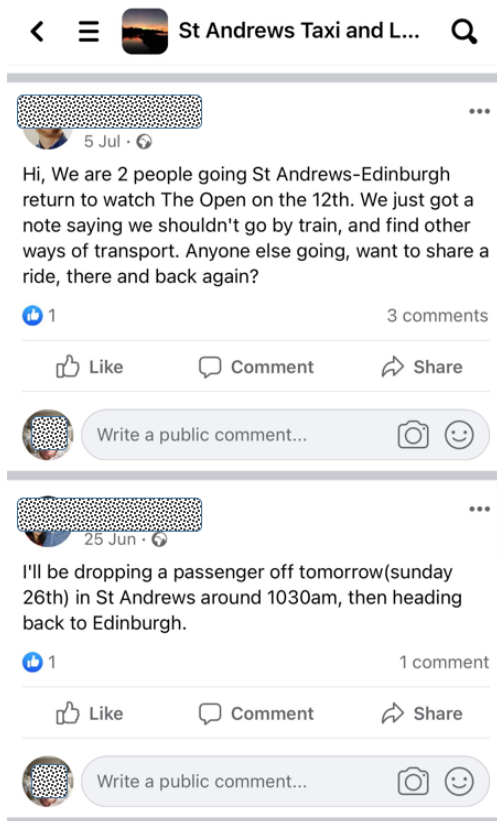
- 5.7.24 The general conclusion is that there is no easy means of enforcement and that this requires a periodic information campaign to inform potential users of the downsides of getting into unlicensed vehicles driven by strangers and some face-to-face words of advice from the police to persistent drivers.

- 5.7.25 A more positive intervention could be the establishment of a parallel offer involving the trade. Here is an example of such an approach developed from St Andrews University in Scotland which blends lift-sharing with taxi companies offering student discounts and a company offering a dedicated airport shuttle:

- <https://www.facebook.com/groups/staridesharing/>

This would require co-operation between a credible young persons' organisation and a representative trade body.





6.1 Introduction

- 6.1.1 The States wishes to investigate the principles behind reviewing and revising (usually increasing) taxi tariffs.
- 6.1.2 Different taxi legislation applies in the different GB jurisdictions, but in England, Scotland and Wales the fundamental principle is that each local authority (at district level or equivalent) sets its own tariffs. Generally, taxi licensing is dealt with by a district licensing department which handles all licensing issues across the borough, but this is not always the department that sets or approves increases to tariffs and nearly always requires member approval. Very often proposals go to full council. Northern Ireland is different in that a state-wide tariff was adopted in 2012 and is set centrally.
- 6.1.3 Under the UK government's levelling-up proposals published recently, this responsibility would pass to upper tier authorities but when and if this happens is undefined and there is no guarantee that tariffs would be standardised. The tariffs are maxima not set fares and operators are free to charge lower rates if they so wish.
- 6.1.4 Tariffs rarely cover Private Hire Vehicles, only applying in some cases where PHVs are fitted with meters. The influence of Uber etc. has had a major impact on this market, particularly in urban areas and the 'quoted price' principle is the primary fare method. Unlike in Guernsey, prices for private hire are significantly lower than for taxis (Hackney Carriages) and, in general, do not have to meet the same level of standards that apply to taxis, notably in the requirement for wheelchair-accessible vehicles.
- 6.1.5 Only Scotland has legislation requiring regular review of taxi tariffs, but a review does not necessarily lead to a change as a review can (and does) lead to a recommendation for no change, in some cases for several years.
- 6.1.6 Note that in many areas the public makes little distinction between taxis and private hire vehicles. The specification of London-style black cabs (known as 'Black Hacks' in Glasgow) is fairly rare and the use of the rather odd term 'minicab' for private hire vehicles is also very London-centric. Many private hire operators use a 'taxi office' where the word 'taxi' will be prominent and passengers can go and order a taxi which meets the 'pre-booking' requirement. The advent of booking apps has further blurred the distinction.

6.2 Tariff Comparisons

- 6.2.1 We took a sample of twenty-five published taxi tariffs from the UK and islands for comparison. For each we took the published tariff and looked at:

- a) The flag charge (and converted this to a rate per mile);
- b) The variable mileage charge (and normalised as a rate per mile);
- c) The charge for waiting time (and normalised as a rate per minute);
- d) The times at which different tariffs apply;
- e) Night time tariffs against the main daytime tariff and
- f) Bank Holiday tariffs.

- 6.2.2 It is worth noting that for a significant number of authorities there is no taxi tariff published on the council website and in others it is difficult to find. Often this results from the responsibility for tariffs not lying with the licensing department.
- 6.2.3 Table 16 shows tariff times for the twenty five authorities, together with the last change date, four of which were last changed in 2011 or 2012. The sheer variation in the times at which the daytime tariff applies is remarkable. Even the start of 'day' varies between 0500 and 0700, while the end of 'day' varies between 1800 and 2400. No fewer than thirteen authorities charge premium rates before 0700. Edinburgh is very much an outlier in charging premium fares after 1800, although its night rate involves only a 33% uplift in flag charge. Only two authorities – Blackpool and London – have an intermediate tariff in the evening between day and night tariffs.
- 6.2.4 There is no consistency around weekend charges either. Fourteen charge the night tariff all day on Sunday but only six charge night rates all day on Saturdays. Conversely, nine authorities charge the same day rate regardless of day of the week. Guernsey is alone in the sample in having a different time for the start of night rate at weekends, while Northern Ireland charges a higher night rate (in line with Bank Holidays) Friday to Sunday.
- 6.2.5 Most Bank Holiday tariffs apply at all times on Bank Holidays, but there are variations, not least that some extend the Bank Holiday rates into the following day as late as 0700 the following morning. In one case (East Riding of Yorkshire) Bank Holiday rates apply throughout the Bank Holiday weekend – Saturday to Monday. In many cases, Bank Holiday rates are the same as those for night time. There are sometimes local holiday days, especially in Scotland and Northern Ireland, where Bank Holiday rates also apply.
- 6.2.6 'Normal' Bank Holiday rates generally do not apply at Christmas and New Year, but the definition what constitutes Christmas and New Year varies almost as much as the tariffs. It can include part or the whole of Christmas Eve, or it may or may not apply to different days in years when the Christmas Bank Holidays move. Scottish authorities are not consistent in whether the special rates apply to 2nd January or if it is a 'normal' Bank Holiday.

- 6.2.7 Some authorities simply apply a percentage uplift on another tariff over Christmas and New Year, rather than having a bespoke tariff, but it is quite clear that the discussion and debate about Christmas tariffs is disproportionate to the number of days for which they apply.
- 6.2.8 The problems of harmonising taxi tariffs are illustrated by Cornwall and East Suffolk councils. Cornwall was formed as a unitary authority in 2009 but still maintains radically different tariffs based on the old districts, while the two constituent councils that made up East Suffolk from 2019 retain separate tariffs, the council having rejected a harmonisation proposal as the difference between the two would have meant that 'winners' and 'losers' were extreme.

Table 16: Tariff Times Comparison

Authority	Last Change	Day Tariff Times	Night Tariff Times	Bank Holiday Times
Argyll and Bute	2017	Daily 0700-2200	Daily 2200-0700	0700-2200
Blackpool	2021	MF 0600-2100	MF 2100-0600 SASU All Times	0600-2400
Carmarthenshire	2011	MSA 0600-2200	MSA 2200-0300 SU 0600-0300	0600-0300
Conwy	2022	Daily 0700-2400	Daily 2400-0700	All Times
Cornwall (Caradon)	2011	MSA 0700-1900	MSA 1900-0700 SU All Times	All Times
Cornwall (Carrick)	2016	Daily 0700-2300	Daily 2300-0700	All Times
Cornwall (Kerrier)	2013	Daily 0700-2400	Daily 2400-0700	0700-2400
East Riding Yorks	2014	MF 0700-2000	MF 2000-0700 SASU All Times	1200-0700
East Suffolk North	2012	MSA 0700-2300	MSA 2300-0700 SU All Times	All Times
East Suffolk South	2020	Daily 0530-2230	Daily 2230-0530	0400-0400
Edinburgh	2021	MF 0600-1800	MF 1800-0600 SASU All Times	All Times
Guernsey	2021	MF 0600-2200 SASU 0600-1900	MF 2200-0600 SASU 1900-0600	All Times
Harrogate	2020	Daily 0600-2400	Daily 2400-0600	All Times
Highland	2018	MF 0700-2100	MF 2100-0700 SASU All Times	All Times
Inverclyde	2021	Daily 0600-2300	Daily 2300-0600	All Times
Isle of Man	2017	Daily 0600-2400	Daily 2400-0600	All Times
Jersey	2020	MSA 0700-2300	MSA 2300-0700 SU All Times	All Times
London	2020	MF 0500-2000	Daily 2200-0500	All Times
North Ayrshire	2021	MSA 0700-2400	MSA 2400-0700 SU All Times	All Times
Northern Ireland	2021	MF 0600-2000	MTh 2000-0600	All Times
Orkney	2020	MSA 0600-2100	MSA 2100-0600 SUN All Times	All Times
Powys	2018	Daily 0600-2300	Daily 2300-0600	All Times
South Hams	2012	MSA 0700-2300	MSA 2300-0700 SU All Times	All Times
Torbay	2019	MSA 0700-2300	MSA 2300-0700 SU All Times	All Times
Western Isles	2018	MF 0700-2100	Daily 2100-0700 SASU All Time	All Times

6.2.9 Table 17 and Table 18 compare day and night tariffs and day and Bank Holiday tariffs respectively. The flag charges have been standardised as a per mile figure. The actual distance included with the flag charge varies greatly, from 176 yards (1/10th of a mile) up to a mile. Jersey covers the lowest distance by some margin, the next lowest are around double the distance. This translates to Jersey having the highest per mile charge for flag charge of any authority, almost ten times that of some other authorities. Guernsey sits in the middle range.

- 6.2.10 There is some consistency in the variable charge per mile between £1.80 and £2.00, putting Guernsey (£2.15) at the higher end. London is very much the outlier here, at £3.86 per mile even without the extra variation in charges.
- 6.2.11 Waiting time charges vary between 17p and 60p per minute. Both extremes come from rural authorities. Guernsey lies in the higher range of waiting time charge at 42p.
- 6.2.12 Despite much the lowest premium on night flag charge at only three per cent, Jersey remains the highest charge at £33 per mile, the lowest being Powys at £4 per mile. Night tariffs and their premium over the day scale show no consistency whatsoever, ranging from 3% to 103%. It is similar with the variable mileage charge, ranging from £1.70 to £6.20. It is notable that three authorities impose no premium over daytime variable rate.
- 6.2.13 It is more common for authorities to impose no premium on waiting time on their night tariff. Eleven of the twenty-five authorities impose no premium and one charges a lower waiting rate. Guernsey is the third highest charge for waiting time at night rate.
- 6.2.14 Premiums charged on Bank Holidays vary even more, with one authority (Conwy) doubling all charges. Conversely, one authority (Argyll and Bute) has no Bank Holiday uplift, while three other authorities increase the flag charge but no other charges. Despite retaining its night tariff on Bank Holidays, Jersey still has the highest flag charge per mile and among the highest variable mileage charge. The variation in the Cornish districts is remarkable, while in East Suffolk, the South tariff, which is cheaper on the day and night scales, is more expensive on Bank Holidays. Guernsey simply charges its night rate which puts it amongst the lowest cost Bank Holiday tariffs.
- 6.2.15 Bank Holiday (and sometimes Christmas) tariffs are often poorly defined and don't handle the midnight changeover very well, with perverse consequences in charges, whereby someone travelling after midnight on a Bank Holiday pays a lower tariff. Only three of the twenty-five authorities specify Bank Holiday tariff times across midnight. The East Riding of Yorkshire has an anomaly whereby passengers travelling before noon on a Bank Holiday pay the normal day tariff.

Table 17: Comparison of Day and Night Tariffs

Authority	Daytime Tariff			Night Tariff			Charge per Mile	Premium on Daytime	Waiting Time per Minute	Premium on Daytime
	Flag Charge per mile	Charge per Mile	Waiting Time per Minute	Night Tariff Times	Flag Charge per mile	Premium on Daytime				
Argyll and Bute	£6.14	£2.00	£0.35	Daily 2200-0700	£7.37	20%	£2.35	17%	£0.35	0%
Blackpool	£12.30	£1.89	£0.34	MF 2100-0600 SASU All Times	£20.11	64%	£2.51	33%	£0.40	17%
Carmarthenshire	£4.40	£2.00	£0.20	MSA 2200-0300 SU 0600-0300	£4.80	9%	£2.50	25%	£0.25	25%
Conwy	£3.60	£3.00	£0.30	Daily 2400-0700	£7.20	100%	£6.00	100%	£0.60	100%
Cornwall (Caradon)	£16.00	£2.00	£0.40	MSA 1900-0700 SU All Times	£19.00	19%	£2.50	25%	£0.40	0%
Cornwall (Carrick)	£4.45	£3.20	£0.26	Daily 2300-0700	£6.00	35%	£4.00	25%	£0.48	84%
Cornwall (Kerrier)	£3.22	£3.50	£0.31	Daily 2400-0700	£6.18	92%	£6.20	77%	£0.31	0%
East Riding of Yorkshire	£12.34	£1.50	£0.60	MF 2000-0700 SASU All Times	£25.00	103%	£2.00	33%	£0.46	-24%
East Suffolk North	£5.35	£2.39	£0.27	MSA 2300-0700 SU All Times	£7.14	33%	£2.91	21%	£0.41	55%
East Suffolk South	£7.92	£1.60	£0.38	Daily 2230-0530	£9.24	17%	£1.80	12%	£0.40	7%
Edinburgh	£9.64	£2.47	£0.43	MF 1800-0600 SASU All Times	£12.85	33%	£2.47	0%	£0.43	0%
Guernsey	£6.27	£2.15	£0.42	MF 2200-0600 SASU 1900-0600	£8.78	40%	£3.01	40%	£0.59	40%
Harrogate	£13.60	£2.00	£0.31	Daily 2400-0600	£20.40	50%	£3.00	50%	£0.31	0%
Highland	£6.73	£1.80	£0.43	MF 2100-0700 SASU All Times	£10.37	54%	£2.26	26%	£0.43	0%
Inverclyde	£5.50	£1.86	£0.39	Daily 2300-0600	£5.70	4%	£1.91	3%	£0.39	0%
Isle of Man	£13.64	£1.80		Daily 2400-0600	£16.28	19%	£3.00	67%		
Jersey	£32.00	£2.40	£0.28	MSA 2300-0700 SU All Times	£33.00	3%	£3.30	38%	£0.44	56%
London	£22.69	£3.86	£0.49	Daily 2200-0500	£29.73	31%	£3.96	3%	£0.69	39%
North Ayrshire	£4.27	£2.00	£0.30	MSA 2400-0700 SU All Times	£4.67	9%	£2.00	0%	£0.30	0%
Northern Ireland	£6.49	£1.70	£0.24	MTh 2000-0600	£7.36	13%	£1.70	0%	£0.24	0%
Orkney	£4.00	£1.80	£0.45	MSA 2100-0600 SUN All Times	£4.80	20%	£2.10	17%	£0.45	0%
Powys	£3.60	£1.80	£0.20	Daily 2300-0600	£4.00	11%	£2.38	32%	£0.20	0%
South Hams	£6.25	£1.85	£0.17	MSA 2300-0700 SU All Times	£8.25	32%	£2.27	23%	£0.25	46%
Torbay	£11.23	£1.96	£0.23	MSA 2300-0700 SU All Times	£12.36	10%	£2.61	33%	£0.30	33%
Western Isles	£4.00	£1.48	£0.26	Daily 2100-0700 SASU All Times	£5.00	25%	£1.85	25%	£0.33	25%

Table 18: Comparison of Day and Bank Holiday Tariffs

Authority	Daytime Tariff			Bank Holiday Tariff					
	Flag Charge per mile	Charge per Mile	Waiting Time per Minute	Flag Charge per mile	Premium on Daytime	Charge per Mile	Premium on Daytime	Waiting Time per Minute	Premium on Daytime
Argyll and Bute	£6.14	£2.00	£0.35	£6.14	0%	£2.00	0%	£0.35	0%
Blackpool	£12.30	£1.89	£0.34	£16.34	33%	£2.51	33%	£0.40	17%
Carmarthenshire	£4.40	£2.00	£0.20	£4.80	9%	£2.50	25%	£0.25	25%
Conwy	£3.60	£3.00	£0.30	£7.20	100%	£6.00	100%	£0.60	100%
Cornwall (Caradon)	£16.00	£2.00	£0.40	£23.50	47%	£3.00	50%	£0.60	50%
Cornwall (Carrick)	£4.45	£3.20	£0.26	£6.00	35%	£4.00	25%	£0.48	84%
Cornwall (Kerrier)	£3.22	£3.50	£0.31	£4.63	44%	£4.60	31%	£0.31	0%
East Riding of Yorkshire	£12.34	£1.50	£0.60	£12.80	4%	£2.50	67%	£0.36	-40%
East Suffolk North	£5.35	£2.39	£0.27	£7.14	33%	£2.91	21%	£0.41	55%
East Suffolk South	£7.92	£1.60	£0.38	£11.88	50%	£3.20	100%	£0.75	100%
Edinburgh	£9.64	£2.47	£0.43	£12.85	33%	£2.47	0%	£0.43	0%
Guernsey	£6.27	£2.15	£0.42	£8.78	40%	£3.01	40%	£0.59	40%
Harrogate	£13.60	£2.00	£0.31	£20.40	50%	£3.00	50%	£0.31	0%
Highland	£6.73	£1.80	£0.43	£10.37	54%	£2.26	26%	£0.43	0%
Inverclyde	£5.50	£1.86	£0.39	£6.10	11%	£2.19	18%	£0.39	0%
Isle of Man	£13.64	£1.80		£16.28	19%	£3.00	67%		
Jersey	£32.00	£2.40	£0.28	£33.00	3%	£3.30	38%	£0.44	56%
London	£22.69	£3.86	£0.49	£29.73	31%	£3.96	3%	£0.69	39%
North Ayrshire	£4.27	£2.00	£0.30	£4.67	9%	£2.00	0%	£0.30	0%
Northern Ireland	£6.49	£1.70	£0.24	£9.09	40%	£1.70	0%	£0.24	0%
Orkney	£4.00	£1.80	£0.45	£5.80	45%	£2.60	44%	£0.45	0%
Powys	£3.60	£1.80	£0.20	£4.00	11%	£2.38	32%	£0.20	0%
South Hams	£6.25	£1.85	£0.17	£8.25	32%	£2.27	23%	£0.25	46%
Torbay	£11.23	£1.96	£0.23	£12.36	10%	£2.61	33%	£0.30	33%
Western Isles	£4.00	£1.48	£0.26	£5.00	25%	£1.84	24%	£0.33	25%

- 6.2.16 The actual flag charge varies between £2.20 (Carmarthenshire) and £4.50 (Guernsey) for day fares and between £2.40 (Carmarthenshire) and £7.20 (Conwy) for night fares. Of course, these cover a range of distances between one tenth of a mile and a mile, but although there is a general trend of higher flag charge buying greater distance the actual pattern is much more random. Guernsey has a high flag charge but it covers a long distance and is thus in line with the general trend.
- 6.2.17 Figure CC and Figure DD plot distance included against flag charge for day and night respectively. A day flag charge of £3 or £3.20 is very common but cover a multitude of distances – with Jersey and London as outliers at the bottom, a factor which continues when looking at night fares. Guernsey has the largest flag charge but is close to the average in terms of cost per distance covered.

Figure CC: Variation in Distance Covered by Flag Charge (Day Fares)

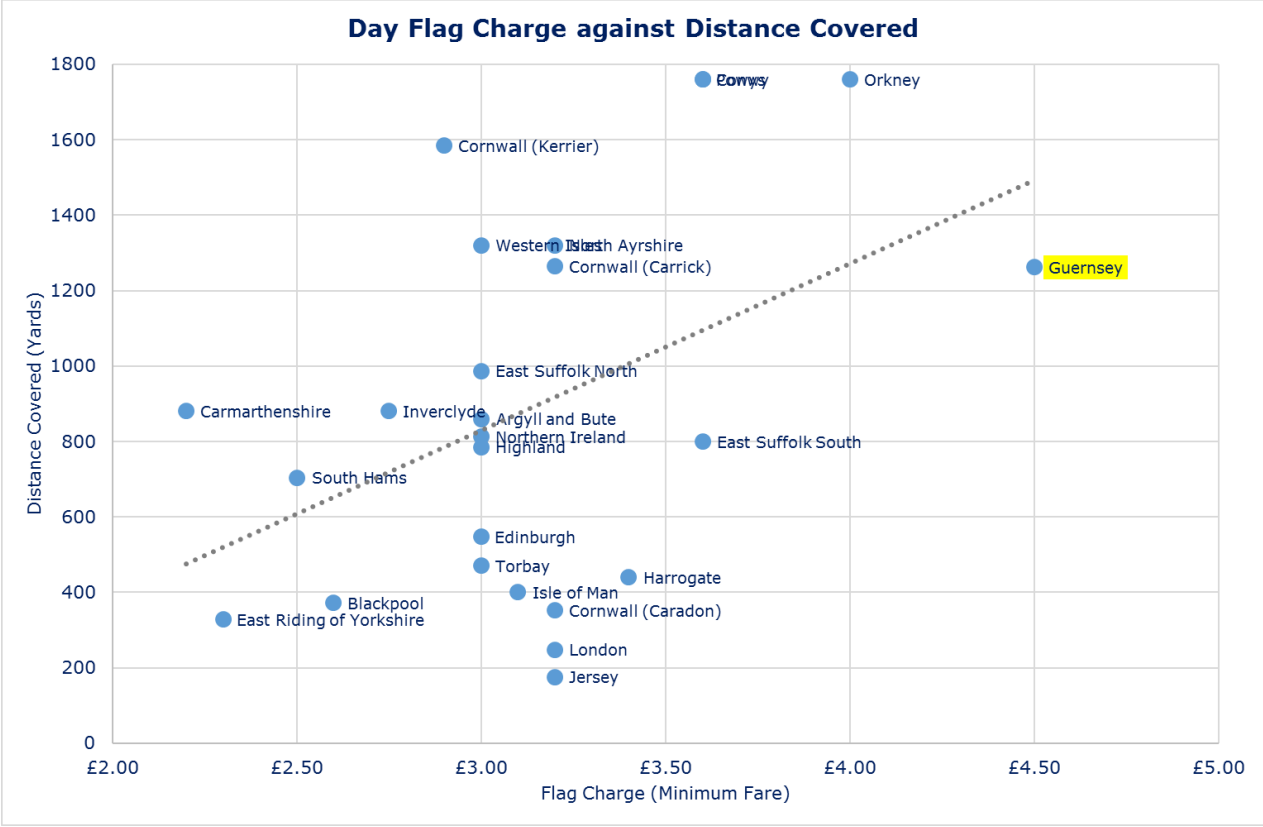
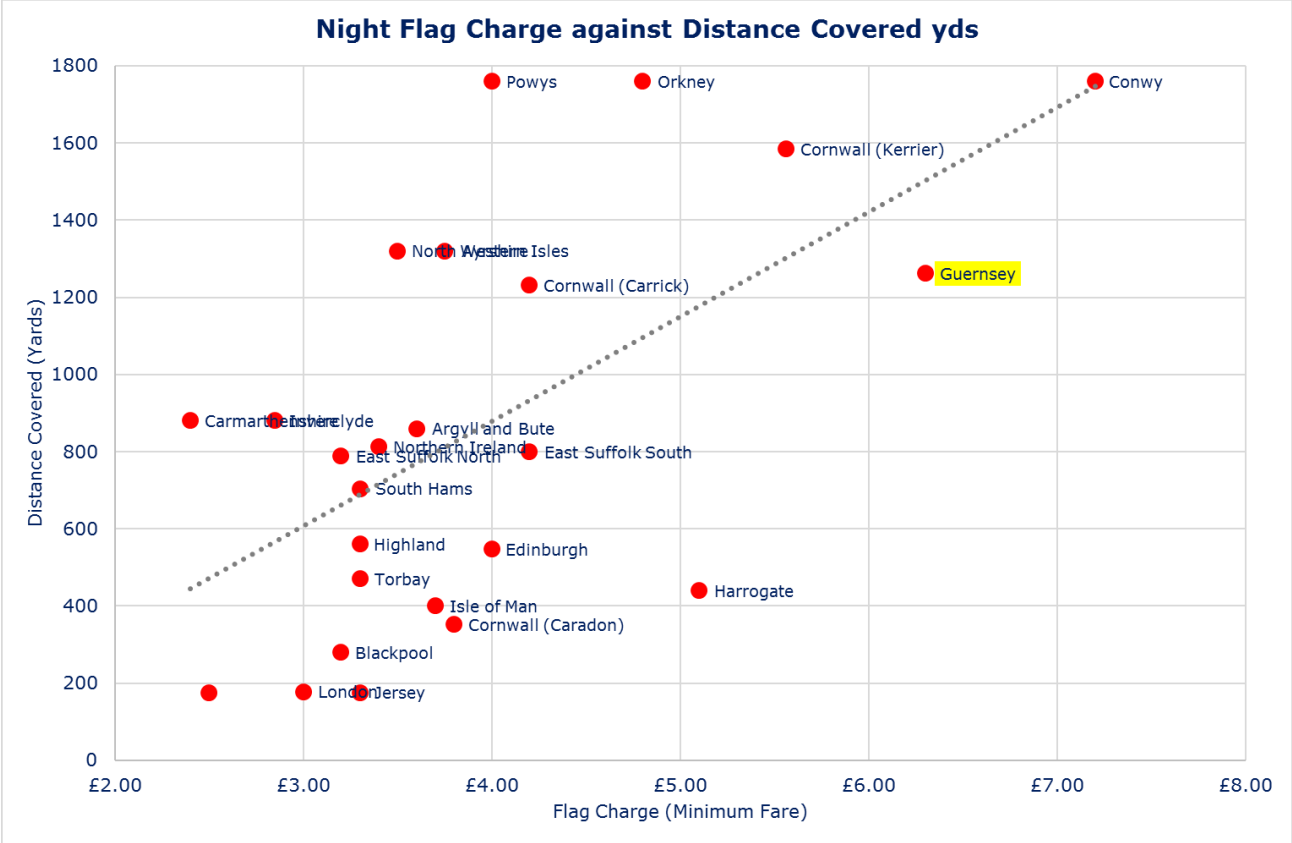


Figure DD: Variation in Distance Covered by Flag Charge (Night Fares)



- 6.2.18 Table 19 includes notes on variations to the standard charges and it is notable that there is a 'note' for all but three of the authorities. Several authorities allow operators to charge for 'dead' mileage to remote pick-ups, often imposing a flat charge or a maximum charge but only one, Highland, allows full tariff to be charged.
- 6.2.19 Only two authorities, Jersey and Inverclyde, charge a different tariff for pre-booked trips, although several allow a booking fee to be added. Two have different arrangements for cross-boundary trips. Edinburgh, rather bizarrely, stresses that its tariffs only apply to trips wholly within the city boundary and that other trips 'are by negotiation with the operator'. In North Ayrshire, any passenger crossing its boundary on the night tariff attracts a 50% premium. It must be doubtful whether operators adopt this principle as it appears designed to encourage fare disputes.
- 6.2.20 There are other 'special' tariffs, including a premium tariff charged by Carmarthenshire between 0300 and 0600 and Northern Ireland having a separate Friday to Sunday night tariff.

Table 19: Special Notes on Tariffs

Authority	Notes
Argyll and Bute	No Bank Holiday premium other than Christmas & New Year; 30p phone booking charge
Blackpool	Flag charge is £2.60 MF 2100-2400 and all day Sat & Sun
Carmarthenshire	Booking fee £3 if more than 5 miles away. Special tariff applies 0300-0600
Cornwall (Caradon)	£1 surcharge for payment by cheque
Cornwall (Carrick)	Rates reduce after 4,900 yards approx; 60p discretionary booking charge
Cornwall (Kerrier)	Bank holiday nights charged at normal rate
East Riding of Yorks	Bank Holiday includes the whole weekend Sat-Mon; Normal tariff applies 0700-1200
East Suffolk North	5% surcharge for card payment
Edinburgh	distance per 25p extends to 190m after 1,805m; Tariff only applies wholly within the City of Edinburgh
Guernsey	60p surcharge on all Sunday trips
Harrogate	Call-out charge from over one mile away charged at £1 per mile
Highland	Call-out charge from over 3 miles away at full tariff; £1 booking fee chargeable
Inverclyde	Different tariffs apply to pre-booked trips
Isle of Man	Waiting time charge not given
Jersey	Different tariffs apply to pre-booked trips; 50p surcharge for card payment
London	Tariff changes at 9,648m and at 6 miles; separate tariff applies MF2000-2400, Sat and Sun
North Ayrshire	Trips crossing into the 'night' period outside the LA charged at Tariff 1 plus 50%; applies minimum waiting charge £3.20
Northern Ireland	Bank Holiday tariff applies Fri-Sun nights 2000-0600
Orkney	Charge allowed for remote pick-ups
South Hams	£1 call-out charge
Torbay	50p charge for pick-up at requested address
Western Isles	Charge allowed up to £6.50 for remote pick-ups

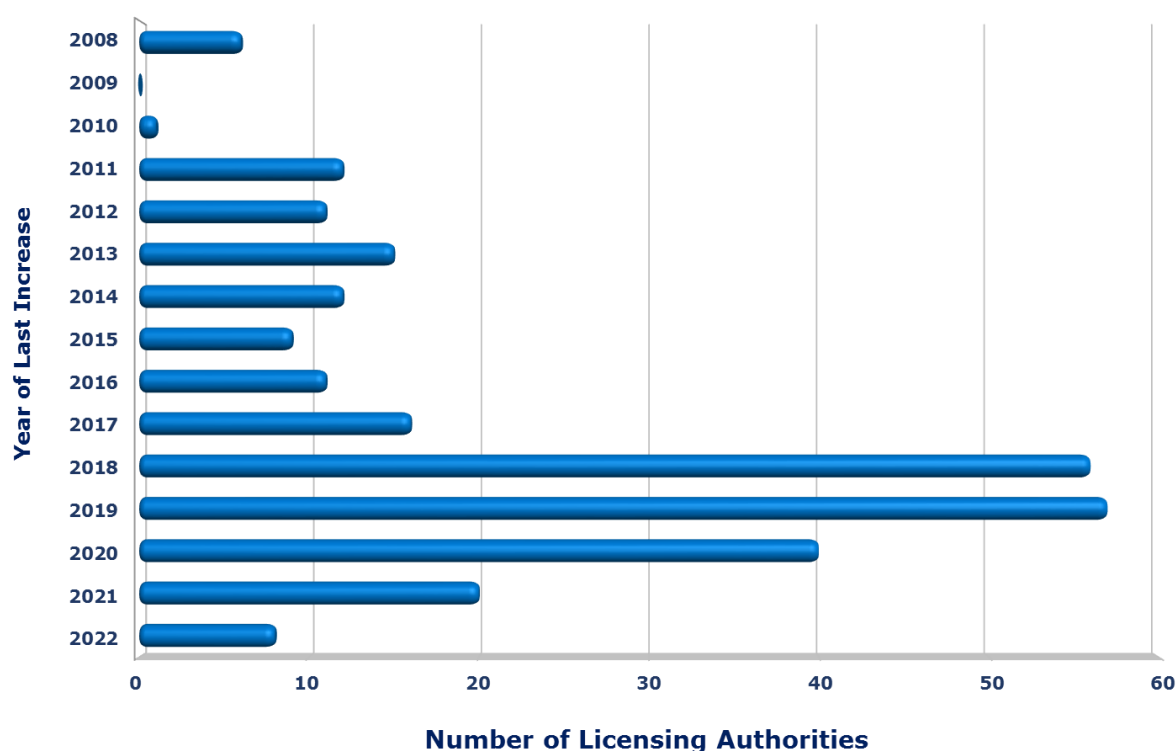
6.3 Frequency of Tariff Increases

- 6.3.1 In England it is quite remarkable just how long it is since many authorities changed or reviewed tariffs. Figure EE below shows the number of UK authorities by last year of increase. While the majority has had an increase in the last four years, just over a third of licensing authorities (all of them English) has had no increase for five years or more. This shows clearly that most authorities do not have an established annual review process but need to

be nudged or prompted to conduct a review. Some authorities do, however, have an annual review process.

- 6.3.2 Note also that the approach of owners and operators is far from consistent, ranging from those who fear a fare increase will drive away trade and leave them worse off and those who are desperate for an increase to cover increases in cost, so it is far from guaranteed that pressure for a tariff increase comes from the trade, nor is it unanimous when it does.
- 6.3.3 Traditionally in the UK there was a significant difference between bus fares and taxi fares for equivalent trips. But, with reference to Figure EE, while there are many authorities that have not reviewed or increased taxi fares in several years, bus fares have almost universally had annual increases in line with cost increases, which tend to be above inflation. TAS research has found that the average increase in bus single fares over the 2009-2019 period was 42%²⁵ and the mean fare over a three-mile distance was £2.48. This has eroded the bus vs. taxi differential to the point where multi-person trips can be cheaper by taxi.

Figure EE: UK Licensing Authorities – Last Tariff Review²⁶



²⁵ TAS National Fares Survey 2019

²⁶ Source Data: Private Hire and Taxi Monthly, February 2022 Edition

6.4 England and Wales

6.4.1 We looked at around twenty English and Welsh authorities to look at the basis for tariff reviews. Reviews take one of three forms:

- Increase variable charges by a fixed percentage across the board (not necessarily including the flag charge);
- Increase variable charges by a set amount (not necessarily including flag charge);
 - ◆ Which sometimes reduces the premium paid for upper level tariffs over time;
- Decrease the distance covered by each band of the tariff – usually the initial distance covered by the flag charge and the distance per fare increment;
 - ◆ This is much rarer than the above and was initially implemented with the intention of retaining even steps in fares (usually either 10p or 20p increments) to keep payments in round figures. With the increase in payment by card or mobile, this is less critical.

6.4.2 All of these changes are purely cost-based, using varying criteria. Both Guernsey and Jersey stand out here, because no other authorities calculate the effects of weighted increases by tariff or value in the way Jersey has done or use a 'basket of fares' approach as in Guernsey. The clear reason for this is that data on sales is not collected, nor is it mandated that operators should supply any such data, therefore it is simply not possible to assess the effect of fare changes on revenue. Largely because of this, there are few studies into the elasticity of taxi fares.

6.4.3 The basis for assessing the level of necessary increases also varies and can be:

- A combination of factors into a 'model' such as the Halcrow Formula (see 6.11);
- A simple link to RPI or CPI;
- A link to changes in fuel cost or
- The use of motoring cost indices such as those calculated by the AA.

Other than those using some sort of model, it is unusual to see any link to wage increases.

6.4.4 Reviews rarely address the miscellaneous charges such as the flat rate for an 'extra passenger', luggage charges, soiling or other charges. Neither have we found any authority that recently changed the premium criteria or temporal restrictions for upper tier tariffs.

Original Tariffs

6.4.5 The standard structure of a tariff is:

- A flag charge which includes an initial distance, plus
- A variable distance charge per 'unit' of distance;
- Usually with a time equivalent charge to cover a booked trip being stationary or very slow moving mid-journey.

6.4.6 The only description we have found for the derivation of the original values comes in a tariff from Northern Ireland (see 6.9.7). The principle there of establishing initial costs and then doing a pro-rata calculation is eminently sensible and probably formed the basis for most tariffs, but it is equally possible a more random method was adopted.

6.4.7 Subsequent revisions detach fares charged from any such calculation but we can tell the basis for increases because:

- Those tariffs revising the charging rate generally retain distance units in precise fractions of a mile – the flag charge will cover a half mile and the variable charge on eighths of a mile, for example;
- Those tariffs retaining the charge but adjusting the distances have units in more random measures, sometimes fractions of yards;
- The time since the original tariffs were implemented is probably reflected by the use of imperial distances rather than metric.

6.4.8 It might appear irregular to impose a simple change to tariff of, say, 40p on the flag charge and 10p increase on the distance charge, but this is very much the principle that the bus industry has worked on over the last forty years, after being released from rigid mileage-based farescales. The equivalent of reducing the distance covered by a fixed charge is well-established in the food industry by, for example, 'shrinking' chocolate bars²⁷ in preference to increasing price.

6.5 Scotland

6.5.1 Scottish legislation is different in that there is a requirement under s17 of the Civic Government (Scotland) Act 1982 to review taxi tariffs within eighteen months of the implementation of the recommendations of the last review. There is a consultation period allowed for feedback and objection after publication (which can be repeated if there are subsequent objections) and ultimately any taxi operator has the right of recourse to appeal to the Scottish Traffic Commissioner whose decision is final. In effect, the timescale between

²⁷ As an example, in the 1990s a Mars Bar weighed 65g but is now 49g.

review and implementation is usually such that this is a biennial review process.

6.5.2 The response to taxi operator consultation is often surprisingly poor – in the Western Isles, for example, twelve operators responded out of a possible hundred.

6.5.3 Taking Inverclyde as an example, it introduces a number of typical Scottish factors – notably the timescale for a price review, the tariff breakdown and differential pricing for pre-booked fares versus those hailed or used from ranks. In terms of process for a typical price review (bearing in mind that a 1% uplift is hardly extreme) is as follows:

- December 2019 last review implemented;
- Consultation on next review began September 2020;
- Two council meetings February 2021;
 - ◆ 2nd meeting recommended 1% increase across the board;
 - ◆ Almost all reviews of taxi tariffs are heard by full council in Scotland.
- Notified in the press March 2021;
- Objections received from two operators April 2021;
- Objection considered at council meeting June 2021;
 - ◆ Agreed to amend proposal to flat 20p increase on initial flagfall charge, retain 1% rise on subsequent charges;
- Re-advertised in the press June 2021 (no objections);
- Change implemented 26 September 2021.

This timescale was largely unaffected by Covid restrictions except for a two-month delay in the initial consultation.

6.5.4 The Inverclyde review for 2015/16 initially suggested a revision to distances while leaving most charges unchanged, but this was rejected by the initial council meeting and the proposal reverted to a straightforward percentage increase. Changing the distance per unit was described as 'chicanery' and 'back door price increases' in the local press.

6.5.5 In Table 20 is the current Inverclyde tariff. Tariff 1 applies to hailed or rank-hired taxis 0600 until 2300. But note that pre-booked daytime trips incur what is effectively the 'night time' tariff (Tariff 2) while pre-booked night time trips incur the Bank Holiday Tariff (Tariff 3) with the added complication that 'night time' starts an hour earlier for pre-booked trips (2200 rather than 2300 at a

rank). Under Tariffs 1, 2 and 3 a three-mile trip costs £7.40, £8.43 or £9.25 respectively. Note also that Tariff 3 applies on local holiday days as well as national public holidays, which is again standard in Scotland. There is a residual Tariff 4 covering the two Bank Holidays at each of Christmas and New Year, but notably not 27th or 28th December if the public holidays move.

- 6.5.6 The large city authorities in Aberdeen, Edinburgh and Glasgow use a cost-based formula (Halcrow²⁸ or derivative) to calculate Tariff changes but most of the other Scottish authorities use something like RPI as a simpler link. Comhairle nan Eilean Siar (Western Isles) looks at change in Highlands and Islands fuel cost, for example. Shetland adopted a revised scale in 2019 proposed by the Shetland Taxi Owners' Association. The rural authorities generally have a lower mileage charge than the urban councils (counteracted by longer average trips) and at least one (Western Isles) allows a 'dead trip' charge of up to £6.50 for collection or drop-off in remote areas, while Highland allows the 'dead trip' to be charged at full tariff.
- 6.5.7 Western Isles is one of several Scottish authorities which only specify amounts in cash terms for Tariff 1 (the basic daytime tariff) but define subsequent tariffs as set percentage uplifts on Tariff 1. Western Isles is now very unusual in that all weekend trips are charged at the higher rate.
- 6.5.8 Only two Scottish authorities have had no price increase for over five years but several reviews have recommended 'no change' over time.

²⁸ See section 6.9

Table 20: September 2021 Tariff for Inverclyde

Tariff	Description or Charging Basis	Charge
TARIFF 1	Hirings from ranks or "flag" hirings begun between 6am and 11pm	
	Initial charge (880 yards or part thereof)	£2.75
	Subsequent charge (each additional 294 yards or part thereof)	£0.31
	Approximate cost for first mile	£3.68
	Approximate cost for each additional mile	£1.86
TARIFF 2	Hirings from ranks or "flag" hirings begun between 11pm and 6am and all pre-booked hirings begun between 6am and 10pm	
	Initial charge (880 yards or part thereof)	£2.85
	Subsequent charge (each additional 285 yards or part thereof)	£0.31
	Approximate cost for first mile	£4.09
	Approximate cost for each additional mile	£2.17
TARIFF 3	Pre-booked hirings begun between 10pm and 6am and hirings from ranks or "flag" hirings on Easter Monday, May Day, Fair Saturday and Autumn Holiday	
	Initial charge (880 yards or part thereof)	£3.05
	Subsequent charge (each additional 249 yards or part thereof)	£0.31
	Approximate cost for first mile	£4.29
	Approximate cost for each additional mile	£2.48
EXTRAS	£1 per passenger after first four passengers	
WAITING TIME	For each period of 31 seconds or part thereof	£0.20

6.6 Guernsey

- 6.6.1 Guernsey has two main tariffs – 'normal hours' and 'nights' with the 'nights' tariff starting earlier at weekends. Guernsey has one of the highest flag charges or minimum fares of any local authority – 2022 figures are £4.50 for 'normal' hours and £6.30 for 'nights'. Sundays charges normal rates during the day but with a flat 60p surcharge.
- 6.6.2 In addition, higher rates apply to these tariffs for vehicles carrying between five and seven passengers or eight or more passengers. Separate tariffs for larger capacity vehicles are quite common. There is a fixed surcharge at Christmas and New Year.

6.6.3 Reviews of the tariff have, in theory, used the Halcrow formula²⁹ since 2007, but with significant divergence from its recommendations at times, including rejecting percentage increases seen as 'too high'.

6.6.4 Guernsey has also introduced tariff changes outside the formula:

- It significantly increased the minimum fares but adjusted the mileage rate so that overall (using a basket of fares) the percentage increase stayed within inflationary costs;
- It extended the period covered by 'nights' from 0500 to 0600 and
- Amended the 10p increments in fare to 20p.

Note that in considering a 'basket of fares', Guernsey is a rare example of considering sales in fare calculations.

6.7 Jersey

6.7.1 Jersey has two main tariffs – 'Day Time' and 'Evenings' with the 'Evenings' tariff applying all day on Sunday. Jersey has one of the shortest distances covered by flag charge at only one tenth of a mile. This, rather than high flag charges or mileage charge makes Jersey one of the most expensive authorities despite there being no increase since 2020. There is a separate tariff at Christmas and New Year.

6.7.2 A higher rate applies to all tariffs where the trip is pre-booked – both in the flag charge and the rate per mile. This makes Jersey fares particularly expensive relative to other authorities and thus it usually appears along with London and various airports on the list of most expensive cab fares³⁰.

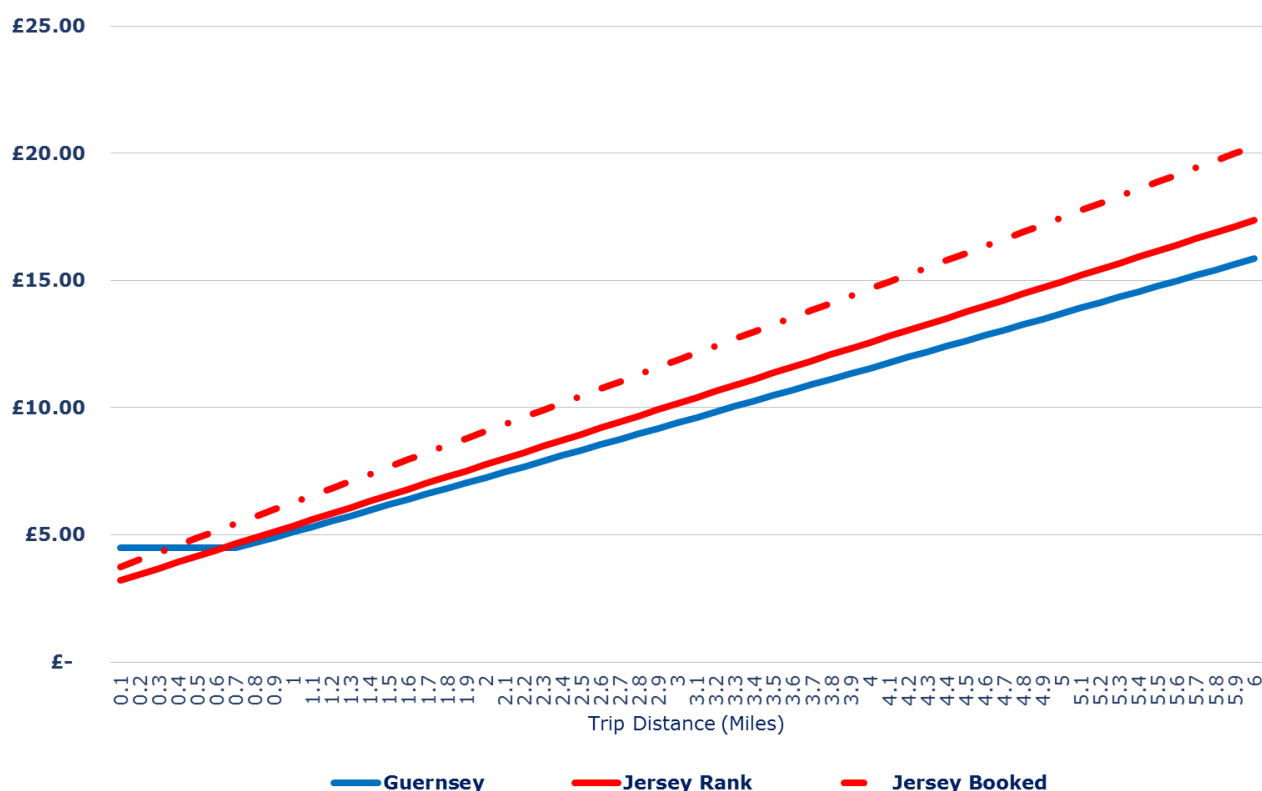
- Flag charge (daytime) £3.20 (rank) £3.75 (pre-booked)
- Per mile (daytime) £2.40 (rank) £2.80 (pre-booked)

6.7.3 Reviews of the tariff have employed an Excel-based formula reflecting both increases in various costs as well as changes being weighted to reflect usage.

²⁹ See further discussion of the Halcrow Formula in 6.11

³⁰ Monthly table published by Private Hire and Taxi Monthly.

Figure FF: Comparison of Standard Tariff Fares – Guernsey & Jersey



6.8 Isle of Man

- 6.8.1 Taxi tariffs on the Isle of Man (IoM) are determined by the Road Transport Licensing Committee and were last reviewed in 2017. Representatives of the taxi trade are consulted and may lobby for a review of fares, but the process is far from democratic. Essentially the Committee makes the recommendations to the relevant Minister who either approves the change or not.
- 6.8.2 IoM has two tariffs; Tariff 1 is the basic pricing while Tariff 2 covers midnight to 6am plus Bank Holidays. There is a potential time element to fares on IoM 'where a significant delay occurs during a journey, the fare may be calculated on the taxi meter in time rather than distance'. What 'significant' constitutes and what the charge per minute might be is not specified.
- 6.8.3 There are three surcharges on IoM:
- £1 for any airport trip;
 - 50p for each additional passenger other than the hirer and
 - 50p for each extra, large luggage item

- ◆ Each passenger is allowed one 'large' item. Large items include pushchairs and wheelchairs so, for example, a wheelchair user would, in theory, be charged for all their luggage.

6.9 Northern Ireland

- 6.9.1 Prior to 2011 Northern Ireland (NI) allowed any taxi operator to set its own tariffs and there was no requirement for meters to be fitted and used. This was reviewed in 2011 and the NI government decided to adopt a national tariff system with a standard, simplified, metered charging regime.
- 6.9.2 NI had particular issues in Belfast and Foyle dating back to the 'The Troubles' where a network of poor quality, unlicensed black taxis ran quasi-bus services and these had links to paramilitary organisations as a fund-raising enterprise. Eliminating this operation was not feasible thus some means of licensing and quality control had to be found. Essentially these operations have their own category allowing the charging of separate fares and are more akin to a bus service.
- 6.9.3 NI thus has four categories of taxi:
- A – standard licensed taxis which are not allowed to be hailed in Belfast City Centre except at certain times;
 - B – standard licensed taxis which must be wheelchair accessible and have no hailing restrictions;
 - ◆ In 2020 these made up 6.5% of the total of 7,418 taxis in 'A' or 'B'
 - C – a special category for limited pre-booked activity such as corporate travel and limousines on which fares are arranged and
 - D – the bus-like taxis mentioned above whose fares are not covered by the taxi legislation.
- 6.9.4 The 2011 review found that on average, drivers in NI worked between 47 and 52 hours per week, earning around £24k per annum. Taxis operated just over 25,000 miles per annum incurring fuel and maintenance costs of just over £9k. Total operating costs were in the region of £1.57 per mile (2011 prices). It was of concern that in many areas of NI the charges applied were often well below this level, with mileage charges of £1.20 or £1.30 commonplace.
- 6.9.5 The review adopted a cost model based on the results of a survey of over 2,000 operators. There were three cost categories:

- a) Fixed costs: those costs that generally do not change based on mileage. This includes vehicle purchase costs, garaging³¹, insurance, the annual license costs, road tax etc.
- b) Running costs: including those costs which will change depending on mileage, notably fuel and vehicle maintenance costs. and
- c) Labour costs: drivers must also be able to make a fair return for their labour.

This model has been updated for subsequent fare reviews. The similarity of this model to conventional bus costing models is notable.

- 6.9.6 The review's recommendation of a standardised tariff system was accepted almost in full, with the principal change being that instead of set tariff values they became maximum tariff values. This was largely to avoid the almost doubling of some fares, particularly in the rural towns which had offered a set fare arrangement. These fares have since been reviewed and 2022 values are shown below in Table 21. Note that NI taxi fares are revised and set by statute, in this case The Taxis (Taximeters, Devices and Maximum Fares) (Amendment) Regulations (Northern Ireland) 2021.

Explanation of Root Calculation

- 6.9.7 The principles behind the 2011 tariff were explained clearly:
- a) The decision was made to keep 'rounded' fares in jumps of 20p.
 - ◆ Thus at an average 2011 operating cost of £1.57 per mile, 20p covers 224 yards
 - ◆ And at the average 2011 wage cost for waiting or stopping, 20p covered 73 seconds.
 - b) The original 'flag drop' charge was set at the prevailing 2011 Belfast level of £3 to include the first half mile in order to make short trips worthwhile.
- 6.9.8 Therefore, retaining this principle, the NI tariff has reduced these distances and times to maintain the 20p 'jumps'. Thus in the current tariff (Table 21) the equivalent distance or time covered by 20p is 207 yards or 50 seconds. Note that somewhat unusually, this principle has also been applied to the flag charge which remains at its 2011 level of £3 but now only covers the first 813 yards. Also, the change to Rate 4 is non-standard.

³¹ Secure garaging is a particular issue for Belfast and can be expensive

Table 21: Northern Ireland Tariff 2022

Fare Title	Day/Time	Calculation of Fare	Maximum fare
Rate 1	Monday-Friday 06.00-20.00 except on the specified days listed in Part 2	For the first 813 yards or part thereof or for the first 3 minutes and 16 seconds or part thereof. For every subsequent 207 yards or part thereof, or 50 seconds or part thereof.	£3.00 £0.20
Rate 2	Monday-Thursday 20.00-06.00 except on the specified days listed in Part 2	For the first 813 yards or part thereof or for the first 3 minutes and 16 seconds or part thereof. For every subsequent 207 yards or part thereof, or 50 seconds or part thereof.	£3.40 £0.20
Rate 3	Friday 20.00-Monday 06.00 and all day on the specified days listed in Part 2 (20.00 on the preceding day to 06.00 on the following day)	For the first 813 yards or part thereof or for the first 3 minutes and 16 seconds or part thereof. For every subsequent 207 yards or part thereof, or 50 seconds or part thereof.	£4.20 £0.20
Rate 4	Notwithstanding the provisions in Column (2) of Rates 1 to 3, 24 th December 14.00-27 th December 06.00 and 31 st December 20.00-1 st January 24.00	For the first 813 yards or part thereof or for the first 2 minute and 55 seconds or part thereof. For every subsequent 116.1 yards or part thereof, or 25 seconds or part thereof.	£4.80 £0.20

6.10 London

- 6.10.1 Transport for London is responsible for setting taxi fares in London. It says it has the dual aims of ensuring that taxi drivers receive a fair wage while ensuring customers have 'fair and affordable' fares. It must be remembered that London has felt the 'Uber' impact more than anywhere else in the UK.
- 6.10.2 TfL reviews its taxi fares annually and this is (almost uniquely) accompanied by a full annual public consultation³². TfL employs a cost index with two elements:
- Taxi drivers' operating costs³³ and

³² <https://haveyoursay.tfl.gov.uk/taxi-fares-2021>

³³ <https://haveyoursay.tfl.gov.uk/12995/widgets/37158/documents/20652>

- Average national earnings.

It is surprising, perhaps, that national earnings are used rather than London earnings, which have frequently followed a different trajectory. Note the adjustment is based purely on cost here too with no weighting for sales by tariff or distance.

- 6.10.3 The two variables are combined into a single percentage change figure. Usually the recommended change to tariffs consulted on is a single option (which may change after consultation) but in 2021, there were three options put out for consultation because previous reviews had been deferred due to the pandemic, with the cumulative changes to cost index suggesting an increase of 9.5%. There was also a need for two other factors to be considered:
- The regulation passed in January 2018 that all new taxis had to be zero emission capable³⁴ and
 - The introduction of recharging after the introduction of a drop-off fee for taxis going to Heathrow Airport.
- 6.10.4 TfL's Tariff 2 covers daytimes and weekends and also 2000-2200 Monday to Friday and is broadly 20-25% above Tariff 1. TfL's Tariff 3, covering the 2200 to 0500 timeband and Bank Holidays and about 40% more than Tariff 1, has not been increased for some four years as consultation showed that this tariff was felt to be 'expensive' plus, of course, the trade suffered more Uber competition at these times.
- 6.10.5 London is unusual in that it has a distance-related tariff. Tariff 4 applies if the trip is longer than six miles (other tariffs work in metres) and is more expensive than Tariff 1 or Tariff 2, but less than Tariff 3. There is a note available from TfL describing the last few reviews³⁵. In London the flag charge is referred to as the 'minimum fare' and has usually altered by a set amount, while the distance-based tariffs have increased by a percentage, but rarely the same percentage to each tariff.
- 6.10.6 London, uniquely, has a speed-derived alteration to tariffs:
- "The meter automatically adds a charge based on time for any part of a taxi journey when the speed drops below 10.4mph."*
- 6.10.7 In the end, changes to TfL's taxi tariffs are heavily influenced by consultation results and political pressure. As TfL's own report says: "increases to Tariffs 1 and 2 were lower than the total Cost Index figure but still linked to the Cost Index."

³⁴ In 2016 there was a similar tariff increase allowance to fund conversion of all taxis to allow card payment.

³⁵ <https://haveyoursay.tfl.gov.uk/12995/widgets/37158/documents/20651>

6.11 The Halcrow Formula

- 6.11.1 Approximately fifteen years ago, in response to criticism of sometimes quite random decisions on increases to local taxi tariffs or conversely the refusal of local authorities to amend fares, the Halcrow consultancy was appointed by Manchester City Council to produce a formula for calculation of cost inflation in taxi operation, based on weighted proportions in various categories. A sample of its use relating to Cheltenham Borough Council some ten years ago is shown below in Table 22.
- 6.11.2 At the time, the intention was that the formula would be rolled out across all local authorities but inevitably this did not happen and the majority of authorities retained their own methods of "calculation".
- 6.11.3 There were, and are, two principal deficiencies with the Halcrow Formula as noted by several authorities including Aberdeen and Manchester.
- It excludes garaging and property costs, which can be significant in some locations (a particular issue in Belfast where secure accommodation is considered necessary);
 - It doesn't consider costs which may attract tax relief as essential business expenditure and
 - It assumes that all costs are accrued on a per mile basis.
 - ♦ This (as with bus operation) is certainly not the case. Vehicles are effectively a fixed cost, as is insurance generally, while labour cost is generally time-based. Thus reduced mileage as demand falls would produce spurious results as productivity declines – a notable issue during periods of Covid restrictions.
- 6.11.4 In 2000 maintenance of the model passed to TfL. TfL added garaging costs to the model as well as cost associated with retaining 'the knowledge'. In addition, the use of average national earnings changed from a mean value to median, thus ignoring the high-earning outliers. Manchester and some others did not come into line with the revised TfL calculation leading to there then being two main Halcrow formulae. In addition, some authorities, including Guernsey, decided to adopt fixed proportions of operating cost versus wage cost – in Guernsey's case a 40:60 split.
- 6.11.5 Manchester felt that the TfL figures applied did not reflect operating circumstances outside the capital. In particular insurance costs were much higher than in Manchester and the assumed mileage figure was too low – in London taxis are largely one driver, one taxi while in Manchester each taxi can have multiple drivers and offer 24-hour coverage. Manchester's Halcrow formula changed significantly in 2007, following representations from the trade.

- 6.11.6 What is clear is that several local authorities adopt the Halcrow Formula in theory but in practice can change the percentage increase if they don't like the answer or there are objections from the taxi trade. This applied, for example, in Guernsey in 2013 where the calculated price increase was thought to be too high. Conversely, TfL's model proposed a small fares decrease in 2015. This was rejected but the proposed downward change was used to offset the following year's calculated increase.

Table 22: Sample Use of Halcrow Formula

Component of Index	Annual Cost 2012	Annual Cost 2013	% Change 2012-2013
Parts	£753	£843	11.95%
Tyres	£1,100	£1,215	10.43%
Labour	£1,011	£1,335	32.05%
Fuel	£3,372	£3,657	8.45%
Miscellaneous	£383	£402	5.10%
Insurance	£2,308	£2,082	-9.10%
Vehicle Cost	£3,827	£4,084	6.69%
Total Operating Costs	£12,754	£13,618	6.77%
Average National Earnings	£26,100	£26,500	1.53%
Grand Total	£38,854	£40,118	3.25%

6.12 Cost of Taxi Provision

- 6.12.1 A review of the taxi tariff in Glasgow included a report into changes in the cost elements of taxi operation, summarised in Table 23. Using the data provided we can calculate some of the figures assumed behind these figures:
- Miles covered per annum: 18,000 (c. 70 per day);
 - Pay rate of £9.17 per hour based on a 48-hour week³⁶;
- 6.12.2 All of the cost elements and inflation estimates can be obtained from standard motoring indices. In the Glasgow case principally those used by the AA, wage figures from the Office of National Statistics and taxi-specific figures from the industry.
- 6.12.3 The significance of wage cost is notable and, as a proportion, very similar to the bus industry. The figure used is perhaps on the low side for Guernsey but if the assumed average hours worked per week is reduced to, for example, 38, then the hourly rate increases to £11.58. However, our experience in mainland UK indicates that many taxi operators or drivers (and certainly private hire

³⁶ Our estimate

drivers) exist on less than minimum wage, something that is clear from prices quoted for school contracts.

- 6.12.4 The second most significant cost is vehicle purchase at 11.6%. This cost stays fixed regardless of the amount of work carried out, so if, for example, drivers are only paid for work carried out the wage cost would fall but vehicle cost as a proportion could increase to 25 to 30%.
- 6.12.5 Even in the case of owner-operators it is fair to include a 'wage cost' because they have to make a living out of taxi operation.

Table 23: Glasgow Sample Taxi Annual Operating Cost

Cost Heading	2020 Total Cost	Proportion of cost
Vehicle purchase	£4,503	11.6%
Maintenance cost annual	£1,874	4.8%
Fuel cost	£4,108	10.6%
Licensing Cost	£188	0.5%
Taxi Insurance cost, standard driver	£1,485	3.8%
12 x monthly radio circuit	£3,784	9.7%
Annual Earnings, ONS Mean	£22,889	58.9%
Total Annual Cost	£38,831	

6.13 Conclusions – Taxi Tariffs

- 6.13.1 There is, put simply, no consistency at all in the level of taxi tariffs across the UK. There is no pattern of expensive urban versus cheaper rural or vice-versa. The three examples we used in section 6.2 from Cornwall even show dramatic variation between three districts of the same authority. The premia added for night or Bank Holiday trips also varies and much effort is put into establishing tariffs for just a few days over Christmas and New Year. There is nothing that marks out Guernsey's charging regime as being away from the norm.
- 6.13.2 Nor is there consistency in when day and night tariffs apply and on which days. One night tariff comes in as early as 1800. A majority of authorities charges 'night' fares for trips before 0700. A majority of authorities charges a premium to travel on Sunday but not so on Saturdays.
- 6.13.3 If we compare taxi tariffs with bus and rail, it is common to have higher 'night bus' fares – either dependent on the service number or by time period (usually something like 2400-0430). There are no premium bus fares on Sundays or Bank Holidays. On the railway, premium fares are driven by the 'peak', but the definition of 'peak' by place or operator is as variable as taxi tariffs. Where train services operate through the night, standard off-peak fares apply as they do on Sunday and Bank Holidays.

- 6.13.4 However, there are instances of premia applied to wages for 'unsocial hours' in both bus and rail sectors. However, most of these are regarded as outdated and many bus operators negotiated a 'consolidated rate', paying a flat hourly rate regardless of time of day. 'Night bus' drivers do usually receive a higher rate of pay. Otherwise, in both bus and rail sectors, working anti-social hours is just part of the expectation of the job.
- 6.13.5 The UK picture for reviewing taxi tariffs is mixed. The derivation of the original tariffs is often lost and may have been established many years ago but is likely to have been based on a fixed amount for journeys up to the minimum fare and a following set rate per mile, with the rates varying at particular times or days.
- 6.13.6 Subsequently, either the rates have changed by set amounts or fixed percentages or there has been an amendment to the distance covered. The latter approach was more appropriate when most passengers paid in cash and there was a desire to keep 'rounded' fares in 10p, 20p or 50p jumps. It is very, very rare to see any change to basic add-ons or the principles of when different tariffs apply.
- 6.13.7 There is no consistency in how the increases are calculated, some are linked simply to general inflation measures, some to motoring costs and some use a cost model such as (or similar to) the Halcrow Formula, but all are purely related to costs.
- 6.13.8 It is surprising that so many English and Welsh local authorities have not conducted a fares review in many years, given pressure on costs. Even in Scotland, where the legislation decrees a review every eighteen months, several authorities have recommended there be no change to fares over the course of several reviews.

6.14 PostScript – Fuel Price Increases

- 6.14.1 This section sets out to look at tariff increases in 2022 and, where possible, the size of the increases and any background to their implementation – were they in response to fuel price rises or part of the normal review process?

6.15 Background

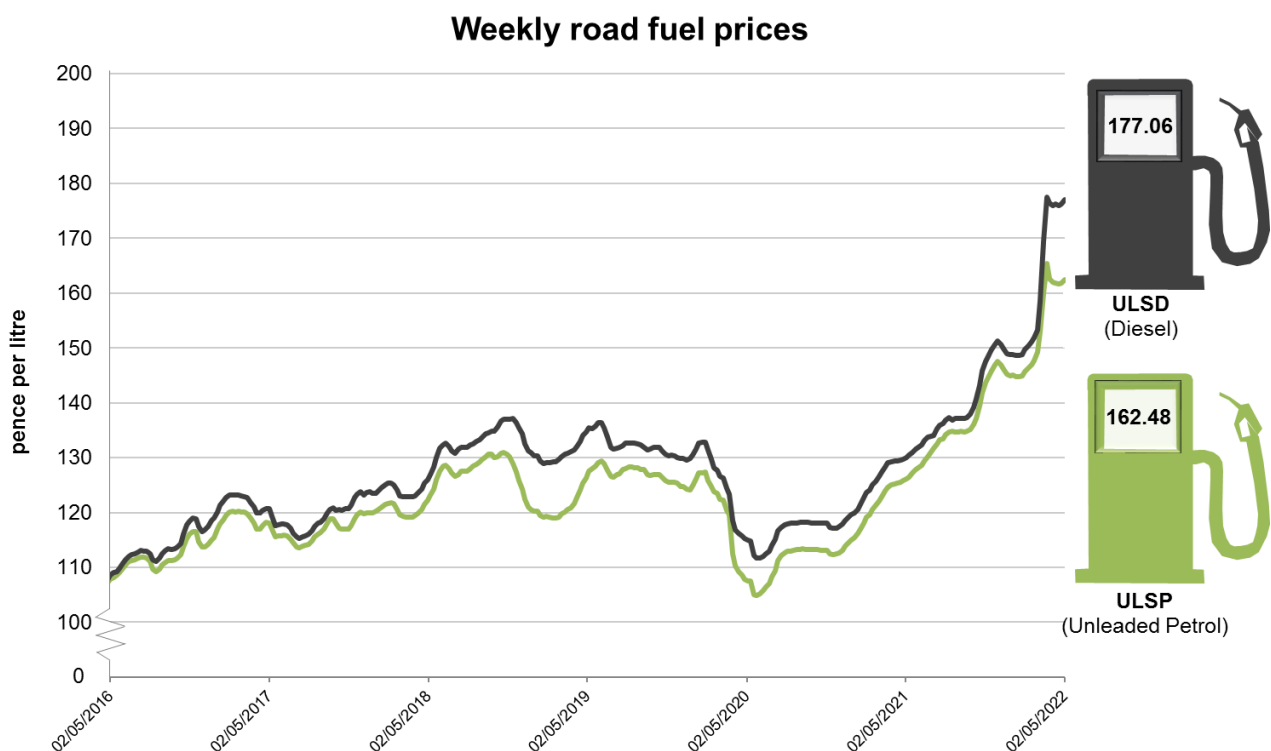
- 6.15.1 Fuel prices have been rising steadily since May 2021 with a particular pressure coming in since the start of the war in Ukraine affected global supplies. Figure GG shows the trend from data prepared by the UK Government. Despite the different regimes of taxation, the May figures shown on the right of the chart differ by only a few pence from Guernsey pump prices as reported by Guernsey Fuel and Oil Watch³⁷ and certainly no greater than local variations in

³⁷ https://twitter.com/GuernseyFuelOil?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

the UK. For example, at the end of March 2022, the Daily Record in Scotland found price variation of 25 pence per litre between different filling stations in major towns and cities in Scotland.

- 6.15.2 Fuel makes up a significant element of taxi running cost and such large increases in fuel price as have occurred lately have a severe impact on the costs of taxi operation. However, unlike the UK Private Hire trade which can (for the most part) adjust charges as necessary, fare increases for licenced taxis (Hackney Carriages) are subject to local authority approval – a process which varies from a minimum of six weeks to around two years.
- 6.15.3 The revision process in England is interesting in itself in that it varies between automatic reviews and only having reviews when a third party prompts such a review – usually either an ‘interested’ politician or the local taxi association, but sometimes from a group of individual drivers.
- 6.15.4 It is also of note that fare increases seldom reflect inflationary growth but lag behind general living costs. A significant minority (or sometimes a majority) of drivers oppose fare increases as being ‘unaffordable’ for passengers.

Figure GG: Change in UK Average Fuel Prices Since 2016³⁸



³⁸ Source <https://www.gov.uk/government/statistics/weekly-road-fuel-prices>

6.16 2022 Fare Increases

- 6.16.1 The information below has been gleaned from local press stories and/or posted council minutes. The May 2022 edition of '*Private Hire and Taxi Monthly*' reports that in the first four months of 2022, 56 of 355 authorities, 16% of the total, had had a tariff increase. It is noteworthy that perhaps half of these are authorities which already had the highest fares, thus widening the 'fare gap' even further and a two mile trip in Southampton now costs £9.40 while in Pendle (Lancashire) it's £4.40. The former has had an increase this year, the latter not.
- 6.16.2 In general the picture represents the inconsistency although it is notable that several authorities are reviewing tariffs after a long period without change. In some cases the focus is on increasing the flag charge, which seems perverse given that fuel cost, related directly to distance driven, is driving many of the changes. Some have broken the usual processes to allow increases in the face of the sudden, steep rise in fuel price, while others react to cost changes up to two years ago. Hence we have the two Scottish extremes, where Glasgow introduced a paltry formula-driven increase based on 2020/21 figures, while Falkirk reacted to fuel increases in March 2022, pushing through an increase in six weeks.

Table 24: Notes on 2022 Tariff Increases

Authority	Increase & Notes
TfL	Average 4.8% . This dates back to the 2021 review process deferred from 2020 and therefore is a two year catch-up but does not reflect the current fuel price escalation at all.
Isle of Man	Members of IoM Taxi Association voted for an increase c10% . This was approved by the Road Traffic Licensing Committee's annual review in March, implemented 19 April and is the first increase since 2017.
Rochford (Essex)	The council here only reviews the tariff when the taxi trade requests it. Survey of licence holders got 85% approval, public consultation followed. Last increase in Rochford was 2012 except for a 20p uplift in flag charge in 2017. Fairly complex change to tariffs as proposed by trade.
South Ribble (Lancashire)	Request submitted by South Ribble Taxi Drivers' Association to increase flag charge by 50p . This request was driven by low work levels during and following Covid and the loss of income – not related to fuel cost. Last tariff change was 2015. Report to Committee January 2022 and out to public consultation in April.
Glasgow	Granted an uplift of only 0.84% in March 2022 through application of the standard formula, but the cost review dated back to 2020-21 therefore almost two years old. The committee report stated that Covid had 'slashed £5,000' off annual income which was now at £17,490. Noted that many taxi drivers were now supplementing income by delivering parcels or food. Many Glasgow Taxi drivers are represented by the Unite union. Its spokesman commented on current fuel price effects and opined that

Authority	Increase & Notes
	'The model we use at the moment is not reactive to the cost pressures we face in real time'. He also expressed concern 0.84% was unrealistic because at best it cost £52 to change meters and that would absorb much of the increase. He also noted that private hire operators had increased charges significantly and now often charged more than the taxi tariff.
Basildon (Essex)	The Basildon Borough Hackney Carriage Association submitted a request to the council for an increase citing rising fuel costs, general inflation and losses during Covid. In consultation 81% of drivers agreed the need for an increase, not having had a tariff increase since 2019. It was also noted there had been a significant decline in the number of licenced taxis since 2019 from 181 to 139.
Falkirk	Following pressure from the trade, a planned 5.5% increase was brought forward to March due to the increase in fuel prices. The council agreed that in this case a quicker process was needed and circumvented its own standard procedure.
South Lakeland (Cumbria)	A review was requested by a group of individual drivers which was taken to a council meeting in January and a 5.4% increase implemented in March. The last review took place in 2016 and recommended no increase. Response to the trade consultation was poor, only 51 responses from 274 licence holders.
Plymouth (Devon)	October 2021 council meeting recommended a 30p increase in flag charge but no change to mileage rate. Introduced January 2022. Plymouth also has a per trip fuel surcharge of £1.50 – this is triggered automatically if the average pump price at named outlets exceeds a set amount.
Republic of Ireland	Last increased tariffs in 2018. Its consultation runs until 27 May 2022 and is recommended increases between 11.7% and 12.5% - of which the National Transport Authority nominally includes 1% as being attributable to stipulate 100% contactless payment acceptance.
Dorset	Is currently consulting on a 9% increase after receiving a request from the trade. Its last tariff increase was in 2017 and rising fuel cost is the principal reason given.
Neath Port Talbot	Held an urgent meeting in April to agree revised tariffs after approaches from the trade, focussing on increases to fuel prices. The focus of the revision is a 30% increase in flag charge .
Stevenage (Hertfordshire)	The major taxi operator raised the need for a tariff review at the taxi drivers' forum in December 2021, there having been no change since 2017. It was noted that the direct cost increases were falling mostly on individual drivers rather than the company. Reflecting increases in fuel and general operating cost an increase of c9% is due to be implemented at the end of May.
South Lanarkshire	In two of its districts (Clydesdale and East Kilbride) the flag charge will increase by 10p and mileage charges will increase by 20% . This is expected to be implemented in May 2022. The review was instigated by the council itself rather than the trade.
Norwich	Increases in tariffs between 5% and 12% were implemented at the beginning of April. Taxi operators cited fuel price increases, Covid pressures and the effect of major roadworks in the city as factors in the need for increases.

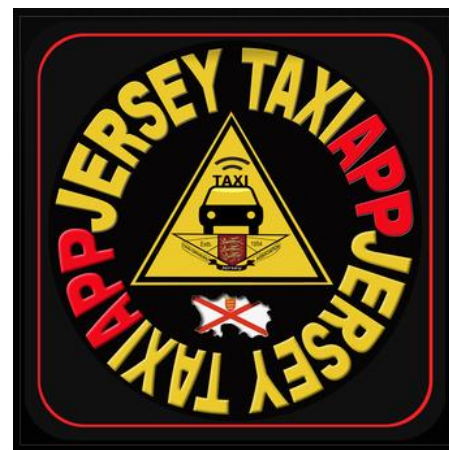
7.1 Taxi Apps

- 7.1.1 Smartphone booking is now the norm outside Guernsey. Although commonly associated with Uber, the system predates Uber by some way and is in use wherever there are large enough entities, generally companies, with enough associated drivers to make it work at an appropriate scale.
- 7.1.2 We understand that there have been at least two attempts to introduce an App in Guernsey but that this development was rejected by most drivers. Our view is that this reflects the structure of the industry in Guernsey, rather than anything different about passenger expectations. In essence the balance between individual plate owners and companies is so heavily weighted in favour of the former that there isn't the necessary collective scale to enable any one company to set a precedent and force the general uptake of an App. Just to be clear, an App assumes that there will be a collectively controlled level of supply in order that a comprehensive service can be provided. This condition does not exist in Guernsey.
- 7.1.3 During the study we have been approached by entrepreneurs interested in introducing Apps into Guernsey, and who believe that they can source new drivers, but who are currently blocked by their inability to obtain the necessary licences as a result of the current quantity control. If taxi quantity limits were loosened, therefore, it is likely that at least one App would be introduced into the system associated with a company which would look to introduce new drivers and recruit existing ones to work through the App.
- 7.1.4 We understand the concerns of individual owner-drivers in terms of losing their independence when new communications technology is introduced. However, the current booking arrangements are so inadequate that change is necessary for the sake of the sector itself, which is currently an unattractive proposition.
- 7.1.5 There is an option that would allow owner-drivers to come together to operate an App collectively themselves rather than by working for a third party company. This is demonstrated by the experience in Jersey where the individual owner-drivers were faced by a change in the legislation requiring taxi plate holders to be associated with a collective booking entity of some kind that can guarantee a minimum level of service. This change was initially opposed by the trade, but when it was introduced, the traditional 'Hackney' trade organised its own App.

7.2 How the Jersey Taxi App came about

- 7.2.1 These are notes from a conversation with Paul Tostevin from the Jersey Taxi Drivers Association about how they managed to get an effective Taxi 'App' up and running for the independent taxi sector in Jersey.

<http://www.jerseytaxidriversassociation.co/jersey-taxiapp.html>



- 7.2.2 JTDA and members had been approached by GoTo about an app for Jersey, but members were suspicious about a system that they would have limited control over, particularly as regards costs. Some drivers were initially resistant to the idea that an App was necessary, but there was growing recognition that this would meet public expectations. So they ended up organising the App themselves. They now run it on a not-for-profit co-operative basis. It costs members about £1 a day.
- 7.2.3 Paul maintains the App and the JTDA website. He receives a small honorarium for doing that. It helps to have someone who is a bit tech savvy (although he is self-taught), who understands the industry and who is prepared to put in the time and effort to make it happen. They have retained drivers' trust.
- 7.2.4 They now have ca. 85 members using the App and are, in effect, the largest 'company' on Jersey. This reflects the standards that the States' Driver & Vehicle Services (DVS) is requiring as part of the change to a single tier licensing model, which is that every driver must be affiliated to some form of booking system.
- 7.2.5 As a result, they are now attracting drivers from companies – their charges are lower because they have no other operator costs – no offices, no garages = minimum overhead.
- 7.2.6 The App works well for ASAP immediate bookings. There were problems initially regarding advance, pre-booked journey requests, as the drivers hadn't come to terms with the collective responsibility required. Things have improved since then.
- 7.2.7 They started with 38 drivers who agreed to pay £100 into the scheme. This gave them enough investment to meet the development and start-up costs. The joining fee is now £150.

They now run an application list – there is a vote on new members being accepted as they want to ensure collective standards are maintained. When someone is accepted and pays their joining fee they are on 'probation' for the first three months and pay £48 a month for use. If they are confirmed at the

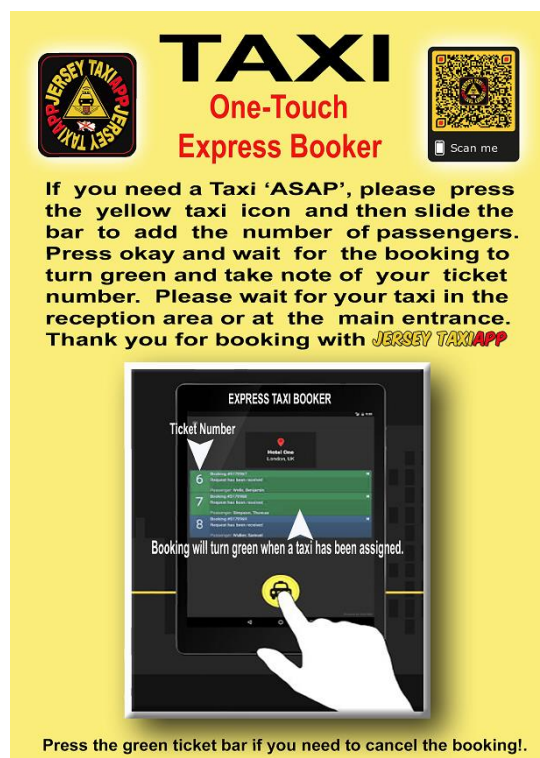
end of that period, the cost is reduced to the standard £28 a month. This is a flat fee regardless of use – there is no charge per booking or per journey or any additional cost. In the first year the App facilitated 34,000 trips.

- 8.1.1 The App is provided by Taxicaller - <https://www.taxicaller.com/en> - a Swedish company. They paid £1,700 (two years ago) to have their “vanilla” software rebranded as a JTDA product – JERSEY TAXIAPP. They also paid 1 month in advance rental for 38 drivers on startup with TaxiCaller. The App is available for Apple and Android phones. Paul produced the artwork for the rebranding as well as organising three different Facebook pages, the relevant section on the website, the ‘How to Use’ video, and so on, including Facebook Ads (£). The product includes:
- A customer App with the usual features
 - A driver App
 - A portal where settings can be changed, new drivers can be included, lapsed drivers removed, etc. and which shows a map of Jersey and where all available drivers are located, update in real time.
- 8.1.2 Initially Taxicaller charges £15 a month for each driver. Paul thinks that Taxicaller’s target is ca. £600 a month. However, volume discount as the number of participating drivers has grown has now brought the price down to £11 a month.
- 8.1.3 The difference between the £11 a month paid to Taxicaller and the £28 a month paid by members gives them a cushion to deal with new developments, some minor equipment purchases, etc. In any case, it is the members’ money to be discussed openly.
- 8.1.4 The App works off zones – they decided to use the existing parish boundaries to give 12 zone and added the airport as an additional zone. When a booking request comes in starting from zone ‘X’, the software offers the request to the driver in the same zone ‘X’ who has been waiting longest. If they turn it down or don’t respond within a set time, the request is offered to the driver waiting the next longest, etc. and then to drivers in neighbouring zones and so on. If the request circulates around all drivers and gets no response, the software will repeat the exercise but if no response the third time then an SMS message is sent to the customer explaining that there are no taxis available. The maximum time that this takes before a refusal is generated is 12 minutes. Members have been asked to prioritise App bookings if they are some way down a rank queue. Most, but not all, understand this.
- 8.1.5 The agreement with Taxicaller is that someone in the client is designated as the ‘Manager’ – Paul undertakes that role. Taxicaller has a designated client manager who relates to Paul. Paul’s experience is that Taxicaller is very helpful. The JTDA was the first of their customers to ask to be fully automated i.e. there is no human (office) intervention. This has a particular advantage

that all arguments about 'creaming' have disappeared [creaming occurs when the person taking the booking and allocating the work is perceived (may or may not be real) to be favouring certain drivers against others], because the software simply follows the same neutral algorithm each time.

Two of the JTDA Committee members have been given driver and dispatcher status on the portal. They keep an eye out for any early morning pre-booked jobs, especially if they are going to the airport or harbour. They will assign those jobs the day before to drivers who work early mornings to make sure they are covered. After 7am the App is left to give out the jobs automatically.

- 9.1.1 The JTDA website has a web-based booking facility. This goes through the same system. In addition, Paul has so far placed 12 dedicated tablets into or by the front desk in hotels and restaurants which enable their customers to make their own requests straight away. Paul sourced some cheap and cheerful tablets on Amazon along with stands to make them easy to use. The first page makes immediate booking particularly easy, although it is possible to do advanced bookings on the tablet. The front of house staff at hotels and restaurants say that they appreciate this service as it relieves them from the frequent requests to organise a taxi for their guests. Obviously they can still do that as back up of a guest has difficulty with the App or tablet as they will have the App on their own desktop PCs.



9.1.2 The driver App is straightforward.

- Drivers log onto their shift
- Incoming jobs appear and they can Accept or Decline
- They record their status in the App –
 - ◆ Callout = on way
 - ◆ Wait = arrived at pick up
 - ◆ POB = Passenger On Board
 - ◆ Delivered = job completed
- "Wait" status triggers an SMS message to the customer. If the customer is looking at the App, they will in any case be able to track real-time progress of their allocated taxi driven by its GPS location.



9.1.3 In addition to the Facebook advertising, they have signs on the vehicles (including magnetic versions) and 8 vehicles have contravision wrapping across their rear window publicising the App. Word soon got around. Apart from Facebook Ads they did not pay for radio or print media advertising.

9.1.4 Governance is provided by the JTDA Committee which is elected and who can be consulted rapidly on any day to day decisions. The portal shows all cars that are active. The system keeps records for seven years. This has been useful to Jersey Police when a (non-taxi) incident has occurred and they think that a taxi driver may have witnessed something as it enables identification of who the driver may have been.

9.1.5 Each driver on the App has to sign up to a set of terms and conditions. So far there have been a couple of occasions where a driver has been given words of advice. Ultimately if there was a significant problem then the Committee would agree to remove the driver from the system. Where there have been problems from a driver forgetting to switch on the App and thereby missing a reminder of an advance booking they have accepted, Paul is authorised to send an apology to the customer along with a £10 voucher. There is a system for receiving complaints which they follow up – they will involve Driver & Vehicle Services (the regulator) if appropriate.

9.1.6 They did consider taking payments through the App, but this would have created additional administration with associated fiscal prudence responsibilities placed on JTDA to collect the money and then redistribute it. As the ability to take card payments is now a mandatory requirement for taxi

operation there is no very great advantage in enabling App-based payment. They considered whether the App could extend to account work, but again there is the cash flow and administration to consider. One of the impacts of Covid is a significant reduction in use of cash – most now pay by card.

- 9.1.7 JTDA would be happy to pass on their experience to taxi drivers from Guernsey.

9.2 Booking Entity

- 9.2.1 In Jersey, the States introduced a condition for new entrants from April 2017 that a taxi-cab that undertakes a pre-booked journey does so through a recognised local “dispatching entity” so that a record of that journey is available should DVS (the Jersey regulator) require it. This requirement was then progressively extended to existing plate-holders over the next few years.
- 9.2.2 It had originally been intended to require affiliation to a ‘company’, but it was recognised that other collective models, such as a co-operative, could provide the necessary assurance.
- 9.2.3 Recognition for the entity depends upon a business plan that makes clear how the entity will meet the various requirements:
- Legal entity – registered business
 - The entity (not the individual driver) takes responsibility for delivering the requested journey
 - Can use radio or digital medium to dispatch
 - Must accept bookings by phone and by electronic media (Web or App or both)
 - Published local telephone number
 - Published email address
 - Data Protection / Security systems in place
 - Identified local resident as contact
 - Confirmation sent for all bookings (email, text, call)
 - Comprehensive records kept and available to DVS to enable journey requests and delivery to be traced
 - Tracked vehicles linked to the above
 - Necessary insurances, including contingency liability

- Complaints handling system
- Lost property handling system
- Standards:
 - ◆ 90% of requests for bookings from passengers must be answered by the booking entity within two (2) minutes.
 - ◆ 90% of passengers should not have a pick-up waiting time of more than ten (10) minutes from the agreed pick up time
 - ◆ A dispatching entity must ensure that, for all booking requests received by them, the proportion of requests which cannot be met does not exceed 10 % as measured by Mystery Shopping Surveys.
- The dispatcher must provide their customer with an accurate fare estimate, if required, before the journey starts (unless the fare has been pre-agreed).
- Electronic payment
- Written agreement with all drivers

9.2.4 The above would certainly be very challenging for the Guernsey Taxi Owners Federation to meet in its current state.

9.3 Sector Representation

- 9.3.1 On many occasions during consultation, the point was made to us by individual drivers and owners that the Guernsey Taxi Owners Federation does not represent them. Reference was made to the fact that there hasn't been a formal AGM for a long time, that meetings are irregular, that minutes are not publicly available and that there haven't been any recent elections for Federation posts. To be fair to the Federation Chair and committee members with whom we consulted, they were completely open about these issues and did not claim an exclusive representational mandate. Our perception is that the decline in the Federation has meant that it is now a challenge to get people to step forward and actively participate in its affairs. There is a hope amongst consultees that the recommendations in this report may be the opportunity for a significant refresh of the Federation's affairs.
- 9.3.2 This situation is a significant disadvantage to both the taxi and private hire sector and to the States. The sector currently has no effective forum for discussing either policy or practice which weakens its ability to represent itself to the States on wider policy matters or to DVL on technical issues. It is too weak to take on any self-policing in respect of customer complaints and has very limited potential to take on any marketing or information initiatives or paying for and managing new infrastructure such as more rank webcams.

There is a clear contrast here to the Jersey Taxi Drivers Association which now manages and markets the leading taxi App on Jersey.

- 9.3.3 As it will not be possible to protect the sector in Guernsey from the advance of new technology in the form of intermediary brokerage Apps, the owner drivers who are the mainstay of the Federation are in our view faced with two options – either wait for third parties to develop trip brokerage Apps and then choose which one to sign up to, or else to join together to undertake this function themselves.
- 9.3.4 The former approach is easy but will certainly involve a loss of agency. The relationship between owner drivers and the main brokerage platforms in the UK provide a good example of the relative loss of independent power for drivers and their shift to the 'gig' economy. Many of the new platforms are major multinational corporations with significant financial backing (e.g. Uber, Bolt, Gett, Wheely, etc.) which makes it easier for them to penetrate new markets by effective under-pricing until they obtain market share. Apps and web booking have also helped individual local and regional private hire companies to significantly increase their scale of operations (e.g. Addison Lee³⁹ in London, Delta Taxis⁴⁰ in Sefton (covering Liverpool) and Blueline⁴¹ in Newcastle) which has certainly assisted the casualisation of the market for drivers⁴². The ease of booking, scale and quality of both their delivery and their back office arrangements (e.g. account handling) also makes such platform companies particularly attractive to corporate clients and to reaching exclusive agreements with venues that can control access to their property, including airports.
- 9.3.5 Until now Guernsey has been sheltered from any interest by the major platform companies because of the relatively small scale of the local market as well as the need to understand and adjust to a new and unique licensing regime. However, there have been at least two attempts to introduce an App which were unsuccessful due to driver unwillingness to sign up. There is obviously the potential for one or more companies on the island to develop their own App/Web system although the limited scale (deliberately created by the regulations) of Guernsey taxi companies make handling this overhead a challenge, especially at the moment given the difficult economic circumstances and the problems faced in recruiting drivers. We are aware of interest from at least two sources in developing new companies based around a trip brokerage model, so there is interest in investment, but it is difficult to see how this would work on a full-time employee basis.
- 9.3.6 There is a short window of opportunity in the next year or so for the owner drivers in Guernsey to pursue the second approach which would give drivers greater control over their working conditions. The disruption impact of the

³⁹ <https://www.addisonlee.com/>

⁴⁰ <https://www.deltataxis.net/>

⁴¹ <http://www.bluelinetaxis.com/>

⁴² As an example, here is an offer for plated private hire vehicles on a minimum 4 week contract targeted at drivers who will sign up to Uber <https://www.joinveritas.co.uk/sefton-private-hire-in-manchester/>

platform companies in the UK has led to significant concern about the conditions under which taxi and private hire drivers work with a lot of evidence of effective earnings below minimum national wage requirements. This has resulted in lengthy litigation with the latest court rulings⁴³ confirming that whilst drivers may not be employees of Uber, they are 'workers' and therefore entitled to minimum wage and holiday pay. It is clear that whilst the Uber offer has provided a more convenient service for passengers, the surplus value from the additional activity is going to the platform companies and not the drivers who, despite the court rulings, remains in a significantly weak position. The overall business model does rely on a flexible, floating workforce with a considerable part-time element and a lot of churn. Given the nature and scale of the employment market in Guernsey this is less likely to be deliverable.

- 9.3.7 Introducing an App-based booking and job allocation system is perhaps the easy part of the changed delivery model that it necessary. More difficult will be ensuring a fair system of allocating work amongst drivers such that there is assurance for taxi users that jobs in remote locations and at less sociable times of day will be covered. In particular, given the peaked nature of demand there is a need for flexible capacity in the system i.e. a pool of part-time drivers prepared to work the late night and early morning shifts.
- 9.3.8 This suggests that a formal membership arrangement is required with a robust decision-making process. One solution would be for taxi plate-holders to establish a supply co-operative. There are a number of taxi co-operatives in operation⁴⁴ and traditionally these have been established, just as here, to provide access to a central technology – initially radio systems and a call centre. A more modern model that Guernsey drivers might consider is exemplified by the New York Drivers Co-operative <https://drivers.coop/about-us>.⁴⁵
- 9.3.9 Whilst there are business start-up support agencies in Guernsey such as the Digital Greenhouse Startup Hub <https://digitalgreenhouse.gg/startup-hub/?pg=0> it is not clear whether there is any co-operative development expertise available. However, there are various UK co-operative development agencies that could provide advice on setting up some form of co-operative model to meet local aspirations and circumstances, starting with Co-operatives UK <https://www.uk.coop/resources>.
- 9.3.10 The sector consists of a mix of companies with multiple plates, single plate-holders who may or may not trade as a company, employee and self-employed drivers and covers both taxi and private hire. There are some inherent conflicts of interest, for example about plate issue and the potential

⁴³ <https://www.supremecourt.uk/press-summary/uksc-2019-0029.html>
<https://www.supremecourt.uk/cases/docs/uksc-2019-0029-judgment.pdf>

⁴⁴ Taxi Co-operatives have long existed in Edinburgh (City Cabs and Central Taxis) and Birmingham. Recent taxi co-operative start-ups include Cardiff (<https://www.gmb.org.uk/news/new-co-operative-puts-power-back-hands-drivers>), Preston and Southend (<https://333444.uk/>). There is also a trade-owned App in London, Taxi-Now <https://taxi-now.co.uk/drivers>

⁴⁵ See also <https://www.nytimes.com/2021/05/28/technology/nyc-uber-lyft-the-drivers-cooperative.html>

expansion of private hire activities. However, the largest taxi company in Guernsey does participate in Federation activities alongside individual drivers and plate-holders. This is probably an accurate reflection of the challenges faced by the sector overall – there is more that unites participants than divides them. They may compete with each other but they all have a shared interest in the regulations, DVL’s implementation of them and investment into the infrastructure. Given the small-scale of the sector overall it is difficult to imagine that there could be viable separate bodies representing companies; individual plate-holders; non-plate-holder drivers. It would be more effective to have a single organisation with sub-sections as required so that, on the issues where there is agreement (or at least non-disagreement if a consensus decision-making model were to be pursued) a common position can be presented to the States and DVL.

- 9.3.11 This report cannot anticipate what action plate-holders will take in response to the suggestion that they establish and manage an App through a supply co-operative. But if they do go down that path this is not inherently incompatible with a single representative sector body, provided it is structured to ensure the potential for different interests to be reflected.
- 9.3.12 The States and DVL would benefit significantly from there being a stronger representative body. There have been occasions recently where individual plate-holders have lobbied for particular changes and because there is no formal consultative structure they have been able to bypass DVL and go straight to deputies. It has, for example, proved between difficult and impossible to obtain a consensus view on recent proposals in respect of increases to the taxi tariff to reflect significant, but potentially short-term, fuel cost increases.
- 9.3.13 There is a requirement for DVL to establish a formal consultation framework with the sector with regular meetings, an agenda and published minutes. We have suggested an improved DVL system for data capture and analysis and reports from this data should be a standing item on the agenda, along with ‘guest presentations’ e.g. on the overall direction of public transport policy and specific discussion topics for each meeting e.g. on the needs of the tourism industry. A minimum of two meetings a year, preferably four, should be scheduled in advance.
- 9.3.14 Where possible, ad hoc approaches to the States from individuals about policy issues (i.e. not technical or administrative queries that can be resolved straight away by DVL) should be channelled through these meetings to reduce the incidence of multiple separate approaches to deputies and senior officers, bypassing DVL.
- 9.3.15 Given the long-term benefit to the States from a reformed Federation and in order to facilitate the necessary transformation, the States should consider making a grant to the Federation hypothecated towards their obtaining business development support to establish themselves as a legal entity with a

new constitution with clear objectives, to recruit officers, to maintain records and to hold the elections necessary to restore trust within an agreed time limit.

10.1 Conclusions

- 10.1.1 The Guernsey taxi and private hire sector as it currently stands is not fit for purpose – it is failing to provide a decent service that meets passenger needs; it is only marginally sustainable for many drivers; it is disadvantaging the business and tourist economy; it is not attracting the necessary investment towards improvement.
- 10.1.2 Evidence of this is widespread and well known:
- Frequent unavailability of taxis, most visibly for late flights arriving at the airport, but also in the evening and late night at the Weighbridge;
 - Difficulties faced by passengers in booking taxis, requiring multiple calls;
 - The shortage of drivers, leading to companies with licensed vehicles but nobody to drive them;
 - The failure to introduce modern technology as exemplified by the lack of a booking App and visible real-time vehicle location;
 - The relatively high tariff which is still not enough to stimulate supply night-time supply;
 - The significant absence of sector marketing or promotion and the lack of a pathway to facilitate such activity;
 - The ineffective representation of the sector which creates difficulties for the regulatory staff when they receive contradictory messages;
 - The minimal provision within the private hire market which operates at rates that are often significantly higher than the taxi tariff;
 - The growth in unlicensed and unlawful Facebook lift-giving to fill the gaps.
- 10.1.3 The regulatory framework within which the taxi and private hire sector operates is hindering improvement. The tools available to States of Guernsey (SoG) are currently inadequate to effect the necessary changes.
- The framework is predicated on the traditional model of self-employed owner-drivers – this creates barriers to the necessary technological improvements based around a collective sector and the investment required;

- The underlying assumption is that quantity control will prevent over-provision and enable a stable provision of full-time taxi drivers. However, this heavily weights the protection given to the providers at the expense of the needs of consumers, and assumes a static market;
- The regulator has no means of ensuring that supply is available at times that reflect modern business activity and consumer behaviour – particularly the growth in the night-time economy;
- SoG regulates the supply of operating licences, the quality of the provision and the price at which the majority of provision is sold, but it has no underlying business model that supports its interventions (e.g. what is the 'right' number of licences to issue?) nor any measurable targets;
- This is reinforced by the fact that the approach to setting the taxi tariff is entirely cost-based – there is no consideration of demand-elasticity to price, nor of market development potential;
- Quantity control acts as a barrier to new entrants and innovation;
- Allowing operating licences to be tradeable was in retrospect a mistake – SoG has created an artificial value for third parties in the plates by restricting plate issue;
- There is no strategy to ensure an appropriate supply of accessible vehicles, a mix of vehicle types to ensure MPVs, nor for the introduction of a zero-emission fleet to reduce environmental impact.

10.1.4 Generally, there is a sense of stagnation:

- The sector is the domain of individual owner drivers who can choose when to work or not work;
- The driver profile is primarily elderly and male – there are limited opportunities for younger entrants;
- Taxi infrastructure is generally poor – the rank phones do not work properly or reliably; the rank webcam at the Weighbridge is no longer functional;
- Information provision for users is poor – there is out of date information on the web and the contact information for the public at the airport rank relies on a series of handwritten corrections on a sheet of paper;
- There is limited policing and enforcement of quality standards – this is primarily a reactive function;
- There is no approach to professional development through enhanced skills with an absence of any significant training offer or requirement;
- There is no shared vision for the future.

- 10.1.5 It is worth noting that the Covid-19 pandemic has had a significant impact on the Guernsey taxi industry and necessitated significant financial support from SoG, as it has in other jurisdictions. On the one hand, the growth in home delivery, the collapse of tourism and, in the corporate sector, the move to virtual meetings has reduced demand for travel. On the other hand, the enforced 'furlough' has meant that some drivers were forced to find other work to maintain their incomes whilst others have taken the opportunity to retire. There is now a worldwide driver shortage in the passenger transport sector⁴⁶.

10.2 Recommendations

- 10.2.1 This review has been challenging because the problems impacting on the taxi sector in Guernsey are deep seated and cannot be mitigated by minor adjustments. Consequently, there is a requirement for radical change. It is inevitable that this will not suit some stakeholders who are comfortable within the current arrangements. However, given the level of consumer dissatisfaction and service failure and the structural inability of the sector to adopt new ways of working, we believe that radical change is necessary.
- 10.2.2 The current regulatory approach involves the States providing explicit protection to a closed supply market. This is based on a historic model whereby individual owner-drivers, working full-time, served ranks in queues. This was subsequently modified through the introduction of fixed-line telephones to enable passengers to contact ranks and companies which provided some level of central co-ordination. The subsequent introduction of mobile phones shifted the model back towards individual owner drivers. Demand was assured when car ownership was low and traditional tourism was high. These conditions no longer apply but the basic framework has not changed:
- There is a fixed maximum number of taxis allowed to operate, but the basis for this maximum is historical and there is no system under which the maximum is adjusted to reflect either actual activity or actual earning power or evidence of unmet demand;
 - Although companies have been allowed into the system their ability to expand is strictly limited both by the maximum limit to plates held by companies, the ratio that requires the majority (60%) of plates to be held by individuals and the cost of buying out plates;

⁴⁶ For example, in England and Wales the number of licensed drivers fell from 376,700 in March 2020 to 341,247 in March 2022, a drop of 9.4%.

- The potential flexibility from additional private hire capacity, which is standard in other jurisdictions, has been blocked off through a requirement for private hire licensees to operate a business model that does not impinge on taxi work, and which cannot offer less than a minimum 24 hour advance book ahead period;
- In practice there are no means by which a system based on individual plate holding can be required to provide a collective service, such as guaranteeing a minimum level of coverage at all hours and locations across the island, or adopting either one or a small number of shared booking platforms. Plate-holders who choose not to work unsocial hours or at times of peak demand can do so without penalty and any investment they have made in their plate is protected whilst the States choose not to issue any more plates.

10.2.3 In summary, therefore, a completely new approach is required – one which opens up the market to capacity growth, investment, innovation and a much more flexible labour supply, whilst improving the consumer experience through much easier booking, improved accessibility, greener vehicles and assurances of reliable service.

10.2.4 We have broken down our the recommendations into the following sections:

- a) Quantity control
- b) Companies / Booking Entities
- c) Drivers
- d) Vehicles
- e) Tariffs
- f) Accessibility
- g) Environment
- h) Infrastructure
- i) Marketing
- j) Sector Representation
- k) Enforcement
- l) Regulatory Management

The relevant sections in the main report where more details around the recommendations are set out in square brackets after each recommendation .

- 10.2.5 The underlying intention of the recommendations is to create the conditions for a taxi and private hire market that will meet the States' policy objectives in respect of public passenger transport and will play an enhanced role in life of Guernsey residents, supporting access to work, health, education, retail and recreation whilst playing a stronger role in the tourist and business economy.
- 10.2.6 We understand that, given the number and nature of the recommendations below, there will need to be a period of consultation before any implementation, and a prioritised timetable developed. Although many of the individual recommendations will be of particular interest to plate-holders and drivers, it will be important to ensure that the social and economic needs of the public are fully reflected, in line with the duty of the Passenger Transport Licensing Authority under The Public Transport (Guernsey) Law 1984:

It shall be the general duty of the Authority to be responsible for ensuring that, so far as is practicable, there are at all times available in this Island sufficient, efficient and safe systems of public transport to meet the requirements for the time being of the public.

Quantity Control

- 10.2.7 The inability of the current supply to meet consumer requirements fatally undermines the basis for SoG to restrict plate issue. We recommend that SoG prepare to issue up to 20 additional Taxi plates. There should subsequently be a presumption towards plate issue unless the SoG conclude, following periodic public consultation, that there is no significant unmet demand.
- 10.2.8 Any plates issued from henceforth should not be transferable but should revert to SoG on expiry, if not renewed, or if revoked.
- 10.2.9 The limits to the number of plates held by companies either individually or collectively should be removed.
- 10.2.10 Minimum mileage requirements should be removed.
- 10.2.11 No further 'Green' plates should be issued.
- 10.2.12 SoG should take professional advice as to whether there is any legal requirement to compensate existing plate-holders at any point given that there has been no commitment to maintain a particular limit on plate issue.
- 10.2.13 Operation under Private Hire plates should be restricted to individual bookings made at least 48 hours in advance or to bookings made under a call-off contract which itself has been entered into at least 48 hours in advance. All other work should require a Taxi plate.
- 10.2.14 The requirement for applicants for Private Hire plates to demonstrate a market demand business case should be removed.

- 10.2.15 Private Hire plate-holders impacted by 10.2.13 above should be given the option of converting their plates to Taxi plates provided that when they replace their current vehicle, that vehicle should meet the WAV / EV requirement then in place. This should not count against the 20 additional plates recommended in 10.2.7 above.
- 10.2.16 The four WAV plates should be converted to full Taxi plates. This should not count against the 20 additional plates recommended in 10.2.7 above.
- 10.2.17 Existing Taxi plate-holders replacing their vehicles in the future should be required to meet the WAV / EV requirement then in place.
- 10.2.18 Every Taxi plate holder that takes an advanced booking should be required to do this through a recognised 'booking entity' capable of taking App-based or web-based bookings in addition to phone bookings and maintaining a record of each booking and journey undertaken.
- 10.2.19 Additional Taxi plate issues should require the use of wheelchair accessible vehicles or zero-emission vehicles. The requirement for newly licensed Taxis to be WAVs should be maintained until at least 20% of the taxi fleet is wheelchair accessible. The requirement for zero-emission Taxis should be maintained so that there is a cut-off point at a future date by which all Taxis will be zero-emission, in line with the SoG net-zero environmental objectives.
- 10.2.20 Licensing fees for both Taxi and Private Hire plates should be adjusted to incentivise a move towards zero-emission vehicles.
- 10.2.21 Private Hire vehicles should not need to display any identifying external licence identification provided the booking arrangements identify the type, colour and vehicle licence number to the hirer.
- 10.2.22 Vehicles that are solely provided for wedding or funeral purposes should be removed from the licensing system altogether.

Companies / Booking Entities

- 10.2.23 SoG should draw up criteria for recognising / licensing 'booking entities', including:
- Legal entity registered in Guernsey
 - Compliance with Data Protection arrangements
 - Dispatch system capable of taking App-based, Web-based and phone-based bookings
 - Scheduling system capable of automatic or manual dispatch
 - Single local contact telephone number for booking and queries

- Booking confirmation provided to passengers by SMS or email
- Accurate fare estimates
- Dispatch staff subject to DBS checks
- Minimum insurance requirements, including contingent liability
- Comprehensive record-keeping requirements
- Lost property system
- Complaints handling
- Minimum service levels, including:
 - ◆ Hours for phone response
 - ◆ Timeliness of phone response
 - ◆ Availability of a WAV on request
 - ◆ %ile maximum passenger waiting time targets
 - ◆ %ile maximum journey refusal targets (a sub-contracted journey not being counted as a refusal)

10.2.24 SoG should draw up minimum criteria for Apps that can be deployed by booking entities, including:

- Data security (processing only in secure jurisdictions within the EEA or covered by an 'adequacy decision')
- Data processing to comply with the Data Protection (Bailiwick of Guernsey) Law 2017 (as amended)
- Up-time guarantees
- Ability of users to opt out from providing location data
- User location data not to be stored and linked with an individual user
- Web, phone and tablet displays to meet accessibility requirements and be compatible with screenreaders and other assistive technology
- SMS messaging capability
- Visual display of booked vehicle progress
- Back-up and control systems
- Audit trail that can be used to respond to SoG queries

- 10.2.25 Guidance on the Public Transport Ordinance 1986 should make clear that the reference to 'a written order' includes web-based and app-based bookings.

Drivers

- 10.2.26 SoG should streamline its approach to licensing drivers with a view to reducing the time required between first approach and licence issue as well as the administrative burden. The changes proposed here will assist along with the recommendation to move to a digital licensing system.
- 10.2.27 When refreshing the standards and documentation in respect of drivers, the opportunity should be taken to resolve a number of inconsistencies we have identified in more detail in the report.
- 10.2.28 Whilst its regulatory framework is completely independent, Guernsey can benefit from the detailed guidance produced by the UK Department for Transport in response to changes to the taxi and private hire licensing environment. Current points of variation are set out in detail in the report and SoG should review these to ensure there is a rationale for a specific local policy, particularly as regards to Disclosure & Barring Service issues.
- 10.2.29 The requirement for a supporting statement from two referees should be dropped.
- 10.2.30 The knowledge test should be significantly slimmed down to reflect the availability of SatNavs and link or comms support to drivers. This could see the fee reduced or offset to cover additional training.
- 10.2.31 The on-road driving test should be retained in its current format, but without the additional knowledge test.
- 10.2.32 In considering convictions, previous warnings and current inappropriate behaviour, SoG should align itself with the robust standpoint in the latest DfT guidance, supported by recent case law.
- 10.2.33 The need for frequent eye tests should be added to driver Code of Conduct.
- 10.2.34 ID cards should be standardised and drivers should be instructed to have the badges visible at all times whilst on duty.
- 10.2.35 SoG should consider recognising non-Guernsey driving licences as a means of widening the potential driver pool; combined with a move to digital licensing this would provide a shorter and more secure route to licensing as a taxi driver for British / Irish citizens choosing to move to Guernsey. DVL should consider providing Population Management with evidence of driver shortages so that consideration can be given to Taxi Driving being added to Bus Driving as an occupation that is eligible for Short Term Employment Permits, so that recruitment from the EEA becomes feasible and existing immigrants from the

EEA working in other occupations can obtain straightforward approval to undertake part-time taxi driving work.

- 10.2.36 A minimum requirement for driver training should be introduced. This should include fire extinguisher use, safeguarding, disability awareness / assistance and customer care. We recommend that DVL organises and funds these – drivers would have to make themselves available without compensation – training could be completed in a day or two half day sessions.
- 10.2.37 SoG should consider working with the tourism sector to develop a short training course with incentives⁴⁷ to act as Guernsey ‘ambassadors’. The course could contain elements of ‘World Host’. This should be introduced in advance of the 2023 Island Games.

Vehicles

- 10.2.38 SoG should set out its requirements for vehicles to be licensed as suitable for Taxi use in more detail with reference to:
- Requiring type approved (or, exceptionally, with an Individual Approval Certificate) vehicles up to 8 passenger capacity
 - Specific requirements for WAVs covering at least:
 - ◆ Minimum floor space
 - ◆ Minimum height in vehicle
 - ◆ Access width and height
 - ◆ Access means (ramp / lift)
 - ◆ Wheelchair Tie-down and Occupant Restraints (WTORs)
 - Height adjustable seat belts and IsoFix fittings
 - Provision and location of appropriate fire extinguisher(s) and First Aid kit
 - Euro NCAP (4 or 5 star) safety ratings
 - Emissions or other environmental factors
 - Aftermarket additions such as partitions
 - A standard means of identifying taxis that are available for hire (roof sign illuminated via the taximeter); SoG logos on front doors
 - Internal signage identifying the Plate number (including tactile information), Tariffs and a pathway for complaints.

⁴⁷ E.g. participants who complete the course could receive vouchers for free access to one or more tourist attractions

- 10.2.39 In order that all vehicles licensed as taxis are capable of carrying the majority of the public in reasonable comfort, together with their luggage, we recommend that DVL adopts an approach to assessing vehicle suitability based around a 95th percentile adult British male and reference to individual seat width and the RiDC database in respect of accommodating a folded wheelchair. To simplify matters for applicants, DVL should publish a list of vehicle types that have been approved and invite applicants to bring in any vehicles not on that list for an assessment of acceptability before they make formal application for a licence.
- 10.2.40 The standard for vehicles to be licensed for Private Hire should be limited to mechanical safety (type approval), forward or rear-facing seats with seat belts and the absence of any signs suggesting that the vehicle is a taxi. There should be no size requirements.
- 10.2.41 We do not recommend a vehicle age limit – instead reference should be made to emissions limits which will be tested when the periodic testing regime is fully introduced.
- 10.2.42 DVL should introduce a periodic / as required spot check regime to ensure that vehicles available for hire have clean interiors and exteriors.
- 10.2.43 The current requirement for regular mechanical testing should be maintained, but aligned with the introduction of the periodic testing regime to minimise duplication and balance the periods between the two tests. The taxi tests should apply regardless of vehicle age (i.e. apply from new) and a first test should take place before a vehicle is licensed.
- 10.2.44 SoG should prepare a minimum specification for optional in-vehicle CCTV including appropriate warning notices, data security, data destruction and access protocols.

Tariffs

- 10.2.45 The general level of fares should be maintained – it is acknowledged that this appears high but this reflects the costs and opportunities on Guernsey. The high flag charge reflects the absence of long-distance hires compared to off-island.
- 10.2.46 To improve incentives to work on a Friday night, Tariff 2 should start at 7pm in line with Saturday and Sunday.
- 10.2.47 As the seven day economy becomes normal, the justification for the 60p surcharge on Sunday daytime hires reduces. This should be considered for removal at the next review.
- 10.2.48 A consistent structured formula is required for cost-driven tariff revision. The 'Halcrow model' currently in use is a locally well-developed model. SoG should consider revising it to bring it up to date, by:

- a) introducing new reference vehicle models, including a basket that reflects the introduction of hybrid and full electric vehicles (but in the short term see 10.2.62 below);
- b) adjusting the ratio between operating costs and earnings to reflect the changes since 2010.

- 10.2.49 A regular annual tariff review should be scheduled to avoid drift. Changes calculated at less than +/- 3% should be considered for rolling over until the next review. Volatility in fuel costs above a certain threshold should trigger a spot review – but only fuel costs should trigger such a review.
- 10.2.50 Any vehicles responding to a booking made on an App or equivalent on the web should use the Tariff (as a maximum).
- 10.2.51 Private Hire vehicles which are booked under a long-term (more than 48 hours) call-off contract or booked more than 48 hours in advance should not be subject to a set tariff.
- 10.2.52 Consideration should be given to incorporating a modest call-out charge (booking fee) for bookings for pick-ups outside St Peter Port, reflecting the likely increased dead mileage from a triangular journey compared to a rank booking.
- 10.2.53 Consideration should be given to an additional rate that incentivises taxi-sharing, either generally or from the Airport and Weighbridge ranks (see 10.2.64 below).
- 10.2.54 Consideration should be given to the introduction of either a fixed or a maximum soiling charge.

Accessibility

- 10.2.55 To meet the different kinds of disabilities encountered within the population, a mixed fleet of WAVs and non-WAVs is required. SoG should set a target that 20% of the Taxi fleet should be wheelchair-accessible and only issue Permits for WAV Taxis until this target is reached. The responsibility for maintaining this proportion should be placed upon the Booking Entities as they develop.
- 10.2.56 WAV Taxis are, in general, more expensive to acquire than their non-WAV equivalent. Requiring a mixed fleet will therefore create an unlevel playing field which will not be compensated by the extra work available to operators of WAVs. Therefore, to meet the equalities duty placed upon the SoG in the way it manages public transport it should take steps to minimise the financial disadvantage associated with WAV purchase and operation. Options which should be considered include:
 - a) financial incentives in the form of fixed capital grants towards vehicle purchase;

b) discounted licence fees;

c) requiring Taxi work commissioned by the States and their associated agencies to use WAV operators where possible.

- 10.2.57 A notable gap in the existing public transport network is a door to door transport system for residents who, as a consequence of impaired mobility, are unable to make effective use of the island's bus service and who therefore cannot benefit from the significant public subsidy that goes towards maintaining that service. SoG should explore options for delivering such a service and should note the potential for the taxi sector to deliver a cost-effective, flexible and financially controllable system as exemplified by Taxicard in London, Scotland and continental Europe.
- 10.2.58 SoG has expressed interest in the potential for DDRT (Digital Demand Responsive Transport – sometimes called 'Uber for buses') as a means of providing a public transport service covering more rural parts of Guernsey or evening / off-peak services where demand is currently not enough to justify the provision of a bus. In exploring feasible options for such services SoG should note a) the regulatory option already in place for licensing 'taxibuses'; b) the potential for implementing such a system rapidly via the proposed App-booking facility, and c) the experience of deploying taxibuses in providing cost-effective public transport solutions outside more densely populated areas.
- 10.2.59 As they are delivering a service to the totality of the public, all taxi drivers should pass through equalities, disability awareness and support training (see 10.2.36 above) covering a range of physical, sensory, cognitive and behavioural issues and the practical responses that drivers should provide in their day to day work. In addition all drivers of WAVs should pass through training covering service provision to wheelchair or buggy users, including the correct use of WTORS (Wheelchair Tie-Downs and Restraint Systems). Whilst generic training material is available (e.g. MiDAS) we recommend that the Guernsey Disability Alliance is commissioned by SoG to co-design the way that such training is delivered in Guernsey, in particular making use of local passenger experiences.
- 10.2.60 SoG should consider amending The Prohibited and One-Way Streets Ordinance 1989 so as to provide greater access to a range of prohibited streets to taxis where they are carrying a passenger in possession of a disabled person's badge or can prove that having dropped off such a passenger they are in the process of leaving the prohibited street by the most direct route.

Environment

- 10.2.61 SoG should develop and consult on a strategy to reduce the environmental impact of its taxi provision, including promoting the uptake of low-emission or zero-emission vehicles and setting a target for 100% zero-emission. This can be achieved through progressive reduction in the tested CO₂, NO_x and

particulates emissions levels acceptable for newly licensed vehicles combined with a progressive increase in the minimum energy efficiency requirement.

- 10.2.62 The strategy may require a capital funding contribution / reduction in fees to accelerate the natural vehicle replacement process.
- 10.2.63 App-based booking together with Automatic Vehicle Location (AVL) and the introduction of Booking Entities will give potential for an improvement in operating efficiency.
- 10.2.64 SoG should examine the feasibility of introducing a formal shared Taxi scheme at the Airport and the Weighbridge ranks.

Infrastructure

- 10.2.65 The current Taxi infrastructure provides a poor experience for the public and for the taxi trade. In particular there is peak overflow for both passengers and vehicles at the Weighbridge and at the Airport, arrangements at the Harbour are inadequate and other ranks in St Peter Port appear very underused. A review of Taxi Rank location and capacity should be undertaken with a view to significantly improving the waiting environment for passengers, including CCTV. Specific consideration should be given to the layout at the Weighbridge rank, arrangements for serving the ferries, cruise ships and visitors at Tourist Information, as well as the need for and location for layover areas.
- 10.2.66 The rank taxi phones are not fit for purpose and should be decommissioned.
- 10.2.67 In line with the initiatives to stimulate the introduction of electric vehicles, SoG should examine the feasibility of installing rapid / ultra-rapid chargers at the Airport and at or in the vicinity of the Weighbridge rank that could serve plug-in hybrids or battery electric vehicles.

Marketing

- 10.2.68 The taxi sector is a part of Guernsey's public transport network and requires marketing and signage in the same way as the bus service. Given very low levels of current credibility, the task of bringing back levels of public trust in the taxi service will be considerable. Both the regulator and taxi operators should create budgets for marketing and develop a collaborative marketing and information programme which should include:
 - Explaining changes to licensing and delivery arrangements (e.g. taxi-sharing) as they evolve;
 - Publicising investment in infrastructure;
 - An agreed responsibility for the process of maintaining updated contact details – ideally with a single source of information;
 - Ensuring rank locations are on physical and digital maps;

- Specific information about service accessibility;
- Including information about the App(s) in tourist literature.

Sector Representation

- 10.2.69 DVL should establish and service a formal consultation framework with the sector involving regular periodic meetings and published minutes.
- 10.2.70 The Federation should transform itself into a legal entity with proper accountability to its members. The States should consider making a small grant to the Federation to enable it to obtain technical advice and assistance to make this happen as soon as possible.
- 10.2.71 Periodic meetings with the police service should be arranged by DVL within the sector consultation framework in order to discuss driver and passenger safety and regulatory issues including management of late night queues at the Weighbridge rank, advisory action in the case of passenger threats or non-payment and collecting and passing on information about potentially illegal hire or reward operations.
- 10.2.72 Similarly, the sector consultation framework should include periodic meetings with representatives of the tourism industry to consider how the sector can improve its service to long and short stay visitors, including cruise ship passengers. The potential for taxi booking screens at hotels and information centres should be explored. At least one of these meetings should focus on services at the Airport and the Port.

Enforcement

- 10.2.73 Arrangements under the Guernsey Lifts system are likely to be illegal and potentially unsafe. However, experience in other jurisdictions demonstrates the difficulties of enforcement and the need for a longer-term strategy. DVL should work with the States Police to produce material that can be used in periodic 'stop and warn' interventions with drivers and on line.
- 10.2.74 DVL should produce information material for circulation through tourist networks, targeted at hotels and other attractions, that explains the meaning of 'hire or reward' in respect of courtesy vehicles, the requirement for licensed operation and the penalties for failure to licence.
- 10.2.75 DVL should review its approach to ongoing quality control and whether there is value in introducing an enhanced spot checks regime.
- 10.2.76 A requirement for Booking Entities should be for them to manage customer complaints and feedback for services booked through their system so as to avoid complaints coming to DVL in the first instance.

Regulatory Management

- 10.2.77 The current licensing arrangements are time consuming to administer, contain ad-hoc record-keeping and involve unnecessary visits to DVL premises. There is an obvious business case to be made for investment in a digital licensing management system combined with a full-scale move to web-based applications, payments and e-communication. This should incorporate a purpose built record-keeping, analysis and reporting system.
- 10.2.78 Following the introduction of this system], DVL should produce an annual 'state of the sector' report on the taxi and private hire sector, providing facts and figures as well as administrative KPIs such as the time taken to issue licences.
- 10.2.79 Internal arrangements at DVL should ensure a clear distinction of responsibilities between administrative matters (including a straightforward appeal system that meets administrative justice requirements) and policy matters and separate pathways for stakeholders to follow.

Appendix A: Standards for Taxi Drivers & Operators

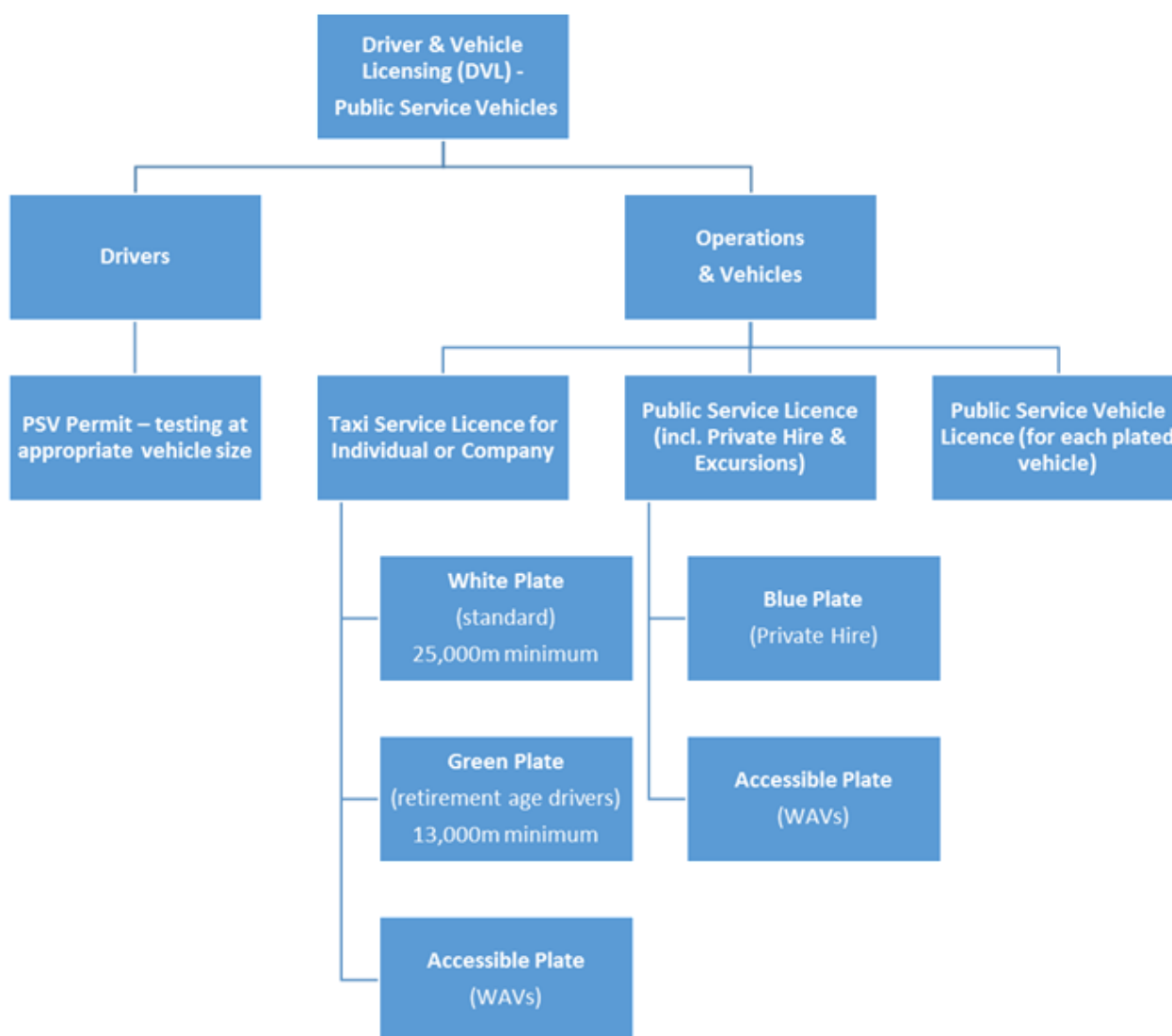
1. Introduction

- 1.1 States of Guernsey operates a licensing system (via the Committee for the Environment & Infrastructure) of Taxis and Private Hire cars and their drivers, which is designed to impose professional standards to safeguard the travelling public and to regulate the taxi market. This is implemented by SoG's Driver and Vehicle Licensing department (DVL). The term 'taxi' is used here to encompass both Taxi and Private Hire cars as the standards for drivers of both are determined under a common Public Service Vehicle (PSV) driving licence. Operationally there are a very small number of vehicles licensed as PHVs.
- 1.2 SoG's *Passenger Transport Governing Policy* (2016) outlines its policy on quantity control, being *"of the view that it is necessary to regulate the number of licences held by an individual / company in order to ensure effective competition and innovation whilst securing the economic viability and hence the reliability, sustainability and availability of essential services. This approach supports the fundamental requirement to ensure the provision of safe, efficient and sufficient public transport services. The Issuing Authority will, therefore, limit the number of licences held by an individual/company as follows:*
- *Taxis - 25 taxi service licences per company issued in this category (no more than 50 taxi service licences to be held by all taxi companies, remainder to be held by owner operators);*
 - *Private Hire motor vehicles – no specified limit."*
- 1.3 Section 22 of SoG's *Passenger Transport Governing Policy* (2016) defines the category of services that fall under the PSV regulations, and the scope of this review is limited to operations that fall under:
- Taxis service licence, and
 - Private Hire motor car service licence.
- 1.4 Drivers of the above vehicles are required to hold a PSV Permit (issued by DVL following a driving test and background checks) as well as holding a standard driving licence valid for the class of vehicle being driven. The approach is common to all PSV applicants in terms of the vetting and driving test, although taxi drivers are required to pass an additional knowledge test.
- 1.5 The PSV Permit allows individuals to *drive* Taxis and Private Hire cars. However, further levels of regulation must be complied with, with regard to:
- Taxi operator standards (Taxi Service Licence – specific to either a company or an individual), or
 - Private Hire Car standards (Road Service Licence), as well as
 - Public Service Vehicle Licence (vehicle standards are considered in Appendix B: Standards for Vehicles, including WAVs).

1.6 Current licence / permit issues are as follows:

- PSV drivers (Taxi) – 345
- PSV drivers (PHV) - 36
- Taxi Plates – 129
- Accessible Plates – 4 (within the above)
- PHVs – 16
- PHVs (Public excursions) - 4

Figure HH: SoG Licensing Framework for Taxi & Private Hire Operations



1.7 These areas of regulation form SoG's framework to ensure minimum standards are achieved to safeguard public safety and to ensure the taxi trade is fit for purpose. (Vehicle standards are subject to a separate technical note). Driver applicant criteria and ongoing conduct are subject to the measures outlined in a number of documents. The following items related to taxi driver standards are referenced in this note (all dated 2021, but some drafted earlier):

- *Public Transport (Guernsey) Law, 1984 and the Public Transport Ordinance, 1986 (as amended)*
- *The Road Traffic (Permits to Drive Public Service Vehicles) Ordinance 1986*
- *Passenger Transport Governing Policy – Policy relating to the Refusal, Grant, Suspension, Revocation, and Variation of a Permit to Drive a Public Service Vehicle*
- *Passenger Transport Governing Policy – Policy relating to public service vehicle licences and road service licences*
- *PSV Terms & Conditions*
- *Code of Conduct for the Operation of Taxi Service Licences*
- *ID Card Template*
- *Application and Information on Obtaining A Permit to Drive a Public Service Vehicle*
- *Application for a Permit to Drive a Public Service Vehicle*
- *PSV Applicant – Referee Assessment Form*
- *Application for a Taxi Service Licence* (versions for company and for individual)
- *Application to Replace or Reinstate a Permit to Drive a Public Service Vehicle*
- *Application for a Public Service Licence* (for Private Hire cars).

1.8 Reference is also made in this section to practices in England where District and Unitary authorities (apart from London, where the responsibility lies with Transport for London) have responsibility for licensing of the taxi trade. Hackney Carriages are regulated under the provisions contained in the Town Police Clauses Act 1847, whilst Private Hire Vehicles are licensed under Part II of the Local Government (Miscellaneous Provisions) Act 1976 as amended. Each Council carries out the licensing of hackney carriage drivers and vehicles and private hire drivers, vehicles and operators. So unlike SoG, which is the single legislative body, English licensing standards and practices are a mixture of legislation and guidance from central government and locally-derived policy.

2. Application Process for Taxi / Private Hire Car Drivers in Guernsey

2.1 There are a number of stages through which prospective drivers' applications are processed to obtain the PSV Permit, and these compare closely with standard UK practice. The objective of the process is to ensure that applicants are deemed to be a "*fit and proper person to hold a permit*".⁴⁸ The process must be completed within a 12-month period. The process is indicated in Figure A below and comprises:

⁴⁸ *The Road Traffic (Permits to Drive Public Service Vehicles) Ordinance 1986*, SoG legislation.

1: Initial Criteria

- ♦ Applicant must be 20 years or older
- ♦ Applicant must hold a 'valid local driving licence in the appropriate category' – this refers to a Guernsey driving licence, issued to residents on passing a test to drive a 'B' category vehicle, or obtained by exchanging a licence issued elsewhere for drivers now living permanently in Guernsey (exchange must occur within one year). The need to hold a Guernsey licence, therefore, ensures that only permanent Guernsey residents can apply to obtain the PSV Permit.

2: Application Form (£10 fee) capturing:

- ♦ **Section 1** - Name, address, DoB, phone, date of residence in Guernsey if not born on island;
- ♦ **Section 2** - PSV Permit details – for those who have held this before
- ♦ **Section 3** - Details of last three employers (excluding current employer)
- ♦ Two "certificates of character" from referees who have known the applicant for 3 years or longer (family and prospective employers excluded) – see 'Referee Assessment Form' below.
- ♦ **Section 4** - Medical declaration - Yes / No to any "disease, mental or physical disability" likely to interfere with duties or ability to drive. Also, Yes / No to "have you suffered an epileptic fit" in last 5 years?
- ♦ **Section 5** - Declaration

3: Referee Assessment Form, capturing

- ♦ Referee's knowledge of applicant – how long known, what capacity?
- ♦ Honesty & Integrity (score 1-5 + comments)
- ♦ Driving – how careful and considerate? (score 1-5 + comments)
- ♦ Customer Service & Care (score 1-5 + comments)
- ♦ Punctuality & Reliability (score 1-5 + comments)
- ♦ Appearance & Attire (score 1-5 + comments)
- ♦ Awareness of any reason whatsoever which might affect applicant's ability to hold PSV permit
- ♦ Ability to recommend applicant without any concerns about conduct / character
- ♦ Any other comment

4: Disclosure & Barring Service (DBS) Check (currently £54) – this is done at the highest Enhanced Disclosure level including checks against the Child and/or Adult Barred Lists, and entails 3 types of ID being produced.

- 2.2 At this stage the application is either accepted or rejected. Rejections are largely based on medical fitness or having a category of criminal conviction that DVL judges to be unacceptable (as determined by *Passenger Transport*

Governing Policy – Policy relating to the Refusal, Grant, Suspension, Revocation, and Variation of a Permit to Drive a Public Service Vehicle) – such cases are subject to a report being reviewed and applicants have the opportunity to attend meetings and argue their case. The applicant can appeal against a decision, and in some cases after a period of time has elapsed DVL would consider a fresh application.

1: PSV Driving Test (£70) – described as a “stringent driving test” lasting an hour, and applicants must provide a suitable vehicle that meets taxi or private hire car standard. Applicants who pass the test in an automatic vehicle are given a permit to only drive that class of vehicle. Taxi drivers are required during the test to “identify and drive the shortest practical route between certain points”. Following a failure, there is no restriction on the number of times an applicant can retake the test. DVL recommends applicants prepare with a minimum of two lessons.

2: Knowledge Test (£50) - required for taxi drivers only, and designed to ensure drivers have

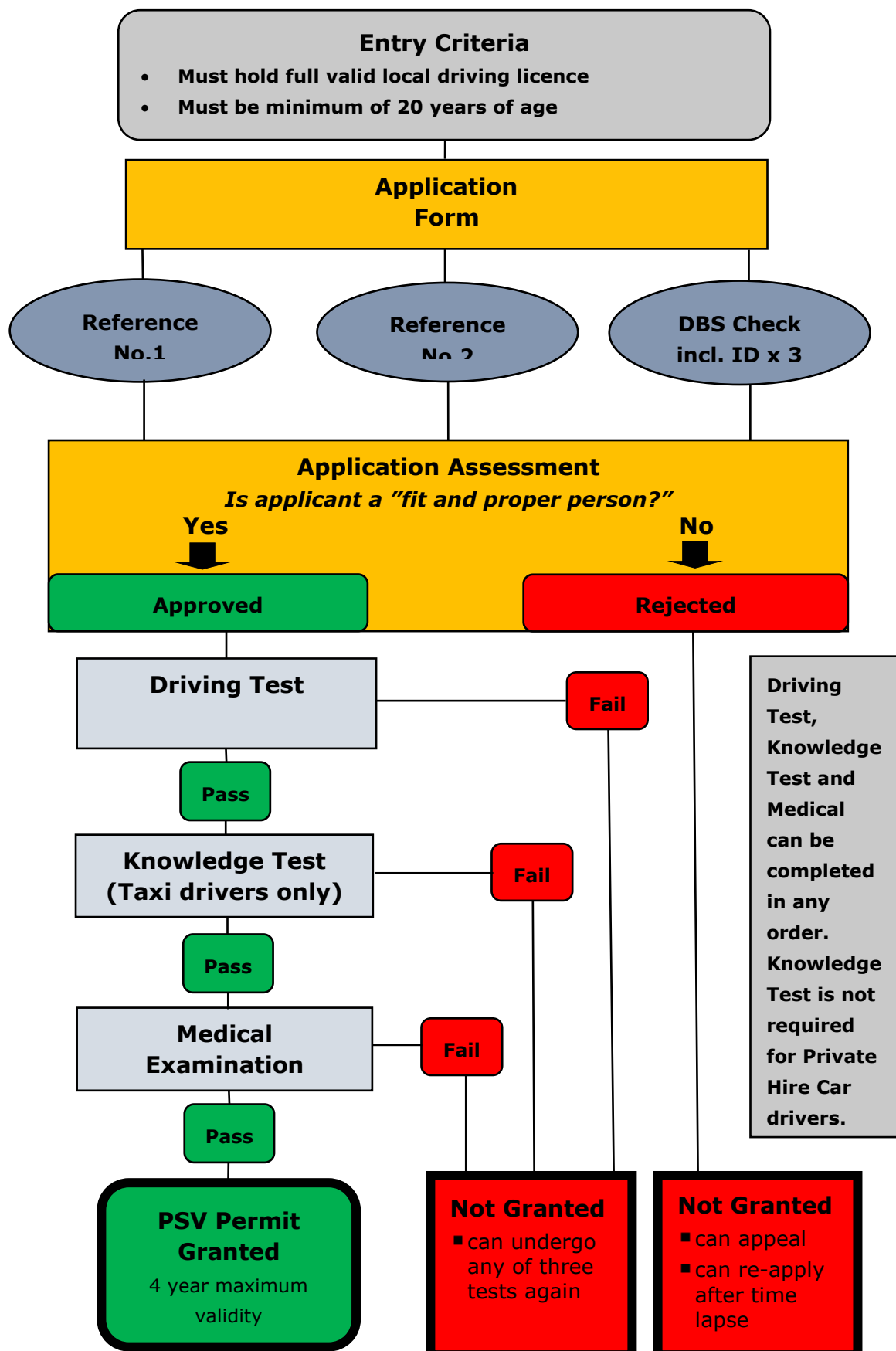
- ◆ “good overall knowledge of the Island”, and
- ◆ “basic understanding of the relevant sections of the local Public Transport legislation”.
- ◆ There are seventeen sections (one section on legislation) each of which comprises a number of questions. The test is designed to ascertain knowledge of the routes and locations on Guernsey, and not necessarily specific street names (hence not purely a memory test). The Island Knowledge Syllabus is available beforehand for applicants.
- ◆ If applicants fail the test, a second test is free and only requires a re-take on the failed sections only. Failure of the second test entails a 2-month wait after which a complete test is required.

3: Medical Examination (cost varies) – the applicant is required to obtain a report from their GP and DVL send it an independent medical advisor for a decision. The report needs to confirm the validity of Medical Declaration given in the application form. (The examination can be undertaken at any stage in the process.)

2.3 PSV Permits are issued for four years for drivers aged 56 and under (costing £17 per year), three years for drivers aged 57, two years for those aged 58 and 1 year for anyone aged 59 or more.

2.4 Applicants can appeal against any decisions at any stage of the process. Appeals are referred initially to the Director of DVL, and can be escalated to SoG committee level if required. Applicants are given the opportunity to appear before the appeals panel prior to any decision being made.

Figure II: SoG Taxi / Private Hire Car Driver Application and Licensing Process for PSV Permit



3. Commentary on Driver Application Process

3.1 Where appropriate this section of the note draws comparison with practice in GB, especially licensing standards that are currently recommended by the Department for Transport (DfT) in its documents:

- *Taxi and Private Hire Vehicle Licensing: Best Practice Guidance* (2010) <https://www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-best-practice-guidance>
- *Statutory & Best Practice Guidance for taxi and PHV licensing authorities* (2020) <https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards>
- *Taxi and private hire vehicle: best practice guidance to assist local authorities* (2022) – consultation version https://www.gov.uk/government/consultations/taxi-and-private-hire-vehicle-best-practice-guidance?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=59a6f6b4-7565-4f07-a14e-0064a0f0b9df&utm_content=daily

(Despite having similar titles, the content of these documents is different. The 2010 guidance covers a range of licencing issues, whilst the later 2020 guidance is intended to provide updates around safe driver vetting practices. Both documents are presented as being current and valid on the DfT website. The consultation version from 2022 is an updated version of the 2010 guidance and not yet finalised.)

3.2 The Local Government Association has also produced a guidance document *Taxi and PHV Licensing* (2021) <https://www.local.gov.uk/publications/councillor-handbook-taxi-and-phv-licensing-2021>

3.3 DVL should also be aware of two Acts that have recently passed through UK Parliament:

- **Taxis and Private Hire Vehicles (Disabled Persons) Act 2022** (<https://www.legislation.gov.uk/ukpga/2022/29/contents/enacted>) – this amends the Equality Act 2010 and creates a legal obligation for:
 - ♦ disabled passengers to be carried, along with any require mobility aid (wheelchair, dog), not be subject to any additional charge, and to be provided with assistance (unless the vehicle is unsuitable or the driver exempt)
 - ♦ assistance to be given identify and find vehicle in cases of PHV and pre-booked taxis
 - ♦ Licensing authorities to maintain and publish lists of wheelchair accessible vehicles.

- **Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022** (<https://www.legislation.gov.uk/ukpga/2022/14/contents/enacted>) – this is concerned with how information is shared around licensing decisions, and the requirement to use a national licensing database to enable data to be available across all licencing areas, including a
 - ♦ Duty to record information about licensing decisions in database
 - ♦ Duty to search database and have regard to relevant information
 - ♦ Duty to report concerns about drivers licensed in other areas
 - ♦ Duty as regards reported concerns about drivers licensed in other areas

- 3.4 SoG should review its practices in the light of these changes in GB. (Latest DfT guidance is here: <https://www.gov.uk/government/publications/taxis-and-private-hire-vehicles-safeguarding-and-road-safety-act-2022>.)
- 3.5 Although keen to promote best practice, DfT's approach to driver licensing has been to delegate specific licensing criteria to each local authority in how it applies the "fit and proper test", which at minimum must include two mandatory background checks into driving licence status (with DVLA) and criminal record (Disclosure & Barring Service).
- 3.6 In general, Guernsey's approach to taxi driver licensing is similar to that used in Jersey and many GB local authorities, and is – in theory – as robust, with the exception of the more recent emphasis on safeguarding and disability awareness training in the UK, which is not factored into Guernsey's system. The issue of the potential role of training for taxi drivers in Guernsey is discussed below, and lack of any kind of training specification or recommendation is the main discrepancy between the practices of the better UK licensing authorities, where (for example) disability awareness and customer care (in addition to safeguarding) training are conditional to licences being granted.
- 3.7 In Guernsey, applicants must hold a Guernsey driving licence which is only available to Guernsey residents – this differs from DfT best practice guidance, where authorities can opt to accept non-UK driving licences (usually for 12 months), separate from any requirements around residency. The current Guernsey policy would impact upon the ability of non-residents to work as taxi drivers, and debar any temporary employment in this capacity. The policy is counterproductive in a sector where new drivers are scarce and could be sourced from elsewhere.
- 3.8 Related to this issue, many UK authorities make a point of asking whether applicants have the right to live and work in the UK. DfT states that "*Licensing authorities are prohibited from issuing a licence to anyone who is disqualified by reason of their immigration status, and they discharge their duty by conducting immigration checks...the requirement to check the immigration status of licence applicants is in addition to and does not amend or replace the*

existing 'fit and proper' test."⁴⁹ Although not subject to the UK Immigration Act, SoG effectively establishes immigration status through the decision to require a standard Guernsey driving licence.

- 3.9 Related to the above, DfT recommends that a driver's proficiency in the English language should be established through a test – experience in Guernsey may not indicate that many drivers are deficient in English in any case, but it does raise a question of whether DVL has a means of addressing this matter if it occurs. Many UK authorities require applicants to pass a basic English test.
- 3.10 As DVL issues and regulates standard driving licences (as well as PSV Permits), it already holds the data of each driver's licence status / convictions history. Any changes to the licence or convictions are communicated to the licensing section by the court. This arrangement means that periodic licence checks are superfluous.
- 3.11 DfT suggests that both minimum and maximum age limits are inappropriate, so long as the driving licence is valid. DVL sets the minimum age at 20 – some authorities prefer applicants to be 21 or over, but many state 18 although this is of marginal significance in practice. More critical is the length of time that the basic driving licence has been held. Some authorities in the UK require applicants to have been licence holders for a minimum period (e.g. three years) before they can apply. There is no stipulation in Guernsey that a licence has to be held for a minimum length of time, which – in some cases – could mean granting a permit to an inexperienced / newly qualified driver. This should not be taken as suggesting that safety standards are being compromised by licensing recently qualified drivers, as there is no direct correlation between driving experience and likelihood of accidents. DVL in any case submits all drivers to an on-road test, so driving skills are assessed first hand.
- 3.12 Consideration of whether the minimum age could be reduced to 18 is considered in Appendix C: Minimum Age for Drivers. We recommend that the minimum age for all PSV driving can be reduced to 18, but with a requirement that the applicant must have held a full Category B driving licence for at least 12 months.
- 3.13 The need for two character references provides a potentially valuable source of background data from a third party, although as the applicant nominates the referees themselves, it could be argued that these are not so impartial as they might be if (for example) one had to be provided by a former employer. Nonetheless, the pro-forma certificate of character *Referee Assessment Form* is a thorough and well-structured document, gleaned information on different aspects of the applicant's character using a 1 to 5 scaling approach. We note

⁴⁹ https://www.gov.uk/government/consultations/taxi-and-private-hire-vehicle-best-practice-guidance?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=59a6f6b4-7565-4f07-a14e-0064a0f0b9df&utm_content=daily

that a growing number of UK licensing authorities do not seek references as part of the application process, not least for reasons of its administrative burden, and in some cases no doubt there is scepticism of their value regarding impartiality. DfT guidance materials do not specify anything regarding the utility of character references. In view of the fact that:

- Fewer and fewer licensing authorities do this now in GB
- It is very difficult to ensure that referees both tell the truth and don't feel under pressure to do the right thing by the applicant
- DVL cannot actually check the status of the referee and there are no sanctions if their reference proves to be inaccurate
- If the applicant learns that they got a poor reference, they can make a fresh application with a more amenable referee
- DVL staff face difficulty in interpreting what is said and coming to a subjective judgement

we question the value of this exercise and suggest that it should be removed from the arrangements in order to save administration costs. We understand that there hasn't been an occasion, certainly not recently, where a Permit has been refused because of a poor reference which supports our contention.

3.14 The four kinds of initial data gleaned by the application process:

- personal details (including declaration of medical conditions)
- character references
- driving licence status, and
- criminal records check

enable DVL to make a decision around suitability and meeting the fit and proper criteria. Inevitably, the more difficult applicants are those around "borderline" cases, especially regarding what is deemed an acceptable time lapse following a historic conviction, or questions around health. SoG has an adopted policy to assist in its assessment and judgements (*Passenger Transport Governing Policy - Policy relating to the Refusal, Grant, Suspension, Revocation, and Variation of a Permit to Drive a Public Service Vehicle*), and the policy contributes to safeguarding SoG against legal challenge.

3.15 This policy provides guidance on how DVL should proceed regarding:

- Serious motoring offences
- Less serious motoring offences
- Offence in relation to violence/drunk and disorderly behaviour
- Offence in relation to fraud or dishonesty
- Offence relating to sexual behaviour
- Offence in relation to possession of controlled substances

- Medical fitness
- Relevant disability

- 3.16 In each situation of the above (for both new applicants and existing licence holders) the policy details protocols that enable DVL to act in a consistent and fair manner in how it applies the “fit and proper” rule, including the use of sanctions and warnings. In most situations, where an issue has arisen related to the list above, each application is judged on its own merits, with the policy indicating scenarios where granting of the permit is “unlikely to be successful”. The policy does not explicitly reflect the harder line that DfT has urged licensing authorities to take in the UK, with a zero tolerance to some former offenders: *“an applicant or licensee should not be ‘given the benefit of doubt’. If the committee or delegated officer is only “50/50” as to whether the applicant or licensee is ‘fit and proper’, they should not hold a licence”*.⁵⁰
- 3.17 The relevant question from the DfT 2020 guidance is: “Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?” This line is also endorsed by the Local Government Association: “A reasonable rule of thumb is to ask yourself: ‘would I be happy letting my wife/husband/ daughter/son be driven by this driver?’. If you are not confident that the answer is ‘yes’, then you should refuse the licence. In short, if you are 51 per cent sure that the applicant may not be a fit and proper person then you are able to, and should, refuse the licence. You should not give a driver the benefit of the doubt at this stage in the process.”⁵¹
- 3.18 The DfT 2020 *Statutory Taxi & Private Hire Vehicle Standards* guidance recommends how authorities should deal with various convictions in terms of the period that should elapse before they can be considered spent. In the table below this guidance is compared with that of SoG’s governing policy – in most cases SoG’s policy on the entry threshold is much less stringent than the DfT recommendation, although SoG does have the option to take a harder line on a case by case basis. The biggest discrepancy is the policy around sexual offenders. It is recommended that SoG updates its policy to align more closely with DfT’s recommended position, now adopted by many UK authorities.

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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/928583/statutory-taxi-and-private-hire-vehicle-standards-english.pdf

⁵¹ <https://www.local.gov.uk/publications/councillor-handbook-taxi-and-phv-licensing-2021>

Table 25: SoG Policy on Spent Convictions & DfT Guidance

Conviction (main categories)	SoG entry threshold in Passenger Transport Governing Policy	DfT - Statutory Taxi & Private Hire Vehicle Standards (2020)
	Time to have elapsed during which no further offences have occurred, or from end of any sentence, or other measures.	
Serious motor offence	1 st – 1 year 2 nd or more – 3 years	See below – no specific distinction between serious or minor offences.
Lesser motor offence	1 st – warning given 2 nd or more – 1 year	"A single occurrence of a minor traffic offence would not prohibit the granting of a licence. Multiple motoring convictions may indicate that an applicant does not exhibit the behaviours of a safe road user and one that is suitable to drive professionally."
No insurance	3 years	No specific entry – covered by motor offences above.
Driving under influence of drink / drugs	3 years	7 years - applicant may also have to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.
Drink / drug dependency	5 years following successful completion of rehabilitation treatment	Applicant may also have to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.
Violence / drunk and disorderly	Dependent on seriousness – at minimum warning given	10 years (violence) – no specific line on drunk & disorderly offences.
Fraud / dishonesty	3 years	7 years
Sex offences	Each case decided on the facts	Barred
Possession of drugs	1 year	5 years - applicant may also have to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.
Possession of drugs with intent to supply	3 years	10 years
Crimes resulting in death	No specific mention by SoG	Barred
Exploitation - includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional or financial abuse	No specific mention by SoG	Barred
Possession of a weapon	No specific mention by SoG	7 years

Discrimination	No specific mention by SoG	7 years
Using a hand-held device whilst driving	No specific mention by SoG	5 years

- 3.19 There needs to be separation of 'contentious' licensing decisions from management of the day to day licensing process. DfT also recommends that *"all individuals that determine whether a licence is issued should be required to undertake sufficient training. As a minimum, training for a member of a licensing committee should include: licensing procedures, natural justice, understanding the risks of CSAE, disability and equality awareness and the making of difficult and potentially controversial decisions. Training should not simply relate to procedures, but should include the use of case study material to provide context and real scenarios. All training should be formally recorded by the licensing authority and require a signature from the person that has received the training. Training is available from a number of organisations including the Institute of Licensing and Lawyers in Local Government; the LGA may also be able to assist in the development of training packages."*
- 3.20 SoG's policy states: "It should be noted that section 7 of the Rehabilitation of Offenders (Bailiwick of Guernsey) Law, 2002, does not apply in respect of any occupation or work connected with, in the employment of, or undertaken by the holder of, or an applicant for a road service licence under the Public Transport Ordinance, 1986. Therefore, applicants and existing permit holders have an obligation to reveal spent convictions." This statement does not appear in either the PSV Permit application form (or the supporting information or Code of Conduct), and the form does not ask applicants to declare any convictions.
- 3.21 Assuming that Rehabilitation of Offenders (Bailiwick of Guernsey) Law, 2002 functions as the equivalent to the UK Rehabilitation of Offenders Act 1974, then it is not clear how and when applicants disclose any past criminal convictions. Many UK licensing authorities require a "Statutory Declaration of Convictions (including Spent Convictions), Cautions, Warnings and Reprimands" at application stage⁵². This declaration is required independently and in addition to the DBS disclosure. DVL should include a statement to this effect on the application form.
- 3.22 Reference to the DBS check is made only in the information sheet for applicants and this does not indicate how DVL manages applications from drivers who have lived and worked in countries that fall outside of the DBS scope. Many other licensing authorities require a Certificate of Good Conduct for applicants who have resided outside the UK for any period longer than 3 months in the previous 3 years. This recognises the limitations of the DBS

⁵² See example from Wakefield Council:

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKewjTo9aJmev2AhUUhlwKHR2vABqQFnoECB0QAQ&url=https%3A%2F%2Fwww.wakefield.gov.uk%2FDocuments%2Flicensing%2Ftaxi%2Fdriver%2Fhackney-carriage-private-hire-new-driver-application-form.docx&usq=AOvVaw00aCYXqrb9tor3eFqXIZ9I>

system and the need to cover any time spent overseas. DfT also recommends that bookings and office staff be subject to DBS checks – as these staff are not licensed, the onus would fall on the taxi company itself and DVL should encourage this practice. Operators should be required to keep a register of all such staff and when their DBS was checked. Latest DfT guidance recommends that DBS checks are undertaken every six months in situations where the continuous updates are not being received.

- 3.23 There have been concerns in the UK of applicants for taxi and private hire licences being refused (or having a licence revoked) in one area, and the driver reapplying elsewhere. Local Government Association: *"There is a long-standing issue in taxi and private hire vehicle (PHV) licensing whereby individuals who have had their taxi/PHV licence revoked or an application for one refused, for example for serious safeguarding or driving offenses, can simply apply for a licence with other licensing authorities...To tackle this, the LGA launched the National Register of Licence Revocations and Refusals (NR3) in 2018."* See <https://www.local.gov.uk/case-studies/luton-borough-council-and-national-register-licence-revocations-and-refusals-nr3>. SoG may wish to incorporate checks with the NR3 database into its process and indeed to consider contributing to it.
- 3.24 The application form does not require the driver to state their current employer, just the three previous ones. Nor is there any question about a prospective employer. If drivers also apply for a Taxi Service Licence, then PSV Licences can be cross referenced with their operational licence but if a driver is engaged by a company DVL cannot link driver and company through the application data – the company licence application form does not require any drivers to be listed, and the drivers' application does not require any companies to be listed.
- 3.25 The use of an on-road driving assessment is much less common in the UK, mainly due to cost and examiner capacity – the latter reflecting the number of applicants for taxi driver licences in some areas of the country and the need to ensure a quick turnover. In Guernsey the on-road test is mainly due to the PSV Permit system encompassing a range of vehicle sizes (e.g. buses) for which a second test is necessary, and it also reflects the character of the roads on the island, local protocols and road signage, for which a driving history based on the UK mainland (for example) may not be deemed adequate experience. The hour-long on-road test (for which no charge is made) is a significant quality control measure and does not rely upon (as elsewhere) the standard licence as a proxy of driving competence.
- 3.26 The on-road assessment meets UK good practice. DfT's guidance states that "Licensing authorities should require taxi and private hire vehicle drivers to evidence a higher degree of driving ability as would be expected of a professional driver" and the primary purpose of DVL's driving assessment is to ensure this is the case.

3.27 The Knowledge Test falls within a longer tradition of taxi regulation to ensure that drivers know the local road system and do not overcharge passengers by not taking the shortest / quickest route, or by getting lost. For practical purposes, the proliferation of 'Sat Nav' systems to indicate the quickest / most direct route has rendered the driver's knowledge and memory much less important. Many licensing authorities still require the Knowledge Test as the preparation required shows a commitment to enter the taxi trade. DVL's use of the Knowledge Test might be discontinued if it:

- a) ensured that all vehicles have a working Sat Nav as a condition of licensing, and
- b) the section of the Knowledge Test that covers local public transport legislation is incorporated into the PSV Driving Test.

(The above assumes that Sat Nav systems can accurately reflect access and road restrictions on Guernsey, which may depend on how up to date each system is.)

We note that Jersey has recently significantly cut down its formerly quite stringent knowledge test reflecting the above developments.

3.28 The Knowledge Test is not required for Private Hire drivers due to the pre-booked nature of operations and unregulated fares, but the section on local public transport legislation would be relevant for Private Hire drivers as well, which is another reason why this might be added to the on-road test.

3.29 The health check comprises a self-declared 'Yes' / 'No' section of the application form, as well as a medical examination, arranged and paid for by the driver. The medical report is then passed to an independent medical advisor who makes a decision on the driver's suitability. UK good practice recommends that "*licensing authorities should apply the Group 2 medical required for an entitlement to drive lorries (category C) and for buses (category D),*" (See <https://www.gov.uk/guidance/general-information-assessing-fitness-to-drive>). SoG's uses a similar standard as defined in *Relevant Disability (as defined in section 16(2) of the Driving Licences Ordinance, 1995, as amended)* and refers to Group 2 in the PSV Terms & Conditions document.

3.30 The requirement to pass the medical examination, applies as follows:

- Drivers aged 20-45 – need clear medical examination on first application, then PSV Permit is renewed without further medical;
- Drivers aged 45-65 – required to undergo the medical examination every five years;
- Drivers aged 65 and over – required to have annual medical examination.



- 3.31 DVL can require more frequent medicals for drivers aged 20-65 in cases where there is a question around health or a health / fitness condition emerges. This policy is commensurate with that recommended by DfT.
- 3.32 More emphasis should be made around the need for drivers to have regular eye tests and to ensure that any glasses or contact lenses are up-to-date. Eyesight can be overlooked in the 'medical' context but is a key concern as drivers get older. The on-road test would be the initial means of checking this (reading a distant number plate) but driver's eyesight could easily deteriorate over the period of the Permit issue and may not necessarily be addressed via the medicals from age 45 onwards.
- 3.33 PSV Permit renewal – this would occur every 4 years (or less for some older drivers) and requires a renewed health declaration, DBS check, and medical examination (if required by age as indicated above). In England & Wales, Hackney and PHV driver licences are statutorily fixed at three years – the additional year for Guernsey would not raise any major concerns given the turnover of drivers involved, but the extra year does weaken the system somewhat.
- 3.34 The PSV Terms & Conditions document stipulates that drivers are required to notify DVL of any change in their names, address, health or conviction status during the term of the Permit. Both the initial application form and renewal form require drivers to sign up to the statement: "I declare that the information I have provided on this form to be true and correct". The declaration, therefore, only relates to the veracity of the information stated at the date of signing. To align more clearly with the PSV Terms & Conditions, the form might usefully be amended to extend the declaration by way of an ongoing commitment to inform DVL of any subsequent changes that might occur. (E.g. "I declare that the information I have provided on this form to be true and correct, and I undertake to inform DVL of any changes to the information that might subsequently occur."

4. ID Cards

- 4.1 DVL provides credit-card style photo ID cards to those who have been issued with a PSV Permit. The card includes a photo, name, Permit number, vehicle category, and validity. The reverse of the card notes the Medical and DBS Check Review Dates. The cards are not intended as badges but drivers are required to carry them at all times whilst driving a PSV but not necessarily have them on display. The ID cards are renewed at least every four years, and so updated photos are required.
- 4.2 DfT's Model Byelaws for Hackney Carriages suggests "If a badge has been provided by the Council and delivered to the driver of a hackney carriage he shall, when standing or plying for hire, and when hired, wear that badge in

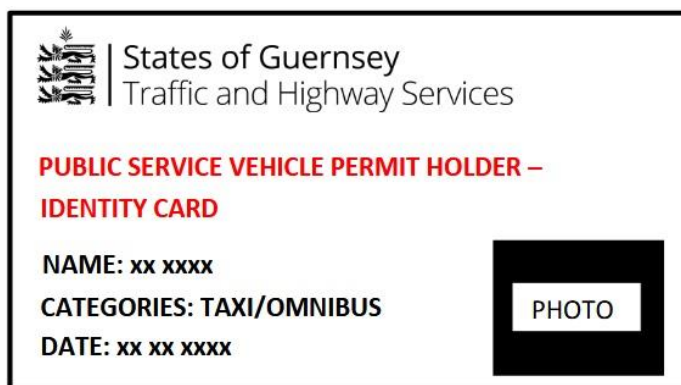
such position and manner as to be plainly visible”.⁵³ Some licensing authorities require the photo to be endorsed by a third party counter signatory to assist in deterring cases of driver impersonation. The lack of any signature on the card itself (either that of the driver or an issuing officer) means that it is potentially easier to create a forgery, though this may be considered highly unlikely. Best practice would be to include a condition of conduct that drivers keep the badge visible on their person at all times whilst on duty.

Figure JJ: States of Guernsey Driver ID Card

	States of Guernsey Driver and Vehicle Licensing
PERMIT TO DRIVE A PUBLIC SERVICE VEHICLE	
	«Title» «Initials» «Surname»
	Permit No: 2021/12
	Valid until: «PSV_Renewal»
	Categories of Vehicles: «Type_1» «Type_2» «Type_3»
<p>The holder of this Permit is hereby authorised by the Committee <i>for the</i> Environment & Infrastructure to drive public service vehicles of the categories specified within the Island until the date shown unless the Permit is revoked or suspended; subject to the provisions of the Road Traffic (Permits to Drive Public Service Vehicles) Ordinance, 1986.</p> <p>This Permit is also issued alongside the terms and conditions available at https://gov.gg/psv and subject to the following review dates:</p> <p>Medical Review Date: 01/01/2022 DBS Check Review Date: 01/02/2023</p> <p>Tel: 01481 223400, email: passengertransport@gov.gg</p>	

⁵³ https://www.gov.uk/government/consultations/taxi-and-private-hire-vehicle-best-practice-guidance?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=59a6f6b4-7565-4f07-a14e-0064a0f0b9df&utm_content=daily

Figure KK: Alternative States of Guernsey Driver ID Card



- 4.3 The format in Figure C was provided by DVL as an example of the current ID card in use. However, the alternate ID in Figure D is included on the SoG website as an example of the “standard taxi identification” under the information on accessible taxis.⁵⁴ It may be that the second ID card has now been superseded by the first but it would be good practice for the website to carry an up to date example of the ID cards currently in use to avoid confusion, and for this not to be restricted merely to the page on accessibility as it currently is (it is relevant to all taxi customers). The consistency of ID format is important in terms of public reassurance of the driver having been vetted and approved. Multiple formats could be mistaken for forgeries, and the description ‘standard’ on the website implies there is only one form of ID.

5. Taxi Service Licence Applications

- 5.1 A taxi service licence must be held by any taxi operator in Guernsey, and is issued in two versions: for individuals and for companies, for which a separate application form is used. It should be noted that individual licences can be operated by multiple drivers in addition to the primary licence holder (as in a combine) restricted to the one vehicle for which the licence is issued. Private Hire operators are covered by the different system of Public Service licensing.
- 5.2 The taxi service licence for individuals (who are already holder of a PSV Permit) is granted based on the following information being submitted:
- **Section 1** – name, address, DOB, phone – this is information already held from the driver application
- Experience of
- ◆ Driving a taxi
 - ◆ Operating a taxi
 - ◆ Who did you drive for?
 - ◆ How long have you held a PSV permit?

⁵⁴ <https://gov.gg/CHttpHandler.ashx?id=95567&p=0>

- **Section 2** – Additional drivers (names and hours to be worked per week)
- **Section 3** – Details of vehicle to be operated
 - ♦ Make and model
 - ♦ Insurance company & policy number
 - ♦ Does policy provide unlimited liability?
 - ♦ Is vehicle registered in your name (otherwise not permissible)?
- **Section 4** – Operational details
 - ♦ Will radio link be used?
 - ♦ Does policy provide unlimited liability? (Question is repeated from above)
 - ♦ Will you work as a member of combine (and if so which)?
- **Section 5** - Other information
 - ♦ Have you applied for a taxi service licence before?
 - ♦ Have you had a licence revoked or suspended?
- **Section 6** - Declaration
 - ♦ Signed and dated.

5.3 Company applications are based on the following:

- **Section 1** – Company details
 - ♦ Director name, address & DOB
 - ♦ Any traffic or criminal convictions (separate written statement of any declared, independently checked with police records)
- **Section 2** - Operational details
 - ♦ Will radio link be used?
 - ♦ 24 hour call out offered? (if no, what hours are operated?)
 - ♦ Any specialist display equipment?
 - ♦ Does policy provide unlimited liability?
- **Section 3** - Declaration & signature.

Successful applicants are then issued with plates by the States Traffic Committee, subject to availability (quantity control).

6. Commentary on Taxi Service Licence Applications

- 6.1 The company application does not capture any phone number or email address of either the company itself or the individual directors. If the directors are all PSV Permit holders, then this data is held from the driver application. A registered office postal address of the company is required, but this may not

necessarily be the trading location, which should be captured if different from the registered office.

- 6.2 The form for individuals covers the key areas but does not ask about criminal convictions – this is presumably because this has already been established during the PSV Permit process and the DBS check. The company application asks about “traffic and criminal convictions”. This might be elaborated to encompass issues around business repute (e.g. history of bankruptcy or disqualification) that may not be clear from criminal convictions.
- 6.3 Individual applicants are required to give details of their insurance and policy number in the context of vehicle insurance. The question about adequate unlimited liability insurance requires only a “Yes / No” response and does not ask for any name of the insurance company or policy. Unless this is combined with the vehicle insurance in the individual form, then no further details are requested, ditto the form for companies. It would be more prudent for DVL to have note of insurer names and policy numbers for all relevant insurances.
- 6.4 The question in both forms about the radio link should include (if radio is used) details of the radio licence, which is commonly required by UK authorities which use the Ofcom system that extends to Guernsey.
- 6.5 More recently in the UK there have been efforts to further ensure business repute by checking applicant’s VAT & business tax standing. This has involved a new Conditionality requirement, which is a tax check mandatory from 4 April 2022. New licence applications and renewals are to be dependent on HMRC issuing a clearance code to applicants. See:
<https://www.gov.uk/government/publications/new-tax-checks-on-licence-renewal-applications/new-tax-checks-on-licence-renewal-applications>
- 6.6 There is no reference or question about prospective taxi operator’s Health & Safety policy or procedures. Many licencing authorities require sight of these.
- 6.7 As with the driver application form, the declaration should be amended to include an ongoing commitment to inform DVL of any subsequent changes that might occur.

7. Public Service Licence Applications

- 7.1 This is SoG’s PSV operator’s licence and captures a much greater level of detail than the Taxi Service Licence application outlined above. It is noted here as this licence is needed to operate a Private Hire Car. In addition to the data required for the Taxi Service Licence application, DVL here requires information on:
 - Applicant details
 - ◆ past operational experience
 - ◆ criminal convictions

- ◆ Previous companies / experience
- ◆ PSV licences refused, suspended or revoked
- ◆ Notices served
- ◆ Supporting information
- Description of service to be delivered
 - ◆ Market sector
 - ◆ Service type & quality
 - ◆ Market need
 - ◆ Supporting documentation & evidence
 - ◆ Fare structure
 - ◆ Service / routes
 - ◆ Frequency & timings
- Vehicle details – high level of information required for each vehicle

8. Commentary on Public Service Licence Application

- 8.1 As this is the process through which SoG regulates its bus and coach operators, the level of detail required in the form is understandable. However, for a Private Hire car operation it seems excessive, and the taxi operators (who can also operate as Private Hire) have a much less stringent application process. It is recommended that a separate licence application is introduced more akin to the Taxi Service Licence for Private Hire operators and for operators of excursions services that are limited to small vehicles.

9. Application Forms

- 9.1 The SoG licensing system is somewhat complex compared to other authorities and the plethora of application forms can be confusing, especially as the forms are not prefixed by a code or reference number. The application forms are available to download from SoG's website but there are inconsistencies between the document titles on the download link, the actual heading at the top of the first page of the document itself, and the PDF file title. These variants are indicated in the table below.

Table 26: SoG Licensing Application Forms

Title on Website Download Link	Title on Actual Document	Title of PDF file
Application Form for a Road Service & Vehicle Licence	Application Form for the Issue of Public Service Licences	Application_For_a_Road_Service_Licence____Vehicle_Licence_v0120211.pdf
PSV Licence Information & Application Form	Application and Information on Obtaining a Permit to Drive a Public Service Vehicle	Application_for_a_PSV_(Driver)_Permit_Application____Info_v042022.pdf
Application to Renew a Permit to Drive a PSV	Application for the Renewal of a Permit to Drive a Public Service Vehicle	Renewal_Of_Permit_To_Drive_Psv_v042022.pdf
Application for a Taxi Service Licence (Company)	Application for a Taxi Service Licence	Application_For_a_Taxi_Service_Licence_(Company)_v012021.pdf
Application for a Taxi Service Licence (Individual)	Application for a Taxi Service Licence	Application_For_a_Taxi_Service_Licence_(Individual)_v042022.pdf
Application to Replace a PSV Licenced Vehicle	Application to Replace a PSV Licenced Vehicle	Replacement_Vehicle_Form_For_a_Psv_v012021.pdf

- 9.2 Both the Taxi Service Licence application forms, for example, are currently identically headed without any reference to the fact that one is for individual operators and the other for companies, although the content of the forms is different. Whilst the need for abbreviation is accepted, it would be beneficial for each form to be described in exactly the same way and allocated a unique code.
- 9.3 A more simplified approach would be for a single form with separate sections to cover each of the key areas (applicants omitting those not relevant), though this might be more difficult internally if different departments are involved. A move to electronic licensing would, of course, overcome that problem.

10. Code of Conduct

- 10.1 Once issued with a PSV Permit, the ongoing standard of taxi drivers is maintained through a Code of Conduct, which covers the conduct of both driver and service licence holders. The code requires the following (summarised here using the original paragraph numbers of the Code):
1. Drivers be smartly dressed, vehicle must be clean
 2. Rank protocols – queues
 3. Rank protocols - first two vehicles at rank to be attended by drivers
 4. Smoking ban (drivers and passengers)

5. Insurance requirements ('unlimited cover as regards risks to passengers')
6. 'Island Tours' signage to be on inside of vehicle only
7. Safety responsibilities when passengers board and alight
8. Accident reporting duties
9. Driver to provide assistance to passengers and with luggage
10. Not exceeding vehicle capacity limits
11. Expectation of vehicle operation on a 'full-time basis'
12. ID cards to be carried
13. Need to respond any calls on telephone at taxi rank
14. Vehicle should be available for inspection any time
15. Vehicle should be fully equipped for taxi operation when submitted for examination
16. Covering or removal of PSV plate and taxi sign out of operational hours where a Temporary Road Service Licence is being operated under
17. Compliance with Public Transport Ordinance 1986 provisions, especially sections

35 General conditions

36 Use of taximeters

37 Requirements of use, and circumstances where offer of hire can be refused at the rank

39 Provision of fire extinguishers and braking lights

40 Defect reporting

41 Reporting of vehicle alterations

44 Prohibition of smoking by drivers

45 Control of filling with petrol

18. Minimum mileage requirements – 25,000 (white plate & company vehicles) and 13,000 (green plate)
19. Requirement for drivers to follow no other form of employment between 1 May and 31 October
20. Use of hand-held mobile phones disallowed when driving
21. Requirement to carry assistance dogs. Drivers be smartly dressed, vehicle must be clean

11. Commentary on Code of Conduct

- 11.1 It is accepted that the Code of Conduct is selective, and focuses on key areas where service standards are expected to be maintained, or where lapses are likely to occur.
- 11.2 The code might usefully remind drivers of any consequences in cases of non-compliance or transgression, and the DfT guidance favours a points-based enforcement system. DVL operates a disciplinary system involving the following measures (in order of escalation):
- Verbal warning
 - Written warning
 - Variation of conditions attached to a permit
 - Suspension (normally of a period of between one month up to two years)
 - Revocation.
- 11.3 A points system (similar to that which applies to UK driving licences) would allow for a more nuanced approach where accumulation of penalties is seen to progress towards more serious action.
- 11.4 The “smartly dressed” direction (1) is not backed up by a more detailed dress code (which some other authorities have adopted) and what constitutes smartness is subjective. Dress codes elsewhere have generally outlined items of attire that are *not* permitted (e.g. shorts, baseball caps, jeans, training shoes, sandals, tee shirts, etc.).
- 11.5 Prohibition of smoking is listed twice, as item (4) and (17 / 44).
- 11.6 In item (5) the Code states that “the licence holder shall ensure that the insurance cover for the vehicle provides for unlimited cover as regards risks to passengers”. As this does not involve any further checks by DVL or sight of any certificates, this is a passive approach to enforcement. Whilst the onus is entirely on the operator to have adequate cover, DfT suggests that “Licensing authorities should make enquiries about the insurance cover held by transport providers as part of their investigations and decision-making process”. In any case, this question is already a pass/fail issue in the Licensing process so not really required in a Code of Conduct.
- 11.7 Where the driver is to ensure safety of passengers boarding and alighting (7) – this surely should extend to actual journey as well, as safety is not otherwise covered elsewhere in the Code.
- 11.8 (11) requires the taxi to be operated on a “full time basis”, yet (19) states that between 1 May and 31 October that drivers “shall follow no other employment” implying that outside these dates it does not have to be operated full time. These two paragraphs are confusing and potentially

contradictory. In any case “full time” is not defined and it is difficult to police. Making the drivers follow no other employment does not guarantee that they are available or that the rule would increase capacity during the summer – they could simply opt not to work some of the time, and still be within the terms of the Code. It is completely unclear what objective this direction is trying to achieve.

- 11.9 The reference to the Public Transport Ordinance, 1986 document (17) and the fact that copies are available “at cost from the Greffe” does not make the document more accessible to drivers. It would be more useful to provide the link to download <https://www.gov.gg/CHttpHandler.ashx?id=102419&p=0> with a more direct statement that drivers must have read, understood and agree to comply with the terms of the legislation.
- 11.10 The rule about using mobile phones (20) is duplicating what is already in SoG’s Highway Code. It would be worth including at the beginning of the Code of Conduct a catch-all clause such as “Drivers should at all times abide by, and act in accordance, with the Highway Code.”
- 11.11 The Code includes a direction to carry assistance dogs (21) but does not make any reference to drivers needing to provide assistance for passengers with mobility or sensory impairments, which would be more important.
- 11.12 The Code should include a paragraph around general customer care and professional standards such as: “Drivers will at all times act in a courteous and polite manner, and offer assistance to passengers where required. Drivers are in a position of being ambassadors for the Island and should offer a positive and helpful attitude to passengers who may be visitors and guests.”
- 11.13 It would be good practice for each driver to sign a register stating that they have read, understood and agree to abide by the Code of Conduct. The PSV Terms & Conditions document could be usefully combined with the Code of Conduct – the intent of the contents of both is identical.

12. Training Issues

- 12.1 The major area in which SoG’s taxi driver standards are at variance with the majority of UK licencing authorities is the issue of training. Due to the lack of any universally recognised taxi driver qualification or training quality framework such as exists in the UK for bus drivers (Certificate of Professional Competence), taxi driver training tends to be locally-defined and delivered, and varies from area to area. Whilst some taxi firms will have an internal training programme, training standards are more often defined by licensing authorities as either conditions of grant (where drivers must have completed the training prior to submitting an application) or an undertaking to complete specific training within a given time frame. Additional training may be required as conditional for meeting contract terms (e.g. for SEND or social care work). Training in this context is generally not related to driving skills (which may be

subject to testing as in Guernsey) but to 'softer' areas related to health and safety and customer care.

- 12.2 Drivers of accessible vehicles (Accessible Plate) are required to undergo disability awareness training as a condition of licensing. SoG states that *"each accessible taxi driver has a certificate to demonstrate they have undergone and passed a training course on safe passenger handling and they will carry standard taxi identification. Taxi drivers will assist with wheelchair access and will ensure that wheelchairs are properly and safely secured before setting off on a journey. They will also assist passengers to disembark at the end of their journey too. Taxi drivers are also trained to help people with moderate walking difficulties, as well as those with impaired vision, hearing, or a learning difficulty."*⁵⁵ As there are only four accessible vehicle operators on Guernsey, this additional training would have been provided to a very limited number of drivers. Many passengers with mobility and sensory impairments will use the non-accessible taxis, so there is a valid case for extending this training (on a phased basis) to all drivers (see below). SoG provides a slightly amended version of MIDAS (with content that is minibus-specific revised to reflect smaller vehicles – in effect the MiDAS MPV module). The Liberty Bus / CT Plus training officer from Jersey delivers this training.
- 12.3 Experience in Guernsey and elsewhere suggests that for any training to be effective, licensing authorities need to be proactive and prescriptive, and cannot rely upon the taxi drivers and companies to initiate or complete training themselves. This means that in its approach to training, the licensing authority should adopt one or more of the following approaches:
- specify the training standard and content
 - provide the training itself or engage an external training agent or third party organisation to deliver the training
 - consider a modular and phased approach – not all the training desired can be practically delivered to all drivers at the same time
 - enable drivers or companies to demonstrate that they have already achieved the training standard independently – this refers to training that has been externally certified or accredited, and not in-house efforts
 - link the completion of training modules to the licensing conditions:
 - ◆ key training to be completed by new applicants prior to permit issue
 - ◆ key training to be completed by existing permit holders prior to renewal or within a 12 months period
 - ◆ supplementary training to be suggested and pursued during the period of the permit issue
 - ensure that cyclic refresher sessions are held for key training (every few years, or on Permit renewal)

⁵⁵ <https://gov.gg/CHttpHandler.ashx?id=95567&p=0>

- keep a training log which notes the position of all drivers and triggers expiries and refresher dates

12.4 The two key areas of training that are generally given a high priority are:

- **Safeguarding** (now almost universal in the UK) and of which DfT states “*all drivers should be required to undertake safeguarding training to understand policies and guidance relating to the protection of children and vulnerable adults to identify and act on signs of exploitation*” – this training should be made mandatory by SoG (see below), and
- **Disability Awareness** (usually compulsory for drivers of accessible vehicles – as it is in SoG – but often required for all drivers as part of an inclusive approach to customer care). DfT: “*Drivers should be trained in disability awareness or have their knowledge and skills assessed. Drivers should also be encouraged, through targeted and general communications, to uphold the highest standards of customer service.*” Disability awareness training should be considered an integral component of general customer care standards, and not be seen as being only applicable to drivers of wheelchair accessible vehicles. However, we note that SoG has offered disability awareness and assistance training by CT Plus to the wider taxi sector but there was poor take-up. This suggests that there has been little buy-in from the sector to the enhancement of wider customer care standards. In the light of this reticence to participate in disability awareness training, any future efforts may have to adopt a ‘carrot and / or stick’ approach, with either an incentive or condition of licensing rule.

12.5 Other training that some UK licensing authorities require includes:

- English language skills (where English is not the driver’s first language) – SoG might consider this is at application stage it feels a particular candidate’s English skills are poor;
- BTEC Level 2 Certificate in Taxi and Private Hire Driver <https://www.lcfe.org/level-2-btec-certificate-in-taxi-private-hire-driver-course/>. This is a more substantial driving qualification, and SoG’s on-road test might supplant the need for on-road training. However, it could be recommended for any driver whose skills are in need of improvement to meet the standard;
- Diversity / Equality (including hate crime awareness);
- MiDAS (Minibus Driver Awareness Scheme) (standard or accessible modules, car & MPV version) <https://ctauk.org/training/midas/> - already the recognised training standard for SoG’s WAVs;
- PATS (Passenger Assistant Training Scheme) <https://ctauk.org/training/pats/>;

- WorldHost (Customer Care / Hospitality skills)
<https://people1st.co.uk/products-solutions/training/worldhost-customer-service/> This would link to the issue of the ambassador role of taxi drivers and is considered further in a separate note.

13. Safeguarding (Protection)

- 13.1 The taxi trade has been under some scrutiny in recent years to improve its quality standards in the light of its possible role as a vector for criminal activity. The linkage between some elements of the taxi trade and organised child sexual abuse in Rochdale, Oldham, Aylesbury, Rotherham and elsewhere in the recent past prompted many local authorities to require compulsory safeguarding training, as it was felt that other taxi drivers working in these areas (with proximity to the victims) might have recognised the signs of abuse and alerted the authorities sooner.
- 13.2 Safeguarding (or Protection) training has increasingly become a mandatory requirement for drivers undertaking more specialist contract work involving children or vulnerable adults, but the trials and inquiries in the cases noted above have invariably highlighted the need for such training to be a standard condition of licence grant or renewal. It has been suggested that drivers would form a front line of defence in recognising signs of abuse or neglect and raising appropriate concerns and alerts. Safeguarding of children and vulnerable adults extends beyond specialist contract work for the simple reason that these individuals are also part of the general taxi-using public.
- 13.3 Recent GB legislation has been put in place to uphold safeguarding processes in activities involving children and vulnerable adults, and DfT's *Statutory & Best Practice Guidance for Taxi and PHV licensing authorities* (2020) (as quoted above) makes clear that safeguarding awareness training should be adopted as a condition of licensing. It should also be noted that separate legislation in the UK applies to children's and adult's safeguarding:
- Section 11 of the Children Act 2004 places a statutory duty on key people and bodies to make arrangements to safeguard and promote the welfare of children. Guidance has recommended that Board Partners should come together as Local Safeguarding Children Boards (LSCBs) to coordinate and ensure the effectiveness of partners both individually and together for the purposes of safeguarding and promoting the welfare of children, including arrangements made under the Section 11 duty;
 - The Care Act 2014 made Safeguarding Adults a statutory duty which requires Local Authorities to ensure vulnerable adults are protected from abuse.
- 13.4 Both Acts require public authorities to form separate multi-agency partnership boards for children and adults to promote safeguarding. The provision of training falls under this responsibility, and accordingly this can vary in form, content and cost from area to area. For Guernsey the two bodies are:

- Multi-Agency Safeguarding Hub for Adults at Risk (MASH)
<https://www.gov.gg/Adult-Safeguarding> & <https://foundation.gg/third-sector-resources/safeguarding-vulnerable-adults>
- Islands Safeguarding Children Partnership <http://iscp.gg/>

13.5 Whilst safeguarding training does not have to be provided by these boards themselves, it is essential that any training that might be undertaken is in line with the board's recommendations and national safeguarding standards. Many safeguarding boards provide free e-learning. The following are examples of Guernsey-based safeguarding training options:

- Child Protection 2018 E-Learning:
<https://www.gov.gg/CHttpHandler.ashx?id=81295&p=0>
- Safeguarding Children and Young People (training session PP)
<https://www.gov.gg/CHttpHandler.ashx?id=105589&p=0>

13.6 It should be noted that safeguarding training is required for both children and vulnerable adults, and that generally involves two separate training sessions or modules.

14. Cost of Training

14.1 As indicated, safeguarding and any internal disability awareness training can be gained free of charge, whereas MiDAS / PATS will involve a unit cost. The main training issue is the loss of drivers' earning potential whilst they are undertaking the training, which would be seen as a further addition to the cost of becoming and remaining a taxi driver – adding to this burden will not be appreciated at the current moment. Whilst there are many examples where training is provided without charge we have not identified any examples of a licensing authority making recompense for loss of earnings. Both the key training areas can be covered in around 2 days. It would also be feasible to collaborate with the Taxi Federation on training provision.

14.2 SoG has the powers to merely insist that training is completed at drivers' own expense as a condition of holding the Permit – this, however, would not engender much goodwill or spirit of collaboration which DVL would wish to benefit from. If DVL were to provide or arrange the training itself it would in principle be justifiable to recoup some costs through an increase in Permit fees, but in practice SoG may choose not to.

15. Taxis and Public Authority Contract Provision

15.1 In terms of contract delivery for public authorities for education, health and social care passengers, the training standard of all drivers is critical, and many taxi operators elsewhere have been obliged to meet minimum training standards in addition to any that might be required at initial licensing. Whilst it is appreciated that not all taxis will undertake contract work, it should be noted that the general travelling public includes children, vulnerable adults

and people with disabilities, and so the taxi sector should be adequately skilled and prepared to provide for a diversity of need.

- 15.2 The table below is provided as an example of a training programme that TAS recently recommended to an English local authority in order to bring its transport contractors (mostly private hire operators) to an acceptable standard from position 'zero'. To be clear, this is designed to ensure the safe carriage of passengers with high levels of mobility and / or sensory impairment and often with complex behavioural needs. Passenger assistants are usually present on all such journeys, hence the 'Assistants' column. 'Bookings / Admin Staff' would apply where a taxi or private hire company has and office and non-driving personnel.

Table 27: Example Training Programme for Education Contract Delivery

Training Element	Drivers	Assistants	Bookings / Admin Staff	Priority	Comment
MiDAS (Minibus Driver Awareness Scheme) – accessible option	✓	✗	✗	High	Drivers of all vehicles with greater than 8 passenger seats. Training needs to be delivered by a provider approved by LA.
MiDAS Car and MPV – accessible option	✓	✗	✗	High	Drivers of all vehicles with fewer than 9 passenger seats. Training needs to be delivered by a provider approved by LA. This less-common module is preferable for taxi providers, though if not available drivers of vehicles of less than 9 passenger seats could undergo the PATS training as an alternative.
PATS (Passenger Assistant Training Scheme)	✗	✓	✗	High	Training needs to be delivered by a provider approved by LA. PATS additionally should be subject to a three year refresher cycle (i.e. any certificate more than 3 years old will not be recognised).
Safeguarding (Children + Vulnerable Adults)	✓	✓	✓	High	Should be designed to meet standards specified or approved by local safeguarding boards (usually one each for children and vulnerable

Training Element	Drivers	Assistants	Bookings / Admin Staff	Priority	Comment
					adults). Free training often available from the boards.
Wheelchair Tie-down and Occupant Restraint Systems (WTORS)	✓	✗	✗	Medium	Although MiDAS (accessible) incorporates some elements of training in WTORS, it may be desired that more specialist sessions are required for drivers of WAVs, especially incorporating the safe and correct use of a diversity of restraint systems relating to pupils using specialist chairs, seating or additional equipment. Several agencies are able to offer such training, and this initiative could be linked to the Wheelchair Passport scheme BS8603.
Customer Care including: communication skills dignity and respect of passenger data protection / confidentiality equality duty diversity awareness hate crime awareness complaints management dealing with challenges / emergencies specific medical needs (e.g. oxygen, carriage of medicines etc)	✓	✓	✓	Medium	Additional customer care training can be provided to fill in any areas where it is perceived to be lacking or not sufficiently covered by the high priority training cited above. Many business sector training agencies offer 'off the peg' variations of this training. A national Customer Service Diploma can be gained at NVQ Levels 1, 2 and 3, and although this is aimed at general customer-facing employees, it tends to focus on call centre, reception and retail staff. However, it can be tailored to suit other work environments. LA would need to define its preferred components.
Disability Awareness & Manual Handling including the needs of passengers with: autism cerebral palsy	✓	✓	✓	Medium	Although MiDAS (accessible) and PATS incorporates some elements of disability awareness, this can be usefully supplemented by training around the needs of people with specific

Training Element	Drivers	Assistants	Bookings / Admin Staff	Priority	Comment
hearing and sight impairments epilepsy challenging behaviour learning disabilities dementia intubation & oxygen supply other relating to specific identified client needs					disabilities. A package could be developed in collaboration with local SEND and social care agencies.
First Aid	✓	✓	✗	Low	Minimum standards should be a 1-day basic 'First aid in the workplace' type-course by an approved agency e.g. Red Cross, St John's Ambulance resulting in a recognised certificate.

- 15.3 Whilst it is not suggested that all Guernsey drivers will require this level of training, this programme is highlighted as an aspirational model and an indication of the direction that good practice has brought influence onto the taxi sector to improve training standards.

16. Licensing Fees

- 16.1 The cost of becoming a licensed driver and / or operator – both on initial application and recurring charges by the licensing authority – is one component in the economic model of how viable and sustainable the taxi trade might be. Administration, processing and ongoing management of the taxi industry is a cost that is passed on (at least in part) to the taxi operator. SoG, like other authorities, needs to balance the need to cover its internal costs without making the cost of entry unduly expensive and off-putting. The table below compares the licensing fees on Guernsey with other parts of the UK.
- 16.2 Given the variety of ways in which these fees are levied from authority to authority (with discounts for multiple year contracts and fleet sizes), the costs cited in the table refer to that for licensing one vehicle and one driver only (initial licensing + ongoing costs). Additional costs variations and replacements are not included. All authorities require a medical (paid for by the applicant) usually costing over £100 – this is not reflected in the costs below. The ten authorities have been selected as examples to reflect large, small, urban, rural and island locations from the UK. The comparison with SoG is based on the overall total of the entry costs plus costs for one subsequent year.

Table 28: Sample of Current UK Taxi / Private Hire Licensing Fees

Authority	Taxi / Hackney Fees	Private Hire Fees	Comparison with SoG – expressed as percentage of SoG fees
Guernsey	<p>Entry:</p> <ul style="list-style-type: none"> ■ PSV Application £10 ■ DBS Check £54 ■ Knowledge £50 ■ Driving Test £70 ■ Permit Grant £68 (4 years) / £17 ■ Vehicle Licence Application £30 ■ Vehicle Licence Grant £40 ■ Vehicle Exam £30 ■ Taximeter Test £15 <p>TOTAL £316</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ PSV Permit £68 (four years) / £17 <p>TOTAL £17 per year thereafter</p> <p>£333 overall</p>	<p>Entry:</p> <ul style="list-style-type: none"> ■ PSV Application £10 ■ DBS Check £54 ■ Knowledge £50 ■ Driving Test £70 ■ Permit Grant £68 (4 years) / £17 ■ Vehicle Licence Application £30 ■ Vehicle Licence Grant £40 ■ Vehicle Exam £30 <p>TOTAL £301</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ PSV Permit £68 (four years) / £17 <p>TOTAL £17 per year thereafter</p> <p>£318 overall</p>	N/A
Isle of Wight	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Driver Licence (3 years) £180 ■ Grant Vehicle £270 ■ Taximeter Test £35 ■ Knowledge Test £25 <p>TOTAL £510</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Renew Driver Licence (3 years) £150 / £50 per year ■ Vehicle Renewal £270 <p>TOTAL £320 per year thereafter</p> <p>£830 overall</p>	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Driver Licence (3 years) £180 ■ Grant Vehicle £270 ■ Grant Private Hire Operator Licence (5 years) £240 <p>TOTAL £690</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Renew Driver Licence (3 years) £150 / £50 per year ■ Vehicle Renewal £270 ■ Private Hire Operator Licence (5 years) £240 / £48 per year <p>TOTAL £368 per year thereafter</p> <p>£1,058 overall</p>	<ul style="list-style-type: none"> ■ Hackney 250% ■ Private Hire 332%

Authority	Taxi / Hackney Fees	Private Hire Fees	Comparison with SoG – expressed as percentage of SoG fees
Isle Of Man	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Driver Licence £53 (each subsequent Knowledge Test taken after the first attempt £20) ■ DBS Application £40 ■ Grant Vehicle £87 for initial licence + £33 for each set of plates. <p>TOTAL £213</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Vehicle £87 each year. <p>TOTAL £87 per year thereafter</p> <p>£300 overall</p>	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Driver Licence £53 (each subsequent Knowledge Test taken after the first attempt £20) ■ DBS Application £40 ■ Grant Vehicle £87 for initial licence + £33 for each set of plates. <p>TOTAL £213</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Vehicle £87 each year. <p>TOTAL £87 per year thereafter</p> <p>£300 overall</p>	<ul style="list-style-type: none"> ■ Hackney 90% ■ Private Hire 94%
Barnsley	<ul style="list-style-type: none"> ■ Grant Driver Licence £137 (one year) or £221 (three years). ■ Driver theory test £65 ■ Blue Lamp driver test £87 ■ Grant Vehicle Licence £164 <p>TOTAL £453</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Driver Licence £137 ■ Vehicle Licence £164 <p>TOTAL £301 per year thereafter</p> <p>£754 overall</p>	<ul style="list-style-type: none"> ■ Grant Driver Licence £137 (one year) or £221 (three years). ■ Driver theory test £65 ■ Blue Lamp driver test £87 ■ Grant Vehicle Licence £164 <p>TOTAL £453</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Driver Licence £137 ■ Vehicle Licence £164 <p>TOTAL £301 per year thereafter</p> <p>£754 overall</p>	<ul style="list-style-type: none"> ■ Hackney 226% ■ Private Hire 237%

Authority	Taxi / Hackney Fees	Private Hire Fees	Comparison with SoG – expressed as percentage of SoG fees
Middlesbrough	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Vehicle Licence (including tests, livery and plates) £230 ■ Grant Driver Licence (including knowledge test) £225 ■ DBS £44 (standard) <p>TOTAL £499</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Vehicle Licence £268 (over 3 years) / £89 ■ Driver Licence £122 <p>TOTAL £211 per year thereafter £710 overall</p>	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Vehicle Licence (including tests, livery, plates and operator levy) £216 ■ Grant Driver Licence (including knowledge test) £225 ■ DBS £44 <p>■ Private Hire Operator Licence £646</p> <p>TOTAL £1,131</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Vehicle Licence £254 (over 3 years) / £85 ■ Driver Licence £122 ■ Private Hire Operator Licence £571 <p>TOTAL £1,032 per year thereafter £2,163 overall</p>	<ul style="list-style-type: none"> ■ Hackney 213% ■ Private Hire 680%
Bristol	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Vehicle licence £193 ■ Grant Driver Licence £56 ■ Initial Driver Application Fee £20 ■ DBS Charge £51 ■ Knowledge Test £55 ■ DVLA Mandate Processing Fee £10 <p>TOTAL £384</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Vehicle Licence £193 ■ Driver Licence £56 <p>TOTAL £249 per year thereafter £633 overall</p>	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Vehicle licence £193 ■ Grant Driver Licence £56 ■ Initial Driver Application Fee £20 ■ DBS Charge £51 ■ Knowledge Test £55 ■ DVLA Mandate Processing Fee £10 <p>■ Private Hire Operator Licence £170</p> <p>TOTAL £554</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Vehicle Licence £193 ■ Driver Licence £56 ■ Private Hire Operator Licence £170 <p>TOTAL £419 per year thereafter £973 overall</p>	<ul style="list-style-type: none"> ■ Hackney 190% ■ Private Hire 305%

Authority	Taxi / Hackney Fees	Private Hire Fees	Comparison with SoG – expressed as percentage of SoG fees
New Forest	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Driver Licence £173 ■ Grant Vehicle Licence £161 ■ Knowledge Test £41 ■ DBS £40 ■ DVLA £5 ■ Blue lamp Safeguarding £25 <p>TOTAL £445</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Driver Licence £173 ■ Vehicle Licence £161 <p>TOTAL £334 per year thereafter</p> <p>£779 overall</p>	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Driver Licence £173 ■ Grant Vehicle Licence £161 ■ Knowledge Test £41 ■ DBS £40 ■ DVLA £5 ■ Blue lamp Safeguarding £25 ■ Private Hire Operator Licence £146 <p>TOTAL £591</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Driver Licence £173 ■ Vehicle Licence £161 ■ Private Hire Operator Licence £146 <p>TOTAL £480 per year thereafter</p> <p>£1,071 overall</p>	<ul style="list-style-type: none"> ■ Hackney 234% ■ Private Hire 337%
South Ribble	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Driver Licence £125 ■ DBS £60 ■ CSE Training £5 ■ Knowledge Test £25 ■ Grant Vehicle Licence £145 ■ Operator Licence £40 <p>TOTAL £400</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Driver Licence £70 ■ Vehicle Licence £115 ■ Operator Licence £43 <p>TOTAL £228 per year thereafter</p> <p>£628 overall</p>	<p>Entry:</p> <ul style="list-style-type: none"> ■ Grant Driver Licence £125 ■ DBS £60 ■ CSE Training £5 ■ Knowledge Test £25 ■ Grant Vehicle Licence £135 ■ Operator Licence £40 <p>TOTAL £390</p> <p>Ongoing:</p> <ul style="list-style-type: none"> ■ Driver Licence £70 ■ Vehicle Licence £110 ■ Operator Licence £43 <p>TOTAL £223 per year thereafter</p> <p>£613 overall</p>	<ul style="list-style-type: none"> ■ Hackney 189% ■ Private Hire 193%

Authority	Taxi / Hackney Fees	Private Hire Fees	Comparison with SoG – expressed as percentage of SoG fees
Stirling	Entry: ■ Grant Driver Licence £133 ■ Grant Vehicle Licence £219 TOTAL £352 Ongoing: ■ Driver Licence £133 ■ Vehicle Licence £219 TOTAL per year thereafter £352 £704 overall	Entry: ■ Grant Driver Licence £133 ■ Grant Vehicle Licence £147 TOTAL £280 Ongoing: ■ Driver Licence £133 ■ Vehicle Licence £147 TOTAL per year thereafter £280 £560 overall	■ Hackney 211% ■ Private Hire 176%
Powys	Entry: ■ Grant Driver Licence £140 ■ DBS Fee £43 ■ Grant Vehicle Licence £130 ■ Plate Bracket £11 ■ Pair of Door Stickers £8 TOTAL £332 Ongoing: ■ Driver Licence £140 ■ DBS Fee £43 ■ Vehicle Licence £130 TOTAL £313 £645 overall	Entry: ■ Grant Driver Licence £140 ■ DBS Fee £43 ■ Grant Vehicle Licence £130 ■ Plate Bracket £11 ■ Pair of Door Stickers £8 ■ Grant Operator Licence £77 TOTAL £407 Ongoing: ■ Driver Licence £140 ■ DBS Fee £43 ■ Vehicle Licence £130 ■ Operator Licence £77 TOTAL £390 £797 overall	■ Hackney 194% ■ Private Hire 250%

Authority	Taxi / Hackney Fees	Private Hire Fees	Comparison with SoG – expressed as percentage of SoG fees
Northumberland	Entry: ■ Grant Vehicle Licence (including door insignia and plate) £226 ■ Grant Driver Licence (including badge) £78 ■ Knowledge Test £23 ■ DBS £38 TOTAL £365 Ongoing: ■ Vehicle Licence £226 ■ Driver Licence £78 TOTAL £304 per year thereafter £669 overall	Entry: ■ Grant Vehicle Licence (including door insignia and plate) £226 ■ Grant Driver Licence (including badge) £78 ■ Knowledge Test £23 ■ DBS £38 ■ Operator Licence £106 TOTAL £471 Ongoing: ■ Vehicle Licence £226 ■ Driver Licence £78 TOTAL £304 per year thereafter £775 overall	■ Hackney 200% ■ Private Hire 244%

- 16.3 The comparison of fees indicates that only one other authority in the table (Isle of Man) is marginally cheaper than Guernsey. All the remaining comparators in the table charge considerably more than SoG, generally around double the cost (200%). Whilst it is difficult to unpick the relative charging policies of the different authorities, each would aspire to at least cover its admin and management costs. We conclude that on the basis of this random sample Guernsey is a very cost effective place to licence a taxi or private hire vehicle.

Appendix B: Standards for Vehicles, including WAVs

1. Introduction

- 1.1 States of Guernsey (SoG) operates a licensing system (via the Committee for the Environment & Infrastructure) of Taxis and Private Hire cars and their drivers, which is designed to impose professional standards to safeguard the travelling public and to regulate the taxi market. This is implemented by SoG's Driver and Vehicle Licensing department (DVL). The term 'taxi' is used here to encompass both Taxi and Private Hire cars as the standards for drivers of both are determined under a common Public Service Vehicle (PSV) driving licence. Operationally there are a very small number of vehicles licensed as PHVs.
- 1.2 SoG's *Passenger Transport Governing Policy* (2016) defines the category of services that fall under the PSV regulations, and the scope of this review is limited to operations that fall under:
- Taxis service licence, and
 - Private Hire motor car service licence.
- 1.3 In terms of plated vehicles in this scope, Guernsey has the following:
- Taxi Plates – 129
 - Accessible Plates – 4 (within the above)
 - PHVs – 16
 - PHVs (Public excursions) – 4
 - TOTAL vehicles – 149.

2. Vehicle Licensing on Guernsey

- 2.1 Section 10 of the policy *"lists the conditions that the Issuing Authority will take into consideration when determining an application for a Public Service Vehicle licence as:*
- *Whether the vehicle is licensed under the "Loi relative aux Automobiles 1926" This refers to the registration of vehicles in accordance with construction and use class provisions;*
 - *Whether the vehicle is owned by the person applying for the licence;*
 - *Whether the vehicle is right hand drive (However, the Issuing Authority can exercise discretion in this respect);*
 - *Whether it is of a type approved by the Issuing Authority as being suitable for the operation of the Road Service Licence category being applied for;*
 - *Whether a Road Service Licence, for which it is intended the vehicle will be used, has been granted."*

- 2.2 Vehicle that are approved for use under these licences are given a plate that is colour coded (blue, white, green). The plates are not normally transferable between vehicles.
- 2.3 The annual safety testing of all motor vehicles in Guernsey (equivalent to UK MOT) has not yet been introduced by SoG although the basis for introduction was passed in 2018, and so at present DVL has no proxy standard of vehicle roadworthiness that can be incorporated into its taxi and private hire vehicle licencing system. As with its overall PSV vehicle management, it uses vehicle tests that are designed to an internal standard, and which follow a general inspection format that applies to all PSVs vehicles.
- 2.4 Vehicles to be used with a Taxi Service Licence (white and green plates) do not require an initial inspection unless they are older than 12 months old, and then are inspected by the States Works Department on an annual basis thereafter. The Taxi Service Licence application for an individual requires only details of the make and model of vehicle to be detailed. The equivalent form for a company does not make any reference to vehicles.
- 2.5 For Private Hire (blue plated vehicles) SoG initially obtains details of the vehicle(s) to be operated when an Application for a Public Service Licence is submitted. Applicants are required to complete section F (for each vehicle to be used). Vehicle data is collected as follows (in compliance with the provisions of the "Policy relating to section 6" of the Passenger Transport Governing Policy:
- Registration No
 - Plate colour
 - Plate No
 - Make & model
 - Date first registered
 - Number of doors
 - Number of seats
 - Right or left hand drive
 - Maximum carrying capacity
 - Body type
 - Engine size
 - Chassis No
 - Engine No
 - Weight
 - Width
 - Length
 - CO2 g/km
 - Number of wheels
 - Number of axles
 - Fuel type

- Fuel efficiently rating
- Number of seatbelts fitted
- Number of emergency exit doors
- Details of other safety features
- Details of where the vehicle will be parked/garaged
- Details of any special features (e.g. passenger address system) fitted as part of the service delivery
- copy of the valid insurance certificate
- copy of the registration certificate
- copy of the Police vehicle examination sheet – as the police no longer undertake the inspections, this actually is a reference to the States Works Department examination.

- 2.6 Following initial licensing, Private Hire vehicles are inspected by the States Works Department on an annual basis thereafter.
- 2.7 The Passenger Transport Governing Policy states (para 3.2.1) that “a *description of the condition of the vehicle including supporting photographs*” is required, but section F of the application does not mention this.
- 2.8 The note to this section of the application advises: “A *separate licence is required for each vehicle to be used in association with a road service licence. However, if a fleet of identical vehicles are to be used in association with a road service licence, a single application form can be completed and submitted with an attached schedule of vehicle registration numbers, chassis numbers and engine numbers. Where a temporary licence is required to provide emergency cover for an existing and operating service and we are satisfied that the application has been made at the earliest possibility, we will generally request that only section A to E and the first nine questions in section H are completed.*”
- 2.9 The “Policy relating to section 7” of the Passenger Transport Governing Policy (para 3.1.2) states that SoG “*will take account of the following considerations...*
- *Guernsey roads are small and often congested and the States has a policy of reducing emissions including carbon emissions from transport. The Issuing Authority will, therefore, wish to ensure that the vehicle is suitable and sufficient but not excessive to meet the needs of the road service for which it will be used. In particular the Issuing Authority will be concerned to ensure that the size of the vehicle including the engine size and fuel efficiency is commensurate with the expected normal carrying capacity...*” and
 - “*Guernsey wishes to protect its reputation as a quality financial services centre and tourist destination. The Issuing Authority will, therefore, wish to ensure that the vehicle is suitable and sufficient to meet the needs of the*

clients of the road service for which it will be used. In particular the Issuing Authority will be concerned to ensure that the internal and external condition of the vehicle including cleanliness and maintenance is commensurate with the type of service offered."

- 2.10 These factors are, in principle, assessed from the details of the vehicle provided in the application form as well as the vehicle examination which follows a report format as in the figure below:

Figure LL: PSV Examination Report Form

REPORT OF EXAMINATION OF A PUBLIC SERVICE VEHICLE

LICENSEE _____ REG. NO. _____ MAKE _____

MODEL _____ MILEAGE _____ PSV PLATE NO. _____

PSV TYPE _____ LICENSED TO CARY: _____ SEATED _____ STANDING _____

N.B. This examination is undertaken on behalf of the Committee for Environment & Infrastructure in accordance with section 42 of The Public Transport Ordinance, 1986. It relates only to the condition of the vehicle at the time of the examination and extends as far as practicable without the dismantling of components.

	OK ✓/✗	FAULT(S) IDENTIFIED
ENGINE		
TRANSMISSION		
REAR AXLE		
FRONT AXLE		
WHEELS & TIRES		
SUSPENSION		
CHASSIS		
STEERING		
BRAKES		
FUEL SYSTEM		
EXHAUST SYSTEM		
ELECTRICAL EQUIPMENT		
OTHER EQUIPMENT		
COSMETIC APPEARANCE		
FIRE EXTINGUISHER		
SEAT BELTS		
MIRRORS		
PSV PLATE		
TAXI ROOF SIGN		

This vehicle has been examined as a Public Service vehicle and has:

PASSED the examination. Signed _____ (vehicle examiner) Date _____

PASSED the examination but **MUST** be produced to Police / Driver & Vehicle Licensing (delete as appropriate)

with faults rectified by _____ Signed _____ (vehicle examiner) Date _____

FAILED the examination and must **NOT** be used as a public service vehicle until all faults are rectified and the vehicle is re-examined by Police / Driver & Vehicle Licensing (delete as appropriate).

- 2.11 Tuk-Tuk operations are also licensed by SoG, as Private Hire Motor Vehicles and with a Public Excursion Service Licence. SoG imposes a number of special restrictions which reflect the higher safety risk of these vehicle types including:
- Services being limited to a defined area between Albert Pier and popular tourist locations nearby
 - Number of passengers is limited to 2
 - Carriage of children under 6 years of age is prohibited
 - a notice advising passengers to remain seated with seatbelt securely fastened and not to lean out of vehicle
 - a daily safety check of the vehicle is undertaken by the driver or the licence holder prior to commencing operations, and
 - Pre-departure checks are undertaken by the driver i.e. check seatbelts are fastened, briefing to passengers to remain seated and not lean out of vehicle.
- 2.12 In general summary, SoG requires “type approval” of vehicles but does not use a detailed vehicle specification to determine how appropriate vehicles are for taxi or private hire work. Taxi licence applicants provide basic vehicle details, and new vehicles (up to 12 months old) require no initial inspection. Private Hire applicants are required to provide a wealth of detail and are inspected prior to licensing. Both types of vehicle must comply with SoG’s requirement for an annual examination once licensed, and this is conducted by SoG’s Works Department using the format as above. Additionally, SoG reserves the right to undertake unscheduled spot checks. The 151 licenced vehicles would present an average of three vehicles per week requiring a test if tested annually.

3. Comparison with UK Best Practice Guidance

- 3.1 DfT’s *Taxi and Private Hire Vehicle Licensing - Best Practice Guidance for Licensing Authorities in England* (consultation version)⁵⁶ is the most recent guidance. The section on how authorities should approach vehicle licensing is summarised as follows:
- Many different vehicle types should be specified, and operators should be enabled to use vehicles of their own choice that meet the wider criteria;
 - Use should be made of vehicle safety ratings (Euro NCAP), and higher NCAP rated vehicles encouraged;

⁵⁶ <https://www.gov.uk/government/consultations/taxi-and-private-hire-vehicle-best-practice-guidance/taxi-and-private-hire-vehicle-best-practice-guidance-to-assist-local-authorities>

- Seating capacity should be fixed at the number of seats that are equipped with seat belts, and not necessarily to the manufacturer's seating limit given on the vehicle registration document;
- Motorcycles can be licensed as Private Hire Vehicles;
- Tinted windows – authorities should consider whether these are permitted if it is suspected that they are used to conceal illegal activity in the vehicle;
- Imported vehicles – type approval should be sought;
- Emergency equipment – fire extinguishers should be fitted so long as training in their use is provided, otherwise extinguishers should not be fitted;
- Testing – The legal requirement is that private hire vehicles which are at least three years old, and all taxis, must be subject to an MOT test or its equivalent at least once a year...The requirements of the test normally include those in an MOT test but may also include an inspection by a licensing officer to ensure the vehicle meets the relevant local requirements for issuing a taxi or private hire vehicle licence...An annual test for licensed vehicles of whatever age (including vehicles that are less than three years old) seems appropriate in most cases, unless local conditions suggest that more frequent tests are necessary. More frequent tests may be appropriate for older vehicles which may be more prone to mechanical defects...
- Vehicle Age Limits - Licensing authorities should not impose age limits for the licensing of vehicles but should consider more targeted requirements to meet its policy objectives on emissions, safety rating and increasing wheelchair accessible provision where this is low.
- Personal Security - The personal security of taxi and private hire vehicle drivers and staff must be considered. Licensing authorities should make available signs or notices which set out not only what passengers can expect from drivers, but also what drivers can expect from passengers who use their service. The Health and Safety Executive list the installation of CCTV with visible signage as a successful measure to improve safety. It is therefore important that the personal security of those working in the sector is considered.
- Partitions on Vehicles - Vehicles used by the trade that are not purpose built are unlikely to have a partition between the front and rear of the vehicle which may provide protection for the driver from assault.

- In-vehicle visual and audio recording – CCTV - CCTV can provide additional deterrence to prevent crime and investigative value when it occurs. The Statutory Standards state that all licensing authorities should consult to identify if there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users, including children or vulnerable adults, and taking into account potential privacy issues.
- Vehicle identification and signage – Members of the public can often confuse private hire vehicles with taxis. Greater differentiation in signage will help the public to distinguish between the two elements of the trade. To achieve this, licensing authorities should seek to minimise the profile of private hire vehicles. Licensing authorities should not permit roof signs of any kind on private hire vehicles. Licensing authorities should not impose a livery requirement on private hire vehicles.
- Environmental considerations - Licensing teams should work with council colleagues with air quality and climate responsibilities to ensure taxi and private hire vehicle fleets play their part in work to tackle local emissions.
- Accessible fleet - Licensing authorities should assess the demand for wheelchair accessible vehicles in its area on a three-yearly basis and publish the results. If demand is not currently met, it should also provide an explanation about how the licensing authority plans to meet this demand. Licensing authorities should consider ways to incentivise an increase in wheelchair accessible vehicle provision.
- Inclusive Vehicle Specifications - The design of non-wheelchair accessible vehicles licensed for use as taxis or private hire vehicles can also have a bearing on their accessibility. This guidance advises authorities to adopt the principle of setting down general criteria for vehicles and allowing drivers and operators to demonstrate how their vehicles fulfil them.
- Wheelchair Accessible Vehicles - Licensing authorities should adopt policies on the minimum standards for WAVs. A truly inclusive transport system is one where a mixed fleet is available, where wheelchair users can travel as easily as anybody else, and this means ensuring that there are sufficient suitable vehicles to serve their needs.
- Accessibility equipment - Authorities should consider the benefits of requiring additional accessibility equipment to be provided in vehicles beyond that which might be included in a standard vehicle specification, noting that the benefits to disabled customers in terms of their confidence and willingness to travel cannot always be monetised.

- Assistance dogs - To mitigate barriers relating to the carriage of an assistance dog, authorities must ensure that due regard is given to the Public Sector Equality Duty (PSED) (see Section 149 of the Equality Act 2010) when taking decisions concerning the provision of taxi and private hire vehicle services. This includes adoption of any policies affecting the carriage of assistance dogs in taxis and private hire vehicles or the investigation and prosecution of drivers alleged to have discriminated against their owners.

3.2 Scottish guidance⁵⁷: *"The legislation gives local authorities a wide range of discretion over the types of vehicle that they can license as taxis or private hire cars... Indeed such authorities might also consider a policy that allowed the taxi / private hire car trade to propose vehicles of their own choice that met a range of general criteria as to specification set by the licensing authority. Such an approach could provide greater flexibility in allowing new vehicle types to be considered."*

3.3 Regarding vehicle inspection and testing Scots Government states: "There is considerable variation between local licensing authorities on vehicle testing, including the related question of age limits. The following can be seen as best practice:

- *"Frequency of tests...Notwithstanding MOT requirements, authorities generally undertake inspection of taxis and private hire cars at first licensing and annually or more frequently thereafter. This approach is considered best practice in the interests of public safety. Annual testing for licensed vehicles regardless of age is considered best practice."*
- *Criteria for tests...it seems appropriate to apply the same criteria as those for the MOT test to taxis and private hire cars. However, taxis and private hire cars provide a service to the public, so it is also appropriate to set criteria for the internal condition of the vehicle..."*
- *Age limits. The setting of an age limit beyond which a local authority will not licence vehicles is somewhat arbitrary and disproportionate particularly as it is perfectly possible for a well-maintained older vehicle to be in good condition. A greater frequency of testing may, however, be appropriate for older vehicles..."*
- *Number of testing stations. There is sometimes criticism that local authorities provide only one testing centre for their area. So it is good practice for local authorities to consider having more than one testing station. There could be advantage in contracting out the testing work, and to different garages. In that way the licensing authority can benefit from competition in costs."*

⁵⁷ <https://www.gov.scot/publications/taxi-private-hire-car-licensing-best-practice-licensing-authorities-second-edition-april-2012/>

3.4 There are a wide variety of approaches amongst British licensing authorities. The following are a small cross-section of approaches to vehicle inspections. In addition, each of these authorities has published lengthy vehicle specifications for both taxis and PHVs (too detailed to summarise in the table). These are generally designed to ensure that both taxis and PHVs are:

- Safe and legally compliant in terms of type approval and design;
- Appropriate models for passenger use (saloon rather than 'sports' or hatchback, etc);
- Conform to a local policy on uniformity (separate design aspects for taxis and PHVs that are intended to enable the travelling public to easily differentiate between the two types);
- Kept clean, tidy and presentable to the public;
- Incorporate specific features that the authority requires (e.g. accessibility, CCTV, roof lights, liveries, meter types).

Table 29: Vehicle Licensing Policies from Elsewhere

Authority	Testing / Inspection Policy
City of York https://www.york.gov.uk/downloads/download/54/taxi-licensing-policy	<p>"The Council needs to be satisfied that licensed vehicles operating within its area are safe to do so. All vehicles are required to undergo an inspection conducted by an approved mechanic at the Council's workshop...prior to being licensed and annually thereafter. Vehicles exceeding five years old on the day the vehicle licence is issued (calculated from the date of first registration with the DVLA), will be subject to two vehicle inspections in any 12 month period."</p>
Blackburn with Darwen Council https://www.blackburn.gov.uk/sites/default/files/media/pdfs/Hackney-carriage-private-hire-licensing-policy.pdf	<p>"A test will be carried out at the Council's approved Motor Vehicle Service Station, located on Davyfield Road, Blackburn, once a year for any vehicle less than 3 years old and twice a year for any vehicle over 3 years old. In addition to the standard annual MOT requirements for vehicles, the Council must be satisfied that any vehicle licensed is safe and fit for purpose. The vehicles must therefore comply with the Council's Supplementary Testing Manual... Hackney carriage and private hire vehicle licences will be issued for a period of six months for a vehicle above three years of age and twelve months for a vehicle under three years of age."</p>
Worcester City Council https://www.worcester.gov.uk/filelink/fileman-files/PDF%20Documents/Business/Licensing/taxi_hackney_carriage/HC_PH_Handbook.pdf	<p>"The vehicle must be inspected and issued with a certificate of fitness by the Council's nominated garage within six weeks prior to the submission of an initial or renewal application. All vehicles will require two annual inspections at six monthly intervals."</p>

Authority	Testing / Inspection Policy
Dacorum Borough Council https://www.dacorum.gov.uk/docs/default-source/licensing-documents/taxi/final-taxi-licensing-policy-(1-4mb).pdf?sfvrsn=89ac029e_4	<p>"The vehicle must attend the Council's authorised testing station and undergo a roadworthiness inspection ('MOT test'), and a compliance test against the relevant specifications set by the Council. The vehicle must satisfactorily complete both elements of the test before it may be considered for licensing. A vehicle which, on the date of issue of a licence is older than 10 years (as calculated from the date of first registration shown on the V5C registration certificate) shall be required to complete an additional MOT and compliance test through the Council's authorised testing station, within a period of 28 days prior to the day 6 months prior to the expiry of the licence"</p>
Portsmouth City Council https://documents.portsmouth.gov.uk/document/statement-of-licensing-policy-portsmouth-statement-of-licensing-policy-april-2016.html?page=1	<p>"That all vehicles presented for initial licensing (with the exception of temporary use vehicles which must provide a current MOT) be subject to inspection and test at Adams Morey, Burrfields Road, Portsmouth. That all licensed vehicles over 3 years old be subject to a minimum of 2 vehicle inspections at Adams Morey per licensing year – the second test to be approximately 6 months after the first test and to comprise a "mini" test for the following: Lighting equipment; Exhaust, Fuel & Emissions; Vehicle body & structure... That all licensed vehicles over 5 years old be subject to a minimum of 2 full vehicle inspections at Adams Morey Portsmouth per licensing year."</p>
Gedling Borough Council https://www.gedling.gov.uk/media/Hackney%20Carriage%20and%20Private%20Hire%20Vehicles%20Specification%20and%20Test%20Manual%20Oct%202017.pdf	<p>"A new Hackney Carriage or Private Hire Vehicle Licence will not be issued to any vehicle over 6 years of age. The age of the vehicle will be measured from the date of first registration. All vehicles are tested on a six monthly basis and, provided they satisfactorily pass the Council's test, will be issued with a licence for a period of six months. However, Vehicles which are 3 years of age or under and have a mileage of less than 36,000, (the Council considers 12000 miles per year to be average mileage) will be granted a licence for a period of one year provided the vehicle satisfactorily passes the Council's test."</p>
Shropshire Council https://shropshire.gov.uk/media/12328/hcph-licensing-policy-2019-2023.pdf	<p>"Vehicles, up to 9 years from date of first registration, must be submitted for an MOT inspection at 6-monthly intervals (and any other inspection deemed necessary by an authorised officer) and the applicant must produce valid MOT certificates to the Council in this respect. Once a vehicle reaches the age of 9 years, in addition to the MOT certificate submitted with an application, it must have two other MOT tests per year; tests being spaced evenly throughout the year at four monthly intervals and the applicant must produce valid MOT certificates to the Council in this respect."</p>
City of Edinburgh https://www.edinburgh.gov.uk/downloads/file/23525/licence-conditions-effective-7-may-2018	<p>The Licence Holder shall...require his Licensed Vehicle to undergo and pass an annual inspection by the Taxi Examination Centre in order that a Certificate of Compliance is in force for the Licensed Vehicle at all times."</p>

Authority	Testing / Inspection Policy
Perth & Kinross Council https://www.pkc.gov.uk/media/34002/Conditions-of-Taxi-and-Private-Hire-Car-Operators/pdf/Conditions for Taxi and Private Hire Vehicle Operators Licence.pdf?m=637002581617170000	<p>"A taxi or private hire vehicle operator will require the vehicle to undergo and pass an inspection carried out by or on behalf of the Council before being licensed and annually thereafter...A vehicle over the age of 7 years from date of first registration will be required to undergo an inspection 6 months after the annual inspection carried out by or on behalf of the Council. The vehicle inspection will be based on the current MOT standard for that vehicle as directed by VOSA. This will not replace the requirement for the vehicle to have a valid MOT ..."</p>
Northern Ireland https://www.nidirect.gov.uk/information-and-services/driving-or-operating-taxis-and-buses/taxi-vehicle-licensing	<p>"Any vehicle used to carry passengers for payment must undergo [an annual] taxi licence test that is more detailed than the annual MOT test."</p>
Swansea Council https://www.swansea.gov.uk/taxi	<p>"Vehicles licensed as taxis are tested to make sure they are mechanically fit and suitable for use as a taxi. Taxis are tested when they are first licensed and then every 6 months."</p>
Conwy County Borough Council https://www.conwy.gov.uk/en/Business/Licenses-and-Permits/Taxi-Licensing/Assets-Taxis/documents/Hackney-Carriage-Vehicle-Specification-Policy.pdf	<p>"All vehicles will be required to undergo a 6 monthly compliance and emissions test at a Council nominated testing station (to include the testing if required of any mechanical, pneumatic and hydraulic lifts or ramps and any other equipment required to access the vehicle)."</p>

3.5 The table above presents a random sample of 12 UK licencing authorities and indicates the policy that is applied to vehicle testing. This indicates the following:

- 2 authorities (16%) require inspections once per year
- 5 authorities (42%) require inspections twice per year
- 5 authorities (42%) require annual inspections for newer vehicles (typically up to three years old), and thereafter require inspections twice a year for older vehicles.

(NB. Cost and capacity issues clearly have an influence on frequency of testing policies. The two authorities that only require an annual test – Edinburgh and Northern Ireland – both have a much larger number of vehicles to deal with than the small authorities, although TfL requires two tests per year for taxi and Private Hire vehicles in London.)

- 3.6 The inspections generally require the standard of an MOT safety test (but some are more stringent) along with compliance with any specific taxi and private hire requirement that is in place locally. Note that in some cases the local authority's own test station is entitled to undertake MOT tests. Overall, it should be noted that the majority of taxi and Private Hire vehicles in the UK are likely to be subjected to two local authority tests per year. This exceeds the minimum requirement stated in the DfT guidance. Each authority also has the ability to supplement the scheduled inspections with spot checks.

4. Tuk-Tuks & Pedicabs

- 4.1 A Tuk-Tuk or (motorised) Pedicab are names for low-powered three-wheeled motor vehicles designed to operate over a shorter distance and convey goods or passengers – also described as an “auto-rickshaw”. As the Tuk-Tuk is a motor vehicle it is nominally covered by the DfT guidance under the reference to motor cycles and is generally operated under a Hackney / taxi licence, although some use Private Hire licences. Each individual licensing authority has the powers to accept or decline Tuk-Tuks as an approved vehicle type. (Tuk-Tuks imported into the UK need to conform to a DVSA standard). A number of passenger-carrying Tuk-Tuks are operating in the UK, often in areas with tourist trade, and some licensing authorities have accommodated them within their vehicle specification range.
- 4.2 The main issue with the Tuk-Tuk is its safety, being a low-speed vehicle with a comparatively flimsy construction which renders it vulnerable in a collision. It also generally offers limited weather protection for passengers. Authorities that have licensed Tuk-Tuks often restrict them to a limited zone of operation for this reason. Most models of Tuk-Tuk can comfortably seat three passengers, but some are fitted for up to five passengers, which potentially stretches their weight-carrying limit and compromises stability.

Table 30: Examples of UK Licensing Approaches to Tuk-Tuks

Authority	Tuk-Tuk Specific Policy
<p>Isle of Wight Council</p> <p>https://www.iow.gov.uk/azservices/documents/1226-HC-and-PH-Licensing-Policy-2021.pdf</p>	<p>Isle of Wight Council treats Tuk-Tuk / Pedicabs / Rickshaws in much the same way as Hackney and PHVs but to mitigate the higher risks, it has added some additional requirements: <i>"In addition to the standard documentation required for a Hackney Carriage Proprietor or Private Hire Vehicle licence application, the applicant must provide the following with their application:</i></p> <ul style="list-style-type: none"> <i>a) Public Liability Insurance (minimum £5,000,000)</i> <i>b) Risk Assessment for the operation (template available to assist with this)</i> <i>c) An operating plan with details of the proposed business including:</i> <ul style="list-style-type: none"> <i>i the areas and routes that the vehicle(s) will be operating,</i> <i>ii written approval from the Isle of Wight Highways Authority for any routes and pick-up and drop-off points that are proposed</i> <i>iii the proposed fares to be charged..."</i> <p>The Council provides a detailed specification of how the Tuk-Tuk is required to meet a range of standards including adequate weather-proofing.</p>
<p>Ipswich Borough Council</p> <p>https://www.ipswich.gov.uk/sites/www.ipswich.gov.uk/files/appendix_1_appendix_k_-_tuk_tuk_and_motorised_pedicab_specification.docx</p>	<p>Ipswich Borough Council provides a similar vehicle specification to Isle of Wight, and debar's Tuk-Tuks licensed as Hackneys from plying at taxi ranks.</p>
<p>Cheshire West & Chester Council</p> <p>https://www.cheshirewestandchester.gov.uk/documents/business/licensing/licensing-act/statement-of-licensing-policy/statement-of-licensing-policy-hc-phv-dec-2021.pdf</p>	<p>Licensed for Private Hire only. <i>"The vehicle be required to satisfy the issue of a Department of Transport British National Type Approval Certificate (Single Vehicle Approval) and a V5C to be issued.</i></p> <p><i>The Proprietor must submit a Business Plan for approval by a Regulatory Services Manager. Any Business Plan must include a Passenger Risk Assessment Statement. The Proprietor must operate within the scope of their approved business plan.</i></p> <p><i>Every hirer of the services of a motorised tricycle (Tuk Tuk style three wheeled vehicle) and driver must be supplied with a written copy of the Passenger Risk Assessment Statement a minimum of 24 hours before any private hire journey commences. All bookings must be in place a minimum of 24 hours prior to the commencement of any private hire journey.</i></p> <p><i>All passengers must receive a safety briefing from an experienced and fully trained licenced driver or staff member immediately before the commencement of any journey. No more than two passengers to be carried in the rear of the vehicle at any one time."</i></p> <p>Additionally the Council provides a detailed vehicle specification.</p>

4.3 In addition to the above, Tuk-Tuks have also been licensed in Liverpool, Brighton, Cornwall, Chester, Cardiff, Southampton, and some London districts.

- 4.4 In Guernsey Tuk-Tuks are already in operation. There is one company that operates x 5. They operate as both private hire and public excursion i.e. pre-bookings and seeking business from visiting cruise ship passengers.
<http://www.tuktukguernsey.co.uk/>

5. Commentary on SoG Approach to Vehicle Licensing

- 5.1 Although SoG's approach to ensuring vehicle safety indicates no obvious weakness, it is clear that its licensing counterparts in the UK very often adopt a more robust approach in

- a) providing a more detailed vehicle specification, and
- b) requiring two tests per year.

In addition, the UK mainland authorities also require a standard MOT test certificate to be provided.

- 5.2 SoG's approach to Tuk-Tuks is broadly in line with that of other UK authorities in that the higher risks and limitations of the vehicle type are reflected in a number of specific operational restrictions being applied.
- 5.3 DfT tends to recommend that authorities consider the relative risks and local circumstances, rather than impose a rigid approach. SoG, then, might consider revising its system if there are concerns around safety, security and fair trading that relate to taxi vehicles. In the absence of any known issues in this regard, the current process is quite adequate. When SoG introduces MOT tests for all vehicles it will benefit from each vehicle being double tested. As it stands, PSVs and goods vehicles are currently the only Guernsey vehicles that undergo any formal kind of safety test.

6. Wheelchair Accessible Vehicles

- 6.1 Taxi licensing authorities have a duty to ensure that they have an appropriate and defensible policy as regards the proportion of their licensed taxi fleets that are WAVs (Wheelchair Accessible Vehicles). A WAV is defined here as a vehicle specifically designed for a passenger to safely and comfortably board, travel and alight whilst remaining in their wheelchair – this essentially entails some boarding system (ramp or lift), sufficient internal space to manoeuvre a wheelchair into a safe travelling position, and a restraint system that secures both the chair and the passenger. There is also a fundamental expectation that the driver of the WAV is fit, trained and competent to assist passengers, although policies on relevant training standards vary significantly across UK licensing authorities.
- 6.2 It should be noted that many people with sensory and mobility impairments (including some wheelchair users who can transfer to seats) are able to use non-WAV taxis, and some, if not many, prefer standard saloon-type vehicles, particularly where doors open wide, there are usefully positioned handles and

there is a relatively high seat to transfer onto and to reduce the bending requirement. Generally, there is no definitive design of WAV that meets the needs of all disabled passengers, and any increase in numbers of WAVs among taxi and private hire fleets does not necessarily provide greater convenience or stimulate a higher level of usage by disabled passengers. When various licensing authorities report on their taxi fleet accessibility levels, this refers only to the technical status of their vehicles, and cannot be assumed to correlate to any improved levels of choice and experience from wheelchair-using taxi passengers.

- 6.3 In many UK licensing areas, accessibility levels are considered across both the Hackney and Private Hire Vehicle (PHV) fleets. The latter are not subject to the same degree of regulation and authorities rarely apply any accessibility policy to them. Until now authorities have not been obliged to submit any PHV accessibility figures to DfT, though some have done voluntarily. Accessibility levels among PHVs are often increased through the requirements of local authority contract provision for education and social care transport, which in turn can benefit the general public, although a proportion of the PHV WAVs that undertake school work are dedicated to this function and are not made available to the general public. Many passengers who require an accessible vehicle prefer the assurance of a pre-booked PHV rather than a using a taxi rank.
- 6.4 Guernsey has four WAVs which represent 2.6% of the total taxi and PHV fleet of 151. This is a particularly low proportion of wheelchair accessible vehicles. The average for the taxi market in England & Wales (excluding London) is 39%, which suggests that SoG's provision is extremely inadequate.

7. UK Approach to Accessibility

Taxi Licensing Function

- 7.1 The licensing function is delegated in England, Scotland and Wales to lower tier local authorities (Unitary or, in a two tier structure, to Borough or District Councils) and Transport for London in the Greater London area. In Northern Ireland, licensing is undertaken by the Driver & Vehicle Agency on behalf of the Department for Infrastructure.
- 7.2 Separate and different legislation applies in England & Wales, Scotland and Northern Ireland. In general however, each regulatory authority is empowered to licence Hackney (or Taxi Cabs) and Private Hire Vehicles (PHV), generally by setting their own standards within the legislation, whilst taking note of national guidance. The licensing regime is designed to maintain safety standards and to safeguard the customer and other road users, as well as take account of the local taxi economy. Each licensing authority is able to enact a local policy concerning vehicle quantity, service quality issues, fare tariffs, and local arrangements for operations (taxi ranks, street access, and infrastructure) etc. Accessibility factors (although ostensibly subject to

common central government legislation) are also determined at local level, and in practice each licensing authority has adopted its own position regarding meeting accessibility standards. However, the *Taxis and Private Hire Vehicles (Disabled Persons) Act* that recently progressed through Parliament is designed to ensure that disabled passengers' needs are reasonably met on all taxis and PHVs, irrespective of whether the vehicle is a WAV. This Act has been made under Equality Act powers (not transport powers) so applies in Scotland as well as England and Wales. The Act does not set a particular level of WAVs in an area and is primarily designed to place duties on taxi and private hire drivers to provide necessary assistance to people with a variety of disabilities. However, it does make it mandatory for local authorities to maintain and publish lists of wheelchair accessible vehicles in their area.

- 7.3 It should be noted that the effectiveness of any accessibility policy does not rest on the WAV alone; it is equally important that drivers are required to undergo training on disability awareness, customer care, manual handling and correct use of Wheelchair Tie-Down & Occupant Restraint Systems (WTORS). Such training should be universal and not limited to drivers of WAVs.

Equality Act

- 7.4 In GB the Equality Act 2010 includes a chapter *Taxi Accessibility Regulations* (Section 160) and outlines the definition of wheelchair accessibility that is required with the vehicle and the expectation of the driver to accommodate passengers who are wheelchair users – the Act applies to both hackney and Private Hire Vehicles (PHVs) and drivers. Section 163 states that a "*licence for a taxi to ply for hire must not be granted unless the vehicle conforms with the provisions of taxi accessibility regulations with which a vehicle is required to conform if it is licensed*"⁵⁸.
- 7.5 Some authorities have adopted the policy of 100% compliance required for Hackney carriages, but not usually for private hire. Many policies seek a transitional approach whereby accessibility is required for new vehicles only, and the impact of this in turn is moderated by the policy on vehicle age. Thus 100% accessibility is achieved over a period of years. As some authorities require Hackney Carriages to conform to the TX (London style black cab) vehicle model, new versions of these are by default wheelchair accessible, and so the 100% accessibility ratio can be attained for Hackney fleets.
- 7.6 However, Section 164 allows an exemption to be applied so long as the authority is "*satisfied (a) that, having regard to the circumstances in its area, it is inappropriate for section 163 to apply, and (b) that the application of that section would result in an unacceptable reduction in the number of taxis in its area.*"⁵⁹ (Individual drivers can also be exempted from carrying wheelchair users on medical grounds). In practice, the cost of every Hackney and PHV becoming a WAV is prohibitive to the extent that the taxi market would be

⁵⁸ <https://www.legislation.gov.uk/ukpga/2010/15/section/163>

⁵⁹ <https://www.legislation.gov.uk/ukpga/2010/15/section/164>

severely disrupted if licensing authorities fully enforced full accessibility via powers granted in Section 163. There is also the awareness that the needs of disabled passengers are not necessarily best served by an all-WAV policy, many, if not most, preferring a saloon-type vehicle.

- 7.7 Under the terms of the Act, the licensing authority would theoretically need to present a rationale or evidence base to quantify any policy regarding a) and b) above, and in practice this would form the basis for arguing that the terms of the Equality Act can be met with a portion of the taxi fleet being accessible. Licensing authorities can (now must) maintain lists of accessible vehicles under Section 167 of the Act, and DfT collects data from licensing authorities which requires number of accessible Hackneys to be stated (although this requirement does not apply to accessible private hire vehicles).
- 7.8 Section 16 of the Transport Act 1985 enables licensing authorities in England and Wales to apply a restriction to the number of Hackney licences issued so long as the authority is "*satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet.*"⁶⁰ This requirement necessitates periodic unmet demand surveys which determine any adjustments to the quantity of licences issued. Very often, the unmet demand surveys encompass some form of assessment of demand for accessible vehicles which could be used to satisfy the requirements of the Equality Act exemption, but these lack any precision or methodology.
- 7.9 An equivalent power to control the quantity of taxi licences in issue applies in Scotland. In addition, and unlike the position in England, licensing authorities can also restrict the issue of private hire car licences on the grounds that if they were to do so then there would be overprovision of PHVs in the locality or localities where they would operate (the authority can create zones for this purpose).
- 7.10 In Northern Ireland, only WAVs can operate as taxis in the Belfast Taxi Zone (most of the Belfast core but smaller than the metropolitan area), except between midnight and 06.00 when non-WAV taxis may enter and ply for hire. This is clearly an approach to getting more vehicles in to serve the vibrant Belfast night-time economy, whilst providing some protection to the investment of Belfast taxi drivers who have invested in more expensive vehicles.
- 7.11 Many GB taxi licensing and accessibility policies make reference to the Equality Act but these are generally limited to a commitment to maintain a list of accessible vehicles, and to require accessible vehicles and their drivers to meet a specific level of compliance (e.g. cannot refuse to carry assistance animals). However, all local authorities are subject to obligations of Public Sector Equality Duty (PSED), which is enshrined in the Equality Act. In

⁶⁰ <https://www.legislation.gov.uk/ukpga/1985/67/section/16>

principle this means that they could be legally challenged for permitting inadequate accessibility. However, we are not aware of any such challenge having traction.

Disabled Persons Transport Advisory Committee

- 7.12 Useful guidance was published in August 2020 by the Disabled Persons Transport Advisory Committee (DPTAC).⁶¹ This states that *"there should be a mixed fleet of WAVs and conventional cars for both taxis and PHVs in all licensing areas. Although the boundary between taxis and PHVs has become blurred in recent years, for as long as the two forms of licences exist, DPTAC wants both fleets to meet the needs of disabled people...DPTAC believes that legislation should require licensing authorities to set the proportion of WAVs required in their fleets of taxis and PHVs. This should be based on their knowledge of the current market and existing provision and a review of potential demand...The licensing authority's objective in setting the proportion of WAVs in their fleets of taxis and PHVs should be to achieve a number in service sufficient to ensure that they will be readily available to those who need them at all times of day, 7-days-a-week. We suggest that 'readily available' should mean that someone who needs a WAV does not need to wait for more than twice as long as they would for a conventional car...DPTAC believes that it's unlikely that a proportion of lower than 25% WAVs will achieve the necessary level of service."*
- 7.13 Achieving a proportion of WAVs in the PHV fleet: *"DPTAC supports the recommendation of the Law Commission that operators of larger fleets should be required to provide a proportion of WAVs. This proportion will be larger than the overall target for the fleet, depending on the number of smaller operators who are exempt. The government will need to decide whether it wishes to put the definition of a larger operator in legislation, or, leave it to licensing authorities to decide the threshold based on the local market. DPTAC believes that the turnover of vehicles within a PHV fleet is sufficiently rapid that this change will speedily increase the number of WAVs in the area..."*
- 7.14 Achieving a proportion of WAV taxis in the fleet: *"Because taxis are generally owned by an individual driver, DPTAC believes that some form of subsidy will be required to cover the additional cost of purchasing a WAV. The government should research the amount of the cost difference, and refresh this regularly to avoid market distortion. Depending on the outcome of this research, DPTAC's preferred model is for the subsidy to WAV drivers to be funded within the licensing budget, either by abolishing the license fee for WAV owners or by subsidising the purchase of the vehicle (or a combination of the two). In this way, taxi owners effectively share the additional cost of purchasing a WAV. If the effect of this is to significantly increase licensing costs, we recognise that some increase in fares will be necessary..."*

⁶¹ <https://www.gov.uk/government/publications/dptac-position-on-taxis-and-private-hire-vehicles/dptac-position-on-taxis-and-phvs>

Measuring Demand

- 7.15 As a prelude to setting any quantity controls (assuming that they choose to limit licences), licensing authorities are required to undertake an unmet demand survey, usually every three years. Whilst the overall levels of unmet demand for taxis can be measured pragmatically by a number of accepted / recommended approaches and formulae, finding the appropriate level of accessible provision is between difficult and impossible to pin down. Some unmet demand surveys specifically address the issue of how far demand for accessible taxis is being met but this is generally approached through consultation and covers 'softer' issues through opinion gathering which tends to yield only anecdotal feedback. Lack of accessibility means that many passengers seek alternatives and no longer consider taxis a viable mode – this hidden or potential demand is not reflected in surveys.
- 7.16 DfT, nonetheless, recommends that "*licensing authorities should assess the demand for WAVs within their jurisdiction at least every three years and take appropriate steps to ensure that the supply of suitably accessible vehicles meets the demand for them. The assessment, targeted proportion, and details of the steps that will be taken to achieve it should be documented in the authority's Inclusive Service Plan.*"⁶² There is no further indication from DfT of the form such an assessment should take.
- 7.17 In terms of user experience and customer satisfaction, it is important to consider the value of Hackney and PHV fleets as a whole, especially as many people with a need for an accessible vehicle tend to use pre-booked PHVs rather than from a rank. It is also the case that many people with a mobility impairment prefer a standard saloon-type vehicle to the WAV, hence DPTAC's preference for a mixed fleet. In short, the proportion or quantity of WAVs does not directly correlate to greater numbers of disabled users using Hackney and PHVs or their satisfaction levels.

Recent UK Developments

- 7.18 DfT has recently published a consultation version of its *Taxi and private hire vehicle: best practice guidance to assist local authorities (2022)*
https://www.gov.uk/government/consultations/taxi-and-private-hire-vehicle-best-practice-guidance?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=59a6f6b4-7565-4f07-a14e-0064a0f0b9df&utm_content=daily
- 7.19 The key sections on accessibility of vehicles is as follows:

⁶² https://www.gov.uk/government/consultations/taxi-and-private-hire-vehicle-best-practice-guidance?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=59a6f6b4-7565-4f07-a14e-0064a0f0b9df&utm_content=daily

- *"Licensing authorities and providers of taxi and private hire vehicle services must...anticipate the needs of people whose access needs may be more apparent, such as wheelchair users and assistance dog owners, as well as those with less visible impairments, including people with autism or mental illness."*
- *"To mitigate these physical barriers authorities must ensure that due regard is given to the Public Sector Equality Duty (PSED) (see section 149 of the Equality Act 2010) when taking decisions concerning the provision of taxi and private hire vehicle services and supporting infrastructure, and that reasonable adjustments are made to remove barriers preventing disabled people from accessing taxi and private hire vehicle services."*
- *"All licensing authorities should develop and maintain an Inclusive Service Plan (ISP), either as a standalone document or as an integral element of their Local Transport Plan. The ISP should describe:*
 - ♦ *The demand for accessible services in their area, from wheelchair users and non-wheelchair users, and from people with both visible and less-visible impairments, and an assessment of the extent to which that need is currently being met.*
 - ♦ *The authority's strategy for making transport more inclusive generally, and specifically in relation to taxi and private hire vehicle provision.*
 - ♦ *The steps that the authority will take to improve the inclusivity of the taxi and private hire vehicle services it supports, including timescales for their completion.*
 - ♦ *That the courses or assessments authorities require applicants to undertake are suitable for a range of participants e.g. including older drivers.*
- *"All authorities should take steps to ensure that policy makers and staff dealing with the public understand the barriers that disabled people can face when using transport services. Therefore, relevant authority staff should complete disability awareness training."*
- *"All staff in customer facing roles should be trained in disability awareness, or have their knowledge and skills assessed, and be encouraged through targeted and general communications to uphold the highest standards of customer service."*
- *"Licensing authorities should assess the demand for wheelchair accessible vehicles in their area on a three-yearly basis and publish the results. If demand is not currently met, it should also provide an explanation about how the licensing authority plans to meet this demand."*

- *"Licensing authorities should consider ways to incentivise an increase in wheelchair accessible vehicle provision. This may consist of licence fee rebates, access to bus lanes where agreed with the local Highways Authority, relaxation of other licensing requirements where it would otherwise be difficult to source appropriate wheelchair accessible vehicles, priority roadway access and, in the case of taxis, rank access."*

7.20 DVL should also be aware of the Act that has recently passed through UK Parliament:

- **Taxis and Private Hire Vehicles (Disabled Persons) Act 2022** (<https://www.legislation.gov.uk/ukpga/2022/29/contents/enacted>) – this amends the Equality Act 2010 and creates a legal obligation for:
 - ◆ Drivers to assist wheelchair users to transfer / accommodate folded wheelchair and ensure comfort
 - ◆ Drivers to assist visually impaired passengers and those with learning disabilities and cognitive impairments to identify/find the vehicle they have booked (where the need for assistance mentioned during the booking)
 - ◆ 'Exempted' drivers not to overcharge
 - ◆ Mandatory local authority WAV lists (only 70% now)
 - ◆ New offences for PHV operators around refusing a booking for a disabled person.

Current UK Vehicle Accessibility Levels

7.21 DfT figures⁶³ on each English and Welsh authority's hackney and PHV fleets do not enable a full picture of accessibility levels to be appreciated. Whilst Hackney accessibility levels are reported, DfT does not require data on accessible PHVs. Some authorities supply the numbers of accessible PHVs but these are not methodically or consistently monitored, and very often the figures published by DfT are inaccurate.

7.22 The 2021 DfT statistics indicate that on average, the overall portion of Hackney vehicles in England and Wales that are accessible is 52%. This reduces to 39% when London figures are excluded. 11 authorities (4%) have no accessible taxis at all. DfT's bulletin *Transport: Disability and Accessibility Statistics, England 2019/20* states that "67% of authorities require all or part of the taxi fleet to be wheelchair accessible, a small increase from 65% in 2019. However, only 4% of authorities require all or part of the PHV fleet to be wheelchair accessible. 78% of authorities maintain a list of wheelchair accessible taxis in line with section 167 of the Equality Act 2010, while 69%

⁶³ <https://www.gov.uk/government/collections/taxi-statistics>

maintain a list of wheelchair accessible PHVs (an increase from 63% in 2019)".⁶⁴

- 7.23 DfT also collects data around levels of required disability awareness training, reflecting licensing authorities' response to criticism that accessible vehicles are only viable if drivers know how to accommodate passengers in a safe manner. There is a mismatch between the number of authorities with accessibility policies (67%), those with one or more accessible taxi (96%) and those with a disability awareness training requirement (47%). This should not be taken to imply that drivers in the 53% of authorities that do not require training are in fact untrained.
- 7.24 In Scotland, Transport Scotland reports that of "23,900 Taxi and Private Hire cars in operation...23% (5,506) are wheelchair accessible."⁶⁵ One of its objectives for 2021 / 2022 is to "Work with local authorities and MACS [Mobility and Access Committee for Scotland] to develop a good practice guide for Local Authorities and taxi operators to ensure the provision of taxis and private hire cars meet the needs of disabled people."
- 7.25 Sometimes used as a comparator for Jersey, the Isle of Man (IoM) has (as of 2018) 181 taxis and 53 PHVs, of which only around 30 (13%) are accessible. It has recently undertaken a public consultation around the accessibility of its taxis (closed Feb 2022, IoM response due in May)
<https://consult.gov.im/infrastructure/private-ply-for-hire-taxi-accessibility-regulation/>. Preliminary findings are here:
<https://consult.gov.im/infrastructure/private-ply-for-hire-taxi-accessibility-regulation/results/privateplyforhiretaxiaccessibilityregulationssummaryofresponses.pdf>.
- 7.26 Some statistics from Scotland are shown below:

⁶⁴

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/972438/transport-disability-and-accessibility-statistics-england-2019-to-2020.pdf

⁶⁵ <https://www.transport.gov.scot/our-approach/accessible-transport/vision-and-priorities-for-2021-2022/taxi-and-private-hire-cars/>

Figure MM: Scotland – Taxis & PHVs – WAV availability

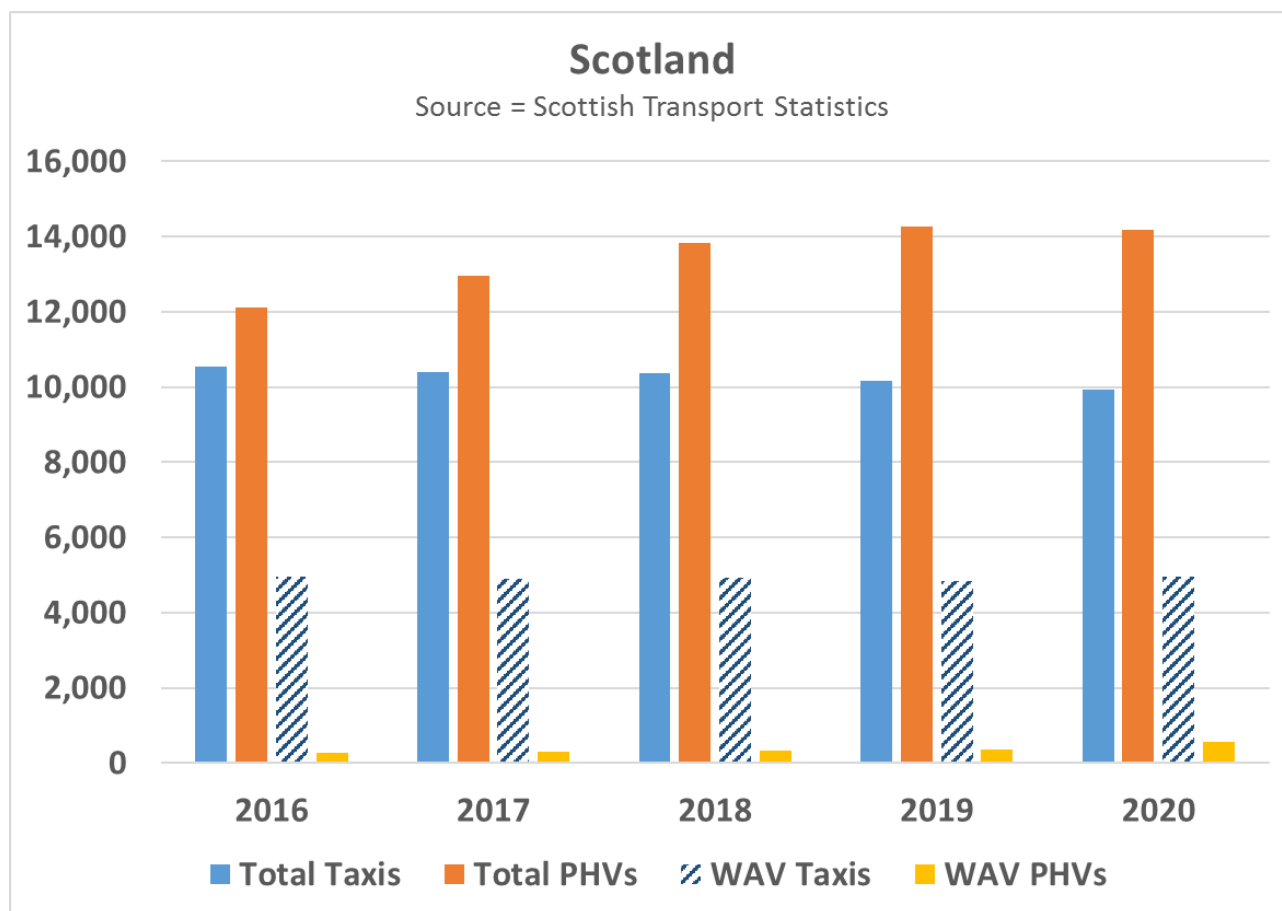
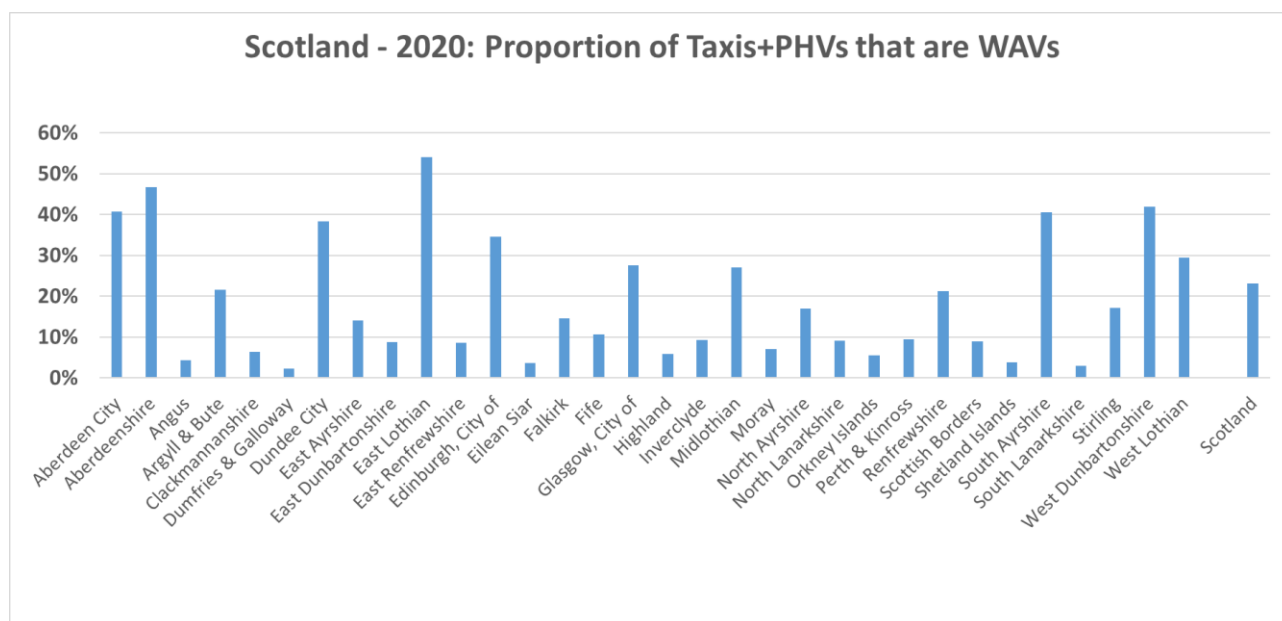


Figure NN: Scotland – Variations in WAV Availability



7.27 In England & Wales, adults with a disability made twice as many trips by taxi/PHV than those without a disability but travelled a similar distance, on average (National Travel Survey).

8. Sample of English Local Authority Policies on Accessibility

- 8.1 Given the legal position and guidance, there does not appear to be any consensus or consistent practice adopted by individual licensing authorities around the proportion of WAVs within the overall taxi and PHV fleet. It is clear that some are awaiting firm direction or clearer legal obligations from central government on the matter, whilst others have opted the all-WAV policy for Hackneys. Scrutiny of the approaches of those authorities that do not have a 100% WAV policy does not unearth any meaningful rationale. The table below reviews a number of these policies.

Table 31: Sample of English Licensing Authority Policies on Accessibility

Authority	Hackney Total (2021)	Hackney Accessible (2021)	Policy Position on Accessibility	Comment
Ashford Borough Council	105	24 (23%)	<p>"The Council does not intend to set a limit on the number of hackney carriages that it licences, since no evidence has been provided of any difficulty arising from this stance. However, all new licences are issued to wheelchair accessible vehicles only...[policy is] specifically designed to encourage new taxis to be accessible in that every new hackney vehicle license plate issued must be wheelchair accessible. Any requirements to provide such access for private hire vehicles are considered less appropriate and in this case private hire operators will simply be encouraged to offer accessible vehicles within their fleet."</p> <p>https://www.ashford.gov.uk/media/xfnao4f/taxi-licensing-policy-dec2020update.pdf</p>	In effect, accessibility levels are to increase as new licenses are issued to Hackney carriages, but no accessibility requirement is applied to PHVs.
Brighton & Hove Council	585	294 (50%)	<p>"Vehicles which conform to the Conditions of Fitness as prescribed by Transport for London, (i.e. purpose built London type hackney carriage vehicles), or vehicles that are M1 ECWVTA (EC Whole Vehicle Type Approved) and wheelchair accessible, must be new at first licensing. All new or replacement multi-seater vehicles (vehicles capable of carrying 5 to 8 passengers) must be wheelchair accessible."</p> <p>https://www.brighton-hove.gov.uk/sites/default/files/migrated/article/inline/docforms/Accessibility%20Policy.pdf</p>	Brighton's 50% accessibility rate has reached a high level with a direct requirement for accessibility in larger vehicles (5 to 8 passengers) – this size includes the TX type vehicle.

Authority	Hackney Total (2021)	Hackney Accessible (2021)	Policy Position on Accessibility	Comment
Chesterfield Borough Council	140	122 (87%)	<p>"The Council is committed to social inclusion and ensuring a wide variety of opportunities is available to disabled residents to enjoy a high quality of life; therefore newly licensed hackney carriage vehicles are required to be wheelchair accessible... Hackney Carriage vehicles must be wheelchair accessible when presented for their first test (except for vehicles to which plates 101-136 inclusive are to be transferred). A wheelchair accessible hackney carriage must be either a purpose built hackney carriage vehicle no more than 3 years old from the date of first registration when first licensed by the Council or, if adapted as a hackney carriage, be no more than 6 months old from the date of first registration when first licensed by the Council."</p> <p>https://www.chesterfield.gov.uk/media/1475597/hackney-carriage-and-private-hire-licensing-policy-2020-policy-amendments.pdf</p>	The policy allows for 35 existing Hackney plates to remain non-accessible, though in practice only 18 are not WAVs.
Middlesbrough Council	229	53 (23%)	<p>"The Council is in favour of a mixed fleet of wheelchair accessible hackney carriages and saloon vehicles and has therefore restricted the number of saloon vehicles that are to be licensed as hackney carriages, which at the time of writing this policy is 190, through the adoption of a revised vehicle specification for new applications. Therefore, only saloon hackney carriages will be permitted to be replaced by another saloon vehicle. Wheelchair accessible vehicles must be replaced with another wheelchair accessible vehicle." All new Hackney vehicles "shall accommodate a minimum of one passenger in a wheelchair (reference) and must be either, purpose built or converted prior to first registration."</p> <p>https://www.middlesbrough.gov.uk/sites/default/files/Taxis-taxi-licensing-policy-2019.pdf</p>	In Middlesbrough, accessibility is stimulated by a restriction on the numbers of saloon vehicles that can obtain a Hackney plate.

Authority	Hackney Total (2021)	Hackney Accessible (2021)	Policy Position on Accessibility	Comment
Reigate & Banstead	97	31 (32%)	<p>"The following Hackney Carriages must be wheelchair accessible (capable of carrying a person seated in a wheelchair):</p> <p>Nos. 54-60 (inclusive),</p> <p>Nos. 71-75 (inclusive),</p> <p>Nos. 76 and above"</p> <p>https://www.reigate-banstead.gov.uk/download/downloads/id/544/private_hire_policy_and_conditions</p>	This policy is designed to ensure that a core of at least 12 vehicles (16%) are accessible and tied to specific licence numbers. Assuming the fleet does not fall below 71 vehicles in total, all new vehicles must be accessible as well.
South Somerset Council	114	40 (35%)	<p>"It is the policy of the licensing authority that all hackney carriages should be accessible to disabled people (including – but not only – people who need to travel in a wheelchair). For this reason all new vehicle applications will be restricted to purpose built wheelchair accessible vehicles (WAV's). This is subject to review after 12 months or when 20% of the total Hackney carriage fleet is made up of fully wheelchair accessible vehicles."</p> <p>https://modgov.southsomerset.gov.uk/documents/s10729/Wheelchair%20Accessible%20Vehicles.pdf</p>	In 2016, when this policy was adopted, South Somerset had 175 hackneys of which 20 (11%) were accessible. The policy stimulated a growth in the quantity of accessible hackney numbers during a period when overall hackney numbers declined.
York City	181	56 (31%)	<p>Accessibility is a condition of licence "No's. 121 to 140 inclusive and from number 159 onwards...The Council awaits the publication of Government's quota on wheelchair accessible vehicles."</p> <p>https://www.york.gov.uk/downloads/file/137/taxi-licensing-policy</p>	Similar position to Reigate & Banstead – this is designed to ensure that a minimum of 13% are accessible up to 158 fleet total, and the % increasing with any new licences over this.

We note some licensing authorities have achieved a high level of Hackney accessibility without any proactive policy toward accessibility such as Sefton (41%) and Leeds (48%).

Appendix C: Minimum Age for Drivers

1. Introduction

- 1.1 Advice requested in respect of the potential to lower the minimum age of taxi drivers to 18.

2. Context

- 2.1 The States Environment & Infrastructure Committee has agreed to a request to lower the minimum age for bus drivers to 18 (unlike Jersey).
- 2.2 To bring this into effect, two pieces of legislation need to be amended;
- 2.3 The driving licence legislation in relation to the age specified for category D
- 2.4 The PSV permit legislation which currently stipulates the minimum age that someone can hold a PSV permit. If this minimum age is changed, this will affect taxi drivers as well as bus drivers.
- 2.5 Law Officers have suggested that the PSV permit legislation could be amended to stipulate 18 for bus drivers and 20 for taxi drivers.

3. Comment

- 3.1 Whilst feasible, the Law Officers' suggestion appears irrational in that it would lower the minimum age for driving a heavier, larger and inherently more dangerous vehicle, compared to a lighter and smaller taxi. One can assume that the original aim of a minimum age was to reflect the generally higher traffic accident rate that is associated with younger, particularly male, drivers. However, the limited evidence does suggest that driving professionally when younger is associated with lower risk than driving non-professionally. Younger owner-drivers have fewer accidents than employed drivers but the difference appears marginal. In general the accident research around this group does not support the view that younger taxi drivers are significantly more accident prone – whilst they may have some more accidents this correlates more with lack of experience rather than age per se. By contrast, age is clearly a factor in higher accident rates amongst older (65+) drivers.
- 3.2 The lack of statistical evidence may be because of the relatively few younger taxi drivers in post. For example an Australian Report on Taxi Drivers and Road Safety stated:

"The distribution of accidents involving a taxi vehicle by age indicates differences between taxi drivers and the general public. The problem of the high number of accidents in young drivers is not evident for taxi drivers, but this is almost certainly due to the small number of taxi drivers within this age group (only 4 of the 165 drivers responding to the survey were aged 25 or less). As the average age of taxi drivers surveyed was 41 years, it is

interesting to note that the highest percentage of accidents involving taxi vehicles occurs in the age group below this, that is, the 30-39 age range."

- 3.3 We note that DfT guidance recommends against setting minimum age limits. In the latest guidance (consultation version) it states:

Age limits

6.17 It is not appropriate to set a maximum age limit for drivers. Medical fitness to drive should be regularly assessed (see 6.9 - 6.11). Minimum age limits, beyond the statutory periods for holding a full driver licence, also seem inappropriate. Applicants should be assessed on their merits, and to do otherwise may in any case be contrary to the Equality Act 2010, unless such restrictions can be justified in the public interest.

- 3.4 A search of around 20 or so licensing authorities suggests that many state the minimum age as 18, and a smaller number state 21. Bradford has changed from 21 to 18. Some do not state any minimum age at all (in line with DfT guidance).
- 3.5 The more important criteria is the need for the applicant to have held a full driving licence for a minimum period (usually 12 months) but some authorities, where a 21 age limit applies, require this to have been held for 2 or 3 years. Guernsey does not require its applicants to have held the basic licence for any minimum period but as it requires a "stringent" on-road test this is surely less critical. On this basis our view is that a reduction to 18 would be perfectly acceptable.
- 3.6 However, we do suggest that the States should introduce a rule that the basic full driving licence must have been held for a 12 month minimum period. This will push the effective age of applicants up in any case.
- 3.7 Examples of licensing authorities permitting 18 year olds to drive:

Huntingdonshire: *"To drive a taxi or private hire vehicle you must be at least 18 years old... and have held a full driving licence for at least 12 months."*

Bristol: *"You can apply to become a taxi driver if you're over 18 years old and you've held a full DVLA driving licence for at least 12 months."*

Newcastle: *"You must be over 18 years of age to apply. You must have held a full DVLA driving licence for at least 12 months."*

Erewash: *"There are no minimum or maximum age limits for applicants who wish to hold a Hackney Carriage/Private Hire driver's licence with Erewash Borough Council. However, applicants must have held a full, current driving licence for at least 12 months."*

Bradford: *"The minimum age for drivers has been reduced from 21 to 18 years of age, subject to the driver holding a full licence for a minimum period of 1 year in line with legal requirements."*

Highland: 18 with licence held for 12 months

- 3.8 We are aware that there has been a suggestion for issuing licences to younger drivers subject to their being apprenticed to an existing driver or company. Whilst we understand the intention behind this suggestion (to do with making it easier for drivers to join the industry) we think that it would be bureaucratic and likely to lead to disputes which would add to the regulatory workload. We consider such an approach would not be cost-effective.
- 3.9 The proposal to reduce the age limit for taxi drivers could have a positive effect on recruitment into the industry although this will be at a very low level. As with the proposed lowering of the minimum age of bus drivers to 18, the barrier to entry is likely to be the cost of insurance. However, we note that at least two brokers in the UK explicitly advertise that they are specialists in obtaining insurance cover for younger taxi and private hire drivers. So there clearly is enough experience of younger drivers and their accident record for it not to be prohibitively expensive.
- 3.10 If there remain some concerns, it would be worth reviewing the content of the driving test and any associated training. The research message is that a focus on driving skills alone can paradoxically reinforce the younger driver's perception of their immunity from an accident – what is required is material and/or engagement that counters such optimism bias which is more prevalent amongst young people.

Recommendation

- 3.11 Reduce the minimum age for all PSV driving to 18, but with a requirement that the applicant must have held a full Category B driving licence for at least 12 months.

Appendix D: User Survey

User Survey February 2022

GUERNSEY TAXI REVIEW

Document Management

Version	3
Prepared by	SW
Approved by	JT
Issue Date	07/04/22

About the Survey

An online survey of adults (aged 16 and over) open to residents in the Bailiwick of Guernsey or visitors to Guernsey.

Data collection took place between 11 February and 28th February 2022.

1,779 eligible respondents, including 1,711 residents of Guernsey, and 68 visitors to Guernsey.

Survey weights were used to correct for differences in age and gender between the sample of respondents and the adult population.

Fewer young people and those above 75 years of age completed the survey.

The survey was completed by a wide range of people and the large sample size allows for sub-group analysis

There was a large number of useful free text comments – these are reported fully in a separate note.

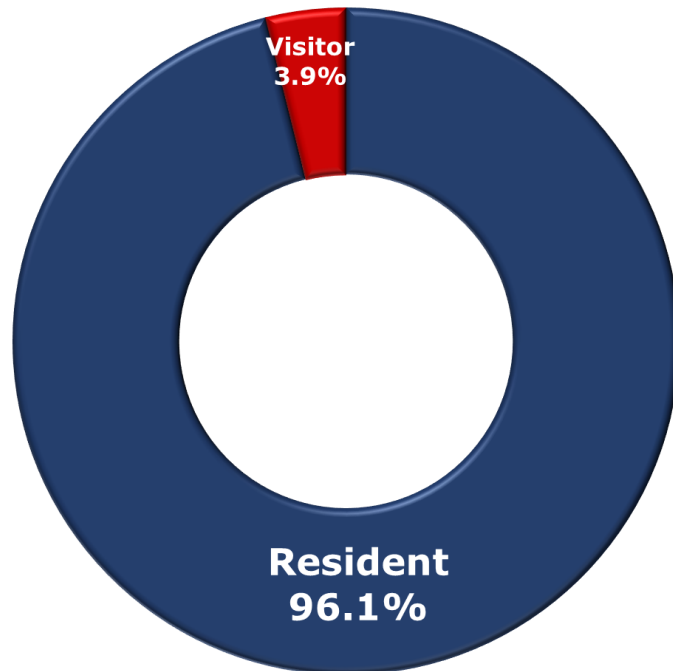


Part One

SURVEY RESPONDENTS

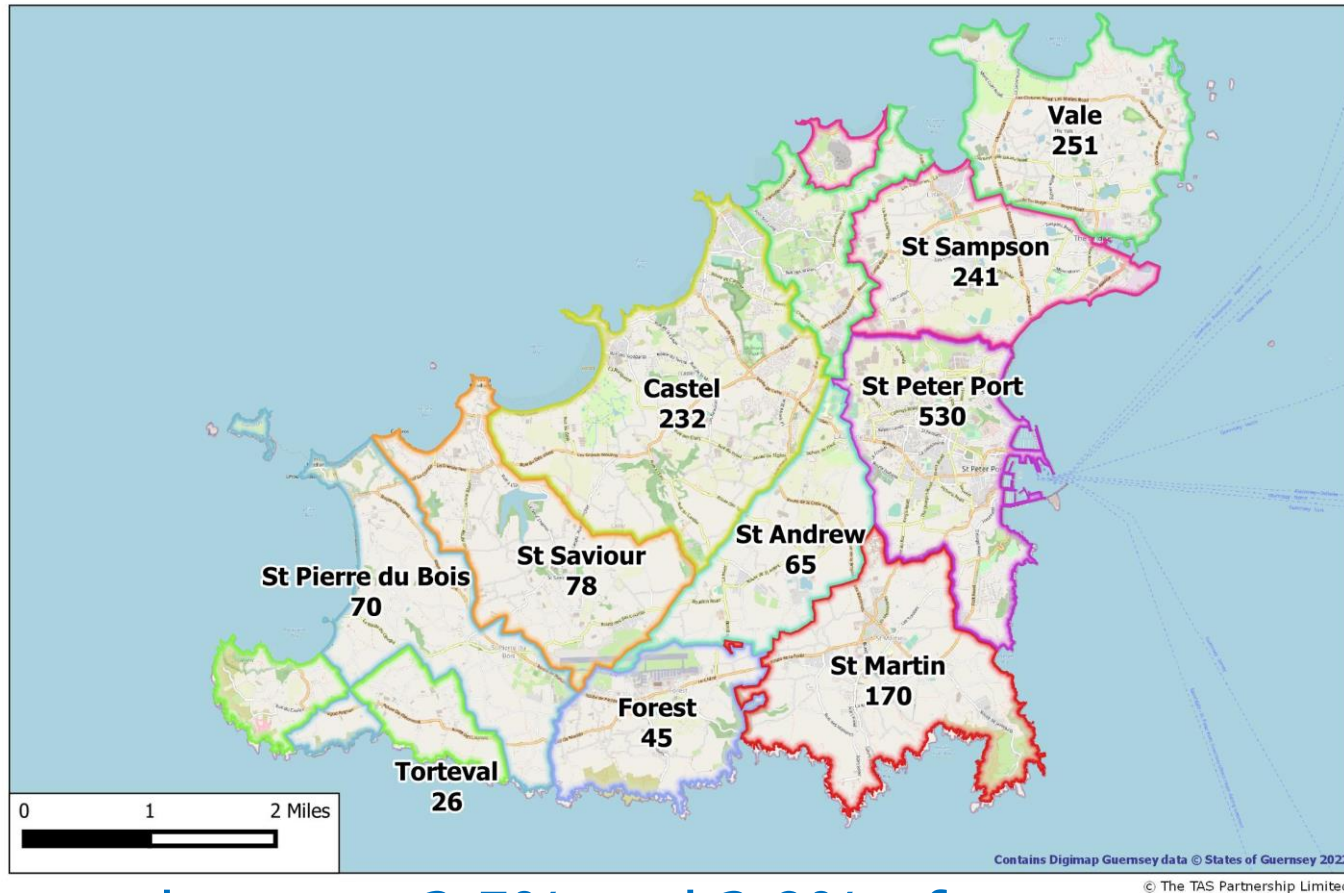


Residents vs. Visitors



- Only 3.9% of respondents were visitors
- Numbering 68 respondents
- Too small a sample for meaningful analysis
- Probably a function of a February survey

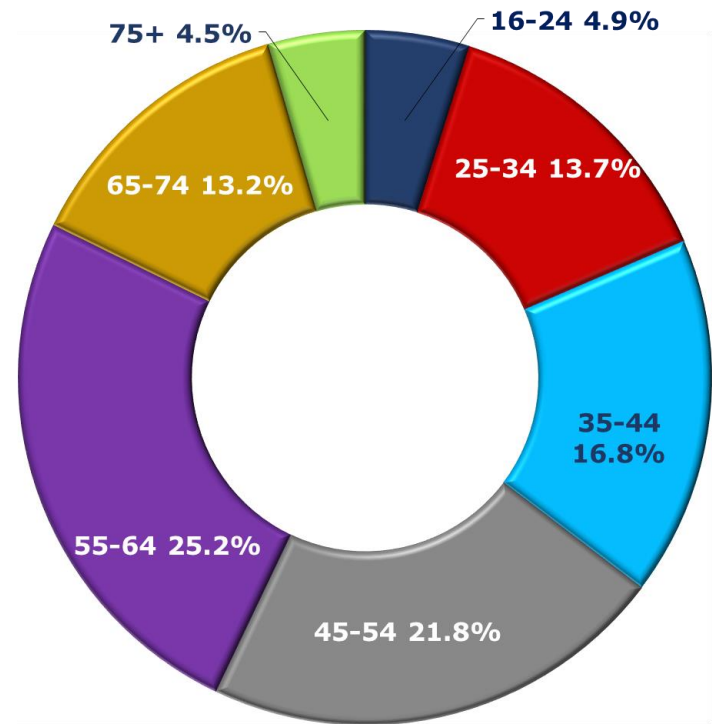
Respondents by Parish (Residents Only)



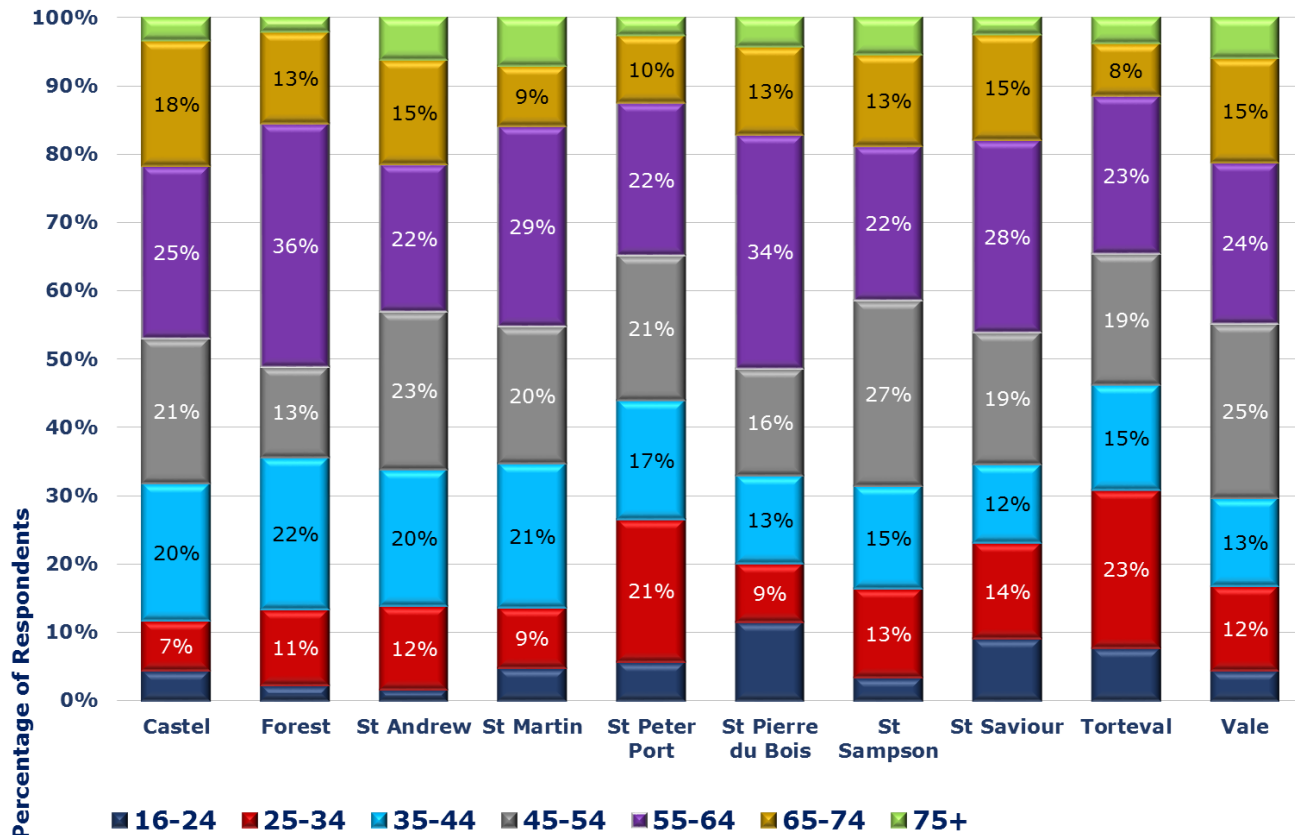
- Consistent -between 2.5% and 2.9% of population in each parish
 - Except for St. Pierre du Bois (3.4%)

Age Group

- Is this representative of taxi users?
 - Or those most likely to complete surveys?
- 47% aged 45-64
 - Suspect this isn't the core taxi market...
 - In England 21-29 is key age group – make 50% more taxi trips than overall average
 - Is lack of 'normal' PHV market a factor?

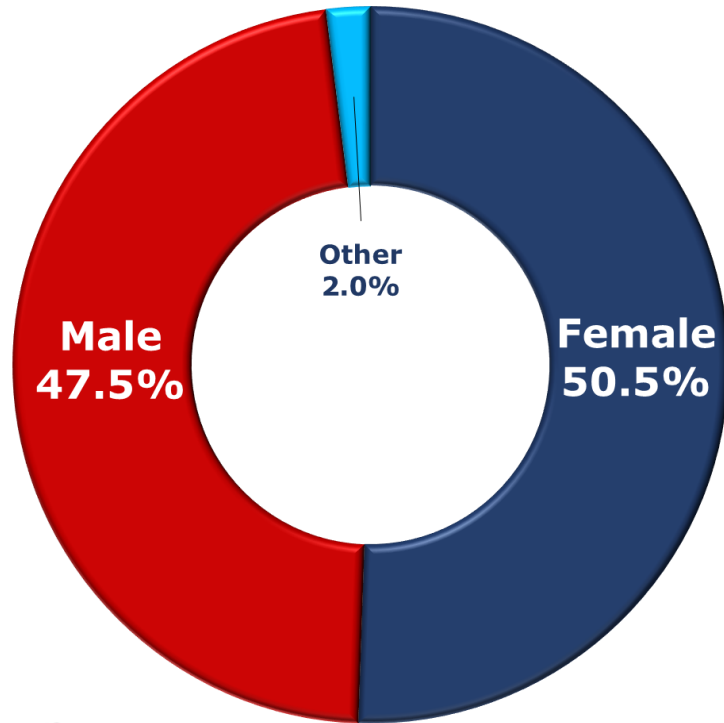


Age Group by Parish



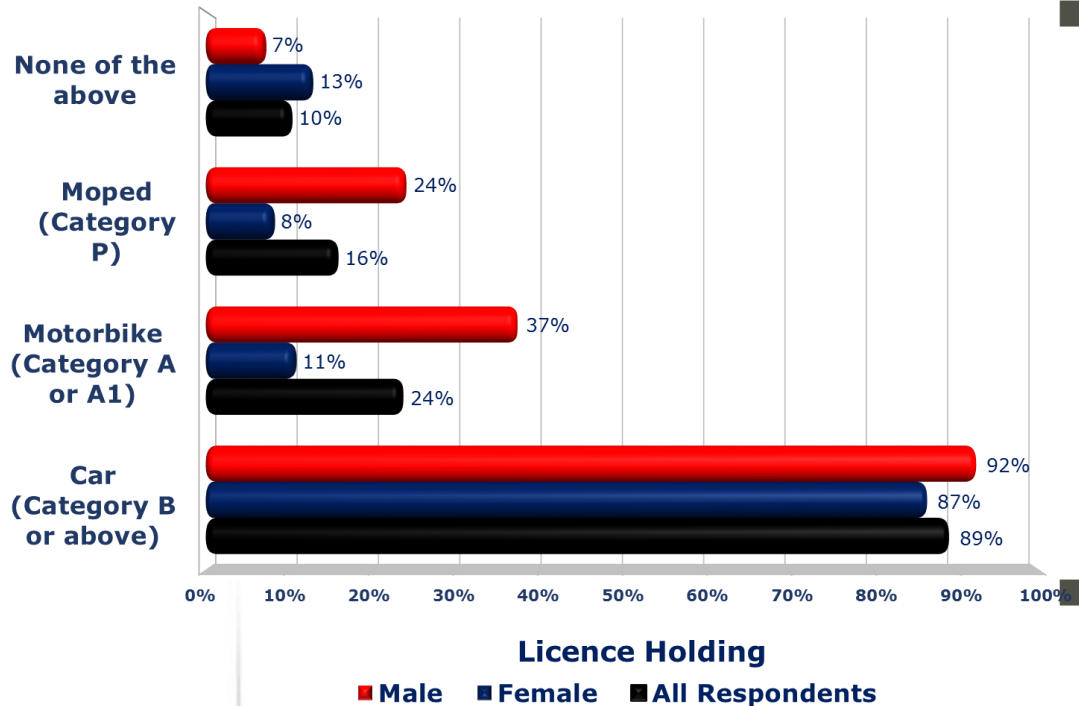
- Younger users concentrated in St Peter Port and Torteval
- Few younger users in Castel and St Martin
- Note dominance of 55-64 age group in Forest, St Martin and St Pierre du Bois

Gender



- Slight female bias
 - But less than in England generally where females account for 56% of all trips by taxi (National Travel Survey)

Which Licences Do Respondents Hold?



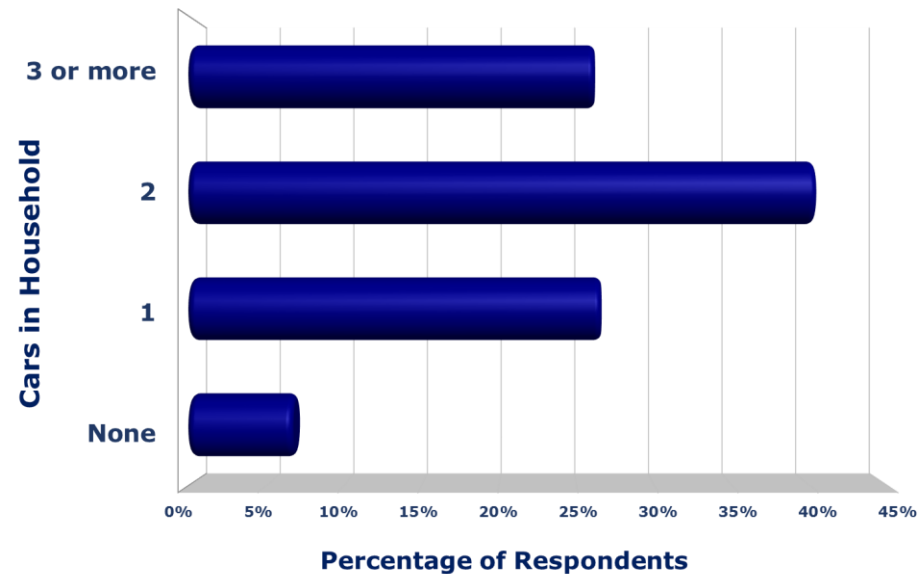
- Very high rate of car driving licence holding
 - Much higher male holding of 'two wheel' licences
 - Cat P is included with Cat A or B entitlement so may not be separate entitlement

10% have no licence (13% of females)

- 28% in UK (with heavy London bias)

Number of Cars in the Household

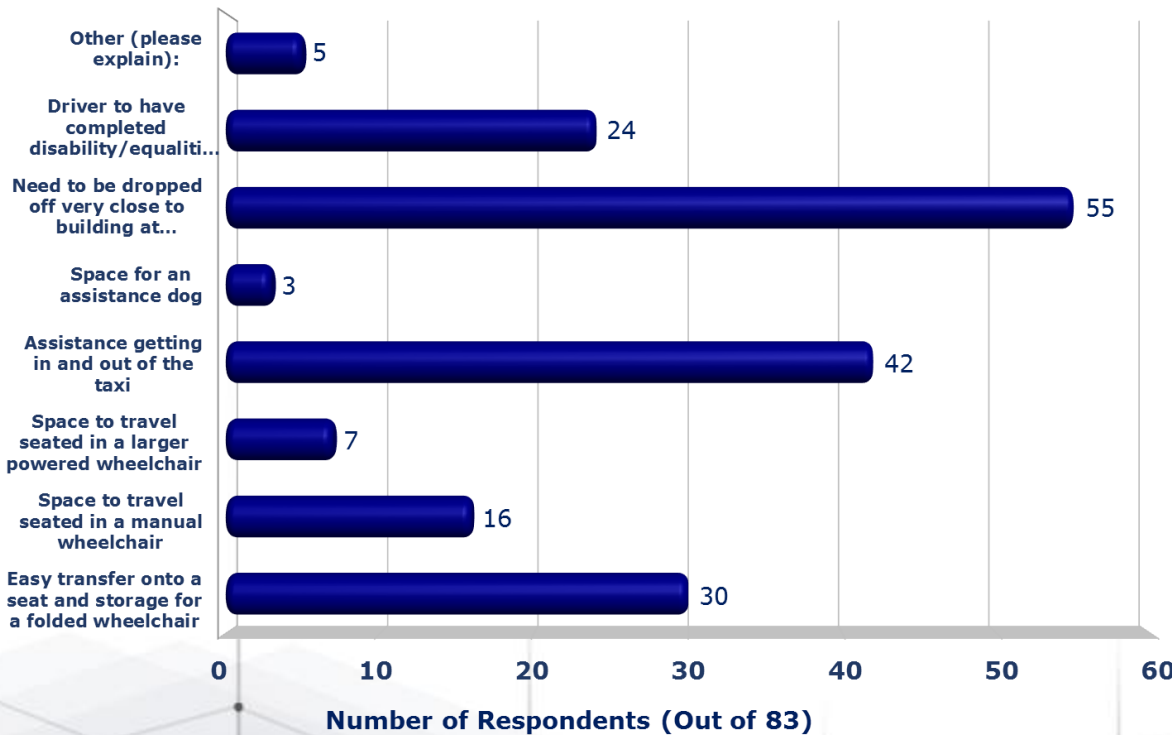
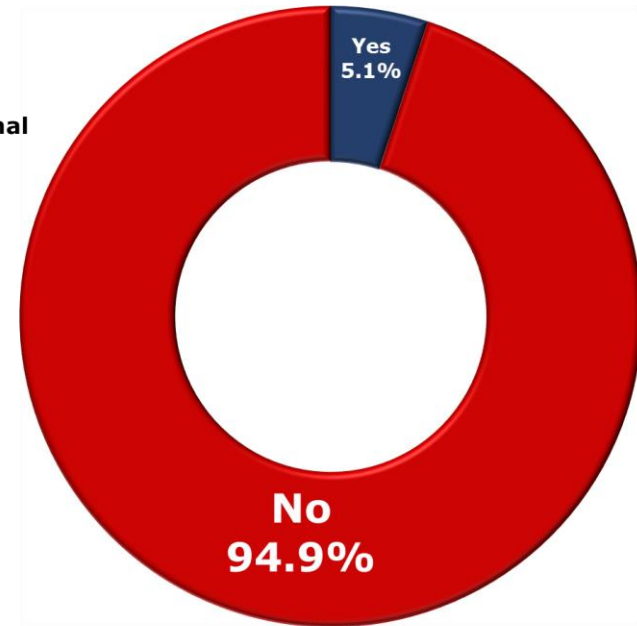
- Broadly two thirds are in multi-car households
- Only around 6% in households without a car



Mobility Needs

83 had special requirements
Notably very close access to
destination
And help getting in and out

Do you, or does
someone you travel
with, need to use an
accessible vehicle,
and/or need additional
assistance from the
driver?



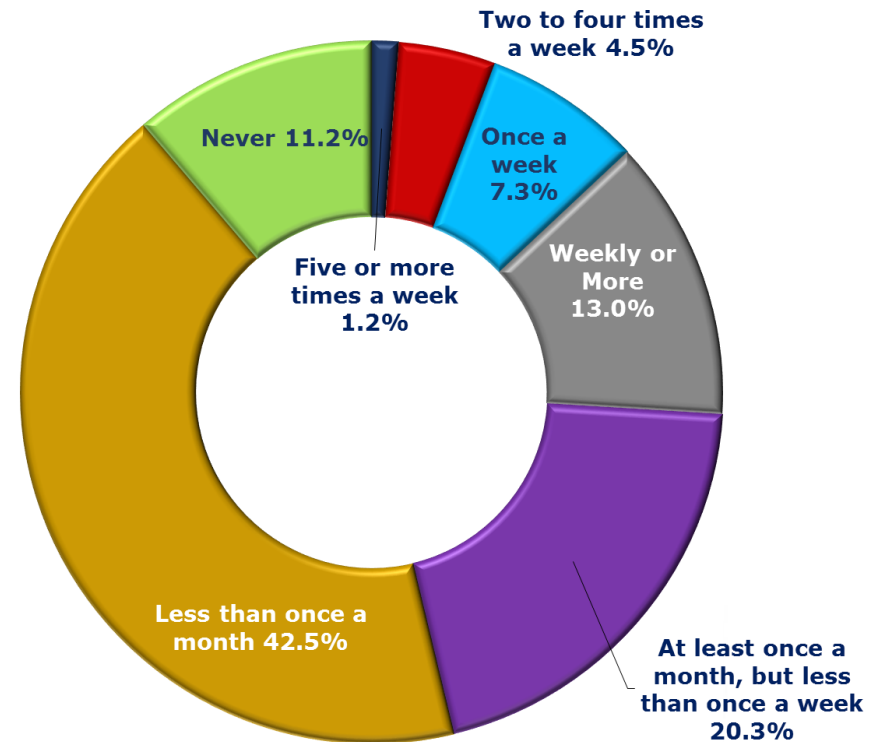
Part Two

USING TAXIS

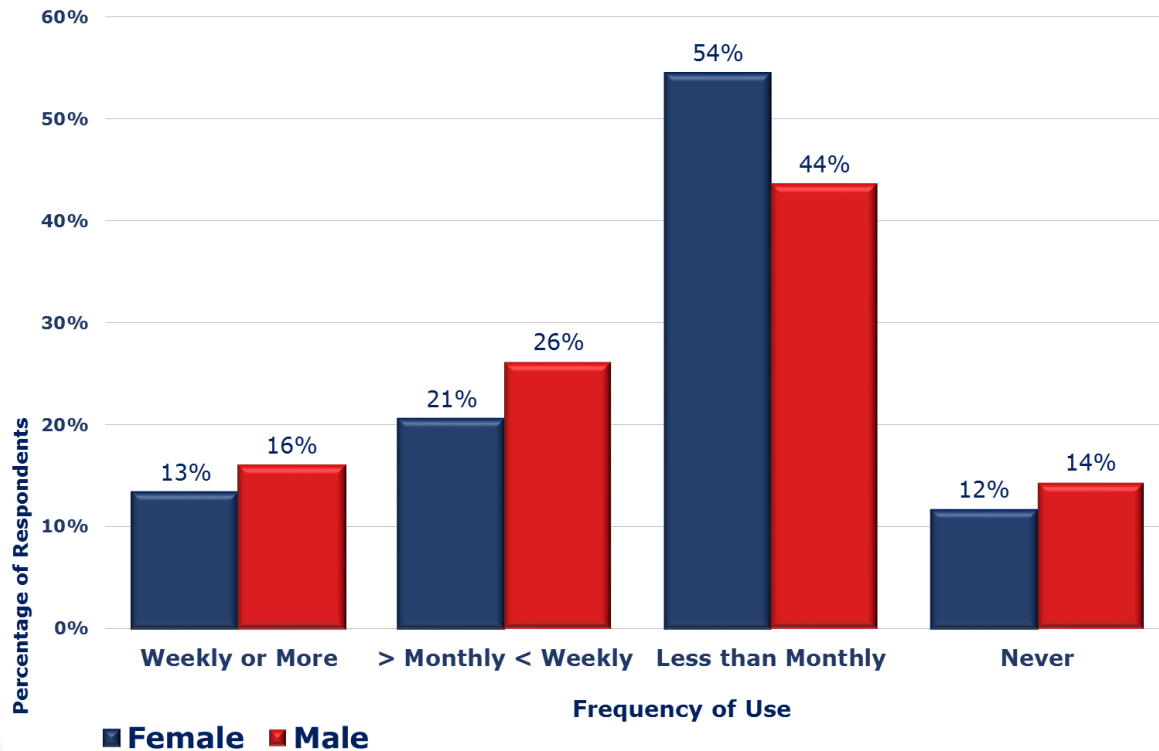


Frequency of Use

- Over 40% are infrequent users – less than monthly
- < 5% use taxis more than weekly
- 11% of respondents don't use taxis at all

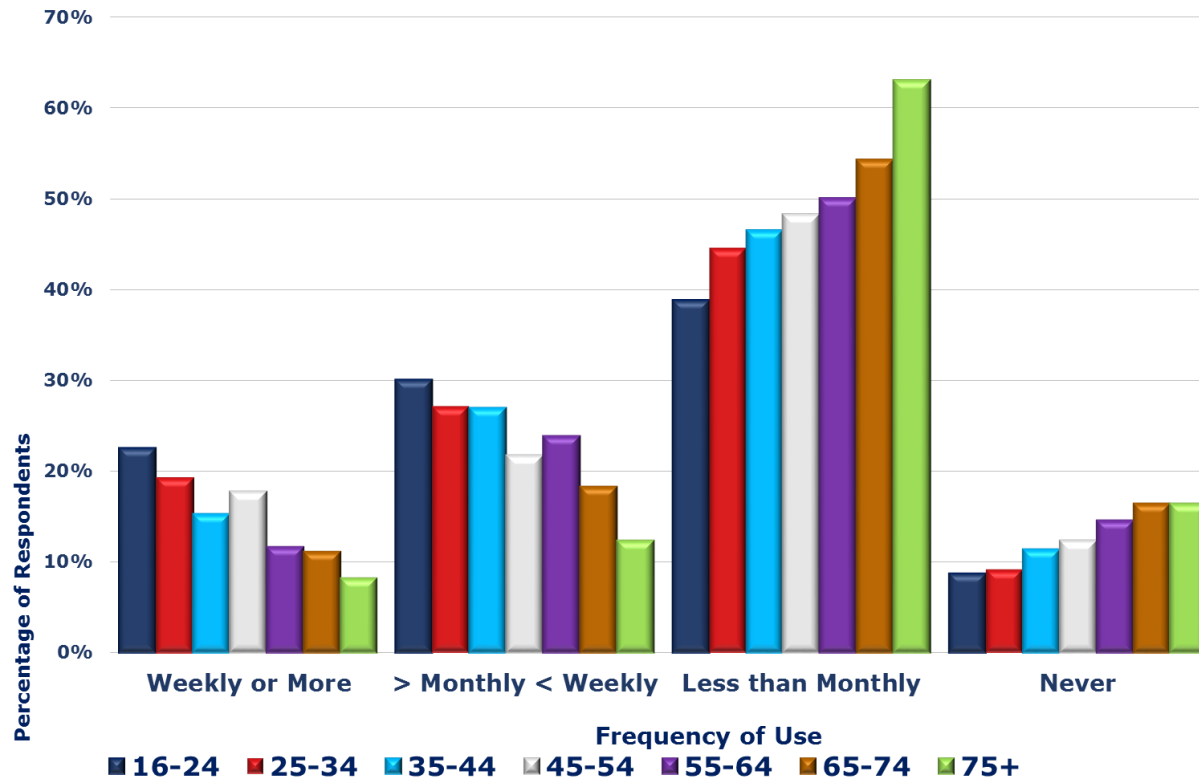


Frequency of Use by Gender



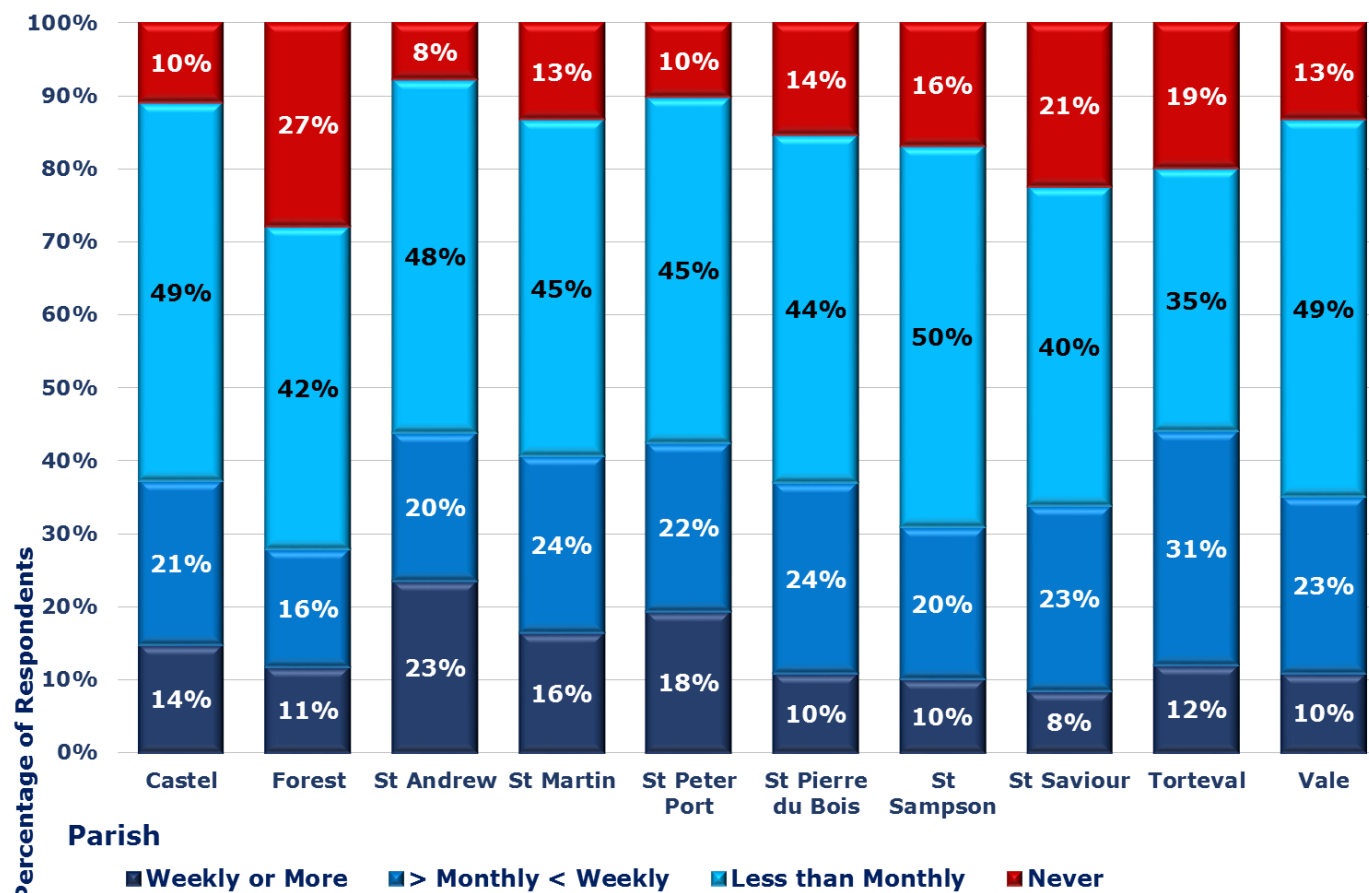
- Males are more likely to be regular users
- Far more females use taxis less than monthly

Frequency of Use by Age Group



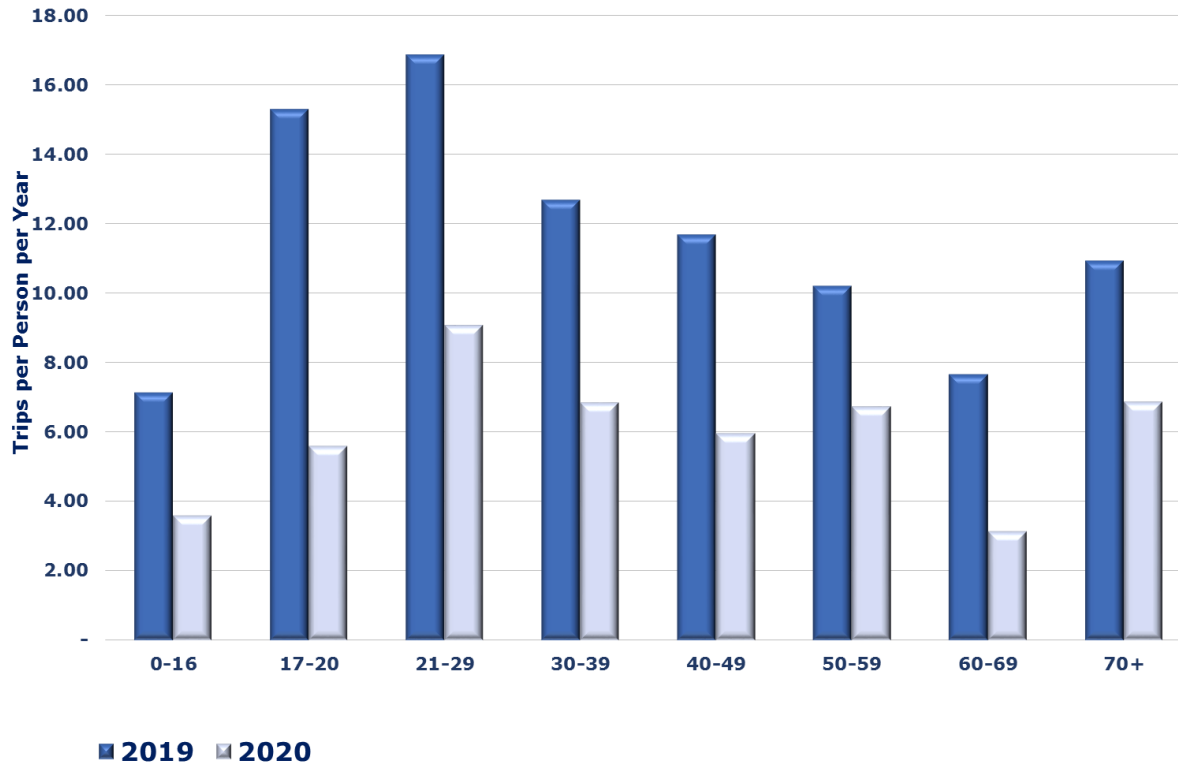
- Generally frequency of use declines with increasing age
- Older age groups more likely to be non-users

Frequency of Use by Parish



More non-users in Forest and St Saviour
 High proportion of frequent users in St Andrew
 Proportion of infrequent users consistent except in Torteval

UK Covid Impact



Don't know how transferable this finding is to Guernsey
Guernsey Survey carried out in Feb 2022 in very different circumstances to 2020 (no lockdown etc.)

English National Travel Surveys 2019 & 2020

Taxi use down 46% 2020 compared to 2019

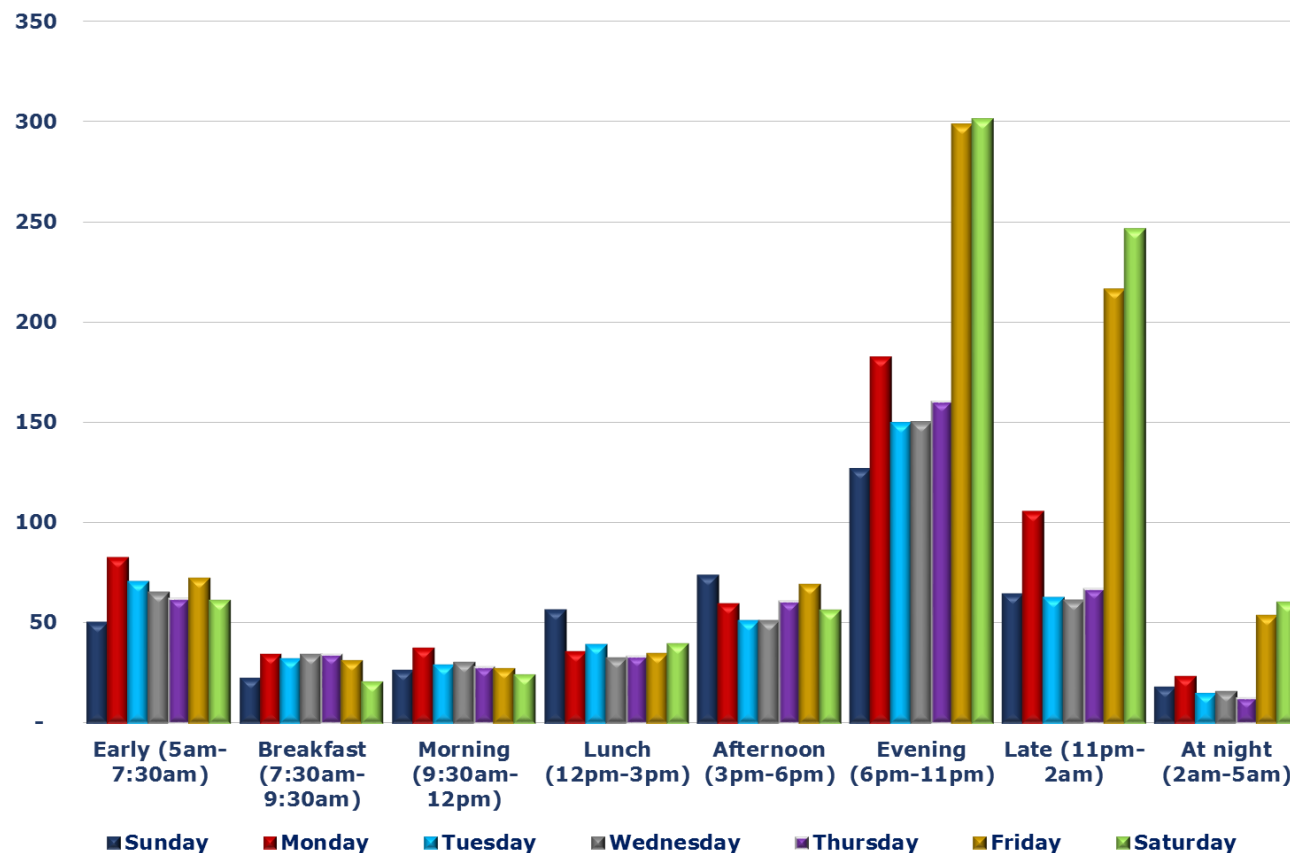
- lesser decline than buses and trains

Greater decline in younger age groups

- restrictions on night time economy



Pattern of Use by Day of Week



Huge concentration late Friday/Saturday

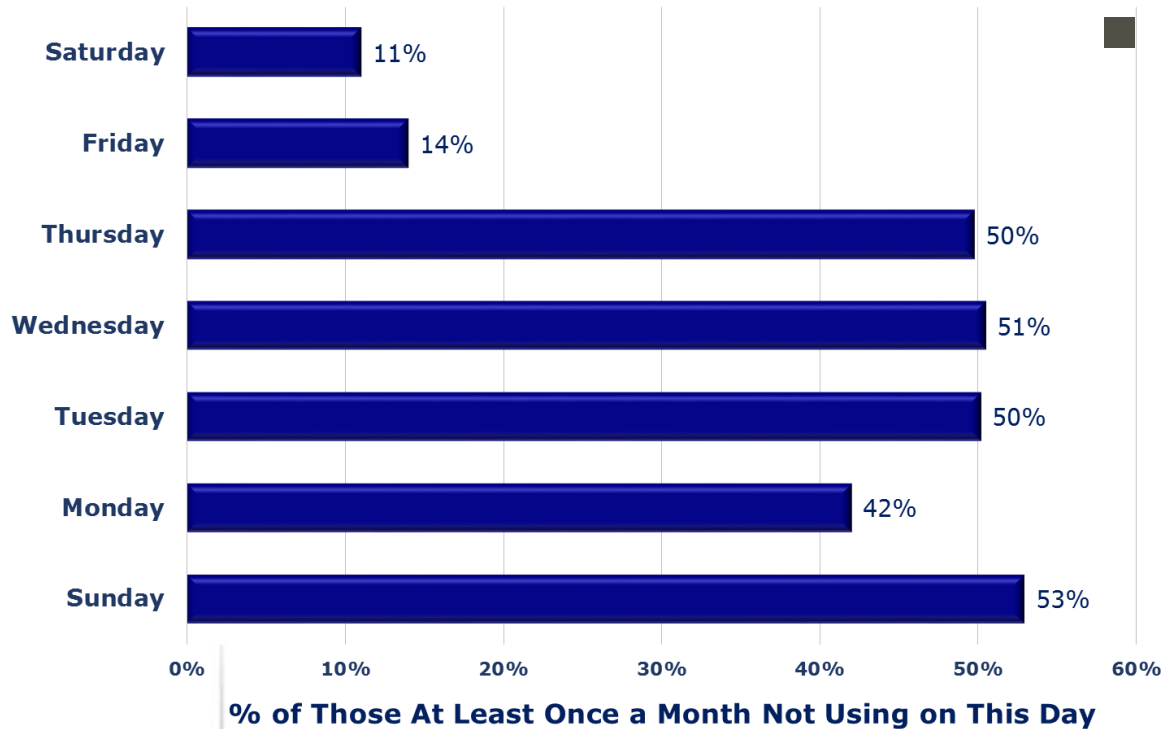
Note also evening 'spike' on Mondays

Early morning demand notable

Demand very suppressed between 0730 and 1200



On Which Days do you NOT use taxis?



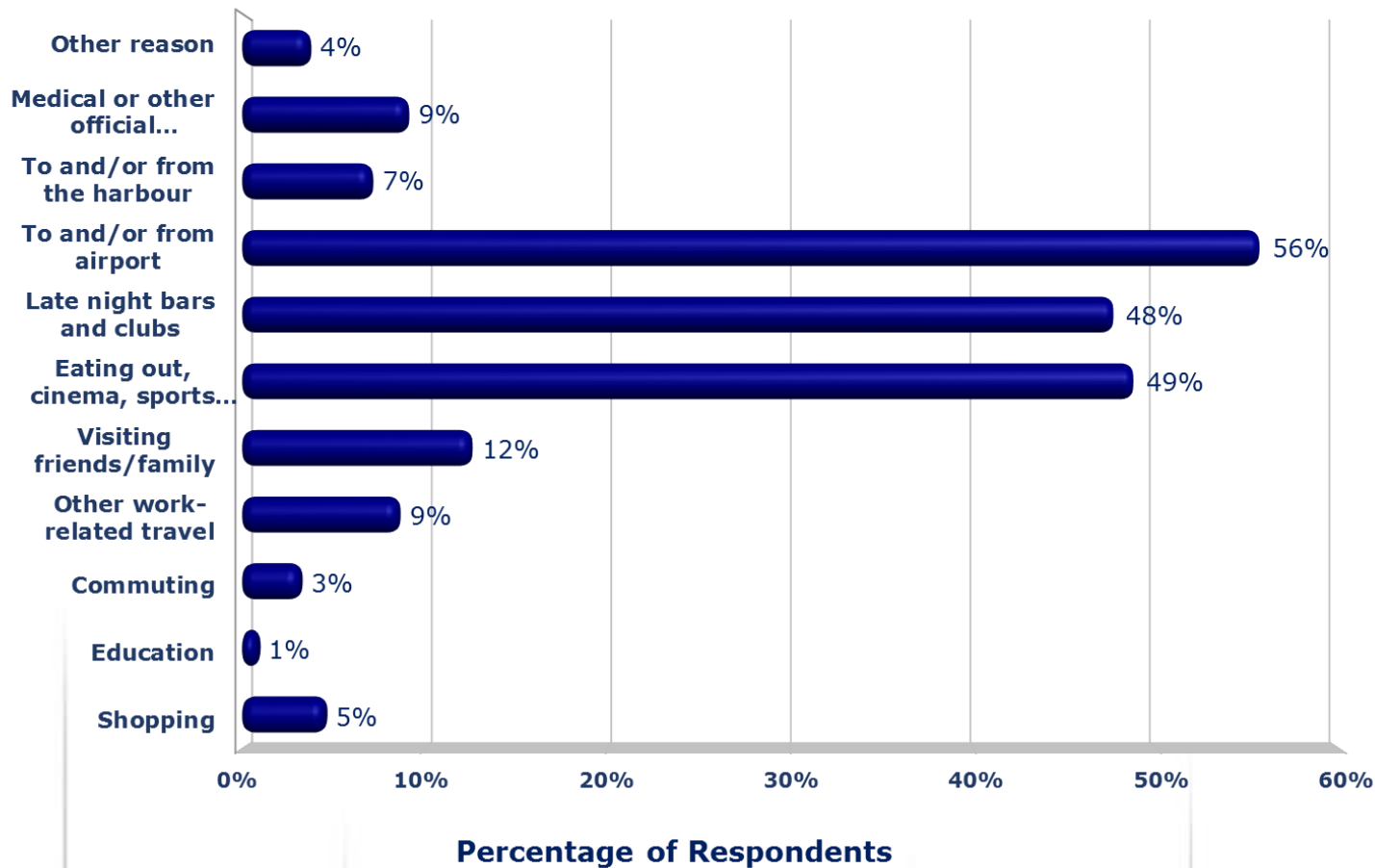
Roughly half of respondents do not use taxis Tuesday to Thursday nor on Sunday

- Note the Monday difference
- Friday and Saturday difference

Asked of those who had used taxis at least once per month

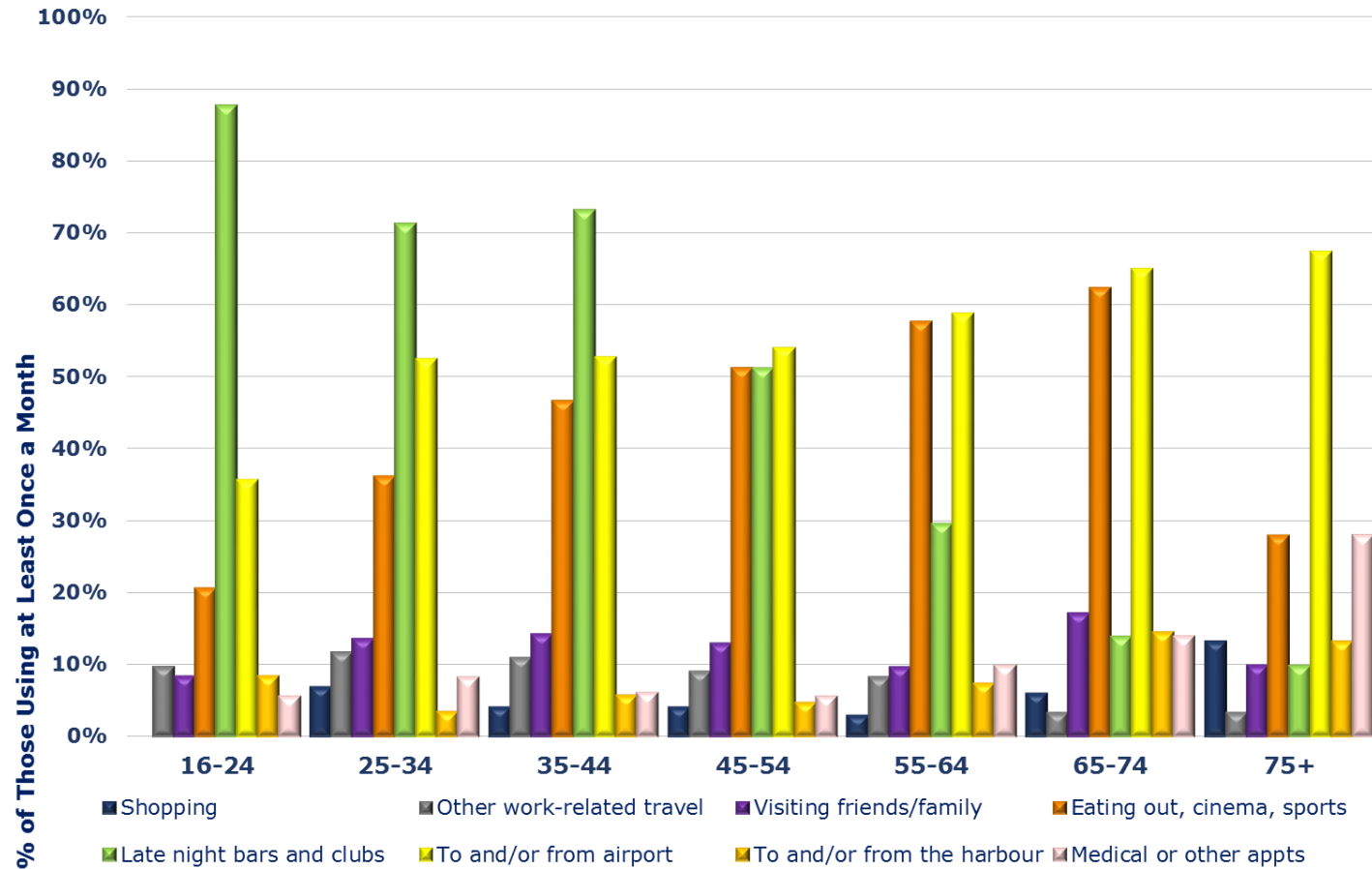


Reasons for Using Taxis

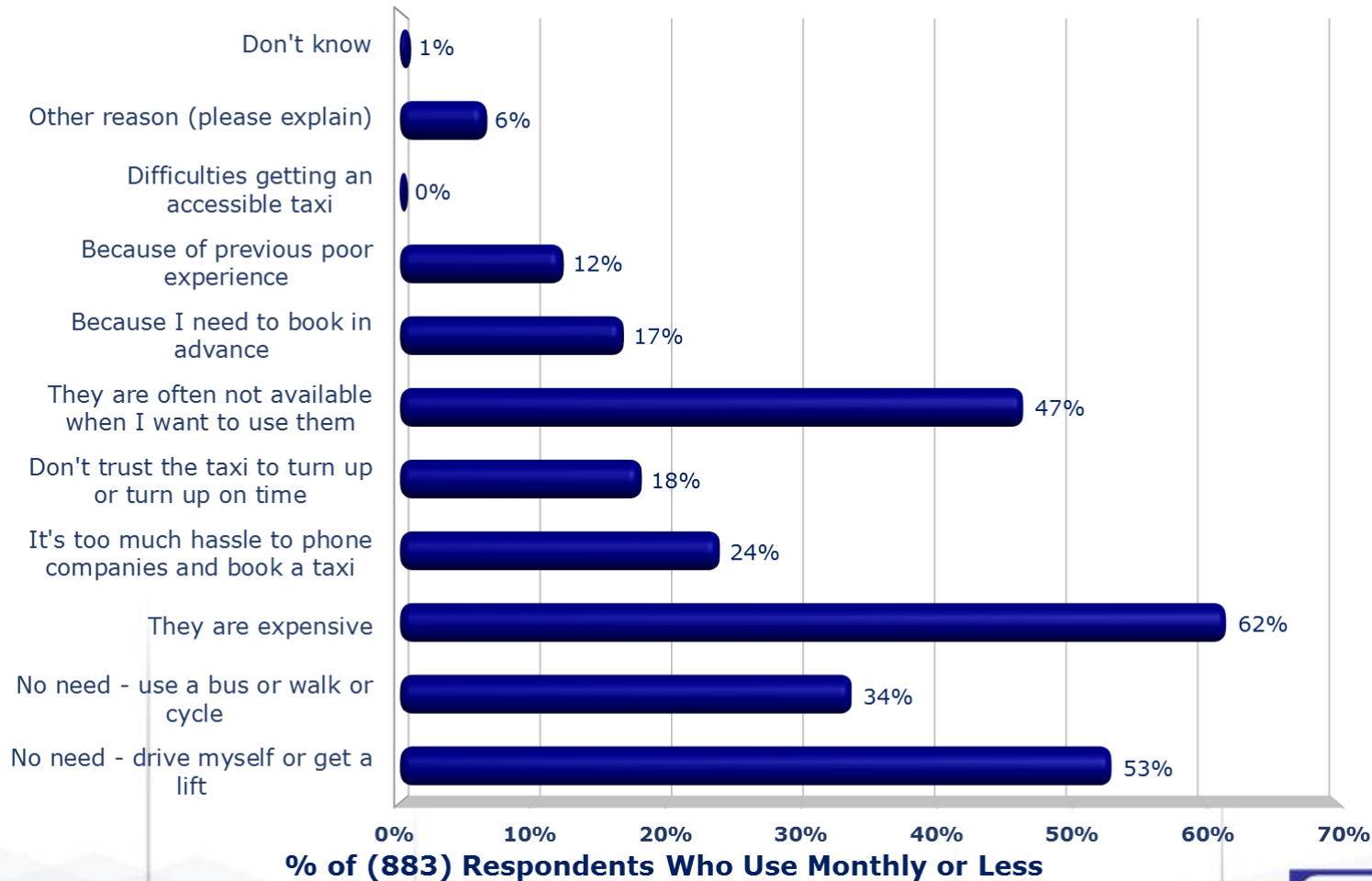


Airport trips are main reason
But not the same as frequency of travel

Reasons by Age Group



Infrequent Users – Why Don't You Use Taxis More?



Availability is a deterrent as well as price

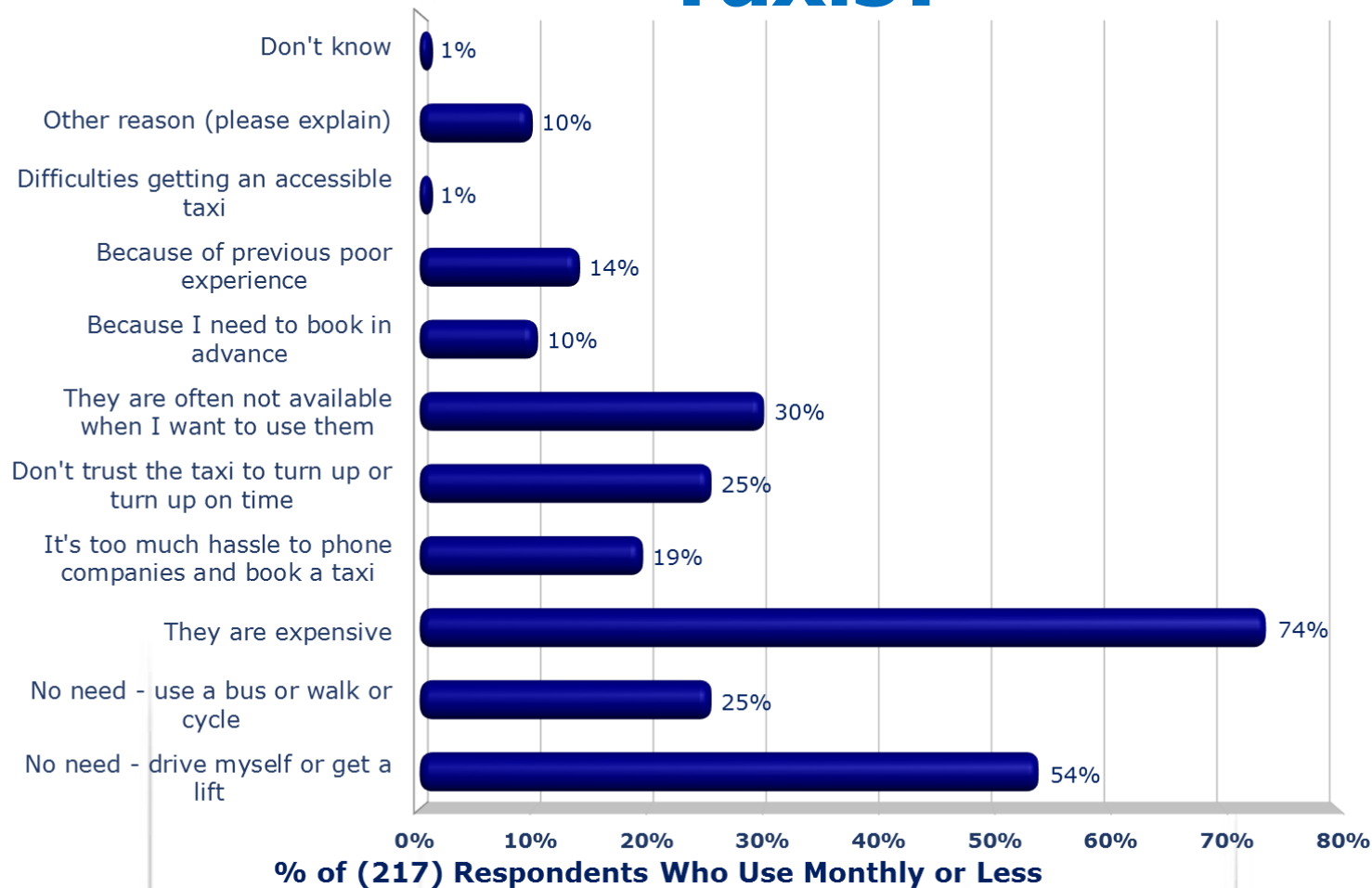


Infrequent Users – Why Don't You Use Taxis More?

- "I'm worried whether drivers are vaccinated" F 55-64
- "We take turns for any journeys amongst family and friends, rather than put the money for a taxi. Some have had mixed experiences of taxis not coming at the booked time, thus causing anxiety or problems with late arrival at destination" F 55-64
- "It's almost impossible to get a taxi at the airport for late flight arrivals. The main providers will not take bookings to meet arrivals. Same at the harbour." F 65-74
- "I'm tired of needing one and having to spend half an hour ringing round just to listen to twenty-one forty-year-old blokes hiss through their teeth and tell me there's nothing available. For how much we're expected to pay, they should be tripping over each other to come and take business - simple booking through an app with twenty-four hour cover" M 25-34



Non-Users – Why Don't You use Taxis?



Price is the main deterrent

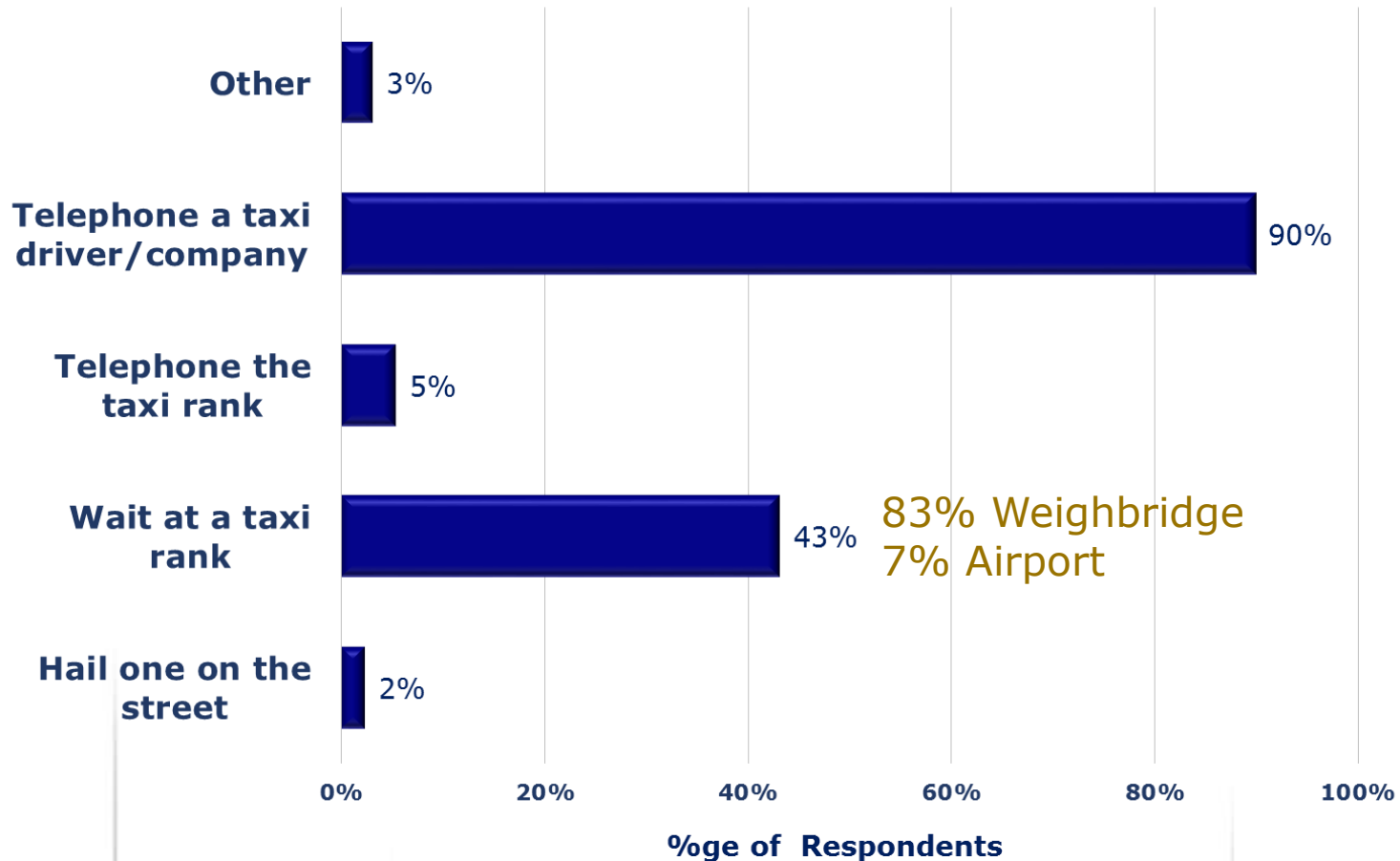
Note similar profile to infrequent users



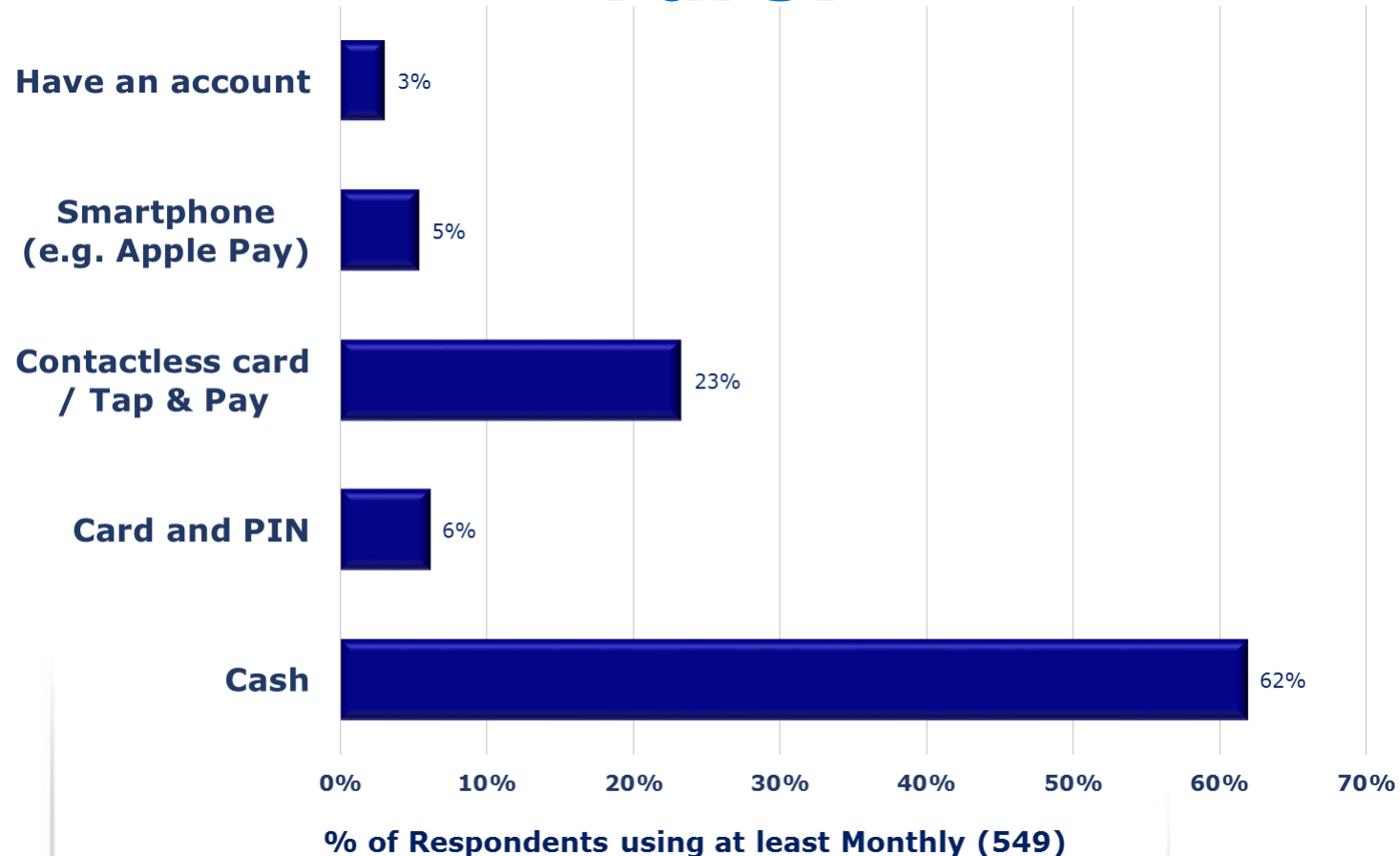
Non-Users – Why Don't You use Taxis?

- "I think the standard of taxi drivers is shocking - certainly wouldn't get in a car with one." F 45-54
- "Anxious about being lone female in a car with a stranger who has control of that vehicle, where it goes, etc." F 35-44
- "It's genuinely impossible to get one when you want one, you can ring up every taxi company hours in advance and still not get a lift. For all practical purposes taxis do not exist as a service in Guernsey." M 25-34
- "It is cheaper to rent a car for the day than return fare from airport to SPO" M 55-64
- "They are never available when you need them. Or are not working." M 65-74

How do You usually Arrange a Taxi?



How do You normally Pay Your Fare?



Payment in Cash is Still the Norm

- driven by drivers only accepting cash
- or charging extra for card use

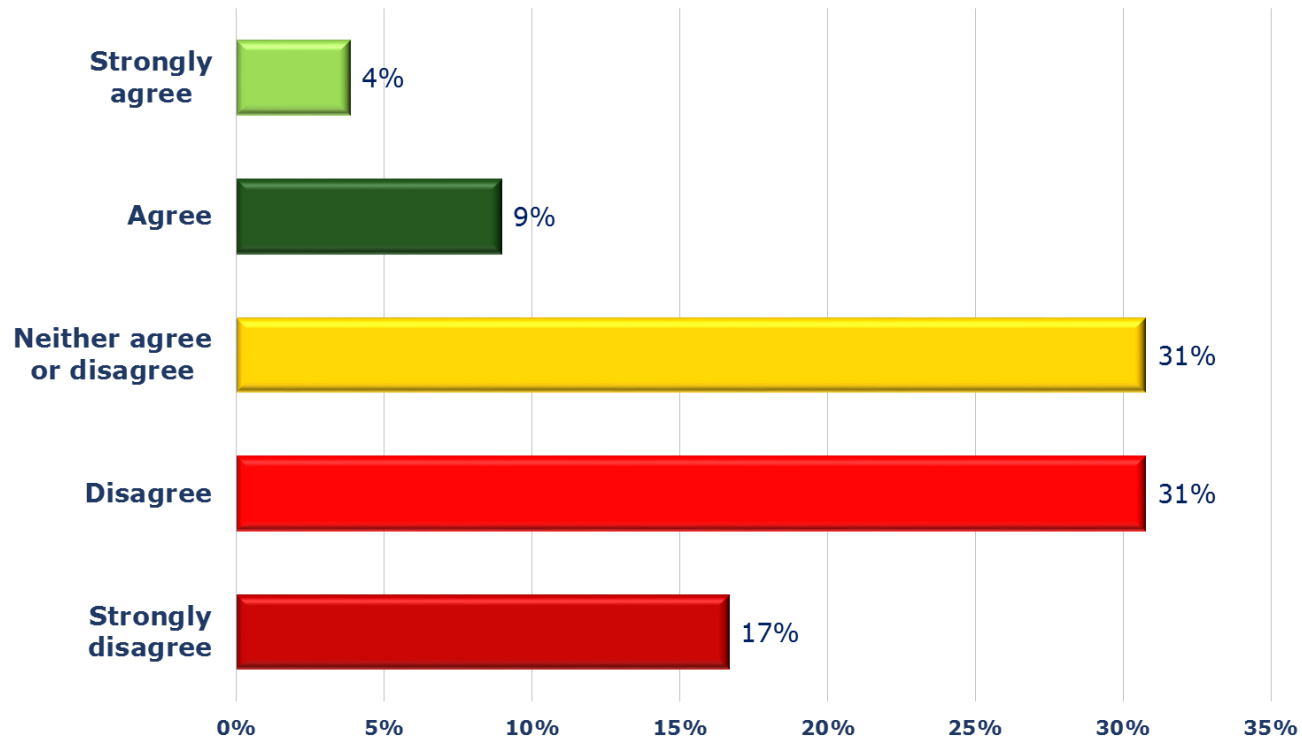


Part 3

ACCESSIBLE TAXIS

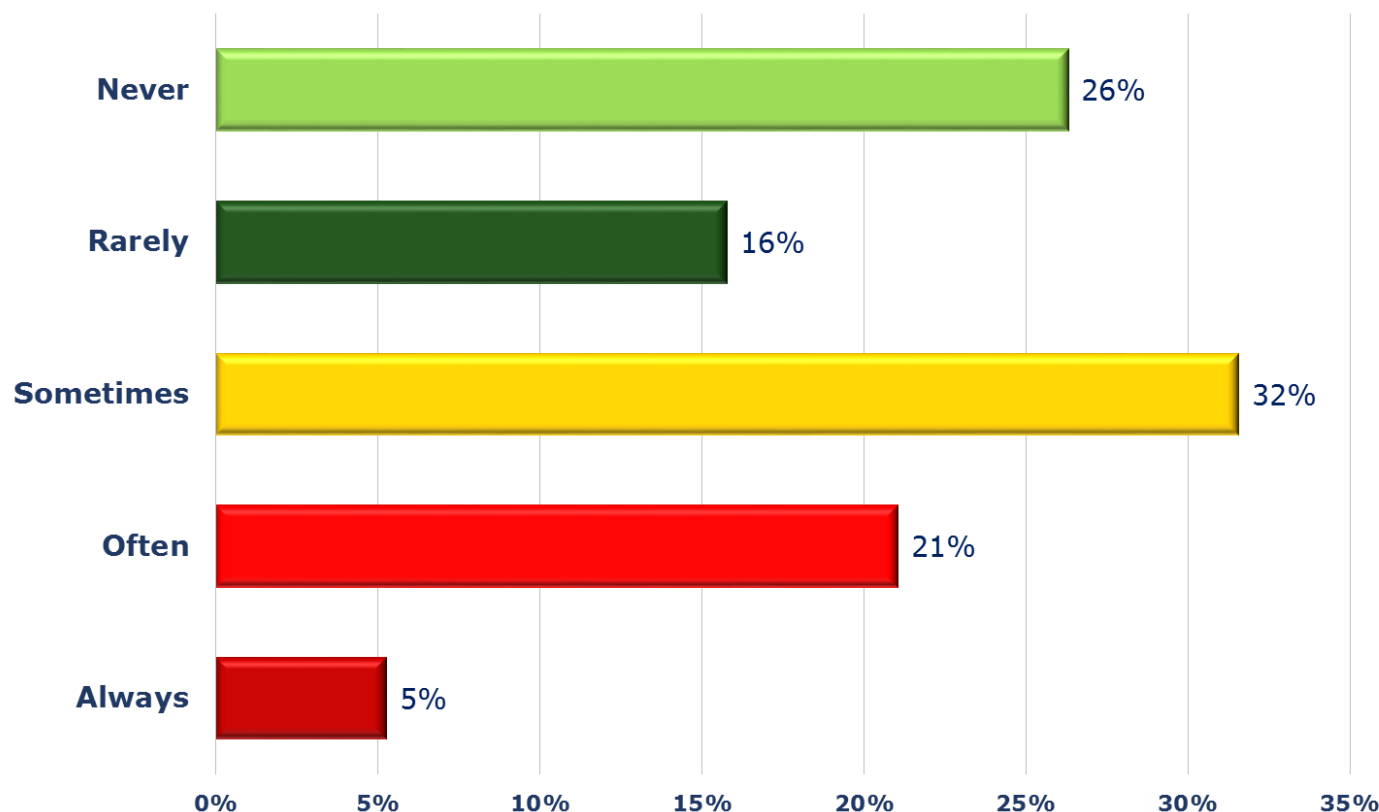


Availability of Accessible Taxis



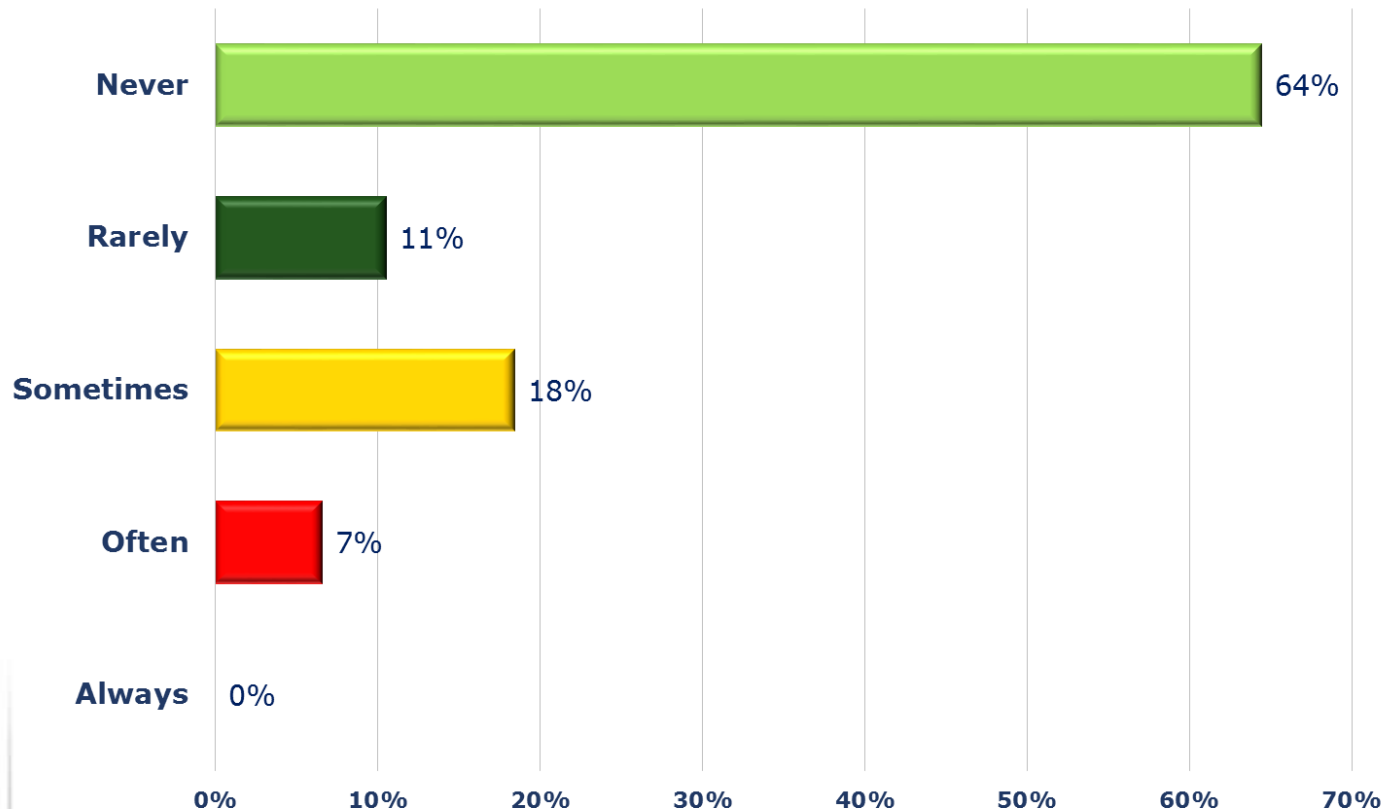
There are Enough Accessible Taxis in Guernsey (of 78)

Difficulty Booking an Accessible Taxi



Difficult to Get an Accessible Taxi in Guernsey (of 76)

Have You Been Refused a Trip Because You Needed an Accessible Taxi?



Refused Because of Need for Accessible Taxi (of 76)

Experience of Accessible Taxis

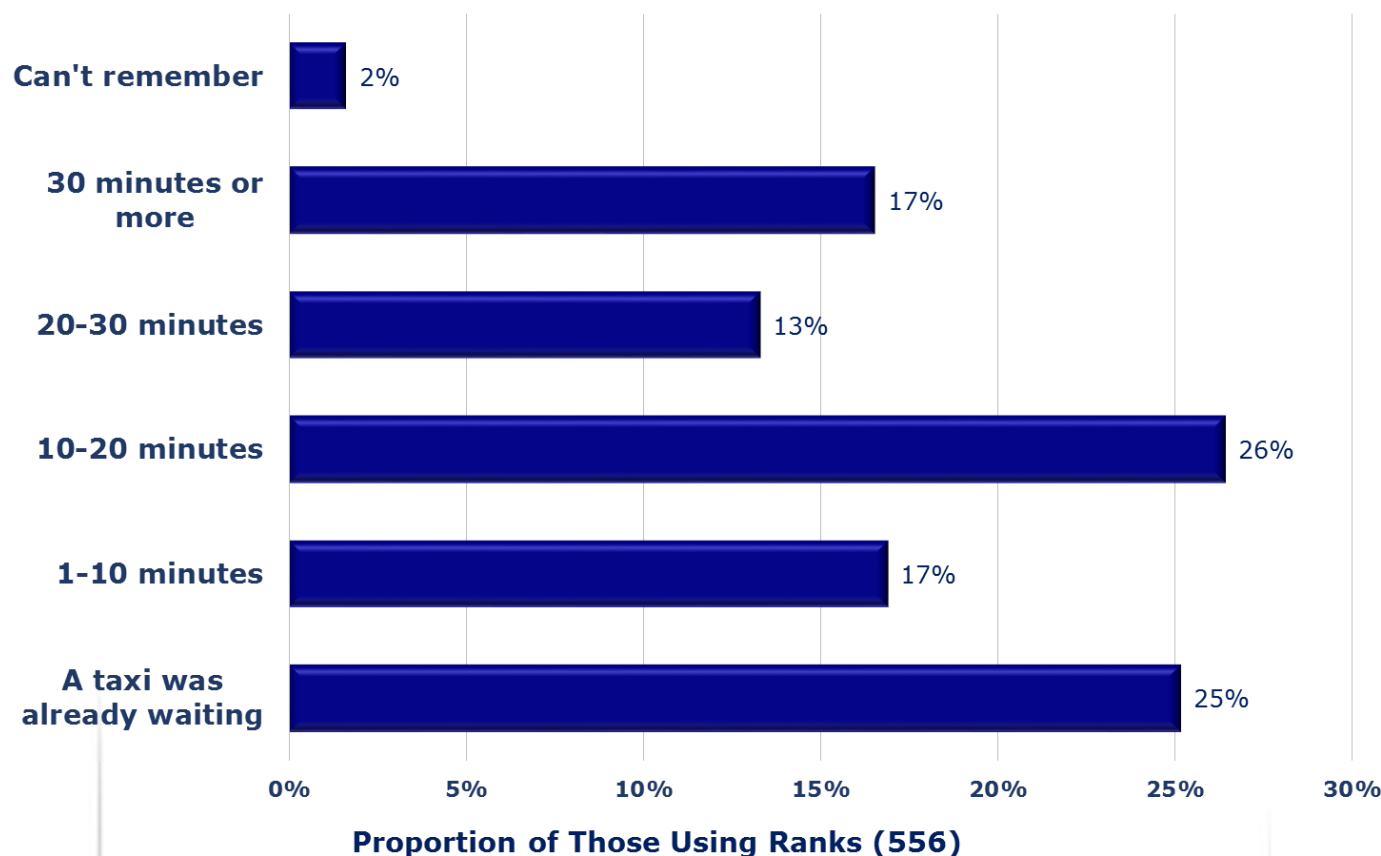
- “There seems to be a general reluctance amongst some taxi drivers/companies to bother with people who are disabled. Perhaps this is not deemed to be cost effective time-wise??” F 65-74
- “Taxi drivers do not know the rules required to secure a wheelchair in the vehicle. There are international best practice guidelines and training but the taxi drivers do not care about these.” F 45-54
- “B...’s taxis refused my friend because he had a guide dog. Some taxis do not appreciate that my husband is blind so some training around making themselves aware to blind people would be helpful.” F 25-34
- “My mother has difficulty getting in and out of any vehicle. Some of the mini bus type taxis that turn up are too high and she needs more help than getting into a normal car taxi.” F 65-74

Part 4

EXPERIENCE OF USING TAXIS

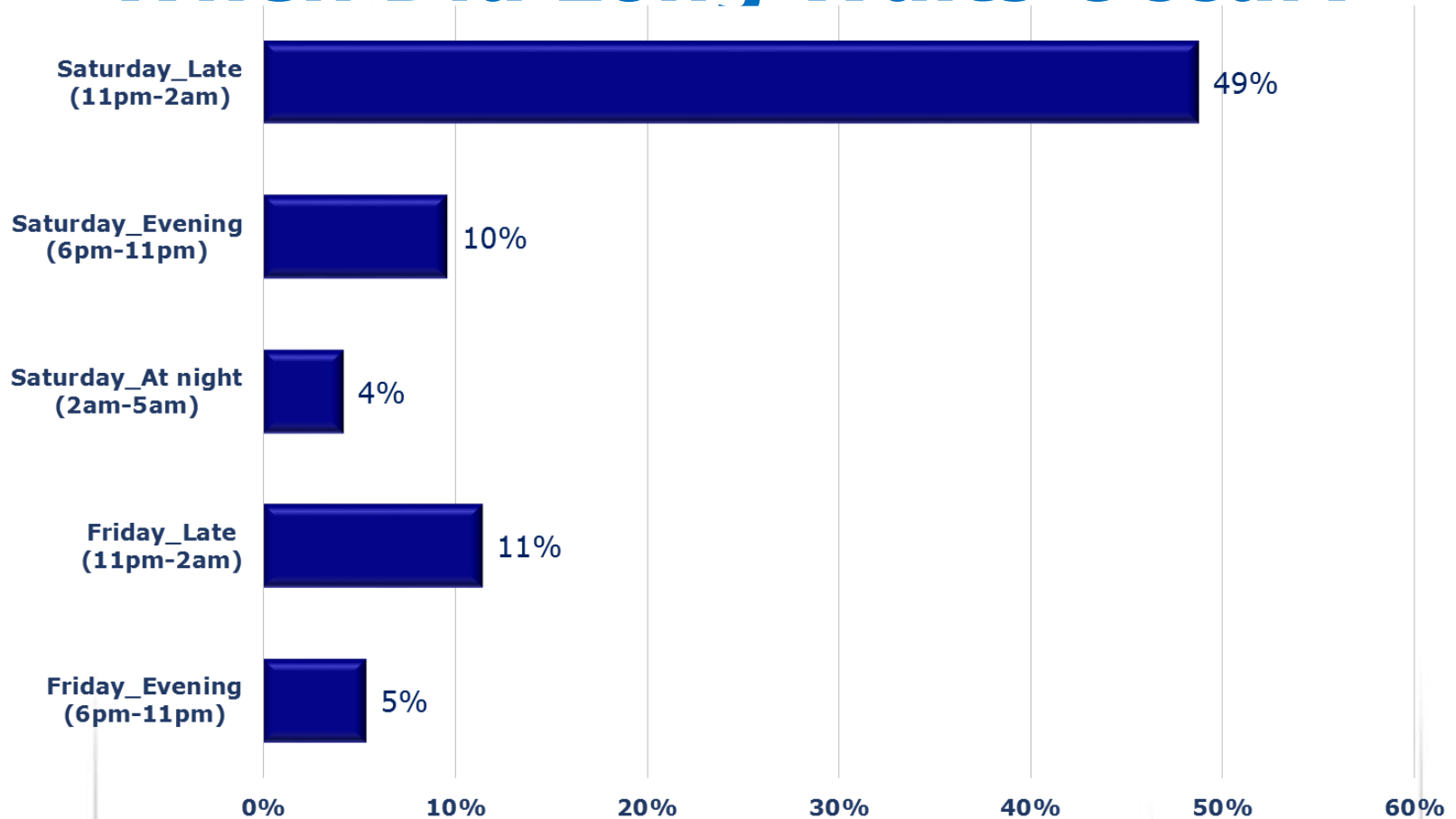


Experience of Waiting at Taxi Ranks



Only 25% found a taxi waiting
30% waited 20 minutes or more

When Did Long Waits Occur?



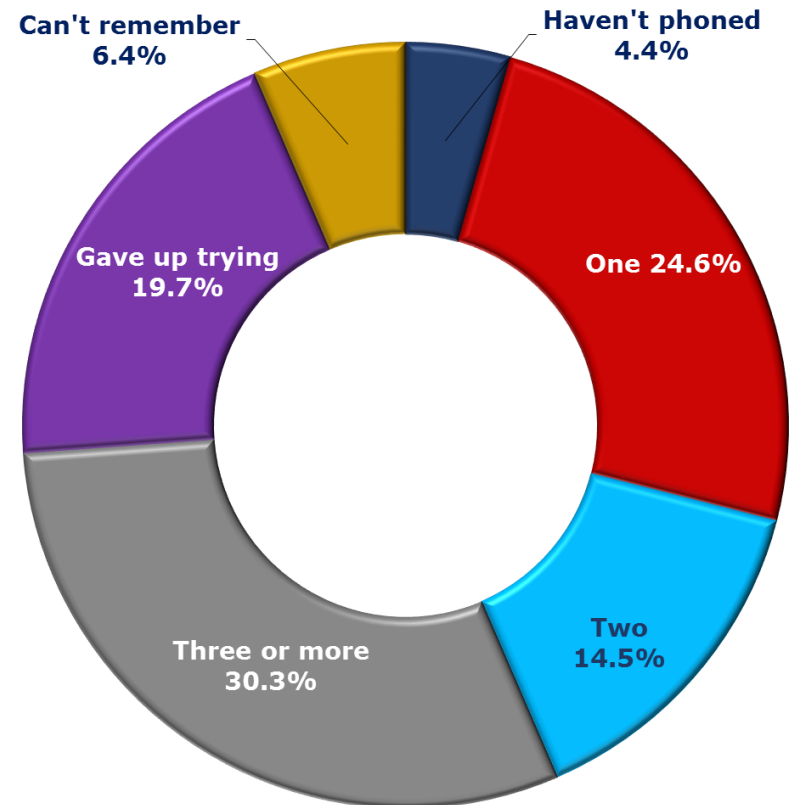
Proportion of Those Waiting >20min (166) - Time Periods of 4% or More

Late Saturday is Main Problem



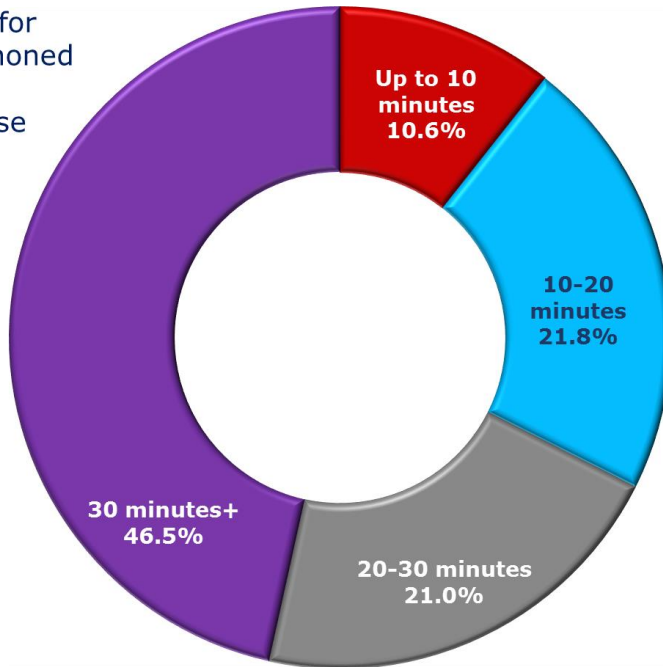
Number of Calls to Book a Taxi

- Only 25% succeeded in booking with one call
- 30% had to make three or more calls
- 20% is a high degree of 'giving up'



When You Phone for a Taxi, how long did You Wait?

Waiting time for
Those who Phoned
for a Taxi for
Immediate Use
with definite
answer (752)

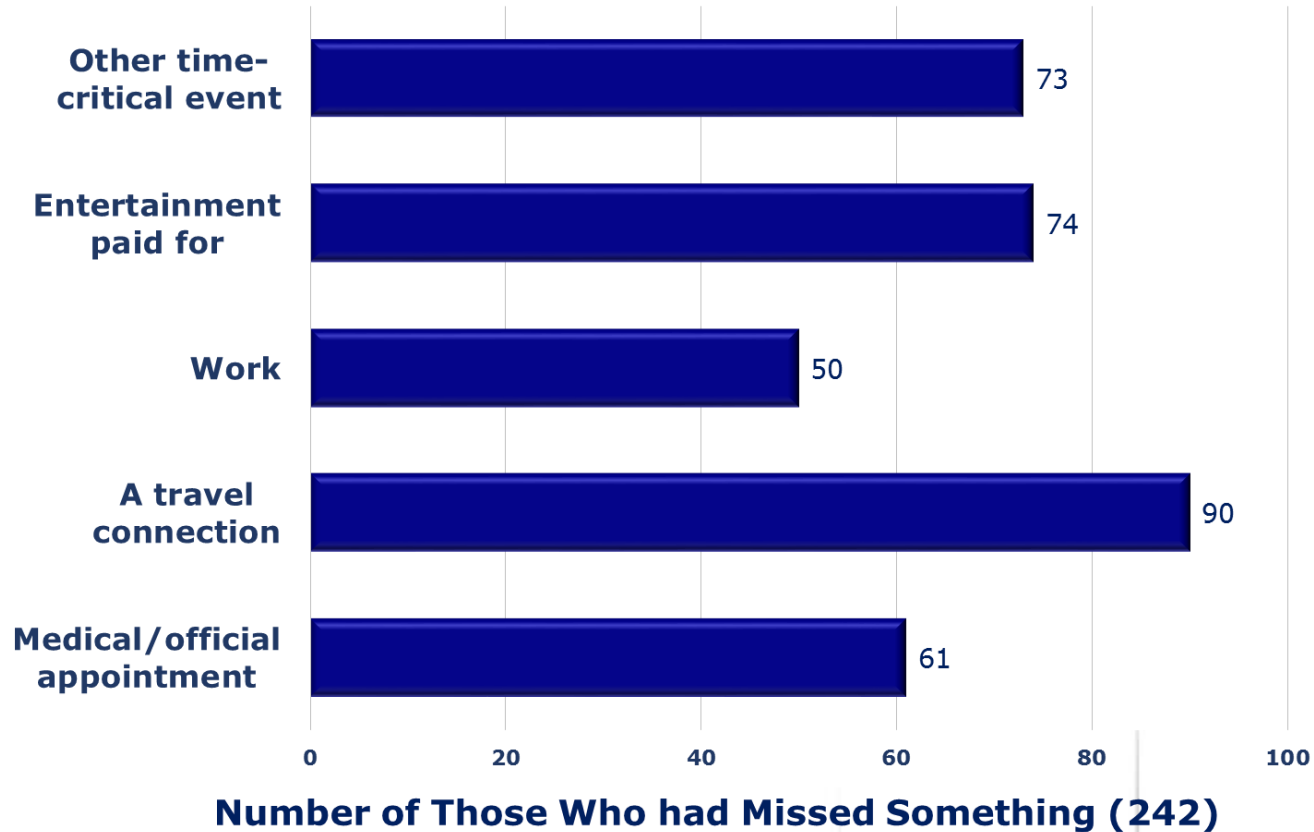


- Nearly half of respondents waited half an hour or more after phoning for a taxi

Around 26% said they always booked in advance

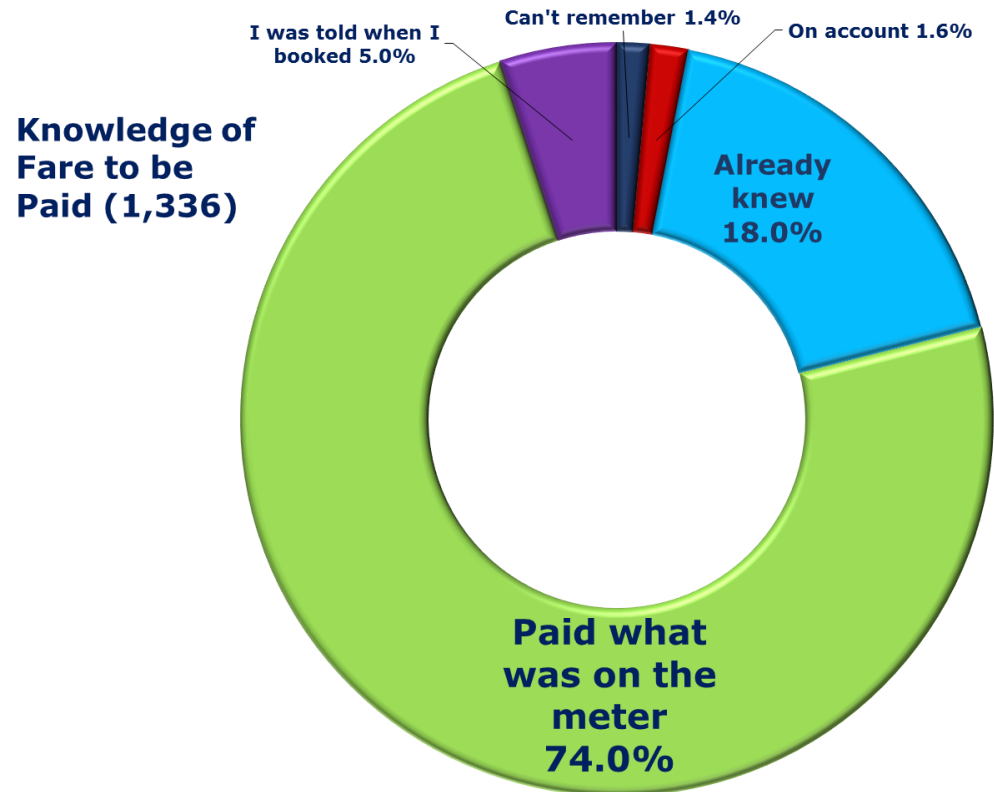
What Have You Missed due a Taxi Failing to Turn Up (On Time)

- The highest number had missed a travel connection – mainly flights



Knowledge of Fares

- Prior knowledge of fares is poor
- Three quarters of passengers simply pay what's on the meter

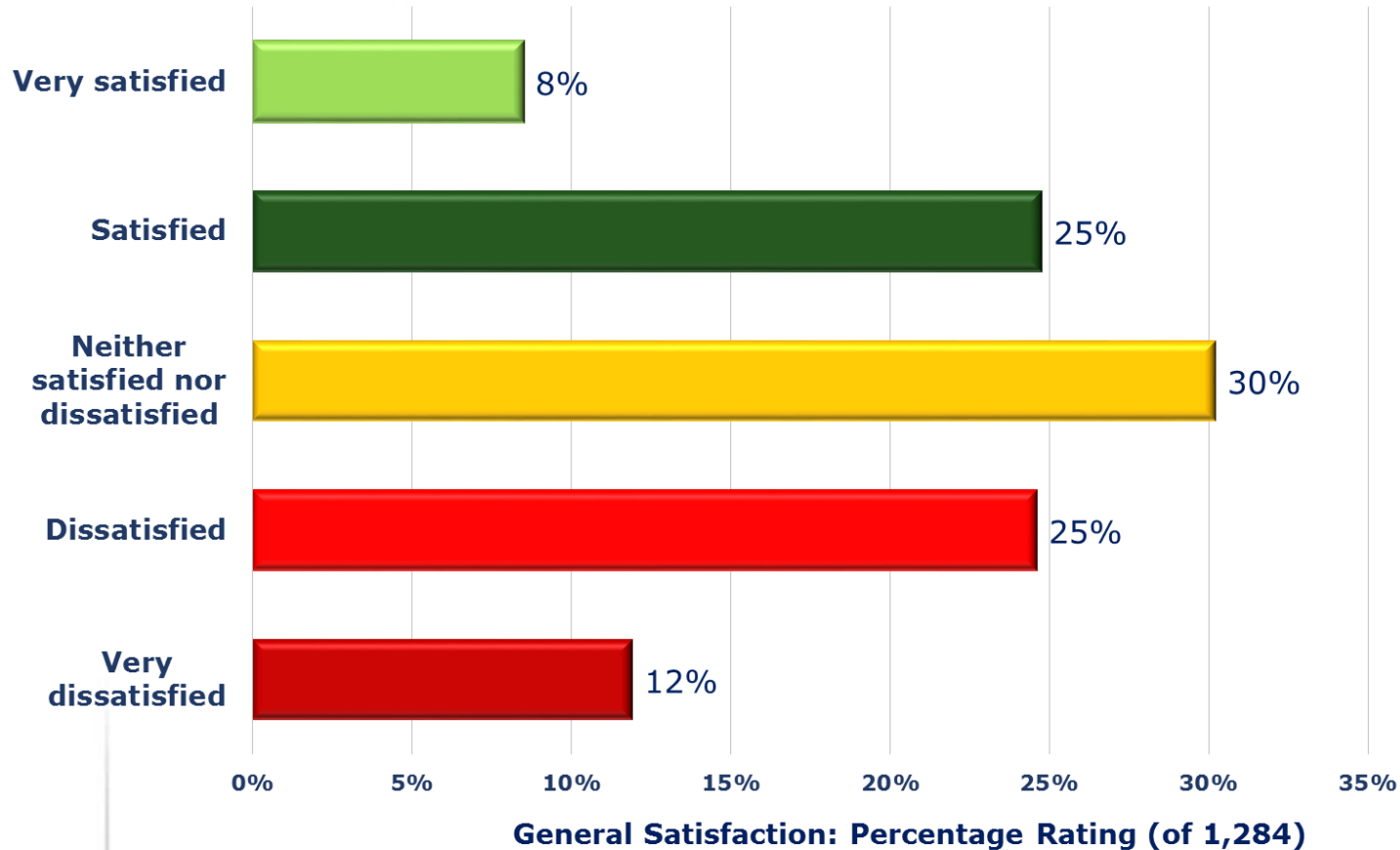


Part 5

USER SATISFACTION



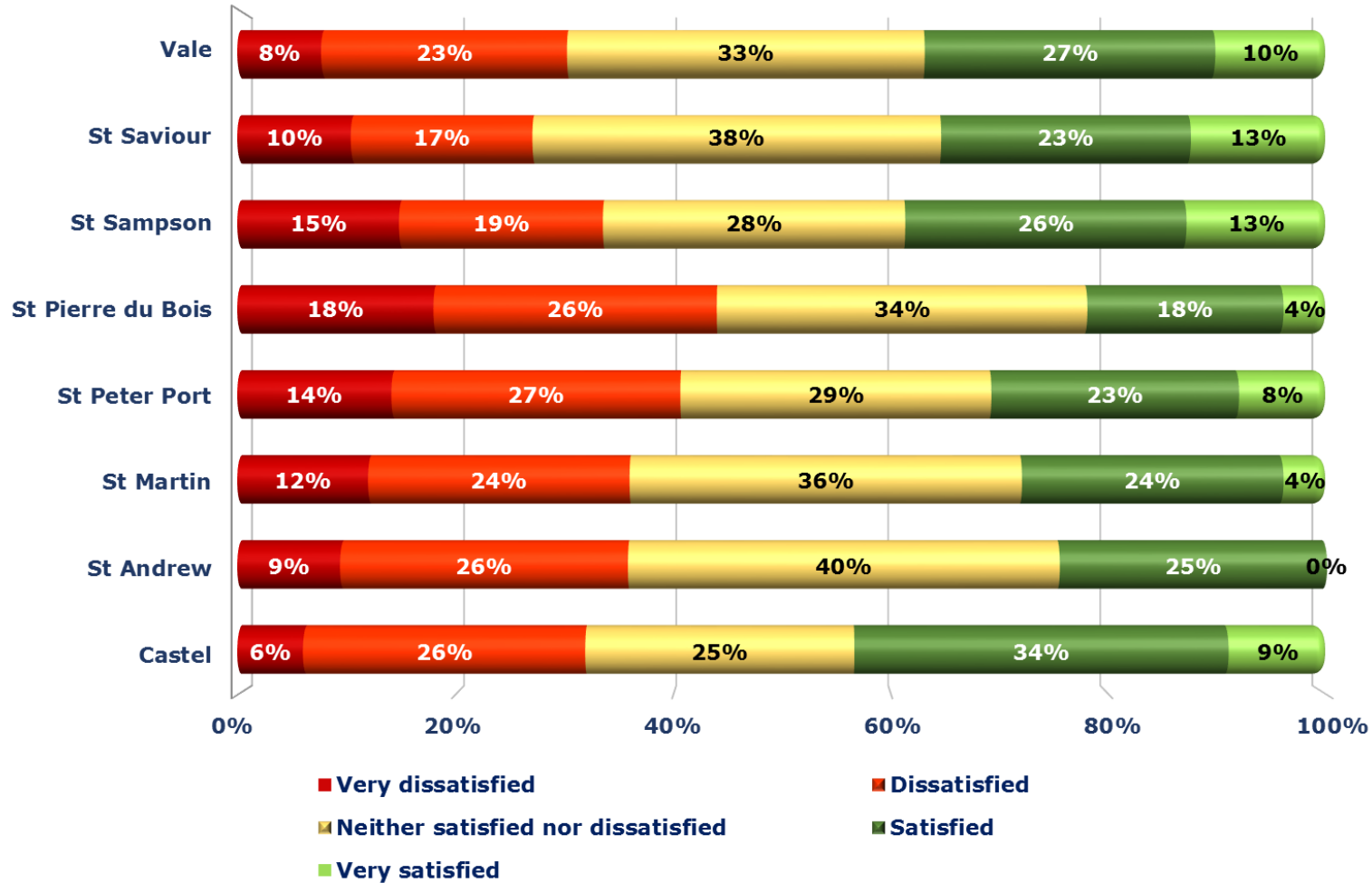
Overall User Satisfaction



Remarkably evenly balanced between happy and unhappy!



By Parish



Note sub-samples for Forest and Torteval too small for reliable presentation

Caution!

- The survey encouraged negative comments by asking “if you are dissatisfied or very dissatisfied tell us why”, or “if you rated this as poor or very poor please tell us why”
- The later free-text options were generally negative (but constructive)
- Remember general rating – 63% were not dissatisfied.

Dissatisfied Comments

- There were **430** of them (mostly detailed) – clearly there are big issues here. Common themes:
 - 1. Poor availability esp. at the airport – no taxis to meet flights;
 - 2. Booking 'on spec' often impossible
 - 3. Times of availability esp. before 0700
 - 4. Booking system – individual drivers with linked mobiles, ending up speaking to the same person several times etc.
 - 5. Inconsistent pricing ("Airport mafia charging £30 is criminal" M 35-44)
- *"Guernsey taxi service is not a taxi service itself but rather a pre-hired car with driver service: it is impossible to book a car when you need it, especially for early/late flights. You need to book WEEKS in advance and that's not how taxis are supposed to work!" F 25-34*

Dissatisfied Comments 1

- “There is a lack of drivers which means spontaneity is impossible. It is sometimes impossible to even book a cab let alone hail one. Taxi fares are expensive for the distances travelled. The taxi queue in town is intimidating” F 45-54
- “Rarely available and even booking is a nightmare. The most expensive taxis I have ever used for such short journeys. Been refused lifts before because the taxi wasn't going the way we lived. Ended up walking home most nights as easier. Taxi rank is full throughout the day then evenings it's empty. Guernsey taxis are expensive, unreliable and a joke” M 35-44
- “As a hotelier who needs taxis for guests, they are nearly impossible to book for early morning airport runs. At weekends they need to be booked at least a month in advance for an early flight” F 35-44

Dissatisfied Comments 2

- "Poor availability and too expensive. I could accept the premium price if availability was better. Also too much effort to phone around in this day and age. Want all drivers on an uber style app, minimum commitments required. More taxis need to be available for red eye flights." M 45-54
- "Many drivers lack basic customer service skills, getting a taxi always feels like they are doing me a favour. Would avoid pre ordering as have almost missed too many flights by them not turning up or late then no apology from the driver or company." F 45-54
- "Need to be more streamlined like Uber. E.g. tracking your taxi to see how far away. The taxi very often says they are just around the corner but they are not. Similarly waiting in the taxi rank, you have no idea when the next one will show up. Payments made via an app so no need to exchange cash or card payment with the driver. Often taxi drivers make a fuss if not paying using cash. " M 16-24



Dissatisfied Comments 3

- "1. Taxis are very expensive considering the lack of service! 2. If we can't book one of our regular drivers, we drive ourselves! We never use taxi companies as have been let down badly in the past. 3. I'm appalled at how many drivers have unsavoury personal cleanliness!! The overall taxi service (or lack of..) is frankly disgraceful!! More licenses need to be given to increase competition to improve the service" F 45-54
- "Taxis on Guernsey are a joke compared to mainland UK. Overpriced, rude, often the numbers you call refuse bookings. Taxis will refuse to take you for the strangest of reasons - one time I was refused passage because I was going to one place and wanted to drop a friend off on the way. I was once sworn at for calling a number at 10 am on a Sunday to book a cab into town. Dirty, horrible, overpriced racket it is. The sooner we get an Uber like service the better.." M 35-44
- "Overall the taxi service is shockingly bad in Guernsey. You either wait ages at the rank or if you pre-book they are frequently late or on some occasions have not turned up at all. It's not difficult, they know when flights are coming in so why not send taxis to the airport to meet the flights ??? " M 55-64

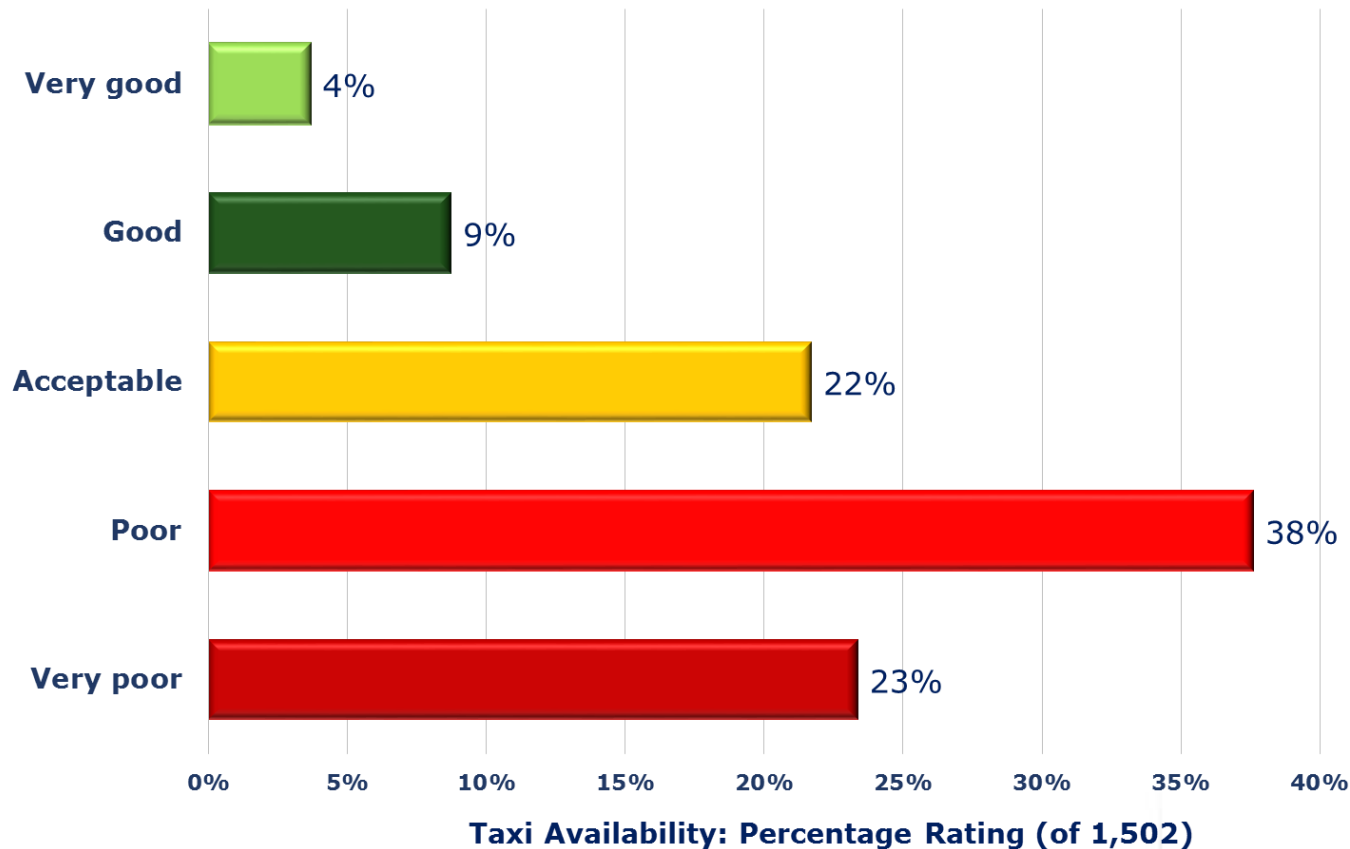


Dissatisfied Comments 4

- “We arrived home at the airport in the early evening and there were no taxis on the rank, and although we rang every taxi service, no taxis were available. Eventually one taxi turned up, took the people in front of us and agreed to come back for us. We were there for over an hour, and there were many other people waiting, including some visitors to the island. They said that they had never been to an airport where there were just no taxis at all. We learned our lesson and now always book one in advance, but this isn't always an option, especially for visitors.” F 65-74
- “No customer service (like they're doing you a huge favour) Once called 6 taxis to get to an early flight and all were shocked I needed a taxi before 7am, a friend ended up having to get up and take me. If you're 2 seconds late they drive off or give you a lecture that you were late even though the meter is running and they're being paid. Hardly any take card and get annoyed if you don't have cash even though half the island don't want to take cash especially after Covid, so you have to pay more to stop off at a cash point. ..” F 25-34
- “It's always a problem to get a taxi let's start with that. And then if you can get a taxi then it's another 30-45 min to wait. And sometimes you book the taxi no matter how long does it take and it doesn't show up. It's like waiting for miracle to happen here in Guernsey. Very sad but it is what it is.” M 55-64



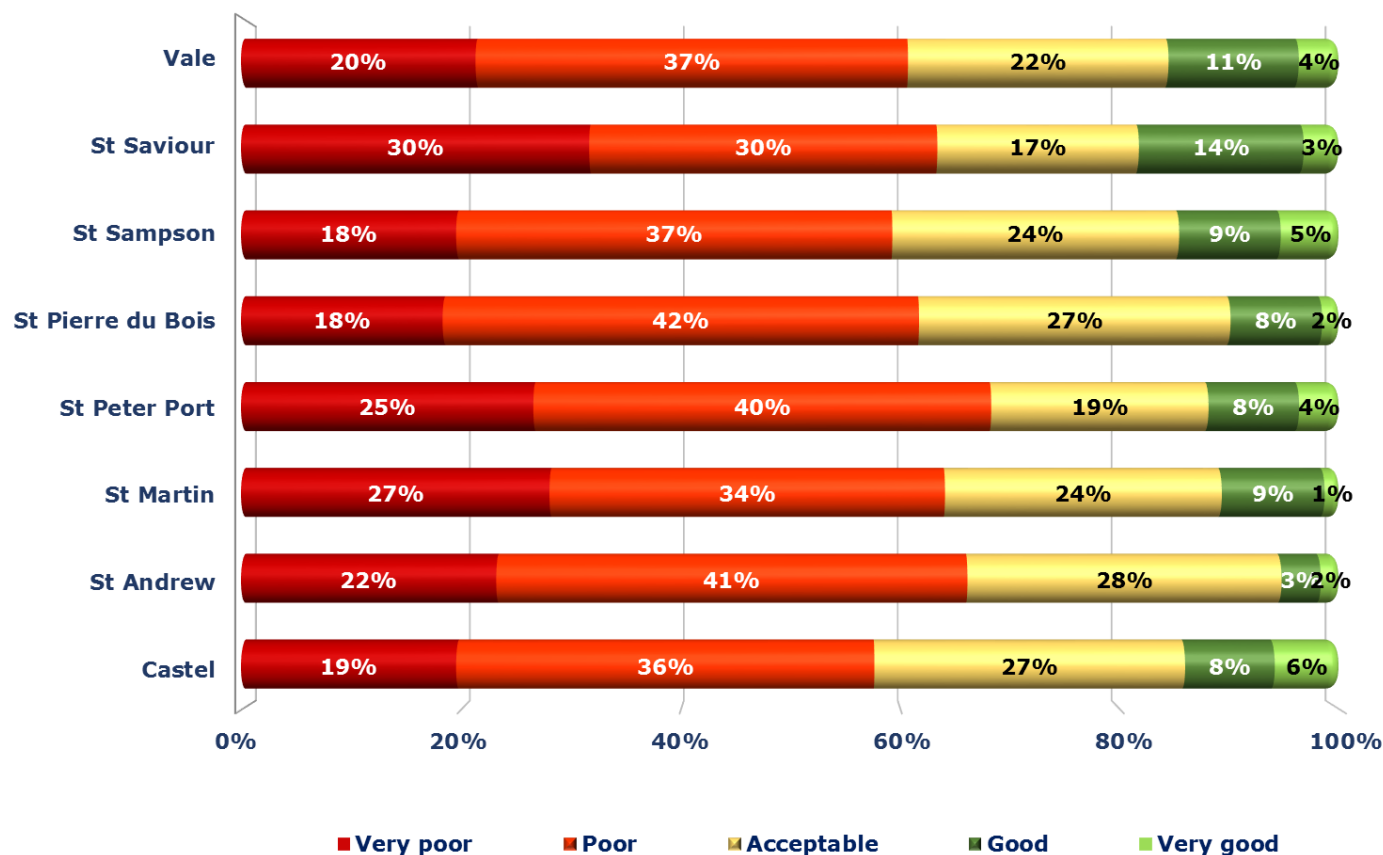
Satisfaction with Taxi Availability



General negative perception – only 13% gave a positive rating



Availability Satisfaction by Parish



Poor and Very Poor maximum (65%) in St Peter Port – unexpected?
Note sub-samples for Forest and Torteval
too small for reliable presentation

Comments on Poor Rating for Availability

- “The taxis here are a JOKE. Tuesday at 10am there are a dozen in town when no one wants them but Sunday night at 8pm when your flight lands late there are NONE to be seen.”
- “Have constantly struggled booking taxis for medical appointments, they are all fully booked apparently for school runs! This is even trying to book a week in advance.”
- “Other than the Weighbridge, never seen a taxi at any other rank when I've needed one, never get one when I phone, either no answer or no availability.”
- “They only seem to want to work the hours that suit them and not the customer. Try and get a taxi outside the airport on a Sunday evening or even the last flight on a weekday .”
- “There are none and when you phone you might as well try calling random numbers asking for a lift.”

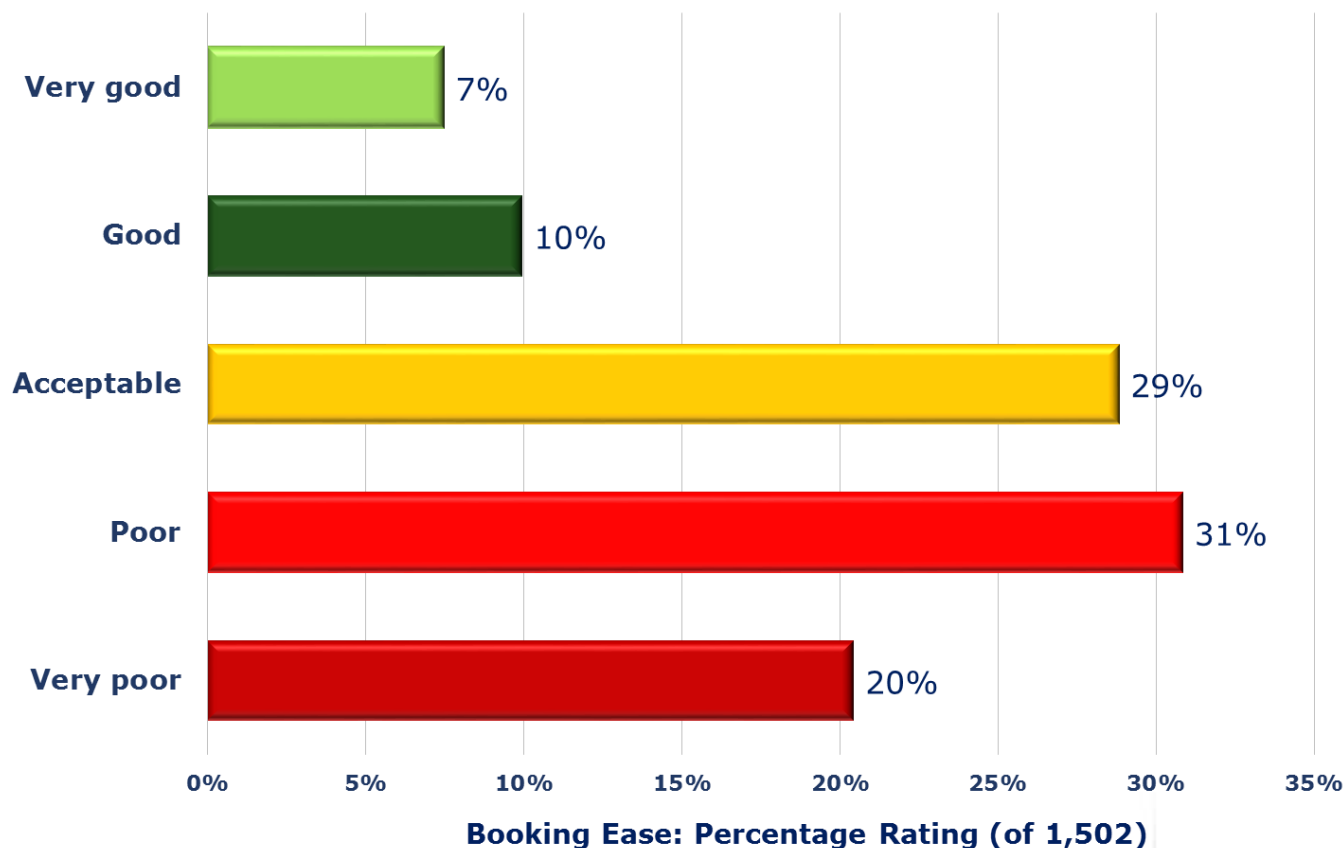


Comments on Availability 2

- "If you want a taxi you have to ring several firms. They don't turn up despite being booked. They won't do an early morning airport run. I have got out of bed to take my husband on a work trip on the red eye when the booked taxi hasn't turned up."
- "Many taxi drivers don't want to work unsociable hours - eg late evening pick ups at airport, pick ups from venues in and out of town late evening. Too many get good corporate work and don't need to do out of hours working."
- "Taxis are impossible to book now. I've had to phone multiple companies and either can't get through, or they're all busy. They're only available if you're in town and need to get somewhere else. It's as if they don't want to leave St Peter Port."
- "... Admiral Park with heavy shopping early afternoon on a weekend. When I phone I am not told that there will be one available if I wait a long time, I am often just told "no"."
- "My husband was released from A and E at 2am but PEH could not get him a taxi so he walked home with a head injury.."



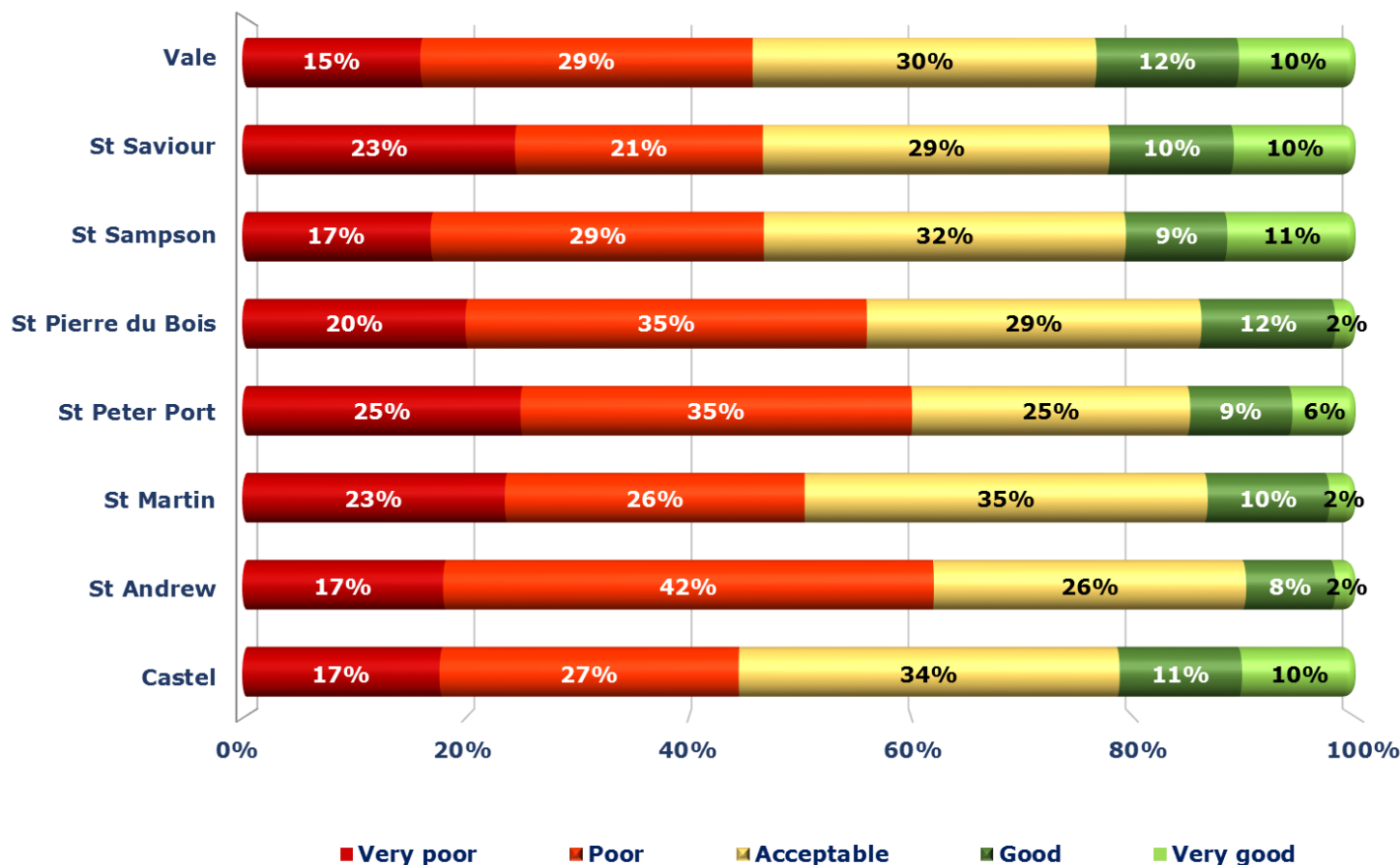
Satisfaction with Ease of Booking



More than half give a negative rating



Booking Satisfaction by Parish

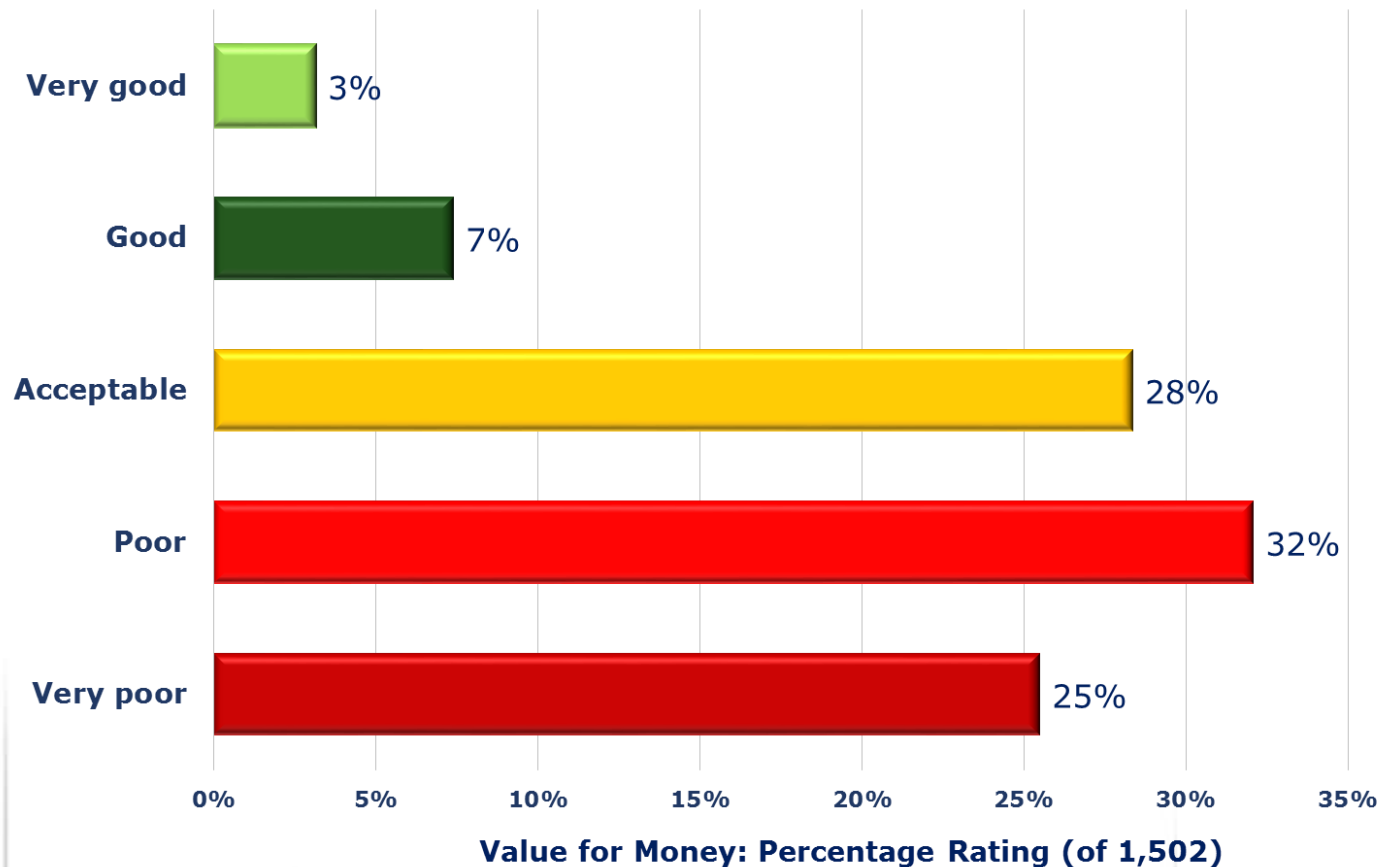


Note sub-samples for Forest and Torteval too small for reliable presentation

Availability and Booking

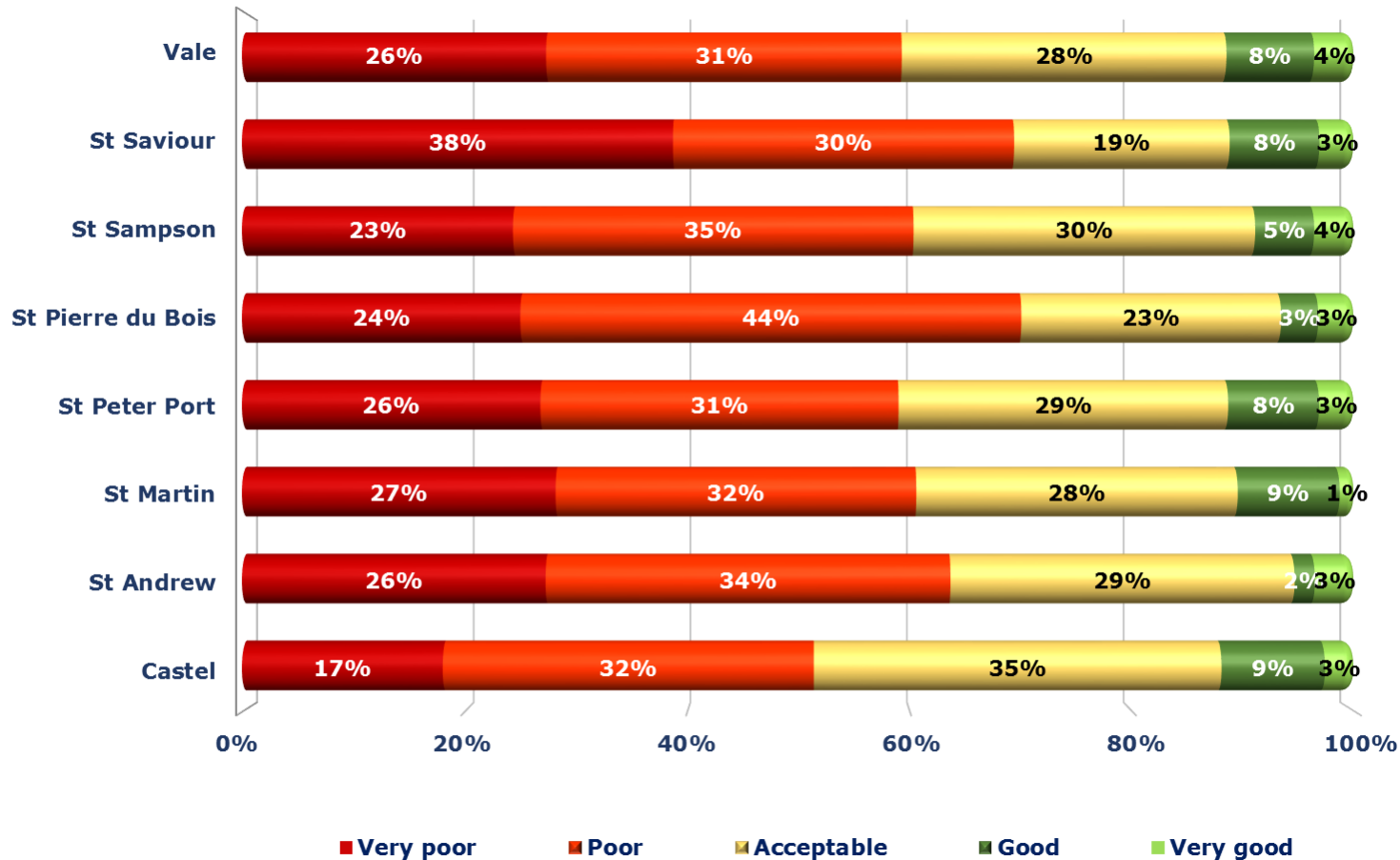
- Very clearly the main issues – insufficient taxis and outdated booking system.
 - **759** negative comments on availability;
 - No taxis at the airport;
 - Unwillingness to do early mornings;
 - Not enough taxis late Friday and Saturday;
 - Ringing round multiple numbers - 'always fully booked';
 - Inability to call a taxi on 'spec'.

Satisfaction with Value for Money



Generally negative – but we usually expect this from any form of public transport!

VfM Satisfaction by Parish



St Saviour and St Peters least satisfied with VfM
Note sub-samples for Forest and Torteval
too small for reliable presentation

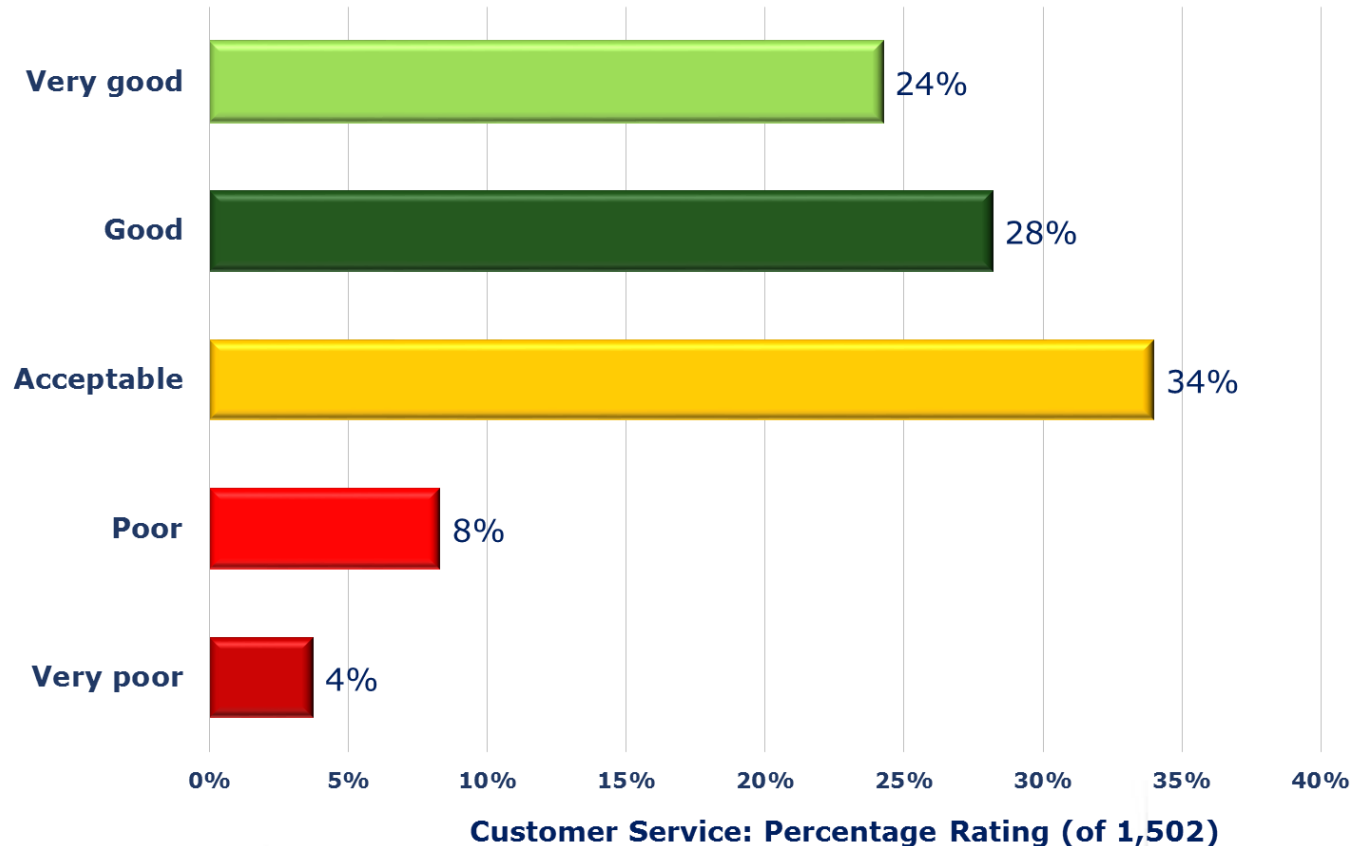


Comments on Poor Rating for VfM

- “Charge is too expensive because it is a cartel and not regulated with the consumer in mind. Also it is uncompetitive because it is outside the purview of the competition authority and new drivers are blackmailed into having to pay for a plate.”
- “A 3 mile journey costs in excess of £20! In the U.K. on an Uber style app, this would be around half the price! Also when the taxi turns up late or not at all, they still expect the full fare even though I may have lost out due to *their* failure to turn up on time.”
- “Extra charges have crept in...£5 for card use!”
- “They are ridiculously expensive and I would rather plan my evening around getting the night bus than doubling the price of a night out taking a taxi.”
- “£20 for 2.4 miles! Is this a serious question?”



Satisfaction with Customer Service



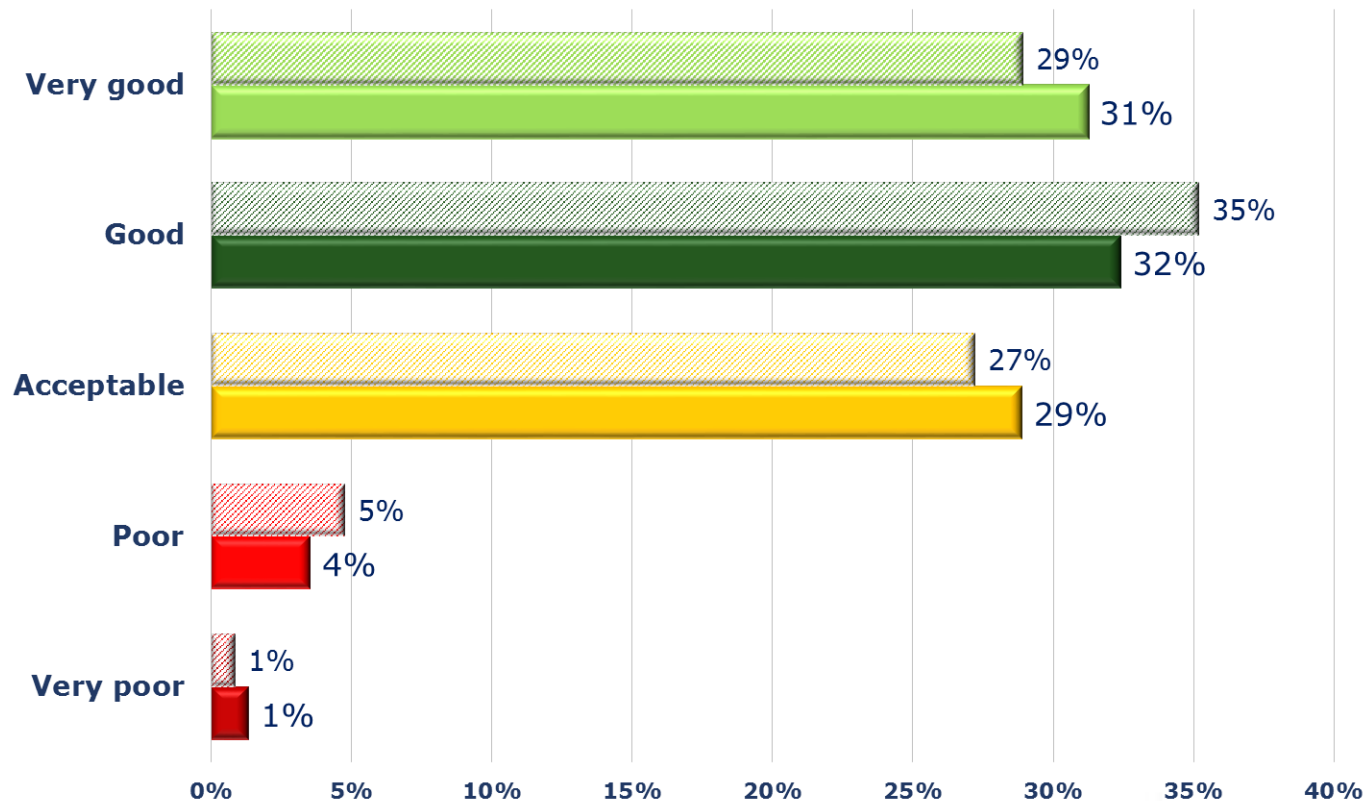
Generally positive – only 12% give a negative rating



Customer Service Comments

- “Rude people on the phone talk like you have the audacity to ring and ask for a taxi” M 25-34
- “Usually grumpy person at taxi firm, rude, offhand and gives impression customers are a nuisance” M 55-64
- “If you call them because they are running 10m late, you experience rudeness. ... we've encountered poor attitudes and some shocking "political" views ... sharing xenophobic, racist and homophobic rantings which left us stunned - did they expect us to join in!?” F 35-44
- “Pre-booking with large companies for airport pick-up will land you in misery. They stretch time and operate in a parallel dimension to the one that your flight operates in.” M 25-34

Satisfaction with Safety by Gender



Passenger Safety: Percentage Rating - Female (Hatched) and Male

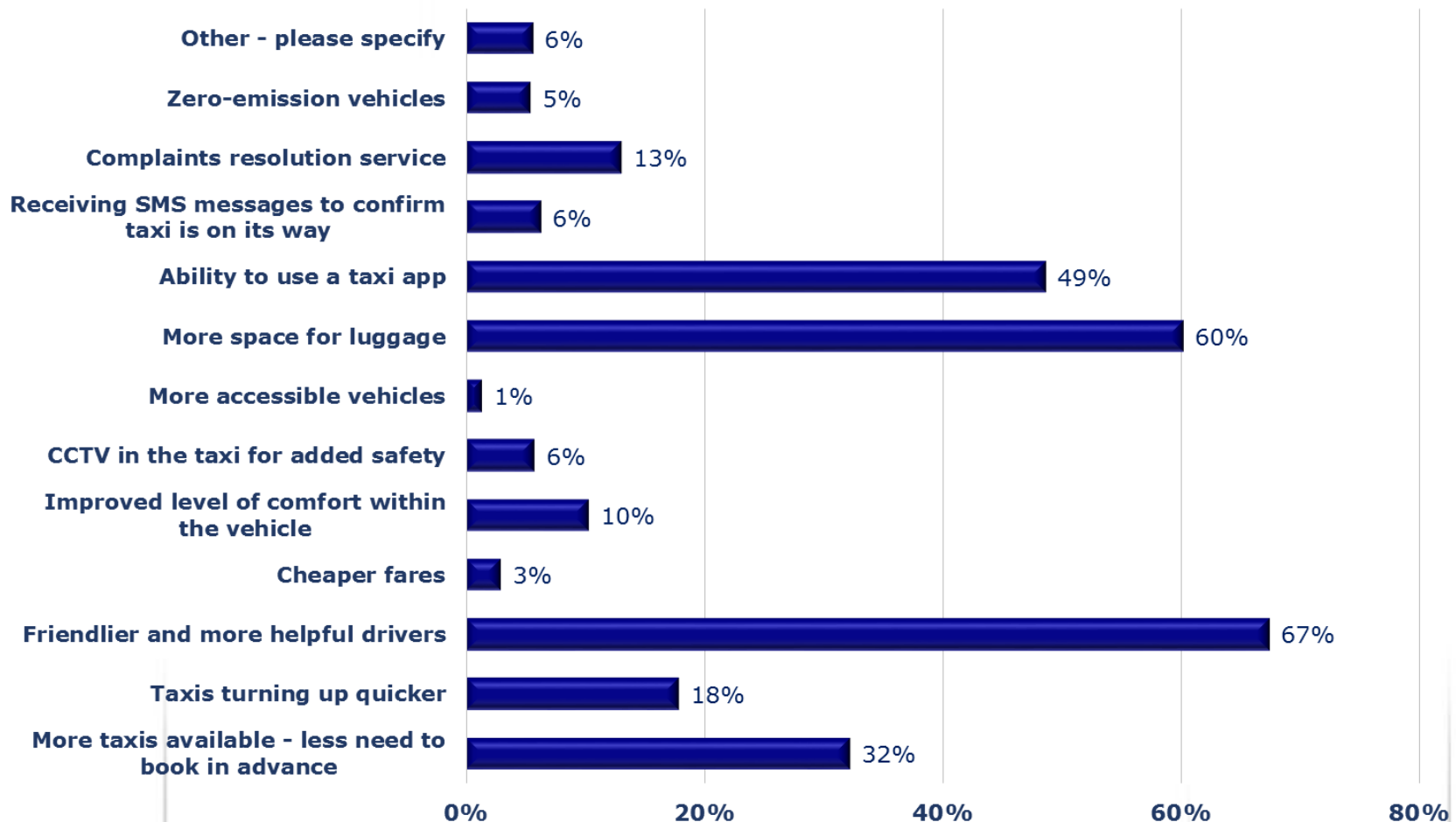
Surprisingly little difference

Part 6

OTHER ISSUES



Desired Improvements



Improvements that would Increase Taxi Use (% of 1,482)

Contradiction

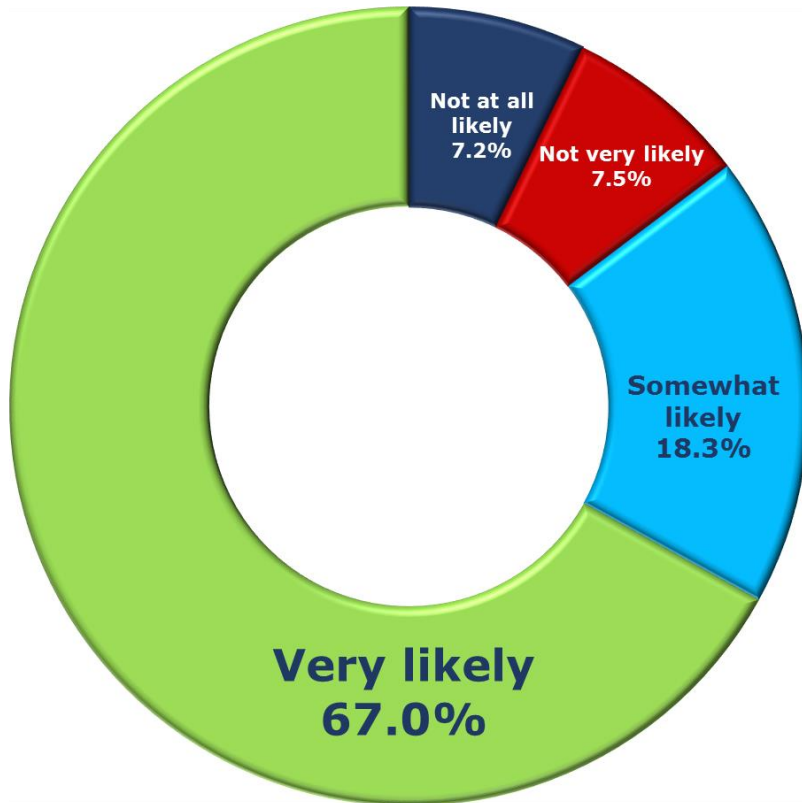
- Value for Money is rated very negatively and 'expensive' is the main deterrent to travel
 - But only 3% say cheaper fares would lead to more travel!
- Customer Service is rated highly
 - But 67% want friendlier and more helpful drivers!
- Nearly half of users had waited 30 mins or more for a taxi
 - But only 18% want them to turn up more quickly!

Improvement Suggestions

- “Higher utilisation of available cars . I have at times been told by a link that no cars are available only to be told by a driver off the rank that they are on that link.” M 65-74
- “The existing taxi model is dead everywhere else in the world for good reason. Like many of our issues, Guernsey needs to get a grip and stop living in the past.” M 35-44
- “We do not need Uber or Lyft. We do need operators who operate at peak times. Early mornings, late evening and nights with more availability on late nights early mornings over the weekend” M 55-64
- “We desperately need an Uber like service or at least a minicab regime similar to Jersey. Our ridiculous system of limited plates that are deemed to be assets by the taxi drivers needs to go.” M 55-64
- “Consolidation into driver groups with a central booking number & app.” M 55-64
- “Dog friendly taxis” F 75+



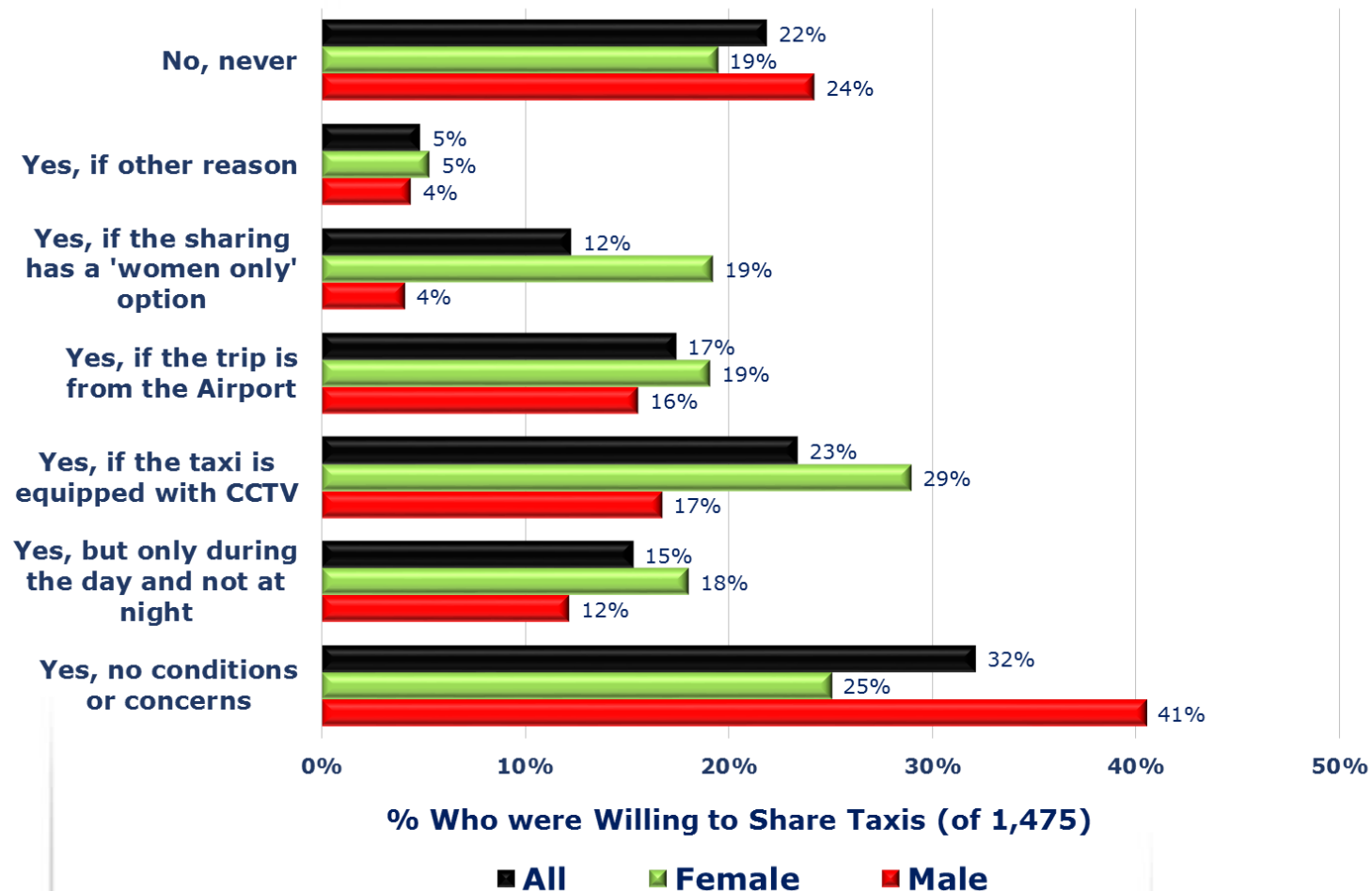
How Likely are You to use a Taxi App?



- Two thirds of respondents are very likely to use an app
- 85% would use one sometime

"YES to an app but this would only work if you could guarantee a minimum of cars available at peak time. No use to ease the booking if there are no cars on offer!" F 35-44

Willingness to Share Taxis



Less than a quarter are totally resistant to the idea
A third would be willing unconditionally
Surprisingly little day / night difference

Comments on Taxi Sharing

- “Would want option to opt out if I did not want to share with other passenger for whatever reason..” M 45-54
- “A method of payment was pre-agreed so they couldn't just run off without paying.” F 35-44
- “Depending on who was wanting to share e.g. if they were not too drunk” M 35-44
- “Happy to taxi share. Already do it regularly from rank. .” M 35-44
- “If the fare reflects this and not used as a form of charging for 2 fares from 1 trip.” M 55-64
- “Due to my job I would be wary of who I was sharing with and would not want them knowing where I live.” F 25-34
- “I note your suggestion of 'Women only sharing' taxis. Is this not a discriminatory in the current world where everything has to be equal?” M 45-54

Free-form Comments 1

- “Bin the taxi licences, open it up to anyone, too many old boys picking and choosing when they want to work or not, the customer suffers when someone else would gladly be doing it, and they are with Facebook lifts which are miles better and cheaper. The market for taxis is broken. ..” M 25-34
- “You just need to get Uber or another local app solution and allow those who want to be drivers to be them, whenever they want to be them. Having 90% of your taxis driven by old white men who fundamentally don't want to work or are retired is damaging to the service as a whole..” F 35-44
- “Funny how nearly every taxi driver knows the way to make Aurigny more profitable is make fares cheaper and fill the seats up. Funny how that logic doesn't apply to their own business. If taxis were cheaper and more readily available I would use them a lot more. Taxis / ride share / car share needs to become cheap enough and available / on demand enough to become a viable alternative to owning a car”
M 45-54



Free-form Comments 2

- “More transparency and openness with regards ownerships and costs and licences for drivers. The impression is that it is a cartel and self policed to the detriment of the customer...” M 45-54
- “Your question is about the 'taxi service' and there is the word... 'service'. The companies and drivers have to provide the service the public wants and needs, not what they are prepared to offer. If they don't, then people will not use them, they will find alternative means and the taxi business will decline..” F 55-64
- “Whilst my own experiences of taxis are generally positive, I coach a sports group with learning disabilities every Saturday morning and members of the group are REGULARLY kept waiting for half an hour or more for a pre-booked taxi to arrive to take them home. The bookings are week in week out, but the group members are kept waiting nevertheless with excuses ranging from roadworks to shortage of drivers, or no excuse or apology at all)” M 65-74

Free-form Comments 3

- "Unfortunately so many youngsters arrange 'lifts' on social media that night time Taxi trade is much more limited than 20 years ago. Rights or wrongs of no taxi plate or taxi insurance don't worry them and it is hard to prove. ..." M 65-74
- "Our drivers are wonderful. They take pride in their service and vehicles. They have been hit hard by Covid and deserve public funding to retain drivers and improve services. Often, the people who are repeatedly turned down for taxis are known to drivers and through their own behaviours are undesirable clients. ..." F 35-44
- "Very few drivers have a bad attitude, but it's because of the ones that do that have ruined the taxi experience for me. The taxi rank in town is not a pleasant experience and for late at night, more drivers should offer contactless payment. Online booking forms would be my preference for booking a taxi. " F 25-34

Free-form Comments 4

- "Taxi drivers seem to work when its convenient to them not convenient for the user. A lot of plate holders have had a taxi a long time and don't need to work unsociable hours. Hence the lack of taxis at weekend evening when demand is high. You shouldn't have to wait more than 20 minutes for a taxi at any time. The limited plate model needs to change and open up opportunities for keener drivers to work the taxis. ..." M 55-64
- "Generally as a rule it always appears that people complain that there is never enough taxis available at peak times I.e. 11pm at weekends but I do feel sorry for the taxi drivers when they have been sat endlessly on the rank during the week waiting for jobs, nobody wants a taxi then do they? .." F 25-34
- "I was recently trying to help a tourist book a taxi to the airport with no luck, I couldn't tell him that he would definitely get a taxi at the taxi rank. It's embarrassing. I finally pointed him in the direction of a bus stop: " F 35-44



Free-form Comments 5

- "People can't wait ten mins for a cab. It has to be now! People always come out of pubs at 11pm and the taxi rank gets busy. But before that it's dead nothing happens until this time. " M 35-44
- "I would like to see the industry opened up to more drivers. I think the island knowledge test is out dated as it's easy to use sat nav or google maps. I think as long as you have a satisfactory dbs check, have a clean driving licence and you have had some form of assessment carried out on your driving ability you should be able to apply for a psv licence. You are not going to stop Facebook taxis, at least this way you get to vet the drivers. Oh and of course you have right insurance..." M 35-44
- "States/police need to sort out "Facebook Taxis". Dangerous, illegal and take business from licensed and insured operators" M 65-74
- "A&E has struggled for years getting taxis for people that need to go home/back to their holiday accommodation to the point that staff ends up spending ages on the phone trying all companies" F 35-44

Appendix E: User Survey – Free Text Responses

1. Introduction

- 1.1 This Note forms part of the reporting of the Guernsey Taxi Passenger Survey carried out in February 2022 and for which the main findings are reported separately.
- 1.2 The survey offered several opportunities for free text input to various questions and these are reported here.

2. Comment

- 2.1 It is unusual to report free text comments in full rather than produce a summary of their content. However, this survey is different in that a large number of very useful, realistic and well-reasoned comments were received, well above the standard normally expected from such surveys. There is clearly a depth of feeling regarding taxi issues and these illustrate that fact.
- 2.2 The comments here have been lightly edited to remove some comments which do not contribute or are meaningless in isolation but the majority is reported verbatim. There is, inevitably, some repetition between questions.

Table 32: For Those who Use Taxis but Less than Monthly – Why do You not use Taxis More?

Reason	Gender	Age	Parish
A really only use when out in evenings not out that much because of Covid these last months and use restaurants close to home and use a mobility scooter	F	65-74	St Martin
All the taxi driver talks about is how hard it is to be a taxi driver	O	45-54	Vale
An app would be beneficial and make taxis more reliable	F	55-64	St Peter Port
Can never get a taxi	F	35-44	St Sampson
Can't get one when I call	M	45-54	Castel
Do not go out very often	F	55-64	Vale
Don't go out very often	F	45-54	Vale
Don't go out very often	M	45-54	Vale
expensive	F	25-34	Vale
Generally all encompassingly bad	M	25-34	St Saviour
Hard to get one at the taxi rank after a night out	F	25-34	St Martin
Hard to know if they're available or not, have to call to find out	M	75+	Vale
I ate out rarely in when I lived in Guernsey and now I've moved to Alderney.	F	45-54	<i>Not known</i>
I can't afford to	F	45-54	Forest
I do not need to	M	45-54	St Sampson
I don't go out often	F	35-44	Castel
I use the bus	F	45-54	St Sampson
I'm tired of needing one and having to spend half an hour ringing round just to listen to twenty-one forty-year-old blokes hiss through their teeth and tell me there's nothing available. For how much we're expected to pay, they should be tripping over each other to come as and take business - simple booking through an app with twenty-four hour cover	M	25-34	St Sampson
It is cheaper to hire a car, and you cannot rely on them turning up.	F	65-74	<i>Not known</i>

Reason	Gender	Age	Parish
It's almost impossible to get a taxi at the airport for late flight arrivals. The main providers will not take bookings to meet arrivals. Same at the harbour	F	65-74	St Peter Port
Late night bus service is excellent	M	45-54	St Sampson
Mainly go out in town so I can walk in. Would use a cab if out of town.	F	55-64	St Peter Port
Need taxis from the airport but very rarely there when I arrive and long queue's	M	45-54	St Peter Port
No app to book	M	35-44	St Sampson
no availability of car seats for my daughter	F	35-44	Castel
No other need than medicals	M	75+	<i>Not known</i>
normally hire a car	F	65-74	<i>Not known</i>
Not a Guernsey resident. If staying in Guernsey, I can walk to most places I want to visit.	F	25-34	<i>Not known</i>
Not being able to always use card	M	25-34	St Peter Port
Often not available when I need one	F	55-64	St Peter Port
only over from Sark every six weeks or so	M	55-64	<i>Not known</i>
Only use a taxi if been out drinking, get the night bus home normally but will get a taxi if not, or lifts with friends partners	F	45-54	St Sampson
Prefer to use home James as cheaper than 2 taxi journeys as taxis v overpriced over here	F	45-54	Forest
Retired don't go out much	F	65-74	Castel
Risk of Covid	F	55-64	St Pierre du Bois
The busses are too cheap	M	35-44	Vale
The telephone in the Taxi Rank is still out of order. Drivers can't hear us!	F	65-74	St Martin
They are so expensive and if it is a night out in town getting a night bus works out easier and cheaper. Before passing my driving test I would sometimes use a taxi 4 times a week. It was a nightmare getting one during the day, like 8am in the morning.	F	35-44	Forest
They do not have car seats for our son	F	25-34	St Peter Port
They often cannot be bothered.	M	35-44	St Andrew
They won't take a dog	F	75+	<i>Not known</i>

Reason	Gender	Age	Parish
Use home safely	F	55-64	St Saviour
Use the bus	F	55-64	St Andrew
Used to use them several times a week. But so difficult to get a taxi. So would rather not go for a night out then use a taxi. I once rang 43 times through a list of taxi numbers. Mid-week afternoon and couldn't get one for visiting family member who at the time had mobility issues. That's just ridiculous	F	35-44	St Peter Port
Very long wait at taxi rank	F	45-54	Vale
Very many rude drivers	M	45-54	St Martin
Visiting only	F	75+	<i>Not known</i>
We take turns for any journeys amongst family and friends, rather than put the money for a taxi. Some have had mixed experiences of taxis not coming at the booked time, thus causing anxiety or problems with late arrival at destination.	F	55-64	Castel
When asking for a taxi, I'm told they're fully booked, especially weekends, as they don't want to go so far out of town.	F	55-64	Torteval
Worried whether drivers are vaccinated	F	55-64	St Peter Port

Table 33: For Those who do Not Use Taxis – Why do You not use Taxis?

Reason	Gender	Age	Parish
Too expensive	Female	45-54	St Sampson
I think the standard of taxi drivers is shocking certainly wouldn't get in a car with one.	Female	45-54	St Sampson
Taxi drivers are often, if not always in my experience, moaning, gossiping and spreading rumours that aren't true or verified.	Female	45-54	St Sampson
Observation of the standard of driving from most taxi drivers - I don't trust them to get me there safely.	Male	45-54	St Peter Port
Do not go out to need one	Female	65-74	St Sampson
They are never available when you need them. Or are not working.	Male	65-74	St Andrew
Anxious about being lone female in a car with a stranger who has control of that vehicle, where it goes, etc	Female	35-44	St Peter Port

Reason	Gender	Age	Parish
Taxi drivers are often ill mannered	Male	45-54	Forest
Haven't been away for 2 years	Female	65-74	St Saviour
They are not equipped with the appropriate tie downs or seatbelt options for wheelchair users who need to stay in the wheelchair! Drivers rarely if ever cate or understand the seatbelt and tie down uses	Female	45-54	Castel
It's genuinely impossible to get one when you want one, you can ring up every taxi company hours in advance and still not get a lift. For all practical purposes taxis do not exist as a service in Guernsey.	Male	25-34	St Peter Port
I'm from the UK but living in Guernsey, TAXIs don't feel safe to women travelling alone.	Female	16-24	St Peter Port
Expensive and often unreliable	Female	55-64	St Peter Port
Some of the standards of driving seen are shocking. Weaving, lane changing, driving on wrong side of the road, careless parking and speeding	Male	45-54	St Sampson
Don't go out enough to need one	Male	25-34	St Sampson
It is cheaper to rent a car for the day than return fare from airport to SPO	Male	55-64	<i>Not known</i>
some don't declare their tips to income tax	Male	45-54	St Peter Port
I can't stand the drivers' views and attitudes	Male	35-44	Vale

Table 34: Comments on Accessible Taxis and Assistance

Reason	Gender	Age	Parish
Accessible vehicles are not solely about having a ramp, tail lift or high roof. The access ramps, or lifts need to be better suited to the purpose they were created for. I found a full size transit had less head room than a Transit Connect. The wheelchair user was not particularly tall.	M	55-64	Vale
All taxi drivers need training to assist the elderly/infirm/disabled. There are some good Local Taxis drivers however there are quite a few who are not willing to get out of their cars to assist passengers with luggage etc. The good/reliable/efficient ones are often booked up well in advance. Having elderly/infirm relatives being collected by taxi on a regular basis requires trustworthy, kind and respectful individuals. There are some very good drivers but certainly not all!	F	55-64	Castel

Reason	Gender	Age	Parish
As a business it is awful to see a long queue for taxi's when passengers arrive at the airport. Also visitors who stay in out of town hotels not being able to get back at the weekends after 11. Neither of these show the island in a good light	M	45-54	St Martin
██████ refused my friend because he had a guide dog. Some taxis do not appreciate that my husband is blind so some training around making themselves aware to blind people would be helpful.	F	25-34	St Martin
Do not need special equipment accessible taxi	F	65-74	St Martin
Easier to hire	F	55-64	Not known
Gentle suggestion for taxi drivers to be aware of people who have hidden disability, just to be mindful of that and take extra care	F	35-44	St Martin
I very rarely use Taxi's due to the extortionate price of fares. I have a disabled son but we don't use taxi's for him.	M	55-64	St Peter Port
I work with disability and hard to get taxi at times	M	55-64	St Martin
Must make sure that I explain my needs. Especially drop off point and height of entrance into taxi!	F	65-74	Vale
My mother has difficulty getting in and out of any vehicle. Some of the mini bus type taxis that turn up are too high and she needs more help than getting into a normal car taxi.	F	65-74	St Peter Port
Never been refused as we wouldn't go out if the taxi wasn't already booked	F	55-64	St Martin
Not enough taxis from Wheelchair users	F	35-44	Forest
Taxi drivers do not know the rules required to secure a wheelchair in the vehicle. There are international best practice guidelines and training but the taxi drivers do not care about these	F	45-54	Castel
the taxi drivers want at least 1 to 2 days' notice of travel, this is fine for medical/hospital appointments' , but try and get one at short notice forget it, if you get invited to lunch etcetera at short notice you have to say yes if i can get a taxi for my power chair to get in, then try getting a taxi to pick you up to go home.	M	65-74	St Sampson
There is a consistent shortage of available taxis for later night journeys And for those that require assistance During the daytime .	M	55-64	St Peter Port
There seems to be a general reluctance amongst some taxi drivers/companies to bother with people who are disabled. Perhaps this is not deemed to be cost effective time-wise??	F	65-74	Castel

Reason	Gender	Age	Parish
Using the same driver makes things easier	F	55-64	Torteval
Very difficult to get a taxi at short notice	F	55-64	St Peter Port
We just ask, at time of booking, if a larger car is available, if we're travelling with Dad	F	45-54	St Peter Port

Table 35: For Those who were Dissatisfied or Very Dissatisfied in General – Explain Why

1. Taxis are very expensive considering the lack of service! 2. If we can't book one of our regular drivers, we drive ourselves! We never use taxi companies as have been let down badly in the past. 3. I'm appalled at how many drivers have unsavoury personal cleanliness!! The overall taxi service (or lack of..) is frankly disgraceful!! More licenses need to be given to increase competition to improve the service	F	45-54	Castel
1. Unreliable - late, no shows 2. Very difficult to book - have to phone many providers; often fail completely 3. Some say they don't want to come out to St Peters 4. Cost is outrageous	M	65-74	St Pierre du Bois
Always hard to book, expensive and airport fee is ridiculous	F	45-54	St Saviour
Always have to book in advance, usually phone several companies, they usually don't answer and I'm worried will be unreliable. I'd prefer to book through an app / text message so you have confirmation and could see progress of your taxi coming to get you. Also very expensive. Home James far and away the best service I've found	F	35-44	Forest
Always never available on the day/day before when calling. Long waits at taxi rank. Just general Charge- cheaper for black cabs in London which is a capitol city!	F	25-34	Vale
Always seem difficult to get hold of unless you are in town after a night out or just arrived on a flight	M	45-54	St Sampson
An app or similar needs to be implemented.	M	25-34	St Sampson
Around 60€-65% percent of drivers make me feel uncomfortable; either by being ill mannered or driving too quickly	M	25-34	St Peter Port
Arrived at airport on last flight from Gatwick tried two hours phoning to get a Taxi €! in the end the airport closed all lights went off we stood two hours before a taxi came €!. We shared with another passenger even though with COVID rules we shouldn't have done .	F	65-74	St Peter Port

As a hotelier who needs taxis for guests, they are nearly impossible to book for early morning airport runs. At weekends they need to be booked at least a month in advance for an early flight	F	35-44	St Peter Port
as a retired taxi driver (i used to drive wheelchair friendly London taxis & tail ramp vans) now i am retired and need accessible transport i can't find it ,	M	65-74	St Sampson
As stated earlier	F	55-64	Castel
Attitude of some drivers to customers is really bad. Also needing to book always in advance or be told there's nothing for 4 hours is ridiculous. Would like an app to work here although I know that's been tried and drivers wouldn't use it.	F	45-54	Vale
availability	M	35-44	St Martin
Because Guernsey taxi service is not the taxi service itself but rather a pre-hired car with driver service: it is impossible to book car when you need it, especially for early/late flights you need to book WEEKS in advance and it's not how taxis are supposed to work. Once we got stuck on Sunday evening on another side of the island because busses were done and none of the taxi companies were willing to pick us up. Let alone going out or for late dinner - there always should be a designated driver in the group or otherwise it's impossible to reach home	F	25-34	St Peter Port
Because it's a chore finding one. Have to ring multiple individuals. Then long wait time (if you can find one). Often their card machines are broken or they don't have one. Massive pain in this day and age.	F	25-34	Torteval
Because the service is hopeless	F	45-54	Vale
Been let down several times in the past , very unreliable and very expensive for me Finally Managed to find a taxi driver who is reliable who I use for hospital appointments . Now use Home James for car collection for airport use , very good and always reliable , taxis won't lift the cases in to boot , stand to one side while at 77 I have to do it so now avoid as much as possible.	F	75+	Vale
Booked a taxi and when it didn't arrive I called and he said I hadn't text him as a confirmation (I had 2 minutes after I booked) he then said he'd taken other jobs so he couldn't now fit me in	F	45-54	St Peter Port
Booking a taxi is unnecessarily difficult and should make use of modern technology	M	45-54	Vale
Booking is MUCH harder than it should be, considering it's a service you're paying them for - it feels like they're taking time out of their day and doing you a favour, not working for your dollar. No app to book through - calling a bunch of different numbers eats into my time and feels	M	25-34	St Sampson

like the late 90s. The short-notice supply is woefully short on week nights, non-existent on Sat / Sun. They cost a small fortune. Frankly, I'd be happy with Uber in the Island.			
Booking process is generally very poor	M	45-54	St Sampson
Booking taxis is a pain. Having to contact 20 different companies by phone is a waste of time. It's particularly noticeable when trying to get in to town, knowing that there will be empty cars returning after a journey but it's unlikely that you will be able to speak to those people in the lucky dip of calling each and every driver.	M	25-34	Torteval
can be impossible to get a taxi sometimes	O	55-64	<i>Not known</i>
can never get one and if you do they are either late or do not turn up	M	45-54	Castel
Can never get one when needed so rarely bother.	F	45-54	St Martin
Can't book one with short notice, often can't book one in advance. Can't get one on a Sunday	F	55-64	St Peter Port
Can't get a taxi when you want one. Especially after 2200 or at weekends	M	65-74	<i>Not known</i>
Can't get taxis when need3d even when booking in advance last time booking was refused and I had to meek other arrangements We need Uber	F	55-64	Castel
Can't often get one at the required time, and often turn up late if you can get one	M	55-64	St Sampson
Complete lack of taxis especially on arrival at the airport. Most will not take a pre-booking due to delays . Feel very embarrassed for visitors into the island not being able to get a taxi on arrival, taxi drivers cannot be bothered to turn up to the airport for airline passengers. Also the price of a taxi is absolutely ridiculous. We always try to get a bus too and from town and at least you can guarantee they will turn up on time!	F	45-54	St Sampson
Cost	M	45-54	St Sampson
Cost	F	55-64	St Andrew
Cost Not enough Taxis on the road	M	45-54	Castel
Cost extortionate some lovely female drivers some males are rude and aggressive	F	45-54	St Peter Port
Cost is astonishing!	M	55-64	Castel
Cost is not justified	M	45-54	St Sampson
Cost is ridiculously high when compared to other areas.	M	45-54	St Peter Port
Cost is way too high. Often no cabs around	M	55-64	St Peter Port

Customer service requires some extra help with bags and not always offered especially when traveling was with a young child	F	35-44	St Martin
DIDNT TURN UP AND ALSO VERY EXPENSIVE	M	55-64	St Sampson
Difficult to book a taxi for the time needed so phone up multiple taxi firms, usually with no luck. Also, can never rely on there being a taxi available when arriving at the airport despite there being minimal flights that come in each day. Really embarrassing when visitors come as any normal person would expect a good service from the airport at least. Taxi's always seem to gather at the rank in town at unusual times i.e. when it's unlikely many people would need one.	F	25-34	St Saviour
Difficult to book a taxi in advance	F	55-64	Forest
Difficult to book for a suitable time and too expensive	F	55-64	St Martin
Difficult to get a taxi by phone - one taxi asked for thirty pounds - had to walk to a rank where taxis waiting - meter fare was £6.50	M	65-74	<i>Not known</i>
Difficult to get a taxi when needed. Finally Booked a taxi & then had it cancelled as driver decided not to work. Previous occasion due to a mix up at my office no taxi booked for me arriving from a flight. Was told at the taxi rank by a driver that I had to give up my cab for visitors. I am afraid of the dark. I waited for ages on my own but, finally gave up & walked home. Previous experience with one company booked through my office, they failed to turn up to collect me for several early bird flights & then the one time they did, cab was filthy with congealed chips under the seat (I put my bag on/in them in error)	F	45-54	Castel
Difficult to get airport taxis. Frequently let down when I've pre-booked a taxi. Service level and politeness is awful. After a night out there are never enough taxis at the rank. We need Uber in Guernsey.	M	45-54	St Sampson
Difficult to get taxis to meet the late flights at the airport	F	65-74	St Peter Port
Difficult to get when you need one. Expensive. Too many one-man operators meaning you have to make multiple calls to try to get one that's available when you need it.	M	55-64	Castel
Difficulties of getting taxi when required, need always to book well ahead and cost.	M	65-74	Vale
Difficulty in booking cabs ahead of time. Much prefer Uber system when in the UK	M	65-74	St Pierre du Bois
Difficulty of getting a taxi after eating out in the evening. You don't know when meal will finish so can't pre-book. We need an on-line system that all taxis use, so available cabs are easy to locate.	M	65-74	Castel

Dire service. Poor availability generally. Impossible to book taxis at shorter than 60 mins notice, generally always late, too expensive for the distance and level of service.	M	35-44	St Peter Port
Dissatisfied that there is no central booking service and that you have to call around individual numbers sometimes to no avail. Wasting time and still no taxi obtained. We had to take our car to the airport last time and pay parking for several days.	F	45-54	St Peter Port
Drivers are often speeding to try to get their next fare.	F	35-44	Vale
During the pandemic when we were unable to use public transport & we had the last flight in for the day so there were no available taxi ranks our taxi did not turn up. All other taxi companies had an hour long wait where we had to be outside due to Covid.	F	25-34	St Peter Port
Excellent lady driver very polite and chatty	M	45-54	St Sampson
Expensive and all the drivers do is moan	O	45-54	Vale
Expensive and lack of availability at peak times	M	45-54	Vale
Expensive and often unavailable	M	65-74	Castel
Expensive and often unavailable when needed	M	45-54	St Saviour
expensive and poor quality	M	45-54	Castel
expensive and unavailable	M	45-54	<i>Not known</i>
Expensive and you have to book well in advance, and you cannot choose the time you want especially when going home after a night out.	O	55-64	St Peter Port
Expensive rates for short distances, and hard to get a taxi without booking ahead, unless you are friends with a taxi driver and know which hours/days they work. I.e. one day heading to work, the bus had a problem, which I only found out upon boarding the bus. I had to get off bus and wait at taxi rank. When a taxi finally turned up it cost me £13 to get to work, a short distance for someone with a car. I can't drive due to mental health problems. I could have walked but that would've meant arriving really late as opposed to a little bit late. I informed my colleagues I was on my way and they were understanding. But it cost me more than an hour's wage to get to work. And it was bad waiting outside having no tracker to see when a taxi would actually turn up.	F	25-34	Forest
Expensive relative to distance. Hard to book. Taxi drivers complain about being a taxi driver too much.	M	35-44	St Peter Port
Expensive Unreliable Difficult to get	F	55-64	St Pierre du Bois

Expensive, and not always reliable to arrive on time	F	65-74	St Peter Port
Expensive, can't get hold of one when required, the minimum charge from the airport is criminal	M	35-44	Castel
Expensive, often difficult to find anyone available. Also had a few late arrivals.	M	45-54	St Peter Port
Expensive, poor service have to wait ages for taxis and almost impossible to get taxis - avoid activities that involve need for taxis	F	25-34	St Peter Port
Extortionately expensive	F	25-34	St Peter Port
Extremely expensive, unreliable and unpunctual	F	25-34	St Peter Port
Far too expensive	F	55-64	Vale
Far too expensive	F	55-64	St Peter Port
Far too expensive and never any around when you want one	F	45-54	St Peter Port
Far too expensive for the times and distances involved. Cars sometimes dirty and/or smell of tobacco smoke. Drivers often critical of Guernsey.	M	55-64	St Martin
Far too expensive, verging on unaffordable. A 10-15 minute taxi ride should not cost over £20 it is ridiculous.	M	25-34	St Pierre du Bois
Far too few taxis. Most can't be bothered to operate for the early morning red eye so I've often got to take and leave my car when travelling for business / leisure.	M	45-54	St Sampson
Few taxis available, to or from airport particularly early or late in day.	M	65-74	<i>Not known</i>
For years it's been impossible booking a taxi between 2-6am during the week as often nobody driving. Unable to get people home from A&E on many occasions. Last week attempted to book a taxi at 3.30 pm from St Sampson's to town and after ringing 6 companies we gave up and the person was forced to walk as the bus had just been too.	F	35-44	Castel
Generally poor service. Taxi driver more often than not feels they are doing you a favour. Not to mention the driving is appalling, usually because they have done enough of the routes during an evening that they know where there might be police checks. That means poor driving and if you say anything they just ignore you.	M	45-54	St Sampson
Grumpy driver, constantly moaning. Long wait and poor attitude when arrived.	M	45-54	St Peter Port
Guernsey has the only airport I have ever been to where I would have to book a taxi to meet me. I cannot hail a cab in the street. I cannot expect to be able to get a cab home from a restaurant without booking in advance. Sometime days in advance. There are not enough cabs,	M	45-54	Vale

and restricting the number of taxis just makes it worse, and commoditises the plate. Taxi drivers are not screened for criminal records.			
Had experiences where drivers are rude, cars were unclean. Had one car that smelt of dog and driver was dressed very untidy especially when it was advertised as an executive car and female driver was very abrupt.	F	55-64	St Peter Port
Had no problem, as I pre booked my taxi in advance	F		St Sampson
Had to phone many companies, long wait, too expensive.	M	65-74	St Pierre du Bois
hard to book	F	16-24	St Peter Port
Hardly any drivers, can't get times that work for you. Some won't accept card payments, rude drivers out me off using them again	F	35-44	St Peter Port
Have not been able to book a taxi in years, so have given up which then stops me going out!	F	35-44	St Sampson
Have to phone many days in advance for peak times. Rarely turn up on pre-booked time, so have to factor in extra time allowance. Few taxis available at 5-7pm and on Sundays. Refused to take journey as location too remote.	F	55-64	Vale
Have to wait often, high price for short journeys are main ones	M	35-44	Castel
Having to call a long list of mobile numbers to try and make a booking. It can often involve a dozen calls, many unanswered. Few drivers want to do early morning airport drop offs.	M	55-64	<i>Not known</i>
Having to call numerous numbers. Then not available. Need an Uber type system	F	45-54	Vale
Having to phone around and be at the mercy of a particular taxi is awful	M	55-64	St Sampson
Having to plan ahead rather than be able to arrange at the time of need	F	35-44	Castel
I don't think there are enough taxis or enough taxi drivers who are willing to work on weekend nights. If you want to book a taxi on the same day it's almost impossible. I often resort to driving as I can't get a taxi.	F	55-64	Vale
I feel they cost too much and very difficult to get one when needed, especially at weekends or early morning flights.	M	25-34	St Peter Port
I found out afterwards that the taxi I managed to book was very overpriced - I tried to book for 4 of us but 2 of the taxis wouldn't take a fourth person in the front passenger seat - I would like to see a list of taxis and phone numbers on line to refer to - particularly evening taxis for pick up at about 9.30 after a meal	F	65-74	<i>Not known</i>

I have generally given up thinking you can get a taxi almost instantly and always book in advance. I usually have to try several firms before getting one so it's not an easy experience. Some firms just don't even bother to reply so you normally have to try a few at the same time. The service is inconsistent - sometimes there will be taxis at a rank, sometimes none and it's just completely unpredictable, which is why you just can't assume you're ever going to get a taxi in Guernsey. The fares are extortionate and I have used taxis worldwide! £20 for a 2 mile journey is daylight robbery but for most of that journey you're made to feel like you should be thankful you even got a taxi. I have been to 84 countries and I'd say only the taxis in Russia and Bulgaria were worse than Guernsey which is not a great endorsement for the island.	F	55-64	St Martin
I have to make so many calls to arrange a taxi. It is a hugely frustrating experience always	F	45-54	St Peter Port
I know taxi drivers need to make a living but they are too expensive and too difficult to get.	F	45-54	Forest
I never seem to be successful in getting a taxi. I have even been laughed at telling me that no one will do an airport run for me at that particular time because no one would be working. I would never recommend a visitor to get a taxi from the airport as I have waited for over an hour, only to have to call friends to then pick me up. It is unreliable. On a weekend evening you need to book a taxi so far in advance as they are always fully booked. I no longer see taxis as a viable option because they are so hard to book or get one for the time you need. And 9 times out of 10 the answer on the phone is short and rude and puts you off phoning the next company to see if they are free.	F	35-44	Torteval
I often turn down evening meals with friends as I can never get a taxi home in a timely manner. Some venues out of town it is impossible to get a taxi back from and hence we cannot visit those venues. If you pre book it needs to be 3/4 days in advance and the worst of all is waiting for a taxi at the airport after a long day traveling.	F	35-44	St Peter Port
I rarely manage to get a taxi for immediate use. They are very choosy about their time slots. On a recent occasion several were booked for a party after a meal, I didn't need one but I was surprised by the lack of courtesy displayed by some of the drivers. They assume everyone is a drunk at the weekend. More licences desperately needed as there are clearly not enough drivers and this lack gives a poor impression to visitors and business visitors. Early morning drivers invariably turn up too early to try for additional airport runs. All in all a poor experience and then we push the prices up, laughable.	M	55-64	St Peter Port
I rarely use taxis, but always want to book ahead. Then disappointed when told no Taxis are available.	F	65-74	St Andrew

I think taxi drivers are selective about when they work and there not enough cover at weekends in the evening	M	55-64	St Andrew
I think taxis here are very overpriced. I used to live in London and taxis there seem cheap now! Also you cannot book when you want, there are all sorts of restrictions you have to wait until a certain time of day just before to pre book. Even more so for holidays such as Christmas. Booking a taxi here is made more difficult than it needs to be.	F	45-54	St Peter Port
I think the fares are extremely expensive for the length of journey/ journey time when compared to the UK and other places. They are more expensive than London. The majority of drivers are polite but not all. There are often no taxis waiting for you when you arrive at the airport and the wait can be long. There are not enough taxis at certain times of the day.	M	55-64	St Martin
I travel extensively for work and pleasure and use taxis all over the world. Guernsey taxis are easily the rudest, most expensive and least reliable I have experienced anywhere, without exception.	M	25-34	St Peter Port
I tried to book a taxi hours in advance, not just phone up there and then, and was told that nothing was available. This happened not once but 3 times, on different days and different weeks. I began to wonder if any drivers were available at all.	M	55-64	Castel
If you're at the Weighbridge at the weekend in the evening there is never enough taxis! We take our car to airport because again when you arrive back into Guernsey over the weekend there is never any around!	F	45-54	Castel
Impossible to call taxis as there are too many different companies and independent drivers. They should be working together in bigger dispatcher companies. Or use app based taxiing	M	25-34	St Peter Port
In this day and age, it should be much simpler to book, services should be faster and they should be cheaper	M	55-64	St Peter Port
Inappropriate conversation, too much chat about political opinions that I really do not want to listen to. Not knowing where they are going. Long way round. Clearly over tired. Did not fully wear mask properly , not covering nose.	M	45-54	St Saviour
Incredibly difficult to get taxis and sometimes you have to call 15+ phone numbers and you still can't get one. Unreliable and completely extortionate.	M	35-44	St Peter Port
Incredibly overpriced, for a 15 min journey I paid over £15	F	25-34	St Peter Port
Infrequent. Expensive.	M	55-64	Castel

It can be difficult to find a taxi company that either answers the phone, is available for the time you need. Also there have been times where taxi drivers give flimsy excuses if they are not interested in the fare. Also taxi fares seem to vary between taxis, I now ask what rate the meter is on to ensure it is correct. We do have a couple of taxi drivers/firms we use that are consistently good. However most of the time you have make allowances.	M	45-54	Vale
It is almost impossible to get a taxi for the time required which is why I pre-book as much in advance as possible. Most taxi drivers are quite rude with zero customer service. Getting a taxi for an early morning flight is almost impossible.	F	35-44	St Peter Port
It is always near impossible to get a taxi to take you or collect from the airport in the morning and the same for return journey. Travelling from Alderney I have to book at least 2 weeks in advance, even then they arrive late! Totally impossible to get a taxi last minute!!	F	45-54	<i>Not known</i>
It is difficult getting a taxi, the fares are expensive and the attitude of (most of) the drivers is absolutely dreadful. They seem to do all they can to talk down the island to visitors. I try to avoid using a taxi unless there is no alternative	M	55-64	St Martin
It is expensive. Only tend to use a taxi if its with Friends as we share the cost.	O	45-54	St Andrew
It is generally impossible to get a taxi at the obvious times, say between 6pm and 8pm or for early morning flights. There is no one number to call and most firms/drivers divert their phone to someone else when off duty (and the driver receiving the diverted call may not know a phone has been diverted to them). This means you can speak to the same driver several times, who can often be impatient or even rude after receiving several calls from the same person. There should be a central link - perhaps app based - that all drivers subscribe to. That may not result in a job being picked up, but it would avoid the need to call 6 or more numbers. There should be weighting to encourage drivers out at busy/unsocial times.	M	55-64	Vale
It is often difficult to get any booking on a weekend evening and impossible during holiday seasons such as Christmas or during summer events. Drivers are sometimes rude when attempting to book and the taxi rank is a gamble. Couldn't find a single taxi suitable for a friend who uses a wheelchair one Sunday .	F	35-44	Castel
It is painful having to call multiple companies to book a taxi. There should be a central service that all taxi firms are linked to, making it much easier for the customer and giving opportunities to smaller taxi companies to get a booking from a new user.	M	35-44	Castel
It is ridiculous that you cannot get a taxi unless you book in advance. I once tried to book a taxi to go to work 16 hours in advance and there was nothing. Plus in order to pre-book a taxi from the airport when arriving on a late flight I need to pay £25, whereas if the meter is used it costs	F	45-54	St Peter Port

about £12! This population is not that small, I've lived in places where taxis are available immediately all the time! You shouldn't have to do a ring around a week in advance to find one, it beggars belief!			
It is virtually impossible to phone a taxi on the weekend evening you want it for collection out of town e.g. cobo and will just give you a ridiculously late time quote such as 2am. It seems they choose to work the rank at these peak times.	M	25-34	Vale
It used to cost me about £12 to get into town and now it's over £17 and that was approx 8-9pm It was only £1 pound more to get home after 1am Taxis are way too expensive, it stops me going out!	F	45-54	Castel
It was a Sunday at 6 o'clock, I needed a taxi from the Rockmount. I phoned every taxi number in my contacts on my phone. Not one answered. Disgusting service	F	45-54	Vale
It was late arriving, no apology, and it took me over 5 calls in the first place to find a taxi. Generally the service is awful and there are never enough.	M	35-44	St Martin
It's a joke. Overpriced. Unfriendly and not accommodating. Not available when required. Airport pickup mafia Charing 30 pound is criminal.	M	35-44	Torteval
It's a nightmare trying to get taxies. We need an app to help the taxi drivers be more efficient, they'll make more money by been able to pick up whose closest making wait times shorter and lower emissions which also would lower their costs. It would also help with not been held on the phone for 20 minutes to be told they can't do a taxi at all let alone when you need it. Which would make more people use taxis as many people just call friends as they can't be bothered with the hassle of calling 10 taxi companies to no avail.	M	25-34	St Peter Port
It's almost always impossible to get a taxi when I phone for one or when I try and pre-book. Technology must be embraced, we need a taxi service fit for the 21st century. We need better availability, and an easier booking process like an Uber style app.	M	25-34	Vale
It's always hard to get a taxi. The drivers are rude. The cars are old.	M	45-54	St Martin
It's always problem to get a taxi let's start with that. And then if you can get a taxi then it's another 30-45 min to wait. And sometimes you book the taxi no matter how long does it take and it doesn't show up. It's like waiting for miracle to happen here in Guernsey. Very sad but it is what it is.	F	25-34	Castel
It's difficult at busy times eg Friday/Saturday to get a taxi at a time I want. Don't tend to use them as they are so expensive for relatively short distances travelled in Guernsey. At £18 - £20	F	55-64	Forest

for a 15 min journey from town to Forest it makes a night out really expensive, especially if you take a taxi in as well.			
It's easier to hire a car than try to use a taxi so different in jersey I use taxis there often	F	65-74	<i>Not known</i>
It's expensive It's woefully inefficient having to phone taxi drivers individually one by one to try and make a booking There's often no availability at peak times Most of the taxi drivers are rude and miserable- a terrible advert for Guernsey to tourists	M	35-44	Forest
It's extremely expensive to get taxis here compared to say the UK for relatively short distances. I tend not to drink because I find it stressful the thought of trying to get a taxi. An app with different taxis you can book would be useful	F	25-34	Vale
It's impossible to get a taxi unless you book weeks in advance. They don't do mornings or evenings or bank holidays. I generally have to call 5-10 taxi numbers before I manage to get an airport booking	M	25-34	St Peter Port
It's just so hard to get a taxi in the early hours from out of town, we have turns down invitations to friends for dinner knowing we will it be able to get home.	F	35-44	St Peter Port
It's never easy to book a taxi, often not available or don't always answer. Not so bad waiting for a taxi at the taxi rank as long as there are enough available. But would always rather get the bus as it's cheaper!	F	35-44	Vale
It's ok sometimes, but it's usually very expensive, always takes a lot of phone calls and booking way in advance to get a taxi. So maybe how difficult it can be to get a taxi.	M	16-24	St Saviour
It's too expensive so I find alternatives	M	45-54	St Andrew
It's too expensive, we need Uber in Guernsey. Taxis aren't readily available, it's too difficult trying to phone around and book and quite often you can't get one. We need an online booking system at the very least. Unfortunately buses aren't reliable and quite often don't drop you in a close enough location to your house, therefore there is no choice but to use taxis.	F	25-34	Vale
It's very difficult to be able to book a taxi when I've needed one.	F	35-44	St Peter Port
I've literally been told before by a taxis driver they wouldn't come to collect someone as it was too far. The prices are outrageous, probably 4 times higher than London where I used to live.	M	25-34	St Peter Port
Just so difficult to book a taxi for weekend evening unless you book 3 weeks in advance	F	45-54	St Pierre du Bois

Lack of availability, coming from the airport without a pre-booked taxi is simply a nightmare. I've seen first time visitors visibly deflated standing in the cold/wind/rain waiting for sometimes over an hour€! it's a very bad first impression	M	35-44	St Martin
Lack of availability	M	45-54	St Peter Port
Lack of availability and price, and choice, bring in Uber. They also often drive fast like lunatics whilst criticising normal motorists for doing the same.	M	55-64	St Sampson
Lack of availability at peak times, even outside of peak times there are often not taxis around when I need them	M	35-44	St Martin
Lack of availability in the evening, having to call many individual numbers as so few taxi drivers are linked together, or work for a company	M	55-64	St Pierre du Bois
Lack of Availability mostly, attitude of taxis as if you work for them and they are doing you a favour not that you are the client.	F	25-34	St Martin
Lack of availability, high cost, poor environmental credentials	M	35-44	St Martin
Lack of availability. Cost is far too high. Can't get a taxi for early morning flight. Can't get taxis for most evenings. Can't hail a taxi. Most taxi drivers moan how hard life is. Most taco drivers moan about how rubbish Guernsey is. Tourists believe them so terrible advocates for the island.	M	35-44	St Martin
Lack of taxis at times required. Bolshie / unhelpful drivers	M	45-54	St Peter Port
Late arrival, unable to get a taxi at peak times, Cleanliness of some cars, attitude of a small minority of drivers	M	65-74	Castel
Long and worrying wait at airport - had tried to book to have taxi meet the plane but they said I couldn't as there were always delays with flights and too much waiting time. Grumbling taxi driver	F	65-74	Castel
Long waits for taxis, never enough taxis on shifts in the evenings and weekends. Too many drivers only work Office hours	M	35-44	St Peter Port
Long waits when you need them most. Should be more taxi licences even if that mean higher fares	M	25-34	Castel
Low availability	F	75+	<i>Not known</i>
Mainly the cost but also lack of availability.	M	35-44	St Sampson

Many drivers lack basic customer service skills, getting a taxi always feels like they are doing me a favour. Would avoid pre ordering as have almost missed too many flights by them not turning up or late then no apology from the driver or company.	F	45-54	St Martin
More services, lower cost	F	25-34	St Peter Port
Most drivers said they were fully booked	M	25-34	St Sampson
Most of the time the drivers are so grumpy, they moan the whole journey about how terrible life is, how hard life is for them (this was multiple different drivers)	F	35-44	St Peter Port
Most taxi drivers are rude They are always late They are always fully booked Or they just don't answer the phone They are far too expensive !!!	M	25-34	St Peter Port
My experience of taxi availability is generally very poor, particularly when compared to other jurisdictions. As such, I only tend to use them when there is no alternative or where I am able to plan sufficiently in advance to book one (normally, no less than a week ahead). It's very rare that I've been successful in calling a taxi company for an immediate booking, even outside what I would call peak hours.	M	45-54	St Andrew
Need to be more streamlined like Uber. E.g tracking your taxi to see how far away. The taxi very often says they are just around the corner but they are not. Similarly waiting in the taxi rank, you have no idea when the next one will show up. Payments made via an app so no need to exchange cash or card payment with the driver. Often taxi drivers make a fuss if not paying using cash.	M	16-24	St Martin
Need Uber	M	35-44	St Martin
Needs to be more readily available centralised service and cheaper	F	25-34	St Peter Port
Never any availability and Waiting time is very long	F	25-34	St Peter Port
Never any available taxis at the airport on landing, and seemingly impossible to pre order one. The standing joke in our companies when we call the taxi company is "hello [REDACTED], sorry we don't do taxis"	M	45-54	<i>Not known</i>
Never available, too expensive, rude drivers	M	45-54	St Peter Port
Never enough taxis working at weekends almost impossible to book	F	45-54	St Peter Port
Never enough taxis, prices vary with companies, no regulation, and the service needs a complete overhaul	M	35-44	St Peter Port
Never enough very expensive need to have an Uber style system here	M	16-24	St Peter Port

Never seems to be availability on evenings at the weekend unless booked well in advance	M	45-54	St Saviour
No central number to call. No availability at key times. Overpriced. Late arrivals. Early questions of missed flights etc aren't giving full picture eg having to drive to the airport to catch flight when taxi didn't turn up)	M	55-64	St Andrew
No customer service (like they're doing you a huge favour) Once called 6 taxis to get to an early flight and all were shocked I needed a taxi before 7am, a friend ended up having to get up and take me. If you're 2 seconds late they drive off or give you a lecture that you were late even though the meter is running and they're being paid. Hardly any take card and get annoyed if you don't have cash even though half the island don't want to take cash especially after covid, so you have to pay more to stop off at a cash point.	F	25-34	St Peter Port
No easy online facility to book taxis in Guernsey (similar style to Uber booking). No guarantee you can pay by card/contactless. Driver doesn't always want to drive to remote locations.	M	25-34	St Peter Port
No minimum service level means that at certain times of day it is next to impossible to book a taxi via phone call. If unsocial hours it is impossible (03:00 to 06:00). Phone calls often go unanswered. An Uber style app is required. Many drivers still only accept cash which is no longer the way of the modern world.	M	25-34	St Sampson
No service from drivers, many are very opinionated and rude	M	16-24	St Pierre du Bois
No taxis at the airport on a Sunday. A friend from England tried 13 companies a week before arrival for a Sunday evening collection from the airport without success (business travel). Our son works away and struggles to get a taxi for early morning departures. The only reliable way to get a taxi is to book weeks in advance with a regular taxi driver. Too expensive and not a reliable service.	F	65-74	St Peter Port
No taxis when required and too expensive, unable to get a taxi out of town back inwards.	M	65-74	Vale
No taxis when you need them not many want to work early morning	M	55-64	St Peter Port
Nobody answers the phone. Difficult to book taxi for early morning pick up. Very expensive for length of journey	F	65-74	St Peter Port
None driving family. Who would rather not go out if it means trying to get a taxi. As service is so poor. In my previous job. Booking taxis for customers was a Daily occurrence. And difficult to tell customers that you could not get them taxi. As none available. Even when they offered hours of flexibility with time. We had staff members have to take customers to the airport for the red eye. Despite trying to book days in advance. No taxi would take the booking!	F	35-44	St Peter Port

Not available when required	F	65-74	Castel
Not enough drivers - needs states subsidy. Drivers unwilling to work unsociable hours, often use home James instead although more expensive. Need service taxis - minibuses doing regular routes, like a bus.	M	55-64	Vale
Not enough of them at peak times	M	55-64	St Peter Port
Not enough taxis at Guernsey airport on a Sunday night. Embarrassing how few drivers go out. Makes me very mad and embarrassed when we call Guernsey an international finance centre. It's pathetic	M	45-54	St Peter Port
Not enough taxis at peak times and very expensive	M	45-54	St Peter Port
not enough taxis at peak times. wish we could have Uber style bookings.	F	45-54	St Sampson
Not enough taxis available at peak times	M	35-44	St Peter Port
Not enough taxis available at peak weekend times. Having to phone several independent numbers is a nightmare. A Uber mobile app system would be much better. Would also be much better if ALL taxis accepted card/contactless.	M	35-44	Vale
Not enough taxi's available for the red eye even booking the day before. We usually have to get a lift.	M	45-54	St Sampson
Not enough taxis available when needed.	M	55-64	<i>Not known</i>
Not enough taxis available when you need them	M	35-44	St Sampson
Not enough taxis so they are not available when needed.	M	55-64	St Peter Port
Not enough taxis, you have to book ages in advance	F	16-24	St Peter Port
Not enough taxis especially at peak times and at night.	M	35-44	St Martin
Not usually available when you want / need one	M	45-54	Vale
Not willing to come out to St Peter's Not available even when trying to book several days in advance	M	55-64	St Pierre du Bois
Nothing wrong with the taxi service / taxi drivers. However, it is very hard to book a taxi on emergency situations as you have to call them one by one. Having an app like Uber where you can book a taxi will be very helpful.	F	25-34	St Peter Port

Now that I am a parent, most of the time I want to use a taxi is to/from the airport for family holidays, but because no taxi service stocks car seats for our son we now can't use taxis as a mode of transport!	F	25-34	St Peter Port
Often late Rude taxi drivers Dangerous driving Refusals to take relatively short distances Very expensive	F	25-34	St Andrew
Often not available when needed, sometimes late or don't even turn up.	M	45-54	St Peter Port
Once I had a no show on Boxing Day having pre-arranged a lift from airport. Last year I could not get a taxi from town for over an hour. You cannot rely on flying in and getting one from the airport	F	45-54	St Peter Port
One has to think so far in advance at peak times. The last 3 times we have flown we have been unable to get a taxi to take us to the airport and so have had to drive and park at considerable expense.	M	45-54	St Andrew
Only airport in the world I have been where there no taxis i.e Sunday evenings, usually not possible to pay by card,	M	55-64	St Peter Port
Opinionated taxi drivers and cost of late night taxis.	M	55-64	Vale
Over price, unreliable service.	M	45-54	St Peter Port
Overall taxis are expensive or take ages to get one. I will book when possible (eg outward journey, end of meal) but you don't always know what time you want to go home after a night out. I've regularly had to wait over an hour so don't bother. I never rely on them for airport runs and use family where possible as taxis have been late or lost my booking in the past despite it being booked a week in advance. My parents have been told not to worry about booking a return taxi home when they have tried booking in advance just to be told in the day they should have booked in advance.	F	25-34	Castel
Overall the taxi service is shockingly bad in Guernsey. You either wait ages at the rank or if you pre-book they are frequently late or on some occasions have not turned up at all. its not difficult, they know when flights are coming in so why not send taxis to the airport to meet the flights ???	M	55-64	<i>Not known</i>
Overpriced, lack of availability at times. Generally prefer to walk home at night as a result or take night bus if available.	M	45-54	Castel

Overpriced. Refusal to do short journeys eg Chouet to Bridge or Beaucette to Bridge during evening (9-11pm). Refusal to go North of the Bridge from Airport and or Town; thus having to walk from the Bridge to home (7-11pm).	M	55-64	Vale
██████████ i believe gave me change only in coins and refused to let me pay with card	F	16-24	St Martin
Phoning companies more often than not have no one available, private numbers of driver often switched off but rank usually best. Dissatisfaction because of lack of availability	M	75+	Vale
Poor availability No issue with the service of the taxi once I've been able to book one	F	25-34	St Peter Port
Poor availability (whether by phone or rank), very, very expensive for journeys. Airport taxis are particularly poor for availability and cost.	M	45-54	Vale
Poor availability and too expensive. I could accept the premium price if availability was better. Also too much effort to phone around in this day and age. Want all drivers on an Uber style app, minimum commitments required. More taxis need to be available for red eye flights	M	45-54	Vale
Poor availability for a small Island	M	35-44	Castel
Poor availability, very expensive, most don't take card payment	M	25-34	St Peter Port
Poor availability.	M	55-64	St Pierre du Bois
Poor booking options, there should be one centralised app rather than having to phone individual drivers or companies. Also punctuality is extremely poor, I've had taxis either show up very late or not bother at all!	M	25-34	St Sampson
Poor taxi service, rude drivers, prices are extortionate.	F	16-24	St Peter Port
Price and a very long wait	M	55-64	St Sampson
Prices are too high to consider using taxis regularly. Wait times at peak times are huge. The rank is not a nice place to be on a weekend evening.	M	25-34	Vale
Rarely available and even booking is a nightmare. The most expensive taxis I have ever used for such short journeys. Been refused lifts before because the taxi wasn't going the way we lived. Ended up walking home most nights as easier. Taxi rank is full throughout the day then evenings it's empty. Guernsey taxis are expensive, unreliable and a joke	M	35-44	St Peter Port
Really struggle to get a taxi when you want one and very expensive	F	35-44	St Peter Port
Reckless driving, speeding etc. I find it ironic that we pay these people to drive and most of them don't follow the rules of the road.	M	25-34	St Martin

Rude or indifferent driver	F	35-44	St Peter Port
Rude, and not helpful	F	45-54	St Peter Port
Rude, monopolistic, self-centred, "the world owes me a favour" drivers. Moan, moan, moan. Everything is too much trouble.	M	45-54	St Andrew
Rude, opinionated drivers	F	45-54	St Andrew
Rudeness when you try to book a taxi. Very bad and unhelpful attitude. Everything is too much trouble	F	55-64	St Peter Port
Scruffy, impolite, coarse language, if you are a few minutes late they charge, if they are 10 minutes late it is rare you get an apology	M	65-74	Vale
Seriously overpriced and with staff that use you as a personal therapist. I want to get to destination not listen to the drivers life story and theories on politics.	M	45-54	St Martin
Should be more 24 hour taxis, difficult to get taxis late at night after work	M	16-24	St Peter Port
Slow, expensive, unreliable, difficult to book	F	35-44	St Peter Port
So difficult to book. Takes ages to find an available taxi. Sometimes if pre-booking days ahead there may not be availability. When arriving at airport often no taxis. Once had to wait with my child for one hour in the cold.	M	55-64	St Sampson
So expensive	F	55-64	St Pierre du Bois
so hard to get one	M	65-74	Vale
Social life options limited by our lack of confidence in taxi availability in the evenings. We feel we can only live within walking distance of town for this reason	F	25-34	St Peter Port
Some drivers take the long route thinking some people are not local and don't know Guernsey it happens more often than not!	M	25-34	St Peter Port
Sometimes very difficult to get hold of accessible taxi - especially over weekends.	M	45-54	Castel
Sooooo expensive. Very hard to get one either in advance or at short notice. Just back from the UK & horrified by the difference - so much easier to get one & afford it in the UK.	F	55-64	St Peter Port
Struggle to get hold of taxi. If someone picks up phone when call get told none available then hung up on	F	35-44	<i>Not known</i>

Such inconsistent service/availability. Generally poor attitude of drivers as it relates to service and delays compared to elsewhere.	M	35-44	St Sampson
Taxi didn't arrive and I chased them they cancelled booking and almost missed flight for holiday	M	55-64	Castel
Taxi driver lies. Single use from the airport rank in [REDACTED] told they had to charge 6.30 starting fee rather than lower rate for 1 person. Shameless	M	45-54	St Peter Port
Taxi driver spent his time complaining about the fare which he thought was fair! You can get half way to Heathrow or further in the UK!	F	65-74	St Peter Port
Taxi drivers are fine, availability is not currently ok. Being stuck with shopping and being told no taxis are available is a common issue	M	35-44	St Peter Port
Taxi drivers are flaky and expensive. Guernsey's taxi service is appalling compared to most other developed countries and the improvement of it could make Guernsey a much more enjoyable place to live.	M	25-34	Forest
Taxi drivers are overworked yes, but there's also been times when there are just none about. They're also SUPER expensive to travel out west, like, I'd rather we subsidise our taxi drivers than buy a boat for condor. Taxis are struggling locally, but increasing fares when they're already high isn't going to help...except to push more people to use "lifts". The States should just help them out, subsidise the trips.	M	25-34	St Saviour
Taxi drivers Are prima donnas	M	25-34	Castel
Taxi drivers are so rude and really unsociable	F	45-54	St Peter Port
Taxi drivers never seem pleased to take people from one destination to another where this does not originate or end close to Town on Friday and Saturday evenings. Impossible to get a taxi between St Sampson's to Vazon after 9pm on a Friday or Saturday, but if it were to go into Town it would be available within 20 min.	M	35-44	St Sampson
Taxi drivers only work the busy shifts leaving no taxis any other time / overpriced and through my experience more than a handful of times they take a longer route if you don't look local just from my experience	M	35-44	St Peter Port
Taxi fares vary from one vehicle to another for the same journey. My mother has been charged nearly double the fare when travelling alone than when travelling with me. Some taxis charge extra for putting shopping in the boot.	F	65-74	St Peter Port
Taxi never available when you need one, it's not always possible to book in advance! Never one available at the airport rank Taxi drivers are rude & always complaining!	M	55-64	St Peter Port

Taxi rank never picks up. Taxi rank empty in the mornings. Many Taxi drivers refuse to work on weekends. Taxis cannot be arranged at short notice as they say they are busy. Fares higher than £30 to go to the airport from town. Etc	O	25-34	St Peter Port
Taxis are difficult to get at busy times but the weigh bridge rank is full in the afternoon.	M	55-64	St Peter Port
Taxis are far too expensive these days.	F	45-54	St Sampson
Taxis are generally unavailable and you have to wait for hours if you wait at the rank.	M	35-44	St Peter Port
Taxis are hard to get hold of, sometimes there are excessively long waiting times at the rank and when calling firms I find you need to do so well in advance to get a taxi booked, if something comes up last minute there's always a good chance you won't be able to find anyone.	M	25-34	St Peter Port
Taxis are meant to be for our convenience, when they're 20/30 mins late then not cheap at all ??? .	M	55-64	Castel
Taxis are never available on a Friday or Saturday evening for booking. Getting a taxi from the airport is just too much hassle therefore pay a fortune leaving car in airport car park. Some taxi drivers rude and scruffy terrible experience with this a few years ago going to the airport to catch a flight which we nearly missed because taxi arrived so late	F	55-64	St Peter Port
Taxis are very hard to come by between 15.00 and 18.00	F	55-64	St Sampson
Taxis generally unavailable to the point we've stopped bothering and just choose to drive and park - often foregoing drinking etc	F	45-54	Castel
Taxis in Guernsey are ridiculously expensive. When you don't drive and you need to be somewhere that the bus cannot take you because the next one isn't for an hour! It leaves you no choice - unless of course you want to stand in the rain for 40 mins and get an earlier bus. Please consider the price of taxis!	F	25-34	Torteval
Taxis never available, expensive and often don't show up	F	25-34	St Sampson
Taxis on Guernsey are a joke compared to mainland UK. Overpriced, rude, often the numbers you call refuse bookings. Taxis will refuse to take you for the strangest of reasons - one time I was refused passage because I was going to one place and wanted to drop a friend off on the way. I was once sworn at for calling a number at 10 am on a Sunday to book a cab into town. Dirty, horrible, overpriced racket it is. The sooner we get an Uber like service the better.	M	35-44	St Pierre du Bois
Taxis on Guernsey are the most expensive service I have ever used. Also, half of evening & night-time taxis are always late, often by more than 30 minutes, and the rest just don't show up.	M	45-54	Vale

Tend to charge too much considering the journey. Been not allowed to get into a taxi because torteval is 'too far'	M	25-34	Torteval
Terrible service. Sometimes they don't show up and most of the time it is difficult to get a booking.	M	25-34	<i>Not known</i>
The ability to request the services of a taxi without advance booking. It is virtually impossible to request a taxi for immediate service.	F	45-54	St Peter Port
The availability of taxis is poor at busy times in weekend evenings. Most places In the world you could get a taxi within 39 mins. It seems most taxis wait on the rank in town which leaves very few available to pick up out of town, resulting in long delays.	M	35-44	St Martin
The constant extortionate rates for taxi fees are unjustified and drivers often take advantage of people by driving the wrong way to accrue more fees	M	16-24	St Saviour
The cost can be exorbitant	F	35-44	St Martin
The cost of taxis in Guernsey is the most expensive anywhere in the south of the uk and possibly in the world The drivers, most of them are idle don't even leave their seat when you have a bag The overall impression is that they are doing you a favour not providing a service	F	65-74	<i>Not known</i>
The cost of taxis on the island is an actual outrage, compared to the U.K. with rude hailing services the drivers here are especially greedy. The sooner the market is deregulated then sooner the drivers here will learn about competition and how that is better for the consumer than the current monopoly.	M	25-34	St Peter Port
The drivers are lovely and certainly do their best, but it's impossible to book a taxi, although there are always half a dozen waiting at the ranks in town. They're too expensive, which is why I prefer to use the bus and it would be nice to be told how much a journey might cost before commencing a journey.	O	25-34	Vale
The fact that there is never a taxi available within 10-20 minutes is very disappointing. I also avoid going to a friend or family's for drinks outside of St Peter Port as I am worried I'll have phone around for a taxi or wait 1-2 hours and late at night it can be tiring.	F	25-34	St Peter Port
The last taxi I used the driver was extremely rude. We were discussing the fact that it is very difficult to get a taxi from the airport rank especially the last flight on a Sunday and I was abruptly told that it is not worth the time or effort and if I pr3 booked with this particular driver to make it with his while he would have to charge a minimum of £30.00. If you require any further details please contact me directly	F	45-54	St Peter Port

The local taxi service is very unreliable and it's as though you owe them a living. Highly unappreciative they are generally	M	55-64	St Peter Port
The long delays in being able to get one at specific times, long waits on calls for the phone to even be answered.	F	25-34	Vale
The obvious advantage taken of people needing airport shuttles. Charging £25-£40 for a 3 mile journey has no justification at all. It's disgraceful. A 12minute journey for around £30 is simply ludicrous	M	35-44	St Peter Port
The previous question asked how many times we missed a flight/event. The answer was none because we ended up driving and paying huge amounts in airport parking or risking a ticket at the harbour or one of us not having an alcoholic drink. This despite having booked a taxi - it just hadn't turned up. We've booked taxis to pick us up from the airport - they haven't turned up. My husband has booked Taxis for clients to go to the airport and they've ended up having a lift from the hotel manager ! Because the taxi didn't turn up. We use taxis as little as possible because of the cost and lack of reliability. We pay large amounts for airport parking. We have Arrangements with friends and family. We use taxis all the time when off island and it makes us really cross about the poor service here. Off island you can have dinner and expect (and get) a taxi to be booked by the restaurant to take us back to where we are staying. The taxi service here is shocking.	F	55-64	St Pierre du Bois
The price for travelling from the airport to St Peter Port is ludicrous. It used to be £10 each way and now it's £25 (or £30 for an early pick up). It's just greed	M	55-64	<i>Not known</i>
The price of a taxi to St Peter's after a night out is really unaffordable for me, it makes going to anything where I don't drive myself pretty impeachable so I have to do it as little as often. I have started using the night is more often but it's still a fair walk from my house to the bus stop which doesn't feel safe at night	F	25-34	St Pierre du Bois
The price scale is just crazy compared to other methods of travel	M	25-34	St Peter Port
The service getting from point A to B is fine. The problem is state mandated prices which prevents market competition, innovation in taxi hailing and supply of taxis.	M	25-34	St Pierre du Bois
The service is fine if you can get it. Taxis are too hard to get without booking in advance which isn't always practical. We need more of them!	F	35-44	St Martin
The taxi rank is always full and you usually have to wait 30mins sometimes over an hour, when trying to phone for a taxi unless you have a regular use driver with direct contact it's usually	M	25-34	Vale

impossible to get a taxi on a Friday or Saturday evening, most times we try phoning around 4/5, none can ever do it anytime or just don't pick up			
The taxi service and the drivers are ok. Getting one is the main problem. I always have to call 30 different numbers just to get one.	M	25-34	St Peter Port
The taxi service as a collective need to work together to provide a SERVICE to the community and visitors to the island so that all times are covered. The taxi companies and drivers cannot be allowed just to work and be available when it suits them because they are guaranteed business. As a business owner in retail myself that is like saying I am only going to open my facilities when it is busy€. This would not be possible and it should be the same for the taxi business on island. They should service the island 24 hours a day on a rota system. I have had visitors to the island who have been at my facility and we have tried to organise a taxi at off peak times (Sunday afternoons, early mornings, bank holidays, etc) and no one has answered their phones so we have had to get our own staff to do a courtesy drive to take these visitors to their hotel. Totally totally unacceptable.	M	45-54	St Sampson
The taxi services are not as reliable as one would expect. Customers are not informed in advance when taxi is running late. Having to call the taxi company each time you want to find out where a driver is, is inconveniencing. Waiting time on calls should also be reduced.	M	25-34	St Peter Port
There appears to be a lack of available taxis, especially at peak times. Lunchtimes, evening etc. I have been lucky to always have a taxi available from the airport however there has only ever been 1. I dont understand why they are not waiting at each arrival time. Even if only for 20 minutes after arrival.	F	55-64	St Martin
There appears to be plenty at night time when they can make money but not in the day. The cost is also making it an expensive way to travel. Very little in customer service.	M	45-54	Vale
There are a dearth of available drivers & the cost is pushing being prohibitive	M	45-54	St Peter Port
There are always Taxis sitting on the Rank in St Peter Port, but try to get one up early on a Saturday morning for a red eye flight, NO CHANCE	M	55-64	St Martin
There are never any available when you call and u always have to wait for ages at the rank or the airport for a taxi. If you get a taxi from the further parishes they charge you extra which is ridiculous. We paid over £35 for a cab from the imp to the rockmount once. Insane!	F	35-44	St Andrew
There are never any taxis when I seem to need one. Airport rank always empty at the peak times and town evenings there are never enough for the demand.	M	55-64	St Martin

There are not enough of them. As there are less of them the taxi rank on Saturday should be managed so that you don't have an eight seater only taking one or two people home.	F	45-54	Forest
There are not enough taxis after the pandemic	F	45-54	St Peter Port
There are not enough taxis at peak times I. e. Early morning flights or when boats arrive. Yet lunchtimes at the Weighbridge rank there are always loads of taxis hanging around.	M	55-64	St Sampson
There are too few available when we need them. We don't even bother trying these days and either book with a car return service or get a relative to pick up our car from airport/take a spare pair of shoes and walk home!	F	35-44	St Peter Port
There aren't enough taxis in the evenings after a night out. There are always huge queues and a long waiting time. In addition, the taxis are expensive.. sometimes starting at £5 as soon as you get in.	F	25-34	Vale
There aren't enough. Trying to get one is impossible and you have to call several firms only to be disappointed each time until eventually you find another solution, I.e walk for an hour, get a bus (if not a weekday in evening) or cancel whole night. The airport is poorly represented by taxis and on instances, we've waited for ages and then risked getting the last bus into town from the airport to the taxi rank and caught a taxi from there instead as the bus doesn't go our way or is finished for the night. To find that the taxis are queuing there waiting for fares! Not great for holiday makers or islanders returning. But to top it off, they are also expensive to pre-book for the airport as they add a surcharge. Almost doubling the cost of our normal trip from St Sampsons. For us, and we discuss it a lot with other islanders and restaurant staff trying to get us a taxi at dessert course, the most frustrating thing is, there are not enough and they are expensive. We've not gone out on a night simply because the hassle of getting a taxi back has proven too much. And instead opted to stay in.	F	45-54	St Sampson
There doesn't appear to be enough taxis for the amount of work	F	25-34	Castel
There don't seem to be enough taxis to meet demand, often have to call several firms	M	75+	<i>Not known</i>
There is a lack of drivers which means spontaneity is impossible. It is sometimes impossible to even book a cab let alone hail one. Taxi fares are expensive for the distances travelled. The taxi queue in town is intimidating	F	45-54	St Andrew
There is never any availability especially for early morning and late evening	F	45-54	Vale
There is never one available when you need it or at short notice.	M	25-34	St Peter Port

There is no enough taxis for red eye flights and weekend's evenings . You have to book taxi for an early flight like week in advance and I sometimes booking flight day before for work purposes	M	35-44	St Peter Port
There is not enough taxi's in Guernsey. Don't bother phoning the biggest taxi firm in Guernsey as they never have a taxi.	F	25-34	St Sampson
There isn't enough of them, they are expensive, difficult to get one. Have used Uber many times and it is far superior. Should get rid of the stringent tests and access to licenses and give people the opportunity to earn additional money.	M	35-44	St Martin
There just aren't enough, some taxis charge £2.50 to pay by card which is extortionate.	F	25-34	St Peter Port
There just never seem to be enough taxis at peak times when you need them	M	45-54	Castel
There never seems to be enough taxis heading to the rank in town at busy times. When you attempt to phone for a taxi (even earlier in the day/week you need one) they never seem to be available.	F	16-24	St Andrew
There seems to be fewer taxis these days. I heard lots of taxi drivers keep their licenses as they have paid 000s for them but don't often go out to work. Just generally more difficult to get a taxi at the time I would like.	M	55-64	St Martin
There's never any taxis available, they don't operate around the clock, they take forever to get to you, it costs more than a flight to England to get to my house and back and they aren't very professional.	M	25-34	St Saviour
They are expensive for the distance travelled, I have to phone multiple providers to find one is free. It was much better in Leeds where the volume of taxis is high so you can hail them and prices are much cheaper. The Uber style app was good for taxi booking but that has now gone. I feel taxi drivers pick only profitable journeys so have often walked home instead as cannot get one. I think the taxi service should be centrally controlled so you have to phone a single number and you know you will get a consistent service which is better value. The bus service is good but they need an app and Uber would be great. The taxi plate model is outdated and driving up prices for customers.	F	25-34	Vale
They are expensive, often difficult to book and waiting in the town taxi rank is not a pleasant experience.	F	35-44	St Peter Port
They are not really available when you need them. The mechanism for plates means that single drivers can hold multiple plates but not use them all meaning less taxis on the roads.	M	45-54	Torteval
They are unreliable expensive late and not available for airport runs often enough	F	45-54	Not known

They don't care about keeping passengers waiting for up to 40-45 minutes for a pre booked taxi, but moan about others keeping them waiting 5 minutes.	M	45-54	St Peter Port
They don't want to work when we need them the most evenings. Sunday evenings weekend evenings how many licensed taxis are out of a evening or weekend .. Sunday night ?	M	35-44	St Peter Port
They need a taxi service that runs throughout the night for emergency occurrences, stop running at 2:am which is ridiculous. Needs improving before summertime as it's a service visitors expect!! If they don't operate overnight then they should not be allowed to advertise they work 24/7	F	55-64	Vale
They never coincide with the arrival of flights, there is never one available when i ring round to try and find one	M	25-34	Castel
They over book and are therefore mostly late. They have messed us around numerous times trying to get the Herm ferry despite booking in advance. Best to not tell them your plans but book them for at least 30 mins before you need them. Coming back from Herm on a Sunday afternoon it's almost impossible to get a taxi at all	M	55-64	Vale
They unreliable and very expensive most are dirty and have a very uncomfortable smell	F	35-44	St Peter Port
They're not easy to book and they're expensive, plus there are certain times when it's impossible to get one, e.g late night or certain flight arrival times. I have no complaints re the actual drivers, cars or journeys themselves once you take them.	F	35-44	St Martin
This is 2022. I use taxis in all other countries I travel to. 95% by UBER. Its time you were able to book and pay for a taxi via an app like UBER. This is a very necessary service in the modern world. Bring on the Tesla Robotaxis!	M	45-54	St Martin
Time keeping, availability and cost	M	25-34	St Peter Port
To expensive now I tend to end my nights early and get the last night bus home - which includes a 10 min walk through the dark lanes home	F	35-44	St Martin
To expensive would rather use a nightbus	M	45-54	Castel
To expensive. Some will not take card or change to do so. No immediate services Lang waiting times	M	55-64	Torteval
To much money for such short journey time compared to the mainland costs less to travel for example from Southampton to eastleigh/Southampton airport to travel from St. Peter port to guernsey airport they have higher fuel cost in the uk why is it so expensive here in comparison	M	45-54	St Peter Port

Too expensive	F	55-64	St Sampson
Too expensive	F	55-64	Vale
Too expensive	F	35-44	St Peter Port
Too expensive	F	25-34	Forest
Too expensive & poor availability	F	55-64	Vale
Too expensive (but we understand why). Difficult to always get one when you need one so it's becoming the norm to drive myself and simply not drink when out	M	55-64	St Peter Port
Too expensive and hard to get at odd times, e.g early morn or late at night.	M	65-74	St Peter Port
Too expensive especially for short journeys	M	16-24	Vale
Too expensive for people in their twenties to get home, most usually walk.	M	25-34	Vale
Too expensive for Such a slow and difficult service to use. It's all about the driver making money, or about the service for the customer. Not enough Taxi's on duty at busy times, resulting in the use of busses or leaving a car and catching night bus and missing out on a few hours out	O	35-44	Torteval
Too expensive for the length of journey	M	25-34	St Peter Port
Too expensive Have to book plan weeks in advance Quite often taxi companies don't want to bother with fare.	F	55-64	Castel
Too expensive to use unless absolutely no other option. We have been let down in the past by taxis not turning up to take us to airport, extremely stressful.	M	65-74	St Saviour
Too expensive, difficult to get hold of when phoning, big queues at taxi rank	F	16-24	St Pierre du Bois
Too expensive, grumpy and ill mannered driver.	O		St Peter Port
Too expensive, hard to get hold of,	F	45-54	St Peter Port
Too expensive, haven't kept up with demand and not enough late at night	F	55-64	St Pierre du Bois
Too expensive, long waiting time, rude driver	M	35-44	St Peter Port
Too expensive, supply doesn't meet demand	F	35-44	St Peter Port
Too expensive, taxi rank has always got people trying to push in. Shelter is too small at the weigh bridge taxi rank. I now regularly use the night bus	M	35-44	Forest

Too expensive, too unreliable, easier not to have a drink and drive myself or stay at home. Can't be bothered with standing at the taxi rank for hours, easier to get the night bus or stay in. I prefer the method at the jersey rank where a Marshall arranged people to share a cab going to similar areas. Recently lived in london and could get a cab 2-3 times further than here for the same price and London is pricey. Guernsey is very very overpriced	F	45-54	Forest
too expensive. Can never get one when you need it	M	55-64	St Saviour
Too expensive. Availability is poor. Many drivers offer substandard service	M	35-44	St Peter Port
Too expensive. Bad customer service. Difficult to get a taxi when you want one	M	35-44	St Sampson
Too expensive. Not enough. Bring Uber	M	35-44	St Peter Port
Too expensive. Rude drivers	M	45-54	St Martin
Too few taxis. Too expensive.	M	45-54	St Peter Port
too long a wait at peak times. Usually late in the evening, coming back from a restaurant, Waiting over an hour	M	55-64	St Peter Port
Too many independent drivers, you have to make too many calls. No coordination.	F	35-44	Vale
Too many occasions when have not been able to book a taxi in advance despite calling multiple firms. Seems there are not enough taxis for demand.	F	45-54	St Peter Port
Took a long time to book Long waiting periods and after 2am Virtually no service .	M	55-64	St Peter Port
Total lack of availability. Always have to pre booked otherwise no chance of finding available taxi straight away. Need a telephone list of numbers as end up calling 5 to 10 drivers to try book. Had to wait over an hour for a taxi at the airport. Too many taxis with accounts and simply don't cater for one off calls/trips. Very expensive when you do use them.	M	35-44	St Peter Port
Trying to book a cab to airport for red eye more than a week in advance (on 3 occasions) but it might be due to pandemic. I don't even bother trying a cab if I need one last minute I just walk as quicker. The taxi guys I speak to are lovely they just don't have the space to fit you in unless you book in advance but you do t always know when you'll need one	F	35-44	St Peter Port
Trying to find a taxi that is available is the hardest part. You can ring 3 or 4 people before someone can help. If the states ran a company of drivers it would be easier as many operate as individuals so there's only one driver/vehicle. Been to many events where everyone is trying to get a taxi home so unless you've managed to pre book you know you will have to drive and not enjoy a drink during the event.	F	45-54	St Martin

Turn up late no apology very expensive	M	45-54	St Sampson
Unable to book (even well in advance) and very expensive. Need a centralised number for Taxi's as drivers generally commit to regulates.	M	45-54	St Martin
Unfortunately there are never enough Taxis at peak times also never on a Sunday evening at the airport€ € there should be a mini bus service that travels the island between bus prices and the taxi service	M	65-74	St Peter Port
Unless you book in advance you can't really expect to call a taxi and get one. Very limited taxis available. We always used ██████████ but they no longer provide a good service after losing so many drivers during lockdown.	F	45-54	St Peter Port
Unless you book very difficult to get one	M	65-74	St Sampson
UNRELIABLE & IMPOSSIBLE TO BOOK FOR SUNDAY TRIP TO AIRPORT HAVE ALSO PREBOOKED FOR AIRPORT PICKUP & IT DID NOT TURN UP	F	75+	<i>Not known</i>
Unreliable and impossible to book taxis here unless you are doing it many weeks in advance. A particular issue is to and from the airport. Many taxi drivers don't like to work early mornings or nights which is shocking as this is considered part of the job everywhere else in the world.	F	35-44	St Peter Port
Unreliable, expensive and lucky if it turns up	F	45-54	St Martin
usually I can get a taxi pretty easy but majority of the time I feel that taxi drivers are lazy and can't be bothered. I'd have to go through about 5 or more taxi numbers before actually getting one	F	16-24	St Martin
Very difficult to get hold of one. Don't always turn up	M	25-34	St Sampson
Very expensive (despite the taxi drivers saying we should be paying more!)	F	25-34	St Peter Port
Very expensive and difficult to get at short notice!!	M	45-54	Forest
Very expensive and never at the airport when I need to get home. Which is poor as they know when flights arrive.	M	55-64	St Peter Port
Very expensive and never available	M	45-54	Castel
Very expensive and poor customer service	M	45-54	<i>Not known</i>
very expensive and too much hassle trying to get hold of anyone	F	35-44	St Andrew
Very expensive as I had to pay a premium for an airport drop off and also an airport pick up; also had difficulty getting someone to take my booking despite phoning several days in advance.	F	55-64	St Peter Port

Have had to resort to asking favours from friends because taxis are not available especially on Sundays and for airport pick ups			
Very expensive for very short journeys, plus its very hard to actually get one - hence, I drive myself!	F	55-64	Vale
Very expensive,	F	35-44	St Pierre du Bois
Very few taxis. One or two drivers VERY rude to the point I contemplated walking the rest of the journey.	F	35-44	Vale
Very hard to book a taxi when you want it!!!	M	65-74	Vale
Very hard to get early taxis for airport and harbour runs and many companies or private taxis are not interested when I phoned ti book one.. Weekends again everyone is too busy and hard to get one when away from town on evenings and late at night	F	35-44	Castel
Very hard to get one Very, very expensive Can't get any at certain times- ie Sundays etc	F	45-54	Vale
Very hard to get taxi service from town centre in day and if short notice	F	55-64	St Peter Port
Very hard to get through / find one available	F	35-44	Castel
Very old fashion. Should have Uber like other cities with more flexibility of routing, drivers, cost etc. I would use them more often if so. Would also most likely be more reliable as more people would drive I imagine if they could work part time	M	35-44	<i>Not known</i>
Very rude and unfriendly driver	F	25-34	St Sampson
Very very expensive, should be discounted for students / youth.	F	16-24	St Peter Port
Wait times, cost of taxi service, lack of taxis available	F	25-34	St Sampson
Waited >1hr at the airport before late one evening. Told drivers don't like the airport due to covid circulating in arrivals. Always a long wait in town at the rank and if you do happen to try and book in advance it is often difficult and you ah e to ring round for ages. There should be an app based system like Uber / Lift / Gett	M	35-44	St Andrew
Waiting times and cost	F	55-64	Castel
Was unable to get a taxi for a Saturday morning boat.	F	35-44	St Sampson
Way too expensive	M	16-24	St Saviour
We arrived home at the airport in the early evening and there were no taxis on the rank, and although we rang every taxi service, no taxis were available. Eventually one taxi turned up, took	F	65-74	Castel

the people in front of us and agreed to come back for us. We were there for over an hour, and there were many other people waiting, including some visitors to the island. They said that they had never been to an airport where there were just no taxis at all. We learned our lesson and now always book one in advance, but this isn't always an option, especially for visitors.			
We plan around lack of availability particularly at night and cost charged for meeting flights	M	65-74	St Sampson
When trying to book a taxi can't get one early morning to get to the airport when they ask where do you want picking up because I live by the [REDACTED] St. Peter's the answer is no	M	65-74	St Pierre du Bois
When you ring you can never get one have to wait forever and try numerous companies	F	55-64	St Sampson
When you try and book taxis and there's no one available so then tend to have to walk and sometimes it's 3/4 miles which takes a very long time	F	45-54	St Peter Port
Why there is still no "Guernsey Uber"? I understand taxi drivers hate Uber, so it doesn't need to be literally Uber - it can be some States-sponsored / approved taxi hailing app, which is mandatory for all taxis to install but doesn't hurt drivers financially! Calling taxi-cab companies is so outdated, we live in 21st century!	M	25-34	St Peter Port
Would like an online/app booking service that shows estimated time of arrival and price. And that lets you pay on the app. Pretty much just like the Uber one. Also, lower prices	F	35-44	Vale
Yes because it is so difficult to get a taxi, even from a hotel, the last time I wanted a taxi to take me to the airport, even though I asked reception to book it for me, they had to try 5 different companies/drivers. You also feel that they pick and choose what journeys they take. For instance we had lunch in a restaurant close to the airport before our flight, and because we had luggage needed a taxi It was impossible to get one , and in the end the waiter from the restaurant took us in his own car. You just feel they are doing you a favour by turning up, and they are not cheap! As I said it is cheaper to hire a car even if its only for one day.	F	65-74	<i>Not known</i>
You can find treasure before you find a taxi.	M	35-44	St Peter Port
You can go through the phone book and there are lots of companies but they all end up linked together and the same person answers. Wastes my time and money. The driver's do not always work at peak times and can be on the roads for 3 or 4 hours a day yet they still got help in covid and are really expensive.	F	45-54	Vale
You can never get a taxi for early flights unless you book months in advance .. weekends are terrible .. can't get a taxi to take you home from a restaurant . Overall I don't think there are enough taxis	F	45-54	St Peter Port

You can never get a taxi for the first flight , I booked 4 weeks in advance and called 9 taxis - none would work that early ! It's shocking	M	45-54	St Martin
You can never get one at short notice, they're extortionately expensive and sometimes you book them and they don't arrive!	M	55-64	St Sampson
You can never get one. You have to wait an absolute age at the airport for a taxi - especially at the weekend. You can get a taxi between 9 to 5 during the week, rest of the time nearly impossible unless you booked ahead.	M	35-44	St Martin
You can't get a taxi on a Sunday from airport or to pick up from restaurant. Terrible service.	F	45-54	St Pierre du Bois
You have generally to book in advance which can mean you leave an event earlier than you would like. Sometimes taxis do not show such that we do not rely on taxis for our teenage daughters, we pick them up ourselves. We have twice paid in advance for a taxi to and from the airport and it did not show. Neither occasion was our money refunded. On one occasion my husband had to walk home and collect our car and return to collect the family from the airport. On the other we had to pay to park our car at the airport for 2 weeks. Elderly relatives visiting us have not been able to find a taxi and have missed events they have paid for. We tend to book 2 weeks in advance, for holiday makers this is not viable. Taxis are also quite expensive.	F	55-64	St Martin
You have to book far in advance to guarantee a taxi	M	55-64	St Martin
You sometimes have to call a few companies to make a booking. Hard to obtain the numbers for taxi companies in Guernsey. Many don't list in the Yellow Pages	M	45-54	Castel

Table 36: Those who Commented Negatively on Safety

Passenger Safety and Security	Gender	Age group	Parish
I've had conversations that make me uncomfortable	M	25-34	St Saviour
Feel unsafe with some drivers	F	25-34	St Peter Port
Often poor driving skills / driving too fast	M	35-44	St Martin
There is not enough security to protect you from the driver	O	35-44	St Sampson
There is no CCTV in the taxi. There is no record of passengers/journeys. I have had a taxi driver visit my address after dropping me off to leave his number through my door	F	25-34	St Peter Port

Passenger Safety and Security	Gender	Age group	Parish
drive too fast, don't use indicators, use phone	M	55-64	St Pierre du Bois
Drivers are often speeding	F	35-44	Vale
Not sure if license details plate details no option of same sex Driver	O	45-54	St Martin
Some drivers are extremely fast and unsafe.	M	45-54	St Peter Port
I have been driven by some very bad drivers over the past 10 years, one even I suspect was drunk or on drugs!	F	45-54	Castel
I couldn't get my seat belt on	F	55-64	Castel
All taxis by law should have child safety seats, Some drivers are terrible drivers, arrive late then drive like crazy and that's what happened to my daughter in law who was trying to hold her baby safely. I was driving behind and the taxi with my family in was driving like a mad man! So dangerous and very rude to them too .	F	75+	Vale
Left walking home at night due to lack of taxis	F	35-44	St Peter Port
I know of someone being told to get out of a taxi, half way down an unlit lane in the dark when they got to what they could afford - the driver had gone the wrong way. Whilst that is an isolated incident, I cannot say passengers are safe here	M	25-34	St Peter Port
Most rides are not even tracked	M	25-34	St Peter Port
The last taxi I used was so grubby inside I was desperate to get out once I arrives. (especially with Covid)	F	45-54	St Martin
a lot of the time chairs are not clamped down tight, plus the side entry cars put chair and passenger seated facing across the car.	M	65-74	St Sampson
No child seats and no professional driving licence	M	55-64	Torteval
They don't stock car seats for our son so very dangerous for him	F	25-34	St Peter Port
I don't feel safe in most taxis, as I stated before they speed and drive recklessly.	M	25-34	St Martin
Drivers are required to undergo a Police check but at least 1 driver has a conviction for assault on his passenger.	M	45-54	Castel
The last time we went out you are not safe when people kick off in the queue	M	45-54	Vale

Passenger Safety and Security	Gender	Age group	Parish
I have not always felt entirely comfortable in a taxi on my own but not experienced anything of actual concern.	F	35-44	St Saviour
Harassment in taxi queue	F	25-34	St Sampson
I've had a couple of experiences of drivers speeding/ being quite erratic whilst in their taxis. I also witnessed one shout and swear at another driver which was unnerving	F	25-34	St Pierre du Bois
Own the roads	M	45-54	St Peter Port
Most cars are in a poor state of repair	F	45-54	<i>Not known</i>
Majority of drivers are incredibly rude and don't make you feel welcome	F	16-24	St Peter Port
Run through red lights & cursing other drivers	F	65-74	St Andrew
Driver was speeding	F	55-64	St Saviour
Quite happy to drive past a man trying to hail a cab but will stop for a female.	O	35-44	Torteval
Many work too long hours	F	25-34	St Peter Port
Often drive too fast criticising other road users	M	55-64	St Sampson
Often dangerous driving	F	25-34	St Andrew
Driver never gets off his ass or turn his head to check	M	45-54	St Peter Port

Table 37: Those who Commented Negatively on Customer Service

Comment	Gender	Age	Parish
Rude people on the phone talk like you have the audacity to ring and ask for a taxi	M	25-34	St Saviour
drivers quite often grumpy	F	55-64	St Peter Port
Poor. I've been accused of lying about pre-booking a taxi more than once, when calling to find out where my taxi is, because they can find my details.	M	45-54	Vale
When I'm returning for a short break to Sark, after some seriously stressful work times, I don't want my chilled happy mood ruined by someone moaning about everything	F	35-44	St Peter Port
Poor attitudes	F	25-34	St Peter Port

Comment	Gender	Age	Parish
Most are good but had a really rude guy in a [REDACTED] that told my wife to shut the [REDACTED] up and not impressed with him	M	35-44	St Peter Port
It always seems like an inconvenience	O	35-44	St Sampson
Usually grumpy person at taxi firm, rude, offhand and gives impression customers are a nuisance	M	55-64	St Peter Port
Contacted a taxi company to meet us from the airport after a delayed flight. Before I had an opportunity to explain what was required I was told we are fully booked. They did not know what I wanted or when.	M	55-64	Vale
Taxi drivers in Guernsey are invariably rude, unhelpful and spend the entire journey complaining about something	M	25-34	St Peter Port
Drivers always moaning	M	45-54	Castel
There is none	M	45-54	St Andrew
Airport drivers usually help with luggage but the rest offer no service ie opening the door but expect a tip..	F	75+	Vale
Dreadful standard of driving	M	35-44	Castel
grumpy, surly and moans all the time	M	55-64	St Pierre du Bois
Rude sometimes awful	M	35-44	St Martin
Okay	M	65-74	St Sampson
Poor. Frankly it's hard to trust taxis here as a reliable service. Always need a plan B. A lot of the time it feels like drivers can't be bothered to head out or take bookings	M	35-44	St Sampson
Some drivers rude although some nice	M	45-54	St Martin
Variable	M	55-64	St Peter Port
I have found that some drivers have poor basic driving standards, speeding, lack of signals etc.	M	65-74	St Martin
Many drivers don't bother to open the door or assist with luggage.	M	55-64	St Peter Port
Grumbling driver	F	65-74	Castel
Not up to standard of Jersey, London, or anywhere else in Western Europe.	M	55-64	St Martin
Grumpy and rude	M	35-44	Forest

Comment	Gender	Age	Parish
Some drivers are rude and stick the meter on as soon as they see you or your hand is on the door handle before you have even opened the car door,	M	45-54	St Peter Port
I have had more unsatisfying experiences in local taxis than good in terms of customer service.	F	25-34	St Martin
Generally poor timeliness, attitudes not always the best.	M	55-64	St Andrew
Sometimes good but more often than not the driver is scruffy, use coarse language and generally presents an uninviting persona	M	65-74	Vale
One taxi firm is appalling for attitude. However there are two that are awesome	F	45-54	Castel
Cars not always very clean inside and drivers sometimes grumpy but not always	F	65-74	Vale
Often curt when trying to book	F	55-64	Vale
Sometime ok	F	45-54	St Sampson
Good	M	25-34	St Peter Port
Depends. I find it can be 50 50 with drivers.	M	16-24	St Martin
What service?? There is none	F	45-54	Castel
Grumpy, whine constantly about the traffic, cyclists, roadworks, politicians, immigrants, petrol prices	M	55-64	St Peter Port
some drivers, not all, think they are Lewis Hamilton and have to race to your destination, so you arrive feeling sick.	M	55-64	<i>Not known</i>
Rude drivers.	M	35-44	St Pierre du Bois
Most drivers quite rude, negative and nosy.	F	35-44	St Peter Port
Apart from [REDACTED] - usually poor service	F	45-54	St Peter Port
Too much opinionated talk.	M	45-54	St Saviour
Not overly friendly	F	55-64	St Pierre du Bois
Dog [REDACTED]. Send them on customer service lessons	M	25-34	Castel
Found several where you enter the taxi, there is no welcome and they are listening loudly to their music or sporting event. To a degree that you cannot talk to each other in the back of the vehicle. This is a common experience.	M	45-54	Vale

Comment	Gender	Age	Parish
Rude impatient and impolite drivers	M	35-44	St Peter Port
Poor	F	75+	Vale
Dirty cars , scruffy drivers especially [REDACTED] which I believe are or have been funded by the states to help their survival as a company	M	55-64	St Peter Port
Variable actually. Have had some lovely cabbies but others can be pretty rude and seemingly resentful to provide the service	F	25-34	St Peter Port
Couldn't care less attitude	M	65-74	Vale
See all of the above	F	35-44	St Peter Port
I've had countless rude taxi drivers (have also had lovely ones) but the ratio shouldn't be as even between the two	F	25-34	St Peter Port
Some of the bookers/drivers are quiet grumpy on the phone and it makes you feel uneasy.	F	35-44	St Sampson
If you call them because they are running 10m late, you experience rudeness. Unfortunately on more than one occasion we've encountered poor attitudes and some shocking "political" views . We're a straight white couple and the cab driver has just felt totally comfortable sharing xenophobic, racist and homophobic rantings which left us stunned- did they expect us to join in!?	F	35-44	St Peter Port
Always moan or say tough luck	M	45-54	St Sampson
Drivers are often rude as are the taxi telephone operators	M	35-44	St Peter Port
Some Taxi drivers are so keen to give you their opinions when not asked.	M	55-64	Vale
On the whole. Miserable bunch - a few decent lads but the miserable is who you remember	M	45-54	St Peter Port
Not friendly	F	55-64	St Peter Port
Poor	M	45-54	St Sampson
Lack of competition means drivers are rude and self-entitled	M	45-54	St Martin
Late night fares purposely try to take their time when give you change back to see if you walk out and leave it as a tip taking advantage of the fact you had a few drinks.. male taxi drivers are worse than woman drivers for that	F	35-44	Castel
A number of taxi drivers I have gotten - not all - have very strong views that they share whether you like it or not about racism, vaccines	F	25-34	St Martin

Comment	Gender	Age	Parish
No apology for late taxis and always difficult to book.	M	35-44	St Martin
It is rare to get a taxi driver with any customer service skills. There are some but they are very much in the minority. Usually greeted by grumpy, moaning drivers no matter what the circumstances of pickup are. Very different to how taxi drivers treat their paying customers in the UK.	F	35-44	St Peter Port
Appalling	F	45-54	Vale
Surly drivers	M	55-64	Not known
██████████, great customer service.	M	55-64	Not known
Some can be very rude	F	45-54	Not known
Taxi drivers are usually silent or moody.	F	25-34	Forest
Taxi service in Guernsey is a state of mind. Pre-booking with large companies for airport pick-up will land you in misery. They stretch time and operate in parallel dimension to the one that your flight operates in. Living in Guernsey requires one to have an established relationship with a driver, and quite decent tip on each occasion.	M	25-34	St Peter Port
Some drivers are very grumpy and their standard of dress is appalling	F	55-64	Vale
Scruffy drivers, attitude, (must say a small minority but enough to drag down the rest)	M	65-74	Castel
A mixed bag with some being pleasant and helpful. Taxi drivers that won't help with baggage and charge for their trip to the airport and then to the destination is taking the mick.	F	45-54	St Martin
Sometimes quite abrupt and rude drivers. Some very nice. Some quite speedy.	F	55-64	St Pierre du Bois
Most drivers are too busy to be polite	M	55-64	St Andrew
Drivers do not change the way needed to allow a safe and comfortable ride in a chair with no suspension, by not rushing round corners and braking heavily without good reason	M	65-74	St Sampson
Grumpy and moaning	M	45-54	St Peter Port
Some have been great and some have been extremely rude! One night I got kicked out a taxi because I "felt sick" and the taxi drove off.	F	25-34	St Sampson
Needs to improve	F	45-54	St Peter Port
elsewhere there are apps you can use. Not in Guernsey	M	55-64	St Saviour
Not as friendly as they used to be	F	55-64	Not known

Comment	Gender	Age	Parish
Rude	F	35-44	<i>Not known</i>
Generally ok once you're in the car but often rude on the phone. No regard for speed limits and a definite police bias because they are getting people out of town.	M	25-34	Forest
last time i flew back and need a taxi he was late despite pre booking loaded my own bag not even a sorry for being late.	M	45-54	Castel
Crap	M	55-64	St Peter Port
Taxi drivers don't seem to want to work at difficult times	M	45-54	St Peter Port
Have been so deeply scarred but such rude taxi drivers on the island I'm ashamed when visitors come to stay (rude, sexist, racist, moaning, think they know better than everyone etc)	F	35-44	Forest
Non existent	M	35-44	St Peter Port
Miserable driver	M	55-64	St Martin
Sometimes they just say "no" to a journey	M	25-34	St Peter Port
Some appear to begrudge their job	M	45-54	Castel
drivers tend to be gruff or even rude!	F	65-74	St Peter Port
Rubbish	M	55-64	St Martin
Many drivers to not seem to understand confidentiality.	F	55-64	St Peter Port
Non existent	M	45-54	St Peter Port
Shockingly poor	F	16-24	St Peter Port
Most taxi drivers I get have been friendly and nice but some of them seem to resent that you've booked a taxi from outside of town to get into town	M	25-34	St Peter Port
???	F	55-64	Vale
Poor lazy in general and lack of customer care	M	65-74	St Peter Port
Turned up 30 mins late for a prepaid booking	F	65-74	St Andrew
I could fill pages of examples of dreadful service (and I don't use them often). I have had visitors to the island who after the drive from the airport into town have wanted to go home, some have been told that it is not safe to go out in town at night. It would be better if the drivers kept their mouth shut unless they have something positive to say	M	55-64	St Martin

Comment	Gender	Age	Parish
Minimum effort	M	45-54	St Peter Port
Drivers are out for themselves not for the customer. Split Taxi's north and South and offer can share to split higher costs and maintain a fuller cab for longer	O	35-44	Torteval
Poor with rude drivers	M	55-64	St Peter Port
0 customer service	F	45-54	St Peter Port
Average at best	M	25-34	St Sampson
Far too many no shows for morning transfers to airport and airport pickups (despite outrageous airport pick up fee)	M	65-74	St Pierre du Bois
Absolutely shocking at times. Total lack of customer service, a lot just push a button and leave you to load luggage in boot. There are some very dirty taxis. There are a number who are very anti guest workers and I once had a driver with very racist views.	F	55-64	St Martin
Most can barely say a word never mind help load baggage	M	55-64	Vale
They moan all the time	O	45-54	Vale
Depends on the driver but very vanilla service	F	25-34	St Peter Port
See above	M	35-44	Torteval
Don't like short journey's	M	35-44	St Peter Port
They'll take your money, that's the key priority	M	45-54	St Sampson
Not great. Most are ignorant and unhelpful	M	35-44	St Peter Port
Not great	F	25-34	St Peter Port
Not very helpful in the phone Had a couple drive off saying we were late to be picked up but weren't Also rude on phone when calling to see where a late taxi is	F	25-34	St Andrew
Not great is it	M	45-54	St Peter Port
drivers pick and choose if they want to take you based on profit. They often moan when you are in the car.	F	25-34	Vale

Table 38: Improvements Required

Improvement	Gender	Age	Parish
Just have them exactly like England or even better, Uber	M	25-34	St Saviour
Online booking	F	45-54	Castel
Taxi app that includes a tracking feature, so you can see where your taxi is.	M	45-54	Vale
App with tracker on	M	45-54	St Sampson
Uber	M	65-74	St Sampson
Higher utilisation of available cars. I have at times been told by a link that no cars are available only to be told by a driver off the rank that they are on that link	M	65-74	St Peter Port
Uber	M	45-54	St Sampson
Introduction of Uber style services, specifically something like Grab (used in Asia) where anyone can drive would solve the taxi issue. The existing taxi model is dead everywhere else in the world for good reason. Like many of our issues, Guernsey needs to get a grip and stop living in the past.	M	35-44	St Peter Port
Being unable to drive myself somewhere.	F	65-74	St Andrew
We do not need Uber or Lyft. We do need operators who operate at peak times, Early mornings late evening and nights with more availability on late nights early mornings over the weekend	M	55-64	Vale
use of proper built taxis	M	65-74	Castel
Proof they were professional drivers	F	45-54	St Sampson
A taxi to me is a convenience or tool rather than a regular method of transport.	M	45-54	St Martin
safer drivers	M	55-64	St Pierre du Bois
Booked taxis honouring bookings.	F	55-64	St Pierre du Bois
More at the airport	F	55-64	Forest
More to accept card. I didn't have any money one night and was lucky someone in the queue was going my way as I had queued for ages and each taxi driver said they didn't accept credit card.	F	45-54	St Andrew
SMS with vehicle detail for extra safety	F	55-64	Vale

Improvement	Gender	Age	Parish
Ability to be spontaneous and book a taxi when you need one	F	55-64	St Peter Port
Better driving.	M	45-54	St Peter Port
Cleaner vehicles. One turned up with dog hair all over the seats - we were going to a black tie event!	F	55-64	Castel
Taxis at other places in town not all in one spot ie near bus terminal	M	55-64	St Peter Port
A subsidy for drivers as a public service vehicle.	F	35-44	St Saviour
CCTV at the taxi rank for night time which is the only time the availability of taxis is poor	F	25-34	Vale
Safety for driver too whilst having to pick up regular drunks and drivers on road	F	25-34	St Sampson
Uber	M	45-54	St Sampson
regular checks on condition of vehicle, which should pass a certain standards	F	45-54	Vale
We desperately need an Uber like service or at least a minicab regime similar to Jersey. Our ridiculous system of limited plates that are deemed to be assets by the taxi drivers needs to go	M	55-64	St Andrew
More taxis available for booking.	F	35-44	Castel
Bring UBER to Guernsey	M	45-54	St Martin
turn up when they are booked	M	55-64	<i>Not known</i>
Just permit Uber which is more efficient as those vehicles are already in circulation	O	55-64	Castel
Taxi turning up on time	M	35-44	St Sampson
A booking app	F	55-64	Castel
Deregulate the taxi service, allow minicabs and Uber to operate. Let market forces prevail	M	55-64	Vale
Centralised booking app	M	25-34	St Peter Port
Be able to bring a dog	F	55-64	St Saviour
Help with luggage	M	55-64	St Sampson
States of Guernsey to make it easier to become a taxi driver to allow companies to employ more drivers to make taxis more available , quite simple problem solving really	M	55-64	St Peter Port
All income declared. Better accounting	M	35-44	Vale

Improvement	Gender	Age	Parish
Stop people hearing which route you want to take and refusing if it's not somewhere they want to go...	M	25-34	Castel
Whilst I would like cheaper fares. I still wouldn't use them unless desperate. Until the service is fit for purpose. Eg I can get a taxi that will turn up, when required in less than 5 phone calls	F	35-44	St Peter Port
Listing online - maybe on the visit Guernsey website	F	65-74	<i>Not known</i>
Being able to book a taxi to meet a flight at a reasonable cost or more taxis waiting at the airport	F	65-74	St Andrew
Make it a competitive system on the app in order to stop the nonchalance of the drivers who are aware that there is so much demand for their service!	F	45-54	Vale
Remove government pricing of taxis allowing more competition into the market	M	25-34	St Pierre du Bois
Taxis not driving so fast	M	25-34	Torteval
motorcycle taxis would be good	M	75+	Vale
We need Uber	M	45-54	St Martin
Consolidation into driver groups with a central booking number & app.	M	55-64	<i>Not known</i>
Not bothered about booking in advance	M	55-64	St Peter Port
taxi locator	M	35-44	St Andrew
More options of taxi ranks in town.	F	55-64	St Pierre du Bois
make at least 50% of taxis disabled friendly	M	65-74	St Sampson
Car seats for children available	F	35-44	St Andrew
child car seats	F	35-44	Castel
Shorter queues after a night out	F	35-44	Castel
Car seats supplied as an option	F	25-34	St Peter Port
Drivers should advise the approximate fare when you get in. Also they should be charging approximately the same fee for the same journey	F	65-74	St Peter Port
Competent drivers	M	25-34	St Martin

Improvement	Gender	Age	Parish
Guernsey should adopt Uber or similar but not try and create their own app as before because it failed. They need to compulsory purchase the taxi plates from the drivers for this to work and start from scratch.	M	25-34	Forest
A single app or phone number for all taxis	M	55-64	St Sampson
Make busses more expensive	M	35-44	Vale
Female drivers	F	35-44	Vale
A better (drier/warmer) taxi rank	M	55-64	St Peter Port
Better availability at non bus times.	F	55-64	St Peter Port
Uber	F	45-54	St Saviour
Time keeping	F	55-64	Vale
Start Uber	F	25-34	St Martin
Drivers knowing the roads and not driving in coracles	O	35-44	Torteval
Dog friendly taxis	F	75+	<i>Not known</i>
Pet friendly	F	45-54	Castel
When travelling to Southampton hospital for example you call the taxi service and get message on your phone to inform you when the driver will with you but also car reg. and make of vehicle which is not relevant here but knowing when your taxi will be with you is helpful.	M	55-64	St Peter Port
Child seats	F	65-74	Castel
Security at weighbridge rank on Friday/Saturday nights.	M	45-54	St Andrew
Quicker, easier and less hassle to book. I don't want to call 15+ numbers to find an available taxi.	M	35-44	St Peter Port
Cleaner taxis	F	45-54	St Peter Port
One booking route, not having to phone multiple grumpy drivers	F	45-54	St Martin
Central link for all taxis	M	55-64	Vale
Would recommend drivers check the car for left belongings after each drop off. I once left my bag together with contents on the back seat. When I contacted the taxi the next day they knew nothing about it.	F	45-54	St Sampson

Table 39: Comments on Taxi Sharing

Comment	Gender	Age	Parish
If the rules set down by the SOG were good and practical	F	75+	Vale
Depends on the situation and how convenient it is	F	35-44	St Peter Port
but if be concerned over how they would split the payments.	M	45-54	Vale
Considered safe and other person going at same time to near location	F	55-64	St Peter Port
The other person doesn't look dodgy or drunk.	M	55-64	St Peter Port
would want option to opt out if I did not want to share with other passenger for whatever reason.	M	45-54	Vale
Option to decline prior to pick up if other passenger seems unfit to travel	M	45-54	St Peter Port
prices were cheaper	M	45-54	St Sampson
Would need to see how it would work to know for sure but perhaps would use	F	35-44	St Peter Port
It was definitely cheaper	F	45-54	St Sampson
It was very cold or very late	F	75+	Vale
If there was a booking fee up front to ensure usage/commitment and a penalty to drivers for no shows!!	M	45-54	St Martin
If I was travelling with my husband or a friend who lives in my clos. Otherwise, no	F	55-64	Castel
Didn't delay me	F	45-54	Vale
A method of payment was pre-agreed so they couldn't just run off without paying	F	35-44	Vale
Only if no alternative	M	35-44	St Sampson
To or From a similar event	M	55-64	St Saviour
depends on time/circumstance	F	65-74	St Martin
The drivers were ok and yourself felt comfortable with this.	F	65-74	Castel
I felt like it on the day.	F	25-34	Vale
I wouldn't share with someone who was drunk	F	65-74	St Martin

Comment	Gender	Age	Parish
Depending on how I feel. Would be cool if you could tell the taxi driver if you like to chat or not on the app.	M	25-34	St Peter Port
If from rank and long queue and during the day	F	65-74	St Martin
There was a way of ensuring ease of payment	F	35-44	Castel
If I knew the person or was not travelling alone.	F	65-74	Vale
The other people were not intoxicated	F	45-54	St Sampson
Depends on Covid situation	F	35-44	St Martin
Depending on who was wanting to share e.g. if they were not too drunk	M	35-44	Forest
If I didn't have my children with me.	F	35-44	St Peter Port
Only if you could split the fare!	M	35-44	St Peter Port
Taxi sharing needs to be highly encouraged but may be not mandatory. However from the airport is probably ok.	M	25-34	St Peter Port
If I felt safe	M	45-54	Vale
If someone sharing the taxi refuses to pay or does a runner, the one genuine passenger isn't made responsible for the full fare	M	45-54	St Sampson
Happy to taxi share. Already do it regularly from rank.	M	35-44	St Martin
Maybe but would depend on circumstances	M	45-54	St Sampson
Others known to me or at the behest of the driver - who I trust.	F	65-74	St Peter Port
Fare reflects this and not used as a form of charging for 2 fares from 1 trip.	M	55-64	St Martin
Unlikely but would in exceptional cases. Jitney taxis should be a separate type of service	M	65-74	<i>Not known</i>
From the taxi rank in evening if it was a couple	F	55-64	Vale
providing other passengers not drunk	F	65-74	Castel
If I was happy with who I was asked to share with I.e I am in a couple and asked to share with another couple. Women should not be required to share with men either as a group or alone.	F	55-64	St Martin
I was with someone else I knew	F	35-44	St Sampson

Comment	Gender	Age	Parish
Due to my job I would be wary of who I was sharing with and would not want them knowing where I live.	F	25-34	Castel
If my husband was with me I would share with others	F	55-64	St Martin
Agreement on fare at the outset	M	45-54	St Peter Port
Yes, if they were not drunk	F	45-54	St Peter Port
Covid wasn't a concern and it's not going to delay my journey	F	35-44	St Saviour
Fare reduction would need to be applicable and agreed in advance	F	55-64	Castel
Only with people I know	M	16-24	St Saviour
Yes, if the people airway in the taxi get a vote as to whether the extra passengers can't get in (so can veto very drunk or possibly bigoted/abusive passengers)	O	45-54	St Sampson
Depends on the individual person as I normally use a taxi from late evening so there could be safety concerns but generally I'd not mind sharing	F	65-74	St Sampson
Dependant on journey and time available	M	55-64	St Martin
I have often done that anyway	M	55-64	St Peter Port
Yes. If you have the right to refuse to share	F	45-54	St Peter Port
Possibly if not on my own	F	55-64	Vale
Conditions applied for cost share etc.	F	25-34	Vale
Not too far out of way...sometimes time is of essence	M	35-44	Castel
If going the same way and reduces fare by 50% or more	M	35-44	St Sampson
It is quite common for people to do this anyway such as Sunday evenings, [REDACTED] was always doing this.	M	55-64	St Peter Port
If not on my own but with my partner or friends.	F	55-64	St Martin
If the other party was known to me	M	55-64	St Martin
If I'm not liable for the other person vomiting or misbehaving and the rules are clear for such events	M	25-34	St Sampson

Comment	Gender	Age	Parish
possibly same sex in taxi, and priced right, wouldn't like to share the fair if someone had already been in taxi for a mile etc.	F	55-64	Castel
If I felt comfortable with the other passenger	M	55-64	Vale
I was travelling with a friend in the taxi if I needed one at night	F	16-24	St Sampson
Going same way	F	45-54	St Pierre du Bois
Yes if I was using one of my known drivers	F	75+	Castel
There is choice	M	55-64	St Sampson
If the rules set down by the SOG were good and practical	F	75+	Vale
Depends on the situation and how convenient it is	F	35-44	St Peter Port
but if be concerned over how they would split the payments.	M	45-54	Vale
Considered safe and other person going at same time to near location	F	55-64	St Peter Port
The other person doesn't look dodgy or drunk.	M	55-64	St Peter Port
would want option to opt out if I did not want to share with other passenger for whatever reason.	M	45-54	Vale
Option to decline prior to pick up if other passenger seems unfit to travel	M	45-54	St Peter Port
prices were cheaper	M	45-54	St Sampson
Would need to see how it would work to know for sure but perhaps would use	F	35-44	St Peter Port
It was definitely cheaper	F	45-54	St Sampson
It was very cold or very late	F	75+	Vale
If there was a booking fee up front to ensure usage/commitment and a penalty to drivers for no shows!!	M	45-54	St Martin

Table 40: Final Comments

Comment	Gender	Age	Parish
Definitely the drivers need a course on how to be friendly	F	45-54	St Sampson

Comment	Gender	Age	Parish
This sector is long overdue for regulation and modernising. Currently I refuse to use local taxis due to unreliability and cost.	M	55-64	St Martin
Is it worth investigating a minibus taxi service to supplement the Guernsey Bus service?	F	75+	Vale
I use taxis frequently in Norwich/Cambridge and the service is amazing, sadly I've never had that experience in Guernsey (not counting the taxi driver we use for work who is amazing).	F	45-54	Castel
They provide an essential service and necessitate unsocial hours working, so I have no particular complaints to voice. I would use one if I had to get to an appointment in a hurry.	M	65-74	St Peter Port
More women drivers and more taxis charging a reasonable amount	F	45-54	St Andrew
The only issue with Guernsey taxis is you can never get one on a Sunday, even trying to book in advance is hard work.	M	55-64	St Sampson
Bin the taxi licences, open it up to anyone, too many old boys picking and choosing when they want to work or not, the customer suffers when someone else would gladly be doing it, and they are with Facebook lifts which are miles better and cheaper. The market for taxis is broken.	M	25-34	St Saviour
The pricing structure is unreasonable look at other jurisdictions to see how they set their pricing structure!	F	45-54	St Peter Port
When using taxis from the rank drivers have always been polite and helpful. When pre booking taxis for collection from the airport the service has been over priced and the taxis have either been very late (up to an hour) or not shown at all. Based on this I have often advised both locals and tourists not to use this service	F	55-64	St Andrew
You just need to get Uber or another local app solution and allow those who want to be drivers to be them, whenever they want to be them. Having 90% of your taxis driven by old white men who fundamentally don't want to work or are retired is damaging to the service as a whole.	F	35-44	St Peter Port
I think that taxi's are expensive in Guernsey, I can often pay £20 plus to get home. The most disappointing thing is the amount of time needed between booking and the event that you are going to. I find it almost impossible to book on the day and now try to book at least 4 or 5 days in advance, which is in my opinion disappointing.	M	55-64	Castel
Any Taxi companies (multiple vehicles) should HAVE to have at least 20% of their available fleet is fully accessible. This would ensure that the availability of taxi's would be easier, and raise the standard of customer service. Currently only a few "accessible" taxi licenses are given - but some drivers book ahead for regular (mobile) passengers who wouldn't require an accessible car.	M	45-54	Castel

Comment	Gender	Age	Parish
They need to review the fact that they think they are owed. Times have changed and taxi app's, flexibility of being able to be a taxi driver, and less cost for them to set up should happen.	F	45-54	Castel
The current service provided in Guernsey is very poor and in need of modernising.	M	45-54	Vale
There are some truly lovely taxi drivers out there, I've just been unfortunate in coming across the less good ones recently. I understand they need better pay, but the fares are already prohibitively high, that I'd prefer and hour + walk in the dark and rain	F	35-44	St Peter Port
██████ was so bad I'll never use them again but generally the firms and drivers are very good.	M	45-54	Vale
The drivers are generally friendly and courteous and do a good job but there aren't enough and fares are too high.	M	65-74	Vale
It's a very difficult job, especially the poor drivers who do the weekend runs with those that have been out drinking. I do appreciate that there is a charge for that. But the prices need to come down. A lot. They are lucky that there is no other night time service worth anything to compete with them or many would be out of business.	M	35-44	St Sampson
Funny how nearly every taxi driver knows the way to make Aurigny more profitable is make fares cheaper and fill the seats up. Funny how that logic doesn't apply to their own business. If taxis were cheaper and more readily available I would sue them a lot more. Taxis / ride share / car share needs to become cheap enough and available / on demand enough to become a viable alternative to owning a car.	M	45-54	Vale
Need to prepare licensing for self driving cars	M	35-44	St Martin
Guernsey taxis have always been expensive. They have a monopoly protected by the States. Aided by the lack of public transport on Island.	M	65-74	St Sampson
Aaaaarghhh	F	55-64	St Peter Port
I note your suggestion of 'Women only sharing' taxis. Is this not a discriminatory in the current world where everything has to be equal?	M	45-54	St Peter Port
Will never change my opinion in Southampton next week, will use Taxis there as reasonable	F	55-64	Castel
Nothing else	F	55-64	St Peter Port
Lower the prices. Allow more taxis/permits and get the app like the rest of the world. Such a disappointment and usually the joke of the night about the full taxi rank through the day and empty at night when needed	M	35-44	St Peter Port

Comment	Gender	Age	Parish
I think a good service is provided during day and early evening but less so through the night, especially at weekends. Also need to pre book to guarantee a cab. Not great for spontaneous evenings.	F	55-64	St Peter Port
No	M	35-44	St Saviour
Review of prices.	M	45-54	St Sampson
A lot of drivers don't want to do the shorter journeys even though they are supposed to be running a service, they all seem to want the airport runs	F	45-54	St Peter Port
Friendliness and helpfulness is quite variable and ranges from Very poor to good. Generally acceptable though.	M	55-64	St Martin
Please can taxi's consider the level of fragranced products used to clean the inside of vehicles? I understand this is minor, but the stench of certain fragrances used to cleanse or to 'freshen' the interiors can be overwhelmingly strong, to the point of nausea.	F	65-74	St Peter Port
We don't all have smartphones so an app for arranging a taxi is an irrelevancy to my wife and me.	M	75+	St Martin
No	F	75+	St Peter Port
Taxi plates are too expensive issue more cheaper licenses to get more drivers on the road !!!	M	65-74	St Sampson
There would be more taxis if the Knowledge test was scrapped.-It is virtually impossible to get an early taxi on a Sunday morning to catch 7.00a.m.flight.Drivers won't work, say they have very late Saturday night/Sunday mornings. Must be difficult for tourists to catch such flights. The last time I had to get my son to come and collect me.	M	75+	St Peter Port
More taxis are needed I don't think the charge is too much they have to make a living like everyone.	F	65-74	St Andrew
No	F	55-64	St Sampson
generally i am happy with the taxi service except for the availability of taxis at the airport rank especially for the last flights in	F	55-64	St Peter Port
I have been let down by a few taxi drivers that haven't turned up and I haven't been able to contact them. There was no reply. Left me stranded out on the west coast!	F	65-74	St Peter Port
No	M	35-44	St Sampson
They are only for dire emergencies.	F	75+	St Pierre du Bois

Comment	Gender	Age	Parish
We get very good service from Guernsey taxis	M	65-74	Castel
No	O	55-64	St Peter Port
exorbitant prices,	M	45-54	St Sampson
My son used to get taxi to/from school but stopped due to covid. Too risky and drivers too familiar. Mum in law used same taxi later in day and taxi driver disclosed what my son had said to him. Same happened when I took taxi for work, driver disclosed conversations he had had with my colleagues.	F	55-64	St Pierre du Bois
Mentioned in previous comments. Shut down existing scheme, let business tech startups take over and regulate that entity instead and claim taxes as a business. There is nothing to be had from the existing model, let it die.	M	35-44	St Peter Port
No	F	65-74	St Sampson
I have regular taxi drivers I use and all in all a great service, it I'm noticing it more difficult to book the times I would like, because they are so booked up.	F	45-54	Castel
No.	F	65-74	St Andrew
I always use the same company, [REDACTED] and was generally happy with them when I lived in Guernsey. Since moving to Alderney, I have only used [REDACTED] as I know them and can email them in advance as I did before.	F	45-54	<i>Not known</i>
I understand that taxi operators face difficulties because demand has big peaks and troughs. I also understand that they have to put up with some drunk and obnoxious passengers which hardly helps them to provide a good service in the late evenings. Could legislation be improved to provide them with greater protection?	M	65-74	St Martin
Guernsey taxi's started using an app a few years ago but because it was not immediately successful it was abandoned. It will take a while to get a critical mass of people using it.	M	35-44	St Sampson
Far too expensive. Last time I used one from town taxi rank to vale cost over £16 just after 9pm. I only use taxi as last resort and tend to get the bus	F	45-54	Vale
Not really, just need to rely on turning up on time for airport or harbour bookings	F	65-74	St Sampson
As a pre requisite of owning and operating a taxi owners should be required to provide a minimum amount each week of service between 18.00hrs and 08.00hrs and working at least 6 hours Friday, or Saturday nights through to the early morning of the next day.	M	55-64	Vale

Comment	Gender	Age	Parish
The taxi service was skewed when it was decided to subsidise the bus service to the tune of 5 million! We need a good taxi service but compare the rate of charge to that of the UK and one can see why you only use it when desperate. The taxi service is conveniently outside the orbit of the competition authority which it should not be if being regulated professionally New drivers have to pay excessive rates for a plate ie 25K and there is no guarantee that the policy will not change and they will lose this sum if not honoured by environment committee	M	65-74	Castel
Would like to be able to flag down. Told it was unacceptable over here last time I tried this.	F	55-64	Vale
Many people complain about the cost of taxis, but I don't. As mentioned earlier, I have been a taxi driver and I am aware that a taxi needs to be on the roads 24/7 for the owner to make a reasonable living. Obviously the owner can't do this, they have to eat and sleep. How about discounted fuel? I'm sure insurance is horrendous, any discounts there? Make it easier for part time drivers at peak times? There must be other things that can be done to help.	F	65-74	Vale
Taxis during the day are difficult I work at the hospital and getting a taxi can be difficult	F	55-64	St Sampson
I think it's excellent and have no issues with it at all	F	45-54	St Peter Port
I don't mind paying the price but taxi drivers cheer up	M	45-54	St Andrew
I have been using the same company now for about 4/5 years and they give very good service on the whole. On the odd occasion I've had a taxi from, say, the taxi rank I have always found the drivers friendly and courteous	F	Prefer not to answer	St Peter Port
They are rude and seem to have no idea of the Highway Code. No professionalism at all.	F	45-54	St Sampson
I think it's disgusting that a taxi drove on a pavement at a group of children and nearly hit them that I was walking last week and after contacting the traffic department of the states they wouldn't do anything unless I contacted the police as he didn't break his code of conduct. I think this is disgusting when he nearly hit the children and should never have been on the pavement so taxis might be safe for passengers but where's the care for pedestrians. It's disgusting this happens and it would put me off using them as they clearly don't care about safety at all.	F	25-34	Vale
Stop the protectionist racket, if you meet requirements then you should allowed to run a service, don't have licences only regulate the safety aspect	M	45-54	St Sampson
We need more taxis to do airport runs for the first flights , it is a joke trying to get one and adds anxiety onto the travel for passengers	M	45-54	St Martin

Comment	Gender	Age	Parish
Service and a smile is sadly lacking. Pricewise it is difficult we all need to eat but I can't see why price increases with no. passengers and cases. Sure a published standard fare which relates to the cab and not number of passengers or case	F	75+	Vale
Guernsey is ill served by its taxi service. Scrap the taxi plate system and move to a UBER service	M	65-74	St Pierre du Bois
Guernsey should allow Uber in and more people could taxi as a second job. The entry to get a taxi licence plate prices people out of being able to provide the service on their terms.	M	25-34	St Andrew
Please get more taxis	F	45-54	St Peter Port
They are great	M	55-64	St Peter Port
I hope you do something about taxis, other than just keep jacking up the fares.	M	65-74	St Saviour
As I use taxis as a lifeline as I am unable to walk to my nearest bus stop, due to medical reasons, making taxis cheaper and it more convenient to book would be a huge help.	F	55-64	St Peter Port
It is a very poor service. Why don't the states move with the times and allow something like uber	F	55-64	Forest
More transparency and openness with regards ownerships and costs and licences for drivers. The impression is that it is a cartel and self policed to the detriment of the customer. More respect for other road users would be nice - just because your driving for a living, doesn't make you a good driver!!! Proper penalties for poor standards need visibly enforcing by the police (applies to other road users too tbh) - Not all have hands free kits at night or any regard for other road users or passengers when on a call and a job at the same time!!	M	45-54	St Martin
No	M	65-74	Vale
Your question is about the 'taxi service' and there is the word... 'service'. The companies and drivers have to provide the service the public wants and needs, not what they are prepared to offer. If they don't, then people will not use them, they will find alternative means and the taxi business will decline	F	55-64	Castel
Drivers don't obey the rules of the road, aggressive and arrogant and a total lack of customer service. They moan about everything and don't present a good image of Guernsey in any way. Not surprising people don't want to use taxis, I hate to think what visitors' first impression is.	M	55-64	St Pierre du Bois
Generally we have had good taxi experiences and appreciate how hard the taxis work	F	55-64	Castel
No	F	45-54	St Peter Port

Comment	Gender	Age	Parish
Whilst my own experiences of taxis are generally positive, I coach a sports group with learning disabilities every Saturday morning and members of the group are REGULARLY kept waiting for half an hour or more for a pre-booked taxi to arrive to take them home. The bookings are week in week out, but the group members are kept waiting nevertheless with excuses ranging from roadworks to shortage of drivers, or no excuse or apology at all)	M	65-74	Castel
Taxi sharing could be a great idea.	F	45-54	St Peter Port
Improve reliability. If you could guarantee a booked taxi turning up at the appointed time then I might consider using them again. We use Home James because they are reliable. This isn't an option for business clients who shouldn't have to car share in the car of the Duke of Richmond manager because three separate taxis failed to honour their bookings!	F	55-64	St Pierre du Bois
More taxis and at half the cost then maybe I'd use them	M	65-74	Forest
More taxis at Guernsey Airport	F	55-64	Forest
Any improvement is most welcome however small.	M	35-44	St Martin
THEY NEED TO IMPROVE A LOT	M	55-64	St Sampson
The standards of driving is quite poor I appreciate not by all but they are supposed to be professional drivers.	M	45-54	Vale
They also had a lot of support from the states throughout Covid (months and months after) when a lot of companies were left and continued to complain- or that was how i perceived the press coverage, which felt like a bit of a kick in the teeth when other companies had been taken off a scheme	F	25-34	Vale
As mentioned earlier. They should all accept credit card. I suspect most do but prefer cash for some reason which isn't good when you're a woman at the taxi rank on your own with no cash.	F	45-54	St Andrew
I use one firm =they are reliable and fair (if long wait meter switched to stop) Fares are fair as it is a safe way to avoid drink drive problems.	M	75+	Castel
no	M	75+	St Peter Port
I think taxi drivers have an undeserved bad reputation Costs of fuel are sky high Everyone is rude to them They do not set costs but get blamed They do not make a decent profit anymore with increased costs	F	35-44	Castel
No.	M	55-64	St Martin
Need better listings of taxi companies contact numbers	F	65-74	<i>Not known</i>

Comment	Gender	Age	Parish
No	M	65-74	St Peter Port
Rarely any Taxis at the Airport, and never at the Harbour.	M	55-64	St Peter Port
There are so many taxis parked up when you are driving around why are they always asking for a price rise?	M	65-74	St Sampson
As a local you learn to live with the patchy taxi service and difficulty of booking; but for visitors it's an extremely frustrating and off putting experience. I know of business visitors who delay coming or don't visit as frequently as they'd like as on island transport without a car is a hassle	M	35-44	St Sampson
Recruit and train drivers to be courteous and respectful to their passengers. That includes (but is not limited to) not trying to chat up their passengers, having clean and road worthy vehicles , not gossiping , spreading rumours, spreading hatred or making passengers felling very uncomfortable when they refuse or decline to accept sexual advances. Had some scary and frankly unacceptable drivers and now refuse to get a taxi unless travelling with people I know. If you complain you are told not to be so ' sensitive!!!! ' or if you don't like it get a bus!!!!!!!	F	45-54	St Sampson
Unfortunately so many youngsters arrange 'lifts' on social media that night time Taxi trade is much more limited than 20 years ago. Rights or wrongs of no taxi plate or taxi insurance don't worry them and it is hard to prove.	M	65-74	Castel
Would be a better service if the States did not interfere	M	75+	Forest
The way the taxi service has nose dived has many reasons, not all can be fixed but surely something has to be done. The last taxi i i too in Guernsey was about five years ago, from the weighbridge rank to Carmel in St Martins, a journey of no more than say 6 minutes or so and it was somewhere between eleven to twelve pounds, now that even then was extortionate let alone what it would cost now. The service is poor, the whole organising a taxi is very frustrating, say for early flights etc. There needs to be major overhaul that would bring drivers together to form one decent company that is fair for them and for the paying customer. The drivers do unfortunately not help themselves by living up to the reputation of driving too fast, not giving way, and generally thinking it is one big taxi highway. Surely the drivers who are clearly suffering financially realise that they have to do something about it and not just moan about the costs and lack of custom. It is down to them to make it easier, safer and less costly for someone to pick up the phone and book a taxi with no worry of being let down.	M	55-64	St Martin
Visitors should be able to easily get taxis for short trips. Or maybe a roaming mini bus like a courtesy vehicle to shuttle people from hotels and accommodation to town restaurants	F	55-64	St Peter Port

Comment	Gender	Age	Parish
The drivers should have to sit retests regularly because they are awful drivers and borderline dangerous.	M	45-54	St Peter Port
It's time to change	M	55-64	St Peter Port
No	M	55-64	St Saviour
I'd like to receive a text, that the taxi is encountering to me.	M	35-44	St Martin
Mixed bag. Some lovely drivers and some who would have you believe they have the hardest job in the world	M	45-54	St Peter Port
No thank you	F	65-74	St Sampson
I find the standard of driving to often be low. I have been in the back of a taxi before [REDACTED] doing close to 70mph along Route Militaire as they want to do as many runs as possible to make as much money as possible. I had to tell them to slow down. Please let Uber in. I love the driver rating system and ease of use.	M	25-34	St Sampson
Airport - late at night. That was pre Covid, don't know what's it's like now as it's a long t8me since I have been anywhere!	M	55-64	Castel
I have always felt safe in taxis and taxi drivers have been friendly and respectful.	F	25-34	Forest
They take most direct route, not up and down roads to earn more. And it would be nice to get a taxi into town late from say imperial after entertainment etc.	M	55-64	St Peter Port
Let's have more taxis, reasonable costs not charged for standing charge but charged once the journey starts from start to finish would be good.	F	65-74	Castel
Our drivers are wonderful. They take pride in their service and vehicles. They have been hit hard by covid and deserve public funding to retain drivers and improve services. Often, the people who are repeatedly turned down for taxis are known to drivers and through their own behaviours are undesirable clients.	F	35-44	St Saviour
I would definitely be more likely to use taxis in Guernsey if they offered an 'Uber' type service with an app where I could see the cost of the journey up front	F	25-34	St Peter Port
There aren't enough taxis.	F	55-64	St Peter Port
I work with adults with disabilities and often travel with them to appointments in taxis. Some of the adults use a wheelchair but are able to mobilize into the passenger seat, but it's sometimes not ideal. There really needs to be more wheelchair taxis available.	M	25-34	St Peter Port

Comment	Gender	Age	Parish
Very poor availability	M	45-54	St Saviour
Still trying to recover from paying £9.50 for one way, same route, same number of people, same taxi service and £39.50 for the same journey at 22:30 same day.	F	Prefer not to answer	St Sampson
Reduce fares and have some sort of price structure.	F	65-74	Castel
On the whole taxi' drivers in Guernsey are very friendly and polite	F	75+	Vale
Be cost effective	M	25-34	St Peter Port
Guernsey taxis is always great	F	16-24	St Peter Port
More licences given to people that want to own a taxi	F	45-54	St Peter Port
Taxis are very expensive compared to other countries and often hard to find! I only use them if there is absolutely no alternative.	F	55-64	St Peter Port
Driver politeness varies considerably, some drivers are very respectful but sadly some aren't.	F	45-54	Vale
Some taxi are disgusting dirty and I would not get in [REDACTED]! I'd rather walk.	F	45-54	Forest
Please move into this century!	M	35-44	Forest
Very few drivers have a bad attitude, but it's because of the ones that do that have ruined a taxi experience for me. Thank taxi rank in town is not a pleasant experience and for late at night, more drivers should offer contactless payment. Online booking forms would be my preference for booking a taxi.	F	25-34	St Peter Port
cost too much !!	M	55-64	St Saviour
It needs improving	F	65-74	St Peter Port
A shuttle between airport and hospital. It is impossible to use bus if you have an early appointment. If just one minibus am and pm Most people (I would hope) won't mind waiting at hospital in order that they get the appointment	F	55-64	Not known
Taxi drivers seem to work when its convenient to them not convenient for the user. A lot of plate holders have had a taxi a long time and don't need to work unsociable hours. Hence the lack of taxis at weekend evening when demand is high. You shouldn't have to wait more than 20 minutes for a taxi at any time. The limited plate model needs to change and open up opportunities for keener drivers to work the taxis.	M	55-64	St Peter Port
Generally as a rule it always appears that people complain that there is never enough taxis available at peak times I.e. 11pm at weekends but I do feel sorry for the taxi drivers when they	F	25-34	St Sampson

Comment	Gender	Age	Parish
have been sat endlessly on the rank during the week waiting for jobs, nobody wants a taxi then do they!			
Taxi sharing with mini vans would be an excellent plan.	F	65-74	St Martin
Sort the app out please! It's barbaric at the moment.	M	25-34	St Peter Port
Taxi sharing is a great idea, especially during the day as an alternative to the bus	F	55-64	Castel
Just make them more available and accessible. Uber is a great service in the UK and so convenient without the need to book in advance. Traditional service is out of date.	F	45-54	St Peter Port
If the taxi service and availability can't improve, please extend the shelter at the taxi rank!	F	25-34	St Martin
It's time to end the monopoly and let market forces dictate who can run taxis, rewarding those who are willing to work all hours. An Uber style system works best everywhere I've been.	M	45-54	Forest
Taxis should be subject to regular roadworthy checks. I have been in taxis that are in an unacceptable state of repair and shockingly frequently the rear seatbelts don't work, or the driver pulls away before you have managed to free the strap from wherever it has been wedged.	F	55-64	St Martin
The vehicles and drivers are generally good. The fares are OK given the problems. The organisation is poor generally and terrible at the ports.	M	65-74	St Pierre du Bois
Becoming a regular with one driver improves service	F	55-64	Torteval
fares are too high. taxis are not properly regulated for condition of the car in and out.	F	45-54	Vale
When returning to Guernsey by air we do not dare book a taxi in advance in case the flight is delayed and dread a long wait for a taxi as has been the case sometimes.	F	65-74	St Andrew
The taxi trade in Guernsey should be run by the States and the Plate System ended. It'd be better in the long run to 'pay them off' so we can get at least a acceptable service.	M	45-54	St Martin
Very difficult to please everyone. The taxi(s) we use have been excellent but they have to pass their expenses onto us just like all other businesses and we as humans are quick to criticise. As a car owner just add up all your expenses including car depreciation and you'll find out taxis are not that expensive. When I was working my company used taxis and they were nearly always excellent: road diversions and accidents can't be avoided	F	65-74	Castel
It really is poor. I'm not sure some of the questions here will identify the problems eg how frequently do you use a taxi. I answered more than once a month but I would use at least 10 times as many if the price was reasonable, the service was reliable and there was more	M	55-64	St Andrew

Comment	Gender	Age	Parish
availability. One has to change behaviours - taking turns to drive etc because the provision is so poor.			
APP	M	55-64	St Pierre du Bois
I put about finding taxis expensive, however, it can work out ok when travelling in a group, rather than alone.	F	55-64	Castel
Like anything in Guernsey it's limited and expensive€!	M	55-64	Castel
I am lucky I know taxi drivers so never usually have a problem but I was unable to get a taxi to pick me up from the last flight on Sunday. There is no other option than to arrange friends to collect you and this is not good for visitors. The states should incentivize taxi drivers to work the unsociable hours.	F	35-44	Castel
I have no complaints about taxi fares.	F	45-54	Vale
Taxi did not arrive for trip to airport many years ago have not trusted them since. As I now live a five minute walk from the airport the question is moot. All my travel is by electric bicycle or bus.	F	65-74	Forest
There is a need for more taxis available without having to pre book.	F	65-74	St Martin
I have found taxi drivers to be very helpful, friendly and hard workers, especially considering anti-social hours. Some members of the public could do with a lesson in politeness!	F	35-44	St Martin
Need more at the airport especially at night if planes are delayed	F	65-74	St Peter Port
Needed: More taxi's outside of Fri/Sat evenings Taxi app More competition and more competitive pricing	M	55-64	St Martin
Is there any point saying anything? As usual with the SoG nothing will change and a huge amount of money will be wasted achieving that nothing!	M	55-64	Castel
I need help in loading and unloading shopping - all the drivers I have used have helped with this and I am grateful to them.	M	75+	St Peter Port
People can't wait ten mins for a cab. It has to be now! People always come out of pubs at 11pm and the taxi rank gets busy. But before that it's dead nothing happens until this time.	M	35-44	St Sampson
No .	M	75+	St Sampson
Improve them! More drivers needed who will be out when you need them not just early morning airport run	F	45-54	St Peter Port

Comment	Gender	Age	Parish
I was recently trying to help a tourist book a taxi to the airport with no luck, I couldn't tell him that he would definitely get a taxi at the taxi rank. It's embarrassing. I finally pointed him in the direction of a bus stop.	F	35-44	Castel
I really don't use them unless we are going to the airport and then that is only if my Son is busy	M	65-74	St Andrew
No	M	55-64	St Martin
no complaints at all until today.	F	25-34	Castel
Lots of drivers complain about the number of fares, however, every lunchtime about 15 taxis sat in the rank doing nothing. Too much if the fare doesn't go to the driver themselves, but to the business, on the plate, to the bosses etc.	M	35-44	St Peter Port
In the UK they have Ubers, efficient, quick and affordable, using the app you would put in your location and the nearest driver would be to you in the next 5 mins, we need something like this. quick and affordable	F	16-24	Vale
We are stuck in the dark ages. I don't like Uber as a company but I like the concept especially as it puts more control in the hands of the customer	F	55-64	Vale
They need to get their act together. We can afford to use them but they are pricing themselves out. So many friends now use the night buses which may not be as convenient as a taxi but are far cheaper and more reliable. Also some taxi drivers are actually quite rude. If you turn up a couple of minutes late they may not wait but they can turn up 15, 20, 30 minutes late and as the customer you are expected to accept it, also no body lets you know if they are running late.	F	45-54	St Sampson
Just think taxi drivers should be more courteous when on the road and if they could be trained to learn how to indicate they seem to think they own the road	M	65-74	St Peter Port
No	F	75+	St Saviour
Would love to see legislation to remove petrol and diesel taxi's to replace with electric cars.	M	16-24	St Martin
Difficult to book, expensive	M	55-64	Vale
No very satisfied with the company I use	F	65-74	St Peter Port
Thanks for trying to find a way to improve the situation	F	65-74	Castel
Must do better, we are light years behind the rest of the world, hailing service would help, taxi app and there is too much aggression at the rank	M	55-64	St Peter Port

Comment	Gender	Age	Parish
Uber and Lyft needs to be allowed to operate. Fixed fares are not competitive. More competition required. Paying via Apple Pay or via a taxi should be available on 100 percent of Journeys	M	45-54	St Martin
Please, please improve it.	M	55-64	<i>Not known</i>
I would like to see the industry opened up to more drivers. I think the island knowledge test is out dated as it's easy to use sat nav or google maps. I think as long as you have a satisfactory dbs check, have a clean driving licence and you have had some form of assessment carried out on your driving ability you should be able to apply for a psv licence. You are not going to stop Facebook taxis, at least this way you get to vet the drivers. Oh and of course you have right insurance.	M	35-44	Forest
Would share a taxi with friends, but risky with a total stranger.	F	55-64	Forest
I feel that allowing Uber and an easing of the driver licensing rules (with vetting e.g. police check) would be a significant improvement and modernisation of the mobility as a service provision in Guernsey.	M	25-34	St Peter Port
Does the taxi plate system make it safer or is it just a way to restrict who can operate as a driver? I understand they are quite expensive - public clarification on the system would be useful.	F	55-64	Forest
Minimal requirement for taxi use - and when I have done always precooked and really appreciated service - ease of booking by texting. Great service.	F	55-64	St Saviour
No thanks	M	65-74	St Pierre du Bois
Taxis in Guernsey are prehistoric. Impossible to book, often let you down and vastly overpriced. If you can even get one. It's like stepping back in time 30 years at least. I have encountered plenty of rude taxi drivers who think you are doing them a favour by even ringing them up. Horrific.	M	35-44	St Pierre du Bois
The wait at the weighbridge taxi rank on Friday and Saturday nights is ridiculous, regularly an hour or more wait, people pushing into the queue etc. would be helpful if there was people there to stop people pushing into the queue etc	M	25-34	St Peter Port
Drivers are excellent they are definitely not the issue	M	35-44	St Sampson
Very expensive service on the whole	F	55-64	St Sampson
Make them cheaper	F	65-74	St Sampson

Comment	Gender	Age	Parish
The current taxi service is a disgraceful cartel. It should be blown wide open and the taxi service completely deregulated. It is an appealing closed shop	M	55-64	Vale
Encourage drivers with PSV licenses to use them as cars are always available to drive, lease or buy.	M	65-74	St Peter Port
Feel very sorry for visitors who are left at the airport with no taxis on the rank to take them to their destination. We also need private hire cabs.	F	55-64	St Pierre du Bois
If a central link for all taxis think would have to be run independently to any taxi company so to be fare to them all	M	45-54	St Sampson
Yes, allow Uber to set up as competition.	M	35-44	St Martin
States/police need to sort out "Facebook Taxis". Dangerous, illegal and take business from licensed and insured operators	M	65-74	St Martin
Needs to be better. The lack of taxis doesn't look good when we have business visitors wanting to bring investment to the island and they can't even get a taxi to the airport.	M	25-34	St Peter Port
I have never had a problem getting a taxi late on a weekend.	F	55-64	Vale
There is a definite shortage of drivers and I believe the running costs are too high which are not subsidised by the States like the bus company. There needs to be some incentive to encourage new, younger drivers to obtain their license. With today's technology is there a need for such a big island knowledge test? At 20 years of age most people have decided on their career path so reducing the age for obtaining the license might help. I know some drivers won't work the ranks on Friday and Saturday night due to confrontation with drunk people, in Jersey and UK most taxi ranks have security of some sort to filter out confrontational, drunk people. Just a few comments	M	45-54	Vale
The current taxi service is good	M	65-74	St Sampson
Prefer to use home James /home safely if possible because of cost and reliability of service	M	55-64	Torteval
Whilst some taxi drivers are extremely friendly and courteous, a few drivers could provide a better more polite service.	F	25-34	Vale
Serve the airport better	F	55-64	St Pierre du Bois
Needs to be more affordable, I would rather pay for a taxi after a night out in town if I didn't have to queue for more than 15mins the long queues at the Weighbridge will make me choose the bus especially in Winter	F	45-54	Vale

Comment	Gender	Age	Parish
In general great service wish there were more taxis between 6 and 8 in the morning otherwise no problems thank you for all you do	F	55-64	Castel
States should subsidise taxis at times that are not attractive for drivers. As there should be an obligation to provide taxis for those times/locations/ability of the customer i.e elderly where a bus is no option. A&E has struggled for years getting taxis for people that need to go home/back to their holiday accommodation to the point that staff ends up spending ages on the phone trying all companies	F	35-44	Castel
Please make them cheaper. Women walk at night rather than pay extortionate fares	F	55-64	St Sampson
I'd there's a woman only option why can't we have a gentlemen only option	M	25-34	St Martin
Taxi service is totally unacceptable, particularly cost per mile.	M	65-74	St Saviour
Make an app for taxis, it's 2022... It's literally used everywhere in the world.	M	25-34	St Peter Port
Please introduce the taxi app! Current bookings system is so outdated. May be also "surge pricing" at least on the part of the fleet, so taxi can be arranged at any time, may be expensive. Well managed taxi service on Gsy will greatly improve the attractiveness of our beautiful island with visitors & potential new residents!	M	25-34	St Peter Port
A lot of the larger companies cars not clean	F	45-54	Vale
It is one of the worst serviced products on Guernsey. Total lack of availability and over priced for the current service. Appears to have no accountability to working hours, unsociable and immediate availability are generally none existent. Many simply do not answer calls. I generally avoid taxis unless no other alternative can be found.	M	35-44	St Peter Port
Taxi drivers are always crying in the paper. They increase fares yet most of them now have electric cars, meaning their overheads on fuel and 90% cheaper than before, yet the fares have gone up? They also need to learn to smile and get up to date with future needs - card payment & app necessary. Copy jersey	M	25-34	Castel
They are pretty terrible, apart from the occasional driver. Embarrassing when visitors are over	F	55-64	St Peter Port
Still lots of taxis only take cash, more contactless should be available	F	55-64	Vale
Requirement of taxi drivers to be trained and pass the training for passenger assisted. Not sure the name of the training. But need a variety of equipment to secure different types of wheelchairs.	F	45-54	Castel

Comment	Gender	Age	Parish
Obviously with Covid impacting the taxi drivers badly over the last two years, I do have a lot of sympathy. However it appears that there is a degree of professionalism and pride that has been lost in their work.	M	45-54	Vale
All the taxi drivers appear to be working only Monday to Friday 9-5. Most are semi-retired. They are not hungry for business - they charge too much.	F	65-74	St Peter Port
A lot of them drive like lunatics. Not all, but many.	F	16-24	St Peter Port
Preplanning for big events with more drivers. Follow a similar approach to Jersey, we've never had a problem there and used taxis all the time when there. Think about the distribution of drivers, putting more than one on at the airport for flights coming in rather than sitting at taxi rank on town.	F	45-54	St Sampson
No	F	45-54	St Peter Port
Need more taxis at peak times.	M	45-54	Vale
All drivers should be on a Uber style app	M	45-54	St Saviour
I feel like there should be an option to contest journey fees when they're an extortionate amount for 1 person	M	16-24	St Saviour
No	F	75+	Vale
No	F	55-64	Castel
Would not share a taxi as I end up with paying most of the taxi, if there was a taxi meter for all parties I would share. Need one point of call to get a taxi instead of loads of taxi numbers in my contact list and spend ages phoning them all.	F	45-54	Vale
A service standard needs to be introduced, drivers should ALWAYS assist passengers whether disabled or not. Too many times I have had to load my own luggage in/out of the taxi whilst the lazy driver sits in the car. I therefore now prefer to pay the airport parking fee rather than shell out for a taxi	M	55-64	St Sampson
Its all about price I'm afraid! I'd get taxi's far more regularly to go out for dinner, I'd probably get a taxi there and back but due to price would rather drive to the restaurant leave car over night and collect following day. Or get a lift from a friend one way.	F	45-54	St Martin
Limited availability at a higher cost	M	25-34	St Peter Port
SoG has no control over the taxi plates, which sell privately for thousands of pounds. I know for a fact there are taxi plates that are barely used. If the states took back control of these plates,	M	55-64	Not known

Comment	Gender	Age	Parish
there would be more taxis available in Guernsey. My name is [REDACTED] and I operate [REDACTED], where I pay a very fair £ 15.50 for my PSV and £70.00 for the inspection of a vehicle and issue of that licence. Guernsey taxi operators may have to recoup anything from £20,000 upwards before they start making a profit. I don't know how you're going to undo that, but in my mind, that's the first problem which needs to be addressed. [REDACTED]			
States of guernsey to actually listen to the right people in the business and act on it Avoid the taxi federation who do nothing to aid its drivers and should of been quality assured years ago due to there lack of professionalism and hindering the business	M	55-64	St Peter Port
No	F	35-44	Forest
Consider a "to tic" service for in town service	F	75+	<i>Not known</i>
Mostly cars are clean, modern and comfortable but on occasion this is not the case and once we were picked up from an upmarket restaurant where the driver apologised for the smell of fish in the boot as he'd been fishing before his shift. This was a "cab style" service, what happened to the two tier system?? Another time chunked out of the car by an extremely rude [REDACTED] during the day when we humorously asked [REDACTED] to change the radio station - I did formally complain to Taxi Drivers Group about that. Apart from using the Weighbridge Rank after meals out in Town, any other cab journeys are booked in advance otherwise you wait too long to get one or cant get one at all. Most people have a reliable name to call for advance bookings. Re the Rank, in Jersey they have security so you don't get any nonsense with people walking to the front of the queue, which I've witnessed on many occasions. Oh yes more drivers need to have card payment machines, in fact this should be essential.	F	55-64	Vale
Small electric vehicles for small hops around the town cheaply.	M	75+	<i>Not known</i>
There are a few firms who seem to work pretty much every day, others are very picky about the hours they do and often only want to do the airport run rather than a late Sat. I understand that the former is easier but that is not where the demand is. Take a look at the taxi rank around 10-11 pm in town and there's always a long queue. Some taxis are happy to work these hours, many are not	F	55-64	Vale
I'm sure I will need them one day, so good luck! Not an easy job.	F	75+	Vale
The number of drivers that have apparently left taxi driving will be a real problem for the island once a normal visitor season returns. This would lead to a reduced appeal for the island to both regular and occasional visitors, more would drive/ferry here instead of flying. The small bus / more frequent service/ new route option is probably the better way for the island to go to moderate the number of vehicles on the road. Trial a reduced daytime fare tariff for taxis (flat	M	65-74	Vale

Comment	Gender	Age	Parish
£5 fare) to help the elderly, the less well-off and those that don't live near a bus route. The evening/night-time tariffs could be retained for the younger element who can better afford them.			
Issue more driver licences	M	65-74	Vale
Very dissatisfied, we often don't go and spend money in restaurants etc due to poor availability of taxis	F	35-44	St Peter Port
No	M	55-64	St Peter Port
No	F	55-64	Castel
In reality there is little business for taxis during a normal working day 8-5 due to banks changing how they do business and tourism being in constant decline. The ports also have become unreliable when offloading passengers in a timely fashion. Drivers often have to travel empty to the airport can be waiting for over an hour for people to clear for a £10 fare. The only time a decent return can be had is out of hours late night. There should be more stringent controls over Facebook taxis as I know of people who have had incredibly dangerous and reckless drivers picking up people on the rank and via Facebook.	M	45-54	Vale
It's well known that most drivers are chronic tax Dodgers. I therefore support nothing whatsoever that will increase their fair/wage	M	35-44	Vale
drop the fares, would defo use more frequently	F	45-54	Castel
Very good, clean helpful taxi drivers	M	55-64	St Sampson
More full time taxis especially Sunday	F	55-64	St Peter Port
Taxi ranks need CCTV or a police presence to make people feel safe. See my earlier comment re my husband being punched by a drunk man who wanted to queue jump.	F	35-44	Forest
Guernsey has a very good Taxi Service.	M	55-64	Torteval
The taxi plate system should be abolished. Plates should not be "owned" and be worth £30k. Taxis should be licensed for an annual fee paid to the states. The current system encourages plate "owners" to hold on to their asset even when they don't drive very frequently.	M	35-44	St Sampson
Disappointing, hard work, wholly unreliable	F	45-54	<i>Not known</i>
Suggest to have an Uber here or an app where you could book a taxi	F	25-34	St Peter Port
to expensive for a small island. not many taxis are working on Sundays	F	25-34	Vale

Comment	Gender	Age	Parish
It's a privately funded public service working to a States controlled tariff. If the States wants to see an improvement it should take more responsibility and incentivize the industry not impose service targets.	M	55-64	Castel
I have heard taxi "horror" stories where non locals are taken advantage of when it comes to payment. An app would sort that in the best and easiest way, and the introduction of a proper complaints procedure.	F	16-24	St Peter Port
More taxis visible in town From Alderney we always are concerned that there won't be a taxi at the airport particularly on early arrival	F	65-74	<i>Not known</i>
Much talk of fares but reality is fuel costs are high and Guernsey is not a cheap place to live. I would like to see higher fares to encourage more drivers and improve supply. I suspect this is a minority view!	M	55-64	St Peter Port
They moan too much about how hard done by they are.	F	45-54	Vale
The whole service needs to be tidied up sooner than later for the good of the community and visitors alike	M	45-54	St Sampson
Taxi sharing is a great shout. The rank is full of single people getting in taxis for journeys - I often think people should ask around and share. An app would facilitate this and allow drivers to profit from it – win-win	M	35-44	St Andrew
An App similar to a Uber service would be much better. I tried three numbers last week. No response. I googled Guernsey Taxis. No available numbers. I asked restaurant staff. The numbers they gave me were not answered. It was only 9pm so 8m sure drivers were available. There should be a shared service across all drivers.	M	45-54	Vale
Would love to have a Uber type service in Guernsey.	M	55-64	St Pierre du Bois
There just needs to be more available to cope with demand.	F	55-64	St Sampson
Please read previous comments: YES to an app but this would only work if you could guarantee a minimum of cars available at peak time. No use to ease the booking if there are no cars on offer! So the answer is control the "abuse" of the taxi licence holder to have one is to use it regularly not only "for rainy days". An increase in available taxis should translate in an increase of revenue for the hospitality industry (not taking into consideration the recent increase in the cost of living).	F	45-54	Vale
Should be more cars on the road and made to provide a certain level of availability	M	45-54	Castel
It needs a major overhaul	M	45-54	St Sampson

Comment	Gender	Age	Parish
Please improve	M	35-44	St Peter Port
Make taxis cheaper	O	45-54	St Sampson
Surely it's better to have lots of work at a reasonable rate, rather than none at the high rates they charge now.	M	45-54	St Sampson
Sort Sunday nights out at the airport. Embarrassing situation we have Coupled with infrequent bus service. Truly embarrassing situation	M	45-54	St Peter Port
Don't blame whoever took the booking for any duplicate bookings or no shows. Be nice when you answer the phone for a booking. We are not all drunk and incapacitated! Just be nice and don't act like you are doing us a favour€!	F	55-64	St Peter Port
Nono	F	65-74	St Saviour
Friendly drivers, less expensive, available when you would like one, and not running 1/2 to 1 hour late.	M	65-74	St Andrew
A very poor and expensive service	M	45-54	St Sampson
This is a service which we need. Stop being so precious and be willing to turn up when we need you. Don't accept a booking if you aren't going to honour it	F	55-64	St Peter Port
App would be great, electric vehicles and also motorcycles taxis	M	75+	Vale
No	F	35-44	St Peter Port
Black (local) hail a cab option. You can't book these guys, they can only pick up in the manner. Uber style app	M	35-44	St Martin
The rank would clear of a busy Saturday night much quicker if someone* matched up people heading the same direction. Not everyone wants to share a cab, but some will and that will make it better for everyone - cheaper (shared) fares and less queues. *A 'rank marshal' if you wanted to call them that.	O	45-54	Vale
All's Uber to operate	M	45-54	St Martin
would not share normally but more so now due to COVID	F	35-44	Castel
Allow badge holders to yet insured drivers use their badges if they chose not to be active. They earn a passive income, clear accountability and maximises taxis on roads	M	35-44	Castel
I used to drive taxis. Sadly, due to lack of work, a lot of drivers have given up. This now puts pressure on existing drivers to convert remaining work. This often leads to work being turned	M	25-34	St Sampson

Comment	Gender	Age	Parish
down due to being unavailable or not being able to accept a job if the driver is going away from a job. Unlike the buses, taxi firms get NO subsidy to operate but still get hammered with costs - people then moan about fares being too high. Drivers can wait for hours before getting a fare, of which these hours are not paid. There is little encouragement for any new drivers or firms to start up, especially with the amount of anti-social behaviour on a Friday and Saturday night. COVID hasn't helped the situation but there needs to be more support from the states towards PSV holders in order to provide a reliable service - having done the job for 5 years, it is really stressful at times due to the issues on the roads and also timings, as well as not having a steady or regular workload. The states of Guernsey seem to think that the taxi industry is thriving but it isn't, but don't want to support it or understand why.			
They need to be readily available, at peak times and you should not need to order so far in advance, if you need one urgently you should be able to get one at any time but that's not the case.	M	35-44	St Martin
My husband and I use either of 2 taxis. We text in advance and always get a reply. Rarely do we need to use others.	F	65-74	St Peter Port
No	F	55-64	St Sampson
The taxi in Guernsey are good probably not enough now due to Covid as a few have retired given up. I have my own couple of cars I call /rely and would not want a random Car turning up to pick me up I prefer to use the trustworthy /friendly people I know	F	55-64	Vale
An app is a wonderful idea and more availability sounds great!	F	55-64	St Peter Port
No	M	65-74	Castel
No	F	35-44	St Peter Port
Too expensive, availability poor	F	45-54	Vale
No	M	45-54	St Sampson
Taxis that are available at short notice.	F	45-54	St Peter Port
No	F	35-44	St Peter Port
Taxi services should be available everywhere.	F	25-34	St Peter Port
The most poorly organised taxi industry I have come across in the developed world.	M	55-64	<i>Not known</i>
Gsy taxis Standing joke.	F	65-74	<i>Not known</i>

Comment	Gender	Age	Parish
No	F	25-34	Torteval
Needs a huge improvement - I've never come across anything like it anywhere else in the world. What must tourists think!	F	45-54	St Peter Port
Guernsey Taxis are among some of cheapest I've seen. I know that they struggle to keep their heads above water & have to work ridiculous hours to make it pay. Think how much Fuel, tires, brake pads & servicing vehicles has gone up in the last 15 years. How much increase have they had on the meter.	M	45-54	St Peter Port
Having a booking app would be incredible. Having electric vehicles would be a nice to have.	M	25-34	Torteval
Prices need to come down!	F	35-44	St Peter Port
It is very poor.	M	55-64	St Martin
Yes. Review population management policies, so that we can get more drivers in; which would subsequently resolve almost issues.	M	25-34	St Peter Port
Why would you share a taxi with a stranger while there is a pandemic on. The answer would be yes in normal times but somewhat foolhardy atm	F	55-64	St Saviour
Sadly a lot of them moan that their prices are too low. But most of them used to manage to go on high destination holidays (before Covid restrictions). And they don't seem to like early mornings. There isn't enough of them.	F	55-64	Vale
More taxis please, and easier booking	F	35-44	<i>Not known</i>
No	F	Prefer not to answer	St Sampson
Definitely an app or an online booking service similar to Uber. When GoTo was live it was extremely useful and I found myself using taxis far more often.	F	16-24	St Andrew
Keep everything simple, please !	M	75+	<i>Not known</i>
They have always been too expensive, it's a monopoly on pricing and the attitude by the taxi firms is that they are not paid enough and the customer is a pain.	F	45-54	St Pierre du Bois
Maybe there could be a States subsidy to help with purchasing more electric/hybrid vehicles. Also reduced costs of fuel?	F	55-64	St Andrew
Clean and tidy taxis	M	65-74	Castel

Comment	Gender	Age	Parish
Submarine Limited has created an app which was well received by the public but few drivers were interested. Perhaps drivers need to move with the times a little more. Contact Submarine for further info.	F	45-54	St Martin
Taxi drivers could be a lot more helpful and polite after all it is a service. From town to St Pierre du bois often taxi drivers refuse or moan as it's a long way. It isn't.	F	55-64	St Pierre du Bois
Get better and we will use you. Currently.. no way	M	55-64	<i>Not known</i>
Guernsey taxi drivers need to realise how well off they are and stop moaning about the fares being too cheap.	M	55-64	St Andrew
No	F	55-64	<i>Not known</i>
I think its time to allow more taxis, this will improve service and reduce fares. This will help people and the industry!.	M	55-64	St Saviour
the taxis should really all be disabled friendly London type cabs, ore tail ramp 8 seaters, let the executive keep their big salons but limit them to serving airport/harbour pick up and returns 7 days a week and no rank pickups as in U/K .	M	65-74	St Sampson
Pretty poor and archaic service. Allow services like Uber to operate on the island and scrap the traditional taxi services if they can't or won't move with the times.	M	45-54	St Peter Port
Taxis are very good but prices going up all the time makes you think twice	F	65-74	St Peter Port
I am aware of occasions when passengers leave without paying or vomit in the car. There should be very high fines for anyone caught doing this.	F	65-74	Castel
Apart from sometimes very rare in my opinion we have a good service. Leave things alone don't change it.	M	65-74	St Saviour
Never use them as too expensive and if going out in the evening at the weekend would use the late bus	F	75+	St Sampson
NEED MORE RELIABILITY. WE OFTEN HIRE A CAR TO SAVE WORRY	F	75+	<i>Not known</i>
an app would be good as long as it is well made and not bad	M	16-24	St Peter Port
I think most taxi drivers are lazy or retired and only work when it suits them i.e. work Friday and Saturday night and don't bother any other time especially Sunday can't get a taxi on a Sunday as their all sleeping off their roast dinner. It so shocking	M	55-64	St Peter Port

Comment	Gender	Age	Parish
A better centralised service that give drivers fairly distributed work. It should also allow independent drivers to be part of it to work as an overflow if they're free. The service can then log availability of their drivers and the independents. This should make it quicker for passengers to find drivers. Thank you for setting up this survey.	F	35-44	Vale
they are ridiculously expensive , I would only use one as a last resort	M	55-64	St Saviour
Let Uber in stop the monopoly	M	55-64	Torteval
They just need to be more affordable, especially at night.	F	45-54	St Sampson
Taxi drivers should have rotas that mean drivers are available when demand is high. It seems in Guernsey taxi drivers are plenty early evening ,say 7pm, at the rank (even waiting for you) but not enough work through to the early hours. It is also difficult to get a cab to the airport early in the morning. It seems drivers do not need to work unsociable hours to make a good wage. There seems to be very little flexibility, I would hate to have to rely on them entirely.	F	55-64	St Martin
No o	F	35-44	Forest
Make more licences available so that there are lower financial barriers to entry. Those taxi drivers who don't use their licenses are having a detrimental effect on the public who are waiting too long to get a taxi.	M	55-64	St Martin
it is very poor and expensive compared with just about anywhere else	M	55-64	St Saviour
Make a Guernsey version of Uber	M	35-44	St Pierre du Bois
Get more cars	M	35-44	St Peter Port
A fleet of electric taxis with centralised clear app first booking and good availability would be very good locally and for our public image and tourism product.	M	35-44	St Andrew
No	F	16-24	St Martin
In Jersey they have a taxi warden who makes sure people don't queue jump and people there tend to call out going to so and so offering anyone else going that way to share so the queue goes down a lot quicker	F	35-44	Castel
Uniformity of costing rather than just a random number. Location app like Uber in London	F	45-54	St Peter Port
I like the idea of a sharing scheme and would work for a lot of people just not me for reasons stated in previous page.	F	25-34	Castel
Nil	M	35-44	St Peter Port

Comment	Gender	Age	Parish
I would not feel very comfortable as a woman travelling either by herself or with a small child to taxi share	F	25-34	St Peter Port
Too expensive for words	F	55-64	St Peter Port
No	F	65-74	St Peter Port
Uber	F	35-44	<i>Not known</i>
No - dont know enough about them	F	65-74	St Martin
I rarely use a taxi but I've always felt we had reasonable service. Maybe cost to get to the airport from St Martins is quite expensive, but at 6 in the morning I guess you have to pay a premium.	F	55-64	St Martin
Taxi sharing should be promoted more. On the Weighbridge, I often try and find someone going the same way so they can jump in and share the cost. Perhaps the app could encourage taxi sharing?? You could enter your postcode and see who else has booked a taxi you want to share??	M	55-64	St Sampson
I have never been able to understand why the fare go's up after 10pm ? then again 11pmWhy ?? bar staff wages don't ...fast food outlets staff don't ...I honestly believe there would be a significant rise in taxi use if it were 1 price no matter what time of day/night.	M	55-64	Castel
Barcelona's taxi service was efficient and affordable and would be a good model for Guernsey to look at. Guernsey's taxi service could really pick up the slack from the bus service if it was done well. I truly believe the only way forward is to end the old boys club of current taxi drivers and create a whole new service where they actually need to be competitive. The reason the service is so bad is they are not hungry for the work, on weekends being a taxi driver is the equivalent to printing money.	M	25-34	Forest
Taxi share - brilliant concept	F	55-64	Vale
I know most drivers do a good job but they need to realise that they would actually get more work if we had an app. At the moment I am more likely to drive and use Home James or the night bus just because I can rely on these but I can't rely on taxis turning up	M	35-44	St Peter Port
Please do something to fix it! It def stops me going out & so lost revenue to local bars and restaurants	F	35-44	St Peter Port
Comparing Guernsey to some other places in the world I would say our service is good.	F	55-64	St Peter Port
More taxis needed	M	55-64	St Andrew

Comment	Gender	Age	Parish
Needs competition and the States license needs to be cheaper to operate a taxi.	F	55-64	St Sampson
Get a grip	M	55-64	St Peter Port
Cut the cost of a taxi fair	M	75+	Vale
I'm afraid you will always have to many taxis in the day time and never enough in the late evenings	M	45-54	Vale
Let Uber here get with the times not the past	M	55-64	Vale
No not really just to expensive for distances and hassle to get one	M	45-54	Vale
Be more user friendly for visitors and tourists.	M	55-64	St Sampson
I'd share a taxi if Covid was no longer a concern	F	55-64	St Martin
My father was a taxi driver. cost of regulation, insurance etc is high. Think about reducing red tape.	M	45-54	Castel
Nope	F	55-64	St Martin
More taxis available will be good just today my husband call 20 taxis companies & private taxis for take him to the PEH and just one was available & that is very bad for a small island something needs to be done to improve the service for our community	F	45-54	St Andrew
Generally I've had a positive experience of Guernsey taxis and I think they work hard. Some can be a bit unfriendly but I suspect I would be less friendly at 2am dealing with drunk people	F	35-44	St Saviour
Please put in an app and a taxi sharing scheme! Especially one that would give access to as many taxis as possible so you didn't have to call multiple companies for one journey!!!	F	35-44	Forest
I feel like I don't need to hear the taxi driver complain about conspiracy theories for the whole journey, which seems to happen more often than not.	M	25-34	St Peter Port
No	M	55-64	St Peter Port
Only one time we were waiting at the taxi rank and we just finished eating a burger and he refused to take us home . I was not drunk but felt he treated us as if we were. That's the only thing I can say	F	55-64	<i>Not known</i>
Get Uber in Guernsey. It will help a lot.	M	25-34	St Peter Port

Comment	Gender	Age	Parish
All taxis should be on one app site to increase availability but keep their independence. With agreed fare structure in advance. Uber is a fantastic service which I have used many times off island. We should follow a similar version for an island of this size.	F	55-64	Castel
Needs to be much more like Uber	M	55-64	St Peter Port
Just to reintegrate - taxis are far too expensive and there are not enough of them at weekends. My husband and I turn out during the early hours of the morning to collect our adult children (students) who cannot afford the fares unless they share a taxi home.	F	55-64	Forest
Self driving cars would be nice	O	45-54	St Sampson
No	F	45-54	St Sampson
Lower the fares !!! Make more taxis available !!! And lower the fares again !!!	M	25-34	St Peter Port
No	F	55-64	St Sampson
Without proper cost of service price increases for cabbies, we will have less on offer and less option to travel.	M	35-44	Castel
More taxis, fixed price tariff	F	65-74	<i>Not known</i>
some of the taxi drivers i have had over the past few months have been incredible and made me feel very safe but a couple have just been awful	F	35-44	Vale
One phone number/app for all taxis, minimum number of taxis, set by known demand so a sensible service level is maintained. Currently it seems the service is at the discretion of the drivers, and to hell with the customer.	M	55-64	St Sampson
Extremely expensive and usually unavailable on weekends. A late night bus service would be more appreciated	M	25-34	St Peter Port
tend to use regular drivers and keep to time as arranged as it is not acceptable to keep a driver waiting as they have other pick ups and they do try to keep to times requested.	F	65-74	Vale
No	F	55-64	St Pierre du Bois
Has become more difficult for taxis to compete with subsidised bus service and Facebook taxis ie Guernsey lifts	M	55-64	St Martin
MORE NIGHT CARS OR BETTER BUS SERVICES	F	65-74	Castel
The states made a mess of the taxi business by giving away bus fares for £1, I'm all for people in need of support using busses at a less rate but able working people should pay more to use a	M	35-44	Vale

Comment	Gender	Age	Parish
bus, then taxi wouldn't seem so expensive. Tourists come to Guernsey and ride the bus at the cost of the tax payer and the taxis lose out on trade, I feel for taxi drivers as they are up against it.			
They are pretty good	M	45-54	St Peter Port
Having used Uber in UK I appreciate have efficient it is. I am sure that if all Taxi companies were encouraged to join such a system the use of taxis would increase tremendously.	M	65-74	Castel
Worst Taxi service of anywhere I have ever lived	F	65-74	St Peter Port
Have used taxi apps in the UK and Portugal and found them to be extremely useful I think all the plates should be returned to the SOG and we should have a taxi service similar to UBER.	M	65-74	Castel
Less cars on the road more island friendly options please	F	35-44	Vale
If a big plane is in at the Airport there is sometimes a long wait for a taxi into town, Taxi drivers always friendly	F	75+	<i>Not known</i>
Taxi service at the stand at the airport is abysmal. Never any taxis there at weekends. Any taxis booked from the airport rarely will tolerate any delays to your flight. Often arrive back on a Sunday and have to wait up to an hour for a taxi at the airport rank. Very poor experience for arriving tourists	M	45-54	St Saviour
The issues need ironing out now	M	55-64	St Martin
No	F	25-34	St Peter Port
I'd rather catch a bus but they don't run my way in the evenings	F	45-54	St Peter Port
Perhaps Look at different pricing options for licenses to see if we can't have more options available for customers	M	55-64	St Peter Port
Taxis at the airport when flights are delayed and the last bus has gone please!	F	55-64	St Peter Port
I've had a few experiences in recent months of drivers talking a lot about Covid 'conspiracies' and promoting anti vax info. It's been weird and uncomfortable especially as the conversations were unprompted but based on me choosing to keep my mask on. Everyone is entitled to their own beliefs but when you are essentially trapped on your own in a vehicle with someone who is criticizing your compliance with the rules it can be really unpleasant. It's made me rethink getting taxis from town at night in case I end up with those drivers.	F	25-34	St Pierre du Bois
I would use taxis a lot more if the availability were better. This would be the case early in the evening but even more so after midnight.	M	45-54	St Peter Port

Comment	Gender	Age	Parish
No	M	35-44	St Martin
No	F	35-44	St Pierre du Bois
I fly in to GSY from AY at least once per month on average. Both on business and socially. The taxi service in GSY has got progressively worst, but costs more over the last 5 years I often have to make several calls to get a pick up organised and on several occasions have given up and walked	F	45-54	<i>Not known</i>
N/a	F	25-34	St Peter Port
I only use taxis to travel to and from the airport as airport parking is too expensive if I need to leave Guernsey for a week. I do not know a specific taxi company. I have an actual taxi driver's number on hand. The driver is the go to driver that my husband's company dispatches when picking up new colleagues that just moved to Guernsey from the airport. After that, a lot of us continue to contact him directly for personal use.	F	25-34	St Peter Port
I hope this survey helps frame the future of taxis in Guernsey. They need to modernise in line with UK apps, tracking, booking, etc and cost.	F	25-34	St Saviour
N/A	F	16-24	St Peter Port
I think that Guernsey's current taxi service is doing a disservice to the tourist trade, let alone those of us that live on the island and have knowledge of its shortcomings.	F	45-54	St Peter Port
An overall taxi (compulsory) computerised link would make more efficient use of the working taxis, particularly in a small island, resulting in a better service for the public, and more financially beneficial for the driver. (I am a retired taxi plate owner)	M	65-74	Vale
Already stated far too expensive	M	55-64	St Pierre du Bois
The appearance and state of some of the drivers and vehicles is appalling and a bad advert for this lovely island. Very often a Taxi Driver is the first point of contact for arrivals into Guernsey, passengers get into a dirty car, plus a scruffy unkempt driver is a very poor advertisement for Guernsey. The authorities need to be proactive and carry out regular weekly checks on the state of vehicles and drivers, but they sit in their offices with absolutely no interest in how Taxis operate. That said nothing will change, your survey is all they will do. Good Luck	M	65-74	St Peter Port
We need Uber	M	35-44	Castel
No	F	25-34	St Saviour
App for a phone. Uber opportunity.	F	35-44	Castel

Comment	Gender	Age	Parish
Reduce the cost then they will be used more and we need more taxis available not saying they are "not working today"	F	65-74	<i>Not known</i>
Some taxi drivers are sloppily presented and rude to customers. Customer service is very important as a taxi driver too.	F	45-54	St Sampson
Need more taxis at peak and Holiday periods time.	M	55-64	St Peter Port
Needs to be digital booking SMS to confirm it's coming More available Service now is dreadful due to lack of availability The drivers themselves are fine	F	45-54	St Saviour
Many of them drive too fast	F	55-64	St Sampson
Prompt taxi service 90% of the time. Taxi driver, good driving, knows his root, informative	M	45-54	St Andrew
I would suggest sharing taxi's more, making prices clearer & starting Uber	F	25-34	St Martin
Change system of settings fare levels.	M	75+	St Martin
I think it's a no win situation for taxi companies in terms of the amount of business available which makes them expensive and not available at times of high demand.	M	55-64	St Sampson
Some taxi drivers/ companies need to be more honest about bookings, for instance if they're going to be late or not be able to take the fair to tell you rather than skirt around it and make you late instead of being able to phone for another taxi that can make the journey	M	25-34	St Peter Port
It is too expensive to use taxis to go out for meals because the cost of both is too high.	M	65-74	Castel
Need overnight reliable service	F	55-64	Vale
Make taxi licenses easier to obtain, like if you have a driving license and are a local person why can't that person just be employed	M	55-64	Vale
As before a mini bus sharing scheme all around Guernsey doing constant routes only using buses for the main roads . Access and stopping at any point	M	65-74	St Peter Port
If you create an app it should be mandatory to an extent to ensure all companies use it & aren't at a disadvantage where taxis may offer lower prices for cash payments	F	25-34	St Peter Port
Maybe more part time drivers, Central system- sharing profit perhaps Contract drivers for similar rate of pay in off peak. Petrol or diesel taxis are obviously highest emission of all vehicles due to high mileage	M	35-44	Castel
Why are there so many taxis parked at home? Are there not holders of license that could be out driving that taxi or have they made enough money already?	M	65-74	St Sampson

Comment	Gender	Age	Parish
Two drivers I use in preference in the evening built on mutual trust, and they will always prioritise me if they are available. An app for daytime service would be very useful.	M	65-74	Vale
I have travelled all over the world and I think that the taxi service is probably the worse I have ever come across, and I am very sorry to have to say that. I actively try to avoid using the local taxis whenever possible and they are the ones who have put me in that frame of mind. I could give so many examples of the appalling attitude it would take hours to detail every one. Having said all that I am sure that they do have to put up with some customers who are behaving pretty badly themselves	M	55-64	St Martin
An would ideally include knowing the cost of the fare and ability to pay via app, use mobile user locations, track taxi location and SMS notifications - need Uber style app (could also use for food delivery too)	M	35-44	St Sampson
teach drivers the highway code and how to read a speedo.	M	65-74	St Sampson
Uber!	M	45-54	Vale
Not turning up when you have booked them or No Taxi at Harbour when Boats arrive to take passengers who have not pre booked as expected Service at Harbour. In this case directions to Taxi Rank would help. I have taken a visitor to the Rank dragging our cases as no Taxi at Harbour.	F	65-74	St Martin
I worry most about the negative image it can portray for business visitors and tourists. It's an awful first impression if there is a big queue in the rain at the airport and not being able to get in to and out of at peter port easily at weekends at peak periods is difficult too. Not a slight on drivers but there is under supply and key events especially airport arrivals need to be covered by a minimum of drivers now travel is increasing again	M	45-54	St Martin
Need another taxi rank in town in Friday and Saturday	F	45-54	Vale
No	F	55-64	Forest
I, in general don't have a problem with my taxi service - if you find a good one you tend to stay with them€loyalty	F	55-64	St Peter Port
get rid of the ridiculous taxi plate system and liberalise the market,	M	55-64	St Peter Port
Uber type service would be great !	M	45-54	St Martin
Be thankful you live on a beautiful island and are not stuck in an M25 car park most days of the week. It's not a bad gig!!	F	55-64	St Martin

Comment	Gender	Age	Parish
Would definitely use taxis more if they were easier to access when you need them like in the UK	F	55-64	Castel
I have witnessed first-hand the disdain some drivers have for passengers, including one driver who told multiple people who had arrived on a delayed flight that he had alerted drivers to their arrival and they were on the way (their precooked taxis no longer being available), he then confessed to another driver when they were out of earshot he had told no one.	F	25-34	St Peter Port
In the UK you can request a charge in advance so you know how much you will be expected to pay. A great help for parents to pay up front to know their children get home safe	F	55-64	St Peter Port
Needs to be sorted out. Get Uber!	F	45-54	St Sampson
Maybe just slightly cheaper fares, but we live in an expensive island and the drivers have to make a living€! another taxi rank at night would be great.	M	35-44	St Martin
My main issue is not being able to get one short notice. I've no problem waiting for up to an hour if necessary but even trying to pre book a week in advance I've had to make alternative arrangements. My experience of the taxi drivers has always been pleasant and they do try to assist.	F	35-44	St Peter Port
Please set up a mobile app system.	M	35-44	Vale
The customer comes first, not the 80 year old remotes bloke driving in circles to double your bill so they get more money	O	35-44	Torteval
No	M	65-74	Castel
It's dying a death! Get rid & buy electric bikes for people to use, but decent ones!	F	35-44	St Martin
Being a small island, the current service is poor for first impressions for tourists arriving, this poor service would put me off returning to Guernsey. As a local you learn to live with it and adopt other measures. It should work like clockwork!	M	55-64	St Peter Port
Everyone moans they're too expensive but I gather they're very expensive to run too. Outlay, insurance, maintenance, Environments (who runs them) fees. List goes on.	M	55-64	St Sampson
Electrify all taxis and benefit for all on costs and be ahead of other jurisdictions. I am recommending that to gov.gg	M	55-64	St Peter Port
An app would be awesome, more firms with more than one driver and an accredited official list available to work from	F	45-54	St Martin
Most of the taxi drivers are friendly and very good, it is more the difficulty getting a taxi that stops me using them more.	F	45-54	St Peter Port

Comment	Gender	Age	Parish
Make sure you send paper surveys to older people. They need them more yet won't be on Facebook.	F	45-54	Vale
No to taxi sharing while Covid is an issue. You might end up sharing more than just your lift.	F	45-54	St Andrew
Can the drivers have a mute button?	M	35-44	Vale
A service standard needs to be introduced at the airport to meet flights, in particular the last flights in each day. Possibly no pre-booking but the special Constables keep matters moving so no-one needs to wait for hours. (I have witnessed this type of approach work very well in Bermuda.). If taxis don't agree to the scheme I believe they are the prevented from dropping off at the airport, but I'm uncertain on that point	M	55-64	St Martin
Lower the prices to reasonable comparable levels.	M	55-64	St Peter Port
When I'm away you can get a taxi or grab or bolt straight away regardless of time or day	M	45-54	St Saviour
Allow Uber	M	35-44	St Peter Port
More service for disable, mini bus for elderly to town for shopping, baby seat.	F	65-74	Castel
You need to clamp down on the Facebook lifts as this is really unfair to taxi drivers as they have much lower expenses.	F	45-54	St Peter Port
They are greedy	M	45-54	St Peter Port
i do understand that you can't really make taxis any cheaper, what with rising fuel costs, overheads, car maintenance, cleaning, etc. the fares reflect this, plus firms take their cut as well.	F	55-64	Castel
You should not be able to sell a taxi plate privately - a £30,000 plate is a huge barrier to entry. Guernsey taxis are recognised as poor by international visitors. I try and pre book for them, but no shows and being left to wait in a wet and windy queue for half an hour at the airport on a Sunday evening is simply unacceptable. Not using a car could be an option if we had a reasonable value, efficient taxi service	M	65-74	St Pierre du Bois
All except [REDACTED] he was awful - never again!!	F	55-64	St Peter Port
I help with a mobility group - we need more WAVs!	F	65-74	Forest
Make it easier to get a taxi. Central booking number or app. It's a nightmare currently. Hate calling double figure phone numbers getting nowhere.	M	35-44	St Peter Port

Comment	Gender	Age	Parish
██████ look after me extremely well. I have rarely been disappointed with any of the taxi services currently available in Guernsey. When trying to book a taxi to take me to work at the PEH on a Sunday morning, whoever I call, if they are unavailable they will often offer me alternative numbers to call.	F	55-64	St Peter Port
It's the worst overall service I have experienced anywhere	M	55-64	Vale
Stop driver smoking in public vehicles which they all do.	F	35-44	St Peter Port
We desperately need normal taxi service here	F	25-34	St Peter Port
We need Uber or similar.	M	45-54	Vale
Just deregulate the cartel. They are self-serving and do not operate with the service user in mind. Uber and Lyft are wonderful, and if we had MOT'S and vehicle testing to ensure the vehicle was safe, and driver vetting to ensure they were fit and properly licensed more people would be available and be able to earn during unsociable hours. I used to work in taxi licensing in the UK and am fully aware of the benefits of not limiting the number of taxi plates, there were no downsides as it self-funded	F	45-54	St Martin
A reliable, user friendly booking app would be fantastic.	F	16-24	St Sampson
Centralised booking to minimise need to ring would be helpful	M	55-64	St Pierre du Bois
An inefficient taxi service can result in unofficial taxi services, which are unsafe. It is good to know this is being looked at.	M	55-64	Vale
If it's really a service based activity leave room for a tip. Stop increasing the rate every year and make those performing the service do better to get that tip	M	45-54	Castel
Taxi license plates should be monitored and those not using them should be forced to sell. There should be more taxis available - esp from airport and town - Town has a good service at weekends but not during the week.	F	45-54	Castel
Allow part time licences to get more drivers out at peak times.	F	45-54	St Sampson
Make a Guernsey Uber service. It would be used so much more and is more convenient for everyone.	F	16-24	Forest
There should be an online booking facility available this would encourage greater use of service.	M	45-54	Castel
I suggest they check the seats for any left belongings after each drop off and hand them over to the passenger. Not just race away. Find a solution to reduce the cost of the journeys. Drivers	F	45-54	St Sampson

Comment	Gender	Age	Parish
should not expect tips. An app booking system would be good with confirmation of expected times by text.			
More cabs especially Sunday s	M	55-64	St Andrew
Very poor in general. Overpriced and difficult to book at short notice. You have no chance booking a car for the airport at the last minute!!! Or for anything at g try he last minute!!!!	M	45-54	Forest
No	M	55-64	Forest
No	F	75+	Castel
We need choice. Plates should not be limited, no cartels, allow Uber.	M	55-64	St Sampson
Organised taxi sharing for early morning airport/harbour runs. Ensure taxis are available to meet every flight, including delayed ones and why are there none at the harbour? Put more people on the phones. Allow competitive tendering with service level agreements.	F	65-74	St Peter Port
None	M	35-44	St Peter Port
Something needs to be done about the level of service with taxis. I feel stressed just thinking about booking one and rarely do. I also worry they won't show up - some kind of tracking would help ease this.	F	25-34	St Peter Port
Lower your price and provide a better service	M	45-54	St Peter Port
get an app back. Get rid of the plates system and have it driven by customer demand and safety.	F	25-34	Vale

Appendix F: Taxi Trade Consultation Presentation



States of
Guernsey

Taxi Review



Taxi Trade Consultation Event

14th February 2022

Document Management

Version	1
Prepared by	JT
Checked by	JA
Approved by	JT
Issue Date	12/02/22

House Rules

- Informal - listening mode
- My notes will not identify anyone
- Give everyone a chance to speak
- Fill in a Registration Form
- If you need to say more, email me:
guernseytaxis@taspartnership.com
Or call / text 07889 275512
- Four sessions – half hour each
with a break in the middle
- People may need to leave



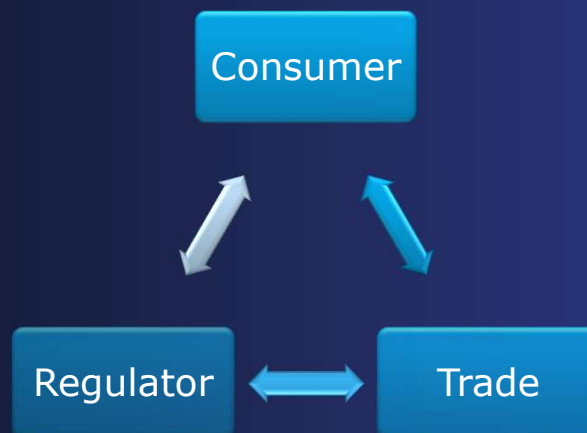
The Review Context

- Duty of the Licensing Authority:
*... to ensure...at all times...sufficient,
efficient and safe systems ... to meet
the requirements of the public*

- Consumers – “Unavailability”
- Industry – “Shortage of drivers”
“Not enough work”
- COVID-19
- Last review in 2000



Three viewpoints?



Session 1: Where are we now?

- What do consumers think about taxis in Guernsey?
 - **Residents / Business / Tourists**
- Can Guernsey taxi drivers enjoy work and earn a reasonable living?
- Is regulation delivering “sufficiency” “efficiency” “safety”?



Session 1: Where are we now?

- Issues raised by consumer stakeholders
 - **Scarcity of taxis at peak times**
 - **Airport (and Harbour) coverage**
 - **Perceived overcharging**
 - **Lack of information**
 - **Need to book in advance**



Session 1: Where are we now?

- **Issues raised by trade stakeholders (including potential entrants)**
 - **Inadequate / peaked demand**
 - **Not enough drivers to fully utilise plated vehicles**
 - **Barriers to entry (plate value, knowledge, test costs, etc.)**
 - **Inadequate infrastructure**
 - **'Pass the parcel' from the airport**
 - **Unfair competition**
 - **Tariffs don't reward unsociable work**
 - **Inconsistent / limited policing**



Session 1: Where are we now?

- **Issues raised by regulator / SoG**
 - **What is their role? e.g. is it their role to attract more drivers?**
 - **Inadequate information on which to develop strategy e.g. average shift time (prep. + wait + POB)**
 - **How to assess need for more plates, more WAVs, ZEVs, etc?**
 - **Who does the marketing?**



Session 2: Where do we want to be?

- **Consumer**
- **Trade**
- **Regulator**



Session 2: Where do we want to be?

- **Trade**
 - **Can you foresee market growth? Where from?**
 - **Can you see an improved reputation? In what way?**
 - **Will average taxi driver incomes have risen? (How?)**
 - **Clearer structure that people understand (white, blue, green, etc.)**
 - **Will there be more participants in the taxi business?**



Session 2: Where do we want to be?

- **Regulator**
 - **Trade regulates itself**
 - **Technical innovations**
 - **Working partnerships e.g. with airport**
 - **Clear policy on quantity control / plate trading**
 - **Refreshed set of technical regulations that meet best practice and are understood**



Session 3: What needs to change?

- **Top three improvements that will benefit**
 - **Consumers** ???
 - **Trade** ???
 - **Drivers**
 - **Plate holders**
 - **Companies**
 - **Regulator** ???



Session 3: What needs to change?

- **Taking each of the improvements, what changes need to take place to cause or enable the improvements to occur?**
 - ?
 - ?
 - ?



Session 4: Who should do what?

- **Trade**
 - **Is the current way that the trade is organised, fit for purpose?**
 - **Can a single voice represent drivers, plateholders and companies?**
 - **How to organise a (single?) App?**
 - **How to develop collective responsibility? e.g. operate a dial-a-ride / DRT bus service / sharing?**



Session 4: Who should do what?

- **Regulator**
 - **Technical refresh**
 - **Infrastructure**
 - **Facilitates and supports partnerships e.g. town centre / airport / harbour**
 - **Financial support? [What for and what is the business case?]**
 - **Supportive, not directive??**



Conclusion

- **Have we covered everything that people wanted to raise?**
- **Next steps – presentation of ideas**

**THANK YOU FOR GIVING UP
YOUR TIME**



Appendix G: Notes of Meeting with the Trade

Meeting Note



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Client: States of Guernsey
Author: John Taylor
Date Written: 14 February 2022
File Ref: 10295C
Meeting Date: 14 February 2022
Location: Les Cotils
Present: John Taylor (TAS); Guernsey Taxi Trade (28 registered but more attended)

Taxi Review – Trade Consultation

JT introduced the meeting and used the associated slidepack. NB a number of the more detailed slides were passed over as not needed for purpose of stimulating debate.

Context

1. Slide on PT Licensing Authority duty misses out 'sustainability'. SoG has to arrange things so that it possible for taxi drivers to earn a living. The current driver shortages demonstrate that it has failed to do so. Various issues cited, including:
 - Cost of getting a PSV Licence – effective £500/£600 when take into account retakes and hiring a test car = puts off p/t drivers
 - Taxis, unlike buses, ferries and planes, do not get tax breaks and/or subsidies but are legally considered 'public transport'

Where are we now?

Consumer Views on Taxis

2. Negative – too expensive, not available. Discussion about the public survey. Comment that questions are 'leading' to negative answers. Bad press is unfair. A lot of consumers get a good service but they won't respond. Older users who rely on taxis are not social media users so won't be heard. Response that a) the IGR panel used is the same as for other surveys and b) allows for some weighting to be applied to make more representative. Comment that perception of poor service may be unreasonable but it is real. Unless you know that is the perception you can't take action to alter it. This isn't a tool to bash the sector, it is hopefully an identification (if further was needed) of the challenges to be faced.
3. View that the issue isn't unavailability it is about access to taxis that are or could be available i.e. the booking and communications processes. Would be

better if everyone used radios / on a link. However, general agreement that driver shortages mean that real service unavailability does exist. There is an issue about managing expectations better.

Is earning a living possible?

4. Initial view was that it is possible to make and enjoyable living. Further discussion tempered this – Yes, possible, but tough.
5. Taxi driving is an occupation that provides a lot of freedom to work how and when drivers want. However, it is less well paid/less secure than e.g.
 - Skip drivers £15/hour
 - Artic drivers £17/hour
6. Unsociable hours driving is not reflected in the tariff. Sundays provide an additional 60p and Christmas Tariff provides an extra £3 per fare. This is at a moment that every customer expects to pay a lot more – double or triple time. No other self-employed service worker would offer to work Christmas on that sort of incentive. States set the tariff to keep consumer fares down but this is requiring individual drivers to provide a subsidy. If SoG wants low taxi fares AND good driver availability it should subsidise them.
7. Cost of living in Guernsey is high – not reflected in tariff. Becomes impossible for a driver on a 50:50 basis (link work) to survive. Counter argument is that it is possible but you have to work long and unsociable hours. But either way this contributes to the shortage of drivers, particularly p/t ones.
8. Suggestion that use of an App would improve productivity and reduce costs (e.g. wasted miles) to the extent that it would make a difference. Not widely agreed with. Suggestion that an App needs to be independent from the trade if it is to succeed – again, not clearly agreed. Discussion of Submarine and GoTo Apps, pros and cons and why previous attempts to introduce failed (e.g. driver concern that they would lose exclusivity in respect of their 'regulars'). Discussion of merits of Apps v (Radio) Links. Latter has a real office and human contact.

Regulator

9. There is no forward policy vision
10. Does regulator really understand how the taxi industry works e.g. suggestion that someone could join a link for a month, ignoring the cost of fitting the radio, etc. They have no operating experience

11. Regulation is passive and not very visible. There are examples of under (e.g. policing) and over (e.g. knowledge test) regulation. Last spot check anyone could remember was pre-Covid and even then was rare.
12. Fees and charges appear to exceed the cost of regulation
13. Why did SoG ban prison officers and firefighters from doing p/t taxi driving? Other civil servants are seen to do p/t work e.g. bar work. This was a significant source of p/t drivers
14. Why no effective action against Facebook drivers. Occasional warnings but not one prosecution.
15. No action on hotels operating their own courtesy vehicles. Must be hire or reward (see Swallow Hotels case in England).
16. Police support when there are night-time incidents is minimal – examples cited.
17. Doesn't Environment have a conflict of interest in e.g. setting the taxi tariffs when they have a franchise for bus service operation which depends upon the number of passengers carried?
18. Is Environment the right department? [JT explained how in UK it is almost universally undertaken by professional licensing officers in a licensing unit, also covering street collections, gambling, entertainment, alcohol, etc. Hardly any have links to transport.]
19. Is there too much political influence about issues / appeals which should be against objective standards not personal judgement

Where do we want to be?

Consumers

20. Cheaper taxis
 - Forthcoming GST will have a bad impact
21. Suggestion that an App would deal with first five points on JT slide – not agreed generally. Particularly the requirement for a consistent reliable service.
22. Suggestion that vehicle standards e.g. green vehicles / accessible vehicles should be seen together and as there isn't a business case for purchase but because they meet SoG policy objectives then the States should subsidise their purchase – and, in case of green vehicles, install the necessary charging infrastructure. Current SoG performance on charging points is woefully bad.

23. Note the voluntary car service, with volunteers reimbursed at 66ppm home to home, the organisation of which is subsidised by SoG. This isn't a level playing field on terms of subsidy.
24. Discussed the Dial-a-Ride project – reported in 2019. JT asked why taxis were not considered (were they put forward?) – e.g. taxicard / taxitokens subsidy systems for disabled taxi users.
25. Discussion about tariffs and the attempt to keep fares low, but that this does not reflect underlying cost trends. The standard approach to tariffs is cost driven, but this implies that the market is inelastic. Does anyone have an elasticity model for Guernsey taxi fares? [No!] Difficult to consider impact of tariff changes without such a model.
26. How to keep costs down and therefore reduce need for tariff rises.
 - a) Fuel – this is a major, major issue because the flat road tax was abolished in (?) 2008 and replaced by a hike in fuel duty. This benefits low mileage car users and can be seen as 'green'. However, taxis are required to undertake large annual mileages so it actually had a considerable hit on the taxi sector whose costs went up. The Halcrow formula was introduced after this change, so the tariff was never adjusted to reflect the tax change and has been playing catch up ever since. Strong negative comparison to other modes of public transport which receive tax rebates on fuel. Unfair.
 - b) MoTs – additional taxi tests, why not combine. Changed from previous police tests. Costs went up from £30 to £90 in a year.

Trade

27. Will the market grow?
 - a) Tourism gone down from 40,000 beds to 40 beds. Have lost 50 hotels. Can't see tourism returning as there are no longer the beds available.
 - b) Covid has had a huge hit on the corporate market with experience of Zoom/Teams meetings. Maybe return to 60%/70% pre-Covid levels.
 - c) Cruise Ships – lost for 2 years – starting again this year
 - d) Cost of living increase (Halcrow) was wiped out by a fuel cost increase on the very same day – but there was still the cost of recalibrating the meters so it ended up as a net loss
 - e) Residents are going out less (Covid impact)
 - f) Introduction of night buses has hit the trade as has special event buses which get better access and waiting facilities than taxis do

28. Growth will be very slow and it appears from SoG policies that they do not want to see growth in the taxi sector.
29. Distinctions between plate colours.
- a) Need to understand that the current regulatory structure predates mobile phones
 - b) No point in white / blue distinction
 - c) White plates should be the starting point / focus for reform. Must work to improve white plate utilisation.
 - d) Note that it is impossible to get a business loan to purchase a white plate. This tells you what the perceived prospects are for a return on capital investment.
 - e) New entrants can't afford to purchase a white plate to enter the industry without some assistance as there is very limited potential to pay the debt off in a short space of time.
 - f) Suggestion that could revert to the old model of an apprenticeship approach to getting a licence i.e. work as an affiliated driver for a year before you can apply for a plate
 - g) Brief discussion of plate trading and how this works in other jurisdictions. Nobody thought that having to buy a plate to enter the industry was a good idea but some people now have a considerable investment locked up in a plate system set up by SoG

Who should do what?

30. Current approach is very fragmented. Easy to ignore the industry when it consists of a lot of individual licence holders. How to act collectively?
31. Discussed the Federation and its representativeness. Strong views! But if not the Federation, who? Needs some structure that means that it will be more difficult to ignore.
32. Brief discussion as to whether the Federation can represent owner drivers, plateholders, employee drivers, companies, etc all at the same time. View that given the current state of the industry a single voice was needed.
33. Role of Regulator – should take the lead in organising regular e.g. quarterly meetings with the trade, with:
- a) Standing agenda
 - b) Formal minutes

c) Reporting of performance data against agreed objectives

d) Presentations, including ones on policy development.

34. Environment should try to channel individual approaches to them to go through this channel rather than get individual consideration. Otherwise that will just undermine the credibility of the sector representation and strengthen the sense of fragmentation.

JT ended the meeting with thanks to all who attended and participated and spoke openly..

Appendix H: General Consultation Responses

Client: States of Guernsey
Author: John Taylor
Date Written: 19 July 2022
File Ref: 10295C

General Consultation Responses

This note compiles issues raised in responses to the Guernsey Taxis review email address plus other emails received from stakeholders

Drivers / Operators

1. Knowledge test is unnecessary – SatNav plus despatch support
2. We need a taxi App (multiple mentions) for Apple and Android and with SMS messages plus map showing progress and information about the vehicle and driver
3. All taxis to allow for web-based booking
4. Introduce QR code booking [e.g. <https://mobilemarketingwatch.com/qr-code-booking-comes-to-english-taxi-company-35148>]
5. More lighting in the weighbridge and CCTV
6. All cars to have a card machine (multiple mentions)
7. Don't work late nights because police provide no help if passenger doesn't pay / is sick in cab
8. CCTV in all cars / CCTV at discretion of operator
9. Tariff 2 to start earlier than 22.00 weekdays and Fridays same as Sat/Sun. Tariff 2 to start 7pm weekdays, 6pm weekends.
10. If SoG advertises buses why doesn't it advertise taxis? Both are public transport
11. Needs more part-time drivers – change tariff to stimulate cover for antisocial hours
12. Friction is caused when meter is started before pick-up, perhaps when driver is requested to drive to the airport to pick someone up. [Suggestion of a call-out charge to allow for dead mileage?]
13. Trading plates should never have been allowed / States to buy back plates (twice)

14. Does anyone understand the coloured plate system?
15. Reduction in costs to enter the industry
16. Concern that control over 'fit and proper person' test is too lax
17. 'apprentice' model (12 months period attached to a company) should be introduced – could attract part-time drivers [?]
18. Change from police doing periodic vehicle checks to garages has made it tougher [link to MoT?]
19. Taxi rank and shelter needed for the harbour. Reinstate the rank by the Information Centre (multiple mentions)
20. Access to restricted streets when carrying passengers with restricted mobility [NB High Street does allow access to blue badge holders]
21. More active police presence around Weighbridge weekend evenings
22. Incentives for greener vehicles
23. Reduction in fuel duty to enable lower prices
24. CCTV on all ranks + Nest webcams
25. All taxis to be green (or white) with States of Guernsey logo
26. SoG to purchase a fleet of electric / hybrid taxis – 4 to 8 seaters – to lease out
27. Standard roof signs saying Guernsey Taxi
28. Set rates from Airport and for school runs(?)
29. All drivers to wear a badge showing photograph, licence number and identity
30. Halcrow formula no longer accurate way to calculate tariff changes [but nobody has a better method]

Companies

31. There are enough licensed cars, but not enough licensed drivers available. More cars needed to be operated by companies, the 75:50 (individuals / companies) limits prevent companies building up adequate scale. Companies have a greater incentive to 'work' their taxis including at unsocial hours.
32. Companies could be the way of developing apprenticeship entry into the sector.
33. The more drivers associated with companies, the fewer that DVL will need to deal with directly
34. Attracting drivers into the industry has been a significant issue for a long time. Not just current crisis. Barriers include cost – ca £500 and time taken (3 to 6 months) to

go through whole process. A provisional licence if associated with a company would speed up this process.

35. Potential earnings is a major barrier, particularly now. Many other better paid opportunities including, for those who like driving, parcel and food delivery.
36. SoG sees the need to financially support the buses to help keep cars off the road. Taxis also help keep cars off the road but don't get any support. This should change.
37. Having so many individual independent drivers results in a poor service for passengers who have to try calling one after the other to get a booking when some of them don't work evenings, etc. There are not enough companies
38. Tariff is inadequate on Sundays and bank holidays
39. The accessible taxis initiative has been a failure. Giving the plates to four individuals who haven't worked together to provide a collective service and back each other up. Should be incentives for other drivers / companies to acquire accessible vehicles. Having these plates gives an excuse for others not to provide but because there are only four, the accessible service is not good enough.
40. Better relations with the police are required. They should explain how they will respond when a taxi driver has a 'volatile' passenger. Late night marshalling would help. Could there be grants towards in-taxi CCTV? Could police look at night-time parking on Le Truchot in the overflow spaces for taxis
41. Extra expense of bringing MPVs onto the island (import duty + registration) is not compensated by the tariff extra for carrying multiple passengers
42. Requirement for the Weighbridge rank to have an early morning (Sat and Sun) cleaning regime – can be filthy
43. Bigger rank shelter needed at the Weighbridge
44. Harbour rank is required – congestion when a ferry arrives locks everything up. At present the rule of thumb is for passengers to be told to walk to the Weighbridge.
45. Other ranks often filled with private cars who park with impunity. Needs policing
46. Airport rank too small at peak
47. What is the point of the rank phones? Get rid of them. They are out of date and inadequate technology – no record and don't provide a means of getting back in touch with the booker.
48. Why does DVL prevent plate leasing? As long as plate owner retains responsibility why does it matter?
49. Airport problems cannot be solved by the taxi sector alone. Not taxi sector's fault if several planes arrive at once and the last out of the terminal find there are no taxis left. Or when planes arrive late or early creating difficulties for pre-booked taxis.

Passengers

- 50. Too many phone numbers a) to remember; b) to call; c) to keep up to date. Needs a central source
- 51. Shortage of taxis for early morning flights
- 52. Not enough vehicles/drivers - open the market – compensate plate owners to allow this
- 53. Introduce taxi sharing

Entrepreneurs

- 54. Current arrangement is a cartel working to benefit drivers not consumers. Wants SoG to issue licences to enable an App-based private hire service to be operated. Has the necessary investment and part-time drivers.