

### Summary of Additional Comments Received

From the 418 responses received, there were 162 comments received in total. 7 of these were no comment, n/a, none or no leaving 155 active comments. Many of these comments contained more than one theme, therefore when considering the tables below; please consider that numbers will add up to more than 155. Note this is thematic coding.

A variety of comments were received, these have been coded into themes, which in turn have been coded into super themes.

Table 1 below shows the super themes, which represent in broad terms the comments made. The largest number of comments received was around the proposals in the consultation, as well as other suggestions on areas that could be included. 29 comments made were about drivers, with 28 comments about the current licensing process. 16 comments were around the clean air zone proposals, with 4 other comments that didn't fit into one of the other main theme areas. Tables 2,3,4,5 and 6 show more in-depth detail for each super theme area.

Table 1. Main themes	
Comments on proposals and other suggestions	140
Comments about drivers	29
Comments on current licensing process	28
Comments on Clean air zones	16
Miscellaneous comments	4

### Detailed themes

The detailed themes are a breakdown of the five super themes into more detail; this provides more insight into the responses given.

Table 2 shows the breakdown of the 140 comments about the proposals in the consultation along with other suggestions that have been made. 33 comments specifically mentioned that the council should stop taxis licensed in other areas coming into Derby and picking up fares. 26 comments stated their disagreement with the proposals, with varying different reasons given for their disagreement; seven of these comments disagree with the points system, with 11 comments stating it should be left as it is at present.

14 comments from respondents made reference to the proposals affecting taxi drivers making a living, with suggestions that there could be a financial impact on them if proposals were implemented. Nine comments made suggested that taxis license out of Derby should have the same knowledge and testing as Derby license holders.

Seven comments from respondents referred to the committee process and how this could be improved, these comments mention that the committee process is better and that improving the process already in place is better, several suggest an increase in the number of councillors making the decisions would be better. Six comments mention the need for CCTV in taxis with six comments referring to the specification of vehicles; these comments did not have any one theme and were about a variety of different ideas.

Five comments asked for more information, detail or clarification on the points system and four comments stated agreement with the proposals.

<b>Table 2. Comments on proposals and other suggestions</b>	<b>140</b>
Third party vehicles should not be allowed to trade	33
Disagreement	26
Affecting taxi drivers living	14
Knowledge and other testing for third part drivers	9
Committee process better	7
CCTV should be in taxis	6
Vehicle specifications	6
More clarification on points system and proposals	5
Agree with proposals	4
Disability awareness training	3
Display how to complain in taxis	3
Mini bus dimensions	3
Private hire use of bus lanes	3
Agree with online application	2
Vehicle testing in house	2
Tests only to apply to new drivers	2
Private Hire and Hackney treated the same	2
Check identification of driver	1
Comment on DBS checks	1
Making the process harder	1
Old and new drivers have the same tests	1
Online booking system	1
Other comments	1
Agree on VOSA testing	1
no extra charge for dual badge	1
Payment should be made by card only	1
Stricter points system	1

Table 3 below shows the breakdown of the 29 comments about drivers. 11 of the comments give the view that licensed drivers should have been spoken to or included in formulating the proposals before decisions were made. Six comments mentioned that drivers need a good grasp of the English language with five comments about the safety of passengers, that customer's safety is most important and they should have confidence in their driver.

<b>Table 3. Comments on drivers</b>	<b>29</b>
Should have spoken to licensed drivers	11
Language spoken	6
Customers need to feel safe or get a good service	5
Consider drivers protection and well-being	2
Drivers should be checked for their psychological state	1
Drivers should be polite and helpful	1
Comment on feeling discriminated	1
Need female and disabled drivers	1
Appearance of drivers	1

Table 4 below shows the breakdown of the 16 comments made about the clean air zones. Six of the comments made reference to hybrid vehicles and how these should be accepted by Derby City Council, two of these six comments suggest that there should be reduced fees or financial help to those drivers who purchase a hybrid vehicle.

<b>Table 4. Clean air zones</b>	<b>16</b>
Comment on hybrid vehicles	6
Euro 4 and 5 taxis should be allowed	3
Disagree with euro emissions as we are out of Europe	2
Comment on euro 6	2
Age limit on car	1
Agree with clean air zones	1
Question about EU regulations	1

Table 5 below shows the breakdown of the 28 comments made about the current licensing process. 13 comments made referred to the knowledge test and how this should be retained, this is despite the fact that the consultation did not cover this. Six comments are about the opening hours and size of the licensing team, two of these comments mentioned opening for longer, with two of the comments suggesting more staff are needed.

<b>Table 5. Current Licensing process</b>	<b>28</b>
Keep knowledge test	13
Opening hours and size of licensing team	6
Comment on Councillors not making decisions	3
Remove knowledge test	2
No testing at weekends	2
Charge too high	1
Other comment on knowledge test	1

Table 6 below shows the breakdown of the miscellaneous comments, these comments did not fit in with other areas of coding. Three of the comments made reference to the fact that transport in Derby is good.

<b>Table 6. Miscellaneous</b>	<b>4</b>
Transport in Derby is good	3
Private hire drivers take hackney drivers fares	1