

# White Paper

Title of consultation: TAXI REGULATORY REFORM

Date 11 December 2013

**Purpose and type of consultation** To receive the views of the public, commerce and the public transport industry on Minister's policy proposals for the reform of taxi regulation

**Closing date** Friday 28 February 2014

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## Background

Transport and Technical Services (TTS) was required by the States 2010 Sustainable Transport Policy to undertake a review of the regulation of taxis.

In March 2012 a Green Paper was issued that using survey data identified:

- The two-tier taxi system is not well understood
- Taxi pricing is not transparent
- Fares may not be predictable in advance
- Gaps in accessibility for disabled users
- Slow take-up of the latest communication and payment technologies
- Significant inefficiency when taxis travel empty or sit unused
- Not enough taxis available to cover the night-time economy peak demand, for short journeys in rural areas, for big one-off events
- Limiting the number of licences means that while entry into the industry is relatively straightforward, becoming a licence holder is a lengthy process – it currently takes around five years for a new entrant to get a Restricted Taxi licence and a further 12 years for a Controlled Taxi licence

The main recommendations contained within the Green Paper were that artificial barriers to access the industry should be removed. In principle, Jersey should move towards a system where quantity control is replaced by quality control. The quality control aspects suggested included:

- A maximum fare tariff throughout the industry
- Improved accessibility and service for disabled people
- Compellability with a guarantee to taxi users and compensation for delay
- A requirement to accept electronic payment systems throughout
- A requirement for clearer performance indicators and monitoring
- A common livery
- Improved driver training
- Reduction in environmental impact

A consultation was held and comment was invited from the taxi industry, wider commerce and the general public, as well as interested NGOs such as the Consumer Council, Chamber of Commerce and Jersey Hospitality Association.

742 responses were received from the public and a series of group and individual consultations were held with taxi drivers, company owners, NGOs, States Departments and individuals associated with the taxi industry.

A White Paper Report has now been drafted which details the findings of the Green Paper Consultation and sets out the Minister's intentions for policy change.

### **Summary of White Paper**

The White Paper report finds that significant change to the regulation of the taxi industry in Jersey is both necessary and desirable. The taxi industry and its regulation both pre-date the motor vehicle and as technology has developed, there is a requirement also for regulation to change.

The primary focus of the report has been the experience of the customer and the effect of any proposed change on taxi customers. The report is also mindful of the effect of changes on those working in the industry, not least because where, for example, a big-bang approach to deregulation has been applied, the ensuing chaos has harmed both those working in the industry and their customers.

As is not uncommon, change to taxi regulation in Jersey has happened in a piecemeal fashion. Technology that is already widely used in Jersey (e.g. mobile phones) has already changed the taxi industry by blurring the distinction between rank work, on-street pick-up and pre-booked taxis and therefore between the different taxi types. The report finds further developments and their implementation in Jersey will further erode the distinction between different types of taxis.

The report supports the results of the surveys that there is a poor understanding of the differences between the two types of taxi and the current two tier system.

### **Recommendations for Policy Change**

1. The current two-tier taxi licensing system should be replaced with a single-tier system with harmonised conditions and fares.
2. A mixed market of taxi supply consisting of companies with drivers as employees and self-employed owner drivers is to be encouraged.
3. Owner-drivers must be the main drivers of their vehicles; however owner-drivers should be allowed to share their taxi with other self-employed badge holder/ driver(s).
4. Numbers of taxi licences should be allowed to rise over a period of several years, with review after three years.

5. Enhanced quality standards for taxis and their operation should be introduced. The type of standards which should be introduced include those relating to:
  - Environment (vehicle emissions)
  - Vehicle safety (for drivers, passengers and pedestrians)
  - Accessibility for passengers with restricted mobility
  - Accessibility for passengers with other disabilities including restricted vision or hearing.
  - Availability when needed (time, place and type of service)
  - Vehicle condition (internal and external)
6. Additional requirements for taxi drivers should be introduced, covering fitness, customer care and related training, dress code and a commitment to ensuring safe and clean vehicles.
7. Changes should be phased in to avoid the disruption (to both customers and the taxi industry) associated with a big-bang approach experienced elsewhere.

**Further information** [www.gov.je/consult](http://www.gov.je/consult)

**Video:** <http://vimeo.com/visualculture/ttsbettertaxi>



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**This consultation paper has been sent to the following individuals / organisations:**

The Public Consultation Register  
States' Members  
Scrutiny  
Public Transport Industry Companies and Representative Groups  
Other NGO's

**Supporting documents attached**

Taxi Regulator Reform Report October 2013