

States of Jersey



The future of taxis

Public Consultation

The future of taxis: Public Consultation

Transport and Technical Services (TTS) is reviewing the regulation of taxis. The report of the review is now available from www.gov.je/consult. A number of changes to improve the service provided are suggested in the report and we would like to know what you think about these suggestions.

Recent surveys have shown that not everyone understands the way that taxis work. So, the first thing is to explain the differences between the types of taxis operating in Jersey. The two main types of taxi licensed to operate in Jersey are controlled taxis and restricted taxis.

Controlled taxis (rank taxis)	Restricted taxis (company cabs)
<ul style="list-style-type: none">• Most of their work comes from picking people up at taxi ranks• Can be hailed on the street• Can be pre-booked• Have yellow roof signs• Fares are controlled by the Minister of TTS• Most are operated by owner-drivers	<ul style="list-style-type: none">• Most of their work comes from pre-booking• Can only use taxi ranks at the airport or the harbours (when no controlled taxi is available)• Can be hailed on the street• Have white roof signs• Are attached to cab companies• The cab companies determine their own fares

The numbers of taxis are determined by the Minister for TTS. There are currently about 150 controlled taxis and about 160 restricted taxis.

What are the issues?

Although the public is generally satisfied with vehicles and drivers, it is clear from surveys that there are issues to look at. The main ones are:

- 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 peak evening 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 5 years for a new entrant to get a Restricted Taxi licence and a further 12 years for a Controlled Taxi licence

What could change?

The taxi review has come up with proposals to improve the way taxis work. These are some of the suggestions:

Just one type of taxi

Operating one type of taxi rather than the two (Controlled and Restricted) would have the following advantages:

- It would be clearer for the public to understand how taxis work because there would be only one set of rules
- There would be only one set of maximum fare scales so people would have a better idea in advance of the most they should pay
- With only one type, taxis could be required to use a standard colour or common livery, making them easy to identify

Quality rather than Quantity control

There could be a move away from quantity control to quality control. This means the TTS Minister would not necessarily limit the number of taxis. Instead there would be stronger rules about the condition of vehicles and the quality of service provided. This could include:

- Setting a maximum age limit for vehicles
- Making sure there are enough taxis with easy access for wheelchairs / buggies
- Requiring taxis to accept electronic payment (e.g. chip and pin card)
- Requiring taxis to automatically print a receipt if a passenger wants one
- Training drivers in passenger assistance and other relevant skills
- Setting environmental standards for taxis

Stronger Controls for taxi companies

Controls could be strengthened to:

- Ensure every company will pick-up / drop off anywhere in the Island
- Ensure they would provide taxis 24/7
- Ensure they would provide a particular type of vehicle, for example a wheelchair accessible vehicle, if this was requested

Maximum fares

Maximum fares for all taxis could be set by the TTS Minister. At the moment, the Minister sets the maximum fares for Controlled Taxis but not for Restricted taxis. Each restricted taxi company sets its own fares and they must display these in the taxi.

With one maximum fare level set for all taxis, there could be different fare bands for different times of the day. This means that the fare could be higher after a set time in the evening, 11pm for example.

Booking Charge

In addition to fares, a small booking charge could be introduced for pre-booked taxis.

Other possible changes

- All taxi meters would be calibrated and checked by the States (or someone working on their behalf)
- Taxi drivers lose fares if they have to clean their taxis during a shift; to compensate them for this loss of income, a 'soiling charge' could be introduced i.e. if a passenger dirties a taxi, they should pay for it
- Formal 'taxi-sharing' could be introduced to cope with peak demands

Summary

The review has come forward with changes that will help customers by:

- Making the taxi system simpler and easier to understand
- Making fare levels easier to understand
- Improving the availability of taxis – in rural areas, at busy times, with accessibility for disabled people
- Improving the quality of taxi services

Before the TTS Minister makes a decision on the future for taxis, he wants to know what you think.

How can I have my say?

To let us know what you think:

- The easiest way is to complete the online questionnaire at **www.gov.je/consult** (it should only take about 10 minutes), or;
- Complete the paper questionnaire and post it to the following address:

**Taxi Comments, Transport and Technical Services
PO Box 412
South Hill
St Helier
Jersey
JE4 8UY**

(if there is not a questionnaire with this document, they are available from Cyril Le Marquand House, the Library, parish halls and TTS offices), or;

- Write to us at the above address or email us at **transport@gov.je**, or;
- If you would like to meet us, please contact **Jane Gouyette 448203**

The closing date for this consultation is Thursday 28 June 2012.

We may use comments and feedback in a number of ways. For example, we may send feedback on a consultation to the Scrutiny Office, quote views in a media release, publish views on www.gov.je, publish views in a summary of responses to the consultation or send feedback on a consultation to other interested parties.

If you would like to submit comments to this public consultation but, for reasons of commercial or personal sensitivity, you want to ensure your comments are anonymous, please make this clear, in writing, when you submit a response. It means that your comments can be published but not attributed to you.

If you do not want your comments to be made public in any way, please indicate this clearly in writing when you give your consultation feedback. However, please include your contact details.

Taxi Consultation Questionnaire

Transport and Technical Services want to know what you think about proposals for the future of taxis in Jersey. Please look at the short briefing paper which outlines the possible options for the future, and then complete this short questionnaire.

We value your opinion.

1. Which parish do you live in? _____

2. What is your age? Under 16 16 to 24 25 to 39 40 to 59 60 or over

3. Are you male or female? Male Female

4. Which of these best describes how often you use a taxi for each of the following reasons?

	Once a week or more	Once or twice a month	Every few months	Once or twice a year	Not at all
Going out from home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coming back from town (daytime)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coming back from town (at night)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going to/from airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How much do you agree or disagree with the following statements:

a. The States should set the maximum level of fares for all taxis

Agree strongly Agree slightly Disagree slightly Disagree strongly

b. Pre-booked taxis should be able to charge a small booking fee

Agree strongly Agree slightly Disagree slightly Disagree strongly

c. All taxis should be able to pick up customers from premises and pick up customers from ranks

Agree strongly Agree slightly Disagree slightly Disagree strongly

d. It's a good idea for all taxis to be one standard colour or livery

Agree strongly Agree slightly Disagree slightly Disagree strongly

e. There should be more taxi ranks spread throughout the Town

Agree strongly Agree slightly Disagree slightly Disagree strongly

f. I would be happy to share a taxi with others to reduce the cost

Agree strongly Agree slightly Disagree slightly Disagree strongly

g. I prefer to get a taxi at a rank rather than hail or 'phone.

Agree strongly Agree slightly Disagree slightly Disagree strongly

h. If someone is sick in a taxi, they should have to pay a soiling charge

Agree strongly Agree slightly Disagree slightly Disagree strongly

6. How important is it to you for a taxi to be of good condition?

Very important Quite important Not very important Not at all important

7. How important is it to you that all taxis accept credit and debit card payments?

Very important Quite important Not very important Not at all important

8. How important is it to you that taxi drivers can provide you with a printed receipt.

Very important Quite important Not very important Not at all important

9. How much do you agree or disagree with the following statement:

The States should ensure there are a minimum number of taxis that can carry passengers in wheelchairs

Agree strongly Agree slightly Disagree slightly Disagree strongly

10. How important is it to you to be able to get a taxi from anywhere in the Island day or night?

Very important Quite important Not very important Not at all important

11. Are there any other comments you would like to make to help us decide on the future for taxis?

Please send or deliver this completed questionnaire by Thursday 28 June 2012 to:

**Taxi Comments
Transport and Technical Services
PO Box 412
South Hill
St Helier
Jersey
JE4 8UY**

Thank you for taking the time to complete this consultation questionnaire - it is much appreciated.