

Table 5: REVIEW OF TAXI RANK PROVISION

| No. | Issue | Benefit of change | Community response | Trade response | Officer response/comment | Panel response | Any other comment | Recommendations | Implmtn. Date |
|-----|---|-------------------|--|---|---|--|-------------------|-----------------|---------------|
| Q1 | GENERAL | | | | | | | | |
| 1 | Do you feel the report has identified all the key issues? | | <p>Yes 23 No 2 No comment 3</p> <p>East Redhill Residents Association – Some PHVs operate in places that cause congestion and create pockets of tension in town centres such as the area outside Roadrunners, Chickenland and McDonalds in Redhill. This area is completely disorganised and it is not clear as to the legality of some PHVs parking/setting up/down in this area.</p> <p>SCC - Local Transportation Service – As the office responsible for highway improvement projects in the R&B district I am disappointed that no substantial consultation was undertaken with us prior to the current exercise. The report supporting the consultation exercise makes frequent reference to Surrey County Council and I believe therefore that it should be imperative that the draft is previewed with the appropriate SCC officers to check accuracy and general content. This should involve both this local office and the central SCC Passenger Transport group.</p> <p>Ward Members' Comments- Use of mobile phones to order/pre-book PHVs etc See 4.3. Very few ranks required in High streets. Regular customers use same firm - same arrangements.</p> | <p>Yes 23 No 3 No comment 3</p> <p>Do more to protect drivers from abuse and racism at night.</p> | <p>Recent arrangements were made for members of the R&B Taxi Association to visit the CCTV control centre and be assured of coverage on the ranks in the town centres. The trade comment does not specify the abuse, but it is likely this is a general crime and disorder issue, not covered directly by the scope of this report.</p> <p>Similarly the comment regarding PHV is also outside this report's scope. For information: Taxis, when not actually being hired, must proceed with reasonable speed to a rank. This requirement does not apply to PHV who may park legally on the roadside whilst awaiting work.</p> <p>The use of the area alongside Roadrunners particularly at night has been the subject of much discussion with the company, Council and police. All are working towards dispersing late night crowds from the town centre as quickly as possible, and a number of new initiatives such as the late night bus have arisen as a result.</p> <p>The purpose of this consultation was to elicit comments from trade and customers to assist the Council in reviewing the current rank provision. Through the questionnaire we have sought to assess the needs of the users to assist with the development of a priority action plan that can then be further investigated by the relevant service providers and agencies.</p> | No further action | | | |
| Q2 | RANK LOCATION * Items marked with an asterisk are actions suggested for top priority. | | | | | | | | |
| 1 | Retain existing in Banstead High Street, near Waitrose. Note an old Metropolitan Police sign needs changing, as parking cannot be enforced. | | <p>Yes 7 No 2 No comment 9</p> | <p>Yes 28 No 0 No comment 1</p> | | <p>Agreed.</p> <p>Encourage community use. If there is not the demand for this location then consideration should be given to removing it. Review position again in 3 years. It was noted that it served a useful function for others.</p> | | | |
| 2 | Retain existing in Banstead Road outside station but provide road markings. | | <p>Yes 6 No 2 No comment 8</p> | <p>Yes 28 No 0 No comment 1</p> | | <p>Agreed.</p> <p>The road markings for the rank are not clear. If there is evidence that it is not being used then it should be removed when it is next reviewed in 3 years time.</p> | | | |

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| 3 | Retain existing in Horley High Street, but enforce parking. | | Yes 5 No 3 No comment 10 Horley Town Council does not wish to retain this rank. | Yes 28 No 0 No comment 1 | | Agreed. | | | |
| 4 | Are you in favour of relocating the Horley, Victoria Road rank closer to Lidl? | | Yes 5 No 2 No comment 11 | Yes 25 No 3 No comment 1 | | Supported in principle. Clarify fastway issues and consider whether it should be time limited to allow further review. What would it cost to provide? | | | |
| 5 | Clarify existence of Horley and Merstham station ranks. | | Yes 9 No 0 No comment 9 | Yes 28 No 0 No comment 1 | | Agreed. | | | |
| 6 | Retain existing in High Street, Redhill given new Red Central offices and shops. | | This item was included in the main report, but there was no specific question in the questionnaire. | | Recommend retaining this rank which has the potential to be a useful rank when the Red Central building is occupied. | | | | |
| 7 | Consider new rank nearer Redhill town centre, i.e. High Street/Station Road. | | This item was included in the main report, but there was no specific question in the questionnaire. | | | | | | |
| 8 | Retain existing in Church Street, Reigate. | | Yes 8 No 0 No comment 10 | Yes 29 No 0 No comment 0 | | Agreed. | | | |
| 9 | *Consider new rank in Church Street, evenings only, primarily for 'Tickled Ivory'. | | Yes 4 No 0 No comment 14 | Yes 28 No 0 No comment 1 | | Agreed. Consider as a time limited arrangement. Discuss this with the Restaurant. Consult the Town Centre Management Group. | | | |
| 10 | *Enlarge Redhill Sainsbury rank. This should be treated as urgent in view of road safety concerns about vehicles protruding into the road. There is some room available. Also consider a lay-by for waiting, outside TDK in Queensway. | | Yes 9 No 0 No comment 9 | Yes 28 No 1 No comment 0 | Design work is already under way (January 2005) for this rank to be increased by 2 spaces. The plan is for the work to be completed by Easter 2005. | Agreed. Consideration should also be given to the public parking issues and redevelopment of the area. | | | |
| 11 | New at Marks & Spencer, Banstead High Street, but not to interfere with the bus lay-by. | | Yes 5 No 3 No comment 10 | Yes 26 No 2 No comment 1 | | Do later. There is a need for a rank at that end of the High Street but this location was not supported as it was too close to the roundabout. Could a better location be identified? | | | |
| 12 | *New at Waitrose, Horley. There is some space available by an existing pick up point. | | Yes 6 No 2 No comment 10 | Yes 26 No 1 No comment 2 | | Further investigation. Consider whether time limited ranks could be provided in the best possible location. | | | |
| 13 | *New at Safeway, Reigate. | | Yes 7 No 0 No comment 11 | Yes 27 No 1 No comment 1 | When the Safeway store was built, the company did not want to provide a taxi rank. | Further investigation. Discuss with Morrisons. | | | |

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| 14 | New experimental rank in Reigate High Street, near Marks & Spencer for daytime, and for restaurants in the evenings. | | Yes 4 No 3 No comment 11 | Yes 28 No 1 No comment 0 | | Agreed. Need to be careful in the choice of location. Tie together with improvement works being done. Discuss the location with restaurants. Consider as an experimental rank. Alternative is to locate near the Old Town Hall if this didn't lead to traffic jams. | | | |
| 15 | *New in forecourt of British Embassy Rock Bar, Station Road, Redhill. | | Yes 4 No 0 No comment 14 | Yes 28 No 1 No comment 0 | | Agreed. Further discussions should be held to ensure the most successful proposal is put forward. | | | |
| 16 | New at Consort Way, Horley, late evening only, for Liquid Lounge club. | | Yes 6 No 2 No comment 10 | Yes 27 No 0 No comment 2 | | Further investigation. Consider whether a time limited rank could be provided. | | | |
| 17 | *New at East Surrey Hospital. | | Yes 9 No 0 No comment 9 | Yes 28 No 1 No comment 0 | | Agreed. Strongly supported. Discussions required with the Hospital to ensure that spaces would be available for HC and PH vehicles. | | | |
| 18 | Explore taxis being allowed to rank (with top sign illuminated) anywhere in the Borough during the late evening wherever there is demand. This would need to tie in with the review of conditions. | | Yes 6 No 7 No comment 5 | Yes 7 No 22 No comment 0 | | Further investigation. Whilst the advantages of this were noted it was suggested that a further piece of work be commissioned to consider the wider implications on changes to the conditions of licenses issued to operators. | | | |
| COMMENTS ON RANK LOCATION | | | | | | | | | |
| | | | There is a P.H. office at station and rank. (Horley) To my knowledge no licensed taxis in Banstead and no such vehicle has been seen using this space. The rank outside Waitrose in Banstead is merely a pick-up point for P.H. but marked "taxis". Relocating the Horley, Victoria Road rank closer to Lidl would impinge on bus lay-by, cars already stop there illegally. Bus stops in places of temporary demand e.g. Music Festival, Air Show. Court Lodge Residents Association - As we currently have no HCs operating in town centre the general view is that we need less ranks not more. Relocating the taxi rank in Victoria Road Horley to outside Lidl is impractical as the existing lay-by is a very busy bus stop. There is not room for both without buses or taxis being forced to park on the road thus creating congestion in an already busy area with an entrance to one of the main town centre car parks opposite. Redhill Town Centre Management Committee – Rank outside Red Central -support for retaining this. | Merstham Station, Queensway-off Lidl. New rank-Queensway opposite Lidl, Merstham Station. New ranks - Asda Burgh Heath, Queensway opposite Lidl, Redhill Station Redstone Hill, Merstham Station, Reigate Station, Waitrose Horley, any new shopping precincts. New ranks -Asda Burgh Heath, Queensway Lidl, Redhill Station, Merstham Station, Reigate Station. New ranks -Reigate Station, Redhill Station, ASDA Burgh Heath, Redhill Bus Station/Redstone Hill, Queensway opposite Lidl and Tesco Hookwood X16 Redhill Bus Station. Ranks at Embassy (reduce fights) and Redhill Bus Station | The consultation document, page 7, confirms that there is already a rank at Merstham station, although there is no evidence on the ground, similarly at Horley. Positive response from Southern Trains with regard to these locations, and additionally Reigate station. To be progressed. There are a number of alternative suggestions for ranks e.g. Asda, Queensway, Redhill etc that warrant further investigation on a priority basis. Other Council officers have previously expressed concern regarding a proposed rank opposite Lidl in Queensway, Redhill, particularly if it is in sight of the Sainsbury rank as this may encourage drivers to race to the Sainsbury rank as spaces become available. A better option might be to introduce a rank outside Lidl' as this location would provide a rank to the west of the | | | | |

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| | | | <p>New rank "nearer the town centre, e.g. High Street/Station Road" -this wasn't seen as feasible. There are already ranks at the north and south ends of the pedestrianised area, and the Road Runners office at the east end. Absolute opposition to any permission for taxis to enter the pedestrianised area. Extension of the Sainsbury's rank - support for this, but desire for it to be enforced better - e.g. it is often used by non-taxi vehicles, e.g. private cars. Is enforcement of taxi ranks under the power of the Borough's parking attendants? Rank on Embassy forecourt - support for this. Ability for taxis to rank anywhere in the late evenings - this was not really supported, mainly for reasons of safety. Using official ranks gives greater protection for the travelling public; ranking anywhere would be susceptible to cowboy operators.</p> <p>Southern Trains – The proposed new developments to Redhill station - will be providing taxi ranks at front and back of station. We are only too happy as a company to formalise ranks at Reigate, Horley and Merstham and will be pleased to discuss these matters further.</p> <p>Ward Members' Comments - Horley, Waitrose. Possible new rank but reduce disabled bays to compensate. Allowing taxis to rank anywhere late evening could cause possible unsociable hours activity outside or in residential areas. Railway Stations such as Tadworth and Tattenham Corner. Redhill Sainsbury: (Make it larger) Redhill Railway Station: relocate it to avoid traffic chaos & pedestrian confusion. Redhill Railway Station forecourt and car park is scheduled for redevelopment. Therefore suggest no action on present arrangements and ensure new development makes a better provision. No taxis in gated area of High Street/Station Road, Redhill - we are trying to keep vehicles off the granite-paved areas - could use junction off Cromwell Road/High Street or in Marketfield. Alternative Banstead Locations: in Horseshoe (SCC), outside Police Station in High Street.</p> | (benefit elderly) very important. | <p>pedestrianised area, and also serve the Belfry's Station Road entrance. Planning permission was granted in August 2004 to redevelop the supermarket site, and the plans do not affect the highway boundary. There is a possibility that a new larger application may be submitted, in which case the council may wish to declare an interest in developing a rank.</p> <p>There is no legislative permission for the Council to establish ranks outside the Borough, e.g. Tesco, Hookwood. It is recognised that public may need encouragement to use new as well as existing ranks. There are proposals later in the consultation document (see questions 3 & 5) that specifically mention publicising ranks and improving facilities.</p> <p>Illegal parking on taxi ranks has been an issue of concern to the trade. However information has only recently come to light that the Road Traffic Act 1991 does not recognise ranks made under the Local Govt (Miscellaneous Provisions) Act 1976. The relevant section of the Traffic Management Act needs to be brought into force by a commencement order before any enforcement action can be taken as regards parking on either taxi ranks or bus lay-bys.</p> <p>General agreement from both trade and customers to;</p> <p>1 - retain existing ranks 2 - improve others i.e. Sainsbury and railway station, Redhill 3 - provide new ranks at specified locations, but not allow taxis to rank anywhere late evening.</p> | | | | |
| Q3 | RANK FACILITIES | | | | | | | | |
| 19 | Shelter and seating. All ranks, except those serving clubs, to have a shelter with seating and appropriate signing. Suggest only a seat at Banstead Station in view of likely low use and shelter possible within station. | | <p>Yes 12 No 2 No comment 5</p> | <p>Yes 28 No 0 No comment 1</p> | | <p>Do later.</p> <p>Further discussions with other parties e.g. Adshell to establish if sponsorship was available. Establish if S106 resources could be used to support their development.</p> | | | |
| 20 | Level access and tactile paving at all ranks. Priority - Redhill at Sainsbury and station. Compliance at station ranks with SRAs Disabled Passengers' Code of Practice. | | <p>Yes 10 No 2 No comment 6</p> | <p>Yes 29 No 0 No comment 0</p> | | <p>Do later.</p> <p>Establish if S106 resources could be used to support their development.</p> | | | |
| 21 | Security - CCTV at all new ranks and more signs about the coverage, especially at Redhill. | | <p>Yes 12 No 1 No comment 5</p> | <p>Yes 28 No 1 No comment 0</p> | | <p>Do later.</p> <p>Strongly support. Establish if S.106 resources could be used to support their development.</p> | | | |

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| 22 | *Secure Station accreditation for all rail stations, Redhill as priority (see 5.34) | | Yes 11 No 0 No comment 6 | Yes 28 No 1 No comment 0 | | Further investigation. Establish if S.106 resources could be used to support their development. | | | |
| 23 | *Provide a free phone at Redstone Hill entrance to summon taxis from the rank at the main entrance. | | Yes 10 No 0 No comment 8 | Yes 21 No 8 No comment 0 | | Further investigation. Discuss this with the trade to ensure an equitable arrangement or whether they could co-ordinate the enquiries. | | | |
| 24 | *Provide free phones at East Surrey Hospital to book PHVs. | | Yes 11 No 0 No comment 7 | Yes 10 No 19 No comment 0 | | Further investigation. Should free phones go to Private Hire Operators or to Redhill taxi rank phone? | | | |
| 25 | *Sainsbury, Redhill - clarify direction of queuing. | | Yes 9 No 0 No comment 9 | Yes 29 No 0 No comment 0 | | Agreed. | | | |
| 26 | *Redhill Station - widen pavement at taxi queue. There is room to do so, (see photo page 33 of draft report). | | Yes 8 No 1 No comment 9 | Yes 28 No 1 No comment 0 | | Do later. Discuss with Southern Trains the redevelopment opportunities. | | | |
| 27 | Arrangement at Redhill Station for drivers to be able to use station staff's toilet facilities. | | Yes 9 No 2 No comment 7 | Yes 29 No 0 No comment 0 | | Further investigation. Discuss with Southern Trains. | | | |
| 28 | Explore right turn for taxis/PHVs only into Redhill Station forecourt. | | Yes 5 No 5 No comment 8 | Yes 29 No 0 No comment 1 | | Further investigation. Discuss with SCC as highway authority to establish if it would improve access to the station and whether there were congestion issues to consider. | | | |
| COMMENTS ON RANK FACILITIES | | | | | | | | | |
| | | | Asian Society of Redhill & Reigate – In Redhill and Reigate we do not have any other suitable additional place for taxis. Woodhatch Community Association – Access to station staff facilities may cause security problem for station staff. Right turn into station forecourt could be dangerous. Court Lodge Residents Association – The location of ranks within Horley, with the possible exception of the station would preclude any form of shelter/seating. Again with the exception of the station, the existing ranks are covered by the town's CCTV system. Southern Trains – Regarding safer station accreditation, Redhill (if proposed development happens) will become one. During the course of our franchise we will be looking at all stations in the Borough with regard to Safer Station Accreditation. Redhill Town Centre Management Committee – Improvement of facilities at taxi ranks - support for this. | Church Street, Reigate rank to be extended at night (comment x 16). New rank at Asda Burgh Heath. Redhill Queensway should be extended. Level access and tactile paving only at key ranks like stations. Wheelchair use very rare. Sainsbury rank extended. Support CCTV at ranks. | General support for facilities to be provided, although the trade (mainly hackney carriage owners) seem reluctant to support free phones. This could be for a number of reasons, including the fear that customers will telephone private hire operators and not taxis, or a concern regarding cost. There is insufficient information provided in the responses to draw a conclusion on this point. | | | | |

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| | | | Ward Members' Comments - Against more street clutter. Shelter if incorporated with existing structures. Could cause graffiti & vandalism. | | | | | | |
| Q4 | QUALITY TAXI PARTNERSHIPS | | | | | | | | |
| 29 | Participate in SCC's proposed schemes. The Borough has relatively high use of taxis and PHVs in the county and growing demand. Innovative action should go down well with the DfT and help to secure funding through SCC's LTP. | | Yes 12 No 0 No comment 6 | Yes 26 No 0 No comment 4 | General support for such a partnership, example given in consultation document. There is a need to ensure this does not impact on other focus etc. groups, and be aware of the resource implication to the Council. | Agreed. | | | |
| Q5 | INFORMATION PROVISION | | | | | | | | |
| 30 | Provide notices at ranks, e.g. about operators, fares, hailing, the difference between taxis and PHVs, telephone numbers. | | Yes 13 No 1 No comment 4 | Yes 27 No 2 No comment 0 | | Further investigation. Standardised information provided on basis of best practice and what is feasible. | | | |
| 31 | Provide signs at ranks to indicate their presence and the queuing arrangements. Request people to wait for the taxi to come to the rank rather than walk to the taxi - this discourages queue-jumpers. | | Yes 13 No 1 No comment 4 | Yes 29 No 0 No comment 0 | | Further investigation. | | | |
| 32 | Provide signs to the nearby, but not visible, PHV offices where there are no ranks, i.e. Horley, Reigate stations. | | Yes 11 No 3 No comment 4 | Yes 7 No 21 No comment 1 | | Further investigation. | | | |
| 33 | *Provide signs within Banstead and Redhill stations about ranks outside. | | Yes 11 No 1 No comment 6 | Yes 26 No 1 No comment 1 | | Further investigation. | | | |
| 34 | Town centre maps to show the location of ranks. | | Yes 13 No 0 No comment 5 | Yes 29 No 0 No comment 0 | | Further investigation. | | | |
| 35 | *SCC's Bus & Train Guides for the Borough to feature taxis and PHVs and list operators; and the maps to show rank locations. Invite operators to submit advertisements. | | Yes 13 No 1 No comment 4 | Yes 29 No 0 No comment 0 | | Further investigation. Further discussions with SCC. | | | |
| 36 | Publish an information leaflet/guide about taxis and PHVs in the Borough, including information about hailing, and make available at Help Shops, libraries, bus and train stations, supermarkets, East Surrey Hospital and doctors' surgeries. | | Yes 10 No 3 No comment 5 | Yes 29 No 0 No comment 0 | | Further investigation. | | | |

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| 37 | Give details in R&BBC and SCC publicity and on websites of the Traintaxi Guide and how to obtain it. The guide is not well publicised, is easy to obtain, is on the internet, and could be publicised by R&BBC and in SCC's public transport guides. | | Yes 9 No 3 No comment 6 | Yes 29 No 0 No comment 0 | | Further investigation. | | | |
| 38 | Encourage train operators to publicise the Traintaxi Guide at stations. | | | | | Further investigation. | | | |
| 39 | *List ranks, and show on a map, on R&BBC' website. | | | | | Further investigation. Investigate whether other information was needed as well. | | | |
| COMMENTS ON INFORMATION PROVISION | | | | | | | | | |
| | | | Living in Banstead I have never seen any taxis available in High street or at the station in Banstead. Surrey Police, Horley – I am not sure about PHVs as some are not that professional. Southern Trains – During the course of our signing programme, we will be ensuring that signs to agreed Taxi places will be incorporated. Redhill Town Centre Management Committee – Would assist enforcement of illegal parking at ranks if signs indicated the maximum number of vehicles allowed there. | Identity cards for all would reduce abuse towards drivers and not paying. Who decides which offices to be signed? Should be telephone booked anyway. | | | | | |
| Q6 | FUNDING | | | | | | | | |
| | Do you have any ideas for other sources of funding? | | Meath Green Protection Society – From fines on illegal car parkers. Surrey Police, Horley – The taxi companies. SCC - Local Transportation Service – This exercise raises expectations of delivering future enhancements to taxi ranks with SCC as a contributory organisation. I would support that general desire, but there are no specific enhancement projects currently proposed within the local programme and any new project will be subject to the consideration of resources and priorities at the appropriate time. Ward Members' Comments - PHV & taxi firms to contribute. Railway Companies, increased licence fees. Some funds from SCC ring fenced additional income from Council Tax on empty properties. Sponsorship by Vodafone (Orange etc) & adverts at taxi ranks (& on taxi livery?). Railway companies, increased licence fees. New ranks at stations, supermarkets, hos pitals & some doctors' surgeries (?) should be on private land if possible; therefore their maintenance would fall on the landowner. | Businesses that benefit from ranks -supermarkets, stations etc. (comment x 17). Disabled community and social services should fund some of increased costs for disabled. Public should know of ranks and be educated to flag licensed taxis. | | No action | | | |

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| Q7 | ACTION PLAN/PRIORITIES | | | | | | | | |
| | Should only <u>certain</u> issues be addressed first, all over the Borough? | | Yes 7 No 3 No comment 8 East Redhill Residents Association- CCTV, free phones, fares info signs. Woodhatch Community Association- Training, signage. Surrey Police, Horley - Safety of the public and professionalism of companies. | Yes 1 No 26 No comment 1 The poor state of road surfaces, costs of car maintenance are rising should be given in local press. | | Further investigation. Consider the responses further as part of finalising the Panel's report. | | | |
| | or should <u>all</u> issues be addressed in only one part of the Borough? | | Yes 4 No 6 No comment 8 | Yes 24 No 3 No comment 1 | | Further investigation. Consider the responses further as part of finalising the Panel's report. | | | |
| | If yes, which part of the Borough? | | Horley (comment x 2) Reigate | Redhill Redhill, Reigate x 2 Redhill, Reigate, Horley X21 Reigate, Redhill, Merstham, Earlswood. | | | | | |
| | Do you agree with the top 'priorities' marked*? | | Yes 6 No 3 No comment 9 | Yes 25 No 0 No comment 4 | | Further investigation. Consider the responses further as part of finalising the Panel's report. | | | |
| | Which do you consider are the most important things to do first? | | Meath Green Protection Society – 10, 22, 23, 24, 33 East Redhill Residents Association – 9, 10, 17, 22, 23, 24, 33. Don't agree with 26 – pavement is wide enough at taxi rank. Woodhatch Community Association – Enlarge Redhill Safeway. New at ESH. Provide free phone at Redstone entrance. Surrey Police, Horley - High Street taxi rank causes parking problem and the local retailers don't like it. Consideration must be given to local views. Ward Members' Comments - We have to prioritise - we can't do everything at once. We should concentrate on the main demand centres first - stations, hospitals, supermarkets. Sainsbury, Redhill - the taxis currently 'overhang' into the road and can cause traffic obstructions. ES Hospital - clear need. Safeway Reigate. Most of the others are 'quick fits' e.g. enforcing parking regulations. Provision of ranks, signage and publicity. As usual with RBBC there is too much emphasis and detail on the south of the Borough. Action Plan: 1. Redhill 2. Horley & Reigate 3. Banstead New Rank at ES Hospital. Web site not priority. People need on-the-ground information first. | 1 to 12. 10,13,12,9,17,15,23,33,25,22,39,26,24. 10,13,12,9,17,15,23,33,25,35,22,39,26,24. 10,13,12,9,17,23,33,25,35,22,39,26,24 (comment x 18). 10,17. 9,10,12,13,15,17,22,23,25,24,26,33,35,39. 10,13,12,9,17,15,23,33,25,35,22,39,26,24. 10,13,12,9,17,23,33,25,35,22,39,26,24 (comment x 3). Importance of non-asterixed items -14, 21,27,28,29,31,34,36,37,38 (comment x 13). Need to stop public parking at ranks. More CCTV. Street parking needs addressing; some roads unsafe and some still stop unlawfully to let out passengers. | For comments on illegal parking see earlier officers comments to question 2. | | | | |

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| | | | <p>CCTV a priority. Arrange for drivers to be able to use Redhill Station staff toilet facilities. New Rank - evenings only opposite M & S, Reigate High Street. Each town has its own particular needs & issues - should be addressed as such. Enlarge Redhill Sainsbury rank. New rank at Reigate Safeway. New rank at ES Hospital. Provide Free phones at ES Hospital to book PHV. Redhill Station - clarify direction of queuing. Redhill Station - widen pavement. New rank at Waitrose, Horley. Remove two or three of the vast over provision of disabled bays in front of shops.</p> | | | | | | |
| Q8 | COMMENTS FROM CONSULTATION | | | | | | | | |
| | | | <p>As already mentioned, Banstead appears not to have any licensed taxis and therefore the question of ranks is irrelevant. I am only able to comment on Horley area. Only answered for Chipstead and Banstead. Only Banstead Village questions answered.</p> <p>Meath Green Protection Society – Restriction of number of HCs should be maintained and also on PH in case of over-expansion and consequent parking/traffic and control problems.</p> <p>Court Lodge Residents Association – Because of their non-use by taxis the High Street rank has always been used by local people for on-street parking. Enforcement under DPE seems a nonsense with the rank being kept clear of private cars. There is a view that this would be better employed in providing more and better sited disabled bays.</p> <p>Because there is a historical lack of hackney cabs within Horley, local people have become accustomed to relying on private hire aided by the main stores such as Waitrose providing free phone facilities. Not forgetting the widespread use of mobile phones. There is not a call in Horley for Hackney carriages. Within Horley there is a large demand for travel to work and passenger travel to the airport. This market is best suited to, and is met, by private hire and would not be met by the existing or any future suggested ranks.</p> <p>SCC Local Transportation Service – This issue is one of many relating to transportation that the Borough Council is independently initiating those impacts on this local SCC office. It is increasingly difficult for this office to manage the expectation of involvement in such initiatives and to provide the input and response that no doubt you would expect and certainly we would like to provide if resources allowed. This clearly highlights internal problems between the two organisations but perhaps more importantly leads to the problems of raised expectations in the community that are difficult to deliver.</p> | | <p>Discussions were held earlier this year with SCC regarding a draft Taxi and Private Hire Vehicles Strategy, which would form part of the Local Transport Plan strategy. There were a number of key actions listed which included: producing a comprehensive guide to taxi and private hire vehicle licensing in Surrey; assessing the need for new taxi ranks, accessibility, and rank improvements; driver training; encourage (under the terms of the DDA) all hackney carriage vehicles to become fully wheelchair accessible; establish a taxi licensing officers and SCC forum; extend taxi voucher scheme; and encourage Taxi Quality Partnerships. There clearly need to be further discussions to follow up on the development of this strategy as it is understood that that an approved transport plan will get a response from the Department for Transport by way of capital and grant funding over the 5 years of the plan. Chapter 6 (page 30) of the consultation document details the approach with regard to this review:</p> <p><i>"The previous chapters have demonstrated that several issues about taxi ranks need to be reviewed, and that many organisations have an interest. And there may be other aspects and issues to consider. Although ultimate responsibility for ranks rests with R&BBC, the council's aim is to work with its partners to develop a strategy, and then jointly to progress its implementation through an Action Plan."</i></p> | | | | |

| No. | Issue | Benefit of change | Community response | Trade response | Officer response/comment | Panel response | Any other comment | Recommendations | Implmnt. Date |
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| | | | <p>My comments are not intended to be negative in respect of this issue, since it is clearly right to want to provide taxi ranks that meet the demand of the user. However I hope that they highlight issues surrounding internal communication and the need to manage expectations in relation to resources and future opportunities.</p> <p>Ward Members' Comments – Do we have cleanliness standards for taxis/PHVs? I know it is bad time of year but I've seen some very dirty ones recently. If we are going to upgrade our Town centres and improve quality, that should also apply to the consumers' taxi experience.</p> <p>A very good piece of work spoilt by insufficient balance across the Borough. People in the North use trains and have a need to get to the stations particularly at night.</p> <p>PHV is by far the most popular – residents know drivers, feel safe and secure and regularly use the firm offering reliable service.</p> <p>PHV have formed ranks in garages awaiting calls. Remove redundant ranks – provide PHV waiting bays in borough car parks.</p> <p>Remove street clutter & vehicles parking up unnecessarily The advent of the mobile phone has made many ranks redundant.</p> | | The Local Government (Misc. Provs.) Act 1976, section 48, prohibits the refusal of a private hire vehicle licences for the purpose of limiting the number of vehicles licensed by the council. | | | | |