

CCTV in taxis survey 2022

This report was generated on 26/05/22. Overall 23 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'. A total of 23 cases fall into this category.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Please indicate in what capacity you are answering these questions:



If other, please provide more details here:

Driver and operator
Na

What do you think are the potential positives for installing CCTV in taxis and private hire vehicles?

Safety of the driver, most CCTV are operated on loop basis and a panic button so that it is the driver who makes the decision to press the button not the passenger. There may need to be some policy that addresses this if we are to protect the passengers, will they have the option to record the incident , continuous recording and safe keeping of that recording is possible but for short periods of time

None

Not worth the cost

Protection for public and licence holders

Safeguarding

To aid prevention of any crime committed by the public or the licensed driver it will help with prevention of any crime towards or by the driver or passenger from possible abuse towards the driver as there is a large amount of ethnic minority groups working in the Taxi & Private hire industry

None

None

Not much other than the obvious

Evidence in case of any problems or incidents occurring

Less Attack on drivers

Safety for customers and drivers

Safety of drivers and passengers

Safety, Reassurance, Accountability, Security, Protection

Good as a backup incase something happens.

What do you think are the potential positives for installing CCTV in taxis and private hire vehicles?

Safety for driver and customers.

Driver safety

None

Crime prevention and deterrent for running without paying. It also would protect drivers from any potential false allegations.

Improved security for the travelling public. Improved safety for licensed drivers.

Safety, security

Are there any potential barriers or issues you have identified?

See previous - Systems on the market, safe keeping of images, who can access the systems. Cost of Council having software to access the multiple systems - or paying for single systems they administer or make licensees purchase,

Costs

Dont need it and we cannot afford to pay.

Cost, cost, cost. The council should identify the best system which meets their criteria and the council could help with costs by negotiating with supplier and installers for the whole licensed fleet.

Cost

Unscrupulous drivers could use the footage for non legal purposes so encryption of data is essential and only the police should be able to view the footage if there is a need Audio could be recorded without the passengers consent an there might be sensitive subjects

Cost cost and more cost

Expenses

Pricing of having them fitted would be an expensive thing

Barriers are that CCTV doesn't keep footage long term in case anything happens after an extended period of time

Costs involved

Cost implications to an already strained trade

N/a

Another overhead on top off other spiralling running costs.

Too expensive. But if the price is right why not. I do need to make you aware there is a brand called Togaurd.

Costs of the cctv being too high or any cost at all.

Passengers do not wish to be recorded going about their day to day business and will avoid using Taxi's fitted with CCTV. Cost of installation and maintenance - as a driver already under extreme financial pressure, this may push me to leave

Cost

Cost. Everything is more expensive right now. This would just be something else to pay on top of expensive fuel prices, insurance, car maintenance, MOT, etc.

Cost of equipment. Cost of extra activities required of Chesterfield BC Licensing staff. This will help provide evidence in the event of an incident, but it won't help to prove that an incident DIDN'T take place (no continuous recording, or sound recording).

Cost, data protection legislation, intrusion of privacy

Do you have any other comments to make?

The cost is not worth the effort.

First fuel cost and cost of everything is too high stop creating new problems for drivers. We do not have money for these expenses.

If we allow tinted windows they why are CCTV required as surely one defeats the other ie cannot see in from outside so if you are stopping people from seeing in why do you need a CCTV system to protect the inside ???

I do not feel CCTV in licensed vehicles should be mandatory as some drivers won't be able to afford the extra cost as now there is high inflation and not something a driver could afford the equipment installed also we are just coming out of a global pandemic also it should be installed by an ICO & GDPR installer

Should be driver's choice if they want CCTV too much big brother

George Orwell 1984

Don't do it

I feel it would be up to the driver/ vehicle owner as to whether they feel it's necessary

CCTV should be voluntary as it costs a lot to buy and although there are benefits, there are also barriers to it.

I do believe that not all areas of the taxi/private hire trade would need CCTV and it should be up to the driver or operator to decide if they need it with guidance from the licensing team

N/a

Some customers would consider CCTV as an intrusion and a breach of privacy.

You don't need to make the same mistake as Rotherham Council.. the approved companies who fit cameras have had a lot of problems in the recent years. There are better quality cameras where you don't need to charge the driver £500 to £800. It's far too expensive. I'm not against the cameras. But the price needs to be right. The brand Toguard I've mentioned above is a very good camera for inside and outside and the picture quality is amazing on the 4K. I paid around £110. I think it's more suited. Specially the price. All it requires is a SD card.

The cost should be covered by the council itself. It's not fair on drivers who contribute a lot towards the council with fees etc anyway. Adding this to our costs would be substantial for us and many will not be able to afford it.

This will lead to fewer Taxi's (PH) in a trade already reduced and under extreme financial pressure, so increase in:- angry people because they can't get a Taxi (Taxi driver receiving abuse and abusive behaviour towards vehicle), public drink driving, People walking home late at night (assaults, robbery, injury), Fake Taxi's, higher Police and ambulance demand, slower evacuation of towns after closing, Anti social behaviour, criminal damage, lower night time economy trade, reduction in Business rates and death of town centres. Consult with the Public stood waiting for Taxi's of an evening/night. Fewer Taxi's mean people can't get to/from work, Hospital appointments, A&E (111 use Taxi's in place of Ambulances). Financial pressure on Drivers - work longer hours, spend less on the vehicle, no re-investment pot for "greener" transport. Local Authorities handed out £1,000's in Grants to the Wedding industry to support suppliers of Sweet Carts and Table Centre decorations, but didn't support the Taxi trade.

20 recorded crimes since July 2021, out of thousands of fares doesn't justify or warrant CCTV in taxis.

Unless costs can be saved elsewhere, such as a yearly MOT, instead of 6 months, for example, then it should remain optional to have CCTV.

If this is to be mandated (and I think it is a good idea) then please make sure there is a local, council approved installer of a council approved system.

The drivers and licence holders are already seeing a significant impact due to the increased fuel costs and the shortage of drivers, neither can afford the cost of putting CCTV in vehicles