

**WRITTEN QUESTION TO THE MINISTER FOR INFRASTRUCTURE
BY THE CONNÉTABLE OF ST. BRELADE
QUESTION SUBMITTED ON MONDAY 26th APRIL 2021
ANSWER TO BE TABLED ON TUESDAY 4th MAY 2021**

Question

Will the Minister advise members what assessment his department has made of the effectiveness of changes to the taxi industry in recent years, not only for members of the public but also those who derive a living from the industry?

Answer

First and foremost, the Minister's duty in legislation through Article 38 (1) of the Motor Traffic (Jersey) Law 1935, is to ensure that, insofar as is practicable to do so, there is:

“An adequate, efficient, and reasonably priced cab service available throughout Jersey at all times.”

The introduction of the “one tier” system, whereby the whole industry has access to the public ranks and private hire work, has already manifested numerous benefits:

Public:

Increased supply especially at peak times, due to private hire vehicles meeting the accessible standard being able to access public ranks at all times. Particularly (pre Covid) on a Friday and Saturday night at the Weighbridge Rank, thus enabling that busy part of St Helier to be cleared in a quicker, more orderly fashion.

Minimising public nuisance in the area of the Weighbridge Rank, which is reported to DVS by the States of Jersey Police during their regular meetings.

The requirement for all licenced taxi-cab drivers to be affiliated to a company, which in turn will improve service delivery to the public and importantly the removal of “one-man bands”. As the companies will provide a level of self-regulation.

Through feedback from the public the occurrences of some drivers refusing to take payment by card.

Improvement in customer service standards, where all new entrants to the industry and existing drivers transferring to the accessible standard have to complete Customer Service and Disability Awareness training. Also, all drivers are now DBS checked and have this reviewed every 3 years.

Industry:

Private hire being able to access all ranks is equally applicable at the airport, where supply has in effect doubled, and allows for increased provision by all licenced plate holders.

The lifting of restrictions on Rank drivers to enable them to take unlimited private bookings at any time of the day or night (previously they were restricted to 20% of their business that could only be taken through private hire bookings) has resulted in greater access and additional flexibility for drivers. In 2019, drivers affiliated to the “Jersey Taxi App” the majority of which are previous rank only drivers, benefitted

from 16,500 bookings through their App based booking system, work that they previously would not have had access to.

Regular meetings with DVS as an industry body, as opposed to individuals and as stand-alone companies.