



**CCTV in Licensed Vehicles
Consultation Report
Published March 2022**

Introduction to this consultation

1. This report contains the responses received through the CCTV in Taxis and Private Hire Vehicles consultation. The consultation was undertaken between 15th December 2021 and 12th January 2022.
2. The exercise was performed to seek residents and businesses views on the Council implementing the Department for Transport's Statutory Taxi and Private Hire Vehicle Standards in Taxi & Private Hire Vehicle Licensing Services, in particular, CCTV in vehicles.

Methodology

3. A media release was issued to local newspapers to promote the consultation and social media activity was ongoing throughout the consultation period.
4. A link to the electronic questionnaire was made available on the Council's website and was included in the Licensing 'Newzapp' to all taxi drivers/proprietors and operators. Paper copies of the questionnaire were distributed to the Boston Hackney Carriage Association and were made available on request to those that did not have access to a computer.
5. It should be noted that base data has been rounded to the nearest number (so may add up to between 99% and 101%).

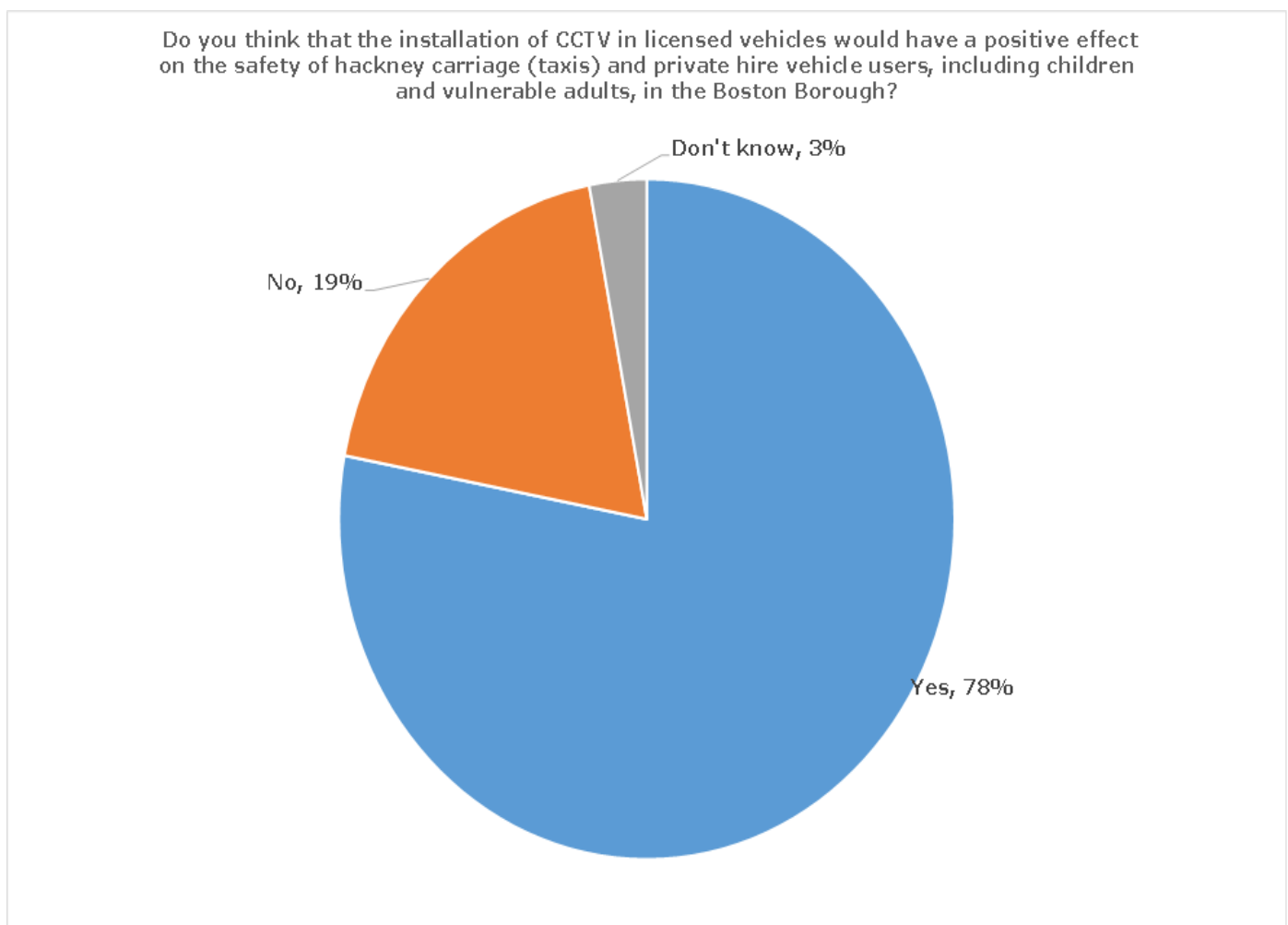
Response Rate

6. 91 responses were received; 90 electronic and 1 paper copy.

Results and Analysis

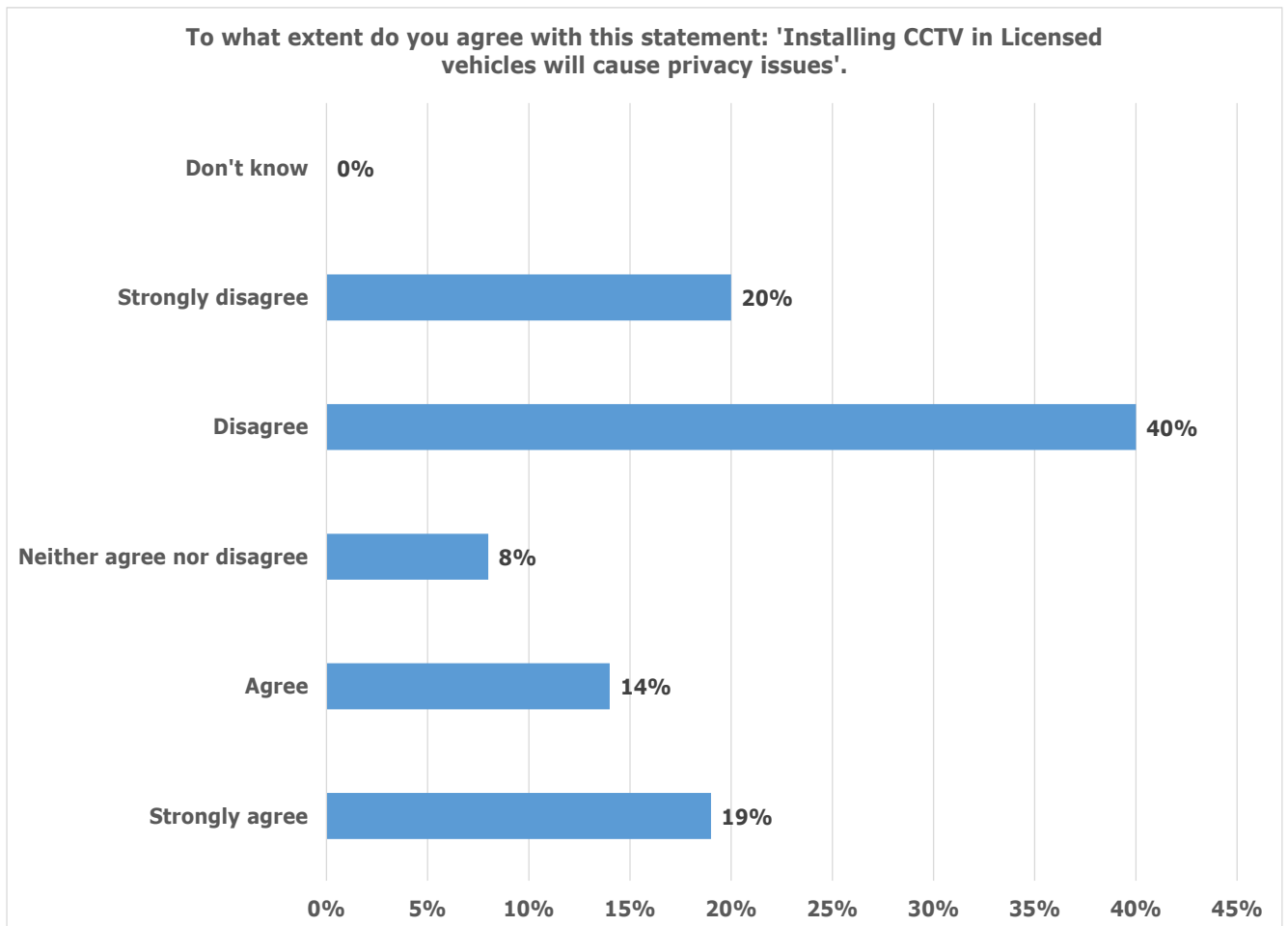
CCTV in Licensed Vehicles

7. The pie chart below shows that 78% of all respondents thought the installation of CCTV in licensed vehicles would have a positive effect on the safety of hackney carriage (taxi) and private hire vehicle users, including children and vulnerable adults in Boston Borough, 19% thought 'it would not', with the remaining 3% stating they 'did not know'.



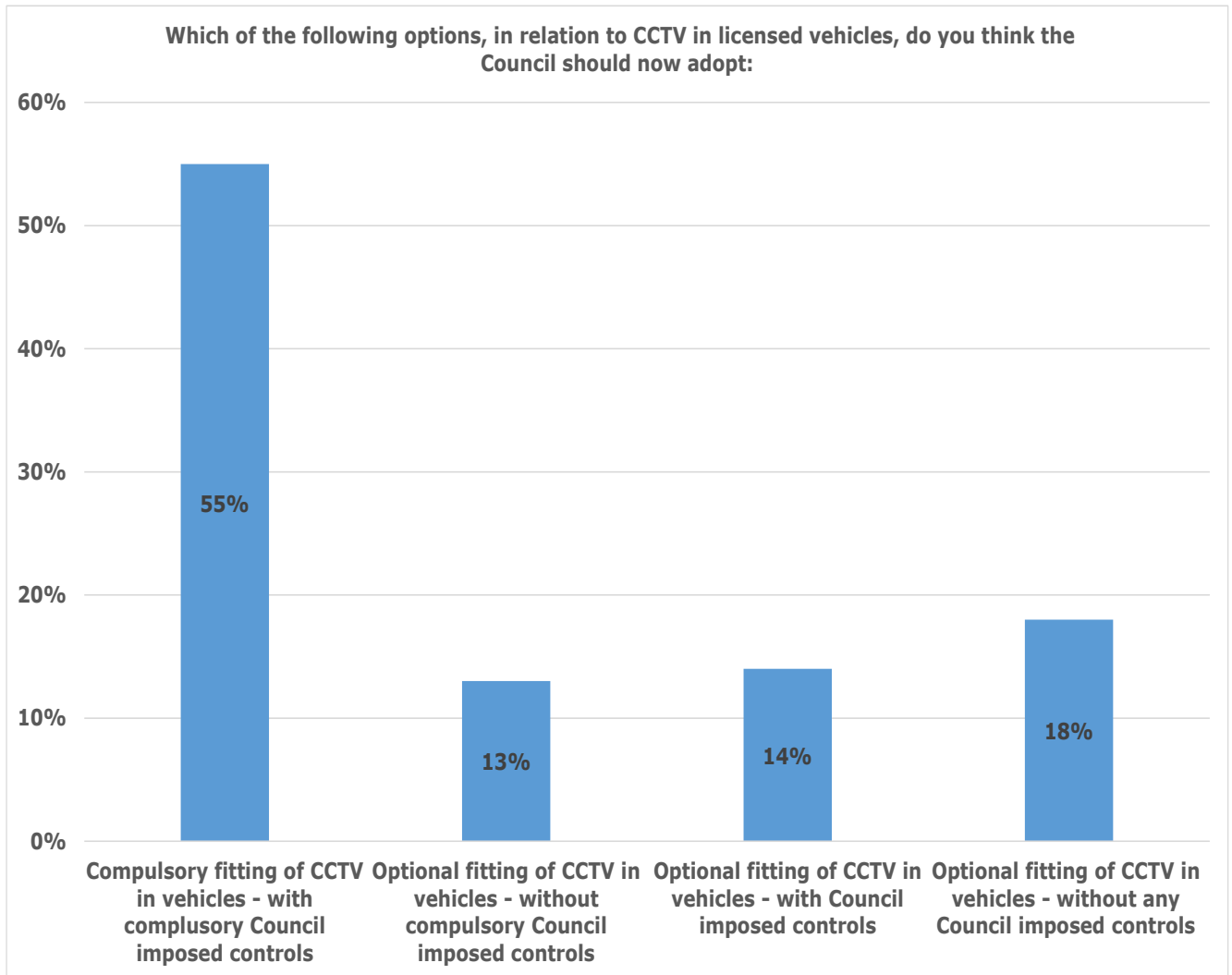
Further Information

8. The chart below shows that 60% of all respondents either 'Disagreed' or 'Strongly Disagreed' with the statement: 'To what extent do you agree that installing CCTV in licensed vehicles will cause privacy issues?'



9. 73% of all respondents considered that all hackney carriage (taxi) vehicles licensed by Boston Borough Council should be required to install a CCTV system, with the remaining 27% considering they should not.

10. All respondents were advised that the current situation in the Boston Borough district was that the Council allowed the optional fitting of CCTV in vehicles – without any Council imposed controls. They were then given four options (detailed in the chart below) in relation to CCTV in licensed vehicles and asked which they thought the Council should now adopt. The chart below shows that just over half (55%) of all respondents considered the Council should adopt 'Compulsory fitting of CCTV in vehicles – with compulsory Council imposed controls'.



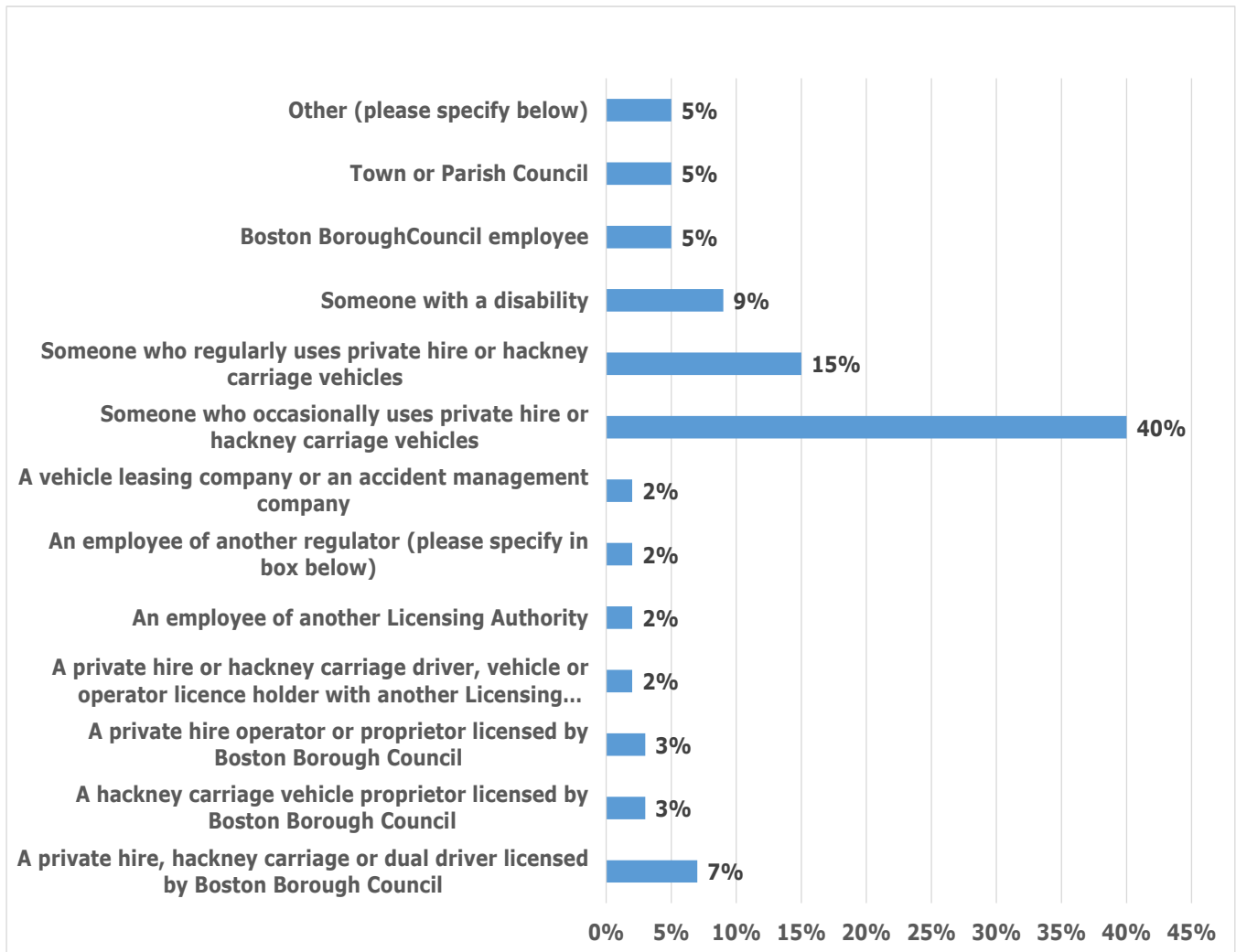
Front Facing Cameras

11. All respondents were advised that if a decision was made to require licensed vehicles to install CCTV, then the Council may also consider the licensing vehicle surveillance camera system to have video-only cameras at the front and rear of the vehicle facing out the window screens which will record video footage at all times that the vehicle is in use. Such video only cameras would operate in the same way as a 'dashcam' would. Such a system would help drivers and proprietors with insurance claims. They were then asked if they would support this proposal. 81% of all respondents stated they would, with the remaining 19% stating they would not support the proposal.
12. Those respondents that were drivers' licensed by Boston Borough Council were asked if their licensed vehicle/s currently had a CCTV installed. 24% of those respondents stated that they had a CCTV installed, with the remaining 76% stating that they did not.
13. All respondents were given the opportunity to provide any further comments relating to the consultation. The majority of comments made were in favour of CCTV being fitted in taxis and private hire vehicles although there were some concerns expressed about the cost of installing CCTV and the implications it would have on new businesses. A number of respondents thought that CCTV in taxis and private hire vehicles would be beneficial to the driver and passengers as it would make them feel safer. There were also a couple of comments about reviewing GDPR to ensure that taxis and private hire vehicle proprietors/drivers and operators were fully covered. A full list of comments are included below:
 - A taxi driver job is hard enough to make a living at the present time and has been hugely affected by Covid 19. Making a living with no help/support driving this time has been hard. Taxi drivers cannot afford this to be installed.
 - Anything that is of the benefit of protecting the drivers and the passengers is a must in my eyes.
 - I see taxis speeding daily, even driving the wrong way up one way streets, this would go a long way to combat that.
 - I think they would help the drivers with assaults that they suffer especially the women drivers.
 - I think it's a great idea and also feel safer knowing this might happen.
 - I think it would also encourage better driving from some of the lower quality drivers that are about!
 - I think it's a good idea mainly for vulnerable people and disabled people to make sure they are safe but also to keep taxi drivers safe from drunk people especially if intoxicated people become aggressive.
 - I value my privacy and will not use any hire vehicle that films me on my journey.
 - Most dash cams can do front and rear and inside car no need for expensive system. Taxi drivers small or large would find it hard to pay 500 plus per car for system. Taxi fares are low when everything else has gone up. Dash cam under 100 will do the same job.
 - It's a shame nothing is mentioned about driver safety.
 - I believe that CCTV in taxis would be beneficial to both the drivers and passengers. I have CCTV in my taxi for last three years with no issues. If

people know that you have CCTV they tend to be more respectful and better behaved.

- I believe it's in the public interest for safety reasons to both passengers and Taxi Drivers that CCTV be made compulsory to be fitted to all Taxis and private hire vehicles, as long as the footage is not used in a way that breaches people's privacy and GDPR. I would suggest that any taxi operator would want this for the safety of their drivers in any case.
- CCTV in my view would provide a high degree of safety and security for passengers and drivers.
- Excellent idea, for safety of public and drivers alike.
- Shouldn't be forced to have a system that costs up to £1000 per vehicle that would be financially detrimental to many drivers.
- Yes by having extra cameras not only would it keep the drivers safe but could prosecute stupidity by other persons.
- The Council should pay a substantial amount to help drivers pay for this system.
- Sadly, these days, I would have thought putting a CCTV camera in a hire vehicle would protect the safety of the driver as well as the passengers. If you are a passenger, and behaving well, it won't matter.
- I think it's a brilliant idea to have cameras, not just for passengers' safety but also for the drivers.
- This is another attempt of local authorities to control everything. It is a fascist tendency. This proposal will not change safety of customers because they have wide variety of service providers and can choose the one they seem to find safe and trustworthy. Imposing additional measures and requirements will reduce number of new business and providers, which often have limited financial resources - as they're just starting a new enterprise, and promote already existing providers. This makes it a suspicious idea, that may be initiated by a lobby or - I hope not - corruption.
- GDPR regs need to be looked into better by BBC. You would be making everyone liable for breaching the regulations and you would be overstepping the bounds of your influence yet again.
- I believe all taxi or licences vehicles should only be London taxi type with glass separation. General cars are not suitable. If vulnerable children or adults, then are you referring to driver being issue? Are they checked?
- Dash cam is enough without the greedy council demanding certain system.
- I'd feel much safer using taxis if they had CCTV and I would then allow my teenage girls to use them.
- Should be voluntary.
- Think it makes sense to keep the taxi drivers and customers safe.
- Absolutely feel that this is a necessary requirement to keep our drivers and passengers safe in the Borough.
- I suspect that taxis are the next target for organised crime to exploit for drug distribution. Also ideal transport for criminals and couriers.
- Must be fully covered by GDPR.
- Safety over privacy negates the privacy concerns. Safety of the driver as well as the passenger.
- As some taxis are used for criminal activities within the town, fitting CCTV could help deter this scourge on our town.
- Is this survey intended as a road safety amenity only, or is there any provision for driver/customer security?

14. All respondents were asked in what capacity they were responding to the consultation. The chart below shows that 40% of all respondents responded as 'Someone who occasionally uses private hire or hackney carriage vehicles'.



Those respondents that answered 'Other' were asked to state in what capacity they responded. A full list is included below:

- A taxi passenger
- Someone who occasionally uses taxi/private hire vehicles
- I am both a Borough and a Parish Councillor
- Member of the public
- CCTV installer
- My daughter uses taxis
- Local person