

# Appendix 6

## Key Issues Identified from the public consultation

### 1. Parking Problems:

- **Residential Parking:** Many residents reported that PHV drivers frequently occupy residential parking spaces, making it difficult for residents to find parking near their homes. This is particularly problematic in areas like Sipson Way, Blunts Avenue, and Mondial Way.
- **Blocking Driveways:** There are numerous complaints about PHV drivers blocking driveways, which prevents residents from accessing their properties.
- **Double Yellow Lines:** PHV drivers often park on double yellow lines, creating traffic hazards and obstructing the flow of traffic.

### 2. Littering and Waste:

- **General Littering:** PHV drivers are reported to leave behind food wrappers, drink containers, and other litter, contributing to the overall untidiness of the area.
- **Urination and Defecation:** A significant number of respondents mentioned that PHV drivers urinate in bottles and leave them on the streets, or urinate and defecate in public areas, including residential gardens and parks.

### 3. Noise and Air Pollution:

- **Engine Idling:** Drivers often leave their engines running while waiting for fares, which contributes to noise and air pollution. This is particularly disturbing during the night and early morning hours.
- **Loud Conversations:** Drivers talking loudly on their phones or to each other, often with their car windows open, is a common complaint.

### 4. Aggressive and Intimidating Behaviour:

- **Verbal Abuse:** Residents who ask drivers to move their vehicles or address their behaviour often face verbal abuse and aggressive responses.
- **Intimidation:** The presence of drivers sitting in their cars for extended periods can be intimidating, especially for women and children.

### 5. Public Health and Safety:

- **Public Urination and Defecation:** This behaviour poses a significant public health risk and contributes to the degradation of the local environment.
- **Obstructing Emergency Services:** Blocked driveways and congested streets can hinder the access of emergency vehicles.

## Specific Areas Affected

- **Sipson Way and Blunts Avenue:** These areas are frequently mentioned as hotspots for parking issues, littering, and public urination.
- **Mondial Way:** Known for congestion and parking violations, particularly near the Novotel hotel and McDonald's.

- **Longford Village:** Experiences significant littering, parking issues, and public urination, especially near the Bath Road and McDonald's.
- **Harmondsworth Lane:** Reports of littering, urination, and parking problems, particularly near residential areas and schools.

### Suggested Solutions

#### 1. Enhanced Enforcement:

- **Regular Patrols:** Increased presence of traffic wardens and enforcement officers to monitor and address parking violations and anti-social behaviour.
- **CCTV Monitoring:** Installation of CCTV cameras to deter illegal parking and capture evidence of violations.

#### 2. Designated Waiting Areas:

- **PHV Parking Zones:** Creation of designated parking areas for PHV drivers away from residential streets, equipped with proper facilities such as toilets and waste bins.

#### 3. Community Engagement:

- **Resident Permits:** Strict enforcement of resident-only parking permits to ensure that parking spaces are available for local residents.
- **Public Awareness Campaigns:** Educating PHV drivers about the impact of their behaviour on the local community and encouraging respectful and responsible conduct.

#### 4. Infrastructure Improvements:

- **Signage:** Clear signage indicating parking restrictions and penalties for violations.
- **Physical Barriers:** Installation of barriers to prevent parking on double yellow lines and in restricted areas.

### Quotes from residents within the restricted area regarding the impact of Private Hire Vehicle (PHV) drivers in their areas:

#### 1. Resident 1:

- "They engine idle, litter, urinate and defecate on **\*\*location\*\***. I have suffered for 12 years having taxi drivers park outside my house. I have been physically and racially assaulted when I have approached them asking them to leave."

#### 2. Resident 2:

- "In local roads such as Sipson Way and Sipson Road, PHV park for hours on end with their engines running and take up all the legitimate parking spaces. Drivers

often leave the remnants of their meals or the debris from valeting their vehicles by the roadside making walking along public footpaths extremely hazardous."

**3. Resident 3:**

- "Taxis regularly wait and park up on yellow lines in front of my place of employment. They block the entrance and then shout at you or gesticulate when you ask them to move. They park on roundabouts and cause a hazard."

**4. Resident 4:**

- "They park across multiple spaces, preventing myself and others from being able to park our vehicles. Once approached and asked to move, they become aggressive and refuse to move."

**5. Resident 5:**

- "Taxi drivers always take up our parking spaces, even during the residents-only parking hours. They refuse to move their vehicle after being asked, and on many occasions they present a very rude, disrespectful and aggressive behaviour."

**6. Resident 6:**

- "They block the space, urinate and litter. I have been sworn at, and some have made nasty comments of a sexual nature and some have spat in my direction."

These quotes highlight the various issues residents face, including parking problems, littering, aggressive behaviour, and public urination.

Some respondents, including PHV drivers themselves, offered a different perspective:

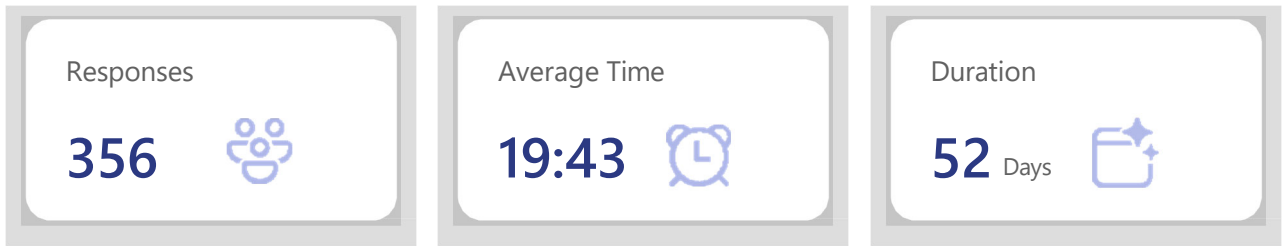
- **Economic Necessity:** PHV drivers are trying to earn a living, and the nature of their work requires them to wait for fares near busy areas like airports.
- **Lack of Facilities:** There is a lack of designated waiting areas and public facilities for drivers, which forces them to use residential streets.
- **Unfair Targeting:** Some drivers feel that they are being unfairly targeted and that not all drivers engage in the negative behaviours reported. They argue that the actions of a few should not lead to blanket restrictions on all PHV drivers.
- **Need for Better Solutions:** Instead of prohibitions, some suggest providing designated parking areas with facilities for drivers, which could alleviate the issues without impacting their ability to work.

## **Conclusion**

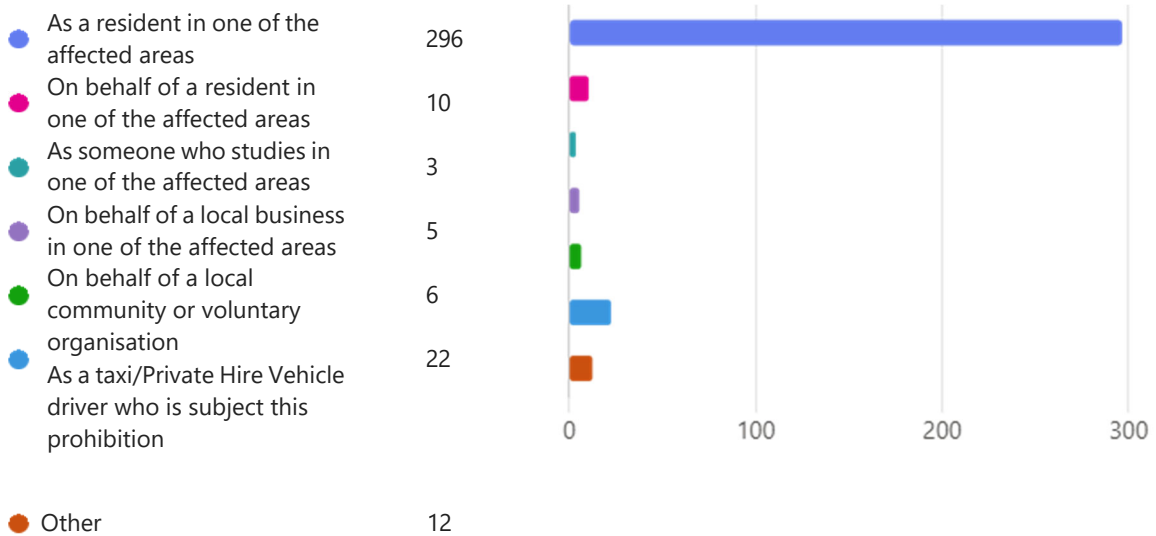
The survey responses highlight significant issues caused by PHV drivers in the local community, including parking problems, littering, noise and air pollution, aggressive behaviour, and public health risks. Addressing these issues will require a combination of enhanced enforcement, designated waiting areas, community engagement, and infrastructure improvements. Implementing these solutions can help improve the quality of life for residents and create a more harmonious environment for everyone.

# Responses Overview

Active



1. In what capacity are you responding to this survey?



2. Has the presence of Private Hire Vehicle drivers affected the quality of life in the area?

For example, do they take up all the parking spaces, block access, create litter, intimidate residents etc.

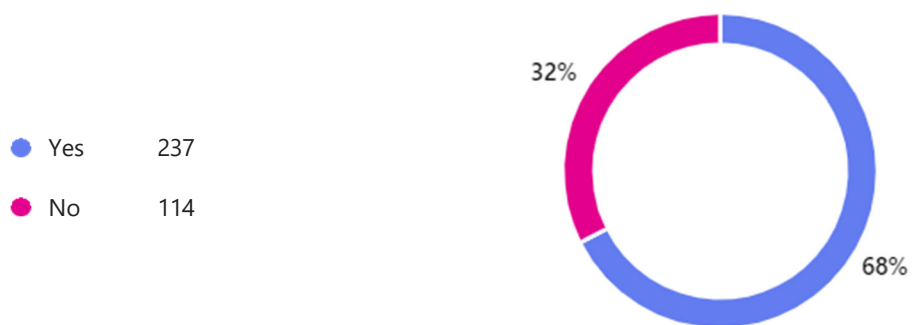


3. If yes, please provide details:

Of the responders who answered 'Yes' **310 responders gave further details**. Here are the most common issues reported:

1. **Littering:** Mentioned in 107 responses, residents frequently complained about PHV drivers leaving litter, including food wrappers, bottles, and other waste, on the streets.
2. **Blocking Access:** Reported in 64 responses, drivers often block driveways, parking spaces, and access to properties, causing significant inconvenience to residents.
3. **Urinating and Defecating:** Noted in 29 responses, several residents reported that drivers urinate and defecate in public areas, including streets and parks.
4. **Aggressive Behaviour:** Also mentioned in 29 responses, some residents experienced aggressive or rude behaviour from drivers when asked to move their vehicles or stop certain activities.
5. **Intimidation:** Found in 4 responses, the presence of drivers, especially in groups, can be intimidating to residents, particularly when they gather in residential areas.
6. **Engine Idling:** Mentioned in 1 response, drivers leave their engines running while waiting, contributing to noise and air pollution.

4. Have you been personally affected by any detrimental or negative behaviours by Taxi/Private Hire Vehicle drivers?



5. If yes, please tell us about your experience:

Of those responders who answered 'Yes', **233 responders** gave further details. Here are the most common issues reported:

1. **Parking Violations:** Mentioned in 101 responses, drivers frequently park in unauthorized areas, including blocking driveways, parking on double yellow lines, and occupying resident-only parking spaces.
2. **Aggressive Behaviour:** Reported in 41 responses, some residents experienced aggressive or rude behaviour from drivers when asked to move their vehicles or stop certain activities.
3. **Littering:** Noted in 33 responses, residents complained about PHV drivers leaving litter, including food wrappers, bottles, and other waste, on the streets.
4. **Blocking Access:** Found in 24 responses, drivers often block driveways, parking spaces, and access to properties, causing significant inconvenience to residents.
5. **Noise:** Mentioned in 11 responses, drivers contribute to noise pollution by talking loudly, playing music, or leaving their engines running while waiting.
6. **Urinating and Defecating:** Reported in 6 responses, several residents mentioned that drivers urinate and defecate in public areas, including streets and parks.

6. Are the activities time sensitive or 24/7?

Is there any time of the day when their presence is more disruptive - i.e. vehicles waiting late at night / early morning for a fare? Is this worse during school holidays?

There are **330 responses** to this question. Here are the most common times of day mentioned in the responses:

1. **24/7/ All the time/ Every day:** was reported by 86 responders indicating that issues are constant
2. **Night:** Mentioned in 43 responses, indicating that issues with PHV drivers are prevalent during nighttime.
3. **Evening:** Reported in 24 responses, suggesting that evenings are also a problematic time for residents.
4. **Early Morning:** Noted in 21 responses, highlighting that early mornings see significant activity from PHV drivers.
5. **Morning:** Found in 15 responses, indicating that mornings are also affected.
6. **Afternoon:** Mentioned in 8 responses, showing that afternoons are less problematic but still notable.
7. **Midnight:** Reported in 3 responses, indicating some issues around midnight.
8. **Late Night:** Mentioned in 2 responses, suggesting occasional problems during late-night hours.

7. Is this a problem in particular roads/streets? If so, please let us know where the issues are?

There are **316 responses** in to this question. These responses highlight various locations where residents have reported issues with PHV drivers, including littering, blocking access, and other anti-social behaviours. Addressing these concerns in the identified locations could help improve the quality of life for residents in the affected areas.

Here are the most common locations mentioned in the survey responses.

1. **Sipson Way**
2. **Bath Road**
3. **Sipson Road**
4. **Boltons Lane**
5. **Sipson Lane**
6. **Nobel Drive**
7. **Doghurst Avenue**
8. **Axis House**
9. **Mondial Way**
10. **Ashby Way**
11. **Longford Village**
12. **Blunts Avenue**
13. **Bath Road Longford**
14. **Longford**

8. Do you think that the introduction of a new prohibition would help to control this behaviour?

There are **339 responses** to this question.

- **Neutral:** 230 responses
- **Positive:** 73 responses
- **Negative:** 36 responses

The majority of responses are neutral, indicating that many respondents provided factual or non-opinionated answers. However, there is a significant number of positive responses, showing support for the introduction of a new prohibition to control the behaviour of PHV drivers. There are also some negative responses, indicating opposition or scepticism about the effectiveness of such a prohibition.

9. Please tell us about anything else connected to taxi/Private Hire Vehicle behaviours that you feel is relevant.

There are **224 responses** to this question. These responses provide additional comments related to taxi/Private Hire Vehicle (PHV) behaviours, highlighting various issues and suggestions for improvement. Here is an analysis of the responses:

1. **Black Cabs:** Mentioned in 5 responses, indicating some specific concerns or comments about black cabs.
2. **Parking Issues:** Several respondents highlighted problems with parking, including:
  - **Dangerous Parking:** Near McDonald's on Bath Road, where drivers park on double yellow lines and pavements, endangering pedestrians.
  - **Blocking Roads:** Drivers blocking roads and access points, causing congestion and safety hazards.
3. **Litter and Human Waste:** Multiple responses mentioned issues with littering and human waste, including:
  - **Littering:** Drivers throwing rubbish out of their vehicles, including food wrappers and bottles.
  - **Urinating and Defecating:** Drivers urinating and defecating in public areas, creating health hazards and unpleasant conditions.
4. **Aggressive and Unsafe Behaviour:** Some respondents reported aggressive behaviour from drivers, including:
  - **Teasing and Taking Photos:** Drivers teasing people and taking photos or videos, making residents feel unsafe.
  - **Aggressive Responses:** Drivers being rude or aggressive when asked to move or stop certain behaviours.
5. **Environmental Impact:** Concerns about the environmental impact of PHV drivers, including:
  - **Engine Idling:** Drivers leaving engines running while parked, contributing to air pollution.
  - **Noise Pollution:** Noise from idling engines and loud conversations.
6. **Suggestions for Improvement:** Respondents provided various suggestions to address these issues, including:
  - **CCTV Enforcement:** Using CCTV to enforce parking and behaviour regulations.
  - **Government Legislation:** Implementing legislation to manage meet-and-greet parking and other related issues.
  - **Resident Permits:** Providing residents with parking permits to ensure they have access to parking spaces.
7. **General Comments:** Some respondents reiterated points made in previous sections or provided additional context to their concerns.

Overall, the responses to this question highlight significant issues related to parking, littering, aggressive behaviour, and environmental impact caused by PHV drivers.



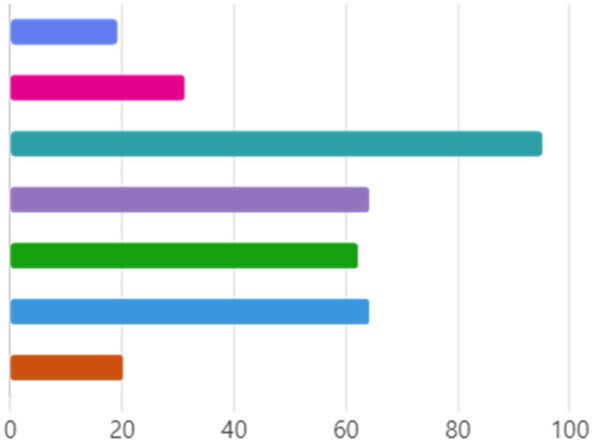
10. What is your postcode?

There were 350 responses to this question. Here are the most common postal areas mentioned in the survey responses, along with the number of respondents for each:

- 1. **UB7**: 97 responses
- 2. **UB3**: 51 responses
- 3. **UB70**: 20 responses
- 4. **UB35**: 12 responses
- 5. **UB4**: 5 responses
- 6. **TW196**: 4 responses
- 7. **UB8**: 3 responses
- 8. **TW19**: 3 responses
- 9. **UB78**: 3 responses
- 10. **UB31**: 2 responses
- 11. **SE22**: 1 response

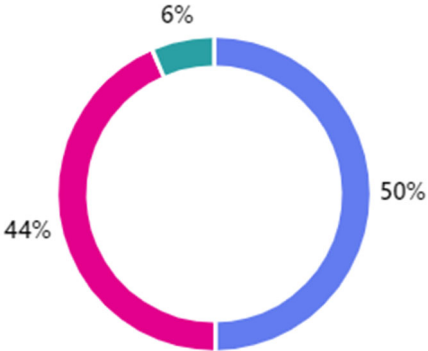
11. What is your age group?

● 18-24	19
● 25-34	31
● 35-44	95
● 45-54	64
● 55-64	62
● 65+	64
● Prefer not to say	20

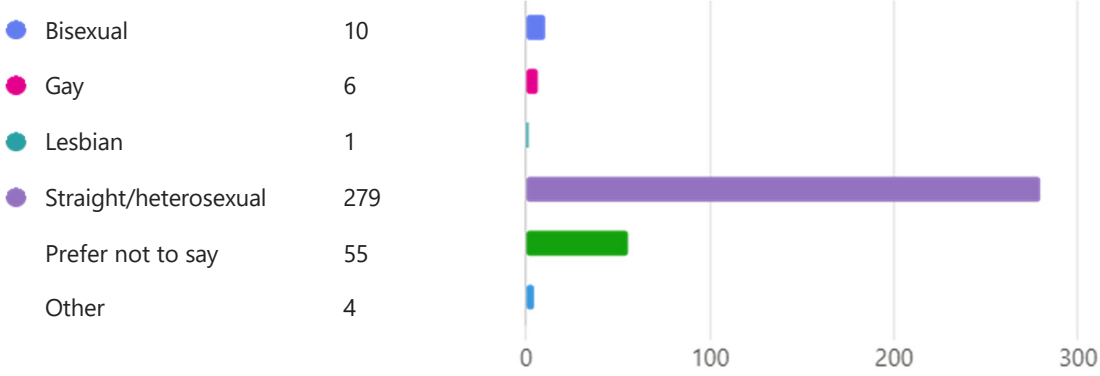


12. What is your gender?

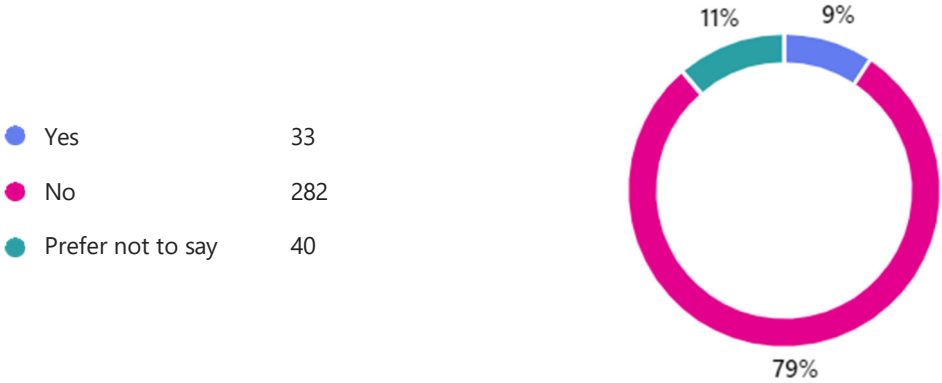
● Male	177
● Female	155
● Prefer not to say	23
Other	0



13. Which of the following best describes your sexual orientation?

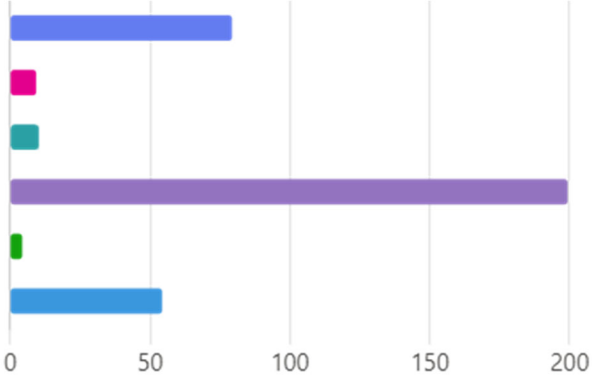


14. Do you have a disability? A physical or mental illness or condition that has a substantial and long-term effect on your ability to carry out normal day to day activities.



15. How would you describe your ethnicity?

Asian or Asian British ethnic group or background...	79
Black, Black British, Caribbean, or African ethnic group or background	9
Mixed or multiple ethnic group or background	10
White group or background	199
Other ethnic group or background	4
Prefer not to say	54



16. What is your religion or belief?

No religion	97
Buddhist	2
Christian (Catholic, Church of England, Protestant, etc)	139
Hindu	9
Jewish	0
Muslim	22
Sikh	27
Prefer not to say	58

