



**02 August 2017**

# Report

Taxi Consultation Analysis

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## **Clean Air Zone Services (CAZ) Birmingham City Council**

making the **difference**

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### Introduction

This report presents analysis of survey data for the proposal to introduce emission standard for Taxi and Private Hire vehicles in Birmingham. The analysis was carried out for eight questions of the survey, which include questions 8, 10, 12, 14, 16, 18, 19 and 20. The answers from each question were grouped by similarity to allow for dominant prevailing themes to surface. Many of these themes are as expected; e.g. more funding required, longer timescale needed. However, various general statements that did not fit in any of the identified themes have been included in the “Other” category. Furthermore, examples of constructive responses for each question are presented under opportunity section for each question.

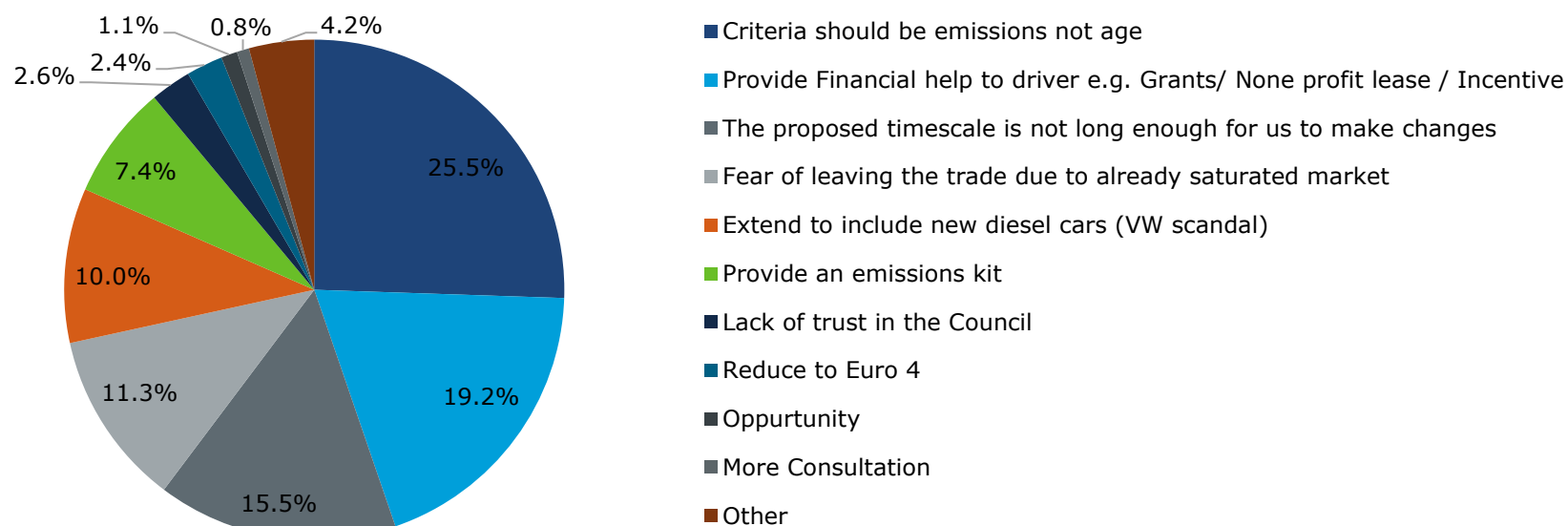
Certain underlying themes have been mentioned frequently within all the analysed questions, these themes are:

- Victimisation - Hackney Carriage and Private Hire drivers being misinformed regarding the vehicle ban within the Clean Air Zone, many believe only Taxis are being targeted and ask why the general public, buses and Lorries are being allowed a free pass. This is obviously not the case, working in the wider Clean Air Zone they will all be subjected to the scheme.
- Lack of trust - Many drivers believe the driving force of the Clean Air Zone is financial gain, a tax on diesel cars, rather than a benefit to public health.
- Emissions over age - This was repeated within all questions, even questions specifically asking about wheelchair users. Drivers wanted to emphasise old age and high emissions are not proportionally related or necessarily interlinked.
- Many respondents seemed to answer the questions assuming that they were being asked whether this scheme should go ahead or not, rather than from the standpoint that this is something that is going to happen regardless and the consultation is only to potentially help improve it

**Question 8: If you have answered no to the last question, what criteria do you think should be used to decide which vehicles should be removed first?**

Number of responses	Theme										
	Criteria should be emissions not age	Provide Financial help to driver e.g. Grants/ None profit lease / Incentive	The proposed timescale is not long enough for us to make changes	Fear of leaving the trade due to already saturated market	Extend to include new diesel cars (VW scandal)	Provide an emissions kit	Lack of trust in the Council	Criteria should be emissions not age	Reduce to Euro 4	Opportunity	Other
365	97	73	59	43	38	28	10	9	4	3	16
<b>380*</b>	<b>25.5%</b>	<b>19.2%</b>	<b>15.5%</b>	<b>11.3%</b>	<b>10.0%</b>	<b>7.4%</b>	<b>2.6%</b>	<b>2.4%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>4.2%</b>

\* Total number of identified themes



### Summary:

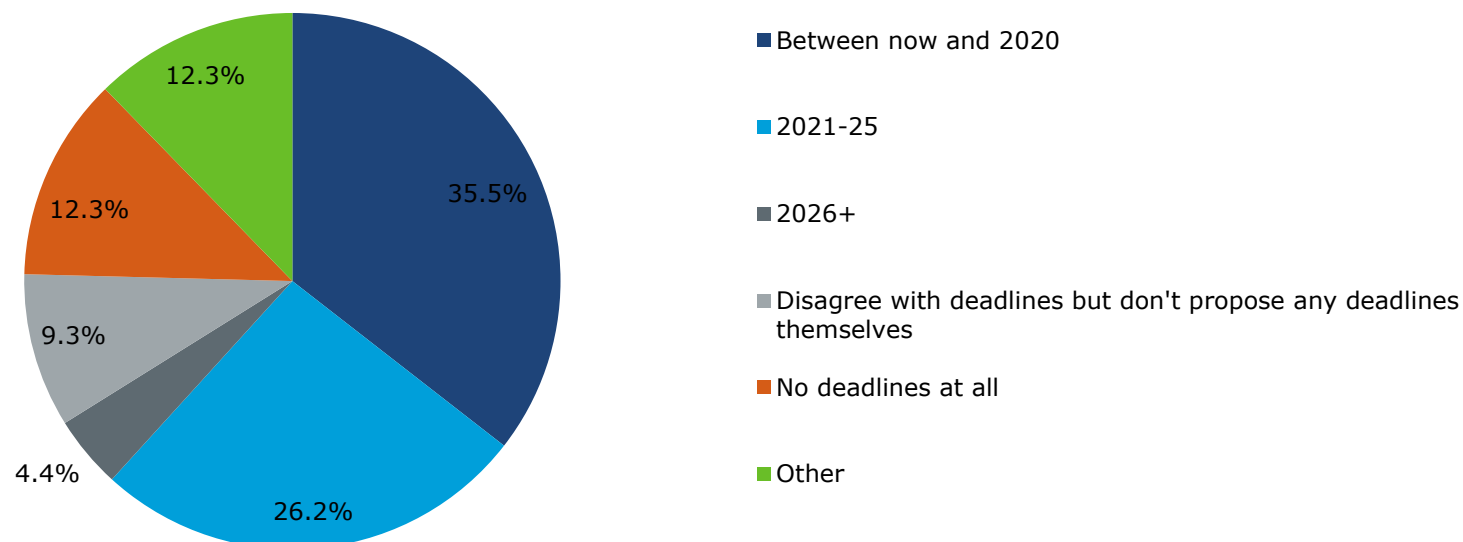
- **Seems to be distortion in process of providing information from council to taxi trade. Many believe Taxi's drivers are unfairly being discriminated, while the general public and buses are allowed to roam free. This is of course not the case. Example statements as below:**
  - "The taxi trade is struggling as it is we do not have the funds to purchase a new car plus why aren't other public transport like bus coaches vans lorry been told to upgrade"
  - "This is an unaffordable proposal. I believe this is an unfair decision targeting the taxi drivers. Why this does not apply to all those old vehicles owned by general public. There are hundreds of old buses which I believe do not meet the standards either. Why these don't get banned? I hope this proposal does not get materialised."
- **Over 11% bring up the lack of work, due to Uber and out of city drivers working in the area makes buying a new car financially unviable. Example statements as below:**
  - "There is simply not much work left at the ranks thanks to Uber and pirating and taxi drivers from anywhere working in Birmingham."
  - "Birmingham private hire drivers are already suffering from the drivers work in Birmingham from outside councils"
- **About 26% believe if their Taxi passes its MOT test then its emissions levels are acceptable, therefore, disagree with their taxi being held to a higher standard. Example statements as below:**
  - "If the vehicle can pass an MOT then it should be allowed to be used as a taxi."
  - "If any vehicle regardless of age can demonstrate that it is capable of producing low levels off pollution it should be allowed to be used as a taxi."
- **Some drivers seems to be well informed of emissions kit with 7% of responses mentioning them, naming solutions such as EGON and CGON. However, they still expect funding from the Council. Example statements as below:**

- “Also there are other gadgets on the market that can help older vehicles to reduce their emissions such as the Egon model which allows all the fuel and particulates to be burn in the combustion chamber releasing steam only.”
- **There is an underlying theme of lack of trust in the Council and governing bodies, with the 3% of responses making direct reference to it and others alluding to it. Example statements as below:**
  - “My reason is I have so far not seen any data published out into the public domain that tells me the cities engines are producing high levels of dangerous pollutants.”
  - “I think this policy is just to make money because Birmingham city council you can't guarantee to us that there will be 100% clean air zone its impossible where as other country like in Europe have failed to provide 100% clean air zone stats.”
- **Various general statements that did not fit in any of the identified themes have been included in the “Other” category. These highlighted how many drivers are nearing the retirement age. The responses also included references to Brexit and why is the Council following European standards. Example statements as below:**
  - “I am a 60 year old taxi driver trying to make a living and survive. How would I and those in my situation afford such vehicles even in the next 10 years?”
  - “Where not in Europe why should we follow them”
  - “When Brexit is operational, we should be able to make our own laws.”
- **Opportunity - These are examples of constructive responses:**
  - “The council have taken in my mind a too late approach on this matter, Birmingham Air is one of the worst in Europe, (and) we should be a clean smart city. Not Just Tax's, why are we not hitting Buses more? Why do buses still enter the city? We have a perfect chance to rid all non-essential vehicles from the city, Millennium point HS2 station, this should be a new hub for all transport, new large city bus depot, let's have buses and taxis drop off here. Easy mobile or walk distance to city. Let's rid the city streets of air pollution.”
  - “Suggest special deal for public service vehicles e.g. buses on grounds that pollution per passenger-km is probably lower than a flock of 1.2-passenger private cars.”
  - “Wouldn't a congestion zone charge be better like London?”

**Question 10: If you have answered no to the last question, what deadlines do you think we should apply in order to ensure that Birmingham meets the minimum Clean Air Zone standards of Euro 4 for petrol vehicles and Euro 6 for diesel vehicles by 2019?**

Number of responses	Theme					
	Between now and 2020	2021-25	2026+	Disagree with deadlines but don't propose any deadlines themselves	No deadlines at all	Other
482	130	96	16	34	45	45
<b>366*</b>	<b>35.5%</b>	<b>26.2%</b>	<b>4.4%</b>	<b>9.3%</b>	<b>12.3%</b>	<b>12.3%</b>

\* Total number of identified themes



### Summary:

- **About 36% of responses gave timescales of up until 2020 (a year after the proposed deadline). Example statements as below:**
  - “Should be extended to at least 2020 and only after proper tests and trials”
  - Last plate renewal should be in 2018 and after that no more renewals for all cars that don't qualify for emissions.
- **Approximately 12% disagreed with the proposed deadlines but did not propose any deadlines of themselves. Example statements as below:**
  - “I think that the phase out should be more gradual.”
  - “Changes coming too quickly. Drivers should be given more time to upgrade vehicles I want to drive new vehicle but we are not making enough earnings to buy a new vehicle so quickly.”
- **Many of these responses that didn't include any proposed deadlines had a recurring theme of taxi drivers currently in midst of a long term lease simply cannot afford to change vehicles. Example statements as below:**
  - “2 years ago I paid £12500 for a bmw which does not meet the requirement. If I had known then i would have waited and bought a car that would have meet the criteria now I cannot afford it because I am still paying the finance. Why so short notice who messed up I think they should compensate the drivers.”
  - “Why so short notice who missed up I think they should compensate the drivers. Vehicle can pass an MOT then it should be allowed to be used as a taxi.”
- **Various general statements that did not fit in any of the identified themes have been included in the “Other” category. These included references to lack of funding, lack of available work, out of council workers not being forced to change their vehicles. Example statements as below:**
  - “Why is it some other councils have no age limit yet their drivers are allowed to work in Birmingham you haven't a clue have you.”

- “Not enough time nor enough finance”

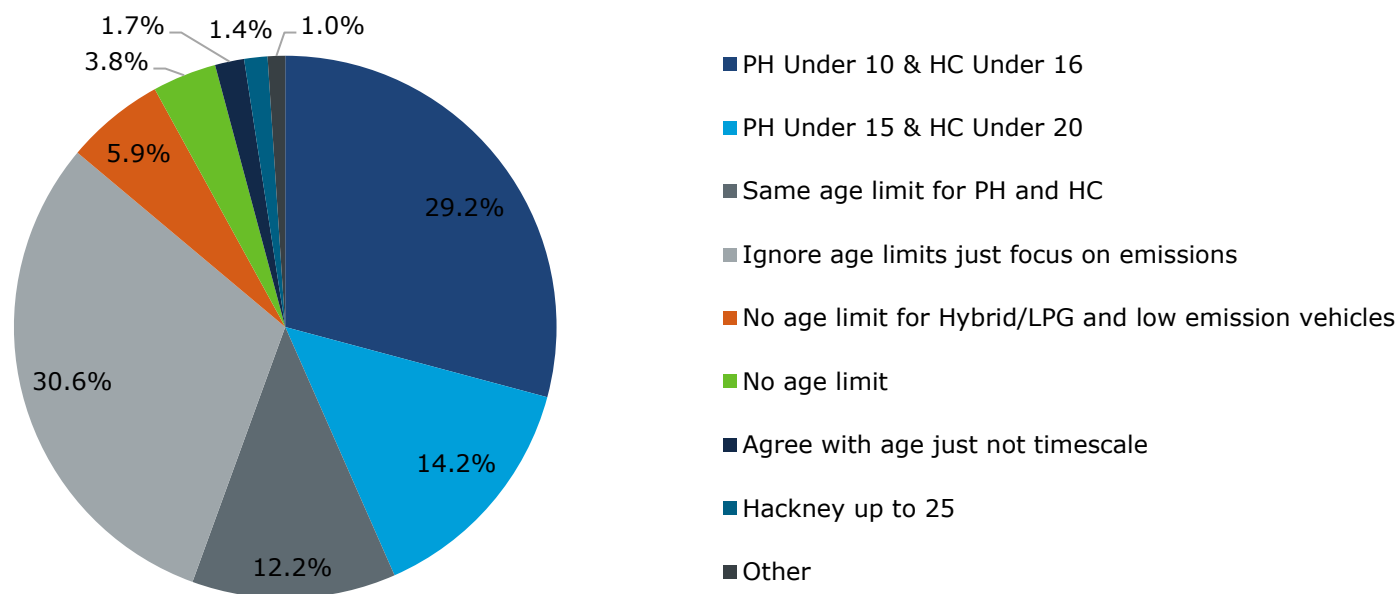
- **Opportunity - this is an example of constructive response:**

- “I don't believe any grants needs to be paid to Hackney carriage licence holders. It's a commercial world and the reduction in emissions could be easily achieved by one or more petrol stations stocking HVO fuel as used in Scandinavia and California. This fuel, which is now available in the UK, see [www.greenplus.com](http://www.greenplus.com), gives up to 90% reduction in carbon and 80% reduction in NOx particulate emissions. It is a drop in fuel, and can be the same price as current diesel but gives all the benefits in carbon and NOx reduction. The money saved in subsidising Hackney carriages can then be put to better use. HVO fuel has full engine manufacturer's warranties as the fuel is the same chemical structure as ordinary diesel. Scandinavia is the world leader in carbon and NOx reduction. They will be carbon neutral by 2045. Why reinvent the wheel when we can just copy them.”

**Question 12: If you have answered the last question to say that there should be different age limits, what age limits would you suggest?**

Number of responses	Theme								
	PH Under 10 & HC Under 16	PH Under 15 & HC Under 20	Same age limit for PH and HC	Ignore age limits just focus on emissions	No age limit for Hybrid/LPG and low emission vehicles	No age limit	Agree with age just not timescale	Hackney up to 25	Other
288	84	41	35	88	17	11	5	4	3
<b>288*</b>	<b>29.2%</b>	<b>14.2%</b>	<b>12.2%</b>	<b>30.6%</b>	<b>5.9%</b>	<b>3.8%</b>	<b>1.7%</b>	<b>1.4%</b>	<b>1.0%</b>

\* Total number of identified themes



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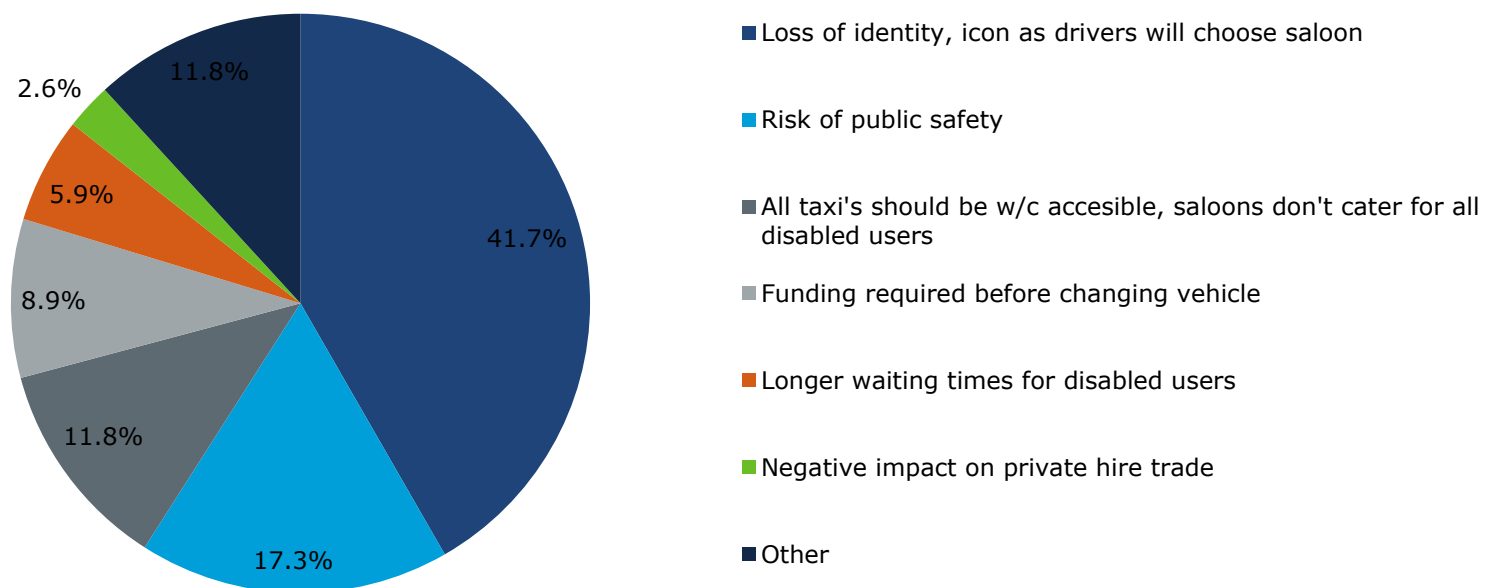
- **Almost 30% of people who answered the survey wanted just a slight adjustment (extra year or two) of the proposed 8 years for private hire and 14 for hackney carriages. Example statements as below:**
  - “15 for HC and 10 for private hire”
  - “A maximum age limit of 16 years on hackney and 10 year on private hire after that they should be out no exception should be allowed.”
- **Clear frustration shown by some private hire drivers, with about 12% disagreeing with proposal that hackney carriage drivers get an extra 6 years, feel unfairly targeted. Example statements as below:**
  - “There should be no age different between the two types, I. E. Hackney carriages & private hire. As it's the age of the car & the technological systems adapted to that vehicle will determine the level of emission concentration. Especially when most of Hackney carriages rely on their work to be in the city centre.”
  - “The age limits should be the same for private hire and hackney vehicles”
- **Repeated theme (30.6% of responses) from members of the public, private hire drivers and hackney carriage drivers that each vehicle should be assessed by its individual own merit and a decision on whether its emission level is acceptable in the city centre made. Example statements as below:**
  - “Every vehicle would be differently maintained.so there should be no age limit.”
  - “It should be the same for both emission levels not age.”
  - “It should be based on condition”
  - “I mostly agree with the policy, and whilst age is a good indicator it should not be used in place of direct measurement of pollutant levels.”
- **About 6% of responses wanted to highlight that they should be given an exception if their car is hybrid/lpg or had an emissions kit applied to it. Example statements as below:**

- “If the car is hybrid and low emissions there should not be an age limit but if the car is not meeting the emissions criteria the driver should have to replace their car.”
- “Age doesn't matter. As long as the vehicles pass the emission test with the new kit put in place then you would make hundreds of drivers happy so will be the environment.”
- **Various general statements that did not fit in any of the identified themes have been included in the “Other” category. These included references to private hire drivers also using their vehicles for personal use. Example statements as below:**
  - “PH should allow longer, as vehicles used for dual use, personal and business, PH income is limited, especially with restriction around City Centre and bus lanes, HC pollute more earn more and have more privileges and less fines etc.”

## Question 14: If you have answered no to the last question, what are your reasons for opposing a mixed fleet of hackney carriages?

Number of responses	Theme						
	Loss of identity, icon as drivers will choose saloon	Risk of public safety	All taxi's should be w/c accessible, saloons don't cater for all disabled users	Funding required before changing vehicle	Longer waiting times for disabled users	Negative impact on private hire trade	Other
258	113	47	32	24	16	7	32
<b>271*</b>	<b>41.7%</b>	<b>17.3%</b>	<b>11.8%</b>	<b>8.9%</b>	<b>5.9%</b>	<b>2.6%</b>	<b>11.8%</b>

\* Total number of identified themes



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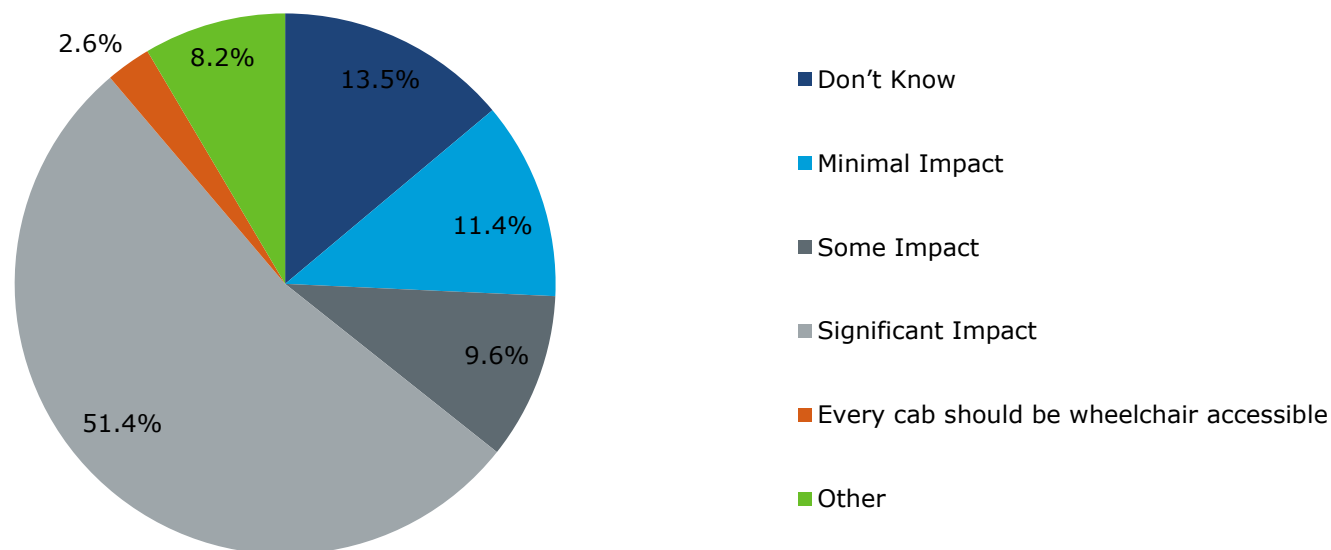
- **There was a consistent theme of fear of losing the identity of hackney carriages with over 40% making references to this. If the hackney licence is available to saloon car many drivers say they would move or anticipate others moving to the saloon as they can do both (private hire and hackney). Example statements as below:**
  - “A hackney carriage is synonymous to being a taxi. It allows more people in, of greater ages and abilities. They are a stereotypical part of the identity of a British city, inc Birmingham, which we should protect. Technology will catch up with demand, reversing a mix of saloon cars as hackney carriage will be harder.”
  - “We would lose our identity and it would appear that we have a one tier system.”
  - “Because the definition of a taxi is a Hackney carriage vehicle and a Hackney Carriage is like the coat of arms of a city it would be like given up your identity”
- **About 12% stated that the saloon option would not cater to all disabled users, common example given was those with manual wheelchairs, with an additional 6% saying the proposed policy will result in longer waiting times for wheelchair users. Combined, nearly 18% believe the policy would in some way be detrimental to wheelchair users. Example statements as below:**
  - “You are discriminating against disabled people’s right to hire a hackney vehicle on a rank or a flag down do they have to wait longer than an abled bodied person? I don't think so see you in court.”
  - “Every hackney vehicle should have wheelchair facilities it's not fair on disabled people if there are less vehicles they have a longer wait”
  - “The disabled would be discriminate against simply if there were no wheel chair available cab on the rank they would have to wait for one ,why should they are they be considered inferior”
- **Additionally public safety was brought up in 17.3% of responses, by hackney drivers and the general public, stating not knowing the difference between a taxi and a private hire could be a potential risk to public safety such as private hires not providing insurance if not pre-booked. Example statements as below:**

- “Passengers will be at risk. It's hard for them to know they are travelling in hackney carriage or a private hire. Especially in night work. In saloon vehicles there is no passenger compartment so drunk or abusive passenger can easily access to the driver.”
  - “No difference between hackney and private hire. Passengers already will not be able to distinguish between the types and therefore risking public safety”
  - “There is no difference then between hackney carriage and private hire. The public will not know the difference which could cause public safety issues of no insurance”
- **Also approximately 12% of responses made reference to saloon cars not providing wheelchair access with Hackney Carriage drivers claiming saloon type vehicles cannot be utilised by all disabled users. Example statements as below:**
    - “Disabled customers won't be able to use saloon type vehicles. For this reason, only London style cabs should be licensed as hackney carriages.”
    - “Cars are not manual wheelchairs friendly and no safety for driver's without partitions”
- **Various general statements that did not fit in any of the identified themes have been included in the “Other” category. These included claims by Hackney Carriage drivers stating they should not be forced to accept wheelchair users which may be lower in fare because the saloon in front cannot cater for the customer. Example statements as below:**
    - “Why should I, do a wheelchair job which the car in front can't do or makes up some excuse that he can't do it. there would be too much problems from the start”
    - “If the mini cab in front of me had a short job of £4 and could not do it he could the probably take my job which could be £10. Ask yourself a simple question, would you like the next person to you in your office getting paid twice what you are for the same type of job. Enough said on that!”

**Question 16: How significant do you think the impact on disabled passengers would be if there were fewer wheelchair accessible hackney carriages licensed by Birmingham? Can you support your answer with any data? – Impact**

Number of responses	Theme						
	Don't Know	No Impact	Minimal Impact	Some Impact	Significant Impact	Every cab should be wheelchair accessible	Other
498	67	16	57	48	256	13	41
<b>498*</b>	<b>13.5%</b>	<b>3.2%</b>	<b>11.4%</b>	<b>9.6%</b>	<b>51.4%</b>	<b>2.6%</b>	<b>8.2%</b>

\* Total number of identified themes



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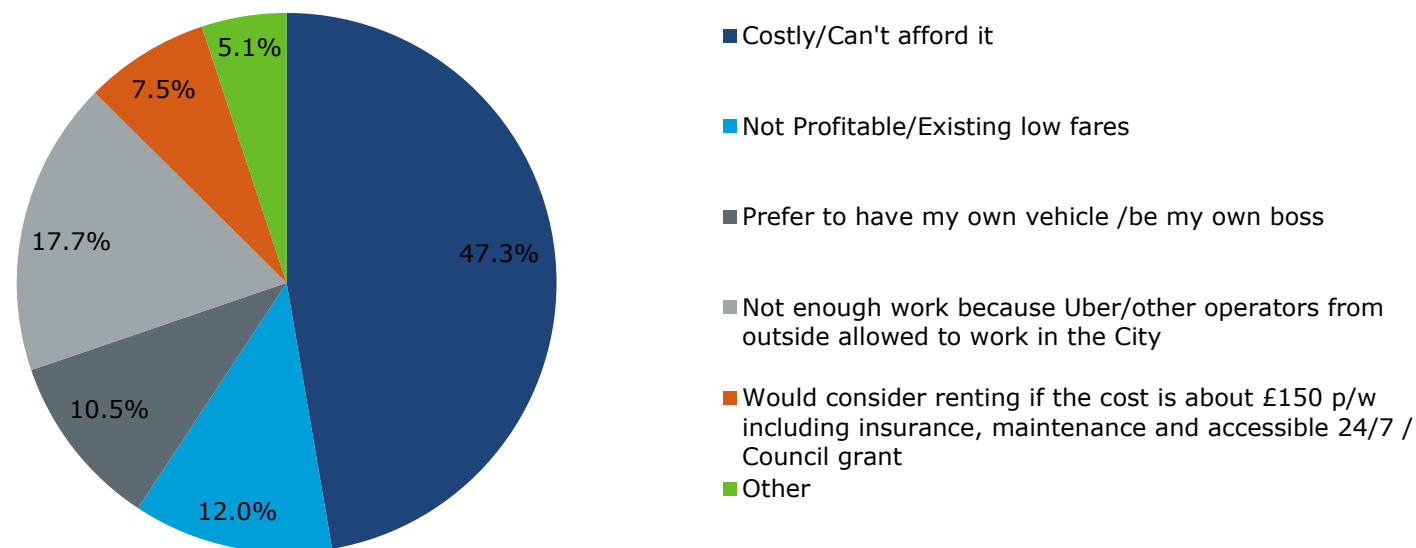
- **The majority of responses (73%) indicate that there will an impact (minimal to significant) on disabled passengers if there were fewer wheelchair accessible Hackney carriages.**
- **More than 50% (51.4%) believe this impact will be significant, however, only 20% provided data to support their answers. Example statements as below:**
  - “Very significant -this would be a step backwards.”
  - “Very big impact as a lot of wheelchair users demands accessible hackney carriages. I personally assist 2/3 per shift.”
  - “I am a radio driver for TOA and I do at least 3 to 4 wheel chair jobs every day. These passengers would never be able to travel anywhere without the service my vehicle can provide.”
- **Some drivers indicate that disabled passengers are “already struggling” to get taxis and this proposal will only cause them more problems. Example statements as below:**
  - “There’s not enough disable access vehicles anyway and it will effect very significantly wheelchair users”
  - “Wheelchair users already struggle to get taxis and this proposal will reduce their availability even more.”
- **Various general statements that did not fit in any of the identified themes have been included in the “Other” category. These mainly show concerns for disabled users and support wheelchair accessible hackney carriages drivers. Example statements as below:**
  - “There should be bigger vehicles for disabled passengers, so they can easily turn round the wheelchairs”
  - “Any decisions regarding transportation which effects people with disabilities must be considered with far greater attention in order to assist those needy.”
  - “There should be financial support criteria for such type of vehicles to encourage their owners”

- **Opportunity – this is an example of a constructive response:**
  - “Measures should be taken to ensure availability, e.g. apps to check locations/order a suitable cab at a rank.”

## Question 18: If you have answered no to the last question, what is your reason for saying no? - Answered no to renting or hiring

Number of responses	Theme					
	Costly/Can't afford it	Not Profitable/Existing low fares	Prefer to have my own vehicle /be my own boss	Not enough work because Uber/other operators from outside allowed to work in the City	Would consider renting if the cost is about £150 p/w including insurance, maintenance and accessible 24/7 / Council grant	Other
272	158	40	35	59	25	17
<b>334*</b>	<b>47.3%</b>	<b>12.0%</b>	<b>10.5%</b>	<b>17.7%</b>	<b>7.5%</b>	<b>5.1%</b>

\* Total number of identified themes



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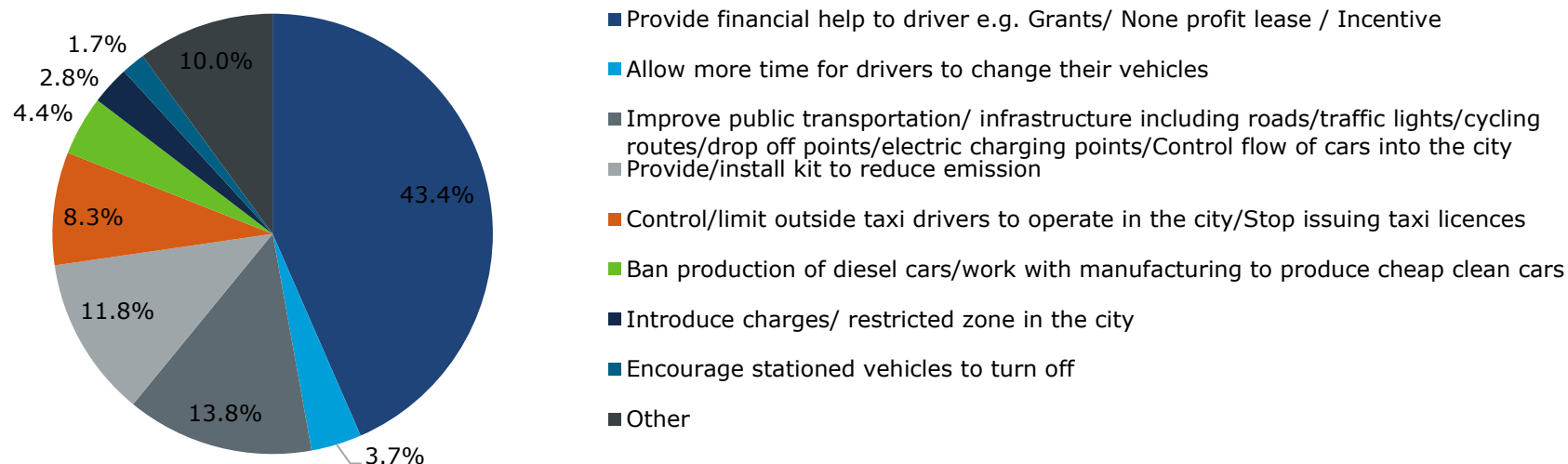
- **The cost of renting or hiring is the main obstacle for drivers. 47.3% stated cost as the key reason for not considering hiring or renting. Example statement as below:**
  - “Renting a private hire vehicle is very expensive and I would not be able to afford it. ”
  - “It would be too costly and not affordable. You got to realise our earnings are limited.”
- **Many drivers (17.7%) believe that there is a limited amount of work in the city due to competition from other private hire coming from other counties and companies like Uber. Example statements as below:**
  - “The amount of work available now due to competition from both private hire coming in from other counties allowed to work cross border and companies like Uber I think we are just about surviving and drivers are working longer hours to make a living and I can't see how they can afford to buy new cabs or even rent them as it won't be cheap”.
  - “I believe the rent for these cabs will be very high so it will not be affordable in Birmingham where most of the taxi work is pirated by Uber or other private hire cars and licensing department has no solution to this problem, in fact I believe that licensing department is part of this problem.”
- **12% of responses stated that hiring or renting is not profitable with the existing fares and low level of work. Example statements as below:**
  - “The rent is too expensive. After paying the rent, drivers will be left with nothing.”
  - “Hiring or renting costs are far more than the wage we get. I have expenses to take out like bills to pay a house to run I can't be paying money on top as the taxi business is not as busy.”
- **7.5% of responses would consider hire or renting if the price in the range of £150/week including maintenance, insurance and 24/7 access or if the council provide financial support e.g. grant. Example statement as below:**
  - “Would only consider renting a vehicle if it £150p/w which included insurance, maintenance and was for 24/7 use.”

- “In my opinion I would like a grant to buy a new vehicle from the council to pay for half of my vehicle due to me not being able to rent out another vehicle.”
- **Various general statements that did not fit in any of the identified themes have been included in the “Other” category. These mainly present suggestion to tackle the pollution issue. Example statements as below:**
  - “Keep traffic flowing so congestion does not build up.”
  - “Upgrade other buses and lorries first as they pollute more”
  - “I think there should be more consultation before any final decisions are made.”
  - “The air pollution within Birmingham does not primarily stem from vehicles, but rather from the factories in the region.”
- **Opportunity - These are examples of constructive responses:**
  - “Reduce the poaching that we suffer to 'all of the above' - Sandwell, Wolverhampton and the likes etc. This may allow Birmingham HC drivers to earn enough money to consider purchase of replacement vehicles. This combined with smarter working patterns and two drivers - per taxi would also be a potential solution.”
  - “Introduce a meter fitted to all vehicles including private hire all charging the same rate.”
  - “Council owned taxi's meaning the cars could be shared between taxi drivers and rented.”
  - “Take away City centre car parks and replace them with say half a mile North, South, East and West car parks with frequent Metro links to City Centre. This would be self-funding through sale of expensive city centre parks to fund car parks in Nechells, Aston, Ladywood/Edgbaston and Highgate/Balsall Heath. As well as rejuvenating those areas would be complementing a richer, cleaner city centre.”

**Question 19: Is there anything that you think the City Council or the Government can do to help vehicle owners to drive cleaner, less polluting vehicles or to reduce levels of air pollution in the city? - Drive cleaner, less pollution**

Number of responses	Theme								
	Provide financial help to driver e.g. Grants/ None profit lease / Incentive	Allow more time for drivers to change their vehicles	Improve public transportation/ infrastructure including roads/traffic lights/cycling routes/drop off points/electric charging points/Control flow of cars into the city	Provide /install kit to reduce emission	Control/lim it outside taxi drivers to operate in the city/Stop issuing taxi licences	Ban production of diesel cars/work with manufacturing to produce cheap clean cars	Introduce charges/ restricted zone in the city	Encourage stationed vehicles to turn off	Other
447	199	17	63	54	38	20	13	8	46
<b>458*</b>	<b>43.4%</b>	<b>3.7%</b>	<b>13.8%</b>	<b>11.8%</b>	<b>8.3%</b>	<b>4.4%</b>	<b>2.8%</b>	<b>1.7%</b>	<b>10.0%</b>

\* Total number of identified themes



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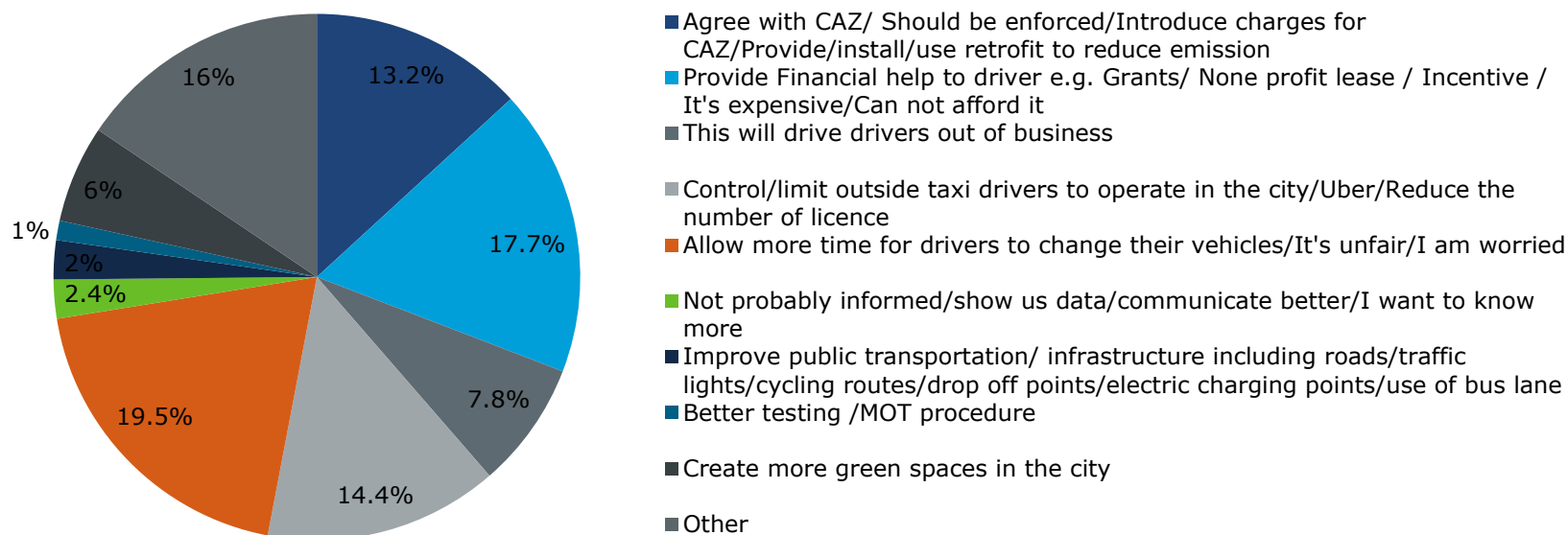
- **About 44% of responses asked for financial help to driver e.g. grants/ none profit lease / incentive to help with purchasing low emission vehicles. Example statement as below:**
  - “Provide financial support to upgrade the cars to for in cleaner exhausts”
  - “Yes give us good amount of grant so we can all update for new cabs”
  - “Offer better incentives to come out of these high polluting vehicles.”
  
- **13.8% of responses considered improving public transportation/ infrastructure including roads, traffic lights, better cycling routes, creating drop off points, install more electric charging points and control flow of cars into the city. Example statement as below:**
  - “Reduce amount of traffic coming in to city centre.”
  - “Improve on the road structure, junctions, traffic lights, and better filter systems on right turn at lights, bus stops without the ass end of the bus sticking out cousin obstruction.”
  - “Better public transport more trams outside town drop off for private hire or pacific points if drop off where there would be public transport for passengers.”
  - “I think the extension of public transport projects such as the Metro extension and opening of public train stations at Kings Heath and Moseley should be a top priority to reduce vehicle usage.”
  
- **Approximately 12% of responses suggested providing/installing kit such as CGON unit, LPG to reduce emission as an alternative solution. Example statement as below:**
  - “Put kit in the vehicles that sort all the problem and drivers do not have to buy new vehicles.”
  - “Use retrofit solutions like the CGON unit which is affordable and reduces emissions.”
  - “Convert more taxis vehicles to LPG”

- **Various general statements that did not fit in any of the identified themes have been included in the “Other” category. These mainly present suggestions to tackle the pollution issue. Example statements as below:**
  - “Keep traffic flowing so congestion does not build up.”
  - “Increase the cab fares and decrease the tax rates on the cabs and have garages specific to cabs that don’t charge as much for repairs.”
  
- **Opportunity - These are examples of constructive responses:**
  - “Introduce no driving days, or days when half of the drivers (odd/even number plates) can't drive. Have no driving days as festivals.”
  - “Roadside tests for polluting vehicles.”
  - “Have a policy of no diesel Lorries in the city during the day.”

## Question 20: Is there anything else that you would like to say about the proposals that you have not said so far? - Final Comments

Number of responses	Theme									
	Agree with CAZ/ Should be enforced/Introduce charges for CAZ/Provide/install/use retrofit to reduce emission	Provide Financial help to driver e.g. Grants/ None profit lease / Incentive / It's expensive/cannot afford it	This will drive drivers out of business	Control/limit outside taxi drivers to operate in the city/Uber/Reduce the number of licence	Allow more time for drivers to change their vehicles/unfair /I am worried	Not probably informed/show us data/communicate better/I want to know more	Improve public transportation / infrastructure	Better testing /MOT procedure	Create more green spaces in the city	Other
475	44	59	26	48	65	8	8	4	20	52
<b>334*</b>	<b>13.2%</b>	<b>17.7%</b>	<b>7.8%</b>	<b>14.4%</b>	<b>19.5%</b>	<b>2.4%</b>	<b>2%</b>	<b>1%</b>	<b>6%</b>	<b>16%</b>

\* Total number of identified themes



### Summary:

- **19.5% of responses indicated that drivers are worried, the proposal is unfair and wanted more time should be allowed to change their vehicles. Example statements as below:**
  - “We should have been given lot more time to change our vehicles.”
  - “It’s unfair for the cab driver to pay extortion money for new taxis.”
  - “Worried about my living.”
- **Repeated theme as in Question 18, many responses (17.7%) asked for financial help e.g. grants/ none profit lease / incentive to help with purchasing low emission vehicles as it is very expensive. Example statements as below:**
  - “Drivers should be helped more with funds towards the new cars.”
  - “Increase the funding for black cabs or offer interest free loan for the drivers.”
  - “It's very difficult for hackney drivers, because the prices of electric vehicles.”
- **Another recurring theme as in Question 18 is that many responses (14.4%) asked the council to control/limit outside taxi drivers to operate in the city and reduce the number of licence. Example statements as below:**
  - “Stop other licensed drivers to drive in Birmingham.”
  - “If you had limited the number of licensed vehicles in Birmingham then we wouldn't have this problem today.”
  - “Birmingham licensed driver should only work within Birmingham and no other drivers.”
- **Also, a small percentage of responses (6%) recommended the use retrofit solution, like the CGON unit. Example statements as below:**
  - “The council could use retrofit solutions like the CGON unit which reduces emissions and is an affordable solution.”

- **Various general statements that did not fit in any of the identified themes have been included in the “Other” category. These mainly present suggestions to tackle the pollution issue or an opinion of the issue. Example statements as below:**
  - “Short car journeys should be replaced - people need to be encouraged to walk or take public transport.”
  - “The restrictions should apply to all high polluting vehicles entering the City centre”
  - “I think all three parties should work together to achieve positive results.”
  
- **Opportunity - These are examples of constructive responses:**
  - “Make Birmingham greener! Not only cars but also more trees and parks please!”
  - “Probably compulsory for every road to have certain level of trees. Instead of selling all those roads to investors to build more high rises socially in city centre, rather make more green spaces and plant edges on sides of the roads.”