

## **Hackney Carriage Association Meeting**

Wednesday 15<sup>th</sup> June 2022

### **Officers Present:**

Carol Stos (CS)	Licensing Service Manager
Steven Knighton (STK)	Enforcement Manager
Elisabeth Spencer (ES)	Customer Service Manager
Sadiya Patel (SP)	Senior Licensing Officer
Tanya Smith (TS)	Licensing Officer Service Support

### **Trade Representatives Present:**

Fiaz Suleman	Bradford Hackney Carriage Taxi Trade Association
Sagheer Rehman	Bradford Hackney Carriage Taxi Trade Association
Tahir Riaz	Hackney Carriage Owners and Drivers Association
Shabbir Master	Hackney Carriage Owners and Drivers Association

### **1) Introduction**

Steven Knighton opened the meeting and thanked everyone for attending. Representatives were advised that their microphones were muted and if they wanted to ask a question they could write this in the chat box or raise the hand icon and their microphone would be enabled so they could speak. This is to allow the meeting to flow naturally and avoid people speaking over each other.

### **2) Licensing Service Update**

The Licensing Service is pleased to confirm that updates to make life easier for licence holders to engage with the Service via the website are still continuing.

Recently, the Licensing Service have introduced a new reporting section on the [Hackney Carriage & Private Hire Service](#) home page for reporting the following:-

[Report a Road Traffic Collision](#)

[Report New Penalty Points](#)

[Report a Conviction or Arrest](#)

The [Hackney Carriage & Private Hire Service website](#), is continually being updated to ensure key information is accessible to licence holders. Many of the common questions asked are covered by the website and it is recommended that licensees or

those looking to become a licensed driver use the website as your first point of referral.

### **Access and security at Shearbridge**

Shearbridge is an incredibly busy depot and home of the Council's Fleet Maintenance. As such it is a secure and hazardous site and there are strict requirements in place for staff and visitors that must be adhered to.

The Licensing Service started to move away from "Drop-in" appointments in 2019. This was further pushed by the COVID pandemic, which saw a need for non-face to face appointments so that the service could continue to process licensing applications.

For some time, the Service has not seen customers at Shearbridge, other than for pre-arranged appointments.

As the access to the depot must be controlled there have been several security upgrades including, upgrading the perimeter fencing and gates. Access will only be granted to those who have a pre-booked appointment, such as vehicle tests. If there are any other reasons for you to attend the depot in person, you will require confirmation of an appointment, that will be sent to you and we will update the staff that control access to the site.

Please do not attend Shearbridge Depot without an appointment. You will not be permitted access without a pre-booked appointment.

## **4) Enforcement Update**

### **Fare increase**

This will be in effect as of the 25<sup>th</sup> June 2022.  
Chairs of both associations have been made aware

### **Unmet demand - key points**

The average weekly passenger usage is 19,748

Since the last survey there has been a decrease in night time demand and an increased focus on daytime demand

Bank Street has been identified as the busiest passenger location, followed by the Interchange rank.

30% of people surveyed did say they would use more hackney carriages if they were available to phone for.

The conclusion is that there is no unmet demand in Bradford at this time. The Licensing Service will submit an application to retain the current number of issued HCV licenses.

## **Disability Users**

Wheelchair passengers has increased by x3 this is an increase since 2018. In addition, 42 people with clear disabilities were seen being assisted into HCV during the observation period. This is a x2 increase from those observed in 2018. Both suggest that passengers are getting used to having accessible vehicles available and making use of them. The relatively high volume observed in Bank Street, alongside growth of use of that rank in general, is encouraging. The overall picture from the rank observations, including that for those needing either wheel chair accessible or other assistance, is very positive, particularly given the difficult circumstances that have prevailed over the last two years with the impacts of the pandemic.

Of the total respondents, 13% said they had been refused transport related to their disability. 12% were charged more, 12% were made to feel uncomfortable by the driver, 10% said a driver had refused to take them because they were in a wheelchair, 5% said they had been refused because of some other aspect of their disability, not being in a wheelchair or having a dog with them, and 2% had been refused because they had an assistance dog.

Two thirds thought all replacement and new hackney carriages should be WAV 24% said more wheel chair accessible vehicles – even though the current fleet is fully wheel chair accessible. 20% sought a wider variety of wheel chair accessible vehicles.

## **5) Agenda Points**

### Point 1 – Direct contact number for the service

Q) There is no direct contact number for Shearbridge and drivers have issues getting a quick response on email, is there a direct contact number for the Service or can the front desk be opened?

A) If drivers email [Taxi.testing@bradford.gov.uk](mailto:Taxi.testing@bradford.gov.uk) , these emails are prioritised and dealt with, there will be no front desk due to the long wait times previously experienced by drivers. There would also be an increased security risk if the front desk was opened as it is a high risk depot, meaning the depot would need additional security. Emailing is a more efficient point of contact.

### Point 2 – Mobile Phone use and issues turning radio off while driving

Q) Drivers are going to experience difficulty having no interaction with their phones while in their vehicle

A) There is to be no contact with a mobile phone while driving due to the level of distraction involved. All Hackney Carriage and Private Hire Drivers are reminded that as professional drivers, you should pull over in a safe/legal place, securely park your vehicle and ensure the engine has been turned off before using any mobile device, and advised to refer to [Changes in the law on driving while using a mobile phone \(parliament.uk\)](https://www.parliament.uk) .

### Point 3: Hackney Carriage Ranks

The Morley Street Rank is required; Trade representatives are advised to re-submit their request for this

Q) There is an issue with cars being parked on the Sunbridge Wells Rank, is there advice on how to stop this?

A) Parking Services have previously been informed of this issue, Drivers are encouraged to contact Parking Services if this continues happening.

Q) There is also an issue with Private Hire drivers parking in Hackney Carriage Ranks

A) Any issues with Private Hire Vehicles parking in Hackney Carriage Ranks needs to be reported to our Enforcement Team going forward.

### Point 4: Carrying of Disabled Passengers

Q) There is a lot of additional work and time involved in carrying a wheelchair passenger. Can there be a tariff involved in carrying a disabled passenger?

A) The law states that Hackney Carriage drivers have a responsibility to carry all passengers regardless of disability. We cannot discriminate against a wheelchair passenger. Drivers can apply for exemptions for their vehicle if they feel they cannot carry these passengers. For more information, please click on the link below.

[Hackney Carriage and Private Hire Service | Bradford Council](#)

### Point 5: Demand for Mixed Fleet

Q) There is a demand for Mixed Fleet Hackney Carriage vehicles in other councils but not Bradford, why is this?

Is there a possibility of having a percentage of the Hackney Carriage vehicles in Bradford as Non-WAV? There is an issue with passengers choosing smaller Hackney Carriage vehicles on the rank rather than the larger vehicles as they may think these vehicles will charge less than others.

A) The Licensing Service tried to get mixed fleet agreed by the Trade previously but they did not provide a service at the time. There will be problems among the trade as to who would get to drive the non-WAV vehicles. The mobility group do not want a change in these vehicles, the trade is requesting this change, so discussions can be held to decide if mixed fleet vehicles would provide the best service to Bradford.

## **6) Close**

Thank you to everyone for attending this webinar meeting. Please send feedback on how you think it went as this is something we would be looking at continuing in the future.

From the chat the majority of people felt the meeting was a success however they would still like a face to face meeting every now and again.

## **7) Actions from Meeting**

- Request an update regarding Morley Street Rank and provide an update to Trade
- Drivers advised to report any PH vehicles parking in HC ranks to our Enforcement team
- Discussion about mixed fleet to take place at a further date
- Any vehicles parked in HC ranks need to be reported to Parking Services
- STK to facilitate an Association rep to attend the next mobility planning group meeting
- Request an update regarding Morley Street Rank and provide an update to Trade
- Finalise Rank Request Form so this can be published to the Trade Representatives.
- Send Ian's details to the Trade Representatives regarding Bradford Interchange.
- Update the Trade around the Unmet Demand Survey once finalised
- Review advertising process to make it clear and easier to follow.

## **8) Date of New Meeting**

We will confirm the date of the next meeting and whether this will be held via a Teams Webinar or at Shearbridge Depot via email.