

Minutes of Hackney Carriage Meeting – 28th October 2014

Present

Carol Stos	Licensing Manager
Geoff Binnington	Principal Officer, Fleet and Transport Services
Matthew Bibby	Licensing Support Officer (Minute Taker)
Matthew Taylor	Enforcement Officer
Shabbir Master	Bradford Hackney Carriage Owners & Drivers Association
Shabir Munir	Bradford Hackney Carriage Owners & Drivers Association
Mohammad M Khan	Bradford Hackney Carriage Owners & Drivers Association
Tahir Riaz	Bradford Hackney Carriage Owners & Drivers Association
Mazar Iqbal	Bradford Hackney Carriage Owners & Drivers Association
Shabir Ahmed	Keighley and Bradford Taxi Driver's Association
Colin Philpott	Bradford Breakthrough

1) Welcome, Introductions & Apologies

Officers opened and welcomed everyone to the meeting.

Habib Nawaz Bradford Hackney Carriage Owners Association

2) Ambassadors

There was an overview of this scheme, the fact there are to be 2 pilot events in November at the Media Museum, November 6th and 27th, 10.30am – 2.30pm. The training will promote a positive approach to the many tourist attractions in the District.

Names of interested HC drivers have been sent to Officers' for review.

The scheme represents a business opportunity for drivers and gives them a chance to become involved with many businesses within the Bradford District. This may offer a competitive edge to drivers who take up the voluntary opportunity.

The session involves a short test at the end to ensure applicants have listened and learned from the event. Applicants who pass will be given a sticker to display on their HC vehicle and will be given a pass certificate.

The idea of drivers who pass getting discounts from attractions within the district was mentioned as a possibility for the future. It will need some more investigation though so can't be confirmed at this stage.

3) Keighley and Bradford Association agenda points

A number of questions / agenda points were delivered to the service at short notice. Each of the questions/points had been answered previously but the Association claimed the HCPH Service had failed to record them. The Service confirmed that this had been done to avoid embarrassment to the Association and that their representative had been invited to meet with Officers to go through the points but had refused.

Each of the questions/points was tabled and discussed. The Association appeared confused as to whether it had received a written response previously but it was clarified that it had.

Officers highlighted at the conclusion of this discussion that the trade representatives should communicate more effectively with each other and the Service. It was evident that other than the Association raising the points all other attendees were aware of the answers. As such the repeat raising of the 'the same' issues is not an effective use of officers / representatives time.

For the purpose of this meeting summary, full answers are provided on the sheet attached to this. To avoid further embarrassment the questions and minutes will not be published on the website and this section will be edited to such effect.

4) **Training – Vehicle Checks**

In June's newsletter, prior to all the training that took place over the summer; an article was put in the newsletter and on the website regarding how to carry out vehicle safety checks. A link to a VOSA DVD was also included.

Around 600 drivers have since attended driver training with the majority learning how to carry out checks.

The link will be resent out in October's newsletter and will be given out at the counter at Shearbridge. The service will also be writing directly to every single licensed person. All drivers who come to future training sessions must have looked at the DVD clip online to be sure of how to carry out the vehicle checks.

5) **Knowledge Test**

The Knowledge Test has now been reviewed following the 'new style' test which was introduced a couple of months ago. Applicants who are to take the test need to have a good knowledge of key places and landmarks in the Bradford District. These places include hotels, restaurants, parks etc.

Applicants will be able to find some sample questions on the website by visiting www.bradford.gov.uk/taxiandprivatehire

This information will also be included in the letter that is to be issued to all licensed people.

6) **Information regarding ranks – Norfolk Gardens, Sunbridge Road & Sackville Street**

An update was provided from Highways. Due the difficult situations and 'unmanageable' problems, the Police have written to Highways to request they close Sackville Street rank overnight on Fridays, Saturdays and Sundays. Highways have suggested a couple of possible alternatives on Sunbridge Road as they intend to proceed with the Police request. The trade has concerns with locations along parts of Sunbridge Road as they fear the 'Sun Pub' is too far away from Sackville Street and that they will lose customers to PH trade.

The trade feel they are being treated poorly as they have already lost Bridge Street to Police vehicles and keep suffering numerous temporary closures to Norfolk Gardens. Suitable alternative locations to Norfolk Gardens are not being provided by Highways and this is affecting the ability of the Trade to earn money.

Officers will continue to work on arranging a multi agency meeting involving Police, Highways and the Wardens service at which point a more detailed discussion on the multiple ranks issues can be discussed.

7) **Vehicles (Workshops – Drop in sessions)**

As documented in September's newsletter, the service is holding 'drop in sessions' at the workshop on a fortnightly basis. The sessions are Wednesday afternoon 1.30pm – 3.30pm. Drivers or vehicle owners can drop in and ask questions about their vehicles. The next sessions are 12th November and 26th November.

There have been increasing numbers of drivers who have bought vehicles that do not have the correct paperwork. The service requests that vehicles presented for licensing have the correct certificate or that the owner understands they budget in the cost for IVA when purchasing that vehicle.

8) **Customer Survey Feedback**

Results were given. Nearly 1000 customers attended Shearbridge over the period of the survey. 346 completed the survey with about 90% being very happy with the service they received. Less than 1% of people were dissatisfied with the service they received.

Almost 10% of drivers felt that Operators do not keep them informed. Just over 15% of drivers believe that there is not enough communication from trade representatives.

There are plans to hold 2 further surveys in coming months, perhaps 1 before Xmas and 1 into the New Year.

A suggestion was made to put the HC/PH badge number on but this is already on the forms for the original survey

9) **SNAP Survey**

The survey will be sent out via website link for all Drivers / Operators / Proprietors to look at. The details of the pass code they will need to enter in order to complete the survey will be provided with the letter that we send out to all licensed individuals.

10) **Statistics**

The service and representatives are continuing to work on improvements to pass rates.