

# Minutes of Hackney Carriage Meeting – 16<sup>th</sup> August 2017

## **Present:**

Mohmmad M Khan	Bradford Hackney Carriage Owners & Drivers Association
Shabir Munir	Bradford Hackney Carriage Owners & Drivers Association
Tahir Riaz	Bradford Hackney Carriage Owners & Drivers Association
Carol Stos	HCPH Licensing Service Manager
Dennis Rowe	HCPH Licensing Compliance Officer (Note taker on the day)

## **1. Introductions & Apologies**

Matthew Bibby (Licensing Support & Systems Officer) unavailable.

Licensing Manager welcomed everyone present.

## **2. Last Minutes – feedback of actions**

The last meeting was 3<sup>rd</sup> November 2016.

Licensing Manager explained the proposed Policy for CCTV for licensed vehicles had been deferred until a later date. This was to enable the Service to explore further the technical and legal requirements of the condition before submitting it to committee.

Trade Reps commented that the CCTV proposal was a good idea but their members had voice concerns over the price of installation.

Licensing Manager explained that they would be a subsidy (£100) being made available to go towards installation. Trade Reps could explore group discounts with suppliers of CCTV systems. Further savings could also be made through reduced insurance premiums. CCTV is of benefit to the driver and the public assisting to resolving any issues that may arise.

## **3. Ranks**

Licensing Manger explained that it would appear that BMDC Highways have at times closed hackney ranks without sufficient notification to the Trade. Highways have been asked that prior to closing or suspending Ranks that the Service and the Trade are informed to allow time for appropriate arrangements to be made. Also clarification would be sought from Highways regarding part time ranks that contained road traffic markings to ascertain when ranks were operational.

- ***Action, Licensing Manager to contact Highways re: part time hackney carriage ranks.***

Trade Reps commented that the Rank outside of the Norfolk Gardens Hotel, highways had agreed that when an event was to take place that would result in the suspension of the Rank, then an alternative rank would be made available. Could this position be clarified with Highways?

- ***Action, Service to contact Highways and seek clarification.***

#### **4. Out of area vehicles**

Trade reps commented that they had noted out of area hackney vehicles still working for operators who had not implemented the conditions set out by BMDC for these vehicles to be able to work within the Bradford district as private hire vehicles.

- **Action, Enforcement Officers to look into this matter and update once this was done.**

#### **5. Trade representative submissions**

##### **Question A**

*Hackney carriage have no space as all the ranks blocked by the general public there is no one to enforce the parking system*

*Try to arrange meeting with parking services but they said ask hackney carriage department to arrange meeting*

*They also said whenever department ask for service we do provide.*

*We did discussed in last meeting in November but nothing has been done*

*Answer – please see point 3 above.*

##### **Question B**

*As we were promised 3 years ago once everyone done course then we needs to do refresher course which will take less time and fees but nothing done we are doing refresher course where everything is repeated. There is nothing new.*

*Why wheelchair training is included in refresher course.*

##### **Answer**

Licensing Manager explained that the driver refresher training had been reviewed. Refresher training is to be delivered using an interactive style and will be shorter. The training is being trialled on the 6<sup>th</sup> September to be fully rolled out in October. The cost of the training would remain the same £30.

##### **Question C**

*How we starting with the new conditions because it feels workshop side already moved with new conditions small faults coming bigger. Do we have to pay £75 each time?*

This question was not clear; the new re-test fees are applicable from the 11<sup>th</sup> September 2017.

Trade reps asked for clarification when the fees would be applied. Trade reps commented that they were not mechanics and if a vehicle had failed inspection after a recent MOT then they should not be liable if the vehicle subsequently failed a safety inspection at Shearbridge Depot.

##### **Answer**

It was explained that if a vehicle was presented for inspection at Shearbridge and failed, the proprietor of the vehicle should provide evidence to evidence that all reasonable steps had been taken to mitigate the failure, this should include vehicle safety checks, repairs carried out and relevant service history according to the vehicle handbook, daily check sheets were up to date, and the recently passed MOT. All this would be taken into consideration.

It was agreed that if a hackney vehicle had passed its MOT (VOSA), 7 days prior to inspection at Shearbridge Depot and providing all the steps mentioned above had been taken, then in those circumstances the retest fee would likely be refunded.

##### **Question D**

T&A Reports

Each time when Shearbridge provide news to T&A its says Cabs or taxis done this we have asked before this question why hackney carriage are included in whole news why don't you give them separate figures where we have not one car involved in that incident. E.g. no insurance, dangerous fault,

### **Answer**

Licensing Manager explained that the press had will not ask the Service to clarify points or let us know what they intend to print. When the Service does get asked to produce information or give a statement we will ask for the use of the correct terminology of private hire or hackney carriage and not Taxi.

### **Question E**

Waiting Time in Shearbridge

Up to 3 hours wait when you ring no reply, sent email no reply or sometimes after 3 or 4 days reply which is too late.

### **Answer**

The Licensing Manager acknowledged this, and apologised for the long delays, it was then explained the steps the Service has taken and implemented to reduce waiting times and improve the service being offered;

### **(Step 1) Hackney Carriage/ Private Hire Vehicle Licence Renewal Service, Drop off and Collect or Click and Collect.**

The Service is now offering the option for customers to drop off applications for renewals for **vehicle licences** at Shearbridge Depot. Enforcement Officers would be visiting operators/ranks to promote the new service and to demonstrate how it works and the benefits of using this service which will result in no queuing or waiting time at Reception. Information is also available on the website.

### **(Step 2) Meet and Greet Service**

A dedicated Licensing Officer is now working within the Reception Area (Shearbridge Depot) to help customers and facilitate/process customer enquiries. This has been positively received and many customers have been saved waiting time.

### **(Step 3) Q-MATIC (queue managing system)**

The Service is investing in a new customer queue management system that once up and running would help to identify customer enquiries, schedule appointments and help to provide a more efficient service.

Note: this system will be in place by the end of W/C 4<sup>th</sup> September or early the following week. Please plan in advance and make an appointment for whatever you wish to do, you can ask for an appointment by email.

### **Question F**

Insurance

Why don't Shearbridge have record of who has got insurance until they checked in district teams after 6 months.

### **Answer**

The insurance is noted at the time of vehicle licence renewal, it is not possible for the service to keep up to the expiries of all the vehicles, therefore drivers are required to produce insurance when asked to do so, either by paper or electronically.

## 6. Wheelchair Clamping

Trade reps explained that in the HCPH conditions book there were no references/ examples for how to properly secure wheelchairs in hackney vehicles, i.e. the does and don'ts of strapping a wheelchair into a vehicle. Trade reps went on to suggest the production of a short video that could be produced demonstrating how to strap and secure a wheelchair in a hackney carriage vehicle.

- ***Action, licensing service to look at the viability of this as a reminder but all drivers must complete the WAV practical training.***

## 7. Advertising

Trade Reps asked the Service to look into the possibility of advertising promoting the one pound return fee charged when returning to the City Centre on their vehicles. Trade Reps explained that at present operators are allowed to pay only one charge advertising information on multiple vehicles within their fleet, while hackney proprietors were charged for each individual vehicle.

***Action, Licensing Manager to look at the possibility of 1 approved advert being displayed on multiple vehicles provided proprietors sign the agreement.***

## 8. Service Update

- **IDOX** - The Service had recently recruited an I.T. specialist that would be working directly with T- Projects, I.T. arm of BMDC to develop IDOX.
- **QMATIC** - Covered previously in the minutes (See above)
- **Online Applications & Payments** - The Service is currently trialling online payments; once the evaluation is complete Trade Reps would be updated further.
- **Drop off – Collect plate's renewal** - The Trade can now drop of vehicle renewal applications at Shearbridge Depot directly into a Service post box situated in the reception area. A fact sheet explaining the process would be attached to the minutes.
- **Meet and greet** - Covered previously in the minutes (See above)
- **Peer Review** - The Peer Review was still in progress, once it has been conducted and the findings published Trade Reps would be updated accordingly.

## 9. WY Police Update – update from operator business meeting Wednesday 9<sup>th</sup> August 2017.

Licensing Manager spoke about West Yorkshire Police informing operators that they had a duty of care to drivers and the public at large that vehicles being dispatched were in a roadworthy condition

At all times, if an accident were to occur that was a result of poor vehicle maintenance, the driver would be investigated in the first instance, but the operator/proprietor of the vehicle would also be held to account.

**10. James Brass** – update from operator business meeting Wednesday 9<sup>th</sup> August 2017

Licensing Manager spoke about the impact of proposed clean air zones in and around the West Yorkshire region. It is a distinct possibility that vehicles which do not meet the required emissions could be excluded from city centres or will have to pay a charge for entering clean air zones.

The government had made available to the Combined Authority's a pot of money can be used to install fast vehicle electrical charging points for the Trade who were looking to adopt Ultra Low Emission Vehicles (ULEV).

**11. Date of next meeting**

Wednesday 15<sup>th</sup> November 2017...10.30am start time at Shearbridge Depot.