

## Department of Environment & Sport

# Newsletter

Issue 30 May 2015

Hackney Carriage & Private Hire Service

Welcome to our latest edition in which we cover the details of the new ticket machine; the CAB opportunity and much more. Please read on for details!

*The Licensing Team*

### City Ambassador Bradford (CAB)

As previously advertised, we are still very keen for more drivers to come forward to take part in the next CAB courses.

The CAB scheme is a fantastic opportunity to enhance your reputations and open doors to new opportunities for work.

We are keen to see volunteers for this opportunity as there is a great potential in this scheme for those of you who have the backgrounds and skills to make the most of it.

Hackney Carriage Drivers - please email [taxi.testing@bradford.gov.uk](mailto:taxi.testing@bradford.gov.uk) with your name and badge number in the first instance.

Private Hire Drivers – Please speak to your Operators and ask them for details.

Operators – Please speak to officers on this matter if you identify drivers of yours that are interested with yourselves in this opportunity.

### Ticket Machine at Shearbridge

Reminder - how to use the ticket machine. The system has a touch screen display.

#### **If you have a pre booked appointment:**

Enter your date of birth in the format **dd/mm/yy** e.g. **05/12/66** on the check in section.

#### **If you don't have a pre booked appointment:**

Touch **"Take Ticket"** and a ticket will be printed. When your ticket number is called on the big TV screen go to the counter.

Further instructions are displayed on the wall adjacent to the machine.

### Enforcement Updates

#### Hackney Carriages – Compliance

Your roof top taxi sign must be illuminated when 'plying for hire' (including standing on ranks).

Please see page 9 of your conditions book for more information on roof signs. Thanks.

#### Hackney Carriages – Fare cards

Hackney Carriage Fare Card layout is currently being reviewed following a meeting with HC Associations in May. Watch this space.

#### Insurance Documents

You are required to produce a current and in-date.

Insurance document when requested to by authorised officers.

#### Side facing Decals and Visors

Reminder - private hire vehicles must display the approved side facing decals and visors at all times.

#### Cautions

Reminder - Enforcement Officers are authorised to give PACE cautions at the roadside in addition to during an interview.

Contact Details	Opening Hours
Licensing Officers – <b>01274 434316</b>	Tues 9.30 – 3pm, Mon & Wed - Fri 8.30 – 3pm
Workshop – <b>01274 433587</b>	Monday – Friday 7.45am – 3.00pm
Email – <a href="mailto:taxi.testing@bradford.gov.uk">taxi.testing@bradford.gov.uk</a>	

## Mechanics 'Question Time'

Following previous discussions with the HC/PH trade representatives, the Service has, for the past two months, been running a series of opportunities for visitors to attend the workshop and liaise with Vehicle Inspectors.

The aim of these sessions is for operators and drivers to discuss any queries regarding vehicle specification and mechanical information.

Since sessions began there have been a slowly increasing number of visitors taking advantage of this opportunity.

The sessions are on Wednesday mornings, 10.30am – 11.30am.

Please use these sessions to enhance your mechanical knowledge, vehicle specifications, seating requirements etc. and also to meet the Workshop Inspectors. This is a great opportunity so please don't miss out.

### Online booking / payment – Coming Soon!

The next phase of our development is to be able to offer licence holders the chance to book counter appointments online.

We are also aiming to offer an online payments link in due course. This will enable licence holders to pay online for some services.

The above changes will save people having to come to Shearbridge and queue or phone for an appointment and to pay.

Updates on the above will be broadcast via the website [www.bradford.gov.uk/taxiandprivatehire](http://www.bradford.gov.uk/taxiandprivatehire)

Officers will be visiting bases in the coming weeks to ensure that key personnel know how to book their drivers in for appointments.

### Trade Rep Associations

If you have points/comments you would like to share then please see your trade representatives who will be able to raise them on your behalf.

Association contact details are on the website: [www.bradford.gov.uk/taxiandprivatehire](http://www.bradford.gov.uk/taxiandprivatehire)

### Religious Festival - Ramadan and Eid

Ramadan begins around the 17<sup>th</sup> / 18<sup>th</sup> June and will run until around 17<sup>th</sup> / 18<sup>th</sup> July.

As in previous years, this is likely to have an impact on waiting times at the counters for those who do not have pre booked appointments.

We expect the mornings to be quiet from 8.30am until lunchtime. We also expect it to be very busy after lunch and this may lead to long waiting times if there are peaks in visitor numbers.

Eid Mubarak.

### Contact details

If you would like more information about this newsletter or would like to provide an article for possible inclusion in a future newsletter, please contact:

Matthew Bibby, Licensing Support Officer:  
[taxi.testing@bradford.gov.uk](mailto:taxi.testing@bradford.gov.uk)

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