

Hackney Carriage Association Meeting

Thursday 18th April 2024

Officers Present:

Carol Stos (CS)	Licensing Service Manager
Steven Knighton (STK)	Regulatory & Compliance Manager
Tanya Smith (TS)	Customer Service, Training and Communications Officer

Trade Representatives Present:

Tahir Riaz	Hackney Carriage Owners and Drivers Association
Shabbir Master	Hackney Carriage Owners and Drivers Association
Mohammed Khan	Hackney Carriage Owners and Drivers Association

1) Introduction

Steven Knighton opened the meeting and thanked everyone for attending.

2) Service Updates

Communication

We are currently in the process of converting our new communication systems to the "stay connected" system, which is a council-wide information delivery system. This will make it possible for us to add important updates and changes to the website more frequently.

Please always ensure that the relevant information is being relayed to the trade association members following our meetings. Effective communication is necessary, and we urge individuals to engage with trade representatives directly so that we can hear about any problems they may have.

Rank Update

Signage has been commissioned to go on where the old ranks were and in key areas. This is a continuous project with numerous uncontrollable disruptions. Rank changes must be approved by highways, but we may be able to look at additional

ranks later. Please forward any rank concerns to Chris Bedford at highways on the following email.

Chris.Bedford@highways.gov.uk

City of culture

As Bradford has been awarded the City of Culture, it is expected that this will see an increase in demand for taxi journeys and we want to make sure we get the right messages out to the trade and assist drivers to feel they have enough information to be able to benefit from this work.

A key part of this would having in place an easy means of both drivers and visitors having easy access to events that are ongoing across the district, this is not just Bradford City Centre, there will be events district wide.

One option is providing stickers for the cars and other prominent places which will have a QR code so that passengers can scan it to get a list of district events.

It may seem obvious, but it is equally important to provide great customer service to passengers in your vehicle, be polite and helpful, find out what they are interested in and offer to take them, the bookings can be taken directly with the passenger. Happy customers will want repeat bookings.

We hope to provide more interactive training through videos and discussions, and we will soon be launching our new online refresher driver program. If you would like to attend more online training, there will also be some educational workshops that are free of charge.

5) Agenda Points

Point 1 – New Ranks

Q) We would like help with new ranks as there is not enough space given on new ranks (Sunbridge Road)

A) The representatives were informed that the Current temporary rank is at the bus stop on Sunbridge Road. That rank will cover more than twenty vehicles. Although they are not physically accessible while construction is being done in the city centre, further ranks are planned.

It was advised that in that area there was going to be a combination of a rank, pay and display and parking. This has been approved by the highways department. Any additional rank requests would have to be made to the highways department.

Point 2 – Vehicle Test Booking (RTC)

Q) We feel that in case of an accident, the replacement vehicle should be given a priority test slot.

A) Not all road traffic accident vehicles require a full inspection. Minor issues are dealt with by inspection & Compliance officers. Where a full inspection is required, they are booked in for the next available test. To make sure we satisfy the unmet demand, hackney carriage vehicles are always given priority.

Q) Is a vehicle has had a recent MOT, is there a way this vehicle can get their vehicle plates if they cannot get a test date before their expiry date?

A) Our goal is to increase the number of vehicle tests. The most important word to spread is to submit your renewal as soon as you get the link six weeks prior to the deadline. There have been recent discussions about a temporary solution for vehicles that cannot get in for test before their expiry date. Conditions would apply to this option, and once a decision has been made, updates will be provided.

Point 4- Advertising Fees

Q) Is there is a one-off fee for the same advertising on different vehicle?

A) The application must detail what vehicles are being advertised on. Subsequent applications/vehicles after the approval are subject to the fee due to additional processing.

It is important to note that the advert must be the exact same as the application. If the original advertisement isn't changed again, we can process it for a single cost. Since we can approve requests much more quickly, there won't be any further fees.

Point 5 – Annual Fare Increase

Q) We request to increase fare in 50 Pence in Flag (£2.50 to £3.00) for tariff 1 and 2 (£3.00 to £4.00) for Tariff 3.

A) Steve provided guidance regarding concerns raised regarding tariffs for five or more customers, and the association representatives indicated that they needed to withdraw and submit a formal application at a later date.

6) Close

Thank you to everyone for attending this meeting. Please send feedback on how you think this meeting went.

7) Actions from Meeting

DFT Standards - service update to follow.
Look at annual fare increase.

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.