

Hackney Carriage Trade Association Meeting Minutes

Wednesday 26th June 2019 – 10:30am

1. Introduction and Welcome

Steven Knighton (Enforcement Manager) opened the meeting and thanked everyone for attending. It was advised that all future meetings would be chaired by the Enforcement or Licencing Manager.

Officers present:

Steve Knighton (STK)	Enforcement Manager
Elisabeth Spencer (ES)	Customer Service Manager
Sadiya Patel (SP)	Senior Licencing Officer
Phil Brook (PB)	Enforcement Officer
Samantha Kaye (SK)	Licensing Officer (Service Support)
Tahir Riaz	Hackney Carriage Owners and Drivers Association
Shabbir Master	Hackney Carriage Owners and Drivers Association
Mohammed Khan	Hackney Carriage Owners and Drivers Association
Mazar Iqbal	Hackney Carriage Owners and Drivers Association

2. Minutes from the last meeting

Calendar meters

Calendar meters automatically change during the holiday period. The Service would like to work with the trade to help implement these. The association are requested to get back to the service about how many Hackney Carriage Vehicles already have calendar meters. Enforcement will follow up with the Association regarding this.

Private Hire Operators Advertising on buildings

Advertising issues are being addressed and is a joint operation with the Planning Enforcement Team. Operators have been informed to remove unlawful advertising. Enforcement will advise the Association regarding the progress of this.

Private Hire Vehicles working for multiple operators

Licensed drivers should display the appropriate decals and visor for the correct operator they are working for. The Enforcement Team are aware of the issues around vehicles displaying different decals and visors when they should match at all times. Decals are checked as part of any vehicle inspection and Enforcement Officers will suspend any vehicle licence where decals are found to be non-compliant.

Fare increase

No request has been received by the Service to date. Association representatives advised that they will send in an update to the service shortly.

3. Police Update

All attendees invited to the Business Operator meeting for this update. The update can be read [here](#)

4. Air Quality

All attendees invited to the Business Operator meeting for this update. The update can be read [here](#)

5. Licensing Update

Plate Collection

During May a trial was conducted to allow vehicle plates to be collected from the workshop after passing their test. The feedback from those involved in the trial was very positive. Following a review of the findings from the trial and after making some amendments this was rolled out to the trade on Monday 10th June 2019.

Communications

Communication sent to Hackney Carriage drivers and proprietors in May 2019 was regarding GDPR & importance of email addresses. We can confirm that there are less than 1% of email addresses still outstanding. This will be achieved by contacting drivers and operators.

Thanks given to trade for co-operation and assistance.

Plate collection email was sent to Hackney carriage drivers and proprietors in May 2019 regarding information required. Communication with Trade has improved with people sending in documents in plenty of time before their expiry. Ensure all vehicle proprietors send their documents 6 weeks in advance of renewal and from their registered email address.

Of the approx. 3,400 emails received every month, there's some positive feedback including a poem from a driver

Ode to Shearbridge

(Sent by a HCPH Licensing Service Customer)

I would like to say some words of praise
To the Shearbridge staff who spend their days,
In office high (and most likely dingy)
Sorting problems for, the drivers' whingy!

They keep their cool with utmost grace
And wear a smile upon their face,
No doubt their lives, dream to enhance
With a villa in the South of France!

Yet should the drivers all peruse
All missives sent, (not just one they choose!)
Then life for all, would sure run easy
And make Shearbridge work, so easy-peasy!

And that day is sure to come
When drivers and staff, function as one,
With every car in perfect condition and
Shearbridge life is not perdition!

So I would like to say a big "Merci"
To all the staff who were helping me,
Renew my licence on the net
(No easy task, I'd like to bet!)

If I had my way it would be just fine
To supply the staff with loads of wine,
With chocolate by the bucket loads!
(But money's short, that's the way it goes!)

So I'll just say thank you once again
And hope the drivers spare you pain,
But there's one dark cloud, alas I fear.....
....I'll be back again this time next year!!

In response to the above the Licencing Service felt it only polite to reply in kind. They worked really hard in their own time to come up with the following poem:

Ode to Customers

(Response from HCPH Licensing Service)

A message to our cheery chap, who speaks in heart felt rhyme,
How kind it was to note your thoughts, in your own precious time.
I have to say it's very nice, to know that we've been praised,
And with your words of wisdom, our bar should now be raised.

One happy soul is just the start; our aim is to increase,
We want to work in harmony and aim to keep the peace!
We sometimes opt to run with plans, to help the "trade" get by,
We hope all will embrace the change and willingly comply.

Yet often ceases raise their heads, to then be ironed out,
With positive approach like yours, without the need to shout.
Year on year the stats improve and drivers continue to learn;
The better service they provide, the more they stand to earn.

A missing bolt, a warning light is not the place to be,
A pristine car and smiling face, is often just the key.
The reason we all come to work, remains the same each day;
We all have hungry mouths to feed and mortgages to pay.

It's not a case of us an them, we're all on the same side,
We're here to serve our customers, with dignity and pride.
We both are Bradford Council, just with a different mask,
We always try to meet the needs, of customers who ask.

And when we can't facilitate, we always try our best,
Until we reach perfection, our plight will never rest!
We're always here to help the "trade", you are the heart and soul,
Of Bradford's wide community..... We share a common goal.

There's no dark cloud as you suggest, you're always welcome here,
So do us proud and spread the joy..... We'll see you in a year.....

iApply

Current Situation – only drivers can apply to renew their Private Hire or Hackney Carriage drivers' licences on-line.

Future goal – to offer all drivers and proprietors the facility to apply and renew all licences on-line through a system called iApply.

This will include:

- A renewal reminder being sent out 6 weeks prior to expiry
- Payments will be made at the same time
- Documents will be uploaded and sent securely at the same time

Awareness and training sessions will cover the following but will not be limited to:

- How to access the systems
- What it looks like
- Taking photographs of documents
- How to upload documents

Support plan will be in place to help go through process of change:

- All records to have personal email addresses to conform with GDPR – currently being addressed by service support
- Test environment to be built and used for training and awareness sessions
- Customer Service Manager (Elisabeth Spencer) working with the trade

Positives will include no backward and forward emails, everything will be done securely in one place. Reminders will be sent for vehicles as well as drivers.

The testing that we do for iApply will be a lot easier with some volunteers, so thank you to those who have volunteered and if you know anyone else that would like to be part of this from the start please email taxi.testing@bradford.gov.uk for the attention of the Customer Service Manager (Elisabeth Spencer). We will be in touch in the near future when the process is due to start.

6. Enforcement Update

Vehicle test stats for Q1

- 69 Hackney Carriage vehicles tested
- 70% of vehicles passed first time with no defects
- Failure rate for serious defects are averaging at 7%

- 28 foot patrols including joint partnership working with the police and parking services
- 270 vehicles checked in total, of which 14 were Hackney Carriage Vehicles
- 1 Hackney Carriage vehicle was suspended
- All vehicle that were suspended during the patrols were due to reasons that would have been highlighted with a daily safety check
 - Tyres
 - Decals
 - Visors
 - Missing paperwork

Question raised by the association:

- ❖ The £100.00 re-test fees were questioned stating they are too high.
Response – All vehicles licensed by Bradford Council must pass vehicle safety inspections. These inspections exist to ensure that licensed vehicles are safe and suitable for use by the general public. These inspections normally take place annually prior to a new licence being issued. In cases where vehicles fail they may be issued with a retest fee. The level of fee is determined by the reason for the failure. Minor faults such as a tail light out or missing decals do not incur a retest fee - where a vehicle has serious safety related defects the fee is set at £100 as a more thorough re-test is required. The retest fee is not a fine, it is a fee which is payable before a retest may be conducted.

The retest fee encourages proprietors to maintain and prepare their vehicles prior to test. So far this has proven to work. This success is evidenced with vehicle failures falling to an average of 7% for serious defects in the first half of 2019. Proprietors are reminded that it is a condition of their vehicle licence to ensure their vehicles are safe and serviceable, this includes having in place a regular service and maintenance regime. In addition, the driver must conduct daily checks prior to using the vehicle and all drivers licensed by Bradford Council are informed of this obligation during their driver training

Modular Training

Good feedback received for Modular training such as being informative and valuable knowledge when you are a new driver. The Service strives to continue an excellent service and welcomes feedback.

7. Ranks

Railway Road

- There has been another accident which Highways are looking into on Railway Road.
- Concerns have been raised due to HC's Over-ranking on Railway Road with vehicles pushing forward towards the junction meaning vehicles are standing out of their allotted markings and restricting the view of the junction.
- This issue has been raised as a formal concern which could result in this rank being removed if not addressed.
- Highways are not willing to install a mirror, so that Brook Street can be seen from Railway Road, as they can cause glares/reflections and distractions.
- To avoid over ranking drivers could communicate with each other via radio and advise when parking has become available on Brook Street

Brook Street

Question raised by the association:

- Can the rank at Brook Street be checked, HCV's have been using this rank since 2003 and they are now being told part of it is not park of the rank and they need to move on. The rank has been marked up previously and the lines are faint but can still be seen.
Response – STK advised this will be looked in to and he will speak to highways to see what was agreed in 2003 and whether anything has changed.

Station Road

- Good News! A new rank is opening on Station Road in Ilkley
- Will go live on 29th July 2019 and hold up to 5 HCV's

Rank Requests

- The request for Bingley is currently with Highways
- Request for Morley Street will be sent to Highways
- STK not aware of a request for Howarth and asked for this to be re-sent

Concerns raised by the association

- Association advised that the 10 car rank on Nelson Street is no longer productive and asked if the rank could be moved, or even extend a different rank e.g. the one outside Midlands Hotel?
Response: The Association would need to submit this as a Rank Request that clearly indicates where they would like the rank to be situated and for how many vehicles. Rank requests can be sent to us and we would forward to the appropriate Highways Officer.

- Private vehicles are still parking on the rank on Sunbridge Road after 6pm so they cannot park there. The association are advised to raise a formal complaint regarding the rank on Sunbridge Road with Parking Services to deal with the issues raised.
Response: To be able to raise a complaint we would require times/dates of when this is occurring so that we can advise Parking Services. I advise for 1 rep to act as point of contact, to submit the complaint and all relevant information / evidence to taxi.testing@bradford.gov.uk
- Would they be able to get the rank back that the Police now use?
Response: Due to the Police Station now being situated in City Hall this Rank has been repurposed for police vehicles. There is an adjacent rank that accommodates a large number of HCV's on Norfolk Gardens.

8. Agenda Points

Booking for new vehicle and payment on phone

This will change when iApply is introduced; drivers will be able to complete an online form like they do for the badges. They will also make the payment online; this means they will be able to complete everything at a time convenient for them.

New taxi rank applied for and has no update

The rank request for Bingley has already been sent to highways.
The rank request for Morley Street will be sent to highways.
The service is not aware of a rank request for Howarth and has requested that this be re-sent and once received we will forward it on to highways.

9. Peer Review

The updated peer review is published on the website. You can find the updated peer review on the website [here](#)

10. AOB

Question raised by the association

- Would it be possible to change the age a vehicle can run from 12 to 15 years of age, just until the formal proposal is put in place and we know what vehicles to buy in the future?
Response – The service is unable to make any informed decisions regarding vehicles until the Air Quality Plan for Bradford MDC has been devised. If you would like your views to be heard please contact the air quality team on: airqualityplan@bradford.gov.uk.

11. Date of Next Meeting

Wednesday 21st August 2019.

Wednesday 20th November 2019.

All meetings will be held at Shearbridge Depot and will start promptly at 10:30am.

10. Actions

- ❖ Enforcement Manager – Confirm the rank boundaries for Book Street
- ❖ Enforcement Manager – look at how rank requests are sent and whether they have to come through HCPH first or whether they can go straight to Highways
- ❖ Enforcement – work with Association to facilitate the meter change in vehicles
- ❖ Enforcement - to look into out of town taxi's being used as Private Hire Vehicles in Keighley.
- ❖ Hackney Carriage Owners and Drivers Association – Send formal request to the service regarding fare increase