

## HACKNEY CARRIAGE AND PRIVATE HIRE FORUM Meeting

Venue: City Hall IP02

Agenda: 16 May 2019

Attendee	Representing
Cllr Ruth Pickersgill (RP)	<i>Bristol City Council</i>
Nick Carter (NC)	<i>Bristol City Council</i>
Stephen Pick (SP)	<i>Bristol City Council</i>
Patrick Quinton (PQ)	<i>Avon and Somerset Police</i>
Mahad Jama (MJ)	<i>HC Trade Representative</i>
Rebecca Kew (RK)	<i>Bristol City Council (Note taker)</i>

### 1. Welcome, Introductions, Apologies

- Apologies –
  - Eugenie Teasley (Uber)
  - Kieran Highman (Housing Delivery Services)

### 2. Minutes from last meeting

- Minutes were agreed as a true record.
- Previous Actions:
  - **SP to report back on signage being installed at Kebab Corner directing public to ranks**  
Actioned
  - **SP to look at possibility of a 24 hour rank near Boots or College Green**  
Ongoing  
  
Discussed the various proposed areas for a rank, taking into account the frequency of bus services using the same areas, and the likelihood of these areas being less congested by buses at night than during the day. It was suggested that drivers should be asked for their opinions.
  - **SP and PM to meet out of hours at Hippodrome to discuss ongoing issues in the locality**  
Discussed as above
  - **SP to look at possibility of a 24 hour rank on Park Street, and future rank outside Watershed**  
Discussed as above

**ACTION 1 – SP to re-look at the Watershed area as this has not yet been actioned**

- **PM to provide JM with calculator that is used by the trade in respect of fare increase.**

Actioned – however this has not resolved the situation

Discussed drivers participating in a survey to identify what they would like, or to have an article in the newsletter asking drivers for a response.

NC stated that there is a commitment directly to review the rate each year; this resulted in a further discussion in regards to fare's / rates.

- **RP to circulate out of hour's code for toilets at Blackboy Hill.**

Actioned and sent out via the newsletter

### **3. Issues from the Hackney Carriage Trade**

- Temple Meads Driver Permits – MJ commented that the number of permits issued were being limited, MJ is usually allocated around 30 permits however this had recently been limited to 12 (although it had been last minute application). MJ explained that drivers have to apply for the permits every 6 months at a cost £245.00 each time and that a large number of drivers were not able to renew them this time around, the hackney carriage trade is already declining and they don't want permits to be limited.
- NC stated that he was not aware of a limit on the number of permits being issued and that engaging with Great Western Railway was difficult, however it could be tried again.

**ACTION 2 – NC to organise a meeting with Network Rail and raise limit on taxi permits**

### **4. Issues from the Private Hire Trade**

- The private hire trade was not represented at today's meeting.

**ACTION 3 – RK to check that trade representatives were invited to today's meeting as Patrick Masih said he had not been notified of the meeting.**

- Discussed the lack of attendance to today's meeting and a general lack of representation within the Forum.

- PQ explained the format of the Taxi Forum meetings run by South Gloucestershire Council and asked whether City Hall may not be the most accessible place for our meetings.
- Discussed the current meeting venue, a possible lack of issues to discuss, important messages already being relayed via the newsletter and the potential to hold the meeting within the community / opening it up to all drivers.

**ACTION 4 – NC, RP and JM to meet to discuss the format of future Taxi Forums.**

## **5. Taxi Cop Update (PQ)**

- PQ advised that he has now completed 2 years in post and that he loves his job, the only down side to the role is the large workload and not having as much capacity to do all the things he would like to do.
- WhatsApp - In the last year the WhatsApp group has become very successful with 485 request for action from minor to major issues (approximately 10 messages a week are being received).
- Taxi Crimes - PQ is currently investigating 16 crimes (against drivers and by drivers)
- Vehicle Checks - PQ currently undertakes two types of vehicle stops, one check involves a quick 30-60 second check and a chat and the other involves a static check where the results are recorded. PQ has reported back on 1,210 vehicles and 107 vehicle inspections have been carried out via an appointment.
- Discussed the types of vehicle checks and how they are carried out. PQ stated that a random vehicle inspection gave him the opportunity to talk with drivers whom he would normally never meet.
- Moving forward – The big focus has currently been on being out there and being seen however over the next few months PQ will be concentrating on intel and targeted cases and will be less visible - with this in mind there has to be a balance for drivers to still know that PQ is working.

**ACTION 5 – PQ to put all figures quoted into an article for the next newsletter**

- Discussed how communication with the trade is better than it ever has been – the newsletter, WhatsApp, information emails being send from the Licensing Team. It was suggested that perhaps there was now less of a need for the trade to attend the Forum meetings.
- MJ praised the new telephone system being used by the Licensing Team and commented on how drivers found it less frustrating than the previous system. MJ also felt that PQ had made a big difference to the trade
- Discussed the current format and content of the taxi newsletter.

**ACTION 6 – RP to discuss with JM the possibility of a more frequently circulated newsletter.**

## 6. Transport and Taxi Ranks Update (SP)

- Motion and Baldwin Street: The implementation of ranks outside of Motion and on Baldwin Street by the autumn is still the plan.
- BRI: The full quality impact assessment is progressing and the time scale has been set for early next year to have a TRO and consultation on a rank in place with 2 spaces
- Boots: Proposals for an evening rank are progressing and looking to be installed within the next 3-4 months **\*to be clarified at the next meeting**. Discussed trying to make it like a super rank with taxi signs on top of the shelter. Discussed extending the times for the rank to accommodate matinee performances at the Hippodrome and a review of the controlled parking zone, SP felt there was an opportunity to look in to this.
- Denmark Street: Discussed the plan for a taxi rank on Denmark Street not progressing and the idea of how a hailing rank would affect disabled citizens. RP felt that this had not been fully explored.
- Queens Road: Discussed refreshing the rank as agreed at previous meeting, this has not been actioned.

### **ACTION 7 – SP to chase up the refreshing of the Queens Road rank and feedback**

- Broad Quay Loading Bay: This is in the system and should be installed by the end of May 2019

## 7. Policy Update

- NC advised that conditions for Private Hire Operators were still a work in progress. Once the conditions have been firmed up they will be sent out for consultation. RP felt that it was very important to do this piece of work in regards to Public Safety – discussed.

## 8. Government Statutory Guidance and Consultation Response

- NC stated that there had been a supportive response to the guidance consultation. The Information Commissioners recent response was in regards to the installation of CCTV and putting forward the view that the Licensing Authority are to tread carefully if making CCTV a mandatory condition.
- Discussed CCTV systems
- Discussed the procurement process, contracts and licensing in regards to school runs and having their own set of rules

- Discussed out of town taxi drivers. RP advised that she was lobbying the government to change the rules in regards to out of town taxi drivers and that the government were being pushed to look at the issues.
- Discussed the recently circulated 'fake' letter from Bradford Council, was it a fake letter or had they misunderstood the Government Task Force recommendations.

## 9. LEVC Hackney Carriage Vehicles

- NC stated the Peter Chandler (of Chandler Motor Company) had vehicles available for drivers to test - discussed

## 10. AOB

- PQ advised that he was making enquiries at Bristol Airport in regards to its car parking facilities and expansion plans. Arrow Cars currently have the contract to operate from the airport however the currently have no accessible vehicles. Discussed equalities issues

**ACTION 8 – NC to find out from colleagues in North Somerset as to who deals with Arrow cars and tenders. To contact Paul Baker.**

- PQ praised Uber and Ola who were really good at dealing with serious driver issues. If a driver is reported they are taken off the app system straight away and remain off the app until the issues are resolved. MJ advised that their enforcement in regards to vehicle safety is amazing. PQ added that Ola have a large waiting list of private hire drivers waiting to join the company and that they take a firm stance in regards to who they employ. RP felt that this was good practice being shown by an operator and suggested that they could become involved in helping with the new operator policy.

## 11. Actions for next meeting:

Action Point	Matters arising	By Whom	Completed?
1	SP to re-look at the Watershed area as this has not yet been actioned	SP	
2	NC to organise a meeting with Network rail in regards to a limit on taxi permits	NC	
3	RK to check that trade representatives were invited to today's meeting	RK	
4	NC, RP and JM to meet to discuss the format of future	NC/RP/JM	

	taxi forums		
5	PQ to put all figures quoted into an article for the next newsletter	PQ	
6	RP to discuss with JM the possibility of a more frequently circulated newsletter	RP/JM	
7	SP to chase up the refreshing of the Queens Road rank and feedback	SP	
8	NC to find out from colleagues in North Somerset as to who deals with Arrow cars and tenders. To contact Paul Baker.	NC	

**Next meeting: Thursday 1 August 2019, City Hall, UGP13**