

HACKNEY CARRIAGE AND PRIVATE HIRE FORUM Meeting

Venue: City Hall GC06

Agenda: 24 January 2019

Attendee	Representing
Cllr Ruth Pickersgill (RP)	<i>Bristol City Council</i>
Jonathan Martin (JM)	<i>Bristol City Council</i>
Stephen Pick (SP)	<i>Bristol City Council</i>
James Roberts (JR)	<i>Bristol City Council</i>
Nick Carter (NC)	<i>Bristol City Council</i>
Patrick Quinton (PQ)	<i>Police Taxi Officer</i>
Patrick Masih (PM)	<i>Chair - BBLTA</i>
Mohammed Islam (MI)	<i>Secondary BBLTA</i>
Mahad Jama (MJ)	<i>Magans Taxis</i>
Gary O'Neill (GO)	<i>Veezu</i>
Steve Lohia (SL)	<i>Prestige Cars</i>
Wouter Merkestein (WM)	<i>Ola Cabs</i>

1. Welcome, Introductions, Apologies

- Apologies –
-Eugenie Teasley - Uber

2. Minutes from last meeting

- Minutes were agreed as a true record.
- PQ spoke to A&S Police professional standards department regarding UWE incident, meeting with them and SARI regarding a resolution.
- Previous Actions –
 - Article for newsletter on public toilets JR
This was sent out in previous newsletter.

- **Follow up on Whiteladies Road toilets RP**
Still raising the issue in relation to usage for taxi drivers.
- **Recirculate information on ULEV incentives JR**
This was sent out in previous newsletter.
- **Arrange to meet with Trade regarding city centre project SP**
To discuss as per agenda item.
- **Circulate Summary of Recommendations report with Forum Notes JR**
Circulated with Forum Notes.
- **Circulate Department for Transport National Statistics with Forum Notes JR**
Circulated with Forum Notes.
- **Clarify which Bus Lanes can be used for Private Hire SP**
This was sent out in previous newsletter.
- PQ - Signage report sent to BCC and South Glos regarding taxi signage.
- PQ - Information leaflets regarding PH and HC vehicles from Business Improvement District (BID) are being distributed.
- JM - Mandatory training procurement is ongoing. Currently going through CPG procurement process, which is an open process. More information will follow.

3. Transport/Taxi Ranks Update

- Clarifications on ranks - Lots of work in last few weeks on taxi ranks. Thanks to SP and PQ, SP is now lead on this project.
- No paper to give on project at moment as meeting was only on Tuesday prior to Forum.
- SP ran through list of ranks;
 - Old Market Street – refreshed rank 6 taxis half is 24 hours, half evening
 - Avon Street, Motion – can progress with this as soon as possible, minimum of 6 months on this due to application for Traffic Regulation Order (TRO) waiting
 - Queens Ave – road markings deteriorated, this will be refreshed in next couple of weeks, for 4 taxis
 - Baldwin St RBS – looking to expand into the existing car club bay, and relocate car club bay. Subject to existing TRO.
 - BRI – spoke on Monday – progress internally is potential rank outside BRI for 2 taxis, although possible objection from BRI. PQ asked if we

can lobby the BRI, can't influence the TRO as a Local Authority. SP to give contact details from BRI to MI to lobby as HC Trade.

- Hippodrome –
 - As a compromise, Transport prepared to propose a hailing rank.
 - Can't rank up, but taxis can be hailed at this location.
 - RP says work to make the Boots rank work better, to concentrate on this.
 - PM concerned of mobility issues for Hippodrome customers.
 - MI concerned that Boots rank is filled up by PH companies when no HCs there.
 - Parking near the railings on corner; important to continue to inform drivers not to park here. SP added that if we reintroduce a rank at Hippodrome, the guard rails will need to be extended to the front of the Hippodrome, effecting coach drop offs.
- Advertising – idea for bigger signage on ranks.
 - Signs can only be up to a certain size as per regulations.
 - Looking to develop to improve information provision to ranks, including online, leaflets, maps, and working with stakeholders.
 - Potential for illuminated signage at ranks. Trade invited for ideas to incorporate into proposal.
 - Main rank in Centre will be updated to ensure it does not look like a bus shelter.
 - Timelines concerning this will follow.
- MI sought clarification on Broad Quay – SP said cannot accommodate. To speak outside forum. JM clarified ANPR cameras operate on Broad Quay. JM showed Broad Quay photos of HCs in bus stops.
- Send out detail in respect of timescales for the project **ACTION A SP**

4. Taxi Cop Update

- Tensions rising at Temple Meads regarding PH vehicle use of short stay car park.
- In contact with Uber, a 'geo-fence' request has been submitted so drivers can drop off, but cannot take any new jobs within the fence. Should be active in a couple of weeks.
- PQ was on BCFM radio last week, had some control of what was being broadcast, talked about taxis being safe, hard work that drivers undertake, sent a positive message to the public. **NC entered Forum.**
- Pirate taxis – policing approach is through education and enforcement. In practice, one driver sent Facebook advert for lifts to airport. PQ sent message asking which council they were

licensed with. Driver offered to take down adverts right away as unaware of law. If adverts are not taken down after a week, PQ will then conduct a test purchase with potential prosecution. Around 21 companies currently on books to contact.

- Big events for 2019 - Jon does huge amount of planning, PQ gets asked about organisers. Recommendations from police are standard; keep PH and HC separate. PQ would like to explore temporary signage, so customers can go straight to them, e.g individual operators etc. PQ will be contacting operators to speak further and request feedback.

5. Making off without payment PQ

- PQ gave overview of law;
 - If someone gets in to a PH or HC vehicle with no intention to pay, offence is made under Fraud Act 2006.
 - If they get in but then don't pay, offence is made under the Theft Act 1968.
 - To prove either, the police need to prove
 - a dishonest state of mind,
 - but also need the evidence itself
 - It is difficult to prove dishonest intent. On top of this there are evidential difficulties.
 - A report of making off without payment takes around 15-30 minutes as it needs to be recorded as a crime.
 - PQ at times will try to call the person who made off and ask them to pay.
 - There is an issue in getting the person to physically pay the operator as they may not want to see each other again.
 - PQ would like to know about people who have made off without paying.
 - PQ is trying to work with PH Operators to share telephone numbers of 'blacklisted' numbers, but this presents a potential GDPR issue.

6. HC Fares

- JM recently met PM and MI of the BBLTA. Since previous fare increase, there is a commitment to the Council undertaking an annual review.
- There is a view to implement new fares in January 2020, but a process needs to be agreed.
- A fare calculator has been procured to increase transparency. BBLTA need to send something in writing to agree on the calculator itself. BBLTA want to meet to discuss before agreeing.
- JM clarified it is a cost of living calculator taking into account additional costs within the taxi trade, including cost of living, fuel.

7. Policy Update – PSP Feedback

- JR provided update on exemptions policies. Policies in relation to applying for exemptions from carrying Wheelchair Passengers and Assistance Dogs were agreed at the Public Safety and Protection Committee on 22 January 2019.
- Next steps are to allow for drivers to apply for exemptions, and look to putting together a list of all wheelchair accessible vehicles for the 'designated vehicles list' under the Equality Act 2010.
- JM provided update on the Task and Finish group – setting up a Councillor ~~member~~ working group to consider recommendations of the national Taxi Report recommendations in context of existing policies. Some recommendations we can't bring in until there is a change to legislation, but the Licensing Team have direct control over a number of the recommendations, such as DBS checks.
- Once there is a consensus view, a report will be drafted to PSP on what changes are deemed appropriate. Consultation will take place, following a discussion first with the Forum Welsh government are pressing ahead with a single regime. This will affect the trade. More information will follow when available.

8. Task and Finish Group

- As discussed in item 7.

9. Feedback on conference actions

- RP is creating a document providing feedback from actions taken away from the previous conference called 'You said We did' so we can tell drivers what progress has been made.
- PQ advised that people weren't aware of what was done. A feedback document will therefore help.

10. Plans for next Taxi Conference

- Agreed that there will be a conference this year.
- MJ expressed concern regarding the physical time of the event in the sense drivers have school runs etc. This was taken into account. Potential for holding it in school holidays.
- RP will be in contact with SARI to form a planning group.
- MJ and GON volunteered to be part of planning group.

11. AOB

- SL raised app based operators plying at Temple Meads. JM highlighted the Reading case v Uber and that standing on the road is not considered plying for hire. PQ asked VT if OLA have a view on this. VT confirmed OLA do not train their drivers on what to do or where to go in between jobs. OLA geofences bookings – the customer has to be at least 100 metres away from the vehicle.
- GON asked for clarification on where Private Hire Vehicles stand on Broad Quay. JM highlighted that Broad Quay cannot be used at all. **ACTION B JR** include map of centre in newsletter highlighting what can and cannot be used by PH/HC vehicles.

12. Actions for next meeting:

Action Point	Matters arising	By Whom	Completed?
A	Confirm overall timescale for city centre project	SP	
B	Include map of centre in newsletter highlighting what can and cannot be used by PH/HC vehicles	JR	

Next meeting: 14th March 2019 11:00 to 13:00