

Business Operator Meeting – Via Teams

Wednesday 28th August 2024

Officers Present:

Carol Stos (CS)

Steven Knighton (SK)

Licensing Service Manager

Regulatory and Compliance Manager

1. Introduction

Carol Stos opened the meeting and thanked everyone for attending.

2. Outstanding Actions

There were no outstanding actions from the last meeting.

3. Service Agenda Points

Operators Communications with their Drivers – mobile phone use.

There are legalities to abide by and consequences to answering a telephone when driving. It is important to ensure that your drivers have hands free kits installed in their vehicles, and that they abide by the rules when working. If the device is cradled, not handheld, the screen can be touched to pick up a job, however if it becomes a distraction and the device is held in hand it becomes an offence.

Vehicle Livery

Drivers can work for multiple operators, which is actively encouraged by the Department for Transport (DfT). There have been incidents where drivers have placed multiple sets of stickers on their vehicles which can lead to confusion among the public. We want to help promote Bradford PHV and HCV vehicles. We are working on reviewing the livery requirements, and we are considering a permanent Bradford council livery, with space to apply the operator decal over the top. We will shortly be engaging with the trade and the public about this.

We are looking at what the current requirements are, and any improvement and changes that need to be made. We will engage once we have finalised the proposals and what the livery requirements will be. This will go out across the district before implementing any changes.

Question- We feel that there is a lack of assistance from the police when reporting incidents of antisocial behaviour and damage to our vehicles, we have reported incidents in the past as advised and we do not get help.

Response- Damage is not limited to private hire vehicles, antisocial behaviour is seen overall. Once reported, police will statistically look at where these incidents are

happening, and they will deploy additional staff to the areas affected. We advise that you look to the mayor of west Yorkshire, and the commissioner of police and crime. They are responsible for ensuring that the necessary resources are available.

Operator Comment- In relation to the door signs, I have seen thousands fitted with no damage to doors. The licensing regime is all about public safety and public information. It is also about legislation and the police and crime act (section 17) where you can impose those conditions.

City of Culture

In September, a list of events across the district will be published. There will be a lot more people traveling throughout the district as a result.

The city of culture team has asked how the trade would like to be involved. We welcome your ideas on how we might work with you to keep you informed about events in your region so you can ensure you have additional staff working.

We have proposed that there should be designated pickup and collection locations to ensure there is safe access for people.

In terms of planned activities, please see below links which will be updated as events are added.

What's on website [It's On In Bradford - Events in Bradford \(itsoninbradford.co.uk\)](http://itsoninbradford.co.uk)

There is also [What's On - Bradford \(visitbradford.com\)](http://visitbradford.com)

4. Operator Agenda Points

Drivers working with multiple operators, without permission.

If an operator refuses a permission letter for uber, drivers can do change of operator for uber, and keep their original badge too. We are unaware if one of our drivers are currently working for another base as they sometimes do not dispose of their previous badge when they do a change of operator and continue working for 2 bases.

Response: If you know your driver is doing that, it is up to the operator to manage this. As business owners you can make your own policies on what you want your drivers to do. If you become aware of someone acting dishonestly, please report any examples of this to us. Our online register tells you which operator the badge is linked to, so operators are advised to check this register regularly. If they have obtained the licence under false pretences, we need to look at these individually.

Driver passport

We have previously suggested a "driver passport", which allows operators to keep a track of their drivers. Drivers can log into this database, and all their information is available for the operator to review as needed. It would allow operators to "score" the drivers so future or potential operators can see this information before allowing them to work for them.

Response: Unfortunately, our current database does not assist us in doing this. We are moving to a new platform in the future, which will hopefully facilitate this. The driver passport would be a driver asking for his own information on the platform and providing that to his operator. This would ensure drivers have good references. We will update you with any progression made on this in the future.

Vehicle failure

An operator does not know how many vehicles fail under their branding. Can't operators get sent a letter to show how many vehicles registered to them have failed every month?

Response: As an operator, there are various numbers of vehicles which are linked to your base. It is good practice to ask for vehicle failure sheets from the vehicle proprietors, we are in the process of facilitating these being emailed directly to the vehicle proprietor and printed out for the driver presenting the vehicle for test if it is not the same named person.

As for the service publishing that information, we do not do that at the moment. Considerations as to the type of management information we can share along with your comments have been taken on board.

Our failure rate is currently quiet low, with only 4% failing on major defects, and 13% failing on minor defects.

Operator workshops

Are the licensing department planning to hold operator workshops?

Response: The plan is to have engagement workshops, especially as we look at conditional changes, where operators can come and speak with us in person to learn about future changes in policies.

Police liaison

Something that's previously been mentioned as 'taxi cop'. We need to bridge the gap between, drivers, licensing and police, encouraging drivers to report the crimes being committed against them, no matter how small so the police/licensing can have a picture of the struggles drivers face.

Response: This is something we are open to researching. Please provide us with any information you have on how this has been successful in other areas, and we will work on getting this implemented if possible.

Queries

Operator: There are issues with parking and picking up in Bradford city centre, dropping off and picking up. What can we do to help this. There are issues with city centre bus lanes.

Response: We suggest using the link below to subscribe to updates from Highways and the form below to directly discuss any issues you may be experiencing with Highways.

[National Highways Travel Updates](#)

[Report an issue to Highways](#)

5. Close

We would like to thank everyone for attending the Business Operator Meeting.

If any of you have any further comments or possible improvements, please email taxi.testing@bradford.gov.uk with your full name and query so we can respond.

The next Operator Business Meeting is to be confirmed.