

## MINUTES

**MEETING NAME:** Taxi Meeting

**MEETING DATE AND TIME:** Wednesday 3<sup>rd</sup> July 2019 at 15.00pm

**PRESENT:**

Sean Murphy, Head of Public Protection

Niamh Kelly, Licensing Officer

Rhianne Arthur, The Applications Team (Minute Taker)

3 Trade members



<p>1.</p>	<p><b>Taxi Ranks</b></p> <p>It was discussed about having a taxi rank at Morrisons, The Peel Centre. When talked about previously, Morrisons were happy for this to happen as it promotes a happier shopper experience. Niamh Kelly to write to the land owners of the Peel Centre and put this idea forward.</p> <p>The rank at The Lexicon is not well sign posted; there was talk about implementing another rank opposite Cineworld, next to TGIs just off The Ring. Niamh to investigate this to see if enough space and how we can action this if possible. It would be good to have clear visible signs, so members of the public can see there is a rank.</p> <p>Niamh and Sean to look at placing cameras at The Waitrose rank as many people are applying for hire or sitting at this rank that shouldn't be.</p> <p>Niamh is to speak to Highways about new signs for the taxi ranks. Sean has agreed we can pay for the signs and to see if Highways will put them up for us. The signs should have wording such as 'Bracknell Forest Taxis' 'Vehicles Licensed by Bracknell Forest Council'.</p> <p>Niamh to get in contact with South West Trains who own the land at the train station taxi rank and ask for a yellow box to be put in front of the rank to stop cars pulling up there and blocking the taxis from exiting the rank. Niamh to emphasis on the Customer Experience.</p>
<p>2.</p>	<p><b>Promotion of Local Licensing Regime</b></p> <p>The group talked about promoting the local licensing regime to members of the public and stressing the need to always use vehicles which are licensed.</p> <p>We can do this by improving the signs, so the public can clearly see where a rank is located and that wheelchair accessible vehicles will be parked here.</p> <p>Niamh and Sean to speak to the graphics team about producing posters that we can use around the borough for example on notice boards such as at the train station, bus station, in pubs and toilets.</p>

	<p>Please allow 4 to 6 weeks for these to be created and Licensing will invite the trade back in to look at and comment on the posters before release.</p> <p>We will look at articles to be sent out to the local newspaper / newsletter promoting the local licensing regime and how it seeks to protect the public and drive up confidence.</p> <p>We will also look at free door vinyl stickers for the taxis in Bracknell to help identify them as licensed by BFC when the trade is driving around. This will link in with the key safety messages.</p>
<p><b>3.</b></p>	<p><b>Taxi Fare Rise</b></p> <p>The fares for licensed hackney carriage vehicles have not been increased since 2011.</p> <p>The taxi trade is to pull together a business case to raise the fares and send to Sean, so it can be taken to the Committee being held in October. Licensing would need this by the end of August.</p> <p>The taxi trade is to send in a proposal with Hackney Carriage drivers' signatures to support this – please add this proposal to the back of the letter in support of your business case.</p> <p>Niamh will then build a report of how much the Councils fees and charges have gone up since 2011 to help support the case.</p> <p>Niamh is to send over some indexes to <a href="mailto:bracknelltaxidrivers@gmail.com">bracknelltaxidrivers@gmail.com</a> from the web to show the increase of the price of fuel per mile has increased from 2011 to now. This is to be added to the information sent to Licensing to support the case going to committee.</p> <p>If drivers are not supportive of this case, then remind them this is the maximum amount they can charge and can charge less.</p> <p>Ultimately this is a matter for the Committee</p>
<p><b>4.</b></p>	<p><b>Complaints</b></p> <p>Several allegations were made.</p> <p>{Local Operator} have an Operators Licence in both in Bracknell and elsewhere. An allegation was made that they are using the Wokingham Vehicles for jobs in the Bracknell area. Niamh to investigate.</p> <p>Dispensation vehicles have been taking cash at the Train Station Rank. If you do see this then please report it to <a href="mailto:licensing.all@bracknell-forest.gov.uk">licensing.all@bracknell-forest.gov.uk</a> including as much detail as you can, you will need to provide the time, date, vehicle registration and if you can any pictures. If we do not have the details, we cannot investigate the incident.</p> <p>Reports of Private Hire Vehicles taking there plates off and charging Chauffer prices. Again, this cannot be investigated without times, dates, registration numbers and if possible photos.</p> <p>Dispensation vehicles taking cash payments at Heathrow. Sean and Niamh talked about doing a mystery shopper for this. Or if a driver witnesses this then again to report it to the Licensing Team providing times, dates, and vehicle registration.</p> <p>It was reported that Great Hollands MOT are not checking the wheelchair accessible</p>

	<p>ramps at vehicle inspections. Niamh to investigate this. We will be going out to tender again soon for more authorised garages to carry out the vehicle inspection tests. It was also discussed about changing the conditions to allow taxi drivers to use Wokingham and West Berkshire authorised garages for inspections.</p>
<b>5.</b>	<p><b>Mixed Fleets</b></p> <p>There was a discussion to see if Licensing would allow a mixed fleet for Hackney Carriage vehicles.</p> <p>The points raised were:</p> <ul style="list-style-type: none"><li>- There are not many pickups of wheelchair users. Most jobs are called into the office and booked.</li><li>- The vehicles are heavy which in turn uses more fuel</li><li>- Loosing airport run jobs as the vehicles cannot fit under the height restrictions at airports</li></ul> <p>The trade was asked to put together a case to take to committee and to include actual figures of how many wheelchair users were picked up in a month's period.</p> <p>It was agreed if a driver does not feel capable or safe escorting a wheelchair user into there vehicle then they can kindly explain this to the member of the public and to explain using safety grounds for them and the user themselves. An email will then need to be sent to <a href="mailto:licensing.all@bracknell-forest.gov.uk">licensing.all@bracknell-forest.gov.uk</a> to advise of the date and time and why they couldn't take the user on the requested journey which we will be able to use in the incident of any complaints received.</p>