

# Public Document Pack



## TRAFFORD COUNCIL

### AGENDA PAPERS FOR PUBLIC PROTECTION SUB-COMMITTEE

Date: Tuesday, 19 March 2013

Time: 6.30 pm.

Place: Room 7 & 8 Quay West, Trafford Wharf Road, Trafford Park, Manchester,  
M17 1HH

AGENDA	PART I	Pages
1. ATTENDANCES		
To note attendances, including Officers and any apologies for absence.		
2. MINUTES		1 - 2
To receive and if so determined, to approve as a correct record the Minutes of the meeting held on 17 <sup>th</sup> January 2013.		
3. HACKNEY CARRIAGE UNMET DEMAND STUDY 2012		3 - 46
To consider a report of the Head of Public Protection.		
4. URGENT BUSINESS (IF ANY)		
Any other item or items (not likely to disclose "exempt information") which, by reason of special circumstances (to be specified), the Chairman of the meeting is of the opinion should be considered at this meeting as a matter of urgency.		
5. EXCLUSION RESOLUTION (REMAINING ITEMS)		
Motion (Which may be amended as Members think fit):		
That the public be excluded from this meeting during consideration of the remaining items on the agenda, because of the likelihood of disclosure of "exempt information" which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as amended by The Local Government (Access to Information) (Variation) Order 2006, and specified on the agenda item or report relating to each such item respectively.		

6. **APPLICATION FOR THE GRANT OF A PRIVATE HIRE DRIVER'S LICENCE**

To consider a report of the Head of Public Protection. Para. 1                      47 - 54

7. **URGENT BUSINESS (IF ANY)**

Para. 1

**THERESA GRANT**  
Chief Executive

Membership of the Committee

Councillors C. Candish (Chairman), B. Sharp (Vice-Chairman), D. Bunting, M. Freeman, D. Jarman, J. Smith, N. Taylor, P. Myers and Mrs. J. Wilkinson

Further Information

For help, advice and information about this meeting please contact:

Natalie Owen, Democratic Services Officer  
Tel: 0161 912 4221  
Email: [natalie.owen@trafford.gov.uk](mailto:natalie.owen@trafford.gov.uk)

This agenda was issued on **Thursday, 7 March 2013** by the Legal and Democratic Services Section, Trafford Council, Quay West, Trafford Wharf Road, Trafford Park, Manchester, M17 1HH.

## PUBLIC PROTECTION SUB-COMMITTEE

17 JANUARY 2013

### PRESENT

Councillor C. Candish (in the Chair).

Councillors B. Sharp (Vice-Chairman), D. Bunting, M. Freeman, D. Jarman, J. Smith, N. Taylor, P. Myers and Mrs. J. Wilkinson.

#### In attendance

Solicitor (D. Glinka),

Solicitor (D. Goldstein),

Senior Licensing Officer (S. Bate),

Democratic Services Officer (I. Cockill).

### 39. MINUTES

RESOLVED: That the Minutes of the Public Protection Sub-Committee meeting held on 20<sup>th</sup> December 2012 be agreed as a correct record and signed by the Chairman.

### 40. URGENT BUSINESS

(Note: The Chairman allowed consideration of the following matter as an item of urgent business to enable the Sub-Committee to consider a proposed amendment to the Council's Penalty Point System for Licensed Hackney Carriage Drivers at the earliest opportunity.)

#### Review of the Council's Penalty Point System for Licensed Hackney Carriage Drivers

The Head of Public Protection submitted a report proposing amendments to the Penalty Points System to address parking in excess of the permitted numbers at ranks within the Borough.

RESOLVED –

- (1) That the amount of penalty points awarded against the driver of any Hackney Carriage Vehicle which is parked at a rank in excess of the permitted number be increased from 25 points to 50 points.
- (2) That the Penalty Points System also be amended as follows:

“When a total of 150 penalty points has been award against a particular driver or a particular vehicle proprietor, the driver and/or owner ~~may~~ **will** be ~~invited~~ **reported** to the **Public Protection Sub-Committee**. **The Sub-Committee has the option of suspending or revoking the driver or proprietor licence if it considers necessary.**”

**41. EXCLUSION RESOLUTION (REMAINING ITEMS)**

RESOLVED: That the public be excluded from this meeting during consideration of the following items on the agenda because of the likelihood of disclosure of “exempt information” which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as specified on the agenda item or report relating to each such item respectively.

**42. APPLICATION FOR THE GRANT OF A PRIVATE HIRE DRIVER'S LICENCE**

The Head of Public Protection submitted a report requesting Members to consider an application for the grant of a Private Hire driver's licence. The applicant attended the meeting to enable Members to give the matter their full consideration.

RESOLVED: That Mr. A.S's application for a Private Hire driver's licence be refused.

**43. APPLICATION FOR THE GRANT OF A PRIVATE HIRE DRIVER'S LICENCE**

The Head of Public Protection submitted a report requesting Members to consider an application for the grant of a Private Hire driver's licence. The applicant attended the meeting to enable Members to give the matter their full consideration.

RESOLVED: That Mr. B.M.A's application for a Private Hire driver's licence be refused.

**44. PRIVATE HIRE DRIVER - AMENDMENT TO PREVIOUS PUBLIC PROTECTION SUB-COMMITTEE MINUTES**

The Head of Public Protection submitted a report requesting an amendment to the minutes of the Sub-Committee meeting held on 16<sup>th</sup> December 2010.

RESOLVED: That resolution at Minute No. 55 of the Public Protection Sub-Committee meeting held on 16<sup>th</sup> December 2010 be amended to read as follows:

“That should Mr. H.T. acquire any further offences up to December 2013 he shall be automatically referred back to the Sub-Committee for consideration.”

The meeting commenced at 6.30 pm and finished at 8.24 pm

## TRAFFORD COUNCIL

**Report to:** Public Protection Sub-Committee  
**Date:** 19<sup>th</sup> March 2013  
**Report for:** Decision  
**Report of:** Head of Public Protection

### Report Title

**HACKNEY CARRIAGE UNMET DEMAND STUDY 2012**

### Summary

To invite the Sub-Committee to consider the findings of the recently commissioned unmet demand study relating to hackney carriage taxi provision in Trafford and decide a future policy.

### Recommendation(s)

**It is recommended that Members consider the report and submissions and determine which of the following options should be adopted by the Council:**

- to maintain the current limit of 143 hackney carriage licences;
- to remove the limit on hackney carriage vehicle licence numbers;
- to release a controlled number of licences on an annual basis.

**If the Sub-Committee is minded to release additional vehicle licences it is recommended that no new licences are issued until a full review of the hackney carriage vehicle specification is undertaken**

Contact person for access to background papers and further information:

Name: Joanne Boyle  
Extension: 4129

### **Background Papers:**

Trafford Council: Hackney Carriage Unmet Demand Study: Final Report – November 2012

Responses from Hackney Carriage Trade

## **Background Information**

Relationship to Policy Framework/Corporate Priorities	
Financial	<p><i>Option Two and Three will lead to an increase in income. However, it must be noted that, under statute, as the fees received for the licensing of taxis should not exceed the cost of providing the licensing service itself, there would be no net effect on the Licensing Service budget; the additional income being offset by additional staff time in processing applications and monitoring the function.</i></p> <p><i>If the decision is taken to delimit the number of taxis, then subsequent monitoring of taxi ranks may reveal a need to expand their size or number, which the Council would be responsible for funding.</i></p>
Legal Implications:	<p><i>If the Council is to continue its policy of limiting the number of hackney carriage licences there is the possibility of a legal challenge to the decision in court. However, the Council could rely on the unmet demand survey if a legal challenge were made against a refusal to issue further vehicle licences. Notwithstanding that no 'significant' unmet demand has been identified the Council is not obliged to continue with a limitation policy and could pursue alternative options.</i></p>
Equality/Diversity Implications	<p><i>All Trafford Hackney Carriages are wheelchair accessible. If the Council were to release more licences, all new vehicles will be required to meet this standard.</i></p>
Sustainability Implications	<p><i>The role of the taxi trade is included in the Local Transport Plan, which identifies it as a key element in providing sustainable transport choices. The trade contributes to reducing congestion, improving air quality and accessibility. The use of taxis for school transport; locating ranks at railway/coach stations and approving the use of liquid petroleum gas all contribute to reducing congestion and moving passengers quickly.</i></p>
Staffing/E-Government/Asset Management Implications	<i>Not Applicable</i>
Risk Management Implications	<i>Not Applicable</i>
Health and Safety Implications	<i>Not Applicable</i>

## **1.0 Background**

- 1.1 Under the Transport Act 1985, Councils may only limit the number of hackney carriage vehicle licences issued for its area where there is 'no significant unmet demand'. The issue of whether or not there is significant unmet demand must be determined through robust statistical analysis of the results of a survey of the demand within the Authority's area. Government guidance recommends that such surveys are to be undertaken every three years.
- 1.2 In Spring 2006 the Council commissioned Halcrow Limited to carry out an unmet demand survey of hackney carriage provision in the Trafford Area. The study concluded that there was significant unmet demand.
- 1.3 The Public Protection Regulatory Licensing Committee at its meeting on the 26<sup>th</sup> April 2006 decided to issue an additional 30 hackney carriage vehicle licences to alleviate the identified significant unmet demand, with an additional 10 licences to be issued annually each October/November.
- 1.4 At a meeting of the Public Protection Sub-Committee on the 6<sup>th</sup> March 2008, following representations from the hackney carriage trade, the Sub-Committee reduced the number of licences to be issued from 10 to 5 and resolved that no further licences be issued pending the findings of the unmet demand survey scheduled to be undertaken in 2009.
- 1.5 In 2009 the unmet demand survey concluded that there was no significant unmet demand and consequently, the then limit of 143 vehicle licences was maintained.
- 1.6 In July 2011, the Law Commission agreed to undertake a law reform project on the law of taxis and private hire vehicles as proposed by the Department for Transport. The resulting consultation paper reviewed the law, and made provisional proposals for reform. The consultation closed on 10 September 2012 and the Law Commission plans to publish a final report with a draft Bill in November 2013. It will be for Parliament to decide whether to change the law.
- 1.7 The aim of the reform project was to clarify and simplify the existing law on taxis and private hire vehicles and to promote more consistency in safety standards across England and Wales, including better provision for disabled passengers. The other key aim was to deregulate aspects not linked to protecting public safety in order to encourage more competitive services.
- 1.8 One of the most significant changes proposed was that local councils would no longer have the power to restrict the number of hackney carriage vehicle licences issued for its area.

## **2.0 Unmet Demand Study 2012**

- 2.1 In January 2012 the Council commissioned Vector Transport Consultancy to undertake a study of the hackney carriage provision in Trafford. The survey took place during the Spring/Summer of 2012.
- 2.2 The study was conducted in pursuit of the following objectives:

- To determine whether or not there exists a significant unmet demand for hackney carriage services in Trafford; and
- To advise on the action necessary to restore a position of no significant unmet demand, where appropriate.

### 3.0 Conclusion of Study

#### **‘Conclusions**

*The primary purpose of this study is to determine whether there is evidence of significant unmet demand. The evidence gathered suggests that there is some unmet demand. There is some evidence from consultation that there is unmet demand at night in the areas to the north and north west of the borough and following major events. There is also evidence from the rank surveys, that there are brief periods of unmet demand at ranks, predominantly at night. However, the ISUD index value calculated suggests that the level is below that which is considered to be significant.*

*There is some imbalance in provision of Hackney Carriage services in the evenings. Most of the trade is concentrated in the centre and south. The balance is likely to move more to the south with the introduction of additional ranks. It may be possible to grow the trade by identifying demand in the north and north west of the borough in the evenings and introducing additional ranks, or implementing measures to encourage use of existing ranks in these areas. Suggested demand generators are the Imperial War Museum north, New Granada Studios and Victoria Warehouse. In order to ensure that the public is served in the areas identifies as problem areas for obtaining Hackney Carriage services, measures would be required to encourage drivers to operate in these areas.*

*Hackney Carriage provision is particularly valued by some minority groups such as the elderly, disabled and in particular, wheel chair users. The quality control limitations to vehicle types which are able to service disabled travellers and wheel chairs helps to maintain this provision to a suitable level, for many users. However, an initiative which enables deaf users to book hackney travel by text message would improve choice and flexibility for travel, as well as potentially increasing business for the Hackney Carriage trade.*

*Hackney Carriage drivers generally provide good customer care to passengers and are helpful to wheel chair users. However, the significant proportion of sampled drivers who ran the meter before the vehicle left the rank and stopped the meter after the vehicle arrived may indicate ignorance of the rules regarding charging passengers.*

*Difficulties with servicing demand for taxi travel after football matches, cricket matches and major events, is a source of frustration for passengers and for the trade. Whilst such events may be considered exceptional events, insofar as they are not nightly occurrences, they are considered by many to be regular events. When evaluating unmet demand, the DfT guidelines indicates that the supply of Hackney Carriages should be sufficient to meet peak periods of demand, such as Friday and Saturday nights. Regular major events at fixed venues would also be considered as peak demand. Direct measurement of passenger delays or unmet demand for Hackney Carriages after major events, was not made during this survey. This is largely because there are no taxi ranks in use adjacent to the venues at times of peak demand. Therefore, we rely on the consultation data to evaluate the needs of the travelling public at these events.*

*There is a desire to introduce green vehicles in the Hackney Carriage fleet. However, price may be a barrier to progress. At this point in time, the question is largely academic, owing to the extremely limited availability of suitable green vehicles.*



## **Recommendations**

*Some consideration should be given to the geographical imbalance of provision of Hackney Carriage services across the borough at night. Current and future developments around the borough and associated growth in demand should be taken into account when considering the need for existing unused taxi ranks and requirements for new ranks. It may be worth developing initiatives to improve the attractiveness and use of existing unused ranks and to identify the need for new ranks to service changing patterns of demand.*

*Match day and major event demand levels should be taken into consideration. Measures may be considered to service demands after football matches and events. Initiatives such as temporary marshalled ranks and a taxi share scheme could be considered. However, the additional cost of such initiatives would need to be balanced with the additional level of service provided and potential associated revenue streams.*

*More Hackney Carriages need to service the needs of the population to the north and west of the borough, at night. Hackney Carriages are over ranking in the south at night as there is not sufficient space to cater for the number of Hackney Carriages waiting for fares, at the ranks available, whilst intending passengers in the north and north west face difficulties hiring a Hackney Carriage. The council may want to consider measures to encourage more hackney carriages to operate in the north and west areas, rather than waiting at the overcrowded ranks to the south.*

*Alternatively, amongst measures which may be considered to encourage additional Hackney Carriages to operate in the north and west of the borough, is to increase in the number of Hackney Carriages licensed to operate. If an increase were to be considered, the options for increasing numbers include; a single release of licenses, or a programmed release of licenses over a number of years, or a removal of the cap on licenses. A programmed and phased introduction of additional licenses would offer an opportunity for small numbers of licenses to be released and for conditions to be monitored and feedback to be gathered, in order to determine the impact of additional licenses and whether the rate of release needs to be reviewed.'*

## **4.0 Future Developments**

- 4.1 The Unmet Demand Study takes data from taxi rank surveys, together with any indication from public consultation of non-availability of hackney carriages, to calculate an Index of Significant Unmet Demand (ISUD). This methodology has been used for many years and is standard across the industry. However, because the Study focuses on rank based demand, it is difficult to provide a totally accurate depiction of demand in an area as diverse as Trafford.
- 4.2 For instance, it is not possible to collect information throughout an entire year to assess seasonal effects. The Study cannot accurately reflect the impact of large scale sporting, dance and concert events which are becoming regular events throughout the year; nor can it anticipate the likely demand from future developments, for example: the impact from Media City and Granada Studios.
- 4.3 A further consideration relates to the proposed changes to the law regulating hackney carriages. Under the current legislation, licensing authorities have the option of limiting hackney carriage numbers. The Law commission in its recent consultation considered the question of quantity controls and argued that the advantages to removing such controls were: improved provision of vehicles and improved access into the industry. The Commission did acknowledge that de-limiting would have a direct impact on the livelihood of the existing trade;

and could lead initially to congestion, pollution and over-rankling issues. However, in the view of the Commission the arguments in favour of deregulation, and the abolition of quantity controls, were more convincing.

- 4.4 Therefore, it is expected that later this year the Law Commission will recommend to the Government that at some future date the power of licensing authorities to restrict vehicle numbers should be abolished.
- 4.5 Given that the Study indicates that there is already an imbalance of service coverage; that demand is likely to increase between now and the next Study; and that within the next few years the power to restrict numbers may be removed from licensing authorities; members should consider the reintroduction of an annual release of an appropriate number of hackney carriage vehicle licences
- 4.6 A move to total deregulation would have a sudden, significant impact on both the hackney carriage trade and the licensing authority. A more gradual period of change, delivered through a limited annual release of plates, will allow the trade to make changes to the way they operate and develop a service that better meets the needs of the Borough especially during regular periods of peak demand.

## **5.0 Additional Comments**

- 5.1 Following the publication of the Study the trade were given an opportunity to comment on its findings. The comments from the trade on the findings of the Study are attached at **Appendix B**.

## **6.0 Recommendations**

- 6.1 Notwithstanding that no 'significant' unmet demand has been identified the Council is not obliged to continue with a limitation policy and could pursue alternative options. The study does recommend that the Council consider measures to encourage additional hackney carriages to operate in the north and west of the borough and an alternative option would be to increase the number of licensed vehicles to address this demand.
- 6.2 The Sub-Committee is invited to consider the Study, this report and the comments of the trade and approve one of the following options:
  - 6.2.1 maintain the current limit of 143 hackney carriage licences;
  - 6.2.2 remove the limit on hackney carriage vehicle licence numbers;
  - 6.2.3 introduce a controlled release of licences on an annual basis.
- 6.4 If the Sub-Committee is minded to release additional vehicle licences it is recommended that no new licences are issued until a full review of the hackney carriage vehicle specification is undertaken.
- 6.5 A discussion on the benefits and dis-benefits of each option is attached at **Appendix A**.

## APPENDIX A

<b>Option 1</b>	<b>Benefit</b>	<b>Dis-benefits</b>
<p>Maintain the current limit of 143 hackney carriage licences.</p>	<p>Limits the number of vehicles competing for fares, enabling drivers to maintain a higher level of income than may be the case if numbers were unlimited. Results in more full time and 'professional' drivers, than might otherwise be the case.</p>	<p>Limits the number of vehicles which may be brought into service at peak times. Enables plate premium values to develop, where licensed vehicles are sold, with operator license, for a premium over the basic vehicle price. These values attached to taxi licenses increase pressure to litigate for additional licenses, in order to procure high value licenses for free. High plate premiums can form a barrier to entry to the trade. Limits incentives to drivers to identify evolving patterns of demand and adapt and innovate to meet new demand.</p>

<b>Option 2</b>	<b>Benefit</b>	<b>Dis-benefits</b>
<p>Remove the limit on hackney carriage licence numbers.</p>	<p>The market will find its own level of supply and demand. Taxi plates no longer have a premium value so entry to the trade becomes easier.</p> <p>Hackney Carriage drivers are forced to innovate to develop efficient methods to reach more of the market for Hackney Carriage business. This may lead to formation of cooperatives and partnering arrangements.</p>	<p>Drivers may transfer from Private Hire Vehicles to Hackney Carriage operation. This can affect the balance of provision, between Hackney Carriage and Private Hire. As a consequence, some parts of the market, such as suburban night time services, traditionally serviced by Private Hire Vehicles, may be affected by reduced availability. Increased competition and tighter cost control may apply pressure to vehicle quality, both in the Hackney Carriage and Private Hire fleet, resulting in older and less well maintained vehicles. Drivers may 'cherry pick' the most profitable times to operate. i.e. new entrants to the trade may operate on a part time basis at reduced cost with older second hand vehicles and only operate at peak periods of activity associated with the night time economy. This can leave fewer vehicles to service daytime requirements. Hackney Carriages which are driven by multiple drivers, in multiple shifts, may lose drivers to new licenses. Therefore, whilst the number of drivers increases following de-restriction, the number of Hackney Carriages in operation may not increase by the same proportion, if shift operators are not replaced.</p>

<b>Option 3</b>	<b>Benefit</b>	<b>Dis-benefits</b>
<p>A controlled release of hackney carriage vehicle licences.</p>	<p>A controlled release of licences combined with the introduction of additional ranks around demand generators; and measures to encourage use of existing ranks may address the imbalance in provision of hackney carriage services.</p> <p>A more gradual change from a quantity regulation, which will give the trade a gradual period of adjustment when compared to full delimitation at a given date.</p>	<p>The dis-benefits would be similar to those for total deregulation but to a lesser degree.</p> <p>The controlled release could be undermined by a change in the law resulting in national delimitation.</p>

**Boyle, Joanne**

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**From:** Bate, Stephen on behalf of Licensing  
**Sent:** 10 January 2013 16:15  
**To:** Boyle, Joanne  
**Cc:** Marriott, Joe  
**Subject:** FW: Badge number HD1001 ( voicing against more plates)

**Importance:** High

Joanne,

Comments in relation to the Unmet Demand Survey.

Regards

Steve Bate  
 Senior Licensing Officer  
 Licensing Section  
 Trafford Council  
 Sale Waterside  
 Sale  
 Manchester  
 M33 7ZF  
 Tel: 0161 912 4144  
 Fax: 0161 912 4241

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-----Original Message-----

**From:** [redacted]  
**Sent:** 10 January 2013 14:08  
**To:** Licensing  
**Subject:** Badge number HD [redacted] ( voicing against more plates)

To whom it may concern

As a concerned black cab driver I am voicing my concerns and sending email as a protest against more taxi plates that the council are considering giving to other people. We are already struggling enough to make ends meet and there are MORE than required drivers on the road . With just Christmas coming once a year and the festive season spread over a 3 month period there's not sufficient work enough for us ( drivers) to earn 3 months and nothing for the remainder of the year..With all expenses and growing kids I strongly am against the council giving more plates as its taking food out of our children's mouths who are already suffering due to the weak economy and recession. There is hardly any work and excess of drivers

Thank you

[redacted]  
 Sent from my iPhone



**Boyle, Joanne**

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**From:** [REDACTED]  
**Sent:** 15 January 2013 22:21  
**To:** Licensing  
**Cc:** Boyle, Joanne; ttoada; paulbrent  
**Subject:** HACKNEY CARRIAGE UNMET DEMAND STUDY

This is the Trafford Taxi Owners' and Drivers' Association response to the report by Vector Transport Consultancy, which was presented to the Public Protection Committee on 20th December 2012.

### 1. UNMET DEMAND

The Association strongly feels that it would be unwise to take any action at present, for three reasons:

- a. The unmet demand identified is deemed "not significant"
- b. The position with regard to the type of vehicles licenced will probably have to be reviewed in the wake of the collapse of LTI. It would be unreasonable to expect potential licensees to invest in what might prove to be an obsolescent vehicle.
- c. The Law Commission could well change the entire picture regarding taxi licensing during the next 2-3 years. The next unmet demand study is due in 2015, but may be voided by their findings.

**WE STRONGLY RECOMMEND RETAINING THE STATUS QUO AT PRESENT.**

### 2. RANKS IN THE NORTH AND NORTH WEST OF THE BOROUGH

Over the coming months, there is a need to identify exactly where the demand in these areas is generated, and to then identify viable rank locations. It should, however, be remembered that there is a long established culture of private hire dependency by consumers in these districts.

The report states that "measures would be required to encourage drivers to operate in these areas", but we are unable to see how this can be readily achieved,

### 3. MAJOR VENUES

- a. The Victoria Warehouse has settled into a firm operational pattern, and we believe that the initiatives taken by the Council, the trade, and the organisers have resolved the majority of the early problems.
- b. Manchester United has long been a hotbed of illegal plying for hire. This results in many Trafford taxi drivers being reluctant to service it. The taxi plans laid down for the Olympics were marginally successful, but were badly compromised by the failure of the organisers and the police to fulfil certain obligations as promised. We believe that the original plans could be used as a blueprint for radical changes, but this would require all agencies to co-operate, accompanied by regular and stringent enforcement.
- c. Lancashire County Cricket Club, despite promises made in the past, continue to deny entry to the ground for taxis, while allowing private hire vehicles easy access. This makes the situation difficult to control. We appreciate that they

cannot be forced to allow access, but the Council should bring the maximum amount of pressure to bear in the interests of the public. The same situation continues at the Trafford Centre.

FREEDOM OF CHOICE TO THE CUSTOMER IS UNACCEPTABLY COMPROMISED.

#### 4. DISABLED CUSTOMERS

a. We totally disagree with the comments regarding "overcharging" of wheelchair users. A hiring commences at the moment the vehicle is hailed, at which point the meter is engaged and the cab ceases to be available to alternative hirers. The hiring ceases when unloading is completed. It matters not whether the loading/unloading time is due to a wheelchair, or to large amounts of luggage/shopping. This is an established principle, and to countermand it for wheelchair users discriminates against other hirers.

b. As regards the request for text booking facilities for deaf customers, whilst we are unaware of a problem in this area, we would respectfully point out that telephone bookings are not within the scope of this study, and should be addressed as a totally separate issue.

We trust that you will find these observations helpful, and look forward to taking a proactive role in dealing with all matters arising.

PHIL JORDAN

SECRETARY, TTODA



Boyle, Joanne

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**From:** [REDACTED]  
**Sent:** 18 January 2013 13:05  
**To:** Licensing  
**Subject:** Unmet demand survey

Send from A. Psarakis badge [REDACTED]

I would like to express my disappointment to the decision to permit more taxi licences as result of the survey for that matter.

Unfortunately as from my experience at the time I clearly remember taxi ranks to be full of taxis at the busy places and not making enough money to cover the existing trade. Now what kind of video you see I don't know. And if you think for a moment that other areas than the most popular in the area are not having any black cabs is only for a reason that there is no trade there. To prove that, nobody wants to go there as there is NO TRADE. So if you think by issuing more plates you are mistaken because the no drivers new or old to the trade will go there and you know why??? THERE IS NO TRADE AT THESE AREAS. So what you will manage to do is to over rank the same overanking ranks with unhappy taxi drivers. Taxi drivers that they will put a finance to buy 33.000 vehicle in the believe that put to you as a council that there is trade for that. Think where they will be or do when they found the reality hitting them in the pocket and can not afford to pay their finance. What They will lose ?????

And who do you think they will blame????

Thank you for taking time to read my letter.

With respect.

[REDACTED]  
Sent from my iPhone

[Redacted]

[Redacted]

[Redacted]

Boyle, Joanne

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From: [REDACTED] <>  
Sent: 20 January 2013 17:02  
To: Boyle, Joanne  
Subject: FW: Hackney Carriage Unmet Demand Study 2012

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To Joanne Boyle

HACKNEY CARRIAGE UMET DEMAND STUDY 2012

With reference to the above study, I would like the members of the sub-committee to consider the impact of increasing the number of hackney carriages licences.

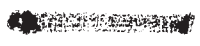
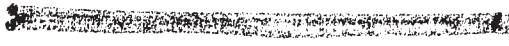
The taxi ranks in Altrincham, Sale and Stretford are being over loaded, causing the drivers to drive around looking for rank spaces adding to the already congested roads and increasing pollution. There is a need for suitable ranks in the north of borough where drivers can earn a living every week not just at major events such as football matches.

At present I think there are sufficient licenced taxis giving the public in Trafford an excellent taxi service. Issuing more licences would result in financial difficulties for many licence holders who have invested a large amount of money in their taxis. In the present economic climate the taxi trade is also suffering due to the lack of public spending.

The study found that there is no significant unmet demand. I hope the members of sub-committee will consider this before they make their decision.

Thank you

[REDACTED]



Boyle, Joanne

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From: [REDACTED]  
Sent: 22 January 2013 13:01  
To: Licensing  
Subject: Re: Unmet demand survey

On 22 Jan 2013 10:33, "[REDACTED]" <[REDACTED]> wrote:

>

> [REDACTED]

> Plate no. [REDACTED]

> Badge no. [REDACTED]

>

> Dear Joanne,

>

Firstly thanks for letting the owners and drivers have their input on the unmet demand survey.

> I am very surprised that there is any unmet demand in Trafford as most of the time you are lucky to find a space to ply for hire on the Trafford ranks.

> Personally after most 12 hour shifts I am lucky to earn the minimum wage, after running costs the job is getting to the point where it's not worth doing.

> You are quite welcome to see my tax returns for the past few years to prove that as expenses are going up, your income is dropping rapidly due to the recession and the overall lack of trade in Trafford.

> Increasing the number of Hackney Carriage plates will only dilute my income even more and will only be detrimental to not just my family but the families of all the taxi drivers in Trafford.

> Thanks for letting me have my say, yours sincerely

>

> [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

**Boyle, Joanne**

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**From:** [REDACTED]  
**Sent:** 23 January 2013 12:57  
**To:** Licensing  
**Subject:** Unmet demand survey

with reference to the unmet demand survey.

Firstly a few points.

1. As a hackney license owner, and driver may I point out to whoever it concerns. Myself and my colleagues have paid for this survey.

As far as I know it is not privileged information, for TOA, And GMB Members, and the results should have been made accessible to everybody who has paid for it sooner.

2. One afternoon on the weekend the survey was being carried out. I was parked on Sale rank when I thought I was witnessing an episode

of youve been framed, or Benny hill had been resurected from the dead.

Two people got out of a car on the Kings Ransome side of the road, got a retractable ladder out of the boot. Then came over the road

extended the ladder, then placed the ladder on a lampost. Then one person made his way gingerly up the ladder, which was bending

and shaking as he attempted to mount the camera.

The survey.

The survey seems a little long winded, considering the length of time the cameras were in position at each particular rank.

Unfortunately in this country our trade is at a disadvantage, compared with our colleagues in the rest of europe.

Meaning we do not recieve one penny from central government, or local government.

The survey contradicts itself in quite a few places. at one stage it is saying there is no unmet demand, yet in others there is.

Urmston and Old Trafford lack of hackney carriages at night.

I live in Urmston and have spent many an unproductive hour sat on the ranks.in Urmston. Urmston is an area which the people seem to

use private hire rather than hackney. The perception being we are more expensive.

The cost of keeping my cab on the road is £56.00 per day working on a six day week. This does not include fuel,wages, and any unforseen cost.It includes cost of vehicle, insurance, depreciation,road fund licence,council fees, repairs and servicing.

I run a new vehicle to keep the cost of repairs down and to have a more reliable vehicle, both for myself and my customers.

I do not think an older vehicle will be any cheaper to run, due to the ongoing repair bills and the amount of time spent off the road.

Therefore if the decision is to put more cabs on the road. may I make a few points.

My costs include a large deposit on any new vehicle, so £56.00 per day will increase with a lower deposit..  
If by putting more plates available, the committee is under any illusion the people who take up these plates  
are  
going to sit in the North of the borough ~~losing money. They will not if they did~~ bankruptcy will soon  
follow.

At the present time there is a lot of people in this trade not far off bankruptcy already.

The council have a duty of care to not only to the residents of Trafford but people it releases licenses to,  
who by  
the way most are residents of Trafford.

If you see a queue at an ice cream van do you think we need more ice cream vans?

Yours  




**Boyle, Joanne**

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**From:** [REDACTED]  
**Sent:** 24 January 2013 19:56  
**To:** Licensing  
**Subject:** Unmet Demand Survey

To the Licensing Committee

Thank you for the survey

Here are my comments about the survey.

On the second page and the second paragraph they say the extent of queueing observed was not sufficient to suggest unmet demand.

On the third page first paragraph they say the isud index value calculation from survey results indicate that while there is some evidence of unmet demand the level is below the threshold which is held to indicate that the level of unmet demand is significant, is this not contradictory?

On page 4 they say brian stretham way old Trafford stretford taxi rank I presume they mean bryan statham way.

On page 24 he says queuing observed at ranks in Trafford is not prolonged.

On page 35 of the survey they say the taxi rank at sainsburys in sale is badly positioned behind a fence. The gmb a been saying this for 5 years.

On page 39 of the survey it goes on to say in Urmston and the Flixton road area at closing time when people are trying to flag a cab down there is disputes and disorder on a regular basis.

On page 38 they say businesses felt that an increase in hackney carriage licenses would not be good for the trade.

On page 67 they say the ISUD which is the incidence of significant unmet demand is less than 80 it is generally considered to be an indicator there is no unmet demand. ISUD value for Trafford is 29.80 which is way below 80.

On page 68 they say the level of unmet demand is not significant with respect to the Isud index calculation.

On page 68 it mentions overcharging the mystery shopper exercise in my opinion Trafford council need to issue a directive to all taxi drivers in Trafford on when to start the meter.

On page 69 they seem to contradict themselves; under recommendations they say there is some evidence of unmet demand at present however it is not significant I would like to see this evidence.

The survey seems to have omitted a few things which I thought I should bring to your attention.

where is the consultation with the emergency services for example the Police?

If there is one then why is it not included in the survey document?

where is the consultation on areas in Trafford such as partington, carrington, flixton and old trafford?

i'm sure you are aware these items were brought up on the last survey and were all missing and they were deemed to be challengeable in court.



**Boyle, Joanne**

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**From:** [REDACTED]  
**Sent:** 24 January 2013 17:37  
**To:** Boyle, Joanne  
**Cc:** deltalime@yahoo.com  
**Subject:** Unmet demand Survey rESPONSE

To Trafford Taxi Liaison and Licensing

GMB Response to Survey

Thank you for the Unmet Demand Survey.

As the Report has not identified any *"significant" unmet Demand* we feel at this time the Council should retain its existing plate allocation policy unchanged. there is no case in our view to issue additional plates at this time.

The issue of encouraging existing drivers and owners to operate during unsocial hours and late at night to meet the demand of new venues is one that requires further careful consideration. A mechanism needs to be found that encourages and incentivises drivers to operate at peak times. as always the GMB is willing to explore this through the Liaison Committee during the next year to find an appropriate model.

The trade is at ordinary times experience severe pressure due to the general decline in usage and the significant increase in costs drivers are facing. To introduce additional vehicles would have a depressing effect on the trade as a whole and runs the risk of diminishing the quality of service which the report has identified is available within Trafford. this we welcome and again are keen to support moves that continue to develop the quality of service and provision in the Borough.

We regret if any drivers abuses their position of trust by misuse of the flag or other means to extract unfair costs from passengers. this we feel brings damage to the whole trade and its reputation. As we have supported and indicated previously, on going investment by the Council in enforcement is the correct way to monitor and police these issues to safeguard the trade and general public. We remain supportive of the Borough improving and extending its training for drivers to ensure poor practice is corrected and regulations are fully understood. As you are aware we have introduced accredited training for members of the GMB who work in the trade and to date over 20 drivers have been accredited.

the use of new technology to develop the ability to make bookings will need to be considered in the light of existing regulations and requirements under existing legislation. Our view is that the outcome of the Law Commission deliberations into the trade should be considered first before any proposals are discussed within the Borough as this will take precedent and could lead to a new framework which is outside the remit of the Council and this study.

Full discussions on any proposals for temporary ranks, marshals and improvements to public transport should be part of the on going consultation with the trade and liaison group. we will continue to assist the Council in meeting the requirements of existing legislation in relation to these matters.

Finally, we believe a properly regulated Taxi and private hire trade, with proper enforcement is the best assurance of a quality service for the visitors and residents within Trafford. We remain committed to a high level of service provision and improving the overall standards and Quality within Trafford as this is the best advertisemt for the trade and the Borough.

**Kevin Flanagan**

**GMB North West & Irish Region**  
 c/o; St. Antony's Centre

Eleventh Street,  
Trafford Park,  
Manchester.  
M17 1JF



Tel: 0161 848 9173  
Fax: 0161 872 9480  
[www.gmbreachout.org.uk](http://www.gmbreachout.org.uk)  
Fax:

Boyle, Joanne

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From: [REDACTED]  
Sent: 25 January 2013 17:46  
To: Boyle, Joanne  
Subject: UNMET DEMAND SURVEY

To the licensing panel

Just a few points that the licensing panel may wish to consider.

If a council undertakes the services of consultants to do an unmet demand survey then it should abide by the findings of the report.

The report highlights NO SIGNIFICANT UNMET DEMAND and therefore a vote for the status quo should remain.

If a vote is different than the above, then other factors will come into play.

A vehicle policy which is current at the moment will be reviewed after the decision has been made, thus creating a possible challenge.

The age policy would also lend itself open to challenge.

In view of the report due out later this year by the Law Commission it could be remiss of a Local Authority to make certain policy changes prior to the content of the report being known.

One of the points in the survey was to try and encourage Taxis into the north of the borough, this has not been done very well in the past.

The planning department as well as the planning committee should make it mandatory for a pick up and drop off points as well as having a viable Hackney Carriage Stand at ALL reasonable size developments and not to accept because it's on private land there is nothing a Council can do about it, is not really acceptable in this day and age.

In the Law Commission Consultation a hot potato would be a return of zoning help. This could potentially solve the problem if any new licences were to be granted.

I trust that this will be of some assistance in your deliberations, and if you require any further clarification I would be happy to oblige.

Yours Sincerely

[REDACTED]



Boyle, Joanne

From: [REDACTED]  
 Sent: 28 January 2013 21:10  
 To: Boyle, Joanne  
 Subject: unmet demand survey

Dear Ms Boyle,

I have just read the commissioned survey, which seems reasonably fair and unbiased. However there are a few points I would like to raise. I have been involved with the cab trade for 18 years to date both as an owner and for the past 7 years as a driver, albeit part time. I am 66 years old now and looking to retire soon completely.

My heart goes out to the owner drivers today who are trying to make a living by providing a taxi service to the public. The problem all started some years ago when Trafford Council issued over 40 plates in a very short period of time. I did write to Alan Finney at the time expressing my dismay at that decision, asking how the council thought this would impact on the trade. I mentioned the lack of rank space in the right places and where the council would place any new ranks, if at all. The reply returned was that the recession had caused the problems and all would be well in the future. Well it isn't. To even contemplate issuing any more plate would be madness.

I intend to make this a fairly long epistle so please don't lose heart, as hopefully you will agree with me at the end.

The effectiveness of the existing ranks is mentioned, a good start:-Sainsbury's in Sale, totally useless. Can inquiries be made to site the rank within the car park, preferably near the front door. I believe it is still a public car park, or am I mistaken? This would then alleviate the over-ranking problem at Tesco's on Hereford Street by spreading the load between the two. Further, can a rank be obtained within Tesco's in Altrincham similar to the new one in Stretford. To progress, a rank near to Mark's & Spencers side door on Shaws Road adjacent to the market would be a good place. It would save people, especially the elderly having to walk all the way to Altrincham rank. A rank on Claremont Road in Sale outside the Lloyds TSB would also be a good place. I've always thought taxi ranks should be where the most people are likely to be.

Sadly the Rank at Sainsbury's in Urmston is under used because of the problem with supermarket trolleys and private hire 'ranking up' in the car park. I have sat on that rank for hours with little result. I don't go there any more. I have in the past sat outside Trafford Hospital and never had a fare, ever, honestly. No wonder Urmston has a dearth of cabs. The private hire firms have it 'sewn up' anyway.

Moving on to other topics mentioned in the survey, on the rare occasions I have worked weekend evenings I have seen problems at both Altrincham and Sale ranks with people pushing to the front under threats of violence to the legitimate next customer. Many cabs just drive past because they know the fare money is going to be a problem, not to mention the damage to the cab. No police around, there never is, they are very overstretched at that hour. A police presence would be a boon, as it used to be in the past, sadly not any more. There is an answer there somewhere.

Another thing mentioned is driver knowledge, sadly lacking with many new drivers coupled with a poor command of English, but I believe that problem is in hand currently. Well hopefully it is anyway

I have enjoyed my second career as a 'cabbie' but I really do fear for my friends and colleagues in the future. I hope you come to sensible decisions for all their sakes.

Many thanks for reading my e-mail, or wading through it if that was the case.



[REDACTED]

[REDACTED]

[REDACTED]



**Boyle, Joanne**

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**From:** [REDACTED]  
**Sent:** 28 January 2013 13:15  
**To:** Boyle, Joanne  
**Subject:** unmet demand survey

I am writing regarding the unmet demand survey, as a hackney carriage driver I do not think that issuing more plate's will help the trade that this moment in time, the assessment was done at a point when a one in a life time event was taking place, christmas and new year are ment to be are best time of year as the marshal's trafford provide can verify the rank's were cleared in an appropriate time's, from my point of view the issuing of more plate's would subcequently put a lot of driver's and owner's out of work as we are only just making end's meet at this time please care in to consideration are family's and are job when it come's to committee. many thanks marie holt

[REDACTED]

**Boyle, Joanne**

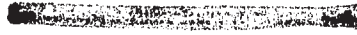
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**From:** [REDACTED]  
**Sent:** 28 January 2013 16:22  
**To:** Boyle, Joanne  
**Subject:** Unmet demand survey

Amanda Grennan has asked me to send this on her behalf.

we dont need more plates on we are struggling to find fares as it is amanda grennan my money to cover barley meets my ougoings along with others its outrageous

Sent from Yahoo! Mail on Android



Boyle, Joanne

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**From:** [REDACTED]  
**Sent:** 28 January 2013 15:40  
**To:** Boyle, Joanne  
**Subject:** Unmet demand survey

Hi Joanne .

I am writing you to give you my comment about this unmet demand survey.

I don't know how much is this true that we heard council will give new plates out result of this survey.

As the business already to slow and it is hard make life of it , with more plates it will be even harder for us.

I don't really think we that plates for now.

Thank s for your time to consider this email .

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

**Boyle, Joanne**

**From:** [REDACTED] >  
**Sent:** 14 January 2013 12:59  
**To:** Boyle, Joanne  
**Subject:** RE: Hackney Carriage Survey

Hi Jo,

Steve Jones and I are thinking of obtaining a single Hackney licence plate and vehicle and simply operating one vehicle between the two of us.

Assuming there would be a requirement to break the survey.....?

I was under the impression that these surveys were supposed to be transparent and easily verified by the reader?

Where is the evidence for anyone to check the findings of this survey please? What official bodies were spoken to? Who can the reader contact to verify participation and responses from the bodies who contributed?

This survey seems somewhat cluttered with information other than proving "Unmet Demand" including illegal pick up's, how have the surveyors determined that any/all these pick up's were illegal as opposed to being pre-booked? Or are these allegations of illegal pick up's to be taken as "Unmet Demand" by virtue of the lack of Hackney carriages in attendance? Are prosecutions pending for these claimed "Illegal Pick Up's"?

I would have thought the object of the exercise was simply to deal with any "Unmet Demand" but this survey seems to wander all over the place without giving details of who was spoken to

I noted that the findings were that there was an unmet demand in the North of the Borough, making it impossible to limit the number of Hackney Carriage licence's issued as there will always be unmet demand somewhere within the borough as the trade always return to Altrincham and Sale where the main companies are based.

I was fascinated to learn that I personally was still held responsible for "Ruining the Trade" when I applied there were 103 licences extended to 108 licences after which the continued issuance of licences was as a direct result of the trade asking for more and more licences, clearly then the trade claim there is an unmet demand which continues to this day.

The problem is you cannot licence drivers to work in certain areas of the Borough and return to those areas giving cover to the whole borough, so there will always be unmet demand until deregulation.

- 1) How much did this survey cost please
- 2) Where can all the information be verified by the reader please, (The bodies and individuals within those bodies asked to contribute)
- 3) Do the Local Authority intend to deregulate.
- 4) I am told that recently a licence was used for a 2012 hackney carriage, where the paid value of the licence was given as £16,000.00 in the paperwork, can you explain this please?

I look forward to your response

[REDACTED]

[REDACTED]

**From:** Boyle, Joanne [mailto:Joanne.Boyle@trafford.gov.uk]  
**Sent:** 14 January 2013 10:43

To: [REDACTED]  
Subject: FW: Hackney Carriage Survey

[REDACTED]

Please find attached a copy of the Unmet Demand Survey 2012.

Regards

*Joanne Boyle*

Licensing Team Leader  
Licensing Section  
Trafford Council  
Sale Waterside  
Sale  
M33 7ZF  
Tel: 0161 912 4129  
Fax: 0161 912 4241

Please note : this office will close on Friday, 21<sup>st</sup> December, 2012 and reopen on Wednesday, 2<sup>nd</sup> January, 2013.

Trafford Council is a well-performing, low-cost council delivering excellent services to make Trafford a great place to live, learn, work and relax  
You can find out more about us by visiting [www.trafford.gov.uk](http://www.trafford.gov.uk)

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**From:** Douglas, Moira  
**Sent:** 03 January 2013 11:25  
**To:** Boyle, Joanne  
**Subject:** FW: Hackney Carriage Survey

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**From:** [REDACTED]  
**Sent:** 03 January 2013 11:15  
**To:** Douglas, Moira  
**Subject:** RE: Hackney Carriage Survey

Moira.

Happy New Year.

Thanks for the information.

If someone could diary the publication and let me know when and where it is available I would be grateful.

Cheers.

[REDACTED]

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**From:** Douglas, Moira [mailto:Moira.Douglas@trafford.gov.uk]  
**Sent:** 03 January 2013 08:46  
**To:** 'guy'



**Stocktax Ltd**

07.02.13

F.A.O. JOANNIE BOYLE

FAO The licensing officer and Committee,

I write to submit my views and observations on the recent 'Unmet demand' survey' and my comments on the way I see the development of the Hackney trade in Trafford.

I have attached two documents, one is my review of the survey and I take the opportunity to point out briefly what I think to be the salient points.

The second is my response to the review of the Hackney numbers in Trafford and My thoughts on why there should not be an issue. Previous issues have been very contentious with licenses going to what I can only say were undeserving individuals, this has not helped the trade and led to many drivers being disgruntled to the point of leaving the trade, never to return. A period of stability is what is required and between now and the 'Law commission review' with its conclusions would be ideal. Why would any council preempt a full government sponsored review by taking decisions that may have to be reversed in the near future and may do irreparable damage to a trade that is already reeling from the effects of the recession?

I thank you for your consideration

Yours sincerely



**STOCKTAX Ltd.**  
27-29 Maine Road, Moss Side  
Manchester M14 4FS  
Telephone: 0161 226 2044  
Fax: 0161 227 1888  
Email: stocktax@tiscali.co.uk

Company No. 4794331



Response to the review of Hackney license numbers in Trafford MBC.

Please find below the points that I would wish to be considered by the Licensing committee and by the Licensing department, prior to any decision being taken with regard to license numbers in the borough following the new survey that has just been completed.

- 1 ) The survey which is paid for by the hackney trade is undertaken by an independent company sourced and appointed by the Council officers. We as a trade have in the main always accepted the advice and the findings of the survey company; we have no option but to accept it. We would hope that the Council will accept the conclusions also. I have no doubt that the survey will give a common sense report of the state of the trade at this moment.
- 2 ) I would like to point out that at the moment, I am sure that you are more than aware of the Law commission report that is being prepared, this is the biggest review of the taxi and private hire trade that has ever been undertaken by central government. I feel that Trafford should refrain from taking any major policy changes until the results of this review are announced, the trade in general at this time is feeling the effects of the recession, and to maintain the status quo at this time, I feel, is imperative to the proprietors, drivers, and the dependents of this group.
- 3 ) Taking a general look at the other Greater Manchester licensing authorities gives a glimpse of what is happening in our own conurbation. Manchester for instance was one of the chief exponents of the controlled growth system, they have recently completed their survey and due to the conditions that are affecting the trade, have decided not to release any new licenses for the next three years, Trafford and Manchester have common borders, although Manchester is a much busier area to work as a hackney driver. Stockport is an area similar to Trafford in area and numbers of hackneys, they held their last survey in December 2011, this came back recommending no increase in the fleet at all, and to that end, the decision was taken not to increase the hackney fleet for three years, also, I for one would be shocked if the Trafford survey indicated a rise in the number of licenses.
- 4 ) As an holder of five hackney licenses in Trafford, I can tell you that there is always a shortage of drivers to rent the taxis, this was once not the case, at one time I always had a waiting list of drivers looking for 'tracks', I rent my taxis out and at the moment I am one of the cheapest renters in the borough, I have consistently had at least one taxi parked up on an almost permanent basis. This is due mostly to the drop in takings that has led to drivers leaving the trade.
- 5 ) When talking to drivers they will tell you that never before have takings and job numbers been so low, and when asked about the future, they are all so unsure of what the future will bring. A term of stability would be the way to put drivers more at ease.
- 6 ) Many drivers talk about the arrival in the Borough of the 'out of town hackneys' that are increasing in numbers all the time, this is due to a legal judgment that at this moment allows them to operate outside their own licensing area. This has the effect of further diluting the work between our own Trafford drivers and these people who do not in fact even contribute to the Borough in any way shape or form. In Greater



Manchester, including Trafford we have seen hackneys arrive from, Rossendale, Cheshire east, Cheshire west, Newport (South Wales), Gedling BC (east of Nottingham) and Bury.

- 7 ) The number of rank spaces that are currently available are insufficient for our present needs, there are 81 viable spaces and 143 hackneys, to increase the numbers of hackneys would only exacerbate the situation. At the moment we have a large number of taxis driving from rank to rank to find a parking spot, pulling up on the back of a rank only results in the driver getting a ticket for 'over ranking'. This is a major problem that needs urgent and constructive consideration, as it is a major 'stresser' for drivers and parking warders alike. I would also like to add that ranks must be viable to the trade and to the public for them to work; I do know that the licensing department deals with the TOA on these matters. I think that the number of ranking spaces to taxis must be at least 75% of the total.

On a separate note there are drivers that are already telling us that there will be an issue of licenses, and they know how many points they have got (they are using the previous formula to calculate their points tally) and that they are at the top of the list. The reason I put this forward is that one driver has already 'touted' the plate that he hasn't even got yet, to me.

It would be a valuable exercise to look at the history of issued plates, and how long they stayed with the original person granted the license. I would say that in the majority of cases the plates are used as a quickly sellable benefit. The council must make sure that they are not manipulated by individuals, should a license be issued I feel it must be via an open lottery system with all badge and license holders in the hat. Badged drivers are a must for consideration, but also don't forget plate holders, who have invested considerable monies into the trade, and are still doing the same.



A review of the survey.

It is a quite large document for anybody to study, let alone read, so I have taken the liberty of extracting some of the more telling and important points from the study for your deliberation, I list them below in a bullet point manner.

1) In the executive summary, at the start of the report, the following points are made ;

The ISUD value (Index of Significant Unmet Demand) calculated from the survey results indicates that the level is below the threshold which is held to indicate that the level of unmet demand is significant; therefore the demand is seen as insignificant.

An increase in the number of hackneys could lead to drivers working part time which would lead to more coverage at peak times, but also lead to reduced coverage in the quiet times, possible leading to under supply during these periods.

It may be a pertinent time to look at establishing a constructive rapport between the hackney trade and the disabled groups to service this group in a better way, maybe a discussion group could be set up with council help to service this need.

The report mentions the north of the borough as being an area that is not serviced properly, an issue of new licenses would not change this problem as drivers will work in the busy areas, as they have to earn their livings, our own study tells us that the north is a busy area for private hire, any disabled needs can be catered for by the possible meeting that I have mentioned above, hackneys can always be pre-booked to cover the north of the borough for disabled passengers.

2.) Page 38

In general businesses felt that an increase in hackney carriage licenses would not be good for the trade.

Page 43

For the majority of cases, wheelchair passengers do not generally have difficulty obtaining the services of hackney carriages.

Page 66 /68

An ISUD value of 80 or higher is generally taken as indicating there is significant unmet demand.

Where the ISUD value is less than 80, it is generally considered to be an indicator that there is no unmet demand.

The ISUD value for Trafford MBC is 29.8 which is deemed as a level that is insignificant.

Page 69

There is generally excess supply of hackney carriages at the ranks in common usage.

Although the facts I have highlighted above are a snapshot of the full report, these are facts and hopefully they will be seen and regarded as most relevant to your deliberations.





By virtue of paragraph(s) 1 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

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