

Boyle, Joanne

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
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Sale
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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

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

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 overranking 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]

[REDACTED]

Boyle, Joanne

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

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]

[REDACTED]

[REDACTED]

Boyle, Joanne

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

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 receive 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 unforeseen 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

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 queuing 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.

I cannot see or understand how a plate issue would be of benefit to the trade or the people or the businesses of Trafford at this time when the country is in a double dip recession and worse to come.

Some drivers in Trafford are now on the bread line ~~and I know some were at~~ food banks and charities so these driver's would probably go bankrupt and loose everything if there were a plate issue. As their income would reduce.

We in the GMB specifically did not ask for a pay rise from 2008 to 2011 and in 2012 we did not seek a pay rise either because we recognised the financial impact it could've had on the people of Trafford even though the licence fee went up each year, and insurance went up, and fuel went up and vehicle maintenance went up. So I hope you can take these into consideration and please choose to leave the trade as it is now.

Here are some other things we in the GMB Trade Union have been doing in conjunction with the council to make people aware of hackney carriages in areas of Trafford. The department of transport issued a document which Paul Bentley and I followed up on and that was information signs at taxi ranks where there isn't a lot of presence and it was agreed at liaison group and this initiative is now working e.g. Urmston, people will see the sign and ring one of the numbers this is also successful in Hale and the Trafford center taxi ranks at the moment.

Also the GMB offered free NVQ level 2 training for taxi drivers and I and twenty five other drivers qualified and now we have another seven drivers wanting to do it. We didn't have to be told to do this we used our own initiative and used our own time to improve ourselves and the trade.

Thank you for this opportunity to comment on this survey and I do hope you make the wise decision to leave it as it is and not to issue any plates as I hope I have showed you how detrimental it would be to the livelihood of drivers and trade in Trafford.

Thank you once again,

Regards,

~~_____~~

Boyle, Joanne

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,
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M17 1JF



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www.gmbreachout.org.uk

Fax:

Boyle, Joanne

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]

[REDACTED]

[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

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

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

[REDACTED]

Boyle, Joanne

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

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, 21st December, 2012 and reopen on Wednesday, 2nd January, 2013.

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You can find out more about us by visiting www.trafford.gov.uk

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

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]

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,

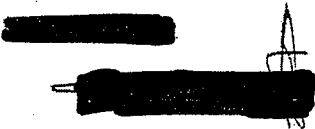
I write to submit my views and observations on the recent 'Unmet demand survey' and my comments on the way I see the development of the Hackney trade in Trafford.

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



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Company No. 4794331

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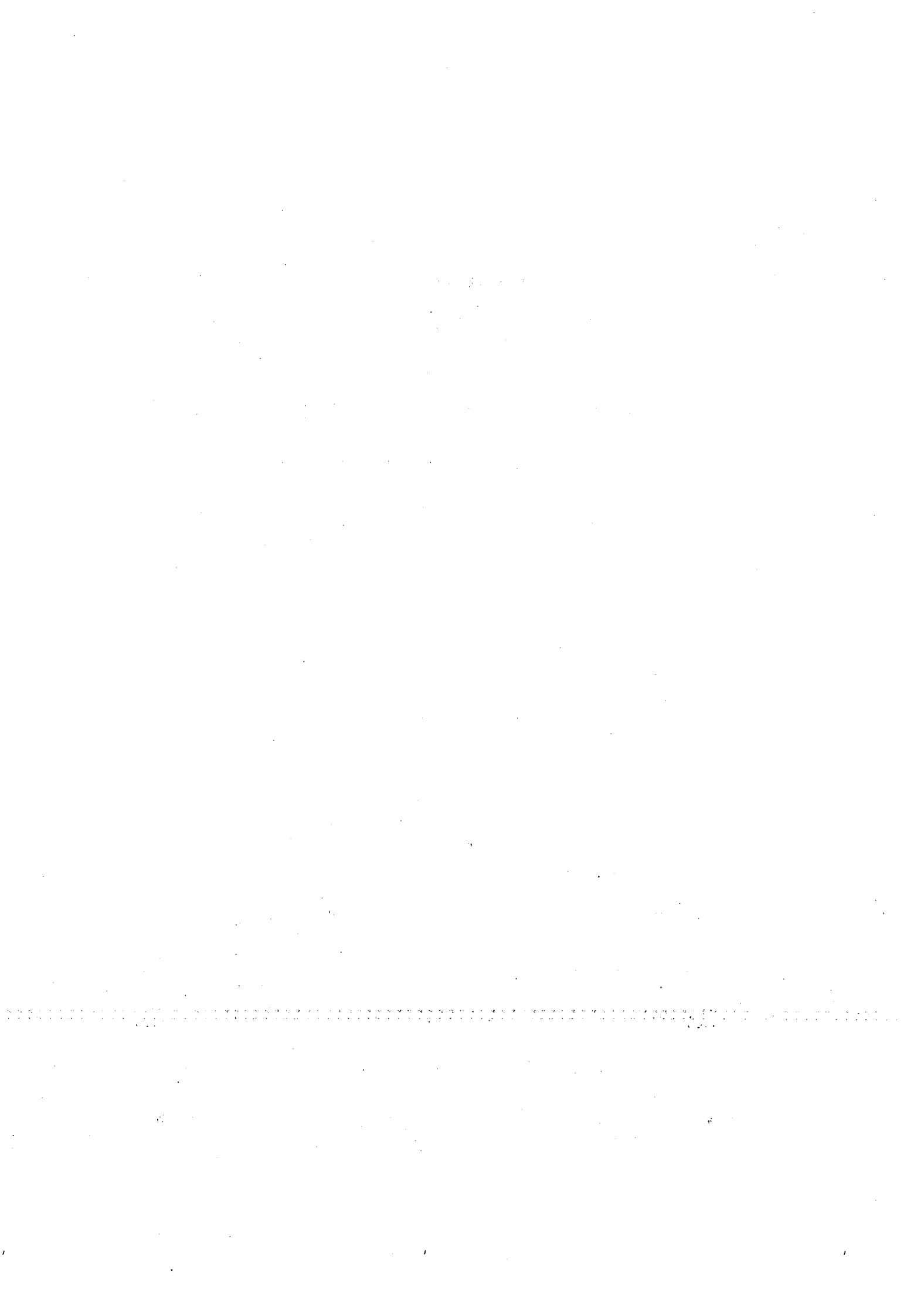
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Response to the review of Hackney license numbers in Trafford MBC.

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.

