

## TRAFFORD COUNCIL

**Report to:** Public Protection Sub-Committee  
**Date:** 20<sup>th</sup> August 2015  
**Report for:** Decision  
**Report of:** Head of Regulatory Services

### Report Title

**REVIEW OF PRIVATE HIRE OPERATOR CONDITIONS**

### Summary

It has been established that once a vehicle has been licensed as a hackney carriage, it is a hackney carriage for the duration of that licence, wherever it is located and can, therefore, be used for pre-booked work in any district in England and Wales.

There has been an increase in the number of hackney carriages licensed by other local authorities working in the area through Trafford private hire operators.

Officers are proposing that additional conditions be introduced to the private hire operator conditions to address a number of issues, including new requirements for the operator to keep more detailed records of vehicles and drivers licensed by other authorities.

### Recommendation(s)

That the Sub-Committee considers the report and the responses arising from the consultation with Trafford Private Hire Operators and decide whether to either:

- adopt the proposed new operator conditions and penalty points without any amendments; or
- adopt the proposed new operator conditions and penalty points with amendments after due consideration of the consultation responses.

The Sub-Committee is also asked to confirm that the new conditions will have effect immediately in respect of all new applications; and will have effect on all existing private hire operators from the renewal of the operator's licence on the 1<sup>st</sup> November 2015.

Contact person for access to background papers and further information:

Name: Joanne Boyle  
Extension: 4129

## **1. Background**

- 1.1 In 2010 the High Court handed down a judgement in the case of Stockton-on-Tees Borough Council v Fidler, Hussain & Zamanian. The judgement was that once a vehicle is licensed as a hackney carriage, it is a hackney carriage for the duration of that licence, wherever it is located, and can be used for pre-booked work in any district in England and Wales.
- 1.2 The judgement made it clear that it is not an offence for a licensed private hire operator to take bookings, and then dispatch a hackney carriage licensed by another district to undertake pre-booked work.
- 1.3 The situation has created a number of issues in Trafford, these include:
  - possible prejudice to public safety
  - inconsistent standards
  - increase in illegal plying for hire
  - the inability to enforce or undertake spot checks on these vehicles
  - confusion for the customer and possible reduced DDA compliance
  - conflict between the local trade and out of area trade
  - loss of income to the local authority
- 1.4 In order to address some of these issues it is proposed that additional conditions be inserted into the existing private hire operator conditions (see Appendix A) and a revised list of penalty points be introduced for non-compliance (see Appendix B).

## **2. Consultation**

- 2.1 All Trafford Private Hire Operators were invited to comment on the proposed new conditions between the 24<sup>th</sup> April 2015 and the 30<sup>th</sup> June 2015. The Council received three responses to the consultation which are detailed at Appendix C.

## **3. Recommendations**

- 3.1 That the Sub-Committee considers the report and the responses arising from the consultation with Trafford Private Hire Operators and decide whether to either:
  - 3.1.1 adopt the proposed new operator conditions without any amendments; or
  - 3.1.2 adopt the proposed new operator conditions with amendments after due consideration of the consultation responses.
- 3.2 The Sub-Committee is also asked to confirm that the new conditions will have effect immediately in respect of all new applications; and will have effect on all existing private hire operators from the renewal of the operator's licence on the 1<sup>st</sup> November 2015.

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**PRIVATE HIRE OPERATOR’S LICENCE CONDITIONS**

**REVISED:**

Private hire operators’ licences are issued subject to the following conditions. You are advised to study these carefully, as you are warned that for non-compliance with any one condition, the licence may be suspended or revoked.

<b>1.</b>	<b>Definitions</b>	
	“The Council”	means the <b>TRAFFORD</b> ;
	“The District”	means the area of the Council;
	“The Act”	means the Local Government (Miscellaneous Provision) Act 1976
	“Private Hire Vehicle”	has the same meaning as in the Act
	“Vehicle”	means a private hire vehicle;
	“Operator”	means a person holding a licence to operate private hire vehicles issued by the Council under Section 55 of the Act;
	“Premises”	means the operator’s place or places of business for the purpose of operating vehicles;
	“Authorised Officer”	means any officer of the Council authorised in writing by the Council for the purpose of regulating private hire vehicles;
	“Plate”	means the plate issued by the Council for the purpose of identifying the vehicle as a licensed private hire vehicle;
	“Badge”	means the badge issued by the Council for the purpose of identifying a driver as a licensed private hire driver;
	“Meter”	means any device for calculating the fare to be charged in respect of any journey in a vehicle by reference to the distance travelled or the time elapsed since the start of the journey or a combination of both.

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<b>2.</b>	<b>Licence</b>	<b>Date of Implementaion</b>
	The licence shall remain the property of the Council at all times and shall be renewed in accordance with relevant legislation.	
<b>3.</b>	<b>Details of Vehicle(s)</b>	
	The operator shall keep at their premises the following details of all vehicles that they operate:	<b>AMENDED</b>
(a)	the name and address of the proprietor;	
(b)	the vehicle licence holder;	
(c)	the vehicle licence expiry date;	
(d)	the registration number	
(e)	make, type and colour	
(f)	plate number;	
(g)	copy of the current Insurance Certificate;	
	and these details shall be produced on request to an authorised officer or police constable at any time.	
<b>4.</b>	<b>Details of Vehicle(s)not licensed by the Council</b>	
	The operator shall keep at the premises the details identified in Condition 3 above for all other vehicles used by him for hire, but which are not private hire vehicles licensed by the Council. Such records must be individually and separately identifiable. These details shall be produced on request to an authorised officer or police constable, provided such request is made for proper purposes including the investigation of any complaint, the detection and prosecution of crime and the efficient operation of the Council's scheme of licensing.	<b>NEW</b>
<b>5.</b>	<b>Details of Driver(s)</b>	
	The operator shall keep at their premises the following details of all drivers employed or used by them:-	<b>AMENDED</b>
(a)	name and address;	
(b)	badge number;	
(c)	expiry date of the private hire vehicle driver's licence;	
	and these details shall be produced on request to an authorised officer or police constable at any time.	
<b>6.</b>	<b>Details of Driver(s) not licensed by the Council</b>	
	For the avoidance of doubt, Condition 5 of these conditions also applies	<b>NEW</b>

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	where the operator allocates pre-booked work to a vehicle that is not a private hire vehicle licensed by the Council. Where such vehicle is a hackney carriage, condition 5(c) shall be construed accordingly. Such records must be individually and separately identifiable. These details shall be produced on request to an authorised officer or police constable, provided such request is made for proper purposes including the investigation of any complaint, the detection and prosecution of crime and the efficient operation of the Council's scheme of licensing.	
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<b>7.</b>	<b>Control of Drivers</b>	
	The operator shall take all reasonable steps to ensure that drivers of vehicles employed, used or controlled by them observe and perform the conditions attached to their private hire vehicle driver's licence and all other relevant statutory requirements, including Road Traffic Legislation.	<b>NEW</b>

<b>8.</b>	<b>Record of Bookings</b>	
(a)	The operator shall, before the commencement of each journey, record in a manner prescribed by the Council, the following details of each booking:-	<b>AMENDED</b>
	(i) the time and date of booking;	
	(ii) the method by which is was received (e.g. telephone, personal call etc):	
	(iii) by computer, or in a suitable book, with numbered pages set out:	
	(iv) the picking up and setting down points, by reference to street names;	
	(v) the date and time when the journey is to commence;	
	(vi) the name (and address) of the hirer;	
	(vii) the plate number of the vehicle allocated to the booking;	
	(viii) the name and badge number of the driver allocated to the booking;	
	(ix) the call sign of the vehicle allocated to the booking;	
	(x) the registration number of the vehicle allocated to the booking;	
(b)	These records shall be kept at the premises for at least 12 months from the date of the last entry or such longer period as may, by written notice, be required by an authorised officer.	<b>AMENDED</b>
(c)	These records shall be produced on request to an authorised officer or police constable at any time.	

<b>9.</b>	<b>Record of bookings allocated to vehicles not licensed by the Council</b>	
(a)	For the avoidance of doubt, Condition 8 of these conditions also applies where the operator allocates a booking to a Hackney Carriage not licensed by the Council.	<b>NEW</b>
(b)	The receipt of advance bookings by the operator for Hackney Carriage	<b>NEW</b>

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	vehicles licensed by another Authority or which are subsequently allocated to a HCV licensed by another Authority must be maintained in a completely separate register of bookings and in the same format as condition 8. If a computerised booking system is in place those booking records must be kept in a completely separate and distinct area of the systems hard drive to enable easy inspection by the Council.	
<b>10.</b>	<b>Notice to Customer</b>	
	Where a Hackney Carriage licensed otherwise than by Trafford Council may be allocated by the operator, the operator shall inform the customer of that fact, whether by a pre-recorded announcement during a telephone call, by written terms visible when booking on an Internet site or signing up to an App, or by any other method likely to bring the information to the attention of the customer at the time of booking or prior to making a booking.	<b>NEW</b>
<b>11.</b>	<b>Prompt Attendance</b>	
	The operator shall ensure that when a vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place.	
<b>12.</b>	<b>Picking Up and Setting Down of Passengers</b>	
	The operator shall, so far as is possible, ensure that drivers in their employment or control do not pick up or set down passengers:-	<b>NEW</b>
(a)	at a hackney carriage stand;	
(b)	at any place that may cause a risk of accident or obstruction to other road users and pedestrians.	
<b>13.</b>	<b>Fares</b>	
	Where a request for a hiring is received and the vehicle to be used for that hiring is not fitted with a meter, the operator must so inform the person making the booking and shall not accept the booking without first telling that person the basis of the hire charge (and if requested, put that information in writing).	<b>NEW</b>
<b>14.</b>	<b>Lost Property</b>	
(a)	The operator shall deliver any property left in the vehicle and handed to them by the driver, to the licensing office as soon as possible, and in any event within 24 hours.	<b>NEW</b>
(b)	the operator shall keep a record of all lost property retained by them.	<b>NEW</b>
<b>15.</b>	<b>Premises</b>	
	The operator's premises must be within the Council's district.	<b>NEW</b>



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<b>16.</b>	<b>Waiting and Reception Room</b>	
	The operator shall ensure that any rooms provided on the premises for the purpose of booking or waiting shall be kept clean, adequately lit, heated and ventilated at all times and be provided with adequate seating for customers.	
<b>17.</b>	<b>Drunk and Disorderly Persons</b>	
	The operator shall not allow any person who is drunk, or is behaving in a disorderly manner, to remain on the premises.	<b>NEW</b>
<b>18.</b>	<b>Planning Permission</b>	
	The operator shall not commence using any premises for their business without having first obtained written permission to do so from the relevant planning authority and shall comply with any conditions attached to such permission.	
<b>19.</b>	<b>Nuisance to Nearby Residents</b>	
	The operator shall at all times carry out their business so as not to cause nuisance or annoyance to nearby residents.	<b>NEW</b>
<b>20.</b>	<b>Change of Address</b>	
	The operator shall notify the Council in writing within 7 days of any change in:-	
(a)	their home address;	
(b)	their premises address;	
(c)	the name of their firm;	<b>NEW</b>
(d)	the licensed vehicles used or controlled by them;	
(e)	the names and addresses of the drivers in their employment or under their control.	
<b>21.</b>	<b>Complaints</b>	
	The operator shall keep a record of any complaints concerning a contract for hire or purported contract for hire relating to or arising from their business and of any action, if any, which the operator has taken or proposes to take in respect of such complaint.	<b>NEW</b>
<b>22.</b>	<b>Convictions</b>	
	The operator shall within 14 days disclose to the Council in writing details of convictions imposed on them during the period of their licence.	<b>AMENDED</b>

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<b>23.</b>	<b>Loss of Licence</b>	
	The operator shall report the loss of their licence to the Police as soon as the loss is known. A duplicate may be issued by the Council on payment of a fee.	<b>NEW</b>
<b>24.</b>	<b>Return of Licence</b>	
	The operator shall immediately return the operator's licence to the Council in the event of the surrender, suspension or revocation of the licence.	<b>NEW</b>
<b>25.</b>	<b>Licence Renewal</b>	
	A licence cannot be renewed if it has expired; a new application will be required.	<b>NEW</b>
<b>26.</b>	<b>Payment by Credit/Debit Card</b>	
	A licence in respect of which the fee has been paid either in part or in full by cheque or credit/debit card shall be of no effect in the event of that payment being subsequently dishonoured.	<b>NEW</b>
<b>27.</b>	<b>Vehicles Kept at Domestic Premises</b>	
	Unless in receipt of written consent from the planning authority, where an operator has their operation base located at domestic premises, they shall ensure that the number of licensed private hire vehicles parked at or kept in the vicinity of those premises (including parking on the highway) at any one time, does not exceed one vehicle in total.	<b>NEW</b>
<b>28.</b>	<b>Satellite Offices</b>	
(a)	The operator may only operate from those premises or such part of which have been approved as operating bases by the Council.	<b>NEW</b>
(b)	All premises from which the operator intends to carry out their business must be declared upon application for a licence. This includes any satellite offices situated at premises which may or may not be controlled by the applicant.	<b>NEW</b>
<b>29.</b>	<b>Company Signs</b>	
	The operator shall ensure that only vehicles which are currently licensed as private hire vehicles with the Council shall display signage approved by the Council as specified in the private hire vehicle licence conditions.	<b>NEW</b>



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30.	<b>Taxi meters in vehicles</b>	
	Where any vehicle operated by him is fitted with an approved taximeter, the operator shall ensure that the taximeter is set and properly sealed in accordance with Council regulations.	
31.	<b>Facilities for the disabled, deaf or hard of hearing</b>	
	The operator shall comply with his duties under the Equality Act 2010 and shall make reasonable adjustments to allow access to its services for all disabled people, including the deaf or hard of hearing. In particular, the operator shall provide a system for deaf or hard of hearing customers to book a private hire vehicle e.g. mini-com, website bookings; bookings by text.	<b>NEW</b>
	The system shall be advertised widely on all published material and on the operator's website.	<b>NEW</b>
32.	<b>Guide Dogs</b>  The operator shall ensure that guide dogs are carried within the passenger compartment of the vehicle on request.	<b>NEW</b>

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## APPENDIX B



### TRAFFORD COUNCIL

#### **PRIVATE HIRE OPERATOR - PENALTY POINTS SYSTEM**

The conditions in the table relate to the Trafford Private Hire Operator Conditions.

The Penalty Points table approved by the Council is:

		<b><u>Number of Points</u></b>
1.	Records of Vehicles	50
	Records of Drivers	50
2.	Records of Hiring	75
3.	Notice to Customers	50
4.	Records of Complaints	30
5.	Notification of Convictions	75 per conviction
6.	Change of Address	30
7.	Company Signs	30
8.	Equalities Act 2010	75

**The following matters are to be considered by the Licensing Committee and are not to be delegated to Officers.**

9.	Gross discourtesy by Operators	Max. 150
10.	Any such other matters of a substantial nature that the Licensing Committee believes are detrimental to the reputation of the Trafford private hire trade which have brought or are likely to bring the service into disrepute.	Max. 150

All penalty points awarded by Officers are subject to a right of appeal before the Licensing Committee.

Appellants must make their written appeal within 21 days of the service of the notification of the award of the points. Appeals will then be placed on the agenda for the next available Licensing Committee.

On accumulation of 150 penalty points the Operator shall be requested to attend before the Licensing Committee for consideration. The Licensing Committee shall take such further action as they consider appropriate.

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DOC 5 OPERATORS – Revised:

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### PRIVATE HIRE OPERATOR CONDITIONS – CONSULTATION RESPONSES

PROPOSED CONDITION	OPERATOR RESPONSE	OFFICER COMMENTS
<p>7. Control of Drivers</p> <p>The operator shall take all reasonable steps to ensure that drivers of vehicles employed, used or controlled by them observe and perform the conditions attached to their private hire driver's licence and all other relevant statutory requirements, including road traffic legislation.</p>	<p>Abacus Travel Services 24<sup>th</sup> June 2015 [C1]</p> <p>Please could you clarify how we are expected to control road traffic legislation? Vehicles that are owned by us we would receive any documentation regarding any offences committed by the vehicle, however, most private hire drivers own their own vehicle so all documentation would be sent to them not us.</p>	<p>It is accepted that it may be difficult for the operator to control the driver's behaviour whilst on the road. However, the operator should bear some responsibility for ensuring that the vehicles he dispatches may be legally used as private hire vehicles. Officers would recommend that the condition is amended to read:</p> <p><i>'The operator shall take all reasonable steps to ensure that drivers of vehicles employed, used or controlled by them observe and perform the conditions attached to their private hire driver's licence and all other statutory requirements.'</i></p>
<p>8. Record of Bookings</p> <p>(a) The operator shall, before the commencement of each journey, record in a manner prescribed by Council, the following details of each booking:</p>	<p>Abacus Travel Services</p> <p>Is the hirer's address needed? Examples, if a company secretary books a cab for a foreign visitor are we expected to ask for the visitors address? A customer calls from a public house going to another public house we then need to</p>	<p>It is accepted that this part of the condition may be difficult to comply with and officers would recommend that the condition is amended to read:</p>

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<p>(vi) the name (and address) of the hirer;</p>	<p>ask his/her home address? In our experience this is going to be an extremely difficult task to perform, customers will not be willing to give this information when it is not necessary. I am also sure most operators will have to modify their software at great expense.</p>	<p><b>'(vi) the name of the hire:'</b></p>
<p>9. Record of bookings allocated to vehicles not licensed by the Council</p> <p>(a) For the avoidance of doubt, Condition 8 of these conditions also applies where the operator allocates a booking to a hackney carriage not licensed by the Council.</p> <p>(b) the receipt of advance bookings by the operator for hackney carriage vehicles licensed by another Authority or which are subsequently allocated to a HCV licensed by another Authority must be maintained in a completely separate register of bookings and in the same format as condition 8. If a computerised booking system is in place those booking records must be kept in a completely separate and distinct area of the systems hard drive to enable easy inspection by the Council.</p>	<p>Abacus Travel Services</p> <p>Are the Council aware of how readily available this information is to download off the operators current systems? It is completely unnecessary to run two dispatch systems one for Trafford licensed vehicles and one 'out of area vehicles'. All the data required is available from one system.</p>	<p>It is accepted that condition 9(b) may be overly prescriptive and that all required information may be available from one system. Officers would be agreeable to this condition being removed, provided that it may be reviewed in due course if it is evidenced that information about out of area vehicles and drivers is not easily accessible.</p>
<p>14. Lost Property</p> <p>(a) the operator shall deliver any property left in</p>	<p>Abacus Travel Services</p> <p>To have all lost property delivered to the Council</p>	<p>It is accepted that condition 14(a) will be difficult</p>



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<p>the vehicle and handed to them by the driver, to the licensing office as soon as possible, and in any event within 24 hours.</p> <p>(b) the operator shall keep a record of all lost property retained by them.</p>	<p>offices is not in the interest of the customer, the operator nor the Council. The Council will have to bag, tag and store (do you have a dedicated person and the facility) the 24 hour timescale, available Saturday, Sunday and Bank Holidays to cover this? Are you aware of the amount of lost property that is collected? The customer will certainly not want to travel across the borough to retrieve their property. The operator would incur costs to deliver this lost property. I suggest an in-house lost property procedure would be of greater benefit to all concerned. We have a lost property procedure where everything is recorded, tagged and stored. Clients need to show proof of ID when collecting any items and have to sign for the receipt of any item.</p>	<p>for the Licensing Office to administer and that it would be more appropriate for the operator to store and log any lost property. It is proposed that the condition be amended to read:</p> <p><b><i>'(a) the operator shall have a lost property procedure in place to record, tag and store any property left in the vehicle and handed to them by the driver.'</i></b></p>
<p>28. Satellite Offices</p> <p>(a) The operator may only operate from those premises or such part of which have been approved as operating bases by the Council.</p> <p>(b) All premises from which the operator intends to carry out their business must be declared upon the application for a licence. This includes any satellite offices situated at premises which may or may not be controlled by the applicant.</p>	<p>Abacus Travel Services</p> <p>Please could you clarify this condition (b)? i.e. does this mean that we would need to declare any temporary booking stands that we may set up in the borough such as to clear from an event.</p>	<p>An operator's licence will be required for every location where bookings are recorded. One licence may cover several locations. A marshal stood outside an event taking bookings would not require a licence; provided that the booking information is passed to the licensed operator's base prior to the commencement of each journey.</p>

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	<p>Guy Morgan [PMJ Travel] 25<sup>th</sup> April 2015 [C2]</p> <p>Whilst I realise Trafford Council is attempting to deal with the influx of out of the area vehicles, penalizing operators will have no effect on drivers at all. In fact it may be counter productive, owner drivers care little for the problems of an operator, they don't need to do anything themselves under these new conditions and most if not all operators have computers which can easily cope with any of these proposed changes, it will have no effect whatsoever on owner drivers who licence their vehicles out of the area.</p> <p>In essence your proposal is aimed at making operators reconsider allowing out of the area vehicles to operate on their systems which simply wont work, all because Trafford Council are impotent.</p> <p>Trafford will continue to lose income to other authorities due to their intransigent thinking concerning the raising of fees and spurious new charges and conditions which owner drivers simply refuse to be bullied into complying with, it simply hastens owner drivers to search for alternatives.</p> <p>I am curious to know, why Trafford Operators bother to have any Trafford Licenced vehicles at</p>	
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	<p>all on their systems, if we had say 100 Rossendale licenced vehicles on the system and no Trafford licenced vehicles, the fee for an Operators licence would be considerably reduced.</p> <p>In my opinion the continued attacks on the licenced trade by Trafford Council make it more and more attractive commercially to move to out of the area fleets.</p> <p>Doubtless this will make no impact on Trafford Council at all who seem to have lost the ability for progressive thought.</p>	
	<p>Stallion Travel - 26<sup>th</sup> April 2015 [C3]</p> <p>Things are getting stricter and more complicated.</p> <p>I don't think we are heading in the right direction.</p> <p>I predict an exodus.</p>	

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**Boyle, Joanne**

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**From:** Richard Bibby <RBibby@abacus-travel.co.uk>  
**Sent:** 24 June 2015 15:39  
**To:** Boyle, Joanne; 'B & S Travel'; 'CALYDEL'; 'CRT Transport'; 'DMC Travel Dave Cheetwood'; 'Guy Morgan J & M Travel'; 'ICABS'; 'MJB Travel'; 'New Moon/Robin Hood1'; 'New Moon/Robin Hood2'; 'New Moon/Robin Hood3'; 'Parkshield/Abacus'; 'Sale Airport Services'; 'Scotts & Cheshire Cars/Anytime PH'; 'Scotts Steve Tilston'; 'Stallion Travel'; 'Station Cars'; 'Steve Tandy Passenger Cars Group'; 'Wythenshawe Private Hire/Club Cars'; max.lines@uber.com  
**Cc:** 'Yvonne Obasuke'; 'E.Obasuke'; Candish, Chris; Sharp, Bernard; Freeman, Mike; Marriott, Joe; Levy, Graeme; Douglas, Moira; Bate, Stephen  
**Subject:** RE: PROPOSED NEW OPERATOR CONDITIONS  
**Importance:** High

Joanne,

After reading through the proposed new operator conditions, we have the following views.

Point 7  
Control of drivers

Please could you clarify how we are expected to control Road Traffic Legislation? Vehicles that are owned by us we would receive any documentation regarding any offences committed by the vehicle, however most Private Hire drivers own their own vehicle so all documentation would be sent to them and not us.

Point 8(vi)  
Record of Bookings

Name and address of hirer, is the hirers address needed?  
 Examples, If a company secretary books a cab for a foreign visitor are we expected to ask for the visitors address?  
 A customers calls from a public house going to another public house we then need to ask his/her home address?  
 In our experience this is going to be an extremely difficult task to perform, customers will not be willing to give this information when it is not necessary. I am also sure most Operators will have to modify their software at great expense.  
 We are more than willing to show our current booking format which displays all of the other information as asked.

Point 9(b)  
Record of booking allocated to vehicles not licensed by the council

Are the council aware of how readily available this information is to download of the operators current systems? It is completely unnecessary to run two dispatch systems one for Trafford licensed vehicles and one 'out of area vehicles' All the data required is available from one system.  
 Again we are more than willing to show/provide data that we hold and how it works and can be accessed.

Point 14  
Lost Property

To have all lost property delivered to the Council offices is not in the interest of the customer, the operator nor the council.

The council will have to bag, tag and store (do you have a dedicated person and the facility) The 24 hour time scale, available Saturday Sundays and bank holidays to cover this? Are you aware of the amount of lost property that is collected ?  
 The customer will certainly not want to travel across the borough to retrieve their property.  
 The operator would incur costs to deliver this lost property.

I suggest an in-house lost property procedure would be of greater benefit to all concerned. We have a Lost Property procedure where everything is recorded, tagged and stored. Clients need to show proof of ID when collecting any items and have to sign for the receipt of any item. Again, we are more than happy to share our procedure with you..

Point 28  
Satellite Offices

(b) Please could you clarify this condition? i.e. does this mean that we would need to declare any temporary booking stands that we may set up in the borough such as to clear from an event?

I must add Joanne in my opinion I feel that there has been an unfortunate breakdown in relationships between the council and the operators. Consultation is key, there are many changes happening in this industry and many more to come. If we are informed and asked of our opinions on issues arising I am sure that relationships would be significantly healthier.

Best Regards

Richard Bibby  
Director



Direct Dial: 0161 749 2901

Fax: 0161 747 1415

Web: [www.abacus-travel.co.uk](http://www.abacus-travel.co.uk)

FOR BOOKINGS CALL: 0161 747 9090

Abacus Travel Services are a part of Parkshield Ltd.  
Company Reg. No. 5242896  
Reg. Office: 11-13 Flixton Road, Urmston, Manchester M41 9HT

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**From:** yobasuke [mailto:yobasuke@gmail.com]  
**Sent:** 24 April 2015 11:30  
**To:** Manny Obasuke; Richard Bibby  
**Subject:** Fwd: PROPOSED NEW OPERATOR CONDITIONS

Yvonne Obasuke  
ABACUS TRAVEL SERVICES  
Please address all replies to:  
Yobasuke@abacus-travel.co.uk

----- Original message -----



**Boyle, Joanne**

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**From:** Guy Morgan <pmjtravel@btconnect.com>  
**Sent:** 25 April 2015 22:35  
**To:** Boyle, Joanne; 'Atlas Travel'; 'B & S Travel'; 'CALYDEL'; 'CRT Transport'; 'DMC Travel Dave Cheetwood'; 'ICABS'; 'MJB Travel'; 'New Moon/Robin Hood1'; 'New Moon/Robin Hood2'; 'New Moon/Robin Hood3'; 'Parkshield/Abacus'; 'Sale Airport Services'; 'Scotts & Cheshire Cars/Anytime PH'; 'Scotts Steve Tilston'; 'Stallion Travel'; 'Station Cars'; 'Steve Tandy Passenger Cars Group'; 'Wythenshawe Private HIre/Club Cars'; 'Max Lines'; 'Paul Brent'  
**Cc:** Candish, Chris; Sharp, Bernard; Freeman, Mike; Marriott, Joe; Levy, Graeme; Douglas, Moira; Bate, Stephen  
**Subject:** RE: PROPOSED NEW OPERATOR CONDITIONS

Hi Jo,

Whilst I realise Trafford Council is attempting to deal with the influx of out of the area vehicles, penalizing operators will have no effect on drivers at all. In fact it may be counter productive, owner drivers care little for the problems of an operator, they don't need to do anything themselves under these new conditions and most if not all operators have computers which can easily cope with any of these proposed changes, it will have no effect whatsoever on owner drivers who licence their vehicles out of the area.

In essence your proposal is aimed at making operators reconsider allowing out of the area vehicles to operate on their systems which simply wont work, all because Trafford Council are impotent.

Trafford will continue to lose income to other authorities due to their intransigent thinking concerning the raising of fees and spurious new charges and conditions which owner drivers simply refuse to be bullied into complying with, it simply hastens owner drivers to search for alternatives.

I am curious to know, why Trafford Operators bother to have any Trafford Licenced vehicles at all on their systems, if we had say 100 Rossendale licenced vehicles on the system and no Trafford licenced vehicles, the fee for an Operators licence would be considerably reduced.

In my opinion the continued attacks on the licenced trade by Trafford Council make it more and more attractive commercially to move to out of the area fleets.

Doubtless this will make no impact on Trafford Council at all who seem to have lost the ability for progressive thought.

Regards

Guy Morgan

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**From:** Boyle, Joanne [mailto:Joanne.Boyle@trafford.gov.uk]

**Sent:** 24 April 2015 10:24

**To:** 'Atlas Travel'; 'B & S Travel'; 'CALYDEL'; 'CRT Transport'; 'DMC Travel Dave Cheetwood'; 'Guy Morgan J & M Travel'; 'ICABS'; 'MJB Travel'; 'New Moon/Robin Hood1'; 'New Moon/Robin Hood2'; 'New Moon/Robin Hood3'; 'Parkshield/Abacus'; 'Sale Airport Services'; 'Scotts & Cheshire Cars/Anytime PH'; 'Scotts Steve Tilston'; 'Stallion Travel'; 'Station Cars'; 'Steve Tandy Passenger Cars Group'; 'Wythenshawe Private HIre/Club Cars'; Max Lines (max.lines@uber.com)

**Cc:** Candish, Chris; Sharp, Bernard; Freeman, Mike; Marriott, Joe; Levy, Graeme; Douglas, Moira; Bate, Stephen

**Subject:** PROPOSED NEW OPERATOR CONDITIONS

Dear Operator

At a meeting of the Public Protection Sub-Committee meeting on the 16<sup>th</sup> April 2015 it was agreed that officers consult with Trafford Private Hire Operators on proposed new operator conditions which, if approved, would come into effect at the renewal of the licences in October 2015.

There are significant changes proposed to the current conditions including new requirements to keep detailed records of all drivers and vehicles licensed by other authorities; to keep separate records of hirings involving out of area taxis; to notify all customers that they may be dispatched an out of area taxi; and restrictions on the use of company signage on out of area vehicles. It is also proposed that new penalty points be introduced for failure to comply with the new conditions.

As an operator in Trafford you will be affected by these proposal, therefore, we would like to hear your views on the proposed new conditions. Any comments should be sent or emailed to the Licensing Office by the **30<sup>th</sup> June 2015**.

All comments will be included in a report to the Public Protection Sub-Committee for consideration together with any amended proposals.

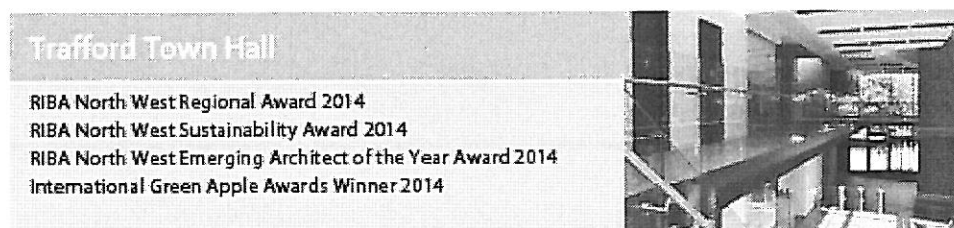
If you have any questions about the proposed new operator conditions please contact the Licensing Office.

Regards

*Joanne Boyle*

Team Leader (Licensing)  
Licensing Section  
Regulatory Services  
Trafford Council  
Trafford Town Hall  
Talbot Road  
Stretford  
M32 0TH  
Tel: 0161 912 4129

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You can find out more about us by visiting [www.trafford.gov.uk](http://www.trafford.gov.uk)



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**Boyle, Joanne**

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**From:** Stallion Travel - Manchester <stalliontravel@gmail.com>  
**Sent:** 26 April 2015 20:01  
**To:** Guy Morgan; Boyle, Joanne; 'Atlas Travel'; 'B & S Travel'; 'CALYDEL'; 'CRT Transport'; 'DMC Travel Dave Cheetwood'; 'ICABS'; 'MJB Travel'; 'New Moon/Robin Hood1'; 'New Moon/Robin Hood2'; 'New Moon/Robin Hood3'; 'Parkshield/Abacus'; 'Sale Airport Services'; 'Scotts & Cheshire Cars/Anytime PH'; 'Scotts Steve Tilston'; 'Station Cars'; 'Steve Tandy Passenger Cars Group'; 'Wythenshawe Private Hire/Club Cars'; 'Max Lines'; 'Paul Brent'  
**Cc:** Candish, Chris; Sharp, Bernard; Freeman, Mike; Marriott, Joe; Levy, Graeme; Douglas, Moira; Bate, Stephen  
**Subject:** RE: PROPOSED NEW OPERATOR CONDITIONS

Hi All

Things are getting stricter and more complicated.

I don't think we are heading in the right direction.

I predict an exodus.

Kind Regards,

Hamid

----- Original message -----

**From:** Guy Morgan  
**Date:** 25/04/2015 22:35 (GMT+00:00)  
**To:** "'Boyle, Joanne'", 'Atlas Travel', 'B & S Travel', 'CALYDEL', 'CRT Transport', 'DMC Travel Dave Cheetwood', 'ICABS', 'MJB Travel', 'New Moon/Robin Hood1', 'New Moon/Robin Hood2', 'New Moon/Robin Hood3', 'Parkshield/Abacus', 'Sale Airport Services', 'Scotts & Cheshire Cars/Anytime PH', 'Scotts Steve Tilston', 'Stallion Travel', 'Station Cars', 'Steve Tandy Passenger Cars Group', 'Wythenshawe Private Hire/Club Cars', 'Max Lines', 'Paul Brent'  
**Cc:** "'Candish, Chris'", "'Sharp, Bernard'", "'Freeman, Mike'", "'Marriott, Joe'", "'Levy, Graeme'", "'Douglas, Moira'", "'Bate, Stephen'"  
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*Joanne Boyle*