

Non-Statutory Licensing Committee

22 January 2020

Time 10.15 am **Public Meeting?** YES **Type of meeting** Licensing
Venue Committee Room 5 - Ground Floor - Civic Centre

Membership

Chair Cllr Alan Bolshaw (Lab)
Vice-chair Cllr Obaida Ahmed (Lab)

Labour

Cllr Greg Brackenridge
Cllr Keith Inston
Cllr Rita Potter
Cllr Milkinderpal Jaspal
Cllr Asha Mattu
Cllr Anwen Muston
Cllr Dr Paul John Birch J.P.
Cllr Zee Russell

Conservative

Cllr Jonathan Crofts
Cllr Jane Stevenson

Quorum for this meeting is three Councillors.

Information for the Public

If you have any queries about this meeting, please contact the Democratic Services team:

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Agenda

Part 1 – items open to the press and public

<i>Item No.</i>	<i>Title</i>
1	Apologies for absence
2	Declarations of interest
3	Minutes of previous meeting (Pages 1 - 4)
4	Matters arising Minutes of the Molineux Safety Advisory Group previously circulated to be noted.
5	Minutes - 20 September 2019 - Non-Statutory Licensing Sub-Committee (Pages 5 - 10)
6	Minutes - 14 November 2019 - Non-Statutory Licensing Sub-Committee (Pages 11 - 14)
7	Minutes - 3 December 2019 - Non-Statutory Licensing Sub-Committee (Pages 15 - 18)
8	Hackney Carriage Unmet Demand Survey 2019 - 2020 (Pages 19 - 114)
9	Vehicle Control and Supervision Operative Research (Pages 115 - 142)
10	Review of Fees and Charges for General Licensing and Miscellaneous Matters for 2020/2021 (Pages 143 - 150)
11	Review of Fees and Charges for Street Trading Consents for 2020/2021 (Pages 151 - 158)
12	Review of Fees and Charges for Hackney Carriage and Private Hire Licensing functions for 2020-2021 (Pages 159 - 170)
13	Consultation Response on amendments to Private Hire Operator, Driver and Vehicle Conditions (Pages 171 - 212)

Non-Statutory Licensing Committee

Minutes - 18 September 2019

Attendance

Members of the Non-Statutory Licensing Committee

Cllr Alan Bolshaw (Chair)
Cllr Obaida Ahmed (Vice-Chair)
Cllr Greg Brackenridge
Cllr Keith Inston
Cllr Rita Potter
Cllr Milkinderpal Jaspal
Cllr Anwen Muston
Cllr Jonathan Crofts
Cllr Dr Paul John Birch J.P.
Cllr Zee Russell
Cllr Jane Stevenson

Employees

Donna Cope	Democratic Services Officer
Sarah Hardwick	Senior Solicitor
Chris Howell	Licensing Manager
Michelle James	Licensing Policy Manager
Glenn Moseley	Licensing Compliance Officer
Lisa Williams	Digital Change Manager

Part 1 – items open to the press and public

Item No. *Title*

1 Apologies for absence

There were no apologies for absence.

Councillor Milkinderpal Jaspal stated that he needed to withdraw from the meeting at 1130 hours.

2 Declarations of interest

There were no declarations of interest.

3 **Minutes of previous meeting**

Resolved:

That the minutes of the meeting of the Non-Statutory Licensing Committee held on 10 July 2019 be confirmed as a true record and signed by the Chair.

4 **Matters arising**

Item 7 – The Cabinet Member for City Environment had written to Parliament highlighting concerns over the lack of regulation for cosmetic procedures. Charlotte Rose, Senior Environmental Health Officer, has been asked to join a beauty, aesthetics and wellbeing all party parliamentary group where Member's concerns would be considered further.

Item 9 – A notice of the proposed increase in Hackney Carriage Fares had been published in the Express and Star newspaper. No objections had been received and therefore the proposed increases would be implemented as per the report.

5 **Customer Services (Licensing) Verbal Update**

Lisa Williams, Digital Change Manager, outlined the service and reported that there were currently ten Customer Services Officers assigned to dealing with Licensing enquiries. She presented data to Members, showing the average number of Licensing calls and the average time in which the calls were answered.

Members of the Committee questioned some of the data and the Digital Change Manager explained the discrepancies.

Members of the Committee and the Licensing Manager were concerned by the high number of abandoned calls and discussed ways to resolve this.

Following the discussions, it was agreed that an additional five Customer Services Officers would be recruited and assigned to Licensing Services.

Resolved:

That the verbal update be noted, and an additional five Customer Services Officers be recruited and assigned to Licensing Services.

6 **Consultation on Amendments to Private Hire Licence Conditions**

Chris Howell, Licensing Manager, presented a report asking Members to:

1. Request Licensing Officers to undertake a consultation exercise with the trade groups.
2. Request a future report to Licensing Committee detailing the consultation responses and a final draft of private hire conditions, with a recommendation, for consideration.

Discussions took place regarding the proposed amendments and the Licensing Manager responded to questions asked.

A Member of the Committee referred to Page 16 of the report and suggested that the condition regarding standard of dress should be revised. The Licensing Manager and Chair of Licensing Committee agreed and confirmed that the condition would be amended.

The Licensing Manager explained the consultation process further and welcomed responses from Members.

Resolved:

That Members of the Non-Statutory Licensing Committee:

1. Requested Licensing Officers to undertake a consultation exercise with the trade groups.
2. Requested a future report to Licensing Committee detailing the consultation responses and a final draft of private hire conditions, with a recommendation, for consideration.

7 **Administrative Fee for Extra Review Hearing**

Chris Howell, Licensing Manager, presented a report asking Members to:

1. Approve the implementation of a fee for hearings where the applicant fails to attend without reasonable excuse.

The Licensing Manager discussed the additional fee in further detail and responded to questions asked.

Resolved:

That Members of the Non-Statutory Licensing Committee:

1. Approved the implementation of a fee for hearings where the applicant fails to attend without reasonable excuse.

8 **Get Home Safe Campaign**

Chris Howell, Licensing Manager, presented a report asking Members to:

1. Note the Get Home Safe campaign.

Glenn Moseley, Licensing Compliance Officer, outlined the campaign and responded to questions asked.

Posters and leaflets for the campaign were distributed by the Democratic Services Officer and it was agreed that Members would receive further promotional materials when available.

Members acknowledged the importance of such initiatives and welcomed the campaign.

Resolved:

That Members of the Non-Statutory Licensing Committee:

1. Noted the Get Home Safe campaign.

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CITY OF
WOLVERHAMPTON
COUNCIL

Non-Statutory Licensing Sub-Committee

Minutes - 20 September 2019

Attendance

Members of the Non-Statutory Licensing Sub-Committee

Cllr Alan Bolshaw (Chair)
Cllr Keith Inston
Cllr Jane Stevenson

Employees

Donna Cope	Democratic Services Officer
Sarah Hardwick	Senior Solicitor
Elaine Moreton	Section Leader, Licensing
Amitabh Singh	Section Leader, Licensing

Part 1 – items open to the press and public

Item No. *Title*

1 Apologies for Absence

There were no apologies for absence.

2 Declarations of interest

There were no declarations of interest.

3 Exclusion of press and public

Resolved:

That, in accordance with section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business as they involve the likely disclosure of exempt information falling within paragraph 1 of Schedule 12A to the Act relating to any individual.

4 Review of a Private Hire Vehicle Driver's Licence (AA)

The Chair invited Elaine Moreton, Section Leader, Licensing, and the Private Hire Vehicle Driver (AA) into the Hearing. The Chair led round-table introductions and outlined the procedure to be followed.

The Section Leader, Licensing, outlined the report regarding a review of a Private Hire Vehicle Driver's Licence, which had been circulated to all parties in advance of the meeting. The matter had been referred to the Sub-Committee for consideration to be given as to whether AA was a fit and proper person to hold a Private Hire Vehicle Driver's Licence.

The Section Leader advised that AA had previously submitted a written statement and wished for it to be considered by the Sub-Committee. The Sub-Committee agreed to the request (copies filed with these minutes).

AA confirmed that the information contained within the report was accurate.

All parties were invited to question the Section Leader on the report. Elaine Moreton provided responses to questions asked.

The Chair invited AA to make his submission.

AA discussed the circumstances that had led to the review of his Private Hire Driver's Licence and stated that although a disagreement had taken place between him and a member of staff, he had not been rude or aggressive. He stated that he was being treated unfairly and that no complaints had ever been made about him before.

All parties were invited to question AA on his submission. AA responded to questions asked.

The Chair invited AA to make a final statement.

AA apologised for any offence he had caused and assured Members that he was a fit and proper person to hold a Private Hire Vehicle Driver's Licence.

AA and the Section Leader left the room to allow the Sub-Committee to determine the matter.

The Chair invited all parties to return.

The Chair detailed the decision of the Sub-Committee.

Resolved:

The Sub-Committee considered all the evidence presented at the Hearing, both written and oral and were satisfied that AA was a fit and proper person to hold a Private Hire Vehicle Driver's Licence and that no further action was required.

- 5 **Application for a Private Hire Vehicle Driver's Licence (GA)**
The Chair invited Elaine Moreton, Section Leader, Licensing, and the Applicant (GA) into the Hearing. GA was accompanied by his friend and representative, Mr Hussain. The Chair led round-table introductions and outlined the procedure to be followed.

The Section Leader, Licensing, outlined the report regarding an application for a Private Hire Vehicle Driver's Licence, which had been circulated to all parties in advance of the meeting. The matter had been referred to the Sub-Committee by an authorised employee of the council for further consideration to be given as to whether GA was a fit and proper person to hold a Private Hire Vehicle Driver's Licence due to the information outlined in the report.

GA confirmed that the information contained within the report was accurate.

All parties were invited to question the Section Leader on the report. Elaine Moreton provided responses to questions asked.

The Chair invited GA to make representations.

Mr Hussain made representations on behalf of GA. He acknowledged the extensive list of convictions held by GA but stated they had happened a long time ago and GA had not committed any offences since. He explained that GA had been young and fallen into the wrong crowd but was now a changed person and family man.

All parties were invited to question Mr Hussain and GA on the submission.

In response to questions asked, Mr Hussain and GA stated that he had learnt from his mistakes and elaborated further on how he had changed.

Mr Hussain requested that the Sub-Committee received character references for GA. The Sub-Committee agreed to the request (copies filed with these minutes).

The Chair invited Mr Hussain and GA to make a final statement.

Mr Hussain stated that GA was a changed person and wanted to move forward with the life and support his family.

GA, Mr Hussain and the Section Leader left the room to allow the Sub-Committee to determine the matter.

The Chair invited all parties to return.

The Chair detailed the decision of the Sub-Committee.

Resolved:

That having considered all the evidence both written and oral, provided at the hearing, the Sub-Committee was not satisfied that GA was a fit and proper person and therefore, in accordance with Section 51 of the Local Government (Miscellaneous Provisions) Act 1976, a Private Hire Vehicle Driver's Licence was not granted. This decision was made in accordance with paragraphs 5.1.3(b) and 5.1.13(b) of the guidelines relating to the relevance of convictions and breaches of licence conditions agreed by the Licence Committee on 20 March 2019.

The Solicitor detailed the applicant's right of appeal to the Magistrates' Court against the decision of the Sub-Committee, within 21 days of receipt of the decision, and the potential costs of doing so.

- 6 **Application for a Private Hire Vehicle Driver's Licence (MK)**
The Chair invited Elaine Moreton, Section Leader, Licensing, and the Applicant (MK) into the Hearing. The Chair led round-table introductions and outlined the procedure to be followed.

The Section Leader, Licensing, outlined the report regarding an application for a Private Hire Vehicle Driver's Licence, which had been circulated to all parties in advance of the meeting. The matter had been referred to the Sub-Committee by an authorised employee of the council for further consideration to be given as to whether MK was a fit and proper person to hold a Private Hire Vehicle Driver's Licence due to the information outlined in the report.

MK confirmed that the information contained within the report was accurate.

All parties were invited to question the Section Leader on the report. No questions were asked.

The Chair invited MK to make representations.

MK discussed the incident that led to his conviction. He stated that it happened a long time ago and he had never been in trouble with the police before.

All parties were invited to question MK on his submission.

In response to questions asked MK elaborated further on the incident and stated that no other complaints had ever been made about him.

The Chair invited MK to make a final statement.

MK apologised for the incident and regretted his behaviour. He stated it happened a long time ago and had no other complaints had ever been made against him.

MK and the Section Leader left the room to allow the Sub-Committee to determine the matter.

The Chair invited all parties to return.

The Chair detailed the decision of the Sub-Committee.

Resolved:

That having considered all the evidence both written and oral, provided at the hearing, the Sub-Committee was not satisfied that MK was a fit and proper person and therefore, in accordance with Section 51 of the Local Government (Miscellaneous Provisions) Act 1976, a Private Hire Vehicle Driver's Licence was not granted. This decision was made in accordance with paragraph 5.1.9 of the guidelines relating to the relevance of convictions and breaches of licence conditions agreed by the Licence Committee on 20 March 2019.

The Solicitor detailed the applicant's right of appeal to the Magistrates' Court against the decision of the Sub-Committee, within 21 days of receipt of the decision, and the potential costs of doing so.

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CITY OF
WOLVERHAMPTON
COUNCIL

Non-Statutory Licensing Sub-Committee

Minutes - 14 November 2019

Attendance

Members of the Non-Statutory Licensing Sub-Committee

Cllr Alan Bolshaw (Chair)
Cllr Keith Inston
Cllr Anwen Muston

Employees

Sarah Hardwick	Senior Solicitor
Elaine Moreton	Section Leader, Licensing
Donna Cope	Democratic Services Officer

Part 1 – items open to the press and public

Item No. *Title*

- 1 **Apologies for Absence**
There were no apologies for absence.
- 2 **Declarations of interest**
There were no declarations of interest.
- 3 **Exclusion of press and public**
Resolved:
That, in accordance with section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business as they involve the likely disclosure of exempt information falling within paragraph 1 of Schedule 12A to the Act relating to any individual.
- 4 **Application for a Private Hire Vehicle Driver's Licence - GK**
The Chair invited Elaine Moreton, Section Leader, Licensing, and the Applicant (GK) into the Hearing. The Chair led round-table introductions and outlined the procedure to be followed.

The Section Leader outlined the report regarding an application for a Private Hire Vehicle Driver's Licence, which had been circulated to all parties in advance of the meeting. The matter had been referred to the Sub-Committee by an authorised employee of the council for further consideration to be given as to whether GK was a fit and proper person to hold a Private Hire Vehicle Driver's Licence due to the information outlined in the report.

GK confirmed that the information contained within the report was accurate.

All parties were invited to question the Section Leader on the report. No questions were asked.

The Chair invited GK to make his submission.

GK acknowledged his wrongdoings and stated that he had been stupid. He assured the Sub-Committee that he was a good taxi driver and would not get into trouble again.

All parties were invited to question GK on his submission.

In response to questions from the Sub-Committee and Section Leader, GK discussed the situations that lead to his convictions and assured them it would not happen again.

The Chair invited GK to make a final statement. GK did so.

GK and the Section Leader left the room to allow the Sub-Committee to determine the matter.

The Chair invited all parties to return.

The Chair detailed the decision of the Sub-Committee.

Resolved:

That having considered all the evidence, both written and oral provided at the hearing, the Sub-Committee was not satisfied that GK was a fit and proper person and therefore, in accordance with Section 51 of the Local Government (Miscellaneous Provisions) Act 1976, a Private Hire Vehicle Driver's Licence was not granted. This decision was made in accordance with paragraph 5.1.10(b) of the guidelines relating to relevance of convictions and breaches of licence conditions agreed by the Non-Statutory Licence Committee on 20 March 2019.

The Solicitor detailed the applicant's right of appeal to the Magistrates' Court against the decision of the Sub-Committee, within 21 days of receipt of the decision, and the potential costs of doing so.

5

Application for a Private Hire Vehicle Driver's Licence - SS

The Chair invited Elaine Moreton, Section Leader, Licensing, and the Applicant (SS) into the Hearing. The Chair led round-table introductions and outlined the procedure to be followed.

The Section Leader outlined the report regarding an application for a Private Hire Vehicle Driver's Licence, which had been circulated to all parties in advance of the meeting. The matter had been referred to the Sub-Committee by an authorised employee of the council for further consideration to be given as to whether SS was a fit and proper person to hold a Private Hire Vehicle Driver's Licence due to the information outlined in the report.

SS confirmed that the information contained within the report was accurate.

All parties were invited to question the Section Leader on the report. Elaine Moreton provided responses to questions asked.

The Chair invited SS to make his submission.

SS explained that at the time of the offence he had been young and ill advised. He stated that he regretted his actions and was now a changed person and family man.

All parties were invited to question SS on his submission.

In response to questions from the Sub-Committee and Section Leader, SS discussed the situations that lead to his convictions and outlined the reasons for his application.

The Chair invited SS to make a final statement. SS did so.

SS and the Section Leader left the room to allow the Sub-Committee to determine the matter.

The Chair invited all parties to return.

The Chair detailed the decision of the Sub-Committee.

Resolved:

That having considered all the evidence, both written and oral provided at the hearing, the Sub-Committee was not satisfied that SS was a fit and proper person and therefore, in accordance with Section 51 of the Local Government (Miscellaneous Provisions) Act 1976, a Private Hire Vehicle Driver's Licence was not granted. This decision was made in accordance with paragraph 5.1.14 of the guidelines relating to relevance of convictions and breaches of licence conditions agreed by the Non-Statutory Licence Committee on 20 March 2019.

The Solicitor detailed the applicant's right of appeal to the Magistrates' Court against the decision of the Sub-Committee, within 21 days of receipt of the decision, and the potential costs of doing so.

- 6 **Application for a Private Hire Vehicle Driver's Licence - MK**
MK was unable to attend. Hearing adjourned to a future date.

CITY OF
WOLVERHAMPTON
COUNCIL

Non-Statutory Licensing Sub-Committee

Minutes - 3 December 2019

Attendance

Members of the Non-Statutory Licensing Sub-Committee

Cllr Alan Bolshaw (Chair)
Cllr Keith Inston
Cllr Zee Russell

Employees

Donna Cope	Democratic Services Officer
Robert Marshall	Solicitor
Dean Ball	Acting Service Lead

Part 1 – items open to the press and public

Item No. *Title*

1 Apologies for Absence

Apologies were received from Greg Bickerdike, Section Leader Licensing.

2 Declarations of interest

There were no declarations of interest.

3 Exclusion of press and public

Resolved:

That, in accordance with section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business as they involve the likely disclosure of exempt information falling within paragraph 1 of Schedule 12A to the Act relating to any individual.

4 Application for a Private Hire Vehicle Driver's Licence - SS

Hearing adjourned to a future date.

5 Application for a Private Hire Vehicle Driver's Licence -MM

Hearing adjourned to a future date.

6 Application for a Private Hire Vehicle Driver's Licence - SH

Hearing adjourned to a future date.

7 Prosecution for Plying for Hire and Using a Motor Vehicle on a Road without Insurance

Dean Ball, Acting Service Lead, Licensing Compliance, presented a report asking Members of the Non-Statutory Licensing Sub-Committee to:

1. Authorise the institution of legal proceedings against a Shropshire Council licensed Private Hire Vehicle Driver for such offences as deemed appropriate by the Chief Legal Officer in connection with the evidence summarised within the report.

All parties were invited to question the Acting Service Lead on the report. Dean Ball provided responses to questions asked.

Resolved:

That Members of the Non-Statutory Licensing Sub-Committee:

1. Authorised the institution of legal proceedings against a Shropshire Council licensed Private Hire Vehicle Driver for such offences as deemed appropriate by the Chief Legal Officer in connection with the evidence summarised within the report.

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<p>CITY OF WOLVERHAMPTON COUNCIL</p>	<h2>Non-Statutory Licensing Committee</h2> <p>22 January 2020</p>
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Report title	Hackney Carriage Unmet Demand Survey 2019 - 2020	
Wards affected	All	
Accountable director	Ross Cook, Director of City Environment	
Originating service	Licensing Services	
Accountable employee(s)	Chris Howell Tel Email	Licensing Manager 01902 554554 chris.howell@wolverhampton.gov.uk
Report to be/has been considered by	None	

Recommendations for decision:

The Non-Statutory Licensing Committee is recommended to:

1. Maintain the existing policy of not capping the numbers for Hackney Carriage Vehicles
2. Endorse the recommendation of the demand survey to use CCTV cameras.
3. Approve the continued rolling programme for Hackney Carriage Demand Surveys.

Recommendations for noting:

The Non-Statutory Licensing Committee is asked to:

1. Note the findings of the Hackney Carriage Demand Survey attached at Appendix 1 to this report.

1.0 Purpose

- 1.1 To appraise Council of the results from the recently commissioned independent Hackney Carriage Demand Survey to provide a detailed analysis of the current demand for Hackney Carriage services across the city and the ability of the existing fleet to meet that demand.

2.0 Background

- 2.1 The Licensing Committee on 25 March 2015 agreed to a rolling three-year program to commission independent Hackney Carriage Demand Surveys to provide a detailed analysis of the current demand for Hackney Carriage services across the city and the ability of the existing fleet to meet that demand. The last survey findings were presented to Licensing Committee 15 June 2016.
- 2.2 This paper details the findings of the survey and proposes the purchase of additional CCTV with built in automatic number plate recognition (ANPR) and improved information and signposting of Hackney Carriage Ranks within the City.

3.0 Unmet Demand Survey

- 3.1 An independent hackney carriage demand survey was commissioned from CTS Traffic and Transportation Limited, considered one of the market leaders in transport data collection. The full report and appendices are contained in Appendix 1.

4.0 Recommendations

- 4.1 The survey concludes there is no evidence of unmet demand and subsequently, no justification for capping the numbers of hackney carriage vehicle licences.
- 4.2 The report refers to the important function hackney carriage vehicles provide within the transport infrastructure, not least the 100% wheelchair accessibility of the hackney carriage fleet. It is therefore important to protect hackney carriage drivers from unfair competition and unauthorised use of ranks and the flouting of traffic regulations by private hire vehicles within the City. It is proposed to address this by significantly increasing the use of CCTV with automatic number plate recognition (ANPR).

5.0 Financial implications

- 5.1 There are financial implications arising from this report. The purchase of CCTV cameras will be undertaken in accordance with Council procurement rules. This cost will be met from the licensing, working reserve. [NC/06012020/N]

6.0 Legal implications

- 6.1 The law governing the licensing of Hackney Carriage vehicles is largely contained within The Town Police Clauses Act 1847, as amended and the Local Government (Miscellaneous Provisions) Act 1976.
- 6.2 Section 16 of the Transport Act 1985 qualifies the power which District Councils have under the Town Police Clauses Act 1847 to refuse to grant taxi licenses in support of a policy of limiting the number of taxis in their area and provided a Council may refuse an application for a licence in order to limit the number of taxis if they are satisfied that there is no significant unmet demand for taxi services.
- 6.2 Hackney Carriage and Private Hire licensing is a non-executive function and it is therefore the responsibility of Licensing Committee to determine the policy and procedures in respect of this matter. [SH/08012020/A]

7.0 Equalities implications

- 7.1 There are no direct equalities implications arising from this report.

8.0 Climate change and environmental implications

- 8.1 There are no direct climate change and environmental implications arising from this report.

9.0 Schedule of background papers

- 9.1 Licensing Committee, Hackney Carriage Provision, 25 March 2015

Future Provision of Hackney Carriage and Private Hire Services, 15 June 2016

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City of Wolverhampton Council
Hackney carriage demand survey

November 2019

Executive Summary

This Hackney carriage demand survey has been undertaken on behalf of City of Wolverhampton Council following the guidance of the April 2010 DfT Best Practice Guidance document, and all relevant case history in regard to unmet demand. This Executive Summary draws together key points from the main report that are needed to allow a committee to determine from the facts presented their current position in regard to the policy of limiting hackney carriage vehicle licences according to Section 16 of the 1985 Transport Act. It is a summary of the main report which follows and should not be relied upon solely to justify any decisions of a committee but must be read in conjunction with the full report below.

The City is made up of the main City centre plus several other relatively autonomous centres, out of town locations and the i54 Business park which provide a wide range of different operating scenarios for licensed vehicles. Local transport policy in the Movement for Growth document supports licensed vehicles particularly for their value in providing interchange with other modes and some more direct trips than possible with larger forms of public transport. Since the last survey, there has been significant decline in retail offer in the City centre, which has continued since the survey was completed.

Since the last survey, the dependence of hackney carriage on private hire bookings has increased. This is further strengthened since private hire remain dependent (by choice) on the hackney carriage fleet for wheel chair accessible capabilities. Further, structural change in the industry has seen private hire increase their involvement in the hackney carriage trade whilst former hackney carriage based circuits seem to have reduced.

Since the last survey, observed usage of hackney carriage ranks has reduced by 14% in passenger terms. Victoria Street has lost most patronage although passenger levels at the station have remained similar despite the rank having moved and current access being felt to be poor by drivers. Usage of the smaller ranks appears to have increased with Market Street still second busiest followed by Victoria Street.

Rank patronage grows from Thursday to Friday to Saturday and then down to the Sunday levels, although the latter appear to be similar to the Thursday levels. Despite continued fall in passenger numbers, there remain few hours across the city when ranks are not active with passengers using them. The longest period without passengers at ranks was from 05:00 to 08:00 on the Sunday morning.

General service to the public from ranks is excellent, with very low levels of observed passenger waiting. The estimated average passenger delay is just three seconds, effectively imperceptible.

Reduced overall demand appears to have led to reduced hackney carriage activity, with the proportion of plates observed falling from 75% last time to 58% now. The peak fleet activity level observed was 24% early evening.

Abuse of the more-used smaller ranks was high.

Use of ranks by people wanting to get hackney carriages in wheel chairs was high in context of other areas, with other disabled people also getting good service demonstrated by their willingness to use ranks.

Current public views are that they make 2.7 licensed vehicle trips per person per month, 20% of which are by hackney carriage. 14% say they get vehicles from a rank and 3% say they hail, whilst half phone and a third use apps. A relatively low proportion could not remember when they last used a hackney carriage compared to other areas, but the proportion not remembering seeing a hackney carriage was high at 7% particularly since all local hackney carriages are black and wheel chair accessible style, i.e. highly visible.

People most said they used the Station rank followed by Market Street. People showed high levels of satisfaction with service provided. Latent demand was low with 91% feeling there were enough hackney carriages available. 44% would use electric vehicles and 56% credit card abilities, but both were dependent on provision of these not pushing prices up.

Key stakeholders mainly used private hire and / or bookings although night economy locations were appreciative of rank service.

Service at the station rank is holding its own despite change there – although rail passenger numbers are growing much more than use of hackney carriages.

Although reduced, trade response to the survey remained above the national average level. Reduced rank work had increased the number working for private hire companies, with a reduced use of pure hackney carriage radio circuits to provide this style of work.

A lower proportion now continued to support the need for a limited number of vehicles. A key concern was the continued reduction of rank-based trips.

The level of significance of observed unmet demand is now effectively zero.

Overall, use of hackney carriages from ranks continues to reduce. However, there are some positive signs including stability of the station demand despite the changes in rank location and access. The wheel chair accessible nature of the hackney carriage fleet is now felt to be very important and essential to the City. Despite all the changes and reduced demand, hackney carriage remain a key role in the City transport mix and need continued encouragement and support. A key way of doing this would be to continue to develop enforcement of ranks, particularly the small ones on the Lichfield Street axis.

There is no unmet demand at this time that can in any way be counted to be significant. However, even without any limit the potential for new vehicles is very small if not zero. If the City believes hackney carriages remain important (which this report suggests is the case) the fleet needs every encouragement.



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1 General introduction and background

City of Wolverhampton Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the Council area and is the licensing authority for this complete area. Further details of the local application of Section 16 of the 1985 Transport Act with regard to limiting hackney carriage vehicle numbers is provided in further Chapters of this report. Hackney carriage vehicle licences are the only part of licensing where such a stipulation occurs and there is no legal means by which either private hire vehicle numbers, private hire or hackney carriage driver numbers, or the number of private hire operators can be limited.

This review of current policy is based on the Best Practice Guidance produced by the Department for Transport in April 2010 (BPG). It seeks to provide information to the licensing authority to meet section 16 of the Transport Act 1985 “that the grant of a hackney carriage vehicle licence may be refused if, but only if, the licensing authority is satisfied that there is no significant demand for the services of hackney carriages within its local area, which is unmet.” This terminology is typically shortened to “no SUD”.

Current hackney carriage, private hire and operator licensing is undertaken within the legal frameworks first set by the Town Police Clauses Act 1847 (TPCA), amended and supplemented by various following legislation including the Transport Act 1985, Section 16 in regard to hackney carriage vehicle limits, and by the Local Government Miscellaneous Provisions Act 1976 with reference to private hire vehicles and operations. This latter Act saw application of regulation to the then growing private hire sector which had not been previously part of the TPCA. Many of the aspects of these laws have been tested and refined by other more recent legislation and more importantly through case law.

Beyond legislation, the experience of the person in the street tends to see both hackney carriage and private hire vehicles both as ‘taxis’ – a term we will try for the sake of clarity to use only in its generic sense within the report. We will use the term ‘licensed vehicle’ to refer to both hackney carriage and private hire.

The legislation around licensed vehicles and their drivers has been the subject of many attempts at review. The limiting of hackney carriage vehicle numbers has been a particular concern as it is often considered to be a restrictive practice and against natural economic trends. The current BPG in fact says “most local licensing authorities do not impose quantity restrictions, the Department regards that as best practice”.

The most recent reviews were by the Office of Fair Trading in 2003, through the production of the BPG in 2010, the Law Commission review which published its results in 2014, the Parliamentary Task and Finish Group which reported in September 2018, the Government Response in February 2019 and the consultation on "Protecting Users" which closed on 22 April 2019. None of these resulted in any material change to the legislation involved in licensing. Other groups have provided their comments (including the Urban Transport Group and the Competition and Markets Authority) but the upshot remains no change in legislation from that already stated above.

With respect to the principal subject of this survey, local authorities retain the right to restrict the number of hackney carriage vehicle licenses. The Law Commission conclusion included retention of the power to limit hackney carriage vehicle numbers but utilizing a public interest test determined by the Secretary of State. It also suggested the three- year horizon also be used for rank reviews and accessibility reviews. It is assumed the Government response to the Task and Finish Group is now effectively the current reaction to this extensive research.

It is also understood that the revisions resulting from the recently closed Government Consultation will eventually lead to a more comprehensive review of the sections of the BPG not affected by the February 2019 Statutory Guide, as stated in para 1.8 of that document – "A consultation on revised BPG, which focusses on recommendations to licensing authorities to assist them in setting appropriate standards (other than those relating to passenger safety) to enable the provision of services the public demand, will be taken forward once the final Statutory Guidance has been issued." There is currently no quoted date either for final agreement on the "Protecting Users Statutory Guidance" nor for the taking forward of the wider BPG review. The April 2010 BPG therefore remains valid for our review.

A more recent restriction, often applied to areas where there is no 'quantity' control felt to exist per-se, is that of 'quality control'. This is often a pseudonym for a restriction that any new hackney carriage vehicle licence must be for a wheel chair accessible vehicle, of various kinds as determined locally. In many places this implies a restricted number of saloon style hackney carriage licences are available, which often are given 'grandfather' rights to remain as saloon style.

Within this quality restriction, there are various levels of strength of the types of vehicles allowed. The tightest restriction, now only retained by a few authorities only allows 'London' style wheel chair accessible vehicles, restricted to those with a 25-foot turning circle, and at the present time principally the LTI Tx, the Mercedes Vito special edition with steerable rear axle, and the Metrocab (no longer produced).

Others allow a wider range of van style conversions in their wheel chair accessible fleet, whilst some go as far as also allowing rear-loading conversions. Given the additional price of these vehicles, this often implies a restriction on entry to the hackney carriage trade.

Some authorities do not allow vehicles which appear to be hackney carriage, i.e. mainly the London style vehicles, to be within the private hire fleet, whilst others do allow wheel chair vehicles. The most usual method of distinguishing between hackney carriages and private hire is a 'Taxi' roof sign on the vehicle, although again some areas do allow roof signs on private hire as long as they do not say 'Taxi', some turn those signs at right angles, whilst others apply liveries, mainly to hackney carriage fleets, but sometimes also to private hire fleets.

After introduction of the 1985 Transport Act, Leeds University Institute for Transport Studies developed a tool by which unmet demand could be evaluated and a determination made if this was significant or not. The tool was taken forward and developed as more studies were undertaken. Over time this 'index of significance of unmet demand' (ISUD) became accepted as an industry standard tool to be used for this purpose. Some revisions have been made following the few but specific court cases where various parties have challenged the policy of retaining a limit.

Some of the application has differed between Scottish and English authority's. This is mainly due to some court cases in Scotland taking interpretation of the duty of the licensing authority further than is usual in England and Wales, requiring current knowledge of the status of unmet demand at all times, rather than just at the snap-shot taken every three years. However, the three-year survey horizon has become generally accepted given the advice of the BPG and most locations that review regularly do within that timescale.

The DfT asked in writing in 2004 for all licensing authorities with quantity restrictions to review them, publish their justification by March 2005, and then review at least every three years since then. In due course, this led to a summary of the government guidance which was last updated in England and Wales in 2010 (but more recently in Scotland).

The BPG in 2010 also provided additional suggestions of how these surveys should be undertaken, albeit in general but fairly extensive terms. A key encouragement within the BPG is that "an interval of three years is commonly regarded as the maximum reasonable period between surveys". BPG suggests key points in consideration are passenger waiting times at ranks, for street hailings and telephone bookings, latent and peaked demand, wide consultation and publication of "all the evidence gathered".

The most recent changes in legislation regarding licensed vehicles have been enactment of the parts of the Equality Act related to guidance dogs (sections 168 to 171, enacted in October 2010), the two clauses of the Deregulation Act which were successful in proceeding, relating to length of period each license covers and to allowing operators to transfer work across borders (enacted in October 2015), and most recently enactment of Sections 165 and 167 of the Equality Act, albeit on a permissive basis (see below).

In November 2016, the DfT undertook a consultation regarding enacting Sections 167 and 165 of the Equality Act. These allow for all vehicles capable of carrying a wheel chair to be placed on a list by the local council (section 167). Any driver using a vehicle on this list then has a duty under section 165 to:

- Carry the passenger while in the wheel chair
- Not make any additional charge for doing so
- If the passenger chooses to sit in a passenger seat to carry the wheel chair
- To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort
- To give the passenger such mobility assistance as is reasonably required

This was enacted from April 2017. There remains no confirmation of any timetable for instigating either the remainder of the Equality Act or the Law Commission recommendations, or for the update of the BPG.

In respect to case law impinging on unmet demand, the two most recent cases were in 1987 and 2002. The first case (*R v Great Yarmouth*) concluded authorities must consider the view of significant unmet demand as a whole, not condescending to detailed consideration of the position in every limited area, i.e. to consider significance of unmet demand over the area as a whole.

R v Castle Point considered the issue of latent, or preferably termed, suppressed demand consideration. This clarified that this element relates only to the element which is measurable. Measurable suppressed demand includes inappropriately met demand (taken by private hire vehicles in situations legally hackney carriage opportunities) or those forced to use less satisfactory methods to get home (principally walking, i.e. those observed to walk away from rank locations).

In general, industry standards suggest (but specifically do not mandate in any way) that the determination of conclusions about significance of unmet demand should take into account the practicability of improving the standard of service through the increase of supply of vehicles.

It is also felt important to have consistent treatment of authorities as well as for the same authority over time, although apart from the general guidance of the BPG there is no clear stipulations as to what this means in reality, and certainly no mandatory nor significant court guidance in this regard.

During September 2018 the All-Party Parliamentary Group on taxis produced its long-awaited Final Report. There was a generally accepted call for revision to taxi licensing legislation and practice, including encouragement for local authorities to move towards some of the practical suggestions made within the Report. The Government has broadly supported the recommendations of this Task and Finish Group.

Despite some opposition from members of the group, the right to retain limits on hackney carriage vehicle numbers was supported, with many also supporting adding a tool which would allow private hire numbers to be limited where appropriate, given reasonable explanation of the expected public interest gains. This latter option is now being taken forward in Scotland, with two studies published and the Scottish Government preparing guidance, although the Government response did not support this option.

As already stated, other groups have provided comments giving their views about licensing matters but the upshot remains no change in legislation from that already stated above.

In conclusion, the present legislation in England and Wales sees public fare-paying passenger carrying vehicles firstly split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing. Local licensing authorities only have jurisdiction over vehicles carrying eight or less passengers. Further, the jurisdiction focusses on the vehicles, drivers and operators but rarely extends to the physical infrastructure these use (principally ranks).

The vehicles are split between hackney carriages which are alone able to wait at ranks or pick up people in the streets without a booking, and private hire who can only be used with a booking made through an operator. If any passenger uses a private hire vehicle without such a properly made booking, they are not generally considered to be insured for their journey.

Drivers can either be split between ability to drive either hackney carriage or private hire, or be 'dual', allowed to drive either kind of vehicle. Whilst a private hire driver can only take bookings via an operator, with the 'triple-lock' applying that the vehicle, driver and operator must all be with the same authority, a hackney carriage driver can accept bookings on-street or by phone without the same stipulation required for private hire.

Recent legislation needing clarification has some operators believing they can use vehicles from any authority as long as they are legally licensed as private hire. At first, under the 'Stockton' case, this was hackney carriages operating as private hire in other areas (cross-border hiring). More recently, under the Deregulation Act, private hire companies are able to subcontract bookings to other companies in other areas if they are unable to fulfil their booking, but the interpretation of this has become quite wide.

The 'triple lock' licensing rule has also become accepted. A vehicle, driver and operator must all be under the same licensing authority to provide full protection to the passenger. However, it is also accepted that a customer can call any private hire company anywhere to provide their transport although many would not realise that if there was an issue it would be hard for a local authority to follow this up unless the triple lock was in place by the vehicle used and was for the area the customer contacted licensing.

Further, introduction of recent methods of obtaining vehicles, principally using 'apps' on mobile phones have also led to confusion as to how 'apps' usage sits with present legislation.

All these matters can impact on hackney carriage services, their usage, and therefore on unmet demand and its significance.

2 Local background and context

Key dates for this Hackney carriage demand survey for City of Wolverhampton Council are:

- appointed Licensed Vehicle Surveys and Assessment (LVSA) on 25 March 2019
- in accordance with our proposal of March 2019
- as confirmed during the inception meeting for the survey held on 25th March 2019
- this survey was carried out between April and October 2019
- On street pedestrian survey work occurred in early July 2019
- the video rank observations occurred in early April 2019
- Licensed vehicle driver opinions and operating practices were canvassed by an all-driver survey available principally during May 2019
- Key stakeholders were consulted throughout the period of the survey
- A draft of this Final Report was reviewed by the client during November 2019
- and reported to the appropriate Council committee after that date.

City of Wolverhampton Council is a metropolitan unitary authority and in terms of background council policy able to produce its own overarching transport policy as well as appoint ranks. The authority has a current population of 262,474 using the 2019 estimates currently available from the 2011 census. This is about a 3% growth since the level at the time of the 2015 survey.

The City focusses on the main city centre, but like many of the other West Midlands conurbation authorities also has several other relatively autonomous urban centres including Bilston and Wednesfield plus several important out of town shopping areas, including at least one outlet style centre. The i54 business park on the far north western edge of the conurbation has continued to grow and develop providing a key hub for transport needs.

Transport Policy remains summarised in the current "Movement for Growth" (MFG) document adopted on 17th December 2015 which replaced the previous Local Transport Plan. Hackney carriages and private hire are mentioned as supporting local accessibility providing interchange with other modes as well as providing direct local trips (MFG para 4.5.9).

Since the last survey, the local economy has seen quite a few new developments occur, and continued investment is being made in both extending the tram route to the main station forecourt and also in improving the station buildings and access. Since the last survey the station car park and access route has been revised and the rank moved to a new location.

On a less positive side, the period since the last survey has also seen closure of several key city centre stores with this trend continuing since the survey occurred.

All licensing authorities have full powers over licensing the vehicles, drivers and operators serving people within their area. City of Wolverhampton Council had a limit on hackney carriage vehicle numbers that the DfT statistics suggested began in 2000 which was formally removed on 19th October 2005. There are records of earlier surveys in 2015, 2005, 2003 and 1999, although the 2005 survey was undertaken without any on-the-ground rank work. (see more details later).

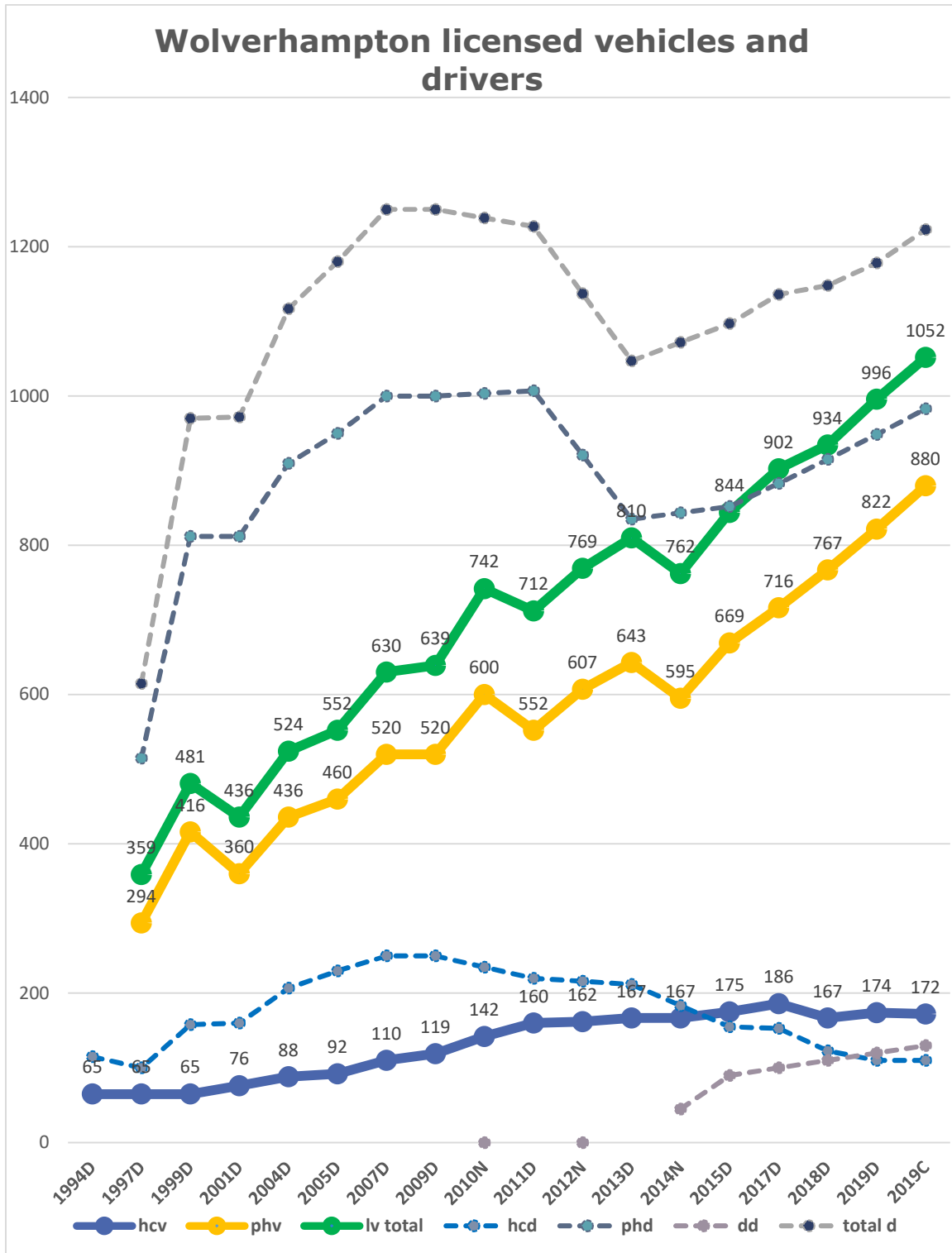
At the point of removal of the limit, it was also estimated that the expected level of hackney carriages for the population of the area was 300.

With removal of the numerical limit came increased quality controls. The initial condition was that any new hackney carriage vehicle had to be completely new and of a type approved by the Council. At that time, existing hackney carriages could be replaced by vehicles that were up to ten years old.

2013 saw the policy revised to allow 'new' hackney carriages to be up to two years' old with a move towards four years in April 2014 and six in April 2015, although in the end only the 2014 change occurred. Following the 2015 study, a renewed focus on encouraging quality in the hackney carriage fleet was reiterated.

By drawing together published statistics from both the Department for Transport (D) and the National Private Hire Association (N), supplemented by private information from the licensing authority records (C), recent trends in vehicle, driver and operator numbers can be observed. The detailed numbers supporting the picture below are provided in Appendix 1. Due to the comparative size, the operator figures are shown in the second picture.

It should be noted that over the last few years Wolverhampton has issued private hire vehicle, driver and operator licences that are utilised well beyond the City boundary and we have modified the private hire statistics to reflect the 'local' element only in the graphs below. This was undertaken by estimating the annual growth between 1997 and 2015 and then applying this to the 2015 level to estimate a local private hire number estimate.



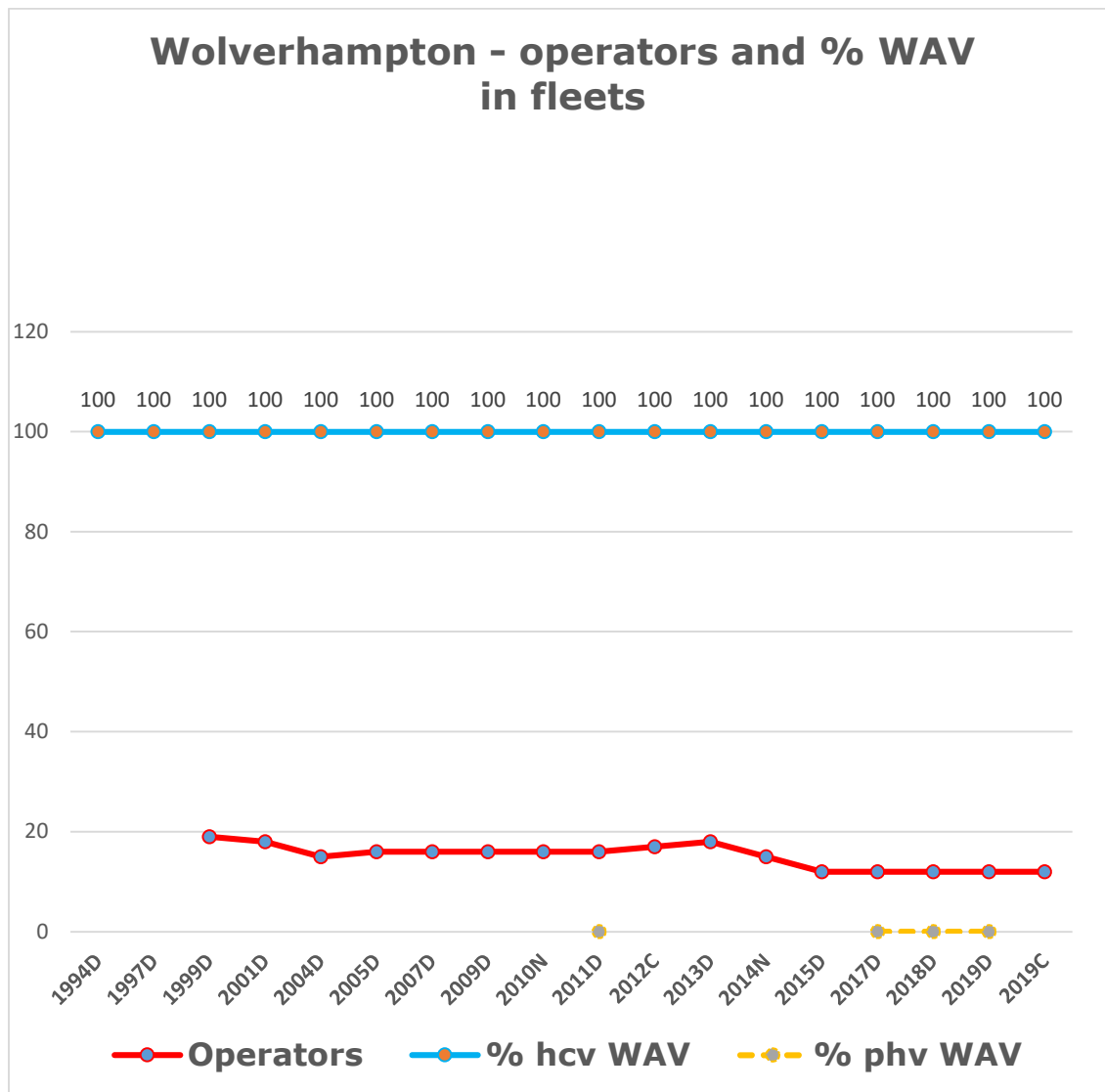
Licensing Statistics from 1994 to date

The graph shows that hackney carriage vehicle numbers rose slightly after the last survey, but then dropped back a little with some growth more recently. The latest council statistics suggest numbers have reduced slightly. They remain below the peak level reached just after the last survey. There has never been any trend towards the level of vehicles reaching the 300 estimated that might occur when the limit was first removed and this level would seem to be unlikely to ever occur.

Private hire in the area continue to see growth – although there are a very large number of vehicles servicing demand across England which do not provide any local service at all. However, even taking this into account this implies the proportion of the fleet that is hackney carriage continues to fall.

The level of hackney carriage only drivers has been reducing as the option of having a licence that allows a driver to use either hackney carriage or private hire has been taken up by many. Private hire driver numbers have increased although perhaps more slowly than the vehicle numbers (even allowing for the estimation of these more recently). The level of take-up of dual driver licences seems slow.

Information is also available from these sources to show how the level of wheel chair accessible vehicles (WAV) has varied. It must be noted that in most cases the values for the private hire side tend to be much more approximate than those on the hackney carriage side, as there is no option to mandate for private hire being wheel chair accessible. In some areas, to strengthen the ability of the public to differentiate between the two parts of the licensed vehicle trade, licensing authorities might not allow any WAV in the private hire fleet at all.



Operator numbers and levels of WAV provision in the fleet

The graph showing operator numbers demonstrates reasonable stability in terms of operator numbers locally since the last survey, after a fall occurred just in advance of the last survey. These latter values are estimates attempting to ignore operators without any vehicles operating in Wolverhampton themselves.

The hackney carriage fleet has been fully wheel chair accessible for a long period. However, recent years have seen a very small level of introduction of wheel chair style vehicles in the private hire fleet, although it is unclear if these are locally used or not.

Fleet ownership structure

In 2015, there were two hackney carriage only telephone networks with three other private hire companies that had at least one hackney carriage allied to their circuit.

There were also two hackney carriage associations, one related to the original 65 plates (Wolverhampton Taxi Owners Association, WTOA), who were at one point the only vehicles linked with the rail station contract, and the Wolverhampton Hackney Carriage Drivers Association (WHCDA) who were initially formed for those with plates from 66 upwards.

The private hire fleet in 2015 had its largest group with 150 vehicles, two other companies with 100 each, one with 40 and five with 30-39 vehicles.

We understand that the companies used by hackney carriage to obtain their phone work has moved towards the private hire sector rather than the former strong allegiance to hackney carriage radio circuits with one private hire company tending to have more of the hackney carriage fleet. This should be positive in terms of ensuring their phone bookings for WAV style vehicles can better be met than any other informal arrangements.

3 Patent demand measurement (rank surveys)

As already recorded in Chapter 2, control of provision of on-street ranks in City of Wolverhampton Council is within the powers of the authority itself albeit in a different department. However, the licensing and transport sections of the Council are currently working very closely together.

Appendix 2 provides a list of ranks in City of Wolverhampton Council at the time of this current survey.

Our methodology involves a current review both in advance of submitting our proposal to undertake this Hackney carriage demand survey and at the study inception meeting, together with site visits where considered necessary. This provides a valid and appropriate sample of rank coverage which is important to feed the numeric evaluation of the level of unmet demand, and its significance (see discussion in Chapter 7). The detailed specification of the hours included in the sample is provided in Appendix 3. Detailed results by rank, day and hour are in Appendix 4.

The surveyed information was factored to provide estimates of average weekly demand in the table below. This also includes information from our 2015 survey partly to validate the current estimates and also to provide some comparison to see how demand for hackney carriages appears to have developed over time.

Rank		Passengers per week 2015 survey	Change from 2015
Railway Station (private)	4,065 (60%)	4,076 (51.3%)	Same
Market Street	1,365 (20%)	1,753 (22.1%)	-22%
Victoria St	907 (13%)	1,685 (21.2%)	-46%
Queen's Square	132 (1.9%)	Not included	
North Street	129 (1.9%)	82 (1.0%)	+57%
Lichfield St HSBC	121 (1.9%)	264 (3.3%)	-54%
Lichfield St Art Gallery	72 (1.1%)	66 (0.8%)	+8%
Wulfruna St	12 (0.2%)	15 (0.2%)	-20%
Total	6,803	7,941	-14%

Current hackney carriage usage remains focussed on the station rank, which is subject to additional restrictions being on private land. We understand the contract for this is now with the local train operator rather than being with the long-distance operator as it was at the time of the previous survey. In the present survey, this rank provides 60% of the current weekly estimated demand for hackney carriages in the City.

There are two other ranks that see significant usage – Market Street with about 20% of passengers and Victoria Street with 13%. Five other rank locations, some which only operate at night, were also observed and found to see small levels of usage. Three of these saw around 2% of passengers, one saw 1% and another saw a very small, but positive, level of usage.

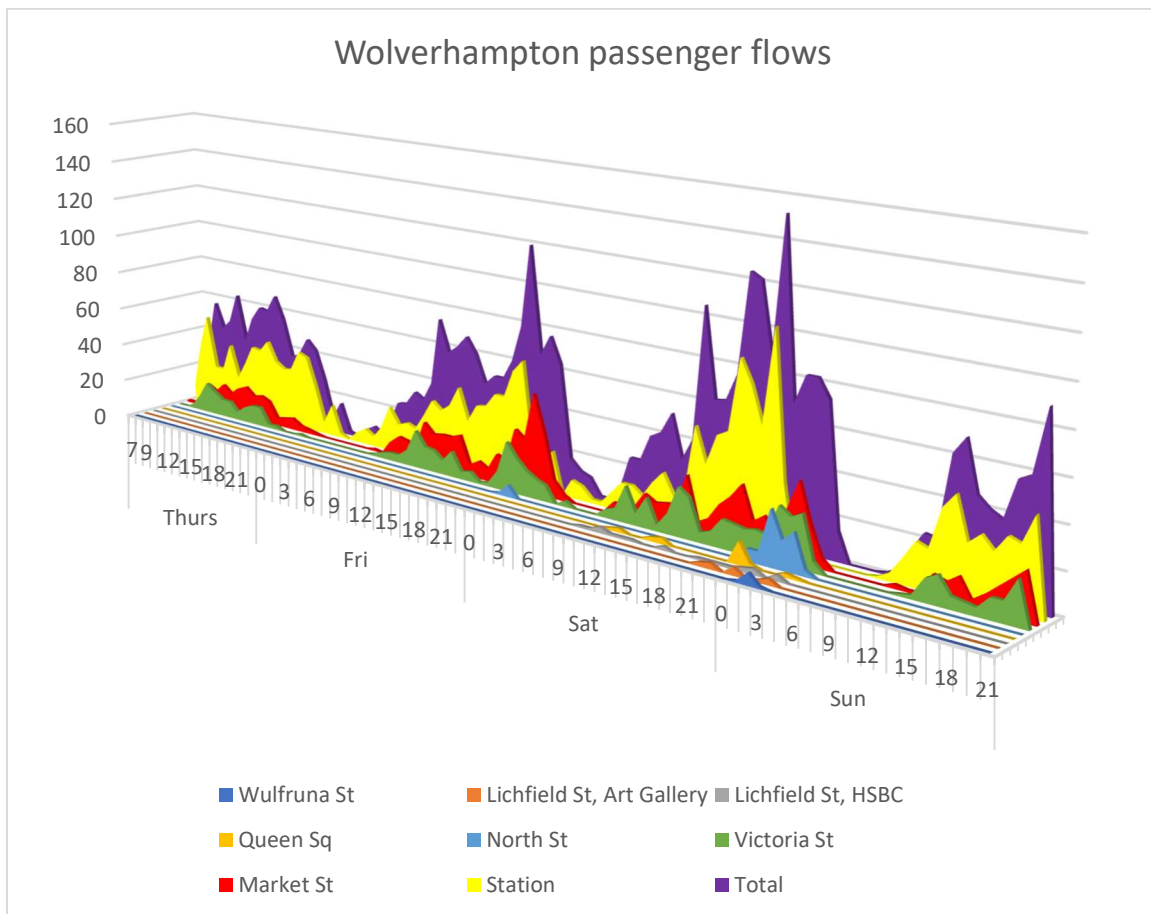
Compared to the previous survey, overall total demand at the ranks in the City for hackney carriage passengers has reduced by 14%. This is sensible given the changes in the City centre shop profile in that period. The level of usage at the station is very similar in passenger numbers, although with other ranks reducing levels this implies the share this rank provides has now increased from 51% last time to 60% now. The fact that the rank has maintained the level of usage despite being moved is encouraging.

Market Street rank remains the second busiest, having lost about a fifth of demand compared to the last survey. Its market share has fallen marginally from 22% to 20%. The bulk of passenger losses have been from the Victoria Street rank, which reduced usage almost by half since the last survey. Its market share has fallen from 21%, and very similar to Market Street, to 13% now.

The North Street rank, which had just been introduced at the time of the last survey, has increased its level of usage, and consequently its share of the overall proportion of demand, although this remains very small compared to the main ranks. The rank in Queen's Square now sees about the same level of usage as North Street, whilst the nearby Lichfield Street HSBC rank has reduced usage and share, but now sees about the same level as the two other ranks mentioned above – giving three small ranks about the same level of average passengers per week. The other rank in Lichfield Street, near the Art Gallery, saw marginally increased passenger levels, whilst the night Wulfruna Street location remained relatively similar and only little used.

Variation by day

The surveyed rank passenger patronage is shown below by hour and day for each rank, and for the total overall rank passenger flows in the City.



This shows that overall demand grows from Thursday to Friday to a Saturday peak followed by a reduction on the Sunday, although overall flow levels on the Sunday are not too far short of those on the Thursday. The graph also suggests that there are several sharp peaks in demand on the Saturday evening / night with other peaks also on Friday and Sunday nights. Whilst all these peaks are dominated by the station, hence related to rail arrivals, on both busiest days there are also peaks at Market Street which compound the impact of the Station peak by being about two hours later, although vehicles should have returned from the earlier peaks by then.

The graph suggests only a few hours in the survey when there were no hackney carriage passengers leaving ranks across the City. In fact, detailed review finds just one hour between 07:00 Thursday and 05:00 in the early hours of Sunday morning (the 03:00 hour in the early hours of Friday morning). However, the longest quiet period is from 05:00 on Sunday morning, with activity at the station starting in the 08:00 hour, at Market Street in the 10:00 hour and at Victoria Street in the 11:00 hour, a very slow start to Sunday flows.

Considering total flows overall, the peak flow was 152 in the 23:00 hour on Saturday night. Two thirds of these passengers were from the station rank. There were four other hours across the whole survey where passenger flows totalled over 100 in any hour – two of which were 20:00 and 21:00 on Saturday, with 16:00 Saturday also and finally 23:00 on Friday.

On the Thursday Market Street and Victoria Street tended to be quiet once the shops had closed. However, on Fridays, Saturdays and Sundays, both ranks remained active much later.

Overall all the hours surveyed the average passenger level per hour was 44, although many hours had less given the peakiness of the profile.

Queue information

The rank activity data was reviewed to identify all hours where passengers had to wait for vehicles to arrive at the rank – or unmet demand. There were just four hours (1% of all surveyed hours) with average passenger waiting times a minute or more. A further 2% had some average passenger delay, but not exceeding 59 seconds.

The worst estimated delay was at Wulfruna Street night rank where six people waited 11 minutes or more (the longest wait recorded was 15 minutes). This gave an average passenger delay of 13 minutes although this was more a result of high relative demand at a rank that is generally little used. However, across the full survey these were the only passengers that had to wait 11 minutes or more, with the next largest wait being six minutes, only experienced by two people at Market Street.

The remaining 23 passengers that experienced a wait all waited no more than five minutes, with most waiting much less, and often only a minute or so. Overall, just 0.8% of all the observed passengers during our survey period actually had to wait for a vehicle to arrive, a very good level of service.

Most waits were at Market Street although there were three hours where people had to wait for vehicles at the station rank – two of which were 08:00 on the Thursday and Friday mornings (i.e. peak traffic hour).

This good performance is further documented by the overall average passenger delay for this survey being just three seconds, or 0.05 minutes, very low and almost imperceptible.

Plate activity review

A sample of plate numbers were, as in the last survey, collected to identify the level of activity of the fleet during the survey. Observations covered each part of the area near to key ranks (but not at the ranks). A total of 6.5 sample hours were covered between the hours of 14:00 and 02:00 near the three key ranks. Two samples were obtained at the station, one at Market Street and three sample periods at Victoria Street. All were undertaken, as in the previous survey, on the Friday of the rank observations.

A total of 722 observations were obtained covering all 'taxi' appearing vehicles. This is 86% of the number of observations in the previous survey, even though similar times were observed on a similar day. These were split into local hackney carriages, local private hire and out of town private hire or taxis. 31% of the observations were identified as local hackney carriages.

Overall the full sample period, 58% of all hackney carriage plates were observed at least once. This is significantly lower than the 75% seen in the previous survey.

However, there was variation in the level of activity by time and location. The early afternoon Victoria Street sample identified 10% of the fleet; the late afternoon Station sample 17%, late afternoon Market Street 9%, early evening Victoria Street 24%, end of station operation hour, 23% and finally the early hours of Saturday morning near Victoria Street, 8%. These values tend to match the overall rank patronage, although there tend to be more vehicles compared to demand at the other two ranks compared to at the station rank, which had the second and third highest levels of plate activity.

It is also clear that there are very few plates active for particularly long periods with the highest level of activity at one place being just 24%, less than half the overall level of plates that were observed active within the Friday sample period. Most vehicles observed were only seen at or near one of the ranks, with 56% only seen once. 31% were seen in two different samples, 12% at three and just 1% at four – with none seen in every time period observed.

63% of the records were attributed to local private hire vehicles. 6% were identified as non-Wolverhampton vehicles, nearly all private hire style.

Overall activity at or near ranks

A check was made to identify the overall level of vehicle activity at or near ranks across the rank observations. Over 8,000 different vehicle arrivals and departures were recorded during our sample rank observations. 71% of these movements were local hackney carriages. However, 18% were private hire vehicles and 10% were private cars.

A further review was undertaken to identify the worst locations seeing potential abuse by non hackney carriage vehicles. Queen Square saw 86% of the observed vehicles were private hire, followed by 72% at the HSBC rank on Lichfield St, 70% at the Art Gallery rank on Lichfield Street and 65% at Wulfruna Street. Our video watching identified that many of these were vehicles picking up passengers who were presumably booked, but many of these, and other movements, also made it more difficult for hackney carriages to gain access to wait at these locations.

Private car abuse tended to be at a lower level, with North Street being the worst location with 43% of identified vehicles there being private cars. Wulfruna Street had 31% private cars with no other site seeing more than 11%.

This suggests there is need to be able to discourage compliance, with a potential need for hard evidence of the abuse and of the exact course of events, which would be assisted by CCTV focussed particularly on the smaller ranks. It was our impression that this time there were more hackney carriages servicing these smaller ranks than we had seen in the previous survey.

Use of ranks by those with disabilities

The survey identified occasions when people in wheel chairs used ranks. A total of 17 passengers were observed accessing hackney carriages at ranks in wheel chairs – a high level compared to many other similar places. There were six people at the station rank, five each at Victoria Street and Market Street and one in Queen Square. During an associated project looking at event management plans for licensed vehicles, several people in wheel chairs were observed set down or picked up by hackney carriages at events, both in the city centre at or near the Queen Square rank or Wulfruna Street, and also at out of town sites. It is not clear if these were booked trips or hailings.

There were a further 36 people who had some other observable form of disability – mainly identified by use of walking aids of various levels. 15 were at Market St, 10 at the station, 6 at Victoria Street and 5 in Queen Square. All were ably assisted by drivers into their vehicles.

4 General public views

It is very important that the views of people within the area are obtained about the service provided by hackney carriage and private hire. A key element which these surveys seek to discover is specifically if people have given up waiting for hackney carriages at ranks (the most readily available measure of latent demand). However, the opportunity is also taken with these surveys to identify the overall usage and views of hackney carriage and private hire vehicles within the study area, and to give chance for people to identify current issues and factors which may encourage them to use licensed vehicles more.

Such surveys can also be key in identifying variation of demand for licensed vehicles across an area, particularly if there are significant areas of potential demand without ranks, albeit in the context that many areas do not have places apart from their central area with sufficient demand to justify hackney carriages waiting at ranks.

These surveys tend to be undertaken during the daytime period when more people are available, and when survey staff safety can be guaranteed. Further, interviews with groups of people or with those affected by alcohol consumption may not necessarily provide accurate responses, despite the potential value in speaking with people more likely to use hackney carriages at times of higher demand and then more likely unmet demand. Where possible, extension of interviews to the early evening may capture some of this group, as well as some studies where careful choice of night samples can be undertaken.

Our basic methodology requires a sample size of at least 200 to ensure stable responses. Trained and experienced interviewers are also important as this ensures respondents are guided through the questions carefully and consistently. A minimum sample of 50 interviews is generally possible by a trained interviewer in a day meaning that sample sizes are best incremented by 50, usually if there is targeting of a specific area or group (e.g. of students, or a sub-centre), although conclusions from these separate samples can only be indicative taken alone. For some authorities with multiple centres this can imply value in using a higher sample size, such as 250 if there are two large and one moderate sized centre.

It is normal practice to compare the resulting gender and age structure to the latest available local and national census proportions to identify if the sample has become biased in any way.

More details of the results of the on-street responses are included in Appendix 5.

More recently, general public views have been enlisted from the use of council citizens' panels although the issue with these is that return numbers cannot be guaranteed. The other issue is that the structure of the sample responding cannot be guaranteed either, and it is also true that those on the panel have chosen to be there such that they may tend to be people willing to have stronger opinions than the general public randomly approached.

Finally, some recent surveys have placed an electronic copy of the questionnaire on their web site to allow interested persons to respond, although again there needs to be an element of care with such results as people choosing to take part may have a vested interest.

For this current survey, 200 interviews were focussed on those in the central City of Wolverhampton centre area. These were undertaken on a Wednesday and a Friday in early July 2019. A range of central streets were used.

The actual sample of people interviewed more females than in the expected census level (54% compared to 51%). A lot less of the highest age group (55+) were observed, 11% compared to 35% in the expected 2019 Wolverhampton national value, with correspondingly more for both the other two age groups (35% compared to 24% for the under 30 and 55% compared to 41% for the middle group. 82% said they lived in the Wolverhampton council area, with the remainder all stating postcodes that were within the expected area of influence of Wolverhampton, including some from Dudley, Shropshire and Staffordshire areas nearby. 43% said they had regular access to a car, a relatively low level that should imply increased likely usage of licensed vehicles.

Overall, the interview sample should still provide a good outline idea of the views of people active in the central Wolverhampton area in 2019, although there could be some under-estimate of the impact of older groups, who often use more licensed vehicles, though this could be offset by many of those being interviewed being those without access to a car, which would increase potential licensed vehicle usage.

62% of those interviewed said they had used a licensed vehicle in Wolverhampton in the last three months.

All of those interviewed also told us how often they had used a licensed vehicle in Wolverhampton, with an emphasis on never (20%) and once or twice yearly (19%), yet with 16% also saying once or twice monthly and once or twice weekly each, and 9% saying three or more times weekly. This provides an estimated 2.7 trips per person per month by licensed vehicles by those interviewed.

A reduced number of people responded to the question of how often they had specifically used a hackney carriage in the same period. Using the same factors, and assuming all not responding had not used hackney carriages at all, there are 0.6 trips by hackney carriage per person per month. This equates to 20% of the total licensed vehicle usage, a relatively high proportion.

People were asked how they normally got a licensed vehicle in the area. Multiple responses were given, with 50% of the response saying they got one by phone, 32% used an app, 14% obtained from a rank and 3% hailed. 2% used a freephone, making phone bookings dominant, although the hail proportion is high compared to the national value of about 1%.

To understand the telephone bookings further, people were asked to provide the three companies they phoned most often. Two thirds of those interviewed provided at least one answer. However, only 1% named three companies and just 19% two, with all other responses being a single company name. 19 different companies were named.

Only three companies obtained more than 6% of the quotes. The largest company had 35%, the second 26% and the third 17%. All others had 6% or less of mentions, with many getting just a single mention.

The high number of responses saying they used an app (32%) mainly used one specific app, although a second app did obtain 9% of the quotes for those saying they used an app, with two other apps getting just a single mention each. However, many of those using an app did not actually name that company in their list of companies contacted, just said they used an app and then which one.

There were 7% of those responding about how often they had used a hackney carriage who said they could not remember seeing a hackney carriage in the Wolverhampton area, a high level given the interviews were central-based and that the fleet is entirely black-cab style based. A further 37% could not remember when they last used one, although that is a relatively low proportion compared to other locations. 28% said once or twice yearly with the other highest positive percentage being 9% who said once or twice monthly.

People were asked about their knowledge of ranks in the area. 32% of those interviewed provided between one and three answers, and also if they used the rank they had named. Just 6% of those responding gave three locations, and 37% gave two, with everyone else just giving a single location.

Of all the mentions made, 35% named Wolverhampton station rank. 31% said Market Street and 25% Queen Square. None of the other locations gained more than two mentions, with some clearly being other names for the above three, with one mentioning a night only location but then said they did not use this in any case. It was not directly clear if Queen Square actually meant the ranks there, or Victoria Street, with a mix saying they used Queen Square and others saying they did not.

In total, 57% of the ranks quoted saw people say that they did actually use that rank.

A small number of people made it clear they did not use ranks principally because they used other forms of public transport rather than licensed vehicles.

With respect to the rating of specific aspects of the last licensed vehicle trip, 45% of those interviewed provided a rating for each aspect of the trip requested. The main response for all categories was 'good', suggesting relatively high satisfaction with trips made. As is usual, the main category not matching this was price, where 2% said very poor and 7% said poor, although a relatively high 17% also said very good for price. Only one other category, driver professionalism scored any 'very poor' and that was just for 1% of the voting. Driver knowledge scored the best of all items requested, with a fifth of those responding saying this was felt to be very good.

About a third of people told us what would encourage them to use hackney carriages or to use them more. Of all responses, 29% said cheaper fares, 27% said more hackney carriages they could phone for, and 24% better vehicles. Just 3% said more hackney carriages they could get at a rank.

There was one response saying they would make more usage were they able to pay by card, with another saying if they could pay by card and there was also a loyalty scheme.

Latent demand was tested with the industry standard if people had given up waiting for a vehicle either at ranks or when hailing. Of the two people saying they had given up waiting at a rank, only one actually quoted a rank location, suggesting the factor for rank-based latent demand is a very low 0.5%, or 1.005. No-one had given up trying to hail, providing a combined latent demand factor the same.

91% felt there were enough hackney carriages in the Wolverhampton area.

94% said they felt safe using licensed vehicles before 18:00 with a slightly reduced value of 90% after that time. No-one made any clear suggestions of what might make them feel safer.

85% of those responding felt hackney carriage fares were expensive but 12% felt them fair, with the remainder of people not having any opinion.

44% said they would consider using an electric powered hackney carriage, but only if it did not imply any extra cost. The remainder of those responding said they had no opinion.

58% of those interviewed gave their view about use of paying hackney carriage fares by credit or debit card. 56% said they would be happy as long as there was no extra cost implied. The remainder, 44%, said they would still continue to pay cash even if a machine was available.

85% of those responding said they did not, nor did they know anyone, that needed an adapted licensed vehicle. Of those needing adapted vehicles, the bulk needed a wheelchair accessible style (14% compared to 2% for other styles).



5 Key stakeholder consultation

The following key stakeholders were contacted in line with the recommendations of the BPG:

- Supermarkets
- Hotels
- Pubwatch / individual pubs / night clubs
- Other entertainment venues
- Restaurants
- Hospitals
- Police
- Disability representatives
- Rail operators
- Other council contacts within all relevant local councils

Comments received have been aggregated below to provide an overall appreciation of the situation at the time of this survey. In some cases, there are very specific comments from given stakeholders, but we try to maintain their confidentiality as far as is possible. The comments provided in the remainder of this Chapter are the views of those consulted, and not that of the authors of this report.

Our information was obtained by telephone, email, letter or face to face meeting as appropriate. The list contacted includes those suggested by the Council, those drawn from previous similar surveys, and from general internet trawls for information. Our target stakeholders are as far as possible drawn from across the entire licensing area to ensure the review covers the full area and not just specific parts or areas.

For the sake of clarity, we cover key stakeholders from the public side separately to those from the licensed vehicle trade element, whose views are summarized separately in the following Chapter.

Where the statistical analyses in Chapter 2 demonstrate low levels of wheelchair accessible vehicle (WAV) provision, an increased emphasis will be given to the issue in terms of the focus of stakeholders but also in specific efforts to contact disabled users and their representatives. However, it must be remembered that none of our consultation is statutory and for cost effective and fixed budget reasons we limit our attempts to contact people generally to a first attempt and reminder.

Further listing of who has responded and how is provided in Appendix 6 but ensuring privacy where appropriate for those contacted.

Supermarkets

One supermarket told us their customers did use local licensed vehicles. Most used the free phone in the entrance although some asked Welcome Desk staff to make calls for them. They were not aware of ranks and the only issue that they had been told about was private hire arriving and leaving before older customers had time to get across to them. Four other stores made no comment.

Hotels

Two hotels told us their guests did use local licensed vehicles which reception would phone for. One was not aware of any rank, whilst the other was aware of the station rank. Neither had received any complaints from their guests about the service provided. One hotel refused to respond whilst another was found to have closed down.

Public houses

Three public houses told us their customers used local licensed vehicles. Two said that both staff and customers used the phone in reception to call, whilst another said their customers all made their own bookings. One was unaware of any nearby rank, one said there had been one but it had disappeared and the other was aware of a rank 'round the corner'. Whilst two had not received any complaints, one said its customers complained of late arrivals, non-arrivals and over-charging by vehicles, but did not specify if this was booked private hire or other vehicles. One location was identified to have closed whilst four others provided no comment.

Night clubs

One night club said its customers used local licensed vehicles which they either booked themselves or obtained at the rank they were aware of. They had not received any complaints about the service provided. One venue had closed and three others provided no response.

Other entertainment venues

Two entertainment venues said their customers used local licensed vehicles. One had a free phone whilst the other had a taxi button that people used. One was not sure if there was a rank nearby, the other thought there was no rank. One had not received any comments about the service whilst another said people did complain but only if the vehicle took longer to arrive than was quoted. One other did not respond with a further location refused to provide any response.

Restaurants

Two of the target locations were found to have closed down whilst the other three approached made no comment.

Hospitals

No response was made.

Police

No response was made.

Disability

No responses were made.

Rail and other transport operators

National rail statistics are available for each station in Great Britain. The Table below provides the trends from when statistics were first made available.

Rail year (ends March in last yr noted)	Entries / exits	Growth / decline
Wolverhampton (98th)		
1997 / 1998	1,848,702	n/a
1998 / 1999	2,146,335	+16%
1999 / 2000	1,931,442	-10%
2000 / 2001	1,818,148	-6%
2001 / 2002	1,930,055	+6%
2002 / 2003	1,960,944	+2%
2003 / 2004	Not collected	
2004 / 2005	2,058,706	+5% (2 yrs)
2005 / 2006	2,254,742	+10%
2006 / 2007	2,399,955	+6%
2007 / 2008	2,510,429	+5%
2008 / 2009	4,221,010	+68%
2009 / 2010	4,280,096	+1%
2010 / 2011	4,454,566	+4%
2011 / 2012	4,203,492	-6%
2012 / 2013	4,207,032	+0%
2013 / 2014	4,406,594	+5%
2014 / 2015	4,495,936	+2%
2015 / 2016	4,746,338	+6%
2016 / 2017	4,920,356	+4%
2017 / 2018	4,993,372	+1.5%
Last three years (14/15 to 17/18)		+11%
From start of data collection		+172%

Wolverhampton station continues to grow – and is now within the top 100 stations in terms of patronage across the full set of British rail stations. At the time of the last survey it was 102nd, it is now 98th and in the next year should most likely rise to over 5 million entries and exits per year. Since data was first presented, it has grown by 172%, i.e., nearly tripling the numbers.

Growth in the last three years, roughly matching the period of the survey, has been 11%, compared to 7% in the previous three years. This compares to hackney carriage passenger numbers remaining the same (against the background of otherwise overall decline of hackney rank-based passengers).

Since this current survey, additional train services have been added, with more to come, hence growth here can be expected to continue and probably to increase further. There may be other change arising from the transfer of the London – Scotland service from Virgin Trains to the new First consortium, which begins on 9 December 2019, although this may take time to develop.

6 Trade stakeholder views

The BPG encourages all studies to include 'all those involved in the trade'. There are a number of different ways felt to be valid in meeting this requirement, partly dependent on what the licensing authority feel is reasonable and possible given the specifics of those involved in the trade in their area.

The most direct and least costly route is to obtain comment from trade representatives. This can be undertaken by email, phone call or face to face meeting by the consultant undertaking the study. In some cases to ensure validity of the work being undertaken it may be best for the consultation to occur after the main work has been undertaken. This avoids anyone being able to claim that the survey work was influenced by any change in behaviour.

Most current studies tend to issue a letter and questionnaire to all hackney carriage and private hire owners, drivers and operators. This is best issued by the council on behalf of the independent consultant. Usual return is now using an on-line form of the questionnaire, with the option of postal return still being provided, albeit in some cases without use of a freepost return. Returns can be encouraged by email or direct contact via representatives.

Some authorities cover private hire by issuing the letter and questionnaire to operators seeking they pass them on when drivers book on or off, or via vehicle data head communications.

In all cases, we believe it is essential we document the method used clearly and measure response levels. However, it is also rare for there to be high levels of response, with 5% typically felt to be good and reasonable.

The previous survey saw a response rate of some 31% for hackney carriage drivers. That was driven by a potential hope that a limit might be returned. For this survey, the response was 18 drivers, about 10% of hackney carriage, 3% of dual and just 0.2% of private hire, of 1.5% of all drivers overall.

The average length of service for the full sample was the same as for the last survey, 14 years. The range of years was slightly less, being 1 to 40, compared to up to 44 last time. The private hire drivers responding had significantly lower times in the trade – just three years compared to 19 for those who said they only drove hackney carriages.

The proportion that said they had last worked six days was 44%, just 1% higher than in the previous survey. However, just 11% said they worked seven days compared to the 31% that said this previously. The next highest proportion was 17% who said they worked four days.

The average number of hours worked was significantly reduced at 35 hours, compared to the 57 hrs worked in the previous survey. The maximum quoted was 72 hours. Interestingly, the hackney carriage average was lower than that for private hire or dual drivers (33, 37 and 37 respectively).

There were some multiple responses as to the issues that affected the choice of shift for drivers. The top reason was 35% saying it was determined by family commitments. 24% said they worked when there was most demand (51% said this last time). 12% said they worked hours that avoided when they thought there were disruptive passengers, an increase from the none that said this in the previous survey. 12% also chose hours to avoid heavy traffic.

89% said they owned their own vehicle (slightly higher than the 87% of the previous). Just 11% said someone else also drove their vehicle – all of whom said would be people using them at weekends.

A much higher proportion, 61% compared to 48% last time, said they accepted pre-bookings. The highest proportion said they got bookings by phone, with 25% saying office radio. Those that told us the network they used identified five companies, two with 29% of the votes and the other three with 14% each. One of the top two was a hackney carriage radio company whilst the other was a private hire company. One of the other three was a hackney carriage radio company. The private hire company had seen 6% in the last survey compared to 29% now, with one other private hire company also seeing an increase, whilst both the hackney radio networks saw a reduction. However, numbers in this response were fairly small so the trends suggested may not be correct, although they do appear indicative.

A number of responses were provided for ranks that people serviced. 36% said Victoria St (34% last time), 29% Market Street (same as last time) and 21% said the station (reduced from 27% last time). Queen Square received 7% of responses, Darlington Street (unclear where this is) 4% and Lichfield St 4%. These responses are relatively similar despite the reduced response rate.

40% said they most frequently got fares from ranks (56% last time), 25% from telephone (13% last time), 20% from apps, 5% from hailing (15% last time) and 10% from school contracts (14% last time). This appears to confirm a higher dependence on non-rank work now.

All respondents said there were enough hackney carriages in the Wolverhampton area at this time.

65% felt the current fare scale was about right, 24% said they should be increased, 6% said they should be reduced, with the final 6% (one response) that the fare scale needed to be in line with the living wage.

For this survey, 72% said they would like to see hackney carriage vehicle numbers limited compared to the 96% that responded that way in the previous survey. Two thirds of private hire, a quarter of dual drivers and just under a fifth of hackney carriages disagreed.

Seven added further comments. Overall, they suggested the downturn in people coming to the City centre had reduced trade further. Some wanted higher standards for drivers, and more enforcement against those picking up at ranks without bookings. Some sought more rank space and two reiterated there were too many vehicles currently in the hackney carriage fleet.

The private hire representative made no comment. A hackney carriage representative agreed that demand had reduced since the last survey for vehicles at ranks. They informed us that nearly all hackney carriages now worked on private hire circuits as well as servicing ranks, with a change in the structure of the companies involved in this. Whilst they felt the hackney carriages continued to provide a good service, particularly for anyone needing a wheel chair accessible vehicle, they remained concerned for the future and reiterated the hackney carriage trade was struggling to make ends meet.



7 Evaluation of unmet demand and its significance

It is first important to define our specific view about what constitutes unmet demand. Our definition is when a person turns up at a hackney carriage rank and finds there is no vehicle there available for immediate hire. This normally leads to a queue of people building up, some of who may walk off (taken to be latent demand), whilst others will wait till a vehicle collects them. Later passengers may well arrive when there are vehicles there, but because of the queue will not obtain a vehicle immediately.

There are other instances where queues of passengers can be observed at hackney carriage ranks. This can occur when the level of demand is such that it takes longer for vehicles to move up to waiting passengers than passengers can board and move away. This often occurs at railway stations but can also occur at other ranks where high levels of passenger arrivals occur. We do not consider this is unmet demand, but geometric delay and although we note this, it is not counted towards unmet demand being significant.

The industry standard index of the significance of unmet demand (ISUD) was initiated at the time of the introduction of section 16 of the 1985 Transport Act as a numeric and consistent way of evaluating unmet demand and its significance. The ISUD methodology was initially developed by a university and then adopted by one of the leading consultant groups undertaking the surveys made necessary to enable authorities to retain their limit on hackney carriage vehicle numbers. The index has been developed and deepened over time to take into account various court challenges. It has now become accepted as the industry standard test of if identified unmet demand is significant.

The index is a statistical guide derived to evaluate if observed unmet demand is in fact significant. However, its basis is that early tests using first principles identified based on a moderate sample suggested that the level of index of 80 was the cut-off above which the index was in fact significant, and that unmet demand therefore was such that action was needed in terms of additional issue of plates to reduce the demand below this level, or a complete change of policy if it was felt appropriate. This level has been accepted as part of the industry standard. However, the index is not a strict determinant and care is needed in providing the input samples as well as interpreting the result provided. However, the index has various components which can also be used to understand what is happening in the rank-based and overall licensed vehicle market.

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for hackney carriages and reflect this numerically. Whilst the principal inputs are from the rank surveys, the measure of latent demand comes from the public on-street surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of continuing the current policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

The present ISUD calculation has two components which both could be zero. In the case that either are zero, the overall index result is zero, which means they clearly demonstrate there is no unmet demand which is significant, even if other values are high.

The first component which can be zero is the proportion of daytime hours where people are observed to have to wait for a hackney carriage to arrive. The level of wait used is ANY average wait at all within any hour. The industry definition of these hours varies, the main index user counts from 10:00 to 18:00 (i.e. eight hours ending at 17:59). The present index is clear that unmet demand cannot be significant if there are no such hours. The only rider on this component is that the sample of hours collected must include a fair element of such hours, and that if the value is non-zero, review of the potential effect of a wider sample needs to be considered.

The other component which could be zero is the test identifying the proportion of passengers which are travelling in any hour when the average passenger wait in that hour is greater than one minute.

If both of these components are non-zero, then the remaining components of the index come into play. These are the peakiness factor, the seasonality factor, average passenger delay, and the latent demand factor.

Average passenger delay is the total amount of time waited by all passengers in the sample, divided by the total number of passengers observed who entered hackney carriages.

The seasonality factor allows for the undertaking of rank survey work in periods which are not typical, although guidance is that such periods should normally be avoided if possible particularly as the impact of seasons may not just be on the level of passenger demand, but may also impact on the level of supply. This is particularly true in regard to if surveys are undertaken when schools are active or not.

Periods when schools are not active can lead to more hackney carriage vehicles being available whilst they are not required for school contract work. Such periods can also reduce hackney carriage demand with people away on holiday from the area. Generally, use of hackney carriages is higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December (factoring high demand level impacts down) to 1.2 for January / February (inflating the values from low demand levels upwards).

There can be special cases where summer demand needs to be covered, although high peaks for tourist traffic use of hackney carriages tend not to be so dominant at the current time, apart from in a few key tourist authorities.

The peakiness factor is generally either 1 (level demand generally) or 0.5 (demand has a high peak at one point during the week). This is used to allow for the difficulty of any transport system being able to meet high levels of peaking. It is rarely possible or practicable for example for any public transport system, or any road capacity, to be provided to cover a few hours a week.

The latent demand factor was added following a court case. It comes from asking people in the on-street questionnaires if they have ever given up waiting for a hackney carriage at a rank in any part of the area. This factor generally only affects the level of the index as it only ranges from 1.0 (no-one has given up) to 2.0 (everyone says they have). It is also important to check that people are quoting legitimate hackney carriage rank waits as some, despite careful questioning, quote giving up waiting at home, which must be for a private hire vehicle (even if in hackney carriage guise as there are few private homes with taxi ranks outside).

The ISUD index is the result of multiplying each of the components together and benchmarking this against the cut-off value of 80. Changes in the individual components of the index can also be illustrative. For example, the growth of daytime hour queueing can be an earlier sign of unmet demand developing than might be apparent from the proportion of people experiencing a queue particularly as the former element is based on any wait and not just that averaging over a minute. The change to a peaky demand profile can tend towards reducing the potential for unmet demand to be significant.

Finally, any ISUD value must be interpreted in the light of the sample used to feed it, as well as completely in the context of all other information gathered. Generally, the guide of the index will tend not to be overturned in regard to significant unmet demand being identified, but this cannot be assumed to be the case – the index is a guide and a part of the evidence and needs to be taken fully in context.

The table below presents the results of the elements of the index of significance of unmet demand and the overall result for all known surveys:

Element	2019	2015	2003	1999
Average passenger delay	0.05	0.08	1.49	3.98
General delay	0.31	1.9	31	40
Off peak delay	4.17	6.3	14	16
Peak factor	0.5	0.5	1	1
Seasonal factor	1	1	1	1
Latent demand	1.005	1.018		
Overall ISUD	0.033	0.48	647	2547

The current level of significance of unmet demand statistic is just 0.033, effectively zero. This is well below the cut-off of 80 that is deemed to suggest the unmet demand that is observed is significant.

Compared to previous surveys, this is the lowest the index has ever been. All parameters making up the index have reduced significantly between the last survey and this. This is consistent with reducing demand and increasing vehicle numbers. The main component making up the ISUD score remains the off peak delay proportion, which is often a result of high levels of vehicles working from telephone circuits rather than ranks in off peak periods.

8 Summary, synthesis and study conclusions

This Hackney carriage demand survey on behalf of City of Wolverhampton Council has been undertaken following the guidance of the BPG and other recent case history regarding unmet demand and its significance.

Background and context

City of Wolverhampton Council provides a licensing area covering some 262,474 resident population at this time, but spread over both the city centre and several other relatively autonomous urban centres and out of town locations and the i54 business park. This implies the area is likely to have a much smaller hackney carriage fleet than the population implies as much of the nature of work in the area is more typically private hire. The local 'Movement for Growth' document of 2015 supports licensed vehicles given that they provide interchange with other modes as well as providing direct local trips.

Despite the area seeing some population growth, and significant investments in development and infrastructure, there have also been several key businesses in the area cease trading, some since the time of the survey work for this report.

The local hackney carriage fleet size is now marginally less than the peak reached after the last survey. Even when the national nature of the present private hire fleet is taken into account, the hackney carriage fleet continues to reduce as a proportion of the active local licensed vehicle make-up. A key matter remains that the hackney carriage fleet is fully wheel chair accessible which means the private hire fleet tends to be reliant on this fleet for the majority of disability services provided. This, together with reduced rank demand and introduction of more modern hiring methods (apps and others), means the hackney carriage fleet is even more allied to the private hire industry than it was at the time of the previous survey. The previous strong hackney carriage allegiance to specific hackney only radio circuits is much diluted although there appear to be benefits to both parties in this with regard to overall accessibility by people to appropriate vehicles.

Rank observations

The rank provision at the time of the current survey was very similar to that in the previous survey, although some change has occurred since the survey was concluded. The major difference was related to the move of the rail station rank into the new frontage access arrangement related to the re-build of the station frontage and extension of the local tram route across the former location of the taxi and parking access provision.

Since the 2015 survey, overall hackney carriage usage at ranks has reduced by the order of 14%. The largest loss was experienced at the Victoria Street location whilst the rail station remained with similar levels of usage and therefore increase its share in the overall mix. There seemed to be more usage of the Lichfield Street axis and its myriad of ranks although some of this might relate to private-hire related hackney carriages servicing demand here. Market Street remains the second busiest rank followed by Victoria Street, albeit reduced as noted above.

Overall rank-based demand grows from Thursday to Friday to Saturday, with a reduced level on Sundays, although the Sunday flows are not dissimilar to those on the Thursday. The hour by hour profile has a large number of peaks seemingly related to key train arrival times, although the final peaks on both Friday and Saturday are generated by Market Street given that the rail service has ceased by then. Further, there are very few hours without activity at some rank in the City centre with the longest quiet period being from 05:00 on Sunday until 08:00 when activity returns at the station rank.

Review of waiting by passengers at the ranks saw just four hours, 1% of the total surveyed, with average passenger waiting a minute or more. Just a further 2% saw lesser levels of delay. When these delays are further considered, the worst cases result from high relative demand at a generally little used location. General service to the public from ranks in central Wolverhampton is therefore excellent in terms of lack of waiting. This is reinforced by the overall average passenger delay across the surveyed hours being just three seconds, very low and effectively imperceptible.

Tests of plate activity found a reduced proportion of the fleet (58% compared to 75%) active in our sample on the busiest survey day compared to 2015. Overall levels of observations were also reduced for the same period. Levels of fleet activity tended to increase to a peak of 24% early evening slightly reducing to 23% to cover the final station arrivals – a reasonable level of activity that ably meets passenger requirements.

There was a high level of abuse of particularly the smaller ranks by private hire vehicles and private cars. Whilst some might have been legitimate picking up of booked passengers, others were simply using the site to wait till they could meet such passengers (or could have been speculative waiting).

There were a high level of people accessing hackney carriages in wheel chairs at most key ranks across the city centre. There were also a good number of other disabled persons getting good assistance into vehicles from drivers.

On street public views

62% of those interviewed said they had used a licensed vehicle in Wolverhampton in the last three months. For the full fleet, there are 2.7 trips per person per month, with a high proportion, 20% of this, being using hackney carriages. 14% said they usually got vehicles from a rank and 3% hailed (higher than the national average).

With regard to booked companies used just three had more than 6% of all quotes, with the highest proportion being 35%. Two apps were mentioned as being used, with one dominant.

The level of 7% of people saying they could not remember seeing a hackney carriage in Wolverhampton was concerning given the black cab style of the fleet and the fact the interviews were city centre based. However, the level of 37% not remembering when they last used one was low compared to national values.

The Station rank was most known about, followed by Market Street. The next most popular rank named was Queen Square, which is confusing. 57% of those quoting ranks said they used the rank they mentioned. Many made it clear that high levels of other public transport reduced their use of licensed vehicles.

Review of various aspects of trips made suggested high satisfaction with trips made. As normal, price was the worst performing category but even in this section 17% said price was 'very good' – but in a later question 85% said they felt fares were expensive. Further, the main item that might increase usage of hackney carriages was (marginally) price followed by more hackney carriages that could be obtained by phone and better vehicles.

The industry standard test of latent demand identified a factor of 1.005 with no-one saying they had given up when hailing. This was confirmed by 91% saying they felt there were enough hackney carriages in the area.

44% said they would use an electric hackney carriage but only if there was no implication on costs of use. 56% would like credit card options but again only if it implied no additional cost involved.

85% said they did not need, nor know anyone who needed a WAV, although those that did focussed on fully wheel chair style rather than any other adaptations.

Key stakeholder views

Most key stakeholders had customers that used licensed vehicles. However, most got them by making phone bookings in various ways. Only a few night economy locations were aware of ranks, but were appreciative of the service they provided their customers.

Overall general passenger growth at Wolverhampton station continues apace, with 11% more total rail passengers since the last survey was undertaken. However, hackney carriage rank passenger departures have only remained stable, although this is against a local and national decline so it appears there is some evidence that the service at the station is effectively holding its own despite significant competition from both private hire, apps and high levels of other public transport (which will soon be added to by the arrival of the tram route). However, plans will see even more passengers arriving at the station which may give opportunity for all modes to see increased numbers using their services.

Trade views

Although a reduced level of response was received to this survey, the level at 10% of hackney carriage drivers, was still higher than in most similar surveys. The overall result suggested reduced levels of work being undertaken, with a significant reduction in hours and days worked by hackney carriage drivers. Whilst many other statistics were very similar it was telling that the proportion who said they accepted bookings had gone up from 48% to 61%. Five different companies were used to provide the booking platforms. One of these was a hackney carriage radio network with the others being private hire companies.

The level of work obtained from ranks was reduced from the previous survey, with telephone work making up more of the workload for hackney carriages. Rank service was about the same even though it appeared less serviced the station.

The bulk of drivers felt the current fare scale was about right, but 24% suggested increase was needed.

Call for the limit on numbers to be returned was reduced with 72% suggesting this now compared to 96% in 2015. This was principally by hackney carriages with private hire tending to disagree with any limit.

Comments by those returning the survey and by the hackney carriage trade representative focussed on continuing reduction of rank-based demand and therefore a higher dependence on private hire style operations even for the hackney carriages, who supplemented rank-based income by being part of bookings circuits of various kinds. The point was made that a key service provided by hackney carriages was for those needing wheel chair style vehicles which were principally focussed on the hackney carriage section of the licensed vehicle trade.

Formal evaluation of significance of unmet demand

The current level of significance of unmet demand using the industry standards ISUD tool is effectively zero, and much lower than the very low level of the last survey. Values are also a long way lower than the exceedingly high values reported in the 1999 and 2003 surveys. The main element contributing to the index remains the off peak delay value, which is typical where many hackney carriages tend to rely on bookings in quieter periods, which can mean that service to ranks in those periods is also reduced.

Synthesis

Use of hackney carriages at ranks in Wolverhampton continues to reduce leading to vehicles needing to rely more on belonging to alternative methods of obtaining custom. However, there are some positive signs including the station patronage remaining stable despite significant competition, and people feeling that they get a good service from hackney carriages. Although overall marginal, there is some evidence that hailing remains important, and that there is service provided by hackney carriages along the main Lichfield Street axis.

People and drivers are both aware that the wheel chair accessible nature of the hackney carriage fleet is very important and essential for the City. Whilst there is no strong demand for more hackney carriages and some slight reduction in numbers, despite the downturn in business the level of vehicles is relatively stable.

Conclusions

As with most areas around the country, use of ranks is reducing and hackney carriages are needing to be innovative to maintain their ability to make a living. Despite the high level of competition from private hire and other public transport, the hackney carriage retains a key role in the transport mix of the City, and particularly of the City centre, and more so for the growing rail station. Ways need to be found to encourage and support this industry. Care will be needed with the pressure to increase the level of environmental sustainability of the fleet, particularly with need to consider electric WAV style vehicles which tend to be expensive.

Current rank provision needs to be maintained and developed to enable people to get hackney carriages across the whole central area of the City, and routes where hackney carriages can ply for hire and be hailed also need to be maintained and developed and marketed. In particular the smaller ranks need to be enforced and kept available for hackney carriage use.

From a trade perspective, consideration could be given to more use of hackney carriage based apps which would grow the 'hailing' style market further, as evidenced in some other Cities around England (Oxford being a case in point). Given the low levels of current income to the hackney carriage trade this may also need some form of intervention

9 Recommendations

On the basis of the evidence gathered in this Hackney carriage demand survey for City of Wolverhampton Council, our key conclusion is that there is no evidence of any unmet demand for the services of hackney carriages either patent or latent which is significant at this point in time in the City of Wolverhampton Council licensing area. Were a committee minded to apply a limit to the number of hackney carriage vehicles, it could do that and could defend refusal of licences if necessary.

However, current conditions (and expected future conditions) are unlikely to see many if any new vehicles added to the fleet given the large amount of present spare capacity and the potential for further reductions in rank usage. The key matter to consider is how to encourage and retain the present fully WAV fleet in a way that allows improvement of fleet quality standards, with specific care needed to ensure that any application of air quality limits does not further reduce vehicle numbers. This will need to draw significantly on national and local government assistance in any planned improvements to hackney carriage emissions levels.

The hackney carriage trade continues to provide an on-demand service that people appreciate. Encouragement can be provided to support them by stronger enforcement that would keep all ranks, and more specifically the smaller ranks along the Lichfield Street access, available for hackney carriages, with private cars and private hire vehicles strongly dissuaded from abusing them. This would need CCTV to provide clear evidence that could be used to enforce and eventually deter such abuse. It is accepted that there is a legitimate need for private hire to be able to pick up booked trips as near to origin as possible, but there is plenty of available kerb space away from the hackney ranks (which are only small) so enforcing good behaviour is key.

The council can also work with current industry developments to continue to grow feeling of safety in the hackney carriage fleet using CCTV initiatives, as well as researching potential ways to encourage future-proof methods of obtaining hackney carriages, such as apps, which are increasing public service and usage in some other Cities in England at this time.



Appendix 1 – Industry statistics

Wolverhampton

Quantity control 2000-2005, quality control since

	hcv	phv	lv total	hcd	phd	dd	total d		Operators	% hcv WAV	% phv WAV
1994D	65			115				1994D		100	
1997D	65	294	359	100	515		615	1997D		100	
1999D	65	416	481	158	812		970	1999D	19	100	
2001D	76	360	436	160	812		972	2001D	18	100	
2004D	88	436	524	207	910		1117	2004D	15	100	
2005D	92	460	552	230	950		1180	2005D	16	100	
2007D	110	520	630	250	1000		1250	2007D	16	100	
2009D	119	520	639	250	1000		1250	2009D	16	100	
2010N	142	600	742	<u>235</u>	<u>1004</u>	-	<u>1239</u>	2010N	<u>16</u>	100	
2011D	160	552	712	220	1007		1227	2011D	16	100	0.002
2012N	162	607	769	<u>216</u>	<u>921</u>	-	1137	2012C	<u>17</u>	100	
2013D	167	643	810	212	835		1047	2013D	18	100	
2014N	167	595	762	<u>184</u>	<u>844</u>	<u>45</u>	1072	2014N	<u>15</u>	100	
2015D	175	669	844	155	852	90	1097	2015D	12	100	
2017D	186	716	902	153	883	100	1136	2017D	12	100	0.028
2018D	167	767	934	123	915	110	1148	2018D	12	100	0.047
2019D	174	822	996	110	948	120	1178	2019D	12	100	0.045
2019C	172	880	1052	110	983	130	1223	2019C	12	100	



Appendix 2 – List of ranks

Market Street (fed by Castle St)

Victoria Street

Station (private) (fed from Bailey St, council rank)

Wulfruna Street (2300-0600)

Lichfield Street, Art Gallery

Lichfield Street, HSBC

Queen Square

North Street

North Street, near Mitre Fold (2300-0600)

Princess Street

Appendix 3 – Timetable of rank observations

Please see separate document

Appendix 4 – Detailed rank observation results

Please see separate document

Appendix 5 – Detailed on street interview results

Please see separate document



Appendix 6 List of Stakeholders consulted

Key consultee	Response
Supermarkets	
Sainsbury, Bentley Bridge	N
Morrison's, Bilston	N
Asda, Wolverhampton	N
Waitrose, Wolverhampton	Y
Marks and Spencer, Wolverhampton	N
Hotels	
Park View Hotel	Y
Wulfrun Hotel	Gone
Premier Inn Wolverhampton City Centre	Y
Mercure Wolverhampton Goldthorn	N
Restaurants / Cafes	
Catellani's	R
India Gates	R
Rocco	N
Massala Lounge	N
Café Maxim Tapas	N
Entertainment	
Dog Track	Y
Racecourse	Y
Wolverhampton Wanderers FC	R
Theatre	N
Public Houses	
Giffard Arms	N
Lych Gate Tavern	Y
Royal London	Y
Olde White Rose Inn	R
Sir Henry Newbould	R
Nickleodeon	Y
Barley Mow	N
Gunmakers Arms	N
Night Clubs	
Gorgeous	N
Robin RnB	N
Faces	R
CRC Manhattans	Y
Popworld	N

Other key stakeholder groups	
One Voice	N
Acci	N
All Cultures One Voice	Not contactable
Callnet	Not contactable
Rethink	Gone
Divine Onkar Mission	Not relevant
Eyes 2 Success	Gone
ICT Centre	Gone
Heathtown Talk Business	Gone
Platform 51	Gone
Signloop	Gone
Beacon 4 Blind	Gone
Urdu Centre	Gone
NBP	Gone
Creative Support	Gone

		Market Street and Castle St feeder	Victoria St and feeder	Lichfield St Art Gallery	Lichfield St HSBC / Queen Sq (3 locations)	North Street	Wulfruna St	Wolverhampton Station and feeder in Bailey Street	Hours
Site Ref		A	B	G	D,E,F	I	H	C	
Rank Spaces		4 + 2 + 4	8 + 4	2	2	4	2	15	
Operating Hours		24 hr	24 hr	24 hr	24 hr	24 hr	2300-0600	24 hr	
Usage?		High	High	Minor	Minor	Minor	Minor	High	
Other comments		Revised 2015		Revised 2015	abused by phv	night use only - parked on in day time		Private, totally different since 2015	
Note: below numbers indicate cover of a location and the sequential number of hours - coloured cells without numbers will not be covered due to sites not likely to be operative during course of expected survey									
Thursday	06:00								0
Thursday	07:00	1	1					1	3
Thursday	08:00	2	2					2	3
Thursday	09:00	3	3					3	3
Thursday	10:00	4	4					4	3
Thursday	11:00	5	5					5	3
Thursday	12:00	6	6					6	3
Thursday	13:00	7	7					7	3
Thursday	14:00	8	8					8	3
Thursday	15:00	9	9					9	3
Thursday	16:00	10	10					10	3
Thursday	17:00	11	11					11	3
Thursday	18:00	12	12					12	3
Thursday	19:00	13	13					13	3
Thursday	20:00	14	14					14	3
Thursday	21:00	15	15					15	3
Thursday	22:00	16	16					16	3
Thursday	23:00	17	17					17	3
Thursday	00:00	18	18					18	3
Friday	01:00	19	19					19	3
Friday	02:00	20	20					20	3
Friday	03:00	21	21					21	3
Friday	04:00	22	22					22	3
Friday	05:00	23	23					23	3
Friday	06:00	24	24					24	3
Friday	07:00	25	25					25	3
Friday	08:00	26	26					26	3
Friday	09:00	27	27					27	3
Friday	10:00	28	28					28	3
Friday	11:00	29	29					29	3
Friday	12:00	30	30					30	3
Friday	13:00	31	31					31	3
Friday	14:00	32	32					32	3
Friday	15:00	33	33					33	3
Friday	16:00	34	34					34	3
Friday	17:00	35	35					35	3
Friday	18:00	36	36			1		36	4
Friday	19:00	37	37			2		37	4
Friday	20:00	38	38			3		38	4
Friday	21:00	39	39			4		39	4
Friday	22:00	40	40			5		40	4
Friday	23:00	41	41			6	1	41	5
Friday	00:00	42	42			7	2	42	5
Saturday	01:00	43	43				3	43	4
Saturday	02:00	44	44				4	44	4
Saturday	03:00	45	45				5	45	4
Saturday	04:00	46	46				6	46	4
Saturday	05:00	47	47				7	47	4
Saturday	06:00	48	48					48	3
Saturday	07:00	49	49					49	3
Saturday	08:00	50	50					50	3
Saturday	09:00	51	51	1	1			51	5
Saturday	10:00	52	52	2	2			52	5
Saturday	11:00	53	53	3	3			53	5
Saturday	12:00	54	54	4	4			54	5
Saturday	13:00	55	55	5	5			55	5
Saturday	14:00	56	56	6	6			56	5
Saturday	15:00	57	57	7	7			57	5
Saturday	16:00	58	58	8	8			58	5
Saturday	17:00	59	59	9	9			59	5
Saturday	18:00	60	60	10	10	8		60	6
Saturday	19:00	61	61	11	11	9		61	6
Saturday	20:00	62	62	12	12	10		62	6
Saturday	21:00	63	63	13	13	11		63	6
Saturday	22:00	64	64	14	14	12		64	6
Saturday	23:00	65	65	15	15	13	8	65	7
Saturday	00:00	66	66	16	16	14	9	66	7
Sunday	01:00	67	67	17	17	15	10	67	7
Sunday	02:00	68	68	18	18	16	11	68	7
Sunday	03:00	69	69	19	19	17	12	69	7
Sunday	04:00	70	70	20	20	18	13	70	7
Sunday	05:00	71	71				14	71	4
Sunday	06:00	72	72					72	3
Sunday	07:00	73	73					73	3
Sunday	08:00	74	74					74	3
Sunday	09:00	75	75					75	3
Sunday	10:00	76	76					76	3
Sunday	11:00	77	77					77	3
Sunday	12:00	78	78					78	3
Sunday	13:00	79	79					79	3
Sunday	14:00	80	80					80	3
Sunday	15:00	81	81					81	3
Sunday	16:00	82	82					82	3
Sunday	17:00	83	83					83	3
Sunday	18:00	84	84					84	3
Sunday	19:00	85	85					85	3
Sunday	20:00	86	86					86	3
Sunday	21:00								0
Week day			57						
Week night			33						
Weekend day			64						
Weekend night			127						
Inter periods			49	330					
Lost									330
Total hours at site		86	86	20	20	18	14	86	330

total waiting time
00:00:00

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10

mins
Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

% of vehicles leaving empty

Empty Vehicle Departures

Average vehicle occupancy

Loaded Vehicle Departures

Total Passenger Departures

No of Vehicle Arrivals

Hour

Date

Location

Market Street	4/4/19	7	1	1	1	1	0	0%	1	00:51:14	00:51:14	00:51:14
Market Street	4/4/19	8	6	1	1	1	0	0%	1	00:53:27	00:53:27	01:17:02
Market Street	4/4/19	9	2	5	4	1.2	0	0%	4	01:06:21	01:06:21	01:11:41
Market Street	4/4/19	10	7	13	10	1.3	0	0%	10	00:10:37	00:10:37	00:27:17
Market Street	4/4/19	11	14	10	8	1.2	0	0%	8	00:27:43	00:26:00	00:53:54
Market Street	4/4/19	12	11	15	10	1.5	1	9%	11	00:27:34	00:27:34	00:49:47
Market Street	4/4/19	13	13	11	9	1.2	2	18%	11	00:46:25	00:47:10	00:56:10
Market Street	4/4/19	14	6	15	11	1.4	0	0%	11	00:31:25	00:30:51	00:41:32
Market Street	4/4/19	15	17	17	15	1.1	1	6%	16	00:16:04	00:16:04	00:41:09
Market Street	4/4/19	16	10	13	9	1.4	0	0%	9	00:31:20	00:31:20	00:39:27
Market Street	4/4/19	17	10	14	10	1.4	0	0%	10	00:25:28	00:25:28	00:40:01
Market Street	4/4/19	18	6	12	7	1.7	0	0%	7	01:04:30	01:04:30	01:28:54
Market Street	4/4/19	19	2	4	3	1.3	0	0%	3	00:49:44	00:49:44	00:51:51
Market Street	4/4/19	20	4	5	4	1.2	0	0%	4	00:30:01	00:33:15	00:49:55
Market Street	4/4/19	21	5	6	5	1.2	3	38%	8	00:09:04	00:04:57	00:06:34
Market Street	4/4/19	22	6	3	3	1	1	25%	4	00:16:53	00:17:55	00:21:33
Market Street	4/4/19	23	2	2	2	1	1	33%	3	00:44:02	00:44:02	00:44:57
Market Street	5/4/19	0	1	1	1	1	1	50%	2	00:06:03		
Market Street	5/4/19	1	0	0	0							
Market Street	5/4/19	2	0	0	0							
Market Street	5/4/19	3	0	0	0							
Market Street	5/4/19	4	0	0	0							
Market Street	5/4/19	5	0	0	0							
Market Street	5/4/19	6	1	0	0				00:35:58	00:35:58	00:35:58	
Market Street	4/4/19		124	148	113	1.3	10	8%	123			

[illegible]

[illegible]

Location	Date	Hour	total waiting time										
			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time, those waiting only
Market Street	7/4/19	7	0	0	0								
Market Street	7/4/19	8	1	0	0					00:18:42			
Market Street	7/4/19	9	1	0	0		1	100%	1	01:22:10	01:22:10	01:22:10	
Market Street	7/4/19	10	1	2	2	1	0	0%	2	00:01:40	00:01:40	00:01:40	00:01:29 00:02:58 1
Market Street	7/4/19	11	3	1	1	1	0	0%	1	00:47:09	00:39:56	01:14:00	
Market Street	7/4/19	12	3	1	1	1	1	50%	2	00:48:37	00:48:37	00:54:01	
Market Street	7/4/19	13	7	11	7	1.6	0	0%	7	00:18:25	00:18:25	00:30:04	
Market Street	7/4/19	14	7	9	6	1.5	2	25%	8	00:17:27	00:13:26	00:26:51	
Market Street	7/4/19	15	8	13	6	2.2	0	0%	6	00:34:39	00:31:31	00:42:04	
Market Street	7/4/19	16	5	4	3	1.3	1	25%	4	00:57:37	00:58:48	01:10:28	
Market Street	7/4/19	17	4	8	5	1.6	1	17%	6	00:40:38	00:40:38	00:50:50	
Market Street	7/4/19	18	7	13	6	2.2	0	0%	6	00:29:02	00:29:02	00:37:16	
Market Street	7/4/19	19	10	18	8	2.2	0	0%	8	00:34:36	00:26:54	00:42:02	
Market Street	7/4/19	20	8	23	11	2.1	3	21%	14	00:10:54	00:10:54	00:27:42	
Market Street	7/4/19	21	0	0	0								
Market Street	7/4/19		65	103	56	1.8	9	14%	65				00:02:58

Victoria Street															total waiting time
Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Maximum passenger wait time
Victoria Street	4/4/19	7	1	0	0		1	100%	1	00:09:47					
Victoria Street	4/4/19	8	2	0	0					00:35:22	00:47:36	00:47:36			
Victoria Street	4/4/19	9	10	2	2	1	5	71%	7	00:34:53	00:34:33	00:39:13			
Victoria Street	4/4/19	10	12	8	6	1.3	5	45%	11	00:24:12	00:27:01	00:36:38			
Victoria Street	4/4/19	11	13	16	11	1.5	2	15%	13	00:22:03	00:21:50	00:30:49			
Victoria Street	4/4/19	12	16	12	11	1.1	2	15%	13	00:37:24	00:36:11	00:53:20			
Victoria Street	4/4/19	13	9	9	7	1.3	6	46%	13	00:34:37	00:32:56	00:50:05			
Victoria Street	4/4/19	14	8	9	5	1.8	3	38%	8	00:38:48	00:37:13	00:47:18			
Victoria Street	4/4/19	15	8	4	4	1	4	50%	8	00:35:20	00:33:55	00:41:29			
Victoria Street	4/4/19	16	9	8	6	1.3	3	33%	9	00:39:51	00:39:32	00:54:02			
Victoria Street	4/4/19	17	10	10	8	1.2	5	38%	13	00:27:59	00:28:05	00:35:21			
Victoria Street	4/4/19	18	6	10	7	1.4	1	12%	8	00:18:07	00:17:29	00:27:00			
Victoria Street	4/4/19	19	2	2	2	1	0	0%	2	00:06:30	00:06:30	00:12:06			
Victoria Street	4/4/19	20	2	2	2	1	0	0%	2	00:03:33	00:03:33	00:04:04			
Victoria Street	4/4/19	21	0	0	0										
Victoria Street	4/4/19	22	2	0	0		1	100%	1	00:26:37					
Victoria Street	4/4/19	23	1	1	1	1	1	50%	2	00:15:46	00:15:46	00:15:46			
Victoria Street	5/4/19	0	0	0	0										
Victoria Street	5/4/19	1	1	0	0		1	100%	1	00:03:24					
Victoria Street	5/4/19	2	0	0	0										
Victoria Street	5/4/19	3	0	0	0										
Victoria Street	5/4/19	4	0	0	0										
Victoria Street	5/4/19	5	0	0	0										
Victoria Street	5/4/19	6	0	0	0										
Victoria Street	4/4/19		112	93	72	1.3	40	36%	112						00:00:00

[illegible]

Victoria Street												
total waiting time												
Maximum passenger wait time												
Number waiting 11 mins or more												
Number of people waiting 6-10 mins												
Number of people waiting 1-5 mins												
Average Passenger Waiting Time, those waiting only												
Average Passenger Waiting Time in Hour												
Maximum Vehicle Waiting Time (for a fare)												
Average Vehicle Waiting Time (for a fare)												
Average Vehicle Waiting Time												
Total Vehicle Departures												
% of vehicles leaving empty												
Empty Vehicle Departures												
Average vehicle occupancy												
Loaded Vehicle Departures												
Total Passenger Departures												
No of Vehicle Arrivals												
Hour												
Date												
Location												
Victoria Street	6/4/19	7	0	0	0							
Victoria Street	6/4/19	8	2	0	0					00:23:48	00:23:52	00:23:52
Victoria Street	6/4/19	9	10	4	4	1	3	43%	7	00:18:17	00:18:59	00:29:30
Victoria Street	6/4/19	10	10	6	4	1.5	4	50%	8	00:42:21	00:45:35	00:58:53
Victoria Street	6/4/19	11	12	18	12	1.5	4	25%	16	00:19:34	00:21:10	00:34:04
Victoria Street	6/4/19	12	12	6	5	1.2	1	17%	6	00:48:59	00:48:15	01:09:09
Victoria Street	6/4/19	13	4	15	12	1.2	1	8%	13	00:22:49	00:22:49	00:41:42
Victoria Street	6/4/19	14	15	3	3	1	2	40%	5	00:44:10	00:43:35	01:16:48
Victoria Street	6/4/19	15	7	10	6	1.7	2	25%	8	00:58:28	00:58:28	01:17:17
Victoria Street	6/4/19	16	7	24	12	2	0	0%	12	00:32:38	00:32:40	00:40:26
Victoria Street	6/4/19	17	14	20	11	1.8	3	21%	14	00:20:34	00:19:42	00:50:29
Victoria Street	6/4/19	18	4	5	3	1.7	1	25%	4	01:17:53	01:15:41	01:34:57
Victoria Street	6/4/19	19	4	7	5	1.4	1	17%	6	00:22:15	00:22:15	00:30:48
Victoria Street	6/4/19	20	6	14	4	3.5	1	20%	5	00:31:41	00:33:09	00:41:01
Victoria Street	6/4/19	21	8	13	7	1.9	0	0%	7	00:24:03	00:24:03	00:33:58
Victoria Street	6/4/19	22	6	12	6	2	0	0%	6	00:41:21	00:39:43	00:58:58
Victoria Street	6/4/19	23	9	13	6	2.2	1	14%	7	00:51:54	00:51:54	01:07:01
Victoria Street	7/4/19	0	11	12	7	1.7	0	0%	7	01:11:16	01:11:16	01:28:26
Victoria Street	7/4/19	1	9	27	11	2.5	0	0%	11	00:35:14	00:35:53	00:55:24
Victoria Street	7/4/19	2	10	23	12	1.9	1	8%	13	00:27:36	00:27:36	00:40:07
Victoria Street	7/4/19	3	12	26	15	1.7	2	12%	17	00:03:57	00:03:51	00:10:20
Victoria Street	7/4/19	4	4	5	3	1.7	1	25%	4	00:04:43	00:04:49	00:06:35
Victoria Street	7/4/19	5	0	0	0							
Victoria Street	7/4/19	6	1	0	0		1	100%	1	00:00:56		
Victoria Street	6/4/19		177	263	148	1.8	29	16%	177			
												00:00:00

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total waiting time	Maximum passenger wait time	Number waiting 11 mins or more Number of people waiting 6-10 mins Number of people waiting 1-5 mins	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time In Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time	Total Vehicle Departures	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals	Hour	Date	Location

total waiting time	Maximum passenger wait time	Number waiting 11 mins or more Number of people waiting 6-10 mins Number of people waiting 1-5 mins	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time	Total Vehicle Departures	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals	Hour	Date	Location
													</				

total waiting time

00:00:00

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10 mins

Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

% of vehicles leaving empty

Empty Vehicle Departures

Average vehicle occupancy

Loaded Vehicle Departures

Total Passenger Departures

No of Vehicle Arrivals

Hour

Date

Location

Station, private	6/4/19	7	4	2	2	1	0	0%	2	01:47:04	01:47:04	01:59:03
Station, private	6/4/19	8	7	8	6	1.3	0	0%	6	01:13:12	01:12:26	01:21:23
Station, private	6/4/19	9	10	14	10	1.4	1	9%	11	01:18:18	01:18:31	01:34:46
Station, private	6/4/19	10	10	14	9	1.6	1	10%	10	01:18:14	01:18:14	01:37:59
Station, private	6/4/19	11	9	10	7	1.4	0	0%	7	01:20:34	01:20:34	01:31:56
Station, private	6/4/19	12	15	18	13	1.4	1	7%	14	00:50:12	00:50:12	00:54:54
Station, private	6/4/19	13	25	24	19	1.3	0	0%	19	01:11:11	01:11:11	01:49:35
Station, private	6/4/19	14	14	14	10	1.4	0	0%	10	01:49:48	01:49:14	02:00:38
Station, private	6/4/19	15	18	16	12	1.3	1	8%	13	01:20:41	01:20:41	01:33:59
Station, private	6/4/19	16	23	50	23	2.2	1	4%	24	01:19:56	01:19:56	01:31:05
Station, private	6/4/19	17	23	33	17	1.9	0	0%	17	01:30:51	01:30:51	01:40:17
Station, private	6/4/19	18	22	48	24	2	0	0%	24	01:22:39	01:22:39	01:31:38
Station, private	6/4/19	19	28	51	24	2.1	0	0%	24	00:53:46	00:53:46	01:13:36
Station, private	6/4/19	20	35	86	50	1.7	0	0%	50	00:27:26	00:27:26	00:39:41
Station, private	6/4/19	21	47	75	46	1.6	0	0%	46	00:30:49	00:30:49	00:41:31
Station, private	6/4/19	22	40	57	32	1.8	0	0%	32	00:46:08	00:45:53	00:56:33
Station, private	6/4/19	23	39	103	59	1.7	1	2%	60	00:18:13	00:18:13	00:32:18
Station, private	7/4/19	0	19	33	18	1.8	8	31%	26	00:23:17	00:15:37	00:51:05
Station, private	7/4/19	1	0	0	0		1	100%	1			
Station, private	7/4/19	2	0	0	0							
Station, private	7/4/19	3	0	0	0							
Station, private	7/4/19	4	0	0	0							
Station, private	7/4/19	5	0	0	0							
Station, private	7/4/19	6	2	0	0		1	100%	1	00:14:27		
Station, private	6/4/19		390	656	381	1.7	16	4%	397			

total waiting time

00:00:00

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10

mins
Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

% of vehicles leaving empty

Empty Vehicle Departures

Average vehicle occupancy

Loaded Vehicle Departures

Total Passenger Departures

No of Vehicle Arrivals

Hour

Date

Location

Station, private	7/4/19	7	8	0	0		6	100%	6	00:24:30	00:48:16	01:07:38
Station, private	7/4/19	8	3	1	1	1	1	50%	2	00:45:19		
Station, private	7/4/19	9	8	4	3	1.3	3	50%	6	00:47:20	00:47:20	00:56:01
Station, private	7/4/19	10	13	12	10	1.2	0	0%	10	00:34:19	00:34:19	00:46:09
Station, private	7/4/19	11	20	21	12	1.8	0	0%	12	01:05:34	01:05:12	01:14:07
Station, private	7/4/19	12	14	19	11	1.7	1	8%	12	00:54:01	00:54:01	01:07:34
Station, private	7/4/19	13	26	39	23	1.7	0	0%	23	00:43:16	00:43:16	00:51:26
Station, private	7/4/19	14	18	46	24	1.9	0	0%	24	00:53:50	00:53:50	01:07:22
Station, private	7/4/19	15	19	26	19	1.4	0	0%	19	01:01:06	01:01:06	01:13:31
Station, private	7/4/19	16	29	31	18	1.7	0	0%	18	01:13:47	01:13:47	01:44:09
Station, private	7/4/19	17	15	25	18	1.4	0	0%	18	01:21:43	01:21:43	01:31:34
Station, private	7/4/19	18	17	33	18	1.8	0	0%	18	01:13:26	01:13:26	01:31:12
Station, private	7/4/19	19	17	31	20	1.6	0	0%	20	00:58:04	00:58:04	01:06:25
Station, private	7/4/19	20	12	45	32	1.4	0	0%	32	00:36:23	00:36:23	00:48:04
Station, private	7/4/19	21	0	0	0							
Station, private	7/4/19		219	333	209	1.6	11	5%	220			

total waiting time

00:00:00

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10 mins

Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

% of vehicles leaving empty

Empty Vehicle Departures

Average vehicle occupancy

Loaded Vehicle Departures

Total Passenger Departures

No of Vehicle Arrivals

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)
Lich St HSBC	6/4/19	9	2	1	1	1	1	50%	2	00:09:40	00:03:49	00:03:49
Lich St HSBC	6/4/19	10	1	1	1	1	0	0%	1	00:15:55	00:15:55	00:15:55
Lich St HSBC	6/4/19	11	4	3	3	1	1	25%	4	00:05:34	00:04:37	00:07:08
Lich St HSBC	6/4/19	12	2	1	1	1	0	0%	1	00:03:41	00:03:41	00:05:46
Lich St HSBC	6/4/19	13	1	1	1	1	1	50%	2	00:34:41		
Lich St HSBC	6/4/19	14	2	1	1	1	1	50%	2	00:00:31	00:00:31	00:00:31
Lich St HSBC	6/4/19	15	1	0	0		1	100%	1	00:09:18		
Lich St HSBC	6/4/19	16	1	0	0					00:02:06	00:02:06	00:02:06
Lich St HSBC	6/4/19	17	1	2	2	1	0	0%	2	00:01:34	00:01:34	00:01:34
Lich St HSBC	6/4/19	18	0	0	0							
Lich St HSBC	6/4/19	19	1	0	0		1	100%	1	00:03:19		
Lich St HSBC	6/4/19	20	1	1	1	1	0	0%	1	00:00:35	00:00:35	00:00:35
Lich St HSBC	6/4/19	21	3	1	1	1	1	50%	2	00:13:47	00:13:45	00:13:45
Lich St HSBC	6/4/19	22	1	1	1	1	1	50%	2	00:04:00	00:04:00	00:04:00
Lich St HSBC	6/4/19	23	3	1	1	1	2	67%	3	00:03:22	00:01:05	00:01:05
Lich St HSBC	7/4/19	0	5	2	1	2	2	67%	3	00:18:03	00:22:46	00:32:54
Lich St HSBC	7/4/19	1	3	3	3	1	1	25%	4	00:19:15	00:14:17	00:14:17
Lich St HSBC	7/4/19	2	2	0	0		3	100%	3	00:01:58		
Lich St HSBC	7/4/19	3	5	3	3	1	2	40%	5	00:02:01	00:02:19	00:03:44
Lich St HSBC	7/4/19	4	1	0	0		1	100%	1	00:00:14		
Lich St HSBC	6/4/19		40	22	21	1	19	48%	40			

total waiting time														
Location	Date	Hour	Maximum passenger wait time											
			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time, those waiting only	Number of people waiting 6-10 mins or more
Queen Sq	6/4/19	9	0	0	0									
Queen Sq	6/4/19	10	0	0	0									
Queen Sq	6/4/19	11	1	1	1	1	0	0%	1	00:03:17	00:03:17	00:03:17		
Queen Sq	6/4/19	12	1	2	1	2	0	0%	1	00:00:51	00:00:51	00:00:51		
Queen Sq	6/4/19	13	0	0	0									
Queen Sq	6/4/19	14	0	0	0								00:02:41	00:05:22
Queen Sq	6/4/19	15	1	2	1	2	0	0%	1	00:00:34	00:00:34	00:00:34		
Queen Sq	6/4/19	16	2	3	1	3	1	50%	2	00:00:54	00:01:08	00:01:08		
Queen Sq	6/4/19	17	0	0	0									
Queen Sq	6/4/19	18	0	0	0									
Queen Sq	6/4/19	19	0	0	0									
Queen Sq	6/4/19	20	1	0	0		1	100%	1	00:02:52				
Queen Sq	6/4/19	21	2	0	0		1	100%	1	00:30:38				
Queen Sq	6/4/19	22	1	0	0		1	100%	1	00:04:15	00:04:15	00:04:15		
Queen Sq	6/4/19	23	4	11	4	2.8	1	20%	5	00:08:35	00:09:48	00:16:44		
Queen Sq	7/4/19	0	5	2	2	1	2	50%	4	00:09:32	00:03:04	00:04:11		
Queen Sq	7/4/19	1	0	0	0		1	100%	1					
Queen Sq	7/4/19	2	4	0	0		3	100%	3	00:05:06				
Queen Sq	7/4/19	3	1	2	1	2	1	50%	2	00:00:37	00:00:37	00:00:37		
Queen Sq	7/4/19	4	3	1	1	1	2	67%	3	00:01:55	00:02:55	00:02:55		
Queen Sq	6/4/19		26	24	12	2	14	54%	26					00:05:22

total waiting time

00:00:00

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10 mins

Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

% of vehicles leaving empty

Empty Vehicle Departures

Average vehicle occupancy

Loaded Vehicle Departures

Total Passenger Departures

No of Vehicle Arrivals

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Passenger Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time, those waiting only
Lich St Art G	6/4/19	9	0	0	0								
Lich St Art G	6/4/19	10	0	0	0								
Lich St Art G	6/4/19	11	0	0	0								
Lich St Art G	6/4/19	12	0	0	0								
Lich St Art G	6/4/19	13	0	0	0								
Lich St Art G	6/4/19	14	0	0	0								
Lich St Art G	6/4/19	15	0	0	0								
Lich St Art G	6/4/19	16	0	0	0								
Lich St Art G	6/4/19	17	0	0	0								
Lich St Art G	6/4/19	18	0	0	0								
Lich St Art G	6/4/19	19	0	0	0								
Lich St Art G	6/4/19	20	0	0	0								
Lich St Art G	6/4/19	21	1	2	1	2	0	0%	1	00:03:04	00:03:04	00:03:04	
Lich St Art G	6/4/19	22	2	3	2	1.5	0	0%	2	00:01:31	00:01:31	00:02:16	
Lich St Art G	6/4/19	23	0	0	0								
Lich St Art G	7/4/19	0	2	4	2	2	0	0%	2	00:03:57	00:03:57	00:07:19	
Lich St Art G	7/4/19	1	3	0	0		2	100%	2	00:08:40	00:14:36	00:14:36	
Lich St Art G	7/4/19	2	0	1	1	1	0	0%	1				
Lich St Art G	7/4/19	3	2	3	2	1.5	0	0%	2	00:01:02	00:01:02	00:01:12	
Lich St Art G	7/4/19	4	0	0	0								
Lich St Art G	6/4/19		10	13	8	1.6	2	20%	10				

total waiting time

00:00:00

Maximum passenger wait time						
Number waiting 11 mins or more						
Number of people waiting 6-10 mins						
Number of people waiting 1-5 mins						
Average Passenger Waiting Time, those waiting only						
Average Passenger Waiting Time in Hour						
Maximum Vehicle Waiting Time (for a fare)						
Average Vehicle Waiting Time (for a fare)						
Average Vehicle Waiting Time						
Total Vehicle Departures			0			
% of vehicles leaving empty			nan%			
Empty Vehicle Departures			0			
Average vehicle occupancy			nan			
Loaded Vehicle Departures			0			
Total Passenger Departures			0			
No of Vehicle Arrivals			0			
Hour	Date					
Location						
Wulfruna St	5/4/19	23	0	0	0	0
Wulfruna St	6/4/19	0	0	0	0	
Wulfruna St	6/4/19	1	0	0	0	
Wulfruna St	6/4/19	2	0	0	0	
Wulfruna St	6/4/19	3	0	0	0	
Wulfruna St	6/4/19	4	0	0	0	
Wulfruna St	6/4/19	5	0	0	0	
Wulfruna St	5/4/19		0	0	0	

total waiting time														
Maximum passenger wait time														
Number waiting 11 mins or more														
Number of people waiting 6-10 mins														
Number of people waiting 1-5 mins														
Average Passenger Waiting Time, those waiting only														
Average Passenger Waiting Time in Hour														
Maximum Vehicle Waiting Time (for a fare)														
Average Vehicle Waiting Time (for a fare)														
Average Vehicle Waiting Time														
Total Vehicle Departures														
% of vehicles leaving empty														
Empty Vehicle Departures														
Average vehicle occupancy														
Loaded Vehicle Departures														
Total Passenger Departures														
No of Vehicle Arrivals														
Location	Date	Hour												
Wulfruna St	6/4/19	23	0	0	0									
Wulfruna St	7/4/19	0	2	0	0	2	100%	2	00:04:24					
Wulfruna St	7/4/19	1	1	1	1	1	0	0%	1	00:01:44	00:01:44	00:01:44	00:13:05	00:13:05
Wulfruna St	7/4/19	2	1	6	1	6	0	0%	1	00:01:06	00:01:06	00:01:06		
Wulfruna St	7/4/19	3	1	1	1	1	0	0%	1	00:00:48	00:00:48	00:00:48		
Wulfruna St	7/4/19	4	0	0	0									
Wulfruna St	7/4/19	5	0	0	0									
Wulfruna St	6/4/19		5	8	3	2.7	2	40%	5					
													01:31:41	

total waiting time

00:00:00

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10 mins

Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

% of vehicles leaving empty

Empty Vehicle Departures

Average vehicle occupancy

Loaded Vehicle Departures

Total Passenger Departures

No of Vehicle Arrivals

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Passenger Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)
North St	5/4/19	18	0	0	0							
North St	5/4/19	19	0	0	0							
North St	5/4/19	20	0	0	0							
North St	5/4/19	21	0	0	0							
North St	5/4/19	22	1	0	0		1	100%	1	00:05:48		
North St	5/4/19	23	2	1	1	1	0	0%	1	00:04:15	00:04:15	00:05:57
North St	6/4/19	0	3	6	4	1.5	0	0%	4	00:23:43	00:23:43	00:29:22
North St	5/4/19		6	7	5	1.4	1	17%	6			

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total waiting time
02:40:19

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10 mins

Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour
00:00:03

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures
2853

% of vehicles leaving empty
11%

Empty Vehicle Departures
301

Average vehicle occupancy
1.5

Loaded Vehicle Departures
2552

Total Passenger Departures
3832

No of Vehicle Arrivals
2853

Hour
352

Date
All

Location
All

Q1: Have you used a taxi in the last 3 months in the Wolverhampton area?	Wolverhampton	
Yes	123	62%
No	77	39%
Total	200	100%

Q2: How often do you use a taxi within this area?	Wolverhampton	
3 OR MORE TIMES WEEKLY	17	9%
ONCE OR TWICE WEEKLY	32	16%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	17	9%
ONCE OR TWICE MONTHLY	31	16%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	26	13%
ONCE OR TWICE YEARLY	37	19%
NEVER	40	20%
Total	200	100%

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3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month	2.7
--	-----

Q3a. How do you normally get a taxi within this area?	Wolverhampton	
AT A RANK	31	14%
HAILING ON STREET	6	3%
TELEPHONE	114	50%
FREEPHONE	5	2%
AN APP	73	32%
OTHER	0	0%
Total	229	100%

Q4: If you book a taxi by phone, which 3 companies do you call most often?		Wolverhampton	
GO CARZ		60	35%
ABC		44	26%
WEDNESFIELD TAXIS		29	17%
247 CARS (Willenhall base)		10	6%
UBER		9	5%
CENTRAL TRAVEL		3	2%
CENTRE CARS		3	2%
PENN RADIO CARS		3	2%
GOLD CARS		2	1%
A2B		1	1%
AMBER		1	1%
CITY CABS		1	1%
FASTLINE		1	1%
HERITAGE		1	1%
RAINBOW TAXIS		1	1%
CODSALL & PERTON CARS		1	1%
FEATHERSTONE (Featherstone based)		1	1%
PARKWAY CARS (Perton based)		1	1%
Total		172	100%

Wolves
 Dudley
 Walsall
 Sandwell
 Bham
 Unknown
 Stoke

Q5: If you used an app or website, which one did you use?		Wolverhampton	
A2B		1	1%
ABC		1	1%
GO CARZ		6	9%
UBER		59	88%
Total		67	100%

Q6. How often do you use a hackney carriage in the Wolverhampton Council area?	Wolverhampton	
3 OR MORE TIMES WEEKLY	2	1%
ONCE OR TWICE WEEKLY	10	7%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	5	4%
ONCE OR TWICE MONTHLY	12	9%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	9	7%
ONCE OR TWICE YEARLY	37	28%
I can't remember when I last used a hackney carriage	50	37%
I can't remember seeing a hackney carriage in the area	9	7%
Total	134	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month	0.6
% that hcv trips are of lv total=	20%

Q7a. Which ranks are you aware of within the Wolverhampton Council area?	Wolverhampton	
WOLVERHAMPTON STATION	33	35%
MARKET STREET	29	31%
QUEEN STREET	1	1%
QUEEN SQUARE	23	25%
DARLINGTON STREET	1	1%
VICTORIA STREET	1	1%
SKINNER STREET	2	2%
UNIVERSITY	1	1%
DUDLEY STREET	1	1%
MARKET SQUARE	1	1%
Total	93	100%

Q7b. If you are aware of a rank in the Wolverhampton Council area, please tell us if you use it?	Wolverhampton	
Use	54	57%
Don't Use	41	43%
Total	95	100%

Q8: If you would not use a rank for a specific reason, please tell us why?	Wolverhampton	
Have Train and Bus pass	1	17%
I use buses	1	17%
Use buses and have used Uber in the past	1	17%
Use car / public transport	1	17%
Use public transport	1	17%
Wolverhampton Station - distance	1	17%
Total	6	100%

Q9a. For your most recent trip by taxi, how would you rate the Standard of Vehicle Cleanliness?	Wolverhampton	
Very poor	0	0%
Poor	1	1%
Average	25	28%
Good	51	57%
Very good	12	13%
Total	89	100%

Q9b. For your most recent trip by taxi, how would you rate the State of Vehicle Repair?	Wolverhampton	
Very poor	0	0%
Poor	1	1%
Average	24	27%
Good	52	58%
Very good	12	13%
Total	89	100%

Q9c. For your most recent trip by taxi, how would you rate the State of Driver Behaviour?	Wolverhampton	
Very poor	0	0%
Poor	4	4%
Average	24	27%
Good	49	55%
Very good	12	13%
Total	89	100%

Q9d. For your most recent trip by taxi, how would you rate the State of Driver Appearance?	Wolverhampton	
Very poor	0	0%
Poor	1	1%
Average	24	27%
Good	52	58%
Very good	12	13%
Total	89	100%

Q9e. For your most recent trip by taxi, how would you rate the Standard of Driver Hygiene?	Wolverhampton	
Very poor	0	0%
Poor	2	2%
Average	24	27%
Good	47	53%
Very good	16	18%
Total	89	100%

Q9f. For your most recent trip by taxi, how would you rate the Standard of Driver Professionalism?	Wolverhampton	
Very poor	1	1%
Poor	2	2%
Average	23	26%
Good	46	52%
Very good	17	19%
Total	89	100%

Q9g. For your most recent trip by taxi, how would you rate the Standard of Driver Knowledge of the Area?	Wolverhampton	
Very poor	0	0%
Poor	2	2%
Average	23	26%
Good	46	52%
Very good	18	20%
Total	89	100%

Q9h. For your most recent trip by taxi, how would you rate the Price?	Wolverhampton	
Very poor	2	2%
Poor	6	7%
Average	21	23%
Good	46	51%
Very good	15	17%
Total	90	100%

Q9i. For your most recent trip by taxi, how would you rate any 'Other'?	Wolverhampton	
Very poor	5	71%
Poor	0	0%
Average	0	0%
Good	2	29%
Very good	0	0%
Total	7	100%

Q9j. If you indicated 'OTHER' to Q9a, please provide further details?	Wolverhampton	
Price is too high	7	100%
Total	7	100%

Q10. For any aspects of your journey by taxi you rated poor or very poor, please provide further details?	Wolverhampton	
Expensive	2	40%
New Driver	1	20%
Rude and Horrid	1	20%
Using mobile whilst driving	1	20%
Total	5	100%

Q11a. What would encourage you to use hackney carriages or use them more often?	Wolverhampton	
Better Vehicle	16	24%
More hackney carriages I could phone for	18	27%
Better Drivers	9	14%
More hackney carriages I could hail or get at a rank	2	3%
Other	21	32%
Total	66	100%

Q11b. If you indicated 'Other' to Q11a, please provide further details?	Wolverhampton	
CHEAPER FARES	19	86%
CARD PAYMENT FACILITIES	1	5%
CARD PAYMENT FACILITIES / LOYALTY SCHEME	1	5%
MORE WAV	1	5%
Total	22	100%

Q12a. Do you, or anyone you know, need an adapted licensed vehicle?	Wolverhampton	
No	112	85%
Yes - WAV	4	3%
someone I know WAV	14	11%
Yes, but not WAV	0	0%
Someone I know, but not WAV	2	2%
Other	0	0%
Total	132	100%

Q13a. Have you ever given up waiting or made alternative arrangements for an HC, at a rank in the Wolverhampton Council area?	Wolverhampton	
Yes	2	3%
No	74	97%
Total	76	100%

Q13b. If you indicated 'YES' to Q13a, please tell us where?	Wolverhampton	
Hospital	1	50%
Queen Square	1	50%
Total	2	100%

Q14a. Have you ever given up waiting or made alternative arrangements for an HC, by hailing on street in the Wolverhampton Council area?	Wolverhampton	
Yes	0	0%
No	73	100%
Total	73	100%

Q15. Do you feel there are enough hackney carriages in the Wolverhampton Council area?	Wolverhampton	
Yes	75	91%
No	7	9%
Total	82	100%

Q16. Do yo feel safe using taxis during the daytime (before 6pm)?	Wolverhampton	
YES	100	94%
NO	6	6%
Total	106	100%

Q17. Do you feel safe using taxis during the nighttime (after 6pm)?	Wolverhampton	
YES	95	90%
NO	10	10%
Total	105	100%

Q18. If you do not feel safe using taxis, what would make you feel safer?	Wolverhampton	
Unsure	1	100%
Total	1	100%

Q19a. How do you rate local hackney carriage fares?	Wolverhampton	
Expensive	106	85%
Fair	15	12%
Cheap	0	0%
Don't have an opinion	3	2%
Other	0	0%
Total	124	100%

Q20. If you had the choice of an electric powered hackney carriage, would you use one?	Wolverhampton	
NO PREFERENCE	64	56%
YES, ONLY IF IT DID NOT COST ANYMORE	51	44%
YES, AND WOULD PAY 10% MORE FARE	0	0%
Total	115	100%

Q21a. Hackney carriages may soon provide a facility to pay the fare by credit or debit card. How do you feel about that?	Wolverhampton	
I would still pay cash	51	44%
Would be happy as long as no surcharge	64	56%
Would use for every journey	0	0%
Other	0	0%
Total	115	100%

Q22. Do you have regular access to a car?	Wolverhampton	
YES	83	43%
NO	110	57%
Total	193	100%

Q23a. Do you think people in the City of Wolverhampton who have disabilities get a good service from hackney carriage vehicles and drivers?	Wolverhampton	
Yes, they do	64	80%
No, they do not (specify issue)	9	11%
OTHER	7	9%
Total	80	100%

Q23b. If you indicated 'No they do not' to Q23a, please tell us about the issue?	Wolverhampton	
Need more wav	1	100%
Total	1	100%

Q23c. If you indicated 'Other' to Q23a, please tell us more?	Wolverhampton	
unsure	7	100%
Total	7	100%

Q24a. Do you live in the Wolverhampton Council area?	Wolverhampton	
Yes	163	82%
No	37	19%
Total	200	100%

Q24b: If you do not live in the area, please provide the first half of your postcode?	Wolverhampton	
B1	1	4%
B16	2	8%
B18	1	4%
B20	1	4%
B66	1	4%
BRIERLY HILL	1	4%
DY2	1	4%
DY3	1	4%
DY4	1	4%
DY6	1	4%
DY8	1	4%
FEATHERSTONE	1	4%
ST1	2	8%
ST3	1	4%
ST5	1	4%
WS1	2	8%
WS5	2	8%
WV10	0	0%
WV11	0	0%
WV13	0	0%
WV14	0	0%
WV5	3	12%
WV6	1	4%
Total	25	100%

Q25. GENDER	Wolverhampton		Census	
1. Male	92	46%	49%	LESS
2. Female	108	54%	51%	MORE
Total	200	100%		

Q26. AGE	Wolverhampton		Census	
1. Under 30	70	35%	24%	MORE
2. 31 - 55	109	55%	41%	MORE
3. Over 55	21	11%	35%	LESS
Total	200	100%		

Full pop 262,474

<p>CITY OF WOLVERHAMPTON COUNCIL</p>	<h2>Non-Statutory Licensing Committee</h2> <p>22 January 2020</p>
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Report title	Vehicle Control and Supervision Operative Research	
Wards affected	All	
Accountable director	Ross Cook, Director of City Environment	
Originating service	Licensing Services	
Accountable employee	Greg Bickerdike	Section Leader, Licensing
	Tel	01902 5554030
	Email	Greg.Bickerdike@wolverhampton.gov.uk
Report to be/has been considered by	N/A	

Recommendation for decision:

The Non-Statutory Licensing Committee is recommended to:

1. Review the 'Event Management for Licensed Vehicles' report.
2. Endorse the event management guidance, sample plan and recommendations.

1.0 Purpose

- 1.1 The purpose of this report is to present the findings of the research into the use of Vehicle Control and Supervision Operatives.

2.0 Background

- 2.1 Vehicle Control and Supervision Operatives (VCSOs) have been used ad-hoc to support events in the City. VCSOs are also known as 'Taxi Marshals'. VCSOs ensure the safety and security of event attendees and licensed drivers.
- 2.2 To understand the scope of VCSOs' role in the City's transport network, Licensing Services commissioned research into their impact. This research was led by Ian Millership, an industry leader in traffic management. The report of his research, 'City of Wolverhampton Council Event Management for Licensed Vehicles' is included as Appendix 1.

3.0 Key Research Outcomes

- 3.1 The report recommends the use of VCSOs.
- 3.2 The report recommends the use of two-way radios by VCSOs to assist in communication. It will be necessary to purchase two-way radios for VCSOs to use.
- 3.3 The report recommends the use of portable CCTV cameras. Licensing Services is already in possession of portable CCTV cameras and these are used in compliance enforcement of licensed private hire and hackney carriage vehicles.

2.0 Financial implications

- 2.1 Financial implications for the procurement of VCSOs will be included in its tender, to be approved by Cabinet (Resources Panel) and the Cabinet Member for City Environment. The procurement exercise is intended to deliver the best value for money and will be completed in accordance with Procurement rules.
- 2.2 Two-way radios will be purchased in accordance with Procurement rules, however the cost is not expected to exceed the threshold which requires a formal tender. Value for money will also be pursued when purchasing two-way radios.
- 2.3 These costs will be met out of existing Licensing Services budgets.
[NC/06012020/Z]

5.0 Legal implications

- 5.1 VCSO's are not a legal requirement and research into their effectiveness is not required in law, both are however good practice.

- 5.2 There are therefore no direct Legal implications. Legal implications relating to the recruitment of VCSO's, procurement of the report and procurement of the body worn cameras will be considered in the relevant reports, if required.
[LW/13012020/M]

6.0 Equalities implications

- 6.1 As discussed in Appendix 1, some people with mobility issues rely upon taxis to attend events. By improving taxi transportation, this will increase accessibility for disabled people.

7.0 Climate change and environmental implications

- 7.1 The use of Vehicle Control and Supervision Operatives is expected to reduce congestion at events, which will improve air quality due to less air pollution from vehicle emissions.

8.0 Human Resources implications

- 8.1 There are no Human Resources implications.

9.0 Corporate landlord implications

- 9.1 There are no Corporate Landlord implications.

10.0 Schedule of background papers

- 10.1 None.

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City of Wolverhampton Council
Event Management for Licensed Vehicles

November 2019

Executive Summary

This Report summarises the information gathered and the methodology for a review of the means by which provision can be made for licensed vehicles servicing a range of events in the City of Wolverhampton.

Observation at three different events demonstrated that it is important that licensed vehicle event management plans (LVEMP) are added to the suite of documents needed to prepare for efficient, safe and enjoyable events in the City. The observations found at least 1% of people observed arriving and departing from events did so in licensed vehicles. Further, the recent demand survey for licensed vehicles identified that for the Wolverhampton area, people tend to make 2.7 licensed vehicle trips per person per month, 22% of which are by hackney carriage. People told us that they get licensed vehicles half of the time by phone, a third of the time using an app, 14% get them at ranks and 3% hail them.

Within the LVEMP application, vehicle control supervision officers (VCSO) are very important and in fact essential to the safety and comfort of those attending events. A very clear strategy should be produced within each LVEMP and communicated with the appointed VCSO. The strategies will vary by the location, timing and details for each event. For city centre events VCSO would be required not only at key entrances and exits but also at key points where people would access the transport network and might need assistance either getting to ranks or meeting their booked vehicles.

Further, it is essential that VCSO can communicate readily with each other and they should be provided with dedicated radios, with a clear communication channel reserved for use by the VCSO to ensure it is available when required.

Portable CCTV would prove an essential assistance to being able to record, deal with and dissuade non-compliance with the arrangements put in place.



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1 General introduction and background

The City of Wolverhampton Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the Council area and is the licensing authority for this complete area. Local hackney carriage and private hire service not only the day-in day-out typical demand but also provide customers ways of getting to and from the various events arranged around the City both by the Council and by private organisers.

The Council licensing section are aware that events need provision for both arrivals and departures by licensed vehicle particularly where there are road closures or other interruption to access that might usually be available outside the event occurrence. Large events tend to have event management plans, but these focus on the operation of the event itself, mainly internally, and matters related to setting up and breaking down, rather than any transport element.

This Report seeks to understand current practice around various events in the City and then provide guidance for licensed vehicle focussed event management planning.

2 Information from sample events.

At inception we were provided with a list of forthcoming events which were in scope with the preparation of event management plans for licensed vehicles. This list continues to change as time moves forward. However, from the initial list two events were recommended for observation. At the same time, a large event was planned at the Molineux, an evening concert, and it was agreed this would provide valuable experience of what might perhaps be the maximum provision for any future plan.

The two City events were the Armed Forces Day event, in the out of centre West Park, and the city centre based Festival of Food and Drink, which ran on two days and followed a similar event format to that in the previous festival. The Armed Forces Event was the first time this had been undertaken in this format at this location.

All events included some representation at entrances / exits by vehicle control and supervision officers (officers) ostensibly there to maintain security but also ensuring appropriate access controls were in place with respect to vehicles and pedestrians.

The Armed Forces Day event occurred on Saturday 29th June and was located in West Park, just outside the City Centre. The event ran from 12:00 to 17:00 and involved significant support stalls and events within the main event. The expected attendance was between two and three thousand. Observation was undertaken using video cameras at the five exits most expected to be utilised by people attending.

The table below shows the arrivals (set-downs, s/d) and departures (pick-ups, p/u) for all those observed arriving at each gate using licensed vehicles. This excludes any persons leaving or joining vehicles not in the immediate environs of the event, although attempt was made to observe the maximum amount of potential sites for arrivals and departures.

Hr start			11:00	12:00	13:00	14:00	15:00	16:00	17:00	
Gate:										
Lansdowne	s/d	H	4/1							4/1
		P	3/2							3/2
	p/u	H				6/2				6/2
		P		2/1					3/2	5/3
Park Crescent	s/d	H							5/1	5/1
		P	3/1		10/2					13/3
	p/u	H								
		P				2/1	4/1			6/2
Southgate	s/d	H								
		P								
	p/u	H						4/1		4/1
		P						4/1		4/1
Summerfield Road	s/d	H							4/1	4/1
		P								
	p/u	H								
		P			3/1			4/1		7/2
Connaught Rd	s/d	H								
		P		11/3	1/1					12/4
	p/u	H								
		P					2/1	9/3	2/1	13/5
All arrivals	s/d	H	4/1						5/1	9/2
		P	6/3	11/3	11/3					28/9
		Tot	10/4	11/3	11/3				5/1	37/11
All departures	p/u	H				6/2		4/1		10/3
		P	3/1	2/1	3/1	2/1	6/2	13/4	3/2	32/12
		Tot	3/1	2/1	3/1	8/3	6/2	17/5	3/2	42/15

There were around 37 people arriving using licensed vehicles and some 42 observed leaving. Based on the departure numbers, this suggests in the order of 1.4 to 2.1 % of those attending chose to arrive and / or depart using licensed vehicles. 11 vehicles set people down and 15 picked them up. There were some wheel-chair accessible hackney carriages used with all private hire being saloon style, although it appeared that all departures were pre-booked. Most appeared to be local Wolverhampton registered vehicles.

Our observations suggested that there were some formal arrivals using at least two coaches and some small minibus vehicles and a moderate number of commercial vehicles and cars. There may have been some of the more formal attendees delivered using licensed vehicles, but it was not possible to identify any movements which were made entering the park.

Most vehicles entered using the Lansdown Road gate, with a smaller number (and possibly the more formal attendees) using the Summerfield Road gate, although the latter was generally closed with several official vehicles provided with parking outside the gate adjacent to the access and many vehicles seeking access turned away.

The two coaches observed parked on the main road – one waiting during the main period and another arriving towards the end of the afternoon to pick up its passengers (it was not clear if these were in fact the same vehicle or not, neither were ever seen together). The smaller minibus style vehicles all entered the park.

However, the bulk of arrivals were either on foot or using private transport parking in the large amounts of available parking space around the park. At Connaught Road we noted a reasonable number of people arriving and departing in both standard wheel-chairs and in larger motorised chairs. This entrance also saw the largest number of passing licensed vehicles.

All the observed gates were manned by security staff who were seen assisting with arrivals, departures and vetting of vehicle arrivals as appropriate.

There did not appear to be any issues arising either with access for licensed vehicles or with people seeking to find vehicles – all appeared to be booked departures where people had clearly agreed their pick-up point with the booking.

The large concert event was held at the Molineux football ground. A large area around the ground was removed from the highway network, with plenty of space made for people to walk through from the rail and other public transport provision in the city centre. Park and ride provision was made to allow people to be brought in by mass transport.

Provision was also made for people to drop off their friends and relatives, as well as arrangements for people to arrive by hackney carriage and private hire vehicles. This latter provision was made within the section of Asda car park near to the petrol station. Signing was provided on the local highway network, but not within the curtilage of the Asda car park. The arrangement was proposed to see private car pick-ups from an area in front of the Asda store (which would by then be closed for the night), with licensed vehicle passengers returning to the area near the petrol station to await either booked journeys or to await hackney carriages. Jack Hayward Way, usually a through route between Molineux and the Asda store was closed just after the bus loop and immediately beyond the principal exit from the parking for the store.

Cameras were located to ensure the actual operation was observed as far as practicable. Reality proved to be different to the plans for a number of possible reasons.

Firstly, there does not appear to have been clear notice that Jack Hayward Way was not a through route, nor was there supposed to be any location where people could drop off either private or licensed vehicle passengers on the section that remained open. In reality, many private cars were turned back at the closure point leading to issues with their delaying other vehicles entering the main car park or leaving that area. Further, a good number of licensed vehicles were able to set down their passengers in the bus loop near to the closure. Some private cars sought to set down passengers along this section as they used it to leave the Asda car park.

However, for some reason after the concert very few of the licensed vehicles that had set down passengers at the bus loop returned to that point to collect their passengers. Whilst some did go to the pick-up area, quite a few more either did that and then moved on to the area to the far side of the store exit, or directly headed towards that area as being the nearest location to where they had set down their passengers.

Whilst it was very clear that private car pick-ups matched themselves with their passengers by direct contact by mobile phone, to good effect, this did not seem to be as much the case for licensed vehicle passengers. Many went to the agreed pick-up area but left after a while, some returning whilst others ended up getting their booked vehicle from the far side of the Asda store exit, where many vehicles had gone.

Whilst most passengers waiting for friends and relatives to collect them had left well before midnight, there were a lot of passengers awaiting booked private hire vehicles until after midnight, and certainly the bulk of people observed after 23:30 were in fact people waiting for licensed vehicles. Those there to direct people spent a lot of time appearing to try to help match passengers to vehicles. Many licensed vehicles were observed being approached by several potential passengers, only then to drive off usually towards the far side of the store exit where it appears many had eventually told their passengers to wait by some unknown means.

Counts were undertaken to measure observed arrivals and departures at each location. We are aware that several other locations were almost certainly used including other parts of the Asda car park as well as along Jack Hayward Way and near other points at which the road network was closed off.

Hr start		16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00
Gate:											
Jack Heyward Way	Car	-17/8	-7/5	-11/5	-7/4	-2/1			6/2		
	HC										
	PH			-6/2	-2/1	-4/2					
Bus circle far end	Car	-3/1	-24/11	-16/7	-1/1			9/3			
	HC					-3/1					
	PH	-10/4	-35/11	-16/5				4/2			
Bus circle	Car	-1/1	-5/3	- 33/15	16/7	-1/1					
	HC		-6/2	-17/6	- 32/11	-2/1					
	PH	-29/12	-40/13	- 58/17	-5/2	-5/3					
Main entrance	Car		-3/1	-4/1				2/1	2/1		
	HC										
	PH		-4/1	-2/1	-2/1			4/2		8/2	4/2
Set down and pick up area	Car		-30/10	- 26/11	-2/1				4/1		
	HC		-9/2					9/2	8/3	5/1	
	PH		-17/5	-32/8	-10/4			24/7	32/15		
Nearest parking	Car	-4/1	-7/3	-4/2	-6/2			3/1			
	HC										
	PH	-2/1	-9/2	-3/1				10/3	8/3		
Mid parking	Car		-6/2	- 32/10	-6/2			4/1			
	HC			-4/1							
	PH		-4/1	-8/3				9/4	14/5	6/2	
Store Front	Car							/16	/30	/5	
	HC										
	PH										
Far store front	Car										
	HC										
	PH								3/2	35/15	
Totals	Car	-25	-82	-122	-38	-3	270/157	60	82	15	
	HC		-15	-21	-32	-5	73/26	9	8	5	4
	PH	-41	-109	-125	-19	-9	303/157	51	57	49	

Arrivals were spread over the period up to and covering the start of the main event, with several arrivals even in the 20:00 hour. The 21:00 hour was effectively just people visiting the Asda store. Observations saw the first patrons leave the event at 21:45, with the end of the formal event marked by fireworks at just after 22:30.

The main tide of people leaving was at 22:45 at which point it became very hard for vehicles to move in the area near the bus turning circle. This is the probable reason that so few licensed vehicles even attempted to get back to that location to pick up their passengers, heading instead towards the nearest point, which was the far side of the Asda store exit. The road closure on Jack Hayward Way was removed at 23:15. Between about 22:55 and 23:15 there was little movement of vehicles out of the main car park, the flow from the main Jack Hayward Way near the bus circle was stationary from 23:00 to 23:09 (this traffic had priority over the main car park exit towards the roundabout).

Whilst quite a number of people made their way to the designated licensed vehicle pick-up area, the actual number that met their vehicle here seemed to be small. Our estimate was that some 303 people were set down from private hire cars and 73 from hackney carriages at various points before the event. We observed 157 leave in private hire and 26 in hackney carriage vehicles, all of which appeared to be pre-booked hires. There was a high level of arrival and departure by people dropped by friends or relatives. However, even these seemed to see more arrivals overall than departures.

Observations suggests that many people walked beyond the immediate Asda car park area to be picked up away from the major congestion areas. For those being met by friends or relatives the link-up was easier as it was clear many used mobile phones to identify the meeting place.

For those with booked licensed vehicles, many did seem to attempt to meet their vehicle using their phones, but the added complexity of a licensed vehicle not always having such a direct phone link made such meetings much more difficult. We observed many passengers having to check the company name on each vehicle and then having to ask the driver if that vehicle was for their booking or not. In many cases we saw the licensed vehicle wait and then leave the area suggesting the booking had either been taken by someone else or the passengers had moved elsewhere. In some cases, this appeared to be that the passenger had moved towards the immediate front of the store as a more easy to meet place.

The officers spent a lot of time ensuring that passengers met their vehicles, waiting until all people had been taken away safely. Their presence was essential and clearly a great help to members of the public concerned about getting away from the event. It was very clear that those near the recommended licensed vehicle pick-up point ensured people had left the area safely before they ended their work.

The Festival of Food and Drink differed to the two above events in that it was centrally based and had essentially one entrance / exit and only two locations where people could interact with the local transport network. It occurred on Saturday 6th and Sunday 7th July 2019 in the area near to the Council House in central Wolverhampton. Wulfruna Street was closed near to the exit from Stafford Street, with principal goods and other access via this route. People were also able to enter or leave the event using the pedestrian route through Exchange Street. Both the Lichfield Street / Queen Square area and the Wulfruna Street closure area were observed.

The Wulfruna Street road closure was patrolled by officers allowing appropriate vehicles entry and exit. There were no staff near to the Lichfield Street point at which people returned to the main infrastructure of the City centre. The area at Wulfruna Street allowed a reasonable space to permit picking up and setting down of passengers in the remaining stub of the road. Those in control of the blockade at the start of Wulfruna Street regularly made sure that only appropriate vehicles were allowed to wait in the remaining road space, and that all others left the area promptly. There were a few cases of poorly parked waiting vehicles that could have been marginally better handled, but not many.

It was also clear a lot of attendees walked from various transport facilities to the event, including car parks, bus stops, taxi ranks and private hire drop-off locations around the City centre.

The observable licensed vehicle movements saw the following:

Private hire - 31 dropped at the Wulfruna St and 81 near Lichfield Street

Hackney carriage – 12 and 6 respectively

Picked up – private hire 11 and 54 respectively

Hackney carriage six and 9 respectively, one of the pick-ups at Wulfruna Street including a person in a wheelchair.

Sunday flows were lower, with 15 private hire set downs and 16 picks ups; 8 hackney set-downs and one pick up at Wulfruna Street. For Lichfield Street, numbers were higher with 27 phv set-downs, 39 phv pick-ups and five hcv pick-ups; for these values we took care to exclude people set down in that area but who did not immediately head towards the Food and Drink area, though they may have progressed there later.

Total arrivals and departures over the two days were therefore 154 phv set down, 110 phv pick up, 26 hcv set down and 21 hcv pick up. The actual numbers would be higher given that it was clear that many were using more distant locations to both arrive and depart, which may have included people using the ranks active on both days.

Assuming 12,000 visitors per day, 24,000 in total for the two days this gives an observable phv proportion of 0.6% arriving and 0.45% leaving and for hackney carriages, 0.1% and 0.08% respectively (again as a minimum).

It was very clear that the hackney carriage fleet was needed to provide the small number of wheelchair access needs that the event attracted. Though very small in number, this was almost certainly very important for those making use of this facility.

Further, it was also clearly essential that the officers carefully policed vehicles arriving at the closed-off road, as otherwise access and waiting would have ended up severely compromised by those wishing to use this area to park or wait.

At the Lichfield Street area, a lot of vehicles, both hackney carriage and private hire, did drive into the stub of Exchange Street to set down and pick-up. Although this would give rise to safety issues given this is a main pedestrian route, the general low level of this suggested it was not a major issue although having one marshal there would have helped safety and fairness. There were also some other movements in the pedestrianised area that would have benefitted from either being prevented or supervised, principally vehicles turning into the area and then reversing into the rank layby.

Both locations were clearly used for setting down and picking up by both hackney carriage and private hire for purposes other than those attending the event itself. However, it was also true that people attending the event clearly chose other locations to leave or join vehicles dependent on their knowledge of the area and specific preferences.

The overall conclusions from these observations are that:

- Licensed vehicles provide about 1% of arrivals and departures irrespective of event type or location
- Vehicle control and supervision officers (VCSO) are essential not only where there are access restrictions but also where people first meet public provision for licensed vehicles on the public road network
- For very large events with clear fixed all-people departure times there needs to be a clear and consistent arrival and departure strategy for licensed vehicles which needs to be policed and protected

- There may need to be other procedures in place to ensure officers can access both hackney carriage and private hire vehicles legitimately when needed
- It is essential that those likely to deal with public requests for assistance in getting licensed vehicles (or those that need assistance irrespective of if they ask directly or not), are dealt with by tabarded "Vehicle Control and Supervision Officers" so that people know who to approach
- Where an event is city-centre based, there needs to be at least one officer provided additionally at any key point where pedestrians would make arrangements to be collected, or where they might be set down, to ensure safety is maintained.

In terms of locally observed information, the recent survey of people in the streets of Wolverhampton as part of the hackney carriage demand survey identified that people interviewed in central Wolverhampton made in the order of 2.7 licensed vehicle trips per person per month, of which about 22% were made using hackney carriages, some of which may have been those operating on private hire circuits.

Half of these said they mainly made direct phone bookings for vehicles, a further third used an app, with 14% using hackney carriages from ranks and 3% hailing hackney carriages.

Where an event is distant from known main rank provision, it is likely that the proportions above would tend to increase towards bookings, with any trips made to an event by hackney carriage most likely to result in the passenger making a booking with that vehicle for return if possible, unless people were aware that the event was on a main route where they could perhaps hail a hackney carriage returning from a journey.

A further issue that needs action is to ensure that VCSO are able to quickly communicate with each other. This could be done using dedicated radios with a specific channel used to ensure it was always immediately available.

3 Outline Event Management Guidance

As already noted above, it is clear that present event management focusses on the overall operation of the site and makes no provision for transport to or from the site apart from action to protect and ensure road closures work appropriately. Whilst some areas have outline event management plans that do include transport plans, this is not the case for Wolverhampton. However, it seems essential that specific provision is made at least for licensed vehicles which are two specific groups with very specific needs in terms of how they can access their customers.

Key factors involved to consider are:

- Does the event have its own event management plan?
- Is this a repeat event or new?
- If repeat, is there any feedback from the previous event regarding licensed vehicles that needs to be taken into account?
- Is the event near key licensed vehicle facilities (i.e. ranks, kerb space, key return to city hackney carriage routes or offices)?
- Does the event have key high volume arrival or departure times?
- Does there need to be specific provision made for licensed vehicle set-downs and pick-ups?
- In the latter case, additionally for private hire is there need for specific checking that pick-ups are booked, and do people need assistance in being matched to their correct operator?
- How many access and egress points are there for pedestrians?
- Are there any slightly more distant points where people might walk to in order to get their journey home?
- Are there any internal provisions made for set down and pick up and if so, what?
- How many Vehicle Control and Supervision Officers (VCSO) are required to ensure the public get the best possible and safe, legal service from licensed vehicles?
- Ensure VCSO have dedicated radios and channels to be able to communicate promptly
- Is there need for any portable CCTV to be put in place to help with ensuring non-compliance either by private vehicles or by licensed vehicles can be dealt with and eradicated?

Tests were undertaken to produce LVEMP for the following:

The Bonfire Event at Wolverhampton Racecourse

The City Centre Light Switch on

Both were issued to relevant persons who provided comment. These have been used to modify the outline below.

4 Generic Sample Event Management Plan

Title of Event:

Location of Event:

Date of Event:

Has event been undertaken before:

Was it at this location?:

Was there any feedback re licensed vehicle service from these?:

Is event on private land, council land or public highway?:

Expected number of visitors:

Time event opens to public:

Time event closes to public:

Does the event have a key occurrence or key occurrences that might generate peak levels of arrivals or departures (provide details):

Is the event ticketed?:

Is there an event management plan available (if so append):

How many access points are there?:

Is there a traffic access point open during the event?:

If so, what are the agreed access groups allowed?:

How many access points are there:

Is there any travel plan for the event:

What local public transport is available in terms of bus stops, rail or tram stops, taxi ranks or private hire booking offices?

How many access staff are being provided by the event itself?:

How many additional Vehicle Control and Supervision Officers are required to ensure all potential licensed vehicle access points are staffed?:

Ensure VCSO are provided with separate and priority radios

Ensure event specific instructions are provided to the VCSO in regard to how to direct passengers and licensed vehicles accordingly

Are temporary rank or private hire company details needed to ensure licensed vehicle needs can be legally met for this event?:

Are any portable CCTV required to assist with ensuring non-compliance with the formal licensed vehicle provision can be dealt with and strongly discouraged?:

Any other comments?

Council contact person for this event:





Appendix 1 : List of Events for Management

Reference No.	Event	Date	Location	Expected attendance
1	Frank Skinner	29/10/19	Aldersley	
2	Halloween Market			
3	Bonfire Night	2/11/19	Dunstall Racecourse	
4	Diversity	4/11/19	Aldersley	
5	Darts	9/11/19 to 17/11/19	Aldersley	
6	Christmas Light Switch On	23/11/19	City Centre	
7	Christmas Light Switch On	24/11/19	Bantock House	
8	Christmas Light Switch On	28/11/19	Wednesfield	
9	Christmas Light Switch On	29/11/19	Bilston	
10	Christmas Light Switch On	30/11/19	Tettenhall	

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Non-Statutory Licensing Committee

22 January 2020

Report Title	Review of Fees and Charges for General Licensing and Miscellaneous Matters for 2020/2021	
Wards affected	All	
Accountable Director	Ross Cook, Director of City Environment	
Originating service	Licensing Services	
Accountable employee	Chris Howell	Licensing Manager
	Tel	01902 554554
	Email	chris.howell@wolverhampton.gov.uk
Report to be/has been considered by	None	

Recommendation for decision:

The Non-Statutory Licensing Committee is recommended to:

1. Approve the proposed fees and charges for General Licensing as set out in Appendix 1 with effect from 1 April 2020.

1.0 Purpose

- 1.1 To submit for consideration proposed fees and charges for 2020-2021 in relation to certain licences and licensed activities that are regulated by the Licensing Committee.

2.0 Background

- 2.1 The Council is empowered under statute to levy fees for the issue of local licences and permits.
- 2.2 The Council policy is to review its fees on an annual basis and introduce increases or decreases in line with the cost of providing the service. There is a requirement to pay due regard to the Council's social and economic policies.

3.0 Proposals for 2020-2021

3.1 General licensing

- 3.2 Certain licences, permits and registrations are subject to local control for fees and charges.
- 3.3 The additional fees and charges for acupuncture, tattooing, electrolysis, semi-permanent skin colouring and cosmetic piercing were approved by Councillor at the 10 July 2019 Licensing Committee. It is proposed that an administrative fee of £10.50 be adopted solely for the changing of address or personal details that result in a new license being issued without any further inspection. The same fee is proposed for replacement registration documents. It is further proposed that the existing fees and charges for acupuncture, tattooing, electrolysis, semi-permanent skin colouring and cosmetic piercing remain unchanged. These are detailed at Appendix 1.
- 3.4 The fees previously levied for the registrations in accordance with the Poisons Act are no longer applicable and are to be removed from the fee sheet. It is proposed that the existing fees and charges for General Licensing for the current year 2019-2020 remain unchanged for the coming year 2020 - 2021. These are detailed at Appendix 2.
- 3.5 The scrap metal fees included at the end of Appendix 2 are for information only as the setting of those fees are an executive function.
- 3.6 It is proposed that the Animal Welfare fees agreed by Councillors at committee on 28 November 2018 remain unchanged for the coming year 2020 – 2021. These are detailed at Appendix 3.

4.0 Financial implications

- 4.1 It is proposed that the existing fees and charges for General Licensing for the current year 2019-2020 remain unchanged for the coming year 2020-2021.
- 4.2 Should the Licensing Committee agree with the recommendations in this report it is anticipated that the proposed discretionary fees and charges in Appendix 1 will ensure a cost-neutral service. [NC/06012020/K]

5.0 Climate change and environmental implications

- 5.1 There are no climate change and environmental implications arising from this report.

6.0 Legal implications

- 6.1 The fees are set by the Council and unless set fees are enabled by the legislation, they should be on a cost-recovery basis only. This will have been considered in previous reports.
- 6.2 For each piece of legislation, there is a requirement to publish the new fees, and it would be deemed reasonable to publish before the fees are to take effect.
- 6.3 Section 6(1)(b) of the Safety of Sports Grounds Act 1975 (the 75 Act) enables the Secretary of State to make regulations authorizing Local Authorities to determine fees to be charged for safety certificates applications. The Safety of Sports Grounds Regulations 1987 (the 87 Regulations) are such regulations made under s6(1)(b).
- 6.4 Regulation 8 of the 87 Regulations provides that “a local authority may determine the fee to be charged in respect of an application for the issue, amendment, replacement or transfer of a safety certificate but such a fee shall not exceed an amount commensurate with the work actually and reasonably done by or on behalf of the local authority in respect of the application.” [SH/10012020/C]

7.0 Schedule of background papers

- 7.1 Licensing Committee – 16 January 2013 - Review of fees and charges for general licensing and miscellaneous matters for 2013/14.

Licensing Committee – 26 February 2014 - Review of fees and charges for general licensing and miscellaneous matters for 2014/15.

Licensing Committee – 21 January 2015 - Review of fees and charges for general licensing and miscellaneous matters for 2015/16.

Licensing Committee – 20 January 2016 - Review of fees and charges for general licensing and miscellaneous matters for 2016/17.

Licensing Committee – 21 January 2017 – Review of fees and charges for general licensing and miscellaneous matters for 2017/18.

Licensing Committee – 24 January 2018 - Review of Fees and Charges for General Licensing and Miscellaneous Matters for 2018/19.

Non-Statutory Licensing Committee – 20 March 2019 - Review of Fees and Charges for General Licensing and Miscellaneous Matters for 2019/2020.

Non-Statutory Licensing Committee – 10 July 2019 - Addition to Fees and Charges for Acupuncture, Tattooing, Electrolysis, Semi-Permanent Skin Colouring and Cosmetic Piercing 2019 – 2020.

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APPENDIX 1

Fees and Charges for Acupuncture, Tattooing, Electrolysis, Semi-Permanent Skin Colouring and Cosmetic Piercing 2020 – 2021

Registration	EXISTING CHARGE 2019 – 2020 £	PROPOSED CHARGE 2020 – 2021 £
Premises registration	105	105
Practitioner registration	105	105
Temporary practitioner registration	47	47
Administrative change of details (no inspection)	N/A	10.50
Re-issue of registration document	N/A	10.50

APPENDIX 2

GENERAL LICENSING FEES AND CHARGES SUBJECT TO LOCAL CONTROL

LICENCE		EXISTING CHARGE 2019 – 2020 £	PROPOSED CHARGE 2020 – 2021 £
1. Dangerous and Wild Animals			
(i) Initial		505	505
(ii) Full		260	260
(iii) Random Inspections		175	175
2. Poisons Act			
(i) Initial		55	Fees no longer applicable
(ii) Full		35	
(iii) Maintain on list		45	
3. Sex Establishments			
(i) Initial (Shop or Cinema)		2,500	2,500
(ii) Renewal (Shop or Cinema)		2,000	2,000
(iii) Initial SEV		3,380	3,380
(iv) Renewal SEV		2,830	2,830
(v) Initial Joint (Shop/Cinema/SEV)		3,750	3,750
(vi) Renewal Joint (Shop/Cinema/SEV)		3,250	3,250
(vii) Transfer		500	500
(viii) Variation		At cost	At cost
4. Highways Act 1980			
(i) Table and chairs		25	25
(ii) A-Boards		25	25
(iii) Goods on the highway		25	25
5. Clean Neighbourhoods and Environment Act 2005			
(i) Distribution of free printed matter		300	300
(ii) Additional badges		45	45
(iii) 1 day consent (up to 2 persons)		50	50
(iv) 7 day consent (up to 2 persons)		100	100
(v) New small/medium business consent (2 days)		No charge	No charge

LICENCE		EXISTING CHARGE 2019 – 2020 £	PROPOSED CHARGE 2020 – 2021 £
6. Mini-bus permits and disc (5 years)			
(i) Initial		25	25
(ii) Renewal		25	25
(iii) Replacement		25	25
7. The safety of sports ground act 1975			
To enable full cost recovery		£70 per hour plus newspaper advert costs	£70 per hour plus newspaper advert costs
8. The fire safety and places of sport act 1987			
To enable full cost recovery		£70 per hour plus newspaper advert costs	£70 per hour plus newspaper advert costs
<i>For information purposes only</i>			
9. Scrap metal dealers act 2013 (3 years)			
(i) Collectors		180	180
(ii) Additional collectors copy of licence		50	50
(iii) Site		500	500
(iv) Additional site		275	275
(v) Variation of licence		55	55

APPENDIX 3

FEES AND CHARGES FOR ANIMAL WELFARE (LICENSING OF ACTIVITIES INVOLVING ANIMALS) (ENGLAND) REGULATIONS 2018**Initial fee for a new/renewal animal application**

1 Year	2 Years	3 Years
£173.00	£173.00	£173.00

Licence expiry can be up to 3 years; the duration of licence will be determined via environmental health or vet upon inspection

Vet fees

Some animal application types require a veterinary inspection these costs will be payable directly to the veterinary and additional to the licence fee.

Breeding dogs
Hiring out horses

Fees payable upon grant

Compliance and enforcement fees will be payable upon grant of licence.

1 Year	2 Years	3 Years
£100.00	£134.00	£167.00

Additional licence type

If applying to be registered for more than one activity there is an additional fee of £67.00 per additional licence type.

Fees to amend licence

Re-evaluation of premises	67.00
Variation of Licence without inspection	£28.00
Variation of Licence with inspection	£61.00
Transfer of Licence	£26.00

<p>CITY OF WOLVERHAMPTON COUNCIL</p>	<h2>Non-Statutory Licensing Committee</h2> <p>22 January 2020</p>
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Report title	Review of Fees and Charges for Street Trading	
	Consents for 2020/2021	
Wards affected	All	
Accountable director	Ross Cook, Director of City Environment	
Originating service	Licensing Services	
Accountable employee(s)	Chris Howell	Licensing Manager
	Tel	01902 554554
	Email	Chris.howell@wolverhampton.gov.uk
Report to be/has been considered by	None	

Recommendations for decision:

The Non-Statutory Licensing Committee is recommended to:

1. Approve the proposed fees and charges for Annual Street Trading Consents as set out in **Appendix 1** of this report with effect from 1 April 2020.
2. Approve the proposed fees and charges for Occasional/Temporary Street Trading Consents as set out in **Appendix 2** of this report with effect from 1 April 2020.

Recommendation for noting:

1. That a review of the Street Trading Policy provision is taking place.

1.0 Purpose

- 1.1 To submit for consideration proposed street trading fees and charges to take effect from 1 April 2020 and to advise the Licensing Committee of arrangements for the control and regulation of street trading activities undertaken in the City.
- 1.2 To inform Licensing Committee of a review of Street Trading.

2.0 Background

- 2.1 In 1986 the Council adopted Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982, designating all streets in the City as “consent” streets, enabling the Council to control street trading activities. In general terms any trading on a “street”, with a few exceptions, requires “consent to trade”.
- 2.2 Licensing Services are responsible for issuing consents (including the collecting of fees) for street trading and the enforcement responsibilities associated with street trading.

3.0 Overview of local controls

- 3.1 The Council's constitution delegates the Council's functions relating to the processing, determination and management of street trading, under the Local Government (Miscellaneous Provisions) Act 1982, to the Licensing Committee.
- 3.2 A variety of different consents are issued which set controls such as location and approved times of operation. All consent locations are determined by an officer group from Regeneration, covering the disciplines of planning, highways design, highways enforcement etc.
- 3.3 Consents are agreed and defined based upon location within the City and time of operation. The following represents the location types:
 - Dudley Street
 - Bilston Street/Queen Street
 - Victoria Street/Skinner Street/Cleveland Street
 - Molineux Area (Football Consents)
 - Bilston Town Centre
 - Wednesfield Town Centre
 - Evening Consents
 - Other City Areas Food
 - Other City Areas Flowers
 - B Type Consents
 - Operating on Land Accessible to the Public Without Payment (Private Land)

Notes:

- All consents apply for a 12-month period only. There are no guarantees that successful applications for 2019/2020 will be successful in 2020/2021.
- Evening Consents permit trade at any location within a three-quarter mile radius of the Council's retail markets only between the hours of 21.00 and 05.00 hours and are typically issued for catering units.
- Other City Areas Food and Flower consents relate to the consent for traders on designated pitches in other City areas previously issued as mobile consents.
- 'B' Type Consents allow trading in any street in the City, except within a three-quarter mile radius of any Council market or other prohibited area. B Type Consents are typically issued for ice cream sales or snacks by means of a mobile unit.
- Operating on Land Accessible to the Public Without Payment (Private Land) relates to consents issued for food, non-food and Molineux match days.

4.0 Review of fees and charges 2020-2021

- 4.1 Paragraph 9 of Schedule 4 of the 1982 Act states "that a Council may charge such fees as they consider reasonable for the grant or renewal of a street trading consent".
- 4.2 Each year proposals for the review of fees and charges related to street trading are generated. These proposals are based upon the Council's policy of reviewing fees and charges annually at least in line with the increased cost of providing the service, whilst also having due regard to the Council's social and economic policies.
- 4.3 Having regard to the above it is recommended the fees and charges for street trading consents will remain unchanged for 2020-2021.
- 4.4 Appendix 1 sets out the proposed fees for annual street trading consents for 2020-2021 rounded to the nearest £5.00 for administrative purposes.
- 4.5 Appendix 2 sets out the proposed fees for occasional/temporary street trading consents for 2020-2021.

5.0 Street Trading Review

- 5.1 A review of Street trading is currently being undertaken by Licensing Services. The review is to develop a policy and to ensure that the offer is adequate for the City. An updated report will be presented to Licensing Committee containing all findings, proposed changes and revised fees, to request approval.

6.0 Financial implications

- 6.1 It is recommended the fees and charges for street trading consents will, until the the street trading review is agreed by Licensing Committee, remain unchanged for 2020-2021.

- 6.2 Should the Licensing Committee agree with the recommendations in this report it is anticipated that overall income from the proposed fees and charges in Appendices 1 and 2 will cover the estimated cost of providing the service. [NC/06012020/W]

7.0 Climate change and environmental implications

- 7.1 This report does not generate any direct climate and environmental implications. However, the presence of street traders clearly impacts on the street scene environment.

8.0 Legal implications

- 8.1 Paragraph 9 of Schedule 4 of the 82 Act authorises Councils to charge fees for Street Trading.
- 8.2 Paragraph 9(9) requires notice and publication in certain circumstances. [SH/10012020/D]

9.0 Schedule of background papers

- 9.1 Licensing Committee – 16 January 2013 - Review of fees and charges for Street Trading Consents for 2013/14.

Licensing Committee – 26 February 2014 - Review of fees and charges for Street Trading Consents for 2014/15.

Licensing Committee – 21 January 2015 - Review of fees and charges for Street Trading Consents for 2015/16.

Licensing Committee – 20 January 2016 - Review of fees and charges for Street Trading Consents for 2016/17.

Licensing Committee – 21 January 2017 – Review of fees and charges for Street Trading Consents for 2017/18.

Licensing Committee – 24 January 2018 - Review of Fees and Charges for Street Trading Consents for for 2018/19.

Non-Statutory Licensing Committee – 20 March 2019 - Review of Fees and Charges for Street Trading Consents for 2019/2020.

APPENDIX 1

Proposed Occasional/Temporary Street Trading Fees 2020-2021

LOCATION / TYPE	2019/2020 Existing Consent (£)	2020/2021 Proposed Consent (£)
City Centre (within Ring Road)		
Individual Week Days (Monday to Friday, excluding Bank Holidays)	30.00	30.00
Mid-Week Consent (Monday to Friday inclusive, excluding Bank Holidays)	110.00	110.00
Weekends (Saturday and Sunday inclusive)	110.00	110.00
Bank Holidays and Specialist Market Days	55.00	55.00
Bilston and Wednesfield Town Centres		
Individual Week Days (Monday to Friday, excluding Bank Holidays)	15.00	15.00
Mid-Week Consent (Monday to Friday inclusive, excluding Bank Holidays)	55.00	55.00
Weekends (Saturday and Sunday inclusive)	55.00	55.00
Bank Holidays and Specialist Market Days	30.00	30.00
Other Areas		
Individual Week Days (Monday to Friday, excluding Bank Holidays)	10.00	10.00
Mid-Week Consent (Monday to Friday inclusive, excluding Bank Holidays)	35.00	35.00
Weekends (Saturday and Sunday inclusive)	35.00	35.00
Bank Holidays and Specialist Market Days	15.00	15.00
Special Outdoor Event (i.e. City Show, Vaisakhi, Steam and Vintage Rally, etc)	Up to 165.00 per event	Up to 165.00 per event

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APPENDIX 2

Proposed Annual Street Trading Fees 2020-2021

LOCATION / TYPE	2019/2020 Existing Consent Annual Fee (£)	2020/2021 Proposed Consent Annual Fee (£)
Dudley Street	3380	3380
Bilston Street/Queen Street	2940	2940
Skinner Street/Cleveland Street/Victoria Street	2940	2940
Molineux Area (Football Consents)	690	690
Molineux Area (Other Events)	40	40
Bilston Town Centre	2170	2170
Wednesfield Town Centre	1990	1990
Evening Consents	1905	1905
Other City Areas Food	1300	1300
Other City Areas Flowers	440	440
B Type Consents*	460	460
Private Land Consent	95	95

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<p>CITY OF WOLVERHAMPTON COUNCIL</p>	<h2>Non-Statutory Licensing Committee</h2> <p>22 January 2020</p>
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Report title	Review of Fees and Charges for Hackney Carriage and Private Hire Licensing functions for 2020-2021	
Wards affected	All	
Accountable director	Ross Cook, Director of City Environment	
Originating service	Licensing Services	
Accountable employee(s)	Chris Howell	Licensing Manager
	Tel	01902 554554
	Email	chris.howell@wolverhampton.gov.uk
Report to be/has been considered by	None	

Recommendations for decision:

The Non-Statutory Licensing Committee is recommended to:

1. Approve the proposed fees and charges for Hackney Carriage and Private Hire Vehicle Drivers as set out in Appendix 1 with effect from 1 April 2020.
2. Approve the proposed fees and charges for Hackney Carriage and Private Hire Vehicles as set out in Appendix 2 with effect from 1 April 2020.
3. Approve the proposed fees and charges for Private Hire Operators as set out in Appendix 2 with effect from 1 April 2020

Recommendations for noting:

The Non-Statutory Licensing Committee is asked to:

1. Note the working fund reserve.
2. Note the comprehensive checks undertaken on the National Register of Taxi and Private Hire revocation and refusals.

1.0 Purpose

- 1.1 To approve the proposed fees and charges for licences relating to hackney carriages, private hire vehicles, drivers, private hire vehicle operators and council approved VOSA testing stations for 2020-2021

2.0 Background

- 2.1 The Council is empowered by statute to levy fees and charges in respect of licences for hackney carriages, private hire vehicles, drivers and their operators. The fees charged must be reasonable in relation to costs incurred in the issue, administration and enforcement of such licences. Council policy is that fees and charges should be reviewed annually and reflect the cost of providing the service.
- 2.2 City of Wolverhampton Council has significantly increased staff numbers to cope with the continued growth in the number of private hire licenses. This has seen the numbers of employees increase from 11 full time employees in 2014 to the current structure of 67 full time employees.

3.0 National register of refusals and revocations

- 3.1 The national register of refusals and revocations of hackney carriage and private hire vehicle driver's licences is an initiative launched in 2019 by the Local Government Association (LGA). The database is hosted by the National Anti-Fraud Network (NAFN) and is known as NR3. It contains basic details of drivers who have either been refused a licence or had their licence revoked. More detailed information of NR3 is published on the council's website [<https://www.wolverhampton.gov.uk/licences/taxi-licences/nr3-national-register-refusals-and-revocations>]
- 3.2 All applicants for a hackney carriage, dual or private hire vehicle driving licence are checked against NR3 as part of the application process. Due to the nature of the information held, the security on the database is comprehensive and as such the checks have increased the time taken to process an application. This additional burden is addressed in the application fee proposed for 2020-2021.
- 3.3 All of Wolverhampton's refused and revoked drivers are recorded on the NR3 database but unfortunately, as it is not a statutory requirement to record them, not every council places their records on the database. This is a serious risk to public safety.

4.0 Proposals for 2020-2021 Driver fees

- 4.1 In September 2016 the online platform for new driver applications was launched, this was followed closely by new vehicle applications. Further development has enabled the renewal applications for drivers and vehicles to be made online. The online platform together with the council's business friendly approach has resulted in a large increase in the number of applications received and processed by Licensing Officers.

- 4.2 The Local Government (Miscellaneous Provisions) Act 1976 Section 53 refers to the driver licence fees and states that the fee must be based on the cost of issue and administration of a driver licence. This includes staffing, accommodation, stationery and other such associated costs.
- 4.3 In 2018-2019 there was a surplus income for licensed driver and vehicles of £1,000,000. This was added to the licensing reserve account which gave a provisional balance in the reserve of £1,900,000. £304,000 was used in the period 2019 – 2020 to reduce the fees, as reported to this committee on 20 March 2019. Consequently, the working balance of the reserve for 2019-2020 was £1,600,000.
- 4.4 It is anticipated that increased expenditure this year will result in an overspend against income generated and, as such, will add an additional strain on the reserve. While the exact figure cannot be known at this point in the financial year, estimations indicate that this is not considered a significant risk.
- 4.5 Early in the next financial year, schemes requiring significant resource are timetabled to commence. It is estimated that £600,000 from the reserve will be needed to offset the cost of those schemes. Items include, but are not limited to:
- Increase in the use of vehicle control and supervision operatives who are utilised across the country.
 - CCTV (with ANPR)
 - Significant investment in back office systems improvements
 - Pick-up and drop off scheme.
- 4.6 It is proposed to maintain a working balance in reserve of £1,600,000 which is expected to reduce to £1,000,000 early in 2020. This is in line with Counsel advice on maintaining a 25% working reserve.
- 4.7 To offset the additional administrative burden of checking every applicant against NR3, it is proposed to increase the cost of a new private hire and hackney carriage driver licence by £5.00.
- 4.8 The remaining driver related fees shall remain at the same level as 2019-2020. The proposed fees and charges for Hackney Carriage and Private Hire Vehicle Drivers for 2020-2021 is set out in Appendix 1
- 4.9 The cost of new and third year Disclosure and Barring Service (DBS) checks are not covered by this report as they are determined by Disclosure and Barring Service (DBS) and our external providers.
- 4.10 Worcestershire County Council in partnership with Wolverhampton City Council have delivered the existing Driver Training Scheme for new hackney carriage and private hire vehicle driver applicants since 2008. It is proposed that the fees remain at the current rates.

5.0 Proposals for 2019-2020 Vehicle Fees

- 5.1 The proposals for 2019-2020 have been developed in accordance with Council policy and the desire to minimise costs to the private hire and hackney carriage trade whilst ensuring that public safety is not compromised and the vehicle licensing function continues to operate on a cost neutral basis.
- 5.2 The Local Government (Miscellaneous Provisions) Act 1976 Section 70 refers to the vehicle and operator licence fees and states that the fee must cover:
- the reasonable cost of the carrying out by or on behalf of the district council of inspections of hackney carriages and private hire vehicles for the purpose of determining whether any such licence should be granted or renewed;
 - the reasonable cost of providing hackney carriage stands; and
 - any reasonable administrative or other costs in connection with the foregoing and with the control and supervision of hackney carriages and private hire vehicles
- 5.3 In 2018-2019 there was a surplus income for licensed driver and vehicles of £1,000,000. This was placed in the licensing reserve account which gave a surplus reserve balance of £1,600,000.
- 5.4 Increases in expenditure have occurred during 2019-2020 which has required £600,000 to be transferred from the reserve to offset the cost. Items include, but are not limited to:
- Increase in the use of vehicle control and supervision operatives who are utilised across the country.
 - Introduction of the NR3 checks for new applicants
 - CCTV (with ANPR)
 - Significant investment in back office systems improvements
- 5.5 On advice from Counsel it is proposed to maintain a working fund surplus of 25% of income, this equates to £1,000,000.
- 5.6 All fees for hackney carriage and private hire vehicles shall remain the same as 2019-2020. The proposed fees and charges for Hackney Carriage and Private Hire Vehicle Licences for 2020-2021 is set out in at Appendix 2.

6.0 Proposals for 2019-2020 Operator Fees

- 6.1 It is proposed to change the method in which Operator fees are applied. The substantial increase in the volume of Operators from across the country has highlighted a significant difference in the Compliance required for the larger operators compared with the smaller operator.

- 6.2 New Operators require a higher level of scrutiny and assistance in achieving compliance in their first year. It is therefore proposed to keep the new one year fee unchanged.
- 6.3 In subsequent years, smaller operators do not require the level of compliance that larger operator still require on an ongoing basis. It is therefore proposed to significantly reduce the fee for operators with less than 4 drivers in the previous year. (Less than 4 drivers will be an ongoing requirement for the period of licence, otherwise a new licence will be required, attracting a new one year fee)
- 6.4 The proposed change for Private Hire Operators licences is set out at Appendix 2. The proposed changes are also set out below:

Current Fees

New one year licence	£ 1077
Renewal of licence for one year	£ 785
Renewal of licence for five years	£ 3140

Proposed Fees

	Small Operator (4 drivers or less)	Large Operator (More than 4 drivers)
New one year licence	£ 1077	£ 1077
Renewal of licence for one year	£ 150	£ 785
Renewal of licence for five years	£ 500	£ 3140

7.0 Financial implications

- 7.1 Should the Non-Statutory Licensing Committee agree with the recommendations in this report it is anticipated that overall income from the proposed fees and charges in Appendices 1 and 2 will cover the estimated cost of providing the service.
- 7.2 The small operator fee is a new fee and the cost for running this service will be adjusted in the future years. [NC/06012020/W]

8.0 Legal implications

- 8.1 Section 53 of the Local Government (Miscellaneous Provisions) Act 1976 deals with drivers' licences for hackney carriage and private hire vehicles. It permits the Council to recover such a fee as they consider reasonable with a view to recovering the costs of issue and administration.
- 8.2 Section 70 of the 1976 Act provides that a district council may charge such fees for the grant of vehicle and operators' licences as may be resolved by them to cover the cost of

providing stands and reasonable administrative or other costs in connection with the control and supervision of hackney carriage and private hire vehicles.

Section 70 goes on to provide that public notice of new charges in relation to operators and vehicles is required to be given in a local newspaper. The closing date for the receipt of objections must not be less than 28 days after the date of publication. Should objections be received, consideration must be given to them, and another date for implementation may have to be specified. Any objections received will be reported to the Committee for consideration. However, if there are no objections, the new charges will come into effect on the 1 May 2019.

- 8.3 The fees charged must be reasonable in relation to costs incurred in the issue, administration and enforcement of such licences. [SH/10012020/E]

9.0 Equalities implications

- 9.1 There are no direct equalities implications arising from this report.

10.0 Climate change and environmental implications

- 10.1 There are no direct climate change and environmental implications arising from this report.

11.0 Schedule of background papers

- 11.1 Licensing Committee - 16 January 2013 - Fees and charges for hackney carriage and private hire licensing functions 2013-2014.

Licensing Committee - 26 February 2014 - Fees and charges for hackney carriage and private hire licensing functions 2014-2015.

Licensing Committee - 21 January 2015 - Fees and charges for hackney carriage and private hire licensing functions 2015-2016.

Licensing Committee – 22 July 2015 – Revisions to hackney carriage and private hire vehicle, driver and operator criteria.

Licensing Committee – 20 January 2016 – Fees and charges for hackney carriage and private hire licensing functions 2016-2017.

Licensing Committee – 8 February 2017 – Review of Fees and Charges for Hackney Carriage and Private Hire Licensing functions for 2017-2018.

Licensing Committee – 29 November 2017 - Hackney Carriage and Private Hire Vehicle Driver's and Operator's Right to Work Checks

Licensing Committee – 24 January 2018 - Review of Fees and Charges for Hackney Carriage and Private Hire Licensing functions for 2018-2019.

Licensing Committee – 20 March 2019 - Review of Fees and Charges for Hackney Carriage and Private Hire Licensing functions for 2019-2020.

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APPENDIX 1

**PROPOSED FEES AND CHARGES FOR HACKNEY CARRIAGE AND
PRIVATE HIRE LICENCES 2020/21**

	LICENCE TYPE/FUNCTION	CHARGES AGREED FOR 2019/20 £	PROPOSED CHARGES FOR 2020/21 £
1.	DRIVERS		
	(i) Hackney Carriage/Private Hire 1 Year New	59	64
	(ii) Hackney Carriage/Private Hire 1 Year Renewal / 2 Year Renewal	63 / 110	63 / 110
	(iii) Hackney Carriage/Private Hire 3 Year New/Renewal	140	140
	(iv) New/Renewal Dual Hackney Carriage/Private Hire	105	105
	(v) New 3 year Dual Hackney Carriage/Private Hire	240	240
	(vi) Conversion from Hackney Carriage/Private Hire to Dual Licence.	80 (plus testing fees)	80 (plus testing fees)
	(vii) Fast Track New/Renewal	100	100
	(viii) Hackney Carriage/Private Hire New Applicants One Day Driver Training Course/Test	40	40
	(ix) Hackney Carriage/Private Hire New Applicants Driver Training Immediate Re- test	15	15
	(x) Hackney Carriage / Private Hire New Applicants One Day Driver Training Re-sit	40	40
	(xi) Hackney Carriage/New Applicants Practical Driving Assessment	79	79
	(xii) Immigration check	125	125

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APPENDIX 2

	LICENCE TYPE/FUNCTION	CHARGES AGREED FOR 2019 - 2020 £	PROPOSED CHARGES FOR 2020 - 2021 £
2.	VEHICLES Hackney Carriage (i) 0 to 10 yrs old 1 Year (ii) Over 10 yrs old and under 16 yrs old 1 Year or 1 st 6 Months (iii) Fast Track New/Renewal (iv) Exceptional Condition Assessment required at 16 years and each subsequent 6 months	 185 299 169 180 120	 185 299 169 180 120
	Private Hire (i) 0 to 10 yrs old 1 Year (ii) Over 10 yrs old and under 12 yrs old 1 Year or 1 st 6 Months (iii) Fast Track New/Renewal	 185 299 169 180	 185 299 169 180
3.	PRIVATE HIRE OPERATORS (Large) (i) New 1 Year (ii) Renewal 1 Year (iii) New 5 Year (iv) Renewal 5 Year	 1077 785 3400 3140	 1077 785 3400 3140
4.	PRIVATE HIRE OPERATORS (Small) (i) New 1 Year (ii) Renewal 1 Year (iii) Renewal 5 Year	 N/A N/A N/A	 1077 150 500
5.	HACKNEY CARRIAGE/PRIVATE HIRE VEHICLE TESTING FACILITIES Council approved VOSA registered garages.	 150	 150

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<p>CITY OF WOLVERHAMPTON COUNCIL</p>	<p>Non-Statutory Licensing Committee 22 January 2020</p>
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Report Title	Consultation Response on amendments to Driver / Vehicle / Operator Conditions	
Wards affected	All	
Accountable Director	Ross Cook, Director for City Environment	
Originating service	Licensing Services	
Accountable employee	Chris Howell	Licensing Services Manager
	Tel	01902 554554
	Email	chris.howell@wolverhampton.gov.uk

Recommendation for decision:

The Non-Statutory Licensing Committee is recommended to:

1. To approve the final draft conditions for Private Hire Driver, Vehicle and Operators attached at Appendices 1, 2 and 3.

Recommendations for noting:

The Committee is asked to note:

1. The proposed draft conditions that have been subject to the consultation exercise attached at Appendices 4, 5 and 6.
2. The consultation response attached at Appendix 7.

1.0 Purpose

1.1 This report is intended to:

- (a) Advise Councillors of the outcome of the consultation with the Private Hire Trade on proposals to amend the Council's existing conditions relating to Private Hire Driver, Vehicle and Operators.
- (b) Seek approval for the final draft Private Hire Driver, Vehicle and Operator conditions attached at Appendices 1, 2 and 3 and adopt them as the standard conditions for licences granted on or after 1 February 2020.

2.0 Background

- 2.1 The Non-Statutory Licensing Committee condition licences for Private Hire Driver, Vehicle and Operators through the Local Government (Miscellaneous Provisions) Act 1976 (the Act).
- 2.2 Private Hire conditions are reviewed on a regular basis. The conditions were previously amended and approved by the Licensing Committee on 29 November 2017 and effective from 1 January 2018.
- 2.3 There have been many changes with the recent onset of technology within the private hire trade. This together with the intricacy of cross border hiring necessitates amendments to the current Private Hire Licence conditions.
- 2.4 Although there is no legal requirement to consult with private hire trade groups, in the interest of positive working relationships, it was requested by the Non-Statutory Licensing Committee on 18 September 2019 to consult with the private hire trade as a whole.

3.0 Consultation/Outcome

- 3.1 The consultation exercise commenced on 18 October 2019 and the proposed amendments were sent to all Private Hire Trade Groups, Private Hire Drivers, Vehicle Proprietors and Operators licensed by City of Wolverhampton. The consultation was also available on the Council's website.
- 3.2 The proposed draft conditions subject to the consultation are attached at Appendices 4, 5 and 6.
- 3.3 The overall closing date for written comments in respect of the proposed amendments was 20 December 2019.
- 3.4 The responses received from the trade are attached at Appendix 7.
- 3.5 There were 21 responses from drivers requesting that they be allowed to work for multiple Private Hire Vehicle Operators. This request may be due to Birmingham City Council licensed Private Hire Vehicle Drivers being allowed to work for more than one operator. Given the number of requests, this is to be determined by Councillors.

4.0 Financial implications

- 4.1 There are no financial implications to this function [NC/14012020/Z].

5.0 Legal implications

- 5.1 The Local Government (Miscellaneous Provisions) Act 1976 Part II (the Act) allows the local authority to condition licences for hackney carriage and private hire vehicles, proprietors, drivers and private hire vehicle operators.
- 5.2 Section 48(2) of the Act provides a district Council may attach to the grant of a private hire vehicle licence such conditions as they may consider reasonably necessary and section 48(7) provides the safeguard of an appeal for anyone aggrieved by any condition attached to the grant of their Private Hire Vehicle Licence.
- 5.3 Section 51(2) of the Act provides that the Council may attach such conditions to a driver's licence as the Council considers are reasonably necessary and section 52 provides the safeguard of an appeal to the Magistrates' Court for anyone aggrieved by any conditions attached to the licence.
- 5.4 Section 55(3) of the Act provides that the Council may attach such conditions to an operator's licence as the Council considers are reasonably necessary and section 55(4) provides the safeguard of an appeal to the Magistrates' Court for anyone aggrieved by any conditions attached to the Operator's licence. [SH/10012020/B]

6.0 Equalities implications

- 6.1 An equalities analysis was undertaken at the proposed consultation stage.
- 6.2 The conditions will ensure that the service provided by Private Hire Driver, Vehicle Proprietor and Operators is fair and consistent with all users of the service.

7.0 Climate change environmental implications

- 7.1 There are no direct climate change or environmental implications arising from this report.

8.0 Schedule of background papers

- 8.1 Previous report to Non-Statutory Licensing Committee (18 September 2019).

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CONDITIONS RELATING TO THE ISSUE OF A LICENCE TO DRIVE A PRIVATE HIRE VEHICLE

Appendix 1

1. ISSUE OF LICENCES

- 1.1 The holder of this licence shall notify the Licensing Services in writing within 7 days of any change of their name, address, phone number and/or email address during the period of the licence. This must be completed via the Councils website.
- 1.2 The phone number and email address provided by the licence holder will be the primary method of contact. Any blocking of text messages or emails will be a breach of these conditions of licence.
- 1.3 The holder of this licence must notify Licensing Services in writing not less than 12 hours prior to commencing work with a new operator. This must be completed via the Councils website.
- 1.4 The holder of this licence may not change their operator more than once within a 48 hour period.
- 1.5 A Wolverhampton licensed private hire driver can only drive a Wolverhampton licensed private hire vehicle and work for a Wolverhampton operator.
- 1.6 This licence does not permit the holder to drive a hackney carriage.
- 1.7 The holder of this licence can only receive bookings from the operator notified to the Council for whom he is currently working.

2. PLYING FOR HIRE (taking a fare without it being pre-booked via the Operator)

- 2.1 The holder of this licence shall not whilst driving or in charge of a private hire vehicle:-
 - a) Take or agree to take a fare without it being pre-booked via a licensed Wolverhampton Operator,
 - b) stand or ply for hire or solicit on a road or other public place, any person to hire or to be carried for hire in any private hire vehicle,
 - c) cause or procure any other persons to tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle,
 - d) accept an offer for the minimum hire of any private hire vehicle while the holder or that vehicle is on the road or other public place except where such an offer is first communicated to the holder by a licensed operator or his duly authorised servant.

3. GENERAL CONDUCT

- 3.1 The driver must not allow more than the stated maximum number of people in the vehicle at any time.
- 3.2 The driver shall not eat or smoke in the vehicle. This includes E-Cigarettes and Vaping.
- 3.3 The driver shall not play any radio or sound reproducing instrument or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle.
- 3.4 The driver shall not sound the vehicle's horn to alert passengers of the vehicle's arrival.
- 3.5 The driver shall, when requested by any person hiring or seeking to hire the Private Hire Vehicle:-
- a) convey a reasonable quantity of luggage;
 - b) afford reasonable assistance in loading and unloading; and
 - c) afford reasonable assistance in removing luggage to or from the entrance of any building, station or place at which they may take up or set down such person.
- 3.6 The driver shall attend punctually when hired.
- 3.7 The holder of this licence shall not use any offensive, abusive, profane or insulting language or behaviour but shall at all times behave in a civil and orderly manner.
- 3.8 The driver shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from a private hire vehicle driven, by hire or in their charge.
- 3.9 A private hire licence is a badge of approval, it states the Local Authority feels the holder is fit and proper and suitable in every way. The standard of behaviour and level of trust expected should be demonstrated in the conduct of those licensed at all times. This includes when drivers are operating outside of Wolverhampton, where drivers are expected to co-operate with reasonable requests from compliance staff authorised in other areas.
- 3.10 The holder of this licence shall, unless otherwise requested by the hirer, proceed to the destination by the most direct route.
- 3.11 When a booking is sub-contracted to a vehicle being driven predominately within an area where there are mandatory public safety conditions in place, the driver and vehicle must adhere to those conditions.
- Examples of public safety conditions are:
- Internal facing CCTV;
 - Panic buttons.
- Examples of non-public safety conditions are:
- Excessive livery requirements, such as roof signs;
 - Requirements relating to the vehicle colour;

- Engine capacity;
- Vehicle age limits.

Where there is any doubt, the written advice of Licensing Services must be obtained before any journeys are undertaken.

- 3.12 A driver may be required to undergo drug and/or alcohol testing at any time. Failure to attend the appointment may result in this licence being suspended or revoked.

4. STANDARD OF DRESS

- 4.1 The holder of this licence shall maintain a high standard of personal hygiene and he/she shall wear freshly laundered respectable clothing, with the upper part of the arms being covered.

5. LOST PROPERTY

- 5.1 The holder of this licence shall, at the termination of each hiring, search the vehicle for any property, which may have been left. Any property found in the vehicle must be handed in to the base operator.

6. DISPLAY OF BADGE

- 6.1 The holder of this licence shall wear their Private Hire Vehicle Driver's badge so as to be clearly and distinctly visible at all times whilst they are acting as a private hire vehicle driver (e.g. on the upper part of the body).
- 6.2 The additional badge must also be displayed internally at the top left hand side of the windscreen of any private hire vehicle being driven by him/her at any time.

7. INFORMATION TO OPERATOR

- 7.1 The holder of this licence shall submit to their operator:
- a. A copy/image of their current Private Hire Vehicle Driver's Licence
 - b. A copy/image of their current DVLA Drivers Licence

8. RETURN OF LICENCE/BADGE

- 8.1 In the event of the holder of this licence ceasing to operate as a licensed Private Hire Vehicle Driver, the holder must surrender their private hire vehicle driver's licence and badges to Licensing Services **within 7 days.**
- 8.2 The holder must, at the request of an Authorised Officer of the Licensing Authority, return their private hire driver licence and badges.

9. LOSS OF BADGE

- 9.1 The licence holder must report the loss of their badge to Licensing Services as soon as reasonably practicable and obtain a replacement.

10. NOTIFICATION OF CONVICTIONS, CAUTIONS AND FIXED PENALTIES

- 10.1 The holder of this licence shall **within 14 days of the date of any conviction, caution or issue of a Fixed Penalty Notice**, incurred during the life of this licence give full details in writing to Licensing Services.
- 10.2 The holder of this licence shall within 7 days, notify Licensing Services of any arrest or of being charged for an offence, incurred during the life of this licence. Details shall be provided in writing to Licensing Services.

11. CARRIAGE OF ASSISTANCE DOGS

- 11.1 The licence holder must carry guide or other assistance dogs accompanying passengers, free of charge, unless the driver has a medical condition and has obtained a medical exemption certificate from Licensing Services.
- 11.2 The Council medical exemption certificate issued in accordance with Section 37A of Disability and Discrimination Act 1995 must be displayed at all times and face outwards from the front windscreen of the Private Hire Vehicle.
- 11.3 Private Hire Vehicle Drivers have a responsibility to ensure that their operator is aware of any such medical condition.
- 11.4 The licence holder shall allow the assistance dog to be accommodated within the passenger compartment of the vehicle. The dog shall be allowed to be positioned as per the passenger's request.

12. MEDICAL CIRCUMSTANCES

- 12.1 The licence holder must, within 24 hours, notify Licensing Services in writing of any changes to their medical circumstances. This must be completed via the Council's website.
These circumstances are defined as those where it is the duty of the licence holder to notify DVLA of any medical condition which affects their ability or entitlement to drive.

13. TRAFFIC REGULATIONS

- 13.1 The licence holder shall comply with all traffic regulations and in addition, in accordance with these conditions, shall not wait on double yellow lines.
- 13.2 The licence holder shall not obstruct any road, pavement, or thoroughfare at any time.

Please note that should you feel aggrieved by any of the conditions in this licence then you have the right of appeal to the Magistrates Court within 21 days from the date when this licence is issued.

PRIVATE HIRE VEHICLE CONDITIONS OF LICENCE

1. MAINTENANCE OF VEHICLE

Appendix 2

- 1.1 The vehicle and all its fittings and equipment including luggage areas shall at all times when the vehicle is in use or available for hire be kept in a safe, comfortable, tidy and clean condition.

The following must be adhered to:

- a) the seats of the vehicle shall be properly cushioned and covered,
- b) the floor of the vehicle must be provided with a properly fitted carpet, mat or other suitable covering,
- c) all paintwork shall be maintained to a high standard in a single colour, free from dents, scratches or rust,
- d) all trim, wheel hubs and glass must be secure and free from damage,
- e) only manufacturers factory fitted privacy glass (tinted) will be permitted,
- f) The boot must be able to carry luggage securely.
- g) all tyres including the spare/kit must comply with the vehicle manufacturer's specification and the requirements of the Road Vehicles (Construction and Use) Regulations 1986, as amended.
- h) the proprietor of the vehicle must at all times ensure the vehicle is regularly maintained to ensure compliance with these conditions.

2. ALTERATION OF VEHICLE

- 2.1 No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the prior approval of Licensing Services.

3. IDENTIFICATION PLATE/EXTERIOR MARKINGS

- 3.1 The plate identifying the vehicle as a Private Hire Vehicle must be securely and permanently fixed to the rear exterior of the vehicle:-
- a) immediately adjacent to the number plate area of the vehicle, but must not obscure any part of the vehicle registration plate,
 - b) in a conspicuous position and in such manner as to be easily removable by an Authorised Officer of the Council or a Police Officer,

- c) the plate must not be wholly or partially concealed from public view,
- d) at no time should the licence plate be removed from the licensed vehicle during the lifetime of the Private Hire Vehicle Licence unless exempted in law,
- e) the exterior plate must be securely and permanently affixed to the vehicle unless exempted in law.

3.2 The vehicle must display the door signage approved by Licensing Services for the operator that the vehicle's driver is undertaking work for, bearing the name, telephone number and/or 'app' on both sides of the vehicle.

3.3 The use of magnetic door stickers is prohibited.

3.4 No modification or trimming of the approved door stickers is permitted. The door sticker must be fitted towards the top of the door panel.

4. INTERIOR MARKINGS

4.1 The proprietor must display the interior plate detailing the licence number of the vehicle and the number of passengers permitted to be carried. This must be located on the upper left hand corner of the front windscreen and must be clearly visible to persons both inside and outside of the vehicle.

4.2 The proprietor must display the 'warning to all passengers' notices provided by Licensing Services informing passengers that the vehicle must be pre-booked or insurance covering the vehicle may be invalidated. These must be positioned clearly and be visible to persons outside of the vehicle at all times.

4.3 'No smoking' signs must be displayed at all times.

5. SIGNS, NOTICES, ADVERTISEMENTS

No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from the vehicle without the express written permission of Licensing Services.

6. CHANGE OF ADDRESS

The proprietor must notify the Licensing Services in writing within 7 days of any change of their name, address, phone number and/or email address during the period of the licence.

7. NOTIFICATION OF CONVICTIONS, CAUTIONS AND FIXED PENALTIES

The proprietor must within 14 days of the date of any conviction, caution or issue of a fixed penalty notice, incurred during the life of this licence give full

details in writing to Licensing Services. (If the proprietor is a company or partnership, details should be given for all directors or partners)

8. INSURANCE

- 8.1 The vehicle must be insured at all times. The policy in force must permit the use of the vehicle as a private hire vehicle for hire or reward use.
- 8.2 A copy/image of the current valid current certificate of insurance or cover note effective for the entire period of the licence relating to the vehicle must be submitted by the holder of the licence to their operator and, on request, to an Authorised Officer of the Council.

9. REPORTING OF ROAD TRAFFIC ACCIDENT

When a Private Hire Vehicle is involved in an accident the Private Hire Vehicle Proprietor must report it to Licensing Services within 72 hours as required by Section 50 (3) of the Local Government (Miscellaneous Provisions) Act 1976. This must be completed via the Council's website.

10. LICENSING

- 10.1 If the proprietor of the vehicle is an accident management company or a leasing/hiring company the onus is on them to advise Licensing Services who is currently using the vehicle. The vehicle must have the correct livery at all times that it is on hire.
- 10.2 In the event of the holder of this licence ceasing to operate a licensed Private Hire Vehicle, the holder must surrender their private hire vehicle licence and plates to Licensing Services **within 7 days.**
- 10.3 Upon expiry of vehicle licence, plates must be returned to the City of Wolverhampton Council, Licensing Services, Civic Centre, St Peter's Square, Wolverhampton WV1 1DA within 7 days. Any existing licence plates must be surrendered to the Council before new licence plates for a vehicle will be issued.
- 10.4 The holder of this licence must inform Licensing Services of the Operator the vehicle shall be working for at the time of plating and thereafter, when a change of Operator occurs. This must be completed via the Council's website.
- 10.5 A Wolverhampton licensed private hire vehicle may only be driven by a Wolverhampton licensed private hire driver at any time.

Please note that should you feel aggrieved by any of the conditions in this Licence then you have the right of appeal to the Magistrates' Court within 21 days from the date when this licence is issued.

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CONDITIONS RELATING TO A LICENCE TO OPERATE PRIVATE HIRE VEHICLES

Appendix 3

1. ISSUE OF LICENCES

- 1.1 The Licensed Operator/Company Director(s) shall notify the Licensing Services in writing within 7 days of any change of their name, and/or address, phone number and/or email address during the period of the licence. This must be completed via operator.lic@wolverhampton.gov.uk

2. KEEPING OF RECORDS

- 2.1 The holder of this licence shall keep a full and accurate record of every booking of a Private Hire Vehicle in a register, to include:-

- time and date the booking was made
- method of receipt
- time and date required for journey to commence
- customers name
- particulars of the journey (from and to)
- the driver of the vehicle and the vehicle used
- call sign and plate number
- area in which the booking was made and details of operator who accepted the booking
- the area and operator to whom the job is sub-contracted (*if applicable*)
- details of sub-contracted jobs to include the time and date the job was sub-contracted and accepted (*if applicable*)

These registers must be maintained in a bound book with consecutively numbered pages or an appropriate computerised booking system.

Each record is to be completed prior to the dispatch of any vehicle or the undertaking of any part of the journey.

The operator is exempted from the requirement to record destinations details prior to passing a booking to a driver, but only in respect of those bookings made using IVR technology and online apps. The destination must be completed following completion of the fare.

- 2.2 Where an operator accepts a sub-contracted fare from an operator licensed in another Licensing Authority area, then within reason, the operator must comply with requests for records of that fare from authorised officers of the Licensing Authority from the area in which the original booking was taken.
- 2.3 At all times that an operator is actively dispatching vehicles there shall be an identified phone number on which the operator (or their nominee) is available for contact by authorised officers of the Licensing Authority and the operators shall provide any information requested regarding journeys that have been dispatched and/or booked through the operator.
- 2.4 The register must be maintained up to date at all times, and shall be accessible from the address from which the business is conducted as specified in the operator's licence. All records must be kept for a period of not less than 12 months

from the date of the last entry in the register or computer record.

- 2.5 The licence holder shall provide a police constable or authorised officer with such copies of records from the register as they may request.

2.6

Before commencing trading, the operator shall provide the Council with an emergency contact telephone number that will be available at all times to the licensing services management team. The purpose of this telephone number will be to advise the operator that they need to attend at the satellite office to provide information that has not been supplied as requested in accordance with condition 2.7. If the operator is unable to attend they shall make arrangements for an Authorised Officer to gain access to the location of the computer and a log in and password shall be provided to access the computerised register(s) required to be kept by the operator in accordance with conditions 2.1, 3.1 and 3.2 or to urgently obtain information pursuant to a Data Protection Act 1998 (as amended) request.

- 2.7 All requests to provide information by Authorised Officers shall be prioritised due to their urgency

- Priority A – These are for matters of a serious nature where there is significant risk to public safety. Within 1 hour of the request being received
- Priority B – These are for matters that require further investigation and have potential to be of a serious matter. Within 4 hours of the request being received
- Priority C – These are for requests for information pertaining to general complaints. Within 24 hours of the request being received
- General request, none prioritised. Within 1 week of the request being received.

Priorities A & B, significant risk to public safety or serious matters, will be determined on a case by case basis by the Licensing Manager or Compliance Lead Officer.

A named person shall be supplied to be the liaison with the Licensing Authority.

3. SPECIFIED VEHICLES

- 3.1 The holder of the licence shall provide the council on request a schedule of all vehicles which they operate to include the following:-

- the registration number of the vehicle
- council licence plate number of the vehicle
- base call sign
- make/model of vehicle

- 3.2 The holder of this licence shall ensure that at all times, full and current records for each vehicle operated are kept. To include the following:

- a copy/image of the current Private Hire Vehicle Licence
- a digital record of when the current Private Hire Vehicle Licence expires
- a copy/image of the current valid MOT Certificate
- a digital record of when the current valid MOT Certificate expires

- a copy/image of a current valid Private Hire Insurance Certificate or cover note
- a digital record of when the current valid Private Hire Insurance Certificate expires

3.3 The holder of this licence shall ensure that at all times the vehicles operated are duly licensed in accordance with the Local Government (Miscellaneous Provisions) Act 1976.

3.4 When a booking is sub-contracted to a vehicle predominately working within an area where there are mandatory public safety conditions in place, the vehicle must adhere to those conditions.

Examples of public safety conditions are:

- Internal facing CCTV;
- Panic buttons.

Examples of non-public safety conditions are:

- Excessive livery requirements, such as roof signs;
- Requirements relating to the vehicle colour;
- Engine capacity;
- Vehicle age limits.

Where there is any doubt, the written advice of Licensing Services must be obtained before any journeys are undertaken.

4. MAINTENANCE OF VEHICLES

4.1 Each Private Hire Vehicle operated by the licence holder must be regularly maintained and inspected for defects to ensure compliance with the Council's conditions in relation to the licensing of such vehicles.

4.2 The holder of this licence shall initially provide and thereafter ensure that Private Hire Vehicles working for them shall at all times display their unique Private Hire Vehicle Operators door sign, which has been approved by Licensing Services, bearing the name telephone number and/or 'App' on each side of the vehicle. The use of magnetic door stickers is prohibited.

5. SPECIFIED DRIVERS

5.1 Individual records for each driver employed by the licence holder are required to be stored by the licence holder and be accessible from their premises and kept fully up to date at all times. To include the following:-

- a copy/image of their current Private Hire Vehicle Drivers Licence,
- a digital record of when the current Private Hire Vehicle Drivers Licence expires,
- a copy/image of their current DVLA Driving Licence,
- a digital record of when the current DVLA Driving Licence expires,
- their full name, address, email address and contact telephone number.

5.2 The holder of this licence shall ensure that at all times that the drivers employed or used by them on private hire business are duly licensed by the Council to drive such vehicles.

5.3 When the holder of the licence ceases to employ or use any licensed Private Hire

Driver, the operator shall notify Licensing Services in writing, within 72 hours.

- 5.4 Private Hire Vehicle Driver licences shall be available for inspection at all times by any Authorised Officer of the Council or Police Constable who may take the licence(s) away from the premises if so required.

6. STANDARD OF SERVICE

- 6.1 The holder of this licence shall provide a prompt, efficient and reliable service to members of the public at all reasonable times.
- 6.2 Ensure that when a Private Hire Vehicle has been hired, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place.
- 6.3 Ensure that any premises which the licence holder provides and to which the public have access, whether for the purpose of booking or waiting, are kept clean and adequately heated, ventilated and lit. They shall also ensure that any waiting area which they provide has adequate seating facilities.

PUBLIC COMPLAINTS

- 6.4 Private Hire Operators must have a policy for dealing with complaints by the public.

If that policy requires the recording of complaints the records should be kept and maintained for at least 12 months and shall be available for inspection by Authorised Officers. The records should contain, as a minimum, the complainants name, contact information and the complaint details.

Upon receiving any 'specified complaint' or allegation regarding any person licensed by the Council, Operators must report the complainants name, contact information and the full details of the complaint. This shall be reported immediately when the licensing office is open or in any other event by email within 48 hours to Licn_comp@wolverhampton.gov.uk

The specified complaints or allegations are:

- Of indecency or of a sexual nature
- Hate crimes
- Terrorism
- Extremism
- Violence
- Drug dealing
- Dishonesty

These categories of offences are detailed within the Council's Hackney Carriage and Private Hire Vehicle Proprietors and Drivers and Private Hire Vehicle Operators, Guidelines Relating to Relevance of Convictions and Breaches of Licence Conditions.

In straight forward terms, allegations of criminal behaviour whilst licensed as a

Private Hire Vehicle Driver.

All complaint records shall be immediately available at the request of an Authorised Officer or Police Officer at all reasonable times, this includes any and all details relating to the complaint and the driver.

7. CONVICTIONS, CAUTIONS AND FIXED PENALTIES

- 7.1 The holder of this licence shall within 14 days of the date of any conviction, caution or issue of a Fixed Penalty Notice, incurred during the life of this licence give full details in writing to Licensing Services.
- 7.2 The holder of this licence shall within 7 days, notify Licensing Services of any arrest or of being charged for an offence by any police body, incurred during the life of this licence. Details shall be provided in writing to Licensing Services.
- 7.3 If the holder of this licence is a company or partnership, any conviction, caution or fixed penalty notice imposed on the company or any of the directors, secretary or partners during the period of the licence. Details shall be provided in writing to Licensing Services.

8. INSURANCE

- 8.1 The holder of this licence shall ensure at all times, that every private hire vehicle so operated shall be covered by a Certificate of Insurance or cover note indemnifying the proprietor of the said vehicle within the provisions of Part VI of the Road Traffic Act 1988.
- 8.2 All vehicle insurance documents must state that the insurance covers the driver for the carriage of passengers for hire or reward whether or not the operator is the owner/proprietor of the vehicle.
- 8.3 In relation to vehicles owned/licensed by the operator (fleet):
A copy/image of the current valid certificate of insurance or cover note(s) relating to each vehicle which shows those persons entitled to drive the vehicle must be retained by the operator on the premises specified on the licence.

9. PLANNING PERMISSION AND LICENCE FOR RADIO EQUIPMENT

- 9.1 The holder of this licence shall not conduct their business from any premises unless the necessary planning permission under the Town and Country Act 1990, as amended, has been obtained, where applicable, for the premises from which the business will operate.
- 9.2 If applicable an Operator must obtain a licence for radio equipment under the wireless Telegraphy Act 1949 or any other relevant statutory provision.
- 9.3 Permission is to be obtained from any landlord or lender that may contractually prohibit the use of the premises for business purposes.

10. OPERATIONAL MATTERS

- 10.1 The Operator shall apply a fit and proper test to all of their employees. This shall

include a basic DBS check for all staff and records kept showing the recruitment and decision making processes. Failure to undertake these checks or to keep adequate records shall deem that the Operator may not be a fit and proper person to hold an Operator's licence.

- 10.2 All staff employed in a role where they interact with members of the public shall undergo Child Sexual Exploitation (CSE) and Safeguarding training within 3 months of commencing work for an Operator.
Training dates will be provided by the council on a quarterly basis and it is up to the Operator to ensure their staff attend.
- 10.3 The holder of this licence shall provide a video conferencing facility (e.g. Skype) and an appropriate room in order to facilitate driver reviews. A driver has the right to be accompanied by a solicitor or representative, if they wish, and this must be accommodated.

11. LICENSING

- 11.1 Regular trade working groups are held throughout the year and all Operators are encouraged to attend or send a suitable representative.

NB Please note that should you feel aggrieved by any of the conditions in this licence then you have the right of appeal to the Magistrates Court within 21 days from the date when this licence is issued.

CONDITIONS RELATING TO THE ISSUE OF A LICENCE TO DRIVE A PRIVATE HIRE VEHICLE

1. ISSUE OF LICENCES

- 1.1 The holder of this licence shall notify the Licensing Services in writing within 7 days of any change of their name, and/or address, phone number and/or email address during the period of the licence. This must be completed via the Councils website.
- 1.2 The phone number and email address provided by the licence holder will be the primary method of contact. Any blocking of text messages or emails will be a breach of these conditions of licence.
- 1.~~32~~ The holder of this licence must notify Licensing Services in writing not less than 12 hours prior to commencing work with a new operator. This must be completed via the Councils website.
- 1.~~43~~ The holder of this licence may not change their operator more than once within a 48 hour period.
- 1.~~54~~ A Wolverhampton licensed private hire driver can only drive a Wolverhampton licensed private hire vehicle and work for a Wolverhampton operator.
- 1.~~65~~ This licence does not permit the holder to drive a hackney carriage.

2. PLYING FOR HIRE (taking a fare without it being pre-booked via the Operator)

- 2.1 The holder of this licence shall not whilst driving or in charge of a private hire vehicle:-
- a) Take or agree to take a fare without it being pre-booked via the Operator.~~47~~
 - b) stand or ply for hire or solicit on a road or other public place, any person to hire or to be carried for hire in any private hire vehicle.~~47~~
 - c) cause or procure any other persons to tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle.~~47~~
 - d) accept an offer for the minimum hire of any private hire vehicle while the holder or that vehicle is on the road or other public place except where such an offer is first communicated to the holder by a licensed operator or his duly authorised servant.

3. GENERAL CONDUCT

- 3.1 The driver must not allow more than the stated maximum number of people in the vehicle at any time.

- 3.2. The driver shall not drink, eat or smoke in the vehicle. This includes E-Cigarettes and Vaping.
- 3.3 The driver shall not play any radio or sound reproducing instrument or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle.
- 3.4 The driver shall not sound the vehicle's horn to alert passengers of the vehicle's arrival.
- 3.5 The driver shall, when requested by any person hiring or seeking to hire the Private Hire Vehicle:-
- a) convey a reasonable quantity of luggage;
 - b) afford reasonable assistance in loading and unloading; and
 - c) afford reasonable assistance in removing luggage to or from the entrance of any building, station or place at which they may take up or set down such person.
- 3.6 The driver shall attend punctually when hired.
- 3.7 The holder of this licence shall not use any offensive, abusive, profane or insulting language or behaviour but shall at all times behave in a civil and orderly manner.
- 3.8 The driver shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from a private hire vehicle driven, by hire or in their charge.
- 3.9 A private hire licence is a badge of approval, it states the Local Authority feels the holder is fit and proper and suitable in every way. The standard of behaviour and level of trust expected should be demonstrated in the conduct of those licensed at all times. This includes when drivers are operating outside of Wolverhampton, where drivers are expected to co-operate with reasonable requests from compliance staff authorised in other areas.
- 3.10 The holder of this licence shall, unless otherwise requested by the hirer, proceed to the destination by the most direct route.
- 3.11 A driver may be required to undergo drug and/or alcohol testing at any time. Failure to attend the appointment may result in this licence being suspended or revoked.

4. STANDARD OF DRESS

- 4.1 The holder of this licence shall maintain a high standard of personal hygiene and he/she shall wear freshly laundered respectable clothing, with the upper part of the arms being covered. This could include for example, a shirt, polo shirt or t-shirt and single colour trousers or for female drivers a blouse or t-shirt and single colour trousers or skirt or alternatively a dress.

5. LOST PROPERTY

- 5.1 The holder of this licence shall, at the termination of each hiring, search the vehicle for any property, which may have been left. Any property found in the vehicle must be handed in to the nearest Police Station or the base operator.

6. DISPLAY OF BADGE

- 6.1 The holder of this licence shall wear their Private Hire Vehicle Driver's badge so as to be clearly and distinctly visible at all times whilst they are acting as a private hire vehicle driver (e.g. on the upper part of the body).
- 6.2 The additional badge must also be displayed ~~on the~~ internally at the top left hand side of the windscreen of any private hire vehicle being driven by him/her at any time.

7. INFORMATION TO OPERATOR

- 7.1 The holder of this licence shall submit to their operator:
- a. ~~The A copy/image of their current issued~~ Private Hire Vehicle Driver's Licence
 - b. A copy/image of their current DVLA Drivers Licence

8. RETURN OF LICENCE/BADGE

- 8.1 In the event of the holder of this licence ceasing to operate as a licensed Private Hire Vehicle Driver, the holder must surrender their private hire vehicle driver's licence and badges to Licensing Services within 7 days. ~~to Licensing Services.~~
- 8.2 The holder must, at the request of an Authorised Officer of the Licensing Authority, return their private hire driver licence and badges.

9. LOSS OF BADGE

- 9.1 The licence holder must report the loss of their badge to Licensing Services as soon as reasonably practicable and obtain a replacement.

10. NOTIFICATION OF CONVICTIONS, CAUTIONS AND FIXED PENALTIES

- 10.1 The holder of this licence shall **within 14 days of the date of any conviction, caution or issue of a Fixed Penalty Notice**, incurred during the life of this licence give full details in writing to Licensing Services.

10.2 The holder of this licence shall within 7 days, notify Licensing Services of any arrest or of being charged for an offence by any police body, incurred during the life of this licence. Details shall be provided in writing to Licensing Services.

11. CARRIAGE OF ASSISTANCE DOGS

- 11.1 The licence holder must carry guide or other assistance dogs accompanying passengers, free of charge, unless the driver has a ~~proven~~ medical condition ~~that would preclude such action~~ and has obtained a medical exemption certificate from Licensing Services.
- 11.2 The Council medical exemption certificate issued in accordance with Section 37A of Disability and Discrimination Act 1995 must be displayed at all times and face outwards from the front windscreen of the Private Hire Vehicle.
- 11.3 -Private Hire Vehicle Drivers have a responsibility to ensure that their operator is aware of any such medical condition ~~when they are first employed~~.
- 11.42 The licence holder shall allow the assistance dog to be accommodated within the passenger compartments of the vehicle. The dog shall be allowed to be positioned as per the passenger's request.

12. MEDICAL CIRCUMSTANCES

- 12.1 The licence holder must, within 24 hours, notify ~~the~~ Licensing Services in writing of any changes to their medical circumstances. This must be completed via the Councils website.
- These circumstances are defined as those where it is the duty of the licence holder to notify DVLA of any medical condition which affects their ability or entitlement to drive.

13. TRAFFIC REGULATIONS

- 13.1 The licence holder shall comply with all traffic regulations and in addition, in accordance with these conditions, shall not wait on double yellow lines.
- 13.2 The licence holder shall not obstruct any road, pavement, or thoroughfare at any time.

~~City of Wolverhampton Council, Licensing Services, Civic Centre, St Peter's Square, Wolverhampton WV1 1DA~~

Please note that should you feel aggrieved by any of the conditions in this licence then you have the right of appeal to the Magistrates Court within 21 days from the date when this licence is issued.

PRIVATE HIRE VEHICLE CONDITIONS OF LICENCE**1. MAINTENANCE OF VEHICLE**

- 1.1 The vehicle and all its fittings and equipment including luggage areas shall at all times when the vehicle is in use or available for hire be kept in a safe, comfortable, tidy and clean condition.

The following ~~shall~~must be adhered to:

- a) the seats of the vehicle shall be properly cushioned and covered₁;
- b) the floor of the vehicle ~~shall~~must be provided with a properly fitted carpet, mat or other suitable covering₁;
- c) all paintwork shall be maintained to a high standard in a single colour, free from dents, scratches or rust₁;
- d) ~~All~~all trim, wheel hubs and glass ~~shall~~must be secure and free from damage₁;
- e) ~~Only~~only factory fitted privacy glass (tinted) will be permitted₁;
- f) ~~The boot must be able to carry luggage securely, there shall be provided the means of carrying and securing luggage in the boot.~~
- g) ~~All~~all tyres including the spare₁/kit must comply with the vehicle manufacturer's specification and the requirements of the Road Vehicles (Construction and Use) Regulations 1986, as amended.
- h) the proprietor of the vehicle ~~shall~~must at all times ensure the vehicle is regularly maintained to ensure compliance with these conditions.

2. ALTERATION OF VEHICLE

- 2.1 No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the prior approval of Licensing Services ~~at any time while the licence is in force.~~

3. IDENTIFICATION PLATE/EXTERIOR MARKINGS

- 3.1 The plate identifying the vehicle as a Private Hire Vehicle ~~shall~~must be securely and permanently fixed to the rear exterior of the vehicle:-
- a) immediately adjacent to the number plate area of the vehicle, but must not obscure any part of the vehicle registration plate₁;



- b) in a conspicuous position and in such manner as to be easily removable by an Authorised Officer of the Council or a Police ~~Constable~~Officer;
- c) the plate ~~shall~~must not be wholly or partially concealed from public view;
- d) at no time should the licence plate be removed from the licensed vehicle during the lifetime of the Private Hire Vehicle Licence unless exempted in law;
- e) the exterior plate must be securely and permanently affixed to the vehicle unless exempted in law.

3.2 ~~The vehicle must display the door signage approved by Licensing Services for the operator that the vehicle's driver is undertaking work for, bearing the name, telephone number and/or 'app' on both sides of the vehicle. Private Hire Vehicles shall at all times display a unique Private Hire Vehicle Operators door sign bearing the name, telephone number and/or 'App' on each side of the vehicle, which has been approved by Licensing Services.~~

3.3 The use of magnetic door stickers is prohibited.

3.4 No modification or trimming of the approved door stickers is permitted. The door sticker must be fitted towards the top of the door panel.

4. INTERIOR MARKINGS

4.1 The proprietor ~~shall~~must display the interior plate detailing the licence number of the vehicle and the number of passengers permitted to be carried. This ~~shall~~must be located on the upper left hand corner of the front windscreen and must be clearly visible to persons both inside and outside of the vehicle.

4.2 The proprietor ~~shall~~must display the 'warning to all passengers' notices provided by Licensing Services informing passengers that the vehicle must be pre-booked or insurance covering the vehicle may be invalidated. These must be positioned clearly and be visible to persons outside of the vehicle at all times.

4.3 'No smoking' signs must be displayed at all times.

5. SIGNS, NOTICES, ADVERTISEMENTS

No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from the vehicle without the express written permission of Licensing Services.

6. CHANGE OF ADDRESS

The proprietor must notify the Licensing Services in writing within 7 days of any change of their name, address, phone number and/or email address during the



~~period of the licence shall notify the Licensing Services in writing within 7 days of any change of his/her address during the period of the licence.~~

7. NOTIFICATION OF CONVICTIONS, CAUTIONS AND FIXED PENALTIES

The proprietor ~~shall~~must within 14 days of the date of any conviction, caution or issue of a fixed penalty notice, incurred during the life of this licence give full details in writing to Licensing Services. (If the proprietor is a company or partnership, details should be given for all directors or partners)

8. INSURANCE

8.1 The vehicle ~~shall~~must be insured at all times. The policy in force must permit the use of the vehicle as a private hire vehicle for hire or reward use.

8.2 A copy/image of the current valid current certificate of insurance or cover note effective for the entire period of the licence relating to the vehicle must be submitted by the holder of the licence to their operator and, on request, to an Authorised Officer of the Council.

9. REPORTING OF ROAD TRAFFIC ACCIDENT

When a Private Hire Vehicle is involved in an accident the Private Hire Vehicle Proprietor must report it to Licensing Services ~~in writing,~~ within 72 hours as required by Section 50 (3) of the Local Government (Miscellaneous Provisions) Act 1976. This must be completed via the Councils website.

10. LICENSING

10.1 If the proprietor of the vehicle is an accident management company or a leasing/hiring company the onus is on them to advise Licensing Services who is currently using the vehicle. The vehicle must have the correct livery at all times that it is on hire.

10.2 In the event of the holder of this licence ceasing to operate a licensed Private Hire Vehicle, the holder must surrender their private hire vehicle ~~driver's~~ licence and plates to Licensing Services within 7 days. ~~to Licensing Services.~~

10.3 Upon expiry of vehicle licence, plates must be returned to the City of Wolverhampton Council, Licensing Services, Civic Centre, St Peter's Square, Wolverhampton WV1 1DA within 7 days. Any existing licence plates must be surrendered to the Council before new licence plates for a vehicle will be issued.

10.4 The holder of this licence must inform Licensing Services of the Operator the vehicle shall be working for at the time of plating and thereafter, ~~in writing,~~ when a change of Operator occurs. This must be completed via the Councils website.



10.5 A Wolverhampton licensed private hire vehicle may only be driven by a Wolverhampton licensed private hire driver at any time.

Please note that should you feel aggrieved by any of the conditions in this Licence then you have the right of appeal to the Magistrates' Court within 21 days from the date when this licence is issued.

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CONDITIONS RELATING TO A LICENCE TO OPERATE PRIVATE HIRE VEHICLES

1. ISSUE OF LICENCES

- 1.1 The Licensed Operator/Company Director(s) shall notify the Licensing Services in writing within 7 days of any change of their name, and/or address, phone number and/or email address during the period of the licence. This must be completed via operator.lic@wolverhampton.gov.uk shall notify Licensing Services, in writing within 7 days of any change of their residential address or contact details during the period of the licence.

2. KEEPING OF RECORDS

- 2.1 The holder of this licence shall keep a full and accurate record of every booking of a Private Hire Vehicle in a register, to include:-

- time and date the booking was made
- method of receipt
- time and date required for journey to commence
- customers name
- particulars of the journey (from and to)
- the driver of the vehicle and the vehicle used
- call sign and plate number
- area in which the booking was made and details of operator who accepted the booking
- the area and operator to whom the job is sub-contracted (*if applicable*)
- details of sub-contracted jobs to include the time and date the job was sub-contracted and accepted (*if applicable*)

These registers must be maintained in a bound book with consecutively numbered pages or an appropriate computerised booking system.

Each record is to be completed prior to the dispatch of any vehicle or the undertaking of any part of the journey.

The operator is exempted from the requirement to record destinations details prior to passing a booking to a driver, but only in respect of those bookings made using IVR technology and online apps. The destination must be completed following completion of the fare.

- 2.2 Where an operator accepts a sub-contracted fare from an operator licensed in another Licensing Authority area, then within reason, the operator must comply with requests for records of that fare from authorised officers of the Licensing Authority from the area in which the original booking was taken.
- 2.3 At all times that an operator is actively dispatching vehicles there shall be an identified phone number on which the operator (or their nominee) is available for contact by authorised officers of the Licensing Authority and the operators shall provide any information requested regarding journeys that have been dispatched and/or booked through the operator.
- 2.4 The register must be maintained up to date at all times, and shall be **retained**

accessible from at the address from which the business is conducted as specified in the operator's licence. All records must be kept for a period of not less than 12 months from the date of the last entry in the register or computer record.

- 2.5 The licence holder shall provide a police constable or authorised officer with such copies of records from the register as they may request.
- 2.6 ~~All bases operating a satellite base shall provide all necessary passwords and login information to enable Authorised Officers of the Council to access the computers being used for this purpose. Training and/or detailed instructions of how to obtain data shall also be made available to Authorised Officers of the Council.~~

Or,:

Before commencing trading, the operator shall provide the Council with an emergency contact -telephone number that will that will only be made be available at all times to the licensing services management team. The purpose of this telephone number will be to advise the operator that they need to attend at the satellite office to provide information that has not been supplied as requested in accordance with condition 2.7. If the operator is unable to attend they shall make arrangements for an Authorised Officer to gain access to the location of the computer and a log in and password shall be provided to access the computerised register(s) required to be kept by the operator in accordance with conditions 2.1, 3.1 and 3.2 or to urgently obtain information pursuant to a Data Protection Act 1998 (as amended) request.

- 2.7 All requests to provide information by Authorised Officers shall be prioritised due to their urgency
- Priority A – These are for matters of a serious nature where there is significant risk to public safety. Within 1 hour of the request being received
 - Priority B – These are for matters that require further investigation and have potential to be of a serious matter. Within 4 hours of the request being received
 - Priority C – These are for requests for information pertaining to general complaints. Within 24 hours of the request being received
 - General request, none prioritised. Within 1 week of the request being received.

Priorities A & B, significant risk to public safety or serious matters, will be determined on a case by case basis by the Licensing Manager or Compliance Lead Officer.

A named person shall be supplied to be the liaison with the Licensing Authority.

3. SPECIFIED VEHICLES

- 3.1 The holder of the licence shall provide the council on request a schedule of all vehicles which they operate to include the following:-
- the registration number of the vehicle
 - council licence plate number of the vehicle

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- base call sign
- make/model of vehicle

3.2 The holder of this licence shall ensure that at all times, full and current records for each vehicle operated are kept. To include the following:

- ~~an~~ copy/image of the current Private Hire Vehicle Licence
- a digital record of when the current Private Hire Vehicle Licence expires
- ~~an~~ copy/image of the current valid MOT Certificate
- a digital record of when the current valid MOT Certificate expires
- ~~an~~ copy/image of a current valid Private Hire Insurance Certificate or cover note
- a digital record of when the current valid Private Hire Insurance Certificate expires

3.3 The holder of this licence shall ensure that at all times the vehicles operated are duly licensed in accordance with the Local Government (Miscellaneous Provisions) Act 1976.

4. MAINTENANCE OF VEHICLES

4.1 Each Private Hire Vehicle operated by the licence holder must be regularly maintained and inspected for defects to ensure compliance with the Council's conditions in relation to the licensing of such vehicles.

4.2 The holder of this licence shall initially provide and thereafter ensure that Private Hire Vehicles working for them shall at all times display their unique Private Hire Vehicle Operators door sign, which has been approved by Licensing Services, bearing the name telephone number and/or 'App' on each side of the vehicle. The use of magnetic door stickers is prohibited.

5. SPECIFIED DRIVERS

5.1 Individual records for each driver employed by the licence holder are required to be stored ~~at by~~ the licence holder and be accessible from their premises's premises and kept fully up to date at all times. To include the following:-

- ~~a copy/image of their current the issued or a digital copy Private Hire Vehicle DriversThe issued Private Hire Vehicle Drivers Licence. The issued Private Hire Vehicle Drivers Licence. This must be returned provided to the driver on request and not withheld unreasonably.~~
- a digital record of when the current Private Hire Vehicle Drivers Licence expires.
- ~~an~~ copy/image of their current DVLA Driving Licence.
- a dsigital record of when the current DVLA Driving Licence expires.
- their full name, address, email address and contact telephone number.

5.2 The holder of this licence shall ensure that at all times that the drivers employed or used by them on private hire business are duly licensed by the Council to drive such vehicles.

5.3 When the holder of the licence ceases to employ or use any licensed Private Hire

Driver, the operator shall notify Licensing Services in writing, within 72 hours. ~~The Private Hire Vehicle Driver Licence must be returned to the driver.~~

- 5.4 ~~The~~ Private Hire Vehicle Driver licences shall be available for inspection at all times by any Authorised Officer of the Council or Police Constable who may take the licence(s) away from the premises if so required.

6. STANDARD OF SERVICE

- 6.1 The holder of this licence shall provide a prompt, efficient and reliable service to members of the public at all reasonable times.
- 6.2 Ensure that when a Private Hire Vehicle has been hired, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place.
- 6.3 Ensure that any premises which the licence holder provides and to which the public have access, whether for the purpose of booking or waiting, are kept clean and adequately heated, ventilated and lit. They shall also ensure that any waiting area which they provide has adequate seating facilities.

PUBLIC COMPLAINTS

- 6.4 Private Hire Operators must have a policy for dealing with complaints by the public.

If that policy requires the recording of complaints the records should be kept and maintained for at least 12 months and shall be available for inspection by Authorised Officers. The records should contain, as a minimum, the complainants name, contact information and the complaint details.

Upon receiving any 'specified complaint' or allegation regarding any person licensed by the Authority Council, Operators must report the complainants name, contact information and the full details of the complaint. This shall be reported details, immediately when the licensing office is open or, and in any other event by email within 48/72 hours to: Licn_comp@wolverhampton.gov.uk

The specified complaints or allegations are:

- Of indecency or of a sexual nature
- Hate crimes
- Terrorism
- Extremism
- Violence
- Drug dealing
- Dishonesty

These categories of offences are detailed within the Council's Hackney Carriage and Private Hire Vehicle Proprietors and Drivers and Private Hire Vehicle Operators, Guidelines Relating to Relevance of Convictions and Breaches of Licence Conditions.

In straight forward terms, allegations of criminal behaviour whilst licensed as a Private Hire Vehicle Driver.

'Other' complaints not falling into the above criteria can build up a pattern of behaviour that can require the driver to undertake further training or in worst cases indicate an unacceptable pattern that may result in revocation.

All complaint records shall be immediately available at the request of an Authorised Officer or Police Officer at all reasonable times, this includes any and all details relating to the complaint and the driver.

7. CONVICTIONS, CAUTIONS AND FIXED PENALTIES

- 7.1 The holder of this licence shall within 14 days of the date of any conviction, caution or issue of a Fixed Penalty Notice, incurred during the life of this licence give full details in writing to Licensing Services. The holder of this licence shall within 14 days disclose, in writing, to Licensing Services details of any conviction, caution or fixed penalty notice imposed on them or,
- 7.2 The holder of this licence shall within 7 days, notify Licensing Services of any arrest or of being charged for an offence by any police body, incurred during the life of this licence. Details shall be provided in writing to Licensing Services.
- 7.3 If the holder of this licence is a company or partnership, any conviction, caution or fixed penalty notice imposed on the company or any of the directors, secretary or partners during the period of the licence. Details shall be provided in writing to Licensing Services.

8. INSURANCE

- 8.1 The holder of this licence shall ensure at all times, that every private hire vehicle so operated shall be covered by a Certificate of Insurance or cover note indemnifying the proprietor of the said vehicle within the provisions of Part VI of the Road Traffic Act 1988.
- 8.2 All vehicle insurance documents must state that the insurance covers the driver for the carriage of ~~P~~passengers for hire or reward whether or not the operator is the owner/proprietor of the vehicle.
- 8.3 In relation to vehicles owned/licensed by the operator (fleet):
A copy/~~scan image~~ of the current valid certificate of insurance or cover note(s) relating to each vehicle which shows those persons entitled to drive the vehicle must be retained by the operator on the premises specified on the licence.

9. PLANNING PERMISSION AND LICENCE FOR RADIO EQUIPMENT

- 9.1 The holder of this licence shall not conduct their business from any premises unless the necessary planning permission under the Town and Country Act 1990, as amended, has been obtained, where applicable, for the premises from which the business will operate.
- 9.2 If applicable an Operator must obtain a licence for radio equipment under the

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wireless Telegraphy Act 1949 or any other relevant statutory provision.

- 9.3 Permission is to be obtained from any landlord or lender that may contractually prohibit the use of the premises for business purposes.

10. OPERATIONAL MATTERS

- 10.1 The Operator shall apply a fit and proper test to all of their employees. This shall include a basic DBS check for all staff and records kept showing the recruitment and decision making processes. Failure to undertake these checks or to keep adequate records shall deem that the Operator may not be a fit and proper person to hold an Operator's licence.
- 10.2 All staff employed in a role where they interact with members of the public shall undergo Child Sexual Exploitation (CSE) and Safeguarding training within 3 months of commencing work for an Operator.
Training dates will be provided by the licensing authority council on a quarterly basis and it is up to the Operator to ensure their staff attend.
- 10.3 The holder of this licence shall provide a video conferencing facility (e.g. Skype) and an appropriate room in order to facilitate driver reviews. A driver has the right to be accompanied by a solicitor or representative, if they wish, and this must be accommodated.

11. LICENSING

- 11.1 Regular trade working groups are held throughout the year and all Operators are encouraged to attend or send a suitable representative.

~~City of Wolverhampton Council, Licensing Services, Civic Centre, St Peter's Square,
Wolverhampton. WV1 1DA~~

NB Please note that should you feel aggrieved by any of the conditions in this licence then you have the right of appeal to the Magistrates Court within 21 days from the date when this licence is issued.

Private Hire Consultation on Conditions of Licence

Appendix 7

The following were invited to respond to the consultation:

- Wolverhampton Private Hire Working Group
- West Midlands Private Hire Drivers Association
- 150 Wolverhampton Private Hire Vehicle Operators
- 16,000 Wolverhampton Private Hire Vehicle Drivers
- 11,000 Wolverhampton Private Hire Vehicle Proprietors
- Wolverhampton Councillors
- Wolverhampton Legal Team
- Wolverhampton Licensing Section Leaders

Consultee	Issues raised	Response
<p>Joint responses from:</p> <ul style="list-style-type: none"> 21 Wolverhampton Private Hire Vehicle Drivers Operator - Ecars 	<p>Undertake Private Hire work for more than one Private Hire Operator at a time</p>	<p>Discussion item for Committee.</p> <p>Condition 3.2 of the existing Private Hire Vehicle conditions states, "Private Hire Vehicles shall at all times display a unique Private Hire Vehicle Operators door sign bearing the name, telephone number and/or 'App' on each side of the vehicle, which has been approved by Licensing Services".</p> <p>Condition 3.3 of the existing Private Hire Vehicle conditions states, "The use of magnetic door stickers is prohibited".</p> <p>Condition 1.3 of the existing Private Hire Drivers Licence conditions states, "The holder of this licence may not change their operator more than once within a 48 hour period".</p>
<p>Joint responses from:</p> <ul style="list-style-type: none"> West Midlands Private Hire Drivers Association Operator – Lucky Seven Private Hire Licensing Section Leader 	<p>Private Hire Vehicle Drivers should only work for one operator at a time</p>	<p>This has been addressed in the final draft conditions.</p>
<p>Joint responses from:</p> <ul style="list-style-type: none"> 8 Wolverhampton Private Hire Vehicle Drivers West Midlands Private Hire Drivers Association 	<p>Use of magnetic stickers on Private Hire Vehicles</p>	<p>Not taken forward due to public safety concerns.</p> <p>Condition 3.3 of the existing Private Hire Vehicle conditions states, "The use of magnetic door stickers is prohibited".</p>

Joint responses from: <ul style="list-style-type: none"> • 4 Wolverhampton Private Hire Vehicle Drivers • 1 Operator - unidentified • West Midlands Private Hire Drivers Association 	Use of CCTV recording inside Private Hire Vehicle for safety of passengers and drivers	There is an ongoing proposal looking at the installation of mandatory CCTV. Once the proposal is complete a recommendation will be placed before Committee.
1 Operator – unidentified	Removal of requirement to have livery on vehicles	Not taken forward due to public safety concerns.
1 Wolverhampton Private Hire Vehicle Driver	Removal of the requirement for Private Hire Vehicle plate and operator's signage on Private Hire Vehicle at all times as it encourages car thefts	Not taken forward due to public safety concerns.
Ultimate Cars	Reporting of accidents and incidents – to be reported to owner of vehicle within 24 hours if the vehicle is a rental	<p>This is a private matter for the hire company.</p> <p>Condition 9 of the existing Private Hire Vehicle conditions states, "When a Private Hire Vehicle is involved in an accident the Private Hire Vehicle Proprietor must report it to Licensing Services in writing, within 72 hours as required by Section 50 (3) of the Local Government (Miscellaneous Provisions) Act 1976".</p>
1 Wolverhampton Private Hire Vehicle Driver	Operator unfairly distributing jobs to drivers of similar ethnicity	<p>Not relevant.</p> <p>All Private Hire Vehicle Operators must adhere a code of conduct as outlined in the Guidelines Relating to the Relevant of Convictions and Breaches of Licence Conditions and conditions of Licence.</p>

3 Wolverhampton Private Hire Vehicle Driver	Agree with proposed improvement and implementation	Noted.
4 Wolverhampton Private Hire Vehicle Drivers	<p>Approve of drug and/or alcohol testing</p> <ul style="list-style-type: none"> • Approved locations? • Who demands test? • Method of communication for demand? 	<p>Noted, however, there is no current evidence basis for there to be mandatory testing.</p> <p>Testing will be undertaken by the Councils approved medical practitioner on the request of Officers within Licensing Services. The request will be made either in person or by telephone, email, letter or a combination.</p>
1 Wolverhampton Private Hire Vehicle Driver	Hatchback vehicles licensed as Private Hire Vehicle – there is not enough space	The vehicle has to be fit for purpose. Individual cases to be determined by Licensing Officers.
1 Wolverhampton Private Hire Vehicle Driver	Wholly agree with the smoking. However the drinking feel would be more appropriate if it applied only whilst passengers are being carried	<p>Noted and agreed.</p> <p>This has been addressed in the final draft conditions.</p>
1 Wolverhampton Private Hire Vehicle Driver	Public complaints - Who takes lead investigation? Operators shouldn't become investigators	Not relevant to consultation.

Operator – Uber	<p>1) Support Council's application of a condition which requires operators to have a policy for dealing with complaints made by the public.</p> <p>2) However, reporting timeline can be more optimised to help solve for the wide variety of potential complaints. Allow operators time to substantiate whether a complaint does in fact fall under a specified complaint type for reporting – suggest that a timeframe longer than 48 hours would be more appropriate.</p> <p>3) Category of specified complaints should be clarified and broken down further:</p> <ul style="list-style-type: none"> • Indecency or sexual nature • Hate Crime • Dishonesty 	<p>Noted.</p> <p>Comments noted but not agreed. Public safety is paramount, and 48 hours is a reasonable timeframe.</p> <p>Comments noted but not agreed. These categories of offences relate to those detailed within the Council's Hackney Carriage and Private Hire Vehicle Proprietors and Drivers and Private Hire Vehicle Operators, Guidelines Relating to Relevance of Convictions and Breaches of Licence Conditions.</p>
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West Midlands Private Hire Drivers Association	Increase in applications due to online system – CWC need more control over it	Not relevant to consultation.
West Midlands Private Hire Drivers Association	Call centres abroad – language barrier / geographic issues	Not relevant to consultation.
West Midlands Private Hire Drivers Association PHDsmart Ltd	Use of satellite offices and cross-bordering	Not relevant to consultation.
West Midlands Private Hire Drivers Association	Right of appeal	Not relevant to consultation.
West Midlands Private Hire Drivers Association	Union representative should be given appointment from CWC for meetings to discuss any problems as soon as possible	Not relevant to consultation.
West Midlands Private Hire Drivers Association	One-day Private Hire Training and Assessment Course – request for it to be marked and run by independent and varied providers	Not relevant to consultation. The Council is satisfied with its current provider (Worcestershire County Council) and its training and testing methods.

West Midlands Private Hire Drivers Association	Renewal of Private Hire Vehicle Drivers Licences – advise of outstanding documents, not wait for licence to expire and then advise	Not relevant to consultation. Renewal letters stating what is outstanding for drivers are sent out as a courtesy to all drivers one month before a licence is due to expire.
West Midlands Private Hire Drivers Association	Private Hire Vehicle involved in RTA, broken down or change of vehicle, request to be re-plated within 5 days	Not relevant to consultation.
West Midlands Private Hire Drivers Association	Conduct of operators to drivers – operators should be given warnings and treated same way as drivers	Not relevant to consultation. All Private Hire Vehicle Operators must adhere to the same code of conduct as Private Hire Vehicle Drivers as outlined in the Guidelines Relating to the Relevant of Convictions and Breaches of Licence Conditions and conditions of Licence.
ABC Cars	Agree to all proposed draft amendments on conditions.	Noted.
1 Wolverhampton Private Hire Vehicle Driver	Reduction in advertising operator signage on vehicles for a fee and commission charges that operators request from Private Hire Drivers	There is a policy on advertising in vehicles. This will be reviewed at a future Committee.

1 Wolverhampton Private Hire Vehicle Driver	Removal of internal vehicle plate	Comments noted but not agreed. The internal plate is a public safety measure. However, it is noted that current plate system needs to be reviewed.
1 Wolverhampton Private Hire Vehicle Driver	Paying insurance on Private Hire Vehicle before vehicle ready to collect from Hickman Avenue is expensive	Not relevant to consultation.
1 Wolverhampton Private Hire Vehicle Driver	Private Hire Drivers lack basic English	Not relevant to consultation.
1 Wolverhampton Private Hire Vehicle Driver	Accepting update service for DBS checks	Not relevant to consultation.
1 Wolverhampton Private Hire Vehicle Driver	Reduction in vehicle licence fees	Not relevant to consultation.
1 Wolverhampton Private Hire Vehicle Driver	Request to licence vehicles that are 12 years and older	Not relevant to consultation – the policy is 12 years.
Operator – Wednesfield Radio Cars	How can call centres not based in Wolverhampton i.e. national and international call centres able to adhere to Private Hire Vehicle Operator conditions?	Condition 10.2 of the existing Private Hire Vehicle Operator conditions states, “All staff employed in a role where they interact with members of the public shall undergo Child Sexual Exploitation (CSE) and Safeguarding training within 3 months of commencing work for an Operator. Training dates will be provided by the licensing authority on quarterly basis and it is up to the Operator to ensure their staff attend”. It is the Operator’s responsibility to ensure Compliance.

Operator – Uber	<p>Keeping of records</p> <p>We welcome the amendment to condition 2.1 of Private Hire Vehicle Operator Conditions</p> <p>We welcome the efforts of the proposals to take into account app-based operators by enabling the use of digital images rather than keeping of physical copy of records</p>	Noted.
Operator – Uber	<p>Full and current records for each vehicle operated</p> <p>Drivers on Uber app have the ability to upload new or renewed driver or vehicle documents remotely.</p> <p>We welcome the new proposal and support the council's intent to digitise the method of record-keeping as it also enables operators to improve the speed and ease of</p>	Noted.

	access to records by the licensing authority.	
Councillor Brackenridge	Standard of dress condition to be updated in accordance with current terminology.	Noted and agreed. This has been addressed in the final draft conditions.
Licensing Section Leader	<p>1) Lost property – Police stations no longer accommodate lost property.</p> <p>2) Maintenance of vehicle. The factory fitted privacy glass (tinted) condition needs to stress 'Manufacturers fitted'.</p>	<p>Noted and agreed. This has been addressed in the final draft conditions.</p> <p>Noted and agreed. This has been addressed in the final draft conditions.</p>