



DERBY CITY COUNCIL

TAXI LICENSING AND APPEALS COMMITTEE
25 April 2007

Report of the Director of Environmental Services

**Changes to Private Hire Operators' Licence Conditions –
receiving bookings by text or e-mail**

RECOMMENDATION

- 1.1 To approve suggested amendments to Private Hire Operators' Licence Conditions allowing the receipt of bookings by text messages or e-mail.

SUPPORTING INFORMATION

- 2.1 At the last meeting of this committee, a report was presented to members detailing novel methods for customers to use text messages or e-mails to make a booking with a private hire operator.

Members agreed to request the Director of Environmental Services to report back to the next meeting of this committee with recommendations for amendments to the Private Hire Operators' Conditions.

- 2.2 The Local Government (Miscellaneous Provisions) Act 1976, which sets out the legal requirements for private hire operations, allows licensing authorities to produce licence conditions which must be adhered to by licence-holders. This authority has licence conditions for private hire drivers, vehicles and operators. The operators licence conditions contain requirements for how bookings must be recorded and what information must be included. The current requirements are set out in Appendix 2 and the proposed conditions are presented in Appendix 3.

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Background papers:	None
List of Appendices:	Appendix 1 Implications Appendix 2 Existing Private Hire Operators' Condition 11 Appendix 3 Proposed Private Hire Operators' Condition 11

IMPLICATIONS

Financial

1. None

Legal

2. None.

Personnel

3. None

Equalities impact

4. The new booking methods provide a wider range of options for all Derby's citizens, and texting provides particular benefits to customers with hearing difficulties. The Council's licence conditions provide safeguards for all private hire customers and drivers.

Corporate priorities

5. Taxi Licensing contributes to the priority of **delivering excellent services, performance and value for money.**

EXISTING PRIVATE HIRE OPERATOR CONDITION 11

RECORD OF BOOKINGS

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

PROPOSED PRIVATE HIRE OPERATOR CONDITION 11

Record of bookings

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