

Appendix 11

Question 8 – Do you agree with the proposed changes to the condition in relation to the recording of bookings by private hire operators?

Summary of DfT requirement and reason: -

Section 56 of the [Local Government \(Miscellaneous Provisions\) Act 1976](#) requires private hire vehicle operators to keep records of the particulars of every booking invited or accepted, whether it is from the passenger or at the request of another operator.

Licensing authorities should as a minimum require private hire vehicle operators to record the following information for each booking:

- the name of the passenger
- the time of the request
- the pick-up point
- the destination
- the name of the driver
- the driver's licence number
- the vehicle registration number of the vehicle
- the name of any individual that responded to the booking request
- the name of any individual that dispatched the vehicle.

This information will enable the passenger to be traced if this becomes necessary and should improve driver security and facilitate enforcement. It is suggested that booking records should be retained for a minimum of six months.

Current requirements and proposed requirements: -

Currently licensed operators are required to complete records of their bookings, the existing requirements are as follows:

An Operator shall keep a true and accurate record of every booking of a Private Hire vehicle invited or accepted by him. The record shall be kept on computer or in a suitable book with consecutively numbered pages. Before each journey commences the Operator shall enter therein:-

- i. The place at which the booking was received and the date and time thereof

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- ii. The name of the hirer
- iii. Whether the booking was made by telephone, personal call or other means (to be stated)
- iv. The address or other place from which it is to commence, the address or place of destination and the requested time, if any, for the journey to commence
- v. The plate number of the vehicle to be used for the journey
- vi. The name of the driver undertaking the hiring

If a computer is used it must be connected to a printer at all times in order that records can be printed on demand of an authorised officer of the Council, a police constable, or a police community support officer. The records must not be able to be retrospectively altered in any way.

The proposed changes to the existing requirements are shown below:

An Operator shall keep a true and accurate record of every booking of a Private Hire vehicle invited or accepted by him. The record shall be kept on computer or in a suitable book with consecutively numbered pages. Before each journey commences the Operator shall enter therein:-

- i. The place at which the booking was received and the date and time thereof
- ii. The full name of the hirer and the contact number used to make the booking
- iii. Whether the booking was made by telephone, personal call or other means (to be stated)
- iv. The address or other place from which it is to commence, the address or place of destination and the requested time, if any, for the journey to commence
- v. The plate number of the vehicle to be used for the journey
- vi. The name of the driver undertaking the hiring and the booking record clearly identifies the plate number and registration number of the private hire vehicle used and the badge number of the private hire driver for every journey.
- vii. The name of any other individual that responded to the booking request.

If a computer is used it must be connected to a printer at all times in order that records can be printed on demand of an

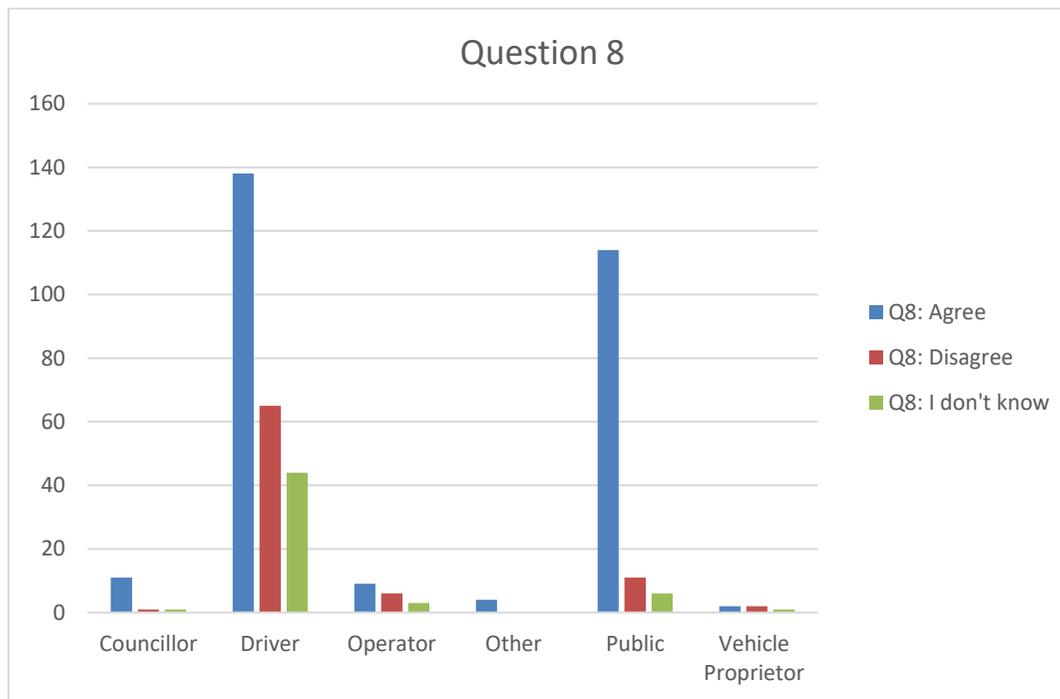
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Yes, I agree – 278 respondents (66%)

No, I do not agree – 87 respondents (21%)

I do not know – 55 respondents (13%)



<u>Summary of repeated/similar additional comments</u>	<u>Council response</u>
Members of the public hesitant to provide their personal details/it's not practical	The requirement to ask for details is already a condition of all operator licences.

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Will help to protect passengers and drivers	It is a matter for consideration for members.
Needs to be GDPR compliant	It is a matter for consideration for members.