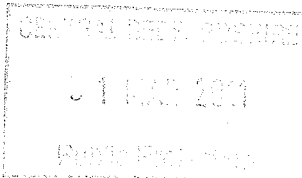


B



Flitwick, 30 March 2011.

Ms Margaret James
Licensing & Enforcement Officer (Public Protection)
Central Bedfordshire Council

Dear Madam,

Hackney Carriage & Private Hire Licensing

30 MAR 2011

CB - PRIORY HOUSE

Reference your consultation document GEN.MEJ of December 2010 addressed to All Hackney Carriage & Private Hire Operators/Proprietors/Drivers soliciting their views on various matters. We, the Licence Holders operating from Flitwick Railway Station, state as follows:

We are of the firm opinion that the current Central Bedfordshire policy for taxis needs urgent change to permit a proportion of non-wheelchair accessible vehicles. The reason being the cost involved in change over in the current financial meltdown environments and its affordability by the licence holders. Consequently, there may not be increasing demand for wheelchair accessible vehicles for some time to come. In our practical experience we have come across people who do not always find their journey in a wheelchair accessible vehicles always comfortable. They would prefer to travel in a vehicle which meets the needs of a broad range of disabled people using hackney carriages and/or private hire cars.

We are fully in favour of changing the condition of not allowing issue of three year driver licences. There should be a choice of one, two or three years. The amount of bureaucracy involved is the same.

Advertising on Hackney Carriages

We concur with Council's resolution of allowing suitable advertisements which general public do not object. Our trade should also be part of a set up to prepare guidance on acceptable advertisements.

Taxi & Private Hire Forums

We note the lack of interest and attendance in the above forums. Before we embark upon the idea of web site, it is better to find out the reasons thereof. Exchange of views in person is much better than looking at a laptop screen.

Equalities Act 2010

Looking at the response in respect of Taxi & Private Hire Forums, it is high time that Operators/Proprietors/Drivers are made aware of the vital requirement of the Equalities Act provisions in regard to needed assistance to wheelchair users. The drivers need to be aware that it is advisable and lawful to treat a disabled person more favourably than a non-disabled person in order to address their

PTO

special needs. Central Bedfordshire Council should undertake steps to create and enhance awareness amongst Taxi & Private Hire trade in this respect.

We agree with the proposal of exemption for those drivers who themselves suffer disability.

As a result of restructuring of the Licensing Section, it will be a good idea of constantly relaying a repeated message on your telephone system regarding availability of staff for personal callers in this regard so that people get used to it. Proprietors etc. at their end should display the changed schedule for their drivers information.

Yours faithfully

(V. MOG KUMAR DOYHA)

Plate No.2226

123 COVENTRY ROAD
BEDFORD, MK40 4EN

List of drivers with their particulars enclosed

23 MAR 2011

Post Room

To

Central Bedfordshire

Lucy

DUNSTABLE

Dear Sir or madam,

Please refer to your letter dated December 2010 taking views from general public and all elderly people and also disabled people not using wheel chair. Strongly asking for car. they said they cannot get in or sit in new style E7 the disabled wheel chair access.

there for in my view it is better to have a mixed fleet rather than all having wheel chair access vehicle.

thank you.

Yours

Margaret James

To: zafar83@hotmail.co.uk
Subject: RE: License taxi department

Dear Mr Rakhman

I acknowledge receipt of your e-mail on 31 March 2011 and note your comments for which I thank you. Your comments will be taken into account when the matter is discussed at Regulation Licensing Committee later in the year.

I shall, of course, contact you again to let you know the date of the meeting but, in the meantime, if you have any further comments or queries please do not hesitate to let me know.

Yours sincerely

Margaret James
Licensing Enforcement Officer (Public Protection) dd 0300 300 5400

-----Original Message-----

From: Zafar [mailto:]
Sent: 29 March 2011 21:56
To: Licensing Enquiries
Subject: License taxi department

Abdul Rakhman
6 Beaumont road
Luton
Lu3 ant
07868664866

Plate number 2156

Margret James

I am writing to regarding my views on a mix fleet of taxis for central beds. I have worked in central beds since 1996 as a hackney carriage driver I also hold a p/h/v operators licence .

I strongly believe there is more than a appropriate number of disable access vehicles in the area. I receive a large number of complaints from the local community on the difficulty they have accessing these vehicles and the discomfort . I am willing to apply for a saloon vehicle licence as I believe this is a more practical choice.

I would like to add current saloon vehicles should have the option to be replaced for another saloon vehicle . This will maintain a good standard of fleet as well as newer cars have safer ncap ratings.

I would be happy to discuss my views further if necessary could you please confirm receipt of this email.

Many Thanks

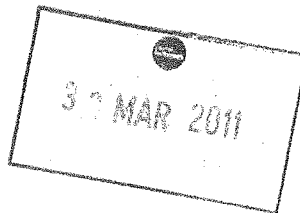
Abdul rakhman

Sent from my iPhone

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For more information please visit <http://www.messagelabs.com/email>

Mr M G Akram
14 Blenheim Crescent
Luton, Beds
LU3 1HA

Hackney Carriage and Private Hire Office
Watling House
High Street North
Dunstable
Bedfordshire
LU6 1LF



24/03/2011

Dear Sir or Madam:

Further to your letter dated December 2010 which reflect on changes to Hackney Carriage and private hire regulations in relation to the wheelchair policy I would like to address a few points:

- I would say that at the moment we have a fleet of cars where there a good mix of black cabs, euro cabs along with saloon cars which can cater for wheelchairs users and disabled people along with elderly people.
- In my experience through work most customers prefer to travel in saloon cars as they provide a much higher comfort level for customers especially when travel is over a long distance.
- The number of wheelchair users customers in our customer base is low.

I believe that the current fleet of cars available are sufficient in numbers to help and cater for a diverse range of people in relation to the Equalities Act 2010.

Many Thanks

M G Akram

Via e-mail

Mr M Saleem

3 St Winifreds

Luton

Beds.

LU3 1QT

31ST March 2011

Dear

Badge Number: 2368

I have been a licenced Mid-Beds driver a number of years, about two years ago I began to drive a E7 taxi. In those two years I have no had no more than four wheel accessed jobs and all of them where through the company I work for none of the ranks or station. Within those two years I had numerous complaints from customers about them having issues of accessing my vehicle. I was regularly had people not wanting to use my vehicle and where opting for cars that were on the rank. So in the end I have disposed of that E7 taxi and now have a saloon car but the issue I now have I can't use the rank as its only can be licenced as a private hire. How can we overcome this situation e.g. I want to licence my saloon car has a hackney carriage. I hope you can look in to this for me.

Kind Regards

Mr M Saleem

Britannia Cabs

Station Road

Harlington

Beds.

LU5 6LD

30TH March 211

Dear Sir/Madam

With reference to your letter dated December 2010, there are a number of issues we would like to bring to your attention.

Regards to vehicles, a lot of the cliental within the area we operate are of age. They find these "disabled access vehicles" very difficult to get in and out of, especially if they have mobility issue as many do. Customers are regularly complaining that these type of vehicles are uncomfortable to travel in(even new ones). People are frequently requesting we send them a standard saloon car rather than the disables access vehicles. We have had many occasions where people are refusing to get in to these vehicles and will rather wait for a saloon car or mpv. Since the introduction of these vehicles many driver have not transported a wheelchair bound passenger as there has been no demand for their service. Whilst we agree there should be availability "disabled access vehicles" at the same time the customer should have a choice of vehicles available to them .

We suggest one of the following twopolicy's.

1. Any new badge holder after 1st April 2011 must only be to licence "disabled access vehicles.
2. All drivers currently licenced must have a choice of which vehicles they want re- licence. (Subject to your age restrictions)

The above are only suggestion but I hope you will consider them, when making your final decision. I am sure us the trade can work together and come out with a solution that will benefit all party's involved. Please don't hesitate to contact us, if you have any questions.

Kind Regards

Britannia Cabs

Faruq Ahmed
22 Brunel Road
Luton - Beds
LU4 - CRX
Badge Number 2296
25th March 2011

Central
Bedfordshire

FAO - Hackney Carriage & Private Hire offices
CBC - Watling house
High st North - Dunstable - Beds

NF/LIC
9 March 2011

To whom it may concern

I'm writing in regard of the changes of regulation towards Hackney Carriage and Private Hire

I have no prejudice against wheelchair users but I believe we have enough vehicles to cater for them. I respect all rules and regulations towards wheelchair users.

As there is a mixture of vehicles I believe we can cater for the wheelchair customers & also I believe that wheelchair users are extremely low.

Most customers that I have spoken to prefer using saloon cars rather than

your
account
later in the

meeting but
se do not

black cabs.

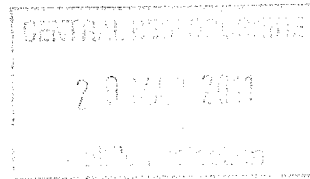
I'm hoping that any changes should be on halt and consider all the different customers.

Many Thanks

Faruq Ahmed

F

Hackney Carriage and Private Hire Office
Central Bedfordshire Council
Watling House
High Street North
Dunstable
Bedfordshire
LU6 1LF



Dear Sir/ Madam,

I am writing to you regarding changes to Hackney carriage and private hire regulations.

I respect all related rules and regulations for wheelchair access vehicles. According to my knowledge, I believe we have a big enough fleet of wheelchair access vehicles, to cater for wheel chair users.

The ratio of customers that are wheel chair users are extremely low. As for wheelchair user customers, there is a mix fleet of vehicles, hence posing no difficulties for wheel chair users to access a wheelchair accessible vehicle.

I strongly believe that we should keep a mix fleet of cars which include, black cabs, euro cabs and saloon cars. Most customers prefer to travel in saloon cars over euro cabs and black cabs

Thank you

MR AG Butt

4 Connaught Road
Luton Beds.

H/c Plate 2150

Hackney Carriage and Private Hire Office
Central Bedfordshire Council
Watling House
High Street North
Dunstable
Bedfordshire
LU6 1LF

34 Lincoln Road
Luton
Bedfordshire
LU4 8HD

Dear Sir/ Madam,

I am writing in response to a letter I received, regarding changes to Hackney carriage and private hire regulations, and asking for my consultation and views.

As a hackney carriage driver in Central Beds, I respect all related rules and regulations for wheelchair access vehicles. According to my knowledge, I believe we have a big enough fleet of wheelchair access vehicles, to cater for wheel chair users.

In all my experience as a hackney carriage driver, I have yet to come across a wheelchair access customer, hence the ratio of customers that are wheel chair users are extremely low. As for wheelchair user customers, there is a mix fleet of vehicles, hence posing no difficulties for wheel chair users to access a wheelchair accessible vehicle.

I strongly believe that we should keep a mix fleet of cars which include, black cabs, euro cabs and saloon cars. Most customers prefer to travel in saloon cars over euro cabs and black cabs. As these are smaller and more comfortable for non wheelchair users.

I hope my opinion and views will be taken into consideration.

Thank you

ain

Hackney carriage plate: 2216

Redd 21/3/11

To. Central Bedfordshire Council
High Street North
Dunstable
Beds
LU6 1LF

Date 15th December 2010

CONSULTATION

Dear Margaret

With reply to your letter dated December 2010.

1 WHEELCHAIR POLICY

We at Connection Chauffeur Services Ltd, Feel that there are sufficient vehicles Already available to the disabled people of Central Bedford shire, there is dial a ride service, Ambulance service for the hospital. Plus a number of taxi's and some private hire vehicles. If the council make this compulsory are the council going to help fund the cost of replacing these vehicles.

2 LICENCES

As with most of the current conditions these adopted by this council are with this old mid beds conditions and not on the side of the old south beds, As for the deletion of the three year licence this was done only to increase Revenue at a Cost to the trade and put funds in the council bank account, This should be reinstated with immediate effect at a low cost

3 ADVERTISING ON ALL VEHICALS

We feel that a total ban on all advertising on taxi's and private hire vehicles Advertising on taxi's make it looks unsightly and can cause a lot of complaints from the general public

4 FORUMS

I feel that these should be on a Quarter basis with a set agenda that is draw up from points that has risen from complaints or changes made by the council And state that a set number need to attend to carry out this meeting

5. Equalities act 2010

This act is an open can of worms as always you can only satisfy a certain number of disabled, certain people use this legislation about discrimination, and relate to their own disability and will complain every time.

You will find that all taxi's and private hire drivers alike will always ensure that assistance is given to these people and will always help with wheelchairs.

I have watched this with interest as myself I am disabled and find at times it is difficult to get in some vehicles,

6 Personal Callers

Have spoken to a number of drivers we feel that the change and the restructuring amounts to a loss of the personal attention to us in the trade And a cut back to the licensing department at Dunstable it is time for us at this end on the council to make our feeling known as the old mid beds councillors are calling the tune and everything is done at chick sands.

Yours sincerely

Howard R Killick

For Connections Chauffeur Services Ltd

Margaret James

To: Chris SAPSFORD

Subject: RE: Consultation Paper - Your Ref GEN.MEJ

Many thanks for your views Chris

Margaret James
Licensing and Enforcement Officer (Public Protection)
0300 300 5400
x 75400

From: Chris SAPSFORD [mailto:chris.sapsford@ntlworld.com]

Sent: 31 December 2010 15:26

To: Margaret James

Subject: Consultation Paper - Your Ref GEN.MEJ

Hi Margaret

Received Dales license in the post thank you.

Regard Taxi / PH Licensing Consolation paper recently circulated. Although new to the business, my views are as follows.

Regard monthly forums. I agree some sort of web forum sounds really useful. I am not surprised the monthly meetings are poorly attended.

Duration of licenses. I agree twelve months does seem a very short duration in the scheme of things. Three years being a more practical duration and will no doubt cut down a great deal of administration by the council.

Wheelchair access. I would anticipate any government review would strongly endorse equipping the majority of taxi/PH for wheelchair access.

My only thoughts are in line with what I believe some within the trade are suggesting with regard VAT relief, to encourage the adoption of these conversions.

I have ordered wheelchair access for our new vehicle at a great cost, which is still subject of VAT in its entirety!

I do not think access should be mandatory, but some other encouragement should be given (i.e. VAT relief).

The lack of wheelchair access will of course limit that vehicle owner (or companies) customer base, to the benefit of those who have had the work carried out!

Regards

Chris

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04/01/2011