

Burton, Matthew

From:
Sent: 02 December 2020 12:28
To: Burton, Matthew
Subject: [UNCLASSIFIED] RE: Taxi Policy Consultation Closed

[Classification: NULBC UNCLASSIFIED]

Hi Matt,

As we only had one respondent, so I'll just paste the response below.

Do you agree with the contents of change J?

Strongly agree (-)

Agree (-)

Neither agree nor disagree (-)

Disagree (1)

Strongly disagree (-)

As a result of Uber utilising a computerised booking and dispatch system, records are made not by an individual but instead by a computerised system. We expect this to be the case for many other operators currently using computerised systems and also for additional operators on an ever increasing basis. As a result of this, our feedback is to amend requirement in relation to record keeping (Operator conditions, page 75) which states; the name of the individual that responded to the booking request the name of the individual that dispatched the vehicle The amendment should aim to clarify that recording the name of the person making the record only applies in instances where bookings are not taken by computerised systems. The same would apply for our dispatch systems and as a result make the same recommendation in that respect. We also note that a similar amendment would be required on page 33 of the policy document, under 3.5.9; Operators must keep records in accordance with the conditions attached to their licence. Such records must be available upon request from an authorised officer of the Council or a police officer. Under the conditions the operator is required to keep a number of different forms of record namely: Booking records (to include which member of staff took the booking); Many thank

Private hire operator | [@uber.com](mailto:info@uber.com)

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From: Burton, Matthew <Matthew.Burton@newcastle-staffs.gov.uk>

Sent: 02 December 2020 10:27

To: H

Subject: Taxi Policy Consultation Closed

Hi

I was wondering if you could tell me how many responses we'd had to the consultation that closed yesterday, and then when you may have time to produce a summary/report of the results?

Thanks,

Matt

Matt Burton

Licensing Administration Team Manager

Newcastle-under-Lyme Borough Council

www.newcastle-staffs.gov.uk

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