

FOI 544/2016

REQUEST AND RESPONSE

(1) Does your Council permit private hire operators to use IVR telephone systems to accept bookings for a private hire vehicle?

This is down to the individual operator on how they would accept bookings to be made. This authority has no policy in place as to what systems they should use if they want to use them nor is there any policy to say that they are not permitted to use them.

(2) If the answer to (1) is 'yes', does the Council permit the IVR telephone system to offer a caller the opportunity to select a journey from either: (a) only a series of pick-up points or (b) by specifying a series of full journeys with the pick-up and destination locations?

Any bookings taken by an operator needs to comply with the requirements listed on the operator licence

(3) If the answer to (1) is 'yes', since when (an approximate date will be acceptable, if a precise date is neither known or readily identifiable from records) has the Council allowed the use of IVR telephone systems?

See No 2

If it is the case you specifically prohibit use of such a system, could you also let me know that; and finally could you provide me with a copy of your current Private Hire operator license conditions?

Operator conditions attached as requested