



Licensing
Torbay Council
Town Hall
Castle Circus
Torquay
TQ1 3DR

Dear Sir/Madam

Please see a brief description for Babbacombe Cars below:

We are a well established Licensed Private Hire Company, having built the business over the past 30 years of ownership we have been able to provide a High Class Luxury Transport Service for Local & National Businesses and Private Clients, ranging from Corporate Hire to full Chauffeur Service, the vehicles currently in use include Mercedes S Class Limousine (4 passengers), Mercedes E Class Saloon & Mercedes Benz Viano (7 passengers), which are all maintained to a very high standard.

All drivers have undertaken additional training to improve the quality of service they are able to give to their passengers and have achieved qualifications above and beyond that required of a driver, notably The British Chauffeurs Guild (London), The Institute of Advanced Motorists, Drive and Survive and EDEXCEL Level 2 NVQ in Road Passenger Vehicle Driving.

All of my drivers are required to wear a suit for day work and Chauffeurs uniform when requested by the client.

Our client base is all on account (no cash is taken by the chauffeur) and our services are not typical of the everyday Private Hire services. A specific category for Chauffeur Services needs to be established to cover our more specialised facilities.

The proposed Livery Policy would be totally unsuitable for our type of business, this proposal has been put to our clients and the response has been a resounding NO.

Typically, Chauffeur Vehicles are either Black or Silver with no livery this is done so as not to draw attention if dignitaries or VIP's are in transit. Our vehicles are all Silver to cover Weddings and Special Occasions, where Black is not preferred.

I risk losing some if not ALL of my clients, who will source their transport elsewhere outside the Torbay Area. I think we are the only Qualified Chauffeur Company in Torbay currently and any benefits to the area for this Quality of Service would be lost to outside businesses!

The attached list points out my comments on your DRAFT PROPOSAL.

Feel free to contact me by return of email or personal telephone

Yours sincerely



2.6 I believe the present standard is Euro6 which is set by the EU currently, is this back door way of charging more for licensing? I don't see what a license fee has to do with environmental issues. Surely encouragement to use environmentally friendly vehicles is a good thing but not by punishing those who are currently unable to purchase such vehicles as the technology doesn't provide a suitable vehicle for the business requirements.

2.8 Our business is providing Executive and Chauffeur Driven Transportation to Business and Private Clients, we are asked specifically by our clients to provide our vehicles unmarked (no signage!) which within the Chauffeur Community is a normal requirement.

14.7 You have stated that a vehicle in "Exceptional Condition" may extend its license beyond the maximum age limit (I assume you are referring to the 10 year limit?) Who decides this and what are the requirements?

14.9 What is meant by "novelty vehicles" and does this mean that these vehicles can be used for day to day work?

14.14 Where is the approved testing station? Will there be a list of authorised inspection sites, and will there be a fixed rate for this service?

14.23 Does this mean that all vehicles will require an MOT at first licensing and every year after, unless the vehicle is less than 12 months old?

14.24 surely with reference to 14.7 the maximum 10 year replacement is not definitive. So surely the last line should say "unless deemed to be in exceptional condition and approved for an annual extension by the Licensing Committee"

14.25 This looks like an additional annual cost for the proprietor, if the vehicle has a current MOT and is deemed safe for use on the highway why do you require another inspection? Why is an annual inspection by licensing officers at the point when the new licence is affixed to vehicle not brought back?

14.27 Who decides that a vehicle requires a vehicle inspection, would there be a right to appeal if it is felt that the inspection is unjustified?

14.29 Is there a time scale within which the vehicle must be submitted for inspection?

14.33 Would it not be better to try and educate the public in the difference between Hackney and Private Hire vehicles, if members of the public are looking to hail a Taxi surely the roof sign should be adequate. In my experience most service users are completely unaware of the difference between Hackney and Private Hire, adding more signage and coloured panels will just help to confuse even further, a poster campaign throughout the bay would be an excellent way to educate.

14.39 As previously stated our service is Executive / Chauffeur based, any signage to our vehicles would seriously affect our ability to provide this level of service, would you like your Wedding vehicle to arrive covered in signage!

14.40 (please see above 14.39) permanently affixed signage would be utterly inappropriate for the services supplied by us.

14.42 I believe an exemption should be available for operators who can provide evidence that signage will affect their business.

14.47-14.49 We have operated with Silver Vehicles for over 15 years as it is a colour which is best suited to looking clean at all time, Black and White vehicles are the hardest to keep looking smart and tidy. Wrapping panels will after a few years begin to look tatty and likely to fade with the wonderful Torbay weather!

15.3 Who would carry out a compliance Test?

15.6 Does this mean we will be required to have 2 vehicle inspections every year (one at the license renewal and a second 6 months from then)? Ref 14.25!

15.8 Surely this is a copy of 15.6 but just for vehicles over 8 years of age!

16.4 Is there a right to appeal? Otherwise we have no control over how our businesses are controlled.

17.2 Is this a new thing, who sets the rates for this.

Appendix C

4.1 How do we get Licensing Authority approval for computer records?

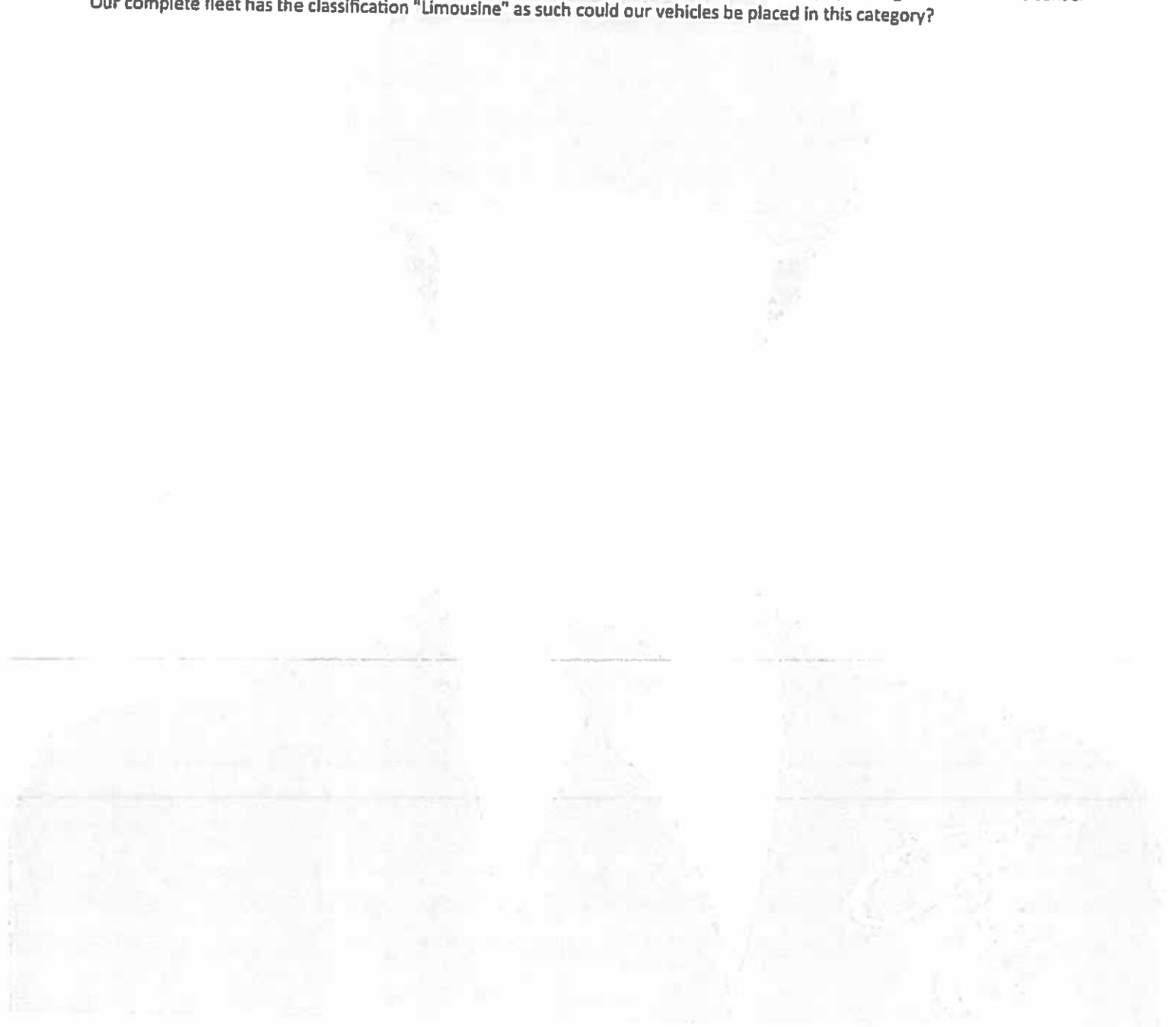
Appendix D

Livery Policy / As previously stated a colour livery would seriously affect our ability to provide our services to our clients!

Appendix E

Why does the Limousine Licensing Policy only incorporate Stretched Limousines?

There is currently only 1 Stretched Limousine operating in Torbay and I believe it is currently operating under a VOSA License. Our complete fleet has the classification "Limousine" as such could our vehicles be placed in this category?



Babbacombe Cars

