

**From:** Michael Waring [REDACTED]  
**Sent:** 20 July 2010 12:30  
**To:** licensing  
**Subject:** Taxi Enquiry-Luggage space. FROM MICHAEL WARING H.V.270

Dear Sir/Madam,

Please could you clarify whether a Hackney carriage needs to provide adequate luggage space for the number of passengers it is licensed to carry as I understand that it does? If so please could you tell me what loopholes owners are using to get away with not providing adequate luggage space? I ask this question following an embarrassing incident that has just happened on the railway station.

20/07/10.  
10.00 AM.

I have just dropped a passenger off at county side when as the passenger was paying me a man asked me if I could do six up to the uni. I noticed they all had suit cases or rucksacks, I looked over to the line of waiting taxis and none of them were multi-seaters, so I invited the party to get in the taxi. As I got out to open the tailgate to put the luggage in, a taxi driver from a blue Doblo shouted over that he was a 6 and he could take them as he was in line proper on the rank. I apologised for my error and then had to ask the passengers to get out of my taxi and direct them to the blue Doblo. I was asked by one of the men whether they would all fit in there as they had a lot of luggage, to which I replied that he was the next multi-seater in line for a job.

I then left the station feeling rather embarrassed for the passengers squeezing themselves into a nothing more than a sardine can, luggage on their knees, as there's no boot space as it's taken up by seats to make it a six-seater.

Lancaster railway station is the first experience that many travellers have of the city of Lancaster and to be squeezed into a taxi with no luggage space in my opinion does not do the city proud at all. **I would also like to state that there was no malice from the other driver and he understood my mistake in thinking he was not a multi-seater.**

\_THANK YOU VERY MUCH AND I AWAIT YOUR RESPONSE.

M.WARING.

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20/08/2010

**Peck, Wendy**

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**From:** Michael Waring [REDACTED]  
**Sent:** 20 July 2010 14:43  
**To:** Peck, Wendy  
**Subject:** RE: Taxi Enquiry-Luggage space. FROM MICHAEL WARING H.V.270

Dear Wendy, thank you for responding so quickly to my enquiry. I am more than happy for you to present today's incident to the LRC, when you next meet. Glad to have been of assistance.

Regards  
Michael Waring.

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**Subject:** RE: Taxi Enquiry-Luggage space. FROM MICHAEL WARING H.V.270  
**Date:** Tue, 20 Jul 2010 13:55:56 +0100  
**From:** wpeck@lancaster.gov.uk  
**To:** [REDACTED]

Thanks for this enquiry, as it is very relevant. I have included in the new Rules and Regs document, that has just been out for consultation, that vehicles must be able to carry one piece of luggage per passenger it is plated for. This is to overcome this ridiculous problem in Lancaster, whereby extra seats are being crammed into what should be luggage space. This proposal of mine has met with some opposition from certain members of the trade and a certain vehicle supplier. The document will be going back before the committee in September for finalisation. There is a Byelaw that states a hackney carriage should be able to carry a reasonable amount of luggage, however it doesn't specify what is reasonable. Most reasonably minded people would not need to be given exact figures and measurements, however it appears that many in the trade do require us to be more prescriptive. I am not happy with the situation as it stands at the moment and I am doing everything that I can to rectify it. I would be grateful if you would permit me to use your correspondence, when presenting this back to the LRC, as you are quite right when you say that a lot of visitors first impression of Lancaster could be a very negative one of being squeezed into a 4 seater taxi with 2 extra seats crammed into the 'boot'. I think we can both agree that it would be good to present our Taxis and our drivers as a professional service, and something that we can be proud of and not embarrassed by.

Kind Regards

Wendy