



Service Provision Agreement For Companies Carrying Out The Testing of Taximeters in Private Hire Vehicles

Submitting a proposal to be included as an authorised tester of private hire meters for Manchester City Council.

The proposal should be in writing and should contain written information, supported by documentation ie printed company literature, technical certificates as to how the proposed service provider will provide / comply with the following:

In seeking to be an authorised tester for taximeters service providers must be able to demonstrate that they can comply with the criteria contained on the SPA.

Please read the document carefully and write your responses in the space provided under each section.

1. Service provision

- 1.1 The Council will expect service providers to offer a good customer service and require the following key objectives to be met:
- a. The delivery of a high quality, professional service
 - b. All elements of the service are customer focused
 - c. The service is assessable and responsive to customer demand
 - d. A choice of payment methods is provided
 - e. The service is reliable and timely
 - f. Standards are applied consistently and fairly
 - g. The service provided is conducted in an appropriate environment; which is suitable and inclusive to all vehicle drivers or owners and includes where appropriate provision for disabled owners/drivers
 - h. The service cost should be effective
 - i. That the identity of the vehicle can be confirmed
 - j. Ensure that a sufficient booking system is in place

Please write below how you will fulfil the above key objectives:
a.
b.
c.
d.
e.
f.
g.
h.
i.
j.

2. Resources for taximeter testing

- a. A suitable environment and equipment
- b. Appropriately skilled or qualified personnel to deliver the service
- c. Integrity and accuracy of the device (or devices) used to test the meter
- d. Any required insurance provision

a. Do you have a suitable work environment	Yes		No	
Additional comment				
b. Do you have appropriately skilled or qualified personnel	Yes		No	
Please give details of persons and skills or qualifications				
c. Integrity and accuracy of devices				
Please detail devices used for the meter testing and attach documentation which provides evidence of service and calibration				
d. Insurance provision				
Please detail insurance provision and attach certificates as appropriate				

3. Sustainability

- 3.1 The Council committed to reducing the City's CO2 emissions, and to promote sustainability and will require service providers to:
- a. Provide written documentation or assessment of how sustainability, (including reducing CO2 emissions) forms part of their operation or
 - b. A written assessment of how they will look to consider sustainability in their future plans

**Please provide written documentation as requested above

4 Functional assessment of taximeter

- 4.1 Each meter shall be operated following the manufacturer's instructions to ensure that all features of the meter are operating correctly. Such tests shall include the correct operation of the following:
- a. Lights indicating 'FOR HIRE', 'HIRED' and 'STOPPED' operating positions;
 - b. 'EXTRAS' button and display;
 - c. Totalises;
 - d. Fare display;
 - e. Modes;
 - f. Date and time.

Please indicate that you are capable of carrying out the functional assessment of a taximeter as detailed in a-f above.

4.2 Performance tests

- a Each meter shall be tested for accuracy and distance using a suitable test rig.
- b Pulses shall be injected to the taximeter to simulate the distance covered to the first, or other agreed change in fare.
- c If a time test is to be conducted, the duration will take the meter to a suitable change in fare.
- d The taximeter clock shall be correct to within 3 minutes. This shall be verified by reference to a suitable time source.

Please indicate that you are capable of carrying out the performance tests of a taximeter as detailed in a-d above.

5. Information to be maintained

- 5.1 The service provider will be required to maintain information in relation to the taximeter tests that have been provided and release this information as and when required by the Council or a representative of the Council [authorised officer] or a Police Constable. The following information is the minimum that should be maintained.

- o Number of taximeter tests undertaken
- o Date time of individual taximeter test
- o Vehicle make model and registration number of vehicles tested
- o Monthly/ annual reports which include above
- o Copies of issued testing certificates with attached copy tariff

Please indicate that you are capable of maintaining information as detailed above:

6. Taximeter Testing certificate

6.1 Every vehicle driver/owner will be supplied with a certificate, which includes the following information:

- o Certificate serial number [a unique prefix will be provided to service providers by the Licensing Unit, following their approval as taximeter testers]
- o VRM/index number
- o Vehicle chassis number
- o Taximeter make and model
- o Taximeter serial number
- o Mileage
- o BSI or notified body year, month seals

- o Other seals fitted, transducer, gearbox, splitter box
- o Tariff charged [copy to be attached to certificate]
- o Tariff changed, tariff correct
- o Auxiliary equipment fitted, [printers]
- o Declaration from taximeter tester, which includes name, date of test and signature
- o Stamp of company which gives name, address and contact details

** Please attach a copy of your current certificate

7 Submission of proposals

- 7.1 Proposal can be submitted for the attention of the Principal Licensing Officer [Taxis] by
post to ; Licensing Business Unit, PO Box 271, Manchester M18 8YU
or e-mail to
taxi.licensing@manchester.gov.uk

There will be an opportunity for suppliers to agree improvements, where they fall short of the SLA criteria