

REPORT FOR MANAGERS DETERMINATION

NAME: Cab My Ride Ltd.

DATE OF REPORT: 07/04/2021

LICENSED SINCE: April 2010

RELEVANT HISTORY:

02/09/16

Complaint that CMR have been soliciting WQ drivers to take CMR jobs by 'logging off on break so no one will know'

Noted for info.

nfa

30/11/17

Complaint/allegation that CMR have been using false accounts to give aero drivers 'the runaround' by creating false bookings

No credible evidence received. Cabmyride emailed advising and operator must remain fit and proper, if evidence to the contrary is received we would be dutybound to consider their licence.

Advice given

05/04/18

not registered with ICO, not able to delete data. Cars unmarked and changing not on meter and too much.

Will be using licensed vehicles. Fare will be less than SCC fare chart on APP. Advice passed on re ICO registration to Cab My Ride. Email sent to complainant.

05/04/18

Complainant is a TfL licensed driver with a TfL Vehicle HX65 NZE. Came into EBC offices for enquiry. Said he was operated by Cab My Ride. Has no other operator or operator licence. Cab My Ride has no TfL licence.

Visited operator. Not operating this PH. Has uploaded the app but not activated as not SCC or NFDC.

NFA

16/07/19

Downloaded app. Appear to charge a premium for wheelchair accessible vehicles. This is in or outside the city boundaries.

Written warning sent recorded delivery

28/09/20

Following drivers complaints regarding posts made on social media by Harjit SAHOTA, Harjit received a 2 week suspension. Operator to receive a written warning.

Written Warning

REPORT SUMMARY:

An email was received on 25/02/2021 from SCC transport team advising that, following a complaint from a parent that a PHD (Mr Hamidi) had been transporting minor passengers for three months in a vehicle (FY11 CYX) which has not been licensed since November 2020. In addition it was noted that the vehicle had suffered accident damage to the rear.

CabMyRide (CMR) had been immediately contacted on the matter who arranged a replacement driver and vehicle. CMR has been the operator for all jobs undertaken by Mr Hamidi since the vehicle licence expired.

I emailed CMR on 01/03/2021 asking for initial comment. They responded the same day stating, in summary, that Mr Hamidi failed to notify them of the accident damage and that his licence had expired. They state that it was Mr Hamidi's contractual responsibility to notify them and that they have now let him go. They advise a 'lockout' feature will be added to their system asap (CMR's response is attached)

I called Mr Hamidi on 03/03/201 to gain his initial comments on the matter with regard to CMR's involvement. He responded that although he took some responsibility, CMR had failed to remind him that his vehicle licence had expired.

Mr Hamidi had undertaken in excess of 400 jobs through CMR since his licence had expired.

I wrote to CMR on 4/3/21 advising that their PHO licence was being considered for suspension or revocation. This was on the grounds that through apparent negligence on their part, an unlicensed and therefore uninsured vehicle had been used persistently to carry members of the public.

CMR responded via a solicitor on 12/03/21 stating they do not accept that negligence was shown on their part but lay the blame with Mr Hamidi. They do mention that future safeguards are being put in place to avoid any repeat of such an incident.

Mr Hamidi was also having his licence reviewed and was written to asking for formal comment. In his formal response Mr Hamidi stated –

***Mr. Boniface*

It seem as CABMYRIDE have thrown me under the bus to save themselves from their responsibilities and from their wrong doing. As I mentioned this to you over the phone, I was altered by the parent of kids that I take to school that my license had expired. Then a few hour later, I received a message from CABMYRIDE (CMR) asking for a picture of my plate. Before I could respond, which was about 2 hours later they send me another message and told me about the complaint by the customer about expired plate. Then I contacted the council and they explained to me how to renew my plate and I started the process immediately. And that what I told CMR. I told them that I hadn't noticed my plate

*was expired and that I was in the process of renewing it. And they said okay. I never give them the impression that a plate was ready for me. I told them I was in the process of obtaining one. **CMR never checked any of documents. Only when I sighed up with them they asked for my badge number, driving license, when my license expired and asked when my insurance expired. Never again they asked for update on any other documents.***

*When I was working in London for Uber they would remind to notify me of any expired documents or when a document came near it's expiration date. ***

The part highlighted in bold was of significant concern so CMR were written to again on asking for further formal comment on the Mr Hamidi's statement. CMR stated the following in response to that comment on 19/03/2021 again via a solicitor –

Cab My Ride LTD has requested us to respond to your email of 15/03/21.

CMR does not accept the highlighted comments of the driver.

The driver joined them on 21/08/20. Both his documents and his vehicle were checked/inspected at that time and found to be in order. The documents included his licence, vehicle licence and insurance, MOT and tax which were all manually inspected and later copied and held on file.

No further checks were necessary for this driver until shortly before renewal of his driver's licence on 30/11/20. CMR's usual renewal checks were not undertaken as their systems were down and the office was closed due to Covid-19.

Arjan Sahota of CMR called by phone to suggest I visit the CMR office and view their updated software systems and processes which would assist with preventing future issues. In light of the Pandemic I suggested the CMR detail their new safeguards by email. This was agreed and 2 further submissions were made of behalf of CMR detailing their new system.

LIST OF ATTACHEMENTS

- Initial complaint and response from CMR
- Job list completed by unlicensed vehicle
- Supporting evidence letter dated 4/3/21
- CMR response dated 12/03/21 (REP1)
- Hamidi response making allegation against CMR dated 11/3/21
- Additional response from CMR following invite for extra comment (REP 2) dated 19/3/21
- 2 emails from CMR (system1 + system2)