

Response to Request for Information

Reference FOI 000564
Date 01 November 2016

Interactive Voice Recognition - (IVR) Telephone System – Private Hire Vehicles

Request:

FOI request for information about use by private hire operators of IVR (Interactive Voice Recognition) telephone systems

As the licensing authority for hackney carriages and private hire licensing, can you please answer the three following questions:

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

In response to your request, we can confirm City of Wolverhampton council has no formal policy regarding the use of IVR telephone booking systems.