

Licensing & Regulatory Committee

Agenda

The Committee will comprise the 3 Members in bold /underlined below:

Mrs S C Gurney Chairman

Ms J L Thomas Vice Chairman

Mr A D Adams
Ms S J Catchpole
Mr R R Foulger
Mr D G Harrison
Mrs C Karimi-Ghovanlou
Mr K S Kelly
M D King
Mr K G Leggett MBE
Mr M L Murrell
Mr N C Shaw

Date

Wednesday 18 March 2020

Time

9:30 am

Place

Trafford Room
Thorpe Lodge
1 Yarmouth Road
Thorpe St Andrew
Norwich

Contact

Dawn Matthews tel (01603) 430404

Broadland District Council
Thorpe Lodge
1 Yarmouth Road
Thorpe St Andrew
Norwich NR7 0DU

E-mail: dawn.matthews@broadland.gov.uk



If any member wishes to clarify details relating to any matter on the agenda they are requested to contact the relevant Head of Service.



@BDCDemServices

The Openness of Local Government Bodies Regulations 2014

Under the above Regulations, any person may take photographs, film and audio-record the proceedings and report on all public meetings. If you do not wish to be filmed / recorded, please notify an officer prior to the start of the meeting. The Council has a protocol, a copy of which will be displayed outside of each meeting room and is available on request.

**The Chairman will ask if anyone wishes to
film / record this meeting**

A G E N D A		Page No
1	To receive declarations of interest under Procedural Rule no 8	3
2	Apologies for absence	
3	Non – Exempt Minutes of the meeting held on 20 November 2019	5
4	Matters arising therefrom (if any)	
5	(9.30am) Local Government (Miscellaneous Provisions) Act 1976 – Private Hire Vehicle Licensing	9
	To consider an application in respect of a private hire vehicle	
	A copy of the procedure to be followed is attached	7
6	Exclusion of the press and public	
	The Chairman will move that the press and public be excluded from the meeting for the remaining business because otherwise, information which is exempt information by virtue of Paragraphs 1, 3 and 7 of Part I of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, would be disclosed to them.	
7	Exempt Minutes of the meeting held on 20 November 2019	85

Trevor Holden
Managing Director

DECLARATIONS OF INTEREST AT MEETINGS

When declaring an interest at a meeting Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting. Members are also requested when appropriate to make any declarations under the Code of Practice on Planning and Judicial matters.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. Affect yours, or your spouse / partner's financial position?
2. Relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

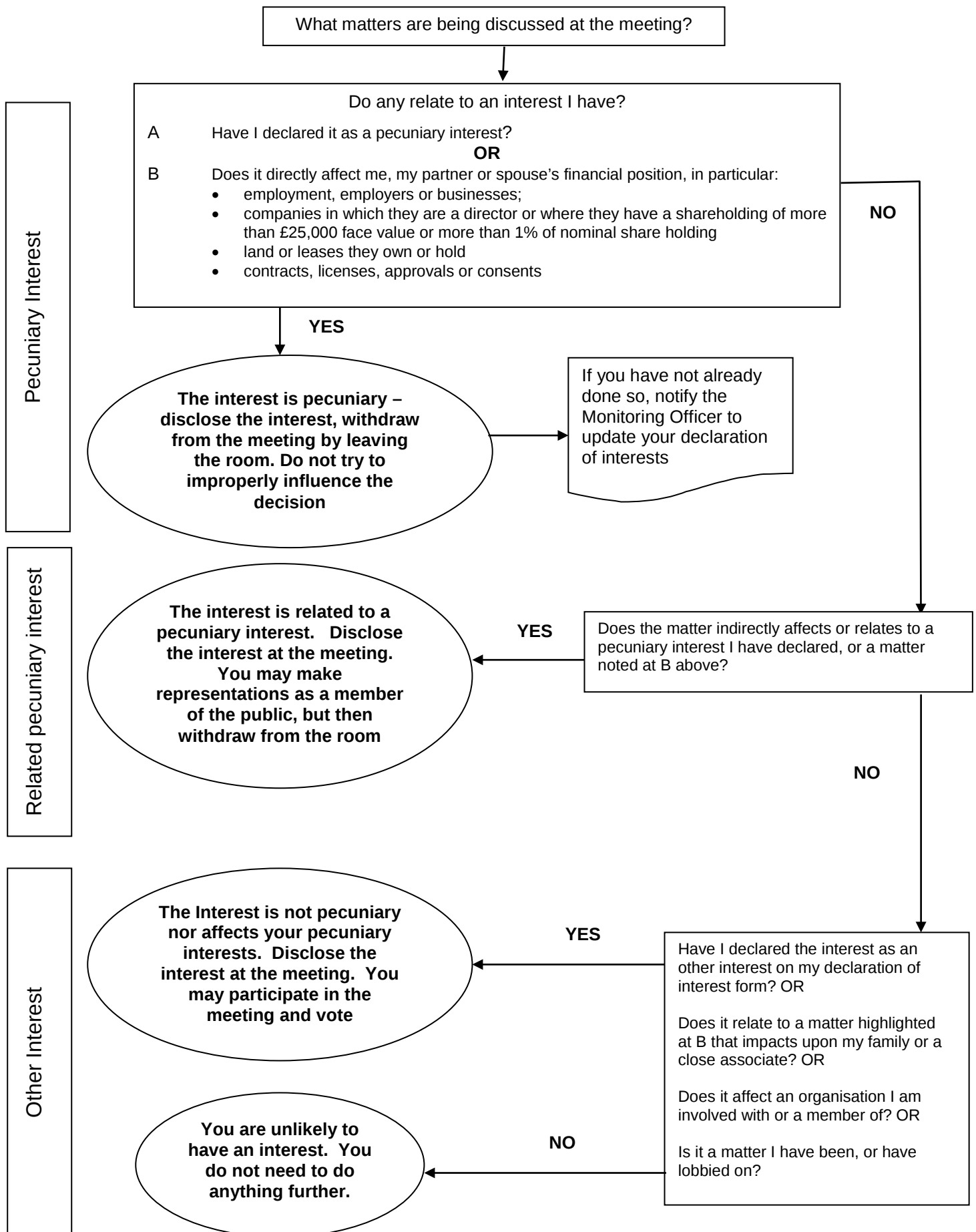
Is the interest not related to any of the above? If so, it is likely to be another interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting, and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF

PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER IN THE FIRST INSTANCE

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



Licensing & Regulatory Committee

Minutes of a meeting of the **Licensing & Regulatory Committee** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **Wednesday 20 November 2019** at **9.30am** when there were present:

Mrs S Gurney – Chairman

Mr K Kelly

Mr M Murrell

The applicants (as identified in the exempt appendix to the signed copy of these Minutes) attended the meeting for consideration of their case.

Also in attendance were Ms T Eddison (the Committee's legal advisor), the Senior Environmental Health Officer (Safety and Licensing), the Technical Officer – Licensing Enforcement (SH) and the Committee Officer (DM).

14 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED

to exclude the Press and public from the meeting for the remaining business because otherwise, information which was exempt information by virtue of Paragraphs 1, 3 and 7 of Part I of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, would be disclosed to them.

15 LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976 – PRIVATE HIRE VEHICLE DRIVER LICENSING

The Committee considered an application for a Private Hire Vehicle Driver Licence, as detailed in the exempt appendix to the signed copy of these Minutes. After due consideration, it was

RESOLVED

to

- (1) grant a licence to the applicant but for a restricted period of 6 months and that Licensing Officers be given delegated authority to extend the licence after 6 months for an appropriate period of time subject to the necessary investigations (costs for the necessary checks to be met by the applicant) to ensure that no issues of concern had arisen;
- (2) issue a written warning about future conduct stressing the need for the driver to ensure that any vehicle driven by them was properly

maintained and insured and with a further warning that should the driver be subject to any conviction (regardless of what sentence is imposed including a suspended sentence, fine, absolute or conditional discharge, Community Service Order, Probation Order, Restraining Order, disqualification of driving licence or imposition of penalty points), or any Binding Over Order or the acceptance of a Caution during the restricted period, he will be called before the Committee with a view to reviewing the licence and taking any appropriate legal action. Notification of any matter referred to above should be made by the driver to the Council in writing within 7 days of any conviction, caution or driving offence.

16 LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976 – PRIVATE HIRE VEHICLE DRIVER LICENSING

The Committee considered an application for a Private Hire Vehicle Driver Licence, as detailed in the exempt appendix to the signed copy of these Minutes. After due consideration, it was

RESOLVED

to refuse the application.

The meeting closed at 12.30pm

Quasi-judicial procedure rules - Application for a Private Hire Vehicle Licence

The Committee comprises 3 district councillors, at least two of which must be present at each hearing.

When dealing with applications, the rules of natural justice must be seen to be applied, in that the applicant must be afforded an opportunity to present their case. Thus, when determining an application, the Committee will be required to act in a judicial manner and to conduct the proceedings in accordance with the following rules.

1 Opening remarks by the Chairman of the Committee

1.1 The Chairman will introduce those present at the hearing and will ensure those present understand the procedure to be followed.

1.2 The Chairman will give a brief outline of the matter to be considered.

2 The Council's case

2.1 The Council's representative will present its case.

2.2 The Council's representative may then be questioned by the following in the order shown:

- (1) the applicant or his representative;
- (2) the Council's legal representative;
- (3) the representatives of statutory consultees (eg police, general practitioner)
- (4) the members of the Committee.

3 The applicant's case

3.1 The applicant or representative will present his case.

3.2 The applicant or representative may then be questioned by the following in the order shown:

- (1) the Council's representative and / or legal representative;
- (2) the representatives of any consultees (eg police, general practitioner), and
- (3) the members of the Committee.

4 Representatives / consultees

4.1 The representatives of any consultees present shall then each present their case.

4.2 The representatives of any statutory consultees present may then each be questioned by the following in the order shown:

- (1) the applicant or his representative;
- (2) the Council's representative and / or legal representative;
- (3) the representative of any other statutory consultee, and
- (4) the members of the Committee.

5 Closing statements

5.1 Closing statements will then be made in the following order:

- (1) The Council's representative and / or legal representative;
- (2) The representative of each of the statutory consultees, and
- (3) The applicant or his representative.

5.2 All persons present, with the exception of the members of the Committee, the advisor and the clerk, will then leave the meeting.

6 The Committee's decision

6.1 The Committee will discuss and then vote on the application.

6.2 In the event of an equality of votes, the Chairman has a second or casting vote.

6.3 During the decision making process, the Committee may seek the advice and guidance of its clerk and advisor.

6.4 All persons referred to in paragraph 5.2 above will be asked to re-join the meeting. The Chairman will announce the Committee's decision with a summary of the reasons why if the application is refused or special conditions are added.

6.5 The applicant will be provided with a full written copy of the Committee's decision within 5 working days of the hearing.

6.6 If the application is refused, the decision must state clearly the reasons why.

6.7 Where an application is granted, the Committee should, where applicable, advise the applicant if any special conditions are imposed.

6.8 Where an application is refused or the grant of a licence is subject to the imposition of any special term, condition or restriction, the applicant should be advised that he has a right of appeal to the Magistrates' Court within 21 days of receiving the written decision.

Agenda Item: 5

**Licensing and Regulatory Committee
18 March 2020**

**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT
1976 PRIVATE HIRE VEHICLE LICENSING**

Mr John Walker, 24 Century Way, Drayton, Norwich, NR8 6GZ

Report Author(s): David Poole-Gotto
Senior Environmental Health Officer (Health and
Safety and Licensing)
t. (01603) 430610 e. [david.poole-
gotto@broadland.gov.uk](mailto:david.poole-gotto@broadland.gov.uk)

Sarah Harris
Licensing and Enforcement Officer
t. (01603) 430580 e. sarah.harris@broadland.gov.uk

Portfolio Holder: Environmental Excellence

Ward(s) Affected: Not applicable

Purpose of the Report: This report details an application for a private hire
vehicle licence (PHVL).

Recommendations:

1. The Committee is **RECOMMENDED** to review and carefully consider the
information placed before it and to determine the application.

1 SUMMARY

- 1.1 This report details an application for a private hire vehicle licence (PHVL).

2 BACKGROUND

- 2.1 An application has been received from Mr Walker to licence a Tesla Model X, vehicle registration J9 NWW (see Appendix One). This vehicle is electrically powered. The vehicle would be operated by Enterprise Private Hire Limited, Private Hire Operator Licence No. 8 (see Appendix Two).
- 2.2 Section 48 of the Local Government (Miscellaneous Provisions) Act 1976 states that a district council shall not grant such a licence unless they are satisfied that the vehicle is; suitable in type, size and design for use as a private hire vehicle; and safe.
- 2.3 Paragraph 11 of the Private Hire Vehicle Policy states, “any vehicle’s suitability for licensing will also be determined by the positioning of its seating, fittings and fixtures for the ingress and egress of passengers and their safety.”

3 CURRENT POSITION / FINDINGS

- 3.1 On 22 January 2020, Mr Walker brought the Tesla in to the Council offices for an inspection by Licensing Officers. Photographs of the vehicle were taken at this time which are attached at Appendix Three. It is also anticipated that the vehicle will be available for inspection by the Committee.
- 3.2 The vehicle has been referred to Committee due to officer reservations over the emergency door opening mechanism from the rear passenger seats of the vehicle.
- 3.3 As will be noted from the photographs, the vehicle is equipped with gull or falcon wing doors. These doors are hinged from the roof and are opened by pressing a button on the interior column between the front and rear sections of the vehicle. These doors are ordinarily powered by the main vehicle battery. In the event that this main battery fails, it is understood that there is a 12 volt back-up battery which provides sufficient power to open the falcon wing doors.
- 3.4 It is further understood that in the event of both batteries failing, there is an internal emergency door release. This is operated by removing the speaker cover, pulling a release cable and subsequently pushing the door open manually.
- 3.5 Committee may wish to consider whether this escape mechanism is appropriate where the vehicle is being used on a commercial basis.
- 3.6 The Tesla Model X has undergone rigorous safety testing and has a 5-Star

Euro NCAP (New Car Assessment Programme) Safety Rating for the categories of adult occupant, child occupant, pedestrian and safety assist. Where a vehicle receives 5 stars the NCAP website states that this relates to, “overall good performance in crash protection. Well equipped with robust crash avoidance technology”.

- 3.7 Enquiries have been made with Tesla for further information in respect of the likelihood of both batteries failing and the circumstances in which this may occur. Additionally they have been requested to provide details of any safety testing which may have been carried out on the vehicle, particularly in relation to it being used in a commercial capacity. The email to Tesla is attached at Appendix Four.
- 3.8 Tesla has responded to this request for information. Their email and the web pages referred to in their email are attached at Appendix Five. Committee may wish to have particular regard to pages 25 to 29 of the Model X Emergency Response Guide.
- 3.9 Enquiries have also been made with other Local Authorities where licences have been issued to Tesla Model X vehicles. Three Councils were able to provide further information regarding the Teslas they had licensed. However in each case the Council concerned advised that they had not specifically considered the emergency door opening mechanism before issuing a licence. The licences had been granted under delegated powers and had not been referred to Committee for a decision.
- 3.10 A copy of the Council’s Private Hire Vehicle Policy and Conditions is attached at Appendix Six.

4 PROPOSED ACTION

- 4.1 The Committee, in its role as Licensing Authority, is requested to review the facts and determine whether it considers the Tesla Model X suitable for licensing as a Private Hire Vehicle.

5 ISSUES AND RISKS

- 5.1 **Resource implications** – The Council could incur costs in officer and legal representative time if a person is aggrieved by the decision of the Committee and pursues an appeal to the Magistrates’ Court.
- 5.2 **Legal implications** – There are no legal implications other than the issues detailed at 5.1 and 5.3.
- 5.3 **Equality implications** – There are human rights implications associated with this matter. The interests of the applicant have to be balanced against the interests and protection of the wider community. Any actions proposed in

respect of the application, must be proportionate to the matter under consideration, the decision making process must be transparent and the applicant must be given full opportunity to make representations. The Committee is therefore required to balance the interests of the applicant against the interests of the community and decide where the balance should lie.

- 5.4 **Environmental impact** – It is not anticipated that there will be any environmental impact as a result of this report.
- 5.5 **Crime and disorder** – It is not anticipated that there will be any crime and disorder impact as a result of this report.

6 RECOMMENDATIONS

- 6.1 The Committee is **RECOMMENDED** to review and carefully consider the information placed before it and to determine the application.

Nick Howard
Assistant Director - Regulatory

Appendices:

- 1 Copy of application documents
- 2 Copy of the Private Hire Vehicle Operator Licence
- 3 Photographs of the Tesla Model X
- 4 Copy of email to Tesla
- 5 Copy of response from Tesla, including print outs from website
- 6 Copy of Council's Private Hire Vehicle Policy and Conditions

MOT test certificate

① Vehicle identification number

5YJXDCE46GF025352

②a Registration number ②b Country of registration

BA66JLX **J9NWW** **GB**

Make and model

TESLA MODEL X

⑤ Vehicle category

M1

④ Mileage

21,446 miles

Mileage history

21,346 miles

14.01.2020

⑦ **Pass**

Monitor and repair if necessary (advisories)

- Brake disc worn, pitted or scored, but not seriously weakened Front [1.1.14 (a) (ii)]
- Brake pad(s) wearing thin Front [1.1.13 (a) (ii)]

③b Date of the test

17.01.2020

⑧ Expiry date

16.01.2021

To preserve the anniversary of the expiry date, the earliest you can present your vehicle for test is 17.12.2020.

③a Location of the test

UNIT 13, DRAYTON INDUSTRIAL PARK, DRAYTON, NORWICH, NR8 6RL

⑨ Testing organisation and inspector name

**0996BA DRAYTON SERVICE CENTRE
N. B. CHILVERS**

MOT test number

7038 9551 4132

Check that this document is genuine by visiting **www.gov.uk/check-mot-history**

If any of the details are not correct, please contact DVSA by email at **enquiries@dvsa.gov.uk** or by telephone on 0300 1239000.

Receive a free annual MOT reminder by subscribing at **www.gov.uk/mot-reminder** or by telephone on 0300 1239000.



**Driver & Vehicle
Standards
Agency**

Issuer signature

Application for New (or Renewal of) Private Hire Vehicle Licence

All applicants shall:

- Produce a valid insurance policy document or a policy cover note satisfying the requirements of Part 6 of the Road Traffic Act 1988 and confirming that the insurance is suitable for private hire use. **The original document must be produced.**
- Produce a valid MOT certificate, completed within the last month.
- Produce the attached Vehicle Mechanical Test certificate duly completed by an MOT registered garage.
- Produce a Vehicle Registration Certificate (V5 Form).

Make an appointment with the Licensing Team to submit your completed application form along with the above documents. To arrange an appointment please call 01603 430626 or email licensing@broadland.gov.uk

You will be required to make payment.

For vehicles less than 7 years old, an annual licence fee is £223.45.

For vehicles over 7 years old a six month licence is £111.70

Payment to be made by debit card or cheque only

Licences will generally remain in force until their expiry date, unless otherwise revoked.

On initial application the vehicle must not exceed five years of age and shall be no less than 1300cc.

We require and least two working days to make up your plate.

Broadland District Council takes your privacy very seriously and provides the following information in compliance with *Data Protection Legislation*. Under data protection legislation we lawfully process your personal information as a public authority which may involve sharing your information with other regulatory authorities.

Data received as a result of any Licensing application will be retained for the period of your licence and for a period of 7 years once the licence has lapsed. We may need to share your information with other regulatory authorities, any relevant Council Committees and other departments within Broadland District Council to ensure the best possible service.

Under data protection law you have the right to request access to, rectification, restriction or objection to the processing of your personal data, as detailed in our Privacy Policy (on our website). You can contact our Data Protection Officer at dpo@broadland.gov.uk or 01603 430615. You also have the right to lodge a complaint with the regulator, the Information Commissioner's Office.

Private Hire Vehicle Mechanical Test

Holder of licence BROADLAND Council

Registered owner on log book ENTERPRISE

Year 2017 Make TESLA Type MODEL X

Cc N/A Private Hire plate No (if known) NR

Mechanical conditions	Pass	Mechanical conditions	Pass
Engine	☒	Door Locks and Winders	☒
Gear Box	☒	Trim and Carpets	☒
Clutch	☒	Seats front and rear	☒
Transmission Shafts	☒	Windows	☒
Rear Axle	☒	Seat Belts and Anchorage	☒
Wheel Bearings	☒	Body Exterior	☒
Front Suspension	☒	Windscreen Wash and Wipers	☒
Rear Suspension	☒	Paintwork and Trim	☒
Shock Absorbers	☒	Condition underside	☒
Springs – Front	☒	Door Handles	☒
Springs – Rear	☒	Luggage Boot Condition	☒
Brakes – Hand	☒	Hackney No./Private Hire Vehicle No.	<u>NR</u>
Brakes – Foot Front	☒	No. of Seats	☒
Brakes – Foot Rear	☒	Lifting Jack and Tools	☒
Steering	☒	Exhaust	☒
Wheel Column	☒	Electrical Wiring	☒
Tie Rods	☒	Horn	☒
Track Rods and Ends	☒	Speedo <u>21446</u> Mileage	☒
Idler and Bushes	☒	Head Lamp & Adjustment	☒
Power Unit Drive Belts	☒	Obligatory Front and Rear	☒
Body Interior	☒	Stop Lamps and Reflectors	☒
Interior and Courtesy Lights	☒	Direction Indicators	☒
**Fire Extinguisher	☒	'Seat belts must be worn' signs	☒
***Tinted Windows	☒	'No smoking' signs	☒
Meter Number and Type	<u>NR</u>		

Application for Vehicle Licence

For Office Use only Code 59	
Amount paid	£223.45£111.70
Date paid	
Receipt No.	
Debit Card/Cheque/	

(Mr / Mrs / Miss / Ms / Other.....)

Forename(s)	ENTERPRISE	Surname:	AXIS
Address:	UNIT 11, DRAYTON IND ESTATE. DRAYTON, NORWICH.		
Postcode:	NR8 6RL		
Email address:			
Tel Nos: Home:	01603 868788	Mobile:	

Vehicle Details:

Vehicle plate number: (if known)	
Vehicle Registration No:	29 NWW
Make & Model of Vehicle:	TESLA MODEL X
Colour:	BLUE
Horsepower or cc:	0
Number of Seats	4 + 1
Date of First Registration	2017
Name of insurance company with whom the applicant is insured against third party risks:	KQM
Amount of passenger public liability insurance in place:	£10,000,000
I work for the following company:	ENTERPRISE

Executive Plate Pro Forma

Plate No: _____

Registration No: 19 NWW

Make and Model of the vehicle: TESLA MODEL X

Age of Vehicle: 3 years

General condition of vehicle: Very Good

Type of Private Hire work vehicle is primarily used for (if used for a combination of work please estimate approx % split):

- Short distance/city/local work ☒ 100%
- Long distance/airports ☐ _____
- Contract work (private) ☐ _____
- Contract work (school runs, etc) ☐ _____

Does/will the vehicle currently have a roof sign fitted? (delete as applicable)

~~Yes~~ / No

Does/will the vehicle have the company name sign-written on the exterior? (delete as applicable)

~~Yes~~ / No

Does/will the vehicle have third party advertising on the exterior? (delete as applicable)

~~Yes~~ / No

Does the vehicle have any higher spec additions? (for example, leather upholstery, extra large seats, heated seating, etc)

EVERYTHING AND MORE.

BROADLAND DISTRICT COUNCIL

**PRIVATE HIRE CAR VEHICLE
OPERATOR'S LICENCE**

THE DISTRICT OF BROADLAND

LICENCE NO: 8

The District Council of Broadland, by virtue of the powers and authorities vested in them by the provisions of the Local Government (Miscellaneous Provisions) Act 1976 do hereby grant:-

John William Walker

of: **24 Century Way, Drayton, Norwich, NR8 6GZ**

an Operator's Licence to enable the private hire vehicles registered under the name of :-

**Enterprise Private Hire Ltd, Unit 11 Drayton Business Park, Taverham Road,
Drayton, Norwich, NR8 6RL**

to operate within the area of the Broadland District Council, this Licence to be in force for a period of one year to expire on **31st day of January 2021**, subject nevertheless to the provision of the said Act, and also such bylaws and conditions as are or may from time to time be in force for the regulation of Private Hire Vehicles operating within the said area of the District.

This Licence authorises the operation of:-

80 Vehicles Only

Dated this **31st day of December 2015**



.....
Head of Housing and Environmental Services

THIS LICENCE TRANSFERS AND REVOKES PREVIOUS LICENCE ISSUED DATED 23 DAY OF
R:\DemServices\Committees\Committees (Meetings)\Licensing & Regulatory Committee wef 11 May 2017\Reports\2020\march\4c Licence













From: [Sarah Harris](#)
To: virtualseviceuk@tesla.com
Subject: Tesla enquiry
Date: 18 February 2020 15:11:00
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)

Good afternoon,

I am writing on behalf of the Licensing Team at Broadland Council.

We have been approached by one of our licensed Private Hire Operators who would like to licence a Tesla Model X as a Private Hire Vehicle.

We have some concerns relating to the means of escape from this vehicle in the event of an accident/incident. As I understand it, there is a main battery which generally provides power to the vehicle. In the event that this battery fails, I understand that there is a back-up 12v battery which provides sufficient power to open the rear falcon wing doors if necessary. As a further safety mechanism, I understand there is a release behind the speaker in the rear door which enables the door to be opened manually. It does not appear that it is possible to open the door manually from the outside of the vehicle.

Our concern is that where both batteries fail and the door would need to be opened manually, that a general member of the public hiring the vehicle on an occasional basis would not be aware of the manual door release. Someone elderly, frail, etc may also be unable to push the door open. If they are unable to exit the vehicle using the front doors and unaware of/unable to use the manual mechanism, they would need to wait until emergency services arrived to remove the door unit.

In this case, it would be helpful to know please, the likelihood of both batteries failing, or the connection being lost to both. It would also be helpful to know the circumstances in which this might happen. If you have any statistics in this respect it would be helpful to have sight of these.

Further, I have been unable to find any safety testing on the vehicle where it is being used as a commercial vehicle, rather than as a family car. If you have any safety data on this, it would be much appreciated if you are able to include this in your reply.

Finally, if there is any other data or further information you may have which would help to allay our concerns detailed above, it would be much appreciated if you could provide further detail on this.

A prompt reply would be much appreciated, if possible, as the vehicle is due to be considered by our committee for licensing very shortly.

Many thanks in advance.

Regards,

Sarah Harris

Sarah Harris
Licensing and Enforcement Officer
Working days – Monday to Wednesday
t 01603 430580 e sarah.harris@broadland.gov.uk

cid:image001.jpg@01D4991D.217C1BB0



South Norfolk Council Logo

Broadland District Council takes your privacy very seriously and provides the following information in compliance with Data Protection Legislation. Under data protection legislation we lawfully process your personal information as a public authority which may involve sharing your information with other regulatory authorities.

Any data received as a result of the registration of a food business will be retained for the period of your involvement with the business and for a period 7 years once this involvement ceases. We may need to share your information with other service providers and other departments within Broadland District Council to ensure the best possible service.

Under data protection law you have the right to request access to, rectification, restriction or objection to the processing of your personal data, as detailed in our Privacy Policy (on our website). You can contact our Data Protection Officer at dpo@broadland.gov.uk or 01603 430615. You also have the right to lodge a complaint with the regulator, the Information Commissioner's Office.

This email and any attachments are intended for the addressee only and may be confidential. If they come to you in error you must take no action based on them, nor must you copy or show them to anyone. Please advise the sender by replying to this email immediately and then delete the original from your computer. Unless this email relates to Broadland District Council or South Norfolk Council business it will be regarded by the council as personal and will not be authorised by or sent on behalf of the councils. The sender will have sole responsibility for any legal actions or disputes that may arise. We have taken steps to ensure that this email and any attachments are free from known viruses but in keeping with good computing practice, you should ensure they are virus free. Emails sent from and received by members and employees of Broadland District Council and South Norfolk Council may be monitored.

Dawn Matthews

From: VirtualServiceUK <virtualserviceuk@tesla.com>
Sent: 02 March 2020 17:31
To: Sarah Harris
Subject: RE: Tesla enquiry

Follow Up Flag: Follow up
Flag Status: Completed

Hi Sarah,

Thank you for contacting Tesla.

Regarding the information that you have requested, all that we can supply at the moment is the below links:

<https://www.tesla.com/firstresponders>
https://www.tesla.com/en_GB/blog/model-x-earns-5-star-safety-rating-euro-ncap?redirect=no

If you require any further information, you are welcome to visit our support pages at
https://www.tesla.com/en_GB/support.

Thank you,

Jamie Hutton | Virtual Service Advisor

Virtual Service

e: VirtualServiceUK@tesla.com



You can now self-schedule or amend your service booking through your Tesla Account. Log in to find out more: [Tesla Account](#)

From: Sarah Harris <sarah.harris@broadland.gov.uk>
Sent: Tuesday, February 18, 2020 15:14
To: VirtualServiceUK <virtualserviceuk@tesla.com>
Subject: Tesla enquiry

Good afternoon,

I am writing on behalf of the Licensing Team at Broadland Council.

We have been approached by one of our licensed Private Hire Operators who would like to licence a Tesla Model X as a Private Hire Vehicle.

We have some concerns relating to the means of escape from this vehicle in the event of an accident/incident. As I understand it, there is a main battery which generally provides power to the vehicle. In the event that this battery fails, I understand that there is a back-up 12v battery which provides sufficient power to open the rear falcon wing doors if necessary. As a further safety mechanism, I understand there is a release behind the speaker in the rear door which enables the door to be opened manually. It does not appear that it is possible to open the door manually from the outside of the vehicle.

Our concern is that where both batteries fail and the door would need to be opened manually, that a general member of the public hiring the vehicle on an occasional basis would not be aware of the manual door

release. Someone elderly, frail, etc may also be unable to push the door open. If they are unable to exit the vehicle using the front doors and unaware of/unable to use the manual mechanism, they would need to wait until emergency services arrived to remove the door unit.

In this case, it would be helpful to know please, the likelihood of both batteries failing, or the connection being lost to both. It would also be helpful to know the circumstances in which this might happen. If you have any statistics in this respect it would be helpful to have sight of these.

Further, I have been unable to find any safety testing on the vehicle where it is being used as a commercial vehicle, rather than as a family car. If you have any safety data on this, it would be much appreciated if you are able to include this in your reply.

Finally, if there is any other data or further information you may have which would help to allay our concerns detailed above, it would be much appreciated if you could provide further detail on this.

A prompt reply would be much appreciated, if possible, as the vehicle is due to be considered by our committee for licensing very shortly.

Many thanks in advance.

Regards,

Sarah Harris

Sarah Harris

Licensing and Enforcement Officer

Working days – Monday to Wednesday

t 01603 430580 e sarah.harris@broadland.gov.uk



Broadland District Council takes your privacy very seriously and provides the following information in compliance with Data Protection Legislation. Under data protection legislation we lawfully process your personal information as a public authority which may involve sharing your information with other regulatory authorities.

Any data received as a result of the registration of a food business will be retained for the period of your involvement with the business and for a period 7 years once this involvement ceases. We may need to share your information with other service providers and other departments within Broadland District Council to ensure the best possible service.

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Model X Earns a 5-Star Safety Rating from Euro NCAP

The Tesla Team 4 December 2019

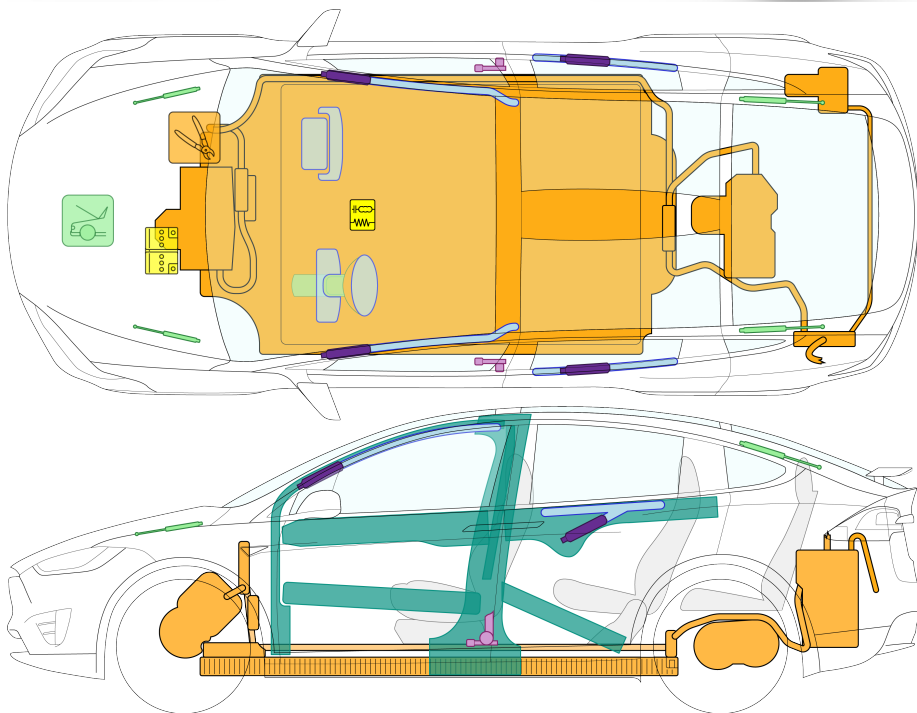
Model X [made history](#) when it became the first and only SUV to ever receive a 5-star safety rating in every category and sub-category from the U.S. National Highway Traffic Safety Administration. Today, we're excited to build on that legacy with the addition of [a 5-star safety rating from the European New Car Assessment Programme \(Euro NCAP\)](#), which evaluates a car's safety assistance features as well as its ability to protect adults, children and vulnerable road users.

Model X's top performance and score in Euro NCAP testing is notable for several reasons:

- It earned the highest overall rating to date in the 2018/2019 protocol for the Large Off-Road class.
- It earned the exact same overall score as Model 3 – showing that our large SUV is just as safe as our smallest and most affordable sedan.
- Model X achieved the exact same Safety Assist score that [Model 3 got earlier this year](#), which is the highest ever recorded Safety Assist score under Euro NCAP's current and most stringent protocol to date. And, these Model X tests were the first time an official safety rating organization has tested our new full self-driving computer.
- Model X achieved a near-perfect score in the Adult Occupant Protection category, scoring a full 8 out of 8 points on the Frontal Offset Deformable Barrier test, and 16 out of 16 possible points on the Side Impact tests.

All of these results are made possible by our all-electric architecture, which provides a low center of gravity, rigid passenger compartment, and large crumple zone. And, with our over-the-air updates, Model X (like all Tesla vehicles) continues to get even safer over time.

We're committed to building the safest cars on the road, and we're excited to add these new Euro NCAP results to Model X's record of safety excellence.



 12V battery	 Emergency disconnect	 SRS control unit
 Gas cylinder	 Airbags (knee airbags N.A. only)	 Seat belt pre-tensioners
 Gas inflator	 High voltage components	 Reinforcements



Firefighting

USE WATER TO FIGHT A HIGH VOLTAGE BATTERY FIRE. If the battery catches fire, is exposed to high heat, or is generating heat or gases, use large amounts of water to cool the battery. It can take approximately 3,000 gallons (11356 liters) of water (applied directly to the battery); establish sufficient water supply.

Extinguish small fires not involving the battery using typical vehicle firefighting procedures.

Always use insulated tools for overhaul.

Heat and flames can compromise some components, resulting in an unexpected explosion. Perform an adequate knock down before entering a hot zone.

There must not be fire, smoke, or heating present in the battery for at least one hour (consider using a thermal imaging camera to measure the temperature) and the battery must be completely cooled before the vehicle can be released to second responders. Always advise second responders that there is a risk of battery re-ignition.

Warnings and Notes

- Warning:** Always assume Model X is powered and high voltage (HV) components are energized.
- Warning:** Always wear full PPE, including a self-contained breathing apparatus.
- Warning:** Never touch, cut, or open any orange HV cable or component.
- Warning:** Double cut the first responder loop to remove an entire section. This prevents the wires from reconnecting.
- Warning:** Do not use the HV battery to lift or stabilize Model X.
- Warning:** After deactivation, the HV circuit requires 2 minutes to deplete.
- Warning:** The SRS control unit has a backup power supply with a discharge time of approximately 10 seconds.
- Warning:** NEVER TRANSPORT THE VEHICLE WITH THE WHEELS ON THE GROUND. THIS CAN LEAD TO OVERHEATING, WHICH MAY CAUSE SOME COMPONENTS TO IGNITE.

Note: Treat a submerged Model X like any other submerged car.

Note: Refer to the relevant Emergency Response Guide for additional information.

Stabilize the Vehicle

1. Chock the wheels.
2. Set the parking brake.



Disable the HV System

1. Open the hood:
 - Touch CONTROLS > DOORS > FRONT TRUNK on the touchscreen.
 - Double-click the front key button.
 - Pull the release cables located in the tow attachment on the front bumper. You need to release the tow hook cover first to expose the straps, and then pull the straps, labeled A and B, in alphabetical order to open the primary and secondary latches.
2. Remove the access panel by pulling it up to release the clips securing it.



3. Double cut the first responder loop to remove an entire section.





2016 +
MODEL X
EMERGENCY RESPONSE
GUIDE

This guide is intended only for use by trained and certified rescuers and first responders. It assumes that readers have a comprehensive understanding of how safety systems work and have completed the appropriate training and certification required to safely handle rescue situations. Therefore, this guide provides only the specific information required to understand and safely handle the fully electric Model X in an emergency situation. It describes how to identify Model X and provides the locations and descriptions of its high voltage components, airbags, inflation cylinders, seat belt pre-tensioners, and the high strength materials used in its body structure. This guide includes the high voltage disabling procedure and any safety considerations specific to Model X. Failure to follow recommended practices or procedures can result in serious injury or death.

The high voltage battery is the main energy source. Model X does not have a traditional gasoline or diesel engine and therefore does not have a fuel tank. Model X comes in various types. The front motor also comes in two types: induction and permanent magnet. The images in this guide might not match the vehicle you are working on.



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IMPORTANT SAFETY INSTRUCTIONS

This document contains important instructions and warnings that must be followed when handling Model X in an emergency situation.

NOTE: Images in this document show a left-hand drive (LHD), North American vehicle. Unless otherwise noted, right-hand drive (RHD) vehicles are mirrored.

NOTE: Model X is equipped with airbags in North America only.

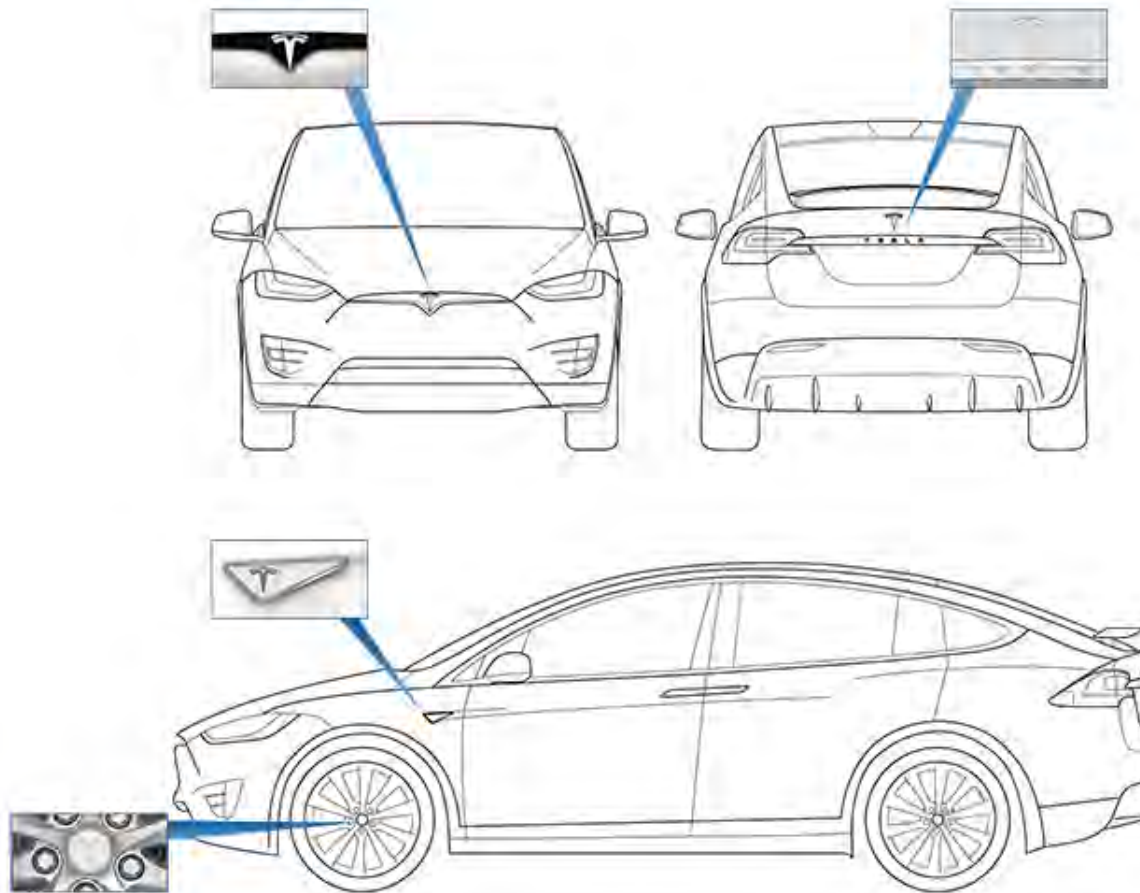
WARNINGS

- ⚠ **Warning:** Always use appropriate tools, such as a hydraulic cutter, and always wear appropriate personal protective equipment (PPE) when cutting Model X. Failure to follow these instructions can result in serious injury or death.
- ⚠ **Warning:** Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.
- ⚠ **Warning:** After deactivation, the high voltage circuit requires 2 minutes to de-energize.
- ⚠ **Warning:** The supplemental restraint system (SRS) control unit has a backup power supply with a discharge time of approximately ten seconds. Do not touch the SRS control unit within 10 seconds of an airbag or pre-tensioner deployment.
- ⚠ **Warning:** Handling a submerged vehicle without appropriate PPE can result in serious injury or death.
- ⚠ **Warning:** When fire is involved, consider the entire vehicle energized. Always wear full PPE, including a self-contained breathing apparatus (SCBA).
- ⚠ **Warning:** When cutting the first responder loop, double cut the loop to remove an entire section. This eliminates the risk of the cut wires accidentally reconnecting.
- ⚠ **Warning:** Never cut the high tension springs attached to the falcon wing doors. These springs might cause portions of the door to rise rapidly if the weight of the doors is reduced through the removal process. Serious injury or death can result from cutting or rapidly releasing the high tension springs.
- ⚠ **Warning:** NEVER TRANSPORT YOUR VEHICLE WITH TIRES IN A POSITION WHERE THEY CAN SPIN. DOING SO CAN LEAD TO SIGNIFICANT DAMAGE AND OVERHEATING. IN RARE CASES EXTREME OVERHEATING MAY CAUSE THE SURROUNDING COMPONENTS TO IGNITE.

BADGING

Model X can be identified by its badges.

NOTE: The "D" at the end of the battery badge (or "DUAL MOTOR" badge for newer vehicles) on the RH side of the vehicle indicates that the vehicle is a Dual Motor configuration.





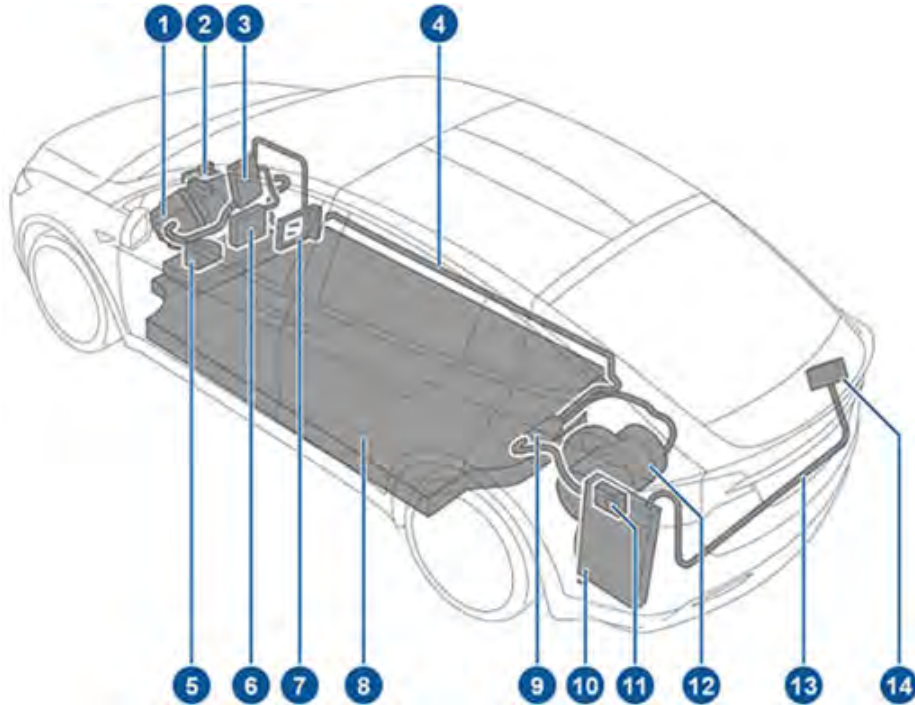
TOUCHSCREEN

Model X can be identified by its 17 in (43 cm) touchscreen.





HIGH VOLTAGE COMPONENTS



1. Front drive unit
2. A/C compressor
3. Front junction box
4. High voltage cabling
5. Battery coolant heater
6. DC-DC converter
7. Cabin heater
8. High voltage battery
9. Rapid splitter
10. Charger
11. Charge port
12. Rear drive unit
13. High voltage cabling to rear HVAC assembly
14. Rear HVAC assembly



HIGH VOLTAGE BATTERY

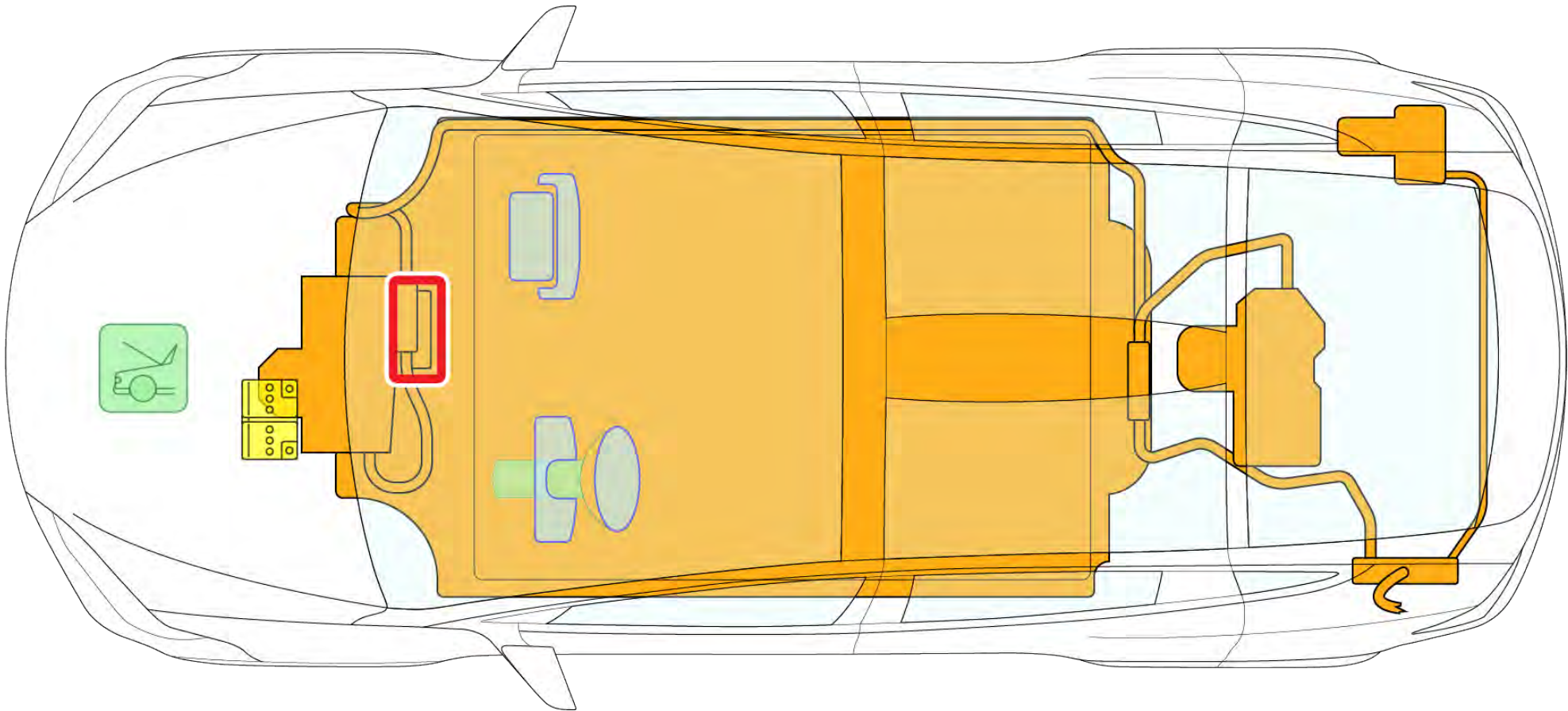
Model X is equipped with a floor-mounted 400 volt lithium-ion high voltage battery. Never breach the high voltage battery when lifting from under the vehicle. When using rescue tools, pay special attention to ensure that you do not breach the floor pan. Refer to [Lifting the Vehicle](#) on page 23 for instructions on how to properly lift the vehicle.





DC-DC CONVERTER AND FRONT JUNCTION BOX

High voltage is present at the DC-DC converter and front junction box, as outlined in red. The DC-DC converter transforms the high voltage current from the high voltage battery to low voltage to charge the Model X 12 volt battery. The front junction box provides high voltage current to various components, such as the battery heater, air conditioning compressor, and cabin heater. Use caution when cutting in this area during a dash lift and dash roll procedure. Use work-around techniques, if necessary.

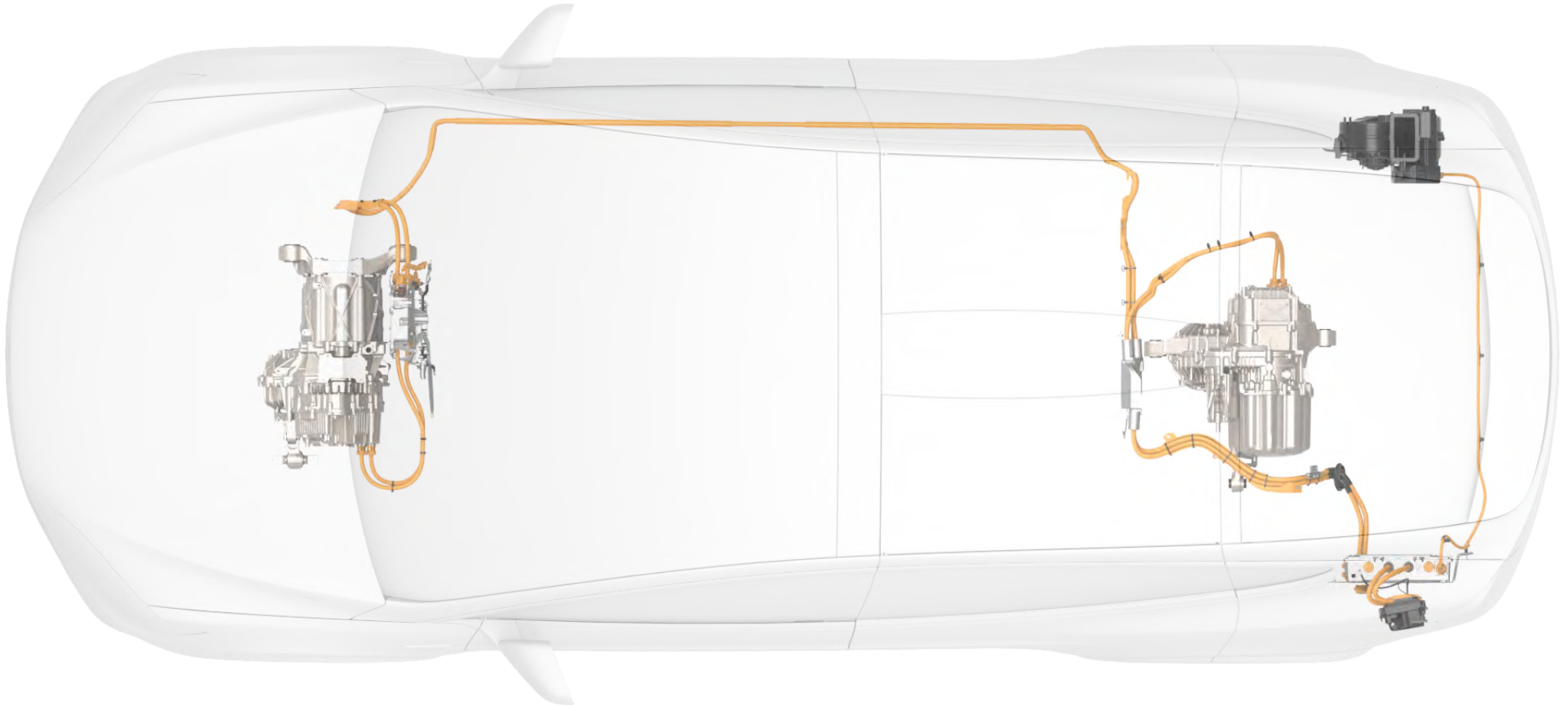




HIGH VOLTAGE CABLES

High voltage cables are shown in orange.

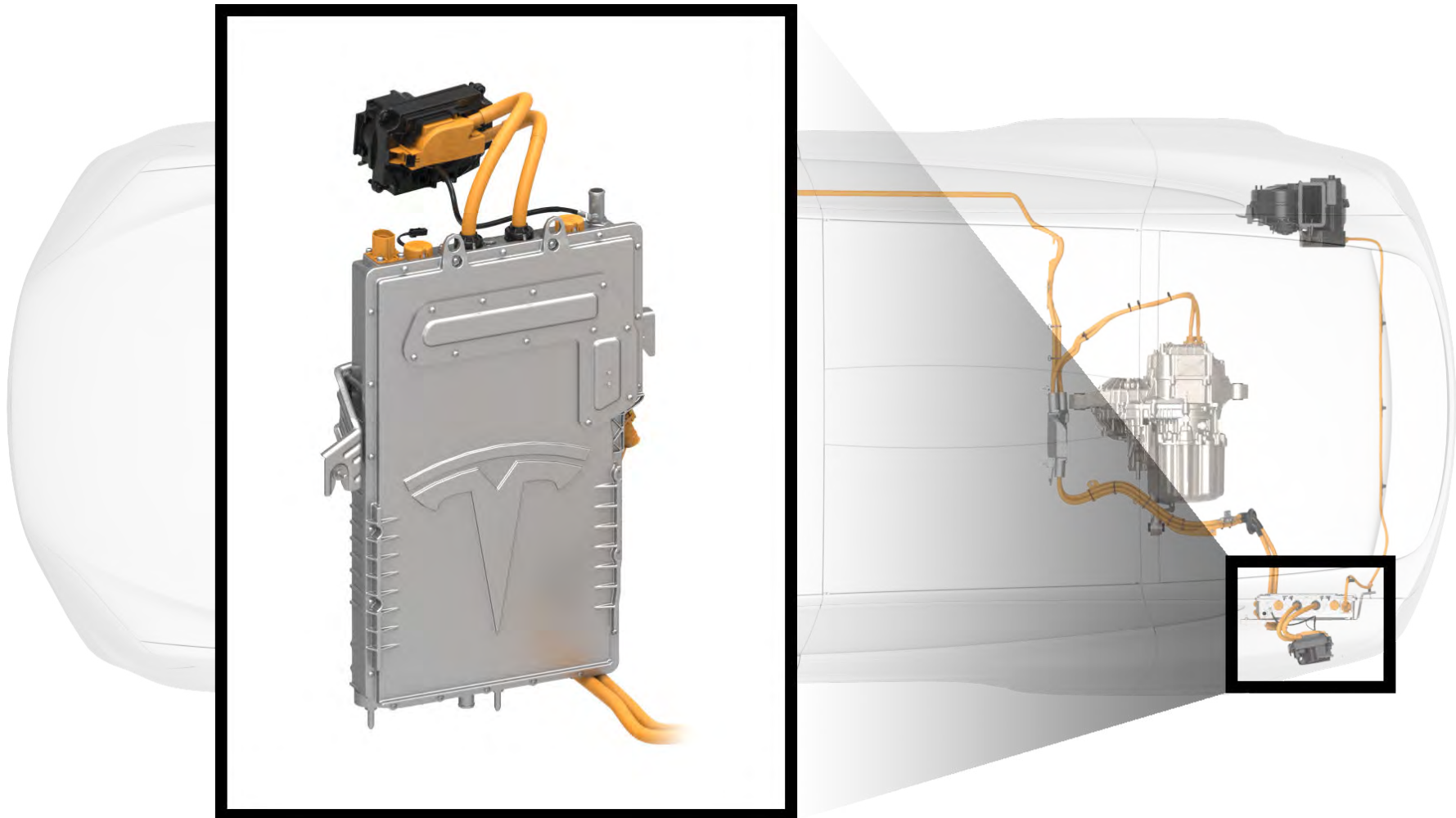
NOTE: The motors depicted in this image may not exactly match the vehicle you are working on.





CHARGER

Model X has one charger located inside the left-hand side quarter panel. This charger converts alternating current (AC) from a charging station to direct current (DC) for charging the high voltage battery. It also routes high voltage to the rear HVAC, if equipped. The high voltage junction box, integrated into the charger, routes any surplus energy from regenerative braking back to the high voltage battery.

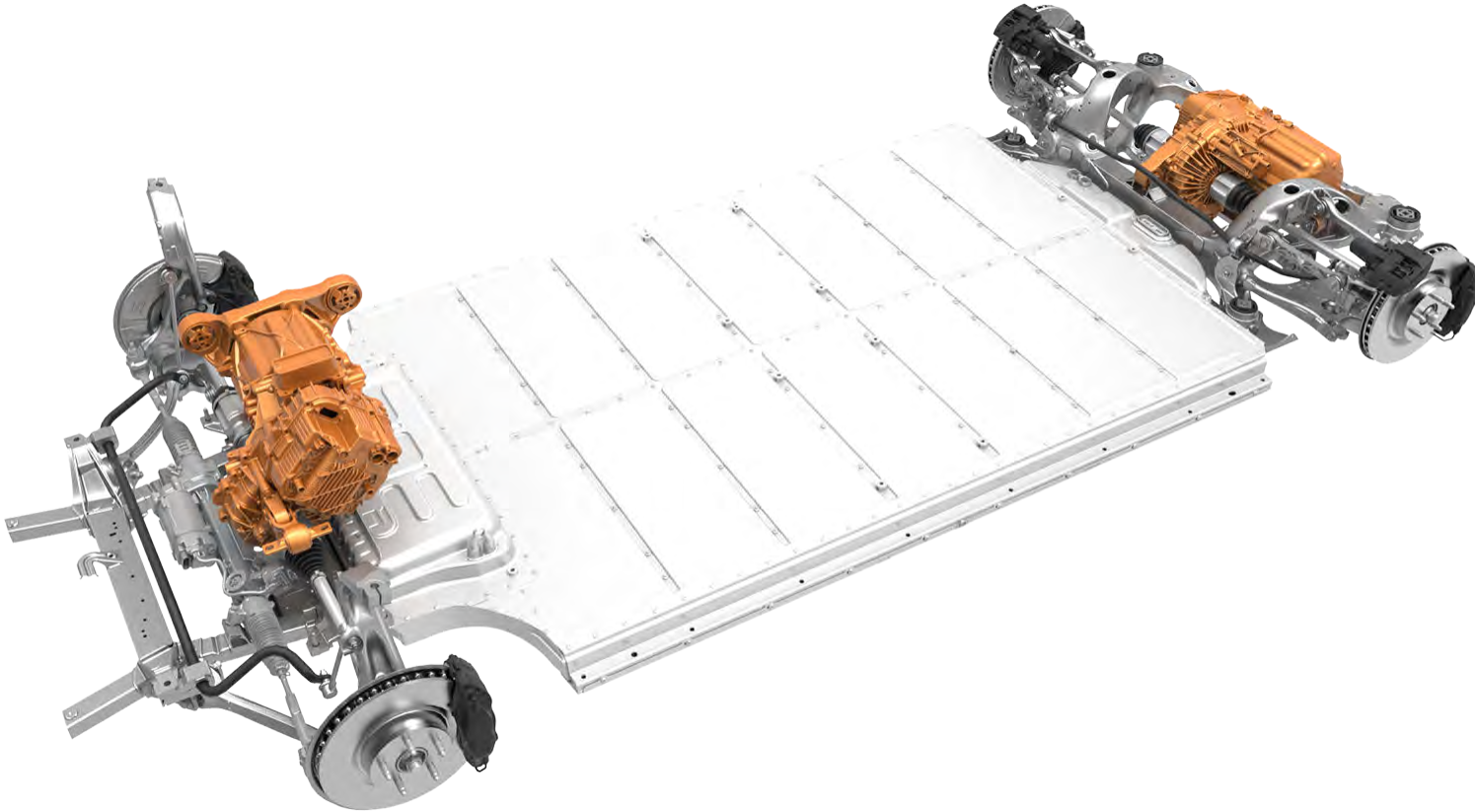




DRIVE UNITS

The rear drive unit is located between the rear wheels, and the front drive unit is located between the front wheels. The drive units convert the direct current (DC) from the high voltage battery into 3-phase alternating current (AC) that the drive units use to power the wheels.

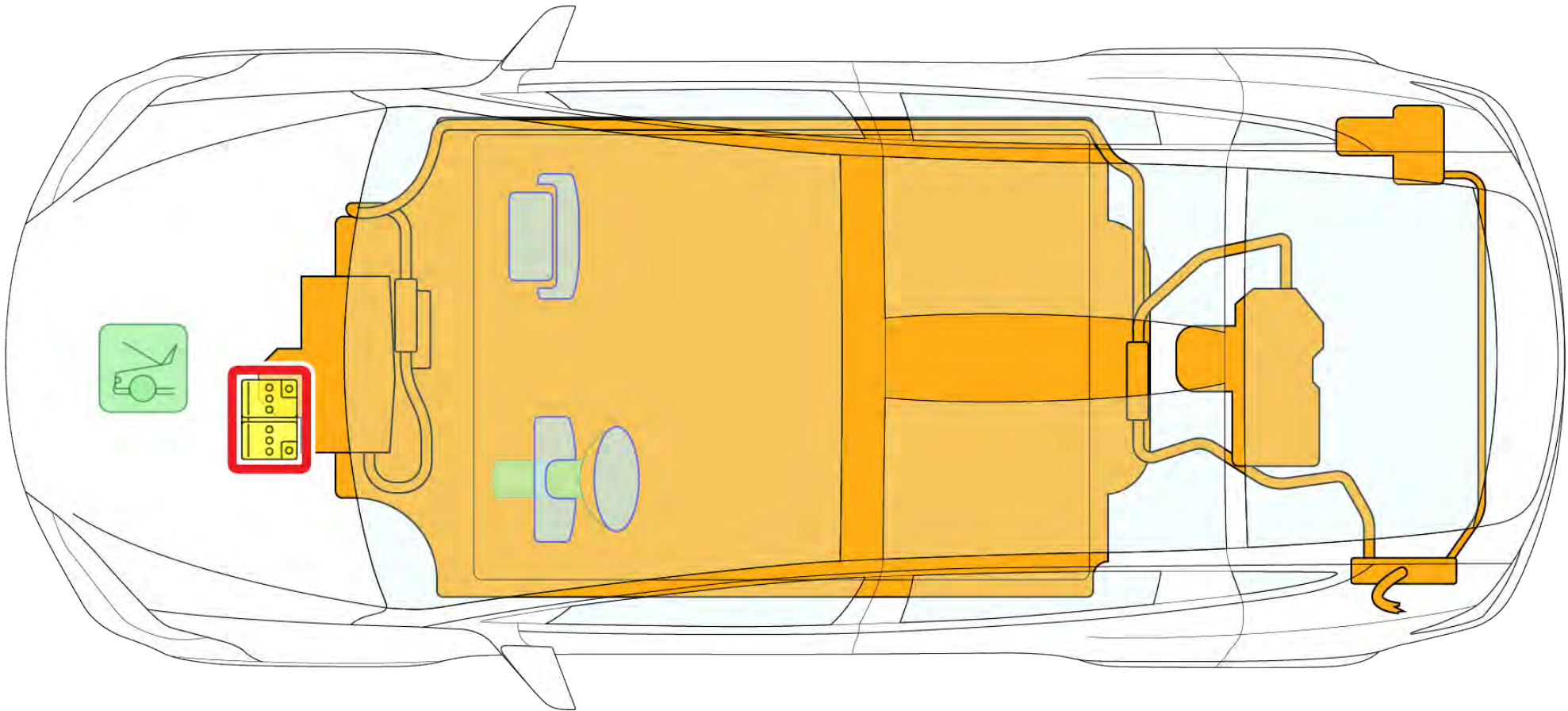
NOTE: The motors depicted in this image may not exactly match the vehicle you are working on.





12 VOLT BATTERY

In addition to the high voltage system, Model X has a low voltage electrical system. Its 12 volt battery operates the SRS, airbags, windows, door locks, touchscreen, and interior and exterior lights. The DC-DC converter in the high voltage system charges the 12 volt battery, and the 12 volt battery supplies power to the high voltage contactors, allowing high voltage current to flow into and out of the high voltage battery. The 12 volt battery, outlined in red, is located under the hood and the plastic access panel.





CHOCK ALL FOUR WHEELS

Model X moves silently, so never assume it is powered off. Drivers can choose a setting that determines whether or not Model X will "creep" when a drive gear is selected. If this setting is off, Model X may not move unless the accelerator is pressed, even if shifted into Drive or Reverse. However, never assume that Model X will not move. Always chock the wheels.



SHIFT INTO PARK

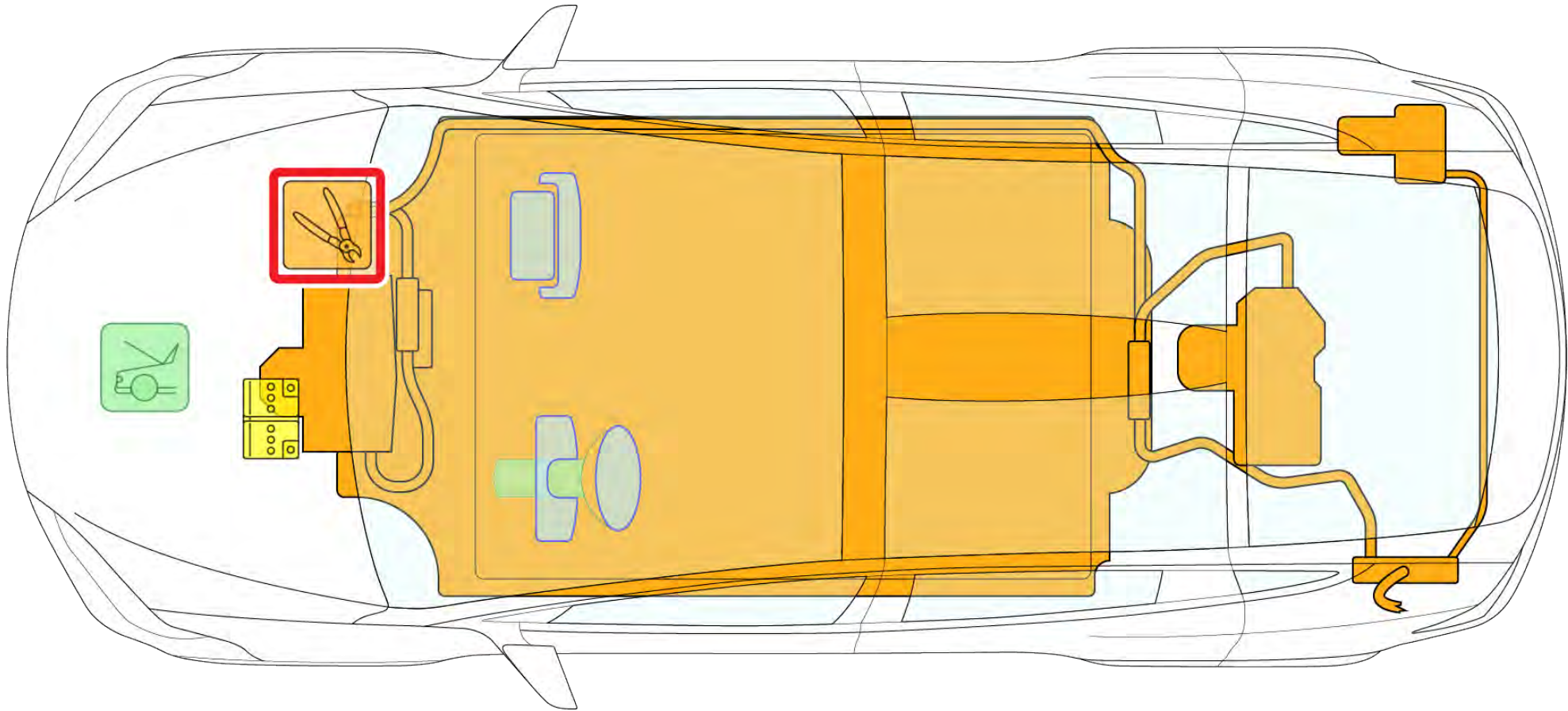
Model X moves silently, so never assume it is powered off. Pressing the accelerator pedal even slightly can cause Model X to accelerate quickly if the active gear is Drive or Reverse. To ensure that the parking brake is engaged, press the button on the end of the gear selector to shift into Park. Whenever Model X is in Park, the parking brake is automatically engaged and the instrument cluster shows the active gear as Park (P).





FRONT TRUNK FIRST RESPONDER CUT LOOP

The first responder loop is a low voltage harness. Cutting the first responder loop shuts down the high voltage system outside of the high voltage battery and disables the SRS and airbag components. Refer to [Cutting the Front Trunk First Responder Loop](#) on page 14 for instructions on how to access and cut the first responder loop.



⚠ Warning: Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.



CUTTING THE FRONT TRUNK FIRST RESPONDER LOOP

When cutting the first responder loop, double cut it to remove an entire section. This prevents the wires from accidentally reconnecting.

1. Open the hood. Refer to [Opening the Hood](#) on page 30 for instructions.
2. Remove the access panel by pulling it upwards to release the clips that hold it in place.



3. Double cut the first responder loop.

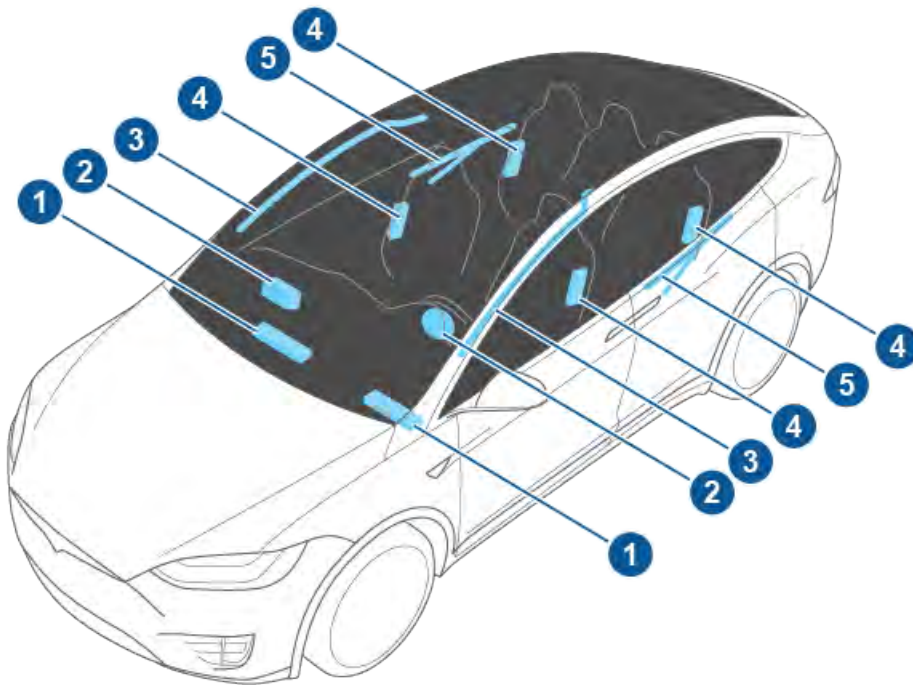


AIRBAGS

Airbags are located in the approximate areas shown. Airbag warning information is printed on the sun visors.

NOTE: Model X is designed to deactivate high voltage in all components and cables outside of the high voltage battery when an airbag is deployed.

NOTE: Left Hand Drive, North American vehicle shown. On Right Hand Drive vehicles, the passenger and driver airbag locations are reversed.



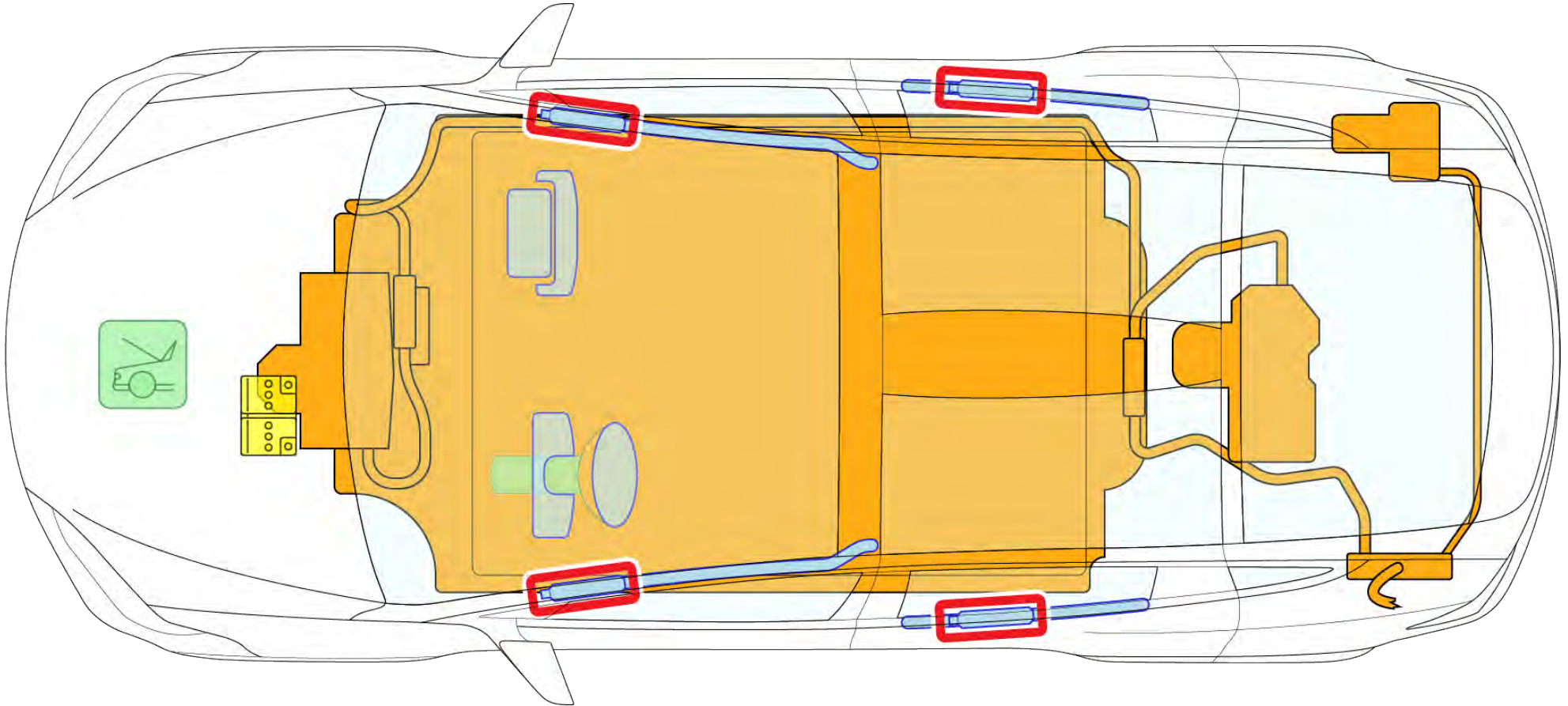
1. Knee airbags
2. Front airbags
3. Curtain airbags
4. Seat-mounted side airbags
5. Door-mounted (curtain) airbags

⚠ Warning: The SRS control unit has a backup power supply with a discharge time of approximately ten seconds. Do not touch the SRS control unit within 10 seconds of an airbag or pre-tensioner deployment.



AIRBAG INFLATION CYLINDERS

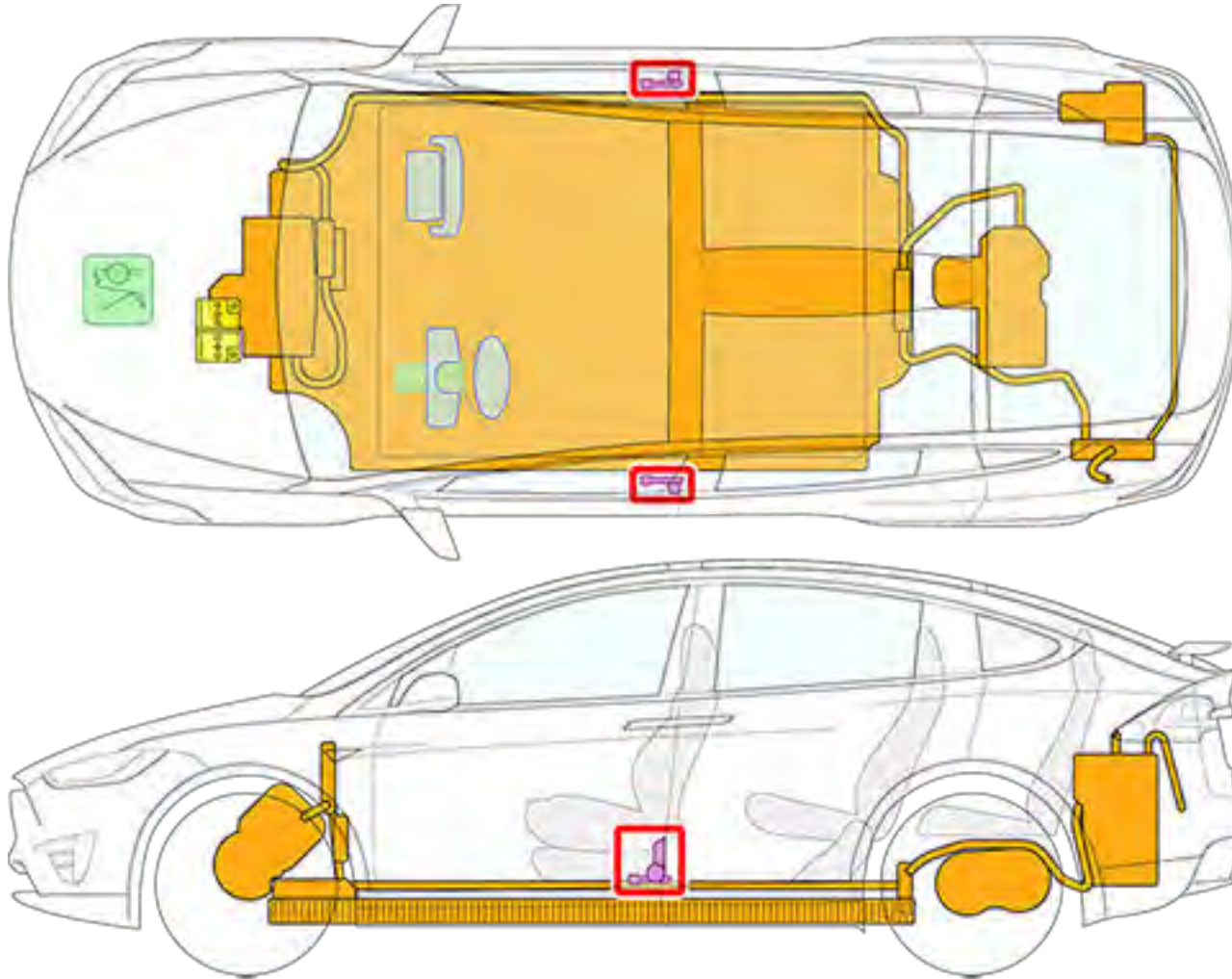
The airbag inflation cylinders, outlined in red, are located in the A-pillars and in the falcon wing doors.



⚠ Warning: The SRS control unit has a backup power supply with a discharge time of approximately ten seconds. Do not touch the SRS control unit within 10 seconds of an airbag or pre-tensioner deployment.

SEAT BELT PRE-TENSIONERS

The seat belt pre-tensioners, outlined in red, are located at the bottom of the B-pillars.

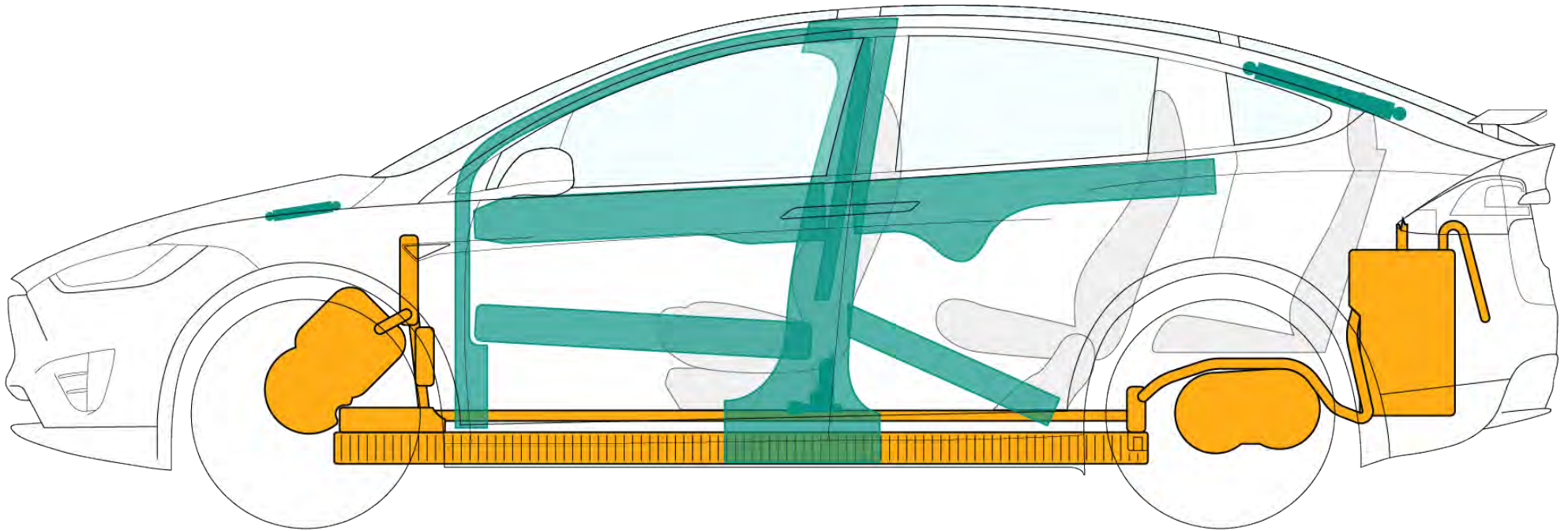


⚠ Warning: The SRS control unit has a backup power supply with a discharge time of approximately ten seconds. Do not touch the SRS control unit within 10 seconds of an airbag or pre-tensioner deployment.



REINFORCEMENTS AND ULTRA HIGH STRENGTH STEEL

Model X is heavily reinforced to protect occupants. The A-pillars and B-pillars are built with boron steel. The B-pillar is additionally reinforced with a dual-phase 980 steel pipe that runs from the roof rail to just below the latch striker. Suitable tools must be used to cut or crush these areas. Reinforcements are shown in teal below.

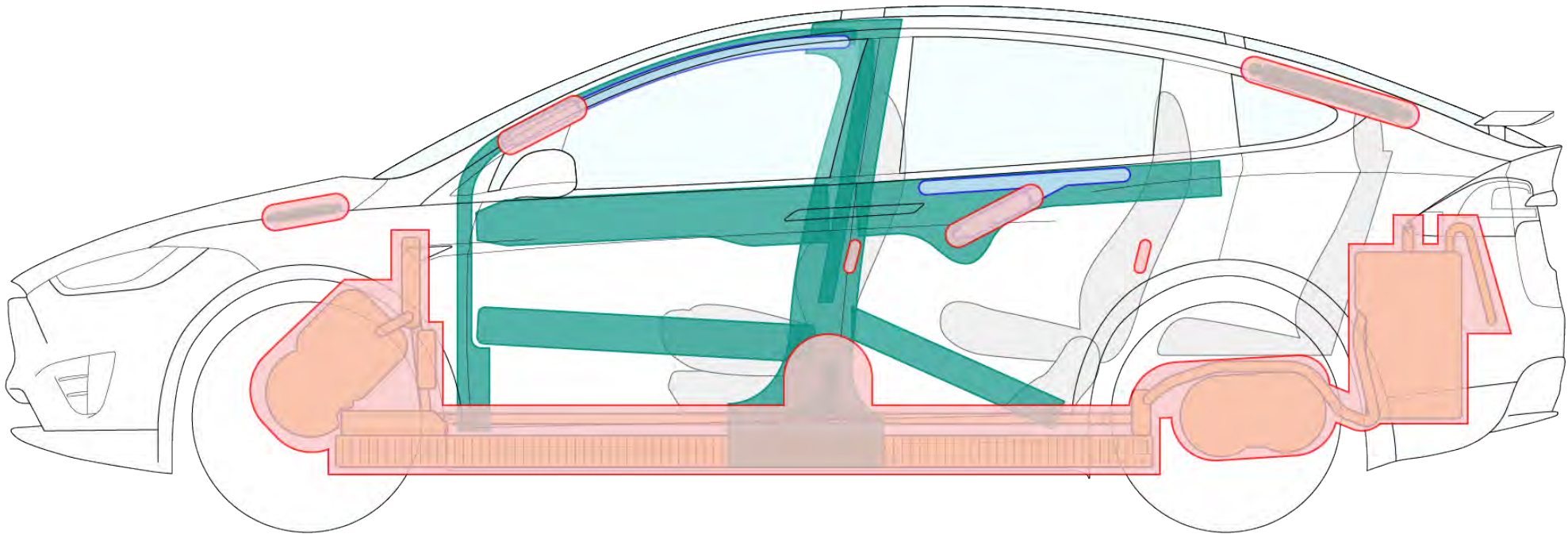


- Warning:** Always use appropriate tools, such as a hydraulic cutter, and always wear appropriate PPE when cutting Model X. Failure to follow these instructions can result in serious injury or death.
- Warning:** Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.



NO-CUT ZONES

Model X has areas that are defined as "no-cut zones" due to the presence of high voltage, gas struts, SRS components, or other hazards. Never cut or crush in these areas. Doing so could result in serious injury or death. The "no-cut zones" are shown in pink.



- ▲ **Warning:** Always use appropriate tools, such as a hydraulic cutter, and always wear appropriate PPE when cutting Model X. Failure to follow these instructions can result in serious injury or death.
- ▲ **Warning:** Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.



FULLY OR PARTIALLY SUBMERGED VEHICLES

Treat a submerged Model X like any other submerged vehicle. The body of Model X does not present a greater risk of shock because it is in water. However, handle any submerged vehicle while wearing the appropriate PPE. Remove the vehicle from the water and continue with normal high voltage disabling.



⚠ Warning: Handling a submerged vehicle without appropriate PPE can result in serious injury or death.

PUSHING ON THE FLOOR PAN

The high voltage battery is located below the floor pan. Never push on the floor pan inside Model X. Doing so can breach the high voltage battery, which can cause serious injury or death.





FIREFIGHTING

USE WATER TO FIGHT A HIGH VOLTAGE BATTERY FIRE. If the battery catches fire, is exposed to high heat, or is generating heat or gases, use large amounts of water to cool the battery. It can take approximately 3,000 gallons (11,356 liters) of water, applied directly to the battery, to fully extinguish and cool down a battery fire; always establish or request an additional water supply. If water is not immediately available, use dry chemicals, CO2, foam, or another typical fire-extinguishing agent to fight the fire until water is available.

Apply water directly to the battery. If safety permits, lift or tilt the vehicle for more direct access to the battery. Apply water inside the battery ONLY if a natural opening (such as a vent or opening from a collision) already exists. Do not open the battery for the purpose of cooling it.

Extinguish small fires that do not involve the high voltage battery using typical vehicle firefighting procedures.

During overhaul, do not make contact with any high voltage components. Always use insulated tools for overhaul.

Heat and flames can compromise airbag inflators, stored gas inflation cylinders, gas struts, and other components which can result in an unexpected explosion. Perform an adequate knock down before entering a hot zone.

Battery fires can take up to 24 hours to extinguish. Consider allowing the battery to burn while protecting exposures.

After all fire and smoke has visibly subsided, a thermal imaging camera can be used to actively measure the temperature of the high voltage battery and monitor the trend of heating or cooling. There must not be fire, smoke, or heating present in the high voltage battery for at least one hour before the vehicle can be released to second responders (such as law enforcement, vehicle transporters, etc.). The battery must be completely cooled before releasing the vehicle to second responders or otherwise leaving the incident. Always advise second responders that there is a risk of battery re-ignition.

Second responders may choose to drain excess water out of the vehicle by tilting or repositioning it. This operation can assist in mitigating possible re-ignition.

Due to potential re-ignition, a Model X that has been involved in a submersion, fire, or a collision that has compromised the high voltage battery should be stored in an open area at least 50 ft (15 m) from any exposure.

⚠ Warning: When fire is involved, consider the entire vehicle energized. Always wear full PPE, including a SCBA.



HIGH VOLTAGE BATTERY - FIRE DAMAGE

A burning or heated battery releases toxic vapors. These vapors may include volatile organic compounds, hydrogen gas, carbon dioxide, carbon monoxide, soot, particulates containing oxides of nickel, aluminum, lithium, copper, cobalt, and hydrogen fluoride. Responders should always protect themselves with full PPE, including a SCBA, and take appropriate measures to protect civilians downwind from the incident. Use fog streams or positive-pressure ventilation fans (PPV) to direct smoke and vapors.

The high voltage battery consists of lithium-ion cells. These cells are considered dry cells. If damaged, only a small amount of fluid can leak. Lithium-ion battery fluid is clear in color.

The high voltage battery, charge controller(s), DC-DC converter, and drive units are liquid cooled with a typical glycol-based automotive coolant. If damaged, this blue coolant can leak out of the high voltage battery.

A damaged high voltage battery can create rapid heating of the battery cells. If you notice smoke coming from the high voltage battery, assume that it is heating and take appropriate action as described in [Firefighting](#) on page 21.

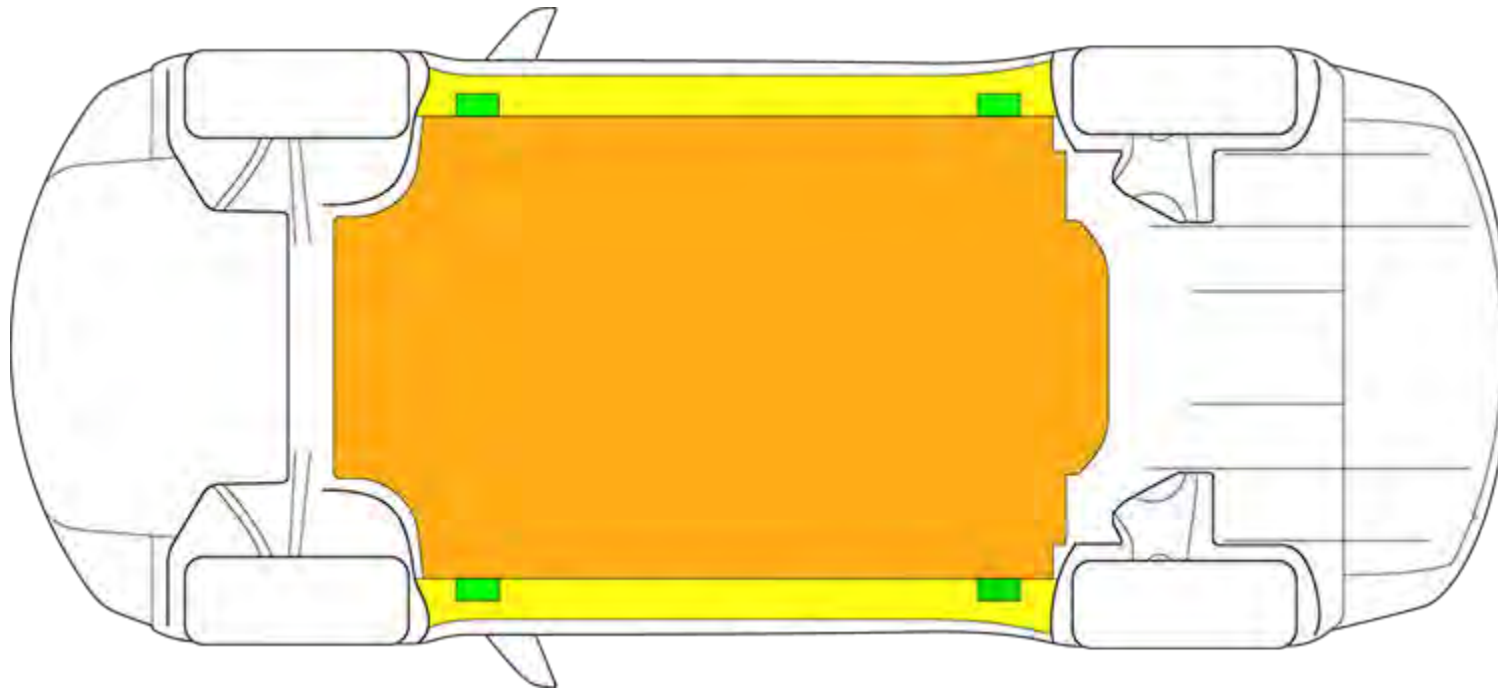


LIFT AREAS

The high voltage battery is located under the floor pan. A large section of the undercarriage houses the high voltage battery. When lifting or stabilizing Model X, only use the designated lift areas, as shown in green.

▲ **Warning:** The vehicle should be lifted or manipulated only if first responders are trained and equipped at the technician level per NFPA (National Fire Protection Association) and are familiar with the vehicle's lifting points. Use caution to ensure you never come into contact with the high voltage battery or other high voltage components while lifting or manipulating the vehicle.

▲ **Warning:** DO NOT USE THE HIGH VOLTAGE BATTERY TO LIFT OR STABILIZE MODEL X.

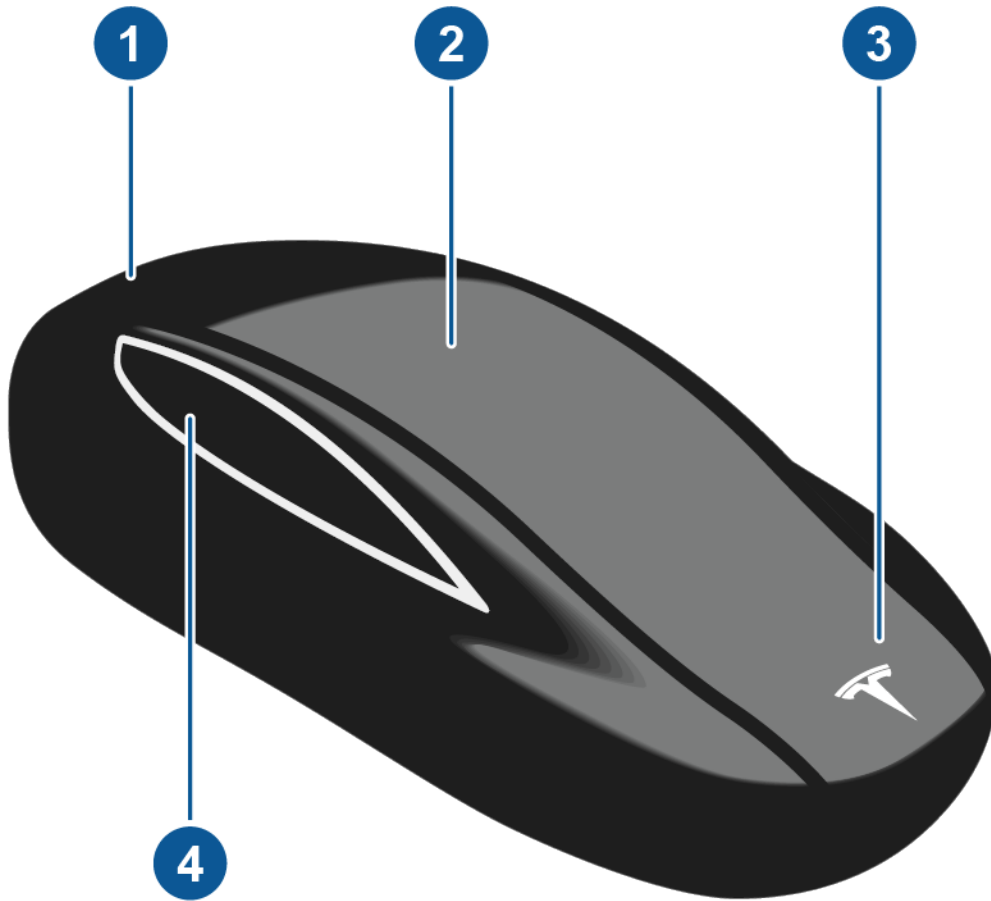


-  Appropriate lift areas
-  Safe stabilization points for a Model X resting on its side
-  High voltage battery



USING THE KEY

Use the key buttons as shown below.

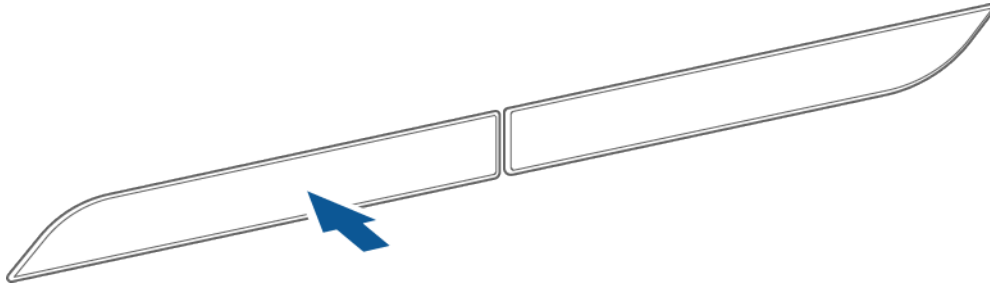


1. Rear trunk. Double-click to open the rear trunk.
2. Unlock all. Double-click to unlock doors and both trunks.
3. Hood/front trunk. Double-click to open the hood to access the front trunk.
4. Falcon wing doors. Double-click to open/close the associated falcon wing door.



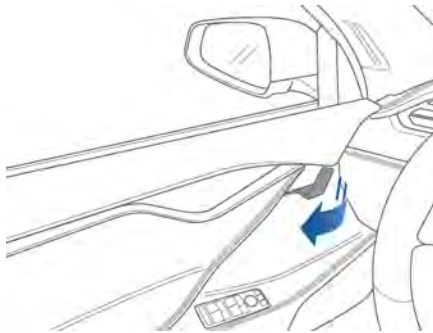
OPENING THE DOORS WITH POWER

To open the Model X doors from the outside with 12 volt power in place, press the exterior handles.



OPENING THE FRONT DOORS WITH OR WITHOUT POWER

To open the front doors from inside Model X, pull the handle towards you.





OPENING THE FALCON WING DOORS WITH POWER

To open a falcon wing door from inside Model X when the 12 volt power is on, use the button located on the inside of the B-pillar.





OPENING THE FALCON WING DOORS WITHOUT POWER

Without 12 volt power, the falcon wing doors can only be opened from the inside of the vehicle. Remove the speaker grill from the door and pull the mechanical release cable down and towards the front seat, as shown below. After the latch has released, manually lift up the doors.





REMOVING THE FALCON WING DOOR

The falcon wing doors open up and over the vehicle. In case of severe damage, you might need to cut or pry the doors from the vehicle. The locations of the hinges and latch are shown in red.





HIGH-TENSION SPRINGS

The falcon wing doors are equipped with high tension springs that assist with normal door opening. These springs might cause portions of the door to rise rapidly if the weight of the doors is reduced through the removal process. Remain clear of the upper roof section of the door while performing door removal on Model X. The locations of the high tension springs are shown in red.

▲ **Warning:** Never cut the high tension springs attached to the falcon wing doors. Serious injury or death can result from cutting or rapidly releasing the high tension springs.



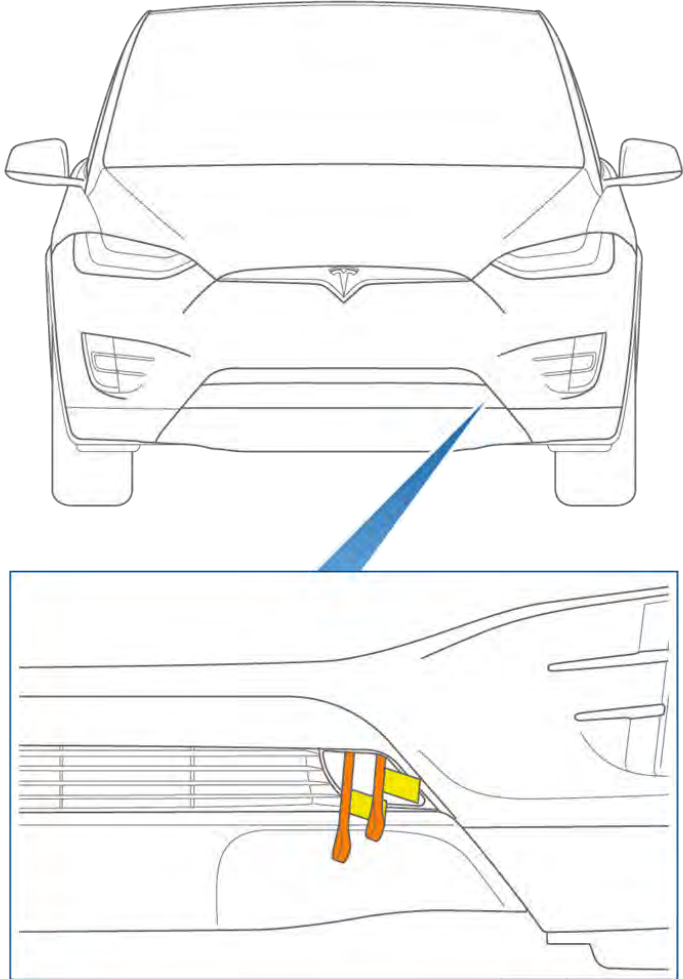


OPENING THE HOOD

Model X does not have a traditional internal combustion engine. Therefore, the area that would normally house the engine is used as additional storage space. Tesla calls this area the “Front Trunk”.

To open the hood, use one of the following methods:

- Touch the associated OPEN button on the touchscreen (Controls > Quick Controls) for the front trunk.
- Double-click the front trunk button on the key.
- Pull the release cables located in the tow attachment on the front bumper. You need to release the tow hook cover first to expose the straps, and then pull the straps, labeled A and B, in alphabetical order to open the primary and secondary latches.





OPENING THE TRUNK

Use one of the following methods to open the trunk:

- Touch the associated OPEN button on the touchscreen (Controls > Quick Controls) for the trunk.
- Double-click the trunk button on the key.
- Press the switch located under the exterior handle on the trunk.





PUSHING THE VEHICLE

- ▲ **Warning:** The following instructions are intended to be used when only moving Model X a very short distance to improve traffic safety. Refer to the Owner's Manual on the touchscreen or the Roadside Assistance Guide in the glovebox for instructions on how to transport Model X. Damage caused by transporting the vehicle is not covered by the warranty.
- ▲ **Warning:** Do not push Model X with its wheels in a position where they can spin, such as in contact with the ground. If this must be done, use a wheel lift and dollies to ensure that all four wheels are off the ground. This may be done for a maximum of 35 miles (55 km), and must not exceed the manufacturer speed rating of the dollies. Tesla recommends the vehicle face forward so the front wheels are lifted and the rear wheels are on dollies. Transporting Model X using any method not specified by Tesla can result in significant damage to the vehicle and can cause serious injury.

In situations where there is minimal risk of fire or high voltage exposure (for example, the vehicle does not accelerate after coming to a stop at an intersection) and 12V power is present, Model X can be quickly pushed in order to clear the roadway. If a driver is present, simply shift Model X into Neutral and then push the vehicle. If a driver is not present, Model X may automatically shift into Park when it detects the driver leaving the vehicle (even if it has previously been shifted into Neutral).

To keep Model X in Neutral (which disengages the parking brake and allows the vehicle to be pushed) without a driver present, use the touchscreen to activate Transport Mode:

1. Ensure Model X is in Park.
2. Press and hold the brake pedal, then on the touchscreen touch Controls > Service > Towing.
3. Hold the Transport Mode button until it turns blue. Model X is now free-rolling and can be slowly rolled (no faster than walking speed) or winched.

NOTE: Model X must detect a key nearby and 12V power is required for Transport Mode to activate.



When Transport Mode is active, Model X displays this indicator light on the instrument panel, along with a message indicating that Model X is free-rolling.

To cancel Transport Mode, shift Model X into Park.

NOTE: If the electrical system is not working, and you therefore cannot use the touchscreen to activate Transport Mode, use self-loading dollies or tire skates. Before doing so, always check the manufacturer's specification and recommended loading capacity. Alternatively, attempt to jump start the 12V battery. For instructions, call Tesla Roadside Assistance

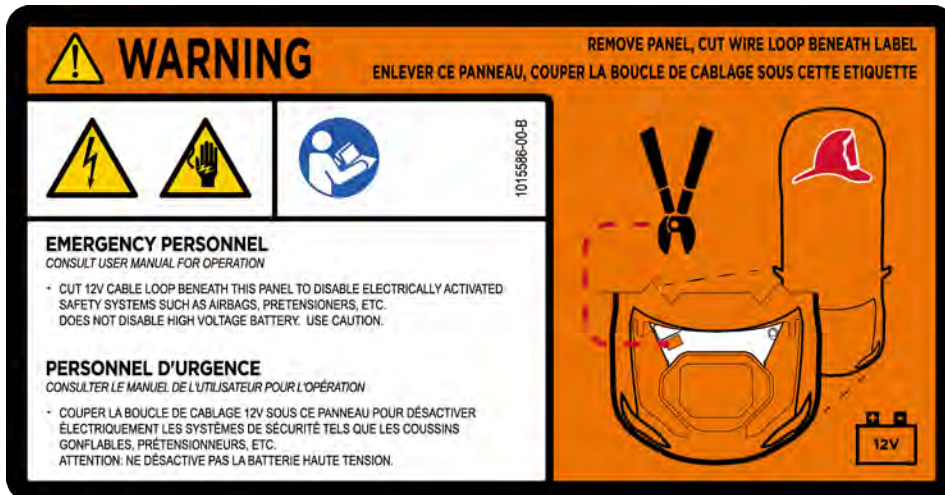


EXAMPLE OF A HIGH VOLTAGE LABEL

An example of a label located on a high voltage component is shown below. Note that, depending on the market region and vehicle build date, labels might change or be translated into other languages.

NOTE: High voltage labels may not be present newer vehicles. Do not rely on the labels to warn you of high voltage components. Always assume all high voltage components are energized.

⚠ Warning: Not every high voltage component is labeled. Always wear appropriate PPE when cutting Model X. Failure to follow these instructions can result in serious injury or death.





CONTACT US

First Responders and Second Responders with emergencies should call Tesla Roadside Assistance. Refer to <https://www.tesla.com/roadside-assistance> for the applicable number.

First Responders and training officers who have questions, please contact firstrespondersafety@tesla.com.



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Section 4

Private Hire Vehicle and Hackney Carriage Policy

All Vehicles

1. Broadland District Council will not grant or renew a licence unless satisfied that the vehicle is suitable to be a licensed vehicle, is in a suitable mechanical condition and is safe and comfortable.

Duration of Licence

2. A vehicle licence will be granted for one year until the vehicle attains seven years old at which point a vehicle licence will be granted six-monthly.

Insurance

3. A vehicle must have a current certificate of insurance or cover note which complies with the requirements of Part VI of the Road Traffic Act 1988 and which clearly covers the use to which the vehicle is to be put.

Excise Licence (Road Tax)

4. There should be a valid excise licence for the vehicle.

Vehicle Registration Document (V5)

5. A valid vehicle registration document must be produced at the time of application for a vehicle licence.

Age

6. On initial application the vehicle must not exceed five years of age.
7. Once a vehicle exceeds 7 years of age the vehicle will be considered for licensing subject to passing a 6 monthly vehicle mechanical test and MOT.

Exceptions to Age Requirement

8. The exceptions to this are:-
 - Limousines - the Authority will not licence or re-licence this type of vehicle if it is more than 10 years old.
 - Vintage / Classic / Specialist Vehicles – each application will be considered by the Authority on its own merits.

Eco-Friendly Vehicles

9. The Council encourages the use of eco-friendly vehicles. Any application to licence a vehicle with an engine capacity of less than 1300cc will be considered on its own merits.
10. Hybrid and battery-powered vehicles may be licensed providing the following are satisfied:
 - a) the vehicle is able to comply with the requirements of all other private hire vehicle licensing specification conditions;
 - b) the vehicle has a mileage range between battery charges which makes it feasible and viable to operate as a private hire vehicle;

- c) the owner and or operator of the vehicle has ready access to suitable battery charging points to facilitate the satisfactory operation of an electrically powered vehicle.

Vehicle Specifications

- 11. a) The vehicle shall have four side opening doors (designed for the purpose of permitting persons access to/from the interior) or three side opening doors and a tailgate or rear door(s) which is easily accessible and may be opened from the inside of the vehicle.

Clear and unobstructed ingress to and egress from any back row seating of the vehicle must be available at all times in the case of any minibus or people carrier-type vehicle with three or more rows of seating. This may require the removal of any seat adjacent to the nearside door of the passenger compartment of the vehicle.

No person entering or exiting from a vehicle should have to remove or dismantle any seat or other obstacle, or to climb over any person being carried in the vehicle, or have any other person leave their seat, to facilitate them entering or exiting the vehicle.

Any vehicle's suitability for licensing will also be determined by the positioning of its seating, fittings and fixtures for the ingress and egress of passengers and their safety.

- b) The vehicle must be right-hand drive.
- c) The vehicle must have EU Type Approval.
- d) If c) cannot be satisfied then the vehicle must have a Department for Transport Certificate of Single Vehicle Approval.
- e) In the case of a Private Hire Vehicle its appearance must not lead people to believe it is a Hackney Carriage.
- f) The vehicle must have seats with a minimum width of not less than 408mm (16 inches) per person.
- g) The vehicle shall be fitted with appropriate seatbelts to the front and rear seats of the vehicle. The number of seat belts fitted to the vehicle, as a minimum, shall correspond with the number of passengers the vehicle is licensed to carry plus the driver.
- h) All wheelchair accessible vehicles shall be equipped with properly mounted fittings for the safe securing of a wheelchair and a passenger seated in it, when carried in the vehicle. The Licensing Authority reserves the right to require further examination and certification to confirm the safety of the vehicle.
- i) If a mechanical hoist is fitted to the vehicle this will require a LOLER (Lifting Operations and Lifting Equipment Regulations 1998) inspection every 6 months by the manufacturer or his approved agent and a certificate/report must be produced to that effect.

- 12. The seat layout, legroom, headroom and seated comfort of the vehicle will be assessed by an authorised officer upon inspection of the vehicle at the Council's offices. Each application will be considered on its own merits. Should the authorised officer determine

that the vehicle is not appropriate for use as a Private Hire Vehicle or Hackney Carriage, or the dimensions of the vehicle are not sufficient to seat the specified number of passengers, the vehicle may be refused for licensing or the number of passengers permitted in the vehicle may be reduced. The safety and comfort of the passenger will be paramount. It is therefore advised that proprietors liaise with the Council before purchasing a vehicle to ensure its suitability.

Vehicle Test Standards

13. a) The Authority will not grant/renew a vehicle licence unless the person examining it has confirmed that it has passed the Council Vehicle Mechanical Test and, at the same time, the vehicle has been certified roadworthy to MOT standard and has a current MOT certificate completed within the last month. Vehicles of a class that are not subject to 'EU Type approval' and are being tested for the first time will be additionally tested to ensure tyres and any other aspect of the vehicle are as safe and mechanically sound as possible for the passenger.

Costs of such testing must be paid by the person wishing to licence the vehicle. In addition the history of the vehicle will be taken into consideration when determining whether the vehicle should be licensed.

- b) A vehicle may require re-examination, when the licence has been in force for six months, to ensure that it continues to meet the standards referred to in (a) above. This will be the case for all vehicles exceeding 7 years of age from the date of first registration.
- c) A vehicle which fails an inspection/safety check during the currency of a licence with Broadland District Council will have the fault(s) rectified and the vehicle re-inspected within 2 months of the original inspection. Failure to do so will lead to the automatic revocation of the vehicle licence.
- d) A vehicle may be inspected by an authorised officer of the Council or a Police Officer, at all reasonable times. If the person inspecting the vehicle is not satisfied as to the fitness of the vehicle he may give an unfit vehicle notice to the proprietor/operator to make the vehicle available for further inspection and testing at such reasonable time and place as may be specified and the vehicle licence may be suspended until the authorised officer or police officer is so satisfied. If the authorised officer or police officer is not satisfied within two months of the initial inspection the Vehicle licence shall be deemed revoked. An authorised officer or police officer may permit other persons to examine the vehicle on their behalf (e.g. VOSA).

Exterior Bodywork and Wheel trims

14. The bodywork of the vehicle shall be in good condition and shall be as originally fitted by the manufacturer. Wheel trims must be fitted to all road wheels where part of the manufacturer's original specification.

Upholstery

15. All upholstery shall be clean and in a well maintained condition. No tear, crack, hole or burn will be acceptable. Upholstery includes seats, headrests, armrests, carpets and other trim.

Fittings

16. All fittings shall be properly maintained and in good working order. Fittings include litter containers, clocks, interior lights, sun blinds, door surrounds, grab handles, other

equipment provided for passenger comfort and any equipment in, on or forming part of the vehicle including wheelchair ramps and securing fittings where the vehicle is to be licensed to carry wheelchair bound passengers.

Roof and Floor Coverings

17. All roof and floor coverings shall be clean and in good condition, with no tear or other damage.

Fire Extinguishers

18. A fire extinguisher shall be provided in an easily accessible position capable of being reached by the driver without delay. Upon issue of the Private Hire Vehicle licence, the Council will issue an inspection sticker to identify the fire extinguisher with the particular Private Hire Vehicle.

Vehicles Powered by Liquefied Petroleum Gas (LPG)

19. A vehicle, the engine of which has been converted to run on LPG, shall be entered on the UKLPG Vehicle Register confirming that the LPG installation is safe and conforms with the Association's Code of Conduct.
20. An LPG powered vehicle must undergo an additional annual service by a person competent in LPG powered vehicles. If an LPG conversion involves installation of an LPG fuel tank in a vehicle's boot space (and possible relocation of the spare wheel) it shall be a requirement that an amount of space shall remain free for the storage of a reasonable amount of luggage and any spare wheel displaced as a result must be stored in a location that does not impinge on the passenger carrying area of a vehicle.

Tinted Windows (Without prejudice to the Road Vehicles (Construction & Use) Regulations 1986 (As Amended))

21. The Authority will not licence a vehicle unless the windscreen allows at least 75% of light to be transmitted through it and the front side windows allow 70% of light to be transmitted through them. The Authority also recommends that rear windows allow a minimum of 70% of light to be transmitted through them. Each application will be considered on its merits.

Wheelchair Accessible Vehicles

22. The Authority will encourage the provision of wheelchair accessible vehicles, in compliance with the Equality Act 2010 and any requirements of the Department for Transport.

Taximeters

23. All Hackney Carriage vehicles licensed or to be licensed shall have a taximeter fitted unless an exemption has been approved. Any vehicle fitted with a meter shall be tested on the road by reference to a measured distance to establish that the taximeter is accurate. In relation to Hackney Carriages the test shall be to establish that the meter does not produce a fare in excess of the maximums prescribed on the current Hackney Carriage Fare Tariff approved by the Council.
24. In all cases taximeters shall be fitted in such a way that they are visible to passengers.

25. Taximeters fitted to Hackney Carriages which are to be licensed for the first time, must be one of the makes/types listed in Appendix D or any other that is specifically approved by the Council.

Unfit Vehicle Notices

26. These will be issued by Authorised Officers and Police Officers where vehicle defects give cause for concern.
27. Immediate Unfit Notices may be given if the vehicle appears to be unsafe to carry members of the public. Once a Notice is issued the vehicle must not be used for hire with immediate effect. The vehicle must be presented to an Authorised Officer of the Council once the faults have been rectified. Only after this will the Notice be lifted and the vehicle can then be used for hire.
28. Alternatively a Deferred Notice may be issued. The vehicle may continue to be used on the road for the time specified on the Notice, however any works required by the Notice must be completed within the specified time. When the faults are rectified the vehicle must be presented to an Authorised Officer. If, following inspection, the Officer is satisfied that the works have been completed, the Notice will be lifted.
29. If an Immediate Unfit Notice is not lifted within 2 months the vehicle licence will be revoked.

Advertising on inside and outside of vehicle

30. Advertising will be permitted on Hackney Carriages and Private Hire Vehicles in compliance with the stated conditions. Advertising will also be permitted, subject to written application, on the inside of purpose built hackney vehicles but is limited to the base of the pull down spring seats. All advertising is subject to the following:
- a) All adverts shall comply with the British Code of Advertising Practice and shall be in a form acceptable to the Advertising Standards Authority.
 - b) No advertisement shall relate to or advertise alcohol, nudity, gambling, smoking materials or anything of a political nature. The council reserves the right to withdraw from display any advertisement which may be considered inaccurate, misleading, unlawful, defamatory, in bad taste or of an unacceptable standard.
 - c) Any requests for advertising on a vehicle must be made in writing and is subject to approval by the Council or an authorised officer. In the case of Private Hire Vehicles advertising is subject to the specific exclusion of the words "taxi", "cab", or "hire".
31. Advertising in all other vehicles will be subject to approval by the Council and each application will be decided on its own merits.

Licence Plate Content

32. Any external or internal licence plate issued by the Authority will include the following information:
- a) Licence Number
 - b) Registration Number
 - c) Make and model of vehicle

- d) Licence expiry date
- e) Number of passengers
- f) Details of the issuing Licensing Authority

Dual Plating

33. Dual Plating will not be permitted where different requirements of design, age or other local conditions apply.

Trailers

34. Trailers must be of a specific type, design and standard to comply with the conditions adopted by the Council. Trailers are not to be utilised for general use and must be used on pre-booked journeys only for the carrying of excess luggage. There must be adequate insurance for the trailer and its contents and the trailer must display a Broadland Council licence plate whenever used with a Broadland Council licensed vehicle.

Private Hire Vehicles

Roof Signs

35. The proprietor may, by written application to the Licensing Section, request permission to permanently fix an illuminated roof sign or roof bar to a Private Hire Vehicle. The roof sign or roof bar must be to the specification required by the council and have the words 'Pre-Booked Only' on both or all sides of the sign or bar. The Private Hire Vehicle once fitted with the roof sign or roof bar must be presented for inspection at the Council, prior to the vehicle being used for private hire purposes, to certify that the roof sign or roof bar is to the required specification and correctly fixed. Private Hire Vehicles are permitted to use bus lanes and bus gates providing an approved roof sign/bar has been fitted to the roof of the vehicle.

Vehicle Licence

36. Broadland District Council may suspend, revoke or refuse to renew a Private Hire Vehicle Licence on the following grounds:
- a) The vehicle is unfit for use as a licensed Private Hire Vehicle;
 - b) The proprietor or driver has committed an offence under, or failed to comply with the provisions of the relevant Acts;
 - c) Any other reasonable cause.
37. The Council must give notice of the grounds for doing so within 14 days.
38. An applicant for a Broadland District Council Private Hire Vehicle licence has a right of appeal to a magistrates' court if aggrieved by any condition attached to a licence or by a refusal to grant a licence or by a decision to suspend, revoke or refuse to renew a vehicle licence. This appeal must be implemented within 21 days of receipt of the notice.

Stretched Limousines

39. A "stretched limousine", is a saloon type vehicle that has undergone an increase in length by extending the wheelbase after manufacture. An "American stretched limousine" is a stretched limousine imported from the USA and typically will have been manufactured originally by Lincoln (Ford) or Cadillac.
40. The purpose of this Policy and subsequent conditions is to protect public safety. The conditions will apply in addition to the Authority's standard conditions for Private Hire Vehicles and take account of the fact that stretched limousines will:
- a) travel generally at slower speeds than normal taxis
 - b) not normally overtake other vehicles
 - c) be easily recognisable by the hirer
 - d) be heavier and considerably longer than standard cars
 - e) be adapted or converted by someone other than the original manufacturer.
41. For the purposes of calculating the seating capacity of a vehicle the minimum width of a passenger seat is 408mm (16 inches). In the case of an 'L' shaped seat, sufficient space

must be made available in the corner to prevent the passenger on one side of the corner encroaching on the passenger on the other side.

42. In the case of a stretched limousine, or American stretched limousine, where the vehicle has been constructed or adapted to seat up to 8 passengers, originals of the following documentation will be required by the Council before an initial application for a vehicle licence can be considered:

- a) Completed importation documentation where applicable and individual vehicle approval (IVA) certificate confirming that the vehicle has been adapted to carry no more than eight passengers. Please note a Minister's Approval Certificate is not acceptable.
- b) Proof the 'stretch' was performed by the manufacturer or by a Coachbuilder approved by the vehicle manufacturer i.e. American Limousines must have been built by an approved coachbuilder under the QVM programme for Ford Vehicles or the CMC programme for Cadillac Vehicles.
- c) DVLA Registration Document (V5).
- d) Valid Certificate of Insurance, with cover for hire and reward.
- e) Current MOT certificate issued by an approved MOT Testing Station specifically equipped to test stretch limousines.
- f) Where applicable, confirmation that the vehicle is safe and has been entered on the UKLPG Vehicle Register in the case of vehicles converted to run on LPG.
- g) Valid Road Vehicle Excise licence disc.

43. The vehicle must not be more than 10 years old.

Hackney Carriages

Restriction on Numbers of Licensed Vehicles

1. This Council will not restrict the number of licences that it issues.

Taximeters

2. The Council requires every vehicle licensed as a Hackney Carriage to be fitted with a taximeter. The Taximeter shall be of a type specified in the table in Appendix B or approved by Broadland District Council.

Roof Signs

3. The Council requires all Hackney Carriage vehicles to be fitted with roof-mounted signs.

Vehicle Licence

4. Broadland District Council may suspend, revoke or refuse to renew a Hackney Carriage Vehicle Licence on the following grounds:
 - a) The vehicle is unfit for use as a licensed Hackney Carriage;
 - b) The proprietor or driver has committed an offence under, or failed to comply with the provisions of the relevant Acts;
 - c) Any other reasonable cause.

The Council must give notice of the grounds for doing so within 14 days.

5. An applicant for a Broadland District Council Hackney Carriage vehicle licence has a right of appeal to a magistrates' court, if aggrieved by any condition attached to a licence or by a refusal to grant a licence or by a decision to suspend, revoke or refuse to renew a vehicle licence. This appeal must be implemented within 21 days of receipt of the notice.

Hackney Carriage Stands

6. To be included upon the resolution of the Council to fix stands for hackney carriages and adopt a scale of fares for the same.

Section 5

Private Hire Vehicle Licence Conditions

Identification Plate

1. The yellow (or silver in the case of “Executive” vehicles) plate which identifies the vehicle as a Private Hire Vehicle and is required to be exhibited on a Private Hire Vehicle by virtue of Section 48(6)(a) of the Local Government (Miscellaneous Provisions) Act 1976, shall be securely fixed to the rear of the vehicle in a conspicuous position and in such a manner as to be able to be removed by an authorised officer of the council or a police constable.
2. A smaller internal licence plate, issued by Broadland Council, must also be securely fixed to the windscreen of the vehicle so that the vehicle may be identified from the front as well as the rear.
3. The licence plates are the property of Broadland District Council to whom they must be returned within 7 days of demand if the vehicle licence is suspended, revoked or not renewed for any reason.

“Executive” Plate

4. Where vehicles are deemed by the Council to be “Executive” and are used for executive-type work an alternative identification plate may be issued in place of the standard yellow plates. These are silver in colour and more discrete. They are issued at an authorised officer’s discretion and each case will be decided on its own merits.

Return of Identification Plate

5. On suspension, revocation or expiry of a Private Hire Vehicle licence the Council will require the Proprietor to return the identification plates within 7 days and any authorised officer of Broadland District Council or any police officer is entitled to remove the plate from the vehicle and retain it.

Insurance

6. a) During the period of the Private Hire Vehicle licence, the proprietor shall keep in force, in relation to the use of the vehicle as a Private Hire Vehicle, a policy of insurance in respect of public hire and complying with the provisions of Part VI Road Traffic Act 1988 which covers third party liability both in respect of physical injury or death and in respect of damage to personal belongings. The certificate of insurance shall be produced to an authorised officer of the Council for inspection on initial application or renewal of a Private Hire Vehicle licence and whenever required by an authorised officer.
- b) It shall be the responsibility of the proprietor of a Private Hire Vehicle to produce proof of continuous insurance cover. The insurance proof may be requested by an authorised officer of the Council within seven days of the expiry of the preceding certificate or cover note.
- c) If the proprietor fails to produce a certificate of insurance cover on request he/she shall produce it forthwith or within seven clear days of the request to an authorised officer of the Council. Failure to comply shall result in suspension of the Private Hire Vehicle licence.

Fire Equipment

7. There shall be provided and maintained in a licensed Private Hire Vehicle carriage the following equipment:

Fire Extinguisher

To be carried as to be readily accessible by the driver and available in any emergency. The fire extinguisher should be either a 1kg dry powder or a 1 litre AFFF. Both types should have gauges to show the state of charge and must be manufactured to satisfy relevant BSEN accreditation. It should be ensured that the fire extinguisher is valid and in date. Once the fire extinguisher is life expired it must be replaced immediately.

Advertising on outside of vehicle

8. During the currency of the licence advertising will be permitted on licensed vehicles, subject to the following conditions:
- a) The proprietor of a Private Hire Vehicle shall not display or permit to be displayed on the vehicle any sign or advertisement whatsoever unless written permission has been obtained from the Council.
 - b) Advertising is to be limited to the front door and back door panels of licensed vehicles. Advertising on parts of the vehicle over and above front and back door panels may be permitted but only after prior written approval of the Council has been given. However, no advertising will be permitted to the windows of the vehicle.
 - c) Proprietors of Private Hire Vehicles shall ensure that any advertisements carried on their vehicles are not disfigured or damaged and shall immediately remove any advertisements that are or become damaged or disfigured.
 - d) All advertisements shall comply with the British Code of Advertising Practice and shall be in a form acceptable to the Advertising Standards Authority. The Council reserves the right to withdraw from display any advertisement which may be considered inaccurate, misleading, unlawful, defamatory, in bad taste or of an unacceptable standard.
 - e) No advertisement shall relate to or advertise alcohol, nudity, gambling, smoking materials or be of a political nature.
 - f) The same advertising must be displayed on the front nearside and offside doors of vehicles.
 - g) Any advertising may cover both doors.
 - h) Advertising may not be stuck over door trims. Door trims may not be removed to accommodate advertising.
 - i) In the case of Private Hire Vehicles advertising is subject to the specific exclusion of the words "taxi", "cab" or "hire", the use of which will not be permitted.
 - j) No advertising will be permitted on any part of a trailer.

Signs which must be displayed

9. The following signs and notices will be displayed on Private Hire Vehicles during the currency of the licence:

- a) Notices issued from time to time by Broadland District Council for the information of the traveller.
- b) A sign stating 'Seat Belt Regulations – Seat belts must be worn'.
- c) The number of passengers and licence number of the vehicle displayed in a clearly visible position.
- d) No smoking signage as required by the appropriate legislation.

Signs, Notices, etc

- 10. During the period of the licence no signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever will be displayed on, in or from the vehicle except as may be required by any statutory provision, including byelaws, or permitted by these conditions.
- 11. Provided however that this condition shall not apply to any indication on a taxi meter fitted to the vehicle or to a sign which:
 - a) is displayed in or from the vehicle while it is stationary; and
 - b) contains no words or numbers other than the name and address of an operator of the vehicle or the name under which he carries on his business and in either case, the name of a passenger or passengers to be carried in the vehicle; and
 - c) is displayed in pursuance of a prior arrangement made for the carriage of a passenger or passengers named on the sign.

Vehicle Accidents

- 12. The proprietor of a private hire vehicle must report to the council as soon as possible, and in any case within seventy-two hours, any accident which has caused damage materially affecting the safety, performance or appearance of the private hire vehicle or the comfort or convenience of passengers.

Vehicle Inspections

- 13. A vehicle which fails an inspection/safety check during the currency of a licence will have the fault(s) rectified and the vehicle re-inspected within 2 months of the original inspection. Failure to do so will lead to the automatic revocation of the vehicle licence.
- 14. A Private Hire Vehicle may be inspected by an authorised officer of the council or a police officer, at all reasonable times. If the person inspecting the vehicle is not satisfied as to the fitness of the vehicle he may give written notice to the proprietor/operator to make the vehicle available for further inspection and testing at such reasonable time and place as may be specified, and the vehicle licence may be suspended until the officer or police officer is so satisfied.
- 15. If the officer or police officer is not so satisfied within 2 months of the initial inspection the Private Hire Vehicle licence shall be deemed revoked.

Maintenance of Vehicle

16. The proprietor of a Private Hire Vehicle will ensure that the vehicle and all its fittings are at all times when the vehicle is in use or available for hire, kept in safe, tidy and clean conditions and comply with the relevant statutory requirements including those contained in the Motor Vehicles (Construction and Use) Regulations.

Transfer of licence to new vehicle

17. The proprietor of a licensed Private Hire Vehicle wishing to replace a licensed vehicle with another vehicle may apply to transfer the licence to the new vehicle. The new vehicle will be required to undertake a Broadland Council vehicle mechanical test. The proprietor will also be required to produce valid MOT, insurance and vehicle registration documents for the vehicle as well as paying the prescribed fee. The vehicle must comply with the above conditions as required for a new vehicle licence.

Transfer of licence following vehicle requiring repairs

18. In the case of a vehicle involved in an accident or sustaining other damage requiring repair, the plate may be temporarily transferred to another vehicle via the process described in the above paragraph. Upon completion of remedial works to the vehicle, the plate may be transferred back. The requisite documents must be provided and the vehicle must complete a further MOT and vehicle mechanical test to establish the safe working condition of the vehicle. Depending on the severity of the damage to the vehicle, an authorised officer may waive the requirement for an MOT and/or vehicle mechanical test. This is at the authorised officer's discretion.

Transfer of vehicle

19. Any proprietor transferring a licensed vehicle to a new proprietor must complete the specified application form within 14 days of the transfer.

Proprietor's Responsibility

20. During the period of a licence, the holder shall be in direct control of the day to day running of the vehicle.

Roof Signs

21. The proprietor may, by written application to the Licensing Section, request permission to permanently fix a roof sign or roof bar to a Private Hire Vehicle. The roof sign or roof bar must be to the specification required by the Council and have the words 'Pre-Booked Only' in black lettering on both or all sides of the sign or bar. The sign or bar must be illuminated showing white to the front and red to the rear and permanently fixed to the roof of the Private Hire Vehicle. The Private Hire Vehicle once fitted with the roof sign or roof bar must be presented for inspection at the Council offices, prior to the vehicle being used for private hire purposes, to certify that the roof sign or roof bar is to the required specification and correctly fixed. Private Hire Vehicles are permitted to use bus lanes and bus gates providing a roof sign or bar is fitted to the roof of the vehicle.

Copy of Conditions

22. The driver of a Private Hire Vehicle shall carry with him/her a copy of these conditions and shall make them available for inspection by the hirer or any other passenger on request.

Notification of Conviction

23. The proprietor shall within 7 days disclose to the Council in writing details of any conviction imposed on him/her (or, if the proprietor is a company or partnership, on any of the directors or partners) during the period of the licence.

Trailers

24. Nothing in this section precludes the towing of a trailer or caravan solely for personal use. A trailer or caravan used for such purpose is not required to comply with the following conditions.

A Private Hire Vehicle will be permitted to tow a trailer subject to the following conditions:

- a) The proprietor presents the trailer for a compliance inspection at an approved MOT testing station prior to its first use and again at each inspection of any vehicle on which the trailer is authorised to be used. If found to be satisfactory permission will be allowed for one year. The trailer shall also be submitted for further inspections as the Council may require.
- b) Trailers will not be permitted on vehicles where one of the access/egress routes for the vehicle is via the rear of the vehicle.
- c) The trailer must only be used on pre-booked journeys when excess luggage is to be carried and not for general use.
- d) The trailer must comply with all aspects of current legislation and is of a type recommended by the vehicle manufacturer as being suitable for the intended towing vehicle.
- e) The trailer must be purpose built and manufactured for the purpose of which it was intended.
- f) The trailer must be maintained in a satisfactory condition and comply with all current road traffic legislation requirements.
- g) The tow bar and fitting should be of a type approved by the manufacturer of the vehicle and fitted by an approved agent.
- h) No advertising will be permitted on any part of the trailer.
- i) The trailer shall carry an appropriate spare wheel and correctly inflated spare tyre at all times that it is in use for hire and reward.
- j) The trailer must be of a design that when close coupled to the prime mover (the vehicle towing it) it does not interfere in any way whatsoever with the operation of any rear door, emergency exits or wheelchair access ramps.
- k) The trailer must be hard bodied and fitted with securely fastening covers, which can be hard top or canvas tarpaulin type, to prevent the ingress of liquid on to any luggage being carried. The trailer shall be covered at all times whilst in transit.
- l) The trailer must be plated by the manufacturer specifying the maximum load to be carried.

- m) There must be current insurance which must be produced to an authorised officer on request to prove the vehicle is insured to tow a trailer and that there is adequate cover for the carriage of luggage and/or goods.
- n) Suitable insurance cover for the trailer must be held by the Proprietor. A copy of the certificate must be produced to an officer on request.
- o) Any defect or damage of any kind occurring on the trailer must be reported to the Council as soon as possible or in any case within 7 days.
- p) A trailer is not permitted on a Hackney Carriage rank.
- q) When the approved trailer is used with the licensed vehicle, a Broadland District Council licence plate must be affixed to the rear of the trailer and made clearly visible.
- r) The kerbside weight of the trailer when fully laden must not exceed that determined by the vehicle manufacturer as being the safe towing weight limit.
- s) It is the proprietor's responsibility to ensure that the trailer towed by his vehicle complies with the legislation and licensing conditions.
- t) It is the proprietor's responsibility to ensure the driver towing the trailer holds the appropriate category DVLA licence.

Televisions

- 25. If televisions/DVDs/screens/digital media are fitted to vehicles they must comply with the requirements of the relevant Road Vehicle (Construction and Use) Regulations.

Alteration of Vehicle

- 26. During the currency of the Licence, no material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the prior approval of the Council. All vehicles must have four doors with the exception of purpose built vehicles or specialist vehicles, subject to the approval of the Licensing Authority.

Change of particulars

- 27. The proprietor shall notify the Council in writing of any change in the particulars supplied by him in his application for the vehicle licence including his address during the period of the licence and within 7 days of any such change taking place.

Citizen Band Radios

- 28. No citizen band radios may be fitted in any Private Hire Vehicles during the currency of the licence.

Radio Scanning Devices

- 29. No radio scanning devices of whatever type or sort may be fitted to, carried in or used in or in the vicinity of any Private Hire Vehicle during the currency of the licence.

CCTV Cameras

- 30. Private Hire proprietors may, subject to the written approval of the Council and in compliance with any separate CCTV policy, install and use a visible closed circuit television surveillance camera in their vehicles for the purposes of personal safety and as

a deterrent only. The legislation relating to the provision of CCTV in licensed vehicles is currently under review. These conditions are therefore subject to change following the introduction of any relevant legislation.

31. If an approved camera is fitted a sign must be displayed inside the vehicle, visible to passengers, stating 'Closed Circuit TV surveillance in operation'. Similar signs shall be displayed outside the vehicle to warn prospective customers of the possible use of the surveillance camera.

Roof and Boot Racks

32. No roof or boot racks or boxes may be fitted to Private Hire Vehicles during the currency of the licence except with the express permission of the Licensing Authority. Requests should be made in writing.

Deposit of Drivers Licence

33. Where the proprietor of a Private Hire Vehicle employs any other person to drive the vehicle he shall, before that person commences to drive the vehicle, cause the driver to deliver to him a copy of his Private Hire Drivers Licence for retention until such time as the driver ceases to be permitted or employed to drive the vehicle or any other vehicle which he operates.

LPG Conversions

34. A Private Hire Vehicle proprietor converting their licensed vehicle to run on Liquid Petroleum Gas (LPG) must notify the Council of such change and comply with the following conditions.
 - a) That the installation of a LPG tank is undertaken by an LPG approved installer.
 - b) That the proprietor demonstrates that the vehicle is included on the UKLPG Vehicle Register.
 - c) That the LPG tank fitted must be a multi-valve tank and be fitted with a sealed tank box made from aluminium and vented to the atmosphere.
 - d) That the vehicle displays on the front and rear screens, a sticker stating that the vehicle has been fitted with a LPG tank for the purpose of alerting the emergency services in the event of an accident.
 - e) Where doughnut tank is fitted in the spare wheel well of the boot, the spare wheel must be securely placed in a position not obstructing the entire luggage space.
 - f) The proprietor of the vehicle must notify DVLA Swansea of the change in fuel from petrol to both LPG and petrol.
 - g) The vehicle must be annually serviced by a person competent in LPG powered vehicles.

Limousine Conditions

35. These conditions shall apply in addition to the Council's standard conditions for Private Hire Vehicles.
36. The vehicle shall be tested every 6 months.

37. The Vehicle shall comply with the following:

- a) The vehicle shall not be over 10 years old.
- b) The vehicle shall be equipped with a minimum of four road wheels and a full sized spare wheel.
- c) The vehicle shall be equipped with tyres, braking systems and suspension designed and manufactured to support the maximum permitted axle weight for the axle when the vehicle is driven at the maximum speed.
- d) The Maximum Gross Weight of the vehicle will be assessed by the Local Authority to ensure it will not be exceeded when carrying passengers.
- e) All seats shall be fitted with seat belts which must be fitted in accordance with the current Road Vehicle (Construction and Use) Regulations.
- f) The maximum length of the stretch conversion (measured between the rear edge of the front door and the front edge of the rear door) shall not exceed 3048mm/120".
- g) The vehicle must not be fitted with a two-way radio system.

38. No person, under the age of 18 years, being conveyed in a stretched limousine shall be allowed to consume alcohol.

39. Tinted glass shall conform to the legal requirements of the current Road Vehicle (Construction and Use) Regulations.

40. Children under the age of 16 years shall not be carried in a stretched limousine unless accompanied by the parent or guardian of at least one of the children.

41. A limousine will not be permitted to tow a trailer.

Alcohol Sales

42. Alcohol sales made in relation to limousine/Private Hire operations will require the Operator base to be licensed under the Licensing Act 2003. A personal licence holder will also need to be named as Designated Premises Supervisor on the relevant premises licence.

Serving of Notices

43. Sub-sections (2) and (5) of Section 233 of the Local Government Act 1972 shall have effect and are incorporated in these conditions in relation to any notices required or authorised by these conditions to be given or served on the proprietor by or on behalf of the Council or by an authorised officer.

Penalties

44. The Local Government (Miscellaneous Provisions) Act 1976 provides that any person who acts in contravention of the provisions of part II of the Act shall be guilty of an offence and liable on summary conviction to a fine. In addition such action may lead to the suspension or revocation of an existing licence or the failure to renew such a licence.

Part II of the Act provides that these conditions must be adhered to.

Pages 85 to 90 are not available to
the public because the information
is confidential as it includes exempt
information about an individual