

Factsheet

HACKNEY CARRIAGE & PRIVATE HIRE VEHICLES

A GUIDE FOR PASSENGERS

What You Should Know

There are two types of vehicle that carry fare paying passengers – Hackney Carriages (Taxis) and Private Hire vehicles, both of which have to be licensed by the Council. The licensing system exists principally to maintain and improve public safety standards.

Hackney Carriage (Taxis)

ALL Licensed Hackney Carriages:

- **must** be white
- **can** be a saloon, estate or MPV displaying a white taxi roof sign or be a London style cab.
- **must** have blue licence plates, one on the dashboard and one near the rear bumper.
- **can** display taxi door signs.
- **can** use taxi ranks.
- **can** be hailed or flagged down in the street.
- **can** be booked in advance e.g. by telephone.
- **must** display 'No Smoking' stickers.
- **must** have a meter.
- **are** subject to a tariff of fares which is set by the Council and which must be displayed in the vehicle. The precise fare is calculated by a meter fitted inside the vehicle.
- **are** subject to vehicle inspections, in addition to the MOT test.
- **must** have current vehicle insurance for taxi work.
- **are** driven by Council licensed drivers who have passed a Hackney Carriage 'Knowledge' Test.

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Private Hire Vehicles

All Licensed Private Hire Vehicles:

- **can** be a saloon, estate or MPV.
- **must** have yellow licence plates, one attached to the windscreen, one near the rear bumper and one near the front bumper.
- **must** display Private Hire door signs.
- **must** display 'No Smoking' stickers.
- **must** display insurance stickers (please be aware a Private Hire vehicle **must** be pre-booked through the operator failure to do this may mean you are not insured).
- **cannot** be hailed or flagged down in the street or use taxi ranks
- **are not** subject to fare scales set by the Council. In law fares must be agreed before your journey commences, but most PHV's in Gloucester have meters and charge fares based on the taxi tariff.
- **are** subject to vehicle inspections, in addition to the MOT test.
- **must** have current vehicle insurance for Private Hire work.
- **are** driven by Council licensed drivers who have passed a Private Hire 'Knowledge' Test.

Drivers

All drivers have been vetted by the Council and must wear and display their identity badge.

A blue badge is issued to Hackney Carriage drivers.

A yellow badge is issued to Private Hire drivers.

The badges have a security hologram and contain the following information:

- Council's logo
- Driver's photograph
- Driver's licence number

Compliments or Complaints

We would like to know if you are satisfied with taxi and private hire services in Gloucester or if there are lessons to be learnt from complaints:

- **make** a note of the driver's badge number
- **make** a note of the vehicle plate number
- **note** time, date and place

then contact the Environmental Health Service Licensing Team (details are overleaf)

Please remember to only use properly licensed vehicles.