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Taxi & Private Hire News

Equality and Human Rights Commission

If you feel you are being discriminated against for any reason the Equality and Human Rights Commission is there to help you. They can be contacted for advice and guidance. The number for the helpline is **0845 604 6610**.

Contact Us

If you have any comments regarding this newsletter, ideas for subjects to be covered or any other issue regarding taxis, private hire or related matters please contact us by email at regulatory@fareham.gov.uk or by phone on 01329 236100.

Further information regarding Taxi and Private Hire can be found on our website at www.fareham.gov.uk

Ranks

If you are the first car on the rank, you are obliged to take the next passenger who comes to your car regardless of how short the fare is. Short journeys are part of the business and although it can be frustrating they are every bit as important (sometimes more if the customer is elderly or infirm) to the passenger.

We have received reports of drivers 'refusing' fares as they are too short or giving the excuse that they do not know where the destination is. This is not acceptable and we will act upon any complaint received.

Insurance

Please remember cover notes will not be accepted. Present your full insurance policy with renewal documentation. All drivers named on insurance policies must be a licensed taxi driver with FBC. We are unable to accept documents faxed to us due to the high volume of documents we will be dealing with at this time.

Missed Appointments

Missed appointments will be charged at £34 and will apply both to bringing up paperwork and inspections. If you cannot make one or both of your given dates, let us know before 28th March. Remember to ask for a reference number when requesting a change as this will be required if you dispute a missed appointment charge.

Inspection Location

Inspections will be held on the lower level of Lysses car park this year. The height restriction bar will be lifted when we are present. Please note we have decreased the amount of time we will be physically doing inspections. Inspections will take place between 10 am and 2.30 pm on your allocated day. Inspections will be carried out in plate number order, the same as last year, however we will be inspecting PH vehicles on one day. We work out how many vehicles on which days quite carefully to try and prevent you having to wait for any amount of time. Please do not request any changes to the schedule unless absolutely necessary as this results in extra work and disruption.

Paperwork

When bringing in your paperwork please check in at Reception (they book you in to Sarah's diary), pay at the Cash Office and take a seat in the usual place (outside Room 6). Sarah will then see people in the order they are booked in. Please be patient this is an extremely busy time for all reception staff, cash office staff and Sarah.

Website

Please note Fareham Borough Council website has been updated. It has a new modern look and navigation is improved. If you have any feedback please write or email it in to the Licensing Team. Please note the new blue branding.

New Plates

Please note that your new plate will be different this year. Hackney Carriage plates will now carry the new Fareham Borough colours with an updated logo. Private Hire vehicle plates will be white with the new updated logo.

The new branding is easy to recognise, clear and modern. Badges will be updated when they are due for renewal.

Fees and Charges

Good News. You will be happy to hear that for another year there will be **no increase** in fees for taxi licensing.

Taxi Association

There was a meeting of the new Association on the 24th January 2013. New Chairman Simon Nelson and Vice Chairman Michael Doughty were elected. Mel Chorlton is Secretary. Please contact Mel if you would like further information. **0773 1832 665**

Transfers

As always we would ask that you do not transfer your vehicle at this time. We have 291 vehicles to process in a very short time, this entails sending out paperwork, receiving paperwork back and checking it is all present and correct (sorting out anything which isn't). Making the plates and inspecting. Sarah does almost all of this work on her own. Therefore it makes life very difficult for her to have to try and arrange transfers or new plates at this time.

Transfers are more expensive during March and April as you will have to pay the full £185 fee to transfer and also the £185 renewal fee.

Please wait until after May if at all possible.

Vehicle Inspections

Please remember these are annual inspections to check the vehicle is in good condition. Please do not bring it up for inspection damaged or dirty. Vehicles will also fail if they have a meter that is displaying the incorrect time (HC), door seals that are torn or have holes or not displaying the correct signage - tariff cards (HC), seat belt signs and no smoking signs in each compartment.

Refurbished Ranks

Our Traffic Management Team are please to inform the trade that the Duncan Road and Stubbington ranks were both refurbished shortly before Christmas.

Fixed Penalty Notices

Civil Enforcement Officers have issued the following fixed penalty notices for non plated vehicles on taxi ranks in the last year:

| | |
|-----------------------|----|
| The Square Titchfield | 3 |
| Middle Road Park Gate | 8 |
| Stubbington Green | 26 |
| Warsash Road | 17 |
| West Street Fareham | 17 |