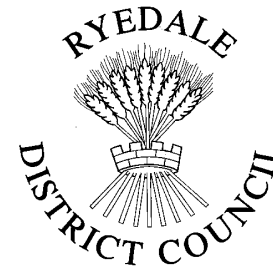


CODE OF CONDUCT



COMMERCIAL SERVICES

**Council Service
+
Hackney Carriage and Private Hire Service
=
Public Esteem**

Ryedale District Council

The Council recognises the valuable service provided to the public by Hackney Carriage and Private Hire drivers and operators and in order to assist in the provision of the highest quality service, the following guidance is offered:

Sounding of Car Horns

It is expected that drivers knock on the door of premises where they are picking up a fare and do not sit in the car sounding the horn. This practice, apart from being unlawful (under Police and Local Authority noise legislation) serves to annoy people in the vicinity and is the single most prevalent cause of complaint.

Customer Care

Passengers are customers who have different expectations and will make varying demands. This is to be expected as part of the job and drivers should endeavour to assist all customers as much as possible. Courtesy is important and actions such as opening doors and helping with luggage are expected. Assisting disabled persons and wheelchair bound users is particularly important. Drivers should take pride in their occupation and strive to provide a service of which they can be proud.

Complaints can also be expected and should be dealt with calmly and promptly. Where a complaint is made to a company, it should be part of the training of the telephone or counter staff to deal with the matter properly.

Too often the Council is called on to resolve complaints because the trade has been discourteous and unsympathetic to the complainant.

Charges

The rates of fare must be displayed in all hackney carriages and the taximeter must be used for all journeys. In private hire vehicles, no difficulty should arise if the customer is aware of the charges before the journey starts. Where pre-payment is made - such as airport bookings - it is very important to ensure that the booked journey is undertaken as arranged. The responsibility lies with the company taking the booking which may be liable to civil court action by the hirer for failure to fulfil an agreement.

Dress

Drivers are required to be clothed to the satisfaction of the Council. It is the view of the Council that drivers must generally be of a smart, well groomed appearance and close attention to personal hygiene is necessary, particularly in summer.

Wearing of Identification Badges

The law requires that all drivers wear their badges. This serves to identify drivers to customers, especially at night, and enhances the feeling of security, which the public must feel when hiring a taxi or private hire car.

Cleanliness of Vehicles

Passengers are entitled to expect a vehicle which is odour free, and clean inside and out. This extends to the boot, where luggage should not be at risk of soiling. This is the responsibility of both the proprietor and driver at all times.

Parking

Apart from Hackney Carriages that may use taxi ranks, both Hackney Carriages and Private Hire vehicles have no more right to park or wait on the highway than any other road user. Parking or waiting in contravention of yellow lines or double parking, aside from being unlawful, can be hazardous and a cause of annoyance.

Roadcraft

Compliance with the Highway Code is expected from drivers at all times. Remember a courteous, steady driver will be sought after for further taxis/ private hire journeys.

GOOD BUSINESS SENSE

Smoking

Legislation to restrict smoking in public places commenced on 1st July 2007.

This clearly indicates that private hire and hackney carriage vehicles must be smoke free for BOTH passengers and drivers whether working or not.

The above notes are intended for advice and guidance only and are not necessarily Ryedale District Council Policy.