

Hertfordshire Taxi Licensing Officers TAXI MARSHALS - CODE OF PRACTISE

Taxi marshal suppliers shall

- ensure that marshals are fully licensed door supervisors with the Security Industry Authority
- ensure that marshals are familiar with the contents of this code
- ensure that marshals arrive promptly on duty when required
- provide a named contact for each contract being undertaken
- endeavour to supply the same marshals to a particular taxi rank, in order to ensure continuity and familiarity
- attend any local Pubwatch schemes or taxi forums to ensure they are up-to-date with local needs and developments
- ensure marshals have access to local Pubwatch (or similar) radio networks
- ensure marshals have the relevant communication and language skills for the location in which they will be working

Taxi marshals shall

- comply with their conditions of their SIA licence
- wear high-visibility clothing whilst on duty, clearly indicating their role
- log-in and log-off duty with a control room/town centre CCTV control room where one is available
- understand that licensed drivers:
 - have the right to demand fares in advance for certain journeys
 - have the right to refuse passengers where they have a reasonable excuse
- understand that passengers must
 - not be excessively drunk, violent or abusive when getting into licensed vehicles
 - not eat, drink or smoke in licensed vehicles
 - know their destination to be able to tell the driver
 - have the correct fare for the journey
- be familiar with the local taxi fare tariff in order to advise passengers if necessary
- ensure that passengers queue for taxis in an orderly manner, and those who fail to do so are not allowed access to the taxis. Queues should be formed in the opposite direction to the head of the taxi rank where possible
- advise taxi drivers to keep their doors locked until the marshal signals that passengers are ready to be allowed on board
- match passenger numbers to the appropriate taxi
- ensure that lone women are given priority in being a passenger
- not require passengers to share licensed vehicles, especially if they are not known to each other
- not show any favour to any taxi driver or conduct in behaviour amounting to touting for business
- be aware of alternative forms of public transport and private hire firms in the vicinity of the taxi rank being marshalled

- ensure that any complaints made about taxi drivers are recorded in their incident book and passed to the Council's licensing officers. In addition to other information, the plate number of the vehicle and badge number of the driver should be recorded

NOTE:

This code was produced in October 2007 by the Hertfordshire and Bedfordshire Taxi Licensing Officers Group as a working document. Any comments should be sent to Jeffrey.leib@watford.gov.uk .