



Hackney Carriage & Private Hire Vehicles & Drivers

A Guide for Passengers

There are two types of vehicle, which carry fare-paying passengers –

- Hackney Carriages (Taxis) and
- Private Hire vehicles,

both of which have to be licensed by the Council.

Hackney Carriages (Taxis)

All licensed Hackney Carriages:

- can be a purpose built Hackney Carriage or constructed or adapted to carry disabled persons, a saloon car, an estate or MPV displaying a roof and front door taxi sign and a white and green plate on the rear bumper.
- can stand on taxi ranks.
- can be hailed in the street.
- can be booked by telephone.
- must have a meter.
- are subject to fare scales which are set by the Council and which must be displayed in the vehicle. A meter fitted inside the vehicle calculates the precise fare.
- are subject to vehicle inspections by the Council's approved tester.
- must have current vehicle insurance for taxi work, a copy of which must be carried in the vehicle.
- can only be driven by Council licensed drivers.

Private Hire Vehicles

All licensed Private Hire Vehicles:

- can be a purpose built vehicles constructed or adapted to carry disabled persons, a saloon car, an estate or MPV a green plate on the rear bumper.
- must be booked in advance.
- are not subject to fare scales set by the Council. These must be agreed before your journey commences.
- are subject to vehicle inspection by the Council's approved tester.
- must have current vehicle insurance for private hire work.
- Can only be driven by Council licensed drivers.

Disabled Access Vehicles

Approximately 25%of licensed vehicles are accessible for standard wheelchairs. Some vehicles can accommodate the larger electric wheelchairs. If you require assistance booking specially adapted vehicles please call the Taxi Licensing Section who will be able to give details of appropriate vehicles. The telephone number is at the end of this document.

Drivers

All drivers have been vetted by the Council and must wear an identity badge. The vetting process includes a medical to DVLA group 2 standard, Enhanced Criminal Record Bureau Check, and a Knowledge Test of the area.

A photo badge is issued to all licensed drivers.

The badge will contain the following information:

- Council's logo.
- Driver's photograph.
- Driver's name.
- Driver's number
- Expiry date of licence.

How Taxis Charge

Generally speaking, there is a one-off charge of £2.40, plus a charge of £1.60 for every mile you travel. The following list is a rough guide to the cost of some journeys in the county, based on 2007 prices:

Journey from	Journey to	Distance	Approximate meter cost 2007
Hereford	Leominster	14 Miles	£24.80
Hereford	Ross-on-Wye	16 Miles	£28.00
Hereford	Ledbury	17 Miles	£29.60
Hereford	Kington	20 Miles	£34.40
Hereford	Bromyard	15 Miles	£26.40

Running mile = £1.60 + £2.40 starting fare

These fares apply to Hackney Carriages only. Hackney Carriages can charge less than, but not more than the metered fare.

Private hire vehicles can charge according to prior agreement.

Complaints

If you want to make a complaint:

- 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 Taxi Licensing Section (details below). You can also complain by visiting one of the Council's Info in Herefordshire shops.

Taxi Licensing Section
Herefordshire Council
County Offices,
PO Box 233,
Bath Street,
Hereford.
HR1 2ZF

Telephone 01432 260973,
e-mail Licensing@herefordshire.gov.uk