

HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE LICENSING DRIVER'S LICENCE CONDITIONS

(APPENDIX H OF HACKNEY CARRIAGE/PRIVATE HIRE VEHICLE LICENSING POLICY 2009)

Conduct of Driver

1. The holder of a hackney carriage/private hire vehicle driver's licence (driver) shall comply with the following conditions, which should be read in conjunction with the Code of Good Conduct.
2. The driver shall be respectably dressed and clean and tidy in appearance, in line with the Council's Dress Code. (See Appendix J).
3. The driver shall at all times, when acting in accordance with the driver's licence granted to him/her, wear such badge as supplied by the Council in such position and manner as to be plainly and distinctly visible at all times. He/she shall not lend the badge to any other person or cause or permit any other person to wear it and on termination or surrender of a Driver's licence, he/she shall return the badge to the Council immediately.
4. The driver shall behave in a civil, polite and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
5. The driver shall not wilfully or negligently cause or permit the vehicle licence plate to be concealed from public view or allow the licence plate to be so defaced as to make any figure or information illegible.
6. The driver who has agreed or has been hired to be in attendance with the vehicle at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such vehicle at such appointed time and place.
7. The driver when hired to drive to a particular destination shall proceed to that destination by the shortest route.
8. The driver shall not convey or permit to be conveyed in such vehicle any greater number of persons than the number of persons specified on the Vehicle Licence.
9. The driver shall convey a reasonable amount of luggage and afford reasonable assistance in loading and unloading luggage.
10. If in a Private Hire Vehicle the driver must not solicit, by calling out or otherwise importune, any person to hire or be carried for hire, and must not accept an offer for the hire of the vehicle except where that is first communicated to the driver by telephone.

11. The vehicle shall be presented in a clean and tidy condition for each journey.
12. The Private Hire Vehicle must only be driven with the consent of the proprietor of the vehicle.
13. The driver must comply with any hirer's request not to drink or eat in the vehicle, or play any radio or sound equipment, which is not connected with the operation of the business.
14. The driver must ensure that the noise emitted from any sound equipment in the vehicle does not cause annoyance to any persons, whether inside or outside the vehicle.
15. The driver shall not operate the horn as a means of signalling that the vehicle has arrived.
16. The driver must not cause or permit the vehicle to stand on a road or in a public place as to suggest that it is plying for hire, or use any hackney carriage stand within the area of Derbyshire Dales District Council.
17. Drivers must not use a mobile phone whilst driving unless it is designed for hands-free operation.
18. All drivers must comply with the law relating to Smoking under the Health Act 2006.
19. The Drivers shall ensure all vehicles that carry out a journey in another district must return to within the district boundaries of the licensing Council on the termination of that journey, unless they have already received another booked fare for that district.

FITNESS OF DRIVER

20. The driver of a vehicle must at any time, or at such intervals as the Council may reasonably require, produce a certificate in the form prescribed by the Council by a Registered Medical Practitioner to the effect that he/she is, or continues to be, physically fit to be a driver of a hackney carriage/private hire vehicle.
21. Whether or not such a Certificate is produced, the driver must, if required by the Council at any time, undergo a medical examination by a Registered Medical Practitioner selected by the Council.
22. The driver is asked to cease driving any vehicle and contact the Council immediately if they know of any medical condition, which may affect their driving ability and the health and safety of themselves and any passengers.

FARES AND JOURNEYS

23. The driver/operator of a Private Hire vehicle may make their own agreement with the hirer as to the fare for a particular journey.
24. The driver shall, if requested by the hirer, provide him/her with a written receipt for the fare paid.

25. If the Private Hire Vehicle is fitted with a taximeter, then the driver of a Private Hire vehicle shall
- unless the hirer expresses at the commencement of the journey his desire to engage by time, bring the meter into operation at the commencement of the journey; and
 - bring the machinery of the taxi meter into action by moving the said key, flag or other device, so that the word 'HIRED' is legible on the face of the taximeter before beginning a journey for which a fare is charged for distance and time, and keep the machinery of the taximeter in action until the termination of the hiring;
 - when waiting for hire, keep the key, flag or other device fitted for that purpose locked in the position in which no fare is recorded on the face of the meter;
 - cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purposes of the Road Traffic Act 1972, and also at any other time at the request of the hirer;
 - not demand from any hirer of a vehicle a fare in excess of any previously agreed for that hiring between the hirer and the operator or, if the vehicle is fitted with a fare meter, the fare shown on the face of the meter.
26. In the event of a journey commencing in but ending outside the Derbyshire Dales District Council area there may be charged, for the journey, such fare or rate if any as was agreed before the hiring was affected. If no such agreement was made then the fare to be charged should be no greater than that fixed by the Council in connection with the hire of Hackney Carriages.

DUTIES OF LICENCE HOLDER

27. Any change affecting this licence must be notified within **7 days** of such to the Licensing Officer.
28. The hackney carriage/private hire vehicle driver's licence must be made available for inspection, on request, by any authorised officer of the Council or any Police Officer.
29. The driver must notify the Council, within **7 days** of starting or terminating employment, as to the name and address of the proprietor concerned, and the date when the employment either started or ended.
30. The hackney carriage/private hire vehicle driver's licence must be presented to the proprietor concerned, at the beginning of an employment.
31. All licences, badges and plates issued remain the property of the Council at all times. They must be returned when employment as a licensed driver ceases, the Licence expires and is not renewed or where the Licence is suspended or revoked.
32. The driver must notify the Council, within **7 days**, of any change of address.

33. The driver must notify the Council, within a period of **7 days**, of any conviction for an offence, or of any receipt of a fixed penalty, imposed on him/her whilst the licence is in force.

LOST PROPERTY

34. A driver of a hackney carriage/private hire Vehicle shall immediately, after the termination of any hiring or as soon as practicable thereafter, carefully search the vehicle for any property which may have been accidentally left therein, carry it as soon as possible and in any event within **48 hours** to the offices of Derbyshire Dales District Council or the nearest Police Station and leave it in the custody of an authorised officer on his giving a receipt for it.

ACCIDENT REPORTING

35. A Proprietor or Driver of a vehicle shall report to the Council as soon as is reasonably practicable and in any case within **48 hours** of the occurrence, any accident to a vehicle causing damage materially affecting the safety, performance or appearance of the vehicle or the comfort or convenience of persons using the vehicle.

THE CARRIAGE OF ANIMALS

36. A driver must not carry in a hackney carriage/private hire vehicle any animal, which belongs to, or is being looked after by, themselves, the owner or operator of the vehicle while it is being used as a Private Hire vehicle.
37. Animals in the custody of passengers may be carried, at the driver's discretion, provided they are restrained in a safe manner.
38. A driver must, however, carry assistance dogs when necessary. Assistance dogs include guide dogs for the blind or partially sighted, hearing dogs for the hard of hearing, and other assistance dogs, which assist disabled people with a physical impairment.
39. Any driver with a medical condition, which may be exacerbated by dogs, may apply for exemption from this condition. A certificate of exemption will be supplied on production of suitable and appropriate medical evidence.

WHEELCHAIR ACCESSIBLE VEHICLES

40. All drivers of wheelchair accessible vehicles:
- Must be fully conversant with the correct method of operation of all ramps, lifts and wheelchair restraints fitted to the vehicle;
 - Must, before any movement of the vehicle takes place, ensure that all wheelchairs are firmly secured to the vehicle using an approved restraining system and the brakes of the wheelchair have been applied;
 - Must ensure that any wheelchairs, equipment and passengers are carried in such a manner that no danger is likely to be caused to those passengers or to anyone else, in accordance with regulations, S.100 of the Road Vehicles Construction and Use Regulations 1986;

- Shall, in the event of a passenger who requires to be carried seated in a wheelchair, presenting themselves at a taxi rank or hailing a hackney carriage on the street and the hackney carriage which the passenger has presented themselves to or hailed is not wheelchair accessible either:
 - divert the passenger to a wheelchair accessible vehicle on the rank if one is available; or
 - use their phone or radio to contact an operator of a wheelchair accessible hackney carriage to arrange to collect the passenger as soon as possible.

(April/May 2009)

HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE LICENSING DRIVER'S LICENCE CONDITIONS

(APPENDIX I OF HACKNEY CARRIAGE/PRIVATE HIRE VEHICLE LICENSING POLICY 2009)

In order to promote its licensing objectives as regards hackney carriage and private hire vehicle licensing, the Council has adopted the following Code of Good Conduct, which should be read in conjunction with the other statutory and policy requirements set out in this document.

1. Responsibility to the Trade

Licence holders shall endeavour to promote the image of the Hackney Carriage and Private hire vehicle trade by:

- a. complying with this Code of Good Conduct;
- b. complying with all the Conditions of their Licence and the Council's Hackney Carriage and Private Hire Vehicle Licensing Policy;
- c. behaving in a civil, orderly and responsible manner at all times.

2. Responsibility to Clients

Licence holders shall:

- a. maintain their vehicles in a safe and satisfactory condition at all times;
- b. keep their vehicles clean and suitable for hire to the public at all times;
- c. attend punctually when undertaking pre-booked hiring;
- d. assist, where necessary, passengers into and out of vehicles;
- e. offer passengers reasonable assistance with luggage.

3. Responsibility to Residents

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- a. not sound the vehicle's horn illegally;
- b. keep the volume of radio/cassette/cd player and VHF/digital radios to a minimum;
- c. switch off the engine if required to wait;
- d. take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood.

At taxi ranks and other places where hackney carriages ply for hire by forming queues, drivers shall, in addition to the requirements above:

- a. rank in an orderly manner and proceed along the rank in order and promptly;

- b. remain in the vehicle.

At private hire vehicle offices a licence holder shall:

- a. not undertake servicing or repairs of vehicles;
- b. not allow their radio/cassette/cd players or VHF/digital radios to cause disturbance to residents of the neighbourhood;
- c. take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.

4. General

Drivers shall:

- a. pay attention to personal hygiene and dress so as to present a professional image to the public;
- b. be polite, helpful and fair to passengers;
- c. drive with care and due consideration for other road users and pedestrians and in particular shall not use a hand held mobile phone whilst driving;
- d. obey all Traffic Regulation Orders and directions at all times;
- e. not smoke at anytime in the vehicle in accordance with Smoking and the Law;
- f. not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- g. not drive while having misused legal or illegal drugs;
- h. fulfil their responsibility to ensure compliance with legislation regarding the length of working hours.

5. Disciplinary Hearings

Drivers should be aware of the powers the Council has to take action, by way of suspension, revocation or refusal to renew a driver's licences where:

- a. the driver has been convicted, since the grant of the licence, of an offence involving dishonesty, indecency or violence;
- b. the driver has been convicted of an offence under the legislation or Hackney Carriage and Private Hire Vehicle Licensing Policy relating to taxi regulation;
- c. there is a breach of condition of this code.

Please note:

Any amount of alcohol or drugs can affect a driver's judgement

The council will take a very serious view of any driver being found to have had any alcohol or having misused any drugs whilst in charge of a licensed vehicle.

(April/May 2009)

HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE LICENSING DRIVER'S LICENCE CONDITIONS

(APPENDIX J OF HACKNEY CARRIAGE/PRIVATE HIRE VEHICLE LICENSING POLICY 2009)

DRESS CODE FOR LICENSED DRIVERS

Derbyshire Dales District Council is committed to encouraging the professional image of the hackney carriage and private hire vehicle trade, and considers that drivers of licensed vehicles are vocational drivers. The Council considers, therefore, that drivers should conform to a minimum standard of dress, as set out below, in order to raise and maintain the profile of the licensed trade.

The Council does not impose such standards by way of conditions to any licence. It is expected, however, that such standards will be maintained at all times.

Unacceptable Standards of Dress within this Code

The following are deemed to be unacceptable:

- Clothing or footwear, which is unclean or damaged
- Clothing printed with words, logos or graphics, which might offend
- Studs or sharp-edged clothing
- Beach-type footwear (e.g. flip-flops or mules)
- Footwear with pronounced heels
- Any clothing likely to obscure the face

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