

Race Week Preparation

We understand that many drivers have worked across race week over a number of years and will be well prepared for the week. However, as a reminder to experienced drivers, and to assist those who are new to the trade, the following guidance may be of assistance:

Hackney Carriage Drivers

- Ensure you have a legible and current taxi fare card in your vehicle and on display. This must be visible to the customer and our officers.
- Ensure that your taxi meter is in full working order and has no faults.
- Ensure your roof sign works properly and indicates when you are available and when you are not. It can be very frustrating for the public to think you are available and feel ignored if they are trying to hail you.
- If you travel outside of the borough of Cheltenham, you may negotiate a fare above the meter rate. Any such fare **must be agreed between you and the customer before departing.**

Private Hire Drivers

- You must only carry a passenger where you have a proper booking.
- Please do not park or wait for customers on taxi ranks, or in the immediate vicinity thereof. You should make clear pick-up and drop-off arrangements with your customers to avoid any confusion or misunderstanding with hackney drivers.

All Drivers

- Licence plates must be securely attached to the rear exterior of the vehicle. You should not use wire or string as a fastening.
- Your driver's licence must be available and on display whilst you are driving.
- Your supporting paperwork must be up to date.
- Make renewal applications as early as possible to allow the department ample time to assist you.
- You should have a fire extinguisher and first aid kit in your vehicle. Only take action where you feel confident to do so, and always ring 999 if there is an immediate risk to yourself or the public.

Drivers are not permitted to charge more than the metered fare for the use of card readers. If you offer the use of a card reader, you must only charge the fare on the meter.

PHV Parking Complaints

Residents in the areas of Montpellier Spa Road, Christchurch Road, and Eldorado Road have recently reported PHVs parking illegally and sometimes dangerously (close to junctions). Hotspot areas will be reported to Gloucestershire County Council enforcement teams. Please be considerate to residents and other road users.

Winchcombe Street / Albion Street Junction

It has been brought to the Licensing department's attention that licensed drivers are regularly and unlawfully turning out of Winchcombe Street onto Albion Street. This issue has been ongoing for a while, and CBC regularly receive complaints of this happening.

The existing signage appears to be causing confusion for drivers, and Gloucestershire County Council have since removed one sign. However, one remains, and we are waiting for this to be removed.

Please be aware that drivers are not permitted to turn into the bus lane in Albion Street from Winchcombe Street.

Idling

Idling is running a vehicle's engine when the vehicle is not moving. Not only does this waste fuel; it also increases wear and tear on your engine. For modern vehicles, the cost of switching the engine on and off again after a minute or more will be less than the cost of leaving the engine running. Idling for 15 minutes can waste up to half a litre of fuel.

Likewise, too much idling can damage your vehicle. Engines don't operate at peak temperature when idling as fuel is only partially burned. This leads to a build-up of fuel residue which can cause damage to the engine.

There are many common myths surrounding idling which have now been disproved, including:

- Engines need to stay on to keep the battery fully charged.
- Turning the engine on and off wears it out.
- Starting an engine uses more fuel and produces more pollution than idling.

Although the specific length of time for which it is beneficial to switch an engine off varies for each individual vehicle and its state of repair, a good general principle to apply is that drivers who anticipate that they will be stopped for one minute or more should switch off.

We are asking you, when parked up, to turn off your engine if you anticipate you will be stopped for some time. We understand that, at some points of the year, you may leave the engine running to maintain a particular cab temperature. However, during the milder months, we kindly request that you turn off your engine to save money, reduce pollution, and protect the health of the community you serve.

Volunteers Wanted - CBC Wants You!

Our Communications Team at CBC are running various promotions around March race week to promote the use of CBC licensed hackney carriages and private hire vehicles, where pre-booked.

As part of that campaign, they would like to do a photo call next week involving some licensed drivers. If you are keen to be involved, and may be available during the week commencing Monday 4th March, please let us know.

The council is really keen to promote the activities of our licensed drivers, vehicle proprietors, and operators, and we hope we will see some representation from both our hackney and private hire trades.

Please sent us an email over the weekend if you wish to take part, and we will be in touch with the first 4 or 5 drivers that reply.

Upcoming Safeguarding and Local Knowledge Test Dates

We continue to add dates to both our safeguarding sessions and Local Knowledge Tests (LKTs). The following are available to book via <u>our online</u> <u>form</u>:

Safeguarding	Local Knowledge Test
11 th April 2024	17 th April 2024
16 th May 2024	15 th May 2024

All sessions are held in person at the Municipal Offices. Safeguarding

Report It

Any concerns about the conduct or condition of a Hackney Carriage or Private Hire driver or vehicle should be made to:

- licensing@cheltenham.gov.uk
- 01242 264135

We will always request your name and a contact email address so we can effectively carry out enforcement and investigation.

sessions are scheduled to begin at 10:00am with a duration of two and half hours. LKTs begin at 11:00am, and last for approximately one and a half hours.

Licensing Contact Details

By appointment only:

Licensing Department Municipal Offices

Promenade

Cheltenham

GL50 9SA

licensing@cheltenham.gov.uk 01242 264135

https://www.cheltenham.gov.uk/

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