



# WHO'S TAKING YOU HOME?

USE A LICENSED  
VEHICLE.



# TAXIS

In Basildon, taxis (also known as 'hackney carriages') are recognisable by their orange and white paintwork.

We currently have a mixture of saloon and wheelchair accessible vehicles.



## Taxis can be ordered by:

- Approaching them whilst they stand on one of Basildon's designated taxi ranks
- Hailing one on the street while the roof light is lit up
- Pre-booking by telephone

## In addition to the general conditions above, all taxis must:

- Display a council licence plate with a date of expiry
- Have a taxi roof sign
- Make sure that the vehicle is displaying rear licence plate and door stickers before you get in – if you can't see any – don't get in
- Have a meter which has a maximum fare set by the council
- Not start the fare meter before the journey starts
- Display a fare tariff card

## Remember to:

- Only use designated taxi ranks, or hail a taxi when roof lights are lit up
- Check the taxi has a council plate on the back
- Check the driver is wearing his / her council licence photo badge
- Always ensure you have sufficient funds to pay for your safety
- Only hail moving taxis when it is safe for you to do so

## Look for:



## Plate

All Taxis should have a valid plate attached to the rear of the vehicle and a smaller version in the front windscreen.



## Door Stickers

All Basildon Taxis (Hackney Carriages) will also have door stickers as shown above.

# PRIVATE HIRE VEHICLES

Licensed private hire vehicles can be a car or people carrier of any colour.



## All private hire vehicles:

- Must be booked through a licensed operator in advance of your journey
- Must display front and rear council private hire plates and door stickers
- Fare rates are **NOT** set by the council

## Remember to:

- Always pre-book your journey through a licensed operator
- Agree a fare at the time of booking the journey
- Make sure that the vehicle is displaying rear licence plates and door stickers before you get in. if you can't see any don't get in
- Check that the driver is wearing his / her Basildon Council licence photo badge
- Never get into a private hire vehicle which you have not pre-booked or try to flag down a private hire vehicle. This is **illegal** and can invalidate the vehicle insurance
- When your booked cab arrives, make sure the driver can confirm your name and where you are going, before you get into the vehicle
- Always ensure you have sufficient funds to pay for your journey
- Always sit in the back and if possible carry a mobile phone.
- If you are worried, phone a friend or if you feel threatened by the driver, phone **999** immediately.

## Look for:



## Plate

All Taxis should have a valid plate attached to the rear of the vehicle and a smaller version in the front windscreen.



## Door Stickers

All Basildon hire cars will also have door stickers as shown above.

**Sometimes, it is easy to take the safety of travel for granted. Whilst getting where we want to is at the top of our list, particularly during or after an evening out, it is important that we carefully check before we get into a vehicle we are hiring.**

There are a number of simple checks that can be carried out to make sure that a vehicle is properly licensed. As the licensing authority, Basildon Council wants everyone travelling by taxi or private hire vehicle to have a safe journey, our licensed vehicles have to comply with a whole range of requirements which have safety in mind.

### **All vehicles licensed by Basildon Council must:**

- Have twice yearly mechanical checks to ensure they are roadworthy
- Be properly insured for use as a licensed vehicle
- Only be driven by licensed drivers who have to go through training and a series of checks to make sure they are 'fit and proper.'

### **As a passenger of a licensed vehicle, you should expect:**

- That the vehicle will be clean, inside and out
- That the driver will be clean, courteous and helpful
- That the driver will be licensed and the driver will wear his licence badge at all times
- That the driver will not smoke or use his mobile phone whilst you are in the car
- That you will be taken to your destination by the most direct route
- That you will be driven safely in accordance with the law
- That your journey request will be accepted (unless there is a reasonable excuse not to)
- That the vehicle will be checked at the end of the journey and any items of lost property handed in to the Licensing Office

### **The driver of a licensed vehicle can expect their passenger(s) to:**

- Be courteous
- Behave in a way that will not damage or soil the vehicle
- Wear a seat belt and ensure that any children with them wear seat belts
- Comply with the reasonable requests of the driver, particularly where they relate to the safety of the passenger
- Not drink alcohol or smoke in the vehicle
- Pay the metered fare at the end of the journey
- Take their property with them when they leave the vehicle

### **Non payment of fares**

Any customer who doesn't pay their taxi fare is committing the offence of obtaining services dishonestly (otherwise known as 'bilking') under the Fraud Act 2006.

If you can't pay the full fare for your journey, you will be returned to the original pick up point or the local police station.

You can ask the driver for an estimated fare for your destination before you start. Make sure you have sufficient money to pay for the journey before it starts, or make sure you let the driver know.

### **What to do in the event of a problem**

#### **If you should encounter a problem relating to any of the following:**

- Safety
- A driver's behaviour
- You think a vehicle is unlicensed.

Please contact Taxi licensing on:

**01268 206925** with as much detail as you can about the journey concerned (date / time / location) and a full description of the vehicle and driver. If you have concerns about erratic or dangerous driving it is likely that you will need to be referred to the police.