

To: General Purposes Licensing Committee

Date: 13 October 2010

Item No:

Report of: Head of Environmental Development

Title of Report: Taxi Marshals – Feedback From Pilot Scheme

Summary and Recommendations

Purpose of report: To inform Committee of the feedback from Taxi Drivers regarding the 3 week trialling of Taxi Marshals in the City Centre.

Report Approved by:

Finance: (Verbal Report at Meeting)

Legal: Daniel Smith

Policy Framework: Improve the local environment, economy and quality of life

Recommendation(s):

The Committee is recommended to:

- (i) note the contents of the report,**
- (ii) make comments and recommendations regarding any future implementation of Taxi Marshals, and**
- (iii) request that Officers explore avenues of funding for any future implementation of Taxi Marshals and report their finding to the General Purposes Licensing Committee.**

Introduction

1. At the meeting of the General Purposes Licensing Committee on the 14th June 2010, the Head of Environmental Development was requested to submit a report to a future meeting of the General Purposes Licensing Committee on the issue of Taxi Marshals in Oxford and funding options for them.
2. This report informs Committee of the feedback received from licensed Hackney Carriage Drivers during the trialing of Taxi Marshals at Taxi Ranks in the City Centre.
3. The purpose of Taxi Marshals is to provide licensed and accredited door supervisors to deliver a public safety service at Taxi Ranks.

4. The trial was funded through finances made available to the NightSafeManager by the Home Office.
5. The trial commenced on 20th March 2010 and lasted for 3 weekends in total (Friday and Saturday nights).

Feedback

6. Forms were sent by Alan Woodward (COLTA) to all of the licensed Hackney Carriage Drivers who regularly work on weekend evenings.
7. Seventeen drivers responded to the trial and their replies are attached as **Appendix 1**.
8. To summarise the responses, it was found that drivers felt the following:
 - The Taxi Rank was a safer place to wait for business than previously
 - The members of the public were better behaved whilst waiting in the queue
 - Female members of the public felt safer whilst waiting for a Taxi
 - There was less bad behaviour by customers during their journey in the licensed vehicles
 - It was felt that the Council had provided a very good service

Future Use Of Taxi Marshals

9. The use of Taxi Marshals in the future should be given consideration due to the benefits the service provides to the public, the licensed trade and to the reputation of the Council.
10. The employment of Taxi Marshals and their benefits is noted within "Taxi & Private Hire Vehicle Licensing: Best Practice Guidance".
11. In order to supply Taxi Marshals, funding must be found to employ personnel.
12. Following the cuts to Public Sector funding, the NightSafe Manager is not able to obtain funds for any projects.
13. Members may encourage Officers to discuss the potential funding of Taxi Marshals by means of increasing the annual licence fee for Hackney Carriage Drivers and Proprietors (with consultation with COLTA). Any funding for such a scheme may have implications to existing budgets.
14. In addition, Members may wish to advise Officers (with consultation with COLTA) of alternative avenues for funding Taxi Marshals.
15. Further benefits of the use of Taxi Marshals can be found in Appendix 2 ([REDACTED] Taxi Marshalling Scheme Service Level Agreement).

16. Further to the benefits highlighted in Appendix 2 and the feedback from licensed Hackney Carriage Drivers, Taxi Marshals are able to pass information to the Licensing Team regarding Private Hire Vehicles attempting to ply for hire.
17. Plying for hire is the most common serious offence committed by licensed drivers in Oxford when enforcement action is carried out in targeted zones (based on intelligence supplied to or gathered by Officers).
18. Members may wish to recommend a further report be submitted at the next General Purposes Licensing Committee to determine whether to implement a Taxi Marshalling Scheme in Oxford City Centre following officers investigations of funding sources, and any financial implications such funding would have on the City.

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Background papers:
Version: 1.0

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cabs on Friday & Saturday evenings, will know only too well what a nuisance can be caused by city centre Ranks & have immediate doubts about the line stood at the front of the cabs. It is the case that's likely to start between two groups who both think that they were next in the queue and using your back door as a shield between themselves, or the fear of getting a kabab meat about to be carried into the passenger compartment of your cab.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will be based between Clifton & Gloucester Green Ranks over the next three weekends. Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities finding out the success, or not, of Taxi Marshalls (in order that future funding may be found), is for those cab drivers who regularly work the ranks on these evenings to tell us, when the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox, or give it to Terry (plate 39).

Taxi Marshall Trial Your Badge Number... 633

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank's do you normally work from between 11pm & 4am on Friday & Saturday Evenings? Carlisle, St. Giles, Green

2) Would you normally avoid working from either of these two ranks? Yes, why? When it's just busy and people don't make queue.

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? Yes.

4) Did you notice:
 (A) A better defined queue whilst the marshalls were present?
 (B) A lower level of trouble in the back of your cab whilst working?
 (C) No difference?

5) What type of comments about the marshalls did you receive from your fares?
Good discipline

6) Do you think that Peckham Taxi Marshalls at weekends would make you feel safer at work? Yes

Any other comments...

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your car on Friday & Saturday evenings, will know only too well what it's like to pull up on a city centre Rank & have immediate doubts about the fare stood at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves, or the four variations of kebabs meant about to be carried into the passenger compartment of your car.

There is no doubt that the cab service provided by the trade in Gloucester City has suffered late on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, the Police & of Colta, a finding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Curfax & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 7.00pm & 4.00am on March 20th 2010, March 28th 2010 & April 2nd 2010. The only way of the authorities finding out the success, or not, of Taxi Marshalls (in order that future funding may be found), is for those cab drivers who regularly work the ranks on those evenings to tell us. So, after the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox, or give it to Tariq (pinte 19).

Taxi Marshall Trial - Your Badge Number... 336

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Ranks do you normally work from between 11pm & 4am on Friday/Saturday Evenings? Curfax & Gloucester Green

2) Would you normally avoid working from either of these two ranks? If yes, why? Yes, because they are quiet up

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? Yes, at Curfax, once on 28/3/10

4) Did you notice... (A) A better behaved queue whilst the marshalls were present? Yes A + B (B) A lower level of trouble in the back of your car whilst working? Yes (C) No difference?

4) What type of comments about the marshalls did you receive from your fares? None, from marshalls saying sorry about the marshalls

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? Yes, definitely

Any other comments...

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cabs on Friday & Saturday evenings, will know only too well what its like to pull up on a city centre Rank & have immediate doubts about the fare stand at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves, or the four cartons of kebab meat about to be carried into the passenger compartment of your cab.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

Taxi Marshalls will alternate between Currys & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities finding out the success, or lack of Taxi Marshalls (in order that future funding may be granted) is for those cab drivers who regularly work the ranks on these evenings to tell us, so, when the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox or give it to Tariq (late 38).

Taxi Marshall Trial - Your Badge Number: 3365

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank do you normally work from between 11pm & 4am on Friday/Saturday evenings?
GLoucester

2) Would you normally avoid working from either of these two ranks?
If yes, why?
NO

3) Were you able to work either of these two ranks whilst the taxi marshalls were present?
YES

3) Did you notice...
(A) A better behaved queue whilst the marshalls were present?
(B) A lower level of trouble in the back of your cab whilst working?
(C) No difference?
YES YES

4) What type of comments about the marshalls did you receive from your fares?
Great comment

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work?
Yes

Any other comments...

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings, will know only too well what its like to pull up on a city centre Rank & have immediate doubts about the fare stood at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue when you open your back door as a shield between themselves, or the four cartons of kebabs most about to be carried into the passenger compartment of your cab.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Charlax & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the marshalls finding out the success, or not, of Taxi Marshalls (in order that future funding may be found) is for those cab drivers who regularly work the ranks on those evenings to tell us - so, after the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox or give it to Tania (plate 59).

Taxi Marshall Trial - Your Badge Number: 2411

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank s do you normally work from between 11pm & 4am on Friday Saturday evenings? Charlax & Gloucester Green

2) Would you normally avoid working from either of these two ranks? YES
If yes, why? Always been at Charlax & Gloucester Green

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? YES

3) Did you notice...
A) A better behaved queue whilst the marshalls were present? YES
B) A lower level of trouble in the back of your cab whilst working? YES
C) No difference?

4) What type of comments about the marshalls did you receive from your fares?

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? YES

Any other comments...

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings, will know only too well what it's like to pull up on a city centre Rank & have immediate doubts about the fare stood at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves, as the four reasons of kubbiment about to be carried into the passenger compartment of your cab.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Carfax & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities finding out the success, or not, of Taxi Marshalls (in order that future funding may be found), is for those cab drivers who regularly work the ranks on those evenings to tell us. So, after the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox, or give it to Tariq (gate 39).

Taxi Marshall Trial - Your Badge Number.....

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Ranks do you normally work from between 11pm & 4am on Friday Saturday evenings? *ST. SUE'S + GREEN + CARFAX*

2) Would you normally avoid working from either of these two ranks? *YES, WHY? YES NO @ 10'S STUE'S ON THESE RANKS IN THESE RANKS AND HAVE MESS BECAUSE THEY GREEN FEEL*

3) Were you able to work either of those two ranks whilst the taxi marshalls were present? *YES*

3) Did you notice...
(A) A better behaved queue whilst the marshalls were present? *YES*
(B) A lower level of trouble in the back of your cab whilst working? *YES*
(C) No difference?

4) What type of comments about the marshalls did you receive from your fares?
YOU'RE SO COURTEOUS LIKE MARSHALLS ON THE RANKS BECAUSE GOOD PEOPLE SPEAK

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work?
YES

Any other comments...
IT WILL MAKE LOT OF DIFFERENCE WHILE MARSHALL ARE AT PRESENT + I WOULD FEEL OF WORKING IN THESE RANK AT WEEKENDS

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cabs on Friday & Saturday evenings, will know only too well what it's like to end up in a "centre Bank" & have immediate doubts about the fare stood at the front of the cabs. In the row that I hope to start between two groups who both think that they were next in line, one often using your back door as a shield between themselves, or the four corners of the cab about to be carried into the passenger compartment of your cab.

It would be a pity that the cab service provided by the Trade in Gloucester Green has suffered late on weekend evenings, because of the lack of any help if things were to kick off.

Here is the decision of the City Council, of Police & of Colta. Funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Centre & Gloucester Green Ranks over the next three weekends. Friday & Saturday evenings between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities finding out the success, or not, of Taxi Marshalls, is for those cab drivers who regularly work the ranks on these evenings to tell us. So when the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox, or give it to Tony (plate 39).

Taxi Marshall Trial - Your Badge Number... *1992 110*

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Ranks do you normally work from between 11pm & 4am on Friday/Saturday evenings? *Centre - 1992 110, Gloucester Green - 51A 110*

2) Would you normally avoid working from either of these two ranks? If yes, why? *Gloucester Green - 51A 110, because of some trouble some*

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? *Yes*

3) If yes, please:
(A) - A better behaved queue whilst the marshalls were present? *Yes*
(B) - A lower level of trouble in the back of your cab whilst working? *Yes*
(C) - No difference?

4) What type of comments about the marshalls did you receive from your fares? *None*

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? *Yes*

Any other comments...

Please return this form to Colta before April 10th 2010.

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings, will know only too well what life is like to pull up on a city centre Rank & have immediate doubts about the fare stood at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue order - using your back door as a shield between themselves - or the four cartons of kebab meat about to be carried into the passenger compartment of your cab.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Carfax & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 11pm & 4am on March 20th-21st, March 26th-27th & April 2nd-3rd. The only way of the authorities finding out the success - or not - of Taxi Marshalls (in order that future funding may be found), is for those cab drivers who regularly work the ranks on these evenings to tell us - so after the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox - or give it to Ian on (plate 59).

Taxi Marshall Trial - Your Badge Number... ~~218~~ 218

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank do you normally work from between 11pm & 4am on Friday/Saturday Evenings? **CARFAX GILLES AND STATIONS**

2) Would you normally avoid working from either of these two ranks? If yes, why?

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? **YES**

3) Did you notice...
A) A better behaved queue whilst the marshalls were present? **YES**
B) A lower level of trouble in the back of your cab whilst working? **YES**
C) No difference?

4) What type of comments about the marshalls did you receive from your fares? **A GOOD RECEIPT**

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? **YES PLEASE**

Any other comments...

Please return this form to Colta before April 10th 2010

7/3

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cabs on Friday & Saturday evenings, will know only too well what its like to pull up on a city centre Rank & have immediate doubts about the fare stand at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves, or the fair curtains of kebabs meat about to be carried into the passenger compartment of your cabs.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to kick off

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Carfax & Gloucester Green Ranks over the next three weekends. Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities finding out the success, or not, of Taxi Marshalls (in order that future funding may be found) is for those cab drivers who regularly work the ranks on those evenings to fill in a form after the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox, or give it to Tariq (plate 399).

Taxi Marshall Trial - Your Badge Number, *123456789*

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank's do you normally work from between 11pm & 4am on Friday/Saturday Evenings? *Carfax & Green*

2) Would you normally avoid working from either of these two ranks? If yes, why? *GREEN BECAUSE BAD BEHAVIOUR*

3) Were you able to work either of those two ranks whilst the taxi marshalls were present? *YES*

3) Did you notice...
(A) A better behaved queue whilst the marshalls were present? *YES*
(B) A lower level of trouble in the back of your cab whilst working? *YES*
(C) No difference?

4) What type of comments about the marshalls did you receive from your fares?
NO COMMENT

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work?
YES

Any other comments...

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings, will know only too well what its like to pull up on a city centre Rank & have immediate doubts about the fare stand at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves, or the four cartons of kebabs meant about to be carried into the passenger compartment of your cab.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Pishra & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Claffin & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities finding out the success, or not, of Taxi Marshalls (in order that future funding may be found), is for those cab-drivers who regularly work the ranks on those evenings to tell us, so, after the trial has ended on April 3rd please complete the form below & pop it into Colta's 'envelope' or give it to Tariq (plate 39).

Taxi Marshall Trial - Your Badge Number.....

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank's do you regularly work from between 11pm & 4am on Friday/Saturday Evenings? *Claffin & Gloucester Green*

2) Would you normally avoid working from either of these two ranks? If yes, why? *Yes, because of the trouble in the back of the cab*

3) Were you able to work either of those two ranks whilst the taxi marshalls were present?

3) Did you notice...
(A) A better behaved queue whilst the marshalls were present?
(B) A lower level of trouble in the back of your cab whilst working?
(C) No difference?

4) What type of comments about the marshalls did you receive from your fares?

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work?

Any other comments...

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cabs on Friday & Saturday evenings, will know only too well what its like to pull up on a city centre Rank & have immediate doubts about the fare stand at the front of the queue or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves, or the four cans of kebab meat about to be carried into the passenger compartment of your cab.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Police & of Court, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Charlax & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 11pm & 4am on March 20th, 21st, March 26th, 27th & April 2nd, 3rd. The only way of the authorities finding out the success, or not, of Taxi Marshalls (in order that future funding may be found), is for those cab drivers who regularly work the ranks on these evenings to tell us, so, after the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox or give it to Tony (phone 381).

Taxi Marshall Trial - Your Badge Number 268

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank's do you normally work from between 11pm & 4am on Friday-Saturday Evenings? Gloucester Green

2) Would you normally avoid working from either of these two ranks? If yes, why? because avoid from Charlax, as you can't see because of the kebab, waiting, waiting for cab, throwing food in cab

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? YES

3) Did you notice... (A) A better behaved queue whilst the marshalls were present? YES (B) A lower level of trouble in the back of your cab whilst working? YES (C) No difference? YES

4) What type of comments about the marshalls did you receive from your fares? waiting waiting for cab No trouble

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? YES

Any other comments... was great feeling to see organize and straight forward queue.

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings will know only too well what it's like to pull up on a city centre Rank & have immediate doubts about the fare agreed at the front of the queue or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves or the four cartons of rubbish meant to be carried into the passenger compartment of your cab.

There is no doubt that the cab service provided by the mode at Gloucester Green has suffered here on weekend evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council of Police & at Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The trial will alternate between Colthe & Gloucester Green Ranks over the next three weekends. Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities feeling out the success, or not, of Taxi Marshalls (in order that future funding may be sought) is for those cab drivers who regularly work the ranks on those evenings to tell us how after the trial has ended on April 3rd, please complete the form below & drop it into Colta's letterbox or give it to Gary (phone 7971).

Taxi Marshall Trial - Your Badge Number.....*755*.....

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank's do you normally work from between 11pm & 4am on Friday & Saturday Evenings? *Colthe & Gloucester Green*

2) Would you normally avoid working from either of these two ranks? *No*
If yes, why? *There is no space in the ranks for marshals*

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? *Yes*

4) Did you notice:
(A) A better behaved queue whilst the marshalls were present? *Yes*
(B) A lower level of trouble in the back of your cab whilst working? *Yes*
(C) No difference? *No*

5) What type of comments about the marshalls did you receive from your fares? *None*

6) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? *Yes*

Any other comments... *The marshalls would help to reduce the time spent waiting in the queue and the time spent waiting for the marshalls to get to the back of the queue. The marshalls would also help to reduce the time spent waiting for the marshalls to get to the back of the queue.*

Please return this form to Colta before April 10th 2010
For the Colta News and Gloucester Green Rank, in the absence of any other means of contact, please email the marshalls at *marshalls@colta.co.uk* or call the marshalls at *7971*.

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings, will know only too well what it's like to pull on your city centre Rank. It can have immediate doubts about the fare stood at the front of the queue or the how that's likely to start between two groups who both think that they were next in line. It can also see your back door as a divide between themselves, or the four corners of what's next to you to be pushed into the passenger compartment of your cab.

It's a real nuisance that the cab service provided by the ranks at Gloucester Green Bar, so often late on a weekend evening because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will sit trials between Curfew & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities finding out the success, or not, of Taxi Marshalls, in order that future for the ranks or for those cab drivers who regularly work the ranks on those evenings is to fill in the survey form provided on April 3rd, please complete the form below & pop it into Colta's letterbox or give it to Theri @ 11am 2010.

Taxi Marshall Trial - Your Badge Number: 244

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre ranks do you normally work from between 11pm & 4am on Friday/Saturday evenings? Casuarina and St. Andrew's.

2) Would you normally avoid working from either of these two ranks? no - when it gets busy.

3) Were you able to work either of these two ranks when the taxi marshalls were present? Yes

4) How you noticed...

- (A) A better behaved queue whilst the marshalls were present?
- (B) A lower level of trouble in the back of your cab whilst working?
- (C) No difference?

5) What type of comments about the marshalls did you receive from your fares?

Good service from council.

6) Do you think that Gloucester Taxi Marshalls at weekends would make you feel safer at work? YES

Any other comments...

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings, will know only too well what it's like to pull up on a city centre Rank & have immediate doubts about the fire stand at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves, or the four cartons of kebab meat about to be carried into the passenger compartment of your cab.

There is no doubt that the cash service provided by the trade at Gloucester Green has suffered late on weekend evenings because of the lack of any help if things were to back up.

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Coltas & Gloucester Green Ranks over the next three weeks, Friday & Saturday nights between 11pm & 1am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way of the authorities finding out the success or not of Taxi Marshalls (in order that future funding may be found), is for those cab drivers who regularly work the ranks on those evenings to tell us, so after the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox, or give it to Tania (phone 396).

Taxi Marshall Trial - Your Badge Number... *2543*

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank's do you normally work from between 11pm & 1am on Friday-Saturday evenings? *Gloucester Green & Coltas*

2) Would you normally avoid working from either of these two ranks? *Yes* by *Coltas*. If yes, why? *Coltas is full of kebab & other things, very noisy.*

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? *Yes*

4) Did you notice:
(A) A better behaved queue whilst the marshalls were present? *Yes*
(B) A lower level of trouble in the back of your cab whilst working? *Yes*
(C) No difference?

4) What type of comments about the marshalls did you receive from your fares? *Some good, some bad, but overall good.*

5) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? *Yes*

Any other comments...

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cabs on Friday & Saturday evenings, will know only too well what it's like to pull up on a city centre Rank & have immediate doubts about the fare stood at the front of your cabs - or the row that's likely to form between two groups who both think that they were next in line - or the ramp your back door is a shield between their selves, or the four cassettes of khabab meant about to be carried into the passenger compartment of your cabs.

There is no doubt that the cab service provided by the trade at Gloucester Green has suffered late on week end evenings because of the lack of any help if things were to kick off.

Due to the concerns of the City Council, of Police & of Colta, funding has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Carfax & Gloucester Green Ranks over the next three week ends. Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The only way at the authorities finding out the success, or not, of Taxi Marshalls (in order that future funding may be decided) is for those cab drivers who regularly work the ranks on these evenings to tell us how after the trial has ended on April 3rd, please complete the form below & pop it into Colta's letterbox or give it to Tariq (plate 39).

Taxi Marshall Trial Your Badge Number 30

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank's do you normally work from between 11pm & 4am on Friday/Saturday evenings? St. Giles and Carfax.

2) Would you normally avoid working from either of these two ranks? Yes, why? When too many people waiting at ranks.

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? Yes.

4) Did you notice....
(A) A better behaved queue whilst the marshalls were present?
(B) A lower level of trouble in the back of your cabs whilst working?
(C) No difference?

5) What type of comments about the marshalls did you receive from your fares? Good service.

6) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? Yes.

Any other comments:

Please return this form to Colta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings, will know only too well what its like to pull up on a city centre Rank & have immediate doubts about the fire stood at the front of the queue - or the row that's likely to start between two groups who both think that they were next in the queue often using your back door as a shield between themselves, or the four corners of kerch men about to be carried into the passenger compartment of your cab.

There have been reports that the cab ranks operated by the ranks at Gloucester Green has suffered late on weeks of evenings because of the lack of any help of things were to kick off.

Due to the concerns of the City Council, of Police & of Colta, a trial has been found for a three week trial to provide Taxi Marshalls.

The Marshalls will alternate between Carfax & Gloucester Green Ranks over the next three weekends, Friday & Saturday nights between 11pm & 4am on March 20th, 27th, March 26th, 27th & April 2nd, 9th. The only way of the authorities finding out the success, or not, of Taxi Marshalls (in order that future could be made or revised) is for those cab drivers who regularly work the ranks on those evenings to tell us, so, after the trial has ended on April 2nd, please complete the form below & put it into Colta's letterbox, or give it to Tariq (plate 59).

Taxi Marshall Trial - Your Badge Number 1179...

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Ranks do you normally work from between 11pm & 4am on Friday/Saturday evenings? Carfax and St. Giles

2) Would you normally avoid working from either of these two ranks?
If yes, why? Because of people fighting for taxis

3) Were you able to work either of those two ranks whilst the taxi marshalls were present? Yes

4) Did you notice...
 (A) a better behaved queue whilst the marshalls were present?
 (B) a lower level of trouble in the rank of your cab whilst working?
 (C) No difference?

5) What type of comments about the marshalls did you receive from your fares?
people make queues and take taxis on their turn

6) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work? Yes

Any other comments... We need marshalls at all three main ranks at Friday/Saturday Evenings.

Please return this form to Colta before April 10th 2010

Taxi Marshall Trial - Your Badge Number: 11111111

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Ranks do you normally work from between 11pm & 4am on Friday/Saturday Evenings?

2) Would you normally avoid working from either of these two ranks?

If yes - why?

3) Were you able to work either of those two ranks whilst the taxi marshalls were present?

4) Did you notice...

(A) A better behaved queue whilst the marshalls were present?

(B) A lower level of trouble in the back of your cab whilst working?

(C) No difference?

5) What type of comments about the marshalls did you receive from your fares?

6) Do you think that Permanent Taxi Marshalls at weekends would make you feel safer at work?

Any other comments...

Please return this form to Calta before April 10th 2010

Taxi Marshall's to appear on Oxford ranks

Three weekend trial to start on March 20th

Those of you who regularly drive your cab on Friday & Saturday evenings, will know only too well what it like to be stuck on a city centre Rank & have immediate doubts about the fare stood at the front of the meter. It is this that's likely to start between two groups who both think that they were next in line to be served. Is your back door as a shield between the case? Yes, or the four corners of ketchup meat about to be served from the passenger compartment of your cab.

There is no doubt that the cab service provided by the making City assisted Green has suffered late on weekend evenings because of the lack of a real help if things were to kick off.

Due to the absence of the City Council, of Police & of Colta, funding has been found for a three weekend trial to provide Taxi Marshall's.

The Marshall's will be on duty between Colton & 67 acres on Green Ranks over the next three weekends. Friday & Saturday nights between 11pm & 4am on March 20th 21st, March 26th 27th & April 2nd 3rd. The city is great the authorities feeling out the success or non of Taxi Marshall's. In order that future the money be awarded to those cab drivers who regularly work the ranks on these evenings to tell us how you feel the trial has come on April 3rd. Please complete the form below & put it in Colta's letterbox or give it to Tony (plate 39).

Taxi Marshall Trial - Your Badge Number 80.....

Only complete this form if you regularly work the ranks over weekend evenings.

1) Which city centre Rank do you normally work from between 11pm & 4am on mainly Saturday Evenings? St. Giles' and Corfu

2) Would you normally avoid working these either of these two ranks?
Yes, when a lot many people waiting at ranks.

3) Were you able to work either of these two ranks whilst the taxi marshalls were present? Yes.

4) Did you notice:
 (A) A better behaved queue whilst the marshalls were present?
 (B) A lower level of trouble in the back of your cab whilst working?
 (C) No difference?

5) What type of comments about the marshalls did you receive from your fares?
Good service

6) Do you think that Permanent Taxi Marshall's at weekends would make you feel safer at work?
Yes.

Any other comments...

Please return this form to Colta before April 10th 2010

APPENDIX 2

██████████ Taxi Marshalling Schemes

SERVICE LEVEL AGREEMENT Updated April 2009

This is an agreement between
The clients:

Crime & Drugs Unit

██████████ County Council

&

Licensing Authority, ██████████

The Contractor:
██████████

1. Purpose of Service Level Agreement

To provide licensed and accredited door supervisors to deliver Taxi Marshall Services in ██████████
██████████ in line with the terms and conditions negotiated and detailed below.

2. Financial Value of Agreement

The financial value of this agreement is £16,361.28. This breaks down as follows;
2 Marshalls, Friday and Saturday night, 11.00pm – 3.30am.

Financial contributions to the scheme to year end 31.03.2010 are as follows;

██████████ County Council £8,180.64

██████████ District Council £8,180.64

The agreed sum will be paid in monthly instalments upon receipt of an invoice from ██████████
██████████. Should additional taxi marshalling services be required (for example during
Christmas or festivals), the financial arrangements must be agreed separate to this agreement.
Payments will be made direct to ██████████ within 30 days on receipt of invoice.

3. Duration of Agreement

This agreement is for one financial year only, commencing 1st April 2009 to 31st March 2010.
The agreement will be reviewed along with the service provision arrangements in December
2009 in preparation for 2010/2011 delivery.

4. Service Level Provision

4.1 ██████████ County Council

- Chair quarterly county wide meetings to support and direct the further development
of taxi marshalling schemes across the county.

- Support the schemes with the development of other initiatives that will add value. For example, explore the production of 'Getting Home Safely' booklets for customers using the Night Time Economy.

- Provide a professional Taxi Marshalling service to [REDACTED].
- Ensure the Taxi Marshalls and hours invoiced for reflect the Taxi Marshalls and hours actually worked.
- Be represented at the [REDACTED] Taxi Marshalling Group on a quarterly basis as well as the [REDACTED] Taxi Licensing Forum.

4.3 Licensing Authority

- Obtain a weekly report from CCTV re Taxi Marshalls start and finish times and forward a copy to [REDACTED].
- Report on the performance measures outlined in the report form to [REDACTED] County Council on a quarterly basis ensuring attendance at the quarterly [REDACTED] Taxi Marshalling Group.

5. Code of Practice

5.1

- Provide trained Taxi Marshalls licensed as door supervisors by the Security Industry Authority
- As much as possible, provide the same Taxi Marshalls to the same ranks to ensure continuity.
- Ensure all Taxi Marshalls are aware of the [REDACTED] Taxi Marshalls 'Code of Practice'.
- Ensure all Taxi Marshalls wear the orange high visibility jackets with 'Taxi Marshall' on the back.

5.2 Taxi Marshalls

- Arrive on time, logging on (and off) via the town watch radio and CCTV.
- Wear the high visibility jacket provided by [REDACTED] at all times during shift.
- Remain on the rank at all times (unless using the 'local' facilities).
- Where a situation may occur resulting in the Taxi Marshall with the radio not being able to report for the shift, it is the responsibility of that Marshall to get the radio to the remaining Marshall.
- Be responsible for the queuing system on the rank and match passenger number to suitable vehicles.
- Prevent conflicts from arising on the rank and between general public and taxi drivers by ensuring order and providing conflict management.
- Have an understanding of drivers rights to refuse fares – pre-payment, eating/drinking/smoking in the taxi or signs of aggression.
- Pass the details of any Taxi Driver causing a problem to the Licensing Authority as soon as possible, including name, date and badge number.
- Use the radio appropriately to communicate with Police and Door Staff.
- Log and report all incidents, regardless of how minor they appear to be.
- Have an awareness of other local transport agencies.
- Have good communication skills and the ability to liaise with all members of the public in a calm and professional manner.

5.3 Licensing Authority

- Access to toilet facilities for the Marshalls to be provided.
- Manage and resolve any issues that may arise amongst the Taxi Drivers and between the Taxi Drivers and the Taxi Marshalls.
- Ensure the Taxi Drivers comply with their 'Code of Practice'.
- Provide clear signage at the rank regarding the scheme, approximate taxi tariffs (local), details of other local transport and enforcement.
- Provide litter bins at ranks.
- Ensure adequate liaison arrangements are in place between Taxi Marshalls, Pubwatch, CCTV and the Police.

6. Additional Procedures

6.1 Contingency Management

- In event of a taxi driver strike, the Licensing Manager (or colleague) must inform [redacted] at the earliest convenience. This should also be the case even if the strike is only a possibility and not a definite.
- In the event of a Taxi Driver strike, the Taxi Marshalls should attend the shift, remain on rank and continue to bring order to the rank by directing members of the public to alternative methods of getting home safely.

7. Termination & Renewal of Service Level Agreement

- Either party, either the client or the contractor must give no less than one month notice in writing if intending to terminate this agreement.
- Any further extension or expansion of Taxi Marshall schemes must be added to this agreement. This will be added regardless of whether [redacted] County Council is contributing to this extension or expansion.
- The agreement will be reviewed along with the service provision arrangements in December 2009 in preparation for 2010/11 delivery.

8. Lead Signatures

The lead signatures for this agreement are:

Crime & Drugs Unit, [redacted] County Council
Signed _____

[redacted]
Date _____

[redacted]
Signed _____

[redacted]
Date _____

[redacted] District Council Licensing Authority
Signed _____

[redacted]
Date _____