

APPENDIX FOUR

Outside of the City Fare agreement Protocol for COLTA.

There has been a long history of problems for customers and drivers on journeys that finish outside the district as to how the fare should be agreed. The current scenario entails a fare that may be picked up within the City and ends outside the City must be conducted with an agreed set price. Under a 'Gentleman's' agreement we cover Botley, Sandford and Sanford Science Park also the Crematorium on the City Tariff the fare is not deemed as out of the district and for this reason the journey continues to its conclusion and we will continue to do this.

However as a licensed cab cannot ply for hire out of the City Boundaries then this has a ramification for anyone trying to hail a cab. Passengers and drivers both need to agree a fare and to understand the current setup in relation to 'out of the City boundary fares'. This can cause problems at different points of the day and particularly late evening when licensed premises call time for their clients and patrons.

This can make the customer feel that the driver is trying to charge them more than a fair fare and can put the driver in the position of being in an isolated location with a customer who disagrees the fare and becomes aggressive. There have been occasions where drivers have been challenged violently and the cab attacked when asked for the fare. When a fare is agreed and the meter not used, people can forget what was agreed at the beginning of the journey and this puts a high element of risk into the equation.

Drivers are constantly asked about how much is owed at various points of the journey and for this reason the attention of the driver is constantly distracted. Passengers also may take advantage of a lone working situation and take the cab to a remote location whereby both parties could be deemed at risk of many scenarios that could result in criminal outcomes. Some incidences have led to drivers being robbed at knife or gun point, verbally and or physically abused, car jacked and put at risk of lone working outside of the City boundaries.

Whilst COLTA is aware of the legislation regarding the charging of fares outside the district we are proposing the following as we feel that this would help stop the problems for customers and drivers as stated above. COLTA would like all HC'S to have a notice placed on the security screen behind the driver stating that any fares outside the district will be charged on Tariff 3. COLTA is proposing a £2.22p per mile Tariff. The tariff 3 fare is a reasonable reflection of this fare and proposes a levy that will hopefully quell any discrepancies at the moment. Please bear in mind that the driver cannot ply for hire on the return journey back to district.

COLTA would like to make a formal request to the General Purposes Sub Committee to be allowed to use the Council logo on the notice. This would show customers that this committee are aware of the notice and hopefully make them feel they are being fairly charged.

Obviously this notice is not legally binding and should a customer wish to do so, can agree a flat fee fare with the driver.

This page is intentionally left blank