

Taxis and Private Hire Vehicles

A Guide for Passengers

Safety Tips

- ! Make a note of the number plate and drivers licence number on the back of the car.
- ! Make sure your mobile phone is fully charged before you go out and has plenty of credit on it and have it to hand while travelling.
- ! Always sit in the back of the vehicle.
- ! Always try to pre-book your cab in advance with a company you know and trust and have used before.
- ! Tell a family member or friend which company you will be travelling with and what their contact details are.
- ! Ask the company you have booked with to text you or tell you the registration number of the vehicle or the name of the driver they are sending to pick you up so you know you are getting into the correct cab.
- ! Plan ahead how to get home before you go out.
- ! Do not accept rides from drivers who randomly approach you.
- ! Try not to let anyone overhear you ordering a taxi. If they hear your name and address they may pretend to be the taxi you ordered.
- ! Before you get into a pre-booked cab, check the details the driver has been given to ensure it is your taxi.

All drivers must wear an identity badge showing the driver's photograph and number.

What You Should Know

Licensed Hackney Carriages:

- ! Can be a London style cab, a saloon car, an estate or MPV and must have a meter.
- ! They must display a taxi sign on roof and doors.
- ! Can stand on taxi ranks, be booked by telephone or flagged down in the street

Licensed Private Hire Vehicles:

- ! Can be saloon car, an estate or MPV, displaying private hire door signs and a blue plate on the rear near the bumper.
- ! They must display a private hire doors signs.
- ! Must be booked in advance.

Complaints

In case of complaints make a note of the driver's badge and vehicle number and details of the time, date and place.

Then contact the Taxi Licensing Section at the address below:

Hackney Carriage Office
Southend on Sea Borough Council
PO Box 5557
Civic Centre
Victoria Avenue
Southend on Sea
SS2 6ZF