



Traffic Clean Air Zone



Clean air plan for Bristol

Last month, Cabinet approved the **Outline Business Case (OBC)** for plans to improve air quality in the city in order to meet targets for **Nitrogen Dioxide (NO₂)** legal limits.

The Outline Business Case (OBC), which has now been submitted to Government, recommends Bristol becomes the first city in the UK to take the bold step of introducing a diesel ban for private cars in the city centre and harbourside area which would operate daily from 7am to 3pm.

There would also be a wider Clean Air Zone (CAZ) where non-compliant commercial vehicles such as buses, taxis, HGVs and LGVs would be charged. A car scrappage scheme would also be launched. Further information can be found at cleanairforbristol.org.

Drivers and operators that have Euro 6 diesel or Euro 4 petrol standard and above, would not be charged to enter the Clean Air Zone. Any non-compliant taxis would be liable for the £9 daily charge to enter the zone.

Taxis are not affected by the proposed diesel ban area. They will be able to operate as usual within the proposed zone. Read more about the plans on the Mayor of Bristol's blog (<https://thebristolmayor.com/2019/11/04/our-journey-to-clean-air>), which includes an update from Cllr Ruth Pickersgill, Chair of the council's Public Safety Committee, about the Taxi Conference (<https://thebristolmayor.com/2019/11/01/taxi-conference-2019>).



A Tale of Two Cities or Two Taxis



Good Practice Driving Visually Impaired People

Jonathan Martin (Licensing Manager) and I recently met with the members of the Sight Loss Council to talk about their experiences of using taxis. Although many visually impaired or blind people have established very good relationships with a particular regular driver or operator, and report

an excellent service, it appears that others have had some very poor trips. This includes drivers not recognising their needs and just stopping in the road and hooting, offering no assistance on arrival, or asking them to tell them the way!

I am sure that our Bristol, drivers would want to make sure they provide a high quality service for this group of people as part of their equality duties and would aim to treat them with respect, but maybe have not had training in how to make the journey accessible.

There is also a good business case for getting it right. The last DfT statistics show that on average, 60% of people rarely use a taxi (GC or PV), whereas only 8% use one weekly. The options for visually impaired people may be really limited in terms of public transport and car use and, although there are no stats available for this group, as mobility impaired people use taxis more than twice as much as the average and those householders with no car use taxis 4 times as often and travel twice as far as the average - the conclusion has to be that visually impaired people are more likely to be regular customers, and so treating them with consideration also makes good business sense. Bristol has recently clarified the exemption criteria for an exempting drivers from carrying guide dogs, so all other drivers should expect this to be the norm, yet 31 drivers nationally have been prosecuted for guide dog refusals. We know that our drivers all want to provide a quality service for all their customers, so these simple tips from the Guide Dog Association may be useful and this clip from a visually impaired customer in Leicester explains the issues:



www.youtube.com/watch?v=977hc6t0XF8

Cllr. Ruth Pickersgill (Chair Public Safety Cttee)

How to assist blind or partially sighted passengers

Help me find you

I might not be able to find you without your help, so you'll need to find me and help me to your car.

Ask me what I need

Ask how you can help guide me to your vehicle. It's really helpful to explain the layout of the vehicle so that I can get into it safely.

Wait for me to sit down

Please make sure I'm sat down safely before driving off; I might need your help to find and secure my seat belt.

Me and my guide dog

If I have a guide dog you can ask me to make sure that it is lying down by my feet.

How is the journey going?

Please remember to talk to me and let me know about any delays, diversions or other things which might affect the journey.

Are we there yet?

Let me know when we've arrived at my destination, and tell me what the fare is or what the meter says, remembering that there's no extra charge for guide dogs.

When we get there...

At the end of my journey you might have to help me to get from your car to my final destination.

Allergic to dogs?

If you can't take my guide dog because of a medical problem, it's really important that you or your company find me someone else who can get me where I want to go.

Thank you for your help!



The Use of Taximeters



Do you drive a Hackney Carriage vehicle? Do you undertake Private Hire work for a licensed Operator?

Did you know that you still need to use your meter?

Any journey undertaken by a Hackney Carriage vehicle requires that the meter is on and working during the journey. This includes those vehicles undertaking Private Hire work where a fare has already been agreed.

If the fare shown on the meter at the end of the journey is less than the pre-agreed fare, you can only charge the amount shown on the meter.

Please note the Taxi Cop regularly undertakes roadside inspections of Hackney Carriage vehicles to ensure this is complied with, do not get caught out!

Disclosure and Barring Service Checks – Get it Right!

Changes at the Disclosure and Barring Service (DBS) mean that any DBS checks they receive which have errors or missing information will no longer be bounced back to be corrected but will be cancelled and the fee lost.

Where this happens applicants will have to start again with a new form and pay again. Please make sure applications are correctly completed with no gaps in the address history and all questions answered. Find out more information on DBS checks [here](#). Please note that any delay in providing an Enhanced DBS certificate may result in a delay in your application being granted.

Bristol Airport Waiting Zone

Bristol Airport have advised that as part of the ongoing development of the Airport a free-of-charge space for taxis and public that are dropping off and collecting passengers has been provided. The Waiting Zone area is located close to the entrance of our Silver Zone car park and will clearly be sign posted upon entering the Silver Zone area.



The Waiting Zone allows up to 1 hour free of charge that may be used for the waiting of passenger pick up, prior to collection from the Short Stay & Pick Up car park. There will also be access to a frequent bus service to the Terminal building if passengers do wish to be collected or dropped off in this area. The Waiting Zone will have pedestrian signage to the bus stop location close by. From the terminal, passengers will be required to use bus stop 4 on the forecourt and board the bus for the Staff Transportation Hub.

The aim is to reduce the volume of cars waiting in local roads, lanes and laybys that can cause a disturbance to residents in the local villages.

The Waiting Zone area will be operational from 10am on 30th September 2019.

The area provides 60 minutes free-of-charge. Stays exceeding 60 minutes and up to 2 hours will be charged at £25. Each additional or part hour thereafter will be charged at £20. Please note there is a no return policy within 1 hour of exiting.

If you have any queries regarding this, please contact Bristol Airport (Ground Transportation Administration Team) at GTAdmin@bristolairport.com

Drivers Code of Conduct

- Litter must be disposed of in the bins provided
- Smoking is only allowed in the dedicated smoking area
- Toilet facilities will be installed shortly and must not be abused

Do you know your licence conditions?

Private Hire and Hackney Carriage licences all have a number of conditions attached (with the exception of Hackney Carriage Drivers, who must still comply with the Hackney Carriage Byelaws). These conditions are printed on the pages which are attached to your licence and can also be found [here](#). It is important that you read and ensure you fully understand all of these conditions.

Failure to comply with conditions attached to your licence is an offence under the Local Government (Miscellaneous Provisions) Act 1976. The Council has a policy on the relevance of criminal behaviour which can be viewed [here](#).

To avoid a situation where you may face prosecution or having your licence revoked or suspended please ensure all conditions are complied with. The conditions include (but are not limited to) the requirement to notify the Council in writing (by close of business on the following working day of the event occurring) of:

- changes to medical circumstances,
- receiving DVLA points,
- being arrested or interviewed for various offences,
- receiving a caution or conviction,
- any change that would require you to provide different information on application to that provided in your most recent application for a licence.

Do you know someone from a non-UK EU country?

Bristol has 21,000 non-UK EU citizens living, working and studying in the city. The Government has advised that all non-UK EU citizens must apply for the EU Settlement Scheme to ensure their rights are protected post-Brexit.

Bristol City Council wants everyone that lives here to have their rights protected, and is offering help with applications. If you have colleagues, friends, family or neighbours from the EU, please make sure they find out more here.

Licensing/Taxi Cop Outreach – on the road



PC Patrick Quinton and an Officer from the Licensing Team will be back out on the road again in a mobile police station. You are welcome to come and see them (no appointment necessary) to discuss any concerns or licence queries. They will be out on the

20 December 2019, 4 February 2020 and 7 April 2020 at the following locations and times:

20 December 2019

Pennywell Road	10:00 to 10:45,
Bristol Temple Meads	11:00 to 11:45
Sandy Park	12:00 to 12:45.

4 February 2020

Pennywell Road	18:00 to 19:00
Bristol Temple Meads	19:15 to 20:00

7 April 2020

Pennywell Road	10:00 to 10:45
Bristol Temple Meads	11:00 to 11:45
Sandy Park	12:00 to 12:45

Electric charge-points for Hackney Carriage drivers

The Council has been awarded a grant from the Department for Transport to install 4 rapid charging units in Bristol for the use of Hackney carriage drivers. These will become part of the public charging network for the West of England, known as **Revive**. We are keen to hear your views on switching to electric taxis and deciding on the best location for the new charge points. Please click through to **a short survey**, which will take less than 10 minutes and indicate whether you would like to be part of a focus group.



Taxi Driver Equality Monitoring

Before we can consider any licensing policy changes, we have to think about who may be affected by the change. As part of this, we would like to ask you a few questions about yourself. By understanding the different equalities groups in the taxi trade we can see if possible policy changes might affect different groups of licence holders in different ways, and if there may be any indirect discrimination, and then we can see what we can do to improve the situation.

The results of this survey will be used in the Licensing Team's Equality Impact Assessments which will be published. All replies to this survey are anonymous, and you have the option of "prefer not to say" for any questions you do not want to answer. The more information you supply, the more effective our monitoring will be.

To complete the survey please click **here**

What would you like to see?

The Licensing Team aim to improve communication between the council and the trade.

Remember, this is your newsletter!
If you have something you think would be useful, or would like to see included in future issues, or you have a good news story or information you want to share, please get in touch at licensing@bristol.gov.uk with the subject 'Newsletter'.

Previous Newsletters:

The Taxi Newsletter is a good way for the Licensing Team to communicate with the Private Hire and Hackney Carriage trade. Past issues of the newsletter are available on our website:

bristol.gov.uk/licences-and-permits/taxi-forum