

Code of Practice for the Inverness Taxi Marshal Scheme

1. Aims of the Scheme

To create a controlled and safe environment where the public can wait in safety for a taxi, thereby contributing to a reduction in crime and anti-social behaviour and an improvement in people's perception of **Inverness at night**.

The Taxi Marshals will work closely with the Licensing Authority, Inverness Taxi and Private Hire Association (ITAPHA), Inverness BID and Northern Constabulary in order to ensure the efficient running of the scheme.

2. Objectives of the Scheme

Ensure the safety of passengers and their property whilst queuing and on entering taxis.

Ensure the safety of taxi drivers and prevention of damage to vehicles by physical methods or by soiling from food and drink.

To manage taxi rank queues to enable a fair system of boarding to be imposed.

To encourage passengers and taxi drivers to use ranks in the city centre at peak times.

To deter crime and anti-social behaviour at taxi ranks covered by the scheme.

3. Taxi Ranks Covered by Scheme

Academy Street
Castle Wynd

4. Operation of Scheme

All designated ranks covered by the scheme will operate with Taxi Marshals normally between the hours of 12 midnight and 04-00 hrs. the following day.

Presently this service shall be provided on the pay Saturday of every month.

Additional service provision may be provided on other appropriate dates by arrangement.

5. Staffing

All Taxi Marshals are required to be in possession of a valid SIA [Security Industry Authority] licence. Minimum levels of staffing at the identified ranks have been agreed as follows:

Academy Street No. of Marshals – 2

Castle Wynd No. of Marshals – 2

6. Drinks

Passengers to be requested to wait until they have finished open drinks, before entering a taxi, or empty the drink and place the container in the waste bin provided.

Alcohol must be emptied out and not drunk in or around the ranks, in accordance with the alcohol bylaw.

Glass and glass bottles must be put in the bottle bin provided

7. Food

Passengers to be requested to wait until they finish any open food, before entering a taxi, or place it in the waste bin provided. Closed food packages are acceptable, but passengers should be requested to leave it closed until they are out of the taxi at their destination.

Drivers have the right to refuse or accept any passenger with food, in an open package

8. Fares

Marshals are not to become involved in fare negotiations.

9. Uniforms and Equipment

Each team of marshals on every rank will be issued with a radio connected to the Shopsafe system. This will enable them to contact each other and request assistance from the Council CCTV control room, who are also able to access Police assistance. These radios will be provided by Inverness BID.

Marshals will wear the high visibility jacket provided by Inverness BID at all times during shift.

10. Marshal Behaviour

Marshals will

- aim to prevent conflicts from arising on the rank by ensuring order and providing conflict management.
- be polite, advisory and non-confrontational
- be responsible for establishing a queuing system on the rank
- not become involved in fare negotiations
- not encourage/organise passengers to share taxi journeys to similar drop off areas
- ensure that lone females, vulnerable persons or persons accompanied by children are adequately supervised.
- inform passengers that, before entering a taxi all food should be in closed packages, however the driver will have the final say
- allow driver to decide if they will take passengers with open drink containers
- always summon assistance if problems of a physical nature arise or a situation becomes threatening.
- have an understanding that when attempting to enter a licensed vehicle, passengers must:
 - (i) Not be violent (ii) Not be abusiveand of driver's rights to refuse fares where they have a reasonable cause
- use the Radio-Link appropriately to communicate with officers of Northern Constabulary and other Security Staff.
- pass the details of any Taxi Driver who behaves in a manner that gives cause for concern, to the Licensing Authority or an officer of Northern Constabulary as soon as possible
- be observant at all times and make notes of any incidents or offences in the supplied Taxi Marshal Incident Book
- Use the Radio-Link appropriately to communicate with officers of Northern Constabulary and other Security Staff.
- Pass the details of any Taxi Driver who behaves in a manner that gives cause for concern, to the Licensing Authority or an officer of Northern Constabulary as soon as possible be expected to cooperate with Council and Police enquiries and investigations and act as reliable witnesses in such cases.

This Code of Conduct was agreed by

Inverness BID

Inverness Taxi And Private Hire Association

Pub and Club Security

on 23rd February 2012