

APPENDIX B DOC 5



Hackney carriage and private hire consultation document

22 August 2014

Shrewsbury Tourism and Hackney Board of the Shrewsbury Taxi Drivers Group have come together to produce a joint paper for the Hackney, Taxis and Private Hire Policy consultation and request that the following points be considered.

- (1) [] A street level on the knowledge of the streets in the area and the need to include questions on important buildings and famous people in Shrewsbury and surrounding districts.
All taxis to be black for easy identification by the public.
- (2) [] A code of conduct

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1. drivers to be smartly attired.
2. with clean and smart smelling cab.
3. drivers to be punctual for appointments.
4. drivers to be courteous e.g. greeting customers and opening vehicle doors, taking luggage to destination etc.

- (3) [] Enforcement should be carried out by Shrewsbury officials

1. checking their concerns that if's are used
2. to and and the practice of overcharging, means should be looked over taxi's is selected.
3. the wear of the drivers badge and licence checked as this being no concern either.
4. a system installed so that the license controller can receive complaints and compliments by the public.

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