

St Albans Licensing Newsletter

December 2019

Transport in Winter

In winter, it's important we look after ourselves, and the people in our lives who might need a little extra support.

Older people who are frail and have mobility problems, or are living in particularly isolated locations with limited or infrequent public transport appreciate all of the help that St Albans Hackneys Carriage and Private Hire drivers provide them all through the year.

Help make sure everyone can get out and about safely. When it's icy or wet outside, it's easier to slip and fall. So helping to customers in and out the vehicle could make a big difference.



No Excuse for Abuse

A reminder to all drivers that the Licensing Team has a number of the above sticker available, which were produced by Private Hire & Taxi Monthly. You are welcome to place this inside your vehicle if you wish to. These stickers were sent out in December's newsletter last year, however if you would like a new one please us know.

Uber

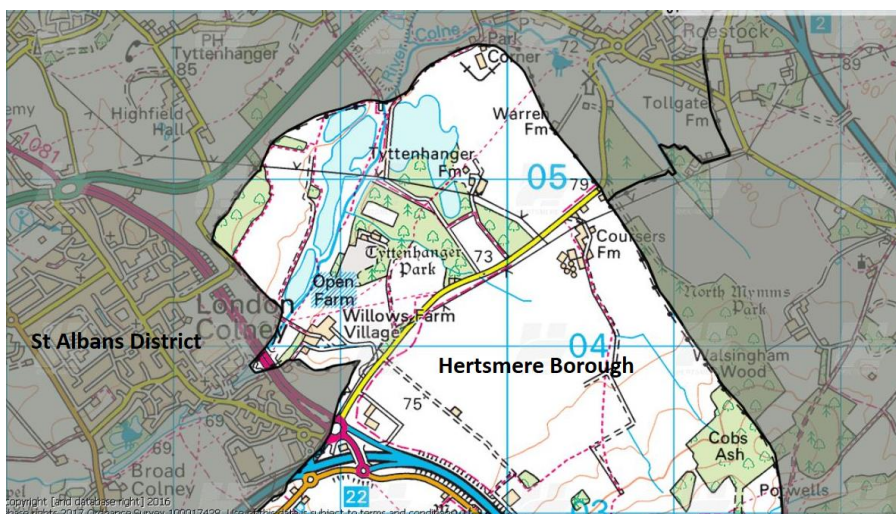
As you may be aware on 25th November 2019 TFL refused to renew Uber's operator licence. Uber currently have 21 days to appeal TFL's decision. Legislation means that Uber has 21 days to appeal from this date, during which it can continue to operate pending any appeal and throughout any potential appeals process. Uber may seek to implement changes to demonstrate to a magistrate that it is fit and proper by the time of the appeal.

In the meantime if you witness any Uber vehicle plying for hire in this area you need to contact TFL with the details. They will be able to investigate the allegation.

Willows Farm

At this time of year we would like to remind all Hackney carriage drivers that Willows farm falls under Hertsmere Borough Council. While the farm has a St Albans postcode, it does not fall under our district. We have attached a map of the district boundary showing Willows Farm outside of the St Albans border.

With this in mind please ensure that you do not ply for hire within this area and/or have your 'for hire' light on in this, or any area of Hertsmere. If you have a pre-booked fare, you are able to wait within the car park, however you must not have your roof light on as you would be presenting yourself for hire in the borough of Hertsmere for which you do not have a licence. The area will be monitored by Hertsmere Borough Council, so it is vital that you do not ply for hire at Willows Farm.



Dealing with Non Payments

If someone refuses to pay a fare, you should never put yourself in danger trying to stop them leaving the vehicle. Always stay in the cab where you can call for help if an incident takes place.

If the person is threatening you or is becoming violent then call 999.

If you ever feel unsafe or unsure about taking a job, refuse it. But please be mindful that it is an offence for a licensed driver to refuse to take a journey without a reasonable excuse. The fact the customer is drunk or the route distance is too short is not an excuse.

You may wish to consider asking for payment before starting the journey.