

Invitation to Tender

Plymouth Taxi Marshal Service

1.1 General Scope and Service Outputs

Requirement for the provision of Taxi Marshal services across the Plymouth Waterfront BID area. The aim of the service is to improve public safety whilst assisting the Waterfront Business Improvement District, City Centre Business Improvement District, Plymouth City Council and their partners in reducing alcohol related violent crime, racially aggravated crime and criminal damage incident in the Waterfront area. This will be achieved through marshalled ranks providing both the public and drivers of licensed Hackney Carriage Vehicles with a safe waiting area during peak times and in high footfall areas.

Taxi Marshals have proven to be highly effective in other towns and cities in controlling taxi queues, improving the safety of vulnerable persons and dealing with confrontational situations.

Confrontation may occur when individuals or groups of people behave in an unsociable manner, often in groups and in taxi queues. This type of behaviour must be defused quickly to prevent violence and public disorder. Such disorder in a taxi queue can result in anything from physical assault to a road traffic accident if not controlled.

The Taxi Marshals will work closely with Plymouth Waterfront Partnership, Plymouth City Centre Company, Plymouth City Council, Devon & Cornwall Police, Plymouth Pubwatch, Plymouth Street Pastors and the Plymouth Taxi Association, to ensure the efficient running of the operation. They will be able to communicate any problems that they witness via Radio to the CCTV Control Room, and will play a vital role in the reduction of crime.

The core responsibilities of the Plymouth Taxi Marshal service will include:

- Control taxi queues preventing disorder and reducing the risk of road traffic accident.
- Prevent illegal private hire activity.
- Protect vulnerable persons and ensure their safety.
- Observe any criminal activity including street crime and report to CCTV Control, Police and the Local Authority.
- Reduction in crime on the street.
- Extra eyes for the local Police.
- As all licensed Black Taxis have wheelchair facilities, our Marshals will also be able to assist any disabled passengers to get home safely.
- Helping vulnerable members of the public with assistance, preventing anti-social behaviour including queue jumping.
- Liaise closely with Devon and Cornwall Police, Street Pastors, licensed premises door staff and CCTV via the Night Net radio link.
- Be responsible for a queuing system on the rank and match passenger number to Hackney Carriage Vehicles (Black Cabs).
- Understand the local taxi tariff to provide advice to the public.
- Ensure that lone females, vulnerable persons or persons accompanied by children are adequately supervised.
- Prevent conflicts from arising on the rank and between the public and taxi drivers by ensuring order and providing conflict management.

- Understand the difference between a Taxi (Hackney Carriage Vehicle) and a Private Hire Vehicle, to ensure that only Hackney Carriage Vehicles licensed by Plymouth City Council access the rank, and an understanding of the conditions, criteria and regulations regarding the licensing of drivers and vehicles with the Licensing Authority.
- Ensure that every driver that pulls up at the rank is displaying his or her Hackney Carriage Driver “badge”, identifying such a person as being licensed by Plymouth City Council.
- Pass the details of any Taxi Driver who behaves in a manner that gives cause for concern, to the Licensing Authority or Devon & Cornwall Police, as soon as possible, including name, date and badge number.
- Understand driver’s rights to refuse fares where they have a reasonable excuse and set the price of a fare prior to departing if the journey takes them beyond the City boundary.
- Attend and report within bi-monthly City Centre and Waterfront City Safe meetings.

1.2 Plymouth Waterfront BID Area

Estimated contract start date: November 2017

Estimated contract end date: 31st March 2022

NB The duration of the contract is dependent upon annual monitoring and performance indicators.

1.3 There is the requirement for the following locations and varying times.

Friday and Saturday nights:

Waterfront BID Area	Two operatives	21:00 – 02.30 Barbican Parade, The Barbican
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Bank Holiday Sundays:

Waterfront BID Area	Two operatives	21:00 – 02.30 Barbican Parade, The Barbican
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Christmas Eve and New Year’s Eve:

Waterfront BID Area	Two operatives	21:00 – 02.30 Barbican Parade, The Barbican
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Major Events

Where necessary Taxi Marshals will assist in managing public realm spaces where pedestrians and Taxis may come together. This is likely to be a maximum of eight days per year and on both Saturdays and Sundays.

1.4 Contract value

£12,000 per annum exclusive of VAT and paid in quarterly instalments.

2 Conditions for Participation

2.1 Minimum standards and qualifications:

Taxi Marshals will have extensive knowledge and experience of Plymouth.

Taxi Marshal operatives will have been trained for conflict management and disabled awareness for transporting persons safely. All Taxi Marshals will be SIA accredited.

Taxi Marshals will keep in force a public liability insurance to the value of £5million and employees liability insurance to the value of £5million to cover any incident within their job description.

Taxi Marshals will always work in pairs of two for safety reasons.

Before commencement of any operation, Taxi Marshals will carry out a risk assessment of the area and will keep a safe distance from public highways for both their own staff and the general public while in operation.

Taxi Marshals will use the facilities of local CCTV already in place to aid and assist staff.

Taxi Marshals will wear an agreed uniform, high visibility jackets and body worn cameras at all times to create a safe presence.

Taxi Marshals will be responsible for providing, deploying, removing and storing a metal barrier system, to allow for safe orderly queues.

The successful contract team will be required to attend two training courses provide by Plymouth City Council's Licensing Team prior to commencement of operation, during November 2017.

3 Administrative Information

3.1 Ref: PWP BID Taxi Marshal 2017

3.2 Responses to be received by 5pm on Wednesday 25th October 2017

3.3 Tender responsibility:

Plymouth Waterfront Partnership Business Improvement District

Ballard House, West Hoe Road, Plymouth PL1 3BJ

4 Other Information

4.1 Please visit the following portal to participate: <http://www.waterfrontbid.co.uk> or email tender submissions to: sarah.gibson@plymouth.gov.uk

Closing date 5pm on Wednesday 25th October 2017