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10 June 2009

To all Operators, Proprietors and Drivers

HACKNEY CARRIAGE AND PRIVATE HIRE ACCESS TO TOWN QUAY

Associated British Port's Town Quay management have informed us that they intend to make significant changes to the procedure for picking up passengers in the area of the Red Jet terminal on Town Quay. These changes have been introduced by them in conjunction with Red Funnel as the result of ongoing traffic problems. We will endeavour to assist whenever necessary, especially when large numbers of passengers are expected (e.g. large events taking place on the IOW).

Hackney Carriage proprietors without docks permits have been notified separately.

The following will be implemented from 1st July 2009:

1. Town Quay management has decided that only hackney carriages with **docks permits** will be allowed to ply for hire from this rank or anywhere on ABP's Town Quay land.
2. The current taxi rank will be extended round the corner at the end of the quay up to a point adjacent with the public houses.
3. For health and safety reasons the area alongside the rank for the width of the roadway will be hatched and become a "No Waiting" area. Any vehicle waiting in this area will be subject to clamping.
4. Private hire vehicles will be allowed to drop their passengers at the Terminal II entrance.
5. **Pre-booked** private hire vehicles will pick up at a designated point at the rear of the rank by the motorcycle bays. For passengers exiting the Red Jet terminal, a sign will direct them left from Terminal II to an area marked "**Private Hire Pick-Up Point**".
6. Any private hire vehicle arriving before their booked pickup time will go to the end of the Town Quay where a waiting area will be designated for them. On arrival of the Red Jet they can move to the **Pick up Point** to await their passengers.
7. The existing area shown as short term waiting by the entrance to the Terminal will become a bus stop and, as such, a no waiting area. The bus stop on the exit side will be withdrawn.

A plan of the area is available on the taxi and private hire notice board on Southampton Online - <http://www.southampton.gov.uk/taxinotices> .

The revisions to the arrangements for hackney carriages and private hire vehicles at Town Quay are designed to improve access for all drivers and improve facilities for passengers; your co-operation is requested.

If you have any points you wish to discuss please contact the licensing team at Southbrook Rise.
licensing@southampton.gov.uk

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille or disc) please do not hesitate to let us know.