

Taxi Rank and Marshall FAQs

	Old Cattle Market / Turret Lane Bus Depot	Lloyds Avenue	Duke Street Car Park (waterfront)
Which taxi ranks operate in the town?	Dogs Head Street / Turret Lane Bus Depot <i>Already operating</i>	Lloyds Avenue <i>Already operating</i>	Duke Street Car Park (waterfront) <i>New pilot rank</i> This pilot will operate until 30 th June 2023 *
When do they operate?	- Dogs Head Street 5am-11.30pm - Turret Lane Bus Depot 11.30pm-5am	No time limits	8pm-4am daily
When will Taxi Marshalls be working to help?	- Old Cattle Market – no Marshalls deployed - Turret Lane Bus Depot – 11.00pm-4am Fridays and Saturdays	10pm – 3am on Fridays and Saturdays until 30 th June 2023	10pm-2am on Saturdays until 30 th June 2023
What is the exact location of the pick up points? Using https://what3words.com	Old Cattle Market - card.voting.quite Turret Lane Bus Depot – recent.grapes.blend	opens.hotels.vets	bronze.bugs.hips
Are taxis regulated?	Yes – all Taxi’s using these ranks must hold a Hackney Carriage licence		
Do all these taxis take card payment?	Not all Taxi’s accept card payments. Please check with the driver before you start your journey.		
Are Taxi fares or subsidies included in the funding?	No. Customers will need to pay taxi fares.		
How are fares calculated?	Fares are based on distance and time and calculated on a meter.		
Can I get picked up from or dropped to the Taxi Ranks by car	All Taxi Ranks are located in restricted areas. These exclude public driving and or parking. Parking charges, fines or notices may be applicable for unauthorised use.		
How are these developments being paid for?	Grant funding from the Home Office Safer Streets 4 and Suffolk Police & Crime Commissioner have paid for these provisions.		

How many Marshalls are available to help?	Two Marshalls are present when deployed at each location.
Are the marshalls trained in dealing with conflict like a community support officer would be, are these volunteers or people employed by IBC?	Marshalls are trained to Security Industry Authority (SIA) standards with conflict de-escalation, dispute resolution, disorder prevention and vulnerability support included.
Can I be refused a taxi journey?	<p>Some drivers may refuse passengers if they are</p> <ul style="list-style-type: none"> Too drunk (risk of soiling the vehicle) Too angry/aggressive Refusing to bag food (not allowed to eat in the car) Refusing to extinguish a cigarette (no smoking allowed) <p>If too drunk, the marshals will normally sit the person down, give them water (may call the Town Pastors) or the Police, but they aren't left alone.</p>
Will there be one particular company or all taxi companies operating?	<p>No, only independent Hackney Carriage licences can operate from the ranks.</p> <p>Private hire companies are not included.</p>
How can I give feedback?	<p>Feedback on the above measures during the trial period is welcomed through the following email addresses:</p> <p>Taxi Rank operation: licensing@ipswich.gov.uk Taxi Marshall deployment: community.safety@ipswich.gov.uk</p>

* Duke Street Taxi Rank is continually reviewed, operations may be withdrawn if they are unviable.