Taxi ranks at major interchanges

Best practice guidelines
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Best practice guidelines

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1. Taxi ranks may appear simply to be an arbitrarily drawn set of lines on the road but, in reality, there is a complex interaction between passengers and taxis which requires careful design and management. To encourage good design of taxi ranks at major interchanges, Transport for London has produced these Best Practice Guidelines.

2. These guidelines are aimed at all those who have an interest in the safe, secure and efficient operation of taxi ranks at major stations, for example, Network Rail, Train Operating Companies, London Buses, passengers groups, taxi groups and local authorities.

3. The guidelines set out standards to aim for when designing taxi ranks at major interchanges. They cover the design and operation of taxi ranks.

4. Given that private hire vehicles are not permitted to ply for hire at taxi ranks, this document is only relevant to licensed London taxis.

5. This document is one of a series of detailed guidelines which expand on the basic principles set out in 'Intermodal Transport Interchange for London – Best Practice Guidelines'.

6. Any comments, queries or requests for more information should be sent to:

   Interchange Team  
   TfL Finance & Planning,  
   11th Floor,  
   Windsor House  
   50 Victoria St  
   London SW1H 0TL
7. Taxis make a valuable contribution to public transport in London, enabling short trips to be made efficiently, often when time is at a premium. They are important for the business community, tourists, shoppers and leisure visitors. Many women feel more secure using taxi services, which take them door to door at night. Taxis also provide door-to-door transport for disabled and mobility impaired people.

8. The Mayor’s Transport Strategy contains the following objective: ‘Taxi availability and service quality should be improved and taxis should be better integrated with other transport modes’. These guidelines form part of the process to better integrate taxis with other modes.

9. Interchanges are the nodes that link London’s public transport services together to form a network. If transfers between these services can be made easier, quicker and more convenient, the overall integration and the flexibility of the network will be greatly improved.

10. Between 5% and 10% of rail passengers use taxis for arriving at, or departing from London stations. With the introduction of specialised services, such as links to airports and international operations, the taxi mode share can significantly increase with some services achieving 40% mode share by taxi.

11. To understand the interaction between vehicles and passengers at taxi ranks, research has been undertaken at major London rail terminals. These guidelines highlight the conclusions of that research. It has been produced to enable designers to develop a taxi interchange layout that considers passenger needs and increases passenger throughput. In addition, an operational model has been developed which predicts passenger waiting times and taxi supply requirements for major rail interchanges.
12. These guidelines contain sections on design guidance, operational guidance and evaluation guidance.

13. The guidance on the design of taxi ranks covers all aspects from the highway connection where an empty taxi leaves the highway to enter the taxi rank to the point at which a taxi, having picked up its passengers, exits the interchange.

14. The guidance on the operation of taxi ranks covers safety and security, managing supply of taxis, taxi sharing and dealing with emergencies, as well as setting out a proposed management strategy for taxi ranks at major interchanges.

15. The guidance on evaluating taxi ranks breaks down the taxi system into its component parts and allows each to be compared with three taxi ranks at major terminals, so that deficiencies can be identified.
16. This section contains design guidance for the renovation of existing taxi ranks at major interchanges and the creation of new ones. The guidance sets out what should be considered when designing a rank and how best to optimise the rank design.

17. Many of the design procedures are established within highway standard details, traffic signs regulations and building regulations. However, more specific design guidance notes are presented to identify the operational layout adjacent to the station and to assist in the concept design and development.

18. At some locations additional factors will need to be taken into account and so these designs will need to be tailored as appropriate.
19. Ideally, a rank would consist of the main elements in the order detailed in the flowchart below. This sequence allows for taxis to flow naturally through the rank either starting off with a set-down or joining the feeder rank directly from the highway. This design should be adopted wherever possible and the road layout designed to encourage this flow.
20. The starting point in the design of a rank is the type of vehicles which will use it. The capabilities of the vehicles define the geometric constraints to which the rank must comply.

21. The taxicab has to satisfy the specified criteria for public service. These are defined in the ‘Construction and Licensing of Motor taxi cabs in London Conditions of Fitness 2000’ issued by TfL Public Carriage Office. TfL is currently reviewing these Conditions of Fitness and new conditions will be produced in due course, although no changes are expected before May 2003.

22. This document defines the vehicle dimensions, turning circle and accessibility requirements. It states that the taxi overall length must not exceed 5.0m, the overall width must not exceed 1.845m (excluding wing mirrors), the turning circle must not exceed 8.535m between walls and 7.62m between kerbs.

23. Every taxi has to provide specified facilities for mobility impaired passengers including a ramp for wheelchair users. Therefore, to assist access at set down and pick up locations, pavement widths have to accommodate the ramp and wheelchair manoeuvring space.

24. The designated door for wheelchair access is the nearside one and so, wherever possible, taxi ranks at major interchanges should allow for nearside boarding and alighting.

25. Whilst the floor height of the taxi cab is not to exceed 380mm above ground level, the bottom edge of the door is lower. This varies from 170mm for the TX1, to 360mm for the FX4. This is important with respect to the kerb height and the ability to open the door fully with a laden vehicle. The standard kerb height range is 100-150mm which provides sufficient clearance for the taxi door to fully open. However, the ramp is required to overcome the height difference of some 250mm. Various methods could be envisaged to overcome this difference, such as locally raised footways or small pavement hoists.
26. The designated set down area should be located close to the main station entrance with direct visible links to the concourse and train ticketing facilities. If this is not provided, taxi drivers will often set down passengers at other locations around the station. This is undesirable because it causes disruption to surrounding traffic and reduces the number of taxis moving from the set down point to the pick-up location.

27. The set down time of passengers is similar for different group sizes and luggage characteristics and normally functions well without active management. Management is only required to control delivery of goods and private car parking. This can be achieved by the presence of attendants.

28. Where space permits, private car and taxi movements should be segregated. However, set down operations are not unduly compromised when both taxis and private cars share the same area providing a separate lane for through traffic is provided. This avoids one vehicle blocking all following vehicles and delaying the whole set down operation.

29. In addition to the set down activities, which normally take less than 1 minute, kerbside bays should be provided for mobility impaired passengers. This group includes disabled people, family groups with young children, and larger groups with luggage, who typically require longer to set down.

30. Trolley bays should also be located in the vicinity of set down area. Non-deposit, or at least Euro-compatible, trolleys are preferable as they are easier for foreign travellers to use.

31. On arrival passengers should be given clear directions for access to the concourse and also train timetable information should be located close to the set down area.
32. A typical set down arrangement is shown in Figure 1.1 (Appendix 1). This identifies:

- Set down located at/close to the concourse entrance.
- Nearside set down.
- A direct link to the pick up bays.
- Increased pavement widths to prevent set down passengers obstructing other pedestrians.
- Disabled short stay parking.
- A through lane for traffic to bypass the set down activities.

33. A taxi rank provides a defined storage area and route for empty taxis to approach the passenger pick up zone. Where the site is designed correctly and at times of maximum throughput some 75% to 90% of set down taxis move directly through to the pick up, the remainder arriving from the highway network.

34. The full extent of the feeder rank is usually controlled by the land available within the station, described as the primary feeder rank, and the ability of the Public Highway to accept secondary feeder ranks. At major interchanges the primary feeder rank should provide for 30 to 50 vehicles to satisfy initial demands. The secondary rank should provide additional space as required subject to the capacity constraints of the surrounding road network. As a rule of thumb the total feeder rank length should ideally provide a 15 minute reservoir of taxis at full demand (i.e. if demand is 300 taxis per hour there should be a reservoir of 75 taxis). It is recognised that at some locations there will not be sufficient space for such a large reservoir in which case as much space as practical should be allowed for.
35. The pick up area requires greater organisation than the set down area to maximise throughput and maintain passenger control. It should include:

- A clearly defined passenger waiting area and route to the taxi pick up points.
- Good passenger facilities.
- Adequate footway dimensions to cater for luggage and trolleys, and multiple loading with passengers able to walk down the extra wide footway to reach taxis at the back.
- Nearside boarding, where possible, to give access to the wider door and inbuilt ramp.

36. At busy locations the following may also be beneficial:

- Control of passengers by attendants particularly at peak times to maintain continuity of supply and direct to taxi bays.
- Removal of discarded trolleys.

37. Single and double line ranks can service up to 2 and 4 multiple loadings respectively with minimal management except for taxi drivers directing the passenger. Where greater throughput is required, active management using marshals and modifications to the layout are required to maintain throughput.

38. Vehicle conflicts in the pick up area between taxis entering and departing from bays should be minimised with routes defined and clearly marked.

39. The highway network cannot always provide sufficient taxis to meet demand and so, where this occurs, the provision of real time information to promote additional taxi supply should be considered.
40. The size, layout and design of the pick up arrangements will depend on the nature of the services at the station. In theory, one bay can cope with a maximum of 100 taxis per hour, providing there is an adequate supply of taxis throughout the hour. In reality, because the supply of taxis or the arrival of passengers is likely to be irregular, the actual capacity of the rank is substantially reduced and 50 passengers per bay per hour is a more realistic figure.

41. The average number of passengers per taxi varies by station type. The following can be used as guides to the expected taxi group sizes:

- **Suburban.** 1.3 passengers per taxi.
- **Intercity.** 1.5 passengers per taxi.
- **International.** 1.55 passengers per taxi.

  It is to be noted that the International taxi group size can increase to some 1.93 passengers per taxi as recorded at Waterloo Eurostar Station.

- **Taxi Sharing.** 4.75 passengers per shared taxi.

  Combined system of standard and shared taxis achieves occupancy levels of 2.2 passengers per taxi.

42. The exact way in which a queue builds up depends on the distribution of both taxi and passenger arrivals, as well as the overall ratio of supply/demand. A model has been developed to simulate the build up of queues given different taxi and passenger demand characteristics. Details of this model can be obtained through the TFL Interchange Team.

43. Two main scenarios of rank are illustrated in this section to give designers an understanding of the options and their space requirements. They are a typical major commuter station (e.g. Victoria) and a typical intercity station (e.g. King’s Cross). For each scenario, three design options are illustrated.
Scenario one:

44. At typical major commuter stations (e.g. Victoria), where demand is fairly constant and passenger group sizes are low, an arrangement with up to 3 or 4 pick up bays would typically be adequate. These arrangements might be expected to be able to cope with up to 150 taxis per hour. Three typical details are shown in Figures 2.1, 2.2 and 2.3 (Appendix 1).

- **Figure 2.1.** Standard 3 to 4 bay arrangement with loading of passengers self managed. This provides a single lane approach with the passenger load time of the front taxi controlling the exit flow.

- **Figure 2.2.** Extended 3 to 4 bay arrangement with longer bays to allow independent vehicle entry/exit. This requires additional carriageway width to allow for the manoeuvring lane and through lane. The passenger loading arrangement can be self managed, however assistance may be required to draw taxis into the forward bays.

- **Figure 2.3.** Angled 3 to 4 Bay. This provides an alternative layout to allow independent entry/exit for each bay. Visibility is improved for drivers of vacated bays, however, an attendant would improve the boarding process.
Scenario two:

45. At stations where passenger demand surges and group sizes are larger, such as at Intercity and International stations (e.g. King’s Cross), it is likely that a larger six or seven bay rank will be required along with higher levels of active management. These would be expected to be able to cope with up to 300 taxis per hour in normal operation and 400 taxis per hour with taxi share operating from three bays. Typical arrangements for these scenarios are presented in Figures 2.4, 2.5 and 2.6 (Appendix 1).

**Figure 2.4.** Standard six bay with central island. This arrangement provides two lines of 3 bays separated by a wide central island for passengers. It requires management when the island is in use to direct taxis and passengers.

**Figure 2.5.** Six bay arrangement with the possibility of taxi sharing. This arrangement also allows taxis to arrive and depart independently thanks to the through lane. Management of the taxis would be required as well as marshals to manage taxi sharing.

**Figure 2.6.** Kerbside arrangement. This layout provides nearside kerb loading for all passengers. It can work as a passive four-bay rank or an actively managed 6/7 bay rank with taxi sharing if required.
46. To ensure that a taxi rank operates efficiently there must be good access from the road network to the set down point. This will encourage taxi drivers to drop off at the designated point.

47. There must also be good connections from the pick up area to the local highway, with as many directions as possible available to taxis exiting the rank to ensure they can head in their required direction.

48. Traffic signal timings should allow for taxis to exit speedily, with sufficient phasing to cope with peak demand, where the surrounding highway allows. Where inadequate highway connections are allowed for, there will be a tendency for setting down and picking up outside the designated area, which has a detrimental impact on other road users.
49. The passenger’s journey experience continues between the taxi and the train and so this journey should be made more pleasant and easier through the use of passenger facilities and good wayfinding. Passengers should be provided with direct links between the platforms and the taxis, and where level changes are required, escalators and lifts should be provided to satisfy the needs of mobility impaired passengers.

50. Figure 4.6 (Appendix 1) illustrates a taxi passenger shelter concept being piloted at Romford. This shelter provides taxi passengers with seating and protection from the elements, as well as providing additional lighting and clearly identifying the location of the taxi shelter. This design may be used where the existing arrangement does not provide seating and weather protection.

51. Lighting in the vicinity of the taxi rank should be of a high quality to ensure that passengers feel safe.

52. The taxi rank should be included in the existing station CCTV to ensure taxi passengers have a high level of security. Marshals and Attendants can further add to passengers’ sense of security.

53. A high level of cleanliness should be maintained throughout the taxi rank and it should be treated as an integral part of the interchange, not as an appendage.

54. The walk routes between the rank and the concourse should minimise the danger from traffic, particularly where roads need to be crossed. Ideally, the taxi rank should be located so that there are no roads between it and the station concourse.

55. Trolleys should be supplied where appropriate. At major interchanges it is assumed that telephones and toilets would be available in the vicinity.

56. Where the taxi rank is enclosed or is located on a busy road efforts should be made to ensure that air quality is adequate.

57. The design of these areas will vary by location and may be strongly influenced by the architectural status of the adjacent properties and the ability to integrate taxi operations with other station facilities.
58. Taxi information should be provided on the platforms, at regular points on the concourse, at the exits leading to taxi facilities, at the taxi facilities to identify the pick up point, and the passenger queue. The signing strategy should also include surface treatments such as pedestrian queuing areas, where appropriate.

59. Within the station the signing format is usually to a corporate style and well illuminated. However, special attention needs to be given to the signs in an outdoor environment where lighting levels change. Signing and directional information should, where appropriate, be placed above pedestrian height in these usually congested areas to maintain visibility.

60. The signing strategy should also consider real time information to identify the expected wait time for passengers in the queue.

61. A series of photographs showing examples of good signing are given in Figures 4.1 to 4.2 (Appendix 2). An extract from the TfL ‘Multi-modal Interchange signs standards for London’ is shown in Figure 4.5 (Appendix 2).

62. Clear definition of vehicle approach routes and specific operations such as ranks, set down and pick up are required. This will give advance operational information to both taxi drivers and private car users to help minimise delay. Road markings and signs should follow the Department of Transport guidelines to maintain public recognition of associated regulations. The signing strategy should also include surface treatments such as taxi only areas, where appropriate.

63. A series of photographs showing examples of good carriageway markings and vehicle signing are presented on Figures 4.3 to 4.4 (Appendix 2).
64. Information systems for taxi drivers may be appropriate at some locations. These could include:

- Timetable data showing passenger arrivals and train delays.
- Information links to attendants and controlling organisations.
- Information for drivers of where passengers are waiting.
- Information on public transport delays which may increase taxi demand.

65. These, where provided, should improve the supply of taxis and increase the efficiency of the rank. This is particularly important at busy times of day and when delays occur.
66. Transport for London and the Public Carriage Office are committed to working with transport operators to ensure good management of taxi ranks at major interchanges so that passengers using these ranks are provided with consistent levels of service. This section suggests management structures for both the day-to-day operation and the strategic planning of ranks.

67. The primary interface between passengers and taxis is usually located within the ownership of a single operator, typically Railtrack. However, the passenger journey between the train and the highway often involves passing through a number of zones each independently managed by other organisations.

68. To ensure efficient operation each of the elements across all of the zones have to function well. To achieve this, formal lines of communication between the various organisations need to be defined. This requires a management structure and identification of individuals who are nominated to take on the responsibility for required actions.

Ownership of system
Table 4.1 illustrates a possible management strategy which would be appropriate for the larger taxi ranks at major interchanges. It is divided into two parts: day-to-day operation and strategic planning.

### Table 4.1 Example management strategy

<table>
<thead>
<tr>
<th>Strategic taxi rank committee (Network Rail, TOCs, LTUC, TfL, Trade)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategic Planning</strong></td>
</tr>
<tr>
<td><strong>Day-to-day operation</strong></td>
</tr>
<tr>
<td>Station manager</td>
</tr>
<tr>
<td>Duty station manager</td>
</tr>
<tr>
<td>Taxi rank supervisor</td>
</tr>
<tr>
<td>Attendants</td>
</tr>
<tr>
<td>Passengers</td>
</tr>
<tr>
<td>Police (Met/BTP)</td>
</tr>
<tr>
<td>Traffic signal operations</td>
</tr>
<tr>
<td>LUL operations</td>
</tr>
<tr>
<td>Taxi organisations</td>
</tr>
<tr>
<td>Where taxi sharing operates</td>
</tr>
<tr>
<td>taxi share marshals</td>
</tr>
</tbody>
</table>

**Note:** This is one possible management strategy. The exact structure, and individuals involved, will need to be defined on a station by station basis in view of its specific requirements. In some cases a scaled-down management strategy will be appropriate.
70. The Taxi Rank Supervisor would report to the Duty Station Manager, who in turn reports to the Station Manager. They may manage the rank directly or through the use of Attendants and Marshals.

71. The Taxi Rank Supervisor would also liaise with traffic signal groups and police to review the highway operations local to the station, which can severely restrict taxi passenger throughput when local delays occur.

72. It is also usual for taxi drivers to report concerns direct to their individual organisations for action. The proposed strategy envisages that the taxi organisations will contact either the Taxi Rank Supervisor or the Strategic Committee depending on the form of concern.

73. The Strategic Committee would oversee any infrastructure changes required to improve operations and consider major changes when appropriate. This would ensure that design guidelines are followed and that changes to the taxi rank are coordinated with other public transport changes affecting the interchange.

74. The members should include representatives from:

- Local Authority (Planning and Highways).
- Station Controller/Provider (e.g. Network Rail).
- Train Operating Companies.
- London Cab Ranks Committee.
- Police (Metropolitan, British Transport Police).
- London Transport Users’ Committee.

75. The Strategic Committee should meet on a regular basis, for example every three months, to discuss developments at major taxi ranks. Working Groups could also meet to resolve specific issues as and when they arise.
76. For large ranks, daily management is improved by the presence of a Taxi Rank Supervisor who provides the necessary operational management to maximise passenger throughput, to resolve daily problems at a local level, and to ensure a safe and secure passenger environment.

77. The Taxi Rank Supervisor should have responsibility for managing any staff and operations on the taxi road that is considered not to be Public Highway. Where operational problems beyond the boundaries of private ownership occur these should be resolved through the correct organisation. The Taxi Rank Supervisor’s duties would include:

- Maximising the throughput of passengers.
- Controlling parking.
- Managing servicing arrangements.
- Calling for additional taxis when demand increases.
- Informing passengers of alternative modes when supply is low.
- Improving personal safety and security.

78. During peak periods additional Attendants may be required to assist the Taxi Rank Supervisor.

79. During off-peak periods and at ranks that are not very busy, the rank can be passively controlled by passengers and drivers.
80. Taxi sharing works successfully at Paddington station as a way of maximising throughput of passengers during the peak. It may be appropriate to introduce a similar scheme at other locations although the exact legal status of taxi sharing would need to be clarified.

81. The shared taxi conveys a group of up to 5 or 6 passengers (depending on the licensed capacity of the vehicle) to any one of the defined destination zones as defined by the Marshals. Each passenger will then pay a flat rate fare for that zone at set down. A scheme operating at Paddington included a voluntary gratuity. It is agreed that each passenger will be set down at his/her chosen reasonably accessible destination within the zone.

82. Where passenger demands are high and the supply of taxis cannot be increased to match this for typical taxi occupancies, taxi share can be offered to improve the throughput. This has operated at Paddington Station since the introduction of Heathrow Express in 1998. This system offers the opportunity for passengers to voluntarily share a taxi with other passengers who have a destination in a similar area. It benefits participating drivers by greater revenue and the passenger by reduced fares and fast track boarding.

83. An example of the zones and fares for the scheme operating at Paddington Station is presented in Figure 3.1 (Appendix 1).

84. Where taxi sharing is introduced specialist assistance from Marshals with ‘knowledge’ of street locations is required. These will direct passengers to the destination taxi zone. This management process will be through agreement with the Taxi Organisations. The Taxi Share operation would require 2 or 3 Marshals. Marshals would:

- Collect passengers and direct to taxi share bays.
- Assign passengers to shared taxis.

**Managing exceptional circumstances**

85. Marshals, Attendants and Supervisors should be fully briefed for exceptional circumstances, for example tube strikes, when increased demand is placed on taxis. Briefing of public transport perturbations should be via the Duty Station Manager.
86. In order to verify whether a current system is operating satisfactorily, it is useful to have a standard rating scheme for each of the taxi rank components. A qualitative approach has been developed to allow taxi and passenger facilities at different locations to be graded in terms of operation and quality.

87. The following form describes each of the taxi system components and presents a 5-point rating from ‘poor’ to ‘good’. The target is to achieve a ‘good’ rating for each area. In reality the acceptable scheme is likely to have ratings from the central ‘reasonable’ rating to the ‘good’ rating. As a reference, the rating undertaken at Victoria (Railair deck and forecourt) and King’s Cross (Pancras Road rank) are presented below.

88. The table overleaf may be used to identify shortfalls. Possible solutions can then be developed based on the best practice illustrated in the previous sections.
## Qualitative assessment of the taxi system

### Elements of the taxi system

<table>
<thead>
<tr>
<th>Set down area</th>
<th>Victoria</th>
<th>Kings Cross</th>
<th>Inter-city</th>
<th>Rail air</th>
<th>Forecourt</th>
<th>Suburban</th>
<th>Intnl1.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor</td>
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<tr>
<td>Good</td>
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</table>

1. **Set down area**

1.1 Walking distance to the station entrance from set down point

1.2 Degree of comfort at the set down: covered/bright/good paving area

1.3 Information desk/ticket office facilities

1.4 Luggage handling facilities: trolley park/porters

1.5 Adequacy of number of set down bays provided

1.6 Efficiency of the set down arrangement:

   (eg. Is kerbside set down restricted by other vehicles)

1.7 Ease of taxis joining pick up point if rank is empty

1.8 Ease of taxis joining primary rank

1.9 Carriageway markings and signs for vehicle drivers

2. **Taxi rank**

2.1 Relationship with set down facilities eg. Does rank obstruct set down

2.2 Efficiency of rank within station: Interference from vehicles/ pedestrians

2.3 Efficiency of rank on highway: Interference from vehicles/ pedestrians n/a

2.4 Capacity of taxi rank: storage number of taxis

2.5 Carriageway markings and signs for vehicle drivers

3. **Pick up area**

3.1 Waiting time for passengers in the queue

   Poor ≥ 20 minutes 15-20, 10-15, 5-10, Good ≤ 5 minutes

3.2 Accessibility of taxi for mobility impaired

3.3 Efficiency of passenger queuing condition

3.4 Helpfulness of activity management: marshalls/attendants

3.5 Facilities provided at the queue: signing information

3.6 Degree of comfort at the pick up: covered/bright/good paving area

3.7 Capacity of passenger queuing rank: storage number

3.8 Walking distance from the station exits

3.9 Location of trolley park for returning trolleys

continued next page
## Qualitative assessment of the taxi system continued

### Elements of the taxi system

<table>
<thead>
<tr>
<th>Elements</th>
<th>Victoria</th>
<th>Kings Cross</th>
<th>Inter-city</th>
<th>Rating</th>
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<th>Forecourt</th>
<th>Suburban</th>
<th>Rail air</th>
<th>Intnl1.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Poor</td>
<td>Good</td>
<td></td>
<td></td>
<td>Poor</td>
<td>Good</td>
<td></td>
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<table>
<thead>
<tr>
<th>3. Pick up area</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.10 Adequacy of number of loading bays provided</td>
</tr>
<tr>
<td>3.11 Supply of Taxis into pick up bays</td>
</tr>
<tr>
<td>3.12 Simultaneous boardings</td>
</tr>
<tr>
<td>3.13 Speed of taxis exiting from pick up area</td>
</tr>
<tr>
<td>3.14 Carriageway markings and signs for vehicle drivers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. Highway connections</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Traffic condition on the highway around station</td>
</tr>
<tr>
<td>4.2 Accessibility to set down point from the highway</td>
</tr>
<tr>
<td>4.3 Efficiency of exit to the highway</td>
</tr>
</tbody>
</table>
Guidance notes
- Set down located at/close to concourse/station entrance.
- Manoeuvre lane very likely to be used for set down therefore through lane required.
- Restrictions on deliveries in this location.
- Following set-down taxis to link directly to pick-up.
- Where primary rank is fully occupied link to secondary rank required.
- Disabled facilities required in this location.
- General lanes to suit delivery and emergency vehicle access.

References
1. Traffic Signs Regulations and General Directions
2. Traffic Signs Manuals (HMSO)
3. Designing for Deliveries, Freight Transport Association
Guidance notes

- Single lane taxi pick-up with bay length of 5.0m. Only allows single exit flows.
- Through lane adequate for delivery flows
- 4 bay pick-up to allow multi-loading with wide footway sufficient for disabled and group access to taxis.
- Passengers taken to head of rank to provide eye to eye contact between taxi drivers and passengers.
- Covered environment. Headrooms to suit delivery operations and emergency access.

References

1. Traffic Signs Regulations and General Directions
2. Traffic Signs Manuals (HMSO)
3. Designing for Deliveries, Freight Transport Association
Where passenger shelter used side clearance to roadway to suit other station operations. Kerbside lane could be used by high sided vehicles.

Guidance notes
- Similar to standard 4 bay with bay length increased to allow independent entry and exit for taxis, except for the first bay.
- Requires additional through lane to reduce conflict with other vehicles. Also used for delivery access.
- Requires visibility from rank to pick-up zone so that drivers can see vacated bay or attendant required to direct driver (could be provided by IT systems).
- Passengers taken to head of rank to provide eye to eye contact between taxi drivers and passengers.
- Covered environment. Headrooms to suit delivery operations and emergency vehicle access.

References
1. Traffic Signs Regulations and General Directions
2. Traffic Signs Manuals (HMSO)
3. Designing for Deliveries, Freight Transport Association
Guidance notes

- Angled bays to ease individual operation of bays.
- Requires additional through lane to reduce conflict with other vehicles. Also used for delivery access.
- Passengers taken to head of rank to provide eye to eye contact between taxi drivers and passengers.
- Covered environment. Headrooms to suit delivery operations and emergency vehicle access.

References

1. Traffic Signs Regulations and General Directions
2. Traffic Signs Manuals (HMSO)
3. Designing for Deliveries, Freight Transport Association

Operational sequences

Figure 2.3 Taxi pick up area 3

Angled 3/4 bays

Operational sequences

Guidance notes

- Angled bays to ease individual operation of bays.
- Requires additional through lane to reduce conflict with other vehicles. Also used for delivery access.
- Passengers taken to head of rank to provide eye to eye contact between taxi drivers and passengers.
- Covered environment. Headrooms to suit delivery operations and emergency vehicle access.

References

1. Traffic Signs Regulations and General Directions
2. Traffic Signs Manuals (HMSO)
3. Designing for Deliveries, Freight Transport Association
Guidance notes

- Attendant 1 required to direct passengers to island bays.
- Attendant 2 required to feed taxis to both lanes taxi share bays.
- Pedestrian crossing either with dropped kerbs or raised table.
- Railings to protect passengers on island.
- Passengers taken to head of rank to provide eye to eye contact between taxi drivers and passengers.
- Covered environment. Headrooms to suit delivery operations and emergency vehicle access.

References

1. Traffic Signs Regulations and General Directions
2. Traffic Signs Manuals (HMSO)
3. Designing for Deliveries, Freight Transport Association
Typical passenger demand

Passengers
- Arrive taxi reception area.
- To buffer and Line 1.
- To Load area 1 with 3/4 taxi bays.

Taxis
- To Rank 1.
- To Load area 1 and 4 taxi bays.

Peak passenger demand

Passengers
- Open line 2 and escort passengers.
- To Load area 2 taxi bays.

Taxis
- To Rank 2.
- To Load area 2 and 3 taxi bays.

Guidance notes
- Attendant required to manage both ranks
- Marshal required to direct passengers to taxi share bays.
- Pedestrian crossing either with dropped kerbs or raised table.
- Railings to protect passengers on island.
- Passengers taken to head of rank to provide eye to eye contact between taxi drivers and passengers.
- Covered environment. Headrooms to suit delivery operations and emergency vehicle access.

References
1. Traffic Signs Regulations and General Directions
2. Traffic Signs Manuals (HMSO)
3. Designing for Deliveries, Freight Transport Association
Typical passenger demand
Passengers
- Arrive taxi reception area.
- To buffer and Line 1.
- To Load area 1 and 4 taxi bays.

Taxis
- To Rank 1.
- To Load area 1 and 4 taxi bays.

Peak passenger demand
Passengers
- Open line 2 and escort passengers.
- To Load area 2 and 3 taxi bays.

Taxis
- From taxi buffer to Rank 2.
- To Load area 2 and 3 taxi bays.

Guidance notes
- Attendant required to manage both ranks.
- Marshal required to direct passengers to taxi share bays.
- Pedestrian crossing either with dropped kerbs or raised table.
- Railings to protect passengers on island.
- Passengers taken to head of rank to provide eye to eye contact between taxi drivers and passengers.
- Covered environment. Headrooms to suit delivery operations and emergency vehicle access.

References
1. Traffic Signs Regulations and General Directions
2. Traffic Signs Manuals (HMSO)
3. Designing for Deliveries,
   Freight Transport Association
4. Building Regulations Approved Document
   B - Access and Facilities for the Fire Service
5. Building Regulations Approved Document
   H - Access and Facilities for disabled people
Taxi sharing is optional and designed to reduce queuing time.

Fixed fares include a voluntary gratuity agreed in advance.

Fares assume at least 4 people sharing.

The Paddington station taxi share scheme is organised by Heathrow Express and Railtrack with the Licensed Taxi Drivers’ Association.

Operates during peak demand, generally Mon-Thurs 08.30 - 10.30.
Inside the station

Direction signs:
Paddington station

At the rank

Paddington passenger queue green strip
Pick up

Small cubic taxi sign: Victoria forecourt

Pick up

Large cubic taxi sign: Victoria rail air deck
Figure 4.3 Signing and marketing

Set down
Passenger set down points

Taxi rank
Lane marking:
Rank at Paddington
Road marking:
Paddington pick up

Figure 4.4 Signing and marketing
There is no network logo for licensed taxis. The taxi pictogram should be used on directional signage. The pictogram must not be used on totems or fascias.

**Recommended**
- These examples indicate the preferred options for sign terminology when directing to taxi services.
- Care must be taken to ensure the correct option is chosen, and that it is then applied consistently throughout the interchange complex.
- Signs have been shown in a neutral style for clarity.

**Variations**
- Each of these signs has its own distinctive style of colour, typography and layout, but the use of common terminology, logos and pictograms will maintain continuity of communication.
- The styles shown on these pages are illustrative only.
Transport for London taxi passenger shelter

Romford station
1. For those who have difficulty reading any of the charts or tables from page 23 onwards, please contact the TfL Interchange Manager on 020 7941 4291. Large print versions will be available.