

10. Taxi ranks

Wherever feasible to do so, taxi ranks should be provided adjacent to railway, bus and coach stations, and all major trip attractors such as retail areas. If possible, ranks should be located close to the facility being served, with clear signing within the facility showing where they are. Taxi ranks should be sited so that passengers board or alight onto the footway from the near-side of the vehicle.

The width of unobstructed footway should be sufficient to allow the deployment of wheelchair ramps (up to **1620mm**) and adequate manoeuvring space for the wheelchair user. The suggested total width is **4040mm**.

A dropped kerb or raised road crossing should be provided close to the rank if passengers need to cross a street to get to or from the taxis, together with the appropriate tactile paving surface.

Ranks should be clearly signed and have seating close by. Additionally, consideration should be given to lighting and might also be given to facilities such as shelters.

Information might be provided at the rank on services available and calling a taxi. If the rank does not have taxis regularly standing at certain times, the information might explain these times. It can be helpful including for blind or partially sighted people to provide embossed information, QR codes, or a button that can be pressed for audible information.