

ODS

Motor Transport Service Standards



At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.

The Motor Transport team offers a comprehensive range of MOTs and servicing for cars, minibuses, light commercial vehicles (Class IV, V, and VII), heavy good vehicles, trailers, buses, and coaches through our independent workshop and Driver and Vehicle Standards Agency (DVSA) authorised MOT testing facility.

Oxford City Council has a statutory duty to license vehicles and drivers who wish to become members of the Hackney Carriage (HC) and Private Hire Vehicle (PHV) trade within Oxford. As part of this obligation, the Transport team currently carries out compliance testing of HCs and PHVs.

The Motor transport team also provides a range of servicing and repairs for all types of Electric Vehicles (EVs), we are also an authorised dealer for London Electric Vehicle Company (LEVC).

Taxi Licensing

We will:

- Carry out Vehicle Certificate of Compliance tests as required. Each taxi requires two tests per year if the vehicle is over three years old
- Guarantee a retest slot within the next working day
- Offer a test appointment within five working days. In addition, we will offer an emergency appointment (for insurance write-offs, major mechanical failures etc.) as an all-day slot – i.e. the vehicle will be left at the test station with the keys at 7am, and work will be completed by no later than 4pm on that day
- Affix plate numbers and liveries on request (providing that the driver possesses all of the necessary documentation and presents the vehicle between the hours of 7am and 5.30pm on a normal working day)
- Reseal meters after price alteration, by prior arrangement with taxi licensing. Adequate time will be set aside for meter testing and sealing commencing from the start date of the new tariff.

MOT Testing - Authorised Testing Facility (ATF)

We will:

- Set our fees in accordance with the Driver and Vehicle Standards Agency (DVSA)
- Provide a professional MOT service through our DVSA qualified inspectors.

MOT testing (Classes IV, V and VII)

We will:

- Provide the service as per the MOT testing.
- Offer an appointment within five working days of request.

ODS

Motor Transport

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You can help us achieve our Service Standards by:

Ensuring that you are on time for all appointments including your Vehicle Compliance Test or advising as soon as possible if you are unable to make the appointment

Booking your next test at the point of which you are paying for your previous test (i.e. six or 12 months in advance).

Tell us what you think:

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Your feedback about our Motor Transport services and how these can be improved is welcomed.

Please visit www.oxford.gov.uk/feedback.

All comments, complaints, and suggestions will be responded to.

For further information:

Visit www.oxford.gov.uk

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library

Queen Street

Westgate

Oxford

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