

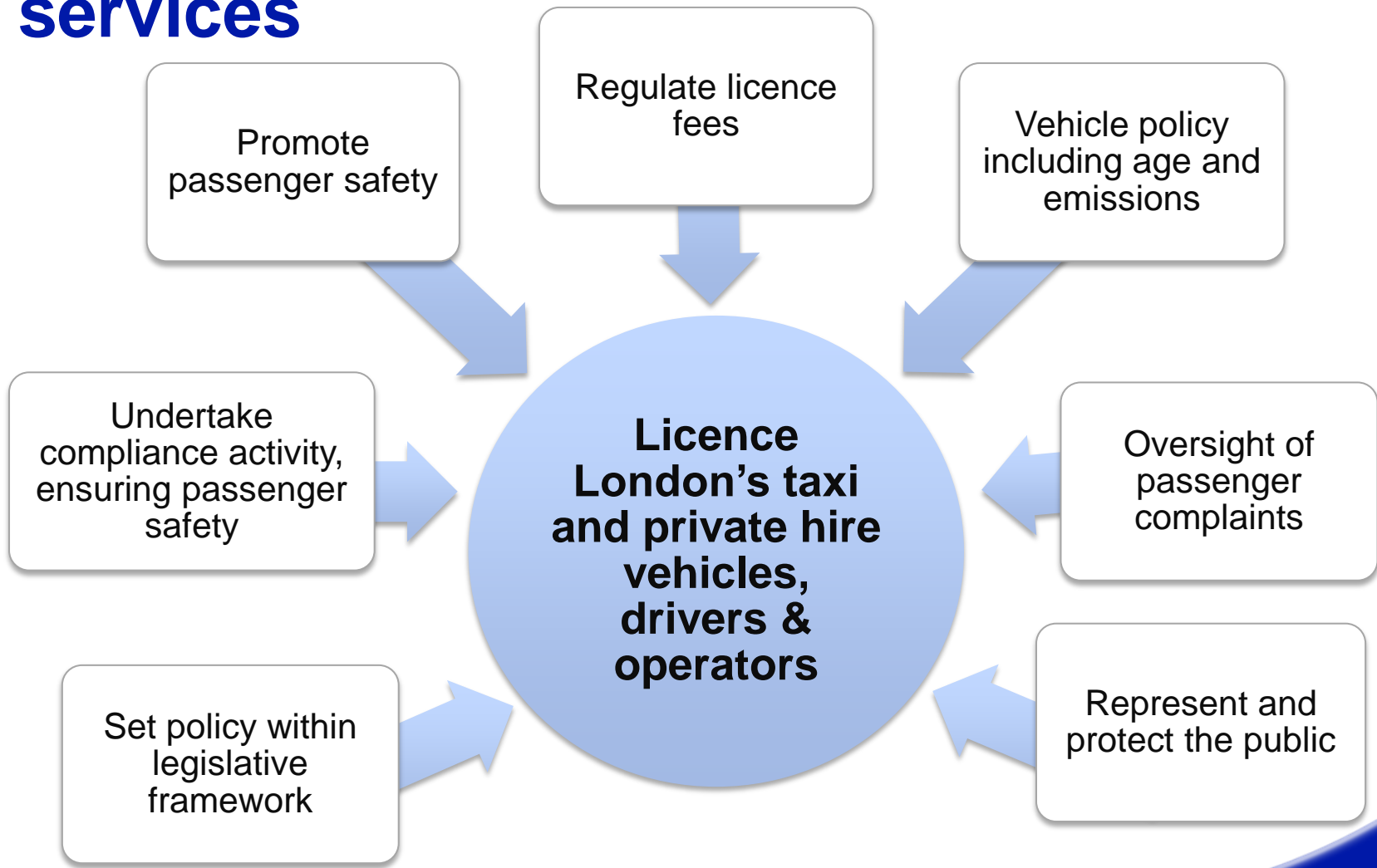
# Private Hire Regulations Consultation London Travelwatch briefing



**Helen Chapman, General Manager of  
London Taxi & Private Hire**



# TfL as a regulator of Taxi and Private Hire services



# Taxis and Private Hire Vehicles - What's the difference?

## Taxis: traditional 'black cabs'

- Can **ply for hire** on street or at ranks or pre-booked through a radio circuit or smartphone app
- Can be **hailed** on the street
- Fares regulated and set by TfL – fare calculated by meter
- All vehicles wheelchair accessible with additional accessibility features
- Not all taxis are black



# Taxis and Private Hire Vehicles - What's the difference?

## Private Hire Vehicles (PHVs)

- Must be **pre-booked** through a licensed operator
- **Cannot ply for hire** or use taxi ranks
- **Cannot be hailed** on the street
- No fare regulation - fares are typically distance based
- Wide range of vehicles available
- Services include minicabs, chauffeur and executive cars, limousines
- Must not call themselves 'taxis' or 'cabs' – 'minicab' is OK



# Basic requirements

All Taxi and PHV Drivers	Private Hire Operators	All Taxis and PH Vehicles
Three year licence	Five year licence	One year licence
DBS enhanced criminal records check	Must have operating centre in Greater London	MOT test every Six months
Medical undertaken by GP	Pre-licence inspection at operating centre	Annual licensing inspection
“The Knowledge” (taxis) Topographical skills assessment (PHV)	Compliance inspections during duration of licence	Age limits: 15 years taxis 10 years PHVs
Must have held DVLA licence for minimum of three years	Booking, driver and vehicle records and driver’s hire and reward insurance must be kept	Subject to ad-hoc on-street inspections
Must have right to reside and work in UK	Complaints register must be in place	Must have “hire & reward” insurance: Taxi – at all times <b>whilst licensed</b> PH – at all times whilst <b>undertaking bookings</b>

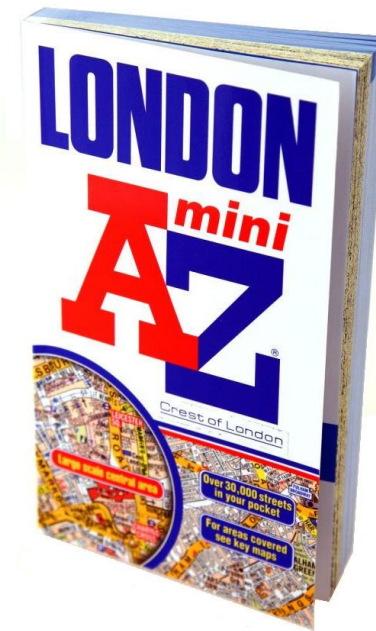
# Private Hire Regulations Review

- Extensive review of existing regulations - consulting on a range of options, some proposed by the taxi and private hire industry
- First consultation launched in March 2015 - nearly 4,000 responses, mostly from those in the taxi and private hire trades
- This second consultation launched 30 September – seeking views of consumers as well as the trades
- Three key objectives:
  - Promote passenger safety
  - Update the current regulations to reflect recent developments
  - Introduce some key policy objectives
- An inclusive and open consultation - we are keen to hear as many views and ideas as possible



# Regulations Review – Immediate Changes

- Topographical skills assessment
- Raising driver standards
- TfL oversight of PHV complaints
- Disability awareness training



# Regulations Review – Consultation Proposals

## Private Hire Operators – bookings

- Operators must provide a booking confirmation to passengers containing driver photo ID and vehicle details prior to start of journey
- Operators must provide this confirmation to passengers 5 minutes prior to start of the journey
- Operators must offer a facility to pre-book up to 7 days in advance
- Operators must specify the fare prior to the booking being accepted
- Operators must record the main destination for each journey which must be specified at the time the booking is made
- Operators must not show vehicles being available for immediate hire, either visibly or virtually via an app
- Operator must have a fixed landline in place at all times





# Regulations Review – Consultation Proposals

## Private Hire Operators – record keeping and licensing

- Operators will be required to provide specified information including details of drivers and vehicles to TfL on a regular basis
- Log-in security for app based booking platforms
- Controls on ridesharing in licensed vehicles
- Operator to seek TfL approval before changing operating model
- Checks on convictions of operator staff
- No longer issue licences for in-venue or temporary events



# Regulations Review – Consultation Proposals

## Private Hire Operators – record keeping and licensing (cont..)

- Review of current operator licence type
- Amending existing advertising regulations
- Harmonise retention period for records of complaints, lost property and driver/vehicles, at 12 months
- Limit number of business names attached to each Operator's licence



# Regulations Review – Consultation Proposals

## Private Hire Drivers

- Specific English Language test
- Drivers to only work for one operator at a time
- Driver and operator licence applicants to provide National Insurance numbers and share with DWP
- Vehicle licence revoked if driver licence revoked
- No longer accept cheques/PO's as payment



# Regulations Review – Consultation Proposals

## Private Hire Insurance

- Hire and Reward insurance at the point of licensing and must be in place for duration of vehicle licence
- Drivers to carry or display a copy of insurance details at all times
- Hire and Reward fleet insurance in place by operators



# Regulations Review – Consultation Timetable

Closing date for the consultation – 23 December 2015

Further details and a full list of proposals on the TfL website

[consultations.tfl.gov.uk](http://consultations.tfl.gov.uk)

