



## Private Hire Vehicle Operators - Notification of Operating Model Changes

Recent advancements in technology have changed the way that many private hire services are delivered in London and beyond, and the pace of change. Operators may now alter their business model, in quite fundamental ways, during the five year period between licence renewals.

It is important for Transport for London (TfL) to be aware of any material changes and ensure compliance with the law.

We are therefore introducing a licence condition for operators to notify us of material changes to their operating models that may affect their compliance with the statutory and regulatory framework that governs this area.

### Changes to notify TfL about:

The types of changes that would warrant notification include (but are not limited to):

- the introduction of new kinds of passenger services, such as ridesharing;
- the introduction of services where it is not immediately clear whether they would fall within the scope of private hire legislation e.g. provision of driverless vehicles, car services for hotels, private members clubs, one-off public events and social or healthcare facilities;
- the introduction of a new payment method e.g. if drivers only accept payment by credit or debit card or over the internet;
- the introduction of new app-based booking systems and additional services offered through existing apps; and/or
- sub-contracting the majority of bookings to other licensed operators either in London or elsewhere.

Guidance on the new licence condition is available on our website at <https://tfl.gov.uk/info-for/taxis-and-private-hire/changes-to-operating-models>.

Notification of changes to operating models should be made in writing by email to [tph.operators@tfl.gov.uk](mailto:tph.operators@tfl.gov.uk) or by post to: PHV Operator Licensing, TfL Taxi and Private Hire, 230 Blackfriars Road, London SE1 8NW.

Regards

A handwritten signature in black ink, appearing to read 'H Chapman', with a long horizontal flourish extending to the right.

**Helen Chapman**  
**General Manager**  
**London Taxi and Private Hire**

**21 November 2016**

For previous Notices visit [tfl.gov.uk/tph](http://tfl.gov.uk/tph)