



TfL Board approves plans to modernise London's private hire industry

On 17 March, the Transport for London (TfL) Board approved new regulations that will raise standards in London's private hire industry, making it safer and more convenient for customers. The measures were approved following an extensive consultation process that attracted more than 20,000 responses during the past year.

The changes represent the first significant amendments to the private hire regulations since they were introduced. The regulations will remain under review to ensure that they keep pace with the changing industry and support a modern and thriving trade, given the technological innovations that have increased choice for customers in recent years.

Full list of measures approved by TfL Board

The full list of proposals – which all received majority support during the formal consultation process – is as follows:

- Operators must have the facility to provide a booking confirmation to passengers containing the photo ID and details of the vehicle being used to discharge the booking where passengers are able to receive that information
- Operators will be required to provide specified information to TfL at specified intervals including details of all drivers and vehicles registered with them
- Operators must record the main destination for each booking before the journey commences
- Operators to retain all records for a period of 12 months

- TfL to control the names under which operators offer private hire services to the public
- Private hire drivers to be required to demonstrate a certain standard of English.
- Individual licence applicants to provide National Insurance numbers to TfL
- A driver's private hire vehicle licence to be considered for revocation if their private hire driver's licence is revoked
- TfL will liaise with the Home Office on introducing DBS checks on private hire operator staff that have face to face contact with the public
- TfL to stop accepting payment for licence fees by postal order and cheque
- Drivers to carry or display a copy of insurance details at all times
- Introduce new operator licence fee structure to better reflect operator licensing costs based on operator size. The specific revisions to the licence fee structure will be consulted on separately
- Amendment of regulations to give TfL the power to control advertising displayed inside, from, or on the outside of a private hire vehicle
- Operators will be required to notify TfL before changing their operating model
- Operators must ensure that customers can speak to a real person in the event of a problem with their journey
- Private hire operators must provide an estimated fare prior to the commencement of the journey
- Hire and reward insurance will be required at the point of vehicle licensing, and for it to remain in place for the duration of the licence
- Working with the Department for Transport to develop guidance on ridesharing

A decision has been deferred on the proposal that TfL will no longer issue licence variations to private hire operator licenses to add a late-night or temporary event operating centres. More work will be undertaken on this point.

Next steps

We will now begin the implementation process for these regulatory changes, which will vary across the regulations. While some changes are amendments in policy that can be enacted quickly, others will require a longer period to build the necessary infrastructure.

No immediate action is required by operators or drivers at this stage. We will communicate changes to private hire licensees as and when further information and advice becomes available.



Helen Chapman
General Manager,
London Taxi and Private Hire

18 March 2016

For previous Notices visit tfl.gov.uk/tph