



Taxi Ranks

London's taxi ranks are an important part of the transport network in the Capital, helping the public access taxi services safely and easily.

Taxi ranks help ensure that the demand for taxis at busy locations can be met. They also play a role in helping to reduce emissions and congestion by providing a designated space for taxi drivers to wait to be hired, reducing the amount of time drivers have to spend driving around, waiting to be hailed.

Unattended taxis

All taxis on a taxi rank should be available for immediate hire and taxi drivers must not leave their taxi unattended on any section of a taxi rank. When a taxi is left unattended on a rank it can prevent other taxi drivers from being able to use that rank, making it harder for the public to access taxi services.

Unattended taxis on ranks can also affect requests for new taxi ranks, as London's borough councils may be unwilling to consider requests for new ranks if they have experienced problems with taxis being left unattended on existing ranks.

Private hire vehicles (PHVs)

Only taxis (black cabs) can use taxi ranks and private hire drivers must not park or wait on any designated taxi rank. Where a PHV, either unattended or with the driver present, is found on a taxi rank, action will be taken and the driver could risk having their licence suspended or revoked.

Our policy regarding unattended taxis and PHVs on ranks is available in the 'Driver, Operator and Vehicle Guidelines' which can be found on our website [here](#).

Reporting problems

You can report any problems with unattended taxis or any PHVs on a taxi rank to us by:

- Using the form on our [website](#)
- Emailing us at TPHintel@tfl.gov.uk – if you have any photos these can be sent to the same email address

Problems with private cars parked on taxi ranks in Westminster can be reported to Westminster City Council's Parking Team; details of how to do this are available on their website [here](#).

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

Helen Chapman
General Manager, Taxi and Private Hire

02 December 2015

For previous TPH Notices visit tfl.gov.uk/tph