

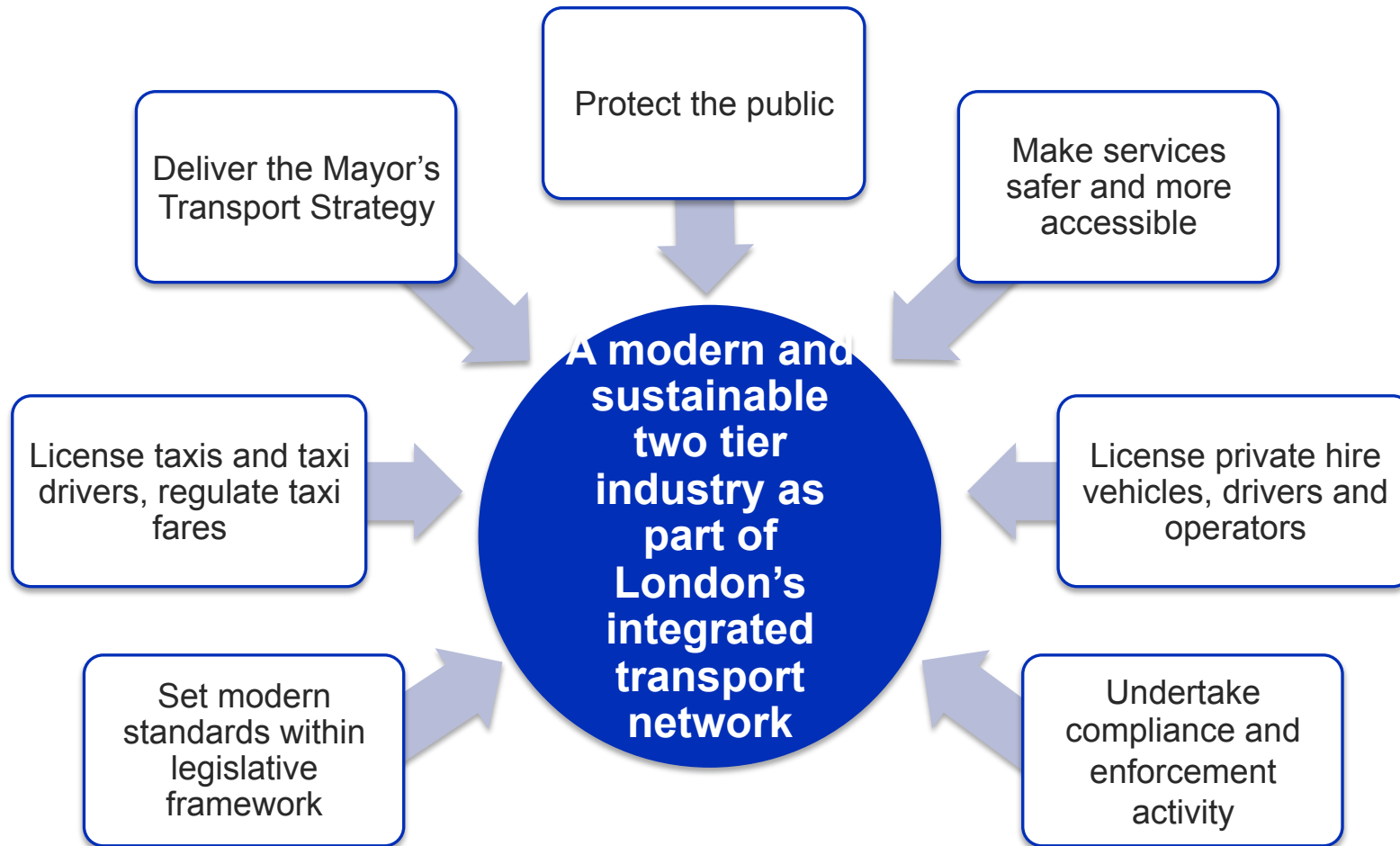
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# Modernising London's taxi and private hire industry

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## Our role and vision







## Two tier industry

### Taxis

- can ply for hire on street or at ranks
- can also be pre-booked through a radio circuit or smartphone app
- fares regulated and set by TfL  
- fare calculated by meter
- all vehicles wheelchair accessible with additional accessibility features





## Two tier industry

### Private hire vehicles

- MUST be pre-booked through a licensed operator
- no fare regulation - fares are typically distance based
- wide range of vehicles available
- services include minicabs, chauffeur and executive cars, limousines
- cannot ply for hire or use taxi ranks



## Current challenges

### Unprecedented growth of private hire vehicles

- 50 percent increase in last two years
- Creating problems with congestion, air quality and parking enforcement

### Outdated legislation and regulations

- Taxi legislation dates from 19<sup>th</sup> century
- Newer private hire legislation but does not take account of internet, smartphones, apps
- No appetite in Government for fundamental reform

### New services

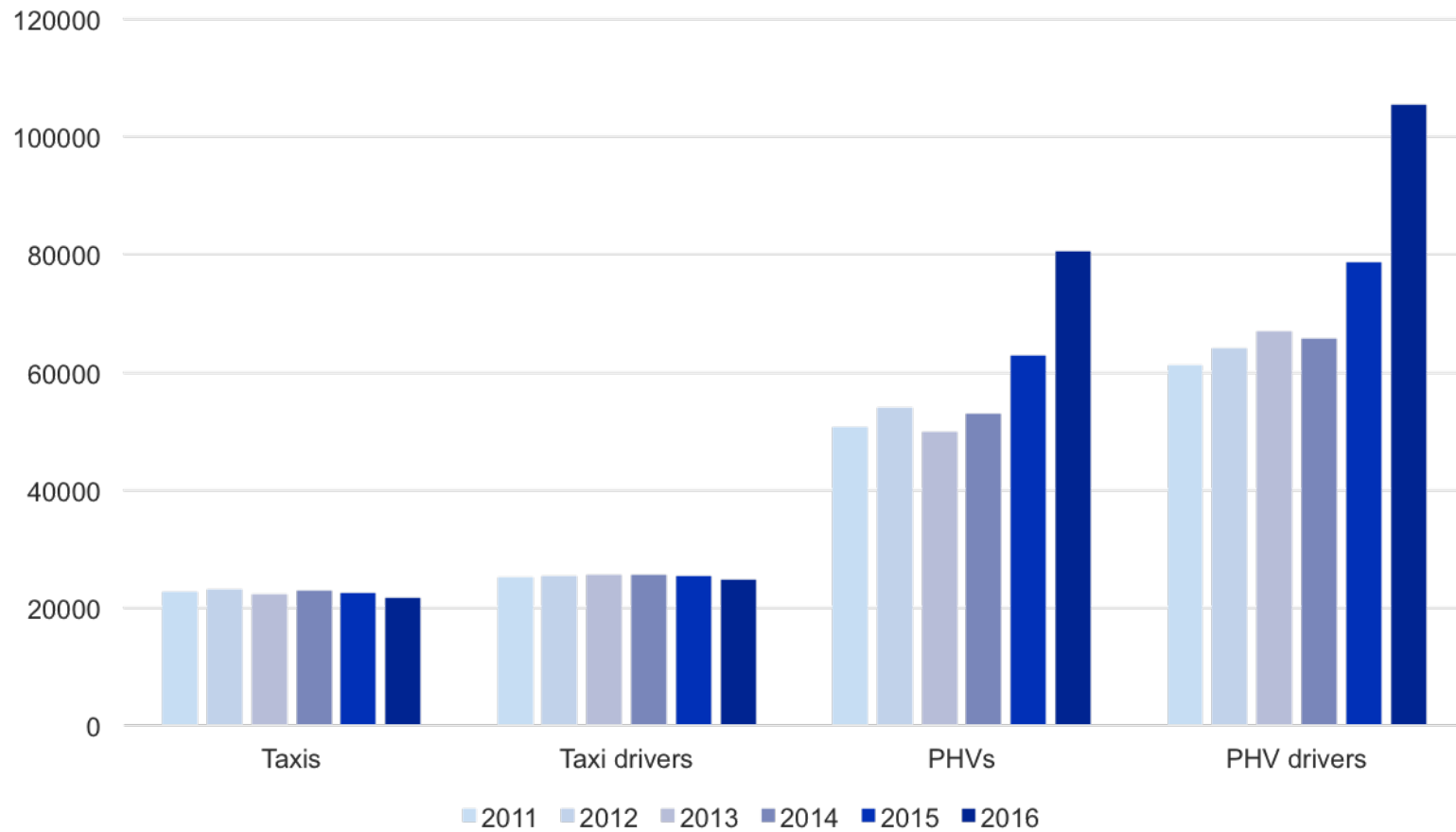
- Ride sharing in licensed vehicles

### Licensing standards

- Communication skills, route finding skills, complaints



## Taxis and PHVs in numbers



# Private Hire Regulations Review

- Regulations hardly changed since licensing began in 2000
- Extensive review of existing regulations
- Three rounds of consultation on a range of options, some proposed by the taxi and private hire industry
- Included an Integrated Impact Assessment of the proposals
- Sought views of consumers as well as the industry
- Over 20,000 responses in total

## Three key objectives:

- Promote passenger safety
- Update the current regulations to reflect recent developments
- Introduce some key policy objectives



## Modernising private hire regulations

Proposals we are taking forward:

- Operators must provide a booking confirmation to passengers with the name and licence number of the driver, the vehicle registration and – where a passenger can receive it – a photo of the driver
- Operators must always ensure that passengers can speak to someone at their operating centre if they want to make a complaint or discuss something about their booking
- Operators must provide passengers with an accurate fare estimate before the journey starts (unless it has been pre-agreed)
- New English language requirement for new and renewing drivers from October 2016
- Enhanced driver assessment including equality awareness
- Vehicles will be covered by much stricter hire and reward insurance requirements – which are in line with those of taxis





## Modernising private hire regulations

and some we are not taking forward....

- Operators must provide booking confirmation details to the passenger at least 5 minutes prior to the journey commencing
- Operator must offer a facility to pre-book up to seven days in advance
- Drivers to only work for one operator at a time
- Operators must not show vehicles being available for immediate hire, either visibly or virtually via an app

and some we're exploring further....

- Congestion Charge exemption for private hire vehicles
- Sharing private hire vehicles





## Other innovations and improvements

- Cleaner, greener vehicles - including **zero emission taxis** and rapid charging infrastructure to support them
- **Mandating credit/debit card acceptance in taxis** - October 2016
- **Doubling dedicated compliance officers** – ongoing enforcement programme, intelligence led



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