



## PCO Notice 04/09

### Private Hire Operator Licensing and Compliance Inspections

Part of the application process for a private hire vehicle operator's licence is an assessment that the applicant's operating centre is compliant with prescribed administrative conditions. This involves a Licensing Officer visiting the appointed premises after which the Licensing Authority is advised accordingly.

Once an operator has been issued with a licence, ongoing compliance inspections are undertaken to ensure that they continue to meet with their obligations as set out in the Private Hire Vehicles (London) Act 1998.

To continue to improve the effectiveness of these visits, all pre-licensing and most post-licensing compliance inspections will be carried out by appointment. The PCO will carry out unannounced compliance and investigative inspections when required, for example, when serious breaches of regulations are suspected.

#### Appointment System

##### Pre-licensing:

All initial applications to become a licensed operator will require a pre-licensing inspection for which a specific appointment will be made.

##### Post-licensing (compliance):

Most post-licensing (compliance) inspections will be carried out by appointment.

- Operators will be given a specific date with a time window for this appointment e.g. between noon and 4pm.
- Operators who only trade outside of normal business hours e.g. Monday to Friday, 8am to 4pm, will also be given a date and time if contactable. If contact cannot be made then an unannounced inspection may be carried out.

##### Post-licensing (variation to licence)

All post-licensing (variation to licence) inspections will be carried out by appointment;

- Operators will be given a specific date with a time window for this appointment e.g. between 8am and noon.

Operators not meeting with the prescribed conditions of being licensed may, at the discretion of the Licensing Officer, receive a follow-up compliance inspection.

Operators failing to comply with their obligations may be treated less tolerantly than is currently the case given that they have been given due notice of a compliance inspection.

The PCO will continue to carry out unannounced inspections on operators should it be necessary. Such cases may relate to the investigation of complaints, joint agency operations with the Transport Operational Command Unit (TOCU) and other enforcement agencies, and follow up visits after failing a compliance inspection.

#### **Dave Stock**

#### **10 February 2009 Head of Service Delivery**

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

## PCO Notice 07/09

### Further guidance for the drivers of private hire vehicles

PCO Notice 42/08 provided guidance to PHV drivers about accepting bookings and associated practices. This Notice provides some further information to help PHV drivers comply with the law.

#### **Heathrow Airport and London City Airport**

Item 2 of the Notice 42/08 stated if a driver is approached by a potential passenger, whether they are sat in your vehicle or otherwise, they **must** direct the passenger towards their licensed operator's office to make the booking there in person or they may hand out business cards bearing the telephone number of their operators to allow passengers to contact the operator to make a booking. **Drivers must never approach members of the public to offer services.**

Drivers must be aware that whilst handing out a business card is allowed on the streets of London, under Heathrow Airport Byelaw 4(12) 'Offer of Service', it is an offence on any part of Heathrow Airport. The byelaw states 'No person shall sell or distribute anything, offer anything for sale or hire or make any offer of services for reward'.

Any driver contravening this particular byelaw shall be liable on summary conviction to a fine of up to £2,500.

It is also an offence at London City Airport, which is governed by separate byelaws. Byelaw 5(14) states that 'No person shall carry on a business, sell or distribute anything, offer anything for sale or hire or make any offer of service for reward'. Furthermore, Byelaw 5(15) states 'No person shall post, distribute or display signs, advertisements, circulars or other printed or written material'.

Any driver contravening a byelaw shall be liable on summary conviction to a fine, which in respect of contravention of Byelaw 5(14) shall be up to £400, and up to £1,000 in respect of Byelaw 5(15).

#### **Taxi Ranks**

Drivers of PHVs are reminded that they must not park or wait on taxi ranks.

The driver and owner of any vehicle except for a licensed hackney carriage found standing on a rank may be liable to a fine of up to £2,500.

#### **Mary Dowdye**

#### **25 March 2009 Head of Standards & Regulations**

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

## PCO Notice 09/09

### Taxi and private hire vehicle licensing services

(Changes within the Public Carriage Office)

With effect from 1 May 2009, responsibility for the delivery of taxi and private hire vehicle licensing and inspection services will transfer to Dave Stock, Head of Service Delivery.

The core services are delivered, under contract, by SGS United Kingdom Ltd. Since the contract came into effect in April 2004, this contract has been managed within the PCO by Alan Matthews, Head of Projects and Developments. However, as a result of planned organisational change within the PCO, Alan's current post as Head of Projects and Developments will cease with effect from 30 April 2009.

The PCO Contract Management Team, under the day to day responsibility of Ray Biggs, will now report into Dave Stock. This change will not affect the standard of service delivered to taxi and private hire licensees.

#### **Ed Thompson**

#### **31 March 2009 Taxi & Private Hire Director**

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

## PCO Notice 13/09

### Taxis and Private Hire Vehicles stopping at cash machines

PCO Notice 15/08 (July 2008) announced the trial of permitting taxis and private hire vehicles to stop and wait while passengers use a cash machine on Red Routes at night. This exemption has operated successfully since then, and Transport for London (TfL) has started the process of formally incorporating it into the traffic management orders governing the Red Routes.

Trade associations will shortly receive the consultation documents. In the meantime, the informal exemption continues to apply.

As a reminder, this applies to:

- London licensed taxis
- London licensed PHVs displaying the 'roundel' red route exemption signage.

These vehicles are permitted to stop on red routes between 10 pm and 6 am every night of the week for up to 5 minutes while passengers use nearby cash machines.

This exemption only applies on London's Red Route network, indicated by red lines at the roadside and signs saying "RED ROUTE". Drivers continue to be liable for penalty charges if they wait at cash machines on restricted sections of other roads or outside these times.

Drivers must always be mindful of the safety of their passengers and other road users, and may be penalised if they wait in locations where it is unsafe to do so.

Drivers must not stop:

- on pedestrian crossings;
- on zig-zag lines;
- on bus stops marked with a wide red line;
- in locations where stopping would cause a safety hazard or obstruction.

Taxis and PHVs with the red route exemption signs can stop on red routes to pick up or set down passengers and, as described here, can wait for passengers to use a cash machine at night. Apart from these, drivers must comply with red route restrictions.

PHV drivers are reminded that these exemptions only apply to licensed PHVs displaying the TfL signage allowing them to set down and pick up passengers on red routes. Information about the red route exemption signage for PHVs can be obtained

from the TfL web site at [tfl.gov.uk/phvredroutes](http://tfl.gov.uk/phvredroutes). This includes a downloadable form for licensed operators to apply for the signage for their vehicles.

Further information on stopping restrictions can be found in PCO Notices 29/08 (Guidance on stopping restrictions for PHV drivers), 44/06 (Guidance on stopping restrictions for taxi drivers), and 04/07 (Wide red line). These can all be obtained from the web site at [tfl.gov.uk/pco](http://tfl.gov.uk/pco).

**Len Simkins**  
23 April 2009 Head of Strategy

23 April 2009  
For previous PCO Notices visit [tfl.gov.uk/pco](http://tfl.gov.uk/pco)

## PCO Notice 14/09

### PH Vehicle Licensing

#### Introduction of new VOSA IVA inspection scheme

From the 29th April 2009, Vehicle & Operator Services Agency (VOSA) introduced a new Individual Vehicle Approval (IVA) inspection scheme which will eventually replace the Single Vehicle Approval (SVA) inspection sometime between 2011 and 2012. The new IVA inspection will be a UK National approval scheme for 'M1 Type Approved' passenger vehicles.

The change will **not** affect the current Private Hire Vehicle (PHV) licensing criteria. However, vehicles that require an additional inspection in order to satisfy the London PHV licensing requirements will continue to be directed to VOSA for either a Voluntary **SVA** inspection or the new Voluntary **IVA** inspection.

Vehicles that have already undergone an SVA inspection will **not** be affected by the change provided evidence can be produced to show that an SVA inspection had been carried out. The PCO will continue to accept the SVA certificate or a statement within the Vehicle Registration Certificate (V5c) confirming that a SVA has been certified.

To obtain either a Voluntary 'standard' SVA application form or a Voluntary 'Basic' IVA application form, you will need to contact VOSA directly. VOSA will be happy to provide guidance before specifying which of the inspection types is required. Once the vehicle has passed the VOSA inspection, the certificate must be presented as evidence at the licensing inspection.

More information about the new IVA inspection scheme can be obtained from any of the VOSA testing stations or from their website at [www.vosa.gov.uk](http://www.vosa.gov.uk)

Further information about the private hire vehicle regulations, the licensing criteria or information regarding the new IVA inspection scheme can be obtained by contacting the PHV Contract Management Team on **020 7126 1806** or alternatively from the TfL website at [www.tfl.gov.uk/pco](http://www.tfl.gov.uk/pco)

**Mary Dowdye**

30 April 2009 Head of Standards and Regulations

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



The LPHCA will be hosting its Annual General Meeting in style again this year at the popular London Marriott Heathrow on **Thursday 8th October 2009**