



**Private hire booking records:
Clarification about destinations**

There is a specific duty on private hire operators to keep certain records of their operation. These include booking records which must include 'the main destination specified at the time of the booking' (paragraph 4(d) of the PHV (London) (Operators' Licence) Regulations 2000 refers).

From experience of compliance inspections, it is clear that this provision is being interpreted in a variety of ways which do not always allow the main destination to be properly identified.

It is the view of the Licensing Authority that the purpose of the regulation is to ensure the safety of passengers and drivers by providing a complete and accurate record of the journey. It also allows the driver to plan the route in advance and the operator to accurately quote a fare.

To achieve this the main destination should be the street including the postal area at the very minimum (e.g. Penton Street, N1). At best it should be the full postal address (e.g. 15 Penton Street, N1). It is not sufficient to record just the postal area (e.g. N1) as that would cover too wide an area. However where the operator knows the full postcode (e.g. N1 9PU) that will suffice, as it would identify the street destination.

Since the introduction of licensing PCO Licensing Officers have promoted best practice by encouraging operators to record the main destination in detail but failure to do so remains a major reason for failed compliance inspections.

Any operator who is found not to be recording the 'main destination' as the destination street (including the postal area) at the very minimum is liable to fail a compliance inspection. If an operator fails to heed warnings to correct poor record keeping their fitness to remain licensed may be reviewed.

A handwritten signature in black ink, appearing to read "Mary Dowdye", written in a cursive style.

Mary Dowdye
Head of Standards & Regulations

24 June 2009

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