



Private Hire Regulations – Update on Voice Contact Requirement

In June 2016, Transport for London (TfL) made a number of regulatory changes to raise standards in London's private hire industry and improve safety and convenience for customers.

This included the introduction of a requirement for London private hire vehicle (PHV) operators to make someone available for passengers to speak to during their hours of business and at all times during a journey if passengers want to make a complaint or discuss other matters relating to their booking (the Voice Contact Requirement).

Following a legal challenge, the Court of Appeal, in a judgment given today, have reversed the High Court's decision and found the Voice Contact Requirement to be lawful thereby upholding TfL's original decision to introduce it.

As a result of the judgment, the Voice Contact Requirement remains in place. However, in order to allow operators time to implement any necessary changes following the judgment, they should make sure they comply fully by no later than **1 October 2018**. TfL encourages operators to comply fully with the Voice Contact Requirement sooner if possible. Guidance and information on how to comply will be published on our website in due course.

If you need further information, please email us at tph.enquiries@tfl.gov.uk or call our Licensing Team on tel. 0343 222 4444 (Monday to Friday, 8am to 6pm).

A handwritten signature in black ink, appearing to be 'Graham Robinson', written in a cursive style.

Graham Robinson

**Interim General Manager
London Taxi and Private Hire
Transport for London**

25 May 2018

For previous Notices and additional licensing information, please visit tfl.gov.uk/tph