



Changes to Private Hire Regulation - Update

This Notice follows [Notice 10/16](#) and is published in the light of ongoing legal proceedings, which have been brought in relation to recent changes to private hire regulation made by Transport for London (TfL).

This Notice relates to certain aspects of three of the 19 changes that have been introduced: the provision of contact facilities, the English language requirement and the requirement to notify TfL of operating model changes.

Provision of contact facilities

Regulation 9(11) of the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 provides that:

“At all times during the operator’s hours of business and at all times during a journey, the operator shall ensure that the passenger for whom the booking was made is able to speak to someone at the operating centre if they want to make a complaint or discuss any other matter about the carrying out of the booking.”

In Notice 10/16 we indicated that existing licensees are required to comply with this condition by 1 October 2016. In the light of the ongoing legal proceedings, licensees are not required to comply with this condition before either: (i) the conclusion of the proceedings or (ii) further relevant developments in the proceedings. TfL will provide a further update, should the situation change.

English language requirement

In Notice 10/16 we stated that the English language requirement will not apply to people who are from a majority English speaking country. It is no longer our intention to proceed with this exemption. We intend to publish further details of the English language requirement in the near future.

Changes to operating models

We also intend to publish further details concerning what steps operators should take in order to comply with this requirement in the near future.

If you need further guidance having looked at the information on our [website](#), please email us at tph.enquiries@tfl.gov.uk or call our licensing team on 0343 222 4444 (Monday to Friday, 08.00 – 18.00).

Regards,

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

Helen Chapman
General Manager
London Taxi and Private Hire

19 September 2016

For previous Notices visit tfl.gov.uk/tph