



Transport for London Taxi and Private Hire



Enhancing Customer Experience and Raising Standards

A package of new measures to enhance customer experience and meet the safety challenges facing our taxi and private hire trades:

- Major review of private hire regulations now being implemented, including:
 - Strengthening insurance requirements
 - Introducing an English language requirement
 - Agreed fare/accurate fare estimate requirement
 - Driver and vehicle details provided to customers before a journey
- Advanced driving test requirement
- Exploring additional training requirements, e.g. First aid training and driver behaviour awareness
- Quadrupling the number of on-street compliance officers



Regulating London's Licensed Drivers and Operators

Taxi Market:

London's taxis have a long and proud history in the Capital, dating back to the horse-drawn "hackney carriages" first seen in the 1600s.

There are around **25,000** drivers and over **21,000** accessible vehicles currently licensed in London.



Private Hire Market:

Private hire vehicles first appeared on London's streets in the 1960s.

Rapid expansion in recent years following the emergence of app-based providers - **111,000** private hire drivers and over **82,000** private hire vehicles in London.

PHV			
Year	Operators	Drivers	Vehicles
13/14	3038	65656	52811
14/15	3006	78690	62724
15/16	2814	101434	78139
Today	2800	111000	82000



New initiatives for the taxi trade

- Mandating card and contactless payment
- Extending bus lane access for taxis
- Including taxi information on our Journey Planner
- Increasing taxi ranks by 20% by 2020
- Establishing our world-famous Knowledge as a formal qualification



Delivering the World's Greenest Taxi Fleet 1/2

- World's first Ultra Low Emission Zone will significantly reduce the number of people living in areas with poor air quality
- All new taxis to be Zero Emission Capable (ZEC) from 1 January 2018
- Private Hire vehicles 2020 - 2023



New Metrocab



Karsan Taxi



LTC TX5



Future Areas of Work

- Control over cross border hiring
- Statutory definition of plying for hire and pre-booked services
- Connected and autonomous vehicles
- Developing journey planning opportunities and bringing taxis and private hire into the wider public transport mix
- Future payment options – public / commercial opportunities
- How to maximise complementing not competing provision

