

DRIVER TO VEHICLE NOTIFICATIONS –

AN EVEN SIMPLER WAY TO LINK YOUR VEHICLE

Since January of this year, drivers are required to notify us, in advance, of the SPSV vehicle that they are operating. This applies to all SPSV drivers including those operating rental vehicles. Drivers have been using the smartphone app, taxi portal and industry support line to do these notifications. From 6th August, a new facility is available allowing drivers to notify us by text.

To use the text facility, all you have to do is register the mobile phone number that you will use for notifications. You only have to do this once, unless you change your mobile phone number. You can register your phone by calling the industry support line or by using the taxi web portal at <https://taxi.nationaltransport.ie>.

To register your phone via the industry support line:

- Call the industry support line on **0761 064 000**. During the registration process, you will be asked a number of security questions to confirm your identity, and you will be asked to provide your SPSV driver licence number and your mobile phone number.
- When the process is complete, a text message is sent to your mobile phone confirming the registration.
- You are then ready to link and unlink using a simple text message. Simply type a text message saying “link” followed by a space and then the registration number of the car you want to link to, and send to **51444**.
- The letters in the message can be either lower or upper case but you shouldn't put any spaces between the parts of the registration number. To end the link between you (the licensed driver) and the vehicle that you have been operating, type a message saying “link end” followed by the vehicle registration number or licence number and send to **51444**.



More details available on our website, www.nationaltransport.ie.

INSURANCE CHECKS

From mid-September of this year, we are introducing additional insurance checks as part of the vehicle licence renewal process.

Licence holders must produce the **original** of their vehicle insurance certificate to the vehicle inspector as part of the vehicle inspection test. The requirements for insurance are that:

- ✓ The vehicle being inspected is listed on the insurance policy;
- ✓ The insurance policy is in date;
- ✓ The policy cover includes insurance of the vehicle for hire for reward or use as an SPSV; and
- ✓ The policy holder named on the certificate is the vehicle licence holder.

The insurance certificate will be checked by the inspector and returned to the licence holder at the end of the licensing inspection. Please read your renewal reminder and booking confirmation notices for full details. Failure to produce a correct certificate will result in a failed inspection.

DRIVER CHECK APP

The Driver Check App has proven very popular with consumers allowing them to see if a taxi they are about to hire is properly licensed. Most of the reports received by us relate to vehicles and drivers who are correctly licenced but haven't completed the driver to vehicle notification process.

Currently 88% of taxis and wheelchair accessible taxis have a driver linked to the vehicle. While the linkage rate will always be less than 100% due to vehicles off the road, drivers not operating and unrented vehicles, there are still a small number of drivers who have not registered the vehicle that they are operating. This is being addressed by our Compliance team who are issuing €40 Fixed Charge Penalty to drivers who have failed to do this notification.

For the benefit of the industry, we do want to get to the position that all licensed drivers notify us of the vehicle that they are operating. This would then mean that the only reports being sent to us are of unlicensed operators or mistaken input information and would allow us to focus our follow up investigations on unlicensed operator reports. To assist in this please ensure you notify the SPSV vehicle you are operating at all times.

We have recently made some changes to the Driver Check app and a new version is available to download for free from the app stores. The updates include a new look and feel to the app and also improved search functionality.



CONTACTING US

Please note that our public office has moved from Fitzwilliam Square to the SGS licensing centre located in Fonthill – see www.nationaltransport.ie for location.

With the availability of the new texting service for driver to vehicle notifications, we are reverting to our standard opening hours for the industry information line over the coming weeks. From 9th August, our 0761 064000 number will be available from 9am to 6pm, Monday to Friday. Outside of these hours you can contact us online at <http://contactus.nationaltransport.ie> or for driver to vehicle link by app, web or text (see above).

PILOT BOOKING SERVICE FOR WHEELCHAIR ACCESSIBLE TAXIS AND HACKNEYS IN CORK

Following a public tender process, the National Transport Authority has appointed ABC Taxis Cork to operate a pilot booking service to order wheelchair accessible taxis and hackneys. This pilot booking service is for consumers who wish to order a wheelchair accessible taxi or hackney in the Cork City and County area. The pilot service will operate for an initial three month period commencing on the 6th August 2013. Phone and text contact details for the service have been issued to various organisations representing the mobility impaired throughout Cork. The cooperation of drivers of wheelchair accessible vehicles in the Cork area with this pilot service is appreciated.

