

INTRODUCTION OF CONFIDENTIAL CUSTOMER SERVICE NUMBERS - CCSN

The National Transport Authority is committed to maintaining the best possible standards in relation to the management of your personal data.



With this in mind we are introducing a new customer service number called a 'CCSN' which will be the new unique identifier for your profile.

From mid-February the number will be included on letters and/or emails you will receive from NTA throughout the year. Please keep a note of this number when you receive it as you will need this for future transactions with NTA.

This number is unique to your profile and as such should be kept confidential.

REASONS TO MAKE THE MOVE TO ELECTRIC

Improvements to electric vehicle infrastructure

The Government's Climate Action Plan states an estimated 840,000 passenger EVs will be on Irish roads by 2030. With the motor industry promptly making the move from conventional internal combustion engines to battery-powered electric vehicles the Government has made commitments to:

- Build the EV charging network to support the growth of EVs and develop our fast-charging infrastructure
- Require at least one charging point in new non-residential buildings with more than 10 parking spaces



The Department of Transport, Tourism and Sport has secured €1.5 million to install fast chargers specifically for the SPSV Industry. While the locations for these chargers are yet to be confirmed it is expected they will be installed near transport hubs.

Increased eSPSV grant funding

The eSPSV Grant 2020 is now offering increased levels of grant funding for electric vehicles (EVs) and plug-in hybrid electric vehicles (PHEVs).

- New Battery Electric Vehicle: €10,000
- New Plug-in Hybrid Electric Vehicle: €5,000

If you are interested in applying for the eSPSV Grant 2020 please visit the [Forms and Guides](#)

section of our website where you will find the Information Guide, Terms & Conditions and Application Form eSPSV20A.

Sustainable Energy Authority of Ireland: Purchase Grant

Applicants may be eligible to avail of additional grant funding from the Sustainable Energy Authority of Ireland (SEAI). SEAI also provide grant funding towards the installation of a home charger unit. Please visit the [SEAI website](#) for more details on how to apply.

Reduced tolls for electric SPSVs

Electric SPSVs are now eligible to avail of greater levels of reduced tolls – increasing the maximum refund from €500 to €1000 per year. To avail of this incentive scheme you will need to visit [e-flow to register](#).

New electric vehicles

With an increased range of electric vehicles available to purchase in 2020 there has never been a better time to make the change to electric. Please visit our website to see the [eSPSV Grant Vehicle List](#).

If a vehicle is not present on this list it does not necessarily mean it will not be acceptable for use as an SPSV. If you wish to query a vehicle's acceptability please contact our Information Line on 0761 064 000 or email taxis@nationaltransport.ie with details of the vehicle.



DRIVING YOUR ELECTRIC VEHICLE

Driving an Electric Vehicle (EV) efficiently and economically will not only help to reduce your transport costs but will also maximise your vehicle's battery range, helping you to go further in between charges.



Here are some top tips for getting the most out of driving your Electric Vehicle:

1. Keep an eye on your speed – reducing any unnecessary acceleration and braking is a key technique for driving your EV efficiently.

2. Avoid harsh braking – Gradual stops won't just save your brakes – they can give your battery range a boost too



3. Think about climate control – Constant or heavy use of systems like air conditioning and heat can diminish fuel efficiency in all vehicles. Unlike in conventional vehicles which utilise waste heat generated from the engine, EVs rely solely on battery power.

4. Know your vehicles driving modes – Many EVs have different drive settings and modes which allow a driver to experience a sportier drive or alternatively an eco-drive experience.

5. Regular vehicle maintenance – it is important to ensure that your vehicle is properly maintained. Start with proper tyre inflation – check your tyre pressures regularly to ensure that they are correctly inflated in line with manufacturer recommendations.



ESPSV GRANT SURVEY

In a recent survey of eSPSV Grant 2019 recipients, licence holders reported their running costs being reduced significantly since making the change to an electric vehicle with some stating they save 80-90% on fuel alone.

When asked what factors influenced making the change to an electric vehicle 74% of licence holders reported a combination of reasons; these included cheaper running costs, an interest in new technology and the level of funding provided by the Department of Transport, Tourism and Sport.



When asked would you encourage more operators to swap their fossil fuelled vehicle for an electric vehicle 90% answered "yes".



The majority of recipients surveyed stated they believe dedicated SPSV charging points should be positioned in town and city centres and at transport hubs such as bus stations, train stations and airports.



All recipients surveyed reported positive feedback from customers since changing to an electric vehicle.

DRIVER SAFETY STANDARDS:

Studies suggest that drivers using a mobile phone are approximately four times more likely to be involved in a crash.

What are the effects of using your mobile phone while driving?

- Eyes off the road
- Hands off the steering wheel
- Mind off the road and the surrounding situation
- Longer reaction times – Braking reaction time – Reaction to traffic signals
- Impaired ability to keep in the correct lane and to maintain an appropriate speed
- Reduced field of view
- Shorter following distances
- Overall reduction in awareness of the driving situation



IS YOUR DRIVER LICENCE DUE FOR RENEWAL?

Drivers can apply for renewal of their licence up to three months before the driver licence expires. Irrespective of when you renew your driver licence, before its expiry date, the new date will be five years from your current expiry date. So, there is no disadvantage to starting the renewal process early.

Further information on the renewal process can be found by [clicking here](#).



ONLINE WHEELCHAIR ACCESSIBLE VEHICLE REGISTER

Intending passengers can now access the booking details for each licenced wheelchair accessible vehicle on the Transport for Ireland website. If your booking details change please make sure to contact our Information Line on 0761 064 000 to update your details on the register.



HAVE YOU RECEIVED A WHEELCHAIR ACCESSIBLE GRANT?

Remember you are obliged to complete the following tasks as outlined in the Terms and Conditions you agreed to:

- Prioritise journeys for those who require accessible vehicles;
- Return the booking records for all wheelchair accessible journeys every six months without request; and
- Ensure the vehicle meets all required standards.



If you are the driver of a wheelchair accessible vehicle and you refuse a wheelchair accessible booking what are the legal implications?

The holder of a wheelchair accessible taxi licence or a wheelchair accessible hackney licence shall give priority to bookings in respect of persons with disabilities, including persons who wish to travel in their wheelchairs.

If you operate a wheelchair accessible vehicle and refuse to accept a passenger, it may lead to an 'on-the-spot fine' or a prosecution.

COMPLIANCE MATTERS

COMPLAINTS 2019

2019, a significant volume of complaints related to the charging of ‘extras’ on taxi fares and also for a driver unreasonable refusing a fare.

Complaint Category	Grand Total
Condition, roadworthiness and cleanliness of the vehicle	78
Conduct, behaviour and identification of an SPSV driver	496
Hiring and booking of the SPSV	277
Identification and general appearance of the SPSV	3
Overcharging and other matters relating to fares	529
Grand Total	1,383

EXTRAS

What are extras and when can they be added?

The driver can choose to charge extra for the following:

- Booking fee of €2 for prearranged fares
- Extra passengers – taxi drivers may charge a fee €1 for each adult passenger after the first, one child under 12 years of age is carried at no extra charge; the fee for two or three children under 12 is €1; for four or five children €2; and for six or seven children €3;
- Road tolls – may be charged as incurred for toll schemes adopted by a road authority; If extra charges are likely to be significant, the driver should make them clear to the customer in advance

Complaints regarding the application of the ‘soiling charge’ continue to be made.

- A fee may be charged where a passenger either soils the vehicle or damages it so much that the driver has to take it out of service or has to pay to have it cleaned or repaired.

The maximum such fee is €140, but the actual fee charged may be lower – it should reflect the costs reasonably incurred by the operator. Drivers are advised to retain any receipts for cleaning the vehicle in the event of a complaint being received.

REFUSAL OF FARE OR FAILURE TO COMPLETE A JOURNEY

There are circumstances under which an SPSV driver may refuse to accept a passenger, request a passenger to leave the vehicle, or refuse to follow a passenger’s instructions.



All operators should be aware of these circumstances which are listed on page 48 of the Industry Knowledge Manual and may be found by [clicking here](#).

Where a dispute arises, you should keep a record of the event by writing down the details, so that you can explain the circumstances to the National Transport Authority’s compliance officers if a complaint follows a refusal of service.

PROSECUTIONS

One driver was convicted & fined €3,000 for operating unlicensed an unlicensed SPSV; costs of €300 were also awarded to NTA.

Driver was convicted and fined €2,000 for exceeding the maximum number of passengers in an SPSV; costs of €300 also awarded to NTA.



In addition to being convicted & fined for operating an unlicensed SPSV; one driver was disqualified from all driving by the District Court for two years.