

COVID TRACKER APP

COVID Tracker is a free app for your mobile phone. It will help us to protect each other and slow the spread of coronavirus (COVID-19) in Ireland.

Using the COVID Tracker app along with the existing public health measures will help us all stay safe when we meet up, socialise, work or travel.



The app can:

- alert you if you have been in close contact with someone who has tested positive for COVID-19
- advise you on what to do to protect yourself and others
- alert other app users that you were in close contact with, if you test positive for COVID-19

Click on this link to get the app

<https://covidtracker.gov.ie/>

FACE COVERINGS

Everyone in a taxi, hackney or limousine should wear a face covering where the Public Health advice on social distancing cannot be maintained.

A cloth face covering is a material you wear that covers the nose and mouth. Wearing a cloth face covering in public may reduce the spread of COVID-19 (Coronavirus) in the community. It may help to reduce the spread of respiratory droplets from people infected with COVID-19. Cloth face coverings may help to stop people who are not aware they have the virus from spreading it.

It is permissible, during this COVID-19 emergency period and in line with Public Health guidance, to refuse carriage to an intending passenger who does not comply with your request to wear a face covering during the journey.



Guidance on the safe and proper use of face coverings can be found here:

→ [Department of Health](#)

WASH YOUR HANDS

You should wash your hands:

- after coughing or sneezing
- before and after eating
- before and after preparing food
- if you were in contact with someone who has a fever or respiratory symptoms (cough, shortness of breath, difficulty breathing)
- before and after being on public transport, if you must use it
- before and after being in a crowd (especially an indoor crowd)
- when you arrive and leave buildings including your home or anyone else's home
- if you have handled animals or animal waste
- before having a cigarette or vaping
- if your hands are dirty
- after toilet use



Guidance on handwashing can be found here

→ [HSE Wash Your Hands](#)

OPERATING

Where the Public Health advice on social distancing cannot be maintained, drivers and passengers should maintain as much distance as possible wearing face coverings. Journeys should be kept to 15 minutes or less wherever possible.

Good ventilation (i.e. keeping the windows open) may help to reduce the risk of transmission. Air conditioning or ventilation on vehicles should be set to extract and not recirculate the air within the vehicle (where possible).

Regularly disinfect surfaces, such as card payment devices, steering wheels, gear stick, handbrake, door handles, seats and the backs of seats and headrests. Pay close attention to all surfaces that are touched often by passengers.

Wash hands frequently with soap and water (you can keep a bottle of water, soap and towels in your vehicle) or use a sanitizer gel if you have it – refer to the HSE handwashing guidelines.

Do not touch your face.

Carry a box of tissues and use tissues to catch coughs and sneezes. Dispose of used tissues in the bin as soon as possible.

Place the HSE COVID-19 information for your passengers in the rear of your vehicle so that it is clearly visible.

DISPOSABLE GLOVES

Do not wear disposable gloves instead of washing your hands. The virus gets on them in the same way it gets on your hands. Also, your hands can get contaminated when you take them off.

PASSENGER SEATING

It is permissible, during this COVID-19 emergency period and in line with Public Health guidance on social distancing, for you to restrict the seating of passengers to the rear seats. Physical distancing is important to help slow the spread of coronavirus.

PASSENGER NUMBERS

It is permissible, during this COVID-19 emergency period and in line with Public Health guidance on social distancing, for you to restrict the number of passengers you carry. This must be communicated to the intending passengers explaining that it is in line with Public Health guidance on social distancing.

CONTACT TRACING

Download the COVID Tracker app on your mobile phone.

For pre-booked services, contact tracing information is typically recorded by dispatch operators and booking service providers. For rank and street pick-ups, some drivers are requesting contact details. Passengers appear very ready to provide this information.

NTA supports a driver in requesting street or rank pick-up passengers to provide contact details. As this is a voluntary act, consent (for the sole purpose specified of COVID-19 contact

tracing) will have been given by the passenger in relation to data privacy.

You are encouraged to display the below notices in the passenger compartment of their vehicle where possible:

- [HSE Information Poster](#)
- [Driver Check App Poster](#)



CASHLESS PAYMENTS

It is permissible, during this COVID-19 emergency period and in line with Public Health guidance on contactless payment, for you to accept cashless payment only. However, this must be made clear to all intending passengers before the journey commences

A public consultation on mandating cashless payment acceptance facilities in taxis will be uploaded to our website shortly in line with the advice of the Advisory Committee on SPSVs (Taxi Advisory Committee).

NCT BOOKINGS TEL: 01 413 5960

All NCT centres are now open nationwide. Please check the NCT website [NCT Centres](#) for opening hours.

All NCT testing matters should be directed to the NCTS dedicated SPSV NCT Booking Line (01 413 5960). SPSVs are given priority on this dedicated number.

The SPSV Industry Information Line cannot assist with NCT bookings or queries.

TEMPORARY DIVIDING SCREENS

Roadworthiness and vehicle safety are matters for the Road Safety Authority (RSA) with their providers National Car Test Services (NCTS).

Whether a temporary dividing screen should be installed is a matter for licence holders to consider individually. Due to the diverse range of vehicles in the SPSV fleet and the variety of dividing screen designs available, it is not possible for NTA to offer specific purchase or installation advice in respect of such equipment.

Consideration must be given to the safety of both driver and passengers and the placement of such screens in order to ensure that the effective operation of safety equipment, such as side airbags, is not hindered.

Advisory Guidelines on the installation of Temporary COVID-19 Dividing Screens can be found here:

→ [Advisory Guidelines: Temporary COVID-19 Dividing Screens](#)

DRIVER LINKS

As always, it is the driver's responsibility to notify NTA (create/break a driver to vehicle link) when operating an SPSV vehicle. Failure to do so could result in a fine and potential prosecution. This is easily completed by any of the following methods:



SPSV Online Services/SPSV Industry App

- Licence holders already registered to use SPSV Online Services can create or break a driver to vehicle link by logging in via smartphone or computer and selecting the appropriate option: Create New Link/Edit Link/Break Link.

SMS Driver Links

- Licence holders already registered for the SMS service can create or break a driver to vehicle link.
- To create a link, send just two words in a text to 51444, in the following format: **link (your registration number)**, i.e. **link 151C1234**
- To end a link, send just these two words in a text to 51444 in the following format: **link end**
- You must not enter any other details.

Call Centre Driver Links

- Licence holders can telephone the SPSV Industry Information to create or break a driver to vehicle link.

SPSV COMPLIANCE

During this period the NTA will continue to support and assist all licensed SPSV operators.

All laws, regarding licensing and the operations of SPSVs, will still apply during this period. However, although compliance and enforcement activity does continue, it is understood that licensed SPSV operators are experiencing many difficulties during this period. NTA will act with due consideration to these difficulties, and where issues arise with licenced operators, compliance officers will seek to offer advice and assistance wherever possible so that the usual high standards of service are maintained.

It is an offence to operate a SPSV without a valid SPSV driver or vehicle licence.

NTA introduced measures so that licence holders can maintain an active licence, should they wish to, during this time. Therefore, NTA will continue to act robustly with anyone operating without a valid licence. Operating without a valid licence directly impacts all those licensed operators continuing to operate within the law.

SPSV INDUSTRY INFORMATION LINE & EMAIL

The high level of calls and queries being made by SPSV operators are causing longer wait times than normal.

To minimise wait times, please direct your query to the appropriate channel below. However use of the 'Contact Us Form' is recommended as it will generate a reference number, making it easier for you to follow up on your query.

General Queries

[Contact Us Form](#)

or email taxis@nationaltransport.ie

– general industry queries

Compliance

compliance@nationaltransport.ie

– report SPSV related illegal activity



SPSV SUITABILITY BOOKINGS

If you have an NCT certificate issued within the last 90 days, you may book your SPSV Suitability Inspection.

You are entitled to book your SPSV Suitability Inspection up to 60 days prior to the licence expiry date and be licenced for a full year from that expiry date. Any person may present the SPSV for inspection, it is only the booking call which must be made by the licence holder.

SECTION 15 NOMINATION PROCESS

If you are a current vehicle licence holder, you may nominate someone to take over the licence after your death. Doing this is relatively straightforward and there is no charge. Further information may be found in [Guide G15](#).

You simply download and fill in the [Section 15 Nomination Form](#) – S15N.

The form is in two parts:

- Details about you (the current licence holder), including your PPSN and the vehicle licence number.
- Details about the nominee (the person or company you wish to take over the licence after your death), including the person's PPSN and date of birth. If the nominee is a company, you need to include the company name and tax reference number.

You must sign the form and send it back to NTA.

TAXIMETER SEALING (LMS)

Taximeter verification will not form part of your suitability inspection until further notice.

SPSV LICENCE SUSPENSIONS

If SPSV Insurance is not in place (suspended, reduced cover) your licence will immediately expire and your vehicle will have to undergo a suitability inspection to regain your licence. To avoid this, during the COVID-19 Emergency, NTA has facilitated the suspension of licences for up to a maximum of 3 months at the request of the licence holder.

The suspension of a licence requires that the Tamper-Proof licensing discs and licence certificate are returned to NTA.

Once the suspension period ends, or if you decide to return to operating before the end of the suspension period, a simple, ten-minute Tamper-Proof disc application process will ensure that you can return to operating as a SPSV as quickly as possible. NTA has assigned staff across the country to undertake this process, which is entirely separate from the standard licencing process.

Once you have restored full SPSV insurance and made an appointment, the dedicated staff will apply new Tamper-Proof discs and the licence will be reactivated on the day.

Currently, at least five days before the suspension period ends, NTA will contact you to arrange for the Tamper-Proof discs to be applied and the licence reactivated. Once the maximum 3-month suspension period ends, full SPSV insurance must be restored and a booking made for application of the Tamper-Proof discs. If this is not done, the licence will remain inactive and must then be reactivated through the standard licencing process.

If you wish to return to operating as a SPSV before the suspension period ends, or if you have other enquiries regarding vehicle licence suspensions, contact suspension@nationaltransport.ie

LATE LICENCE RENEWAL

Late renewal fees have been temporarily waived by NTA for delays caused directly by COVID-19. Any person may present the SPSV for inspection, only the booking call must be made by the Licence holder.

MAXIMUM FARES ORDER

A National Maximum Taxi Fare increase of 5% was due to be implemented in July. However, due to the Coronavirus this has been delayed until further notice.

MENTAL HEALTH & WELFARE

The spread of COVID-19 (Coronavirus) is a new and challenging event. Everyone's lives and daily routines are affected by the measures that have been introduced to disrupt the spread of the virus, and keep us all safe.

It's normal to be worried or to feel stressed during this difficult time, but there are many things we can do to help us mind our mental

health and wellbeing.

We would encourage all licence holders to visit these websites which provide information and supports:

[In This Together - gov.ie](#)

[HSE - Mental health supports and services during coronavirus](#)

ADDITIONAL HELPLINES

Additional Helplines:

DEASP Income Support Helpline for COVID-19: 1890 800 024

HSE COVID-19 Helpline: 1850 241 850