

# SPSV

## INDUSTRY UPDATE

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# Compliance Updates

## NTA's Enforcement App Now Used by An Garda Síochána

NTA's SPSV mobile enforcement app was rolled out in July to An Garda's Síochána's Roads Policing unit. Following the roll out, An Garda Síochána can now complete SPSV checks and audits during roadside interactions, or ad hoc on their own mobile devices as part of their official activities. They can also issue Fixed Penalty Notices to any person found to be operating illegally. This has dramatically transformed the spread and depth of SPSV enforcement activities nationwide.



## Reporting Offences

Industry members play an invaluable and key role in facilitating SPSV compliance and upholding the high standards that define our industry. While our dedicated compliance officers work tirelessly across the country seven days a week, they cannot be everywhere at once. This is where the active involvement of industry members becomes crucial. Your reports and observations are vital for NTA to swiftly identify offences or unwanted behaviours that may otherwise go unnoticed. By sharing information on potential violations or concerns, you help create a safer and more reliable service for everyone. This enables NTA to ensure that the highest standards are consistently met, benefiting both operators and customers alike. Your vigilance and proactive engagement are essential to the continued success and trustworthiness of our services.

In order for our officers to conduct a thorough investigation the following details must be provided in any report;

- Complainant name and address,
- Contact details (phone and e-mail for follow-up contact),
- Any details identifying the driver or vehicle e.g. SPSV licence numbers, vehicle registration,
- Date and time that incident occurred,
- Street, location where incident occurred or pick-up and drop-off location for journey, and
- Full details of incident.

You should also provide any receipt or additional documentary evidence that is available as part of the complaint.

Reports can be submitted through;

Web - <https://www.nationaltransport.ie/taxi/compliance-enforcement/customer-complaints/>

Email - [taxis@nationaltransport.ie](mailto:taxis@nationaltransport.ie)

Phone - Inside Rep. IRL: 0818 064 000 - Outside Rep. IRL: +353 1 879 8300

## Maximum Taxi Fare Review 2024

The public consultation on the maximum taxi fare review closed on 16th August 2024. NTA thanks all licence holders for the valuable inputs and comments to the process.

Following the public consultation, a full assessment of the submissions will be completed, together with consultations with The Advisory Committee on SPSVs and the Legal Metrology Service. A decision on the matter will then be published, and if the decision results in a change in the Maximum Taxi Fare, NTA will set out the timeline and steps for the related implementation.

See below for NSAI's role verifying taxi meters.



## NSAI Taximeter Verification

NSAI Legal Metrology is responsible for the compliance of all taximeters in Ireland.

Taximeters must be verified at all times. Verification is conducted to ensure the accuracy of the taximeter and to provide confidence to consumers that the charges applied for taxi journeys are correct and accurate.

You need to verify your taximeter:

- When first purchased and installed in a registered taxi vehicle.
- Whenever a new fare is programmed into the taximeter, or whenever the existing programme is updated.
- Whenever any repair, alteration or adjustment is carried out on the taximeter or printer, which requires the security seal to be broken or removed.
- Whenever your taximeter is transferred to your new vehicle.

When a new fare is approved by NTA, all taximeters require a fare programme update followed by verification.

On completion of a fare update, your installer will furnish you with a Taximeter Trader Information Form (TTI) by email. Please ensure that you have received an email containing the TTI form from your installer prior to your NSAI Legal Metrology appointment date, as the verification may not commence without proof of a TTI Form.

NSAI Legal Metrology regularly conducts inspections of taximeters to ensure active compliance in this sector.

For more information on all aspects of Taximeters and legal compliance, please see: [Taximeter](#) | [NSAI](#)



# SPSV Driver Licensing

## Reporting Obligations to An Garda Síochána



NTA reminds all SPSV driver licence holders that there are ongoing obligations to An Garda Síochána in respect of their driver licences. Such obligations include notifying An Garda Síochána of

- any change of address
- becoming engaged in another occupation. If that other occupation involves driving, evidence that the employer has been informed that you hold an SPSV driver licence and that you drive an SPSV for hire or reward
- any surrender of a driver licence. In this instance, the paper licence, driver identity and display cards should be returned to the PSV Office that originally issued the licence
- a conviction for any offence specified in the Schedule to the Taxi Regulation Act 2013

## Proposed New Integrated Driver Licensing System

In 2023, NTA was successful in securing government funding to commence work on a joint project with An Garda Síochána. The aim of the project is to enhance and digitalise the SPSV Driver Licensing process. The proposed “Integrated Driver Licensing System” (IDLS) will move SPSV driver licence applications to an online platform, one that is efficient, transparent and secure, providing an enhanced applicant experience.

NTA currently supports An Garda Síochána in their role as the SPSV Driver Licensing Authority by administering the SPSV Driver Entry Test and other limited administrative tasks. Under the proposed new system, NTA will undertake all administrative tasks under the application process, with An Garda Síochána, as licensing authority, continuing to undertake all vetting related elements.

Phase II (design and build) is planned for 2025-26.

## CCTV Use in SPSV's

If you wish, licence holders can choose to install CCTV in their vehicle. Any licence holder considering the installation of CCTV equipment that records video and/or audio of passengers, should familiarise themselves with the Data Protection Commission's [“Guidance on the use of CCTV”](#).

Where a driver decides to install CCTV, the driver is likely to be considered a “data controller” and therefore required to inform passengers of the CCTV system being in use and to store and protect the data appropriately. Controllers have a range of obligations under data protection law and [the Data Protection Commission's website](#) provides further details on the principles and responsibilities involved.



## Booking a vehicle inspection - route to success

Before booking your vehicle inspection:

1. Be certain you have read the Vehicle Inspection Checklist and the Initial Suitability or Renewal Inspection Manuals to help you pass first time. These are available online; and
2. Book your inspection at least three weeks in advance to be sure you get a suitable location and time.

Some licence holders have to travel or have their vehicles inspected on their busy days because they leave their bookings too late. Remember, you can complete your inspection up to 8 weeks prior to the expiry date of the existing licence, so book early!

## Vehicle Assessment: 10 day Turnaround

The Suitable Vehicle List of vehicle models that have been measured and approved for use as a taxi/hackney can be found on the forms and guides section of the NTA website. Where a proposed vehicle is not on the list, or if the vehicle measurement information is missing or incomplete, please contact NTA on the SPSV Information Line prior to purchase to ensure your proposed vehicle meets the licensing requirements.

NTA aim to complete a 10 working day turnaround for vehicle approval. In reality, the turnaround time is far quicker where all documentation is correctly provided. Licence holders should be aware of the following common reasons for delay, which are outside of the control of NTA.

- A) the vehicle model is stated as 'other'.
- B) the vehicle registration provided is not correct.
- C) the vehicle details are not yet available on the National Vehicle and Driver File. NTA cannot commence assessment of the vehicle until this external database has been updated.

## Contacting NTA Regarding Your Licence - Individuals and Companies

For individual licence holders, the licence holder is the only party that NTA can engage with for SPSV licensing activity. The NTA contact centre employs strict data protection criteria to ensure they only speak with the licence holder.



If you have a licence in a company name, only those listed as company directors can discuss the licence details and make inspection bookings. Please make sure all company directors, if more than one, are listed on the licence. Only general information can be given to a person who is not a company director.



# 2024 Grants update

## ESPSV Grant 2024 update

The eSPSV Grant Scheme 2024 remains **open** for applications, with €11,500,000 made available by the Department of Transport for this year's Scheme. The Scheme provides grants towards new and second hand EVs, with a higher level of funding on offer where you scrap your older, existing vehicle. Over €7.7 million has already been paid, with many more applications still in process. Further information on the eSPSV24 Grant Scheme is available [here](#) and applications can be made online [here](#).



## WAV Grant 2024 update

To date, NTA has licenced 350 wheelchair accessible SPSVs under the 2024 Scheme and we continue to work hard to process successful applications.

A final round of Provisional Grant Offers is expected to issue to a limited number of applicants on the cancellation list in September. In line with the terms and conditions of the Scheme, applications must complete the licensing process by December 13th, 2024 in order to avail of the grant support.

## WAV obligations - Priority for Persons with Disabilities

Holders of wheelchair accessible taxi and hackney vehicle licences are reminded that they are legally obliged to prioritise service to persons with disabilities, including those who wish to travel in their wheelchairs. NTA can request those who hold these licences to provide booking records to confirm that the service is being provided to those who need it.

Recognising the impact on those who have trouble accessing WAVs, and to best ensure accessibility to public transport for all, NTA's compliance officers investigate all complaints made in relation to the services provided by wheelchair accessible taxis and hackneys, and they impose related fines for each instance of the refusal. These fines are:

- Refusal by the driver to carry a passenger in a wheelchair - €250
- Refusal to carry assistance dog or guide dog in a small public service vehicle - €250



Did you know that you can easily create driver to vehicle links and vehicle rental agreements with NTA's SPSV+ App? With the app you can also enable push notifications to receive real-time information on when a link to your licence has been created, broken, or edited. To download the SPSV+ App please visit the Apple App store for iPhones or the Google Play Store for android devices.



### Lost property in SPSV's - What drivers can do

Any property left in your vehicle by a passenger that cannot be returned directly to the passenger should be delivered to the local Garda Station as soon as possible. Thanks to the many operators who go out of their way to reunite passengers with their forgotten items.

There are five designated stations within Dublin for lost property:

- Finglas - 01 6667500
- Irishtown - 01 6669600
- Shankill - 01 6665900
- Store St - 01 6668000
- Tallaght - 01 6666000



Outside of Dublin, any lost property should be taken to the nearest Garda station.

