

SPSV

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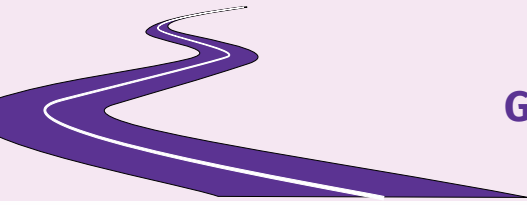


Have your say!

The Public Consultation on the maximum permissible age of taxis closes on March 12th. On February 18th, NTA commenced a public consultation on the maximum permissible age of 2015 registered taxis, in accordance with the related Programme for Government 2025 objective.

To read more about the consultation and have your say, please click [here](#). The consultation remains open until the end of day, Wednesday March 12th.





Getting on the Road: A Quick Guide for New Drivers

Now you have your SPSV driver licence, what next? Below are some factors to consider.

Your SPSV Business

Chapter 9 of [The Official Manual for Operating in the SPSV Industry](#) provides guidance on becoming an SPSV operator. It includes helpful information to assist you in making smart choices for your SPSV business, especially regarding your costs. As a new operator, it's crucial to carefully consider all costs when starting your business, including both initial expenses (like buying a vehicle) and ongoing costs (such as fuel).

Applying for Your Own SPSV Vehicle Licence

To find out about applying for a vehicle licence go to [the vehicle licensing section](#) of the NTA's website. The NTA is currently accepting new vehicle licence applications for wheelchair accessible taxis, wheelchair accessible hackneys, local area hackneys and limousines. Remember to check the NTA's [Suitable Vehicle List](#) on the website to see which vehicles are suitable for licensing. The NTA strongly recommend you do not purchase a vehicle before receiving confirmation that it is suitable for use.

Renting a Licenced Vehicle

If you choose not to apply for your own vehicle licence, you can rent a licensed SPSV from another licence holder. More information is available in the "[Operating an SPSV](#)" section on the NTA's website.

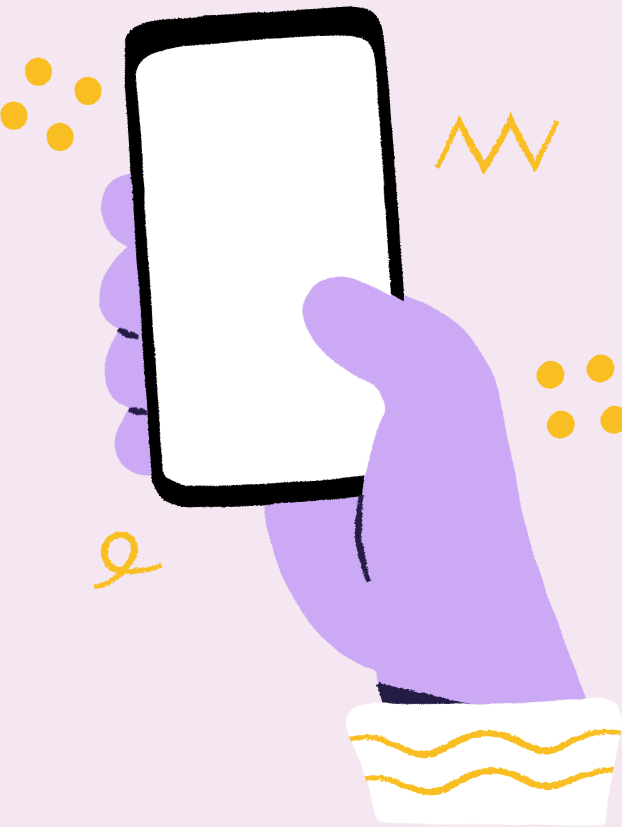
Linking Vehicles

An operator of any SPSV must ensure that they are linked to their current vehicle. The NTA maintains a database of links between each SPSV and its driver. However, it is the legal responsibility of the driver to keep this information up to date and inform the NTA whenever they begin operating a new vehicle. The easiest way to do this is via the SPSV+ App. Please see the 'Tap the App' section of the Newsletter for information on how to do this.

Preparing for Your Next Inspection

For your SPSV vehicle licence it is important to note that you can renew up to 60 days in advance of your expiry date. NTA encourage that you book your inspections well in advance of your expiry date to ensure you have your desired spot. It is also important to familiarise yourself on what your vehicle is being assessed on ahead of your appointment to avoid delays. For more information on this, see the [Renewal Assessment Manual](#) or the [Initial Suitability Inspection Manual](#).

Tap the App: SPSV+ for Driver Links and Vehicle Rentals



The SPSV+ App is the easiest and fastest way for SPSV licence holders to complete their required notifications on the go.

Once you have registered you can use this app to add and update driver to vehicle links and rental agreements, all in one place. You will also get notifications when a link is broken or edited.

NTA have created an instructional video, which can be viewed [here](#).

Tap the App to get started!



Handing on a Vehicle Licence: Nominating a Successor

If you are a current vehicle licence holder, you may nominate someone to take over the licence after your death. It is simple and easy to do, and there is no charge. You simply download and fill in a [nomination form](#).

Further information on the process can be found in [Guide G15 \(Section 15 Nomination and Assignment\)](#). This is the only way that someone may apply to take over a vehicle licence – an intention in a will is not sufficient.

CUSTOMER SERVICE

Operators recognise the value of good customer service. Below are some tips on how to achieve it:



Appearance

- Keep your vehicle clean and tidy and store your own belongings away from the customer seats.
- An SPSV driver's attire and personal presentation is just as important. Drivers should dress in such a way that their professionalism is immediately apparent to all prospective passengers. Clothing should be smart, clean and comfortable.

Safety



- You should always wear a seatbelt while driving, and if necessary, you should remind your customers courteously to fasten their seatbelt.
- Drive safely and show respect and consideration to other road users.
- Driving in busy traffic can be stressful – stay calm and your customers will respect your patience as well as your skills as a professional driver.

Route

- When there is more than one possible route, check which route your customer would like to take. Tell them the advantages and disadvantages of taking one route rather than another.
- If, after you have explained the options, your customer chooses a route that, in your opinion, is not the best, do not disagree with them. Give them an estimate of the time and cost of their journey.

Communication



- Acknowledge your passenger when they enter your vehicle.
- Of course you need to talk to your customer about their destination, but they may not feel like talking about anything else. Respect their right to silence.
- If you do strike up a conversation with them, do not ask personal questions or engage in any conversation that could be considered offensive.
- Offer customers help getting out of the vehicle or unloading luggage and pushchairs.

Fare

- When a customer pays the fare, you must give them the complete change due to them, even if it is a relatively insignificant amount.
- In a taxi, you must give a receipt printed by the printer attached to the taximeter (not handwritten) to all customers. In a hackney or limousine, you must give the customer a written receipt.
- Where appropriate, explain the fare to your passenger (for example tolls, booking fees).

GRANTS INFORMATION



Wheelchair Accessible Vehicle (WAV) Grant: Previously Licensed Vehicles

Please be aware of the Terms and Conditions of the WAV grant scheme when buying a car; if a vehicle has previously received grant funding, it may not be eligible.

The Terms and Conditions of the Scheme are very clear:

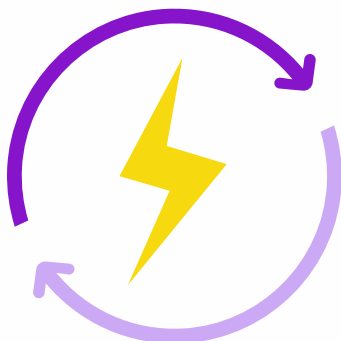
“NTA may not consider an application if:

the wheelchair accessible vehicle which is the subject of the Grant application, has previously received grant funding within the last three (3) calendar years.”

Please see full terms and conditions of the WAV Grant 2025 scheme [here](#).



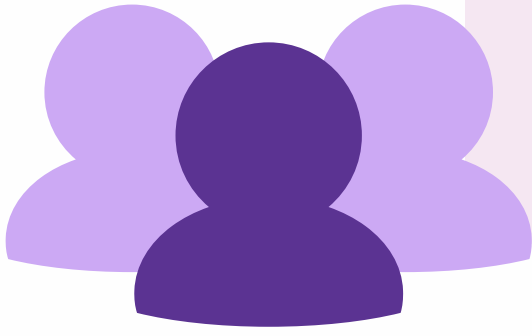
eSPSV 2025 Grant Scheme: Eligible Vehicles



If you have applied for the eSPSV 2025 grant, it is your responsibility to ensure that the vehicle you are looking to purchase is eligible for the scheme. We recommend that you contact NTA to have your vehicle assessed before completing a purchase.

A list of vehicles that are considered suitable, can be found on our website [here](#). If a vehicle model you are interested in does not appear on this list, please contact us via the espsvgrant@nationaltransport.ie email and it will be assessed.

ACCESSIBILITY INFORMATION



Disability Awareness: Hidden Disabilities

An 'invisible' or 'hidden disability' is a disability that is not immediately obvious, making it invisible to others with few outward symptoms. Examples of hidden disabilities might include chronic pain or illness, a visual impairment, epilepsy, intellectual disabilities, mental health conditions or brain injuries. One of the many challenges facing people with invisible disabilities is the lack of awareness or understanding of these conditions.

Invisible disabilities are more common than you think. According to the 2022 census, 22% of people across Ireland have a disability. That's almost a quarter of the population, which means 1 in 4 of your passengers are likely to have a disability, some of which may be hidden and not immediately obvious to you.

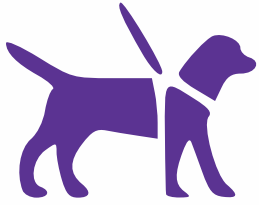
If you would like to learn more about supporting passengers with hidden disabilities, please visit [here](#) for more information.

WAV Services and Training



Wheelchair Accessible Vehicles (WAVs) are important to passengers that require them because they provide a level of accessibility, independence and convenience that other modes of public transport cannot provide. As a WAV driver, you provide this valuable door to door service.

For any drivers who wish to take up free, practical training on how to use their WAV, to refresh or improve their knowledge in this area, please call the NTA Information Line on 0818 064 000.



Guide and Assistance Dogs: Permitted on Public Transport

Guide dogs and other assistance dogs accompanying individuals with disabilities are permitted to travel free of charge on all public transport services including Small Public Service Vehicles (SPSVs), without any restrictions.

- SPSV drivers must carry a guide dog or assistance dog accompanying a person with disabilities without refusal.
- Guide and assistance dogs are trained to sit in the footwell of a taxi.

Important Note: Refusing to carry an assistance dog or guide dog in an SPSV is a serious offence, subject to a €250 fixed payment notice.

Let's ensure a smooth and respectful journey for all passengers, including those with guide and assistance dogs.

GO GREEN!

Make The Switch and Join the Electric Revolution

Switching to an electric car is a wise financial choice and a commitment to a sustainable future. Benefits of switching to electric include:

Enhanced Driving Experience: Enjoy a smooth quiet ride with instant torque and quick acceleration.

Fuel Savings: Battery electric vehicles are cheaper to run compared to petrol or diesel-powered vehicles. They are even cheaper if home charging is the primary method of charging and SEAI offer a home charger installation grant of €300.00. See [here](#) for further information.

Lower Maintenance Costs: Battery electric vehicles have fewer moving parts than a comparable petrol- or diesel-powered vehicle; say goodbye to oil changes and exhaust system repairs!

Lower Environmental Impact: Driving a Battery Electric Vehicle produces zero tailpipe emissions: better for health and better for the environment.

Many car manufacturers are currently offering very competitive finance packages including 0% APR financing on a range of deals.

Driving an electric vehicle can bring many benefits and with the eSPSV grant, a reduced cost to purchase your battery electric vehicle too!