

SPSV

INDUSTRY UPDATE

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INDUSTRY INFORMATION LINE: 0818 064 000



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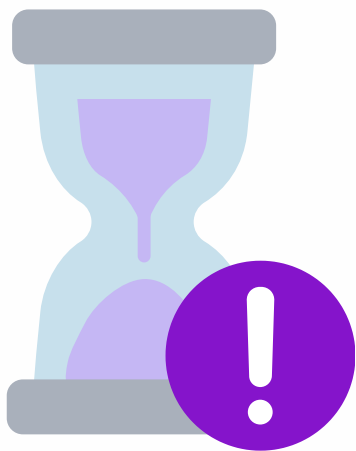
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SPSV Licensing



Is your SPSV licence due to expire in the next 2 months? Renew now!

The summer is a busy period in the SPSV inspection centres and available appointments may fill quickly in the weeks ahead. To get the appointment time and location that works best for you, make sure to begin your licence renewal process in good time.

All licence holders can renew their licence up to 60 days before its expiry date. An early renewal does not change the expiry date of your licence, so you do not lose out. All bookings are made via our SPSV Booking line – 0818 064 000.

To ensure a speedy booking, be sure to have the following in place at least two working days before calling to book your inspection appointment:

- Valid electronic tax clearance
- Valid NCT certificate dated within 90 days of your inspection appointment date





Licence renewal – late fees apply

As the licence holder, you are responsible for renewing your licence on time. If your licence expires before the renewal process is completed, a late fee will apply. To help you avoid late fees, NTA will send you a reminder of your licence expiry date. You can also find it on your vehicle licence certificate and tamper proof discs.

Late fees:

- If you renew your vehicle licence after the expiry date, a €500 late renewal fee will apply. If you complete a change of vehicle after your licence expiry date, a €545 late change of vehicle fee will apply.
- Where the licence is replaced no more than 10 days after the date of expiry of the licence, you will be refunded €250 and where the licence is replaced more than 10 days, but no more than 30 days after the date of expiry of the licence, you will be refunded €150.
- If the vehicle is over 10 years of age, and you renew after the expiry date, a €250 fee will apply. Where the licence is replaced no more than 10 days after the date of expiry of the licence, you will receive a €100 refund.





SPSV drivers who have taken the SPSV Driver Entry Test will be familiar with NTA's Official Manual for Operating in the SPSV Industry. However, the manual is not just a textbook for that test, it is also a best practice guide for all operators that can be consulted at any time. Indeed it's good practice to review it regularly. It contains answers to many common questions on vehicle licensing, inspections and driver licensing, including renewals.

In the Manual, which is updated regularly, you'll also find information on recent developments in the industry, ideas on growing your business, and guidance on dealing with passengers.



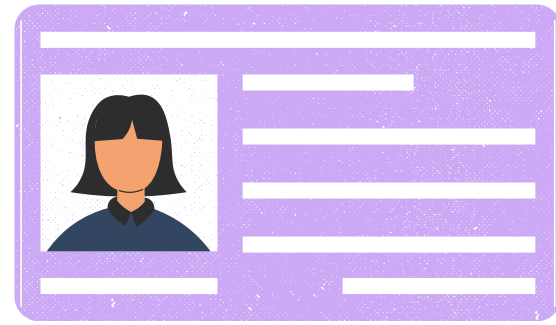
Handing on a Vehicle Licence: Nominating a Successor

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. If you or your family members have any questions on the process, NTA encourages you to get in contact to answer any questions you might have.

The nomination will only be complete when you have received your confirmation of nomination letter from NTA. Please retain this valuable letter with your important, legal documents.

An Garda Síochána (AGS) is the licensing authority for SPSV drivers with NTA providing administrative support. If you have a question about your SPSV Driver Licence application or renewal, who you contact will depend on what step in the process you are. Below is a timeline of the SPSV Driver Licence process, to help you know who to contact. Where your query relates to an NTA step, you can call us or send an email. If it relates to an AGS step please contact the AGS station where you submitted your application.



Step 1:

1

Applicant passes NTA SPSV Driver Entry Test (new applicant only)

2

Step 2:
Applicant completes free NTA Safeguarding & Disability Awareness Training (new applicant only)

3

Step 3:
Applicant pays the SPSV Driver Licence Fee via NTA

Step 4:

4

Applicant applies to An Garda Síochána

- Provides required paperwork
- Undergoes Garda vetting

Step 6:

Licence holder receives licence from An Garda Síochána

6

Step 5:

5

An Garda Síochána complete

- Application verification.
- Background check

7

Step 7:
NTA receives copy of the paper licence from An Garda Síochána

8

Step 8:
NTA updates the public register


9

Step 9:
NTA provides ID display card

NTA and An Garda Síochána recently conducted joint enforcement operations in Dundalk, Co. Louth and Cork City. Both initiatives led to the seizure of vehicles found to be operating for hire or reward without the required licences or insurance.

NTA emphasises the importance of industry members reporting any incidents of unlicensed activity. Such reports enable NTA to maintain a fair and competitive environment within the industry while enhancing public safety.

By working together, NTA and industry stakeholders can ensure a level playing field for compliant operators and safeguard the trust of the public.

**An Garda Síochána Louth**
2d · 🌐

Joint AGS/NTA operation

Dundalk Roads Policing Unit teamed up with one of the national transport authority taxi compliance officers. This vehicle and driver was detected for operating for hire/reward without a valid taxi licence and taxi driver licence and insurance.

The vehicle was seized and a court appearance will follow in due course





The driver of this car was detected as operating for hire or reward without a valid taxi vehicle or driver license at Cork Airport on Sunday thanks to our joint Compliance Operation with Cork City and the National Transport Agency. The operation was conducted as a test purchase.

The vehicle has been seized and court proceedings are to follow.

#KeepingPeopleSafe



During a recent audit, a taxi driver was observed operating without a roof sign while collecting a passenger. When queried, the driver said they believed the roof sign could be removed for journeys over 30km, based on advice they had received from another industry member.

NTA wishes to clarify that there is **no exemption** that allows the roof sign to be removed during hire. The only concession available is when a journey exceeds 30km, the roof sign **may be positioned length-ways—but it must remain on the vehicle.**

Drivers are reminded to ensure they are fully familiar with SPSV display requirements to remain compliant.



Cashless Payment Devices

Taxis are required to be equipped with a functioning cashless payment device.

This means a physical electronic payment device accepting contactless payments **AND** a PIN with a magnetic stripe or chip.

The use of mobile phones without the cashless payment device is not sufficient and can result in a fine.



SPSV Grants Updates

eSPSV Grant 2025

Round 1 of the eSPSV Grant Scheme proved to be massively successful and was closed to applications on the 13th of March after nearly 2,000 applications were received.

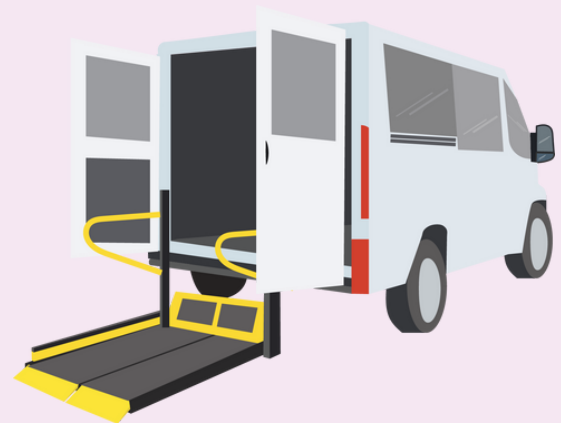
As noted by the Department of Transport when closing the Scheme in March, the 2025 Scheme may reopen once the initial applications have been processed and the grant spend is known.

Should the Scheme reopen, eSPSV applicants are reminded to pay close attention to their grant offer timelines as extension may not be available. Grant offer recipients should ensure they only look to purchase an electric vehicle that can be licenced within the available timelines.

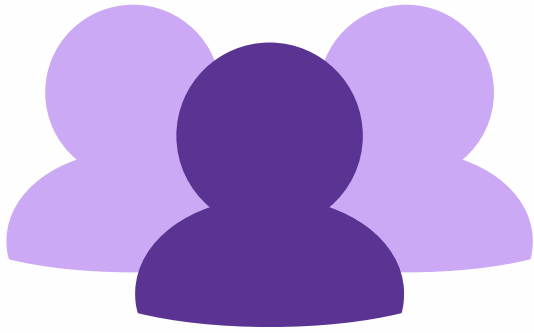


WAV Grant 2025

NTA continues to process applications to Round 1 of the WAV Grant Scheme 2025, as preparations for Round 2 commence. As set out in our earlier updates, Round 2 is planned to open in July and NTA will provide notice of the opening date via the [Latest News for SPSV Operators](#) section of our website.



For any NTA SPSV Grant Scheme, if you wish to apply, you must be fully prepared on the day the grant opens. This means ensuring you have read and understand the associated terms and conditions and application criteria, which may have changed since the last application round.



ACCESSIBILITY INFORMATION

Improper use of your WAV Wheelchair Space

NTA reminds drivers of wheelchair accessible vehicles that the designated wheelchair space must be always kept clear. The improper use of this space, such as storing a spare tyre or other equipment, violates regulations and makes it more difficult for you to provide safe and accessible transport for wheelchair users.

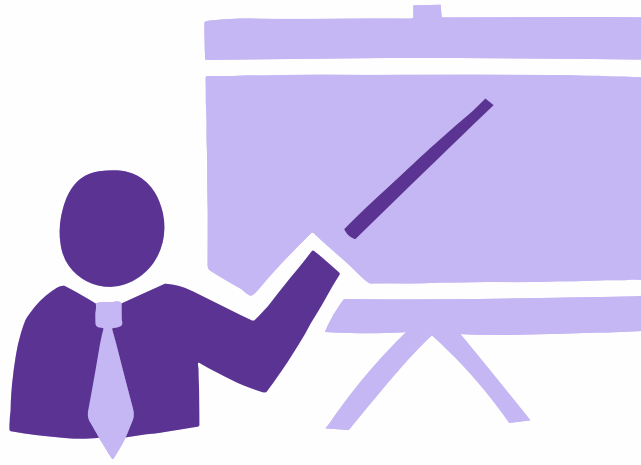
Ensuring that this area is unobstructed is not just a regulatory requirement; it's a vital part of maintaining an inclusive and accessible taxi service for all passengers.

WAVs found to be in breach of these regulations may attract a fine of €100.

For full details on WAV requirements, please visit:

<https://www.nationaltransport.ie/taxi/vehicle-licensing/wheelchair-accessible-vehicle-requirements/>





WAV Training - Update

Since 1st January 2025, NTA has extended its WAV Training to all licence holders, not just WAV Grant Scheme recipients. The response amongst non-WAV Grant Scheme applicants has been hugely positive, resulting in limited training places being available in the short term. While WAV Grant Scheme applicants are being prioritised, NTA is working hard to respond to the positive demand and will make additional training places available in due course.

In the interim, NTA is taking details of those operators who wish to avail of this free training so we can allocate places once they become available. We would ask all operators to continue to express their interest, so that we can plan for the required numbers.

NTA will update industry members further once new training places are available and will contact all those on the waitlist first. In the meantime, NTA thanks all those who have been in contact and appreciates your patience.

CUSTOMER SERVICE

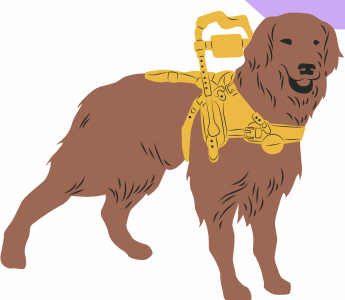


Assisting a customer who is blind or visually impaired

When assisting a customer who is blind or visually impaired, please ensure to be respectful and offer them clear support. Here are some best practices tips to providing a professional SPSV service:

- Walk up to the person and stop at their right-hand side (the Guide Dog or Assistance Dog will always walk on their owner's left side).
- Introduce yourself to the person and look at and speak directly to them. Ask if they would like some help or directions on getting into the car – they may not.
- If yes, continue to speak with the passenger: offer them your arm, do not take theirs; let them know how far away the door is or if they are approaching kerbs, steps or obstacles; say which way the car is facing, and place the person's hand on the door/handle, if they ask for this help.
- Push forward the passenger seat as far as it will go, so that the Guide Dog or Assistance Dog has plenty of room to curl up in the back seat foot well next to their owner.
- During the journey drive smoothly. Tell the passenger the fare on the taximeter or any discounted fare you may have agreed.

Drivers must carry guide dogs, assistance dogs and mobility aids for passengers who need them at no extra charge. Remember, guide/ assistance dogs are working dogs, so do not be tempted to distract them – do not talk to, pet or feed them.



SPSV PROFESSIONAL DRIVERS

Delivering quality customer service every time



PROFESSIONAL COMMUNICATION

Good passenger experience has a big impact on customer satisfaction



CLEANLINESS AND HYGIENE

First impressions matter. Ensure a neat car & smart dress



RESPECT AND COMFORT

Listen, drive safely & be considerate to passenger needs

1

Start of Journey



- Always greet customers
- Confirm route
- Give options
- Ensure no loud music or noise
- Help passengers with luggage
- Assist passengers with additional needs

2

Throughout Journey

- Converse appropriately
- Respect the right to silence
- Avoid personal questions
- Do not use offensive language
- Avoid controversial topics
- Do not take personal calls
- Drive safely at all times

3

End of Journey

- Explain the fare if necessary
- Give a receipt
- Offer reasonable assistance with luggage
- Offer assistance to customers with additional needs
- Wait until passenger is at a safe distance from vehicle before driving away

