

SPSV

INDUSTRY UPDATE

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INDUSTRY INFORMATION LINE: 0818 064 000



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Changes to the SPSV Driver Entry Test

NTA has updated the Area Knowledge module of the Small Public Service Vehicle (SPSV) Driver Entry Test, with the new module going live on Oct 1st 2025



NTA engaged with SPSV driver licence applicants, booking service providers and passengers to find the appropriate level of county knowledge an SPSV operator should have. The findings showed that, while passengers still expect drivers to have a higher-than-average understanding of local geography, the use of online maps is now widely accepted.

As a result, the updated Area Knowledge module will place less emphasis on memorising specific routes and street names and instead focus on knowing the popular and important locations.

Included	Removed
Motorways	Road numbers (except motorways)
Towns, Villages, Neighbourhoods, Regions	Housing estates
Tourist attractions, landmarks	Post offices
Hospitals and rapid clinic locations	Garda stations
Third level institutions including ETBs	Primary and secondary schools
Sports facilities	County council buildings
Music and Theatre venues	Business campuses
Entertainment and Shopping Centres	Route memorisation (except travel between towns/neighborhoods)
Well-known restaurants, bars, and hotels	
Transport hubs (airport, train, bus)	
Major street names, one-way systems and city routes (urban centres only)	

Questions on post offices, Garda stations, business campuses, road numbers (apart from Motorways), schools (apart from third level institutions), housing estates and county council buildings will no longer be asked. While there are questions on key street names and one-way systems for main urban areas, all other route questions will focus on travelling between towns and villages or neighbourhoods.



To support this update, the 8th edition of the SPSV Industry Manual, including updates to the 'Finding Your Way Around' chapter is available on NTA's website, ahead of its introduction on 01 October 2025, giving applicants time to prepare. The current version (Edition 7.8) will remain available and valid for tests until that date.

Edition 8.0 – July 2025

THE OFFICIAL MANUAL FOR OPERATING IN THE SPSV INDUSTRY



www.nationaltransport.ie for more information



Disability Awareness Training & Service Obligations Update



**Disability awareness training – free
to all operators**

NTA reminds you that free practical training on the use of WAVs is available to all industry members. The interest in this free training has exceeded expectations and we are adding further sessions to ensure all those interested are offered a place.

The course includes hands on, practical training on the carriage of wheelchairs, including lifting and clamping equipment.

If you had contacted us and asked to be placed on a wait list, there is no need to contact us again. We are working through the list of names and contacting all those on it with an offer of training, and you will hear from us soon.

To secure a place, call the Information line on 1818 064 000.



No excuses – all wheelchair taxi and hackney drivers must provide and prioritise services to wheelchair users

Holders of WAVs licences have legal obligations to provide services to wheelchair users. Operators must prioritise bookings for persons with disabilities, including persons who wish to travel in their wheelchairs. NTA urges all licence holders to uphold these standards to ensure accessible transport for all.

These obligations applies to everyone who operates a WAV - regardless of whether the driver has completed the NTA WAV training or not. Non-provision of the service can have a serious impact on the daily lives of persons with disabilities. This is reflected by the NTA fine of €250 for refusing to carry wheelchair users.

If you operate a wheelchair taxi or hackney, free training is available from NTA. Even if you attended training before, you are encouraged to do it again if you would like a refresher or are unsure of any aspect of the carriage of your passengers.

Dispatch Operator Reminders



All dispatch operators must hold a valid licence, renewed annually. They must also keep contact and trading details up to date and notify NTA of any changes within 14 days.

Dispatch operators are required to keep an up-to-date list of all affiliated drivers and vehicles and maintain clear records of all bookings and complaints. Bookings must only be assigned to drivers and vehicles with valid SPSV licences.

A transparent complaints procedure must also be available to NTA on request.

NTA is actively carrying out on-the-spot inspections and audits nationwide to check compliance with these requirements.

Action Required! Review your current licence status, booking procedures, and complaints process to ensure full compliance. If in doubt, contact NTA at taxis@nationaltransport.ie.

Advice on Tinted Windows



Operators of SPSVs are reminded of the legal requirements for window tinting.

By law, any window adjacent to a passenger seat or a wheelchair space, excluding the front and rear windscreens, must allow a minimum of 70% visible light transmission.

Non-compliance may result in a fixed payment notice of €100 and an instruction to have the vehicle pass a suitability inspections before being allowed to continue to operate as an SPSV.



**I have received a fine, how
can I pay?**



**All fines can be paid by calling the SPSV
Information line on 0818 064 000.**

If unpaid after 28 days, a fine increases by 50%.

**All fines must be paid within 56 days. If payment
isn't made within that period, the Fixed Payment
Notice (FPN) enters pending prosecution, and the
driver will receive a court summons.**

Not renewing your vehicle licence?

If your licence expires and you do not renew, and have not booked a suitability inspection, you must complete the following within 21 days:

- Return the tamperproof discs and vehicle licence certificate to NTA.
- Remove all taxi signage if the vehicle will no longer operate as a taxi.



Return documentation to:
National Transport Authority
SPSV Licensing Section
PO Box 436
City North Business Park
Tuam Road, Galway

Is your vehicle licence
currently being operated by
someone else?

Vehicle Licence Holder Obligations - RENTING

Any vehicle licence holder
providing the rental must notify
NTA.

This can be done using NTA's online system, or by calling the SPSV Information Line on 0818 064 000. SPSV Regulations permit a vehicle licence holder to rent a licensed vehicle to another person. The person providing the rental must own the vehicle or be entitled to use it as an SPSV, and provide appropriate insurance for the period of the rental. They must also ensure that the driver holds a valid SPSV Driver Licence.

The driver renting the vehicle must ensure they create a driver to vehicle link before operating.

If driving a WAV, they must also prioritise journeys for WAV users.

Note also that only the SPSV licence holder can make suitability inspection bookings. NTA cannot discuss the particulars of an SPSV licence with anyone other than the licence holder.

Lost tamper proof discs? TP1 vs TP2 Forms - which one do you need?

When attending a renewal or change of vehicle inspection, old tamper proof discs must be returned. For most licence holders, the discs will be on the windows of the vehicle and the inspector will remove them on the day.

If that is not the case, and you are unable to return the tamper proofs at an inspection, you will need to show proof that they were properly destroyed:

TP1 Form :

Used when discs are lost or damaged with a valid reason.

Examples include vehicle theft (must be reported to An Garda Síochána) and broken windscreen (requires a letter from the replacement company).

The TP1 form can be downloaded from the NTA website.

TP2 Form:

Used when there is no accompanying documentation to show why a disc is lost.

This form must be requested directly from the NTA and includes a €50 replacement fee.

Frequently Asked Questions



Why am I receiving tax clearance letters?

As an SPSV driver licence holder, you must remain tax clear with the Revenue Commissioners for the full duration of your licence. If your tax status changes, you'll receive a reminder calling on you to resolve the issue as soon as possible.

I've received my paper licence (PSV17) but not my ID cards.

Once An Garda Síochána has processed your paperwork and shared the updated licensing information with NTA, your new ID card and Smartcard will be issued and should arrive within 10–12 working days.

We advise all licence holders to start the renewal process 3 months before their licence expires to avoid any delays. If you complete a renewal after your licence expired, you cannot operate until you have received the paper licence (PSV 17) from An Garda Síochána.

I have received a message that my link is broken. What actions am I required to take?

If a driver-to-vehicle link is broken, you will be notified via your registered email.

To continue operating, you must re-establish the link. This can be done using the SPSV+ app, SMS, or by calling the SPSV Information Line (08180 064 000),

Maintaining the link is your responsibility. Operating a vehicle without a valid link may result in a fixed penalty notice.

Respect on the line: A reminder to all callers

Our call centre advisors are here to help, but respect is a two-way street.

We understand that issues can be frustrating, and emotions may run high. However, being rude, aggressive, or disrespectful to our staff is not acceptable. Our advisors are trained to assist professionally and courteously, and they deserve the same in return.

If a caller becomes abusive or disrespectful, our advisors are authorised to terminate the call.

Let's work together to keep conversations constructive and respectful. A little patience and kindness go a long way.





United Against Racism: A Message for Ireland's SPSV Community

As part of the wider public transport network, SPSV drivers play a vital role in shaping the experience of passengers across Ireland. That's why the National Transport Authority (NTA), in partnership with Transport for Ireland (TFI) and the Immigrant Council of Ireland (ICI), continues to champion the message: "We're for what unites us."

This campaign reminds us that public transport is for everyone, regardless of background, culture, or belief. It's a call to action for all transport operators, including SPSV license holders, to stand together against racism in all its forms.

Racism Can Take Many Forms

It may be threatening, abusive, or disguised as a joke. Racism exists at every level of Irish society. You've seen it. You've heard it. And as drivers, you're often on the frontlines of it.

What You Can Do?

You are uniquely placed to make a positive impact. As an SPSV driver you can help create a safe and welcoming environment for all.

Be an Ally: Speak up if you witness racism. Your voice matters.

Know Your Rights: If you experience racism, report it. The Immigrant Council offers support and guidance on how to respond.

Lead by Example: Treat every passenger with fairness and respect. Your professionalism sets the tone for the entire journey.

Why It Matters

SPSV drivers are ambassadors of Irish hospitality. By standing united against racism, you help ensure that Ireland's transport system remains inclusive, respectful, and safe for all.

Let's continue to drive change, one journey at a time.