



SPSV Regulation Strategic Workplan 2026-2028

Presentation to Advisory Committee on SPSVs
May 2026



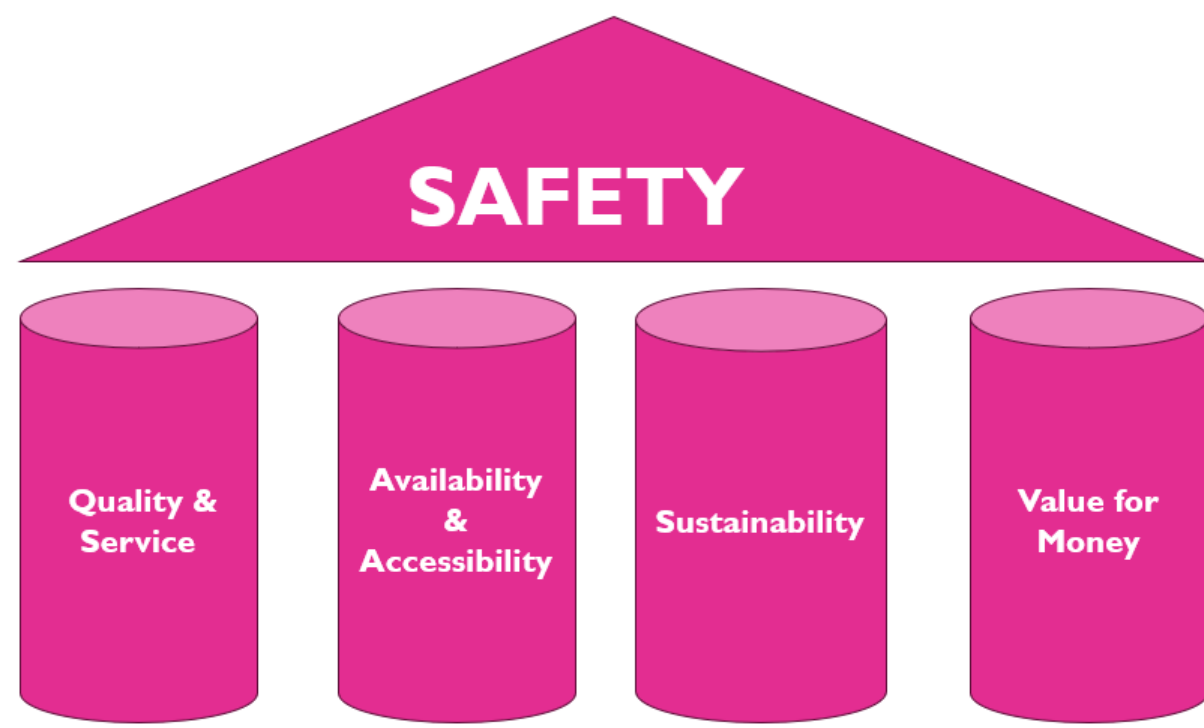
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SPSV Regulation - Our Mandate



The Strategic Context - Overview



1. The NTA Strategy for the period 2026-2030, as well as other relevant Government Strategies
2. Our achievements, learnings and insights in implementing the 2013 Taxi Regulation Act
3. Evolving passenger needs and demands, including in relation to accessibility
4. The impact on the SPSV sector of changes in technology, business models and opportunities for greater environmental sustainability
5. The recent recommendations from the Advisory Committee on SPSVs



Responding to a Changing Environment



1. The **market has fundamentally changed** in the last 10 years with the advent of app-based dispatch operators – we will update our 2015 regulations to keep pace. Our review of dispatch operator regulations is under way.
2. The opportunity to **gather and utilise operational data** and better understand the market now exists. Through both dispatch operators and through an analysis of smart meter capability, we will consider options in this regard, looking for cross-NTA benefits.
3. SPSVs can, like other traffic, damage air quality and produce greenhouse gases. There is now a significant opportunity for SPSV policy to contribute in **climate action**.
4. We have revised our Local Area Hackney scheme to better **contribute to rural transport needs – launched 1 April 2026**
5. We have succeeded in partnership with the sector in establishing a significant WAV fleet – we will now plan to review and consider options to improve **WAV service provision**.



Building on Success



1. A detailed and effective **SPSV licensing system** has been established over the last 20 years. This multi-faceted system involves processing significant volumes of transactions, maintaining complex databases and daily service provision to SPSV drivers. **Investing in technology** as well as workforce will ensure better services levels, for instance through web-based services to drivers. We continue to invest in **driver education and training**.
2. We will update our **vehicles standards and vehicle inspection requirements** – central to passenger safety.
3. Our enforcement framework results in high levels of SPSV inspection, and we take frequent enforcement actions. Through greater focus on use of **digital tools**, including through automation, better intelligence gathering and supervision of advertising, we can guarantee higher levels of passenger safety and satisfaction.
4. Through maintenance of our ‘maximum fares’ framework, we **maintain a competitive and passenger-centric fares model**, where there is much room for innovation in service, but with overarching consumer protection and transparency. We will continue to update this in light of economic trends and the need to continue to attract SPSV drivers.



Building our Capacity



1. To deliver this workplan we need to **gather and analyse data** to a much greater extent
2. We will focus more on the **use of technology**, including in our enforcement work
3. Our **staff and external partners** are central to all we do. We will continue to build staff competence and knowledge, in line with our changing focus
4. We will continue to **develop our communications** and stakeholder engagement processes, including through the Advisory Committee



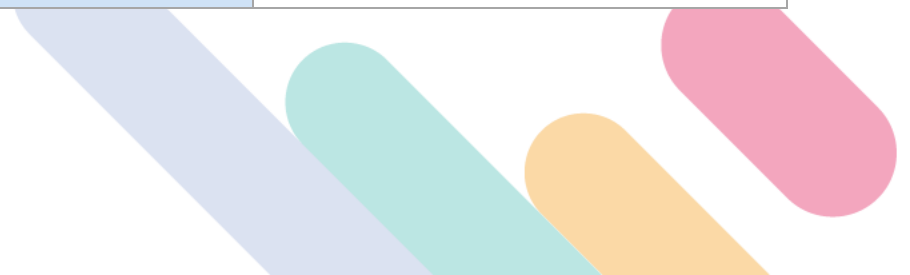
Strategic Workplan 2026-28 (I)

Workstream	2026	2027	2028
Local Area Hackney			
Dispatch Operator Regulations			
Max Fare Review Regulations			
Enforcement Framework Redesign			
eSPSV Framework Review and Regulations			
Smart Meter Research and Pilot			
Advertising Regulations			



Strategic Workplan 2026-28 (II)

Workstream	2026	2027	2028
WAV Services Review			
SPSV Accessibility Review			
Driver Training and Education			
Online Licence Management Platform			
Review Vehicle Safety and Standards Requirements			
Legislative Framework Review			



Meeting the TAC Recommendations



Recommendations by Category	NTA Position	Proposed NTA Workplan Action
Data Collection	Agree	Dispatch operator review Smart meter pilot
SPSV Availability	Agree	Survey work LAH review Local Knowledge Test review Driver training
Vision for SPSV Sector	Agree	Strategic workplan WAV service review Wider NTA focus in integration
WAV Services Data	Agree	Research Stakeholder engagement WAV service review Dispatch operator review
Public Service Obligation	Not a regulatory matter	Will raise with other stakeholders