

SPSV Bulletin 2025

August 2026

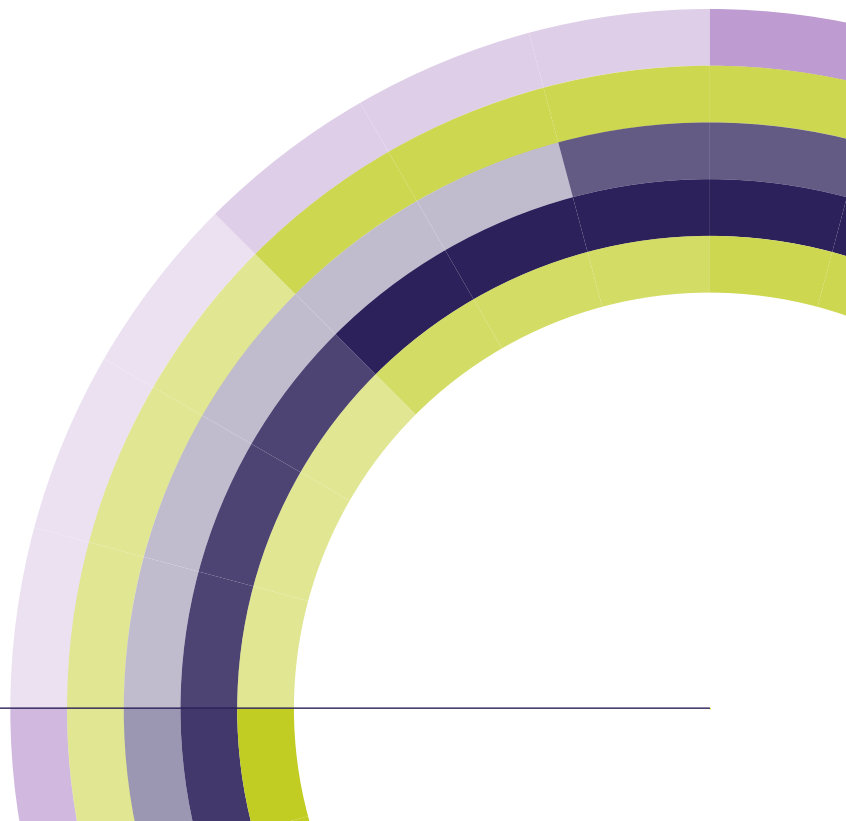


Glossary

Booking App	Software on a mobile phone or computer to allow potential hirers to book SPSV journeys by creating a contract with third-party dispatch operators.
Dispatch Operators	SPSV booking service providers.
Electric Small Public Service Vehicle (eSPSV)	An eSPSV is an electric vehicle that is also licensed as a small public service vehicle.
Hackney	An SPSV which must be pre-booked and cannot ply for hire on the street or stand at taxi ranks. The fare for the journey must be agreed in advance with the customer. Hackneys may not use bus lanes, have branding, or be fitted with a taximeter or a roof sign.
Limousine	An SPSV which is evidently suited by reason of its style and condition to be used for ceremonial, corporate or other prestige purposes. It must be pre-booked and cannot ply for hire on the street or stand at taxi ranks. The fare must be agreed in advance. Limousines may not use bus lanes, have branding, or be fitted with a taximeter or a roof sign.
Local Area Hackney (LAH)	A hackney licensed only for a designated local pick-up area specifically to address transport deficits that would otherwise not be addressed in certain rural areas, particularly where lack of commercial viability means SPSV services are not provided.
Low Emission Vehicle (LEV)	Low emission vehicles produce fewer emissions than an average diesel or petrol fueled vehicle whilst operating. In Ireland, low emission cars are those with CO2 exhaust emissions of 50 g/km or less.
Maximum Permissible Age (MPA)	The maximum permissible age of an SPSV refers to the age of a vehicle beyond which that vehicle may not be licensed to operate as a taxi or hackney.
SPSV	Small Public Service Vehicle (Taxi, hackney or limousine).
Taxi	An SPSV that can: • ply for hire (be hailed on the street); and • stand for hire at taxi ranks; and • be pre-booked by or for a passenger. It must carry prescribed branding on its front doors and be fitted with a taximeter, printer and roof sign. It can use bus lanes when hired.
Wheelchair Accessible Hackney (WAH)	A hackney which meets several additional vehicle specifications designed to allow use by at least one person seated in a wheelchair with at least one other passenger.
Wheelchair Accessible Taxi (WAT)	A taxi which meets several additional vehicle specifications designed to allow use by at least one person seated in a wheelchair with at least one other passenger.
Wheelchair Accessible Vehicle (WAV)	An SPSV which meets several additional vehicle specifications designed to allow use by at least one person seated in their wheelchair with at least one other passenger.

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1

Introduction



About this SPSV Bulletin

Welcome to the National Transport Authority (NTA) 2025 SPSV Information and Statistical Bulletin on the Small Public Service Vehicle (SPSV) sector in Ireland. This document gives an overview of the NTA's activities as the SPSV regulator, and provides statistics for all SPSV categories (taxis, hackneys and limousines) and SPSV drivers.

What is a small public service vehicle (SPSV)?

In Ireland, SPSVs are public transport vehicles with seating for up to eight passengers in addition to the driver. There are three categories of SPSV:

- Taxi (standard and wheelchair accessible). An SPSV that can:
 - ply for hire (be hailed on the street); and
 - stand for hire at taxi ranks; and
 - be pre-booked by or for a passenger.

It must carry prescribed branding on its front doors and be fitted with a taximeter, printer and roof sign. It can use bus lanes when hired.

- Hackney (standard, wheelchair accessible and local area). An SPSV which must be pre-booked and cannot ply for hire on the street or stand at taxi ranks. The fare for the journey must be agreed in advance with the customer. Hackneys may not use bus lanes, have branding, or be fitted with a taximeter or a roof sign.
- Limousine. An SPSV which is evidently suited by reason of its style and condition to be used for ceremonial, corporate or other prestige purposes. It must be pre-booked and cannot ply for hire on the street or stand at taxi ranks. The fare must be agreed in advance. Limousines may not use bus lanes, have branding, or be fitted with a taximeter or a roof sign.

Who is the National Transport Authority?

The National Transport Authority (NTA) is a statutory non-commercial body. It was established by the Minister for Transport on 1 December 2009. It has a wide public transport investment, planning and implementation remit, including a statutory function to develop and maintain a regulatory framework for the control and operation of SPSVs and their drivers and associated services such as those provided by dispatch operators (booking app, telephone and walk-in).

What is the NTA's role in the SPSV Industry?

The NTA is the regulator for the SPSV industry. Acting under the Taxi Regulation Act 2013, as amended, the NTA designs and implements a regulatory, licensing and enforcement framework for the SPSV sector. Through the making of secondary legislation, after public consultation, the NTA shapes the rules governing commercial operators in the SPSV sector pursuing in particular passenger safety, passenger service, sustainability, accessibility and value-for-money outcomes. The NTA provides significant information to SPSV passengers and information and supports to drivers. The NTA's role includes granting, renewing, refusing and revoking licences for each vehicle and dispatch operator. The NTA also provides administrative support to An Garda Síochána in its role as the licensing authority for the SPSV drivers. The NTA runs an enforcement programme to ensure that vehicle and service standards are upheld and public confidence in SPSV services maintained. In this context, the NTA receives complaints from passengers in relation to their SPSV experience.

What regulations cover the SPSV sector?

The sector is regulated under the following acts and regulations:

- The Taxi Regulation Act 2013, as amended
- The Taxi Regulation (Small Public Service Vehicle) Regulations 2015
- The Small Public Service Vehicle (Emergency Measure Covid-19) (Expired Licence) Regulations 2021
- The Small Public Service Vehicle (Cashless Payment Facility) Regulations 2022
- The Small Public Service Vehicle (Fixed Payment Offences and Driver Licence Period) Regulations 2022
- The Taxi Regulation (Maximum Fares Order) 2024
- The Taxi Regulation (Taxi Maximum Permissible Age) Regulations 2025

What is An Garda Síochána's role in the SPSV Industry?

An Garda Síochána is the licensing authority for taxi, hackney and limousine drivers and, in that capacity, grants, renews, refuses and revokes SPSV driver licences. An Garda Síochána is responsible for vetting SPSV drivers to assess their suitability to provide individual transport services to the public. All members of An Garda Síochána are also Authorised Persons under the Taxi Regulation Acts and can investigate and prosecute all SPSV offences alongside the NTA's Authorised Officers.



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2025 Regulatory Update



New Regulations and Public Consultations

Public Consultations: Taxi Regulation (Taxi Maximum Permissible Age) Regulations 2025

In January 2025, the Programme for Government included an objective to “Extend the ten-year vehicle limit for taxis registered in 2015, offering another year of service”.

Following consultation with the Department of Transport and other relevant parties, the NTA commenced a public consultation on the maximum permissible age of 2015 registered taxis. 84% of respondents to the consultation agreed with the proposed change to the maximum permissible age regulations. The Taxi Regulation (Taxi Maximum Permissible Age) Regulations 2025 were subsequently enacted by the NTA with effect from 1 April 2025.

Public Consultations: Local Area Hackney Licensing Regulations

In October 2025, the NTA consulted on a range of updates to the Local Area Hackney (LAH) licensing regulations and processes, with a view to improving rural transport. Proposed updates included increasing the number of drivers allowed to operate the local hackney and giving the local community a greater say on the need for the services. (This work was completed in 2026 with the launch of a revised LAH scheme).

Information Campaigns and Surveys

Customer Information Campaign: Taxi Fares

In October 2024, the NTA launched a campaign to increase customer awareness regarding taxi fares. This ran across social media, radio and posters in public spaces. This campaign detailed consumer rights and the breakdown of the fare.

The campaign was rerun in October 2025. The full suite of campaign information remains available to the public at www.taxifares.ie.

Surveys: Taxi Driver Operating Hours

In November 2024 and 2025, the NTA surveyed SPSV drivers on the degree to which they chose to work during the peak, weekend hours. This survey followed calls from stakeholders to increase the number of SPSV drivers working these hours.

The survey results showed that newer SPSV driver licence holders are much more likely to work these hours than SPSV drivers that have held their licences for longer. With the recent, large increases in SPSV driver numbers, this indicates the weekend nighttime economy is being increasingly served by SPSV drivers.

The survey also showed that SPSV drivers who choose not to work midnight to 4am at weekends are increasingly doing so because they work alternative hours instead, with 54% of respondents providing this answer in 2025 compared with 18% the year before. Previously, concerns regarding personal safety and antisocial behaviour were the top reason for not working these hours, at 50% combined in 2024. This was down to 32% combined in 2025. This change indicates that there is sufficient work outside of these late hours to support SPSV drivers who chose not to work then.

SPSV Licence Holder Training

Wheelchair Accessible Vehicle usage

To enhance the accessibility of SPSV services, the NTA has provided free training on how to safely and securely carry passengers travelling in their wheelchairs to all recipients of the SPSV Wheelchair Accessible Vehicle Grant Scheme since it was introduced in 2014.

In 2025, the NTA extended this free training to all SPSV licence holders, including those who had previously completed the training and wished to receive a refresher to support their passengers.

SPSV Driver Entry Test Area Knowledge module update

The NTA reviewed the Area Knowledge module of the SPSV Driver Entry Test, with an updated module going live from 1 October 2025. A revised SPSV Driver Entry Test Manual was launched at the same time to support SPSV driver applicants preparing for their test.

Applying for an SPSV Grant

The NTA issues quarterly industry updates to SPSV licence holders to make them aware of relevant topics in the industry. In November 2025, following a significant increase in SPSV grant application numbers, the NTA issued a “Special Grants Edition”, to support new and existing licence holders entering the industry. The Edition provided answers to frequently asked questions and prepared applicants for the opening of the 2026 Wheelchair Accessible Vehicle and Electric SPSV Grant Schemes. The Special Grants Edition can be found online here: <https://www.nationaltransport.ie/news/spsv-industry-update-issue-70/>

Key Statistics

The key statistics provided in the remainder of this Bulletin are summarised in this section. For more information, please refer to the Tables and Figures indicated.

SPSV (Vehicle) Licences: New

2025 saw 1,368 new vehicle licences being granted by the NTA, the highest number granted in the last 10 years. See Figure 2 for more information. This included 430 non-grant aided and 450 grant aided wheelchair accessible taxis and hackneys.

SPSV (Vehicle) Licences: Total

At the end of 2025, the number of SPSVs was 21,170 a 2.9% increase on 2024. See Figure 1 for more information.

SPSV Driver Licence Numbers: New

2025 saw 1,893 new driver licences being granted by An Garda Síochána, the third highest number granted in the last 10 years after similarly significant increases in 2023 and 2024. See Figure 7 for more information.

SPSV Driver Licence Numbers: Total

At the end of 2025, the number of SPSV Drivers was 27,891, the highest seen in the last 10 years, and a 0.9% increase on 2024. See Figure 6 for more information.

Accessibility: Highest Number of Wheelchair Accessible Vehicles (WAV) in the SPSV Fleet

Under the Government’s National Sustainable Mobility Policy 2022 – 2025 Action Plan, the NTA committed to a 25% increase in wheelchair accessible vehicles in the SPSV fleet (3,250 at the end of 2021), by the end of 2025 (a target of 4,062). The NTA achieved this target in September 2024, and by the end of 2025 the fleet comprised 4,781 WAVs. See Figure 4 for more information.

Sustainability: Highest Number of Electric Small Public Service Vehicle (eSPSV) Grants

One of the NTA's strategic objectives is to transition the SPSV fleet to lower/zero emission technologies in line with the Department of Transport's National Sustainable Mobility Policy 2022 – 2025 Action Plan. In 2025, the Department of Transport's Electric Small Public Service Vehicle (eSPSV) Grant Scheme 2025, administered by the NTA, saw the highest number of grants issued (805) since its launch in 2018. See Table 5 for more information.

Sustainability: Highest Number of Low Emission Vehicles (LEV) in the SPSV Fleet

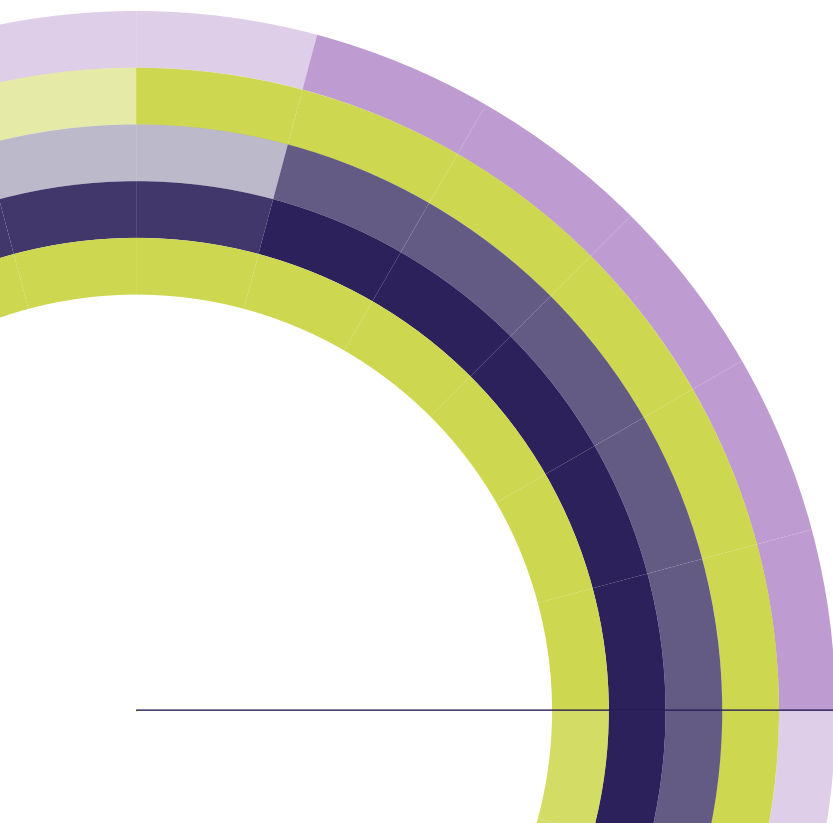
2025 saw 3,306 fully electric vehicles in the fleet, a 25% increase on 2024. See Table 6 for more information.

Compliance and Enforcement: Fixed Payment Notices

The NTA issued 1,043 Fixed Payment Notices (on the spot fines) in 2025. This is a 15% increase on 2024. 79% of Fixed Payment Notices issued were paid promptly in 2025, with the remainder being referred for court prosecution in the District Courts nationwide.

Compliance and Enforcement: Prosecutions

The NTA took 133 prosecutions in 2025 of which nearly half (47%) related to the operation of an unlicensed service. The NTA was successful in 90% of cases presented.



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SPSV (Vehicle) Licensing



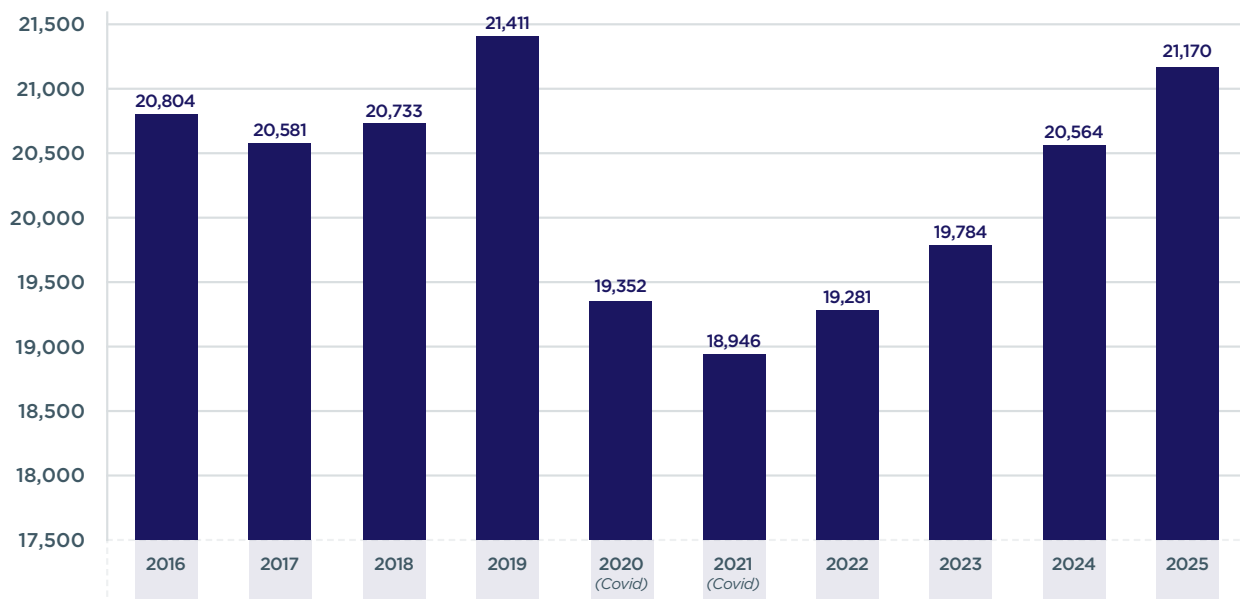
Small Public Service Vehicle Licences

Broadly speaking, all SPSV licences exist in one of three states:

- **Active:** Where SPSV licences are active, the associated vehicles are licensed and may be used for the carriage of passengers for hire or reward (all other regulatory requirements being met). See Figure 1.
- **Inactive:** This means that the SPSV licence has expired. However, the licence holder is entitled to apply for a replacement to recommence providing transport services, within 24 months of the expiry date.
- **Timed Out:** The SPSV licence can no longer be replaced having been actively surrendered or passively allowed to expire. A new licence application must be made to provide transport services.

At the end of 2025, there were 21,170 active taxi, hackney and limousine licences in the fleet. This represented a 2.9% increase in fleet numbers compared to 2024. Figure 1 illustrates the changes in SPSV licence numbers from 2016 to 2025.

Figure 1: Active Small Public Service Vehicle Licences by Year, 2016-2025



Inactive Status

A licence moves to inactive status if not renewed before its expiry date. An SPSV vehicle licence holder then has two years to apply for a replacement of the vehicle licence. Between 7% and 8% of vehicle licences are typically recorded in Inactive status, reflecting licence holders renewing late, taking a break from operating (particularly for holiday periods) or where rental agreements expire. This inactive number was higher during Covid but has reduced to normal levels since 2023.

Table 1: Average % of Inactive SPSV Licences, 2021-2025

Year	Average % of Inactive SPSV Licences
2021	14.8%
2022	13.4%
2023	8.4%
2024	7.1%
2025	8.0%

Vehicle Licences Issued

New SPSV licences can be granted for Wheelchair Accessible Taxis (WAT), Wheelchair Accessible Hackneys (WAH), Limousines and Local Area Hackneys (LAH) only. Figure 2 and Table 2 below reflect the number of new SPSV licences issued from 2015 to 2025.

Figure 2: New SPSV Licences Issued by Year, 2016-2025

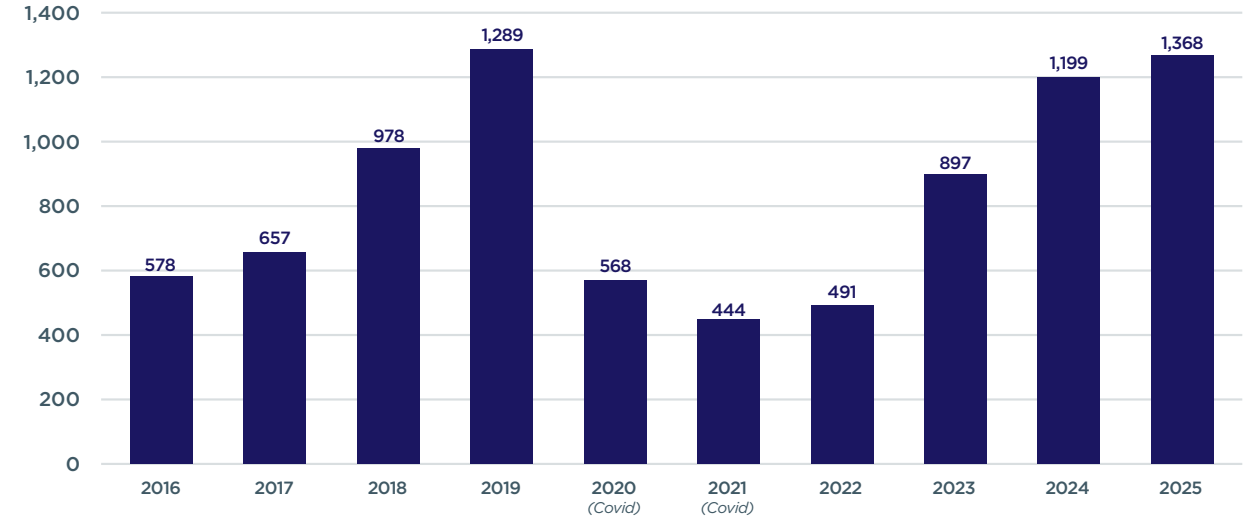


Table 2: New Vehicle Licences Issued by Year and Category, 2016-2025

Year	Limousine	Wheelchair Accessible Taxi	Wheelchair Accessible Hackney	Local Area Hackney	Total
2016	293	261	22	2	578
2017	290	345	21	1	657
2018	236	713	25	4	978
2019	309	944	28	8	1,289
2020	146	404	12	6	568
2021	122	292	27	3	444
2022	231	231	21	8	491
2023	427	438	23	9	897
2024	475	701	17	6	1,199
2025	490	859	15	4	1,368

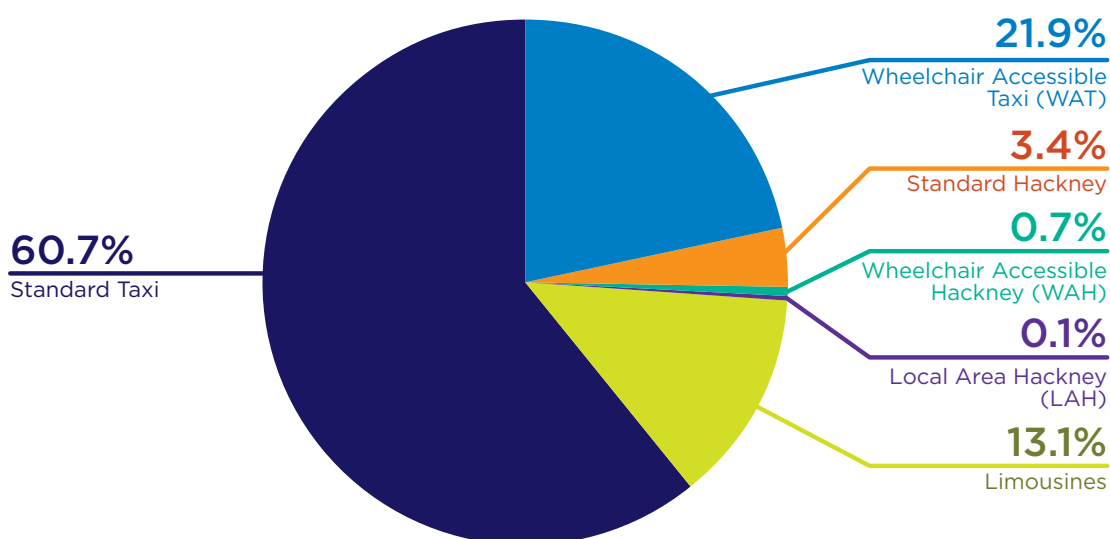
SPSV Fleet Profile

Table 3 and Figure 3 provide a breakdown of the overall makeup of the SPSV fleet from 2016 to 2025.

Table 3: SPSV Fleet by Vehicle Category by Year, 2016-2025

Year	Standard Taxi	Wheelchair Accessible Taxi (WAT)	Standard Hackney	Wheelchair Accessible Hackney (WAH)	Local Area Hackney (LAH)	Limousines	Total
2016	15,961	1,185	1,838	69	10	1,741	20,804
2017	15,490	1,471	1,631	84	11	1,894	20,581
2018	15,064	2,115	1,477	105	13	1,959	20,733
2019	14,863	2,951	1,349	119	19	2,110	21,411
2020	13,255	3,015	1,115	118	21	1,828	19,352
2021	12,861	3,118	1,025	132	21	1,789	18,946
2022	13,014	3,206	949	141	23	1,948	19,281
2023	13,028	3,506	861	155	26	2,208	19,784
2024	12,984	4,055	825	158	24	2,518	20,564
2025	12,854	4,627	728	154	24	2,783	21,170

Figure 3: SPSV Fleet Percentage by Vehicle Category, 2025



Accessibility

Under the Government's Sustainable Mobility Policy 2022 – 2025 Action Plan, the NTA has committed to a 25% increase in Wheelchair Accessible Vehicles in the SPSV fleet (3,250 at the end of 2021), by the end of 2025 (a target of 4,062). The NTA achieved this target in September 2024, and by the end of 2025 the fleet comprised 4,781 WAVs.

To support the accessibility of the fleet, the NTA's Wheelchair Accessible Vehicle (WAV) Grant Scheme was established in 2014. Since then, the Grant Scheme has assisted in funding 5,023 new or replacement/upgraded vehicles to year-end 2025. The 2025 WAV scheme opened on 2 January 2025. 519 grants were paid in 2025, an 18.5% increase on 2024. Each grant either brought a new vehicle into the fleet (450) or enabled the replacement of an older licenced vehicle (69). Table 4 below represents the grants issued each year from 2016 to 2025.

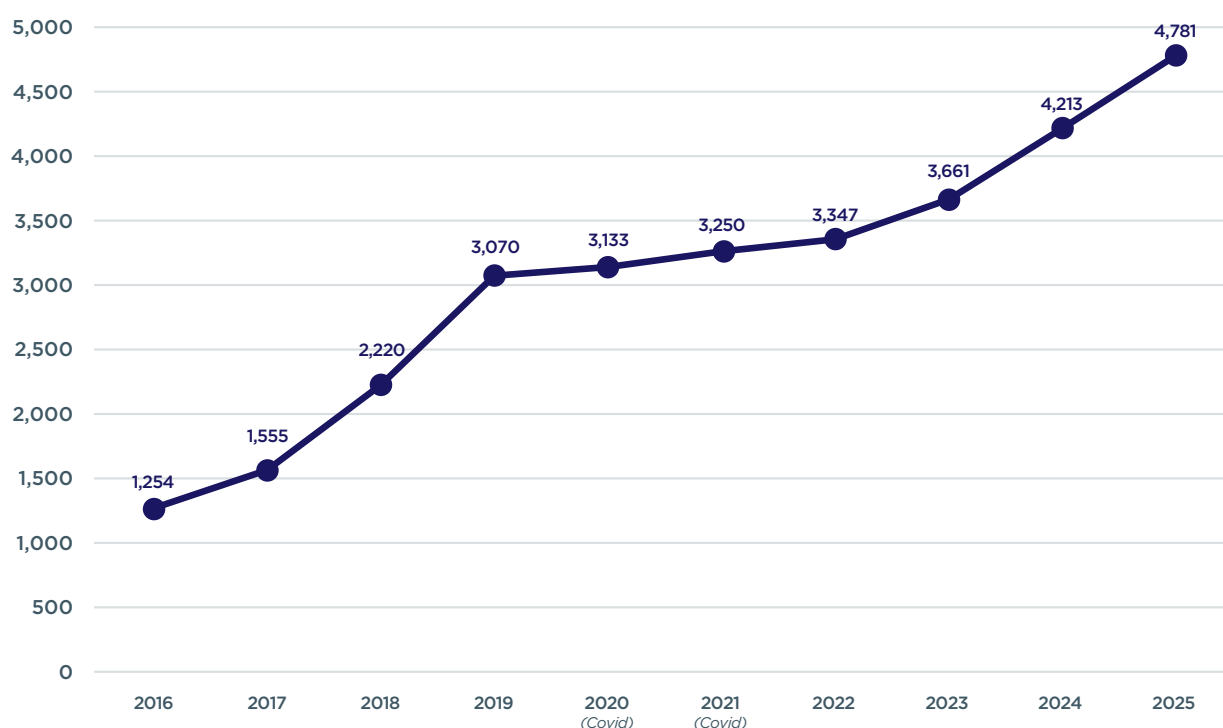
Table 4: Grant Assisted Wheelchair Accessible Vehicles, 2016-2025

Year	Grants	Capital	New WAV to fleet	Replacement of WAV within fleet
2016	335	€1,987,500	284	51
2017	284	€1,747,500	233	51
2018	761	€3,366,000	679	82
2019	1,039	€4,420,000	907	132
2020	264	€1,240,500	227	37
2021	379	€1,605,500	271	108
2022	312	€1,320,500	231	81
2023	411	€5,452,500	309	102
2024	438	€6,220,000	392	46
2025	519	€8,369,000	450	69

430 new wheelchair accessible taxi and hackney licences were also added to the fleet without grant support.

At the end of 2025, WAVs comprised 23% of the total SPSV fleet and 26% of the taxi and hackney fleet. Figure 4 below illustrates the growing number of WAVs in the fleet from 2016 to 2025.

Figure 4: Wheelchair Accessible Licences by Year, 2016-2025



Sustainability

One of NTA's strategic objectives is to transition the SPSV fleet to lower/zero emission technologies in line with the Department of Transport's National Sustainable Mobility Policy 2022 – 2025 Action Plan. To do this, the NTA aims to increase the number of sustainable vehicles in the SPSV fleet. The Electric Small Public Service Vehicle (eSPSV) Grant Scheme was available in 2025 once again, having originally launched in 2018. The grant scheme is administered by the NTA on behalf of the Department of Transport.

2025 saw €14.5 million in funding committed to this scheme by Minister for Transport and the highest number of grants issued (805) since its launch. Each grant either brought a new vehicle into the fleet (22¹) or enabled the replacement of an older licenced vehicle (783). Table 5 below represents the grants issued each year from 2018 to 2025.

¹New eSPSV licences here can comprise only electric wheelchair accessible taxis, electric wheelchair accessible hackneys, or electric limousines

Table 5: Overview of eSPSV Grant Scheme per Year, 2018-2025

Year	Grants	Grants - Finance	New eSPSV	Finance	Replacement eSPSV	Finance
2018	46	€279,000	3	€12,000	43	€267,000
2019	35	€189,000	2	€8,500	30	€180,500
2020	20	€159,000	0	€0,000	20	€159,000
2021	689	€13,332,500	1	€20,000	688	€13,312,500
2022	636	€11,900,000	4	€50,500	632	€11,849,500
2023	653	€12,009,500	16	€185,000	637	€11,824,500
2024	753	€13,388,500	28	€282,500	725	€13,106,000
2025	805	€14,349,500	22	€239,500	783	€14,110,000

At the end of 2025, there were 3,306 fully electric vehicles in the fleet, a 25% increase on 2024 with each year showing steady growth, as represented in Table 6 below.

Table 6: Low Emission Vehicle (LEV) Numbers, 2020-2025

LEV by Fuel Type:	2020	2021	2022	2023	2024	2025
Diesel/Electric	0	0	0	0	28	58
Petrol/Electric	2,341	2,763	3,494	4,225	5,087	5,941
Electric	78	674	1,369	1,981	2,638	3,306
Plug-In-Hybrid	35	37	45	55	143	505
Total	2,454	3,474	4,908	6,261	7,896	9,810

Vehicle Age Profile

Under the 2015 SPSV Regulations, taxis, hackneys and local area hackneys must be less than 10 years old to operate. Wheelchair accessible taxis and wheelchair accessible hackneys must be less than 15 years old to operate. Emergency regulations enacted in 2022 provided for limited extensions to these terms. A further extension to a limited subset of taxis was provided for in 2025 in line with the Programme for Government. Such extensions will fall away from 1 January 2028. There is no maximum permissible age set for limousines due to the vintage nature of many of these vehicles.

Table 7: Age Profile of Taxis, Hackneys, Limousines and WAVs (excluding LAHs)

Vehicle Age	Hackney	Limousines	Taxi	WAH	WAT	Total	Percentage
< 1 year of age	41	184	889	6	530	1,650	7.8%
1 to < 2 years of age	26	139	912	8	269	1,354	6.4%
2 to < 3 years of age	50	134	980	16	381	1,561	7.4%
3 to < 4 years of age	46	139	1,193	7	154	1,539	7.3%
4 to < 5 years of age	58	137	1,310	9	164	1,678	7.9%
5 to < 6 years of age	58	145	980	12	315	1,510	7.1%
6 to < 7 years of age	83	229	1,295	17	443	2,067	9.8%
7 to < 8 years of age	78	239	1,002	24	462	1,805	8.5%
8 to < 9 years of age	92	311	1,073	18	431	1,925	9.1%
9 to < 10 years of age	78	241	824	15	348	1,506	7.1%
10 to < 15 years of age	108	525	2,324	20	1,092	4,069	19.2%
15+ years of age	10	360	72	2	38	482	2.3%
Total	728	2,783	12,854	154	4,627	21,146	100.0%

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SPSV Driver Licensing



The first step in becoming an SPSV Driver is to pass the SPSV Driver Entry Test. The purpose of the national SPSV Driver Entry Test is to offer any potential licenced driver the tools needed to provide an effective and efficient service to the public. The Test is designed to verify that all new entrants to the industry:

- are familiar with the regulatory framework in which the SPSV industry operates as outlined in The Official Manual for Operating in the SPSV Industry; and
- have a good working knowledge of the county in which they wish to operate taxi services.

Since its introduction in July 2009, 26,884 candidates have attempted the test with 72.2% of candidates passing. The average test attempts for those who passed remains 2.8, with 36% doing so on the first attempt and 25% on the second in 2025.

SPSV Driver Entry Test: Area Knowledge Module Review

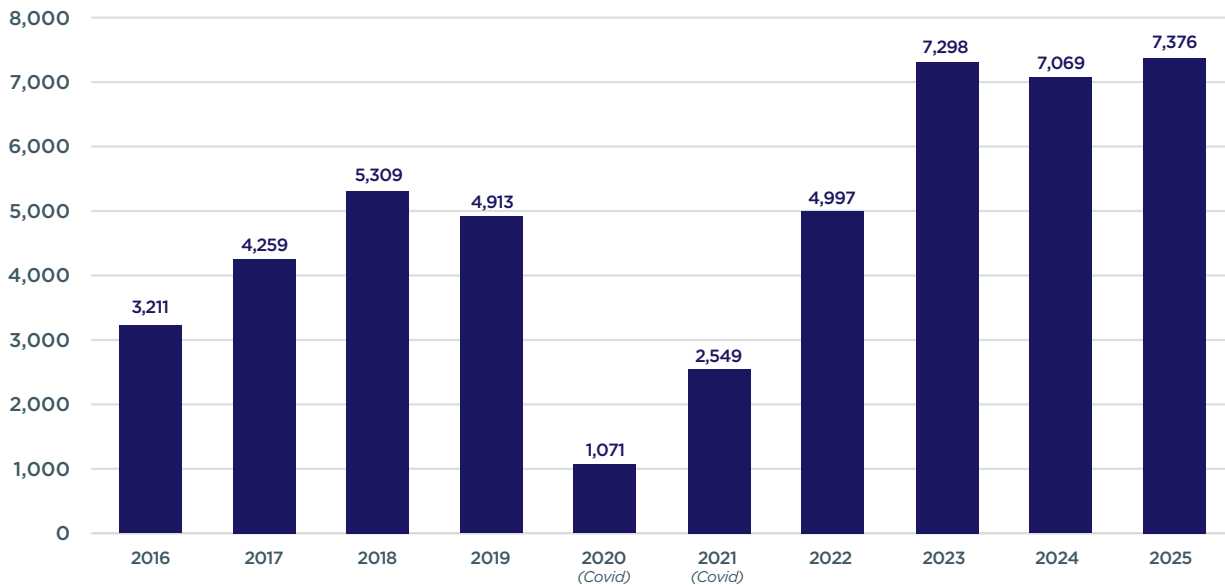
In 2025, the NTA reviewed the Area Knowledge Module of the SPSV Driver Entry Test to account for SPSV drivers' use of online maps. The review included carrying out workshops with SPSV passengers, SPSV drivers and dispatch operators, with the outcomes of these workshops feeding into changes to the module. The updated Area Knowledge module, which subsequently went live on 1 October 2025, places less emphasis on memorising specific routes and street names and instead focuses on knowing the popular and important locations. These include:

- Motorways
- Towns/ villages / neighbourhoods/ regions
- Tourist attractions/ landmarks
- Hospitals/ rapid clinic locations
- Third level institutions including ETBs
- Sports facilities
- Music & theatre venues
- Entertainment centres/ shopping centres
- Well known restaurants, bars and hotels
- Transport hubs (airport, train, bus)
- For urban centres: major street names, one-way systems and city routes

SPSV Driver Entry Test Results

2025 saw 7,376 individual SPSV Driver Entry Tests completed, this is an average of 591 tests per month.

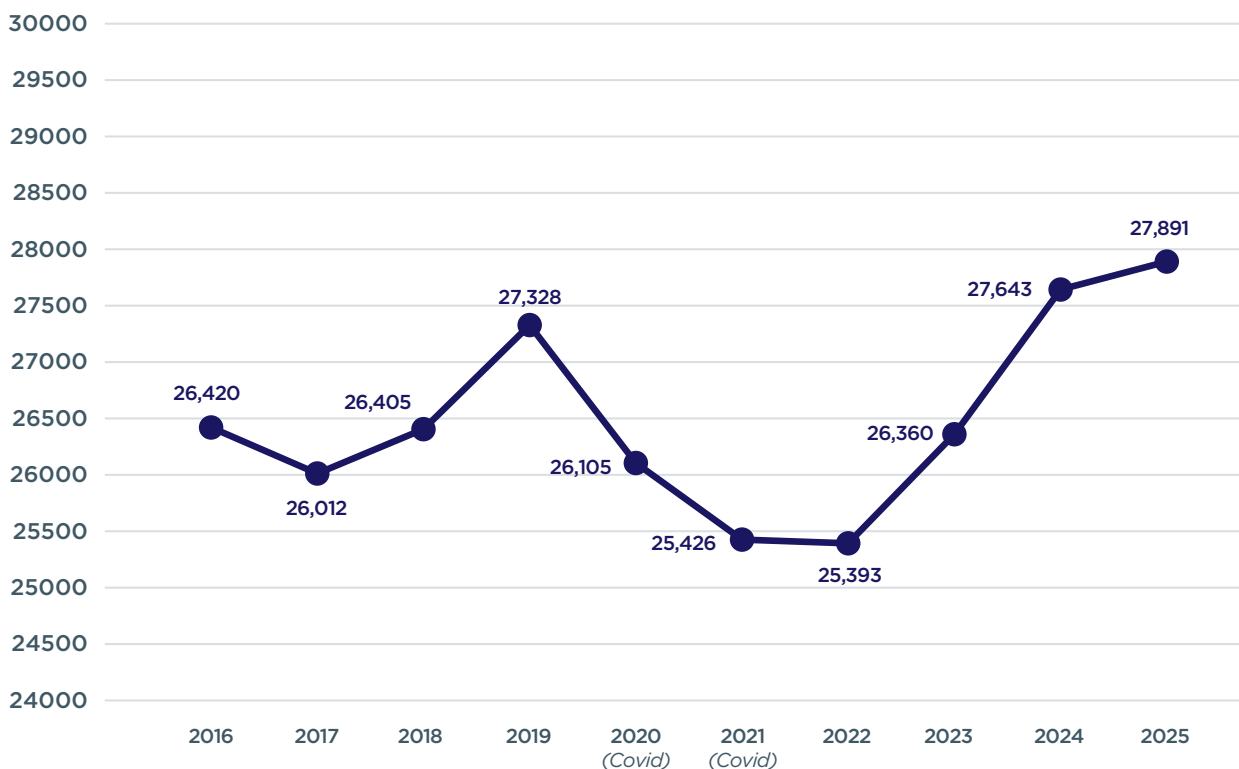
Figure 5: SPSV Driver Entry Tests Delivered, 2016-2025



SPSV Driver Licensing

At the end of 2025, the number of SPSV Drivers was 27,891, the highest seen in the last 10 years, and a 0.9% increase on 2024. The majority of drivers (61%) are entitled to stand and ply for hire (can be hailed on street or pick up at a taxi rank) in Dublin. On the condition that a journey is prebooked, a taxi driver can operate anywhere in the country. NTA's 2024 taxi user surveys tell us that 64% of journeys are now prebooked – by telephone or online/app.

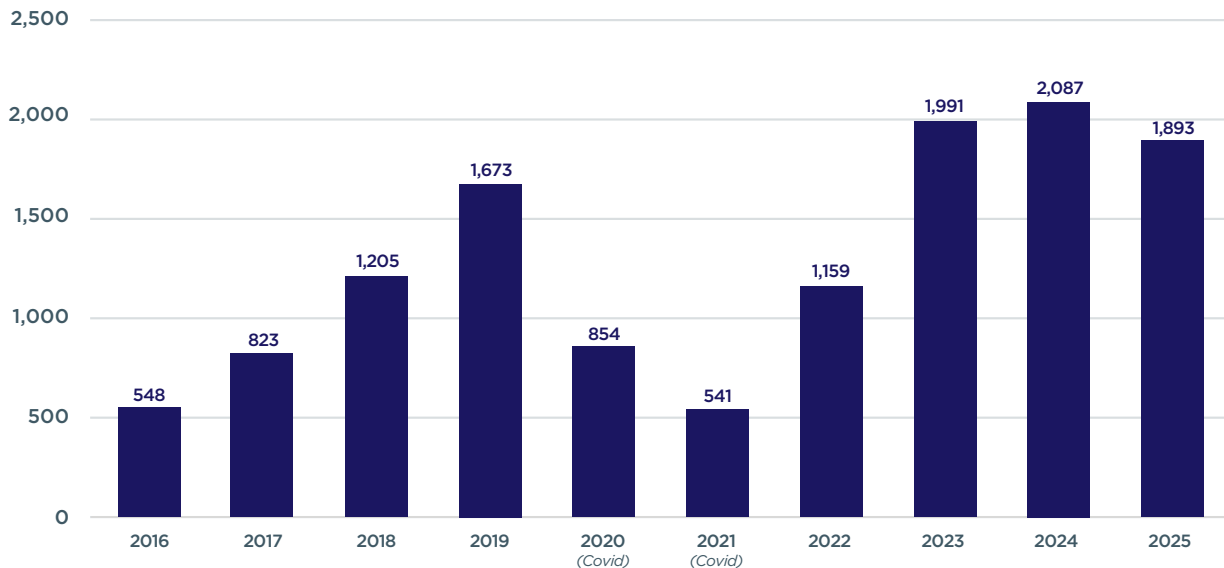
Figure 6: Active SPSV Driver Licences by Year, 2016-2025



New SPSV Driver Licences

2025 saw 1,893 new SPSV driver licences granted by An Garda Síochána, the licensing authority for SPSV drivers, an average of 158 per month and the third highest number of new licences issued on record. Of those newly added SPSV driver licences, 62% relate to new applications to drive in Dublin.

Figure 7: New SPSV Driver Licences Issued, 2016-2025.



SPSV Driver Licences Renewals

The SPSV driver licence is issued for up to five years and therefore, every year will facilitate a certain number of renewals of those licences. The table below illustrates this cycle, where renewal rates year on year are generally comparable to the number of licences expiring at the five-year point; i.e. a 2015 licence falls to be renewed in 2020, 2016 in 2021 and so on.

2025 saw 95% of SPSV drivers due for renewal completing the process.

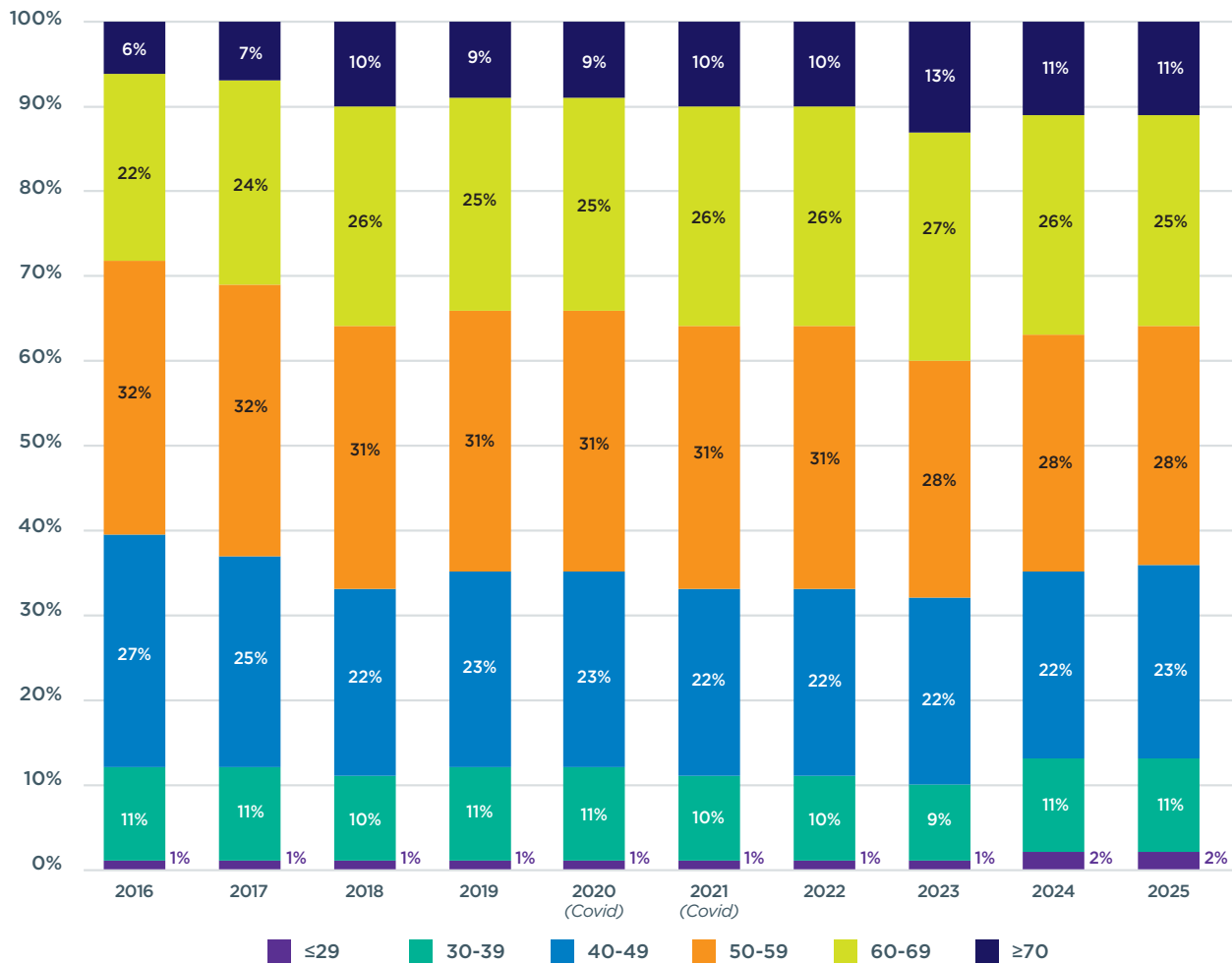
Table 8: SPSV Driver Percentage Renewals, 2021-2025

Year	Total Renewals Due	Total Renewals Actual	% that renewed
2021	5,915	4,724	80%
2022	5,322	4,618	87%
2023	5,179	4,341	84%
2024	4,094	3,799	93%
2025	6,610	6,253	95%

Driver Age Profile

Figure 8 provides the breakdown of the SPSV driver age profile for Ireland from 2016 to 2025.

Figure 8: SPSV Driver Age Profile, 2016-2025



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SPSV Contact Management



In 2025, the NTA provided responses in relation to SPSV queries to:

- A)** 200 individual queries from TDs, Senators, and Councillors;
- B)** 86 parliamentary queries from the Dáil and the Seanad;
- C)** 42 Freedom of Information requests;
- D)** 7 Office of the Ombudsman requests; and
- E)** 3 Subject Access Requests.

The NTA engaged with the industry by telephone, email, letter, industry newsletters and SMS, providing advice and assistance on all aspects of SPSV licensing and regulations. A full breakdown on these contacts, which totalled 1,502,690 in 2025, is provided in Table 9 below. Further to these methods the NTA also provided advice and assistance to the industry at the roadside, at inspection centres, through specific market research and surveys, and through its website.

Table 9: Breakdown of Industry Communications Issued, 2025

	Industry Updates	SPSV+ Alerts	Licensing Notifications	Total
Email	314,525	381,211	379,416	1,075,152
Post	0	305	14,746	15,051
SMS	389,372	23,115	0	412,487
Total	703,897	404,631	394,162	1,502,690

More than 150,000 telephone calls and 20,000 emails were received by the SPSV Contact Centre in 2025. Table 10 below details a breakdown of all calls and emails received for 2019 to 2025.

Table 10: SPSV Information Line Calls Handled by Year, 2019-2025

Year	Total calls handled	Emails Received
2019	121,132	6,121
2020	93,843	16,087
2021	97,103	7,152
2022	107,833	11,754
2023	125,062	12,716
2024	132,223	16,179
2025	155,083	20,270

2025 calls received increased by 17% and emails received increased by 25% compared to 2024.

6

Compliance

Through a focus on education, deterrence, and enforcement measures, the NTA continues to maintain high levels of compliance by SPSV operators with the regulatory framework.



How the NTA checks that SPSV operators are complying

- On street vehicle and driver licensing checks
- Face-to-face roadside vehicle and driver audits
- Covert and overt detection operations
- Investigating consumer complaints
- Dispatch Operator Audits
- Multi Vehicle Licence Operator Audits
- Multi-agency compliance operations, for example, with:
 - An Garda Síochána (National Roads Policing Bureau and National Immigration Bureau)
 - Revenue
 - The Department of Social Protection

Contactless Checks, Face-to-Face Audits and Fixed Payment Notices

The NTA Compliance Officers complete enforcement checks within the SPSV industry via many methods throughout the year. Contactless checks refer to those completed via the NTA enforcement app, with drivers unaware of these checks being carried out while they are providing passenger services. 19,401 of these checks were individual vehicles, meaning 92% of all SPSV licences that were observed operating and had their licences and their real-time operating notifications to the NTA (linking for the public Driver Check App) checked with most vehicles checked multiple times.

As a result of these compliance activities, 1,043 Fixed Payment Notices (on the spot fines – **See Appendix A**) were issued in 2025 for offences cited in Schedule 8 of the Taxi Regulation (Small Public Service Vehicles) Regulations 2015 as amended. This is a 15% increase on 2024.

Table 11: SPSV Checks, Audits and Fixed Payment Notices 2015-2025

Year	Contactless checks	Roadside audits	Fixed Payment Notices
2015	29,123	11,765	692
2016	90,243	12,012	1,099
2017	151,561	10,959	1,512
2018	199,369	17,610	1,878
2019	196,868	14,589	1,600
2020	102,773	3,707	494
2021	185,585	5,068	157
2022	204,795	12,688	655
2023	179,582	16,998	707
2024	166,865	15,924	904
2025	213,078	16,731	1,043

The top five Fixed Payment Notice offences made up 74% of fines issued in 2025 (see Table 12):

1. Fines issued relating to “vehicle standards” made up 32% of all fines. This is a wide-ranging fine, which includes, for example, the requirement to carry boarding aids and restraints for wheelchairs, the cleanliness and condition of all vehicles and official taxi vehicle signage.
2. Fines issued relating to the “failure to notify details of the small public service vehicle being operated” made up 21% of all fines.
3. Fines issued relating to a driver’s “failure to comply with taxi roof sign requirements” made up 13% of all fines.
4. Fines issued relating to a driver’s “failure to display driver ID” made up 5% of all fines.
5. Fines issued relating to a driver’s “failure to comply with the requirements in relation to the calibration of taximeters” made up 3% of all fines.

79% of Fixed Payment Notices issued were paid promptly in 2025, with the remainder being referred for court prosecution in the District Courts nationwide.

Table 12: Fixed Payment Notice Offences Prosecutions by Category, 2021-2025

Fixed Payment Notice Offence Prosecutions	2021	2022	2023	2024	2025
Failure to have cashless payment device in vehicle/accept cashless payment	-	-	4	9	4
Failure to comply with vehicle standards	9	1	5	8	12
Removal of tamper-proof disc from SPSV	0	0	0	1	0
Failure to display in-vehicle information	1	0	0	0	0
Failure to comply with taxi roof sign requirements	8	1	1	6	5
Failure to notify details of SPSV being operated	12	0	11	13	8
Failure to comply with taximeter requirements	5	2	10	9	4
Failure to print and offer a receipt	2	1	0	1	0
Unreasonable refusal to carry a passenger	2	0	1	3	1
Standing for hire in a taxi otherwise than at an appointed stand	2	1	1	0	0
Displaying unauthorised sign on a hackney or limousine	1	0	0	0	0
Standing at appointed stand while vehicle is not available for hire	1	0	0	0	1
Failure to display driver ID	2	0	2	4	2
Failure to operate taximeter while taxi is on hire	1	0	1	0	0
Operating taximeter while taxi is standing for hire or plying for hire	2	0	0	0	0
Failure of the driver of a hackney/limousine to carry booking record	0	0	0	0	0
Standing or plying for hire in an area without a licence for that area	0	0	0	1	0
Failure to have taximeter calibrated	0	0	0	0	1
Total	48	6	32	55	38

Criminal Prosecutions

The NTA took 133 prosecutions in 2025, of which nearly half (47%) related to the operation of an unlicensed service. The NTA was successful in 90% of cases presented.

Table 13: Prosecutions by Offence Category, 2021-2025

Offences		2021 (Cases)	2022 (Cases)	2023 (Cases)	2024 (Cases)	2025 (Cases)
Operation of unlicensed SPSV	No driver and no vehicle licence	14	54	46	36	27
	No driver licence	33	12	40	10	8
	No vehicle licence	13	14	58	17	18
	Allow an unlicensed driver/vehicle to operate/failure to keep accurate records	15	20	38	10	9
Overcharging (<i>addition of unwarranted but legal 'extras' to a fare for example adding a booking fee to a fare that was not pre-booked</i>)		2	2	1	2	3
Taking passenger on a journey other than by the shortest route		0	0	0	0	2
Vehicle condition		1	0	0	1	1
Duties of drivers of SPSVs		1	1	1	5	4
Illegal display of taxi sign/Failure to remove signage from unlicensed vehicle		16	22	33	18	16
Advertising an unlicensed SPSV service		5	2	2	1	1
Unlawful use of SPSV identification		0	0	0	0	1
Exceeding the maximum number of passengers		0	3	0	0	1
Obstruction of/failure to comply with requirements of a compliance officer		5	3	0	1	1
Hackney/limousine standing for hire		0	7	0	0	1
Providing false information when applying for grant of a licence		0	0	0	0	2
		105	140	219	101	95
Additional Prosecutions						
Fixed Payment Notice Offences Prosecutions (see Table 12 above)		48	6	32	55	38
Total		153	146	251	156	133

7

Complaints



Investigating complaints helps to ensure that the standards in the SPSV industry remain high. It also protects the compliant majority of the SPSV industry and provides a level playing field for all industry members.

Every submission received is assessed by the NTA to assess if there is evidence an offence may have been committed. A complaint must relate to an alleged breach of SPSV legislation, see Table 14 below. The NTA cannot consider complaints that are not within the remit of the NTA, for example, road traffic offence allegations, revenue or social welfare fraud allegations or assault allegations, which are primarily dealt with under other legislation. In such cases, the complainants are referred to the appropriate enforcement agency.

There are five categories of complaint which can be dealt with by the NTA under Section 64 of the Taxi Regulation Acts. Table 14 below sets out these five categories alongside sample complaints.

Table 14: Complaint Categories

Category	Sample complaint
Condition, roadworthiness and cleanliness of the vehicle	• Interior or exterior dirt • Staining, malodour • Rubbish
Conduct, behaviour and identification of an SPSV driver	• Failure to prominently display the required driver identification • Acting in a manner that is perceived to be a nuisance or a danger to any person • Malodour or poor hygiene
Overcharging and other matters relating to fares	• Failure to accept a cashless payment • Failure to issue a receipt • Overcharging or no change • Route selection • Taximeter not working or not used
Hiring and booking of the vehicle	• Unavailability of wheelchair accessible vehicles • Refusal of fare, typically due to the short nature of the intended journey • Poor service from a dispatch operator • Late arrival of pre-booked vehicle
Identification and general appearance of the vehicle	• Location of logos, stickers or advertisements • Content of logos, stickers or advertisements, leaflets or other advertising matter

In 2025, the NTA received 1,780 complaints.

Table 15: Complaints by Category, 2021-2025

Category of Complaint	2021	2022	2023	2024	2025
Condition, roadworthiness and cleanliness of the vehicle	31	42	52	92	75
Conduct, behaviour and identification of an SPSV driver	228	481	333	315	370
Overcharging and other matters relating to fares	215	793	1,033	944	1,002
Hiring and booking of the SPSV	86	308	362	356	333
Identification and general appearance of the SPSV	0	1	2	6	0
Total	560	1,625	1,782	1,713	1,780

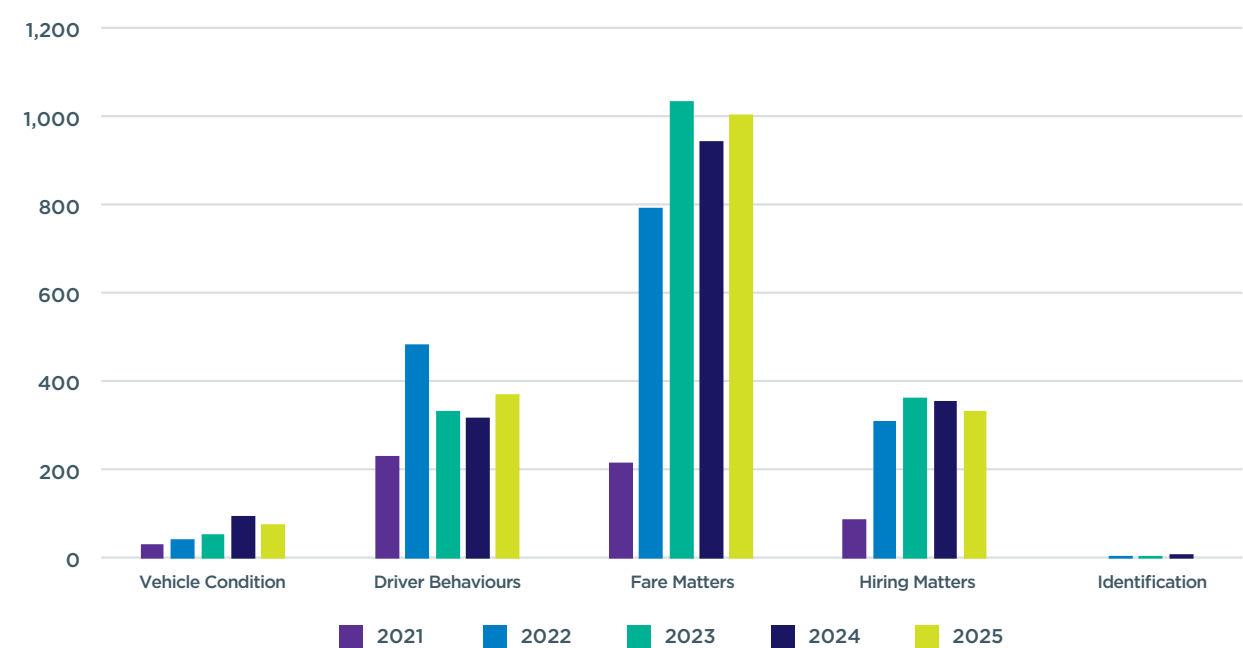
31% of complaints concluded with the SPSV operator being issued with a fine, other sanction or a prosecution. In 61% of cases, no further action was deemed necessary or possible following the initial investigation. The reasons for this included:

1. No evidence of any offence on the part of the operator;
2. Mistake or misunderstanding of the legal requirements on the part of the complainant;
3. The complainant decided not to pursue the complaint;
4. The complainant did not provide their correct contact details and couldn't be reached;
5. Unable to identify operator due to incorrect or no details provided.

2% of the complaints received in 2025 were referred to other enforcement agencies, following initial investigation including:

- An Garda Síochána
- The Department of Social Protection
- Revenue

Figure 9: Complaints by Category Received, 2021-2025



Appendix A

Description of Offence	Fixed Penalty Amount
Refusal to carry assistance dog or guide dog in a small public service vehicle	€ 250
Failure to comply with the requirements in relation to the calibration of taximeters	€ 250
Failure to have prescribed signage affixed to the front doors of taxi or wheelchair accessible taxi.	€ 250
Refusal by the driver to carry a passenger in a wheelchair.	€ 250
Standing or plying for hire in an area without a licence to stand or ply for hire in that area.	€ 200
Failure to notify details of the small public service vehicle being operated.	€ 200
Failure to display prominently the required valid SPSV Driver Display Card so as to be clearly visible.	€ 200
Failure to carry a functioning cashless payment device.	€ 200
Failure to accept cashless payment.	€ 200
Operating taximeter while taxi is standing for hire or plying for hire.	€ 150
Failure to operate taximeter while taxi is on hire	€ 150
Failure to comply with the requirements in relation to the fitting and operation of a taximeter.	€ 150
Removal, attempted removal, damage or interference with a small public service vehicle tamper-proof disc.	€ 150
Failure to display valid tamper-proof discs.	€ 150
Unreasonable refusal by the driver to carry a passenger.	€ 150
Failure to display the required in-vehicle information.	€ 100
Standing for hire in a taxi otherwise than at an appointed stand.	€ 100
Failure to print and offer a taximeter receipt in the prescribed form to a passenger upon completion of a journey in a taxi.	€ 100
Failure to make available a receipt in the prescribed form to a passenger upon completion of a journey in a hackney or limousine.	€ 100
Failure to comply with taxi roof sign requirements.	€ 100
Applying a booking fee in respect of a taxi which is engaged while applying for hire or standing for hire or without having been booked in advance by the consumer.	€ 100
Failure to comply with the vehicle standards and requirements applicable to the relevant licence category.	€ 100
Standing or parking at appointed stand while vehicle is not available for hire.	€ 80
Displaying on a hackney or limousine a sign or advertisement other than one approved in writing by the National Transport Authority.	€ 80
Standing with a taxi on part of the public road adjoining or in proximity of an appointed stand when the appointed stand is full.	€ 80
Failure of the driver of a hackney or limousine to carry the required booking record in respect of a hire.	€ 80

When you hire a taxi



**No booking fee applies
at ranks**



**Always get a legal printed
taximeter receipt**



**Journeys under 30km
may not be refused**



**Cashless payments
must be accepted**

**If you wish to give a compliment or make a complaint,
you must provide the roof sign number and visit:**

www.transportforireland.ie

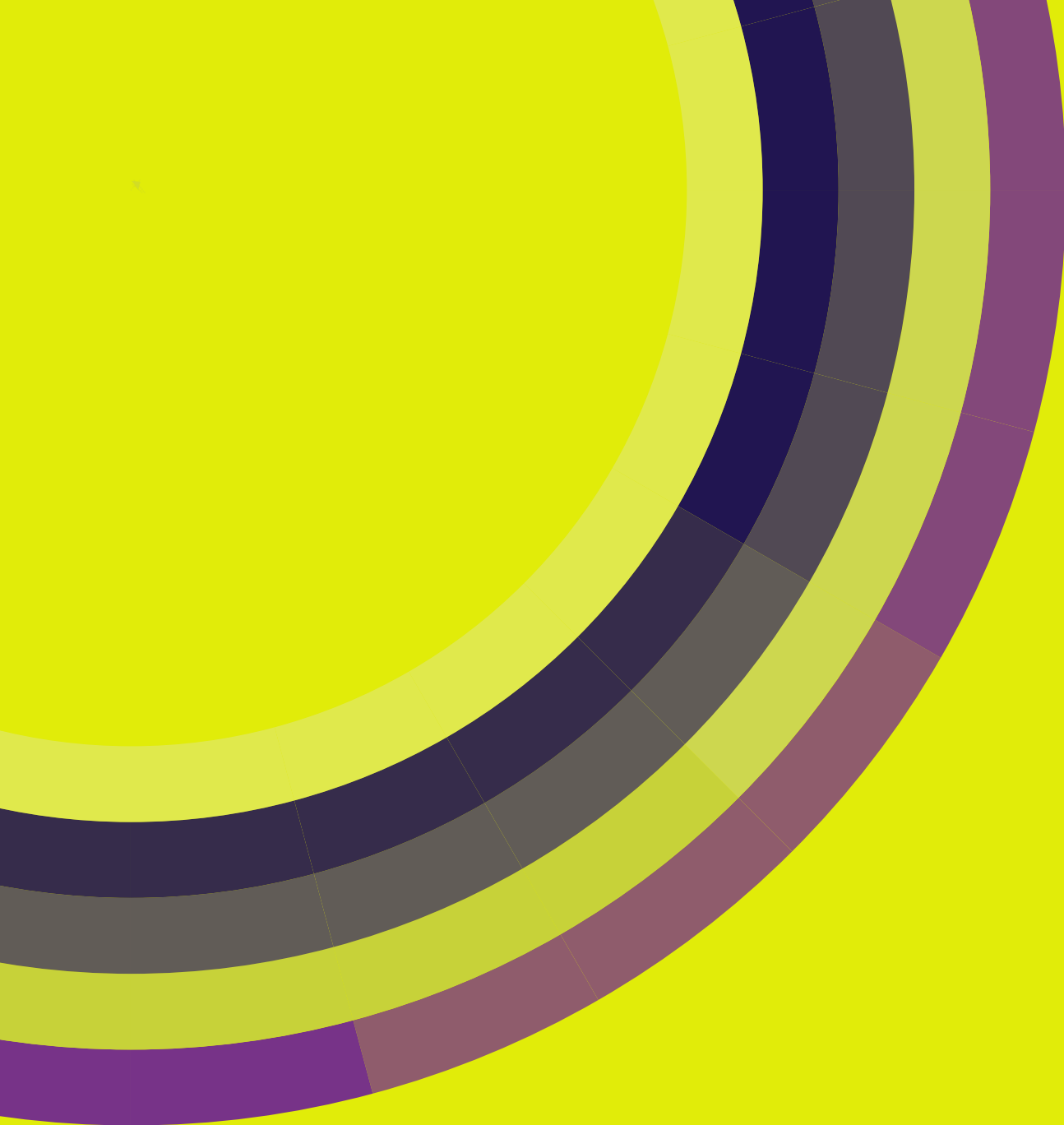
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