Application for a new Dispatch Operator licence

To operate as a dispatch operator or to provide a booking service under the Taxi Regulation (Small Public Service Vehicle) Regulations 2015

All sections of this form must be completed. This application may be made in the name of an individual or a company. Ensure the details provided are appropriate for the application in either the name of the relevant individual or company.
*Mandatory fields

Section 1: Applicant details

Individual name	**OR**
Company name	

Section 2: Applicant details *(will not be made public – For NTA records only)*

Tax reference number/PPSN*		
Company registration number*		
Address*		
Email address*		
Contact telephone numbers*	Landline	Mobile

Section 3: Operational details *(for public use)*

Contact telephone numbers*	Landline	Mobile
Email address*		
Website address		
Regular hours of operation		

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County or counties of operation*	

Section 4: Affiliated Driver / Vehicle details

How many Wheelchair Accessible Vehicles are affiliated with the Dispatch Operator? (if any)	☐
How many SPSV drivers are affiliated with the Dispatch Operator?	☐
Of your affiliated drivers, how many were active (completed at least one trip) in the last 30 days?	☐

Section 5: Requirements

Do not submit this application form unless all the below systems are in place. The below requirements are necessary to pass an onsite inspection. Please insert a tick in the box to confirm

A system for maintaining and retaining booking records	☐
A system for maintaining and retaining current and past driver and vehicle licence details	☐
A system for maintaining and retaining consumer complaints	☐

Section 6: Terms and Conditions

- The Dispatch Operator licence is granted for a period of 12 months.
- Bookings shall only be provided to a driver where that driver holds a valid SPSV driver licence and is operating a licensed vehicle carrying SPSV insurance.
- Upon request, a Dispatch Operator shall provide the NTA with contact information for all drivers affiliated to it for the purposes of making and receiving bookings.
- Upon request, a Dispatch Operator shall provide the NTA with a complete list of all current vehicles and drivers affliated with it.
- A Dispatch Operator shall maintain a consumer complaints procedure to effectively address complaints received from users. This information must be provided to the NTA upon request.
- A Dispatch Operator shall implement a record management system to record all bookings and complaints received. This information must be provided to the NTA upon request.
- The Dispatch Operator is responsible for notifying the NTA of any change of name or address, including a change to any trading name, within 14 days of such change.
- The National Transport Authority will use the information provided for the purpose of administering the SPSV licensing system and in order to perform the functions assigned to it by the Taxi Regulation Act 2013, including the maintenance of a public register of SPSVs. Information provided will be shared with certain authorised third parties where necessary in order to carry out our functions and for the purposes of law enforcement. The National Transport Authority is registered with the Office of the Data Protection Commissioner and all information sharing will be performed in accordance with the Data Protection Acts 1988 and 2003.
- The operation of a Dispatch Operator licence is subject to the provisions of the Taxi Regulation Acts 2013 and 2016, Road Traffic Acts 1961 to date and any regulations made thereunder.
- I grant the National Transport Authority permission to verify my tax clearance status with Revenue.
- The fee of €100 shall be paid in full.

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Section 7: Declaration

I hereby apply for the grant of an SPSV Dispatch Operator licence in respect of the person or organisation whose details are given above. I declare that the particulars furnished herein are true. I accept that false or misleading information may lead to prosecution and/or the revocation of the licence. I also accept that incomplete or inaccurate information may delay the issue of a licence. I have read and understood the above terms and conditions which apply to the grant of a Dispatch Operator licence by the NTA.

Signed :	**Date:**
	D D / M M / Y Y Y Y

Section 8: Payment Details

Payment can be made in the following ways please tick the relevant box below.

I hereby grant the National Transport Authority permission to contact me in order to take payment by credit/debit card	☐
I have enclosed a bank draft or postal order made payable to the National Transport Authority for €100	☐

Submit form and fee (where applicable) to SPSV Dispatch Operator Licensing Section, PO Box 436, City North Business Park, Tuam Road Galway

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