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STATUTORY INSTRUMENTS

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**2000 No. 3146**

**The Private Hire Vehicles (London)  
(Operators' Licences) Regulations 2000**

**PART IV  
RECORDS**

**Form of record of private hire bookings**

**10.** The record which an operator is required to keep by virtue of section 4(3)(b) of the 1998 Act at each operating centre specified in his licence of the private hire bookings accepted by him there shall be kept—

- (a) in writing, or
- (b) in such other form that the information contained in it can easily be reduced to writing.

**Particulars of private hire bookings**

**11.** Before the commencement of each journey booked at an operating centre specified in his licence an operator shall enter the following particulars of the booking in the record referred to in regulation 10—

- (a) the date on which the booking is made and, if different, the date of the proposed journey;
- (b) the name of the person for whom the booking is made or other identification of him, or, if more than one person, the name or other identification of one of them;
- (c) the agreed time and place of collection, or, if more than one, the agreed time and place of the first;
- (d) the main destination specified at the time of the booking;
- (e) any fare or estimated fare quoted;
- (f) the name of the driver carrying out the booking or other identification of him;
- (g) if applicable, the name of the other operator to whom the booking has been sub-contracted, and
- (h) the registered number of the vehicle to be used or such other means of identifying it as may be adopted.

**Particulars of private hire vehicles**

**12.—(1)** For the purposes of section 4(3)(d) of the 1998 Act, an operator shall keep at each operating centre specified in his licence a record, containing the particulars set out in paragraph (2), of each private hire vehicle which is available to him for carrying out bookings accepted by him at that centre.

- (2) In relation to each vehicle the particulars referred to in paragraph (1) are—

- (a) the make, model and colour;
- (b) the registration mark;
- (c) the name and address of the registered keeper;
- (d) in the case of a vehicle to which section 47 of the Road Traffic Act 1988 applies, a copy of the current MOT test certificate;
- (e) a copy of the current certificate of insurance or certificate of security;
- (f) the date on which the vehicle became available to the operator and
- (g) the date on which the vehicle ceased to be so available.

### **Particulars of drivers**

**13.**—(1) For the purposes of section 4(3)(d) of the 1998 Act, an operator shall keep at each operating centre specified in his licence a record, containing the particulars set out in paragraph (2), of each driver who is available to him for carrying out bookings accepted by him at that centre.

(2) In relation to each driver the particulars referred to in paragraph (1) are—

- (a) his surname, forenames, address and date of birth;
- (b) his national insurance number;
- (c) a photocopy of his driving licence;
- (d) a photograph of him;
- (e) the date on which he became available to the operator, and
- (f) the date on which he ceased to be so available.

### **Record of complaints**

**14.**—(1) An operator shall keep at each operating centre specified in his licence a record containing—

- (a) the particulars set out in paragraph (2) of any complaint made in respect of a private hire booking accepted by him at that centre; and
- (b) the particulars set out in paragraph (2)(d), (e), and (f) of any other complaint made in respect of his undertaking as an operator at that centre.

(2) In relation to each complaint the particulars referred to in paragraph (1) are—

- (a) the date of the related booking;
- (b) the name of the driver who carried out the booking;
- (c) the registration mark of the vehicle used;
- (d) the name of the complainant and any address, telephone number or other contact details provided by him;
- (e) the nature of the complaint, and
- (f) details of any investigation carried out and subsequent action taken as a result.

### **Record of lost property**

**15.**—(1) An operator shall keep at each operating centre specified in his licence a record, containing the particulars set out in paragraph (2), of any lost property found—

- (a) at that centre, or
- (b) in any private hire vehicle used to carry out a booking accepted by him there.

- (2) In relation to each item of lost property the particulars referred to in paragraph (1) are—
- (a) the date on which it was found;
  - (b) the place where it was found and if it was found in a vehicle, the registration mark of that vehicle;
  - (c) a description of the item;
  - (d) evidence to show that, where practical, an attempt was made to return the item to the owner and whether or not this was successful, and
  - (e) in the case of any unclaimed item which has been disposed of, how it was disposed of.

(3) An operator shall keep at each operating centre specified in his licence a record, containing the particulars set out in paragraph (4), of any property reported to him at that centre as having been lost.

(4) In relation to each item of property reported as having been lost the particulars referred to in paragraph (3) are—

- (a) the date of the report;
- (b) the date on which it is alleged to have been lost;
- (c) the place where it is alleged to have been lost;
- (d) a description of the item, and
- (e) evidence to show that, where practical, an attempt was made to find the item.

#### **Preservation of records**

**16.**—(1) Subject to paragraph (3), an operator shall preserve the particulars of—

- (a) each private hire booking recorded in accordance with regulation 11 for six months from the date on which the booking was accepted;
- (b) each private hire vehicle and driver recorded in accordance with regulations 12 and 13 for twelve months from the date on which the vehicle or, as the case may be, the driver ceased to be available for carrying out bookings;
- (c) each complaint and item of lost property recorded in accordance with regulations 14 and 15 for six months from the date on which they were entered in the respective record.

(2) Where an operator tape-records a private hire booking he shall preserve the tape-recording of that conversation for a period of six months.

(3) For the purpose of section 4(4) of the 1998 Act, if an operator ceases to use an operating centre specified in his licence, he shall, in relation to that operating centre, preserve—

- (a) the record referred to in regulation 10 for six months; and
- (b) the records kept in accordance with regulations 12 and 13 for twelve months, from the date of the last entry.