



Taxi and Private Hire Penton Street Counter Closure - 30 April 2010

Since 4 January 2010, TfL has operated a reduced counter service at Penton Street with services only available between 10am and 3pm Tuesday to Thursday. This arrangement was introduced as part of a wider development programme to improve licensing services and enable applications and related services to be dealt with more quickly and effectively by email, telephone and post. In addition TfL continues to explore other initiatives to improve services such as more effective use of the internet, to further improve accessibility to existing drivers and new applicants to information and the ability to apply and renew licences on line.

As part of a TfL wide accommodation programme the Taxi & Private Hire directorate will shortly vacate Penton Street to premises where counter facilities will no longer exist.

With effect from Friday 30 April 2010 the taxi and private hire counter services at Penton Street will no longer be available.

For those drivers who prefer to submit applications in person, in preparation for this change, TfL have been working closely with the Post Office to further develop and improve the existing check and send service. A number of Post Offices across London will be able to check and accept new and renewal private hire applications, along with renewal taxi applications for a small fee.

Knowledge appearances will not be affected by this change and appointments will continue to be booked as normal, although it may be necessary to amend the location of appearances that may have been booked.

From 30 April for applications or renewals TfL recommend the following:

For driver application packs

- These can be requested online [at tfl.gov.uk/tphservices](http://tfl.gov.uk/tphservices)

For driver licence renewal applications or new private hire driver applications

- The quickest, most efficient way is to use the Post Office Check & Send Service, details of which (including participating branches) are available online at tfl.gov.uk/tphservices, and also provided with your application pack.
- Please submit any renewal applications **at least 6 weeks** in advance of the expiry of your licence to allow us sufficient time to process your application.

- Private hire operators may be able to help complete and check private hire driver applications.
- If you have any queries or need to submit additional information, please e-mail the information where possible to avoid postal delays.
- A printable copy of the private hire operator licensing form is available on the website, along with instructions on how to submit an application. Operators paying the grant of licence fee on application will reduce the processing time. Licences are sent out via the post.
- If you have any questions please visit our website **tfl.gov.uk/tph** or call us on **0845 602 7000** Monday – Friday 8.00am-5.00pm.
- For taxi and private vehicle licensing appointments please call SGS on **0845 378 2345**.
- You can also contact us by email:

General enquiries: tph.enquiries@tfl.gov.uk
Taxi drivers: tph.enquiries@tfl.gov.uk
Taxi vehicles: tph.taxicontract@tfl.gov.uk
Private hire drivers: tph.phvdrivers@tfl.gov.uk
Private hire operators: tph.operators@tfl.gov.uk
Private hire vehicles: tph.phvvehicles@tfl.gov.uk

TfL appreciates that the counter services provided in the past from Penton Street have been well used and popular with new applicants and existing drivers. However, in order to deliver the long term improvements needed to the services we deliver and to enable TfL to realise its accommodation strategy the closure of counter services is unavoidable. TfL would like to thank you for your co-operation and understanding whilst we implement this change and deal with any issues arising.



John Mason
Director Taxi and Private Hire

1 April 2010

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