



## Safety advice for PHV passengers and drivers

Since 2002 Transport for London (TfL), in partnership with the Mayor of London and the Metropolitan Police, has been running an annual Safer Travel at Night campaign.

The campaign aims to improve safety for taxi and private hire passengers, raise awareness of the dangers of using unbooked or illegal cabs and reduce the number of cab-related sexual assaults. The campaign has been successful but there is still work to be done to reduce the number of cab-related sexual assaults and improve safety, especially for young women travelling on their own.

Private hire operators wishing to help provide safe services for their passengers, and help protect their drivers, should follow the good practice guidance below:

- Make sure that all of your drivers tell passengers who are travelling on their own to sit in the rear of the vehicle and not in the front
- When you accept a booking confirm the registration, make and model of the vehicle that will be used and also the driver's name. Try and do this using a text message or email so the passenger has the information to hand and doesn't get into an illegal cab.
- Tell the passenger that the driver will confirm the passenger's name and destination, this will also help to make sure the passenger doesn't get into an illegal cab
- Make sure you record all of the passenger's details clearly and correctly when they make a booking
- Remind all of your drivers that they must wear their PHV Driver's badge when working and the photo should be clearly visible to passengers
- Fit an approved CCTV camera system in all of the vehicles you use. Further information can be found in the 'CCTV guidelines for taxis and private hire vehicles Feb 2010' on our website at [www.tfl.gov.uk/tph](http://www.tfl.gov.uk/tph).
- If you offer a minicab service make sure you've submitted your details for TfL's Cabwise, Findaride and travel information services. Further information about this can be found on our website at [www.tfl.gov.uk/phvoperators](http://www.tfl.gov.uk/phvoperators).
- Report any problems with illegal cabs or touting to us by emailing [LTPH.enforcement@tfl.gov.uk](mailto:LTPH.enforcement@tfl.gov.uk)

If you have questions about any of these points or other ways you can help to make your passengers safe then contact us by calling 0845 602 7000 or emailing [TPH.enquiries@tfl.gov.uk](mailto:TPH.enquiries@tfl.gov.uk).

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For previous Notices visit [tfl.gov.uk/tph](http://tfl.gov.uk/tph)  
**MAYOR OF LONDON**



**John Mason**  
Director, Taxi and Private Hire