



Vehicle Policy and Standards Team

Approval Process for the Installation of Additional Equipment/Modifications into Licensed London Taxis & Private Hire Vehicles (PHV).

1. Introduction

- 1.1. The aim of this document is to provide information and assistance with the various stages and process for the installation of additional after market equipment and/or modifications into licensed London Taxis and PHV's. This document should be read in conjunction with the specific equipment / modification guidelines for which you are requesting approval.
- 1.2. The main function of the various approval stages and process is to ensure that the proposed installation of the equipment / modification is safe to use within a taxi environment; the installation method is safe and functional and it meets with the current regulations and legislation.
- 1.3. The complexity and technical nature of the equipment and / or modification for which approval is being requested, will determine the length of time the approval process may take to progress through the various stages.
- 1.4. This approval process is very specific and as such, once an approval has formally been granted for the specific installation of equipment or modification, any variations or additions subsequently made to the approved installation of the equipment / modification will need to be re-submitted and go through the approval process as a new application.
- 1.5. All correspondence, notifications and approvals will be via telephone, email, and/or letter.
- 1.6. All equipment must be approved by the Vehicle Policy Manager, and meet all requirements as regards safety and technical acceptability.
- 1.7. No modifications, equipment and / or fittings other than those approved may be attached to, or carried on the inside or outside of a licensed London taxi without prior approval from Transport for London (TfL) / Taxi-Private Hire (TPH).

2. (Pre) Approval Stages

- 2.1. With this document you will also have received the specific approval guidelines relevant to the type of equipment / modification for which you have requested approval.
- 2.2. Please ensure that all equipment/modifications for which you are requesting approval for, has all the relevant and appropriate required documentation / certification. Refer to the specific approval guidelines for documentation / certification that will be required.
- 2.3. In the first instance forward copies of all technical information, installation diagrams, drawings, photographs, documentation and certification to the Vehicle Policy team at TfL / TPH. Please ensure that all documentation is in English.
- 2.4. On receipt of all the information, documentation and certification that we require as set out in the specific approval guidelines document, the process of evaluating and appraising the information will commence.
- 2.5. Once we are satisfied with all the information provided, we will contact you to set up a mutually agreed appointment for you to attend TfL / TPH or an inspection site with the equipment/modification installed in the vehicle.
- 2.6. Inspection and/or testing of the equipment / modification will be conducted by the Vehicle Policy team for safety in application, installation, security and integrity. A further examination of the original documentation / certificates will also be carried out.
- 2.7. A full risk analysis (risk assessment) may also be carried out at this point to identify and measure any potential hazards and / or the level of risk associated with the proposed installation of equipment / modification for use within a taxi / PHV operating environment.
- 2.8. If the associated risks are deemed unacceptable and no mitigating action or strategies can be taken to reduce or eliminate the risks and or hazards, the installed equipment / modification will not be granted approval.
- 2.9. Areas of concern, which can be rectified and / or modified with minor changes, will be agreed in writing. Once the changes have been made we will then arrange for you to attend TfL / TPH or an inspection site for a further inspection.
- 2.10. If, however, the installation of the equipment / modification meets all of the approval guideline requirements including the relevant documentation the approval stage will commence.

2.11. Agreements for the requirement to attach any conditions which may form part of the final approval of the installed equipment / modification will be discussed during the pre-approval and approval stage.

2.12. Examples of conditions which may be attached:-

- *start and finish dates of an advertising campaign (in conjunction with the Advertising department)*
- *number of vehicles*
- *type of vehicle*
- *vehicle being returned to its original condition on completion of a time expiry campaign*
- *Clear instructions for the safe use of equipment for drivers and passengers*
- *Etc.*

2.13. As part of the pre-approval stage a pilot period of a fixed duration may be agreed to allow for durability trials and/or evaluation of the equipment/modification to be carried out.

3. Approval Stage

3.1. In the first instance, you will be notified verbally that your request for approval for the installation of the equipment / modification has been successful.

3.2. This will then be followed up by a formal letter which will also state if there are any conditions attached to the installation / modification.

3.3. Once you have received your formal letter of approval, the approval stage and process is complete.

3.4. The Vehicle Policy team will then notify other relevant departments within TfL / TPH and any other outside agencies to inform them that approval has been granted and of any conditions imposed.

3.5. The approved installed equipment / modification will then form part of the licensing inspections, and any on street compliance inspections.

4. Approval Withdrawal

4.1. TfL / TPH reserve the right to withdraw approval should any undesirable features become evident, and / or unapproved modifications / variations be made to the installed equipment / modification.

5. Appeals

5.1. If you are unhappy with any decision made by the Vehicle Policy team or dissatisfied by the way your approval has been dealt with you should in the

first instance write to the Head of Policy and Service Development at TfL / TPH, detailing the area/s with which you are dissatisfied.

6. Contact Details

For further information and guidance on the Vehicle Policy and Standards approval process, please contact:

Vehicle Policy Team
TfL London Taxi and Private Hire
Palestra, 197 Blackfriars Road, 4th Floor
London, SE1 8NJ

Alexander Moffat: Vehicle Policy Manager
[REDACTED]

John Masters: Vehicle Policy Officer
[REDACTED]

Sarah Finlay: Vehicle Policy Officer
[REDACTED]