

Dated 12 March 2020

Further to changes in recent Coventry City Council policy. This is to clarify any queries that you may have concerning emissions and cashless payments.

Emissions

- Any vehicle replacing an existing licensed vehicle can currently be a Euro 4 or above (TLO will also allow you to cash in your HCV plate and replace it with a PHV if required). When your proprietor's licence expires in 2022 your vehicle will be required to be a Euro 5 or above and when expires in 2024 your vehicle will be required to have Zero Emission Capability (e.g. Electric Hybrid) or be 100% Zero Emissions.

Cashless Payments

From 27 November 2018 the Full Cabinet of Coventry City Council Policy decided that drivers must be able to take cashless payments. After consultation with Unite members this was made compulsory in December 2019.

- Stickers – You are required to display stickers at the top of the passenger main windows
- Cashless payment machine – You must have a working cashless payment machine available to provide a full service to your customers. Your machine should be checked that it is serviceable before commencing your working day.
 - Bad Signal Area – If your customer requires you to go to an area that is known as a bad signal area you may offer the option to the customer to take a debit/credit card payment upfront as a deposit, and if the customer wants change, refund them the balance at the end of the journey.

Be prepared to move your vehicle a few metres to enable coverage,
 - Charging Extra for Using Card Payment Machine – This is illegal. You cannot charge extra for using a card payment machine.
 - Minimum charge for using the machine – This is illegal. You cannot charge a minimum charge to a customer when payment is by machine.
 - Short Journeys – You cannot refuse to take a cashless card payment for a short journey. This is not a reasonable excuse.
 - Hackney Carriage Vehicle Proprietors & Private Hire Vehicle Proprietors Conditions of Licence – Conditions state that your vehicle must be equipped with a functioning cashless payment facility.

- Private Hire Drivers Conditions of Licence - Conditions state that your vehicle must be equipped with a functioning cashless payment facility.

Coronavirus – See Public Health England link for latest –
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>