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Driver Guidelines

Changes to using red routes for private hire vehicles

Changes to using red routes for private hire vehicles

Licensed private hire vehicles are now allowed to set down and pick up passengers on red routes **provided they are displaying additional signage.**

This means you can drop off or collect your passengers at their required location, whether on single or double red lines or in red route loading or parking bays.

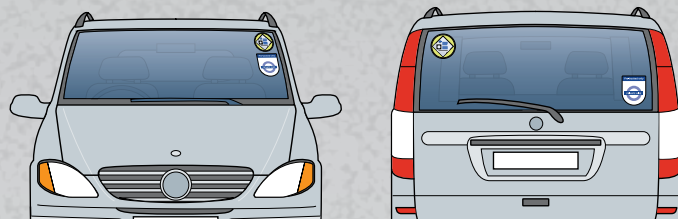
Unlike black cabs, private hire vehicles are difficult to distinguish from other vehicles on the road. Vehicles will therefore need to display additional signage so that other road users, police and CCTV enforcement operators can easily identify that they are allowed to set down and pick up on red routes. Ask your operator about the signage for your vehicle and where it should be fitted, if this has not been done yet.

Show me a sign

You may have already seen the signage which is shaped like a shield, measuring 173mm high and 140mm wide. It is white and carries the 'private hire' roundel and the words 'Pre-booked only', which should help to explain to passengers that they cannot hail private hire vehicles.

Please note this signage does not replace your existing private hire licence disc. You must continue to display your private hire licence disc and wear your private hire driver's badge at all times.

If the licensed vehicle you are driving is exempt from displaying the PCO licence discs, then you cannot display the additional signage, and you will not have red route exemption.



On red routes

Once the signage is on your vehicle, you are exempt from the general stopping prohibition on red routes “for so long only as may be required to enable a passenger to get on or off the vehicle.”

Red routes are important corridors that rely on traffic being able to flow freely. Please remember:

- You must consider the impact your stopping on red routes will have on other road users, **especially cyclists and buses**
- Make sure that it is safe to stop, and remember that other road users may not be expecting you to pull over. **Look out particularly for cyclists** who might be forced into the traffic flow by your action
- Beware of opening doors out onto traffic and **encourage your customers to use the kerbside doors**
- You **must not stop anywhere you would cause an obstruction or safety hazard**, including on zig-zag lines by pedestrian crossings, school crossings etc

- Some sections of red routes carry a single ‘wide red line’ road marking, which indicates that **only buses can stop on this section of red route**
- **You are not allowed to drive in bus lanes** but you can stop in them to pick up or set down passengers. You must enter and leave the bus lane as directly and safely as possible
- If you stop for longer than necessary for the passenger to get in or out, **you are liable to a penalty charge**
- **You can stop for as long as needed for the passenger to get in or out.** For instance, if ramps or a lift need to be used to allow a wheelchair user into the vehicle, and time must be taken to ensure that the wheelchair is in the right position and the passenger is secured safely, this is allowed and all appropriate care should be taken
- **You cannot park or wait for passengers** except in designated parking bays (not loading bays) when these are in operation

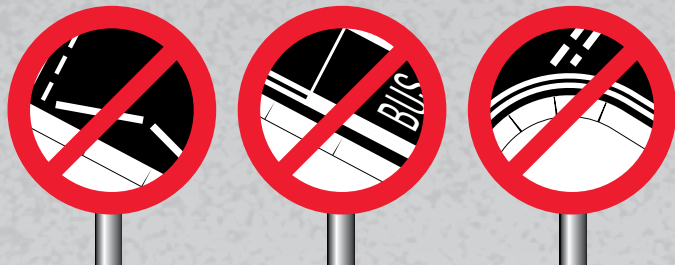
Wear the sign or wear a fine

If a private hire vehicle stops to set down and pick up passengers on red routes without displaying the new red route vehicle signage, or breaking other rules outlined above, a Penalty Charge Notice of £120 will be issued to the registered vehicle owner.

Traffic regulations on red routes are enforced using cameras – so if you want to stop on red routes to set down and pick up passengers make sure you're displaying the new vehicle signage.

When a fine isn't fair...

If you think you've been incorrectly issued with a Penalty Charge Notice for contravening red route rules, you should follow the instructions for challenging it, as set out in the information provided with the Penalty Charge Notice.



Left-hand drive vehicles?

Many left hand drive private hire vehicles are exempt from displaying the licence discs, in which case they cannot have these signs and cannot benefit from the red route exemption. If the vehicle has licence discs, the rear sticker should be applied on the right side of the vehicle as normal, and the front one should also be on the right hand side, below the front licence disc.

Will I have problems at the MoT Test?

The MoT inspection manual says that 'official' stickers on the windscreen "are only a reason for rejection if they seriously restrict the driver's view". The stickers will not seriously restrict the view as long as they are fitted in the correct place on the great majority of vehicles. If the front sticker does seriously restrict the view on your particular vehicle, you should not apply the stickers and your vehicle is not eligible for the red route exemption.