

REGULATIONS FOR TRANSPORT BY PRIVATE HIRE CARS

Issued pursuant to Law No. (19) of 2006 Regarding The Regulation of Transport by Hire Cars in the Emirate of Abu Dhabi.

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Operating a Private Hire Car (Limousine) Service, Type-Approval of Vehicles to be used as Private Hire Cars (Limousines), Fares, Offences by Drivers and Operators of PHCs (Limousines)

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Issued pursuant to Law No. (19) of 2006 Regarding The Regulation of Transport by Hire Cars in the Emirate of Abu Dhabi.

Definitions

For the purposes of these Regulations the following terms shall have the meaning appearing next to them unless the context provides otherwise:

Emirate: The Emirate of Abu Dhabi

Centre : the Centre for Regulation' of Transport by Hire Cars (TransAD)

Inspector: Is a law enforcement officer of the Centre empowered to set actions contrary to the provisions of Law No. 19 of the year 2006 .

Call Centre: A location licensed by the Centre where requests for hire of Private Hire (Limousines) are received, and from such location Private Hire (Limousines) are dispatched.

Car Rental Business: It means the activity of car rental without drivers by companies licensed by the competent authorities.

Category: A class of Private Hire Car (Limousine), as defined hereunder.

Hail A request by an intending passenger to the driver of a Hire Car for carriage to a destination of his/her choice.

Hire: Is the fee paid by the passenger to the driver of the taxi (limousine) or the operator who is the vehicle owner to carry passengers to their destinations

A Public Hire Car “Taxi”:

Vehicle intended to transport passengers for a fee, and its load should not exceed the 8-passengers

Private Hire Car (Limousine): means the vehicle belongs to one of the companies operating limousine service which its load does not exceed (9) passengers and licensed by the center as a private hire car (limousine).

Licensing: means the permission issued by the Center to the operating Companies to provide limousine service.

Operator: means the individual company or institution licensed by the Center to operate and provide private hire car services (limousine)

Current - certificate of adequacy : a certificate issued by the Center or any department authorized by the Center stating that the vehicle fulfilled the required conditions to provide limousine service.

Private Hire Car (Limousine) Driver’s Permit

means the permit issued by the Center for practicing the profession of the driver of Private Hire Car (Limousine).

Restricted Areas It means areas where hire cars assemble in front of public places such as hotels, airports, shopping malls, hospitals, for example, not limited to, any other places which the Center prohibit picking up of passengers thereof in the future.

Taxi : A Public Hire Car operated by a Franchised Taxi operator and registered with the Centre.

Taximeter: A device approved by the Centre which may be installed in a Public/private Hire Car for computing and displaying the fare payable for the hire of such car.

Taxi Stand An area designated by a center as a place for Taxis to wait, pick up and set down passengers.

Waiting Time : Time when a Hire Car is hired by a passenger and travelling at speeds below 16 kilometers per hour.

Chapter One :

Regulation of Operating a Private Hire Car (Limousine) Service:

1/ The operator must obtain the prior approval of the Center before running the service under a special license to practice the activity for three-years renewable pursuant to the terms the Center deems appropriate in accordance with the obligation of the operator by regulation of the operating conditions issued by the center.

2/ The operators of the limousine service - before the issuance of these Regulations- must adjust their positions/ correct their status/ in line with the provisions of these Regulations, the car rental companies wishing to engage in the activity of providing limousine service should contact the Centre to get the necessary license, given that, its basic activity is limited to rent a car without a driver and thus satisfy all the necessary requirements.

3/ Every operator is committed to establish a tracking system for the private hire car in order to link all vehicles used to provide limousine service with the call center, this system must be in conformity with the specifications described in detail in Annex No. 2 attached to this regulation.

4/ Every operator who holds a license for private hire car services (limousines) under the Act and these Regulations, is obliged to issue a separate business license concerning the activity of operating private hire car services (limousines) and the license issued by the Center shall be deemed void in the event of cancellation of the said license or non-renewal when it expires within a period not exceeding two months from the date of expiry.

5/ Every operator who holds a license for private hire car services (limousine) in the Emirate of Abu Dhabi, under the Act and these Regulations, is obliged to operate a minimum number of vehicles not less than the permissible number with a maximum (2) drivers per vehicle, giving the companies operating limousine services the right to appoint stand-by drivers not to exceed 20% of the fleet size of each company.

In case of an Operator already established in the market and operating less than the minimum number of vehicles shall be allowed a 1 year grace period to increase the size of his fleet under this regulation. In any event the detailed future plans for his business are to be provided in writing at the time of application for a Limousine Operators Licence.

The minimum number of vehicles (and minimum number of additional vehicles) for each operating area;

Abu Dhabi = (The minimum number of cars permissible to operate is 25 cars, the determined increase must be multiple of this number)

Al Ain = (The minimum number of cars permissible to operate is 15 cars, the determined increase must be multiple of this number)

Western Region = (The minimum number of cars permissible to operate is 5 cars, the determined increase must be multiple of this number)

- the Operator must comply with work within the geographical boundaries of the areas of operation which he is licensed to work in , as shown in detail in Annex No. (1):

6/ The Operator of Private Hire Car (Limousine) Service under a Private Hire Car (Limousine) Operator's licence granted pursuant to the Law and these Regulations must not operate any vehicle on rental or lease basis to any driver the inevitable result of violating this term shall be suspension or annulment of the operator's license as the centre deems appropriate

7/ Any operator should not operate any vehicle in providing limousine service for more than three years from the date of first registration of the car at the concerned Traffic Department in the emirate, provided that the year

of manufacture is the same year of registration or the year before , and it must not be a used car.

8/ An Inspector may instruct a driver of a Private Hire Car to stop the vehicle and submit it to inspection if it appears to the Inspector that the vehicle or its driver are in breach of any requirements of the provisions of these Regulations or applicable laws of the UAE.

9/ Every operator shall adhere to direct all request received for the provision of service to the call center approved by the Center, regardless of how it is submitted, whether by telephone, fax or e-mail or advance personal reservation.

10/ Every operator of private hire car service (limousine) should keep a complete record for all journeys booked in advance including , for example not limited to – the names of passengers, phone numbers, pick up address , the date of the journeys in addition to the rent paid, the center or any one it may authorize may have accesses to these records, also the operator must retain a record containing the lost items, found by the driver, in side the car.

11/ It is not permissible for operators of private hire car (limousine) services to enter into any contracts with any government departments or organizations for providing public services without obtaining the prior written permission of the Center, including the provision of service at airports, shopping malls and public places.

12/ Every operator of private taxi services (limousines) should not use any part of the car whether internal or external to fix any kind of advertising, whether visual, readable or audible.

13/ It is not permissible to any operator of private hire car (limousines) services - either alone or in combination with others - to obtain more than one license to engage in activity in one area of operation.

14/ The operator shall offer the provision of the service only through a call center approved by the Center, and he or his drivers should not respond to any request to provide the service unless it had been made through the call

center or under agreements approved by the Center with the requested parties.

15/ The driver of the private hire car (limousine) services or the operating company during the presence of the private hire car (limousine) in public places, may not use visible or audible plates or signs indicating the presence of a vehicle available for rent, this may be done only through the call center which is approved by the Center.

16/ Every operator should provide training courses accredited by the Center to all the candidate drivers to be working for him, they shall receive employment permission for practicing their profession before they join his work, he should compel them to fix the employment permission in an apparent place during working hours

Chapter Two: numbers and categories of private taxi (limousine)

1 / Taxi operators have the right from time to time to apply to the center to increase their fleet of cars

2/ The Center before making any decision on any application for licensing a new operator or for increasing the fleet of a licensee operator shall consider the following:

A / Utilization rate of public hire car (taxi).

B / Demand for private hire car services (limousine).

C / Level of service provided by private hire car for passengers, including waiting time and the availability of vacant public hire car (taxi) .

D / The impact of increasing the number of vehicles fleet, private hire cars :

- Public hire cars (taxi)
- Private hire cars (limousine).
- Public transport.
- Traffic congestion and the architectural environment.

- Request to increase the number of private hire car shall be determined based on:

1 / Fleet of private hire car (limousine).

2 / Capability and performance of the applicant for demanding the increase.

Chapter Three: Type-Approval of Vehicles to be used as Private Hire Cars (Limousines).

1. The Centre may, from time to time, specify the types of vehicles that may be used as PHCs with reference to their manufacturer, model, dimensions, seating capacity, weight, type of fuel used, equipment or any other criteria.
2. Vehicles specified under sub-section (1) shall be included in a list of type-approved vehicles that may be used as PHCs. The specification of vehicles that may be used as PHCs is shown in Schedule 3.
3. With regard to private hire car operators obtaining a license before the issuance of the law and their vehicles don't comply with the specifications specified under subsection(1) they shall be given a grace period of one year to change the fleet of their cars, according to the required specifications .
 - Every operator shall be committed when obtaining a license to operate private hire car service (limousine) to provide a future plan defining the mechanism of changing the fleet of cars in accordance with the required specifications
4. An Operator may propose car models to be added to the list of type-approved vehicles.
5. All vehicles to be operated as PHCs must be registered in the name of the Operating Company
6. No vehicle shall be used as a Private Hire Car (Limousine) if it is not of a type approved by the Centre.

7. vehicles which the rate of carbon dioxide emissions exceeds the allowed limits shall be subject to additional license fees

Chapter Four: Maintenance and Safety of Private Hire Car (limousine)

1 – For the public safety every operator of a private hire car (limousine) should work to provide all safety requirements and periodic maintenance for his operating fleet of cars, to implement the requirements mentioned ,all operators of private hire car (limousine) should adhere to the following:

A / Get approval and written consent of the Center for the safety and maintenance of vehicles.

B / Provide the Center annually with the reports proving availability of safety, security and maintenance of vehicles.

2 - Private Hire Car (limousine) must at all times be:

A/ "Properly maintained" which means maintained at least in accordance with the manufacturer's minimum requirements

B/ "Kept clean" which means that the inside and outside of vehicles shall be kept free of dirt, grease, grime, glue, tape (such as duct or masking tape) or other substances which are not the vehicles paint, upholstery, windows, floorboard or otherwise an integrated part of the vehicle's body. Also the operators of the drivers of private hire cars should not put any posters or slogans for companies, or any other entities except after obtaining the approval of the Centre in this regard.

3- "**Kept in good appearance** " which means it should fulfil the following requirements:

- A. **All** the internal and external **parts** of the vehicle available and not missing , including , for example not limit to , the bumper and the

- hood and door handles, doors and windows and cover the wheels, carpets and other important parts of the car.
- B. The horn and all lights, turn signals and reversing lights shall be in **good working** order; and,
 - C. The vehicle body must be in good condition free of dents, free of any fractures broken or cracked equipment, including but not limited to, windows, lights, light covers and reflectors.

4 - All private hire cars (limousine) must be **fully equipped** which means work properly in all its parts and spaces, including but not limited to- windshield wipers, internal and external glass, Odometers lights speedometers lights, exhaust pipes and other elements that prevent the unnecessary noise and smoke emissions, the operator at all times must install and use equipment and safety devices of high quality and not fake, and should be maintained in good working order.

Chapter Five: Inspection and Testing of Private Hire Car (limousine)

1 - All vehicles to be used as private hire car (limousine) will require a Certificate of Compliance test on first licence on a yearly basis thereafter up to a period 3 (three) years from the date of first registration. The vehicle test must be carried out by TransAD's staff or at an authorised test centre approved by the Centre.

2 - The drivers and / or operators of private hire car (limousine) should produce vehicle inspection certificate at the request of the Center's staff or the police.

3 - The vehicle shall not be registered as a private hire car (limousine) at the Traffic and Licensing Department without the inspection certificate issued from the center.

4 – The Center has the right to inspect and check the vehicles and access to the register of licensed operators, also it is entitled to request the withdrawal of vehicle / vehicles from service if found during the inspection that the car / cars are not in a good state of maintenance, or it is not clean or

well-equipped or that the safety and security factors are not available there.

Chapter Six: Signs and Marking on Private Hire Cars (limousine)

- 1 - The center shall have the right in negotiation with the operator / operators to determine the color of vehicles to be used Private Hire Cars (limousine).
- 2 – The Operator may not use cars with the approved color as public Hire Cars.
- 3 – The driver of Private Hire Car (limousine) must keep copies of the tariff schedules approved by the Center inside each of Private Hire Car (limousine) in the event it is requested for inspection by the passengers, police officers or staff of the Center.

Chapter Seven: Taximeters Private Hire Car (limousine)

- 1 - All operating Private Hire Cars (limousine) shall be provided with taximeter , tracking devices and automatic Vehicle Location (AVL), while the VIP cars do not require taximeters only AVL with tracking devices.
The taximeter/AVL/tracking system must be capable of recording and displaying the distance travelled by the vehicle during the hire and the fare for the hire based on the distance, elapsed time, waiting time and any supplementary charges. The Taximeter display, when fitted, shall be clearly visible to passengers.
- 2 - Every Taximeter in PHCs shall be of a type approved by the Centre.
- 3 - All Taximeters will be calibrated at the beginning of operation by TransAD , they are also entitled to be re-examined again at any time without charge.

4 -An Operator may propose a new model of Taximeter to be added to the list of type-approved Taximeters; the Center shall have the right to evaluate this proposal (The list of models of Taximeters approved by the Centre for use by PHCs is at Schedule 5)

5 - A driver of a Private Hire Car (Limousine) shall activate the Taximeter, if fitted, when the passenger boards at the commencement of the hire, and shall stop the Taximeter at the completion of the hire. The fare for the journey shall be the amount shown on the Taximeter at the completion of the journey, plus any approved supplementary charges. The Centre shall make arrangements for the regular checking of Taximeters to verify their proper operation

6 - All operators should provide the applicants of limousine service with a receipt or a ticket, including the name / names of the applicants of the trip, phone numbers and adistance/space leasing, rent and any other data in order to confirm that the applicant shall complete the procedures of the trip booked in advance, you must show the receipt / ticket upon request by the limousine drivers or inspectors Center or any other authority.

- With regard to the places where it is difficult to provide the passenger or limousine service receipt / ticket operators must provide the driver of Private Hire Car(the limousine) with a short text message (SMS) containing the passenger's name and phone number and destination of the journey.

Chapter Eight : Taxi Stands (taxi)

Drivers of PHCs may not pick up and /or wait for passengers at Taxi Stands or attempt to do so.

Chapter Nine: PHC Fares

- 1- The minimum fare to be charged for any PHC journey will be 40 Dhs which will include a maximum of 10 kilometers distance after the minimum fare to be based on at least 4 Dhs per kilometre.
- 2- The Private Hire Car (Limousine) Operators tariff of applicable fares must be approved by TransAD before implementation.

Chapter Ten: Terms of Employment of Private Hire Cars' Drivers (limousine) and the Necessary Regulations for Providing the Service

1 / When recruiting drivers to provide Private Hire Cars (limousine) service the following should be taken into account:-

- A - Medical fitness to practice the job and good appearance.
- B - His academic qualification should not be less than secondary school and to be fluent in Arabic and English writing and speaking.
- C - Full knowledge of the major milestones of the State of United Arab Emirates, particularly Abu Dhabi.
- D - Knowledge of traffic laws, and thorough knowledge of regulations and legislation governing the Private Hire Car (limousines) Services.
- E - His age should not be less than 25 years in the date of appointment, and not more than 60 years, and should not continue to work after he reaches sixty years.
- F- Having a valid Driving License for the class of (light vehicles), issued by the competent authorities of the United Arab Emirates.
- G - A Private Hire Car (Limousine) Driver's Permit issued by the Centre or another agency authorized by the Centre.
- H - certificate of good conduct (Criminal Investigation Certificate issued by the competent security authorities.
- I - Completion of training courses approved by the Center and obtain a one-

year permit to practice the profession, to be renewed annually in accordance with the conditions established by the Center.

2 / The operator should adhere to adopt drivers operation system which shall include working hours, wages and commissions, if any, to be approved by the Center.

3 / the driver of Private Hire Car (limousine) service must hold valid Driving License issued in UAE and Private Hire Car (Limousine) Driver's Permit.

4 / When hired, the driver Private Hire Car (limousine) should follow the shortest route to the passenger's destination or any other way required by the passenger.

5/ The driver of a Private Hire Car (Limousine) shall take all reasonable precautions to ensure the safety of passengers travelling in, entering or exiting from the vehicle

6 - A driver of a Private Hire Car (Limousine) shall not carry a number of passengers in excess of the manufacturer's seating capacity approved for that vehicle.

7 - A driver of a Private Hire Car (Limousine) shall not permit any child less than 100 centimetres in height to be carried in the front seat.

8 – Every driver of a Private Hire Car (Limousine) shall at all times when on duty should commit to the following: -

- Drive in a safe, courteous and careful manner
- Be tidily dressed, well-groomed and clean
- Wear a uniform as a condition of employment
- Behave in an orderly and courteous manner
- Operate the Private Hire Car (Limousine) in a manner that ensures the comfort and safety of passengers and the safety of other road users;

He must refrain from the following:

- Smoking, chewing tobacco, eating or sleeping inside the car.
- Playing recorded or broadcast music or other noises unless the passenger requests him to do so.
- Using the horn for any purpose other than a warning to other road users;
- Speaking on a telephone whilst driving except by using a hands-free device.

9 – On finding any article in a Hire Car left by a passenger, a driver of a Hire Car shall notify the Call Centre, the Operator or the nearest Police Station of the find at the first opportunity. The driver will hand the found article to a Call Centre, the office of the Operator, or to any police station, at the first opportunity. He will inform the Operator who will keep an accurate record of all items lost and found

10 – When hired, a driver of a Private Hire Car (Limousine) shall not permit any person other than the passenger to enter the Private Hire Car (Limousine) without obtaining the consent of the passenger on board.

Chapter Eleven:/ Hours of Service policy

1 – No PHC driver shall work for additional hours beyond the hours agreed upon in accordance with the contract between the operator and the driver, in all cases the agreed period should not exceed 12 hours, otherwise the operator shall be exposed to punishment and the license shall be revoked on repetition

2- All the operators of Private Hire Car (limousine) should keep records of working hours for all drivers, the Center shall have the right to access such records from time to time.

Chapter Twelve: Private Hire Cars Driver's Permit

1- TransAD has the sole right to issue, deny, renew, suspend or revoke any licence issues under these regulations.

3- Procedures for obtaining a permit of a Private Hire Car driver (limousine):

A/ Applications for PHC Driver's Permit shall be submitted through PHC Operators to TransAD. Applicants shall provide, in a manner and form to be determined and provided by TransAD, the following certifications:

- Certification by the applicant of his or her combined driving record (employment and non-employment for the preceding years); and,

- Certification by the Police of his or her criminal record.

3- Denial of a PHC Driver Permit Application. The application for permit shall be denied if:

A- The applicant fails to disclose any information required in the application, or fails to provide, or refuses to provide upon written request of TransAD, any information that reasonably relates to the application or clarification thereof, or provides false information in the application or to TransAD.

B- Accumulated penalties exceeding the limits set forth in Annex No. (6) of this regulation upon the renewal of the permit.

Chapter Thirteen: Offences by Drivers of PHCs (limousine)

1 – If any violation is committed by drivers, a report shall be made on such violation, and procedures set forth in the list of the offences listed in annex (6) shall be taken.

2 - The Center shall have the right to impose any sanctions, including fines or suspension of permit for driving Private Hire Car (limousine) in case of violation of the driver of any provision of this Regulation and the financial fines resulted from these offenses should be paid by the operator to the Center, with an emphasis on non - reimbursement by the drivers.

3 - The Centre shall notify the driver of the details of the alleged offence. The driver shall be given three (3) working days to make complain about the violation by an application to be submitted to the center.

Chapter Fourteen: Offences by Operators

1 – The Centre may impose penalties - including financial penalties- which go up to the suspension of the operator license, who commit offences against these Regulations or the applicable UAE laws in accordance with the details of Offences by Operators detailed in Annex No. (7) of these Regulations.

- The complaints about the decisions issued against operators and related to the offenses shall be submitted to the Center .

2 - The operator of Private Hire Car (limousine) shall violate the license terms if he commits, in particular, any of the following:-

A- If he causes or permits a Private Hire Car (limousine) to stand or wait for hire in the restricted areas with the exception of places approved by the call center, described in detail in Annex 2 of these Regulations.

B- If he causes or permits a Private Hire Car (limousine) to display any board, sign, or give any other visible or audible sign or indication in public places that the vehicles is available for hire.

C- If he offers for hire a type of hire car with different specifications or specifications less than those approved by the Center which is described in detail in Annex 3 of these Regulations

D- If he operates the vehicle without obtaining a current certificate of vehicle quality inspection issued by the centre.

E- Offers for hire a vehicle driven by any driver without a current PHC Driver's Permit

F- In case the driver doesn't have a current PHC Driver's Permit.

Chapter Fifteen : Powers of the Center

- The Center shall have the right to authorize any of its officers to enter and inspect any vehicle or any other site of work belongs to operators related to provision of Private Hire Cars (limousine) service in order to see any papers or documents related to the driver or operator to ensure the delivery of service quality.

- The Center shall have the right to control the performance of any operator or driver and impose any sanctions- including financial penalties.

- In the event of a breach by the operator or driver of any provision of this Regulation, or its breach to any provision of the laws prevailing in the United Arab Emirates and / or Emirate of Abu Dhabi.

The Center for Regulation of Transport by Hire Cars