

Pedicab Regulation Consultation Survey

HOLBA has been campaigning for over a decade for regulations and a licensing scheme for pedicabs. Last year a new law was introduced to allow Transport for London (TfL) to introduce these regulations and a new licensing scheme which will help to protect the public and the local community.

TfL is now asking people to participate in an important consultation so they can produce a licensing framework that is fit for purpose. The consultation will take less than 10 minutes to complete.

Please first register with TfL. At the end of the questionnaire, there is space for additional notes – please feel free to cut and paste the information provided at the end of this document as needed.

Many thanks in advance for your support!

Key Questions

9. Do you think that pedicabs once regulated, can provide a safe and reliable transport option in London?

- Yes
- No
- Not sure
- No opinion

10. Do you think regulated pedicabs could be an environmentally friendly way to travel in London?

- Yes
- No
- Not sure
- No opinion

We have listed 10 driver licencing considerations that we could introduce. We would like to know whether you agree with them or not.

There is a free text box at the end of the survey where you can explain your position if required.

11. Drivers will be required to be a minimum age of 18 years old

- Yes
- No
- No opinion

12. Drivers must meet an appropriate medical fitness standard

- Yes
- No
- No opinion

13. Drivers must pass UK criminal checks

- Yes
- No
- No opinion

14. Drivers must pass Overseas criminal checks

- Yes
- No
- No opinion

15. Drivers must demonstrate understanding of roles and responsibilities (safety, equality and regulatory)

- Yes
- No
- No opinion

16. Drivers will be required to have appropriate insurance to carry and wait for passengers

- Yes
- No
- No opinion

17. Drivers will be required to wear safety equipment, such as high visibility clothing

- Yes
- No
- No opinion

18. We are considering the length of the drivers licence to be 1 year

- Do you agree
- Do you disagree
- No opinion
- Not sure

19. Drivers will be required to demonstrate an appropriate English language level

- Yes
- No
- No opinion

20. Should drivers hold a full driving licence* or just a DVSA Theory Test Certificate?

*** Driving licence must be issued by DVLA, Northern Ireland or an EEA state**

- Full DVLA (or EEA driving licence)
- DVSA Theory Test
- No opinion

Questions about how and where pedicabs operate

We would like to know your views on how and where pedicabs could operate.

21. How should passengers be able to take pedicab journeys?

- Pick up a pedicab off the street as they do now
- Pre-book via a licensed pedicab operator
- Both (pick up off the street and pre-book via a licensed pedicab operator)
- None of the above

22. Should we allow pedicabs to operate across all of London?

- Yes
- No
- No opinion
- Don't know

23. Should pedicabs be allowed to continue to use existing bus and cycle lanes (including cycle superhighways)?

- Yes
- No
- No opinion
- Don't know

24. Should pedicabs be treated in the same way as other cycles and not be permitted to use major roads and tunnels?

- Yes
- No
- No opinion
- Don't know

25. How should pedicabs be allowed to pick up passengers?

- Allow pedicabs to stop and wait for passengers standing in the street
- Allow pedicabs to stop only in designated stopping areas
- None of the above

Questions about pedicab fares

How do you think pedicab fares should be set?

26. Control and set fares using a time based, distance based or zonal based structure

- Yes
- No
- No opinion

27. Publish a guide to fares but pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s)

- Yes
- No
- No opinion

28. Allow the fares to be set by the pedicab operator or driver and agreed in advance with passenger(s)

- Yes
- No
- No opinion

Questions about pedicabs playing music and other audio sounds

We would now like to understand your views on pedicabs playing music and other audio music.

29. Should we introduce controls which limit the volume of music or other audio coming from the pedicab?

- Yes
- No
- No opinion
- Don't know

30. If selected yes for the previous question, should we introduce controls to prevent pedicabs playing music or other audio during (Tick all that apply)

- 06:00 – 12:00
- 12:00 -16:00
- 16:00 - 20:00
- 20:00 - 23:00
- 23:00 - 06:00
- All the time

Questions about pedicabs safety checks

We would now like to understand your views on vehicle safety checks.

31. How often do you think pedicab vehicles should have safety checks?

- Every 6 months
- Every 1 year
- Every 18 months
- Every 2 years
- None of the above

32. If a pedicab vehicle uses a battery, should the vehicle safety checks be

- Every 3 months
- Every 6 months
- Every year
- Every 18 months
- Every 2 years

We would like to hear from you with anything else you think we should be taking into account when writing the regulations. We are particularly keen to hear where pedicabs could have

- A positive or negative impact on local residents and businesses
- Impacts on the environment and those with different needs
- What vehicle features would be most important for pedicabs in London to have?
- Impacts on Party bike owners
- If you will not work anymore as a pedicab driver

Please let us know any comments below:

Comments relating to specific questions in the consultation are below in addition to key examples of how pedicabs are managed around the world which we hope are helpful.

Insurance

With reference to question 16 we would like to see more detail about what the intended insurance policy would include.

Use of existing bus and cycle lanes (including cycle superhighways)

With reference to question 23, pedicabs should be able to use existing bus and cycle lanes (including cycle superhighways) if segregated cycle lanes are out of scope.

Designated Stopping Areas

With reference to question 25, ideally an assessment should be conducted for the two options.

International examples demonstrate that establishing dedicated pick-up points at busy locations help with enforcement and improve the efficiency of checks on pedicab operators. It would also serve as a safeguard to ensure that those hiring pedicabs agree on the fare in advance. A short consultation process might be needed to identify suitable pick-up and drop-off locations as the public realm might have to be adapted to accommodate.

Motorised Vehicles

If pedicabs are using a battery, the size of battery should be specified and the vehicle needs to be clearly marked. The documents held by drivers need to make clear what type of pedicab they are driving and included in their insurance policy.

In Japan, velotaxis—human-powered or electrically assisted pedicabs—are subject to regulations that ensure safety and compliance with local traffic laws. Operators must adhere to the Road Traffic Act, which classifies bicycles as "light vehicles," requiring them to primarily use roadways unless specific conditions permit pavement use (in the UK, the use of pavements should only be in an emergency). Additionally, electrically assisted bicycles are subject to regulations that may classify them similarly to motor scooters, necessitating adherence to corresponding traffic laws and safety standards.

Licence Plates

The pedicab driver's number should be clearly visible and the number of passengers the vehicle is allowed to carry (like a black cab).

In New York, drivers must possess a Pedicab Driver license, a valid driver's license and be over the age of 18. The vehicle must possess a registration plate issued by a registered agency, which includes liability insurance.

Enforcement

There needs to be clarity on how the licensing scheme will be policed once in place. This will be the most substantial issue facing the success of the scheme, as has been proved with the policing of the interim busker licensing scheme.

There also needs to be a clear strategy for identifying and penalising unlicensed pedicabs, ensuring they do not undermine the scheme. Without proper enforcement, there is a risk that non-compliant operators will continue to operate unchecked, creating an uneven playing field for licensed drivers.

Charging and Fare Structure

There needs to be proof of agreed cost before hire so there is no conflict at the end of the journey.

Our preferred solution would be to leverage technology e.g. an app which would reduce the risk of fare-related scams and incentivise professional conduct amongst drivers. In Austin, Texas, pedicabs have become an integral part of the transport system and Uber has made pedicabs safer, more convenient and prevented drivers from charging extortionate fees during busy periods. Uber allows prospective riders to order a pedicab to their location and negotiate a price in advance with the driver. The fee is then paid on card via the riders' Uber account, eliminating the need for cash. At the end of the trip, drivers are rated, incentivising professional conduct.

To further enhance transparency and prevent disputes, there should be a clear and accessible campaign aimed at educating and informing tourists about pedicab regulations and fares. This could include multilingual signage at key locations, digital guides available through travel apps, and partnerships with tourism boards and hotels to distribute information. For pedicabs that are hired directly from the street and not through an app, there should be set rates and drivers should be required to provide a printed or digital receipt confirming the agreed fee before the journey begins. This measure ensures that the fare is clear and agreed upon upfront, reducing the risk of overcharging or disputes.

Parking

Pedicabs should not be allowed to park on pavements, single, double yellow or red lines as many of them do now.

Music

There needs to be a requirement for a performance rights society license to play music while waiting for a fare, and during the journey. We would also like to see the new regulations ban all amplified sound equipment.

Adhoc

We would like to see pedicabs carry a first aid kit and require safety belts.

TfL should work to improve relations with the pedicab community in order to encourage good conduct and improve the image of the industry. This would help to reduce anti-social behaviour and non-compliance through lack of professional knowledge.