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**ROAD TRAFFIC ACT
(CHAPTER 276)**

**ROAD TRAFFIC
(PRIVATE HIRE CAR BOOKING SERVICE OPERATOR)
RULES 2018**

ARRANGEMENT OF RULES

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In exercise of the powers conferred by section 111 of the Road Traffic Act, the Land Transport Authority makes the following Rules:

Citation and commencement

1. These Rules are the Road Traffic (Private Hire Car Booking Service Operator) Rules 2018 and come into operation on 30 March 2018.

Definitions

2. In these Rules, unless the context otherwise requires —

“affiliated driver”, “affiliated driver agreement”, “bookable vehicle”, “bookable vehicle driver”, “private hire car booking service operator” and “ride-sourcing service” have the respective meanings given by section 110B of the Act;

“chauffeured private hire car” has the meaning given by the Road Traffic (Public Service Vehicles) Rules (R 14);

“chauffeured private hire car licence” means a licence granted under Part V of the Act to use a motor vehicle as a chauffeured private hire car;

“private hire car booking service” means the business of engaging in the following conduct (including conduct outside Singapore, or partly inside and partly outside Singapore):

(a) accepting, or making provision for the invitation or acceptance of, bookings from people for a ride-sourcing service;

(b) communicating the bookings to bookable vehicle drivers to carry out that ride sourcing service,

but excludes a taxi service booking service;

“vocational licence” means a vocational licence granted under section 110 of the Act authorising the vocational licence holder to drive a chauffeured private hire car.

Address for service

3.—(1) A private hire car booking service operator must, within the time delimited in paragraph (2), provide the Authority with —

(a) an address in Singapore at which notices and other documents under the Act and these Rules may be served personally or by post on the private hire car booking service operator or its representative in Singapore;

(b) a fax number in Singapore at which notices and other documents under the Act and these Rules may be served by fax on the private hire car booking service operator or its representative in Singapore; and

(c) an email address for the service of notices and other documents under the Act and these Rules that may be served by email on the private hire car booking service operator or its representative in Singapore.

(2) The time for providing an address for service as required under paragraph (1) is as follows, where applicable:

- (a) within 7 days after 30 March 2018, if the private hire car booking service operator is, on the eve of that date, providing a private hire car booking service;
- (b) within 7 days after the private hire car booking service operator starts providing a private hire car booking service;
- (c) within 7 days after any change to the address, fax number or email address earlier provided to the Authority under this rule.

(3) A private hire car booking service operator that contravenes any requirement under paragraph (1) that it is subject to shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$5,000.

Affiliated drivers and bookable vehicles

4. A private hire car booking service operator must take reasonable steps to ensure —

- (a) that every one of its affiliated drivers either holds a vocational licence or is exempt under section 142 of the Act from holding one when providing a ride-sourcing service;
- (b) that there is in force in relation to the use at any time by any of its affiliated drivers of any bookable vehicle to provide ride-sourcing services booked through the private hire car booking service operator, a policy of insurance in respect of third-party risks that complies with section 3 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189); and
- (c) that there is in force a chauffeured private hire car licence for every bookable vehicle when used by any of its affiliated drivers to provide ride-sourcing services booked through the private hire car booking service operator.

Record-keeping on ride-sourcing service

5.—(1) A private hire car booking service operator must keep and retain, for the period mentioned in paragraph (2), records of information about matters specified in the Schedule relating to any ride-sourcing service performed by affiliated drivers of the private hire car booking service operator.

(2) The records required under paragraph (1) in respect of a ride-sourcing service must be kept and maintained for at least 5 years after the ride-sourcing service is provided.

(3) A private hire car booking service operator must not, in purported compliance with a requirement under paragraph (1), make a record of any matter or thing in such a way that it does not correctly record the matter or thing.

Periodic provision of information on ride-sourcing service

6. A private hire car booking service operator must provide to the Authority, in the form and manner the Authority requires, information about matters specified in the Schedule as follows:

- (a) for any information mentioned in items 1 to 6 of the Schedule relating to affiliated drivers of private hire car booking service operators — within 3 days after the Authority requests for that information, or such longer period as the Authority may allow in any particular case;
- (b) for any information about any other matter mentioned in the Schedule — no later than the 15th day of the month immediately following the month to which the information relates, or such longer period as the Authority may allow in any particular case.

General penalty

7. A private hire car booking service operator that contravenes any requirement under rule 4, 5(1) or (3) or 6 that it is subject to shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$10,000.

THE SCHEDULE

Rules 5(1) and 6

RECORD MATTERS

- | <i>Item</i> | <i>Matter</i> |
|-------------|---|
| A. | Relating to affiliated drivers of private hire car booking service operator |
| 1. | The name and identification particulars of each affiliated driver of the private hire car booking service operator. |
| 2. | The contact details and residential address of each affiliated driver of the private hire car booking service operator. |
| 3. | The details of each affiliated driver's vocational licence granted under section 110 of the Act. |
| 4. | The affiliated driver agreement between the private hire car booking service operator and each affiliated driver of the private hire car booking service operator. |
| 5. | The date when the individual becomes an affiliated driver of the private hire car booking service operator. |
| 6. | Where applicable, the date when the individual stops being an affiliated driver of the private hire car booking service operator. |
| B. | Relating to service capacity |
| 1. | The total number of affiliated drivers of the private hire car booking service operator. |
| 2. | The total number of bookable vehicles driven by affiliated drivers of the private hire car booking service operator. |
| C. | Relating to bookable vehicles |
| 1. | The registration number, vehicle model and registered owner of each bookable vehicle driven by each affiliated driver of the private hire car booking service operator. |
| 2. | The distance travelled by the bookable vehicle used in providing each ride-sourcing service booked through the private hire car booking service operator. |
| 3. | The bookable vehicle used in providing each ride-sourcing service booked through the private hire car booking service operator. |

THE SCHEDULE — *continued*

<i>Item</i>	<i>Matter</i>
D.	Relating to bookings of ride-sourcing services
1.	The date and time of receipt of every request for a ride-sourcing service booked through the private hire car booking service operator.
2.	The system generated unique number of the request for a ride-sourcing service booked through the private hire car booking service operator.
3.	The unique driver identification number of an affiliated driver assigned by the private hire car booking service operator to that affiliated driver providing the ride-sourcing service booked through the private hire car booking service operator.
4.	The product branding of the ride-sourcing service booked through the private hire car booking service operator.
5.	The date and time of acceptance by an affiliated driver of any request for a ride-sourcing service booked through the private hire car booking service operator, or the cancellation of any such request (including the reason for such cancellation, if any).
6.	The address for the pick-up location of the passenger who requested the ride-sourcing service booked through the private hire car booking service operator.
7.	The address for the drop-off location of the passenger who requested and took the ride-sourcing service booked through the private hire car booking service operator.
8.	The date and time of commencement of each ride-sourcing service provided after it is booked through the private hire car booking service operator.
9.	The date and time of completion of the ride-sourcing service provided after it is booked through the private hire car booking service operator.
10.	The global positioning satellite information of where the affiliated driver was when accepting a request for a ride-sourcing service booked through the private hire car booking service operator.
11.	The global positioning satellite information of where the affiliated driver was when the driver picks up any passenger for a ride-sourcing service booked through the private hire car booking service operator.

THE SCHEDULE — *continued*

<i>Item</i>	<i>Matter</i>
E.	Relating to prices
1.	The total price charged and collected each month for every ride-sourcing service booked through the private hire car booking service operator.
2.	The price charged and collected for each ride-sourcing service booked through the private hire car booking service operator, including details as to the components of the price charged.
F.	Relating to service demand
1.	The total distance travelled each month by each bookable vehicle used in providing a ride-sourcing service booked through the private hire car booking service operator.
2.	The total number of ride-sourcing services provided each month by each affiliated driver of the private hire car booking service operator.
3.	The total number of hours per day that each affiliated driver of the private hire car booking service operator provides ride-sourcing services.
4.	The total distance travelled by each bookable vehicle used in providing each ride-sourcing service.
G.	Relating to other passenger satisfaction standards
1.	The number of road traffic accidents occurring each month in the course of the provision by an affiliated driver of the private hire car booking service operator of a ride-sourcing service booked through that private hire car booking service operator, which resulted in any personal injury or death to any individual.
2.	The date and time of every accident mentioned in item 1.
3.	The age, name and identification particulars of the affiliated driver involved in each accident mentioned in item 1, and the details of the bookable vehicle involved in that accident.
4.	The date and time of every dispute or similar incident involving any affiliated driver of the private hire car booking service operator and any of their passengers relating to — <ol style="list-style-type: none"> (a) the fare payable for a ride-sourcing service provided by that affiliated driver; or (b) the conduct of the affiliated driver.

THE SCHEDULE — *continued*

- | <i>Item</i> | <i>Matter</i> |
|-------------|--|
| 5. | A description of every dispute or incident mentioned in item 4, a description of the action taken by the private hire car booking service operator or the affiliated driver (as the case may be) to resolve the dispute or incident, and the time taken to resolve the dispute or incident, if resolved. |
| 6. | The name and identification particulars of the affiliated driver involved in every dispute or incident mentioned in item 4. |

Made on 29 March 2018.

CHAN HENG LOON ALAN
Chairman,
Land Transport Authority of
Singapore.

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