

SERU

SAFETY, EQUALITY,
REGULATORY UNDERSTANDING


Section 10: Ridesharing



WHAT IS RIDESHARING?

- ▶ Ridesharing is when people who do not know each other pay separate fares and travel together in the same vehicle.
- 
- A decorative graphic consisting of several parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.

OVERVIEW

- ▶ All ridesharing journeys must be booked with a licensed London PHV operator. As a London PHV driver, you can only carry out ridesharing bookings that you have received from a licensed London PHV operator.
- 


RISKS OF RIDESHARING

- ▶ Ridesharing can potentially introduce some safety risks for passengers.
- ▶ It is possible that ridesharing might happen if, for example, two people have a similar route to and from work and travel at similar times. They may choose to book a ridesharing PHV and travel with someone they don't know. In cases like this, one passenger could be put at risk if the other passenger learns things about them such as:
 - ▶ their home address
 - ▶ where they work
 - ▶ their daily routines
 - ▶ whether they live alone or not
 - ▶ A stranger knowing information like this may make a passenger vulnerable to crime.

UPSETTING THE PASSENGER

- ▶ Another possible problem is that a passenger may book a ride-sharing journey by mistake. If you stop to collect a second passenger and the first passenger was not expecting you to, it could result in an argument.

AVOIDING PROBLEMS

- ▶ Confirm with each separate passenger that they have booked a ride-share as soon as you pick them up
 - ▶ Explain how many other people you will pick up and the predicted route
 - ▶ Let them know if you have to change the predicted route or pick up new passengers during the journey
 - ▶ Tell the passenger how long it is likely to take to get to their destination
 - ▶ Make sure the passenger knows what the cost is likely to be
- 

- ▶ It may also be a good idea to say to passengers that if they feel uncomfortable at any point, they can ask to get out of the vehicle and they can arrange for a non-rideshare PHV vehicle to meet them at a point along your route.
- ▶ You should not share the personal details of one passenger with any other passenger.
- ▶ If you work for a PHV operator who offers ridesharing services you should talk to them about ridesharing training for PHV drivers, as the operator should provide this.