

**WRITTEN QUESTION TO THE MINISTER FOR INFRASTRUCTURE
BY DEPUTY S.J. GLEAVE OF ST. HELIER SOUTH
QUESTION SUBMITTED ON MONDAY 28th SEPTEMBER 2026
ANSWER TO BE TABLED ON MONDAY 5th OCTOBER 2026**

Question

“In relation to the regulation and operation of taxis in Jersey, will the Minister –

- (a) advise what consideration, if any, has been given to reviewing and updating the regulatory framework to –
 - (i) reduce operating costs and improve affordability;
 - (ii) increase flexibility to meet customer needs;
 - (iii) support the Island’s night-time economy;
 - (iv) increase availability of services for passengers;

while maintaining safety, accessibility and passenger-protection standards;

- (b) provide an update on the implementation of the Taxi-Cab Regulation Reform Programme, approved in 2015, including completed and outstanding actions;
- (c) publish a complete list of current requirements required of taxi drivers and vehicle licence-holders, identifying for each –
 - (i) its stated purpose;
 - (ii) the relevant legislation or legal authority;
 - (iii) who authorised it;
 - (iv) whether it received Assembly approval; and
 - (v) whether Driver and Vehicle Standards (DVS) has assessed that it falls within its authority; and
- (d) state whether he will work with relevant stakeholders to review these requirements and identify any that could be removed or simplified to allow reductions in costs and improve flexibility, while maintaining safety, accessibility and passenger-protection standards?”

Answer

It is worth putting my answers to these questions in context. As the Minister for Infrastructure, I have a legal obligation to ensure that the public has access to an ‘adequate, efficient and reasonably priced cab service available throughout Jersey at all times.’ As Minister, I exercise powers under the Motor Traffic (Jersey) Law 1935 for that purpose.

- (a) I recognise that there is a public debate regarding the regulation and operation of the taxi service in Jersey. Work is commencing to review the regulatory framework in line with my primary duties to the public under the Motor Traffic Law. A secondary, but important, consideration is the reasonable expectation of drivers and other industry participants to make a living, as a sustainable industry is necessary to serve passengers well. The areas referenced in (i) to (iv) will be part of this work.
- (b) The Taxi-Cab Regulation Reform Programme was approved in 2015 following public consultation. It introduced or progressed:
 - a more integrated taxi-cab system and wider rank access;

- common maximum fares and clearer tariff arrangements;
- meters, fare displays and electronic payments;
- improved accessibility standards and driver training;
- enhanced driver-suitability checks; and
- affiliation with recognised booking entities.

Some elements were not completed as originally envisaged, including statutory licensing of booking entities, a comprehensive disciplinary system, aspects of common vehicle identity and formal complaints arrangements.

The work which I will now undertake will establish a comprehensive analysis of which elements were completed, superseded or remain outstanding, and whether further implementation remains appropriate.

- (c) The current requirements that apply to taxi drivers and vehicle licence-holders arise from a combination of provisions stipulated in the Motor Traffic (Jersey) Law 1935, Orders made under that Law, public service vehicle licence conditions, driver-badge requirements, and administrative arrangements operated by Driver and Vehicle Standards.

The principal requirements include:

- a public service vehicle licence for each vehicle used as a cab;
- compliance with the conditions stated in that licence;
- a current certificate of fitness and compliance with vehicle, equipment and accessibility standards;
- ownership of the vehicle by the licence applicant and continued fitness and propriety of the licence-holder;
- display of the public service vehicle licence plate and prescribed passenger information;
- an appropriate driver badge, based on age, health, character, driving capability and knowledge of Jersey;
- approved taxi signs, meters and electronic-payment facilities;
- compliance with the statutory maximum-fare arrangements for immediate hire (pre-booked fares are not regulated but must be published);
- compliance with the rules governing ranks and pre-arranged services; and
- reporting of relevant vehicle damage, alterations and changes of ownership.

These requirements have a direct basis in the Law or subordinate legislation. The Law also permits the Minister to impose conditions on a vehicle's public service licence where the Minister considers them necessary or desirable to ensure the proper operation of the vehicle and the public service it provides. Such conditions may address who may operate the vehicle, the manner and times in which the service is operated and, for cabs, the use of taxi stands.

Further operational requirements have been introduced over time through standard licence conditions or Ministerial policy. These include, or have included:

- a minimum annual mileage requirement;
- taxi driving being the licence-holder's main employment;
- affiliation with a recognised booking or dispatch entity;
- an initial period gaining experience through an established company;
- affiliation with only one booking entity;
- restrictions on third-party advertising;
- wheelchair-assistance training;
- periodic criminal-record checks; and
- quantitative control of vehicle licences.

Purpose

The statutory and operational requirements have generally been intended to support the Minister's duty under Article 38 of the Motor Traffic (Jersey) Law 1935 to secure, so far as practicable, an adequate, efficient and reasonably priced cab service throughout Jersey at all times.

Their purposes include ensuring that:

- vehicles are safe, suitable, identifiable and accessible;
- drivers are competent, medically fit, of appropriate character and accountable;
- licences are actively used to provide a public service;
- bookings, journeys and complaints can be traced to an accountable person or entity;
- fares are transparent and reasonably controlled;
- sufficient services are available at different times and locations; and
- regulated services can be monitored and enforced.

Legislation or legal authority

The most relevant provisions of the Motor Traffic (Jersey) Law 1935 are:

- Articles 6 to 13, concerning vehicle licensing, certificates of fitness, licence conditions, quantitative limits, enforcement and licence plates;
- Articles 28 to 33, concerning driver badges and the driver's age, health, character, driving capability and knowledge of Jersey;
- Article 37, concerning conduct, taxi ranks and codes of conduct;
- Article 38, concerning fares, vehicles, equipment, signs, advertising, plying for hire and rank access; and
- Article 46, providing general Order-making powers.

Authorisation

A number of requirements are contained in primary Law and in Orders. Other requirements have been authorised through Ministerial Decisions, individual or standard licence conditions, or administrative arrangements developed by Driver and Vehicle Standards and its predecessor authorities. Some practices may originate in decisions of former Committees, or in historic paper licence conditions. In some cases, the complete original decision trail may no longer be readily identifiable.

I am clear that the present situation is not satisfactory. It is overly complex and not sufficiently transparent. It is also unacceptable that some regulatory requirements are being imposed when these appear to be based only on convention. Therefore, my aim is that one outcome of the current review will be an updated regulatory framework which will have a clear basis in statute and policy. It will be published as a single document which is publicly available.

DVS assessment of authority

Driver and Vehicle Standards administers the current framework on behalf of the Minister and applies the statutory requirements, licence conditions and Ministerial policies in its day-to-day regulatory work.

However, as referenced above, there is not presently a single, legally verified and published schedule demonstrating that every inherited licence condition or administrative requirement has recently been assessed against its precise statutory authority.

I am keen to look forward. Rather than devote disproportionate resources to reconstruct what may remain an incomplete historic record, I will produce a new authoritative schedule. For each requirement that is to continue, that schedule will identify:

- the requirement and the person to whom it applies;
- its purpose and intended public benefit;
- its legislative, licence-based or administrative authority;
- how and by whom it has been authorised;
- the body responsible for its administration and enforcement; and
- the date on which it should next be reviewed.

Each existing requirement will be considered against current circumstances and retained only where it is necessary and proportionate. The resulting framework will be supported by the necessary legislation, Ministerial Decisions, Orders, clearly stated licence conditions or, where required, proposals for legislative amendment.

The intention is to publish the completed schedule so that taxi drivers, vehicle licence-holders, booking entities, passengers, the regulator and future Ministers can readily identify the requirements in force and the authority for them.

- (d) Yes, this work will involve full consultation with the industry and relevant stakeholders to ensure we deliver a modern regulatory framework which best serves islanders and discharges my obligations under the Law.