

Section 10: Ridesharing

Summary:

- Ridesharing is when people who do not know each other pay separate fares and travel together in the same vehicle and must book from 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.
- Ridesharing can potentially introduce some safety risks for passengers. 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 and whether they live alone or not. A stranger knowing information like this may make a passenger vulnerable to crime.
- Any argument may arise when picking up two persons and to avoid this, confirm with each separate passenger, explain the route or any change, expected time to reach the destination and cost properly.
- 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.
- Drivers should not share the personal details of one passenger with any other passenger and give passengers the option to get out of the vehicle and they can arrange for a non-rideshare PHV vehicle if they feel uncomfortable.