Your pedicab journeys. Your say.

We're proposing to regulate pedicabs to make them a safe and professional travel option.

Pedicab regulations

Consultation Report

June 2025

TfL RESTRICTED

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Executive Summary

The Pedicabs (London) Act 2024 gives us the power to regulate pedicabs in public places in London.

One of the main aims for regulating pedicabs in London is to make them as safe as possible, ensuring that they are driven, maintained and operated in a safe and professional way, bringing pedicabs in line with Taxi and Private Hire services in London.

We are proposing that the regulations and licensing regime requirements for pedicabs would be similar to those that apply to taxis and private hire vehicles (PHV) but tailored to the unique nature of pedicabs and the market they operate in.

A public and stakeholder consultation took place over six weeks from 27 January to 7 March 2025 to seek views on what the regulations may look like for pedicabs operating in London and how they could potentially be regulated. There were 7,699 responses received. There were two campaigns which generated 104 responses.

Rachel Blake MP Cities of London and Westminster submitted a petition to demand that new regulations include a complete ban on noise. 277 signatures were collected.

The survey was made up of 52 questions and the summary below highlights how people responded. Though respondents may have agreed with the questions, the final regulations proposal is still to be determined.

The majority of respondents were not pedicab users, with only seven per cent of respondents were using a pedicab.

In relation to safety, of those who answered the survey question, 25 per cent selected they felt safe while using a pedicab; 75 per cent felt unsafe. 25 per cent agreed that following regulation pedicabs could be a safe and reliable transport option in London. 55 per cent disagreed.

In relation to fares, 85 per cent selected that the price that they had paid was expensive.

In relation to the environment, there was an even split in opinion on whether regulated pedicabs would provide an environmentally friendly way to travel with 42 per cent considering they would be and 42 per cent that they wouldn't.

In relation to Pedicab driver licensing requirements:

- 92 per cent agreed that the minimum age should be 18. 83 per cent agreed that Pedicab drivers must meet an appropriate medical fitness standard.
- 95 per cent agreed that pedicab drivers must pass UK criminal checks and 90 per cent agreed the same for overseas criminal checks.
- 97 per cent agreed that pedicab drivers must demonstrate an understanding of roles and responsibilities with regards to safety, equality and regulation of pedicabs.
- 97 per cent agreed that pedicab drivers should have the appropriate insurance to carry and wait for passengers.
- 77 per cent agreed that drivers should be required to wear safety equipment.
- 70 per cent agreed that the pedicab drivers should be valid for a year.

- 90 per cent agreed that pedicab drivers should be required to demonstrate an appropriate level of English language.

In relation to how and where Pedicabs should operate.

- Eight per cent selected pedicabs should be available for on street pick up as currently done, 28 per cent selected pedicabs should be pre-booked via a licensed operator and 42 per cent selected both. 22 per cent did not consider either of these to be an option.
- 65 per cent selected that pedicabs should wait for passengers in designated waiting areas, 13 per cent that they should stop and wait in the street and 22 per cent did not consider either of these to be an option.
- 21 per cent agreed that pedicabs should operate across the whole of London, 71 per cent did not.
- 28 per cent selected that pedicabs should be able to use bus and cycle lanes 63 per cent selected they should not.
- 84 per cent selected that they should not be permitted to use major roads and tunnels like other cycles.

In relation to how fares are set:

- 85 per cent agreed that fares should be controlled by time-based, distance based or zonal based structures.
- 75 per cent were not in favour of allowing fares to be set by pedicab driver or operator.

The next questions were around audio from the vehicles:

- 96 per cent agreed that there should be controls to limit the volume of music and other audio from pedicabs. We received over 2,400 comments about the music from the vehicles, this was nearly double any other comment.
- 78 per cent selected limits on music and audio should be in effect all the time.

In relation to safety checks on Pedicabs.

- 62 per cent of respondents selected that pedicabs should undergo safety checks every six months and 32 per cent that safety checks should be conducted every year.
- 49 per cent selected that pedicabs with batteries should undergo safety checks every three months, while 27 per cent ticked checks should be every six months and 20 per cent they should be once a year.

In the free text box we asked people to provide any comments they had on Pedicabs. The feedback was critical of the current pedicabs operation, with calls for tighter controls or outright bans on their use, People were most concerned about the music played by Pedicabs, fare exploitation, road safety and congestion. The most common points raised in the free text box are shown in the table below.

Theme	Public responses only	Stakeholder responses only	All responses
Suggest the volume of music played by pedicabs currently is too loud/should be limited/restricted	2,438	29	2,467
Suggest pedicabs should be banned completely/should not be allowed	1,939	10	1,949
Oppose pedicabs/negative comment about pedicabs (general comment)	1,827	16	1,843
Pedicab drivers currently exploit/overcharge customers/passengers (general comment)	1,795	22	1,817
Pedicabs negatively impact the reputation of London/areas they operate in/around	1,760	32	1,792
Pedicabs/pedicab drivers are unsafe/dangerous to pedestrians/drive dangerously on and block pavements/footpaths	1,595	23	1,618
Pedicabs/pedicab drivers are unsafe/dangerous to other road users/drive dangerously on roads/ignore rules of the road	1,562	20	1,582
Support/agree pedicabs should be licensed/regulated by TFL (general comment)	1,356	34	1,390*
Pedicabs/pedicab drivers are unsafe/dangerous (general comment)	1,107	17	1,124
Pedicabs/pedicab drivers slow down traffic cause/contribute to congestion/frequently block roads	1,013	16	1,029

Next Steps

The responses and comments provided in this consultation are being used to develop detailed policy proposals for pedicabs in London. These detailed policy proposals will be subject to a final consultation which will launch later this year alongside an Integrated Impact Assessment. Responses from the second consultation will be used to form pedicabs regulations.

1 Introduction

1.1 Overview of the consultation

The Pedicabs (London) Act 2024 gives us the power to regulate pedicabs in public places in London.

One of the main aims for regulating pedicabs in London is to make them as safe as possible, ensuring that they are driven, maintained and operated in a safe and professional way, bringing pedicabs in line with Taxi and Private Hire services in London.

We are proposing that the regulations and licensing regime requirements for pedicabs would be similar to those that apply to taxis and private hire vehicles (PHV) but tailored to the unique nature of pedicabs and the market they operate in.

We recognise the importance of ensuring regulations are set at the correct level to enable pedicabs to be able to operate and offer a safe, professional, and reliable service to passengers. It is also important that we consider the broader issues that have been raised in relation to pedicabs, such as addressing issues of fares charged to passengers and anti-social behaviour caused by loud music, parking, and congestion.

1.2 The consultation

A public and stakeholder consultation took place over six weeks from 27 January to 7 March 2025 to seek views on pedicabs operating in London and how they could potentially be regulated. There were 7,699 responses received.

There were two campaigns included in the 7,699 responses analysed. Details of these can be found in the campaign and petition section of thew report.

We also received a petition containing 277 signatures. These signatures have not formed the part of the7,699 responses analysed.

We commissioned AECOM, an independent consultancy, to impartially analyse and report on responses from the consultation.

The objectives of the consultation were:

- To raise awareness what we are considering when regulating Pedicabs.
- To give stakeholders and the public enough information about the possible regulations to allow them to give informed responses
- Help shape and inform the regulations
- To encourage and capture feedback
- Understand any concerns and/or objections to the proposed regulations
- To identify any issues not already considered in the impact assessments that may affect decision making
- To assist the scheme sponsor to reach an informed decision about how to proceed

1.3 Questionnaire

We designed and hosted the questionnaire on Have Your Say, the TfL consultation portal. The questionnaire included 52 closed questions which asked about the respondents' profile and views on regulating pedicabs, including how and where they operate, the fares, licensing requirements, and other aspects of their operation. The consultation incorporated a

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single open question to gather feedback on respondents' views towards pedicabs and regulating them, and another open question was asked about the quality of the consultation.

A copy of the questionnaire can be found in **Appendix A.**

1.4 Equality impact assessment (EQIA)

An Equality impact assessment was carried out prior to the consultation to provide information on possible impacts of the regulations and recommendations on how to mitigate the impacts.

The EQIA also provided guidance on who we should target within the consultation. Most of the current Pedicabs that are operating in London are not accessible, so we focused some of the analysis around what respondents had told us about accessibility. We were also keen to receive ideas on how to make the Pedicabs an accessible transport option.

2 Methodology

2.1 Receiving responses

We made several channels available through which people could respond to the consultation.

It was possible for respondents to complete a consultation questionnaire by visiting our website.

Comments could also be submitted by email to haveyoursay@tfl.gov.uk or in writing to FREEPOST TFL Have your say.

Respondents could complete an Easy Read Version of the consultation survey. This survey was also available to download from our webpage as a fillable PDF for completion and return by email or our Freepost service.

We provided a telephone call back service (Tel: 020 3054 6037) for respondents to get in touch with any questions and as a further method of response.

The 'Questions' tool on our consultation website was available to enable people to submit queries and obtain further information to help them respond during the consultation.

Most responses were received via the consultation questionnaire hosted on the TfL portal. To ensure inclusivity, TfL also gathered responses via email. An "easy read" version of the questionnaire was also available. TfL also provided the option for respondents to submit a "quick response" instead of completing the full survey, just asking a single question to gain their thoughts on the proposals.

We entered all responses received by methods other than the online questionnaire into the TfL portal. The database was delivered to AECOM in weekly batches for processing, analysis, and reporting.

2.2 Visits to our website

We had over 65,000 visitors to the website.

Most of the visits were as a result of the customer email we sent out, generating nearly 50,000 visits.

Our on-street advertising generated over 5,000 visits and Social media generated over 3,600.

2.3 Consultation Material

We used a variety of methods to raise awareness of the consultation.

Emails to public/stakeholders
We sent 1.3 million emails to people who requested updates from us travelling in fare zones 1 and 2, where pedicabs mainly operate. The email highlighted that the pedicabs regulations consultation was open and requested people to click through to the webpage. A copy of this customer email can be found in Appendix G.

Media activity
We had a press release on the day we launched the consultation, a copy of which can be found in Appendix J.

We had two days where the consultation was advertised in the Metro newspaper. The first day was on the 28 January 2025 and the second day was on the 1 March 2025 to remind

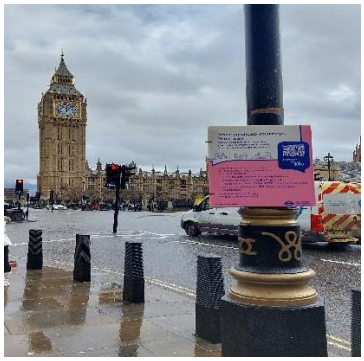
people that they only had a week left to respond to the consultation. A copy of the articles can be found in Appendix J.

The press release generated news stories on several media platforms including BBC London, BBC Surrey, BBC breakfast News ITV London, LBC radio.

Print articles appeared in, The Daily Telegraph, City AM, Evening Standard and the Daily Mail. A full copy of media stories can be found in Appendix J.

LBC London radio held a phone in for the general public to have their say on the radio station about the Pedicab consultation.

On-site advertising
We installed 30 lamppost signs around the West End and Westminster tourist areas of London.



A map of where these signs were installed can be found in Appendix G.

2.4 Campaigns and Petitions

When analysing the responses, it is apparent there have been two campaigns. The campaigns identified were:

- **Heart of London Business Alliance (HOLBA):** a total of 95 responses were received, and it seems HOLBA's standard response text was shared with others for use as their own response to the main open question in the survey. Many respondents chose to only include parts of the standard text, with a small amount also adding their own additional comments to the standard text; and
- **London Pedicab Welfare Association (LPWA):** a total of 9 responses were received, and they were all either identical or near-identical.

The standard responses provided by these campaigns are shown in Appendix B, as well as further information about the responses.

The responses were analysed along with all other responses received via the portal. In Appendix B, we have split the responses so the impact of these can be seen on the number of codes we have used.

Petition submitted by Rachel Blake MP Cities of London and Westminster

The petition was hosted on Rachel Blake's website. The petition was advertised in newsletters and social media.

On the 7 March, Rachel Blake's office presented the petition to TfL by emailing the petition prayer and the electronic signatures from the people that had signed the petition.

The petition prayer was;

“For too long, residents in the Cities of London and Westminster have had to deal with the nuisance of noisy, disruptive, and unsafe pedicabs.

Transport for London is currently carrying out a statutory consultation on cracking down on this menace, in line with their obligations under the Pedicabs (London) Act 2024.

I have heard from residents time and again that a priority for them is to completely eliminate amplified noise from these vehicles. It is completely unnecessary for them to have,and is a key driver of the disruption which they inflict on communities.

While the consultation is open, I will be writing to Transport for London to demand that the new regulations include a complete ban on noise. It will be crucial to show that this has the support of the community, so please join me today in calling for TfL to Stop the Noise.”

277 people signed the petition. The signatures have not been included in to the final analysis numbers. The sentiment of the petition will however be taken in to consideration when forming the next stage of the policy development.

2.5 Thematic coding

All free text responses and emails were grouped into themes to allow meaningful analysis. Letter and email responses were combined with the free text comments given in the questionnaire for analysis purposes. The full coding tables can be seen in Appendix C.

Where possible, free text responses have been analysed by topic rather than response to a question to allow meaningful analysis and avoid double counting where respondents have given the same response to both the main open question and that asking about the quality of the consultation.

The themes from each question were created by AECOM using the initial set of responses, and these were verified by TfL before full coding began. Where new themes emerged, these were verified and confirmed with TfL before continuing. A minimum of 10 per cent quality assurance checks and validation were completed on the coding for each question by both AECOM and TfL.

2.6 Analysis and reporting

As respondents were not obliged to answer all questions in the questionnaire, the percentages shown only include those that responded to each question.

Where percentages do not sum to 100 per cent in the main body of the report, this is due to rounding or where more than one response was permitted.

We carried out statistical significance testing. When we mention differences between sub-groups, it means those differences are statistically significant. Only results that show a meaningful, statistically significant difference are included in this report.

A large volume of data was received and, therefore, the following chapters summarise the main findings and highlight pertinent differences between groups.

2.7 Response

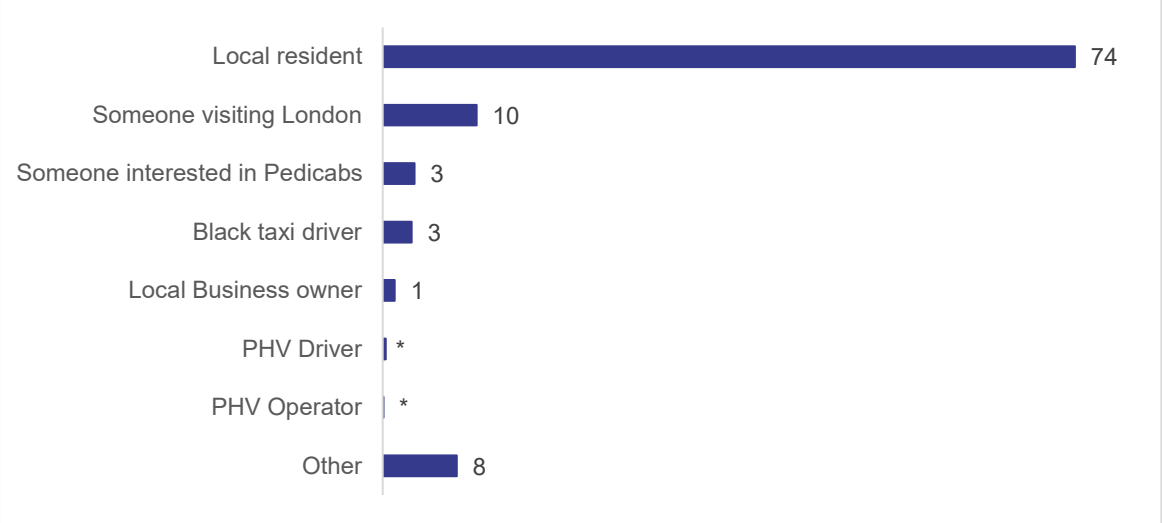
Type of respondent

A total of 7,699 responses were received, of which 921 were quick responses. TfL categorised 63 responses as being from stakeholders.

Of the 7,699 responses, 104 were identified as campaign responses. The total number of responses not including campaigns is 7,595.

The types of respondents who answered the survey is shown in Figure 2-1.

Figure 2-1 Type of respondent (%)



Base: 6,726, *Responses less than 1%. Question: Please choose one option below that best describes the category of respondent you are answering this survey as.

Respondent type	Count	%
Local resident	4970	74
Someone visiting London	674	10
Someone interested in pedicabs	228	3
Black taxi driver	208	3
Local business owner	86	1
PHV Driver	22	*
PHV Operator	5	*
Other	533	8
Total	6726	100

*Responses less than 1%

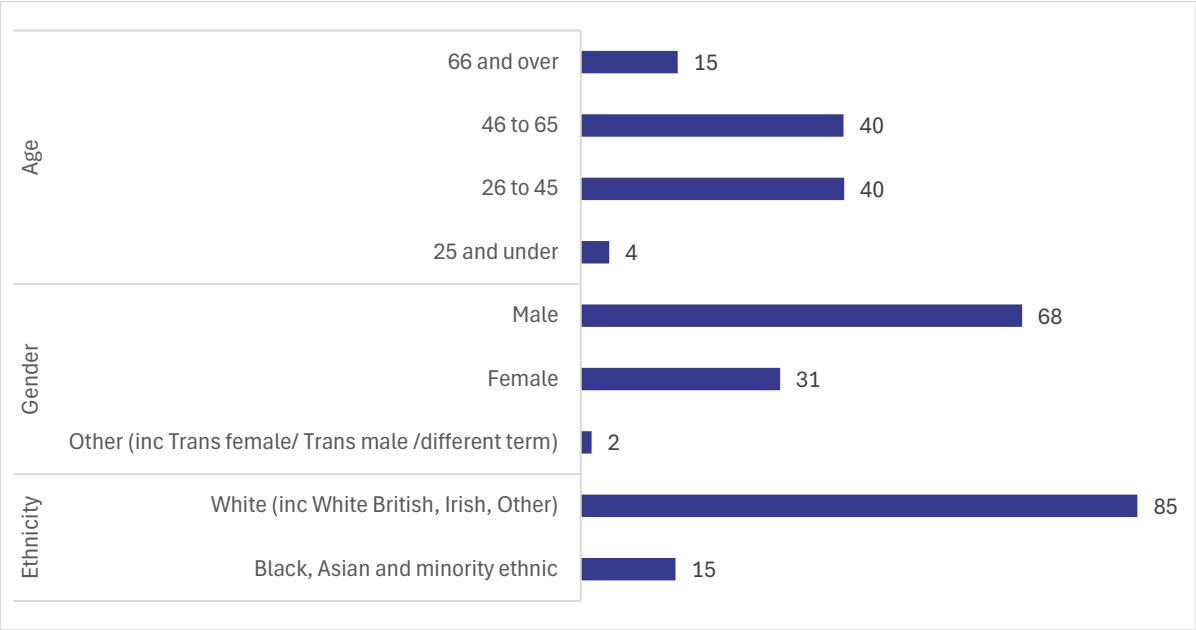
Of the 7,699 total responses received, 6,052 respondents provided a written comment to at least one of the open questions in the survey. For the issues commonly raised throughout the report, the percentages are of respondents who provided a comment to the open question being discussed.

A list of the 63 stakeholders who responded to the consultation is provided in Appendix D.

Respondent profile

Respondents provided details about themselves such as age, gender, and ethnic group. These questions were optional. The percentages in Figure 2-2 are of those who provided this information, not all respondents provided this information therefore any difference in response by demographic profile should be treated with caution.

Figure 2-2 Respondent age, gender and ethnicity (%)



Age	Count	%
66 and over	754	15
46 to 65	2047	40
26 to 45	2050	40
25 and under	222	4
Gender		
Male	3494	68
Female	1578	31
Other	87	2
Ethnicity		
White	4138	85
Black, Asian and minority ethnic	705	15

2.7.1 Respondent location

Respondents were able to, but not required to, provide postcode data as part of the survey.

Of the 7,699 total responses received, 6,369 respondents provided a postcode. Table 2-1 shows the location of respondents.

We have classed the main area of which Pedicabs currently operate as “inner London”.

Table 2-1 Respondent location

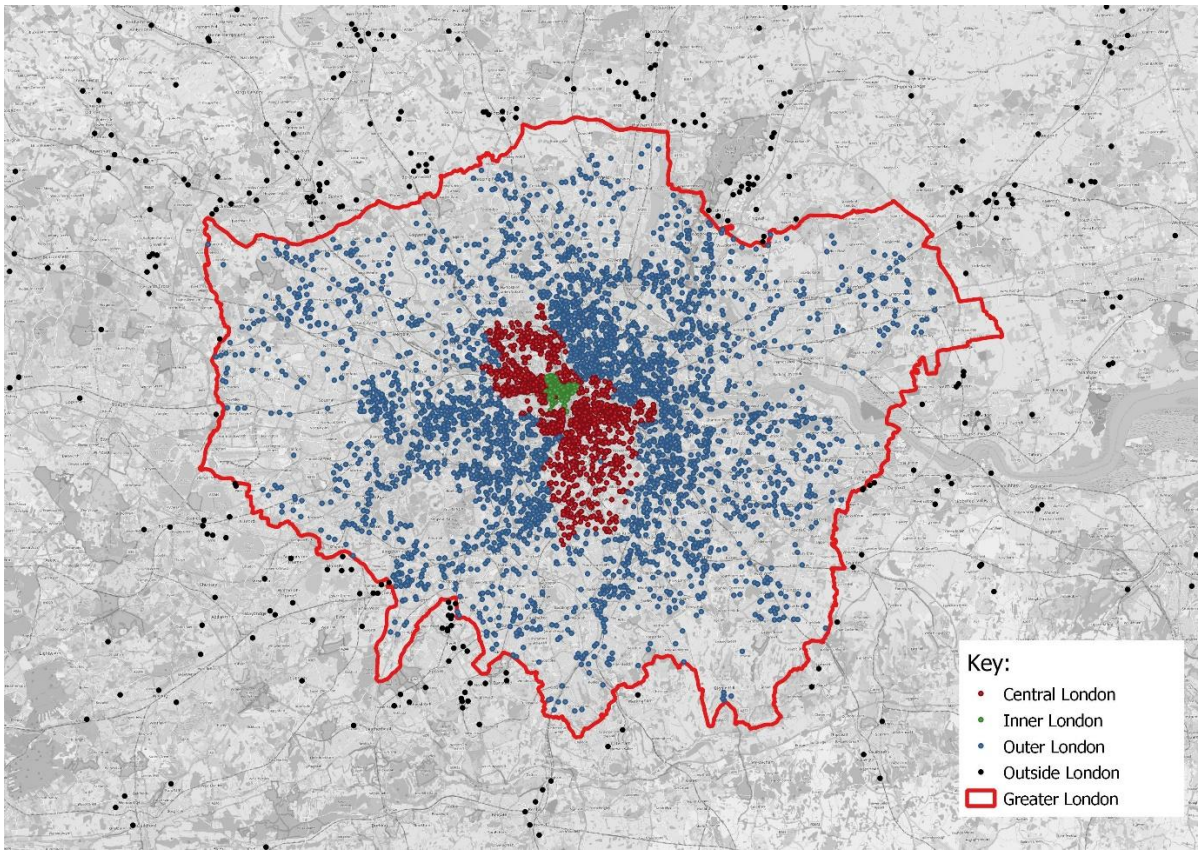
Location	Includes	Count	%
Inner Central London	Postcodes SW1A, SW1Y, W1S, W1D, W1F, W1T, W1W, WC2, WC1V	305	4.8
Central London	The rest of Westminster, City of London, Camden, Lambeth, Southwark	1,495	23.5
Outer London	All other London boroughs	3,883	61

Outside of London	Anywhere outside of London	686	10.8
Total		**6,369**	**100**

Base: all respondents who provided a postcode as part of the survey (6,369).

Figure 2-3 shows the location of respondents who provided a postcode.

Figure 2-3 Respondent location map



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3 Pedicab drivers, owners, and operators

3.1 Pedicab drivers

3.1.1 Number of pedicab drivers

Just 25 respondents were pedicab drivers as shown in Table 3-1. Of the 25 respondents who were pedicab drivers, 24 said they currently drove a pedicab in London.

Table 3-1 Pedicab drivers

Pedicab driver	Count	%
Yes	25	0.4
No	6,741	99.6
Total	**6,766**	**100**

3.1.2 Experience as pedicab drivers

Of the 24 London pedicab drivers, the majority had been driving for over two years as shown in Table 3-2.

Table 3-2 Years experience of pedicab drivers

Length of time	Count
Under 3 months	-
Between 3-12 months	2
1-2 years	3
Over 2 years	19
Total	**24***

3.1.3 When pedicab drivers work

Of the 24 London pedicab drivers, the majority worked nights; both in the week and at the weekend, with fewer working in the day as outlined in Table 3-3.

Table 3-3 Days pedicab drivers work

When	Count
Weekday nights	10
Weekday days	19
Weekend nights	13
Weekend days	18
Total	**24***

Of the 24 London pedicab drivers, 21 said they work all year round.

3.1.4 Expected impact of regulations on pedicab driver

Of the 24 pedicab drivers who responded, almost all (=23) said they would continue as a pedicab driver once regulations were introduced, and the remaining driver said they did not know what they would do.

3.2 Pedicab owners

3.2.1 Number of pedicab owners

Table 3-4 indicates that just 0.4% of respondents (26) were pedicab owners.

Table 3-4 Pedicab owners

Pedicab owner	Count	%
Yes	26	0.4
No	6,743	99.6
Total	**6,769**	**100**

3.2.2 Number of pedicabs owned

Of the 26 respondents who owned pedicabs, most owned between one or two pedicabs (Table 3-5). Just 3 respondents owned 6 or more pedicabs.

Table 3-5 Number of pedicabs owned

Owned pedicabs	Count
1-2	23
3-5	0
6-10	1
11+	2
Total	**26***

3.3 Pedicab operators

3.3.1 Number of pedicab operators

Just 18 respondents were pedicab operators as shown in Table 3-6.

Table 3-6 Pedicab operators

Number of pedicabs	Count	%*
Yes	18	0.3
No	6,758	99.7
Total	**6,776**	**100**

3.3.2 Number of pedicabs operated

Of the 18 respondents who operated pedicabs, most (13) owned one or two as shown in Table 3-7.

Table 3-7 Number of pedicabs operated

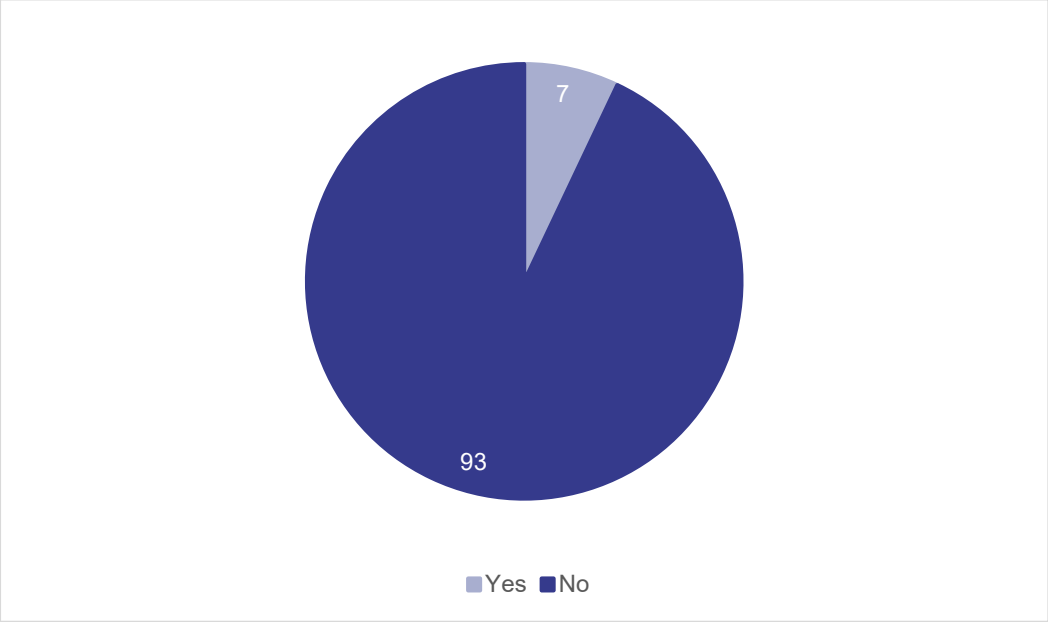
Operated pedicabs	Count
1-2	13
3-5	-
6-10	1
11+	4
Total	**18***

4 Pedicab passengers

4.1 Number of pedicab users

7% of respondents were pedicab users, as shown in Figure 4-1.

Figure 4-1 Pedicab users (%)

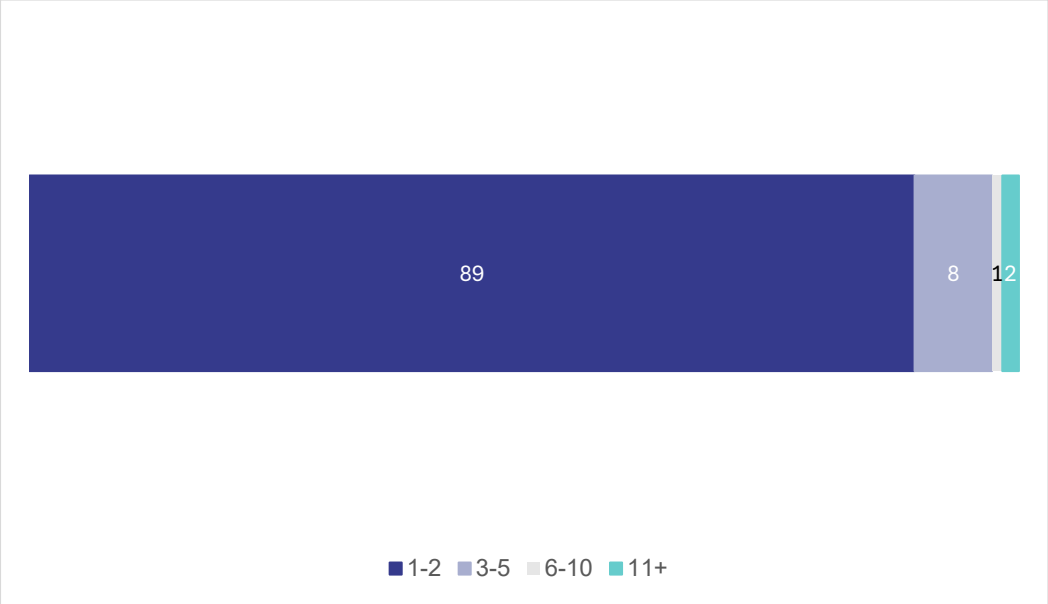


Pedicab user	Count	%
Yes	477	7
No	6293	93
Total	**6770**	**100**

4.2 Frequency of trips using pedicabs

Nine out of ten respondents (89%) who used pedicabs had taken up to two trips in them in the last 12 months, as shown in Figure 4-2.

Figure 4-2 Frequency of pedicab trips (%)

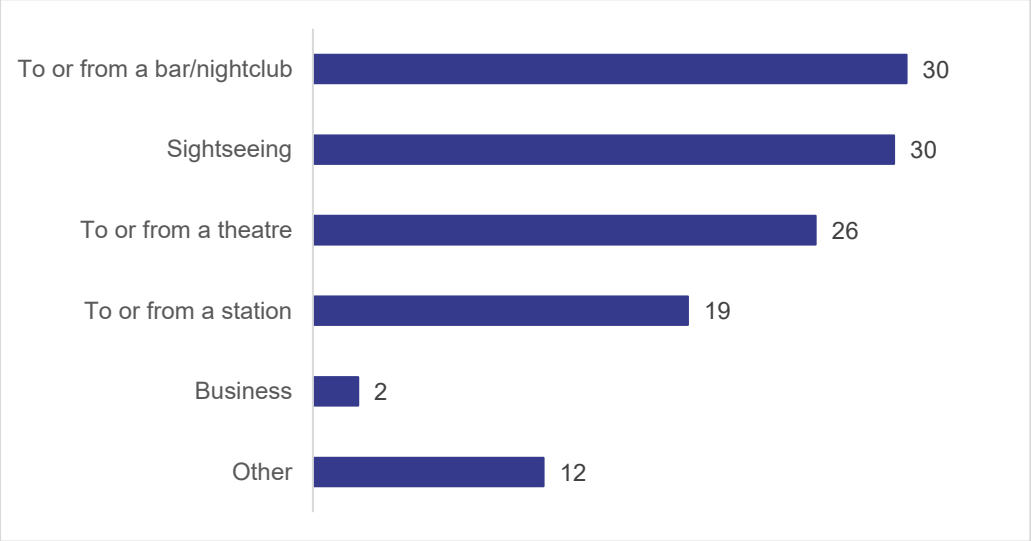


Frequency of trips	Count	%
1-2	424	89
3-5	37	8
6-10	5	1
11+	8	2
Total	**474**	**100**

4.3 Purpose of trips using pedicabs

Respondents were asked what their main journey purposes were when using pedicabs (Figure 4-3.) Close to one-third of respondents (30%) used pedicabs to travel to or from bars/nightclubs, to sightsee (30%), or to travel to/from the theatre (26%).

Figure 4-3 Trip purpose (%)

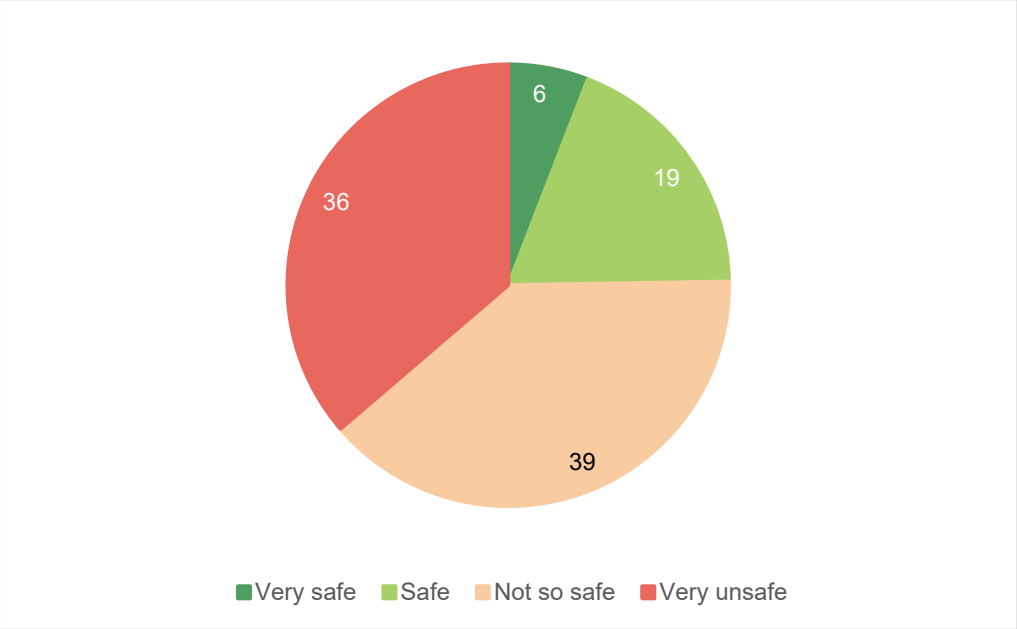


Trip purpose	Count	%
To or from a bar/nightclub	144	30
Sightseeing	141	30
To or from a theatre	122	26
To or from a station	91	19
Business	11	2
Other	56	12
Total	**477**	**100**

4.4 Feeling of safety while using pedicabs

One-quarter of respondents who use pedicabs (25%) reported that they felt safe while using them, whereas three quarters (75%) said they felt unsafe, with 36% saying they felt very unsafe (Figure 4-4).

Figure 4-4 Feeling of safety using pedicabs (%)

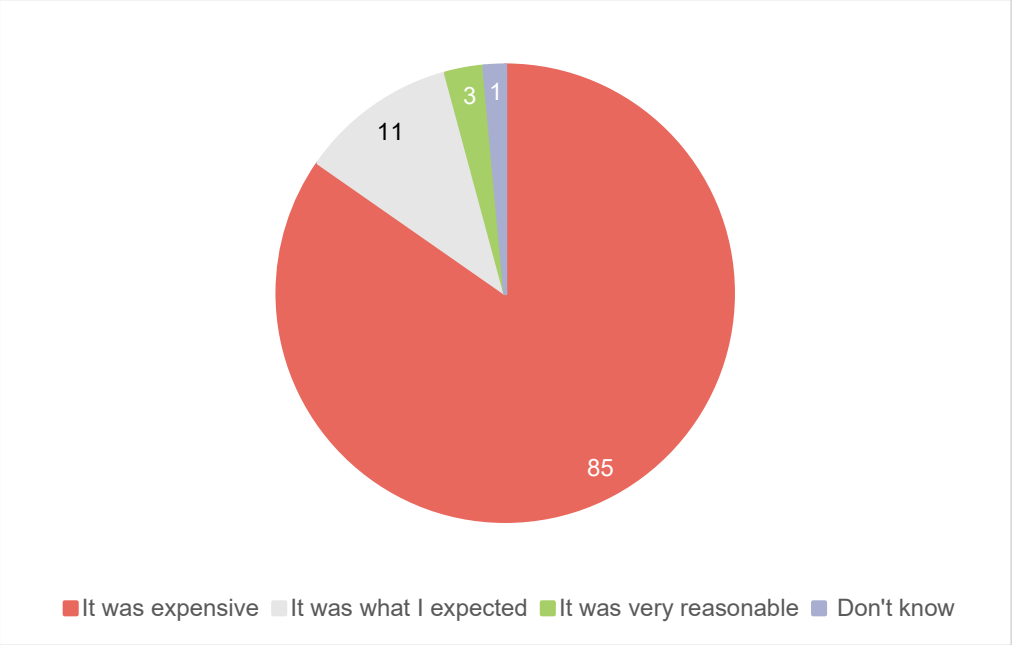


Feeling of safety	Count	%
Very safe	28	6
Safe	90	19
Not so safe	186	39
Very unsafe	173	36
Total	**477**	**100**

4.5 Feelings about price paid for pedicab journeys

Over four-fifths of respondents (85%) felt the price they paid for their pedicab journey was expensive. Just over one-tenth (11%) felt the price was as expected, and 3% said it was reasonable, as shown in Figure 4-5.

Figure 4-5 Feeling about price of pedicab journeys (%)



Feeling around price	Count	%
It was expensive	404	85
It was what I expected	53	11
It was very reasonable	13	3
Don't know	7	1
Total	**477**	**100**

Subgroup differences

Subgroups who were more likely to think pedicab journeys were expensive:

- Respondents who did not think that regulated pedicabs could provide an environmentally friendly way to travel around London than those who did (95% and 79% respectively); and
- Respondents who felt regulated pedicabs could not provide a safe and reliable transport option compared to those that felt they could (96% and 73% respectively).

5 Party bikes

5.1 Number of party bike drivers

Just 13 respondents were party bike drivers (Table 5-1).

Table 5-1 Party bike drivers

Party bike driver	Count	%
Yes	13	0.2
No	6,626	99.8
Total	**6,639**	**100**

5.2 Number of party bike owners

Only 19 of all respondents were party bike owners, as shown in Table 5-2.

Table 5-2 Party bike owners

Party bike owner	Count	%
Yes	19	0.3
No	6,683	99.7
Total	**6,702**	**100**

5.3 Number of party bike operators

Table 5-3 indicates that 12 respondents were party bike operators.

Table 5-3 Party bike operators

Party bike operator	Count	%
Yes	12	0.2
No	6,647	99.8
Total	**6,659**	**100**

5.4 Number of party bike customers

Just 2% of respondents were party bike customers (Table 5-4).

Table 5-4 Party bike customers

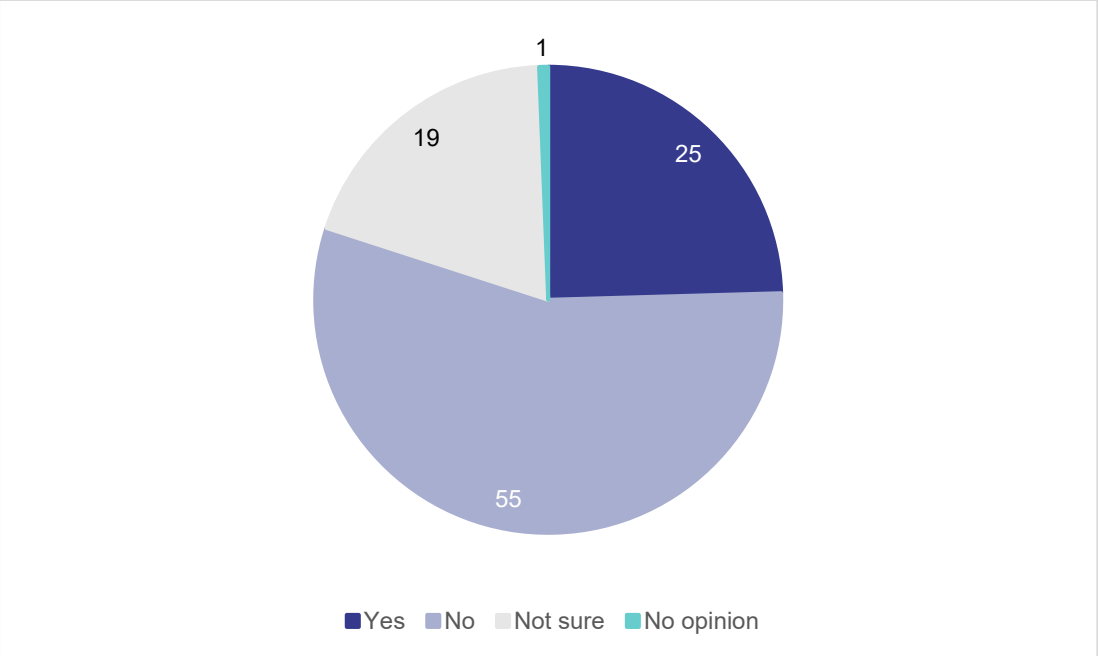
Party bike customer	Count	%
Yes	125	2
No	6,555	98
Total	**6,680**	**100**

6 Views towards regulated pedicabs

6.1 Views towards regulated pedicabs as a safe and reliable transport option

One quarter of respondents (25%) agreed that following regulation, pedicabs could be a safe and reliable transport option in London. However, over half of respondents (55%) disagreed, and one-fifth (19%) were unsure (Figure 6-1).

Figure 6-1 Views on regulated pedicabs being safe and reliable (%)



Pedicabs being safe and reliable	Count	%
Yes	1651	25
No	3728	55
Not sure	1304	19
No opinion	42	1
Total	**6725**	**100**

Subgroup differences

Subgroups who were more likely to consider pedicabs to be a safe and reliable travel option following regulation:

- Respondents who were pedicab passengers compared to those who were not (43% and 23% respectively); and
- Respondents aged 25 and under compared to those aged 46 and over (35% and 24% respectively).

Subgroups who were more likely to not consider pedicabs as a safe and reliable travel option following regulation:

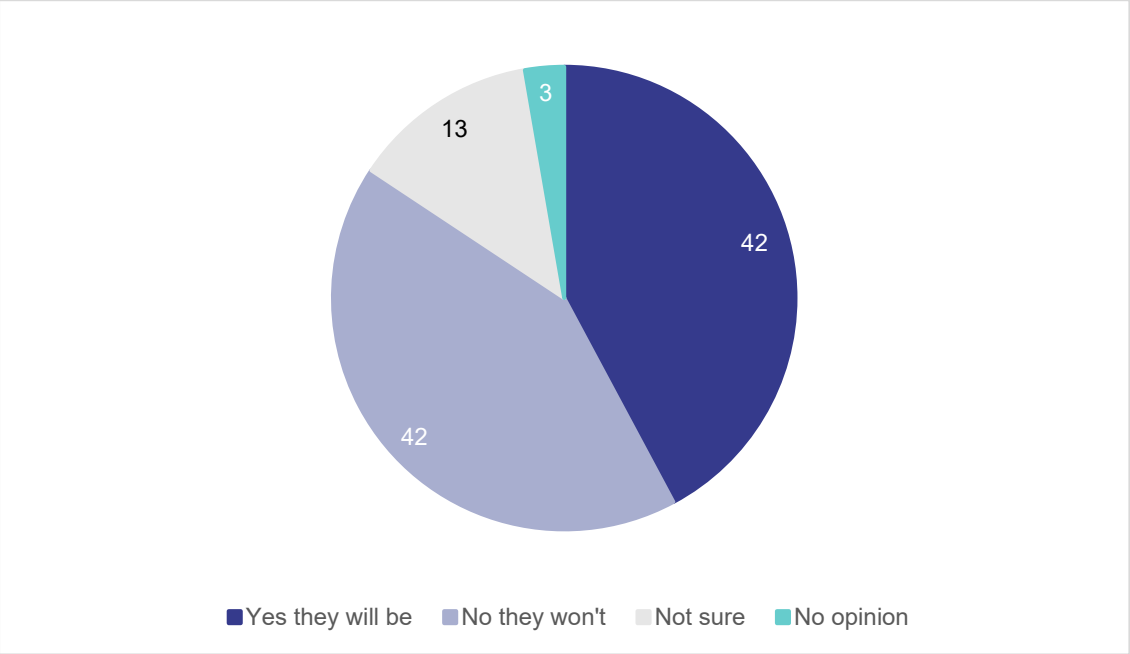
- Black cab drivers compared to all other respondent types (92% compared to an average of 55%);
- Male respondents compared to female respondents (54% and 49% respectively); and

- Respondents living in Inner London compared to Outer London (65% and 53% respectively).

6.2 Views towards regulated pedicabs as an environmentally friendly way to travel

There was an even split in opinion on whether regulated pedicabs would provide an environmentally friendly way to travel around London, with 42% of respondents saying they would be and 42% saying they wouldn't (Figure 6-2). 13% of respondents were undecided and 3% had no opinion.

Figure 6-2 Views on regulated pedicabs being an environmentally friendly transport mode (%)



Pedicabs being environmental	Count	%
Yes they will be	2836	42
No they won't	2833	42
Not sure	872	13
No opinion	183	3
Total	**6724**	**100**

Subgroup differences

Subgroups who were more likely to consider regulated pedicabs to be an environmentally friendly way to travel around London:

- Younger respondents (53% of those aged 25 and under, 48% of 26 to 45 year olds) compared to older respondents (42% of those aged 46 and above);
- Respondents who were pedicab passengers compared to those who were not (62% and 41% respectively); and
- Respondents who felt regulated pedicabs could provide a safe and reliable transport option were compared to those who did not (92% and 14% respectively).

Subgroups who were more likely to not consider regulated pedicabs to be an environmentally friendly way to travel around London:

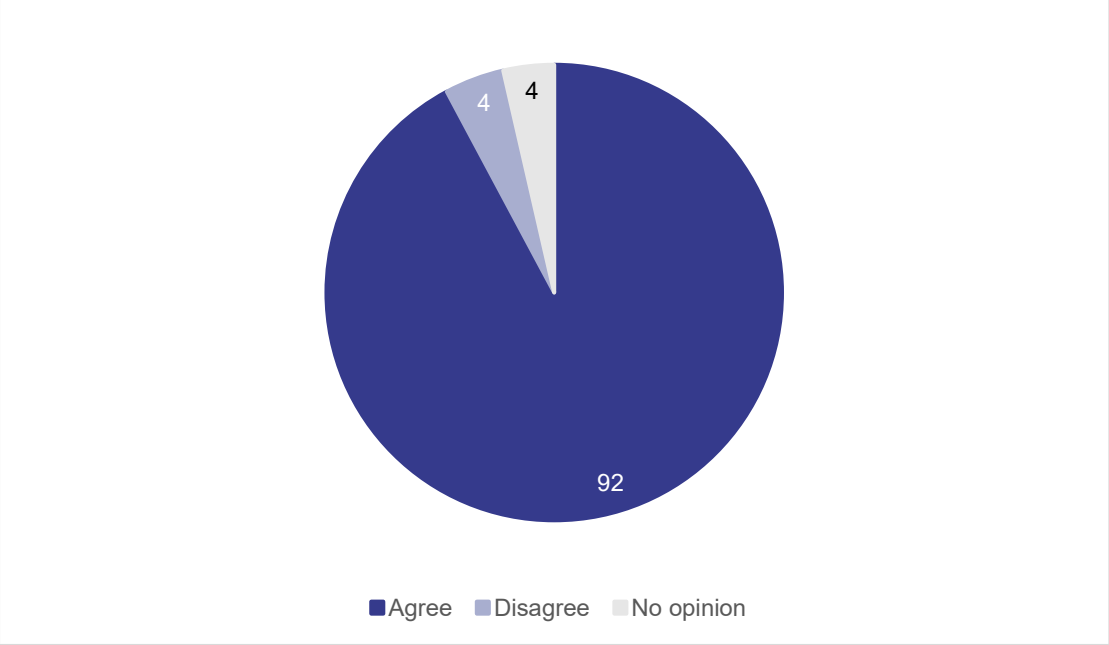
- Black cab drivers compared to every other respondent profile (77% compared to a range of 30%-53%);
- Respondents who live in Inner London (56%) compared to those living in Central London (45%), Outer London (40%) and outside of London (41%); and

7 Pedicab licensing considerations

7.1 Minimum age of a pedicab driver

Nine out of ten respondents (92%) agreed that the minimum age of a pedicab driver should be 18 years old, as shown in Figure 7-1.

Figure 7-1 Agreement with minimum age of pedicab driver (%)



Minimum driver age	Count	%
Agree	6204	92
Disagree	284	4
No opinion	242	4
Total	**6730**	**100**

Subgroup differences

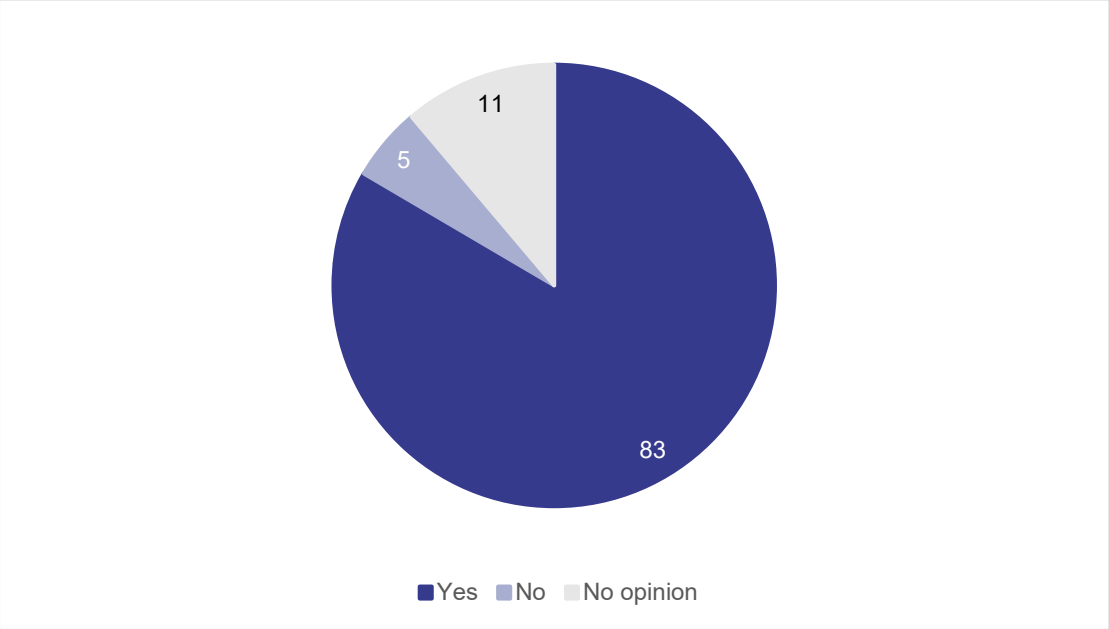
Subgroups who were more likely to agree that pedicab drivers needed to be a minimum age of 18:

- Respondents living in Central London (93%) and Outer London (93%) were more likely to agree than those living in Inner London (88%); and local business owners (83%) and black cab drivers (68%);

7.2 Medical fitness of pedicab drivers

Four-fifths of respondents (83%) agreed that pedicab drivers must meet an appropriate medical fitness standard, 11% disagreed and 5% had no opinion, as shown in Figure 7-2.

Figure 7-2 Agreement with medical fitness standard for pedicab drivers (%)

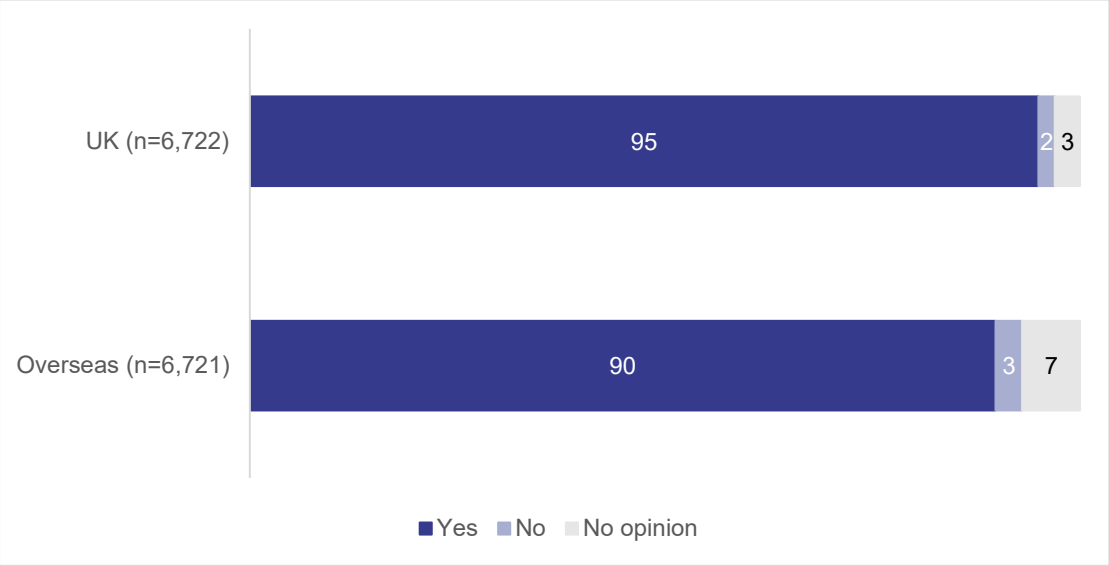


Driver medical fitness standard	Count	%
Yes	5604	83
No	361	5
No opinion	750	11
Total	**6715**	**100**

7.3 Criminal checks on pedicab drivers

Almost all respondents (95%) agreed that pedicab drivers must pass UK criminal checks, and 90% agreed the same for overseas criminal checks, as shown in Figure 7-3.

Figure 7-3 Agreement with criminal checks for pedicab drivers (%)

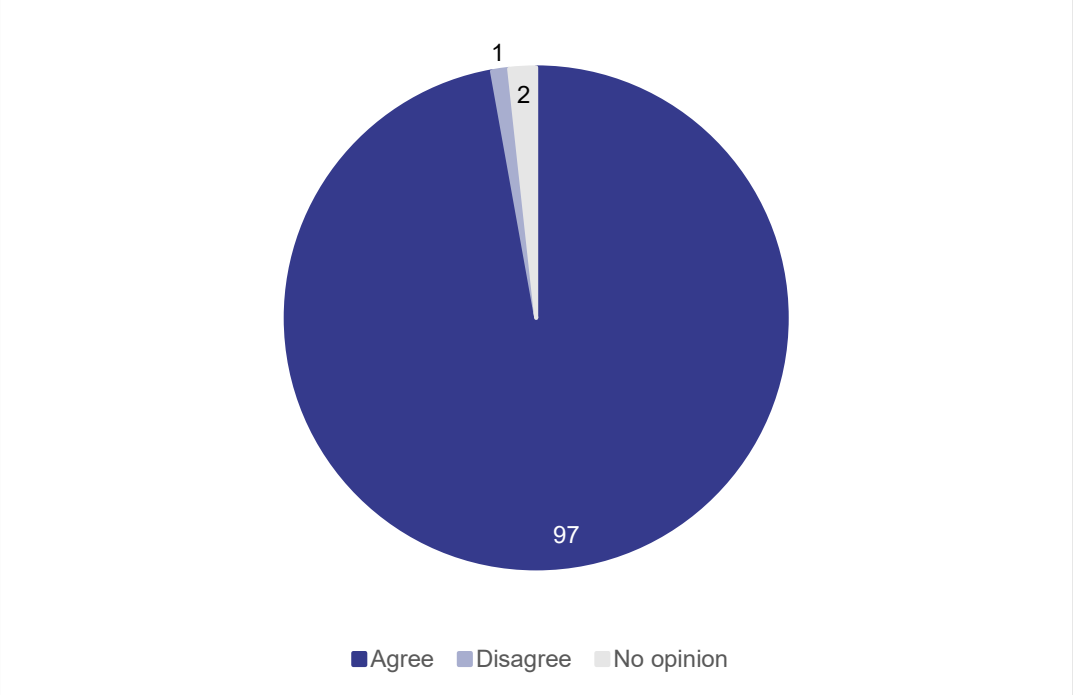


UK criminal checks	Count	%
Yes	6384	95
No	134	2
No opinion	204	3
Total	**6722**	**100**
Overseas criminal checks		
Yes	6037	90
No	216	3
No opinion	468	7
Total	**6721**	**100**

7.4 Understanding of roles and responsibilities as a pedicab driver

Almost all respondents (97%) agreed that pedicab drivers must demonstrate an understanding of roles and responsibilities with regards to safety, equality and regulation of pedicabs, as shown in Figure 7-4.

Figure 7-4 Agreement with demonstration of roles and responsibilities for pedicab drivers (%)

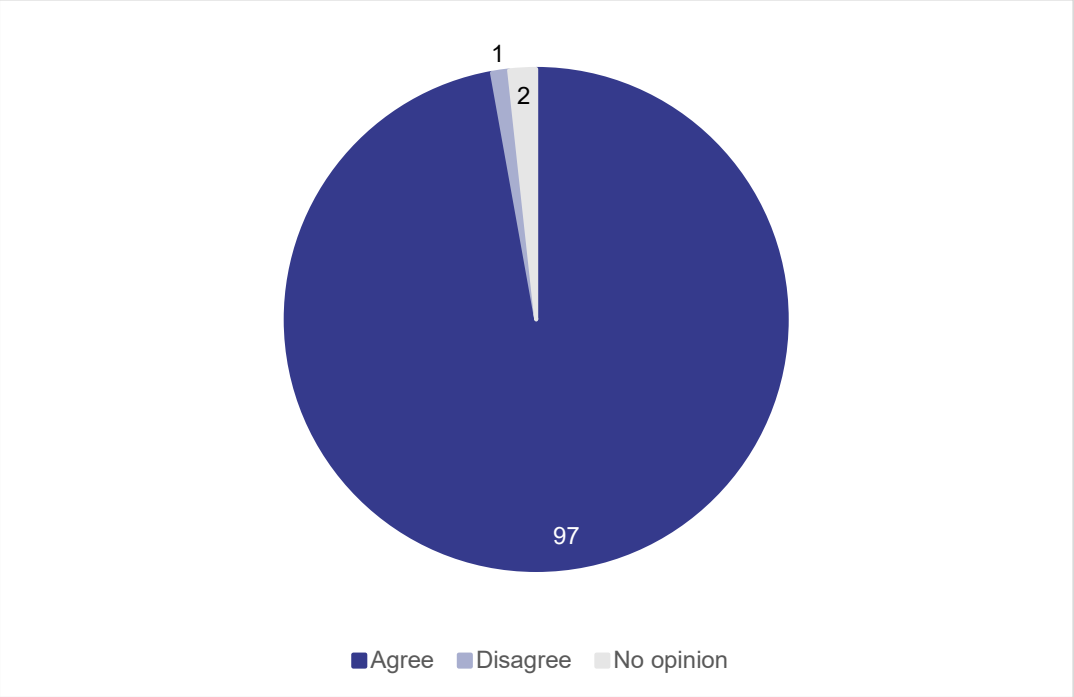


Driver roles and responsibilities	Count	%
Agree	6530	97
Disagree	74	1
No opinion	116	2
Total	**6720**	**100**

7.5 Insurance for pedicab drivers to carry and wait for passengers

Almost all respondents (97%) agreed that pedicab drivers should be required to have appropriate insurance to carry and wait for passengers, as shown in Figure 7-5.

Figure 7-5 Agreement with need for drivers to have appropriate insurance (%)

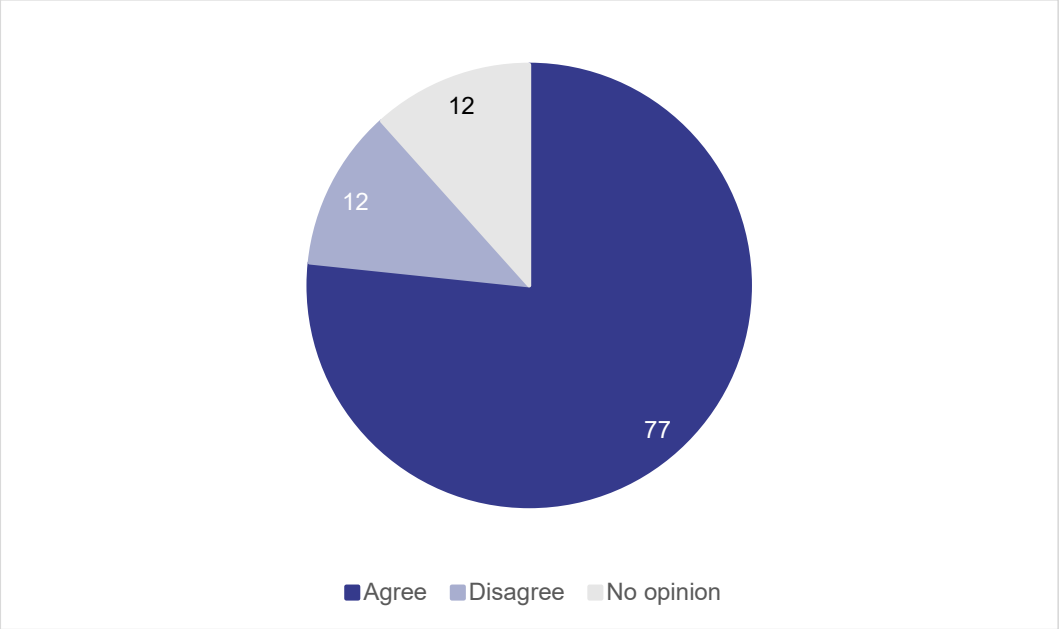


Driver insurance	Count	%
Agree	6508	97
Disagree	84	1
No opinion	123	2
Total	**6715**	**100**

7.6 Safety equipment to be worn by pedicab drivers

Just over three-quarters of respondents (77%) agreed that drivers should be required to wear safety equipment, 12% disagreed and 12% had no opinion, as shown in Figure 7-6.

Figure 7-6 Agreement with need for drivers to wear safety equipment (%)



Driver safety equipment	Count	%
Agree	5155	77
Disagree	788	12
No opinion	782	12
Total	**6725**	**100**

Subgroup differences

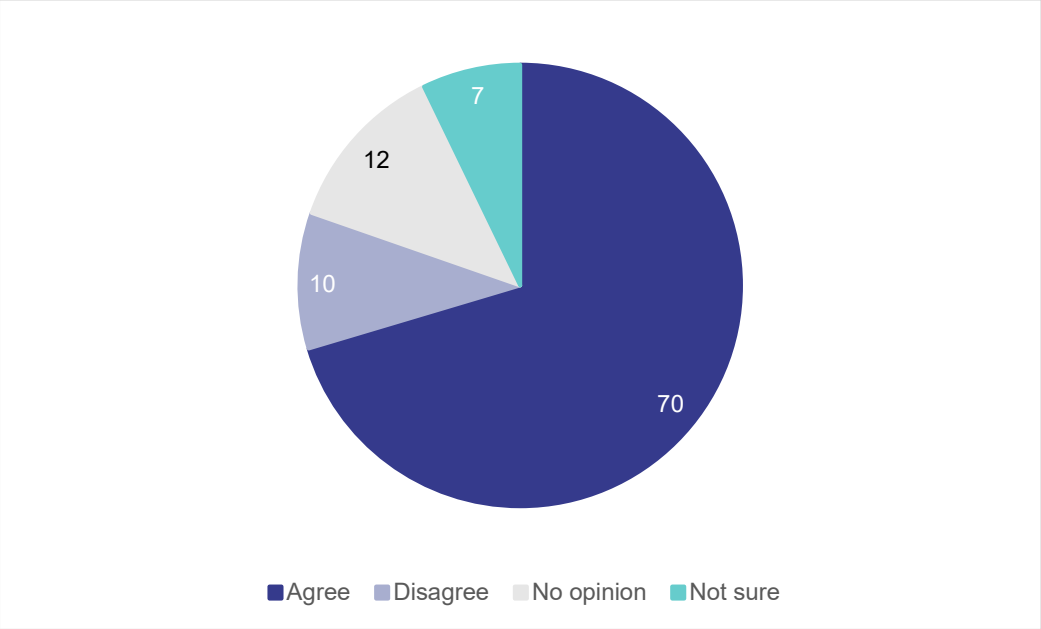
Subgroups who were more in favour of pedicab drivers being required to wear safety equipment:

- Black cab drivers (89%) compared to local residents (76%) and those interested in pedicabs (75%); and
- Respondents living in outer London (82%) compared to respondents living in Central London (76%) and outer London (76%).

7.7 Length of pedicab drivers' licences

Close to three quarters of respondents (70%) agreed that the pedicab drivers should be valid for a year as shown in Figure 7-7.

Figure 7-7 Agreement with drivers' licences being valid for one year (%)



Licence valid for one year	Count	%
Agree	4738	70
Disagree	669	10
No opinion	841	12
Not sure	483	7
Total	**6731**	**100**

Subgroup differences

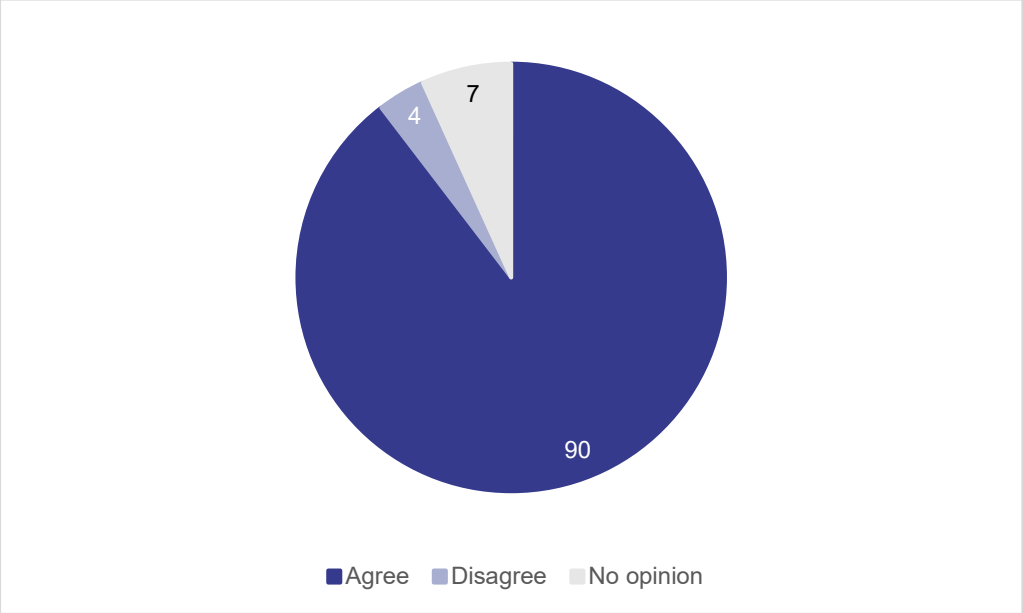
The following subgroups were more likely to agree that pedicab drivers should be granted a pedicab driver licence for a period of 12 months"

- Respondents who felt regulated pedicabs could not provide a safe and reliable transport option than those who could (72% and 65% respectively); and
- Respondents aged 66 and over compared to younger respondents (77% of 66 and over, 72% of 46 to 65 year olds, 69% of 26 to 45 year olds and 66% of those aged 25 and under).

7.8 English language level of pedicab drivers

Almost all respondents (90%) agreed that pedicab drivers should be required to demonstrate an appropriate English language level (Figure 7-8).

Figure 7-8 Agreement with drivers demonstrating an appropriate level of English (%)

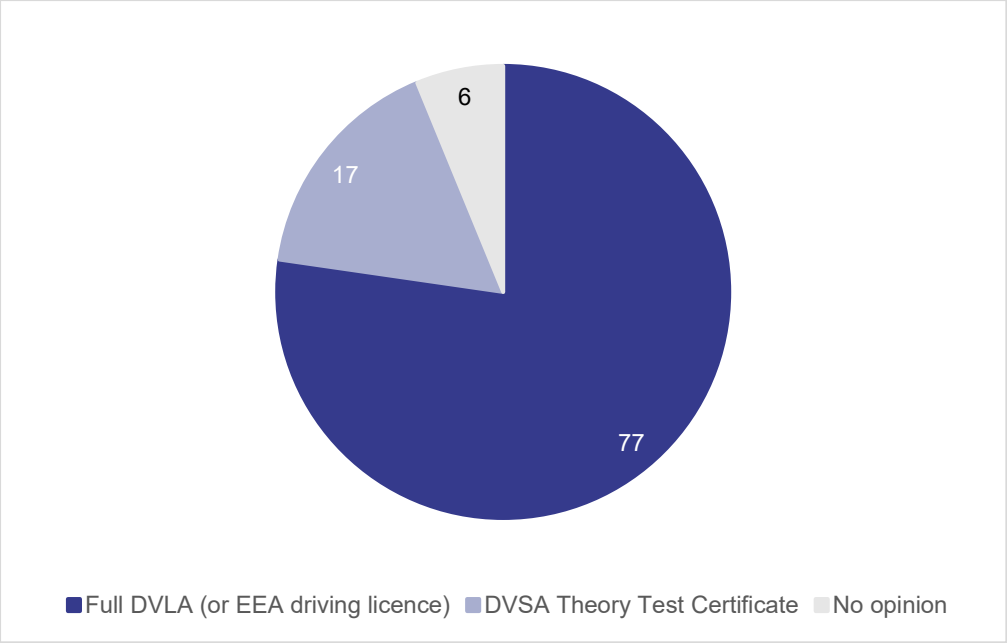


Appropriate level of English	Count	%
Agree	6030	90
Disagree	244	4
No opinion	456	7
Total	**6730**	**100**

7.9 Required driving experience to be a pedicab driver

Just over three quarters of respondents (77%) agreed that pedicab drivers need a full DVLA or EEA driving licence. One sixth (17%) agreed drivers should hold a DVSA Theory Test Certificate, and 6% had no opinion on this (Figure 7-9).

Figure 7-9 Agreement that drivers should hold full driver's licence or DVSA theory test certificate (%)



Type of licence required	Count	%
Full DVLA	5206	77
DVSA Theory Test Certificate	1112	17
No opinion	418	6
Total	**6736**	**100**

Subgroup differences

Subgroups who felt more strongly that pedicab drivers should hold a full driver's licence:

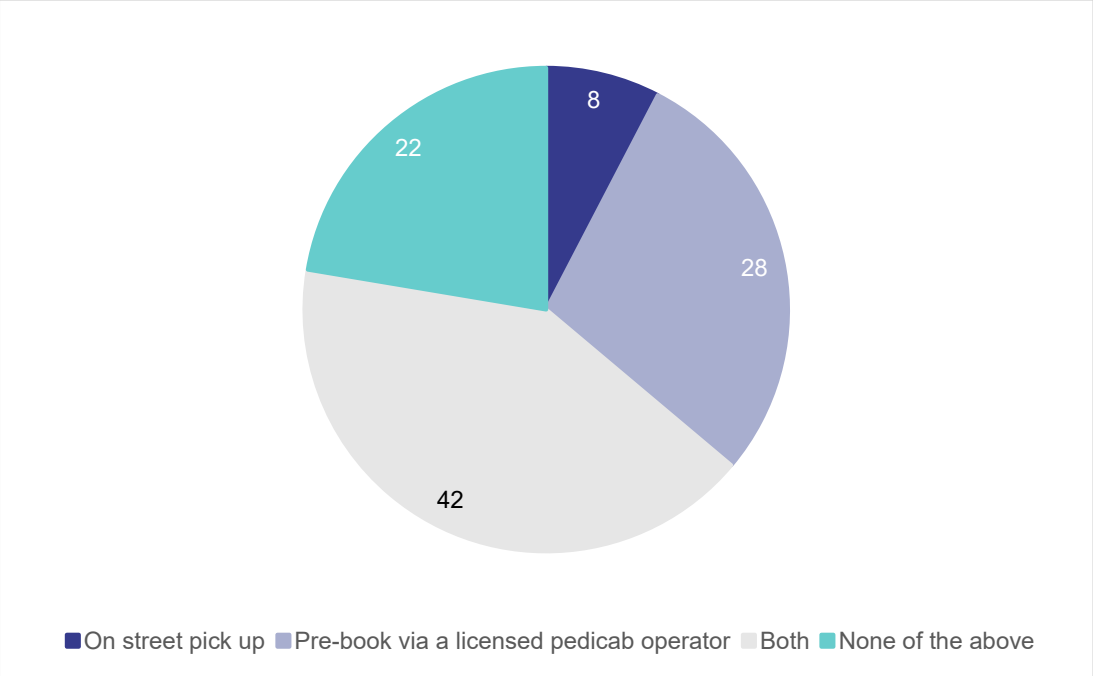
- Respondents who thought that regulated pedicabs would not provide an environmentally friendly way to travel around London compared to those who did (90% and 63% respectively);
- Respondents who felt regulated pedicabs could not provide a safe and reliable transport option compared to those who could (88% and 59% respectively);
- Respondents who were not pedicab passengers compared to those who were (78% and 72% respectively); and
- Black cab drivers (89%) compared to tourists / visitors to London (79%), local residents (77%), and those interested in pedicabs (68%).

8 How and where pedicabs operate

8.1 How passengers can take pedicab journeys

8% of respondents felt pedicabs should be available for on street pick up, as is currently done, 28% said pedicabs should be pre-booked via a licensed operator, and two-fifths (42%) said that you should be able to do both (Figure 8-1). Just over one fifth (22%) did not consider either of these to be an option.

Figure 8-1 How passengers should order a pedicab (%)



Ordering pedicabs	Count	%
On street pick up	514	8
Pre-booking via operator	1918	28
Both	2794	42
None of the above	1505	22
Total	**6731**	**100**

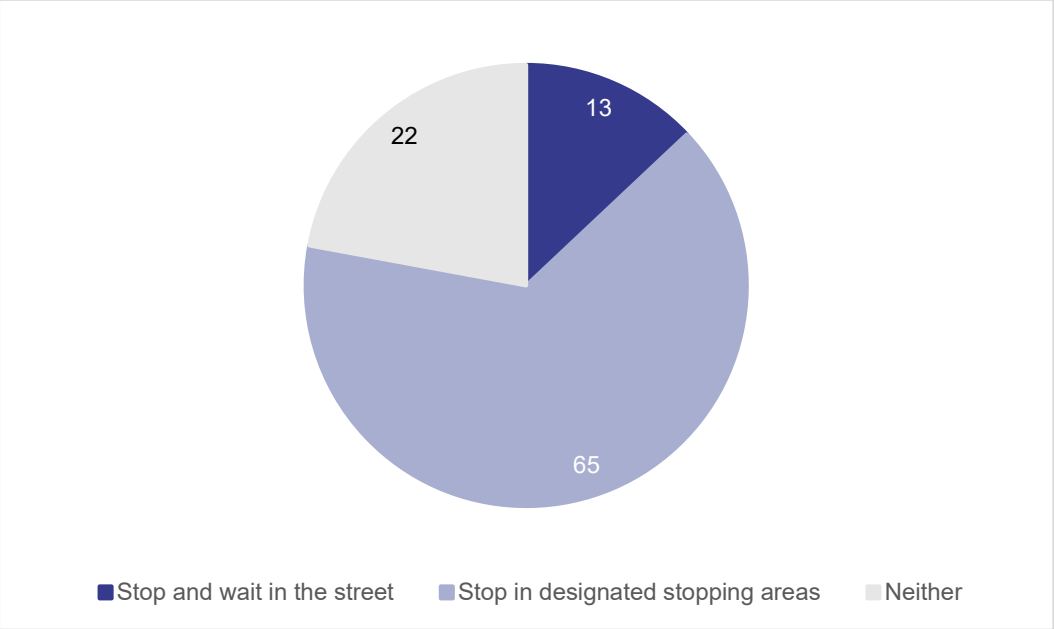
Subgroup differences

- Respondents who felt regulated pedicabs could not provide a safe and reliable transport option were more likely to want to pre-book pedicabs via a licensed operator those who could (38% and 13% respectively).

8.2 How pedicabs pick up passengers

Two-thirds of respondents (65%) said that pedicabs should wait for passengers in designated waiting areas, 13% said they should stop and wait in the street as shown in Figure 8-2. One-fifth of respondents (22%) didn't agree with either option. As with the previous question; 94% of respondents who did not choose either option also said that they would not consider regulated pedicabs a safe and reliable transport option in London.

Figure 8-2 How pedicab drivers should pick up passengers (%)



Pedicab pick up areas	Count	%
Stop and wait in street	874	13
Stop in designated areas	4371	65
Neither	1488	22
Total	**6733**	**100**

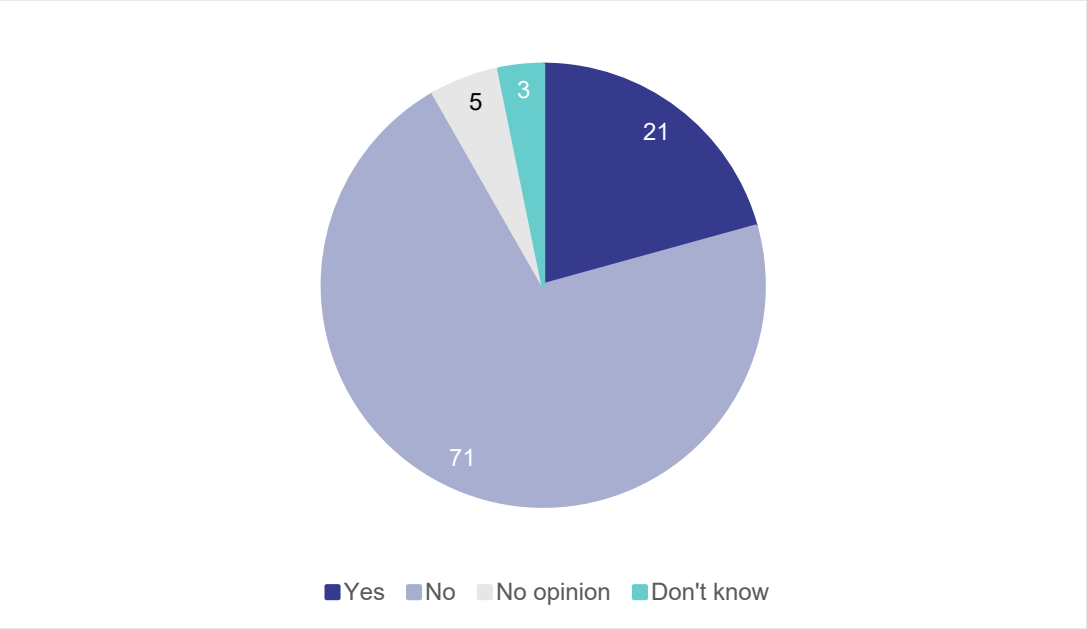
Subgroup differences

- Respondents in favour of regulated pedicabs being an environmentally friendly way to travel around London were more likely to agree with both pick up methods compared to those not in favour;
- Respondents in favour of regulated pedicabs providing a safe and reliable transport option in London were more likely to agree with both pick up methods compared to those not in favour;
- Female respondents were more in favour of pedicabs only stopping in designated stopping areas than male respondents (71% and 63% respectively); and
- Black cab drivers were more likely to choose neither (58%) than any other respondent type (ranging from 18% to 29%).

8.3 Pedicabs operating across all of London

One fifth of respondents (21%) agreed that pedicabs should operate across the whole of London. However, most respondents (71%) did not think they should be able to (Figure 8-3).

Figure 8-3 Pedicabs operating across all of London (%)



Operation across London	Count	%
Agree	1395	21
Disagree	4785	71
No opinion	340	5
Don't know	216	3
Total	**6736**	**100**

Subgroup differences

Subgroups who were more likely to agree that pedicabs should be allowed to operate across all of London:

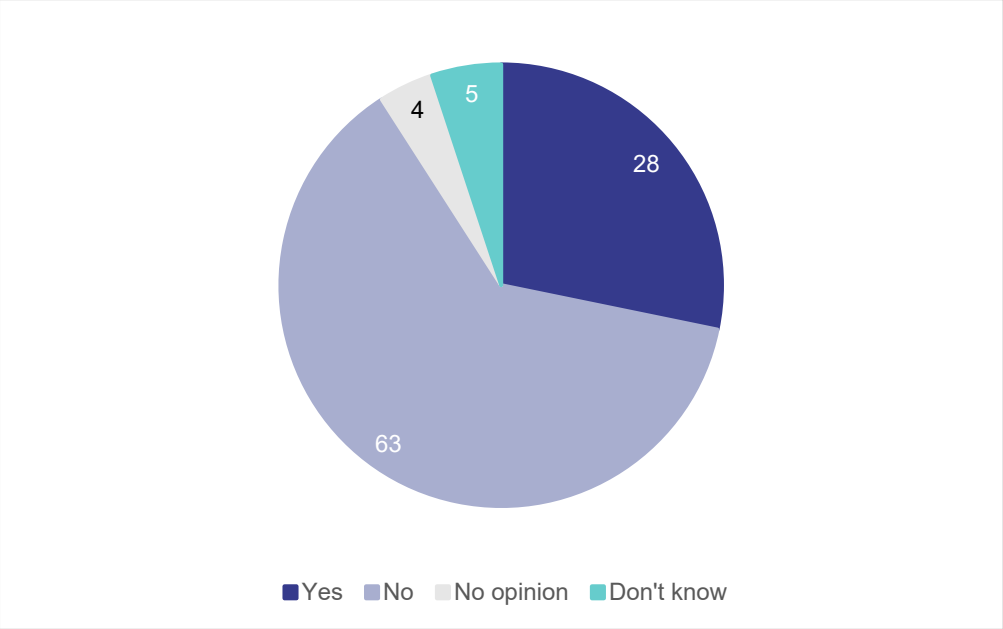
- Pedicab passengers compared to non-passengers (35% and 20% respectively);
- Respondents in favour of regulated pedicabs being an environmentally friendly way to travel around London compared to those not in favour (40% and 3% respectively);
- Respondents who felt regulated pedicabs could provide a safe and reliable transport option compared to those who felt they could not (53% and 4% respectively);
- Respondents living in outer London (22%) and outside of London (23%) compared to those in inner and central London (both 17%).

In comparison, black cab drivers (91%) were more likely to disagree that pedicabs should be allowed to operate across all of London compared to all other respondent types (ranging from 62%-71%).

8.4 Pedicabs using existing bus and cycle lanes

28% of respondents said that pedicabs should be able to use existing bus and cycle lanes, whereas almost two thirds of respondents (63%) said they should not, as shown in Figure 8-4.

Figure 8-4 Should pedicabs use existing bus and cycle lanes (%)



Existing bus and cycle lanes	Count	%
Agree	1900	28
Disagree	4220	63
No opinion	271	4
Don't know	341	5
Total	**6732**	**100**

Subgroup differences

Subgroups who were more likely to want pedicabs to be allowed to continue using existing bus and cycle lanes:

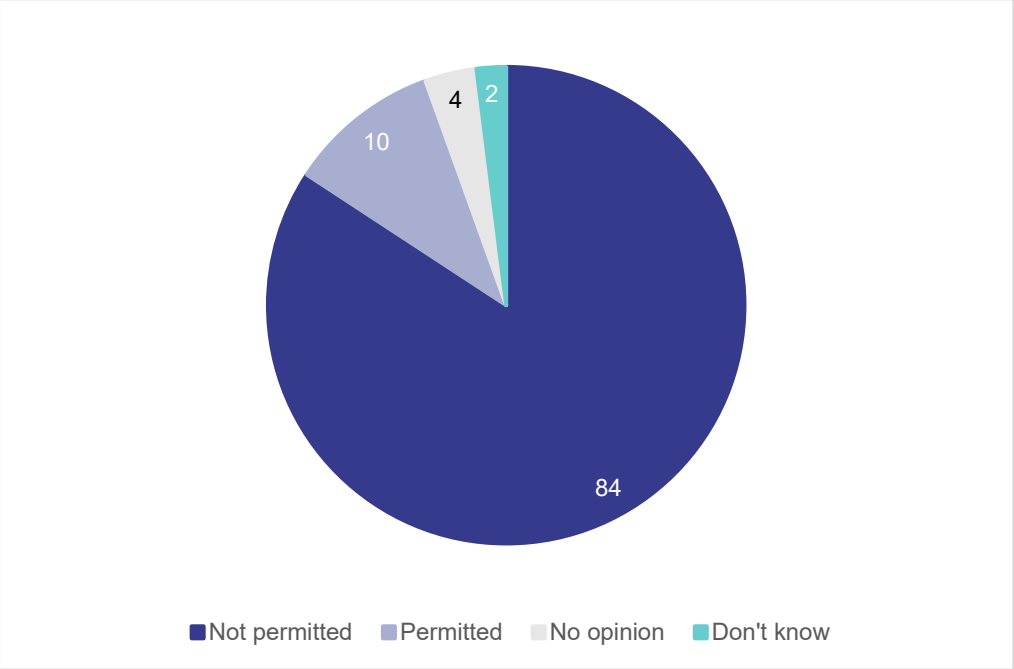
- Pedicab passengers compared non-passengers (50% and 27% respectively);
- Respondents in favour of regulated pedicabs being an environmentally friendly way to travel around London compared to those not in favour (49% and 10% respectively); and
- Respondents who felt regulated pedicabs could provide a safe and reliable transport option compared to those who felt they could not (58% and 13% respectively); and
- Respondents living outside of London (36%) compared to respondents living in Outer London (29%), Central London (24%) and Inner London (18%).

Alternatively, black cab drivers were more likely to not want pedicabs using bus and cycle lanes (79%) compared to local residents (64%), tourists/ visitors to London (53%), and those interested in pedicabs (50%).

8.5 Pedicabs using major roads and tunnels

Over four fifths of respondents (84%) said pedicabs should not be permitted to use major roads and tunnels like other cycles (Figure 8-5). One tenth of respondents (10%) said that pedicabs should be permitted to do so.

Figure 8-5 Should pedicabs use major roads and tunnels (%)



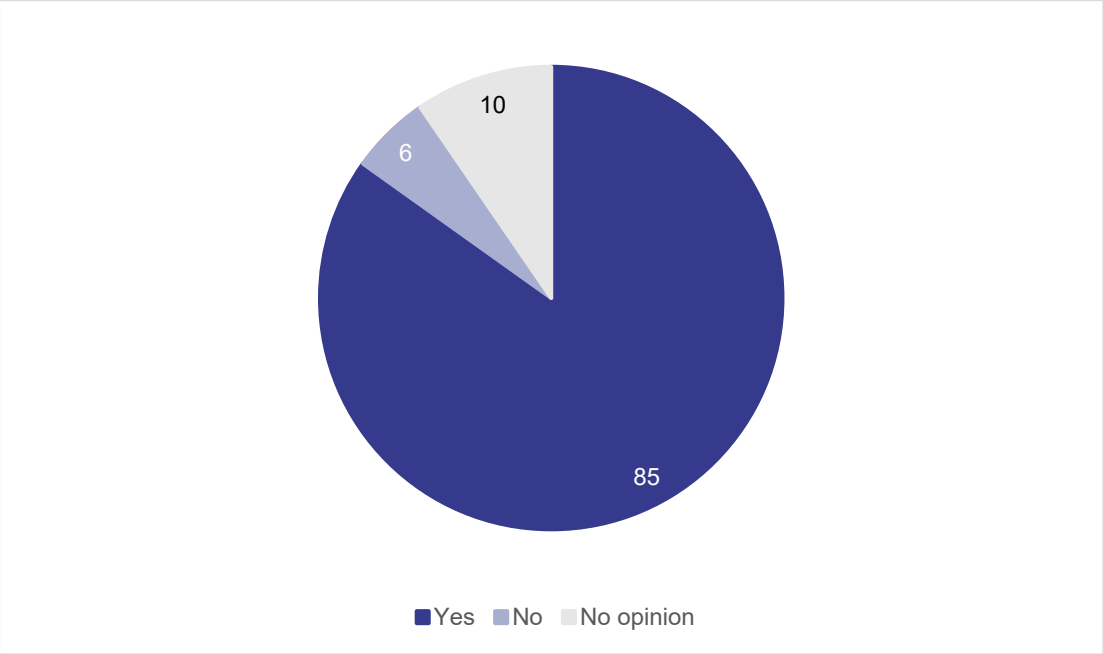
Major roads and tunnels	Count	%
Not permitted	5671	84
Permitted	692	10
No opinion	236	4
Don't know	134	2
Total	**6733**	**100**

9 Pedicab fares

9.1 Controlling and setting pedicab fares using time-based, distance-based, or zonal-based structures

Over four-fifths of respondents (85%) agreed that fares should be controlled and set by a time based, distance based or zonal based structure (Figure 9-1).

Figure 9-1 Controlling and setting pedicab fares (%)

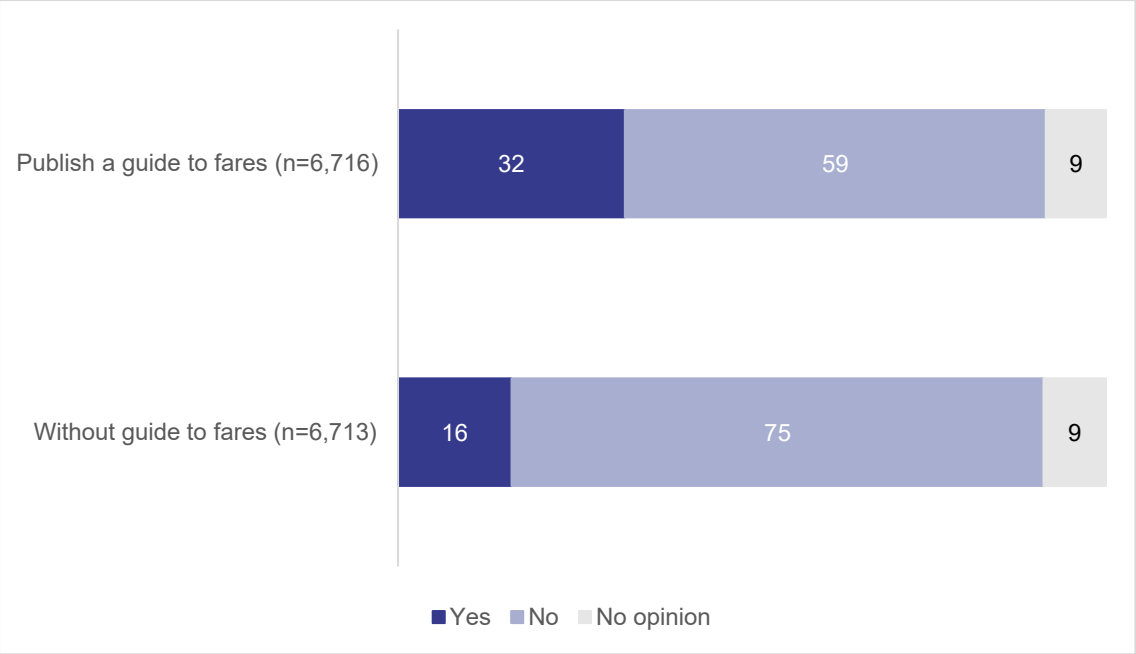


Control and set pedicab fares	Count	%
Yes	5707	85
No	374	6
No opinion	644	10
Total	**6725**	**100**

9.2 Publishing a guide to fares for pedicab drivers and operators

More respondents were in favour of Transport for London (TfL) publishing a guide to fares rather than simply allowing fares to be set by pedicab operators or drivers and agreed in advance with passenger(s), however neither option were particularly favourable to respondents as shown in Figure 9-2.

Figure 9-2 Publishing a guide to fares for pedicab drivers and operators (%)



Publish guide to fares	Count	%
Yes	2151	32
No	3993	59
No opinion	572	9
Total	**6716**	**100**
Without guide to fares		
Yes	1076	16
No	5043	75
No opinion	594	9
Total	**6713**	**100**

Subgroup differences

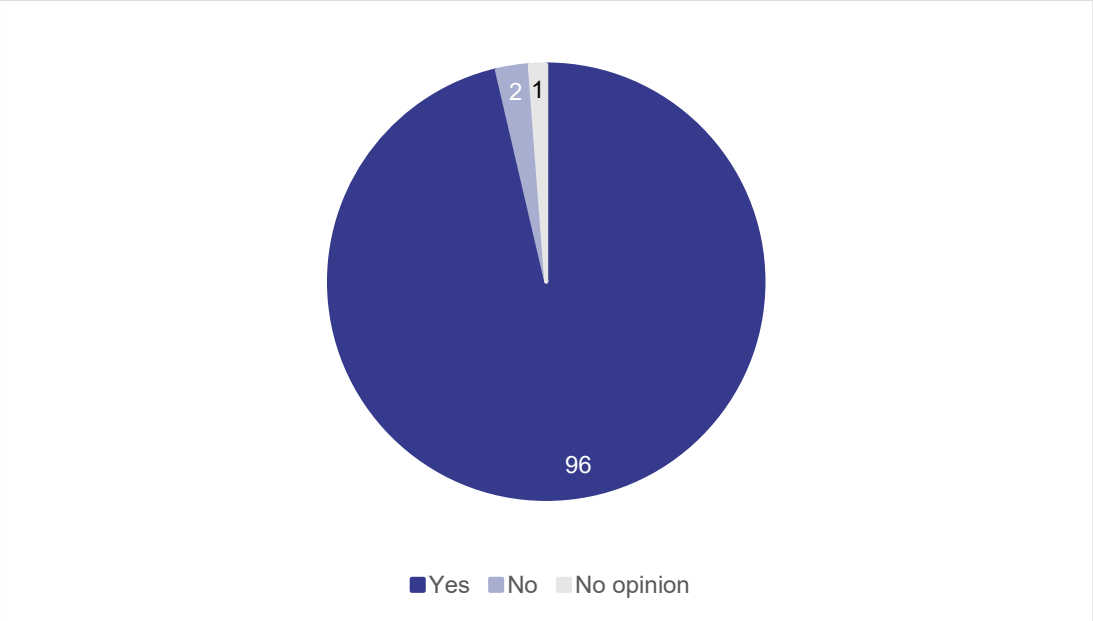
Pedicab passengers were more likely to agree with TfL publishing a guide to fares than those who were not pedicab passengers (39% and 32% respectively).

10 Music and other audio played by pedicabs

10.1 Controls for limiting the volume of pedicab music and audio

Almost all respondents (96%) agreed that there should be controls to limit the volume of music and other audio from pedicabs, as shown in Figure 10-1.

Figure 10-1 Controls limiting volume of pedicab music and audio (%)



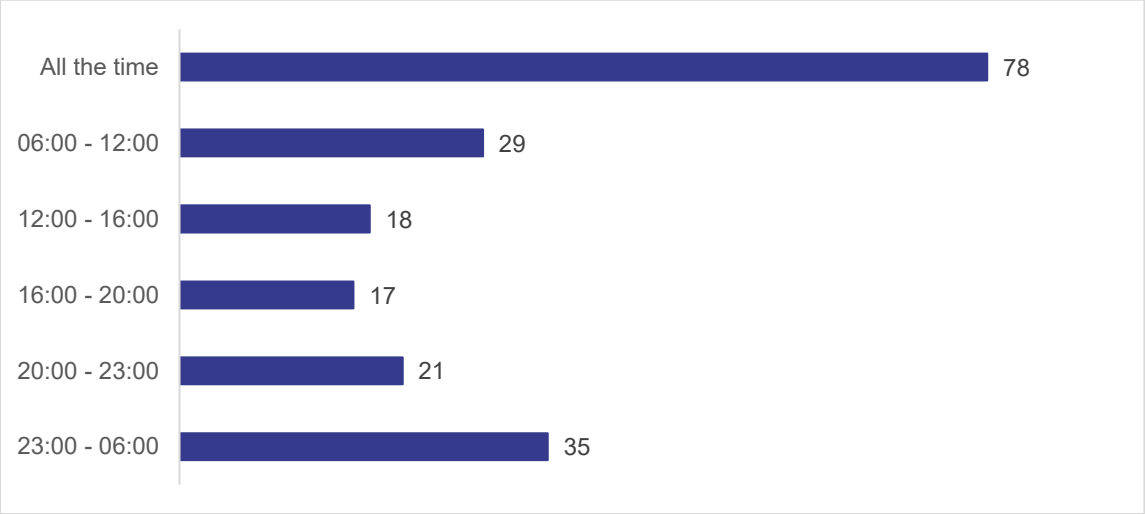
Controls for limiting volume	Count	%
Yes	6466	96
No	164	2
No opinion	81	1
Don't know	11	*
Total	**6722**	**100**

*Responses less than 1%

10.2 When controls should be set for limiting pedicab music and audio

Of those respondents who agreed that there should be music volume limits on pedicabs, just over three-quarters (78%), said they should be in effect all the time. One fifth (21%) said they should be enforced between 8pm and 11pm and just over one-third (35%) said they should be enforced between 11pm and 6am. More than one quarter of respondents (29%) said they should be enforced between 6am and midday (Figure 10-2).

Figure 10-2 When controls should be set for limiting pedicab music and audio (%)



Controls for limiting volume	Count	%
All the time	5040	78
06:00 – 12:00	1894	29
12:00 – 16:00	1188	18
16:00 – 20:00	1086	17
20:00 – 23:00	1392	21
23:00 – 06:00	2298	35

Subgroup differences

- Respondents who considered themselves disabled were more likely to say that music should be controlled between 12:00 and 16:00, than others (23% and 18% respectively)

Subgroups who were more likely to agree that music should be controlled all the time:

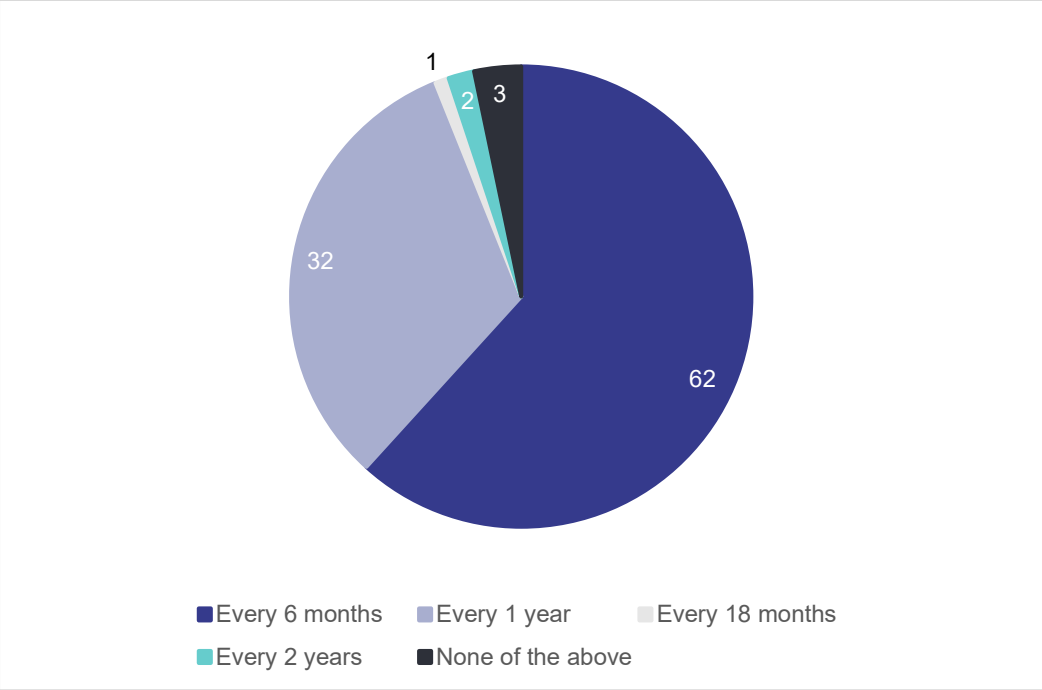
- Respondents who were not pedicab passengers compared to those who were (79% and 61% respectively);
- Respondents who were not in favour of regulated pedicabs being an environmentally friendly way to travel around London compared to those who were in favour (89% and 64% respectively);
- Respondents who were not in favour of regulated pedicabs providing a safe and reliable transport option in London compared to those who were in favour (88% and 61% respectively); and
- Black cab drivers compared to residents, those interested in pedicabs and tourists/ visitors to London (91%, 78%, 68% and 77% respectively).

11 Safety checks for pedicabs

11.1 Frequency of safety checks for pedicabs

Three-fifths of respondents (62%) said that pedicabs should undergo safety checks every six months and one-third of respondents (32%) said that safety checks should be conducted every year (Figure 11-1).

Figure 11-1 Frequency of safety checks for pedicabs (%)



Frequency of safety checks	Count	%
Every 6 months	4135	62
Every 1 year	2155	32
Every 18 months	65	1
Every 2 years	122	2
None of the above	220	3
Total	**6697**	**100**

Subgroup differences

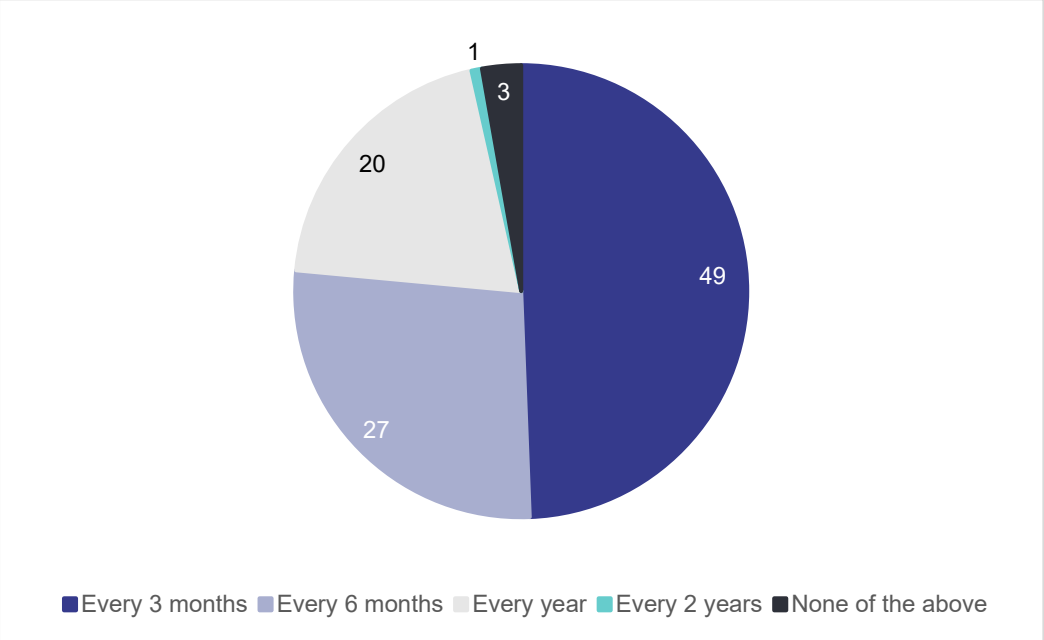
Subgroups who wanted pedicabs to undergo safety checks more frequently (every six months):

- Respondents who were not pedicab passengers compared to those who were (62% and 56% respectively);
- Respondents who were not in favour of regulated pedicabs being an environmentally friendly way to travel around London compared to those who were in favour (77% and 46% respectively);
- Respondents who were not in favour of regulated pedicabs being a safe and reliable transport option in London compared to those who were in favour (76% and 40% respectively); and
- Black cab drivers (85%) compared to those interested in pedicabs (64%), tourists/ visitors to London (63%) and local residents (60%).

11.2 Frequency of safety checks for pedicabs with batteries

Half of respondents (49%) felt that pedicabs with batteries should undergo safety checks every three months, just over one-quarter (27%) felt they should be every six months, and one-fifth (20%) felt they should be once a year, as shown in Figure 11-2.

Figure 11-2 Frequency of safety checks for pedicabs with batteries (%)



Frequency of safety checks	Count	%
Every 3 months	3286	49
Every 6 months	1801	27
Every year	1330	20
Every 18 months	26	0
Every 2 years	50	1
None of the above	185	3
Total	**6678**	**100**

Subgroup differences

Subgroups who wanted pedicabs with batteries to undergo safety checks more frequently (every three months):

- Respondents who were not in favour of regulated pedicabs being an environmentally friendly way to travel around London compared to those not in favour (69% and 31% respectively);
- Respondents who were not in favour of regulated pedicabs being a safe and reliable transport option in London compared to those who were in favour (65% and 27% respectively); and
- Black cab drivers (73%) compared to local residents (49%), those interested in pedicabs (45%), and tourists/ visitors to London (44%).

12 Free text comments on pedicabs and regulations

12.1 Main comments given about pedicabs and regulations

Respondents were asked whether they had any comments about pedicabs and regulations for them. 5,964 respondents left a comment. Table 12-1 shows all comments made by at least 10% of respondents, arranged in order of highest to lowest. This table is provided in Appendix E but separated by sub-theme.

Table 12-1 Comments on pedicabs and regulations (N)

Theme	Public responses only	Stakeholder responses only	All responses
Suggest the volume of music played by pedicabs currently is too loud/should be limited/restricted	2,438	29	2,467
Suggest pedicabs should be banned completely/should not be allowed	1,939	10	1,949
Oppose pedicabs/negative comment about pedicabs (general comment)	1,827	16	1,843
Pedicab drivers currently exploit/overcharge customers/passengers (general comment)	1,795	22	1,817
Pedicabs negatively impact the reputation of London/areas they operate in/around	1,760	32	1,792
Pedicabs/pedicab drivers are unsafe/dangerous to pedestrians/drive dangerously on and block pavements/footpaths	1,595	23	1,618
Pedicabs/pedicab drivers are unsafe/dangerous to other road users/drive dangerously on roads/ignore rules of the road	1,562	20	1,582
Support/agree pedicabs should be licensed/regulated by TFL (general comment)	1,356	34	1,390*
Pedicabs/pedicab drivers are unsafe/dangerous (general comment)	1,107	17	1,124
Pedicabs/pedicab drivers slow down traffic cause/contribute to congestion/frequently block roads	1,013	16	1,029
Pedicabs/pedicab drivers are unsafe/dangerous to cyclists	804	7	811
Suggest fares should be regulated and consistent/transparent across all pedicab drivers/operators	576	24	600**

Theme	Public responses only	Stakeholder responses only	All responses
Pedicab drivers are rude/aggressive/unhelpful (i.e. poor-quality customer service/interaction)	569	14	583
Total	**5,905**	**59**	**5,964**

*

Subgroup differences

Music played in pedicabs

- Female respondents were more likely to comment that the volume of music played by pedicab was too loud/ should be restricted than male respondents (46% and 37% respectively); and
- Respondents in inner London were more likely to comment that the volume of music played is too loud (57%) compared to those in Central London (45%), Outer London (38%) and outside of London (33%).

Licensing

- Fewer Black cab drivers left a comment agreeing that pedicabs should be licensed by TfL (11%) compared to residents (22%) local business owners (28%), those interested in pedicabs (29%) and tourists/ visitors to London (23%).

Safety

- Respondents aged 26 to 45 years old were more likely to comment that pedicabs/pedicab drivers are unsafe/dangerous to pedestrians/drive dangerously on and block pavements/footpaths than those aged 25 and under (29% and 19% respectively);
- Younger respondents were more likely to comment that pedicabs/pedicab drivers were unsafe/dangerous to cyclists compared to those aged 66 and over (13% aged 25 and under, 21% of 26- to 45-year-olds, and 12% of 46 to 65-year-olds compared to 6% of those aged 66 and over);
- Respondents in Inner London were more likely to comment that pedicabs are unsafe/dangerous to pedestrians/drive dangerously and block pavements than those in Central London, Outer London and Outside of London (37% compared with 29%, 26% and 23% respectively).
- Black cab drivers were more likely to comment that pedicab drivers are unsafe/ dangerous (34%) compared to residents (17%) and local business owners (18%).

Pedicab drivers and London's reputation

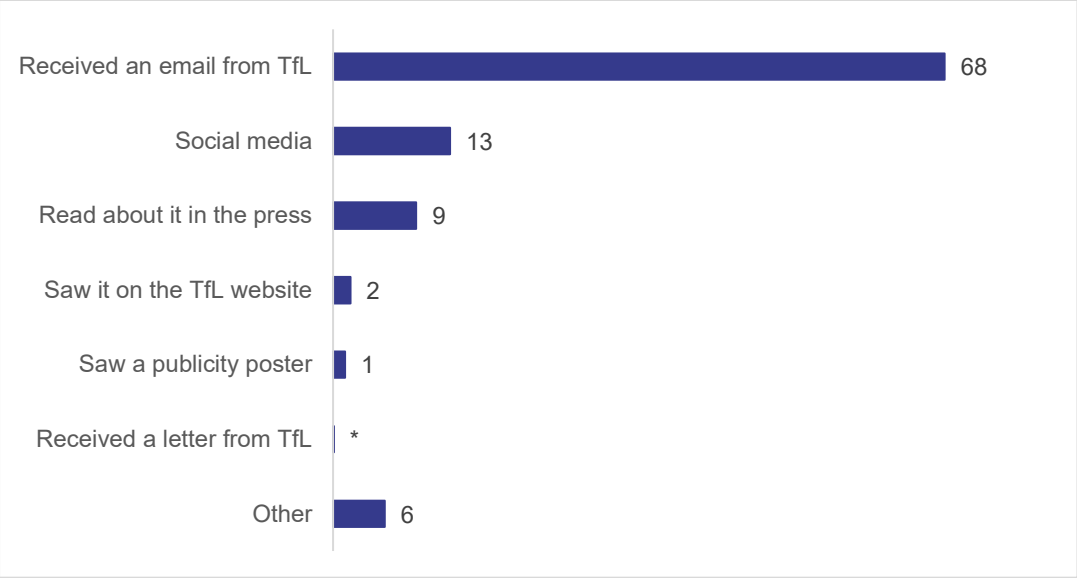
- Respondents in Inner London were more likely to comment about concerns with pedicabs negatively impacting the reputation of London (44%) than respondents in Central London (32%), Outer London (28%) and outside London (28%); and
- Outer London respondents were more likely to comment that pedicab drivers exploit or overcharge customers compared to Inner London respondents (30% and 22% respectively).

13 About the consultation

13.1 How respondents heard about the consultation

Two-thirds of respondents (68%) heard about the consultation through receiving an email from TfL. A further 13% saw it on social media and 9% read about it in the press (Figure 13-1).

Figure 13-1 How respondents heard about the consultation (%)



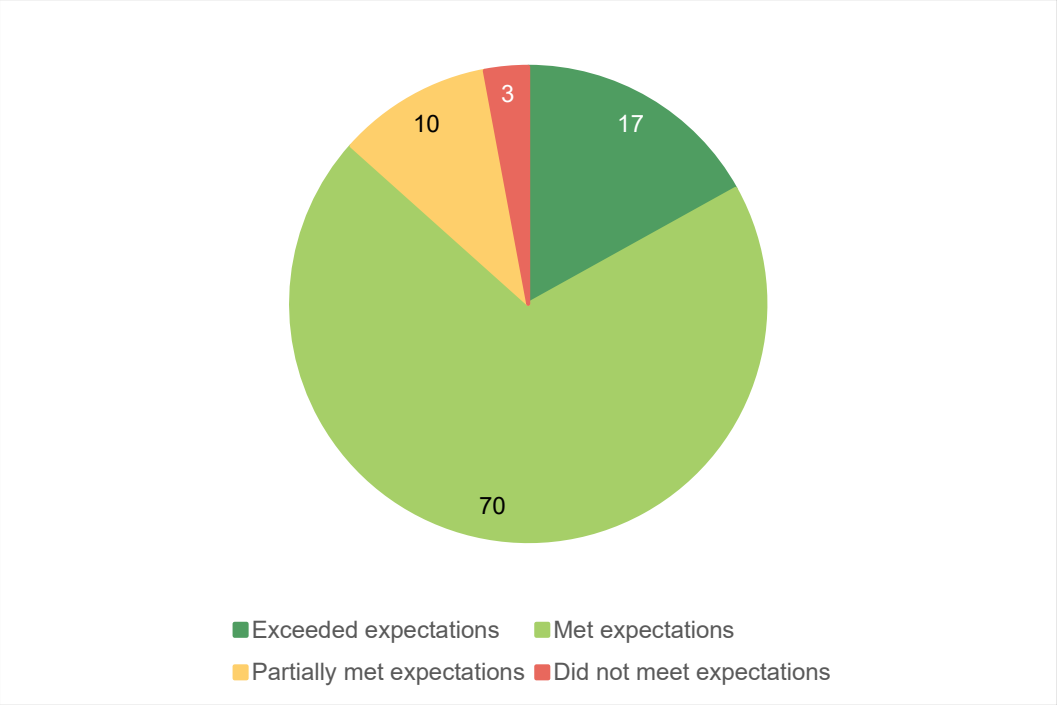
Heard about consultation	Count	%
Email from TfL	4560	68
Social media	872	13
Read in the press	620	9
Saw on TfL website	130	2
Publicity poster	90	1
Letter from TfL	5	*
Other	386	6
Total	**6663**	**100**

*Responses less than 1%.

13.2 Experience of participating in the consultation

Participation in the consultation exceeded expectations for 17% of respondents, met expectations for 70% of respondents and partially met expectations for 10% of respondents. 3% of respondents felt the consultation did not meet expectations (Figure 13-2).

Figure 13-2 Experience of participating in the consultation (%)



Expectations of consultation	Count	%
Exceeded expectations	1120	17
Met expectations	4608	70
Partially met expectations	691	10
Did not meet expectations	194	3
Total	**6613**	**100**

13.3 Free text comments on how to improve consultation service

Respondents were asked whether they had any comments on how they would like TfL to improve the consultation service in the future. 763 respondents left a comment. Table 13-1 shows all comments made by at least 5% of respondents, arranged in order of highest to lowest. This table is provided in Appendix F but separated by sub-theme.

Table 13-1 Comments on how to improve the consultation service (N)

Theme	Public responses only	Stakeholder responses only	All responses
Should ask questions about whether pedicabs should even be allowed to operate in London/whether to ban them	210	2	212
Consultation/questions are biased/leading	164	2	166
Response options to questions were limited/should have been more response options	129	7	136
Disagree with registering before being able to complete the survey/should be able to give views without registering	84	0	84
Consultation/survey was difficult to find/access (general comment)	83	0	83
Suggest registration/login process should be simplified	64	0	64
Concern consultation responses will have no/little impact on TfL decisions/just a tick box exercise	62	1	63
Suggest further consultation/engagement needed	58	8	66*
Questions were complicated/unclear/should have been clearer	56	1	57
Other comments about consultation/consultation material	49	4	53
Survey was poor quality/design/presentation (general comment)	48	1	49
Total	**743**	**20**	**763**

*This includes 41 HOLBA campaign responses and 9 LPWA campaign responses

Appendix A Questionnaire

Survey questions

Survey questions

1. Are you a Pedicab driver

Yes No

If the answer to above is “No” please move to Q7.

2. Do you currently drive a pedicab in London?

Yes No

3. How long have you been driving a pedicab?

Less than a month

Between 1-3 months

Between 3-12 months

1-2 years

Longer

4. When do you work? (Tick all that apply)

Weekend days

Weekend nights

Weekday days

Weekday nights

5. Do you work? (Tick all that apply)

All year

In the winter

In the spring

In the summer

In the autumn

6. Would you continue as a pedicab driver once regulations are introduced?

Yes No Don't know

If you are ticking "No" please tell us why in the free text box at the end of the survey.

7. Are you a Pedicab owner?

Yes No

If the answer to above is "No" please move to Q9.

8. How many pedicabs do you currently own in London?

1-2

3-5

6-10

More

9. Are you a Pedicab operator?

Yes No

If the answer to above is "No" please move to Q11.

10. How many pedicabs do you currently operate?

1-2

3-5

6-10

More

11. Are you a Pedicab passenger?

Yes No

If the answer to above is "No" please move to Q16.

12. Thinking about the last 12 months, how many trips have you taken in a pedicab?

1-2

3-5

6-10

More

13. What is the main purpose of those trips? (Tick all that apply)

To or from a station

To or from a bar/nightclub

Business

Sightseeing

To or from a theatre

Other (please specify)

14. How safe did you feel on the journey?

Very safe

Safe

Not so safe

Very unsafe

15. What did you think of the price you paid for the journey?

It was expensive

It was what I expected

It was very reasonable

Don't know

Questions about party bike

The following 4 questions are to understand if you own, operate or have used a party bike (party bike operates passenger pedalled tours in London).

16 Are you a party bike owner?

Yes No

17 Are you a party bike operator?

Yes No

18. Are you a party bike driver?

Yes No

19 Are you a party bike customer?

Yes No

If you are a party bike operator or a party bike driver we would like to hear from you on how any regulations may impact you. Please tell us in the free text box at the end of the survey.

20 Do you think that pedicabs once regulated, can provide a safe and reliable

transport option in London?

Yes

No

Not sure

No opinion

21 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 licensing 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.

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

Yes

No

No opinion

23 Drivers must meet an appropriate medical fitness standard

Yes

No

No opinion

24 Drivers must pass UK criminal checks

Yes

No

No opinion

25 Drivers must pass Overseas criminal checks

Yes

No

No opinion

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

Yes

No

No opinion

27Drivers will be required to have appropriate insurance to carry and wait for passengers

Yes

No

No opinion

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

Yes

No

No opinion

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

Do you agree

Do you disagree

No opinion

Not sure

30 Drivers will be required to demonstrate an appropriate English language level

Yes

No

No opinion

31 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.

32 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

33 Should we allow pedicabs to operate across all of London?

Yes

No

No opinion

Don’t know

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

Yes

No

No opinion

Don't know

35 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

36 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?

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

Yes

No

No opinion

38 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

39 Allow the fares to be set by the pedicab operator or driver and agreed in advanc 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.

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

Yes

No

No opinion

Don't know

41 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.

42 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

43 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

44 Please choose one option below that best describes the category of respondent you are answering this survey as

Local resident

Local Business owner

Black taxi driver

PHV Driver

PHV Operator

Someone interested in Pedicabs

Someone visiting London

Other (please specify)

45 What is your post code?

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

46 Please let us know any comments in the free text box.

47 Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g., interest group, charity or trade body).
(Choose one option)

As an individual

As an official representative of an organisation

48 If you are responding as an official representative of an organisation, then please provide your organisation name below.

49 How did you hear about the consultation? Please select the main way you heard:

Received an email from TfL

Received a letter or flyer from TfL

Read about it in the press

Social media

Saw a publicity poster

Saw it on the TfL website

Other (please specify)

Improving how we consult

When we consult, we want to provide you with accessible, useful, and easy to understand information. We also want to make it as easy as possible for you to share your thoughts, feelings, and feedback on our proposals. We like to think we do this well, but we recognise that there are always lessons we can learn to help us do this better.

To help us constantly improve our consultation service, we'd appreciate just 2 minutes of your time to tell us what you think about this service.

50 Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing yourfeedback with us.

Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond

Met my expectations: I was able to find the information I needed, and it was straightforward to respond

Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond

Did not meet my expectations: I couldn't find the information I needed, and it was very difficult to respond

51 If we didn't meet your expectations, please tell us how you would like us to improve our consultation service in the future.

Please only share your feedback on how we can improve our consultation service here. If you want to leave further feedback on the proposals that we're consulting on, then please return to question 46 above and leave your feedback there.

52 It's always good to talk and we're always keen to discuss how we'll improve our consultation service going forward. If you'd be interested in taking part in helping to shape our consultation service in the future, by taking part in quick polls, webinars, surveys or focus groups, then select one or more of the options below

Yes – I'd like to take part in online surveys or quick polls

Yes – I'd like to take part in focus groups or webinars

No – I'm not interested in taking part in this research

About you

If you would like us to keep you informed about the outcome of this consultation. Please also provide us with your name and email address or postal address:

All personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please visit our privacy policy.

Name:	
Email:	
Address:	
Postcode:	

Appendix B Campaign responses

The full standard text of responses provided as part of the Heart of London Business Alliance (HOLBA) and London Pedicab Welfare Association (LPWA) campaigns are shown below, as well as the codes allocated to the campaign responses. The table further below shows the coding counts for both campaigns.

For the HOLBA campaign responses, many respondents chose to only include parts of the standard text, with a small amount also adding their own additional comments to the standard text. It should be noted that the following four stakeholders are also considered to be part of the HOLBA campaign as they submitted at least parts of the standard text as their response:

- Heart of London Business Alliance (HOLBA);
- New West End Company (NWEC);
- The Mercers' Company; and
- The Westminster BIDs.

Responses as part of the LPWA campaign were either identical or near-identical and all allocated the same codes.

Campaign	Standard text	Codes allocated to response
Heart of London Business Alliance (HOLBA)	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	61, 114, 59, 631, 202, 205, 90, 702, 113, 252, 91, 117, 110, 11, 288, 203, 281, 35, 3, 63

	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 most 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 noncompliant 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.	
London Pedicab Welfare Association (LPWA)	London Pedicab Welfare Association – Advocacy for Fair and Effective Regulations As the London Pedicab Welfare Association, we are committed to representing the interests of pedicab operators and advocating for fair and effective regulations in the city. Pedicabs have become a popular mode of transport in London, providing a unique and environmentally friendly way for tourists and locals to explore the city. However, the industry is currently facing a number of challenges, including issues related to safety, licensing, and competition. It is crucial that we work together with Transport for London (TfL) and other stakeholders to address these challenges and ensure the sustainability of the pedicab industry in London. By implementing fair and effective regulations, we can improve safety standards, protect the rights of operators, and enhance the overall experience for passengers. Collaboration is key in finding solutions that benefit all parties involved. We believe that through open dialogue and mutual understanding, we can create a regulatory framework that supports the growth of the pedicab industry while maintaining the highest standards of safety and professionalism. We look forward to engaging with TfL and other stakeholders in this consultation process to develop regulations that are fair, transparent, and in the best interest of all parties. Together, we can ensure the continued success and sustainability of pedicabs in London. Thank you for considering our input and for your commitment to improving the pedicab industry in the city. The Importance of Pedicabs in London's Economy London is known for its vibrant nightlife, bustling entertainment districts, and world-famous landmarks. Among the many transportation options available, pedicabs have emerged as a crucial component of the city's economic	1, 9, 310, 631, 3, 800, 251, 702, 288, 62, 117, 116, 114, 288, 281, 252, 255, 257, 59, 90, 57

	ecosystem. These bicycle-powered vehicles provide an eco-friendly and convenient mode of transport, particularly in areas where other vehicles struggle to navigate. Their presence significantly benefits businesses such as bars, clubs, restaurants, and tourist attractions, making them an integral part of London's economy. 01. Boosting the Nightlife Economy One of the primary benefits of pedicabs in London is their contribution to the city's nightlife economy. Popular entertainment hubs such as Soho, Covent Garden, and Shoreditch attract thousands of visitors each night. Pedicabs provide a quick and efficient way for partygoers to travel between bars, nightclubs, and restaurants without the hassle of finding a taxi or walking long distances. By offering an accessible transport alternative, pedicabs help businesses retain customers who might otherwise leave early due to transportation concerns. 02. Supporting Local Businesses Pedicabs play a vital role in supporting local businesses by increasing footfall and accessibility. Many small businesses, particularly those located in pedestrian-heavy areas, benefit from the presence of pedicabs. Tourists and locals using pedicabs are more likely to discover new places they might have missed otherwise, leading to increased patronage for shops, eateries, and cultural venues. Additionally, pedicab operators often collaborate with local businesses to offer promotions, discounts, and guided tours, further boosting economic activity. 03. Enhancing Tourism and Sightseeing Tourism is a major driver of London's economy, and pedicabs contribute significantly to the sector. They offer a unique and enjoyable way for visitors to explore the city's historic streets, famous landmarks, and hidden gems. Unlike traditional taxis or buses, pedicabs provide an immersive experience, allowing tourists to take in the sights while learning from knowledgeable drivers. As a result, pedicabs support tourism-related businesses, including souvenir shops, museums, and guided tour operators. 04. Eco-Friendly and Sustainable Transport With increasing concerns about pollution and traffic congestion, pedicabs offer a sustainable alternative to motorized transport. They help reduce carbon emissions while easing congestion in busy areas. As London continues to push for greener initiatives, the role of pedicabs as an environmentally friendly transport option becomes even more significant. Supporting pedicabs aligns with the city's sustainability goals and enhances its reputation as a forward-thinking global metropolis. 05. Job Creation and Economic Opportunities Pedicabs also create employment opportunities for a diverse group of people, including students, part-time workers, and those looking for flexible job options. Many pedicab drivers work as independent operators, benefiting from a steady source of income while contributing to the city's economy. Additionally, the pedicab industry	

	supports businesses involved in bicycle maintenance, advertising, and tourism services. Challenges are facing 01. Seasonal Business and Economic Pressures: Pedicabs, also known as bike taxis or cycle rickshaws, have become a popular mode of transportation for tourists and locals alike in cities around the world. In London, pedicab drivers offer a unique perspective on the city's bustling streets, providing a leisurely and ecofriendly way to navigate the busy urban environment. However, despite the picturesque views and charming rides they offer, pedicab drivers in London face a myriad of challenges, particularly when it comes to the seasonal fluctuations in earnings. The primary challenge that pedicab drivers in London face is the stark contrast in earnings between the busy summer months (June to Mid-September) and the quieter winter months (October to May except December). During the summer, when tourism is at its peak, pedicab drivers can expect to make a decent income by offering rides to sightseers and visitors exploring the city's landmarks and attractions. However, once the colder months roll around and tourism slows down, many pedicab drivers are left struggling to make ends meet, with significantly reduced fares and fewer customers on the streets. To gain a deeper insight into the financial struggles faced by pedicab drivers, I spoke with several drivers who shared their personal experiences and reflections on the challenges they encounter throughout the year. Mahin, a pedicab driver, lamented the unpredictability of income during the winter months, highlighting the difficulty of maintaining a steady stream of customers and earning enough to cover basic expenses. "It's tough when the streets are quiet and the tourists are nowhere to be seen," he said. "I have to work longer hours and take on extra shifts just to make ends meet." Another driver, Sarah, echoed John's sentiments, emphasizing the impact of seasonal fluctuations on her earnings and financial stability. "During the summer, I can make a good amount of money in a day, but in the winter, it's a different story," she shared. "I have bills to pay and a family to support, so the lack of consistent income is a major concern for me." 02. Environmental Factors: Pedicab drivers in London are particularly vulnerable to adverse weather conditions, such as rain, strong winds, and cold temperatures. These factors can significantly impact their ability to work efficiently and generate income, ultimately affecting their livelihood. One of the main challenges pedicab drivers face is the impact of rain on their ability to work. Rain can deter potential customers from using their services, as most people prefer to stay dry and avoid getting wet during their commute. In addition, rain can also damage their equipment and make it more difficult to operate their vehicles effectively.	

	Strong winds present another challenge for pedicab drivers in London. Windy conditions can make it harder to pedal and control the pedicab, especially when traveling uphill or against the wind. This can result in slower travel times and decreased efficiency, leading to lower income for the drivers. Furthermore, strong winds can pose a safety risk, as they may cause the pedicab to veer off course or even tip over in extreme cases. Cold temperatures can also impact the ability of pedicab drivers to work effectively. Operating a pedicab in cold weather can be physically demanding and uncomfortable, especially for long hours. It is challenging for them to stay warm and maintain their focus on the road. Working long hours in adverse weather conditions can have serious implications for the wellbeing of pedicab drivers. Exposure to rain, wind, and cold temperatures for extended periods can lead to health issues such as hypothermia, frostbite, and respiratory problems. Moreover, the stress and discomfort caused by working in unfavourable weather can take a toll on their mental and emotional well-being, contributing to burnout and decreased job satisfaction. - Example: Drivers may have to endure extreme temperatures, leading to fatigue, dehydration, and other health issues. 03. Safety Concerns: - Pedicab drivers are frequently exposed to traffic hazards, aggressive motorists, attacks by passengers, putting their safety at risk. - Example: Pedicab drivers have reported incidents of road rage, collisions with vehicles, and near misses that jeopardize their well-being. 04. Limited Access to Restrooms: - Pedicab drivers often struggle to find restroom facilities during their shifts, leading to discomfort, health issues, and decreased productivity. - Example: Drivers have to resort to using public toilets, which may not always be available or accessible, affecting their ability to work effectively. We are happy to see regulation for pedicab 05. Unfair Barriers and Safety Risks : - Locating a garage for pedicabs in London is extremely challenging due to reluctance from railway arch landlords to rent to us, even though they allow other businesses to operate in the same spaces. - The discrimination in garage availability forces us to seek alternative locations, often with much higher rents, significantly increasing operational costs. - The lack of affordable space forces pedicabs to park in highly congested areas, creating safety risks for both riders and pedestrians. - Without proper garage facilities, it is difficult to implement necessary safety measures, such as secure storage and regular maintenance checks. -Other businesses are able to access fair opportunities, while pedicab operators face barriers in finding suitable spaces. - We urge TfL to address this issue and help create fair access to garage spaces for pedicab operators. Pedicab Driver Licensing Pedicabs, also known as cycle rickshaws, are a popular mode of transport in cities around the world, including London. These human-powered vehicles provide a unique and environmentally friendly way	

	for tourists to explore the city and are often operated by individuals from a variety of backgrounds. However, the licensing requirements for pedicab drivers in the UK have been a topic of debate in recent years, particularly with Transport for London (TfL) instituting a requirement for a UK driving license for all pedicab drivers. The decision by TfL to mandate a UK driving license for pedicab drivers has been met with mixed reactions. While the intention behind this requirement is to ensure the safety of passengers and regulate the industry, it has created challenges for pedicab drivers who do not possess a driving license. Many of these drivers rely on the tourist season, which typically lasts for only around 5 months a year, to make a living. Requiring them to obtain a driving license may be financially burdensome and time-consuming, potentially impacting their ability to operate. One argument that has been put forward is to allow non-drivers to take a theory test instead of requiring a full driving license. This would ensure that pedicab drivers have a basic understanding of road safety and regulations without the need for a driving license, which may not be relevant to their mode of transport. For individuals who have experience cycling in urban environments, passing a theory test could be a more accessible and practical option. Furthermore, there is a suggestion that individuals who have graduated from UK universities should be exempt from English testing as part of the licensing requirements. This proposal is based on the assumption that individuals who have completed their education in the UK have a sufficient level of English proficiency to communicate effectively with passengers and navigate the city. To provide a personal perspective on this issue, let's hear from a pedicab driver in London, Ali. Ali has been operating his pedicab for the past five years during the tourist season and relies on the income to support his family. He believes that the requirement for a UK driving license is unfair as it discriminates against individuals like him who have been operating safely for years without any incidents. Ali suggests that a theory test focusing on road safety and navigation would be a more reasonable requirement for pedicab drivers. While ensuring the safety of passengers is crucial, there should be more flexibility in the requirements to accommodate the unique nature of pedicab operations. We believe that a theory test focusing on road safety and customer service skills would be more relevant for pedicab drivers than a full driving license. Driver Safety And Insurance Recommendations for TFL to Collaborate with Insurance Companies: To address the challenges faced by pedicab drivers in obtaining insurance coverage, Transport for London (TFL) should take proactive measures to collaborate with insurance companies and develop affordable insurance policies specifically tailored for pedicab drivers. In this report, we will explore the reasons behind the limited insurance options for pedicab drivers, the implications on their safety and business operations, and propose recommendations for Transport for	

	London (TFL) to collaborate with insurance companies to develop affordable insurance policies tailored for pedicab drivers. Challenges Faced by Pedicab Drivers in Obtaining Insurance Coverage: Pedicab drivers in London often face difficulties in obtaining insurance coverage due to several factors. Moreover, the seasonal nature of pedicab businesses further limits the availability of insurance coverage, as some insurance companies may not offer short-term policies or coverage during off-peak months. Implications on Driver Safety and Business Operations: The lack of insurance coverage for pedicab drivers has significant implications on both driver safety and business operations. To address this issue, Transport for London (TFL) should collaborate with insurance companies to develop affordable insurance policies tailored for pedicab drivers. By establishing partnerships with insurance companies, TFL can negotiate discounted rates for pedicab drivers, facilitate easier access to insurance policies, and provide guidance on selecting suitable coverage options. It is essential for TFL and insurance companies to work together to address the insurance needs of pedicab drivers, ensuring a secure and vibrant transportation ecosystem for all residents and visitors in London. Fare When setting fares for pedicabs in London, Transport for London (TfL) should consider a variety of factors to ensure that pricing is fair and reflective of the unique challenges faced by pedicab drivers. Some key factors that should be taken into account include: 1. Seasonal nature of the business: Pedicab rides are typically more popular during peak tourist seasons, such as the summer months, and slower during off-peak times. TfL should consider adjusting fares to account for this seasonal variability and ensure that drivers can earn a fair income year-round. 2. Number of rides during busy and slow months: During busy months, pedicab drivers may be able to take on more rides and earn more income, while during slow months they may struggle to find customers. TfL should set fares that balance the need for drivers to earn a living wage with the reality of fluctuating demand. 3. Physical toll of operating a pedal bike: Pedicab drivers face physical challenges such as fatigue and strain from pedalling for long hours. TfL should consider these factors when setting fares and ensure that drivers are adequately compensated for the physical labour involved in operating a pedicab. Some bikes electric, are fitted 250w cycle motor. It is not powerful at all. More than 250w motor against the law. 4. Reliance on tourists for business: Pedicab drivers often rely on tourist customers for their business. TfL should consider the impact of fluctuations in tourist numbers on drivers' income and set fares accordingly to support drivers during periods of lower tourist activity. 5. Challenging working conditions: Pedicab drivers work in challenging conditions, including adverse weather and heavy traffic. TfL should take into account these factors when setting fares and ensure that drivers are compensated fairly for the difficult working environment.	

	6. Necessity of offering both card and cash payment options: In today's digital age, it is essential for pedicab drivers to offer both card and cash payment options to meet customer expectations. TfL should consider the cost of processing card payments and any associated fees when setting fares to ensure that drivers are able to cover these expenses. 7. Expenses: Pedicab operators incur various expenses, including maintenance and repair costs, insurance, licensing fees, and rental fees for operating in popular tourist areas. Fares should be set at a level that allows operators to cover these expenses and make a sustainable income. Based on these factors, recommendations for TfL when setting fares for pedicabs include: - Implementing a flexible pricing structure that accounts for seasonal fluctuations in demand, ensuring that drivers are able to earn a consistent income throughout the year. - Considering the physical toll of operating a pedicab and setting fares that reflect the labour intensive nature of the job. - Supporting drivers during slow periods by offering incentives or subsidies to help offset any income losses. - Providing training and resources to help drivers navigate challenging working conditions and ensure their safety and well-being. - Encouraging the use of card payments by offering incentives or discounts for customers who choose this payment method, while also ensuring that drivers are able to cover any associated fees. - Collaborating with industry stakeholders, such as pedicab driver associations, to gather feedback and insights on fare pricing and make informed decisions that benefit drivers and the community as a whole. By taking these factors into consideration and implementing these recommendations, TfL can ensure that pedicab fares are fair and effective in supporting drivers in this unique industry. Where Pedicab Vehicles Can Operates: As a popular form of transportation for tourists in cities around the world, pedicabs offer a unique and unforgettable experience that cannot be replicated by other conventional transportation options. These human-powered vehicles provide visitors with a personalized and intimate way of exploring the sights and sounds of a city, all while receiving interesting insights and stories from their knowledgeable drivers. In London, pedicabs have become a beloved fixture in tourist spots, providing a fun and convenient way for tourists to get around and see the sights of the city. However, recent consultations by Transport for London (TfL) have raised concerns about the operation of pedicabs in certain tourist areas, with proposals to restrict or even ban their presence. This move would be a great loss for both tourists and pedicab drivers, as these vehicles play a crucial role in enhancing the overall tourist experience and providing a valuable source of income for drivers. Unlike other forms of transportation, pedicabs rely on spontaneous rides, with passengers flagging them down on the spot rather than pre-booking in advance. This flexibility allows tourists to hop on and off as they please, taking in the sights at their own pace. Pedicab drivers also offer a personal touch, acting as unofficial tour guides who share	

	interesting facts and stories about the city, making the ride not just a means of transportation but a memorable experience in itself. By allowing pedicabs to operate in designated tourist areas at specific times and locations, TfL can ensure that tourists have access to this unique mode of transportation while also supporting the livelihoods of pedicab drivers. These areas could include cycle lanes and bus lanes, where pedicabs can safely navigate through traffic and provide efficient service to passengers. Feedback from tourists who have taken pedicab rides in London has been overwhelmingly positive, with many praising the friendly and knowledgeable drivers who have helped them navigate the city and discover hidden gems off the beaten path. The presence of pedicabs adds vibrancy and character to tourist areas, creating a bustling and lively atmosphere that enhances the overall visitor experience. Pedicab Vehicles Licensing As the regulatory body responsible for public transportation in London, it is essential for Transport for London (TfL) to consider implementing legislation for pedicab licensing to ensure the safety and wellbeing of both passengers and operators. This proposal outlines key factors that TfL should consider when drafting regulations for pedicabs, taking into account the financial investments made by long-time industry workers, the current safety measures in place, and the potential impact of new regulations on their livelihoods. First and foremost, it is important for TfL to recognize the financial investments made by long-time industry workers in the pedicab sector. The price of one bike ranges from £5k to £9k, and there are approximately 1000 bikes operating in London, with a total investment of around £4 million. Many pedicab operators have invested significant amounts of money in purchasing their vehicles, training, and establishing their businesses. New licensing requirements should take these investments into account and provide a reasonable transition period for operators to meet the new regulations without causing undue financial strain." In terms of safety measures, pedicabs should be required to meet certain standards to ensure the safety of passengers and operators. This can include the use of specific materials and features such as hydraulic brakes, and seat belts, safety barrier and suspension. These safety measures are crucial in preventing accidents and injuries, and should be strictly enforced by TfL through regular inspections and compliance checks. In addition, allowing advertising on pedicabs could provide operators with a supplementary income source. This advertising will not affect other road users because it consists of still images. Meanwhile, the inclusion of sound systems and decorative features could enhance the tourist experience. Studies have shown that colourful decoration on pedicabs can promote visibility and safety on the roads, making them a more attractive and safer mode of transportation. Moreover, Electric pedicabs are allowed a 250w cycle motor with a speed limit of 15 miles/h.	

	The motor is too small for the pedicab and often breaks due to its limited power and cannot use this motor continuously. Motors greater than 250w are not legal. Furthermore, the potential impact of new regulations on the livelihoods of pedicab operators should be carefully considered. It is important for TfL to strike a balance between implementing necessary safety regulations and allowing operators to continue to earn a living. This can be achieved through engaging with industry stakeholders, conducting impact assessments, and providing support and resources for operators to comply with the new regulations. LPWA is committed to working alongside TfL and relevant stakeholders to develop a regulatory framework that ensures the long-term sustainability of the pedicab industry. By adopting these recommendations, TfL can foster a fair, transparent, and practical system that benefits operators, passengers, and the broader London economy. We look forward to continuing this dialogue and collaborating towards effective and equitable regulation. London Pedicab Welfare Association	

The table below shows the coding counts for the HOLBA and LPWA campaigns. To see the impact of the campaign responses on the total coding counts, the totals for each appropriate code are shown for all responses, including campaigns.

Theme	HOLBA campaign responses only	LPWA campaign responses only	All responses (including campaigns)
General comments			
Support pedicabs/positive comment about pedicabs (general comment)	0	9	246
Support/agree pedicabs should be licensed/regulated by TFL (general comment)	37	9	1,390
Pedicabs are a fun/enjoyable/social activity/positive for tourism in London	0	9	326
Suggest TfL work more closely with pedicab community/improve relations with them	40	0	40
Pedicab music and flashing lights			
Other comment about the pedicab music and/or flashing lights	45	0	208
Safety concerns with pedicabs and pedicab drivers			
Suggest pedicabs should be standardised in terms of size/design	0	9	234
Suggest pedicabs should have safety features for customers/passengers (e.g. seat belts, standard lights)	43	9	266
Pedicabs/pedicab drivers should be clearly identifiable/licences displayed/concern about loop holes/rogue pedicabs	54	0	439
Other comment about safety concerns with pedicabs/pedicab drivers	2	9	375
Concern about enforcement of pedicab regulations/more information needed about how they will be effectively applied	46	0	181
Safety checks for pedicabs			
Support/agree with safety checks being required for pedicabs	38	9	266
Other comment about safety checks for pedicabs	41	0	94
Other requirements for pedicabs/pedicab drivers			
Comment about the minimum age required for pedicab drivers	41	0	83

Theme	HOLBA campaign responses only	LPWA campaign responses only	All responses (including campaigns)
Comment about pedicab drivers demonstrating their understanding of their roles and responsibilities as a pedicab driver	42	0	268
Comment about insurance for pedicabs/pedicab drivers	50	9	350
Comment about language ability/English language requirements for pedicab drivers	0	9	130
Comment about licence requirements for pedicab drivers	57	9	489
How customers/passengers use pedicabs			
Suggest pedicabs should only stop and wait in designated drop-off/pick-up areas	53	0	264
Suggest customers/passengers should pre-book pedicabs via pedicab operators/instead of plying for hire	47	0	165
Other comment about how customers/passengers use pedicabs	46	0	162
Where pedicabs operate			
Pedicabs positively impact the reputation of London/areas they operate in/around	0	9	71
Suggest only allowing pedicabs to operate in/around other specific areas/not allowing them to operate across all London	62	9	438
Suggest allowing pedicabs to use bus/taxi lanes as they currently do	5	9	64
Suggest pedicabs should be allowed to use major roads and tunnels	0	9	48
Pedicab fares			
Suggest fares should be regulated and consistent/transparent across all pedicab drivers/operators	50	9	600
Other comment on pedicab fares	48	9	236
Environmental impact of pedicabs			
Pedicabs are environmentally friendly/have a positive impact on the environment	0	9	367
Survey accessibility			

Theme	HOLBA campaign responses only	LPWA campaign responses only	All responses (including campaigns)
Suggest further consultation/engagement needed	41	9	66
Other comments			
Comment/comparison to other country/city	49	9	244
Other (does not fit into codeframe)	0	9	155
Total respondents who provided a written comment	**95**	**9**	**6,052**

Appendix C Coding table

This table shows the counts for all comments received in response to the consultation.

Theme	Public responses only	Stakeholder responses only	All responses
General comments			
Support pedicabs/positive comment about pedicabs (general comment)	236	10	246
Oppose pedicabs/negative comment about pedicabs (general comment)	1,827	16	1,843
Support/agree pedicabs should be licensed/regulated by TFL (general comment)	1,356	34	1,390
Oppose/disagree pedicabs should be licensed/regulated by TFL (general comment)	147	0	147
Support/agree pedicabs should be regulated the same as/similar to taxis/black cab/PHV drivers	207	11	218
Oppose/disagree pedicabs should be regulated the same as/similar to taxis/black cab/PHV drivers	5	1	6
Suggest pedicabs should be banned completely/should not be allowed	1,939	10	1,949
Pedicabs take custom away from taxis/black cab/PHV drivers/negatively impact them (general comment)	50	2	52
Pedicabs are a fun/enjoyable/social activity/positive for tourism in London	321	5	326
Suggest limiting the number of pedicabs/pedicab licences	128	5	133
Suggest TfL work more closely with pedicab community/improve relations with them	37	3	40
Concern about regulations negatively impacting pedicab drivers/the pedicab trade	17	0	17
Suggest pedicabs should not be considered a viable form of transport in London	14	0	14
Pedicab music and flashing lights			
Suggest pedicabs should not be allowed to play music	473	15	488

Theme	Public responses only	Stakeholder responses only	All responses
Suggest the volume of music played by pedicabs currently is too loud/should be limited/restricted	2,438	29	2,467
Pedicabs playing music poses a safety risk/is unsafe/dangerous	132	3	135
Suggest pedicabs should not be allowed to use flashing lights	274	2	276
Pedicabs using flashing lights poses a safety risk/is unsafe/dangerous	73	3	76
Other comment about the pedicab music and/or flashing lights	198	10	208
Safety concerns with pedicabs and pedicab drivers			
Pedicabs/pedicab drivers are already safe (general comment)	13	1	14
Pedicabs/pedicab drivers are unsafe/dangerous (general comment)	1,107	17	1,124
Pedicab drivers are rude/aggressive/unhelpful (i.e. poor quality customer service/interaction)	569	14	583
Pedicabs/pedicab drivers are unsafe/dangerous to pedestrians/drive dangerously on and block pavements/footpaths	1,595	23	1,618
Pedicabs/pedicab drivers are unsafe/dangerous to other road users/drive dangerously on roads/ignore rules of the road	1,562	20	1,582
Pedicabs/pedicab drivers are unsafe/dangerous to cyclists	804	7	811
Pedicabs/pedicab drivers slow down traffic cause/contribute to congestion/frequently block roads	1,013	16	1,029
Suggest pedicabs should be standardised in terms of size/design	227	7	234
Suggest specific design improvements to pedicabs/innovation required for pedicabs	30	4	34
Suggest pedicabs should have safety features for customers/passengers (e.g. seat belts, standard lights)	241	25	266

Theme	Public responses only	Stakeholder responses only	All responses
Suggest only manually-powered pedicabs should be allowed to operate (i.e. those without a battery)	54	0	54
Pedicabs/pedicab drivers should be clearly identifiable/licences displayed/concern about loop holes/rogue pedicabs	417	22	439
Other comment about safety concerns with pedicabs/pedicab drivers	357	18	375
Concern about enforcement of pedicab regulations/more information needed about how they will be effectively applied	169	12	181
Concern about costs of enforcing pedicab regulations/licence fees should cover enforcement costs	22	7	29
Safety equipment required for pedicab drivers			
Support/agree pedicab drivers should have to wear safety equipment/high-visibility clothing	33	5	38
Oppose/disagree pedicab drivers should have to wear safety equipment/high-visibility clothing	12	1	13
Other comment about safety equipment/high-visibility clothing for pedicab drivers	7	1	8
Safety checks for pedicabs			
Support/agree with safety checks being required for pedicabs	250	16	266
Other comment about safety checks for pedicabs	78	16	94
Other requirements for pedicabs/pedicab drivers			
Comment about the minimum age required for pedicab drivers	71	12	83
Comment about medical fitness standards of pedicab drivers	23	6	29
Comment about UK and overseas criminal checks on pedicab drivers	450	12	462
Comment about pedicab drivers demonstrating their understanding of their roles and responsibilities as a pedicab driver	248	20	268

Theme	Public responses only	Stakeholder responses only	All responses
Comment about insurance for pedicabs/pedicab drivers	329	21	350
Comment about the length of a pedicab driver's licence	18	0	18
Comment about language ability/English language requirements for pedicab drivers	126	4	130
Comment about licence requirements for pedicab drivers	466	23	489
How customers/passengers use pedicabs			
Suggest allowing pedicabs to stop and wait/pick up customers/passengers off the street as they do currently	17	4	21
Suggest pedicabs should not be allowed to stop and wait/pick up customers/passengers off the street as they do currently	244	4	248
Suggest pedicabs should only stop and wait in designated drop-off/pick-up areas	247	17	264
Suggest customers/passengers should pre-book pedicabs via pedicab operators/instead of plying for hire	153	12	165
Comment about accessibility of pedicabs (e.g. how accessible they are for different types of people)	38	6	44
Other comment about how customers/passengers use pedicabs	146	16	162
When pedicabs operate			
Suggest pedicabs should only be allowed to operate on certain days of the week/times of the day	11	7	18
Other comment about when pedicabs should be allowed to operate	11	1	12
Where pedicabs operate			
Pedicabs negatively impact the reputation of London/areas they operate in/around	1,760	32	1,792
Pedicabs positively impact the reputation of London/areas they operate in/around	63	8	71
Suggest only allowing pedicabs to operate in/around other specific areas/not allowing them to operate across all London	414	24	438

Theme	Public responses only	Stakeholder responses only	All responses
Suggest allowing pedicabs to use cycle lanes as they currently do	41	7	48
Suggest pedicabs should not be allowed to use cycle lanes as they currently do	434	3	437
Suggest allowing pedicabs to use bus/taxi lanes as they currently do	58	6	64
Suggest pedicabs should not be allowed to use bus/taxi lanes as they currently do	56	3	59
Suggest pedicabs should be allowed to use major roads and tunnels	47	1	48
Suggest pedicabs should not be allowed to use major roads and tunnels	30	2	32
Other comment about where pedicabs operate	140	6	146
Pedicab fares			
Pedicab drivers currently exploit/overcharge customers/passengers (general comment)	1,795	22	1,817
Suggest fares should be regulated and consistent/transparent across all pedicab drivers/operators	576	24	600
Suggest allowing pedicab drivers to continue setting their own fares and agreeing with customers/passengers	8	1	9
Suggest pedicab fares should be time-based	31	7	38
Suggest pedicab fares should be distance-based	44	8	52
Suggest pedicab fares should be zonal-based	17	6	23
Suggest pedicab fares should be set using another system	7	0	7
Suggest TfL should regularly review pedicab fares	20	0	20
Other comment on pedicab fares	214	22	236
Environmental impact of pedicabs			
Pedicabs are environmentally friendly/have a positive impact on the environment	357	10	367

Theme	Public responses only	Stakeholder responses only	All responses
Pedicabs are not environmentally friendly/have a negative impact on the environment	106	0	106
Pedicabs have a negative impact on other sustainable travel options (active travel/public transport)	97	3	100
Other comment about the environmental impact of pedicabs	39	0	39
Survey questions			
Survey was poor quality/design/presentation (general comment)	48	1	49
Questions were complicated/unclear/should have been clearer	56	1	57
Questions asked were irrelevant	31	0	31
Consultation/questions are biased/leading	164	2	166
Should ask questions about whether pedicabs should even be allowed to operate in London/whether to ban them	210	2	212
Response options to questions were limited/should have been more response options	129	7	136
Survey accessibility			
Promotion/advertising/awareness of consultation is poor/low/lacking	24	0	24
Suggest further consultation/engagement needed	58	8	66
Consultation/survey was difficult to find/access (general comment)	83	0	83
Disagree with registering before being able to complete the survey/should be able to give views without registering	84	0	84
Suggest registration/login process should be simplified	64	0	64
Criticism of TfL website (general comment)	1	0	1
Criticism of survey inclusivity (general comment)	13	0	13
Other consultation comments			

Theme	Public responses only	Stakeholder responses only	All responses
No issues/general positive comment about consultation/consultation material	14	0	14
Need further information/clarity about proposals/consultation information	25	5	30
Concern consultation responses will have no/little impact on TfL decisions/just a tickbox exercise	62	1	63
Comment/reference to other/previous consultations	7	0	7
Other comments about consultation/consultation material	49	4	53
Other comments			
Criticism/negative comment about the Mayor/Government/TfL	143	1	144
Unclear comment/unsure what referring to	1	0	1
Comment/comparison to other country/city	240	4	244
Reference to people with protected characteristics (e.g. age, disability, gender, ethnicity, religion)	289	12	301
Don't know/unsure/unable to comment	1	0	1
Comment about party bikes	119	4	123
Out of scope comment/unrelated to proposals and not captured elsewhere	139	1	140
Other (does not fit into codeframe)	139	16	155
Total respondents who provided a written comment	**5,992**	**60**	**6,052**

Appendix D Pedicabs regulations main comments by sub-theme

The table below shows the comments made during the consultation by sub theme and numeric order.

Theme	Public responses only	Stakeholder responses only	All responses
General comments			
Suggest pedicabs should be banned completely/should not be allowed	1,939	10	1,949
Oppose pedicabs/negative comment about pedicabs (general comment)	1,827	16	1,843
Support/agree pedicabs should be licensed/regulated by TFL (general comment)	1,356	34	1,390
Pedicabs are a fun/enjoyable/social activity/positive for tourism in London	321	5	326
Support pedicabs/positive comment about pedicabs (general comment)	236	10	246
Support/agree pedicabs should be regulated the same as/similar to taxis/black cab/PHV drivers	207	11	218
Oppose/disagree pedicabs should be licensed/regulated by TFL (general comment)	147	0	147
Suggest limiting the number of pedicabs/pedicab licences	128	5	133
Pedicabs take custom away from taxis/black cab/PHV drivers/negatively impact them (general comment)	50	2	52
Suggest TfL work more closely with pedicab community/improve relations with them	37	3	40
Concern about regulations negatively impacting pedicab drivers/the pedicab trade	17	0	17
Suggest pedicabs should not be considered a viable form of transport in London	14	0	14
Oppose/disagree pedicabs should be regulated the same as/similar to taxis/black cab/PHV drivers	5	1	6
Pedicab music and flashing lights			

Theme	Public responses only	Stakeholder responses only	All responses
Suggest the volume of music played by pedicabs currently is too loud/should be limited/restricted	2,438	29	2,467
Suggest pedicabs should not be allowed to play music	473	15	488
Suggest pedicabs should not be allowed to use flashing lights	274	2	276
Other comment about the pedicab music and/or flashing lights	198	10	208
Pedicabs playing music poses a safety risk/is unsafe/dangerous	132	3	135
Pedicabs using flashing lights poses a safety risk/is unsafe/dangerous	73	3	76
Safety concerns with pedicabs and pedicab drivers			
Pedicabs/pedicab drivers are unsafe/dangerous to pedestrians/drive dangerously on and block pavements/footpaths	1,595	23	1,618
Pedicabs/pedicab drivers are unsafe/dangerous to other road users/drive dangerously on roads/ignore rules of the road	1,562	20	1,582
Pedicabs/pedicab drivers are unsafe/dangerous (general comment)	1,107	17	1,124
Pedicabs/pedicab drivers slow down traffic cause/contribute to congestion/frequently block roads	1,013	16	1,029
Pedicabs/pedicab drivers are unsafe/dangerous to cyclists	804	7	811
Pedicab drivers are rude/aggressive/unhelpful (i.e. poor quality customer service/interaction)	569	14	583
Pedicabs/pedicab drivers should be clearly identifiable/licences displayed/concern about loop holes/rogue pedicabs	417	22	439
Other comment about safety concerns with pedicabs/pedicab drivers	357	18	375
Suggest pedicabs should have safety features for customers/passengers (e.g. seat belts, standard lights)	241	25	266
Suggest pedicabs should be standardised in terms of size/design	227	7	234

Theme	Public responses only	Stakeholder responses only	All responses
Concern about enforcement of pedicab regulations/more information needed about how they will be effectively applied	169	12	181
Suggest only manually-powered pedicabs should be allowed to operate (i.e. those without a battery)	54	0	54
Suggest specific design improvements to pedicabs/innovation required for pedicabs	30	4	34
Concern about costs of enforcing pedicab regulations/licence fees should cover enforcement costs	22	7	29
Pedicabs/pedicab drivers are already safe (general comment)	13	1	14
Safety equipment required for pedicab drivers			
Support/agree pedicab drivers should have to wear safety equipment/high-visibility clothing	33	5	38
Oppose/disagree pedicab drivers should have to wear safety equipment/high-visibility clothing	12	1	13
Other comment about safety equipment/high-visibility clothing for pedicab drivers	7	1	8
Safety checks for pedicabs			
Support/agree with safety checks being required for pedicabs	250	16	266
Other comment about safety checks for pedicabs	78	16	94
Other requirements for pedicabs/pedicab drivers			
Comment about licence requirements for pedicab drivers	466	23	489
Comment about UK and overseas criminal checks on pedicab drivers	450	12	462
Comment about insurance for pedicabs/pedicab drivers	329	21	350
Comment about pedicab drivers demonstrating their understanding of their roles and responsibilities as a pedicab driver	248	20	268
Comment about language ability/English language requirements for pedicab drivers	126	4	130

Theme	Public responses only	Stakeholder responses only	All responses
Comment about the minimum age required for pedicab drivers	71	12	83
Comment about medical fitness standards of pedicab drivers	23	6	29
Comment about the length of a pedicab driver's licence	18	0	18
How customers/passengers use pedicabs			
Suggest pedicabs should only stop and wait in designated drop-off/pick-up areas	247	17	264
Suggest pedicabs should not be allowed to stop and wait/pick up customers/passengers off the street as they do currently	244	4	248
Suggest customers/passengers should pre-book pedicabs via pedicab operators/instead of plying for hire	153	12	165
Other comment about how customers/passengers use pedicabs	146	16	162
Comment about accessibility of pedicabs (e.g. how accessible they are for different types of people)	38	6	44
Suggest allowing pedicabs to stop and wait/pick up customers/passengers off the street as they do currently	17	4	21
When pedicabs operate			
Suggest pedicabs should only be allowed to operate on certain days of the week/times of the day	11	7	18
Other comment about when pedicabs should be allowed to operate	11	1	12
Where pedicabs operate			
Pedicabs negatively impact the reputation of London/areas they operate in/around	1,760	32	1,792
Suggest only allowing pedicabs to operate in/around other specific areas/not allowing them to operate across all London	414	24	438
Suggest pedicabs should not be allowed to use cycle lanes as they currently do	434	3	437
Other comment about where pedicabs operate	140	6	146

Theme	Public responses only	Stakeholder responses only	All responses
Pedicabs positively impact the reputation of London/areas they operate in/around	63	8	71
Suggest allowing pedicabs to use bus/taxi lanes as they currently do	58	6	64
Suggest pedicabs should not be allowed to use bus/taxi lanes as they currently do	56	3	59
Suggest allowing pedicabs to use cycle lanes as they currently do	41	7	48
Suggest pedicabs should be allowed to use major roads and tunnels	47	1	48
Suggest pedicabs should not be allowed to use major roads and tunnels	30	2	32
Pedicab fares			
Pedicab drivers currently exploit/overcharge customers/passengers (general comment)	1,795	22	1,817
Suggest fares should be regulated and consistent/transparent across all pedicab drivers/operators	576	24	600
Other comment on pedicab fares	214	22	236
Suggest pedicab fares should be distance-based	44	8	52
Suggest pedicab fares should be time-based	31	7	38
Suggest pedicab fares should be zonal-based	17	6	23
Suggest TfL should regularly review pedicab fares	20	0	20
Suggest allowing pedicab drivers to continue setting their own fares and agreeing with customers/passengers	8	1	9
Suggest pedicab fares should be set using another system	7	0	7
Environmental impact of pedicabs			
Pedicabs are environmentally friendly/have a positive impact on the environment	357	10	367
Pedicabs are not environmentally friendly/have a negative impact on the environment	106	0	106
Pedicabs have a negative impact on other sustainable travel options (active travel/public transport)	97	3	100

Theme	Public responses only	Stakeholder responses only	All responses
Other comment about the environmental impact of pedicabs	39	0	39
Total	5,905	59	5,964

Appendix E About the consultation – main comments by sub-theme

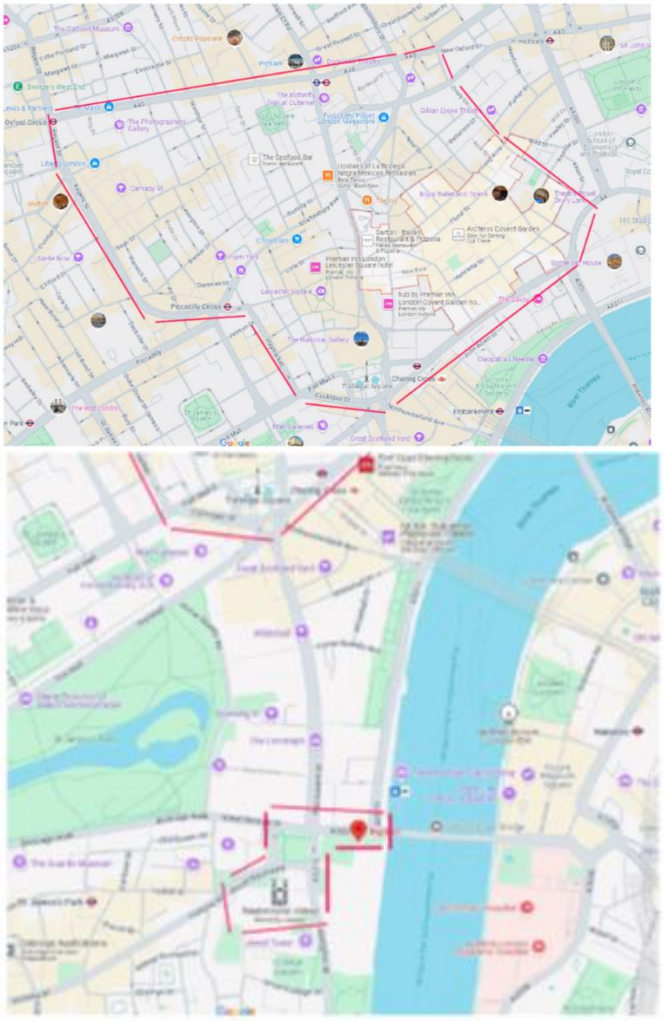
Theme	Public responses only	Stakeholder responses only	All responses
Survey questions			
Survey was poor quality/design/presentation (general comment)	48	1	49
Questions were complicated/unclear/should have been clearer	56	1	57
Questions asked were irrelevant	31	0	31
Consultation/questions are biased/leading	164	2	166
Should ask questions about whether pedicabs should even be allowed to operate in London/whether to ban them	210	2	212
Response options to questions were limited/should have been more response options	129	7	136
Survey accessibility			
Promotion/advertising/awareness of consultation is poor/low/lacking	24	0	24
Suggest further consultation/engagement needed	58	8	66
Consultation/survey was difficult to find/access (general comment)	83	0	83
Disagree with registering before being able to complete the survey/should be able to give views without registering	84	0	84
Suggest registration/login process should be simplified	64	0	64
Criticism of TfL website (general comment)	1	0	1
Criticism of survey inclusivity (general comment)	13	0	13
Other consultation comments			
No issues/general positive comment about consultation/consultation material	14	0	14
Need further information/clarity about proposals/consultation information	25	5	30

Theme	Public responses only	Stakeholder responses only	All responses
Concern consultation responses will have no/little impact on TfL decisions/just a tickbox exercise	62	1	63
Comment/reference to other/previous consultations	7	0	7
Other comments about consultation/consultation material	49	4	53
Total	**5,992**	**60**	**6,052**

Appendix F Copy of consultation materials

Distribution area of lamppost signs

Theatre District, West End and Westminster.



Stakeholder email

Good afternoon

On the 27 January we launched a consultation seeking views about licensing and regulating Pedicabs in London.

You can read about our suggestions for licensing pedicab drivers, vehicles, owners and pedicab operators and give us your views on these proposals.
One of the main aims for regulating pedicabs in London is to make them as safe as possible, including ensuring that they are driven, maintained and operated in a safe and professional way.

This consultation is about pedicabs which are made available with a driver for carrying passengers for payment or reward, including cargo bikes that can or are

used to transport passengers. It does not cover vehicles used to carry freight or other non-passenger carrying services nor does it relate to people that use pedicabs for personal use only.

Find out more
Please click on our webpage to read more about the regulations, read about our suggestions and provide your feedback. Alternatively, you can:

Email: haveyoursay@tfl.gov.uk
Telephone: 020 3054 6037 (call back service)
Write to: Freepost TfL Have Your Say (no stamp required)

Consultation ends on Friday 7 March 2025
We are keen to hear what everybody thinks about these proposals and would be grateful for help to raise awareness of the consultation. Please feel free to share this email with your own contacts as you find appropriate. Our consultation team can also send digital images for use for newsletter entries or social media posts.

Please also let us know if you have any questions about the proposals, or if you would like us to brief you in more detail. We'd be happy to hear from you.

Yours faithfully

Helen Chapman
Director of Licensing & Regulation

Copy of Lamppost sign

Copy of Poster

Copy of A5 flyer

Appendix G List of stakeholders who responded to the consultation.

We received 63 stakeholder responses. The stakeholders that responded are;

Stakeholder categories

London Borough

City of London Corporation

LB Hammersmith and Fulham

LB Islington

LB Lambeth

London Borough of Brent

Westminster City Council

Political

London Assembly Member for Bexley and Bromley Tom Turrel AM

London Assembly Member for West Central James Small-Edwards AM

London Assembly Transport Committee

Rachel Blake MP Cities of London and Westminster

Sarah Olney Liberal Democrat Member of Parliament for Richmond Park

Business

Baker Street Quarter Partnership

Central District Alliance and Hatton Garden Business Improvement Districts

Donmar Warehouse theatre

Heart of London Business Alliance

Hippodrome casino

London Chamber of Commerce and Industry

London Heritage Quarter

Marble Arch Partnership

New West End Company (NWEC),

Shaftesbury Capital

St Martins Lane Hotel

The Knightsbridge Partnership

The Mercers' Company

The Westminster BIDs

United Grand Lodge of England

W1 General managers (The Goring)

Ambassadors Theatre, London

The Fitzrovia Partnership BIDs

The Society of London Theatre (SOLT) & UK Theatre

Business LDN

Charity

Hackney Disability BackUp

Guide dogs

The Royal Parks

Emergency services

City of London Police

Metropolitan Police

Housing Group

Seven Dials Housing Co-op

The Knightsbridge Residents Management Company Limited

Pedicab trade

Bicycle Association

City Q Bike

London Beer Bike Ltd)

Maxpro

Pedal me

The London Pedicab Operators' Associa0on

Party Bike Ltd

Private Hire Trade

The Licensed Private Hire Car Association (The LPHCA)

UBER

Resident Group

FitzWest Neighbourhood Forum and Fitzrovia Neighbourhood Association

Knightsbridge Association

Covent Garden Community Association

Gordon Mansions Residents Association/GMRA.

Marylebone Neighbourhood Forum

Sinclair Road Residents Association

The Ching Court Association

The Soho Society (Westminster Amenity Societies Forum)

Taxi trade

Licensed Taxi Drivers' Association

The London Cab Drivers Club

United Cabbies Group

Transport Group

Future Transport London

London Cycling Campaign

London TravelWatch LTW

Union

GMB Union

Unite the Union London Cab Section

Appendix H Summary of stakeholder responses

Pedicab summary of Stakeholder comments

Local Authority

Political Members

Business Groups

Housing Groups

Taxi trade

Pedicab trade

Private Hire Trade

Unions

Transport groups

Resident groups

Charities

Emergency Services

Local authority

LB Lambeth

Lambeth Council's response to our consultation on Pedicab regulation expressed general support for licensing proposals while emphasizing key concerns and recommendations:

Recognition of Benefits

They saw the benefits as encouraging public transport and active travel, promoting cleaner, safer, and more efficient transport, increasing mobility, and reducing private vehicle use.

They had concerns about unregulated Pedicabs, noting that issues had arisen especially in Southbank and Waterloo due to limited space at busy transport hubs, noise disturbances, highway code violations, as well as inconsistent and non-transparent fares.

The borough was supportive of licensing proposals. They backed regulations but requested additional focus on accessibility and kerbside use.

They suggested that Pedicabs should have designated parking and pick-up areas. These were to be located at kerbside spaces previously used for motor vehicle parking, similar to micromobility bays or taxi ranks. They requested that we collaborate with boroughs to develop appropriate parking guidance.

They were concerned about separation from taxi ranks and requested clarification on why Pedicab bays were being separated from taxi ranks, as joint-use areas might have been suitable in locations with low traffic volumes.

Lambeth Council encouraged us to engage further with local authorities to ensure Pedicabs were well-integrated into London's transport landscape.

Westminster City Council (WCC)

WCC completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they did not agree that drivers should be required to wear safety equipment, such as high visibility clothing, but they did agree with the other 9 recommendations. They also agreed that the length of the driver's license should be one year, and that drivers should be required to demonstrate an appropriate English language level. They also selected that drivers should hold a DVSA theory test certificate.

In response to questions about how and where Pedicabs could operate, they did not support any of the presented opportunities for how passengers should be able to access a Pedicab journey and how Pedicabs should be allowed to pick up passengers. They indicated that Pedicabs should be allowed to operate across all of London. They also indicated that Pedicabs should not be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, WCC supported the two options of controlling and setting fares on a time based, distance based or zonal based structure and publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, WCC indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

WCC provided comments in the free text box which have been summarised below.

WCC highlighted ongoing issues with Pedicabs, as they were most concentrated in Westminster, impacting major landmarks and high-footfall areas.

They had concerns about obstruction and accessibility. Pedicabs blocked highways, cycle lanes, and pavements, causing accessibility issues.

WCC were also concerned about overpricing and customer harassment. They claimed passengers were charged excessive fares, and some reported harassment.

They also raised the issue of loud amplified music, which disrupted residents and businesses.

WCC stated that Pedicabs were not subject to the same vehicle safety regulations as taxis and other hire vehicles, lacking key protections for passenger and driver safety.

They further considered that the then current licensing proposal did not set a cap on the number of Pedicabs, which Westminster believed was necessary.

Another concern for WCC was that, unlike licensed taxis and buses, Pedicabs failed to provide adequate accessibility for mobility-impaired passengers.

They suggested some solutions that we should have considered as part of the regulations.

They proposed issuing clear identification plates for Pedicabs, enforceable with fines for violations.

They requested that Pedicabs only park in dedicated kerbside bays, avoiding footways and pedestrian spaces, and that Pedicabs undergo frequent safety checks, particularly for battery safety, in coordination with the London Fire Brigade.

They stated that we must have worked with the government to determine whether Pedicabs should use cycle lanes, given their size and speed.

They also suggested that regulations should not have unintentionally affected pre-booked bike taxi services like Pedal Me.

WCC remained committed to working with us to refine Pedicab regulations, ensuring safety, accessibility, and public order.

City of London Corporation

City of London Corporation completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they did not agree that drivers should be required to wear safety equipment, such as high visibility clothing, but they did agree with the other 8 recommendations. They also indicated to have no opinion on drivers meeting an appropriate medical fitness standard. They also agreed that the length of the driver's license should be one year, and that drivers should be required to demonstrate an appropriate English language level. They also selected that drivers should hold a DVSA theory test certificate.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They also indicated that they do not know if Pedicabs should be allowed to operate across all of London. They also indicated that Pedicabs should continue to use existing bus

and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, City of London Corporation only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, City of London Corporation indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, City of London Corporation indicated that these should happen every year, and if using a battery, the checks should be every six months.

The City of London Corporation left comments in the free text box which have been summarised below.

The City of London Corporation supported the idea that Pedicabs, if properly regulated and licensed, could have contributed positively to the Mayor's Transport Strategy. Pedicabs could provide a green transport alternative, reducing emissions and improving air quality in central and inner London. However, the City Corporation raised several concerns regarding licensing, storage, noise pollution, accessibility, and interaction with existing transport infrastructure, emphasizing the need for a comprehensive regulatory framework.

They stated that licensing should have directly addressed current issues related to Pedicab operations. Unpermitted parking in private car parks (such as Baynard House, Smithfield, and London Wall) was a major concern. Repeated trespassing on private property was to have resulted in license revocation. Safe storage and charging regulations were considered a mandatory condition for licensing, including designated storage locations for Pedicabs and regularly tested, safe charging equipment to prevent hazards.

The City of London Corporation opposed "party-bike" models due to concerns over noise pollution affecting office workers during the day and residents at night. If these models were to be permitted, the Corporation would only have supported restricted access on certain roads during peak weekday office hours, when pedestrian volumes were highest.

The Corporation was more inclined to support Pedicabs as a professional, integrated transport mode for short-distance passenger movement rather than leisure-based "party" transport.

The City's Transport Strategy prioritised accessibility, and Pedicab licensing was expected to reflect this. Operators were to be required to demonstrate how their carriages accommodated disabled passengers. Minimum and desired accessibility standards were to be established in tender specifications for operators, ensuring that Pedicabs served all users effectively.

They sought clarification regarding whether Pedicabs would have access to bus lanes and cycling infrastructure. Concerns existed regarding the maximum permitted

dimensions of Pedicab passenger cabins, particularly in areas with narrow streets, filtered permeability (restricted vehicle access), contraflow cycle lanes (where cycles travel against normal traffic flow), and potential conflicts between Pedicab drivers and cyclists on fully segregated cycle routes (e.g., Cycleways 3 & 6), which needed to be addressed.

The Corporation strongly advocated for Bikeability Level 3 training for all Pedicab drivers, even if they already held a full driving license.

The Corporation considered that, at a minimum, Pedicabs should be required to have functioning lights and reflectors to ensure they were roadworthy and visible, with safety measures equivalent to bicycles, thereby improving driver and passenger protection.

The City of London Corporation supported the integration of Pedicabs into London's transport system, but only if they operated under strict regulations to ensure professionalism, safety, accessibility, and minimal disruption.

LB Islington

London Borough of Islington completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they do not agree that the length of the driver's license should be 1 year, but they did agree with the other 9 recommendations. They also agreed that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator. They indicated that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They also indicated that Pedicabs should be allowed to operate across all of London and continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, London Borough of Islington only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds London Borough of Islington indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, London Borough of Islington indicated that these should happen every year including if using a battery.

The London Borough of Islington left comments in the free text box that are summarised below.

The borough acknowledged that, if properly regulated, Pedicabs could serve as a sustainable transport option not just for tourists but also for local residents, potentially reducing reliance on Private Hire Vehicles (PHVs).

They did, however, raise strong concerns about overcharging; past reports indicated that some passengers had been charged excessively high fares. Fare structures were expected to be regulated to ensure fair pricing and transparency for passengers.

They stated that loud music from Pedicabs could negatively impact residents, business owners, and other road users. Measures should be in place to minimise noise pollution, ensuring that Pedicabs did not disrupt the local environment.

The borough suggested that Pedicab riders should be required to display valid identification and credentials, including a Pedicab license and a visible identification number (similar to black cab and PHV drivers). This would increase passenger confidence and allow for easier identification of riders in case of disputes or incidents.

They requested that the use of segregated cycle lanes by Pedicabs be carefully reviewed. Allowing Pedicabs to stop in cycle lanes for passenger pick-ups and drop-offs obstructs other cyclists, causes delays, and increased road safety risks for both cyclists and other road users. Further consideration was needed to balance Pedicab operations with cyclist safety.

London Borough Hammersmith and Fulham

London Borough of Hammersmith and Fulham completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they agreed with all the recommendations. They also agreed that the length of the driver's license should be one year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a DVSA theory test certificate.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator. They indicated that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated that Pedicabs should be allowed to operate across all of London and continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, London Borough of Hammersmith and Fulham supported all the three options of controlling and setting fares on a time based, distance based or zonal based structure, publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s) and allowing the fares to be set by the Pedicab operator or driver and agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, London Borough of Hammersmith and Fulham indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, London Borough of Hammersmith and Fulham indicated that these should happen every six months, and if using a battery, the checks should be every three months.

London Borough of Hammersmith and Fulham left comments in the free text box and these are summarised below.

The borough considered that the implementation of Pedicabs in London brings a mix of benefits and challenges.

They noted that Pedicabs provide an alternative mode of transport that helps ease congestion in busy urban areas, improving movement for residents and businesses. They attract tourists by offering a unique city exploration experience, which increases foot traffic and benefits local businesses.

However, the borough also stated that the presence of Pedicabs in high-traffic areas may contribute to noise pollution and pose safety risks for passengers and pedestrians. They could impact the revenue of traditional public transport services, though this is more of a shift in dynamics than an outright negative.

The borough noted that Pedicabs provide an environmentally friendly transport option by reducing reliance on motorized vehicles and cutting down carbon emissions. Their reliability is affected by adverse weather conditions, limiting their consistency as a transport mode. Their ability to navigate narrow streets makes them useful in areas inaccessible to larger vehicles, enhancing urban mobility.

They suggested that to ensure inclusivity, regulations should mandate seat belts, weather protection, and easy access for passengers with mobility challenges.

The borough suggested that all vehicles have the inclusion of seat belts, lights, and reflective materials to enhance passenger safety and visibility, canopies or covers to protect riders from harsh weather conditions. There should be adequate space and seating for passenger convenience, including accommodations for those with mobility aids.

With the introduction of the Pedicabs Act 2024, the borough considered that party bike operators must meet new safety, licensing, and operational regulations. The structured entry of regulated Pedicabs could increase competition, affecting the demand for party bikes. Pedicab drivers who are unable to continue operating due to the new regulations may require assistance in transitioning to alternative employment. Support measures could include job training programs and career guidance.

London Borough of Brent (LB Brent)

LB Brent completed our on-line survey, and they indicated they are not sure that once regulated Pedicabs would provide a safe and reliable transport option and become an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a DVSA theory test certificate.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They indicated that Pedicabs should not be allowed to operate across all of London. They also indicated to have no opinion on Pedicabs continuing to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, LB Brent only supported the two options of controlling and setting fares on a time based, distance based or zonal based structure and publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, LB Brent indicated that we should introduce controls to limit music or other audio, and that these limits should apply only during 06:00 – 12:00 and 23:00 – 06:00.

In terms of Pedicab safety checks, LB Brent indicated that these should happen every six months including if using a battery.

LB Brent left comments in the free text box which are summarised below.

The borough suggested Pedicabs should not be allowed on pavements, have indicators installed on them and move on when instructed to by enforcement officers.

Political

London Assembly Transport Committee

The Committee supported our intention and approach to establish a regulatory framework for Pedicabs operation in London. The Committee stated the Government should consider ways to enable local authorities to respond to new types of vehicles more swiftly in the future.

The Committee further stated that safety regulations for Pedicabs must include consideration of both the Pedicab vehicle and the Pedicab rider. They have heard that Pedicabs must be specifically designed for carrying passengers, and should include the following safety features:

> safety belt,
> full lighting system,
> indicators and brake lights,
> handholds, a bar that goes behind the rider the rider always at the front wheels that are strong enough to carry the weight that a Pedicab will carry,
> a maximum of three passengers who must be seated at all times.

The Committee welcomed our proposal as part of this consultation that Pedicab vehicles would require regular inspection to check the condition of the vehicle to ensure it remains safe.

The Committee stated that we should set a safety standard for Pedicab vehicles and that the regulations and licensing requirements for Pedicabs, including vehicle standards, should be similar to those that apply to taxi and private hire vehicles.

The Committee supported our suggestion that there should be restrictions on additional equipment, such as sound systems, digital advertising screens and decorative items that could cause a safety hazard.

They recommend that ahead of the introduction of Pedicab regulation, we should conduct and publish research into Pedicab vehicle safety and should subsequently set a minimum safety standard as part of the regulation.

The Committee stated that to ensure Pedicab rider safety, checks should apply to the individuals operating Pedicabs, such as an enhanced DBS check. The Committee further stated that Pedicab riders should undergo Advanced Cycle Skills training and have appropriate insurance.

The Committee suggested that we should establish a Pedicab module that Pedicab riders must complete alongside the Bikeability Level 3 training.

The Committee suggested that Pedicab riders must have an appropriate understanding of the safety, equality and regulatory requirements that apply to them, in the same way as private hire vehicle drivers. The Committee stated that we should establish a safety, equality and regulatory understanding (SERU) assessment for Pedicab riders.

They recommend Pedicab riders should be required to:

> be trained using the National Standard for cycling training to the equivalent of Bikeability Level 3, plus a Pedicab module;
> complete a Pedicab safety, equality and regulatory (SERU) understanding assessment;
> have the appropriate insurance in place at all times.

The Committee were concerned that unregulated fares on Pedicabs have led to Pedicab passengers being vulnerable to being charged too much. The Committee believes that inconsistent and high pricing is an issue that needs to be addressed through the regulations and welcomes our proposal to introduce fare regulation for Pedicabs.

They recommended the regulations should set out clear expectations for consistent pricing that is fair for both the rider and passenger.

The Committee were concerned about reports of nuisance noise caused by Pedicabs.

The Committee recognised that Pedicabs provide an alternative transport choice, and are frequently used by visitors or tourists. However, it was concerned about noise levels from amplified music causing disturbance to local residents.

They further recommended that in parallel to a review of sound systems as part of vehicle safety, we should engage with local boroughs and residents to consider what regulations are required to minimise unnecessary noise disturbance from amplified music to local residents.

The Committee were concerned that the current system results in frequent problems with Pedicabs blocking roads and pavements. This can cause issues for pedestrians and other road users, including buses, taxi and private hire vehicles, delivery vehicles and emergency service vehicles.

They recommended that Pedicabs should only be permitted to stop in designated Pedicab stopping areas.

They closed with a final recommendation that we should ensure we engage with a broad and diverse range of stakeholders as part of our work to introduce regulations for Pedicabs. Following the introduction of the regulation, they suggested that we publish the list of stakeholders we engaged with. This engagement must be done in a meaningful and accessible way, through multiple formats.

Tom Turrell AM, London Assembly Member for Bexley and Bromley

London Assembly Member for Bexley and Bromley completed our on-line survey, and they indicated they do not agree that once regulated Pedicabs would provide a safe and reliable transport option in London. Nor did they agree that once regulated they could be an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver's license should be one year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pick up a Pedicab off the street and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated that Pedicabs should not be allowed to operate across all of London, nor should they be allowed to use existing bus and cycle lanes. They did not agree that Pedicabs should be treated as other cycles and considered that they should not be permitted to use major roads and tunnels.

In response to how fares should be set, London Assembly Member for Bexley and Bromley supported all the three options of controlling and setting fares on a time based, distance based or zonal based structure, publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s) and allowing the fares to be set by the Pedicab operator or driver and agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, London Assembly Member for Bexley and Bromley indicated that we should introduce controls to limit music or other audio, and that these limits should apply during 06:00 – 12:00, and 23:00 - 06:00.

In terms of Pedicab safety checks, London Assembly Member for Bexley and Bromley indicated that these should happen every six months, and if using a battery, the checks should be every three months.

They stated that Pedicabs are a danger to all road users and should be banned rather than regulated.

Sarah Olney MP for Richmond Park

Sarah Olney MP welcomed the Pedicabs (London) Act, which grants TfL authority to regulate Pedicabs, and sees it as an opportunity to establish a regulated Pedicab service across Hammersmith Bridge. Given that the bridge has been closed to vehicles for nearly six years, Pedicabs could provide an immediate solution for short-distance travel, particularly benefiting elderly and less mobile residents who lost access to bus services.

Sarah would like us to focus on some key regulatory areas:

Noise Pollution:

Pedicabs in other areas of London have caused disruptions due to loud music. We should enforce noise limits that align with local authority regulations to prevent disturbances for residents, businesses, and commuters.

Fare Regulation:

Sarah states that previous lack of fare regulation led to overcharging and tourist scams. Pedicab drivers should provide passengers with a price quote before the journey begins to ensure transparency while allowing businesses to set their own rates.

Safety Standards:

Sarah goes on to state that Pedicabs must meet strict safety requirements to protect both drivers and passengers. Seat belts should be mandatory, and regular safety inspections should be conducted.

Business Licensing:

Sarah requests that Pedicab businesses should be officially registered with us to ensure compliance with regulations. Local authorities should have the power to grant permission for operations in their boroughs.

James Small-Edwards AM, London Assembly Member for West Central

The Member supports a complete ban on Pedicabs, citing that they are not used by residents, disrupt daily life, harm local businesses, and damage the tourism industry.

James states that the loud amplified music from Pedicabs is a significant issue. James suggests a total ban on amplified noise, similar to regulations for other forms of transport in London, as setting a noise limit would be difficult to enforce.

The Member suggests that Pedicab drivers should be at least 21 years old, in line with taxi driver requirements.

They also highlighted that reports of tourists being overcharged are a concern. He suggested that fares should be set by TfL, like taxi fares, and that Pedicab operators should provide detailed fare information to ensure transparency and fairness.

James recommends that we limit the number of Pedicab licenses issued to avoid issues similar to those in the Private Hire Vehicle (PHV) industry and improve regulation and compliance.

James emphasised the importance of passenger safety, suggesting that Pedicabs should be equipped with seatbelts and that drivers should undergo specific training and have appropriate insurance.

Conservative Councillors - City of Westminster

This group completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they did not agree that the drivers should wear safety equipment, such as high visibility clothing, but they did agree with the other nine recommendations. They also agreed that the length of the driver's license should be one year and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and to pre-book via a licensed Pedicab operator. They indicated that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They also indicated that Pedicabs should be allowed to operate across all of London but should not be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, they only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, they indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, they indicated that these should happen every year including if using a battery.

They also left written comments which have been summarised below.

They requested that no external lighting should be permitted beyond that specified in the highway code such as headlights and rear lights. Also, Pedicabs should not be allowed to use cycle lanes as they are too wide however they should be allowed to use bus and taxi lanes.

They state that Pedicabs should not be permitted on the pavement if being ridden or if stationary, and that fares should be metered and displayed as in a black cab.

They further requested that the vehicles should have to abide by road speed limits and should have an identifiable license number on display that can be used for enforcement purposes.

Rachel Blake MP for Cities of London and Westminster

Rachel Blake MP completed our on-line survey and indicated that she does not agree that once regulated Pedicabs would provide a safe and reliable transport option in London. Nor did she agree that once regulated they could be an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, Rachel Blake agreed with all the 10 recommendations. Rachel Blake also agreed that the length of the driver's license should be one year, and that drivers should be required to demonstrate an appropriate English language level. She also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, Rachel Blake did not support any of the presented opportunities for how passengers should be able to access a Pedicab journey, but instead indicated that Pedicabs should only be able to pick up passengers in designated stopping areas. She also indicated that Pedicabs should not be allowed to operate across all of London, nor should they be allowed to use existing bus and cycle lanes. She also selected that Pedicabs should be treated as other cycles and therefore not be permitted to use major roads and tunnels.

In response to how fares should be set, Rachel Blake only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, Rachel Blake indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, Rachel Blake indicated that these should happen every six months, and if using a battery, the checks should be every three months.

Rachel Blake MP also left written which have been summarised below.

She expressed strong opposition to Pedicabs, citing concerns from residents, businesses, and the hospitality industry, and called for strict regulations and robust enforcement measures.

Key Issues & Recommendations

Residents and businesses in Westminster overwhelmingly oppose Pedicabs and wish to see them removed from the streets entirely.

The MP highlighted that in their current unregulated state and considers that Pedicabs disrupt residential communities, creating noise and congestion. drive customers away from local businesses; particularly hospitality venues, and damage London's reputation as a safe, organized, and welcoming city for tourists. She added

that Pedicabs are not widely used by Westminster residents, and that they do not significantly contribute to the local economy.

The MP presented several policy arguments for banning amplified noise: other open transport modes (e.g., bicycles, e-scooters) do not allow amplified sound, so permitting it for Pedicabs would be inconsistent. Public transport systems (e.g., buses, trains) do not allow amplified noise, reinforcing the argument against it. Enforcing partial noise regulations (e.g., limiting volume or restricting hours) would be complex.

The MP states that residents reporting Pedicab noise would struggle to prove violations without specialized equipment. Enforcement officers would need tools to measure sound levels, making enforcement inefficient. A total ban would allow for simpler enforcement through routine vehicle checks.

The MP stated that further safety measures must be introduced, including mandatory speed-limiting technology for electric Pedicabs to prevent excessive speeds. Seat belts for every passenger, ensuring that safety standards match those of other passenger vehicles and that there should be a fixed maximum passenger capacity, to prevent overcrowding and ensure safe operation. There should be clear visibility of Pedicab license numbers inside and outside the vehicle, allowing for easier identification in case of complaints or violations. There should be a prohibition of unnecessary decorative items, to maintain a professional, regulated appearance and avoid distractions on the road.

If stopping zones are introduced, the MP suggests that Pedicab operators should pay financial compensation for using public space.

The MP called for tougher licensing requirements for Pedicab drivers, aligning with those of black cab drivers. There should be a minimum age requirement: black cab drivers in London must be at least 21 years old—the same standard should apply to Pedicab drivers. Limiting the number of licenses would help control disruption, encourage higher industry standards, and simplify enforcement funding.

The MP further suggested that unaccompanied children should not be allowed in Pedicabs, as they may be unable to fully understand the risks involved. Pedicab drivers should be responsible for verifying passenger age, ensuring that minors are accompanied by an adult and that passengers over 18 can legally consent to the ride.

The MP stated that residents are concerned that enforcement will be ineffective, even if new regulations are introduced. While the draft regulations mention that license fees will cover enforcement costs, more clarity is needed on, who will be responsible for regulation (TfL, Metropolitan Police, local councils, or a combination).

The MP would like to know how enforcement would be resourced, including the estimated number of Pedicab licenses to be issued and what licensing costs had been projected and how they would cover enforcement expenses? The number of full-time enforcement officers would be needed to regulate the industry effectively.

The MP requested a detailed timeline for implementing the new regulations and sought further meetings with TfL, local authorities, and residents to discuss these concerns.

The MP also submitted a Petition, details of this can be found in the petition section of this consultation report.

Business

The Fitzrovia Partnership BIDs

The Fitzrovia Partnership completed our on-line survey, and they indicated they do not agree that once regulated Pedicabs would provide a safe and reliable transport option in London, but they did agree that regulated Pedicabs could become an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator. They indicated that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated that Pedicabs should be allowed to operate across all of London but should not be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, The Fitzrovia Partnership supported all the three options of controlling and setting fares on a time based, distance based or zonal based structure, publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s) and allowing the fares to be set by the Pedicab operator or driver and agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, The Fitzrovia Partnership indicated that we should introduce controls to limit music or other audio, and that these limits should apply during 06:00 – 12:00, 20:00 – 23:00 and 23:00 - 06:00.

In terms of Pedicab safety checks, The Fitzrovia Partnership indicated that these should happen every six months, and if using a battery, the checks should be every three months.

The Fitzrovia Partnership left comments in the free text box which is summarised below.

They consider that If the operators are regulated sufficiently, it would put a stop to the wrong people using these for the wrong reasons.

They suggest that all operators should display their prices for users to know there not being scammed,

W1 General managers (The Goring)

They raise the issue that current Pedicabs are not insured and do not have any safety features. They also do not follow any of the rules of the road.

They believe the Pedicabs are damaging the reputation of the city.

They note occasions where people are overcharged on the journey back to the hotel.

They feel strongly that the Pedicabs need regulating and monitoring for the number on the street.

Shaftesbury Capital

Shaftesbury Capital completed our on-line survey and they indicated they do not feel that once regulated Pedicabs would provide a safe and reliable transport option in London. Nor did they think that once regulated they could be an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they agreed with all the 10 recommendations. They also agreed that the length of the driver's license should be 1 year, and that Drivers should be required to demonstrate an appropriate English language level. They felt Drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they did not support any of the presented opportunities for how passengers would be able to access a Pedicab journey and how Pedicabs would be allowed to pick up passengers. They also indicated Pedicabs should not be able to operate across all of London, nor should they be able continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Shaftesbury Capital only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, Shaftesbury Capital indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, Shaftesbury Capital indicated that these should happen every six months, and if using a battery, the checks should be every three months.

They state that Pedicabs cause issues for business and residents across the west end. They tell us that they regularly hear complaints from their tenants and stakeholders relating to the noise from music and the obstruction caused by Pedicabs waiting to pick up customers in areas of high pedestrian density such as Covent Garden or Chinatown.

Marble Arch Partnership

Marble Arch Partnership completed our on-line survey, and they indicated they do not feel that once regulated Pedicabs would provide a safe and reliable transport

option in London. They indicated that they had no opinion on regulated Pedicabs becoming an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they did not agree that the minimum age of drivers should be 18 years old, but they did agree with the other 9 recommendations. They also agreed that the length of the driver's license should be 1 year and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated Pedicabs should not be able to operate across all of London, nor should they be able continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Marble Arch Partnership only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, Marble Arch Partnership indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, Marble Arch Partnership indicated that these should happen every six months, and if using a battery, the checks should be every three months.

Marble Arch Partnership left comments in the free text box and these have been summarised below.

They summarised feedback they got from local businesses.

Overcharging guests who in turn raise complaints to their hotels and leave negative feedback about London/their stay, contributing to loss of return trade. Playing loud music and disrupting guests and visitors. Parking on the pavement, harassing visitors and blocking vehicles trying to enter or leave. Were the comments they listed.

They then provided general feedback & response key points. They request that we prohibit amplified noise. Pedicab safety to include speed limiters and seat belts as mandatory. Driver minimum age 21 (as for black cab drivers). Clarification on the mentioned 'transition' period and why it is needed

They finished by asking who will be responsible for enforcement and regulation and how will this be funded?

London Chamber of Commerce and Industry

London Chamber of Commerce and Industry completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they agreed with all the 10 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They indicated no opinion on allowing Pedicabs to operate across all of London and continuing to use existing bus and cycle lanes. They also indicated no opinion on Pedicabs being treated as other cycles and not permitted to use major roads and tunnels.

In response to how fares should be set, London Chamber of Commerce and Industry did not have any opinion on any of the options proposed.

In response to whether Pedicabs should play music or other audio sounds, London Chamber of Commerce and Industry indicated that we should introduce controls to limit music for other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, London Chamber of Commerce and Industry did not support any of the options presented including if using a battery.

Hippodrome casino

Hippodrome Casino completed our on-line survey and they indicated they do not feel that once regulated Pedicabs would provide a safe and reliable transport option in London. They indicated that they had no opinion on regulated Pedicabs becoming an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they did not agree that the minimum age of drivers should be 18 years old and that they must meet an appropriate medical fitness standard, but they did agree with the other 7 recommendations. They also indicated to have no opinion on drivers required to wear safety equipment such as high visibility clothing. They also agreed that the length of the driver's license should be one year and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should be allowed to stop and wait for passengers standing in the street. They also indicated that Pedicabs should be able to operate across all of London but should not continue to use existing bus and cycle lanes.

In response to how fares should be set, Hippodrome Casino did not support time, distance or zonal based structure nor did they agree with the option of publishing a guide to fares but Pedicab operators or drivers set their own fares which must be

agreed in advance with passenger(s). They also indicated that they had no opinion on the option of allowing the fares to be set by the Pedicab operator or driver and agreed in advance with passenger(s).

Hippodrome Casino indicated that they have no opinion on introducing controls to limit music or other audio, but these limits should apply all the time.

In terms of Pedicab safety checks, Hippodrome Casino indicated that these should happen every six months, and if using a battery, the checks should be every three months.

Heart of London Business Alliance

Heart of London Business Alliance completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated to have no opinion on drivers required to wear safety equipment such as high visibility clothing but they did agree with the other 9 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator. They indicated that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They also indicated Pedicabs should be allowed to operate across all of London and continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Heart of London Business Alliance only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds Heart of London Business Alliance indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, Heart of London Business Alliance indicated that these should happen every year including if using a battery.

Heart of London also made several comments in the free text box summarised below.

Insurance: They would like to see more detail on the coverage of the intended insurance policy for Pedicabs.

Use of Existing Bus and Cycle Lanes: They consider that Pedicabs should be allowed to use existing bus and cycle lanes, especially if segregated cycle lanes are not included in the scope.

Designated Stopping Areas: They request an assessment be conducted for two options regarding pick-up points. Dedicated areas at busy locations will help with enforcement and ensure agreed fares in advance. A public consultation may be needed for location adjustments.

Motorised Pedicabs: They state that Pedicabs using batteries should specify battery size and be clearly marked. Driver documents must include Pedicab type and insurance details.

Licence Plates: They suggest that Pedicabs should display a clear driver number and passenger limit, similar to black cabs.

Enforcement: They further request that the licensing scheme must have clear enforcement strategies to ensure compliance and prevent non-licensed Pedicabs from operating unchecked.

Charging and Fare Structure: They suggest that clear, upfront fare agreements should be required to avoid disputes. Technology, like an app, can be used to streamline fare negotiation and reduce scams. Educational campaigns about regulations and fares should be implemented.

Parking: They state that Pedicabs should not park on pavements.

Music: They suggest that a performance rights society license should be required for music played during the wait or journey, and amplified sound equipment should be banned.

They also suggest that Pedicabs should carry a first aid kit and require safety belts. They close by suggesting we should work on improving relations with the Pedicab community to promote good conduct and reduce non-compliance.

The Mercers' Company

The Mercers' Company completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver’s license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator and that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They also indicated that Pedicabs should be allowed to operate across all of London and continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, The Mercers' Company only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, The Mercers' Company indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, The Mercers' Company indicated that these should happen every year including if using a battery.

The Mercers' Company left comments in the free text box.

They state that tourists and visitors to the area enjoy the Pedicabs mostly. They would like to see these continue with restrictions to ensure safety to passengers and other road users, which is their highest priority.

They agree with HOLBA's comments on the proposals.

Insurance: They would like to see more detail on the coverage of the intended insurance policy for Pedicabs.

Use of Existing Bus and Cycle Lanes: They consider that Pedicabs should be allowed to use existing bus and cycle lanes, especially if segregated cycle lanes are not included in the scope.

Designated Stopping Areas: They request an assessment be conducted for two options regarding pick-up points. Dedicated areas at busy locations will help with enforcement and ensure agreed fares in advance. A public consultation may be needed for location adjustments.

Motorised Pedicabs: They state that Pedicabs using batteries should specify battery size and be clearly marked. Driver documents must include Pedicab type and insurance details.

Licence Plates: They suggest that Pedicabs should display a clear driver number and passenger limit, similar to black cabs.

Enforcement: They further request that the licensing scheme must have clear enforcement strategies to ensure compliance and prevent non-licensed Pedicabs from operating unchecked.

Charging and Fare Structure: They suggest that clear, upfront fare agreements should be required to avoid disputes. Technology, like an app, can be used to streamline fare negotiation and reduce scams. Educational campaigns about regulations and fares should be implemented.

Parking: They state that Pedicabs should not park on pavements.

Music: They suggest that a performance rights society license should be required for music played during the wait or journey, and amplified sound equipment should be banned.

They also suggest that Pedicabs should carry a first aid kit and require safety belts. They close by suggesting we should work on improving relations with the Pedicab community to promote good conduct and reduce non-compliance

St Martins Lane Hotel

St Martins Lane Hotel completed our on-line survey, and they indicated they do not agree that once regulated Pedicabs would provide a safe and reliable transport option in London. Nor did they agree that once regulated they could be an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated Pedicabs should not be allowed to operate across all of London, nor should they be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, St Martins Lane Hotel supported all the three options of controlling and setting fares on a time based, distance based or zonal based structure, publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s) and allowing the fares to be set by the Pedicab operator or driver and agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, St Martins Lane Hotel indicated that we should introduce controls to limit music or other audio, and that these limits should apply during 06:00 – 12:00, 20:00 – 23:00 and 23:00 - 06:00.

In terms of Pedicab safety checks, St Martins Lane Hotel indicated that these should happen every six months, and if using a battery, the checks should be every three months.

In the free text box They stated that in their opinion Pedicabs have a negative impact on businesses and local residents.

Baker Street Quarter Partnership

Baker Street Quarter Partnership completed our on-line survey, and they indicated that they are not sure that once regulated Pedicabs would provide a safe and reliable transport option, but they agreed that regulated Pedicabs would provide an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they are not sure that the length of the driver's license should be 1 year, but they did agree

with the other 9 recommendations. They also agreed that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated that they do not know if Pedicabs should be allowed to operate across all of London. They also indicated that Pedicabs should not be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Baker Street Quarter Partnership only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, Baker Street Quarter Partnership indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, Baker Street Quarter Partnership indicated that these should happen every six months, and if using a battery, the checks should be every three months.

There comments from the free text box have been summarised below.;

Thier primary concerns regarding Pedicabs are:

Lack of Safety: Insufficient safety standards for both vehicles and drivers.

Poor User Experience: Overpricing leads to a negative experience for customers.

Obstruction Issues: Pedicabs often congregate in inappropriate areas, such as blocking bicycle lanes and pavements.

Noise Pollution: Late-night operations disturb local residents and hotel guests.

They state that these issues need to be addressed to ensure a safer, fairer, and more organized system.

New West End Company (NWEC)

NWEC provided answers to our on-line survey, although they did not complete it online. They indicated that they agree that once regulated Pedicabs would provide a safe and reliable transport option as well as that regulated Pedicabs would provide an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with nine recommendations. They had no opinion about drivers wearing safety clothing. They also agreed that the length of the driver’s license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator and that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They also indicated that Pedicabs should be allowed to operate across all of London and continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, NWEC only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, NWEC indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, NWEC indicated that these should happen annually, and if using a battery, the checks should be every three months.

NWEC then provided comments which are summarised below.

NWEC supports the idea of designated pick-up and drop-off points, provided that the public realm is suitable. This would reduce pedestrian hazards, ensure a safer environment, and allow for more efficient vehicle safety checks. Collaboration with local councils and businesses to determine appropriate locations and implementing noise level restrictions is essential to minimize disruption to nearby businesses.

NWEC further state that the use of unregulated e-vehicles, especially those powered by batteries, poses safety risks due to potential explosions. they recommended that motorised Pedicabs should be marked, insured, and compliant with relevant safety standards and traffic laws.

They request that Pedicabs should have registration plates issued by a registered agency. Additionally, they should carry liability insurance, clearly display the driver's number, and show the number of passengers allowed.

NWEC doesn't specifically address the impact on party bike owners, but there is a broader concern regarding the regulation of Pedicabs and ensuring that they are monitored and controlled to prevent non-compliant operators, which could indirectly affect party bike operators as well.

NWEC doesn't directly discuss the impact of these regulations on Pedicab drivers or whether they will continue working, but the overall tone of the feedback suggests that the regulations should make the profession safer, more transparent, and more regulated.

NWEC seeks clarity on proposed insurance policies for Pedicabs, specifically how the insurance would benefit both drivers and users.

Pedicabs should only be allowed to use bus and cycle lanes that are not segregated. Pedicabs powered by batteries should still adhere to traffic laws when using these lanes.

NWEC is seeking clarity from us regarding how Pedicabs will be monitored and regulated daily to ensure compliance, particularly in preventing non-compliant drivers from operating.

NWEC recommends implementing a fare system based on time, distance, or zone, which should be agreed upon and registered before starting the journey. This would help avoid fare disputes and conflicts at the end of the ride. Additionally, NWEC suggests a comprehensive information campaign to educate tourists and other users on Pedicab regulations and fares.

Pedicabs should not be allowed to park on pavements or outside designated areas as it disrupts pedestrian flow and poses safety hazards. Monitoring by officers and penalties for non-compliance are necessary.

NWEC supports regulating the volume of music played by Pedicabs but not necessarily the type of music. It is also recommended that Pedicabs obtain a Performance Rights Society Licence for music played before, during, and after the journey. Amplified sound equipment should not be allowed.

First Aid Kits and Safety Belts: Pedicab drivers should carry first aid kits and ensure passengers wear safety belts throughout the journey for added safety.

The Central District Alliance and Hatton Garden Business Improvement Districts

They consider that Pedicab drivers are often reported to break traffic rules, such as driving on pavements and going the wrong way down streets. This behavior contributes to safety risks for pedestrians and other road users.

They raise concerns about assaults when individuals attempt to engage with Pedicab drivers who are acting in an anti-social manner.

They state that the introduction of amplified music has worsened the disturbance caused by Pedicabs, especially late at night. This creates significant issues for residents and businesses, leading to complaints about noise pollution.

They further consider that Pedicabs are described as unsafe and rickety, with the added danger of being overloaded with passengers. Drivers are also reported to drive too fast, exacerbating the risk of accidents.

The groups state that Pedicabs are criticized for charging unpublished and unmetered fares, often resulting in unclear and exorbitant charges for passengers. This lack of transparency creates a negative experience for users, particularly tourists. Pedicabs often lack visible identification, making it difficult for residents and other stakeholders to report problematic behaviour to the authorities.

The groups recommend the need for effective enforcement of the new regulations, with strong penalties for non-compliance. This would address concerns about the disregard for existing rules by Pedicab drivers. Licensing fees should be set high enough to cover the costs of regulation and enforcement. The funds collected should be ring-fenced, ensuring they are specifically used to maintain and enforce the regulatory system.

They suggest Pedicabs should be required to display an exterior illuminated license plate to make them easily identifiable. This would aid enforcement and reporting. Also, drivers should be required to hold car or motorbike licenses, ensuring they are properly trained to handle the vehicles.

Speakers and music systems should be banned in Pedicabs to reduce noise pollution and prevent further disruption in residential and commercial areas.

They also suggest fares should be transparent and agreed upon in advance, similar to how taxi apps operate. This would ensure passengers are not subjected to unfair pricing and provide clarity on costs before the journey begins.

They also suggest Pedicabs should undergo rigorous, regular checks to ensure they are in good condition and meet safety standards. Additionally, only approved batteries should be used in motorized Pedicabs to avoid safety risks.

Drivers should undergo background checks to ensure they are trustworthy and suitable for the role. Both drivers and vehicles should be fully insured to protect passengers and the general public in case of accidents.

They also suggest that to address noise concerns, Pedicabs should be restricted to operating between 08:00 and 22:00. This would help mitigate the disturbance caused by late-night noise and potentially reduce anti-social behaviour associated with late-hour operations.

Donmar Warehouse theatre

They state that Pedicabs playing loud music, especially around 9-9:30 pm, disrupt performances at the Donmar Warehouse. The noise affects quiet moments in shows, ruining the atmosphere for both actors and audiences.

They also state that Pedicabs create traffic problems by blocking streets, making it difficult for audiences to access the theatre. They often obstruct the pavement, forcing people to walk on the road, which compromises safety.

They further state that Pedicabs drive quickly in pedestrian areas and sometimes ride on the pavement in the wrong direction to avoid traffic, which poses a danger to theatre-goers.

The theatre strongly supports stricter regulations on Pedicabs, particularly in terms of parking, driving locations, and noise control. They suggest banning or heavily restricting loud music during theatre hours (7 pm to 10:30 pm, and during matinees on Thursday and Saturday afternoons).

United Grand Lodge of England

United Grand Lodge of England completed our on-line survey, and they indicated they are not sure that once regulated Pedicabs would provide a safe and reliable transport option, but they agreed that regulated Pedicabs could provide an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the

driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator and that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They indicated that Pedicabs should not be allowed to operate across all of London. They also indicated that Pedicabs should be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, United Grand Lodge of England only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, United Grand Lodge of England indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, United Grand Lodge of England indicated that these should happen every year, and if using a battery, the checks should be every three months.

They left comments in the free text box, requesting that Pedicabs do not use pavements under any circumstances. There should be no music at all and as with black cabs, allowed to pick up from the street or be pre-booked

The Westminster BIDs

The Westminster BIDs completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they have no opinion on drivers required to wear safety equipment such as high visibility clothing, but they agreed with the other 9 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator. They indicated that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They also indicated that Pedicabs should be allowed to operate across all of London and continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, The Westminster BIDs only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds The Westminster BIDs indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, The Westminster BIDs indicated that these should happen every year including if using a battery.

A summary of the comments they left in the free text box is below

Insurance: They would like to see more detail on the coverage of the intended insurance policy for Pedicabs.

Use of Existing Bus and Cycle Lanes: They consider that Pedicabs should be allowed to use existing bus and cycle lanes, especially if segregated cycle lanes are not included in the scope.

Designated Stopping Areas: They request an assessment be conducted for two options regarding pick-up points. Dedicated areas at busy locations will help with enforcement and ensure agreed fares in advance. A public consultation may be needed for location adjustments.

Motorised Pedicabs: They state that Pedicabs using batteries should specify battery size and be clearly marked. Driver documents must include Pedicab type and insurance details.

Licence Plates: They suggest that Pedicabs should display a clear driver number and passenger limit, similar to black cabs.

Enforcement: They further request that the licensing scheme must have clear enforcement strategies to ensure compliance and prevent non-licensed Pedicabs from operating unchecked.

Charging and Fare Structure: They suggest that clear, upfront fare agreements should be required to avoid disputes. Technology, like an app, can be used to streamline fare negotiation and reduce scams. Educational campaigns about regulations and fares should be implemented.

Parking: They state that Pedicabs should not park on pavements.

Music: They suggest that a performance rights society license should be required for music played during the wait or journey, and amplified sound equipment should be banned.

They also suggest that Pedicabs should carry a first aid kit and require safety belts. They close by suggesting we should work on improving relations with the Pedicab community to promote good conduct and reduce non-compliance.

London Heritage Quarter

London Heritage Quarter completed our on-line survey, and they indicated they are not sure that once regulated Pedicabs would provide a safe and reliable transport option, but they agreed that regulated Pedicabs could provide an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated that Pedicabs should not be allowed to operate across all of London but should continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, London Heritage Quarter only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, London Heritage Quarter indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, London Heritage Quarter indicated that these should happen every year, and if using a battery, the checks should be every six months.

The London Heritage Quarter left comments in the free text box which have been summarised below

The Business Improvement District (BID) welcomes the opportunity to provide feedback on the regulation of Pedicabs in London, considering the interests of businesses and stakeholders. The BID acknowledges that while Pedicabs offer a unique and alternative mode of transport, they also present several operational and regulatory challenges that impact local businesses.

They consider that Pedicabs add to the diversity of transportation options in London, offering a distinctive and eco-friendly alternative for short-distance travel. They can attract more tourists to the area, potentially increasing footfall and benefiting retail stores, restaurants, and entertainment venues, particularly in high-traffic tourist zones. For certain individuals, such as those who find it difficult to use traditional public transport, Pedicabs provide a convenient, accessible, and enjoyable means of travel.

They note some challenges for the Pedicabs. Pedicabs can contribute to overcrowding, particularly in areas with narrow streets or high pedestrian traffic, obstructing public highways, business entrances, and emergency exits. Unregulated use of music or lighting can disrupt businesses, particularly hotels and theatres where noise pollution impacts guests' experiences and performances. The absence

of a standardized fare system leads to inconsistent pricing, which may cause disputes between drivers and passengers and result in unfair charges.

The BID supports TfL's proposed minimum criteria for driver applications, including background checks, safety training, and insurance requirements. Additionally, all Pedicab drivers should be required to wear high-visibility equipment and display identification at all times. Pedicabs should not be left unattended unless there is a valid reason, and they must not cause a nuisance.

The BID urges us to introduce strict regulations on audio levels within Pedicabs, particularly in business-sensitive and residential areas. Static or parked Pedicabs should also be subject to noise restrictions.

They further request a structured fare system—based on time, distance, or zonal pricing—should be implemented to ensure transparency, prevent overcharging, and minimize competitive behaviour among operators. We should consider requiring Pedicabs to operate under a pre-booked system and designate specific stopping areas to prevent obstruction and improve pedestrian safety.

The BiD would like to see regular Pedicab safety checks should be mandatory—annually for standard Pedicabs and bi-annually for battery-powered models. Additionally, any installed equipment should be subject to frequent inspections.

They also suggest Pedicabs should feature clear, visible signage similar to the existing regulations for TfL black cabs, ensuring easy identification and compliance with local laws.

They further requested that we should maintain an open dialogue with local businesses and Business Improvement Districts during both the consultation and implementation phases of any new regulations. Continuous engagement will allow businesses to address concerns in real-time and adapt to regulatory changes smoothly.

The BID believes that a well-regulated Pedicab system can balance the benefits of this transport mode with the operational needs of businesses, ensuring a safer, more organized, and commercially viable urban environment.

The Knightsbridge Partnership

The Knightsbridge Partnership completed our on-line survey, and they indicated they do not agree that once regulated Pedicabs would provide a safe and reliable transport option in London. They also indicated that they have no opinion on regulated Pedicabs becoming an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver’s license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also

indicated that Pedicabs should not be allowed to operate across all of London, nor should they be allowed to use existing bus and cycle lanes. They also indicated no opinion on Pedicabs being treated as other cycles and not permitted to use major roads and tunnels.

In response to how fares should be set, The Knightsbridge Partnership only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, The Knightsbridge Partnership indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, The Knightsbridge Partnership indicated that these should happen every six months, and if using a battery, the checks should be every three months.

The Knightsbridge Partnership left comments in the free text box which are summarised below.

The Knightsbridge Partnership, representing businesses, residents, and visitors, supports our initiative to regulate Pedicabs. They advocate for stricter management and enforcement measures to ensure safety, fairness, and the protection of central London’s reputation as a premier retail and cultural district.

Their key concerns are a lack of clear safety regulations results in unregulated vehicle maintenance, reckless driving, and inadequate insurance, increasing risks for passengers. Reports of unfair and disproportionate fares for short journeys tarnish London's reputation for fairness and transparency. Pedicabs frequently block pedestrian areas, cycle lanes, and roads, worsening congestion in busy areas like Brompton Road.

Other concerns of the BID are loud music, aggressive touting, and irresponsible conduct by some operators disrupt businesses and residents, damaging the visitor experience in Knightsbridge. They also have concerns over intimidation tactics used by some Pedicab operators, prompting intervention from security teams.

The BID suggest all Pedicab operators and drivers should be licensed and meet strict safety, insurance, and operational standards. Pedicabs must undergo regular inspections to ensure roadworthiness. Transparent fare structures must be introduced, requiring operators to display clear pricing information. Penalties should be implemented for overcharging and misleading passengers.

They further suggest that local authorities and TfL enforcement officers should be empowered to issue penalties for non-compliance, including reckless driving, excessive noise, and public obstruction. Dedicated enforcement teams should patrol areas like Knightsbridge, where Pedicabs frequently disrupt public order.

Designated areas should be established for Pedicab operations to reduce congestion in retail and residential zones. Operating hour restrictions should be introduced to prevent late-night disturbances in residential areas.

The Knightsbridge Partnership fully supports TfL's efforts to regulate Pedicabs, emphasizing that without immediate intervention, safety risks and public disruption will persist. They urge the implementation of strict licensing, enforcement, and operational guidelines to improve the overall urban experience. Additionally, they are ready to collaborate with TfL and stakeholders to create a safer and more organized environment for all.

Ambassadors Theatre, London

Ambassadors Theatre completed our on-line survey, and they indicated they do not agree that once regulated Pedicabs would provide a safe and reliable transport option in London. Nor did they agree that once regulated they could be an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated that Pedicabs should not be allowed to operate across all of London, nor should they be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Ambassadors Theatre only supported the two options of controlling and setting fares on a time based, distance based or zonal based structure and publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, Ambassadors Theatre indicated that we should introduce controls to limit music or other audio, and that these limits should apply only during 12:00 – 16:00.

In terms of Pedicab safety checks, Ambassadors Theatre indicated that these should happen every six months, and if using a battery, the checks should be every three months.

Ambassadors Theatre left comments in the free text box which are summarised below.

They consider that Pedicabs are a nightmare and cause too many issues. They state that there is no need for them as there are plenty of legal transport services available for public to use.

The Society of London Theatre (SOLT) & UK Theatre

SOLT and UK Theatre, organisations that represent theatre producers, managers, and operators across London and the UK. They respond to the consultation particularly in light of the new powers granted under the Pedicabs (London) Act

2024. SOLT and UK Theatre strongly support these new regulations, especially due to the antisocial and unsafe behaviour of Pedicabs, which negatively impacts theatre patrons, the safety of pedestrians, and the cultural integrity of London's theatre district.

A major concern raised by SOLT and UK Theatre is the noise caused by Pedicabs. These vehicles often play loud music or other audio outside theatres, disrupting performances in the West End. This interference detracts from the audience's experience, especially considering that visitors pay for world-class live theatre performances.

They argue that any time-restricted regulations (limiting when Pedicabs can play audio) would be ineffective, given that theatre performances begin and end at varying times. As a result, enforcing such regulations would be complicated and unlikely to protect theatregoers from disruptions.

SOLT and UK Theatre advocate for us to implement strict regulations prohibiting Pedicabs from playing music or audio at any time, ensuring that the atmosphere and integrity of the theatre experience are preserved for all audiences.

Another issue raised is the unsafe parking of Pedicabs outside theatres. These vehicles often block pedestrian paths, creating a dangerous environment as theatre patrons exit the venues. This not only poses a safety risk but also detracts from the overall theatre experience.

They further highlight that Pedicabs are frequently seen violating existing regulations by driving on pavements, which endangers pedestrians, further contributing to safety concerns in busy areas like the West End.

They call for Pedicabs to be regulated more strictly, particularly through the requirement that they only be pre-booked through a London-licensed Pedicab operator, to ensure accountability and reduce unregulated and unsafe operations. Additionally, Pedicabs should be prohibited from using major roads and tunnels, and their operations should be restricted to designated areas to avoid obstructing theatre exits and high-footfall zones.

To address the issues of obstruction and safety, SOLT and UK Theatre state that designated stopping areas should be established for Pedicabs. These areas would help ensure that Pedicabs do not block critical pedestrian routes, particularly outside theatres or in other high-traffic areas. They suggest that there should be further consultation with theatre venues and local businesses to determine where these designated areas should be located, ensuring that any new stopping zones minimize disruption while meeting safety requirements.

They recommend that Pedicabs should be restricted to designated stopping areas after consultation with relevant stakeholders, and their movements should be regulated to prevent them from obstructing pedestrian flow.

A significant concern highlighted by SOLT and UK Theatre is the inconsistency in Pedicab fare practices. Tourists, in particular, are often overcharged or misled about fares, which creates a negative impression of London as a tourist destination and undermines public confidence in the city's transport options.

SOLT and UK Theatre strongly support the introduction of fare controls to ensure transparency and fairness. They propose that we implement a structured fare system, which could be based on time, distance, or zones, to prevent unfair pricing and protect consumers.

SOLT and UK Theatre urge us to implement strict, comprehensive regulations on Pedicabs to address the concerns outlined, particularly regarding noise, safety, obstruction, and fair pricing. They believe that these measures are essential to protecting theatre audiences and ensuring that London's world-class theatre district remains a safe, welcoming, and enjoyable environment for everyone.

BusinessLDN

Business LDN supports regulation of Pedicabs, stating that appropriate regulations could significantly enhance the efficiency of London's transport network. Improved operational standards would not only elevate passenger experiences but also bolster business operations.

They recommend that the regulatory and licensing framework for Pedicabs be aligned with that of taxis and private hire vehicles (PHVs). They acknowledge that certain adaptations may be necessary to accommodate the unique characteristics of Pedicabs.

BusinessLDN stresses the importance of establishing well-balanced regulations to address critical issues such as fare transparency, noise disturbances, parking, and congestion. This approach aims to foster a vibrant Pedicab sector that provides mutual benefits to passengers, businesses, and the city as a whole.

To enhance safety and accountability, the organisation suggests that Pedicab drivers should be required to wear licensed identification. This measure would help passengers easily identify licensed drivers.

Strong enforcement of regulations is crucial for the successful implementation of any licensing scheme. They call for us to provide clear guidelines on enforcement mechanisms to ensure fair competition among licensed drivers and operators.

They advocate for the establishment of clear fare guidelines, requiring that prices be agreed upon in advance. This would ensure fairness and protect passengers from unexpected charges.

BusinessLDN proposes that we consider capping the number of Pedicabs allowed to operate in London to improve safety and mitigate disruptions, particularly in high-congestion areas.

Recognising that noise pollution can significantly affect residents and businesses, particularly in the West End, they urge for stricter enforcement of nighttime noise restrictions.

They encourage us to engage with the public and businesses to raise awareness about Pedicab regulations and improve safety. Integrating Pedicab safety messaging into existing campaigns, such as the Safer Travel at Night (STaN) initiative, would be beneficial.

BusinessLDN recommends that Pedicabs display clear permit signage that includes safety information and instructions for passengers on how to lodge complaints with TfL. Multilingual signage in key locations would further enhance public understanding and promote a reputable Pedicab industry.

Housing Groups

Seven Dials Housing Co-op

They consider that the presence and activities of these vehicles have had a profoundly negative impact on residents 'quality of life', and they urge us to take decisive action to regulate, monitor or ideally remove them from our streets.

They state that the primary issue is excessive noise. They further state that Pedicabs routinely park outside residential buildings, often late into the night, with loud music blasting from speakers. This is incredibly disruptive for those of us who live in the area. The state that the lack of regulation means there is no restriction on volume, duration, or location and residents have no recourse to stop it. This is particularly distressing for families with young children, elderly residents and those who work early or night shifts.

They also consider that Pedicabs pose significant safety concerns. They state that Pedicabs operate without proper licensing or regulation, meaning there is no oversight of who is driving them or whether they have received any training. They go on to state many drivers speed through narrow streets, take sharp corners dangerously, and park haphazardly in residential areas.

They note that there have been numerous instances where passengers, due to the unstable nature of the vehicles, have fallen out, further highlighting the safety risks.

They further state that Pedicabs clutter and obstruct public spaces. They frequently block pavements and access points, forcing pedestrians- especially those with mobility issues, prams or wheelchairs- into the road. The congestion they cause adds to the already busy nature of Covent Garden, making it more difficult and less enjoyable for residents and visitors to move around safely.

They strongly believe that Pedicabs should be regulated at the same standard as other transport services, with strict noise controls, proper licensing, and designated parking areas away from residential properties.

Taxi trade

United Cabbies Group

United Cabbies completed our on-line survey, and they indicated they do not agree that once regulated Pedicabs would provide a safe and reliable transport option in London. Nor did they agree that once regulated they could be an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they did not agree that the minimum age of drivers should be 18 years old, but they did agree

with the other 9 recommendations. They also agreed that the length of the driver's license should be one year and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they did not support any of the presented opportunities for how passengers should be able to access a Pedicab journey and how Pedicabs should be allowed to pick up passengers. They also indicated that Pedicabs should not be allowed to operate across all of London, nor should they be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, United Cabbies only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, United Cabbies indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, United Cabbies indicated that these should happen every six months, and if using a battery, the checks should be every three months.

United cabbies also left comments in the free text box, these have been summarised below.

They should be banned not licensed and if you go ahead this should be subject to a 12 month pilot with independent review of the impact. We have emailed a more detailed response with attachments to make further points this survey does not enable us to do.

They state that they should be banned not licensed and if we go ahead this should be subject to a 12 month pilot with independent review of the impact.

United cabbies also sent an email which has been summarised below.

They raised concerns by members of the licensed taxi community regarding the potential regulation and integration of Pedicabs into London's transportation system.

They highlight several key issues related to accessibility, enforcement, safety, and the impact on other transport services.

They express frustration over the regulation and misuse of dockless bikes, which block crucial areas like pedestrian crossings, taxi ranks, and blue badge parking bays. The lack of effective regulation and enforcement has contributed to congestion and safety issues, with excess dockless bikes being used for advertising purposes and further obstructing the streets.

They also state that there is no reassurance that the lessons learned from licensing Private Hire Vehicles (PHVs) in 1998 have been applied to the regulation of

Pedicabs. There are significant concerns about passenger safety and the impact of motorized Pedicabs on traffic congestion.

They are particularly concerned about the enforcement of Pedicab regulations. The enforcement of current regulations for PHVs has been lacking, with insufficient staff to monitor and address issues like touting. Given the current state of enforcement for other transport modes, there are doubts about our ability to effectively manage and regulate Pedicabs. They question whether the enforcement system can be strengthened, as the proposed regulations could lead to increased enforcement costs.

They raise concerns that among taxi drivers Pedicabs will be treated as a "ghost taxi fleet," further restricting road space and kerbside access. The introduction of Pedicabs is seen as adding competition to a market that is already strained, especially since licensed taxis have spent millions to transition to zero-emission vehicles, only to face reduced access to roads and kerbside space. Additionally, visually impaired and mobility-impaired passengers are particularly at risk of being excluded from accessible transport options.

United Cabbies suggests that if Pedicabs are to be licensed, it should be done through a fixed-term pilot program, not exceeding 12 months, to evaluate the impact on London’s transportation system. The document also calls for a series of stringent restrictions, including, Pedicabs should not be allowed to ply for hire, a privilege reserved for licensed taxis. Also, they should not advertise as taxis or display availability to the public in person or through technology.

They go on to suggest that Pedicabs should be restricted to pre-booked rides only, with clear identification and signage. Pedicabs should not be allowed to block kerbside spaces or ranks, and their operations should be limited to specific areas away from busy transport routes to avoid further congestion. If Pedicabs are motorised or battery-operated, they should be regularly checked and speed-limited.

There are significant concerns about passenger safety, particularly in relation to the lack of seat belts, passenger limits, and the potential for young children to ride unaccompanied. They suggest that there must be a minimum age for passengers and that Pedicab drivers should be required to verify the age of passengers. Additionally, they advocate for strict safety standards, such as mandatory seat belts for all passengers.

They suggest that Pedicabs should not be allowed to operate in already congested areas or where they would interfere with essential public transport options like buses and taxis. There are concerns that the cost of enforcing these regulations will fall on taxpayers, without a clear public need for Pedicabs in these areas.

Licensed Taxi Drivers’ Association (LTDA)

The LTDA, representing 10,500 London licensed taxi drivers, advocates for the complete banning of Pedicabs, citing significant dangers they pose to passengers and road users. They argue that Pedicabs contribute to congestion, unsafe conditions, and negative impacts on London's reputation.

The LTDA highlights that Pedicabs are poorly constructed, offering minimal protection to passengers in accidents, based on safety evaluations conducted by the Transport Research Laboratory (TRL) in 2006.

They acknowledge the passing of the Pedicabs (London) Act 2024, which allows TfL to regulate Pedicabs but continues to believe a full ban is the safest solution. If regulation persists, the LTDA emphasizes the need for robust licensing and safety standards similar to those of taxis and private hire vehicles.

Key points the LTDA advocates for include:

Licensing & Regulation:

Pedicab riders must meet high standards, including health assessments, criminal background checks, DVLA driving license requirements, riders should also undergo medical exams to ensure they meet Group 2 medical standards.

They suggest that Pedicabs should only operate when pre-booked, not ply for hire like licensed taxis.

Vehicle Safety:

They state that Pedicabs should undergo bi-annual inspections, and only vehicles with sufficient structural integrity should be allowed. The maximum speed for Pedicabs should be limited to 9 mph to reduce accident risks and vehicles must be individually licensed, clearly displaying license plates, and insured.

Safety Measures:

The LTDA also request that riders must wear helmets and high-visibility clothing. Pedicabs should not use bus or cycle lanes and should be restricted from major roads. They also request that Pedicabs should be banned from using flashing lights and loud music to avoid disruption.

Passenger Safety:

The LTDA further request fares must be transparent and regulated by TfL, preventing extortionate charges. Pedicabs should be prohibited from carrying children under 16 due to safety concerns with seatbelts and seatbelts should be mandatory for all passengers.

Enforcement & Compliance:

They state strict enforcement is necessary to prevent illegal Pedicab operations, with fines and penalties for non-compliance. Also, operators should be fined for disruptive behaviour, such as blocking taxi ranks or causing obstructions.

The LTDA concludes that while they continue to push for a ban on Pedicabs, they support regulation with stringent safety and licensing requirements as a necessary step to improve public safety. They stress the importance of enforcing these regulations effectively to prevent further risks to passengers and road users.

The London Cab Drivers Club

The London Cab Drivers Club make several suggestions around the regulations of Pedicab operations in London.

They suggest that all Pedicab journeys must be pre-booked through licensed operators with comprehensive records maintained (time, date, passenger details, etc.). Records should be available 24/7, and operators must report serious complaints to the police and TfL immediately.

They recommend Pedicab drivers and operators should undergo enhanced DBS checks and be medically fit. Operators must provide a public driver register, inform TfL of any driver changes, and comply with all employment rulings. Licenses should be renewed yearly.

For Fares and Payment, they recommend all fares should be fixed, communicated clearly to passengers, and processed through the operator. Fare rates should be standardized and determined by us.

Regarding safety, they suggest Pedicabs should display clear “Pre-Book ONLY” signage and external identification. Pedicabs should be inspected regularly (every 6 months for pedal-powered, every 3 months for battery-assisted) with strict safety criteria. Drivers must have comprehensive hire-and-reward insurance and be at least 21 years old.

They also state that Pedicabs should not solicit passengers in public places, wait near taxi ranks, or congregate on pavements. Pedicab drivers should not have direct initial contact with passengers unless the ride is pre-booked.

They request that playing music on Pedicabs should be strictly prohibited to reduce noise pollution.

They consider that we should limit the number of Pedicabs in busy areas and cover enforcement costs through licensing fees.

Pedicab trade

Pedal Me

They welcome action against problematic Pedicabs

They are deeply concerned that the current proposals risk targeting compliant operators with impractical or discriminatory requirements, while failing to address the real source of the problem Pedicabs

They strongly oppose the requirement for Pedicab riders to hold driving licences or take driving licence-based testing. They evidence that this requirement would exclude over half of potential workers. They further note that driving licence ownership skews heavily towards white and male demographics—making this rule both discriminatory and unrepresentative of London’s diverse workforce.

They state that the consultation itself does not allow respondents to explicitly reject the driving licence proposal. They consider that this omission raises concerns about whether genuine consultation is taking place or if the outcome has already been decided.

They suggest a better alternative: Smart Regulation & Enforcement

A more effective and equitable regulatory framework would include:

• Right to Work verification to eliminate exploitative labour practices.

• A rider permit system with:

• Visible licensing linked to the individual rider, not just the vehicle/operator.

• Suspension for anti-social behaviour or non-compliance.

• Mandatory ID carrying, allowing customers, police, and regulators to verify a rider's identity and authorisation to operate.

They state that this approach would improve industry standards while ensuring that responsible, high-quality operators can continue to operate and grow.

They urge us to rethink these proposals and design a system that targets the real problems in the industry, rather than creating barriers for responsible operators.

The London Pedicab Operators' Associa0on

They welcome the opportunity to contribute to the Consulta5on on licensing Pedicabs in London, They are delighted that we have the powers to regulate the Pedicab industry as a result of the Pedicabs (London) Act 2024.

They hope that we will view Pedicabs as a distinct mode of transport and draw bespoke regulations for Pedicabs that are fair, appropriate and proportionate to ensure public safety and to address the current problems. They consider this will allow Pedicabs to flourish in London within a new regulated environment in which Pedicabs are respected and are a legitimate, alternative form of transport.

They note that Pedicabs remain very popular in London's thriving entertainment areas and have historically carried out millions of relatively short, safe journeys. They add colour, vibrancy and fun to the streetscape, are environmentally friendly, space-efficient, and add a 'presence' at street level, including being helpful information beacons. The overall safety record has been good when compared with other forms of transport. A sensibly regulated Pedicab industry would have a number of posi5ve impacts and social benefits.

They believe that light touch regulations would resolve the vast majority, if not all the issues presenting today.

They hope that we will give due consideration to the economics of the Pedicab industry. They think It will take time for the economic basis for becoming a Pedicab rider or operator to be recognised as being a good way to make a living. They are concerned that regulation costs could undermine the industry from the outset. They therefore propose that we defer the set-up and running costs of a licensing scheme until such time as a sustainable Pedicab industry develops. This includes minimising the costs of entry for all parties in order to encourage participants, creating job opportunities for riders, operators, mechanics, trainers and more.

They consider that a medical declaration as part of the application process will be effective.

They suggest A Code of Conduct should be drafted which a Pedicab rider should agree and sign up to the Code. This can include many requirements. They attached a draft version of the code of conduct to their full submission.

They suggest a three year licence would be reasonable and economic for riders and administration.

They do not consider a full driving licence for riders is needed instead, cycle training to Bikeability Level 3 for adults together with a bespoke additional module for competencies on a Pedicab would work well. A standard DVSA Theory Test is not appropriate. They suggest a bespoke test for riders could easily be drafted and would be sufficient for the scope of Pedicab riding. They attached an example in their full submission.

The consider that Pedicabs should be allowed to ply for immediate hire and the pre-booking would only benefit operators with large fleets.

They would like to see Pedicabs able to use cycle lanes as they are classed as pedal cycles. They do note that they are rarely the cause of holding up traffic now as most are electric assisted and travel at the same speed as normal traffic.

They suggest that all Pedicab vehicles and riders are clearly identifiable. Fares should be agreed in person or via app before the journey is taken. A riders licence should be in jeopardy if they are caught overcharging.

They also suggest that riders carry out full vehicle checks before every shift, checking the road worthiness of the Pedicab. They suggest weekly checks caried out by qualified mechanics on manual vehicles and annual checks on electric vehicles.

They wholeheartedly agree with the aims of licensing Pedicabs in terms of the safety of passengers, other road users and riders. Pedicabs must provide a professional service with a high level of customer satisfaction. Riders and Operators must be accountable and Pedicabs must be specifically designed for purpose and well maintained by qualified mechanics. Excessive fares and noise are unacceptable.

They consider a UK Standard DBS check as being sufficient, rather than full check.

The vehicles should have no sound system.

They would like to see Pedicab stands but consider this will be difficult due to available street space.

City Q Bike

They state that safety is important - but they need to make it attractive with more sustainable solutions.

They noted the benefits with Pedicabs are 90% less CO_2 emission vs a regular cab.

Also:

75% less congestion (foot print)

90% less energy wasted on transportation vs cab

100% electrification without any problems with charging infrastructure

The state about the design that with 4 wheel e-bikes instead of 2 or 3 wheel – there would be a car like vehicle construction protecting both rider and passengers. With seat belt and 25kmh max speed.

Maxpro

Maxpro completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they did not agree that the drivers should be required to pass UK and Overseas criminal checks. They also did not agree that the drivers should have an appropriate insurance to carry and wait for passengers and wear safety equipment, such as high visibility clothing, but they did agree with the other 6 recommendations. They also agreed that the length of the driver's license should be 1 year and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pick up a Pedicab off the street and that Pedicabs should only be allowed to stop and wait for passengers standing in the street. They also indicated that Pedicabs should be allowed to operate across all of London and continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Maxpro only supported the two options of publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s) and allowing the fares to be set by the Pedicab operator or driver and agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, Maxpro indicated that we should introduce controls to limit music or other audio, and that these limits should apply during 20:00 – 23:00 and 23:00 - 06:00.

In terms of Pedicab safety checks, Maxpro indicated that these should happen every year including if using a battery.

Maxpro suggest that Pedicabs, especially those with electric assist, must meet safety standards. Batteries should be certified and tested as a complete pack by reputable manufacturers. Poorly assembled lithium batteries pose a fire risk that could endanger the entire vehicle.

London Beer bike Ltd

Lukas Krnoul, founder of London Beer bike Ltd, completed our on-line survey and indicated that they have no opinion on regulated Pedicabs providing a safe and reliable transport option. They also indicated that they are not sure that once regulated Pedicabs would become an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they did not agree that the drivers should be required to pass UK and Overseas criminal checks and wear safety equipment, such as high visibility clothing but they did agree with the other 4 recommendations. They also indicated to have no opinion on drivers to have an appropriate insurance to carry and wait for passengers and hold a full driving license. They also did not agree that the length of the driver's license should be 1 year but agreed that drivers should be required to demonstrate an appropriate English language level.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator but did not support any of the presented opportunities for how Pedicabs would be allowed to pick up passengers. They also indicated Pedicabs should be allowed to operate across all of London and continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Lukas Krnoul did not have any opinion on any of the options proposed.

Lukas Krnoul indicated that they have no opinion on introducing controls to limit music or other audio, but these limits should apply during 23:00 - 06:00.

In terms of Pedicab safety checks, Lukas Krnoul indicated that these should happen every two years including if using a battery.

Lukas added comments into the free text box, which have been summarised.

As the founder and operator of London Beer Bike Ltd, I want to highlight the following:

Their company holds public liability insurance and tours are only available through pre-booking. Safety briefings are conducted before every ride.

They state that they have had zero incidents or uncontrollable behaviour due to their well-trained Beer Bike Captains.

Their tours are well-planned, publicly visible on their website, the bike is regularly maintained.

With over 250 unique Google reviews and recognition among the top 30 activities in London on TripAdvisor, they consider their reputation reflects our dedication and hard work.

Given these factors, they find it somewhat unfair to be grouped under the fully controlled and restricted vision for Pedicabs. However, they remain open to providing any necessary information and documents as required.

The Bicycle Association

The Bicycle Association expresses strong support for the regulation of Pedicabs, recognizing the role they can play in low-impact urban mobility.

They emphasize the importance of a regulatory framework that balances practicality with effectiveness, ensuring that Pedicabs can continue to serve as a viable public transport option for short urban journeys.

The response highlights the increasing relevance of Pedicabs and similar passenger-carrying cycles as cities adopt more stringent restrictions on motor vehicles to improve environmental quality and create more pedestrian-friendly spaces.

As urban areas become more car-free, the role of Pedicabs in providing an eco-friendly, low-impact mode of transport becomes more crucial, and this regulatory framework could set an important precedent for future regulations.

The Bicycle Association endorses the comprehensive response submitted by the London Pedicab Operators Association (LPOA), which has extensive experience in promoting good practices within the Pedicab industry.

The Bicycle Association underscores the potential future role of Pedicabs in cities that are increasingly restricting car use, arguing that overly restrictive or disproportionate regulations could undermine the growth and development of this sustainable form of transport.

Party Bike Ltd

Party Bike Ltd are concerned that new rules may also impact party bikes, despite their different business model. Unlike Pedicabs, party bikes operate pre-booked group tours, mainly for social and corporate events, and do not compete with taxis. The company supports Pedicab regulation but urges TfL to distinguish between Pedicabs and party bikes to avoid unnecessary restrictions. They emphasize their safe, professional, and well-regulated operations and are open to discussions to shape fair policies.

Party Bike Ltd supports licensing for Pedicab drivers but stresses the need for different rules for party bike operators due to their distinct business model. Their drivers already meet strict employment standards, including holding a driving license, being over 18, and having good English skills. Additionally, all drivers are directly employed and meet legal right-to-work requirements.

They oppose enhanced DBS checks for party bike drivers, arguing that these checks are intended for those working with vulnerable individuals (e.g., taxi drivers, teachers). Since party bikes do not transport unaccompanied children or vulnerable adults and operate in open group settings, such checks are unnecessary. They also warn that this requirement could hinder recruitment, as hospitality and tourism professionals—who are ideal for party bike roles—typically do not undergo DBS checks.

They support mandatory insurance but argue against requiring duplicate policies, as their existing comprehensive insurance already covers all staff and liabilities.

They oppose mandatory high-visibility jackets, stating that party bikes are large and highly visible, unlike solo cyclists who need enhanced visibility. They also reject a rule requiring drivers to remain with their vehicles at all times, as it would prevent necessary staff breaks and conflict with working time regulations.

Party Bike Ltd acknowledges that music can enhance customer experience but recognises potential noise pollution concerns. While they have not received complaints in over six years, they already take steps to limit noise. They propose no music used to attract customers (aligning with existing laws). No music from 10 PM to 7 AM, aligning with other regulated noise policies.

A complete ban on music is unnecessary and could lead to mistaken complaints against TfL from the public about noise from other sources (e.g., bars or buskers).

Since party bikes operate on a pre-booked basis, Party Bike Ltd has no stance on Pedicab fare rules but opposes fare regulation for pre-booked services. Their pricing is transparent, allowing customers to make informed decisions before booking. They argue that prices should be determined by market demand, competition, and commercial considerations, not TfL regulations.

They support rules preventing Pedicabs and party bikes from blocking pavements or causing obstructions but warns against excessive restrictions.

Pre-Booked Services should not be overly limited: Party bikes operate on set routes that adapt to road closures and customer needs. Operators naturally avoid areas where operations would be disruptive or commercially unviable.

Party bike companies already consider public space usage carefully to avoid complaints. Mandating additional stopping restrictions is unnecessary.

Party bikes and Pedicabs are legally classified as cycles. Banning them from bus or cycle lanes would be inconsistent with existing laws and harm efforts to promote green transport.

They ask that we must clearly differentiate Pedicabs from party bikes and other cycle-powered vehicles.

A Pedicab should be defined as a cycle-powered or electrically-assisted vehicle designed to carry passengers where the driver alone controls motive power.

Unlike Pedicabs, party bikes rely on passengers pedalling and do not operate like taxis or rickshaws. Applying Pedicab regulations to them goes beyond the intent of the Pedicabs (London) Act 2024.

If we decide to regulate other cycle-powered vehicles, it must distinguish party bikes from Pedicabs to avoid disrupting safe and professional businesses.

They agree that all regulated vehicles should meet existing construction and road safety laws. Party bike companies have years of experience designing safe, compliant vehicles. New regulations must be realistic and align with current industry

practices. If TfL enforces new size or design specifications that existing vehicles do not meet, forcing modifications could introduce safety risks.

Party Bikes supports clear identification of all regulated vehicles, including, maximum passenger capacity, operator contact details, statement that the vehicle is TfL-regulated and contact details for TfL.

Pre-booked services (such as party bikes) should not be required to display fare details, as prices are agreed upon in advance.

They support unrestricted commercial advertising on vehicles, as it is a key revenue stream and helps identify the operator.

They further support regular safety inspections but requests on-site inspections for party bikes. Transporting party bikes for testing is logistically difficult and costly. Testing should align with existing insurance and maintenance requirements rather than imposing unnecessary new burdens.

They consider that regulations should allow temporary de-licensing for seasonal maintenance and improvements. Party bikes require off-season refurbishment, and forcing year-round roadworthiness could limit safety improvements and operational efficiency.

The Pedicabs (London) Act 2024 was designed to regulate Pedicabs, which have raised consumer protection concerns. Party bikes operate differently, with pre-booked groups, set routes, and a business model focused on experience rather than transport. Applying Pedicab regulations to party bikes could, duplicate existing legal requirements, overburden responsible operators with unnecessary restrictions. It could also push out experienced operators, potentially leading to less safe, lower-quality replacements

They suggest that to properly target problem areas, Party Bike Ltd proposes that we should, regulate only vehicles that “ply for hire”, such as Pedicabs. Regulate only vehicles where an individual driver controls all motive power, distinguishing them from party bikes, which require passenger pedalling. Explicitly separate Pedicabs and party bikes, ensuring regulations reflect their distinct business models and operations.

Party Bike Ltd recognises TfL’s expertise in regulating taxis and PHVs but believes we lacks detailed knowledge of the party bike industry.

If we choose to regulate party bikes, it should actively engage with operators to develop appropriate, sustainable regulations.

Pedicabs need regulation, but party bikes should not be unfairly included under the same rules. Party Bike Ltd urges us to work directly with the industry to ensure any future framework supports safe, professional, and viable operations.

Private Hire Trade

The Licensed Private Hire Car Association (The LPHCA)

The LPHCA completed our on-line survey, and they indicated they are not sure that once regulated Pedicabs would provide a safe and reliable transport option and become an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they did not agree that the minimum age of drivers should be 18 years old, but they did agree with the other 9 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator but did not support any of the presented opportunities for how Pedicabs should be allowed to pick up passengers. They indicated that Pedicabs should not be allowed to operate across all of London. They also indicated to have no opinion on Pedicabs continuing to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, the LPHCA only supported the two options of controlling and setting fares on a time based, distance based or zonal based structure and publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, the LPHCA indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, the LPHCA indicated that these should happen every six months, and if using a battery, the checks should be every three months.

The LPHCA left comments in the free text box which are summarised below.

They consider Pedicabs are currently dangerous and a public nuisance, obstructing pedestrians and breaking traffic rules and speed limits. They suggest that robust regulation must happen as they compete with other modes of transport that are full regulated and answerable to laws.

UBER

They fully supported our objective to enhance safety in pedicab operations.

They stated that safety had always been central to Uber's business, and they expressed a desire to see similarly high standards applied to pedicab regulation. Given that pedicabs shared the road with other users, including PHVs, they stated that their regulation should align with existing standards for other TfL regulated road users. This included mandatory insurance for passenger transport, which would protect vulnerable road users and ensure accountability.

Uber also advocated for a requirement to report safety incidents to us, which would enhance visibility and support the development of effective safety measures.

They offered to share insights from its operational experience in London to support the development of TfL's proposed regulatory framework for pedicabs.

Unions

Unite the union

Unite the Union London Cab Section supports regulating Pedicabs in London, emphasizing that past attempts have failed due to a lack of enforcement. Their key concerns and proposals include:

Safety & Regulation

Operator Licensing: All Pedicabs must be operated by a licensed operator with a registered office in London. Operators should display valid Hire & Reward insurance and have a transparent complaints procedure.

Driver Requirements: Drivers must be over 21, hold a UK driving license, and undergo rigorous background checks similar to taxi drivers (DBS, medical, SERU, etc.). Their ID, insurance certificate, and fare chart should be displayed on the Pedicab.

Vehicle Standards: Any modifications must be manufacturer-approved. Pedicabs should be inspected every six months, and enforcement officers must have the power to stop, inspect, and suspend vehicles.

Street Operations

Pedicabs should not have designated ranks, wait on pavements, drive on pedestrian streets, or use bus lanes.

No pick-ups or drop-offs should occur on red routes, and violations should be subject to local authority enforcement.

Loud music should be banned to prevent disturbances to pedestrians and road users.

Fare Regulations

A fixed zonal fare system should be introduced in key boroughs (Westminster, Camden, Lambeth, Kensington & Chelsea) to prevent passenger exploitation. Fares should be displayed prominently with a QR code for easy access.

Conclusion

Unite stresses that these measures are essential to ensure safety, prevent financial exploitation, and maintain order. However, they caution that any regulations will be ineffective without strict enforcement.

GMB Union

The GMB Union welcomes our consultation on Pedicab regulation, recognising their role in London's tourism sector but highlighting concerns regarding safety, fair competition, and service quality due to the current lack of regulation.

Their key concerns are;

Safety Risks – Unvetted drivers, unregulated vehicle conditions, and frequent traffic law violations.

Fair Competition – Lack of proper standards creates unfair advantages.

Public Confidence – Reports of aggressive touting, red-light running, and illegal pavement riding undermine trust.

They suggest Recommendations to the licencing of Pedicabs.

Licensing: Mandatory licensing for both drivers and operators.

Driver checks: Criminal record vetting, right-to-work verification, and regulatory knowledge tests (e.g., SERU assessments for Central London).

Operator accountability: Ensuring fleet maintenance and regulatory compliance.

Pedicab number control in high-traffic zones to prevent congestion.

Insurance: Comprehensive coverage required for both drivers and vehicles. Proof of insurance must be available for our inspections.

Vehicle Safety:

Bi-annual inspections to check brakes, lighting, structural integrity, and tires. They would like to see special regulations for electric Pedicabs. Only TfL-approved electric models should be allowed and battery safety checks to prevent fire hazards. Plus, identification plates for easy enforcement.

Fare Regulation:

Transparent pricing, with our approved fare charts displayed. Mandatory pre-booking records to prevent overcharging. Technology integration (e.g., mobile apps for payments and fare calculations).

Traffic Regulations:

Strict law enforcement to prevent unsafe behaviour. Pedicabs classified as cycles, allowing access to cycle lanes but banning electric Pedicabs from bus lanes. They suggest geographic limits, restricting operations to Central London.

Driver Conduct, introduce a code of conduct covering: Music volume limits, a ban on antisocial behaviour and aggressive touting and a dress code standard.

Operational Structure:

They suggest we should directly regulate Pedicabs, similar to taxis and private hire vehicles. All operators must have record-keeping for all pre-booked rides.

The GMB Union is committed to collaborating with us, Pedicab operators, and drivers to improve industry standards.

They conclude with the GMB Union urges us to implement strong regulations to ensure a safe, fair, and well-regulated Pedicab sector that enhances London's visitor experience while prioritizing public safety and worker rights.

Transport groups

London TravelWatch

London TravelWatch supports the introduction of Pedicab regulation to ensure they offer a safe, fair, and sustainable transport option. They focus is on passenger needs, with a call for broad consultation to ensure effective regulation.

Driver Licensing Requirements:

Pedicab drivers should meet strict competencies, including, technical qualifications, such as a driving license or the DVSA theory test, plus specific training for Pedicabs (e.g., National Standard for Cycle Training), knowledge of local routes for efficient travel. They also suggest criminal background checks (similar to taxi and private hire drivers) to ensure drivers are trustworthy, especially as they may interact with vulnerable passengers as well as a disciplinary system for misconduct, including procedures for license suspension, revocation, and appeals.

Vehicle Requirements:

They suggest Pedicabs should meet safety standards, including adequate braking, lighting, and a warning system, clear registration markings and modifications for accessibility and regular compliance and vehicle inspections by TfL, including random roadside checks.

Fares:

Fares should be standardized and transparent to avoid overcharging and ensure passengers understand what they are paying for, clear and consistent fare structures should be displayed for passengers.

Passenger Feedback:

Passengers should be able to file complaints and inquiries with us, with London TravelWatch acting as the appeals body.

London Cycling Campaign (LCC)

The LCC supports the idea of Pedicabs as a "Safe, Green and Professional" transport mode, recognizing their value in reducing urban traffic congestion and providing a low-emission alternative for short urban journeys.

They stress that Pedicabs should serve as an environmentally friendly and practical public transport option, especially in the context of increasing restrictions on motor vehicle use in London.

LCC acknowledges the need for regulation but warns against making Pedicabs so heavily regulated that they are effectively driven out of existence. They believe that with proper regulation, Pedicabs can remain a viable part of London's transport mix.

They also express support for a regulatory system that creates a model where registered and trained Pedicab drivers can operate safely and professionally.

LCC references Pedal-me, the largest cycle taxi service in London, which has successfully implemented self-regulation by providing extensive training for riders, maintaining vehicles properly, and ensuring a robust booking system.

They highlight that such self-regulation should be encouraged, as it has worked well in ensuring a safe and professional service.

LCC agrees that Pedicab riders should meet high standards, including passing tailored tests that assess their ability to operate Pedicabs safely. They emphasize that the testing should be specific to Pedicabs, similar to how motorcyclists have tailored tests for their vehicles.

They also recommend work-cycle-specific training that goes beyond basic Bikeability training to ensure that riders are well-prepared for the demands of operating Pedicabs.

LCC argues that Pedicabs must be allowed to "ply for hire" this must be preserved to ensure their commercial viability.

The establishment of designated vehicle stands or ranks is necessary to allow Pedicabs to board customers safely and without causing obstructions, which would require collaboration with local authorities to allocate appropriate space.

The LCC stresses the importance of transparency in fare structures, with all costs prominently displayed on Pedicabs to prevent excessive or unexpected charges.

They also suggest that fares should be clearly communicated to passengers, whether they are set by operators or regulated by TfL.

The LCC emphasizes the need for Pedicab operators to adopt fair and non-exploitative practices toward their riders and passengers, ensuring that the service remains safe and secure for all involved.

The regulatory framework should encourage reputable operators and deter "cowboy" operators who may engage in unsafe or unfair practices.

A concern for the LCC is the size and weight of Pedicabs, especially those with electric-assist pedals (EAPCs). They highlight that large, heavy Pedicabs can obstruct cycle lanes, particularly at peak times when cycle lanes are congested.

The LCC suggests that EAPCs with power assistance above 15 mph should be restricted from using existing cycle lanes, as they pose a risk to smaller, conventional cycles.

They also propose restricting access to cycleways for larger Pedicabs at busy times and suggest that such vehicles use the main carriageway instead.

They note that vehicles wider than 1.2 meters may not fit through security barriers on London bridges or other narrow areas, and as such, they should avoid using cycleways.

The LCC calls for further consideration of safety risks when mixing larger vehicles, such as Pedicabs, with smaller pedal cycles in busy cycle lanes.

Future Transport London

Future Transport London completed our on-line survey, and they indicated they are not sure that once regulated Pedicabs would provide a safe and reliable transport option, but they agreed that regulated Pedicabs could provide an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated to have no opinion on drivers passing UK and Overseas criminal checks, but they agreed with the other 8 recommendations. They also agreed that the length of the driver's license should be one year, and that drivers should be required to demonstrate an appropriate English language level. They also selected that drivers should hold a DVSA theory test certificate.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They indicated that Pedicabs should not be allowed to operate across all of London. They also indicated that Pedicabs should be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Future Transport London supported all the three options of controlling and setting fares on a time based, distance based or zonal based structure, publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s) and allowing the fares to be set by the Pedicab operator or driver and agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds Future Transport London indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, Future Transport London indicated that these should happen every year including if using a battery.

In the free text box, they left a comment which is summarised below. .

They consider that Pedicabs are a nightmare and cause too many issues. They state that there is no need for them as there are plenty of legal transport services available for public to use.

Resident groups

Sinclair Road Residents Association (SRRA)

Sinclair Road Residents Association (SSRA) completed our on-line survey and they indicated they do not feel that once regulated Pedicabs would provide a safe and reliable transport option in London. Nor did they think that once regulated they could be an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they agreed with all the 10 recommendations. They also agreed that the length of the driver's license should be one year, and that Drivers should be required to demonstrate an appropriate English language level. They felt Drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they did not support any of the presented opportunities for how passengers would be able to access a Pedicab journey and how Pedicabs would be allowed to pick up passengers. They also indicated Pedicabs should not be able to operate across all of London, nor should they be able to continue to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, SRRA did not have any opinion on any of the options proposed.

In response to whether Pedicabs should play music or other audio sounds, Sinclair SRRA indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, SRRA indicated that these should happen every six months, and if using a battery, the checks should be every three months.

They requested that all Pedicabs are taken off our streets. They consider Pedicabs represent a nuisance, a hazard and a major contributor to traffic congestion in some of the most visited and clogged up parts of the city.

The Knightsbridge Residents Management Company Limited (KRMC)

KRMC completed our on-line survey. They indicated they are not sure, once regulated, Pedicabs would provide a safe and reliable transport option, but they agreed that regulated Pedicabs would provide an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they agreed with all the 10 recommendations. They also agreed that the length of the driver's license should be one year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator and that Pedicabs should only be able to

pick up passengers in designated stopping areas. They indicated that Pedicabs should not be able to operate across all of London. They also indicated that they didn't know if Pedicabs should be allowed to continue using existing bus and cycle lanes. They agreed Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, KRMC only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, KRMC indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, KRMC indicated these should happen every six months, and if using a battery, the checks should be every three months.

They left comments in the free text box which have been summarised below.

They were writing to provide our feedback on behalf of 200 households in Knightsbridge.

Their first point was, Licensing and Regulation: They strongly supported the introduction of firm licensing regulations for Pedicabs. This should include mandatory checks to ensure that drivers were legally permitted to work in the UK and had undergone police checks for criminal records both domestically and internationally. They considered this to be vital for ensuring passenger safety and maintaining public trust in the service.

Their second point was amplified music: They recommended the use of amplified music on Pedicabs be prohibited. They considered the noise generated by amplified music could be disruptive to residents and businesses, particularly in residential areas like Knightsbridge. They would like a ban on amplified music as this would help to reduce noise pollution and improve the quality of life for local residents.

Their next point was about standard tariffs: They would like to see standard tariffs introduced for Pedicab services. This was essential to prevent passengers from being overcharged. Clear and transparent pricing would protect consumers and ensure that they were not subjected to unfair practices.

Their fourth point was traffic management: They urged us to consider the impact of Pedicabs on traffic flow and congestion. They requested Pedicabs should be restricted from operating in certain high-traffic areas during peak hours to minimise their impact on overall traffic conditions.

They went on to write about safety standards: They considered it as crucial that Pedicabs adhered to strict safety standards, including regular maintenance checks and the provision of safety equipment such as seat belts and helmets for passengers. Ensuring that Pedicabs were safe and well-maintained would help to prevent accidents and injuries in their opinion.

The last point was around public awareness: They recommended we undertake a public awareness campaign to educate both Pedicab operators and passengers

about the new regulations and safety standards. They stated this would help to ensure compliance and promote a culture of safety and responsibility within the Pedicab industry.

They closed by stating they believe these measures would contribute to a safer, more regulated, and more enjoyable experience for both Pedicab operators and passengers. They looked forward to seeing the positive impact of these changes on their community.

Gordon Mansions Residents Association

They responded via email, as they found the online survey unclear for residents. Their key concerns include:

Noise Disturbance – Loud, amplified music from Pedicabs was regularly disrupting residents, particularly late at night (around midnight). This affected multiple residential blocks in Torrington Place and surrounding areas.

Safety Issues – Some Pedicabs were driven recklessly, creating pedestrian hazards, especially at road junctions like Torrington Place/Tottenham Court Road.

They listed proposed solutions to the problems. Larger external license plates for easier identification. Noise control measures, such as Noise limiters.

Time restrictions for playing music (e.g., only between 10:00 AM – 8:00 PM).

Banning Pedicabs from residential streets like Torrington Place to prevent disturbance.

Marylebone Neighbourhood Forum (MNF)

The MNF feedback highlighted concerns about noise, safety, the impact on local businesses, and broader quality of life issues for residents.

Negative Impacts on Residents and Businesses:

The MNF emphasised the disruptive noise caused by Pedicabs, particularly late at night, which affected residential communities. They also mentioned the nuisance of idling Pedicabs that contributed to congestion in narrow streets and busy areas like Edgware Road. This noise pollution was a major concern for residents and workers.

They stated that Pedicabs, often fitted with electric motors, were reported to exceed speed limits and were ridden recklessly. This posed a safety risk to pedestrians, unsuspecting customers, and even the cyclists themselves. The MNF was particularly concerned about the intimidation and extortion faced by tourists, especially women, who were charged exorbitant fares for short rides.

They considered that Pedicabs were viewed as damaging to the reputation of London, with their "low-grade" appearance detracting from the city's image. The MNF argued that they created a negative impression of London as a welcoming and safe place.

MNF did not support either allowing Pedicabs to idle anywhere or restricting them to designated zones. Both options were seen as problematic: idling would cause

additional obstruction and disruption on narrow or busy streets, and creating designated zones would reduce precious public space, which was already limited in areas like Marylebone.

MNF questioned the credibility of funding enforcement through licensing fees, pointing out that there was currently widespread dissatisfaction with the enforcement of other issues. They suggested that enforcement of Pedicab regulation would not be any more effective, given the challenges in public finances and the broader enforcement landscape.

They called for more concrete evidence and modelling to demonstrate that licensing fees would be sufficient to cover the costs of enforcement. This was seen as necessary before taking the licensing approach seriously.

The MNF stressed that amplified noise from Pedicabs should be treated as anti-social behaviour, similar to the rules for other forms of transportation. They urged us to be consistent in our approach and phase out Pedicabs due to their disruptive noise levels.

The MNF's overarching stance was that Pedicabs did not provide any direct benefits to Londoners and should not be regarded as a legitimate part of the public transport system. They requested that Pedicabs be removed from the streets for good.

The Covent Garden Community Association, (CGCA).

The CGCA advised that residents were disturbed by the loud music played by Pedicabs, particularly during late hours. This disruption was experienced throughout the day and night, making it difficult for residents to enjoy peace and quiet.

They also stated that Pedicabs often parked outside residential buildings, theatres, and tube stations, blocking entrances and exits while playing loud music. Pedicabs also occupied valuable road space, impeding pedestrian and vehicle flow, especially in busy areas such as outside bars, pubs, and restaurants.

The CGCA also stated that Pedicab drivers were reported to be driving recklessly, including speeding on narrow streets, going the wrong way down one-way streets, and riding on pavements.

The CGCA was also concerned that passengers were sometimes heard screaming in fear while being driven around in an unsafe manner. Many passengers were not secured in the vehicle, which presented serious safety risks.

The CGCA proposed that to obtain a Pedicab operator license, the driver must hold a valid full DVLA license for at least three years (five years if from another country or state). The driver should also be over 23 years of age, provide identification and proof of residence, pass medical and criminal background checks and carry a photo license at all times. The photo license should be presented when requested.

They considered that drivers should demonstrate English language skills to ensure effective communication with passengers and an understanding of road signs. This could be in the form of a formal test.

They recommended that all passengers should be required to wear safety belts while riding in a Pedicab and, drivers should be required to comply with the Highway Code and demonstrate knowledge of road safety standards.

They also stated that Pedicabs should be prohibited from playing music at any time to reduce noise pollution and disturbances.

The CGCA made further suggestions that Pedicabs should be limited to a maximum speed of 5 mph at all times, ensuring that they operate safely and within residential areas. Pedicabs should only be allowed to pick up passengers from designated areas, and they should not be allowed to wait outside tube stations, theatres, restaurants, or bars. Pedicabs should never use pavements to navigate, as this was unsafe for pedestrians.

They commented about fares. Fares should either be metered or agreed upon in writing before the journey began, ensuring transparency for passengers.

They asked that enforcement officers should conduct random spot checks to ensure that drivers were complying with regulations and that drivers, must follow the rules of the Highway Code, including adhering to one-way streets, allowing pedestrians to cross, and giving way to vehicles.

They also suggested that no more than two passengers should be allowed per Pedicab to ensure safety and prevent overloading.

The Westminster Amenity Societies Forum (WASF)

WASF represented 22 recognised amenity societies in Westminster . The forum supported the points raised in a letter from Rachel Blake MP, particularly her petition to restrict the use of amplification on Pedicabs 24/7.

WASF argued that Pedicabs were inherently unsafe and unsuitable as a public transport option due to their lack of protection in the event of a collision with heavier vehicles. They referenced various safety reports, including from TRL Limited (2004) and TfL (2009), which highlighted the risks associated with Pedicabs in London’s traffic. Additionally, they cited a 2022 Pedicab accident that led to the death of a young woman, where the lack of protection in a collision with a car contributed to the fatality.

The forum questioned the public consultation on the issue, suggesting that existing expert safety advice should be followed instead. They expressed concerns that Pedicabs, even if regulated, would continue to be unsafe due to their design

limitations and that adding them to the public transport network would contradict the Mayor's Vision Zero goal of reducing serious injuries and fatalities.

WASF also critiqued the proposed Pedicab regulations for being costly and ineffective, arguing they would create additional burdens on the police and local authorities. They suggested that Pedicabs should be restricted in terms of location and operating hours, only serving as an entertainment option for tourists in non-congested areas, with all associated costs borne by the operators.

In summary, WASF believed Pedicabs should not be considered a public transport option due to safety concerns, potential public nuisance, and the burden they would place on enforcement resources. They recommended that Pedicabs be restricted to specific areas and times, operating only as a form of entertainment.

The Knightsbridge Association

The Association aims to protect and enhance the character and amenities of Knightsbridge and represents around 800 members.

They requested that we, when implementing the Pedicabs (London) Bill 2024 and establishing a licensing regime, considerede the following points:

Licenses should be issued for a maximum of three years, with renewal requiring a new application. Pedicab license holders must display a license badge. Applicants should demonstrate good character, with evidence of their criminal convictions and medical fitness.

They also requested that licenses should be subject to suspension or revocation for "any reasonable cause," such as if the Pedicab was "not fit for use." Regulations should include a fare structure to prevent overcharging.

They suggested that if we did not wish to regulate Pedicabs directly, this task should be delegated to officers from the London Taxi and Private Hire directorate, with costs covered by licensing fees.

FitzWest Neighbourhood Forum & Fitzrovia Neighbourhood Association

The Fitzrovia West Business Neighbourhood Forum (FitzWest) and the Fitzrovia Neighbourhood Association (FNA) confirmed their area of interest spanned from Great Portland Street to Euston Road, covering parts of both Westminster and Camden.

The two organizations had been concerned about Pedicab operations spreading across Fitzrovia, especially due to issues such as noise from loudspeakers and amplification on Pedicabs, which were causing a significant nuisance for residents. They strongly supported the letter from local MP Rachel Blake, which called for a ban on music-playing equipment and loudspeakers on Pedicabs. The organizations believed that noise limitation measures would be ineffective and unenforceable.

Additionally, there had been increasing concerns regarding Pedicabs' negative impact on London's reputation, with reports of overcharging, threatening behaviour, and incidents requiring hotel staff intervention. The organizations were also worried about the effect of pedestrianisation proposals for Oxford Street, fearing an over-

concentration of Pedicabs and a lack of enforcement, which could put pedestrians at risk.

A concern for FitzWest and FNA was the safety of Pedicab passengers, given their open-air design and lack of protection in collisions with cars or larger vehicles. They argued that Pedicabs posed significant risks to public safety and requested further consideration of these dangers.

While they believed Pedicabs were not an essential public service and would prefer to see them banned, they did not oppose other types of bike services, such as those offered by companies like Pedal Me, which they viewed as safe and fair.

In summary, FitzWest and FNA advocated for a ban on music-playing equipment on Pedicabs, stronger enforcement of regulations, and further consideration of safety risks, ultimately questioning the value of Pedicabs as a public service.

The Ching Court Association

The Ching Court Association completed our on-line survey, It indicated it did not agree that once regulated, Pedicabs would provide a safe and reliable transport option in London. It also indicated it was not sure that regulated Pedicabs could become an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, it indicated that it agreed with all the 10 recommendations. It also agreed that the length of the driver's license should be one year, and that drivers should be required to demonstrate an appropriate English language level. It also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, it supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. It also indicated that Pedicabs should be allowed to operate across all of London but should not be allowed to use existing bus and cycle lanes. It also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, The Ching Court Association only supported the two options of controlling and setting fares on a time based, distance based or zonal based structure, and publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, The Ching Court Association indicated we should introduce controls to limit music or other audio, and these limits should apply at all times.

In terms of Pedicab safety checks, The Ching Court Association indicated these should happen every six months, and if using a battery, the checks should be every three months.

The Ching Court Association left comments in the free text box which are summarised below.

The Ching Court Association, representing residents of Comyn Ching Triangle in Seven Dials, Covent Garden, strongly opposed the current state of Pedicab operations in their area. It described the industry as "wild" and largely unregulated, leading to significant noise pollution, safety concerns, and even links to criminal activities. Its key concerns were as follows:

The Seven Dials area calmed down well before 11PM, but Pedicabs continued to operate late into the night, disturbing residents. Many tourists using Pedicabs were unaware that people live in the area, leading to shouting, singing, and general rowdiness at night. Since the streets were quiet at night, noise from Pedicabs was amplified, making it impossible for residents to sleep. Pedicabs frequently stopped directly beneath residents' windows, blasting music. This disrupted daily life, making it hard for people to work, eat, or relax in their own homes.

It stated that Pedicab safety standards were poor, making them dangerous for both riders and pedestrians. Pedicab drivers did not wear helmets, increasing the risk of injury in accidents. There were no seatbelts, meaning passengers could be tossed around dangerously.

Pedicabs sped along pavements, often without warning. Two residents with disabilities had terrifying experiences as wheelchair users due to reckless Pedicab behaviour. Some Pedicab drivers were physically aggressive—two residents were knocked to the ground for simply asking drivers to move off the footpath.

In it’s opinion, Pedicabs were frequently involved in criminal activities in the area. Residents observed Pedicabs transporting customers to illegal brothels. Pedicabs were also involved in drug transportation and delivery, making them a concern for law enforcement.

The Association said it had a strong preference for a complete ban. Almost all residents of the Ching Court Association would prefer a full ban on Pedicabs. They argued that these vehicles did not contribute positively to the local area and instead created noise, danger, and crime. If a ban was not possible: strict regulations must apply

It added that, if Pedicabs could not be banned entirely, residents demanded strict controls, including:

Pedicabs should only be allowed during the day. No operations between 10 PM and 8 AM, ensuring peace for residents at night.

A self-funded, strong enforcement system: Any licensing scheme must be fully funded by Pedicab operators—residents did not want their taxes used to regulate the industry. A high licence fee should cover the costs of enforcement officers and a robust complaint system. There must be a system in place where residents could report Pedicab issues at any time and receive a quick, effective response.

All Pedicabs must display large, clearly visible licence plates, even in poor lighting. This would help ensure accountability and make it easier to report misconduct.

Charities

Guide dogs

Guide Dogs welcomes our intention to use the new powers under The Pedicabs (London) Act 2024 to introduce regulations that will make Pedicabs “as safe as possible, including ensuring that they are driven, maintained and operated in a safe and professional way”.

They request that a process will be in place to ensure that drivers are fit and proper service providers and will give reassurance to customers including people with sight loss. Guide Dogs agrees that London Pedicab drivers should be required to meet the same or similar requirements that are currently in place for London licensed taxi and PHV drivers.

They request that applicants should be required to complete the newly introduced safety, equality and regulatory understanding assessment (October 2025). This training should include disability equity training (DET) that will instruct applicants on the relevant equality legislation (Equality Act 2010) including the transportation of disabled people accompanied by their assistance dogs.

Assistance dogs

The request that Pedicab drivers/operators accept bookings from disabled people travelling with their assistance dog at no extra cost. Consideration will need to be given on how appropriate it would be to carry larger assistance dogs safely and securely in smaller Pedicabs.

Noise

They note that noise offenses are already covered by existing legislation. However, Guide Dogs supports us addressing driver conduct when playing loud music within the regulation. They do not have a particular view on when drivers can play music or other noise but would ask that the level of music and other sounds are kept at a level that will not disturb members of the public or cause potential distress to some disabled people.

They request for consideration to be given in ensuring that Pedicabs generate a sound whilst in motion to enable people with sight loss to identify when a Pedicab is approaching.

Where Pedicabs can operate

To give disabled people, including people with sight loss choice in regard to hiring a Pedicab, they suggest that Pedicabs should be permitted to ply for hire as well as be pre-booked through a London licensed Pedicab operator. Pre-booking may give some people with a vision impairment greater reassurance in terms of safety.

They request that Pedicabs should only be permitted to stop in designated Pedicab stopping areas. However, Pedicabs should be permitted to drop passengers off at their final destination, if this would be safe to do so.

Fares

They suggest that control and set fares which could be done using a time based, distance based or zonal based structure or a combination of these would be the best fare setting option. Details of fares charged for hiring Pedicabs should be clearly displayed on all licensed Pedicabs and on the TfL website.

Vehicle safety inspections

They suggest that a formal Pedicab vehicle inspection should be conducted every 12 months.

They would support the introduction of speed limiting technology to ensure passenger safety and convenience and that of other road users. .

Vehicle appearance

They suggest a uniform standard to the appearance of Pedicabs (livery and signage) would assist members of the public, including people with a vision impairment, to identify licensed Pedicabs.

Lighting on Pedicabs

They state that having appropriate standards in terms of exterior and interior lighting on Pedicabs is important. Currently, Pedicabs in London have a broad range of lighting including flashing lights, which for some disabled people, including people with particular eye conditions, can be very disturbing.

Hackney Disability BackUp

Hackney Disability BackUp completed our on-line survey. They indicated they are not sure whether once regulated, Pedicabs would provide a safe and reliable transport option and become an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they agree with all the 10 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported the option to pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated that Pedicabs should not be allowed to operate across all of London, nor should they be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, Hackney Disability BackUp only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, they indicated that we should introduce controls to limit music or other audio, and that these limits should apply at all times.

In terms of Pedicab safety checks, they indicated that these should happen every six months, and if using a battery, the checks should be every three months.

Hackney Disability BackUp left comments in the free text box which have been summarised below.

They state that Pedicabs are, broadly, inaccessible for many disabled people and therefore their concern is primarily regarding their impact on members as pedestrians.

They state that Pedicab drivers frequently wait for fares at street corners, blocking dropped kerbs and obscuring the view of oncoming traffic. Often they play loud music and are preoccupied with chatting with other Pedicab riders. Their members report that, at times, the dropped kerbs at crossing points have been obstructed by stationary Pedicabs, and the loud music being played prevented the wheelchair users from alerting the Pedicab drivers that they were causing a significant obstruction.

They consider that Pedicab drivers show little regard for the impact they, and their passengers have, when alighting from the cab, often directly into the path of disabled pedestrians.

They further point out that playing loud music in the street is highly disorienting for a large number of pedestrians, including blind/visually impaired pedestrians, pedestrians with hearing impairments (and wearing amplification), and a wide range of pedestrians with neurological issues. Likewise, brightly flashing lights can cause disturbance and disorientation, dangerous in a high traffic area.

The Royal Parks

The Royal Parks completed our on-line survey, and they indicated that once regulated Pedicabs would provide a safe and reliable transport option and an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated that they have no opinion on drivers required to pass Overseas criminal checks but they agreed with the other 9 recommendations. They also agreed that the length of the driver's license should be 1 year, and that drivers should be required to demonstrate an appropriate English language level. They also indicated that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they supported both the options to pick up a Pedicab off the street as they do now and pre-book via a licensed Pedicab operator and that Pedicabs should only be able to pick up passengers in designated stopping areas. They indicated that they have no opinion on allowing Pedicabs to operate across all of London. They also indicated that Pedicabs should be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, The Royal Parks only supported the option of controlling and setting fares on a time based, distance based or zonal based structure.

In response to whether Pedicabs should play music or other audio sounds, The Royal Parks indicated that we should introduce controls to limit music or other audio, and that these limits should apply during 06:00 – 12:00, 20:00 – 23:00 and 23:00 – 06:00.

In terms of Pedicab safety checks, The Royal Parks indicated that these should happen every year, and if using a battery, the checks should be every six months.

The Royal Parks comments left in the free text box are summarised below.

The Royal Parks Events Team, responsible for Hyde Park Winter Wonderland and BST Hyde Park, raises concerns about the behaviour of Pedicab drivers during these events. Their main issues include:

Excessive noise from Pedicabs is the primary complaint from local residents. The loud music, particularly in the late evenings, causes disturbances in residential areas surrounding Hyde Park. Events like Winter Wonderland and BST Hyde Park finish between 10:00–10:30 PM, but Pedicabs linger and play music until as late as 11:30 PM. They note a trial noise curfew at Winter Wonderland 2024-25 (Fridays and Saturdays at 9 PM) showed some success, but further regulation is needed for broader enforcement. Currently, no official noise limits exist for Pedicabs, making it difficult to control this issue.

They note that residents frequently complain about Pedicabs parking at the end of residential streets, playing music, and causing disruptions.

Winter Wonderland Issues:

Pedicabs block key pedestrian exit routes at Hyde Park Corner and Upper Brook Street. Occasionally, Albert Gate is also affected. Since Park Lane remains open to traffic, Pedicabs often park in and block the cycle lane at Upper Brook Street Gate, creating safety concerns for cyclists.

BST Hyde Park Issues:

Key exit routes at Upper Brook Street and multiple gates along Bayswater Road are obstructed by Pedicabs. Pedicabs are expanding their operations further along Bayswater Road, reaching Victoria Gate, increasing noise complaints and congestion. Pedicab drivers have displayed aggressive behaviour when event staff attempt to move them along, creating additional safety concerns for staff and event attendees.

The Royal Parks Events Team is open to discussions about designated operating areas for Pedicabs, similar to taxi ranks at other events. However, questions remain about how this would be controlled, including:

> Would there be a capacity limit for each designated area?
> How would monitoring and enforcement be handled?
> Who would be responsible for overseeing compliance?

If properly implemented, designated areas could reduce congestion and improve the overall event experience for attendees.

The team does not have a preference for whether Pedicabs should be pre-booked or continue to be ply-for-hire but stresses the need for clear management and enforcement if pre-booking becomes mandatory. There have been numerous complaints about excessive fare charges, especially from concert-goers. Even when riders agree on a price with the driver beforehand, they often do not realise the fare is charged per person, leading to unexpectedly high costs.

The team supports implementing a regulated fare structure based on one or more of the following:

Distance-based fares
Zonal pricing
Time-based charges (instead of per-person rates)

They also raise a question about maintenance and cleanliness standards—whether regular checks will include hygiene requirements for Pedicabs?

The team raise serious concerns about enforcement, as Hyde Park is outside the main areas where Pedicabs usually operate (e.g., the West End). The Royal Parks team asks whether we can guarantee the presence of enforcement officers during event days. Additionally, they want to know if the police will have enforcement powers under any new regulations. If clear regulations are in place, The Royal Parks Events Team and organisers could direct customers to compliant Pedicabs, promoting them as a sustainable transport option. If regulations are not introduced, they may explore ways to discourage event-goers from using Pedicabs altogether, reducing demand in the area.

They go on to note that our consultation process includes engagement with local residents. They ask whether this consultation has extended to residents near Hyde Park and offer to connect TfL with relevant local groups for feedback.

To ensure smooth event operations and improve public safety, they suggest, limiting the hours during which Pedicabs can play music, preventing late-night disturbances. Creating designated and properly managed operating areas for Pedicabs to reduce congestion. Establishing a clear enforcement structure, ensuring compliance with regulations through TfL officers and/or police support. Implementing a transparent fare system, preventing overcharging and making pricing fairer for event attendees.

Emergency Services

City of London Police

City of London Police (CoLP) completed our on-line survey and indicated that they have no opinion on regulated Pedicabs providing a safe and reliable transport option and becoming an environmentally friendly way to travel in London.

In response to the ten proposed driver licensing conditions, they indicated they have no opinion on drivers required to pass Overseas criminal checks and demonstrate an appropriate English language level, but they did agree with the other 8 recommendations. They also agreed that the length of the driver’s license should be 1 year, and that drivers should be required to hold a full driving license.

In response to questions about how and where Pedicabs could operate, they did not support any of the presented opportunities for how passengers should be able to access a Pedicab journey and that Pedicabs should only be able to pick up passengers in designated stopping areas. They also indicated that Pedicabs should not be allowed to operate across all of London, nor should they be allowed to use existing bus and cycle lanes. They also selected that Pedicabs should be treated as other cycles and not be permitted to use major roads and tunnels.

In response to how fares should be set, CoLP) supported all the three options of controlling and setting fares on a time based, distance based or zonal based structure, publishing a guide to fares but Pedicab operators or drivers set their own fares which must be agreed in advance with passenger(s) and allowing the fares to be set by the Pedicab operator or driver and agreed in advance with passenger(s).

In response to whether Pedicabs should play music or other audio sounds, they indicated that we should introduce controls to limit music or other audio, and that these limits should apply during 20:00 – 23:00, and 23:00 - 06:00.

The City of London Police left comments in the free text box which have been summarised below.

The CoLP supports the Corporation of London's Vision Zero Plan and the Mayor's Transport Strategy. While Pedicabs can align with these goals by providing an alternative, sustainable mode of transport, COLP stresses that their operation must be properly regulated to prevent potential issues related to safety, congestion, noise, and public order.

The City of London has a small residential population, and unlike other parts of London, housing in the Square Mile is closely integrated with commercial areas.

"Party-style" Pedicabs, which play loud music and attract social gatherings, could increase noise pollution and contribute to antisocial behaviour, raising concerns among residents. CoLP supports time restrictions on noise, which should be enforced via local byelaws.

To protect residential areas, CoLP recommends that certain locations, such as Middlesex Street and Barbican, be designated as Pedicab-free zones.

The City of London is home to major transport hubs, with extremely busy pedestrian areas, especially during peak hours. Introducing Pedicabs into already congested areas could obstruct movement, cause delays, and increase the risk of accidents involving pedestrians and cyclists. CoLP supports time-based restrictions for Pedicab use, ensuring that they are not operating during peak pedestrian hours.

Additionally, CoLP suggests prohibiting Pedicabs on certain key routes to maintain smooth traffic flow and minimize risks to public safety.

The CoLP suggest Pedicab storage must be strictly regulated to prevent safety hazards. Past incidents, such as electrical tampering at Smithfield Market, highlight the potential risks associated with improper storage and charging.

CoLP will not support any proposals that might introduce public safety risks or provide opportunities for rule violations and loopholes.

CoLP expresses concerns over Pedicabs using bus lanes, especially in narrow roads where they could interfere with cyclists. The City of London has been actively promoting safe cycling, and allowing Pedicabs in these lanes may create additional hazards for two-wheel cyclists. CoLP advises that bus lane access for Pedicabs should be carefully considered or restricted to avoid conflicts with other road users.

They state that all Pedicab operators should be licensed, similar to mini cab drivers, ensuring that they meet basic safety and competency standards. Drivers should be required to hold a valid driving license, ensuring they understand the rules of the road and the Highway Code.

Pedicabs must undergo regular maintenance checks, similar to MOT inspections for minicabs, to ensure they are safe and roadworthy. Insurance should be mandatory, covering both passengers and third parties to protect against liability in case of accidents.

CoLP also state that Pedicabs must be equipped with working lights and reflectors, ensuring visibility and safety, especially at night. Also, Drivers should wear helmets, as they are not enclosed like passengers, making them more vulnerable to injuries in case of accidents.

While the CoLP acknowledges the potential benefits of Pedicabs, they strongly emphasize the need for robust regulations to address issues related to safety, congestion, noise, and public order. Overall, CoLP stresses that Pedicabs should only be allowed to operate under a tightly controlled regulatory framework to prevent negative impacts on residents, businesses, and public safety within the City of London.

Metropolitan Police Service (MPS)

The MPS response was sought from Input was obtained from the MPS Cycle Safety Team and the West End Safer Neighbourhood Team, both of whom had significant experience with Pedicab operations.

The MPS had broadly supported the regulation of Pedicabs, recognising a clear public demand for their services, particularly in south Westminster. While welcoming regulation, several officers had advocated for extending the scope of proposals to include all commercially operated cargo bikes, despite their current exclusion.

Several suggestions had been raised beyond the consultation questions:

Officers recommended imposing limits on passenger numbers to prevent overloading.

It was suggested that drivers be issued with official photo licences, which could be produced upon request to verify their legitimacy.

It was noted that existing legislation under the Road Traffic Act provided minimal standards for bicycles, focusing instead on motor vehicles.

They proposed that Pedicabs be subject to safety inspections at regular intervals, assessing brakes, steering, lighting, and structural integrity.

Concerns were raised about the lack of clarity around who would perform inspections, how results would be recorded, and how enforcement would take place.

Questions were posed regarding whether dangerously defective Pedicabs could be immediately removed from service by authorities.

The MPS acknowledged that reasonable music volume should be permitted, though volume control may still be necessary.

Introducing a pre-booking system was considered beneficial, enabling us to track fares and usage, though the public might still expect on-demand availability.

A significant operational concern involved Pedicabs blocking public spaces while waiting for fares, particularly near busy areas such as Leicester Square. The provision of designated Pedi-cab ranks was suggested to address this issue and reduce public nuisance.

They further recommended that Pedicabs continue to use bus and cycle lanes, consistent with their status as pedal cycles. They agreed that Pedicabs should be restricted from using major roads and tunnels, in line with safety concerns, and suggested further restrictions to roads with speed limits above 30 mph.

They supported the idea that Pedi-cabs be permitted to stop only in designated areas to avoid traffic and pedestrian obstructions.

They noted the absence of metering could lead to disputes over fares. A time-based pricing system was proposed as a simpler alternative. A standardised fare system was recommended to improve transparency for customers, especially tourists. All fares should be clearly communicated and agreed upon prior to journey commencement to avoid disputes.

The MPS supported the following regulatory measures for drivers, mandatory use of safety equipment, third-party insurance coverage for injury or damage resulting from collisions, criminal records checks (DBS) for all drivers, due to their involvement in the night-time economy and exposure to vulnerable passengers and basic medical checks, with emphasis on meeting minimum eyesight standards.

Appendix I

List of stakeholders consulted with

We consulted all 32 London Boroughs and the City of London.

We also consulted all elected Members of Parliament whose constituency is in London. Plus, all London Assembly Members.

Stakeholder groups

AA

Abellio

Abellio London Limited/ Abellio West London Limited

Access in London

AccessAble

Action on Disability and Work UK

Action on Hearing Loss

Action Vision Zero

Acton Street and Swinton Street

ADCU

Addison Lee

AECOM

Age UK

Age UK Camden

Age UK Lambeth

Age UK London

Ageing Better in Camden

ALDI

All Party Parliamentary Cycling Group

Alzheimer’s Society for Lambeth and Southwark

Alzheimers Society Camden Branch

Alzheimer's Society Lambeth

Ampthill Tenants and Residents Association

Arlington Road Residents Association

Arriva London

Arup

Asda

Asian People's Disability Alliance

ASLEF

Aspire

Association of British Drivers

Association of Fleet Professionals LTD

Association of Town Centre Management

Attitude is Everything

Baker Street Quarter Partnership

Bankside Residents' Forum

Bayham Place Tenant Residents Association

Best Bike Training //Cycletastic

Better Bankside BID

BlindAid

Bloomsbury Residents Action Group (BRAG)

Blue Bermondsey BID

Brakes Group

Brewery Logistics Group

Brewing, Food & Beverage Industry Suppliers Association

British Association of Removers

British Beer & Pub Association (BBPA)

British Blind Sport

British Cycling

British Land

British Motorcycle Federation

British Somali Community

BT

Business Disability Forum

Camden Civic Society

Camden Cutting

Camden Cycling Campaign

Camden Town Unlimited

Camden Town Unlimited / Euston BID

Campaign for Better Transport

Campbell's

Canal & River Trust

Canal & River Trust London

CareNet

Carers First

Carousel

Cemex

Central District Alliance

Central London Freight Quality Partnership

Central London NHS Trust

Centre for accessible environments

Charring Cross Library

Chauffeur and Executive Association

Chauffeur and Executive Committee

Churchill Gardens Residents' Association

Churchway Tenants and Residents Association

City of London Police

City of London Police (TMO for City of London)

Citymapper

Cityshuttle

Clean Air London

Clear Channel UK

Community Southwark

Computer Cab

Confederation of British Industries

Confederation of Passanger transport

Co-op

County Hall Owners and Residents Association (CHORA)

Covent Garden Community Association

Covent Garden Community Centre

Cross River Partnership

CTC

Cycle Confidence

Cycle Systems

Cycling UK

cycling4all

Cyclists in the City

Cyclists Tourist Club (CTC)

DABD (UK)

DeafBlind UK

Delancey Street Residents Association

Department for Transport

DHL

Disability Alliance

Disability GroupAdvice Service

Disability GroupInspired Alliance

Disability Rights UK

Disabled Go

Disabled Motoring

Disabled Persons Transport Advisory Committee

Dogs for Good

DPDgroup UK

Driver & Vehicle Licensing Agency (DVLA)

Drivetech

Drummond Street Neighbourhood Forum

EDF Energy

ELB Partners

Epsom Coaches / Quality Line

ETOA – European tourism association

European Dysmelia Reference Information Centre

Euston Town Unlimited

Evolution Cycle Training

Faiths Together in Lambeth,

Federation of Small Businesses

Federation of Wholesale Distributors (FWD)

Fitrovia Partnership

Fitzrovia West Neighbourhood Forum

Fowler Welch

Freight Transport Association

Friends of the Earth

Galop

Gamages Tenants' and residents association

GBM Drivers

Gendered Intelligence

GeoPost UK

GIRES

GLA Strategy Access Panel members

GMB

Golden Tours (Transport) Ltd,

Grafton Way Tenants' and Residents' Association

Greater London Forum for Older People

Guide Dogs

Guide Dogs for the Blind Association

HA Boyse and Son

Hadley Street Residents Association

Harley Street Medical Partnership

Hatton Garden BID

HCT plus

Health Poverty Action

Healthwatch

Heart of London Business Alliance

Heathrow Community Engagement Board

Historic England

Hyde Park Estate Association

Hyde Park Estate Residents

IAM

Inclusion London

Independent Disability Advisory Group

Institute for Sustainability

Institute Of Couriers

Institution of Civil Engineers

ITS Automotive

JAMI (Jewish Association for Mental Health)

John Lewis Partnership

Joint Mobility Unit

Kelly Group

Kenny Stuart LTD

Kentish Town Community Organisation

Kentish Town Neighbourhood Forum

Kentish Town Road Action

King's College Hospital NHS Foundation Trust

Knowledge Quarter

Lambeth Cyclists

Lambeth Multi-Faith Action Group

Lambeth Safer Transport Team

Lambeth Talk magazine Lambeth

LambethAccessible Transport Services

LambethFamily Information Service

Latin American Disabled Peoples Project

LCDC

Leonard Cheshire

Licenced Taxi Drivers Association

Living Streets

Living Streets Southwark

London Ambulance Service - NC London

London Ambulance Service - NE London

London Ambulance Service - NW London

London Ambulance Service - SW London

London Ambulance Service - Transport Lead

London Ambulance Service NHS Trust

London Ambulance Service NHS Trust

London Association of Funeral Directors

London Cab Drivers Club

London Chamber of Commerce and Industry (LCCI)

London Chinesse Community Centre

London Councils

London Cycling Campaign

London Cycling Campaign (Lambeth)

London Cycling Campaign (Southwark)

London Cycling Campaign (Wandsworth)

London European Partnership for Transport

London Faiths Forum

London Fire and Emergency Planning Authority

London Fire Brigade

London First

London General

London Gypsies & Travellers

London Hire Ltd

London Living Streets

London Older People's Strategy Group

London Omnibus Traction Society

London Pedicabs Operator’s Association (LPOA)

London Pedicabs Welfare Association (LPWA)

London Road Safety Council

London Senior Social

London Suburban Taxi-drivers' Coalition

London Taxi PR

London TravelWatch

London Wildlfe Trust

Loomis UK

LPHCA

LTDA

Marble Arch BID

Marks & Spencer

Marylebone Association

Mcdonnell transport

Mental health and wellbeing network

Metroline Travel Limited/ Metroline West Limited

Metropolitan Police (TMO for Barking & Dagenham/Havering/Redbridge/Newham)

Metropolitan Police (TMO for Barnet/Camden/Islington/Waltham Forest)

Metropolitan Police (TMO for Bexley/Greenwich/Lewisham/Southwark)

Metropolitan Police (TMO for Brent/Ealing/Harrow/Hillingdon)

Metropolitan Police (TMO for Bromley/Croydon/Lambeth)

Metropolitan Police (TMO for Heathrow Airport)

Metropolitan Police (TMO for Hounslow/Hammersmith & Fulham/Kensington & Chelsea/Richmond)

Metropolitan Police (TMO for Kingston/Merton/Sutton/Wandsworth)

Metropolitan Police (TMO for Westminster)

Metropolitan Police Service

Mode Transport

Moreton Triangle Residents Association

Motorcycle Action Group

Motorcycle Industry Association (MCIA)

MTR Crossrail

Mumderground

Mumsnet

Muscular Dystrophy UK

NAS Lambeth Branch

National Express

National Federation of the Blind UK

National Grid

National Motorcyclists Council (NMC)

NCT

Network Rail

New West End Company

NHS Property Services

No Panic

Northbank BID

OnCue Transport

One Place East

Opinari Ltd

Original Beer Bike

Ortegalink

Paddington Residents Active Concern on Transport

Park Village East Residents

PCOrentals

PCS

PedalMe

philip kemp cycle training

Planning Design

Portaramp UK Limited

Portman Estate

PrioritEyes Ltd

Private Hire Board

Queen Elizabeth's Foundation for Disabled People

RAC Motoring Foundatiom

Race Equality Foundation

Rail Delivery Group

Railfuture Ltd

Regent's Park Estate Tenants and Residents Association

Research Institute for Disabled Consumers

Reynolds

Rickshaw Hiring Ltd

RMT London Taxi

RMT Union

RNIB

Road Danger Reduction Forum

Road Haulage Association

Road Safety Markings Association

Roadpeace

Royal College of Nursing

Royal Institute of Chartered Surveyors

Royal London Society for Blind People

Royal Mail

Royal Mail Parcel Force

Royal Town Planning Institute (RTPI)

Sainsbury's Supermarkets

Scope

Sense

SITA UK

Skanska

Somers Town Neighbourhood Forum

South bank bid

South East Bayswater Residents' Association

South Herts Plus Cycle Training

Southbank BID

Southbank Employers Group

Southbank Forum

Southbank Partnership

Southwark Cyclists

Southwark Disablement Association

Southwark Safer Transport Team

SouthwarkFamily Information Service

Space Syntax

Stagecoach

Stay Safe

STMGROUPLTD

Stonewall

Suzy Lamplugh

Team London Bridge

Team Margot

Technicolour Tyre Company

Terrence Higgins Trust

Thames Water

The Association of Guide Dogs for the Blind

The Belgravia Society

The Big Bus Company Ltd,

The Bike Project

The British Dyslexia Association

The Driver-Guides Association

The Fitzrovia Partnership

The Lesbian and Gay Foundation - LGBT Carers Online Forum

The Residents' Society of Mayfair & St James's

The Royal Association of Deaf People (RAD)

The Royal Parks

The Soho Society

This is Paddington

Thomas Pocklington Trust

Three Faiths Forum

TKMaxx

TNT

Tony Gee and Partners

TPH for Heathrow Airport

Trailblazers, Muscular Dystrophy UK

Transport Associates Network (Ann Frye)

Transport Focus

Transport for All

UCG

UK Power Networks

Unions Together

Unite the Union

UPS

Urban Movement

Veluba

Victoria BID

W9 Empowerment Group

Walk London

Warburton

We are Waterloo

West Hampstead Garden and Residents Association

Westminster Cycling Campaign

West Norwood and Tulse Hill BID

Westminster LCC

WHAT - West Hampstead Amenity and Transport group

Wheels for Wellbeing

Whizz Kidz

Wilton Street Residents Association

Young Lambeth

Appendix J Media activity

27 January

TfL press release

TfL sets out plans to regulate pedicabs in London for the first time

Pedicabs would be regulated to make them as safe as possible, ensuring that they are driven, maintained and operated in a professional way Consultation is open until 7 March 2025, marking first step towards regulation The Pedicabs (London) Act 2024 gives TfL the powers to regulate pedicabs in public places in the capital

Transport for London (TfL) is inviting people to have their say on proposals to regulate pedicabs in London for the first time. Pedicabs can provide a unique and green way to see parts of the capital. However, pedicabs are the only form of unregulated public transport in London, and this has led to inconsistencies in the way services operate, with some customers being charged well-documented rip-off fares. There is a need to ensure any regulations prioritise the safety of passengers and pedestrians, and minimise fare issues as well as anti-social behaviour caused by loud music and poor driving. To support the pedicab industry to offer a safe, professional and reliable service, TfL is seeking views on several proposals, including that:

All pedicab drivers would be required to have a one-year pedicab driver's licence and would need to meet a set of safety standards such as criminal backgrounds checks

Drivers would need to demonstrate they understand their role and responsibilities

Drivers would be required to have appropriate insurance

Regular vehicle inspections would be required to check the condition of the vehicle to ensure it remains safe and roadworthy

The regulations and licensing requirements for pedicabs would be similar to those that apply to taxis and private hire vehicles (PHV), but tailored to the unique nature of the pedicab and the market they operate in. Currently, there is no consistency to the way fares are charged for a pedicab journey and TfL is also proposing to address this issue. This could include fares being set using a time-based, distance-based, or zonal structure.

Some antisocial behaviour and noise offences are already covered by existing legislation. However, TfL is also considering whether regulations and licensing requirements should address driver conduct such as playing loud music and causing disturbances. This would include potential restrictions on noise levels particularly at certain times of the day.

The proposals would cover pedicabs carrying paying passengers and 'party bikes'. Vehicles which are used to carry freight, other non-passenger carrying services, and

those for personal use will not be covered by regulations from this consultation. Any proposals would ensure that future developments to pedicabs would remain subject to regulations.

TfL is asking people to have their say on the changes and a consultation is now open until 7 March 2025 at haveyoursay.tfl.gov.uk/pedicab-regulations. Feedback from the public is hugely valuable to ensuring that the changes work for everyone.

Will Norman, the Walking and Cycling Commissioner said: “Pedicabs should be a fun and sustainable way for people to see London but, without regulation, some drivers are behaving unsafely or antisocially, and charging extortionate prices. I’m pleased that TfL are launching this consultation on how to regulate the pedicab industry, ensuring the safety of customers, pedestrians and other road users."

Helen Chapman, TfL’s Director of Licensing & Regulation, said: “Pedicabs are the only form of unregulated public transport in London and have an impact on the safety of the capital’s road network, as well as customers being charged well-documented rip-off fares, so we’re pleased to be able to launch this consultation. I'd encourage everyone to take part in our consultation and to have their say as people’s feedback will be vital to ensuring the changes work for everyone. We’re looking forward to working with the pedicab industry, to ensure it is run safely and fairly."

Dee Corsi, Chief Executive of New West End Company, said: “We welcome Transport for London’s progress with the Pedicabs Act. This new system will positively impact the West End, a global flagship destination. The consultation is a vital step towards ensuring passenger and pedestrian safety. We look forward to playing our part in shaping a safer and more professional pedicab service for all.”

Ros Morgan, Chief Executive of Heart of London Business Alliance said: “HOLBA has campaigned for the regulation and licensing of pedicabs for over 10 years and we have worked closely with Transport for London to help shape this consultation. It's a positive step forward and we would like to see the new regulations introduced as soon as possible. This will help to ensure that vehicles are road worthy, adequate checks are introduced for drivers and that passengers are charged a fair price. Ultimately, we want to help protect the safety of passengers and minimise anti-social behaviour so that the West End retains its reputation as a world-leading destination.”

Notes to editors To give your thoughts on the consultation, visit: Pedicab regulations | Have Your Say Transport for London (tfl.gov.uk) Currently pedicabs operate by picking up passengers in the street, known as plying for hire, with regulations potentially restricting this service to both plying for hire and pre-booked services through a licensed pedicab operator.

Pedicab operators would include individuals, companies, or other organisations which take bookings for the hire of pedicabs in the capital under current proposals. The licensing requirements would include similar standards as PHV operators.

TfL’s current proposals are predominantly based on those pedicabs currently in use in London. To help shape consideration on future innovation TfL would be keen to hear views about future pedicab designs or models and what regulation may be appropriate to introduce to ensure passenger safety.

Some antisocial behaviour and noise offences caused by pedicabs are already covered by existing legislation and enforced by the Metropolitan Police and local councils.

Any enforcement of new regulations are proposed to be led by TfL, with enforcement costs recoverable through the pedicab licence fees. Work to develop the regulations is ongoing and costs will be determined as part of the consultation process and ongoing discussions with stakeholders.

This consultation closes on 7 March 2025. TfL will use the feedback from the consultation to develop the regulations it plans to introduce at a later stage. It is possible that a second consultation will be required where TfL will publish the final regulations.

An article in the Daily Telegraph looks at the mayor's pledge to introduce new regulation in the capital to eliminate rip-off charges, traffic jams and anti-social behaviour.

TfL has ordered a six-week public consultation on new rules for rickshaws, which former London Mayor Boris Johnson once branded a menace to London's streets. TfL's proposals include the calculation of fares based on how long a journey takes, the distance travelled, or using a zonal structure like that applied to trips on the Tube. It mentions that views are also being sought on measures including a one-year licence for drivers subject to criminal background checks, mandatory vehicle inspections and proof of insurance. It carries quotes from Will Norman and the Chief Executive of the Heart of London Business Alliance. The piece notes that the previous Mayor pushed for the powers to regulate unsuccessfully.

ITV London (07:08) Transport for London is asking people what they think about pedicabs for the first time. The controversial way to get around is the only unregulated public transport in the capital. The feedback will be used to help regulate fare prices and prioritise safety for passengers.

BBC - Pedicab licences and insurance among TfL proposals

Daily Mail - Crackdown on 'rip-off' rickshaws: Sadiq Khan vows to rid capital of shady drivers who 'swindle' tourists and blare loud music

28 January

The Standard - **Pedicab drivers face background security checks and ban on 'rip-off fares' when TfL licensing starts**

Time Out - **TfL has set out a plan to regulate central London pedicabs for the first time, potentially banning loud music and rip-off fares**

The Standard – **Comment: Pedicabs are the scourge of London: regulating them isn't enough, we need a ban**

ITV London TV News 18:11 (28 Jan)
Presenter – Transport for London is asking people what they think about pedicabs for the first time. The controversial bikes are the only unregulated form of public transport in the capital. TfL says the feedback will be used to help regulate fare prices and prioritise safety for passengers.

ITV London TV News 13:57 (28 Jan)

TfL is asking people what they think about pedicabs for the first time. The controversial way to get around is the only unregulated form of transport in the capital. Some users have reported facing fares of hundreds of pounds for short journeys. TfL says the feedback will be used to help regulate the prices and prioritise safety for passengers.

BBC London TV News 13:39 (28 Jan)
Presenter – Pedicabs could be regulated in London for the first time. TfL is launching a consultation today. Some customers have complained of rip-off fares as well as anti-social behaviour, poor driving and loud music. The introduction of licences and insurance for drivers is being considered.

LBC London News 13:10 (28 Jan)
Presenter – Transport for London has set out plans to regulate pedicabs for the first time. They're asking for people's views on new rules for the cycle rickshaws. Mark Davis is TfL's lead for pedicabs, he's told LBC News what kind of changes could be brought in. Mark Davis – One of the things that we're looking at as part of the consultation is to introduce some regulation on fares. We're asking for views on whether they should be based on mileage, distance time or things like a zonable fare, like we see on the Tube. London is very different to the rest of the UK when it comes to regulating pedicabs. Elsewhere they are classed as Hackney Carriages. In London we have the specific Pedicab Act, which is what we're they're using to consult on to look at introducing regulations that will be London specific.

LBC – James O'Brien 12:10 (28 Jan)
Phone in with the general public calling to give their views.

Interviews that took place

Mark Davis with Eddie Nestor, BBC Radio London 11:54 (28 Jan)

Daily Telegraph 28 Jan

Wheels to come off capital's rip-off rickshaws in Khan crackdown

By **Christopher Jasper**

SIR SADIQ KHAN has launched a crackdown on London rickshaw drivers who charge passengers extortionate fares while creating havoc with erratic steering and blaring music.

The mayor has pledged to introduce new regulation in the capital to eliminate rip-off charges, traffic jams and anti-social behaviour.

Transport for London (TfL), which Sir Sadiq chairs, has ordered a six-week public consultation on new rules for rickshaws, which former London Mayor Boris Johnson once branded a menace to London's streets.

Officially known as pedicabs, rickshaws are the only form of unregulated public transport in the capital, with no unified mechanism currently in place to govern charges.

Reports of scams involving unsuspecting tourists are rife, with one man claiming in 2022 that he was hoodwinked into paying £500 for a 10-minute journey from Mayfair to Soho.

A debate in the House of Commons in 2021 heard that a tourist couple were charged £380 to travel less than a mile in the West End, compared with a £7 fare using Uber.

TfL's proposals include the calculation of fares based on how long a journey takes, the distance travelled, or using a zonal structure like that applied to trips on the Tube.

Views are also being sought on measures including a one-year licence for drivers subject to criminal background checks, mandatory vehicle inspections and proof of insurance.

While some forms of antisocial behaviour and noise-related offences are covered by existing legislation, TfL will also consider whether licensing requirements should include limits on the playing of loud music, with a decibel cap at certain times of day.

Will Norman, London's walking and cycling commissioner, said there was no option but to regulate rickshaw drivers given the level of disruption caused.

He said: "Pedicabs should be a fun and sustainable way to see London, but without regulation some drivers are behaving unsafely or anti-socially and charging extortionate prices."

Ros Morgan, chief executive of the Heart of London Business Alliance, said her organisation has been campaigning for a crackdown on rickshaws for more than a decade and said regulations must be "introduced as soon as possible" to avoid tarnishing the reputation of the West End.

Mr Johnson pressed for the right to regulate the tricycles during his time as mayor, without success.

'Some drivers are behaving anti-socially and charging extortionate prices'

One of London's pedicabs, which now face strict regulation

City AM Article

Poetry, pedicabs and petty petty politics

IT CAN be hard to get noticed in the House of Commons, particularly these days given there are hundreds of new MPs trying to catch the attention of journalists. Spare a thought for Lib Dem MP Roz Savage, who attempted to deliver a poem she'd written about environment secretary Steve Reed. She was promptly stopped by the Speaker on the grounds that members shouldn't refer to other MPs by name, leaving her adrift with stanzas of Reed rhymes that no longer worked.

But it's not just poetry plaguing parliament, with this week bringing a long-awaited update to the government's promised crackdown on pedicabs (yes the tuk-tuks) which the Tories last year vowed to end the "scourge" of in the capital. The music-blasting rickshaws came under fire for, quite frankly, being annoying, but also – somehow – all being completely unlicensed. Not anymore though! As of this week, ministers have passed a law which will give Transport for London the power to regulate the cowboy industry, while also opening a public consultation.

City AM investigated the matter last year and would like to spare a thought for 'the big boss in King's Cross' (the alleged kingpin from whom drivers licence their vehicles) whose business will no doubt be destroyed by the parallel 'scourge' of red tape.

National

The Telegraph – Sadiq Khan launches crackdown on 'rip-off' rickshaws in London
Bid to regulate pedicabs comes after numerous reports of scams and widespread disruption.

Daily Mail – Crackdown on 'rip-off' rickshaws: Sadiq Khan vows to rid capital of shady drivers who 'swindle' tourists…

Sir Sadiq ordered a six-week public consultation on new rules for the carts - which have been inundated with complaints from tourists whose plans to tour...

GB News – Pedicab restrictions move closer with riders facing £2,500 fine for breaking rules
Pedicabs are set to be regulated across the capital for the first time as authorities crack down on the nuisance vehicles seen to clog up roads and...

Yahoo News UK – What we know about crackdown on rickshaw drivers in London
Pedicab drivers in London may have to have a licence, insurance and wear safety equipment under new proposals. Journeys on rickshaws in the capital could...

MSN – Pedicab restrictions move closer with riders facing £2,500 fine for breaking rules - 'Positive step'
Pedicabs are set to be regulated across the capital for the first time as authorities crack down on the nuisance vehicles seen to clog up roads and...

MSN – New driving restrictions edge closer with road users facing £2,500 fine for breaking rules
It follows the Pedicabs (London) Act 2024 which was passed last year to give Transport for London the powers to regulate the vehicles in public places in...

MSN – Pedicab licences and insurance among TfL proposals
The introduction of licences and insurance for pedicab drivers is being considered by Transport for London (TfL). The capital's transport body said the...

Pan-London & Local
London Standard – Pedicab drivers face background security checks and ban on 'rip-off fares' when TfL licensing starts
Pedicab drivers face background security checks and may need to be able to speak English under new rules designed to regulate the industry for the first...

London Standard – Pedicabs are the scourge of London: regulating them isn't enough, we need a ban
Trips into Central London are best avoided for a variety of reasons. For one, the tourists: everywhere, cluttering up the pavements in their excitement,...

London Standard – Pedicab drivers face background security checks and ban on 'rip-off fares' when TfL licensing starts
Pedicab drivers face background security checks and may need to be able to speak English under new rules designed to regulate the industry for the first...

Metro – Plans for crackdown on 'nuisance' pedicabs in London set out
New rules which pedicabs could be forced to obey to operate on London's streets have been laid out. A crackdown on 'nuisance' pedicabs, also known as...

BBC – TfL: Pedicab licences and insurance among regulation proposals
The introduction of licences and insurance for pedicab drivers is being considered by Transport for London (TfL). The capital's transport body said the...

ITV – TfL open consultation into pedicabs following 'rip off fares'

Transport for London has opened a consultation to regulate pedicabs in the capital for the first time. | ITV News London.
Time Out – TfL has set out a plan to regulate central London's pedicabs for the first time
The Pedicab (London) Bill allows TfL to regulate pedicabs to ensure the vehicles are safe and prices are fair.

LondonWorld – London pedicab crackdown mooted - see new rules riders could face
Pedicab riders in London may have to wear high-vis vests, take out insurance and make sure they have passed their driving test under new rules being...

South London Press & Mercury – Tighter pedicabs regulations being considered to curb 'free ...
Pedicab riders in London ... Other proposals include allowing pedicabs to use existing bus and cycle lanes and creating designated pedicab stopping areas.

Waltham Forest Echo – TfL consults on banning loud pedicabs with 'rip-off fares'
TfL plans to require all pedicab drivers to have a one-year license, and meet criminal background checks. Credit: TfL. Transport for London (TfL) is...

Southwark News – Crackdown set out to tackle 'rip-off and anti-social' pedicabs
Pedicab riders in London may have to wear high vis vests, take out insurance and make sure they have passed their driving test under new rules being...

Londonist – London's Rickshaws Face Sweeping New Regulations
Judging from the recent reaction of Londonist readers to a post about West End pedicabs — or rickshaws as many know them — there are robust feelings about...

ianVisits – London's pedicabs face ban on loud music and rip-off fares in new TfL rules
For the first time, London's "wild west" pedicab market will be subject to regulations to control drivers' behaviour on the streets and passenger prices.

London Spy – The pedicab crackdown begins
TfL has unveiled its proposed regulations for central London's pedicabs, including fare controls and a potential ban on boomboxes. Drivers would also be ...

London On The Inside – TfL Has Begun its Crackdown on Pedicabs in London
Now, thanks to the passing of the Pedicabs (London) Act 2024, TfL has the power to regulate pedicabs in public places.

Evrim Ağacı – TfL Launches Consultation To Regulate London Pedicabs
Pedicabs, often known as rickshaws, have long been part of London's vibrant street scene, but their unregulated status has led to significant concerns over...

Evrim Ağacı – TfL Proposes New Regulations For London Pedicabs
Transport for London (TfL) is taking steps to regulate the previously unregulated pedicab market, aiming to bring greater safety and consistency to these...

Surrey Live – TfL pedicab rules hinted at - full driving licence and insurance…
Pedicab riders in London may have to wear high vis vests, take out insurance and make sure they have passed their driving test under new rules being proposed.

Trade

TaxiPoint – What parts of the proposed TfL Pedicab Regulations will London taxi drivers be most against?
Transport for London's (TfL) proposals to regulate pedicabs in the capital may address many public concerns, but they are unlikely to win support from...

TaxiPoint – PLYING-FOR-HIRE, FARE PRICING AND INSURANCE: TfL launches consultation on regulating London's Pedicabs
Transport for London (TfL) has unveiled proposals to introduce the first-ever regulations for pedicabs operating in the capital. The move comes as concerns...
Traffic Technology Today – TfL sets out plans to regulate pedicabs in London for the first time
Transport for London (TfL) is inviting the public to have their say on proposals to regulate pedicabs in London for the first time. Cycle-powered pedicabs.

Highways News – TfL sets out pedicabs regulation plans
TfL is inviting people to have their say on proposals to regulate pedicabs in London for the first time. Pedicabs can provide a unique and green way to see...

CiTTi Magazine – TfL begins first pedicab regulation consultation
Transport for London (TfL) is holding a public consultation on proposals to regulate pedicabs in the capital. This is the first public consultation since...

X Coverage

Media

The Standard@theLDNstandard
"A ride on a pedicab sounds like anybody's worst nightmare, and yet, it's impossible to move in any tourist hotspot without encountering fleets of the things", writes Vicky Jessop Read more: https://standard.co.uk/comment/pedicabs-london-fare-tfl-regulation-drivers-b1207623.html…

Standard News@standardnews
"A ride on a **pedicab** sounds like anybody's worst nightmare, and yet, it's impossible to move in any tourist hotspot without encountering fleets of the things", writes Vicky Jessop Read more: https://standard.co.uk/comment/pedicabs-london-fare-tfl-regulation-drivers-b1207623.html…

BBC London@BBCLondonNews
The introduction of licences and insurance for **pedicab** drivers is being considered by Transport for London.

TfL: Pedicab licences and insurance among regulation proposals
BBC London@BBCLondonNews
How do you feel about pedicabs in London? The introduction of licences and insurance for **pedicab** drivers is being considered by Transport for London. Tap for the full story: https://bbc.in/4hiCuK3

BBC London@BBCLondonNews
The capital's transport body said the rickshaw-style bikes remained the city's only form of unregulated public transport, sometimes leading to "rip-off" prices

TfL: Pedicab licences and insurance among regulation proposals

GB News@GBNEWS
Pedicab restrictions move closer with riders facing £2,500 fine for breaking rules - 'Positive step'

Pedicab restrictions move closer with riders facing £2,500 fine for breaking rules - 'Positive step'

TaxiPoint - UK Taxi News@Taxi_Point
What parts of the proposed TfL **Pedicab** Regulations will **London** taxi drivers be most against?

What parts of the proposed TfL Pedicab Regulations will London taxi drivers be most against?

ianVisits@ianvisits
London's pedicabs face ban on loud music and rip-off fares in new TfL rules https://ianvisits.co.uk/articles/londons-pedicabs-face-ban-on-loud-music-and-rip-off-fares-in-new-tfl-rules-78726/… For the first time, London's "wild west" pedicab market will be subject to regulations to control drivers' behaviour on the streets and passenger prices.

CLondoner92@CLondoner92
Transport for London Have Your Say: Pedicab regulations The Pedicabs (London) Act 2024 lets TfL regulate pedicabs for safety, fares, anti-social behavior, and congestion, focusing on passenger-carrying, paid services. Consultation closes on 7 March 2025

Pedicab regulations

MyLondon@myldn
TfL pedicab rules hinted at - full driving licence and 'English skills'

TfL pedicab rules hinted at - full driving licence and 'English skills'

Adrian Zorzut@AdrianZorzut
TfL has finally launched a public consultation into pedicab regulations - here's a round-up of what's being proposed

TfL pedicab rules hinted at - full driving licence and 'English skills'

Stakeholders

APPG for Cycling & Walking@APPGCW
The introduction of licences and insurance for pedicab drivers is being considered by TfL

TfL: Pedicab licences and insurance among regulation proposals

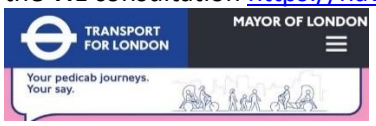
PaddingtonNow@PaddingtonNow
@TfL has launched a six-week consultation to understand people's views on pedicab regulation, following the introduction of legislation in 2024. Have your say by 7 March 2025: https://haveyoursay.tfl.gov.uk/pedicab-regulations/surveys/pedicabs-tellusyourviews…… #TfL #Pedicabs #LondonTransport

Marble Arch London@MarbleArchLDN
Have your say: @TfL is consulting on new **#pedicab** regulations covering safety, fares, licensing & noise control. Find out more: https://buff.ly/40VKxXG Share your views by 7 March 2025: https://buff.ly/4hzEOvR #TfL #Pedicabs #LondonTransport #Transport

Lambeth North-West@MPSLambethNW
We frequently get asked about Pedicabs across the area, here is your opportunity to take part in a consultation process TFL are holding. Pedicab regulations

Pedicab regulations

Hyde Park & Paddington Labour Action Team@HydeParkLabour
Pedicab Regulations - **TfL** Consultation Participate in the consultation and share your perspective; whether you have utilised pedicabs or have experienced disturbances, your insights are valuable for the **TfL** consultation https://haveyoursay.tfl.gov.uk/pedicab-regulations…



Paul Swaddle@paulswaddle
It is quite amazing that @MayorofLondon is trying to take credit for something that has been delayed by @TfL! This legislation is urgently needed to protect tourists and residents from the pedicab pests.

Timothy Barnes@VoteTimBarnes
Outrageous that Labour's terrible Mayor, Sir Sadiq, is taking credit for bringing in #pedicab regulation! @twocitiesnickie did all the heavy lifting to get the Bill through Parliament when Mayor could have instructed @TfL to do so. I was there when it went through - he was no where to be seen! He then wasted nine months in starting the consultation just to score political points while residents in central #London suffered! @Telegraph pls correct misleading headline! https://telegraph.co.uk/business/2025/01/28/sadiq-khan-launches-crackdown-on-rip-off-rickshaws-in-londo/…
@westminstertory