PUBLIC SERVICE GARAGE

REFORM

Transport Malta

MINISTRY FOR TRANSPORT, INFRASTRUCTURE AND CAPITAL PROJECTS
PUBLIC SERVICE GARAGE

REFORM
DEFINITIONS

**Chauffeur driven vehicle** means any new motor vehicle bearing ‘LY’ registration plates (except for M2, M3 and N category motor vehicles) or in-service QZ plated vehicles changed to LY plated vehicles which are not older than 2 years from date of registration (as long as these are not white and not N category motor vehicle), are registered and licensed to be hired from an approved Operator Licence holder to be driven by the owner of such Operator Licence or by his employees;

**Low-powered vehicles** means vehicles which do not exceed the speed of 45km per hour;

**Leasing** means a contract under which the owner of a motor vehicle grants to another person the exclusive possession of the motor vehicle for an agreed period;

**Leased vehicle** means any new motor vehicle (except for M2 and M3 category motor vehicles) which bear ‘QZ’ plated registration plates, or in-service ‘LY’ plated vehicles changed to ‘QZ’ plated vehicles which are not older than 2 years from date of registration and are registered and licensed to be hired from an approved Operator Licence holder;

**M1 motor vehicles** mean vehicles used for the carriage of passengers and comprising no more than eight seats in addition to the driver’s seat;

**N1 motor vehicles** mean vehicles used for the carriage of goods and having a maximum mass not exceeding 3.5 tonnes;

**N2 motor vehicles** mean vehicles used for the carriage of goods and having a maximum mass exceeding 3.5 tonnes but not exceeding 12 tonnes;

**N3 motor vehicles** mean vehicles used for the carriage of goods and having a maximum mass exceeding 12 tonnes;

**Self drive motor vehicle** means a motor vehicle which is licensed and/or registered to be hired from an approved Operator Licence holder for the propose of being driven by a hirer;

**Motor cycle** means a two-wheel vehicle with or without a sidecar, fitted with an engine having a cylinder capacity of more than 50 cm³ of the internal combustion type and, or having a maximum design speed of more than 45 km per hour, and including a motor tricycle.
1. INTRODUCTION

1.1. Transport Malta regulates the registration and licensing of garage hire (chauffeur-driven) vehicles, vehicles for hire or lease, and operators of such vehicles under one licensing regime termed the Public Service Garage (PSG) Permit System. There are currently 1046 PSG permits owned by 844 operators, between them actively operating a total fleet of 18,943 vehicles. Most of these PSG Permits were issued by the Commissioner of Police whereby PSG fees were calculated according to the Police Licences Regulations (S.L. 128.01). In 2003, the Authority inherited the issuance of PSG permits from the Police. The Authority continued to adopt the same system.

1.2. The following is a list of registered and active vehicles that make up the car rental (‘K’ and ‘QZ’ vehicle registration plates) and the garage hire (‘GY’ and ‘LY’ plates) market:
<table>
<thead>
<tr>
<th>EU Vehicle Category</th>
<th>Brief Description</th>
<th>K</th>
<th>QZ</th>
<th>GY &amp; LY</th>
</tr>
</thead>
<tbody>
<tr>
<td>M1</td>
<td>Light passenger-carrying vehicles (≤ 8 passenger seats)</td>
<td>2,411</td>
<td>9,916</td>
<td>3,020</td>
</tr>
<tr>
<td>N1</td>
<td>Light goods-carrying vehicles (≤ 3.5t)</td>
<td>0</td>
<td>1,755</td>
<td>0</td>
</tr>
<tr>
<td>N2</td>
<td>Goods-carrying vehicles (&gt;3.5t ≤ 12t)</td>
<td>0</td>
<td>498</td>
<td>0</td>
</tr>
<tr>
<td>N3</td>
<td>Goods-carrying vehicles (&gt; 12t)</td>
<td>0</td>
<td>50</td>
<td>0</td>
</tr>
<tr>
<td>L1</td>
<td>Powered cycles and two-wheeled mopeds.</td>
<td>0</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>L3</td>
<td>Low, medium and high performance motorcycles.</td>
<td>173</td>
<td>859</td>
<td>0</td>
</tr>
<tr>
<td>L5e</td>
<td>Powered tricycles.</td>
<td>0</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>L7e</td>
<td>Heavy quadricycles.</td>
<td>0</td>
<td>202</td>
<td>0</td>
</tr>
<tr>
<td>SP1</td>
<td>Special purpose vehicles.</td>
<td>0</td>
<td>22</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2,584</td>
<td>13,339</td>
<td>3,020</td>
</tr>
</tbody>
</table>

1.3. The regulatory framework governing this sector is to say the least fragmented and, with the exception of piecemeal and far apart policy changes along the years, is essentially the same one that was inherited from the Police. The rules governing this sector are in fact scattered in a legal Act, two separate sets of regulations and an internal policy. The current framework also lacks service standards that should be expected from operators, drivers and their vehicles but also needs to be updated to cater for new technological developments, such as the rapid expansion of the collaborative economy in the transport industry which is changing the way people share and connect across Europe.
2. DEREGULATING, CONSOLIDATING AND STREAMLINING THE RULES THAT MAKE UP THE GARAGE HIRE SECTOR IN MALTA.

2.1. The fast changing trends, coupled by a lack of clear, consistent and enforceable rules has left the Authority unable to properly regulate this sector in the best interest of passengers and operators alike and has given rise to abuse by certain operators and customer complaints. Therefore, these regulations set forth the aim to streamline and raise the standards and regulation of this sector to the level of other passenger transport sectors that have already been reformed by the Authority and which are regularly updated. This is in fact the only transport sector that still needs to be holistically reviewed by the Authority. Other reforms in the passenger transport sector that have been carried out and regularly updated by the Authority include the passenger transport services sector in 2009/2010 (passenger transport vehicles carrying more than 8 passengers), the taxi sector in 2010/2011 and the use of animals and animal-drawn vehicles on the road in 2016/17.

2.2. In order to properly achieve these aims, it is strongly felt that the regulation of chauffeur-driven services should be separated from that of vehicle rental and leasing (self-drive) services, thereby deregulating the latter type of service, considering that there is no element of passenger transport involved. Two separate sets of consolidated regulations are therefore being created, one governing light passenger transport (chauffeur-driven) services and the other governing vehicle rental and leasing (self-drive) services. Consequently, the PSG permit system would be abolished.
3. LIGHT PASSENGER TRANSPORT (CHAUFFEUR-DRIVEN) SERVICES

3.1. The following are high level proposals for the regulation of light passenger transport vehicles (light passenger transport vehicles having eight passenger seats or less, hired out with a driver) based on the other passenger transport reforms already undertaken by the Authority.

3.2. Operator’s role

Light passenger transport services will be organised under operator licences based on the same conditions applicable in the other passenger transport sectors. Under the new regime, operators will therefore be required to fulfil the following requirements in order to obtain an operator’s licence:

i. Be of good repute and conduct;

ii. Must nominate a designated person, who may be the operator himself, and who must continuously and effectively manage the operations and who, together with the operator, is liable to any penalties resulting from breaches of these regulations, which penalties may also lead to the revocation of the operator’s licence;

iii. The operator must also declare that he/she has sufficient space to garage his/her vehicles while these are not in use;

iv. One (1) Operator licence will be issued per Operator, irrespective of the number of garages; however, a minimum of one (1) vehicle must be registered under the Operator Licence;

v. The Operator must have an Operating Centre where to keep records of all the bookings and employment contracts and from where to provide basic service to clients;

vi. An application fee of €200 per Operator licence must be paid irrespective of the location;

vii. An annual renewal fee of €200 per Operator licence must be paid.
3.3. Driver Requirements

Under current rules, drivers of chauffeur-driven vehicles are required to be of good repute and to attend a one-week rudimentary customer-care training course. They must also be in possession of a category ‘B’ driving licence, which they must have held for at least one year, and are required to be employed by the PSG operator. These requirements will be upgraded to a level similar of that required by taxi drivers, considering the similar, yet distinct nature of the services provided. Therefore, under the new regulatory framework, a driver will only be given a driver’s permit (TAG), if he/she:

i. Be of good repute and conduct (these have already been recently harmonised for all passenger transport drivers in a separate exercise);
ii. Is duly licensed in accordance with the Motor Vehicles (Driving Licences) Regulations;
iii. Is medically fit to drive;
iv. Possesses the requisite skills to act as a Driver after attending a specialised training course – Refer to Annex 1, and passes a theory and a practical examination; and
v. Undergoes periodic training as and when required by the Authority.

The requirement for a driver to be employed or engaged by the operator will be retained, but allowing drivers the option to work for more than one operator, as is the case for all the other passenger transport sectors.

3.4. Vehicle Requirements

Under the current rules for this sector, only M1 category chauffeur-driven vehicles may be licensed and hired out from a PSG permit. Moreover, according to the PSG Policy, chauffeur-driven vehicles must be new and there is no limit to when they can remain in service. Furthermore, an operator must have a minimum of two (2) such vehicles under his permit.

In line with the Taxi Services Regulations and the proposed new regulations for Self-Drive Vehicles (referred to in point 4 below as Vehicle Rental and Leasing Services), vehicles introduced in the fleet as light passenger transport vehicles will still be required to be new – i.e. never registered before and of any colour except white – in order to retain the distinction from white taxis (except for classic/vintage vehicles).
Also in-service swapping between ‘QZ’ to ‘LY’ plated vehicles will be allowed as long as the vehicles are not of white colour and are not older than Two (2) years from date of registration.

On the other hand, the requirement on the minimum number of vehicles will be one (1) vehicle per Operator Licence and vehicles will no longer be limited to the M1 category, but may include other lower passenger vehicle categories as long as the maximum seating capacity of 8 passenger seats is not exceeded. However, vehicles will not be allowed to remain in service beyond 15 years from when they were registered for the first time. Understandably, these age requirements will not apply to classic, vintage or veteran vehicles that are classified as such by the Vintage Vehicle Classification Committee established under the Motor Vehicles Registration and Licensing Act (Chapter 368).

Furthermore, the vehicles must be equipped with a tracking device, whereby the Authority may ask to be provided with real time data. The vehicle must be fit and safe for public use.

3.5. Services Requirements

Except for a requirement to have an operating centre from where bookings are made and where records are kept, there are currently no service requirements or standards in force. Therefore, the new regulations will include a list of responsibilities on operators and drivers to ensure a high standard of service, including:

- Service must be booked in advance and no plying or standing for hire;
- Conditions of hire, including abiding by pick up/drop off times advertised fees etc;
- TM from time to time may carry spot check, to assure that vehicles are kept in good working order and clean;
- Driver must wear appropriate clothing;
- Proper and safe driving;
- No use of equipment and no disturbances while driving;
- Emergency equipment, no smoking etc;
- Must be garaged while not in use.
3.6. Digital Platforms

The advent in Malta of such digital platforms is also proving to be challenge for the Authority to regulate. Digital Platform is a booming technologically-driven service models, including globalised internet-based service platforms which are fast becoming a socio-economic trend. While the rapid development of these platforms should be considered as an economic opportunity to foster sustainable and more widely spread growth, it is proving to pose significant challenges for policy makers and regulators in EU member states, not only to keep up, but to make sure that these services offer a safe option for passengers and that they operate on a level playing field with other traditional service providers.

To this aim, and in line with measures already adopted in a number of other EU member states, such digital platforms will be required to either acquire an operator’s licence under the new regime and abide by all the licensing conditions, or serve as an intermediary booking service platform solely for licensed operators, and not for drivers - even if such drivers are professionally licensed. In this regards, the intermediary service provider would also be required to:

- Be registered as a transport booking service with the Authority,
- Have an office established in Malta where all booking data should be kept and made accessible on request to the Authority, and
- Make available to clients when booking a service the details of the PSG operator with whom the service has been booked and ultimately provided.

Although under the current framework drivers are already required to be employed by the Operator Licence holder, these regulations extends responsibility to digital transport platforms, operating in Malta to conform with such requirements as well. This would serve to curb current practices where such platforms are marketing and offering their services to a new breed of “self-employed” drivers who have no employment or contractual relationship either with the platform itself or with the operators under whose permit the vehicles used are licensed. This practice is in fact giving certain operating service-platforms an unfair competitive advantage over “legitimate” garage hire operators, who unlike such platforms are legally obliged to abide by a myriad of fiscal and employment rules, regulatory requirements and other set-up and running costs. Also the fact that these platforms claim to have no
responsibility over drivers and vehicles used for such services, is a matter of concern in itself, as while it is aimed to exonerate them from any obligation towards their customers or responsibility for the service provided, it puts at risk the safety of passengers and hinders effective regulatory control.

3.7. Penalties

Currently, penalties vary between a minimum of €23 and a maximum of €58 and are charged only after conviction by Courts/ Tribunals. The Driver’s Tag or PSG permit is suspended or revoked if the holder no longer satisfies the good repute and conduct requirement or for undefined serious breaches of regulations. With the new regulations, administrative penalties and corresponding penalty points for both Operator Licence holder and drivers will be introduced, leading to revocation of driver’s permit or operator’s licence as the case may be. The loss of good repute condition will also lead to a revocation of licence. Serious offences will be clearly defined, leading to criminal proceedings, hefty fines and the suspension or withdrawal of the licences. In such cases, the Operator or Driver as the case may be, may lodge an appeal before the Administrative Review Tribunal.
4. VEHICLE RENTAL AND LEASING SERVICES

4.1. As it stands today, self-drive / leased vehicles, which may be passenger carrying vehicles or goods carrying vehicles, may only be registered and licensed by holders of a Public Service Garage Licence issued by the Authority. The distinction between ‘K’ plated (short-term hire) and ‘QZ’ plated (long lease) vehicles was created for enforcement purposes due to a registration tax exemption that applied on the registration of ‘K’ plated (short-term hire) vehicles. As of January 2010, this tax exemption is no longer applicable. Therefore, the said distinction is no longer required and should be removed and all self drive vehicles will be issued with ‘QZ’ registration plates.

4.2. Operator’s Role

Vehicle Rental and Leasing Vehicles will be organised under an operator licence based on the same conditions applicable in the other passenger transport sectors. One (1) Operator Licence will be issued, irrespective of the number of garages owned/rented by the Operator. The Operator must have an Operating Centre where to keep records of all bookings and as a contact point for clients. The Operator must have a minimum of 5 vehicles registered under the Operator’s Licence, oppose to the current minimum requirement of 4 vehicles. The Authority feels that this minimum requirement is needed to minimize the possibility of less serious operators entering the market and giving a bad image to the industry.

The current eligibility criteria to become an operator, particularly the requirement for operators to be of good repute and conduct will be retained. The new regulations, will place added responsibilities on operators to ensure a high standard of service, including the requirement for operators to appoint a ‘designated person’ (who may be the operator himself), who continuously and effectively manages the operation of the vehicle hire service, and who, together with the operator, is liable to any penalties resulting from breaches of these regulations, which penalties may also lead to the revocation of the Operator licence.
Current rules also dictate that a licence must be issued for every garage owned/rented, even if by the same operator. Each garage is subject to a minimum floor space and must be covered by a PA Permit, while licence fees varies according to the amount of the rental value of the garage at the rate mentioned in column 1 of table A of Part II of S.L. 128.01 and according to their respective category and locality. These fall under Category 1 and are also subject to a minimum fee mentioned in column 2 of the said table A – refer to Annex 3.

With the aim of reducing to a minimum the administrative process and the applicable licence fees, while providing for the necessary safeguards and deterrents against abuse, the proposed new regulations will provide for the issuing of one (1) operator licence against a nominal licence fee of €200 per Operator licence, irrespective of location. The operator must ensure and declare that he/she has sufficient space to garage his/her vehicles while these are not on hire. Moreover, the regulations should prohibit the parking, cleaning or servicing of vehicles for hire on the road while these are not hired out, and provide for hefty fines for breaches, which could also lead to the revocation of an authorisation. This is consistent with the changes made in the Passenger Transport Services Sector.

4.3. Vehicle Requirements

Under the current Policy for this sector, passenger carrying vehicles for hire must be new and there is no age limit on how long they can remain in service. In order to ensure a good quality of rented/leased passenger vehicles, the requirement that such vehicles should be new upon registration will be retained, whilst introducing a maximum age limit of 10 years from registration by when they should be removed from service. However, in-service swapping between ‘LY’ to ‘QZ’ plated vehicles will still be allowed within 2 years from date of registration.

On the other hand there is no age limit for N category (goods carrying vehicles) when these are licensed for the first time for hire and again, there is no age limit for their removal from service. The new regulations for N category vehicles will introduce a minimum age limit from date of manufacture and a maximum age limit by when they should be removed from service.
The below Tables illustrate the minimum and maximum age for each vehicle category.

**Minimum Age from date of manufacture by Category**

<table>
<thead>
<tr>
<th>Category</th>
<th>Age Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger</td>
<td>Vehicles must be New;</td>
</tr>
<tr>
<td>N1 goods</td>
<td>Vehicles not older than 4 years;</td>
</tr>
<tr>
<td>N2 goods</td>
<td>Vehicles not older than 6 years;</td>
</tr>
<tr>
<td>N3 goods</td>
<td>Vehicles no age limit.</td>
</tr>
</tbody>
</table>

**Maximum Age in service by Category**

<table>
<thead>
<tr>
<th>Category</th>
<th>Age Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger</td>
<td>Limit of 10 years for vehicles;</td>
</tr>
<tr>
<td>N1 goods</td>
<td>Limit of 15 years for vehicles;</td>
</tr>
<tr>
<td>N2 goods</td>
<td>Limit of 20 years for vehicles;</td>
</tr>
<tr>
<td>N3 goods</td>
<td>No age limit.</td>
</tr>
</tbody>
</table>

The Operator must ensure that the vehicles are covered by insurance as per provisions laid down in the Motor Vehicles Insurance (Third-Party Risks) Ordinance, Chapter 104 of the Laws of Malta.

4.4. **Service Standards**

The new regulations will include a minimum set of service standards that must be complied with, including amongst others:

- Setting up of premises to serve as a point of contact for the clients;
- Maintaining of proper records through an operating centre;
- Clear information to clients on the conditions of the hire and applicable fees;
- Replacement of vehicles in case of breakdown, accident or theft;
- The Authority may, from time to time, carry spot check to assure that the vehicles are kept in good working order and clean;
5. CONCLUSION

The Authority believes that the above new set of regulations will consolidate, streamline and update the rules governing the light passenger transport services and deregulate the vehicle rental and leased vehicles. It will also simplify and ensure effective enforcement system. The ultimate aim is to improve the standards and safety of passengers using these services whilst guaranteeing a level playing field among operators.
LIGHT PASSENGER TRANSPORT SERVICES
PSG OWNERS AND OPERATOR LICENCE

Current Regulations

PSG licence holders must be of good conduct and must nominate a designated person who manages the public service garage. Recent changes to the regulations harmonized rules on good conduct requirement.

PA permit needed per garage.

Minimum of 2 vehicles under PSG licence.

Application minimum fees range between €120 and €580, depending on location.

Proposed Regulations

Operator role to be created - One (1) Operator Licence will be issued per operator irrespective of number of garages.

The Operator owners must nominate a designated person, who may be the operator himself, who must be of good conduct, to continuously and effectively manage the operations. Both will be liable to any penalties resulting from breaches of the regulations, which penalties may also lead to the revocation of the operator’s licence. The Operator must declare that he/she has sufficient space to garage his/her vehicles while these are not in use.

Minimum of 1 vehicle under Operator licence.

An application fee of €200 per Operator licence irrespective of location. Annual renewal fee of €200 per Operator licence.
Current Regulations

Drivers must:

- be of good conduct (requirements recently harmonized for all passenger transport drivers);
- attend 1 week customer care training;
- be in possession of a category ‘B’ driving licence for 1 year;
- be employed by the PSG operator.

Proposed Regulations

Conforms to harmonised good conduct requirements applicable to all drivers.

Possesses the requisite skills to act as a Driver after attending a specialised training course, similar to that of taxi drivers, and passes a theory and a practical examination.

Undergoes periodic training as and when required by the Authority.

Can be employed by more than one Operator.
LIGHT PASSENGER TRANSPORT SERVICES
VEHICLES

Current Regulations

Only M1 category vehicles can be hired out with a driver.

Must be new, right-hand drive & not white (except for classic/vintage).
No age limit in service.

In-service swapping between QZ and GY/LY allowed if vehicles are not older than 2 years.

Proposed Regulations

Any vehicle category (≤ 8 passenger seats plus driver) can be rented out.
Still required to be new and not white (except for classic/vintage).

Must be equipped with a tracking device.

Data should be provided in real time if it is required by the Authority.
Age limit of 15 years in service.

In-service swapping between QZ and LY still allowed if vehicles are not older than 2 years and as long as it is not white.
LIGHT PASSENGER TRANSPORT SERVICES
DIGITAL PLATFORMS

Current Regulations
Not catered for.

Proposed Regulations
Requirements will cater for globalised internet-based service platforms - not to be confused with real car sharing economy, which will be dealt with separately.

Digital Platform providers will be required to

- Either acquire an operator’s licence under the new regime and abide by all the licensing conditions,

or

- Serve only as an intermediary booking service platform obo licensed operators, and not drivers.
LIGHT PASSENGER TRANSPORT SERVICES

PENALTIES

Current Regulations

Penalties vary between a minimum of €23 and a maximum of €58 and charged only after conviction by a court of law.

Not all breaches covered.

Suspension or revocation of driver’s tag or PSG permit if holder no longer satisfies the good conduct requirement, or for undefined serious breaches of regulations.

Proposed Regulations

Introduction of administrative penalties and corresponding penalty points, which may lead to the withdrawal of a driver’s or operator’s licence.

Loss of good repute condition will still lead to revocation of licence;

Serious offences will be clearly defined, leading to criminal proceedings, hefty fines and the suspension or withdrawal of licences.

Appeals may be lodged before the Administrative Review Tribunal.
Current Regulations

Fleet is organised in 2 groups:

- Short term hire (K Plates);
- Long term lease (QZ Plates)

Proposed Regulations

Distinction to be removed and all self-drive vehicles will be issued with QZ registration plates.
VEHICLE RENTAL AND LEASING SERVICES
OPERATORS AND OPERATOR LICENCE

Current Regulations

PSG licence holders must be of good conduct and must nominate a designated person who manages the public service garage.

Recent changes to the regulations harmonized rules on good conduct requirement.

PA permit needed per garage.

Minimum of 4 vehicles under PSG licence. Application minimum fees range between €120 and €580, depending on location.

Proposed Regulations

Operator role to be created - One (1) Operator Licence will be issued per operator irrespective of number of garages

Operator must nominate a designated person, who may be the operator himself, who must be of good conduct, to continuously and effectively manage the operations. Both will be liable to any penalties resulting from breaches of the regulations, which penalties may also lead to the revocation of the operator’s licence. The Operator must declare that he/she has sufficient space to garage his/her vehicles while these are not in use.

Minimum of 5 vehicles under Operator licence.

An application fee of €200 per Operator licence irrespective of location. Annual renewal fee of €200 per Operator licence.
VEHICLE RENTAL AND LEASING SERVICES

VEHICLES

**Current Regulations**

Any vehicle category (≤ 8 pass. Seats) can be rented out.

Passenger vehicles must be new, right-hand drive.

No age limit on importation of used Goods vehicles.

No age limit in service.

Min. 3rd Party liability Insurance cover.

In-service swapping between QZ and GY/LY allowed if vehicles are not older than 2 years and are not white.

**Proposed Regulations**

Any vehicle category (≤ 8 passenger seats plus driver) can be rented out.

Passenger vehicles must be new.

N1 goods vehicles not older than 4 years;
N2 goods vehicles not older than 6 years;
N3 goods vehicles no age limit.

Age limit of 10 years for passenger vehicles.
Age limit of 15 years for N1 goods vehicles;
Age limit of 20 years for N2 goods vehicles;
No age limit for N3 goods vehicles.

Insurance requirements must comply with the provisions of the Motor Vehicles Insurance (Third-Party Risks) Ordinance, CAP 104 of the Laws of Malta.

In-service swapping between QZ and GY/LY still to be allowed if vehicles are not older than 2 years from date of registration and are not white.
ANNEX 1

1. Knowledge of vehicle characteristics and safety features including, interalia:
   a. Knowledge of the characteristics of the transmission (gear) systems enabling a driver to make the best possible use of them;
   b. Knowledge of the technical characteristics and operation of the safety controls in order to control the vehicle (compliance with safety and security procedures), minimize wear and tear and prevent vehicle malfunction;
   c. Ability to optimise fuel consumption.

2. Safety of driver, passengers and other road users including:
   a. Ability to ensure passenger comfort and safety including particular behaviour with elderly and passengers with special needs;
   b. Knowledge of legislation regulating the carriage of passengers;
   c. Ability to assess and deal with emergency situations, including:
      i. First aid/CPR (cardiopulmonary resuscitation)
      ii. Aggressive or drunken behaviour by passengers
      iii. Dealing with accidents
   d. Ability to prevent and deal with criminality, including:
      i. Refusal by the passenger to pay the fare or tariff
      ii. Passengers requesting information on illegal activities
      iii. Passengers requesting over-speeding
      iv. Passengers requesting overloading of passengers
   e. Correct use of speed
   f. Physical fitness to drive a chauffeur driven vehicle
   g. Awareness of the risks on the road and accidents at work
3. Routes and destinations
   a. Thorough knowledge of routes, including the ability to provide shortest route and alternate routes
   b. Basic knowledge of prime tourist and commercial locations across Malta and Gozo

4. Interpersonal skills including:
   a. Customer Care
   b. Politeness
   c. Personal cleanliness

5. Languages
   a. The ability to communicate in either Maltese or English

6. Optional training with respect to the use of a wheelchair accessible vehicles:
   a. Maintaining wheel belts or wheel clamps in good working order
   b. Ability to safely install the wheelchair in the vehicle, backing the chair to the “fold down” seats, then securing both wheelchair brakes, secure seat belts/safety harness and also secure wheel belts/clamps if fitted to vehicle, ensure that the wheelchair and disabled person are secure.
   Minimum duration of training - 46 hour.
ANNEX 2

Rental values Licences

1. For a licence to keep a shop, stall, kiosk, store, garage, workshop, factory, trading establishment, office, agency, lodging house, printing press, club, cinema, theatre, place of public entertainment or other place where wares, merchandise, commodities, or other goods are manufactured and/or sold or where any trade, business, commercial activity, art, profession or calling is carried out there shall be charged a fee equivalent to the amount calculated on the rentual value of the licensed premises at the rate mentioned in column 1 of Table A of this item, according to their respective category and locality, and subject to the minimum fee mentioned in column 2 of the said Table A.

<table>
<thead>
<tr>
<th>Table A</th>
<th>Column 1</th>
<th>Column 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Locality A</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category 1</td>
<td>8%</td>
<td>€ 582.34</td>
</tr>
<tr>
<td>Category 2</td>
<td>8%</td>
<td>€ 302.82</td>
</tr>
<tr>
<td>Category 3</td>
<td>8%</td>
<td>€ 186.35</td>
</tr>
<tr>
<td>Category 4</td>
<td>8%</td>
<td>€ 116.47</td>
</tr>
<tr>
<td><strong>Locality B</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category 1</td>
<td>7%</td>
<td>€ 465.87</td>
</tr>
<tr>
<td>Category 2</td>
<td>7%</td>
<td>€ 232.94</td>
</tr>
<tr>
<td>Category 3</td>
<td>7%</td>
<td>€ 139.76</td>
</tr>
<tr>
<td>Category 4</td>
<td>7%</td>
<td>€  93.17</td>
</tr>
<tr>
<td><strong>Locality C</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category 1</td>
<td>6%</td>
<td>€ 244.58</td>
</tr>
<tr>
<td>Category 2</td>
<td>6%</td>
<td>€ 116.47</td>
</tr>
<tr>
<td>Category 3</td>
<td>6%</td>
<td>€  69.88</td>
</tr>
<tr>
<td>Category 4</td>
<td>6%</td>
<td>€  46.59</td>
</tr>
<tr>
<td><strong>Locality D</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category 1</td>
<td>5%</td>
<td>€ 116.47</td>
</tr>
<tr>
<td>Category 2</td>
<td>5%</td>
<td>€  58.23</td>
</tr>
<tr>
<td>Category 3</td>
<td>5%</td>
<td>€  46.59</td>
</tr>
<tr>
<td>Category 4</td>
<td>5%</td>
<td>€  34.94</td>
</tr>
</tbody>
</table>
**Locality A comprises:**

<table>
<thead>
<tr>
<th>Locality</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valletta</td>
<td>Republic Street between City Gate and St. Christopher Street; Merchants street between Victory Square and St. Christopher Street</td>
</tr>
<tr>
<td>Bugibba and Qawra</td>
<td>This locality includes the area surrounded by - Toni Bajada Street (both side); Mosta Road between Toni Bajada Street and Salini Coast Road up to Pioneers Corps Road; Pioneers Corps Road Qawra Road (inclusive of side streets found in the area) up to and including Bugibba Road til it meets with Toni Bajada Street near to and including the Gillieru Restaurant.</td>
</tr>
<tr>
<td>Paceville</td>
<td>i.e. the area know as Paceville surrounded by and includind Spinola Road (both sides); that part of St George’s Road between Spinola Road and St. George’s Bay (both sides); St George’s Bay and the road leading form that BAy toward the Regional Road (both sides and side streets thereat); Dragonara Road.</td>
</tr>
<tr>
<td>St Julians</td>
<td>Spinola Square; St George’s Road up to Spinola Road (including any side streets in the area).</td>
</tr>
</tbody>
</table>
**Locality B comprises:**

<table>
<thead>
<tr>
<th>Locality</th>
<th>Street Names</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valletta</td>
<td>St Paul’s Street between Castille Place and St Christopher Street; Old Bakery Street between Ordinance Street and St Christopher Street; St Zachary Street; Strait Street between Ordinance Street and St Nicholas Street; Victory Square; Old Treasury Street; St Frederick Street; Ordinance Street; South Street; Melita Street; Carts Street; St John’s Street between St Ursula Street and West Street; St Lucia’s Street between St Ursula Street and West Street; Old Theatre Street between St Ursula Street and Old Bakery Street; Felix Street; Archbishop Street between St Ursula Street and Old Bakery Street.</td>
</tr>
<tr>
<td>Hamrun</td>
<td>Ġorġ Borg Olivier Street; St Joseph High Road</td>
</tr>
<tr>
<td>Mellieha</td>
<td>Ġorġ Borg Olivier Street; Main street.</td>
</tr>
<tr>
<td>Sliema</td>
<td>Bisazza Street; Bisazza Lane; The Strand; Tower Road; St Anne Square; Cathedral Street; High Street between Tower Road and Ghar il-Lembi Street; Manwel Dimech Street between The Strand and St Helen Street; Rudolph Street between Manwel Dimech Street and St James Street.</td>
</tr>
<tr>
<td>St Julians</td>
<td>Ġorġ Borg Olivier Street</td>
</tr>
<tr>
<td>Locality</td>
<td>Streets and Places</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Victoria, Gozo</td>
<td>Pjazza Indipendenza; Republic Street; St Sabina Street; St George's Square; St Joseph Street; Market Street; Main Gate Street; President J.F. Kennedy Square; Fortunato Mizzi Street; Sir Adrian Dingli Street.</td>
</tr>
<tr>
<td>Marsalforn, Gozo Xlendi, Gozo</td>
<td></td>
</tr>
</tbody>
</table>

**Locality C comprises:**

<table>
<thead>
<tr>
<th>Locality</th>
<th>Streets and Places</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birkirkara</td>
<td>Valley Road; Mannarino Road; Fleur-de-Lys Road; Naxxar Road.</td>
</tr>
<tr>
<td>Birżebbuġa</td>
<td>Pretty Bay; St Edward Street between Pretty Bay and the Pier; Bonnici Street; Birżebbuġa Square.</td>
</tr>
<tr>
<td>Cospicua</td>
<td>Gavino Gulia Square; Paolino Vassallo Square; Bormla Wharf; St Paul Church Area;</td>
</tr>
<tr>
<td>Floriana</td>
<td>St Anne Square; St Anne Street; Pope John XXIII Square.</td>
</tr>
<tr>
<td>Location</td>
<td>Details</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------------------------------------------------------</td>
</tr>
<tr>
<td>Guardamangia</td>
<td>St Luke’s Road/Triq il-Mimosa</td>
</tr>
<tr>
<td>Gżira-Msida</td>
<td>The Strand; Testaferrata Street; Msida Sea-Front</td>
</tr>
<tr>
<td>Marsascala</td>
<td>Dun Tarcisio Agius Square; Marina Street; Salini Street; Mifsud Bonnici Square.</td>
</tr>
<tr>
<td>Mdina</td>
<td>the whole city</td>
</tr>
<tr>
<td>Mosta</td>
<td>Eucharistic Congress Road; Constitution Street; Main Street between Rotunda Square and Grech Mifsud Alley.</td>
</tr>
<tr>
<td>Rabat</td>
<td>Main Street; The Saqqajja; Parish Square; L’Isle Adam Square; St Augustine Street; St Paul’s Street; St Joseph Street.</td>
</tr>
<tr>
<td>St Paul’s Bay</td>
<td></td>
</tr>
</tbody>
</table>
Locality D comprises:
Any other locality not shown under Locality A, B or C

Category 1 refers to trading licences in respect of-

1. Radio, T.V., domestic appliances, office equipment, spares and high fidelity equipment.
2. Musical records, stereos, record players, tape recorders, cassettes and spare parts.
3. Importers and wholesalers.
4. Chemist, sale of perfumery and cosmetics.
5. Hairdressing salon.
6. Real estate agents, travelling and other agencies.
7. Local insurance companies (including agents of local and foreign insurance companies, brokers, operators, registered as salesman under the Insurance Business Act).
8. Advertising and public relations.
10. Antiques.
12. Engines and outboard motors.
13. Electrical and mechanical equipment.
15. Car, bus hire services and surplus garage.
PUBLIC SERVICE GARAGE
REFORM