



Taxi and Ride-Hailing Regulation Course: Operator Licensing, Fare Policy and Driver Vetting

1 – 5 March 2027

Dubai - Five-star CBD venue



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Introduction:

Taxi and ride-hailing regulation, covering operator licensing, fare policy and driver vetting, is a 1-week course for transport authority licensing, fare and enforcement teams and operator compliance units, ending with a Taxi and Ride-Hailing Licensing Framework for a case authority. Street-hail taxis, pre-booked limousines and app-based platforms compete under rules written for one service class, leaving gaps in entry control, fare transparency, driver checks and trip-data oversight. Nominees already issue licences, set tariffs, monitor operators or manage operator compliance, and work through case files of licence applications and trip records. CoreConcept Training Center delivers this taxi and ride-hailing regulation course.

Course Objectives:

- Distinguish street-hail taxi, pre-booked limousine and app-based ride-hailing service classes and assess where current licensing rules leave gaps
- Compare quantity control and open entry models and design a tiered licence structure for operators, dispatch platforms and drivers
- Apply fit-and-proper tests, driver background vetting, vehicle standards and insurance requirements when processing licence applications
- Set regulated meter tariffs, surge price caps and fare disclosure rules that balance passenger protection with driver supply
- Specify trip-data sharing and data-led detection of unlicensed hire while protecting passenger privacy
- Produce a Taxi and Ride-Hailing Licensing Framework with licence tiers, fare rules and an enforcement priority list for a case authority

Target Audience:

- Transport authority teams responsible for licensing policy and market entry rules for taxis and ride-hailing platforms
 - Licensing units responsible for operator, driver and vehicle licence applications, renewals and suspensions
 - Fare and economic regulation teams responsible for meter tariff reviews and dynamic pricing oversight
 - Enforcement units responsible for tackling illegal hire and monitoring platform trip data
 - Operator compliance managers at taxi fleets, limousine companies and ride-hailing platforms responsible for meeting licence conditions
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Course Outline:

Day 1: Vehicle-for-Hire Market Structure and Regulatory Baseline

- Street-Hail Taxi, Pre-Booked Limousine and App Platform Service Classes
- Hail, Rank and Pre-Booking Market Segment Mapping
- Market Failure Rationale for Entry, Price and Quality Rules
- Stakeholder Map of Authority, Platform, Fleet Owner and Driver
- Licensing Regime Gap Assessment Against Each Service Class

Day 2: Regulatory Models, Market Entry and Licence Architecture

- Quantity Control Through Medallions Versus Open Entry With Standards
- Certificate of Public Necessity and Convenience Test Design
- Tiered Licence Architecture for Operators, Dispatch Platforms and Drivers
- Supply Cap Setting From Waiting Time and Fleet Utilisation Data
- Competition Assessment of Platform Entry on Incumbent Taxi Fleets

Day 3: Operator Licensing, Driver Vetting and Vehicle Standards in Practice

- Operator Licence Application File and Fit-and-Proper Test
- Driver Background Check, Medical Fitness and Knowledge Test Procedure
- Vehicle Age Limit, Roadworthiness Inspection and Livery Rules
- Insurance Cover Mapping Across App-On, Matched and On-Trip Periods
- Licence Renewal, Variation and Suspension Workflow With Decision Records

Day 4: Fare Regulation, Trip-Data Oversight and Digital Enforcement

- Regulated Meter Tariff Review Using a Cost Index Method
- Surge Pricing Caps and Upfront Fare Disclosure Rules
- Trip-Data Sharing Specification, Privacy Safeguards and Data Audit
- Passenger Safety Controls Including Emergency Button and Trip Sharing
- Illegal Touting and Unlicensed App Detection Using Data Matching

Day 5: Case Study: Taxi and Ride-Hailing Licensing Framework for a Case Authority

- Case Authority Market Data and Complaint Record Diagnosis
 - Case Licence Tier and Entry Rule Proposal Defence
 - Case Fare Schedule and Surge Cap Calculation Exercise
 - Case Trip-Data Dashboard and Enforcement Priority List
 - Taxi and Ride-Hailing Licensing Framework Completion and Presentation
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Skills You Will Gain:

- Vehicle-for-Hire Market Analysis
- Licence Tier Design
- Fit-and-Proper Assessment
- Driver Vetting Procedure
- Meter Tariff Review
- Surge Pricing Oversight
- Trip-Data Specification
- Illegal Hire Detection

Why Attend This Course:

- Deliver a Taxi and Ride-Hailing Licensing Framework for a case authority to the head of passenger transport licensing for approval
- Decide whether a market needs supply caps or open entry, and which surge cap and fare disclosure rules platforms must follow
- Avoid unvetted drivers, uninsured trips, unchecked surge fares and unlicensed apps that expose passengers to harm and the authority to challenge
- Equip licensing, fare and enforcement colleagues with the application checklist, tariff review method and trip-data specification

Conclusion:

Back at work, the participant presents the Taxi and Ride-Hailing Licensing Framework to the head of passenger transport licensing, the fare regulation lead and the enforcement manager. They use it to decide licence tiers and entry rules for taxis, limousines and ride-hailing platforms, the next tariff review and surge cap, and the trip-data fields platforms must submit. Operator compliance managers use the same framework to prepare licence renewals. After the first licensing cycle under the framework, the unit should review application processing times, driver vetting failures, fare complaints, unlicensed hire detections and data submission quality.

Frequently Asked Questions FAQ:

What should participants know before the taxi and ride-hailing regulation course?

Participants should already issue or review passenger transport licences, set or monitor tariffs, enforce licence conditions or manage operator compliance. No legal qualification is needed; a laptop with a spreadsheet application is used for the tariff and supply cap exercises.

How does taxi and ride-hailing regulation differ from a public transport operations or general regulatory inspection course?

It deals with on-demand vehicles for hire: market entry, licence tiers, driver vetting, fares, surge pricing and trip data. Public transport operations courses cover scheduled bus networks and timetables, and general inspection courses cover sector-neutral visits and sanctions, so both appear here only as background.

Why does taxi and ride-hailing regulation require trip-data sharing from platforms?

Platforms hold the record of every trip, fare, driver and waiting time, so an authority cannot check supply, pricing or illegal hire without it. A data specification with privacy safeguards lets regulators monitor the market without collecting more personal data than needed.

What do participants take back from the taxi and ride-hailing regulation course?

Participants take back a Taxi and Ride-Hailing Licensing Framework for a case authority, with licence tiers, an application checklist, a fare schedule and surge cap, a trip-data specification and an enforcement priority list they can adapt to their own market.