SERU driving and parking: questions and answers

34 practice questions for the TfL SERU assessment, with answers and explanations at the end.

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Questions

Stopping and waiting

1. **Where can a PHV driver stop to pick up a passenger?**
   - ☐ A. On zig-zag lines
   - ☐ B. On a taxi rank
   - ☐ C. At a bus stop clearway
   - ☐ D. On a double yellow line

2. **PHV drivers must not stop on _____ lines, for example outside a school.**
   - ☐ A. single yellow
   - ☐ B. single red
   - ☐ C. zig-zag
   - ☐ D. double yellow

3. **You arrive 10 minutes early for a booking, and the road has yellow lines with waiting restrictions. What should you do?**
   - ☐ A. Do not wait there, or you may get a PCN
   - ☐ B. Wait there, as you have a booking
   - ☐ C. Wait there, with your hazard lights on
   - ☐ D. Wait there, if you stay in the vehicle

4. **Where there are waiting restrictions, you can stop only for as long as the passenger needs to _____ the vehicle.**
   - ☐ A. get in or out of
   - ☐ B. pay for
   - ☐ C. look around
   - ☐ D. book

5. **Your passenger asks you to wait on a double yellow line while they go into a shop. What is the risk?**
   - ☐ A. You may get a Penalty Charge Notice
   - ☐ B. Your passenger may have to pay a fine
   - ☐ C. Your operator may have to pay TfL
   - ☐ D. There is no risk, as they asked you to

6. **If you leave your vehicle to help a passenger to a building, note the booking details in case you get a _____.**
   - ☐ A. tip
   - ☐ B. refund
   - ☐ C. new booking
   - ☐ D. PCN

7. **A passenger wants to get out while you are stuck in traffic in the middle of the road. What should you do?**
   - ☐ A. Let them out where you are
   - ☐ B. Get close to the kerb first
   - ☐ C. Open the door for them there
   - ☐ D. Tell them to look both ways

8. **You are parked and waiting for a customer who is a few minutes late. What should you do with the engine?**
   - ☐ A. Switch it off
   - ☐ B. Leave it running for the heating
   - ☐ C. Leave it running if you stay in the car
   - ☐ D. Rev it now and then to charge the battery

Bus lanes, taxi ranks and charging points

9. **A bus lane is in operation and the traffic beside it is very slow. Can you drive along the bus lane in your PHV?**
   - ☐ A. No, you can only cross it to pick up or drop off
   - ☐ B. Yes, if you have a passenger in the vehicle
   - ☐ C. Yes, if you are late for a booked journey
   - ☐ D. No, unless the vehicle is fully electric

10. **Outside the hours shown on the sign for a bus lane, _____ can use it.**
    - ☐ A. anyone
    - ☐ B. only taxis
    - ☐ C. only buses
    - ☐ D. only cyclists

11. **When you enter a bus lane to pick someone up, which road users should you take special care to look out for?**
    - ☐ A. Lorries and coaches
    - ☐ B. Taxis on a taxi rank
    - ☐ C. Drivers in the next lane
    - ☐ D. Cyclists and motorcyclists

12. **You must not stop at a bus stop clearway, which is marked with a wide _____ line by the kerb.**
    - ☐ A. white
    - ☐ B. yellow
    - ☐ C. blue
    - ☐ D. green

13. **On a red route, you cannot stop at a bus stop marked with a wide _____ line by the kerb.**
    - ☐ A. yellow
    - ☐ B. white
    - ☐ C. blue
    - ☐ D. red

14. **A customer asks to be dropped off on a taxi rank outside a station. What should you do?**
    - ☐ A. Drop them there, if you do it quickly
    - ☐ B. Drop them off somewhere else
    - ☐ C. Drop them there, if no taxis are waiting
    - ☐ D. Drop them there, if you put your hazard lights on

15. **TfL says a PHV on a taxi rank could be seen as illegally _____.**
    - ☐ A. loading goods
    - ☐ B. using a bus lane
    - ☐ C. plying for hire
    - ☐ D. charging a battery

16. **Electric taxi charging points are only for charging _____.**
    - ☐ A. electric PHVs
    - ☐ B. electric vans
    - ☐ C. any electric car
    - ☐ D. electric taxis

Congestion Charge and ULEZ

17. **The Congestion Charge is _____ a day if you pay on the day or in advance.**
    - ☐ A. £10.50
    - ☐ B. £18
    - ☐ C. £15
    - ☐ D. £21

18. **On a Saturday, the Congestion Charge applies from _____.**
    - ☐ A. 07:00 to 18:00
    - ☐ B. 07:00 to 22:00
    - ☐ C. 06:00 to 12:00
    - ☐ D. 12:00 to 18:00

19. **Your PHV is designated as wheelchair accessible. When do you not have to pay the Congestion Charge?**
    - ☐ A. At any time while the vehicle is licensed
    - ☐ B. Only when a wheelchair user is on board
    - ☐ C. When doing a booking for a TfL-licensed operator
    - ☐ D. Only when you have paid for ULEZ first

20. **You drive a fully electric car as a PHV and it is on Auto Pay. How much is the daily Congestion Charge?**
    - ☐ A. Nothing
    - ☐ B. £13.50
    - ☐ C. £18
    - ☐ D. £21

21. **A diesel PHV must be at least Euro _____ to avoid paying the ULEZ charge.**
    - ☐ A. 3
    - ☐ B. 4
    - ☐ C. 6
    - ☐ D. 5

22. **Which Euro standard must a petrol PHV meet to avoid paying the ULEZ charge?**
    - ☐ A. Euro 2
    - ☐ B. Euro 3
    - ☐ C. Euro 4
    - ☐ D. Euro 6

23. **Your PHV does not meet the ULEZ standards. How much is the daily charge to drive in the zone?**
    - ☐ A. £10
    - ☐ B. £12.50
    - ☐ C. £18
    - ☐ D. £21

24. **The ULEZ operates 24 hours a day, every day of the year except _____.**
    - ☐ A. Sundays
    - ☐ B. bank holidays
    - ☐ C. New Year's Day
    - ☐ D. Christmas Day

25. **Where does the ULEZ apply today?**
    - ☐ A. All London boroughs and the City of London
    - ☐ B. Only inside the Congestion Charge zone
    - ☐ C. Only on the red routes in central London
    - ☐ D. All London roads and also the whole M25

26. **Your PHV is designated as wheelchair accessible but does not meet ULEZ standards. When is it exempt from the ULEZ charge?**
    - ☐ A. At all times, for as long as it is licensed
    - ☐ B. Only when you carry a wheelchair user
    - ☐ C. Only when doing a booking for a TfL-licensed operator
    - ☐ D. Only on Sundays and bank holidays

Red routes and PCNs

27. **On a red route, you can pick up or drop off on single or double red lines, but you must not _____ for a passenger.**
    - ☐ A. stop
    - ☐ B. wait
    - ☐ C. look
    - ☐ D. open a door

28. **What does TfL say you must display to pick up and drop off on most red routes?**
    - ☐ A. Your driving licence
    - ☐ B. Your operator's phone number
    - ☐ C. A printed copy of the booking
    - ☐ D. Your PHV licence

29. **Can you park a PHV on a double red line while you wait for your next booking?**
    - ☐ A. No, parking on double red lines is never allowed
    - ☐ B. Yes, if you are displaying your licence
    - ☐ C. Yes, at any time between 22:00 and 06:00
    - ☐ D. Yes, if you stay for less than 10 minutes

30. **A passenger wants to use a cashpoint on a red route at 23:00. You can stop and wait, but for no longer than _____ minutes.**
    - ☐ A. 2
    - ☐ B. 10
    - ☐ C. 5
    - ☐ D. 20

31. **How can you tell that a part of a red route is a parking bay?**
    - ☐ A. A B on the signs beside it
    - ☐ B. A P on the signs beside it
    - ☐ C. A wide red line by the kerb
    - ☐ D. A zig-zag line along the kerb

32. **You return to your car to find no ticket on the windscreen. Could you still get a PCN for how you parked?**
    - ☐ A. No, it must be on the windscreen
    - ☐ B. No, unless you saw an officer there
    - ☐ C. Yes, it can be sent to the registered keeper
    - ☐ D. Yes, but only if a passenger reports you

33. **You can get a PCN for a moving traffic offence, such as blocking a yellow _____ junction.**

- ☐ A. cross
- ☐ B. box
- ☐ C. line
- ☐ D. light

34. **Which of these can lead to a PCN for a moving traffic offence?**

- ☐ A. Making an illegal U-turn
- ☐ B. Using your indicators late
- ☐ C. Stopping at a red traffic light
- ☐ D. Driving under the speed limit

Answers

1. **D. On a double yellow line.** You can pick up or drop off on yellow lines, for only as long as it takes. You must not stop on zig-zag lines, taxi ranks or bus stop clearways.
2. **C. zig-zag.** Zig-zag lines are found at places like pedestrian crossings and schools. You must not stop on them, even to pick someone up.
3. **A. Do not wait there, or you may get a PCN.** You can stop only to pick up or drop off. Arriving early does not give you the right to wait where there are restrictions.
4. **A. get in or out of.** This includes time to help passengers who need assistance, such as time to secure a wheelchair safely.
5. **A. You may get a Penalty Charge Notice.** Stopping and waiting for a passenger at a shop is not picking up or dropping off, so you may get a PCN.
6. **D. PCN.** There is no general permission to leave your vehicle. It is for the council that issued the PCN to decide if it will accept your evidence and cancel it.
7. **B. Get close to the kerb first.** Being stopped in traffic doesn't make it safe. A passenger should never get out in the middle of the road.
8. **A. Switch it off.** An engine left running when you are waiting pollutes the air and can be illegal on a public road. TfL says to switch off if you wait more than a couple of minutes.
9. **A. No, you can only cross it to pick up or drop off.** PHVs are not allowed to drive in bus lanes. You can enter one to reach the kerb to pick up or drop off, but must leave it straight away.
10. **A. anyone.** The Handbook only says PHVs must not drive in bus lanes. TfL's current bus lane page adds that anyone can use one outside its hours. Times can change along a road, so check the signs.
11. **D. Cyclists and motorcyclists.** Cyclists and motorcyclists can use bus lanes. Also watch for pedestrians and for bus passengers who may cross the road.
12. **B. yellow.** A wide yellow line by the kerb marks a bus stop clearway. Do not stop there.
13. **D. red.** A wide red line at a bus stop means you must not stop there, even to pick someone up or drop them off.
14. **B. Drop them off somewhere else.** PHVs must not pick up or drop off on a taxi rank, and must not park or wait there.
15. **C. plying for hire.** TfL's Driver Policy says a PHV has no reason to park or wait on any taxi rank. The driver gets at least a warning and repeat offences can cost the licence.
16. **D. electric taxis.** They cannot be used to charge PHVs. Parking, waiting or charging on one can lead to a fine and licensing action.
17. **B. £18.** The 2021 Handbook gives no amount. TfL's current charge is £18 on the day or in advance, or £21 if paid by midnight on the third day after travel.
18. **D. 12:00 to 18:00.** The Handbook sends you to TfL's website for times. TfL's current times are 07:00 to 18:00 on Monday to Friday, and 12:00 to 18:00 at weekends and on bank holidays.

19. **C. When doing a booking for a TfL-licensed operator.** The exemption only applies when carrying out a booking for a London licensed operator. TfL confirms this on its current page, as the Handbook does.
20. **B. £13.50.** This is newer than the 2021 Handbook. The 100% Cleaner Vehicle Discount ended on 25 December 2025. From 2 January 2026, electric cars on Auto Pay get 25% off.
21. **C. 6.** Diesel PHVs must be Euro 6, and petrol PHVs must be Euro 4. TfL's current page gives the same standards.
22. **C. Euro 4.** Petrol PHVs must be Euro 4. The standard can usually be worked out from the date of first registration on the V5C.
23. **B. £12.50.** The Handbook sends you to TfL's website for details. TfL's current ULEZ page gives a daily charge of £12.50.
24. **D. Christmas Day.** This is the current TfL rule. The ULEZ now covers all London boroughs and the City of London.
25. **A. All London boroughs and the City of London.** This is newer than the 2021 Handbook. The ULEZ expanded to all London boroughs in August 2023. The M25 is not in the zone.
26. **C. Only when doing a booking for a TfL-licensed operator.** The Handbook says these PHVs are exempt, without limits. TfL now allows only a time-limited grace period, and only during a private hire booking. TfL's pages give different end dates, so check with TfL.
27. **B. wait.** You can stop briefly to pick up or drop off, but not wait where restrictions apply, even if you are early or the passenger is late.
28. **D. Your PHV licence.** TfL's red route page says displaying your PHV licence tells police and CCTV operators you can do this, and helps you avoid a penalty charge.
29. **A. No, parking on double red lines is never allowed.** You can stop on red lines only to pick up or drop off. TfL's parking page says parking on double red lines is never allowed.
30. **C. 5.** This is the only exception. It applies from 22:00 to 06:00, for up to 5 minutes, and never where stopping would be unsafe or not allowed.
31. **B. A P on the signs beside it.** PHVs can park or wait in these bays, as long as they follow the time limits and rules on the signs.
32. **C. Yes, it can be sent to the registered keeper.** If a camera catches the vehicle breaking the law, the PCN can go to the registered keeper. It does not have to be on the windscreen to be valid.
33. **B. box.** Other examples are driving in a bus lane and banned turns or movements, such as an illegal U-turn.
34. **A. Making an illegal U-turn.** PCNs can be given for moving traffic offences such as banned turns, as well as for parking offences.

Sources

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