SERU ridesharing: questions and answers

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

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Questions

How ridesharing works

1. **In ridesharing, strangers travel together in one vehicle and each pays a _____ fare.**
   - ☐ A. separate
   - ☐ B. reduced
   - ☐ C. fixed
   - ☐ D. cash

2. **Which of these is ridesharing?**
   - ☐ A. A family of four who pay one fare for the trip
   - ☐ B. Two friends who split one fare between them
   - ☐ C. A group from one office who share a booking
   - ☐ D. Two strangers who each pay for the same trip

3. **A ridesharing journey is only allowed if it is booked with a licensed London PHV _____.**
   - ☐ A. driver
   - ☐ B. operator
   - ☐ C. council
   - ☐ D. garage

4. **You have a passenger on board. A stranger on the street asks to share your vehicle and pay you. What should you do?**
   - ☐ A. Agree, if the first passenger says it is fine
   - ☐ B. Agree, if the stranger pays a separate fare
   - ☐ C. Refuse, as it was not booked with an operator
   - ☐ D. Agree, but record the fare in your own notes

5. **Your operator offers ridesharing. Who should give you ridesharing training?**
   - ☐ A. Your operator
   - ☐ B. TfL
   - ☐ C. The police
   - ☐ D. Another driver

6. **A passenger books a ride-share without meaning to. Why can this cause a problem?**
   - ☐ A. They may be charged the wrong fare
   - ☐ B. They may leave the vehicle before the end
   - ☐ C. They may refuse to wear a seat belt
   - ☐ D. They may argue when you stop for someone else

Keeping ridesharing passengers safe

7. **A stranger who learns a passenger's home address and daily routine may make that passenger vulnerable to _____.**
   - ☐ A. illness
   - ☐ B. crime
   - ☐ C. fines
   - ☐ D. delays

8. **It is a good idea to check each passenger has booked a ride-share _____.**
   - ☐ A. as soon as they get in
   - ☐ B. when you reach the destination
   - ☐ C. after the journey has finished
   - ☐ D. when the next passenger gets in

9. **What is it a good idea to explain when you pick up a ride-share passenger?**
   - ☐ A. Your own home area and how long you have driven
   - ☐ B. The names and addresses of the other passengers
   - ☐ C. How many others will join and the likely route
   - ☐ D. Which passengers paid the highest and lowest fare

10. **If your expected _____ changes during the journey, tell your passengers.**
    - ☐ A. speed
    - ☐ B. operator
    - ☐ C. vehicle
    - ☐ D. route

11. **Besides who else is travelling and the route, what is it a good idea to tell a ride-share passenger?**
    - ☐ A. How long it may take and what it may cost
    - ☐ B. Where the other passengers work and live
    - ☐ C. Which other drivers are working in the area
    - ☐ D. How many ride-shares you have done today

12. **A ride-share passenger feels uncomfortable with another passenger. What can you say to them?**
    - ☐ A. They must stay until their destination
    - ☐ B. They can get out and arrange a non-rideshare PHV
    - ☐ C. They should ask the other passenger to leave
    - ☐ D. They can have a refund if they stay on board

13. **Do not give one passenger's _____ details to another passenger.**

- ☐ A. road
- ☐ B. weather
- ☐ C. personal
- ☐ D. traffic

Answers

1. **A. separate.** Ridesharing means strangers each pay their own separate fare and share one vehicle.
2. **D. Two strangers who each pay for the same trip.** In ridesharing the people do not know each other and pay separate fares.
3. **B. operator.** Every ridesharing journey has to be booked with a licensed London PHV operator.
4. **C. Refuse, as it was not booked with an operator.** A London PHV driver can only take ridesharing bookings that come from a licensed London PHV operator.
5. **A. Your operator.** If your operator offers ridesharing, talk to them about training. The Handbook says the operator should provide it.
6. **D. They may argue when you stop for someone else.** The first passenger may not expect you to stop for a second one. This could lead to an argument.
7. **B. crime.** Details like these, in a stranger's hands, could make the passenger more open to crime.
8. **A. as soon as they get in.** Check this with each passenger at the moment you collect them.
9. **C. How many others will join and the likely route.** Explain how many more people will join and the route you expect to take. Do not give out other passengers' personal details.
10. **D. route.** Tell passengers if the route you expected has to change, or if new passengers will join.
11. **A. How long it may take and what it may cost.** Tell the passenger how long the journey is likely to take and make sure they know what it is likely to cost.
12. **B. They can get out and arrange a non-rideshare PHV.** You could tell them they may ask to get out. A non-rideshare PHV can then meet them somewhere along your route.
13. **C. personal.** A passenger's personal details should stay private from other passengers.

Sources

- Private Hire Vehicle Driver's Handbook, version 1.0, Transport for London, published 30 September 2021. Checked 1 November 2026. https://content.tfl.gov.uk/phv-driver-handbook-v1.pdf