

## **TfL Private Hire Licencing, Compliance and Enforcement Meeting**

**Date: Thursday, 5 March 2020**

### **Attendees:**

Part 1 (Compliance and Enforcement)

Jas Sandhu (MPS Cab Unit)  
Carlo Delgaudio (CPOS Operations Manager)  
Perry Kissin (CPOS Assistant Operations Manager)

Part 2 (Licensing)

Mark Griffiths (Head of Operations and Contract Management)  
Michael Stack (Interim Head of Licencing)  
Jaquelyn Smith (Head of Driver Assessment)

Both parts

Dan Maskell, TPH Stakeholder Lead (Chair)  
Steve Wright (LPHCA)  
Greg Mendoza (Chauffeur and Executive Committee)

Apologies

Anand Nandha (CPOS Senior Operation Manager)  
Steve Garelick (GMB)  
Eddie Townson (Private Hire Board)

### **Meeting Minutes**

Introductions were made.

CPOS recapped the new organisational structure discussed at the previous LCE meeting (12/12/19).

### **Compliance and Enforcement Update (Part 1)**

CPOS presented the Compliance and Enforcement slides.

In late May/June 2020 a new mobile-based app will be launched to replace hand-held devices currently used by Compliance Officers (COs). There will also be a trial of body-worn cameras involving 12 COs. This is part of a wider strategy to assist in investigations and to deter violence towards staff on-street.

Reassurance was provided to Steve Wright (SW) that a driver not carrying replacement bulbs would not be subject to licensing action. CPOS take a pragmatic approach and will provide licensees with the opportunity to resolve minor issues without the need to take a vehicle off the road.

**ACTION – remove references to spare bulbs from future slides.** NOTE – this had been included previously at the request of stakeholders.

SW raised an incident of a compliance inspection at a Jewish PHV operator's offices taking place on the Sabbath. CPOS provided reassurance that this was an intelligence-led inspection and was time critical. SW also queried why the CO would only provide a first name and badge number. CPOS explained this would be understandable on-street, but not for an operator inspection.

**ACTION – CPOS to feed back to COs involved.**

CPOS is working towards upskilling officers so they are equipped to manage serious offences. This is likely to increase the number of prosecutions in the future.

There is still an ongoing issue at Harrods with taxi and PHV drivers not obeying the traffic signs and using their mobile phones.

There was a discussion on the recent reduction in speed limits (to 20mph) in central London. From April 2020, there will be increased and targeted enforcement activity on speeding.

**ACTION – Slide 11 – make statistics to nearest whole percentage point.**

SW raised concerns around the appropriate use of fog lights and the need for further education and awareness.

TfL said it would utilise On Route magazine and Twitter.

**Licensing Update (Part 2)**

PHV operator renewal rate remains high.

TfL provided an update on the recent Health and Wellbeing Forum.

SW would like to incorporate this material for their internal communications and next issue of the LPHCA magazine.

TfL provided an update on the TOPO concession companies and the new office/facilities.

**ACTION – At the next appropriate opportunity, combine a tour of Baker Street and an LCE meeting.**

TfL provided an update on vehicle inspection pass rates and noted the significantly improved performance in terms of telephone wait times. NSL has worked to address this. New registrations in the next 3 periods – April / May is traditionally a busier time.

Greg Mendoza raised concerns about the S Class Mercedes not being available until next year and being unaffordable for most drivers.

TfL confirmed new vehicles (under 18 months old) are being licensed.

**Ends**