

**Meeting:** Private Hire Licensing, Compliance and Enforcement Meeting  
**Date:** Wednesday 18 July 2018  
**Location:** 230 Blackfriars Road  
**Attendees:** Transport for London (TfL), Metropolitan Police Service (MPS),  
Licenced Private Hire Car Association (LPHCA), Private Hire Board (PHB), GMB  
Drivers (GMB),  
**Agenda:** 1. Review of Actions / 2. Licensing update / 3. Consultations / 4.  
Compliance and Enforcement update / 5. Communications and engagement / 6.  
AOB

### **1. Review of Actions No outstanding actions**

### **2. Licensing update:**

Licensing: Reps raised a concern about apparent inconsistency of TfL licence numbers, with some apparently including version numbers, as a prefix or postfix, forming part of the licence number. TfL offered to explore and establish whether there was anything could be done to streamline this process.

Reps asked about how the number of operators had varied and whether there was any trends based on location. TfL reported that the number of driver and renewal applications is very high at present. This is due to a spike every five years caused by a historically high intake of new licensees.

A discussion took place relating to the issuing of PHV 105 forms and TfL confirmed that guidance will be going out shortly for operators on reporting criminal offences.

Topographical tests: TfL mentioned that statistics remain relatively static and further analysis is being done on reapplication rates. TfL is in an advanced stage of developing a computer-based test and offered reps the chance to come in and see it. A digital booking system is also in development that will help streamline the process for applicants.

Vehicle licensing: TfL stated that paperwork, bodywork and lights remain the key issue with the absence of a V5 logbook being the most regular cause of failure. Further work is being done to explore the failure reasons. An online NSL booking system is currently under development. LPHCA suggested that TfL consider if any data sharing arrangements can be put in place with Government agencies (e.g. MOT) to streamline the process still further.

Congestion Charging: Reps asked if TfL could explore the process for the removal of the Congestion Charge exemption on fleet vehicles where drivers were misusing the hire vehicle.

### **3. Consultations:**

TfL reiterated the current purpose of the Congestion Charge consultation proposals and reminded reps about the consultation process. Reps discussed the consultation and accepted the offer for TfLs Congestion Charge consultation lead to host a separate meeting with private hire reps to discuss through the consultation in ,more detail.

Reps further discussed the recent improving PHV safety consultation and challenges identified with the response mechanism.

TfL stated that responses needn't be completed using the e-form and that more detailed responses could also be provided via email.

#### **4. Compliance and Enforcement:**

TfL stated that bulb compliance remains a challenge. Reps identified that a number of vehicles require trips to the garage to replace the bulbs meaning a large number of drivers no longer carry spares. Reps asked how TfL categorised unlicensed drivers on the prosecution stats and if the figure referenced illegal touts or drivers no longer licensed but were licensed at the point of the offence.

TfL mentioned that work is underway with local authorities in relation to parking hotspots near terminal stations.

MPS: The MPS have been primarily undertaking targeted enforcement action which has resulted in compliance figures looking slightly worse than the reality.

#### **5. Communications and engagement:**

TfL is endeavouring to send out more frequent updates relating to major road works and reps confirmed these are useful.

#### **6. AOB:**

Victoria Embankment – TfL confirmed that the Embankment is to be closed for 6 weeks due to utilities works and may be closed again next year subject to the result of the current investigative works.

Tottenham Court Road – not discussed.

English Language Compliance – TfL stated that it is not the role of Compliance Officers to assess the English language capabilities of drivers so no information was available.

GPS Spoofing – TfL is aware and investigating this issue with app based operations.

<b>Open Actions</b>				
<b>Meeting Date</b>	<b>Item Name</b>	<b>Action Details</b>	<b>Due Date</b>	<b>Commentary</b>
18/07/18	Licence Numbers	Identify if there are ways to streamline the recording of licence numbers and copy numbers for licenses and the licence checker.	ASAP	Reps expressed concern at the number of copy numbers and additional zeros appearing on licences in turn making use of the licence checker more difficult
18/07/18	Operator Uploads	TfL to present the operator upload on the TPH website homepage	ASAP	As action
18/07/18	MOTs	Trade reps to share any intelligence regarding vehicles without second MOTs	ASAP	As action
18/07/18	PHV 105s	Zoe Walsh to share case with TfL for investigation	ASAP	As action
18/07/18	Digital Topographical Solution	TfL to seek to invite trade representatives to trial the digital solution and explore attendance at LPHCA Roadshow	ASAP	As action
18/07/18	Paperwork Vehicle Failures	TfL to explore the reason for failures and report back to trade reps	ASAP	As action
18/07/18	Data Sharing	TfL to explore data sharing for V5 log books with the DfT and DVLA	ASAP	As action
18/07/18	Congestion Charge Exemption	TfL to arrange a meeting with the private hire trade and congestion charging consultation team in addition to sending an email with the questions for the consultation set out	ASAP	As action
18/07/18	Presentation	TfL to split out the congestion charge exemption spreadsheet	ASAP	As action
18/07/18	Congestion Charge Exemption	TfL to explore if action can be taken on repeat offender drivers who have had the exemption removed from multiple vehicles	ASAP	As action

18/07/18	Bulb failures	CPOS to explore what can be done regarding vehicles with a high frequency of bulb faults and the ability to fix the fault on the road	ASAP	As action
18/07/18	AVA	TfL to promote the AVA through all managed channels in addition to seeking Heathrow's plans for signage	ASAP	As action

### Closed Actions

Meeting Date	Item Name	Action Details	Due Date	Commentary
24/04/2018	Vehicle Accessories	CEC to provide information to TfL regarding the vehicles that were failed for investigation	ASAP	As action
24/04/2018	Heathrow Compliance	GMB to circulate evidence of issues at Heathrow to TfL for action	ASAP	As action
24/04/2018	Web and social	TfL to consider streamlining pages on the website identified by reps	ASAP	As action
24/04/2018	Licence Checker	TfL to explore a register of currently active licences/revocations for publication	Ongoing	As action
24/04/2018	CSAS Powers	Reps to contact TfL if they wish to attend a CSAS stop.	ASAP	As action
24/04/2018	Driver numbers	TfL to share projection of driver numbers	ASAP	As action
24/04/2018	Presentation	TfL to provide a more detailed breakdown of Cat 7s	Next meeting	As action