

**Meeting:** Private Hire Licensing, Compliance and Enforcement Meeting  
**Date:** Wednesday 17 January 2018  
**Location:** 230 Blackfriars Road  
**Attendees:** Transport for London (TfL), City of London Police (CoLP), Metropolitan Police Service (MPS), Licenced Private Hire Car Association (LPHCA), Private Hire Board (PHB), GMB Drivers (GMB), Addison Lee (AL)  
**Agenda:** 1. Review of Actions / 2. Licensing update / 3. Consultations / 4. Compliance and Enforcement update / 5. Communications and engagement 6. AOB

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

### **Licensing update:**

Licensing: The recent changes to licence fees was discussed including questions focusing on the band boundaries and the new issue numbers being added to licences. Reps asked questions relating to the operator upload and the differential between active drivers and vehicles and the number of valid licences. Discussion then moved on to cover call volumes into TfL to ascertain if there are any trends that could help prevent drivers needing to call. TfL confirmed that previous analysis has not identified any trends. However a new piece of work is underway to review the latest contact made to us either by telephone or email with the aim of understanding why people are contacting us on multiple occasions.

TfL announced that operator upload online functionality is to be introduced shortly. TfL would like an operator to help test the software.

Topographical tests: TfL said that the topographical test pass rate has remained static. The average time from an application being received is down to four to five days which is inline with the initial assessment timeframe. An online booking method is being explored for the medium term.

Vehicle licensing: There was a slight peak in the number of vehicle inspections prior to Christmas. The first time pass rate has remained broadly static. LPHCA asked if TfL could review the free retest while GMB asked if guidance could be issued to help drivers identify what is likely to constitute a bodywork failure.

**Congestion Charge:** PHB asked how TfL applied the Congestion Charge Exemption if a driver failed to demonstrate they were on a job. TfL stated the driver would lose the exemption. If the driver demonstrated a period of compliance the withdrawal of the exemption would be reconsidered.

**Consultations:** TfL provided provisional information on the upcoming consultations proposed for 2018. LPHCA requested that TfL engage with representatives in advance of the publication of consultations.

**Compliance and Enforcement:** TfL discussed that current non-compliance is around 10% of all vehicles and is remaining fairly consistent. Drive offs and poor driver behaviour has seen an increase. Reps discussed if the frequency of compliance checks may be contributing to the poor driver behaviour. TfL confirmed that compliance officers are now receiving CSAS training to enable them to stop vehicles without police presence. Officers are also receiving additional training for

when drivers are carrying passengers. Reps asked TfL to circulate information on this for their trade magazines.

A marginal improvement has been observed relating to badge offences and insurance, this may be due to improved communication through the trade and Onroute.

GMB asked if further work could be done to communicate to drivers regarding their insurance validity if they were working in a job separate to that as a private hire driver.

Reps asked if further information could be provided in future meetings covering the high percentage of “gone aways” covered by the category seven compliance code.

Policing: MPS identified parking and dropping off on controlled crossings as a key issue with the trades. An article will be produced for the next Onroute magazine. Obstructed vision from smartphones and tablets was also identified as another problem particularly within the private hire trade.

CoLP provided a further insight into the figures, following a question from LPHCA it was identified that there has been a high number of rank offences for taxis within the City of London

**Communications and engagement:** TfL provided an update on upcoming meeting dates. GMB asked for further involvement in consultations in advance of proposed changes.

**AOB:**

TfL provided information about the UKPN event on 7 March and invited reps to attend.

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| <b>Open Actions</b> |                                       |  |                 |                   |
|---------------------|---------------------------------------|--|-----------------|-------------------|
| <b>Meeting Date</b> | <b>Item Name</b>                      | <b>Action Details</b>  | <b>Due Date</b> | <b>Commentary</b> |
| 18/10/2017          | Disability specialist vehicle failure | LPHCA to provide information on the Barnet vehicle failure referenced in the meeting for TfL to investigate.                             | ASAP            | As action         |
| 17/01/2018          | On Route                              | MPS to provide an article for March 2018 On Route covering key areas where drivers are making errors                                     | March 18        | As action         |
| 17/01/2018          | Presentation                          | Reps would like a breakdown of inspections resulting in a operator category 7 failures. and a split on the number of revocation reasons. | April 2018      | As action         |
| 17/01/2018          | Web and Social                        | Promote the on line renewal mechanism to drivers   | Ongoing         | As action         |
| 17/01/2018          | CSAS Powers                           | TfL to share an article on CSAS information with trade   | Completed       | As action         |

| <b>Closed Actions</b> |                            |   |                 |   |
|-----------------------|----------------------------|---|-----------------|---|
| <b>Meeting Date</b>   | <b>Item Name</b>           | <b>Action Details</b>   | <b>Due Date</b> | <b>Commentary</b>   |
| 21/03/17              | Vehicle inspection centres | TfL to look into feasibility of introducing a printer service, allowing drivers to print off certificates at centres. | 20/06/2017      | Closed: TfL advised that due to security setting on printer wifi at centres this would not be possible  |
| 21/03/17              | Operator upload            | TfL to provide statistics for the number of drivers currently working with operators                                  | 01/04/2017      | Closed: The following was provided at the meeting on 20 June - In December 2016 there were approximately 71,100 unique private hire drivers and 73,500 unique private hire vehicles working, or available to work for a private hire operator. Data for January showed the number of drivers and vehicles (working or available to work) to be around 63,000 and 64,300 respectively. |

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| 21/03/17   | Operator licence renewals          | TfL to look into complaints made regarding delays in processing operator licence renewals.  | 20/06/2017   | Closed: TfL explained at meeting that due to additional scrutiny and steps in licensing process (such as topographicals and medical checks) licensing processes are taking longer. |
| 21/03/17   | Insurance                          | TfL to provide meeting attendees with the number of private hire drivers found to have no H&R insurance in place. TfL and trade representatives to continue to raise concerns with MIB regarding classification of insurance not being available on MIB's database  | 20/06/2017   | Closed: Attendees at meeting were informed that 63 private hire drivers had been found to have no H&R insurance in place in the past year.   |
| 21/03/17   | Enhanced driver assessments        | TfL to circulate previous presentation on new topographical testing arrangements to meeting attendees.  | 10/04/2017   | Closed: Shared by email prior to June meeting.   |
| 21/03/17   | Operator compliance inspections    | TfL to put policy for operator compliance inspections on line.  | July 2017    | Due to be published online by end of July. TfL to inform trade representatives when it has been published.   |
| 21/03/17   | Private Hire Driver home addresses | TfL to circulate previous presentation on new topographical testing arrangements to meeting attendees. TfL to also circulate a details of private hire driver postcode locations  | July 2017    | Update: TfL to share details of private hire driver (partial) postcode locations in order to determine home addresses in July 2017.  |
| 20/06/17   | Presentation                       | TfL to include slide on topographical process – including statistics - into presentation for next meeting. Also include operator upload information, and look at what can be reported on English language testing. Also to split prosecution data between taxi and private hire. City of London Police to include details of traffic offence reports in future presentations. | Oct 2017     | As per action  |
| 18/10/2017 | Presentation                       | TfL to include slides on the number of drivers and vehicles working; information on revocations, cancellation of licences and non renewals; operator non-compliance up to and including category seven.   | January 2018 | As action  |

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| 18/10/2017 | Topographical Testing       | TfL to undertake an assessment of topographical drop out rates  | TBC  | As action |
| 18/10/2017 | Consultations               | When more information is available, TfL to circulate information on upcoming consultations including a summary of the purpose of each consultation. | ASAP | As action |
| 18/10/2017 | Serious Criminal Complaints | TfL to provide guidance on what an operator should do when a serious complaint is made against one of their drivers                                 | ASAP | As action |
| 18/10/2017 | Operator Licence Fees       | TfL to provide clarification on the Mayor's remarks about the licence fee at MQTs   | ASAP | As action |
| 18/10/2017 | Hire Companies              | Police to look into hire companies and the standard of vehicles being rented to operators and drivers   | ASAP | As action |