



OUTSTANDING ACTIONS

Meeting Date	Item Name	Action	Due Date	Commentary
21/7/14	Medicals	TfL to arrange meeting at appropriate time to discuss Business Process Review around medicals	16 September 2015	The Business Process Review (BPR) is going through all licensing processes. Medicals are planned as part of this review but later in the programme, TfL will add to agenda for a LCE meeting for discussion in due course. Update to be given at next LCE meeting.
21/7/14	Online Functionality	TfL to contact those parties interested in participating in online functionality testing	16 September 2015	TfL already in contact with trade reps to arrange testing.
11/12/14	Private Hire complaints process	Trade to provide statistics of complaints received by operators about driver behaviour	16 September 2015	Ongoing.
11/12/14	Update on recent performance	TfL to issue a notice on the use of e-cigarettes in vehicles	16 September 2015	Currently reviewing process for communicating with taxi and private hire licensees. TfL will include as part of the review.
4/3/15	Medicals	TfL to look at date for birth system for medicals instead of against licence renewal (<i>raised by LPHCA</i>)	16 September 2015	To be included as part of medical BPR programme.
4/3/15	EU	TfL to contact DfT regarding planned exchange of motorist details with EU Countries	16 September 2015	Ongoing.
4/3/15	DBS	TfL to speak to Home Office regarding DBS update service durations.	16 September 2015	TfL has written to the Home Office making clear its concern. Trade reps supportive of plans for improvements



				in TfL's DBS processing.
4/3/15	Multiple shifting of vehicles	TfL to conduct postcode analysis on new applicants from past 12 months (<i>raised by LPHCA</i>)	16 September 2015	Ongoing.
4/3/15	NSL	TfL to look into call waiting times at NSL (<i>raised by GMB</i>)	16 September 2015	NSL looking to move into new premises and increase staff to tackle call demand.
4/3/15	Regulations Review	TfL to consider what changes could be made after initial consultation if consensus on way forward	16 September 2015	Consultation closed 19 June and analysis of response has started. Over 4,000 responses have been received. Update to be given at 16 September meeting.
4/3/15	PHV Pass Rate	TfL to look into current "80 80 80" PHV pass rate predictions (<i>LPHCA</i>)	16 September 2015	Issue discussed at 10 June meeting and will be further discussed at 16 September meeting.
4/3/15	Topographical Testing	TfL to schedule a business review and involve trade. Date to be schedule by next meeting	16 September 2015	Ongoing.
4/3/15	Compliance	TfL to discuss benchmarking and resource issues with the Trade when finalised	16 September 2015	Ongoing.
25/6/15	Draft Trial Plan	Vehicle signage trial plan to be circulated including measurement of success	16 September 2015	TfL to draft terms of reference and circulate to Trade.
25/6/15	Compliance	TfL to circulated figures of drivers arrested but not tied to operators	16 September 2015	Update to be given at 16 September meeting.



25/6/15	Lost Badges	TfL to look into issue of delayed delivery of replacement badges	31 July 2015	TfL to investigate and email update to Trade.
25/6/15	Islington	TfL to provide number of licensed drivers/vehicles in Islington.	31 July 2015	To email update to Trade.

CLOSED ACTIONS

Meeting Date	Item Name	Action	Commentary
21/7/14	Yellow Badge Issues	TfL to provide update at next meeting on Yellow Badge wearers who have not sat the test (Richmond/Putney)	As part of Excalibur, Putney is one of the areas that is checked regularly. At last check there were no unlicensed drivers.
21/7/14	AOB	TfL to provide figures on prosecutions of illegal apps and Operators Licences that were non compliant	At last check there were no illegal operators. All were compliant.
21.07.14	KPI 3 – Telephone	TfL to investigate missing archives notices	Completed. RU provided the link for archived notices to the Trade
21.07.14	PHV and Driver Checks – Day Team	TfL to circulate hotel letter to the meeting	Completed
21/7/14	KPI 3 – Telephone	TfL to explore options to advise trade of the best times to call Customer Support	We have adjusted our resources in order to cope with additional volumes on a Monday to ensure calls are answered within SLA.



			Advice given in TPH Twitter feed on Mondays and Tuesdays.
11/12/14	Licensing and Compliance Meetings	TfL to issues Invitations for 2015 dates	Invitations sent.
11/12/14	Private Hire complaints process	GMB to send screen shots of twitter conversation with app company where there is no phone number to register complaints	Details provided to TfL. TfL now investigating.
11/12/14	Counter Service Update	TfL to provide details of new premises once details have been finalised in early 2015	Email sent January 2015.
11/12/14	Vehicle Age Limits	TfL to issue an update notice on the five year new to licensing rule for cleaner vehicles	Issued December 2014.
11/12/14	Regulations Review	TfL to issue a notice regarding the forthcoming Regulations Review	Issued December 2014.
11/12/14	Regulations Review	TfL to add topographical centres to a future agenda	Added to meeting agenda.
11/12/14	In venue operators	TfL to include licenses for controllers in the regulations review	Will be included in Regulations Review
11/12/14	Operator Inspection	TfL to arrange meeting to discuss compliance inspections or include as an agenda item for next meeting	Discussed at December meeting



11/12/14	Update on recent performance	TfL to circulate Cab Enforcement Unit activity	Circulated
21/7/14	Infirm Sign	LPHCA to check with Martin Low at Westminster Council on ruling regarding signage	LPHCA to provide update.
11/12/14	Performance Update	TfL to monitor service provider performance around secondary info/documents.	Verbal Update given
11/12/14	Performance Update	TfL to provide details of the proportion of drivers signed up for DBS update service	Verbal update given
11/12/14	Performance Update	TfL to provide the statistics on how many times drivers renew their licenses	Verbal update given
11/12/14	TPH System (TOLA) progress/online progress	TfL to provide an update on bulk upload of licenses at next meeting	Verbal update given
11/12/14	TPH system (TOLA) progress/online progress	TfL to raise driver consent to DVLA checks at January meeting with Baroness Kramer	Awaiting letter from Mayor and progressing with DVLA.
11/12/14	Feedback on 2014 STAN campaign	TfL to provide statistics for sexual offences in a pre booked private hire vehicle	Update given
4/3/15	Compliance	TfL to circulate slides	Circulated