

## Private Hire Licensing and Policy Actions (Open), December 2016

The following bodies are represented at the meeting - Transport for London (TfL), Metropolitan Police Service, City of London Police, Addison Lee, Keen Group, Chauffeur and Executive Committee, LPHCA, Carlton Cars, GLH and GMB

Action Ref	Meeting/Plan	Meeting Date	Item Name	Action Details	Due Date	Commentary
PLCE-1	Private Hire Licensing, Compliance and Enforcement	27/07/2016	PHV Signage	Meeting to discuss all signage to be set up. To cover signage trial for identifying PHVs and TfL's review of advertising guidelines (including issues with rental advertising)	31/03/2017	Ongoing - meeting to be set up in 2017
PLCE-7	Private Hire Licensing, Compliance and Enforcement	27/07/2016	Vehicle Licences	TfL to provide clarification on the process and policy of surrendering vehicle licences	31/03/2017	Ongoing - Information to be provided on TfL website in early 2017

## Private Hire Licensing Compliance and Enforcement 5/12/16- Closed since last meeting

Action Ref	Meeting/Plan	Meeting Date	Item Name	Action Details	Due Date	Commentary
PLCE-03	Private Hire Licensing, Compliance and Enforcement	27/07/2016	Operator Licensing Applications	TfL to review navigation of website and review wording on licence applications	28/02/2017	Closed: TfL met with private hire board and GMB on 17 August to discuss web copy and navigation issues and address concerns raised about wording on licence application forms. Changes to web content are planned in the coming months
PLCE-04	Private Hire Licensing, Compliance and Enforcement	27/07/2016	Enforcement	TfL to look into feasibility of splitting statistics on enforcement issues (touting, no insurance, illegal parking), to determine whether a driver is connected to an operator at the time	13/09/2016	Closed: Where possible, TfL will provide these statistics at future meetings
PLCE-05	Private Hire Licensing, Compliance and Enforcement	27/07/2016	Congestion Charge Exemption	TfL to provide trade representatives with clarification on requirements for PHVs to be exempt from Congestion Charge	13/09/2016	Closed- Concerns raised that PHVs are entering Congestion Charge Zone in anticipation of a booking
PLCE-06	Private Hire Licensing, Compliance and Enforcement	27/07/2016	Not Wearing Badges	TfL to look at further ways to raise driver awareness of the necessity to wear their driver identification badge		Closed - there are ongoing communications to drivers about this issue through all available communication channels.

PLCE-09	Private Hire Licensing, Compliance and Enforcement	27/07/2016	Driver Information Solution	Private Hire Board asked TfL to look into whether it would be feasible to include photos of private hire drivers with the other details held on them on TfL licence checker.		Closed: TfL is exploring this through information governance team but don't believe the privacy statement that drivers have signed would allow us to do this. It would require a consultation with drivers in order to make the change.
PLCE-10	Private Hire Licensing, Compliance and Enforcement	27/07/2016	Licence Renewal Costs	TfL to look at costs involved for licensees surrendering their vehicle licence, then re-applying		Closed- Update provided at meeting
PLCE-11	Private Hire Licensing, Compliance and Enforcement	27/07/2016	Licence applications	TfL to review operator application process		Closed- TfL ran through the process to ensure an acknowledgement is issued once the application is processed. TfL are now looking to process an application within 5-10 working days which will allow the operator to know that the application and payment has been received
PLCE-12	Private Hire Licensing, Compliance and Enforcement	27/07/2016	First Aid Training	TfL to look into feasibility of introducing first aid training for taxi and private hire driver applicants		Closed- First aid training to be included as part of additional topographical tests
PLCE-13	Private Hire Licensing, Compliance and Enforcement	05/12/2016	ULEZ	Provide clarification on proposals for PHVs and taxis and publicise information to private hire licensees on grants available to those drivers who wish to purchase a zero emission capable vehicle.		Closed: Paper provided to trade representatives and information on grants available to both private hire and taxi licensees to be include in OnRoute magazine in March 2017

PLCE-14	Private Hire Licensing, Compliance and Enforcement	05/12/2016	Data	Provide an update on the numbers of drivers and vehicles in use by operators, and information on number of candidates going through topographical centres (and pass rates) in future LCE presentations		Closed: Information to be provided in LCE presentations in future
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