

Meeting: Private Hire Licensing, Compliance and Enforcement Meeting
Date: Tuesday 21 March 2017
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 (GBM), Addison Lee (AL)

Review of Actions from 5 December 2016 meeting: vehicle signage to be discussed in senior trade representative meeting on 12 May. TfL to provide information on operator upload data (verified vehicle and driver data) before 12 May meeting. [post-meeting note – this meeting is being rescheduled]

Licensing update: LPHCA raised issue with delays to processing operator applications. TfL confirmed it is aware and will ensure those close to the end of their licence are prioritised. Changes to vehicle licensing telephone message system well received by trade. Vehicle pass rate consistent with previous months. TfL to provide update to all trade reps on Southend case when able to do so.

English language: Update provided on English language requirement. LPHCA asked for guidance on accepted evidence (it is available [online](#)) and expressed view that there should only be an oral test. TfL said this has been tested in the court and the judge (Mitting J) agreed that speaking, reading, writing and listening all necessary.

Enhanced driver assessments: Pass rate has increased since December. The new modules that will form part of the enhanced driver assessments are being developed – information will be shared with the private hire trade once developed.

Advanced driving test: TfL confirmed there will be a consultation on the advanced driving test proposals and look forward to receiving responses.

Congestion Charging: TfL talked through the checks that are carried out to ensure licensed vehicles are in the zone legitimately. Checks are cross referenced with operator upload, with focus on vehicles that are not linked to an operator.

Compliance and Enforcement: 150 new compliance officers now recruited and working/training to date – this has led to an improved presence in suburban areas and at Heathrow. Compliance rate for PH has improved. Team is working closely with MPS on joint operations and a new investigations team (TfL/MPS team) is being put in place to tackle fraud. Issue raised by trade representatives regarding the amount of paperwork drivers need to carry around. TfL confirmed work is ongoing with MIB to further improve access to information. MPS provided update on prosecutions for plying for hire. GMB raised an issue with behaviour of non-TfL taxi marshals at Heathrow. CoLP update – taking action against an aggressive taxi marshal at Sushi Samba.

AOB: In response to GMB question on operators in venues, TfL said review will take place this year. Trade raised concerns regarding cross-border hiring. TfL confirmed it continues to lobby government.

Meeting Date	Item Name	Action Details	Due Date	Commentary
21/03/2017	Operator upload	TfL to provide statistics for the number of drivers currently working with operators	01/04/2017	Update to be provided before next meeting
21/03/2017	Operator licence renewals	TfL to look into complaints made regarding delays in processing operator licence renewals.	20/06/2017	Update to be provided at the next meeting and regular updates will follow.
21/03/2017	Enhanced driver assessments	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	10/04/2017	As per action
21/03/2017	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	Update to be provided at the next meeting
21/03/2017	PH operator compliance visits	TfL to provide meeting attendees with details of operator compliance visit policy	20/06/2017	Update to be provided at the next meeting
21/03/2017	Vehicle inspection centres	TfL to look into feasibility of introducing a printer service, allowing drivers to print off certificates at centres.	20/06/2017	Update to be provided at the next meeting