

# Transport for London

## Taxi and Private Hire Compliance

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# How we have carried out Compliance activities during the pandemic

## Safety and wellbeing

- Our officers have the same concerns and issues as all other public facing professions.
- We are aware of the impact this pandemic is having on drivers and operators and our officers have provided advice wherever possible
- We have established safe systems of work in place and our risk assessments ensure they are kept as safe as possible and those they interact with are also safe.
- We have provided our staff with the necessary PPE to help them in their work. This includes face masks, hand gels and gloves.
- We have continued to carried out operator inspections safely by using remote methods where required.



# Compliance activities during the pandemic

## Activities

- Since the June 2020, our officers have carried out c44,000 inspections of drivers and vehicles.
- The main focus of activities were around education and enforcement of face coverings
- c1085 reports were issued for drivers not wearing face coverings
- 97.5% of drivers were found to be compliant with wearing of face coverings
- Officers have also been handing face masks and hand gel to drivers. So far about 750,000 pieces of PPE have been handed out to drivers.
- Our officers have also been supporting other activities where possible such as helping NHS and key workers to gain easy access to Nightingale hospitals
- We have supported vehicle inspections at NSL inspection centres



# How you can you help a Compliance officer and how they can help you.

- Our officers are instructed to wear a face covering over their mouth and nose when engaging with drivers or operators. Please ensure that drivers and operators are also doing the same.
- If you have a passenger not wearing a face covering, tell them politely to put one on before you start your journey. Inform a compliance officer if a passenger is refusing to wear a face covering and they will help to manage the situation.
- When your vehicle is being inspected by our officers, please remain in the vehicle as this will allow the officers to complete the inspection quickly and safely.
- Please keep your vehicles and operating centres clean at all times and use appropriate cleaning methods to disinfect the vehicle or premise. Our officers will not touch anything unless they have to but anything you can do to keep them and yourself safe will help.
- Our officers are encouraged to get tested regularly using the rapid antigen testing. As the government have opened up free testing to be delivered at home, we would encourage all drivers and operators to do the same.
- A lot of drivers have not driven their taxi's or PHVs for work in a long time. It is important that you get your vehicles cleaned and checked for any defects prior to making any journey. This will help keep you and your passengers safe and will result in fewer stop notices being issued.

