

TfL private hire licensing, compliance and enforcement meeting – 12 December 2019

Attendees:

Part 1 –

Anand Nandha (CPOS Senior Operations Manager)
Dean Giannasi (CPOS Operations Manager)
Edgerton Rodgers (CPOS Operations Resource & Deployment Manager)

Part 2 –

Michael Stack, TPH Head of Licensing
Mark Griffiths, TPH Head of Operations and Contract Management
Luke Giles (Topographical Skills Manger)

Both –

Dan Maskell, TPH Stakeholder Lead (Chair)
Zoe Walsh (GLH)
Steve Wright (LPHCA)
Eddie Townson (Private Hire Board)
Jimmy Lazarou (Chauffeur and Executive Committee)

Note of meeting:

Introductions were made and attendees explained their roles and responsibilities.

It was agreed – to reduce waste – that we would utilise screens in meeting rooms to display meeting slides. Slides would continue to be distributed – electronically – to attendees ahead of meetings.

ACTION: Use screens rather than provide hard copies of slides at future meetings

Compliance and Enforcement Update

DG described the new CPOS structure that will be 'stood-up' from 5 January. It is an area based model and will provide further scope for work in suburban areas.

Details were provided for each geographical area and trade representatives were encouraged to engage.

ACTION: CPOS to create a map showing which manager is responsible for which boroughs.

New hand-held technology is to be trialled between January and April 2020. This will be app-based – which will future-proof it and we are looking at back office technology, including mapping.

AN confirmed that all Compliance Officers (COs) will undergo upskilling and there will be a focus on behaviours. Trade representatives have previously raised concerns about mixed levels of experience amongst COs and this will address those concerns.

ET asked how many COs there will be.

AN acknowledged a high level of attrition, which is common in operational roles. Recruitment is ongoing and there will be c200 COs summer 2020. These will be TPH-dedicated. However, in total CPOS will be able to draw upon c400 COs – who will all be trained in TPH legislation and regulations. CSAS powers enable more efficient resourcing and smarter deployment.

ET asked whether TPH COs will be drawn into other areas of work.

AN confirmed training will be provided to cover all areas COs are responsible for. If a TPH-dedicated CO was called up by a bus driver or noticed something else amiss – they would be expected to deal with it. They would then return to their normal duties and this would be the same if for example a Roads officer identified a PHV on a taxi rank that they would be trained and expected to deal with it.

Attendees then reviewed the compliance and enforcement slides.

AN mentioned the work Jason Ross (CPOS Road Risk Manager) is doing with fleets. This will be intelligence led and compliance issues identified on-street will be traced back to the fleet owners.

SW expressed concerns about the impact of PHVs on local residents in Heathrow Village.

ER confirmed activity takes place regularly and CPOS work closely with Heathrow environmental officers to address littering.

ACTION: Slide 31 to be shown as a map going forwards.

Licensing update

There was a discussion on how to establish whether a driver is licensed or not.

MS confirmed TfL is testing a solution – that would take the form of a daily upload. The online licence checker remains the available solution.

The licensing slides were presented and discussed.

MS stated new application numbers remain very high – more than 500 per week. Call answer times are improving, and targeted closures are taking place – enabling staff to complete licensing tasks.

ET provided positive feedback on any time he has occasion to call.

LG updated representatives on the move to Baker Street. Eight approved TOPO testing centres will close in late April 2020 and all testing will take place in Baker Street. We are maintaining a relationship with providers and hope they will continue to provide training.

MG confirmed a great deal of work had been undertaken with NSL to improve call handling performance and this was having an effect. There will be a focus on seasonal busier periods e.g. May and October.

SW asked about the vehicle online booking process and queried whether this was for individual drivers or fleets too.

ACTION: Trade representatives to identify dates and times when a member of TfL staff can come and demonstrate VoL to reps and any staff.

A.O.B.

ET queried the situation on proprietary booking systems.

MS acknowledged that some systems can be used 'out of the box' however it can be adapted and tailored. TfL needs to confirm – in each case – that an operator is taking a booking and then allotting it to a driver.

Ends

