

Meeting: Taxi Operational Performance Seminar
Date: Monday 10 April 2017
Location: 230 Blackfriars Road, Southwark
Attendees: LCDC – Mark White; LTDA – Richard Massett; RMT – Paul White; UCG - Angela Clarkson; Unite – Peter Rose; TfL - Carlo Delgaudio, Silka Kennedy-Todd, Darren Crowson, Simon Buggiey, Graham Robinson, Rebecca Underwood, Anand Nandha, Edgerton Rodgers; CoLP - David Clark - CoLP; Neil Billany – MPS
Agenda: 1. Review of actions / 2. Licensing update / 3. Compliance and Enforcement update / 4. Special topic of discussion: Cross border hiring / 5. AOB

Summary note of meeting:

1. Review of actions

The updated (April 2017) engagement policy, which was agreed with senior trade representatives, was shared with all attendees.

LCDC and UCG asked for taxi operational performance seminar presentation material to be distributed five working days prior to meetings.

2. Licensing Update ([see presentation for information](#))

LCDC requested information on driver relicensing. LTDA asked if any supply and demand work was being undertaken. TfL confirmed that this is being considered.

Unite asked about the commitment to establish the Knowledge as a formal accreditation. TfL confirmed that we are investigating, in line with the Mayor's taxi and private hire action plan. UCG noted it was positive to see so many Knowledge candidates.

Improvements have been made to the automated phone answering service, making it quicker for callers to get through. There was a discussion about the taxi vehicle 80 per cent first time pass rate. RMT requested information on the split of owned versus rented taxis in the taxi vehicle fleet.

UCG asked about the second MOT and whether drivers could be notified prior to their six month expiration to avoid any issues. TfL advised that drivers are given a reminder note at inspection centres. RMT raised concerns that drivers renting vehicles may not always be aware that the second MOT is due on their vehicle. TfL committed to add a link to the MOT licence checker online and promote it through TPH communications channels to licensees.

3. Compliance and enforcement update ([see presentation for information](#))

The delivery of additional compliance officers is on target, with 150 additional officers now either deployed or undergoing training. Enforcement is taking place 24 hours a day across London. UCG asked about the statutory powers held by compliance officers, particularly in relation to parking. TfL advised the

information is on [the TfL website](#) and said that joint operations are conducted with borough officers and the police when additional powers are required.

Police provided updates on relevant enforcement activities and operations. RMT asked about the use of cradled and handheld devices while in control of a vehicle. Police representatives repeated the [road safety information provided on the TfL website](#).

4. Topic of discussion: Cross border hiring

A wide ranging discussion was held regarding the impact of cross border hiring, which is legal as long as the driver and their vehicle are licensed by the same authority as the operator who accepts the booking.

There was general support for the Mayor and TfL's proposal that private hire bookings should either start or finish in the area the vehicles and drivers are licensed for. Unite stated they have adopted lobbying for these proposals on a national basis. They also referenced licensing requirements in Stoke on Trent, which they have said has some exclusion zones where private hire vehicles can't wait unless they have a booking.

Discussion included the progress of TfL's lobbying for changes to primary legislation. TfL continue to promote this important issue at every opportunity, and raise the need for a statutory definition of plying for hire, as do the LTDA, RMT and Unite.

AOB:

Complaints – LTDA raised that drivers have been contacted several months after an alleged incident took place. TfL confirmed this is being tackled.
Road safety - Unite asked when a breakdown of collision data by taxi and private hire would become available. TfL confirmed that this would be published in the summer.

ENDS

Open actions:

Meeting Date	Item Name	Action Details	Due Date	Commentary
10/04/2017	Information supplied to the trade	TfL to review current information provided to the trade in the quarterly presentation and supply it five working days before each operational meeting, when feasible.	20/07/2017	Additional information to include information on renewal rates for drivers, the number of taxis new to licensing and if they are owned by owner drivers or proprietor, reasons for failure rates at vehicle inspection centres (and TfL to investigate whether it could be split between pass rate of newer and older vehicles), MPS operations and work on plying for hire and complaints information.

Closed actions:

Meeting Date	Item Name	Action Details	Due Date	Commentary
10/04/2017	Road safety	TfL to share information published on road safety with all attendees	20/07/2017	Articles on road safety have been published in the last three issues of OnRoute magazine, which are available here and have been promoted through the weekly email and on twitter. The link to the relevant TfL online page is here .
10/04/2017	Plying for Hire	TfL to explain what constitutes plying for hire for taxi drivers (when outside of their licensed area).	July 2017	Taxis can only ply for hire in the area for which they are licensed. However, the law also allows taxis to accept pre-bookings. Paragraph 31 of the London Cab Order 1934 restricts London taxi drivers to only allowing their taxis to be hired in those parts of London for which they are licensed to ply. On the back of this, case law has determined that a hiring for a London taxi takes place at the place where the booking is accepted, not where the passenger is picked up.

				<p>And as London taxi drivers can be restricted as to where they permit their taxis to be hired (i.e. suburban drivers) this means that the driver must be in their licence area at the time of accepting the booking. This prevents suburban London taxi drivers from accepting pre-bookings, by any of the above means, when anywhere in London other than their sector.</p> <p>Outside London there is no similar provision and case law has determined that taxis licensed by any district council, or TfL, can accept pre-bookings, either directly or through a licensed PHV operator, when outside of the area of the authority that issued their licence.</p>
10/04/2017	Second MOT	TfL to publish information online and communicate through channels to help improve compliance	30/05/2017	Link to gov.uk MOT checker is being promoted through weekly email (started on 25 May) and through @TfLTPH twitter feed.