

Meeting: Private Hire Licensing, Compliance and Enforcement Meeting
Date: Tuesday 20 June 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)
Agenda: 1. Review of Actions / 2. Licensing update / 3. English language requirement / 4. Consultations / 5. Compliance and Enforcement update / 6. Communications and engagement

Review of Actions Operator uploads: Following a discussion on data available (see closed actions), TfL will look at how to share future data (once verified) online. Data may be subject to slight changes if/when late information comes through from operators. Insurance: In a discussion on insurance, all trade reps said they supported drivers being able to provide proof of insurance electronically. This will be considered as part of a future consultation on insurance.

Licensing update: Topographical tests: TfL said topographical pass rate has increased, with candidates tending to have done more preparation/study ahead of their test. There has also been a significant improvement in call answer time.

English language requirement: Discussion included concern regarding 1 October deadline and when drivers who have submitted evidence will find out if it has been accepted (GMB). TfL said appeal is still to be heard and requirement remains. TfL to consider what reporting may be possible on this in the longer-term, such as numbers of people who have taken test and pass rates.

Consultations: TfL said operator licence fee consultation had over 1,400 responses.

Compliance and Enforcement: 200 new compliance officers recruited to date, with eight weeks of training (mix of classroom and on-street). They are working across London. GMB requested compliance officers (COs) have bodycams. TfL said incidents against COs are very low and any cost/benefit would need to be assessed. LPHCA said they are getting reports of multiple visits from police and TfL to compliant operators. TfL said work being done to schedule visits appropriately. TfL working to split 'badge and bill' checks with more complex issues that require officers with a higher level of training. Discussion on number and costs of new COs. Addison Lee said they believe increase will have business and safety benefits, but will need up to 18 months to establish – then needs to be evaluated.

Policing: MPS - There are weekly joint operations with TfL and MPS, with more joint working on tasking and deployment. Have stopped unannounced visits to ph operators unless criminal issues, otherwise have joint visits with TfL compliance. CoLP – Carried out Safer Travel at Night activity in late May along with TfL.

Communications and engagement: Trade acknowledged big improvement in communication channels to licensees (twitter, weekly email, OnRoute, improving content on website) but asked for TfL to be more responsive on questions asked. Trade asked for pre-consultation engagement.

AOB: Congestion Charging: information on this has now been included in the presentation, available [here](#). TfL said ph drivers have exemption removed if they can't prove they were working when they went into the zone.

Open Actions				
Meeting Date	Item Name	Action Details	Due Date	Commentary
21/03/17	Operator compliance inspections	TfL to put policy for operator compliance inspections on line.	July 2017	Due to be published online asap. TfL to inform trade representatives when it has been published.
21/03/17	Private Hire Driver home addresses	TfL to circulate a details of private hire driver postcode locations	July 2017	Update: TfL to share details of private hire driver (partial) postcode locations in order to determine home addresses in July 2017.
20/06/17	Presentation	TfL to include slide on topographical process –including statistics - into presentation for next meeting. Also include operator upload information, and look at what can be reported on English language testing. Also to split prosecution data between taxi and private hire. City of London Police to include details of traffic offence reports in future presentations.	Oct 2017	As per action

Closed Actions				
Meeting Date	Item Name	Action Details	Due Date	Commentary
21/03/17	Vehicle inspection centres	TfL to look into feasibility of introducing a printer service, allowing drivers to print off certificates at centres.	20/06/2017	Closed: TfL advised that due to security setting on printer wifi at centres this would not be possible
21/03/17	Operator upload	TfL to provide statistics for the number of drivers currently working with operators	01/04/2017	Closed: The following was provided at the meeting on 20 June - In December 2016 there were approximately 71,100 unique private hire drivers and 73, 500 unique private hire vehicles working, or available to work for a private hire operator. Data for January showed the number of drivers and vehicles (working or available to work) to be around 63,000 and 64,300 respectively.

21/03/17	Operator licence renewals	TfL to look into complaints made regarding delays in processing operator licence renewals.	20/06/2017	Closed: TfL explained at meeting that due to additional scrutiny and steps in licensing process (such as topographicals and medical checks) licensing processes are taking longer.
21/03/17	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	Closed: Attendees at meeting were informed that 63 private hire drivers had been found to have no H&R insurance in place in the past year.
21/03/17	Enhanced driver assessments	TfL to circulate previous presentation on new topographical testing arrangements to meeting attendees.	10/04/2017	Closed: Shared by email prior to June meeting.