

Meeting: Private Hire Licensing, Compliance and Enforcement Meeting
Date: Wednesday 18 October 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 (GMB), Addison Lee (AL)
Agenda: 1. Review of Actions / 2. Licensing update / 3. English language requirement / 4. Consultations / 5. Compliance and Enforcement update / 6. Journey Commencement / 7. Declared number of vehicles workings / 8. Declared number of drivers working / 9. Communications and engagement 10. AOB

Review of Actions No outstanding actions

Licensing update: Topographical tests: TfL said that the topographical test pass rate has stabilised at circa 44 per cent. The meeting explored the data seeking further information on drop out rates, the pass rates on the second attempt and the pass rates when people are retested. TfL to consider this in future licence fee reviews.

Vehicle licensing: Discussion centred on the need to check paper copies of key documents e.g. the vehicle log book that has led to recent failures. In light of the high first time pass rates, both PHB and LPHCA suggested TfL look at the free re-test and see if a form of financial penalty could be included for a first time fail. TfL stated that the free re-test was brought in to give greater flexibility over vehicle inspections.

English language requirement: Discussion focused on the processing of the English language evidence and that following comments from the trade acknowledgements are now issued for supplied evidence. TfL highlighted the diverse range of evidence provided which takes time to assess.

Consultations: TfL provided provisional information on the upcoming consultations proposed for 2017/18. TfL will look to circulate these with a summary note on what will be included and a draft timetable in due course.

Compliance and Enforcement: New compliance officers are now in place meaning that they can better focus on hotspot areas and common issues. It was highlighted that driver compliance has improved and that vehicle non-compliance has remained relatively static with damaged discs and lights being some of the key issues. TfL stated that it was planning on moving towards annual visits for operators with additional visits to address any on street issues and ad hoc visits when officers are in the area. An update was also provided on how TfL was going to measure the effectiveness of compliance officers. Two requests for further information were made. The GMB requested inclusion of information on revocations, non renewals and cancellations of licences. LPHCA requested information on operator failures for category seven and below.

Policing: MPS - There are weekly joint operations with TfL and MPS, with more joint working on tasking and deployment. The low level of hire and reward non-compliance was noted while drivers picking up and dropping off passengers on crossings has become a key issue and PHB requested guidance on this for circulation to operators.

CoLP – The statistics remain consistent between the CoLP and the MPS and there have been a number of high profile police operations in recent weeks. ANPR has recently been activated and has led to a number of drivers caught for a variety of offences. LPHCA requested TfL and the police undertake visits to hire companies to check the standard of vehicles being rented to drivers.

PHB requested guidance on what operators should do when a serious complaint is made against a driver to ensure that they are able to inform the right people and take appropriate action

Journey Commencement: PHB asked for clarity on when a journey commences as a number of regulations refer to it however there is no definition.

Declared number of vehicles and drivers working:

TfL revealed the figures from P3 (June) are:

Drivers: 69643

Vehicles: 72701

This will be included in the slides in future.

Communications and engagement: TfL confirmed all trade meetings proposed until April 2018 and an email with these dates has been circulated.

AOB:

GMB asked for information on TfL operations outside of London and for further information on assaults on drivers and non-payment for journeys. MPS asked for operators and drivers to report these incidents online so that the police can take action.

PHB asked for clarity on the Mayor's response at MQTs where he stated TfL does not recover the full costs of licensing and compliance through the fees at the previous rates.

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Open Actions				
Meeting Date	Item Name	Action Details	Due Date	Commentary
18/10/2017	Topographical Testing	TfL to undertake an assessment of topographical drop out rates	TBC	As action
18/10/2017	Disability specialist vehicle failure	LPHCA to provide information on the Barnet vehicle failure referenced in the meeting for TfL to investigate.	ASAP	As action
18/10/2017	Consultations	When more information is available, TfL to circulate information on upcoming consultations including a summary of the purpose of each consultation.	ASAP	As action
18/10/2017	Presentation	TfL to include slides on the number of drivers and vehicles working; information on revocations, cancellation of licences and non renewals; operator non-compliance up to and including category seven.	January 2018	As action
18/10/2017	Hire Companies	Police to look into hire companies and the standard of vehicles being rented to operators and drivers	ASAP	As action
18/10/2017	Serious Criminal Complaints	TfL to provide guidance on what an operator should do when a serious complaint is made against one of their drivers	ASAP	As action
18/10/2017	Operator Licence Fees	TfL to provide clarification on the Mayor's remarks about the licence fee at MQTs	ASAP	As 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.
21/03/17	Operator compliance inspections	TfL to put policy for operator compliance inspections on line.	July 2017	Due to be published online by end of July. TfL to inform trade representatives when it has been published.
21/03/17	Private Hire Driver home addresses	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	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	Oct 2017	As per action

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