

## Private Hire Licensing, Compliance and Enforcement meeting - Open Actions from July 2016 Meeting

The following bodies are represented at the meeting - Transport for London (TfL), City of London Police (CoLP), Metropolitan Police Service (MPS)

The Licensed Private Hire Car Association (LPHCA), GMB union, Private Hire Board, Chauffeur and Executive Committee

Next Meeting - 13 September 2016

Meeting Date	Item Name	Action Details	Due Date	Commentary
21/01/2016	PHV Signage	Meeting to discuss all signage to be set up. To cover signage trial for identifying PHVs and TfL's review of advertising guidelines (including issues with rental advertising)	May-16	In light of guidance from the DVLA that they will not support a PHV number plate signage trial, we are looking at what we can do in future on this issue and will update in due course.
28/04/2016	Electric Charging Points	TfL to add this as standing agenda item at each PHV LCE meeting.	Sep-16	In addition, TfL to develop engagement programme with licensees
27/07/2016	Operator Licensing Applications	TfL to review navigation of website and review wording on licence applications	Aug-16	TfL to meet with private hire board and GMB on 17 August to discuss web copy and navigation issues and address concerns raised about wording on licence application forms
27/07/2016	Enforcement	TfL to look into feasibility of splitting statistics on enforcement issues (touting, no insurance, illegal parking), to determine whether a driver is connected to an operator at the time	Sep-16	If possible, we will provide these statistics at future meetings
27/07/2016	Congestion Charge Exemption	TfL to provide trade representatives with clarification on requirements for PHVs to be exempt from Congestion Charge	Sep-16	Concerns raised that PHVs are entering Congestion Charge Zone in anticipation of a booking
27/07/2016	Not Wearing Badges	TfL to look at further ways to raise driver awareness of the necessity to wear their driver identification badge	Sep-16	Not wearing badges is by far the biggest non-compliance issue. Suggestions were brought forward in meeting which will be further explored
27/07/2016	Vehicle Licences	TfL to provide clarification on the process and policy of surrendering vehicle licences	Sep-16	Information to be provided to licensees
27/07/2016	New Regulations	TfL to publish advice online on new regulations coming into force in October	Sep-16	Information to be provided to trade representatives and will be made available online
27/07/2016	Driver Information Solution	Private Hire Board asked TfL to look into whether it would be feasible to include photos of private hire drivers with the other details held on them on TfL licence checker.	Sep-16	Update to be provided by TfL once guidance has been received from the data protection team.
27/07/2016	Licence Renewal Costs	TfL to look at costs involved for licensees surrendering their vehicle licence, then re-applying	Sep-16	
27/07/2016	Licence applications	TfL to review operator application process	Sep-16	Issue raised in relation to the waiting time between paying licence fees and receiving an acknowledgement
27/07/2016	First Aid Training	TfL to look into feasibility of introducing first aid training for taxi and private hire driver applicants		Update to be provided at next meeting

## Private Hire Licensing, Compliance and Enforcement meeting - Closed Actions from July 2016 Meeting

The following bodies are represented at the meeting - Transport for London (TfL), City of London Police (CoLP), Metropolitan Police Service (MPS)  
The Licensed Private Hire Car Association (LPHCA), GMB union, Private Hire Board, Chauffeur and Executive Committee

Next Meeting - 13 September 2016

Meeting Date	Item Name	Action Details	Due Date	Commentary	Closed Date
21/01/2016	PHV Signage	TfL to meet with DVLA regarding acceptable parameters for PHV number plate signage trial	May-16	DVLA has now advised they will not support any trial that would require changes to number plate signage. Email from DVLA was shared with trade representatives by email on 02/08/16	27/07/2016
21/01/2016	Operator licence numbers	TfL to investigate requiring Private Hire websites to clearly display their operator licence number.	Mar-16	This will be included in the operator handbook which is currently being drafted. Operators will be told they will be expected to clearly display their operator licence number on their website and to include a link to licence checker, as added reassurance for their customers.	27/07/2016
21/01/2016	Sexual offence allegations	TfL to provide operators with advice on how to handle any complaints regarding sexual misconduct	Mar-16	Information and advice for operators will be updated in the coming months in light of the regulation review changes and included in both the operator handbook and in the staff manual. This will include advice on how to use the section 105 form.	27/07/2016