

Meeting: Private Hire Licensing, Compliance and Enforcement Meeting
Date: Tuesday 30 November 2018
Location: 230 Blackfriars Road
Attendees: Transport for London (TfL), Metropolitan Police Service (MPS),
Licenced Private Hire Car Association (LPHCA), Private Hire Board (PHB), GMB
Drivers (GMB),
Agenda: 1. Review of Actions / 2. Licensing update / 3. Compliance and
Enforcement update

1. Review of Actions - No outstanding actions

2. Licensing update:

Licensing: Trade raised concerns with the accuracy of 'active vehicles' data received by TfL from private hire operators. Trade specifically mentioned vehicles that have been sent to a garage for maintenance, or any other issues, would often be included in an operator's weekly report despite not being available to carry out work. Statistics on active drivers provides a more accurate representation.

Expired Licence Discs: Trade enquired about the mechanisms that were in place for collecting expired vehicle licence discs. TfL confirmed that work is ongoing to gain a better understanding of the overall number of outstanding discs that need to be recovered. In the meantime, TfL's compliance officers are utilised to chase those that are outstanding and not being used in connection with a licensed private hire vehicle.

Trade suggested introducing a penalty for not returning an expired licence, to cover costs for recovering discs.

Discussion turned towards the use of external colour coded plates. Trade discussed the benefits (quick ability to identify if a plate is valid or not) and disbenefits (encouraging touting and misleading the public).

Vehicle recognition technology was also mentioned as a potential solution which would save on costs for issuing paper licences while avoiding misleading the public.

Licence Applications: TfL confirmed that it is in the process of changing its application forms and its application processing capabilities to ensure that licences are issued before expiry. The focus is always on renewals and ensuring that drivers aren't out of work. To help clear current backlogs, TfL is undertaking targeted activities which include partial closures of the telephone service to allow teams to clear correspondence and focus on processing applications.

A quality assurance process is in place to ensure that the service being offered over the phone is up to standard. A full training programme is in place so that calls are resolved on first contact, including multi-skilling agents so that teams are able to deal with a wider variety of issues. New messaging has also been introduced on the telephone IVR to reduce unnecessary calls and advise on steps that need to be taken.

Online Topographical Test: TfL to provide a live demonstration and latest figures at the next meeting (see actions).

DVLA 'share codes': Trade suggested that TfL meets with the DfT regarding the DVLA's new policy change on share codes being made available for a maximum of 21 days.

MOGO vehicle plates: Trade raised an issue with Mogo vehicle plates being refused at test centres. TfL will look into this and feedback to trade representatives (see actions).

3. Compliance and Enforcement update

Compliance officer activities: TfL informed attendees of a recent event whereby two compliance officers tended to a passenger in a PHV who was having a heart attack and were subsequently awarded life-saving awards.

TfL is exploring opportunities to give compliance officers first aid training support.

Issues raised with drivers sleeping in minicabs while parked in residential streets. TfL's compliance team will follow up on any intelligence it receives and investigate as a part of its night time operations.

Trade raised concerns that vehicles were not using the Authorised Vehicle Area (AVA) at Heathrow due to response times when coming out of the AVA. TfL will liaise with Heathrow to garner further information (see actions).

Trade asked for latest prosecution figures, particularly relating to equality laws. TfL will look to publish this in a future edition of its On Route magazine (see action).

Trade also asked whether a search function could be added to the website which enables users to search through previous editions of On Route.

Met Police update: There was an error with the data provided, accurate statistics will be passed on to trade representatives at a later date.

Trade requested that MOTs be added as an agenda item for the next meeting.

Open Actions

Meeting Date	Item Name	Action Details	Due Date	Commentary
30/10/18	Recovery of Licence Discs	TfL to provide an update regarding work that is being carried out to ascertain how many expired discs are outstanding, and to recover them.	23/01/2019	TfL confirmed that work is ongoing to gain a better understanding of the overall number of outstanding discs that need to be recovered. In the meantime, TfL's compliance officers are utilised to chase those that are outstanding and not being used in connection with a licensed private hire vehicle.
30/10/18	Online Topographical tests	TfL to present the new online topographical assessment at the next meeting.	23/01/2019	As action
30/10/18	Mogo plates	TfL to provide information on Mogo plates being refused at test centres.	23/01/2019	As action
30/10/18	Heathrow AVA	TfL to provide an update on discussions with Heathrow	23/01/2019	As action
30/10/18	Prosecution figures	TfL to publish latest prosecution figures in future publications of On Route	ASAP	As action