

Private Hire Licensing, Compliance and Enforcement meeting - Actions from September 2015 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 - January 2016

Open items

Meeting Date	Item Name	Action Details	Due Date	Commentary
21/07/2014	Medicals	TfL to arrange meeting at appropriate time to discuss Business Process Review around medicals	31-Jan-16	The Business Process Review (BPR) is going through all licensing processes. Medicals are planned as part of this review but later in the programme (early 2016). It was agreed at 16 September PHV LCE that the issue will be dealt with at a workshop in the New Year. The workshop will be scheduled to take place by February next year.
16/09/2015	GB Group	GMB expressed concern regarding GB Group not grasping update facility	16-Dec-15	We are working directly with the DBS and GB Group to increase the comms regarding the Update Service. By working together we will ensure that the correspondence issued by each party will be consistent. Both the DBS and GB Group have expressed a desire to ensure this option becomes more popular. An update will be provided at the next meeting.
16/09/2015	Touting	GMB concerned regarding drivers taking return airport pick up journeys without notifying operator - GMB to share example discussed at meeting with EOS.	31-Sept-15	As per Action Details.
16/09/2015	Badge Guidance	TfL to put guidance on wearing of badge / driver ID on TfL website and circulate via social media and OnRoute	31-Oct-15	To be included on TPH pages of website by end of 2015.

Closed items

Meeting Date	Item Name	Action Details	Due Date	Commentary
11/12/2014	Private Hire complaints processes	Trade to provide statistics of complaints received by operators about driver behaviour	02-Oct-15	Closed: A number of operators shared statistics. These have been used to help develop plans for the new PHV complaints process that is being introduced at TfL.
11/12/2014	Smoking in taxis and private hire	TfL to issue a notice on smoking and on the use of e-cigarettes in vehicles	31-Sept-15	Closed: TfL policy is that neither are permitted on public transport. This is now also the policy with taxi and private hire. TPH notice issued on 2 December and promoted on twitter and through the weekly TPH email.
04/03/2015	Medicals	TfL to look at date of birth system for medicals instead of against licence renewal (<i>raised by LPHCA</i>)	16-Sep-15	Closed: Any changes to medicals will be considered and discussed with the trade as part of the business process review planned for the new year.
04/03/2015	EU	TfL to contact DfT regarding planned exchange of motorist details with EU Countries	16-Sep-15	Closed: To be discussed in next meeting with the DfT
04/03/2015	DBS	TfL to speak to Home Office regarding DBS update service durations.	16-Sep-15	Closed: Decision has been made to introduce temporary measures to permit existing drivers waiting for DBS decision to work. Announced at Transport Committee on 9 November. Press release issued mid-November and went into affect w/c 30 November. TPH notice issued on 2 December and promoted through twitter and weekly TPH email.
04/03/2015	Regulations Review	TfL to consider what changes could be made after initial consultation if consensus on way forward	16-Sep-15	Closed. Following the initial consultation, TfL is taking forward measures on topographical skills, complaints, disability awareness training and driver training. More information is available at https://consultations.tfl.gov.uk/tph/4db94694 . In addition, a further 25 proposals are being consulted on as part of a further more detailed consultation, which closes on 23 December.
04/03/2015	PHV Pass Rate	TfL to look into current "80 80 80" PHV pass rate predictions (<i>LPHCA</i>)	16-Sep-15	CLOSED - TfL (in Surface Transport Panel 15 July 15) committed to: a) Place first time pass rates as an agenda item at the next quarterly Licensing, Compliance and Enforcement meetings to be held with the taxi and private hire trade representatives respectively. b) Consider what licensing incentives can be made to increase pass rates and discuss these at the Licensing, Compliance and Enforcement meetings. c) Use the new TPH OnRoute e-magazine to convey taxi and private hire inspection data
04/03/2015	Topographical Testing	TfL to schedule a business review and involve trade. Date to be schedule by next meeting	16-Sep-15	Closed: Being dealt with as part of regulations review.

04/03/2015	Compliance	TfL to discuss benchmarking and resource issues with the Trade when finalised	16-Sep-15	Closed. TfL has announced that it is doubling the number of dedicated Taxi and Private Hire Compliance Officers to 82 in early 2016. TfL has also put other measures in place to increase the level of TPH enforcement and compliance activity including the upskilling and deployment of Revenue Protection Inspectors and Roads and Transport Enforcement officers on to cab issues.
25/06/2015	Signage Trial	Vehicle signage trial plan to be circulated including measurement of success	16-Sep-15	Closed: Plans circulated to trade.
25/06/2015	Compliance	TfL to circulated figures of drivers arrested but not tied to an (a single) operator	16-Sep-15	Closed: Was on agenda at 16 September meeting.
25/06/2015	Islington	TfL to provide number of licensed drivers/vehicles in Islington.	31-Jul-15	Complete: Outstanding action - licensing team emailed GMB on 7 July 2015
16/09/2015	PHV Pass Rate	TfL to consider ways to incentivise first-time vehicle pass rates.	16-Dec-15	Closed: TfL included story on how to pass taxi and PH vehicle inspections in OnRoute magazine in September, and heavily promoted it through the weekly email. Plan to include this as permanent content on TPH online pages web by spring 2015.
16/09/2015	Signage Trial	Summary research feedback session with signage focus group agency	31-Oct-15	Debrief meetings with trade reps took place on 22 October.