

## Taxi Licensing and Policy Actions (Open), April 2016

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

London Cab Drivers Club (LCDC), London Taxi Drivers Association (LTDA), Unite the Union (Unite),

Next Meeting - June 2016

Meeting Date	Item Name	Action Details	Due Date	Commentary
28/01/2016	Customer Complaints	TfL to promote to customers that they can register their complaints about PHVs with TfL as well as operators	Ongoing	This is part of the wider work to promote that TfL investigate customer complaints regarding both taxi and private hire services in London. We have updated the website to make it clearer to passengers how to complain and that they can complain about both taxi and private hire services, via <a href="http://tfl.gov.uk/tph-comments">tfl.gov.uk/tph-comments</a> . @TfLTPH directly contacts customers where issues have been identified to encourage them to formally report their complaints. A push on promoting the service through marketing and PR activity will take place in late spring. We are considering options for promoting details of how to complain in licensed vehicles.
28/01/2016	Cabwise and Taxicard	Update to be provided in next meeting	Jun-16	Work is currently ongoing within TfL to explore options to replace Cabwise with a suitable alternative. While Taxicard is the responsibility of London councils, TfL liaises with them through Dial-a-ride, with whom the issue of the name has been raised for their consideration.
28/01/2016	Collating Collision Data	Update to be provided in next meeting	Jun-16	The MPS, who are responsible for collating road safety data in London, combine taxi and private hire collision data. TfL is working to split the data.
20/04/2016	Online Applications	LCDC to liaise with licensing team regarding training for LCDC volunteers to assist drivers who may need extra help with the online processes	Jun-16	Similar training has already been given to LTDA and Unite, at their request. LCDC to advise whether they would find the training helpful.
28/04/2016	Congestion Charge Checks	Update to be provided in next meeting	Jun-16	TfL has increased resources to conduct more congestion charge checks for private hire vehicles.
28/04/2016	PH Driver Numbers	TfL to look at ways to make private hire driver applicants aware of the challenges facing drivers before being licensed; i.e. number of currently licensed drivers	Jun-16	We are already looking at ways to ensure that taxi driver applicants are fully informed and will look to extend this to private hire applicants
28/04/2016	Timed Rest Ranks	TfL to look into policy regarding PH vehicles using rest ranks when a rank is not in operation	Jun-16	Public safety concerns were raised about this practice. TfL committed to review the signage policy regarding timed ranks.

## Taxi Compliance and Enforcement Actions (Open), April 2016

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

London Cab Drivers Club (LCDC), London Taxi Drivers Association (LTDA), Unite the Union (Unite),

Next Meeting - June 2016

Meeting Date	Item Name	Action Details	Due Date	Commentary
28/04/2016	Hire and Reward Insurance	Update on TfL's work with the Motor Insurance Bureau (MIB) to be provided in next meeting	Jun-16	TfL is working with MIB to access their database and is looking at ways to integrate this into handheld devices for on street compliance checks
28/04/2016	Parking on Ranks	TfL to look at prosecuting drivers misusing ranks. Update to be provided in next meeting.	Jun-16	TfL to look at the current approach to drivers found misusing ranks. Prosecution measures to be considered. Soho Square, Soho Street, Mayfair and Covent Garden raised as ranks with issues, Monday - Sunday
28/04/2016	Educating PH Operators and Drivers	TfL to develop communications campaign to make drivers and operators aware of key issues where compliance is a factor e.g. ranks	Jun-16	As per action
28/04/2016	Temporary Events	TfL to provide information to taxi trade representatives regarding plans for We Are FSTVL and Shine events	Jun-16	As per action
28/04/2016	Sexual Assault Figures	TfL to publish data on this in early May	Jun-16	This information will be published online at <a href="http://www.tfl.gov.uk/tph">www.tfl.gov.uk/tph</a>
28/04/2016	Heathrow	Trade to establish new meeting at Heathrow, with Heathrow taxi trade representatives and TfL.	Jun-16	Trade to organise a new regular meeting at Heathrow, and agree format and frequency of new meetings with TfL. All open Heathrow related items from past meetings to be moved to actions log for new meeting, as more time is required with the taxi trade and TfL on this area. Those issues to include: Terminal 2 ranks signage, enforcement and prosecutions. Unite the Union have proposed the meeting take place on either 23 or 24 May, to take place at Unite House, Heathrow. TfL has confirmed they will be able to attend.

## Taxi Licensing Actions (Closed), April 2016

### The following

London Cab Drivers Club (LCDC), London Taxi Drivers Association (LTDA), Unite the Union (Unite),

**Next Meeting** - June 2016

Meeting Date	Item Name	Action Details	Commentary
28/04/2016	DBS	Promote annual renewals through TfL and trade communications channels, including that it is cheaper to sign up for yearly DBS than to pay for it once every three years.	Closed - Discussed at meeting. We are currently reviewing the feasibility of introducing the mid year MOT date to the licence and inspection report as a short term solution until changes can be made to the new DVSA interface which will allow mid year reminder letters to be issued. In the meantime, the vehicle licensing team has created reminder forms which will shortly be distributed to vehicle licensing centres.
28/04/2016	DBS	TfL and trade to promote compensation available from government if people are out of work due to DBS delays.	This has been added to the agenda for the next meeting. Investigations to date suggest that PHVs outside hotels have been booked.
28/04/2016	Knowledge	TfL to set up a separate meeting to discuss The Knowledge (including cost and infrastructure)	Closed: A link to the email compensation claims must be sent to has been included on the TfL website and is linked to through tweets and email communications. <a href="https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/licensing-information">https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/licensing-information</a>
Taxi Licensing, Compliance and Enforcement Meeting	MOTs	TfL to consider if can do auto-reminder for 6 month MOTs to increase compliance.	Closed - Discussed at meeting. We are currently reviewing the feasibility of introducing the mid year MOT date to the licence and inspection report as a short term solution until changes can be made to the new DVSA interface which will allow mid year reminder letters to be issued. In the meantime, the vehicle licensing team has created reminder forms which will shortly be distributed to vehicle licensing centres.

## Taxi Enforcement Actions (Closed), April 2016

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

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**Next Meeting** - June 2016

Meeting Date	Item Name	Action Details	Commentary
28/04/2016	Hotels	Item to be added to next LCE meeting agenda	This has been added to the agenda for the next meeting. Investigations to date suggest that PHVs outside hotels have been booked.
28/04/2016	Performance Updates	TfL to circulate performance updates for both licensing and enforcement ahead of Taxi LCE meetings wherever possible.	Closed. Information is now available on website, is being tweeted regularly and will feature regularly in weekly email and will be tweeted regularly. Has been a feature in OnRoute magazine and will be covered again in future. TfL to also develop posters for vehicle test centres, and to make it clearer in licensing and relicensing information to drivers. TfL to share the sign up web address with the trade for them to publicise through their channels. Also to include advice leaflet on service the next time all taxi drivers are written to.

28/04/2016	Figures for Operator Visits	TfL to provide figures for operator visits in the next meeting	Closed - as per action
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