

Taxi Licensing Compliance and Enforcement Actions (Open), August 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),

Meeting Date	Item Name	Action Details	Commentary
04-Aug	PayPal Payment Transactions	TfL to publish a link for PayPal's refund procedures on the credit card section of the TPH website	Concerns were raised that drivers are being financially impacted due to a fault in PayPal's system, which we have been working with the company to resolve.
04-Aug	Road Safety/Apps	TfL to work with taxi trade, police and road safety colleagues on how to address concerns about an increase in collisions and how apps could lead to drivers being distracted while driving.	An initial workshop will take place on 25 August.
04-Aug	Taxi Vehicle Licensing	TfL to circulate our policy on VIN numbers in taxis and vehicle licensing process online.	As per action
04-Aug	Radio Circuits/Apps Fare Charge Complaints	TfL to look into concerns raised that radio circuits/app operators are not clearly communicating minimum fare administration fee charges to passengers	Concerns were also raised that passenger complaints regarding these additional charges are being recorded against drivers. TfL to ensure customer complaints team are recording any such complaints correctly and not attributing these charges to drivers
04-Aug	Compliance Officers	TfL to add information online regarding the powers that enforcement officers have	As per action
04-Aug	Not Wearing Badges	TfL to look at ways to raise drivers' awareness of the necessity to wear their badges	Not wearing badges is by far the biggest non-compliant issue. Concerns were raised in meeting that drivers were unaware of the penalties that could be imposed on drivers
04-Aug	Plying for hire offences	TfL to provide trade representatives with examples of plying for hire offences committed by taxi drivers	Trade raised concerns in meeting about the high number of taxi driver plying for hire offences in the presentation and requested further details to establish the main themes/causes
04-Aug	Uber Servers	Taxi trade has asked for TfL to confirm where Uber servers are based	As per action
04-Aug	On Route	TfL to provide copies of On Route for distribution to drivers at Heathrow	As per action
02-Jun	Timed Ranks	TfL to look into issues regarding PH vehicles using ranks, when a rank is not in operation, and parking bays.	TfL is liaising with its legal team to determine whether any action is possible. Update to be provided at future meeting.
02-Jun	Congestion Charge Checks	TfL to determine whether private hire vehicles entering the zone without having a booking is a breach of the exemption rules.	Clarification is being sought from colleagues in Road User Charging. Update to be provided at next meeting

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04-Aug	Taxi Tops	TfL to provide trade representatives with information on the application process for Taxi Tops.	Closed: This information was emailed to meeting attendees on 5 August; it is available on the TfL website at https://tfl.gov.uk/info-for/taxis-and-private-hire/parking-information
04-Aug	Road Safety Stats	TfL to share information on road safety reports that are available on the TfL website	Closed: This information was emailed to meeting attendees on 5 August; it is available on the TfL website at https://tfl.gov.uk/corporate/publications-and-reports/road-safety .
02-Jun	Collating Collision Data	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.	Update provided in meeting on 4 August
02-Jun	Ranks	TfL to write to Kensington & Chelsea and Camden with proposals for new ranks	Update provided in meeting on 4 August. All other rank matters to be addressed through the Ranks Committee
02-Jun	Cross Border Hiring	TfL has written to a number of licensing authorities across England and is scheduling meetings to further discuss cross border hiring issues.	Update provided in meeting on 4 August