

## Taxi Licensing and Policy Actions (Open), 2 June 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 - 4 August 2016

Meeting Date	Item Name	Action Details	Due Date	Commentary
02/06/2016	Congestion Charge Checks	Update to be provided in next meeting	Aug-16	TfL to determine whether private hire vehicles entering the zone without having a booking is a breach of the exemption rules.
02/06/2016	Collating Collision Data	Update to be provided in next meeting	Aug-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.
02/06/2016	Timed Ranks	TfL to look into issues regarding PH vehicles using ranks, when a rank is not in operation, and parking bays.	Aug-16	TfL is liaising with its legal team to determine whether there is a possible case for plying for hire in such instances. Update to be provided to trade representatives once confirmed.
02/06/2016	Ranks	TfL to explore proposals for new taxi ranks in Kensington and Chelsea and Camden to determine whether these can be appointed	Aug-16	TfL to write to Kensington & Chelsea and Camden with proposals for new ranks
02/06/2016	Cross Border Hiring	TfL Policy team to liaise with other authorities regarding issues of out of town vehicles undertaking bookings	Aug-16	TfL has written to a number of licensing authorities across England and is scheduling meetings to further discuss cross border hiring issues.
02/06/2016	Mobile Apps	TfL to circulate information in weekly email to licensees on appropriate location for mobile device cradles in vehicles.	Aug-16	Policy is being finalised. Once complete, information will be circulated regularly through appropriate communication channels.

## Taxi Compliance and Enforcement Actions (Open), June 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 - 4 August 2016

Meeting Date	Item Name	Action Details	Due Date	Commentary
02/06/2016	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	Aug-16	Work around this is ongoing. Update to be provided at next meeting
02/06/2016	Touting allegations in Enfield	TfL compliance to investigate and follow up on Unite's request for additional compliance operations in Enfield	Aug-16	TfL has looked into issues around Enfield based on previous intelligence reports and has identified illegal activity involving unlicensed drivers. The matter is under investigation and checks in the area are ongoing. There are no other touting related issues reported in Enfield.

## Taxi Licensing Actions (Closed), 2 June 2016

### Next Meeting - 4 August 2016

Meeting Date	Item Name	Action Details	Commentary
02/06/2016	Customer Complaints	TfL to promote to customers that they can register their complaints about PHVs with TfL as well as operators. Update to be provided in next meeting	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 once the complaints phone service is available. We are considering options for promoting details of how to complain in licensed vehicles.
02/06/2016	Cabwise and Taxicard	Update provided in meeting	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.
02/06/2016	Congestion Charge Checks	Update provided in meeting	TfL has increased resources to conduct more congestion charge checks for private hire vehicles.
02/06/2016	Online Applications	Head of Licensing to liaise directly with the Chairman of LCDC	Email sent to Chairman of LCDC on 7 June
02/06/2016	Heathrow Meeting	TfL Policy team to attend future Heathrow meetings where possible to discuss credit card issues	TfL attended a meeting on 1 July and will ensure attendance at future meetings
02/06/2016	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	TfL has provided information online at <a href="https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/private-hire-driver-licence">https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/private-hire-driver-licence</a> .
02/06/2016	Vehicle Inspections	TfL to use all available communication channels to provide taxi drivers with advice on paperwork required for vehicle inspections	TfL has updated its vehicle inspection manual, available here: <a href="http://content.tfl.gov.uk/taxi-and-private-hire-vehicle-inspection-manual.pdf">http://content.tfl.gov.uk/taxi-and-private-hire-vehicle-inspection-manual.pdf</a> . Work is also ongoing to improve online content. Information is also available online and will be circulated in the weekly email to licensees. <a href="https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/apply-for-a-taxi-vehicle-licence">https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/apply-for-a-taxi-vehicle-licence</a>

## Taxi Compliance and Enforcement Actions (Closed), 2 June 2016

Meeting Date	Item Name	Action Details	Commentary
28/04/2016	Hire and Reward Insurance	Update on TfL's work with the Motor Insurance Bureau (MIB) provided in last meeting	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	Temporary Events	TfL to provide information to taxi trade representatives regarding plans for We Are FSTVL and Shine events	Update provided at meeting
28/04/2016	Sexual Assault Figures	TfL to publish data on this in due course. Update provided in last meeting.	This information will be published online at <a href="http://www.tfl.gov.uk/tph">www.tfl.gov.uk/tph</a> . E mail will be sent out once figures have been published
28/04/2016	Heathrow	Trade to establish new meeting at Heathrow, with Heathrow taxi trade representatives and TfL. Meeting has been organised. TfL will attend future meetings	Trade organised a new regular meeting at Heathrow, and agreed the format and frequency of new meetings with TfL. All open Heathrow related items from past meeting moved to actions log for new meeting, as more time is required with the taxi trade and TfL on this area. Issues included: Terminal 2 ranks signage, enforcement and prosecutions.
02/06/2016	Plying for Hire	TfL to respond to LTDA's legal opinion regarding Shine event	Response provided to LTDA on 24.06.2016
02/06/2016	Road Safety	TfL to investigate concerns raised by taxi trade about road safety and the use of electronic devices/apps while driving	TfL has taken this matter up with the Metropolitan Police directly, to further understand their position. Drivers are able to use cradled devices while driving, as long as they are operating their vehicle safely and in accordance with road traffic laws.
28/04/2016	Parking on Ranks	TfL to look at prosecuting drivers misusing ranks. Update provided in last meeting.	TfL is currently looking at its approach to drivers found misusing ranks, including the possibility of introducing prosecution measures. Soho Square, Soho Street, Mayfair and Covent Garden raised as ranks with issues, Monday - Sunday