

Taxi LCE Action Tracker - Open Items

| Action Ref | Meeting | Item Name | Action Details | Owner | Due Date | Commentary | Update |
|------------|---------|------------------------------|--|---------------------------------------|-----------|--|--------|
| TLCE-17 | 12-Oct | Medicals | TfL to provide update on medicals | Graham Robinson | 01-Dec-16 | Further update to be provided at next medicals workshop, to discuss next steps. | |
| TLCE- 18 | 12-Oct | Card Payment Stickers | TfL to look into the possibility of removable/magnetic signage for taxis used as wedding cars/ filming etc. | Tom Moody / Silka Kennedy-Todd | 01-Dec-16 | Further update to be provided at meeting on 8 December | |
| TLCE- 20 | 12-Oct | Island Ranks | TfL to review concerns raised by the trade about app based bookings for suburban drivers at designated island ranks. | Tom Moody | 01-Dec-16 | Concerns raised by trade about use of apps at island ranks. | |
| TLCE- 21 | 12-Oct | Sushi Samba, Bishopgate Rank | TfL to request approval for rank from City of London Police | Rebecca Underwood | 01-Dec-16 | Further update to be provided at meeting in December | |
| TLCE-5 | 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. | Silka Kennedy-Todd / Road Safety Team | 01-Dec-16 | Ongoing: Following a meeting with taxi trade on 12 September to listen to concerns raised by taxi trade representatives regarding the use of cradeled devices, TfL's road safety team is giving consideration to what, if any, actions are required to highlight the dangers of distraction driving for professional drivers. Through the Mayor's Action Plan, TfL has committed to has committed to improving driver standards through licensing requirements - for example, requiring that private hire drivers pass an advanced driving test. | |
| TLCE-9 | 04-Aug | Compliance Officers | TfL to add information online regarding the powers that enforcement officers have | Silka Kennedy-Todd/Anand Nandha | 01-Dec-16 | Update was provided at meeting. Information to be updated online autumn 2016 | |

Taxi LCE Action Tracker - Closed Items

| Action Ref | Meeting Date | Item Name | Action Details | Owner | Due Date | Commentary | Update Date | Closed Date |
|------------|--------------|--|--|---|----------|--|-------------|-------------|
| TLCE-1 | 04-Aug | PayPal Payment Transactions | TfL to publish a link for PayPal's refund procedures on the credit card section of the TPH website | Silka Kennedy-Todd | | Closed: information published here - https://tfl.gov.uk/info-for/taxis-and-private-hire/accepting-card-payments?intcmp=38746 | | |
| TLCE-7 | 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 | Tom Moody/Graham Robinson /Silka Kennedy-Todd | | Closed: TfL has raised this with the radio circuits and taxi app providers. The customer complaints team are aware so that complaints of this nature are not attributed to individual drivers. | | |
| TLCE-6 | 04-Aug | Taxi Vehicle Licensing | TfL to circulate policy on VIN numbers in taxis and vehicle licensing process online. | Tom Moody/Becky Underwood | | Closed: The policy is available to all authorised dealers carrying out repairs. General information which reflects TfL policy is available on the DVLA website - https://www.gov.uk/vehicle-registration/rebuilt-vehicles | | |
| TLCE-10 | 04-Aug | Not Wearing Badges | TfL to look at ways to raise drivers' awareness of the necessity to wear their badges | Silka Kennedy-Todd/Anand Nandha | | Closed - This issue is now communicated regularly through twitter, the weekly email to licensees, on the website and through OnRoute magazine. Communications on this issue will be ongoing. | | |
| TLCE-11 | 04-Aug | Plying for hire offences | TfL to provide trade representatives with examples of plying for hire offences committed by taxi drivers | Anand Nandha | | Update was provided at meeting | | |
| TLCE-13 | 04-Aug | Uber Servers | Taxi trade has asked for TfL to confirm where Uber servers are based | Tom Moody/Anand Nandha | 18-Aug | Closed: It is not appropriate to discuss the models of individual companies. | | |
| TLCE-14 | 04-Aug | On Route | TfL to provide copies of OnRoute for distribution to drivers at Heathrow | Silka Kennedy-Todd | | Closed: OnRoute is now available at Heathrow taxi feeder park | | |
| TLCE-15 | 02-Jun | Timed Ranks | TfL to look into issues regarding PH vehicles using ranks, when a rank is not in operation, and parking bays. | Tom Moody | | Further update to be provided at meeting in December | | |
| TLCE-16 | 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. | CC team | | Update was provided at meeting | | |
| TLCE-19 | 12-Oct | Card Mandate Marketing | TfL to provide information on how long initial card mandate marketing campaign will run for | Silka Kennedy-Todd | Oct-16 | Radio adverts to initially for four weeks, from 31 October. Digital taxi top advertising to initially run for six weeks, from 31 October. Both campaigns to be repeated later in financial year - timings to be confirmed. | | |