

OUTSTANDING ACTIONS

Meeting Date	Item Name	Action	Due Date	Commentary
13.10.14	Driver complaints	TfL to investigate how to encourage customers to register their complaints about PHVs with TfL as well as the operator.	26 August 2015	This is being considered as part of the Regulations Review. The public consultation closed on 19 June. Update to be given at 26 August LCE.
06.02.15	Old Billingsgate and Festivals	TfL to investigate the possibility of a temporary rank at Old Billingsgate when there is an event on	26 August 2015	Updated at 12 May LCE meeting. TfL to update Trade at 26 August LCE meeting.
06.02.15	Paddington Station	TfL to look at the signage (no left or right turn Taxis Only) at Paddington Station	26 August 2015	Updated at 12 May LCE meeting. Update to be given at 26 August LCE. Update to include issue of screen at station which will be closed off via Cab Ranks Committee.
12.05.15	Suburban Driver enforcement case	City of London Police/TfL to confirm Suburban Driver convicted for All London fraud lost their license.	31 July 2015	To confirm over email.
12.05.15	Heathrow	TfL to investigate potential difference in opinion of enforcement with Heathrow Airport Limited	26 August 2015	Siwan Hayward initiated correspondence with Heathrow Airport and Trade reps following 26 May meeting. Ongoing
12.05.15	Heathrow	TfL to confirm details of Uxbridge Magistrate Court case involving six drivers.	31 July 2015	To confirm over email.
12.05.15	Heathrow	TfL to investigate Terminal 2 rank signage.	26 August 2015	Update to be given at 26 August LCE.
12.05.15	Heathrow	Trade reps to confirm if Heathrow should be sole focus of next LCE meeting.	31 July 2015	Trade reps to agree separately and inform TfL.



CLOSED ACTIONS

Meeting Date	Item Name	Action	Commentary
12.05.15	Queen's Gate/Cromwell Road junction	TfL to confirm eastbound junction from Queen's Gate and Cromwell Road is safe (moves from three lanes to two).	TfL has replied with confirmation.
12.05.15	Mercedes tyres	Concern expressed over use of T-rated and R-rated tyres. Suggestions policy changed in February with no forewarning.	Having confirmed since meeting, TfL are now clear there has not been a policy change but agree to look into NSL's application of the policy of correct tyres for Vito taxis.
12.05.15	NSL contacts	TfL agreed to clarify escalation details for issues concerning NSL performance	Trade should continue to contact TPH Contracts team email address in the first instance and escalate to individuals named at meeting if they remain concerned
12.05.15	Uber Legal advice	TfL to provide trade reps with Uber Legal advice.	Shared over email 13 May.
13.02.15	Letter wording	TfL to amend advisory letters to have a softer tone in the first instance.	Covered by new Taxi and Private Hire Comms strategy.
06.02.15	Electric Assisted Pedicabs	TfL to circulate figures of vehicles seized plus ongoing action figures	Updated at 12 May LCE meeting. No evidence seen since September 2014. Trade reps asked to feed any intelligence through usual channels
06.02.15	New Change	TfL to check whether any PHV Operators holds a licence to work at New Change	Updated at 12 May LCE meeting.



06.02.15	Cab Enforcement News	TfL to circulate to attendees	Done.
06.02.15	Document Failure	TfL to send details to Trade so they can encourage members to sign up for the update service	Done.
06.02.15	Counter Service	TfL to provide list of parking and meter facilities near to 230 Blackfriars Road	These details are being included in correspondence confirming an appointment at the Counter Service. The Counter Service address will be known as Chancel Street rather than Blackfriars Road.
06.02.15	Underground Stations	TfL to see how many PHV operators hold licenses to operate at Underground Stations	There are up to 45 licensed London PHV operators at London Underground stations.
06.02.15	Complaints	TfL to remove "driver commendation" from complaints list and update figures accordingly	Done.
06.02.15	Taxi Rank	TfL to look at progress regarding the rank at Cromwell Road	Done.
06.02.15	Suburban Action Plan	TfL to circulate the presentation given in December	Done.
13.10.14	Identifiers	TfL to keep issue of drivers wearing badges and displaying identifiers at all times as standing item on future agendas.	Updated at 12 May LCE meeting and agreed to close.
13.10.14	Badge newspaper	TfL to consider offer from LCDC to put details of how drivers can support TPH Intel in The Badge newspaper.	Potential piece in The Badge discussed.



13.10.14	Online application	TfL to offer demo of online application service prior to launch.	Application service will be launched June 2015. Through the Counter Service meetings the trade has been asked and agreed to participate in testing the system.
13.10.14	Suburban runs	TfL to provide update on Suburban runs.	The Suburban runs for the All London Knowledge have been revised and shared with Knowledge schools who are content with the amendments. Will be implemented from June.
13.10.14	Driver complaints	TfL to investigate if driver complaints can be broken down between other drivers and members of the public.	TfL has investigated and this is not possible.
13.10.14	Sharing Meeting slides	TfL will share meeting slides with LCDC.	Slides shared and published in The Badge newspaper.
13.10.14	Arrest figures	TfL to break down arrest figures between licensed and unlicensed drivers at next meeting.	Breakdown now provided under business as usual.
13.10.14	Letter wording	TfL to clarify when the "14 working days" referred to in letters starts – day letter is sent / day letter is received etc.	Verbal updated given at LCE meeting.
13.10.14	TfL Cabwise webpage	TfL to look at wording of Cabwise adverts on webpage – taxis to be included in advert.	TfL has looked at rewording the advert.



13.10.14	Document Failure examples	TfL to provide further details on document failures – examples of what is easy to remedy.	Verbal updated given at LCE meeting.
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