

Meeting: Taxi Operational Performance Seminar
Date: 20 July 2017
Location: 230 Blackfriars Road
Attendees: Transport for London (TfL), City of London Police (CoLP), Metropolitan Police Service (MPS), London Cab Drivers Club (LCDC), Licensed Taxi Drivers Association (LTDA), Rail, Maritime and Transport workers' union (RMT), United Cabbies Group (UCG), Unite the Union (Unite)

Summary Meeting Notes:

TfL started the meeting by informing attendees that it was being conducted under the conditions of TfL's [Taxi Engagement Policy](#). No objections were raised.

Agenda: 1. Review of Actions / 2. Licensing update / 3. Compliance and Enforcement update / 4. Topical discussion point: TfL Compliance Officer powers & plying for hire / 5. AOB

Review of Actions: Second MOT – TfL is rebuilding its interface with DVSA and, as a part of this development it will be sending letters out to vehicle licensees to inform them when a second MOT is due. This is likely to be in place later this financial year

Licensing update: The Knowledge: Examiners see up to 16 candidates on most days. This means that over 110 appearances are taking place everyday. LCDC asked for the standard of The Knowledge to be changed in order for drivers to pass more quickly. However, Unite said LCDC, LTDA and Unite had met TfL on the Knowledge in the last two years and agreed they were content with the current standards. RMT and UCG agreed they were also content with standard. UCG called for more to be done to promote the Knowledge and said they are looking at opportunities to work with businesses to potentially secure bursaries for future Knowledge students. TfL referred to the recent Channel 4 documentary, and said as a result there has been an increase in enquiries from educational bodies. TfL continues to explore opportunities to raise the profile and awareness of the Knowledge.

Online Renewals: LTDA asked what has/could be, done to improve online renewal applications. TfL has carried out a review of the process and will make improvements where possible, for example, adding additional services such as an online vehicle inspection booking facility. TfL asked trade representatives to send through specific issues, so they can be looked into.

Vehicle Inspections: LTDA reported that some members were waiting 10-15 days for an inspection. TfL said the requirement is for a standard inspection to be available within five working days and retests within two working days, However this appointment could be offered at any of the inspection sites, rather than a specific centre. If a licensee requests a specific centre, this may take longer. TfL asked trade representatives to provide specific examples, so that these can be looked into.

CCTV: CCTV in taxis was raised as part of a wider discussion on driver safety. LCDC stated it would support a proposal for a compulsory CCTV requirement. Unite stated it is an option for drivers, and there is no need for a compulsory requirement. LTDA, RMT, UCG and Unite were also against a compulsory requirement. TfL said

the next issue of On Route will provide safety advice for drivers, including available CCTV equipment.

Compliance and Enforcement Update: Compliance Officers: TfL confirmed that it currently employs close to 300 compliance officers – 225 are new recruits. Some officers are to be given community safety accreditation which will give them more powers to spot and inspect.

Vehicle Rentals: Trade representatives raised concerns with the condition of vehicles available within the taxi rental fleet. Unite asked for TfL to produce a 'vehicle condition' checklist of what drivers should look for when renting vehicles. TfL agreed to do this.

UCG said the onus should be on garages not drivers and asked TfL to carry out compliance visits to garages. TfL said they carry out visits to fleet owners to ensure compliance, and will do so when issues arise.

Returning Badges: LCDC asked how many taxi and private hire vehicle badges TfL has recovered. TfL does not have a breakdown of these statistics, but does carry out recovery operations.

Driver Offences: LTDA raised a query about penalties for minor driver offences, stating they consider a suspension for three unrelated minor offences to be unfair. TfL asked trade representatives to review offences and feedback their views to TfL.

Topical discussion point - TfL Compliance Officers & Plying for Hire – This agenda item was put back to the next meeting.

The RMT clarified that its enquiry related to legislation around taxis plying for hire out of area and committed to write to TfL with further details for TfL to consider. Trade representatives agreed this would be the topical discussion point for the next meeting.

AOB: LCDC suggested that information from TfL's meeting with the private hire trade should not be published until after TfL met with the taxi trade. Unite disagrees with this proposal.

Open actions:

Meeting Date	Item Name	Action Details	Due Date	Commentary
20/07/2017	Presentation	TfL to review current information provided to the trade in the quarterly presentation and, when feasible, to provide it five working days before the next operational meeting.	26/10/2017	<p>TfL to add the following information into the presentation, where reportable:</p> <ul style="list-style-type: none"> • Number of new Knowledge applicants • Reasons for vehicle inspection failure (and to explore if a vehicle age profile can be included) • Breakdown of non-compliance into owner-drivers and fleet owners • Prosecution results to be split between taxi and private hire • Information on recent MPS operations
20/07/2017	Vehicle Rentals	TfL to produce a vehicle condition checklist of what drivers should be looking out for when renting a vehicle.	26/10/2017	TfL will use all available communication channels to publicise this
20/07/2017	Vehicle Inspections	TfL asked trade representatives to provide specific examples of drivers waiting 10-15 days for an inspection	26/10/2017	<p>Inspections should be available within five working days and retests within two working days, However this appointment could be offered at any of the inspection sites, rather than a specific centre.</p> <p>TfL asked trade representatives to provide specific examples, so that these can be looked into.</p>
20/07/2017	Driver Offences	Trade representatives to provide TfL with feedback on possible penalties for minor offences	26/10/2017	As per action

Closed actions:

Meeting Date	Item Name	Action Details	Due Date	Commentary
10/04/2017	Presentation	TfL to review current information provided to the trade in the quarterly presentation	20/07/2017	Additional information has been provided, which includes information on renewal rates for drivers, the number of taxis new to licensing and if they are owned by owner drivers or proprietor, reasons for failure rates at vehicle inspection centres (and TfL to investigate whether it could be split between pass rate of newer and older vehicles), MPS operations and work on plying for hire and complaints information.