

Meeting: Taxi Operational Performance Seminar
Date: 1 February 2018
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:

Agenda: 1. Review of Actions / 2. Licensing update / 3. Topical Discussion Point: Cross Border Hiring / 4. Compliance and Enforcement update / 5. AOB

Review of Actions: Second MOT: TfL ran through the current process for notifying vehicle licensees of when their second MOT is due. All licensees are issued with a letter informing them of when their MOTs are due at the point of licensing. NB: an item on vehicles MOTs, including a mid-year reminder note, will be published in the March edition of On Route.

Vehicle Conditions: Discussion took place regarding vehicle standards. Trade raised concerns that fleet owned vehicles are often not up to required standards. TfL confirmed that non-compliance is evident throughout the fleet, including those that are driver owned. TfL has produced a checklist of what to look out for when renting a taxi which was published in its January issue of [On Route](#). Compliance officers will also continue to raise this issue with large fleet owners.

Card payments: Trade raised issues with the chargeback policy of individual credit card providers, namely AMEX. Any issues encountered by drivers regarding chargebacks should be taken up directly with their card device provider. Further guidance provided by the Financial Ombudsman can be found here:

http://www.financial-ombudsman.org.uk/publications/technical_notes/disputed-transactions.htm

Other card related issues were also raised, including issues with contactless card payments and whether drivers could continue working if a machine is faulty. TfL committed to providing guidance to drivers regarding card payment and machine issues (see actions).

Plying for Hire/Booking Apps: Trade voiced their displeasure that TfL has not provided answers to the question put forward regarding taxis carrying out cross-border work at the previous TOPS meeting.

Licensing Update: TfL ran through its quarterly presentation for licensing, available [here](#).

The Knowledge: Trade requested for Knowledge statistics to be published online (see actions).

Taxi Top Advertising: TfL provided an update on temporary solutions to damage caused by the removal of taxi top advertising while longer term solution is decided.

Topical Discussion Point:

Cross Border: TfL provided an update on proposals that are being put before the DfT Working Group and the work it has undertaken to date.

Trade raised the issue of Uber drivers specifically working across licensing boundaries via mobile app work.

Trade reps reaffirmed their views that drivers working via an app are plying for hire.

Discussion turned back to addressing cross-border hiring issues. TfL will share information with trade on what work it has undertaken with licensing authorities across England (see action)

Compliance and Enforcement Update:

TfL ran through key highlights in its presentation, available [here](#).

Discussion took place regarding how compliance officers are dispatched. TfL confirmed that it has the capability to dispatch officers in real-time, based on intelligence. TfL now has 24 hour coverage and is therefore more effective than ever at dispatching officers.

CSAS Powers: Trade representatives, asked about the implementation of new CSAS powers for compliance officers. This was in reference to a recent [On Route](#) article which explained the new powers being given to compliance officers by the Metropolitan Police.

TfL explained that 30-40 compliance officers had completed training so far, with up to 100 scheduled to be trained by March. Heathrow is currently being used as a test and training site with a wider roll-out to follow.

Trade were generally supportive of these new powers and the marked improvement of compliance officer standards; however a few issues were highlighted. For example, instances where reports have been submitted by officers without first speaking to drivers. TfL agreed this should not happen and has ensured that all compliance officers are made aware. The only instance where a driver would not be spoken to should be if a vehicle drives off, or fails to stop, a serious public safety issue has been identified by the officer or where vehicles are left unattended.

Trade also suggested that photographs taken by compliance officers should be timestamped and enquired about the possible use of body cameras. TfL has explored both options, however there would be a significant cost involved.

CoLP and MET Police Update: CoLP and Met Police ran through the key highlights in their presentation, available [here](#).

AOB:

DBS Online Update Service: Trade had been given advice by the DBS not to provide original certificates to third parties. TfL confirmed that drivers can upload certificates online themselves, as long as their images are clear. Alternatively, GB Group can send the certificate on the driver's behalf and pass the original copy back to the driver.

TfL to check with the DBS that it is requesting the correct information (see action).

Active Taxi Drivers: Trade asked whether TfL was aware of how many taxi drivers were actively working. TfL does not hold information on how many taxis are actively working.

Pedicabs: Trade raised concerns with a new app-based pedicab company entering the London market. TfL does not have the power to regulate pedicabs and reiterated its commitment to obtaining the necessary powers to do so, from Government.

Open actions:

Meeting Date	Item Name	Action Details	Due Date	Commentary
20/02/2018	Card Payments	TfL will be issuing guidance to drivers regarding card payment and card machine issues	Mar 18	As per action
20/02/2018	Knowledge statistics	TfL will look into the possibility of introducing Knowledge candidate statistics online, which are updated periodically.	May 18	As per action
20/02/2018	Cross-border hiring	TfL to provide trade representatives with information on the work it has undertaken to address cross-border hiring	May 18	As per action
20/02/2018	DBS Online Service	TfL to discuss issues highlighted by the trade regarding certificates	May 18	Trade raised concerns that they have been informed by the DBS that certificates should not be given to third parties.