

Meeting: Taxi Operational Performance Seminar
Date: 16 May 2018
Location: 230 Blackfriars Road
Attendees: Transport for London (TfL), City of London Police (CoLP), 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: App Policy / 4. Compliance and Enforcement update / 5. AOB

Review of Actions:

Card Payments:

TfL has updated its online guidance, available [here](#).

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

Knowledge Statistics: Knowledge stats are provided in the presentation, including a breakdown by stages, as well as the overall number of applicants. Stats are updated on a quarterly basis.

Cross-border hiring: TfL provided an update on its lobbying efforts for a legislative change to end cross-border hiring, including its participation in the DfT-led task and finishing group.

DBS Online Service: TfL has implemented a process change to ensure that driver applicants provide the correct DBS disclosure reference number. Trade asked whether TfL envisaged any problems in handling an increasing volume of applications going forward. TfL confirmed that measures are already in place to make the application process as efficient as possible. TfL is reliant on information provided by the DBS and police. TfL has emphasised to the Met police the importance of carrying out checks efficiently. Temporary measures can also be put in place, as a last resort, to ensure that existing drivers are able to continue working should there be any delays while checks are being carried out.

Licensing Update:

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

Trade asked whether TfL would be able to provide information, or carry out research, on the reasons why taxi drivers and applicants haven't renewed their licence or completed the Knowledge. TfL confirmed that no data is readily available, however it will look into what can be done to capture this information. (See actions)

The Knowledge: Trade queried whether existing suburban drivers applying for an All London licence were permitted to enter part way through the Knowledge of London. TfL confirmed that the Knowledge of London was exactly the same for new applicants and suburban driver wishing to gain an All London licence.

Vehicle licensing update: Trade asked whether TfL could provide a breakdown of vehicles that are fleet owned and driver owned. (See actions).

Topical Discussion Point:

App Policy: Trade raised concerns about the lack of regulation for taxi app companies and asked whether TfL's position had changed since its response to the Law Commission Report.

Trade raised specific concerns with MyTaxi, citing recent examples of fraudulent documents being uploaded onto its system.

TfL does not have the necessary powers to regulate taxi apps and Government would need to introduce legislation to change this. TfL will, however, take action in the event that services put anyone's safety at risk. MyTaxi has been in touch regarding extra measures that it has put in place to safeguard passengers.

Trade sought clarification on bookings taken via an app within and outside of London and whether this constitutes plying for hire. Taxis working via an app at Heathrow was given as an example. Trade also mentioned views of other licensing authorities, namely East Hertfordshire and Nottingham, which claim that drivers working via an app are plying for hire.

The trade called for a test case to be brought forward by TfL to provide further clarity on these types of services.

TfL reiterated its commitment to seeking a statutory definition of plying for hire and pre-booked services to provide clarity, taking into consideration the rise of app-based taxi and private hire services. TfL is a part of the Department for Transport's Taxi and Private Hire Task and Finish Group, where this issue has been discussed and remains hopeful that the Chair includes recommendations to Government on these matters.

Lost Property: Trade raised an issue with police station closures and the increasing limited options drivers have to hand-in lost property. TfL to consider changes to its policy for handing in lost property (see actions).

Compliance and Enforcement Update:

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

We have seen a steady rise in compliance from taxi drivers which is, in part, due to the work compliance officers are undertaking on-street to positively engage with drivers and explain what needs doing to comply.

Trade asserted that there is less of an on-street compliance presence. TfL explained that this was not the case as the same amount of checks are being carried out.

Furthermore, due to additional resources, TfL compliance officers are now able to provide coverage across more of London and TfL can deploy resources based on intelligence it receives.

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

AOB:

Touting: Trade raised an issue with touting by “Ye Old Axe” in Hackney. TfL is liaising with the Met police to determine whether touting offences are being committed. TfL will also be liaising with the LTDA regarding marshal support (see actions).

Card Payments: Trade sited examples of helping passengers to use card payment machines.

Guidance is available at: www.tfl.gov.uk/cards-in-taxis.

Open actions:

Meeting Date	Item Name	Action Details	Due Date	Commentary
16/05/2018	Knowledge statistics	TfL will explore whether further research would be feasible to understand reasons for applicants not completing the Knowledge.	Aug 18	As per action
16/05/2018	Vehicle Ownership	TfL to provide statistics on driver-owned/fleet owned vehicles.	Aug 18	As per action
16/05/2018	Lost Property	TfL to review its policy on lost property	Aug 18	Trade raised an issue with police station closures and the increasing limited options drivers have to hand-in lost property
16/05/2018	Touting	TfL to look into allegations of touting by "Ye Olde Axe"	Aug 18	TfL to liaise with the LTDA