

**Meeting:** Taxi Operational Performance Seminar  
**Date:** 26 October 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:**

**Agenda:** 1. Review of Actions / 2. Licensing update / 3. Topical Discussion Point: Card Payments / 4. Compliance and Enforcement update / 5. AOB

**Review of Actions:** Meeting Presentation – TfL ran through changes that have been made to the presentation.

Trade raised an issue with fleet owners and the condition of fleet vehicles. TfL informed trade that it has increased its inspections of fleet owners in recent months. Both the trade and TfL agreed that a vehicle checklist would be beneficial for drivers to ensure that they are aware of what to look out for (see actions). Trade raised a suggestion that TfL should also liaise with vehicle proprietors. TfL confirmed that it meets with proprietors (LMCPA) and would raise this with them.

Trade raised an issue with second MOTs, stating that DVLA only advised vehicle licensees of when their yearly MOT is due. Trade asked what TfL can do to inform drivers of when it is due (see actions).

TfL confirmed that the onus is on the vehicle licensee (taxi proprietors in the case of vehicle rentals) to ensure that the vehicle has all the relevant certificates in place. If a driver is stopped on-street, any subsequent letters and action will go to the vehicle licensee.

Discussion then turned to the issuing of warnings to drivers. Trade raised concerns that drivers could potentially be stopped from working for three separate minor offences. Specifically, trade were concerned that licensing action did not take into consideration the varied nature of minor offences.

TfL also clarified that licensing action would only be taken as a last resort. In making a decision, TfL will take into consideration a number of factors, including a licensee's history. TfL also confirmed that each case is dealt with on an individual basis to ensure that licensees are compliant and standards are maintained.

Trade raised concerns that TfL compliance officers should exercise discretion when taking action against drivers leaving their taxis unattended given the lack of available parking and toilet facilities (see actions).

TfL acknowledged these concerns and confirmed that compliance officers would ensure a reasonable time period is given before taking action.

Brief discussion took place regarding the distribution of TfL's On Route magazine and what can, and is currently, being done to help copies reach drivers.

Licensing Update: TfL ran through key highlights in licensing presentation (available [here](#)).

Knowledge of London Update: TfL ran through additional Knowledge of London statistics (slides available at [www.tfl.gov.uk/tph-meetings](http://www.tfl.gov.uk/tph-meetings))

Trade raised concerns with the driving standards and etiquette of newly licensed taxi drivers. TfL confirmed that it would be holding a consultation on advanced driving tests early next year.

Trade raised views that more must be done to promote the Knowledge. TfL agreed that more must be done and explained its commitment to target new, younger audiences, including schools – in particular sixth forms (see actions).

TfL invited trade representatives to get in contact with any ideas or possible opportunities for promoting the Knowledge.

Trade raised the view that a longer term solution was needed to protect the taxi trade and invest in its future, citing an example of buses receiving subsidies, and prices for new zero emission capable (ZEC) taxis.

TfL explained the financial support available to purchase new ZEC taxis.

**Topical Discussion Point: Card Payments** – TfL confirmed that all taxis must have a fully working TfL-approved fixed card payment device fitted within the passenger compartment of the vehicle.

There may be several scenarios where this may not be possible in which case evidence by way of an appointment letter (from an approved manufacturer) to have the device fixed/replaced will need to be obtained.

Trade raised issues with “clawbacks” occurring where a customer complaint is made. Trade felt that the onus should not be on drivers to cover costs. TfL confirmed that this was consistent with card payment systems in other industries.

Trade asked whether drivers were obliged to take American Express payments (see actions).

Discussion took place regarding pre-paid credit cards (see actions).

Trade asked whether TfL could supply card payment equipment. TfL’s role is to approve the installation of aftermarket equipment to ensure it is safe to be used in an automotive environment. The purchase or lease of a card payment device is a commercial arrangement between the vehicle owner/driver and the supplier. It would not be appropriate for TfL to enter into this market. It should be noted that in some cases, the card payment device is provided and installed free of charge by the supplier, therefore negating an upfront financial outlay.

Trade raised a separate issue around driver safety, raising a few scenarios where a driver may be enticed to enter the back of the vehicle to help passengers process a card payment.

TfL confirmed that drivers were not expected to enter the back of the vehicle if they did not feel safe to do so. More information can be found online: <https://tfl.gov.uk/info-for/taxis-and-private-hire/accepting-card-payments>.

Trade raised an issue whereby taxis are being rented out to drivers that do not have an account with the card payment provider for the taxi. As a result, drivers are unable to receive payment for card transactions (see actions).

**Out of Town Compliance Checks:** Discussion around the work TfL is undertaking to check TfL licensed private hire vehicles and drivers in other licensing authorities.

Officers found the vast majority of London licensed drivers were found around airports outside of London. Very few were found on-street. Compliance rates are slightly lower than

in London, however the type of offences were broadly consistent. All drivers checked were correctly licensed.

TfL confirmed that out of town operations may carry on based on intelligence received and subject to resources being available but will be kept under review.

Discussion turned to private hire vehicles being driven for personal use. TfL and MPS acknowledged this is a concern, however new legislation must be introduced to deal with wider issues first.

Trade raised the view that an applicant obtaining a London licence to work outside of London isn't viewed by Government as a fit and proper person.

TfL confirmed that it would be an issue if an applicant had been revoked by another authority.

**Compliance and Enforcement Update:** TfL, MPS and CoLP provided an update (see [slides](#)).

Discussion took place regarding TfL's [e-cigarette policy](#) and around compliance at Heathrow. TfL confirmed that new compliance officer powers at Heathrow will hopefully be available in the New Year.

Discussion around prosecutions. TfL confirmed that it has changed its internal processes to improve efficiency, utilising more prosecutors to deal with cases and encouraging better communications with the Courts.

MPS confirmed that training of officers is ongoing, Safer Travel team is being trained in time for Safer Travel at Night operations in December.

Discussion took place around signage. Trade raised the view that signage to differentiate between taxis and private hire vehicles needs to be clearer, including, for example, a separate taxi roundel and private hire roundel.

Issue raised by trade around Bank Junction regarding PHVs not being penalised. Trade to pass on details to CoLP.

All trade representatives confirmed that they were disappointed that TfL did not provide answer to the question put forward regarding taxis carrying out cross-border work at the previous TOPS meeting.

**Open actions:**

<b>Meeting Date</b>	<b>Item Name</b>	<b>Action Details</b>	<b>Due Date</b>	<b>Commentary</b>
26/10/2017	Vehicle rentals	TfL to work with the trade to produce a vehicle condition checklist of what drivers should be looking out for when renting a vehicle.	Jan 18	TfL will use all available communication channels to publicise this
26/10/2017	Second MOTs	TfL to look into what measures can be taken to inform drivers of their second MOT renewals	Jan 18	As per action
26/10/2017	Toilet facilities	TfL to look into improving the current lack of toilet facilities accessible to drivers.	Jan 18	As per action
26/10/2017	Promoting the Knowledge	TfL to work with its school liaison team to identify potential opportunities to promote the Knowledge.	Jan 18	As per action
26/10/2017	Pre-paid card payments	TfL to look into issues that were raised regarding pre-paid card payments.	Jan 18	Trade raised an issue regarding the inability to process pre-paid card payments.
26/10/2017	Card Payments	TfL to look into concerns raised that taxis are being rented out to drivers that do not have an account for the card payment provider installed in the taxi.	Jan 18	TfL to raise with taxi proprietors in future meetings.