

Taxi Operational Performance Seminar – 11 September 2019

Attendees: Transport for London (TfL), Metropolitan Police Service (MPS) Cabs Unit, London Taxi Drivers' Association (LTDA), Rail, Maritime and Transport workers' union (RMT), Unite the Union (Unite), London Cab Drivers Club (LCDC).

Compliance and Enforcement update (including updates from the Metropolitan Police Service)

TfL provided a further update of its compliance operations and its plans to improve capability, resilience and flexibility within its Compliance, Policing and On-Street Enforcement Directorate, including:

- An update of its resourcing and recruitment campaign
- Work to improve its information gathering, operational analysis, tasking and resource deployment
- Training to improve the capability and efficiency of available resources on taxi and private hire legislation, private hire operator checks, parking enforcement on the Transport for London Road Network (TLRN) which could help deter private vehicles from parking on taxi ranks situated on the TLRN and training existing TfL officers to deal with taxi and private hire related matters (ultimately leading to 420 staff trained to deal with on-street TPH related matters).

Introduction to Jason Ross, Operations Manager, Compliance, Policing and On-street Services (CPOS), who explained that he is focusing on improving taxi and private hire vehicle quality and will be working with the trade, with fleet operators and proprietors to achieve this aim. TfL asked the taxi trade to continue providing valuable feedback to assist its efforts in this regard.

Unite: Asked if there will be a similar focus on private hire vehicles and said it believes that the taxi market will move to a majority rental model because taxi drivers are unable to afford the purchase price of a new taxi.

TfL: Confirmed that its staff would work to improve safety for both the taxi and private hire trades which would benefit everyone.

LCDC: Asked what the total number of compliance officers would be and how many would be dedicated to taxi and private hire operations.

TfL: confirmed that, under current plans, there will still be a core base of approximately 200 compliance officers to carry out their primary TPH role, however, in total CPOS will be able to draw on a pool of approximately 420 compliance officers who over the course of the next 2 years will be trained to conduct taxi and private hire compliance checks.

LCDC: Asked what the expected ratio of officers per taxi and private hire vehicle will be.

TfL: Explained that it did not rely on ratios but instead used a process of intelligence led deployment, and that it had carried out a lot of work to ensure it had the right level of staffing.

Unite and the LCDC: Said drivers have mentioned not receiving feedback after reporting compliance issues on social media and that this may dissuade them from providing intelligence in future.

TfL: Said it values the information provided by the taxi trade but often the information it receives via social media is incomplete and consequently unactionable. TfL agreed to provide guidance to help drivers report compliance issues. **(see actions)**

LCDC: Asked if taxi vehicle compliance issues could be ranked in order of severity/seriousness.

TfL: Explained that doing this would likely require a complete process and computer system overhaul but that it would look into the suggestion. **(see actions)**

The Metropolitan Police Service (MPS) provided an update.

RMT, LTDA and LCDC raised the issue of drivers using mobile phones while on taxi ranks and received guidance from the MPS.

MPS: Asked that the trade ensure its members were aware of the no right-hand turn behind Harrods as there is enforcement action taking place at this location.

Licensing Update

TfL provided an update regarding the taxi fleet and the status of the vehicle delicensing scheme.

LCDC: Said that they were concerned by the reduction in size of the taxi fleet and asked about longer term trends.

TfL: Said that it monitors the number of licensed taxis and that the number of licensed Zero Emission Capable taxis is greater than the number of taxis that have left the fleet.

Unite: Said that they had written to TfL to highlight the issue of vehicle owners who are unable to convert their vehicles to an LPG fuel system prior to 1 November 2019 owing to capacity issues at the LPG equipment suppliers.

TfL: Said it would respond to Unite in due course. **(see actions).**

LCDC: Raised concerns regarding drivers experiencing delays when phoning the NSL vehicle booking and inspection line. LCDC asked if a call back facility could be implemented so that callers wouldn't have to wait on the line.

TfL: Said this technology had previously been trailed and wasn't successful. However, it said it would look into the request. **(see actions)**

LCDC: Asked about the current number of candidates studying the Knowledge of London (KoL) and how TfL was reviewing this.

TfL: Said that it was contacting each KoL student individually to determine whether they were still engaged with the examination process and it would be happy to provide an update at the next meeting. **(see actions)**

Unite: Asked if drivers are making use of the DBS update service when applying for their renewal applications.

TfL: Said it would see if it could provide a proportion of drivers who use this facility when applying for a renewal licence. **(see actions)**.

Topical Discussion Point: Mayor's Action Plan

Brief discussion regarding the Mayor's Taxi and Private Hire Action Plan.

AOB:

LTDA: Asked about an email it had sent to TfL regarding plans to install a number of rapid charging points at Baynard House car park noting that the current car park entrance could not accommodate a TXE taxi.

TfL: Said that it understood that this had already been taken into consideration. [Subsequent checks showed that an email response had been sent on 24 June 2019, stating that an alternative entrance to the car park was being considered].

Outstanding actions:

Meeting Date	Item Name	Action Details	Due Date
11/09/2019	Knowledge of London update	TfL to provide an update on the number of pre-stage 3 KoL students	At next meeting
11/09/2019	DBS update service	TfL to provide details of the number of license applicants who use this service	At next meeting
11/09/2019	LPG fuel system conversions	TfL to respond to Unite's letter	As soon as possible

		regarding LPG taxi conversions	
11/09/2019	Compliance reports	TfL to provide information to stakeholders to encourage accurate reporting of on-street compliance issues	Before next meeting
11/09/2019	Vehicle booking line	TfL to check the feasibility of implementing a call back facility	At next meeting
22/05/2019	Collision Data	MPS / TfL to provide an update on publishing 2018 statistics	December 2019