

**Meeting:** Private Hire Licensing, Compliance and Enforcement Meeting  
**Date:** Tuesday 24 April 2018  
**Location:** 230 Blackfriars Road  
**Attendees:** Transport for London (TfL), City of London Police (CoLP), Metropolitan Police Service (MPS), Licenced Private Hire Car Association (LPHCA), Private Hire Board (PHB), GMB Drivers (GMB), Addison Lee (AL),  
**Agenda:** 1. Review of Actions / 2. Licensing update / 3. Consultations / 4. Compliance and Enforcement update / 5. Communications and engagement 6. AOB

### **1. Review of Actions No outstanding actions**

#### **2. Licensing update:**

Licensing: Reps discussed the recent online upload functionality and asked for clarity on the information they need to upload. TfL confirmed that the information required has not changed – merely the way in which they supply it. TfL also confirmed that all operators will be contacted and talked through the functionality.

TfL also announced that through the open data policy a means to provide data of licensed and/or revoked/suspended drivers beyond the licence checker was being explored. This was welcomed.

CEC asked if TfL held any projections of driver numbers over the coming years. TfL confirmed that these are considered as part of our licence fee review. There are fewer new driver applications at present however the renewal rate is higher than it has been previously

Reps asked about the high call volumes and suggested if TfL could provide video walkthroughs for the ten most frequent enquiries received by the team. TfL confirmed they would be happy to look at any area of the website the trade felt needed improvement which might help reduce calls.

Topographical tests: Reps asked about the possibility of adding additional modules covering safety and equalities to the Knowledge of London. TfL confirmed there were no plans to do this in the short term.

#### Vehicle licensing:

CEC raised a query relating to accessories in vehicles with a seemingly inconsistent approach at NSL testing centres.

TfL asked for the information to be shared so that it could be investigated.

#### **3. Consultations:**

TfL provided an update on the status of the current consultation process and the ongoing work on the Integrated Impact Assessment (IIA). Some reps expressed concerns regarding the interview process and a preference for it being done face-to-face.

#### **4. Compliance and Enforcement:**

Reps asked whether CPOS could do anything about operators with frequent vehicle compliance problems. TfL stated that, due to the legislation, it is a vehicle owner issue rather than an operator issue.

GMB requested greater compliance focus on the car parks at Heathrow with regular difficulties encountered at this location.

TfL offered reps the opportunity to attend a CSAS stop to better understand the process and enable them to explain it to members if they raised concerns.

Reps welcomed the inclusion of Category 7 data and asked for a greater breakdown of this data identifying key concerns.

#### Policing:

MPS: Stated that controlled crossings and obscured vision remained key challenges and it is anticipated that the number of vehicles being stopped for these matters will drop due to the recent On Route article.

CoLP: Discussed the statistics and that controlled crossings had not been identified as a major challenge in the City.

#### **5. Communications and engagement:**

TfL stated that feedback had been taken on board regarding updates of upcoming announcements and will continue to provide advance information where appropriate.

#### **6. AOB:**

#### English Language Requirement:

TfL stated that a pragmatic approach will be taken to the English Language Requirement. Further information will be provided shortly.

#### Use of Cycle Lanes

CoLP identified that drivers using the CSH lanes has increased and stated that action is being taken against those drivers that do so.

#### Passengers making off without payment

MPS stated that he has been alerted of a rise in bilking and “run aways”. Operators and drivers were urged to report all cases so that the MPS can prioritise the issue accordingly.

#### GDPR

TfL stated that the ICO guidance will be circulated to reps. GMB asked if TfL can look at the current practice of publicising full names of drivers on the TfL licence checker to ensure it is not in breach of GDPR

<b>Open Actions</b>				
<b>Meeting Date</b>	<b>Item Name</b>	<b>Action Details</b>	<b>Due Date</b>	<b>Commentary</b>
24/04/2018	Vehicle Accessories	CEC to provide information to TfL regarding the vehicles that were failed for investigation	ASAP	As action
24/04/2018	Heathrow Compliance	GMB to circulate evidence of issues at Heathrow to TfL for action	ASAP	As action
24/04/2018	Web and social	TfL to consider streamlining pages on the website identified by reps	ASAP	As action
24/04/2018	Licence Checker	TfL to explore a register of either currently active licences or suspensions/revocations for publication	Ongoing	As action
24/04/2018	CSAS Powers	Reps to contact TfL if they wish to attend a CSAS stop.	ASAP	As action
24/04/2018	Presentation	TfL to provide a more detailed breakdown of Cat 7s	Next meeting	As action

<b>Closed Actions</b>				
<b>Meeting Date</b>	<b>Item Name</b>	<b>Action Details</b>	<b>Due Date</b>	<b>Commentary</b>
18/10/2017	Disability specialist vehicle failure	LPHCA to provide information on the Barnet vehicle failure referenced in the meeting for TfL to investigate.	ASAP	Closed
17/01/2018	On Route	MPS to provide an article for March 2018 On Route covering key areas where drivers are making errors	March 18	Closed
17/01/2018	Presentation	Reps would like a breakdown of inspections resulting in a operator category 7 failures. and a split on the number of revocation reasons.	April 2018	Closed

17/01/2018	Web and Social	Promote the on line renewal mechanism to drivers	Ongoing	Closed
17/01/2018	CSAS Powers	TfL to share an article on CSAS information with trade	Completed	Closed