

Suburban Taxi Drivers' Forum

Sector 6 - Merton and Sutton

Sector 7 - Hounslow, Kingston and Richmond



Meet the Team

**TPH General
Manager**
Helen Chapman

Compliance
Perry Kissin

**Ranks and
Infrastructure**
Gary Snewing

**Stakeholder
Engagement**
Dan Maskell

**Knowledge of
London**
Katie Chennells

Policy
Darren Crowson



Taxi and Private Hire Action Plan

Enhancing Public Safety:

We are bringing in a number of measures to enhance public safety, including:

- Quadrupling the number of on-street compliance officers on the streets of London
- Requiring private hire drivers to pass an advanced driving test before they can be licensed or relicensed
- Looking into the feasibility of introducing a minimum three-year enhanced Disclosure and Barring Service check for drivers, to guarantee a full and comprehensive period of criminal history is available
- Reviewing the private hire operator licence fee structure to ensure that it accurately reflects the costs of enforcement and regulating the trade
- Additional training to enhance driver skills and improve driver behaviour for private hire drivers
- Improvements to the delivery of the topographical test for private hire drivers
- Reviewing insurance requirements for taxis and private hire vehicles.



Taxi and Private Hire Action Plan

New initiatives for the taxi trade:

- Providing taxis access to an additional 20 TfL bus lanes and writing to boroughs across London to ask them to consider access for an additional 40 bus lanes
- Adding taxi information to our online journey planner
- Card and contactless payment options were made mandatory in October 2016 to make it easier for customers to pay
- Delivering the Ranks Action Plan, including increasing the number of taxi ranks in London by 20 per cent by 2020
- Giving taxi drivers better access to our facilities, such as toilets within our estate
- Reviewing the annual taxi fares process to ensure drivers and customers get the best deals.



Policy Update



Ultra Low Emissions Zone (ULEZ)

- The Mayor has expressed an urgent need to tackle air quality in London
- The Ultra Low Emission Zone (ULEZ) is an area of central London within which vehicles will need to meet exhaust emission standards
- From January 2018, all newly licensed taxis will need to be Zero Emission Capable (ZEC) in order to meet these standards
- The 15-year age limit will remain the same.



New Metrocab



LTC TX



Nissan Dynamo



Taxi Funding

TfL has secured **£65m** of funding to help taxi drivers achieve a target of 9,000 Zero Emission Capable taxis (ZEC) by 2020. The following incentives will be available to encourage the uptake of greener taxis:

Government Plug-in Taxi Grant:

- Up to **£7,500** off the purchase price of a new ZEC taxi

TfL Delicensing Scheme:

- Up to **£5,000** to owners of taxis aged between 10 and 15 years who choose to no longer license their vehicle.

Further incentives include:

- Multi-standard, rapid charge network exclusively for taxis, including within suburban areas
- LPG conversion five year extension to 15 year age limit (this must be installed and approved before the taxi is 15 years old). Gastech, Battersea Autogas.



Taxi Delicensing Scheme

- Our **£42m** Taxi Delicensing Scheme launched on 28 July.
- Provides payments of up to **£5,000** in exchange for retiring 10 to 15 year old taxis.
- Check if your taxi is eligible: tfl.gov.uk/taxi-delicensing

| Age from DVLA first registration | Payment |
|-------------------------------------|---------|
| 10 years \geq Taxi Age < 11 years | £5,000 |
| 11 years \geq Taxi Age < 12 years | £3,800 |
| 12 years \geq Taxi Age < 13 years | £2,800 |
| 13 years \geq Taxi Age < 14 years | £1,900 |
| 14 years \geq Taxi Age < 15 years | £1,200 |



Rapid Charging Network

- We are delivering a rapid charge point network, with locations dedicated to taxis, to enable drivers to maximise fuel savings and operate mostly with zero emissions
- We are working with suppliers to deliver 75 of these charge points by the end of 2017 and 150 by the end of 2018
- We have committed to having rapid charging points in each suburban sector
- We will publicise the locations of charge points across London as soon as the design and planning processes have been completed for these sites
- We are also working with the boroughs to deliver on-street residential charge points for drivers without off-street parking.



Taxi Fares and Tariffs – 2017 Update

- Following discussions with the taxi trade associations, a public consultation and a review of fares and tariffs by Systra, the following changes came into effect on Saturday 3 June 2017:
 - Tariff 1 was increased by 3.7 per cent
 - Tariff 2 was increased by 3.9 per cent
 - Fuel surcharge arrangement was extended
 - Taximeter specification was updated

No change was made to Tariff 3, Tariff 4 (long journey tariff rate) or the minimum fare.

TfL Board approved additional work to review fares and tariffs being carried out.

A copy of the consultation and report is available at:

consultations.tfl.gov.uk/tph/taxi-fare-and-tariff-review-2017

Transport for London – Taxi fares from 3 June 2017

The meter calculates the maximum fare based upon time of day, distance travelled and time taken.
Once a journey reaches six miles the taxi fare increases at a different rate. Full details of the taxi tariffs can be found on our website at tfl.gov.uk/taxifares

Drivers must, unless they have good cause, accept any hiring up to 12 miles (20 miles if at Heathrow Airport), or up to one hour duration if the destination is in Greater London.

The fare for a journey to a destination outside of Greater London may be negotiated between the driver and passenger. If no fare is agreed before the start of the journey, the fare cannot be more than that shown on the meter.

Typical fares:
Note that fares and times may be higher than shown if there are delays or heavy traffic.

| Tariff code on meter | | 1 | 2 | 3 |
|-------------------------------------|--------------------------|------------------------------|---|--|
| Distance | Approximate Journey Time | Monday to Friday 05:00-20:00 | Monday to Friday 20:00-22:00 Saturday and Sunday 05:00-22:00 | Every night 22:00-05:00 and Public holidays |
| 1 mile | 6 - 8 mins | £6.00 - £9.40 | £6.00 - £9.40 | £7.00 - £9.20 |
| 2 miles | 10 - 20 mins | £9.00 - £14.60 | £9.60 - £14.80 | £10.60 - £15.00 |
| 4 miles | 16 - 30 mins | £16 - £23 | £17 - £23 | £18 - £28 |
| 6 miles | 28 - 40 mins | £24 - £31 | £30 - £33 | £29 - £34 |
| Between Heathrow and central London | 30 - 60 mins | £48 - £90 | | |

- There is a minimum fare of £2.60 at all times.
- There are no extra charges for luggage or additional passengers.
- There are no extra charges when paying by credit or debit card.
- Additional charges which must be shown on the meter at the start of the journey:
 - Phone and online bookings: up to £2;
 - Heathrow Airport: £2.80 for journeys which start from the Airport;
 - Christmas/New Year: £4 for journeys made between 20:00 on 24 December and 06:00 on 27 December or between 20:00 on 31 December and 06:00 on 2 January 2018.
- The driver can charge the passenger a soiling charge of up to £40 for soiling that requires the taxi to be taken out of service for cleaning.

To download a large print version of this form visit tfl.gov.uk/accessguides.

MAYOR OF LONDON  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS



Taxi Fares and Tariffs – 2018 Activity

- SDG has been appointed to carry out further work to review taxi fares and tariffs
- Areas they will look at include:
 - Current fares and tariffs and opportunities for change
 - Price elasticities of taxi fares
 - Zero emissions capable (ZEC) taxi costs
 - Capped and fixed fares to or from Heathrow Airport.
- Public consultation planned
- Cost Index currently shows a three per cent increase to average taxi fares
- Update of the fixed fare conversion table to include fares for six passengers sharing
- Suggestion that fixed fares between tennis and Wimbledon/Southfields stations should be increased from £2.50 to £3.00

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EVERY JOURNEY MATTERS



Taxi Fares and Tariffs – 2018 Activity

CONVERSION TABLE FOR USE IN CALCULATING SHARED FARES
Maximum amount payable by each passenger

- Update of the fixed fare conversion table to include fares for six passengers sharing

| Fare shown on meter | NUMBER SHARING | | | | Fare shown on meter | NUMBER SHARING | | | |
|---------------------|----------------|-------|-------|-------|---------------------|----------------|--------|--------|--------|
| | 2 | 3 | 4 | 5 | | 2 | 3 | 4 | 5 |
| 20p | 10p | 10p | 10p | 10p | £5.60 | £3.60 | £3.10 | £2.50 | £2.20 |
| 40p | 30p | 20p | 20p | 20p | £5.80 | £3.80 | £3.20 | £2.60 | £2.30 |
| 60p | 40p | 30p | 30p | 20p | £6.00 | £3.90 | £3.30 | £2.70 | £2.40 |
| 80p | 50p | 40p | 40p | 30p | £6.20 | £4.00 | £3.40 | £2.80 | £2.50 |
| £1.00 | 70p | 60p | 50p | 40p | £6.40 | £4.20 | £3.50 | £2.90 | £2.60 |
| £1.20 | 80p | 70p | 50p | 50p | £6.60 | £4.30 | £3.60 | £3.00 | £2.60 |
| £1.40 | 90p | 80p | 60p | 60p | £6.80 | £4.40 | £3.70 | £3.10 | £2.70 |
| £1.60 | £1.00 | 90p | 70p | 60p | £7.00 | £4.60 | £3.90 | £3.20 | £2.80 |
| £1.80 | £1.20 | £1.00 | 80p | 70p | £7.20 | £4.70 | £4.00 | £3.20 | £2.90 |
| £2.00 | £1.30 | £1.10 | 90p | 80p | £7.40 | £4.80 | £4.10 | £3.30 | £3.00 |
| £2.20 | £1.40 | £1.20 | £1.00 | 90p | £7.60 | £4.90 | £4.20 | £3.40 | £3.00 |
| £2.40 | £1.60 | £1.30 | £1.10 | £1.00 | £7.80 | £5.10 | £4.30 | £3.50 | £3.10 |
| £2.60 | £1.70 | £1.40 | £1.20 | £1.00 | £8.00 | £5.20 | £4.40 | £3.70 | £3.20 |
| £2.80 | £1.80 | £1.50 | £1.30 | £1.10 | £8.20 | £5.30 | £4.40 | £3.70 | £3.30 |
| £3.00 | £2.00 | £1.70 | £1.40 | £1.20 | £8.40 | £5.50 | £4.60 | £3.80 | £3.40 |
| £3.20 | £2.10 | £1.80 | £1.40 | £1.30 | £8.60 | £5.60 | £4.70 | £3.90 | £3.40 |
| £3.40 | £2.20 | £1.90 | £1.50 | £1.40 | £8.80 | £5.70 | £4.80 | £4.00 | £3.50 |
| £3.60 | £2.30 | £2.00 | £1.60 | £1.40 | £9.00 | £5.90 | £5.00 | £4.10 | £3.60 |
| £3.80 | £2.50 | £2.10 | £1.70 | £1.50 | £9.20 | £6.00 | £5.10 | £4.20 | £3.70 |
| £4.00 | £2.60 | £2.20 | £1.80 | £1.60 | £9.40 | £6.10 | £5.20 | £4.20 | £3.80 |
| £4.20 | £2.70 | £2.30 | £1.90 | £1.70 | £9.60 | £6.20 | £5.30 | £4.30 | £3.80 |
| £4.40 | £2.90 | £2.40 | £2.00 | £1.80 | £9.80 | £6.40 | £5.40 | £4.40 | £3.90 |
| £4.60 | £3.00 | £2.50 | £2.10 | £1.80 | £10.00 | £6.50 | £5.50 | £4.50 | £4.00 |
| £4.80 | £3.10 | £2.60 | £2.20 | £1.90 | £20.00 | £13.00 | £11.00 | £9.00 | £8.00 |
| £5.00 | £3.30 | £2.80 | £2.30 | £2.00 | £30.00 | £19.50 | £16.50 | £13.50 | £12.00 |
| £5.20 | £3.40 | £2.90 | £2.30 | £2.10 | £40.00 | £26.00 | £22.00 | £18.00 | £16.00 |
| £5.40 | £3.50 | £3.00 | £2.40 | £2.20 | £50.00 | £32.50 | £27.50 | £22.50 | £20.00 |

Where the fare displayed on the meter exceeds £10, the shared fare shall be calculated by repeated use of the conversion table for each multiple of £10 and for any sum by which the fare displayed exceeds the highest multiple of £10.



Enforcement and Compliance Update



Compliance Update

As of September 2017, all of the additional 250 compliance officers have been recruited and deployed to patrol London's streets.

With the increased number of officers we have conducted the following checks between 1 April and 11 November (TfL Periods 1 – 8).

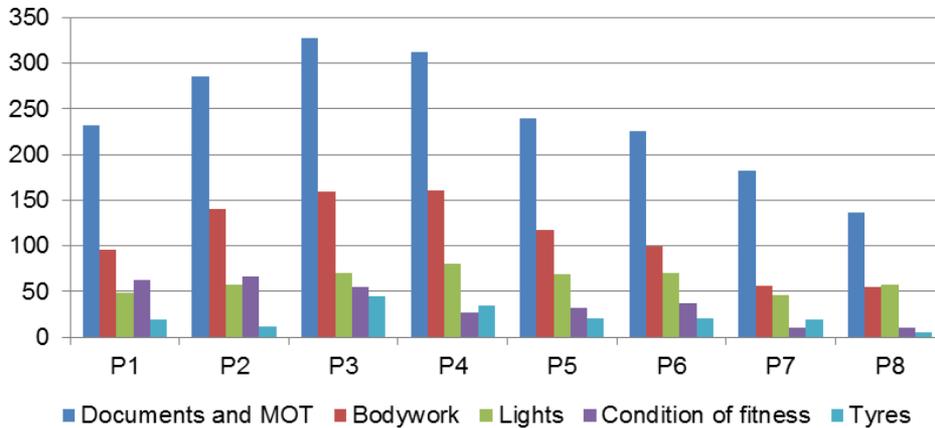
| | PI-P8 (16/17) | PI-P8 (17/18) | % change in checks |
|---------------------|------------------|------------------|-----------------------|
| Taxi driver Checks | 10,590 | 28,271 | 167% |
| % Compliant | 79% | 88% | |
| Taxi vehicle checks | 9,971 | 29,068 | 192% |
| % Compliant | 85% | 87% | |

| | PI-P8 (16/17) | PI-P8 (17/18) | % change in checks |
|--------------------|------------------|------------------|-----------------------|
| PHV Driver Checks | 23,915 | 100,097 | 319% |
| % Compliant | 77% | 88% | |
| PHV Vehicle Checks | 22,325 | 112,848 | 405% |
| % Compliant | 92% | 90% | |

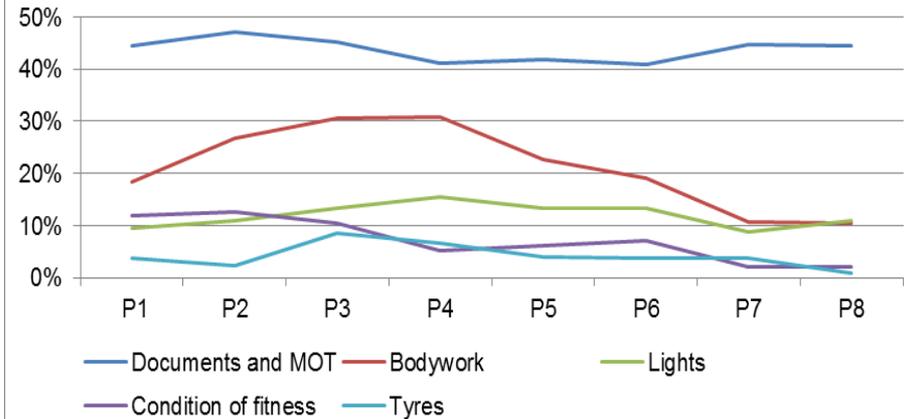


Taxi Vehicle Compliance

Taxi Vehicle non-compliant reason P1-P8



Taxi Vehicle non-compliance rate by reason P1-P8



Data from 1 April to 11 November 2017

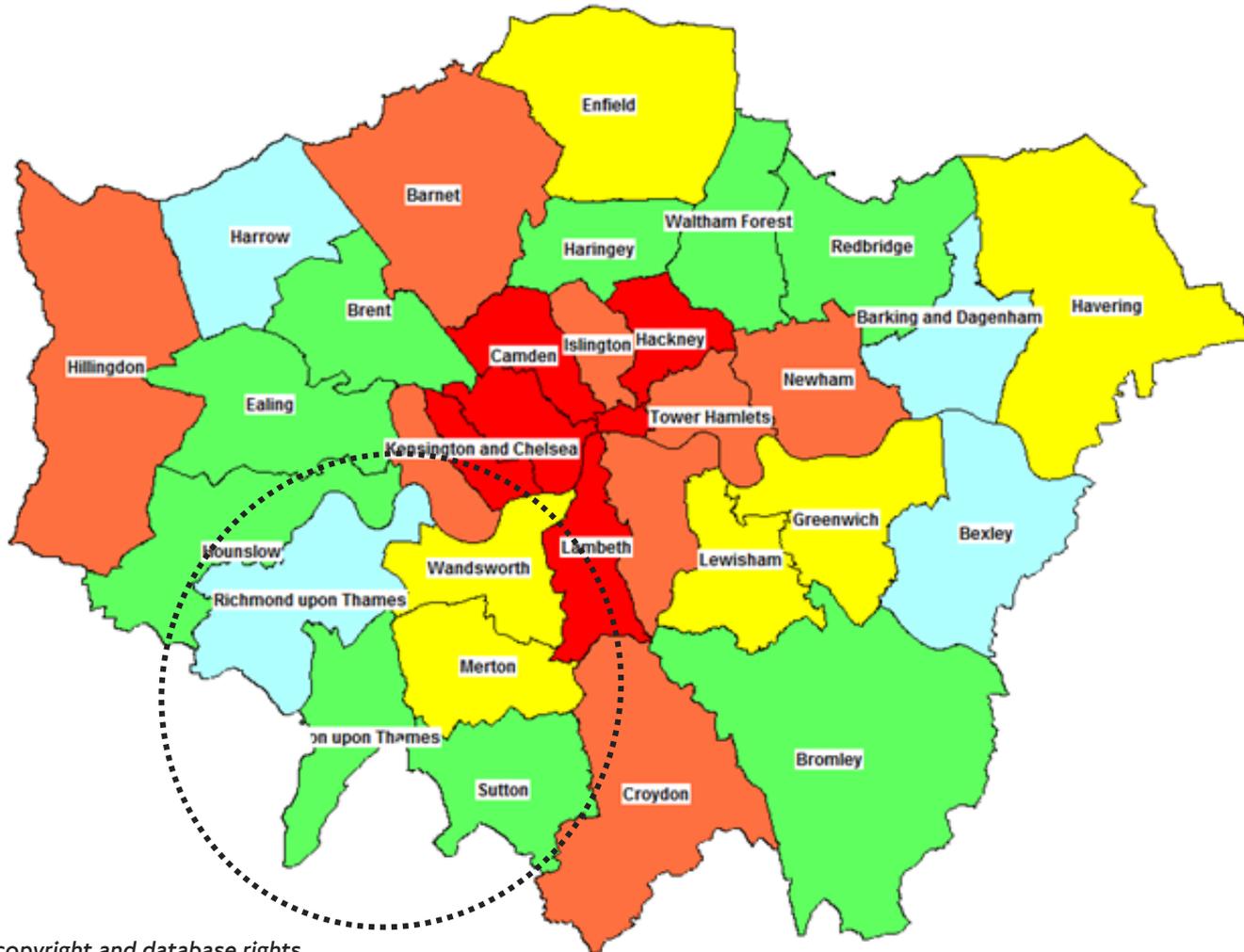
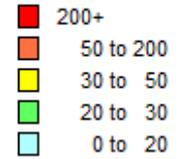
Non-compliance for taxis is primarily driven by second MOTs not being carried out. However, there has also been a marked increase in the number of detected issues with damaged bodywork, in particular panel damage and unapproved paintwork.



Pan London Intelligence Reports

1 November 2016 - 31 October 2017

Numbers of Intel reports



Intelligence is a combination of:

- Staff observations
- Online reporting
- Twitter
- Customer complaints
- Trade information
- Third party reporting (local authorities, etc.)
- DIRs (Bus Driver Incident Reports)

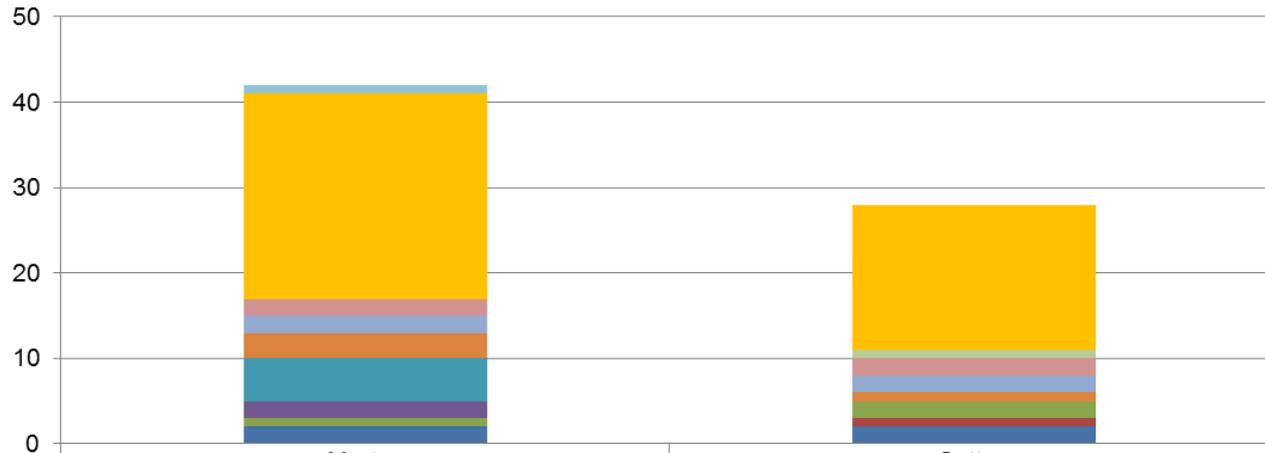
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Intelligence Reports - Sector 6

1 November 2016 - 31 October 2017

Merton - 42
Sutton - 28



| | Merton | Sutton |
|-------------------------|--------|--------|
| vehicle signage | 1 | |
| touting/plying for hire | 24 | 17 |
| taxi rank signage | | 1 |
| taxi parking | 2 | 2 |
| sexual assault | 2 | 2 |
| phv parking | 3 | 1 |
| over-ranking | 5 | |
| non-specific | 2 | |
| identifiers | 1 | 2 |
| driver non-compliance | | 1 |
| driver asb | 2 | 2 |



Intelligence Reports - Sector 6

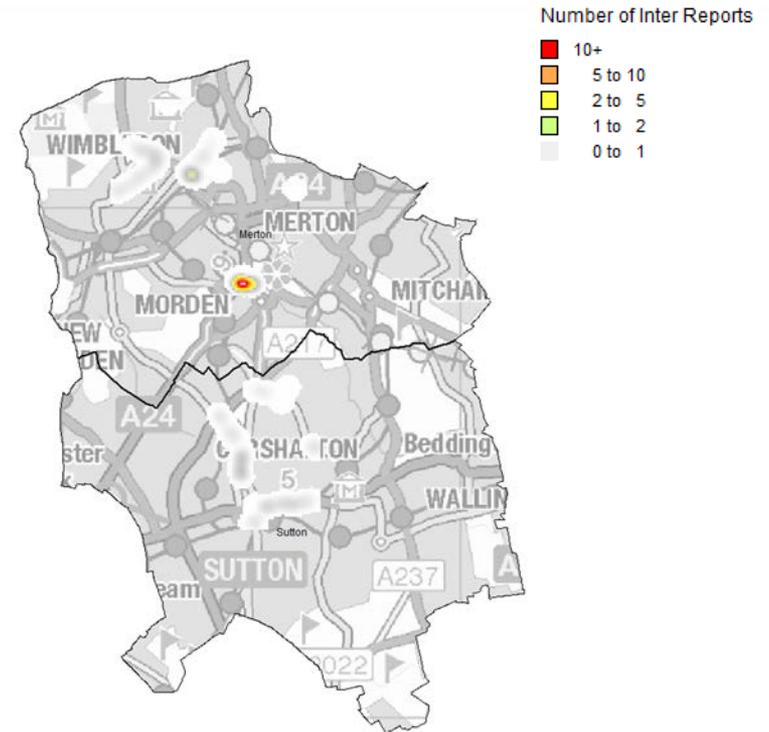
1 September 2016 - 31 August 2017

Hotspots in this Sector:

Morden (Aberconway Road taxi rank) – PHVs parking on rank, taxis unattended on rank, touting.

Wimbledon Station and Broadway – Taxis queuing along Alexandra Road, driving on the pavement, taxis over ranking, drivers refusing 'local jobs' and refusing to accept card payments.

Sutton High Street – PHVs parked on taxi ranks.



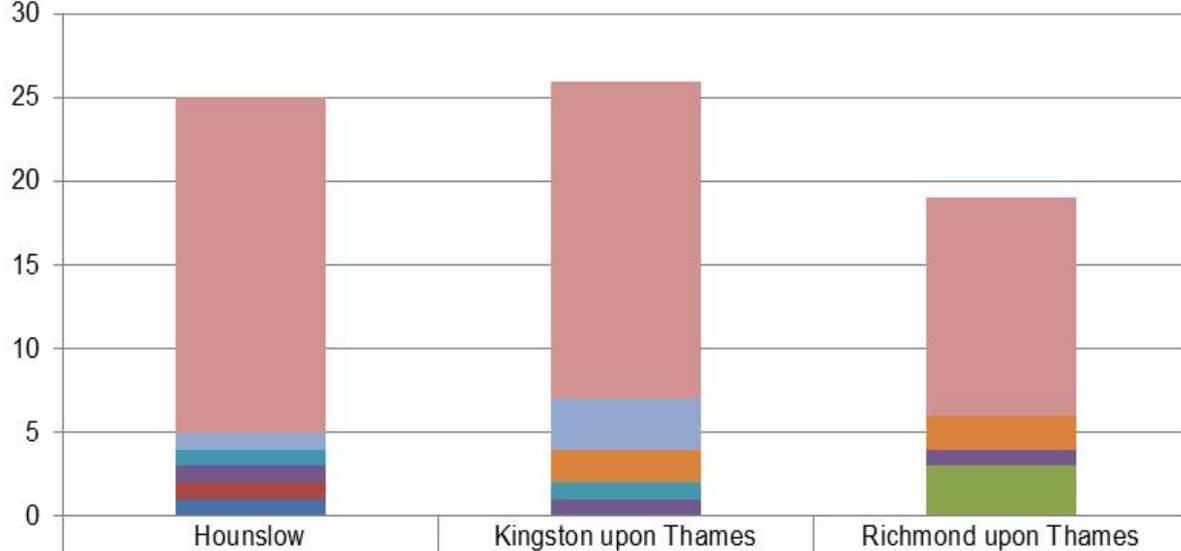
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Intelligence Reports - Sector 7

1 November 2016 - 31 October 2017

Hounslow - 25
Kingston - 26
Richmond - 19



| | Hounslow | Kingston upon Thames | Richmond upon Thames |
|-------------------------|----------|----------------------|----------------------|
| touting/plying for hire | 20 | 19 | 13 |
| taxi parking | 1 | 3 | |
| phv parking | | 2 | 2 |
| over-ranking | 1 | 1 | |
| non-specific | 1 | 1 | 1 |
| identifiers | | | 3 |
| driver non-compliance | 1 | | |
| badges | 1 | | |



Intelligence Reports - Sector 7

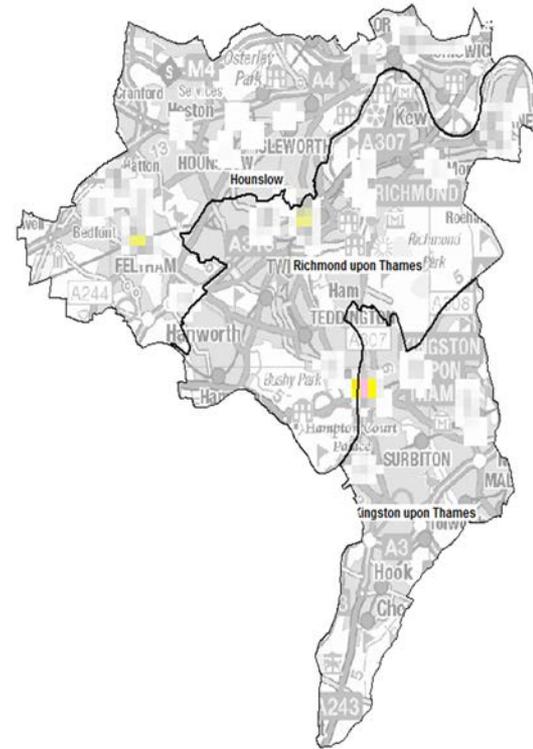
1 September 2016 - 31 August 2017

Hotspots in this Sector:

Kingston Station Forecourt (Wood St area) –

Taxis unattended on rank, over ranking, touting, PHVs parked on taxi rank, card payment devices.

Twickenham Stadium – Problems with touts and unlicensed cabs on match days.



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What to report?

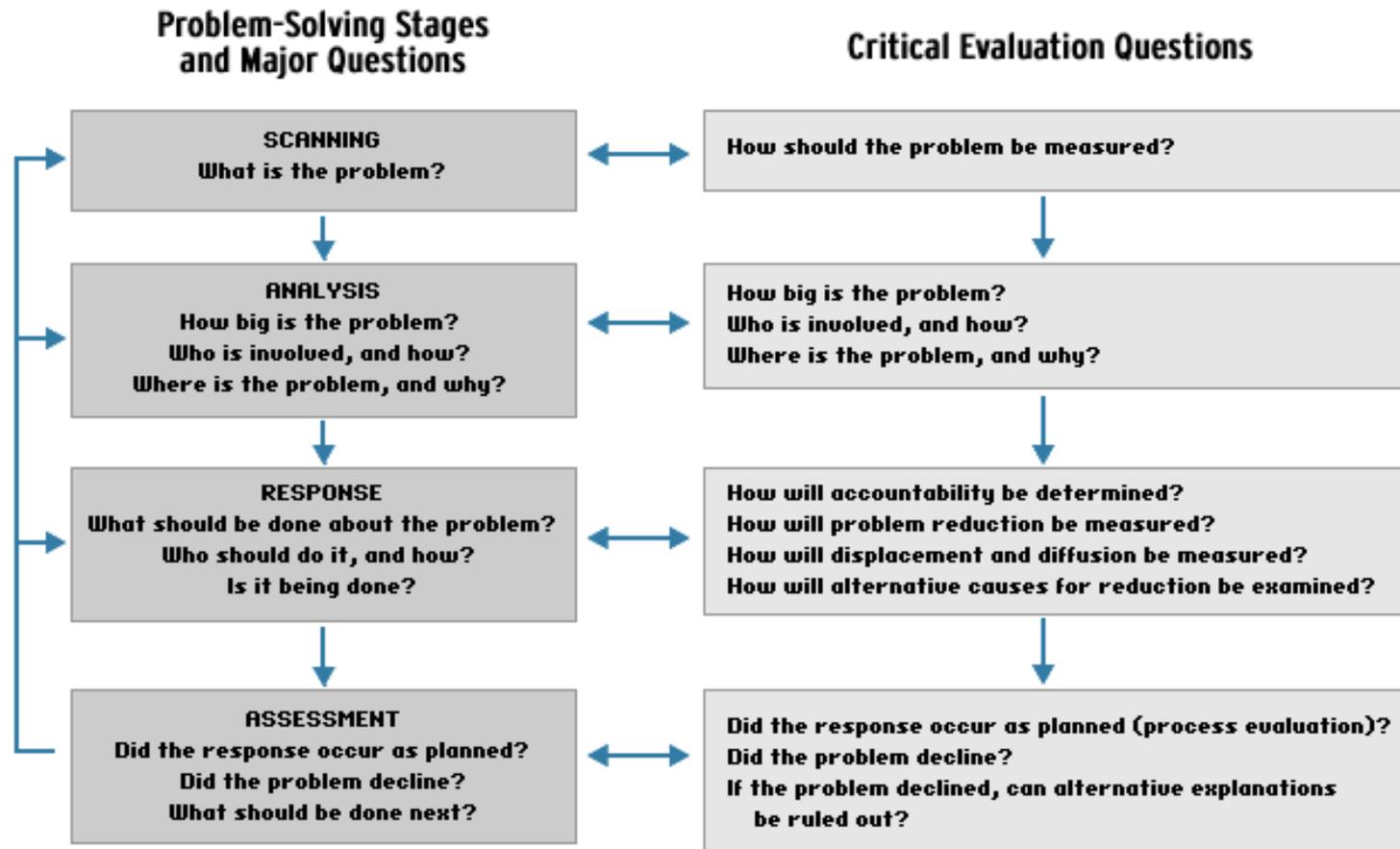
- The nature of the offence
- Date, time and location
- Vehicle registration number (and a photo if reporting via our Twitter feed).

Type of reports

- Touting or unlawful plying for hire
- Unlicensed drivers or vehicles being allocated a booking by an operator
- Accessibility complaint including refusal to pick up an assistance dog or wheelchair user
- Damaged, missing or fake identifiers
- Illegal advertising
- Misuse of the words taxi or cab in private hire advertising (Section 31 offence)
- Poor vehicle condition (including as a result of a road traffic incident)
- Smoking or vaping in a licensed vehicle.



How Intelligence is used – S.A.R.A Problem Solving Model



Examples of Intelligence

- Unlicensed operator hiring out unlicensed vehicle with driver not displaying any licensing ID, driver is John his vehicle registration is XX
- On Saturday nights between 22:00 and 02:00, PHVs are touting outside XX nightclub on XX Road.
- PHVs parking in the taxi rank outside the XX hotel. This happens a lot at this location during the day all week. Registrations: XX & XX
- Taxis are being left unattended on taxi rank xxxx Located on xxxx, this generally occurs between the times of 10:00 – 16:00. I suspect the drivers are using the taxi rank as free parking whilst they do their shopping.



Reporting Illegal Activity

To help us in tasking and deploying compliance officers, and investigating allegations of non-compliance and illegal activity, we depend on information and intelligence from taxi and private hire drivers.

We are grateful for all information received.

You can send us reports of illegal or non-compliant taxi and private hire-related activity using a range of online methods.

All reports are scanned and reviewed. During this process the submitters details are not used or made publically known.



Submitting Intelligence

Trade and
Members of the
public

Via Twitter



@TfLTPH

TfL website



Transport
for London

[https://tfl.gov.uk/forms/
12368.aspx](https://tfl.gov.uk/forms/12368.aspx)

Via email



TPHintel@tfl.gov.uk

At Suburban forums



Knowledge of London Update



Active Licences

The table below confirms the number of licensed taxi drivers broken down by badge type (all London and suburban).

| Sectors Passed | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|
| All London | 21,257 | 21,180 | 21,148 | 21,124 | 21,089 | 21,042 |
| Sector 1 - Enfield, Haringey and Waltham Forest | 58 | 58 | 56 | 57 | 58 | 59 |
| Sector 1 + Hackney extension | 117 | 116 | 114 | 112 | 111 | 110 |
| Sector 2: Barking and Dagenham, Havering, Newham and Redbridge | 798 | 786 | 777 | 779 | 774 | 771 |
| Sector 3: Bexley, Greenwich and Lewisham | 292 | 290 | 288 | 288 | 286 | 286 |
| Sector 4: Bromley | 103 | 102 | 101 | 99 | 99 | 100 |
| Sector 5: Croydon | 224 | 222 | 222 | 223 | 223 | 221 |
| Sector 6: Merton and Sutton | 203 | 206 | 207 | 206 | 206 | 206 |
| Sector 6 + Clapham extension | 301 | 295 | 292 | 294 | 295 | 292 |
| Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames | 503 | 501 | 497 | 494 | 487 | 481 |
| Sector 8: Ealing and Hillingdon | 146 | 146 | 144 | 143 | 142 | 143 |
| Sector 9: Barnet, Brent and Harrow | 200 | 197 | 196 | 196 | 199 | 198 |
| 2 sectors | 187 | 183 | 179 | 178 | 175 | 176 |
| 3 sectors | 13 | 14 | 14 | 14 | 14 | 14 |
| 2 or more sectors + Hackney extension | 19 | 19 | 20 | 18 | 18 | 18 |
| 2 or more sectors + Clapham extension | 20 | 18 | 18 | 18 | 18 | 18 |
| Total | 24,441 | 24,333 | 24,273 | 24,243 | 24,194 | 24,135 |

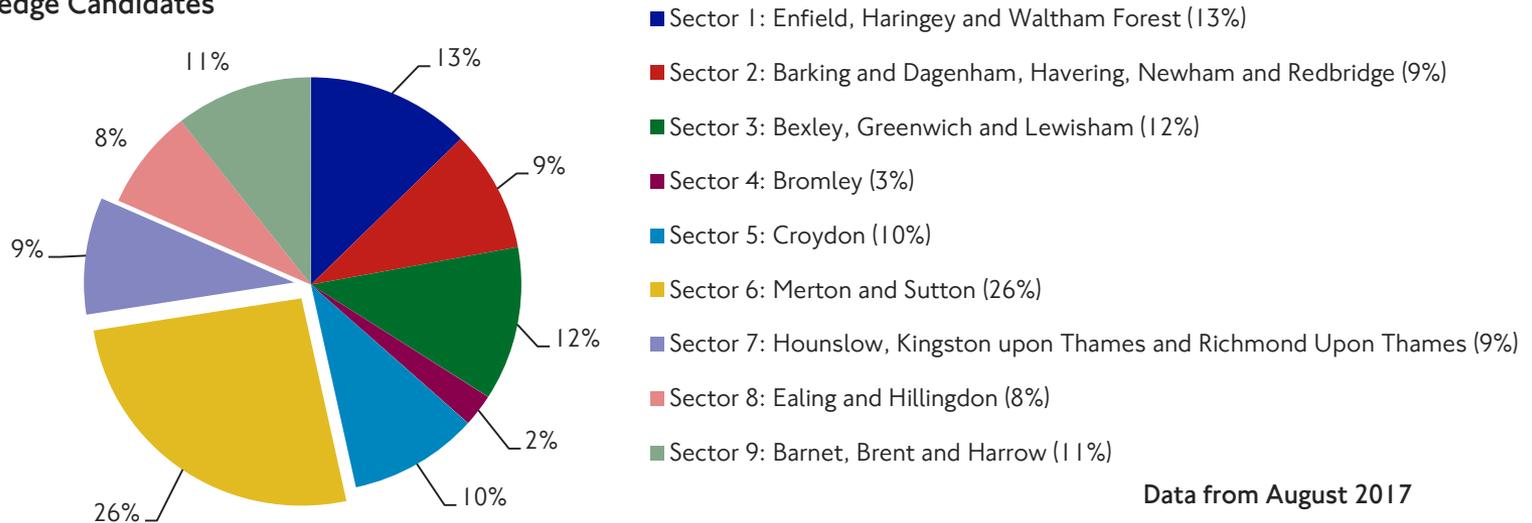
Drivers with more than one sector have been grouped together for ease of reference.

In September 13 per cent of all licensed taxi drivers were suburban drivers and 87 per cent were all of London. This distribution is replicated within the current pool of Knowledge candidates.



Knowledge statistics

Suburban Knowledge Candidates



There are currently 833 Knowledge candidates studying suburban sectors, of these:

- 216 (26 per cent) candidates are studying the Merton and Sutton sector, 76 (9 per cent) candidates are studying the Hounslow, Kingston upon Thames and Richmond Upon Thames sector.
- 53 candidates are currently studying at Stage 3 and above in Merton and Sutton, 23 candidates are studying at Stage 3 and above in Hounslow, Kingston upon Thames and Richmond Upon Thames.



The Initial Talk

- Our Knowledge team introduced a compulsory initial talk for all Knowledge candidates in February 2017
- Candidates are clearly advised about the availability of work in suburban sectors
- They are also strongly encouraged to observe ranks and talk to taxi drivers in their areas to ensure they are aware of the likely income they can expect
- We clearly state the level of knowledge candidates will have to achieve to pass. This will include talking to candidates about the time and commitment they will have to apply to their studies to achieve this standard.



Taxi Ranks Update



Taxi Ranks Action Plan

In 2015 we published a Taxi Ranks Action Plan

In the plan we said we would:

- Review the existing taxi rank network
- Increase the number of taxi ranks by 20 per cent by 2020
- Protect existing taxi ranks affected by new schemes
- Create a new taxi rank page on the TfL website
- Publish a policy on island ranks and extension areas
- Identify opportunities for new ranks at Night Tube stations
- Explore opportunities for sponsorship for the late night marshalled taxi ranks
- Collect rank location data for use on electronic maps.



The full plan is available on our website at: tfl.gov.uk/tph



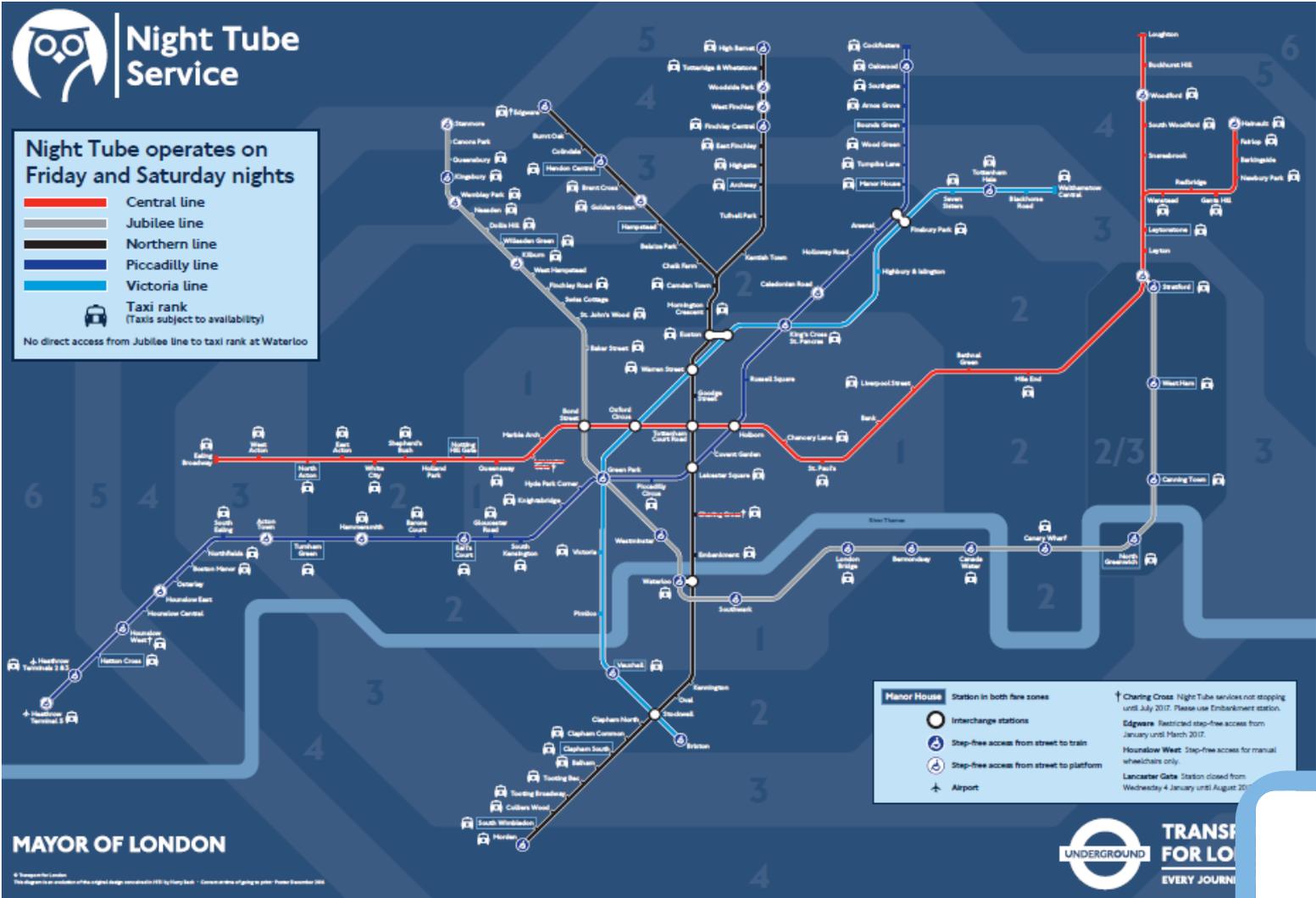
Taxi Ranks Update

Our progress so far....

- A review of accessibility at all taxi ranks has been completed and potential improvements identified
- Funding for accessibility improvements is being sought
- Location data for all TfL-appointed ranks plus other ranks has now been collected
- A full list of rank requests has been published online: www.tfl.gov.uk/taxi-ranks
- We are working on a number of proposed improvements to taxi rank infrastructure and will continue to engage with our colleagues in Crossrail and the relevant local authorities
- 85 new taxi ranks have been appointed.



Night Tube



Taxi Ranks – Sector 6

New ranks have been requested for:

- Sainsbury's, Sutton

New ranks have gone in at:

- South Wimbledon Station

New or updated signage agreed:

- Morden Station
- Sutton Station.



Taxi Ranks – Sector 7

New ranks have been requested for:

- Waitrose, Sheen Road
- Richmond Theatre
- Brasserie, Chiswick High Road
- Hampton Court Palace.

New ranks have gone in at:

- Osterley Station
- Down Hill Road, Kingston.

Increased rank space at:

- Kingston Station.



Reporting vehicles parked on ranks

- Unattended taxis or TfL-licensed private hire vehicles parked on ranks can be reported to TfL. Details plus photos can be emailed to:

TaxiPrivateHireComplaints@tfl.gov.uk

TPHintel@tfl.gov.uk

Please include the date and time plus the location of the taxi rank

Any other vehicles parked on ranks should be reported to the relevant borough – details of how to do this are available on the ranks page on the TfL website at tfl.gov.uk/tph

Suggestions for new taxi ranks

Send any suggestions for new taxi ranks to tphranksinterchange@tfl.gov.uk

Please include:

- The specific location, including a photo
- What the taxi rank would serve (such as a hotel, nightclub, station etc.)
- Any other relevant information

