

Taxi & Private Hire

Update to Transport Committee



**TRANSPORT
FOR LONDON**


EVERY JOURNEY MATTERS



Taxi & Private Hire Strategy Document

- Draws together TfL's role as:
 - Strategic Transport Authority
 - Regulator
 - Licensing Authority
 - Enforcement Body
- Sets a clear vision for the future of the industry

‘...maintaining the clear distinction between the two types of service and further improving the quality, safety, accessibility and overall standard of taxi and private hire vehicle provision in London.’



Transport for London

Transport for London

Provisional Taxi and Private Hire Strategy 2015

Introduction

Chapter 1: TfL's Role and Vision for Taxi and Private Hire Services

Chapter 2: The Future of Taxi Services

Chapter 3: The Future of Private Hire Services

Chapter 4: Improving Driver, Vehicle & Operator Licensing Services

Chapter 5: Improving Enforcement and Compliance

Chapter 6: Further Legislative Change

Chapter 7: Conclusion

Appendix 1: Summary of Actions



For Taxis

- Instantly available vehicles hailed on-street, boarded at a taxi rank or pre-booked
- Regulated fares
- Conditions of Fitness (CoF) specifying all taxis must be wheelchair accessible with features to suit the diverse needs of passengers
- Maintaining the Knowledge of London



For Private Hire Vehicles

- A clearly defined pre-booked service
- A choice of operators in order that customers can book the service that best suits their individual needs
- Fares that are determined by the market to encourage competition or reflect the value of the service provided - but that are clearly specified to the customer before the commencement of their journey



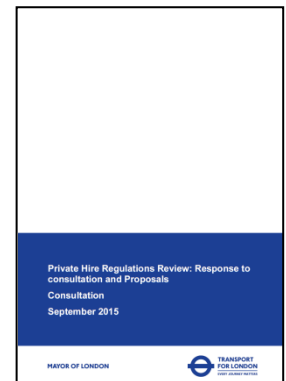
Commitments in the strategy include

- **Cleaner, greener vehicles** - including zero emission taxis & rapid charging infrastructure to support them
- **100 new taxi ranks by 2020** - along with other commitments set out in the Ranks Action Plan
- **New accessibility commitment for taxi ranks** - including surveys and stretching targets to improve accessibility from 2016 (as we already do for bus stops)



Commitments (continued)

- **A tougher topographical test for PHV drivers** - including new use of English requirements
- **Improved training and development for Private Hire Drivers** - including mandatory disability awareness training and the longer term development of a wider BTEC qualification
- **Consulting on new regulations for Private Hire drivers, vehicles and operators**



Commitments (continued)

- **Progress a trial of new Private Hire vehicle signage requirements**
- **Implement mandatory credit card acceptance in taxis** - providing we can reach agreement with the credit card industry to implement this on suitably favourable terms for customers and taxi drivers



Commitments (continued)

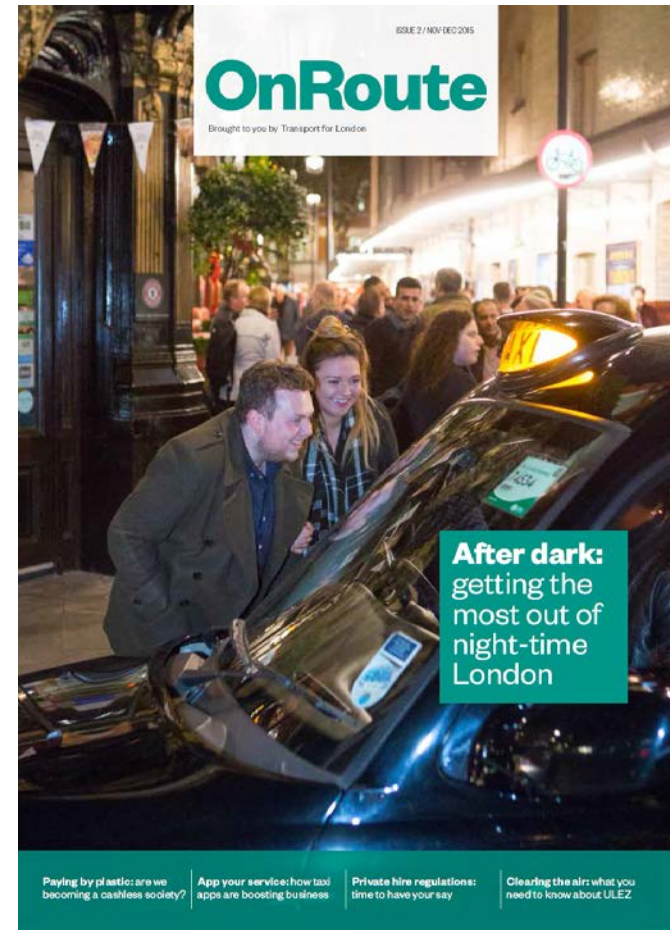
- **Continuing to invest in enhanced enforcement:**

- Doubling TfL compliance officers from 41 to 82 by spring 2016
- Improving training and awareness of TPH issues amongst general Police Officers
- Tasking more Police Officers across the 2,300 strong Roads & Traffic Police Command to ensure illegal cab activities are given greater attention
- Continuing commitments to:
 - Operation STAN
 - Operation Neon
 - Other intelligence led enforcements activities



Improved driver, vehicle & operator licensing services

- New Counter Service from June 2015
- New online application service
- Better driver information including:
 - New 24/7 Twitter feed
 - Weekly road information and licensing bulletin
 - Bi-monthly online magazine



Finally...outside of this

Tackling ongoing Disclosure & Barring Service (DBS) issues at the MPS

- Seconded 6 TfL staff across since September to help clear backlog
- Next steps



Update on future proof actions

Of the 19 recommendations put forward by the Transport Committee:

- 8 completed
- 6 in progress
- 5 incorporated into the regulations review

Updates on the further commitments from the Transport Committee on 8 July

- **Provisional strategy:** Published 30 September
- **Private Hire Complaints to TfL:** In progress for end of year
- **Congestion Analysis:** Ongoing
- **Fleet insurance in Regulations Review:** Proposal 22
- **Internal Audit:** Started
- **Uber correspondence:** Provided in letter 15 September
- **Collating contact with licensees on TOLA**



Private Hire Regulations Review

- 3 principle objectives:
 - **Promote passenger safety**
 - **Update the current regulations to reflect recent developments**
 - **Introduce some key policy objectives**
- Initial consultation launched in March 2015 - nearly 4,000 responses, mostly from those in the taxi and private hire trades
- Extensive engagement with recognised trade groups, prior to second consultation – 25 ‘proposals’ that we believe are capable of being implemented
- Second detailed consultation launched 30 September – seeking a wide public debate on the future of the Private Hire industry in London
- Customer views are also being sought via:
Talk London questionnaire, focus groups, 121 interviews with vulnerable passengers, quantitative research



Some proposals have broad support across the industry...

- Formal English Language requirement for drivers
- Operators must provide a booking confirmation to passengers containing the driver photo ID and details of the vehicle being used to discharge the booking
- Drivers to carry or display a copy of insurance details at all times
- Operators will be required to provide details of all drivers and vehicles on a regular basis



Others are more controversial...

- Operators must provide booking confirmation details to the passenger at least five minutes prior to the journey commencing
- Drivers to only work for one operator at a time
- Fleet insurance to be in place by the operator
- Operators must not show vehicles being available for immediate hire, visually or via an app



Consultation Timetable

- Closing date for the consultation – 23 December 2015
- Further details and a full list of proposals on the TfL website
- <https://tfl.gov.uk/consultations>

