

Call for evidence: Taxi and private hire services

September 2018

The London Assembly Transport Committee has launched an investigation to consider how to raise standards in the taxi and private hire industries. This sector represents a vital part of London's transport network and employs thousands of Londoners. The committee investigated this topic in 2014/15 and found there were serious challenges for the sector that Transport for London had not adequately addressed.

This paper invites organisations and individuals to submit views and information to the committee on the investigation, giving you the opportunity to inform our work and influence our recommendations. We pose a number of key questions to be answered.

Background

Since our previous report there has been considerable attention on taxi and private hire services. TfL has produced a number of action plans on specific issues, such as taxi ranks. TfL conducted a wide-ranging [Private Hire Regulations Review](#) in 2015, with new requirements subsequently placed on operators. A full taxi and private hire strategy was released although it is no longer in force, with the current Mayor producing a new [action plan](#) in 2016 and addressing the topic in his new [Transport Strategy](#).

The Mayor and TfL have continued to develop new policies in this area. New emissions standards for taxi and private hire vehicles have been introduced, as set out in the [Environment Strategy](#). TfL has recently consulted on new [safety measures](#) for private hire services and a [proposal](#) to remove the Congestion

Charge exemption for private hire vehicles. Meanwhile, a number of TfL's policies and decisions have been subject to legal dispute.

The sector has continued to be subject to technological change, with app-based operators now more prominent than at the time of our previous report and offering a wider range of services. The committee addressed this topic in our [Future Transport](#) report earlier this year. In particular, various forms of ride-sharing service are now being offered in London.

Key questions

The committee would welcome views and information on any issue considered relevant by our stakeholders including operators, drivers, passengers, regulators, and other road users. We are particularly interested in answering the questions below during the course of our investigation. Organisations and individuals submitting written evidence may wish to address some of these questions.

- To what extent does London have a thriving taxi and private hire sector, and how does performance vary among different parts of these industries (defined by types of service, operator size, geography and so on)?
- To what extent has the Mayor's taxi and private hire action plan been successfully implemented?
- What have the Mayor and TfL done to reduce the impact of this sector on London's traffic congestion problem, and what else needs to be done?

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- What have the Mayor and TfL done to improve the accessibility to these services for disabled people, and what else needs to be done?
- What have the Mayor and TfL done to improve the safety of these services for passengers, including enforcement against illegal operators, and what else needs to be done?
- To what extent has TfL delivered its pledges in the delivery of new and improved taxi ranks?
- What problems relating to taxi and private hire services are currently evident at Heathrow Airport, and how would these be exacerbated by expansion of the airport?
- Does TfL place appropriate conditions on licences for private hire operators, and what new conditions should be considered?
- How do terms and conditions of private hire drivers need to be improved, and how can this be achieved?
- What progress has TfL made reducing harmful emissions from taxi and private hire vehicles?
- What would be the benefits and drawbacks of encouraging vehicles that use liquefied petroleum gas (LPG)?

- Are the entry requirements for drivers in the taxi and private hire trades appropriate, or how should they be improved?
- To what extent do the Mayor and TfL need to provide greater support to people undertaking the Knowledge?

How to contribute to the investigation

To contribute, please send written submissions to the committee by the deadline of **30 November 2018** using the details below.¹ Where possible submissions should not exceed more than four sides of A4 or 2,000 words.

Submissions do not have to be restricted to the questions set out above. If you have any queries please get in touch.

Email submissions	TransportCommittee@london.gov.uk
Postal submissions	Scrutiny team, Transport Committee, Post Point 10, City Hall, The Queen's Walk, London SE1 2AA
Further information	020 7983 4000
Media enquiries	020 7983 4228

¹ We will publish written submissions online unless they are marked as confidential or there is a legal reason for non-publication. We may be required to release a copy of

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About the Committee

The Transport Committee examines all aspects of the capital's transport system in order to press for improvements for Londoners. The committee monitors how the Mayor's Transport Strategy is being implemented, and scrutinises the work of Transport for London and other transport operators.

You can find out more about the committee's investigations [here](#).

Committee Members

- Caroline Pidgeon, Chair (Liberal Democrat)
- Florence Eshalomi, Deputy Chair (Labour)
- Tom Copley (Labour)
- Shaun Bailey (Conservative)
- David Kurten (UK Independence Party)
- Joanne McCartney (Labour)
- Steve O'Connell (Conservative)
- Keith Prince (Conservative)
- Caroline Russell (Green)
- Navin Shah (Labour)