Transport for London

Transport for London (TfL) response to Transport Committee request for specific information relating to taxi and private hire services

1) ENFORCEMENT AND COMPLIANCE

1.1 Overview of key activities of enforcement and compliance officers

The purpose of our Taxi and Private Hire compliance team is to promote public safety and a good customer experience by ensuring London's taxi and private hire drivers, vehicles and operators comply with legal and regulatory requirements. Currently compliance is split into two teams, the day team and night team, to cover the different profile of the licensed taxi and private hire trade during these times.

The day team's activities include:

- On street driver and vehicle checks
- Taxi rank inspections
- Joint working with the police and other agencies such as HM Revenue and Customs to tackle illegal drivers and operators as well as criminality within the licensed trade
- Responding to customer, trade and public complaints
- Private hire operator pre-licensing and variation inspections
- Private hire operator inspections including checks of booking, driver and vehicle records as required by the regulations

The night team has a greater focus on tackling touting and illegal plying for hire and problems associated with the night-time economy. They work to ensure private hire operators, particularly those licensed within night-time premises or venues, are taking bookings correctly and keeping accurate records. The team works closely with the police to tackle bogus cabs and in support of the Safer Travel at Night (STaN) campaign. The night team are deployed across London every night of the week, with a particular focus on weekends, to compliment the activity undertaken by the regular compliance team.

In addition to our officers, the Metropolitan Police Service's Cabs Enforcement Unit (CEU) is funded to enforce all laws relating to taxi and private hire, and has three primary objectives:

- Reducing the risk of cab-related sexual offences and other serious crime
- Tackling touting and unlawful plying for hire offences committed by either licensed or unlicensed drivers and dealing with illegal operators; and
- Supporting the taxi and private hire compliance activities and enhancing the ability of the licensed taxi and private hire drivers to operate in a safe and effective manner.

The CEU combines plain clothes investigative officers, high visibility uniformed touting patrols and skilled financial investigators to deter and disrupt touting and illegal plying for hire, as well as catch and convict offenders.

The STaN partnership was launched in 2002 and aims to improve the safety of travelling at night via cabs through industry regulation and licensing, enforcement and education. The communications campaign aims to make people travelling at night aware of the dangers of

picking up un-booked minicabs off the street, as well as informing them of the best ways to get home safely. The campaign operates throughout the year but with two intensive phases – at the start of the new university term and during the Christmas/New Year festive season. During these phases officers from across the Metropolitan Police Service (MPS) are mobilised to support STaN.

1.2 Current number of compliance officers, including vacant positions (June 2014)

Day team – 20 Compliance Officers and 3 Assistant Compliance Managers
Night team – 14 Compliance Officers and 2 Assistant Compliance Managers
No vacant positions

1.3 Breakdown of officers working day-time – night-time (2010-2011 – 2013-2014)

Day team
2010/11 – 20 Compliance Officers and 3 Assistant Compliance Managers
2011/12 – 20 Compliance Officers and 3 Assistant Compliance Managers
2012/13 – 20 Compliance Officers and 3 Assistant Compliance Managers
2013/14 – 20 Compliance Officers and 3 Assistant Compliance Managers

Night team
2010/11 – 2 Compliance Officers and 1 Assistant Compliance Manager
2011/12 – 6 Compliance Officers and 1 Assistant Compliance Manager
2012/13 – 14 Compliance Officers and 2 Assistant Compliance Managers
2013/14 – 14 Compliance Officers and 2 Assistant Compliance Managers

1.4 An overview of the process for determining whether an operator is fit for purpose

Firstly, our Taxi and Private Hire licensing team assess an application to become a licensed operator to ensure all mandatory criteria has been met such as the need for planning permission and a land line to be in place. A declaration is also required from all individuals' named on the application as having an interest in the operation. The licensing team is currently reviewing the information captured during the application process and will be including additional questions to determine how bookings are to be offered. This will highlight whether or not the applicant intends to operate an app or web based operating model. The applicant will also be asked to summarise their proposed operating model at the start of the application process.

Once all of the required documentation is provided confirming that all of the mandatory criteria has been met, an assessment will take place to ensure the 'applicant', whether this is an individual, company or partnership meets the 'fit and proper' criteria.

To ensure that an applicant is a 'fit and proper person', TfL has established a number of criteria the applicant will need to meet. This includes:-

- **Consideration of any criminal history** of anyone named in the application
- **Business Repute**: Consideration of whether anyone is or has been made bankrupt
- **Right to work**: All applicants need the right to live and work in the UK in order to be able to run the business

- **Previous application**: Any previous decisions made to refuse anyone named on the application

- **Radio circuit**: If required, applicants must provide evidence that they have an appropriate radio licence and that the radio system used is in accordance with that licence

- **Insurance**: If required, applicants must provide evidence they are complying with any insurance requirements with regard to their premises, their staff or the public where the operating centre has public access

- **Health and Safety**: If required, applicants must be able to show they are complying with any requirements applicable to their premises, their staff or the public, e.g. environmental health, fire safety

- **Accounts**: If required, applicants must provide evidence they comply with the requirements for audited or certified accounts; and, if applicable, provide evidence the business is VAT registered or awaiting VAT registration

Once it is established the applicant is 'fit and proper' and all mandatory information has been provided a 'pre licensing' inspection will be arranged with the Compliance team, who assess and support the operator to comply with the legislation and regulations. This includes keeping accurate and compliant driver, vehicle and booking records to ensure public safety.

On completion of the inspection the Compliance Officer will submit an inspection report to the Licensing Team.

If **all** operating centres for the operator do not pass their licensing inspection then the application will be refused.

If **not all, but one or more** operating centres do not pass their licensing inspection, then the application may be 'approved, but not as applied for', with the failed operating centre(s) excluded on grant of the licence.

If **all** operating centres pass their licensing inspection then the application may be 'approved' in the terms applied for.

If **any** of the proposed operating centres have been specified in another licence or application that has been refused or revoked, then we may wish to take into account the reasons for that decision. If the decision was based upon public safety reasons that still exist then the application may be refused.

Once an operator has been granted a license, as a minimum the operators are inspected annually against a weighted compliance criteria which is enclosed as Appendix A1. The weighting is used to define what type of inspection is required in future. This process is also enclosed as Appendix A2.

Note that the legislation states that we **must** consider an application and unless we have a specific reason not to, we **must** grant it.

1.5 Number of vehicle licenses revoked by calendar year for 2011, 2012 and 2013 including reasons for revocation

Taxis and private hire vehicles are inspected and licensed annually. Until February 2013, taxis were subject to a full mechanical and taxi specification, whereas private hire vehicles were subject to twice yearly MOTs, as well as a TfL vehicle inspection.

As part of the Mayor's Air Quality Strategy, in March 2013 taxi vehicle inspections changed to mirror the system in place for private hire vehicles and are now subject to two MOTs per year plus a taxi specific inspection. The figures requested are included in the table below.

Year	Type	Reasons for Revocation				Total
		Safety Critical Vehicle Defect	Touting Conviction (PHV only)	Non Payment of Licence Fee	Vehicle Age Limit (Taxi only)	
2011	Taxi	0	0	0	0	0
	Private Hire	0	0	0	0	0
2012	Taxi	0	0	0	0	0
	Private Hire	1	2	1	0	4
2013	Taxi	0	0	0	1	1
	Private Hire	1	1	1	0	3

1.6 Number of operator licenses revoked by calendar year for 2011, 2012 and 2013 including reasons for revocation

The figures available are included in the table below. All revocations shown are as a result of character/compliance information such as companies going into liquidation or ceasing to trade.

Year	Total
2011	15
2012	20
2013	99

1.7 Number of driver licenses revoked by calendar year for 2011, 2012 and 2013 including reasons for revocation

Year	Type	Reasons for revocation				Total
		Character	Medical	Touting (PHV drivers only)	Other	
2011	Taxi	5	23	0	0	28
	Private Hire	66	124	328	60	578
2012	Taxi	29	14	0	3	46
	Private Hire	191	233	344	147	915
2013	Taxi	28	17	0	0	45
	Private Hire	143	41	187	26	397

2) TAXI RANKS

2.1 An overview of the process for appointing taxi ranks

We are responsible for appointing taxi ranks on the public highway in all London boroughs, except for the City of London, where taxi ranks are appointed by the City of London Police Commissioner.

For a taxi rank to be effective it must be well located, have space for a sufficient number of taxis and have good access for passengers. Every potential taxi rank location is assessed on an individual basis, but finding suitable locations can be a challenge, as there are often competing interests and requirements for road space. For example, road space can be required for loading and parking bays or need to be kept clear to maintain traffic flow. Even when a suitable location is identified, there may be objections from local residents and businesses.

The process for appointing a new taxi rank involves the following steps:

- A location for a new taxi rank is proposed, normally by one of the taxi trade associations, but this can also be from an individual taxi driver, business, or from within TfL
- Our Taxi and Private Hire team assess the feasibility of the location
- The proposal will normally be discussed with the Cab Ranks Committee or local drivers depending on which is more appropriate. The Cab Ranks Committee is held monthly and is chaired by the Licensed Taxi Drivers' Association (LTDA) and attended by London Cab Drivers Club (LCDC), Unite and us
- The relevant borough will be consulted if the location is on a borough road
- At least one site visit with the relevant parties will be conducted to discuss the location, size and times of operation of the proposed taxi rank

- If there is support for the proposal and no significant objections, then a formal consultation on changing the use of the highway and appointing a taxi rank is conducted so local businesses and residents can comment on it
- If there are no objections to the consultation that prevent the taxi rank from being appointed, then a Traffic Order will need to be written by the relevant traffic authority
- A taxi rank order will also need to be written by us
- The new taxi rank will be installed, normally two signs are displayed at the rank – one showing the waiting or stopping restrictions and another showing the taxi rank details (number of spaces, times of operation, etc.)
- The new taxi rank will be advertised in the London Gazette

2.2 A list of outstanding rank applications by date and borough submitted

A list of open proposed taxi rank locations and boroughs is enclosed as Appendix B. Previously we have not systemically recorded the date for when a rank request has been submitted so dates can not be provided. This situation has been addressed for future submissions.

2.3 An update on the Mayor's Ranks Action Plan including publication date

The Mayor's Ranks Action Plan is awaiting the outcome of our Suburban Review consultation, which closed in April 2014, to determine if there are specific requests for ranks that can be included within the Action Plan. The responses to the consultation continue to be analysed and the Mayor's Ranks Action Plan will be published later this year.

2.4 Estimated cost of installing one rank

The costs of appointing a new taxi rank vary significantly but typically are between £2,000 and £10,000, depending upon the borough.

The main items that make up the final cost of a new rank include conducting a consultation on the proposal, preparing traffic orders, installing the rank and relevant signage.

2.5 Total budget for provision of taxi ranks by year from 2010 and planned budget until 2016

The budget for new taxi ranks and ranks related work (e.g. new signs, markings, advertising in the London Gazette, etc.) between 2010/11 and 2016/17 is provided in the table below.

Licence fee income can only be used to recover the cost of discharging the licensing function and cannot be used for any other purpose, including the provision of taxi ranks.

Year	Budget
2010/11	£3,000
2011/12	£5,000
2012/13	£5,000
2013/14	£45,000
2014/15	£55,000
2015/16	£16,000
2016/17	£16,000

2.6 An updated list of all TfL appointed taxi ranks in Greater London including whether there is an enforcement camera located at the rank

Enclosed as Appendix C is list of all TfL-appointed taxi ranks. Cameras are not installed solely for the purpose of enforcement at a taxi rank. However, on the Transport for London Road Network there are 30 taxi ranks which are visible from one of the TfL managed cameras.

3) FARES AND PAYMENT

3.1 Results of the 2010 trial into using oyster card type technology for licensed taxi payments

To clarify, the 2010 trial related to contactless payment and not Oyster. The trial was run by the banking sector and the results were not shared with us.

3.2 An update on the feasibility of making credit/debit card payment facilities mandatory for licensed taxis

At its meeting in February 2014 the TfL Board endorsed a review of credit and debit card acceptance in taxis. In view of the overwhelming passenger demand to be able to pay for taxi journeys by debit and credit card, at its meeting in September 2014 the Board will also be asked to approve mandatory card acceptance in the future and a full consultation will take place to determine an appropriate date.

4) ENGAGEMENT WITH THE TRADES

4.1 An update on the situation in relation to the Mayor's proposed cabbies cabinet

The Mayor's manifesto commitment to set up a Cabbies Cabinet was consulted on and in November 2012 Leon Daniels wrote to all taxi drivers seeking their views on how the Cabinet should be constituted.

Following feedback from the letter, the Cabbies Cabinet is composed of representatives from the Licensed Taxi Drivers' Association, London Cab Drivers Club, and Unite the Union as well as the Mayor, the Deputy Mayor for Transport and senior TfL management.

The Cabbies Cabinet has met on the following occasions:

- 4 July 2013
- 4 February 2014
- 12 June 2014

4.2 An overview of TfL's current engagement strategy with the taxi and private hire trades and any plans to update this strategy

There are some 25,000 licensed taxi drivers, 22,000 licensed taxi vehicles, 67,000 licensed private hire drivers, 3,100 licensed private hire operators and 52,000 licensed private hire vehicles.

Within each group of these trade stakeholders there are representative bodies, organisations, companies and individuals – all of whom request engagement with us to discuss issues, ideas and concerns regarding the taxi and private hire trades.

In respect of associations representing London taxi drivers, there are a large number of both formal and informal groups including:

- LTDA
- London Cab Drivers Club (LCDC)
- Unite the Union
- United Cabbies Group (UCG)
- RMT
- Suburban Taxi Drivers' Coalition

The smaller, less formal groups and organisations are normally localised groups such as the Richmond Taxi Drivers' Association.

The three main driver associations (LTDA, LCDC and Unite) between them represent some 10 – 12,000 taxi drivers, which is the majority of London taxi drivers who are affiliated with an organisation. We have worked closely with them over a number of years to establish a common understanding of the key issues affecting the taxi trade.

Following the emergence of newer trade groups such as the RMT and UCG a formal taxi driver trade association engagement policy was devised in 2010. The purpose of the policy was to provide some structure around future engagement with the taxi trade. A copy of this policy is enclosed as Appendix D.

It established general principles for engagement with driver associations and requested that associations provided details of their membership levels to determine whether they should be involved in formal meetings. The policy also included 'rules of engagement' and confirmed we would continue to meet regularly with the three main and longest established driver associations, but would also meet informally with other taxi trade associations as and when the need arose.

The private hire trade is structured differently to the taxi trade and there are no large driver associations although the GMB Union has some private hire driver membership. Private hire trade matters tend to be represented by operator groups such as the Licensed Private Hire Car Association (LPHCA), the Chauffeur and Executive Committee and the Private Hire Board. These groups meet each other regularly to agree the issues they would like to raise with us. A formal private hire engagement policy does not exist as we regularly meet with the private hire vehicle operator representative associations alongside the Deputy Mayor for Transport.

Engagement with the Taxi and Private Hire trades is as follows:

Taxi trade – LTDA, LCDC, Unite

- Cabbies Cabinet (quarterly)
- Licensing meeting to discuss performance of the licensing team, member queries etc.(quarterly)
- Enforcement and compliance meeting (quarterly)

Private hire trade - LPHCA, PHV Board, Chauffeur & Executive Committee
- Meeting with Deputy Mayor and TfL (quarterly)
- Licensing and compliance meetings (quarterly)

Private hire drivers – GMB union
- Meeting with TfL (quarterly)
- Licensing and compliance meetings (quarterly)

Other informal trade meetings take place as and when the need arises.

There are no immediate plans to change the way we formally engage with the trades although we continue to seek ways to improve communications directly with licensees. Over the past few years we have:

- Increased the level of direct communication via letters to taxi drivers and private hire operators on key issues such as the 2012 Games and important consultations
- Continued to issue important information by TfL notices (formally known as PCO or TPH notices) which are published in trade publications, emailed to 4,000 drivers registered for alerts and the TfL website
- Ran 'open forums' where individuals or smaller groups could sign up to attend a two hour Q&A session
- Introduced regular email communications to advise the trade of important issues such as the 'Taxi Ranks Update' and 'Private Hire Update'
- Established a dedicated twitter feed

Our website is also being developed to allow for online licensing applications and deal with general queries and complaints. 'Frequently Asked Questions' help will also be available as part of this.

We recognise the use of technology is vital to improving communications with the trade but many drivers do not have access to or feel confident using smartphones and computers and so it is important to retain the existing forms of communication.

5) BUDGET AND FINANCE

5.1 Total TfL contribution to MPS Cabs Enforcement Unit by year from 2011/11 – 13/14

Financial Year	TfL Contribution to CEU*
2010/11	£3,577,204
2011/12	£3,469,433
2012/13	£3,725,608
2013/14**	£3,084,981

*Includes £1m contribution from licensing fees

** 20 per cent funded by the MPS under revised accounting arrangements. Previous TfL contribution is 100 per cent of funding.

5.2 Total TfL planned/forecast contribution to MPS Cabs Enforcement Unit by year from 2014/15 to 2016/17

We plan to continue to fund 68 dedicated cab enforcement officers – 61 in the CEU and seven in the City of London Police. The MPS are in the final stages of clarifying the costs of 61 officers for 2014/15 for the purposes of budget planning. The estimated costs are submitted annually and at this stage we are unable to provide planned budgetary figures for 2015/16 and 2016/17.

5.3 Total income from taxi and private hire licence fees by year from 2010/11 to 2013/14 including breakdown of percentage of income from taxi fees, private hire fees and other sources. Where available, forecasts for future income from licence fees by year until 2016/17 and total budget for taxi and private hire enforcement by year from 2010/11 to 2013/14 and, where available, projected budgets by year until 2016/17

Please find enclosed as Appendix E figures for license fees income and forecast. The figures for the CEU from 2010/11 to 2013/14 are included in answer to section 5.1. The projected budgets for 2014/15 to 2016/17 are addressed in section 5.2.

6) OTHER

6.1 Summary of complaints received by TfL Taxi & Private Hire from passengers from 2010/11 to 2013/14 including number of complaints received from disabled passengers in each annual period

A new complaint recording system was introduced in May 2011 to log by calendar year complaints received from passengers about taxi and private hire drivers. Our previous data relates to just taxi drivers and was recorded by calendar year.

Complaints regarding a private hire journey are dealt with by the private hire operator in the first instance, so the vast majority of the complaints we deal with are in relation to taxi drivers. We do not record whether the complaint received is from a disabled or non-disabled passenger.

Year	Private Hire Driver	Private Hire Operator	Taxi Driver
2010/11	N/A	N/A	2,514
May to December 2011	17	57	1,385
2012	34	83	2,916
2013	39	76	2,195

6.2 Any impact assessment undertaken on the effect of late night tube opening on taxi and private hire supply and demand

A formal assessment on taxi and private hire services as a result of the Tube running later has not been conducted. However, our Taxi and Private Hire team believe it likely there will be an increase in demand for taxi and private hire services at Tube stations in some suburban areas as people leave the Tube and complete their 'last mile home' by taxi or private hire vehicle. Work is underway to identify whether additional taxi ranks are required /

can be provided at key suburban Tube stations. This work will also consider what additional enforcement activities are required.

6.3 TfL has previously provided marshalled taxi ranks at selected mainline stations during Tube strikes. Please provide a breakdown of the costs of providing this service and the estimated cost for introducing this service full-time.

During the most recent industrial action by London Underground taxi marshals were provided at the following station taxi ranks:

- Charing Cross
- Euston (marshalling was only in place at Euston Station on the evening of the first day of industrial action as taxi marshals already work at the taxi rank during the morning)
- King's Cross
- Liverpool Street
- London Bridge
- Marylebone
- Victoria
- Waterloo

The cost per day of providing two marshals at each station taxi rank during the agreed hours was:

Day	Date	Cost per day
Monday	28/04/2014	£2,400.00
Tuesday	29/04/2014	£1,860.00
Wednesday	30/04/2014	£1,860.00
	TOTAL	**£6,120.00**

Assuming taxi marshalling was in place at Charing Cross, King's Cross, Liverpool Street, London Bridge, Marylebone, Victoria and Waterloo stations in the morning on each working day for the same hours as during the recent industrial action then the estimated costs would be:

Cost per day: £1,860. Cost per year: £470,580

6.4 As part of your business planning process, any statistics on the percentage (or estimated percentage) of licensed taxi journeys that are undertaken via a) street hailing b) hailed from a rank c) hailed through a mobile app

The Taxi and Minicab Customer Satisfaction Survey asks respondents about the method they most recently used when taking a taxi, minicab or executive/chauffer driven vehicle. The latest figures from 2013 for taxis are:

On-street hail	60%
From a taxi rank	24%
Telephone booking	10%
Internet booking	3%
Mobile phone app	3%

Since 2013 the number of taxi and private hire booking apps available has grown and anecdotal evidence suggests these are becoming increasingly popular with taxi and private hire passengers.

-ENDS-

Taxi and minicab Customer Satisfaction Survey Quarter 3 2013/14

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1

Key Findings

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Executive Summary

Overall satisfaction decreased significantly for taxis (to 83 in 2013, from 85 in 2012), while satisfaction with minicabs increased slightly (but not significantly) for the second year. Although minicabs is still one point below taxis, there is no significant difference between satisfaction with black cabs and minicabs for the first time since 2009.

For taxis, satisfaction declined for almost all the measures, in particular, **length of time to hail a taxi**, **safety while hailing a taxi** and **state of repair of the vehicle.** For almost every measure, satisfaction levels for taxis have reverted back to 2011 levels, following the high scores in 2012.

Average wait time at a taxi rank, or (to a lesser extent) to hail a taxi, both increased and this had a negative impact on satisfaction.

For minicabs, satisfaction has generally improved across most measures, continuing the upward trend since 2011, but with no significant increases.

Value for money for minicabs has improved at a much greater rate than for taxis over the last two years (minicabs from 72 in 2011 to 78 in 2013, taxis from 73 to 75).

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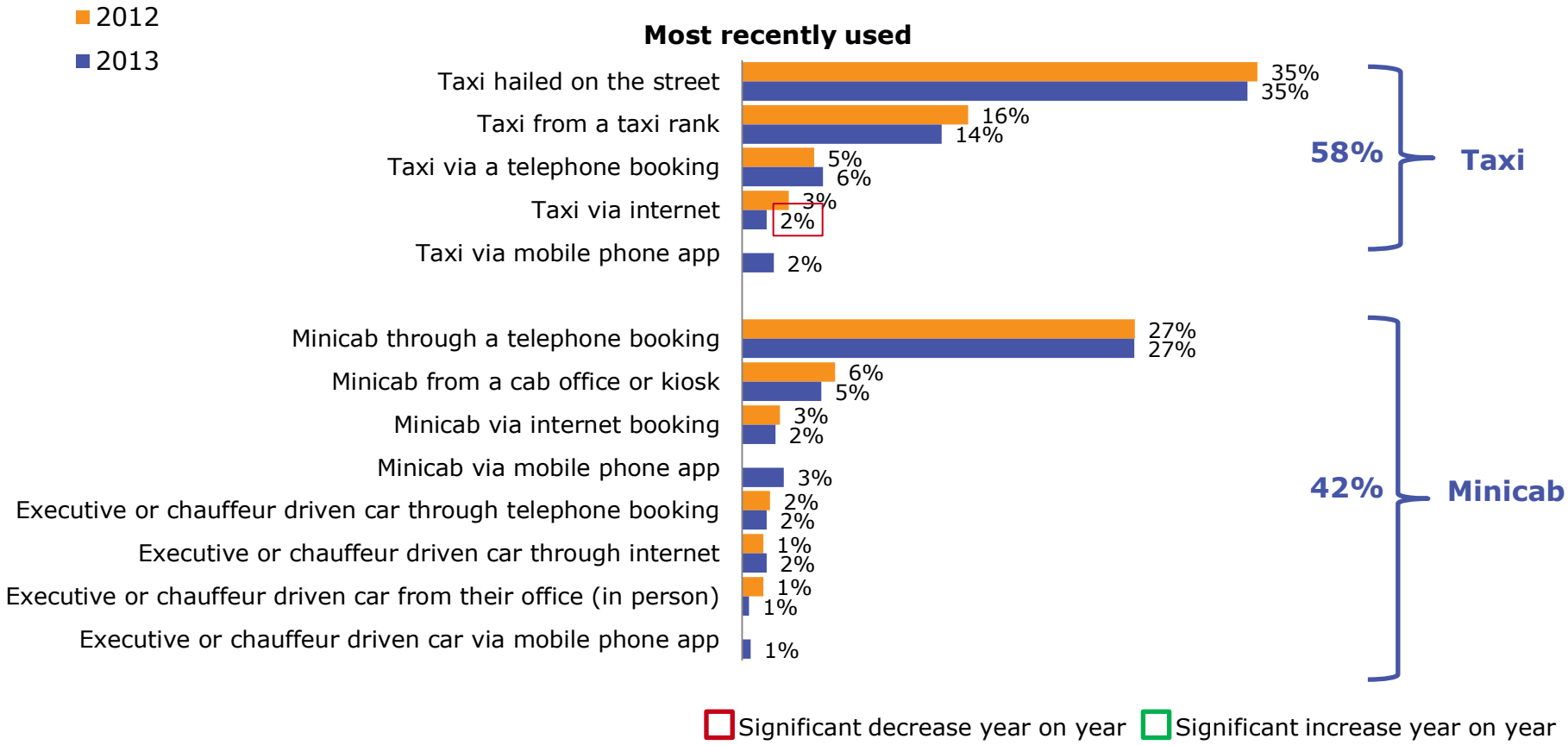
Over half had used a taxi (rather than a minicab) most recently. Internet bookings among taxi bookers have dropped since mobile app bookings now feature as a booking method. Among minicab users, telephone bookings are still the main booking method (accounting for nearly two-thirds of bookings).

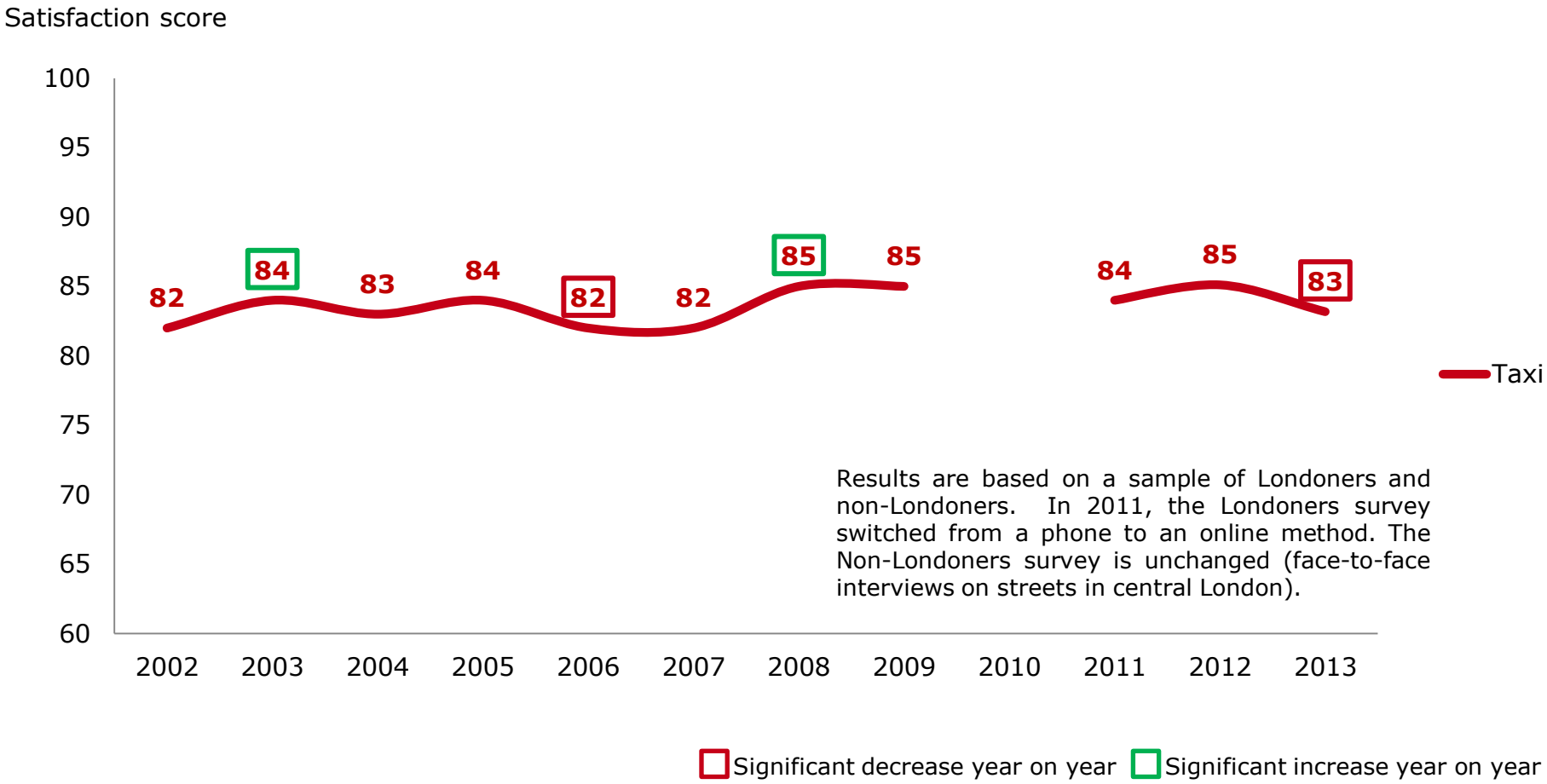
NOTE: This question was used to define 'taxi users' and 'minicab users' in the following sections of this report.



Type of taxi/ minicab most recently used – Sample profile

©TNS 2013

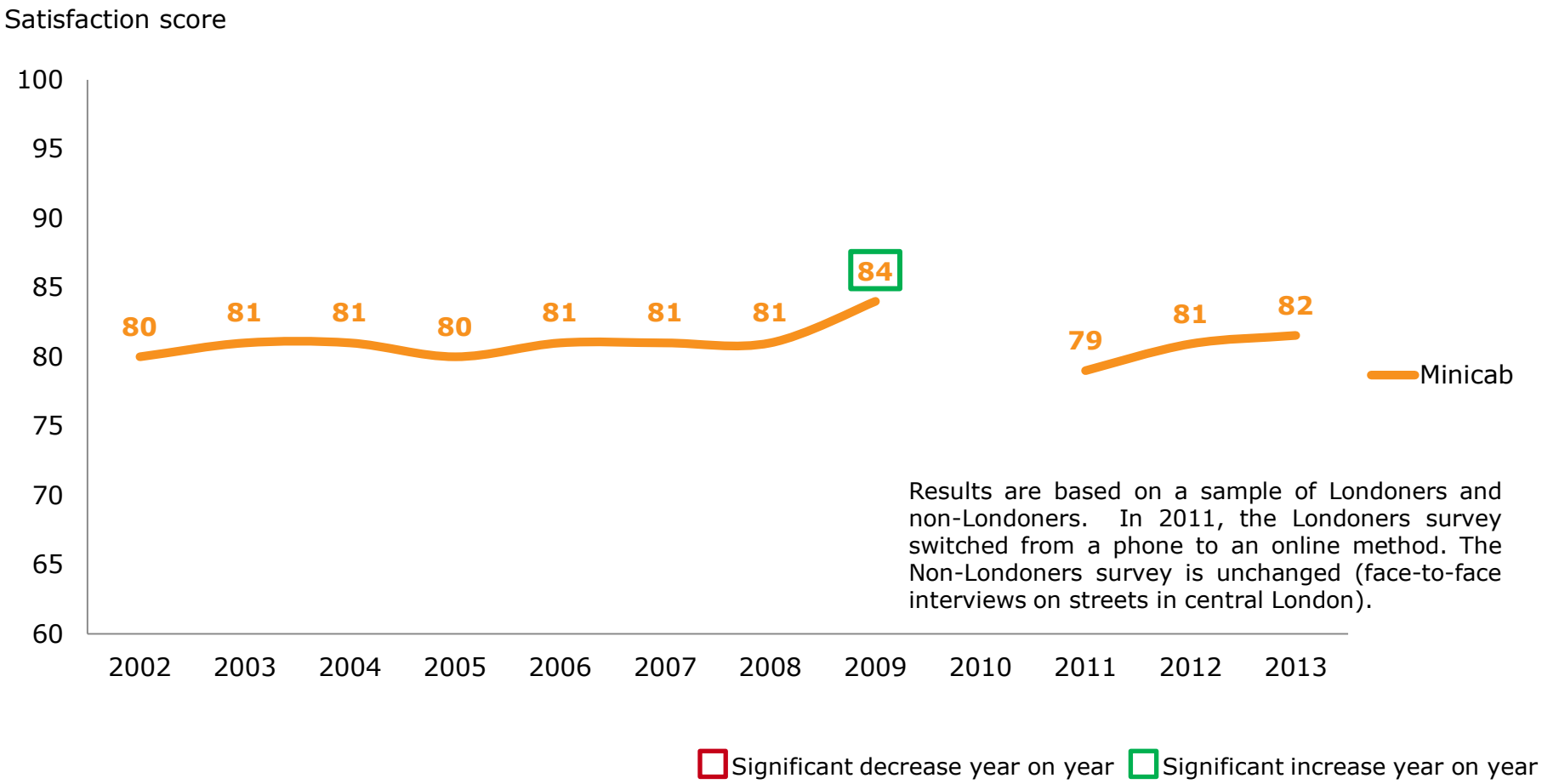
In 2013, satisfaction with taxis decreased significantly to 83.



Trends in satisfaction: Overall satisfaction
Taxi

©TNS 2013

Overall satisfaction with minicabs continued to improve (but not significantly), following the increase in 2012.



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Satisfaction with the service

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For taxis, there was a general decline in satisfaction across all the vehicle and driver measures (except value for money), following the high scores in 2012. However, the only significant decrease was for **state of repair of the vehicle.**

	2011	2012	2013	
Vehicle Average	86	88	86	
State of repair of the vehicle	86	88	86	▼
Ease of getting in and out of the vehicle	86	88	86	
Vehicle interior cleanliness	86	88	86	
Comfort inside the vehicle	85	88	86	
Driver Average	86	87	85	
Overall appearance and hygiene of the driver *	85	87	86	
Standard of driving	86	87	86	
The driver was approachable and helpful **			85	
The driver was professional and gave me confidence **			86	
The driver taking the best route for that journey **			85	
The smoothness and comfort of the ride **			85	
Personal Safety	88	89	88	
Time to complete journey	83	85	83	
Ease of making journey **			86	
Value for Money	73	75	75	

* Statement wording amended in 2013 (previous wording "tidiness" replaced with "hygiene"")
** New statement added in 2013

▲▼= significant increase/decrease since the previous quarter

©TNS 2013

Satisfaction with minicabs increased across most of the measures (but none significantly). Although it remains the lowest scoring measure, **value for money** continued to increase and has shown a notable improvement since 2011.

	2011	2012	2013
Vehicle Average	81	83	83
State of repair of the vehicle	81	83	84
Ease of getting in and out of the vehicle	83	83	85
Vehicle interior cleanliness	81	82	83
Comfort inside the vehicle	81	82	83
Driver Average	80	81	82
Overall appearance and hygiene of the driver *	80	81	81
Standard of driving	79	81	82
The driver was approachable and helpful **			82
The driver was professional and gave me confidence **			81
The driver taking the best route for that journey **			82
The smoothness and comfort of the ride **			82
Personal Safety	82	82	84
Time to complete journey	81	82	83
Ease of making journey **			84
Value for Money	72	76	78

* Statement wording amended in 2013 (previous wording "tidiness" replaced with "hygiene"")
** New statement added in 2013

▲▼= significant increase/decrease since the previous quarter

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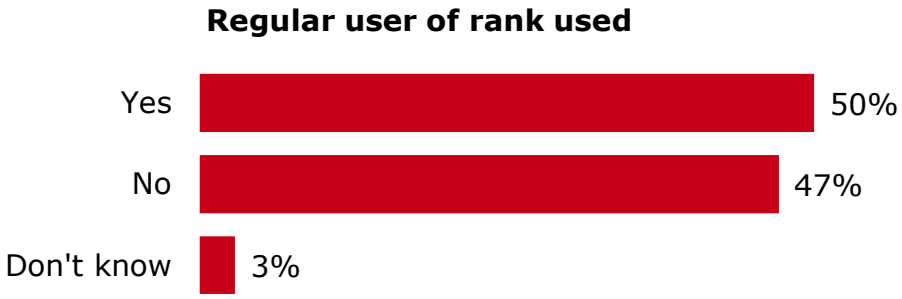
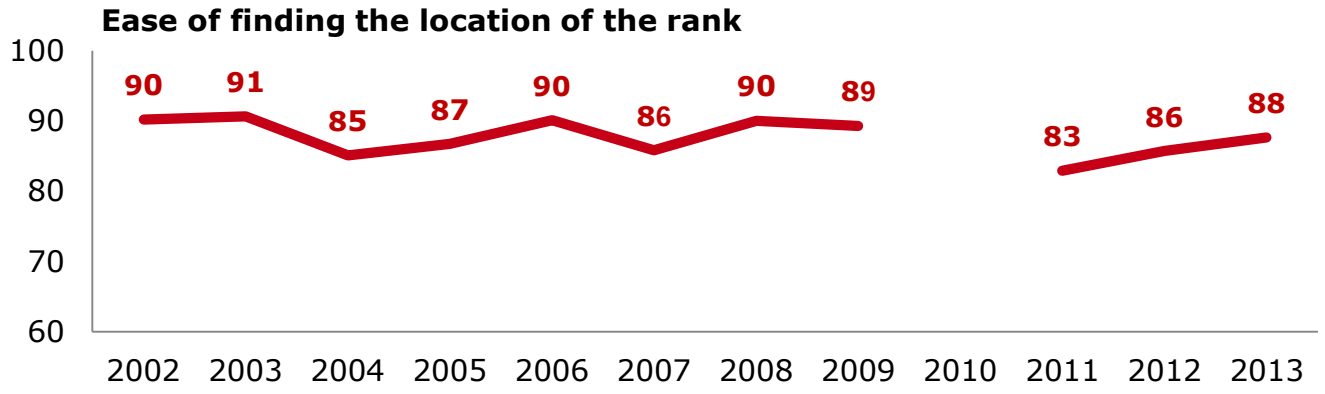
Satisfaction with booking

©TNS 2013

Half of those who hired a taxi from a rank were regular users of that rank. Among non-regular users of the rank, satisfaction with ease of finding the location continued to increase.





No significant differences over time

©TNS 2013

Satisfaction with the length of time to hail a taxi and safety while waiting to hail a taxi decreased significantly in 2013, returning to 2011 levels after the high scores in 2012. At taxi ranks, satisfaction with length of wait also decreased (but not significantly).

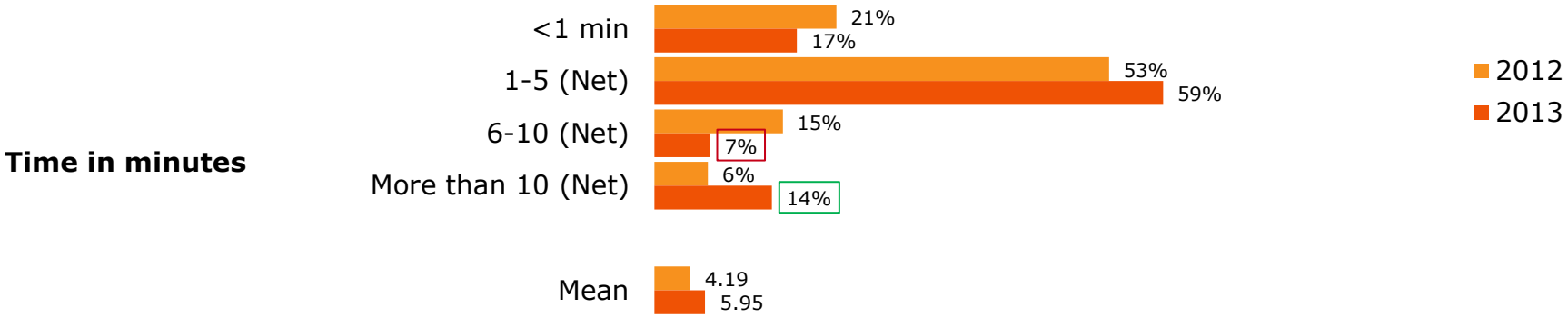
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	
Taxi rank Average	87	90	87	87	89	87	89	89		83	86	86	
The length of time it took to get a taxi from a rank	88	91	88	85	89	86	92	89		84	87	85	
Personal safety at the taxi rank	90	93	88	89	90	88	91	91		84	86	86	
Ease of boarding from rank										83	88	86	
The length of time to hail a taxi	81	87	81	80	80	78	86	85		81	85	81	▼
Personal safety while waiting to hail a taxi	86	89	85	86	86	85	88	89		85	88	85	▼

▲▼= significant increase/decrease since the previous quarter

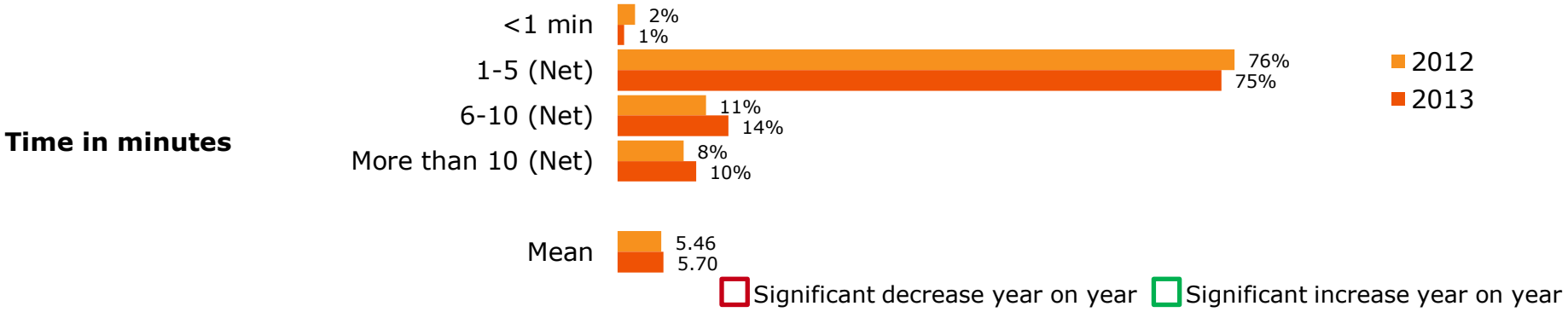
©TNS 2013

The proportion waiting more than 10 minutes at a taxi rank increased significantly, bringing the average wait to almost six minutes (from four minutes in 2012). There was a slight increase in length of wait to hail a taxi, although this seems to have had a bigger impact on satisfaction levels (see previous slide).

Waiting time for taxi at a rank



Time it took to hail a taxi

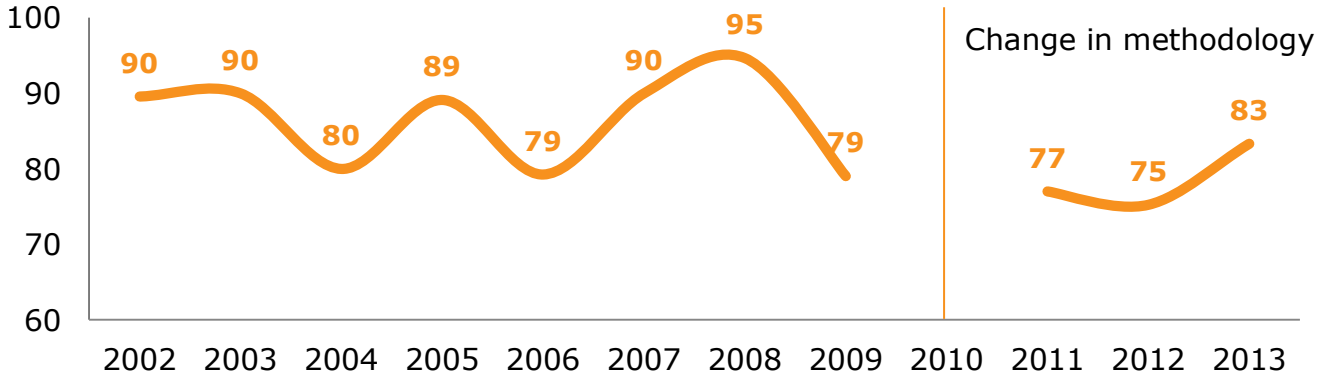


©TNS 2013

Most minicab users were regular users of the minicab office they used for their most recent trip. The ease of finding a minicab office has fluctuated over time, however, this is likely to be a reflection of the low sample size of minicab office bookings (i.e. a base of less than 50).

Regular user of minicab/ executive car office used

Ease of finding the location of the minicab/ executive car office



Caution: Low base

No significant differences over time

©TNS 2013

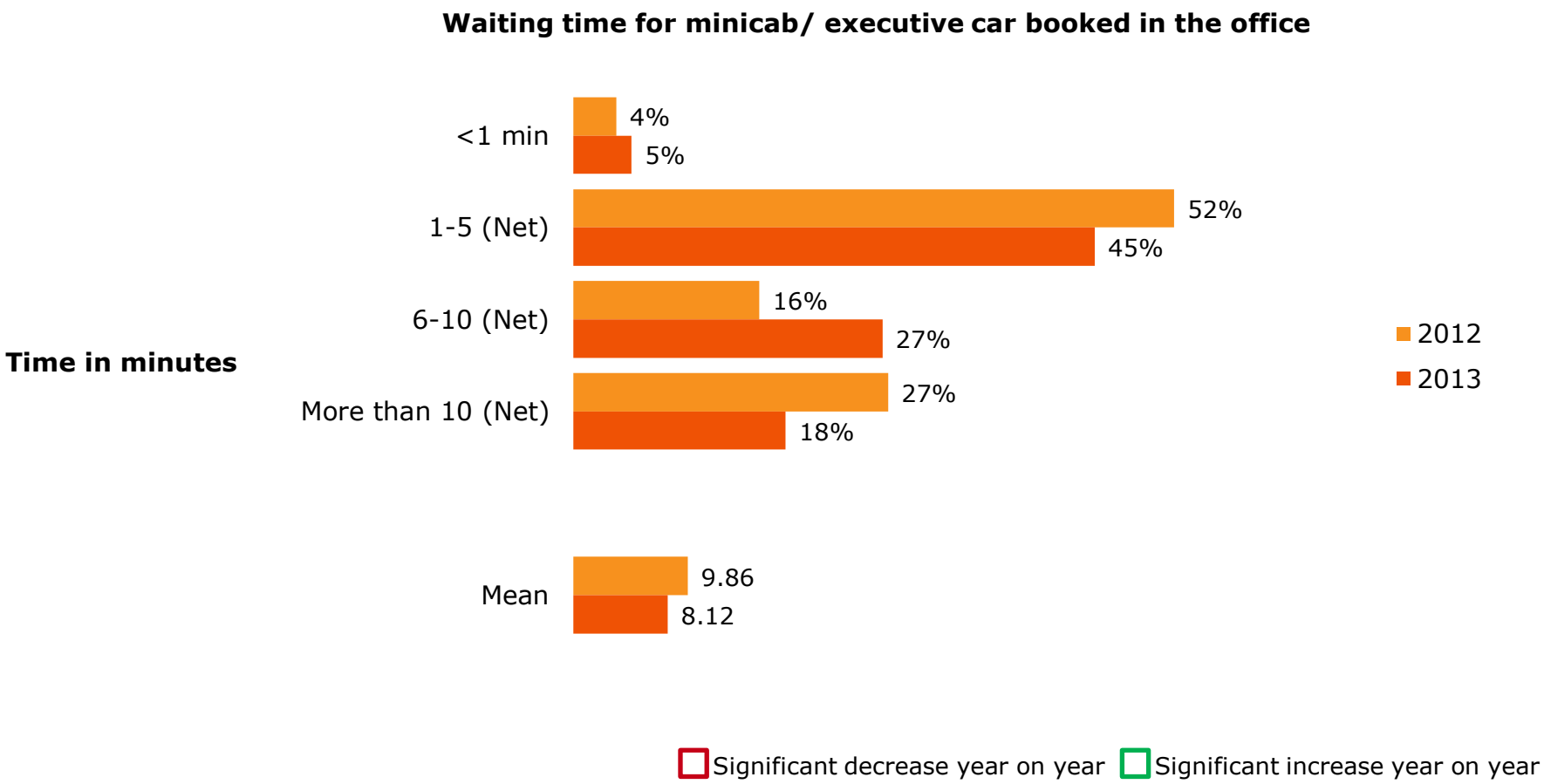
Only a small proportion booked their last journey through a minicab office (5%). Satisfaction across all measures was higher than in 2012; in particular, **general condition of the office** increased significantly.

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	
Minicab Office Average	68	67	70	74	72	75	80	79		71	75	81	
Length of time to find your minicab	84	87	79	84	84	79	91	86		77	77	82	
Helpfulness and efficiency of the staff at the minicab office	74	76	76	81	78	75	82	87		72	75	81	
General condition of the minicab office	63	61	62	68	67	72	77	73		66	72	80	▲
Personal safety at the minicab office	75	74	76	80	77	83	86	82		74	76	81	

▲▼= significant increase/decrease since the previous quarter

©TNS 2013

The average time waited for a minicab booked through an office or kiosk improved to just over eight minutes (from nearly 10 minutes in 2012), mainly due to a drop in those waiting more than 10 minutes.



Waiting time for minicab in office

©TNS 2013

Telephone bookings accounted for over 60% of all minicab bookings, but only 10% of taxi bookings. Satisfaction remained high for all aspects of the phone booking process, with no significant changes from last year.

	Taxi			Minicab		
	2011	2012	2013	2011	2012	2013
Telephone booking average	84	83	85	83	83	84
Ease of getting through on the booking number	82	82	85	85	85	85
Availability of a vehicle at the time required	81	84	85	84	84	85
The actual car arrival time compared to the expected car arrival time	85	84	85	82	83	83
Helpfulness and efficiency of the telephone operator	86	82	86	81	82	82

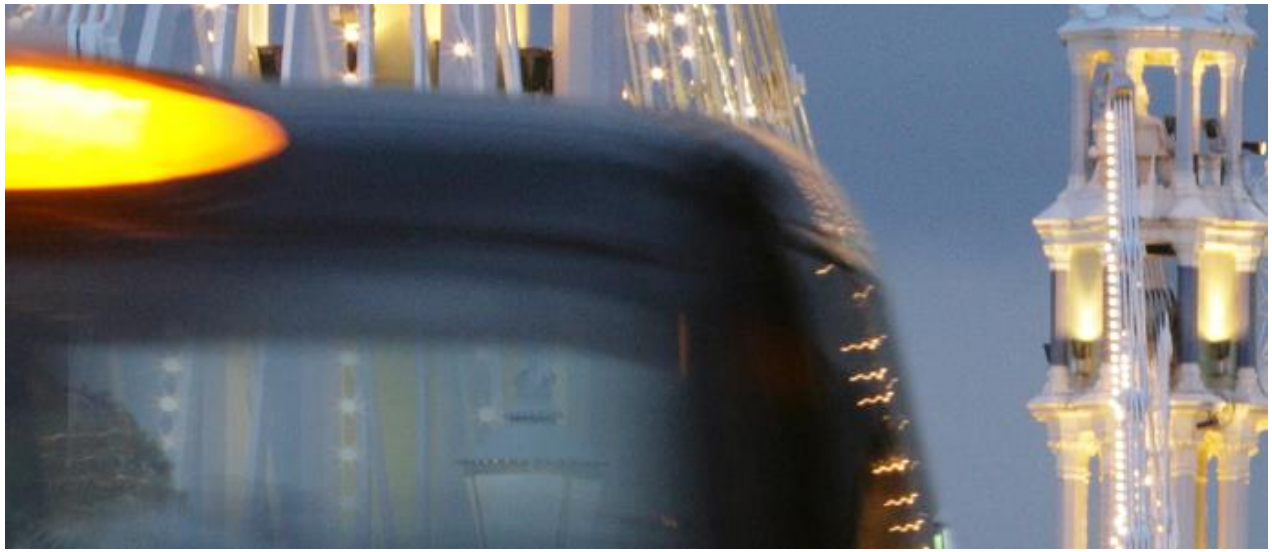
Caution: Low base

▲▼= significant increase/decrease since the previous quarter

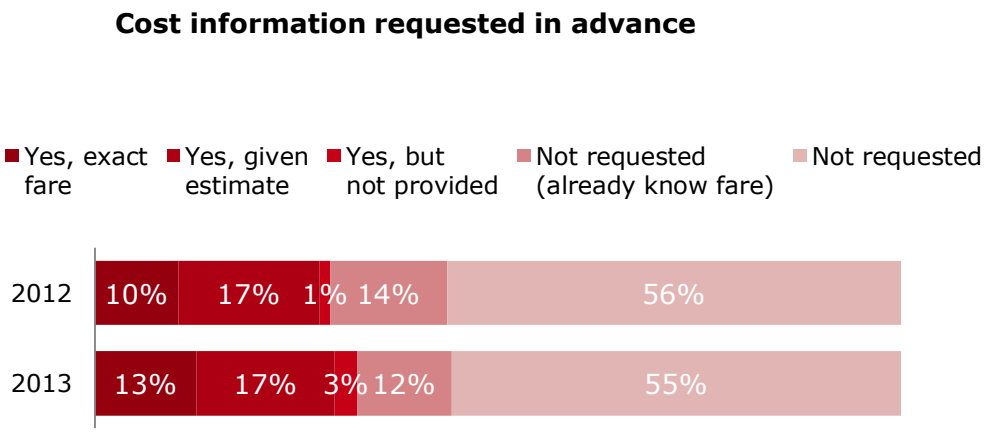
©TNS 2013

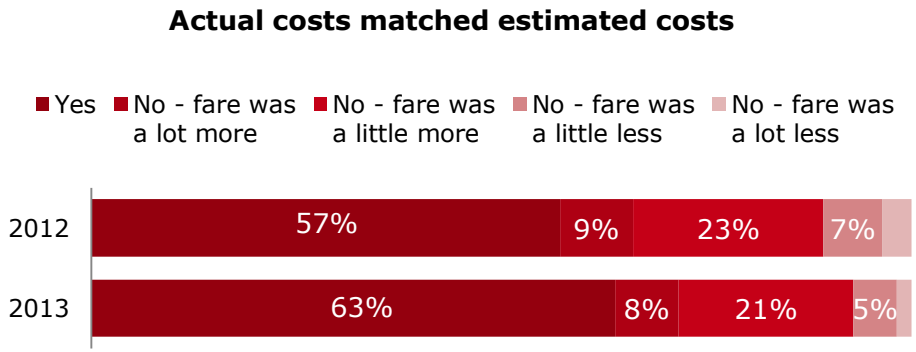
4

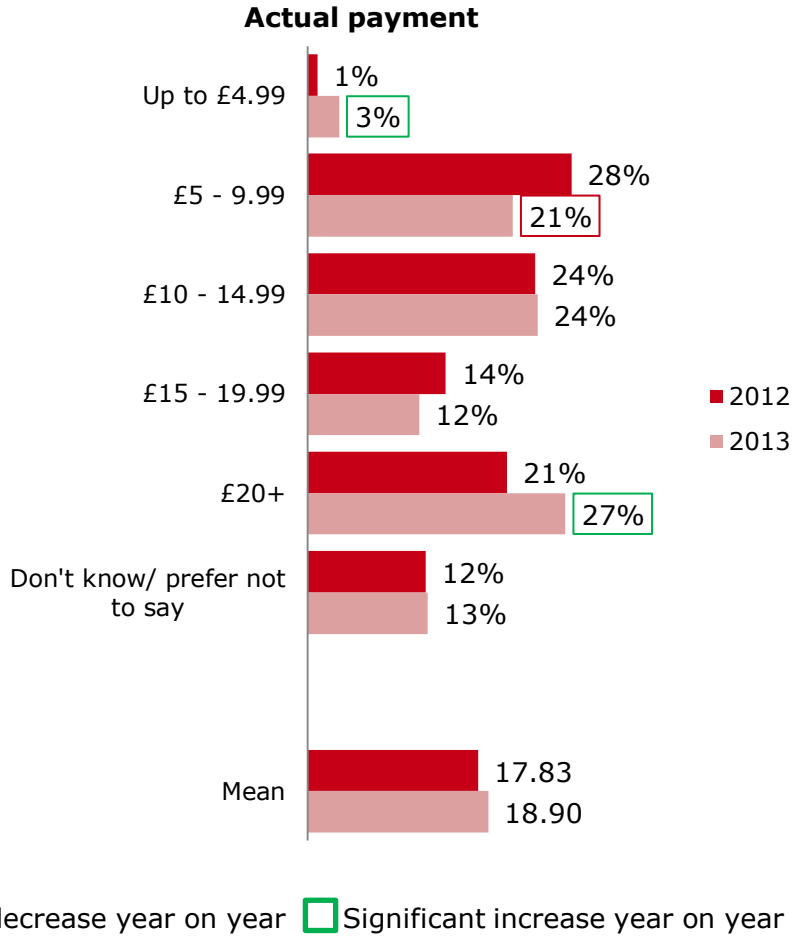
Fares



Less than a third of taxi users requested a quote in advance. The accuracy of advance quotes has improved since last year, as a higher proportion claimed that actual cost matched the estimated costs.





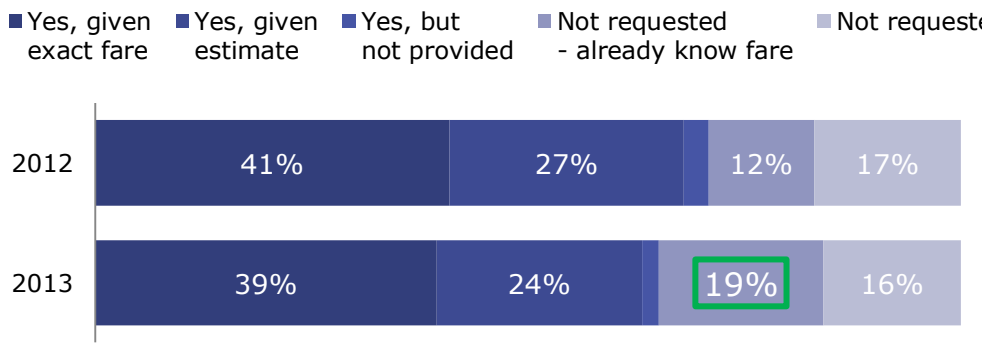


Taxi fares: Advance cost information and actual costs
Taxi

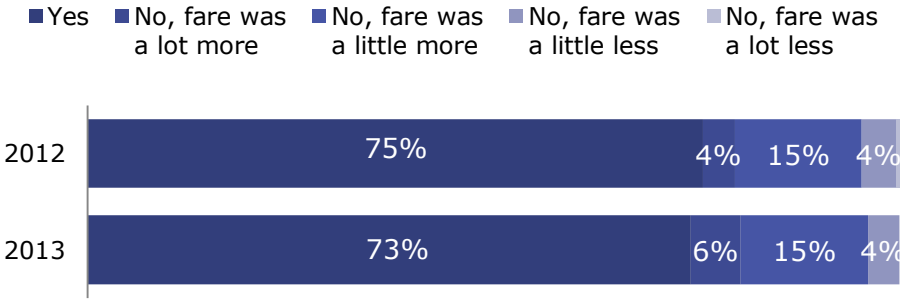
©TNS 2013

Three quarters of those who received an advance quote said it was accurate. The average fare reduced slightly in 2013 as there was a significantly higher proportion making journeys for less than £5.

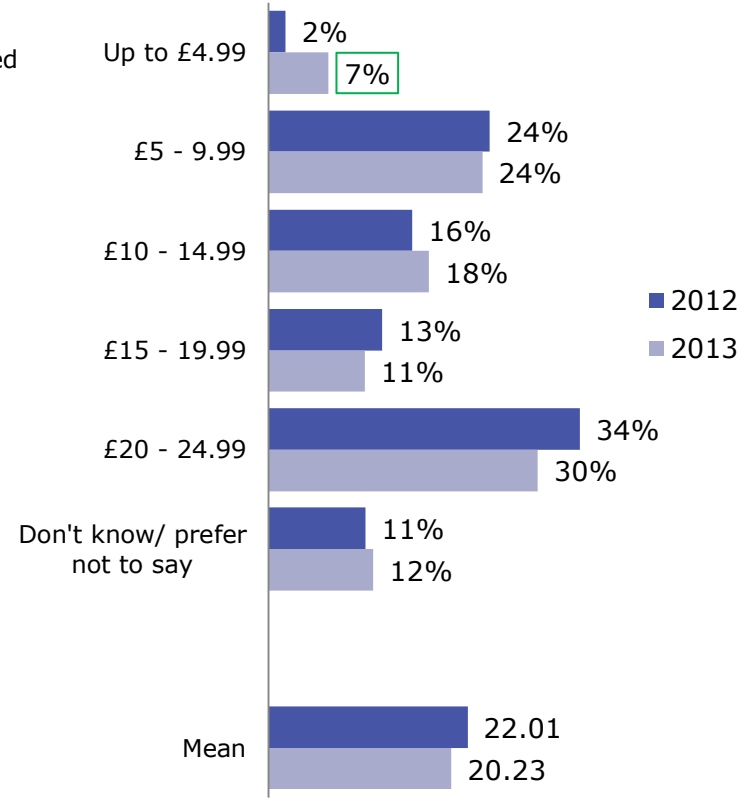
Cost information requested in advance



Actual costs matched estimated costs



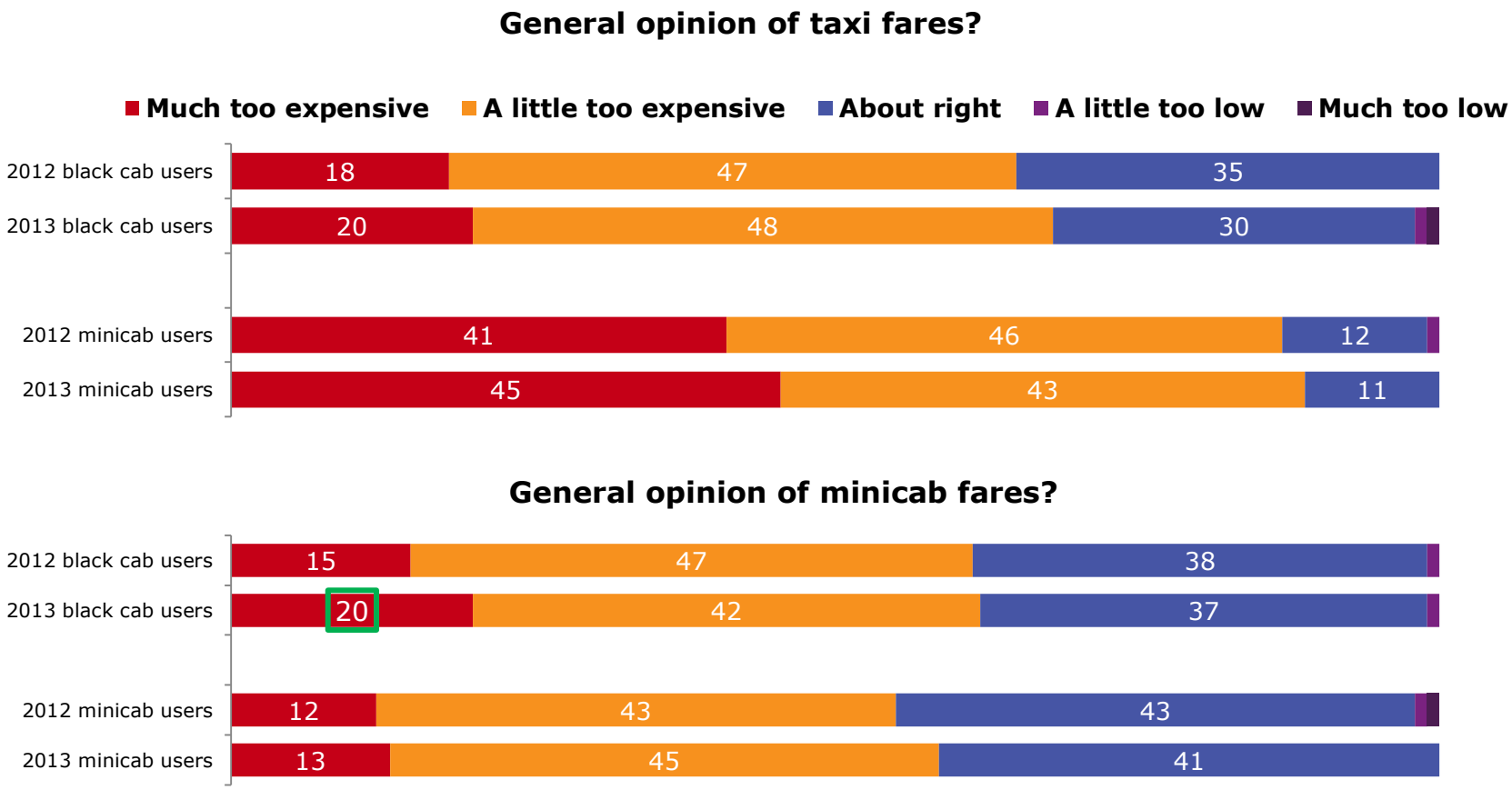
Actual payment



Significant decrease year on year Significant increase year on year

©TNS 2013

Taxi users have broadly similar perceptions of taxi and minicab fares, although the proportion claiming minicab fares are much too expensive increased in 2013. Taxi fares are perceived as much too expensive by over 40 per cent of minicab users.

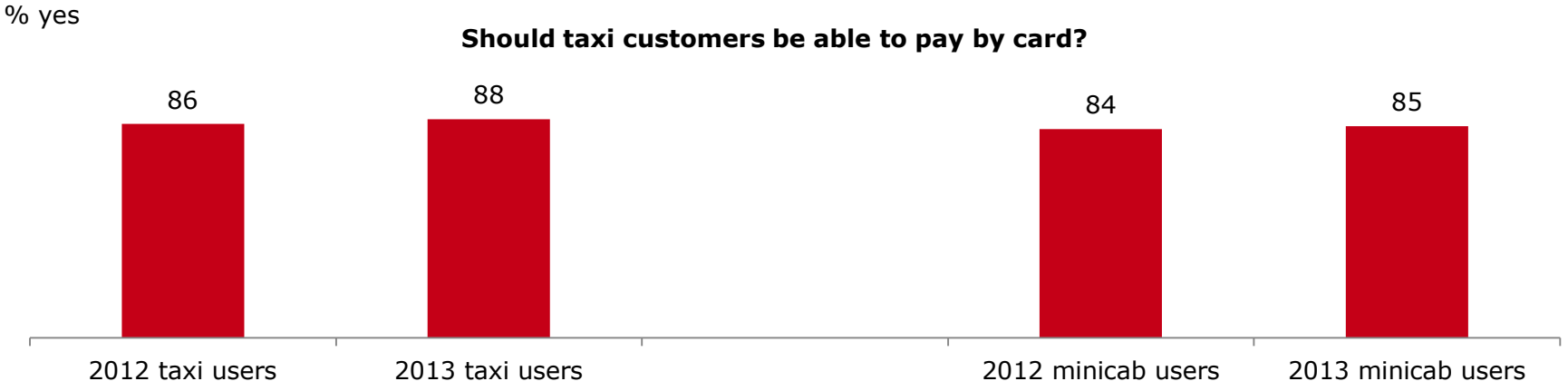


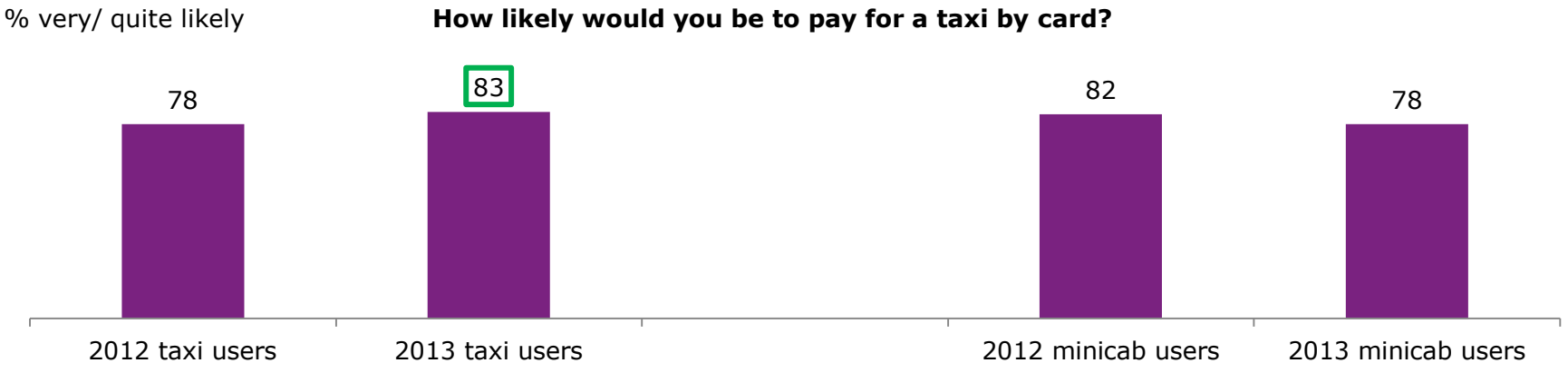
Fares: General opinion of fares

Significant change year on year

©TNS 2013

The vast majority believe that taxi customers should be able to pay by card. Similarly, most claimed that they would be likely to pay using this method (significantly more in 2013 compared to 2012).

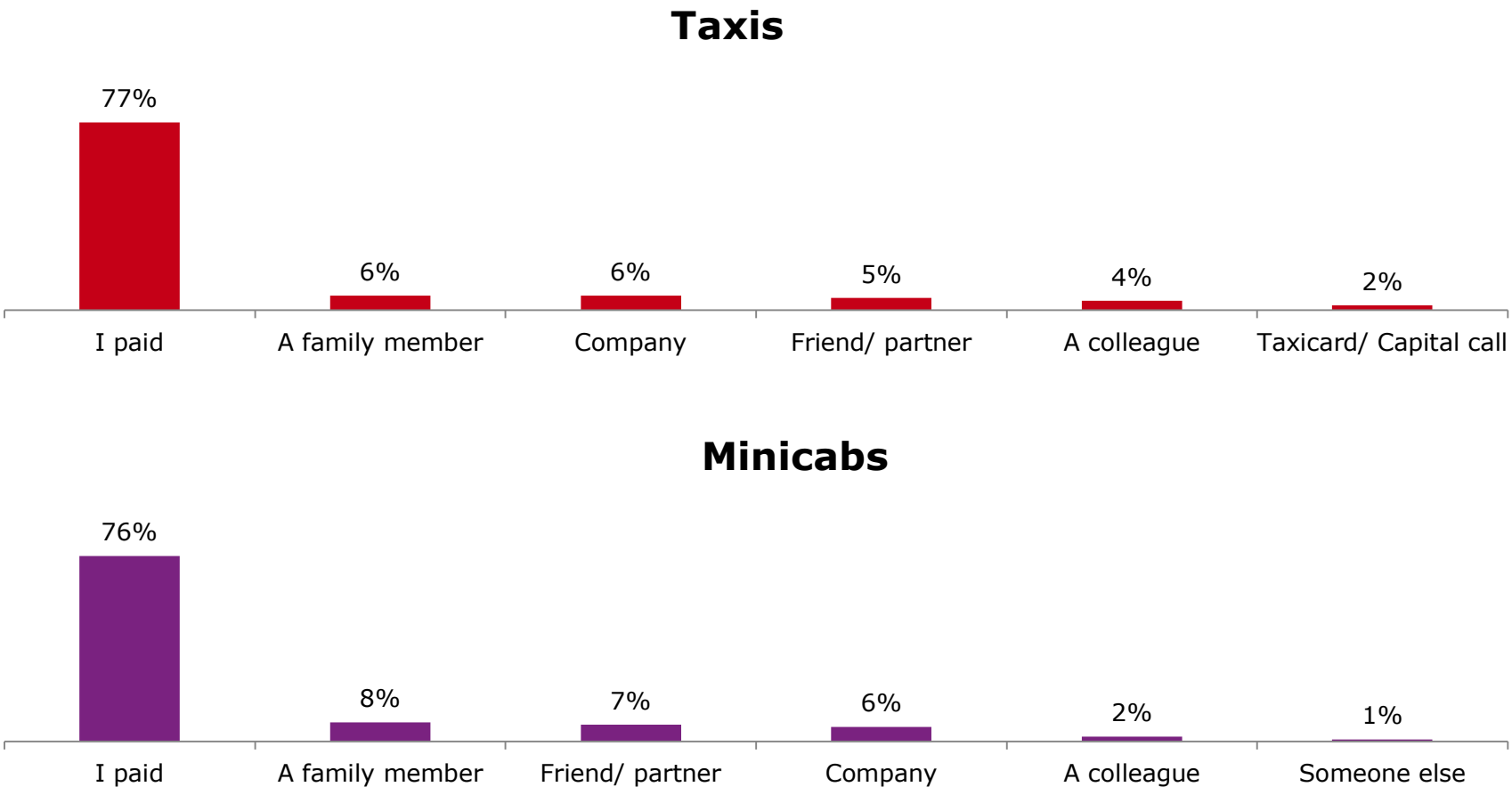




Significant change year on year

©TNS 2013

Over three quarters of taxi and minicab users paid for their journeys themselves.



Fares: Who paid for the journey

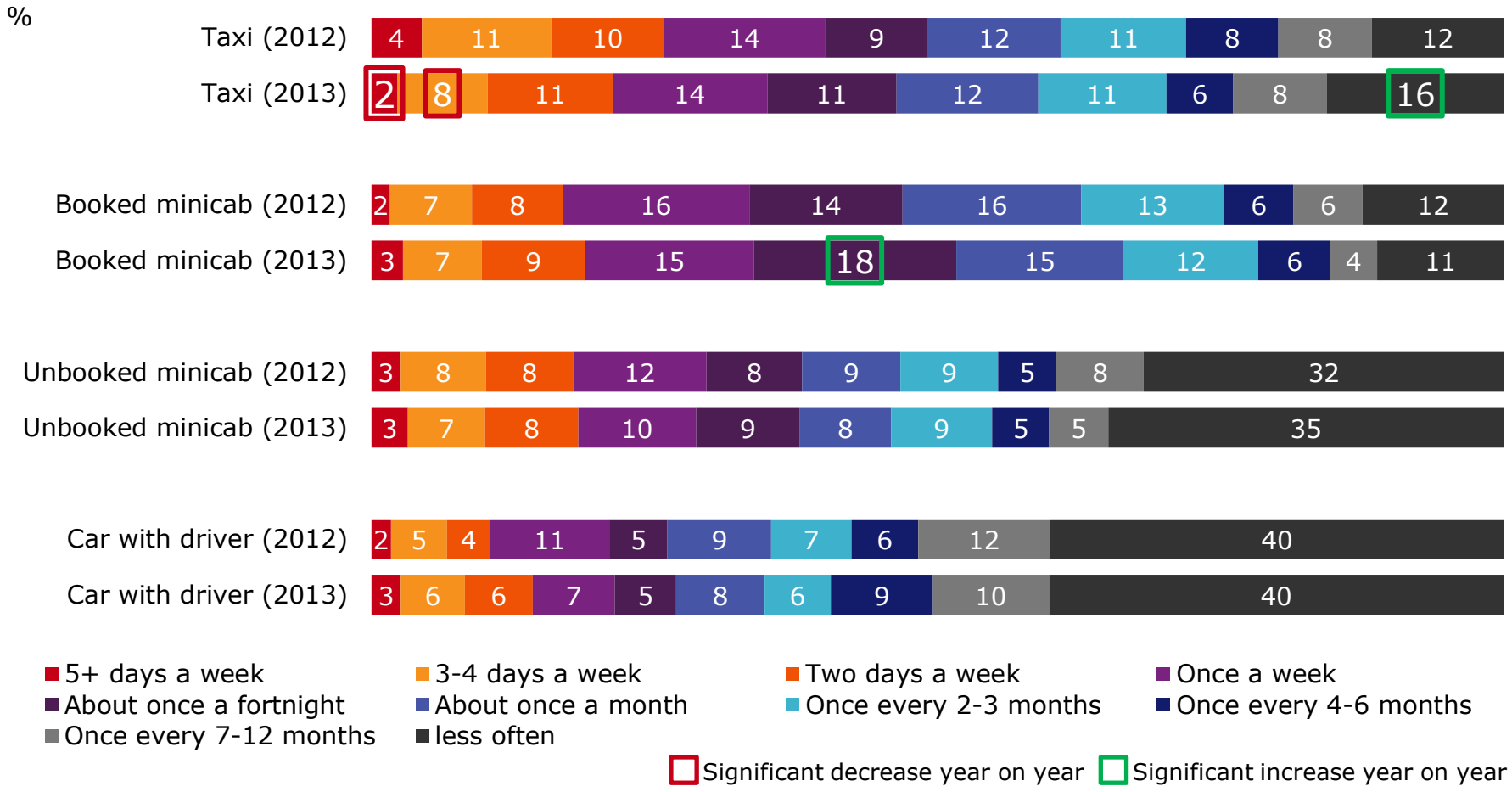
©TNS 2013

5

Frequency of use

©TNS 2013

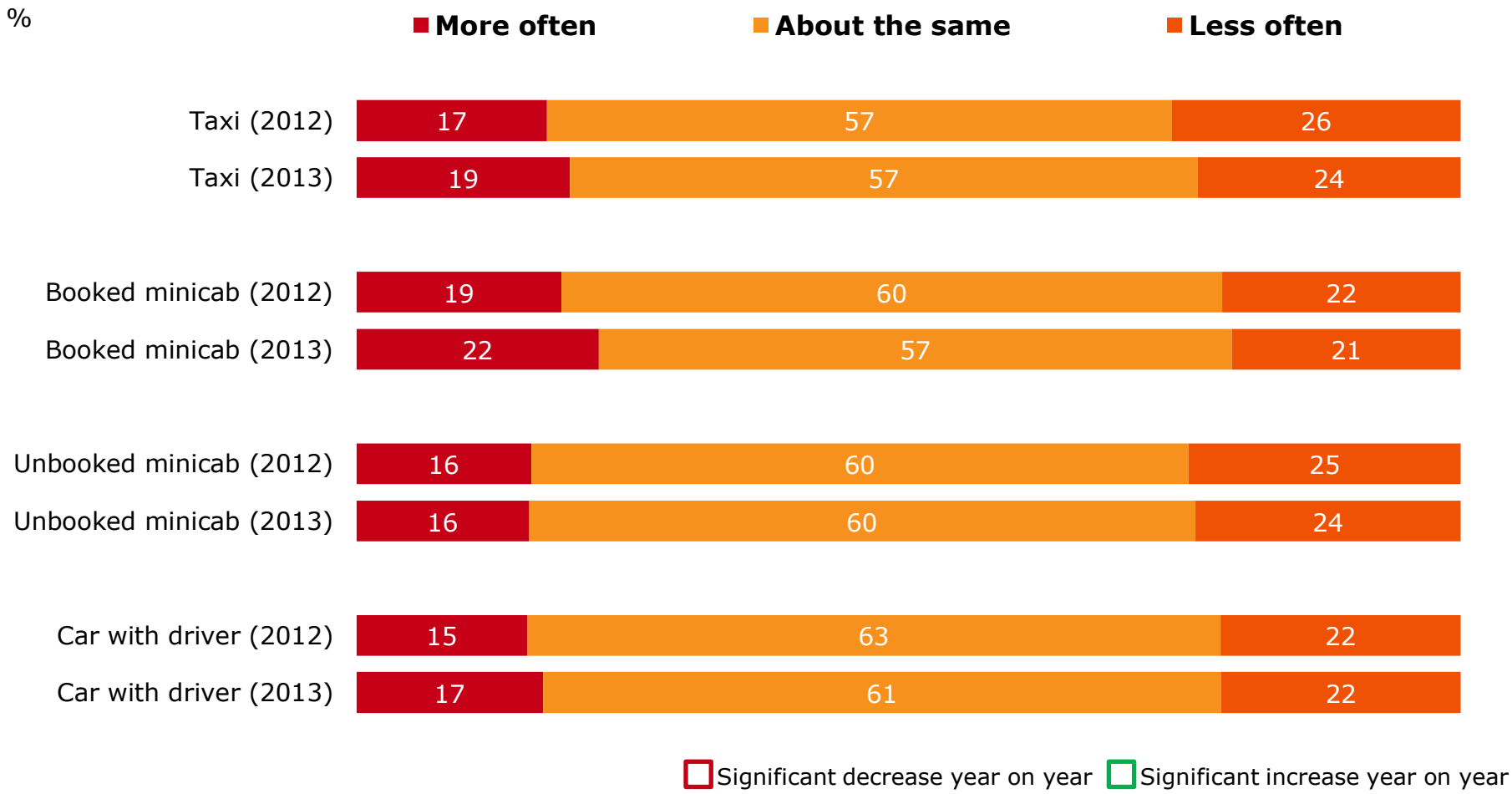
The proportion using taxis at least once a week has decreased significantly, with a corresponding increase in very infrequent usage. There were few differences for the other cab types.



Frequency of usage in general

©TNS 2013

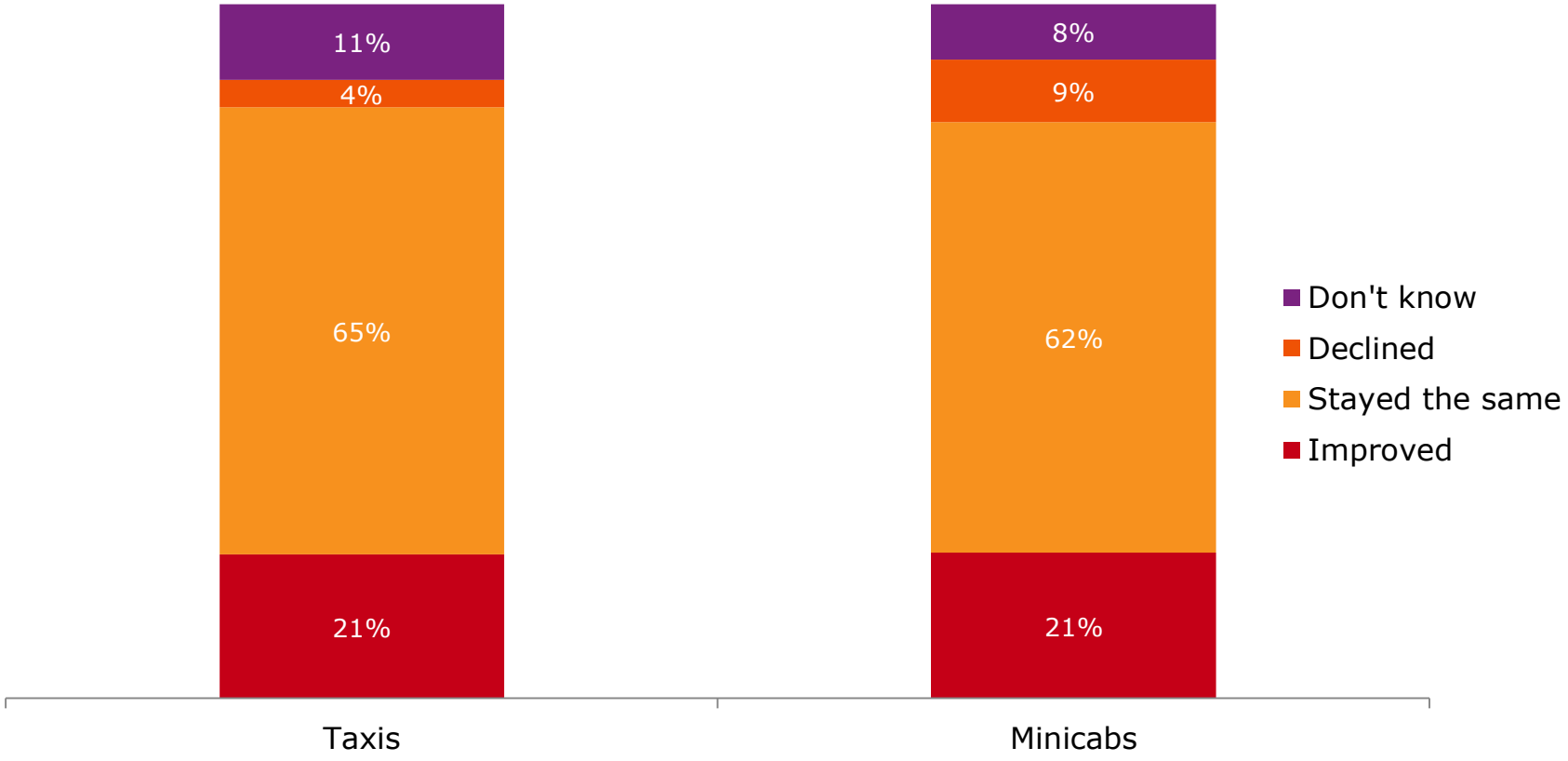
Despite the decline in frequency of taxi use reported in 2013 compared to 2012 (previous slide), this was not evident when taxi customers were asked whether their use had changed in the last 12 months.



Behaviour change (in the last 12 months)

©TNS 2013

Over 20 per cent believe that service from taxis and minicabs has improved compared to twelve months ago. The majority claimed that the service has stayed the same.



Level of service change (in the last 12 months)

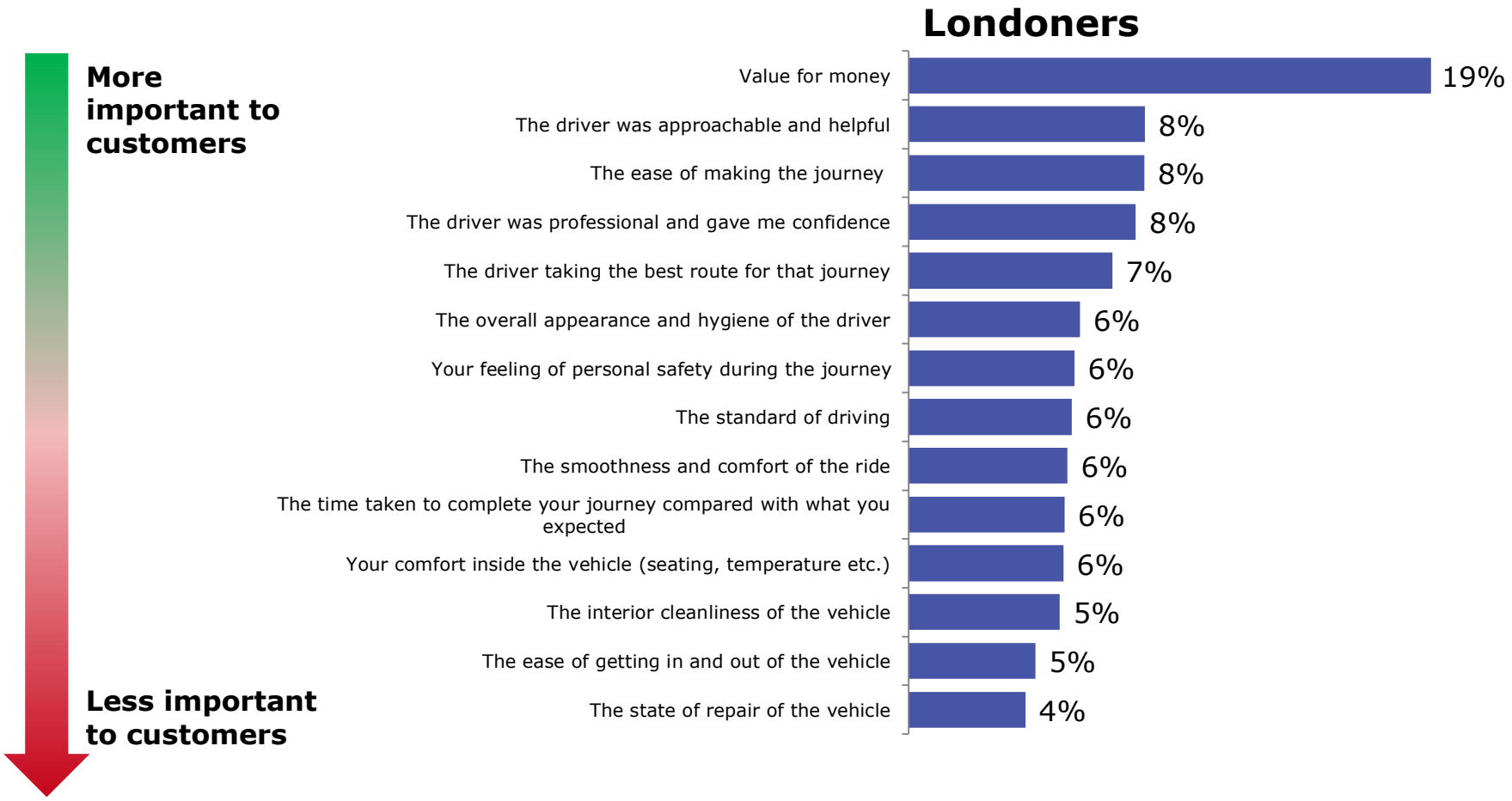
©TNS 2013

7

Drivers of satisfaction

©TNS 2013

Analysis was carried out to identify which measures are most important to customers, in terms of driving overall satisfaction. For Londoners, value for money and behaviour of the driver (helpfulness and professionalism) are relatively more important than all the other measures.

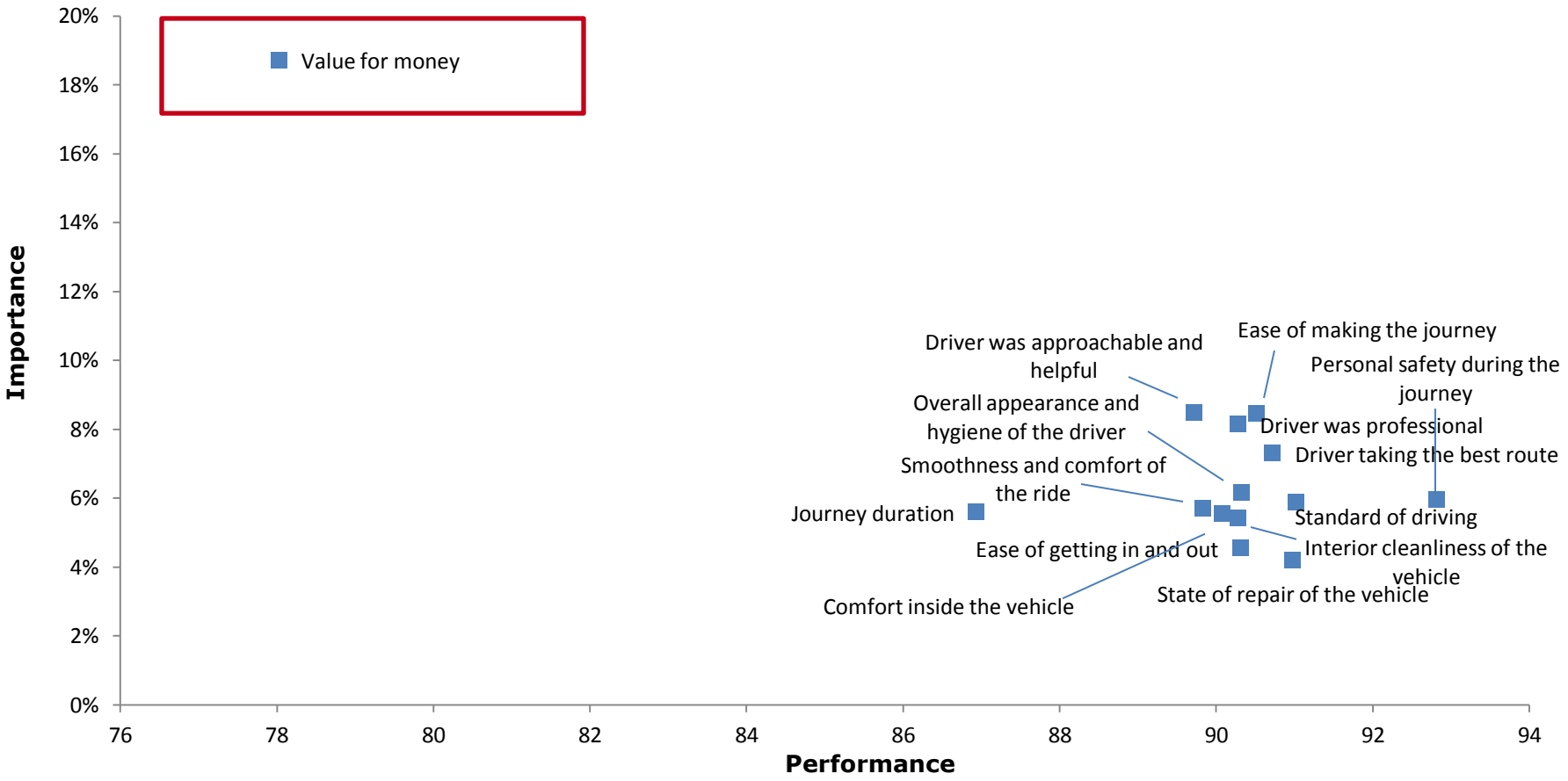


Based on Shapley regression analysis of satisfaction data from taxi and minicab users in 2013

©TNS 2013

Value for money is shown to be important to Londoners who use taxis and minicabs, but has relatively low satisfaction. Conversely driver's professionalism and ease of making the journey are relative strengths as they have been shown to be both important and an area where taxis and minicabs perform relatively well.

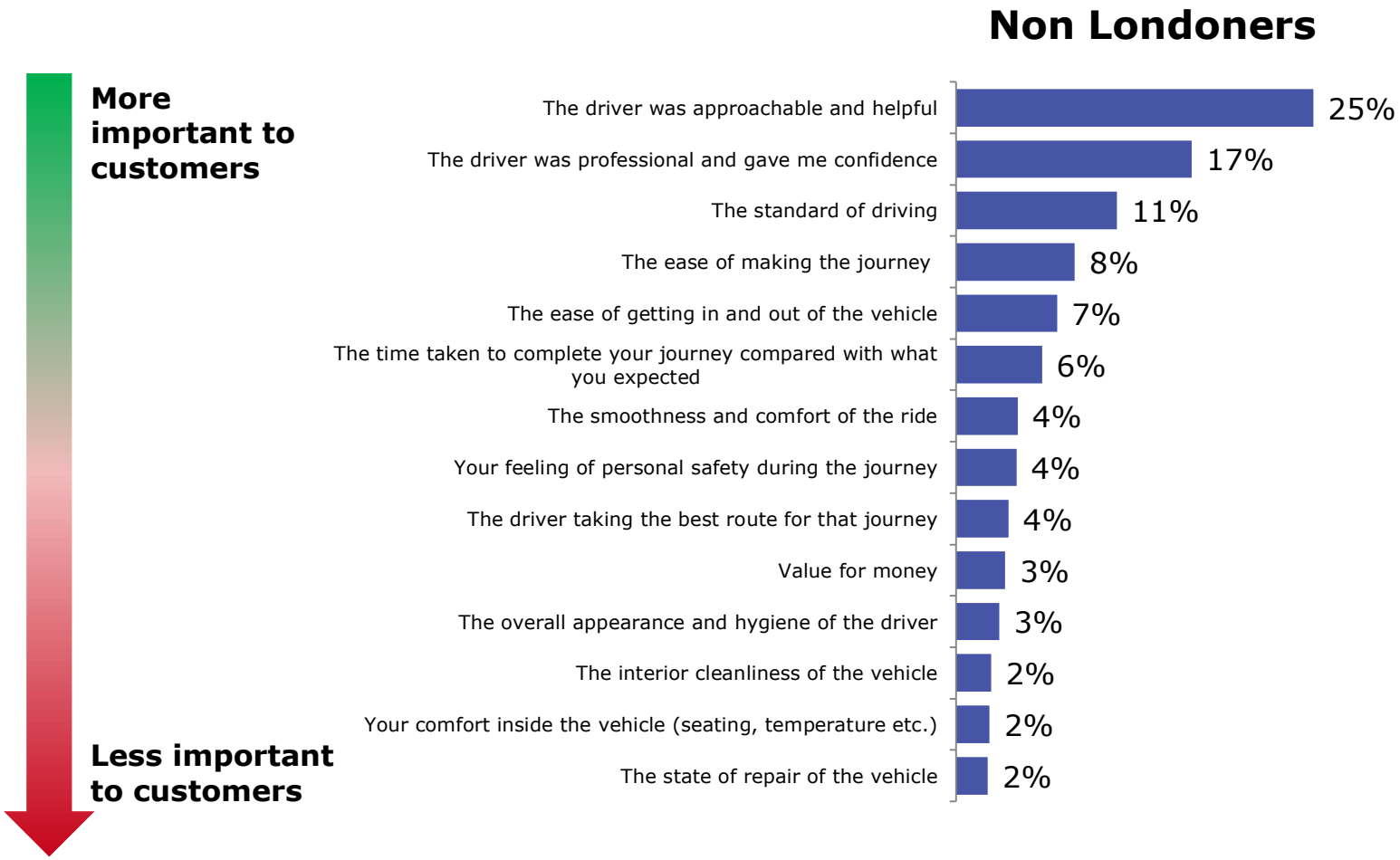
Londoners



Based on data from taxi and minicab users in 2013

©TNS 2013

A similar analysis was carried out to identify which measures are most important to Non-Londoner customers, in terms of driving overall satisfaction. For Non-Londoners, attributes to do with the driver's attitude are the most important, particularly the driver being approachable, helpful and professional. This is notably more important than value.



Based on data from taxi and minicab users in 2013

©TNS 2013

For Non Londoners, the driver being approachable and professional are relative strengths for taxis and minicabs, these are both areas that are shown to be important as well as areas where performance is good.

Based on data from taxi and minicab users in 2013

©TNS 2013

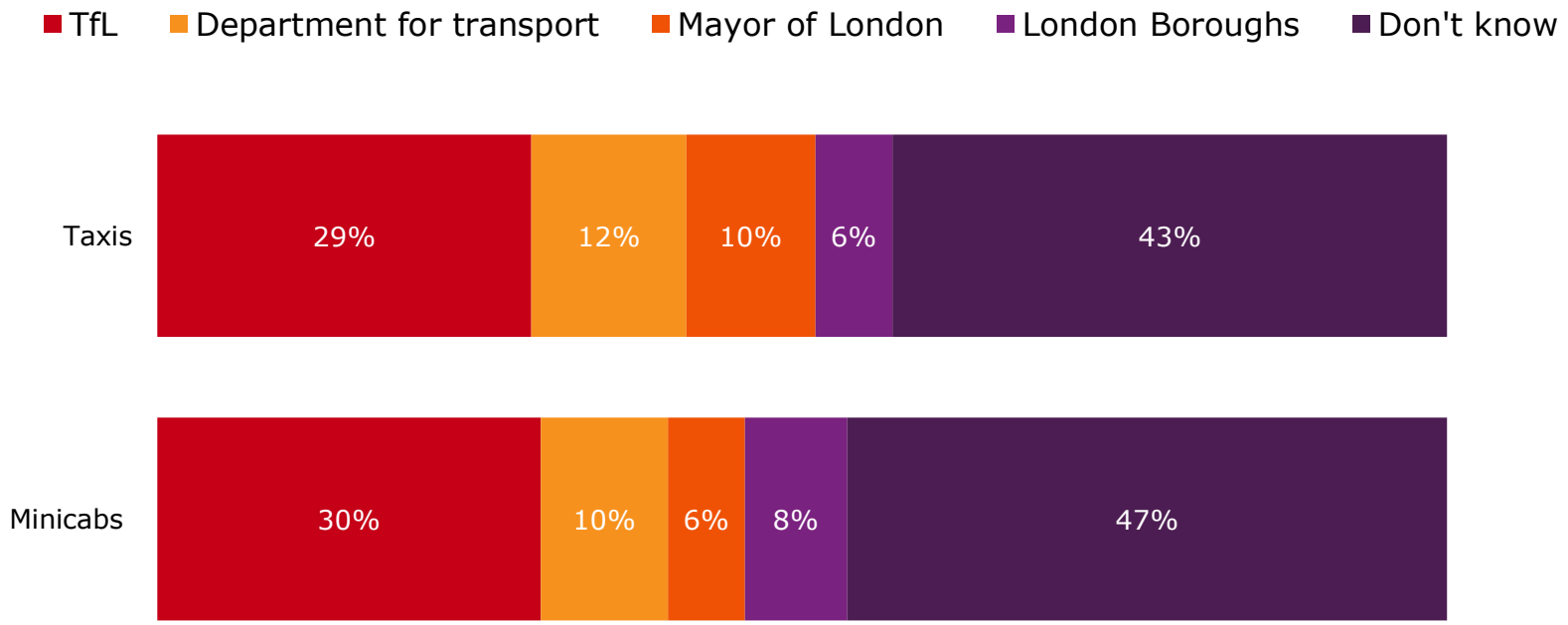
6

Appendix

©TNS 2013

Although the majority do not know who licenses cabs in London, there was higher misattribution of this process to other organisations for taxis than minicabs.

Do you know who licenses taxis/ minicab and private hire operators in London?

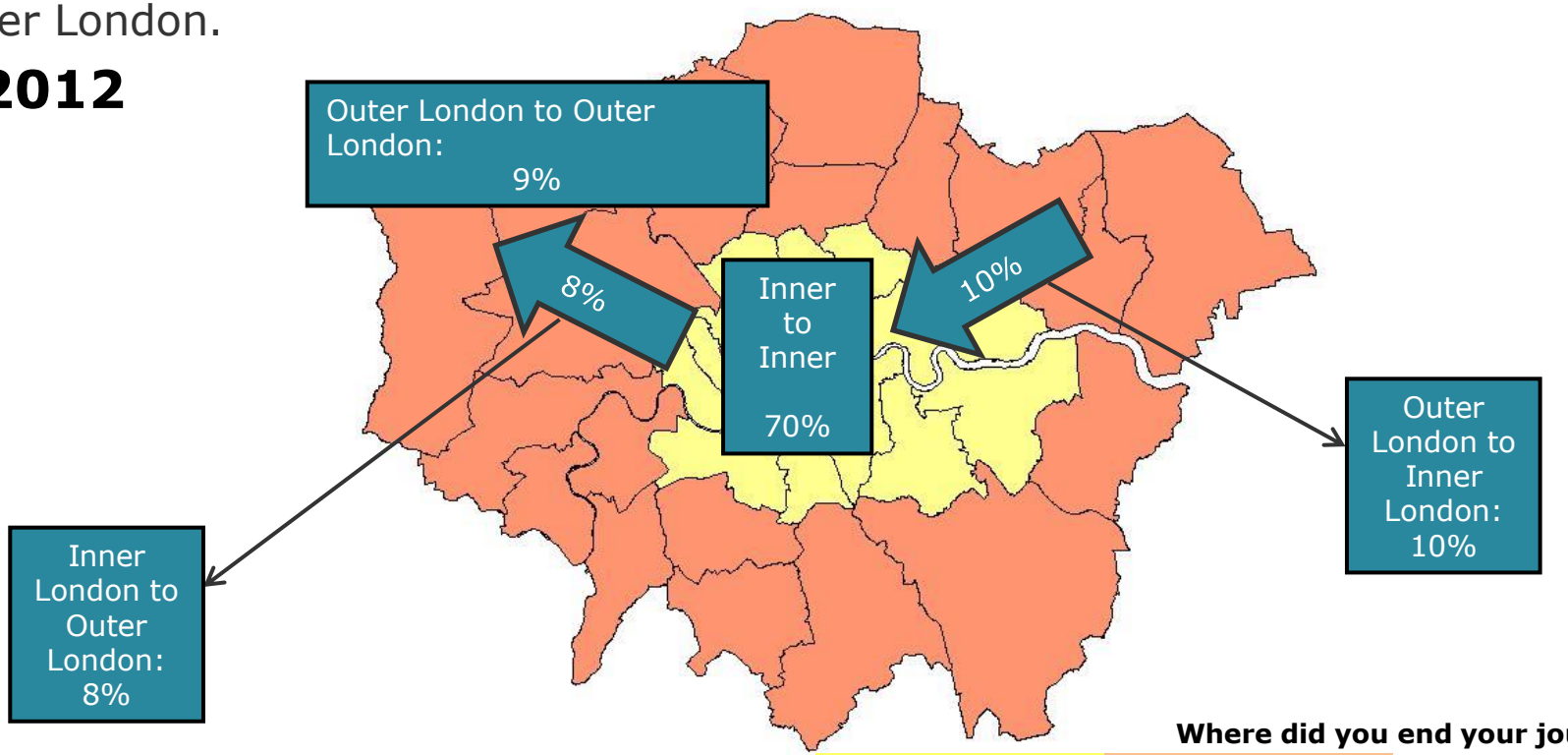


Awareness of minicab operator licensing by TfL

©TNS 2013

Last year, 70 per cent of the trips for taxis were conducted completely within Inner London, while only 9% of trips took place completely within Outer London. Around 10% went from Outer to Inner London compared to 8% from Inner to Outer London.

2012



Where did you end your journey?

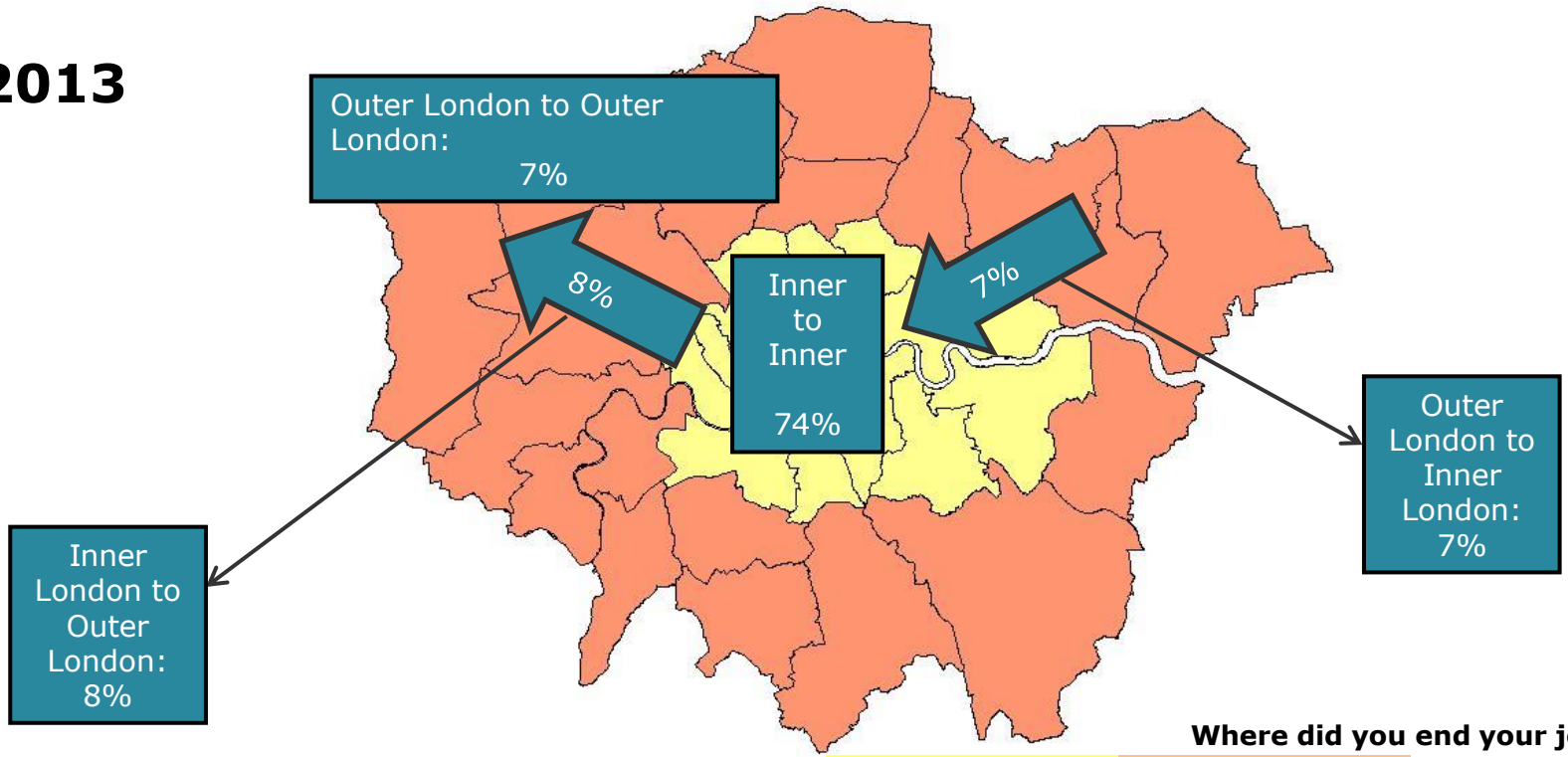
Where did you start your journey?	Inner London	Outer London	Outside of London
Inner London	70%	8%	2%
Outer London	10%	9%	0%
Outside of London	*	*	0%

* Too small to be reported

©TNS 2013

This year, the pattern remained similar: three quarters of the trips for taxis were conducted completely within Inner London, while only 7 per cent of trips took place completely within Outer London.

2013



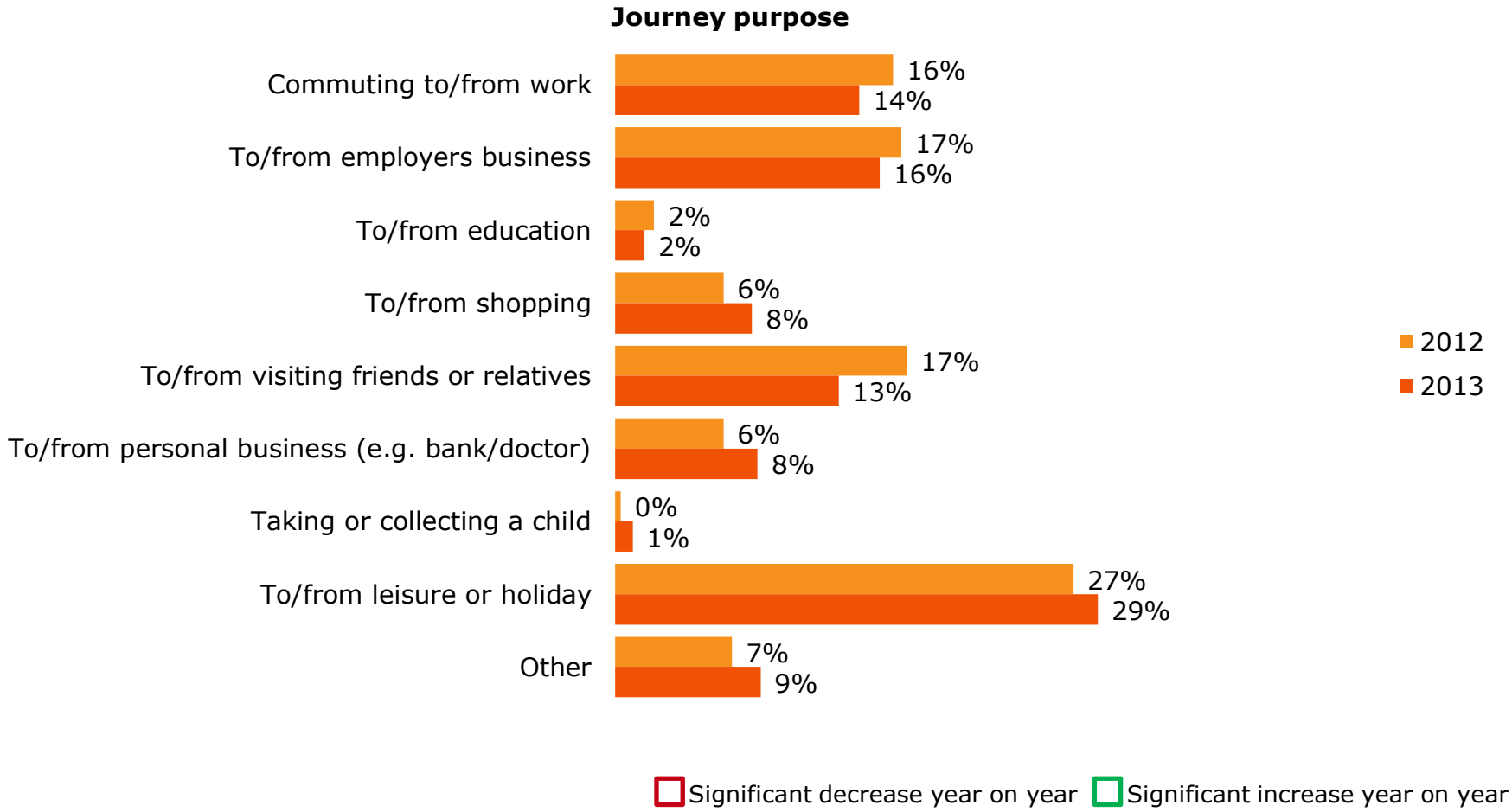
Where did you end your journey?

Where did you start your journey?	Inner London	Outer London	Outside of London
Inner London	74%	8%	2%
Outer London	7%	7%	1%
Outside of London	1%	*	*

* Too small to be reported

©TNS 2013

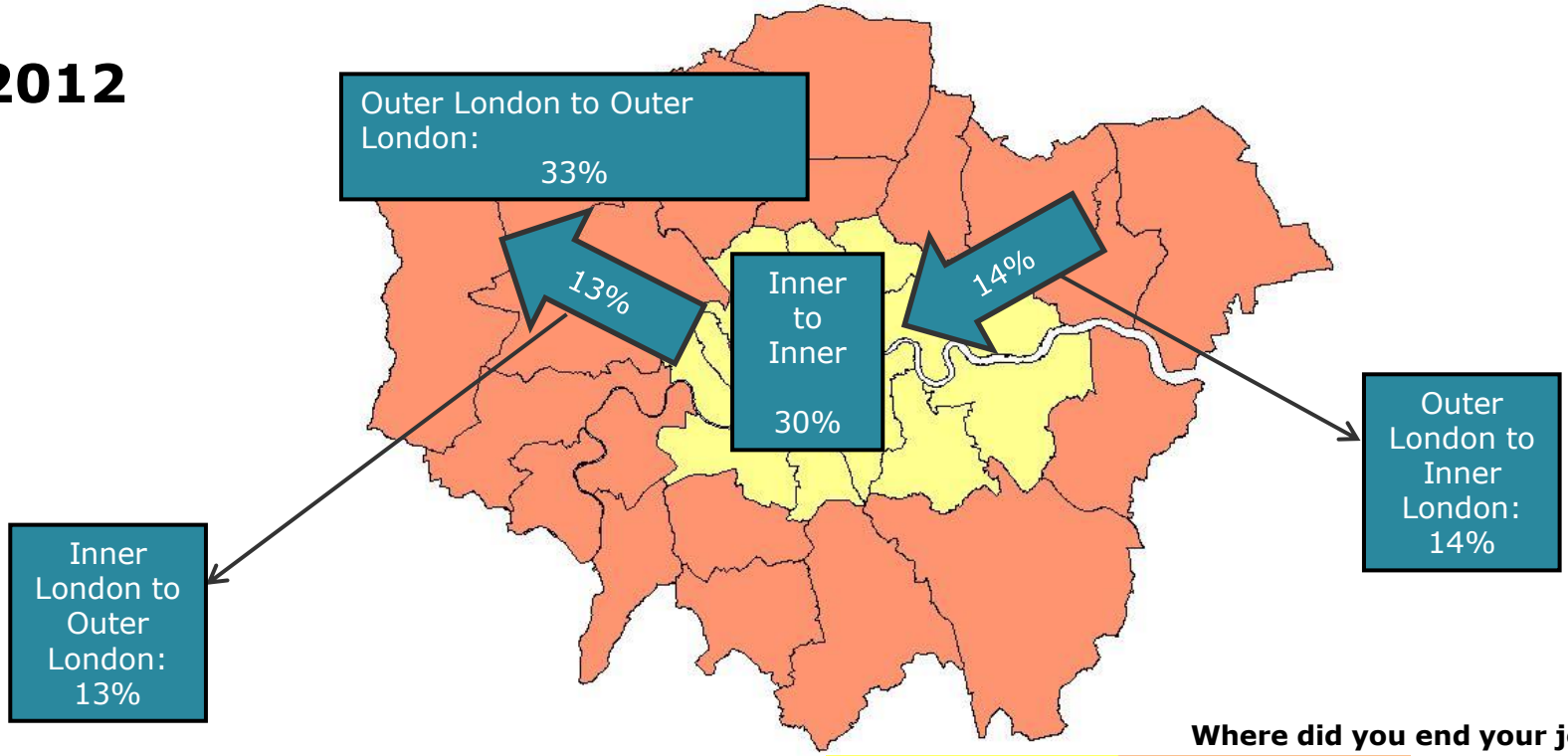
The journey purpose of taxis trips was similar in 2013 to the previous year, as trips made for leisure/ holiday continued to be the most common purpose. Although slightly fewer used taxis for business purposes (commuting/ employers business), these are still two of the main reasons for using this mode of transport.



©TNS 2013

Last year, a third of journeys were completed within Outer London, slightly more than Inner London. Around 13% went from Inner London to Outer London and 14% from Outer London to Inner London.

2012



Where did you end your journey?

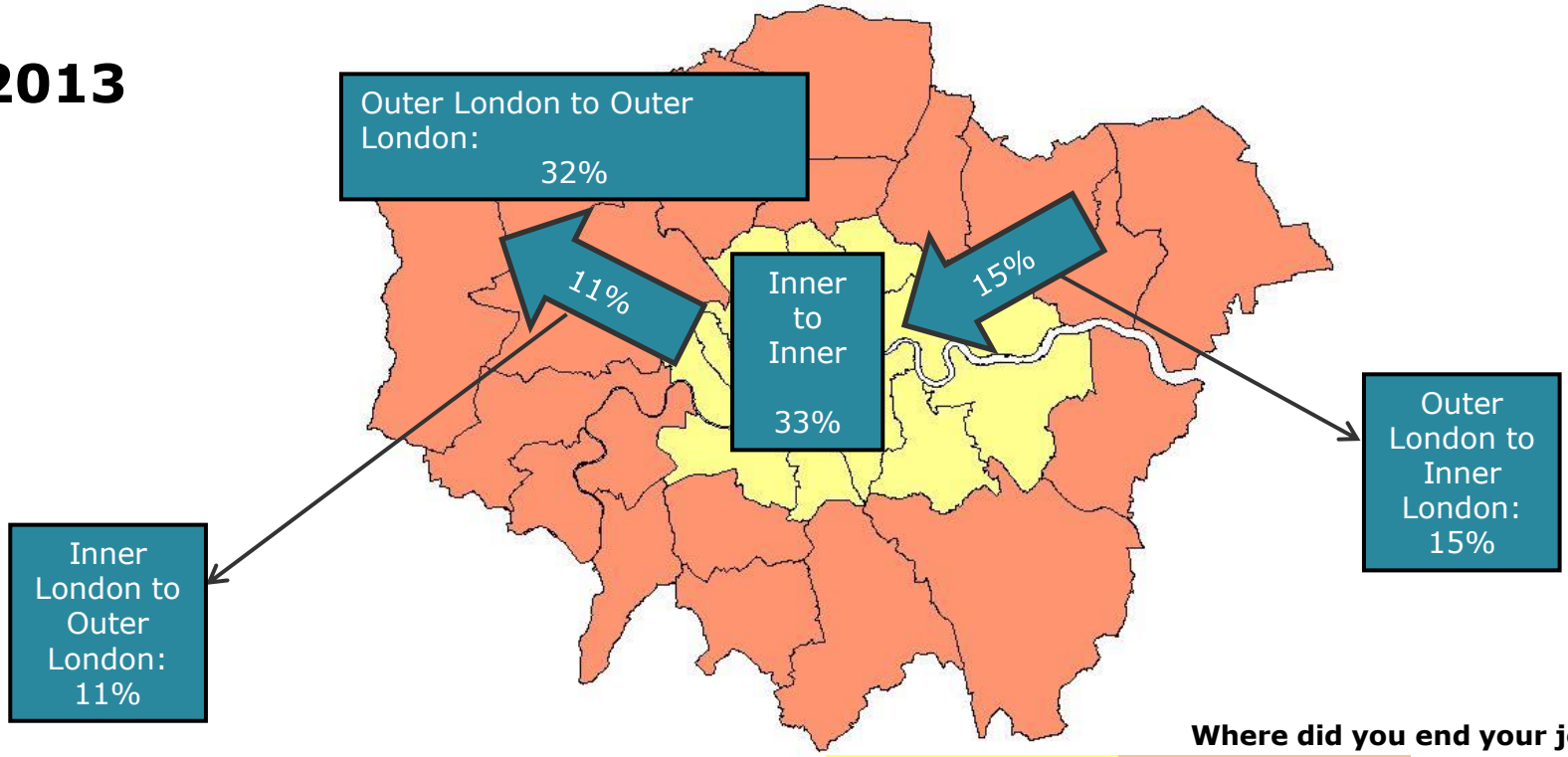
Where did you start your journey?	Inner London	Outer London	Outside of London
Inner London	30%	13%	1%
Outer London	14%	33%	5%
Outside of London	*	*	0%

* Too small to be reported

©TNS 2013

This year, the proportion of journeys completed within Inner London increased slightly. Therefore, similar proportions of minicab trips were conducted within Inner and within Outer London.

2013



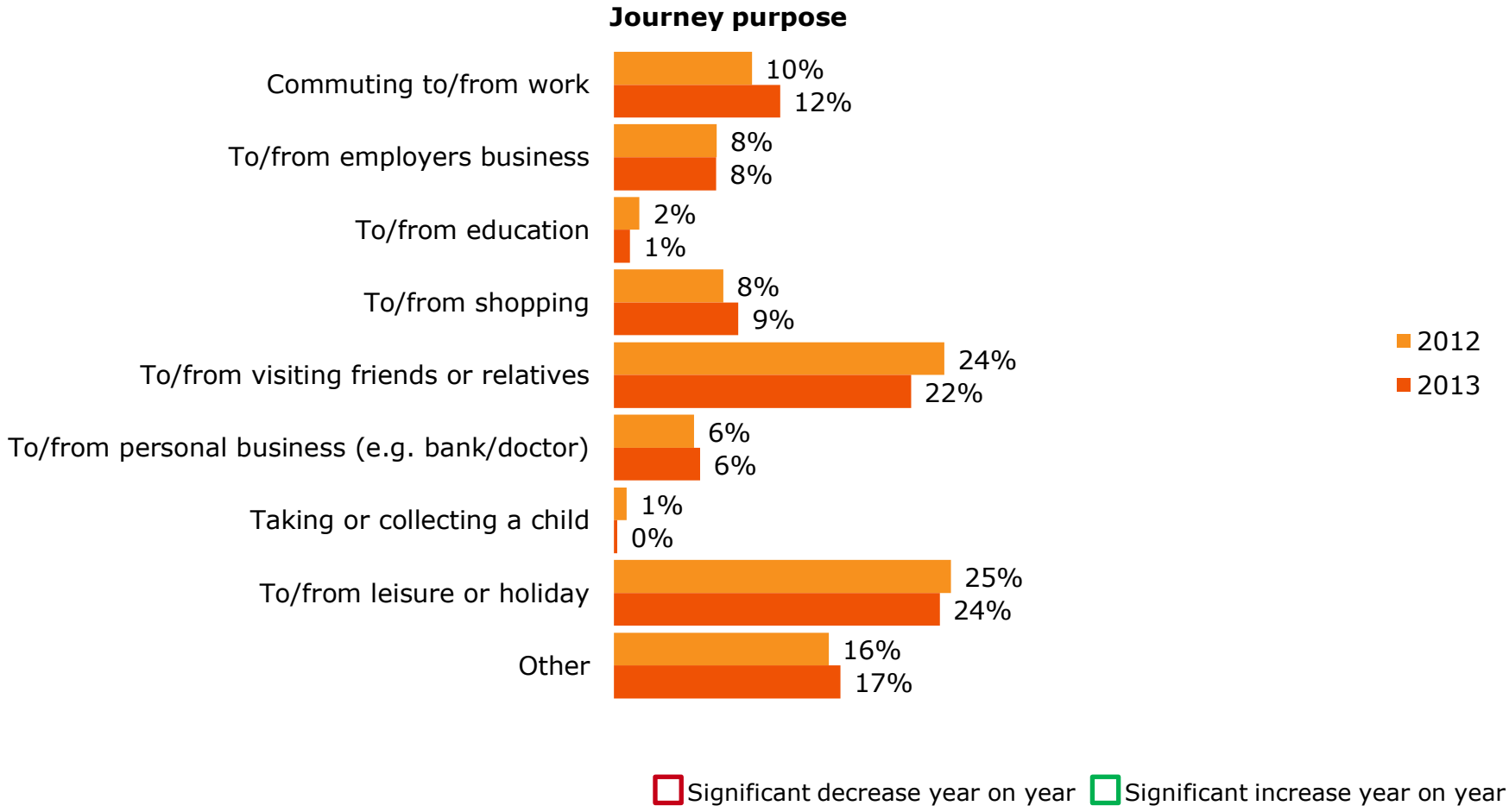
Where did you end your journey?

Where did you start your journey?	Inner London	Outer London	Outside of London
Inner London	33%	11%	2%
Outer London	15%	32%	4%
Outside of London	0%	0%	2%

* Too small to be reported

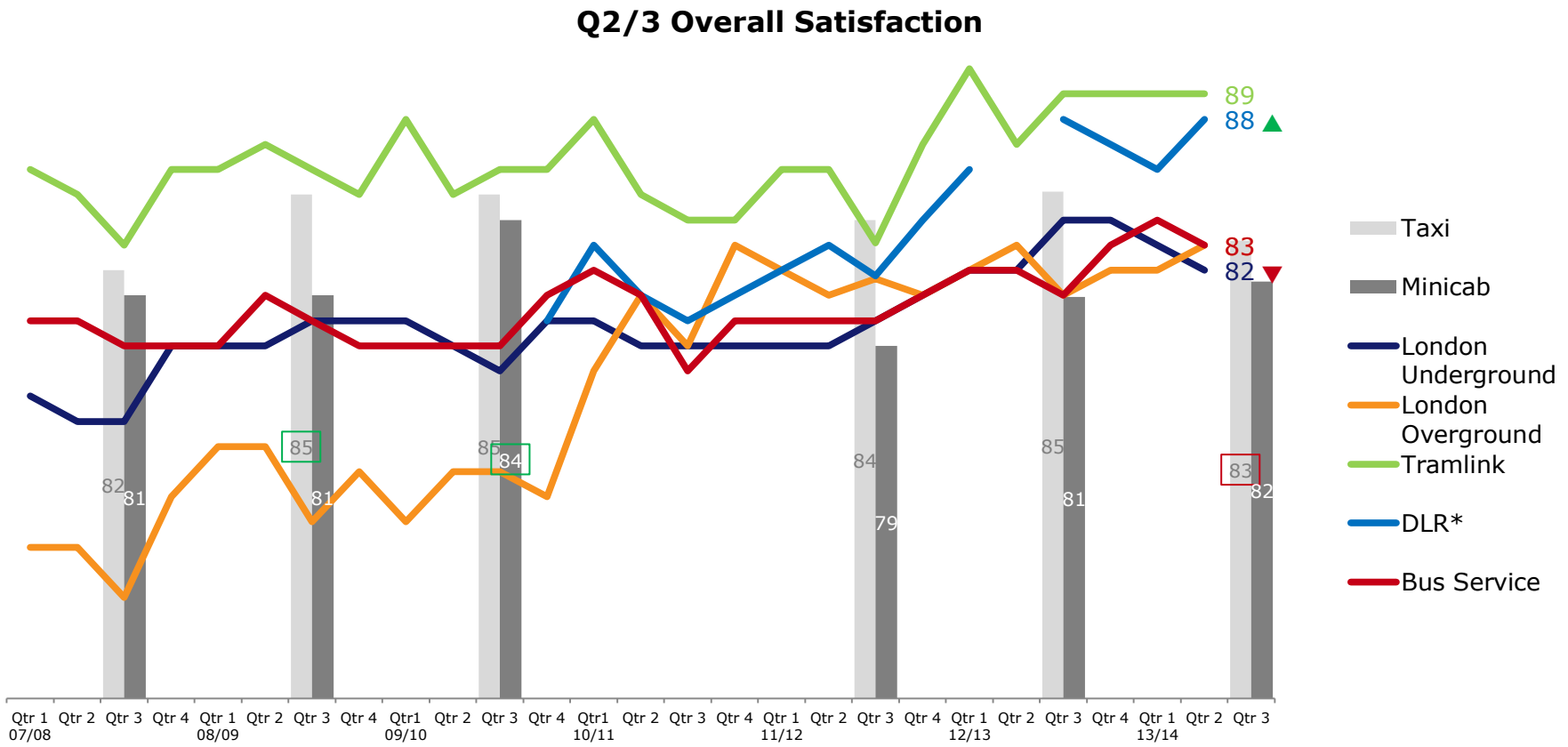
©TNS 2013

Just under half of minicab users were travelling for leisure purposes, either visiting friends or relatives (22%) or for leisure or holiday (24%).



©TNS 2013

Both taxis and minicabs have a satisfaction score that is similar to London Overground, London Underground and Bus Service, but behind the DLR and London Tramlink.



*Taxi and minicab fieldwork took place in Q3 2013/14, all other modes show Q2 2013/14 (as Q3 not yet completed).

*DLR fieldwork did not take place in Q2 12/13 because of The Games.

Q2/3 - CSS score comparison

▲▼= significant increase/decrease since the previous quarter
□ = significant increase year on year
□ = significant decrease year on year

©TNS 2013

Background and Methodology

The taxi and minicab Customer Satisfaction Survey has been conducted quarterly since 2002. GfK NOP conducted the survey from November 2004. In June 2010, the TfL Customer Satisfaction Survey Programme was transferred from GfK to TNS.

The taxi and minicab CSS was not conducted in 2010/11. 2011/12 was the first year the survey was carried out by TNS. The methodology used was changed from previous waves; previously, residents were surveyed by telephone. Today, the survey is conducted using two data collection methods: online (using panel) and face to face CAPI. The methodology is split to enable the collection of data from Londoners (online) and non-Londoners (CAPI). Respondents in both groups had to have used a Taxi or Minicab in the preceding fortnight.

In Quarter 3 2013/14 all fieldwork took place between 22 September and 22 October.

	Interviews Achieved
Non-Londoners (face to face)	255
Londoners (online)	750
TOTAL	1005

Taxis and minicabs are allowed to be distributed naturally from the sample, based on the last trip made.

Results have not been weighted.

A number of satisfaction ratings are collected, with a score from 0-10, these have been multiplied by a factor of 10 to provide an index out of 100.

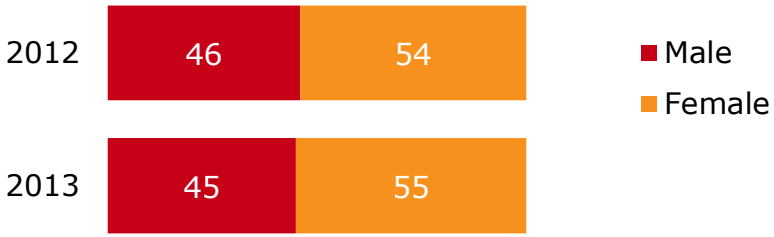
Significance testing is only carried out on individual measures, not on composites/ averages

©TNS 2013

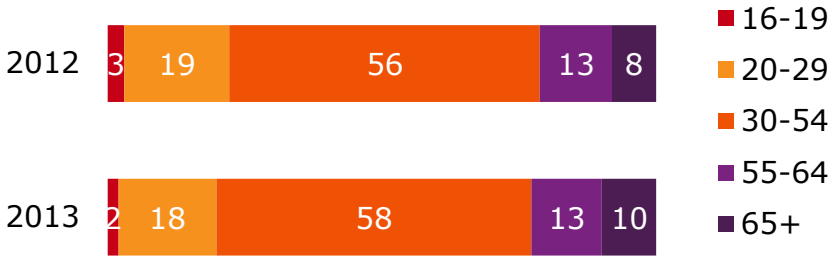
Demographics – Taxi

There was little demographic variation in taxi users between 2012 and 2013.

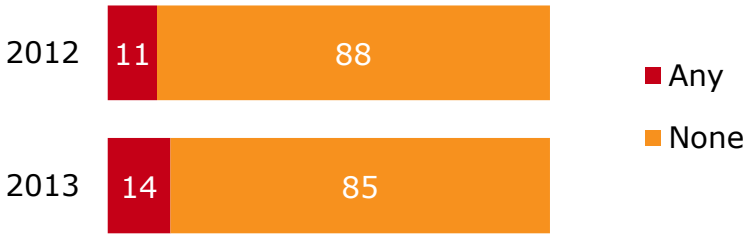
Gender



Age



Disability



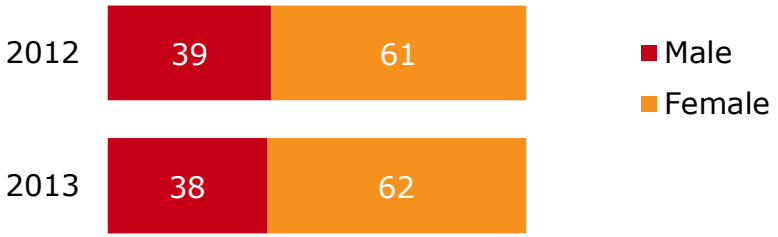
Significant decrease year on year Significant increase year on year

©TNS 2013

Demographics – minicab

The demographic profile of minicab users was similar between 2012 and 2013.

Gender



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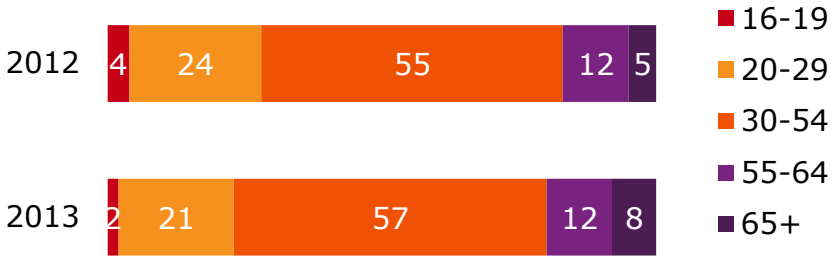
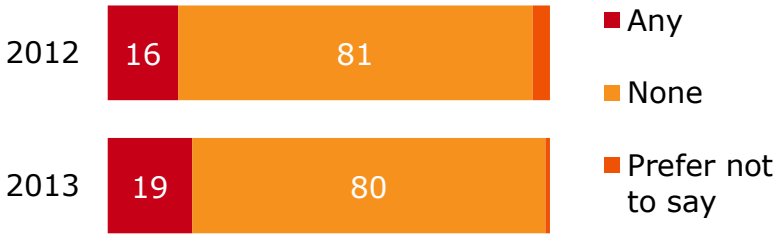


Disability



Significant decrease year on year Significant increase year on year

©TNS 2013

When we submitted our figures earlier this year we were at an early stage in our financial forecasting cycle. TfL cannot cross-subsidise taxi and private hire fee income with other activities. We need to budget figures with a high margin of risk to be sure the expected costs of providing our services will be met by the fees income, within the context of planning the TfL Business Plan which covers a ten year period.

We are now further along our forecasting cycle and so can provide updated figures which we believe address your questions.

Please also find attached the Deloitte review you requested separately.

Income Budget

All figures stated in £'000s		2016/17 Total	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11
Licensing Income	**TX Vehicle**	2,602	2,514	2,443	2,561	3,927	4,141	4,036
	TX Driver	2,493	2,409	2,341	2,244	2,223	2,200	2,214
	PH Ops	1,948	1,882	1,829	1,548	1,507	1,801	1,465
	PH Driver	7,485	7,232	7,028	6,488	5,673	5,839	6,479
	PH Vehicle	6,241	6,030	5,860	5,249	6,013	6,426	6,107
	KoL	723	699	679	610	525	501	307
Other Income	**CRB**					72	1,344	1,381
	Misc	11	10	10	2	15	2	18
Total		**21,503**	**20,776**	**20,190**	**18,702**	**19,955**	**22,254**	**22,007**

Licensing Sales Volumes 2010/11-2014/15

Actual **2010/11**	Actual **2011/12**	Actual **2012/13**	Actual **2013/14**	Forecast **2014/15**

TX Vehicle Applications	23,785	24,161	23,259	23,310	23,927
TX Vehicle Licences	23,778	24,161	23,248	23,124	23,528
TX Retest Fees	8,706	9,200	8,016	N/A	N/A
TX Driver Applications	10,363	10,323	10,814	10,937	11,168
TX Driver Licences	8,682	8,432	8,822	9,620	8,837
PH Ops Applications	759	1,208	692	648	591
PH Ops Licences (Std)	467	757	479	412	346
PH Ops Licences (Small)	174	373	196	206	172
PH Ops Variation Fees	N/A	379	403	335	398
PH Driver Applications	27,763	21,126	21,071	26,439	29,004
PH Driver Licences	27,669	21,090	21,021	26,366	28,660
PH Vehicle Applications	54,567	57,447	53,024	55,797	59,085
PH Vehicle Licences	54,567	57,447	53,022	54,771	57,741
KoL Written Tests	Records no longer available	1,673	1,620	1,729	1,751
KoL Appearance Fees	Records no longer available	1,324	1,459	1,174	1,071

Non-Compliance Weightings

Weighting – 1 point per item	Weighting – 2 points per item	Weighting – 3 points per item	Weighting – 5 points per item	Weighting – 6 points per item	Weighting – 10 points per item	Weighting – 40 points per item	Weighting – 50 points per item
No VAT number/Proof of accounts	Operator Licence not displayed	Date driver started / Finished not recorded	No DVLA photocard	No H&R insurance	No PHV driver's licence / expired PHV driver's licence	No driver's file	Operator not trading in capacity or at location that licence was applied for.
No radio licence	Employee NI Number not recorded	Date vehicle started / Finished not recorded	No DVLA counter-part		No DVLA driver's licence (paper licence)	No vehicle file	
No employer liability insurance	Vehicle registered keeper details not recorded	Drivers photograph – Not on drivers file			No PHV vehicle licence / expired PHV vehicle licence	Using Driver without correct documentation on file after being advised not to use	Using un-licensed drivers and/or vehicles.
Driver's D.O.B not recorded		No public liability insurance			No current MOT Certificate		
Lost Property – Not maintained correctly		Complaints Book – Does not comply with regulations			Illegal activity i.e. Obviously forged documents* etc		
					Booking Records – Do not comply with regulations		

*- The term 'obviously forged documents' is to be taken that there is clear visible evidence (use of correction fluid, heavily over-writing) that the documents had been tampered with, and that this would be obvious to the operator. For further explanation of illegal activity, please refer to CO guidelines (for Compliance Officer's use only).

Grading Categories

Category	Description	Non-Compliance Issues	Action	Next Inspection
1	Fully matches licensing requirements.	None	None	Within 12 months By appointment
2	Generally matches a majority of licensing requirements with only a few discrepancies.	Total of Six (6) or fewer non-compliant issues (Legislative or Regulatory only) accrued in an inspection.	1st Insp. Reminder Letter 2nd Insp. Warning Letter 3rd Insp. Referral Letter	Within 9 months By appointment
3	Generally matches a majority of licensing requirements in some aspects, but has some omissions.	Total of Ten (10) or fewer serious non-compliant issue points accrued in inspection.	1st Insp. Reminder Letter 2nd Insp. Warning Letter 3rd Insp. Referral Letter	Within 6 months By appointment
4	Generally matches a majority of licensing requirements in some aspects as Category 3, but has some additional omissions	Total of Twenty (20) or fewer serious non-compliant issue points accrued in inspection.	1st Insp. Warning Letter 2nd Insp. Warning Letter 3rd Insp. Referral Letter	Within 3 months By appointment
5	Matches a minimum of licensing requirements in some aspects but has some important omissions	Total of Thirty Nine (39) or fewer serious non-compliant issue points accrued in inspection	1st Insp. Warning Letter 2nd Insp. Warning Letter 3rd Insp. Referral Letter	Within 1 month Not by appointment
6	Does Not Match licensing requirements	Total of Forty (40) or more serious non-compliant issue points accrued in inspection; or 3 failed inspections in any category.	***Option A:** Following review by the Compliance management team, a **re-visit** may be given – this can take place any time after the initial inspection, with or without prior notice given to the operator. The re-visit will look only at those issues identified as being non-compliant at the original inspection. If the outcome of the re-visit is satisfactory, the category will remain the same, with a **new inspection, by appointment,** taking place within 1 month to ensure full compliance. ***Option B:** Following review by the Compliance management team, the operator may have their licence suspended, varied or revoked **without further inspection.**	
7	Does Not Match licensing requirements	Total of Fifty (50) or more serious non-compliant issue points accrued in inspection		

*Either of these outcomes could apply to an inspection resulting in a category 6 or 7, based on the severity of the items leading to the high score recorded.

Borough	Location
Barnet	East Finchley Station
Bexley	Broadway Shopping centre, Bexley
Bexley	All prisons, hospitals, hotels and large supermarkets in the borough
Brent	Queen's Park, by the station
Brent	Kilburn High Road, Sainsburys (possibly loading bay on Oxford Road)
Brent	Kilburn High Road, Wesbury's Pub
Brent	Kilburn Lane, Paradise Club
Brent	Wembley Central Station
Brent	Station Terrace, Kensal Rise
Brent	Wembley Arena/Engineer's way
Camden	Stables market
Camden	Russell Square
Camden	Pancras Road
Camden	Bedford Row, Holborn
Camden	Hawley Crescent
Croydon	Norwood Junction Station, Station Road, SE25
Croydon	Landsdowne Road, Croydon
Croydon	West Croydon Station rank
Ealing	Ealing High St
Greenwich	All prisons, hospitals, hotels and large supermarkets in the borough
Greenwich	Greenwich Chruch Street (Greenwich Market)
Hackney	Kingsland High Street (Dalston Kingsland station)
Hackney	Kingsland High Street (by Birthdays Bar)
Hammersmith and Fulham	Hammersmith Broadway
Hammersmith and Fulham	Fulham Broadway
Hammersmith and Fulham	Shortlands W6
Haringey	Wood Green
Havering	Romford (local area)
Havering	Hornchurch High Street
Hounslow	Chiswick High Road, Jamie Oliver's restaurant
Islington	Finsbury Park
Kensington & Chelsea	Exhibition Road
Kensington & Chelsea	Electric Bar, Portabello Road
Kensington & Chelsea	Design Museum
Kensington & Chelsea	Cromwell Road, Natural History Museum
Lambeth	The Pavement, Clapham South
Lambeth	Clapham High Street
Lambeth	White House club, Clapham Park Road
Lewisham	All prisons, hospitals, hotels and large supermarkets in the borough
Lewisham	Lewisham Station
Lewisham	Blackheath Station
Lewisham	Blackheath Village (Tranquil Vale area)
Lewisham	'The Venue' nightclub, Lewisham
Newham	City airport
Newham	Meridian Square
Richmond Upon Thames	Richmond station proposals
Richmond Upon Thames	Twickenham Rugby station
Richmond Upon Thames	Kew Gardens
Richmond Upon Thames	Teddington Station
Richmond Upon Thames	Richmond Theatre, Little Green
Richmond Upon Thames	Twickenham Station
Waltham Forest	Leytonstone Station
Waltham Forest	Selbourne Road (Walthamstow Station)
Wandsworth	Northcote Road
Wandsworth	Putney Station
Wandsworth	Putney Wharf
Westminster	Sofitel, Waterloo Place
Westminster	Zuma, Raphael Street
Westminster	Ecclestone Place, Victoria Coach Station
Westminster	Bvlgari hotel
Westminster	Cinammon Club, Great Smith Street
Westminster	Hertford Street, Lulus
Westminster	Little Italy (Ronnie Scotts)
Westminster	Hippodrome
Westminster	Millennium Mayfair Hotel
Westminster	Novikov restaurant, Berkeley Street
Westminster	Sheila's Cafe, 24a Craven Terrace
Westminster	Hakasan restaurant, Bruton Street
Westminster	Berners Street
Westminster	Harrow Road Gyratory
Westminster	Old Bond Street W1 - 4 Spaces
Westminster	Porchester Terrace
Westminster	Dover Street (Jazz Cafe)
Westminster	Dover Street (Mahiki)
Westminster	Upper St. Martin's Lane (Stringfellows)
Westminster	Inverness Place
Westminster	Berkeley Sq W1- north west side

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Branch / OCU	TP - RTPC
Author	Julian Collinson Insp.
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London Assembly Transport Committee's investigation into taxi and private hire services in London

Request for specific information on taxi and private hire services

Purpose

This report is to inform the London Assembly Transport Committee investigation into taxi and private hire services in London and provides both written and statistical data around the activities, staffing and performance of the Cab Enforcement Unit (CEU) across London. This report has been created at the request of Ms Caroline Pidgeon AM, Chair of the Transport Committee. Data that has been requested on Excel is provided as per the appendix either as part of this document or attached to the main email.

Key activities

Core duties

The CEU shift roster has been shaped to achieve a reduction in cab based sexual harm, illegal touting and illegal plying for hire by reflecting when offending takes place and the behavior of our offenders. This is achieved using both current and historical data around sexual offence allegations and monitoring the overall usage of London's night time economies combined with TfL, public, police generated intelligence reports and police arrest data. To meet the demands of our core business the four CEU Tout Enforcement Teams work a shift rota of 50% days and 50% nights ensuring that there are at least two teams working across London to service our objectives throughout the year. The Compliance Enforcement Team works in partnership with the TfL Compliance Team on pre planned and spontaneous joint deployments enhancing both their capability to target illegal operators and ensure compliance with legislation. This includes operator inspections, fraud and licensing investigations and compliance matters.

Safer Travel at Night campaign (STAN)

This is the annual Mayoral commitment to making travelling in cabs safer late at nights across London. The STAN campaign is delivered between TfL, The MPS and The City of London Police and aims to reduce the risk of cab based sexual offending by raising awareness of the dangers of unbooked cabs, engagement, education and enforcement.

There are two phases each year being September/October to target the 40,000 new students arriving in London for the university/college year and December for the festive period. Op STAN delivers a holistic approach to cab enforcement, preventing crime and enhancing public safety using multi media to educate around the dangers of unbooked journeys, high visibility engagement combined with covert and overt enforcement and compliance operations. The CEU mobilizes the entire Road & Transport Policing Command (RTPC) to contribute to delivering the objectives of this operation.

Operation Arizona

This operation is designed around crime data and analysis to target anticipated increases in cab based sexual offending throughout the year and has been developed as a result of collaboration with covert policing experts from the MPS. Op Arizona is 'decoy' officer based and enhanced using female police officers from across the MPS who fit our victim profile to deploy into areas intelligence indicates offending is likely to take place. Several teams of plain clothes police officers are deployed simultaneously across London giving police leaders the flexibility to mobilize resources 'live time' according to emerging trends through a dedicated controller. This has been further enhanced with high visibility support using proactive vehicle interceptions and ANPR cab sex offender 'hot lists'.

Operation Washington

Consists of the CEU working in partnership with the MPS Sexual Offence and Exploitation Command to reduce the risk of sexual offending in and around night time economy venues identified though crime and intelligence reports as being at risk of repeat sexual offending. Once venues are identified police engage with the management to secure access and support for covert officers. The venue is contained using a combination of building based observation points, local, TfL and MPS CCTV and covert police asset. Covert officers deploy inside and then conduct a controlled egress to gather evidence of offences or identify potential offenders outside and in the environs of the venue.

Operation Excalibur

This targets the fraudulent use of taxi and private hire driver and vehicles licences across London. Op Excalibur is a joint MPS and TfL intelligence driven operation which not only supports TfL in their licensing enforcement duties but also reduces the risk to both the industry and the public created by fraudulent drivers and untested and uninsured vehicles.

Information from legitimate London taxi drivers is passed to CEU Intelligence Officers regarding the fraudulent possession and use of taxi licences, plates and London identifiers. This information is loaded onto ANPR cameras, monitored and vehicles that present a risk to the travelling public and other road users are intercepted by police.

Operation Orla & Flush

These concern complex investigations into large scale insurance frauds affecting taxi and private hire drivers. These on going investigations concern in excess of 400 victims and suspects believed to be using the trading names of genuine insurers to deceive drivers.

Operating Costs

With regards to the £4.1m operating costs referenced in the request for information, this has been put to the MPS Third Party Contacts Team who are unable to confirm this figure as accurate at this time. The operating costs of the Cabs Enforcement Unit (CEU) are driven by the pay costs of the officers assigned to the unit, and the total head count of this unit each year. The operating costs also include overtime pay for the unit, an element of supplies and services and a proportionate share of the MPS corporate support costs (overheads) charged to TfL for each officer within the unit. The non-pay costs are not budgeted against the unit itself, so any total operating cost would include an estimated share of the total cost of the Safer Transport Command in which the CEU sits.

Key performance indicators

As part of the TfL/MPS Special Service Agreement (SSA) the CEU works closely with the licensing authority (TfL) to police the taxi and private hire industry across London.

The Cab Enforcement Unit objectives in support of this are,

To enforce the law relating to taxis and private hire vehicles to ensure the safety of the public by:

- Reducing the risk of cab-related sexual offences and other serious crime
- Reducing taxi touting by tackling illegal cab drivers and operators; and
- Support TfL Taxi and Private Hire Directorate (TP&H) compliance activities and enhance the ability of the licensed trades to operate in a safe and effective manner.

The CEU is measured against these objectives rather than numerical targets. Performance is assessed quarterly trough the Cab Enforcement Performance Meeting attended by senior leaders from TfL, MPS and City of London Police looking at activities and assessing outcomes of CEU activities to support our 3 objectives.

Outcomes

- Cab-related sexual offences have fallen by 31% between 2002/3 and 2012/13 (55 fewer offences). The number of rape offences almost halved over the same period.
- 2013/14 shows a 15% reduction in reports of cab based sexual offending, a reduction from 122 - 104 offences.
- 2013/14 shows a 30% reduction in reports of cab based rape, a reduction from 23 - 16 offences.
- 2013/14 shows a 12% reduction in reports of cab based 'other' sexual offending, a reduction from 100 - 88 offences.
- 2013/14 show a 26% increase in arrests for touting, an increase from 613 - 774.
- The latest independent research (January 2013) shows that: Female usage of unbooked minicabs has fallen from 19% in 2003 to 4% in 2013 which is its lowest level. The percentage of late night revellers approached by touts has fallen from 66% in 2003 to 15% in 2013 (lowest level)
- Op Excalibur, 26 deployments led to 33 arrests. 18 charged/cautioned with the remainder on bail. This has resulted this far in 16.5 months in prison (inc suspended) sentences, 860 hours of unpaid work and over £2000 in fines/costs.

Engagement Intelligence and Tasking

Fortnightly Intelligence Meeting and Tactical Tasking & Coordination Group

CEU deployments are directed through the Fortnightly Intelligence Meeting (FIM) chaired by senior leaders from across both organisations. The FIM uses information collated by the TfL publicly available on line tout reporting tool and MPS intelligence, crime and arrest data to formulate and recommended taskings to the Road & Transport Policing Command (RTPC) Tactical Tasking and Co ordination Group (TTCG). The TTCG is chaired by an MPS Superintendent, is attended by partners and is responsible for tasking all RTPC police assets for the following two weeks to ensure they are informed and directed towards achieving our policing objectives.

MPS Information

MPS cab related sexual offence and tout/plying for hire arrest data and intelligence reports are presented at the FIM and used to examine and assess the effectiveness of the previous two weeks deployments and to inform the next two week tasking period. These are collated by the Intelligence Unit and the CEU to look specifically at cab related sex offence 'pick up' (rather than offence) locations and areas identified through both observations and enforcement activities as being frequented by those choosing to tout or illegally ply for hire.

Partner and Public Information

Information reported through the TfL online reporting tool is a valuable source of intelligence for both the MPS and TfL. Enforcement related intelligence received from the taxi and private hire industry, members of the public and other sources is entered on an intelligence mapping system used by TfL and the police to inform deployment decisions.

Information sent to Taxi and Private Hire is collated by the Information and Intelligence Team who record each report on a spreadsheet and where necessary input this information onto the intelligence database. This is then used to help shape deployments for the compliance and police teams. All reports are fed into the intelligence processes for police deployment and compliance activities.

Working with Boroughs to Coordinate Enforcement

CEU format and staffing

Cab enforcement across the MPS and City of London Police is contacted to supply 68 police officers, 61 of these officers form the MPS Cab Enforcement Unit. The current staffing totals for the MPS CEU is 61 officers as per the below totals per team. The MPS does not hold data on CEU previous calendar year staffing totals and I am only able to provide current numbers. There are currently no vacancies on the CEU.

The CEU is divided into four tiers to target cab based sexual offences, illegal taxi touting, criminal use of the taxi and private hire 'trades' and to ensure compliance around licensing. Officers are currently deployed across.

x4 Tout Enforcement Teams - 1 Inspector, 5 PS's and 36 PC's.

These teams work to reduce the risk of cab related sexual offending and target those who tout and illegally ply for hire. They work 50% of their shifts at nights to service the demand created by both sexual offending and touting. The teams undertake overt (uniform) and covert (plain clothes) deployments both as part of their core deployments and alongside police teams from across the MPS. The teams receive regular requests from across the MPS to assist and work with BOCUs targeting touting and illegal plying for hire in their night time economies.

Compliance Enforcement Team - 1 PS and 4 PC's

This team works closely with the TfL enforcement and compliance teams as part of pre planned and spontaneous deployments across London to lead and support in all matter compliance. This includes activities to target licensed and unlicensed operators and drivers and cab based fraud. The CET will regularly be requested by other specialist policing teams to form part of larger enforcement or intelligence based operations targeting criminality linked with the cab industry.

Sex Offence Investigation Team - 1 DS and 9 DC's

This team will assume ownership for cab related sexual offence investigations across the MPS. The SOT is staffed by both detective and non detective police officers and will contact victims, gather evidence and interview suspects for cab related sexual offences liaising with colleagues based on BOCU's and other specialist sexual offences teams.

Proceeds of Crime Team - 1 DS and 3 DC/police staff.

Will work with police officers from across the CEU to identify and seize cash believed to be concerned in crime. This includes money believed to be acquired as a result of touting and/or illegal plying for hire. Specially trained financial investigators will seize cash and make representations at Court to ensure money made by working outside of the law is seized and suspects to do benefit from their criminality.

Crime Reduction and Support

The CEU support B/OCU's by providing the following

- Where there is evidence of criminality, disorder or cab based sexual offending, task and deploy decoy officer teams to deter and disrupt predatory taxi touts.
- Overt enforcement operations to police the taxi and private hire industry in partnership with RTPC traffic, Roads Policing Unit, Task Teams, TfL Compliance Teams and VOSA.
- Use of ANPR tactics.
- Support B/OCUs by conducting licensing and compliance visits on private hire operators and taxi rental premises.
- Assist and support with the planning and enforcement phase of operations which involves operators or licensed/ unlicensed drivers.
- Offer advice and guidance around legislation and how this can be used either in isolation or to support investigations or pre planned operations.
- Formally disclose information to the licensing authority (TfL) on behalf of B/OCUs which can lead to sanctions inc operator and driver license suspensions and revocations.

Examples of Joint Activities 2014

Kingston BOCU July 14

The CEU has received a requested to coordinate and lead on targeted enforcement against those touting outside night time economy venues in Kingston town centre. The CEU is assisting in the planning, resourcing and delivery of a covert policing operation to prevent and detect touting and illegal plying for hire and venues start to close and customers consider their travel options

Operation Greeley, Westminster and Lambeth BOCU. June 14

This is a joint engagement and enforcement operation working with Westminster and Lambeth BOCU to reduce the risk of sexual offending, increase confidence and target touting during London Pride. Activities include engaging with those attending the day time celebrations to encourage safer travel and educate about the dangers of unbooked journeys moving to targeted high visibility and covert enforcement across night time venues. This will be enhanced by joint TfL and MPS operator compliance visits.

Operation Tucson, Islington and City of London Police. June 14

Op Tucson is the response to calls from the taxi industry to target venues where touting is seen particularly problematic and are in need of longer term problem solving initiatives. Op Tucson tactics deliver the short - medium term solution and are based on deploying high visibility police resources at key times to achieve both a tangible and visible impact. This has been staffed by a combination of CEU, City of London Police and TfL Compliance officers.

Operation Condor May 14

The CEU contribute the MPS wide night time economy crime and ASB reduction initiative. The CEU is represented at planning meeting and forms part of the operational command structure focusing enforcement on locations at risk from repeat cab related sexual offending and known for taxi touting and illegal plying for hire. The CEU calls on resources from across the RTPC to deliver high visibility and covert engagement and enforcement activities across London.

Twickenham BOCU Feb 14

The CEU assisted in the planning, resourcing and delivery to a covert policing operation to target those who tout after sporting events in Twickenham, the CEU was able to offer advice, guidance and staff to the local policing team. The success of the policing operation has led to two further deployments.

Hackney BOCU Jan 14

The CEU worked alongside officers from Hackney to target areas identified through reports from the public as problematic for touting.

Camden BOCU Jan 14

The CEU worked to support and education and enforcement based joint policing operation in Pancras way after report of drivers parking illegally and causing an obstruction in ‘short stay’ bays. Working with TfL compliance officers, the CEU was able to offer advice, guidance and staff to the local policing team.

Julian Collinson
Inspector
TP - CEU

Appendix.

1. A Count of Cab Related Sexual Offences, Arrests for Touting and Arrests for illegally plying for Hire.

48452 Final.xls
(442 KB)

2. An overview of Operation Excalibur.

OpExcalibur.ppt
(137 KB)

GfK. Growth from Knowledge

Taxi/PHV Diary Survey 2009

Report prepared for:

Transport for London - Taxi & Private Hire

Provided by: GfK Consumer Services

Date: January 2010

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1 Executive Summary

Background and Methodology

- Transport for London - Taxi & Private Hire commissioned GfK NOP to conduct a comprehensive survey of taxi and PHV drivers in London. The survey collected up-to-date information on drivers' working patterns and derives measures for the capacity and productivity of both trades. This report details the findings of the 2009 survey, as well as making comparisons with surveys conducted in 2006 and 2003, where relevant.

- Taxi and PHV drivers were recruited on the telephone using the respective driver databases, held by Transport for London - Taxi & Private Hire, as the sample frame. Taxi and PHV drivers were recruited to complete a diary for two days, in which they were asked to record details of all journeys undertaken during their driving shifts.

- During the recruitment exercise, all drivers agreeing to participate in the survey were asked a number of questions about their typical working patterns and for profile details. Not all drivers completed and returned a diary but the working pattern and profile information reported herein covers all drivers recruited, regardless of whether they returned a completed diary or not. Just over half (52%) the taxi drivers who agreed at the recruitment stage to take part returned a completed diary, and a similar proportion of minicab and chauffeur/executive drivers (48% and 52% respectively). The detailed trip information reported is thus based on the lower sample of drivers who completed and returned their diary.

2009 Market Estimates

- These estimates should be used with caution due to the usual sampling error associated with the survey data, and estimates of the number of minicab and chauffeur/executive drivers being based upon the survey results (as this information was not classified on the database).

- On an average day, about 185,000 passenger-carrying taxi journeys are made in London, a drop of about 13,000 journeys (7%) compared with 2006 despite slightly more taxi drivers being registered with the Taxi & Private Hire in 2009. These transport about 278,000 passengers. The average distance travelled per journey is 2.9 miles; which means that about 810,000 passenger miles are covered in London by taxi on an average day - a decrease of about 14% compared with 2006.

- Minicab drivers undertook about 154,000 passenger-carrying journeys per day and carried about 228,000 passengers. The average minicab trip is 5.8 miles which represents to about 1,264,000 passenger miles per day.

- Chauffeur/executive drivers make on average about 34,300 passenger journeys per day and carry on average about 49,700 passengers. Their average journey length is just under twenty miles which amounts to about 900,000 passenger miles per day.

Driver Working Patterns

- The details of working patterns collected at the telephone recruitment stage showed little change from previous surveys.

- On average, each taxi driver works just under 40 hours in a typical week – the same weekly average as measured in previous surveys. Green and Yellow badge holders work a very similar number of hours on average, although there is wide variation within both groups, especially among Yellow badge holders. Minicab drivers work slightly longer hours - 42 hours on average – whilst chauffeur/executive drivers work the longest (48 hours a week on average).

- Taxi drivers work an average of 4.6 days a week – again the same number of days as measured in both 2006 and 2003 surveys. There is no difference between Green and Yellow badge holders on average. Chauffeur/executive drivers work very slightly more days a week than minicab drivers (5.1 vs. 4.8 days) and taxi drivers. Taxi drivers work an average of 44 weeks a year - the same as in 2006 but two weeks less than reported in 2003. Green and Yellow badge holders work a similar number of weeks on average. Chauffeur/executive drivers work on average two weeks more than minicab drivers (44 vs. 42 weeks).

- Just over one in three taxi drivers are members of a radio circuit (35%) - similar to levels recorded in previous surveys. Proportions of Green and Yellow badge holders on radio circuits are roughly equivalent. Taxi drivers on a radio circuit spend almost one hour in every two working on the circuit (40% of their time), but the proportion is much higher amongst Yellow badge holders (59% of hours worked vs. 37%).

Profile

- The driver profile was similar to that found in previous surveys, although in both the taxi and PHV markets the proportion of older and more experienced drivers was slightly higher than in 2006, therefore a little care is required when interpreting changes in survey results between the years.

- Over one in three taxi drivers has been driving for more than 20 years (35%), while four in five have been driving for more than 5 years. Green badge holders typically have much more experience than Yellow badge holders. The profile for minicab drivers is very different; almost two in three (64%) have been driving for 5 years or less; and only 8% for more than 20 years. Chauffeur/executive drivers tend to be less experienced than taxi drivers, but more so than minicab drivers.

- In line with their length of driving experience, taxi drivers tend to be older with nearly three in four aged 45 or over. The age range amongst chauffeur/executive drivers is very similar to that of taxi drivers, whilst minicab drivers tend to be younger (43% of minicab drivers are under 45).

- Nearly all taxi drivers are white (92%) compared with three in four chauffeur/executive drivers and one in two minicab drivers. A third of minicab drivers are Afro-Caribbean ethnic group.

- As reported in previous surveys, very few taxi drivers (one in ten) has other paid employment, with Yellow badge holders much more likely to have other employment than Green badge holders (24% vs. 7%). However, for the minority doing other work, it accounts for the bulk of their total income (60%). A similar minority of minicab and chauffeur/executive drivers also have other paid employment additional to driving, although for these drivers the alternative work accounts for about half of their total income, on average.

Shift and trip information (from diaries)

- Looking at the profile of trips reported in the 2009 diary survey, it is very similar to the findings from the 2006 survey, except that the number of fare-paying journeys made per shift is lower in all markets, reflecting the impact of the recession on market demand.

- The average shift worked by taxi drivers lasted 8 hours and involved 11.5 trips, yielding 1.4 trips per hour – down from 1.7 trips per hour in 2006. Yellow badge holders worked approximately half an hour more than Green badge holders on average (8.3 vs. 7.9 hours), but achieved fewer trips (8 vs. 12). There is a trend evident since 2003 of working longer hours but completing fewer trips across both types of taxi driver. This is also true of minicab and chauffeur/executive drivers, where average shift lengths have increased by about half an hour since 2006 but the number of trips has declined by about 10%. Minicab drivers completed a

significantly higher number of trips in a shorter shift time compared with chauffeur/executive drivers, due to the very different passenger and journey profiles (see below).

- The share of hours worked by time band is very similar to that reported in the 2006 survey. Over three in four (77%) taxi journeys start during the weekday daytime (6am-8pm), one in seven (15%) during the weekday evening and night time bands combined (8pm-6am), and just 8% in weekend time bands. A higher proportion of minicab and chauffeur/executive journeys start during the weekend compared to taxi drivers, and fewer journeys start during the weekday daytime (62% and 64% respectively). Chauffeur/executive drivers work weekday evenings and nights more often than minicab drivers, but less on Friday and Saturday nights.

- The journey distances and time taken to complete journeys is consistent with that reported in the 2006 survey. Taxi journeys last 17 minutes on average, a marginal decrease of 1 minute compared with 2006. Chauffeur/executive drivers have a far longer average journey length than minicab drivers (64 vs. 35 minutes).

- Similarly, there has been little change in the origin and destination profiles of journeys made. Looking at the taxi market, 84% of all trips were in the Central or Inner zone (compared with 81% in 2006), with 30% beginning and ending within the Central area (28% in 2006). The PHV journey profile is very different, with just under a quarter of both minicab and chauffeur/executive journeys being within the Central-Inner zone. The majority of minicab journeys are suburban (53%) whilst the geography of chauffeur/executive journeys is much more dispersed.

- The average distance travelled on a taxi journey is just under 3 miles (2.9), a small decrease of about a quarter of a mile compared with 2006 (3.2 miles). In 2009 there was virtually no difference between Green and Yellow badge holders in terms of average distance travelled per trip (3.0 vs. 2.9 miles). The average PHV journey is much longer with chauffeur/executive drivers travelling considerably further per trip than minicab drivers (19.7 vs. 5.8 miles).

- The average fare paid for a taxi journey is £12.80, an increase of 14% over 2006. The Green badge holder's average fare is higher than the Yellow badge holders' average fare (£13.00 vs. £11.24). The lowest average fares are for journeys made within the Suburban and Central areas, whilst the highest are for journeys starting or finishing at Heathrow. The average minicab fare is similar to the taxi fare (£11.42), but chauffeur/executive drivers reported a far higher average fare (£59.86). The lowest minicab fares are for trips made entirely within the Suburban area and Inner area, whilst the highest fares are for long journeys between the Centre-Inner area and Heathrow or pick-up/drop-off points outside London.

- Occupancy levels have not changed since the 2006 survey. Two in three journeys carry just one passenger (taxis, minicabs and chauffeur/executive). Multi-occupancy journeys are more common on journeys made for leisure purposes and during weekend evenings and nights.

- Similarly, the profile of passengers has not changed much since the 2006 survey. Just over half of those travelling by taxi are men (56%), as was the case in 2006. In the case of minicabs there was an even split between the genders, but males are in the majority in the chauffeur/executive market (63%). Few children or passengers aged 60 or over are represented. With two in three taxi journeys the main passenger is a resident of the Greater London area (same as 2006), similar to the chauffeur/executive market, but this proportion is much higher with minicabs (89%). Only around 3% of taxi and minicab passengers were registered disabled or were wheelchair users in 2009, the same proportion as measured in 2006, and the proportion within the chauffeur/ executive market was lower still.

2 Background

This survey was first conducted in 2003 amongst taxi and PHV drivers with the aim of providing Transport for London - Taxi & Private Hire with information on the working characteristics of drivers covering shifts and hours worked; fares charged; distances travelled and locations worked, as well as obtaining profile information on passengers carried. The results of the survey have been used to derive measures of the capacity and productivity of taxi and PHV drivers.

This report details the findings of the latest 2009 survey, as well as making comparisons with earlier surveys (in 2006 and 2003) where relevant.

3 Research Objectives

As before, the overall objective of the survey was to describe representatively the supply side market for taxis and private hire vehicles (PHV) in London.

Specifically, the study objectives were to collect information in the following key areas:

- Driver working patterns / hours / shift breakdown
- Number of hours and days worked per week
- Spatial distribution of journeys by origin and destination
- Journey length (mileage and time) – distributions and averages
- Total number of trips per shift / day
- Distribution of journeys by time of day / day of week
- Breakdown by type of job – from rank, radio, on street
- Average fares
- Distribution of fares
- Average number of passengers
- Gender and age of passengers
- Journey purpose

Background demographic information on the drivers surveyed was also obtained covering:

- Gender
- Age
- Ethnicity
- Length of time worked as a taxi/PHV driver
- Other employment

4 Research Design

4.1 Taxi Drivers

All licensed taxi drivers in London were eligible for interview. The database of all Green and Yellow badge taxi drivers was provided by Transport for London Taxi & Private Hire as follows:

	Total	Green badge	Yellow badge
Without phone number	3,174	2,786	388
Usable database	21,627	18,651	2,976
% without phone number	13%	13%	12%

Drivers were recruited by telephone to complete a diary of all journeys undertaken over a two-day period during their driving shifts. Telephone recruitment was undertaken 12 October – 2 November 2009.

At the recruitment interview, a number of questions were asked to assess each driver's working pattern regardless of whether or not the driver agreed to complete the diary. If they agreed, the driver filled in a two-day diary covering their next two working shifts. Dispatch of diaries was randomised across the week to ensure there was no bias in terms of the days of the week covered by the diaries. The taxi drivers were asked to complete one diary page for each journey undertaken during their shifts (a specimen copy is attached to this report in Appendix D). To encourage participation, drivers were offered a £50 incentive if they returned a correctly completed diary (in 2006 and 2003 a £75 incentive was offered).

The sample was drawn on a '1 in n' basis from the Green and Yellow badge holder databases. For Green badge holders the list was stratified by postcode prior to sampling, and for Yellow badge holders the list was stratified by sector, then by postcode (within sector).

The target was to achieve 200 diary returns, with a minimum of 150 from Green badge holders. In the event, the number of returned diaries from Yellow badge holders (15%) was very close to their actual distribution in the population (14%), with the number of diaries returned at the target minimum. Numbers recruited and diaries returned are shown below.

	Green badge	Yellow badge	TOTAL
Number recruited	327	50	377
Diaries returned	166	30	196

It should be noted that the sample size for Yellow badge holders is fairly low and results should therefore be treated with caution.

The table overleaf shows the breakdown of the survey response for taxi drivers. Key statistics are:

- Nearly half (44%) of those contacted at the recruitment stage agreed to take part in the survey
- Approximately half (52%) of those who received a diary kept a log of their journeys and returned the diary
- The total response rate for the survey was one in seven (15%)
- There was very little difference in response between Green and Yellow badge holders

The number of Green and Yellow badge taxi drivers in the sample was controlled at the recruitment stage so that sufficient interviews were achieved with the minority group of Yellow badge holders. The data was subsequently weighted so that the total sample reported on had the correct proportion of Green to Yellow badge holders according to Transport for London – Taxi & Private Hire records, although the weighting factor was very small in 2009. (Please see Appendix A for details of the weighting procedure).

Table 1: Survey Response – Taxis

	Total 2009	Green Badge 2009	Yellow Badge 2009	Total 2006
Total Sample	1996	981	206	1187
(Unused)	1	0	1	1
Total Used	**1996**	**1717**	**278**	**1186**
Dead Sample				
Number unobtainable	551	464	87	442
Wrong number	104	89	15	46
Accepted diary	**377**	**327**	**50**	**321**
Refused diary/ answered working pattern questions (WPQ)	69	63	6	5
Refused diary and WPQ	411	359	52	130
No answer	463	398	64	145
Call-back arranged w/ respondent	-	-	-	9
Call-back arranged with someone else	-	-	-	61
Fax line	12	10	2	6
Engaged	-	-	-	8
Moved house	9	7	2	13
Participation rate*	44.0%	43.7%	46.3%	70.4%
Response rate**	28.1%	28%	28.4%	45.9%
Total number of diaries returned	196	166	30	189
Diary received – not usable	1	1	0	0
Diary return rate* **	51.9%	50.9%	60%	58.9%
Total response rate** **	14.6%	14.3%	17%	27.6%

* Participation rate = accepted diaries / accepted diary plus refusals ** Response rate = accepted diaries / all except dead sample

*** Diary return rate = returned diaries / diaries accepted **** Total response rate = returned diaries / all except dead sample

4.2 PHV Drivers

In 2009 (and 2006) the sampling methodology used for recruiting PHV drivers was the same as that used for recruiting taxi drivers. The database of all licensed PHV drivers (excluding those on temporary permits) was provided by Transport for London Taxi & Private Hire as follows:

	Total
Without phone number	24,857
Usable database	33,429
% without phone number	43%

A random sample was drawn on a '1 in 'n' basis from the database stratified by postcode. PHV drivers were recruited by telephone to complete a diary of all journeys undertaken over a two-day period during their driving shifts. The telephone recruitment was undertaken from 12 October – 2 November 2009.

At the recruitment interview, a number of questions were asked to assess each driver's working pattern regardless of whether or not the driver agreed to complete the diary. If they agreed, the driver filled in a two-day diary covering their next two working shifts. Dispatch of diaries was randomised across the week to ensure there was no bias in terms of the days of the week covered by the diaries. The PHV drivers were asked to complete one diary page for each journey undertaken during their shifts (a specimen copy is attached to this report in Appendix D). To encourage participation, drivers were offered a £50 incentive if they returned a correctly completed diary.

(NB: In 2003, PHV drivers were recruited using a PHV Operator database rather than directly via a database of drivers, therefore the methodology is not exactly comparable Comparison with the 2003 findings therefore have not been made as the change in sampling methodology between 2003 and 2006 may have affected the PHV results to some degree).

In 2009, the target was to achieve 200 diary returns. In the event, returns were very slightly short of target as follows:

	Minicab	Chauffeur-Executive
Number recruited	262	113
Diaries returned	126	62

The table below shows the breakdown of the survey response for PHV drivers. It should be noted that response and participation rates can only be provided at the total PHV market level, as classification by sector is based on respondent self-classification and does not come from the sample.

Key statistics are:

- Precisely a third (33%) of those contacted at the recruitment stage agreed to take part in the survey
- Precisely half (50%) of those who received a diary kept a log of their journeys and returned the diary
- The total response rate for the survey was one in nine (11%).

Table 2: Survey Response – PHV

	Total 2009	**Total 2006**
Total Sample	2294	1493
(Unused)	3	0
Total Used	**2291**	**1493**
Dead Sample		
Number unobtainable	398	476
Wrong number	148	94
Ineligible - Stretch limousine/ other	88	N/A
Accepted diary	375	345
Refused diary/ answered working pattern questions (WPQ)	30	5
Refused diary and WPQ	646	154
No answer	613	199
Call-back arranged w/ respondent	-	24
Call-back arranged with someone else	-	123
Fax line	11	8
Engaged	-	31
Moved house	12	34
Participation rate*	32.9%	68.5%
Response rate**	22.7%	37.4%
Total number of diaries returned	188	184
Diary received – not usable	0	0
Diary return rate* **	50.1%	53.3%
Total response rate** **	11.4%	19.9%

* Participation rate = accepted diaries / accepted diary plus refusals ** Response rate = accepted diaries / all except dead sample

*** Diary return rate = returned diaries / diaries accepted **** Total response rate = returned diaries / all except dead sample

5 Market Size

In order to get a picture of the total taxi and PHV markets, the data collected from both taxi and PHV drivers has been grossed up to reflect the universe of each of the two markets. Full explanation of the grossing exercise for each market is appended to this report.

These estimates should be used with caution due to the usual sampling error associated with the data, and estimates of the number of minicab and chauffeur/executive drivers are based upon the survey results (as this is not classified on the database).

5.1 Taxis

On an average day, about 185,000 passenger-carrying taxi journeys are made in London, a drop of about 13,000 journeys (7%) compared with 2006 despite slightly more taxi drivers being registered with the Taxi & Private Hire in 2009. This decline in passenger-carrying taxi journeys per day follows a 9% decline (of about 19,000) between 2006 and 2003.

In 2009, the average number of passengers transported per trip was 1.5 passengers per taxi. London taxi drivers therefore transport on average 278,000 passengers per day. Almost nine in ten (89%) of these journeys are carried out by Green badge holders (a slight rise on the 87% recorded in 2006).

The average distance travelled per journey is 2.9 miles; which means that about 810,000 passenger miles are covered in London by taxi on an average day - a decrease of about 140,000 miles (14%) compared with 2006.

In 2009, Green badge taxis accounted for 90% of the passenger miles covered, since they carry slightly more passengers per trip on average than Yellow badge holders.

Looking at journeys made on weekdays (Monday-Friday), about 243,000 passenger-carrying taxi journeys are made on an average weekday. These transport about 360,000 passengers in total (an average of 1.48 passengers per taxi). 90% of the taxi journeys made on a weekday are by Green badge holders.

The average distance travelled during a weekday is about 2.8 miles, which means that about 1,020,000 passenger miles are covered by taxi on an average weekday, a decrease of 16% from the 1,210,000 passenger miles in 2006. 90% of these passenger miles are provided by Green badge taxis.

5.2 PHV

Minicab drivers undertook about 154,000 passenger-carrying journeys per day and carried on average 1.44 passengers per trip. Thus about 228,000 passengers were transported per day by minicab. The average minicab trip is 5.8 miles which represents about 1,264,000 passenger miles per day.

Chauffeur/executive drivers make on average about 34,300 passenger journeys per day and carry on average about 49,700 passengers per day (1.39 passengers per trip). Their average journey length is just under twenty miles which amounts to about 900,000 passenger miles per day.

Minicab drivers transport about 165,000 passengers on weekdays compared with 39,500 passengers by chauffeur/executive drivers. Weekday minicab journeys cover a distance of just under six miles on average, while weekday chauffeur/executive journeys cover an average distance of just over 19 miles. The total minicab passenger miles driven on an average weekday is about 1,410,000 miles, whilst the total chauffeur/executive weekday passenger mileage is about 968,000 miles.

6 Taxi Market

6.1 Driver Profiles

The information reported in this section covers all those recruited to take part in the survey, not just those who returned a completed diary.

The data shows that female taxi drivers represent just a very small minority of all drivers (3% female v 97% male); in 2006 female drivers comprised 2% of all drivers. It therefore is not possible to provide a profile of female drivers due to the low base size.

Nearly four in five taxi drivers had been driving taxis for more than five years (79%) and around one in three had done so for more than 20 years (35%). However, Green badge holders had much more experience, on average, than Yellow badge holders, nearly half of whom had only been driving for 5 or less years (44%).

The profile is similar to that reported in the 2006 survey, although slightly older and more experienced in the trade. Given this change in the profile some care is needed when interpreting changes in results between the survey years.

Table 3: Number of years worked as a taxi driver

Base: All taxi drivers	**Total 2009**	**Total 2006**	**Green Badge 2009**	**Green Badge 2006**	**Yellow Badge 2009**	**Yellow Badge 2006**
Base size: - un-weighted	(377)	(424)	(327)	(334)	(50)	(90)
- weighted	(377)	(424)	(325)	(371)	(52)	(53)
	%	%	%	%	%	%
Less than 2 years	6	8	5	8	14	8
2 - 5 years	15	19	13	16	30	40
6 - 10 years	21	16	18	15	38	26
11 - 15 years	13	13	14	13	4	11
16 - 20 years	11	12	12	13	4	5
Over 20 years	35	32	39	36	10	10

- = zero
* = less than 0.5%
** = low base (less than 20)

Reflecting the length of their driving experience, nearly three in four taxi drivers were 45 years or over (71%), significantly more than the 63% recorded in 2006. Green badge holders were older on average, than Yellow badge holders; over four in ten were aged 55+ compared with three in ten Yellow badge holders.

Table 4: Age of driver

Base: All taxi drivers	Total 2009	Total 2006	Green Badge 2009	Green Badge 2006	Yellow Badge 2009	Yellow Badge 2006
Base size: - un-weighted	(377)	(424)	(327)	(334)	(50)	(90)
- weighted	(377)	(424)	(325)	(371)	(52)	(53)
	%	%	%	%	%	%
17 - 24	-	-	-	-	2	-
25 - 34	5	8	6	7	4	10
35 - 44	23	30	21	29	34	31
45 - 54	31	26	31	24	30	35
55 - 64	28	24	29	25	22	18
65+	12	13	13	14	8	6

- = zero
* = less than 0.5%
** = low base (less than 20)

The vast majority of taxi drivers are white (92%), with the remainder consisting of very small minorities of Mixed, Caribbean, African and Asian drivers.

As in 2006, approximately one in ten taxi drivers had other paid employment (9%). However, Yellow badge holders were more likely to have other paid employment than Green badge holders in 2009 (24% v 7%), compared to the situation in 2006 when 18% of Yellow badge holders and 8% of Green badge holders had other paid employment. In both years the difference between the types of driver are significant.

For the minority with other paid employment, the other work accounted for a higher proportion of their total income than taxi driving: 60%, slightly down from 65% in 2006.

Table 5: Proportion of income from other jobs

	----------2009----------			
Base: All with other work	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**
Base size: - un-weighted	(35)	(23)	(12)	(39)
- weighted	(35)	(23)**	(12)**	(38)
	%	%	%	%
20% or less	19	26	8	13
21 - 50%	23	30	8	22
51 - 70%	6	4	8	13
71 - 90%	28	22	42	28
91 - 100%	14	9	25	21
Refused/DK	9	9	8	4
Average %	**60**	**53**	**73**	**65**

- = zero
* = less than 0.5%
** = low base (less than 20)

The sector base for the Yellow badge holders surveyed in 2009 was as follows:

Table 6: Yellow badge holders' sector licensed in

Base: All yellow badge holders	Total 2009	Total 2006
Base size: - un-weighted	(50)	(90)
- weighted	(52)	(53)
	%	%
Lewisham, Greenwich & Bexley	6	6
Bromley	8	5
Croydon	2	12
Sutton & Merton	18	23
Richmond, Kingston & Hounslow	26	10
Ealing & Hillingdon	6	7
Harrow, Brent & Barnet	8	9
Enfield, Haringey & Waltham Forest	2	6
Redbridge, Newham, Barking & Dagenham & Havering	32	31

NB: Percentages add to more than 100% as drivers can be licensed in more than one sector.

- = zero
* = less than 0.5%
** = low base (less than 20)

6.2 Driver Working Patterns

Drivers were asked a number of questions at the telephone recruitment stage about their typical working patterns.

On average, each taxi driver worked approximately 40 hours in a typical week, a level similar to that recorded in both 2006 and 2003. However, this stable average conceals considerable variations in working hours amongst individual drivers; over one in ten of whom worked 20 hours a week or under (12%) and more than one in ten of whom worked 51 hours a week or more (13%). Green badge holders worked a similar number of hours *on average* as Yellow badge holders, although polarities are greater amongst Yellow badge holders (26% work 20 hours or less and 14% work 51 hours a week or more).

Table 7: Number of hours worked per week

	----------2009----------				
Base: All taxi drivers	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(377)	(327)	(50)	(424)	(314)
- weighted	(377)	(325)	(52)	(424)	(314)
	%	%	%	%	%
10 hours or less	3	3	4	3	2
11-20 hours	9	7	22	6	7
21-30 hours	13	15	2	17	15
31-40 hours	30	31	22	30	33
41-50 hours	32	31	36	30	32
51-60 hours	11	11	12	11	9
60+ hours	2	2	2	3	2
Average hours worked per week	**39.3**	**39.5**	**38.2**	**39.6**	**39.3**

- = zero
* = less than 0.5%
** = low base (less than 20)

The average number of days worked per week is unchanged since 2003, 4.6 days a week.

Just over half of taxi drivers (54%) worked 5 days a week and a further third worked 1-4 days a week (32%). Yellow badge holders were more likely to work just 1 or 2 days a week compared to Green badge holders (10% v 6%); and, at the other extreme, five or more days a week (76% v 67%).

Table 8: Number of days worked per week

	2009				
Base: All taxi drivers	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(377)	(327)	(50)	(424)	(314)
- weighted	(377)	(325)	(52)	(424)	(314)
	%	%	%	%	%
1	3	2	4	1	2
2	4	4	6	4	3
3	8	8	10	6	10
4	17	19	4	18	16
5	54	53	62	56	58
6	14	13	14	14	12
7	1	1	-	1	*
Average number of days	**4.6**	**4.6**	**4.6**	**4.7**	**4.6**

- = zero
* = less than 0.5%
** = low base (less than 20)

Allowing for a "standard" holiday period of 6 weeks, the vast majority of taxi drivers worked almost every week, and the average number of weeks worked in 2009 was exactly the same as that measured in 2006 - 44 weeks.

Table 9: Number of weeks worked per year

	2009				
Base: All taxi drivers	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(377)	(327)	(50)	(424)	(314)
- weighted	(377)	(325)	(52)	(424)	(314)
	%	%	%	%	%
1 - 6 weeks	1	1	2	1	1
7 - 12 weeks	1	*	2	1	*
13 - 18 weeks	-	-	-	*	*
19 - 24 weeks	2	2	-	2	-
25 - 30 weeks	4	4	8	3	2
31 - 36 weeks	1	1	-	4	1
37 - 42 weeks	14	14	10	14	6
43 - 48 weeks	64	64	60	61	71
49 - 52 weeks	14	13	18	15	19
Average no. of weeks	**44.2**	**44.3**	**43.5**	**44.2**	**46.1**

- = zero
* = less than 0.5%
** = low base (less than 20)

Although drivers worked across a variety of shift times, over two thirds of the hours worked fall in the Monday-Friday daytime (06.00 - 19.59) timeband (69%). Around a sixth (16%) of the hours worked take place during night-time (22.00-05.59), 7% take place during Monday-Thursday evenings (20.00-21.59), and 6% take place during weekend days (06.00 - 19.59).

On the whole, the profile of hours worked in each timeband is similar for Green and Yellow badge holders, except that Yellow badge holders worked slightly more in the Friday-Saturday night-time timeband (22.00-05.59). Drivers who work regularly from taxi ranks were more likely to work in the weekday daytime and less at the weekends or at night-time, compared to drivers who do not regularly work from taxi ranks.

Table 10: Share of hours worked by time band – claimed at recruitment stage

	----------2009----------			
Base: All taxi drivers	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**
Base size: - un-weighted	(377)	(327)	(50)	(424)
- weighted	(377)	(325)	(52)	(424)
	%	%	%	%
Monday - Friday (06.00 - 19.59) daytime	69	69	71	67
Saturday & Sunday (06.00 - 19.59) daytime	6	6	5	7
Monday - Thursday (20.00 - 21.59) evening	7	7	5	8
Friday (20.00 - 21.59) evening	2	2	2	2
Saturday & Sunday (20.00 - 21.59) evening	1	1	2	1
Monday - Thursday (22.00 - 05.59) night	11	11	9	11
Friday (22.00 - 05.59) night	2	2	4	3
Saturday (22.00 - 05.59) night	1	1	2	1
Sunday (22.00 – 05.59) night	1	1	*	*

- = zero
* = less than 0.5%
** = low base (less than 20)

Just over one in three taxi drivers belonged to a radio circuit (35%), down from 38% in 2006 but the same as the percentage measured in 2003, (35%). In 2009, usage was similar across Green and Yellow badge holders (35% and 32% respectively).

The drivers on a radio circuit were asked what proportion of time they spend working on the radio, and on average, it is 40% of the time. However, this proportion varies considerably by type of badge and from driver to driver as shown in the table below. Yellow badge holders spent the majority of their hours on a radio circuit compared to Green badge holders who spent just over a third of their hours on a radio circuit.

Table 11: Proportion of time spent working on a radio circuit

	----------2009----------				
Base: All working on circuit	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(132)	(116)	(16)	(154)	(107)
- weighted	(132)	(115)	(17)**	(160)	(109)
	%	%	%	%	%
1-10%	23	24	19	9	14
11-20%	11	11	6	10	19
21-30%	17	20	-	15	13
31-40%	10	10	6	12	13
41-50%	16	16	19	21	18
51-60%	2	2	6	7	5
61-70%	2	3	-	3	6
71-80%	5	4	6	8	8
81-90%	5	3	19	5	3
91-100%	8	7	19	10	-
Average proportion	**40**	**37**	**59**	**48**	**38**

- = zero
* = less than 0.5%
** = low base (less than 20)

Just under two thirds of all taxi drivers worked regularly from taxi ranks (63%), rising to four in five of Yellow badge holders (82%). The proportions are similar for previous years, although the overall percentage who work from taxi ranks is decreasing very slightly over time (67% in 2003, 64% in 2006 and 63% in 2009).

Those who work from taxi ranks were asked the percentage of their working time that is accounted for by this and on average in 2009, it was just over half (51%). The proportion of time spent at taxi ranks by those who use them is increasing slightly over time (from 44% in 2003, to 47% in 2006 and 51% in 2009). Here again, there is considerable variation by type of driver, with Yellow badge holders regularly working more from taxi ranks compared to Green badge holders (76% v 46% of their time).

Table 12: Proportion of time spent working from taxi ranks

	----------2009----------				
Base: All working on a rank	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(239)	(198)	(41)	(295)	(222)
- weighted	(239)	(197)	(42)	(271)	(211)
	%	%	%	%	%
1-10%	7	9	2	10	11
11-20%	9	11	-	13	13
21-30%	12	14	2	16	20
31-40%	9	10	2	10	9
41-50%	25	27	15	19	19
51-60%	5	5	5	4	3
61-70%	9	9	10	6	6
71-80%	13	12	20	10	8
81-90%	5	2	17	5	4
91-100%	6	2	27	8	6
Average proportion	**51**	**46**	**76**	**47**	**44**

- = zero
* = less than 0.5%
** = low base (less than 20)

At recruitment stage, drivers were asked for an estimate of the number of trips made per shift. As in 2006, the average number of trips claimed was slightly higher than the average number of trips recorded in the diaries – 14.5 trips compared to 11.5 trips recorded.

Table 13: Number of trips made per shift - claimed at recruitment stage

	----------2009----------				
Base: All taxi drivers	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(377)	(327)	(50)	(424)	(314)
- weighted	(377)	(325)	(52)	(424)	(314)
	%	%	%	%	%
5 or less	7	6	16	4	1
6-9	10	9	22	10	5
10-14	28	29	26	24	22
15-19	29	30	24	28	38
20-24	18	19	12	24	22
25-29	5	6	-	6	9
30+	3	3	-	5	4
Average number of trips - claimed	**14.5**	**15.0**	**11.2**	**16.0**	**16.7**
Average number of trips – actual (from diary)	**11.5**	**12.1**	**8.2**	**12.6**	**13.2**

- = zero
* = less than 0.5%
** = low base (less than 20)

6.3 Shift Activities

All the information presented in this (and the following) section(s) is taken from the diaries completed by the taxi drivers over a two-day period. For each trip made, the driver was asked to record (directly or by asking the main passenger):

- date of journey
- time picked up/dropped off
- type of job – payment type (cash, bankcard, Taxicard, on account)
- the origin and destination address
- journey distance (mileage) and duration (time)
- fare paid
- passenger's journey purpose
- number, age and gender of passengers, and whether registered disabled/ wheelchair user (latter asked by driver)
- residency of main passenger (asked by driver)

Using this diary information, a complete breakdown of driver activity during each working shift and a profile of the journeys undertaken can be provided.

The average shift recorded in the 2009 diary lasted 8 hours (up from 7.5 hours recorded in 2006 and 7 hours recorded in 2003 – although the increase in shift length since 2003 is somewhat over-stated since inactive time before the first fare was not counted in 2003, but has been in 2006 and 2009). Thus drivers are working longer per shift in 2009 than they did in 2003, and as we shall see, they are making almost two trips less than they did in 2003 per shift.

The average number of trips per shift has declined from 13.2 in 2003, to 12.6 in 2006 and then to 11.5 in 2009. In 2009, an average shift involves 11.5 trips, yielding an average of 1.4 trips per hour. The average number of trips per hour therefore also demonstrates a downward trend from 1.9 in 2003, to 1.7 in 2006, to 1.4 trips per hour in 2009 on average.

In 2009, Yellow badge holders worked approximately half an hour more than Green badge holders per shift; on average 8.3 hours v 7.9 hours. Despite working a slightly longer shift, Yellow badge holders achieved fewer trips per shift than Green badge holders, on average 8 vs. 12 trips per shift.

In 2003 there appeared to be no real difference between Yellow and Green badge holders in terms of hours worked and trips made per shift, but a gap in shift experience has opened up in the last six years.

Table 14: Number of trips per shift from diaries

Base: All shifts	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
	----------2009----------				
Base size: - un-weighted	(392)	(332)	(60)	(480)	(427)
- weighted	(392)	(330)	(62)	(466)	(427)
	%	%	%	%	%
4 or less	7	6	13	4	1
5	4	2	17	2	1
6	6	5	8	3	5
7	6	5	8	6	3
8	5	4	13	4	5
9	8	8	10	8	6
10	7	8	3	10	8
11	7	7	7	7	9
12	9	10	5	8	9
13	7	8	2	9	8
14	7	7	5	7	5
15	5	5	3	7	9
16	6	7	3	6	6
17	4	5	2	2	6
18	3	4	-	5	5
19	3	4	-	3	3
20	1	1	-	1	4
21	1	1	-	2	2
22	1	1	-	1	1
23	1	1	-	2	2
24	1	1	-	1	1
25	-	-	-	1	1
26 or more	1	1	-	1	1
Average no. of trips	**11.5**	**12.1**	**8.2**	**12.6**	**13.2**
Average shift (hours)	**8.0**	**7.9**	**8.3**	**7.6**	**7.1**

- = zero
* = less than 0.5%
** = low base (less than 20)

6.4 Journeys Undertaken

Information from the diaries has also been analysed to provide a detailed breakdown of all fare earning journeys undertaken by the drivers participating in the survey.

Looking first at the distribution of journeys by time of day and day of week, over three in four journeys (77%) start during the weekday daytime period (Monday-Friday, 06.00–19.59), up from 74% in 2006 and significantly more than the 68% measured in 2003. In 2006 the jump was due to Green badge holders making more of their journeys on weekday days compared with 2003 (69% to 76%); the increase this time is mainly due to more Yellow badge holders making weekday time journeys than in 2006 (62% in 2006 rising to 75% in 2009). Now there is little difference between types of driver in regard to distribution of journeys made during different time periods, although Yellow badge drivers continue to make very slightly more of their trips at night than Green badge holders.

Table 15: Distribution of journeys by time of day / day of week

	----------2009----------			
Base: All trips	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**
Base size: - un-weighted	(4493)	(4000)	(493)	(5780)
- weighted	(4489)	(3980)	(509)	(5780)
	%	%	%	%
Monday - Friday (06.00 - 19.59) daytime	77	77	75	74
Saturday & Sunday (06.00 - 19.59) daytime	5	5	3	4
Monday - Thursday (20.00 - 21.59) evening	6	6	6	7
Friday (20.00 - 21.59) evening	1	1	2	2
Saturday & Sunday (20.00 - 21.59) evening	1	*	*	*
Monday - Thursday nights (22.00 - 05.59) night	8	8	10	8
Friday (22.00 – 05.59) night	1	1	2	2
Saturday (22.00 – 05.59) night	*	*	-	1
Sunday (22.00 – 05.59) night	*	*	-	*

- = zero
* = less than 0.5%
** = low base (less than 20)

In 2009, Taxi drivers were asked to identify for each trip the type of pick-up that it was. Interestingly, over two thirds of Yellow badge drivers' journeys are from ranks (70%), with almost a tenth each then coming from their radio circuit (9%), or from being hailed down (7%).

Green badge holders, on the other hand, rely far more on being hailed down (57%) with less than a third of their fares being picked up at ranks (30%) and – similar to Yellow badge holders - less than a tenth of their fares being picked up from the radio circuit they are a member of (8%).

Table 16: Distribution of journeys by type of pick-up

		----------2009----------		
Base: All trips		**Total 2009**	**Green Badge**	**Yellow Badge**
Base size:	- un-weighted	(4493)	(4000)	(493)
	- weighted	(4489)	(3980)	(509)
		%	%	%
Hail		52	57	7
Radio		8	8	9
Rank		34	30	70
Marshalled rank		1	1	1
Other		*	*	2
Not stated		5	4	12

- = zero
* = less than 0.5%
** = low base (less than 20)

The origin and destination of each trip was coded to one of the following five areas and for some tables combined into the five groups below, as in 2006. In 2003 six areas were used (Central London: Radial: Inner London: Outer London; Suburban Radial: Heathrow).

Areas

Central	=	within the *original* central Congestion Charge Zone (i.e. before the western extension)
Inner	=	within Inner London borough boundaries but outside the Congestion Charge Zone
Suburban	=	within Suburban borough boundaries except Heathrow
Heathrow	=	Heathrow airport
Outside	=	outside Greater London boundary (destination only)

Groups

Central & Inner	=	both origin & destination within central or inner London
Radial	=	Central or inner London to or from suburban London (including journeys to Heathrow)
Suburban	=	both origin & destination within suburban area (including journeys to Heathrow)
From Heathrow	=	from Heathrow (excluding journeys to destinations outside London)
To outside London	=	to destinations outside London

Table 17: Origin / Destination Base: All Taxi trips (excluding 'not stateds')

From:	To: Central Nos.	Inner Nos.	Suburban Nos.	Heathrow Nos.	Outside Nos.	Total Nos.	To: Central	Inner	Suburban	Heathrow	Outside	Total
Central	1329	910	62	13	-	2314	57%	39%	3%	1%	0%	100%
Inner	747	747	76	12	1	1583	47%	47%	5%	1%	0%	100%
Suburban	35	53	365	4	21	478	7%	11%	76%	1%	4%	100%
Heathrow	14	16	6	-	6	42	33%	38%	14%	0%	14%	100%
Total to:	2125	1726	509	29	28	4417	48%	39%	12%	1%	1%	100%

From:	To: Central	Inner	Suburban	Heathrow	Outside	Total	To: Central	Inner	Suburban	Heathrow	Outside	Total
Central	63%	53%	12%	45%	0%	52%	30%	21%	1%	*%	0%	52%
Inner	35%	43%	15%	41%	4%	36%	17%	17%	2%	*%	0%	36%
Suburban	2%	3%	72%	14%	75%	11%	1%	1%	8%	*%	0%	11%
Heathrow	1%	1%	1%	0%	21%	1%	*	*	*	0%	1%	1%
Total to:	100%	100%	100%	100%	100%	100%	48%	39%	12%	1%	1%	100%

The table opposite shows the distribution of trips by origin and destination based on the total number of trips. The great majority of trips take place within the Central and Inner areas and they account for 84% of all the recorded trips: 30% of all trips begin and end within the Central area, 17% begin in the Central area and end in the Inner area, 21% begin in the Inner area and end in the Central area, and 17% begin and end in the Inner area. The great majority of trips that begin in the Suburban area also end there (three in four)

In comparison with the figures recorded in 2006, slightly more taxi journeys were made within the Central area in 2009 (30% vs. 28%). The combined proportion of trips within the Central and Inner areas was also slightly higher (84% vs. 81%).

The vast majority of trips made by Green badge drivers fall within the Inner-Central areas (94%) and, in contrast, the great majority of Yellow badge trips are made within the Suburban area (70%). The pattern in 2009 is similar to that measured in 2006; except that Yellow badge holders made significantly fewer journeys within the Inner-Central area in 2009 (4% v 13%).

Table 18: Origin - Destination of journey by type of badge

	----------2009----------			
Base: All (excl. 'not stateds')	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**
Base size: - un-weighted	(4426)	(3971)	(457)	(5665)
- weighted	(4422)	(3951)	(473)	(5665)
	%	%	%	%
Inner - Central	84	94	4	81
Radial	6	5	14	7
Suburban	8	*	70	10
From Heathrow	1	1	-	1
To destinations outside London	1	1	4	1

- = zero
* = less than 0.5%
** = low base (less than 20)

The table below shows the breakdown of origin – destinations for each time of day/ day of week grouping. Central-Inner journeys were much more likely to be made weekday daytime, and Monday-Thursday evenings, whilst suburban trips were more apparent on Friday evenings. Radial trips were more evident at night.

This pattern was very similar to that recorded in 2006.

Table 19: Origin - Destination of journey by time of day (2009)

Base: All trips (minus not stated)	Total	Mon-Fri (06.00 - 19.59) daytime	Sat & Sun (06.00 - 19.59) daytime	Mon-Thu (20.00 - 21.59) evening	Friday (20.00 - 21.59) evening	Sat & Sun (20.00 - 21.59) evening	Mon-Thu (22.00 - 05.59) night	Friday (22.00 - 05.59) night	Saturday (22.00 - 05.59) night	Sunday (22.00 - 05.59) night
Base: unweighted	(4477)	(3392)	(209)	(273)	(42)	(24)	(364)	(65)	(11)**	(19)**
Base: weighted	4477)	(3388)	(208)	(273)	(42)	(24)	(364)	(65)	(11)**	(19)**
		%	%	%	%	%	%	%	%	%
Central & Inner	84	86	81	87	68	91	74	64	64	84
Radial	6	4	8	5	7	-	14	18	36	11
Suburban	8	8	2	7	24	9	11	16	-	5
From H'throw	1	1	8	*	-	-	*	-	-	-
Outside London	1	1	*	1	-	-	1	2	-	-

- = zero
* = less than 0.5%
** = low base (less than 20)

Of those trips where the respondents stated the payment type, most were paid for by cash in the taxi, and the proportion of fares paid in taxi was similar to 2006. However, the pattern differs significantly between Green and Yellow badge holders, with Taxicard accounting for a much higher proportion of the trips recorded by Yellow badge holders (26% v 2%).

Table 20: Type of journey payment

	2009			
Base: All trips (excluding not stateds)	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**
Base size: - un-weighted	(3508)	(3076)	(342)	(5509)
- weighted	(3504)	(3056)	(358)	(5509)
	%	%	%	%
In taxi - cash	87	92	70	n/a
In taxi - bankcard	1	1	2	n/a
In taxi - total	**88**	**93**	**72**	**87**
On account	8	8	3	9
Taxicard	4	2	26	4

- = zero
* = less than 0.5%
** = low base (less than 20)
n/a = not asked

Looking at the purpose of the journeys undertaken, a quarter of journeys involve taking passengers "to/from their usual work place", a lower proportion than in 2006 (31%), but about the same as the level measured in 2003 (27%). The drop since 2006 may reflect the impact of the economic downturn. Other changes between 2006 and 2009 were marginal. However, since 2003 trips to/from sport/entertainment/social events have declined significantly (from 23% to 18%).

The journey purpose profile for Green and Yellow badge holders in 2009 varies as follows: Yellow badge holders make a higher proportion of journeys to/from usual workplaces and for shopping trips but fewer journeys to a hotel/holiday home or involving other work/employer's business, compared to Green badge holders.

Table 21: Journey purpose

	----------2009----------				
Base: All trips (excluding not stateds)	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(4244)	(3791)	(454)	(5394)	(5354)
- weighted	(4241)	(3771)	(470)	(5394)	(5354)
	%	%	%	%	%
To/from usual workplace	26	25	36	31	27
Collect/deliver something	2	1	4	2	2
Other work/employer's business	17	18	10	15	16
To/from shopping	10	10	14	10	10
Use services/personal business	15	15	10	14	13
To/from sport/entertainment/social	18	19	16	19	23
To/from education	2	2	4	2	1
Hotel/holiday home	9	9	4	8	8
Accompanying/collecting someone	1	1	1	1	1

- = zero
* = less than 0.5%
** = low base (less than 20)

Looking at journey purpose by pick-up type, taxis are hailed down for trips to/from sport/entertainment/social events slightly more often than average, while more use is made of ranks and marshalled ranks for trips to hotels/holiday homes.

As could be expected, the journey purpose profile varies by time of day and day of week. Weekend journeys are very rarely for work purposes, but during the daytime are more likely to be made for sport/entertainment/social, hotel or shopping reasons. Evening/night and weekend journeys are more likely to be for recreational purposes.

Table 22: Journey purpose by day of week/time of day

	----------2009----------				
		Mon-Fri		Sat-Sun	
Base: All trips (excluding not stateds)	**Total 2009**	**6am-8pm**	**8pm-6am**	**6am-8pm**	**8pm-6am**
Base size: - un-weighted	(3790)	(2918)	(619)	(186)	(30)
- weighted	(3771)	(2903)	(616)	(185)	(30)
	%	%	%	%	%
To/from usual workplace	25	26	28	4	27
Collect/deliver something	1	2	*	1	-
Other work/employer's business	18	22	4	9	13
To/from shopping	10	11	3	20	-
Use services/personal business	15	16	12	12	7
To/from sport/entertainment/social	19	13	39	33	40
To/from education	2	2	*	1	-
Hotel/holiday home	9	8	13	19	13
Accompanying/collecting someone	1	1	*	1	-

- = zero
* = less than 0.5%
** = low base (less than 20)

The average journey takes 17 minutes, a decrease of 1 minute compared with 2006 and closer to the average duration measured in 2003. Just over a third of journeys last for 10 minutes or less (37%) and three quarters last for twenty minutes or less (75%). The main decreases compared with 2006 are in the proportion of journeys lasting between 21 and 50 minutes.

The average journey duration was somewhat longer amongst Green badge holders in 2009 (17 minutes compared to approximately 15.5 minutes among Yellow badge holders). In 2003 the average duration of a Green badge holders' journey was on average 4 minutes longer than an average Yellow badge holders' journey, but in 2006 any difference was negligible.

Table 23: Journey duration (time)

	----------2009----------				
Base: All trips	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(4493)	(4000)	(493)	(5780)	(5703)
- weighted	(4489)	(3980)	(509)	(5780)	(5703)
	%	%	%	%	%
Up to 5 minutes	10	9	20	9	11
6-10 minutes	27	26	29	25	28
11-20 minutes	38	39	29	36	38
21-30 minutes	15	15	11	17	14
31-40 minutes	6	5	7	7	4
41-50 minutes	2	2	2	3	2
51 minutes – one hour	1	1	1	1	1
One hour+	1	1	1	2	1
Not stated	1	1	-	1	1
Average duration (mins)	**16.8**	**17.0**	**15.6**	**18.0**	**16.3**

- = zero
* = less than 0.5%
** = low base (less than 20)

Looking at journey duration by origin/destination, the shortest average trip durations in the segments with large base sizes are those made in the Suburban and Central areas averaging 14 and 13 minutes in each case, similar to the averages in 2006 (14 and15 minutes respectively). Journeys from/to Inner areas (excluding Suburban/Heathrow origins or destinations) are also less than 20 minute, while journeys from the Central and Inner areas to Heathrow are just under an hour. There was little change relative to 2006.

Table 24: Average journey duration (time)

Base: All trips (excluding not stateds)

	To:				
From:	**Central** Base	**Inner** Base	**Suburban** Base	**Heathrow** Base	**Outside** Base
Central	1329	910	62	13**	-
Inner	747	747	76	12**	1**
Suburban	35	53	365	4**	21
Heathrow	14**	16**	6**	-	6**

	To:				
From:	**Central** Minutes	**Inner** Minutes	**Suburban** Minutes	**Heathrow** Minutes	**Outside** Minutes
Central	13	18	34	54	-
Inner	17	16	26	45	38
Suburban	38	26	14	48	13
Heathrow	96	62	11	-	42

- = zero
** = low base (less than 20)

The average distance travelled per journey was 2.9 miles, a 10% decrease since 2006, but the average time taken to cover 1 mile has remained the same (8.5 minutes v 8.6 minutes in 2006).

Distances travelled vary considerably by specific trip with 12% covering a distance of less than one mile, and 11% covering over 5 miles. Two thirds of all taxi trips were between 1 and 4 miles long (67%).

There was no difference in average distance travelled by type of driver in 2009. Around four fifths of both types of driver's trips are shorter than 4 miles, but significantly more Yellow badge drivers' trips are less than 1 mile (17% v 12%).

Table 25: Journey distance (miles)

	----------2009----------				
Base: All trips	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(4493)	(4000)	(493)	(5780)	(5703)
- weighted	(4489)	(3980)	(509)	(5780)	(5703)
	%	%	%	%	%
Up to 1 mile	12	12	17	9	12
1 mile – 1.9 miles	31	31	30	28	29
2 miles – 2.9 miles	22	23	17	23	22
3 miles – 3.9 miles	14	14	13	14	14
4 miles – 4.9 miles	7	7	6	9	8
5 miles – 5.9 miles	4	4	4	5	4
6 miles – 6.9 miles	2	2	4	3	2
7 miles – 7.9 miles	1	1	2	2	1
8 miles – 8.9 miles	1	1	2	1	1
9 miles – 9.9 miles	1	1	2	1	1
10 miles+	2	2	2	3	3
Not stated	2	2	1	3	3
Average distance (miles)	**2.9**	**2.9**	**3.0**	**3.2**	**2.6**

- = zero
* = less than 0.5%
** = low base (less than 20)

The table below shows journey distance by average journey duration. Journeys of under 2 miles are completed in around 10 minutes. Journeys of under 5 miles are completed in less than 25 minutes. Compared with 2006 the average time taken to complete journeys of between 1 and 5 miles has decreased marginally, but the time taken to complete journeys over 5 miles (and less than 1 mile) has increased slightly.

Table 26: Journey distance (miles) by duration (minutes)

Base: All trips	2009 Average Journey Duration	2006 Average Journey Duration	2003 Average Journey Duration
Base size - un-weighted	(4493)	(5780)	(5703)
- weighted	(4493)	(5780)	(5703)
	minutes	minutes	minutes
Up to 1 mile	10.0	7.4	6.8
1 mile – 1.9 miles	9.9	10.4	10.0
2 miles – 2.9 miles	14.0	15.2	14.7
3 miles – 3.9 miles	19.1	20.0	18.0
4 miles – 4.9 miles	22.8	24.7	23.7
5 miles – 5.9 miles	33.0	29.8	26.9
6 miles – 6.9 miles	33.6	30.1	30.9
7 miles – 7.9 miles	38.5	35.3	32.9
8 miles – 8.9 miles	38.5	39.4	39.3
9 miles – 9.9 miles	43.1	37.4	43.0
10 miles – 19.9 miles	57.1	47.4	46.0
20 miles – 29.9 miles	80.2	62.5	55.1
30 miles +	66.0	61.3	94.9

- = zero
* = less than 0.5%
** = low base (less than 20)

6.5 Taxi Fares

The average fare paid is £12.80, an increase of 14% compared with 2006. This follows an increase of 21% between 2003 and 2006. In 2009, the average Green badge trip fare is 16% higher than the average Yellow badge trip fare (£13.00 v £11.24).

Table 27: Fare paid

	----------2009----------				
Base: All trips	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size - un-weighted	(4493)	(4000)	(493)	(5780)	(5703)
- weighted	(4489)	(3980)	(509)	(5780)	(5703)
	%	%	%	%	%
Up to £3.00	*	*	*	1	2
£3.01-£5.00	12	11	19	15	22
£5.01-£7.00	19	19	19	22	22
£7.01-£10.00	26	27	21	25	23
£10.01-£15.00	24	24	23	21	17
£15.01-£20.00	8	8	4	7	6
£20.01-£25.00	4	4	6	4	2
£25.01-£30.00	2	2	3	2	1
More than £30.00	4	4	4	4	3
Average fare	**£12.80**	**£13.00**	**£11.24**	**£11.25**	**£9.28**

- = zero
* = less than 0.5%
** = low base (less than 20)

The average amount charged per mile is almost 20% higher for Green badge holders at £4.50 per mile driven, compared to £3.80 per mile driven for Yellow badge holders.

Looking at the fare paid by origin/destination, the lowest average fare is paid for journeys made entirely within Suburban boroughs (£9.68), followed by for those made entirely within the Central zone (£10.02). The highest average fares are paid for journeys starting or finishing at Heathrow.

In comparison with 2006, the average fare for journeys from Inner boroughs to Suburban boroughs has increased steeply (£17.57 to £29.45). Fares for these journeys have increased relatively more than for other types of journeys. Other examples of quite large changes in average fare were derived from very small bases either in 2009 or 2006, and therefore should be treated with caution.

Table 28: Average fare paid by origin - destination

Base: All trips (excluding not stateds)

From:	Central Base	Inner Base	To: Suburban Base	Heathrow Base	Outside Base
Central	1329	910	62	13**	-
Inner	747	747	76	12**	1**
Suburban	35	53	365	4**	21
Heathrow	14**	16**	6**	-	6**

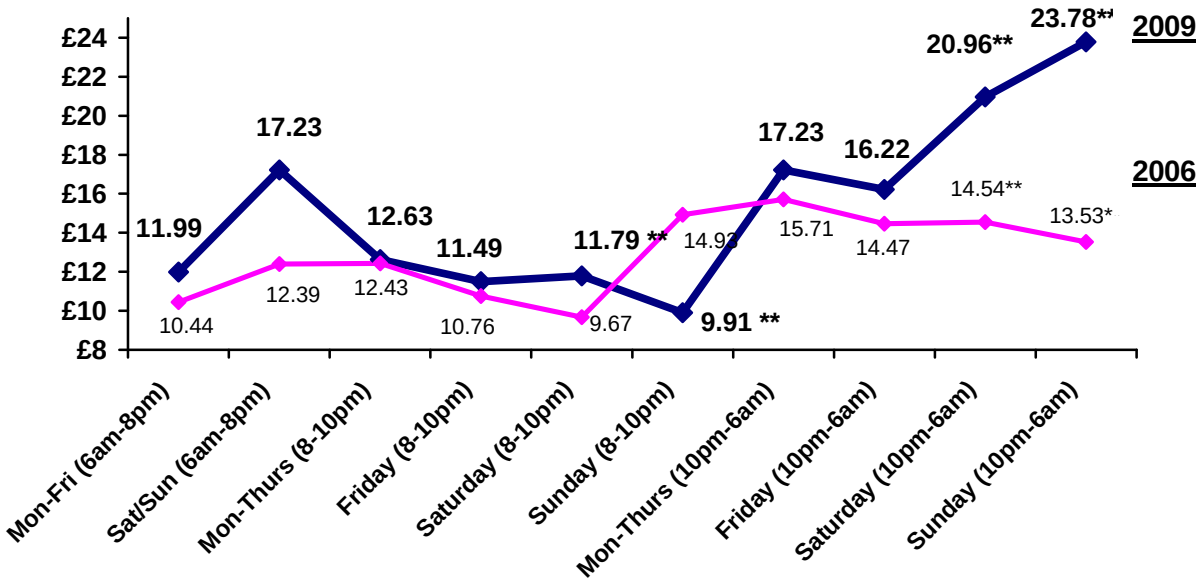
From:	Central	Inner	To: Suburban	Heathrow	Outside
Central	£10.02	£13.62	£30.09	£58.35	-
Inner	£11.95	£10.77	£29.45	£55.80	£54.00
Suburban	£28.37	£18.32	£9.68	£47.25	£12.01
Heathrow	£59.87	£54.25	£9.88	-	£78.73

- = zero
* = less than 0.5%
** = low base (less than 20)

The table below shows the average fare paid by time period. The lowest average fares in 2009 were recorded for Friday, Saturday and Sunday evenings at £11.49, £11.79 and £9.91 respectively.

The highest average fares were for trips made on Saturday and Sunday nights (£23.78 and £20.96) which have risen steeply since 2006. However, it is important to note that these averages were calculated on small base sizes. Also registering higher average fares in 2009 were the weekend daytime, recording an average fare of £17.23.

Table 29: Average fare paid by time band



- = zero
* = less than 0.5%
** = low base (less than 20)

NB: The Saturday night average fare is calculated from a base of 11 trips, while the Sunday night average is derived from a base of 20 trips.

Average fares paid by origin/destination and by time period are shown below. Suburban and Inner-Central fares are cheapest, whilst fares for journeys from Heathrow for all time periods are the most expensive (with the exception of a £90.00 weekend trip outside London which was based on just one journey).

The timeband 22.00-05.59 generally shows the highest average fares across all areas.

Table 30: Average fare paid by origin - destination by time band

	Inner / Central	Radial	Suburban	From Heathrow	To Outside London
Mon-Fri 06.00-19.59 day	£11.05	£28.56	£9.34	£43.93	£27.27
Mon-Thurs 20.00-21.59 evening	£11.63	£33.76	£9.30	£65.00**	£13.90**
Friday 20.00-21.59 evening	£11.03	£26.93**	£8.32	-	-
Mon-Thurs 22.00-05.59 night	£14.74	£32.09	£12.80	£68.00**	£25.64**
Sat-Sun 06.00-19.59 day	£11.82	£26.14	£11.12**	£57.75	£90.00**
Sat-Sun 20.00-21.59 evening	£8.35	-	£14.40**	-	-
Friday 22.00-05.59 night	£12.96	£27.38	£8.28	-	£18.00**
Sat night 22.00-05.59 night	£20.60**	£29.35**	-	-	-
Sun night 22.00-05.59 night	£18.65	£44.10**	£6.80**	-	-

- = zero trips
* = less than 0.5%
** = low base (less than 20)

Looking at the average fare paid by distance travelled, the greatest increases since 2006 are for journeys that are 6-7 miles long, with that fare increasing by 20%, and for journeys over 10 miles long, with those fare increasing by 31% on average.

Between 2003 and 2006 the biggest increases were for journeys under 2 miles, where the increases were of the order 23-25%. These shorter journeys delivered increases of 7-11% over the last three years.

Table 31: Journey distance by average fare paid

	2009 Average Fare	2006 Average Fare	2003 Average Fare
All trips	**£12.80**	**£11.25**	**£9.28**
Up to 1 mile	£5.20	£4.81	£3.84
1 mile – 1.9 miles	£7.22	£6.46	£5.30
2 miles – 2.9 miles	£10.14	£8.74	£7.67
3 miles – 3.9 miles	£12.67	£11.58	£10.16
4 miles – 4.9 miles	£16.30	£13.95	£12.70
5 miles – 5.9 miles	£19.92	£17.38	£15.43
6 miles – 6.9 miles	£23.41	£19.56	£18.36
7 miles – 7.9 miles	£27.92	£24.09	£20.34
8 miles – 8.9 miles	£26.68	£26.51	£23.55
9 miles – 9.9 miles	£34.05	£29.96	£26.70
10 miles+	£53.11	£40.69	£38.85
Average (mile)	**2.91**	**3.22**	**2.56**

- = zero
* = less than 0.5%
** = low base (less than 20)

Around one in ten (11%) trips recorded an “extra” charge on top of the base fare. The average amount of the “extra” charge was £1.33p, for those trips with extras. Similar proportions of Green and Yellow badge holder journeys incurred an “extra” charge in 2009: 11% of Green badge and 10% of Yellow badge holder journeys.

As in 2006, a higher proportion of journeys to and from Heathrow recorded an extra charge (66% compared with 11% overall).

6.6 Passenger Profiles

In two out of three trips (65%), there was just the one passenger in the taxi, as was the case in 2006. Multiple occupancy is more prevalent on trips made for leisure purposes (44% one only) and at weekends during the evening (33% one only) and night-time (38% one only).

Yellow badge holders were more likely to take just one passenger than Green badge holders (72% v 65%).

Table 32: Number of passengers in taxi

	----------2009----------				
Base: All trips	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**	**Total 2003**
Base size: - un-weighted	(4493)	(4000)	(493)	(5780)	(5703)
- weighted	(4489)	(3980)	(509)	(5780)	(5703)
	%	%	%	%	%
None	1	1	-	*	*
One	65	65	72	66	62
Two	23	23	21	23	24
Three	6	7	4	6	6
Four	3	3	2	3	4
Five	1	1	*	1	1
Not stated	-	-	-	1	2
Average number of passenger	**1.5**	**1.5**	**1.4**	**1.5**	**1.5**

- = zero
* = less than 0.5%
** = low base (less than 20)

Looking at the demographic profile of passengers carried in 2009, just over half were male (56%) - the same as in 2006. Passengers carried by Green badge holders were more likely to be male (56% v 51%).

Table 33: Passenger gender

Base: All passengers	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
	----------2009----------				
Base size: - un-weighted	(6758)	(6082)	(676)	(8508)	(8548)
- weighted	(6750)	(6052)	(698)	(8467)	(8593)
	%	%	%	%	%
Male	56	56	51	56	54
Female	44	43	47	43	46
Not stated	1	1	1	1	-

- = zero
* = less than 0.5%
** = low base (less than 20)

The table below shows the passenger gender by origin/destination of the trip. Journeys within Suburban areas were more likely to be made by female passengers, the same pattern as reported in the 2006 survey.

Table 34: Passenger gender by origin - destination

	Total		Inner / Central		Radial		Suburban		From Heathrow		To Outside London	
	'09	'06	'09	'06	'09	'06	'09	'06	'09	'06	'09	'06
Base size: - unweighted	6704	8441	5671	6368	348	599	493	1171	69	67	33	67
Base size: - weighted	6696	8420	5643	6716	350	587	508	811	69	66	34	62
Male	56	57	56	58	63	59	49	46	64	59	68	71
Female	44	43	44	42	38	41	51	54	36	39	32	29

- = zero
* = less than 0.5%
** = low base (less than 20)

Looking at passenger gender by time of day, the profile for those passengers travelling during the weekday daytime (06.00 – 18.00) is the same as those travelling in the evening/at night (weekday or weekend), with 56% being male and 43% female. During weekend daytimes the male/female split is more even, but male passengers are still just in the majority (51% male v 48% female).

Table 35: Passenger gender by time of day / day of week

Base: All passengers	Total 2009 & 2006		Mon – Fri 6am – 8pm		Sat/Sun 6am – 8pm		Night 8pm – 6am	
Base size: - un-weighted	(6758)	(8508)	(5012)	(5965)	(372)	(597)	(1326)	(1928)
- weighted	(6750)	(8508)	(5006)	(6093)	(371)	(430)	(1325)	(1956)
	'09	'06	'09	'06	'09	'06	'09	'06
	%	%	%	%	%	%	%	%
Male	56	56	56	57	51	49	56	56
Female	44	43	43	42	48	50	44	43

Children aged 15 years or under represent a very small proportion of the passengers carried, as do those aged 60+ years. Yellow badge taxi drivers are much more likely to carry passengers aged 60 or over, than Green badge holders. The patterns were very similar in 2009 to those recorded in 2006.

Table 36: Passenger age

	----------2009----------				
Base: All passengers	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base size: - un-weighted	(6404)	(5772)	(633)	(8080)	(8548)
- weighted	(6396)	(5742)	(655)	(8059)	(8593)
	%	%	%	%	%
Under 6	2	2	3	1	1
6-15	3	3	3	3	3
16-59	85	86	77	87	88
60+	9	9	17	9	6

- = zero
* = less than 0.5%
** = low base (less than 20)

The table below shows passenger age by type of journey route. Children are least likely to be passengers on taxi journeys from Heathrow and to destinations outside London. Older people (aged 60+) comprise a fifth of all passengers in Suburban journeys and almost a tenth of passengers to destinations outside London (9%) and in Inner-Central London (9%).

Table 37: Passenger age by origin- destination

Base: All passengers	All	Inner-Central	Radial	Suburban	From Heathrow	Destinations outside London
Base size: - unweighted	**6404**	**5412**	**335**	**468**	**67**	**32**
Base size: - weighted	**6396**	**5384**	**337**	**483**	**67**	**33**
	%	%	%	%	%	%
0-6	2	2	1	3	0	0
6-15	3	3	2	4	1	0
16-59	85	86	90	73	94	91
60+	9	9	8	20	4	9

- = zero
* = less than 0.5%
** = low base (less than 20)

In nearly two thirds of cases, the residency of the main taxi passenger was within the Greater London area. A fifth were resident elsewhere in the UK and one in six lived overseas. Green badge holders were much more likely to be carrying passengers from overseas, whilst Yellow badge holders carried a much higher proportion of passengers who lived in Greater London.

Overseas passengers, as to be expected, were much more evident on journeys that originated or finished at Heathrow, (56%).

Table 38: Residency of main passenger

	2009			
Base: All trips	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**
Base size - un-weighted	(4336)	(3850)	(486)	(5549)
- weighted	(4332)	(3830)	(502)	(5549)
	%	%	%	%
Within Greater London	64	60	85	66
Rest of UK	20	21	10	19
Overseas	17	18	5	15

- = zero
* = less than 0.5%
** = low base (less than 20)

In 2009, just 2% of taxi passengers carried were registered disabled (but not wheelchair users) and 1% were wheelchair users. These passengers were almost exclusively travelling in taxis driven by Yellow badge holders.

Table 39: Whether passenger is registered disabled or a wheelchair user

	2009			
Base: All passengers	**Total 2009**	**Green Badge**	**Yellow Badge**	**Total 2006**
Base size: - un-weighted	(6758)	(6082)	(676)	(8508)
- weighted	(6750)	(6052)	(698)	(8508)
	%	%	%	%
Registered disabled (not wheelchair user)	2	1	11	3
Wheelchair user	1	*	2	1
Not disabled	97	99	88	97

7 PHV Market

7.1 Driver Profiles

The information reported in this section covers all those recruited to take part in the survey, not just those who returned a completed diary. Comparisons have been made with 2006 survey results where relevant, but not against the 2003 survey, as the methodology for the latter is not directly comparable.

The vast majority of both minicab and chauffeur drivers were male (97% and 96% respectively).

Minicab drivers had started driving most recently, they were more likely to have been driving for less than two years (30%), compared to chauffeur/executive drivers (10%). Only 8% of minicab drivers surveyed had worked in the trade more than 20 years compared to 18% of chauffeur/executive drivers. The proportion of minicab drivers working more than 20 years has increased since the 2006 survey, so given this change in the profile some care is needed when interpreting changes between the surveys. Similarly, the proportion of experienced chauffeur/executive drivers has increased between the years.

Table 40: Number of years worked as a PHV Driver

Base: All drivers	**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size: - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
Less than 2 years	30	26	10	35
2 - 5 years	34	34	34	26
6 - 10 years	14	21	24	15
11 - 15 years	12	9	10	10
16 - 20 years	2	5	5	8
Over 20 years	8	4	18	7

- = zero
* = less than 0.5%
** = low base (less than 20)

The age profile of chauffeur/executive drivers is very similar to that of Taxi Drivers, but minicab drivers are considerably younger. Over four in ten minicab drivers (43%) were younger than 45 years, compared to three in ten (30% of) chauffeur/executive drivers and 28% of taxi drivers. Conversely, while exactly four in ten taxi drivers were 55 years or over, just a quarter of minicab drivers fell in this age range but 38% of chauffeur/executive drivers were 55 years or older.

Table 41: Age of driver

Base: All drivers		Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size	- un-weighted	(262)	(256)	(113)	(104)
	- weighted	(262)	(268)	(113)	(112)
		%	%	%	%
17-24		2	1	-	2
25-34		13	13	6	10
35-44		28	35	24	26
45-54		30	31	32	29
55-64		20	13	26	27
65+		6	7	12	6

- = zero
* = less than 0.5%
** = low base (less than 20)

Both minicab and chauffeur/executive drivers were more ethnically diverse than taxi drivers. There was a wide variation in ethnic background across the different trades, chauffeur/ executive drivers were more likely to be white than minicab drivers (74% vs. 48%), and a greater proportion of minicab drivers were Asian (35% vs. 17%).

When the 2009 figures are compared with 2006 results, there were more white drivers in 2009, level proportions of Asian drivers and relatively fewer drivers from African backgrounds.

Table 42: Ethnic origin

Base: All PHV drivers		Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size	- un-weighted	(262)	(256)	(113)	(104)
	- weighted	(262)	(268)	(113)	(112)
		%	%	%	%
British/Irish/Other White		48	41	74	63
Asian		35	36	17	19
African		6	14	6	9
Caribbean		2	2	0	*
Mixed		5	1	0	0
Other		3	5	3	9

- = zero
* = less than 0.5%
** = low base (less than 20)

The vast majority of drivers had no other paid employment, breaking down to 89% of minicab drivers and 92% of chauffeur/executive drivers.

Amongst the minority of drivers who had other paid employment, this other work accounted for around half their income. The situation is similar for both minicab drivers (50%) and Chauffeur/executive drivers (54%).

Table 43: Proportion of income from other jobs

Base: All with other paid work	**Minicab 2009**	**Minicab 2009**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size: - un-weighted	(28)**	(24)**	(9)**	(9)**
- weighted	(28)**	(23)**	(9)**	(7)**
	%	%	%	%
20% or less	22	9	35	20
21-50%	21	43	11	40
51-70%	14	11	11	20
71-90%	18	22	22	20
91-100%	7	5	11	1
Refused/DK	18	5	11	0
Average %	**50**	**52**	**54**	**54**

- = zero
* = less than 0.5%
** = low base (less than 20)

It is worth noting that whilst nearly all were prepared to answer the question about whether or not they had any other paid employment, some drivers were not prepared to say how much of their income came from other employment (more so than in 2006).

7.2 Driver Working Patterns

At recruitment stage, the drivers were asked a number of questions about their typical working patterns.

Chauffeur/executive drivers worked more hours per week on average (48 hours), compared to minicab drivers (42 hours). In particular, larger proportions of chauffeur/executive drivers worked over 40 hours a week compared to minicab drivers (66% v 52%). In both sectors, the average number of hours worked a week is similar to 2006.

Table 44: Number of hours worked per week

Base: All PHV drivers		**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2009**
Base size	- un-weighted	(262)	(256)	(113)	(104)
	- weighted	(262)	(268)	(113)	(112)
		%	%	%	%
10 hours or less		4	*	4	2
11-20 hours		10	10	6	2
21-30 hours		15	17	9	15
31-40 hours		19	25	14	11
41-50 hours		23	26	25	25
51-60 hours		21	16	28	25
60+ hours		8	7	13	20
Average hours worked per week		**42.0**	**41.9**	**47.8**	**49.6**

- = zero
* = less than 0.5%
** = low base (less than 20)

The average number of days worked per week was also similar to the 2006 finding, at five days a week. A majority of drivers work either 5 or 6 days a week.

There is little difference between minicab and chauffeur/executive drivers. Chauffeur/executive drivers worked slightly more and minicab drivers slightly less than 5 days a week on average. More chauffeur/executive drivers worked 6 or 7 days a week (almost four in ten), as opposed to three in ten minicab drivers who did the same.

Table 45: Number of days worked per week

Base: All PHV drivers		Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size	- un-weighted	(262)	(256)	(113)	(104)
	- weighted	(262)	(268)	(113)	(112)
		%	%	%	%
1		1	-	1	*
2		8	3	4	3
3		9	8	6	8
4		9	12	9	8
5		45	47	42	49
6		22	27	29	28
7		6	4	9	3
Average number of days		**4.8**	**4.9**	**5.1**	**5.0**

- = zero
* = less than 0.5%
** = low base (less than 20)

The average number of weeks worked per year has declined slightly from the level reported in 2006, and this decline was most apparent in the minicab sector. This year for the first time, a difference in the average number of weeks worked per year was observable between minicab drivers and chauffeur/executive drivers: with minicab drivers, on average, working two weeks less than chauffeur drivers. Four in ten minicab drivers work less than 43 weeks a year (41%), compared to just three in ten chauffeur/executive drivers (29%).

Table 46: Number of weeks worked per year

Base: All PHV drivers		Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size	- un-weighted	(262)	(256)	(113)	(104)
	- weighted	(262)	(268)	(113)	(112)
		%	%	%	%
24 weeks or less		5	3	6	3
25-30 weeks		6	5	5	8
31-36 weeks		5	3	2	-
37-42 weeks		22	19	15	15
43-48 weeks		44	50	50	43
49-52 weeks		18	20	22	32
Average no. of weeks		**42.0**	**43.9**	**43.9**	**44.6**

- = zero
* = less than 0.5%
** = low base (less than 20)

Drivers were also asked about the percentage of hours worked during each timeband. Two thirds of total hours worked by minicabs were during Monday-Friday daytimes (06.00 -19.59), and this proportion rose to seven in ten among chauffeur/executive drivers.

Minicab drivers were slightly more likely to work during Friday and Saturday night.

Table 47: Share of hours worked by time band – claimed at recruitment stage

Base: All PHV drivers	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size: - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
Monday-Friday (06.00 - 19.59) daytime	66	60	71	69
Saturday and Sunday (06.00 - 19.59) daytime	10	7	10	8
Monday-Thursday (20.00 - 21.59) evening	4	6	5	7
Friday (20.00 - 21.59) evening	2	2	1	1
Saturday & Sunday (20.00 - 21.59) evening	2	2	1	1
Monday-Thursday (22.00 - 05.59) night	8	12	8	9
Friday (22.00 - 05.59) night	3	5	2	2
Saturday (22.00 - 05.59) night	3	4	1	1
Sunday (22.00 - 05.59) night	1	1	1	1

- = zero
* = less than 0.5%
** = low base (less than 20)

The drivers also claimed a higher average number of trips per shift at recruitment stage, compared with the number reported in the diaries, although the gap between the estimate and the actual recorded in the diaries was not as wide as that for taxi drivers – an average of 8.7 trips estimated by minicab compares with average of 7.9 recorded in the diary, and the corresponding figures for chauffeur/executive drivers were 4.6 and 3.8 respectively.

Table 48: Number of trips per shift - claimed at recruitment stage

Base: All PHV drivers	**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
5 or less	31	21	70	73
6-9	32	29	23	20
10-14	23	26	6	7
15-19	10	11	-	-
20-24	3	9	1	-
25-29	1	3	-	-
30+	1	1	-	-
Average number of trips – claimed	**8.7**	**10.4**	**4.6**	**5.0**
Average number of trips – actual (from diary)	**7.9**	**8.6**	**3.8**	**4.1**

- = zero
* = less than 0.5%
** = low base (less than 20)

7.3 Shift Activities

All the information presented in this (and the following) section(s) is taken from the diaries completed by the drivers (over a two-day period). For each trip made, the driver was asked to record:

- date of journey
- time picked up/dropped off
- type of job – payment type (cash, bankcard, Taxicard, on account)
- the origin and destination address
- journey distance (mileage) and duration (time)
- fare paid
- passenger's journey purpose
- number, age and gender of passengers, and whether registered disabled/ wheelchair user (latter asked by the driver)
- residency of main passenger (asked by the driver)

Using this diary information, a complete breakdown of driver activity during each working shift, and the profile of journeys undertaken can be obtained.

The average shift recorded in the diary by minicab drivers was nine hours long, by chauffeur/executive drivers 11 hours. This was similar to the 2006 results, although in both cases slightly longer.

Minicab shifts involved a total of eight trips on average – a modest downturn since 2006 – so approximately one trip per hour. The pattern in the chauffeur/executive sector was markedly different, with four trips per shift (therefore only about one trip per three hours).

Shift lengths are much higher than indicated at recruitment, and are higher than in the taxi sector.

Table 49: Number of trips per shift

Base: All PHV Shifts	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size: - un-weighted	(252)	(262)	(124)	(124)
- weighted	(252)	(263)	(124)	(138)
	%	%	%	%
1	1	1	11	11
2	3	2	20	20
3	2	5	20	11
4	11	8	22	23
5	9	10	10	12
6	12	11	6	7
7	12	11	4	5
8	9	11	3	6
9	10	10	1	4
10	10	8	1	1
11	4	4	-	-
12	6	6	-	-
13	3	2	-	-
14	2	2	-	-
15	2	3	-	-
16	*	*	-	-
17	*	2	-	-
18	*	1	2	-
19	*	1	-	-
20	-	1	-	-
21	-	*	-	-
22+	1	3	-	-
Average number of trips	**7.9**	**8.6**	**3.8**	**4.1**
Average shift (hours)	**9.1**	**8.5**	**10.5**	**10.1**

7.4 Journeys Undertaken

Information from the diaries has also been analysed to provide a detailed breakdown of all fare earning journeys undertaken by drivers participating in the survey.

Looking first at the distribution of journeys by time of day and day of week, nearly two thirds start during the weekday daytime period (Monday-Friday, 06.00-19.59) – 62% for minicab and 64% for chauffeur/executive drivers. Chauffeur/executive drivers work a lot more on Monday-Thursday evenings and nights than minicab drivers, but less on Friday and Saturday nights.

Table 50: Distribution of journeys by time of day/day of week

Base: All trips		**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size:	- un-weighted	(1992)	(2256)	(474)	(522)
	- weighted	(1992)	(2231)	(474)	(549)
		%	%	%	
Monday-Friday (06.00 - 19.59) daytime		62	60	64	72
Saturday and Sunday (06.00 - 19.59) daytime		9	6	9	7
Monday-Thursday (20.00 - 21.59) evening		5	5	7	5
Friday (20.00 - 21.59) evening		2	2	1	*
Saturday & Sunday (20.00 - 21.59) evening		2	1	1	0
Monday-Thursday nights (22.00 - 05.59) night		9	11	16	10
Friday night (22.00 - 05.59) night		5	6	*	4
Saturday night (22.00 - 05.59) night		4	6	1	1
Sunday night (22.00 - 05.59) night		1	3	2	*

- = zero
* = less than 0.5%
** = low base (less than 20)

In 2009, drivers were asked to identify for each trip the type of pick-up that it was. The results show that almost half of all minicab trips are from home addresses and just over a third of executive/chauffeur trips. Amongst chauffeur/executive journeys the split is more even between pick-ups from home addresses and from office/commercial buildings.

Less than a fifth of minicab journeys leave straight from the cab-office (16%), and no chauffeur/executive journeys.

Table 51: Distribution of journeys by type of pick-up

Base: All trips		**Minicab 2009**	**Chauffeur-Executive 2009**
Base size:	- un-weighted	(1990)	(434)
	- weighted	(1990)	(434)
		%	%
Home address		47	35
Cab office		17	0
Office/commercial building		18	38
Street location		6	2
Night venue		3	3
Other		9	21

- = zero
* = less than 0.5%
** = low base (less than 20)

The origin and destination of each trip was coded to one of the following five areas and for some tables combined into the five groups below, as in 2006. In 2003 six areas were used (Central London: Radial: Inner London: Outer London; Suburban Radial: Heathrow).

Areas

Central	=	within the *original* central Congestion Charge Zone
Inner	=	within Inner London borough boundaries but outside the original Congestion Charge Zone
Suburban	=	within Suburban borough boundaries except Heathrow
Heathrow	=	Heathrow airport
Outside	=	outside Greater London boundary

Groups

Central & Inner	=	both origin & destination within central or inner London
Radial	=	Central or inner London to or from suburban London (including journeys to Heathrow)
Suburban	=	both origin & destination within suburban area (including journeys to Heathrow)
From Heathrow	=	from Heathrow (excluding journeys to destinations outside London)
To outside London	=	to/from origins/destinations outside London

Table 52: Origin / Destination of Trips: Minicab

Base: All Minicab trips (excluding 'not stateds')

	To:											
	Central	Inner	Suburban	Heathrow	Outside	Total	Central	Inner	Suburban	Heathrow	Outside	Total
	Nos.	Nos.	Nos.	Nos.	Nos.	Nos.						
From:												
Central	34	48	23	5	3	113	30%	42%	20%	4%	3%	100%
Inner	73	288	86	10	17	474	15%	61%	18%	2%	4%	100%
Suburban	28	84	1019	23	80	1234	2%	7%	83%	2%	6%	100%
Heathrow	-	1	24	-	7	32	0%	3%	75%	0%	22%	100%
Outside	-	3	36	4	18	61	0%	5%	59%	7%	30%	100%
Total to:	136	424	1188	42	125	1914	7%	22%	62%	2%	7%	100%

	To:											
	Central	Inner	Suburban	Heathrow	Outside	Total	Central	Inner	Suburban	Heathrow	Outside	Total
From:												
Central	25%	11%	2%	12%	2%	8%	2%	3%	1%	*%	*%	6%
Inner	54%	68%	7%	24%	14%	23%	4%	15%	4%	*%	1%	25%
Suburban	21%	20%	86%	55%	64%	65%	1%	4%	53%	1%	4%	64%
Heathrow	0%	0%	2%	0%	6%	2%	0%	*%	1%	0%	*%	2%
Outside	0%	1%	3%	10%	14%	3%	0%	*%	2%	*%	1%	3%
Total to:	100%	100%	100%	100%	100%	100%	7%	23%	62%	2%	7%	100%

Table 53: Origin / Destination of Trips: Chauffeur/Executive

Base: All Chauffeur/Executive trips (excluding 'not stateds')

	To: Central	Inner	Suburban	Heathrow	Outside	Total
	Nos.	Nos.	Nos.	Nos.	Nos.	Nos.
From:						
Central	28	30	15	17	16	106
Inner	23	26	17	27	15	108
Suburban	21	16	49	21	21	128
Heathrow	0	19	36	-	16	71
Outside	6	9	9	11	13	48
Total to:	78	100	126	76	81	461

	To: Central	Inner	Suburban	Heathrow	Outside	Total
From:						
Central	26%	28%	14%	16%	15%	100%
Inner	21%	24%	16%	25%	14%	100%
Suburban	16%	13%	38%	16%	16%	100%
Heathrow	0%	27%	51%	-	23%	100%
Outside	13%	19%	19%	23%	27%	100%
Total to:	17%	22%	27%	16%	18%	100%

	To: Central	Inner	Suburban	Heathrow	Outside	Total
From:						
Central	36%	30%	12%	22%	20%	23%
Inner	29%	26%	13%	36%	19%	23%
Suburban	27%	16%	39%	28%	26%	28%
Heathrow	0%	17%	29%	-	20%	15%
Outside	8%	9%	7%	14%	16%	10%
Total to:	100%	100%	100%	100%	100%	100%

	To: Central	Inner	Suburban	Heathrow	Outside	Total
From:						
Central	6%	7%	3%	4%	3%	23%
Inner	5%	6%	4%	6%	3%	23%
Suburban	5%	3%	11%	5%	5%	28%
Heathrow	0%	4%	8%	-	3%	15%
Outside	1%	2%	2%	2%	3%	10%
Total to:	17%	22%	27%	16%	18%	100%

The origin - destination of journeys was coded to the same areas as taxi journeys.

Over half of minicab trips take place entirely within the Suburban area (53%), 15% of trips occur just in the Inner boroughs and 24% of trips occur within the Inner and Central areas combined.

The pattern of origin and destination is a lot more dispersed when looking at trips by chauffeur/executive drivers, with far fewer taking place entirely within the suburban area (11%). 23% of trips take place entirely within the Central and Inner areas combined, and the remainder are longer trips with higher proportions of journeys involving Heathrow or destinations outside London than amongst minicab drivers.

There is a dramatic difference between minicab and chauffeur/executive journeys in terms of payment type. Three quarters of chauffeur/executive trips are on account (77%); compared to less than a fifth of minicab trips (17%). On the other hand, 83% of minicab trips are paid for in the car, almost all by cash.

Table 54: Type of Journey payment

Base: All trips (excluding not stateds)	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size: - un-weighted	(1779)	(2066)	(395)	(499)
- weighted	(1779)	(2041)	(395)	(526)
	%	%	%	%
In car - total	**83**	**87**	**23**	**26**
Cash	82	N/A	19	N/A
Bankcard	1	N/A	4	N/A
On account	17	10	77	69
Taxicard/Capital Call	0	3	0	5

- = zero
* = less than 0.5%
** = low base (less than 20)

Almost all minicab fares are paid at the end of the journey, whilst most chauffeur/executive fares are paid at the office.

Table 55: When paid

Base: All trips (excluding not stateds)	Minicab 2009	Chauffeur-Executive 2009
Base size: - un-weighted	(1624)	(265)
- weighted	(1624)	(265)
	%	%
Operator/ Cab Office	11	66
Paid at start of journey	2	3
Paid at end of journey	87	31

Looking at the purpose of journeys undertaken, one in four minicab journeys involve taking the passenger to or from their usual work place and almost as many trips are made for using services/ personal business. The distribution of journey purposes in 2009 was very similar to the profile recorded in 2006, with the exception of fewer trips for sport/ entertainment/social objectives.

Chauffeur/executive drivers reported a higher incidence of journeys work purposes, notably for trips made on the employer's business.

Table 56: Journey Purpose

Base: All trips	Minicab 2009	Minicab 2006	Chauffeur Executive 2009	Chauffeur Executive 2006
Base size: - un-weighted	(1751)	(2005)	(418)	(495)
- weighted	(1751)	(1980)	(418)	(522)
	%	%	%	%
To/from usual workplace	24	23	22	25
Collect/deliver something	4	2	3	3
Other work/employer's business	9	6	40	37
To/from shopping	12	12	1	1
Use services/personal business	21	20	10	16
To/from sport/entertainment/social	18	29	8	7
To/from education	6	3	1	1
Hotel/holiday home	5	4	10	6
Accompanying/collecting someone	2	1	5	4

- = zero
* = less than 0.5%
** = low base (less than 20)

Looking at journey purpose by the day of week and time of day, 'going to and from work' is the highest mentioned reason for taking a minicab journey during the week, although the proportion of commuting journeys was actually slightly higher in the evening/at night. Weekday evenings and nights tended to see a higher proportion of journeys for social purposes.

At the weekends, both during the day and night, the highest proportion of minicab trips are made for sport/entertainment/social purposes, followed by shopping trips during weekend days and personal business on weekend nights. Compared to 2006, more trips were made in 2009 for shopping purposes on weekend days and fewer trips were made for sport/entertainment/social purposes.

Table 57: Journey purpose by day of week/time band - Minicab

		Monday – Friday		Saturday/Sunday	
Base: All trips excluding not stated	**Total 2009**	**6am-8pm**	**8pm-6am**	**6am-8pm**	**8pm-6am**
Base size: - un-weighted	(1751)	(1110)	(346)	(166)	(33)
- weighted	(1751)	(1110)	(346)	(166)	(33)
	%	%	%	%	%
To/from usual workplace	24	25	28	19	9
Collect/deliver something	4	4	3	3	6
Other work/employer's business	9	10	5	5	9
To/from shopping	12	14	3	25	-
Use services/personal business	21	23	17	13	24
To/from sport/entertainment/social	18	9	34	27	45
To/from education	6	9	1	1	-
Hotel/holiday home	5	3	6	5	6
Accompanying/collecting someone	2	2	3	2	-

- = zero
* = less than 0.5%
** = low base (less than 20)

Chauffeur/executive trips were made much more often for commuting purposes on weekday evenings and nights, and personal business trips were more evident at weekends during the day.

Table 58: Journey purpose by day of week/time band – Chauffeur-Executive

		Monday – Friday		Saturday/Sunday	
Base: All trips	**Total 2009**	**6am-8pm**	**8pm-6am**	**6am-8pm**	**8pm-6am**
Base size: - un-weighted	(418)	(263)	(97)	(41)	(17)**
- weighted	(418)	(263)	(97)	(41)	(17)**
	%	%	%	%	%
To/from usual workplace	22	14	57	5	6
Collect/deliver something	3	4	-	2	-
Other work/employer's business	40	53	24	7	12
To/from shopping	1	2	-	-	-
Use services/personal business	10	9	3	37	12
To/from sport/entertainment/social	8	4	6	24	47
To/from education	1	1	-	-	-
Hotel/holiday home	10	8	8	20	18
Accompanying/collecting someone	5	5	2	5	6

- = zero
* = less than 0.5%
** = low base (less than 20)

The average minicab journey lasted just under half an hour, as it had in 2006. However, this average contains a wide range of journey lengths. For example, six in ten journeys lasted twenty minutes or less, whilst 7% lasted for more than one hour.

The average trip duration for a chauffeur/executive journey wass over an hour (68 minutes) compared with 25 minutes for minicab trips.

Table 59: Journey duration (time)

Base: All trips	**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size: - un-weighted	(1992)	(2256)	(474)	(522)
- weighted	(1992)	(2231)	(474)	(549)
	%	%	%	%
Up to 5 minutes	8	10	*	-
6-10 minutes	22	25	2	3
11-20 minutes	30	31	18	14
21-30 minutes	14	13	11	14
31-40 minutes	8	6	12	12
41-50 minutes	6	5	12	11
51 minutes – one hour	3	3	11	13
One hour+	7	6	30	33
Not stated	1	*	4	1
Average duration (minutes)	**25**	**24**	**68**	**60**

- = zero
* = less than 0.5%
** = low base (less than 20)

Looking at journey duration by origin/destination, the shorter minicab journeys tend to be those that take place entirely within the Suburban or Inner areas (18 and 21 minutes on average). The longest trips are those that start at Heathrow, or that go from the centre to Heathrow or to destinations beyond the Greater London Boundary.

Chauffeur/executive journeys take longest when going to either Heathrow or destinations outside London from all origins; or when travelling from the centre to Heathrow or from Heathrow to Inner and Suburban boroughs. The shortest journeys are those again within the Suburban and Inner area but also journeys between the Centre and Inner boroughs.

Table 60: Average journey time by origin-destination: Minicab

Base: All 2009 Minicab trips

	To:				
	Central	Inner	Suburban	Heathrow	Outside
From:	Base	Base	Base	Base	Base
Central	34	48	23	5**	3**
Inner	73	288	86	10**	17**
Suburban	28	84	1019	23	80
Heathrow	-	1**	24	-	7**
Outside	-	3**	36	4**	18**

	To:				
	Central	Inner	Suburban	Heathrow	Outside
From:	Minutes	Minutes	Minutes	Minutes	Minutes
Central	43	30	41	63	78
Inner	27	21	29	61	65
Suburban	54	35	18	50	27
Heathrow	-	90	69	-	106
Outside	-	84	41	74	18

- = zero
** = low base (less than 20)

Table 61: Average journey time by origin-destination: Chauffeur-Executive

Base: All 2009 Chauffeur/Executive trips

From:	Central Base	Inner Base	To: Suburban Base	Heathrow Base	Outside Base
Central	28	30	15**	17**	16**
Inner	23	26	17**	27	15**
Suburban	21	16**	49	21	21
Heathrow	-	19**	36	-	16**
Outside	6**	9**	9**	11**	13**

From:	Central Minutes	Inner Minutes	To: Suburban Minutes	Heathrow Minutes	Outside Minutes
Central	35	44	46	107	84
Inner	71	56	42	65	69
Suburban	53	69	36	55	104
Heathrow	-	104	84	-	79
Outside	171	62	144	50	128

- = zero
** = low base (less than 20)

The average distance travelled per minicab journey is nearly six miles, whilst chauffeur/executive journeys are on average close to 20 miles. For both sectors, the average trip length was marginally greater than recorded in 2006.

Table 62: Journey distance (miles)

Base: All trips	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size - un-weighted	(1992)	(2256)	(474)	(522)
- weighted	(1992)	(2231)	(474)	(549)
	%		%	
Up to 1 mile	7	6	*	*
1 mile – 1.9 miles	22	22	2	4
2 miles – 2.9 miles	16	18	4	3
3 miles – 3.9 miles	13	13	8	8
4 miles – 4.9 miles	9	9	7	6
5 miles – 5.9 miles	6	6	5	5
6 miles – 6.9 miles	4	4	5	3
7 miles – 7.9 miles	4	3	4	3
8 miles – 8.9 miles	2	2	3	2
9 miles – 9.9 miles	2	2	2	3
10 miles – 19.9 miles	8	9	26	30
20 miles +	6	3	33	30
Not stated	2	3	3	4
Average distance (miles)	**5.8**	**5.5**	**19.7**	**19.5**

- = zero
* = less than 0.5%
** = low base (less than 20)

The table below shows journey distance by the average journey duration. The minicab journeys of less than 2 miles last 10 minutes on average, while journeys of between 4 and 5 miles last a little under 25 minutes, on average. Interestingly, in almost all distance categories, minicab drivers recorded marginal increases in the time taken to complete the journey in 2009, when compared to 2006.

Chauffeur/executive car journeys tended to take slightly longer than the corresponding minicab journey.

Table 63: Journey distance (miles) by duration (minutes)

Base: All trips	**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size: - un-weighted	(1992)	(2256)	(474)	(522)
- weighted	(1992)	(2231)	(474)	(549)
	minutes	Minutes	minutes	Minutes
Up to 1 mile	10.0	6.9	6.0	15.0
1 mile – 1.9 miles	9.8	9.8	17.4	12.6
2 miles – 2.9 miles	13.7	12.6	19.1	18.4
3 miles – 3.9 miles	18.8	16.3	21.2	31.5
4 miles – 4.9 miles	23.0	21.1	21.5	32.9
5 miles – 5.9 miles	31.6	26.0	40.5	38.9
6 miles – 6.9 miles	32.1	42.0	39.4	31.6
7 miles – 7.9 miles	38.2	31.9	39.9	37.1
8 miles – 8.9 miles	36.7	36.5	44.5	51.7
9 miles – 9.9 miles	43.6	39.9	41.3	43.1
10 miles – 19.9 miles	54.3	53.1	60.6	57.9
20 miles – 29.9 miles	65.8	66.6	91.2	87.9
30 miles – 39.9 miles	77.2	90.1	124.9	71.6
40 miles – 49.9 miles	96.5	82.9	119.8	109.9
50 miles +	106.4	128.9	171.8	134.2

- = zero
* = less than 0.5%
** = low base (less than 20)

7.5 PHV Fares

The average minicab fare paid is £11.42, an increase of 13% over 2006 (£10.14). As to be expected, Chauffeur/executive driver trips recorded a far higher average fare at almost £60.00, a marked rise from that reported in 2006.

It should be noted that in half of all cases chauffeur/executive fares were not stated (compared with just 8% of minicab fares).

Table 64: Fare paid

Base: All trips excluding not stateds	**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size: - un-weighted	(1830)	(2135)	(240)	(310)
- weighted	(1830)	(2110)	(240)	(337)
	%		%	
Up to £3.00	2	1	0	0
£3.01-£4.00	22	15	0	0
£4.01-£5.00	17	19	1	0
£5.01-£6.00	8	10	3	0
£6.01-£7.00	7	6	3	0
£7.01-£10.00	15	17	7	4
£10.01-£15.00	12	14	8	11
£15.01-£20.00	6	6	15	9
£20.01-£25.00	4	4	7	12
£25.01-£30.00	2	3	9	5
More than £30.00	5	6	48	58
Average fare	**£11.42**	**£10.14**	**£59.88**	**£36.95**

- = zero
* = less than 0.5%
** = low base (less than 20)

The next two tables show the average fare paid by origin-destination in each of the sectors. The data in these tables should be used with caution as the base size for most of the origin/destination cells are very small.

The lowest fares for minicab journeys are for those made entirely within the Suburban and Inner areas (£7.44 and £9.45 respectively), and the highest fares being for longer journeys made either from or to Heathrow and destinations outside London.

Table 65: Average Fare Paid by Origin/Destination - minicab

Base: All Minicab trips excluding not stateds

From:	To: Central Base	Inner Base	Suburban Base	Heathrow Base	Outside Base
Central	23	37	14**	5**	2**
Inner	55	274	74	10**	10**
Suburban	24	74	973	21	78
Heathrow	-	1**	21	-	7**
Outside	-	3**	28	3**	18**

From:	To: Central	Inner	Suburban	Heathrow	Outside
Central	£11.99	£16.90	£28.14	£39.00	£59.00
Inner	£12.26	£9.45	£14.47	£35.01	£43.40
Suburban	£23.58	£15.57	£7.44	£30.30	£16.06
Heathrow	-	£44.00	£33.10	-	£81.57
Outside	-	£65.60	£21.40	£60.67	£11.15

- = zero
* = less than 0.5%
** = low base (less than 20)

Chauffeur/executive trips show a slightly different pattern with the lowest fares being for journeys made entirely within the Inner boroughs, and the highest fares being for longer journeys made from the Central area to Heathrow and outside London; or from the Inner boroughs to outside London and from Heathrow to the Inner boroughs.

Table 66: Average Fare Paid by Origin/Destination – chauffeur/executive

Base: All Chauffeur/Executive trips

			To:		
	Central	Inner	Suburban	Heathrow	Outside
From:	Base	Base	Base	Base	Base
Central	14	9	8	12	9
Inner	9	12	8	15	4
Suburban	7	9	14	17	15
Heathrow	-	14	21	-	8
Outside	6	4	5	6	10

**Note – all nearly all base sizes less than 20

			To:		
	Central	Inner	Suburban	Heathrow	Outside
From:					
Central	£24.36	£55.75	£35.34	£104.52	£72.41
Inner	£52.17	£15.73	£48.32	£41.09	£72.00
Suburban	£33.66	£45.44	£58.43	£41.86	£63.60
Heathrow	-	£77.41	£60.73	-	£46.13
Outside	£190.59	£44.27	£113.00	£59.46	£79.74

- = zero
* = less than 0.5%
** = low base (less than 20)

The next few charts examine average fares by time bands. From the line graph below we can see that the highest minicab average fares in 2009 are for weekday nights which has risen markedly since 2006. On the other hand, chauffeur average fares are highest during daytime.

Table 66: Fare Paid by Time of Day and Day of Week - Minicab

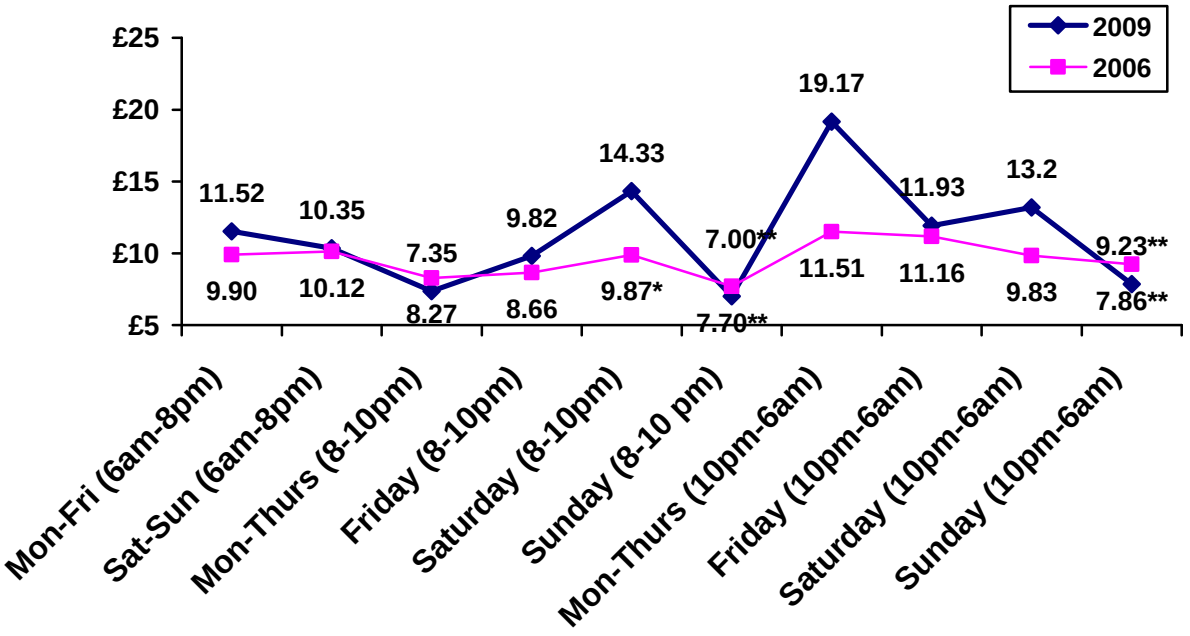
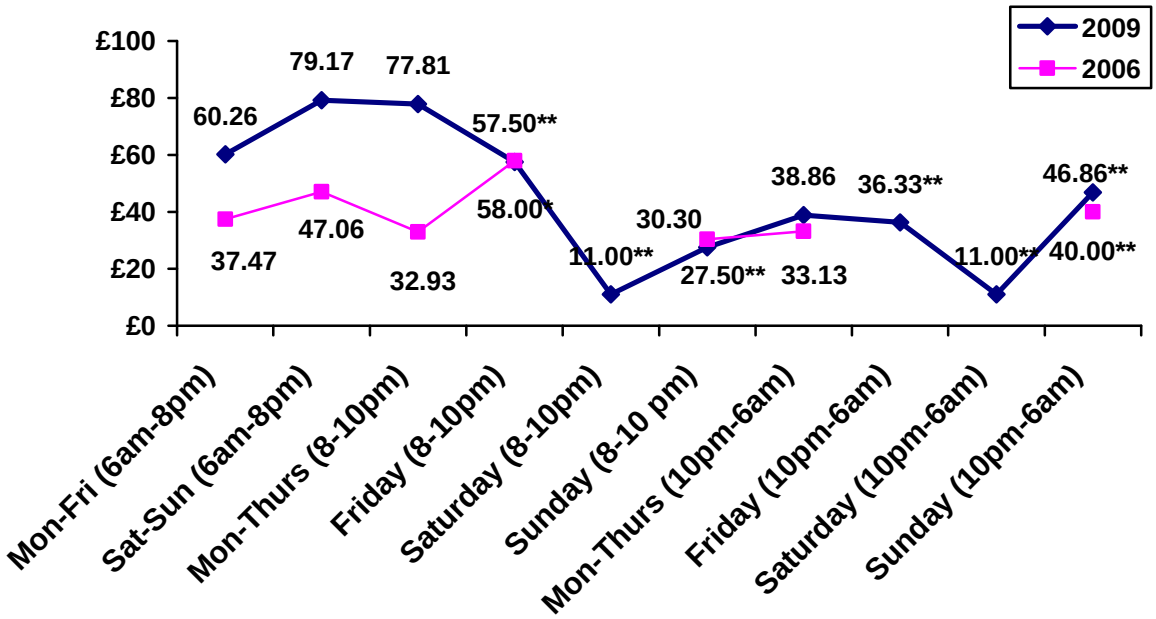


Table 67: Fare Paid by Time of Day and Day of Week – Chauffeur-Executive



- = zero
* = less than 0.5%
** = low base (less than 20)

Average fares by timeband are shown across the different types of operation in the table below. Minicab journeys are generally less expensive, except for weekday (Monday-Thursday) nights and Saturday evening and nights. Chauffeur/executive journeys are a lot more expensive on weekdays and evenings and weekend days.

Table 68: Average Fare Paid by Time Band

Base: All trips	**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size: - un-weighted	(1992)	(2256)	(459)	(522)
- weighted	(1992)	(2231)	(459)	(549)
	%		%	
Mon-Fri 06.00-19.59 day	£11.52	£9.90	£60.26	£37.47
Sat & Sunday 06.00- 19.59 day	£10.35	£10.12	£79.17	£47.06
Mon-Thurs 20.00-21.59 evening	£7.35	£8.27	£77.81	£32.93
Friday 20.00-21.59 evening	£9.82	£8.66	£57.50*	£58.00
Saturday 20.00-21.59 evening	£14.33	£9.87*	£11.00*	-
Sunday 20.00-21.59 evening	£7.00*	£7.70	£27.50*	-
Mon-Thurs 22.00-05.59 night	£19.17	£11.51	£8.18	£13.30
Friday 22.00-05.59 night	£17.01	N/A	-	N/A
Saturday 22.00-05.59 night	£13.20	N/A	£9.00*	N/A
Sunday 22.00-06.00 night	£7.86	£9.83	£42.50	£40.00

- = zero
* = less than 0.5%
** = low base (less than 20)

The table below shows fares paid by time of day and day of week. The highest average fare paid for minicab trips is made on a weekend during the evening and at night (£11.74). The highest average fare for Chauffeur-Executive trips is made on the weekend during the day (£79.17). Compared to 2006, in 2009 there was a similar incidence of expensive fares recorded for minicab trips. For Chauffeur-Executive trips there is a higher incidence of expensive trips than recorded in 2006 – 58% vs. 48%.

Table 69: Fare Paid by Time of Day and Day of Week - Minicab

		Monday – Friday		Saturday/Sunday		
	Total	6am-8pm	8pm-6am	6am-8pm	8pm-6am	Total
Base: All trips	2009	'09	'09	'09	'09	2006
Base: - un-weighted	(1830)	(1121)	(400)	(179)	(128)	(2674)
- weighted	(1830)	(1121)	(400)	(179)	(128)	(2674)
	%	%	%	%	%	%
Up to £3.00	1	1	1	-	-	2
£3.01-£4.00	15	15	17	12	10	22
£4.01-£5.00	19	21	13	26	6	17
£5.01-£6.00	10	9	11	11	14	8
£6.01-£7.00	6	6	7	2	6	7
£7.01-£10.00	17	15	17	19	22	15
£10.01-£15.00	14	13	17	15	16	12
£15.01-£20.00	6	6	6	4	8	6
£20.01-£25.00	4	4	4	4	10	4
£25.01-£30.00	3	3	2	3	5	2
More than £30.00	6	7	6	4	2	5
Average fare £s	11.42	11.52	11.53	10.35	11.74	14.03

Table 70: Fare Paid by Time of Day and Day of Week – Chauffeur-Executive

		Monday – Friday		Saturday/Sunday		
	Total	6am-8pm	8pm-6am	6am-8pm	8pm-6am	Total
Base: All trips	2009	'09	'09	'09	'09	2006
Base: - un-weighted	(240)	(158)	(32)	(36)	(14)	(337)
- weighted	(240)	(158)	(32)	(36)	(14)	(337)
	%	%	%	%	%	%
Up to £3.00	*	1	-	-	-	-
£3.01-£4.00	-	-	-	-	-	-
£4.01-£5.00	-	-	-	-	-	2
£5.01-£6.00	*	-	-	-	7	3
£6.01-£7.00	*	1	-	-	-	3
£7.01-£10.00	4	3	3	-	21	7
£10.01-£15.00	11	13	16	6	-	8
£15.01-£20.00	9	9	9	6	14	15
£20.01-£25.00	12	13	19	3	-	7
£25.01-£30.00	5	6	6	3	-	9
More than £30.00	58	54	47	83	57	48
Average fare £s	59.88	60.26	47.43	79.17	34.50	36.95

- = zero
* = less than 0.5%
** = low base (less than 20)

A summary of the average fares paid by origin/destination and by time period is shown below. The lower minicab fares are for Suburban journeys, followed by those that take place within Inner boroughs and the Central area. The higher fares are for trips from Heathrow and to destinations outside of London.

Table 71: Average Fare Paid by Origin/Destination and by Time Band - Minicab

	Inner Central	Radial	Suburban	From Heathrow	To Outside London
Mon-Fri 06.00-19.59	£10.14	£18.36	£8.02	£36.96**	£25.45
Mon-Thurs 20.00-21.59	£8.27	£15.25**	£5.40	£21.75**	£7.30**
Friday 20.00-21.59	£8.25**	£12.38**	£7.29	£55.00**	£14.50**
Mon-Thurs nights 22.00-05.59	£12.96	£25.97	£12.70	-	£46.00**
Friday night 22.00-05.59	£17.29**	£13.50**	£12.49	-	£45.50**
Sat-Sun 06.00-19.59	£10.28**	£20.03**	£7.41	£29.25**	£19.94**
Sat-Sun 20.00-21.59	£13.22**	£18.14**	£10.66**	£35.00**	£6.00**
Sat night 22.00-05.59	£17.03	£17.50**	£8.02	-	-
Sun night 22.00-05.59	£11.75**	£10.50**	£8.00**	-	£6.00**

Table 72: Average Fare Paid by Origin/Destination and by Time Band – Chauffeur/ Executive

	Inner Central	Radial	Suburban	From Heathrow	To Outside London
Mon-Fri 06.00-19.59	£41.67	£58.73	£31.90	£67.47	£54.28
Mon-Thurs 20.00-21.59	-	£12.00**	-	£40.00**	£139.94**
Friday 20.00-21.59	-	-	-	£57.50**	-
Mon-Thurs nights 22.00-05.59	£7.22	£14.00	-	-	£6.40**
Friday night 22.00-05.59	-	-	-	-	-
Sat-Sun 06.00-19.59	-	£76.14**	£109.86**	£78.00**	£71.00**
Sat-Sun 20.00-21.59	£10.75**	-	-	£45.00**	-
Sat night 22.00-05.59	£9.00**	-	-	-	-
Sun night 22.00-05.59	-	-	-	-	£50.00**

- = zero
* = less than 0.5%
** = low base (less than 20)

The table below shows the average fare by journey duration.

When looking at Minicab compared to Chauffeur/Executive fares by duration, the Chauffeur/Executive fares are approximately double the minicab fares for many time ranges. The marked increase in chauffeur/executive fares noted earlier is mainly due to longer duration journeys.

Table 73: Journey Duration by Average Fare paid

	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
All trips	**£11.42**	**£10.14**	**£59.88**	**£36.95**
Up to 5 minutes	£4.50	£4.03	-	-
6-10 minutes	£5.18	£5.04	£8.10	£6.99
11-20 minutes	£7.90	£7.42	£14.40	£15.61
21-30 minutes	£12.14	£12.24	£20.81	£24.15
31-40 minutes	£17.52	£18.47	£28.08	£28.00
41-50 minutes	£21.13	£21.47	£38.44	£37.27
51 minutes – 1 hour	£28.47	£24.85	£51.09	£44.43
One hour+	£39.67	£31.53	£108.16	£63.31

- = zero
* = less than 0.5%
** = low base (less than 20)

Looking at fare paid by the distance travelled, there is a clear correlation between the two for minicab journeys as shown in the table below.
In 2009, the longer journeys of over 10 miles show very large average fare rises compared with 2006.

Table 74: Journey Distance by Average Fare Paid

	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
All trips	**£11.42**	**£10.14**	**£59.88**	**£36.95**
Up to 1 mile	£5.56	£4.04	£7.70**	£11.70**
1 mile – 1.9 miles	£4.96	£4.35	£10.40**	£13.73**
2 miles – 2.9 miles	£5.89	£5.76	£19.26**	£19.26**
3 miles – 3.9 miles	£8.11	£7.48	£13.93	£18.15**
4 miles – 4.9 miles	£10.18	£9.15	£12.32	£21.03**
5 miles – 5.9 miles	£11.88	£11.40	£41.66	£21.54**
6 miles – 6.9 miles	£14.42	£12.80	£34.81	£18.07**
7 miles – 7.9 miles	£16.86	£15.22	£25.13**	£22.80**
8 miles – 8.9 miles	£17.44	£15.70	£32.19**	£20.78**
9 miles – 9.9 miles	£19.70	£16.91	£17.19**	£21.01**
10 miles – 19.9 miles	£26.67	£23.71	£45.41	£34.60**
20 miles – 29.9 miles	£39.89	£34.64	£61.98	£47.74**
30 miles – 39.9 miles	£40.63	£42.21	£102.91	£59.73**
40 miles – 49.9 miles	£66.64	£39.61	£113.72	£62.47**
50 miles +	£65.14	£61.40	£159.23	£107.27**

- = zero
* = less than 0.5%
** = low base (less than 20)

7.6 Passenger profiles

In most cases, just one passenger is carried on the trip.

There was no difference between chauffeur/executive and minicab drivers in terms of average number of passengers carried (1.4 each); although chauffeur/ executive drivers tend to carry only one passenger slightly more often than minicabs (70% v 66%).

Table 75: Number of passengers carried

Base: All trips		**Minicab 2009**	**Minicab 2006**	**Chauffeur-Executive 2009**	**Chauffeur-Executive 2006**
Base size:	- un-weighted	(1992)	(2256)	(474)	(522)
	- weighted	(1992)	(2231)	(474)	(549)
		%		%	
None		2	1	4	2
One		66	65	70	67
Two		22	22	18	20
Three		6	7	3	6
Four		3	3	3	3
Five+		1	*	2	*
Not stated		-	1	-	2
Average number of passengers		**1.4**	**1.5**	**1.4**	**1.4**

- = zero
* = less than 0.5%
** = low base (less than 20)

Looking at the demographic profile of passengers carried, almost two thirds (63%) of the passengers that chauffeur/executive drivers carry are male, compared to an even proportion of male and female passengers carried by minicabs.

Table 76: Passenger gender

Base: All passengers		Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size	- un-weighted	(2875)	(3361)	(659)	(758)
	- weighted	(2875)	(3228)	(659)	(800)
		%	%	%	%
Male		49	49	63	62
Female		50	51	35	37
Not stated		2	1	2	1

- = zero
* = less than 0.5%
** = low base (less than 20)

The tables below show passenger gender by origin/destination of the trip. Radial minicab journeys and those within Suburban areas are more likely to carry female passengers, but in the other main journey categories male passengers are in the slight majority. In particular, six in ten journeys made from Heathrow carry male passengers (60%).

Looking at the chauffeur/executive market, males are in the majority across all origin-destinations.

Table 77: Passenger gender by Origin/Destination by service

2009	Total	Inner Central	Radial	Suburban	From Heathrow	Destinations Outside London
Base size: - unweighted	**2831**	**604**	**302**	**1532**	**32**	**161**
- weighted	**2831**	**604**	**302**	**1532**	**32**	**161**
	%	**%**	**%**	**%**	**%**	**%**
Male	50	52	48	47	53	60
Female	50	48	52	53	47	40

Minicab

Chauffeur/Executive

2009	Total	Inner Central	Radial	Suburban	From Heathrow	Destinations Outside London
Base size: - unweighted	**646**	**151**	**148**	**92**	**75**	**99**
- weighted	**646**	**151**	**148**	**92**	**75**	**99**
	%	**%**	**%**	**%**	**%**	**%**
Male	65	61	59	79	68	58
Female	35	39	41	21	32	42

Looking at passenger gender by time of day, the only variations are for journeys made at night, which are more likely (than at other times) to be made by males when looked at the minicab passenger level (55%), but chauffeur/executive vehicles are slightly more likely to transport female passengers at night than at other times of day.

Table 78: Passenger Gender by Time of Day/Day of Week

Base: All Minicab passengers	Total 2009	Mon – Fri 6am – 8pm	Sat/Sun 6am – 8pm	Night 8pm – 6am
Base size: - un-weighted	(2875)	(1757)	(257)	(859)
- weighted	(2875)	(1757)	(257)	(859)
	%	%	%	%
Male	49	47	44	54
Female	50	51	56	45
Not Stated	2	2	*	1

Chauffeur/Executive

Base: All Chauffeur/ Executive passengers	Total 2009	Mon – Fri 6am – 8pm	Sat/Sun 6am – 8pm	Night 8pm – 6am
Base size: - un-weighted	(659)	(406)	(87)	(164)
- weighted	(659)	(406)	(87)	(164)
	%	%	%	%
Male	63	66	59	61
Female	35	33	37	38
Not Stated	2	2	5	1

- = zero
* = less than 0.5%
** = low base (less than 20)

The passenger age profile in 2009 was similar to that recorded in 2006. Three quarters (77%) of minicab passengers are aged 16-59, children aged less than 15 years are in the minority (7%), as are those aged 60+ years (12%). The age profile for chauffeur/executive passengers is even more condensed in the 16-59 age range compared with minicab drivers (90% v 77%).

Table 79: Passenger age

Base: All passengers	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size: - un-weighted	(2728)	(3138)	(611)	(715)
- weighted	(2728)	(3005)	(611)	(757)
	%	%	%	%
Under 6	4	2	1	1
6-15	7	5	4	3
16-59	77	81	90	90
60+	12	12	5	6

- = zero
* = less than 0.5%
** = low base (less than 20)

The tables below shows passenger age by type of journey. Minicab trips made in Suburban areas are increasingly more likely to carry children and passengers aged 60+, but young and old passengers combined still make up only just over a quarter of all minicab passengers on Suburban journeys. Minicab trips from Heathrow are most likely to carry passengers aged 16-59.

Table 80: Passenger age by origin/destination

Minicab **Base: All passengers**	**Total**	**Inner Central**	**Radial**	**Suburban**	**From Heathrow**	**Destinations Outside London**
Base size: - unweighted	**2728**	**573**	**287**	**1500**	**31**	**146**
- weighted	**2728**	**573**	**287**	**1500**	**31**	**146**
	%	**%**	**%**	**%**	**%**	**%**
0-6	4	3	3	5	3	5
6-15	7	4	5	8	3	6
16-59	77	87	85	71	94	84
60+	12	7	7	16	0	5

Chauffeur-Executive **Base: All passengers**	**Total**	**Inner Central**	**Radial**	**Suburban**	**From Heathrow**	**Destinations Outside London**
Base size: - unweighted	**611**	**135**	**137**	**92**	**76**	**96**
- weighted	**611**	**135**	**137**	**92**	**76**	**96**
	%	**%**	**%**	**%**	**%**	**%**
0-6	1	0	1	1	5	2
6-15	4	4	1	2	5	4
16-59	90	90	95	91	84	85
60+	5	7	3	5	5	8

- = zero
* = less than 0.5%
** = low base (less than 20)

Six in ten of chauffeur/executive drivers' main passengers live in Greater London, just over a fifth are normally resident overseas and a sixth normally live in other parts of the UK. Conversely, most minicab passengers are based in London (89%).

Table 81: Residency of main passenger

Base: All trips excluding not stateds	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size: - un-weighted	(1923)	(2048)	(433)	(519)
- weighted	(1923)	(2048)	(433)	(519)
	%		%	
Within Greater London	89	87	61	56
Rest of UK	6	9	17	21
Overseas	5	3	22	23

- = zero
* = less than 0.5%
** = low base (less than 20)

In 2009, just 3% of all minicab passengers carried were registered disabled and 1% were wheelchair users, the same as reported in 2006. Chauffeur/executive drivers recorded lower proportions of disabled or wheelchair using passengers, compared with minicab drivers.

Table 82: Whether passenger is registered disabled or a wheelchair user

Base: All passengers	Minicab 2009	Minicab 2006	Chauffeur-Executive 2009	Chauffeur-Executive 2006
Base size - un-weighted	(2875)	(3361)	(659)	(758)
- weighted	(2875)	(3228)	(659)	(800)
	%		%	
Registered disabled (not wheelchair user)	3	3	1	*
Wheelchair user	1	1	*	-
Not disabled	96	97	99	100

- = zero
* = less than 0.5%
** = low base (less than 20)

7.7 PHV Journeys To/From Heathrow

This section looks specifically at PHV journeys to/from Heathrow Airport which account for 8.5% of the trips recorded in the diaries*. Due to the relatively low base size in the individual sectors, the figures have been aggregated to the total PHV level. Chauffeur/executive drivers make 67% of these journeys and minicab drivers 33%.

Half the journeys to/from Heathrow are on account and two in three are made during the weekday daytime time band. Two thirds of the chauffeur/executive journeys to/from Heathrow are on account (66%), contrasting with almost two thirds of minicab journeys to/from Heathrow being paid for privately.

The table below shows the purpose of journeys to/from Heathrow compared with the total. The largest proportion of trips to/from Heathrow is for "other work/employer's business", nearly three times the level for all PHV journeys; next highest are journeys for holidays, four times the level for all PHV journeys. In 2009 the proportion of trips that were "to/from usual workplace" dropped significantly.

Table 83: Journey purpose

	----------2009----------			
Base: All trips	**Total 2009**	**Heathrow 2009**	**Heathrow 2006**	**Heathrow 2003**
Base size: - un-weighted	(2169)	(178)	(260)	(93)
- weighted	(2169)	(178)	(286)	(93)
	%	%	%	%
To/from usual workplace	24	6	18	15
Collect/deliver something	4	1	2	5
Other work/employer's business	15	41	41	25
To/from shopping	10	0	1	1
Use services/personal business	19	16	19	18
To/from sport/entertainment/social	16	3	5	5
To/from education	5	1	0	0
Hotel/holiday home	6	23	17	10
Accompanying/collecting someone	3	6	5	22

- = zero
* = less than 0.5%
** = low base (less than 20)

Please note: This section focuses only on Private Hire journeys to and from Heathrow since less than 2% of Taxi trips are made on this route, as opposed to 8.5% of PHV journeys.

Three in four PHV trips to/from Heathrow (74%) carry only one passenger.

The average journey to/from Heathrow lasts one and a quarter hours (75 minutes), more than twice as long as the average for all PHV trips. More than two in five Heathrow trips last longer than one hour (43%).

The average distance for journeys to/from Heathrow is 24 miles but this average conceals quite a wide spread of distances travelled with 8% of journeys being of 10 miles or less and 44% of twenty miles or more.

The average fare for a trip to/from Heathrow is £51.33, an increase of 68% since 2006 (£30.51).

8 Key Differences – Taxi, Minicab and Chauffeur/Executive Markets

The key findings for each of the markets are summarised in the tables below. Taxi drivers and chauffeur/executive drivers are older than minicab drivers, have worked longer in the trade, and are more likely to be of White ethnicity.

Table 84: Driver Profiles

		Taxis	Minicab	Chauffeur-Exec
Base: All drivers				
(unweighted)		(377)	(262)	(113)
(weighted)		(377)	(262)	(113)
		%	%	%
Age:	17 - 24	-	2	-
	24 - 34	5	13	6
	35 - 44	23	28	24
	45 - 54	31	30	32
	55 - 64	28	20	26
	65+	12	6	12
Gender:	Male	97	97	96
	Female	3	3	4
		%	%	%
Ethnic Background:	White	92	48	74
	Afro-Caribbean	1	35	17
	Asian	1	6	6
	African	1	2	-
	Mixed	2	5	0
	Other	3	3	3
Years worked as a driver:	Less than 2	6	30	10
	2 - 5	15	34	34
	6 - 10	21	14	24
	11 - 15	13	12	10
	16 - 20	11	2	5
	Over 20	35	8	18

- = zero
* = less than 0.5%
** = low base (less than 20)

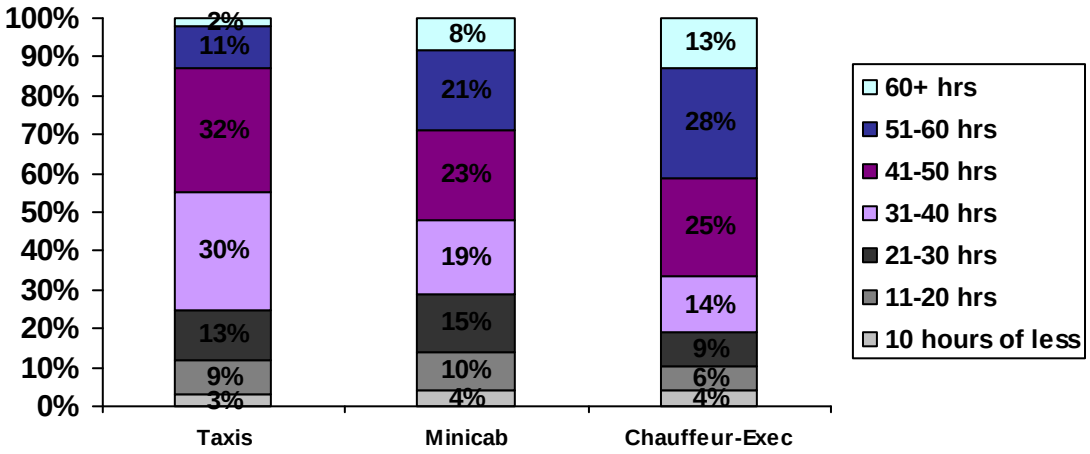
Taxi drivers tend to work slightly fewer hours per week, and slightly fewer days per week.

Table 85: Driver Working Patterns

		Taxis	Minicab	Chauffeur-Exec
Base:	All drivers			
	(unweighted)	(377)	(262)	(113)
	(weighted)	(377)	(262)	(113)

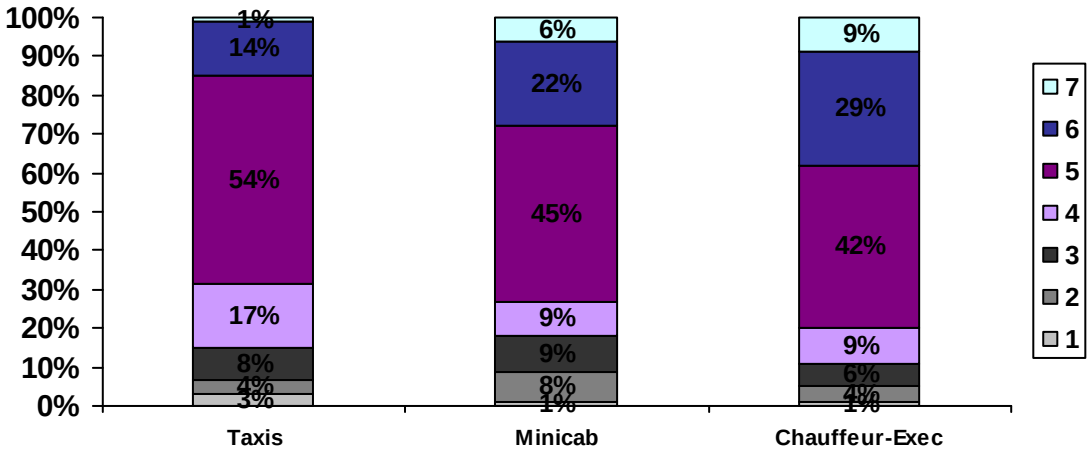
Number of hours worked per week:

Average no. hours 39.3 42.2 47.8

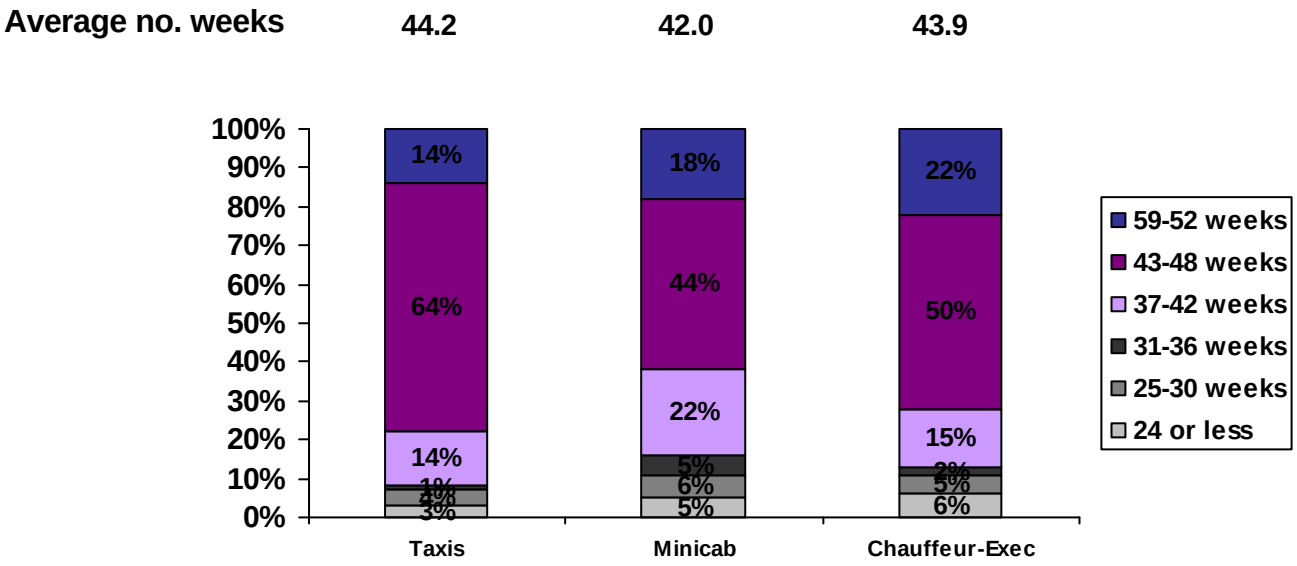


Number of days worked per week:

Average no. days 4.6 4.8 5.1



Average Number of weeks work per year:



There is little difference in the pattern of hours worked across a typical week between the markets, except that both minicab and chauffeur/executive drivers record a higher proportion of hours worked on weekend days, compared to taxi drivers (10% vs. 6%).

Table 86: Share of hours worked by time band

		Taxis	Minicab	Chauffeur-Exec
Base:	All drivers			
	(unweighted)	(424)	(262)	(113)
	(weighted)	(424)	(262)	(113)
		%	%	%
Monday - Friday (06.00 - 19.59) daytime		69	66	71
Saturday - Sunday (06.00 - 19.59) daytime		6	10	10
Monday - Thursday (20.00 - 21.59) evening		7	4	5
Friday (20.00 - 21.59) evening		2	2	1
Saturday & Sunday (20.00 - 21.59) evening		1	2	1
Monday - Thursday (22.00 - 05.59) night		11	8	8
Friday (22.00 - 05.59) night		2	3	2
Saturday (22.00 - 05.59) night		1	3	1
Sunday (22.00 - 05.59) night		1	1	1

Taxi drivers make more trips per shift than both minicab and chauffeur/executive drivers.

Table 87: Driver Shift Patterns

		Taxis	PH Minicab	PH Chauffeur-Exec
Base:	All shifts			
	(unweighted)	(392)	(252)	(124)
	(weighted)	(392)	(252)	(124)
Number of trips per shift:				
	5 or less	11	26	83
	6 - 10	32	53	15
	11 - 15	35	17	-
	16 - 20	17	*	2
	21 or more	5	1	-
	Average no.	**11.5**	**7.9**	**3.8**

- = zero
* = less than 0.5%
** = low base (less than 20)

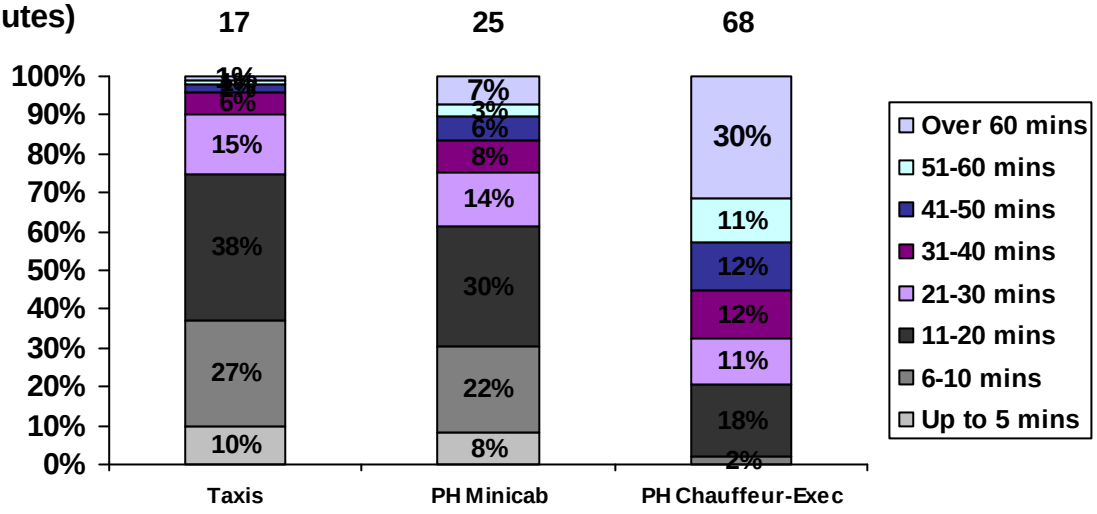
Taxi drivers make shorter journeys both in terms of duration and distance, with a slower average journey speed (being more often in the congested Inner and Central areas).

Table 88: Journey Patterns - Distance/Time travelled

	Taxis	Minicab	Chauffeur-Exec
Base: All trips			
(unweighted)	(4493)	(1922)	(474)
(weighted)	(4489)	(1922)	(474)

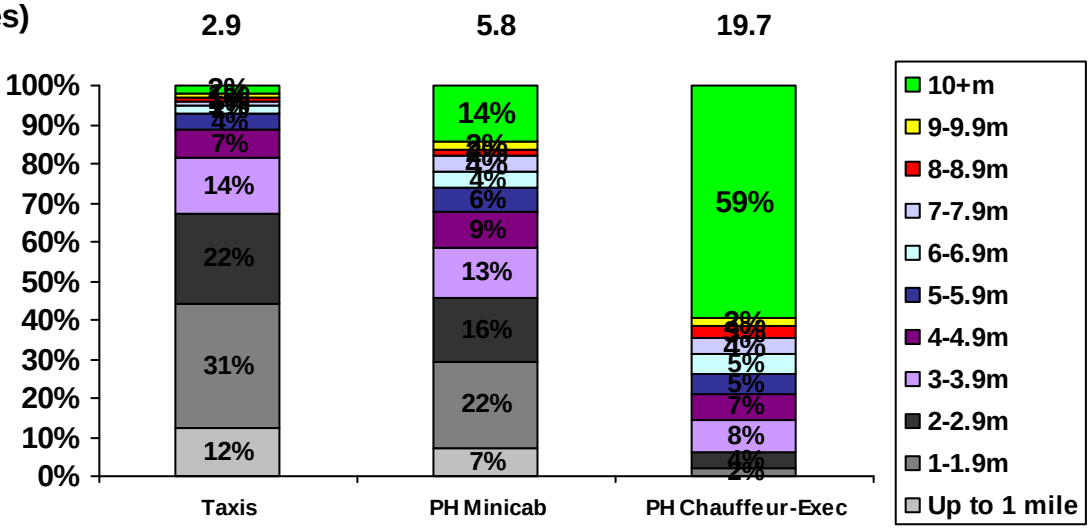
Journey duration:

Average (minutes)



Journey distance:

Average (miles)



Taxi journeys are much less likely to be on account than minicab or particularly chauffeur/executive car journeys. Taxi trips are more likely than minicab trips to be for transporting passengers to/from work, for employer's business or for sport/entertainment/social purposes. A higher proportion of minicab journeys are to enable passengers to use services or for personal business. The majority of chauffeur/executive journeys are either for work or employer's business purposes.

Table 89: Journey Patterns - Type of Journey

		Taxis	Minicab	Chauffeur-Exec
Base:	All trips			
	(unweighted)	(4493)	(1922)	(474)
	(weighted)	(4489)	(1922)	(474)
		%	%	%
Type of job:				
	Private	69	74	19
	On account	6	15	64
	Taxi card/Capital Call	3	*	-
	Minicab office/operator	0	9	37
	Not stated	22	5	6
Journey purpose:				
	To/from work	26	24	22
	Collect/deliver	2	4	3
	Other work/employer's business	17	9	40
	To/from shopping	10	12	1
	Use services/personal business	15	21	10
	To/from sport, entertainment, social	18	18	8
	To/from education	2	6	1
	Hotel/holiday home	9	5	10
	Accompanying/collecting someone	1	2	5

- = zero
* = less than 0.5%
** = low base (less than 20)

The average taxi fare is slightly higher than the average fare for a minicab journey but only a fifth of the average fare for a, usually much longer, chauffeur/executive journey. The numbers of passengers carried per journey are similar across the markets.

Table 90: Journey Patterns - Fare Paid/Passengers Carried

		Taxis	Minicab	Chauffeur-Exec
Base:	All trips			
	(unweighted)	(4493)	(1922)	(474)
	(weighted)	(4489)	(1922)	(474)
		%	%	%
Fare paid:				
	Average fare	**£12.80**	**£11.42**	**£59.88**
Number of passengers:				
	None	1	2	4
	1	65	66	70
	2	23	22	18
	3	6	6	3
	4+	4	4	5
	Average no.	**1.5**	**1.4**	**1.4**

- = zero
* = less than 0.5%
** = low base (less than 20)

The pattern of journeys undertaken is very different between the markets. Taxi trips are predominantly within the Central and Inner area, whereas the majority of minicab trips are suburban, whilst chauffeur/executive trips are much more dispersed.

Table 91: Journey Patterns – Origin and Destination of Journey

		Taxis	Minicab	Chauffeur-Exec
Base:	All trips			
	(unweighted)	(4493)	(1922)	(474)
	(weighted)	(4489)	(1922)	(474)
		%	%	%
Origin - Destination				
	Central & Inner	84	23	23
	Radial	6	14	30
	Suburban	8	53	10
	From Heathrow	1	1	12
	To/from outside London	1	9	25

- = zero
* = less than 0.5%
** = low base (less than 20)

APPENDICES

A – Weighting Procedure

B – Grossing of Datasets

C – Recruitment questionnaire

D – Driver Diary (specimen page)

APPENDIX A - Weighting Procedure

Weighting of Taxi Data

The data has been weighted according to the actual proportion of Green and Yellow badge drivers within the total population of London taxi drivers.

The Yellow badge holder interviews were up-weighted very slightly to the proportion within the total population of London taxi drivers from 13.3% to 13.7%. Because this was such a marginal weighting (of 0.4), it was felt to be sufficient to cover the slight differences between Green and Yellow badge holders in terms of number of shifts recorded and number of trips within each shift. In 2006 separate weighting factors were specified for each level of data: driver, shift and trip because the overall driver weighting factor was 2.88 (cf. 0.4 this year).

The table below shows the weighting factor applied to the Green & Yellow badge holder data.

		Actual (Unweighted Sample Size)	Universe	Target	Weighted Sample Size
Driver Level	- Green	327	17,452	86.3	325
	- Yellow	50	2,777	13.7	52
	- Total	**377**	**20,229**	**100**	**377**

APPENDIX B - Grossing of Datasets for Market Size Estimates

Taxis

Drivers

At driver level, the taxi data has been grossed up to the total number of Green and Yellow badge drivers in the taxi driver database provided by Taxi & Private Hire:

24,801 drivers in Universe / 377 drivers answering working pattern questions = grossing factor of **65.79**.

All Shifts

To calculate the number of taxi driver shifts on any day, we took into account the average number of days that the 377 drivers in the sample work in an average week:

(24,801/392) X (4.59/7) = grossing factor of **41.48** where

392 = the number of shifts in the diaries completed and returned

4.59 = the average number of days taxi drivers work per week (response to the working pattern questionnaire).

Weekday Shifts

To calculate the number of taxi driver shifts on a weekday, we took into account the proportion of shifts recorded in the diaries that were worked on a weekday:

(24,801/360) X [(4.59 X (360/392)/5] = grossing factor of **58.08** where

392 = the number of shifts in the diaries completed and returned

4.59 = the average number of days taxi drivers work per week (response to the working pattern questionnaire).

360 = the number of weekday shifts in the diaries completed and returned

PHV Market

This section details the steps taken to calculate the number of working drivers before the grossing of the minicab and executive/chauffeur markets.

The total licensed PHV population - ***58,286.***

Estimated number of working drivers (based on mid-point turnover of 30% over the 3 year licence life – midpoint = 15%) – ***49,543***

The estimated number of limousine/contract hire/other drivers who were not included in the survey (based on the proportion contacted at recruitment stage) – ***8,843***

The estimated total number of working minicab and executive/chauffeur drivers – ***40,700***

Therefore, (based on the proportions within each market that were contacted at the recruitment stage) the estimated number of working drivers in the minicab and executive/chauffeur markets are as follows:

Minicab drivers	***28,438***
Executive/chauffeur	***12,262***

Drivers

At driver level, the PHV data has been grossed up to the **28,438** – the total number of minicab drivers who have been licensed with Taxi and Private Hire

28,438 drivers in Universe/283 drivers answering working pattern questions = grossing factor of **100.49**.

All Shifts

To calculate the number of minicab driver shifts on any day, we took into account the average number of days that the 283 drivers in the sample work in an average week:

(28,438/252) X (4.79/7) = grossing factor of **77.22** where

252 = the number of shifts in the diaries completed and returned

4.79 = the average number of days PHV drivers work per week (response to the working pattern questionnaire).

Weekday Shifts

To calculate the number of minicab driver shifts on a weekday, we took into account the proportion of shifts recorded in the diaries that were worked on a weekday:

(28,438/211) X [(4.79 X (211/252)/5] = grossing factor of **108.11** where

252 = the number of shifts in the diaries completed and returned

4.79 = the average number of days PHV drivers work per week (response to the working pattern questionnaire)

211 = the number of weekday shifts in the diaries completed and returned.

PHV – Chauffeur/Executive

Drivers

At driver level, the chauffeur/executive data has been grossed up to the **12,262** – the total number of chauffeur/executive drivers who have been licensed with Taxi and Private Hire

12,262 drivers in Universe/122 drivers answering working pattern questions = grossing factor of **100.51**.

All Shifts

To calculate the number of chauffeur/executive driver shifts on any day, we took into account the average number of days that the 122 drivers in the sample work in an average week:

(12,262/124) X (5.12/7) = grossing factor of **72.33** where

124 = the number of shifts in the diaries completed and returned

5.12 = the average number of days PHV drivers work per week (response to the working pattern questionnaire).

Weekday Shifts

To calculate the number of chauffeur/executive driver shifts on a weekday, we took into account the proportion of shifts recorded in the diaries that were worked on a weekday:

(12,262/95) X [(5.12 X (95/124)/5] = grossing factor of **101.26** where

124 = the number of shifts in the diaries completed and returned

5.12 = the average number of days PHV drivers work per week (response to the working pattern questionnaire)

95 = the number of weekday shifts in the diaries completed and returned.

APPENDIX C - Recruitment Questionnaire

Taxi Recruitment

Taxi/PHV Travel Pattern Survey – J437760
Taxi Driver Recruitment Questionnaire

QA Good morning/afternoon/evening, my name is ……from GfK NOP.

May I speak to (NAMED RESPONDENT)

Yes	1	CONTINUE
Not available	2	ARRANGE A CALLBACK.

Named Contact

QB Good morning/afternoon/evening, my name is ……calling from GfK NOP. I'm calling on behalf of the Public Carriage Office and Transport *for* London.

The Public Carriage Office wrote to you last week about a survey of taxi drivers that we are conducting for them. Did you receive the letter?

Yes	1	QCi
No	2	QCii
DK/CR	3	QCii

IF RECEIVED LETTER

QCi As mentioned in the letter you've received, the aim of the survey is for the Public Carriage Office to develop and expand their knowledge about the travel patterns of customers using London taxis. We would like to do this by asking you to keep a log of your trips for two days by recording them in a diary provided by us. As a thank you, we will pay you £50 once we have received your completed diary. Are you interested in taking part?

ADD REASSURANCES AS NECESSARY

- GfK NOP is bound by the Market Research Society's code of conduct. Your responses will be treated in the strictest of confidence.
- Your responses, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your responses.

Yes	QE
No – Away during f/w	CLOSE
- Too much hassle	CLOSE
- Worried about the task (of filling in a diary)	CLOSE
- Don't want to give PCO any details/journey information	FILTER TO RESSURANCES ABOVE
- Can't be bothered	CLOSE
- General refusal	CLOSE
- Don't work enough hours	QD
- Other (SPECIFY)	CLOSE

IF NOT RECEIVED LETTER

QCii You should have received a letter from the Public Carriage Office to let you know that we are conducting a survey on behalf of the Public Carriage Office and Transport for London. The aim of the survey is for the Public Carriage Office to develop and expand their knowledge about the travel patterns of customers using London taxis. We would like to do this by asking you to keep a log of your trips for two days by recording them in a diary provided by us. As a thank you, we will pay you £50 once we have received your completed diary. Are you interested in taking part?

ADD REASSURANCES AS NECESSARY

GfK NOP is bound by the Market Research Society's code of conduct. Your responses will be treated in the strictest of confidence.

Your responses, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your responses.

Yes	QE
No – Away during f/w	CLOSE
- Too much hassle	CLOSE
- Worried about the task (of filling in a diary)	CLOSE
- Don't want to give PCO any details/journey information	FILTER TO RESSURANCES ABOVE
- Can't be bothered	CLOSE
- General refusal	CLOSE
- Don't work enough hours	QD
- Other (SPECIFY)	CLOSE

QD It doesn't matter how few trips you make, we would still be interested in information about the trips you make. Would you be willing to take part?

Yes	QE
No	CLOSE

ALL WILLING TO TAKE DIARY

QE Thank you. We will send the diary out to you with instructions on how to fill it in. Also, can you spare a couple of minutes now to answer some questions about your working hours?

Yes	Q1
No	ARRANGE A CALLBACK AT A MORE CONVENIENT TIME

WORKING PATTERN QUESTIONS

Q1 On average, how many weeks do you work per year?

_____ Q2

Q2 How many days do you work in an average week?

_____ Q3

Q3 And, how many hours do you work in an average week?

_____ Q4

Q4 I'd now like you to tell me how these (**ANSWER AT Q3)** hours that you work in a typical week are split across different days of the week.

a) Between 6 o'clock Monday morning and 6 o'clock Friday morning
b) On a Friday from 6 o'clock in the morning through to 6 o'clock on Saturday morning
c) On a Saturday from 6 o'clock in the morning through to 6 o'clock on Sunday morning
d) On a Sunday from 6 o'clock in the morning through to 6 o'clock on Monday morning

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q3)

Q5a And of the **(RESPONSE AT Q4a)** hours that you typically work between 6 o'clock Monday morning and 6 o'clock Friday morning, how many hours do you typically work between:

06.00 – 20.00
20.00 – 22.00
22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4a)

Q5b And of the **(RESPONSE AT Q4b)** hours that you typically work from 6 o'clock on Friday morning through to 6 o'clock on Saturday morning, how many hours do you typically work between:

06.00 – 20.00
20.00 – 22.00
22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4b)

Q5c And of the **(RESPONSE AT Q4c)** hours that you typically work from 6 o'clock on Saturday morning through to 6 o'clock on Sunday morning, how many hours do you typically work between:

06.00 – 20.00
20.00 – 22.00
22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4c)

Q5d And of the **(RESPONSE AT Q4d)** hours that you typically work from 6 o'clock on Sunday morning through to 6 o'clock on Monday morning, how many hours do you typically work between:

06.00 – 20.00
20.00 – 22.00
22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4d)

Q6 And roughly how many trips do you make during an average shift?

_____ Q7

Q7 Are you a member of a radio circuit?

Yes	1	Q8
No	2	Q9

Q8 Roughly what percentage of your time do you spend working on the radio circuit?

_____Q9

Q9 Do you regularly work from taxi ranks?

Yes	1	Q10
No	2	Q11

Q10 Roughly what percentage of your time do you spend working from taxi ranks?

_____Q11

Q11 How long have you been a licensed taxi driver?

Less than 2 years	1	
2-5 years	2	
6-10 years	3	
11-15 years	4	
16-20 years	5	
Over 20 years	6	Q12

Q12 Apart from working as a taxi driver, are you in any other paid employment?

ADD REASSURANCES AS NECESSARY

(As I mentioned earlier) Your answers, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your answers.

Yes	1	Q13
No	2	Q14
Refused`	3	Q14

Q13 What proportion of your income comes from your other job(s)?

RECORD PERCENTAGE. IF UNSURE. PROBE FOR BEST ESTIMATE.

Don't know	1	Q14
Refused	2	Q14

Q14 To which of these ethnic groups do you consider you belong?

White		
British	1	
Irish	2	
Any other White background	3	
Mixed Race		
White and Black Caribbean	4	
White and Black African	5	
White and Asian	6	
Any other Mixed background	7	
Asian / Asian British		
Indian	8	
Pakistani	9	
Bangladeshi	10	
Any other Asian background	11	
Black / Black British		
Caribbean	12	
African	13	
Any other Black background	14	
Chinese	15	
Any other ethnic group	16	Q15

Q15 Into which of the following age bands do you fall?
READ OUT AND CODE ONE ONLY

17 – 24	1	
25 – 34	2	
35 – 44	3	
45 – 54	4	
55 – 64	5	
65+	6	
Refused	7	Q16

Q16 Thank you. As I mentioned earlier, a diary will be sent to you in the next couple of days with instructions on how to fill it in. Can I check is your address ……..**READ OUT ADDRESS**. Is this your correct address?

Yes	1	Q17
No	2	Type in new address

Q17 We will call you in a few days to make sure that you have received the diary. Is this the best telephone number to reach you on?

Yes	1	THANK AND CLOSE
No	2	Take alternative telephone number

Once we have received your completed diary, we will send you a cheque for £50. Thank you in advance for your co-operation in this survey.

Q18 – RECORD GENDER

Male	1
Female	2

PHV Recruitment Questionnaire

GfK NOP
Issue fv
25/09/09

Taxi/PHV Travel Pattern Survey – J437760
PHV Driver Recruitment Questionnaire

QA Good morning/afternoon/evening, my name is ……..from GfK NOP.

May I speak to (NAMED RESPONDENT)

Yes	1	CONTINUE
Not available	2	ARRANGE A CALLBACK.

9 Named Contact

QBi Good morning/afternoon/evening, my name is ……..calling from GfK NOP. I'm calling on behalf of the Public Carriage Office and Transport *for* London.

The Public Carriage Office wrote to you last week about a survey of private hire vehicle drivers that we are conducting for them.

The aim of the survey is for the Public Carriage Office to develop and expand their knowledge about the travel patterns of customers using London private hire services. We would like to do this by asking you to keep a log of your trips for two days by recording them in a diary provided by us. As a thank you, we will pay you £50 once we have received your completed diary. Did you receive the letter?

Yes	1	Qbii
No	2	Qbii
DK/CR	3	Qbii

Qbii Before we go any further, may I just check how would you describe the **MAIN** type of service provided at the private hire office where you work? Would you say it is mainly a …….**READ OUT**

Minicab	1	IF Qbi CODE 1 GO TO Qci, OTHERS Qcii
Chauffeur/Executive /Executive	2	IF Qbi CODE 1 GO TO Qci, OTHERS Qcii
Executive Limousine	3	IF Qbi CODE 1 GO TO Qci, OTHERS Qcii
Stretch Limousine	4	CLOSE
Other (specify)	5	CLOSE

IF CODE 4 AND 5 THANK AND CLOSE.

At present I'm afraid we're only speaking with minicab and Chauffeur/Executive/ executive car drivers so we're unable to conduct the interview with you at this point. Many thanks for offering your help and assistance.

IF RECEIVED LETTER

QCi Are you interested in taking part in which you will be given £50 for keeping a log of your trips for two days?

ADD REASSURANCES AS NECESSARY

- GfK NOP is bound by the Market Research Society's code of conduct. Your responses will be treated in the strictest of confidence.
- Your responses, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your responses.

Yes	QE
No – Away during f/w	CLOSE
- Too much hassle	CLOSE
- Worried about the task (of filling in a diary)	CLOSE
- Don't want to give PCO any details/journey information	FILTER TO RESSURANCES ABOVE
- Can't be bothered	CLOSE
- General refusal	CLOSE
- Don't work enough hours	QD
- Other (SPECIFY)	CLOSE

10 IF NOT RECEIVED LETTER

QCii You should have received a letter from the Public Carriage Office to let you know that we are conducting a survey on behalf of the Public Carriage Office and Transport for London but this may have been delayed due to the recent postal strikes. Are you interested in taking part in which you will be given £50 for keeping a log of your trips for two days?
ADD REASSURANCES AS NECESSARY

- Your responses, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your responses.

Yes	QE
No – Away during f/w	CLOSE
- Too much hassle	CLOSE
- Worried about the task (of filling in a diary)	CLOSE
- Don't want to give PCO any details/journey information	FILTER TO RESSURANCES ABOVE
- Can't be bothered	CLOSE
- General refusal	CLOSE
- Don't work enough hours	QD
- Other (SPECIFY)	CLOSE

QD It doesn't matter how few trips you make, we would still be interested in information about the trips you make. Would you be willing to take part?

Yes	1	QE
No	2	CLOSE

ALL WILLING TO TAKE DIARY

QE Thank you. We will send the diary out to you with instructions on how to fill it in. Also, can you spare a couple of minutes now to answer some questions about your working hours?

Yes Q1

No ARRANGE A CALLBACK AT A MORE CONVENIENT TIME

WORKING PATTERN QUESTIONS

Q1 And, on average, how many weeks do you work per year?

_____ Q2

Q2 How many days do you work in an average week?

_____ Q3

Q3 And, how many hours do you work in an average week?

_____ Q4a

Q4 I'd now like you to tell me how these (**ANSWER AT Q3)** hours that you work in a typical week are split across different days of the week.

e) Between 6 o'clock Monday morning and 6 o'clock Friday morning
f) On a Friday from 6 o'clock in the morning through to 6 o'clock on Saturday morning
g) On a Saturday from 6 o'clock in the morning through to 6 o'clock on Sunday morning
h) On a Sunday from 6 o'clock in the morning through to 6 o'clock on Monday morning

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q3)

Q5a And of the **(RESPONSE AT Q4a)** hours that you typically work between 6 o'clock Monday morning and 6 o'clock Friday morning, how many hours do you typically work between:

06.00 – 20.00
20.00 – 22.00
22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4a)

Q5b And of the **(RESPONSE AT Q4b)** hours that you typically work from 6 o'clock on Friday morning through to 6 o'clock on Saturday morning, how many hours do you typically work between:

06.00 – 20.00
20.00 – 22.00
22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4b)

Q5c And of the **(RESPONSE AT Q4c)** hours that you typically work from 6 o'clock on Saturday morning through to 6 o'clock on Sunday morning, how many hours do you typically work between:

06.00 – 20.00
20.00 – 22.00
22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4c)

Q5d And of the **(RESPONSE AT Q4d)** hours that you typically work from 6 o'clock on Sunday morning through to 6 o'clock on Monday morning, how many hours do you typically work between:

06.00 – 20.00
20.00 – 22.00
22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4d)

Q6 And roughly how many trips do you make during an average shift?

_____ Q11

Q7 MOVED TO QB1

THERE ARE NO QS 7-10

Q11 How long have you been a private hire vehicle driver?

Less than 2 years	1	
2-5 years	2	
6-10 years	3	
11-15 years	4	
16-20 years	5	
Over 20 years	6	Q12

Q12 Apart from working as a private hire vehicle driver, are you in any other paid employment?
ADD REASSURANCES AS NECESSARY

(As I mentioned earlier) Your answers, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your answers.

Yes	1	Q13
No	2	Q14
Refused`	3	Q14

Q13 What proportion of your income comes from your other job(s)?

RECORD PERCENTAGE. IF UNSURE. PROBE FOR BEST ESTIMATE.

Don't know	Q14
Refused	Q14

➢ Q14 To which of these ethnic groups do you consider you belong?

White		
British	1	
Irish	2	
Any other White background	3	
Mixed Race		
White and Black Caribbean	4	
White and Black African	5	
White and Asian	6	
Any other Mixed background	7	
Asian/Asian British		
Indian	8	
Pakistani	9	
Bangladeshi	10	
Any other Asian background	11	
Black/Black British		
Caribbean	12	
African	13	
Any other Black background	14	
Chinese	15	
Any other ethnic group	16	Q15

Q15 Into which of the following age bands do you fall?
READ OUT AND CODE ONE ONLY

17 – 24	1	
25 – 34	2	
35 – 44	3	
45 – 54	4	
55 – 64	5	
65+	6	
Refused	7	Q16

Q16 Thank you. As I mentioned earlier, a diary will be sent to you in the next couple of days with instructions on how to fill it in. Can I check is your address ……..**READ OUT ADDRESS**. Is this your correct address?

Yes	1	Q17
No	2	TYPE IN NEW ADDRESS

Q17 We will call you in a few days to make sure that you have received the diary. Is this the best telephone number to reach you on?

Yes	1	THANK AND CLOSE
No	2	TAKE ALTERNATIVE TELEPHONE NUMBER

Once we have received your completed diary, we will send you a cheque for £50. Thank you in advance for your co-operation in this survey.

Q18 – RECORD GENDER

Male	1
Female	2

APPENDIX D - Specimen Diary pages

Taxi Diary

GfK NOP

Date dd/mm/yy **Day of week** **OR** Tick if same as previous page ☐

JOURNEY DETAILS

Job type Hailed ☐ Radio ☐ Rank ☐ Marshalled rank ☐ Other ☐

Payment type Cash ☐ Bank Card ☐ On account ☐ Taxicard ☐

Pick up Address Landmark (e.g. Heathrow, station name) OR Number, Street and Postal Area OR Nearest Junction & Postal Area

Start Time 24 hr clock :

Start Mileage ☐☐☐☐☐☐.☐

Stopped During Journey No stops ☐ Yes one stop ☐ Yes more than one stop ☐

If one or more stops: Length of time stopped minutes

Set down Address Landmark (e.g. Heathrow, station name) OR Number, Street and Postal Area OR Nearest Junction & Postal Area

Finish Time 24 hr clock :

Finish Mileage ☐☐☐☐☐☐.☐

Distance ☐☐☐.☐

Base Fare £ . p **Extras** £ . p **Total Fare** £ . p

PASSENGER DETAILS

Main Journey Purpose Codes

1 = To/From Usual Workplace	2 = Collect/Deliver Something	3 = Other work/Employer's Business
4 = To/From Shopping	5 = Use Services or Personal Business	6 = To/From Sport/Entertainment/Social
7 = To/From Education	8 = Hotel & Holiday Home	9 = Accompanying/Collecting Someone

Journey Purpose ☐

	Gender		Age				Tick box if Registered Disabled	Tick box if Wheelchair User
	Male	Female	Under 6	6-15	16-59	60+		
Passenger 1	☐	☐	☐	☐	☐	☐	☐	☐
Passenger 2	☐	☐	☐	☐	☐	☐	☐	☐
Passenger 3	☐	☐	☐	☐	☐	☐	☐	☐
Passenger 4	☐	☐	☐	☐	☐	☐	☐	☐
Passenger 5	☐	☐	☐	☐	☐	☐	☐	☐
Passenger 6	☐	☐	☐	☐	☐	☐	☐	☐

Residency of Main Passenger

Within Greater London ☐ Rest of UK ☐ Overseas ☐

Please remember to record the time you finish your first shift on the shift cover page (green)

PHV Diary

GfK NOP

Date dd/mm/yy **Day of week** **OR** Tick if same as previous page

JOURNEY DETAILS

Pick up Home address | Cab office | Office/commercial building (including shop) | Street location | Night venue | Other

Payment type Cash | Bank Card | On account | Taxicard/ Capital Call

Payment made At operator/ minicab office | Paid driver at start of the journey | Paid driver at end of the journey

Pick up Address Landmark (e.g. Heathrow, station name) OR Number, Street and Postal Area OR Nearest Junction & Postal Area

Start Time 24 hr clock :

Start Mileage .

Stopped During Journey No stops | Yes one stop | Yes more than one stop

If one or more stops: Length of time stopped minutes

Set down Address Landmark (e.g. Heathrow, station name) OR Number, Street and Postal Area OR Nearest Junction & Postal Area

Finish Time 24 hr clock :

Finish Mileage .

Distance . miles

Fare £ . p

PASSENGER DETAILS

Main Journey Purpose Codes

1 = To/From Usual Workplace	2 = Collect/Deliver Something	3 = Other work/Employer's Business
4 = To/From Shopping	5 = Use Services or Personal Business	6 = To/From Sport/Entertainment/Social
7 = To/From Education	8 = Hotel & Holiday Home	9 = Accompanying/Collecting Someone

Journey Purpose

	Gender		Age				Tick box if Registered Disabled	Tick box if Wheelchair User
	Male	Female	Under 6	6-15	16-59	60+		
Passenger 1								
Passenger 2								
Passenger 3								
Passenger 4								
Passenger 5								
Passenger 6								
Passenger 7								
Passenger 8								

Residency of Main Passenger

Within Greater London | Rest of UK | Overseas

Please remember to record the time you finish your first shift on the shift cover page (green)

Transport for London
London Taxi and Private Hire

Transport for London (TfL) appointed taxi ranks

MAYOR OF LONDON

Transport for London (TfL) appointed taxi ranks

Key:

TLRN – Transport for London Route Network (the highway authority is Transport for London). The majority of other ranks fall under the borough as the highway authority.

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Barking and Dagenham	Rainham Road South (Dagenham East Station), Dagenham	1		5657	
Barking and Dagenham	Station Parade/Wakering Road (Barking Station), Barking	17		5722	
Barnet	North End Road (Golders Green Station), Golders Green	7		5436	
Barnet	Queens Road, Hendon	3		5071	TLRN
Barnet	Station Road (Edgware Station), Edgware	11		5645	
Bexley	Townley Road, Bexleyheath	2		4970	
Brent	Arena Square (Wembley Arena), Wembley	6	Not in operation during events that will necessitate the closing of Boulevard way	5771	
Brent	Bridge Road/Brook Avenue/ Olympic Square (Wembley Park Station), Wembley Park	17		5583	
Brent	Hilton London, Wembley	3		5796	
Brent	Kingsbury Road (Kingsbury Station), Kingsbury	2		5196	
Brent	Station Crescent (Sudbury Town Station), Wembley	2		4431	
Brent	Station Parade (Willesden Green Station), Willesden Green	2		5503	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Bromley	High Street, Beckenham	2	18:00 - 06:00	5513	**Marshalled** Friday and Saturday 22:30 - 02:30
Bromley	High Street, Bromley (TK Maxx)	5	10:00 - 03:00	5529	
Bromley	High Street, Bromley	2	22:00 - 03:00	5542	
Bromley	High Street/Elmfield Park Road (Bromley South Station), Bromley	32	6th portion 18.30 - 02.00, all other portions operate 24 hours	5776	
Bromley	High Street, Orpington, Kent	2		5678	
Bromley	Homefield Rise (Sainsbury's), Orpington, Kent	2		4993	
Bromley	Market Square, Bromley	3	22:00 - 03:00	5517	**Marshalled** Saturday 22.30 - 00.30
Bromley	Petts Wood Square (Petts Wood Station), Orpington, Kent	2	16:00 - 02:00	5475	
Bromley	Station Approach (Hayes Station), Kent	2	17:00 - 01:00	5531	
Bromley	Walters Yard (Sainsbury's), Bromley	6		5105	
Bromley	Widmore Road (Bibas), Bromley	5	00:00 - 03:00	5061	**Marshalled** Friday and Saturday 00:30 - 02:30
Camden	Bayley Street (My Hotel Bloomsbury)	2		4139	
Camden	Bedford Avenue (St. Giles Hotel)	2		5043	
Camden	Bedford Row, Holborn	3		4204	**Rest rank R0021**
Camden	Bedford Way (Royal National Hotel)	2		4616	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Camden	Camden High Street (Club Koko)	5	20:00 - 08:00	4835	TLRN
Camden	Camden High Street/Greenland Street	5		4312	TLRN
Camden	Canfield Gardens	1		5535	TLRN
Camden	Canfield Gardens (Waitrose)	6		5534	TLRN
Camden	Cardington Street (Ibis Hotel)	2		4914	
Camden	Cardington Street (Thistle Euston Hotel)	2		4427	
Camden	Carey Street (Chancery Lane)	4		3528	
Camden	Coram Street (Holiday Inn)	4		5545	
Camden	Drury Lane (New London Theatre)	3	20:30 - 06:30	5171	
Camden	Grays Inn Road (ITN building)	2		5455	
Camden	Great Queen Street (Kingsway Hall Hotel)	3		5365	
Camden	Great Russell Street (British Museum)	2		5233	
Camden	Great Russell Street	3		5655	
Camden	Guilford Street (President Hotel)	3		4878	
Camden	Hampstead Road (Greater London House)	4	Not operational 16:00 - 19:00	5489	TLRN
Camden	Hawley Crescent	3	Saturdays and Sundays only	5300	
Camden	High Holborn (Shaftesbury Theatre)	4	22:00 - 23:00	5516	
Camden	Holborn (Waterhouse Court)	2	Not operational 07:00 - 10:00	5620	
Camden	Kilburn High Road (London Marriott Hotel), Maida Vale	3		5262	
Camden	Kings Cross Bridge	2		5237	TLRN
Camden	Lincoln's Inn Fields (north eastern side)	4		5676	**Rest rank R0014**
Camden	Lincoln's Inn Fields (east side)	3		4205	
Camden	Osnaburgh Terrance/Albany Street (The Melia White House)	4		5405	TLRN
Camden	Pancras Road (Kings Cross Station)	36		5708	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Camden	Queens Square (east side)	2		4203	
Camden	Rosslyn Hill, Hampstead	10		5609	
Camden	Russell Square (north west arm, south east side)	11		5701	**Refreshment rank**
Camden	Tavistock Square (Tavistock Hotel)	2		4557	
Camden	Tavistock Square (north side)	2		5449	
Camden	The Stables (Chalk Farm Road)	2	Monday to Friday 18.00 - 04.00 Saturday and Sunday 09.30 - 04.00	5772	
Camden	Tottenham Court Rd (Grafton Way/Sainsbury's)	3		5433	
Camden	Tottenham Court Road (Dominion Theatre)	4		5358	
Camden	Tottenham Court Road (Spearmint Rhinos)	2	22:00 - 04:00	5638	
Camden	Tottenham Court Rd (Heals)	2		5399	
Camden	Woburn Place (Coram Street)	6		4054	
Croydon	Cherry Orchard Road (East Croydon Station), Croydon	16		5492	
Croydon	High Street, Croydon	10		5628	
Croydon	Lansdowne Road, Croydon	5		5797	
Croydon	London Road (West Croydon Station), Croydon	2		5142	
Croydon	Mayday Road (Mayday Hospital), Croydon	2		5012	
Croydon	Park Street, Croydon	3	18:00 - 06:00	5656	
Croydon	Poplar Walk (Marks and Spencer), Croydon	2		5618	
Croydon	South End, Croydon	2	19:00 - 03:00	5462	
Croydon	Station Road (Norwood Junction Station), South Norwood	2		5127	
Croydon	Waddon Way (Hilton), Waddon	3		5320	
Croydon	Whytecliffe Road (Purley Station), Purley	6		5704	
Croydon	Woburn Avenue, (Sainsbury's), Purley	2		5011	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Ealing	Greenford Road (Tesco), Greenford	2		5659	
Ealing	Haven Green (Ealing Broadway Station), Ealing	25		5741	
Ealing	High Street, Ealing	4	22:00 - 06:00	5543	
Ealing	Leeland Terrace (Sainsbury's), West Ealing	2		5550	
Ealing	South Ealing Road (South Ealing Station), South Ealing	2		5785	
Enfield	Alderman's Hill (Morrisons), Palmers Green	2		5428	
Enfield	Ashfield Parade, Southgate	5		5794	
Enfield	Bowes Road, Arnos Grove Station	2		5422	
Enfield	Chalk Lane (Cockfosters Station), Cockfosters	2		5343	
Enfield	Chase Side/The Bourne (Southgate Station), Southgate	6	1st and 3rd portion 18.30 - 02.00, 2nd portion operates 24 hours	5780	
Enfield	Lodge Drive, Palmers Green	2		5069	
Enfield	Montagu Road, Edmonton	5	Public and Jewish holidays only	5201	
Enfield	New River Loop Car Park, Enfield Town	2		5646	
Greenwich	Calderwood Street (Sainsbury's), Woolwich	6		5244	
Greenwich	Creek Road (Up the Creek Club), Greenwich	2	20:00 - 05:00	5472	
Greenwich	Greenwich Church Street (Cutty Sark DLR Station)	2		5789	
Greenwich	Greenwich Church Street (Cutty Sark)	2		5430	
Greenwich	Greenwich Church Street (Greenwich Market)	2	19:00 - 07:00	5305	
Greenwich	Vincent Road (Woolwich Arsenal Station),	6		5674	
Hackney	Calvert Avenue (Shoreditch High Street)	3		5585	
Hackney	Ebor Street (Shoreditch House)	2		5700	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Hackney	Old Street, Hoxton	4	22:00 - 04:00	5640	TLRN **Marshalled** Friday and Saturday 22:00 - 03:00
Hackney	Sandringham Road, Hackney	2		5685	
Hackney	Stamford Hill	3		4891	TLRN
Hackney	Stoke Newington Road (Birthdays bar)	4	19.00 - 07.00	5777	Shared use loading bay
Hackney	Woodberry Down (Seven Sisters Road)	5		5608	
Hammersmith and Fulham	Hammersmith Broadway (Hammersmith Station)	4		5396	
Hammersmith and Fulham	Hammersmith Road (Olympia)	5		3207	
Hammersmith and Fulham	Shortlands (Novotel London West Hotel), Hammersmith	5		4595	
Hammersmith and Fulham	Uxbridge Road, Shepherds Bush	3		5552	
Haringey	Alexandra Palace (East Car Park)	10	Only in operation during designated events	5745	
Haringey	Alexandra Palace (Outside main entrance to Palm Court/Bus Stop B)	4	Only in operation during designated events	5746	
Haringey	Crouch End Hill, Crouch End	2		5615	
Haringey	Dukes Avenue, Muswell Hill	2		5755	
Haringey	High Rd/Gladstone Avenue (Wood Green Station), Wood Green	7		5527	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Haringey	High Road (Lymington Avenue), Wood Green	2		5564	
Haringey	Langham Road (Turnpike Lane Station), Turnpike Lane	2		5129	
Haringey	Lordship Lane, Wood Green	2		5526	
Harrow	Broadway Parade, Pinner Road	2		4936	
Harrow	College Road (Harrow on the Hill Station), Harrow-on-the-Hill	14		5530	
Harrow	Hailsham Drive (Harrow Court), Harrow	3		4979	
Harrow	Havelock Place, Harrow	3		5478	
Harrow	Rayners Lane (Rayners Lane Station), Harrow	4		5693	
Harrow	Service Road, (Harrow and Wealdstone Station), Harrow	3		5401	
Harrow	South Hill Avenue (South Harrow Station), South Harrow	2		5391	
Harrow	Station Road, Harrow	3		4903	
Havering	Atlanta Boulevard (northern arm), Romford	3		5716	
Havering	Crossways (Gidea Park Station), Gidea Park	3		4999	
Havering	Damyns Hall Aerodrome	20	Only in operation during designated events	5803	
Havering	Dolphin Approach, Romford	3		4965	
Havering	Eastern Road (Romford Station), Romford	21		5393	**Marshalled** Friday and Saturday 22:30 - 03:30
Havering	Havana Close, Romford	2		5574	
Havering	High Street, Hornchurch (OJ's)	25	21.00 - 05.00	5774	
Havering	High Street, Romford	15		5598	
Havering	121 High Street, Hornchurch	2	18.00 - 06.00	5764	Shared use loading bay
Havering	128 High Street, Hornchurch	3	18.00 - 06.00	5765	Shared use loading bay

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Havering	154 High Street, Hornchurch	3		5766	
Havering	Leather Lane (Sainsbury's), Hornchurch	3		5001	
Havering	London Road (Romford Stadium)	3	22:00 - 23.00	5147	
Havering	Station Road/Hall Lane (Upminster Station), Upminster	9		4865	
Havering	Station Road (Harold Wood Station), Harold Wood	6		4693	
Havering	The Broadway (Elm Park Station), Elm Park	10		5547	
Hillingdon	Great Central Avenue (South Ruislip Station), South Ruislip	2		3569	
Hillingdon	High Street, (Uxbridge Station)	7		5605	
Hillingdon	Reservoir Road (Ruislip Lido), Ruislip	2		3763	
Hounslow	Bath Road (Hounslow West Station)	2		5556	
Hounslow	Chiswick High Road (Gunnersbury Station)	2		5551	
Hounslow	Heathfield Terrace, Chiswick	2		5218	
Hounslow	Lampton Road, Hounslow	2		5597	
Hounslow	Turnham Green Terrace (Turnham Green Station), Turnham Green	4		5494	
Islington	Berners Road (Business Design Centre)	2		5435	
Islington	Bunhill Row	3		5477	
Islington	Charterhouse Street	7	Monday - Thursday 13.00 - 23.59 Friday, Saturday and Sunday 23.00 - 23.59 00.00 - 07.00	5791	
Islington	City Road (Moorfields Eye Hospital)	2		5116	TLRN
Islington	Duncan Street (Camden Passage)	1		5384	
Islington	Finsbury Park (Bus Station/London Underground Station/Network Rail Station)	2		5593	**Island rank** Haringey
Islington	Finsbury Pavement	4		5290	
Islington	Finsbury Square	4		5807	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Islington	Goswell Road (Citadines Apart'Hotel)	2		5155	
Islington	Gwynne Place (Travelodge)	2		5570	
Islington	Holloway Road (Waitrose), Holloway	2		5136	TLRN
Islington	Junction Road, Archway	4	19.00 - 02.00	5786	
Islington	Lever Street (The Thistle City Barbican Hotel)	3		5044	
Islington	Liverpool Road (Sainsbury's)	4		5720	
Islington	Ropemaker Street	3		5643	
Kensington and Chelsea	Brompton Road (Harrods)	8		5318	TLRN
Kensington and Chelsea	Brompton Road (The Collection)	2	21:00 - 03:00	5757	
Kensington and Chelsea	Cadogan Place (Jumeirah Carlton Tower)	5		5152	
Kensington and Chelsea	Cadogan Place/Pont Street	18		5479	**Also refreshment rank**
Kensington and Chelsea	Chesham Place (Sheraton Hotel)	2		5616	
Kensington and Chelsea	Cheyne Walk (western arm)	1		4713	
Kensington and Chelsea	Courtfield Road (Holiday Inn)	2		5719	
Kensington and Chelsea	Courtfield Road (Gloucester Road Station)	3		5084	
Kensington and Chelsea	Cromwell Gardens (V & A Museum)	5		5319	TLRN
Kensington and Chelsea	Cromwell Road (Bratts)	3	00:00 - 06:00	5111	TLRN

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Kensington and Chelsea	Cromwell Road (Queensberry Place)	2	00:00 - 06:00	5577	TLRN
Kensington and Chelsea	Derry Street (Roof Gardens), Kensington	2		5663	
Kensington and Chelsea	Hans Crescent/Basil Street (Harrods)	8		5658	
Kensington and Chelsea	Hans Road (Harrods door 10)	4		5514	
Kensington and Chelsea	Harrington Gardens (Millennium Gloucester London Hotel)	5		4580	
Kensington and Chelsea	Harrington Road (South Kensington Station)	11		5666	
Kensington and Chelsea	Holland Park Avenue (London Kensington Hilton)	6		5299	
Kensington and Chelsea	Kensington Park Road (Ladbroke Road)	18		3995	**Also refreshment rank**
Kensington and Chelsea	Kensington Road (Broadwalk)	12		5149	**Also refreshment rank**
Kensington and Chelsea	Kensington Road (Kensington Court)	3		4858	
Kensington and Chelsea	King's Road (Duke of York's Square)	3		5465	
Kensington and Chelsea	King's Road (Bluebird)	2	13:00 - 02:00	5313	
Kensington and Chelsea	King's Road (Raffles)	2	22:00 - 05:00	5694	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Kensington and Chelsea	Lower Sloane Street (Sloane Club)	1		5091	
Kensington and Chelsea	Pavilion Road (Millennium Knightsbridge Hotel)	1		5160	
Kensington and Chelsea	Portobello Road (Electric Diner)	3	21.00 - 03.00	5790	
Kensington and Chelsea	Queen's Gate (Kensington Road)	1		4435	
Kensington and Chelsea	Queen's Gate (Old Brompton Road)	3		4034	
Kensington and Chelsea	Royal Hospital Chelsea (Chelsea Flower Show)	9	Only in operation during the Chelsea Flower show	5754	
Kensington and Chelsea	Russell Road (London Olympia Hilton)	6		5496	
Kensington and Chelsea	Scarsdale Place (Copthore London Tara Hotel)	5		4556	
Kensington and Chelsea	Seville Street (Sheraton Park Tower)	6		4638	
Kensington and Chelsea	Sloane Avenue (Conrans)	3		5322	
Kensington and Chelsea	Sloane Avenue (Nell Gwynne House)	1		4928	
Kensington and Chelsea	Sloane Square	9		5512	
Kensington and Chelsea	Thurloe Place	13		4645	TLRN **Also refreshment rank**

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Kensington and Chelsea	Walton Street	2		5706	
Kensington and Chelsea	Westbourne Grove (Portobello Road)	4		5622	
Kingston Upon Thames	Clarence Street (John Lewis), Kingston	6		5707	
Kingston Upon Thames	Clarence Street (Oceana's), Kingston	8	1st Portion 20:00 - 07:00 2nd Portion 22:00 - 07:00	5446	**Marshalled** Wednesday, Friday and Saturday 22:30 - 03:30
Kingston Upon Thames	Clarence Street (Weston Park), Kingston	3		5215	
Kingston Upon Thames	Eden Street (Primark), Kingston	4		5427	
Kingston Upon Thames	High Street (Rose Theatre), Kingston	4	1st portion 19.00 - 02.00 2nd portion 10.30 - 02.00	5781	
Kingston Upon Thames	High Street, New Malden	3	08:00 - 18:30 Mondays to Saturdays	5561	
Kingston Upon Thames	Station Forecourt, Kingston	3	05:00 - 23:30	5712	
Kingston Upon Thames	Surbiton Parade (Surbiton Station), Surbiton	5		4980	
Kingston Upon Thames	Union Street (The Hippodrome), Kingston	2	21:30 - 07:00	5661	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Kingston Upon Thames	Victoria Road (Sainsbury's), Surbiton	1		5221	
Kingston Upon Thames	Wood Street (Kingston Station at night), Kingston	3	22:30 - 05:00	5641	
Lambeth	Albert Embankment (Park Plaza Riverbank Hotel)	2		5581	
Lambeth	Belvedere Road (London Eye)	2		5563	
Lambeth	Clapham High Street	9	19.00 - 07.00	5787	Shared use loading bay
Lambeth	Kennington Oval (East side)	3		5134	
Lambeth	Lambeth Road (Novotel)	3		5314	
Lambeth	South Lambeth Place, Vauxhall	4		5533	TLRN
Lambeth	South Lambeth Road (Vauxhall Station)	2		5490	
Lambeth	The Pavement (Clapham Common Station)	11		5793	TLRN
Lambeth	Upper Ground (ITV)	1		5279	
Lewisham	Amersham Vale (New Cross Station)	3		5345	
Lewisham	Lewisham High Street (Clock Tower)	4		5520	
Lewisham	Station Road/Thurston Road (Lewisham DLR/Station), Lewisham	27		5801	
Merton	Aberconway Road, Morden	6		4805	TLRN
Merton	Alexandra Road, Wimbledon	2		5691	
Merton	Church Road, Wimbledon (Gate 4 South)	30	Operates only during tennis championships	5587	
Merton	Coombe Lane (Raynes Park Station), Raynes Park	2	Monday to Saturday 10:00 - 16:00 and 19:00 - 10:00	5634	
Merton	High Street, Wimbledon	2		5210	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Merton	London Road (Morden Station), Morden	4	19:00 - 07:00	5721	TLRN Shared taxi rank/loading bay
Merton	Somerset Road, Wimbledon	8	Operates only during tennis championships	5588	
Merton	The Broadway (Po Na Na), Wimbledon	2	22:00 - 06:00	5128	
Merton	The Broadway (Centre Court Shopping Centre), Wimbledon	2		5679	
Merton	Un-named Road, leading to Service Road, Wimbledon Station	4		5692	
Merton	Worple Road (Sainsbury's), Wimbledon	3		5382	
Newham	Cam Road (Gala Bingo Club), Stratford	4		5485	
Newham	High Street (East Ham Station)	7		5230	
Newham	Kempton Road, East Ham	6		5180	
Newham	Meridian Square, Stratford	9		5717	
Newham	Meridian Square, Stratford	3		5718	
Newham	Plaistow Road (Plaistow Station)	7		5505	
Newham	Romford Road (Bow County Court), Stratford	2		5429	
Newham	Silvertown Way (Canning Town Interchange), Canning Town	2		5301	
Newham	The Broadway (Broadway shopping centre), Stratford	5		5669	
Redbridge	Balfour Road (Ilford Station), Ilford	17		5631	
Redbridge	Clarence Avenue, Ilford	5		5673	
Redbridge	Court Way, Barkingside	4		5537	
Redbridge	Cranbrook Road (Faces), Gants Hill	8	22:00 - 06:00	5630	
Redbridge	George Lane (Sainsbury's), South Woodford	3		5680	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Redbridge	George Lane (Lizard Lounge)	3	Monday to Saturday 18.30 – 08.30 All day Sunday		Shared use pay and display bays
Redbridge	High Road (Clements Road), Ilford	2	00:00 - 06:00	5575	
Redbridge	High Road (Funky Mojoe), South Woodford	2	19.00 - 07.00	5782	Shared use loading bay
Redbridge	High Road (The Exchange), Ilford	8		5544	
Redbridge	Tanners Lane (Sainsbury's), Barkingside	2		4956	
Richmond Upon Thames	George Street (Tesco Metro), Richmond	2		5747	
Richmond Upon Thames	Hill Street, Richmond	3	19:00 - 07:00	5454	
Richmond Upon Thames	Kew Road (Richmond Station), Richmond	31	3rd & 4th portions 19.00 - 07.00, all other portions operate 24 hours	5760	3rd and 4th portions in shared use loading bays
Richmond Upon Thames	Station Road (Teddington Station), Teddington	2	07.00 - 00.00	5749	
Richmond Upon Thames	Victoria Road (Teddington Station), Teddington	2	07.00 - 00.00	5750	
Richmond Upon Thames	Whittaker Avenue (All Bar One), Richmond	3	19:00 - 07:00	5748	
Southwark	Camberwell Green	2		5491	TLRN
Southwark	Lambeth Road (Imperial War Museum)	2		5548	
Southwark	New Globe Walk (Globe Theatre)	3		5415	
Southwark	New Kent Road	3		5558	TLRN
Southwark	Southwark Street (Borough High Street)	2		5578	TLRN
Southwark	Southwark Street (O'Meara Street)	1		5502	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Southwark	St Thomas Street	6		5806	
Southwark	Tooley Street (More London)	4		5652	TLRN
Southwark	Tooley Street (Duke Street)	1		5471	TLRN
Sutton	Cheam Road (Liquid), Sutton	3	23:00 - 03:00	5498	
Sutton	High Street/Mulgrave Road (Sutton Station), Sutton	12		5482	
Sutton	Marshall's Road, Sutton	2	Monday to Saturday 08:00 - 18.30	5705	
Sutton	Wrythe Lane (St. Helier Hospital), Carshalton	3		5056	
Tower Hamlets	Bethnal Green Road (Tesco), Bethnal Green	4	Except 07:00 - 10:00 and 17:00 - 20:00 on Sundays	5642	
Tower Hamlets	East Smithfield (Royal Mint Court)	3		5451	TLRN
Tower Hamlets	Mile End Road/Maplin Street, (Mile End Station) Mile End	7		5675	TLRN
Tower Hamlets	Royal Gate West, Victoria Park	15	Only in operation during designated events	5762	
Tower Hamlets	St. Stephen's Road (Roman Road Market)	1		5557	
Tower Hamlets	Trinity Square (Tower Hill Station)	2		5269	
Waltham Forest	Church Lane, (Leytonstone Station)	2		5368	
Waltham Forest	Grove Green Road, (Leytonstone Station)	2		5439	
Waltham Forest	Lea Bridge Road (Ibis Styles Hotel)	2		5792	
Waltham Forest	Selborne Road (North side of Walthamstow Central Station)	2	19:00 - 05:00	5235	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Waltham Forest	Selborne Road (East side of Walthamstow Central Station)	2	16:00 - 04:00	5295	
Waltham Forest	Selborne Road (Walthamstow Central Station)	2		4913	
Wandsworth	Augustus Road, Southfields	19	Operates only during tennis championships	5639	
Wandsworth	Balham Station Road (Balham Station), Balham	7		5665	**Island rank** Merton and Sutton drivers
Wandsworth	Garratt Lane (Arndale/Southside), Wandsworth	6		5644	**Island rank** Merton and Sutton drivers
Wandsworth	Garratt Lane (Sainsbury's), Wandsworth	5		5086	**Island rank** Merton and Sutton drivers
Wandsworth	High Street (Putney Station), Putney	4		5751	**Island rank** Richmond upon Thames drivers

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Wandsworth	Mitcham Road (Tooting Broadway Station)	2		5006	**Island rank** Merton and Sutton drivers without the Clapham extension
Wandsworth	St. Johns Hill/Prested Road (Clapham Junction Station)	8		5703	
Wandsworth	Upper Richmond Road	3	19.00 - 07.00	5752	**Island rank** Richmond upon Thames drivers
Wandsworth	Werter Road (Sainsbury's), Putney	2		5032	
Wandsworth	Wimbledon Park Road (Southfields Station)	2	Does not operate during tennis championships	5619	**Island rank** Merton and Sutton drivers
Westminster	Acacia Road (St. John's Wood Station)	7		4489	
Westminster	Adams Row/Mount Row (Millennium London Mayfair Hotel)	9		5302	
Westminster	Albermarle Street (Rocco Forte Browns Hotel)	2		5267	
Westminster	Aldwych	5		3915	**Rest rank R0001**
Westminster	Aldwych (Waldorf Hilton Hotel)	5		3914	
Westminster	Aldwych (One Aldwych Hotel)	2		5331	
Westminster	Aldwych (ME Hotel)	2		5767	
Westminster	Air Street (Cafe Royal Hotel)	4		5686	
Westminster	Argyll Street (London Palladium)	4	21:00 - 04:00	5660	
Westminster	Arlington Street (Bennet Street)	2		4150	
Westminster	Arlington Street (The Ritz Hotel)	2		5252	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	Arundel Street	2		5315	**Rest rank R0002**
Westminster	Baker Street (Dorset Street)	3		4975	
Westminster	Belgrave Square (north east corner)	2		4412	
Westminster	Belgrave Square (north west corner)	2		3738	
Westminster	Berkeley Square (Berkeley Square House)	2		5600	
Westminster	Berkeley Square (north west corner)	2	00:00 - 06:00	5072	
Westminster	Berkeley Square (south side)	4		5651	
Westminster	Berkeley Street (Holiday Inn), Mayfair	3		5014	
Westminster	Berkeley Street (Nobu)	5	19:00 - 04:00	5647	
Westminster	Berners Street (Berners Hotel)	2		4887	
Westminster	Berners Street (Sanderson Hotel)	2		5379	
Westminster	Bishop's Bridge Road (feeder for Paddington Station rank)	10		5711	
Westminster	Bolsover Street (Holiday Inn London Regents Park Hotel)	3		5592	
Westminster	Brewer Street (Madame Jojo's)	3		5017	
Westminster	Brick Street (Park Lane Hotel)	4		4863	
Westminster	Broadway (Queen Anne's Gate)	2		4670	
Westminster	Brook Street/Davies Street (Claridges)	5		5633	
Westminster	Bryanston Street/Granville Place (Thistle Marble Arch)	6		4802	
Westminster	Buckingham Gate (St. James Court Hotel)	7		5078	
Westminster	Burlington Gardens (Museum of Mankind)	2		4182	
Westminster	Burwood Place (Edgware Road)	1	One taxi between 07:00 and 19:00 Monday to Saturday	4849	
Westminster	Burwood Place (Edgware road)	2	Two taxis between 19:00 and 07:00 and all day Sunday	4849	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	Bury Street (Quaglino's)	4	14:00 - 06:30	5594	
Westminster	Carlos Place (The Connaught)	2		5668	
Westminster	Cavendish Square (John Lewis)	6		5576	
Westminster	Caxton Street (St. Ermin's Jolly Hotel)	4		3998	
Westminster	Charing Cross Road	10	1st portion Rest rank 08.30 - 20.00 Working rank 20.00 - 03.00 2nd Portion 20.00 – 03.00	5758	**Rest rank R0016** 1st portion 08.30 - 20.00 **Marshalled** Friday and Saturday 22:00 - 03:00
Westminster	Charles Street (Chesterfield Hotel)	3		4875	
Westminster	Chelsea Bridge Road (Lister Hospital)	2		5560	
Westminster	Conduit Street (Sketch)	3	18:30 - 08:30	5677	
Westminster	Conduit Street (Westbury Hotel)	3		5683	
Westminster	Coventry Street/Oxendon Street	14	1st portion 21:30 - 08:00 2nd to 5th portions 18:30 - 08:30	5670	
Westminster	Coventry Street (Troccadero)	3		5572	
Westminster	Cranbourne Street (Leicester Square Station)	5	00:00 - 11:00	5737	
Westminster	Curzon Street (Bolton Street)	2		4949	**Rest Rank R0019**
Westminster	Curzon Street (Curzon Place)	2	08:30 - 18:30	4517	
Westminster	Curzon Street (Washington Hotel)	2		4475	
Westminster	Devonshire Place (Marylebone Road, The London Clinic)	2		5590	
Westminster	Dover Street (Restaurant and Jazz Bar)	5	18:30 - 08:30	5353	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	Dover Street (Mahiki)	4	18:30 - 04:00	5650	
Westminster	Down Street (Athenaeum Hotel)	4		4706	
Westminster	Duke Street (Selfridges)	2		5565	
Westminster	Eccleston Bridge	5		5654	**Rest rank R0003**
Westminster	Eccleston Place (Victoria Coach Station)	8		5788	
Westminster	Edgware Road (Crawford Place)	4		5321	TLRN
Westminster	Elgin Avenue, Maida Vale	6		5426	
Westminster	Embankment Place (Northumberland Avenue)	13		4982	**Also refreshment rank**
Westminster	Exeter Street (Strand Palace Hotel)	3		5506	
Westminster	George Street (Durrants Hotel)	2		5239	
Westminster	George Yard (Marriott Hotel)	5		5607	
Westminster	Gerrard Place, Soho	2	18:30 - 06:30	5090	
Westminster	Gillingham Street	3		5744	**Rest rank R0015**
Westminster	Glasshouse Street/Sherwood Street	14	1st Portion only 21:00 - 04:00	5260	
Westminster	Great Cumberland Place/Bryanston Street (Le Meridien Marble Arch Hotel)	14	2nd and 3rd Portions 08:00 - 00:00, 1st portion operates 24 hours	5203	
Westminster	Great Cumberland Place (The Montcalm Hotel)	2		4583	
Westminster	Great Marlborough Street (Courthouse, Double Tree Hilton)	2		5500	
Westminster	Great Marlborough Street (Marks and Spencer)	2		5627	
Westminster	Great Portland Street (Margaret Street)	1		4603	**Rest rank R0004**

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	Grosvenor Crescent (The Lanesborough)	4		5000	
Westminster	Grosvenor Gardens/Hobart Place	14		5773	**Refreshment rank**
Westminster	Grosvenor Street	3		4045	**Rest rank R0005**
Westminster	Half Moon Street (Flemings Hotel)	2		5323	
Westminster	Hamilton Place (Four Seasons Hotel)	5		4457	
Westminster	Hamilton Place (Inter-Continental Hotel)	8		4761	
Westminster	Hanover Square	12		4787	**Also refreshment rank**
Westminster	Harewood Avenue (feeder for Marylebone Station rank)	10		5595	
Westminster	Harley Street (Queen Anne Street)	2		4334	
Westminster	Harrowby Street (Victoria Casino)	2	16:30 - 10:00	5219	
Westminster	Haymarket (Charles II Street)	7	1st Portion 22:00 - 04:00	5437	
Westminster	Haymarket (Tiger Tiger Club)	9	7 spaces 22:00 - 06:00 only	5604	
Westminster	Hyde Park Street (Bayswater Road)	6		3228	**Rest rank R0006**
Westminster	Hyde Park (Winter Wonderland)	12	Only in operation during Winter Wonderland	5753	
Westminster	Inverness Place	3	18:30 - 06:30	5629	
Westminster	Jermyn Street (rear of lay-by at No. 1)	2		5325	
Westminster	Jermyn Street (Tramps Nightclub)	1	18:30 - 06:30	5363	Shared taxi rank/parking bay
Westminster	King Street (Christies Rooms)	2		5191	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	Knightsbridge Green	2		5410	TLRN
Westminster	Knightsbridge (Mandarin Oriental Hotel)	2		5637	TLRN
Westminster	Lancaster Gate	4		5431	**Rest rank R0007**
Westminster	Lancaster Gate (Plaza on Park Hotel)	2		5161	
Westminster	Leinster Gardens (Blakemore Hotel)	2		5036	
Westminster	Lowndes Street (Lowndes Hotel)	2		4492	
Westminster	Lupus Street/St. George's Square	13		5495	**Refreshment rank**
Westminster	Mandeville Place (Mandeville Hotel)	3		4676	
Westminster	Marylebone High Street (Waitrose)	2		5440	
Westminster	Marylebone Road (Baker Street)	12		4404	**Rest rank R0008**
Westminster	Matthew Parker Street (QEII Centre)	4		4884	**Rest rank R0009**
Westminster	Millbank (Tate Gallery)	2		4364	
Westminster	Millbank (Media Centre)	5		5329	
Westminster	Montpelier Street	5		5515	**Rest Rank R0017**
Westminster	New Bond Street (Ralph Lauren)	3		4623	
Westminster	New Bond Street (Clifford Street)	4		5099	**Rest rank R0010**
Westminster	New Burlington Street (Samantha's)	4	00:00 - 07:00	5065	
Westminster	North Wharf Road	4		5487	
Westminster	North Wharf Road (Marks and Spencer)	5		5488	
Westminster	Nutford Place (Mariott, Marble Arch Hotel)	4		4574	
Westminster	Old Bond Street	4		5317	
Westminster	Old Compton Street (Greek Street)	3	18:30 - 06:30	5481	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	Old Park Lane	1		5664	
Westminster	Orchard Street (Marks and Spencer)	2		5617	
Westminster	Oxford Street (Selfridges)	2		5139	
Westminster	Oxford Street (John Lewis)	3		5611	
Westminster	Oxford Street (Debenhams)	3		5195	
Westminster	Oxford Street (Marks and Spencer)	3		5104	
Westminster	Pall Mall (RAC Club)	2		5432	
Westminster	Park Lane (Grosvenor House Hotel)	8	19:00 - 07:00	5636	TLRN Rear entrance of hotel/main entrance of ballroom
Westminster	Park Lane (Curzon Street)	4	19:00 - 07:00	4852	TLRN
Westminster	Park Lane (Dorchester Hotel Ballroom)	4	20:30 - 05:00	5541	TLRN
Westminster	Park Lane/Hamilton Place (London Hilton Hotel)	17		4762	
Westminster	Park Street (Grosvenor House Hotel)	9		5151	Main entrance of hotel/rear entrance of ballroom
Westminster	Piccadilly (Fortnum and Masons)	3		5715	
Westminster	Piccadilly (Le Meridian Waldorf Hotel)	4		5687	
Westminster	Porchester Road, Paddington	4	22:00 - 03:00	4447	
Westminster	Porchester Terrace (Kensington Gardens Hotel)	2		4213	
Westminster	Portland Place (The Langham)	8		5015	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	Portman Square (The Churchill Hyatt Regency London Hotel)	6		4977	
Westminster	Praed Street	3		5499	**Rest rank R0011**
Westminster	Queensborough Terrace (Central Park Hotel), Bayswater	3		4529	
Westminster	Queensway (Whiteleys)	3		5653	
Westminster	Raphael Street (Zuma)	3	18.30 - 08.30	5770	
Westminster	Rathbone Street (Rathbone Hotel)	1		5141	
Westminster	Regent Street (Conduit Street)	2		5272	
Westminster	Regent Street (Hamley's)	3		5273	
Westminster	Regent Street (Heddon Street)	8	00.00 - 04.00	5779	
Westminster	Regent Street (New Burlington Place)	4		5507	
Westminster	Regent Street (New Burlington Street)	3		5508	
Westminster	Regent Street (Piccadilly Circus/Lillywhites)	4		4978	
Westminster	Regent Street (Quadrant Arcade)	4		5509	
Westminster	Regent Street (Swallow Street)	3		5510	**Marshalled** Friday 22:30 - 02:30
Westminster	Russell Street (Covent Garden)	5		5395	**Part rest rank R0012**
Westminster	Royal Albert Hall (Kensington Gore)	2	21:00 - 00:00	5518	
Westminster	Seymour Place (Marylebone Court)	1	09.00 - 16.30 Monday to Friday 09.00 - 13.00 Saturday	5742	
Westminster	Seymour Street (Leonard Hotel)	1		5672	
Westminster	Smith Square (east side)	1		4898	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	South Wharf Road (St. Mary's Hospital)	2		5434	
Westminster	Stanhope Gate/Deanery Street (Dorchester Hotel)	10		5373	TLRN
Westminster	St. James's Square (north east corner)	1		5667	
Westminster	St. James's Square (north west corner)	1		5635	
Westminster	St. James's Street (Bennet Street)	4		5713	
Westminster	St. James's Street (Park Place)	2		5714	
Westminster	St. John's Wood Road (Lords)	6		5294	TLRN
Westminster	St. Martin's Lane (St. Martins Lane Hotel)	3		5364	
Westminster	Strand (opposite Australia House)	3		5473	**Rest Rank R0020**
Westminster	Strand (St. Clement Danes Church)	10		4859	**Part rest rank R0013**
Westminster	Strand (feeder Charing Cross Station)	6		5281	
Westminster	Stratton Street (Mayfair Inter-Continental Hotel)	6		5351	
Westminster	Stratton Street (Langans)	2		3451	
Westminster	Suffolk Place	2		5596	
Westminster	Temple Place	9		4627	**Also refreshment rank**
Westminster	Upper Berkeley Street/Montagu Street (Radisson Blu Portman Hotel)	5		4478	
Westminster	Upper St. Martin's Lane (Stringfellows)	2	18:30 - 08:30	5093	
Westminster	Victoria Station (Hudson's Place/Bridge Place/ Vauxhall Bridge Road)	36		5743	TLRN
Westminster	Vigo Street	2		5778	
Westminster	Wardour Street (Humus Bros Restaurant)	3		5468	
Westminster	Wardour Street (W Hotel)	2		5016	

Transport for London (TfL) appointed taxi ranks

Borough	Location	Spaces	Hours of Operation	Rank No.	Notes
Westminster	Wardour Street (Stringfellows Angels)	3	22:00 - 03:00	5580	
Westminster	Warwick Avenue (St. Saviours Church)	18		5702	**Refreshment rank**
Westminster	Welbeck Street (The Marylebone Hotel)	3		4871	
Westminster	Welbeck Street (Holiday Inn)	2		4171	
Westminster	Wellington Place	10		4699	**Also refreshment rank**
Westminster	Wellington Street (Lyceum Theatre)	3	17:00 - 06:00	5264	
Westminster	Wells Street (Project London)	2	00:00 - 06:00	5074	
Westminster	West Halkin Street (Waitrose)	2		5463	
Westminster	Westbourne Street (Royal Lancaster)	7		4479	
Westminster	Whitcomb Street (Panton Street)	7	23:00 - 07:00	5671	
Westminster	Whitehall Place (Corinthia Hotel)	3		5697	
Westminster	Whitehall Court (Royal Horseguards Hotel)	3		5681	
Westminster	Whitehall Place (National Liberal Club)	1		4470	
Westminster	Wilton Place (Berkeley Hotel)	4		4968	

BY EMAIL AND POST

Caroline Pidgeon MBE
Chair
Greater London Authority, Transport Committee
City Hall
The Queen's Walk
More London
London SE1 2AA

Dear Caroline

As the former Director of London Taxi and Private Hire I thought it might be worthwhile sharing my views on the key questions you and the Committee are considering in relation to Taxi and Private Hire matters in London.

As you are probably aware I was appointed as the Director of London Taxi and Private Hire at Transport for London (TfL) in September 2009 and remained in that position until I left the organisation in December 2013.

At the time of my appointment the "Public Carriage Office" as it was, was a disparate and separate business unit in TfL situated in a self-contained, aging office in Penton Street, Islington. It had a poor reputation both internally and externally in terms of the quality of service it provided to the London taxi and private hire trade, weak and poor management and leadership and significant internal issues in terms of staff retention, grievances and poor and inefficient back office processes. Over the four years I spent in charge I embarked on a comprehensive programme of improvements and changes as well as leading on the implementation of the taxi and private hire age limits and London 2012 activity.

I expect you will receive considerable valuable input from the taxi and private hire trades, TfL and passenger groups during the course of your investigation but I feel my impartial insight and evidence as set out below may also be of use to you and the Committee. I have kept my input high level so would be happy to be interviewed and provide more detail if you feel it would be of benefit to the investigation.

What are passengers' views about taxi and private hire services in London including about the availability at different times and locations, safety and cost of these services?

And

How well are the Mayor, TfL and the taxi and private hire industries responding to passenger issues?

Obviously taxis and private hire vehicles provide an invaluable service to Londoners and visitors to the Capital. During my time as Director I came into contact with many passengers of these services and dealt with a considerable number of complaints regarding them and, of course, used the services as a passenger myself on a regular basis.

While the number of complaints received in relation to the number of journeys undertaken was, and I expect still is, very small they do create and extraordinary amount of work for TfL and considerable frustration for both passengers and taxi drivers alike.

As you are probably aware, in the first instance complaints regarding private hire services are normally made by the passenger to the Private Hire operator and dealt with in a similar way to complaints made regarding poor service received by say an airline or train passenger. Very few complaints go through to TfL as the licensing authority although they do occur from time to time and of course complaints about private hire drivers and vehicles from the taxi trade are constant and numerous!

The very few passenger complaints that I dealt with were often in relation to the charges applied by private hire operators for journeys at peak times such as Christmas or New Year but TfL had and has no role in the setting of private hire fares. As I am sure you are aware the new Private Hire operator, Uber has recently launched and specifically has a “surge pricing” model increasing the fares payable significantly (and I understand automatically) at times when they say there is increased demand. Whether such models result in increased levels of complaint regarding PH fares to TfL or not, I do not believe or there is sufficient evidence to suggest that regulation should be introduced at a local or national level to regulate private hire fares. As you will be aware the Law Commission review of Taxi and Private Hire regulation has (as I fully expected) not met it’s stated timeline and will not be taken forward in this Parliament. This is unfortunate as there were some sensible suggestions regarding additional powers and greater clarity for the trades but not totally unexpected given the great many differing views and vested interests that run through the taxi and private trade UK wide.

In respect of taxis I do feel TfL has a very important role to play in dealing with complaints from the traveling public but there is considerable opposition from the taxi trade in TfL doing so. During my time as Director I spent a considerable and disproportionate amount of time dealing with angry passengers unhappy with what they felt was inadequate action taken by TfL in relation to their complaint and even greater amounts of time dealing with angry taxi drivers and their respective driver trade associations unhappy that TfL were investigating complaints against them!

Taxi drivers are rightly proud of their reputation and tend to be very resistant to any suggestion that they may have provided a poor level of service or that a customer has a valid complaint. Taxi driver trade associations will often take up complaint cases and deal with these on behalf of their members following all routes of challenge and appeal and creating considerable workload and cost to TfL. The vast majority of complaints made by passengers are often unproven and end up with the passengers word against the drivers word. This does make taking real and meaningful action against drivers for genuine complaints quite challenging.

Passengers making complaints often feel that TfL takes too long to address their complaints and often feel that stronger action should be taken. It is an extremely challenging and difficult issue for TfL as the drivers are self employed and, therefore, TfL does not hold the level of control or influence that they have over direct or indirect employees such as tube staff or bus drivers.

Over the four years I spent as Director I do not recall seeing any complaints regarding the safety or availability of taxi and private hire services except those made by taxi drivers regarding private hire vehicles or in relation to over supply of taxis in suburban areas.

In discussions with disability groups it was clear that the biggest concern by disabled passengers was not the level of accessibility of taxis but the feeling that they were sometimes ignored when trying to hail cabs “on street”. The expansion of taxi booking applications such as Hailo and Get Taxi have been very warmly welcomed by disabled passengers and took considerable steps to improve driver awareness of this issue.

In terms of safety there is no doubt that the biggest challenge for TfL and the Met Police is tackling the issue of touting. While considerable work has been done to tackle this problem the taxi trade remain insistent that TfL and the Met Police are failing miserably on this issue. Unfortunately regardless of how many officers TfL and the Met puts into tacking this problem while there are passengers quite willing to take the risk and use unlicensed minicabs there will, in my view, remain those actively seeking to work outside the law. As such I strongly believe that even more should be done to educate the travelling public over the course of the entire year rather than the intense Xmas period.

I also feel that more could be done for passengers to check the details of licensed taxi drivers. TfL has (for some time) had the capability to publish the names and licence number online of all licensed taxi drivers in the same way as it does for Private Hire drivers and operators. Unfortunately when I proceeded in implementing such a system the reaction from the taxi trade was extremely negative, some might say hysterical and the site was quickly taken down. For me this functionality is an essential tool in allowing the travelling public to check in real time that the taxi driver they are using is indeed licensed and would ultimately benefit the taxi trade and legitimate drivers from those seeking to evade the licensing process.

Finally on this point I would suggest that TfL has a considerable and perhaps insurmountable challenge in meeting the expectations of the London taxi trade when it comes to enforcing against what they deem to be illegal activity by licensed private hire companies. Activities such as waiting outside venues which are also licensed Private Hire operators or large pre booked work such as gala dinners at large West End Hotels are a constant cause of complaint from the taxi trade. However such activity is seen as perfectly legal by private hire operators and activity, which they claim, TfL and Local Authorities should be more lenient on and that if were not to take place would place passengers in even greater danger from unlicensed drivers. On the one hand the taxi trade wants TfL to eradicate the sight of any private hire vehicle outside any location they might want to be able to serve and on the other the Private Hire trades demanding more places outside such venues where they can wait for bookings.

Both the Private Hire and Taxi trade have previously suggested that a solution to the above would be two separate licensing authorities or that the licensing responsibility should be transferred to the Met Police. I personally feel that this notion is fundamentally flawed for many reasons not least that the creation of a separate licensing team for each trade does not resolve the core issue on the street and, if anything, would likely lead to greater delays and cost in getting the job at hand done.

What more could the Mayor, TfL and the taxi and private hire industries be doing to improve taxi and private hire services in London?

I have no doubt whatsoever that during the course of the Committees investigation there will be significant representations from both the taxi and private hire trade associations in relation to TfL as the licensing authority.

Unfortunately I expect that these representations are likely to be on the whole, negative, misguided and unfair. I would fully expect the private hire trade will claim TfL and the Mayor is biased towards the taxi trade and the taxi trade will claim that TfL and the Mayor allows the private hire trade to operate outside the regulations. The truth of the matter is that in my four years service as Director neither position is true and TfL and the Mayor do everything they can to treat each service with respect, fairly and consistently. I certainly did!

TfL's Taxi and Private Hire Directorate is essentially the licensing authority and as such is primarily responsible for ensuring that all drivers, vehicles and operators are fit and proper to provide these essential services and meet the required standards such as the Knowledge examination process for taxi drivers. Any agency with licensing authority and the ability to take away and significantly influence a persons income is always likely to be the brunt of significant criticism.

Having met counterparts from all over the world the London taxi and private hire services are seen as a global benchmark for all others and the taxi service in particular is constantly voted the best in the world in different visitor and tourism surveys. This is, I feel, largely down to the Knowledge process and the studying those prospective drivers must undertake to pass it. While there are those that suggest that the Knowledge is no longer needed due to advancements in technology that is simply not the case. The Knowledge ensures that any taxi driver hailed on street (or electronically) will almost immediately and consistently know exactly how to get the passenger from where they are to where they want to be from whatever information the passenger provides them such as building name or simply the name of a play they are going to see.

I do believe that there is a strong argument that additional training should be introduced for both taxi and private hire drivers for the additional benefit of passengers and the trades as a whole but, as is so often the case, this will be strongly resisted by the taxi and private hire trade associations.

The taxi driver Knowledge is an excellent and very hard test that requires significant skill to master but it does not test the applicant's customer service skills or disability or diversity awareness in the slightest. The is plenty of time in the process for such models to be introduced without making the entire end to end process any longer.

The private hire trade groups in particular such as the LPCHA which is Chaired by TfL Board Member, Steve Wright are particularly resistant to any additional requirements or changes to the private hire licensing or testing regime. Following a consultation on Private Hire matters there were a number of items I intended to take forward such as improved signage for private hire vehicles and requiring all private hire drivers pass the standard Driver Vehicle Standards Agency Private Hire drivers test as part of the licensing process. Any and all such changes which I personally felt could benefit passengers were rejected

completely by the private hire trade groups and operators and to date I do not believe that a single one has been implemented as a result.

I spent four good years in the London Taxi and Private Hire Directorate which is a small team of very hardworking and dedicated employees who are often the brunt of significant unfair criticism and even abuse from drivers and driver associations but who thousands of people rely on for licensing and, therefore, employment and ensure that only those drivers that meet the highest possible standards are licensed. I myself endured significant personal criticism and verbal abuse from drivers including late night calls and anonymous and sometimes threatening letters. The private hire trade associations were and remain very critical and saw my role as a lightening rod for all their issues and grievances whether I had the power to address them or not as was often the case (pedicabs, access to bus lanes and London 2012 just three examples).

Despite implementing many changes and improvements in the Directorate over the four years between 2009 and 2013 I was constantly “firefighting” or dealing with the fall out from one issue or another. During that period I was also responsible for dealing with all taxi and private hire matters in relation to the Olympics and oversaw the introduction of the Mayor’s Air Quality Strategy policy of age limits for taxis and private hire vehicles which led to considerable anger and abuse. These issues, coupled with the disproportionate level of time spent on customer and driver complaints left me and my team with very little time to think strategically about how else TfL and the Mayor could improve the services offered to passengers or develop more detailed and public plan for the future of both trades.

Following internal restructures in Surface Transport I expect there will be even less time for whoever is heading up the Taxi and Private Hire licensing team to spend on strategic matters. I do think there is a need for a very public and clear Mayoral level strategy on the Taxi and Private Hire trades and how these will be developed (if at all) over the coming years. This could be a comprehensive document, subject to public consultation like the Mayor’s Air Quality Strategy that clearly, and in detail, sets out the Mayor and TfLs approach to all key taxi and private hire matters and, in particular sets out a clear position statement on many issues of constant contention by both trades. Examples could include:

- The Mayor and TfL’s position on pedicabs and a clear statement of whether they intend to work towards removing them from London’s streets or licensing them

- The Mayor and TfL’s position on private hire vehicles waiting outside venues and whether they intend to work towards allowing this practice to continue or enforcing against it

- The Mayor and TfL’s long-term strategy for access to bus lanes by private hire vehicles

- The Mayor and TfL’s long-term strategy for the Knowledge and in particular licensing of London taxi drivers in suburban areas (something TfL has already consulted on)

- How the Mayor and TfL will support the well-being and livelihoods of the people it licenses

- How the Mayor and TfL will improve the service provided to customers by both trades through additional training

Such a strategy is likely to require significant work and input and would undoubtedly be unpopular with some in both trades depending on the final published strategy. Given the level of work required it would make sense for TfL Group Planning under Michele Dix to lead such a review and strategy rather than Surface Transport or the Taxi and Private Hire Directorate themselves. Only by having such a comprehensive and long terms, published plan with a detailed list of actions that TfL will take forward can I see any real progress being made on the many issues there are for both trades and the millions of passengers they serve and who rely so much on their services in particular the disabled and young and vulnerable.

Finally I would add that throughout my four years as Director I found it incredibly difficult to manage the day-to-day operations with two key trade association representatives also being serving members of the TfL Board. This caused me and my team significant additional workload and I do not believe served in the public or the respective trades interests for that matter. If anything it led to delays, conflicts of interest and a constant battle for my team and I to deliver the much needed changes and initiatives that we felt were necessary. While I can understand to some degree why the Mayor appointed representatives from the taxi and private hire trades on the TfL Board I do feel that this is akin to appointing the Managing Directors of a Bus Company or sub contractor delivering services to TfL and most certainly not in the best interests of TfL or the travelling public.

I hope you have found the above of use. I did enjoy the limited interaction we had and your keen interest in the taxi and private hire trade, which I found most helpful and supportive.

Please do not hesitate to contact me further should you have any questions regarding the above or other matters that arise during the course of the investigation.

Yours sincerely

John Mason

Institute of Professional
Drivers and Chauffeurs

Introduction

Jon Jordan is the founder of the IoPDC (Institute of Professional Drivers & Chauffeurs) which was founded in 2006. Having worked within road ground transportation for the last twenty one years, he gained many years of experience in this sector having seen and continues to see much bad practice due to a lack of formal frameworks of accreditation and standards.

Over the last eight years the IoPDC has carried out various research, findings, reports and recommendations relating to the Hackney Carriage and Private Hire industry within the UK. Due to the overall size of the Industry most of the work has been concentrated on London as this makes up nearly one third of the overall sector.

Before the IoPDC could make any recommendations, studies were carried on

- The History of the Industry and how it has evolved
- The Overall size and money generated to the economy
- Future predicted growth between 2014 – 2030
- The Health and wellbeing of the drivers and what impact to the passengers
- Acts relating to both sectors
- Inspection Manuals and Hand books used by TFL staff
- Application forms of how to become a Taxi/ Private Hirer Driver, vehicle and Operators Licence

The Home Office removed responsibilities from the Metropolitan Police and handed it to the Public Carriage Office (PCO) now known as Transport for London (TFL) in 2000. It is believed that PCO were overwhelmed with the amount of drivers working under the Private Hire banner, taking nearly four years to licence all drivers. At the time drivers (given grandfather rights) were issued with a temporary licence to allow them to continue to work.

Ever since the closure of Penton Street and relocation to Palestra in Blackfriars, drivers have found it harder and a longer process to renew their licenses. Due to the recent changes within the Taxi/Private Hire industry through new regulations implemented by the Home Office regarding Criminal Records checks, TFL's modernized the processing of drivers applications and how the medical checks are being carried out. Both Taxi and Private Hire drivers have stated that their businesses and lively hoods are being put at risks due to the time delays beyond their control (beyond the three months allocated). Drivers contacting Transport for London, due to a high volume of calls, have either waited over 40mins for a member of staff to answer the phone or found that it is permanently engaged, causing unnecessary stress and anxiety. Drivers that have been in the industry for many years have stated that when the checking/service desk was at Penton Street they were able to have their completed (CRB and medical) paperwork checked and verified that same day if you were prepared to wait (this from receiving licence application to completion would have only taken between 1-2 months). With the ever increasing number applications and the predicted forecast of drivers by 2030, the pressures of supporting their families and businesses could force legal abiding drivers to trade illegally, putting the safety of the general public at risk.

Since TFL have been the regulated body for the last 12 years, with lack of leadership having six Directors within such a short time scale has clearly highlighted that as a public sector, it has so far failed not only the trade, but also the passengers that use the services. Questions need to be asked whether TFL are fit for purpose due to not conforming to their own internal compliance and regulations, but also putting Health and Safety as a low priority.

With the recent demonstration held on June 11th 2014 by the Taxi trade, it was reported that nearly fourteen thousand took part (15% of the overall licence drivers) within London.

If TFL continue to show the same contempt to the trade this could potentially see both Hackney Carriage and Private Hire Associations and Union bodies unite by calling a mass demonstration with nearly ninety three thousand drivers. This would not only bring London to a standstill but the M25 would also grind to a halt costing the economy billions of pounds.

Between 2007– 2009 the IoPC with its findings issued reports and recommendations to TFL which to date still have not been addressed. These included

- Medical (see under The Health and wellbeing of the drivers)
- Fixture and fittings
- Mobile Technology

Fixtures and Fittings

Within the latest version of Taxi and Private Vehicle Licensing Inspection Manual V1 (10/01/2013) approved by Head of Policy and Service Development.

Under Section 13 Aftermarket Equipment and Fittings the policy asked for

Information

Check that any aftermarket electronic device and/ or equipment is installed safely and securely as recommended by the equipment manufacturer.

The equipment does not adversely encroach into the passenger area, and any visible wiring is safe, permanent and does not present a hazard to the passenger or driver.

The device and /or equipment should not be installed in such a way as to obscure the driver's controls.

Ensure that the device and/or equipment has not been installed so that it is directly in front of the passenger seat.

Where displaying passenger information signage is mandatory for example , CCTV systems and electronic payment systems, please ensure they are attached in the approved position.

The following items may constitute an approved ESA.

- satellite navigation equipment
- two-way radio
- data despatch system
- hand free mobile phone equipment
- additional lighting
- sound systems
- electronic advertising
- intercom system
- CCTV Systems
- Passenger compartment electronic display screens
- Electronic payment systems

- any other non-standard aftermarket interior fixture or fitting

The policy then goes onto Method of Inspection and Reason for Refusal.

IoPDC carried out two independent surveys on Hackney Carriage and Private Hire vehicles with “additional equipment” fixture or fitting attached to the windscreen by form of a suction mounted bracket.
Based on the survey carried out in February and October 2009 The IoPDC research with the support from
Mr Colin Wren Vehicle Policy & Standards Manager (PCO March 2009)
Dr Cyriel Diels & Robin Ryan from Transport Research Laboratory (TRL)
Professor Pete Thomas Loughborough University (Vehicle Safety Research Centre) Garmin, TomTom & Think

Tests carried out on constant usage of a bracket housing a mobile type phone/ xda or satellite Navigation System found on average that after approx 257 times the sucker started to breakdown through lose of suction through

- Overuse of lever
- Inclement weather (condensation & snow)
- Small particles (grit) between the suction and windscreen.

IoPDC in conjunction with Transport Research Laboratory (TRL), an ongoing research project has already clarified that the dangers of poor positioning within the vehicle are clear.

After contacting two major manufacturers of Satellite Navigation systems it was reported that there are in excess of 15,000,000 devices sold in Europe each year, without manufacturer guidelines as to the correct positioning within the vehicle. Based on this information TRL received EU funding to continue their research.

As noted, Transport for London has set down stringent guidelines for the use of these brackets within Taxi’s and Private Hire Vehicles. However these items are being fitted by the drivers once the licence has been granted.

Satellite navigation (Satnav)

Think campaign set up by the Government answer some frequently asked questions about satnav:

I need to change my destination location, what should I do?

You must at all times exercise proper control of the vehicle. When changing your destination location you need to take care to avoid distraction. The Highway Code (Rule 150) warns drivers not to be distracted by in-vehicle systems such as satnav. If you need to input data into the satnav you should find a safe place to stop and enter the information.

Should I always trust and follow the satnav directions?

While it is the responsibility of route guidance system providers to make sure their products are fit for purpose, navigational aids of any kind, whether paper maps or electronics systems, can only be advisory. It is always the driver's responsibility to ensure that their route is lawful and appropriate. Every driver is responsible for the route they take; do not blindly follow directions from any satnav or other guidance device. For example, drivers must take into account road conditions and any road works. They must also obey statutory road signs. These may include turns that are prohibited or height, width or class restrictions on certain routes, because of low bridges for example.

Where should the satnav be fitted?

Fix items where they don’t interfere with the driver's view of the road, or the use of controls/displays needed for driving. Any obstruction of the driver's view is likely to affect safety and can also be illegal. For instance, Regulation 104 of the Road Vehicle (Construction and Use) Regulations 1986, as amended, makes it an offence to drive without proper control of the vehicle and full view of the road and traffic ahead. A vehicle could fail the MOT if a device is installed where it could affect driver vision.

Items should be fixed in a safe position away from areas where they are likely to cause injury in the event of a crash. They should not be placed on or near airbag covers.

Owners should always read the instructions for the satnav device and follow any manufacturer installation instructions. A variety of alternative fixing kits are usually available. Vehicle manufacturers may also have advice on how best to install devices.

All portable devices should be safely and sensibly secured. Do not hold the device in your hand or leave it lying loose in the vehicle whilst driving. The use of hand held mobile phones with GPS navigation applications is an offence.

Proposal

Safe Positioning of Nomadic Devices Within Road Vehicles

Summary

The safety risk of incorrect positioning of nomadic devices (e.g. Sat Nav systems, PDAs, etc) is not well understood. Whilst much research has been completed into other safety risks associated with nomadic devices (such as destination entry, Bayly et al. 2009), the important subject of their placement remains uninvestigated. This seriousness of poor nomadic device positioning is clear as it may interfere with vehicle controls, airbag deployment, the drivers' view, and may increase the time with eyes-off-the-road, all of which are compounded by a lack of clarity over where legal liability may lay in the event of an accident where poor positioning was a major contributory cause.

Figure 1 - The effect of nomadic devices positioning within the vehicle on pedestrian visibility

Some (but not all) manufacturers of nomadic devices provide recommendations for the appropriate positioning of their products. However, there are currently no clear (official) guidelines regarding their safe fixation. Whilst nomadic device placement is considered in the European Statement of Principles on the Design of Human-Machine Interfaces (ESoP 2006, see section 4.3.2.), their recommendations stop short of explicit guidance on suitable mounting positions. When choosing a location for these devices a driver must balance the need for having the device in a position where it can be easily read without the need for long glances away from the road ahead against the need to ensure their view of the road ahead is not obscured. As illustrated in Figure 1 adjacent, incorrect positioning may render other road users invisible and subsequently place drivers and other road users at increased risk.

Establishing recommendations for acceptable nomadic devices mounting locations. Several issues are critical when choosing a mounting location

- Not obstructing the field of view – When positioning nomadic devices a user must balance the requirements of being able to safely and conveniently view the nomadic devices with ensuring they have not obstructed their field of view.
- Not interfering with vehicle controls – Clearly, nomadic devices should be placed so as to not affect operation of vehicle controls. However, often overlooked is the placement of a lead supplying power to the nomadic device.
- Not interfering with the deployment of an airbag – Modern vehicles are fitted with numerous airbags. If an airbag was to hit nomadic devices upon deployment it could project the nomadic devices at high speed, thereby creating a dangerous projectile within the confines of the vehicle's cabin. The impact with the device may also reduce the effectiveness of the airbag. Therefore, in the event of an accident, inappropriate nomadic devices placement relative to airbag location has the potential to be a present a injury risk.

Solution – A multi-disciplinary desk based research project combing expert advice from ergonomists and vehicle engineers with particular experience of nomadic devices and other in-vehicle information systems (IVIS) would determine optimal nomadic devices mounting positions and produce 'best practice' recommendations. Following this an effective strategy for raising public awareness of best practice when placing nomadic device would be developed.

Section 17 Testing (s9 1998 Act)
Before being issued a vehicle licence, TFL will conduct a test of a vehicle
To ascertain its suitability as a PHV. Also TFL has the power to inspect and
Test vehicles that are licensed as PHVs.

Any Constable or Authorised Officer of TFL can inspect and test a London PHV. If following an inspection or test, a constable or an Authorised Officer is not satisfied as to the fitness of the vehicle, the Constable or Authorised Officer can serve notice on the owner requiring such vehicle to be presented for further inspection and testing. It is also possible to suspend the vehicle's licence in these circumstances.

It is clear that after nearly four years very little has changed and that the use of Nomadic devices has increased dramatically now new mobile technology for example telephone apps and Knowledge Master UK was established to design a system that would not only be a Sat Nav but would also incorporate A-Z of London mapping software for taxi and professional drivers working within the London area. To date TFL are fully aware that both trades are using such devices, and this use is being overlooked by the Compliance and enforcement team which could have an adverse effect on the safety of passengers.

Mobile Technology

In the last two years phone applications have become very popular to both the Taxi/Private Hire Trade and the passenger. Back in the mid 1950's and early 1960's due to a loophole within the law sore the inception of the Minicab with at the time telephone phones were becoming more affordable and two way radio's were being used within vehicles. This gave customers a choice of mode of transport.

Today's mobile technology has now given the customer more choices than ever before, but certain Private Hire Operators phone apps calculate both time and mileage which TFL have had to seek advice for clarification from the High Courts to determine if this is a form of Taximeter and is lawful.

Before phone applications the IoPDC has been seeking advice from TFL on the meaning of Advance/ pre-bookings and believes that TFL will also need clarification from the High Courts to determine how certain Operators are able to accept advance/pre- bookings for both the Hackney Carriage and Private Hire Drivers without a Operators Licence.

Guidance and understanding the Legislations and regulations within London set out by Secretary of State. Department for Transport and Transport for London

To be able to work legally within the industry as a private Hire Driver, Private Hire Vehicle and Private Hire Operator IoPDC recognises how ambiguous the Acts can be. IoPDC has written guidance from:

Extracts from the

Private Hire Vehicles (London) Act 1998 (1998 Chapter34) to make it easier for Operators to understand their Duty of Care and Corporate responsibilities (A full copy of the 1998 Act forms part of the policies and procedures)

Extracts of Private Hire Vehicles (London) Act 1998 Chapter 34

Meaning of "private hire vehicle", "operator" and related expressions.

In the Act "private hire booking" means a booking for the hire of a private hire vehicle for the purpose of carrying one or more passengers (including a booking to carry out as sub – contractor a private hire booking accepted by another operator).

In the Act "private hire operator" means a person who makes provision for the invitation or acceptance of, or who accepts, private hire bookings.

In the Act "private hire vehicle" means a vehicle constructed or adapted to seat fewer than nine passengers which is made available with a driver to the public for hire for the purpose of carrying passengers, other than a licensed taxi or a public service vehicle.

In the Act “operating centre” means premises at which private hire bookings are accepted by an operator.

IoPDC’s interpretation of the London “private hire booking” is the passenger can book/ hire by prior arrangement a vehicle in advance also known as Pre-book through a Licence Operating Centre either by walking into the premises or by telephone.

The choice of vehicles which could be used are Hackney Carriage (also known as a Taxi/ black cab) or a Private Hire Vehicle (known as Mini Cab, Executive /Chauffeur vehicle, Limousine less than 9 seats or non emergency vehicles for carrying passengers/patients.

London “Private hire vehicle” can only be hired through a London Licensed Operator where:

a) A vehicle for which a London PHV licence is in force driven by a person holding a London PHV driver’s licence.
b) A London cab driven by a person holding a London cab driver’s licence.
c) It is immediately available to an operator to carry out a private hire booking

“Public hire booking”
Can only be carried out by London Hackney Carriage (known as taxi/black cab) from either a taxi rank/stand until hired or to be hailed in the street.

“Public Hire Vehicle”
Mean’s a vehicle fitted with a taximeter constructed or adapted to seat fewer than nine passengers which is made available with a driver to the public for hire for the purpose of carrying passengers. All London taxis are wheelchair accessible, externally a clear sign bearing the words Taxi capable of being illuminated when plying for Hire.

Transport for London
Public Carriage Office (form 4326)
Abstract of the Laws (General guidance on private hire vehicle law for London’s licensed private hire vehicle operators)

The Secretary of State has delegated its licensing functions to Transport for London (formerly known as PCO) for licensing the private hire trade. The purpose of the regulation is to give passengers confidence when using a licensed PHV operator that they are dealing with a regulated, professional organisation with honest drivers and safe vehicles.

The PHV operator is the person with whom the passenger books the journey, and it is the operator’s responsibility to see that it is carried out safely and efficiently. A responsible operator will know his or her drivers and their cars. He or she has a legal responsibility to keep records of the driver’s licences,

insurance, car details and will know when it is due for MOT tests. The operator must also keep proper records of the journey bookings, who undertook them and any quoted fare.

Section 4.Requirements for a PHV operator's licence (s1, 2 and 29 1998 Act)

Only a person who holds a PHV operator's licence for London may accept bookings for private hire vehicles in London.

An operator is the person who is permitted to make provision for the invitation or acceptance of private hire bookings.

Any person who accepts private hire bookings without a valid PHV operator's licence is guilty of an offence punishable by a fine of up to £2,500.

The only exemptions from licensing are those operating licensed London Hackney Carriages and individuals who supply vehicles solely for weddings and funerals.

Section 14.Bookings for PH vehicle (s2, 4, 5 and 21 1998 Act)

After reviewing the Private Hire Vehicles (London) Act 1998, IoPDC has not found any evidence that any operating Centre for licensed London Hackney Carriages has any exemptions from accepting bookings from the passenger.

Section 14 also states an operator who sub-contracts to an unlicensed operator is guilty of an offence and is liable upon summary conviction to a fine of up to £1,000.

Research carried out in 2008 has highlighted that there are Operating Centres accepting "Private Hire bookings" for both Hackney Carriage and Private Hire Vehicles without holding an Operator's licence within London . To date no one within TFL has been able to answer this question.

Corporate /account customers using these services have a duty of care and corporate responsibility to their employees. If Transport for London is unable to clarify whether this is lawful, how does this give companies /passengers confidence?

The overall size and money generated to the economy

Collating all the information gathered from various reports and statistics highlighted just how much the taxi industry contributes to the economy and the growth across the UK. At present there are around 308,000 drivers in England and Wales within the taxi industry making this collectively larger than the armed forces and the 43 police forces put together.

This is made up from

Taxi only licensed drivers	67,300
Private Hire only Licensed Drivers	159,400
Dual taxi/PHV drivers licences	81,300
Licensed Operators	16,100

The Taxi industry is a vital part of the economy and an integral part of the Public transportation service within the UK.
It is estimated that just over 1 billion journeys are carried out by approximately 308,000 licensed drivers. It is estimated that the expenditure generates £7.95 billion per year to the industry.

Due to the overall size of the Industry the IoPDC concentrated its research on London taxis/private hire as this makes up the largest source of revenue generated within Great Britain.

With an estimated 376 million journeys carried out in 2010/2011 in London alone, with an estimated £4.8 billion divided between 3,144 London licensed operators which had in excess of 87,373 Private Hire and Hackney Carriage licensed drivers and 73,500 vehicles.

Recent reports have shown that 2012-2013 has already seen an increase of 5,127 this is due to redundancy in other industries.

The recent report issued by Transport for London (June 2013) shows that there are in London

25,602 taxi driver's	518 Female driver's	25,084 Male driver's
67492 Private Hire driver's	1,089 Female driver's	66,403 Male driver's

The IoPDC estimated that 28,752 taxi drivers in London apply to either become a new applicant or renew their existing License every year
This is made up of:

700 new applications per month recruiting to become a Private Hire Driver
1,000 renewal Licences (every three years) per month Private Hire Driver
696 renewal licenses (every three years) per month Hackney Carriage.

Future predicted growth between 2013- 2030

Based on the information collated between DFT and TFL dating back to 1952 The IoPDC have been able to predict that by 2030 London Taxi Drivers will rise from 25602 (June 2013) to 32,708 and Private Hire Drivers from 67492 (June 2013) to 80,242. At the same time, collating the Department for Transport statistics over the last eight years total predicted number of Taxi and Private Hire drivers collectively in England and Wales could be as many as 405,000 drivers.

The Health and wellbeing of the drivers and what impact this has to the passengers

Evidence from various Medical organizations has shown that drivers within the industry suffer from underlying illness due to long hours sitting in their vehicles and lack of basic facilities for drivers to use. Drivers suffer from different diseases and other attributes of an unhealthy lifestyle.

These include:

- Type 2 Diabetes
- Obesity
- Sleep Apnea (fatigue)
- Dehydration
- Musculoskeletal problems
- Deep vein thrombosis (Blood clots)

Diabetes UK, have highlighted that people working within transport are at the highest risk between the ages of 39-51. Statistics supplied show that in 2010/2011 the cost of diabetes cost the UK £9.8 billion which equates to approximately 10% of the total NHS expenditure. Nikki Joule Senior Policy Officer estimates that as many as up to 40% (123,200 within the taxi trade) of drivers have type 2 Diabetes within the UK. The statistics in 2012 showed that Diabetes had increased from 1.4 million in 1996 to 2.9 million by 2012. Based on the research carried out it is estimated that by 2025 this will increase to 5 million people. It is also estimated that more than half a million people unknowingly having the condition.

Dr Phil Thornley from Cotswold Medicals states that through lack of local authorities understanding of certain medical conditions using DVLA group 2 medical standards as guidance, miss vital tests such as urine/blood tests. Without carrying out such correct procedures will not highlight any issues relating to Diabetes, heart conditions or even misuse of drugs/alcohol.

Specsavers Corporate Eyecare believes that professional drivers should have a regular checkup every two years at least. Drivers over the age of 40 should undertake a retinal screening, this will allow the optometrist to detect and monitor any illnesses and health conditions such as:

- Diabetes
- Various heart conditions
- Cancers of the eye, such as melanomas

- Brain tumours
- High cholesterol
- Detached retina
- Hypertension (high blood pressure)
- Glaucoma

When the IoPDC tried to carry out further study relating to drivers underlying medical conditions, within the taxi trade it found that no reports had been collated through either Department for Transport of Transport for London. With this in mind due to lack of correct medical checks could mean that the percentage of drivers with Type 2 Diabetes could be significantly higher.

It is reported that majority of drivers are not drinking the recommended amount of fluid through fear of having to find somewhere to relieve themselves.

The European Food Safety Authority recommends that a woman should drink about 1.6 litres and men 2.0 litres of fluid per day.
All drinks count which include hot drinks such as tea and coffee, but water, milk and fruit juices are the healthiest.

Early signs of Dehydration are thirst and dark coloured urine.

Other symptoms may include:

- Dizziness or light headedness
- Headache
- Tiredness
- Dry mouth, lips and eyes
- Passing small amounts of urine infrequently
- Loss of strength and stamina

If left untreated the following symptoms are:

- Lethargic or confused
- Rapid heartbeat
- Blood in your stools or vomit
- Low blood pressure
- Weak pulse
- Fits/ seizures
- Low level of consciousness

If dehydration is ongoing, it can affect your kidney function causing kidney stones to develop also lead to

- Liver, joint and muscle damage
- Cholesterol problems
- Constipation

If serve dehydration is not treated immediately it could lead to complications or even die because the blood stops circulating.

In 1852 when the first Public toilets were opened in London today due to government cuts, there is only a handful remaining. This has caused all forms of problems to the taxi trade not only through lack of facilities causing hygiene issues but also health issues. With insufficient parking meters and taxi ranks, double yellow and red routes and cameras constantly monitoring London streets. After a certain time most public toilets and restaurants close of an evening. Drivers are resorting to using the inside back of their vehicles as a toilet by urinating into a plastic bottle and then tipping away the contents by the side of the road.

It is recommended that a human body would normally urinate between 6-8 times per day; clearly this is not the case within the Industry.

Transport for London has also issued Notice 24/12 (dated 26th November 2012) relating to Driver Behavior - Urinating in the Street.

It is believed that through Transport for London, toilet facilities have been provided for the 7,500 bus drivers working in London, a request for Information was sent to customer services buses on 19th February and is still awaiting a reply. To date it is believed that no provision have been proposed for the 93,000 Taxi/Private Hire drivers working over a 24hr period.

The IoPDC has been working closely with the British Toilet Association and its corporate champions to aim to help resolve this problem.

With an average driver working between 14 – 16 hours a day due to lack of regulations on hours, this will not only have an effect on the drivers wellbeing but also on the passengers that they carry.

RoSPA calculates that after deep sea fishing and coal mining, driving 25,000 miles a year on business is the third most dangerous activity in the UK. Based on these statistics on average Taxi/Private Hire drivers carry out between 40,000/50,000 miles a year which would put this industry at the highest risk. Most operators within London have very little facilities for their drivers as they operate from either shop fronts or offices that have very little parking or minimal space

Based on all the evidenced provided, even though Medical conditions are controlled with medication, a lot of the health issues are preventable. The drivers are a main factor to the problems but you could say that both the Government and the local authorities are also a contributing factor due to expenditure cuts. With regards to Health and safety of the drivers the industry has been pushed back to the 19th century.

Recommendations and proposals

Based on the complications processing renewals of applications, the IoPDC proposes reintroducing a temporary permit and getting the driver to sign a declaration to the effect that nothing has changed in the last three years. This would give the driver the opportunity to continue to work whilst allowing Transport for London to resolve any teething issues whilst updating the system.

TFL should seek advice from Home office regarding Criminal Records Checks if this is a legal requirement to be carried out every three years. The IoPDC recommends that the CRB check should either be carried out 1 year before or 1 year after the renewal of a driver's application to prevent any further delay to the Licence. For new applicants this would need to remain the same as today.

Medicals should be carried out by TFL or appointed medical practices like other Local Authorities. This would eliminate any delays to the driver's application in the event of a failure; drivers would be able to resolve any medical issues within the allotted time rather than at the application process stage.

The IoPDC would also recommend reintroducing a counter system other than the post office where trained staff are able to carry out relevant checks on application (for example drivers medical and Criminal records checks updates) forms so that whilst the driver has three months before his licence expires he is able to deal with any discrepancy within the allotted time rather than being informed once his licence has expired. This will give drivers the confidence to use the checking counter facilities. TFL or appointed representative sublet office space with adequate parking spaces for this service.

TFL will need to look at further investment in consultants, employment and training. Understanding other Acts and regulations that have an impact on the trade and the passengers it carries.

Health and Safety should be top priority in any industry especially as driving within the work place has been recognised as being the third most dangerous within the UK. TFL should lead the way in being proactive by implementing correct procedures on how to reduce risks and avoid possible fines/ prosecution.

Installation of modular toilets in and around 32 Boroughs of London

The Iopdc are working closely with British Toilet Association and its corporate champions to propose installing public toilets where there are large footfalls of drivers and passengers within London. The toilets will be strategically positioned near the roadside to implement allocated bays with rapid electric charge stations specifically for the Taxi and Private drivers to be able to park for a limited time up to 40mins whilst vehicles are charging or 10mins to use the toilets without worrying about finding a parking meter, payment by either coin or charge card and without the worry of receiving a parking ticket. To ensure that the bays are not being abused cameras will be positioned on the outside of the toilet to monitor the day to day movement of the allotted bays.

The toilets will also be available to the general public, payment methods to be agreed, but examples are that payment can be by cash through coin operation (this money generated will go to the local authorities), Oyster card access (money generated will go to TFL). Taxi/ Private Hire drivers can either pay through adding a yearly charge of £25.00 (equivalent to 6 pence per day) onto the Licence fee and passed onto the toilet providers for up keep and maintenance.

Each toilet module will have a female/male and disabled for wheel chair accessibility and will be regularly checked and cleaned by a mobile cleaner employed by the toilet supplier. The cost of these facilities will be offset against various sponsors to allow them to advertise on the outside of the toilets.

TFL will be to serve notices on drivers who continue to fail to abide by facilities supplied. The British Toilet Association and TFL will be able to add the locations onto their website or smart app for both the trade and public to view.

If the scheme proves to be successful this will be branched out at other sites of similar size across Great Britain and Ireland, where there is a high demand for taxi requirements in and around major cities/airports.

GMB Professional Drivers Branch – G56 London and Home Counties

Submission to London Assembly

Taxi and Private Hire Services

London Assembly Transport Committee Submission

GMB Professional Driver's Branch

Our membership is made up of both private hire, Hackney drivers as well as delivery, ambulance drivers and those who drive professionally for a living. We also have a number of small private hire operators within our membership.

We have a close working relationship with TFL and have been responsible for working to help create and work on the legislation in place today from work on sight and diabetes for drivers to the bus lane signs available for Private hire vehicles in London.

Our membership is substantial and growing.

We have links with many safety groups and other trade bodies.

Our branch maintains cordial relations with many licencing authorities.

We meet with both enforcement and ground transportation officials on a frequent basis at TFL.

The GMB has had recent contact with most assembly members and the Mayor in relation to the needs of both Passengers and drivers in London and its environs and this submission is a further clarification of our concerns and suggestions.

Apps and Websites

There is no doubt that technology is moving at a fast pace and that in legislation must be robust enough to give protection to the vulnerable.

Drivers who chose to joining applications or companies not necessarily licensed in London may be doing so without the knowledge of the fact that they are not operators not only does this raise data protection issues it also potentially has taxation issues for both the initiator and the driver / operator.

There are additionally revenue issues for those evading congestion charging a well as income tax or corporation tax where journeys are charged overseas.

Drivers may hold information about individuals travel movements or other vulnerabilities of travellers.

Unless websites and applications can be monitored there can be no surety of safety.

We have demonstrated that anyone can create an app and even with bogus information an individual can sign up without formal credentials.

E-hailing is acceptable where checks are carried out on the provider and appropriate regard is given to both taxi and private hire.

Naturally the public want a fast service in relation to provision of service but service and appropriate checks must be made periodically on drivers as well as operators in terms of knowledge and service levels.

Electronic mediums for booking are becoming more prevalent.

GMB are concerned on multiple basis as to how enforcement takes place.

We believe that not only should those who take bookings via websites and applications have appropriate licenses but where the journeys originate in London or the licencing area appropriate licenses should be in place.

We need to be sure that the companies are using legitimate drivers where the website or application is run by an operator or only licensed operators where the site or application is not UK based.

As advised previously we have conclusive proof that an individual can add fake information to an app or company website and then drive without appropriate documentation and it is our belief that enforcement should be monitoring for such sites or applications.

This clearly allows bogus drivers to work.

Additionally it allows tax evasion by all involved.

We believe if a journey takes place in London then payments must reach a UK entity to stop tax avoidance.

Sites for London Based companies should have the license number displayed to prove the company is legitimate.

If a particular logo is created with this in mind it will add to better public perceptions of the work we do and will of course add to the legitimacy of the company.

A simple Roundel logo with an electronic watermark would help prove the legitimacy of a company being from London thus adding dimensions of safety and legitimacy against those who do not.

In essence it would be a badge of honour.

Pricing

Whilst Passengers have commented on pricing being high or excessive the real truth is that rates for the work that both Taxi and Private Hire Drivers undertake are artificially low and do not reflect the costs that divers face.

The average cost per mile of a family saloon costing £22,000 is around .55 pence per mile based on AA figures. On this basis with higher maintenance, Higher Insurance, drivers rent or Commission, or other expenses such as MOT's and accountants fees the rate is therefore higher than the AA's to carry out work as a professional driver .

At this stage a minimum fare for Private hire based on similar rates for minimum living wage is a must.

Where most drivers are self-employed you can find there is a major disparity over the hour's driver's work and the income they derive.

Parts of the reason drivers are forced from the profession are low rates and the inability to keep well maintained modern vehicles on the road.

There is an ongoing churn of drivers as many cannot make ends meet.

If a company is charging £3.50 minimum fares and a driver can only accomplish 2 journeys if they are lucky in an hour it stands to reason after all the expenses the driver faces they are out of pocket and earning less than most on minimum wages let alone living wages.

A minimum living fare needs to be implemented.

When fares are lower than a bus fares for a luxury service door to door there is something wrong.

Operators may feel they're doing right for the public but they are penalising the driver badly.

In many cases drivers are trapped in a never ending circle.

Many drivers because of their low cleared income have little choice but to claim housing and other government benefits to help survive even though many work long unsocial hours.

Part of this problem we feel is encouraged via job centres. We have seen and received mention of adverts that offer private hire driver positions stating income of £1000 per Week.

We are concerned about consistent misrepresentation as the majority of drivers do not earn anything like this.

New drivers just entering the market take time to learn and therefore frequently do not attain these income levels. Additionally these adverts do not mention the actual start up and ongoing running costs of becoming a licensed private hire driver.

Could this be another reason for the high churn of drivers and we are seen as a short term fix on reducing unemployment figures?

The profession cannot retain drivers due to the artificially low rates and the other expenses drivers face.

With the cost and lack of choice for taxis similar issues abound.

There are only Two vehicle choices and costs in London are substantially higher than elsewhere in the UK due to an increased cost of living in London and its environs.

Perhaps it is time to allow other choices to London taxi drivers as they exist elsewhere in in the UK.

It now should be mandatory for taxis and private hire to offer payment options to passengers.

Signs of cash only in Taxis can sometimes be viewed as an attempt to evade taxation even if this is not the case.

To make hire accessible payments need to be accessible payment options including text / PayPal and Oyster as well as conventional payments such as cards and cash .

Clearly security needs to be place for such transactions to protect both the client and the driver.

Additionally drivers require reasonable rates for banking transactions so that they are not left out of pocket by way of provision of the suggested services.

Whilst discussing security we believe that an alert system should be fitted to all private hire taxi vehicles in London so that drivers can be protected in the event of distress or attack.

Both taxi driver and private hire driver’s jobs are difficult enough but the extra stress of waiting when collecting passengers could be resolved with a little thought.

It is always on the drivers mind that whilst they wait for their pre-booked fares enforcement officers, smart cars with cameras and fixed CCTV are being used to ticket them for being in place to do their job.

This daily situation further impedes their income from what is already at a fragile state of affairs as a result of having to pay for the PCN. Especially in the early hours there is no earthly reason for ticketing to take place.

Would it not be sensible for all authorities to allow a minimum grace period for drivers waiting to collect passengers and in the case of hospitals this period should be extended to 20 minutes to allow a sufficient time for the driver to locate and assist their passengers.

We hear constantly for members who are moved on from many establishments as a result of intimidation or aggression from enforcement officers whilst waiting for their people job.

Many drivers have name boards on their window proving that the drivers are in the location for legitimate purposes. In many areas around London public hire vehicles are left alone without a driver in sight or perhaps carrying out a journey and indeed sometimes not a on a taxi rank but the same yellow line that a private hire driver is on.

Surely it is time to have a reversible sign for Taxi and Private hire confirming collection with a time dial and on the reverse a sign confirming collection of those with infirmities with an enhanced time so that advantage could not be taken by drivers?

There are often cases where the taxi drivers waiting for their booking are ignored or allowed to stand however they do not seem to face the same level of intimidation or requests to move on as private hire drivers.

Clearly both services are licensed by TFL London however when authorities give consideration to public transport this is often ignored a prime example is Camden Council who when considering plans Tottenham Court Road made arrangements for taxis but none for private hire this is pure discrimination.

The GMB understandably asking transport committee what the differences between private hire taxi when it is licensed by TFL and why such discrimination takes place.

Instances where drivers are moved on make a driver look inefficient, tardy, unprofessional and in frequent cases late in the passengers eyes as a result of having to circle until customer is in place not only does this have an economic affect it also has an ecological effect.

There are further issues where passengers have disabilities or infirmities this is why we believe a special sign should be created and taxi driver’s situations where they're collecting those with these issues.

Clearly when drivers are waiting for a disabled person and there is no easy location stop in matters become difficult for those we are trying to assist.

Returning to the ecological effect the cost of drivers consistently circle perfection not only creates further gases but also creates further congestion in many locations

whilst it is the Mayors goal to reduce emissions this cannot happen answers arbitrary rules are in place.

GMB also believe there needs to be a zero tolerance position on failure to pay a driver the fare they are due. Consistently drivers are ignored by the police when making a request for assistance in such matters.

Where the police are called to situations such as petty theft they are more than happy to invest their time and resources in attempting to gain a conviction.

Why is it that drivers do not face the same assistance where many cases the financial loss is much greater than the costs and losses of organisations such as supermarkets are concerned?

Could it be that private hire taxi drivers are seen as second-class citizens by those paid to enforce the law?

It is our view that stricter laws need to be brought in for the protection of private hire and taxi drivers.

Until the general public are educated to know that drivers are professionals and deserve the same dignity as other workers there will be a continued stigma and ignorance to our needs.

Parking issues

Collecting passengers at most mainline train stations is a problem. With the exception of Paddington private hire drivers have no allocated space for the benefit of our customers.

As an example at Euston drivers have to parking Lancing Street worked on arrival the customer has no choice but to negotiate a busy junction often with baggage and children where age or disability coming to light this problem is magnified.

St Pancras station similarly has an issue with the parking being some distance away with a minimum charge of six pounds. Access for severely disabled passengers or those with high baggage levels is difficult and is further hindered by the need to cross the coach forecourt.

In view of the fact that space will be available for 5000 electric cars I will be here in 2015 this again seems to be the case of one more for one group a different rule for others.

Many hotels in London have restricted access especially where they may be a regular practical and pragmatic approach needs to be made for private hire drivers to

at least have parity or at least some spaces to avoid a PCN notice from the relevant authority.

London's hospitals are now ticketing drivers collecting where they are on the grounds more than 5 minutes.

This is a major problem it has come to our notice via branch members that advise us that they are being ticketed whilst waiting for their often ill/disabled passengers.

It is abominable that the infirm have to struggle to then find their driver especially when drivers are forced for fear of being ticketed to move away and have been advised they may not return within one hour to the same location.

Not only does it have an economic effect on the driver but it is symptomatic of the issues drivers face on a daily basis.

Customer service is also the job of the hospital and NHS trusts seem more frequently to have forgotten the public are their customers.

At all major London airports parking fees are extortionate and run by monopolies. In the case of Terminal 4 at Heathrow the airport has created a peak and off-peak fare structure which seems to be based on cultural usage of the facility so that flights arriving from the Middle East and Asia where most families come to meet those arriving and show their respects rates are higher.

The airport claims this is because the terminal becomes more congested however most will agree who read this admission that most individuals do not check the parking costs before collecting friends or family.

We parking costs based on segmented time rather than by the minute or by smaller units costs become £10 for parking once you reach 59 minutes.

Minimum parking costs at city airport are just as exorbitant and a 1 minutes stay costs six pounds minimum.

London Stansted airport claims to be a London airport however it charges local private hire and taxi no fee to drop however London drivers are charged a two pound fee to drop passengers off.

In our view if both Stansted and Luton airports are choosing to prefix their name with London then they should exempt London private hire and taxis from these fees.

Should they not be prepared to show their assignation with London for this purpose then clearly they should forfeit the right to call themselves London airports.

To make private hire a taxi services more efficient and cheaper for clients in relation to parking charges why cannot appropriate spaces be made available for drivers serving the public?

One of the greatest problems drivers face is passengers being unaware or unwilling to pay the cost of parking this can sometimes result in arguments and resentment causing further stress and financial loss to driver.

Space seems to be readily available for bike rental schemes, bus rest areas as well as taxi rest areas why are Private hire not afforded the same courtesy?

Toilet facilities are paid for by TFL for bus drivers to enjoy public hire have access to toilet facilities and rest areas. We under the same umbrella as the other two have none of the above even though we pay similar amounts of money for licensing purposes.

Surely toilet facilities are needed for the health and wellbeing of drivers?

Drivers spend a significant time of the day in their vehicles however they frequently go without breaks and have one of the poorest diets and highest stress levels of any worker in London.

Weekend Bookings

One of the biggest issues in relation to availability for weekend work is the cost of insurance.

Prior to full legislation many saw Private Hire as a second income for weekends and took a Policy for those periods only.

However with insurance rules changing and rates for cars as High as £2600 Per annum or more in some cases this makes it impossible to tempt individuals in to driving as the costs outweigh the profits.

Drivers need to expect to pay the following:

Rent or Commission

Insurance

Maintenance

Fuel

Tax

Nutrition / Beverages

Car Payments

Licensing costs.

Losses in some cases as a result of fare theft.

Once you look at this the benefits of then just making money on 1 night becomes pointless for many.

Theoretically insurers would need to be asked in to the market to offer private hire cover which has basic Social Domestic and Pleasure or Business coverage for other times.

This may assist in adding numbers.

Messages could be sent to late night revellers via their mobile phone along the same lines as the current know what you getting into campaign.

We have addressed the issue of non-payment for journeys earlier this is also tempered by a haggling culture that has begun due to availability of touts.

The perception of illegality provokes the public in to believing rates should be lower.

No one haggles at the supermarket so why should this be allowed to occur on legitimate transfers sometimes at the drivers expense because the operator wants to move drivers on for the sake of looking busy.

The issue of touts is further exasperated by the fact that once a potential client leaves premises the company who may have a license cannot approach them on the street and if they do leave clubs they may not always obtain re-admittance. This then leaves them prey to the touts who almost certainly operate in these areas.

Where economic touts operate sexual predators normally operate too as they work on the basis that the illegality of the touts will hide their own agenda.

To attract more drivers be they Private Hire or Taxi minimum rates must be established.

Set locations in busy areas for pick up zones where marshals can establish the credentials of travellers and the drivers they have booked creating a greater level of safety so that individuals know they can stand with a marshal until their pre-booked transport arrives.

To satisfy all parts of the profession Private hire bookings from office/app/club should have a five min break before being dispatched to stop touting e.g. no immediate hiring of a mini cab.

Touting

GMB feel that the Mayor, TfL, Police and the Benefits Agency should be doing much more in regard to touting.

Private hire and licensing enforcement should have greater police involvement including bringing this back on to the syllabus at Hendon unless neighbourhood teams understand what is illegal they will miss what is often under their nose.

Education of police specials / community police with regard to touting i.e. what they should be on the lookout for while they are on their regular beat is a must and we hope this will be acted upon.

Our members have encountered such officers who ignore tout behaviour and because of their lack of knowledge in this area do not intervene.

This is wholly unacceptable as criminality is being ignored on a daily basis.

An example of concern is locations such as Edgware Road W2 where drivers act with impunity.

It is not uncommon to find drivers parked waiting for individuals to take them.

Added to this is an annual issue of individuals renting in the latest Mercedes from Germany and driving clients from the Middle East totally without insurance or licenses.

Similarly around Knightsbridge the illegality can be witnessed.

Not only does this have an economic effect on local legitimate business it also means those uninsured and unlicensed individuals avoid tax and are normally involved in other criminality.

Many nightclubs have a second tier of drivers who are basing their lower rates on the fact they pay no fees in many cases they may have a licensed vehicle but no supporting personal license.

There appears to be very little tout prevention at most London airports. It has come to our attention that certain flights that come in at Heathrow are targeted by touts and their unsuspecting victims are approached by in some instances by sign language which is understood in various cultures. This appears to happen from flights coming in from Eastern Europe, Africa and the Middle East.

These travellers are clearly not aware of the pitfalls of using an unlicensed vehicle and uninsured driver.

Perhaps at the very least some form of advertising campaign in the passport control area. This would be a relatively cheap method of getting the message across in the same way as carrying illegal firearms or drugs into the country is advertised.

In the case of flight arriving in to the private aviation area very few checks are made on the drivers.

There is also an issue with film unit drivers not being licensed with no DBS checks being made. We have good intelligence to advise many of these drivers have past issues with criminality.

We would request that a condition of permits to film in London that only licensed and legitimate operators and drivers who are under the auspices of an operator can do this work for the prevention of tax avoidance and to ensure the economic benefits of legitimacy for London.

We believe that a licencing team should have a police officer seconded to them and always present this way they can enforce anytime, this can put an end to touts as police presence will have an incentive to make bogus cabs become legitimate of face capture.

A roving team looking for criminality such as touting and vehicle illegality acting as they see potential criminality this would assist in addition to fixed operations.

We would also suggest encouragement of taxi drivers to ply for hire in known tout black spots.

Additionally Instant ranks for evenings or special events may stop touts gaining a foothold.

We have personally witnessed the touting outside Ronnie Scott's after the late show in Soho where other clubs finish at a similar time, Taxi drivers have told us they don't like working in this area due to the high traffic volume, nuisance Pedi cabs and camera enforcement.

Taxi drivers and Private Hire could be encouraged to report a tout via a rewards scheme. Should a conviction be secured on their evidence then a financial reward similar to Crimestoppers should be granted.

This can be easily affected as most drivers have camera phones which makes for a safer and more accurate burden of proof than confrontation on the streets as occurs on a frequent basis.

We need to ensure that customers are transported in a safe way especially those who are vulnerable and who maybe inebriated after a night out. We feel that efforts on touting must be increased dramatically to avoid unprovoked attacks of both a sexual and a financial nature.

Any attack normally has financial consequences for those attacked and where involved by those individuals the authorities and those associated with then through relationships or work.

Don't forget touting also causes loss of earnings to all licensed drivers and that touts also cause increased traffic in any given area and that it is likely that many of these unlicensed drivers are claiming benefits of some form. Perhaps if this was prevented it would then help them into legitimate occupations.

We have offered a plate system to TFL which would assist in detecting unlicensed vehicles and drivers at a distance based on a license that clips over the location (Blue on most plates) used for overseas travel (GB with EU Star Roundel.) In our case we have substituted this for a Blue T or P. The plate when the vehicle licensed would have a red sticker to prove the vehicle is licensed. The red license would show when the vehicle is not in use.

A NFC chip would confirm both driver and vehicle legitimacy and could be checked on any smart phone.

The mock-ups are in the appendix please note the Taxi Car is written just to underline the fact the plates could be used on both vehicle types. A normal plate with the appropriate surround would still be used. E.g. (P) HM 14 GHY or (T) HM 14 GYY these would be on the front and rear of vehicles. Depictions are on page 15.

This would also stop those who rent licensed vehicles without personal licenses from the deception of appearing to be licensed.

Finally we believe criminal record checks should be carried out on licensed operators their forward facing staff and controllers to prevent those who are not sound from involvement in the professional driving arena.

In our opinion enforcement and licencing team numbers need to double to make a real dent on illegal activity and best practice.

Road Space issues and delays in London

It is our contention that as it's becoming increasingly difficult to move around our great city through constant road closures etc. and removal of road space through refashioning of junctions.

It is our belief that the physical road space we have lost in the last 5 years is now strangling traffic flow.

Surely this idea of removing road space to keep turning into pavement space, green spaces etc. does not actually help with emissions or flow of traffic this matter must be readdressed.

Green Fleet

To move towards a greener fleet we need to be realistic in allowing Green Vehicles to have longer licencing lifespans and for grants for Electric and Hydrogen Vehicles that may allow drivers to improve emissions.

There is of course a clear issue in relation to lack of plug points and facilities for Hydrogen.

When looking at the Toilet facilities issue it may be prudent to consider the suggestions being made by the Institute of Professional drivers to provide combined facilities.

They have already researched this and the facilities will be required based on the Mayors and no doubt future Mayors initiatives.

Disability

More incentives for larger companies to offer facilities for Handicapped individuals are needed.

Not all need adapted taxis some need a saloon for access and in the case of the blind accessibility has other requirements.

GMB believe a separate investigation featuring organisations dealing with handicapped issues need a separate consultation.

Gay and Transgender and Female recruitment

The profession of Taxi and Private hire is still predominantly a male based trade and it is not only pragmatic for the need to make the change but important that the Assembly helps in this instance to promote recruitment in these groups.

Only if we have a good mix will many feel safer travelling.

Training and exams

Refresher Training for drivers should take place every five years to be sure that professional levels of service are kept up.

At present there is still a clear issue over linguistic and navigational skills in the private hire base.

This needs urgent attention along with improved exams and removal of testing by private entities.

We have proof that in one case a company sold exam passes to them allow licencing by TFL.

Not only to exams need to become more substantive but under the prevue of TFL just as Knowledge of London testing takes place we can be assured of unbiased results.

The revenue stream will be no different from the private operators but will allow greater attention to detail and professionalism.

We feel improvement of cycle awareness would also be a pragmatic idea to solve daily interdictions between drivers and cyclists.

Relationship between taxis and private hire

Over the years some taxi drivers and private hire drivers have attacked each other verbally or physically as well as on line via social media.

For things to stop real education need to take place and attacks that are bigoted and outdated need to be stopped.

Attacks on social media have an effect on public perceptions.

If the professions continue to be seen attacking one and other this does not help the public.

We believe a code of conduct need to be created to stop such activity and would request the assembly give this their consideration.

Conclusion

We hope these observations and suggestions will assist the committee and London in finding solutions to the ongoing requirements of the UK's Capital.

There are many ongoing daily issues for the community and only with continued frequent refinement can we reach towards a better and more accessible infrastructure for those who travel.

Suggested Plate Layout

Images for suggested plate layout:

Red Denotes Vehicle Licensed by the TFL.

The plate would be tamper proof

The Blue insert would be provided with drivers licenses (Both Private Hire and Taxi)

It would be visible to enforcement from a distance and feature NFC.

National Union of Rail, Maritime & Transport Workers

Briefing to the London Assembly Transport Committee

The Taxi Industry

Taxis provide a safe, regulated, efficient public service which make a substantial contribution to the UK economy.

According to Government statistics, in August 2013 there were an estimated 78 thousand taxis in England and Wales at end March 2013 with 25000+ licensed in London alone. A report by the London Chamber of Commerce in 2007 found that the capitals taxi industry contributes to the UK economy over £150m on Diesel & lubricants, £25m on spares and accessories, £10m on tyres , £12m on insurance and £5m on batteries. Along with the millions spent on advertising in and on taxis. In turn UK residents nationwide spend over £2 billion annually on taxis.

The industries contribution to the economy is significant and does not receive any public subsidy ie. the industry is entirely self-financing. The significance of this is evident when compared to other forms of public transport such as rail where passengers spent £7.7bn on rail journeys in 2012-13, but the industry also received direct rail support of £3.7bn in 2012-13 according to the Office of Rail Regulation.

Safety

The safety and reliability of every licensed taxi driver is guaranteed. Nationally all licensed taxi drivers are required to undergo extensive criminal record checks from the Disclosure and Barring service (DBS) as well as medical checks from GPs. It is also required that applicants pass the Driving Standards Agency (DSA) taxi driving assessment. In London drivers are fully licensed and regulated by Transport for London and the Metropolitan Police.

All vehicles must satisfy conditions of fitness set by the local authority. Although nationally stipulations vary from one licensing authority to another they remain in part focused on two main factors:

1. Identity
2. Roadworthiness.

London requires additional conditions including age limit, maneuverability and exhaust emission standards. In addition, the taxi vehicle has seatbelts for all passengers, a partition window and motion sensitive door locking for privacy and protection, roof and floor lighting, grab handles and a strong and robust build quality making it one of the safest vehicles on the road (PBV: Purpose Built Vehicle).

Social inclusion

According to the Law Commission, taxi and private hire services are “essential for many passengers with disabilities and residents of rural communities, and play an important social role in enhancing the public transport system and facilitating social inclusion”. The importance of the taxi industry for social inclusion is evident from its accessibility levels. An estimated 58% of all taxis in England and Wales were wheelchair accessible (either purpose built or converted) at March 2013 – around 45 thousand vehicles in total. All 25 thousand London taxis are accessible, and outside London the more urban areas have a higher proportion of accessible taxis. In total 176 of the authorities which responded to the Law Commission review had a requirement for accessible vehicles in all or part of their taxi fleet. A much smaller proportion of PHVs – which are often saloon cars – are wheelchair accessible. The Law Commission estimated this proportion to be around 3% in 2013.

Working environment

Taxi drivers work in a difficult environment. They face risks such as carrying money in the taxi, drunk and aggressive customers, entering higher risk geographical areas or trouble spots, working late at night or early in the morning and occasionally having to leave the cab, for example in the case of non-payment of a fare. In the past taxi drivers have been victims of armed robberies, involving weapons such as knives, CF spray and syringes, racial and verbal abuse from customers and drunken passengers becoming aggressive and verbally abusive over fare disputes.

Plying for Hire

Legislation containing the term 'Plying for Hire' was first introduced in the *1831 London Hackney Carriage* Act under S.IV:

Definition of a Hackney Carriage: *'And be it enacted that every carriage with two or more wheels which shall be used for the purpose of standing or plying for hire in any public street or road at any place within the distance of 5 miles of the General Post Office in the City of London'* . Outside of the capital this can be found in *The Town and Police Clauses Act 1847.*

As there is no statue definition of the activity of plying for hire the concept has become the subject of a body of case law such as *Hunt Vs Morgan 1947, Cogley Vs Sherwood 1959, Eldrige Vs BAA 1970* . The opinion of the Home office in 1962 was that *plying for hire* had to contain three key elements:

1. Exhibition

2. Soliciting
3. Availability

Although in 1994 under the CJPO Act the offence 'touting for hire' was created making it illegal to solicit prospective passengers.

The Threats to the Trade

Despite the significant contribution to the economy, the enhancement of social inclusion, difficult working conditions and the provision of a self-funded, safe, efficient, public service the taxi trade has come under sustained attack by the current Government. This attack has been threefold, through the Deregulation Bill, the Law Commission review and the tacit approval given to mobile applications such as *Uber*.

Deregulation Bill

At the last minute, the Department for Transport (DfT) added 3 amendments to the Deregulation Bill, representing serious dangers to the Taxi & Private Hire Vehicle trade, which with no proper consultation with stakeholders having ever taken place.

These include:

Allowing anyone with an ordinary driver's license to drive a private hire vehicle (PHV) when it is "off-duty". This seems to be in contradiction to the 1998 London Private Hire Vehicles Act where at the time of inception public safety was the widely regarded drive for the legislation. Sir George Young who was largely responsible for facilitating the bill made an opening statement citing the dangers of individuals of a nefarious nature being permitted to drive PHVs. This seems like a massive step backwards in regards to the safety of the travelling public as it is documented that rapes and sexual assaults occur by unlicensed drivers illegally touting for hire.

Making the standard duration for all taxi and PHV driver licenses three years and five years for all PHV operator licenses: There is a strong argument that this measure will allow drivers with criminal convictions or SP30 offences to continue to work unchecked for the duration of the proposal. As it stands 12 months is the maximum an individual can hold a license outside of London.

Allowing private hire operators to sub-contract bookings to operators licensed in a different district. This opens the door to third party operators or 'service providers' to sub contract bookings to a variety of agents or drivers. This is to the detriment of the travelling public as it is unknown to who they are to be assigned a driver/vehicle and in the case of an accident or assault who is liable.

Such measures would greatly undermine safety and confidence for the travelling public and significantly damage the reputation and livelihoods of the Taxi and Private Hire Vehicle industry.

Smartphone Technology (Apps.)

Plying for hire is the is very essence what taxis do and have been doing so since their inception. It has stood the test of time despite the advances in technology which has facilitated the huge growth in PHV (Private Hire Vehicles). In over ten years we have seen an almost doublingof number in London alone. The first stage was the landline telephone combined with the two way radio next came the mobile telephone followed shortly after by the internet which has evolved today into Smartphone Apps. This has created a situation blurring the lines between taxis and PHVs and what are their methods of working. As smartphone bookings essentially emulate the remaining elements stated by the Home Office in 1962 as a definition of plying for hire: Exhibition & Availability

The latest and most prevalent case is that of *Uber* a San Francisco based software company attempting to casualise and weaken the professional and safe licensed taxi trade and it's long-established regulations around its right to ply for hire.
In London the two tier system of regulation between taxis and PHVs which has delivered safe, reliable and efficient services for Londoners is being flagrantly disregarded in favor of Huge and wealthy multi-national corporations like Google using their financial clout to bully their way into areas that have been governed by legislation and case law.

This was compounded in the **Law Commission** report into Taxi & Private Hire Services. Despite initially indicating that they would recommend defining "plying for hire" the report favors a more clear distinction of 'Pre-booking'. Under section titled *Plying for Hire*, article 3.18 suggests instead of defining the action of soliciting a new law of 'there and then' booking should be applied.

In its interim statement the report stated that technology should NOT form part of plying for hire. However in light of the recent developments with smartphone technology where PHV's can in effect be instantly booked the above evidence will place the law in favor of such operations as long as the loosely defined criteria are met.

The Solution

RMT believes that the immediate priority for the GLA should be adequately enforcing existing legislation.

In the longer term RMT believes that the GLA should work to ensure that plying for hire is defined in statute.

RMT believes that an adequate definition of plying for hire in statute who address many of the issues affecting the trade. We believe that this definition must include:

- Confirm the distinction between the working practices of the licensed taxi and private hire trades

- Remove confusion between the two types of vehicle by ensuring they are distinct and easily identifiable.

- Clearly define the boundary between legislation and local licensing policy.

- Simplify enforcement of the new regulations.

- Confirm that only licensed taxis can ply-for-hire

Additionally any such definition should be accompanied in law by clarifications relating to the various issues previously experienced such as:

- inviting and attracting customers for immediate hire whilst driving around.

- the use of taxi ranks to pick up customers.

- stopping on a street to attract customers.

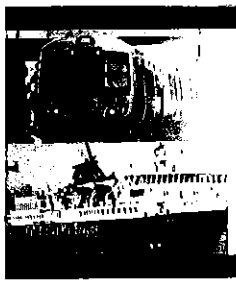
- the display of a vehicle for hire.

Furthermore, RMT believes that Transport for London's consultation arrangements with the trade are inadequate and calls for RMT to be recognised for consultation purposes.

National Union of Rail, Maritime & Transport Workers

London Assembly - Call for views and information: taxi and private hire services

Response from RMT



National Union of Rail Maritime and Transport Workers

RMT

Transport Committee
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

27th June 2014

Dear Chair

INVESTIGATION INTO TAXI AND PRIVATE HIRE SERVICES IN LONDON

Further to the above, please see attached:

- Response from the RMT
- Written evidence from DfT on licensing of taxis and private hire vehicles
- Letter from RMT to TfL Surface Transport Customer Services
- Letter from TfL London Taxi and Private Hire Dept to RMT
- Ratio of taxis licensed compared to taxi ranks appointed and spaces available

I would welcome the opportunity to meet with you to discuss these matters further.

Yours Sincerely

Mick Cash

Mick Cash

Acting General Secretary

Head Office: Unity House 39 Chalton Street London NW1 1JD
General Secretary: Bob Crow
Tel: 020 7387 4771 **Fax**: 020 7387 4123 **Helpline**: 0800 376 3706 **Email**: info@rmt.org.uk

We welcome the opportunity to contribute to this investigation. As you are aware representatives from the RMT London Taxi Branch have met with both you and your team on a number of occasions over the past three to four years. At these meetings we have raised issues regarding Transport for London's regulation of both taxi and private hire services within London. We request that you include the notes of those meetings, as part of our evidence relating to the RMT Union's submission. This we hope will serve to reinforce many of the issues raised in this investigation, as well as highlight the period of time over which they have been ongoing.

Some of the information provided at these meetings has been used to generate questions for Mayor's question time. However, the answers given have not always been full and complete. The Mayor often seems to contradict himself when he makes statements on matters concerning the taxi trade. For example, the RMT believe that Pedicabs should be banned from operating and plying for hire in London. The Mayor on one hand, takes the view that Pedicabs should be banned as stated in TfL's Law Commission response TPH 1080, however this appears to be at odds with the Mayor's transport strategy proposal 56 which states, *"the Mayor through TfL and working with the London boroughs and other stakeholders will press for specific primary legislation to establish an effective legal framework for Pedicabs, including specific licensing powers for the borough's"*

You may recall at our meetings, much focus was given to TPH reluctance to meet with the RMT London Taxi Branch in spite of having regular meetings with other trade organisations. We also raised the issue that minutes of these meetings appear to be non-existent. We believe, in the interests of openness and transparency, that this situation cannot continue, and that at all meetings' minutes should be taken and made available, including that of the Cab Ranks Committee. Only then can we see who is saying what and why.

We have included with this letter attachments which we would like you to refer to. The areas of writing in red we feel are most important when considering the following. Transport for London as our regulator has the power to produce policy in relation to taxis and private hire vehicles. You will see from the written evidence provided by the Department for Transport clearly shows in paragraph 11 that the primary legislation is largely of an *enabling* rather than prescriptive nature, consequently local licensing authorities use the discretion available to formulate their own policies. Also in paragraph 15 best practice guidance issued by the DfT is voluntary rather than mandatory.

With reference to the DfT evidence, we are deeply perturbed that whilst "Touting" is referred to, there is no mention of the criminal offence regarding illegally plying for hire. Given the length of time that taxi drivers in London spend completing The Knowledge in order to gain this right (approx 40 months), we are particularly concerned that under TfL/TPH during the past 14 years there has only been one publicised conviction of a Private Hire driver for this offence.

While the GLA has no influence over how primary legislation is written, it should be clear from the above, that policies developed by TfL should be written in such a way that protects both the public as well as the cab drivers hard-earned right to ply for hire and not to undermine it. This of course is assuming that TfL want to preserve and guarantee a future for what is considered by many surveys as the best taxi service in the world. Consequently, as there is no statutory definition of "Plying for Hire", it is imperative that policies are developed having regard to the consistent principles established through analysis of the case law established over the past 150 years. The importance of plying for hire cannot be underestimated. This was exemplified in the letter to the late Bob Crow

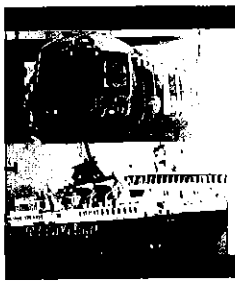
from Thompsons legal Department, which states *"...I believe that your members are in danger of having their status as Hackney carriage drivers diminished in the absence of any interpretation of the law in their favour"*

It is therefore paramount that all trade organisations representing those that have the right to ply for hire should have full input with the licensing authority when policies are formulated, as well as the provision of taxi ranks within the capital. There are now over 300 private hire satellite offices operating in prominent venues throughout London. In 1970 the ratio of taxi vehicles licensed to taxi rank space in the capital was 4:1. Today it is more like 11:1 (see attached ranks document).We must remind ourselves that these decisions affect ALL taxi drivers and ALL of the public within London, not just the members of one organisation or another.

The upshot of this is that there is much discord within the London taxi trade over TfL/TPH's regulation of both the taxi and private hire services. In the past SIX years there have been no less than SEVEN major public demonstrations carried out en masse by the trade, two recently the last one being over by the mobile phone app "Uber". By comparison prior to the creation of TfL/ TPH this was very rare and unheard of under the previous administration of the London cab trade.

Finally we also attach a letter sent from the Union to Leon Daniels MD Surface Transport at TfL, on 30th April this year asking for clarification on a number of issues, included is a response from TfL received on 26th June 2014.

We welcome any opportunity to meet with you to further assist in this work.



National Union of Rail Maritime and Transport Workers

RMT

Leon Daniels
Surface Transport Customer Services
4th Floor, Palestra
197 Blackfriars Road
London SE1 8NJ

30th April 2014

Dear Leon,
Arising from a TfL press release regarding regulatory framework for Taxi and phv smart phone applications, where you invite the trade to provide their views on how this technology should be applied, I am writing to seek the following clarifications:

- Is there currently an official engagement policy with the trade?
- If so, what trade organisations are recognised and under what basis do they engage and are these meetings fully minuted?
- What function does the surface transport panel serve and what is its relationship with the Tfl board?
- Is the Tfl board the ultimate decision-making body for Hackney carriage and private hire licensing within London?

With further reference to the press statement where you state *"any app that puts the customer directly in touch with the private hire driver without the booking being accepted by an operator first is illegal"* I would like to ask how this is to be monitored and how robust is the enforcement process surrounding this likely to be? The press release further states that *"Smart phones used by private hire drivers, which act as GPS tracking devices to measure journey distances and relay information so that fares can be calculated remotely from the vehicle, do not constitute the equipping of a vehicle with a taxi meter"*. On this matter RMT fundamentally disagrees and ask how you arrived at this interpretation.

To conclude I would like to enquire as to whether a minimum fare other than the £2.40 has been approved?

I would welcome the opportunity to meet with you to discuss these matters further.

Yours Sincerely

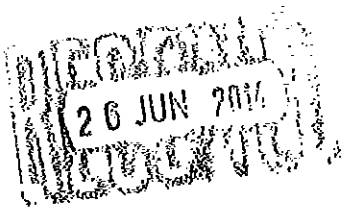
Mick Cash

Mick Cash

Acting General Secretary

Head Office: Unity House 39 Chalton Street London NW1 1JD
General Secretary: Bob Crow
Tel: 020 7387 4771 **Fax**: 020 7387 4123 **Helpline**: 0800 376 3706 **Email**: info@rmt.org.uk

Transport for London



Our Ref: TFL136784

Mr M Cash
Acting General Secretary
National Union of Rail, Maritime and Transport Workers
Unity House
39 Charlton Street
London
NW1 1JD

Transport for London
London Taxi and Private Hire

Yellow Zone, 4th Floor
Palestra
197 Blackfriars Road
London SE1 8NJ

Phone 030 3222 4444
tfl.gov.uk

18 June 2014

Dear Mr Cash,

Thank you for your letter dated 30 April 2014 addressed to Leon Daniels, Managing Director, Surface Transport. Leon has asked me to reply on his behalf. I am sorry for the lengthy delay in replying.

Our position on engaging with the taxi trade remains the same as that set out in TPH Notice 06/10. However, while not all organisations may attend formal meetings with the Mayor and senior Transport for London (TfL) officials, we continue to consult all stakeholders on issues affecting the taxi trade. We therefore welcome any views you have on taxi and private hire smartphone booking apps.

Records of formal meetings with taxi trade representatives are kept and these are available to anyone who wishes to see them.

The role of Surface Transport Panel is to advise and support the work of the TfL Board and its Committees. The Panel considers wide-ranging issues including policy, strategy, the implementation of the Mayor's Transport Strategy and operating business performance in relation to TfL's Surface Transport services.

Statutory responsibility for licensing London's taxis and taxi drivers, private hire operators, drivers and vehicles, plus the appointment of taxi ranks, rests with TfL. Under TfL's Standing Orders, the Board has delegated licensing functions to the Managing Director, Surface Transport who in turn has given written consent to other TfL officers to discharge the functions of TfL relating to taxis and private hire vehicles.

Further details about the governance of TfL and a copy of the Standing Orders can be found on our website.

As advances in technology have introduced new innovations to the taxi and private hire markets we have examined different operating models on a case by case basis to ensure that they are lawful and those that are licensed meet their regulatory responsibilities. This is achieved through both ongoing compliance activity with licensed operators and pro-active investigation.

I appreciate that you and others in the taxi trade do not agree with our provisional position that where smartphones simply act as GPS tracking devices which measure journey distances and relay information so that fares can be calculated remotely from the vehicle, this is not unlawful. Nevertheless, this is our interpretation of the law and I fully recognise that you are entitled to have a different view.

Finally, I can confirm that the minimum fare for hiring a taxi remains £2.40.

Thank you again for writing to us.

Yours sincerely

Helen Chapman
General Manager, London Taxi & Private Hire

RATIO OF TAXIS LICENSED COMPARED TO TAXI RANKS APPOINTED AND SPACES AVAILABLE FROM 1938

1938*

DRIVERS LICENSED 11655
CABS LICENSED 7683
RANKS APPOINTED 781 PLUS 51 IN CITY OF LONDON
SPACES 6086 PLUS 372 IN CITY OF LONDON
PLUS 1200 SPACES FOR CABS AT RAILWAY STATIONS
TOTAL SPACES FOR CABS 6086+372+1200= 7658

1955*

DRIVERS LICENSED 9015
CABS LICENSED 5643
RANKS APPOINTED 780

1969*

DRIVERS LICENSED 12770
CABS LICENSED 8181
RANKS APPOINTED **473**
SPACES 2797

2009/10*

DRIVERS LICENSED 24,794 (AS @ 31 MAR 2009)
DRIVERS SUBURBAN 3,331
DRIVERS ALL LONDON 21,463
CABS LICENSED 22,303
RANKS APPOINTED **469** SPACES 2,177 (AS @ DEC 2010)
RANKS SUBURBS 140 SPACES 689
RANKS LONDON 329 SPACES 1,488

THESE FIGURES INCLUDE

31 CITY OF LONDON RANKS SPACES 115
11 SHELTER RANKS SPACES 144
13 REST RANKS SPACES 50
ALSO 3 RANKS OPERATIONAL ONLY DURING WIMBLEDON TENNIS TOURNAMENT PROVIDING SPACES FOR 57 CABS.

RATIO OF TAXIS LICENSED COMPARED TO TAXI RANKS APPOINTED AND SPACES AVAILABLE FROM 1938

SO FOR "PLYING FOR HIRE" PURPOSES CAB RANKS AS FOLLOWS:-

RANKS SUBURBS 137 SPACES 632

RANKS LONDON 305 SPACES 1294

175 OF THESE ARE IN WESTMINSTER CITY COUNCIL WITH SPACES FOR APPROXIMATELY 780 CABS

TOTAL @ 2010 = 442 RANKS WITH SPACES FOR 1,926 CABS

RATIO OF TAXIS LICENSED BY YEAR IN RELATION TO TAXI RANK SPACE APPOINTED IS AS FOLLOWS:-

1938 1:1

1969 4:1

2010 11:1

THERE ARE NOW 3,000 PHV OPERATORS LICENSED BY TfL IN LONDON SOME HAVE MULTIPLE CENTRES CALLED "*SATELLITE OFFICES*"

50,000 PRIVATE HIRE VEHICLES ARE LICENSED.

RATIO OF TAXIS LICENSED COMPARED TO TAXI RANKS APPOINTED AND SPACES AVAILABLE FROM 1938

THERE ARE 0VER 300 SATELLITE OFFICES LICENSED IN LONDON COMPARED TO 469 APPOINTED TAXI RANKS MANY OF WHICH ARE NOT BEST POSITIONED FOR THE NIGHT TIME ECONOMY.

IT IS NOT A REQUIREMENT FOR A TAXI RANK TO BE APPOINTED AT A SATELLITE OFFICE.

NOR IS THERE A DEFINATIVE ADDRESS LIST OF TfL APPROVED SATELLITE OFFICES IN LONDON AVAILABLE.

City Of Westminster

Transportation and Infrastructure Overview and Scrutiny Committee
Date: 23 June 2004
Title of Report
Update on the Licensing of Minicabs and Pedicabs
Classification
FOR GENERAL RELEASE
Wards Involved

3.5 A new initiative to reduce the illegal minicab trade is currently under Consideration between the City Council and the PCO. Research by the PCO has shown that commuters often only use a minicab when leaving a licensed venue because it is the first mode they see.

By placing taxi ranks directly outside venues that are known as touting hotspots, it is envisaged that passenger use would be diverted to a licensed black cab as it would be the first mode they see. The PCO are currently obtaining information about touting hotspots from the TOCU

RATIO OF TAXIS LICENSED COMPARED TO TAXI RANKS APPOINTED AND SPACES AVAILABLE FROM 1938

*Reference:-

1938-39 [Cmd. 5938] **Home Office Ministry of Transport. Interim report of the Inter-Departmental Committee on Cabs and Private Hire Vehicles –Hindley Report**

1952-53 [Cmd. 8804] **Report of the Runciman Committee on the Taxicab Service**

1970-71 Cmnd. 4483 **Home Office.Maxwell Stamp Report of the Departmental Committee on the London Taxicab Trade**

TfL & City of London Appointed Taxi Ranks - 01 December 2010

Note that taxis on 'Rest ranks' and 'Shelter ranks' may not be for hire

Transport for London London Taxi and Private Hire

Private Hire Consultation October 2010 (Pages 3and 4)

Issues relating to the licensing of taxis and private hire vehicles

Written evidence from Department for Transport (TPH 05)

1. The Department for Transport has responsibility for the legislative framework governing taxis and private hire vehicles in England and Wales. (The Scottish Executive is responsible for Scotland and DoE(NI) for Northern Ireland.)

Introduction

2. There are two distinct types of exclusive driver and car hire services:

· Taxis (legally referred to as hackney carriages), which ply for hire from ranks and can be hailed in the street; and
· Private hire vehicles (PHVs – sometimes known as minicabs) which must be booked through a licensed operator – normally by telephone or by calling in person at an office.
3. The taxi licensing regime involves two types of licence – a driver licence and a vehicle licence.

4. The PHV licensing regime involves three types of licences – a driver licence, a vehicle licence and an operator licence. (In the case of PHV licensing, if an individual intends to set up as a one-person-operator using his own vehicle and arranging and carrying out his own hirings, he would need to acquire an operator licence, a vehicle licence and a driver licence.)

5. There is a degree of overlap in terms of taxis undertaking pre-booked hirings, but the trades are subject to distinctive licensing and regulatory regimes reflecting the permitted methods of hiring.

Role of the Secretary of State

6. The role of the Secretary of State is to provide the overall legal framework for taxis and PHVs and to initiate changes to it as necessary – as either policy, or the world in which it operates, changes and develops, and to consider the modes within the context of wider public transport provision. The Department is the focal point within central Government for the taxi/PHV trades and regulators.

7. The Department also provides Best Practice Guidance for taxi and PHV licensing authorities. The first version was published in 2006; it was prepared in response to a recommendation from the Office of Fair Trading which took the view that the standards adopted by licensing authorities varied greatly and Guidance could be helpful in encouraging a greater degree standardisation around the country.

8. There are some 75,000 licensed taxis and 150,000 PHVs across some 300 licensing authorities in England and Wales.

An overview of the four licensing regimes

9. The legislative framework governing taxis and PHVs has given rise to four distinct licensing systems:

(i) Taxi licensing in England and Wales outside London (the principal Act is the Town Police Clauses Act 1847);
(ii) Taxi licensing in London (the principal Act is the Metropolitan Public Carriage Act 1869);
(iii) PHV licensing in England and Wales outside London (the principal Act is the Local Government (Miscellaneous Provisions) Act 1976); and
(iv) PHV licensing in London (the principal Act is the Private Hire Vehicles (London) Act 1998).

10. These four different licensing regimes which are administered under legislation dating back to the early part of the 19th century have generated a highly complex legislative landscape. This is particularly so against the background of many years of case law to establish exactly what certain elements of the law actually mean.

Licensing standards and policies

11. The primary legislation governing taxis and PHVs is largely of an **enabling nature** and, consequently, local licensing authorities use the discretion available to formulate their own policies tailored to their own assessment of local conditions and circumstances.

12. With regard to drivers, the primary legislation in most cases states a length of time which an applicant must have held a full ordinary driver licence before being eligible for a taxi or PHV driver licence. However, the licensing authority must then satisfy itself that an applicant is fit and proper to be a taxi or PHV driver. This is where licensing authorities have discretion. The assessment process will typically include a criminal record check, a medical check, a topographical knowledge test and perhaps a special driving test. It is up to individual licensing authority to decide what constitutes fit and proper; what elements should be assessed and to what standard.

13. Similarly, with regard to vehicle licensing, it is up to licensing authorities to decide which vehicles they are prepared to accept for licensing. Taking accessibility as an example, some licensing authorities require all taxis to be wheelchair accessible, others require some of the taxi fleet to be wheelchair accessible (a popular approach is to remove a quantity restriction but impose a higher quality threshold for any additional taxis) and some licensing authorities allow saloon car taxis, with any wheelchair accessible vehicles being licensed simply because the owner wants to use such a vehicle for commercial reasons.

14. The Department provides Best Practice Guidance for licensing authorities to assist them in drawing up suitable licensing policies. The underlying message in the Guidance is that licensing authorities should not **over-regulate**; they should bear in mind the costs associated with any requirements they impose and should ensure that their requirements are commensurate with the objectives which they want to achieve.

15. The Guidance is voluntary rather than mandatory but the Department takes every opportunity to urge licensing authorities to adhere to it.

16. There is a right of appeal to the courts for applicants outside London who are refused a licence. Inside London there is provision for reconsideration by the licensing authority before going to the courts.

Operational policies

17. As well as providing a framework for the granting of licences, **the primary legislation** also sets out the parameters within which licensed drivers and operators can provide a service.

(i) cross-border hirings

18. Although licensing is undertaken (outside London) at district level, people's travel patterns are not limited by local authority boundaries and there is, inevitably, much demand for journeys which go beyond district boundaries.

19. The extent to which both taxis and PHVs can provide a service which takes them beyond – or wholly outside – their own licensing area has been the subject of much case law over many years.

20. In the case of taxis, the law is clear that they can only **ply or stand for hire** within their own licensing area. This could be the whole of the licensing authority's area or, where an area is divided into smaller zones, it could be in one or more of those zones.

21. However, recent case law, Stockton-on-Tees Borough Council v Fidler (2010) EWHC 2430 (Admin) has established that **a taxi can undertake a pre-booked hiring anywhere in the country.** The Department recognises that this judgment has generated a degree of concern from people who consider that it undermines the territorial nature of the legislation.

22. In particular, the judgment raised concerns about the extent to which licensing authorities can engage in enforcement activity against hackney carriages which are working in their district despite being licensed elsewhere. Licensing authorities have expressed concerns about the passenger safety implications associated with this pattern of operation.

23. In the case of PHVs, case law has established that an operator licensed and located in district A can arrange a hiring involving a journey which goes into district B, or which is wholly within district B, so long as he uses for that journey a **driver and a vehicle licensed by the same licensing authority as granted his operator's licence.**

24. The Department has received representations from people who are concerned about the way in which some drivers are routinely waiting in a different district to that for which they are licensed in order to be allocated by their operator over the radio a job which involves a journey wholly in that district.

25. This is lawful, but it has attracted a good deal of criticism from the indigenous trade (both taxi and PHV) which objects to the influx.

26. The representations propose amending the legislation such that PHVs which go into a neighbouring district to undertake or complete a hiring must return to their home district before being assigned another job by the operator.

27. The Department takes the view that this is an issue which should more appropriately be considered in the context of a wider review of the legislation, rather than in isolation.

(ii) Sub-contracting

28. There is a problem associated with the sub-contracting of bookings across district boundaries.

29. Case law has established that it is unlawful for an operator licensed under section 55 of the 1976 Act to sub-contract a booking to an operator who is licensed under the same legislation but in a different district.

30. The Department has received representations to the effect that this is particularly restrictive. Operators tend to build up contacts around the country, particularly through national associations and trade groups, but they cannot make use of these contacts for working purposes. Ideally they would like to be able to sub-contract bookings in emergency situations eg for an airport pick-up when the vehicle on their own circuit breaks down.

31. This is particularly anomalous when viewed against the background of the newer London legislation. The Private Hire Vehicles (London) Act 1998 allows an operator licensed under section 3 of the 1998 Act to sub-contract a booking not only to another operator licensed in London – but also to any operator licensed under the1976 Act. This is a clear discrepancy in the treatment of operators inside and outside London and one which the Department intends to address when it next undertakes a review of the legislation.

(iii) Fares

32. The law allows licensing authorities to set fares for taxis; the vast majority do so in the interests of consumer protection. A passenger seeking an immediate hiring, particularly one who is visiting an unfamiliar town, is in a particularly vulnerable position with regard to unscrupulous behaviour. A tariff fixed by the licensing authority and the existence of a taximeter (optional, but invariably fitted) provides the passenger with adequate protection.

33. When a taxi driver is plying for hire and accepts a journey where the destination is within the licensing area, he must adhere to the tariff fixed by the licensing authority. However, if the taxi driver opts to accept a hiring which goes beyond the district boundary (which he is not compelled to accept) he can negotiate a fare with the passenger. In this way, the driver is compensated for the dead mileage he will incur in returning to his own district where he can once again ply for hire.

34. There is no provision in legislation for the fixing of PHV fares by licensing authorities. Each operator sets the rate for that operation on a commercial basis. The rationale for this is that, because a passenger must always book a PHV through a licensed operator, the contract is actually being made with the operator and the passenger can ask at the time of booking how much the journey will cost. And, because of the pre-booking requirement, there is a presumption that PHV passengers are in a better position than taxi passengers to shop around for a suitable price.

35. The Office of Fair Trading recommended in 2003 that there was scope for more price competition in the taxi and PHV sector. In particular they thought that taxi drivers should be regarding the tariff set by the council as the maximum that could be charged rather than the automatically applicable fare ie there was scope for offering fares which were less than that set by the licensing authority (more so in the pre-booked taxi sector than in rank or street hailings).

(iv) Taxi touting

36. We are aware that taxi touting is a particular source of concern to licensing authorities, and to many in the licensed trade who adhere to the laws within which they are permitted to operate. Taxi touting involves an individual proactively asking someone if they want a

cab. It is an offence for a taxi driver to tout (he must wait to be approached); it is an offence for a PHV driver to tout (he must be allocated a journey by his operator) and it is an offence for a completely unlicensed individual with an ordinary car to go out touting.

37. The Department receives representations from time to time about this, mainly from the London licensed taxi trade who regard taxi touting as a particularly frustrating activity. And, of course, there are substantial public safety concerns associated with touting.

38. Licensing authorities are responsible for enforcement of the taxi touting law.

December 2010

The RMT

"Putting the London Cab back on point"

The *Hindley Report* as far back as 1939 stated:-

*"An essential feature of a scheme of control for private hire vehicles would be to ensure that the vehicles **do not infringe** on the cab's privilege of plying for hire."*

The last stage of attempted reform was in 1970 with *The Maxwell Stamp Report.*

It stated:-

*In return for the exclusive right to "ply for hire", London taxis are subject to a special licensing system in respect of both the vehicle and the driver that does not apply to the ordinary motorist or to the **private hire trade**; and the drivers must comply with certain statutory restrictions as to where and how they may drive or park their vehicles in the streets, **over and above** those which apply to the ordinary motorist and the private hire trade.*

*These statutory restrictions were all originally related in one way or another to **the entitlement to ply for hire ,** being, for the most part**, safeguards against the possible abuses of the travelling public by taxi drivers, and of taxi drivers by their passengers**, that are inherent in a situation where it is reckoned that any member of the public, **however defenceless**, should be able to pick any one of a large fleet of **identical vehicles in the street** to take him/her to the destination of his/her choice, without **being harmed, lost or cheated in the process.***

*The reason for the distinction between the two types of vehicle is that **taxis are allowed to ply for hire** and **private hire cars are not**, and it has always been held that a degree of control is necessary **in the interests of the travelling public** when a vehicle can be **hailed in the street**, which **does not hold for vehicles that have to be ordered in advance**.*

*One further comment on plying for hire in the context of the definition of a hackney carriage is that it is **the vehicle itself which is described as plying for hire**. Although the situation of the vehicle must depend on human agency, for the purpose of the definition **the character of that agency is irrelevant**. The uncertainty surrounding this definition has prevented any agreement on the **line to be drawn between fair and unfair competition**, and continuing friction between the licensed trade and some private hire car firms has been the result.*

The Stamp report gave much basis to the London PHV Act being passed in 1998.The Taxi trade thought that it would resolve a number of issues associated for many years with the minicab trade in particular illegally plying for hire.

TfL completed PHV driver licensing in 2003. In 2006 through the wording and interpretation of the 1998 PHV Act, the Safer Travel at Night (*StAN)* initiative was introduced across London and the *satellite office* was born. Despite the issues raised in the Hansard debates at the time of the bill stage, we feel that the wording and policy developed as a result of the 1998 PHV Act have been detrimental to the London Taxi trade. In short we feel it has failed the trade.

In 2010 following protests by a number of Taxi driver groups, TfL conducted a PHV consultation as well as a temporary cessation in further satellite office approval. Many of our concerns were raised in this consultation. Ten years have passed since PHV driver licensing was carried out ample time to develop fair and just policy!

The RMT

"Putting the London Cab back on point"

Although Tfl have the power to make many of the changes they seem unable or unwilling to introduce policy that rectifies the issues outlined below often stating that the law governing taxis and private hire is the problem. The focus on the offence "touting for hire" along with the StAN initiative appears to be obviating the need to recognise deficiencies within policy and a lack of enforcement in relation to "plying for hire" offences.

PHVs and drivers may be licensed - but NOT to Ply for Hire

Whilst we recognise that licensing authorities such as TfL should have some degree of flexibility regarding policy, we believe that clear guidance and direction from legislation is required in order to develop policy that protects the public as well as our right to ply for hire. With this in mind we the RMT LTB believe that for the future of the licensed taxi trade to be assured it is vital that *new primary legislation* is created that reflects the following:-

- London is unique as a city, so too is its licensing regime for taxis compared to the rest of the UK.

- Plying for hire must be defined in our favour for a clear two tier system to operate fairly.

- If non bespoke vehicles are to be licensed as taxis in London, then vehicle identity is crucial to avoid confusion especially at night. A "for hire light" alone is not sufficient.

- In London vehicles licensed by TfL as PHVs should be defined in the same way as described in the LGMPA 1976.That is it is always a PHV and can only be driven at all times by a PH driver licensed by TfL wearing his Badge, whether *working or not*. No other person should be allowed to drive it, other than say a mechanic or official.

- The StAN initiative has created over **300** satellite offices allowing PHVs to *wait in advance* of a potential booking. PHVs **must** be *pre- booked* and cannot ply for hire, they therefore do not need to wait in advance outside satellite offices mimicking the taxicabs method of operation, allowing for confusion within the public`s perception of what is a taxi and what is not. **We see this as an infringement on our right to ply for hire, and that we are being marginalised in this process as we can only legally ply for hire if a rank has been appointed!**

- Taxi ranks are paramount in providing us with "street presence" a place to legally exercise our right to ply for hire where there is a demand. They afford us immunity whilst doing so, even when parking enforcement is in operation. (eg. Double Yellow lines and Red Routes).

- Planning permission should be a requirement for establishing satellite offices and a taxi rank should be part of that planning consent. **No Rank = No Satellite Office.**

- This is further supported by virtue of the fact that the *Sentencing Council Guidelines* for Taxi Touting/Plying for hire states:-

  "Factor indicating lower culpability - Providing a service when no licensed taxi available"

- Whilst environmental issues may be a consideration why should this negate the need for plying for hire to be defined. We are all including taxis moving rapidly towards cleaner emissions. What is the argument when we are all running at nearly zero emissions? PHVs should wait in advance elsewhere away from the venue, unless already booked. If cancelled they should pull off, not wait like a taxi.

- The issue of managing the growth of **both trades**, that is PH and Taxis (*Green & Yellow* Badge) is critical in London and needs addressing. The over issuing of licenses creates bad practice and the lowering of standards, not good for the Taxi trade or the public alike. Drivers begin to view time spent on the knowledge as worthless!

- Crime statistics of cautions and convictions especially illegally plying for hire should be made available annually and listed as *PHV driver, Licensed Taxi driver* and *Unlicensed driver*. Listing statistics as "cab related" is not helpful as it is not clear who is committing the offences. Breaking statistics down this way indicates whether Taxi standards are being maintained and if so helps preserve our world reputation.

- In addition we believe like TfL that *Pedicabs, Rickshaws, Tuktuks* etc. should not be licensed but banned from operating on the public highway. We have stated our reasons in our response but would add only Taxis and Buses should have the right to ply for hire. Licensing these items in any form would create the potential for the Private Hire industry to lobby for this right also, as they could argue they are already licensed to a higher and safer standard.

- Within London one must successfully pass "The Knowledge" in order to **earn** the right to "ply for hire", this allows a London Taxi like a Bus, to be *publicly hired*, as opposed to a "minicab" which must be *privately hired.* We therefore firmly believe that London`s Taxis must be fully integrated into TfL`s transport system and to be treated equally alongside all other forms of public hiring in order to fully address these issues, and in so doing assure our future as the world`s best Taxi service.

- The RMTLTB are adamant that in reforming the law governing Taxis and Private Hire that any loopholes, lacunas, deficiencies and definitions are resolved by way of Primary legislation with the use of direct and explicit wording in the interests of clarity, public safety and common sense. **If there is conflict between a statute and common law, it is the Act of Parliament which will prevail and must be followed by the courts.** The status quo is not working both the law and policy must change.

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THE KNOWLEDGE

The esteemed right to ply for hire in London can only be achieved by completing the Knowledge of London, which was started in 1884 and continues to the present day.

This fact was highlighted and reinforced in TfL`s Law Commission response (TPH 1080 p.4) which states "London's taxi service is widely recognised as the best in the world. The world renowned Knowledge of London that must be demonstrated before a taxi driver is licensed to ply for hire, means that these drivers have an unparalleled understanding of London's streets and points of interest, as well as pride in their profession".

PUBLICLY HIRED V PRE-BOOKING

Plying for hire allows a taxi to be publicly hired the significance of this was further clarified by the Maxwell Stamp report (1970) which stated… "The entitlement to ply for hire being for the most part safeguards against the possible abuses of the travelling public by taxi drivers and of taxi drivers by their passengers that are inherent in a situation where it is reckoned that any member of the public, however defenceless should be able to pick up any one of a large fleet of identical vehicles in the street to take him or her to the destination of his or her choice without being harmed, lost or cheated in the process. The reason for the distinction between the two types of vehicle is that taxis are allowed to ply for hire and private hire cars are not and it has always been held that a degree of control is necessary in the interests of the travelling public, when the vehicle can be hailed in the street which does not hold for vehicles that have to be ordered in advance. More recent analysis and comparison of this was explored in an article by Rory Sutherland of The Spectator 20th July 2013 where he states… "Now, useful as it once was, many people feel the Knowledge has been made superfluous by the arrival of cheap satellite navigation devices. I thought this. Conventional economic thinking, obsessed with 'market efficiency', would argue that the Knowledge is a 'barrier to entry' erected to maintain the scarcity of cab drivers, rather like a medieval guild. But as some people have begun to realise, markets need trust before they can be efficient. Medieval guilds existed for this reason. Trust is always more difficult in cities because of the anonymity they afford. Guilds offset this problem. If it is costly and time–consuming to join a guild, the only people who enter a trade are those with a serious commitment to a craft. And guilds are self-policing; the up-front cost of being admitted adds to the fear of being ejected. Could you really trust cabbies as you do now if they had gained their licences through attending three or four evening classes and shelling out for a second-hand TomTom? Reciprocation, reputation and pre-commitment are the three big mechanisms which add to trust. You can use a small local firm which needs your loyalty. You can use someone larger with a brand reputation. Or you can trust someone who has made a big investment in getting a badge, and stands to lose everything if caught –cheating".

While no system can claim to be perfect, figures released by TfL in the "Where to Guv" report 2005 for the period 2000 – 2005 showed an average of 1034 complaints against taxi drivers were received per year. However it is estimated that London taxis complete 75 million hirings per year! This clearly demonstrates Mr Sutherland`s analysis of why the knowledge is fundamental for passenger trust.

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THE KNOWLEDGE A SAFETY ISSUE

Trust is also about safety as highlighted in Mr Ellis's response (TPH 0384) where he states "A driver who is lost can inadvertently take a passenger into danger and can also be taken into danger by passengers… Uncertainty regarding a route reduces the driver's ability to drive safely, especially if searching for directional signs or road names….In responding to street hails a taxi driver does not have the luxury of time to input a destination and wait for a sat nav to calculate the route but needs to move off quickly in the right direction to avoid hindering other traffic, causing an obstruction or creating danger."

Of the 343 Licensing Authorities about 60 per cent of them test taxi drivers on their local geographical knowledge. Only in London and Northampton does the estimated average time to acquire a level of geographical knowledge take more than 12 months. The All London Knowledge testing currently takes an average of 44 months to complete. However in 2007 the London Chamber of commerce report on the London Taxi trade asked over 120 company directors: "Would you be willing to accept any of the following if it meant there were more taxis on the streets - A less stringent "Knowledge" requirement for drivers?" 83% answered No.

By not defining plying for hire and repealing the term will devalue the KoL. Why spend a number of years completing the Knowledge to gain an entitlement that has been repealed along with valuable underpinning case law.

We therefore take the view that plying for hire and the knowledge are synonymous with London, and are intrinsically linked. Devalue one you devalue the other. By defining plying for hire will not only reinforce our rights and privileges but also assure Londoners that the future of their taxi trade will remain safe to use and of the highest standard.

London - Safe in the Knowledge since 1884 let it remain so!The Knowledge – A London Thing Since 1884

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TECHNOLOGICAL BOOKINGS V PLYING FOR HIRE

Plying for hire is the very essence of what taxis do and they have been doing so since their inception. It has stood the test of time - despite the significant advances in technology which has facilitated the huge growth of Private Hire vehicles within London over the decades. The first stage of this was the land line telephone combined with the two way radio, next came the mobile telephone, followed shortly by the Internet and now today we have Sat Nav and mobile phone apps. Consequently the Law Commission asked the following proposals in its consultation paper and we responded accordingly.

PP16. HAILING & RANKING SHOULD NOT COVER TECHNOLOGICAL BOOKINGS

Our response to proposal 15 explains why we believe that plying for hire should be defined in statute. We assert that this new definition should be used to facilitate effective enforcement and, therefore, we believe that it should be kept as simple as possible. As such, we concede that technological bookings should be considered to be outside the scope of plying for hire. However, we are concerned that this type of technology, particularly mobile phone apps, could allow a service provider to act as a taxi or private hire company without a licence. We assert that the process of simply matching customers with vehicles, without a strict vetting procedure of drivers, would compromise public safety. A US company, Ubercab, recently developed a mobile phone app that accepts payment in return for matching drivers with customers.

The company was issued a cease and desist notice by the San Francisco Metropolitan Transport Commission and the Public Utilities Commission of California. The authorities were concerned that the Ubercab service did not comply with city and state taxi and limousine regulations. However, Ubercab insisted that they are merely an app provider, not an unlicensed taxi service. The RMTLTB note that this company appear to be willing to take payment for providing a 'service' without taking on any of the responsibilities that we would expect to protect public safety. The RMTLTB propose that new legislation should ensure that service providers who match vehicles to customers via a technological mechanism should hold an operator's licence.

PP19. PRE-BOOKING SHOULD BE THE ONLY WAY TO ENGAGE A PHV

The RMTLTB accept that new technologies have confused the boundary between pre booking and hailing. We also recognise that technology can evolve rapidly and this could mean that any new legislation could be difficult to enforce.

Our response to proposal 15 describes why we believe plying for hire, the distinguishing feature of the licensed taxi trade, should be defined in statute and that this definition should create a clear demarcation between the working practices of the licensed taxi and private hire trades. As such, we have adopted a pragmatic approach to this proposal, unless there are plans and methods available to strictly enforce this so that only taxis can be hired in this way we accept that a vehicle booked using a mobile phone app or via the internet should be regarded as pre-booked, and is therefore outside the scope of plying for hire. The RMTLTB agree that pre-booking should remain the only way to engage a private hire vehicle and that this mechanism should fall outside the scope of plying for hire, unless methods are available to enforce this.

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We believe it is imperative that plying for hire must not be repealed and that it must be defined. This is the starting point that everything else must hinge on if we are to secure our rights and our future. It may be wise to define the nature of pre bookings but not instead of our long established practice that of plying for hire.

Therefore a line in the sand must be drawn regarding these methods of engaging customers. Plying for hire must be defined in the traditional sense as we fail to see how including any form of technological booking method will allow for such a definition to be formulated not to mention the difficulties regarding enforcement and scrutiny within the courts, after all if a taxi is illegally plying for hire doing pre booked work what is a private hire vehicle doing given that this is their method of hiring.

THE LAW REGARDING TAXIS DOING PRE BOOKED WORK

The High court judgment in the Stockton-on-Tees Borough Council v Fidler 2010 case confirms that the law relating to cross border hiring is correctly laid down in Britain and Gladen, and as such licensed hackney carriages may still undertake pre-booked hirings anywhere in England and Wales.(source LACORS)

There is no doubt that London taxi drivers have benefited financially over many years being able to also obtain work via technological means, and many would argue that the more ways to put people into taxis is a positive thing. However many forms of technology have both positive and negative aspects to them and it may be too early to predict any possible negative aspects (if they exist?) of the latest developments in the technology for engaging taxis and PH. We must be on our guard for this. Should the line become too blurred there may come a time when London's taxis are forced to consider adopting the New York approach regarding methods of engagement, unless of course they are happy to receive the majority of their work via technological means where the shortest route is sent to you in advance and ranks are seen as obsolete. Is technology to decide our fate or are we?

Let's draw that line. Let's define Plying for Hire!

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PP15 PLYING FOR HIRE – THE DEFINING FEATURE OF TAXIS, OR IS IT?

PROVISIONAL PROPOSAL 15

The defining feature of taxis, the concept of "plying for hire", should be placed on a statutory footing and include references to ranking and hailing.

This was the proposal put forward in May 2012 by the Law Commission following a year of extensive research into all existing taxi and private hire legislation. In October 2012 a specialist legal meeting was held at which the RMT legal officer attended to specifically discuss such a definition, progress appeared to be made and in January 2013 the RMT London Taxi Branch met with the Law Commission, where they stated that they were going to define plying for hire. However despite these assurances and having gained a consensus on this proposal, (see responses Taxi Globe edition 716) they have decided not only to ignore them, but are now suggesting something else not proposed as part of the consultation or of previous discussions. Needless to say we were bewildered and very disappointed when the interim statement was published. Why the sudden u-turn between the months of February – April?

WHY PP15 IS SO IMPORTANT!

Taxis have been plying for hire in London for almost 400 years. The first rank was introduced in 1634 on the Strand. The first London Act was passed in 1831 and contains the term plying for hire "Every hackney carriage which shall be found standing in any street or place, shall, unless actually hired, be deemed to be plying for hire….." As such a considerable amount of case law has developed over many years in relation to exploring and upholding the meaning of this term contained within the various Acts. Hunt v Morgan 1947, Cogley v Sherwood 1959, Eldridge v BAA 1970, Eastbourne v Sterling 2000,to name but a few.

The Hindley report (1939) stated: "An essential feature of a scheme of control for private hire vehicles would be to ensure that the vehicles do not infringe on the cabs privilege of plying for hire…… Accordingly we recommend that, whether or not legislation for the control of private hire vehicles is introduced there should be legislation to define the term plying for hire used in Acts relating to the control of hackney carriages"

In 1962 the opinion of the Home Office was that "Plying for hire involved three elements, exhibition, soliciting and availability and that the difficulty of proving that an unlicensed vehicle was operating illegally could be eliminated completely by legislative amendment of the law relating to plying for hire by abolishing the element of soliciting from the necessary ingredients of the offence". In 1994 the separate offence of "touting for hire" was created under the CJPO Act making it illegal to solicit prospective passengers.

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The Maxwell Stamp report (1970) stated: "One further comment on plying for hire in the context of the definition of a Hackney Carriage is that it is the vehicle itself which is described as plying for hire. Although the situation of the vehicle must depend on human agency for the purpose of the definition the character of that agency is irrelevant. The uncertainty surrounding this definition has prevented any agreement on the line to be drawn between fair and unfair competition…."

NO TO COMPROMISE!

Over seventy years ago in 1939 there were only 7,811 taxis licensed and an estimated 2,000 private hire vehicles (not subject to licensing) operating in London, much lower figures compared with today. However with the emergence of minicabs the importance of defining plying for hire was clearly understood in the interests of developing fair policy regarding the competition that exists in providing door to door transportation where a level playing field does not. It is worth noting that the population of London in 1939 was 8.6 million and today it is only 8.3 million!

We believe our entitlements are being infringed, consequently for a two tier system to operate fairly and safely it is both in the public and the taxi trades interests that plying for hire is defined. There can be no compromise on this issue. Any repeal of this term along with the offence of illegally plying for hire will make our case law redundant, putting us in a far worse position than the status quo! It may be prudent to define pre-booking, however it is paramount that PP15 proceeds to ensure the future survival of the world`s best taxi service, particularly now that PHVs are licensed, not to mention the plethora of Pedicabs plying in the capital with impunity.

It is said "Where there is a will - there is a way"

This was clearly the case in 1939 – What about now?

PP15 Plying for hire – The defining feature of taxis, or is it?

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THE PLETHORA OF PEDICABS

Pedicabs are plying for hire on the streets of London as a result of a lacuna in the law identified in Oddy v Bug Bugs 2003. This case also differentiated between plying and touting for hire which further reinforces the Home Office opinion of 1962 in reference to illegally plying for hire (see Taxi Globe no 717, page 2 PP15).“Only when hailed did the drivers indicate they were available for hire. At that moment it is possible to conclude that the driver was plying his pedicab for hire but not, in my view, that he was soliciting custom….. My attention has been drawn to cases on the meaning of plying for hire. It is apparent that the term “plying for hire” may include soliciting, but soliciting is not required before a carriage is plying for hire. It can be plying for hire merely to wait in the street, available to passengers. Later cases suggest that it is the exhibition of the vehicle for hire through the agency of the driver which is the essence of the offence of plying for hire, unlicensed, under section 7 Metropolitan Police Public Carriage Act 1869. I do not consider, in the light of these authorities, that the terms “plying for hire” and “soliciting” are co-terminous”.

TfL’s Law Commission response TPH 1080 states… “The Mayor of London is of the view that pedicabs should be banned ….TfL agrees that revised legislation should define all vehicles that ply for hire as taxis regardless of how fares are calculated… whether or not pedicabs should be licensed should properly be addressed by a clear definition of what should be licensed as either taxis or PHVs” They also list why pedicabs are unsuitable to be licensed as either a Taxi or PHV.

- Do not meet EC manufacturing and safety standards.
- Minimal protection for passengers.
- Slow moving vehicles that add to traffic congestion.
- As pedicabs are cycles they are allowed to use bus lanes which has a detrimental impact on traffic speeds and the flow of buses.
- There is insufficient kerb space in London to provide ranks for any vehicles other than taxis.

However this appears to be at odds with the Mayor’s transport strategy Proposal 56. “The Mayor, through TfL, and working with the London boroughs and other stakeholders, will press for specific primary legislation to establish an effective legal framework for pedicabs, including specific licensing powers for the boroughs”. It is also at odds with the thinking of TfL/PCO at the time that Mr Ellis was Head of the PCO 1995-2007, where he states in his response (TPH0384) “The PCO was fully prepared to license pedicabs and had prepared detailed proposals and appropriate Conditions of Fitness prior to my retirement…. I regard it as vital that pedicabs are either licensed or banned because of the dangers they present to the public.”

EXISTING LAW

Under existing law the meaning of a Hackney Carriage within London is…”any such vehicle for the conveyance of passengers which plies for hire whether drawn or propelled by animal or mechanical power, and which is not a stage carriage or tramcar.”

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The issue in defining a pedicab as a hackney carriage remains a problem because even if the term stage carriage is repealed from the relevant acts, a pedal cycle, which is what a pedicab is also deemed to be, is not a mechanically propelled vehicle (see Lawrence v Howlett 1952 and Pedal Bicycles Regulations 2003).

Mr Low of Westminster City Council stated in the Hansard minutes of the Tfl No 2 bill regarding the clause on pedicabs which was successfully opposed by the RMT……. “We want them to benefit in other ways. One of the ways in which we intend to benefit those that comply is to issue them with a permit which would entitle them to use pedicab stopping places around the City of Westminster. We have got signs authorisation already from the Secretary of State for Transport for pedicab stopping facilities; a combination of a metal sign and markings. The intention is that we would press on and introduce those. The sign would say “No stopping except pedicabs” and the carriageway marking would be a box with the word “pedicabs” written on it. Initially we are going to introduce 30 in the West End; that would provide space for about 50 pedicabs and we will be looking for locations where other vehicles, because they are far wider, could not reasonably stop. We think there is some scope and potential to actually allow pedicabs at some locations where they are not going to cause serious traffic disruption. They are not going to be restricted in the period of stay; and the reason for that is to allow for the riders to take meal breaks and visit a public convenience and that sort of thing.”

PRIMARY LEGISLATION

We listed reasons very similar to Tfl’s in our response as to why pedicabs and tuk tuks should not be operating on the highway with one important additional fundamental point.

If pedicabs are legitimised through specific primary legislation to ply for hire it will make a mockery of the hackney carriage licensing system in respect of both vehicle and driver standards. Not to mention a total undermining of the value of the KOL with reference to gaining this right.

In conclusion we feel that pedicabs are infringing our right to ply for hire and licensing them to do so will only create the opportunity for sectors of the private hire trade to demand this right along with ranks as they are already able to conform to the requirements regarding health & safety referred to above.

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TAXI AND PRIVATE HIRE STATISTICS

Our most recent articles have focused on the very important issue of plying for hire. We now turn to the next important issue of the control of numbers. Before we start it is probably useful to give a comparison over the decades regarding taxis and private hire vehicles in London. The Hindley report in 1939 stated that there were 7,811 licensed Cabs, with ranking accommodation for 7,658 of them. It was estimated in London that approximately 2,000 private hire vehicles were in operation. It is worth noting that the population of London in 1939 was 8.6 Million. Moving on to the 1970 Stamp report it stated there were 12,770 licensed taxi drivers, of which 1,179 were yellow badge (suburban). The number of taxi cabs in service was 8,181 with ranking space for only 2,797 cabs. Private Hire however had grown to an estimated 20,000. The reason for this growth was due to an increased availability in provision of telephone services to the general public. It was estimated that in the 1950s only one in ten households had a telephone; by the 1970s, this figure had improved. Following the creation of TfL by 2005 private hire vehicles, drivers and operators were licensed. Today's figures show a huge growth in private hire, according to TfL's Law Commission response (TPH1080) they state the following licensing figures:-

For Private Hire 65,094 drivers 52,174 vehicles 3,161 operators. For taxis the current figures are as follows approximately 25,000 drivers of which there are 3,331 suburban drivers; the number of cabs licensed is approximately 22,500 with ranking space for just 2,177 across the capital. It is worth noting today's population of London is approximately 8 million - half a million less than in 1939!

QUANTITY CONTROLS

Outside of London licensing authorities may choose to restrict the number of taxis licensed within their area, by virtue of the 1985 Transport Act. However, there is no mechanism within law anywhere in the UK to restrict private hire vehicle licences. In London, there are no quantity restrictions of taxis or PHVs as TFL does not have any express power to do so.

The Law Commission raised this issue within its consultation and we were both shocked and bewildered having read the responses. Insofar as the vast majority feel it is important to control taxi numbers, but not private hire vehicles. Of course it is important to control taxi numbers as there are plenty of examples where this has not occurred. For instance within Dublin, deregulation caused misery and the lowering of

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standards when numbers jumped from 2,800 to 16,000. That is 3,000 more than New York, which is 7 times larger in terms of population. In London, we have seen difficulties with over licensing of the suburban areas. However many complain about the huge numbers of private hire vehicles now operating within the capital but they have failed to make this point in their responses. Looking closely at TfL's response it is concerned when it states the following on page 13, " …TfL has serious concerns regarding some of the provisional proposals and questions which TfL believes would have a significant detrimental impact in London. These include: All proposals that could lead to an increase in out of area PHV's operating within London which TfL does not have the enforcement capacity to control". So it would appear on the one hand that Tfl have not asked for quantity controls regarding the licensing of its own PHVs, and are presumably happy to flood the capital with them. However they are concerned with the prospect of the number of out of area PHVs flooding London. How bizarre.

TIME TO WAKE UP AND SMELL THE COFFEE

All forms of transport take people from A to B. However, in terms of door-to-door transport taxis and private hire vehicles are in direct competition, as at any given time there is a finite number of people out of 8.6 million wishing to use either. It is imperative that number controls should apply to both taxis and private hire vehicles to control only taxis and not PHV's could very well see the demise of the taxi trade. Simply put taxi numbers along with rank provision could go down as TfL would be empowered to do so, while at the same time PH could increase further with no control as TfL would have no power to stop it.

It is for this reason that the RMT London Taxi Branch stated in their response that there should be a mechanism in primary legislation that gives the licensing authorities the ability to manage the growth of BOTH taxis and private hire vehicles.

Time to wake up and smell the coffee. If you agree that plying for hire should be defined and number controls applied to both trades please show your support and take the time to enter our text campaign. Thank you.

BE PROACTIVE – NOT REACTIVE
It's your job. It's your future!
Calling ALL Taxi Drivers help us to
"Put the London Cab back on Point"
Text: **4Hire** (along with your name and badge number) to **60777**
(Your details will be treated in confidence)

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TAXI RANKS – TOOLS OF OUR TRADE

The number of taxi cabs currently licensed is approximately 22,500, with ranking space for just 2,177, compared to 1970 when there were 8,181 cabs with 2,797 spaces across the capital.

Over the decades it is clear from the statistics that both taxi rank provision and review of location (be it on a full or part time basis) has seriously lagged behind, while the number of taxis and especially PHV`s have increased considerably. The ratio of taxis to rank space is now at approximately 10:1.

That means for every 10 cabs licensed there is just 1 space!

TAXI RANKS VERSUS THE USE OF TECHNOLOGY

The lack of rank provision has lead more recently to an ever increasing use of technology by customers more so at venues where Private Hire operating centres have been set up within them. This is because the policy regarding the provision of such satellite offices is not conditional on a taxi rank being appointed, as part of the process.

A taxi in the street plying for hire in response to a hail or found standing on a rank is an immediate hiring. Why would you need to use technology in order to engage a taxi when leaving a venue if one is standing outside?

Indeed research carried out by the PCO showed that people leaving a venue will use taxis on first sight, that's assuming of course sight lines at such ranks permit this?

Therefore the positioning of ranks is vital in maximising their use, particularly at night, where taxi marshalling combined with a police presence ensures both passenger and driver safety given that alcohol has often been consumed prior to travelling home.

Whilst a London taxi driver may carry out pre booked work, his or her main reason for completing the KoL to an exacting standard is to gain the right to ply for hire, and is revered throughout the world for this. Apart from the taxi itself, taxi ranks are the most important tool of our trade, for the benefit of both the passengers and drivers alike. They allow the driver to ply for hire even when parking restrictions are in operation as well as providing a high profile "street presence". This was identified in the Sinclair Knight Merz Report 2004, with particular emphasis in relation to the use of taxi ranks within the suburbs.

Obviously we welcome access to the use of technology. However we should not be forced increasingly to operate like private hire drivers due to a lack of investment in taxi rank provision. Remember technology is relied upon solely by the Private Hire trade as the method of engaging with customers. We believe where there is a will there is a way. If revenue from licence fees cannot be used for this purpose then the law must change, or sponsorship or other means must be found. Let`s assume a taxi rank costs approximately £4000 to appoint. Then 100 will cost £400,000, which is not a lot compared to money spent on many other projects by TfL given the mutual benefits for the public and drivers alike. After all shouldn't the public have both availability and choice, especially regarding safer travel at night?

Therefore given the importance of taxi ranks, we strongly believe that in the interests of openness and transparency the minutes of all meetings concerning both the appointment of, and alteration of taxi ranks should be made available for all to see.

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HOW CAN WE FUTURE PROOF OUR TRADE?

Case law has established that it is the vehicle that plies for hire, and thus we must remind ourselves that we exercise our right to ply for hire via the vehicle we drive. Taxi ranks allow us to park our vehicles unhindered exercising this right. They also provide additional benefits in allowing the driver to take physical and mental breaks from driving around, as well as reducing fuel consumption not to mention lessening the negative impact on the environment.

Therefore it is imperative for our future to be assured that:-

1 Plying for Hire must be defined in law.
2 A mechanism made available within law for licensing authorities such as TfL to manage the growth of their Taxi and Private Hire fleets.
3 The provision of taxi rank space where there is demand, sufficient to accommodate the number of drivers/ vehicles licensed within all sectors of (and including central) London.

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THE ELEPHANT IN THE ROOM

By the end of May the Law Commission should have delivered its final recommendations and draft Bill. We at the RMT London taxi branch will be very surprised if the recommendations will be in favour of plying for hire being defined in statute as originally proposed by the Law Commission under Provisional Proposal 15. We take this opportunity to remind the readers of what the government and TfL said in response to the consultation process on this matter.

GOVERNMENT RESPONSE

The Government agrees with the Law Commission's proposal that regulation should continue to distinguish between taxis, which can be hailed on the street and wait at ranks, and private hire vehicles, which can only accept pre-booked fares. The Government agrees that London should be included within the scope of reform and that a single regulatory system should be established across the whole country. The Government is clear that the defining characteristic of a taxi is that it takes immediate hirings whereas a PHV must be booked through an operator. We acknowledge that there might be a problem in determining what actually constitutes "safety", and in securing agreement as to what the standards should be. We would welcome any thoughts from the Law Commission about dealing with these issues.

TFL RESPONSE

It is TfL's view that the size of the taxi and private hire markets in London clearly demonstrates that there is a demand for both services. Any move to confuse the distinction between the two services would be catastrophic to the London market. If anything, there is a need in London to reinforce the distinction between the two different services. When PHV licensing was introduced, standards were set that would allow as many fit operators, vehicles and drivers to be regulated as quickly as possible, with the view that these standards would be raised over time. TfL is in the process of reviewing the standards which will help tackle issues with poor standards, touting and illegal plying for hire across the capital by licensed PHV drivers and vehicles.

Private Hire Strategy Proposals 2009 – 2014

On May 19th 2009 Item 7 of TfL`s Surface Transport Panel paper stated: This paper sets out some broad options for TfL's role in the development of the private hire vehicle (PHV) industry in London. The paper aims to stimulate a debate on the appropriate positioning for TfL as both a licensing authority and as a broader transport authority for London and will feed into the development of the Mayor's Transport Strategy.

The taxi and private hire trades operate in overlapping markets with significant competition, especially in the corporate account and late night travel sectors. The primary structural difference is that only licensed London taxis can ply for hire.

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Entry into the PHV industry is comparatively easy. All PHV journeys must be booked in advance via an operator centre. The PCO is responsible for regulating London's PHV services to ensure that they comply with the PHV legislation. Generally, this means that TfL takes a "light touch" approach to licensing and regulating PHV services.

The taxi trade is highly regulated extending to fare tariffs, detailed vehicle specifications and a requirement for all licensed Taxi drivers to complete the Knowledge. As such, taxi drivers have to commit significant time and capital outlay to enter the trade. The financial returns in the taxi industry need to reflect the relatively high upfront investment and higher operating costs in order to maintain a viable ply-for-hire taxi service.

Any changes to the operating conditions of the PHV industry need to be considered in the context of the impact on the taxi market.

FAILING THE CAB TRADE

The Hindley report in 1939 stated that plying for hire should be defined, whether or not private hire vehicles were to be licensed. It is a fact that over the course of many decades successive Governments have failed the cab trade in establishing a definition. However we also take the view that the trade failed to lobby and vigorously campaign to establish a definition of plying for hire to be put into primary legislation, when in 1997 Sir George Young presented a Bill for the licensing of the Private Hire trade within London.

In 2000 TfL was created along with the TfL board. By mid 2000 TfL had completed private hire licensing along with the creation of satellite offices.

IT BEGS THE QUESTION

Had plying for hire been defined it begs the question would the trade find themselves in the position they are in today? It is paramount therefore, irrespective of the Law Commission's recommendations and outcomes, that plying for hire is defined in statute, in order to achieve the intentions expressed by both central and local government above. Clearly the wording of primary legislation combined with case law determines policy as well as enforcement. Whilst we commend various trade organisations challenging smartphone applications such as Uber, we fail to see with the advances in technology how a two tier system is truly viable without this. We must therefore campaign for a definition to future proof our trade it is the bedrock of our existence. Let's not make the same mistake twice!

THE DEREGULATION BILL HOW IT RELATES TO LONDON

The Government is attempting to change the law by allowing anyone to drive a Taxi or PHV for leisure use, licensed outside of London. They are doing this by introducing clauses in the Deregulation Bill ahead of the Law Commission's project for the reform of Taxi and Private Hire law. What follows is from the Law Commission`s consultation paper no. 203 and responses to it.

LEISURE USE OF VEHICLES

Law Commission Provisional Proposal 20 Leisure and non-professional use of taxis and private hire vehicles should be permitted. There would however be a presumption that the vehicle is being used for professional purposes at any time unless the contrary can be proved.

There is a divergence under current law in respect of whether licensed taxis and private hire vehicles can be used for leisure purposes and be driven by unlicensed drivers. In England and Wales outside London leisure use is not allowed, case law having creating the concept of "once a taxi, always a taxi".

The position is different in London. Transport for London takes the view that London taxis and private hire vehicles can be driven by unlicensed drivers*. We note that both approaches have some draw-backs: restricting use to only licensed drivers is very onerous as it means the family car cannot, for example, double-up as a taxi or private hire vehicle.

On the other hand, it makes it difficult to enforce the legislation if the driver can argue the vehicle was being used privately at any time. On balance we are persuaded that the deregulatory arguments in favour of allowing leisure use are strongest. Transport for London's approach has not led to any obvious problems. Any difficulties in enforcement can be overcome by reversing the burden of proof. The presumption could be that a taxi or private hire vehicle is being used professionally, but it would be open to a driver to show that in fact the vehicle was being used recreationally.

* [For taxis, this is in reliance on Metropolitan Public Carriage Act 1869, s 28, which states that "no hackney carriage shall ply for hire … unless under the charge of a driver having a licence …" Transport for London interprets this as meaning that a taxi will not be plying for hire when it is driven by someone other than a licensed driver. For private hire vehicles reliance is placed on Private Hire Vehicles (London) Act 1998 section 12(1) which states that "no vehicle shall be used as a private hire vehicle … Unless the driver holds … a licence." Transport for London takes the view that this enables a vehicle not to be used as a PHV when it is being used for social purposes].

TfL'S RESPONSE TO PP20

This is the current position in London and TfL feels it is entirely reasonable that personal use is permitted. However, TfL would like to highlight that this approach has led to regular occurrences of unlicensed drivers using relatives' licensed PHV vehicles for touting purposes. When confronted, drivers state that they are using the vehicles for personal use. For example, there is one particular licensed PHV vehicle which is well known to TPH compliance officers. The vehicle is frequently found parked outside busy late night venues. The driver is unlicensed and whenever challenged by TPH officers his standard response is that he has borrowed his cousin`s car to pick up a friend. When observed, it is clear that this driver is in fact touting people leaving the venues. There are numerous examples of this type of behaviour from unlicensed drivers and TfL is reviewing all the options available in order to take action however we welcome the Law Commission review to provide a more clear cut and effective way of addressing this problem in the longer term.

ANOTHER FAILURE IN 1998

The London PHV Act was passed in 1998. Here again why did this Act not reflect the spirit of what was written 22 years previously regarding the control of PHVs licensed outside of London contained in The Local Government (Misc. Provisions) Act 1976, which states in Section 46(1b), "no person shall in a controlled district act as driver of any private hire vehicle without having a current licence under section 51 of this Act".

SO HOW DOES THIS RELATE TO LONDON?

Clearly given TfL`s response to PP20, the Law Commission is totally incorrect when it states that "Transport for London's approach has not led to any obvious problems".

What London needs is for the law to reflect the current position as that which applies to the rest of England and Wales. No one is saying that a Taxi or PHV cannot be used for leisure use, so long as it is driven by a licensed driver, who has been licensed by the same licensing authority as that of the vehicle. If the law is changed outside of London before any major reform takes place our argument for it to be reflected in London will be lost. If we now add the scenario of a Smartphone booking to the current situation as of that described above by TfL you can see where we are potentially heading - A direct booking combined with an unlicensed driver. Bingo!

NEFARIOUS PURPOSES

Let's not forget the very real possibility of someone using the vehicle for nefarious purposes rather than just financial gain, remember London's night time economy is densely populated with a mass of nightclubs, bars, eating places, dance venues, not to mention the 300 plus PH satellite operating centres within the capital. How can all this along with the use of technology be effectively policed?

This is nonsense. The public needs to have confidence that the driver of a Taxi or PHV is licensed and operating legally. All loopholes have to be closed if enforcement and compliance are to have any chance of success in combating these issues within London. First and foremost in the interests of public safety and secondly for the rights of taxi drivers who have invested considerable time in earning the right to ply for hire. The RMT says NO to Deregulation. All London drivers need to support any campaign against deregulation. This does affect you!

Unite, GMB and RMT are asking you to support their National Campaign by asking your MP to remove amendments 8, 9 and 10 from the Deregulation Bill at the Report Stage for the safety and confidence of the travelling public and for the reputation and livelihoods of the Taxi and Private Hire Vehicle trade.

A number of MP's have already pledged their support for our national campaign. For more details and to download a form to sign, please visit www.rmtlondontaxi.com

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THE IMPORTANCE OF DEFINING PLYING FOR HIRE

A London taxi driver only earns the right to ply for hire by passing the demanding standards required for Knowledge of London testing, and having done so, is issued with an 'Abstract of Laws' in relation to his occupation. Having earned this right he is expected to read and comply with these laws. Failure to do so can result in action being taken, varying from a letter seeking clarification right up to a full revocation of licence, depending on the nature of the offence(s).

WHY THE REGULATION?

Some drivers new to the trade may ask why such a high standard of regulation for London Taxis? Well the Maxwell Stamp report undertaken in 1970 had this to say:-

"In return for the exclusive right to 'ply for hire', London taxis are subject to a special licensing system in respect of both the vehicle and the driver that does not apply to the ordinary motorist or to the private hire trade; and the drivers must comply with certain statutory restrictions as to where and how they may drive or park their vehicles in the streets, over and above those which apply to the ordinary motorist and the private hire trade. These statutory restrictions were all originally related in one way or another to the entitlement to ply for hire , being, for the most part, safeguards against the possible abuses of the travelling public by taxi drivers, and of taxi drivers by their passengers, that are inherent in a situation where it is reckoned that any member of the public, however defenceless, should be able to pick any one of a large fleet of identical vehicles in the street to take him/her to the destination of his/her choice, without being harmed, lost or cheated in the process. The reason for the distinction between the two types of vehicle is that taxis are allowed to ply for hire and private hire cars are not, and it has always been held that a degree of control is necessary in the interests of the travelling public when a vehicle can be hailed in the street, which does not hold for vehicles that have to be ordered in advance".

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WHY DEFINE PLYING FOR HIRE IN STATUTE?

The Hindley report back in 1939 stated:-

"An essential feature of a scheme of control for private hire vehicles would be to ensure that the vehicles do not infringe on the cabís privilege of plying for hire..... Accordingly we recommend that, whether or not legislation for the control of private hire vehicles is introduced there should be legislation to define the term plying for hire used in Acts relating to the control of hackney carriages."

The Maxwell Stamp report 1970 went on to say:-

"One further comment on plying for hire in the context of the definition of a hackney carriage is that it is the vehicle itself which is described as plying for hire. Although the situation of the vehicle must depend on human agency, for the purpose of the definition the character of that agency is irrelevant. The uncertainty surrounding this definition has prevented any agreement on the line to be drawn between fair and unfair competition".

By not defining plying for hire and repealing the term will devalue the Knowledge of London. Why spend a number of years completing the Knowledge to gain an entitlement that has been repealed along with valuable underpinning case law. We therefore take the view that plying for hire and the knowledge are synonymous with London, and are intrinsically linked. Devalue one you devalue the other. By defining plying for hire will reinforce our rights and privileges, assure our future, and give Londoners the confidence that the London taxi trade will remain safe to use and of the highest standards for many years to come.

London safe in the Knowledge since 1884 – Let's Define Plying for Hire

VEHICLES COULD BE BANNED FROM TOTTENHAM COURT ROAD

Camden Council has unveiled a £26million plan to transform the Tottenham Court Road area. The Council believes that when the new Crossrail interchange opens in 2018, Tottenham Court Road station will be "busier than Heathrow" with over 300,000 people using it daily. The project will replace the one-way system on Tottenham Court Road and Gower Street with two-way tree-lined streets.

Tottenham Court Road will become two-way for buses and cyclists only from 8am-7pm, Monday to Saturday and from 8am-7pm, Monday to Saturday local access for cars, taxis and loading would be allowed on short sections of Tottenham Court Road via side roads. Gower Street and Bloomsbury Street will be two-way for all vehicles, with protected cycle lanes in both directions. All parking will be removed from Gower Street and Bloomsbury Street (loading bays would be available on Gower Street between 10am and 2pm, Monday to Sunday) and the road will be raised the road to the same level as the pavement, in certain areas, to slow traffic.

The public consultation will run from Monday 9 June until Friday 18 July 2014. The results of the consultation will be presented to a Council Cabinet meeting in late 2014, where a decision will be made on the project. If the project is approved by Councillors, construction will begin in early 2015 and be completed by 2018, subject to technical details and funding.

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TAXIS AND PRIVATE HIRE VEHICLES ACT 2014

The following excerpts are from the Law Commission's report No 347 and draft Bill (Cm 8864), including their final recommendations on how the law should read regarding Taxis and Private Hire licensing in the UK. Please note that London should be included and that all current Acts would be repealed, see below.

LONDON TO BE INCLUDED

We recommend retaining the two-tier system. Regulation should continue to distinguish between taxis, which can be hailed or use ranks, and private hire vehicles, which can only be pre booked. We recommend that our proposed reforms should extend to all of England and Wales, including London and Plymouth.

PLYING FOR HIRE SHOULD BE ABOLISHED

We recommend that the offences relating to plying for hire should be abolished. We propose replacing the concept of plying for hire with a new scheme of offences, resting on the principal prohibition of carrying passengers for hire without a licence, alongside a new offence making it unlawful for anyone other than a local taxi driver to accept a journey starting "there and then". We recommend a statutory definition of pre-booking in order to create a clear distinction between the work of a taxi in its licensing area and the work of a private hire vehicle. We recommend introducing a new offence which makes it unlawful for anyone other than a locally licensed taxi driver to accept a booking for a journey starting there and then.

DUTY TO STOP WHEN HAILED

Licensing authorities should have the power to make a determination that in their areas, taxis should be under a duty to stop when hailed. In such areas, it would be an offence for a taxi driver in a vehicle displaying a "for hire" sign to fail to stop in response to a hail, without reasonable excuse.

PEDICABS, NON LICENSED DRIVERS, AND NUMBER LIMITS FOR TAXIS ONLY

Taxi and private hire licensing should cover vehicles regardless of their form or construction, including non-motorised vehicles. Non-professional use of licensed taxi and private hire vehicles, including by non-professional drivers, should be permitted, subject to a rebuttable presumption that such vehicles are being used professionally when they are carrying passengers. We recommend that licensing authorities should continue to have the power to limit the number of taxi vehicles licensed in their area.

SOLICITATION AT SATELLITE OFFICES IF DESIGNATED BY LICENSING AUTHORITY

Satellite offices, as operated in London, would be allowed to continue.

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TOUTING

The offence of touting should be retained. It should continue to be an offence of broad application which extends to all persons, whether licensed or unlicensed.

We recommend that there should be a new defence to touting, where the solicitation is in respect of a licensed taxi or private hire vehicle, if the soliciting occurs in a place which has been designated by that licensing authority for that purpose, and that conditions as may be specified by the licensing authority have been complied with. We recommend that the Sentencing Council consider amending the Magistrate's Court Sentencing Guidelines in respect of taxi touting to take into account the vulnerability of the persons solicited as a relevant factor in sentencing.

The following enactments (which are superseded by this Act) are repealed.

(a) the London Hackney Carriage Act 1831;
(b) the London Hackney Carriages Act 1843;
(c) sections 37 to 68 of the Town Police Clauses Act 1847;
(d) the London Hackney Carriages Act 1850;
(e) the London Hackney Carriage Act 1853;
(f) the Metropolitan Public Carriage Act 1869;
(g) the London Cab and Stage Carriage Act 1907;
(h) Part 2 of the Local Government (Miscellaneous Provisions) Act 1976;
(i) section 65 of the Transport Act 1980;
(j) section 167 of the Criminal Justice and Public Order Act 1994;
(k) the Private Hire Vehicles (London) Act 1998;
(l) Part 3 of the Transport for London Act 2008.

CONCLUSION

So to recap, if this Act were passed in its present form:

1 London would be included
– In spite of the Mayor's letters
2 Plying for hire abolished
– Along with underpinning case law
3 Pedicabs
– Most likely be licensed
4 Any one to drive a PHV
5 Limits on Taxis – But not PHV`s
6 Solicitation for custom at satellite offices
– Where did this come from?
7 All above current Acts repealed.

Still not bothered? well think again. This may not happen in this government but it is there in the background waiting to surface!

SYNOPSIS INTRODUCTION

Provisional proposal 1

Regulation should continue to distinguish between taxis, which can accept pre-booked fares, be hailed on the street and wait at ranks, and private hire vehicles, which can only accept pre-booked fares.

Provisional proposal 15

The defining feature of taxis, the concept of "plying for hire", should be placed on a statutory footing and include:

(a) references to ranking and hailing;

(b) a non-exhaustive list of factors indicating plying for hire; and

(c) appropriate accommodation of the legitimate activities of private hire vehicles.

In answering this response there are 3 very serious issues "*under threat*" to focus on:-

1 PLYING FOR HIRE is what we earn the right to do when we complete the Knowledge of London. The Hindley report 1939 stated:-

"An essential feature of a scheme of control for private hire vehicles would be to ensure that the vehicles do not infringe on the cab's privilege of plying for hire "

2 The London cab is our **IDENTITY** the tool of our trade it tells the public who can ply for hire

We are now seeing plans to consider non bespoke vehicles in appearance currently licensed as PHVs being approved for the London taxi fleet. Like plying for hire, distinction too is paramount!

3 The Taxi Rank is essential, it is the **PLACE** where we work. Provision of ranks facilitates the public easy access to taxis and grants the driver immunity from waiting restrictions in the process.

The introduction of over 300 Satellite Offices in London not only infringes, but also denies us our hard earned right to ply for hire, as well as not offering the public a choice of transportation.

With this in mind please read the RMT LTB Law Commission response synopsis.

THE RMT LTB LAW COMMISSION RESPONSE SYNOPSIS

This response has been written for a wider audience than than the Law Commission, we have therefore included a glossary of terms.

Primary Legislation is legislation made by the legislative branch of government. In the United Kingdom primary legislation is known as an Act of Parliament. Example Metropolitan Public Carriage Act 1869.

Secondary Legislation (also known as delegated legislation) is law made by an executive authority under powers granted to them by primary legislation in order to implement and administer the requirements of the primary legislation. It is law made by a person or body other than the legislature but with the legislature's authority. Example London Cab Order 1934 (SI 1934/1346)

London taxis are subject to a special licensing system that regulates the driver and the vehicle. These rules and regulations have been developed over nearly 360 years to protect the travelling public and taxi drivers.

The RMT London Taxi Branch (RMTLTB) insist that the strict regulations imposed on both driver and vehicle have been successful and that public safety has been well protected by the restrictions imposed by the legislation.

We assert that it is essential that regulation should continue to distinguish between taxis and private hire vehicles in the public interest. However, we believe that this can only be achieved by creating a definition of 'plying for hire' in statute.

We propose that new legislation should also reduce confusion between taxis and private hire vehicles, simplify enforcement of new regulations and define a clear boundary between primary legislation and local licensing policy.

Our members maintain that, in London, delegated legislation has allowed the roles of licensed taxis and private hire vehicles to become blurred. We believe that any new regulations should, where possible, be created in primary legislation in order to prevent local authorities introducing policies to suit their interpretation of the law.

This document has been created by working London taxi drivers and, as such, is written from a London perspective. However, we would like to stress that our response is made on behalf of all RMT licensed taxi drivers as we believe the issues addressed in this response to the Law Commission's proposals are relevant to all our colleagues.

We would particularly like to emphasise our responses to proposal 1 and proposal 15 which we believe should be central to any reform of the regulations that govern our trade.

Furthermore the RMT LTB believe that a driver can only be considered “fit and proper” to hold a licence if their character has initially been assessed using an enhanced CRB check.
In the interests of public safety and in maintaining standards this check is only meaningful if the applicant has a minimum of 3 years residency in the UK prior to application.

One final point is that given the uncertainty of any consensus on the many responses to these issues in relation to ours, we remain convinced that seperate Primary legislation specific to London will still be required and essential in dealing with its unique status.

The last stage of attempted reform was in 1970 with *The Maxwell Stamp Report.* This gave much of the basis for creation of the London Private Hire bill which led to the 1998 London Private Hire Act being passed.

It stated:-
In return for the exclusive right to "ply for hire", London taxis are subject to a special licensing system in respect of both the vehicle and the driver that ***does not apply*** *to the ordinary motorist or* ***to the private hire trade****; and the drivers must comply with certain statutory restrictions as to where and how they may drive or park their vehicles in the streets,* ***over and above those which apply to the ordinary motorist and the private hire trade.***
These statutory restrictions were all originally related in one way or another to ***the entitlement to ply for hire ,*** *being, for the most part****, safeguards against the possible abuses of the travelling public by taxi drivers, and of taxi drivers by their passengers****, that are inherent in a situation where it is reckoned that any member of the public,* ***however defenceless****, should be able to pick any one of a large fleet of* ***identical vehicles in the street*** *to take him/her to the destination of his/her choice,* ***without being harmed, lost or cheated in the process.***

The reason for the distinction between the two types of vehicle is that ***taxis are allowed to ply for hire*** *and* ***private hire cars are not****, and it has always been held that a degree of control is necessary* ***in the interests of the travelling public*** *when a vehicle can be hailed in the street,* ***which does not hold for vehicles that have to be ordered in advance****.*

One further comment on plying for hire in the context of the definition of a hackney carriage is that it is ***the vehicle itself which is described as plying for hire****.*
Although the situation of the vehicle must depend on human agency, for the purpose of the definition ***the character of that agency is irrelevant****.*
The uncertainty surrounding this definition has prevented any agreement on the ***line to be drawn between fair and unfair competition****, and continuing friction between the licensed trade and some private hire car firms has been the result.*

We believe our **privileges are under threat** and our **right to ply for hire is being infringed.**

What The Law Commission and Government have to decide particularly with regard to London is:-

Do they agree that the guiding principles highlighted above should be upheld and not undermined?

The London cab trade has a very long history it was designed and developed in such a way to provide very high standards and has a reputation known throughout the world as second to none. Do they want this to continue?

If the answer is YES to these questions then the issues identified must be resolved via Primary legislation.

The RMTLTB maintain that, in London, Tfl have been moving towards a one tier system by way of stealth since they took on the role of licensing Taxis and PHVs, where managers use terminology such as "*integration & interchange*". We strongly assert that TfL have, particularly with the introduction of satellite offices and related private hire 'ranks' as well as approving a working taxi rank as a PH pick up point, interpreted the law to suit local

policy without authority from Parliament. In so doing, as a new generation evolves it is becoming less clear as to what a London cab is and who is entitled to do what. We are at a crossroads where the London cab trade has everything to lose and private hire has everything to gain.

Licensing authorities should be prevented from acting in this way by creating new legislation that :

Creates a definition of 'plying for hire' in statute. The definition should :

- Distinguish between the working practices of taxis and ph vehicles.
- Recognise the working practices of responding to a hail and ranking.
- Ensure that, in London, the right to ply for hire is earned, not issued or sold.

Ensures that the laws relating to plying for hire and touting for hire are simplified so that they can be effectively enforced. The legislation should :

- Recognise solicitation as the defining action between touting and plying.
- Create a definition of 'soliciting', as it relates to vehicles for hire.
- Allow vehicles that illegally ply for hire to be impounded.

Ensures that fines for touting are set at a level that will act as a deterrent and reflects the danger it poses to the public.

Ensures the boundary between primary legislation and local licensing policy is clearly defined and:.

- Ensures local authorities can not introduce policies that allow the roles of the taxi and private hire trades to become blurred.
- Makes it clear that vehicles, other than licensed taxis, that are waiting to be booked in designated 'waiting areas' or outside satellite offices are illegally plying for hire.

Ensures licensed taxis and private hire vehicles are clearly distinct by colour. Legislation delegated to TfL should ensure :

- All newly licensed taxis are black.
- All newly licensed private hire vehicles are the same light colour.

Ensures licensed taxis and private hire vehicles are clearly distinct by make & model. Legislation delegated to TfL should ensure :

- Vehicles licensed as taxis are not licensed as private hire vehicles.
- Vehicles licensed as private hire vehicles are not licensed as taxis.
- The manoeuvrability requirement is retained in the London CoF.

Ensures taxis and private hire vehicles are easily identifiable. Legislation delegated to TfL should ensure:

- Rear licence plates and door vinyls are mandatory for ph vehicles.
- Roof lights are restricted for use to licensed taxis.

Ensures taxis are given more consideration as part of an integrated transport system by ensuring that :

- Licensing authorities provide taxi ranks where there is demand
- By making sure there is a budget allocated to cater for this.
- Licensing authorities maintain taxi ranks so that they are fit for purpose

Ensures pedicabs are banned from operating on the public highway by way of new primary legislation and also by:

- Removing the "stage carriage" definition from the MPCA.
- Amending any relevant Act(s).

Ensures that taxi drivers are treated fairly at airports by:.

- Allowing licensed taxis to perform the duties laid out in statute by providing free waiting facilities
- Preventing ph vehicles acting as if they were taxis.

Ensures that police and licensing authorities hold crime and licensing statistics separately for licensed taxis, private hire vehicles and unlicensed vehicles.

Creates a definition of 'unmet demand' and describes how it should be measured.

Ensures that service providers who match vehicles to customers via a technological mechanism should hold an operator's licence.

Confirms the source of funding for enforcement against both licensed and unlicensed drivers.

Ensures that pre-booking remains the only way to engage a ph vehicle.

Ensures the terms 'licensed taxi', 'private hire vehicle' and 'unlicensed vehicle' are used appropriately and consistently.

Prevents ph operators from using terms which may lead a customer to believe they provide taxis.

Ensures that maximum taxi fares are set by taxi drivers.

Declares the London licensed taxi trade as a model for other local authorities.

Ensures that the concept of compellability is retained for licensed taxis.

Ensures planning consent is gained for ph booking facilities in shared premises. Legislation delegated to TfL should ensure satellite offices:

- Obtain planning consent *before* a licence is granted.
- Obtain a fire safety certificate as part of the planning process.
- Have a dedicated space from which to take bookings.
- Display approved signage and a have a landline telephone.

Creates a disciplinary procedure to be applied uniformly for all licensed taxi drivers. The new procedure should:

- Define who has the authority to sanction suspensions and revocations.
- Define "fit and proper"
- Allow drivers to continue working until the exhaustion of any appeal.
- Ensure that, outside London, the requirement for interviews regarding complaints against drivers to be conducted under PACE is removed.
- Ensure that licensed taxi drivers are allowed legal representation at all stages of the complaints procedure.
- Ensure that taxi drivers have the right of appeal to the Crown Court.

Provides a mechanism in primary legislation that allows the licensing authority to manage the growth of BOTH private hire vehicles and taxis.

This mechanism should also provide ranks for taxis where there is demand and have regard to the ratio of taxis licensed and ranks/spaces appointed.

Taxi Vito v London Cab TX4

Taxi Vito v Private Hire Vito

Appendix 1

Colette Whittle/Neighbourhood .Services/MCC
13/10/2008 13:46

To
cc
bcc
Subject Fw: Fw Appendix 1 mercedes report Oct 08

Jenette Hicks/City.Works/MCC
15/09/2008 19:49

To Jackie Davies/Chief.Executives/MCC
cc
Subject Re: AGENDA - 18 SEPTEMBER 2008

Dear all,

I am currently in the process of finalising committee reports for the Licensing and Appeals Committee on the 29th Sept

At this stage we expect to include an agenda item on the Public Carriage Office approved Mercedes Vito taxi, .Manchester City Councils current policy is that PCO approval is required for all hackney carriage vehicles .

In relation to the Mercedes Vito vehicles there is one issue that the Council needs to address, The legislation requires that Private Hire Vehicles should not be of such a design or appearance to be confused with a taxi . We currently have 44 standard Mercedes Vitos licensed as private hire vehicles .

Initial views are sought from the licensed trade as to what specialist licensing conditions may be appropriate to distinguish between a standard Private Hire Mercedes Vito and a Mercedes Vito taxi licensed as a hackney carriage. I am aware that the Mercedes Vito taxi incorporates a taxi roof sign, and clearly the current colour policy and signage/ stickers for private hire vehicles helps to distinguish private hire vehicles from non licensed vehicles , but no such colour policy exists for hackney carriages.

Do you consider it would be reasonable to require the Mercedes Vito taxi / hackney carriages to have special signage identifying the vehicle as being for public hire, Do you consider it would be reasonable to require Mercedes Vito taxis to be either black in colour or have full livery approved advertisements.
It may be that we could have preliminary discussions re this issue at the trade meeting on Thursday .

At this stage its perhaps also worth mentioning that it is our intention to have one of the new Mercedes Vito taxis on display in Albert Square on the morning of the Committee meeting.

Thanks

Jenette Hicks
Licensing Unit Manager
Manchester City Council
Neighbourhood Services

M.E.N. plea to make cabs safe

Time for all our councils to agree on one colour scheme

YAKUB QURESHI AND DON FRAME

TODAY the M.E.N. calls for ALL private hire cabs in Greater Manchester to adopt a united colour scheme to beat bogus drivers.

Licensing chiefs promised a crackdown on fake taxis following the tragic death of Salford university graduate Rachel Thacker more than a decade ago.

Manchester has already ruled that its private hire cars must be either white or silver and display prominent yellow city council branding.

Now safety campaigners say the colour rule should be expanded across Greater Manchester, making it easier for the public to spot private taxis and make it harder for bogus cabbies to tout for business.

Although by law these private hire cars must display licence plates and cannot be hailed on the street, politicians acknowledge that both drivers and customers often ignore this rule.

Manchester made the move to standardise all 2,000 of its private hire fleet five years ago following the brutal murder of 22-year-old Rachel, who was killed following a night out in the city centre in 1996.

SAFETY FIRST A city cab in an approved colour

Manchester MP Tony Lloyd said: "What Manchester has done works. Private hire cars in the city are immediately identifiable and I think it should be extended so they have the same identity across the region."

John Byrne, the former Bury council leader who has campaigned for a region-

» Continued Page 6

6 >> NEWS

Hi, Ho, Silver . . . to confusion over the colour of city's cabs

■ Poll finds 29 out of 50 people in dark on rules

NICOLA DOWLING

>> SAFE STEER Legitimate Manchester private hire cabs must be silver or white

THE M.E.N. found confusion when it went on to the streets of Manchester to find out if people knew the city council will only licence private hire cabs that are silver or white.

The authority introduced the policy five years ago, but many people using the cabs to get home after a night out are still unaware that those two colours are the only legitimate cabs registered by the council.

Other parts of Greater Manchester have not adopted the policy and confusion remains.

When the M.E.N. carried out a straw poll of 50 people, 29 said they didn't know the colour of the council licensed private hire cars. Sixteen said they were white and five said silver.

Steve Thompson, from Prestwich, who works for IBM said he wasn't aware that licensed private hire cabs in Manchester had to be white or silver.

He said: "Personally, I don't worry about safety in cabs but I generally ring a firm from home, where the people know me. I think it would be good if all the cabs were the same colour, yes, definitely."

Student Abbey Wrench, from Burnley, said she tried to avoid getting cabs because of the cost but that if she did use one after a night out it would be a Hackney Carriage black cab.

She said: "Black cabs are always there and you know you are getting into a taxi."

David Payne, from Burnley, who works as a chef in Manchester city centre, said: "I think it is a good idea for all the cabs to be the same colour.

'I had no idea that private hire cabs had to be the same colour'

"I won't let my girlfriend get into a taxi without me. Because of all the stories I have heard about bogus taxis there is not a chance I would let her get one alone. I always make sure there is enough time for me to meet up with her."

Burlesque artist Bella Taylor, from Whalley Range, said: "Without a doubt it would be a good idea for the cabs to be white, silver or whatever colour they decide upon but it is also important that people know about it, otherwise it won't make a difference."

She said it was important for employees to be able to ensure their staff got home safely after working a late shift in the city centre.

Blu Foichat, general manager at the Contact Lounge, who lives in the city centre, said: "I had no idea the cabs had to be the same colour. Most of the time I wait for the cab to stop, the first one with a badge I assume is my cab.

"The cabs should carry details about who is driving and the name of someone to refer to if you need to make a complaint."

She said there had been incidents where cab drivers had been abusive or bullying towards staff they had been called to take home and said it was important they were accountable.

Sandwich maker Vicky Moon, from Blackley, said she would not get into any private hire car, preferring to stick to a Hackney Carriage instead.

She said: "I go out about once a month and I always make sure I get a black cab because I don't want to get into a situation where security is a risk.

"It has to be a black cab even though there are not enough of them on the streets."

On numerous occasions she had seen men posing as private hire taxi drivers to prey on drunken women and that she told her friends to be on their guard and always get a black cab to be on the safe side.

M.E.N. plea to make cabs all one colour for safety's sake

FROM PAGE 1

wide colour scheme since the student's death, said: "Councils across the region could put their heads together to choose a single colour with individual markings for each borough, or opt for a distinctive colour for each borough. Either way, it would make cabs easy to identify."

campaign. Ann Elledge, from the Suzy Lamplugh Trust, which campaigns for women's personal safety, said: "Any initiative that helps both locals and visitors to identify legal mini cabs should to be applauded."

According to Department of Transport figures, there are 8,000 private hire cars in Greater Manchester. But private hire firms are sceptical that a single

vehicles more recognisable. Bryan Roland, general secretary of the National Private Hire Association, said the costs would be hugely probative. It could cost up to £3,000 each to re-spray vehicles.

He said: "There is no point changing the colour of a car, when it's quite clear that it already has a logo on the bonnet, the name of the firm on the windows and plates on front and back." Bolton MP Brian Iddon said the responsibility for personal safety lay with cab-users. He said: "You should know that private hire cars should not be flagged down."

However, Michael Thorpe, from Salford's TenTen cabs, said he would be open to the move in principle, but added a more distinctive colour should be chosen.

None of the other nine Metropolitan districts which make up Greater Manchester, currently has a policy on the colour of private hire cars licensed by them, though Rochdale council stipulates that they cannot be white or beige, to avoid confusion with its fleet of hackney cabs, some of which are white saloon cars.

Have your say, log on to: manchestereveningnews.co.uk

TAXI ABSTRACTS OF LAW

33. Restrictions on plying on hire (Act of 1843 s33)
A taxi driver may not ply for hire elsewhere than at some standing or place appointed for that purpose (Penalty Level 1).
A taxi driver is thus prohibited from taking up a position in any other place and remaining there for the purpose of plying for hire.

40. Appointment of and Regulations for taxi ranks (Act of 1850 s4)
TfL may appoint taxi ranks and make regulations as to the limits of the ranks, the number of taxis to be allowed to ply for hire there, the time during which they may ply for hire and also for enforcing order at the ranks, and removing any person unnecessarily loitering there.
All orders and regulations as above are advertised in the London Gazette.
The regulations in regard to individual ranks are exhibited at the ranks concerned

47. Demanding more than proper fare (Act of 1853 s 17)
It is an offence for a driver to demand or take more than the proper fare (Penalty Level 3).

Bassam v Green 1981

JUDGMENT Donaldson LJ
London has had that advantage of licensed hackney carriages or taxi cabs since 1831, and one of the features of those cabs is that they are allowed to ply for hire but as a quid pro quo the fares are *strictly controlled.*

Held, dismissing the appeal, (1) that a driver demanded and took more than the proper fare within section 17(1) of the London Hackney Carriage Act 1853 if he either asked for an excessive fare or asked for the proper fare and in addition some supplemental payment which was not a fare.

(2) That a booking fee was a payment in respect of the hire of the cab within section 6(1) of the London Cab and Stage Carriage Act 1907; and that, since the booking fee was monetary compensation paid for the use of the cab and its driver, the defendant had contravened section 17(1) of the Act of 1853 by demanding and taking more than the proper fare.

(3) That a vehicle licensed and commonly used as a hackney carriage within section 2 of the London Hackney Carriage Act 1843 had the attribute of a vehicle which plied for hire within section 4 of the Metropolitan Public Carriage Act 1869 and could not be divested of the attribute of a hackney carriage; so that its driver could not at any time make a private bargain for a journey starting and finishing in London.

Bugbugs Ltd v Transport for London 2007

Swift J.
TfL's application for a declaratory judgment relates to a matter concerning the responsibilities of the state towards potential passengers of pedicabs and other road users, as well as to the operators and riders of pedicabs. TfL has a duty to consider the interests of parties other that Bugbugs.

EXAMPLES OF FAILINGS

PEDICABS – *Mayors mixed messages ban vs licence fear of litigation.*

VEHICLE IDENTITY – *TfL position on policy vs Insp Collinson 30% don't know what a taxi is – see photos*

SATELLITE OFFICES – *Cars akin to ranking plying for hire interpretation case law.*

TAXI RANK STRATEGY – *No taxi rank = No sat. Office .Means aTaxi by law cannot ply for hire outside such venues public access to taxis denied. No taxi rank strategy as such London wide.*

HAILO – *Minimum fare re case law Bassam v Green 1981.*

USE OF TERMINOLOGY – *Misleading refer above potential to damage taxi reputation. TfL and media use.*

CRIME STATISTICS BREAKDOWN – *Transparency also monitor standards (GOLD) also as above re potential to damage taxi reputation. Police know what a taxi is what a phv is and what unlicensed is!*

DBS LICENSING – *Unacceptable. PAYE vs Self employed former likely to be suspended on full pay pending outcome*

VEHICLE STANDARDS- *Appear to be dropping two MOTs vs overhaul?*

USE OF TECHNOLOGY – *APPS mimicking plying for hire e -hailing. Uber licensed before policy on use considered.*

These are mostly policy issues within TfLs power to implement in interests of public safety and in maintaining standards

The upshot is we have witnessed 7 large taxi trade demonstrations in 6 years unheard of under the previous administration.

RMT LTDB- Additional Comments

In addition to the RMT Union`s submission to the London Assembly investigation into Taxi and Private Hire services, the RMT London Taxi Drivers Branch wish to add the following comments.

The Modus Operandi of a London Taxicab

The London Taxi drivers *raison d'être* is to “ply for hire”, which is only earned by completing the Knowledge of London process.

The *modus operandi* of a London taxi plying for hire consists of either being hired via a street hail or at a cab rank. These methods are proven, simple and direct, and have been used in London for nearly 400 years. The first taxi rank was installed in the Strand in 1636 and the “Knowledge” system was started in 1884. We are therefore of the view that Plying for Hire and the Knowledge are synonymous with London and are intrinsically linked, devalue one and you devalue the other!

This system has been instrumental in establishing our iconic Black Taxicab status, recognised as the Gold standard the world over, and used by others as a benchmark in the taxi industry. The ability to maintain this standard depends on a number of factors, including protecting the right to plying for hire, policy making, enforcement, transparency, accountability and of course engagement with the trade itself.

Protecting the right to Ply for Hire

The importance of protecting this method of operation was highlighted in the Hindley report in 1939 and stated:-

“A definition of plying for hire is desirable whether or not legislation for the control of private hire vehicles is introduced.....we recommend....there should be legislation to define the term plying for hire used in Acts relating to the control of hackney carriages”.

The Hindley report also gave the following caveat:-

“*An essential feature of a scheme of control for private hire vehicles would be to ensure that the **vehicles** do not infringe on the cab's privilege of plying for hire”.*

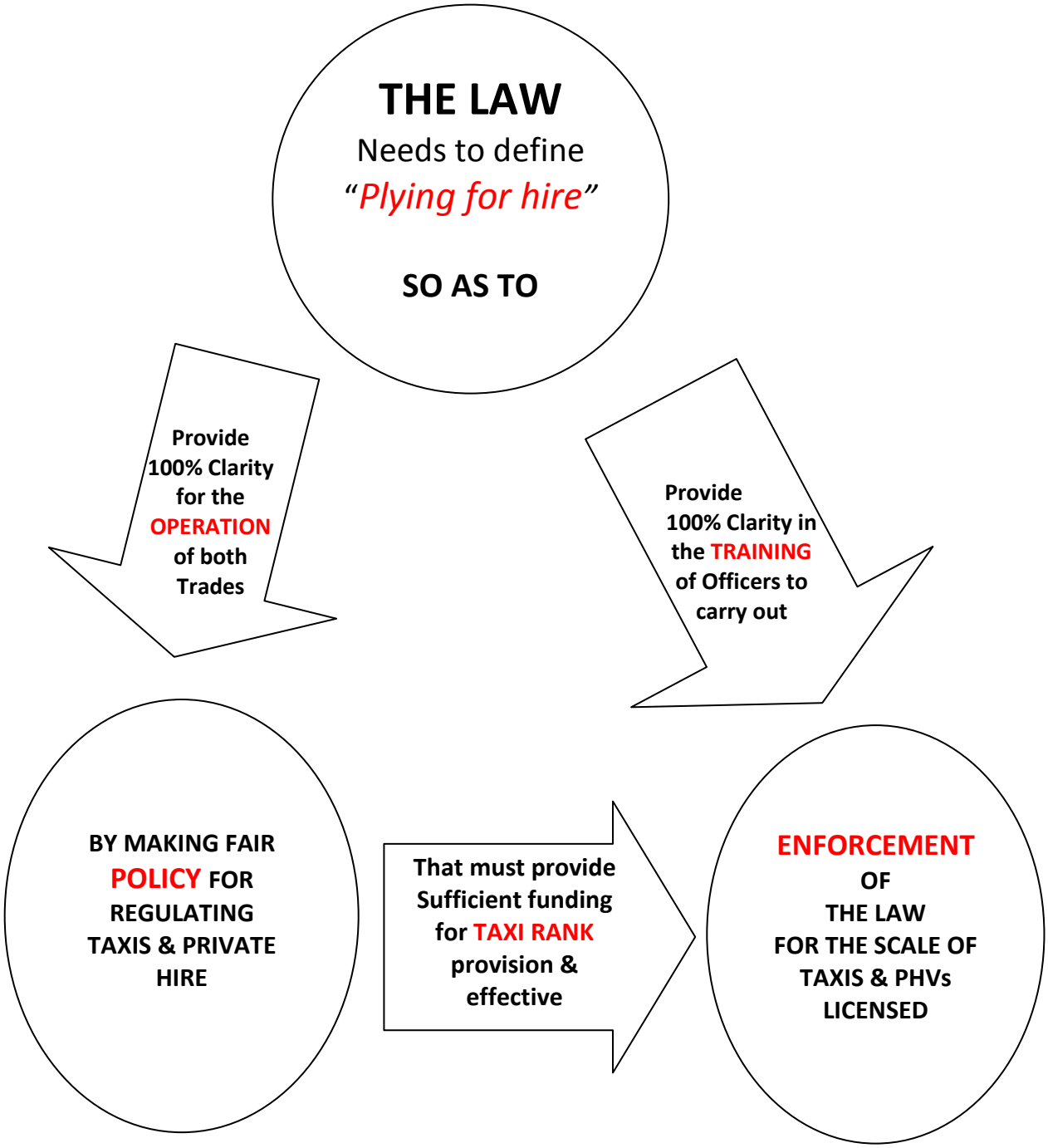
The Maxwell Stamp report in 1970 had this to say:-

*“One further comment on plying for hire in the context of the definition of a hackney carriage is that it is the **vehicle itself** which is described as plying for hire. Although the situation of the vehicle must depend on human agency, for the purpose of the definition the character of that agency is irrelevant”.*

Case law in this area has developed over many years and these cases have held the principle that it is the vehicle that plies for hire. Clearly the key here is the vehicle itself, as highlighted above, without access to a vehicle there can be no offence of either illegally plying for hire or touting. This was further reinforced by Inspector

THE RMT VIEW ON THE LAW POLICY AND ENFORCEMENT

In order for a fair, fit for purpose two tier system in the interest of the public to operate and be maintained this is fundamental



RMT LTDB- Additional Comments

Collinson of the Metropolitan Police Cab Enforcement Unit at the meeting of the 2nd September of this investigation, when talking about enforcement stated *"...it is **the vehicle** that allows the touting to take place".*

The Level Playing Field Misnomer

Much discussion both inside and outside of this investigation has centred around the concept of creating a level playing field for both Taxis and Private Hire vehicles, we believe there is a real danger here of not seeing the wood for the trees.
It is a complete misnomer to talk about a level playing field in the context of plying for hire, and all that such talk does is confuse and blur the line of distinction between the methods of operation for each trade. London Taxis have the right to ply for hire, Private hire vehicles do not period. We believe that in creating a single directorate, such as TPH, the notion of being equitable to both industries has the potential for the level playing field thought process to override the need to uphold the right to ply for hire when making policy. Given the importance of the vehicle, it is critical in the way that Private Hire Vehicles are allowed to engage with the public. As technology evolves it is inevitable that individuals will attempt to find inventive ways to circumvent the regulations and imitate the modus operandi of the taxicab, we are not against technology per se only in the way it is allowed to be used. We have minicabs not pre booked forming ranks outside satellite offices and now through technology, the potential to hail or engage a PHV through a virtual operator, the speed of which in real time can be simultaneous. Are these not perfect examples of the type of infringements warned of in the Hindley Report caveat?

Accordingly this has led many within the trade to call for a separate department responsible for London Taxis only. A laissez-faire approach where market forces are left to decide our future is not acceptable. Protecting the right to ply for hire is fundamental in maintaining a two tier system, which is essential both in the interests of public safety and in maintaining high standards, but it must start with the will to do so. Assuming this exists and is a priority we need to look at three areas where it can be protected, they are, law, policy and enforcement. Clearly how the law is written and defined is crucial to how policy is developed and in turn directs how enforcement is carried out. The law is a matter for the parliamentary process to decide. However policy making and enforcement are the jurisdiction and responsibility of TfL (our licensing authority) and the Police.

Policy Making

The right to ply for hire must be upheld foremost as the guiding principle when developing policy, be it for the Taxi trade, Private Hire trade or anyone else. Policy making allows for common day practices to be developed and accepted as the norm. As such taxi ranks strategy, use of technology and terminology, vehicle identity, satellite offices, breakdown of offences committed, rickshaws plying for hire, and funding for taxi ranks and enforcement are examples of subjects of concern. We are very disappointed in TfLs performance in these areas, especially in protecting our right to ply for hire. TfL needs to take a more robust approach to this like other regulators around the world have done, if we are to retain the standards for Taxis.

RMT LTDB- Additional Comments

There may not be a statutory definition of plying for hire but there is plenty of case law to draw upon, the majority of it being in our favour. Clearly the way that private hire vehicles are allowed to operate and engage with the public is critical when formulating policy for them. A clear line must be drawn in the sand between pre booked versus plying for hire.

Enforcement

Obviously the law and policy need to be enforced to have any value. However policy must take into account the level of enforcement required for the scale of licensees involved in the taxi and private hire industries as well as the size of the capital they are operating in. The cost of this must be factored first as enforcement should not be dependent on some arbitrary budget set. This budget can be financed through appropriate levels of self funding, generated by both trades.

Transparency

We believe far greater transparency is essential in the interests of openness and where policy is being formulated. Minutes of ALL meetings with or concerning the Taxi and Private Hire trades should be recorded and made freely available for everyone to see. We can then see who is saying what and also where problems arise. It should not be a long process of having to go through FOI only to be denied in many cases on the basis of cost. It must be pointed out that policies implemented affect ALL of the 25,000 Taxi drivers working in the capital.

Accountability

Those responsible for decisions and policy making must be accountable. The Taxi trades future is dependent on this. We need to know who is involved at every level in formulating policy and where the ultimate decision rests. Currently it is less than clear in the system of TfL delegation where responsibility lies in the various areas of policy making, particularly with reference to the examples of concern we have raised in this investigation.

Taxi Trade Engagement

We believe the key to resolving these problems lies in better engagement with the Taxi trade and that the current terms of reference contained in the Taxi engagement policy as set out in TPH Notice 06/10 are clearly unworkable and flawed and as such need to be amended. The future of London`s taxi trade and peoples livelihoods depend on this, the trade must be able to negotiate on areas such as policy making and enforcement. Being forced to demonstrate on the streets of London should not be the way to bring about change. The London Taxi trade deserves to be treated better than this.

Submission to GLA investigation into TfL/TPH performance by the “United Cabbies Group”

Role of Technology…

While the UCG fully accept that technology and the advancement of technology is inevitable, the point of technology is to assist and improve. The advancement of technology is always a double edged sword. Where a person or organisation or group may benefit, there is a group of people or organisation who will inevitably suffer the effects of technological change.

This is most apparent where one “player” in the market is constrained through regulation. London’s Taxis are highly regulated and governed by TfL. The regulations governing the operation of the Taxi trade are either sufficiently robust to deal with those who would use technology to circumvent legislation. Where there are gaps in the legislation the Law commission review to go before Parliament shortly will deal with these.

However as in all areas of TfLs dealings with issues they are woefully behind the times in terms of enforcing regulation where there are no technological issues to contend with. With the latest technology (Namely Apps on smartphones) TfL have systemically failed to deal the scale of the problem I am about to outline. They have demonstrated once again though their inattention to the problem that they either fail to understand the problem, can’t be bothered to deal with the problem or as we have seen with the rickshaws that now blight our streets, have simply buried their heads in the sand and hoped it will go away.

The Head of the Licensed Private Hire Trade association said

Transport for London is no longer fit to regulate the London taxi and private hire market, and tabled a motion of no confidence in the regulatory body at a meeting last week.

The move is the latest escalation of LPHCA’s demands that TfL should crack down on cab app operators, many of which the private hire trade association believes are illegal.

In a statement, LPHCA said: “LPHCA has lost confidence in the ability of TfL to safeguard public safety as regulator of the London taxi and Private Hire car market. The LPHCA is concerned about those cab app providers which are operating illegally in the capital - putting London's world-class safety record at risk. The body is questioning TfL's fitness to remain the regulator after it has done little to address the activities of some offshore technology companies which provide cab services via apps.”

LPHCA recently carried out a public poll of 1,014 London residents with research company Populous, which indicates that Londoners do not understand that some cars booked through new smartphone apps are not fully compliant with TfL regulations.

The poll results showed that:

89% of people said it is very/fairly important that newer app-based cab companies should be required to use TfL-licensed operating centres

80% of people weren't aware that some cars booked through new smartphone apps are not fully-licensed and compliant with TfL regulations

LPHCA chair Steve Wright said: “The Private Hire Vehicles Act ensures the safety of the travelling public. There is deep-rooted concern and evidence that new app-based operators are not playing by the rules. TfL appears to be changing its approach to suit offshore app companies rather than putting the public's safety first.”

Private Hire companies (minicabs, chauffeur and executive cars) in London are regulated by TfL under the Private Hire Vehicles (London) Act 1998. The Populus poll highlighted public concern that app companies that have been subject to regulatory action elsewhere should be subject to stringent scrutiny in the UK:

70% of people are a lot or a little less likely to use the services of a smartphone app operator that's been the subject of a complete ban on operation somewhere in the world

87% of people agree that TfL should investigate all smartphone app operators to assess their compliance with UK regulations

“Some of these app providers are being allowed to operate in London when they have already been convicted of serious licensing offences in other cities around the world and in some cases, we have even seen evidence of them using drivers without insurance,” said Wright (pictured above). “We want to see TfL fulfil its legal obligations to enforce the law effectively, fairly and consistently and so does the travelling public.”

“There have been considerable problems worldwide with these new app providers - including a passenger alleging she had been raped by a driver booked via an app and the death of a young girl on a street crossing by a driver engaged by an 'app-based' company,” Wright added.

LPHCA has also launched a ‘Keep Cabs Safe’ Facebook page to raise the awareness of what it calls “Cowboy Cab Apps masquerading as technology companies alongside the indifference and intransigence that regulators seem to be greeting them with”.

“Alongside ‘Bogus Cabs’ (both Taxi & PHV) the ‘Cowboy Cab Apps’ pose a threat to the good reputation of the Taxi and Private Hire sector in the UK. Our Facebook Page is open to all sides of the industry and anyone who has an interest in it, so we please ask everyone to ‘like’ it to spread the word,” LPHCA said in a statement.

- See more at: http://www.prodrivermags.com/news/353-lphca-slams-tfl-over-illegal-cab-app-operators#sthash.YLUQcFsG.dpuf

We The UCG made representation to the Law Commission and outlined the way in which these new apps place an unfair disadvantage upon Londons Taxi trade.

I include the addendum “A” that explains the information asymmetry that leads to market failure.

“Game theory” and why there should be a time lapse between the booking and availability of PHVs.

With ever increasing technological advances it is now possible to pre-book a PHV almost instantly.

Using technology readily available today it is possible to have a large “QR” code printed onto large sheets of adhesive plastic and have these applied to the bonnet and/or doors of PHV vehicles.

A QR code is a modern barcode that can convey not just information but instructions how a handheld device such as a mobile phone should behave when pointed at it.

Point a mobile phone with any bar code reading “app” at the following QR and see what happens.

In this simple example you are taken to a website to download an application to allow you to book a Taxi via a service called hailo. We could just as easily have created a similar code to implement an actual booking rather than just open a web page.

Throughout this consultation document there is an assumption of two separate and distinct markets, one for Taxis and the other for PHVs. This is in fact erroneous; there is one market capable of being addressed by two different players. Taxis and PHVs.

For the purposes of this response assume that Taxis are one player and the whole PHV trade is another – it would be impossible to demonstrate succinctly within the scope of this response the following market failure about to be outlined with too many players. The model would just simply be too complex to draw, however the principle does not change.

Available substitutes

With the introduction of technology it is possible to book a PHV in less than a minute, for an experienced user perhaps less. In future applications will run on more powerful hardware and mobile data will move to 4G, this will bring incredibly fast response times to applications. Beyond 4G is impossible to predict other than we can be certain things will become faster and more powerful leading to even faster response times.

It is therefore not beyond the scope of imagination that soon response times will compress to a point where they are so fast as to present no perceptible delay.

Plying for hire V’s pre booked in a 4G world and beyond.

If a PHV can be pre booked with no human perceptible delay, this we contend is in fact not pre booking at all. It is in all but terminology hailing. We explore cross border hiring in this consultation and cover removing the requirement to return to base for a PHV before accepting the next booking. This then presents the following possibility. An empty PHV is driving along a high street and a

passenger points their mobile device at the QR code on the PHV. With no perceptible delay the passenger is allocated that vehicle and a fare quoted, the driver is allocated that passenger. All of this will take place in a second or perhaps less in future. How is this different to hailing a Taxi with the palm of your hand?

Why does this matter?

We explore this through the principles of game theory and demonstrate this is anti-competitive as a fare regulated Taxi cannot compete with PHV in this instance and so "Nash's Equilibrium" theory will never be attained (see game theory below).

If a PHV is available with no human perception of delay between booking and availability this brings it into direct competition with Taxis who, having their fares regulated find themselves competing against an "available substitute" who has no price regulation.

For the PHV industry this is "information asymmetry" and leads to market failure.

Game Theory

Although few know or study Game theory, nearly everyone does this unwittingly in their daily lives. John Nash was a mathematician (Nash was the subject of the Hollywood movie *A Beautiful Mind*.) He identified the process and created the Game theory that is used in decision making in many organisations. Complex derivatives of this theory are used from stock market analysis to military strategy today. In 1994, John Nash received the Nobel Memorial Prize in Economic Sciences as a result of his game theory work.

I will use Nash's game theory to explain the market failure that will result if licensing legislation does not protect the Taxi trade from unfair competition.

Let us examine the following scenario.

The prisoner's dilemma!

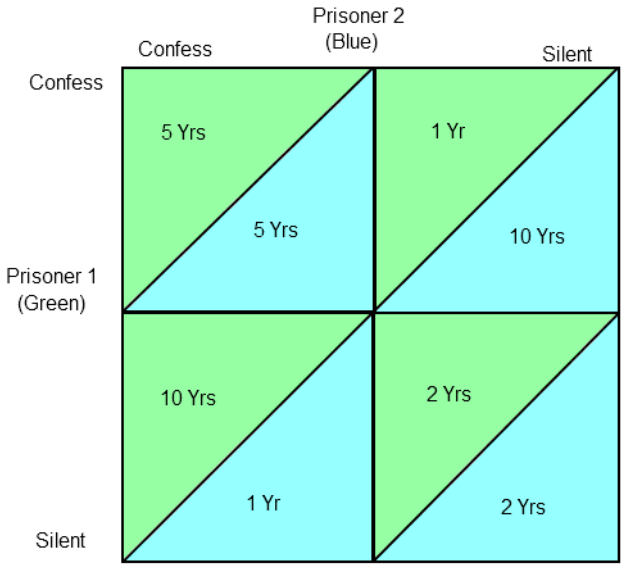
In this game two prisoners have been arrested by the police for a crime. They DID commit the crime and they will be charged with the/a crime, however the evidence is incomplete and the police really need one of them to confess, otherwise they will have to charge them with a lesser offence they can prove. This carries a shorter prison sentence (2yrs) than the sentence for the crime committed (5Yrs).

The game plays out like this. If a prisoner co-operates and confesses their sentence is reduced to 1yr but the other prisoner if he does not confess has his sentence increased to 10yrs for obstructing justice and vice versa. However if both confess then the correct prison sentence for the crime is levied upon both prisoners of 5yrs each. If neither confesses, the lesser crime that can be proved will be the one they are both charged with, this carries a sentence of 2yrs. The two prisoners are held in separate cells and are unable to communicate with each other, thus neither knows what the other prisoner is doing.

Nash contests that they will both be compelled towards confessing for fear of finding themselves with a 10yr sentence. Remembering that they cannot collude for the purposes of this game play.

As each cannot know what the other is doing (and this is of course key to their behaviour) then the fear of losing out (In this case ending up with a 10yr sentence) will compel them to confess. If the other prisoner does not confess they will end up with a 1yr sentence, if the other prisoner does confess their worst sentence is 5yrs. By confessing they limit the possible outcomes to two results, 1yr or 5yrs. By remaining silent they risk 2yrs or 10yrs. If they could collude they could agree to both stay silent but they cannot collude.

Here's what this looks like in a graphical sense, where the results for Prisoner 1 are in green and the results for prisoner 2 are in blue.



Now imagine what would happen if Prisoner 1 knew what Prisoner 2's response was, prisoner 1 could play the situation to his advantage every time the game was played Prisoner 2 would lose.

PHVs playing the game

How does the above play out in the world of PHV and Taxis?

In this addendum, we argue that PHVs become "available substitutes" to Taxis if technology allows them to be pre booked in such a manner, so as to have a response time that is almost imperceptible as a delay between booking and availability.

We contend this is the same as hailing. Now it is possible for the PHV Company to develop an application that will automatically quote in real time a fare from point A to point B and be instantly available if the PHV is in the immediate vicinity. This customer can get an immediate quote, then hail

a passing Taxi and compare the price estimate a Taxi driver (considering his experience of his taximeter) might give if asked. If the price quoted by the PHV is lower, then it is probable that the Taxi will lose the work to the PHV.

PHVs will have the advantage of quoting lower fares every time because fare tariffs for Taxis are public domain and lookup and compare tables can be built into PHV booking applications enabling the PHVs to maximise their prices whilst undercutting the regulated fares of the Taxi.

The effect of this if we return to the prisoner's dilemma is to give Prisoner "1" the response of Prisoner "2" every time and thus allow gaming of the competitive market in favour of the PHV trade. This will have a devastating effect upon the Taxi trade as it will introduce unfair competition through "information asymmetry" and an inability to react to market pressure through regulated fares.

Preventing gaming the system

The UCG feel that unless the issue of immediacy of hire through technology is addressed properly then the Taxi trade will be so adversely affected as to cause its extinction over time.

We propose the following remedy to correct this unfair competitive position available only to the PHV trade.

As immediacy of hire becomes not just a possibility but a certainty then safeguards are required to correct this market failure. We propose that a 15 minute delay be introduced between the time of booking a PHV journey and the PHV vehicle being made available. In doing this we separate the market into two segments addressed by two players. Therefore this will prevent PHVs with their market price mechanism being a directly "available substitute" to the Taxi with its regulated pricing structure.

As this is the pre booked market it should make no difference to the passenger as people are generally aware of their need to travel prior to the journey taking place. If a journey is required immediately then the Taxi trade can fulfil that role. In most instances, most people are aware of the journeys they are to make 15 minutes or more in advance of that journey.

The UCG have no issue with competition, it is a sign of a normally functioning market. Taxi drivers have themselves been subject to a lack of competition of available alternate vehicles for many years, leading to stagnation in innovation of the London Taxi Vehicle itself.

We are happy to compete, but this must be fair or our demise facilitated by unfair and anticompetitive advantage afforded through legislation to the PHV trade will be a matter of fact not debate.

Above Between Steve Wright and myself we provide you with both sides of the technology change argument.

The real dilemma we (Both the legitimate PH trade and Licensed Taxis) face is that TfL have no structure or procedure, no mechanism or technology to enforce the law in this respect. Just because it is technically difficult to enforce against this behaviour does not mean it should be ignored. TfL MUST demonstrate that they not only understand this problem but as this is a problem that can only get worse get to grips with this by making it mandatory that any "App" is registered to a licensed

operator (soon to be renamed Dispatcher under the law com review) and approved for use by TfL. TfL MUST set rules for the use of these apps. They must visit each licensed operator that utilises one of these apps to ensure they are approved and issue a digital approval certificate for each copy of the app. Failure to do this will result in legitimate PH being disadvantaged by passengers circumventing the operator and hence operational cost (these are there for public safety reasons). These vehicles can also act undetected as Taxis which invalidates their insurance AND disadvantages the Taxi trade because PHVs that are acting as Taxis are effectively “Stealing” the legitimate work of Taxi drivers and the authorities are impotent in dealing with this.

Technology can greatly assist matching up passengers with Taxis and PHV, but there must be a clear framework in which these “Apps” are to be utilised.

I fail to understand how it is possible for TfL to enforce this without significant investment and training. If this issue is not dealt with both the legitimate PH and Taxi trade will suffer irreparable damage.

The Role/Performance of TfL as a regulator.

TfL were given responsibility for Licensing London's Taxis in 2000. At that time there were a few dozen employees of the met police undertaking all the functions of the regulator. since 2000 when TfL have taken over the employee numbers have risen exponentially adding to both the cost of our license and the bureaucracy. At the same time the efficiency has fallen dramatically. TPH (TfL Taxi and Private Hire) are moribund with political correctness and there is a definite perception of staff morale issues leading to disengaged staff who on the face of it have no real interest in doing the job to the best of their ability. This has lead to real (not perceived) performance as a regulatory body. The most recent debacle has seen Taxi driver license renewals being given a process makeover to improve efficiency. Where under the Met Police a drivers license could be renewed inside two weeks, with TPHs new efficient process of subcontracting the process out involving a very complex back and forth document chase, it now takes in excess of three and at times four months. This has led to Taxi drivers being unable to work as they cannot decipher the complexity of the new system. It is not obvious who to chase at what stage. The UCG are working on a process flow chart to assist drivers to find their way through this minefield. There are taxi drivers across London who due to this inefficiency who are losing wages because they cannot work unlicensed. TfL will claim that drivers aren’t dealing with the forms as soon as they are sent out. They are sent out three months in advance due to the complexity of the system, but drivers used to it taking weeks not months are being caught out. It is unreasonable for it to take three months+ to renew a license.

Fares and Payment Options

(Incorporating Mayor Johnsons Clean Air Strategy Flaw)

The Meter

There are two versions of the taximeter story. One story is that the taximeter was invented by a German aristocrat, the Baron von Thurn und Taxis. There actually is a German aristocratic family by the name of Thurn und Taxis, and they set up the first postal system in Europe.

The other version of the taximeter story (and the more documented one) is that it was invented by Wilhelm Bruhn (not a Baron) in 1891, and that the word comes from the German word taxe meaning charge or levy.

Taximeters were originally mechanical. With the introduction of this clockwork mechanism to measure fares, the name of the vehicles became taxicab. Taximeters were originally mounted outside the cab, above the driver's side front wheel. Meters were soon relocated inside the taxi, and in the 1980s electronic meters were introduced, doing away with the once-familiar ticking sound of the meter's timing mechanism.

Our pricing policy can perhaps best be summed up by the phrase "just the meter". The meter, of course, is the TfL-regulated unit that every black cab has on its dashboard in order to establish the charge for your journey.

Meters work on a "per mile" basis and charge slightly different rates for daytimes (6am-8pm), evenings/weekends and late nights (10pm-6am). Meters also have a time-based option for when travel speeds drop below 10.4 miles per hour e.g. when you are in a traffic.

Flagfall Also referred to as a 'Drop Down' charge, this is a TfL-regulated fee that is charged at the start of your journey. Currently this is set at £2.40 and applies to all black cab journeys, no matter how or where they are booked. (Flag Fall and Drop Down are derived from the metal flag fitted to early taximeters indicating that the taxi was no longer available for hire, today we have bright orange hire lights on the roof of Taxis which signal when the vehicle is available for hire).

The fares charged by London's Taxis are set once per year by TfL. The trade are "consulted, however we as a trade feel we are never taken any notice of" The formula used for setting out out price increases is based on CPI however as I have pointed out to TfL at a previous fare consultation that the "blend" of the CPI does not reflect adequately the price hikes in fuel and oil based products such as tyres. I have placed a robust reasoned argument before TfL TPH but was ignored. This is important to us because with the regulatory framework we operate within adds layers of cost that are making it very difficult to run our vehicles. RPI takes a higher percentage recognition of the cost of fuel, our single biggest cost.

Our next largest cost is the investment in a Taxi, these now range between £35,000 for a very basic TX model to £42,500 for the new Mercedes Vito Taxi. In 2012 a 15yr age limit was imposed on Taxis by reason of air quality. But London's Taxis due to an earlier change in requirements of fitness meant that ALL London taxis were already at Euro 3 standard or higher. The plan is to force Londons taxis to

reach higher EURO emissions standards for Diesel Engines. There is currently talk of imposing a 10Yr license plate limit. This places London's taxis (as a business asset) on a very steep depreciation curve, a steeper curve than allowances under the inland revenue allowance rates. This represents yet more unrecoverable cost to the licensed Taxi trade.

But there is a sting in the tail here. There is independent research that Mayor Johnson Must have been aware of while implementing this requirement. It has now been proven by research conducted Dr James Tate of the Institute for Transport Studies at Leeds University and by King‟s College, London that Mayor Johnsons clean air strategy is actually more damaging to the environment.

http://www.bbc.co.uk/programmes/b01lhgyn

There is a Transcript here :-
http://news.bbc.co.uk/1/shared/bsp/hi/pdfs/07_08_12_fo4_dieselpollution.pdf

This podcast from the BBC explains in good detail the fundamental flaw in Boris Johnsons clean air strategy, yet he ignores this evidence.

To summarise this section, London's Taxis are being forced onto a renewal programme that is not only expensive for the drivers, but is actually causing more pollution. ***(I cannot recommend highly enough that you either read the transcript or listen to this podcast, I provided this to the Director of TPH through his deputy but nothing was done with this information)***

Payment Options

Londons Taxi Fleet have the ability to accept Credit Card Payments as required by the passenger. Better than 70% of London Taxis have some form of Card payment acceptance facility.

TfL are currently considering making the acceptance of card payments for taxi journeys compulsory.

The UCG have no issue with Taxis offering card payment services, indeed it is a modern method of payment, however, It is compulsion we argue against.

The UCG have two fundamental issues with this. Firstly, we are all small businesses, as the regulator TfL can specify our vehicle, they can specify the driver standard, but to stray into the commercial agreement of another business is not acceptable. There is another regulator that is there to protect the Public. The “Gas Safe Register” This organisation ensure public safety, but do not seek to tell Gas Installation engineers what types of payment to accept. The UCG will resist compulsion to accept credit card payments on the grounds of each Taxi is a small independent business and it is up to the proprietor of that business to make the decision what types payment they will accept. Would anyone seek to tell hairdressers or plumbers or gardeners the payment types they are compelled to accept. We as small businesses cannot be dictated our payment methodology. The UCG will seek legal advice on this.

Our second issue is one of cost, if card payment facilities are mandatory, (As our meters are mandated) then the few card payment companies that are approved will abuse that position and artificially inflate the cost of the equipment and transaction charges.

Adding such a condition to the existing conditions of fitness for taxis would serve very little useful purpose but would add needlessly to costs and so increase fares. If there is a problem, it is driver reluctance to accept card payments, rather than an ability to do so. The regulator has the ability to enforce the card payment equipment but as card payments are not legal tender, it is unlikely that it is able to compel drivers to accept these payments.

It is unclear whether PH drivers will be mandated to accept card payments.

Disabled Access

All London's Taxis are wheelchair compatible, have easy access steps, Built in Ramps, an Intercom system with a hearing loop (the 'T' switch feature) and hi-bright colour trim and handles for the partially sighted. 100% of the fleet are required to have this as a condition of fitness. This adds considerably to the price of a vehicle. The Taxi trade have never received any subsidy for this, each new regulation adds cost to our service. We are small businesses and simply cannot continue in such a competitive environment to operate against a competitor who has little regulation. All Taxi drivers have to take a special test as part of gaining their taxi drivers license, a wheelchair test.

PHV also carry disabled passengers, yet they are not required in law to do this themselves, the law permits them to outsource this to another PH company or indeed a Taxi "radio circuit"

Supply and Demand.

Much has been made of the supply and demand issue in recent years. This has formed one of the misguided policies of TfL in licensing without constraint on numbers of PHV drivers and operators. There is a significant problem in matching supply and peak time demand with off peak time demand.

To explain the dilemma, to provide sufficient Taxis and PHVs for peak time Saturday night midnight to 3am for everyone to get home, results in serious under utilisation off peak. You will have witnessed the lines on under utilised PHVs blocking our streets every night. 70,000+ PHVs have been licensed by TfL in an attempt to get people off the street. The downside is traffic flow disruption at all other times. But it also leads to desperation by PHVs for work that is not available to them, IE touting (Plying for hire illegally). The STan project was initially intended to deal with the peak demand and the safety of passengers. However, far from being the solution it has become the problem. The satellite offices (PHV booking offices located inside bars, restaurants and clubs etc)

We now have an oversupply of PHVs for the legitimate work available.

There are now satellite offices in almost every pub, club, bar and restaurant. These operator pay TfL a significant amount of money for the license. The Operator then having spent a significant amount of money on his operator's license then “Views” the work inside the venue as “his work” this is not the case. If a passenger want a Licensed London Taxi He/She will walk onto the street and hail a passing cab. This causes friction between Taxi drivers and PHV drivers and “dirty tricks have ensued”

There have been several cases where the “Bouncers” on the doors of these venues have been offered “payments” from the PHV operators/Drivers to intimidate Taxi Drivers and keep them away. This is a serious threat to the Taxi driver who simply stays away from certain areas. Younger Taxi drivers are more likely to resist the threat, but many older drivers have simply been driven away by these tactics. If it is the desire of the GLA to encourage more Taxis to work on Saturday night then the Taxis must feel secure and safe to do so.

Rank Provision

TfL are our regulator but do not own the road space upon which our ranks are appointed. There is real pressure on road space and the provision of rank space is seen as a very low priority by local authorities who own the road space, but are not responsible for licensing Taxis. TfL do not support the Taxi trades need for adequate and correctly positioned ranks. Ranks when provided are almost always in the wrong place, because where they are provided there is space available, but unfortunately neither is there a demand for ranks there. Two recent cases demonstrate the situation faced by the taxi trade. These are only examples and right across London these issues are the same.

1. Abacus (Now called Forge)

2. The Shard

Abacus was a well known hotspot for Touting on Cornhill (Bank JUnction) The clientele of Abacus were often well paid city folk who after a hard days work would visit Abacus until late. Many of these lived some distance from London and would get Taxis home at the end of the evening. This “Quality work” attracted the attention of the touts. A company called Diamond Chauffeur had the contract to provide satellite booking office services inside the venue. They themselves flouted the law and were taken to court eventually by TfL only to lose the case due to incompetence. But the Taxi trade were very unhappy and took direct action to try to win back the work. This resulted in a Taxi rank being appointed to serve Abacus. But the rank was on the wrong side of the road 200 meters east with taxis (and their taxi hire light pointing in the wrong direction) It took further direct action to get a Taxi rank nearer the venue.

The Shard is the tallest building in Europe, it contains many bars and restaurants, a high class hotel too. Yet no provision at all for Taxis, instead TPH issued a PHV operators license for the venue and steadfastly refused to appoint a taxi rank. The road is currently closed to through traffic and will be for at least a year. The reason given was that we would cause a traffic blockage (in a dead end road?) so the local council dispatched traffic wardens to issue parking tickets to Taxis who tried to service the Shard whilst simultaneously ignoring the rows of illegally parked PHVs. Taxi drivers undeterred continued to try to service the Shard. One Friday evening they were met by security guards from the shard who informed the Taxi drivers that St Thomas’ St was a private road and Taxis were not permitted. St Thomas’ St is a public highway. This resulted in several Taxi demonstrations. The result was a two space rank outside the Shard. All of this should never have arisen if TfL TPH had bothered to fight our corner and insist on a rank at a such a high profile building.

Enforcement

Enforcement is the real bugbear of the taxi trade, since TfL have taken over the licensing and hence enforcement of Taxi and PH the numbers of PH openly touting and acting as unlicensed taxis has grown out of control. It is now so common that the PH drivers themselves do not even realise that what they are doing is wrong. TPH have enforcement officers who are not warranted, therefore they are not empowered to stop or have powers of arrest for transgressors. The Met Police do have the powers of arrest but although they have a specialist cab enforcement unit, it is TPH who are responsible for the PHVs they are licensing. TPH are charging £300 approx for each PH license, yet they have only (at last confirmation) 11 enforcement officers, none of whom worked regularly at night and none at weekends. So the activities of PHV drivers is never going to be enforced against. Even if all 11 were to work every night, they would have to work in teams of two or three at most they could cover 4 venues per night… There are thousands of satellite offices that TPH have taken license fees from. How are a dozen or so unwarranted officers going to put the lid back on Pandoras box? They have lost control, they are fully aware they have lost control and have retreated to the safety of the Palastra building leaving the public at risk of sexual assault in the case of women and being robbed in the case of inebriated men. The Taxi trade who are there to prevent this are being frightened away by strong arm tactics of the doormen at many venues. Enforcement is the key, not more and new laws, but enforcing the laws we have. No law is worth the paper it is written on if it is not upheld. Thus sadly is the case with London's Taxis laws.

And this video demonstrates all too clearly what happens when there is no enforcement and incompetence by the licensing authority.

TPH dropped the requirement of an operator request to need the visit of a licensing officer to ascertain the suitability of a venue to act as a PHV booking operators office. The result as can be seen here was that TPH licensed an alleyway and a car battery/yellow flashing light as a booking office. This was within a “stones throw” of a police station and the police never done anything to stop this. No one in authority seems to take the responsibility they are charged with for public safety.

https://www.youtube.com/watch?v=rEs7o-dGmvQ

This concludes the United Cabbies Group Submission to the GLA Investigation.

Len Martin

Chairman

United Cabbies Group

GLA Response: London Taxi Ranks

My name is Alan Mcgrady and I sit on the London Cab Ranks Committee and I'm writing this on behalf of the London Cab Drivers Club. Since taking the job for the LCDC on the committee 5 years ago. I have been frustrated by the way the boroughs and tfl struggle to get taxi ranks in place. I feel one of the main reason we are suffering as a trade is TFL only provide a budget of £45,000 for 2012/2013 and £55,000 for 2014/2015, this will drop to £16,000 for 2015/2016 and 2017/2018, bearing in mind a taxi rank will cost between £4,000 and £7,000 per rank. We have over 70 ranks on the list and that budget can't touch what we are asking for. At the moment we have some ranks that have been on the list for over 5 years which is not acceptable, take the one for the history museum on Cromwell Rd, TFL have been promising us a rank outside for at least 6 years.

Also the trade can't understand that a private operator can get a operator's licence for a venue in a matter of weeks, which will then allow the operator to park up his vehicles outside whilst they await bookings. In our eyes they are forming a illegal rank and plying for hire. Now when we ask for a taxi rank at the very same venue we have to wait for at least a year for the rank to go through the consultation stages. So what we find is that when it does get to the consultation stage, we get opposition from the venue and the operator stating we will be affecting their business.

We feel that satellite offices are being given the green light a head of us at most of the top night spots in London. We have just been given a rank at Smiths in Smithfield after years of discussions with Islington Council, they had a private hire operator there. Within months of Taxis being available outside they stopped working there, it just shows you that the public want to use us if we can get a rank outside. We feel the public safety should be a priority and before and operator gains a licence we should be asked if we want a rank first.

A few years ago the LCDC were forced to employ our own taxi marshals to reclaim a atxi rank outside NOBU in Berkeley street that was legally ours, that was hijacked by Private Hire touts who were physically threatening our members who were trying to work the taxi rank. The upshot of this was that the public was so pleased with the service we were providing that the touts moved on. This once again illustrates that providing taxi ranks prominent place the we are then able to provide a safe service to the public. As our licencing authority TFL should make taxi ranks one of their main priorities.

We are also awaiting the Mayor's Taxi Rank review, where we hope that he will try and bring all the boroughs together to talk with TPH. He needs to make it clear to the Borough leaders that Taxi Ranks are vital part of transport infrastructure in London.

We would also like TFL to start bringing in TPH on their red route schemes and asking us what we would like as it seems we are a afterthought on many schemes.

We also require more rest ranks and toilet facilities for men and women to use as our health should not be put at risk due to us driving around with full bladders looking for a toilet that is open.

James Wells

LondonTaxiUserGroup the fare paying passengers, the most important people in this equation. The biggest gripe is the sat nav the mini cab drivers rely on is not accurate enough to negotiate the most difficult city in the World.

6 o'clock news 28 May 2014. Traffic in Central London is worse than ever. Attempts to resolve our problem.

Mayor of London Horace Cutler opened the M25 in 1975-85. It took most of the heavy haulage from our streets.

Ken Livingstone introduced the congestion charge in 2001.

Kens failure was to license 66k incompetent private hire drivers at the same time.

With 66k mini cabs and tens of thousand white van men all following the same route in the 3 miles circumference of Charing Cross. It's hardly surprising it is grid locked most of the time.

The research we have done, states all Private Hire drivers at the moment are wannabe Taxi Drivers. We believe all driver should be encouraged to qualify for the knowledge of London .

London deserves a first class service.

TheLondonTaxiUserGroup. Our aims are for:

A choice of vehicles, mini bus, chauffeur or people carrier.

A single standard of driver.

One that is the best in the world.

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Date: August 2012

The Law Commission
Consultation Paper 203
Reforming The Law of Taxi and Private Hire Services
Consultation Response

Introduction
We are delighted that Pedicabs have been included in the above Consultation, and trust that we can assist The Law Commission in drawing some conclusions and recommendations with regard to the matter of licensing pedicabs fairly and appropriately countrywide. It has been recognised in the Consultation that there are different interpretations of the law around the country together with differing views as to whether or not pedicabs should be licensed or indeed allowed to operate at all.

I was one of a group, which started the London pedicab industry in 1998 (Bugbugs Ltd), and have been involved throughout in the various legal and political arguments that continue to prevail today.
We have been part of the fundamental development of this new industry from the outset, which has included exercising due diligence in all aspects of the trade, the development of best practice in terms of systems and procedures, together with devising training and maintenance programmes and working with pedicab manufacturers to improve designs.
We have robustly advocated and lobbied for a fair and appropriate licensing regime to be introduced for pedicabs (countrywide) for many years, but the issue has remained in the 'too difficult' pile both in London and elsewhere in the UK
This wide experience we hope will help clarify many of the myths that prevail about the industry and demonstrate that the pedicab industry, properly regulated, would represent a high quality, environmentally friendly and efficient mode of transport in appropriate areas across the country.

London Background
Pedicabs provide transport for passengers on short, emission-free journeys around London. The demand for this mode of transport has been very strong, and pedicabs have become a colourful and vibrant part of the wider integrated transport network available to Londoners and tourists alike. This has resulted in a number of businesses entering the market operating several hundred pedicabs, which have provided millions of safe journeys and created thousands of employment opportunities. Pedicabs should logically be included in the cycling revolution currently being actively promoted and encouraged by politicians in London and throughout the UK

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Whilst there are some elements of the pedicab industry which have adopted a 'lowest common denominator' approach, and fall well below the standards one would expect of fit and proper businesses operating within the transport industry; there are many others which have exhibited the utmost due diligence and best practice to ensure the safety and integrity of this new, dynamic and environmentally friendly mode of transport. With the profound environmental challenges of today, all initiatives, which reduce our carbon emissions, especially in inner city areas, should be embraced and allowed to flourish, albeit within a light-touch regulatory framework.

It might be tempting to attribute the current and in parts undesirable *status quo* entirely to the pedicab industry (in London), but it is firmly on the record that much of the industry has been ready, willing and proactive in efforts to bring the appropriate authorities to the table in order to resolve the problems that prevail. Due to their failure (or fear of the taxi industry) to act, much of the responsibility must remain with the various London authorities. Quite apart from the expenditure of eye-watering amounts of public funds on litigation and legislative initiatives, all of which have failed, there has been a distinct lack of candour and joined-up thinking on behalf of the authorities. This has directly resulted in the mess in which we find ourselves today.

Over the years the industry has been involved with a variety of legal and political activities. Some of these have been genuinely designed to create a fair, workable and appropriate licensing regime, whilst others have had the objective of either overtly banning them or quietly removing them by the back door. There is overwhelming evidence that the vast majority of stakeholders want pedicabs to be properly licensed – and fast!

The licensed taxi industry has sustained vigorous campaigns since pedicabs arrived in London, to seek a ban and to eradicate this perceived 'competition'. Clearly pedicabs cannot compete with licensed taxis with regard to distances travelled or numbers of passengers and as such do not represent competition. The intense lobbying, legal and political activity of behalf of the taxi associations and unions has thwarted each and every move to regulate pedicabs.
It is evident that the ability of pedicabs to **'ply-for-hire'** is the primary motivator of the opprobrium towards the industry on behalf of the taxi lobby. This is the cache, previously only enjoyed by licensed taxis but now pedicabs can also enjoy the same *modus operandi*, which is anathema to taxi drivers.

Legal
It is clear from the Consultation papers that The Law Commission are conversant with the legal position concerning pedicabs around the UK, so below are very brief details.
In London pedicabs are classified as Stage Carriages under Section 4 of The Metropolitan Public Carriage Act 1869. This classification was upheld in the High Court in 2003 (R (oao) Oddy v. Bugbugs Ltd) . As such pedicabs can legally ply-for-hire in any street or place within

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Greater London. The licensing provisions in Section 6 of the Act do not extend to Stage Carriages but apply only to Hackney Carriages.

Mr Justice Pitchford stated in 2003: *"I recognise that the consequence of this decision is that the pedicab plying for hire in London is subject to no licensing regime. That may be regarded as an unwelcome consequence. The first respondent (*Bugbugs*) has submitted to the London Public Carriage Office a draft strategy for pedicab regulation and it is anticipated that a scheme will be prepared within the next few months. I comment only that unless my decision is wrong in law, primary legislation will probably be required".*

The Licensed Taxi Drivers' Association sought leave to appeal the above decision in the House of Lords and approached Transport for London to join them in the appeal. Transport for London declined in 2003 because they regarded the High Court decision as being sound.

In 2006 Transport for London then sought a Declaratory Judgement in the administrative court to overturn the above judgement, which if successful, would have changed the classification of pedicabs from Stage Carriages into Hackney Carriages. The proposal, after a Public Consultation, was to then license pedicabs as Hackney Carriages under S6 of the Metropolitan Public Carriage Act 1869. However, as stated at Opposed Bills Committee in the Lords (LLA & TfL (2) Bill HL), TfL abandoned the case on the basis that after all it was inappropriate to license pedicabs in this manner. Counsel for the Promoters:

346. MS Lieven QC: The position is that when this clause was drafted and the Bill was deposited it was based on an assumption that pedicabs would be subject to the Hackney Carriage Licensing regime because at the time of the deposit of the Bill there was litigation going through the courts about the issue of whether pedicabs fell within the Hackney Carriage Licensing regime, and the assumption was that that litigation defined that they were and therefore these clauses would proceed on that basis.

347. However, Transport for London, who were a party to that litigation, have recently decided that it is not appropriate to pursue the course of licensing pedicabs under the Hackney Carriage Licensing laws, and the litigation is not being proceeded with. In essence, my Lords, that is because the view has been taken that the pedicab industry, if I can put it like that, should be given the opportunity to adopt a voluntary registration code before there is any further consideration of whether they should be subject to statutory regulation. Further, Transport for London did not think that the Hackney Carriage Licensing regime was actually particularly appropriate to pedicabs, even if they had proceeded with the litigation and had been successful.

(*Hansard minutes of evidence March 10th 2009*):

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Outside London pedicabs are classified as Hackney Carriages. Pedicab operations have largely been thwarted because of the difficulties in transposing hackney carriage regulations in order that they may apply equally to pedicabs. This we understand has been achieved in very few instances indeed, but in cases where pedicabs do operate as hackney carriages, the regulations have somewhat 'skewed' in order to shoehorn them into the regulations. Many local authorities, some of which have been very keen indeed to set up or endorse pedicab services, have simply said 'no' or given up on the basis that it is too difficult.

In Scotland again the law is different and pedicabs are operating successfully in Edinburgh and other cities in Scotland, licensed by local councils by means of Street Trading Licences. This has been reasonably successful and does provide a modicum of control. However as far as we are aware street trading regulations do not extend to mandatory insurance, conditions of fitness for pedicabs and other measures one would expect of a formal licensing regime.

Political

The DfT, TfL, the Public Carriage Office, Mayor's Office, and Westminster City Council (WCC) have for many years concurred with the pedicab industry view that licensing and hence new legislation is required, but have ultimately ignored it and the issue has simply been bounced around between authorities.

The focus, particularly on behalf of Westminster City Council, has been on civil enforcement of parking, stopping and moving traffic regulations.

The Licensed Taxi Drivers Association (LTDA) and other taxi groups and unions have conducted robust media and lobbying campaigns since 1998 to ban pedicabs and eradicate the perceived competition. This included the private prosecution against Bugbugs Ltd and two riders 2003 (R (oao) Oddy v. Bugbugs Ltd).

There have been attempts, using essentially the same drafting of legislation in each case - a rack of civil enforcement measures, in two private LLA & TfL Bills, and government bills - The Road Safety Bill, The Local Transport Bill and The GLA Bill, all of which have failed.

The LPOA also managed to get some Clauses tabled in the above three government Bills, which would have legislated for the licensing of pedicabs by local traffic authorities countrywide, but this initiative also failed

The big problem has been that in no case (apart from the LPOA clauses tabled, in which the Secretary of State would give the power to local traffic authorities to license pedicabs)) were there proper licensing provisions, but simply a Registration Scheme in one form or another, which would have allowed the authorities to issue automatic Penalty Charge Notices (PCN). As we understand it from the Lords Opposed Bills Committee in 2009, it is not acceptable to introduce a Registration Scheme in the name of traffic enforcement.

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The key issue with the Clauses for the pedicab industry in both LLA & TfL Bills was that in effect pedicabs would not be able to stop or stand and ply-for-hire virtually anywhere without attracting a PCN (often issued automatically using camera technology). This, amongst other things was recognised by the Committee (and the government) in the Commons at the Opposed Bills Committee of the first LLA & TfL Bill in 2005 and hence the Clause was deleted.
As mentioned above, the matter became rather more complicated in the LLA & TfL (2) Bill [HL] because initially the draft pedicab Clause assumed that by the time the Bill reached parliament pedicabs would have been re-classified as Hackney Carriages as a result of the litigation being pursued by TfL, also discussed above under 'legal'. This litigation was abandoned shortly before Committee in the Lords as per the Hansard extract above.
If TfL had been successful with the litigation, in theory Pedicabs Ranks would have been a requirement (within the Hackney Carriage licensing scheme), and which would of course have mitigated one of burning issues of pedicabs standing and plying-for-hire. However we have strong anecdotal evidence that if TfL had been successful there was in fact little or no intention of actually proceeding with licensing pedicabs as hackney carriages. If we were correct in this suspicion then of course pedicabs would have become illegal hackney carriages overnight and there would have been an option on this basis to clear pedicabs from the streets.
We will probably never know whether indeed this exercise was an elaborate sham or a genuine attempt to license pedicabs, but our experiences, articles in the press and discussions with parties 'in the know' strongly suggest the former!

The result of the above was that the Promoters of the LLA & TfL (2) Bill [HL], were left with the so-called Voluntary Arrangements Approved by the Mayor, and the pedicab industry fully engaged with the drafting of that Scheme. The Promoters proposed that for those pedicab operators signing up to the Scheme, which included requirements such as insurance, pedicab Standards, rider training and various other operational criteria, pedicab ranks would be installed throughout Westminster to be used exclusively by those joining the Scheme. The pedicab industry was broadly in agreement with the Terms of the voluntary scheme and totally in agreement about the necessity for the provision of pedicab ranks. However we were concerned about the lack of provision of ranks outside the key areas in London's west end and more particularly other London boroughs. The other issue was the 'Henry VIII' Clause which would have allowed WCC / TfL to make regulations by way of Statutory Instrument (S.I.) with no scrutiny by parliament. This was amended by the Lords Committee (amongst other things) to ensure that any SI would be subject to annulment pursuant to a resolution in either House. This potential little 'trick' was therefore thwarted by the Committee.
We subsequently worked with WCC for more than two years on reaching agreement on the various aspects of the Scheme. However each time we neared an agreement WCC moved the goal posts so it became virtually impossible to settle on the Scheme. Moreover the actions needed on behalf of WCC with regard to the pedicab ranks ground to a halt. Signs approval from the DfT was granted, with considerable work being done by the industry in identifying potential sites for ranks in appropriate and strategic positions but that appears to be where the

initiative ended. WCC were required to carry out a public consultation as to the siting of ranks but this never happened, further indicating a great reluctance to go through with the plans for ranks outlined at Committee in the Lords.
Extraordinarily, in early 2012 WCC decided to abandon the pedicab Clauses in the Bill. The undertakings by WCC in parliament to install the pedicab ranks finally evaporated which of course were intrinsic to the Scheme we had been working on for so long. As said, there was little appetite to install these ranks (on behalf of WCC) anyway, and also with the Lords Committee amendment, which would require parliamentary scrutiny of any regulations introduced by S.I., WCC back-pedaled very swiftly!
Without this amendment, S.I.s could have been used to unilaterally introduce any number of potentially pernicious regulations.
Despite many recent meetings with TfL and the Mayor's office there remains a great reluctance to fully engage with the LPOA to resolve the prevailing problems. It is thus left to the LPOA to attempt to improve the wider industry, which has for so many years been allowed by the authorities to flourish with zero controls of almost any description in place.

Quasi-Regulation and enforcement
We have had a good relationship with the police over the years and the lack of any regulation also has an impact on them in terms of what regulations they can / cannot enforce with regard to pedicabs as vehicles and the riders. They have no powers in relation to lack of insurance, lack of training for riders or a pedicab that might not be fit for purpose for carrying passengers. They only really have the very limited Cycle Construction and Use and Lighting regulations, which are unclear with regard to pedicabs or indeed other three or four-wheeled cargo or work bikes. The police are limited to moving traffic regulations applicable to cyclists and wilful obstruction of the highway. The police are also very much in favour of pedicab ranks in sufficient numbers at strategic places so as to avoid pedicab standing and plying-for-hire at what are sometimes inappropriate places. With ranks in place (exclusively for those operating as fit and proper businesses as discussed elsewhere in the document) there would be clarity about where a pedicab can and cannot stop / park. Moreover, with some kind of legislation in place they could also deal with lack of insurance, training, poor quality pedicabs etc.
At this date, we are setting up our own Scheme in London, in association with the Metropolitan Police, whereby the LPOA have designed a 'Registration Scheme' of our own. Only operators, riders and pedicabs that meet certain criteria, eg insurance cover, training, LPOA 'approved' pedicabs + a range of other signed documentation (Code of Practice for Operators and Code of Conduct for Riders) will be registered on a computer database. This Scheme will raise the bar considerably in London and we are hoping that more operators and riders will be encouraged to get their acts together to achieve these new Standards. The database information will be shared with the police so as to help them draw a clear distinction on the streets between responsible operators / riders, and rogues unwilling or unable to comply with the terms of our Scheme. This will also provide clear identification (riders carry photo ID and pedicabs have a unique LPOA number plate linked to frame number) where necessary for enforcement purposes. We will also

conduct a public relations campaign (hopefully TfL will engage with this) to inform the public and persuade potential passengers, advertisers and events organisers to use operators, riders and pedicabs in the Scheme. This might further encourage others to improve their game.
At this date we have only just started this process, but are optimistic that with good cooperation between the LPOA and the police, which is what we are expecting, we can help to resolve some of the difficulties being experienced in London.

The Future
Considering the history of this issue it must be clear to all that we need to stand back and start again by taking a common sense view of this issue. Rather than trying to shoehorn pedicabs into existing legislation or find other clever arguments in the courts, this is an opportunity to harmonise any regulation that might apply to pedicabs countrywide.
Considering the fact that pedicabs are essentially cycles and therefore relatively benign, we propose the introduction of relatively light-touch legislation, giving rise to appropriate and fair regulations applicable to pedicabs. The Secretary of State could give the power to local traffic authorities to license pedicabs by way of secondary legislation subject to certain conditions set out by parliament. I'm sure that at this stage The Law Commission isn't concerned with the detail, but following is a very broad outline of the issues that should be considered by a local traffic authority when making regulations for the operation of pedicabs:

Pedicabs
There is currently no Standard for pedicab construction or design apart from the Cycle Construction and Use and Lighting Regulations. We understand that the Department for Transport is currently carrying out a scoping exercise on this matter (perhaps in collaboration with VOSA and BSI). There are some straightforward criteria which should be included:
Two independent braking systems
Passengers should face forwards and be seated in a cab behind the rider
Safety passenger lap belt installed
Full lighting sets hardwired including brake lights and indicators
Safety hand-bars in front of the passengers (to assist passengers embarking / disembarking)
Tyres specified to carry a certain weight
Electric Assist is currently the subject of a Consultation of behalf of the DfT to decide whether or not to harmonise the UK Regulations with the EU Regulations regarding Electrically Assisted Pedal Cycles. Our view is that Electric Assist (EA) allowed to the extent of the EU Regulations (250W maximum power + a pedalec controller whereby power is only available if the rider is peddling) represents an improvement for pedicabs since it provides assistance on starting-off and when travelling up hills. The EA does not otherwise improve speed capabilities.
Manufacturer Product Liability insurance in place

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Conditions of fitness
Clearly pedicabs must be subject to regular maintenance and safety checks. Clean and presentable at all times

Identification
Unique ID number (linked to pedicab frame number) similar to car registration plates for ease of identification and hence accountability.

Operators / Owner-Operators
Evidence that Operators (and Owner Operators) are set up as fit and proper businesses or self-employed people as one would expect of any other business activity.

Riders
Pedicab riders tend to be young fit individuals working on a seasonal basis although in London there are some 'career' pedicab riders (the oldest being 68!). Some will be students, others on a career break or cycling enthusiasts enjoying being part of an environmentally friendly transport option.
Most will be self-employed
All should carry a photo ID Card for accountability and to give reassurance to the public.
Riders should be trained by an accredited instructor to attain proficiency to the National Cycling Standard Level 3 + an additional Pedicab Module (both devised by the CTC – the National Cyclists' Organisation)

CRB Checks
Since pedicabs are slow-moving, operate in busy inner city areas and are unenclosed we do not regard a CRB as being necessary. You will see from the supporting documents to this submission (and I have many more examples in minutes of official meetings) that there are varying views on this issue but on balance CRBs have not been regarded as being necessary.

Medical Checks
A certificate from a GP indicating that an individual is fit, healthy and physically able to ride a pedicab

Insurance
3rd Party Public Liability Insurance should be in place covering property damage and personal injury to any 3rd party to £10M for any one event.

Fare Structure
In London pedicabs currently operate as Stage Carriages whereby they charge single and separate fares per person (as prescribed in the legislation). This is a perfect fit for pedicabs since

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it clearly requires more effort on behalf of the rider to take two or three passengers than it does to take one.
Fare guidelines should exist eg £3.00 per person per mile or suchlike, and fares should be agreed with passengers prior to embarking on a journey.

Traffic Management
Pedicabs should adhere to Highway Code and be subject to all moving road traffic regulations applicable to cyclists.

Pedicab Ranks
This has been the burning issue in London and is one that needs to be addressed. Pedicabs have a much smaller footprint that most motor vehicles, so pedicab ranks can be positioned in places inappropriate for motor vehicles. Riders should be with their vehicles at all times when working and as such can easily move should it be necessary.
It is important for the public to be aware where they can reliably find a pedicab in the same way as they can for taxi ranks.

The Knowledge
Since pedicabs operate in relatively small areas and make relatively short journeys, local knowledge is very quickly achieved. A straightforward local area knowledge (perhaps included in training programmes) could be developed easily by any licensing authority if indeed this was deemed to be necessary.

Summary
We trust that the above gives The Law Commission some flavour of the almighty and disproportionate challenges that have been faced all round. It has been a game of cat and mouse – which side can litigate or legislate in their favour first – the pedicab industry, the authorities or the taxi industry?
Pedicabs do in our view need some new legislation to overcome the differences in the law applicable in London and the rest of the UK. Nearly all modes of transport are regulated to some degree, and as has been exemplified in London over the years, there does need to be some element of regulation to ensure that basic measures are in place to protect as much as is possible the public. We do not think that these regulations should be overbearing since pedicabs are essentially cycles and do not expose the public to the same potential dangers as motor vehicles or other taxi services. A common sense approach is required whereby pedicab services are seen as what they are – an environmentally sustainable transport option in appropriate areas, for relatively short and pleasurable journeys!

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We will be very pleased to discuss this further as The Law Commission makes progress with the consultation. We will also be able to report on the progress of the new Scheme we are currently introducing in London, which may help to inform how the industry (and potentially legislation) might develop in the future both in London and elsewhere.

Chris Smallwood
Spokesman
For and on behalf of The London Pedicab Operators Association

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August 2012

Further references

Public Consultation on Licensing Pedicabs as Hackney Carriages (2006 TfL)
Responses to the above Consultation (2007)
GLA London Assembly Transport Committee Report on Pedicabs (2005)
SKM Report on Pedicabs prepared for The Public Carriage Office (2004)
TRL Report (2002)
TfL Pedicab Market Survey (2009)

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Date: February 2013

The Law Commission
Consultation Paper 203
Reforming The Law of Taxi and Private Hire Services
Supplementary Consultation Response

Dear Hanna

Further you our recent telephone conversation, we would like to update The Law Commission on various developments with regard to pedicabs since our original submission to Consultation 203 in August 2012.

The LLA & TfL (2) Bill [HL] Pedicab Clause 17)
The Law Commission will be aware that in 2012 the Promoters of the above Bill abandoned the Pedicab Clause 17.
The Petitioners made a claim for costs under The Parliamentary Costs Act 2006 against the Promoters, at the Opposed Bills Committee in the Commons. (*Hansard 6th November 2012*)
In the submission we describe: the history surrounding the pedicab Clause; the undertakings made by the Promoters on the provision of pedicab ranks (intrinsic to the Arrangements Approved by the Mayor); and the reasons why industry were circumspect about TfL's initiative to license pedicabs as Hackney Carriages (TfL minutes 19th May 2009 attached indicate that we may have been correct).

Press Release – The Mayor's Office / Transport for London 14th December 2012
We have attached a copy of the above Press Release. It seems from the first page that TfL and the Mayor's Office anticipate that The Law Commission will give them an opportunity to ban pedicabs, which is something that we didn't glean from the Consultation brief.
All the issues raised in the release would be appropriately addressed through regulation. It seems to be rather odd that over many years all the London authorities, and statements made in both Houses of Parliament, have been clear that regulation is the answer. TfL as the licensing authority is more than able to administer an appropriate licensing scheme for pedicabs, as are local traffic authorities around the country. Our understanding is that The Law Commission's objective is not to provide a mechanism to ban pedicabs, but rather to draft a Bill to make uniform provisions for the fair and appropriate licensing of pedicabs across the country.

Written Answers to Mayoral Questions
Pedicab Legislation (1)
Question No: 138 / 2013

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Jenny Jones: *Can you please provide the evidence and research done by Transport for London for supporting an assertion that Pedicabs are unsafe?*

Written response from the Mayor

The Mayor: *In December 2012, TfL responded to the Law Commission's consultation 'Reforming the Law on Taxi and Private Hire Services[1] stating that pedicabs should be brought within the regulatory framework for taxi and private hire vehicles. This was on the basis of a number of factors, including safety concerns for both passengers and other road users.*

These concerns are illustrated by the following:

* *Between October 2011 and 13 September 2012, 823 police warnings were given and 355 arrests made, for contraventions of the law by pedicab riders for unsafe and illegal behaviour including riding on the footway, obstructing traffic and riding dangerously*

(LPOA Comment: Regulation, including the provision of pedicab ranks and the resultant accountability intrinsic to Regulation would quickly resolve this issue. It must be said that due to the costs of defence many see it as being more expedient to plead 'guilty' to an offence and incur a fine rather than suffer the long wait for a hearing and the loss of use of the pedicab for long periods of time. The reality is that where riders have engaged legal representation, an overwhelming majority of cases have been dismissed by the courts. Prosecutions in the main were under The Metropolitan Police Act 1839 for offences which would be mitigated by the provision of pedicab ranks. This has been recognized by TfL and WCC yet no action taken to provide ranks, and hence mitigate the parking and stopping difficulties.

* *Due to the unregulated nature of the industry, pedicab riders are under no obligation to have their records checked with the Criminal Records Bureau (CRB), highlighting the potential for ongoing law-breaking and putting pedicab passengers at risk*

(LPOA Comment: CRB's are likely to be required in a regulatory regime and are accepted by the industry should they be deemed to be necessary)

* *In 2004 the Transport Research Laboratory (TRL) undertook research on the safety of pedicabs used in London. The research focussed particularly on an evaluation of passenger safety. The key findings from the research were as follows [3]The passenger department would provide*

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little or no protection in the event of almost any accident and was likely to put the passengers in as much danger of injury in the event of an impact with a motor vehicle as if they were pedestrians.[2] Also, it was also noted that [3]the lap belt provided with the pedicab would be unsuitable to restrain a child due to the loading it would apply to the child[1]s abdominal region and the resulting injuries it could cause.

(LPOA Comment: This report was commissioned by the Licensed Taxi Drivers' Association to support of their stated aim - to ban pedicabs. Subsequently, a pedicab was fully examined by VOSA and a Ministers Approval Certificate was issued. Clearly they were content with all the features of the pedicab including lighting, braking, construction, safety belts, stability and passenger safety) We can provide a copy of the certificate on request.
TfL in turn carried out an extensive study when consulting on licensing pedicabs as Hackney Carriages. Concerns were not raised about safety in the Consultation or in the Consultation Public Responses (submitted in our earlier submission) other than the need to set a Standard for pedicab construction and safety attributes eg dual braking systems, safety belts, full lighting etc

** As there is currently no British Standard Institute (BSI) standard for pedicabs, there are no controls in place to guarantee the road-worthiness of the vehicles.*

(LPOA Comment: BSI have proposed that they can produce a British Standard for pedicabs (cost circa £30 and 60K), which could be used amongst other existing Regulations to produce a robust Standard with which pedicabs must comply under a licensing regime. TfL and the DfT (both have copies of the BSI proposal) have to date declined to take up this proposal. Alternatively VOSA are able to inspect pedicabs but as a Government agency would need instructions from the DfT which to date have not been forthcoming)

On this basis I am of the view that pedicabs fail to provide a safe mode of passenger transport.

(LPOA Comment: this view is not borne out by the facts. In 14 years as far as we're aware there has not been a fatality or serious accident or injury involving a pedicab in London. Attached are two recent TfL reports which do not support the Mayor's assertion that pedicabs fail to provide a safe mode of passenger transport. Indeed the reports show that pedicabs are in fact a very safe mode of transport. Regulation would of course further enhance safety and accountability and significantly raise overall standards.
***

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The LPOA Quasi-Regulation Scheme and Enforcement

Throughout 2012 the police were using the Metropolitan Police Act 1839 S54 (6) to arrest riders and seize pedicabs for 'standing longer than is necessary' (obstruction) and in some cases 'furious riding'.

The LPOA worked on a Registration Scheme in consultation with the Metropolitan Police as discussed in our original submission. This Scheme comprises all the key elements one would expect of a regulation scheme, and we engaged Counsel for an Opinion, which provided legal endorsement for the mechanism of the Scheme and the advantages for industry members in signing up to the Scheme. In short, Scheme members have to achieve certain Standards (details enclosed) in order to enrol on the Scheme.

The idea is that we serve the information (on riders, pedicabs and operators) recorded in the database, to the Metropolitan Police. This gives the police reasonable certainty about the identity of the rider (photo ID with unique LPOA ID) and the owner of the pedicab (unique LPOA number plate). As such Counsel advises that it would be unlawful for the police to arbitrarily arrest riders / seize pedicabs. The Scheme provides for no concessions or immunity to enforcement under the Road Traffic Act 1991, the Road Traffic Regulation Act 1984 or for wilful obstruction under S137 of the Highways Act 1980.

The simple 'carrot' with this Scheme is that in the event of an offence being committed the rider will not be arrested and the operator's pedicab will not be seized. However, the rider would rightly still be prosecuted for the offence.

As discussed in our first submission to this consultation, we worked throughout 2012 with Met police officers on this Scheme. We are currently awaiting a further meeting with officers and a Chief Superintendent in Westminster to finalise the arrangements. We will advise the Commission of the outcome in due course.

Summary

The regulation of pedicabs has become an increasingly hot political potato!

We submit that the prevailing problems manifested in London are as a direct result of the inertia on behalf of the London authorities, who through the intense political pressure from the taxi industry have failed, after 14 years, to achieve any degree of regulation whatsoever.

This is no different to the politics surrounding the Private Hire industry prior to licensing. The legislation quickly solved the problems in London as exemplified by the high quality of the vast majority of PHV services today.

It's difficult to see how there are fundamental or intrinsic problems with pedicab operations if they were to be properly regulated. The demand from the public is very strong, and the unregulated industry has grown to meet that demand. All the objections made by the opponents of the industry would be addressed through regulation.

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Please do not hesitate to contact me if you'd like to have any further information

Chris Smallwood - Spokesman
For and on behalf of The London Pedicab Operators' Association
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Further references attached
* Press Release – The Mayor's Office 14th December 2012
* LPOA Registration Scheme + Counsel Opinion with regard to the Scheme.
* CTC (National Cyclists' Organisation) pedicab (work bike) training module to supplement the National Cycling Standard Level 3
* LAAU Reports – collisions involving pedicabs x 2 (up to 30th Sept 2012
* TfL Surface Transport 19/5/2009

TfL Pedicab user survey- additional analysis
January 26, 2009
Prepared by TfL Customer Research

Note on methodology:

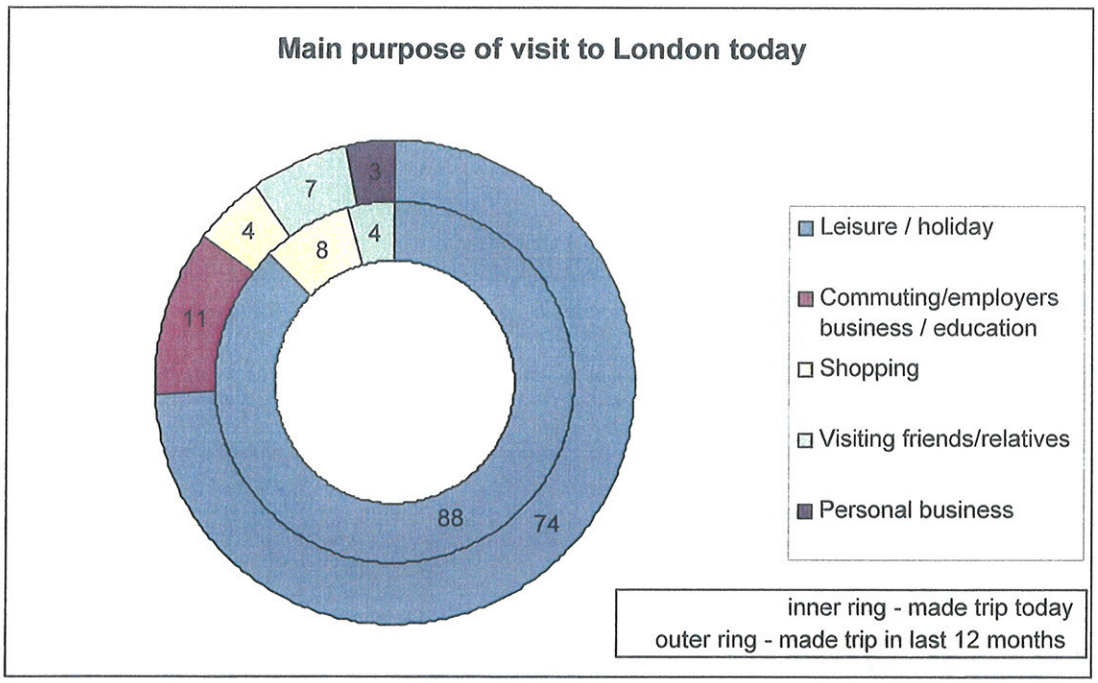
Please note that whilst these findings are completely accurate in terms of data collection, entry and analysis (of our survey sample of 113 respondents), these results are only indicative of the wider population of pedicab users. Results based on a sample of this size therefore need to be interpreted with care.

Main Findings

The majority (70%) of respondents in this survey were from London (within the M25). This result, together with the finding that 5% of Londoners have taken a pedicab in the past twelve months (source: Synovate Regular Research Slot Omnibus, January 2009, n=844), appears to support the theory that the bulk of London pedicab users are Londoners rather than tourists.

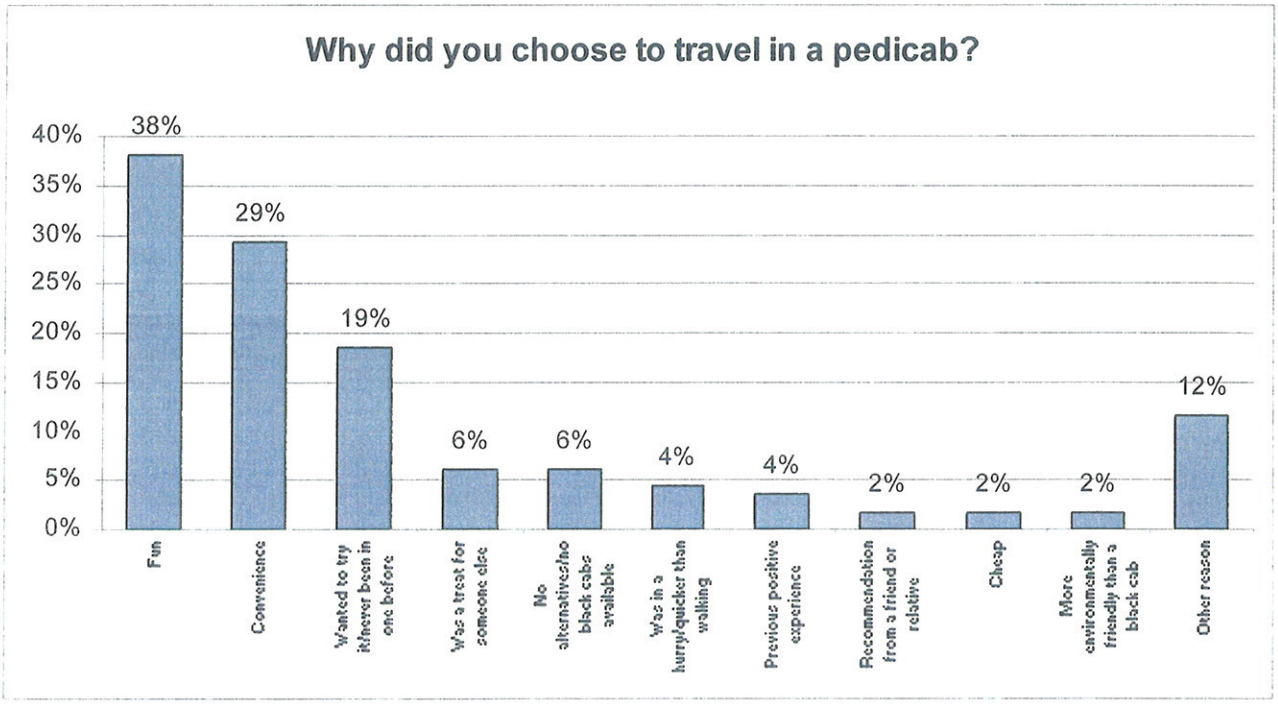
Journey purpose

Respondents were asked for the main purpose of their visit to London on the day of the interview. Of the 113 completed interviews, 24 had used a pedicab on the day of the interview, and 89 had used one at some time in the previous 12 months. The question is therefore more relevant to the 24 who had used a pedicab on the day of the interview. Both groups are shown in the graph below:



Reasons for using pedicab

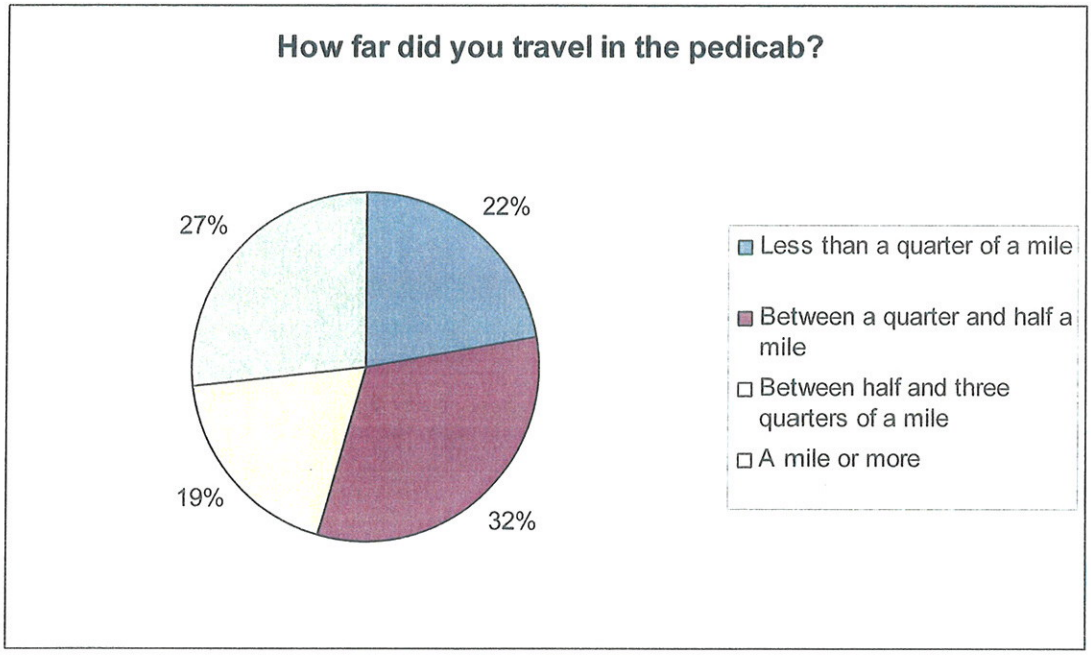
The main reasons given for using a pedicab were fun (38%), convenience (29%), and wanting to try it (19%).



Results for those who had made the pedicab journey on the day of the interview versus those who had made a pedicab journey in the past 12 months are similar except that the former group are somewhat more likely to have taken a pedicab because they wanted to try it or because it was a treat for someone else.

Distance travelled

Most journeys were perceived as being less than a mile.



Cost of journey

The average reported journey cost was **£11.14**; however the 24 people who made the journey on the day of interview reported an average cost of **£9.26** compared to **£11.67** amongst those who had travelled in a pedicab in the last twelve months.

Satisfaction with Value for Money

Very similar ratings were given by people resident in the UK and those resident abroad, however, people who had made a trip on the day of interview scored 74 for VfM compared to 67 for those who had travelled in a pedicab in the past twelve months.

Overall Satisfaction

Again, those who made the journey by pedicab on the day of the interview gave a higher satisfaction rating (80) than those who had travelled in a pedicab in the past twelve months (75).

Reasons for dissatisfaction

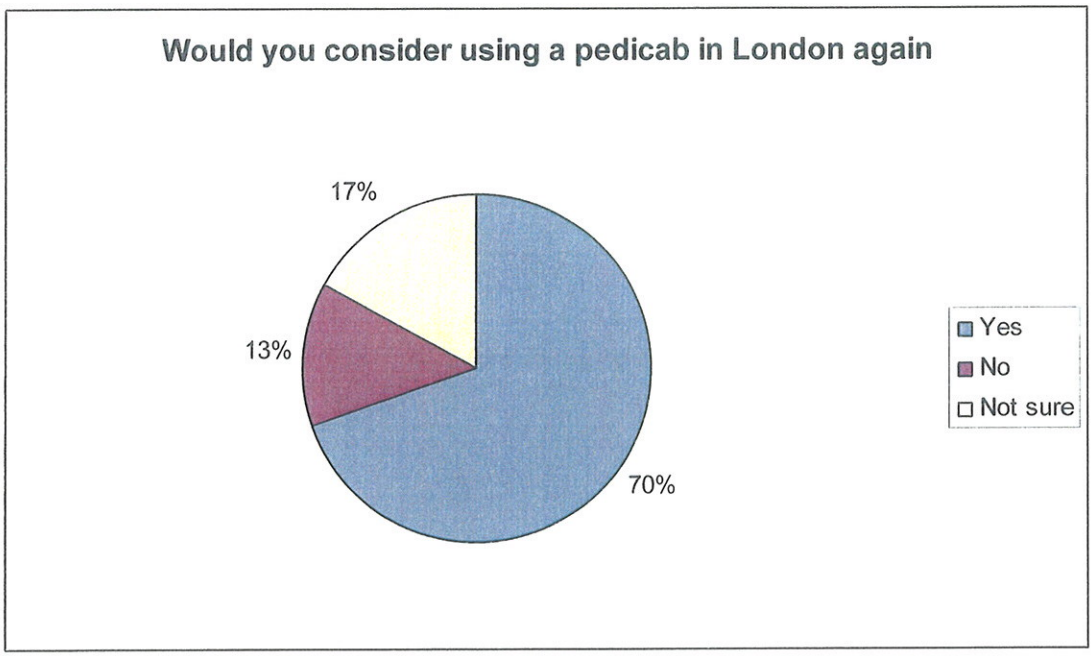
People who gave a score of 6 or less for overall satisfaction were asked what the main and other reasons were for their dissatisfaction.

"Too expensive" was the reason given by 15 of the 19 people who answered this question.

None of the non-UK residents gave a rating of 6 or less for overall satisfaction and therefore were not asked this question.

Likelihood of using again

Over two thirds of pedicab users would consider using one again. Users from outside the UK are slightly more likely to consider re-using than those from within the UK, however this is only directional in nature because of the very small base size.



Caroline Pidgeon AM
London Assembly Transport Committee
City Hall
The Queen's Walk
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SE1 2AA

1st July 2014

London Assembly Transport Committee Investigation into taxi and private hire services in London

Dear Caroline,

Thank you for inviting the taxi industry to submit its views as part of the assembly's investigation into taxi and private hire services in London.

The following input is submitted by a number of stakeholders in the licensed taxi industry, which we shall refer to as the London Taxi Partnership (**LTP**). We have chosen this approach as (a) it enables the assembly to consider one joint response rather than numerous separate submissions and (b) much of the taxi industry is in agreement on many of the issues that affect the passenger experience of taxis.

The London Taxi Partnership comprises:

- **Computer Cab plc** – a leading licensed taxi circuit providing taxi services to the public as well as to corporate clients and public sector services. Part of the global ComfortDelGro transport Group.
- **Dial-a-Cab** – a leading licensed taxi circuit providing taxi services to the public as well as to corporate clients and public sector services for over 60 years.
- **Radio Taxis** – a leading licensed taxi circuit providing taxi services to the public as well as to corporate clients and public sector services and part of the Radio Taxis Group.
- **Cabvision Network Limited** – a specialist in providing payment solutions and media services to licensed taxis and their passengers

1. Background

Licensed taxis are part of London's public transport network.

The vehicles are all purpose built, wheelchair accessible, feature assistance for people with sensory and physical impairments and meet stringent regulations for conditions of fitness and vehicle emissions.

The drivers are all vetted to enhanced CRB level and all taxi drivers have completed the Knowledge of London test, requiring them to have learned all key routes and points of interest in London. That testing process now takes an average of 50 months to complete.

Taxi fares, as with the rest of the public transport network in London, are regulated and controlled by Transport for London and the public enjoy transparency and clarity on what taxis look like, and how they charge.

LTP believes that the public in London, whether residents, commuting workers or tourists, should continue to benefit from a well regulated, safe, assured, accessible and high standard taxi service that continues to adopt modern demands and technologies without compromising that sense of quality and assurance.

2. The Knowledge and supply of licensed taxi drivers

LTP believes that Londoners benefit from having a licensed taxi service where the drivers have extensive knowledge of the capital and its points of interest.

As one of the oldest, most convoluted and congested cities in the world, it continues to be vital that taxis, which are available for immediate hire, are driven by drivers with an advanced and immediate knowledge of how to get somewhere by the most efficient route.

That they should know where to go and what to do instantly upon becoming hired by the public in very busy and crowded thoroughfares, not only reduces congestion, dead mileage and emissions from taxis, but also protects vulnerable passengers from being overcharged in terms of fares and in terms of journey time. Despite countless assertions by politicians that satellite navigation has taken over from the knowledge, this is simply not the case.

Indeed the most regular gripe of all Private Hire users is that drivers slavishly follow the satnav which invariably takes in an inefficient route.

It is important that there is an on-going supply and steady growth of licensed taxi drivers to fulfil the demand from the public, from tourists, from businesses and from the public sector organisations that rely on licensed taxis. Over many years Knowledge testing has become a spurious way of creating an artificial barrier to entry of the industry. This has resulted in demand being supplied by lower quality Private Hire as a direct consequence.

LTP believes that maintaining the current high standard of Knowledge reassures the public that all taxi drivers have extensive knowledge of London's streets and points of interest and that any drop in training standards would be counter-productive. However, the current 50 months (average) it takes to be tested on the knowledge continues to stifle the supply of good quality drivers to drive the taxis that will transport the public in years to come.

Transport for London has made some reasonable progress in modernising knowledge testing marginally so as to become a more accountable process, but it still falls far short of any other, comparable vocational qualification. The structure of the knowledge testing means that a student, no matter how capable they are of completing the testing in a shorter period of time, is still compelled to pass through the testing regime with lengthy time intervals between examinations. This is completely contrary to the regulators authority under law, despite the fact that successive regulators have condoned this mismanagement for around twenty years or so.

It is widely accepted that the only reason such time constraints exist, is that it is the method by which Transport for London restricts the output of new drivers.

This is neither an acceptable way to manage what is a vocational qualification nor is it within the regulators authority to manage numbers under law. There is no other example where students of any such training must wait for a pre-ordained period of time before they can become qualified.

LTP believes that the public would benefit from a revision of the time knowledge students are compelled to take in passing their examination tests and that this can be achieved without lowering the current high standard whatsoever. Indeed the current situation was precisely predicted by members of LTP many years ago.

Recommendation: LTP propose that the current examination regime is reviewed, with a view to keeping the same level of Knowledge required, but removing the time constraints for each interim examination, and allowing knowledge students to take examinations when they feel they have achieved the required level of knowledge. In other words allowing candidates to pass through based on how quickly (or indeed how slowly) they have gathered the required knowledge standard but at their own pace.

In due course, without such reform, the public will be denied dynamically hailable taxis, driven by knowledgeable drivers, and will instead be forced to pre-book one of 67,000 private hire cars, driven by drivers with no formal training.

3. Immediate hiring of taxis

Most would agree with the assertion by LTP that the public in London benefit from being able to readily hail a licensed taxi from the street and, with tourists and residents/workers in London all understanding this method, it is vital this clear distinction remains unchanged.

It is the highly dynamic, readily available nature of taxis that makes them such a crucial link in the public transport infrastructure. The public can be assured that when they hail a taxi it will be fully wheelchair accessible taxi with a driver who has completed the Knowledge. It shall be on demand, they will pay a transparent and regulated fare and have the benefit of an efficient journey with access to bus lanes for expediency.

The law of compellability has also always applied to taxis- meaning the drivers must accept any hiring up to 12 miles within Greater London, or 20 miles from Heathrow Airport. Again, this exists solely to protect the public and provide certainty and assurance to vulnerable passengers.

LTP wholeheartedly support the recent recommendation by the Law Commission* to the Secretary of State that this be extended and potentially enhanced further.

In recent times however, the clarity of only being able to immediately hire taxis has been muddied by the fact that other services are allowing immediate hire of private hire vehicles, which is neither legal, nor is it conducive to maintaining the clear position that (for real public safety purposes) only taxis can be immediately hired.

Recognising the scope for confusion, the Law Commission makes several recommendations to the Secretary of State, all aimed at steadfastly reinforcing and bolstering this position, including:

- Maintaining the position that only taxis can be hailed and use ranks

- Ensuring that private hire vehicles can only be “pre-booked”
- A refined and statutory definition of pre-booking that would explicitly prohibit hiring a private hire vehicle ‘there and then.’ A more robust enforcement of the law prohibiting private hire vehicles accepting ‘there and then’ immediate hires
- More clear definition and distinction between taxis and private hire, so that the immediate hiring aspect of taxis is clearly understood by the public and protected in their interests.

Modern technology, especially in the form of smartphone apps, has led to a position whereby the public are inadvertently making immediate ‘there and then’ hires of private hire vehicles, under the “guise” of these being pre-booked journeys. Not only is ‘hailing’ a private hire vehicle illegal, but it also undermines the public’s assurance of being in a properly insured vehicle (if that hire is deemed to be illegal, the likelihood is the vehicles’ insurance is invalid).

More importantly, this undermines the publics’ trust and understanding in the nature of immediate hires.

LTP does not oppose smartphone apps; indeed the LTP members operate a number of such apps between them, but these all support immediate and pre-booking of taxis, within the confines of the law.

LTP feels that Transport for London is currently struggling to enforce what is clear legislation in this regard and risks confusing the public it seeks to protect by having such regulations surrounding immediate hires.

It is not in the public interest to allow them to make immediate hires of private hire vehicles where the drivers have no knowledge, drive inaccessible vehicles and may be in breach of the law by doing so.

Illegal plying for hire and touting among licensed private hire operators and drivers is rampant across London, seriously undermining Transport for London’s position as the regulator and enforcer of existing legislation that exists to **protect the public**.

It is quite unacceptable to have primary legislation that is there to protect the safety of the public not only being undermined by *licensed* operators, but worse that Transport for London turn a blind eye to such activity on a daily basis.

Recommendation: LTP would propose that the enforcement resources provisioned to TfL are significantly enhanced in order to afford Londoners proper enforcement of the legislation that is there to protect them. LTP believes that such additional resources would be self-funding by the fines and penalties such enforcement would undoubtedly yield.

4. Accessibility

Since 1996 the public in London have benefited from a 100% accessible taxi service. London has thus led the way in the world by having fully accessible taxis, available for immediate hire.

Modern taxis have wheelchair access, intermediate step access, high visibility aids, hearing aid induction loops and other accessibility features. Taxi drivers are expected

to be able to offer reasonable assistance and LTP members have undertaken Disability Awareness Training for taxi drivers since 2004. LTP supports the Law Commission recommendations to the Secretary of State that Disability Awareness Training be mandatory for all taxi and private hire drivers.

Again, as part of the London transport network, it's vital that members of the public enjoy the same ability to make immediate hires and pre-bookings of taxis as able-bodied people. It is to London's credit that there are 24,000 fully accessible vehicles available on our streets providing inclusion for all.

Currently fewer than 5% of the 67,000 private hire vehicles in London are accessible, and private hire operators have little incentive or inclination to improve this situation.

LTP believes the public deserve better and would like to see a greater focus on passengers with all forms of sensory and physical impairments.

While large parts of the Overground and Underground infrastructure will never be accessible, it seems a missed opportunity that the 24,000 fully accessible licensed taxis in London are not more closely integrated into helping to plug these yawning gaps in London's transport network.

Recommendation: Greater efforts should be made to make more of the estate of private hire vehicles accessible. Taxis should be used to enhance and support the less accessible parts of the London Transport Network.

5. Improving the convenience of cashless payments

LTP are firmly of the belief that Londoners and visitors to London have an expectation of being able to travel around London, a modern Capital, without needing to resort to cash. Many large cities around the world have already mandated the acceptance of card payments in taxis.

LTP, and most other taxi providers of repute, have long since invested in providing cashless payments in taxis and today all of the 5,000+ taxis operated by LTP accept credit and debit cards, including the latest contactless technology for 'tap and go' payments. Overall it is approximately still fewer than half of all the taxis in London that have full, PCI compliant card acceptance technology on board.

Over two years ago Transport for London engaged in consultation around mandating cashless payments in all taxis, but these plans appeared to collapse as TfL seemed to lose the appetite to drive the project to delivery. Retrospectively, TfL also took a retrograde view that they would consider allowing non-PCI compliant solutions, such as allowing drivers to enter passenger's sensitive card details into the driver's mobile phone. Such practice compromises the passenger's card data and should not be permitted.

The public deserve the right to be able to pay for taxi trips by card. In a recent TfL survey, 88% of passengers expressed they would welcome the option to pay by card in a taxi.

It is farcical that in 2014 they cannot do so. It is also lays TfL open to the risk of potential liability when the public are at risk by having anything other than PCI certified equipment, to ensure that their payment information and personal financial details are completely secure. The passenger must be offered nothing less then the security standards they are used to - with proper Point of Sale (POS) card

acceptance terminals with a printed receipt delivered as per any other normal retail experience. To undermine the public's trust by allowing taxi drivers to enter credit card details into their personal mobile phone is clearly not appropriate and puts the passenger, the driver and the credibility of taxi payment services, at risk.

Recommendation: LTP believes that TfL should now finalise details for mandatory card acceptance in taxis via proper POS solutions.

LTP also believes that the public now expects all modes of transport across the TfL network to share common payment methods, including Oyster. Five years ago LTP trialled Oyster card readers in the taxis, but TfL demonstrated little appetite in taking the trial further.

Londoners and tourists ought to be able to use Oyster as well as credit/debit cards across the whole estate of tube, bus, river and taxi services.

6. Environment, air quality and sustainability

LTP, along with most of the taxi industry, support the Mayor's intent to make London's air cleaner. Cleaner air is beneficial for everyone, including taxi drivers who spend many hours breathing in harmful particulates.

LTP wholeheartedly supported the new 15 year age limits when they were introduced and LTP have all introduced incentives and initiatives aimed at making their fleets greener and cleaner. LTP members hold ISO14001 Environmental Management Certification and between them have secured more than a dozen awards for environmental and sustainable initiatives.

However, LTP feel that TfL have not obtained a firm grip on the issues of environment and air quality and as a result the 'goalposts' continue to be shifted and the public are left at risk of not having the cleanest vehicles available to them.

In 2006 TfL announced requirements for taxis to reach Euro III standards, and approved retro-fit equipment to older vehicles. This initiative was plagued with complications, faulty equipment and illogical standards from the outset. Some equipment, initially approved by TfL, was later withdrawn, causing wasted expense and mass confusion. This has led to many people, not least taxi drivers, being highly sceptical of TfL's emissions and environment policy.

The result of previous policy decisions came with high additional costs to taxi drivers, which was passed onto the public in the form of meter tariff reviews. There is little evidence to show that this equipment made the vehicles any cleaner or more efficient than they were prior to the 'upgrade'.

Euro III was superseded by Euro IV and then the 15 year age limit for taxis was introduced in 2012. Now we are informed those goalposts are to be moved again, with zero-emission capable vehicles being announced as a requirement from 2018 and the ULEZ applying from 2020.

LTP supports the cleaner air initiative, it is in the interests of all who live and work in London. However, the strategy needs to be clear, balanced and set for the foreseeable future. Policies must also include private hire vehicles, otherwise the risk of the cost is disproportionately attributed to taxis and again the public will risk being left short of taxi supply.

The risk at present is that the gradual nature of ever tighter legislation, together with more and more expensive vehicle production costs, will dissuade drivers from buying new, cleaner taxis (because they do not know when the rules will change again) and thus deny the public from the cleanest possible vehicles.

The irony of the current approach is that taxi drivers are deferring the purchase of a new, cleaner vehicle, as they wait to see what the next round of regulatory change brings. The steep fall in drivers buying new Euro 5 vehicles since the Mayors' announcement on ULEZ demonstrates the current TfL policy is actually harming the move toward cleaner vehicles, rather than accelerating it.

The London Taxi Company is investing circa £250m in developing taxis that will meet the new air quality requirements, as well as enhancing accessibility, but with so much uncertainty on the long term regulatory future of taxis in London, such investment can be considered a highly risky strategy. In the end any uncertainty in the long term future risks ongoing investment in that industry, investment that will always provide improvements for the public that use the service.

Recommendation: LTP would welcome a long term vision from TfL, and would like to see a clear and concise 10 year (minimum) strategy in place. LTP would also like to see more financial support given to either the taxi manufacturers or the drivers to accelerate the production of cleaner vehicles. TfL should be actively seeking funding from Central UK and European grant programmes to help invest in giving London cleaner and greener vehicles.

7. Overall quality and regulation

LTP recognises that Transport for London is recognised as a leading example of how a transport authority can maintain standards and operate at a high level.

However, LTP do not believe this high standard of TfL is reflected in its regulation of taxi and private hire service currently and the public suffers as a result.

Currently the lack of any serious enforcement of legislation in London is placing the public at risk and making a mockery of the laws that exist to protect them. Illegal touting by both licensed and unlicensed private hire operators and drivers is rampant and evident across large parts of London every single evening, and this is allowed to continue unchecked.

Over the past decade TfL has overseen the introduction of 67,000 private hire vehicles, all licensed by TfL but with drivers with no knowledge (Albeit the 1998 Private Hire act clearly states that PH drivers must have some standard of knowledge) and no tangible skill sets, a poor quality and highly variable fleet of vehicles, zero requirement for accessibility and the ability to charge what they want when they want.

Meanwhile, taxis, which are heavily regulated, have strict limits on the types of vehicle that can be used, a 50 month average Knowledge testing cycle and heavy regulation on emissions, accessibility and other standards. The drivers are compelled to work at the set TfL tariff.

Under this regime the number of low quality private hire vehicles has soared (by a staggering 18% in the past year alone) and the number of licensed taxis has fallen, and continues to fall.

In this way TfL have overseen a mass rise in poor quality, loosely regulated services and a fall in high quality, tightly regulated services and this situation puts passenger safety at risk.

LTP is of the view that licensed taxis best represent the TfL goal- a well regulated, safe, assured, consistent service with regulated fares- just like buses and tubes.

Taxi services have been allowed to diminish by overbearing additional costs and requirements and the inability to curb the unchecked growth of low quality private hire services.

An archaic knowledge testing or examination system actively restricts how many drivers are able to provide taxi services, but meanwhile totally untrained drivers are allowed to pour into the private hire sector. The virtual 'there and then' hailing being permitted by TfL of private hire cars is only making this situation worse – blurring the lines further between taxis and private hire vehicles even more. A continual decline in standards there to protect the public is clearly against the will of the legislature.

LTP would like to see TfL make the most of a high quality, fully accessible taxi service, fulfilled by well trained and knowledgeable men and women and to afford the taxi service the same level of care and growth afforded to the rest of the transport network.

The knowledge should be reformed (not diluted) so that willing and capable individuals can start driving taxis as soon as they reach the required standard and the private hire licensing regime should reflect the interests of the public by requiring the drivers to reach a better standard than the current regime. The public are being presented with a rising flood of unskilled, untrained drivers who can charge whatever they want and are being denied a knowledgeable driver working at a regulated fare.

In summary, LTP believes the public is currently getting more of the poor service products that TfL oversees and the public deserves better.

Recommendation: LTP would like to see robust enforcement of the existing regulations by TfL and repeats its assertion that stronger enforcement should be undertaken and would be self-funding.

Also, LTP recommends that TfL halts the decline in standards and the 'race to the bottom' that is currently being followed by having close to 70,000 unskilled, low quality PHV cars on the streets and to raise the standard required by private hire drivers prior to licensing in accordance with the wish of Parliament under the 1998 act.

LTP also repeats its call for the Knowledge examination system to be reviewed, so that the same standard of Knowledge is maintained, but the constraints of a mandatory time lapse between examinations or tests must be removed. This would redress the balance by allowing well skilled taxi drivers to enter the market more readily, rather than their numbers being dwarfed by the massive growth in numbers of low skilled PHV drivers.

LTP again would like to thank the London Assembly Transport Committee for this opportunity to feedback, and we welcome further input going forward.

Yours sincerely

For and on behalf of the London Taxi Partnership:

Mr Malcolm Paice Computer Cab plc	Mr Brian Rice Dial-a-Cab
Mr Lee Da Costa Cabvision Network Limited	Mr Geoffrey Riesel Radio Taxis Group

References

* The Law Commission Review into Taxi and Private Hire Services in England and Wales presented to Parliament by the Lord Chancellor and Secretary of State for Justice. Published May 2014. Law Com No 347

Rachel Roscow

From: Mark White <markwhite21@hotmail.com>
Sent: 01 September 2014 17:29
To: Transport Committee
Cc: Caroline Pidgeon; Lucy Brant; Valerie Shawcross; Transport Committee; Darren Johnson
Subject: GLA: T&PH INVESTIGATION CONSULTATION. LCDC Response.

GLA: T&PH INVESTIGATION CONSULTATION-RESPONSE from the LCDC.

BACKGROUND

While the focus of this investigation is on taxi and Private Hire (PH) customer concerns and issues with regard to these services, this response comes primarily from the point of view of the taxi driver.

Directly or indirectly, the root cause of any concerns or dissatisfactions will be shown to rest with the regulator.

Taking a brief view of recent history of these two trades, there were few problems of supply or price of the London taxi service prior to the 1950s. However, the quarter century following WWII, was marked by unprecedented economic growth, allied to the creation of the welfare state and a vastly more equitable distribution of wealth than had previously existed. For the first time, the working classes enjoyed disposable income and as a result the taxi service ceased to be the province of the wealthy and demand grew rapidly.

The licensing regime was not equipped to expand the taxi supply quickly enough to meet the burgeoning demand for the service, mainly due to the entry barrier to new drivers known as the “Knowledge of London (KOL)”. This is the topographical requirement of taxi drivers. However, no demand will remain unmet in the medium term and this resulted in the “minicab” industry being created to exploit this excess demand. Passengers now had the option of using the taxi service or the unregulated minicab service.

There was a clear distinction between the two services. The relevance for passenger satisfaction was the recognition that the minicab represented a cheap, inferior and unregulated service as compared to the taxi service. Even more importantly, all actors understood that a minicab had to be pre-booked via an operator, either by telephone or by visiting the operator’s high street office.

However, by the 1990s, many minicab drivers began touting on the realisation that enforcement was almost non-existent. By the end of the 90s, virtually every late night venue in central London had a regular group of touts outside their door, accosting patrons and often intimidating both patrons and taxi drivers attempting to serve those patrons.

The situation changed quite dramatically with the regulation of the PH service during 2001-03, by which time the number of serious sexual assaults by minicab drivers had reached around 400 convicted attacks per year.

The Private Hire (PH) Act, 1998, driven by TFL, created a two-tier licensing regime for taxi and PH services. These regulations blurred the distinction between the two services, compounded by a continued lack of enforcement and LTPH's assistance to subvert the regulations to allow PH to offer services that should have remained the preserve of the taxi service.

The current situation is that while passengers generally understand the physical difference between a taxi and Private Hire Vehicle (PHV), there is possibly little understanding of the difference between the two services. Passengers recognise there are price differences between the two services while not fully understanding the reasons for any disparity.

Although it is said that passengers understand the physical differences between a taxi and a PHV, this is not completely so and in part, this is the making of the regulator. The public now largely distinguish one service from the other by calling taxis “black cabs” and PH “minicabs”.

Although the PH Act(London), 1998 says that PH may not use the word “taxi” or “cab”, singularly or In plural, on their own or as part of a word,the regulator advises PH operators on receipt of their licence that they may use the term “minicab”.

Clarity is also not helped by the largest PH operator, Addison Lee (AL), using an all-black fleet of taxi-like Multi- Person Vehicles (MPV). So, the minicab is black and the black cab is a range of colours. Many passengers consider AL to be taxis of a lower order than “black cabs” but a higher standard than “minicabs”.

This confusion of difference between the two services goes directly to the regulatory creation of a two-tier service. This is coupled to the regulator providing insufficient public information with regard to the distinction between services and a failure to enforce regulations. Indeed, the regulator has created illogical service distinctions and then compounded this byallowing PH to offer what should be regarded as traditional taxi services, without increasing the regulation of PH in line with the taxi service.

FARES & PAYMENTS

The question must be asked why 68% of passengers think taxi fares too high? It must also be noted that this may not mean they do not offer value for money. One possibility is the passengers’ unfair comparison with minicab fares. It is an unfair comparison because due to TFL’s creation of a two-tier taxi and PH regime, the two services face very different costs. Due to heavy regulation, the taxi service have passenger and wider safety issues internalised into the costs that largely dictate price to the passenger. Due to very light regulation, many of the costs internalised to the taxi service are externalised by the PH service.

The knowledge testing (KOL) of taxi drivers currently entails a mean of 51 months study for the All-London licence and 29 months for a suburban licence. (1)The knowledge testing of PH drivers requires a half day in a classroom, being examined on the ability to read a road atlas. This intellectual capital investment on the part of taxi drivers is imposed by the regulator and demands a premium over and above that of the PH driver price and creates a significant barrier to entry for prospective drivers.
This has implications for safety and safety costs.

The PH driver, through lack of topographical knowledge, has to devote part of his/her concentration on following an atlas or GPS. This is not a passive activity and the degree of concentration lost to a driveron busy London streets will be significant. This also applies to driving qualifications. The taxi driver is required to obtain an advanced driver qualification, whereas the PH driver is not.

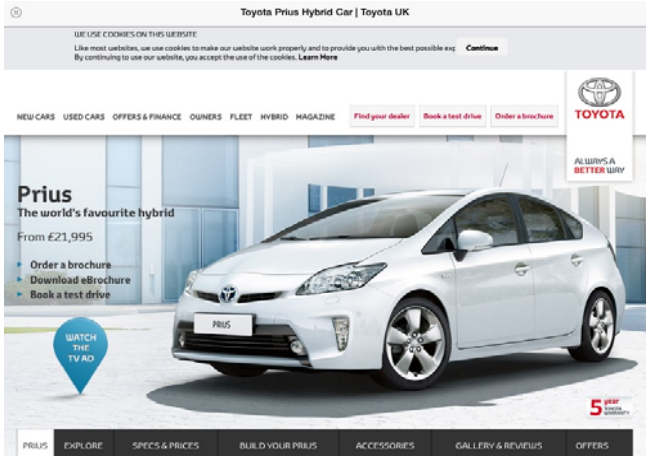
The combination of the two above aspects, ceteris paribus, will result in more accidents involving PHVs than taxis. Quantifying this is difficult as TFL attempts to do so were stymied by the Metropolitan Police Service (MPS) being unable or willing to supply the figures.

Thus, exempting PH drivers from the KOL and advanced driving testing reduces the costs of gaining a PH driver licenceand removes entry barriers but the resulting reduction in safety will produce additional costs that are externalised andtransferred to the general society via a greater number of accidents that involve the police, NHS, GP services, loss of work, etc. The general society effectively subsidises PH costs and fares of PH, while taxi passengers face the full costs of the service.

THE VEHICLE

The taxi service faces much higher vehicle costs than the PH service. PH may use virtually any production model car or MPV as a PHV. So many additional conditions are placed on a taxi – wheel-chair accessibility, for example – that a Purpose-Built Vehicle (PBV) is required, of which there are currently only two models available.
These additional vehicle costs imposed by the regulator on the taxi service only, results in the capital and running costs of a taxi being significantly higher than for a PHV. As an example, the current cost of PBV taxis are £34,995 and £39,999 respectively.

Two of the most popular vehicle choices for PHVs are the Toyota Prius saloon and the Vauxhall Zafira MPV. These models cost £21,995 and £21,225 respectively. Based on these figures, the mean capital cost of a PHV is almost half of those pertaining to a taxi. (Prices correct as 8th August 2014)



The maintenance and fuel costs are similarly reduced for a PHV.

Legislation and regulation ensure that there are safety aspects built into the PBV taxi that would be externalised in a free market, or discarded in a market dictated largely by price. The PH market is guided largely by price with much lighter regulation. The travelling public, to an extent, are protected from themselves in regard of the taxi service. However, this increases market price.

Not only has the regulator created a two-tier regulatory system where the resulting skewed costs ensure that the taxi service is unable to compete on price with the PH service, the regulator compounds this by failing to inform the public sufficiently of this regulatory disparity and thereby explain the reason for any disparity in price between the services.

Another possible reason for passengers thinking taxi fares are too high is the popular misconception that taxi drivers hold a monopoly and are protectionist. There is a justified tendency to believe that such a monopoly produces inflated prices and supernormal profits for the monopolist. However, the reality is that London's taxi service operates in a near perfectly competitive market, aside the fact that the regulator sets price rather than the market.

Taxi driving is non-exploitative of the labour involved as each driver operates his own business and can never have more than one driver, the owner of the business. This also ensures that no driver has enough market share to allow her distort or lead the market, unlike the situation with the PH service. Price is not totally insusceptible to consumer demand as the metered price is a maximum price that can be charged, rather than an absolute price. It is not uncommon for taxi drivers to agree a price below that of the meter, although this usually will apply to longer fares.

The PH service faces a market with the conditions of oligopoly.The large PH operators drive the marketplace within the service. There is opportunity for informal cartel pricing through market leadership by a few, large players such as Addison Lee (AL).
This creates an unequal arrangement between operators and drivers. The operator generally controls the driver and the larger the operator the more control they are able to exercise, to the point where the driver can hardly be regarded as self-employed.

The driver is required to work shifts dictated by the operator, lease a vehicle through the operator, along with the attendant insurance. The operator sets the price to the customer and also the price paid to the driver.

The main trade union of PH drivers is the GMB, who consistently complain of the working conditions and pay of PH drivers and not without good cause. The PH driver largely belongs to a vulnerable group as more than 80% of PH drivers are fairly recent immigrants into the UK. (2)

Tenuously classed as self-employed, the PH driver enjoys none of the rights of an employed person. Consequently, drivers may work up to six, 12 hour shifts per week and still not earn enough pay, after expenses, to allow them to live without in-work state benefits to supplement that income.

Yet, the operator AL produced a 2013 gross profit of £68.8 million on a turnover of £171.6 million. (3). This profit margin is due in part to an inadequate return to drivers. The operator's costs are being externalised from the market and transferred to the welfare state via in-work benefits.

Thus, any public perception of taxi fares being excessive may be informed by the misconception that the taxi service is a monopoly that allows the taxi service to charge more than PH. If PH fares are genuinely lower than taxi fares, it is not that they represent greater value for money but rather because all costs of the

taxi service are internalised and passed to the passenger, whereas many costs of the PH service are externalised as outlined above, safety, etc. Effectively, prices and PH operator profits are maintained by an effective subsidy from society at large and the oligopolistic market they operate within.

This may also be the reason for the stability of the taxi driver employment and instability of the PH driver. Also,why the taxi service is largely self-regulated,while PH drivers have scant regard for the regulations they are supposed to work under. Taxi driving is regarded as a “job for life”, as the intellectual capital invested in obtaining a licence means a holder does not give up the licence lightly, while approximately 40% of PH drivers do not renew their licence. (4)

There is no capital investment in obtaining the licence and the operators’ appropriation of driver labour results in low pay for the driver. In short, the PH driver licence has no value to the holder. Despite this, there is no shortage of new entrants to PH driving, in large part due to the absence of entry and exit barriers. The current 66,000 PH drivers have increased by approximately by 25% in the last nine years.

These assertions challenge a view that taxi fares are too high, compared to PH fares? Of course, it does not necessarily signify that they are not too high. It does signify that while taxi booking operators can only make minimal profits (less than 2% currently), the market mechanisms pertaining to the taxi service appear to be working efficiently.

Conversely, PH operators have undue control of their driver – suppliers and customer price. AL’s 40% gross profit margin (up from 6.25% in six years) signifies that supply and demand in this market is indisequilibrium.

CREDIT/DEBIT CARD PAYMENT OF TAXI FARES

Currently, approximately 75-80% of taxi drivers have the ability to process card payments. The regulator is currently considering making equipment to allow the acceptance of card payments for taxi journeys compulsory. Adding such a condition to the existing conditions of fitness for taxis would serve very little useful purpose but would add needlessly to costs and so increase fares. If there is a problem, it is driver reluctance to accept card payments, rather than an ability to do so. The regulator has the ability to enforce the card payment equipment but as card payments are not legal tender, it is unlikely that it is able to compel drivers to accept these payments.

Currently the equipment places no cost on the driver as charges are applied when a passenger pays by card. In this way, any payment for this service is the passenger’s choice and the cost falls only on the passenger using the facility.

If it were made mandatory for card-accepting equipment to be installed in taxis, the providers have already intimated that they will charge a period fee for this provision and the cost willalmost certainly be included in the cost-index and will increase fares overall, whether or not the passenger pays by this methodor not. Additionally, the imposition of this compulsion and the attendant increase in fares will still not guarantee that the customer will be able to actually pay by card, as this will still require the agreement of the driver.

Additionally, such a regulation placed on the taxi and not the PH service, would create yet another cost differential between the two services to the detriment of the taxi driver service and customers for negligible gain.

SAFETY AND SECURITY INCLUDING TOUTING

RICKSHAWS

There are many reasons why rickshaws should not be allowed to operate in London and no good reason why they should be allowed.

There is a fairly commonly held view that rickshaws are environmentally friendly. This is a myth. Although mainly pedal-powered, most have a battery that powers essential and decorative lighting, along with a noise-polluting music system.

Additionally, many of these rickshaws are clandestinely and illegally equipped with a battery to assist the illegal powering of the vehicle itself, rather than relying solely on pedal-power and transforming the rickshaw into a “motor vehicle”. While pedal-powered rickshaws may not be directly polluting, they cause secondary pollution as they are of a size that they cannot easily be passed by other road traffic, unlike bicycles. Traffic travelling at the pace of a rickshaw is far more polluting than travelling at normal roads speeds.

The rickshaw poses several safety problems. The most direct involves the vehicle itself. ROSPA were commissioned to testthese vehicles for safety and were forced to abandon the project as they could not allow their inspectors to be driven at speedsabove 5mph, due to safety concerns.

There is a growing lack of respect for other road-users and road rules and laws by rickshaw riders. Some common examples are two rickshaws travelling side by side along the highway, mounting pavements, travelling the wrong way along one way streets, ignoring traffic lights and stop signals. Road races are not uncommon where a group of passengers are divided into two rickshaws. Inebriated rickshaw passengers can often be seen hanging from the sides of the vehicle, arms akimbo.

Rickshaws are associated with less developed countries of the global south. Within these countries, rickshaw-driving is considered a lowly occupation. In a wealthy country of theglobal north, such as the UK, it is utterly degrading to use a human being in the same way as a beast of burden. To use the human energy of one person in order to transport other persons has no place in a modern, enlightened society.

Currently, rickshaws operate outside of the law as transport providers. The recently published Law Commission review of taxi and PH licensing has concluded that rickshaws operate as taxis. The point was made that not being motorised does not preclude rickshaws being classed as taxis. Therefore, they should either be licensed as taxis or banned. If they are to be licensed, consistency demands that they have a topographical knowledge of the area they are licensed for, some type of driving test and the vehicles subjected to a rigorous safety standard.

http://lawcommission.justice.gov.uk/docs/lc347_taxi-and-private-hire-services.pdf

SAFER TRAVEL AT NIGHT (STaN)

While STaN policy has had a positive effect on passenger safety in many areas, it also has some negative aspects. This may be due to a narrow, if justified, focus on serious “stranger” sexual assaults in London. Immediately prior to PH licensing, there were almost 400 such assaults committed by minicab driversand touts, who often are one and the same. PH licensing andSTaN were responses to this problem.

One of the major initiatives of STaN was the marshalled taxi rank. This funding comes from the ranks budget. While marshalled taxi ranks have undoubted benefits, funding may be better spent on adequate enforcement and/or new rank placements. As for PH, STaN was the instigator of “satellite” or secondary PH operator premises. These are areas within venues where the PH operator can accept bookings from patrons of the establishment. In theory, this was a sensible approach but in practise, it is otherwise.

In practise, the operator booking staff tout for business inside and outside venues, while the PHVs organise themselves into ranks outside, illegally. Drivers congregate outside the door of the venue, touting customers as they leave that have by-passed the booking staff.

This is worsened by the regulator bending its own regulations with regard to satellite offices. When first introduced it was clear that the PHO must take bookings at a designated area within the venue.

However, recently a licence was granted to the “New Change centre”, an area of shops, bars, restaurants, etc, in The City of London.

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TfL CONTINUE TO DANCE TO RIDE2 TUNE?

Garrett Emerson

Ride2 Marshall

It is becoming more and more clear to us at the Club that decisions made by senior management at Tph regarding prolific private hire company Ride2 need close scrutiny.

You will see from two separate stories below that senior personal at Tph would now appear to be bowing to every demand from Ride2 management in the hope that they avoid any confrontation or complaint from the companies' owners.

The first story revolves around the building 1 New Change. Last year as you may recall we exposed serious failings at Tph where they had mistakenly licensed the whole building instead of just the bar on the 6th floor

Danny Sullivan LCDC committee member visited the site and observed touting on every level including the lifts, escalators and exits. The venue was visited by compliance, who took action by re-issuing the amended licence to Ride2.

But it seems that this was not good enough for Ride2 who probably realised that by being in place at the ground floor exit gave them poll position to tout everybody leaving the building and usher them into their cars that are parked at both ends of 1 New Change. The Joint Ranks Committee was refused by the City of London to have a rank installed at New Change, saying that the rank in place at Cheapside was sufficient! (even though the rank is out of sight to customers leaving 1 New Change).

It is absolutely outrageous that Senior Management at Palestra have seen fit to issue Ride2 a licence to operate from the whole building. Danny Sullivan has been back to the building and witnessed that touting is still rife and Ride2 are making sure everybody leaving 1 New Change is approched by Ride2 marshals and asked if they need a taxi.

We all know that even if they get caught the company will say it's the driver's fault not the company and Tph will let them off with a slap on the wrist. Tph enforcement is useless at best and shocking at worst and where does this leave us when TFL will issue Ride2 with a Satellite office for 5 years at £2,826?

As if the above story was not bad enough, the LCDC has recently discovered that the same operator applied for a licence in a night club called the Studio 338, which is on the south side entrance to the Blackwall tunnel.

The initial request was refused on several issues - one being that it was a marquee without a land line on the Tuesday. The following day a senior licensing manager overturned the decision and informed staff that this licence was to be issued.

The issuing of this licence raises alarm bells on two counts

1.The original decision was overruled

2.The normal timescale for a licence application to be processed is 6-8 weeks. This licence was applied for and operating in just a week!

Once again questions need to be asked regarding the exact processes that TfL employ in regard to Ride2.

We recently contacted Helen Chapman and asked her for the original compliance reports on this venue instead of asking for a FOI. She said she would forward them to us but at the time of going to press we were still waiting.

www.lcdcorg.wordpress.com

This was not specific to a particular venue in the centre and the PH operatives were approaching potential customers on the street, in elevators, on stairs, etc. More recently, a licence was granted to operate from a tented gazebo outside a nightclub, despite being neither inside the nightclub or having a telephone landline, requirements of a satellite licence.

The completely unlicensed tout is identified by the MPS as the most likely to commit serious sexual offences under cover of acting as a minicab driver. Yet, the illegal ranking of PHVs and the drivers grouped outside the venue touting customers illegally provides cover for the sexual predators that masquerade as minicab drivers.

A further development is that venue owners are “selling” the PH booking services. Their priority is receiving the maximum fees for allowing a PH operator to operate from the venue, rather than securing the best outcome for their patrons. This will possibly result in a similar situation that exists with many London hotels where income from PH suppliers contribute to many hotels actively opposing taxi ranks at their door and possibly the same situation will develop with night venues.

AGGRESSIVE TOUTING

Much aggressive touting by both licensed and unlicensed minicab drivers occurs outside venues where there are satellite offices. These drivers harangue and intimidate both the public and taxi drivers going about their legitimate business. There have been recorded incidents of taxi drivers being physically attacked as a result of accepting fares at these venues.

The City of London Corporation withdrew their parking enforcement officers from the Abacus nightclub as a result of physical threats against the enforcement officers by PH drivers/touts.

TAXI AND PH CONCERNS OVER ENFORCEMENT

It is doubtful, even were there is a will to do so, that the taxi and private hire services could be properly regulated and enforced under current arrangements. Pre-TFL, the taxi service had been under the control of a dedicated regulator. Once PH was licensed during 2001-03, the same regulator became responsible for the two trades.

The number of drivers being regulated has virtually quadrupled since 2001.

Taxi drivers have traditionally required only light enforcement as the value of the licence ensures a large degree of self-enforcement. PH drivers, on the other hand, are not self-enforcing as the licence has no value. Additionally, many PH drivers are not aware of the regulations that they operate under. As stated elsewhere, many PH drivers believe themselves to be taxi drivers. PH drivers represent approximately 75% of the combined driver numbers of both services.

This suggests the regulator has difficulties in regulatingeffectively and indeed so much so that taxi driver representatives have asked for the two services to each have their own regulator. Instead, the regulator has been recently subsumed into the Surface Integration Programme (SIP). It would appear that over the lifetime of TFL, stronger enforcement has been required at the same time as the regulator’s ability to provide proper enforcement is being eroded.

PASSENGER NEEDS AND EXPECTATIONS

DISABLED ACCESS TO TAXI AND PH SERVICES

As the investigation has discovered, 14% of taxi passengers and 19% of PH customers are disabled. Yet, the regulator has ruled that taxis must be 100% accessible to all passengers. In the case of the taxi this includes wheel-chair accessibility (WAV), grab-handles, distinct colouring to help the partially-sighted, intercom friendly to the deaf, etc. In all, these accessibility features raise the price of a new taxi considerably.

However, despite a greater percentage of PH passengers being disabled than taxi passengers, the regulator does not stipulate any disabled-access features on PHVs at all, far less WAV. This is discriminatory. At the very least, it should be incumbent that any PH operatorabove a given size should provide a percentage of WAV vehicles at least equal to the percentage of disabled passengers using PHVS (currently 19%). It should also be noted that many contracts that transport temporarily and permanently disabled people, such as hospital and social service contracts, are awarded to PH services.

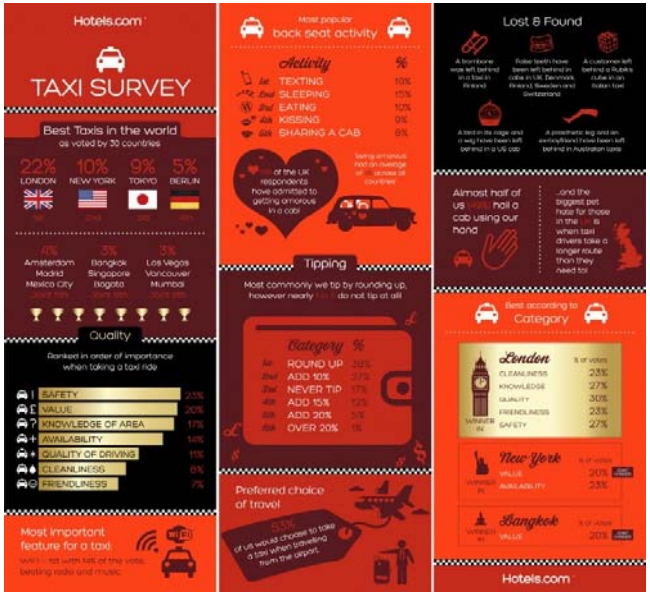
There is an argument that PH self-regulate in this area but this has been proven not to provide sufficient WAV vehicles. As has been stated, the taxi service has the better record on self-regulation and yet are compelled to use WAV, while PH with the worse record do so, or not, on a voluntary basis.

DIFFERENCE OF ACCESS TO SERVICES

Both services can be accessed via telephone, internet and App. The only difference of access between the two services is that PH cannot in theory, supply vehicles on the street or a rank for immediate hiring: they are 'Pre-booked only'

PASSENGER SATISFACTION

There is need for investigation of why passenger satisfaction level with the taxi service is falling.



It appears anomalous that visitors to the UK consistently vote the London taxi service as the world's best. There is a strong likelihood that this is a result of a lack of information to passengers who will not readily understand the increased cost burden placed on the taxi trade, over and above that placed on PH by the regulator and thus fail to understand any perceived difference in price.

Another possible reason for falling satisfaction is the ability at times and places to secure a taxi for hire, while regulations make for a longer wait for a PHV than the passenger may like.

There are also safety concerns with regard to a passenger waiting on the street for a taxi. It is unfortunate also that safety concerns increase late at night and this is the time when the number of available taxis reduces markedly.

The reason for this reduction is two-fold. First, like any other group of workers, the majority of taxi drivers prefer to work social hours and as self-employed workers, they can choose not to work unsocial hours. PH drivers, on the other hand, are under the control of an operator. They are classed as self-employed by the rules of HMRC, although tenuously so, but the reality is that the operator is effectively the drivers employer, who can dictate when the driver works and for how long.

It has been suggested that more taxi ranks outside of the central area may alleviate the above situation. The effectiveness of this is doubtful unless there is a proven demand for taxis at the site of the proposed rank.

The GLA recognise that taxi availability varies both with regard to physical areas and time of day. It asks how drivers can be encouraged to supply in these deficient areas and times of day?The answer is far from simple.

While taxis are a highly-regulated service, the drivers are free agents. They are effectively 25,000 separate businesses, collectively providing a single service. Their businesses are unique as they do not have specific customers but rather they share a pool of customers, meaning that the driver has no specific commitment to an individual customer, can work when she chooses and to an extent, in the areas she chooses to work.

Encouraging taxi drivers into areas of poor supply sets a difficultproblem. The taxi driver will gravitate towards the busiest areasi.e. the business area, the “West End” and “high-end” residential areas.

South London has been mooted as a general area of low taxi supply. This area is badly supplied with public transport generally.

More generally, we can divide the metropolis into three concentric rings. The inner ring (approximately a three mile radius of Charing Cross) is well supplied by the taxi service. The outer ring (the suburbs) is supplied by suburban taxi drivers, where the major problem is one of over-supply of taxis. The middle band is the area that is problematic. However, it would be erroneous to assume that the problem is one of low supply it is at least as likely to be a problem of low demand. The taxi driver will follow demand. Therefore, if demand is increased, the supply will follow. As in any other market, supply and demand will gravitate towards equilibrium long-term. The reality is that there is not a supply gap in areas such as Brixton but there are less taxis because there are less customers.

The result will be that the customer that is made to wait for a taxi to become available will understandably determine that a supply failure exists within a given area. Despite that, there will always be a correlation between demand level and time taken to obtain a taxi from street or rank. As a generalisation, the higher the demand, the shorter the time required to hire a taxi. There is a high probability that supply and demand are in equilibrium in these areas of low demand and supply. Therefore, a solution is likely to be found by increasing both supply and demand. Such a solution is unlikely to be found without technological assistance.

Technology is a surer answer to the above situation. Rather than trying to place more taxis on the streets in these areas, technology should provide the answer.

The App is perfectly designed for this. It does not require a great degree of effort for a passenger to ensure they have a taxi waiting when they arrive at a point where they need it.

Electronic hailing allows passengers and drivers to each see the other when they are not in physical view. If a customer and driver can now be put together while a mile apart, this has the effect of increasing both supply and demand. The greater the concentration of taxi drivers that subscribe to a particular App, the greater this effect will be as the distance from the hail will determine the drivers' decision to accept the hail. There may be a case for the regulator to create and/or part-fund a taxi App as a solution to any actual or perceived under-supply by passengers.

TECHNOLOGICAL IMPACT

While the App presents opportunities for both drivers and passengers, it also produces threats to both services. The App itself is not problematic as in the case of use for genuine pre-booking it is nothing more than a useful tool for the customer to obtain a car or taxi. It is when the App is used for the purpose of "electronic hailing" that the App does not fit comfortably within the current regulatory system and as a result threatens the status quo of the established taxi and PH services.

For PH, the App passes much control from operator to driver, making it difficult for the operator to organise vehicle supply to the passenger and threatens the operators' revenue streams as the PH driver is no longer necessarily tied to a single operator and nor does the driver pay the operator subscription fees or have to rent equipment such as computer terminals and vehicles from the operator.

The operator also now faces the same problem from the App as the taxi service has faced from the PH service – competition that is more lightly regulated than their competition.

While, the App operator and drivers face the same regulations as the traditional PH operator technically, PH operators are concerned, along with the taxi service, that regulation of the rules of booking, driver verification, etc are greatly more difficult to ensure and enforce.

For the taxi service, the PH App concerns the way in which PHVs are booked and fares are calculated, in the main. To date, the regulator has recognised App bookings as traditional PH "pre-booked" fares, while they are patently not so as the PHV is hailed electronically. The taxi service has the right to accept hails, or instant booking requests, from the street or from ranks, whereas the PH driver and operator are excluded from this type of passenger request.

The taxi service and passengers are rightly protected in this way. The service is protected from unfair PH competition as a result of PH lower costs resulting from a lighter regulatory cost burden. Passengers are protected from under-qualified and tested, albeit licensed drivers. However, the App removes those protections as their vehicles are "electronically hailed" as this investigation recognises by its use of the term "electronic hail".

A physical hail is when an available taxi is sighted by a customer and a hand is raised and the driver responds. An electronic hail is where an available taxi or PHV is sighted on a screen and a telephone is “pinged” and the driver responds. There is no discernible difference between the two processes but rather only the method of the process.

The “electronic hail” certainly destroys the concept of a PH driver not requiring extensive topographical knowledge due to having time to compute a route in advance. If not technically, the taxi driver has in practise lost the exclusive right to accept instant bookings via hailing, while having no protection against competition while continuing to be burdened by a skewed regulatory burden that increases taxi service costs against that of PH.

The second area of concern of PH Apps for the taxi service is the way in which PH App fares are calculated. PH regulations bar the use of a taximeter. Fares are agreed between customer and supplier by agreement, usually based on mileage or banded fares.

However, there is currently a large PH App (Uber) that calculates fares in exactly the same way as taxi fares. That is, a hiring charge coupled to a rate per unit of distance in addition to a rate based on elapsed time when the vehicle is stationary or moving below a minimum speed. The relevant data is transmitted from the driver’s smart-phone via GPS to the operator in order to calculate the fare at journey’s end.

This fare calculation fits exactly the description of a “taximeter” as per the Private Hire Act (London) 1998 (5). The taximeter is not a physical item of equipment but rather a method of fare calculation according to the Act.

In short, the PH App generally has removed the barrier for the service to accept instant, hailed bookings. The Uber App in particular, is effectively a complete taxi service rather than a PH service as the law and regulations intended.

THE MAYOR AND TFL

For expediency, both the Mayor and TFL are referred to here as “the regulator”.
Ultimately, the standards of the taxi and PH services rest on the performance of the regulator. Passenger satisfaction is foremost the result of good regulation and enforcement of the two services. Equally, the source of passenger dissatisfaction ultimately rests with the failure to balance regulation and enforcement to ensure passenger safety, with consumer demands and expectations.

All of the foregoing in this response leads ultimately back to the regulator. However, some of the responsibility lies with the regulator pre-dating TFL. It was the previous regulator that allowed an unregulated PH service to develop for almost 40 years before regulation, while the rest of the country regulated PH up to 25 years earlier. It was lack of adequate enforcement by the previous regulator and the MPS that allowed touting to develop rapidly throughout the 1990s, virtually without hindrance until it reached almost epidemic proportions.

However, it is the current regulator that created a two-tier regulatory system for taxi and PH, from which many ills have grown. By regulating the taxi service heavily and the PH service lightly, the regulator has burdened the taxi service with much heavier costs than the PH service; costs that are ultimately borne by the passenger via the tariff cost-index. (6).

Licensed taxi cost index changes 2014

Index Component[1]	Cost Increase	Weight[2]	Contribution to Total[3]	Data availability[4]
		Last Year		Latest
Vehicle Cost	1.5%	9.0%	0.1%	Sep-13
Parts[5]	2.7%	4.1%	0.1%	Sep-13
Tyres[5]	2.7%	0.6%	0.0%	Sep-13
Garage & servicing – premises[5]	2.7%	0.6%	0.0%	Sep-13
Garage & Servicing – labour[5]	2.7%	2.0%	0.1%	Sep-13
Fuel[6]	-3.4%	11.6%	-0.4%	Oct – Dec 2013
Insurance[7]	6.9%	4.4%	0.3%	Sep-13
Miscellaneous	7.2%	1.0%	0.1%	N/A
The Knowledge[8]	0.7%	5.3%	0.0%	Jun – Aug 2013
Social Costs[8]	0.7%	2.7%	0.0%	Jun – Aug 2013
Total Operating Costs	**0.8%**	**41.4%**	**0.3%**	
Average national earnings[8]	0.7%	58.6%	0.4%	Jun – Aug 2013
Grand Total		**100.0%**	**0.7%**	

Some regulatory differences are illogical. Once a passenger is aboard the vehicle, the taxi and PH driver carry our essentially the same service – transporting a passenger safely from A to B. It therefore appears to be illogical to require the taxi driver to pass an advanced driving test to carry out this duty safely, while not requiring it of the PH driver. This driving requirement represents both a cost borne ultimately by the customer and also an entry barrier to new entrants to the taxi service. Logically, it should be a requirement of both services or it is an un-necessary cost on taxi passengers. Either way, the regulator is failing.

Currently, topographical testing (KOL) of taxi driver candidates represents a huge entry barrier and cost. The current average time of 51 months (7) to complete the KOL, compared to less than half that time thirty years ago, is unjustifiable. At the same time, the justification for not requiring any topographical knowledge testing for PH drivers is no longer applicable. If not technically, the satellite office and “electronic hailing” of Apps no longer give a driver time to establish a route in advance, in practise. Although an atlas or GPS system are doubtless useful navigation aids, their use is not passive if used to guide a driver throughouta route as opposed to a brief consultation at the start of a journey. Such use reduces the safety of passengers in the same way as the use of a mobile telephone would do.

The KOL represents a huge cost and barrier to entry for candidate taxi drivers. Either it is necessary or it isn't. If it isn't, it represents a substantial and un-necessary cost to taxi passengers. If it is necessary, then logically the PH driver should be required to attain a higher topographical knowledge in the interest of safety. Alternately, the withdrawal of the satellite office should be considered alongside a third tier of licensing for drivers using Apps.

As stated above, vehicle costs of taxis are potentially almost twice the cost of PHVs, due to conditions placed on the former but not the latter. Again, these conditions appear to defy logic. Once aboard, there is no difference for the passenger insofar as getting safely from A to B, in a taxi or PHV. Yet, such travel is considered safe in a taxi, only with additional vehicle conditions over and above that of a PHV.

By simply removing one condition of a taxi – the turning circle requirement – a range of vehicles would be open for use as a taxi at a cost reduction of as much as 30%. However, there are safety aspects to be considered with regard to recognition bypassengers but this could be overcome by making taxis conform to a single colour/colour pattern for new vehicles, while barring use of that colour from new PHVs.

Initially, there was justification for the light regulation of PH. It ensured a viable supply during the transition from an unlicensed to a licensed service. There were also clearly defined differences in what the services provided. However, such skewed regulation should have been a temporary, short-term solution, rather than permanent. In the longer-term, there should have been a plannedreduction of the regulative differences between the two services.

These skewed regulations are responsible for making the taxi service price uncompetitive against the PH service. This can be seen by the foregoing in relation to the "taxi radio circuits". Originally, the "circuits" began in the 1950s, prior to the birth of the "minicab". They provided what are now considered PH services i.e. vehicles pre-booked by telephone and more latterly, internet-based.

Allowing licensed PH operators to compete directly with taxi "circuits" have been devastating for the latter. Due to the heavily skewed regulations, the taxi "circuits" have been unable to compete with PH on price, with the result that the "circuits turnover is less today than it was 15 years ago, while the larger PH operators have gone from strength to strength.

The corollary of all this is that by accident or design, the regulator is killing off the London taxi service. Currently, the GLA provides a gold standard taxi service at no cost to the public purse. The licensing system is self-financing and there are no subsides paid to drivers or vehicle owners. Yet, the regulator has put this service on the path to destruction.

The purpose-built taxi manufacturers are experiencing a deep slump in sales. One has had to be rescued by a Chinese company recently and the other has temporarily ceased production. These are the only vehicles that can be used currently as taxis, due to the regulator's "conditions of fitness" requirements.

The mayor must take some specific responsibility for this with ill-thought out pronouncements such as new taxis having to be electric by 2018 (a current impossibility due to insufficient charging bays) and a daily charge within the next decade for vehicle engines below Euro 6 specification (the entire taxi fleet is currently below Euro 6).

Drivers are loathe to purchase new taxis as the regulator has a history of applying such changes retrospectively to the taxi fleet. As a result, the regulator may soon have no choice but to change the “conditions of fitness”. Obviously, there are other contributing factors for the sales slump in taxi sales but the above is an important factor.

By so doing, the regulator is creating a deteriorating fleet quality at the same time as increasing the cost of the taxi service and so the price, for a deteriorating service. At the same time, they are making the barrier to entry to the supply of new drivers ever higher.

Meanwhile, the PH fleet are allowed access to cutting edge technologies – both mechanical and environmental– both unavailable to the taxi fleet and at a far lower cost. For PH driver, the entry barriers are so low as to be inconsequential.

These skewed costs and trading conditions, manufactured by the regulator, has decimated the demand for pre-booked taxi services during the last decade. While the taxi “circuits” have seen their collective turnover halved and their profits reduced to almost nil, the largest PH Operator, AL, have tripled turnover and increased gross profit ten-fold in the same period. This is due not to consumer choice but regulatory intervention.

A market division has been reached where the “pre-booked” market is largely served by PH and the “on-demand” market is served by the taxi service. However, TFL are now opening the “on demand” market to PH. The niceties of the wording of law can be argued but the reality is that satellite office “ranks” and App “electronic hailing” are now part of the “on demand” market, the traditional taxi market. If the regulator continues to impose a skewed cost regime while allowing PH into this taxi preserve, aided by the almost total lack of enforcement, the taxi “on demand” share of the market will go the same way as the “pre-booked” market. It must be understood that this is not free market forces at work but regulatory conditions that subvert market forces by applying safety costs unevenly to the two sides of market supply, taxi and PH.

One is tempted to consider that those over-seeing the regulation of the taxi and PH services have insufficient understanding of the effects of this regulation as a result of a career overseeing subsidised public transport services. It appears improbable thatthe regulator is deliberately trying to destroy the taxi service. There would be no logic in wilfully destroying the world’s standard-setting taxi service or reduce it to an irrelevant tourist attraction, so such a motive must be dismissed. The regulator continues to load additional costs onto the taxi service but not the PH service, while allowing open competition between these services. It almost appears that the regulator has no understanding of competitive market pressures.

Recent history suggests that unless there is serious change from the regulator, London’s taxi service will continue to decline and will decline exponentially when a large proportion of taxi drivers retire during the next decade and on current statistics are not replaced.

If this is to be avoided the regulator must either protect the taxi service from the unfair market conditions that the regulator has created or equalise the costs of the two services. If the former path is chosen, it is essential that the regulator raises public awareness in the differing standards of the two services and the reasons for such differences. Above all, there must be adequate enforcement of the regulations.

If the regulator’s poor performance in the area of enforcement does not improve, perhaps the possibility of privatising and contracting out this part of the regulator’s duties should be considered.

1. Source: TfL Suburban Taxi Licensing Review 2014.

2. Source: TfL Private Hire Consultation Document 2010.

3. Source: Addison Lee Published Accounts 2013.

4. Source: TfL Private Hire Consultation Document 2010.

5. Source: Private Hire Act (London) 1998, Section 11(3).

6. Example of the Cost Index Components and Weightings: TfL Board Meeting, Feb 2012, Agenda item 6.

7. Source: TfL Suburban Taxi Licensing Review 2014.

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Cabvision Response to "Investigation into taxi and private hire services in London" – London Assembly

26th June 2014

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Introduction

We start our response by highlighting the conclusion from "London Assembly, Where to, Guv? - November 2005"

6.6 ''The Committee feels that now the PCO has taken on responsibility for enforcing policy, a strategic, facilitating role would be more effective than the largely operational function it has had in the past. The PCO has undergone a lot of changes in its responsibilities since 2000, many of them particularly difficult undertakings. This investigation has found that the PCO is not providing as competent a service as it could in some areas, particularly in communications, and needs to restructure itself to reflect better the work it does. Now private hire licensing is business as usual, these changes need to be implemented as soon as possible. Then the PCO can ensure London's world-renowned taxi service has a secure long-term future'' http://legacy.london.gov.uk/assembly/reports/transport/taxis.pdf

It is our opinion that a great opportunity has been missed, from the publication of the report, to the current date, to make significant improvements in the way Taxis and Private Hire Vehicles are regulated. Since 2000, the mandatory requirement for all London's taxis to be 100% Wheelchair Accessible and 2003, the unabated licensing of Private Hire, London's taxis' long-term future has been put at risk. Since 2005, and contrary to s6.6, this has been compounded by unthoughtful policy changes in relation to environmentally-friendly vehicles and weak to non-existent enforcement.

Whilst we recognise that during this period, it has been necessary to introduce new requirements, we do not believe that a fair balance has been introduced. Stringent changes have been 'forced' upon Taxi, whilst Private Hire has benefitted from much looser regulatory policy; this should now be addressed with an increase in Private Hire standards. To a degree, technological advances have made regulating more difficult; however, we do not believe that it is credible to blame all the current market failures on the advent on technology.

Overview

There are approximately 25,000 licensed taxis (Taxis) in London and 67,000 Private Hire Vehicles (PHV)

We contend that the entry barriers are too high in the Taxi market and far too low for Private Hire (PH).

Whilst we do not suggest a significant lowering of the current Taxi standards, we believe there should be convergence in the standards between the two competing services, Taxi and PH. We do not believe a significant lowering of Taxi services to be a viable option, because, this would compromise the offering of the service and could potentially confuse the general public. Therefore, to create a more level 'playing field' between the competing parties, the alternative is raising the standards of PH.

We feel there is room for PH improvement in these areas:

- Wheelchair accessible vehicles (WAV)
- Driver disability training
- 'Basic' topographical knowledge

The introduction of licensing for PH, in 2003, has blurred the lines between the two services. Many 'Londoners' do not distinguish between the two competing services. Minicabs evolved into PH, and have become a 'credible' source of transport for a number of Londoners and they are often seen as a cheaper, more viable method of transport than London's Taxis.

PH Operators have autonomy to set their own fares and market forces apply in relation to price charged. In many cases, prices are deliberately set just below the regulated Taxi fare tariff chart.

Taxis are heavily regulated by Transport for London (TfL). There is an incredibly higher barrier to entry for drivers, who have to complete the World famous Knowledge of London (KoL). Taxi driving is considered a career choice, whereas driving a PHV is considered more transient. The time taken to complete KoL is trending upwards, and currently stands at 50 months for an average student. Additionally, the Taxi vehicle has its own set of stringent regulations called Conditions of Fitness (CoF). The CoF maintains a high barrier to entry to the Taxi market. The entry barrier is partially offset by being a market with 'restricted market' characteristics that, in effect, only apply in relation to 'plying for hire' or 'there and then hire' as the Law Commission has recommended that it should be described in future. Restricted markets require competent regulation, supervision, and most importantly, enforcement. Regrettably, TfL are failing in relation to enforcement. Typically, high cost barriers lead to higher operating costs; these costs are now making Taxi driving an unviable profession. Meanwhile, the barrier to entry for PH drivers is virtually non-existent.

The licensing of PH has come with very little restriction - this has led to an inequality in relation to costs associated with operating the two competing services. Taxis are totally reliant on strong enforcement from TfL, to ensure that they benefit from the restricted market characteristics; therefore it is incumbent for the regulator to ensure that regulations are enforced vigorously. TfL do

not enforce their regulations on ‘plying for hire’. TfL’s failure to ‘police’ the ‘restricted taxi market’ is having a detrimental effect on Taxi drivers’ earnings and has led to recent demonstrations at both The Shard and Trafalgar Square.

The Law Commission (LC) has made a number of recommendations in relation to enforcement, such as ensuring that the licensing authority has sufficient powers to deal with the issues. We support the vast majority of LC’s recommendations.

As long as vehicles are below a certain age, PH have virtually unlimited choice of vehicles - including electric and hybrid technology - whereas Taxis are currently limited to only two suppliers, who are able to meet the strict CoF. The starting cost of an automatic taxi is £34,995.00. Taxis are only available with diesel engines. Theoretically, a PH driver could operate in a Smart car, ensuring lowest possible costs.

Due to a lack of manufacturing competition, the Taxi vehicle market has suffered from under investment. However, there is good reason for this. Until the taxi reaches 15 years, the Taxi owner is not required to replace the vehicle. Due to limited market size, and high levels of regulation, the market is not attractive to encourage new manufacturers. The vehicle age limit makes London’s Taxis a negative contributor to the Mayor’s clean air strategy. Past policy has failed London. Dirty Taxi engines are not the fault of drivers, they are ‘forced’ to purchase vehicles that meet TfL‘s requirements, not their own. However, drivers and fleet owners are, again, the parties penalised most by the Mayor’s clean air strategy.

The Mayor has recently announced that there will be an Ultra-Low Emission Zone (ULEZ) and that all new taxis must be zero emission capable by 2020. This announcement was made without trade consultation, and lacked any detail on how this can be achieved.

The announcement has had a further negative effect on the sale of new Taxis. Drivers’ purchasing decisions have been deferred by this unthoughtful announcement, and until clarified by the Mayor’s office, drivers shall continue retaining their current ‘dirty’ vehicles, making a further negative contribution on the Mayor’s own clean air policy.

In January 2000, a requirement was introduced that all London Taxis be wheelchair accessible – although we believe this to be progressive, this has restricted the ability for new market entrants and increased the cost of purchasing a new Taxi. A lowering of vehicle standards will create greater choice for the driver and attract additional manufacturers to enter the market. Cheaper Taxis will help lower the cost basket that is used to calculate the Taxi fare tariff. Lower vehicle costs will translate to cheaper Taxi fares, which is positive for passengers.

Whilst we believe that Taxis should remain 100% wheelchair accessible, we only believe that this should remain if a similar condition is introduced to the PH fleet. We believe that the 25-feet Turning Circle (TC) requirement should be reviewed at the earliest opportunity. Removing the TC requirement will open the market to greater competition – naturally, greater competition would likely translate to lower vehicle costs. However, if the TC is removed from the CoF, we believe there will be a necessity to reintroduce a common colour for London Taxis. Multiple vehicle types will complicate the landscape - what is a Taxi and what is a PHV? This confusion may create a risk to the travelling public, but can be negated by the reintroduction of a common colour theme for Taxis.

Currently, the PH market has no requirements whatsoever in relation to WAV or pollution requirements over EU4 capability, this makes for inequality of costs between the two competing services. The Mayor has made no statement in relation to ULEZ for PHV. It is our view that there should be greater restrictions on PHV and that it should become compulsory for a specified percentage of the current PH fleet to be wheelchair accessible, by a certain date. It is believed that only 5% of the current PH fleet are WAV.

We strongly recommend that TfL make PH licenses harder to obtain. If higher vehicle and driver standards are not introduced, the whole market will suffer from saturation, making it very difficult for any driver - whether PH or Taxi - to earn a basic living.

TfL should be required to ensure PH drivers have an acceptable command of the English language, to understand passenger requirements.

If a ‘Knowledge Test’, or similar, is not introduced by TfL for PH drivers, then ‘touting’ which is already an epidemic, will become a pandemic. PH drivers will do all they can to maintain an income (including acting illegally) and this will put passengers, especially young women, at greater risk of assault. An MPS report* from 2011, estimates 22 sexual assaults per week by unlicensed PH drivers.

* http://www.popcenter.org/library/awards/goldstein/2011/11-18.pdf

Taxis are the only vehicles in London that are legally able to ‘ply for hire’ or available via a rank for immediate hiring. However, there are thousands of ‘touts’ that offer themselves for hire, in London, daily, with relative impunity. Smartphone applications (Apps) have ‘muddied the waters’ further in this regard, it is up to TfL to introduce guidelines for smartphone applications that specify what a PH application can do.

It is our view that any application that shows, on a screen, a vehicle’s current location, is offering that vehicle for immediate hire. Immediate hiring only applies to Taxis. The general public can be assured that when they approach a London Taxi, the driver has completed the KoL and will have a reasonable understanding of where the passenger wishes to travel to. PH vehicles have to be pre-booked, partly because it is accepted that the driver has limited skill, and is unlikely to know a route to the destination. The pre-booking ‘time’ gives the driver the opportunity to study where the passenger wishes to travel. This affords the traveller a level of comfort that by the time the driver arrives, they will understand the direction of travel. Whilst we appreciate that technology can enable navigation data to be supplied to a driver, on a smartphone, in a matter of seconds, we assert that a time limit should remain before the driver is dispatched; the time delay provides protection for passengers against drivers getting lost.

1. Enforcement Policy

i) Touting

PH vehicles touting for work in central London is totally out of control. The most afflicted times are evenings and nights. The lack of power that enforcement officers have is staggering. As explained in the Overview of this document, Taxis require protection from touting, and it is TfL's responsibility to enforce regulations. If the regulator fails in its duty, Taxis are severely disadvantaged, due to the high costs associated with entry to the market, but little other economic benefit. PHV openly tout on every main street in central London, especially in densely populated areas in the West End. Some of these touts prey on single passengers (mainly women) and are responsible for significant numbers of sexual attacks every year.

The touting situation has worsened with the advent of smartphone applications. Licensed Taxis require protection from PHV operators offering a 'virtual' or 'electronic' hail via smartphone applications.

Clear definition is required as to what constitutes a pre-booking via a smartphone application, and what an instant hail is. We contend that any App that shows customers locations of vehicles, is 'virtually plying for hire'. The customers' intention is to receive a vehicle in the shortest possible time and if none are in the local vicinity, they will probably try another application to see if a vehicle is immediately available. The customer wants the vehicle 'there and then' (as per LC report description) and has not pre-booked. This is a 'there and then hiring' as explained by LC report and PH operators should be prohibited from showing a customer the exact location of their vehicles on a map.

Further, due to these applications, congestion is being increased in central areas, such as Mayfair, where PHV are 'circling' trying to be strategically placed or located to receive an immediate electronic hail. PHV are parking illegally, wherever they can stop, including residents' bays and double yellow lines. They are causing much social and environmental damage to the areas that they are illegally operating in. If this issue is not addressed forthwith, the matter will be too large to redress.

ii) Enforcement Officers

Currently there are 68 Enforcement Officers employed by TfL, who are responsible for more than a combined 90,000 known vehicles operating in London. TfL's enforcement policy fails in every aspect.

The numbers of officers since 2008 has doubled, but is totally inadequate, given the size and growth-rate of the market in the time since. The LC report finds that when enforcement officers uncover a breach of rules, in many cases, the officers don't have the vested powers to deal with the issues.

In London, there is 1 enforcement officer per 1,323 vehicles. In New York City, there is 1 enforcement officer per 69 vehicles. If we accept that New York has the appropriate ratio of enforcement officers to vehicles, TfL will need to add an additional 1,232 enforcements officers to its team. These numbers highlight the magnitude of TfL's enforcement shortcomings.

If proper enforcement is not addressed forthwith, then we can expect an increase in sexual assaults and a general lowering of standards. Weak regulation of vehicles is leading to a free-for-all on the streets and a total breakdown of the two-tier system that is defined and supposed to protect Londoners.

iii) Satellite Offices

Satellite Offices (SO’s) have enabled PH ranks to appear outside many of London’s nightclubs and bars, and the younger generation, especially, are unaware of the risks of using legal and illegal PH vehicles from unauthorised ranks. This puts the public at risk, as they believe that the PHV are affiliated to the venue they have exited, when in fact, they might be unlicensed vehicles being allowed to take advantage of the situation. Many SO’s are illegally taking work away from Taxis and all SO’s operating in central London should be reviewed by TfL to ensure compliance with the license they have been issued.

TfL have been made aware of problems at the following venues, to name but a few - Abacus on Cornhill, Angels on Wardour Street, Smiths on Charterhouse Street, Mahiki on Dover Street, Shoreditch House on Ebor Street, Embargo on the Kings Road and the OXO Tower on Barge House Street - we are unaware if there have been any convictions or revocation of licenses at these establishments.

2. Conditions of Fitness (CoF)

iv) Turning Circle

The main barrier to entry for PHV in London is a 10 year age limit. For Taxis it is a completely different barrier. We do not intend to go over the many barriers, they are well known to all.

One area where we believe a revision could take place, centres around the 25 ft Turning Circle (TC). London is now the only local authority that has requirements for a TC. We understand that this is due for review in 2017.

There are 67,000 PHV that manage to navigate the streets of London without a TC. Whilst we recognise that with ‘hailing’ a Taxi, the driver is more likely to be required to turn spontaneously, we believe this can be achieved safely and as such, do not believe that this barrier to entry should remain. We are also aware of a number of ranks in London’s West End, where the driver might be required to turn, but again, we believe this can be achieved safely with a three-point manoeuvre.

By abolishing TC as part of CoF, the market would be opened up to other vehicle manufacturers that could meet London’s requirements. We do not anticipate a flood of new entrants, but expect an increase in competition would lead to a reduction in Taxi prices, which should translate to lower fares for the consumer via the costs basket.

v) Ultra Low Emission Vehicles (ULEZ)

We cannot express strongly enough how disappointed we are with the Mayor’s announcement regarding ULEZ.

http://www.tfl.gov.uk/info-for/media/press-releases/2014/january/mayor-announces-that-all-new-london-taxis-will-need-to-be-zero-emission-capable-from-2018

Whilst we have no issue with greener taxis per se, we believe the Mayor’s announcement to be premature. London Taxi drivers are under threat on many fronts and the Mayor’s announcement has further eroded confidence in the marketplace via confusion of the policy and how it will be implemented. This has caused vehicle sales to slow further, and has put duress on both drivers who are/were considering changing their vehicles and the two vehicle manufacturers who have recently experienced a substantial slowing in sales.

If the Mayor follows through with this strategy, the third change in policy in 10 years, we believe that it should be subsidised. Whether this is via a grant to manufacturers and/or a VAT exemption on drivers is for TfL to decide. There are currently not enough electric charging points in London to facilitate the Mayor’s ambitions, so it remains to be seen if this rather ambitious policy has any reasonable chance of success.

What the announcement has done, is put drivers off from replacing ageing vehicles. They prefer to defer purchasing a new vehicle until a ‘clear’ statement is made on what the future holds. A driver who purchases a £43,000 vehicle today may find it subjected to a congestion charge in 2018. This uncertainty has forced many drivers (whose vehicles have exceeded the 15 year age limit) to rent a vehicle rather than purchase a new one.

Since the Mayor’s statement, Taxi rents have risen along with second-hand Taxi values by 10-15%.

It is likely that by the time ULEZ is introduced, a lower age limit for London Taxis will be introduced. It is rumoured that the age limit shall be set at a maximum of 10 years. Whilst we believe that this will offer further environmental benefits, this should only be considered as part of a total overhaul of the current policy.

Introducing a lower age limit, without introducing some substantial hurdles to obtain a PH driver’s license and a continued failure to enforce policy, will have a catastrophic effect on London’s Taxis, reduce their numbers further and make owning a vehicle too cost prohibitive and driving a Taxi an unviable career choice. A lowering of the age limit will lead to a shortage of taxis and as a direct result of a shortage, rents will increase substantially. We are seeing a similar example of this with London property prices. A shortage of property has priced many out of the ‘buying’ market and pushed rents to record levels.

If a lower age-limit is introduced, TfL must fully consider the implications to the market and offer concessions to the drivers, such as - VAT exemptions on new vehicles, reduced road tax and an ability to reclaim a percentage of fuel duty.

vi) Dress Code

We believe a Taxi driver dress code would benefit Taxi. Whilst we don't believe that the driver should be obliged to wear a suit and tie, we do believe that as a minimum requirement, the driver should wear shoes, trousers and a collared shirt.

In this regard, taxis can learn from the significant improvements that PH operators have introduced over the last 10 years.

vii) Common Colour

Recent surveys have found that there are economic benefits in a taxi fleet with a common colour. We agree with these findings. It is our opinion that if all Taxis in London were black, that the public (including tourists) would i) instantly recognise them ii) believe that there was a greater number than there actually are, and iii) improve the aesthetic appearance of vehicles.

London is synonymous with 'black cabs' and the reintroduction of black as a common theme could have an economic benefit for London as a whole.

http://lawcommission.justice.gov.uk/docs/cp203_taxi-and-private-hire-services.pdf

Law commission consultation paper 203 - s.7.28

''*It seems probable that the classic London black cab is one part of the overall tourist experience in London, for instance. If so, a requirement that maintains a fleet of black cabs in place would be creating additional benefit beyond the private cost associated with the transaction by advancing the tourist trade to the benefit of the London economy as a whole. This effect is perhaps less obvious in other cities and towns, but may nonetheless be evident. To similar effect, if there is an assumption that a uniform taxi fleet is a status attribute of a city or town once it achieves a certain size or significance, then such statements of status might have an effect in encouraging inward investment or other economically useful objectives. It is noteworthy that uniformity and colour conditions are very widespread in big cities worldwide, which tends to support the argument that big cities benefit from a uniform fleet''.*

viii) Credit Card Mandate

In 2014 we find it incredible that London Taxis are not compelled to accept credit and debit card payments.

In October 2012, TfL consulted on whether to introduce a mandate compelling all London taxis to accept credit and debit cards. The move was supported by most, if not all the suppliers, but there was no support from Trade Organisations. Therefore, TfL did not have the political appetite to introduce a credit card mandate.

http://eviewmagazine.com/november12/taxi-fares-and-tariff-consultation-2013.pdf (card payments s.7, specifically 7.5)

In TfL's recent survey, 88% of passengers stated that they would like the option to pay by credit or debit card in a Taxi. These figures are overwhelming and TfL must now exercise common sense and introduce a mandate to answer customer demands.

http://www.tfl.gov.uk/cdn/static/cms/documents/guidelines-for-electronic-payment-devices-in-taxis-and-phvs.pdf

For those Taxis that do accept electronic payment, there is a rather fragmented approach. Despite specific guidelines, TfL do not enforce non-compliance of regulations, leaving the passenger at risk of fraud.

As a bare minimum, the customer should be assured that their payment will be processed by Chip ‘n’ Pin, on a Payment Card Industry (PCI) accredited Point of Sale (POS) device. These accredited devices are known to all consumers, as they are used in all retail environments, such as supermarkets, petrol stations, restaurants etc and offer great security and familiarity to the customer. Through familiarity, PoS terminals offer particular comfort to the partially sighted, disabled, older old and other groups with protected characteristics.

A POS device in the passenger compartment of Taxis assists TfL’s policies pertaining to ‘inclusion’ and ‘accessibility for all’. A POS device in the passenger compartment of a Taxi, compliments existing features such as hearing induction loops and high-visibility interior markings. The POS terminal is permanently fixed in the passenger compartment and reminds passengers that they may pay for the journey with their preferred payment method. A POS device in the passenger compartment offers added security to the passenger, as they retain ‘control’ of their card during the transaction. By being permanently available, there is no risk that the driver leaves the terminal at home, loses the terminal or forgets to charge the battery; these will be some of the problems with continuing with handheld and portable POS that are not integrated to the Taxi.

Although handheld, portable POS terminals are fully PCI compliant, we do not believe that they are suitable for a mandate. Due to their size, (unable to fit through the payment tray) these terminals may require the passenger to exit the Taxi at the end of the journey to pay. This slows the whole process down, inconveniences both driver and passenger, and causes congestion, especially if the Taxi has stopped in a bus lane. Handheld terminals require the driver to manually enter fare details and this is where errors occur. A fully integrated system in the passenger compartment assures the customer of the POS device’s availability and integrates with the Taxi fare meter, reducing opportunities for errors.

Technology is evolving rapidly and we welcome new technology in Taxis. However, we do not believe that any smartphone payment app should be allowed by TfL to process payments in a Taxi environment. Passengers who have pre-registered a payment card with a supplier, such as PayPal, will continue to be allowed to use their ‘card on file’, as the server provides the necessary security at an operating base rather than the smartphone in the taxi. Smartphones are not PCI accredited devices and despite having the ability to work with PCI complaint accessories, we feel that processing via a smartphone has too many security risks for a public service, such as Taxis. Certain Taxi App providers, such as Hailo and Cab:App allow the driver to manually enter the customers 16 digit Primary Account Number (PAN) directly into the smartphone. The card can be processed but there is no manual way for the passenger to obtain a receipt of the transaction from the smartphone. This means that prior to the card being processed that the driver should notify the passenger that they must have an email address to receive a receipt of the transaction. Further, this method is a breach of PCI compliance and TfL’s own guidelines and should be eradicated immediately, as this unsafe method creates a credibility risk to the Taxi service as a whole and all card payment operators.

TfL have been made aware of the risks but for unknown reasons continue to allow this unsafe practice of PAN entry to smartphones, as the primary input method. Card scheme issuer rules state that PAN entry should only be used as a last resort; e.g. - if the chip on the payment card is damaged.

TfL have stated that they will start a new consultation in September 2014, with a view of introducing new legislation in the future. TfL’s Board support a mandate, which is a welcome step forward.

It is our recommendation that electronic payment acceptance is 100% PCI compliant, that a receipt is provided ‘there and then’, and POS devices are accessible and consideration is given to inclusion for all users. Further, there should also be a requirement for the device to be able to process contactless cards; this keeps London’s Taxis in line with other types of public transport that TfL operate. The customers’ requirements are paramount and we assert that the only way that the customer can be assured to receive a service that meets their demands and/or requirements, is to include all the suggestions made in this paragraph.

ix) Excessive credit card surcharging

Currently, TfL guidelines state that a surcharge of £1.00 or up to 10% of the fare (whichever is greater) may be applied to the transaction. TfL are aware of new European legislation relating to surcharge, but in our opinion have failed to adequately address the issue. The law was introduced on 13th June 2014.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/175298/13-719-guidance-on-the-consumer-protection-payment-surcharges-regulations-2012.pdf

It is quite incredible that TfL have allowed Taxis to maintain ‘excessive’ card surcharges, despite a known change in European Law. Had TfL introduced a mandate, in good time, both drivers and consumers could be satisfied that the new law is being upheld. Currently the driver is at risk of civil prosecution for violating European law, if they charge a greater amount to process a card payment, than they are personally charged by a third-party to settle the electronic payment.

TfL’s approach to the new law was to reduce the maximum surcharge from 12.5% to 10%. The reduction was welcomed, but of course does not deal with the ‘excessive’ issue. We made this very claim to TfL in our response to this year’s fare consultation. We are willing to provide a copy of our submission by request. In summary, we stated that so long as a mandate was introduced, we would be prepared to maintain a flat customer surcharge of 5%. It is our strong opinion that this will be compliant with the new European Law and is the level that Manchester has just announced as a maximum surcharge for taxis there.

3. Higher standards for Private Hire Drivers

The barrier to entry is too high for Taxis and too low for Private Hire (PH).

To create a more level ‘playing field’ between the competing parties, there is a need to raise the standards of PHV. We feel there is particular room for PH improvement in these particular areas:

- Wheelchair accessible vehicles (WAV)
- Driver disability training
- ‘Basic’ topographical knowledge.

Currently, the driver is issued a license without any formal training. The barrier to entry for PH drivers is virtually non-existent.

The licensing of PH has come with very little restriction; this has led to an inequality in relation to costs associated with operating the two competing services, Taxis and PH.

So long as vehicles are under a certain age, PH have virtually unlimited choice of vehicles - including electric and hybrid technology - whereas taxis are currently limited to only two suppliers, who have been able to meet the strict CoF.

x) Wheelchair Accessible Vehicles (WAV)

In January 2000 a requirement was introduced by TfL for all London Taxis to be wheelchair accessible. Currently, the PH market has no requirements whatsoever in relation to WAV or pollution requirements over EU4 capability, this makes for inequality of costs between the two services.

The Mayor has made no statement in relation to ULEZ for PHV. It is our view that there should be greater restrictions on PHV and that a percentage of the current fleet should become WAV by a certain date; it is our strong opinion that it is now essential to make PH licenses harder to obtain. If higher vehicle and driver standards are not introduced, the whole market will become saturated, making it very difficult for any driver - be it PH or Taxi - to earn a basic living.

With 67,000 PH vehicles in London, almost 3 times greater than the number of Taxis, we remain surprised that TfL has not introduced any obligations on PH fleets to provide WAV vehicles. We advance that the lack of WAV in the PH fleet (thought to be less than 5%) is discriminative against disabled travellers, who chose to use this service. With a fleet so large, this lack of accessibility restricts disabled passengers’ choice of travel and should be immediately reviewed. Currently PH legislation appears at odds with TfL’s accessibility and inclusion for all ethos.

xi) Driver disability training

The LC report suggests that all Taxi and PH drivers undertake disability training. We believe that this is a sensible idea and further enhances London’s credentials in relation to supporting vulnerable people with protected characteristics.

xii) Basic Topographical Knowledge

If a 'basic test' is not introduced to PH that ensures drivers have an acceptable command of English, to understand passenger requirements, then 'touting' which is already an epidemic, shall become pandemic. Drivers will do all they can to maintain an income (including acting illegally) and this will put passengers, especially young women, at greater risk of sexual assault. There are 25 sexual attacks per week reported against PH drivers. The Metropolitan Police state that only 1 in 5 sex crimes are reported.

http://www.theguardian.com/uk-news/2014/jun/09/metropolitan-police-handling-rape-allegations-review-scotland-yard

It is our view that PH drivers should understand how to get to important transport hubs and historic points of interest without a Satellite Navigation system. These should include (but not limited to) all London airports, the main train stations, such as Kings Cross, Victoria, Waterloo – Buckingham Palace, Tower of London, Houses of Parliament.

It may be, that in future, all PH applicants are compelled to start the Knowledge. Initially, there could be a compulsory section that must be completed by all drivers to progress to the next level. If the driver does not wish to progress then they can be licensed as a PH driver, having completed the initial compulsory section 'basic topographical test' along with a Customer Service test (to ensure that candidate has an acceptable command of English) and Disability training (as recommended by LC report), which is self-explanatory.

4. Modernising Knowledge of London (KoL)

There is an incredibly high entry barrier to become a licensed taxi driver. Applicants are required to complete the World famous Knowledge of London (KoL). In London, taxi driving is considered a career choice, a huge commitment in both time and finance. The KoL is now taking an average student 50 months to complete and unsurprisingly has a drop-out rate of 80%. Students are required to understand 320 runs, 6 miles from Charing Cross.

Consultation was started in 2011 to modernise the KoL. We believe that it is imperative that this is revisited in the immediate future.

We strongly protest against a 'dumbing down' of the KoL, however, we believe that greater flexibility in the system is required. The times a student can attend an appearance are currently too restrictive.

It may be the case that in future, it is beneficial to alter the current KoL process, so that a student learns a suburban sector of London before moving onto the tougher all-London modules. Once a student qualifies to work in a suburban sector, they are put on a probation period, where any complaints against them would hinder their progression into London.

Revising the qualification process for Taxi drivers would enable drivers to earn whilst learning, enabling more to complete the test.

5. Smartphone Hailing Applications (Apps)

There are now a plethora of smartphone applications (Apps) used by both Taxi and PHV.

Whilst we recognise the economic and environmental benefits of Apps, we recommend that new regulation is introduced to ensure that there is not a ‘blurring of the line’ between Taxis and PH. This is mentioned by the LC in their report.

There are clear written regulatory distinctions between Taxi and PH. These regulations are in place to protect the safety of the general public. Perhaps the most obvious distinctions centre on ‘plying for hire’ and ‘instant hiring’ from ranks. Only Taxis are afforded theses privileges and this is the main benefit of completing the KoL to become a Taxi driver.

A PH company must hold an Operator’s License (Operator) and have an operating base in London. It is a condition of the license that the pre-booked journey data is stored at these premises and is available for inspection. The recording of the journey data offers the passenger 'protection' should an issue arise. The operating centre must have a manned phone number during operating hours. The passenger would direct an initial complaint against the driver to the Operator or in certain cases, directly to the Police. The Operator must always provide a barrier between the driver and passenger when a pre-booking is made. It is illegal for a PH driver and passenger to agree a fare between them. The Operator provides the security for the passenger and should never be circumvented, even in an electronic/virtual environment, such as an App.

We use algebra to reconstruct the legal process:

D is Driver
O is Operator
P is Passenger

Passenger P requires a PHV, so contacts Operator O (online, via an app or telephone) with their requirements.
Operator O contacts Driver D with Passenger P requirements.
Driver D is available for pre-booking and confirms availability to Operator O.
Operator O informs Passenger P that car is available for pre-booking.
Operator O dispatches the PHV and the journey details are recorded by Operator O.

Driver D is pre-booked and dispatched by Operator O to Passenger P.

For the safety of Passenger P and to be compliant with Private Hire Act 1998, DP or PA should never form the equation *(Driver D and Passenger P should only be matched together via Operator O)* it is always DO, OD, OP or PO. O is the common factor.

Operator O records where Driver D was when journey was dispatched and records the data at the Licensed Operating Centre. Operator O knows where Passenger P was at time of pre-booking and also records the data. If for example, there was a sexual assault the Operator has the journey data recorded at the address of their license. The data is immediately and indefinitely available for inspection.

Technological advances are welcomed but they should not be allowed to circumvent regulations. The existing regulations were made to protect the public and give assurances regarding the service the public receives.

Smartphone applications (Apps) have ‘muddied the waters’ in this regard and it is up to TfL to rewrite guidelines around what a Taxi App can legally provide and what a PH App can legally provide.

It is our view, that any App that shows on a screen the current location of vehicles, is offering those vehicle for immediate hiring. We believe that this is illegal and invalidates the drivers insurance, putting the public at risk, often unknowingly. There must be a clear and unambiguous definition for immediate hiring, and the privilege should only apply to Taxis.

The general public can be assured that when they approach a London Taxi that the driver has completed the KoL and has a reasonable understanding of where the passenger wishes to travel to.

PH vehicles have to be pre-booked through the Operator because it is assumed that the driver will have limited or no knowledge of the destination. The passenger is provided a price (to offer transparency and assurance to the passenger) for the pre-booked journey with the Operator and if they are not happy with the fare, they are afforded the opportunity to ‘shop around’ for an alternative price. Further, the pre-booking ‘time allowance’ gives PH drivers an opportunity to study the route a passenger wishes to travel. Whilst we appreciate that technology can enable a navigation data to be supplied to a driver, on a smartphone, in a matter of seconds, we assert that a time limit should be maintained before the driver is dispatched, ensuring the driver has had time to study the direction of travel.

A further issue we raise is whether or not smartphone apps in PH or Taxi environments breach current TfL guidelines and the Road Traffic Act (RTA). Radio Circuits, such as Dial-a-Cab, Computer Cab and Radio Taxis, are compelled by TfL to have their Mobile Data Terminals (MDT) permanently affixed to poles or brackets in the taxi. By being permanently fixed, the driver can interact with the MDT whilst operating their Taxi. Apps now carry out the same function as the MDT’s, with much lower costs. Operating a smartphone whilst driving is, of course, extremely dangerous and is a breach of the RTA. It is our view that Apps should only be able to run on specific equipment, permanently maintained within the vehicle. Again, there is an inequality because the Radio Circuits have one set of rules and new technology has circumvented those rules, to expedite their entry to the market. http://www.legislation.gov.uk/uksi/2003/2695/made

We do not believe that the public benefit from using smartphone ‘hailing’ Apps from PH. For public safety, the LC has recommended maintaining the two tier system. The LC concluded that only Taxis should undertake ‘there and then’ hiring, as we have set out. It is our submission that if PH is not prohibited from using ‘hailing’ apps, the London Taxi trade will not survive. If Taxis disappear from the landscape, prices will fluctuate wildly, there will be no wheelchair accessible service, trips will be ‘cherry picked’ meaning the suburbs will be abandoned in busy times as drivers favour operating in the centre of town and congestion will rise; making a negative contribution to clean air objectives. There will also be a total breakdown in standards and practises and as a result of this, the public will receive an inferior, expensive service contrary to what they currently receive.

6. Metered Fare

Taxi fares are reviewed annually by TfL. The annual fare adjustments are calculated against a costs basket. The basket of costs was introduced in 1985, almost 30 years ago. The market and environment have evolved, and as such, we believe that it is now time to reconsider how taxi fare tariffs are calculated.

PH Operators are permitted to set their own fares. PH Operators have set 'minimum fares' in London at £10.00 or over. Meanwhile, the 'flag drop' for a £43,000 Taxi starts at £2.40.

There are now widely held beliefs that 'all' long journeys (not originating from Heathrow) are carried out by PH. It is anticompetitive and perhaps abnormal that the further one travels in a Taxi the worse value for money the journey becomes e.g. on tariff 1, once the meter reaches £17.40, instead of travelling 126.2m per £0.20, the passenger travels only 88.5m per £0.20 thereafter.

Further examples are available at: https://www.tfl.gov.uk/modes/taxis-and-minicabs/taxi-fares/tariffs

We understand that the further a Taxi driver travels outside of their licensing area, the longer they will be without a passenger on their return – however, we believe that the current tariff structure makes longer journeys too uncompetitive. We recommend adjusting the fare tariff for longer journeys to narrow the perceived value gap between Taxi and PH fares.

We believe that the current 4 Taxi tariffs are totally unnecessary, confuse the public and require simplification. We recognise that drivers should be incentivised to work unsocial hours but with the unabated raise of PH drivers, Taxi drivers are very aware that there is now a service that is willing to work those times, for cheaper prices.

We recommend a consultation paper on how to set future taxi tariffs. This should include:

- Updating the tariff costs basket to more accurately reflect the modern day environment.
- Starting flag. We believe this should be increased, especially in the evening.
- Reducing the number of tariffs, perhaps to two, day and night.
- Time and distance adjustments over initial thresholds

7. Law Commission Report

It is our view that the Law Commission (LC) has produced a very comprehensive, sensible and balanced document overall. Of course there are areas that will require clarification and/or consultation because in their current form, they could prove to be unworkable, but that is to be expected, given the volume of the report. Many of the criticisms that we have made of TfL, especially in relation to poor enforcement are covered in the Law Commission report. The LC explains that one of the issues is lack of powers of local authority and enforcement officers. Whilst we accept those findings, it does not excuse TfL from having too few staff to adequately deal with the enforcement issues they do actually have power to control. We have highlighted this in s.1 Enforcement ss. ii herein.

One of the main findings of the LC report is that there should remain a two-tier system – where taxis are hailed and PH is pre-booked. This is probably the most important recommendation of the whole report for Taxi drivers. However, the Taxi market can only 'survive' if there is strong enforcement, which there currently is not. We believe the LA needs to fully consider the following to enable it to understand quite how fatal a lack of enforcement is and shall be for the future of the London Taxi industry:

TAXI has a regulated price (set by TfL), whereas PHV has a market price (set by the operator). Due to TfL licensing both competitors, PH has become more credible in the eyes of the public. This is a good thing, so long as PH is 'forced' to stick to the conditions of their licenses. Any failure to regulate PH, especially 'touting' will have a serious, negative effect on the viability of the London taxi market, as there are clear inequalities in the current system, in relation to market entry.

Currently, Taxis are a good example of a restricted market in distress. The primary reason for this is that the market is not adequately policed by its regulator and is therefore vulnerable to speculative attack.

Very high restrictions are set for Taxis and it is only through control, or moreover enforcement, that you can reasonably expect both passengers and drivers to benefit.

A restricted market is a type of market in which there is a great deal of governmental control on the rate of exchange within that marketplace (taxi fares are ultimately controlled by government, like the exchange rate in this example). Typically, governmental regulations will have more influence on how that market functions (regulated vehicle choice, WAV, EU5, CoF, KoL, metered fares, etc) than is true with other markets that tend to shift based on a wider range of economic events and circumstances. A restricted market is often considered a situation that occurs with currency exchanges, but can also be found in other types of market situations (such as Taxis).

One of the easiest ways to understand the concept of a restricted market is to consider the rate of exchange that surrounds a currency issued by a specific nation (understand the way the fare matrix works and the cost basket calculation to understand how the market price is set by government). When the market is restricted, the value of that currency is directly tied to the currency issued by another nation (Taxi fares are tied to government but economic fundamentals are tied to PHV, as they have free movement of price), usually with the use of governmental regulations. The end result is that the exchange rate for that currency will shift in accordance to what is happening with the second currency (prices will fluctuate based off of PHV prices), rather than other economic factors such as the financial stability of the issuing country (being Taxi fares).

The general goal of a restrictive market is to make use of governmental laws and regulations to ensure that the marketplace is kept relatively secure (government needs to ensure that they keep tight control, consumers can be sure of price transparency). When managed to best effect, the market is less susceptible to potential scams or investment deals that may be somewhat questionable (enforcement of the rules ensures an orderly marketplace). In some situations, the degree of restrictions present in the marketplace may be somewhat prohibitive, leading to investors choosing to focus attention on assets that are not traded in that particular marketplace (because of the onerous restrictions of Taxi, new incumbents will look at PHV as a way to quickly and cheaply enter the marketplace).

A restricted market is not considered the most controlled of all market situations. A blocked market, in which certain transactions are not allowed to take place at all, is generally thought to be the most closely held and managed type of market situation. By contrast, a free market enjoys few, if any, real governmental regulations and restrictions, with a number of economic factors directly influencing the movement of the value of assets traded within that marketplace.

Detractors of a restricted market often consider this type of situation to prevent free enterprise, effectively limiting opportunities for investors in the marketplace. Supporters of a restricted market note that having governmental regulations in place can often prevent manipulation of that market, and actually prevent some investors from losing money. There is no universal agreement about how much regulation is too much, making it sometimes hard to decide if a particular market is truly restrictive.

The example explains that a restricted market cannot correctly function (and ultimately survive) unless tight controls are implemented. In the Taxi market this is obtained through enforcement and compliance. If TfL are unable to control the market through stringent regulation, the market is open to hostile speculation (touting), which will eventually lead to a total breakdown. If there is to be no regulation/enforcement of rules, then Taxis cannot survive with the financial burdens currently in place, as inequalities outweigh economic benefit. The government regulations put Taxis at a severe disadvantage to its competitors in relation to costs and entry to the marketplace. If TfL wish to maintain the current Taxi system, they have a duty to enforce the rules. If regulation is not to be enforced, then Taxis need to be deregulated. This would be totally at odds with the LC's recommendation to maintain the two-tier system but we see no other way forward. It will not be in the public's best interests, as regulated pricing is there to protect them against unscrupulous operators and the disabled will suffer, due to the withdrawal of a taxi service, without an adequate alternative form of transportation. During peak hours, ethical standards with be compromised, with price the only consideration of the transport provider (at the expense of safety).

8. Deregulation

We believe that it is not in the interests of the public for Taxis to be deregulated. Taxis were regulated in the first place to protect the public, and nothing has changed in this regard with the advent of technology. However, as set out in s.7, deregulating Taxis must be a serious consideration if enforcement policy is to be continually ignored. There is no possible way for Taxis to maintain their current standards without 'protection'. The cost of meeting the conditions of their licenses, as inequalities prevail, is too prohibitive.

It is currently prohibited for a Licensing Authority to make a profit or run a surplus. LC sets out that in future, licensing monies should be allowed to be used for other related acts.

We share the view of the LC. If license costs were raised, enough revenue could be generated for London's Taxi drivers to elect an executive committee that is employed to represent its interests. This might lead to deregulation from TfL in favour of becoming a self-regulating service. An independent taxi service can be flexible, dynamic and have autonomy to revise and set its own rules. This would include KoL, CoF and licensing costs. Further and perhaps most importantly of all, it would be responsible for ensuring enforcement of their own enforcement policy. London's Taxis are already self-funding, so this ideology might not be as revolutionary as some might believe.

Although this suggestion might appear radical, we again emphasise that without strong enforcement, the London Taxi market will deteriorate, lose sight of what it currently represents, or become extinct altogether. London's Taxis are a very important part of London's travel network. The general public are assured that the driver has a sufficient knowledge to take them to any location within their licensed area. The driver is CRB checked, drives a regulated wheelchair accessible vehicle, with additional features such as hearing induction loop and high visibility interior markings and has a transparent pricing policy. This renowned service is synonymous with London, hugely popular with

tourists and would be a great loss to the city, if it were forced out of operation by a lack of action from a negligent regulator.

If TfL do not invest in enforcement, the London Taxi market will disappear or be diluted in to a 2nd-tier system – this must not be allowed to happen.

9. Conclusion

The following inequalities must be addressed:

It is taking a person on average 50 months to complete the KoL vs taking a person wanting to be a PH driver a matter of days or weeks.

The KoL should be modernised and a higher degree of skill should be required to obtain a PH license. It is in the publics' interests to maintain the high standards set by taxi and PH should be required to move closer to those standards; this will help ensure passenger safety.

Taxis are 100% wheelchair accessible. It is thought that less than 5% of London's PH fleet is wheelchair accessible.

Although we believe wheelchair accessibility to be both progressive and a necessary requirement for Taxis, we are at a loss as to why similar conditions do not apply for PH. It should be a condition of a PH Operators license that their fleet has a reasonable percentage of wheelchair accessible vehicles.

It is discriminative against the disabled and Taxi drivers that PH does not have WAV requirements. The introduction of WAVs will bring PH in line with TfL policy on 'inclusion' and 'accessibility' for all; this requirement will act as a necessary 'brake' on the unabated rise in PH licenses.

ULEZ – the Mayor must rethink the ULEZ strategy. We find it wholly unacceptable that the Mayor has made an announcement regarding Taxis but has made no announcement for PH, even though there are almost three times as many PHV in London.

To bring PH policy in line with Taxis, the Mayor must make an announcement that only PHV with EU6 capabilities or zero emission capabilities will be able to be licensed in London from 2018

Enforcement

Enforcing regulations and standards are an absolute necessity for the survival of London's Taxis. The LC report has concluded that simplifying the current regulations is necessary, so that powers can be properly vested into enforcement officers to deal with current and future issues.

The LC has concluded that TfL's current enforcement policy is not adequate and we have highlighted the seriousness of the issues at s.1 Enforcement Policy.

The following London Assembly report has a section dedicated at 5.3 to 'Illegal minicab activity'

http://legacy.london.gov.uk/assembly/reports/transport/taxis.pdf

As highlighted in our Introduction, s.6.6 concludes ''Then the PCO can ensure London's world-renowned taxi service has a secure long-term future''.

In July 2000, the PCO became part of TfL. Therefore, it became incumbent on TfL to ensure the long-term future of the London Taxi trade, when it subsumed the PCO.

The London Taxi and PH policies require reworking. We hope that the London Assembly recognises the threat to London's Taxis and can make the necessary recommendations to secure London's future.

Improvements in taxi service

We believe that there are public benefits in making it a mandatory CoF for Taxis to accept electronic payments. In 2014, it is quite incredible that a public service that generates over £1 billion pounds annually, does not have the ability to meet consumer requirements for card acceptance. European law has been introduced regarding 'excessive surcharges' and this creates an ideal opportunity for TfL to implement a strategy for card acceptance in all Taxis.

Further, we advance, that it is time that a 'minimum dress code' was introduced for Taxi drivers. It is not commensurate to the high levels of service expected from Taxis, to allow drivers to dress in a manner that they deem to be acceptable, especially prevalent in the summer months are shorts, vests and flip-flops. Taxi drivers are carrying out an important public service and whilst we do not believe that Taxi drivers should be issued with a uniform, we believe that the public should be assured that the driver is dressed in a professional manner, to compliment the service being provided. Therefore, we would strongly recommend introduction of minimum dress requirements, specifically, shoes, trousers and collared or polo shirt.

Finally, we recommend that serious consideration be given to reintroducing a requirement for all London Taxis to be black. This could be introduced in 2015 on all new sales and there could be a requirement for all vehicles to be black by 2020. This will help the public to recognise London taxis in the future. We are aware that Karsan, Nissan and Fraser Nash will likely enter the London Taxi market in the near future, and that these vehicles could confuse the public when they arrive. We believe that there will be economic benefits of an all-black fleet, but more importantly, it is in the interests of public safety that a common colour be reintroduced for London.

On behalf of Cabvision Network Limited

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Friday 12th September 2014.

Hailo response to the GLA Transport Committee's: 'Investigation into taxi and private hire services in London'.

Hailo is responding, at the request of the Greater London Authority, to the Transport Committee's current investigation into taxi and private hire services in London. Hailo's aim is to provide Assembly Members with an industry perspective of the current market given our knowledge, understanding and expertise.

1. Who is Hailo?

1.1. Hailo is a software technology company that was founded and developed by six individuals – three business entrepreneurs and three London taxi drivers. The company has been domiciled in London since 2011. It offers a network that matches passengers with licensed taxi drivers and executive cars, using smartphone- app technology. Hailo is uniquely able to understand the apprehension and feelings of drivers and to give clarity over the technological developments that have become integrated within the market.

1.2. Hailo is the evolution of the 'street hail' – it is a free smartphone app that puts people just clicks/ taps away from a licensed and fully accessible vehicle.

1.3. The technology has three distinct elements – one app dedicated to customers, where they can hail a cab and make a payment. A second app is for drivers, acting as a dedicated social network through which they can also accept passenger requests for pick-up. Supporting both these user-facing platforms is the third part of the system, an optimization algorithm that sits in the Cloud automatically matching drivers with passengers.

- **1.3.1.** Hailo is a **British technology company** and a **member of Tech City's "Future Fifty" Programme.** Founded and registered in London, **Hailo employs over 100 people in the city** and almost 200 people worldwide.

- **1.3.2.** Hailo has completed **over 20 million fares** and a Hailo fare is accepted around the world **every two seconds from Hailo's global network of nearly 60,000 drivers and more than 1.2 million registered account customers**.

- **1.3.3.** Before Hailo, our **black cab drivers were operating empty on average 35% to 40%** of the time. In partnership with the industry, the Hailo app has ensured that taxis are easier to hail. As a result of this, **Hailo cabs now operate full for over 60% of the time** for drivers who are 'on shift'.

2. Why are we responding?

2.1. Taxi and private hire vehicles both provide an important service to residents, visitors and commuters within London. Over 14,000 licensed Hackney Carriage drivers have signed up to Hailo since our launch and up to 10,000 use the Hailo app within London every week. **As such, Hailo's app constitutes the largest singular taxi app and driver community within London.**

2.2. Whilst our business model focuses on making it easier and quicker for customers to hail a black cab at a convenient time for them, we also offer an executive car service for corporate clients. This combined service offering puts us in a unique position to comprehend, and to offer insights to, the intricacies and complexities of both markets.

3. The "*Public Interest*" in a changing market

3.1. The nature of technology, the speed of innovation and the ability of digital to transform markets is a cumulative force that is dynamic, revolutionary and constant. Regulators who implement regulation and licensing decisions on a reactive basis can never hope to be able to meet the needs of industries in a digital age. Rapid advances in the capability of smartphone technologies have broken down the original barriers of the black cab and private hire markets, but whilst private hire vehicles are able to compete directly against the service offered by black cabs, the licensed taxi industry is hindered in its ability to compete due to regulatory and licensing restrictions placed upon it, some of which are centuries old.

3.2. TfL must come to understand that it cannot wait on the high court to provide a clarification on regulatory definitions, or that Parliamentary legislators will enact new legislation that will provide long–term clarity within a sufficient time-frame. It cannot be stressed strongly enough that inaction is in itself a decision that signals to the market that London's regulator has no official position on the matter.

3.3. Having taken on the role of regulator from the Public Carriage Office, **no decision, in this context, is a choice** on the part of TfL as regulation is within their gift to amend and within their power to enforce. We would call on TfL as a matter of urgency to identify and take steps to define what TfL requires from these two differentiated markets in order to fulfil the public interest and amend the regulations, or 'upgrade' previous directives to the status of regulation, to reflect this – and then ensure these are properly enforced across both markets.

3.4. In London we should be under no illusion that should the public interest not be defined and enacted upon by TfL, that failure to act will mean that the markets will evolve based on economic realties of the market, driven primarily by pricing. This could see black cab drivers numbers dramatically erode as they opt over time for lower investment cost options in the private hire market.

3.5. As digital technologies and the collection, and application, of the potential of 'big data' systems continues the march towards ever-integrated systems enhanced and supported by the 'internet of things', markets **will** change. Regulators and political institutions need to embrace the potential that digital technologies offer to 'digitally transform' markets for the benefit of both the supply (driver) and demand (passenger) sides of the market.

3.6. It has been stated repeatedly and, with a clear consensus, by numerous public institutions - whether political, regulatory or otherwise - that the public interest is best served by maintaining two differentiated sectors within the personal transport market. In order to sustain these two sectors, however, TfL must create breathing space so that the legislative and legal processes can catch up to ensure both the short term **and** the long-term economic viability and sustainability of each market. Given the speed of change within the current market, without this breathing space, the pace of technological innovation being made will create "new facts" that are both fundamental and irreversible long before any new legislation and regulation can be defined, never mind implemented.

Consequentially, London has two choices:

(1) Take a laissez-fare approach to the issue and leave the market to decide the public interest and the future shape and style of services available.

or

(2) Clearly define the "public interest". Design the service around what best fulfils that interest and what the city of London's residents, commuters, visitors and businesses want and deserve - and then implement a system of licensing and regulation to support this vision – supported by directives and resources to ensure proper enforcement.

3.7. Hailo believes that the Committee must encourage TfL to adopt the second of these two approaches to serve London's best interests.

4. The need for a short-term response and a long-term strategy

4.1. Hailo accepts that there is a need for a wide-ranging and comprehensive strategy to ensure the long-term viability and sustainability of both the licensed taxi and private hire markets. Such a process will require the involvement and engagement of all interested parties and we applaud the London Assembly for recognising this and undertaking their current inquiry.

4.2. However, whilst a long-term vision for the market is desperately needed, completion of such an undertaking will undoubtedly take too long, with recommendations and action coming after the market has already fundamentally changed as a consequence of economic and market forces that are not inherently favourable to all consumers.

4.3. Whilst we acknowledge TfL is limited in its capacity to regulate the taxi and private hire markets, as it is only able to apply regulation as defined by current statute - with little room for interpretation. Nonetheless, TfL has significant autonomy as regards their ability to design and implement licensing conditions for this market. Hailo would stress upon TfL, and the Mayor's office, that TfL has the powers required to redress the current issues in the market.

4.4. TfL needs to utilise these powers now, to stop, in the short and medium term, practices and externalities that currently allow an unfair playing field (which has already developed and caused significant industry tension). Taking action now to protect and delineate both markets will allow time to consult on, and then ultimately implement, a longer-term strategy for both markets.

4.5. We would again reiterate that TfL must come to understand that it cannot wait on the High Court to provide a clarification on regulatory definitions, or that Parliamentary legislators will enact new legislation that will provide long–term clarity within a sufficient time-frame, given the rapid developments within the market.

4.6. Legislative change is slow, and the rate of technological advancement and innovation is moving too fast for legislation to keep up through piecemeal change alone. The current system of regulation is unfit for purpose as it applies to the market today. The legal system it is based on is built from a series of definitions that are no longer relevant or systematically enforceable.

4.7. TfL and the London Assembly should be under no illusion that in the time it would take to design, consult and enact any potential long-term changes to the legislative or regulatory environment -underpinning the operations of taxis and private hire vehicles - the damage to the taxi industry in London will have been done, and retrenchment to a previous position will be impossible to achieve.

5. The benefit of two differentiated services

5.1. The original détente between the two markets was based on the premise that licensed taxis (black cabs) were the only part of London's public transport infrastructure that was able to 'ply for hire' and pick up 'street hails'. With the opportunity costs and sunk investment in becoming a licensed taxi driver naturally limiting the supply of licensed taxis, private hire vehicles emerged to meet demand for additional personalised transport, especially during unsociable hours and for longer distances where the lower cost base of operating a private hire vehicle benefited consumers.

The difference between Private Hire & Licensed Taxis: Summary of core differences

Licensed Taxis:	Private Hire Services:
1. Price regulated by metre. 2. Fare regulated by tariff system. 3. Vehicles regulated by 'conditions of fitness' license - that requires vehicles to be 100% accessible and operate a minimum turning circle. 4. All new vehicles or vehicles new to licensing must as a minimum meet the **Euro 5** standards for emissions at the time of licensing. Vehicles already licensed must be no older than 15 years old. 5. Drivers must pass an enhanced DBS check. 6. Drivers must pass the infamous "Knowledge" test. 7. License allows for licensed taxis to be able to 'ply for hire' and operate from ranks. 8. Can use bus lanes. 9. Driver and vehicle must have appropriate 'hire and reward' insurance as defined by the London Cab Order 1934, 1973.	1. Must provide a quoted, fixed fare at time of booking. 2. Bookings must be based on a predetermined pick up and destination point. 3. All new vehicles or vehicles new to licensing must as a minimum meet the **Euro 4** standards for emissions at the time of licensing. Vehicles already licensed must be no older than 10 years old. 4. Drivers must pass an enhanced DBS check. 5. Drivers are required to undertake a topographical skills assessment. 6. Whilst being used as a PHV in London, the vehicle must have in place a policy of insurance which covers its use to carry passengers for hire and reward.

*Summarised from information publically available from the Transport for London (TfL) website

5.2. As the Law Commission recently highlighted, a separate system of regulation and licensing for taxis and private hire vehicles that reflects their unique service offerings is something that is beneficial to passengers. However, basing the separate systems of regulation and licensing on taximeters with the ability to 'ply for hire'; against a private hire service that required despatch from a base with a provision of destination and quote in advance, now creates definitional difficulties in an age where technology has created an arbitrage between the two markets. With technology able to make bookings almost instantaneously without a physical base, and with smartphone technologies advancing to allow for in-built GPS and location services to track a journey in real time, these two underpinning concepts are no longer fit for purpose.

5.3. Smartphone applications for both the licensed taxi and private hire vehicle markets have the potential to benefit both drivers and passengers by enabling greater availability and choice. However, whilst the provision of choice is to be welcomed, the arbitrage of the markets that technology has created means that the passenger is not being fully protected or supported in making a choice between service offerings, on a like for like basis. It establishes a system where the markets cannot fairly compete based on service offering, accessibility and price. The ability to make an informed choice is undermined due to a lack of a requirement on both markets to provide a fully accessible system that is based on transparent pricing.

5.4. From Hailo's perspective the most immediate consideration is TfL's role as a regulator, and specifically, the need for TFL to act as a proactive regulator who enforces its directives and regulations.

5.5. TfL has a raft of directives and guidelines that were designed to ensure the operation of fair competition between both markets, yet these have lacked the power and enforcement of full regulation. We would request that TfL use its powers to 'upgrade' many of its current directives to ensure that it protects the interest of the public while maintaining the viability of the distinctive taxi and private hire markets during the period that legal and legislative clarifications on the two markets are being sought.

5.6. TfL should state categorically, based on its previous directives, a private hire service must require at the time of booking that the following conditions are met:

(1) A pick up and destination is provided;

(2) A confirmed quote at the time of booking is given; and

(3) Confirmation of whether the 'final' price is subject to extra's or 'surge-prices', and if so the level of surge due to be applied.

6. Pricing and fair competition

6.1. The existing regulatory system that divides the market into licensed taxis and private hire minicabs, provides clarity and transparency to both customers and operators on pricing, which the Law Commission Report noted is in the public interest.

6.2. In London, the licensed taxi trade is able to "ply for hire" and bound by the taxi metre with fares regulated through a tariff-based system that cannot charge above the metered fare at the point of payment.

6.3. Private hire taxis are required to take a destination upfront and to clearly provide a quoted, fixed fare for the journey at the time of booking. **However, the growth of new technologies has meant that some services are not playing by these established rules.**

6.4. What is currently being allowed in the market by TFL, is the enablement of third party apps (e.g. Uber) to use the new technology to not only arbitrage a service that used to be the sole remit of the licensed cabs, but to also arbitrage the regulations regarding pricing.

6.5. Whilst licensed taxis and private hire operators are expected to play by the historic rules established by TfL on pricing, Uber is permitted to selectively pursue a strategy of "pick and mix" to suit its preferred business model. The use of "surge pricing" at self defined "peak times" based on varying multiples of a time and distance meter within the app combined with predatory price discounting during equally arbitrarily defined off peak periods, are pricing strategies that neither licensed taxis nor private hire companies can fully pursue.

6.6. This means that although Uber overwhelming provides a private hire service, it ignores the regulations and directives that everyone else is operating under in the private hire market. It uses a time and distance meter within its app like a licensed cab but does not observe the legal meter tariff rates and times that all licensed cabs must obey. There are two clear choices to allow a level competitive playing field. TfL allows Uber's current pricing strategy to be pursued by all players in the metered and private hire sectors or it enforces its current rules and directives with some minor pricing adjustments.

6.7. Uber has selected pricing rules that suit their business model and which completely undermine any public interest in pricing transparency for both sides of the current personal transport market. Under the guise of offering passengers more "choice" and cheaper personal transport during times of low demand, they reserve the right, at their discretion, to gouge passengers to suppress demand when supply is tight. If you are rich, you may not mind but this type of service cannot replace or be allowed to undermine an important part of London's public transport infrastructure; an infrastructure that should not exclude segments of the public on the basis of wealth or accessibility.

6.8. To protect the public, and enable them to make a fully informed choice, Hailo recommends that TfL enforces its current regulations and directives with some minor pricing adjustments allowing for greater flexibility between peak and off peak times. It is not clear that given current legislation, TfL would have the power to immediately allow for the deregulation of pricing, including the licensed meter, to permit full competition on the basis of the Uber pricing model.

6.9. Transparency in pricing is clearly a major aspect of how London's taxi and private hire markets will be affected in a future powered by the potential of digital forces. It is one of several issues that demonstrably prove the need for discussions to take place regarding a long-term vision for the taxi and private hire industries in the digital age. These measures that we are recommending TfL enact immediately are to allow continuing innovation but also sufficient time to establish the longer term priorities for the industry and how the industry can continue to best serve the public interest.

6.10. If transparency in pricing is deemed by TfL to be a public good, it must regulate and enforce the need for pricing tariffs to be clearly stated across both markets to allow for a consumer to make a truly informed choice at the time of booking.

Case Study: New York: The danger of surge pricing and uncapped fares

1. In New York in the aftermath of Hurricane Sandy (2012) private vehicle operators charged as much as 8x the standard quoted fare as a consequence of algorithms designed to manage demand, but taking advantage of the desperation of residents. The implementation of such practices was considered to be price gouging by the State's Attorney General Tim Schneiderman who wrote that:

"…in bad weather, [a private hire vehicle service provider] charged New Yorkers as much as eight times the company's base price. We are investigating whether this is prohibited by the same laws under which I've sued gas stations that gouged motorists during Hurricane Sandy…the ability to pay truly exorbitant prices shouldn't determine someone's ability to get critical goods and services when they're in short supply in an emergency."

Source: http://www.huffingtonpost.com/2014/07/08/uber-surge-pricing_n_5568087.html

2. Surge pricing is not only used during emergencies to regulate demand and increase profits, it is also utilised during high demand periods, especially during holidays or festive periods. During New Year's Eve (2012) the surge rate of a private hire vehicle operator in New York was set at 6.25x the base rate

Source: http://techcrunch.com/2012/11/01/uber-tripled-number-of-drivers-yesterday-owing-an-extra-100k-in-payments-so-surge-pricing-is-coming-back/

7. A service for all that empowers independence

7.1. Taxis are an intrinsic and vital element of London's public transport infrastructure providing public service vehicles that are 100% accessible. London is arguably the only major city in the world to provide and regulate for the operation of a fully 100% accessible fleet within its public transport system.

7.2. This is a unique offering that London should be very proud of, and as a British company we are equally proud to help facilitate this. The service provides independence and mobility to some of London's most vulnerable, including war veterans and people with disabilities, and a convenient choice to tourists and those from outside of London who are not familiar with the city.

7.3. Hailo believes firmly that this is a service that maintaining its world-class status of having 100% accessible licensed taxi fleet is in the best public interest.

7.4. With an ever increasing number of journeys organised or booked via a third party app or call/dispatch service, to ensure equality of access for mobility restricted persons Hailo believes that it would be in the public interest to require all service operators, licensed taxis, private hire and fleet operators including apps, to operate an on-shift fleet that consist of a minimum percentage of fully accessible vehicles.

7.5. As a facilitator for securing the services of both black cabs and private hire vehicles we feel that this would help to 'future-proof' this vital service provision for these groups independent of the reforms required to stabilise and secure the viability of each market in the long term.

7.6. Below are a couple of independent reviews submitted to the iTunes app store which indicate the value that the licensed taxi accessed through our app service provides to Londoner's with mobility restrictions.

Customer Reviews

The app to end all apps. ★★★★★
by [redacted]

Having booked about 400 cabs with Hailo since November 2011 (my legs got crushed by a car, hence the need for taxis), I am a very satisfied customer. The service has noticeably improved in terms of the speed and reliability of getting cabs—I believe that there are now over 14,000 drivers. The area covered seems to have improved as well.

One little useful addition might be an advance booking system.

Apart from the slick, easy to use nature of the app, which I like to think Steve Jobs would have approved of, I particularly appreciate the automatic emailing of receipts—very handy for expenses.

My limited experience of booking minicabs was that they were either more expensive (booking charges) for central London or didn't turn up. Just the meter fare (+ optional tip) for Hailo.

The attention to detail in this app is awesome: little things, like the up to five minute's waiting time before starting the meter, to behind-the-scenes things such as the clever algorithms which determine where the demand for cabs is.

Tip for the disabled/hard of walking: the passenger side drop-seat swings out—ask the driver to release the seat—which makes it easier to get in. Not on some older models or the six-seaters.

Thanks Hailo!

So handy! ★★★★
by [redacted]

I have a toddler & since she turned 1, we have got rid of the travel system (car seat system) for a normal stroller. Thus we are unable to jump in a normal taxi or whatever when we are out. When we are in a rush, this app is so handy in 'hailing' a black cab for me to pop the buggy right on and get to wherever I need asap. The only downside is there is no fare estimate, but of course you wouldn't use black cab for long journeys... So this works just fine for us. I don't know why this doesn't have more reviews as it really is helpful, and a complete life saver when we wait bus after bus to get the stroller on!

8. Creating a fair marketplace; Why levelling the playing field matters

8.1. To date all parties, the GLA, TfL and the DFT believe that the current licensed taxis are an intrinsic and vital element of London's public transport infrastructure providing small public service vehicles that are 100% accessible. Unlike private hire providers who often utilise a plug-in GPS and their regular personal vehicle, licensed taxi drivers must invest and commit significant time and endure high personal and opportunity costs to become a driver. London taxi drivers are professionals, and like many other professions, it takes a significant amount of commitment to become a professional taxi driver.

8.2. In addition to the costs involved with purchasing a vehicle and a license, it can take several years to pass the infamous 'Knowledge of London' test and not all drivers pass it first time. Additionally, it is not uncommon for vehicles that meet the requirements of current regulation to cost in excess of £50,000 in addition to the costs associated with adequate Disclosure and Barring Service (DBS) checks, third party liability insurance and the cost of the license itself.

8.3. Without a levelling of the playing field through the introduction of regulatory clarity and the introduction of consistency on pricing, taxi drivers will struggle to compete, the service available to passengers will suffer, and industry unrest will continue. It could take years for the industry to stabilise and adjust.

9. Insight from other global cities

9.1. Each city is unique, with specific challenges and expectations placed upon their public transport infrastructure based on what each city perceives to best serve the public interest. However, whilst each city is unique, London is not the only city grappling with the effects of digital disruption in the taxi and private hire industries. Technological advances have been introduced globally, and Hailo itself has expanded its service offering to great success in many of the world's most significant transport hubs.

9.2. Hailo's experience in operating in other international cities has clarified the importance of proactive regulation and how the choice between a fully deregulated and a fully regulated market effect the development of a market, and how the disruptive effects of technology affect the evolution of established markets.

9.3. London can garner insights from what has happened in other cities and national markets. Many of these arguments have already played out in many global cities, these can provide contrasting insight into the potential effects of building the foundations of a future market led by economic forces vs. regulatory and legislative change. Below we offer three examples of markets; fully deregulated, partially regulated and regulated, that we would put forward as case studies that indicate the range of outcomes possible.

Ireland (fully deregulated)

❖ **Summary**

- Market fully de-regulated in 2007 to address the chronic lack of supply.
- Taxi and private hire vehicles combined into a single classification of "small public service vehicles" (SPSV) consisting of five categories: (1) Taxis, (2) Wheelchair accessible taxis, (3) Hackneys, (4) Wheelchair accessible hackneys and (5) Limousines.
- SPSV's are defined as *"vehicles capable of carrying for hire or reward a maximum of eight passengers in addition to the driver".*
- Regulated by a singular regulator, The National Transport Authority, driver licenses are based on the above categories and vehicles are subject to specific requirements and are restricted as regards pricing and the ability to 'ply for hire' or use bus lanes.

State of California, United States of America (partially regulated)

❖ **Summary**

- The State of California regulates between taxis, private hire vehicles and transportation network companies as defined and enforced by the California Public Utilities Commission. The State differentiates its licensing between motor carriers of passengers and property, and enforces strict insurance requirements on licensees.
- Regulation and licensing differentiates between taxicab services which is subject to local regulation by cities and counties, and Passenger Stage Corporations (PSC) and Charter Party Carriers (TCP)
- A PSC provides transportation service to the general public on an individual-fare basis. Most PSCs operate a fixed route, scheduled service, or an on-call, door-to-door airport shuttle-type service.
- A TCP charters a vehicle, on a prearranged basis, for the exclusive use of an individual or group. Charges are based on mileage or time of use, or a combination of both. Also falling under the TCP category are round-trip sightseeing services, and certain specialised services not offered to the general public, such as transportation incidental to another business and transportation under contract to a governmental agency, an industrial or business firm, or a private school.

South Korea (regulated)

❖ **Summary**

- South Korea strictly regulates its market based on price, but taxis are inexpensive to hire with pricing differentiated based on experience.
- Standard taxis, known as ilban in Korean, are plentiful and owned by the drivers themselves. In addition to accepting credit cards in major cities they often accept public transit cards for payment (i.e. Seoul's T-money public transit card).
- Supplementing the service offered by a standard taxi are "deluxe' taxis, called mobeorn in Korean. Deluxe Taxi Drivers have to be trained in special customer care and need to have 10 years accident free experience driving a standard taxi before "deluxe" status can be attributed. Deluxe taxis are able to charge a higher rate than the standard taxi fare, but are considered to be the safest option, operated by the most experienced drivers.

10. Summary of recommendations

Hailo understands that it will take time to organise and to engage with all interested parties in the necessary conversations regarding a long-term strategy for the future of the licensed taxi and private hire vehicle markets. However, due to the speed of change within the market there is a need for a response to the issues highlighted within this submission to be addressed quickly in order to ensure the future viability of both markets. As such we have split our recommendations into those we have identified as necessary and that can be implemented in the near future, and those that should be taken under consideration in the long-term.

10.1 Short Term Necessities

Defining the Public Interest

a) **As the common consensus remains that there should be two distinct economically viable markets, TfL needs to define the public interest** that each market serves to enable clear decisions on regulation today and to structure any future strategy.

b) Failure to take any regulatory action in the public interest will leave the economics of the market and rapid technological change as the determinants of a future taxi transport system with the real risk of the economics pushing drivers out of the black cab, licensed taxi market. TFL must implement a regulatory system based upon the newly defined public interest, which ensures both markets are economically sustainable and serve consumers well, until the legislative process catches up.

Maintaining the benefit of two differentiated services

c) The licensed taxi and private hire markets are currently governed by rules and guidelines that are a mix of regulation and directives. TfL must ensure that the public interest in both markets is protected by appropriate regulation that is enforced and implemented fairly and effectively.

Maintaining Transparency in Pricing

d) Pricing must be transparent for consumers whether they choose to select taxi or private hire vehicles. Third party operators such as Uber should not be allowed to arbitrage both services and pricing, whilst not complying with rules and directives on either. **Surge pricing, should be limited as it is not in the interest of all consumers, and on booking a private hire car, operators must be required to provide a quote on the price immediately based on a provided destination.**

A service that empowers independence

e) With an ever increasing number of journeys organised or booked via a third party app or call/dispatch service, to ensure equality of access for mobility restricted persons Hailo believes that it would be in the public interest to require service operators to consistently deliver an on-shift fleet that consists of a minimum percentage of fully accessible vehicles that meet London's 'conditions of fitness' provisions for passengers with either disability or mobility restrictions.

Creating a fair marketplace

f) **TFL must recognise the difference in cost base between the two providers.** Licensed taxi drivers have both a higher cost for entering their market (cost of vehicle, licensing costs etc.) To ensure there remains an economic incentive to cover these sunk and opportunity costs, TfL should reconfirm its commitment to protecting licensed taxi 'privileges', such as the use of bus lanes, and recognise the economic incentives across both markets needed to keep both viable.

Maintaining passenger safety

g) **Ensure passenger confidence by maintaining a high level of safety checks across both markets.** Enhanced DBS checks should be made mandatory for all drivers as this helps to proactively protect the safety of passengers before they become licensed. Third party liability insurance requirements should also be equal.

h) **Ensure clarity of service and support the consumer to make an informed choice.** Private hire vehicles should be required to provide a quote for their service that is clearly stated at the time of booking, and is tied to an original route plan (pick up point and destination). Any extras or tariffs applied to this should be clearly stated as a surcharge that allows a passenger to make an informed choice before a booking is made.

10.2 Long Term Considerations

i) Commit to review the role of pricing tariffs and the protections required to protect passengers

j) Undertake a review of TfL as an enforcement agency focussing on; the effectiveness of their procedures and what additional powers would assist them in fulfilling this requirement if they were to be made available to TfL.

k) Commit to a clear timeframe for a consultation on a wider strategy for the future regulation and licensing of the licensed taxi and private hire industries that is supported by the London Assembly, TfL and the Mayor of London.

11. Further Information

This submission was provided on behalf of Hailo Network Holdings Limited. For more information, or if you have questions regarding any of the aforementioned content please contact the office of the Executive Chairman by email at: ron@hailocab.com or in writing to Hailo's London office at: **New Wing, Somerset House, The Strand, London, WC2R 1LA.**

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Supplementary evidence to the GLA Transport Scrutiny Committee

1 Background

1.1 This supplementary evidence is offered by Uber London Ltd further to evidence given to the GLA Transport Committee orally on 17 September 2014 by Jo Bertram, General Manager, UK & Ireland and Dominick Moxon-Tritsch, Head of Public Policy, Europe both of Uber.

1.2 This supplementary evidence builds on a prior submission from Uber filed with the clerks of the Committee on 30 June 2014 entitled *GLA Transport Committee investigation into taxi and private vehicle services in London – written evidence from Uber*.

2 Introduction

2.1 Uber would like to take this opportunity to provide further insight and context to help the Committee understand how Uber operates today, and to how the market may look in the future based on our understanding of macro trends both in the UK and internationally.

2.2 This document is structured into six core sections. Sections 3-7 relate to some of the benefits and changes brought about by technological changes in the taxi and private hire market, both by Uber and other organisations namely regulatory considerations, driver benefits, safety, economic impact, passenger benefits.

2.3 The final section examines future trends in the market based upon analysis from recent events in the UK and in international markets. These are used to look at how the market could change as the technology-enabled taxi and private hire market continues to mature.

3 Regulatory Considerations

3.1 Uber has been operating in London for the past two years and in Manchester for six months. Uber is fully compliant with all relevant law and regulation and is pleased with the constructive and collaborative relationship which it has built with local regulatory authorities in addition to the broader policy making community. Uber believes that by working side-by-side to resolve issues caused by the differences in our business model to traditional private hire operators, both locally and nationally, we can achieve the optimal long-term outcome for all parties.

3.2 Uber is today operational in over 200 cities and over 45 countries. Uber welcomes and actively encourages open dialogue with the regulator and other stakeholders in each new market it enters.

3.3 Uber recognises its business model and operational approach is innovative and, as such, much of the existing legislation does not contemplate Uber's way of working. Many local authorities have for example mandated rules on late opening hours of minicab offices and the erection of radio antennae – issues which are not relevant to Uber as a technology intermediary. Uber does not use radios. Uber is keen to discuss changes that may be necessary to existing regulations in light of these technological advancements and welcome discourse on these areas and many more. Uber offered a detailed submission on 4 April 2014 to the Department for Transport in response to its Call for Evidence on Taxi and Private Hire Licensing (which is attached to this document) and, while recognising London's iconic status, would welcome moves towards harmonisation.

3.4 Other than in London and Manchester, Uber has recently begun discussions with other local authorities in cities where it is planning to launch. Uber has established positive working relationships and is working side-by-side to become a compliant private hire operator in those cities.

4 Unprecedented Safety to Passengers and Drivers

4.1 Uber's operating model brings unprecedented levels of safety to passengers and drivers alike. Uber views this aspect as a critical difference and unique selling point to Uber's driver partners and customers. Before the car arrives the passenger can see driver information including their photo, name, licenced vehicle registration number and vehicle make/model. The driver is able to see the passenger name and photo. These measures all but obviate the possibility of entering a vehicle with an unlicensed driver.

4.2 Only drivers who have passed Uber's strict vetting requirements are given access to the driver platform, and all details – including PCO certificate, driving licence, vehicle registration documents, MoT certificate, insurance policy and the like - are stored in a driver database. These documents are tagged with their expiry dates. Uber can immediately disconnect a driver from the platform providing real-time removal from the system in the event of incidents or the expiration of documents.

4.3 In the event of incidents requiring access to data, Uber is able to provide authorities with an unprecedented level of journey information, which is held on file for every journey.

4.4 All Uber transactions are cashless, reducing driver risk compared to traditional private hire and taxi operators. The logging of all journeys means there is a record of all work undertaken by a partner reducing the risk of the under-declaration of revenue.

5 Economic Impact

5.1 Uber is providing job opportunities to people who had not previously considered working as a driver due to safety concerns and/or the need to work long shifts. Uber does not mandate the hours driver-partners must work, and given there are no fixed fees driver-partners make money from the first journey.

5.2 Uber intends to work with previously unemployed people in various cities both in the UK and internationally to provide assistance on how to become licensed as a driver. We provide the help to get started and the support to profit as a driver from day one.

5.3 Uber's drivers usually earn significantly more than employees of traditional private hire companies owing to the increased utilisation levels on the Uber platform. Drivers having more fares, more often, mean they take home more money.

5.4 Uber perceives the entirety of the private hire market growing as a result of Uber's model in the past several years. Rather than cannibalising the existing taxi market, Uber has seen significant driver growth from people previously employed in other sectors. In the USA Uber recently partnered with the US military in a programme to enrol the 70,000+ former servicemen and women who leave the armed forces each year, providing job opportunities with unparalleled flexibility, convenience and opportunity.

5.5 We believe the majority of our future UK growth will come from people who have previously never considered private hire work. In Manchester, London and other UK cities we are building partnerships with local job centres and agencies helping long- and short-term unemployed of all ages to become a licensed, active driver with Uber. This alone has the potential to generate tens of thousands of jobs in the UK.

5.6 The Uber platform connects the nearest active driver to a passenger's request. This model, coupled with unprecedented demand from passengers, is highly effective at keeping drivers highly utilised whilst active. The proportion of time drivers are travelling between fares to pickup passengers is dramatically lower than two years ago in Uber's mature markets such as London, and still falling – average pick up time for an Uber journey in London is presently 3-4 minutes. This high utilisation means drivers are now making more money through the platform than with other traditional operators.

6 Driver Benefits

6.1 Uber driver-partners receive payments electronically, providing complete transparency into the journeys completed and the revenue earned. This brings an unprecedented level of transparency into an industry which has previously been opaque and largely cash-based.

6.2 Uber drivers are commission-based and have no fixed fee charges, meaning they earn money from the very first journey. Drivers are paid a commission of 80% for every journey they take.

6.3 Uber does not mandate the time drivers are active on the Uber platform, creating unprecedented levels of flexibility to private hire drivers. For example, a driver is able to log off for several hours in the middle of a shift to pick up children from school then log back onto the platform and continue driving with Uber later that day.

6.4 The efficiency of the technology and the allocation of jobs to the nearest available driver means that the time to pickup is minimised and drivers are more utilised but means that there in no favouritism in the allocation of the most profitable jobs and no improper payments made by drivers to dispatchers.

7 Passenger Benefits

7.1 The Uber passenger ordering system is simple, convenient and fast. As such passengers have been 'voting with their fingers' in every jurisdiction in which we operate.

7.2 The increased driver utilisation cited above has allowed Uber to deliver price reductions. Lowering prices means Uber is now cheaper than any private hire alternative in almost all cities, and approaching a competitive price point with some public transport options. Moreover lower prices means high demand, more jobs and counter-intuitively, better earnings for our partners.

7.3 Uber is very clear about its pricing structure and provides an estimate 'in-app' to customers. Cashless payment removes the need for passengers to carry cash or worry about payment at the end of a journey (as well as increasing safety for drivers).

8 Future Taxi and Private Hire Trends

8.1 This section considers some of the trends Uber has seen in other markets which could unfold in the UK over the next 2-5 years. In the more mature markets in which Uber operates, particularly in the US, Uber has seen evidence of all of these trends, and is beginning to see some in the UK.

8.2 Passenger costs are reducing both for Uber journeys and also amongst competitors in response to new market entrants. As prices reduce passengers are driving their own cars less and the notion of owning a car is becoming less attractive. The net effect of this is that overall emissions are reduced, congestion decreases and accidents drop. Uber's car-pooling experiment UberPOOL, which pairs Uber passengers taking the same route and splits the cost of the journey to levels considerably which will be below current private hire prices. Anticipated UberPOOL prices would be highly cost-competitive with owning a car on a per journey basis.

8.3 The market for taxi and private hire has grown significantly in some US markets. In 2013, the convenience and efficiency of Uber's technology created as many as 25,000 additional rides in the City of Chicago than the transportation market would have provided without Uber – these are additional rides – that otherwise wouldn't have happened[1], demonstrating that Uber is addressing unmet needs.

8.4 With regard to payment, passengers are increasingly demanding the ability to pay without cash. As evidenced in previous GLA scrutiny comments, consumers want to be able to pay by card in taxis. Uber will continue to help drive this cashless trend along with all the additional benefits that flow from it.

8.5 Technology has dramatically altered the concept of requesting and travelling in a taxi in recent years. Outside of London, and particularly outside of the UK, in many places the regulatory landscape for private hire and taxi operations is antiquated. Much of the current UK legislation around private hire dates back to 1998 and earlier, long before the advent of smartphones. Some UK local authorities place onerous planning restrictions on the premises from which PHV operators might operate. Uber's view on this is set up in the attached DfT Call for Evidence referred to in paragraph 3.3 above.

8.6 The future of black taxi market will be greatly affected by the Draft Taxi Bill, currently with the Law Commission. Uber understands that the current draft should be regarded as a declaration of intent and expects to see some negotiation of drafting during committee stages. Uber is keen to work closely with regulators and legislators to advance regulations to align with technology-driven companies such as Uber, both in this Bill and in the future.

Uber London Ltd

3 October 2014

[1] http://blog.uber.com/ChiEconStudy

Addison Lee Submission to London Assembly Investigation into taxi and private hire services in London

Summary

1. Addison Lee is grateful for the opportunity to submit evidence to the GLA Transport Committee. We commend the committee for taking up this important matter.

2. This paper sets out Addison Lee's central concerns with the performance of Transport for London's Taxi and Private Hire Directorate (TPH) as regulator of the taxi and private hire sectors. London's taxi and private hire sector needs a strong, fair and consistent regulatory regime to enable it to grow and better serve its customers. This document sets out two central proposals for reform of TPH which we feel will help achieve such an outcome:

    - TPH's governance needs overhauling to remove entirely the possibility of any real or perceived conflict of interest between its roles as regulator of both the taxi and private hire sectors.

    - The reformed directorate should sign up to clear terms of reference governing its interaction with the regulated sectors and the process through which changes of policy are developed, made and communicated. TPH should report to the GLA Transport Committee annually on its compliance with these terms of reference.

3. Addison Lee considers these reforms critical for the future of our sector's relationship with the regulator and the continued success of the regulatory regime in London. The sector is highly competitive and is dependent for its survival on the establishment and maintenance of a level playing field where all operators are dealt with equitably.

4. We are aghast and appalled at the behaviour of TfL's Officers in relation to the conduct of meetings, policy development and serious complaints concerned with non-compliance of both legislation and regulation. We have even made complaints to the Mayor about the decline experienced within the TPH Directorate over the last three years. We welcome the committee's investigation into these issues as well as the wider concerns about their adverse impact on public safety.

5. We very much welcome the constructive approach taken by the Deputy Mayor, Isabel Dedring, in her evidence to the Transport Committee on 2 September 2014 in response to our Trade Association's proposals. We look forward to working with her and TfL officials on taking them forward.

Background

6. Addison Lee is London's largest private hire company and provides a range of car services that the travelling public can pre-book. The company has over 4,500 drivers, employs a thousand staff and has sales of over £240m per annum.

7. Over the last 3-4 years, the relationship between the industry and the regulator has broken down. In summer 2012, the Operator within the Private Hire industry sent a detailed and comprehensive report (the Dissatisfaction Report) to the Mayor setting out their concerns in some detail. However, despite the Mayor commissioning a report by Deloitte critiquing TPH's structure and operating model, our concerns remain – arguably the interface TPH is now even worse.

8. We have seen the relationship between the taxis and TfL very publicly deteriorate over TPH's handling of the issues raised by Uber and others. The Private Hire Industry fully understands the stance taken by the taxi industry whose constituents have become frustrated at TPH's inept handling of the recent legislative and regulatory breaches by Uber and others.

9. Although no regulator is going to be popular all the time, we strongly believe that better handling from TPH could have avoided this very public disagreement over regulation. Urgent action is needed to avoid more problems in the future; Addison Lee is therefore arguing for a reform of the Taxi and Private Hire Directorate, to ensure a better, more consistent service, greater transparency of operation, and more responsiveness to the industries for which it is responsible.

Addison Lee concerns and recommendations for reform

10. Our concerns centre around:

- Governance;
- Communication and service delivery; and
- Decisions and policymaking.

Our sector's concerns are now so serious that they have resulted in open disagreement on the streets of London – to the detriment of all. Action is therefore urgently needed; without substantial reform, the TPH directorate in TfL faces yet more discontent among those they are tasked with regulating.

<u>Governance</u>

11. Addison Lee believes that TPH's present responsibility for both taxis and private hire essentially sets them up to fail by mandating responsibility for two competing business models. We can cite numerous examples of an apparent bias towards the taxis in compliance and decision-making. Too often, TPH are adopting a one-size-fits-all approach which satisfies no one. The consequence is that our industry no longer has any confidence that the Private Hire Industry's views are properly and fully represented by TPH.

12. Our proposal is that the Taxi and Private Hire Directorate engage separate General Managers who should liaise but who operate independently of each other. The General Manager of private hire would be the day-to-day contact for the Trade Associations and Licensed Operators and would be responsible for championing the needs of the industry throughout TfL. The industry would rely on support from the Director and the General Manager to leverage from TfL's external network e.g. the Boroughs. A diagram setting out a new suggested structure is at **Annex A**.

Communication and service delivery

13. TPH has shown repeated failures to communicate clearly and consistently with the Private Hire Industry. Meetings are scheduled at late notice and reporting and follow-up is haphazard and unsatisfactory. Responses to written communication are extremely variable. TPH has also seemed unwilling to pursue action in areas which the trade had understood to be clear breaches, apparently preferring to focus enforcement against compliant operators. Examples include the failure to deal with touting at street level and TPH's effective sanctioning of a two-tier regime which allowed Uber and other app-based operators to adhere to a lower regulatory standard than that expected of the wider industry.

14. Such variable and opaque communication and service delivery is unacceptable in a modern regulator and needs addressing urgently. A reformed directorate should therefore sign up to clear terms of reference. These terms of reference should mandate: proper consultation on new or amended policy proposals; regularly scheduled meetings with industry, with clear read-outs after; an obligation to acknowledge requests or queries from industry and to respond substantively within a maximum period of time. We would also suggest that TPH be required to report to the GLA Transport Committee annually on its compliance. We do not believe such terms of reference need to be particularly long or onerous – examples from other sectors would be those used by the Advertising Standards Authority; Ofgem; the Financial Conduct Authority and Ofwat. Further details on how these regulators engage with their stakeholders are at **Annex B**.

15. Before developing the terms of reference we believe that it is important that the mistakes and errors of the past are recognised and not repeated. We therefore propose that a review of the issues that have arisen over the last three years take place.

Decision and policy making

16. Industry representatives and associations must be properly consulted and engaged on any proposed changes. This is simply not happening at present – as the concerns around the licensing of Uber have clearly demonstrated. The Terms of Reference for the renewed directorate should therefore include an obligation properly to consult with industry representatives and associations on any new policy proposals or developments, giving clear reasons for any decisions when they are taken.

Next steps

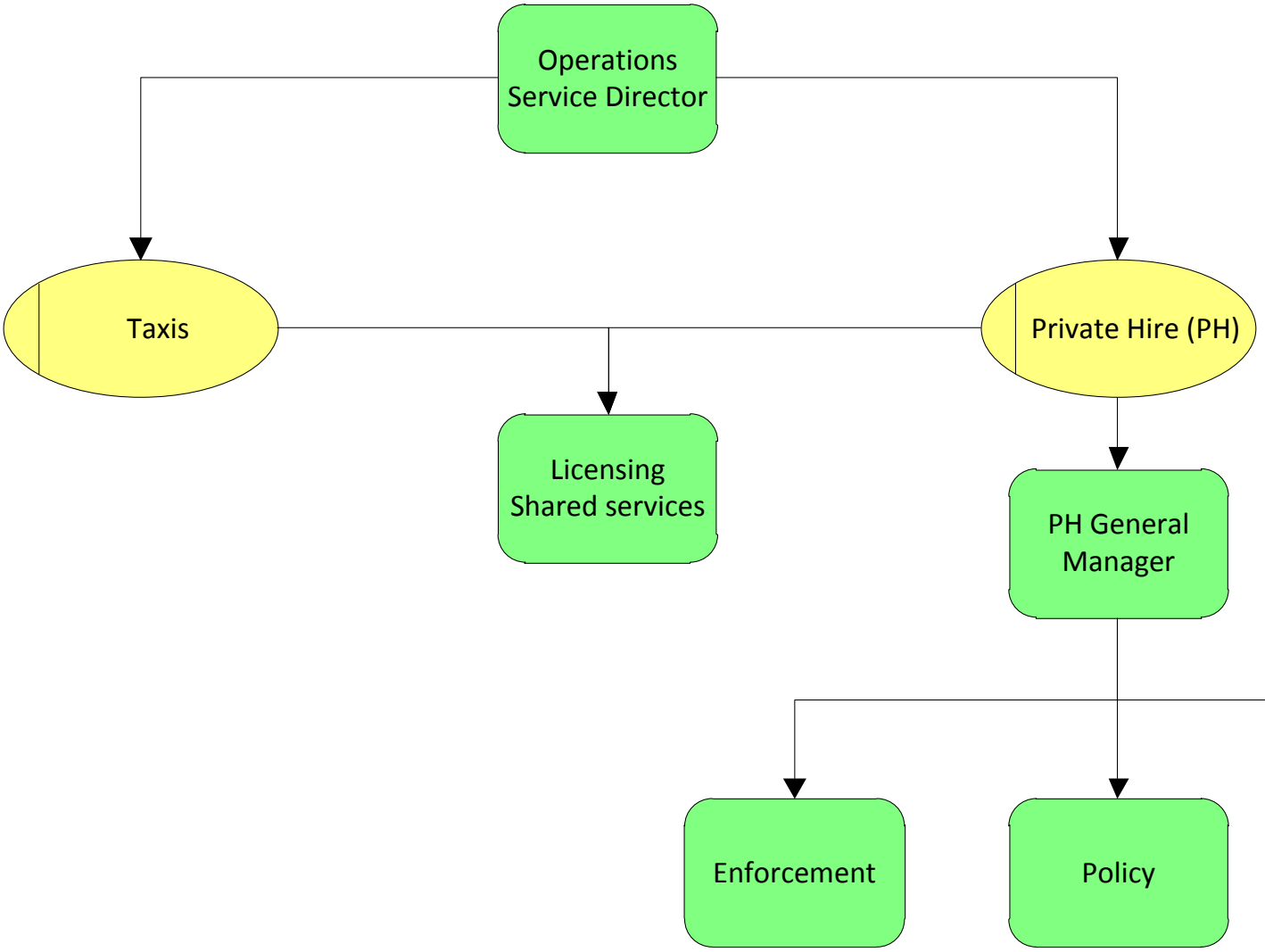
17. We propose that a two session workshop is organised, to look at the:

- The history of engagement between the industry and TPH, in order to learn lessons for the future.
- On this basis, the workshop would then look to agree key areas which need to be covered by the future terms of reference.

18. TfL should draft the Terms of Reference on the basis of this workshop. In the interests of ensuring the eventual draft commands as much support as possible, we would strongly recommend the draft that comes of this workshop is then subject to public consultation.

19. Any structural reorganisation of TPH can follow the agreement of the terms of reference, drawing on the lessons learnt.

Annex A – Proposed new organisation structure for TfL TPH Directorate



Annex B – 3 Regulator Examples:

Advertising Standards Authority (ASA):

ASA's focus is to develop committed, long-term and effective engagement with key Stakeholders. This is done through the Stakeholder Engagement Programme, enabling ASA to have better communications and understanding with key stakeholders.

This programme enables ASA to engage better with long term stakeholders including key advertisers, trade bodies, consumer and pressure groups, regulatory partners and media owners.

Stakeholders who participate in the programme are given a dedicated stakeholder Engagement Manager who will help facilitate on-going engagement and communication. The nature of engagement is tailored to individual needs but will at least include an opportunity to participate in an annual review and on-going access to the Stakeholder Engagement Manager when needed. The programme is structured in such a way as to avoid replicating or replacing the contact stakeholders have with other members of ASA staff on individual ongoing matters.

Ofgem

Ofgem has a focus on consultation and this is how they carry out regulatory duties. They pride themselves on being well informed and acting upon the best evidence available.

How Ofgem consult: Ofgem consults by publishing documents/letters on their website which set out relevant issues and target consultations towards those interested in the policy concerned. To improve the research Ofgem often research through surveys, opinions polls and focus groups. A notable example is that they draw viewing from the Ofgem Consumer First Panel which involved 100 domestic customers recruited from five locations across Britain.

When do Ofgem consult: Twelve week consultations on issues of wide significance. Eight weeks consultations for less wide significance. Four week consultations for urgent matters or minor changes to policy.

Financial Conduct Authority:

FCA engagement with firms is highly structured, based on their size and, therefore, the amount of attention they will require. FCA place firms within four categories. The first category is focused on the largest firms who face continuous assessment (and consequent engagement) over rolling two year periods. Assessments become less intense for firms in the three other categories with the fourth category being a minor form of assessment every four years.

FCA has published guides for all firms in the different categories which set out what they can expect from FCA and how they will interact and work with the firms they supervise. The guides set out the principles that will govern the FCA supervision approach, and clearly identify the supervising teams and the regularity of contact any firm might expect with them. Built into the model is an expectation of regular engagement through which feedback can be offered and action taken in a consensual and collaborative way.

End

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June 2014

Response by VeriFone to GLA Transport Committee Inquiry into Taxi and Private Hire Services

Introduction & Executive Summary

Please find enclosed a response to your current inquiry. We have focused our response on of the key questions you have asked about whether consumers should have more choice about how they pay for a Taxi journey.

We believe that there are many public policy benefits from making it a standard requirement that passengers can pay by credit and debit card as well as cash. Most importantly we believe it will help the industry to secure more journeys.

VeriFone welcomes the decision of TfL to announce that it plans to proceed this way and we are now waiting for them to publish more details in a consultation paper.

The following information is to enable the Committee to understand the issue more and we hope that you will endorse this view and call on TfL to move swiftly to mandating the acceptance of payment credit cards in all Taxis.

Introduction to VeriFone

VeriFone is a global provider of technology that enables electronic payment transactions. We are also the largest provider of solutions across the UK, servicing many of the UK's leading retailers. VeriFone has a dedicated taxi division globally and has been offering a safe and secure method of accepting card payments in taxis in multiple regions over the past decade.

Worldwide, our taxi solutions division has installed payment systems in over 70,000 taxis in more than 70 global cities. In terms of the UK we have more than 5,400 vehicles in the London licensed taxi industry installed with our technology processing over 60,000 transactions monthly.

More information can be read about VeriFone's UK Taxi Solutions at the following link: http://www.verifonetaxi.co.uk/solution-overview.html

Paying by Card should be made a Condition of Fitness for Taxi Vehicles to meet a number of public policy benefits

It is 2014, surely the time has come for all passengers to be assured on booking or hailing a taxi, without prior knowledge, that they can pay for the journey with a credit, debit or contactless card. There are numerous public policy reasons that support this:

1. TfL is moving toward cashless services for its other transport services and should integrate Taxis to this

TfL promotes, through its fare structure for buses, tubes and trains, a favourable rate for payment by cashless services and has put in place a payment infrastructure to facilitate this. TfL is now in the process of consulting on making bus journeys entirely cashless following the rollout of its contactless payment cards.

Taxis are a key part of the integrated transport service and their passengers ought to be able to expect similar standards of service when paying for using them as other forms of transport.

2. The travelling public overwhelmingly support change

TfL's own consumer research demonstrates overwhelming public support for Taxis to accept credit card services. 86% of taxi users say that they should be able to pay by card and 78% say that they would be very likely or quite likely to pay for a taxi by card.

TfL's primary role is to ensure that London has a high class taxi service that meets the expectations and standards required of it by those who live in and visit London and want to use the service.

3. Payment by credit card is now an expected Government standard

The Government, through the Department for Business, Innovation and Skills (BIS), has now implemented regulations that are designed to remove any discrimination to the payment for goods or services by credit cards or cash. The UK is now well on the way to being a 'cashless' society and the Taxi industry is in danger of falling well behind the level of service seen as best practice by Central Government.

4. Vulnerable travellers, such as the elderly and overseas visitors would benefit

Vulnerable travellers and those from overseas would benefit from knowing with certainty, in advance, that they will be able to hail a taxi and pay by credit card.

5. Credit Card payments help reduce Crime and promote environmental benefit

Introducing credit card payments is likely to make a small but still welcome benefit to improving the environment and reducing crime.

On reducing crime, payment by card reduces the need to carry cash which makes both passengers and drivers more vulnerable. There is also an advantage in not having passengers looking to get home, especially late at night, from having to search for a cash point before hailing a taxi. This has a direct, positive impact to TfL's own Safer at Night policy.

By introducing standards regulating the correct use of credit cards, and setting standards (including as part of pre-booking apps) for their use, TfL would help to protect the consumer from scams and potential frauds to promote best practice in card payment (chip and pin, etc).

On environmental benefit, credit card payments would help to reduce congestion and speed up the time taxi journeys take (no wasted journeys to cashpoints and speeding up payment transaction times). We reference here the analysis that was undertaken by a third party based on the TfL supported pilot for integrated taxi payment system in London from 2010/11, undertaken in conjunction with VISA and many other stakeholders.

Time to consider a universal service provision for credit card payments – giving customers the service they want and regulating payment standards

In light of all these positive benefits, and the demand from the public, VeriFone contends that the time has come for TfL to make it a condition of fitness for licensed taxi vehicles to offer the passenger the option of paying by credit card.

This does not mean relying on the driver having access to Apps such as Hailo or Get Taxi. These Apps are only available to passengers that have a suitable mobile device and have pre-registered for the service. **They do not provide universal acceptance/coverage**.

The most important aspect of taxi licensing is the approval it gives to a person to offer a taxi service that allows them the unique right to rank and be hailed on the street. The responsibility that comes with this right is the principle of compellability to undertake any reasonable journey the passenger requests and to offer basic minimum standards of service.

Should TfL mandate the service and require it to be offered in every taxi, we believe that there would be a considerable increase in the number of journeys that would be taken

and paid for by a credit/debit card. This increase in use would create economies of scale that would likely see a further reduction in the headline charge applied for the use of the service.

It would also be beneficial to the taxi trade as it would likely increase the overall number of journeys that would be taken.

It is of course important that should this service be mandated, that TfL is reassured that there is sufficient availability in the market place of credit and debit card payment providing options to fulfill the demand created and that there is a range of suppliers so that there is choice and competition. These factors will improve the options available to drivers.

VeriFone confirms to the Transport Committee that at present there are six different companies providing drivers with an option for payment by credit cards. It is a vibrant and competitive market.

Consistent standards for all credit card payments

The introduction of a mandatory standard should be combined with the introduction of consistent, joined-up regulatory standards for payment arrangements across all credit card providers and Apps.

To make a secure payment in a face to face environment, such as a taxi, or any other retail store environment by credit card a PCI compliant device must be used and the transaction must be overseen by only the customer. A list of PCI compliant devices and explanation of approved customer present payment methods are set out at the following websites:

https://www.pcisecuritystandards.org/approved_companies_providers/approved_pin_transaction_security.php

Furthermore, in the UK secure PIN entry devices are also overseen by the UK Cards Association, who have their own approvals process on top of the PCI device standards. All Customer Present (face to face transactions) must have both standards achieved in the PIN entry devices in order to be deemed compliant for use.

http://www.theukcardsassociation.org.uk/technical_services_standards/pin_entry_device_protection_profile.asp

The taxi industry also operates “pre-booking” jobs and these can be made by telephone or more lately by smartphone apps. In these environments it is acceptable to use pre-registered credit/debit cards to authorize a transaction. This is called “card on file” or customer not present. These types of transaction are also governed by PCI rules, but under CNP standards.

It is precisely for this reason that a fully PCI certified terminal needs to be used within a taxi as a “primary acceptance device” for cards. It is the only way to ensure that each and every taxi has the ability to accept a credit/debit card from any and all passengers that use their service. Should a driver wish to have a “secondary payment device” ie an app or the services of a radio circuit for pre booked jobs as well this is also something that the individual driver needs to decide upon, once they have settled on their choice of primary provider.

Yours sincerely,

Ben Priestley
VeriFone Taxi Solutions

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Submission to London Assembly investigation into Taxi and Private Hire services in London.

Contents:

1. **Introduction: who we are and what's our vision.**
2. **Current issues and problems.**
3. **Recommendations**

1. Introduction

1.1. Penso City Vehicles is the Bodybuilder appointed by Mercedes-Benz UK to build the Mercedes-Benz Vito Taxi. Since 2008, when the Vito Taxi was launched, we have built nearly 3,000 Vito Taxis, the vast majority of which have been sold into London. Penso is based in Coventry and we currently employ 200 people who are involved in the design, engineering and manufacture of vehicle systems and products.

1.2. Penso is dedicated to supporting the UK automotive industry with design, engineering and manufacturing capability to promote the use of high technology, lighter, lower emission vehicles and products. We are

pioneering developments in the use of light-weight structures within the automotive industry and focusing on developing unique IP which will enable the production of structural carbon fibre parts within a 5 minutes cycle time. As the manufacturer of the Vito Taxi we have made and continue to make a considerable investment towards the future of London's taxi industry and we have just completed the construction of a £3.5 million new factory where we plan to build the new Euro 6 low emission taxi.

1.3. Penso's vision is to continue to provide a taxi of the future that is:

- Safe: for passengers and drivers
- Accessible: fully inclusive
- Environmentally friendly

1.4. Connectivity. Penso believes that TfL now has the opportunity to enhance its class leading taxi service by utilizing emerging technologies to deliver improved hailing and control systems. It is not just the vehicle and driver but also the effectiveness of linking the nearest vehicle to a hailing passenger in the most effective manner that can be improved, which will directly reduce vehicle movement, without passengers on board, and therefore reduce emissions.

2. Current issues and problems

2.1. Gold Standard: We are increasingly aware that London's 'Gold Standard' taxi service appears to be under threat. Our view is that any attempt to weaken or change the existing licensing regime in London has the

potential to severely affect the viability of the taxi industry to sustain the costs of modernisation. This will in turn impact on our ability to invest in order to meet the Mayor's goal of introducing ULEZ. As a manufacturer need the confidence to invest in London and there is a very apparent willingness to allow that confidence to be undermined. It's not just the manufacturers that have this view: passengers; outside experts; and especially the taxi and private hire trades feel that TFL is not supporting the industry in a positive and progressive manner.

2.2. Passengers are concerned about the 'Gold Standard'. For example, there has been a decline in the reputation of the taxi trade as shown in the latest TfL customer survey, *'Taxi and minicab Customer Satisfaction Survey Quarter 3 2013/14'.* Whereas we should be witnessing a continual growth in the reputation of London's taxi trade. In the same survey it was reported that only 14% of taxi passengers were disabled and yet all London's taxis are wheelchair accessible. Disabled groups also complain about the lack of support from the taxi trade to pick up disabled people.

2.3. TfL: Taxi drivers are extremely disenchanted with TfL performance. Protests on a range of issues have culminated in a growing number of street protests and blockades, something not seen for many years. Some of the issues are: DBS checks on licence renewals; unapproved minicab ranks; satellite offices; rickshaws; and Uber. It is our belief that there are two main issues compounding these problems.

- First, TfL has failed to lead the way and take the initiative on technology and transport issues in London: it has allowed a number

of developments to occur in an unstructured manner without proper control.

- Second, it appears to both the taxi and private hire trades that TfL is not supporting the legislative framework with strong regulation to re-enforce London's 'Gold Standard' status.

These issues came across loud and clear at the GLA Committee meeting on the 10th September 2014. Steve McNamara for the taxi trade and Mike Galvin for the private hire trade, until now sworn enemies, said that what has unified them is their dissatisfaction with the performance of TfL.

2.4. Pedicabs (or rickshaws): It appears that TfL is turning a blind eye to the growing operation of pedicabs in the capital, an unlicensed and potentially very dangerous mode of transport used by visitors. Back in 2009 the Mayor said that TfL would not license pedicabs, since then the Law Commission said it would put forward proposals to license them. The result – complete inaction, and in the meantime there are an increasing number of accidents being reported involving pedicabs. Electrically powered pedicabs, which have now started to appear in increasing numbers on London's streets, are de-facto motorised vehicles and yet they are not licensed or banned. Pedicabs also block up bus lanes, slow down traffic, park in prohibited areas, all of which worsen emissions and increases safety risks in London. Surely the Mayor and TfL cannot wait for a fatality to occur before action is taken?

2.5. Uber: As far as the taxi trade is concerned Uber drivers operate with a device which acts as an unregulated meter, but unlike a proper taxi meter fitted to a taxi it can also be moved from vehicle to vehicle. TfL have been complicit in allowing this to happen. The consequences of Uber's uncontrolled entry into the market has facilitated them to introduce predatory pricing in London to win business away from taxi and private hire. However, experience in other cities shows that as soon as Uber has grabbed market share a variable and surge pricing strategy will come into effect. We are already witnessing Uber customers complaining that the price they were charged on the 'meter' was more than they were quoted at the outset.

How does this align with a well regulated but competitive licensing regime providing a Gold Standard service with the world's only fully accessible and completely safe taxi fleet? The answer for many of us is that it doesn't.

It is reported that in San Francisco the taxi trade has seen its income drop by over 60% as a result of the introduction of Uber. If this is replicated in London no one will be buying taxis and the whole concept of the London Black Cab will disappear.

2.6. Lack of e-hailing. The Mayor and the GLA are concerned about reducing emissions in London, to improve the quality of life for Londoners, but reducing vehicle emissions is only one element of the job. The current street hailing system is archaic; it encourages drivers to hunt the streets, keep their engines running on ranks and increases emissions all

of which results in a most ineffective operation. Some taxi drivers estimate that as much as 30% of their working time is dead-time. GLA sponsored research has highlighted that only 2% of taxi rides originate from app use. We believe that TfL should have taken much more of a lead in ensuring apps were developed and used in the taxi industry. Instead we have a situation where apps have been allowed to grow without control and direction. Matthew Daus (President of the International Association of Transport Regulators) made a very important point to the Committee on the 9th July. He said: "*The app phenomenon is everywhere. It is in China, it is all over Europe and there are different rogue apps, as I call them, I think they call them cowboy apps here. We have reports written about rogue apps. It has become a term and it is an app that defies the law, and we need to change the law to keep up with it. The reality is that they want to still break the law and I think you should be mindful of that. They will come and tell you one thing and do another. The reality is that breaking the law gets them press, press gets a following and they download the apps and they make money off it."* …….. And he then supported the complaints against these new unregulated entrants…"*I do believe the trades have made a good point in objecting to people just coming in because they have a lot of money and say they can steam roll and ignore the law*."

3. Recommendations

3.1. Penso's view is that the GLA should press upon the Mayor, his transport advisers and TfL to do more to not only safeguard the London 'Gold Standard' of safe, accessible taxis and strongly regulated, safe private

hire services. There is also a need to move away from a laissez-faire approach to licensing towards a TfL organisation that stimulates the use of modern technology in the current regulatory framework so that competition and customer choice can thrive. We believe that both the main taxi and private hire organisations will welcome this move. A range of measures should be introduced. Our recommendations are as follows:

3.2. TfL organisation. We believe that TfL should appoint a dedicated Taxi and Private Hire Director who is responsible for creating a new effective vision for T&PH for the future. He/she would be responsible for establishing improved processes and relationships with the trade and enforcing the current regulations. Above all he/she should be targeted on increasing the use of effective technology in taxi and private hire services.

3.3. Safer, secure e-hailing and e-booking systems. TfL should be empowered to formally set standards and then approve all apps which operate for taxi and private hire services in London. As Rachel Griffin, Director of the Suzy Lamplugh Trust advised the Committee on 9th July*…."What is really important now is that passengers know that the app that they are using is connecting them to a licensed operator, a licensed driver and a licensed vehicle."* Therefore TfL should be responsible to ensure that all apps must conform to the existing legislation covering taxis and private hire before such an app is allowed to operate. Any no compliant apps should be shut down and TfL should

pursue all legal means to execute this policy. Uber should be required to remove their meters from their cars and conform to existing legislation.

3.4. TfL should also be made responsible to work pro-actively with the taxi and private hire industry to develop more apps as a way of promoting e-booking and e-hailing. Indeed part of TfL's advertising budget should be spent advertising these approved taxi apps to visitors. The technology and the investors are there, don't just let it happen – lead the way and make it happen. The new T&PH director would be specifically targeted to increase app use in the London taxi market.

3.5. Real time monitoring of the fleet. The improved use of technology can help improve safety in London. TfL should monitor, real time, all private hire work to ensure that jobs are fully and properly controlled, incidents investigated and actions taken against operators and drivers who have infringed regulations, such as minicabs picking up off the streets. We agree with Mark James of the San Francisco Municipal Transportation Agency when he told the Committee that "*The impact of technology and the potential of technology to improve the experience for the public is absolutely immeasurable…….. San Francisco was the first city that I know of in the world to take the initiative to create an electronic taxi access system and that is a system that is managed by the agency, the authority. It collects real-time data from all taxis at all times. That provides a really powerful tool for the regulator.*" There may be some negative reaction to this intrusion on work, but taxi radio circuits and PH companies currently use this technology. All we are proposing is for the regulator to manage the system better, extend it out to all licensed vehicles to improve the safety and control of the whole fleet. Imagine

the increased effectiveness of an Enforcement Officer being able to immediately, real-time, identify if a minicab has been properly ordered or if a vehicle is licensed.

3.6. Cameras in cabs. As part of the increased use of technology and in the interests of passenger safety we believe that it should be mandatory for all approved licensed taxis and minicabs to have internal and external cameras fitted. Cameras have been specified by many other licensing authorities around the UK and they are promoted by vehicle insurance companies. If cameras are used intensively in every street in the UK they should also be used in taxis and minicabs. Issues of personal privacy can be controlled by TfL's specification.

3.7. Credit and debit cards. Voluntary acceptance by drivers has not worked, and, if the estimate of 58% of taxi drivers have credit card facilities is correct, this is still too little and it makes us look an out of date transportation system. Therefore we believe that there should be a requirement for all London's taxis and minicabs to have credit card readers installed within an agreed period. We understand that TfL intend to go into launch a consultation programme on this issue next year and there will be resistance from the taxi trade. Why not make it more palatable for the trade by offering minimum charges or higher tip choices for passengers, or even a higher tariff increase.

3.8. Pedicabs. The Mayor should ban pedicabs from London's streets because they are inherently unsafe. This should then be rigorously enforced by a strengthened Enforcement Section in the Metropolitan Police.

3.9. Increased enforcement. We welcome and support the suggestion made by Steve McNamara of the LTDA that taxi drivers want their license fee to be used by TfL for the sole purpose of enforcement of the taxi and private hire regulations already in place. At the GLA Transport Committee meeting of the 10th September Mr McNamara even went so far as to suggest that drivers would be prepared to have fees increased if there was a major improvement in enforcement.

3.10. Accessibility. As manufacturers we believe that TfL should be encouraged to do far more to promote taxi drivers picking up wheelchair users (and mothers with buggies, partially sighted etc.) on the streets. It is a regular complaint from wheelchair users that taxi drivers pass them by. Faryal Velmi, Director at Transport for All, pointed this out to the Committee on 9th July, "*We would like to see more regulation in terms of enforcement of the Equality Act and laws when taxi drivers refuse to take wheelchair users. We do hear about this on a regular basis. I think it is a problem and it is unfair.*"

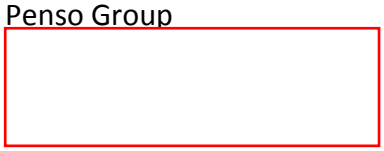
There is no point in making this initiative voluntary – training has to be mandatory - if it is going to work. We recommend that all taxi drivers should be required to take an accessibility training course and pass a qualification. This should be made part of the Knowledge but it should also be required when the driver's licence comes up for renewal. Penso (and I am sure other manufacturers) are prepared to support this initiative with training involvement. We believe that drivers will ultimately see the benefits of this requirement because it re-enforces their image of providing safe accessible transport in London.

3.11. The Knowledge. Finally we fully support the status quo on the London Knowledge, there should be no move towards a 'quickie knowledge'. The Knowledge is the core element that makes London's Black Cab system so successful. It is not a barrier to entry, rather it is service standard of the highest order. GP's, architects, lawyers, fighter pilots all take as long if not longer to complete their training. Learning the complex streets of London with its vast and increasing array of buildings is a major undertaking and the result is to produce drivers who can deliver a superb service.

In conclusion, some of our proposals will cost money: some of it can be paid for by more effective use of the current budget, such as the £18 million of annual licence income. Other costs such as the real-time monitoring the fleet can be funded by a combination of infotainment (advertising in cabs, as per New York), tariff increases and additional income generated from apps and credit cards. But above all the Taxi and Private Hire trades should be actively engaged in agreeing the new vision and establishing the new processes.

We thank you for the opportunity of being involved in the process of improving London's taxi and private hire services. As one of the stakeholders in the London transportation scene we are keen to continue involvement with GLA and TfL.

Roy McMaster
Head of Taxi Business Development
Penso Group



Greater London Assembly: Transport Committee

Investigation into taxi and hire car services in London

Submission by London Forum of Amenity and Civic Societies

1. The London Forum of Amenity and Civic Societies is the main umbrella forum representing London's amenity and civic societies.
2. The London Forum welcomes this investigation by the Transport Committee. However we are surprised that environmental issues are not mentioned in the documentation that the Committee has so far issued about the scope of its investigation.
3. In the London Forum's view it is impossible to separate environmental considerations from those concerning service to customers and passenger safety, the latter two issues being those mainly highlighted in the documentation so far issued.
4. This is because both the numbers of taxi and hire cars and the nature of the vehicles used or permitted have significant environmental impacts, especially on air pollution in London, which is currently a matter of considerable concern, with taxis being a significant source of air pollution.
5. For example:
    a) Generally the older the vehicles that are driven as taxis or hire cars, the higher the levels of air pollution that they will be generated. The Mayor has made some moves to recognise this, with the maximum age limit for taxis of 15 years that is now in force, though there is a good case for lowering that limit further.
    b) Diesel vehicles cause significantly more air pollution than petrol vehicles; the great majority of taxis are currently diesel powered. The failure of recent EU standards for diesel vehicles to lower polluting emissions from vehicles as much as expected has exacerbated this problem.
    c) The larger the number of taxis and hire cars being driven on the road the worse pollution will be; this is especially an issue in much of Central London, where taxis constitute a high proportion of vehicles on the road.
6. Consequently, if measures are taken in the name of improving consumer service or passenger safety, including as a result of any recommendations of the Committee, either to increase the numbers of taxis or hire cars on the road, including those plying for hire without passengers, or to allow vehicles with worse pollution, then pollution will be worse in London even though on some scenarios services for passengers could have been improved.

7. Conversely if opportunities are taken from this investigation to improve services for passengers while simultaneously incentivising a switch from more to less polluting vehicles, there would be both consumer and environmental benefits.
8. Examples of such measures would be to place conditions on any additional vehicles permitted if this were necessary to improve service or safety to passengers, which would ensure that only those operating to the highest standards would be permitted. Alternatively, or as well, financial incentives could be provided which would have a similar effect. In particular we would urge that the Committee's recommendations are targeted at securing a reduction in the number of diesel powered taxi and hire cars on London's roads as part of improving the service
9. The London Forum therefore strongly urges that environmental considerations, especially in relation to air pollution, are factored into the Committee's consideration.

IthacaPartners

Dear Transport Committee members

I understand that you are seeking views from a number of interested parties and representatives about taxi and private hire services in London. I also understand that my submission may be quite late in your process (your second public meeting is scheduled for 2nd September, with written submissions requested before the end of September). I hope it is useful and might be considered as part of the broader evidence base you are looking at, despite it arriving towards the end of your work on this subject.

This submission is written in my personal capacity. I am the founder/director of a small executive search business, based between Bank and St Paul's and with clients across the capital (recent clients have been located in Canary Wharf, Trafalgar Square, Victoria Street and Heathrow airport for instance). Clients are at the top end of British and international business and are generally well known and respected business brand names. I am writing because I hope the views of someone who is a female, frequent business-user of taxis (as well as a regular private user of taxis too), from a 'high end' SME style of business (instead of a 'big corporate' entity) will be of interest.

Your investigation poses three key questions, which I seek to answer below:

1. What are the passengers' views about taxi and private hire services in London including about the availability at different times and locations, safety and cost of these services?

From a business user perspective (i.e. using taxis mostly during the day and occasionally to get home between 10 and 11pm after a business-related dinner), the availability of taxis is good. The West End and the City are well served. Crucially, the safety aspects of taxis is exemplary – both in terms of physical safety provided by the physical environment of the taxi (seat belts etc) and also the confidence which such strong regulation of the taxi drivers/taxi trade gives to the passenger about safety. This is of paramount importance to me, given that I am usually a lone female passenger and potentially vulnerable when alone in a cab. In terms of cost, I think all passengers would say that they'd prefer cabs to be cheaper, but the cost of a taxi seems commensurate with the enhanced security and reliability (due to cab drivers having done the knowledge etc) which taxis offer – especially compared to private hire cars.

2. How well are the Mayor, TfL and the taxi and private hire industries responding to passenger issues?

If you look at all the major regulatory bodies (Ofcom, Ofwat, ORR etc), they all have an equivalent to a 'consumer panel' in order to be in close and regular touch with consumer's views on the services/industries they regulate. There does not appear to be anything similar within the TfL apparatus. My understanding is that taxis, private hire vehicles and river boat services are the only services which TfL regulates, as opposed to providing itself, or commissioning from third parties. My understanding also is that London Travelwatch plays some part in providing TfL with this feedback but that it is panel for the travelling public's views across all forms of transport in London – not just

those which are heavily regulated. I am not clear on whether the voice of consumers is as 'heard' through this mechanism as the voice which other regulators hear (often as part of their statutory make-up).

3. What more could the Mayor, TfL and the taxi and private hire industries be doing to improve taxi and private hire services in London?

Set up a more consistent way for consumers' views to be considered as part of the regulation of taxis and private hire services (and potentially river boat services too, if they fit the same criteria).

There are two additional points which I feel are worthy of consideration by the Committee:

1. London's role as a 'global city' means that it is well equipped to be the economic powerhouse of the UK's economy. That creates jobs, generates economic prosperity and improves people's lives. Although the role of London's transport infrastructure is mostly concerned with moving 'regular folk' around London (especially to and from their places of work), there is also an important role for moving those who own or run businesses around London. Those people, and those who are wheelchair bound and who can afford to, are disproportionately likely to be using taxis rather than other forms of transport. If taxis are threatened or diminished as a form or transport in London, it will have a knock on effect on some of the most valuable generators of economic activity for London, and may ultimately contribute to them choosing to locate their businesses and many jobs including their own, elsewhere.

2. London's taxi service is the envy of all other global cities. Nowhere else has such a heavily regulated and strongly trained (and therefore trusted) taxi workforce. London becomes more 'commoditised' (just like the others, and therefore with little differentiation to keep employers and economic-generating senior individuals here) when it loses the strength of that taxi force. Keeping a 'premium brand' option in London's transport infrastructure, supported and thriving, is important to London's status, efficiency and economic wellbeing. I understand completely why most of the feedback on London's transport efficiency and effectiveness should have 'most Londoners' as its primary concern, but the role of London's biggest contributing economic-generators should also be considered in the mix of views. This group have a disproportionately beneficial impact on London's prosperity.

Yours faithfully,

Alex

Alex Gordon Shute

Crown Chauffeur Drive

I've just been reminded that you are after our input re Taxi and Private Hire.

As an operator I believe there isn't enough visibility of the tout squad. I believe this is because they are lacking in numbers to make any real difference. Regularly touts as spotted at the airports (I was escorting a passenger to my car one day and the passenger was touted openly) yet I rarely see anyone doing anything about it.

In my opinion there are to many Taxi's & PHV's. This is evident amongst the trade yet TfL still issue licence. Many in the trade see this as a money making exercise so that big bonuses can be paid to those at the top with scant regard for people who drive for a living trying to earn a wage. To many vehicles doesn't make things better for the public, it can be argued that it in fact makes things worse. Operators in the private hire sector will lower rates to attract customers but won't attract high quality staff. You only have to look at the state of many drivers and their dirty vehicles, as well as their appalling driving standards to see that this is true. Poor driving has a detrimental effect on the smooth flow of traffic in London.

I'm not in a position to speak about Taxi's save to say that there are way to many of them on the road showing orange "Taxi" lights and that some of them need to smarten up and wash their vehicles more often.

Kind regards

Neil

Our Ref:
Your Ref:

30 June 2014

Caroline Pidgeon AM
London Assembly
City Hall
The Queen's Walk
London, SE1 2AA

Dear Ms Pidgeon

London Assembly Transport Committee's investigation into taxi and private hire vehicle (PHV) services in London

Thank you for your letter of 5 June regarding the Assembly's taxi and private hire scrutiny inviting comment and our attendance at your 9 July 2014 meeting. Our Board member John Stewart will be attending.

London TravelWatch's interest in and knowledge of taxi and PHV services is limited, although we have contributed to consultations over the years. We took a particular interest in passenger safety following the Worboys case in 2009. We have a very limited amount of appeal casework.

This note is not comprehensive, but raises points your committee may wish to explore.

Passenger safety

Following the Worboys case London TravelWatch worked with TfL to assure ourselves that all that could be done to reduce the likelihood of a reoccurrence of similar incident was being done. There were several positive outcomes of that work, but there are still some outstanding actions:

i) TfL agreed to recruit an officer with a specific remit to liaise between TfL and the MPS.
ii) That there would be a driver ID with a photograph displayed in every taxi whilst in service;
iii) We advocated for a better located poster or equivalent describing the complaints process to alert passengers how to complain. We think that encouraging passengers to complain is a good consumer principle and if a pattern of misdemeanours occurs this may flag up a need for an investigation.
iv) We asked that a medical check should be undertaken every three years rather than just initially on first becoming a taxi driver and then at the age of 55.

We understand that TfL have implemented i) although there was a delay in recruitment. TfL agreed to implement both ii) and iii), in the form of a combined A5 insert located in a frame directly behind the driver at eye level. However this has been delayed. We continue to raise this issue when we can. We understand that there have been changes to the requirement for medical examination.

Fares

It should be noted that taxis and particularly private hire vehicles are used by all Londoners, not just wealthier Londoners. They are used by non-car owners, sometimes with their neighbours to do, say, the weekly shop.

The fares charged by taxis are unfathomable to passengers. It is not understood by many that a taxi fare is, in fact negotiable. Passengers would welcome a simpler and more transparent fare structure that is communicated to passengers.

When consulted we ask that taxi fares should not rise mid-year. We do not support the extra charges for trips to Heathrow Airport or for credit car use.

Passengers should receive a machine printed receipt.

Appeals to London TravelWatch

London TravelWatch receives very few appeals regarding taxis and private hire vehicles.

Taxi sharing schemes

Where taxi sharing schemes are organised at very busy ranks they are welcomed by passengers. We understand that there is a demand in the theatre district for taxi sharing schemes, but that this is resisted by the taxi trade.

Taxis and PHV use of road space and observation of waiting restrictions

London TravelWatch believes that taxis and private hire vehicles are an important element of London's public transport mix and that they enable journeys that would not otherwise be possible by other means. However, in some parts of London and at some times there needs to be better regulation in terms of their use of road space.

For example on Oxford Street, according to TfL, taxis take 37% of the capacity of the road, but move only 1% of passengers. London TravelWatch advocates that taxis should be excluded from Oxford Street and be restricted to picking up from adjacent side roads. Drivers can effectively evade parking, waiting and stopping restrictions, including at bus stops. If this cannot be dealt with by parking enforcement (and it sometimes cannot) then it should be dealt with by the removal of licenses, either driver or operator. PHV operator license holders should be required to demonstrate where vehicles will wait when not mobile.

We know that private hire cars wish to obtain access to bus lanes in a similar manner to taxis can. We have supported TfL in resisting this. However, if private hire vehicles are allowed into bus lanes then there will need to be a wider review as to the use of some bus lanes. We support the restriction on taxis from some very busy bus lanes and from stopping at very busy bus stops.

Yours sincerely

Vincent Stops
Policy Officer

We have been told that you are invited submissions from interested parties ahead of a six month investigation into passenger expectations of taxis and mini cabs.

Please see below thoughts from Guide Dogs in London.

****

By far the largest amount of enquiries we receive are access denials. Guide Dog Owners appear to be increasingly turned away from basic services across our city, chiefly hiring of mini cabs and other private hire vehicles. This is directly as a result of an overwhelming culture of ignorance toward what a guide dog is as well as the legal framework that exists that prevents guide dog owners from going about their lawful business.

This is in spite of repeated attempts by our engagement staff to remind companies of their legal duties and responsibilities when carrying a blind person with a guide dog. We would like the Mayor, TfL and the taxi and private hire industries to do all they can to ensure the industry is regularly reminded of its legal responsibilities surrounding assistance dogs, and understand the impact such a denial can have on a guide dog owners confidence and feeling of self-worth. It is simply inexcusable that with all the information available to taxi companies that our client group continue to be ignored, shunned and sometimes literally left by the roadside.

We are calling for the Mayor, TfL and taxi and private hire industries to stand and act as a responsible guardian for those vulnerable people whose legal rights are being flouted on a daily basis by service providers who continue to behave in an exclusive and reprehensible manner.

Rob Harris

Guide Dogs London Engagement Manager

Tel: (0118) 983 8867

Mob: 07990 540228

Twitter: @GuidedogsLondon

Facebook: www.facebook.com/guidedogslondon

Guide Dogs

Walkden House

10 Melton Street

London

NW1 2EB

Registered Charity No. 209617

A company limited by guarantee Registered in England Company No. 291646

Take action!

Ask David Cameron to take a blindfolded walk, to help him understand the problem street clutter causes people with sight loss, by signing our petition: www.guidedogs.org.uk/BlindfoldChallenge

The Guide Dogs for the Blind Association Registered Office: Hillfields, Burghfield Common, Reading, Berkshire, RG7 3YG. A company limited by guarantee registered in England and Wales (291646) and a charity registered in England and Wales

(209617) and Scotland (SC038979).

Tel: 0118 9835555

Website: www.guidedogs.org.uk

Email: guidedogs@guidedogs.org.uk

Good morning,

Thank you very much for this opportunity to allow us to outline some of the on-going experiences of blind and partially sighted people in this area.

The RNIB regularly hears from members and supporters on a variety of topics for example via Member events which take place four times per year. These are attended by visually impaired people from across London. they afford the opportunity of raising issues of concern and to ask how we (RNIB) can assist. Sadly all to often these concerns focus on the private hire industry and some are detailed below.

It is a huge frustration that nearly 20 years after the coming into law of the Disability Discrimination Act (now incorporated into the Equality Act 2010) that visually impaired people are still experiencing considerable problems with private hire and min cab drivers and companies.

These issues have particular impact upon guide dog users and take a variety of forms:

Drivers refuse to take the person when they see the customer has a dog, Drivers say you should have told the office when booking, Drivers say I they are 'not licensed' to carry assistance dogs, When a person informs the office they have a guide dog they are told this will incur an additional cost, or that a 'suitable' driver will not be available for 45 minutes.

Guide dog owners are regularly informed their dog must travel in the boot of the vehicle as the driver has an allergy, however, when challenged the said driver seems to have left his certificate at home.

Our meetings and discussions with the Public Carriage office show all of the above to be bogus and liable for prosecution and yet there are few such prosecutions and even when these do take place the punishment (as a blind man in Brighton discovered) are meaningless as in his case the driver was fined £67.

I shall leave the final comment to Rich from Croydon '...I have given up on using minicabs, the hassle is just too much...I can't keep fighting and worrying about what will happen when my cab arrives...I now only use black cabs even though they cost more they are so much more reliable and I never get any trouble from the driver...'

Thank you again and please do let me know if you would like further detail of any of the above points.

Best wishes

Richard

Richard Holmes
Regional Campaigns Officer
London Region
RNIB

Taxis and private hire services

The London Cycling Campaign represents the interests of cycle users in London. We have 12,500 members and some 30,000 supporters.

LCC's notes the London Assembly review of taxi and private hire services in London. The brief comments below address issues specifically relating to road danger affecting cycle users but they are also pertinent to pedestrians.

Driver training

We note that some black cab operators and private hire fleets (for example Addison Lee) are already providing their drivers with training in the awareness of cycle users modelled on the successful Safer Urban Driving module that is approved by the DfT for lorry drivers and promoted as part of the Fleet Operators Recognition Scheme (FORS).

We would like all black cab companies and private hire vehicle companies to provide such training to their drivers (or require association or scheme members to have completed such training) as this can help increase driver understanding of cyclists' on-road movements and reduce the number of collisions. A reduced number of collisions benefits taxi owners and operators as well as cycle users or pedestrians.

Bus lanes

Black cabs (and powered two-wheelers) are already allowed to use most bus lanes. This increases the level of road danger presented to people cycling in those lanes. Nonetheless many cyclists prefer using bus lanes to other lanes so as to lower the risk of collision with fast or heavy motor vehicles, especially HGVs. Given that, we would not wish to see any extension of the right of motor vehicles to use bus lanes, as this would further reduce the relative safety benefit that many cyclists gain when using bus lanes

Response from CTC, the national cycling charity, to The London Assembly Transport Committee's investigation into taxi and private hire services in London

About CTC: CTC, the national cycling charity, was founded in 1878. CTC has 70,000 members and supporters, provides a range of information and legal services to cyclists, organises cycling events, and represents the interests of cyclists and cycling on issues of public policy. www.ctc.org.uk

CTC's comments on taxi and private hire services in London: In view of CTC's mission to support all forms of cycling, our comments focus on **pedicabs.**

CTC believes that pedicabs offer a useful and attractive service to the travelling public and, as emission-free vehicles, have a valuable contribution to make to the transport mix in towns and cities. To maximise their potential, however, it is our view that pedicabs need to be both actively welcomed by the authorities and properly and fairly regulated.

CTC is therefore pleased to endorse the submission made to you by the London Pedicab Operators Association (LPOA), dated 23 June 2014.

In short:

1. CTC agrees with LPOA that claims of the 'dangers' of pedicabs are vastly exaggerated. Indeed, evidence suggests that pedicabs in London do not represent a serious problem in terms of offending, safety or antisocial behaviour. These vehicles have, however, been policed as if they do. Such a punitive approach not only misrepresents reality but also appears to be politically motivated.

2. The way to promote safe and responsible pedicab operations is to create a sensible licencing regime that enables responsible operators to continue providing a safe and popular service, while weeding out any irresponsible operators/riders who might give the rest of the sector a bad name. The licencing regime should cover the safe design of the pedicabs and rider training, as well as ensuring that all pedicabs and riders are identifiable. It should also require operators to demonstrate their fitness to operate, and have the power to withdraw their and their riders' licences if they are not acting responsibly.

3. The regulatory framework that would enable pedicabs to be licenced should be specific to pedicabs. It should also be established at a national level, thereby ending the anomaly whereby pedicabs operate in London via a legal loophole, whereas outside London they are effectively prevented altogether from plying for hire, even in places where the local authority actively wants to support pedicab operations in their area. (N.B. 'national' could potentially be GB-wide, but with freedom for the devolved nations to create their own regulations – but this would be for discussion with them).

Should you wish to explore any of our comments further, please contact CTC's Campaigns and Policy Director, Roger Geffen: roger.geffen@ctc.org.uk / 01483 238322

CTC 26/6/2014

From Lord Berkeley
0044 7710 431542, tony@rfg.org.uk

Response to London Assembly Transport Committee Inquiry into the Law Commission's Report on licencing of taxis and Pedicabs.

30th June 2014

I refer to the above Inquiry. I remind the Transport Committee that I am a Vice President of the Cycling Touring Club (CTC) but the views expressed in the response are my own. I speak regularly on transport in the House of Lords and have, over many years, supported the continuing use of pedicabs in London and other cities. Here I concentrate on London.

I support the views in CTC's own response, attached as well as that of the London Pedicab Operators Association (LPOA). In particular, I believe that pedicabs are a useful and interesting way for visitors to get around London, and they are very environmentally friendly and their presence adds to the general positive environment of London for residents, businesses and visitors. TfL's press release dated 13 December 2012 to the Law Commission appears to be a collection of views opposing pedicabs, and contains many factual errors and opinions, some of which are clearly politically motivated.

The TFL's criticisms appear to fall into three categories, road or footway offences, hire vehicle safety and immigration.

For road or footway categories, TfL quote 365 arrests and seizures for offences such as dangerous driving, causing obstruction and cycling on a footway. Such offenses by two wheel cyclists are seen daily in London, but TfL give no evidence on how many arrests and seizures are carried out on two wheel cycles and their riders. The number seems disproportionate to the number of pedicabs compared with other human powered vehicles such as cycles.

On hire vehicle safety, I have seen no evidence that so-called danger is no different to the danger caused by or experienced by cyclists or pedestrians. TfL state that some pedicabs are often unroadworthy or uninsured. There are other pedal cycles available for hire in London, including the Boris bikes. Whereas the latter have a good track record in safety, I question how many other cycle hire companies or their cycles are subject to the level of checks now applied to pedicabs. The reason is probably that the police cannot easily differentiate a hire bike from a privately owned one. If a pedicab is found to be unroadworthy and this is part of the statistics quoted by TfL, how many two wheel cycles are taken off the road by the police every year because they are unsafe? I suggest very few.

Finally, TfL say that one pedicab driver was arrested and deported; I question what this has got to do with pedicabs.

All the above issues could be resolved if TfL and the Government accepted the licencing proposal proposed by the LPOA. This would ensure a basically safe pedicab with drivers

who respected other road users – as cyclists and taxis should do as well. Some kind of regulation of fares could be incorporated as well if this was thought to be necessary.

My view is that pedicabs are not taxis and should not be shoe-horned into taxi legislation. Pedicabs are much more like Boris Bikes, since both are for hire and environmentally friendly. I see no evidence that TfL would like to incorporate Boris Bikes into taxi legislation, so why the pressure on pedicabs? I see this as a rather unpleasantly motivated action against pedicabs by the police and TfL, no doubt encouraged by taxi and hire car interests. If TfL were serious in wanting to improve the quality of pedicabs rather than kill the businesses, it would go ahead with a sensible and separate licencing scheme for pedicabs, and ensure that the regulations are developed, implemented and enforced in an even-handed way.

Tony Berkeley.

Response from CTC, the national cycling charity, to The London Assembly Transport Committee's investigation into taxi and private hire services in London

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CTC believes that pedicabs offer a useful and attractive service to the travelling public and, as emission-free vehicles, have a valuable contribution to make to the transport mix in towns and cities. To maximise their potential, however, it is our view that pedicabs need to be both actively welcomed by the authorities and properly and fairly regulated.

CTC is therefore pleased to endorse the submission made to you by the London Pedicab Operators Association (LPOA), dated 23 June 2014.

In short:

1. CTC agrees with LPOA that claims of the 'dangers' of pedicabs are vastly exaggerated. Indeed, evidence suggests that pedicabs in London do not represent a serious problem in terms of offending, safety or antisocial behaviour. The vehicles have, however, been policed as if they do. Such a punitive approach not only misrepresents reality but also appears to be politically motivated.

2. The way to promote safe and responsible pedicab operations is to create a sensible licencing regime that enables responsible operators to continue providing a safe and popular service, while weeding out any irresponsible operators/riders who might give the rest of the sector a bad name. The licencing regime should cover the safe design of the pedicabs and rider training, as well as ensuring that all pedicabs and riders are identifiable. It should also require operators to demonstrate their fitness to operate, and have the power to withdraw their and their riders' licences if they are not acting responsibly.

3. The regulatory framework that would enable pedicabs to be licenced should be specific to pedicabs. It should also be established at a national level, thereby ending the anomaly whereby pedicabs operate in London via a legal loophole, whereas outside London they are effectively prevented altogether from plying for hire, even in places where the local authority actively wants to support pedicab operations in their area. (N.B. 'national' could potentially be GB-wide, but with freedom for the devolved nations to create their own regulations – but this would be for discussion with them).

Should you wish to explore any of our comments further, please contact CTC's Campaigns and Policy Director, Roger Geffen: roger.geffen@ctc.org.uk / 01483 238322

CTC 26/6/2014

Clean Air IN LONDON

Caroline Pidgeon AM, MBE
Chair
Transport Committee
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

By email: transportcommittee@london.gov.uk

Dear Caroline

Taxi and Private Hire Services in London

I am sending this submission on Taxi and Private Hire Services in London on behalf of Clean Air in London (CAL) to your inquiry.

Investigation

CAL understands that the London Assembly Transport Committee (LATC) is focusing on issues other than emissions as those are likely to be investigated separately by the London Assembly Environment Committee (LAEC).

The Mayor and Transport for London (TfL) have the duty, authority and resources to deliver truly sustainable and successful Taxi and Private Hire (PHV) services for those living, working and visiting London. Five key 'outputs' of any 'business model' for the industry must include:

1. Service to customers
2. Cost to customers
3. Environmental impacts
4. Financial viability of participants
5. Managing industry change

Failures of the current 'business model'

London's best kept secret (unfortunately) is that taxi drivers can only buy taxis that meet criteria determined ultimately by the Mayor and TfL. Currently and more specifically, a driver wanting to buy a new taxi is limited to a choice between two large and relatively expensive diesel vehicles.

In CAL's opinion the current 'business model' for the industry is unsustainable and imposing a great and unnecessary cost on London. Worse, it is failing on at least four of the five 'outputs' above. Only customer service is being maintained in the short-term i.e. with no prospect of that continuing as other failings overwhelm it.

At the heart of the problem are 'nice-to-have' not 'must-have' restrictions that the Mayor and TfL impose unevenly on the industry. The turning circle requirement is a good example.

Clean Air in London is a company limited by guarantee, registered in England and Wales, with company number 7413769 and registered office 1st Floor, James House, Mere Park, Dedmere Road, Marlow, Bucks SL7 1FJ

Worse, the cost-plus nature of setting taxi fares means they inevitably become increasingly uncompetitive compared to vehicles which do not have such constraints.

Working with the Licenced Taxi Drivers Association

You may be aware the Licenced Taxi Drivers Association (LTDA) has agreed to support CAL's campaign to build public understanding of air pollution. This submission is being sent independently of the LTDA.

CAL and the LTDA are both concerned about the health impact of 'invisible' air pollution on Londoners – not least those exposed to the highest levels of air pollution on its roads – and want to see bold and early action.

CAL and the LTDA share many common aims including wanting:

i. more ranks for taxis;
ii. rapid charging at ranks and specific stands which would allow taxis to be electrically charged within 30 or 40 minutes rather than eight hours;
iii. more choice for taxi drivers in the vehicles they can buy;
iv. sound transport policies backed by the real-world testing of vehicle emissions;
v. financial mechanisms to support drivers in purchasing new greener taxis e.g. structural funding and no VAT on purchases of 'green' taxis; and
vi. smog warnings to protect people and reduce traffic when air pollution is at its worst.

In recognition of the above, the LTDA became CAL's first Bronze Sponsor. Details at:

http://cleanairinlondon.org/solutions/licensed-taxi-drivers-association-supports-our-air-pollution-campaign/

The way forward

CAL asks the LATC to press the Mayor and TfL to fix the mess they have single-handedly created by focussing on:

1. Service to customers – set minimum standards and enforce them
2. Cost to customers – ensure cost differences between industry players are due to pure competition or defended regulatory markets
3. Environmental impacts – taxi drivers must be able to choose to buy low emission vehicles
4. Financial viability of participants – taxi drivers must be able to choose to buy cheaper vehicles
5. Managing industry change – make changes quickly, review annually and modify

A combination of funding or financing and regulation to ensure the replacement of the entire diesel taxi and PHV fleet within three years or sooner is essential to protect public health and ensure market sustainability. CAL understands that state aid rules would limit such funding unless the taxi market is

Clean Air in London is a company limited by guarantee, registered in England and Wales, with company number 7413769 and registered office 1st Floor, James House, Mere Park, Dedmere Road, Marlow, Bucks SL7 1FJ

opened up to more vehicle suppliers. Again, this highlights the huge 'costs' and unsustainability of the turning circle restriction. See:

http://questions.london.gov.uk/QuestionSearch/searchclient/questions/question_275692

Please do not be fooled by claims the turning circle requirement is necessary to reduce emissions – at best the turning circle is likely, in our view, to reduce by five to 10% (or much less) the total harmful emissions from taxis that could be eliminated by replacing the whole diesel taxi fleet.

Any differences within the industry cost structure between licensed taxi drivers and private hire vehicles are only sustainable (and desirable) if they deliver benefits that are protected by the industry structure i.e. regulation.

CAL has heard suggestions that the long-hoped-for cheaper, accessible, 1.6 litre petrol Nissan taxi may be delayed beyond its December announced date. Please will the LATC investigate the situation.

Last but not least, London taxis are at the heart of our great city in providing a vital service to many people. They can lead this modern revolution if the Mayor takes bold action now.

I have copied this letter to the London Assembly Environment Committee as some of the comments may be relevant to its inquiry.

Yours sincerely

Simon Birkett
Founder and Director
Clean Air in London

cc

Steve Mcnamara, General Secretary, LTDA

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Caroline Pidgeon, Chair
Transport Committee
London Assembly
City Hall, The Queen's Walk
London SE1 2AA

Heart of London Business Alliance
West End Business Improvement Districts

30th September 2014

Dear Caroline

Re London Assembly's Investigation into taxi & private hire services in London
Response from Heart of London Business Alliance

Thank you for the opportunity to provide comment on the London Assembly's review of taxi and private hire services. By way of this letter, we are pleased to provide feedback from the perspective of our business community in our iconic business areas of London.

The Heart of London Business Alliance represents businesses in key parts of the West End including Piccadilly Circus, Leicester Square, Piccadilly and St James's. We operate an alliance of two Business Improvement Districts (BIDs), representing over 500 businesses occupiers in the districts. In 2015, we anticipate formalising our working relationship with area property owners through new legislation enabling the establishment of the UK's first Property Owner BIDs.

Through the London Assembly's investigation on taxi & private hire services, we would request that the issue of pedicabs addressed with urgency.

Pedicabs are an ongoing concern to many of our business members and one of Heart of London's priority issues. They are a completely unregulated form of paid transport in all aspects, from safety standards, to driver licensing, insurance and pricing. This leads to significant issues around the safety of passengers as well as around regulation and enforcement of traffic laws. There are also significant reports of anti-social behaviour such as aggressive touting, playing loud music and general disturbance.

The Law Commission have recommended that pedicabs should be regulated, with licensing authorities having the ability to ban them where necessary.

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A British BIDs Accredited Organisation

Our recommendation is that the GLA works with partners – Transport for London, Westminster City Council, and West End Business Improvement Districts, in identifying the quickest and most straightforward option for introducing such new legislation or alternatively in amending existing legislation. Such an approach will allow for a joined-up approach in seeking such changes from Government.

To conclude, we thank the London Assembly for undertaking the review of taxis and private hire services. By way of this submission, we would ask that the approach to pedicabs be addressed with urgency, as it is a dangerous and currently unregulated form of private hire service.

Yours sincerely

James Robinson
Head of Place Management

City of Westminster

Rosemarie MacQueen
Strategic Director, Built Environment

Please reply to: Hugh Brennan
Strategic Planning and Transport

Direct Line / Voicemail: 020 7641 2936
Fax: 020 7641 3050
Email: hbrennan@westminster.gov.uk

Date: 23 June 2014

Caroline Pidgeon
Chair of the Transport Committee
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

Dear Chair

London Assembly Transport Committee's investigation onto taxi and private hire services in London

Thank you for the opportunity to respond to the above consultation.

I am writing to submit this holding response and advise that a more detailed representation will be sent by 30 September 2014 following consultation with members and other parties. In the meantime the following areas are highlighted for the Committee's preliminary attention:

Planning for the future movement of people

- Given the now historic flat-lining of Taxi and Private Hire traffic against the rapidly growing number of pedestrian, cycle, and London Bus trips in particular (Travel in London Report 6 2013, Table 2.2) it is requested that the Committee undertakes a comprehensive review into the future demand and structure of the Taxi and Private Hire market in Central London before any review of licensing is undertaken;

- This is important because an increasing number of users now acknowledge the rapid advances in personal hand held devices, GPS, SATNAV systems, the prospect of an Ultra Low Emmission Zone and the expected growth of pedestrian, cycle and other mass movement modes of transport. Therefore, for example should it remain the case that the frontages and surrounds of our mainline stations, such as Paddington and Victoria, should remain dominated by the presence of idling taxis;

- Notwithstanding the above it is also anticipated that there will be strategic growth for Taxis and Private Hire at a select number of centres and a potential HS2 station at Euston. It is also anticipated that the impact of airport expansion and onward journeys to and from central London destinations will also influence where future demand will be for taxis. Therefore the

request for the Committee to study future trends should potentially identify areas of growth as well as areas of retraction such as at our key retail areas where most visitors arrive on foot, by bike, by bus etc

- The committee can then consider the appropriate level of management and control of such facilities.

Licensing

- The City Council calls for a clearer and better regulated identity disk system for Private Hire vehicles as a means to reduce the extent of suspected fraudulent copying of such disks and to improve vehicle identity on the street for intending passengers and enforcement agencies alike;

- There is a growing concern about unlicensed (!) nightclub Private Hire booking offices that also involve marshals on the street who informally manage the kerbside and tout passers-by for business. In the West End this concern needs addressing sooner rather than later given the impact this practice has on the conventional Taxi and Private Hire market in the area;

- In the light of growing consumer demand for APP based Taxi and Private Hire booking systems, it is surely necessary that TfL's regulations are reviewed to fully embrace this new technological wave; and finally

- Is there a need for the regulations to clarify the distinction between a taxi responding to a pre-booked fare through HALO or other similar APP server and a Private Hire vehicle responding to a conventional pre-booked call.

Operational concerns and opportunities

- The need for updated signs for 'Shared Use' parking/ Taxi rank bays in particular and for all other Taxi bays in general;

- The traffic management, pedestrian permeability, air quality and noise ramifications of often over ranking at mainline stations and on approach roads therein, especially at Paddington, Victoria and Marylebone needs addressing;

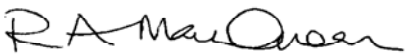
- In the light of the recent Law Commission's report on Taxi and Private Hire Services (published 23 May 2014) the Committee should impress upon the Government that Pedicabs are fully included in future licensing legislation as a matter of urgency. The Mayor, TfL, the Police and the City Council cannot emphasise enough the urgency for the Government to enact such a change; and

- The overwhelming need for the Taxi industry to accelerate the introduction of low carbon and/ or electric vehicles beyond the current slow progress made to date. The need for movement in this respect should be viewed in contrast to the considerable advancement in the London Bus, coach, LGV and HGV fleet that also serve the communities and visitors of Westminster day and night.

Finally in response to your particular question about the performance of TfL's Taxi and Private Hire Unit it is considered that in view of the above advice, this question is best considered after an appraisal of future challenges has been conducted. For this reason the City Council would not be seeking the Mayor or TfL to reduce the powers of the Unit but rather strengthen them, given the considerable changes in how we seek to travel and make use of new technology in the future.

If you wish to discuss the above holding response please do not hesitate to contact Hugh Brennan (hbrennan@westminster.gov.uk).

Yours sincerely



ROSEMARIE MACQUEEN
Strategic Director Built Environment

Copies to: Graham King, Head of Strategic Planning and Transportation
Martin Low, City Commissioner of Transportation
Don Murchie, Policy Manager (Transportation)
Darren Montague, Business Readiness Manager, Parking

Date:	10 September 2014
Enquiries to:	Jacqueline Saunders
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E Mail	[redacted]

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Caroline Pidgeon AM
Chair of the Transport Committee
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

Dear Chair

RE: London Assembly Transport Committee's investigation into taxi and private hire services in London

Firstly, we thank the London Assembly for offering Camden the opportunity to provide input into the Assembly's investigation into taxi and private hire services in London. This is a follow up letter to our previous response sent in June.

Camden acknowledges the important role that taxis and private hire services play in the capital: with a wide range of attractions, a thriving night time economy, employment opportunities, and numerous transport interchanges including three main line stations delivering passengers into the capital, taxi and private hire services contribute to the transport options and choices for large numbers of people living, working and visiting the borough, including those with mobility problems. However, the borough also experiences negative impacts resulting from the services, and there are several areas of the industry which we feel could be improved for the benefit of all.

With regard to the key issues being investigated by the Assembly, two of the three questions outlined in the scoping study focus on the passenger experience. With regard to improving the services generally, Camden notes the following:

Availability of services: The scoping study raises questions about the availability of services, including the geographical spread of taxi ranks, and times of day as well as marshalling. Camden's view is that there needs to be a more strategic approach to the management, planning and provision of services across the whole central sub-region, rather than looking at individual locations. For example, in Camden, the three main stations of Kings Cross, St Pancras and Euston, which are in close proximity to each other, each manages its own taxi rank.

The first step should therefore be a review of the demand for taxi and private hire services. As with all modes, evidence of demand is needed in order to inform provision of services. The demand for transport choices is changing, with more people walking,

cycling and using public transport. However, there will be some locations where demand is high, for example at major transport interchanges, associated with development and growth, or at certain times of the day. It is not clear whether there is a limit or cap on the number of licenses issued, particularly within certain areas. The Council therefore recommends that the Transport Committee undertake a review of demand for taxi and private hire services as an essential first step.

Such a review also needs to take account of, and better integrate with, wider transport objectives and targets outlined in the Mayor's Transport Strategy, as well as those of the local boroughs who deliver them. The scoping report makes reference to the Mayor's commitment to improve taxis, and includes a call to give highway priority for taxi services and ranks. However, the Mayor also seeks to give greater priority to walking and cycling as well, while reducing delays to buses which carry millions of passengers each year is also a major concern for TfL. As a central London borough, Camden has to manage growing and conflicting demand for kerb and carriageway space, while also being mindful of amenity, particularly for residents, and road safety. It is not feasible, or even desirable, to prioritise all users equally.

Camden's approach to prioritising transport choices takes account of the whole range of benefits of different transport options, including the extent to which they help to deliver wider Mayoral and local objectives such as improving air quality, health, sustainability, and road safety while also reducing pollution and congestion. A better understanding and appreciation of the needs of other road users and modes, the benefits they bring, and the policy framework in which we are all working is needed. Taxi services also need to be realistic with regard to the significant and growing demand on the transport network and the physical constraints to meeting that demand. A more strategic approach to managing taxi and private hire provision will help to improve integration with other transport modes.

The Council agrees that there may be a greater need for taxi services at night, particularly in areas like Camden Town and the West End. Taxi services can help to address anti-social behaviour when large numbers of people disperse very late at night, putting pressure on public transport. The Mayor's announcement that some underground services will be provided 24/7 during weekends will go some way to meeting this demand so this needs to be considered as part of the review.

The Council supports taxi marshalling, particularly for the benefits to air quality and personal safety and security, however, clarification is sought regarding where the funding to support this activity would come from. One option for consideration is an enhanced licence fee for those taxi drivers operating at stations to cover this cost.

There is growing use of app technology to book taxis and private hire services: this too will have impacts on the need to have free floating taxis in London. At the same time, legislation that governs booking is outdated and has not kept pace with technology. TfL needs to take on board changing consumer patterns for services and review its regulations.

Safety: Camden has similar concerns to the Assembly regarding personal safety and security. Working with our Community Safety team, Camden manages a Safer Travel at Night project, targeting people out and about at night to raise awareness of unlicensed

drivers and provides information on the availability of alternative travel. However, unlicensed cabs and marshals touting for business for them continue to be a problem in Camden, for example, around York Way in the Kings Cross area. Some enforcement action has been taken following liaison with the Safer Transport Team, which has been effective, but this is an ongoing concern.

The Council welcomes the suggestion for background checks on drivers as part of the licensing arrangements but would also recommend that these are monitored regularly to ensure that they are up-to-date.

The issue of road safety also needs to be addressed: like TfL, Camden seeks a minimum level of driver training and FORS accreditation as part of its procurement process for freight deliveries, which includes considerations of safety, both around the vehicle and general management policies. The Mayor is also proposing a training module for bus drivers as part of the recent Pedestrian and Cycle Safety Action Plans to improve road safety for those vulnerable road users. Camden recommends that the Committee considers a similar approach for licensing taxi drivers and which could help achieve road safety objectives and targets.

The Council has a particular concern regarding collisions involving cyclists and taxis. Data in the Mayor's recent Cycle Safety Action Plan notes that taxis and private hire vehicles are disproportionately involved in cyclist KSIs, and are in fact the highest of all road users. Cycle/taxi conflict is an area of road safety that has generally been overlooked. Taxis make lots of different and last minute movements such as sudden stopping, pulling into the kerb to pick up passengers or U turns to change destinations. Taxis are also allowed to drop off and pick up passengers anywhere, including in cycle lanes. All these movements have significant potential for conflict with cyclists. A better understanding of these conflicts and the movements involved is needed, with targeted campaigns and initiatives to deter and enforce dangerous movements such as has been used with HGVs.

Air quality: as the Mayor is aware, there has been a significant and long-standing problem regarding the levels of pollution in London, which has resulted in the threat of an EU £350 million fine for exceeding acceptable levels. Road transport in London is responsible for approximately 80% of airborne pollution in central London with black cabs contributing a significant proportion: taxis are responsible for 25% of particulate pollution in central London and 10% of NO_2.

Taxis also contribute to pollution specifically in problem areas, particularly in central London where they dominate, on the heavily polluted Euston Road and at the taxi ranks at our mainline stations. The stations at Kings Cross and St Pancras are a significant cause of concern to local residents and businesses. In 2013 the Council monitored NO_2 pollution next to the taxi rank at Midland Road: the annual mean levels were well in excess of 80 micrograms per metre cubed (the legal limit is 40).

Taxi queues at these locations are generally excessively long, often with up to 40 taxis queuing, and engines are left idling. Camden would like to see either a re-configuration of the ranks or taxi marshalling which would help to ensure effective use of the ranks, reduce idling and improve air quality.

We welcome the Mayor's work with manufacturers to bring in zero and low emission taxis, as well as policies for electric cabs, all new taxis to be zero emission capable by 2018, and other initiatives such as eco-driver training. However, given their significant contribution to deteriorating air quality, the Council considers that there is now greater urgency to meet objectives and targets. We would like to see further restrictions and support to ensure that fully electric taxis (or taxis that would operate only on electric power whilst in Inner London) are rolled out as soon as possible, while setting a target and identifying measures to phase out diesel taxis completely by 2020. Camden is installing a rapid electric charger near Kings Cross in order to assist with the uptake of electric taxis.

The Council also welcomes the proposal to introduce the world's first Ultra Low Emission Zone (ULEZ) in the central London (congestion charge) area. Camden has responded separately on the ULEZ consultation, but we note that it is essential that any restrictions within the zone should also apply to taxis and private hire vehicles, while recognising that more taxi ranks will need to be fitted with rapid charging facilities.

It is not clear at the moment the extent of "empty running" of taxis in central London, but we believe there may be scope to reconsider the current model of the concentration of driving around as the main way of plying for trade, and whether (within the pressures on kerbspace from others uses) a combination of better strategic provision on taxi ranks, coupled with enhanced electronic hailing, we could reduce empty running significantly, to the benefit of all.

The Council also occasionally receives complaints about pedicabs. The Council is interested in looking at the regulation of rickshaws and pedicabs, particularly in light of anti-social behaviour, and obstructions on the carriageway which particularly affect buses and cyclists.

Finally, in response to the question regarding the performance of TfL's Taxi and Private Hire unit (TPH), an assessment of performance can only be considered in the context of understanding the objectives of the TPH and any targets. We therefore request clarification on this issue. However, we would also recommend a review of these objectives and targets to ensure they reflect and respond to the challenges outlined in this letter, and which would include wider stakeholder input and consultation.

We hope that you will include Camden's input into the Assembly's investigations into taxi and private car hire services. If you wish to discuss any of the issues please contact Jacqueline Saunders whose contact details are given at the top of the letter.

Yours sincerely

Councillor Phil Jones
Cabinet Member for Regeneration, Transport and Planning

Dear Sir

With regard to the safety issue it is important that drivers and vehicles comply with relevant road traffic legislation including complying with the Highway Code (Approved code of Practice) if we are to make London safer and more sustainable. Regrettably road user compliance with laws and safety guidance is not what it could be and the enforcement authorities have insufficient capabilities.

A great deal of progress has been made in London to promote and secure safer driving standards amongst `drivers at work`. FORS (Fleet Operators Recognition Scheme) has some 175,000 vehicles in the scheme and many more drivers – all in some way adopting safer management practices that adhere to Driving at Work (INDG382: HSE/Dft).

Can a similar scheme be applied to the Taxi and Private Hire industry?

1. With regard to taxis?

a. Probably not – as most are self employed

2. With regard to Private Hire?

a. Probably yes – as in many/most cases there is a `master-servant` relationship which then requires the employer to manage their duty of care as part of their `undertaking`

3. Is this likely to require significant resources from Police/VOSA etc?

a. No – the scheme should operate as FORS does, on a voluntary basis

b. Responsible customers drive up standards through the procurement process and providers (private hire and even taxi meeting account customer needs) decide whether or not to meet customer specifications

It is recommended that the potential for such a scheme be explored as part of this review.

Thank you

Ian Brooks I MSc BSc DMS GradIOSH
Chair Hillingdon Safer Neighbourhood Board

London City Airport

Please find below a summary response to your request for info as a representative of a passenger group: London City Airport Passengers:

1. Views about taxi and private hire services:

a. Overall Availability: generally very good, in fact over-supplied if anything, which causes congestion and can drive low service behaviour due to long waits for drivers

b. Availability of Credit/Debit card payment: very poor. Customers are often refused the option of payment by credit/debit card payment which is exacerbated by the fact many are foreign business people expecting to pay via card.

c. Acceptance of short journeys: very poor. Request for a short journey can be met with refusal and poor service interaction. Passengers are made to feel unwelcome and passed down the line where they receive further unwelcome signals. In drafting this response I have just watched a passenger be passed down the line nine times before being accepted into a taxi and in the short time watching only a 50% success rate at being accepted by the first taxi.

d. Cost of credit/debit card charges: are seen to be unreasonably high as a percentage of the fare, compared with any other transaction.

2. How well are passenger issues being responded to?

a. Given 1 a to 1c above, not as well as required

3. What more could be done to improve service for passengers and visitors to London?

a. Blanket acceptance of credit/debit cards

b. Blanket acceptance of short journeys

c. Maximum % Charge for credit/debit transactions at a much reduced rate

d. Ability for yellow badge holders to pick up for return journeys to their sector

e. Code of conduct for service levels and appearance

f. Fixed Fares for well-used routes

Regards,

Simon Potts

Director of Non-Aviation Revenue and Business Improvement

Dear Sir/Madam

Thank you for giving LB Hillingdon the opportunity to provide initial input to the Transport Committee's investigation into taxi and private hire services in London focusing on passenger experience.

I have spoken with the Council's Principal Access Officer who expressed the view that some taxi drivers create an awkwardness about assisting disabled people. Often this stems from them being anxious that wheelchairs may scrape and damage interior door panels. Somebody that may have experienced this may feel apprehensive about using a taxi in the future denying them access to work, leisure, healthcare and educational opportunities. Guidance to help make private hire cars more accessible would be helpful.

Last week on 26 June, the Council held an 'Accessibility Workshop' event. At this event disabled people and their representative organisations were invited to discuss and suggest ways in which accessibility and mobility could be improved. The feedback received is currently being collated and reviewed, if there are any comments regarding taxis and private hire services I will forward these to you.

Heathrow Airport in Hillingdon generates large number of taxi trips. Taxi drivers appear to prefer driving people between the Airport and Central London, presumably because this generates greater income. Whilst there may be many taxi operators in the Borough the number available for local trips is reduced because of the demand from the Airport. Taxi's do not offer genuine travel choice at all times of day across the Borough.

Please keep us up to date with the review and the meetings, should you require any further information please do not hesitate to contact me.

Yours sincerely

Alan Tilly

--
Alan Tilly
Transport and Aviation Team Manager
Transport & Projects

Caroline Pidgeon AM
London Assembly Transport Committee
City Hall
The Queen's Walk
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SE1 2AA

1st July 2014

London Assembly Transport Committee Investigation into taxi and private hire services in London

Dear Caroline,

Thank you for inviting the taxi industry to submit its views as part of the assembly's investigation into taxi and private hire services in London.

The following input is submitted by a number of stakeholders in the licensed taxi industry, which we shall refer to as the London Taxi Partnership (**LTP**). We have chosen this approach as (a) it enables the assembly to consider one joint response rather than numerous separate submissions and (b) much of the taxi industry is in agreement on many of the issues that affect the passenger experience of taxis.

The London Taxi Partnership comprises:

- **Computer Cab plc** – a leading licensed taxi circuit providing taxi services to the public as well as to corporate clients and public sector services. Part of the global ComfortDelGro transport Group.
- **Dial-a-Cab** – a leading licensed taxi circuit providing taxi services to the public as well as to corporate clients and public sector services for over 60 years.
- **Radio Taxis** – a leading licensed taxi circuit providing taxi services to the public as well as to corporate clients and public sector services and part of the Radio Taxis Group.
- **Cabvision Network Limited** – a specialist in providing payment solutions and media services to licensed taxis and their passengers

1. Background

Licensed taxis are part of London's public transport network.

The vehicles are all purpose built, wheelchair accessible, feature assistance for people with sensory and physical impairments and meet stringent regulations for conditions of fitness and vehicle emissions.

The drivers are all vetted to enhanced CRB level and all taxi drivers have completed the Knowledge of London test, requiring them to have learned all key routes and points of interest in London. That testing process now takes an average of 50 months to complete.

Taxi fares, as with the rest of the public transport network in London, are regulated and controlled by Transport for London and the public enjoy transparency and clarity on what taxis look like, and how they charge.

LTP believes that the public in London, whether residents, commuting workers or tourists, should continue to benefit from a well regulated, safe, assured, accessible and high standard taxi service that continues to adopt modern demands and technologies without compromising that sense of quality and assurance.

2. The Knowledge and supply of licensed taxi drivers

LTP believes that Londoners benefit from having a licensed taxi service where the drivers have extensive knowledge of the capital and its points of interest.

As one of the oldest, most convoluted and congested cities in the world, it continues to be vital that taxis, which are available for immediate hire, are driven by drivers with an advanced and immediate knowledge of how to get somewhere by the most efficient route.

That they should know where to go and what to do instantly upon becoming hired by the public in very busy and crowded thoroughfares, not only reduces congestion, dead mileage and emissions from taxis, but also protects vulnerable passengers from being overcharged in terms of fares and in terms of journey time. Despite countless assertions by politicians that satellite navigation has taken over from the knowledge, this is simply not the case.

Indeed the most regular gripe of all Private Hire users is that drivers slavishly follow the satnav which invariably takes in an inefficient route.

It is important that there is an on-going supply and steady growth of licensed taxi drivers to fulfil the demand from the public, from tourists, from businesses and from the public sector organisations that rely on licensed taxis. Over many years Knowledge testing has become a spurious way of creating an artificial barrier to entry of the industry. This has resulted in demand being supplied by lower quality Private Hire as a direct consequence.

LTP believes that maintaining the current high standard of Knowledge reassures the public that all taxi drivers have extensive knowledge of London's streets and points of interest and that any drop in training standards would be counter-productive. However, the current 50 months (average) it takes to be tested on the knowledge continues to stifle the supply of good quality drivers to drive the taxis that will transport the public in years to come.

Transport for London has made some reasonable progress in modernising knowledge testing marginally so as to become a more accountable process, but it still falls far short of any other, comparable vocational qualification. The structure of the knowledge testing means that a student, no matter how capable they are of completing the testing in a shorter period of time, is still compelled to pass through the testing regime with lengthy time intervals between examinations. This is completely contrary to the regulators authority under law, despite the fact that successive regulators have condoned this mismanagement for around twenty years or so.

It is widely accepted that the only reason such time constraints exist, is that it is the method by which Transport for London restricts the output of new drivers.

This is neither an acceptable way to manage what is a vocational qualification nor is it within the regulators authority to manage numbers under law. There is no other example where students of any such training must wait for a pre-ordained period of time before they can become qualified.

LTP believes that the public would benefit from a revision of the time knowledge students are compelled to take in passing their examination tests and that this can be achieved without lowering the current high standard whatsoever. Indeed the current situation was precisely predicted by members of LTP many years ago.

Recommendation: LTP propose that the current examination regime is reviewed, with a view to keeping the same level of Knowledge required, but removing the time constraints for each interim examination, and allowing knowledge students to take examinations when they feel they have achieved the required level of knowledge. In other words allowing candidates to pass through based on how quickly (or indeed how slowly) they have gathered the required knowledge standard but at their own pace.

In due course, without such reform, the public will be denied dynamically hailable taxis, driven by knowledgeable drivers, and will instead be forced to pre-book one of 67,000 private hire cars, driven by drivers with no formal training.

3. Immediate hiring of taxis

Most would agree with the assertion by LTP that the public in London benefit from being able to readily hail a licensed taxi from the street and, with tourists and residents/workers in London all understanding this method, it is vital this clear distinction remains unchanged.

It is the highly dynamic, readily available nature of taxis that makes them such a crucial link in the public transport infrastructure. The public can be assured that when they hail a taxi it will be fully wheelchair accessible taxi with a driver who has completed the Knowledge. It shall be on demand, they will pay a transparent and regulated fare and have the benefit of an efficient journey with access to bus lanes for expediency.

The law of compellability has also always applied to taxis- meaning the drivers must accept any hiring up to 12 miles within Greater London, or 20 miles from Heathrow Airport. Again, this exists solely to protect the public and provide certainty and assurance to vulnerable passengers.

LTP wholeheartedly support the recent recommendation by the Law Commission* to the Secretary of State that this be extended and potentially enhanced further.

In recent times however, the clarity of only being able to immediately hire taxis has been muddied by the fact that other services are allowing immediate hire of private hire vehicles, which is neither legal, nor is it conducive to maintaining the clear position that (for real public safety purposes) only taxis can be immediately hired.

Recognising the scope for confusion, the Law Commission makes several recommendations to the Secretary of State, all aimed at steadfastly reinforcing and bolstering this position, including:

- Maintaining the position that only taxis can be hailed and use ranks

- Ensuring that private hire vehicles can only be “pre-booked”
- A refined and statutory definition of pre-booking that would explicitly prohibit hiring a private hire vehicle ‘there and then.’ A more robust enforcement of the law prohibiting private hire vehicles accepting ‘there and then’ immediate hires
- More clear definition and distinction between taxis and private hire, so that the immediate hiring aspect of taxis is clearly understood by the public and protected in their interests.

Modern technology, especially in the form of smartphone apps, has led to a position whereby the public are inadvertently making immediate ‘there and then’ hires of private hire vehicles, under the “guise” of these being pre-booked journeys. Not only is ‘hailing’ a private hire vehicle illegal, but it also undermines the public’s assurance of being in a properly insured vehicle (if that hire is deemed to be illegal, the likelihood is the vehicles’ insurance is invalid).

More importantly, this undermines the publics’ trust and understanding in the nature of immediate hires.

LTP does not oppose smartphone apps; indeed the LTP members operate a number of such apps between them, but these all support immediate and pre-booking of taxis, within the confines of the law.

LTP feels that Transport for London is currently struggling to enforce what is clear legislation in this regard and risks confusing the public it seeks to protect by having such regulations surrounding immediate hires.

It is not in the public interest to allow them to make immediate hires of private hire vehicles where the drivers have no knowledge, drive inaccessible vehicles and may be in breach of the law by doing so.

Illegal plying for hire and touting among licensed private hire operators and drivers is rampant across London, seriously undermining Transport for London’s position as the regulator and enforcer of existing legislation that exists to **protect the public**.

It is quite unacceptable to have primary legislation that is there to protect the safety of the public not only being undermined by *licensed* operators, but worse that Transport for London turn a blind eye to such activity on a daily basis.

Recommendation: LTP would propose that the enforcement resources provisioned to TfL are significantly enhanced in order to afford Londoners proper enforcement of the legislation that is there to protect them. LTP believes that such additional resources would be self-funding by the fines and penalties such enforcement would undoubtedly yield.

4. Accessibility

Since 1996 the public in London have benefited from a 100% accessible taxi service. London has thus led the way in the world by having fully accessible taxis, available for immediate hire.

Modern taxis have wheelchair access, intermediate step access, high visibility aids, hearing aid induction loops and other accessibility features. Taxi drivers are expected

to be able to offer reasonable assistance and LTP members have undertaken Disability Awareness Training for taxi drivers since 2004. LTP supports the Law Commission recommendations to the Secretary of State that Disability Awareness Training be mandatory for all taxi and private hire drivers.

Again, as part of the London transport network, it's vital that members of the public enjoy the same ability to make immediate hires and pre-bookings of taxis as able-bodied people. It is to London's credit that there are 24,000 fully accessible vehicles available on our streets providing inclusion for all.

Currently fewer than 5% of the 67,000 private hire vehicles in London are accessible, and private hire operators have little incentive or inclination to improve this situation.

LTP believes the public deserve better and would like to see a greater focus on passengers with all forms of sensory and physical impairments.

While large parts of the Overground and Underground infrastructure will never be accessible, it seems a missed opportunity that the 24,000 fully accessible licensed taxis in London are not more closely integrated into helping to plug these yawning gaps in London's transport network.

Recommendation: Greater efforts should be made to make more of the estate of private hire vehicles accessible. Taxis should be used to enhance and support the less accessible parts of the London Transport Network.

5. Improving the convenience of cashless payments

LTP are firmly of the belief that Londoners and visitors to London have an expectation of being able to travel around London, a modern Capital, without needing to resort to cash. Many large cities around the world have already mandated the acceptance of card payments in taxis.

LTP, and most other taxi providers of repute, have long since invested in providing cashless payments in taxis and today all of the 5,000+ taxis operated by LTP accept credit and debit cards, including the latest contactless technology for 'tap and go' payments. Overall it is approximately still fewer than half of all the taxis in London that have full, PCI compliant card acceptance technology on board.

Over two years ago Transport for London engaged in consultation around mandating cashless payments in all taxis, but these plans appeared to collapse as TfL seemed to lose the appetite to drive the project to delivery. Retrospectively, TfL also took a retrograde view that they would consider allowing non-PCI compliant solutions, such as allowing drivers to enter passenger's sensitive card details into the driver's mobile phone. Such practice compromises the passenger's card data and should not be permitted.

The public deserve the right to be able to pay for taxi trips by card. In a recent TfL survey, 88% of passengers expressed they would welcome the option to pay by card in a taxi.

It is farcical that in 2014 they cannot do so. It is also lays TfL open to the risk of potential liability when the public are at risk by having anything other than PCI certified equipment, to ensure that their payment information and personal financial details are completely secure. The passenger must be offered nothing less then the security standards they are used to - with proper Point of Sale (POS) card

acceptance terminals with a printed receipt delivered as per any other normal retail experience. To undermine the public's trust by allowing taxi drivers to enter credit card details into their personal mobile phone is clearly not appropriate and puts the passenger, the driver and the credibility of taxi payment services, at risk.

Recommendation: LTP believes that TfL should now finalise details for mandatory card acceptance in taxis via proper POS solutions.

LTP also believes that the public now expects all modes of transport across the TfL network to share common payment methods, including Oyster. Five years ago LTP trialled Oyster card readers in the taxis, but TfL demonstrated little appetite in taking the trial further.

Londoners and tourists ought to be able to use Oyster as well as credit/debit cards across the whole estate of tube, bus, river and taxi services.

6. Environment, air quality and sustainability

LTP, along with most of the taxi industry, support the Mayor's intent to make London's air cleaner. Cleaner air is beneficial for everyone, including taxi drivers who spend many hours breathing in harmful particulates.

LTP wholeheartedly supported the new 15 year age limits when they were introduced and LTP have all introduced incentives and initiatives aimed at making their fleets greener and cleaner. LTP members hold ISO14001 Environmental Management Certification and between them have secured more than a dozen awards for environmental and sustainable initiatives.

However, LTP feel that TfL have not obtained a firm grip on the issues of environment and air quality and as a result the 'goalposts' continue to be shifted and the public are left at risk of not having the cleanest vehicles available to them.

In 2006 TfL announced requirements for taxis to reach Euro III standards, and approved retro-fit equipment to older vehicles. This initiative was plagued with complications, faulty equipment and illogical standards from the outset. Some equipment, initially approved by TfL, was later withdrawn, causing wasted expense and mass confusion. This has led to many people, not least taxi drivers, being highly sceptical of TfL's emissions and environment policy.

The result of previous policy decisions came with high additional costs to taxi drivers, which was passed onto the public in the form of meter tariff reviews. There is little evidence to show that this equipment made the vehicles any cleaner or more efficient than they were prior to the 'upgrade'.

Euro III was superseded by Euro IV and then the 15 year age limit for taxis was introduced in 2012. Now we are informed those goalposts are to be moved again, with zero-emission capable vehicles being announced as a requirement from 2018 and the ULEZ applying from 2020.

LTP supports the cleaner air initiative, it is in the interests of all who live and work in London. However, the strategy needs to be clear, balanced and set for the foreseeable future. Policies must also include private hire vehicles, otherwise the risk of the cost is disproportionately attributed to taxis and again the public will risk being left short of taxi supply.

The risk at present is that the gradual nature of ever tighter legislation, together with more and more expensive vehicle production costs, will dissuade drivers from buying new, cleaner taxis (because they do not know when the rules will change again) and thus deny the public from the cleanest possible vehicles.

The irony of the current approach is that taxi drivers are deferring the purchase of a new, cleaner vehicle, as they wait to see what the next round of regulatory change brings. The steep fall in drivers buying new Euro 5 vehicles since the Mayors' announcement on ULEZ demonstrates the current TfL policy is actually harming the move toward cleaner vehicles, rather than accelerating it.

The London Taxi Company is investing circa £250m in developing taxis that will meet the new air quality requirements, as well as enhancing accessibility, but with so much uncertainty on the long term regulatory future of taxis in London, such investment can be considered a highly risky strategy. In the end any uncertainty in the long term future risks ongoing investment in that industry, investment that will always provide improvements for the public that use the service.

Recommendation: LTP would welcome a long term vision from TfL, and would like to see a clear and concise 10 year (minimum) strategy in place. LTP would also like to see more financial support given to either the taxi manufacturers or the drivers to accelerate the production of cleaner vehicles. TfL should be actively seeking funding from Central UK and European grant programmes to help invest in giving London cleaner and greener vehicles.

7. Overall quality and regulation

LTP recognises that Transport for London is recognised as a leading example of how a transport authority can maintain standards and operate at a high level.

However, LTP do not believe this high standard of TfL is reflected in its regulation of taxi and private hire service currently and the public suffers as a result.

Currently the lack of any serious enforcement of legislation in London is placing the public at risk and making a mockery of the laws that exist to protect them. Illegal touting by both licensed and unlicensed private hire operators and drivers is rampant and evident across large parts of London every single evening, and this is allowed to continue unchecked.

Over the past decade TfL has overseen the introduction of 67,000 private hire vehicles, all licensed by TfL but with drivers with no knowledge (Albeit the 1998 Private Hire act clearly states that PH drivers must have some standard of knowledge) and no tangible skill sets, a poor quality and highly variable fleet of vehicles, zero requirement for accessibility and the ability to charge what they want when they want.

Meanwhile, taxis, which are heavily regulated, have strict limits on the types of vehicle that can be used, a 50 month average Knowledge testing cycle and heavy regulation on emissions, accessibility and other standards. The drivers are compelled to work at the set TfL tariff.

Under this regime the number of low quality private hire vehicles has soared (by a staggering 18% in the past year alone) and the number of licensed taxis has fallen, and continues to fall.

In this way TfL have overseen a mass rise in poor quality, loosely regulated services and a fall in high quality, tightly regulated services and this situation puts passenger safety at risk.

LTP is of the view that licensed taxis best represent the TfL goal- a well regulated, safe, assured, consistent service with regulated fares- just like buses and tubes.

Taxi services have been allowed to diminish by overbearing additional costs and requirements and the inability to curb the unchecked growth of low quality private hire services.

An archaic knowledge testing or examination system actively restricts how many drivers are able to provide taxi services, but meanwhile totally untrained drivers are allowed to pour into the private hire sector. The virtual 'there and then' hailing being permitted by TfL of private hire cars is only making this situation worse – blurring the lines further between taxis and private hire vehicles even more. A continual decline in standards there to protect the public is clearly against the will of the legislature.

LTP would like to see TfL make the most of a high quality, fully accessible taxi service, fulfilled by well trained and knowledgeable men and women and to afford the taxi service the same level of care and growth afforded to the rest of the transport network.

The knowledge should be reformed (not diluted) so that willing and capable individuals can start driving taxis as soon as they reach the required standard and the private hire licensing regime should reflect the interests of the public by requiring the drivers to reach a better standard than the current regime. The public are being presented with a rising flood of unskilled, untrained drivers who can charge whatever they want and are being denied a knowledgeable driver working at a regulated fare.

In summary, LTP believes the public is currently getting more of the poor service products that TfL oversees and the public deserves better.

Recommendation: LTP would like to see robust enforcement of the existing regulations by TfL and repeats its assertion that stronger enforcement should be undertaken and would be self-funding.

Also, LTP recommends that TfL halts the decline in standards and the 'race to the bottom' that is currently being followed by having close to 70,000 unskilled, low quality PHV cars on the streets and to raise the standard required by private hire drivers prior to licensing in accordance with the wish of Parliament under the 1998 act.

LTP also repeats its call for the Knowledge examination system to be reviewed, so that the same standard of Knowledge is maintained, but the constraints of a mandatory time lapse between examinations or tests must be removed. This would redress the balance by allowing well skilled taxi drivers to enter the market more readily, rather than their numbers being dwarfed by the massive growth in numbers of low skilled PHV drivers.

LTP again would like to thank the London Assembly Transport Committee for this opportunity to feedback, and we welcome further input going forward.

Yours sincerely

For and on behalf of the London Taxi Partnership:

Mr Malcolm Paice Computer Cab plc	Mr Brian Rice Dial-a-Cab
Mr Lee Da Costa Cabvision Network Limited	Mr Geoffrey Riesel Radio Taxis Group

References

* The Law Commission Review into Taxi and Private Hire Services in England and Wales presented to Parliament by the Lord Chancellor and Secretary of State for Justice. Published May 2014. Law Com No 347

Licensed Private Hire Car Association

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Caroline Pidgeon MBE
Transport Committee Chair
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

30th September 2014

Dear Caroline,

Transport Committee's investigation into Taxi and Private Hire Services in London

Thank you and the Transport Committee for conducting a wide ranging investigation into Taxi and Private Hire Services in London.

Your work is very timely and appreciated by our Licensed Private Hire Car Association Members and the travelling public.

We have provided a considerable response and tried to stay within your terms of reference. We hope you understand why we have needed to be constructively critical at times and do hope that our feedback is helpful.

Of course, we have a direct interest on behalf of Operator's and Drivers regarding the wellbeing of the Industry but equally we have considered the welfare of our customers, colleagues, friends and family to be of equal if not of more importance.

The Private Hire Vehicle Industry under licensing has shocked many with its modern fleet of vehicles and high standards of service. We are however constrained by a number of things that we have highlighted in our feedback, which we the hope you can assist us with.

Should you require any clarification of our oral and written submissions or want anything else explained please contact us at your convenience.

On behalf of the LPHCA I thank you for this investigation and we look forward to seeing your report and working closely with you delivering its recommendations in due course.

Kindest regards
Yours sincerely,

Steve Wright MBE Chairman LPHCA

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LPHCA Background

The LPHCA is a trade association that represents the interests of Private Hire Operators and their drivers, originally in London but more and more nationally. The Association's membership comprises of nearly 200 companies interfacing to over 15,000 drivers.

For the purpose of this inquiry we will focus on our knowledge of the London Taxi & Private Hire industry and its associated marketplace in the capital.

The Associations Chairman Steve Wright MBE is appointed to the Transport for London (TfL) Board having successfully applied for the position following the current Mayor's commitment to have both a Taxi & Private Hire representative. Mr Wright successfully campaigned for licensing in London alongside the late Diana Lamplugh OBE who founded the safety group the Suzy Lamplugh Trust and the Private Hire Board.

Our chairman has also worked closely with the previous Mayor and helped to set up the Safer Travel at Night (STAN) initiative when the GLA took overall responsibility for Private Hire Vehicle (PHV) Licensing in London. He has given evidence to Parliament's transport select committees before London Licensing and most recently with the Law Commission's review into Taxi & Private Hire Vehicle regulation.

Mr Wright has previously addressed the London Assembly transport committee on matters concerning Taxi & Private Hire at Marsham Street and several times at City Hall.

The LPHCA is very grateful to have the opportunity to work with the London Assembly Transport Committee once again and to have addressed some Committee Members during the oral evidence session of the inquiry.

An Opportunity for Change

The LPHCA views the inquiry as being very timely as there is much discontent in the Private Hire and Taxi Industries in London. This discontent has built steadily from the period when the old Public Carriage Office (PCO) became the new TfL Taxi & Private Hire Directorate.

We believe if would be futile to outline in specific detail everything that's gone wrong however the problems are considerable and we will make it clear from an Industry perspective what we want and what we feel we deserve from a regulatory system that has in our view been not been optimally working in the best interests of both the industry and the travelling public.

The very close working relationship that Trade Representatives enjoyed with its regulator prior to and during the initial part of licensing in London (with the old PCO) has withered under the TfL Taxi & Private Hire (TPH) Directorate. Poor Policy has been made 'on the hoof' and put upon the industry 'fait accompli' often through TfL TPH notices with little or no discussion.

This has led to an alienation of the Industry Trade Representatives, Operators and Drivers alongside woeful service levels, which for the record the industry actually pays tens of millions of pounds for annually.

A Delloite Review that was commissioned by the Mayor following formal complaints to him in 2012 turned out to be a 'whitewash' in the view of the trade representatives who took the time and trouble to give their valuable time to give interviewed evidence.

The full report has never been published and the trade representatives were irritated with the fact that their valuable time had been wasted and their concerns ignored.

RECOMMENDATION

The Transport Committee seeks the publication of the full report from Deloitte including transcripts of the evidence given by the trade representatives and uses that as a basis to further review TfL TPH. Industry representatives felt there had been a covering up of inadequacies, which served to more or less retain the 'status quo' with its concerns.

Progress

The one positive outcome from the Deloitte review was that regular meetings are now held between the LPHCA and the Deputy Mayor and the TfL Chief Operating Officer. These meetings have been productive but agreed outcomes and actions still remain extremely slow, we will give examples later.

Terms of reference

We will principally work to the four terms of reference of your investigation:

1. To explore the key issues for taxi and private hire passengers in London;

2. To examine how the Mayor, TfL and the taxi and private hire industries are responding to these issues;

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3. To examine the performance of TfL's Taxi and Private Hire unit (TPH); and

4. To make recommendations to the Mayor and TfL on any further actions they could take to improve taxi and private hire services in London.

1). To explore the key issues for taxi and private hire passengers in London

The Private Hire Industry as a pre-booked service that needs the retention of repeat business is generally very customer focused. As a consequence it needs to know what the customer wants and what are the best ways to provide the service, most importantly in the most safest and cost effective manner possible.

From the smallest licensed minicab offices to the largest licensed operators in London there is a wealth of experience in how best to meet and greet passengers, how to charge them fairly and how to get them home safely. Importantly many of these small businesses are provided locally by local people, a great deal of whom are ethnically diverse but specialists in what they do; so as well as providing a local service they provide local employment with London and UK tax revenues generated for the economy.

Total Licensing

Billions of passengers have successfully been transported safely in London via the Industry since the inception of Private Hire Vehicle (PHV) Licensing. Where a passenger is safely met by the Licensed PHV Operator's driver that they booked through, there is the most minuscule chance of any harm coming to them. The reason is simple, the booking is recorded, the driver has been criminally and medically checked, alongside the vehicle and the operator, moreover in more and more cases the vehicle is tracked nowadays.

This is **'Total licensing'**, which affords the public the safest way to get home via any pre-bookable 'door to door' service in the world. The system is very, very safe and the key elements of Driver, Vehicle and Operator licensing are essential to maintain and scrutinise it.

Best Practice for Safety

Until recently the Industry also had to take 'where practical' the completest details of passengers including full destinations as part of that process. This was 'best practice' for PHV because the driver needs to know where they are going so they can plan a route as PHV drivers do not have the same qualifications as licensed Taxi drivers.

For us this is essential and the recent U-turn in policy by TPH following the arrival of 'dollar laden app providers' has in our view devalued the requirements, decreased safety and made it more difficult to prosecute illegal touts and bogus cabs. This is an example of new policies being made up 'on the hoof' without proper consideration whilst ignoring the considered view of the not only the PHV industry but the Taxi industry too on both 'best practice' and safety.

Transparent Pricing and Metering

We believe TPH's indifference about some Apps, which are charging by time and distance (we believe via illegal metering) has not only compromised the Taxi & PHV Industry but the travelling public too, which we will cover below.

Illegal Activity

Touting, bogus cabs and general illegal activity remains rife in London. Much time and effort has been wasted by TPH visiting mainly compliant Private Hire Operators during office hours instead of dealing with dangerous late night criminals. Petty regulations and futile court cases, many of which have been lost by TPH have taken priority over far more serious matters.

Silly requirements have been introduced like where booking should be taken in licensed premises, whilst far more serious illegal activity remains unchecked on the streets.

This is an area that needs completely reviewing as the Travelling Public is at considerable risk. Modern licensing after 10 years in London should have enabled enforcement teams to eradicate touting, bogus cabs and general illegal activity but it has failed to do so.

Late Night Venue Licensing

The LPHCA was ignored on the licensing of Night Clubs as operating premises and the re-introduction of planning consent was brought back as a blunt instrument to stop Cab Offices opening in places like night clubs. This back-fired because there is no requirement for planning consent for a mini-cab office in a night club or licensed premises as they will already have planning consent and often a duty to ensure their patrons are able to get home safely, so a minicab office on-site is considered ***de minimis*** under planning definition therefore it cannot have further consent!

All re-introducing planning consent as a condition of licensing has achieved is time delays, additional costs to secure an office and duplication of regulatory requirements. Councils should deal with planning and TPH with licensing.

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Your committee has asked whether Night Clubs, etc., should contain licensed PHV Offices and in the main the answer is no. We believe that unless a fully functioning office can be achieved on site, which we feel is extremely difficult in London, that very few venues that would be able to achieve this.

In 2003, the LPHCA was invited to join the Metropolitan Police for late night anti-touting operations in London's West End. These were organised by what was known then as the Cab Enforcement Section, part of 'TOCU' (The Transport Operational Command Unit).

Of particular concern to the Cab Enforcement Section was touting 'OUTSIDE' of London's late night venues, especially Night Clubs. We emphasise the word 'OUTSIDE' because that is where the problems were.

The police suggested that the way to eliminate touts was to control them and proposed controlling them by 'licensing late night venues', especially Night Clubs, as Operating Centres.

This was completely rejected by the LPHCA because part of the problem was those who were being suggested for licensing were not Operators at all and often they were the very people who were 'aiding and abetting', illegal activity and touting, 'OUTSIDE' not inside venues.

Sadly we were not listened to and the old Public Carriage Office started to licence all manner of premises as Operating Centres. Of course at a few of these venues viable legitimate Operating Centres were set up and these became wrongly known (specifically by the London Taxi Industry) as 'Satellite Offices'.

A 'Satellite Operating Centre' is in fact a secondary and usually smaller, ancillary version of a 'Primary Operating Centre', which it is linked to not a late night venue that has been licensed.

The genie had been let out of the bottle by people who should have known better, who should have listened to those who had been running bona-fide Operating Centres for many years, Licensed Operators and its Trade Association - us (The LPHCA).

When the 2007 'credit crunch' arrived, rather than being able to sit outside large corporations with the meter running on account work, suddenly new work had to be found and late night venues that had little or no Licensed Taxi Service suddenly found the Taxi industry taking a great deal of interest in a 'forgotten' source of work to many of them.

The inevitable happened on the streets with disputes and accusations, followed by compliance activity and court cases, with several failed TPH prosecutions on Operators whilst touting prevailed nearby unabated.

The pressure from the Taxi Fraternity got louder and 'panic measures' were in our view brought in and yet again we were ignored. LPHCA Members complained of aggressive and unfair enforcements against them, whilst touts and illegals, plied their illegal activities right in front of enforcement teams, which referred to touting as a police matter..

A variety of ridiculous measures were brought in to make it very difficult to obtain an operating licence, there were more failed court cases, warning letters, etc., because those in charge at that time got it spectacularly wrong.

The LPHCA had meetings with TPH but to no avail, so we took our case to the Law Commission and to the senior hierarchy at TfL, both of whom were given 'whistle stop tours' of late night venues in London to see the facts.

Whilst some late night venues work well in a structured way with an 'in house' Licensed Operator, the licensing all and sundry in late night venues was never the right answer.

MOST LATE NIGHT PREMISES & VENUES SHOULD HAVE NEVER BEEN LICENSED AS OPERATING CENTRES IN LONDON!!!

Re-Introducing planning consent and petty rules for Operators seeking a licence at such premises was also not the right answer, it has in our view made it easier for touts and caused many un-necessary problems for decent Operators trying to get the public home safely from late night venues. We have put forward a better solution to the Law Commission, TPH and the DfT, which follows.

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In our submission we said:

In London, Taxi Marshals direct the public to licensed taxis, yet private hire bookers doing the same are caught (in our view quite wrongly) by touting laws.

At late night venues, private hire bookers should be afforded the same status as taxi-marshals, but must be affiliated to a fully-fledged operator and bound by regulations. They should also be able to book at designated venues to facilitate safer clearance of the venue and as a by-product make it very difficult for touts.

The practice of severely restricting where a booking can be taken by a private hire booker yet permitting taxi marshals to take a booking anywhere is contradictory and in fact has compromised public safety.

Having re-visited this subject because of the difficulty in obtaining licences and for other reasons, we believe that even taxi-marshals could be caught in Law by the Criminal Justice and Public Order Act 1994, which on the section regarding touting says:

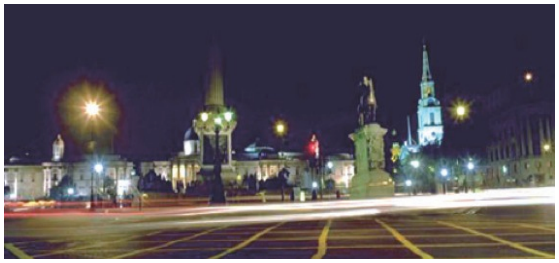
167 Touting for hire car services

(1) Subject to the following provisions, it is an offence, in a public place, to solicit persons to hire vehicles to carry them as passengers.

(6) In this section “public place” includes any highway and **any other premises or place to which at the material time the public have or are permitted to have access (whether on payment or otherwise).**

Our thinking is that this is fundamentally wrong (in part) and the section that is in red highlights this.

The LPHCA has a proposal for the Licensing of Private Hire Booking Services at Specific Public or Private Venues based after dialogue with Members and legal advice from Licensing Experts Travis Morley Associates, which we have set out below as follows: -



We were contacted by the Licensed Private Hire Car Association about obtaining our advice in respect of a potential proposal for Taxi Licensing Law reform.

The LPHCA is concerned about the ongoing problem of un-booked private hire services (also known as ‘touting’) being supplied to members of the public at nightclubs, clubs and public houses. These services are provided illegally, under current Taxi Licensing law, by both unlicensed and some licensed private hire operators.

Licensing authorities, such as Transport for London, have sought to prevent the provision of these activities with some success. The LPHCA is aware however, that a number of properly licensed private hire operators providing legitimately booked travel services have been subject to unnecessary investigation and, in some cases, enforcement action. Such incidents have caused general concern and confusion within the private hire trade about how to ensure they are completely compliant with the law.

As an association committed to the betterment of the private hire trade and the protection of the public, the LPHCA asked Travis Morley Associates to advise on the possible legal basis and structure of an individual centric booking system for this issue.

The LPHCA’s has outlined a proposal to the Law Commission, who have now reviewed Taxi & PHV Licensing Law in England & Wales. We have also put our thoughts forward to the London Regulator Transport for London (TfL) and discussed the improvement of safety with the Department for Transport.

Safety at night

It is our view that Safety is paramount particularly late at Night when criminal activity is prevalent at a time when young and often vulnerable members of the public are seeking transport home.

We believe TfL could lead the way with better, more effective licensing rules and a pro-active approach to the booking, marshalling and shepherding of people from late night venues.

In simple terms Licensed PHV Operators should be able to work on premises where functions are taking place to book cars to make sure that passengers are not touted by illegal touts and bogus cabs.

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The LPHCA supported the amendment to the Criminal Justice and Public Order Act 1994 that made 'Cab touting and its soliciting' illegal but in our view the pre-London Licensing wording now wrongly creates an offence for legitimate operators who seek to get the public home safely from late night venues that are often licensed and could be managed differently by the LPHCA proposal.

In our judgement the time has come for regulation, enforcement and compliance to marry up with the best interests of the travelling public. Licensed operating Centres in late night premises can only be the answer in very limited number of venues. In the long term TPH needs to put the requirements of the travelling public first and seriously consider our proposals, which we have set out in **Appendix 1.**

RECOMMENDATION

TfL TPH and the GLA seriously considers the proposal we outline in **Appendix 1** to improve safety

APPS

There is widespread dismay in the Licensed Taxi & PHV Industries about the arrival of 'App Only' Companies in London some of whom appear to have convinced TPH to abandon previous licensing requirements and TPH Notices. Furthermore they are allegedly breaching existing Taxi & PHV Laws on metering and the will of Parliament. Without going into details (due to legal proceedings pending) the LPHCA is aware that some of these 'App Only' Companies have been using drivers without insurance, without checking or even seeing documentation or the drivers in person.

LPHCA members have established that cars they insure specifically for their work have been utilised unlawfully by some of these 'App Based' Companies to take passengers without the consent of the registered keeper or owner of what are in law 'uninsured vehicles'.

Add into the facts that journeys are being 'metered', which we hope the High Court will deem to be illegal and you realise why both Industries feel extremely let down by TPH.

The GMB raised issues about 'App based' Companies with TPH in summer 2012 but nothing was done, an LPHCA member raised substantial detailed complaints in summer 2013 and nothing was done. It took the threat of legal intervention in November 2013 by the LPHCA to finally get some action; it then took TPH till early spring 2014 to act.

Meanwhile one High Profile 'App Based' company trades with a disputed charging method, so the taxi industry have understandably called for demos as profits allegedly find their way into off shore bank accounts, with losses posted in their London accounts.

The complying Taxi & PHV Industries rightly feels absolutely let down by the lack of action by TPH for nearly 2 years. As a consequence of the vague tax arrangements some of these companies utilise whilst trading in London but dealing with their taxes offshore, the industry is no longer working on a level playing field and therefore competitively disadvantaged.

Some of these 'App Based' companies have stated publically that they ignore regulatory requirements; they have also been subject to world-wide regulatory disputes, banning orders and litigation, yet little direct action has been undertaken by TPH other than a belated journey to the High Court to determine what constitutes a meter.

Compliance visits belatedly undertaken were in our view a sham because real compliance and investigation in our view only started some 18 months after the GMB's formal complaints.

LPHCA members have been taken to court for far less and the right course of action in our legal team's view would have been for the courts to have determined a long time ago whether 'App Based' Companies trading methods are legal. This would have avoided the angst of both trades, all of the demos and established once and for all who can do what.

The LPHCA was heavily involved in the Licensing of London and always accepted that only a Licensed Taxi can charge by time & distance via metered journeys. PHV drivers are not as qualified as Taxi drivers and therefore may not be in a position to determine the quickest and best routes for passengers.

Passengers who travel in 'App Only' Companies who provide cars that use pricing determined as you travel, are not in a Taxi with a meter checked by TPH, which importantly they can also view as the journey progresses. They are in in a PHV using a device that cannot be seen, is not checked by TPH and is being effectively controlled via the route the driver takes. In our view the fare and associated charges are in part wrongly being determined by the speed of the vehicle on route, which PHV's should not be doing.

The Law Commission has agreed that the exemplary two-tier system we have in London is the way forward regulatorily in the rest of England & Wales. We cannot have a third tier operating as a PHV but charging like a Taxi.

RECOMMENDATION

The LPHCA wants an inquiry to establish all that has gone wrong from the Taxi & PHV Trades point of view. Apps are great and many LPHCA Members have them but rules must be clear, consistent and enforced to protect the public and ensure fair competition. We are taking up the tax issues separately with government.

Licensed Private Hire Car Association

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Bill Edwards Safer Signage Solution

Forward Thinking Safer Signage

Nothing seems to be more divisive, more confusing or more contentious than the subject of what signage should be on (what at the end of the day are) 'Privately Hired' and not 'Publicly Hired' Vehicles.

The first thing to realise is that branding (one form of signage) has absolutely no connection with regulatory signage. Whilst branding is a form of advertising and marketing and is usually controlled by regulatory bodies like Transport for London (TfL) or Local Authorities throughout the rest of the country, it is not regulatory signage.

Regulatory signage is entirely different and differs throughout the UK causing much confusion. The Law Commission has been looking at potential options and most importantly the solution that they want must be National. This will enable enforcement agencies and the travelling public to be able to recognise Licensed Private Hire Vehicles (PHV's) wherever they are.

Safety groups, Local Authorities, the Police, the Industry and the Travelling Public have, in the main, been unable to share a common view on regulatory signage. There have been many differing views in the Private Hire trade and just to add even more confusion the Taxi trade also wants to have their own views on this subject incepted.

There are differing views between the Minicab and Chauffeur & Executive parts of the industry. Some in the Minicab industry would like a great deal of signage on their vehicles, however this is really branding. At the other end of the scale the Chauffeur & Executive parts of the industry want as little as possible or no signage at all.

For the sake of clarity, branding is a separate debate that needs to be covered in a completely different way from regulatory signage and we are purely concerned here with that and not branding.

Regulatory Signage

Following several meetings with various parties, our late colleague Bill Edwards of Brunel Carriage plc managed to achieve what had previously not been possible by proposing a solution that would work for everyone in the Chauffeur & Executive and Minicab parts of the industry in London, furthermore it could work nationally.

Why do PHVs Need Regulatory Signage?

If a vehicle is licensed as a PHV it needs to carry details of the Licence, such as the licensing authority name, what it is licensed as, a licence number, the vehicle registration mark, how many passengers it may carry and an expiry date.

In London that information has been carried successfully for around 10 years on a screen disc that is mounted on the nearside windscreen where passengers and enforcement agents can view it easily and safely kerbside. This screen disc to date has been replicated in the rear windscreen but that has proven to be a waste of time and problematic for many reasons.

Utilising the Bill Edward's approach of 'less is more' it makes absolute sense for this information to be in just one place, at the front of the vehicle, where it is viewable from the outside of the vehicle for safety reasons. It is not a bright idea to suggest to passengers that they check such things once they are in a vehicle.

Outside of London the trend has remained for plates on the back of the vehicles, which of course makes them look more like a hireable taxi. This signage harks back to the days when enforcement agencies needed a pair of binoculars to realistically identify if a vehicle is licensed and who by.

Beyond that it has origins dating back to when a horse drawn carriage or cart needed to be identifiable as licensed. In London this was known as Cart Marking when in the 16th Century a Hallkeeper was empowered to license and mark the forerunner to taxis 'carrs and carts' (as they were known then) to stand and ply for hire in the City's streets.

New Technology – New Methods

Well that was the way 500 years ago but times have changed and most importantly so has technology. With Automatic Number Plate Recognition (ANPR) technology now widely available to the police and enforcement agencies, a plate carrying information on the rear of a vehicle that needs binoculars to read the detail of, has really had its day.

Our contention is that the number plate linked to a look-up database (that can be instantly referenced), is the key going forward and the essence of the Bill Edward's solution.

In London TfL already has a database of every Licensed Taxi and Private Hire Vehicle and with their online licence checker the public can already establish Licensing Information within 1 second of typing in a vehicle registration number. This reveals the Make, Model, PHV Licence Number and expiry date of the licence for the vehicle.

This can easily be utilised by the Police, enforcement agencies, the travelling public and all licensing authorities. As more and more hand held devices are being used by the aforementioned, going round the back of a vehicle to see the same information is at best questionable, especially as the writing is so tiny.

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Bill Edwards Safer Signage Solution

It is totally accepted that there needs to be a licensing identifier on PHV's but it now doesn't need to be a plate carrying information that can be established in seconds much quicker.

Every vehicle has a large set of 'recognisable from a distance' numbers and letters on it, 'the number plate', which holds the Vehicle Registration Number and in some cases the EU Country identifier or a National Flag.

Bill realised that this is the place to let everyone know that a vehicle is licensed, not on a large plate or via additional screen discs. His solution was simplicity in itself, in the form of a single letter utilising the area of a number plate where the EU Country identifier or a National Flag is placed. That letter would be a simple P in the same stroke size as the letters of the number plate but possibly on a different colour background or in a different colour.

This was put forward to some who said there are all manner of regulations covering number plates and what you can put on them, so this is a no go. They were wrong! The number plate would not carry the letter P identifier; it would be carried quite separately within the surround that holds many, many number plates completely legally now, which does allow for additional information to be displayed completely legally.

If you look at many number plate surrounds you will see advertising, often of the vehicle dealer or the brand of vehicle on this number plate bracket.

Bill had come up with a brilliant idea. He subsequently came up with yet another, just days before he sadly passed away, when we were debating the fact that car-hire companies, family members and others, do sometimes use a Licensed Vehicle for hiring to non-industry customers or for family journeys.

The new bracket could be engineered to have a cover that slotted in front of it.

This answers a number of existing problems about the usage of PHV's by non PHV drivers as the number plate gives benefits such as congestion charge exemption, which we know has been exploited.

We have shown this solution to the Department for Transport, TfL, the London Mayoral Team, some Local Authorities and the Law Commission all of whom were positive about the concept. We are now showing this to safety groups, travel groups, tourist information providers, more Local Authorities and Politicians. Our Chairman briefly produced this during the oral evidence but we would like to give Assembly Members a longer look at this proposal.

We know that the screen 'Pre Booked Only' signage has failed in London having been utilised by illegal touts and bogus cab drivers. It has also been forged, moved from vehicle to vehicle, constantly peeled off and degraded with car washing and the weather.

We also know that this was unwanted by many and it was supposed to be a temporary solution. It is also very unpopular with corporate users and absolutely loathed by the Chauffeur and Executive part of the industry. Many minicab drivers also did not like it as it cluttered their windscreen and drew attention from people trying to illegally flag them down.

The single advantage of the temporary solution was the prevention of ticketing on red routes and some yellow lines, which could far more efficiently now be achieved via the Bill Edwards solution.

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This is what Bill Edwards wrote to Isabel Dedring just a week before he passed away:

It must be stressed that the P that represents Private Hire will be embedded in the number plate surround and therefore not removable, it can also contain a bar code or RFID chip to contain information.

It would be used both on the front and rear of the vehicle and combined with a tax disc holder on the front nearside of the windscreen containing the vehicle license information and expiry date for the purpose of enforcement and public scrutiny, although 95% of operators now use text messaging to transmit vehicle and driver details to the public. It would also be cost effective.

For clarity and understanding the regulations allow for a euro sign which is discretionary on a number plate, our proposal covers the same area, with exact same size lettering as mandated in regulation and therefore camera readable for all enforcement agencies.

Touts would be unable to remove forgeries easily, as with the current black taxi stickers, (I attach a possible taxi solution for you as well), and would assist the police, passengers and licensing authorities, it has the full backing of the LPHCA and Chauffeur & Executive associations and corporate users.

The proposed signage meets both industry and Law Commission requirements for a national identifier and has been positively received by everyone shown to so far. All the main trade bodies would like this signage to be trialled, as the current system has been a trial for the past 10 years!

This is a simple, forward thinking 21st Century solution, unlike the Luddite proposal of big unsightly plates that modern technology has far surpassed.

If I can be of any further assistance please don't hesitate to call. **Bill Edwards**

Just a few of the Advantages:			
	Less regulatory signage on PHV's ✓		Camera & ANPR ready ✓
	Popular with the industry & its clients ✓		Easier and far safer for the public ✓
	More difficult for touts ✓		Could be utilised by Taxis ✓
	Works with modern technology ✓		Better for enforcement agencies ✓
	A national solution ✓		A cost effective solution ✓

The LPHCA has continued the campaign to get this innovative idea as a true National Identifier solution for Private Hire, which could also be utilised by Taxis. We would like the TfL TPH to trial it in London as they are in possession of a real time database.

Talks are now taking place with the DVLA, the DfT and TfL are moving this forward. Everywhere we have shown this proposal it has been well received, it is not only a potential great improvement for safety in London but it is a real and permanent solution a genuine de-facto standard for National Private Hire Identification.

RECOMMENDATION

The LPHCA would like the GLA inquiry to support this type of signage and encourage TfL to lead the way in making it happen, which we believe will lead to greater safety and much easier identification of illegal touts and bogus cabs. The LPHCA would like to show this to Assembly Members.

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WHY TAXI OPERATORS MUST BE LICENSED!

During the many years of campaigning for the Licensing of Private Hire throughout England and Wales, it was always absolutely certain that for the ultimate *safety* of the Travelling Public, that Drivers, Vehicles and Operators should *all be licensed*.

By licensing all three elements the Travelling Public would have the *best possible range of checks and measures* to ensure that they were being picked up by a licensed driver, in a licensed vehicle that had been provided by a licensed operator 'Total Licensing'.

Quite correctly, when the last element of Private Hire was licensed in England & Wales by Sir George Young's 1998 Private Hire Vehicles (London) Act, this modern piece of legislation included the three elements of licensed Drivers, in licensed Vehicles provided by licensed Operators. **'Total Licensing'.**

During the Law Commission Review the question was posed - Should operator licensing be extended to cover taxi radio circuits and if so on what basis?

The very first point to make is that the great majority of the Law Commission consultation respondees, including the LPHCA, **most** Local Authorities but **not** TfL, alongside many Enforcement Officers and others said that Taxi Operators (sometimes referred to as Taxi Radio Circuits) ***should be licensed.***

The Transport Select Committee has in the past 'made recommendations concerning the licensing system in England and Wales, with the overarching desire of *improving passenger safety* and quality of service generally'.

The Government's Best Practice Guidance for Private Hire Vehicle Operators says:

Section 77. The objective in licensing PHV Operators is, again, the safety of the public, who will be using operators' premises and vehicles and drivers arranged through them.

Record Keeping

Section 79. It is good practice to require operators to keep records of each booking, including the name of the passenger, the destination, the name of the driver, the number of the vehicle and any fare quoted at the time of booking.

This information will enable the passenger to be traced if this becomes necessary and should improve driver security and facilitate enforcement. It is suggested that 6 months is generally appropriate as the length of time that records should be kept.

The LPHCA agrees with the above, which sets out some of the paramount reasons for licensing PHV Operators as being – the safety of the public, who will be using operators' premises, vehicles and drivers arranged through them.

With regard to record keeping it says that information will enable the passenger to be traced if this becomes necessary and should improve driver security and facilitate enforcement.

We would add that the Licensed PHV Operator system being in place ensures that Drivers, their Vehicles, Bookings and Other Records are all rightly covered under the requirements for Operator licensing. So there is a legal requirement for Operators to check and record everything and that process is managed by Operator licensing, which in turn is audited by Local Authorities. **This is an essential safety net for the travelling public.**

Looking through the thousands of Law Commission consultation responses shows that the great majority of respondees felt that Taxi Operators (Taxi Radio Circuits) *should also be licensed.*

The notable exceptions to this view in the main were:

1). Taxi Operators

2). Taxi Trade Organisations

3). Transport for London Taxi and Private Hire (TfL TPH)

The first two, the Taxi Operators and Taxi Trade Organisations, were almost 'cartel' like in their responses, with some putting in joint responses like the 3 main Taxi Radio Circuits in London, that boast some 10,000 plus drivers between them.

COMMENT - TfL TPH concurred with the first two making it at odds with what it said on PHV Operator licensing.

The TfL TPH submission to the Law Commission to be absolutely fair, in the main, was equitable to us, with the notable exception of its unbelievable inconsistency between what they expected of unlicensed Taxi Operators and Licensed Private Hire Operators, which we have set out below. TfL TPH's position is duplicitous in what it seeks for Licensed Private Hire Operators and what it fails to seek for unlicensed Taxi Operators.

Extracts from TfL TPH submission to the Law Commission for Private Hire Operators

Provisional proposal 48 said:

Operator licensing should be retained as mandatory in respect of private hire vehicles

TfL agrees that it is vital that operators continue to be licensed.

The role of the operator is intrinsic to the concept of PHVs being pre-booked and there is no justification for removing the fulcrum of private hire services from the licensing regime.

In addition to the justifications set out at paragraph 16.25 of the consultation document, licensing operators allows the licensing authority to set standards in respect of the premises operators use and enforce the activities at these premises. Without licensed operators there would not be any licensed operating centres which would result in crime and disorder issues with private hire companies accepting bookings wherever they so wished, uncontrolled and unregulated.

The introduction of licensing in London highlighted the variety of businesses that operate in the capital's private hire market. London legislation allows for different fees to be paid by 'small' and 'standard' operators, the former being restricted to operating no more than two vehicles. All operators have to meet the same regulatory requirements with the only practical difference being that the licence fee is lower.

Many driver/operators believe that the need to be licensed as an operator is an unnecessary, additional level of regulation that adds significant costs to setting up a small business. However, removing the need to be licensed as both a driver and an operator would result in individual drivers taking bookings directly and circumventing the vital role that operators play.

TfL would like regulations to go further which would increase the accountability for operators regarding the behaviour of their drivers. This would allow TfL to take action against those operators whose drivers and employees repeatedly breach licensing regulations and conditions. This would be particularly beneficial with regard to touting offences (for further details see response to question 65).

On Provisional proposal 51

Should 'fit and proper' criteria in respect of operators be retained?

TfL agrees with the proposal

The licensing regime is designed to provide safe transport and give the public confidence in those that are delivering the service. Unless operators are required to meet certain standards, these assurances cannot be provided.

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While the 1998 Act requires applicants for operators 'licences to be 'fit and proper' the term is not further defined and TfL determines the criteria. TfL has therefore established a number of criteria that the applicant will need to meet (where the operator is a company or partnership, each person who make up that company i.e. company secretary, directors, partners, etc, has to satisfy TfL that they are fit and proper).

TfL's current criteria for assessing applications are:

Assessment of conviction history (subject to the Rehabilitation of Offenders Act 1974) Assessment of business repute (e.g. bankruptcy, disqualification from being a director) Proving the right to live and work in the UK Assessment of previous applications to TfL and any other authority Proving that all premises have necessary planning permission Where appropriate, providing evidence of employer's liability insurance; public liability insurance; VAT registration; compliance with Health and Safety requirements; and possessing a radio licence.

Although enforcing some of these criteria is the responsibility of other agencies, TfL uses them as licensing requirements as collectively they indicate that the business is run proficiently by competent individuals.

Like owners of taxis (see proposal 46), until such time as the Basic Disclosure service is introduced by the CRB, operator applicants are not entitled to obtain a criminal record check from that agency. As a result TfL relies on 'self-declaration' of convictions which is unreliable. TfL would welcome the ability to compel applicants to obtain a criminal record check.

TfL believes that the requirement to be fit and proper is extended to all those individuals who work for a private hire operator that come into direct (face to face) contact with the public. This is particularly important in London as the concept of operating centres within late night venues is exclusive to London where controllers have a direct influence over vulnerable women entering the right vehicle.

It is not unknown for drivers who have had their PHV driver's licence revoked for serious offences (e.g. sex offences) to find alternative employment with an operator as a controller or marshal thereby being responsible for putting vulnerable females into booked vehicles. TfL is very concerned that this situation is possible.

Operating Centres

TfL believes it is essential that there is legislation or regulations that ensure basic standards in the premises that operators trade from. As operating centres are licensed by TfL and part of London's public transport system, the premises should be suitable for providing a private hire business and meet appropriate standards.

TfL receives applications to license a range of premises as operating centres. While the majority will be for the traditional high street minicab office or a serviced office providing a call centre approach, many operators wish to run private hire services from premises that are shared with another business, whether their own or that of a third party. Examples include: Pubs, clubs and other late night entertainment venues Newsagents and convenience stores Bookmakers Sex shops Take-aways.

In many of these cases TfL does not consider the premises to be compatible with providing an inclusive, professional and reputable private hire service.

So TfL TPH submitted over 850 words and 16 paragraphs detailing why 'Operator licensing should be retained as mandatory in respect of private hire vehicles' and TfL agrees with the proposal that 'fit and proper' criteria in respect of PHV operators should be retained.

When asked in Question 49 they unbelievably managed just one paragraph of 37 words (below).

Should operator licensing be extended to cover taxi radio circuits and if so on what basis?

The primary difference between taxis and PHVs is that PHVs must be pre-booked and taxis do not. Under the circumstances TfL feels it would be over regulatory and there are no discernible benefits to licensing radio circuits.

This section of the TfL TPH response to the Law Commission, LPHCA Members felt was disgusting and almost insulting to Private Hire Operators in London.

In summary this response advocates a massive range of checks and measures for Private Hire Operators and in fact seeks even more regulations whilst advocating absolutely none for Taxi Operators.

RECOMMENDATION

The LPHCA believes that there is a need to licence all operators (PHV & Taxi) for safety, enforcement and other reasons, whilst supporting the desire to be de-regulatory. Rather ironically TfL TPH makes the case for Licensing PHV Operators very succinctly but for 'not licensing' Taxi Operators very poorly.

We recommend that the GLA Transport Committee pushes for, in the interests of Public Safety the future licensing of both.

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Current & Future Structure at TPH

One of the big requests from the industry to the Deloitte investigation of TPH was for an extensive re-structuring of the way the Directorate was set-up and being run. This was borne out from the great frustration that has prevailed since the move from Penton Street (the old PCO) to Palestra.

The PCO had a sensible structure that worked whereby there was an over-arching Head of Taxi & PHV (Mr Roy Ellis) who ultimately signed off policy, enforcement and licensing. Under Mr Ellis there was a key member of staff (The Private Hire Project Manager) who effectively looked after PHV needs. To look after the Taxi Interests there were several senior Taxi managers some of whom were inherited from the days when the PCO was only licensing Taxis. Importantly several ex Taxi drivers worked on the Taxi side, so they had an understanding of the trade and could relate to the Taxi industry's needs.

The Structure put in place just prior to the move from Penton Street to Palestra of one director effectively managing both Private Hire and Taxi was cautioned against by our chairman, who at the time advised Jeroen Weimer (then TfL's Director of Transport Policing and Enforcement) not to have one person responsible for both but to retain a structure that had management specifically set up for each side of the trade.

From the LPHCA's perspective (and the wider PHV industry's too) everything went backwards under the new structure and the last Director was given the impossible task of satisfying both Taxi and PHV interests. Without individual experienced people from both modes in the TPH directorate hierarchy equitably representing both sides of the trade, the outcome was predictably going to deliver poor policy, bad decision making alongside terrible delivery and service levels.

As both trades were clearly not happy with the arrangements why were they pursued? It is quite damming that the current structure does not employ a single person who has worked in the PHV Industry. This lack of 'industry nous' has led to much of the discontent.

Both the Taxi and PHV representatives articulated to Deloitte re-structuring that embraced our views but rather than listen the reorganizational outcome is arguably worse. It has led to an ineffective structure that many consider is not fit for purpose, cannot manage decisions quickly and is delivering service levels that in a private company would result in loss of tenure.

The PHV & Taxi Industry is a £2.5 Billion industry in London and whilst it must integrate with TfL, its Licensing Functions need to be determined in conjunction with the PHV & Taxi Industries, not in spite of them. The decision making processes and chain of command at TPH are overly complicated, which produces woeful delays, inefficiency and indecision. For this reason the LPHCA put forward a vote of 'No Confidence' this year, a reluctant step but one which is also shared by the Taxi Industry.

KEY POINT

If the industry is not Licensed effectively the impact is on the streets as delays in licensing vehicles, drivers and operators leads to lack of service provision / availability, which in turn leads to illegal activity like touting. The right structure for TPH is not only needed by both Industries it is also required for the wellbeing of the traveling public.

Examples of failures due to poor structure

Trade representatives have for two years asked that very environmentally friendly vehicles can be licensed above 5 years of age as they are far less polluting than many new vehicles being licensed, no decision has been made and we have learned that it might be next year (2015) before one is forthcoming. Meanwhile Emissions are more that they need be because of the inherent inability for TPH to deal with this sensible proposal.

The 'App Based Operator' situation, demos, legal activity and general dismay of both the Taxi & PHV trades could have been avoided had TPH acted in 2012 when the first complaints were received by the then MD. The outcome of this intransigence is that it won't now be resolved until 2015 at the very earliest. Meanwhile the public can be heavily overcharged by an alleged unlawful 'metered' pricing system used in some 'App Booked' PHV's.

PHV licensing signage has been on the agenda for several years, with many consultations, debates and discussions. The last regulatory licensing signage solution was introduced under the tenure of the former Mayor and was supposed to be temporary but it is still in place. Meanwhile this sticker system is used to aid and abet illegal touting with the public being put at unnecessary risk.

Late night licensing policy was never properly thought through and was followed by 'knee jerk' reactions and further poor policy being introduced by TPH, this without proper dialogue with Private Hire Representatives who have worked on the front line for many years. Meanwhile the public again are being put at unnecessary risk.

The Counter service withdrawal (over 4 years ago) created a great deal of costly delays and prevented drivers from working. It was done without prior consultation and little thought was given to the consequences. Finally this year it was recognised at TPH that a Counter service is needed and earlier this year we were invited to look at where it could be potentially be provided.

Without notice we were told that suitable premises had been established (not at any of the places TPH had suggested). However in spite of this it was welcomed as good news by both the Taxi & PHV Trades. We now hear that the planned venue in no longer available. This fiasco is typical and yet another year will arrive before a likely solution is found.

Above are just a few examples of problems that are down to the poor structure and decision making processes at TPH.

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Future Structure at TPH

COMMENT

The failures at TPH started following the move from Palestra and little has improved under the re-structure.

Rather than focusing on the needs of the travelling public and both trades, the structure at TPH if far too complex and getting anything done seems to have to go through too many processes and approved by too many decision makers. Being able to introduce things like better signage, more environmentally friendly vehicles or a counter service should take weeks or months not years.

The LPHCA believes that much of the poor performance of the TPH directorate is specifically due to its structure. There are many good people in the Directorate however they are not empowered to make decisions easily and are therefore hamstrung and limited in what they can do.

Taxi & PHV licensing is unique within TfL in that it is wholly funded by Licensing Fees. The industry has been constantly told that this or that policy has been introduced to reduce fees but the industry has never complained about costs, it's primary concern is efficiency.

RECOMMENDATION

The LPHCA recommends that the GLA Transport Committee examines the structure of the TPH Directorate and encourages them to re-engage with the Industry to provide what it needs to serve the travelling public best; not least because we contribute a fortune in Licensing Fees.

Disabled Vehicle Provision by PHV's

We understand the Transport Committee wanted to understand whether there should be powers to impose accessibility requirements on PHV's, which appears to be credible but in the main this proposal is flawed and unworkable.

This suggestion is often recycled from the past having been rejected by the industry, politicians, disabled groups and safety organisations. It shows, with respect, a lack of understanding about how the Private Hire Industry works and currently provides a very wide range of accessible vehicles.

The first insurmountable problem is that around 98% of the industry is 'self-employed' and around 90% of Drivers have their own vehicle, with the remainder leasing or renting them. Some Drivers also agency themselves to several companies, so how could this ever work?

It would be impossible to allocate a fixed amount of accessible vehicles per company, as you couldn't prescribe that in regulations because the PHV industry currently provides such a wide variety of vehicles, so it is unworkable.

Problems like which 'self-employed drivers' would be compelled to have such vehicles would be commonplace.

If a Licensed Company had to have say 2% of their Drivers in such vehicles and one left or was ill the company could fall foul of such regulations.

Vehicles also break down and are involved in accidents, so the administration of such a system would be totally unrealistic and very costly. It would also be extremely resource heavy to enforce.

The Private Hire Industry already delivers a phenomenal amount of accessible vehicles, which has provided a diverse range of choice of Accessible and Specialist Vehicles to Local Authorities, the Disabled and Special Needs Groups.

Mr Bert Massey OBE, as a director of the Royal Association for Disability and Rehabilitation (RADAR) in evidence to a Parliament's Transport Select Committee, years ago pointed out that the idea of mandating accessible vehicles for Private Hire was not in the best interests of all disabled passengers many of whom, unlike him, were not wheelchair bound.

Mr Massey pointed out that a basic Private Hire Vehicle was in fact often more desirable for many disabled passengers than some specialist accessible vehicles.

Taxis, because they can be hailed on the street, must be wheelchair accessible. However as all PHV's must be pre-booked the disabled customer can specify their needs at the time of the booking.

COMMENT

Mandating PHV's to become specialist accessible vehicles simply would not work.

RECOMMENDATION

The LPHCA recommends that the GLA Transport seeks a better solution, which in our view would be for TfL TPH to improve its Internet offering to identify which types of specialist vehicles are available from which licensed operator, so that disabled people could call the companies that can provide their particular vehicle requirement for their particular disability.

Licensed Private Hire Car Association

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Bus Lane Access

Licensed Private Hire is treated by TfL as a pariah whenever the subject of bus lane access is raised, in spite of the fact that a TfL commissioned study showed that PHV's would have little impact if they were allowed access.

As the matter is now in the European courts, we will refrain from a great deal of comment but we were asked for further actions that TfL could take to improve taxi and private hire services in London and we make the following comment.

Granting access to PHV's in Bus Lanes would improve traffic flows, reduce pollution and prevent discrimination against PHV passengers, particularly the many disabled ones that the industry carries. This would certainly improve services.

We have said previously in response to the Mayor's Air Quality Strategy in 2010: *The simplest way to reduce environmental impact on the London Road network would be to allow Licensed PHV's access to the bus lanes.*

Following the very successful experiment to allow Motorcycles to use the Transport for London Road Network (TLRN) there is now a great case for TfL to start a series of experiments for 'bus lane usage' for Licensed Private Hire Vehicles in London. This has never been taken up or even responded to, let alone discussed.

We have also said it cannot be right that one mode of small vehicle people moving service can use the bus lanes but another doing exactly the same work cannot.

A great example of this relates to disabled and other passengers who are neither able nor mobile enough to easily use buses or trains. These people are dependent on their Licensed PHV Company to take them door to door to say hospitals, the shops or maybe to relatives. If those passengers are picked up by heavily subsidised (TfL & London Councils) services like Dial-a-ride or TaxiCard they travel in the bus lanes, if a licensed PHV is sub-contracted by Dial a ride or TaxiCard they are not, which is a complete irony because the PHV is cheaper than a Taxi.

Whatever the reasoning is behind this policy it's now time for a full debate especially as TfL's initial assessment showed that there would be little if any impact should PHV's be allowed in the bus lanes

RECOMMENDATION

The LPHCA would like the Transport Committee to ask for the Mayor and TfL (on the basis of further actions they could take to improve taxi and private hire services as well as improving Emissions) to have formal discussions with the Industry on bus lane usage for Licensed PHV's.

Parking, Picking up & setting down

Whilst appreciating Road Space is limited in London the LPHCA pointed out in response to the **Mayor's Roads Task Force** that many residential bays are empty during the daytime and therefore are arguably 'available' for use and they could be utilised to good effect.

Declaring an interest for both Private Hire and Taxi, many vehicles have to do much unnecessary mileage to find a resting place. Private Hire Operators in particular try to park their vehicles as close to their drop-off points as possible (for service and environmental reasons) but are often thwarted by lack of available road space.

Empty parking space is often available in the form of residential parking bays but Licensed PHVs cannot utilise this space, without a considerable risk of ticketing or very high costs. A flawed argument is that residents won't be able to park if other users are in the bays but our suggestion is that the licensed drivers of Taxis and PHVs could be allowed to utilise such space, provided they remain with their vehicles and simply move if residents need to park.

This is the kind of 'blue sky thinking' that could reduce vehicle movements and emissions at almost nil cost, whilst improving the supply and availability of both Private Hire Vehicles and Taxis.

In addition to using what's already available Transport Planners make little or no provision for picking up / setting down at London's termini, which fails to satisfy **DfT Best practice guidance** for **Taxi & PHV's Sections 97 Local Transport Plans** with a view to safety but also to enable good supply of Taxi and PHV via licensing conditions.

RECOMMENDATION

The LPHCA would like the Transport Committee to ask for the Mayor and TfL (on the basis of further actions they could take to improve taxi and private hire services as well as improving Emissions) to have formal discussions with the Industry on better usage of available road space and provision of picking up / setting down at London's termini.

2. How the Mayor, TfL and the taxi and private hire industries are responding to issues for taxi and private hire passengers in London – This is a matter for users

3. To examine the performance of TfL's Taxi and Private Hire unit (TPH);

We have set out a great deal about how the performance can be improved and make the following comments:

Engagement with the Private Hire Industry, if it is simply paying lip service and not delivering what the industry experts reasonably suggest, will not deliver a better service for private hire passengers in London.

The Mayor regularly meets in the so called 'Cabbies Cabinet' with the Taxi Trade Representatives, but has yet to meet with Private Hire Trade representatives in spite of many requests to do so. As the PHV Industry is 3 times the size of the Taxi Industry this inevitably causes concern within the PHV industry as to why a meeting is not possible.

The LPHCA hopes that this can be rectified and a meeting with the Mayor can be arranged soon.

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4. To make recommendations to the Mayor and TfL on any further actions they could take to improve taxi and private hire services in London

Below is a summary of recommendations from the LPHCA, which we believe should be sent to the Mayor on this basis

We hope that the GLA Transport Committee:

1. **Seeks the full report from Deloitte (which assessed the performance of TPH and Industry concerns) including transcripts of the evidence given by the trade representatives and uses that as a basis to further review TfL TPH**
2. **Seriously considers the proposal we outline in Appendix 1 (Below) relating to late night venues to improve safety**
3. **Looks further into what has gone wrong from the Taxi & PHV Trades point of view regarding App Based Operators and ideally seeks an enquiry**
4. **Supports the type of signage we have outlined and encourage TfL to lead the way in making it happen, which we believe will lead to greater safety and much easier identification of illegal touts and bogus cabs**
5. **Recommend in the interests of Public Safety the future licensing of both Taxi as well as PHV Operating Centres as the LPHCA and many others believes that there is a need to licence all operators (PHV & Taxi) for safety, enforcement and other reasons, whilst supporting the desire to be de-regulatory.**
6. **Examines the structure of the TPH Directorate and encourages them to re-engage with the Industry to provide what it needs to serve the travelling public best**
7. **Accepts that the best solution, to assist disabled passengers who travel in PHV's would be for TfL TPH to improve its Internet offering to identify which types of specialist vehicles are available from which licensed operator, so that disabled passengers could call the companies that can provide their particular vehicle requirement for their particular disability**
8. **With regard to Bus Lane Access asks for the Mayor and TfL (on the basis of further actions they could take to improve taxi and private hire services as well as improving Emissions) to have formal discussions with the Industry on bus lane usage for Licensed PHV's**
9. **With regard to better road space usage asks for the Mayor and TfL (on the basis of further actions they could take to improve taxi and private hire services as well as improving Emissions) to have formal discussions with the Industry on better usage of available road space and the provision of picking up / setting down facilities at London's termini**
10. **Ask the Mayor why he has not met with PHV representatives yet, on the same basis as he the Taxis Cabbies Cabinet**

Message from our Chairman

All the views in this document and in the following appendix are fully supported by the LPHCA Membership and are put forward via democratically held meetings of LPHCA's basic membership and endorsed by the Platinum Members Committees.

We have been honest and frank about our concerns and proposals mindful of the fact that some of these pages show very poor practices and management of our industry.

We do not seek to undermine any individuals at TPH or TfL many of whom are extremely competent and helpful but we wish to focus on the systems and hierarchy at TPH not being fit for purpose.

Our feedback is candid, honest and forthright, being designed to be constructive and helpful without any hidden agendas. Everything proposed would enhance either safety or service provision for the travelling public and we are very grateful to the GLA Transport Committee for giving us the opportunity to engage on these matters.

We are of course willing to enlighten and explain to the Committee or Assembly Members at their convenience more detailed rationale behind any of our thinking should that be required.

Steve Wright MBE on behalf of The Licensed Private Hire Car Association – Appendix 1 (Late night venues follows)

Licensed Private Hire Car Association

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Appendix 1

AN OUTLINE PROPOSAL FOR A NEW BASIC LICENSING FORMAT & STRUCTURE FOR THE FUTURE AT VENUES

It is proposed, that a facility for taking bookings at late night venues, private events, public events on private property, sporting, social and corporate events by individual representatives of licensed private hire operators, be incorporated within Taxi & PHV licensing law.

Based on a similar legal format, to that found in the Licensing Act 2003 for the sale/supply of alcohol, the below basic booking procedure is suggested:

Licensed Private Hire Operator (PHO)

↓

Designated Booking Supervisor (DBS)

↓

DBS Authorised Booking Agent (ABA)

↓

Client/Passenger

↓

Licensed Private Hire Vehicle (PHV)

The above system would enable the client or passenger located at the relevant venue to approach onsite either the **Designated Booking Supervisor (DBS)** or an **Authorised Booking Agent (ABA)** to organise the provision of licensed private hire vehicle or taxi services.

When approached by a client, the **DBS** or **ABA** would:

Contact a Licensed Private Hire or Taxi Operator at their operating centre to organise the supply of a private hire vehicle or Taxi. The registered **DBS** or **ABA** could approach potential passengers to facilitate Licensed Transport for them onsite without committing an offence.

The role, duty and licence requirements of each position mentioned above are as follows:

Private Hire Operator (PHO)

The **PHO** would maintain its current defined role under Taxi licensing Law, allowing for future changes and be subject to the same checks and procedural obligations (e.g. maintaining a record of all bookings, etc).

It would however, assume overall responsibility for the provision and management of pre-booked services at such venues. This would be reflected in the conditions attached to the licence itself.

The addition of this provision would be optional and may be reflected in additional fees or charges being sought by the licensing authority.

Any failure to meet the conditions or booking requirements attached to the **PHO** licence, by any party involved in the process, would render the **PHO** subject to investigation and/or enforcement action.

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Designated Booking Supervisor (DBS)

This is a new role for a single individual. They should be an employee of the PHV Operator and be registered as such with the licensing authority.

An individual seeking to perform this role would need to be personally registered with a licensing authority as an **Authorised Booking Agent** having completed all the requirements (examples are listed below) for that role, prior to becoming a **DBS**.

The name of the persons holding the **DBS** role would be notifiable to the licensing authority. This individual would hold the direct authority from the PHV for conducting the bookings onsite. They may however, delegate the authority to do this to an **Authorised Booking Agent**.

When onsite, the **DBS** should be clearly identifiable by wearing appropriate clothing and/or displaying a badge from the licensing authority demonstrating their right to perform this duty.

Any failure of the **DBS** or an **ABA** operating under their delegated authority, to meet any booking requirement would render them subject to investigation and/or enforcement action.

DBS Authorised Booking Agent (ABA)

This is a new role for, potentially, multiple individuals depending upon the size of the venue or the number of venues receiving services from a single PHV. They should be employees of the PHO and registered as such with the licensing authority.

An individual seeking to perform the role of a **DBS Authorised Booking Agent (ABA)** would need to be registered with a licensing authority as an Authorised Booking Agent having met certain criteria. Example requirements might include:

i. Appropriate background checks

ii. Undertaking specialist training (with assessment) on complying with the law governing the pre-booking of private hire services

iii. Undertaking personal safety training courses

When onsite, the **Authorised Booking Agent (ABA)** should be clearly identifiable and distinguishable from the DBS (if present) wearing clothing and/or displaying a badge from the licensing authority demonstrating their right to perform this duty.

Any failure by an **Authorised Booking Agent (ABA)** to meet any booking requirement would render them subject to investigation and/or enforcement action.

The above proposed structure presents a base format for the licensing of pre-booked services at late night venues, private events, public events on private property, sporting, social and corporate events where the dispersal of large amounts of people would be enhanced by Licensed Taxi & PHV services.

The same or similar opportunities and structure could also apply equally to Taxi Services and Taxi Marshals.

These proposals, in conjunction with the ending of Operator Licensing at Venues rather than real Operating Centres, would improve supply, deter touts, improve public safety, make for easier enforcement, help to meet venues obligations for dispersal and clarify the Law once and for all.

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LEGAL POSITION: TAXI LICENSING LAW

Within current Taxi licensing Law in England & Wales two separate forms of license exist; hackney carriage and private hire. In general terms, a hackney carriage licence enables the holder to 'ply for hire' (i.e. be flagged down in the street, sit on a rank, etc.) whereas a private hire licence limits the holder to the provision of a pre-booked service.

The law relevant to the distinction between the two regimes and the consequent restriction on the provision of un-booked or touted services is briefly outlined below:

1. Hackney Carriage licensing law

Hackney carriage licensing is divided into two different core geographical jurisdictions which are governed by different, but similar in wording and practical application, pieces of legislation:

(a) Within London (Metropolitan Public Carriage Act 1869)

It is required by law that any vehicle engaged in 'plying for hire', which allows the provision of an un-booked passenger journey; possess a hackney carriage licence (section 4 Metropolitan Public Carriage Act 1869).

The responsible authority for the regulation and enforcement of this system rests with Transport for London.

(b) Outside London (Town Police Clauses Act 1847)

It is required by law that any vehicle engaged in 'plying for hire', which allows the provision of an un-booked passenger journey; possess a hackney carriage licence (section 45 Town Police Clauses Act 1847).

The responsible authority for the regulation and enforcement of this system rests with the 433 individual autonomous local district and borough councils.

Assessing the applicable jurisdictional procedure will depend upon the geographical location in which the service provider is intending to 'ply for hire'.

2. Private Hire Licensing law

Private hire licensing is also divided into two different core geographical jurisdictions which are governed by different, but similar in wording and practical application, pieces of legislation:

(a) Within London (Private Hire Vehicles (London) Act 1998)

It is required by law that any vehicle engaged in providing pre-booked passenger travel services for hire possess a private hire licence (section 7 Private Hire Vehicles (London) Act 1998).

The bookings must be made at an operating centre designated by and under a private hire operator's licence (sections 2 & 3 Private Hire Vehicles (London) Act 1998).

The responsible authority for the regulation and enforcement of this system rests with Transport for London.

(b) Outside London (local Government (Miscellaneous Provisions) Act 1976)

It is required by law that any vehicle engaged in providing pre-booked passenger travel services for hire possess a private hire licence (section 46 Local Government (Miscellaneous Provisions) Act 1976).

The bookings must be made at an operating centre designated by and under a private hire operator's licence (sections 55 & 56 Local Government (Miscellaneous Provisions) Act 1976).

The responsible authority for the regulation and enforcement of this system rests with the 433 individual autonomous local district and borough councils.

Deciding which jurisdiction governs a given service will depend upon the location of the businesses 'operating centre'. An 'operating centre' is loosely defined, by both of the above statutes, as the place or address where provision is made for the invitation or acceptance of bookings for private hire vehicles (pursuant to section 2(1) Private Hire Vehicles (London) Act 1998 and section 80 Local Government (Miscellaneous Provisions) Act 1976).

**Please note the above background legal information only represents a brief consideration of the pre-booking requirement for private hire licences and the lack of such need for hackney carriage licences.*

Minutes of taxi and private hire stakeholder meeting 17 September 2014

Session 3

Present: Caroline Pidgeon AM (Chair), Valerie Shawcross AM, Darren Johnson AM, Richard Tracey AM

Guests: Steve Garelick, Branch Secretary; Simon Rush, Branch President

Caroline Pidgeon introduced the Transport Committee panellists and explained the format of the meeting; each group has ten minutes to give a brief presentation setting out their views and key issues they would like to see addressed, followed by five minutes for questions.

Steve Garelick set out the following points:

GMB Professional Driver's branch believe that legislation has not kept up with technology and as a result the law is unclear for hiring and provision of passenger transport electronically. Strong legislation and guidelines are needed for the protection of everyone travelling to or from London. Without clear licensing those who wish to take advantage for fiscal or physical reasons cannot necessarily be detected, organised or policed. He said that GMB has demonstrated that anyone can create an app or a website without any licensing in place and it is possible to sign up as a driver without any real checks. He called this 'not only dangerous but disastrous' and said as a result companies and drivers can evade London legislation.

GMB believes that all legitimate London licenses should be provided with an annual licence logo for their website or app to show they are legitimate and help the public make informed decisions. He said an annual logo would create a standard and offer safety to passengers booking through websites and apps and would provide an incentive for operators to want to be licensed in London. He said an annual logo should be used to prevent people continuing to trade when they had been found by TfL not to be trading correctly. He suggested a roundel with an electronic watermark would create a clear message to Londoners and visitors that the company was legitimate and would deter unlicensed drivers and operators who choose to take advantage of people on a daily basis. He also said that there was a need to work out who licensed [private hire] drivers are working for and a database should be in the place.

He said that congestion charge revenues would continue to be stolen by those who rent or use licensed vehicles without appropriate personal licences and that further checks should be in place. He also said operators should be required to be able to show clear proof that they are paying appropriate UK taxes.

He said that to make online and offline hire more accessible there should be additional payment options including payment by text, Paypal and Oyster, available from both taxi and private hire services.

Steve Garelick said that while passengers have commented on prices being too high, in their view licensed hire fares are artificially low and do not reflect the costs that drivers face. As most drivers are self-employed there is a disparity between the hours drivers work and the income they receive. He said that fares from some [private hire] operators are ridiculously low and that there were two companies where drivers are earning below what would be legal if they were employed. He said that a social and ethical guideline should be brought in to address this as part of the reason that drivers are forced from the profession are low rates and the inability to keep well maintained modern vehicles on the road. This led to a churn of drivers as they cannot

make ends meet. He suggested a minimum living fare for London needs to be implemented as part of legislation.

Steve Garelick said that private hire drivers were concerned that they often received [parking] tickets from enforcement officers while waiting to pick up pre-booked fares. Drivers being moved on had an impact on both customers and the environment as the drivers end up constantly circling and this adds to both emissions and congestion. There is also an issue for those passengers with disabilities waiting to be picked up. He suggested a minimum grace period for drivers waiting to collect passengers needs to be in place. He said that there needs to be parity in terms of consideration given to taxis and private hire, which are both licensed by TfL. He cited Tottenham Court Road proposals by Camden Council where provisions for taxis had been made but not for private hire.

He said the police need to adopt a zero tolerance approach to fare bilking and said that while the police were quick to respond to requests such as theft they were less responsive on fare evasion and did not show the sane commitment to dealing with issues faced by drivers. He said stricter laws should be brought in to protect drivers and the public should be educated to treat drivers with dignity in accordance with their status as professionals. He said GMB was concerned about the negative portrayal of the industry and the high level of negative comments on social media. He suggested a code of conduct should be put forward for drivers.

Steve Garelick said that there were no facilities for private hire drivers to park or use toilet facilities when on duty and that these should be made available. He also said that parking fees at major London airports are extortionate and in the case of Heathrow, disproportionate to their location. He said minimum parking costs at City Airport are exorbitant and a one minute stay costs £6. He said Stansted airport, while claiming to be a London airport, charged London drivers to drop passengers but did not charge local licenses to drop. GMB believes that if an airport advertises itself as London it should support London's licensed drivers and waive these fees, and that airports should forfeit the right to call themselves London airports if they cannot support London's licensed drivers.

Steve Garelick said one of the biggest issues in relation to availability for weekend work is the cost of insurance. Prior to legislation, many people saw private hire as a second income for the weekends but that the high cost of insurance create a disincentive to do this and that leads people to tout instead. They suggest that if the insurance industry provided weekend private hire cover this would encourage more drivers to work weekends.

On touting, he said that a haggling culture exists due to the availability of touts and this provokes the public into believing that rates should be lower. He also said that this is exacerbated as when people leave a licensed premise they can be preyed on by touts operate outside the premises. GMB believes that enforcement should have a greater police involvement and that further training was required for the police to understand what is illegal. The economic impact of touting is loss of income to legitimate business but also unlicensed individuals are often involved in other criminality. He said there appeared to be very little done to stop touting at London airports. He also called for film unit drivers to be licensed and for taxi drivers to be encouraged to ply for hire in well known touting blackspots. He also suggested that instant ranks for evenings or special events would prevent touts gaining a foothold. He said efforts to prevent touting must be increased dramatically to avoid sexual and financial attacks.

GMB have suggested a licence plate system to TfL which would assist in detecting unlicensed vehicles and believe this would assist enforcement greatly. Criminal record checks should also

take place on licensed operators and their staff. It is GMB's opinion that enforcement and licensing team numbers need to increase to make any real dent on illegal activity.

GMB also raised the following issues:

- Roadspace: there is a great deal of competition for physical roadspace which has decreased over the last five years, the addition of other schemes such as the Cycle Super Highways, Tottenham Court Road and Covent Garden will contribute further to this
- Green fleet; there are several hurdles to reaching ULEZ 'nirvana' including high costs of vehicles without raising fares for passengers. Alternatives such as clean oil, organic carbon cotton batteries must be considered. There is also an issue around plug points and hydrogen facilities
- Disability- incentives should be provided for larger companies to offer more facilities for disabled passengers and further investigation of this matter should undertaken to assess need
- Recruitment: TfL should help promote more recruitment of female, gay and transgender drivers
- TfL and their role: GMB believes a clear set of guidelines and a long term plan needs to be in place for how TfL and the assembly interface with the profession. A 'schism' has occurred due to interest groups forgetting that TfL's first brief is for public protection and its second is to find transport solutions. London is complex but with a radical overhaul we can compete better with other cities.

The panel asked if there was any evidence of private hire drivers being able to sign up without proper checks in London.

Steve Garelick confirmed that they had given evidence of this to TfL about operators outside London, and that these operators had been found to be offering work in London.

The panel asked how GMB, as a body representing both licensed taxi and private hire drivers, would deal with some of the divisions in the industry

Steve Garelick said that they would like to see a code of conduct for the different sectors. He said that while there would always be a small percentage of reactionaries, you need to be able to get people into a room and talk. He said that the leadership of trade bodies including Unite, RMT, LPHCA were prepared to do this and this had worked well outside London.

The panel asked for views on whether satellite offices should be discontinued.

Steve Garelick did not think this was the case but that the problem was that when passengers leave those satellite office premises they get jumped on by touts and the staff can't follow them out. He suggested that there should be clearly demarcated zones of operation outside satellite offices at venues to prevent this.

The panel asked if minicabs waiting outside venues amounted to pseudo-ranking, and what GMB would say to the black cab industry on this

Steve Garelick said that people need to have freedom of choice and that you shouldn't take away the choice of legally booked private hire. If there isn't a taxi rank or people don't want to take a black cab anyway, if they can't get a minicab legally they will go straight to the touts. He also said there needs to be clearer recognition and identification of whether a vehicle is

licensed- including the license plate recognition and a database that the public can access and check.

Minutes of taxi and private hire stakeholder meeting 17 September 2014

Session 5

Present: Caroline Pidgeon AM (Chair), Valerie Shawcross AM, Darren Johnson AM, Richard Tracey AM

Guests: Grant Davis, Chairman; Darryl Cox, Secretary

Caroline Pidgeon introduced the Transport Committee panellists and explained the format of the meeting; each group has ten minutes to give a brief presentation setting out their views and key issues they would like to see addressed, followed by five minutes for questions.

Grant Davis told the Committee that he had been a licensed taxi driver in London for 26 years and had seen many changes in the way the trade has been regulated since it was transferred from Met Police control to TfL. He said that unfortunately many of these changes had been detrimental.

Grant Davis said that the London taxi trade is the envy of the world and looked upon as the gold standard. He said the only people who didn't seem to appreciate the value of gold standard service was the regulator, TfL. He said the former director of the taxi and private hire unit, John mason, had told him that trying to enforce many of the regulations regarding private hire was impossible, the most obvious being the introduction of satellite offices, which Grant Davis said 'were so open to abuse that it was almost farcical'. He said that 'the whole reasoning behind the licensing of the private hire industry was to ensure safer travel for the travelling public'.

Grant Davis said the unfortunate reality of satellite offices was 'clipboard johnnies' standing outside venues openly touting for business and wearing hi-viz jackets with the TfL logo, giving the impression their actions were legal and giving them respectability to 'dupe' the travelling public into believing they were safe vehicles driven by safe drivers. He said the current cost of a satellite office or operating centre is £2,826 for a period of five years and takes approximately 6-8 weeks to be processed. TfL had taken away the requisite for planning permission and the consequence was that satellite offices could open in takeaway food shops, sweet shops and anywhere else. In comparison, a taxi rank takes on average 12-18 months to be authorised at a cost of between £4,000 and £7,000. For the whole of London the ranks budget from TfL was around £40,000 and is due to be cut to £16,000- enough for only two of three ranks for the whole of London.

Grant Davis said that when a satellite officer opens it enables private hire drivers not working for an operator to park outside a venue and pay the 'clipboard johnny' to obtain work. He said he had recently spoken to the LPHCA who said there were around 10,000 private hire drivers licensed in London not affiliated to any private hire company. He cited the example of the daughter of Chris Huhne MP, who was attacked by a driver working in collusion with a nightclub doorman. Grant Davis said 'for lone females, getting home at night is like playing a game of Russian Roulette'.

Grant Davis said described a situation in 2010 in Mayfair where licensed taxis were unable to access a legally designated rank because it had been taken over by private hire drivers working with a 'clipboard johnny' outside a popular nightclub. He said that licensed drivers were verbally and physically threatened for trying to use the rank, but that authorities had no interest in

resolving the problem and the LCDC had to resort to employing security staff to protect drivers on the rank. They were eventually able to reclaim the rank.

Grant Davis discussed the announcement in 2013 of TfL's surface integration programme (SIP) and his concerns that taxi and private hire were going to be incorporated into a TfL department including Victoria coach station, riverboat services, Dial-a-ride, Congestion charging and the Cycle hire scheme. He queried whether one directorate with all these responsibilities could give adequate attention to the needs of taxi and private hire as many of these modes were massive in their own right. Grant Davis said 'these changes may be great for saving money at TfL but they are certainly no good for us'.

Grant Davis said TfL had assured the trades their views would be taken into account before any decisions were taken but that the changes had already been implemented three weeks later and that almost immediately the taxi and private hire directorate lost 60 members of staff who were distributed elsewhere within TfL. He said that as a result the LCDC had members unable to work for weeks at a time due to the length of time TfL were taking to process licenses and that TfL had eventually had to bring in temporary staff to cover the shortfall.

Grant Davis said that since the introduction of SIP the relationship between TfL and the trade had 'deteriorated dramatically' and taxi drivers had held two mass demonstrations to protest at their treatment by TfL. He said that under the former director there had been quarterly trade meetings to discuss and try and resolve trade issues. He said that since Garrett Emerson (Chief operating officer, TfL) had become involved with the running of the Taxi and Private hire directorate there had been a 'virtual breakdown in communication' and that in his view Mr Emerson treats the licensed taxi trade 'in utter contempt'.

Grant Davis indicated that the last formal trade meeting held with TfL took place in October 2013 and that he was so concerned with the declining relationship he had written to Peter Hendy (Commissioner, TfL) outlining LCDCs recommendations and discussion points. He did not receive a reply.

Grant Davis said that the LCDC has four key aims:

1) Maintain the distinct historical identity of the London licensed cab trade (vehicles and drivers)
2) Establish clear channels of communication between the trade and operational personnel at TfL
3) Establish unambiguous lines of accountability for the licensed trade function within TfL
4) Identify and safeguard the self-financing nature of licensed cab trade regulation

He said this could be achieved by:

1) Creating a separate directorate within TfL to deal exclusively with the licensed taxi and private hire trades with dedicated staff
2) Emphasising the role of enforcement and compliance
3) Guaranteeing the primacy of the Knowledge of London as a necessary and unique element of the trade
4) Continuing the policy of the self-financing nature of the licensed trade and safeguarding its contributions
5) Maintaining quarterly meetings between TfL management and those bodies who exclusively represent the licensed taxi trade

Grant Davis also expressed his concern that TfL had 'bent over backwards' in licensing Uber.

The panel asked whether the LCDC considered that TfL was 'not fit for purpose'

Grant Davis: Definitely.

The panel asked whether the difficulty and length of time taken to do the Knowledge acted as a barrier to enter the market and if it should be simplified, reviewed or modified, and whether entry qualifications for private hire should be increased

Grant Davis said that it was vital to maintain the standards of a licensed taxi driver and there should not be a 'two tier Knowledge'. He suggested that there may be scope to make the call back process more efficient so that when people were learning the suburbs there were not gaps of five or six months before they were called back to be tested.

The panel asked Grant Davis to confirm that his view was that flaws in the system rather than needing to change the spectrum of the Knowledge

Grant Davis confirmed this view and that TfL could look at the process but that the standard absolutely should be maintained.

The panel asked whether Grant Davis felt that regulation had been better when it was the responsibility of the Metropolitan Police.

Grant Davis said it was 'easy to put rose coloured spectacles on it' but that people respected the Metropolitan Police more and their decisions, whereas with TfL 'flip flap' and are inconsistent: "Well, it is the law but on this occasion, we decided to change it". He also expressed the view that facilities for the trade had been 'cut up and cut up and spread around' in order to save TfL money.

The panel commented that this was made more difficult in the face of changes and pressures within the industry and asked how we could address the issue of satellite offices in nightclubs given that they were popular and convenient and how you could facilitate a decent safe service for people to use private hire vehicles if they did not want to get a black cab

Grant Davis said that app technology could be used positively to do this and remove the 'human intervention' of touts who see people looking for a ride and this would be a benefit for enforcement. He said at present licensed taxis were the 'third bite of the cherry' at some venues, after touts and minicabs that are parked up illegally. He said taxi drivers receive fines because they can't pull up because of illegally park private hire vehicles.

The panel asked if the answer was properly functioning and regulated apps

Grant Davis said that with an app, there would be clear choices- either to get a cab off the street or pre-book a private hire vehicle and every private driver outside a venue would have to have a booking, a name, number and destination, and this would clarify enforcement.

Minutes of taxi and private hire stakeholder meeting 17 September 2014

Session 6

Present: Caroline Pidgeon AM (Chair), Valerie Shawcross AM, Darren Johnson AM, Richard Tracey AM

Guests: Nick Gilbert, Alan Miller

Caroline Pidgeon introduced the Transport Committee panellists and explained the format of the meeting; each group has ten minutes to give a brief presentation setting out their views and key issues they would like to see addressed, followed by five minutes for questions.

Nick Gilbert told the Committee that there was a 'woeful lack of taxi supply in the four to six mile London radius' and said that many areas of London have no taxi ranks at all, for example Peckham, Herne Hill, Brixton. He said it was not lucrative for the All London (green badge) drivers to work these areas so the public gets little supply. This has detrimental effects including increased anti-social behaviour and crime, and very little provision for disabled or partially abled people in these areas to access licensed taxi services which is completely unacceptable.

The nine suburban sectors are licensed by TfL and he believes that extending the sector boundaries, even by a limited amount, would produce a large supply of taxis to various areas in the four to six mile radius as they border on many key areas that demand taxi supply, such as Camberwell green and Surry quays, that have minimal or no current supply. He said some steps were made before 2008 (under the previous mayoralty) by granting extensions to suburban licences and that this had proved satisfactory to TfL, the public and the taxi trade at large, and that these rank extensions had been an overwhelming success.

Nick Gilbert also discussed rank extensions for events such as the Lovebox festival at Victoria park. He said that previous taxi supply to this event had been woeful and while TfL had granted a special licence to suburban drivers it was only for specific sector drivers and the effect was therefore minimal. When this was extended to newer drivers bordering Victoria Park the figures were went from 112 to 259 taxis on the Saturday, and from 121 to 341on Sunday. Similar effects can be seen with rank extensions at Clapham and Hackney.

Alan Miller discussed further examples of island ranks and extensions in Merton. He also showed the committee a list of appointed ranks from 1994 and said that these had been 'slashed dramatically' since. He also gave figures for the change in numbers of all-London and suburban drivers since 1990. This showed

1990: 19,000 drivers of which 1,814 suburban
2013/14: 21, 914 of which 3,603 suburban (figures from Hansard)

He said this indicates clearly that the numbers for green badges have remained static but the number of suburban drivers has doubled. He said that the reason the Knowledge takes five years is because it is one in, one out. The numbers are being depressed. Compared to the 1980s where people were passing out in a year, they are not letting so many out. He said that 'if a system does not have natural growth, it dies'. He said not only had the number of drivers remained static over a long period but ranks had been systematically taken away as well. He said this has a particular effect in the suburbs, because in the suburban area there is less on-street work and it is mainly concentrated on ranks, stations and airports.

Alan Miller said that rank removal had taken place at locations including Kingston and Richmond and that when suburban drivers had queried this in 2011, the director of taxi and private hire (John Mason) had told suburban drivers that they would need to approach local councils themselves to discuss retaining ranks that TfL wanted removed. Alan Miller said that the LSTDC had been to discuss this with many councils across the political divide and with Assembly members and MPs.

Alan Miller said that TfL's engagement policy meant that the LSTDC had had no direct meetings with TfL for a number of years. When they went to discuss rank changes with councils, they were told that ranks were removed for financial constraints and could be reinstated but would need TfL approval so that this did not affect bus services. Alan Miller said that decisions on ranks went first to the Joint ranks Committee which is made up of the Licensed taxi Driver association (LTDA) London can drivers Club (LCDC) and Unite the Union and the LSTDC believes they should also have representation on this committee.

Alan Miller discussed the difficulties with the Lovebox festival rank and that it was unreasonable to think that 30,000 leaving a venue would be able to get on a bus. He said there was an existing seven cab rank there that had been unused by all-London drivers and that this could have been granted as an extension or island rank for suburban drivers.

The panel said that they had been given evidence on serious issues with ranks and TfL not responding to requests at locations including stations, hospitals and prisons, and asked what the blockage was in terms of appointing these

Nick gilbert said that the blockage was not from staff lower down at taxi and private hire (Nicole Harris- Rank and Interchange manager, TfL TPH, Darren Crowson, Strategy and infrastructure manager, TfL TPH) who are 'working flat out to do what they can'. he said, as an example, he had approached Bexley council regarding the new Abbey Wood Crossrail station where there is likely to be considerable demand, and had been told there was opposition to having a rank at the station. Nick Gilbert queried whether this was because Crossrail could use the land outside stations more lucratively but that there was a public interest in having a rank there. He said there was a lack of cohesion between the boroughs and TfL on issues relating to ranks and so different bodies did not have a full understanding of the issue at particular sites. he said when the LSTDC went to see individual councils often the officials there had no idea they were talking about taxi ranks because no one had discussed this with them for years.

The panel asked who granted permission for suburban ranks

Nick Gilbert said that this was a combination of TfL and local authorities. He explained the process saying that drivers identified the need for a rank at a particular location and then approach the council and TfL, and then TfL and the council liaise directly. Everyone goes down to inspect that it is a suitable site and then it goes through Tfl approval and council approval. Then it goes somehow through the Joint ranks Committee. Nick Gilbert explained that he was concerned because the LSTDC is not part of this committee and he does not see how a government department can have a privileged relationship with these certain groups to the detriment of others.

The panel discussed over-ranking at certain locations including Wimbledon and asked how this was supposed to be enforced

Nick Gilbert explained that it was a joint responsibility and it would be a police matter if the traffic was causing an obstruction on the road, if it was one cab on a double yellow line it would be a civil (parking) matter for the authority.

Alan Miller said that the key issue was that if you look back over the last 25 years, they have doubled the number of suburban licence holders and reduced the rank space. So the solution is either to reduce the number of drivers or increase the rank space. But there is unmet demand in other areas- because the All-London drivers did not service those ranks, the ranks were taken away, but there is unmet demand. Alan Miller said that the blockage was at Tfl, and because all-London badge users don't want to service these areas, but don't want to open them up to suburban drivers either. The blockage at TfL is in the form of the suburban review, which has been delayed for two and a half years. He said TfL has asked everyone including private hire to make a contribution to this review, but suburban taxi driver views are not given sufficient regard.

Nick Gilbert said that the type of solution they would like to see (rank extensions and island ranks) has already been done in three out of nine areas and it should not be difficult for this to be looked at in the other six areas, and really make a difference.

Minutes of taxi and private hire stakeholder meeting 17 September 2014

Session 7

Present: Caroline Pidgeon AM (Chair), Valerie Shawcross AM, Darren Johnson AM, Richard Tracey AM

Guests: Paul White, John Leach

Caroline Pidgeon introduced the Transport Committee panellists and explained the format of the meeting; each group has ten minutes to give a brief presentation setting out their views and key issues they would like to see addressed, followed by five minutes for questions.

Paul White introduced himself as a Committee member of the RMT London Taxi Drivers Branch

Paul White told the panel that the raison d'etre for the licensed taxi trade is to ply for hire and that there had been little discussion of this in the committee's previous public meetings. He said that this was an important issue which the Law Commission had also looked into extensively.

Paul White said he had asked Helen Chapman (Deputy Director, TfL TPH) at a public meeting held at Palestra whether the Knowledge of London and plying for hire were intrinsically linked and did not receive a clear answer. He said this demonstrated a total lack of understanding of what the trade is about and that to maintain the gold standards requires the law to be very clear but also requires policy to be made in the correct way.

Paul White set out an overview on some of the failings of TfL. He said that the Mayor has sent out mixed messages on issues such as Pedicabs, as to whether to ban or license them. Paul White discussed vehicle identity and said that Inspector Collinson (Met police, a guest at a previous public session) said that 30 per cent of people did not know if they were getting into a taxi or a minicab.

Paul White showed the panel pictures taken at night of a TX4 taxi, a Mercedes Vito Taxi and a Private Hire Mercedes Vito and asked if they could tell which of the Vito models was the licensed taxi. The panel were not able to tell from the pictures.

Paul White said this was a demonstration of a failed policy with regard to vehicle identity now that non bespoke vehicles already licensed as PHVs are entering the London fleet, and if 30 % of people were unable to tell what type of vehicle they were getting into then TfL should be doing everything possible by way of a colour scheme to make it clear what is a taxi and what is not. The key is that it is the vehicle that has the right to ply for hire.

Paul White referenced concerns over satellite offices and asked why there was not a policy in place to say that you cannot have a satellite office unless there is also a taxi rank there, because this is denying the public access to a taxi. Taxis are not allowed by law to ply for hire outside a satellite office unless there is a rank there.

Paul White referenced Hailo's minimum fare policy and said that as TfL had confirmed that the minimum fare was £2.40, why was Hailo allowed to charge £15 minimum fares and why did TfL not intervene. He referenced case law Bassam v Green 1981 'that a hackney carriage cannot divest itself of its authority' in support of this argument and said the rules were there to be applied and adhered to.

Paul White said he found it difficult that Inspector Collinson and TfL were not able to break down statistics on whether offences were committed by licensed taxis, minicabs or unlicensed vehicles. He quoted Inspector Collinson's figures of an 82% conviction rate of the 1,000 arrests and said that even if 30 % of people did not know what they were getting into, not all of the arrests would have been for sexual assaults and the police would know whether it was a taxi, minicab or unlicensed vehicle. He said that the taxi trade reputation was potentially being damaged by not breaking down these statistics, and if a gold standard was to be maintained, this cannot be done without breaking down the statistics and ensuring transparency.

Paul White discussed the Disclosure and Barring Service (DBS) 'debacle' and queried whether a TfL employee would have been told to go home suspended on unpaid leave if their DBS application had been held up. He also indicated that vehicle standards seem to be dropping since the Mot testing was introduced. He said that these examples given were an overview of some areas where TfL were failing and the key issue was how to address these problems.

John Leach explained that he was the full time officer of the RMT union and he represents the London Transport region which includes the London taxi trade members and that his main issue was that he did not have the tools to do his job i.e representing the interests of his members, with regard to this group. He said the taxi trade did not have the same situation as directly employed TfL tube drivers or cleaners. He feels there needs to be a more effective mechanism, a procedural agreement so that the union can engage with TfL on behalf of its members in the taxi trade. This type of ability to engage with TfL at the lowest, intermediate and higher levels does not exist. He indicated that they had had correspondence with TfL but that this needed to be improved.

John Leach said that if there was an effective mechanism to engage then a lot of angst would be removed in the trade, allowing people the opportunity to be heard without having to take to the streets and organise demonstrations. He said they wanted to avoid strikes and resolves the differences with the authority. He said the union did this effectively for its members in the taxi trade outside London and would be happy to share information on that and this would benefit the people of London by reducing angst in the trade.

John Leach said that this would be an easy fix and result in an enhanced deal for everyone through having a collective bargaining strategy for taxi drivers. He said the fact they are self employed should not be such a problem as it is, and that it should not stop people having a relationship with the people who regulate their employment. He said this would help the trade immensely.

Paul White added that of the failings he listed on the part of TfL, these were policy issues that TfL had the power to implement and if challenged, they could justifiably say that this was in the interests of public safety and maintaining standards. There have been seven large demonstrations in the last six years. Tfl's engagement policy says 'there is no requirement for collective bargaining. Consultation is not negotiation'. He said that the problem was that if they felt policy is not being made or being made in the wrong way, it would be difficult to address this.

The panel asked about the framework outside London and whether there were positive examples of where other authorities have engaged better with RMT members and worked better with the cab trade generally.

John Leach agreed to provide further information on this. Paul White referenced Manchester following a rape and murder case where there was a direct discussion with the trade that resulted in a decision that all private hire vehicles would be white or silver and all taxis would be black.

The panel commented that this might be easier in smaller cities

Paul White said that other cities were ahead of the game because they have mixed fleets and have tried to addressed these issues in sensible ways and have tried their best to put the message out there to distinguish what is a taxi and what is private hire. He mentioned that Birmingham and Leicester, both considerably sized cities, had achieved this.

The panel asked for views on rank provision across London

Paul White said more ranks are part of the cab identity and tells the public who can ply for hire and ranks are the place they work. Ranks are highly important even with the arrival of apps because people want to be able to walk into the street and find a cab with its light on, and cabs are technically breaking the law if they park outside a venue plying for hire if there is no rank. He said the trade had been denied ranks where there is demand and queried why satellite offices are allowed to operate in areas where ranks have been denied because of congestion.

The panel asked about health and safety issues for taxi drivers

Paul White said that if there are taxi ranks, a lone female at night has a safe haven to go to to try and get a taxi. He also discussed lack of facilities for taxi drivers to use toilets and suggested a scratch card scheme that drivers could use to park up in any pay and display bay at a reduced taxi rate to use these facilities for a maximum of 15 minutes. He also queried why there are loading times available for deliveries of twenty minutes but taxis get two minutes observation time when dealing with difficult customers. He cited Westminster council as an example in both of these issues.

Minutes of taxi and private hire stakeholder meeting 17 September 2014

Session 2

Present: Caroline Pidgeon AM (Chair), Valerie Shawcross AM, Darren Johnson AM, Richard Tracey AM

Guests: Ron Zeghibe, Chair, Hailo

Caroline Pidgeon introduced the Transport Committee panellists and explained the format of the meeting; each group has ten minutes to give a brief presentation setting out their views and key issues they would like to see addressed, followed by five minutes for questions.

Ron Zeghibe thanked the committee for the opportunity to speak and for looking into these issues. He set out the following background information on Hailo.

- Hailo was set up in 2011 and is a British registered company. It based at Somerset House in London and complies with all British taxi liabilities
- Since launching Hailo has registered over 14,000 drivers, with up to 10,000 drivers going on shift with the app each week. This makes Hailo the single largest app used for licensed taxi services in London.
- Hailo operates in Ireland, North American and Asian markets and is a company with global ambitions.

Ron Zeghibe said that innovation was hitting the taxi and private industry hard. He said Hailo was disruptive but had 'a clear philosophy of constructive disruption' and that disruption wasn't a zero-sum game. Innovation can improve efficiency for everyone. There are some vested interests who may want to stick with the status quo, and he respects their right to do so. He said 'London black cab drivers [were] sometimes labelled as dinosaurs, but that has not been our experience.'

Ron Zeghibe said there was a public interest to be served in regards to these services and his biggest concern was that the public interest was not served when the ability of legislators to come up with a policy is being outstripped by innovation. He said this had resulted in a 'laissez faire' approach to the issues which left the market to decide the public interest and the future shape and style of available services. He said that there were some things that are clearly in the public interest that need to be maintained across the markets. In particular, safety standards should be regulated across both markets, transparency of pricing should be maintained, and accessibility should be protected. He pointed to London's taxis as a gold standard worldwide in terms of accessibility and that compared to these other cities, London had an elite service in this regard.

Ron Zeghibe said that as the Law Commission [review of taxi and private hire legislation, published May 2014] had highlighted, a system of licensing and regulation for taxi and private hire services that reflects their unique service offerings is beneficial to passengers. However, new technology was blurring these boundaries and creating an arbitrage between the two markets.

Ron Zeghibe said that Hailo believed in customer choice, but that some of its competitors had taken a 'pick and mix' approach to regulation. He said that what was currently being allowed in the market by TfL was the enablement of third party apps to use new technology not only to

arbitrage a service that used to be the sole remit of licensed cabs but also to arbitrage the regulations around pricing. He said that while licensed taxis and private hire operators were being expected to play by the historic rules established by TfL on pricing, Uber is permitted to selectively pursue a strategy of 'pick and mix' to suit its business model. This involves using "surge pricing" at self defined peak times based on varying multiples of a time and distance meter within the app combined with predatory pricing discounts in equally arbitrarily defined off peak periods. This means that although Uber overwhelmingly provides a private hire service, it ignores directives and regulations that everyone else is operating in under the private hire market. It uses a time and distance meter within its app like a licensed cab but does not observe the legal meter tariff rates and times that all licensed cabs must obey.

Ron Zeghibe said there were two clear choices to allow a level, competitive playing field. TfL should either allow all players in the metered and private hire sectors to pursue the same pricing strategy as Uber does currently, or it should enforce its [TfL's] current rules and directives.

Ron Zeghibe said that in the short term, TfL needs the room and space to make these decisions and the economic viability of both markets needs to be enforced. He said that currently TfL directives were not enforced as actual rules and cited the need for a destination to be included as part of a booking and a fare quote available on request as an example.

The panel asked what the key element would be to maintain the distinct markets and to clarify what was meant by arbitrage in this sense

Ron Zeghibe said that it would be to look at the concept of surge pricing. You either need to cap it or allow it on both sides of the market. What you have at the moment is one player who discounts heavily in the off peak period and then makes a fortune driving up the prices in the peak period. There needs to be a better enforcement on the two different pricing regimes.

Ron Zeghibe said that in the short term TfL needed to enforce the rules as they stand to stop practices that allow an unfair playing field and should take action now to protect and delineate both markets. This will allow the time needed to develop and implement a longer term strategy for both markets.

Minutes of taxi and private hire stakeholder meeting 17 September 2014

Session 8

Present: Caroline Pidgeon AM (Chair), Valerie Shawcross AM, Darren Johnson AM, Richard Tracey AM

Guests: Geoffrey Riesel

Caroline Pidgeon introduced the Transport Committee panellists and explained the format of the meeting; each group has ten minutes to give a brief presentation setting out their views and key issues they would like to see addressed, followed by five minutes for questions.

Geoffrey Riesel thanked the panel for the opportunity to present his views. He said he did not intend to give the committee a history lesson but felt it was important to understand how we had arrived at the current situation and that he would then go on to be constructive and offer some potential solutions.

Geoffrey Riesel said that for many years, since before the GLA, there had not been a real strategy for taxi and private hire services. He said we would not run a business in this way. He said that the industry has gone through a situation where taxi and private hire essentially do the same job and that all over the world, and in the UK, private hire grows because the taxi industry is not meeting demand. He said this was 100% a supply and demand issue.

Geoffrey Riesel said that London has grown in GDP and population. He said Peter Hendy (Commissioner, transport for London) had said to him 'you guys in the cab trade have got to get your act together. You've all got to agree' and that this was like asking the Confederation of British Industry, the London Chamber of Commerce and Industry, Unite the Union, GMB and the RMT to all agree. He said his view is diametrically opposed to some of the driver organisations, who believe and have always believed, and will continue to try to prove, that the less taxi drivers there are the better off they will be. He said that in his 40 years of experience in the industry, he had found that wherever services were made available, people have used the services.

He said over the years failing on the administration of the testing of the Knowledge had a huge knock on effect. He said this was not due to the standard of the Knowledge, which is great. He said that the idea that there are more places in London now than 30 or 40 years ago was 'fictitious'. He said he did the Knowledge 42 years ago and the almanac had about half a million points in it.

He said that doing the Knowledge in London had always been hard and 'onerous' but that in the past you were able to demonstrate in a reasonable timeframe that you could pass through. This meant there were a lot of young people coming through the industry, who wanted to earn a living and work hard, and so they worked day and nights. They tended to have newer cabs and they doubled up on cabs to provide a 24 hour service.

He said that what had happened now is that there were many more older drivers in the industry and it was an ageing population. He said that he thought around a third of the current 22,000 drivers were non-vocational and that honestly, he was one of them and didn't work any more. He referenced a survey by the London Chamber of Commerce and Industry (on whose Board he sits) had found that drivers over the age of 50 were nine times less likely to work after 9pm or 10pm. He said this wasn't rocket science.

Geoffrey Riesel said that as a result of this taxis are not providing a service mainly at night. He said there are queues of taxis ranking up at quiet periods during the day but at night time there was a big gap and this is where private hire and firms like Addison Lee had filled this gap and because they have a huge fleet, they can also provide cheaper services during the day. He said the other knock on effect is older cabs because 'an old boy does not want a new cab. He wants to sweat his asset' and use an older, less expensive cab. He said the garages also want old cabs because they can rent them out cheaply and this adds to the emission problem. He said that the reality is that younger drivers are keen and want to go out and earn money. He said that if the Knowledge was going to take him four or five years he wouldn't have gone into the industry. He said it took him about a year which was about average at that time and a realistic timeframe. He said that driver organisations don't want to hear this because they don't realise. He used the example of Leeds, which had a certain number of taxis and only allowed these and the gap was filled by private hire.

Geoffrey Riesel said that in London the methodology of testing- not the syllabus- and poor administration created an artificial barrier to entry. He said the appearance was taking longer and longer and now up to five years. He said this meant that people questioned whether drivers were as committed now. He said this was like saying kids don't work hard enough for their A levels now and he did not believe this. He said that you always got people who took a long time, and those who did it quickly, but the current reality is that you can't afford to do it full time unless you have a parent or family member keeping you. He said an artificial barrier had been created where there is no barrier. He said this (that there was no barrier) was enshrined in law and primary legislation would be needed to change this so this method of creating an artificial barrier had come about.

Geoffrey Riesel said he did not have a problem with private hire and said he was castigated in the [taxi] industry because in addition to running taxi businesses Radio Taxis and Xeta and working with Dial a cab and Comcab he is also the CEO of One Transport, an international and national transport management platform which supplies transport for the BBC and local authorities and did logistics for the Olympics and he uses technology, both taxi and private hire vendors partners with One Transport nationally and Internationally. He said that despite this he is a taxi man and has a feeling for the business.

Geoffrey Riesel said that the industry should grow organically and based on what people want there are now two tiers. He said the issue is about competition and that he has no problem with competition but the taxi industry regulator has created a dearth. He said that most senior people in TfL believe there is no problem and taxi drivers do not realise that for every one taxi driver that does not pass out you get 20 private hire drivers or create an Uber.

He said the reality is that we all have technology and there is not a cab company in the world that does not have an app. He said what they don't all have is huge investment and billions to spend on marketing. He said the taxi trade is characterised as being dinosaurs and having a monopoly it is the regulator's poor administration that has made it seem like a monopoly, which it is not.. He said that regulation is there to protect the public. It is not there to protect the trade. He said when companies decided they would all charge different prices, regulation says you have to charge the same price in a taxi to protect the public. He said this was needed because when you are plying for hire, the public is vulnerable. If you are on the street, you have no bargaining power. If you pick up a radio taxis app or Hailo or Uber you have bargaining power. The public can say' that's too expensive, I'll phone somebody else'. He said he didn't think the regulators recognised this fact. He said he had spoken at the International Association of transport regulators conference in Toronto on this and regulators had come up to him afterwards and said they did not know this and he told them that regulators are here to protect

the public. His view is that you should have the same standard for everybody, and have a system that allows drivers to come through whether they work for taxi or private hire.

He said that where people say 'only the market should dictate' this was said before the banking crisis. The banking crisis was a good example of what happens if you let things get carried away without doing the appropriate thing with regulation.

The panel asked how the Knowledge could be maintained and still retain the same standard

Geoffrey Riesel said that it is not easy because the candidate has to be able to recognise that if they give up their job and work at it full time it can be done in a reasonable time. He said the regulator should test them on what they know, rather than try and hold them up. He said the only way to do this was outsource the problem to an academic institution who will come up with a better way of doing it. They will come up with a methodology that isn't based on old jobsworths way of doing it 'I've done my porridge, you've got to do your porridge'. He said this approach was nonsense and there was no reason why if you have learnt it all you shouldn't be able to do it straightaway. Then, if it takes people ten years, that is their choice. He said that there are academic organisations capable of finding a solution and still keeping the standard. He said people say that a satellite navigation system is better than Knowledge, but that is not true, you would not want taxis pulling up in Oxford street and someone saying 'can you take me to Newman street, and it is only 500 yards. Wait a minute, is that Newman Street, west London?'

He said that the issue of immediate hire needs sorting out as far as Uber is concerned because they are using technology to get around that. He said he was one of the people responsible for including standards in the Private Hire Act and that it was all about a private hire driver having the time to plan his route in advance. He said if they are plotting up round the corner, go now, they are behaving like a taxi. This is separate to the meter issue.

The panel asked if the London taxi world was on the threshold and whether it would be able to come through issues on things like accepting credit cards and new technology

Geoffrey Riesel said that he did not come here to say that the London taxi industry is perfect, it is far from it. He said he would get brickbats but at this point in life he doesn't care about this and he wants to be able to pass on the practical information he has discovered through real experience. He said the reality is that the industry has to raise its game and that consistency is what the public needs. He said he had got into one of his own cabs to get to this meeting and it had a credit card machine and a sign up saying cash only and he gave the driver a twenty minute lecture on how he was giving a job to Uber because you can't use Uber without a credit card.

Geoffrey Riesel said that the trade has to raise its game and fight back. He said this can be done by people like himself haranguing them, but consistency has to be achieved. If a passenger has no money and thinks they can pay with a card and that sort of sign is up, that does not do the taxi trade any good. He said sometimes you have to work for people when they don't recognise you are working for them, and that in New York their business grew by 30 per cent when they made credit cards mandatory.

The panel commented that everyone wants to see the industry move forward in future and TfL should be helping this along. They asked whether TfL should make an effort to stick to either

'pre-booked, pre-quoted journey or a meter' or whether it should allow surge pricing and quasi-metering to develop

Geoffrey Riesel said that there are certain days like Christmas where force majeure should apply but that surge pricing is an unconscionable thing. He said most people don't understand it and don't recognise it. He said that there were other ways to compete with private hire such as prepaid fixed price taxi journeys.

The panel asked whether as a strategy, the differentiation is vital to maintain.

Geoffrey Riesel said that it is a vital distinction but that taxi fares need to be looked at as well. He said taxi drivers think that the more the fare is, the better off they are. He disagreed, and said that the more engaged a driver is, the better public will see them as being good value, the more they will use you and in the end you as a taxi driver will earn a better living.

Minutes of taxi and private hire stakeholder meeting 17 September 2014

Session 4

Present: Caroline Pidgeon AM (Chair), Valerie Shawcross AM, Darren Johnson AM, Richard Tracey AM

Guests: Steve Wright, Chair, Licensed Private Hire Car Association

Caroline Pidgeon introduced the Transport Committee panellists and explained the format of the meeting; each group has ten minutes to give a brief presentation setting out their views and key issues they would like to see addressed, followed by five minutes for questions.

Steve Wright said that enforcement is 'very disjointed and kneejerk. Taxis jump up and down about something, the team go in'. He believes that 'enforcement has failed across the piece, because if you go out anywhere in the West End you will be touted'. There is a lot of 9.00-5.00 activity going to check if operators are complaint and an 'absolute lack' of street activity. He said there could be a lot of work done in that department and the new structure they have set up is not conducive to improving it.

The LPHCA (Licensed Private Hire Car Association) has approached TfL TPH about better signage and supports a national signage solution, as supported by the Law Commission. We do not support plastering cars with signage. We know that people are raped when you put signs on doors because that has happened. We know that touts use the pre-booked only stickers to say 'I'm a minicab, get in'. We know that they are copied and sold in pubs.

Steve Wright demonstrated the sort of signage that they were suggesting. It has a P on it to indicate that it is a private hire vehicle and could be used as a national scheme. The registration number is entered into a DVLA database and enforcement officers and the public can check in real time if it is a licensed vehicle and who it is licensed by. LPHCA has sent this to taxi and private hire directorate (TPH) and it has been with them for 18 months but it is still in the system to get approval. He said it was not the answer to put lots of signs in windows and doors. Steve Wright discussed this with Diana Lamplugh [Suzy Lamplugh Trust] when they called for door signage and two weeks later there was a feature on Crimewatch where a woman was raped for 17 hours because it had (an Ace of Clubs image) on the door. There are similar concerns around asking passengers to get into a vehicle and check the ID as once they are in the doors are locked and they are driven off.

Steve Wright said 'less is more for signage and safety'. He said that there is already a database in London of all licensed vehicles and we could pilot this scheme in London and demonstrate it to the rest of the country. This solution is supported by the Law Commission as a national solution. He said that there was currently confusion for tourists as in London there are pre-booked only stickers but different signage applies in bordering areas. This solution is simple, it works aesthetically, it clips onto the number plate and cannot be removed. The idea came from the chauffeur industry and is simple to put in place and is a popular solution.

Steve Wright discussed the problems posed by a TfL TPH U-turn on the issue of giving destinations for private hire vehicles. As private hire vehicles haven't done the Knowledge of London they should not be metering journeys and they should have destinations because they need to know where they are going and to plan the route and point the car in the right direction. He said that some apps are just taking basic details and are not complying with the same rules that the industry has been made to comply with for the last ten years. He said that

the decision came without consultation as a TPH notice and that this had a knock on effect for enforcement as enforcement agencies use destination bookings to check on touting because touts won't have the destination. By this decision, TfL TPH have 'flawed their own enforcement policy'.

Steve Wright said that TfL TPH had a lack of overall vision and future strategy and that they are 'making it up as they go along'. He expressed his frustration at this because as a TfL Board member he is prevented by the governance rules of the Board to raise these issues directly. He said that in contrast to previous arrangements with the Public carriage office, where there were lines of communication with the trades on policy decisions and they could feed back on possible impacts, current arrangements were handed straight down from TfL TPH : 'This is what we are doing and we'll have a consultation and then do it anyway'. He said that sometimes a TPH notice would be issued that would completely change policy with no discussion at all. He used the example of wheelchair accessible vehicles, where the industry was nearly brought to a standstill by a requirement to see certificates from installation of wheelchair points from companies that had since ceased trading. This resulted in a situation where up to 50 % of wheelchair accessible vehicles were unable to work. Following meetings called by LPHCA they rescinded the notice and unpicked the policy.

Steve Wright said that there had been a slight improvement once he wrote to Boris Johnson (Mayor of London) and said it was a 'shambles' and that Isabel Dedring (Deputy Mayor for Transport)had started to communicate but 'it is still nowhere near where it should be'.

Steve Wright said that private hire is a £2.5 billion industry that move many people who have no alternative transport for door to door including the disabled, elderly, special needs, school runs, getting to hospitals, getting train drivers to trains. He commented that there was no one in TfL's taxi and private hire directorate who had ever worked in the industry or had experience of the front line and how it worked in reality. He called for a 'massive shake up' at TPH.

Steve Wright referenced a report by Deloitte to examine these issues and said that this had been whitewashed over and he had been told that it was so damning it couldn't be published, and that the industry saw a much reduced report, and he would like the full report by Deloitte made available to the Committee and to the industry.

Steve Wright said there was 'no leadership' at TPH and there had been temporary appointments since the departure of [Former Director of TPH) John Mason. He questioned the structure of the directorate and suggested that there should be a return to previous structure where there was one senior manager for taxis and one for private hire so that the industries each had a 'go-to person'. He said that when he queried the structure with TfL TPH he was told "we have to appoint a director that does everything'. Steve Wright says it is not possible to be a director that is all things to all people as the taxi and private hire industry are direct competitors and will have different views. Steve Wright calls for a structure that allows the two sides to put forward their case and somebody at the top who arbitrates the common sense elements of it. He said this structure was also supported by the taxi trade.

Steve Wright said that very few satellite offices operated in the way they were conceived, which was for another office to be in place away from a main command and control office. So an office in a station or facility where there is an incumbent office is a satellite office. He contested that offices in nightclubs are not satellite offices because they do not report back to a main command and control centre. He said that the better proposition was to license operatives from proper offices to operate in venues that can take people to a car and act like taxi marshals.

The panel asked what volume of staff would be needed at night to properly enforce against touts

Steve Wright said that there was currently too much activity focused around visiting operators that were already compliant and that this resource needed to be put into nigh time activity. He said there was an 'absolutely wrong demographical split' and that more on street enforcement was needed. There also needs to be more synergy between enforcement officers and the police, and that the Law Commission review had made positive suggestions on how to give enforcement officers more powers. He said at present they went to so-called satellite offices to check on the operators and while touts were there putting people into the cars, this was viewed by the enforcement officers as a police matter. He described the approach as 'completely fragmented and disjointed' and said that the proposals in the Law Commission would help to solve this and he was absolutely supportive of this.

The Panel asked if more detail could be provided around the issue of the Deloitte report and LPHCA said they could provide this to the Committee.

Steve Wright said he had complained to the Mayor and met with Isabel Dedring and with Leon Daniels (Managing director, Surface Transport, TfL) on behalf of peter Hendy (Commissioner, TfL) and was promised a review (the Deloitte report) and that this review spoke to all the leaders of the industry and 'basically ignored them'.

The panel confirmed it would seek access to the full Deloitte report and asked if TfL TPH were currently fit for purpose in areas besides the structure

Steve Wright said that he had felt at times they were not fit for purpose and that the structure is 'fundamentally flawed and needs to be changed'. He added that TfL TPH needs to improve its engagement with the industry as private hire is generally a fairly quiet industry and doesn't demonstrate in the same way that taxis do but people are 'pretty upset and pretty fed up'. He said that people with far less resources in local authorities did a far better job of this outside London. Steve Wright said he had called for several meetings with the mayor but had not had one despite the fact that the private hire industry is twice the size of the black cab industry.

Steve Wright gave an example of lack of engagement on issues including the age limit for new private hire vehicles, and Uber, which was raised as an issue in 2012 and not dealt with effectively. He also discussed TfL TPH's approach to the Law Commission review and said that TfL TPH had promised to engage with the trades and with him on TfL TPH's response to the review, but this was never done, and he did not see TfL TPH's response to the review, even as a Board member, until a press release went out. He called this 'a typical example of the arrogance with which the industry is being treated'.

The panel commented on the difficulty of the board governance arrangements where Board members could not speak out on these types of issues

Steve Wright indicated he had considered his position on the Board but concluded it was better to stay on in the hope of getting things done right. He also said he had worked with all politicians on a cross party basis for a number of years including through the process of passing the Private Hire Act into legislation and found the current situation extremely frustrating.

Minutes of taxi and private hire stakeholder meeting 17 September 2014

Session 1

Present: Caroline Pidgeon AM (Chair), Valerie Shawcross AM, Darren Johnson AM, Richard Tracey AM

Guests: Jo Bertram, General Manager, Uber London; Dominick Moxon-Tritsch, Head of Public Policy, Europe Uber

Caroline Pidgeon introduced the Transport Committee panellists and explained the format of the meeting; each group has ten minutes to give a brief presentation setting out their views and key issues they would like to see addressed, followed by five minutes for questions.

Jo Bertram thanked the committee for the opportunity to speak and for the open and consultative approach to the investigation. She outlined the following areas that Uber would be talking on;

1) Response to some of the issues facing the industry
2) The benefits of Uber
3) Correcting some inaccuracies that have been presented at earlier evidence sessions
4) How to maintain a dialogue going forward

Jo Bertram stated that Uber had been given a clean bill of health following extensive scrutiny of its operations by TfL. TfL granted Uber London a private hire operator licence in 2012 and Uber maintains an ongoing dialogue with TfL. Every element of Uber's business model has been looked at in the largest ever compliance check undertaken by TfL, with 26 compliance officers looking at every aspect of the business model and finding it fully compliant. She quoted Garrett Emerson (TfL) saying 'it is a very good operator. It has very good systems and very good technology' and highlighted that Uber's systems makes it possible to check its thousands of records efficiently and transparently.

Jo Bertram said that she was concerned there had been some intentional misrepresentation and that use of the term 'cowboy' apps was unhelpful. She said Uber offers a choice for both consumers and drivers, and that Uber has thousands of drivers who have completed millions of trips. Further, Uber has been able to increase efficiency and bring lower fares, which has opened up these markets to people who previously didn't have access to them.

Jo Bertram said Uber drivers could sign up and work for them non-exclusively, which offered greater choice than other private hire firms where there was generally lower flexibility.

Jo Bertram said public safety was Uber's number one priority, and the intention of the legislation. When you book with Uber, you get the name of the driver, their photo and registration number, so you can be 100 per cent sure you've got the right booking and both driver and vehicle are fully licensed. You can wait inside for the ride to turn up so you don't have to wait in the street and have a live map of their progress so you know when they are arriving. You can also share your estimated time of arrival with friends or family so they know when to expect you.

Jo Bertram said TfL has described Uber's booking records as 'state of the art' in terms of transparency and feedback can also be given to rate both passengers and drivers.

Jo Bertram said that Uber also played an important part in the completion of journeys – 'last mile', and this would be important in the context of 24 hour tube running. Uber has done tens of thousands of journeys in [Tube] zones three to six with arrival times of between six and eight minutes. Uber also had the benefit of providing a fully cashless system with the ability to pay through credit/debit cards.

Jo Bertram wished to correct some inaccurate information raised by trade representatives at previous meetings. Specifically, the LTDA [Licensed Taxi Driver Association] says that the Uber app is a taximeter. She said 'we don't think so and neither does TfL'. She stated that it was important to be aware of the effect of eventual rulings on this matter and the wider impact this would have on the industry as a whole, and other companies with apps.

Jo Bertram also wished to correct the LTDA's statement that Uber 'refers to a meter in its manual.' She wished to put on record that Uber had recently added black cabs to its offering, and that the reference quoted by the LTDA was from the Uber black cab operational manual and related specifically to black cabs, which do use meters. She indicated that Uber had previously pointed this out to LTDA.

Jo Bertram said that it was important for Uber to be part of dialogue on the future of the trades. TfL runs its Surface Transport Panel [a sub-panel of the TfL Board] and she felt it was important that the whole industry was represented. The LPHCA (Licensed Private Hire Car Association) has a seat on the TfL board and on the Surface Transport panel but the LPHCA isn't representative of the whole [private hire] industry. She said Uber had approached the LPHCA to join it but they had refused to allow this, citing a conflict of interests with existing members. She suggested that she thought it was likely that there were other members of the LPHCA who own businesses and that might also have conflicts of interest. She said there should be an opportunity, with the TfL board and the Surface Transport Panel, for a dialogue with the whole industry. She referenced the Mayor's 'Cabbies' cabinet' and pointed out that there was no similar mechanism for dialogue for private hire drivers.

JB indicated that Uber were working on a further submission to the Transport Committee's investigation on some of these issues.

The panel questioned Uber London's tax status in the UK and whether it was fully licensed.

Jo Bertram confirmed that Uber London is fully licensed operator with a London office based at 21 Caledonian Road, which employs thirty people, and pays all relevant taxes in the UK including sales tax, payroll tax, VAT. Uber London limited is registered in London and the European headquarters (UBER BV) is based in Amsterdam. She said that TfL had heavily scrutinised this aspect of its business and it was found to be legal.

Dominick Moxon-Tritsch (Head of Public Policy Europe, Uber) said he understood public views on tax issues and unfair competition but that Uber was very passionate about the economic opportunities that it could bring to drivers. He said that 80 per cent of fares go directly to drivers, a much higher proportion than for many drivers employed by other private hire firms. He described the traditional minicab model as 'brutally exploitative' as drivers are very low paid and have to work long hours to earn a suitable salary. He said that drivers were at the heart of Uber's business and 'the cornerstone of what we do'

The panel asked how many drivers were employed by Uber London

Jo Bertram confirmed that there were several thousand. She added that because drivers can work for Uber on a non-exclusive basis, this question was less relevant than looking at the size of a 'traditional' fleet. She said that Uber also brought transparency on the earnings of individual drivers and that where traditionally this was a cash in hand business, Uber systems give greater transparency on the earnings and tax requirements of individual drivers.

Dominick Moxon-Tritsch questioned whether the same level of tax scrutiny was applied to other private hire operators and said there are other operators with holding companies abroad, and that this type of taxi issue was a systemic problem which was transversal across industries.

Comments received verbally from UNITE the Union to inform Transport Committee investigation into taxi and private hire- 8 October

The current state of the industry

- The taxi trade is entering a period of change and flux due to the arrival of booking apps in the market
- Changes to the market should be managed to ensure that they benefit the travelling public and drivers. Public safety is the bottom line.
- Drivers are becoming increasingly resentful, disappointed and angry with how the trade has been treated by the Mayor over the years
- The union wants to make sure that any changes to legislation and regulation bring positive changes.

Uber

- The union believes that Uber is functioning illegally and avoiding its tax obligations, so there isn't a level playing field for taxi services.
- The union believes that the Mayor and TfL have been 'intimidated' by Uber
- The union is calling on the Mayor to suspend Uber's operations in London pending a High Court ruling on the issue of whether it is [illegally] using a taximeter
- The union calls on senior figures from TfL to stop making public statements that pre-empt the High Court decision, and say that this shows that TfL is not an impartial regulatory body.
- The union believes that there are other concerns apart from the taximeter issue, regarding Uber's tax arrangements and the legal implications for having its parent operation based abroad. They would like clarity on how this would affect issues such as collecting information from Uber's overseas operation in relation to criminal proceedings and whether Uber London is correctly licensed.
- The union believes that Uber's operating model allows for 'immediate hiring' which is prohibited for private hire
- The union believes that Uber's strategy is to 'beat' the regulators with an ultimate aim of making Uber self-regulating, with TfL no longer responsible for vetting its drivers or vehicles
- The union believes that Uber circumvents sector boundaries by allowing yellow badge (suburban) taxi drivers to pick up passengers when hailed outside of their sector.

Enforcement

- TfL has taken its eye off the ball when it comes to enforcement of existing regulations and has taken too much of a 'hands-off' approach to regulating apps.
- The union believes that TfL has allowed the boundary between taxi and private hire to become blurred and this needs to be addressed with a new regulatory framework to ensure passenger safety.
- The reorganisation of TfL through the Surface Integration Programme (SIP) has led to fewer resources being available to focus on taxi and private hire enforcement, with resources thinly spread between other transport modes including buses and river services as part of the Enforcement and On-Street operations team.

- There is widespread touting by private hire at some late night venues with up to eighty vehicles touting outside some larger nightclubs. TfL has 'not got the resources, the ability or the will to resolve it'

Satellite offices

- The principle of satellite offices may have worked in theory but in practice they do not work as they were intended to. Instead of legitimate satellite offices where pre-booking and destination records could be kept, the offices are now staffed by 'clipboard johnnies' who have no records of drivers or destinations. This places the public at serious risk. The lack of enforcement resources compounds the problem as there aren't enough enforcement officers to check that satellite offices are being operated legally and properly.

Rank provision

- The number of ranks being appointed is too small, and the process for appointment is too slow. One rank appointment took over four years to complete. Resources to rank provision have been cut right down. The Ranks Committee has little real authority.
- More ranks would mean less pollution and fewer vehicles driving around looking for fares

Performance of the Mayor and TfL

- A representative from the International Transport Workers' Federation said that London 'stands out in terms of lack of regulation' compared to other world cities. Other cities are looking to come up with a certificate system that would assess criteria to determine 'good' and 'bad' apps
- Staff cuts have resulted in outsourcing of functions such as licensing, which has led to delays in processing applications and people being unable to work
- Taxis have become a 'cinderella service' and there are not enough staff to reply to emails or address complaints.
- 'TfL has got to find a backbone' and meet regulatory challenges instead of 'cowering' away from decisions
- TfL needs to improve its communication and how it engages with the trades.
- Uncertainty and changing goalposts on issues such as taxi age limits is leading to people delaying decisions to buy greener vehicles and damages efforts to improve air quality. This is leading to a drop in the number of taxis on the road.

Future developments

- The union is concerned about some passenger safety implications of new apps entering the market that facilitate taxi sharing (for licensed drivers and vehicles) and question whether this may breach taxi legislation on the issue of stagecoaching [multiple pick ups along route]
- The union opposes other apps and services that might lead to ride-sharing using unlicensed drivers and vehicles.