



PRIVATE HIRE OPERATOR LICENSING AND COMPLIANCE INSPECTIONS

Further to Notice 04/09 issued on 10 February 2009 announcing that all operator pre-licensing and most post licensing compliance inspections would be carried out by appointment, we are now introducing further improvements in the effectiveness of booking these visits.

The previously announced appointment system remains unchanged which is as follows:

Pre-Licensing

All initial inspections to become a licensed operator will require a pre-licensing inspection for which a specific appointment will be made.

Post-Licensing (compliance)

Most post-licensing (compliance) inspections will be carried out by appointment.

- Operators will be given a specific date with a time window for this appointment e.g. between noon and 4pm
- Operators who only trade outside of normal business hours e.g. Monday to Friday, 8am to 4pm, will also be given a date and time if contactable. If contact cannot be made then an unannounced inspection may be carried out.

Post-Licensing (variation to licensing)

All post-licensing (variation to licence) inspections will be carried out by appointment.

- Operators will be given a specific date and time window for this appointment e.g. between 8am and noon.

Operators not meeting with the prescribed conditions of being licensed may, at the discretion of the Licensing Officer, receive a follow-up compliance inspection.

Changes to be introduced

With effect from 12 July 2010 we will be introducing a centralised operator appointment scheduling system as opposed to individual Licensing Officers making these appointments as is the current practice.

The introduction of this system will be phased in between the 12 July 2010 and the 14 November 2010. During this period operators may have their inspection

appointment made by either our Operations Scheduling Manager or one of our Licensing Officers.

Appointments made by a Licensing Officer will be by telephone as is current practice.

Appointments made by our Operations Scheduling Manager will:

- Be made up to two weeks in advance of the proposed inspection date, (you will be telephoned in advance to arrange a mutually agreed inspection appointment)
- Provide you with a letter confirming the agreed appointment, (this letter will also set out what is expected from you in terms of your obligations as a licensed operator and provide you with our contact details)
- Provide you with a compliance 'weighting' chart that will be used by TfL to determine the outcome of your compliance inspection and any subsequent actions that may be taken as a result the outcome.

This means that by November 2010 all operator compliance inspections will then be made through our Operations Scheduling Manager.

TfL will continue to carry out unannounced inspections on operators should it be deemed necessary. Such inspections are most likely to be limited to joint agency operations with our Safer Transport Command team and other enforcement agencies based upon intelligence.

I would like to thank all operators and our internal teams in advance for their cooperation during the implementation of this important change.

TfL, London Taxi and Private Hire, will continue to review and improve its performance in order to deliver our business objectives and meet our service standards to provide a consistent service to the highest possible standard to our customers.



Director Taxi and Private Hire

13 July 2010

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