

Congestion charges

We have received several comments from members regarding the recent management of the congestion charge exemption by The PCO.

To be fair to The PCO, congestion charge exemption management was thrust upon them at the very last minute and in reality is outside the true role of Licensing Private Hire in London.

Many of the current issues will go away when all vehicles have a temporary permit or are licensed. It is also fair to point out that the Licensing systems that were being designed when congestion charging was introduced were not designed for congestion charge exemption management.

The PCO has been overwhelmed with the sheer task of managing 40,000 plus vehicles and the hundreds of changes that take place every week. Having said this, any delays getting drivers exempted will compound the industry's problem with getting drivers started quickly.



We have raised these comments with Alan Matthews at The PCO on behalf of two Graded Members and Alan responded very promptly in writing with the turnaround times for the two companies.

*Alan Matthews,
The PCO*

Alan went on to point out that The PCO has been receiving on average over 100 requests per day from licensed operators to make additions and deletions and said the analysis is quite interesting in as much as it shows our performance for two operators where one faxes details through and the other sends them in by post.

My view is that turn-round times are pretty good and, although some operators may experience some delay in receiving written confirmation back from us (and that will be sent the day that the data is input), there is no evidence to suggest that we have any serious problems.

I am sure that some operators will always want a quicker turn-round and, from time to time, they may experience a particular problem with a particular case. In the main I think things are working OK.

Well done PCO

At the time of going to press we have further been in touch with The PCO to help an operator who has some drivers in deep trouble with congestion charges, to the extent that the bailiffs are on their way.



A Graded Company previously contacted us that was in a similar position earlier in the year having got into a desperate situation with the congestion charge unit. The PCO resolved this stressful problem for the company and their drivers, so a big vote of thanks to The PCO from us.

If anyone has drivers who are in trouble with congestion charge penalties please let us know and we will do our best to help in conjunction with The PCO.

**PATONS
ALWAYS
GOOD VALUE**

Patons taxiworld

LPHCA Forum board

There are some posts running on The LPHCA website message board on congestion charging. The board should be updated by the time we go to press.