

THE PERFORMANCE OF THE PUBLIC CARRIAGE OFFICE SINCE 2000



The LPHCA has been contacted by the London Assembly's Transport Committee that is carrying out an investigation on the performance of the Public Carriage Office since 2000.



As part of this process they are seeking written views and information from a number of organisations with a view to a series of informal minuted meetings to be held in early September. The LPHCA will be attending one of these informal meetings.

Whilst The LPHCA has established mandates and policies empowered from its members in place, we feel it is right to alert members to this unique opportunity to supply feedback to the Association. This can be done in writing, by email, telephone or fax, alternatively the message board on our website at www.LPHCA.co.uk can be used.

The Transport Committee, at its last meeting on 9th June 2005, agreed terms of reference for this piece of work. The Committee's final findings will seek:

- To examine the impact of the PCO's fare pricing policies on:
 - a) customers
 - b) taxi drivers
- To examine the PCO's licensing requirements and the effectiveness of implementation, particularly with regard to the taxi emissions strategy.
- To establish the effectiveness of communication between the PCO and the taxi and private hire trade, including:
 - a) individual drivers
 - b) trade associations and unions
 - c) the trade press



The Committee is seeking to establish as broad an evidentiary base as possible from which it can arrive at its conclusions as to how the PCO can better work in the interests of the taxi and private hire trade and customers.

The outcome will be a report making recommendations to the PCO on potential improvements to their service delivery. The Committee are particularly keen to hear The Licensed Private Hire Car Association's answers to the following questions:

Policy

1. What effect has the decision to begin regulating and licensing the private hire industry had on the number of:
 - a) Private hire operators
 - b) Private hire vehicles
 - c) Private hire drivers
2. What have been the positive and negative aspects of PCO regulation of the private hire industry?
3. Do you think future licensing criteria should include quality of service specifications?
4. What has your company done beyond the licensing requirements to increase quality, safety and reliability for customers?
5. What more can be done by the PCO and private hire companies to tackle safety issues such as rogue private hire operators and touts?
6. Is there a direct relationship between the demand for taxis and the demand for private hire?
7. What challenges do you think the private hire trade faces in the next few years? How should the PCO tackle these issues?

Communication

8. How effectively did you feel that the PCO communicated with your organisation and the private hire trade in general over the incoming regulation of your trade?
9. How do you feel they communicate with you since then?
10. What methods do they use? How often do you meet with the PCO, TfL and the Mayor's Office?
11. Can you suggest any ways that communications could be improved?

The LPHCA submission to the Committee will be made available to the public on the GLA website. It will also be published in Private Hire News and on our website at www.LPHCA.co.uk