

## Environmentally Friendly Saving Operators Time and Money



No one would question the possible benefits for both the **Travelling Public** and the **Private Hire Industry** that the introduction of the **London** regulations has brought about. The principle of ensuring that **Drivers, Operators** and **Vehicles** were fit, proper and safe, was unquestionably the right thing to do for all concerned.

There are however other questions that must be asked and right at the top of the list, particularly within the industry, is **the impact on the environment**.

A great deal has already been done to environmentally improve the industry by many **Operators** through initiatives to cut emissions via environmentally friendly vehicle choice and management.

Unfortunately the sole focus has been at the sharp end, mainly on vehicles and we have allowed the development of a very unfriendly paper trail within **'Licensing Management'** that will negate some of the improvements made elsewhere.

Since the advent of **Licensing** in **London** we estimate that the **Public Carriage Office (PCO)** has issued and maintained over two hundred thousand **Driver** and **Vehicle licences** and over ten thousand **Operator Licences** on a system that is heavily paper based.

This has generated many millions of paper documents and photocopies needed by the **PCO** that require constant monitoring and attention. Such **'paper-based'** systems are merely a way of relocating rainforests into metal filing cabinets within our offices, a process which is environmentally flawed at all stages. Once in the filing cabinet the paper mountain becomes very inefficient and costly to maintain.

Having used a large amount of paper for **Drivers** during the application for a licence, the **Driver** is then issued with papers to take to every **Operator** they are going to work with alongside 6 other pieces of paper. **Operators** will then need to import some more of the rainforests into their filing cabinets and continue to add to these documents with copies of all document renewals.

Now that we have millions of pieces of paper filed around the capital, previously a team of inspectors was needed to visit all the **Licensed Offices** to inspect them. The actual process of visiting **Operators** to review the highly treasured paper mountains ensures that we are all doing our bit to keep the loggers busy in the rainforests.

Well before the advent of regulations in **London**, many government organisations were taking steps to reduce paper bureaucracy by introducing online systems. For example, we no longer need to send paper forms to the **Inland Revenue** or take paper documents to the **Post Office** for tax disks to name just two.

At long last **TfL** is about to support the **PCO** with modern environmentally friendly systems that can be maintained more cheaply and in a far more **'environmentally friendly manner'** via the internet.

The **LPHCA** has been acutely aware of the problems that **'paper based systems'** have caused **Drivers** and **Operators** through inefficiency and slow response. A great step forward happened last year when the **LPHCA's** campaign for allowing scans instead of photocopies was finally approved. This was the first step towards eliminating some if not all of the millions of needless photocopies.

**Operators** can now scan original documents held by drivers and retain the images electronically instead of keeping **'paper-based'** ones in filing cabinets. To facilitate this, the **CabOperator** online document management system provides a simple cost effective solution.

All existing paper records are eliminated whilst at the same time providing constant electronic reminders for the maintenance of **all licensing documents**.

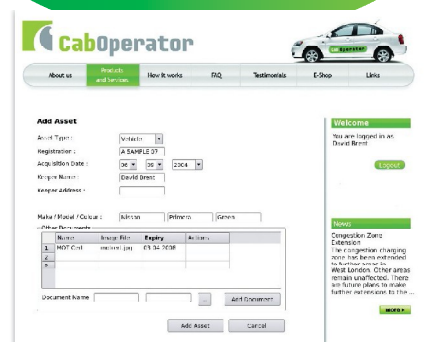
Not only does this give the **Operator** on one screen the ability to see whether their company is compliant at a glance, it opens the door to remote compliance by the **PCO** and every **Licensing Agency** in the country.

The **LPHCA** and **CabOperator** teams have held very positive talks with the **PCO's Licensing Management** team as well as with **TfL's** I.T. and systems people.

The **PCO** could implement a new remote electronic inspection regime, which would virtually eliminate **'Paper-Mountains'** and thousands of filing cabinets via a two way transfer of information that will make us all more efficient.

In addition to the removal of the overheads and costs associated with maintaining traditional filing systems, **many costly and environmentally unfriendly journeys by Licensing Officers could be eliminated**.

**Licensing Authorities** could then spend more time dealing with **Operators that fail to comply** and we can get on with the business of facilitating an even safer and better service the travelling public.



**CabOperator** is being demonstrated on the **JMI** stand at the **Coventry Exhibition** at **The Ricoh Arena** on **Wednesday 28th** and **Thursday 29th May**. The **LPHCA** and **CabOperator** teams will be delighted to show **Operators** and **Local Authorities** the tremendous **environmental** and **system management** benefits of **CabOperator**.

## A few comments from some CabOperator users

### Malcolm Law – The Chauffeur Group

The Chauffeur Group has been using CabOperator for a number of months and whilst it needed an initial commitment of time for scanning all of our documents, it now only requires a minimum input for new drivers documents and the renewal of those that have expired.

We decided to invest in CabOperator for what I consider to be a very modest and reasonable cost, for the peace of mind that it provides us.

It can be challenging to keep track of all the PCO records but CabOperator allows me to maintain an overview and it works very well for The Chauffeur Group.

### Eddie Townson – Carlton Motors

Welcome CabOperator a simple easy to use system that works well with PCO requirement, which is truly environmentally friendly.

Gone are the days of reams of paper per driver simply view on screen. Thanks Alan I wish you every success.

### Les Chapman – Data Cars (MD)

I have been looking for an inexpensive, easy to use computerised Drivers and Vehicle filing system for over 10 years to replace dozens of boxes and a room full of filing cabinets and CabOperator is exactly what I have been looking for!

CabOperator is easy and pretty intuitive to work with, while allowing all the files and documents required by the Public Carriage Office to be imported. This will in the future allow the Licensing Officers to view your documents securely online without the need for a visit.

A previous compliance visit had to be dealt with by 7 Licensing Officers due to the volume of documents that Data Cars holds.

The CabOperator system will obviously free their time up as well as the 3 members of my staff who had to spend the day assisting the officers.

Louise, who is responsible for organising our files, now enjoys using CabOperator to deal with the 230 drivers / vehicles we are responsible for and I was delighted when she was successfully trained in only two days by the very friendly and helpful CabOperator team.

### Louise Chance – Data Cars Administrator

Step by step help was offered with instructions by CabOperator, it's easy to learn and I'm very impressed! The CabOperator system gives me peace of mind and the PCO Inspection this month was *completely stress free*.

### Howard Maxwell – Maxwell Car Services

I would like to commend you on the service you provide for logging PCO documentation with CabOperator.

I have found your system very useful and especially the expiry reminders we receive by email giving us enough time to deal with a potential problem.

### Andy Brown & Clare Young – Matrix

Matrix Connections has now been using CabOperator for the past few months and it is simply brilliant and very user friendly. We all know how tedious completing paper PCO records can be but with the new CabOperator programme it really cuts out the aggravation of paper files and trying to keep the records up to date manually. By using this new programme it simple means that it is impossible not to know what documents are about to expire or have already expired, its brilliant. I would highly recommend CabOperator to any private hire company and it has really helped us and could help you too.

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