

Safer Travel at Night

An aerial night photograph of Philadelphia, Pennsylvania. The city is illuminated with various lights, including the prominent blue and white lights of the Ferris wheel on the left. The City Hall building is brightly lit in the center. The streets are filled with light trails from traffic, and numerous buildings have their windows lit up, creating a vibrant urban scene against the dark night sky.

Siwan Hayward
Deputy Director
Community Safety, Enforcement and Policing

**A recap of the issues and where this
all started.....**



The problem (pre 2002/3)

- Taxi touting (illegal cabs) endemic problem in Central London
- Taxi touting was one of most underrated and fastest growing dangers of city nightlife
- Increasing number of cab-related sexual offences
- Situation fast becoming unmanageable
- No one agency was responsible for problem

Illegal cabs

- Any minicab that isn't booked through a licensed minicab operator is illegal and unsafe
- 'Tout for business – private hire / other vehicle' is a criminal offence under the Criminal Justice and Public Order Act 1994
- Those charged with touting are also charged with having no valid insurance



Contributory factors


- Lack of public awareness of taxi and minicab laws
- Lack of public awareness of potential risks
- Active illegal minicab trade
 - largely unregulated market
 - little enforcement
 - no legal deterrent
- Availability and low price compared with black cabs
- Legitimate travel options were limited at night

Safer Travel at Night (STAN)

- Partnership between Mayor, TfL, MPS and CoLP
- STAN aims to reduce number of cab-related sexual offences and demand for illegal cabs
- Four key elements:
 - Raising public awareness – informing public of dangers
 - Delivering improved and safer late night travel options
 - Providing enhanced travel information
 - Improving safety through licensing, regulation and enforcement

Raising public awareness

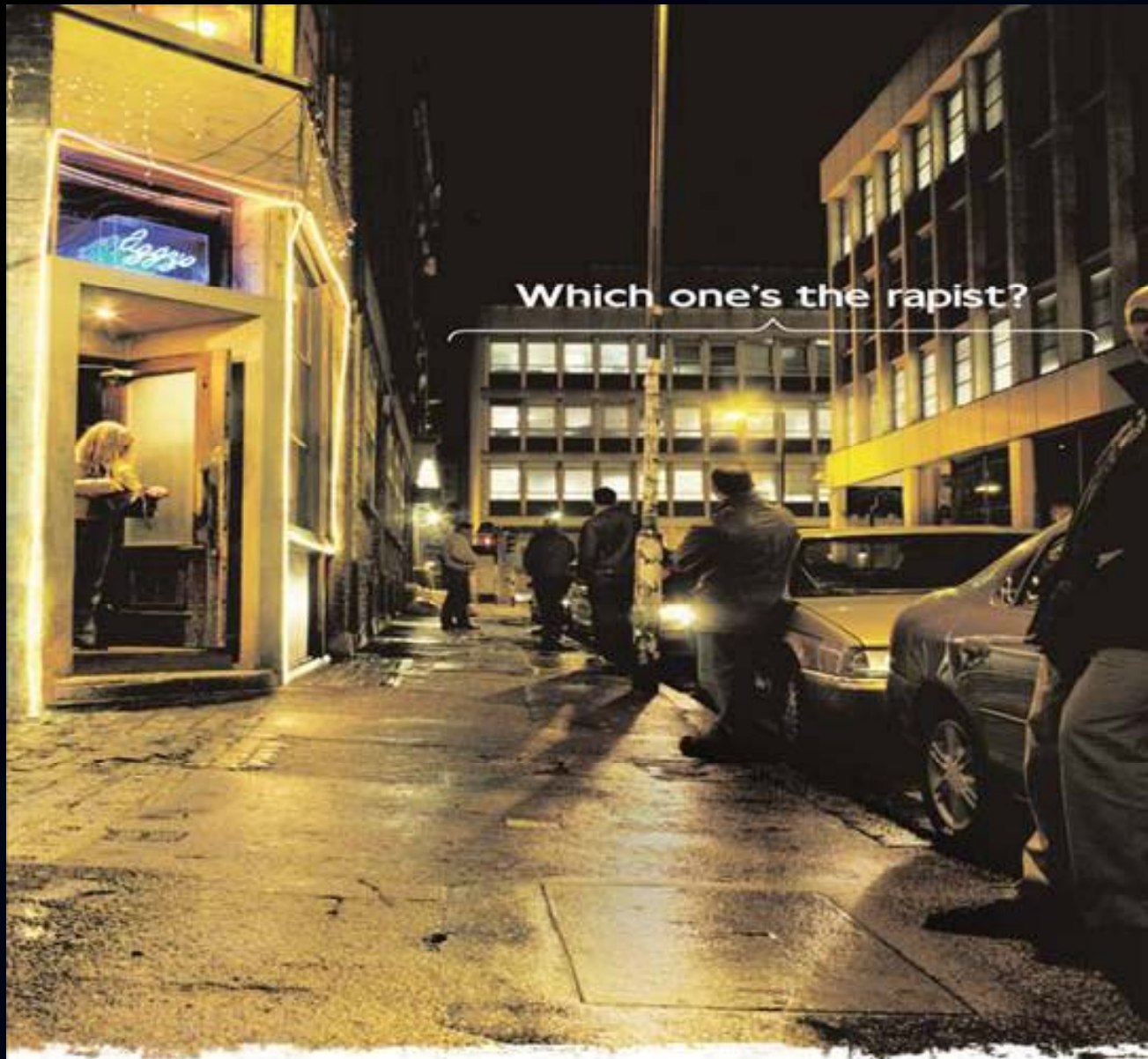
- Multi media communications campaign – TV/cinema, posters, online elements, media, stakeholder engagement
- Aims to persuade public to choose other forms of transport
- Primary target audience is women aged 16 – 34 (enhanced focus on 18-27 yr olds and students)
 - - targeted locations and media for maximum impact
- Focussed on thought provoking and hard hitting images and messages to highlight risk
- Campaign refreshed regularly



Know what you're getting into

Don't put yourself at risk.
Always use a licensed minicab, taxi or Night bus.
For information call 020 7222 1234





Which one's the rapist?

Unlicensed minicab drivers commit 11 sexual assaults every month in London.
Be safe, always use a licensed minicab, taxi or Night Bus. For a licensed minicab number, call 020 7222 1234 or visit tfl.gov.uk

Know what you're getting into.

MAYOR OF LONDON

METROPOLITAN POLICE *Working for a safer London*

sapphire



Transport for London





To find out what an illegal cab could cost you, ask a rape victim.



Illegal cab touts operate in this area. If you get an unbooked minicab off the street, it's not legal and it's not safe.

Use Cabwise or for more travel options at night visit tfl.gov.uk/traveltools

Text charged at 35p per enquiry plus standard UK text message rate. Roaming rates apply to overseas networks. Customers on Virgin, 3 and overseas networks need to enter different information. See tfl.gov.uk/cabwise for further details.



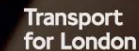
STOP, NO.
STOP PLEASE,
NO, PLEASE.
PLEASE STOP
TAKING
UNBOOKED
MINICABS.

Whether you approach the driver, or they approach you, there's no record of the journey and you're putting yourself in danger.

Text **CAB** to **60835** and we'll use GPS to text your three nearest cab numbers.



Know what you're getting into



Text charged at 35p per enquiry plus standard text message rate. Roaming rates apply to overseas networks. Customers on 3 and overseas networks need to enter different information. See tfl.gov.uk/cabwise for further details.



IF YOUR MINICAB'S NOT BOOKED, IT'S JUST A STRANGER'S CAR

Unbooked minicabs picked up off the street are dangerous.
Text CAB to 60835 to get three local cab numbers.

BE **CABWISE** 

MAYOR OF LONDON    Transport for London 





MAYOR OF LONDON



Transport for London



*Text charged at 35p per enquiry plus standard text message rate. Roaming rates apply to overseas networks. Customers on 3 and overseas networks need to enter different information. See tfl.gov.uk/cabwise for further details.

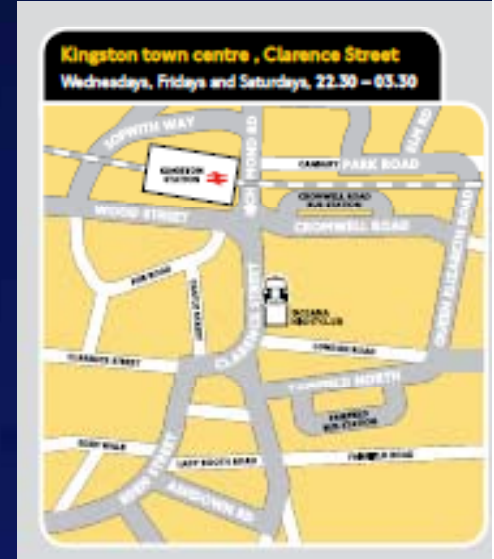
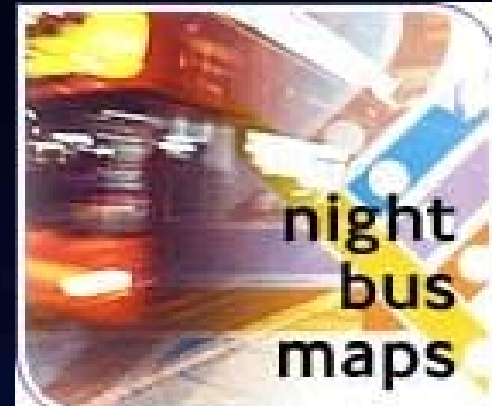
Improved late night transport services

- Better late night travel options
- Easier, safer and more reliable travel options available
 - 117night bus routes
 - Bus fleet fitted with CCTV
 - More licensed taxis at night
 - Marshalled taxi ranks
 - Private hire operators in Clubs/venues
- Safer Transport Command, British Transport Police and City of London Police



Enhanced travel information

- TfL's travel information line and Journey planner
- Cabwise Text service
- Findaride service
- Localised travel information and maps
- Taxi information poles
- Free phones to licensed private hire operators installed at universities, in clubs etc
- One number taxi booking system
- Safety advice



Have a great night out

MAYOR OF LONDON Transport for London

IF YOUR MINICAB'S NOT BOOKED, IT'S JUST A STRANGER'S CAR

MAYOR OF LONDON Transport for London

IF YOUR MINICAB'S NOT BOOKED, IT'S JUST A STRANGER'S CAR

BE

Text CAB to 60835*

*Terms and conditions apply

Don't risk using an illegal cab. We'll text you **Cabwise** details - for free!

YOUR MOBILE NUMBER:

Transport for London

[Terms and conditions](#)

Safer Travel at Night

Text CAB to 60835 to get three local cab numbers.

UNDERGROUND

LAST TUBES LEAVE

CENTRAL LONDON

00:30

Monday to Saturday NIGHTS*

For more information visit tfl.gov.uk/traveltools

*Excludes the Waterloo & City and Circle lines

MAYOR OF LONDON Transport for London UNDERGROUND

Regulation, enforcement & legislation

- Taxi and Private Hire licensing
 - PHV consultation
- Enhanced CRB checks for licensed drivers
- Review of licensing guidelines and introduction of licensing advisory panel
- Targeted police action and enforcement
- 68 dedicated cab enforcement officers in STC and CoLP / Safer Transport Teams
- Sex offences Team in the Cab Unit – detective capability.



Regulation, enforcement & legislation

- Intelligence led deployments
- One strike and you're out policy
- Communications strategy
- Best practice guidance issued to licensed drivers
- Legislative change to increase risk of detection and consequential penalties (DNA and levels of fines)
- Cases heard by small number of courts to ensure consistency & impact statements
- Lobbying for tougher penalties
- Proceeds of Crime



DRIVER ARRESTED ON SUSPICION OF TOUTING

Minicabs must be booked through a licensed minicab operator. It is an offence for a minicab driver to offer or accept fares without a booking.

MAYOR OF LONDON



ONE STRIKE AND YOU'RE OUT

Any licensed private hire driver convicted of toutting will have their PHV driver's licence revoked.

Transport for London takes a serious view of toutting and will take action against drivers who break the law. In the last two years over 400 PHV drivers have had their licences revoked because of toutting.

If you have information on toutting or illegal cab activity please report it to TfL and the police by emailing ltph.enforcement@tfl.gov.uk, using the form at tfl.gov.uk/contactcabs or calling 0845 300 7000.

MAYOR OF LONDON



Transport for London



Operation STAN

- Pan London operation involving Safer Transport Command (Cab Enforcement Unit and all 32 safer Transport Teams), CoLP and TfL
- Run annually in 2 phases – Sep/Oct (Students) & Dec (Festive season). Phase 2 starts on 8th Dec
- Aims:
 - To deter and disrupt unbooked minicabs (unlicensed cabs or licensed minicab drivers touting illegally)
 - To promote STAN & reduce the risk of cab-related sexual offences
 - To help people get home safely whether that be by cab or public transport
- 180 arrests made for touting and other cab-related offences and 5,000 drivers/vehicles checked in phase 1



Headline results

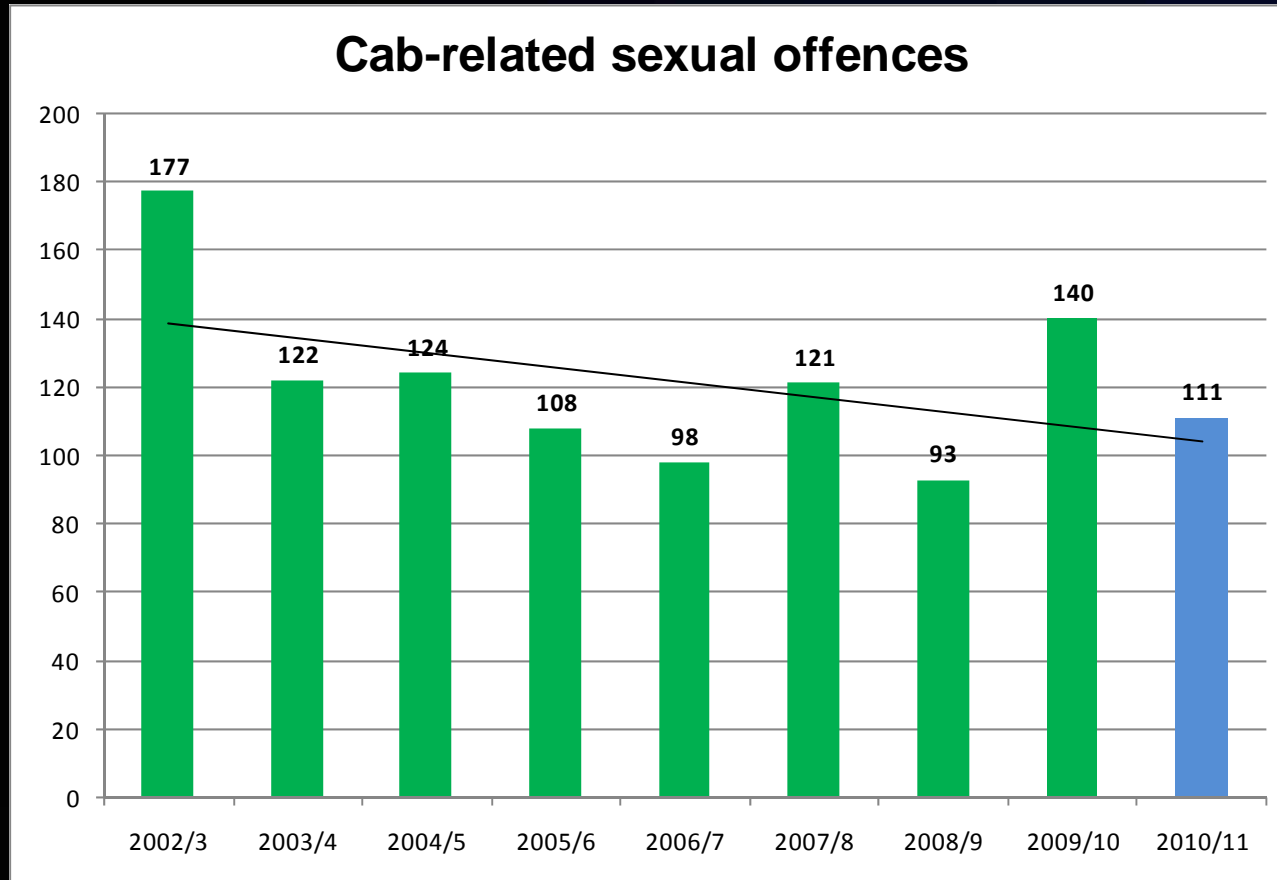
- Successful in achieving primary objective
- Female usage of illegal cabs fallen
- Touting has fallen steadily
- Significant number of arrests for touting

Results

- Cab-related sexual offences fallen by 37% (between 2002/3 and 2010/11)
- Female usage has fallen from 19% in 2003 to 3% in 2011
- Touting approaches have fallen consistently – Touting approaches have fallen from 66% in 2003 to 17% in 2011
- STC has made almost 8,000 arrests for touting and processed another 2,000 (approx 90% for touting)
- 3 vehicles forfeited to TfL/STC under POCA & ancillary orders – 1st car crushed this week
- Over 800 licensed PHV drivers have had their licences revoked since August 2008

Cab-related sexual offences

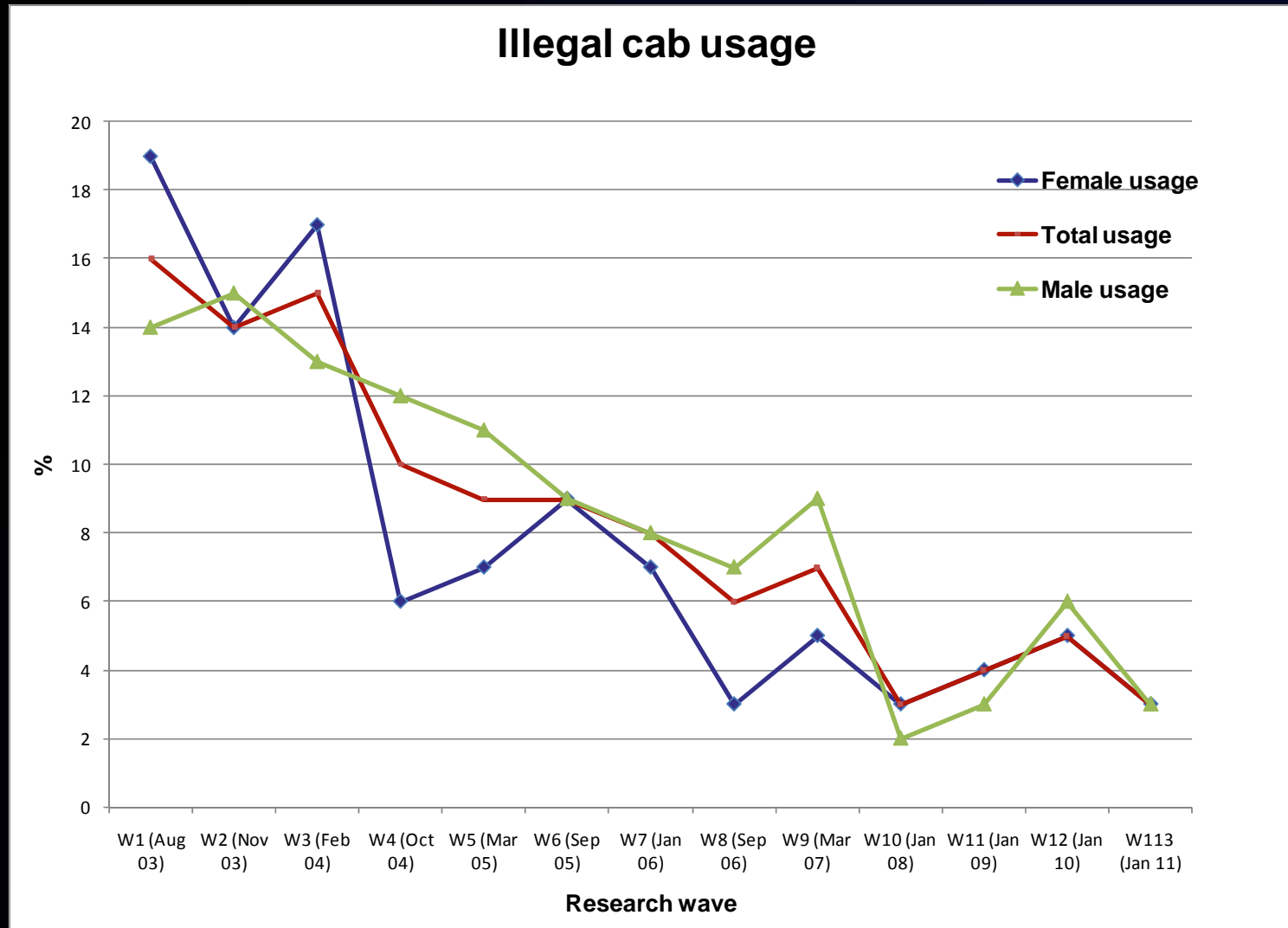
2010/11



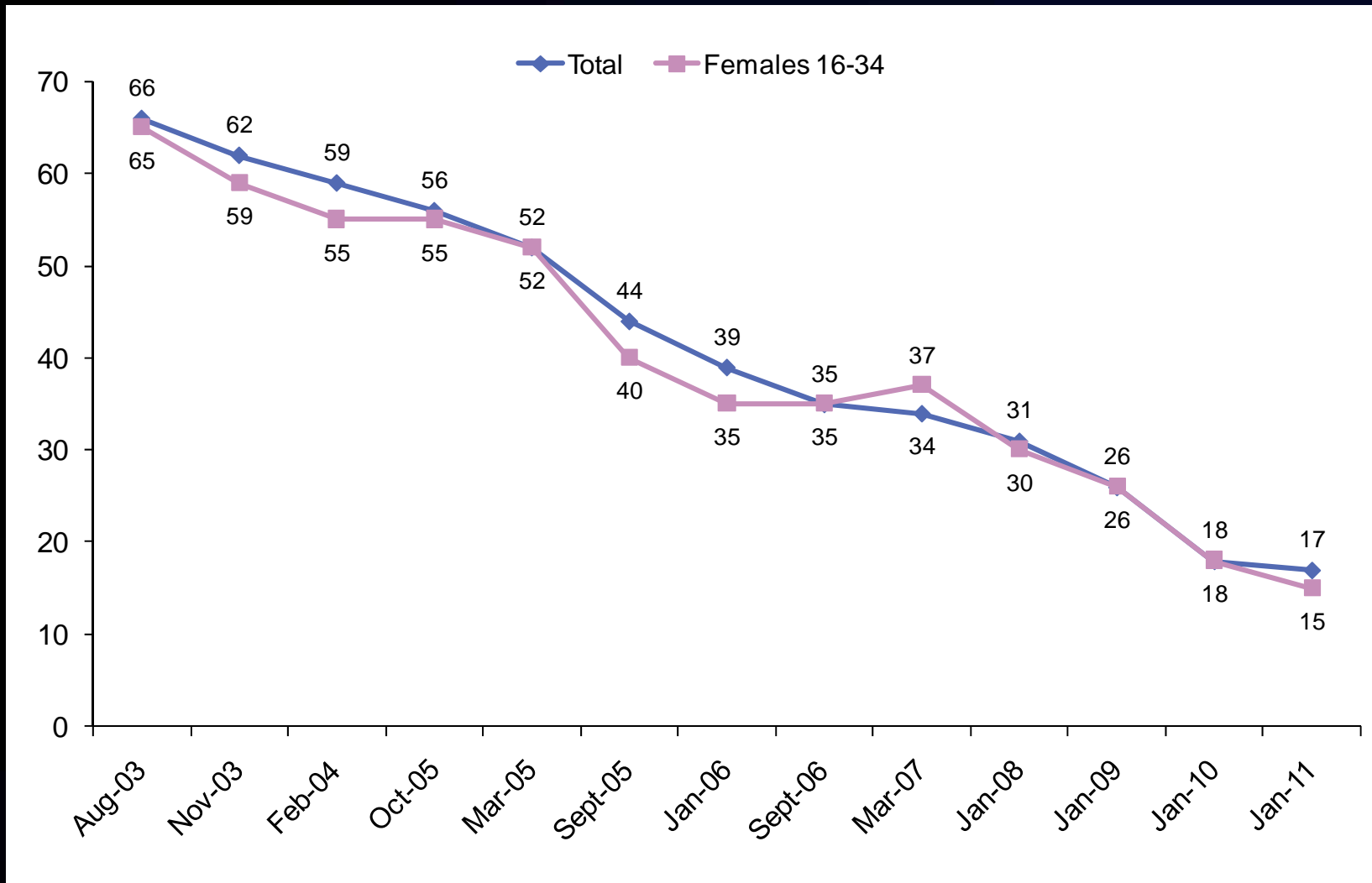
- MPS saw a 3% increase in sexual offences between 2009/10 and 2010/11

- 21% reduction on 2009/10 levels
- 37% reduction on 2002/3 levels
- Average of 9.25 offences per month

Usage of unbooked minicabs



Touting approaches



Developments

- Implementation of PHV consultation included the tightening of regulations around private hire operators in late night venues
- Greater use of Proceeds of Crime and financial investigation
- Working with the Government to introduce tougher sanctions for touting offences
- Improved tasking process for both TfL and MPS officers – incorporating data from online reporting form



The screenshot shows a webpage section titled "Safety & Security" with a navigation menu including "Our approach", "Transport policing", "Our safety priorities", "Cab enforcement", "Marketing campaigns", and "Publications". The main heading is "Cab enforcement", with a sub-heading "The measures we're taking against unbooked minicabs and the latest cab enforcement results". Below this is a photograph of a Metropolitan Police car with the text "METROPOLITAN POLICE" and "Working for a safer London". A navigation bar below the photo includes "Touting", "Enforcement activities", "Report illegal activity", and "Enforcement results". The "Touting and associated dangers" section begins with the text: "While London is safe for most people travelling at night there are major concerns over the dangers of travelling in unbooked minicabs (also known as illegal cabs and touts) picked up off the street. All minicabs must be licensed by TfL and must be booked in advance. Any". A "See also" section lists "Safer Travel at Night" and "Private hire licence checker".

Developments (cont)

- Private prosecutions of PHV operators and drivers involved in touting
- Improved communications with the public, licensed trade and other stakeholders to highlight enforcement activity and results
- Focus on problem-solving and sustainable solutions
- Publication of court results and licence revocations on TfL website
- Exploring feasibility of MPS wide day of action on touting



Olympics

- Simple public safety information / crime prevention advice to raise awareness of:
 - taxi and PHV laws in London
 - dangers of unbooked minicabs
- Focus will be on high visibility policing and enforcement at key hotspots to deter touting
- Cab enforcement knowledge / expertise shared with local police in hotspot areas to maximise deterrence and enforcement capability
- Enhancing comms with the perpetrators and licensed trade to warn them of consequences of touting
- Operational plans currently being developed between TfL and the police

Transport for London

www.tfl.gov.uk



Additional slides



Cab enforcement policing resources

- 68 dedicated cab enforcement officers
 - 61 in MPS Safer Transport Cab Enforcement Unit
 - 7 in City of London

CEU

- Majority of officers are focussed on touting issues (plain clothes touting teams) – out every Thursday to Saturday nights/Sunday morning
- Dedicated cab-related sexual offence team
- Compliance and problem-solving team (uniformed officers)
- Financial investigation officers
- Unit makes effective use of a pool of special constables and local police to maximise coverage

- Safer Transport Teams have increased their focus on cab enforcement activities

CoLP

- Officers work as part of wider transport team (22 officers) to maximise coverage

TfL's enforcement and compliance resources

- 32 compliance staff in Taxi and Private Hire – PH operator pre-licensing inspections, premises inspections and compliance checks (including on street vehicle and licence checks)
- 25 of these officers work predominantly Monday – Friday
- Dedicated night team (7 staff) – Tuesday evenings to Sunday mornings. Team is supported by the 25 daytime staff who can be redeployed in the evening or at weekends as required
- Officers work closely with CEU, STTs and local authority parking attendants as required

