



DECEMBER 2019

# Private Hire Licensing, Compliance and Enforcement



EVERY JOURNEY MATTERS

## Notes

The Transport for London financial year consists of 13 four week reporting periods.

Unless otherwise stated the information included in this presentation covers the following periods of our financial year.

Period 04 – 23 June to 20 July

Period 05 – 21 July to 17 August

Period 06 – 18 August to 14 September

For ease of reference periods may be referred to by the calendar month they predominantly fall within.

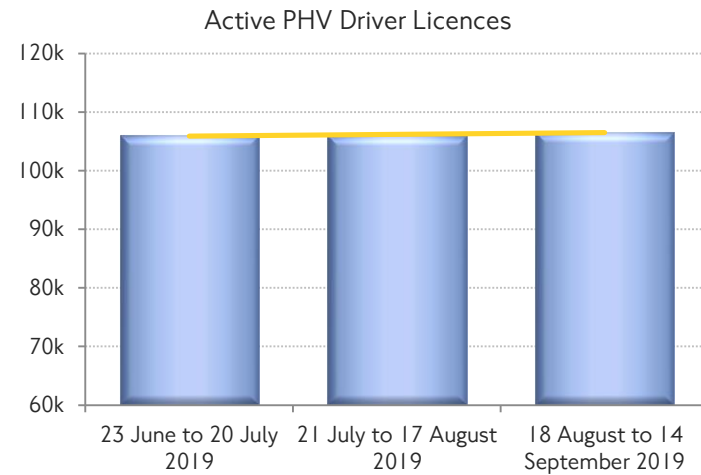
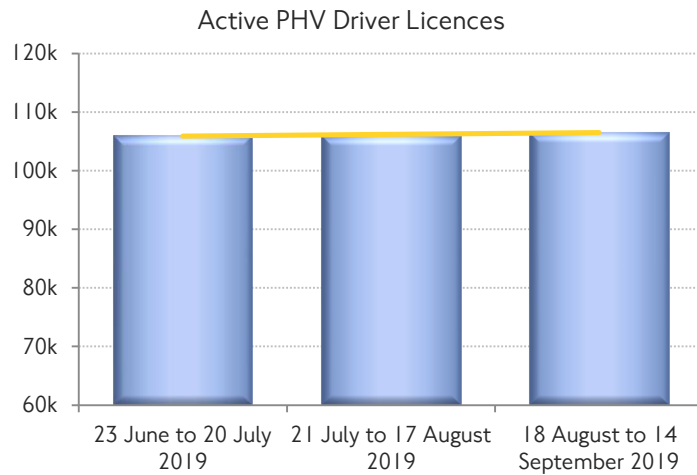


# Licensing update



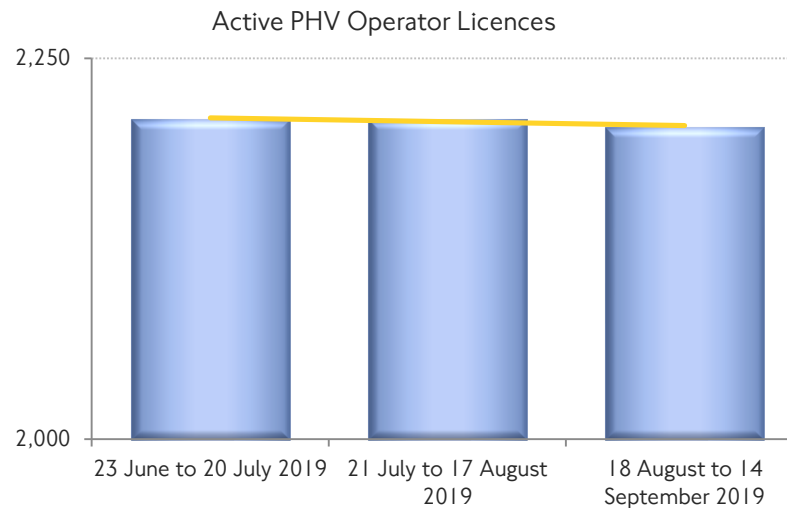
## Licensing – Licences

- There are currently **108,127** licensed private hire drivers
- **93,833** private hire vehicles are licensed – approximately 68.3 percent owner driver and 31.7 percent rental.



## Licensing – Operator Licences

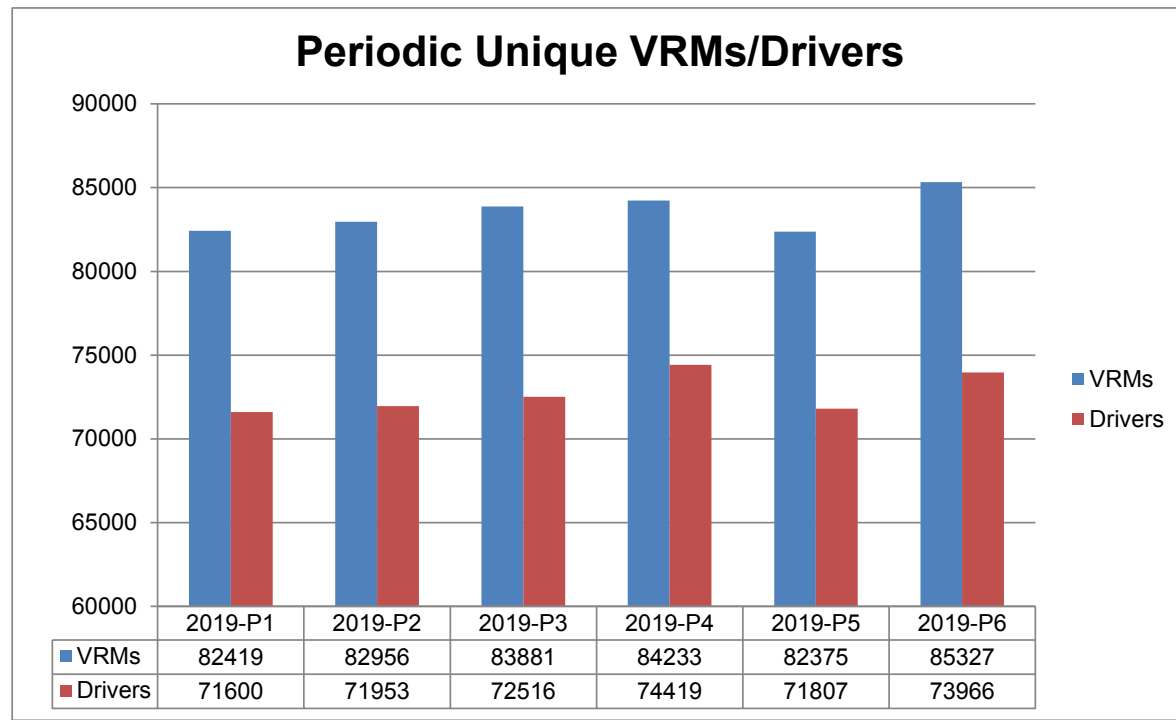
- There are currently **2,139** licensed private hire operators, of which **308** are small operators and, **796** are standard operators. **1,035** are licensed under the new tier structure.
- Since 1 October 2017 all operators have been licensed under the new tier structure. **Tier 0-10 = 785**; **tier 11-20 = 116**; **tier 21-50 = 86**; **tier 51-100 = 34**; **tier 101-500 = 5**; **tier 501-1,000 = 1**; **tier 1,001-10,000 = 6**; **tier 10,000+ = 2**.



## Licensing – Operator Upload

The chart below confirms the average number of drivers and vehicles available for hire for each period. This is based on the data uploaded by each licensed operator. Operator upload data is subject to change due to further analysis and verification of the data received from operators who do not submit timely data. As a result, there is a time lag of three months before the data is published.

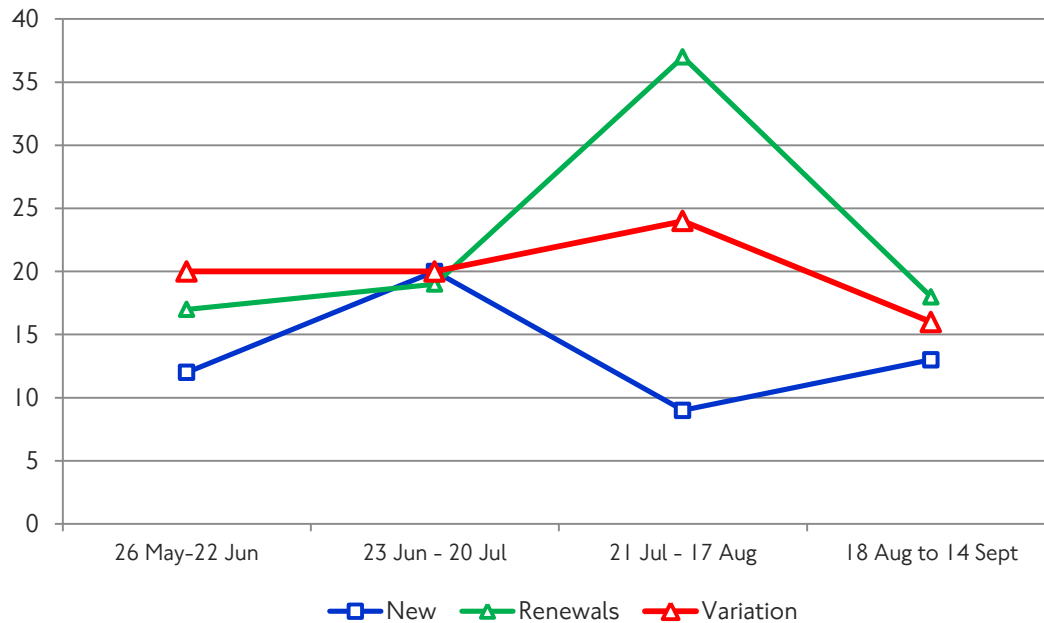
New online functionality was introduced in April to help operators upload their data more securely.



## Operators – Applications received

The chart below illustrates the number of operator applications per period.

New, renewal and variation Operator applications

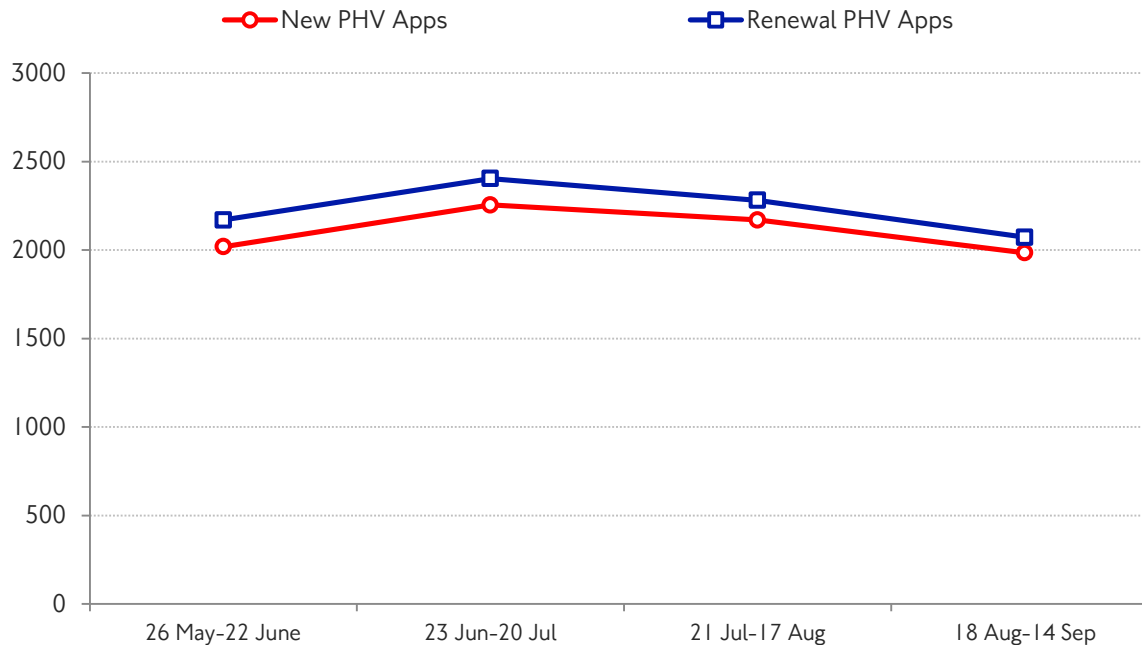


Period	New	Renewal	Variation	Total
23 Jun - 20 Jul	20	19	20	59
21 Jul - 17 Aug	9	37	24	70
18 Aug to 14 Sept	13	18	16	47



## Licensing – Driver Applications Received

- Last period we received **2,072** renewal applications (**2,262** average for the last 12 months) and **1,985** new applications (**1,971** average for the 12 months). This is consistent with previous periods.
- The online functionality remains popular for new private hire applications. In the last four weeks **55 percent** of private hire driver applications were made online. This mainly consists of new applicants.



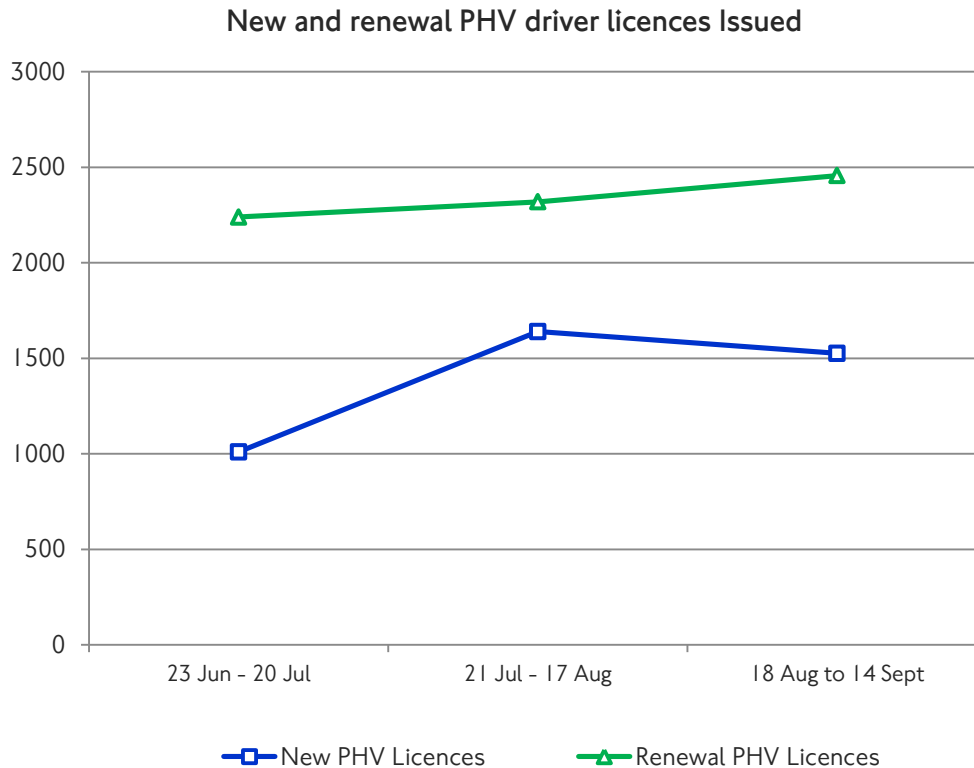
Period	New	Renewal	Total
23 Jun - 20 Jul	2255	2404	4659
21 Jul - 17 Aug	2170	2281	4451
18 Aug to 14 Sept	1985	2072	4057





## Licensing – Licences Issued

- Last period we issued **3,983** private hire driver licences
- Renewal licences remain the priority for the Licensing team.

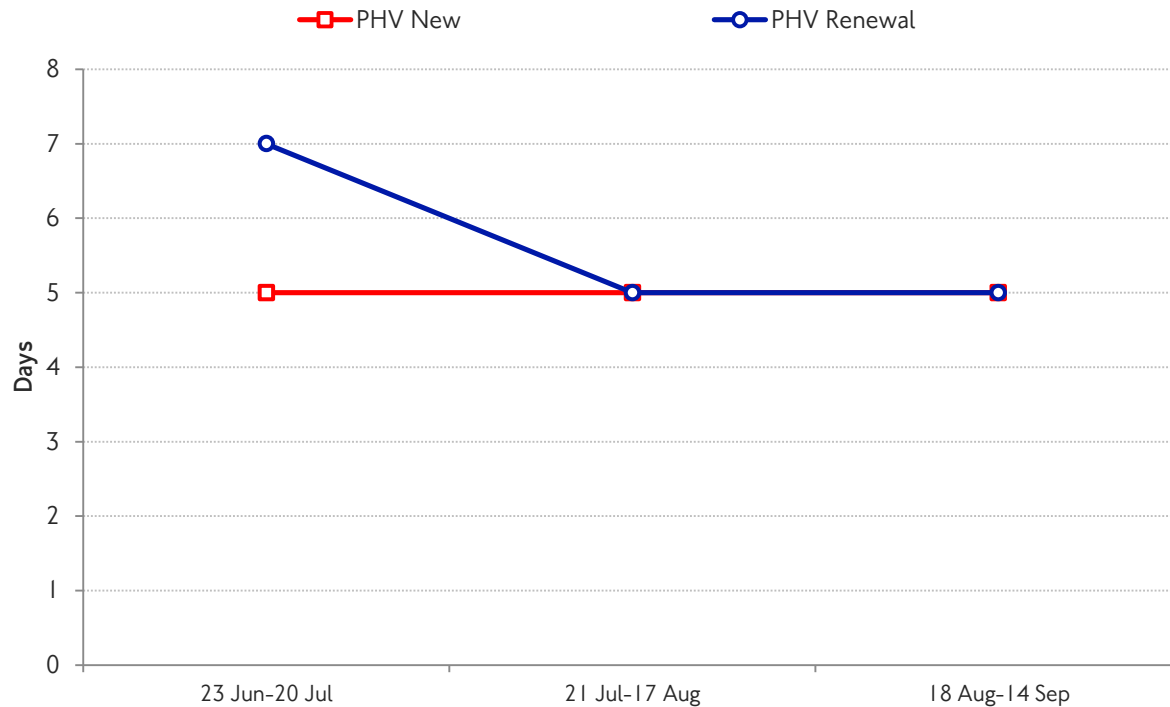


Period	New	Renewal	Total
23 Jun - 20 Jul	1010	2240	3250
21 Jul - 17 Aug	1640	2319	3959
18 Aug to 14 Sept	1526	2457	3983



## Licensing – Initial Assessments

- As at 14 September, new applications were being processed within 5 days and renewal applications were being processed within 5 days.



## Telephony – TPH driver and operator enquiries

Due to the continued high volumes of calls, the average speed of answer has exceeded two minutes. We have recruited and trained five members of staff to fill vacancies within the team and ensure that we are at full head count and are confident the speed in which calls are answered will continue to improve.

Week Ending	Calls Offered to IVR	Total Number of Unique Callers	Calls Offered post IVR	Calls Answered	Average Speed Answered (h:mm:ss)	Calls Abandoned	Average Abandoned Time (mm:ss)	Average Time Handling (h:mm:ss)
23/06/2019	19,484	7,673	8,684	6,205	0:10:10	2,445	05:24	0:06:41
30/06/2019	15,808	7,712	9,546	6,596	0:12:36	2,915	06:43	0:06:53
07/07/2019	19,526	8,034	11,192	7,189	0:17:57	4,001	11:12	0:05:47
14/07/2019	23,468	8,739	11,857	5,985	0:30:18	5,872	15:45	0:06:43
21/07/2019	19,848	8,562	11,791	6,118	0:29:57	5,630	15:37	0:06:32
28/07/2019	15,879	7,418	9,508	5,502	0:23:56	4,006	12:10	0:06:36
04/08/2019	17,846	7,711	9,863	5,079	0:28:41	4,784	14:10	0:07:04
11/08/2019	17,562	7,580	8,498	5,171	0:20:33	3,327	11:38	0:06:56
18/08/2019	13,852	7,181	8,103	6,250	0:09:21	1,853	05:11	0:06:29
25/08/2019	14,472	7,140	8,207	5,989	0:11:36	2,218	07:37	0:06:33
01/09/2019	14,145	6,314	6,945	4,581	0:16:48	2,364	08:29	0:06:43
08/09/2019	15,501	7,520	9,540	5,551	0:24:00	3,989	11:21	0:06:24



## Licensing – Topographical Assessments

- The average first time pass rate over the past eight weeks is **42 percent**. The average re-test pass rate is **46 percent**. This has remained broadly static over recent months.
- There are eight approved centres with assessments being delivered by TfL staff at those centres. There is sufficient capacity in the test centres to cope with demand. This will be kept under review.

Period	No. of overall tests taken	First time pass rate	Retest pass rate
23 Jun - 20 Jul	2149	42%	41%
21 Jul - 17 Aug	2268	40%	45%
18 Aug to 14 Sept	2225	43%	47%



## Topographical Assessments - Invitation to book a test

Licensing teams review all private hire driver applications to ensure that the driver meets the mandatory requirements and has submitted a complete application. Subject to this assessment, the Licensing team then write to applicants inviting them to book an assessment. All assessments are made via the TfL booking team.

Period	Number of Driver Application Refer to Topo Letters Sent	Average Number of Working Days Waited
23 Jun-20 Jul	2106	5
21 Jul-17 Aug	2171	5
18 Aug-14 Sept	1870	5
<b>Total</b>	<b>6147</b>	<b>5</b>



## Topographical Assessments – Call Answer Times

We aim to answer 80 percent of calls within two minutes. Increased call volumes across licensing has seen call volumes for topographical assessments increase significantly. We have increased resource in the bookings team to help alleviate the pressure.

We are looking to introduce online booking functionality in the first quarter of the new year.

Period	Calls Offered	Calls Answered	Avg Speed of Answer (h:mm:ss)	Calls Abandoned	Avg Abandon Time	Avg Call Handling Time (h:mm:ss)
Period 4	9,875	5,879	00:11:15	3,971	00:09	00:04:45
Period 5	8,731	5,546	00:16:13	3,171	00:08	00:05:17
Period 6	6,944	3,406	00:25:20	3,530	00:12	00:05:29



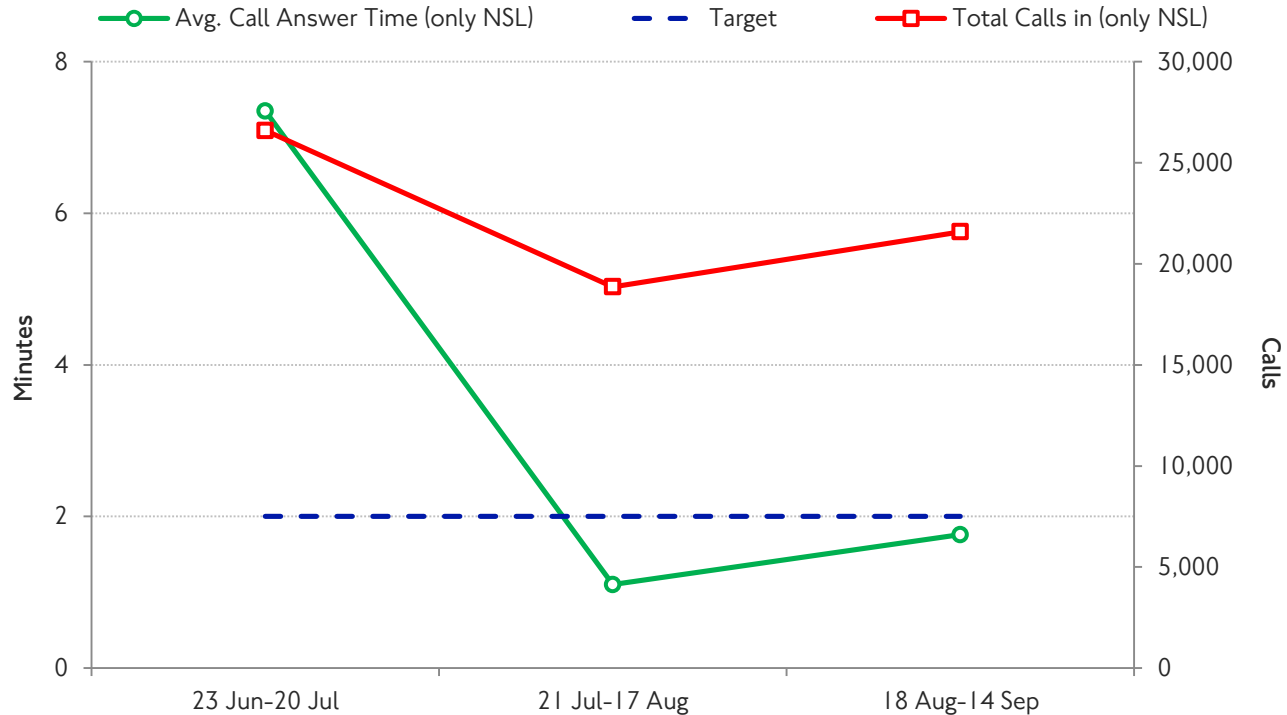
## Vehicle Inspection Telephony

- We have launched an online system for vehicle bookings which is available 24 hours a day and provides customers an alternative to booking their inspection over the phone.
- We are working closely with our service provider, NSL to ensure the vehicle licensing service meets its contractual requirements. NSL has received a large volume of calls in recent months and unfortunately these high call volumes have impacted the level of service being offered. For example, in May, the number of calls peaked at 15,005 in a single week, which amounted to a total of over 50,000 calls for the month.
- Over the course of the past few months, we have had extensive dialogue with NSL which has led to drastic improvements to the service, to the point where we are now seeing calls regularly being answered instantly. In August, the average speed to answer a call was just over one minute. This has been achieved through a variety of measures including opening the call centre for longer as well as the recruitment of additional staff to answer calls.
- We will continue to review the service being offered to ensure the current level of service is maintained.



## Vehicle Inspection Telephony (Average Call Answer Time)

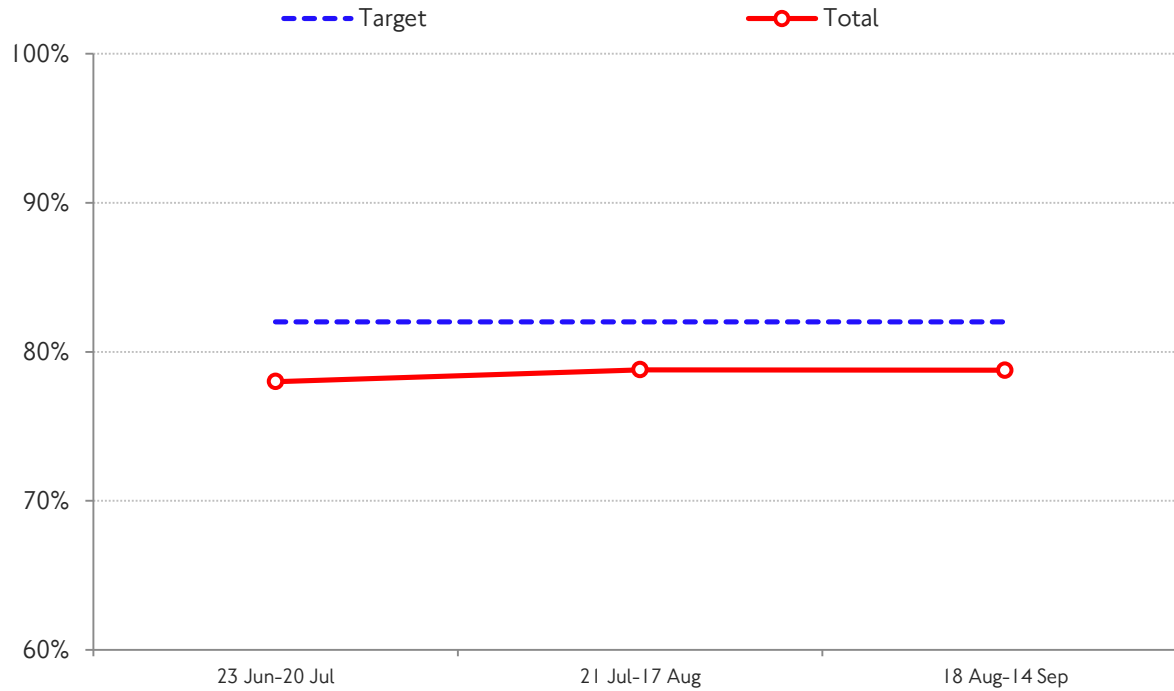
- NSL has employed additional staff and continues to explore further interventions that will reduce call wait times and reduce the need to call (online bookings).
- We have seen a consistent increase in the number of calls presented for vehicle bookings. In 2016, when compared to previous years we saw an increase of 8%, in 2017 there was a 13% increase and up to Apr 2019, there was a 34% increase in calls.
- Historically the busy periods are May and October.



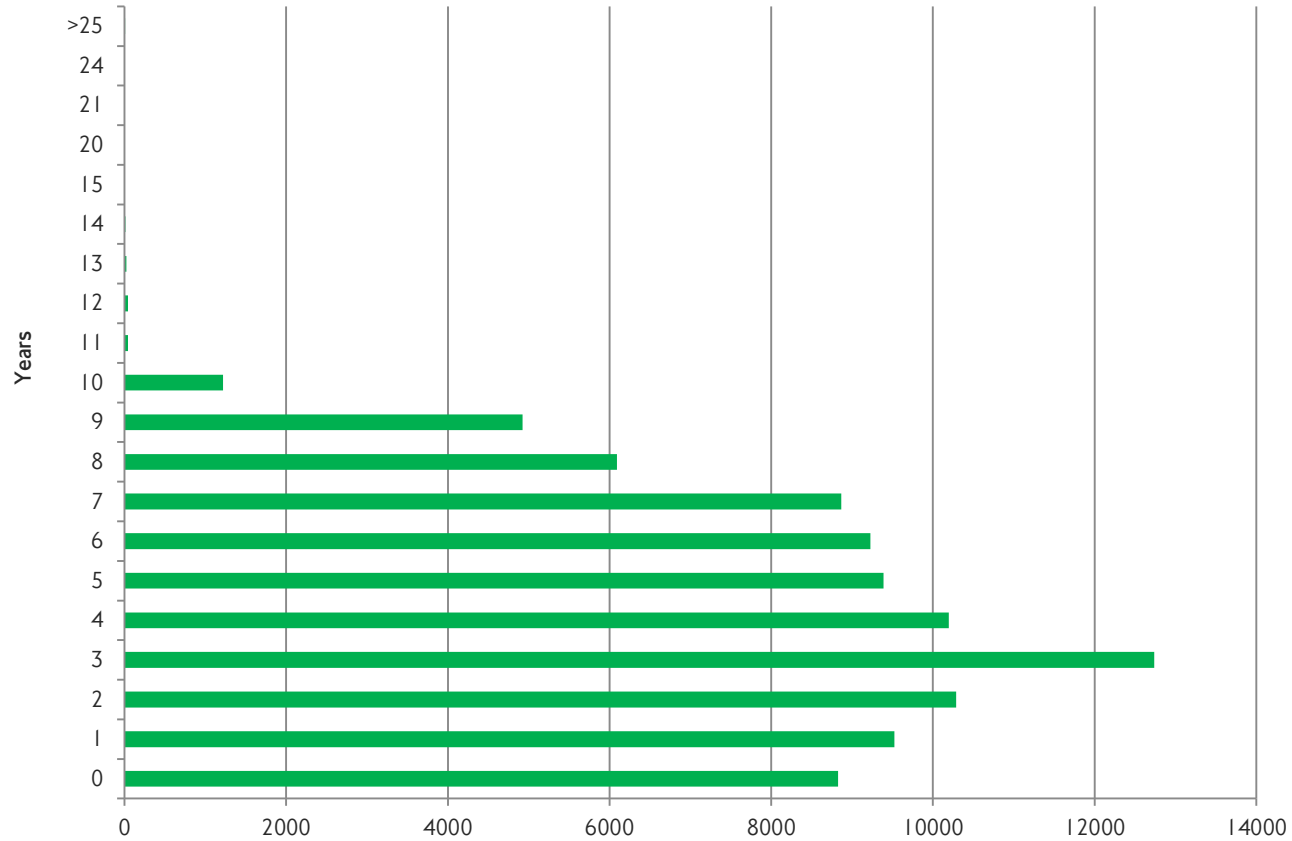


## PHV First Time Pass Rate

- The first time pass rate for private hire vehicles has increased to **79** percent in the last month.
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each week.



# PHV Fleet Age Breakdown



# Compliance & Enforcement update



# New TPH Compliance Structure

From January 5<sup>th</sup>, Teams will be area based. This allows for greater coverage and clearer lines of responsibility. The leads for each team are as follows:

North Area inc Stansted/Luton:	Dean Giannasi
South Area inc Gatwick:	Carlo Delgaudio
Central/Heathrow:	Cliff Llewellyn
Nights:	Babatunde Owolabi Ajao
Fleets (inc WRRR):	Jason Ross
Compliance Administration:	Kelly Nolan
TPH Investigations:	Paul Smithers

What's coming up in 2020:

All authorised officers will receive refresher training and all will have received additional training to be able to carry out more thorough vehicle examinations and operator checks.

- New technology will be introduced to improve performance.
- Introduce parking enforcement powers on red routes
- Greater focus on proprietors and fleets
- More days of action



## Total PHV Driver / Vehicle checked

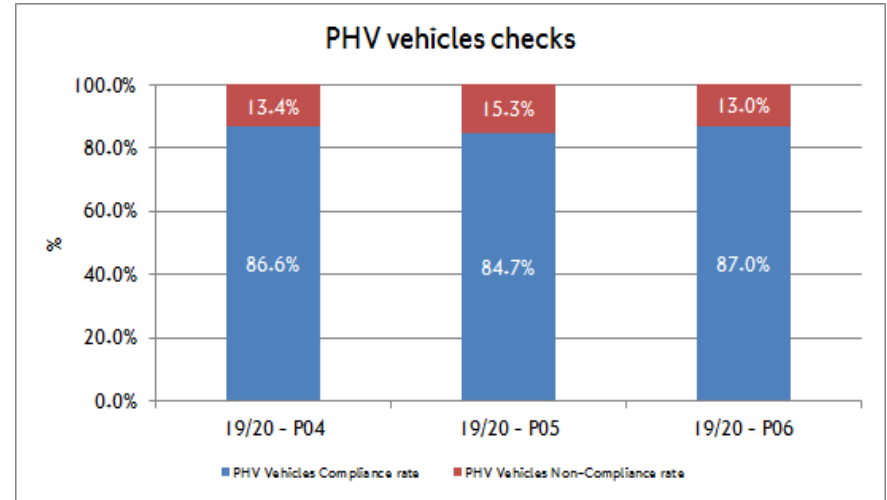
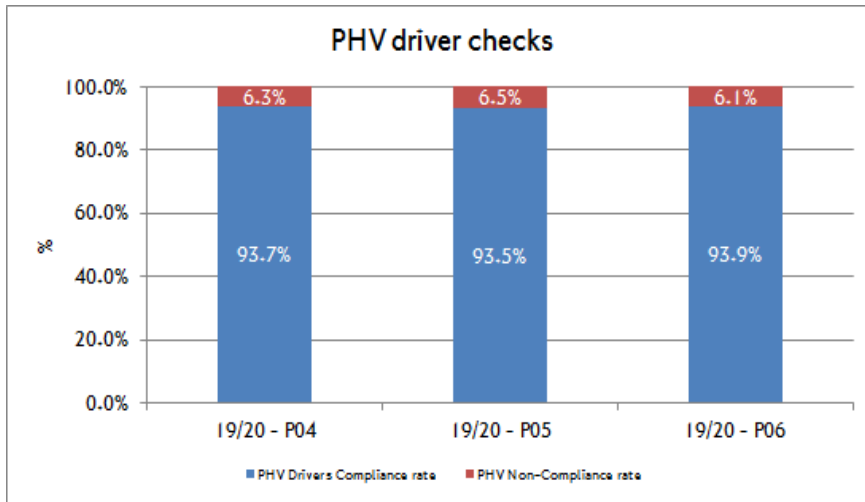
Driver	Checks	Compliant	% Compliant
P4	7,705	7,223	93.7
P5	8,510	7,954	93.5
P6	7,916	7,430	93.9
<b>Total</b>	<b>24,131</b>	<b>22,607</b>	<b>93.7</b>

Vehicle	Checks	Compliant	% Compliant
P4	8,099	7,014	86.6
P5	8,854	7,498	84.7
P6	8,296	7,220	87.0
<b>Total</b>	<b>25,246</b>	<b>21,732</b>	<b>86.1</b>

During the last 3 periods, 1,524 drivers and 3,517 vehicles were reported for non-compliance.



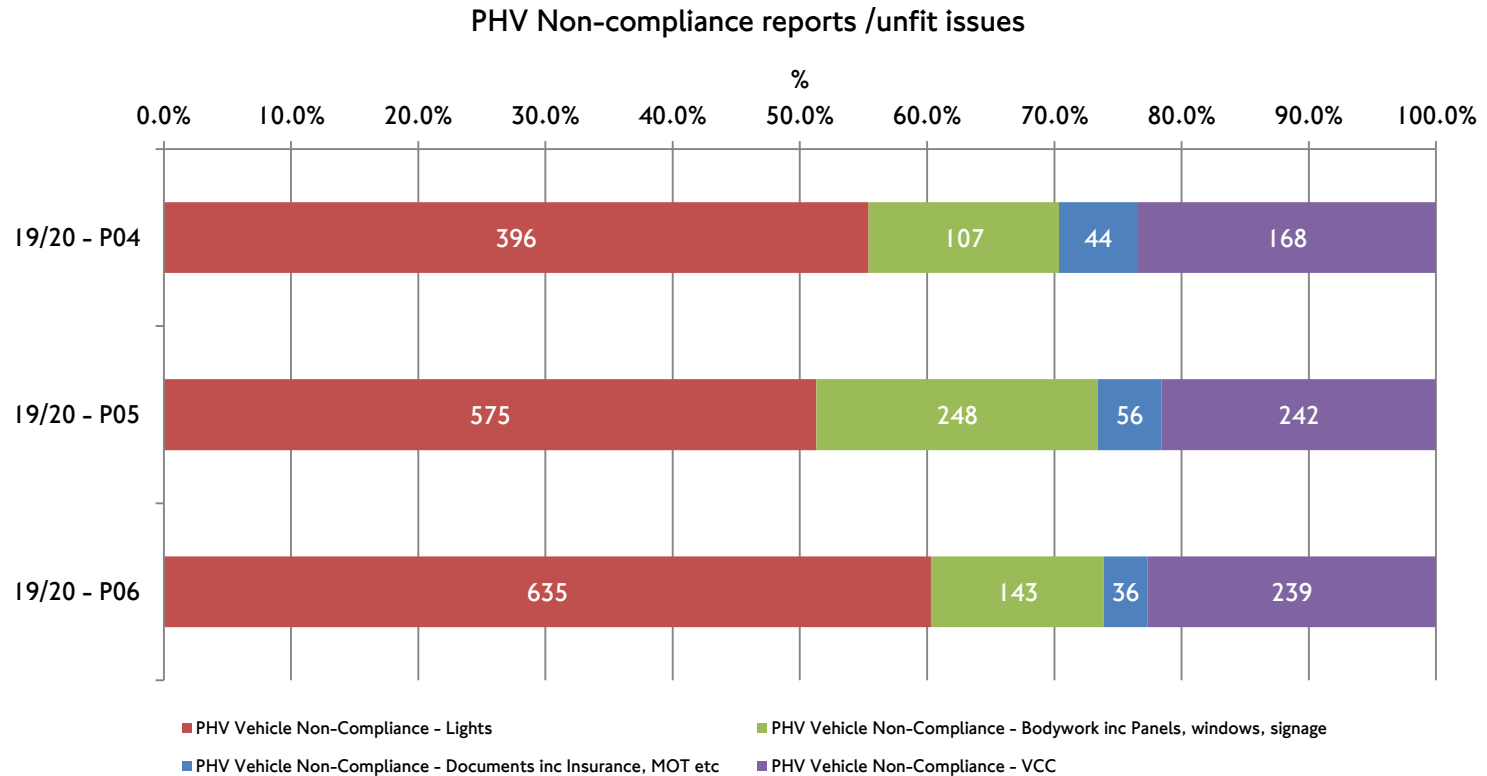
# PHV driver and vehicle compliance



Driver compliance rate has plateaued and for the last 6 periods has been around the mid 93 - 94%. Similarly, vehicle compliance rate has increased too, with 86.1% of all vehicles checked now compliant, which is a slight increase compared to the previous 3 months.



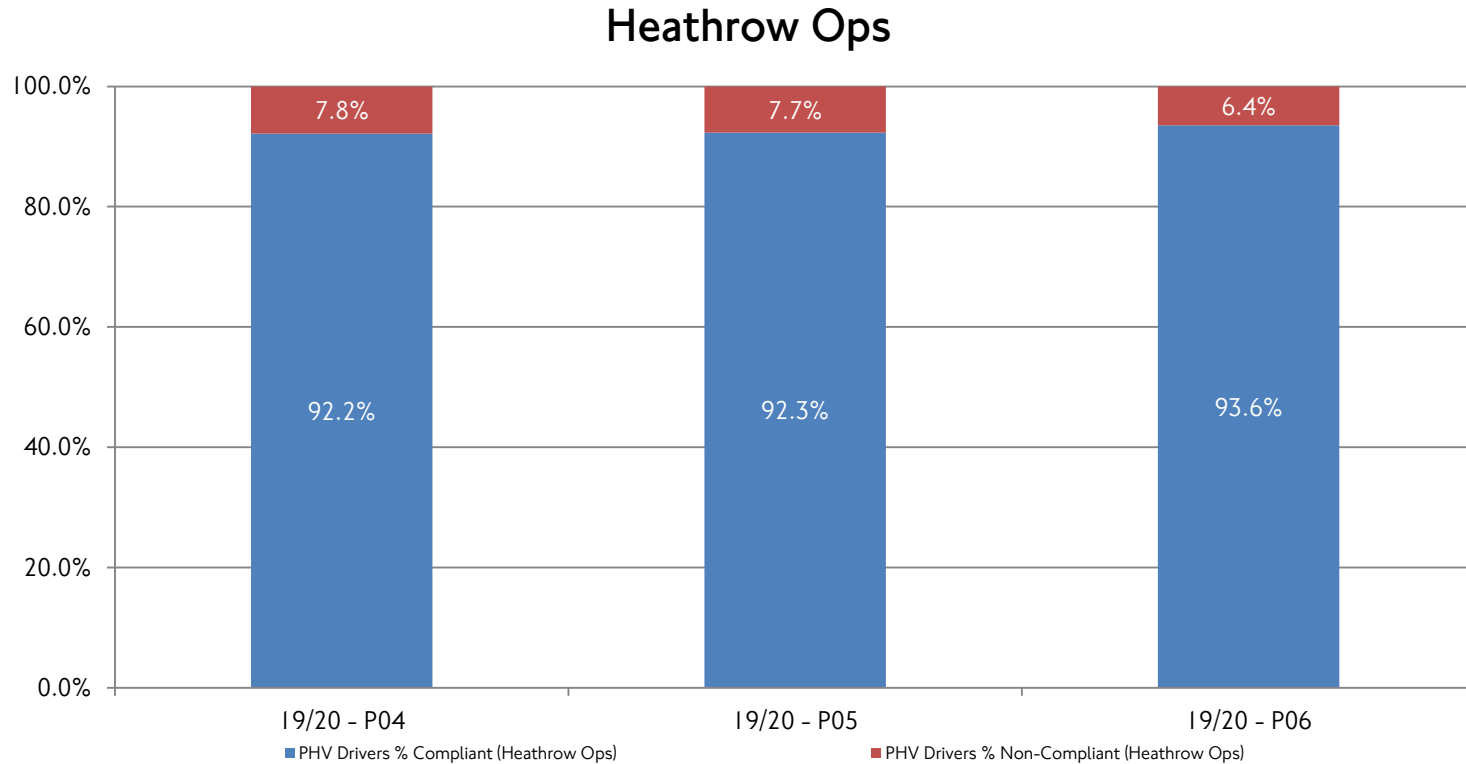
# PHV compliance – highest contributors of vehicle non compliance



The most common issue over the last three periods remains lights not working and no replacement bulbs. VCC issues include Sat nav/phone holders on windscreen, PHV identifiers discs not fitted correctly or incorrectly displayed



# Heathrow enforcement results

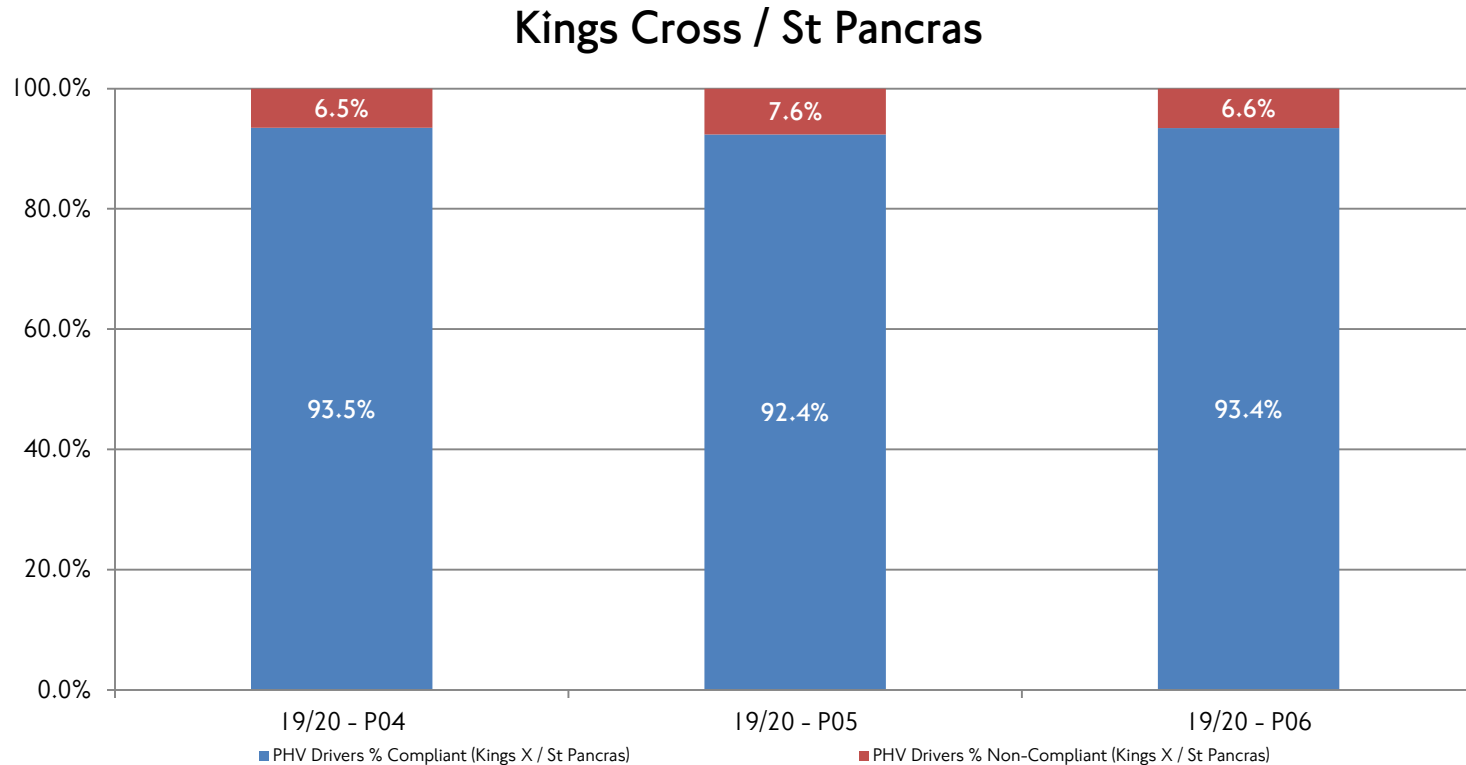


The level of compliance in Heathrow over the last 3 months remains around 92 – 93 per cent compliant.





# Kings Cross / St. Pancras enforcement results

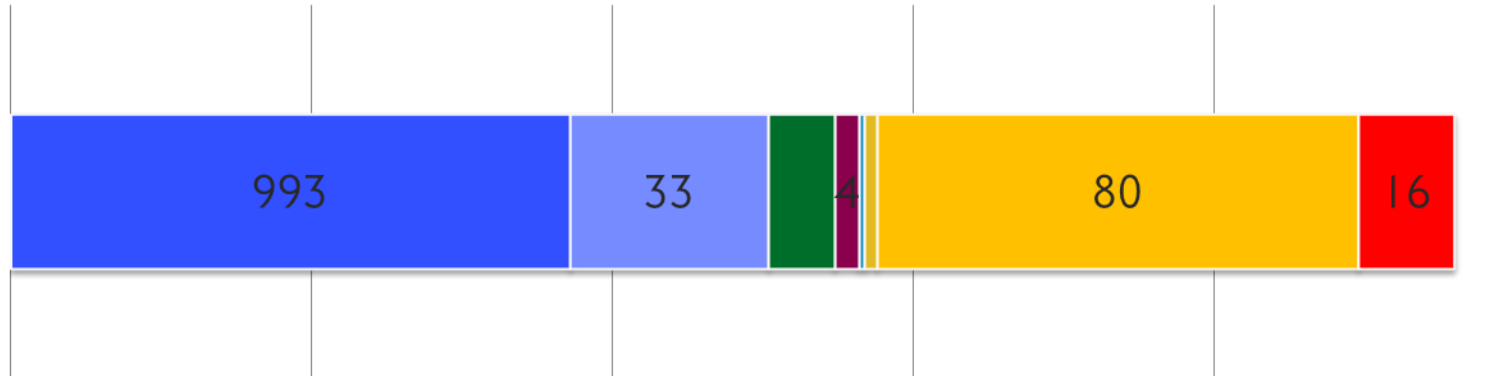


Similar to Heathrow, the compliance rates are between mid 92 to mid 93 per cent.



# Operator inspections

## Operator Inspection Categories



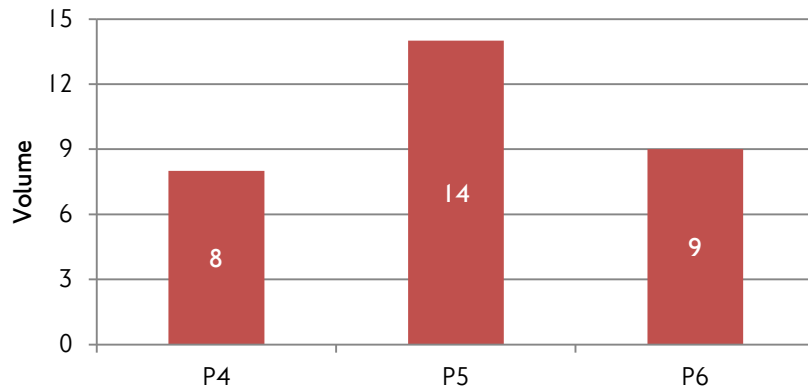
■ Cat 1 
 ■ Cat 2 
 ■ Cat 3 
 ■ Cat 4 
 ■ Cat 5 
 ■ Cat 6 
 ■ Cat 7 Other 
 ■ Cat 7 Gone Aways

In P4 - 6, there were a total of 1,140 operator inspections. Of these inspections 87.1 per cent were awarded a Cat 1, Cat 2-6, 4.4 per cent, and cat 7 8.4 per cent.

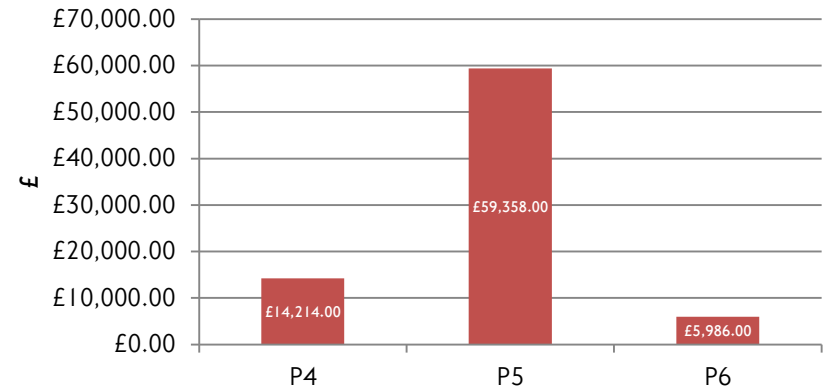


# Prosecutions results

## Offences



## Fines/Cost



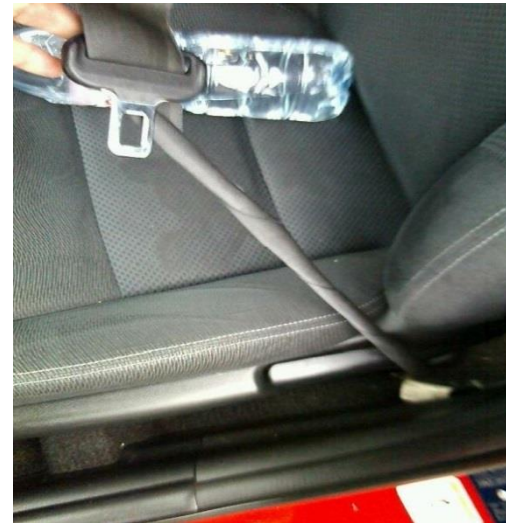
Due to case outcomes being delivered at different times, these results are updated with a 3 month lead time. Prosecutions range from touting, plying for hire, no private hire operator licence to equality act offences.



# Unfit Examples



# Unfit Examples



# CSAS & Joint Police Stop Sites

## Periods 4 – 6 (23/06 – 14/09/2019)

Stop Site	Total Checks	Compliant	Non Compliant	% Non Compliant
Barking & Dagenham Total	439	404	35	8.00%
Camden Total	645	572	73	11.30%
Enfield Total	49	39	10	20.40%
Greenwich Total	371	341	30	8.10%
Hackney Total	2 179	1946	233	10.70%
Havering Total	26	24	2	7.70%
Hounslow Total	81	59	22	27.20%
Lambeth Total	182	163	19	10.40%
Lewisham Total	66	60	6	9.10%
Newham Total	125	108	17	13.60%
Redbridge Total	60	58	2	3.30%
Richmond Upon Thames Total	137	117	20	14.60%
Southwark Total	101	92	9	8.90%
Tower Hamlets Total	565	518	47	8.30%
Wandsworth Total	212	195	17	8.00%
Westminster Total	1021	959	62	6.10%



# Road and Transport Policing Command (RTPC) – TPH- Policing Team results July – September 2019

	Checks	Compliant	% Compliant
PHV Stopped	4,528	3,827	84.5
<b>Activity Outcome</b>			
No hire & reward Insurance			12
Vehicles seized			2
Drivers reported to TPH for license action			2

TORs Offence	PHV
Mobile phone	32
Defective tyres	52
Misc	167
No Insurance	12
Red Traffic lights	19
Seatbelt	18
Obscured Vision	36
Controlled Crossing	13
Fog Lights	70
Not in proper control	9
Excess Speed	4
<b>Total</b>	<b>432</b>



\*Other is motorist who have been stopped which are not PHV or Taxi

