



JANUARY 2018

Private Hire Licensing, Compliance and Enforcement



EVERY JOURNEY MATTERS

Unless otherwise stated the information contained in this presentation covers the second quarter of our financial year, running from 17 September to 09 December. The Transport for London financial year consists of 13 four week reporting periods.

In this document, for ease of reference, periods may be referred to by the calendar month they predominantly fall within.

Period 07 – 17 September to 14 October

Period 08 – 15 October to 11 November

Period 09 – 12 November to 09 December

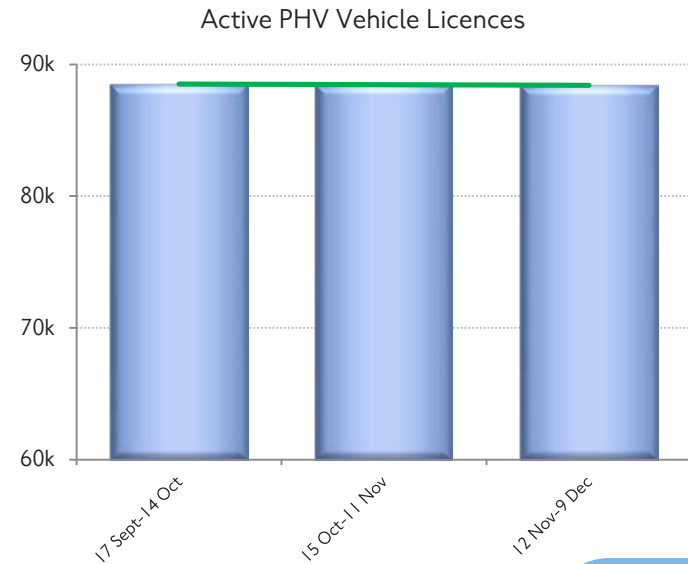
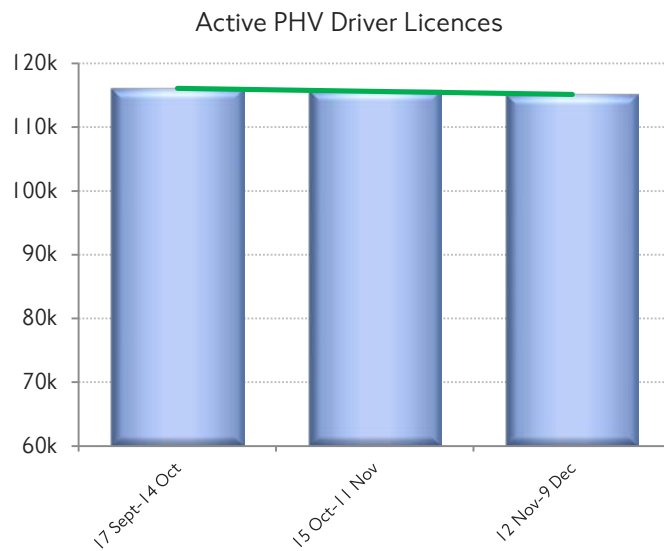


Licensing update



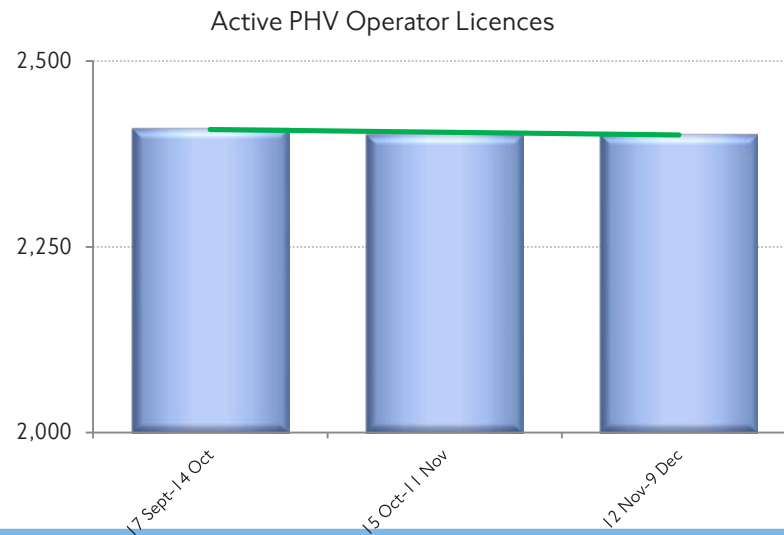
Licensing – Active Licences

- There are currently **115,070** active private hire drivers
- **88,380** private hire vehicles are licensed – approximately 72 per cent owner driver, 28 per cent rental.



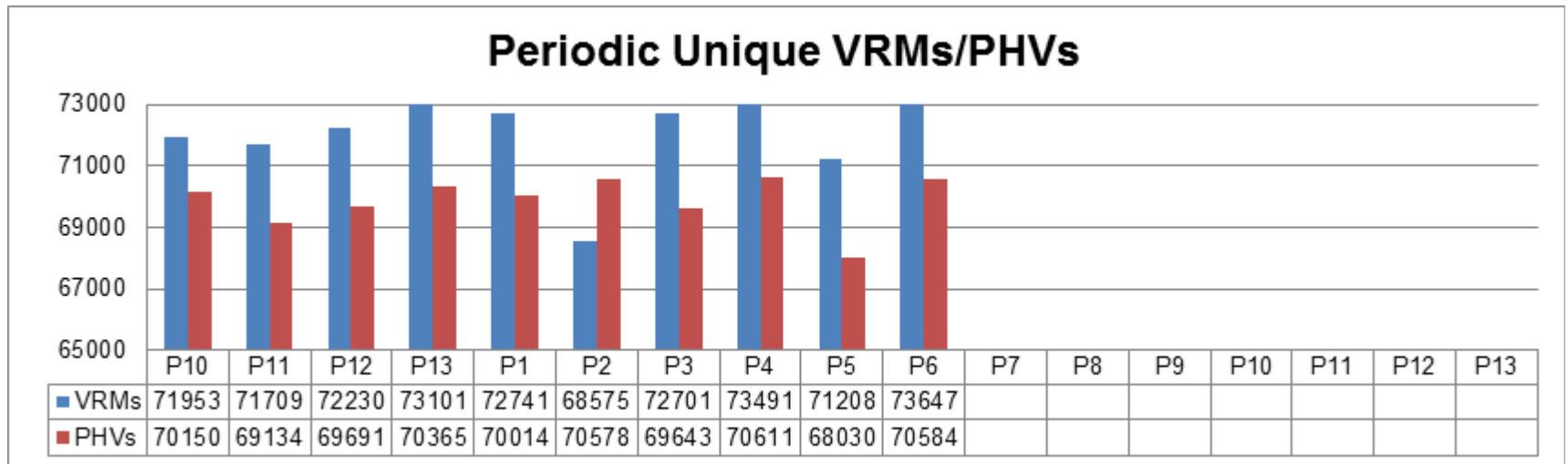
Licensing – Active Licences

- There are currently **2,402** active private hire operators, of which **658** are small operators and, **1,617** are standard operators. **127** are licensed under the new tier structure.
- Since 1 October 2017 all operators have been licensed under the new tier structure. **90** are in tier 0-10, **14** are in tier 11-20, **17** are in tier 21-50, **5** are in tier 51-100 and **1** is in tier 101-500.
- **20** operators were referred for suspension for failing to provide driver and vehicle details as part of the operator upload requirement, despite our continued efforts to obtain the information. We will continue to work with all operators to ensure the correct data is provided each week. 15 of these operators were suspended in June 2017, with the remaining 5 licences expiring prior to action being taken.
- A further **14** operators are being referred for suspension for failing to provide driver and vehicle details as part of the operator upload requirement.



Licensing – Operator Upload

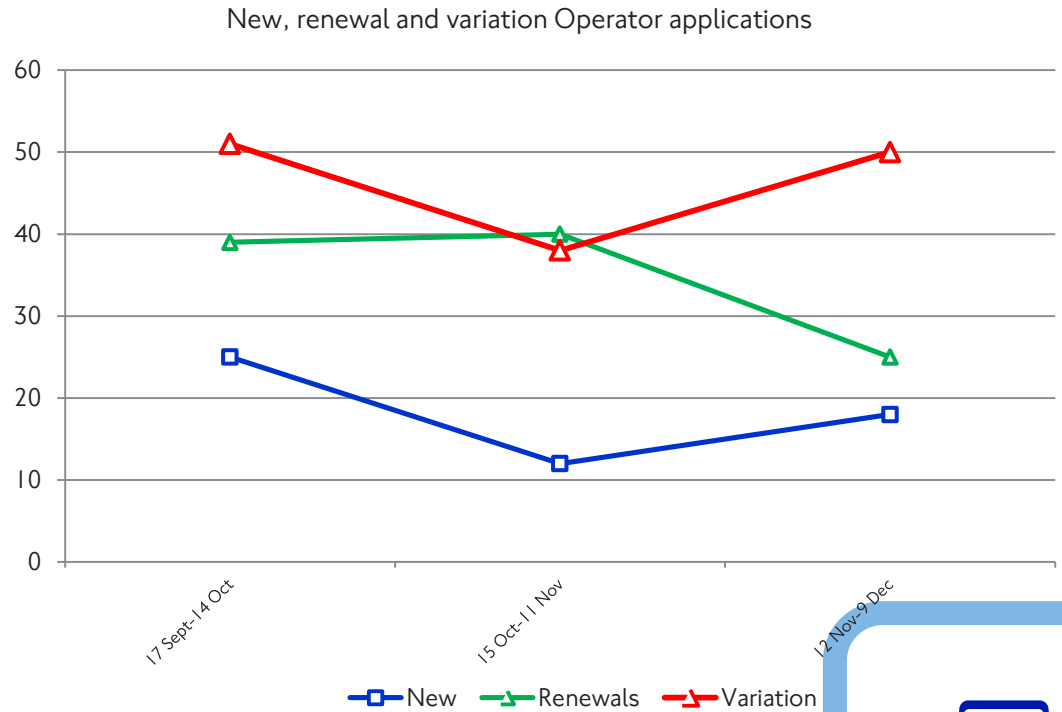
The chart below confirms the average number of drivers and vehicles available for hire for each period. This is based on the data uploaded by each licensed operator. Operator Upload data is subject to change due to further analysis and verification of the data received from operators who do not submit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



Operators – Applications received

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

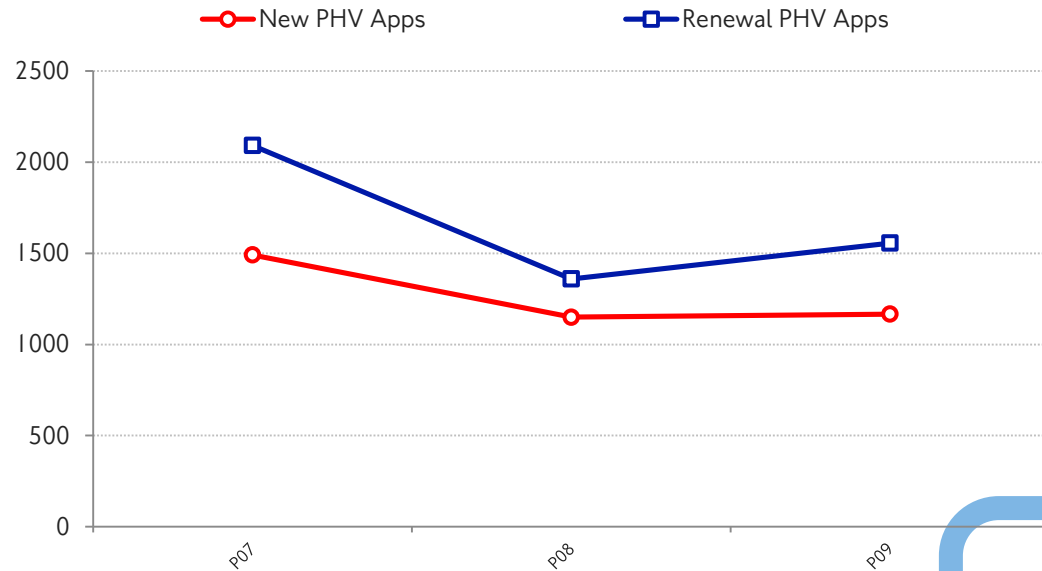
Period	New	Renewal	Variation	Total
17 Sept-14 Oct	25	39	51	115
15 Oct-11 Nov	12	40	38	90
12 Nov-9 Dec	18	25	50	93



Licensing – Driver Applications Received

- Last period we received 1,557 renewal applications (1,707 average for the last 12 months) and 1,167 new applications (1,467 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 **56 per cent** of private hire driver applications were made online. This mainly consists of new applicants.

Period	New	Renewal	Total
17 Sept-14 Oct	1,492	2,092	3,584
15 Oct-11 Nov	1,150	1,360	2,510
12 Nov-9 Dec	1,167	1,557	2,724

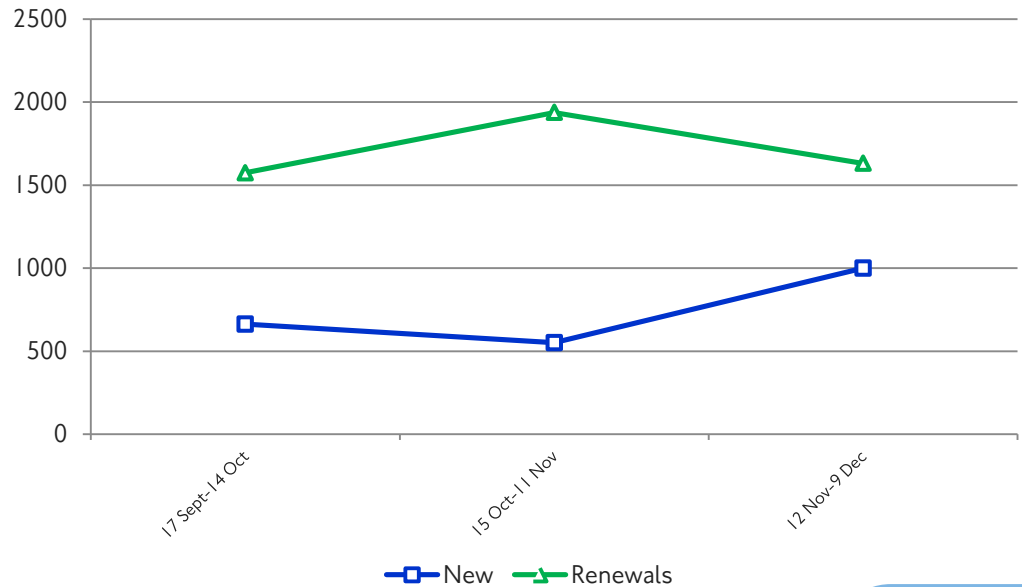


Licensing – Licenses Issued

- Last period we issued **2,631** private hire driver licences
- The total number of final decisions has reduced due to the additional stages in the assessment process. This includes the need to pass the topographical assessment with TfL and additional scrutiny on the medical information and DBS disclosures provided.

New and renewal PHV driver licences Issued

Period	New	Renewal	Total
17 Sept-14 Oct	662	1574	2236
15 Oct-11 Nov	551	1937	2488
12 Nov-9 Dec	1000	1631	2631



Licensing – Driver, Vehicle and Operator Revocations

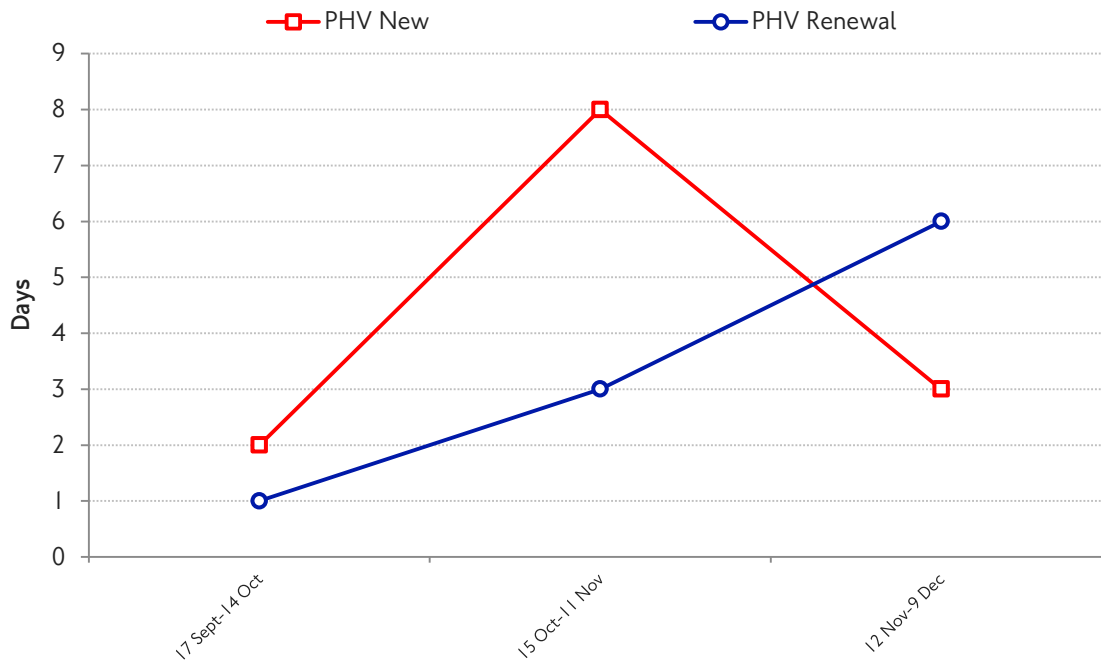
- Last period we issued **283** revocations in total for drivers, vehicles and Operators

Period	Drivers		Vehicles		Operators
	Taxi	PHV	Taxi	PHV	PHV
17 Sept-14 Oct	35	69	2	13	7
15 Oct-11 Nov	10	37	1	13	0
12 Nov-9 Dec	13	45	9	29	0



Licensing – Initial Assessments

- As of 9 December renewal applications are being processed within six days with new applications processed within three days.



Telephony – TPH driver and operator enquiries

In December, despite the overall number of calls remaining high, the average speed of answer was within two minutes. For the week ending 10 December the weekly average speed of answer was **1 minute 52 seconds**.

Week Ending	Total Number of Calls Attempted	Total Number of Unique Callers	Calls Offered to IVR	Calls Answered	Average Speed Answered (mm:ss)	Calls Abandoned	Average Abandoned Time (mm:ss)	Average Time Handling (mm:ss)
24/09/2017	12,531	6,720	8,759	7,074	04:35	1,536	03:07	06:16
01/10/2017	10,325	5,988	7,561	6,885	02:09	561	01:49	06:06
08/10/2017	12,449	6,638	9,132	7,271	04:35	1,720	03:45	06:22
15/10/2017	12,092	6,597	8,784	7,163	05:12	1,563	03:07	06:32
22/10/2017	11,976	6,623	8,880	7,644	03:45	1,171	02:38	06:24
29/10/2017	10,946	6,259	8,076	6,959	03:38	1,054	02:37	06:23
05/11/2017	12,099	6,827	8,964	7,190	05:04	1,685	03:06	06:37
12/11/2017	11,566	6,785	8,564	7,593	02:36	892	02:11	06:16
19/11/2017	11,716	6,886	8,657	7,772	02:14	795	02:08	05:55
26/11/2017	11,035	6,287	8,046	7,005	02:53	983	02:35	05:33
03/12/2017	9,700	5,878	7,259	6,736	01:16	427	01:34	05:48
10/12/2017	10,391	5,988	7,456	6,838	01:52	548	01:46	06:00



Licensing – Topographical Assessments

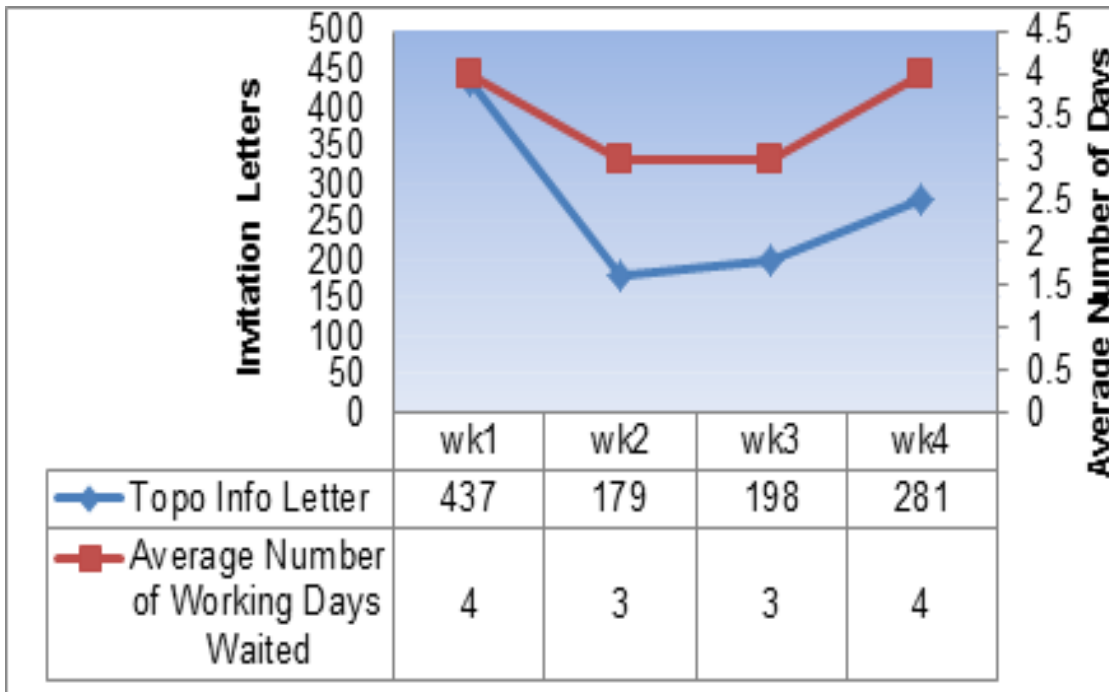
- The average first time pass rate over the past eight weeks is **45 percent**. The average re-test pass rate is **48 percent**. This has remained broadly static over recent months.
- There are nine approved centres with assessments being delivered by TfL staff at those centres. There is sufficient capacity in the test centres to cope with demand and this will be kept under review.

Period	No. of overall tests taken	First time pass rate	Retest pass rate
17 Sept-14 Oct	1,625	45%	47%
15 Oct-11 Nov	1,573	45%	47%
12 Nov-9 Dec	1,793	45%	48%



Topographical Assessments - Invitation to book a test

- Licensing teams will review all private hire driver applications before progressing those that are eligible on to our topographical booking team.
- The booking team will then write to applicants inviting them to book an assessment.



Data covers Period 9.



Topographical Assessments – Call Answer Times

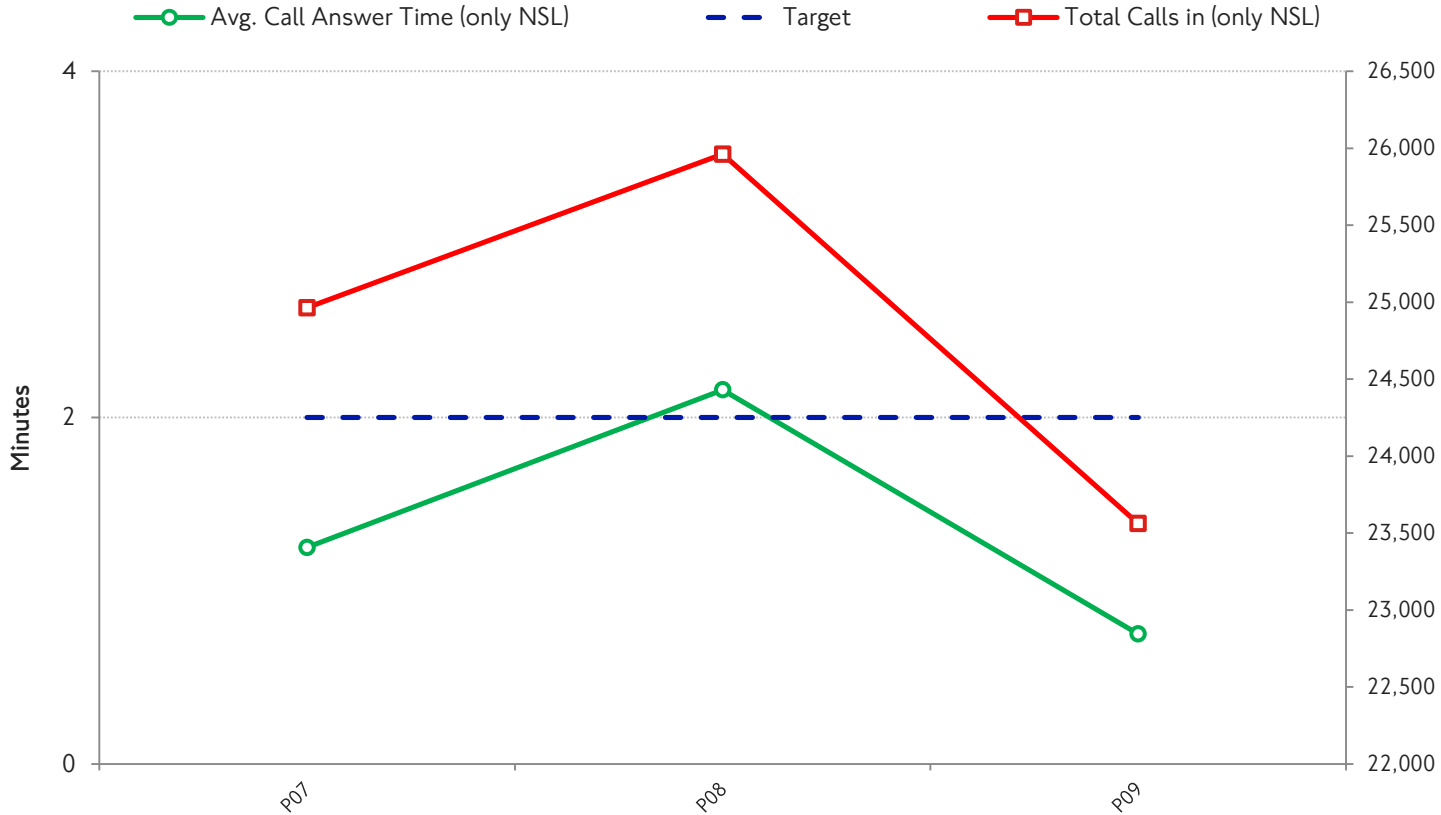
- We aim to answer 80% of calls within 2 minutes. This is in line with our standard service level with external 3rd party providers.

Date	Day	Calls Offered	Calls Answered	Average Speed of Answer	Calls Abandoned	Avg Abandon Time	Avg Call Handling Time
04/12/2017	Mon	293	264	01:51	28	01:38	04:40
05/12/2017	Tues	222	210	01:11	11	02:18	05:04
06/12/2017	Weds	194	187	00:35	6	01:30	04:36
07/12/2017	Thurs	208	195	01:25	10	03:15	05:28
08/12/2017	Fri	244	233	01:04	11	01:12	05:07



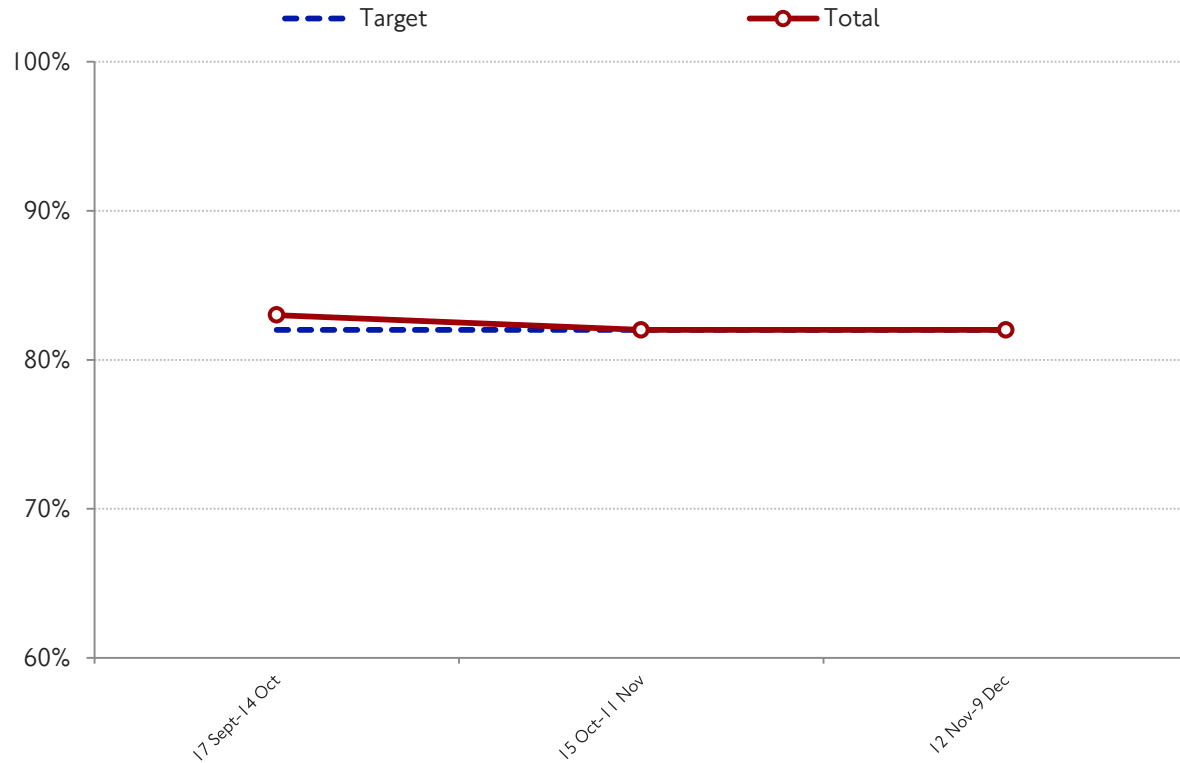
Vehicle Inspection Telephony (Average Call Answer Time)

- All vehicle related queries continue to be answered in a timely manner.

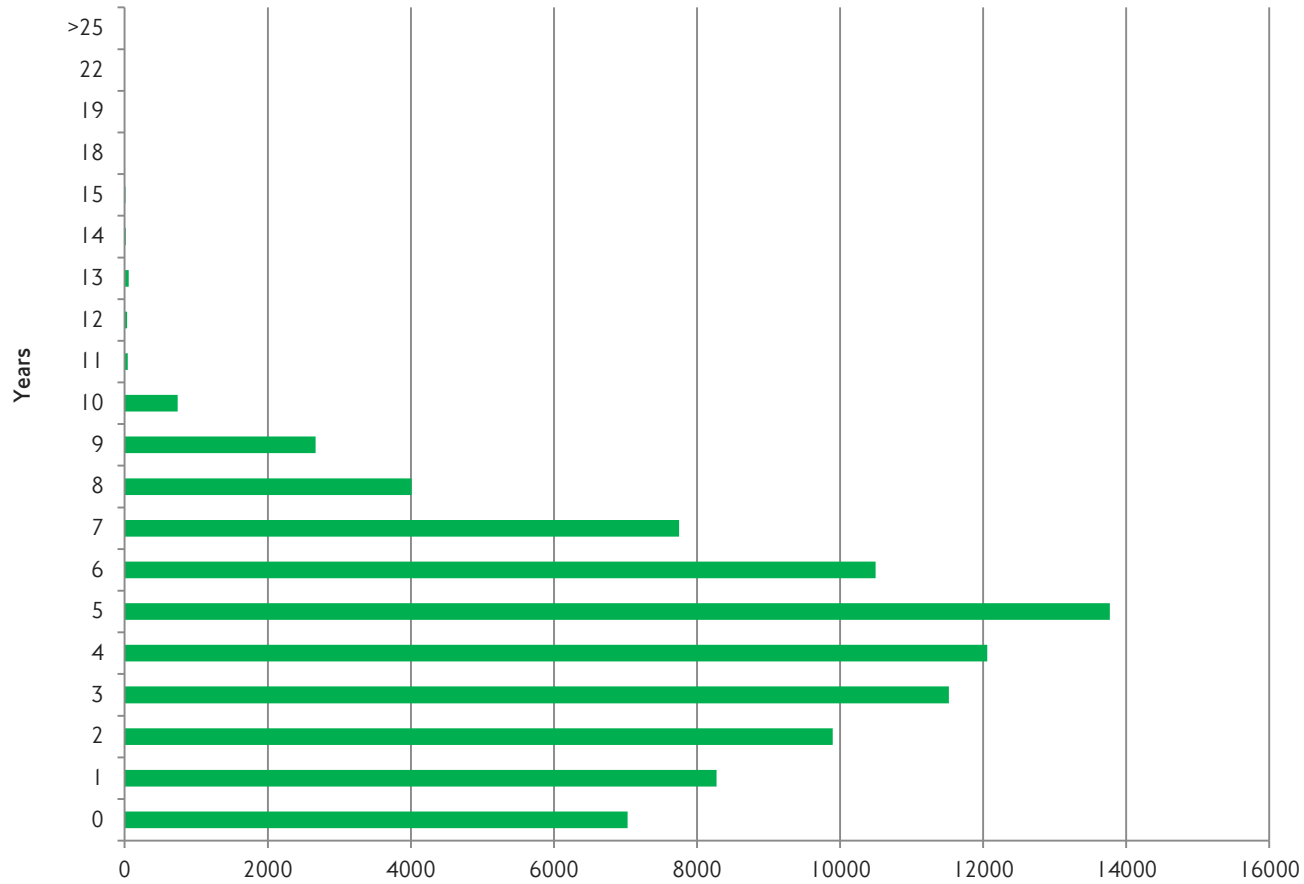


PHV First Time Pass Rate

- The first time pass rate for private hire vehicles has increased to **82** per cent in the last month.
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each month.



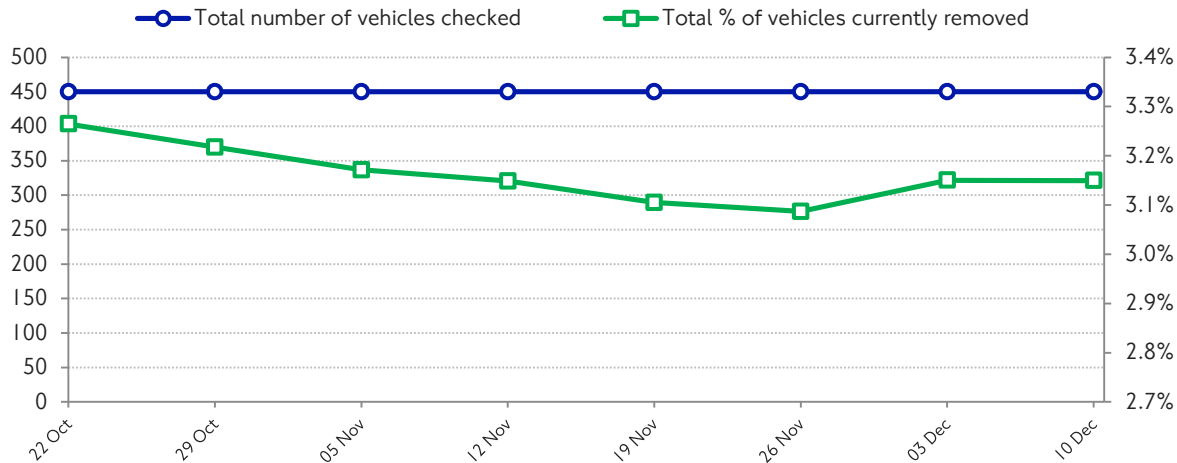
PHV Fleet Age Breakdown



PHV Vehicles In The Congestion Charging Zone

- **450** new vehicles are monitored each week to determine whether they have entered the zone during operational hours. All vehicle owners are written to, requesting evidence as to why they entered the zone. The overall process can take a number of weeks.

	22 Oct	29 Oct	05 Nov	12 Nov	19 Nov	26 Nov	03 Dec	10 Dec
Total number of vehicles checked	450	450	450	450	450	450	450	450
Total number of vehicles identified within the zone	207	134	84	93	95	376	222	173
Number of vehicles removed from the CC Exemption list	11	0	0	7	0	8	35	14
Total % of vehicles currently removed	3.3%	3.2%	3.2%	3.1%	3.1%	3.1%	3.2%	3.1%
Total PHV fleet	88,426	88,361	88,558	88,517	88,616	88,603	88,575	88,380



*The weekly figure does not match the percentage as the number of vehicles removed from the Congestion Charge exemption is a rolling figure owing to the time provided for representations.



Compliance & Enforcement update



Total PHV vehicles / Drivers checked P7 – P9 (2017/18)

P7 – P9 = 17th Sept - 9th Dec 17

PHV Driver checks	36,189
%Compliant	90%
PHV Vehicle checks	42,936
%Compliant	89%

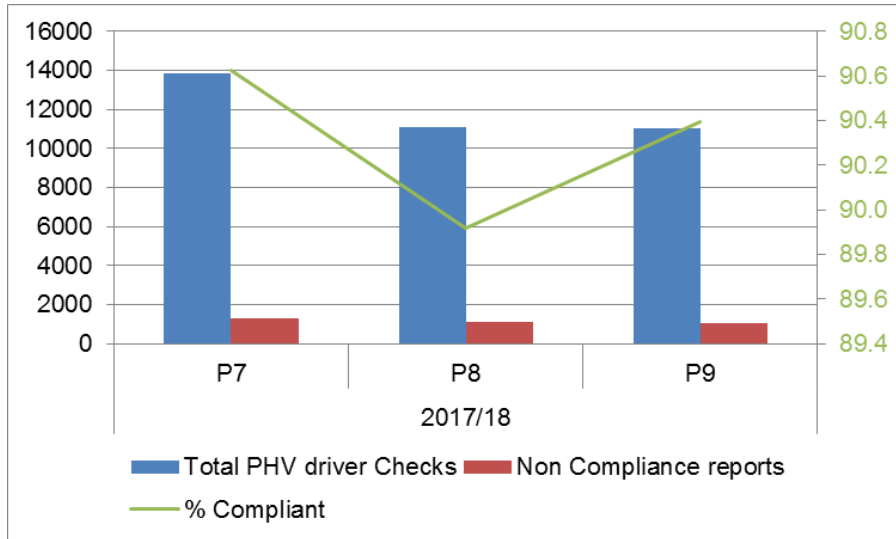
During the last three periods, 3,618 drivers and 4,722 Vehicles were reported for non compliance which is higher than the previous quarter. This is due to more officers being operational and wider coverage across London.



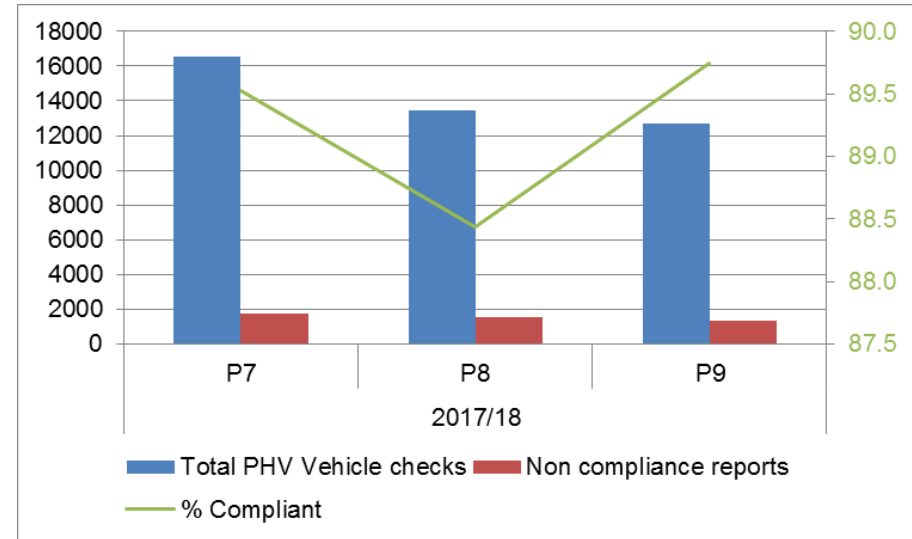
PHV driver and vehicle Compliance

P7 – P9 = 17th Sept - 9th Dec 17

PHV Driver compliance



PHV Vehicle compliance

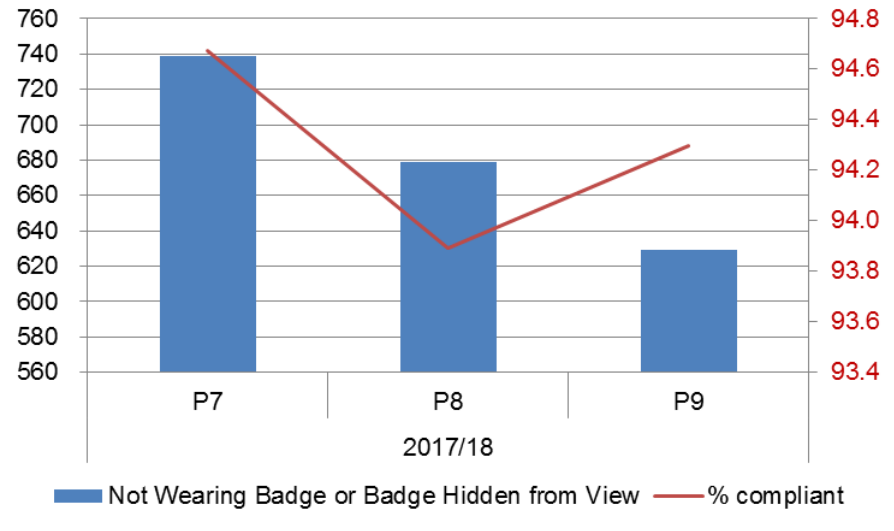


Vehicle and driver compliance has marginally improved in Period nine. On street checks have slightly reduced as operator checks have increased.

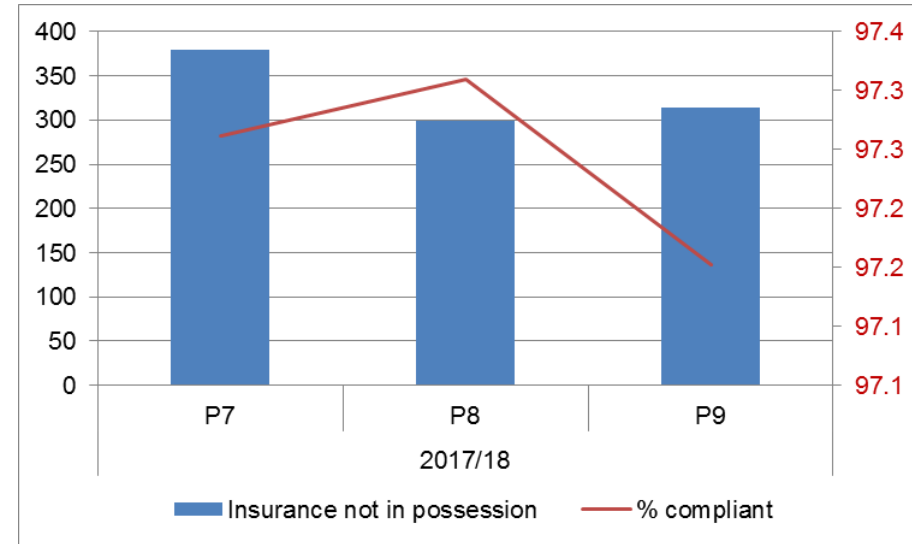


PHV compliance – Highest contributors of Driver non compliance

PHV badge related offences



PHV Insurance not in possession



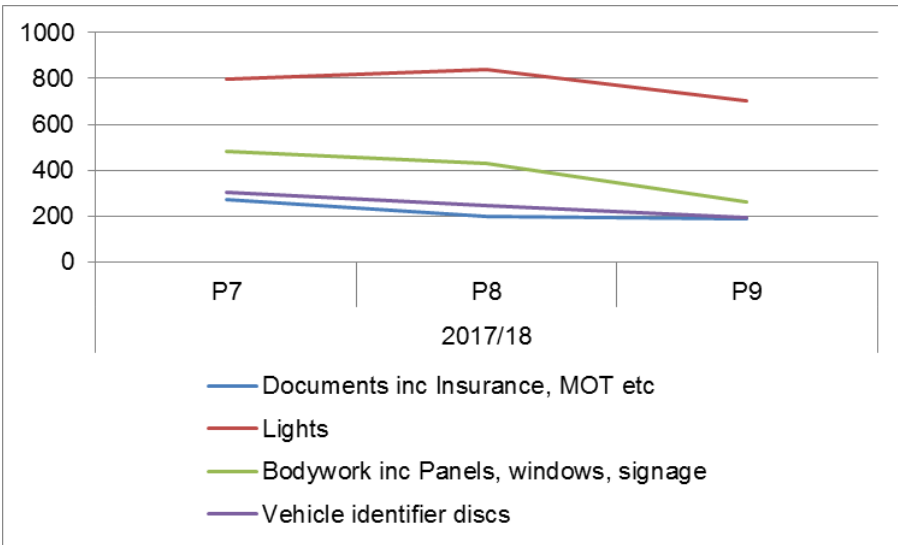
The percentage of badge and insurance related compliance issues has stabilised with a very small variation in detections across each period.



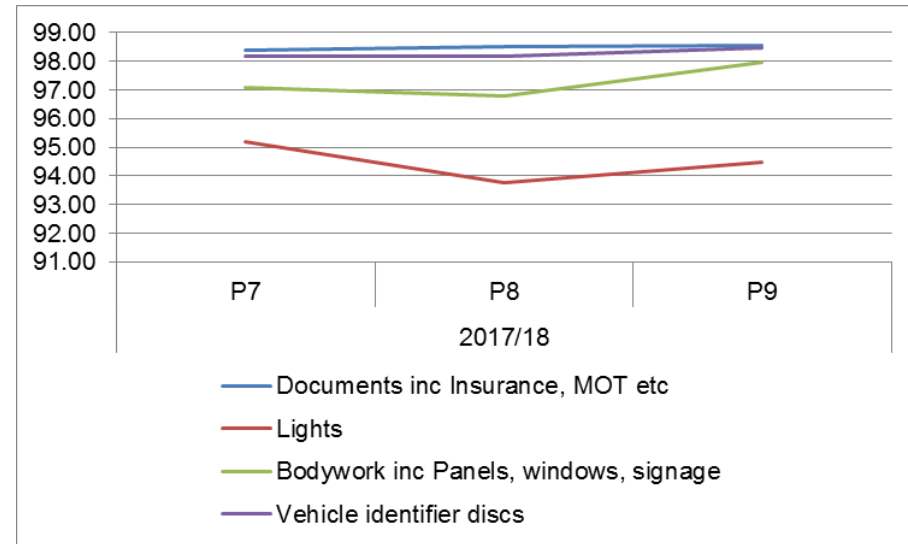
PHV compliance – Highest contributors of Vehicle non compliance

P7 – P9 = 17th Sept - 9th Dec 17

PHV Vehicle Non compliance reports/unfits issued



PHV Vehicle level of compliance of top 4 irregularities detected



The most common issue over the last quarter was with lights not working and no replacement bulbs. Approximately one in 20 vehicles checked had a problem with lights. Due to it getting darker earlier in the evenings, this is more of an issue.



Number of PHV Operator Inspections by period

Current periods (7 - 9) run from 17th Sept to 9th Dec 2017



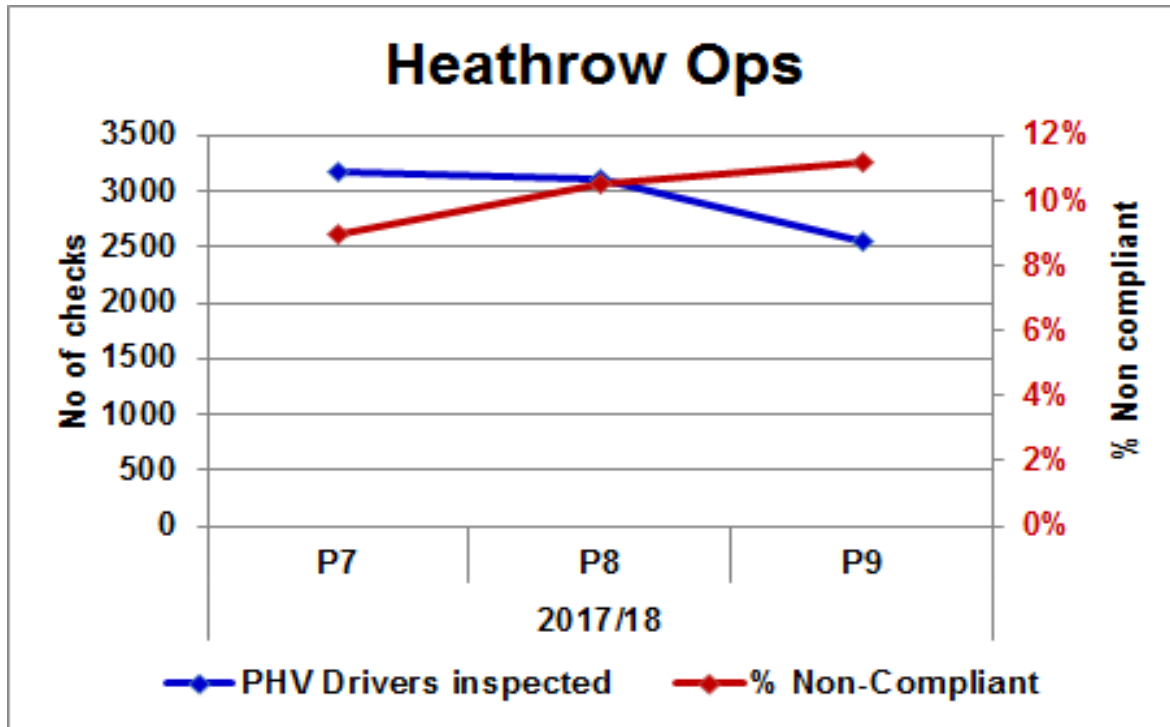
Operator checks have increased and are likely to increase further in the next quarter. Period nine also covers operation STAN which had a higher number of checks specific to PHV night venues/operators.

In 2017, 4,442 operator checks were undertaken. This figure includes visits for compliance, licence variation, unannounced, pre-licensing, re-visits and complaints.



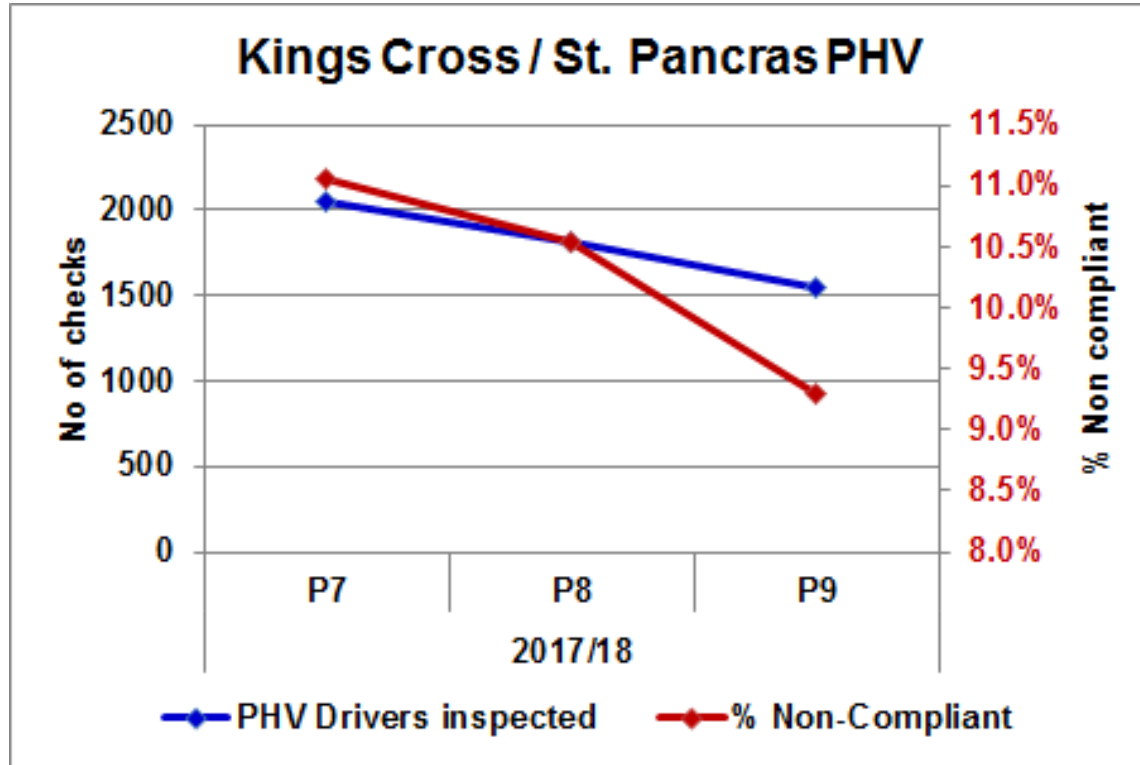
Heathrow Enforcement Results P7– P9 (2017/18)

P7 – P9 = 17th Sept - 9th Dec 17



The number of checks at Heathrow reduced slightly in the last quarter and the level of non compliance slightly increased. From January, CSAS operations will commence at the terminals where officers will be stopping vehicles for inspection.





There were less checks at Kings Cross/St Pancras this quarter due to more resources being deployed to operator checks and on engagement activities for operation STAN.

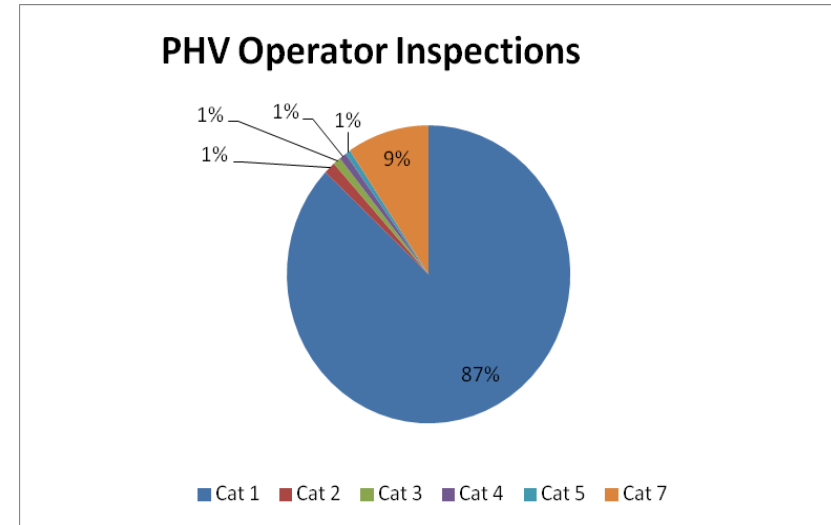
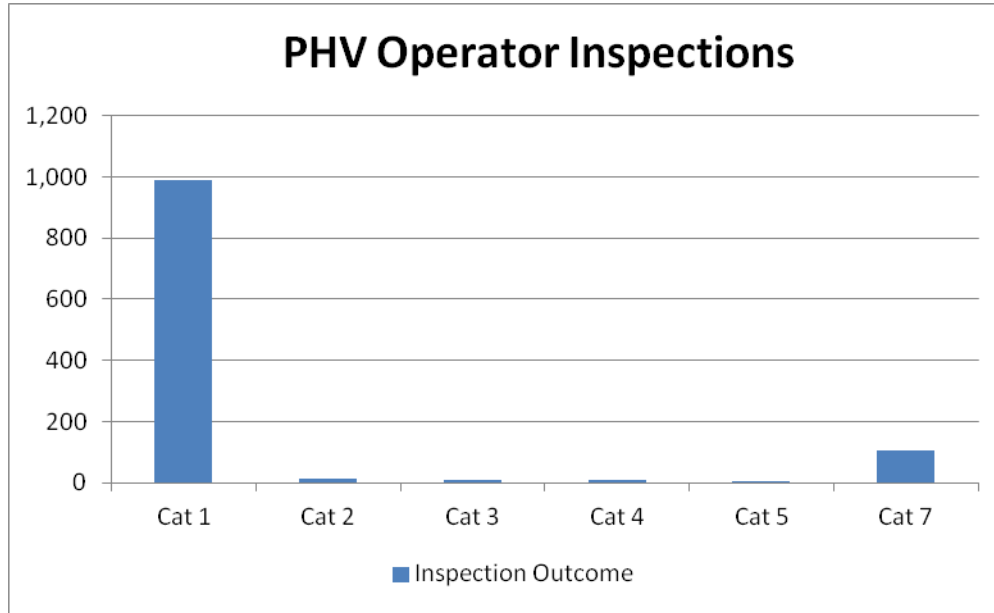


P7 – P9 = 17th Sept – 9th Dec 17



Operator Inspections

P7 – P9 = 17th Sept - 9th Dec 17



Total Inspections 1,135

Category seven outcomes represent nine per cent of the total, however it should be noted this category will also include operators who have ceased trading without informing TfL e.g. “gone aways”.



Prosecutions results P7 – P9 (2017/18)

	P7		P8		P9	
	Offences	Fines/costs	Offences	Fines/costs	Offences	Fines/costs
Taxi	2	£ 1,759	0	£ -	0	£ -
PHV	9	£ 10,259	3	£ 3,370	1	£ 500
Unlicensed	3	£ 2,910	6	£ 4,744	1	£ 1,600
Total	14	£ 14,928	9	£ 8,114	2	£ 2,100

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

P7 – P9 = 17th Sept - 9th Dec 17



General Police Compliance activity outcomes (April – December 2017)

Met TPH-PT	
Activity outcome	FYTD 17/18
PHV stopped	12,041
PHV non-compliant	27.1%
Taxi stopped	2,796
Taxi non-compliant	35.8%
No hire & reward Insurance	10
Vehicles seized	12
Drivers reported to TPH for licence action (PHV)	2,439
Drivers reported to TPH for licence revocation / action (Taxi)	947

CoLP	
Activity outcome	FYTD 17/18
PHV stopped	3,353
PHV non-compliant	23.2%
Taxi stopped	1,536
Taxi non-compliant	36.2%
No hire & reward Insurance	0
Vehicles seized	0
Drivers reported to TPH for licence revocation / action (PHV)	778
Drivers reported to TPH for licence revocation / action (Taxi)	556



RTPC TPHPT & CoLP TORs issued

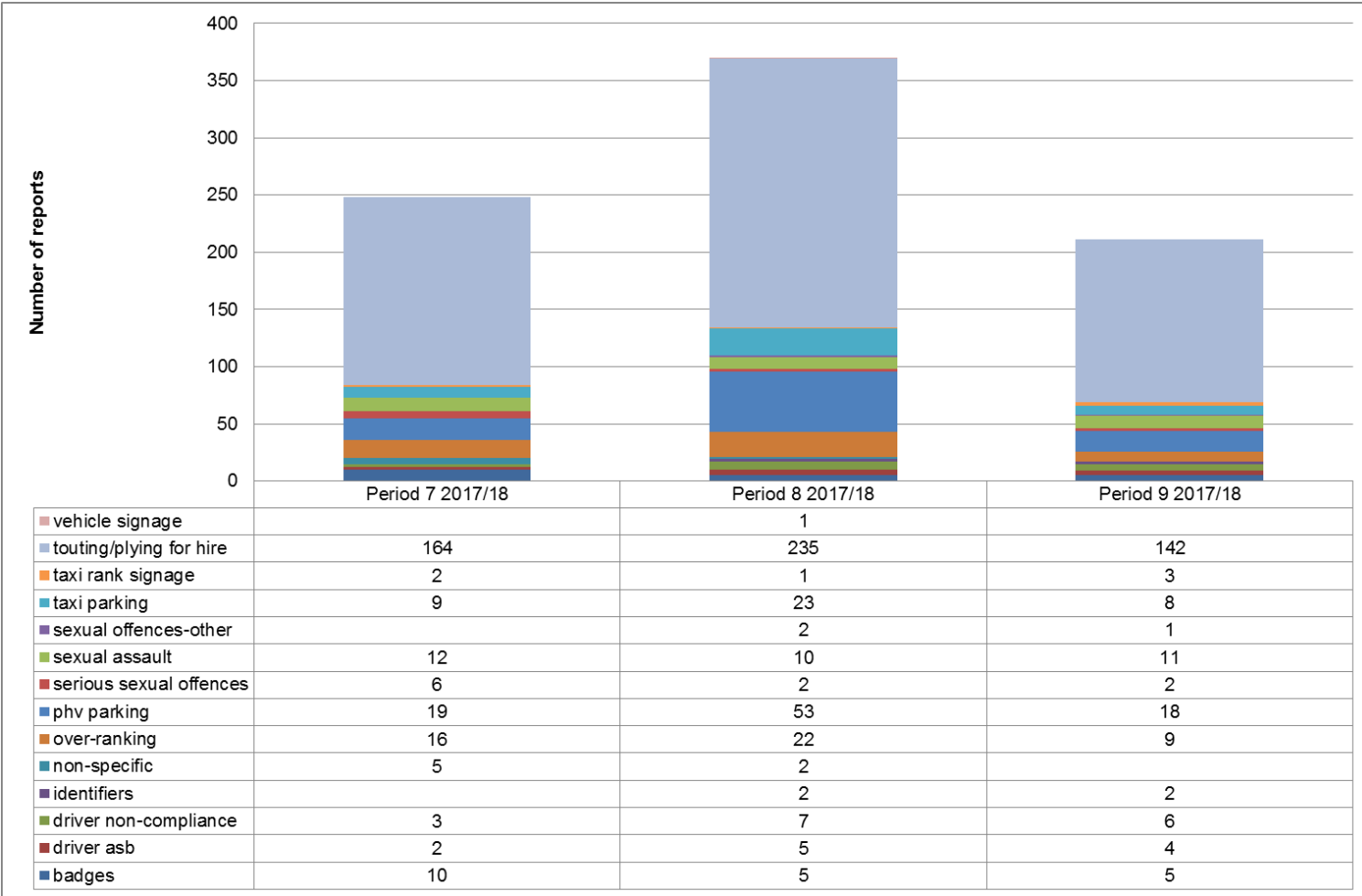
(TPH-PT) TORs offence	Apr - Dec 17			(CoLP) TORs offence	Apr - Dec 17	
TORs offence	Taxi	PHV	Other	TORs offence	Taxi	PHV
Mobile phone	20	25	62	Mobile phone	1	3
Not in proper control	1	5	1	Not in proper control	4	10
Defective tyres	1	60	3	Defective tyres	2	7
Misc	31	107	48	Misc	1	3
Red Traffic Lights	2	7	2	Red Traffic Lights	3	11
Excess speed	0	1	0	Excess speed	6	13
Seatbelt	0	3	0	Seatbelt	0	5
Obscured vision	12	291	13	Obscured vision	0	5
Controlled Crossing	83	736	23	Fog lights	0	14
Fog lights	2	78	0	Total	17	71
Total	152	1,313	152			



Intelligence Update



Taxi & Private Hire Intelligence Report



Intelligence for deployments is a combination of:

- Staff observations
- Online reporting
- Twitter #TfLtoutreport
- Customer complaints
- Trade information
- Third party reporting (local authorities, etc.)

Unless otherwise stated, categories cover both taxi and private hire



Taxi & Private Hire Intelligence Pan-London Periods 7 to 9

