



JULY 2018

Private Hire Licensing, Compliance and Enforcement



EVERY JOURNEY MATTERS

Unless otherwise stated the information contained in this presentation covers the first quarter of our financial year, running from 1 April to 23 June. 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 01 – 01 April to 28 April

Period 02 – 29 April to 26 May

Period 03 – 27 May to 23 June

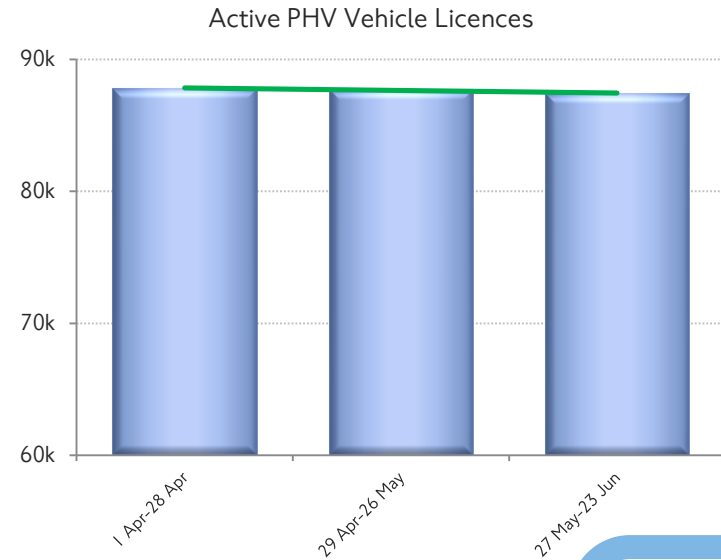
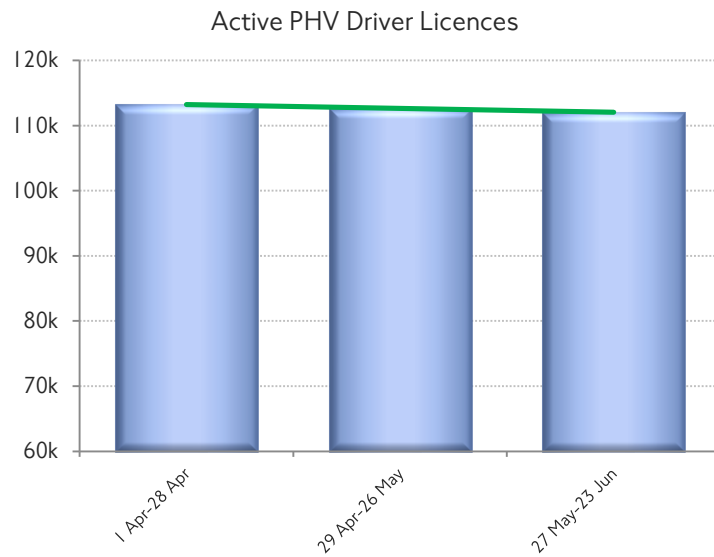


Licensing update



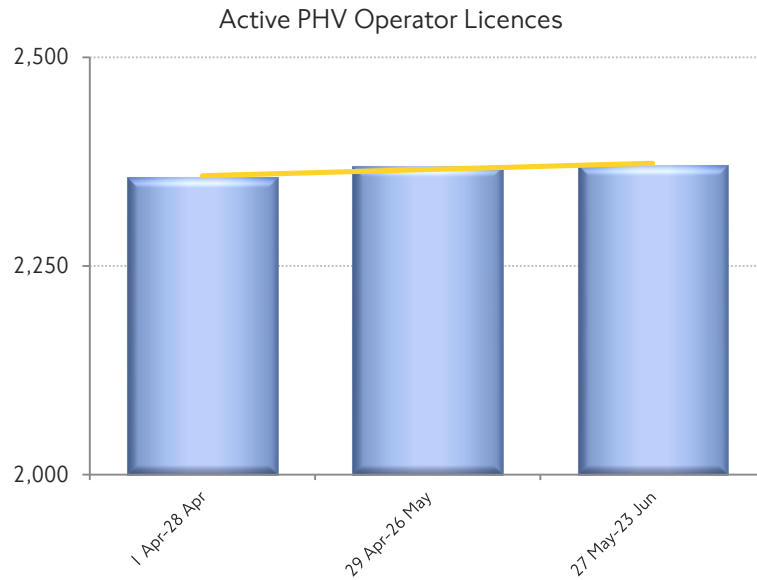
Licensing – Licences

- There are currently **112,002** licensed private hire drivers
- **87,437** private hire vehicles are currently licensed – approximately 71 percent owner driver, 29 percent rental.



Licensing – Operator Licences

- There are currently **2,371** licensed private hire operators, of which **538** are small operators and **1,328** are standard operators. **505** are licensed under the new tier structure.



Tier level	Number of operators in tier
1-10	383
11-20	49
21-50	53
51-100	14
101-500	3
501-1000	1
1001-10000	2
Grand total	505

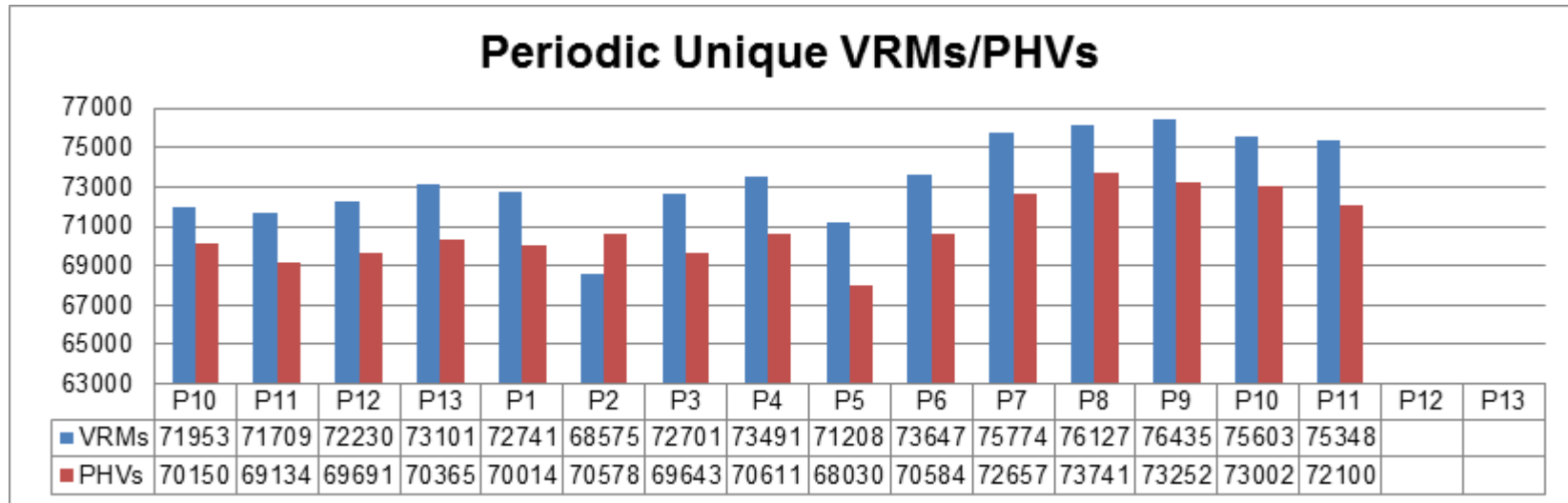


Licensing – Operator Upload

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.

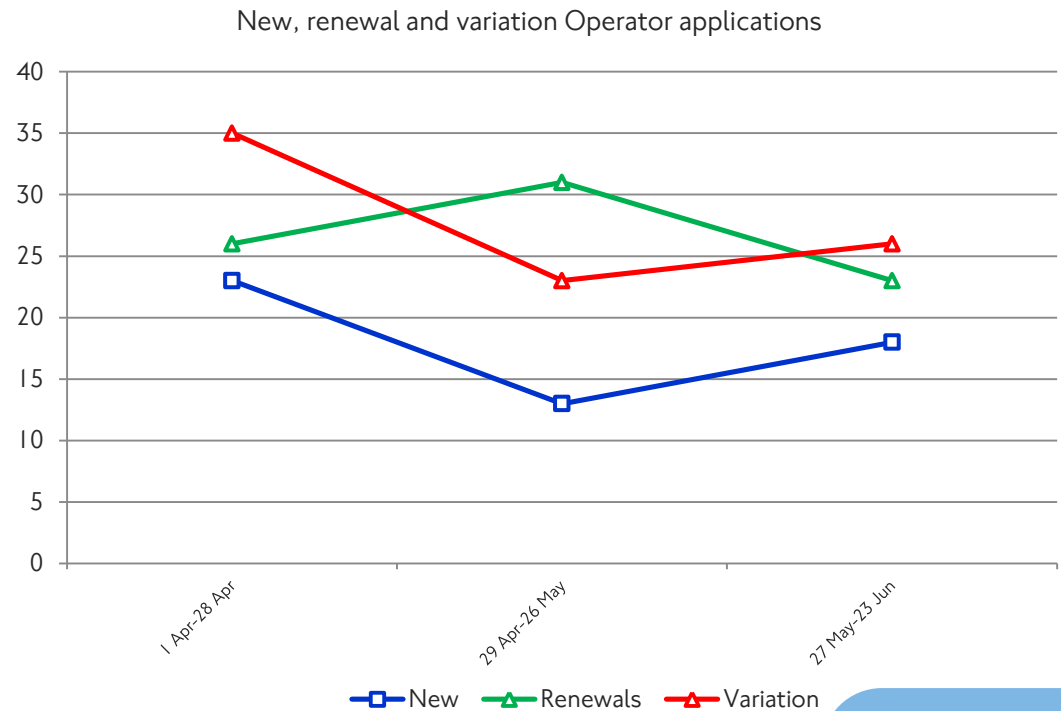
Key: VRMs refers to vehicles PHVs refers to drivers



Operators – Applications received

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

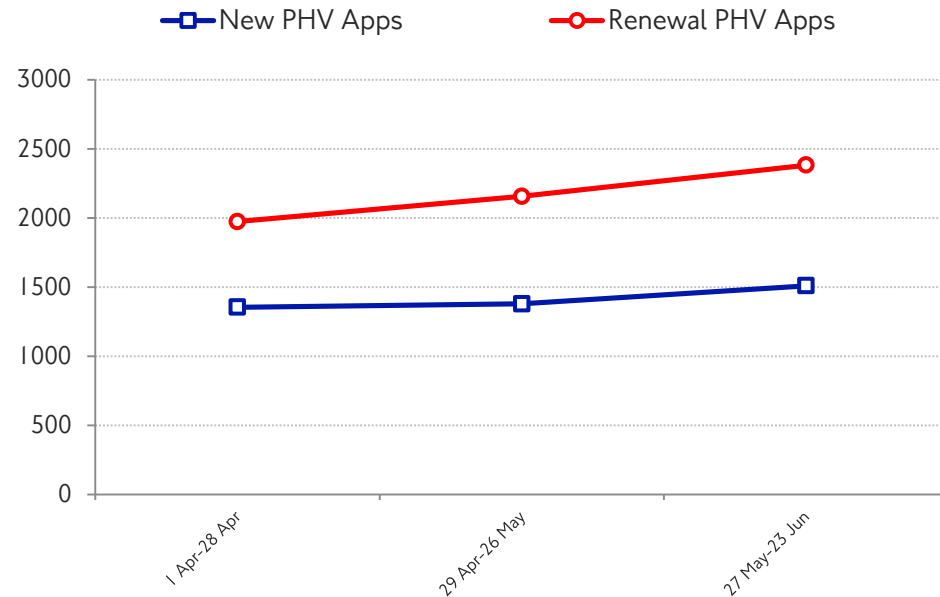
Period	New	Renewal	Variation	Total
1 Apr-28 Apr	23	26	35	84
29 Apr-26 May	13	31	23	67
27 May-23 Jun	18	23	26	67



Licensing – Driver Applications Received

- Last period we received **2,381 driver renewal applications** (1,898 average for the last 12 months) and **1,509 new applications** (1,359 average for the 12 months). This is an increase on the two previous periods.
- The online functionality remains popular for new private hire applications. In the last four weeks **48 percent** of private hire driver applications were made online. This mainly consists of new applicants.

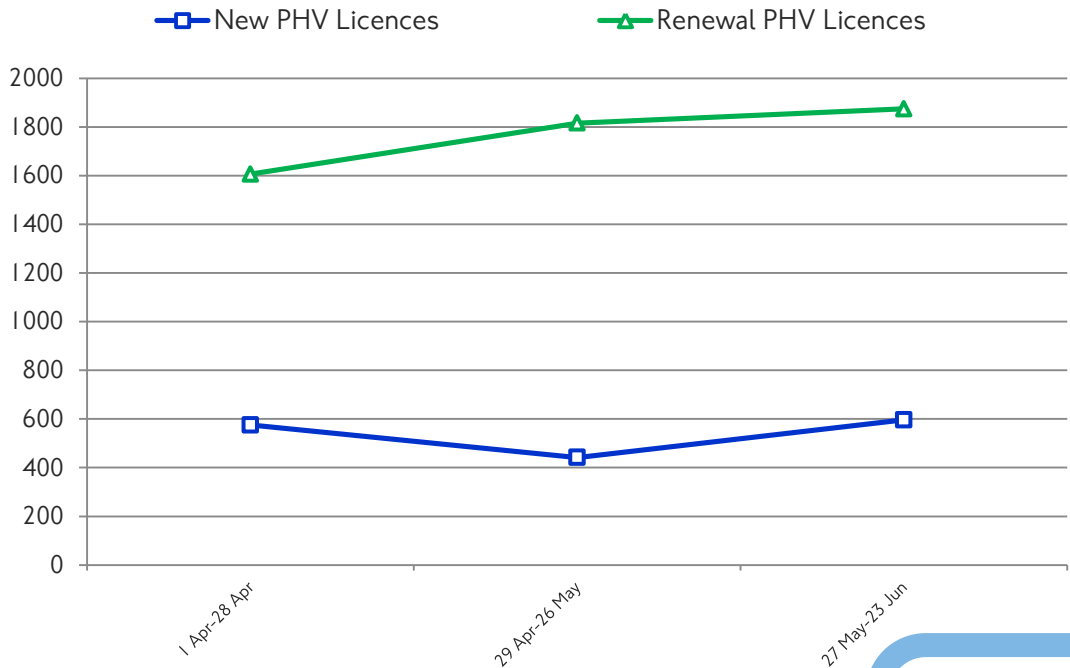
Period	New	Renewal	Total
1 Apr-28 Apr	1354	1973	3327
29 Apr-26 May	1378	2156	3534
27 May-23 Jun	1509	2381	3890



Licensing – Licences Issued

- Last period we issued **2,470** 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.

Period	New	Renewal	Total
1 Apr-28 Apr	575	1606	2181
29 Apr-26 May	442	1816	2258
27 May-23 Jun	596	1874	2470



Licensing – Driver, Vehicle and Operator Revocations

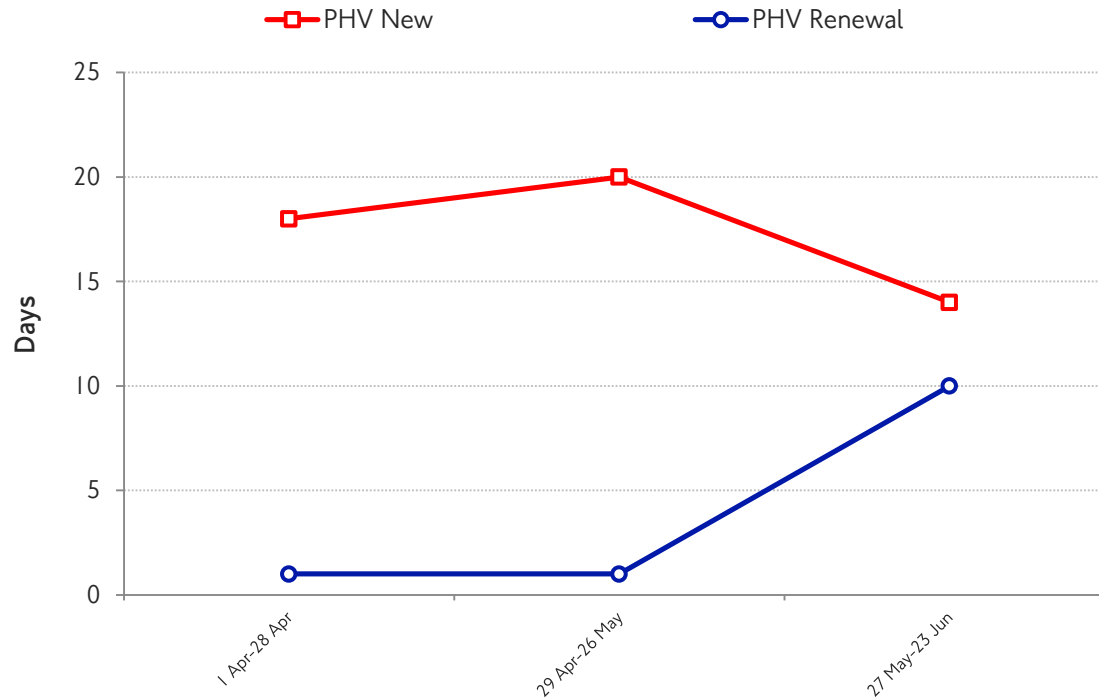
- Last quarter we issued 87 revocations in total for private hire drivers, vehicles and operators
- The four operator revocations were due to the operator no longer trading

Period	Drivers	Vehicles	Operators	Total
	PHV	PHV	PHV	
1 Apr-28 Apr	17	1	0	18
29 Apr-26 May	20	10	2	32
27 May-23 Jun	26	9	2	37
Total	63	20	4	87



Licensing – Initial Assessments

- As of 23 June, new and renewal applications are both being processed within 10 days.



Telephony – TPH driver and operator enquiries

Five FTE staff were recruited (to replace staff leaving) and completed their training in May. The average speed of answer was affected by a significant increase in calls primarily linked to the English language requirement. Volumes have begun to decrease following the extension to the transitional arrangement being announced.

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)
08/04/2018	11,706	6,299	8,125	6,072	06:25	2,002	03:49	06:11
15/04/2018	12,354	7,285	9,174	7,599	04:30	1,537	03:27	06:04
22/04/2018	12,774	7,346	9,345	7,680	04:48	1,637	03:01	06:01
29/04/2018	15,378	7,692	11,028	7,876	07:35	3,118	03:51	05:35
06/05/2018	15,217	7,938	11,125	7,913	07:54	3,187	03:51	06:26
13/05/2018	13,628	7,353	9,329	7,360	06:13	1,900	03:08	06:17
20/05/2018	15,388	8,175	11,196	8,599	06:28	2,571	03:43	06:19
27/05/2018	16,892	9,006	12,183	8,879	07:51	3,275	03:54	06:16
03/06/2018	13,682	7,080	9,474	6,564	09:09	2,899	04:08	06:14
10/06/2018	16,219	8,385	11,560	7,802	09:54	3,745	04:26	06:27
17/06/2018	13,470	7,127	9,837	7,149	07:41	2,670	04:12	06:18
24/06/2018	12,626	7,274	9,421	8,062	04:12	1,332	03:10	06:24

The top three reasons for calls were:

1. Progress of an application (new or renewal)
2. The English language requirement
3. The assessment of a medical for a renewal application



Licensing – Topographical Assessments

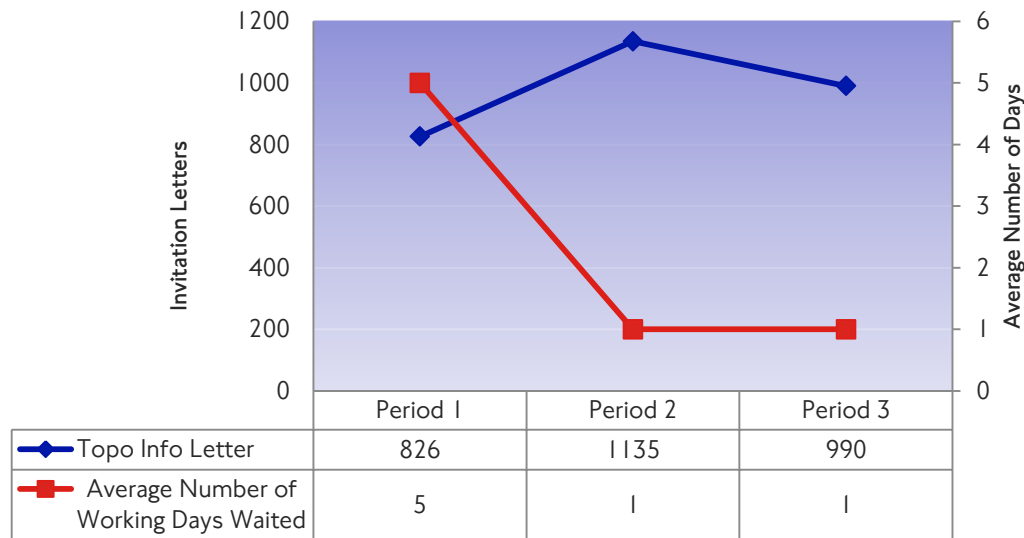
- The average first time pass rate over the past eight weeks is **46 percent**. The average re-test pass rate is **50 percent**. This has remained broadly static over recent months.
- There are eight approved centres with assessments being delivered by TfL staff at those centres. There is sufficient 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
1 Apr-28 Apr	1537	46%	49%
29 Apr-26 May	1423	45%	50%
27 May-23 Jun	1411	46%	50%



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.



There was a decrease in the number of information letters sent in Period 1. This was due to annual leave in this period as well as the Easter Bank Holiday (Good Friday and Easter Monday). All information letters sent are being sent within agreed service levels.



Topographical Assessments – Call Answer Times

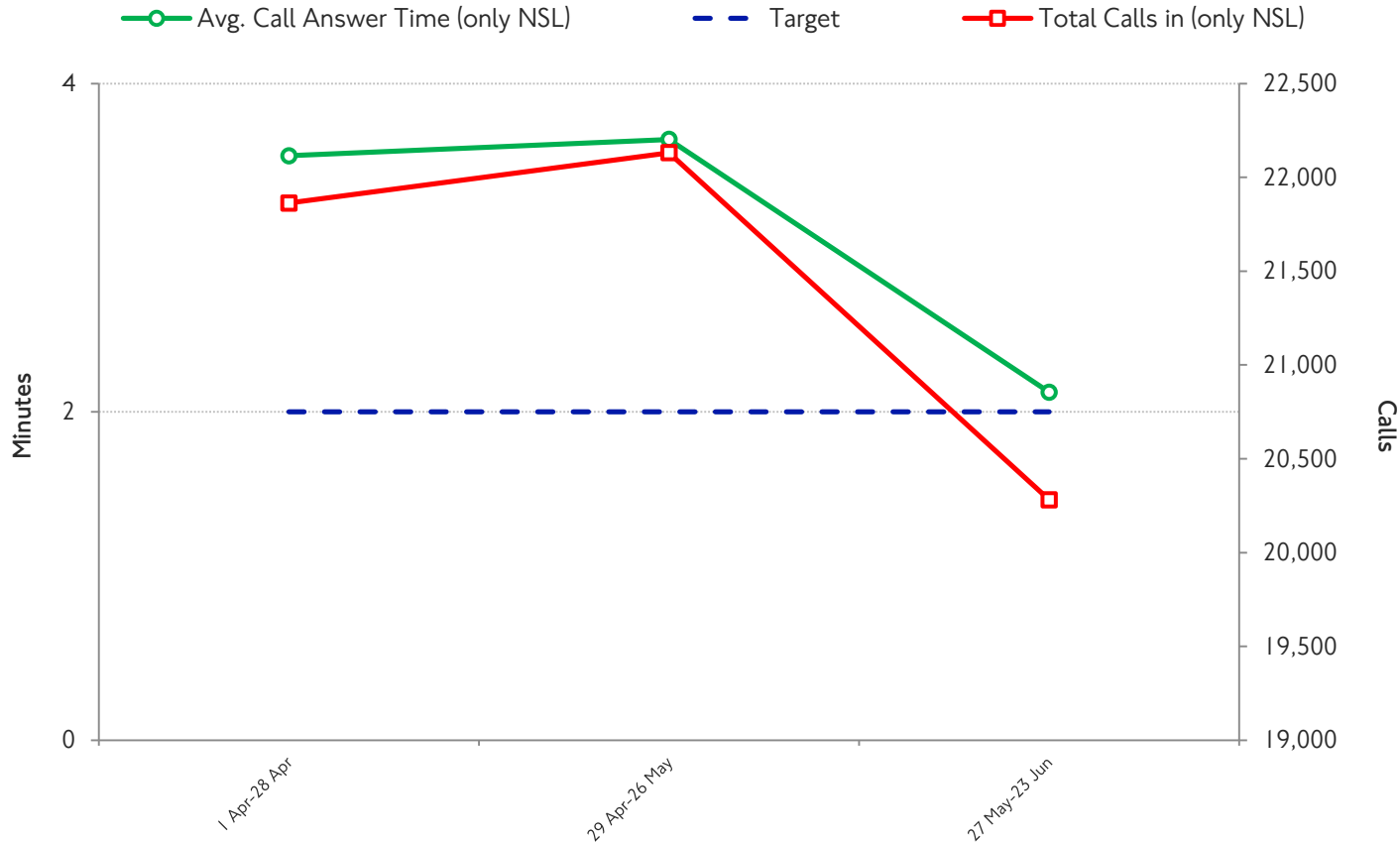
- We aim to answer 80% of calls within two minutes. This is in line with our standard service level with external third party providers.

Date	Day	Calls Offered	Calls Answered	Average Speed of Answer	Calls Abandoned	Avg Abandon Time	Avg Call Handling Time
18/06/2018	Mon	271	252	02:24	19	01:27	04:17
19/06/2018	Tue	178	173	00:28	5	01:22	04:07
20/06/2018	Wed	210	202	00:32	7	01:19	04:55
21/06/2018	Thu	200	193	00:24	7	00:11	04:22



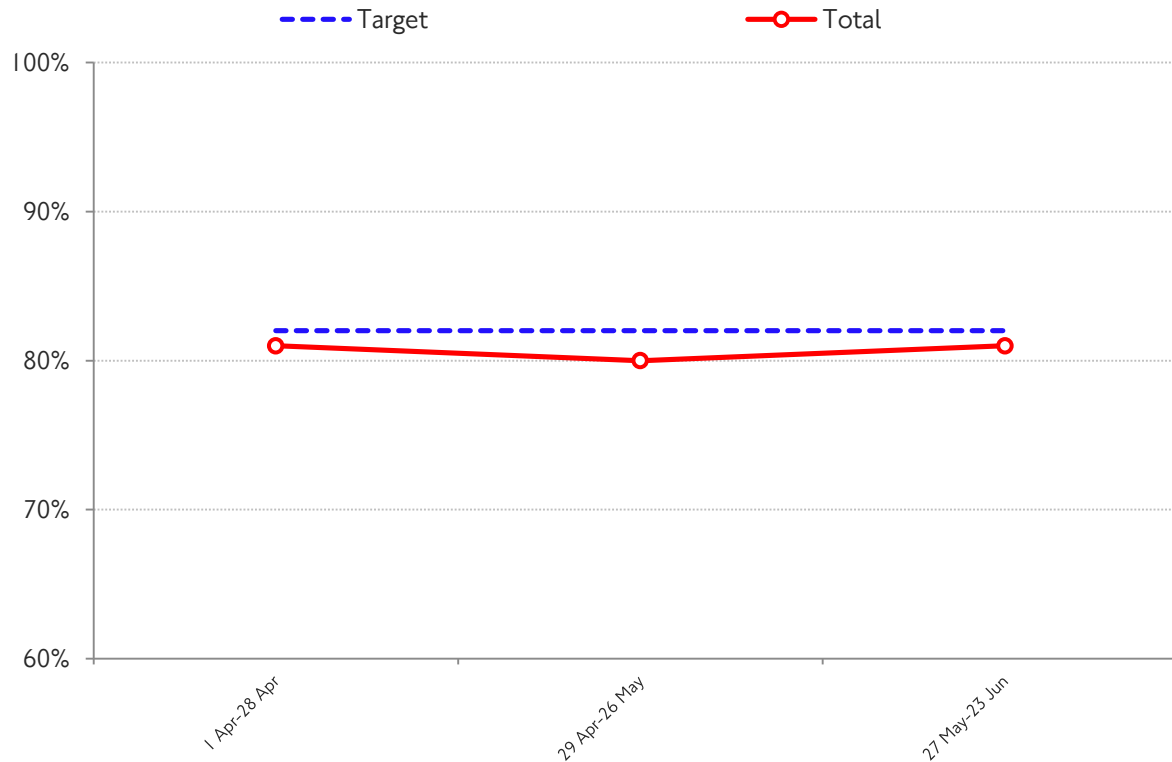
Vehicle Inspection Telephony (Average Call Answer Time)

- Bank Holidays at the start of April and May and announcement re English Language led to a period of high call volumes and answer times. This has now returned to within the service level agreement.

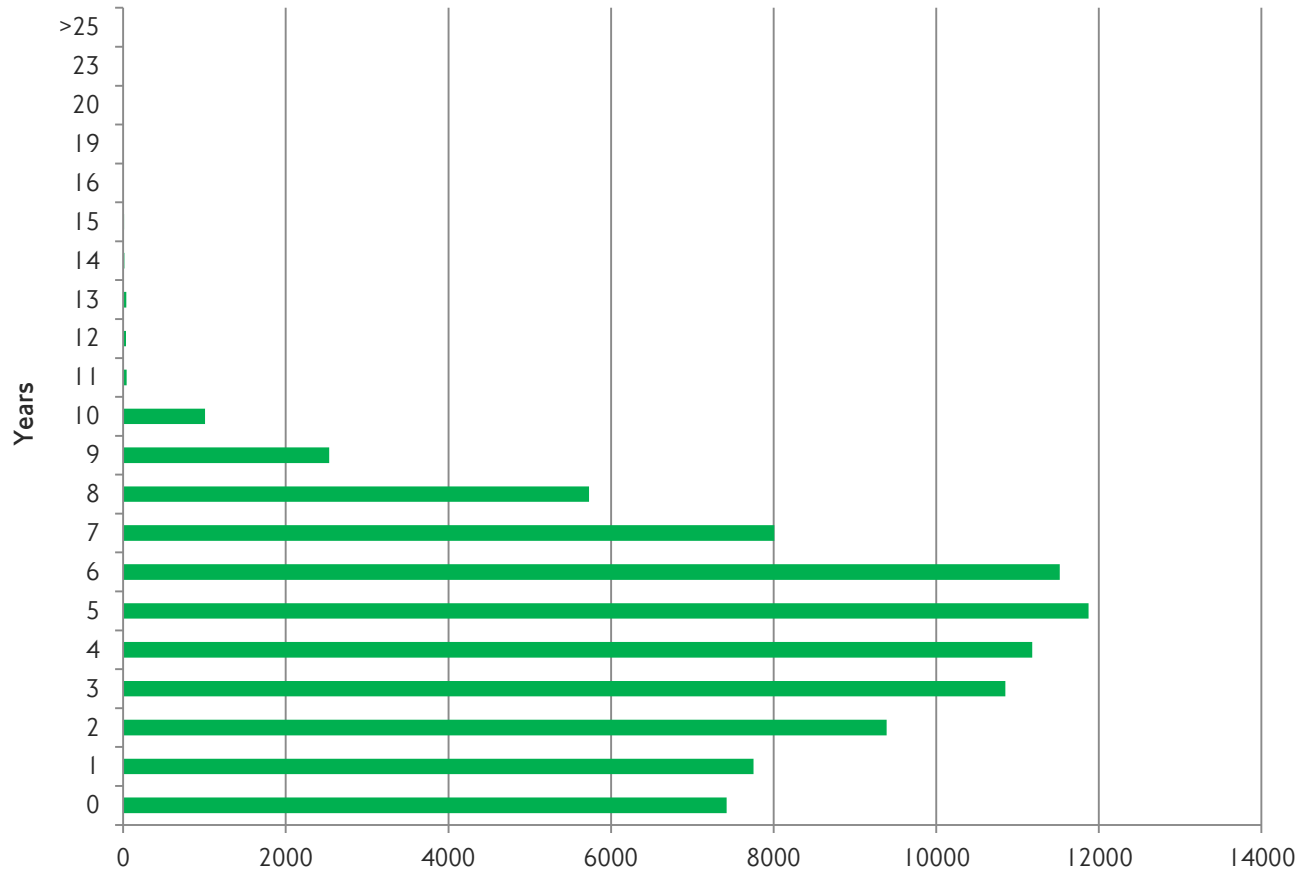


PHV First Time Pass Rate

- The first time pass rate for private hire vehicles has increased to **81** percent in the last month.
- Quality monitoring takes place at all vehicle inspection test centres, with two inspections per week being carried out at two different NSL sites.



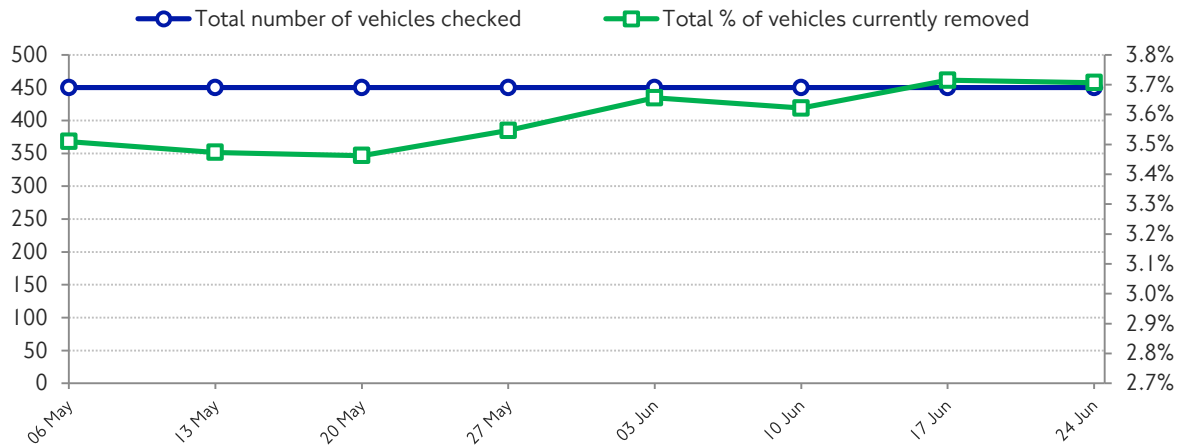
PHV Fleet Age Breakdown



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.

	06 May	13 May	20 May	27 May	03 Jun	10 Jun	17 Jun	24 Jun
Total number of vehicles checked	450	450	450	450	450	450	450	450
Total number of vehicles identified within the zone	197	157	171	65	192	192	193	208
Number of vehicles removed from the CC Exemption list	40	0	11	53	65	1	59	13
Total % of vehicles currently removed	3.5%	3.5%	3.5%	3.5%	3.7%	3.6%	3.7%	3.7%
Total PHV fleet	87,957	87,758	87,681	87,706	87,811	87,665	87,616	87,437



*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



This report looks at P1-3 inclusive (1 April 2018 – 23 June 2018) unless otherwise stated.

VCC non compliance refers to:-

- Sat nav/phone holders on windscreen,
- PHV identifier discs damaged/not fitted/incorrectly displayed



Total PHV Driver / Vehicle checked

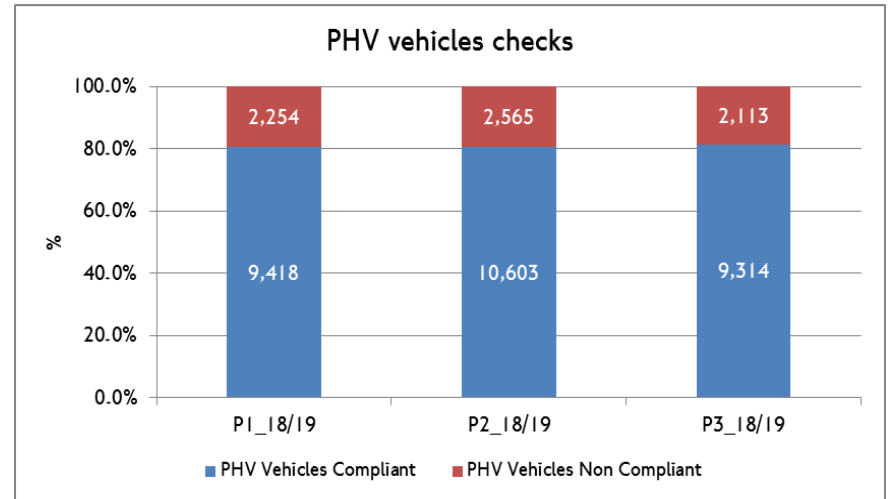
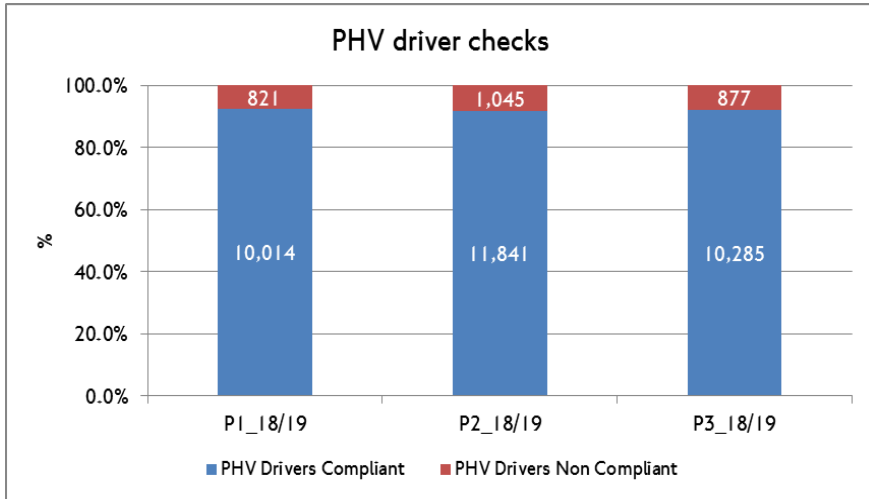
Driver	Checks	Compliant	% Compliant
P1	10,835	10,014	92.4%
P2	12,886	11,841	91.9%
P3	11,162	10,285	92.1%
Total	34,883	32,140	92.1%

Vehicle	Checks	Compliant	% Compliant
P1	11,672	9,418	80.7%
P2	13,168	10,603	80.5%
P3	11,427	9,314	81.5%
Total	36,267	29,335	80.9%

During the last 3 periods, 2,743 drivers and 6,932 vehicles were reported for non compliance.



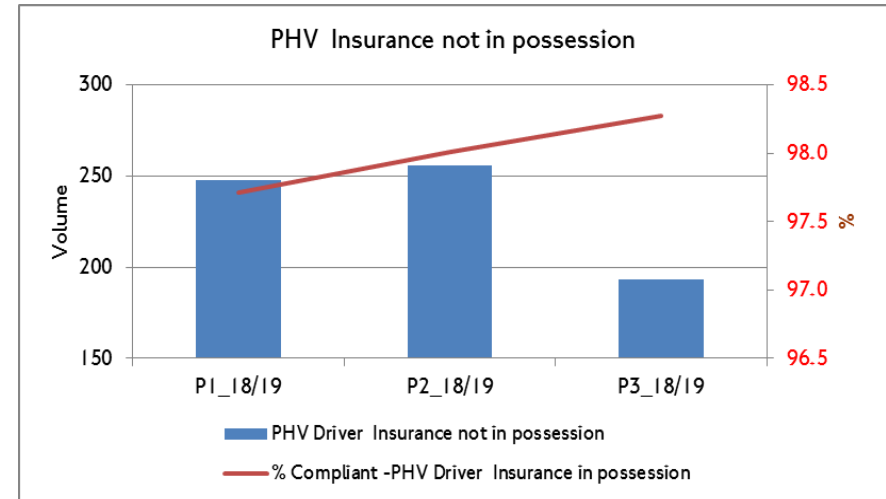
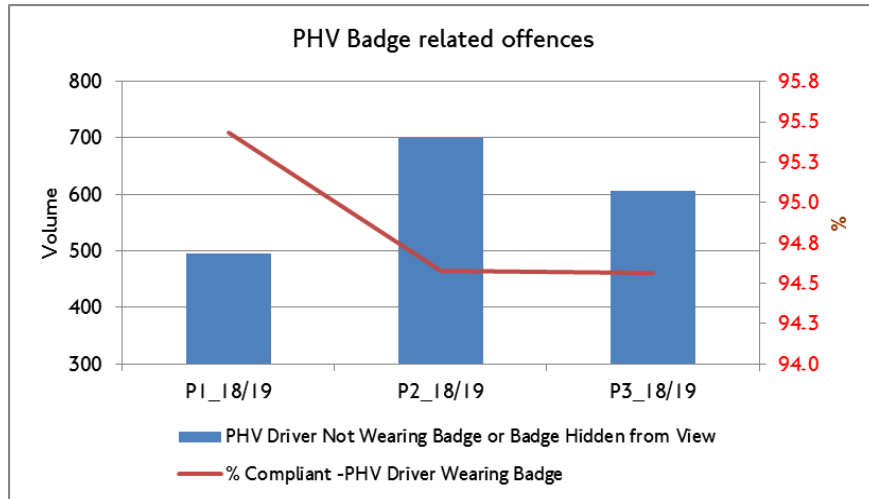
PHV driver and vehicle compliance



Driver and vehicle has remained static for the last three periods, with driver compliance around 92% and vehicle compliance around 80%.



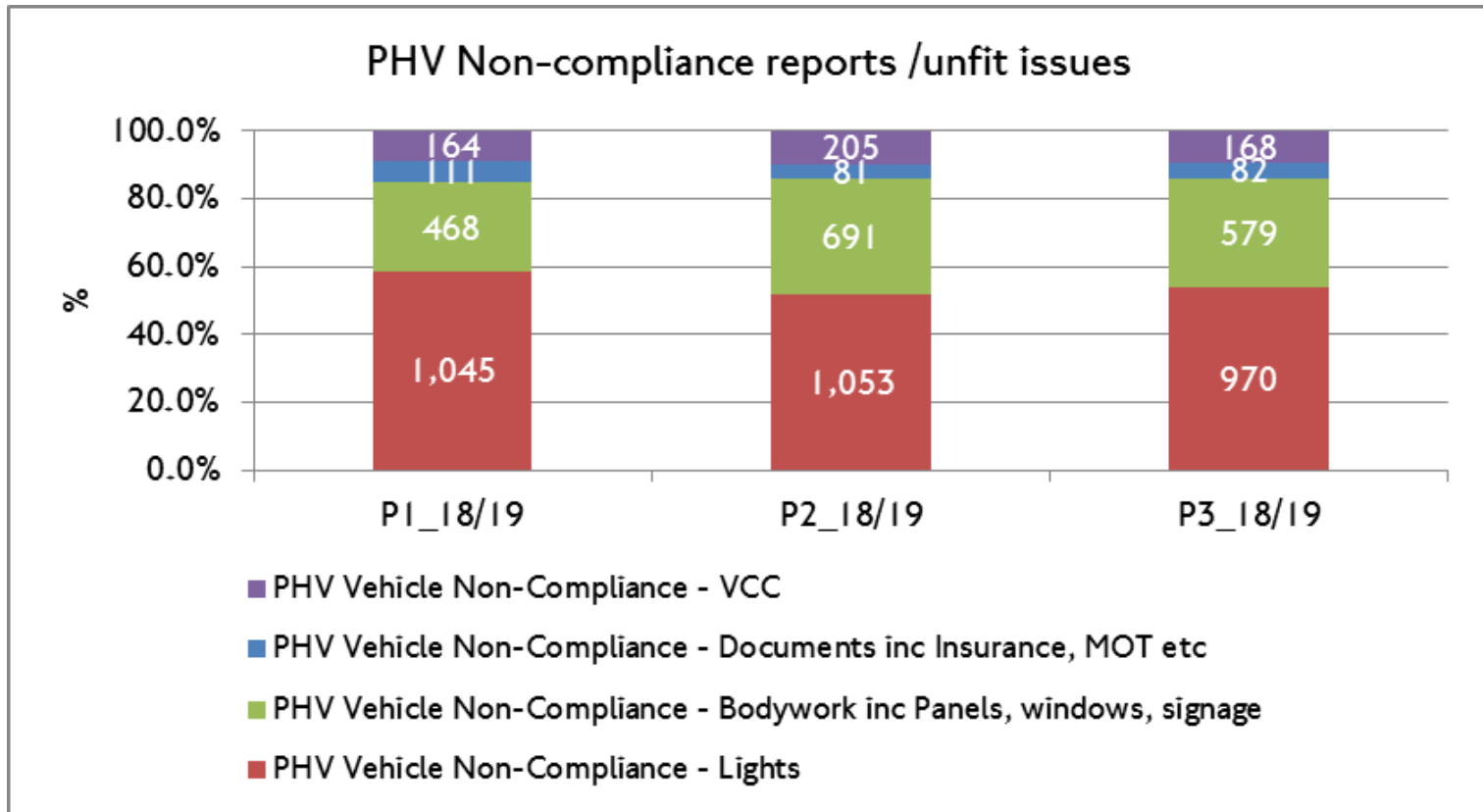
PHV compliance – highest contributors of driver non compliance



The last three periods the PHV badge related offences has increased, resulting in a lower percentage of drivers being compliant. PHV insurance has seen a reverse trend, where a higher percentage of drivers had their insurance documents in their possession.



PHV compliance – highest contributors of vehicle non compliance



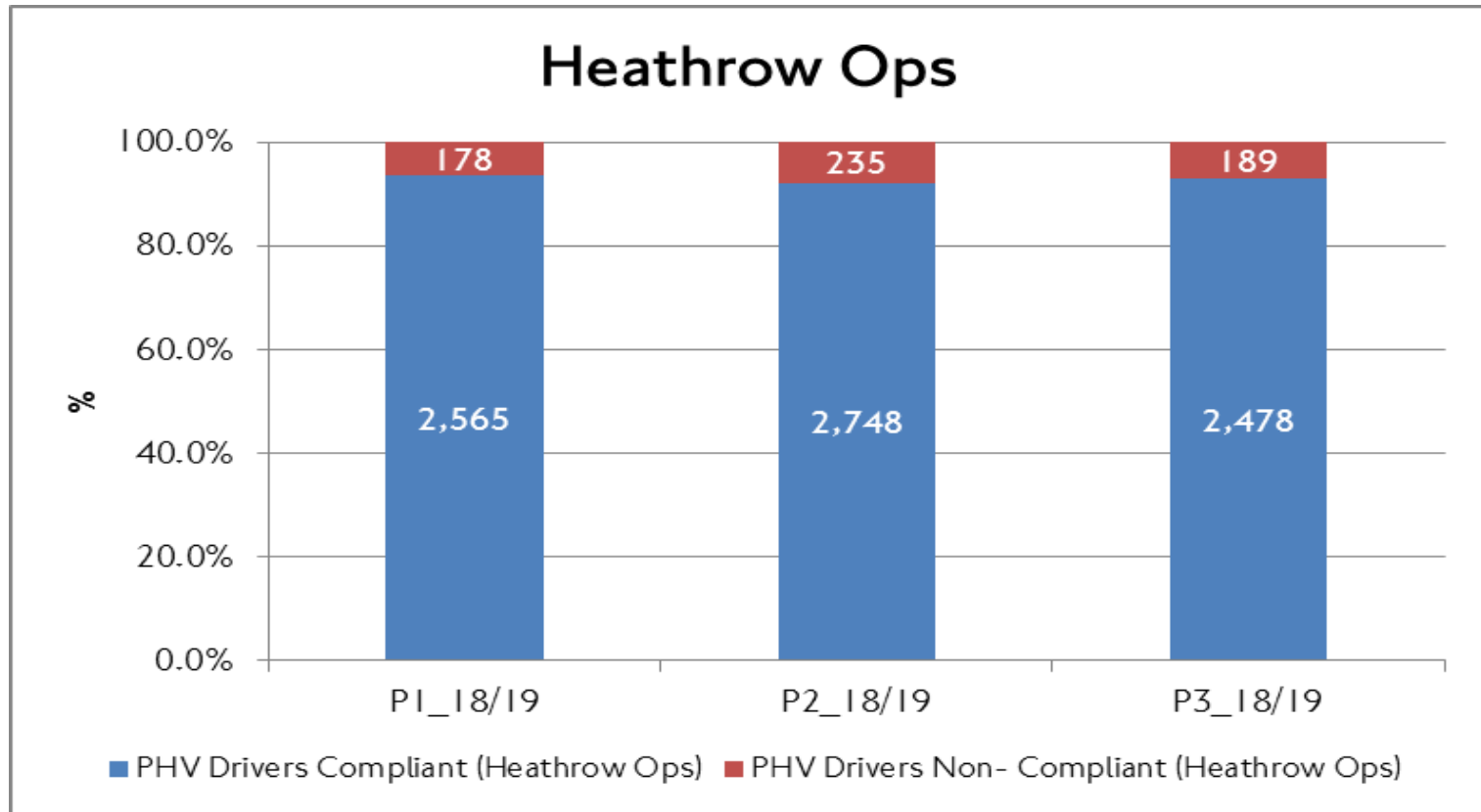
The most common issue over the last three periods has been lights not working and no replacement bulbs. The last three periods non compliance of lights has remained roughly the same.



VCC issues include Sat nav/phone holders on windscreen, PHV identifiers discs not fitted correctly or incorrectly displayed



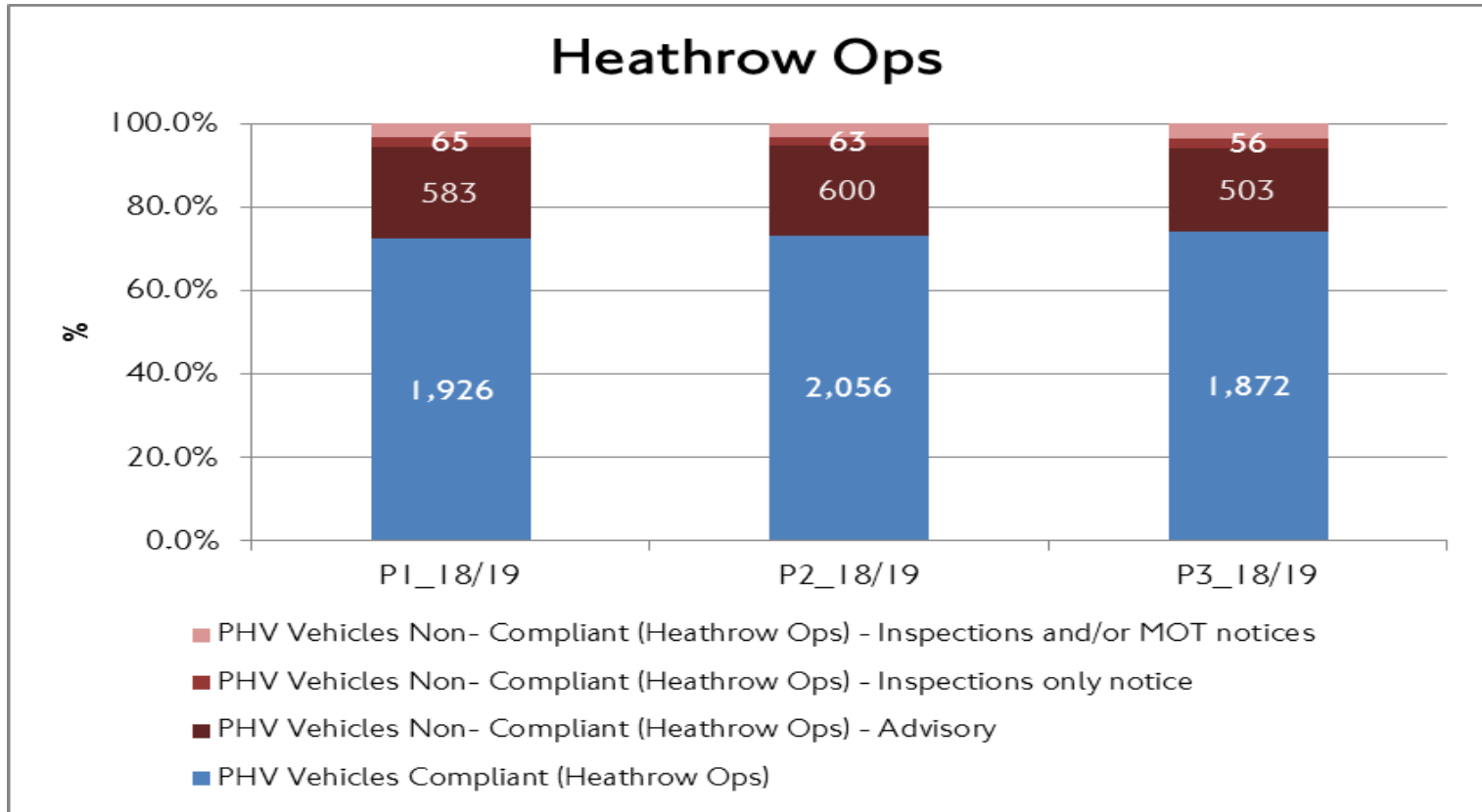
Heathrow enforcement results



The number of checks at Heathrow has roughly remained the same at Heathrow.



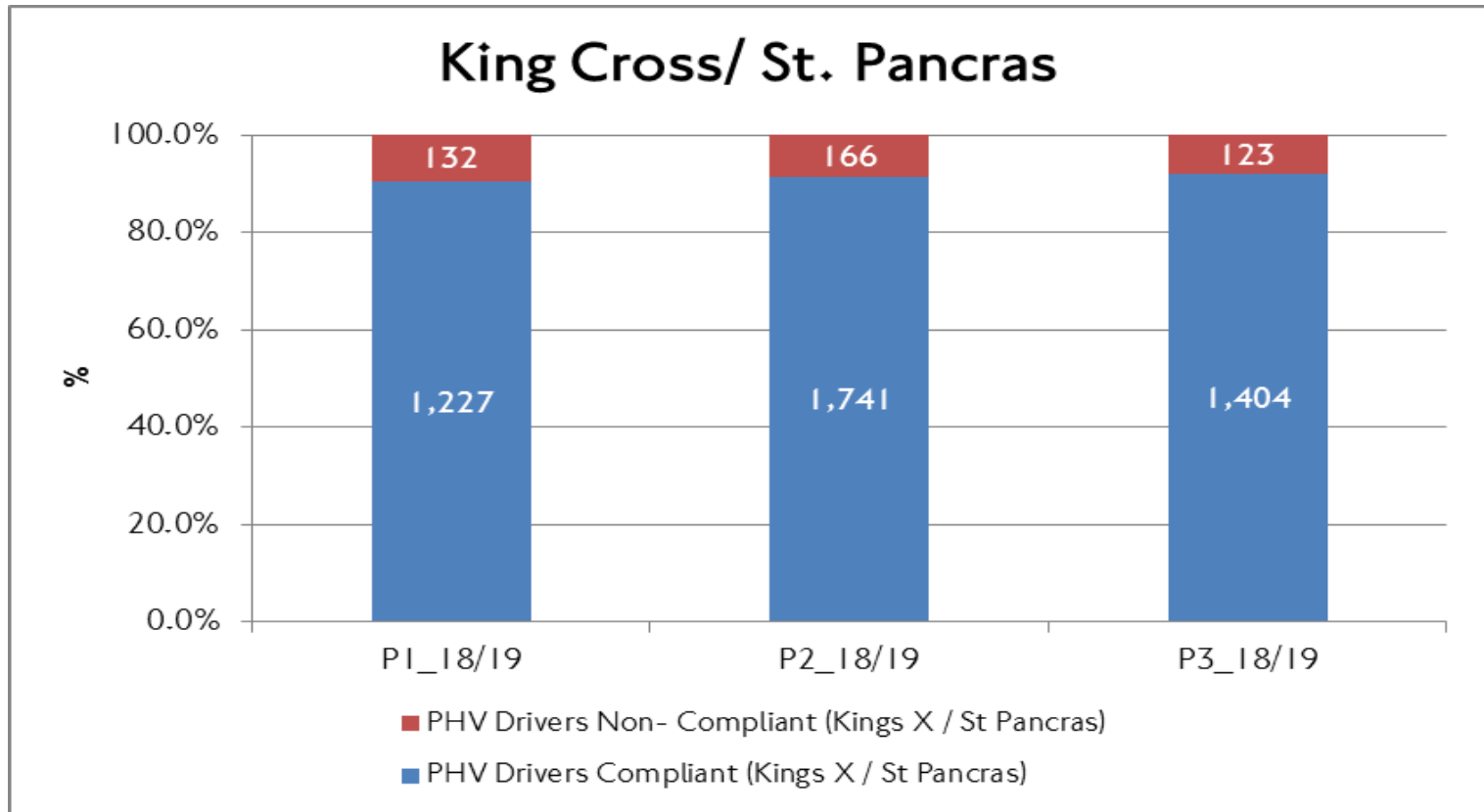
Heathrow enforcement results



PHV vehicle compliance is around 73%. The majority of non-compliance is advisory.



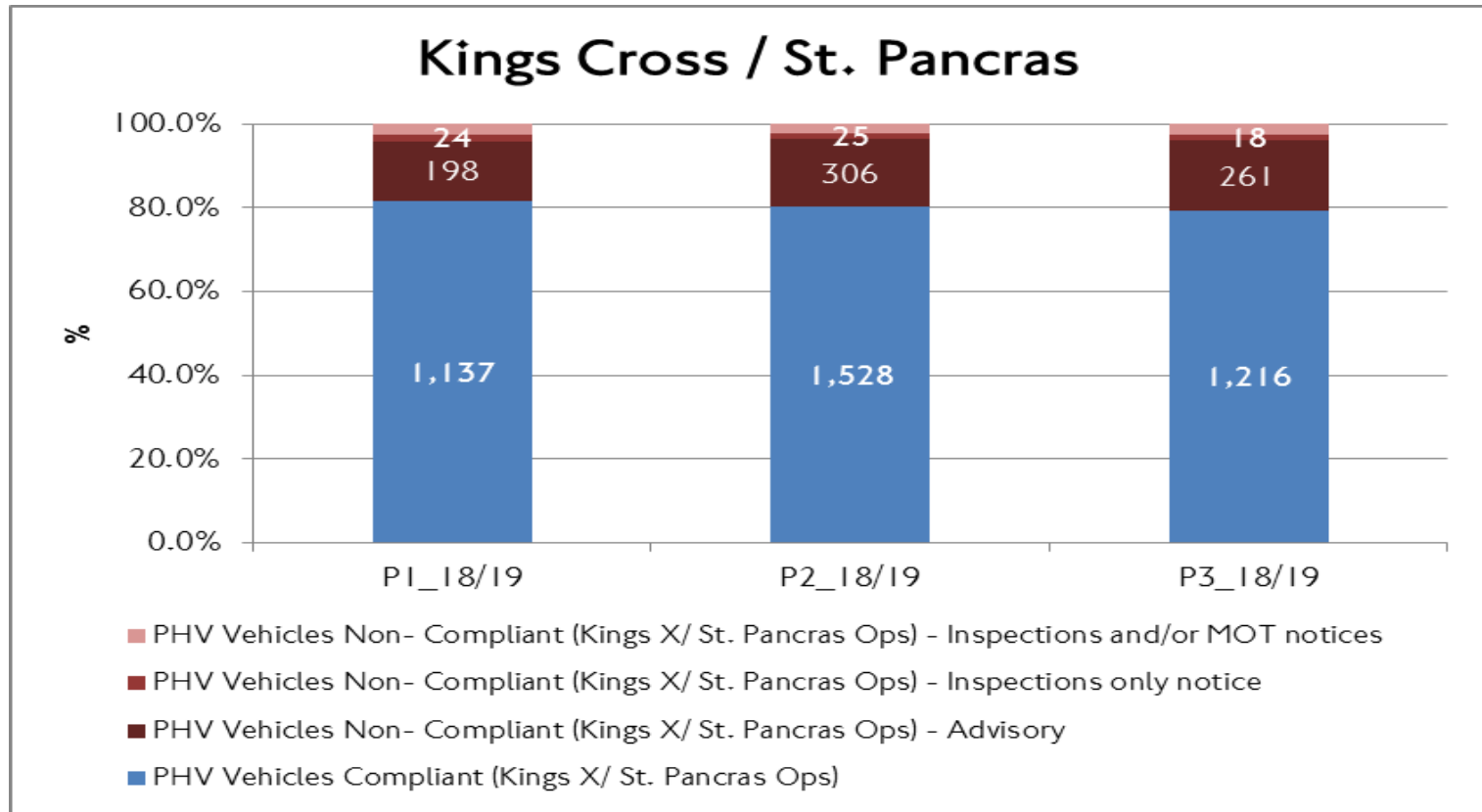
Kings Cross / St. Pancras enforcement results



The compliance rate at Kings Cross has remained high for the last three periods.



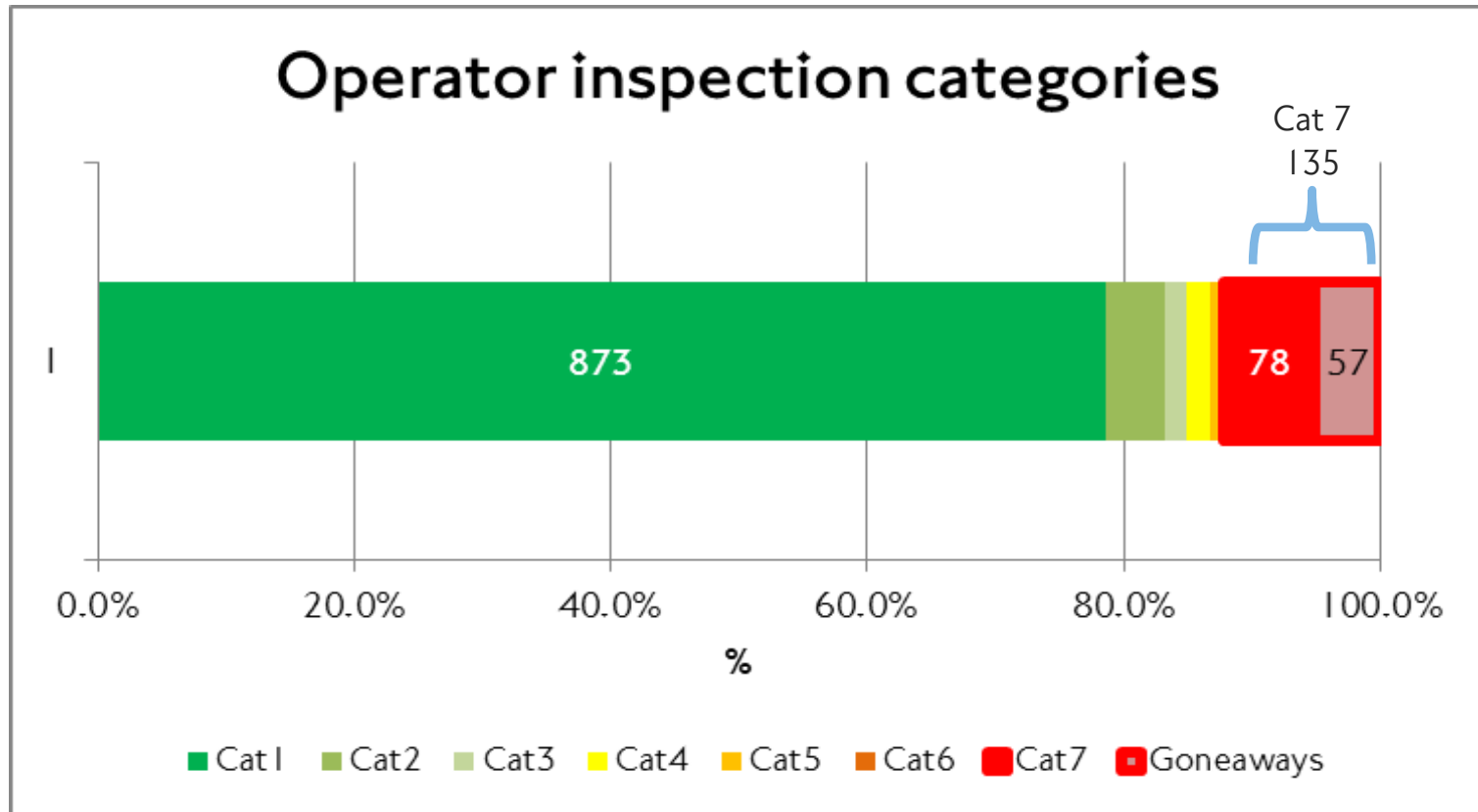
Kings Cross / St. Pancras enforcement results



PHV vehicle compliance is around 80% at Kings Cross. Majority of the non-compliance is mainly advisory.



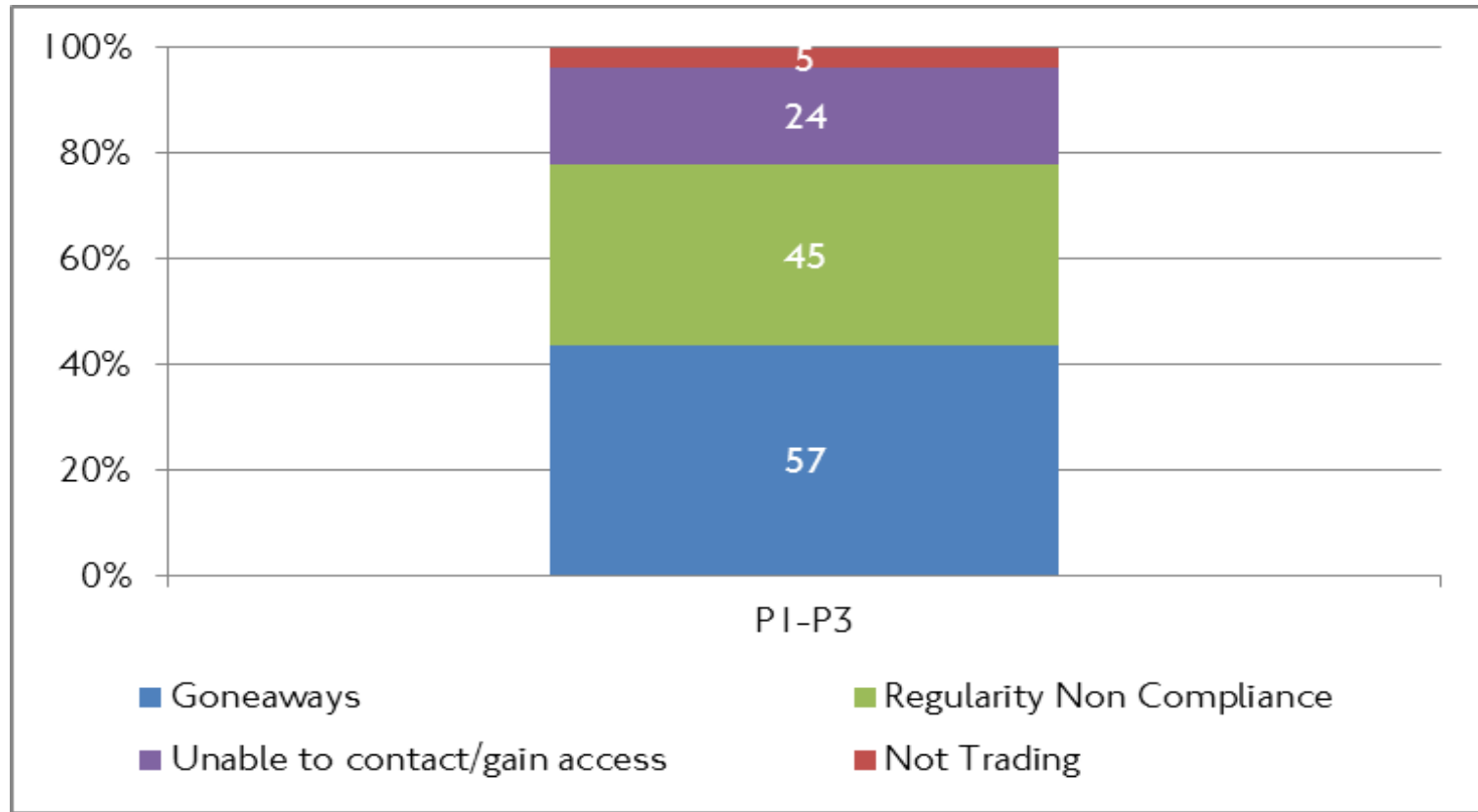
Operator inspections



In P1-P3, there were a total of 1,111 operator inspections. Of these inspections 78.6% were awarded a Cat 1, Cat 2-6, 9.3%, and cat 7 12.2%.



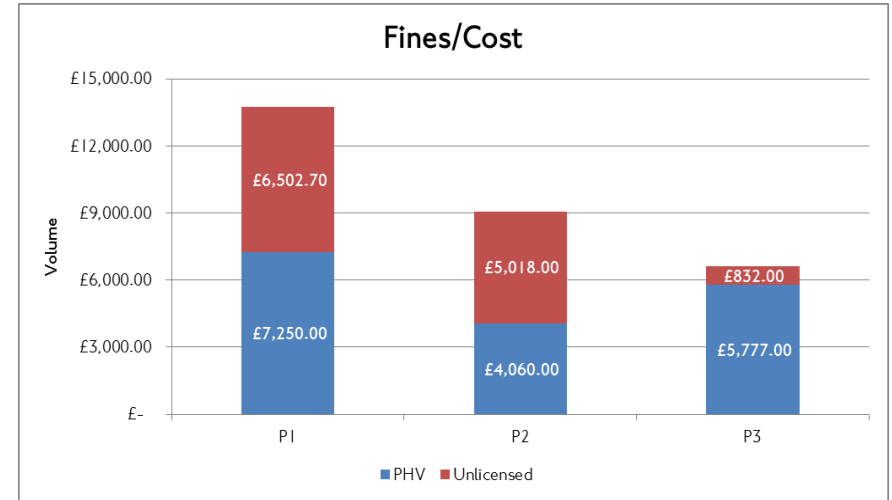
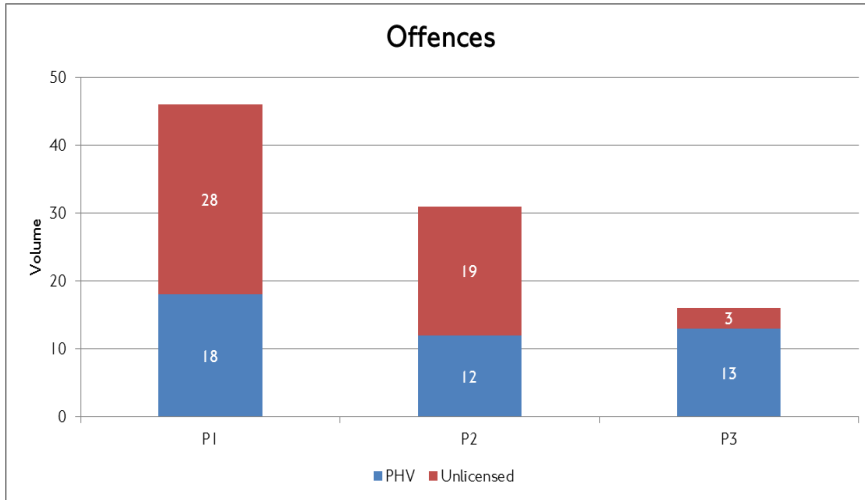
Operator inspections Cat 7s



In periods 1-3 just under 80% of all cat 7s were either goneaways or regularity non compliance.



Prosecutions results



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



Road and Transport Policing Command (RTPC) – TPH-Policing Team results April – June 2018

	Checks	Compliant	% Compliant
PHV Stopped	3,384	2,142	63.3%
Taxis Stopped	722	424	58.7%
Activity Outcome			18/19
No hire & reward Insurance			0
Vehicles seized			0
Drivers reported to TPH for licence action			0
TORs Offence	Taxi	PHV	Other
Mobile phone	25	9	22
Defective tyres	0	26	2
Misc	4	21	26
No Insurance	0	2	33
Red Traffic lights	3	4	3
Seatbelt	1	5	6
Obscured Vision	3	139	0
Controlled Crossing	19	216	1
Fog Lights	0	59	2
Not in proper control	0	0	0
Excess Speed	0	0	0
Total	55	481	95

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

City of London Police activities

April – June 2018

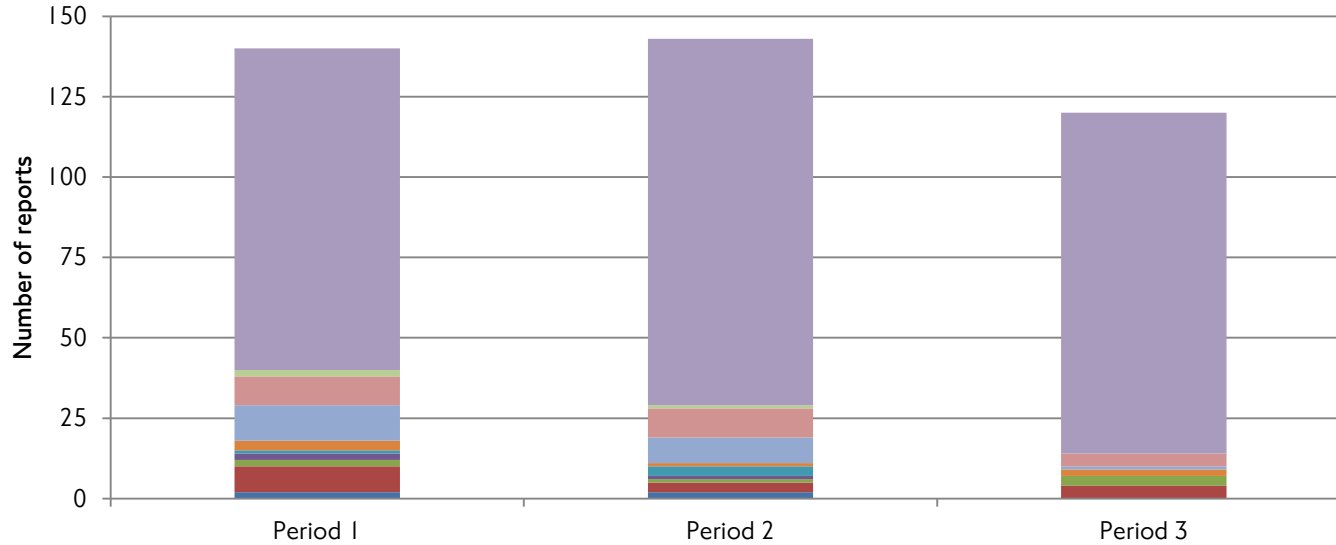
	Checks	Compliant	% Compliant
PHV Stopped	1,540	1,261	81.9%
Taxis Stopped	399	314	78.7%
Activity Outcome			18/19
No hire & reward Insurance			1
Vehicles seized			1
Drivers reported to TPH for licence action			198
TORs Offence		Taxi	PHV
Mobile phone		0	0
Defective tyres		1	5
Misc		0	0
No Insurance		0	0
Red Traffic lights		1	0
Seatbelt		0	0
Obscured Vision		0	0
Controlled Crossing		0	0
Fog Lights		0	0
Not in proper control		0	0
Excess Speed		1	0
Total		3	5



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.)

Category	Period 1	Period 2	Period 3
Badges	2	2	0
Driver ASB	8	3	4
Driver non-compliance	2	1	3
Identifiers	2	1	0
Non-specific	1	3	0
Over-ranking	3	1	2
Phv parking	11	8	1
Taxi parking	9	9	4
Taxi rank signage	2	1	0
Touting/plying for hire	100	114	106

Unless otherwise stated, categories cover both taxi and private hire



Taxi & Private hire intelligence pan-London

