



APRIL 20 18

Private Hire Licensing, Compliance and Enforcement



EVERY JOURNEY MATTERS

Unless otherwise stated the information contained in this presentation covers the fourth quarter of our financial year, running from 10 December to 31 March. 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 10 – 10 December to 06 January

Period 11 – 07 January to 03 February

Period 12 – 04 February to 03 March

Period 13 – 04 March to 31 March

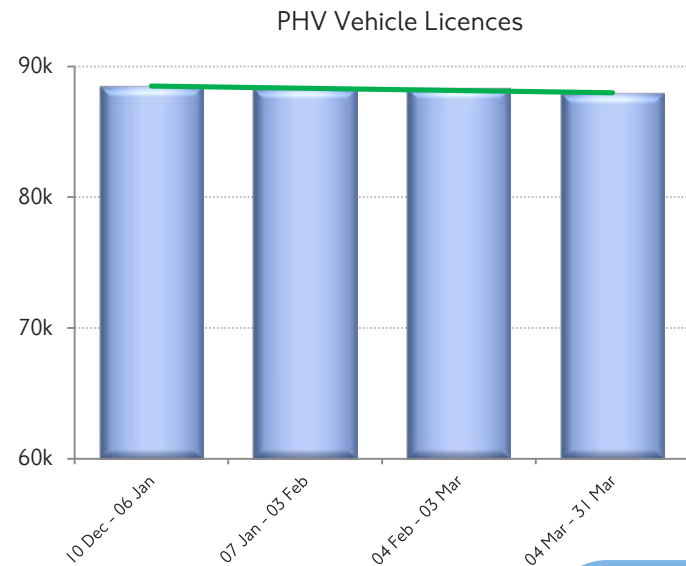
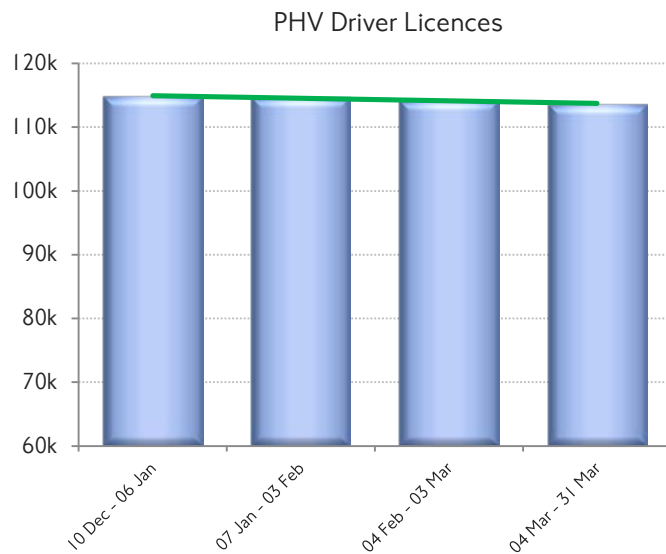


Licensing update



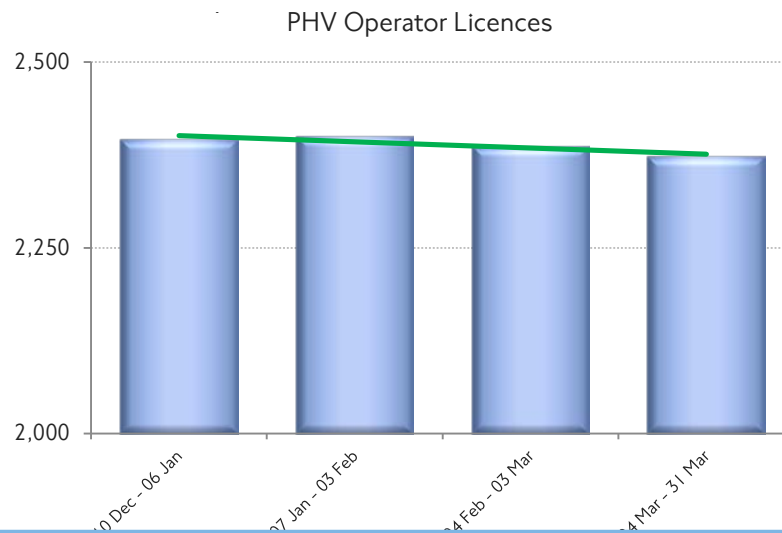
Licensing – Licences

- There are currently **113,645** licensed private hire drivers
- **87,921** private hire vehicles are licensed – approximately 71 per cent owner driver, 29 per cent rental.



Licensing – Operator Licences

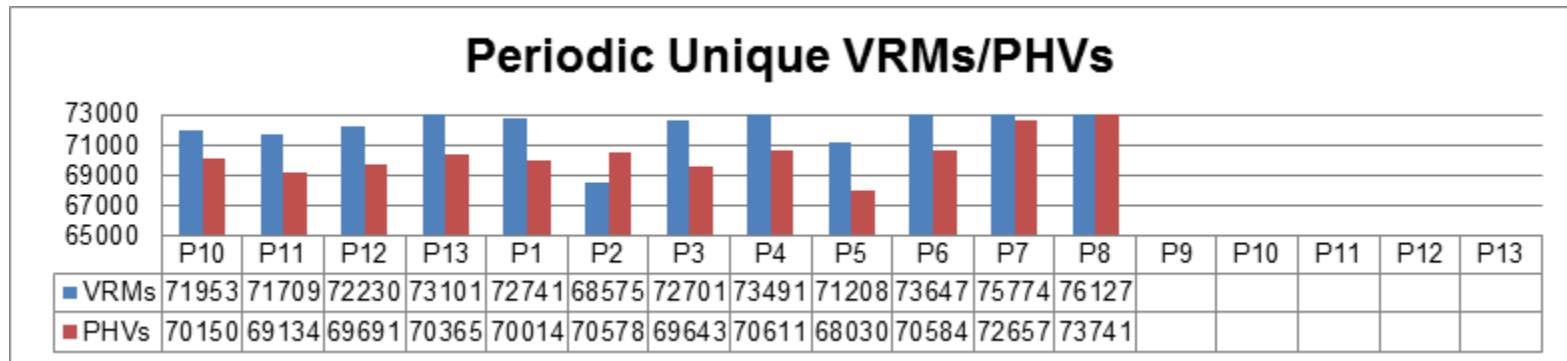
- There are currently **2,359** licensed private hire operators, of which **569** are small operators and, **1,405** are standard operators. **385** are licensed under the new tier structure.
- Since 1 October 2017 all operators have been licensed under the new tier structure. **284** are in tier 0-10, **42** are in tier 11-20, **47** are in tier 21-50, **7** are in tier 51-100, **3** are in tier 101-500, **1** is in tier 501-1,000 and **1** is in tier 1,001-10,000.



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.

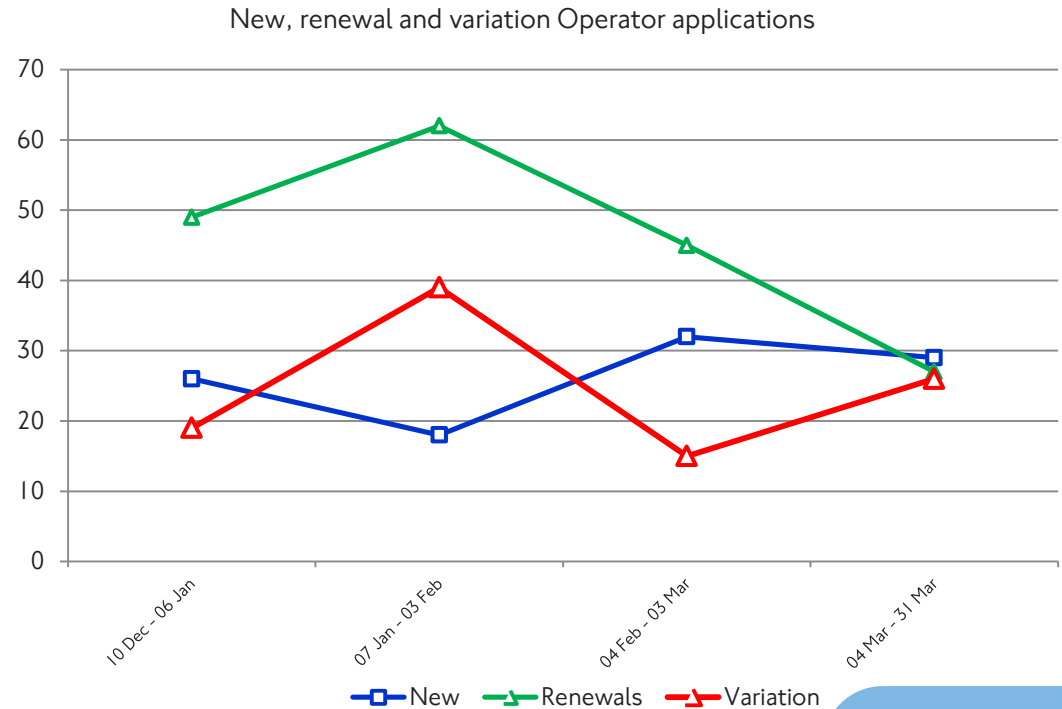
New online functionality was introduced in April to help operators upload their data more securely.



Operators – Applications received

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

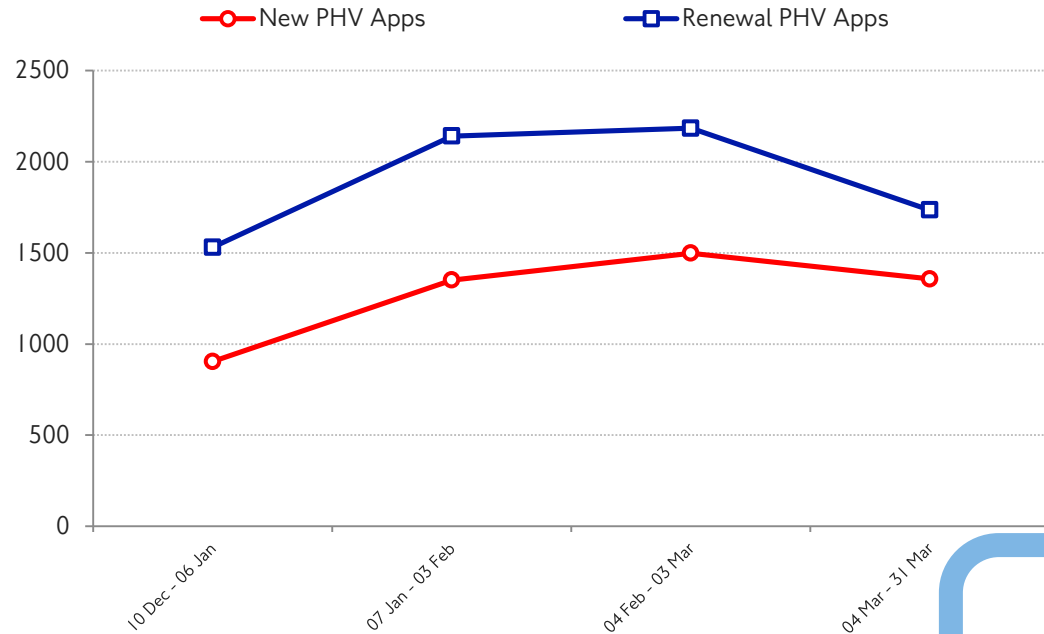
Period	New	Renewal	Variation	Total
10 Dec - 06 Jan	26	49	19	94
07 Jan - 03 Feb	18	62	39	119
04 Feb - 03 Mar	32	45	15	92
04 Mar - 31 Mar	29	27	26	82



Licensing – Driver Applications Received

- Last period we received **1,736** renewal applications (**1,772** average for the last 12 months) and **1,357** new applications (**1,341** 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 **54 per cent** of private hire driver applications were made online. This mainly consists of new applicants.

Period	New	Renewal	Total
10 Dec - 06 Jan	904	1531	2958
07 Jan - 03 Feb	1351	2141	4273
04 Feb - 03 Mar	1499	2184	4452
04 Mar - 31 Mar	1357	1736	3775

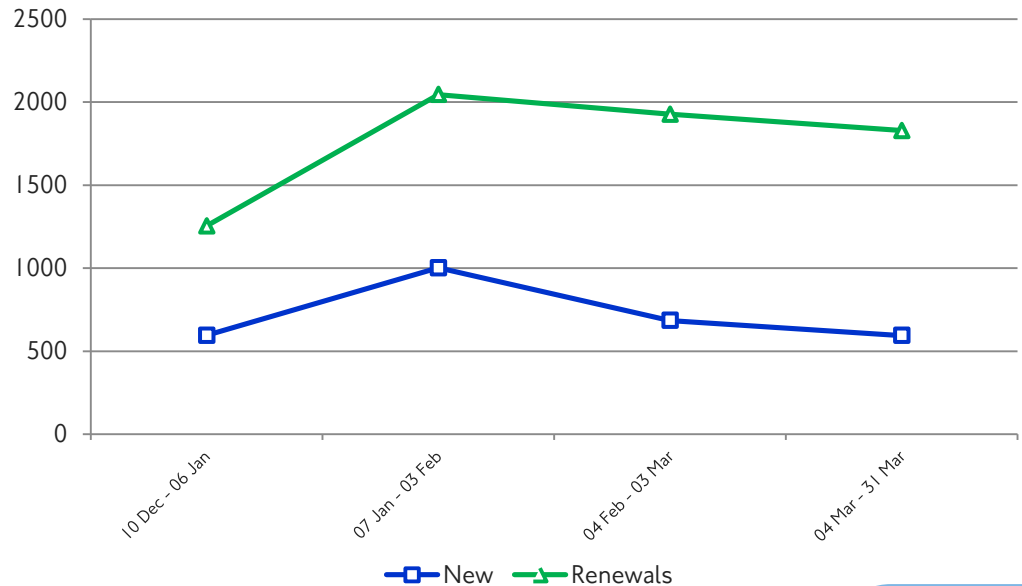


Licensing – Licences Issued

- Last period we issued **2,422** 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
10 Dec - 06 Jan	595	1254	1849
07 Jan - 03 Feb	1002	2045	3047
04 Feb - 03 Mar	685	1927	2612
04 Mar - 31 Mar	594	1828	2422



Licensing – Driver, Vehicle and Operator Revocations

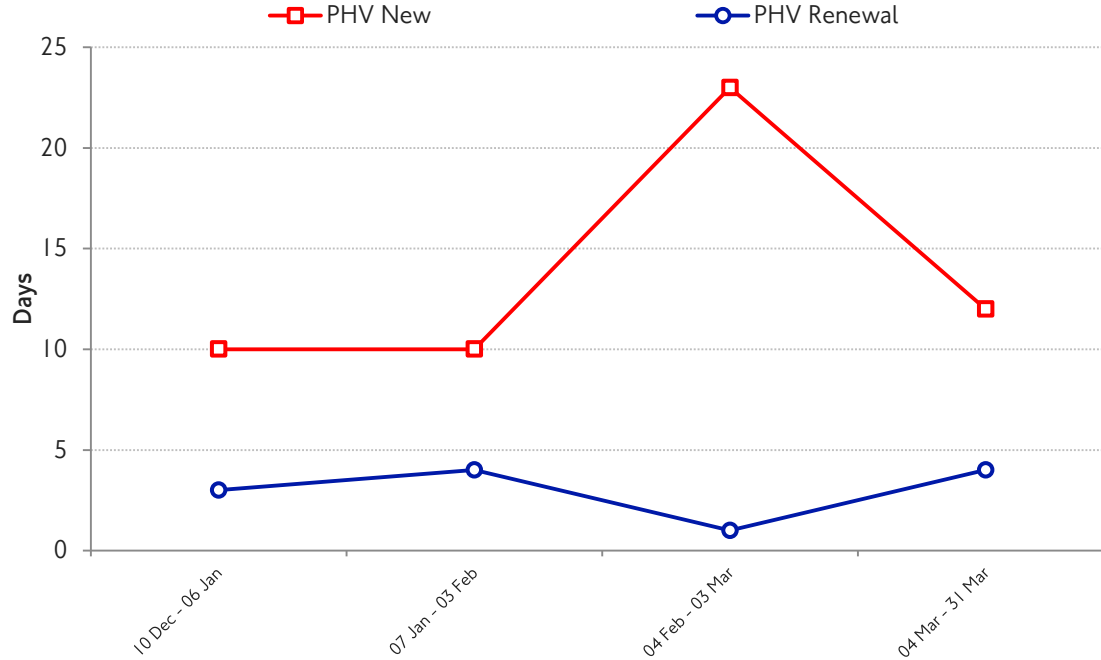
- Last quarter we issued 317 revocations in total for drivers, vehicles and operators

Period	Drivers		Vehicles		Operators
	Taxi	PHV	Taxi	PHV	PHV
10 Dec - 06 Jan	7	24	2	12	0
07 Jan - 03 Feb	21	43	0	9	0
04 Feb - 03 Mar	11	30	0	23	0
04 Mar - 31 Mar	10	22	12	88	3



Licensing – Initial Assessments

- As of 31 March, renewal applications are being processed within four days with new applications processed within 12 days.



Telephony – TPH driver and operator enquiries

Due to the continued high volumes of calls, and a temporary reduction in FTE staff the average speed of answer has exceeded two minutes. Five additional FTE staff have been recruited and will complete their training on 5 May to address this.

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)
17/12/2017	9,991	5,846	7,144	6,377	02:18	700	02:07	05:56
24/12/2017	9,571	5,329	6,003	5,591	01:30	360	01:32	05:54
31/12/2017	5,409	3,131	3,172	2,815	02:29	339	02:24	05:31
07/01/2018	9,125	5,577	6,638	5,971	02:32	621	02:05	06:12
14/01/2018	11,008	6,517	8,213	7,282	02:47	879	02:17	06:19
21/01/2018	11,238	6,551	8,357	7,641	01:56	654	01:58	05:53
28/01/2018	11,593	6,346	7,575	7,128	01:08	375	01:32	05:46
04/02/2018	11,168	6,561	7,958	7,291	01:41	569	01:51	05:48
11/02/2018	12,773	7,256	8,953	7,675	03:38	1,225	02:30	06:19
18/02/2018	11,098	6,603	8,246	7,286	02:48	909	02:23	05:58
25/02/2018	12,136	7,231	9,042	8,082	02:50	899	02:20	05:55
04/03/2018	11,316	6,784	7,971	7,102	02:30	811	02:27	05:49
11/03/2018	13,512	7,646	9,909	7,835	05:39	2,039	03:06	06:10
18/03/2018	12,704	7,286	9,316	7,929	03:49	1,348	02:49	05:53
25/03/2018	12,358	7,176	9,095	7,603	04:22	1,444	02:51	06:07
01/04/2018	11,025	6,340	7,547	6,210	05:07	1,312	02:58	06:01



Licensing – Topographical Assessments

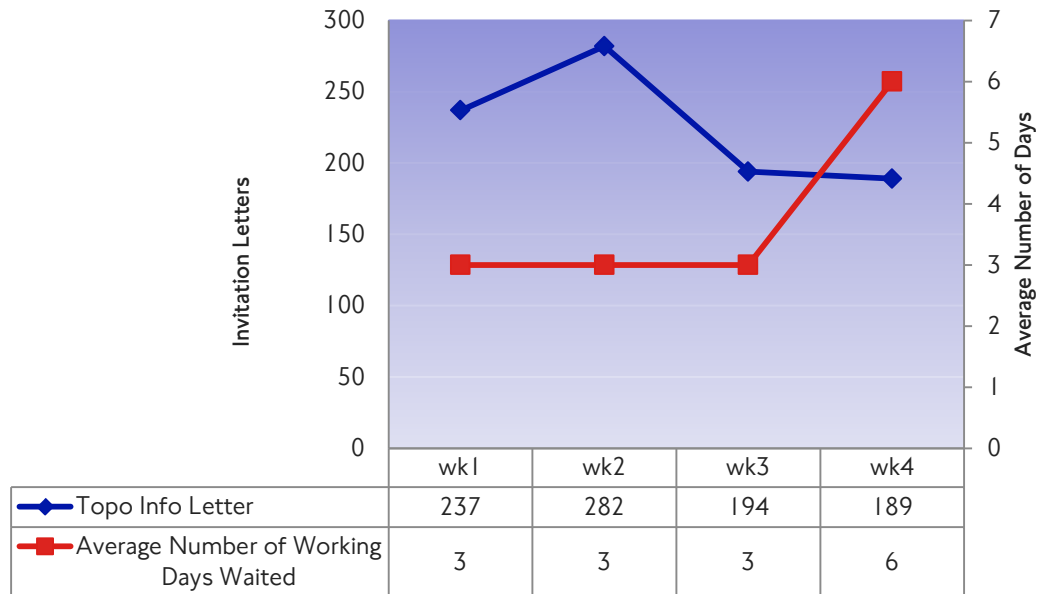
- The average first time pass rate over the past eight weeks is **46 percent**. The average re-test pass rate is **49 percent**. This has remained broadly static over recent months.
- There are eight approved centres with assessments being delivered by TfL staff at those centres. There is sufficient 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
10 Dec - 06 Jan	1,258	45%	48%
07 Jan - 03 Feb	1,546	45%	48%
04 Feb - 03 Mar	1,597	46%	48%
04 Mar - 31 Mar	1,559	46%	48%



Topographical Assessments - Invitation to book a test

- Licensing teams will 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 application will be passed to the before progressing those that are eligible on to our Topographical Booking team who will then write to applicants inviting them to book an assessment.



There was a decrease in the number of information letters sent in week three and four. 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

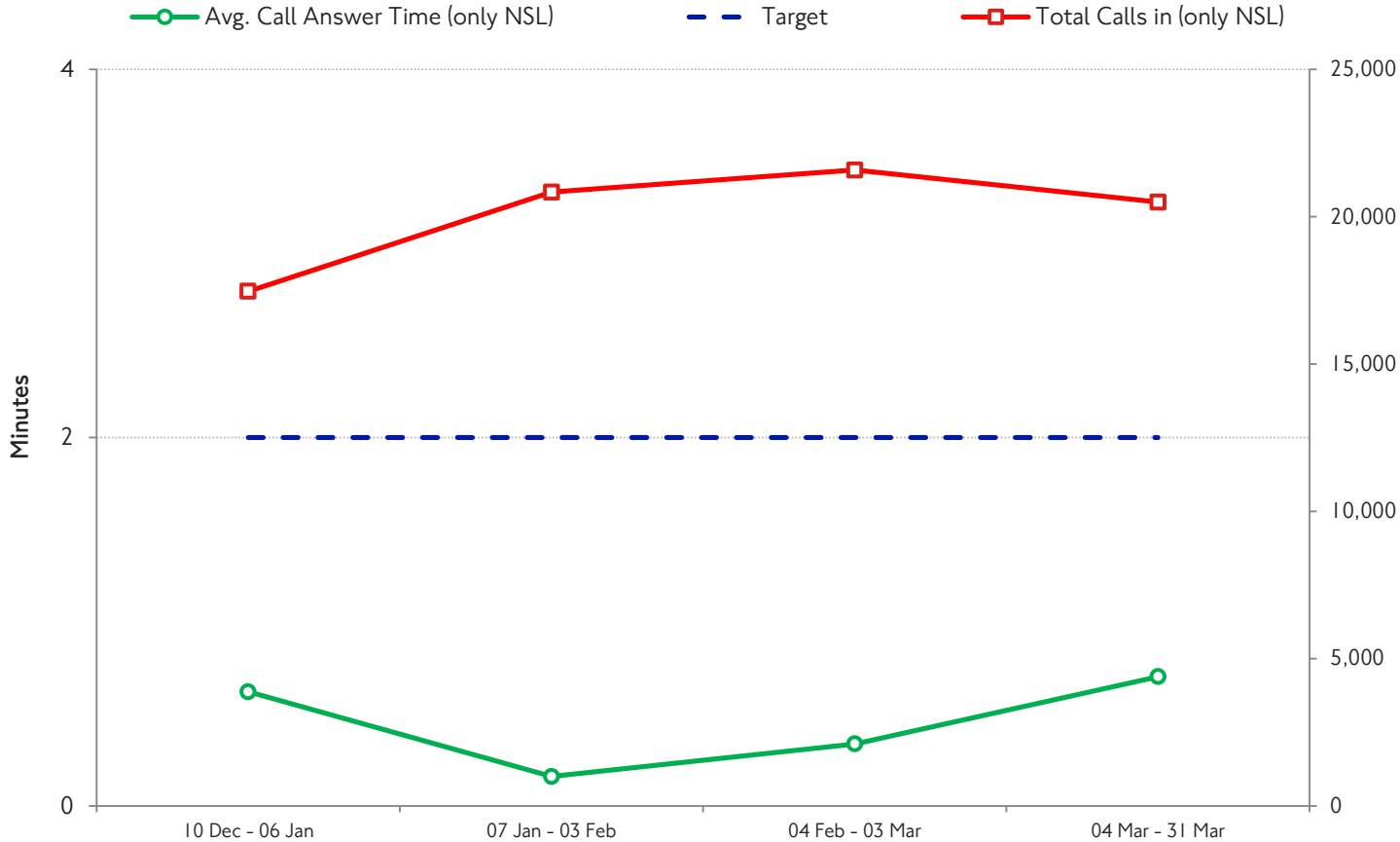
- We aim to answer 80% of calls within two minutes. This is in line with our standard service level with external third party providers.

Date	Day	Calls Offered	Calls Answered	Average Speed of Answer	Calls Abandoned	Avg Abandon Time	Avg Call Handling Time
26/03/2018	Mon	239	232	00:24	7	00:09	04:33
27/03/2018	Tues	213	209	00:54	3	00:32	04:27
28/03/2018	Weds	215	200	00:57	15	01:48	04:15
29/03/2018	Thurs	209	199	00:42	8	00:00	03:53



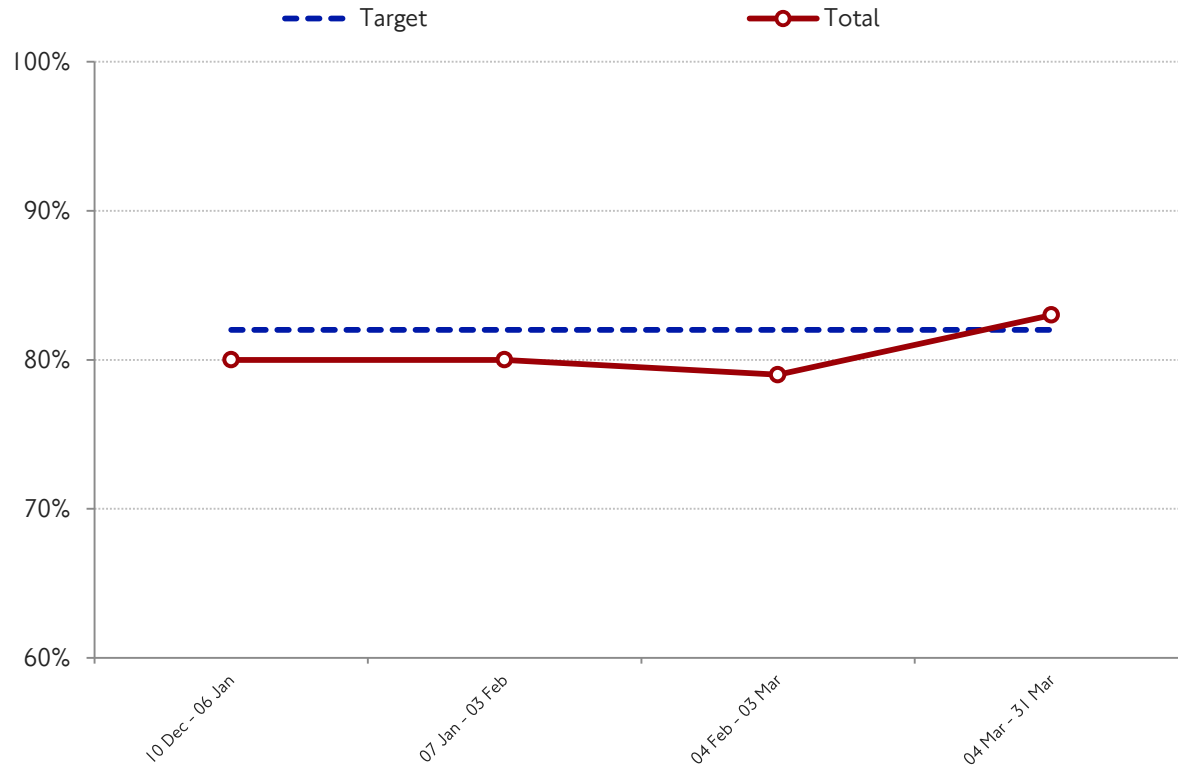
Vehicle Inspection Telephony (Average Call Answer Time)

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

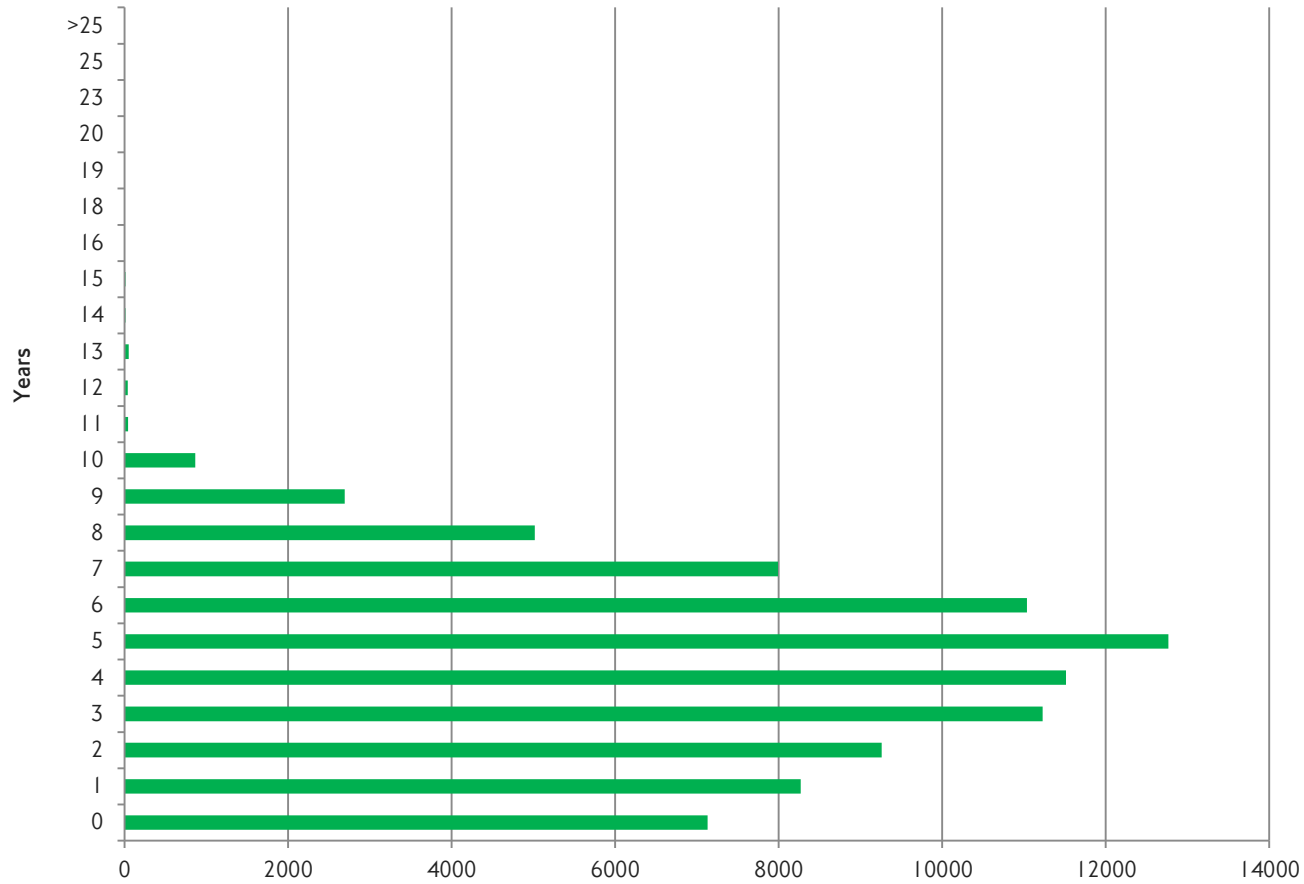


PHV First Time Pass Rate

- The first time pass rate for private hire vehicles has increased to **83** 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.



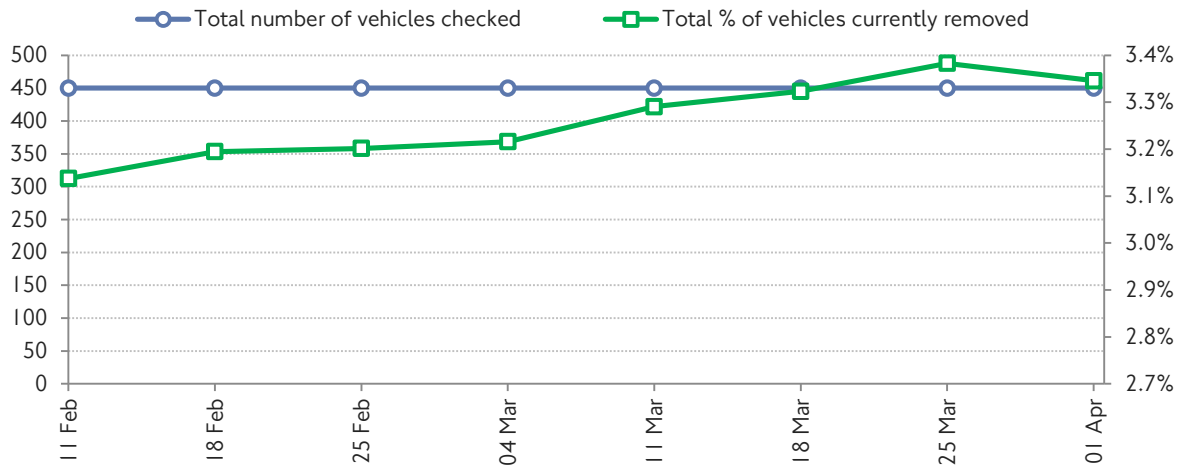
PHV Fleet Age Breakdown



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.

	11 Feb	18 Feb	25 Feb	04 Mar	11 Mar	18 Mar	25 Mar	01 Apr
Total number of vehicles checked	450	450	450	450	450	450	450	450
Total number of vehicles identified within the zone	192	177	177	181	66	216	192	196
Number of vehicles removed from the CC Exemption list	24	36	17	20	44	28	39	0
Total % of vehicles currently removed	3.1%	3.2%	3.2%	3.2%	3.3%	3.3%	3.4%	3.3%
Total PHV fleet	88,368	88,399	88,295	88,278	88,264	88,257	88,208	87,921



*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 Driver / Vehicle checked

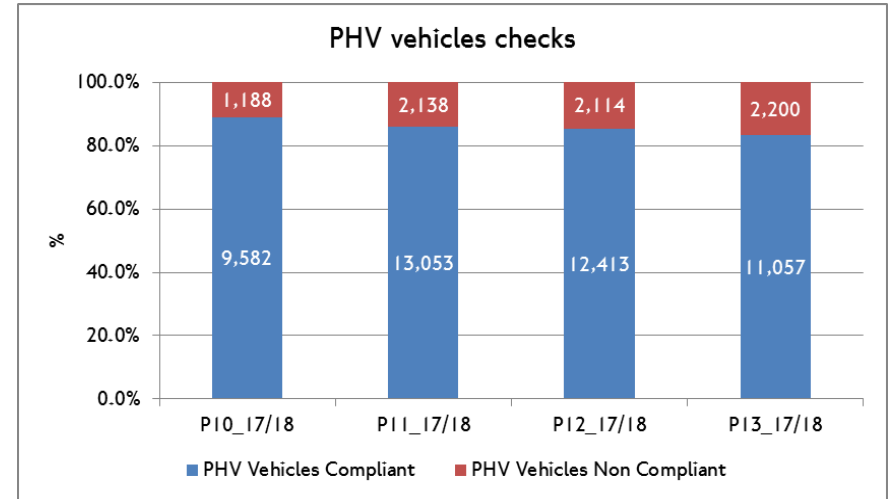
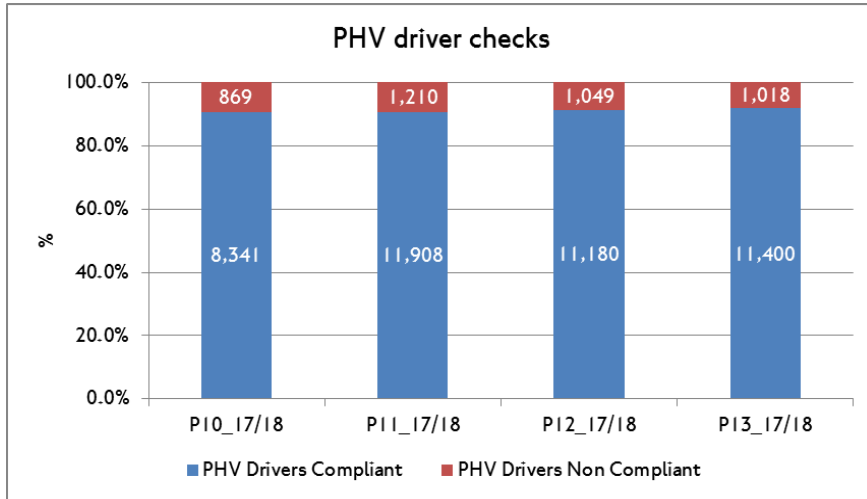
Driver	Checks	Compliant	% Compliant
P10	9,210	8,341	90.6%
P11	13,118	11,908	90.8%
P12	12,229	11,180	91.4%
P13	12,418	11,400	91.8%
Total	46,975	42,829	91.2%

Vehicle	Checks	Compliant	% Compliant
P10	10,770	9,582	89.0%
P11	15,191	13,053	85.9%
P12	14,527	12,413	85.4%
P13	13,257	11,057	83.4%
Total	53,745	46,105	85.8%

During the last four periods, 4,146 drivers and 7,640 vehicles were reported for non compliance.



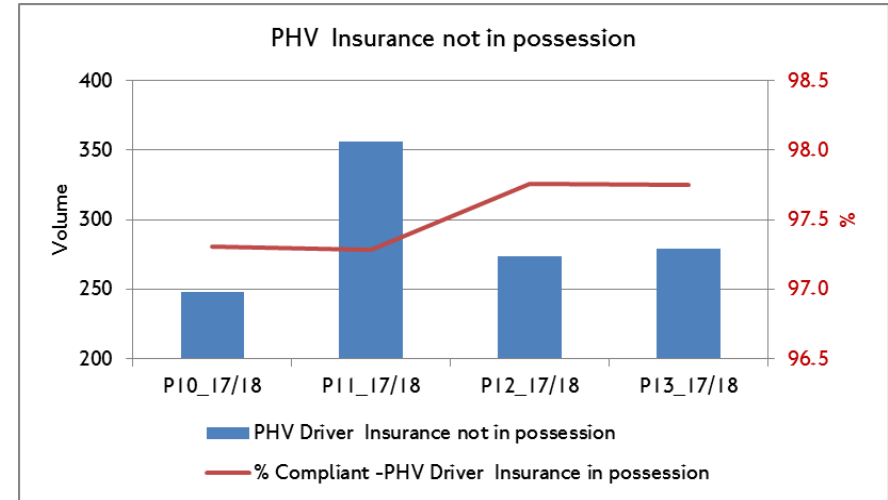
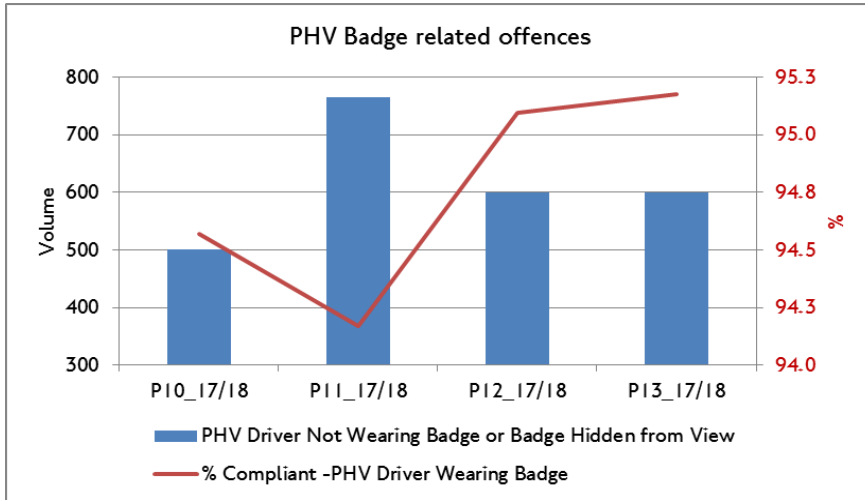
PHV driver and vehicle compliance



Driver compliance has continued to improve since P8, with P13 peaking at 91.8%. Vehicle compliance has continued to worsen since P9 with P13 now at it lowest it has been all year, 83.4%



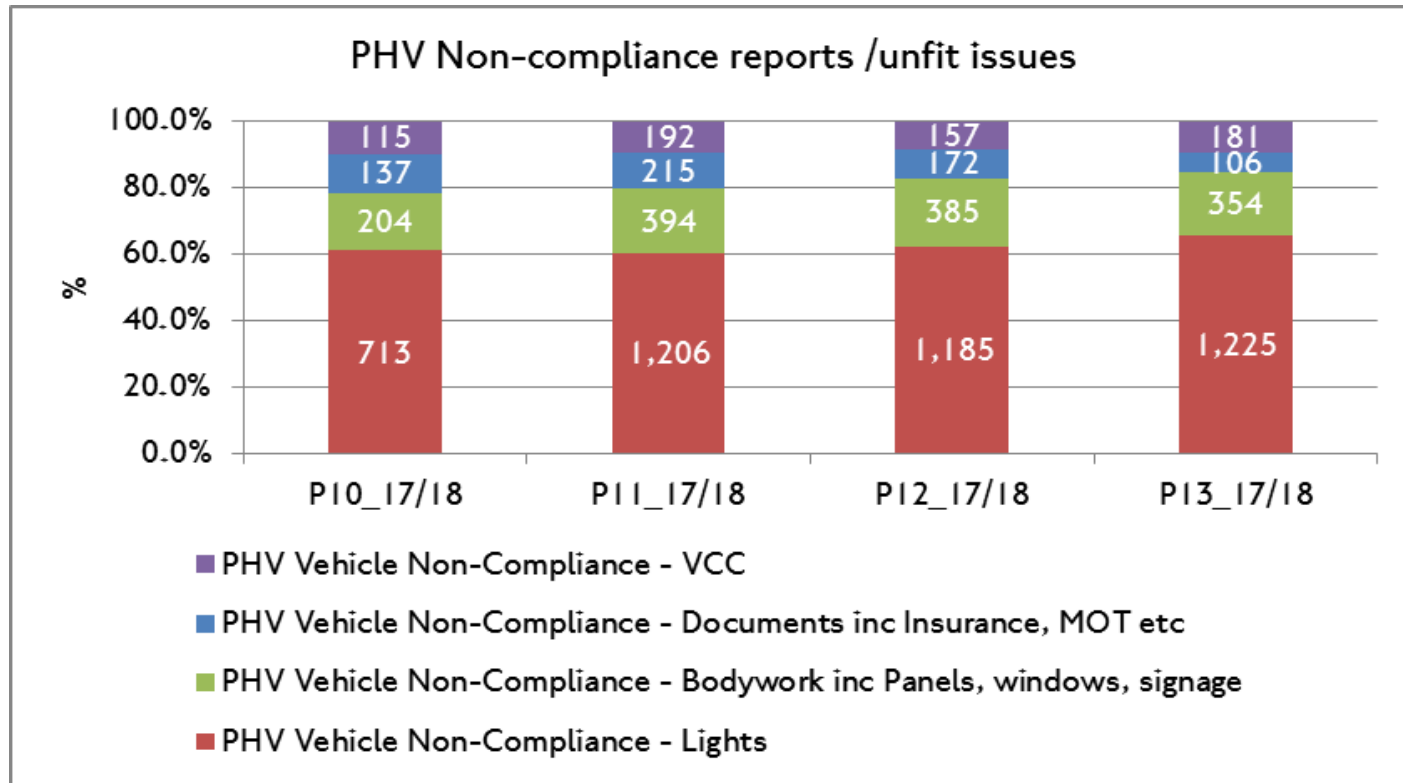
PHV compliance – highest contributors of driver non compliance



In the last periods compliance rate has improved with fewer vehicles and drivers having badge or insurance related issues.



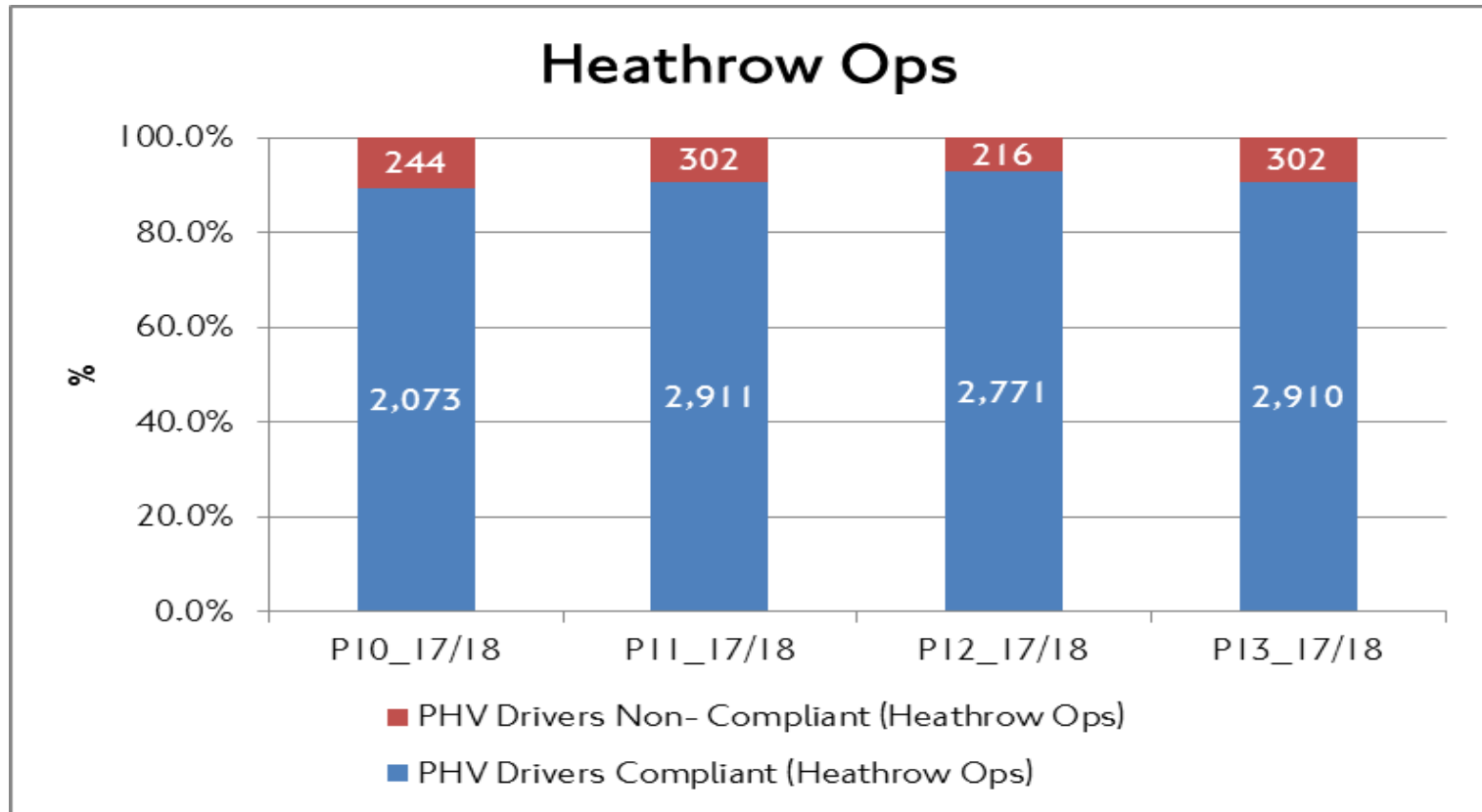
PHV compliance – highest contributors of vehicle non compliance



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



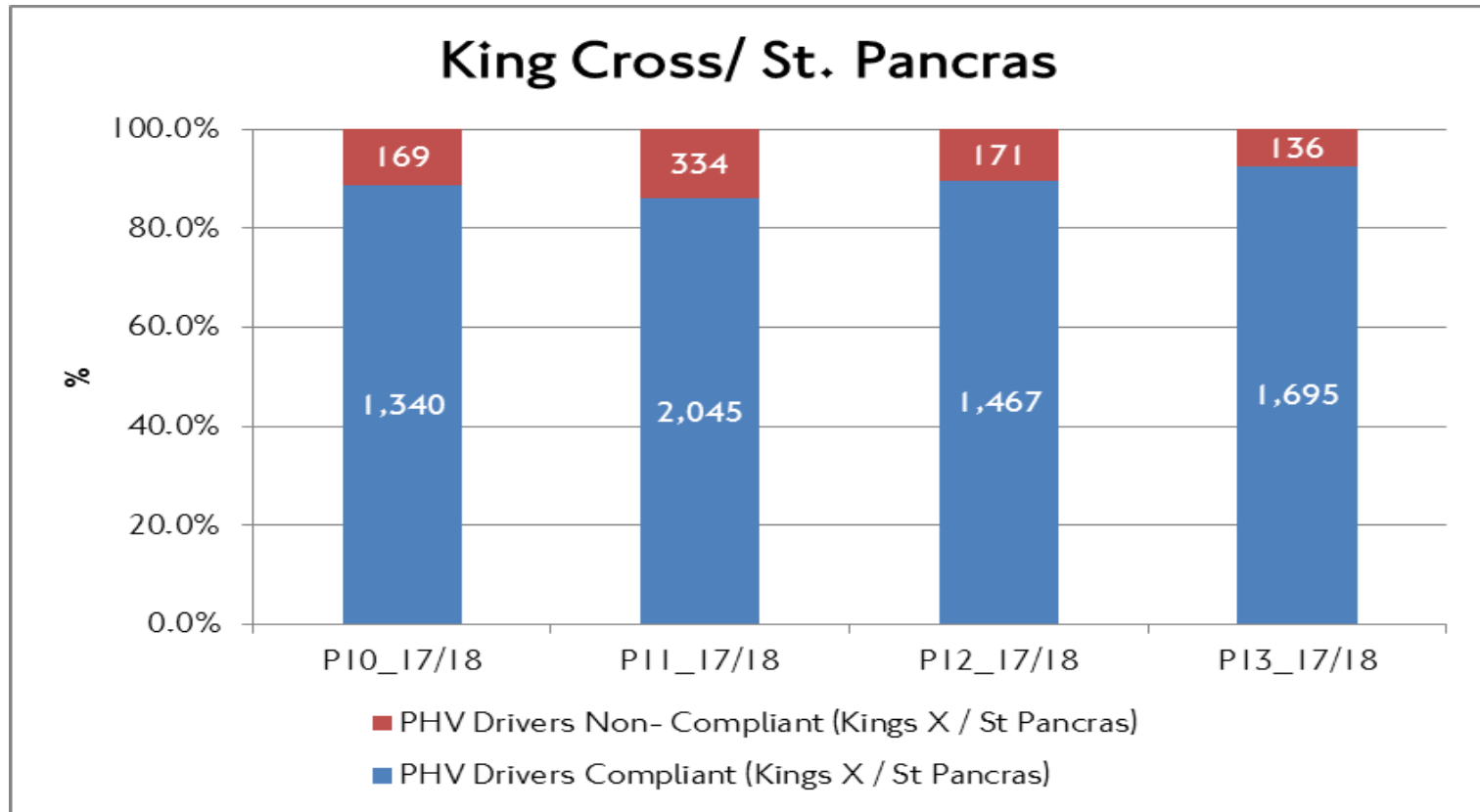
Heathrow enforcement results



From P10 onwards the number of checks increased at Heathrow.



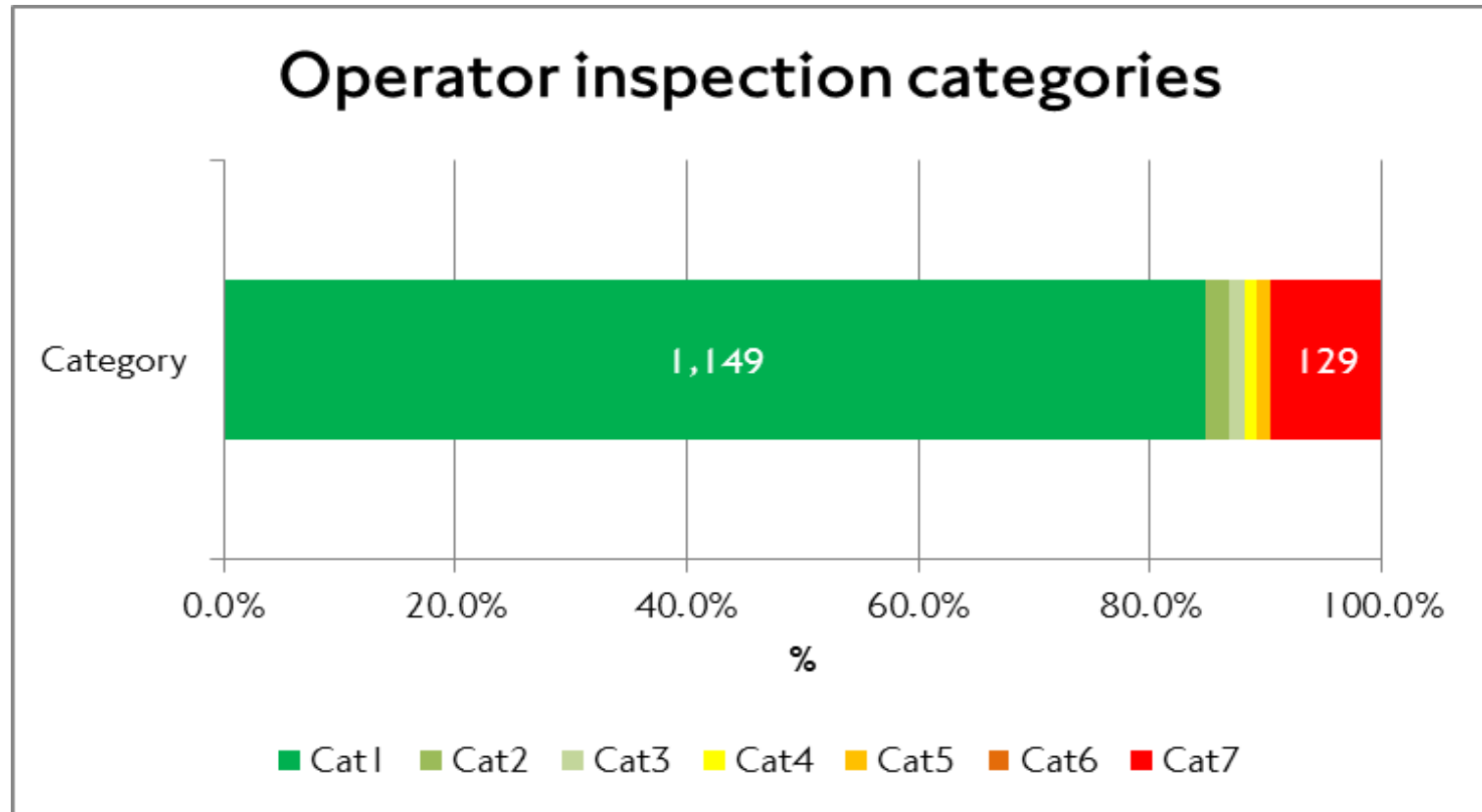
Kings Cross / St. Pancras enforcement results



The number of checks at Kings Cross and St Pancras increased in P11.



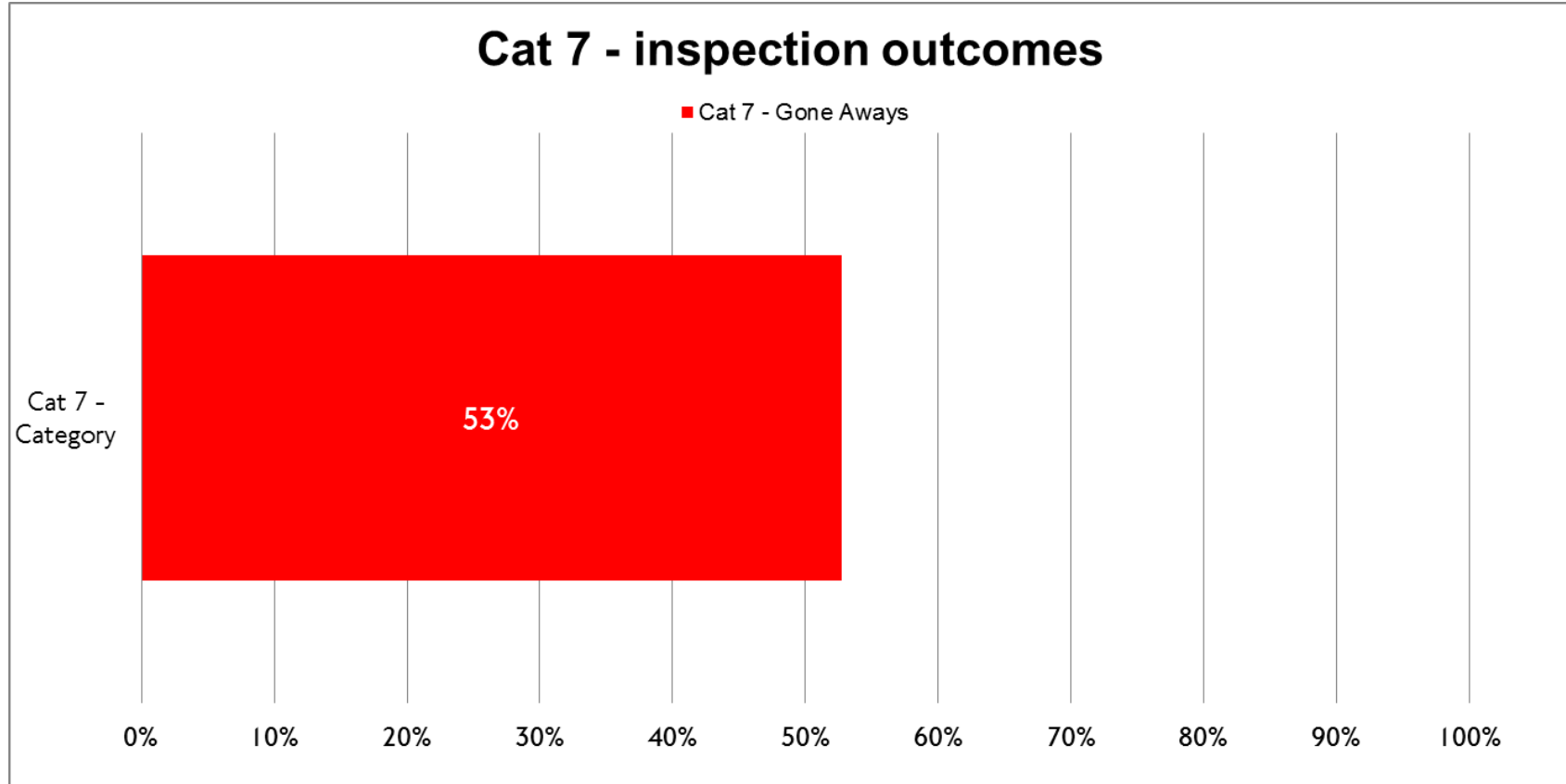
Operator inspections



In 2017/18, there were a total of 4,685 operator inspections. Of these inspection 86.2% were awarded a Cat 1, Cat 2-6, 4.3%, and Cat 7 9.5%.



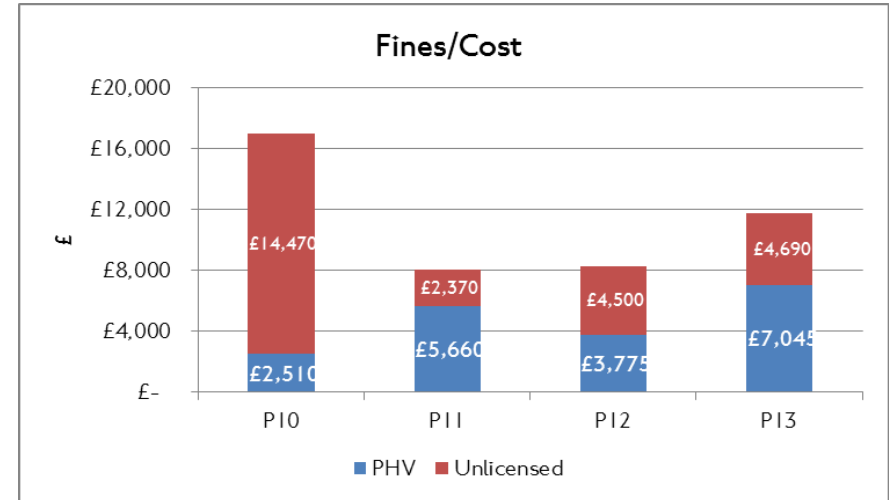
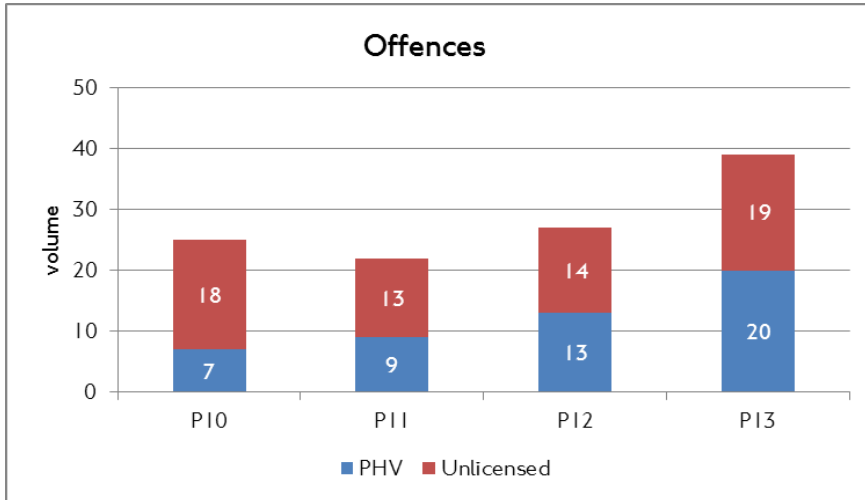
Operator inspections



P10 - 13, there were a total of 129 Cat 7 outcomes . Of these inspections 68 were recorded as 'Gone Aways' (53%)



Prosecutions results



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.



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

	Checks	Compliant	% Compliant
PHV Stopped	5,272	3,754	71.2%
Taxis Stopped	917	606	66.1%
Activity Outcome			17/18
No hire & reward Insurance			5
Vehicles seized			9
Drivers reported to TPH for licence action			862
TORs Offence	Taxi	PHV	Other
Mobile phone	5	14	41
Defective tyres	2	25	10
Misc	8	109	41
No Insurance	0	6	71
Red Traffic lights	2	12	5
Seatbelt	0	5	0
Obscured Vision	7	185	10
Controlled Crossing	32	302	4
Fog Lights	1	125	4
Not in proper control	0	0	0
Excess Speed	0	0	0
Total	57	783	186



City of London Police activities

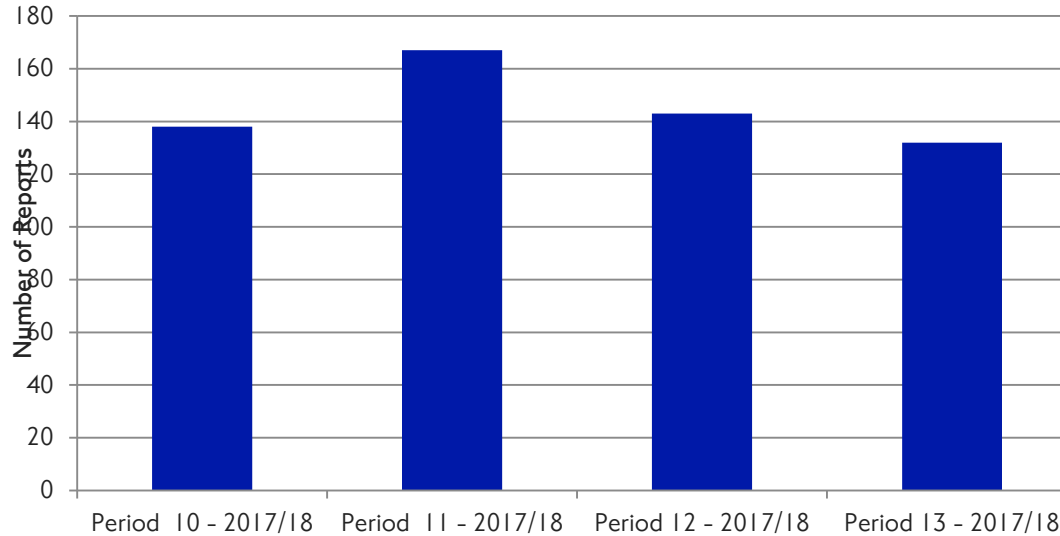
	Checks	Compliant	% Compliant
PHV Stopped	1,997	1,635	81.9%
Taxis Stopped	620	470	75.8%
Activity Outcome			17/18
No hire & reward Insurance			0
Vehicles seized			0
Drivers reported to TPH for licence action			157
TORs Offence		Taxi	PHV
Mobile phone		1	4
Defective tyres		3	7
Misc		1	3
No Insurance		0	0
Red Traffic lights		3	11
Seatbelt		0	5
Obscured Vision		0	5
Controlled Crossing		0	0
Fog Lights		0	14
Not in proper control		4	14
Excess Speed		7	15
Total		19	78



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 10 - 2017/18	Period 11 - 2017/18	Period 12 - 2017/18	Period 13 - 2017/18
Badges	2		1	2
Driver ASB	3	3	3	5
Driver non-compliance	1	2	1	2
Identifiers	2	2		1
non-specific	5	9	2	6
Over-ranking	2	9	4	2
PHV parking	10	9	13	4
Taxi parking	8	5	5	3
Taxi rank signage	6	2	1	
Touting/plying for hire	99	126	112	107
Vehicle signage			1	
Grand Total	138	167	143	132

Unless otherwise stated, categories cover both taxi and private hire



Taxi & Private hire intelligence pan-London

