



FEBRUARY 2020

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 07 – 15 September to 12 October

Period 08 – 13 October to 09 November

Period 09 – 10 November to 07 December

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



Compliance & Enforcement update



Total PHV Driver / Vehicle checked

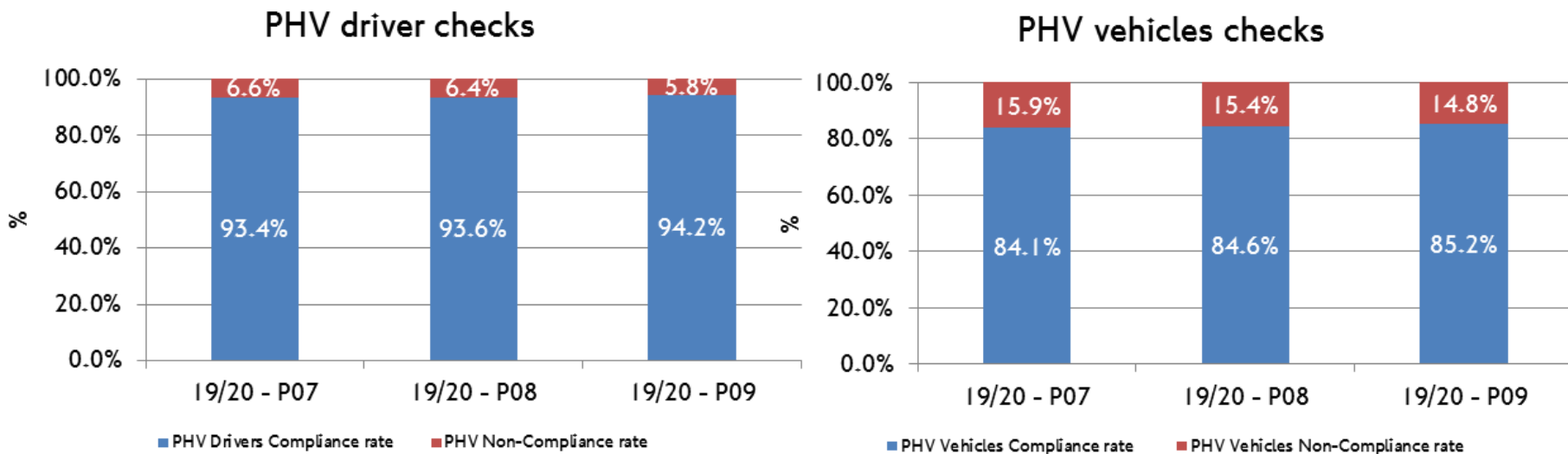
Driver	Checks	Compliant	% Compliant
P7	8,255	7,710	93.4
P8	7,009	6,562	93.6
P9	6,055	5,706	94.2
Total	21,319	19,978	93.8

Vehicle	Checks	Compliant	% Compliant
P7	8,496	7,144	84.1
P8	7,227	6,116	84.6
P9	6,244	5,320	85.2
Total	21,967	18,580	84.6

During the past 3 periods, 1,341 drivers and 3,387 vehicles were reported for non-compliance.



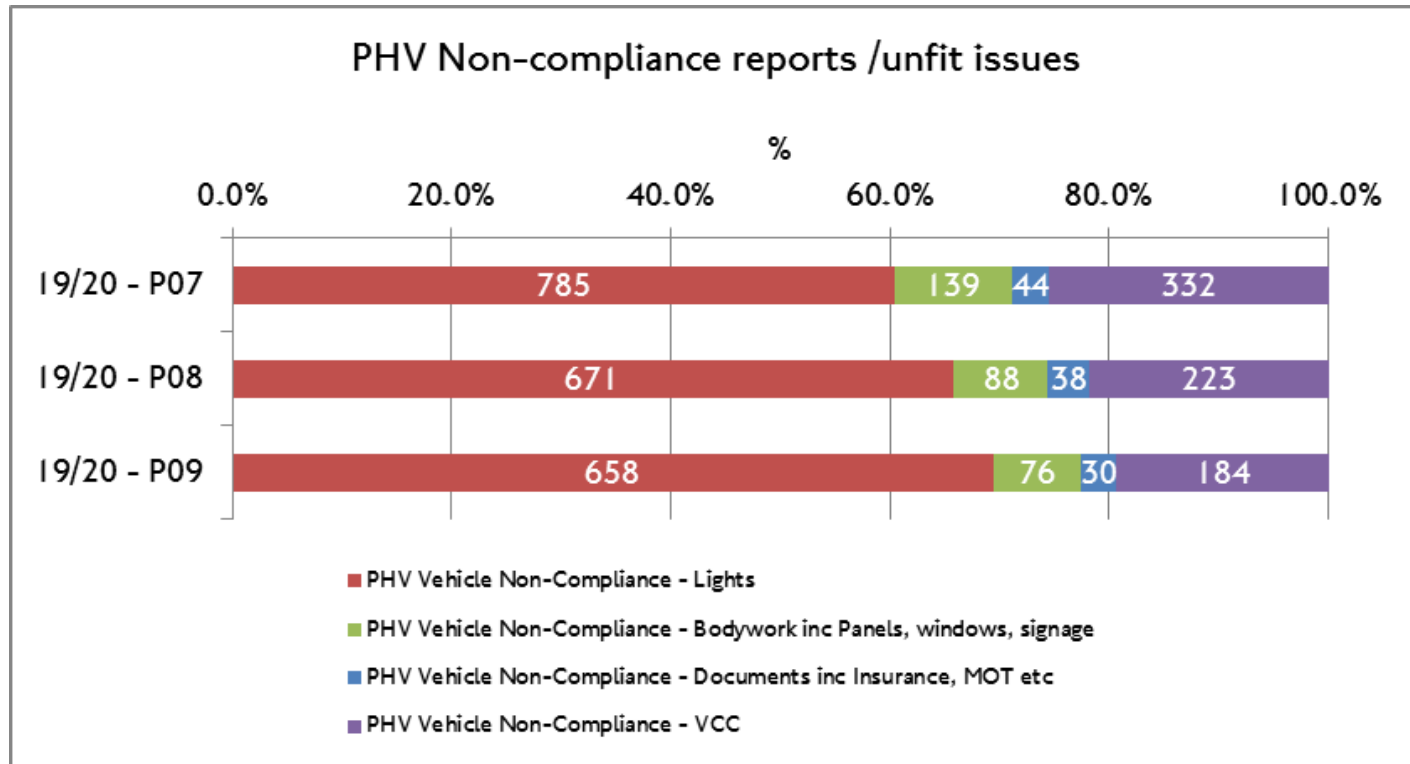
PHV driver and vehicle compliance



Since the start of the year the driver compliance rate has remained between 93 and just over 94 per cent. The vehicle compliance rate for the previous three periods has been between 84 – 85 per cent.



PHV compliance – highest contributors of vehicle non-compliance

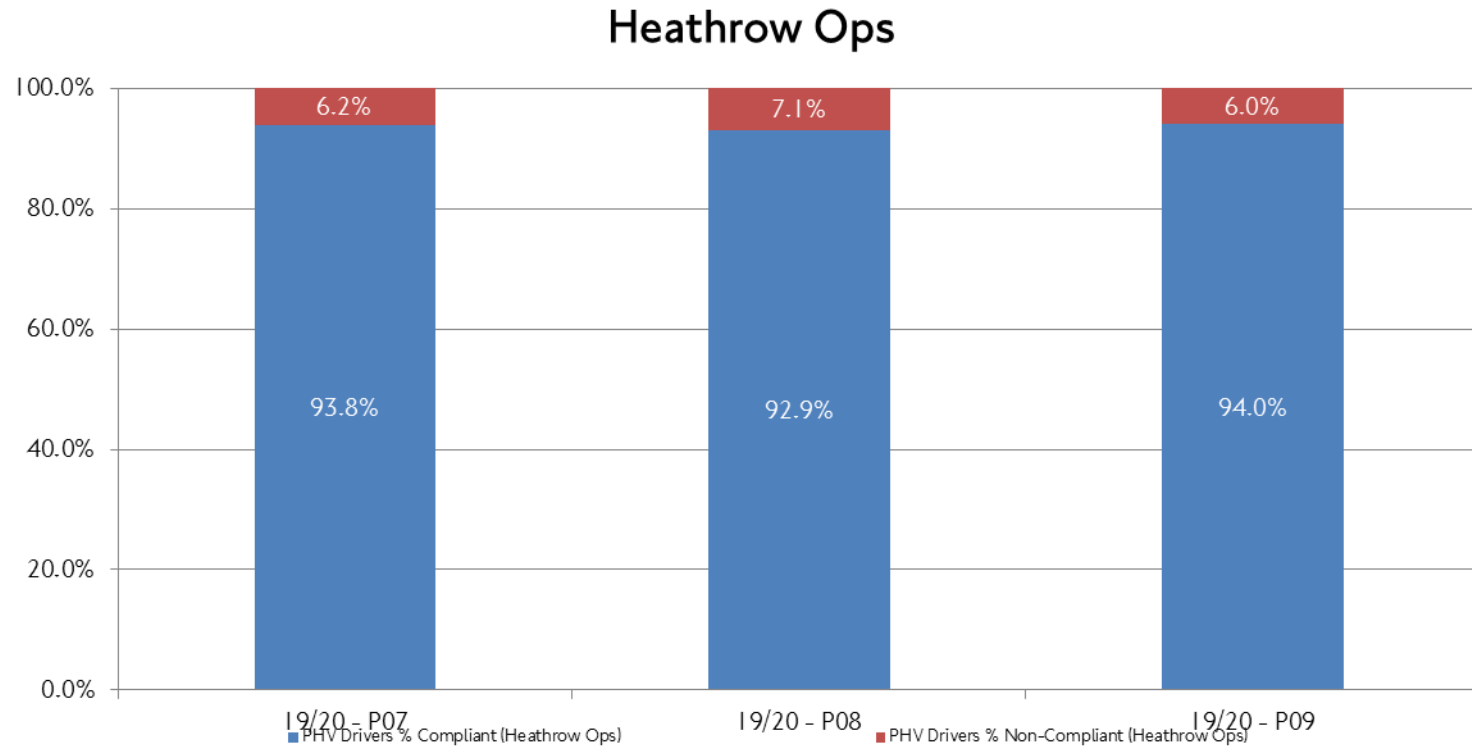


The most common issue over the last three periods remains lights not working and no spare replacement bulbs.

VCC (Vehicle Compliance Check) includes, Sat Nav/phone incorrectly positioned, PHV identifier discs damaged/tampered with/incorrectly displayed.



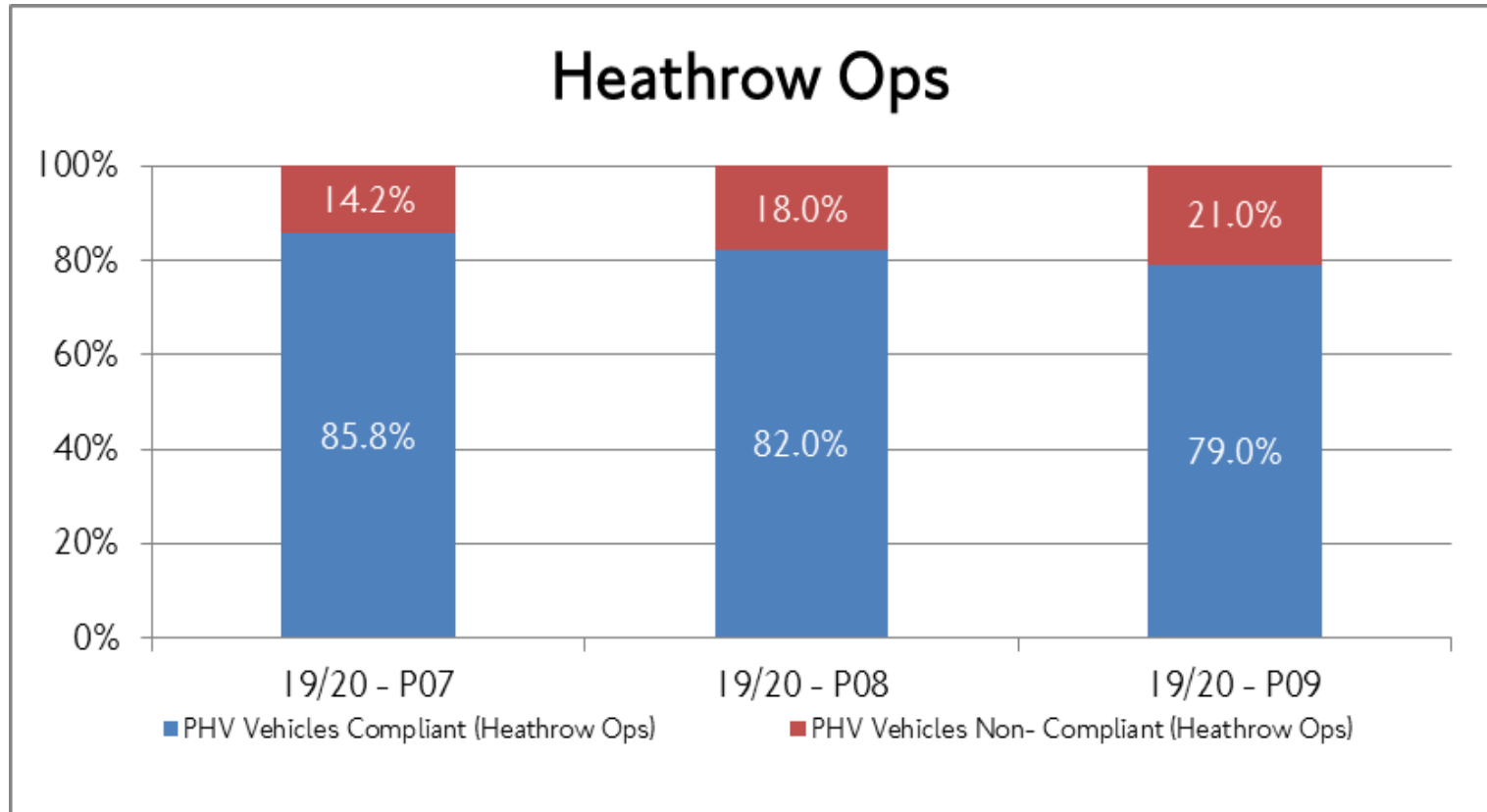
Heathrow enforcement results



The level of **driver** compliance at Heathrow over the past three months remains between 92 - 94 per cent compliant.



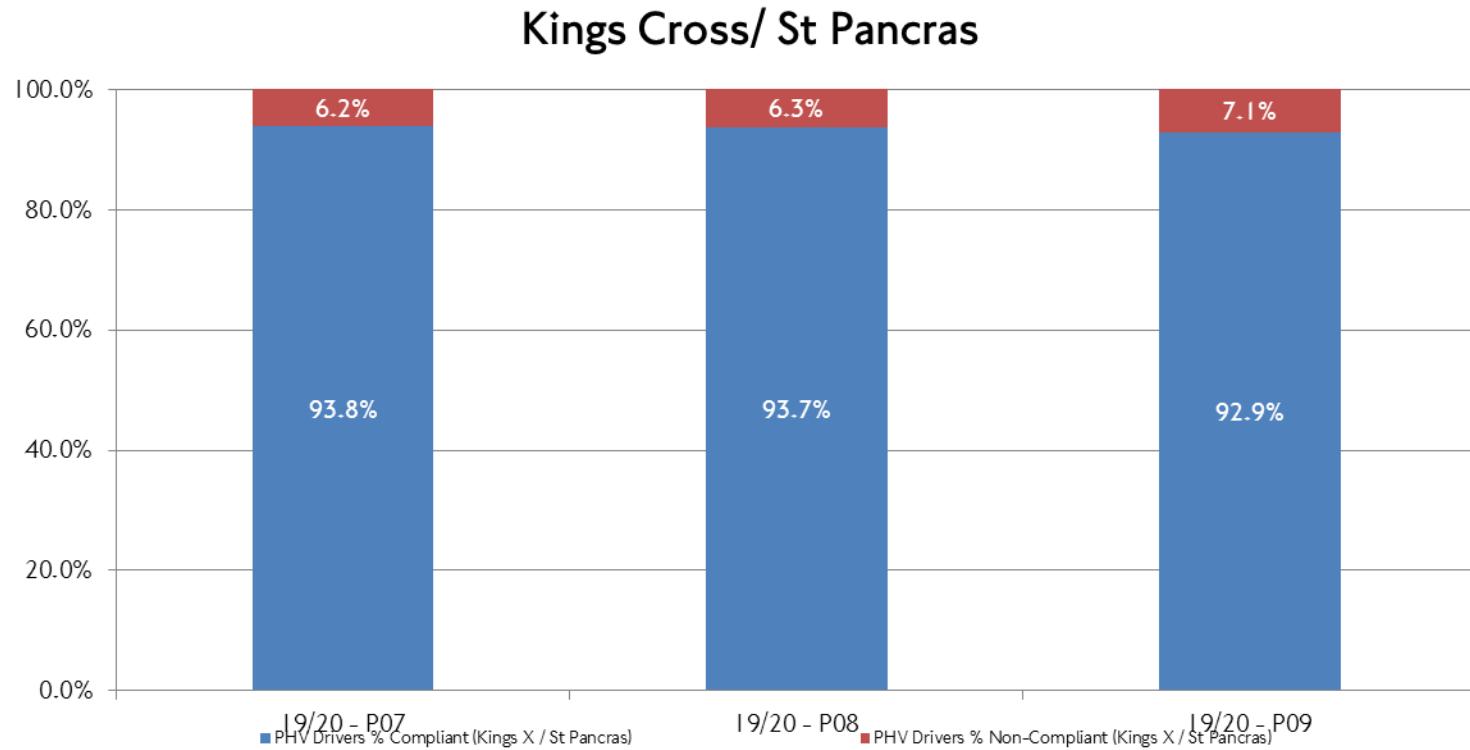
Heathrow enforcement results



The level of **vehicle** compliance at Heathrow over the past 3 months has slowly declined, with the vehicle compliance rate going from 85.8 per cent in Period 7 to 79 per cent in Period 9.



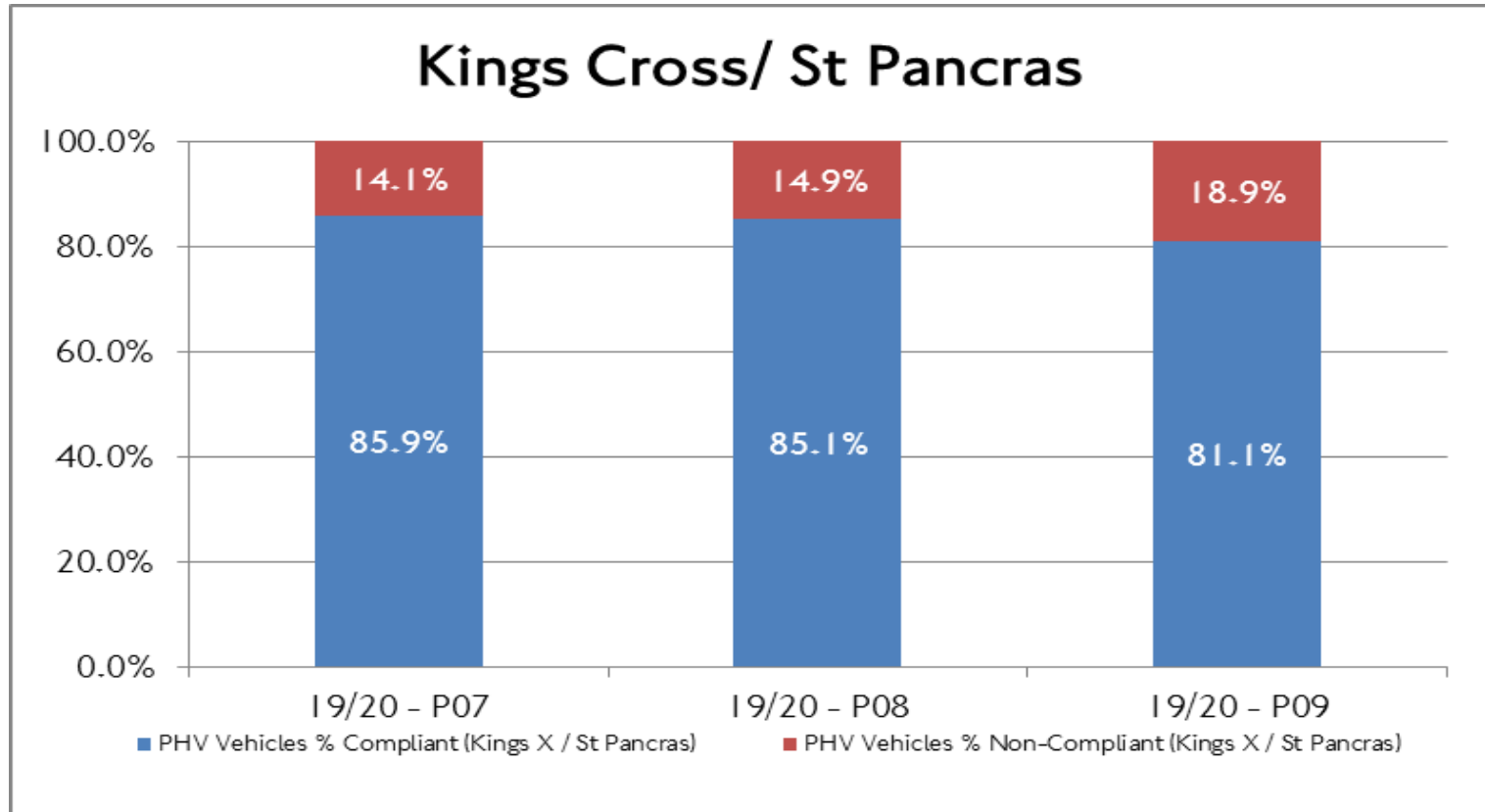
Kings Cross / St. Pancras enforcement results



At Kings Cross the **drivers** compliance rate ranges from 92 per cent to just under 94 per cent.



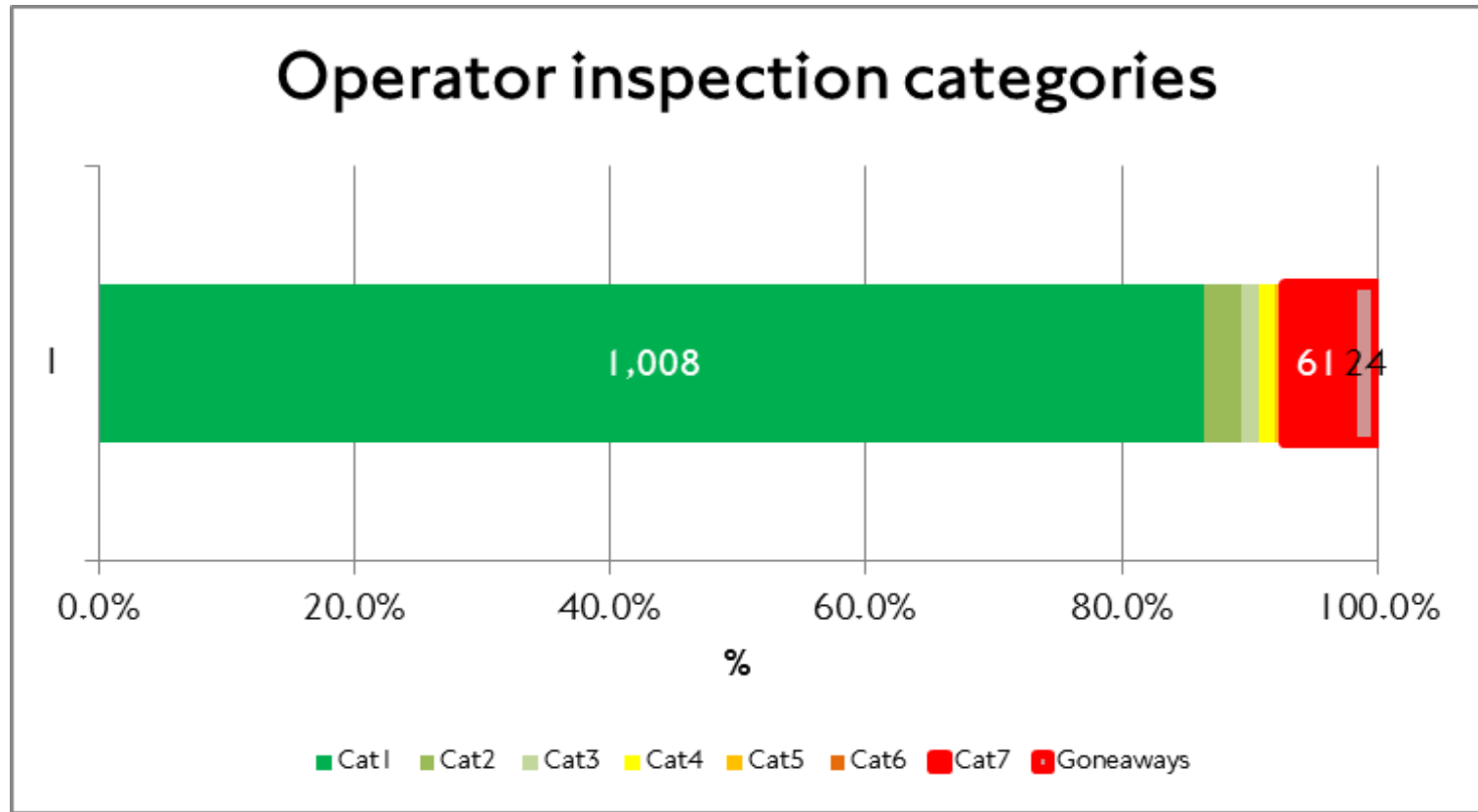
Kings Cross / St. Pancras enforcement results



At Kings Cross the **vehicles** compliance rates has slowly decreased over the past 3 months, with the compliance rate going from 85.9 per cent in Period 7 to 81.1 per cent in Period 9.



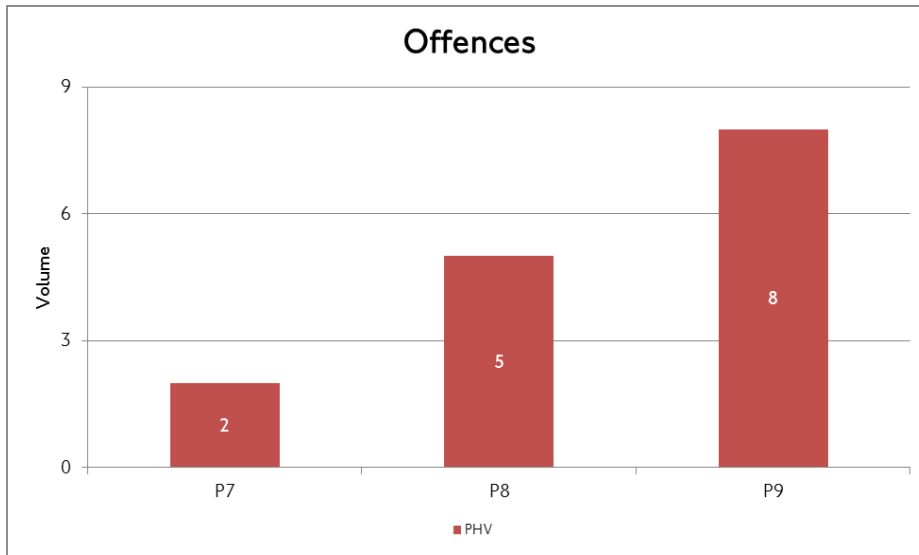
Operator inspections



From Period 7 – Period 9, there were a total of 1,166 operator inspections. Of these inspections 86.4 per cent were awarded a Category 1, Cat 2-6 - 6.3 per cent, and category 7 - 7.3 per cent.



Prosecutions Results



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 and equality act offences.



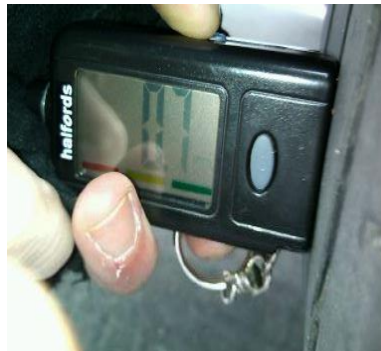
Pictures



Picture 1 – Tyre bulge



Picture 2 – faulty/no VRM lights



Picture 3 – Tyre depth below minimum required



Picture 4 – cut tyre



Picture 5 – damaged wheel rim



Road and Transport Policing Command (RTPC) – TPH- Policing Team results October – December 2019

TORs Offence	PHV
Mobile phone	30
Defective tyres	38
Misc	104
No Insurance	6
Red Traffic lights	19
Seatbelt	9
Obscured Vision	42
Controlled Crossing	22
Fog Lights	99
Not in proper control	10
Excess Speed	3
Total	382

	Checks	Compliant	% Compliant
PHV Stopped	4,071	3,539	86.9

Activity Outcome	
No hire & reward Insurance	6
Vehicles seized	5
Drivers reported to TPH for license action	28

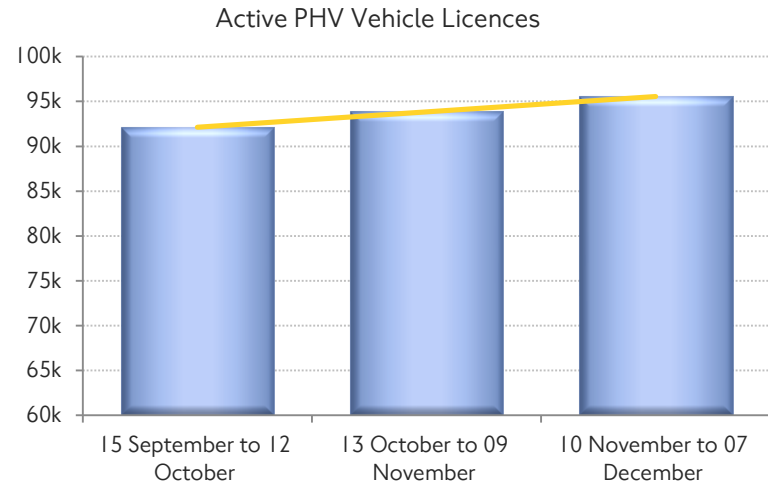
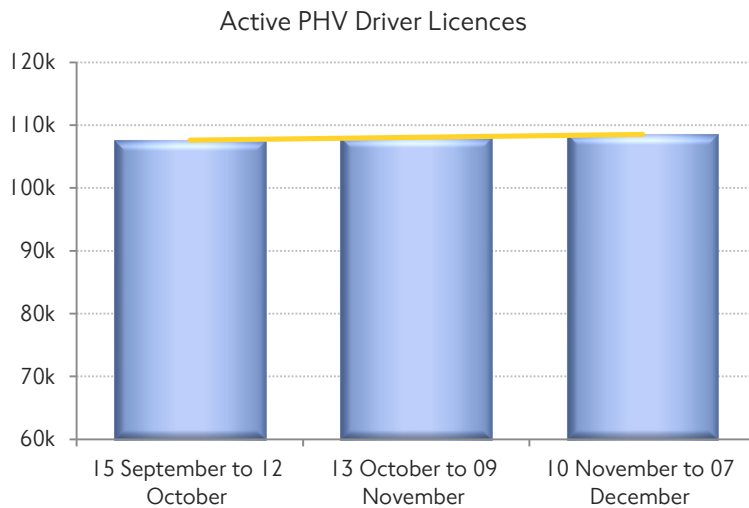


Licensing update



Licences

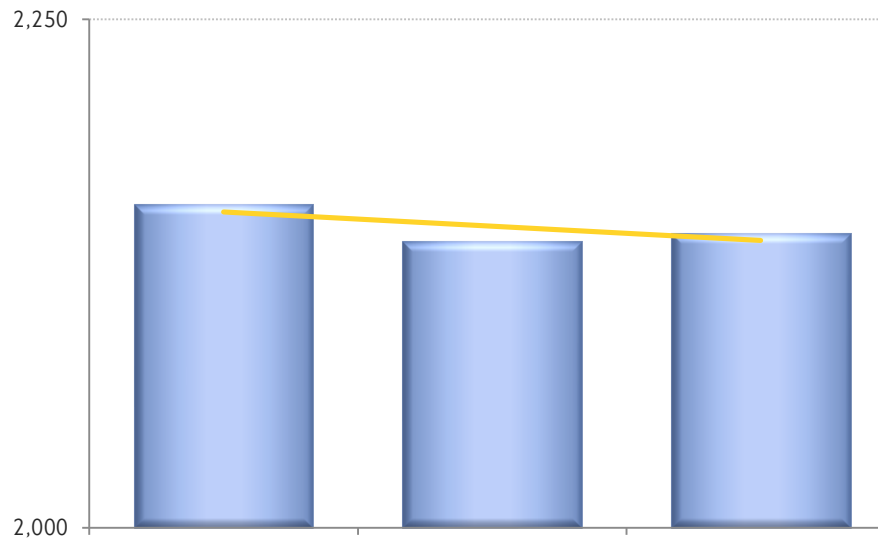
- There are currently 109,598 licensed private hire drivers
- 97,020 private hire vehicles are licensed – approximately 70 per cent owner driver vehicles and 30 per cent rental.



Licensing – Operator Licences

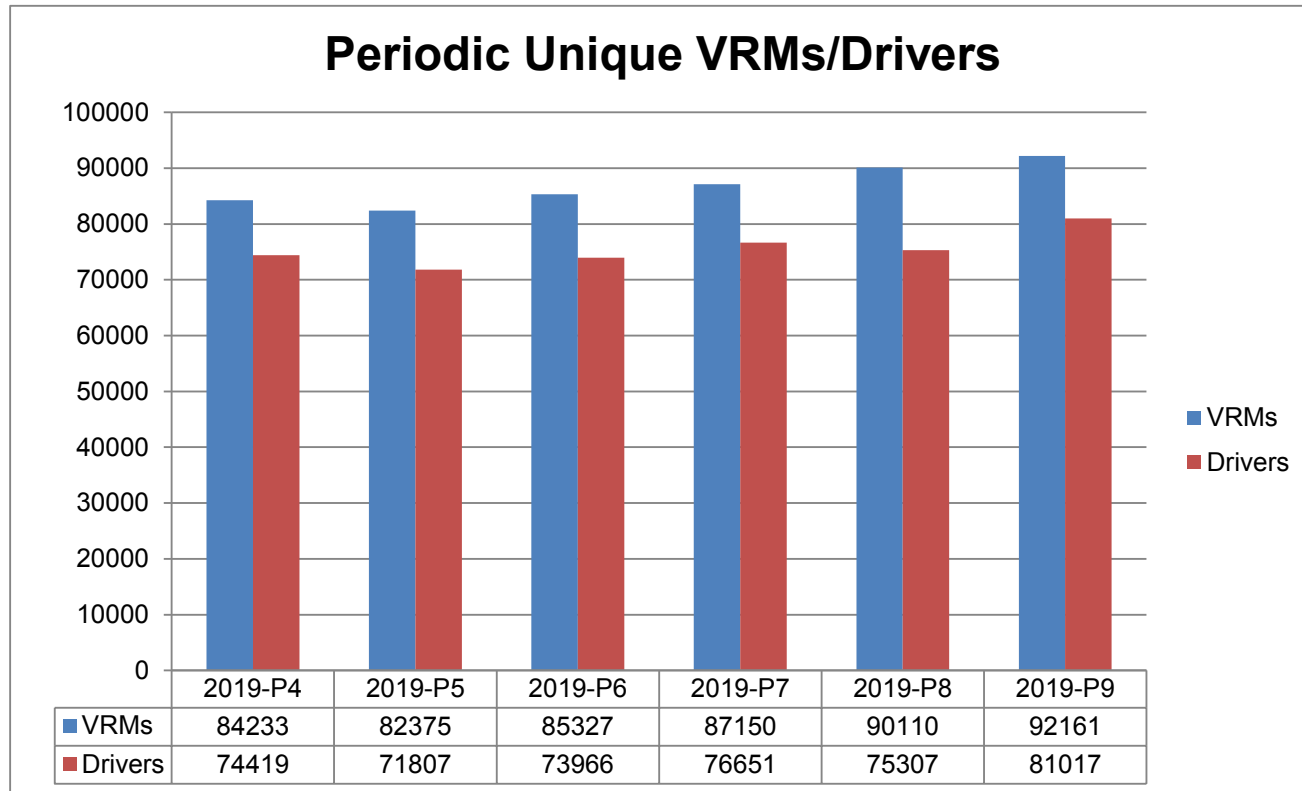
- There are currently 2,120 licensed private hire operators, of these 281 are small operators and 716 are standard operators. 1,122 are licensed under the new tier structure.
- Since 1 October 2017 all operators have been licensed under the new tier structure. Tier 0-10 = 860; tier 11-20 = 125; tier 21-50 = 89; tier 51-100 = 33; tier 101-500 = 7; tier 501-1,000 = 1; tier 1,001-10,000 = 5; tier 10,000+ = 2.

Active PHV Operator Licences



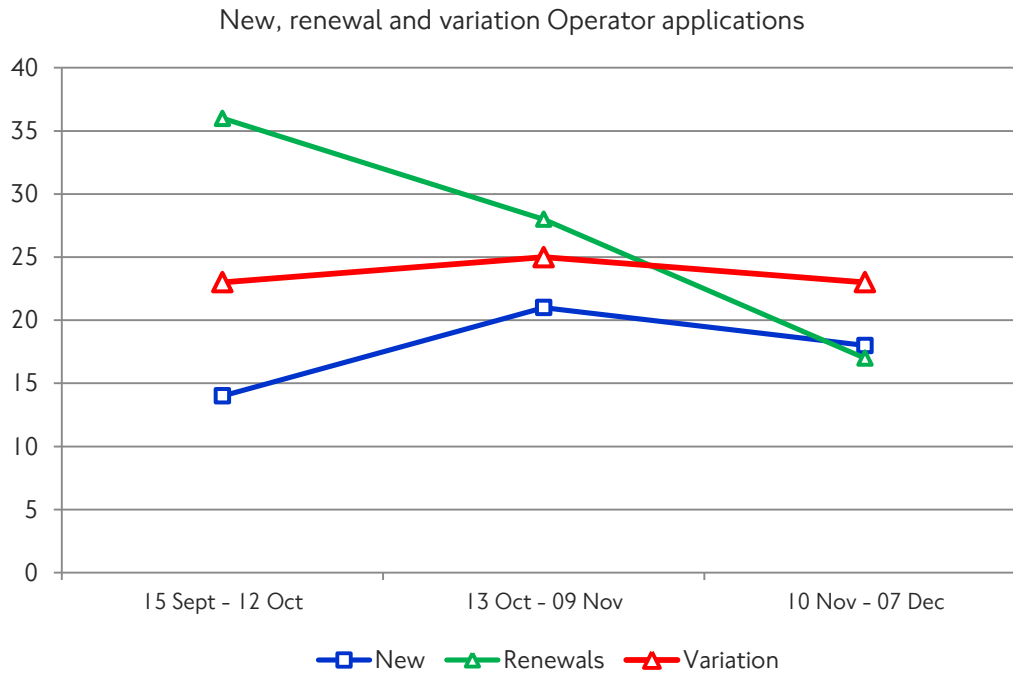
Licensing – Operator Upload

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

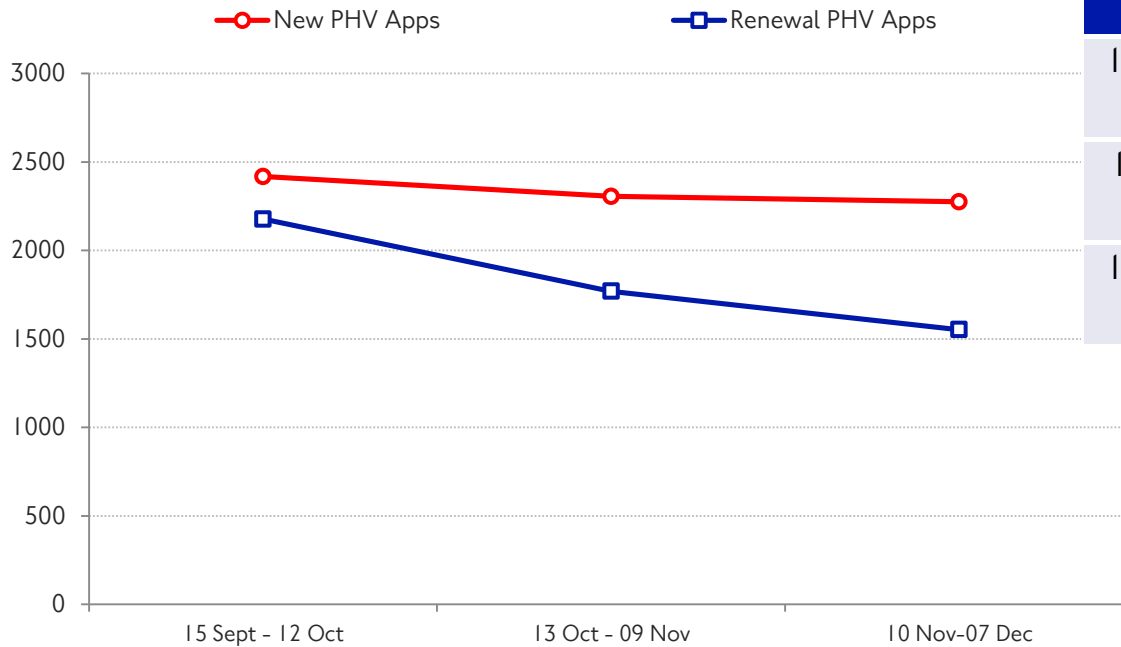


Period	New	Renewal	Variation	Total
15 Sept - 12 Oct	14	36	23	73
13 Oct - 09 Nov	21	28	25	74
10 Nov - 07 Dec	18	17	23	58



Licensing – Driver Applications Received

- Last period we received 1,552 renewal applications (2,206 is the average for the past 12 months) and 2,275 new applications (2,118 average for the past 12 months). This is consistent with previous periods.
- The online functionality remains popular for new private hire applications. In the past four weeks 51 percent of private hire driver applications were made online. This mainly consists of new applicants.

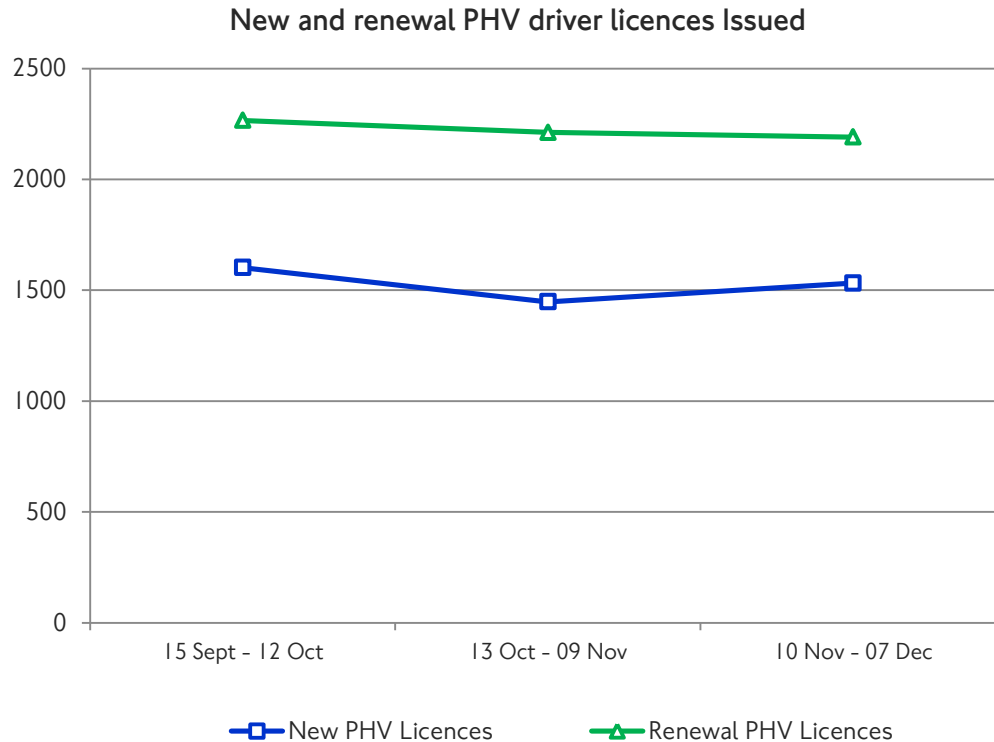


Period	New	Renewal	Total
15 Sept - 12 Oct	2418	2177	4595
13 Oct - 09 Nov	2306	1769	4075
10 Nov - 07 Dec	2275	1552	3827



Licensing – Licences Issued

- Last period we issued 3,723 private hire driver licences
- Renewal licences remain the priority for the Licensing team.

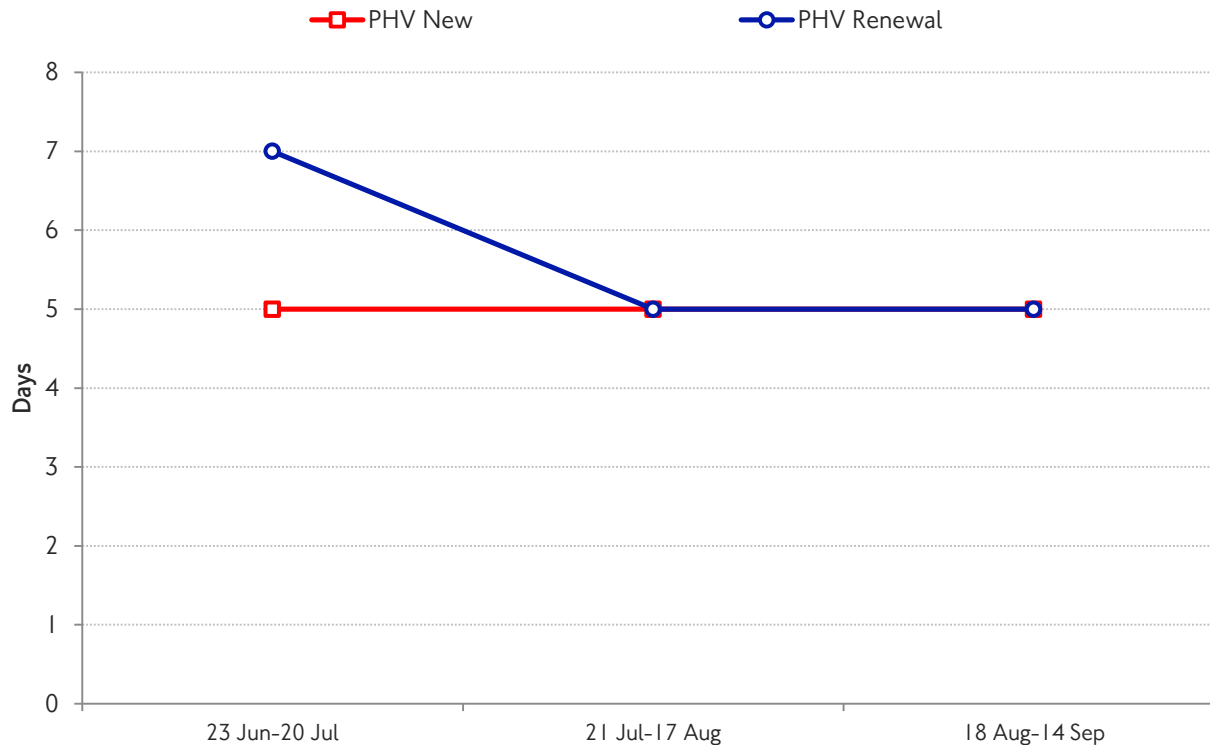


Period	New	Renewal	Total
15 Sept - 12 Oct	1602	2266	3868
13 Oct - 09 Nov	1448	2212	3660
10 Nov - 07 Dec	1532	2191	3723



Licensing – Initial Assessments

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



Telephony – TPH driver and operator enquiries

Due to the continued high volume of calls (and applications) the average speed of answer has exceeded two minutes. We continue to recruit for any staff vacancies within the team to ensure we are at full head count. Any period of staff training does however have an impact on our ability to answer calls. The speed in which calls are answered is showing signs of improvement.

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)
22/09/2019	17,668	8,029	9,258	5,971	0:18:20	3,284	08:53	0:06:33
29/09/2019	17,281	7,661	6,305	3,799	0:23:00	2,490	10:43	0:06:43
06/10/2019	28,240	8,686	8,646	5,057	0:18:41	3,465	13:52	0:06:37
13/10/2019	24,407	8,589	9,670	5,031	0:31:06	4,639	13:19	0:06:35
20/10/2019	17,847	7,765	8,782	5,404	0:19:34	3,378	12:21	0:06:21
27/10/2019	13,367	6,901	7,579	4,936	0:18:08	2,643	08:43	0:06:38
03/11/2019	15,932	6,960	7,414	5,015	0:16:21	2,389	09:19	0:06:28
10/11/2019	16,454	7,222	8,779	4,984	0:25:30	3,733	13:23	0:06:54
17/11/2019	14,331	6,771	7,435	5,359	0:11:15	2,076	06:16	0:06:54
24/11/2019	13,140	6,622	6,975	5,617	0:06:46	1,358	04:32	0:06:47
01/12/2019	12,871	6,007	5,929	4,951	0:04:07	954	03:07	0:06:40
08/12/2019	14,740	6,184	6,912	5,202	0:08:58	1,653	05:27	0:06:52



Licensing – Topographical Assessments

Period	No. of overall tests taken	First time pass rate	Retest pass rate
15 Sept - 12 Oct	2301	43%	44%
13 Oct - 09 Nov	2096	45%	44%
10 Nov - 07 Dec	1882	46%	48%



Topographical Assessments - Invitation to book a test

All private hire driver applications are assessed to ensure that the applicant meets the mandatory licensing requirements. Subject to this assessment, we write to applicants inviting them to book a topographical assessment. All assessments are made via the TfL booking team.

Period	Number of Topo Info Letters Sent	Average Number of Working Days Waited
15 Sept - 12 Oct	2392	5
13 Oct - 9 Nov	2510	5
10 Nov - 7 Dec	2037	5
Total	6939	5



Topographical Assessments – Call Answer Times

We aim to answer 80 per cent 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 meet the demand.

We are looking to introduce an online booking functionality later this year.

Period	Calls Offered	Calls Answered	Average Speed of Answer (hh:mm:ss)	Calls Abandoned	Avg Abandon Time	Avg Call Handling Time (hh:mm:ss)
Period 7	10,912	4,455	00:05:49	6,374	00:18	00:05:50
Period 8	9,895	5,116	00:39:43	4,697	00:12	00:06:14
Period 9	9,732	4,352	00:34:07	5,272	00:17	00:06:39



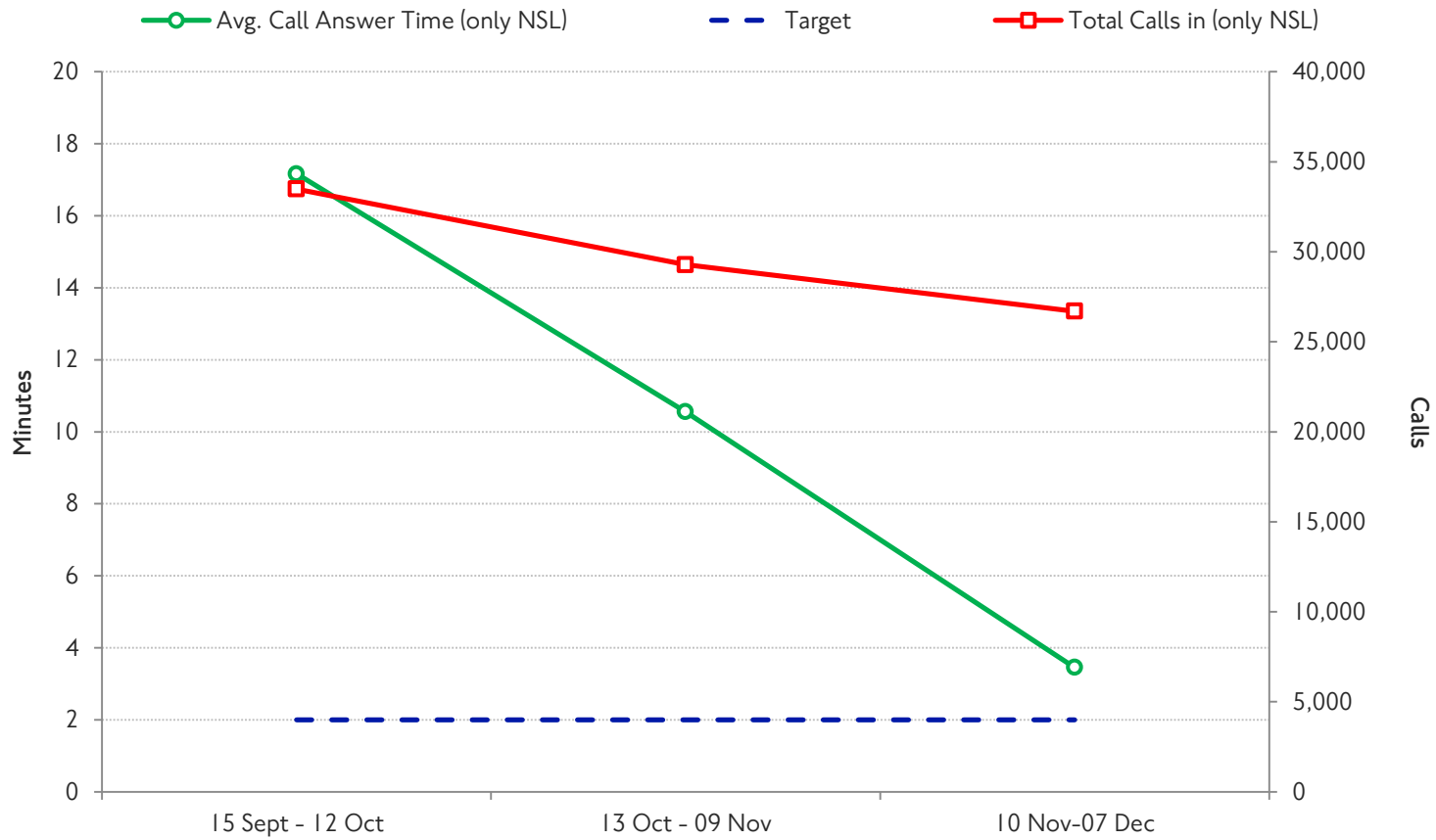
Vehicle Inspection Telephony

- TfL has an online system for vehicle bookings which provides customers with an alternative way to book their inspection over the phone and is available 24 hours a day. It is the most efficient way to make a booking
- We continue to maintain a high focus on delivering a good telephony service to our customers. NSL have made several improvements and this has made a significant impact on the time to answer a call
- While call volumes have dropped slightly in the period Sep - Dec, the time to answer a call has reduced from around 18 minutes to around 5 minutes. This is reflective of the focus TfL and NSL have placed on improving the service



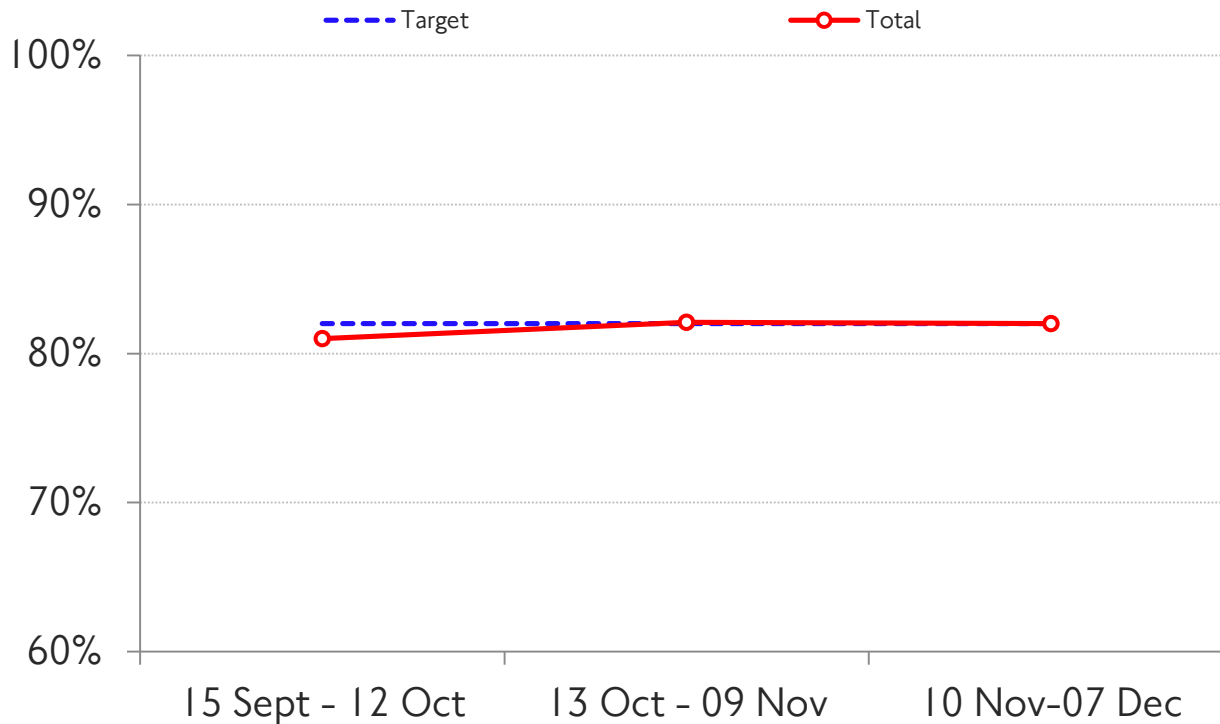
Vehicle Inspection Telephony

- 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).
- Historically the busy periods are in May and October.



PHV First Time Pass Rate

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



PHV Fleet Age Breakdown

