



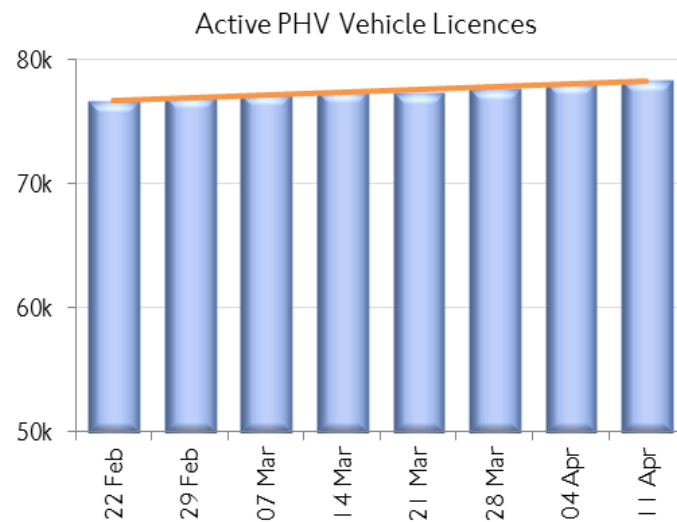
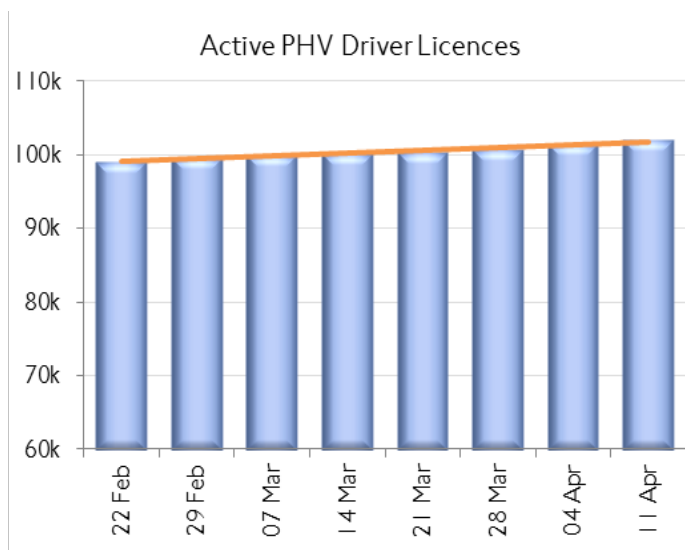
28 APRIL 2016

Private hire - Licensing & Policy



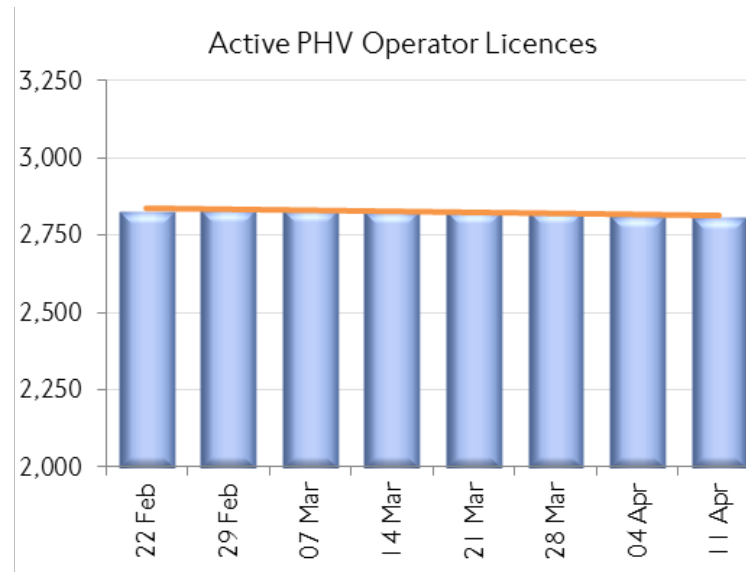
Licensing – Active Licences

- There are 102,002 active private hire drivers
- There are 78,429 licensed private hire vehicles



Licensing – Active Licences

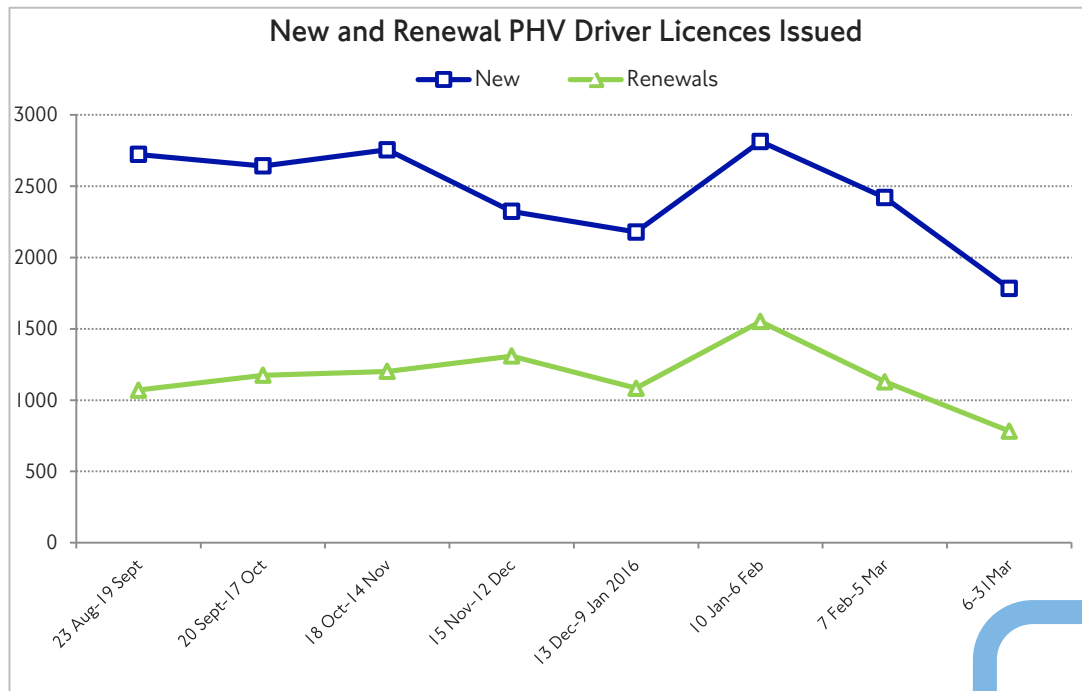
- There are currently 2,807 active private hire operators



Licensing – Licences Issued

- Last period* saw 4,351 private hire driver licences issued
- The overall average number of licences issued over the past six periods* was 5,934

Period	New	Renewal	Total
23 Aug - 19 Sep	2723	3793	6516
20 Sep - 17 Oct	2642	3816	6458
18 Oct - 14 Nov	2755	3956	6711
15 Nov - 12 Dec	2323	3632	5955
13 Dec - 9 Jan	2179	3263	5442
10 Jan - 6 Feb	2814	4366	7180
7 Feb - 5 Mar	2420	3549	5969
6 Mar - 31 Mar	1784	2567	4351

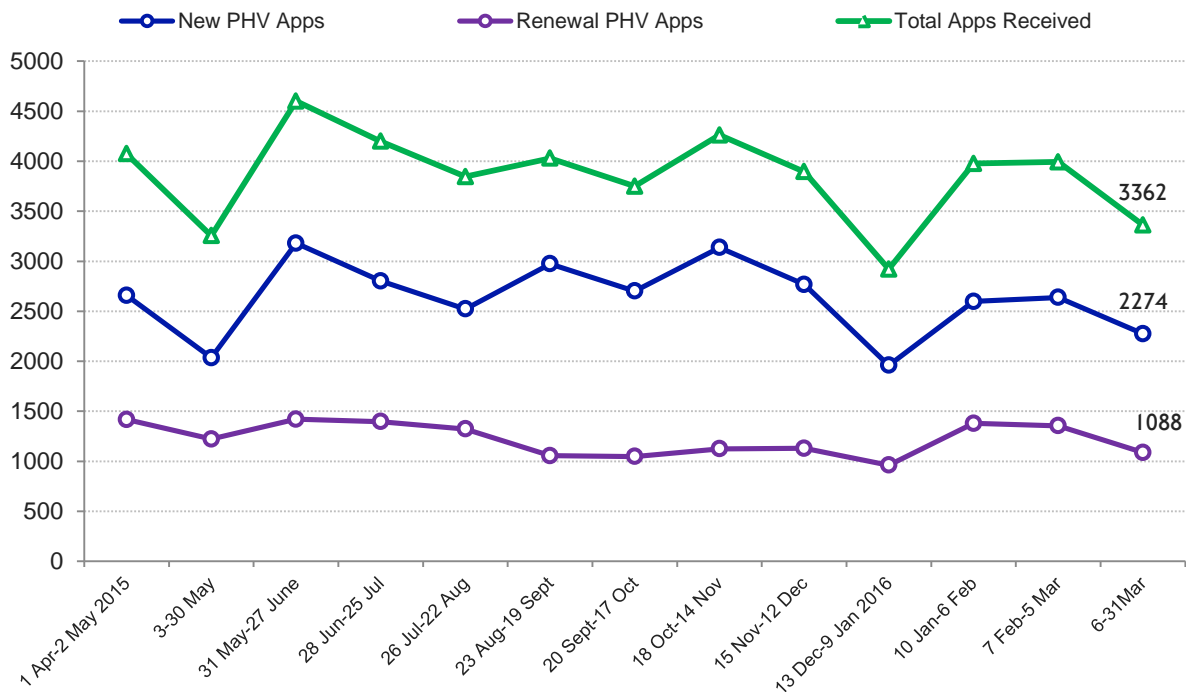


*TfL generally reports data in four week 'periods' – every financial year has a total of 13 'periods' in it.



Licensing – Driver Applications Received

- Last period saw 1,088 driver renewal applications received and 2,274 new driver applications. This is consistent with previous periods*.
- *The new online functionality remains popular for private driver applications. Over the last period the average number of private hire driver applications made online was 267 (38.4 per cent).*



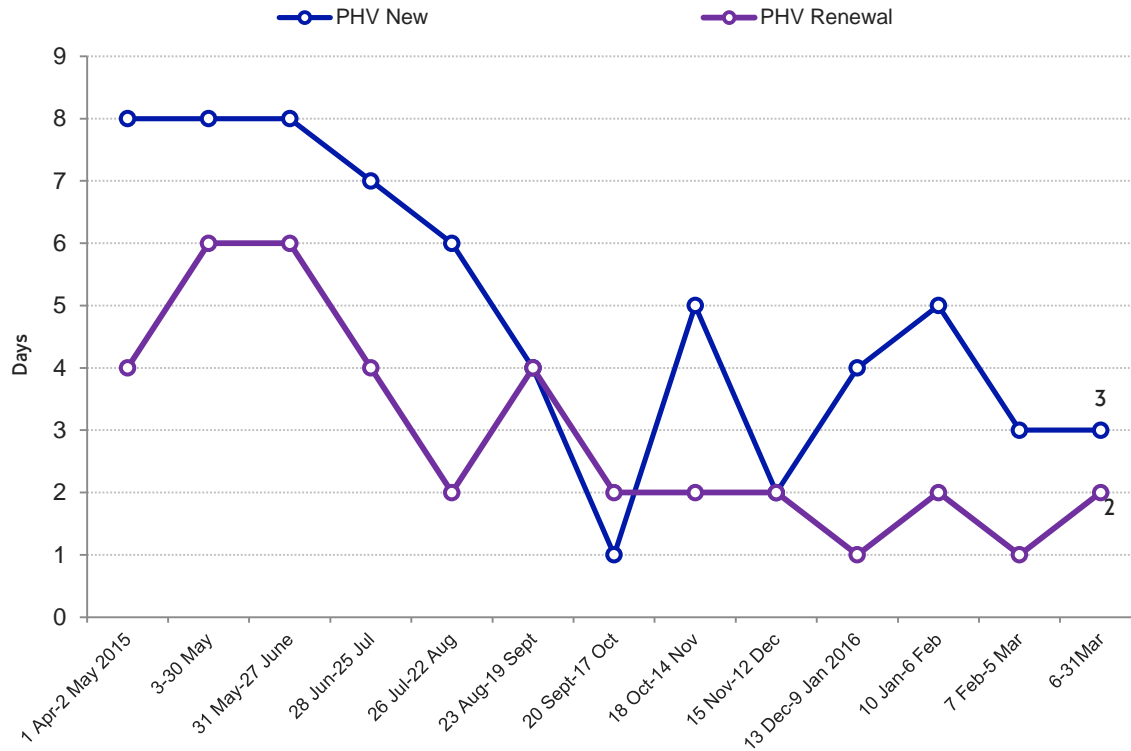
*TfL generally reports data in four week 'periods' – every financial year has a total of 13 'periods' in it.



Licensing – Initial Assessments

- All private hire driver renewal applications are being processed on the day of scanning. All new applications are being processed within 1-2 days of scanning*.

* Typically applications are scanned and allocated within 24 hours of receipt. No such delay occurs for applications received on line.



Licensing – Telephony

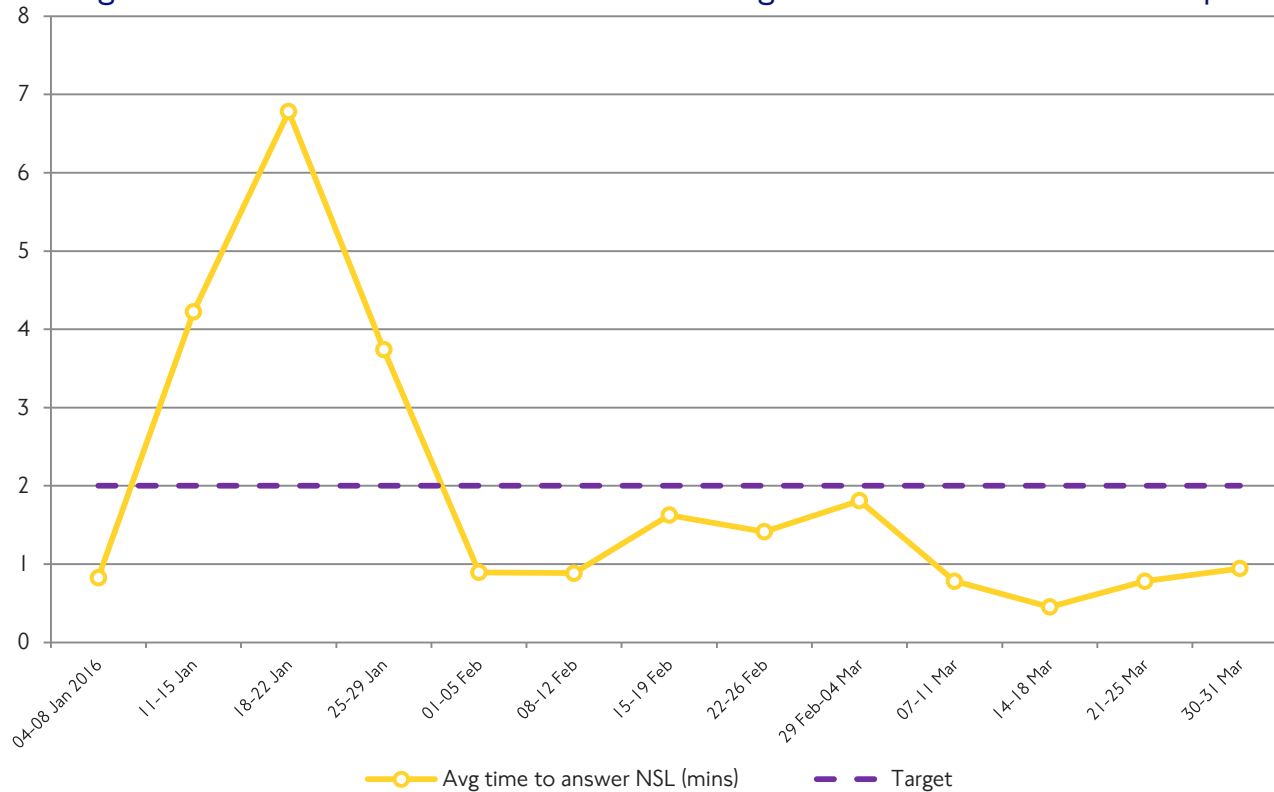
- The overall telephony service for driver and operator calls remains within agreed service level agreements. For week commencing 11 April the weekly average speed of answer remained at **1 minute 18 seconds**.

Week Commencing	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)
25/01/2016	8,596	4,682	6,059	5,788	00:52	244	01:19	05:58
01/02/2016	7,812	4,539	5,872	5,673	00:27	154	00:55	05:58
08/02/2016	7,793	4,465	5,815	5,534	00:40	250	01:20	05:51
15/02/2016	7,234	4,337	5,558	5,217	01:11	317	01:46	06:02
22/02/2016	7,705	4,506	5,984	5,523	01:19	434	01:24	06:02
29/02/2016	7,937	4,706	6,219	5,743	01:20	441	01:37	05:51
07/03/2016	9,487	4,960	6,177	5,740	01:19	411	01:16	05:41
14/03/2016	8,647	4,942	6,727	6,249	01:21	444	01:33	05:36
21/03/2016	7,264	4,064	5,285	4,849	01:41	416	01:42	05:37
28/03/2016	7,282	4,122	5,302	4,852	01:46	430	01:30	05:46
04/04/2016	8,369	4,816	6,489	5,981	01:18	469	01:11	05:43
11/04/2016	8,076	4,767	6,474	5,912	01:18	535	01:01	05:33



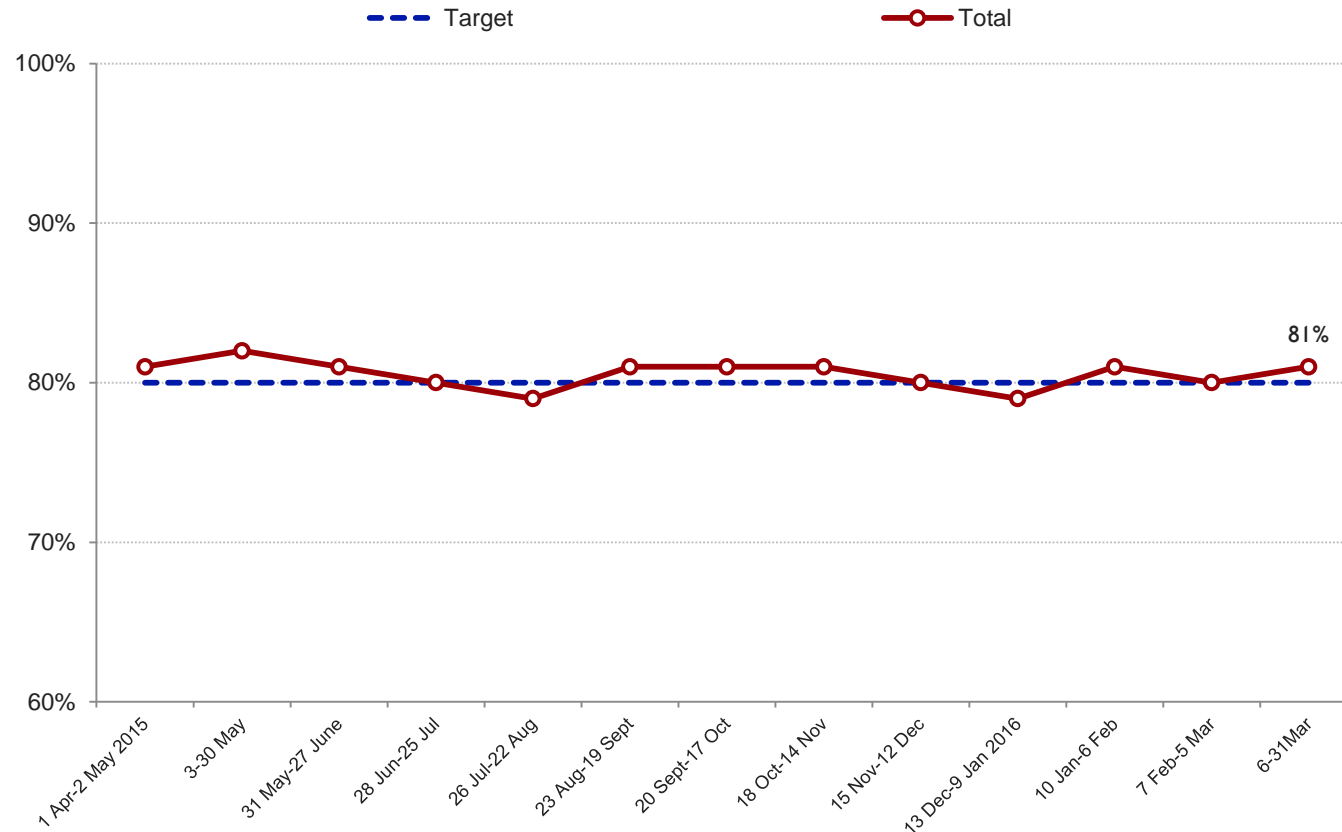
Vehicle inspection telephony- Average call answer time

- Changes were made to the phone system in mid-January, when the call back service was switched off and an option was introduced to hold on the phone line in order to speak to someone immediately. This resulted in a short term increase in the call answering time
- Additional staff have been put in place; the call answer time has improved and is now an average of 30 seconds (against a target of two minutes)
- We are working on initiatives to further reduce call handling times and to continue to improve the service

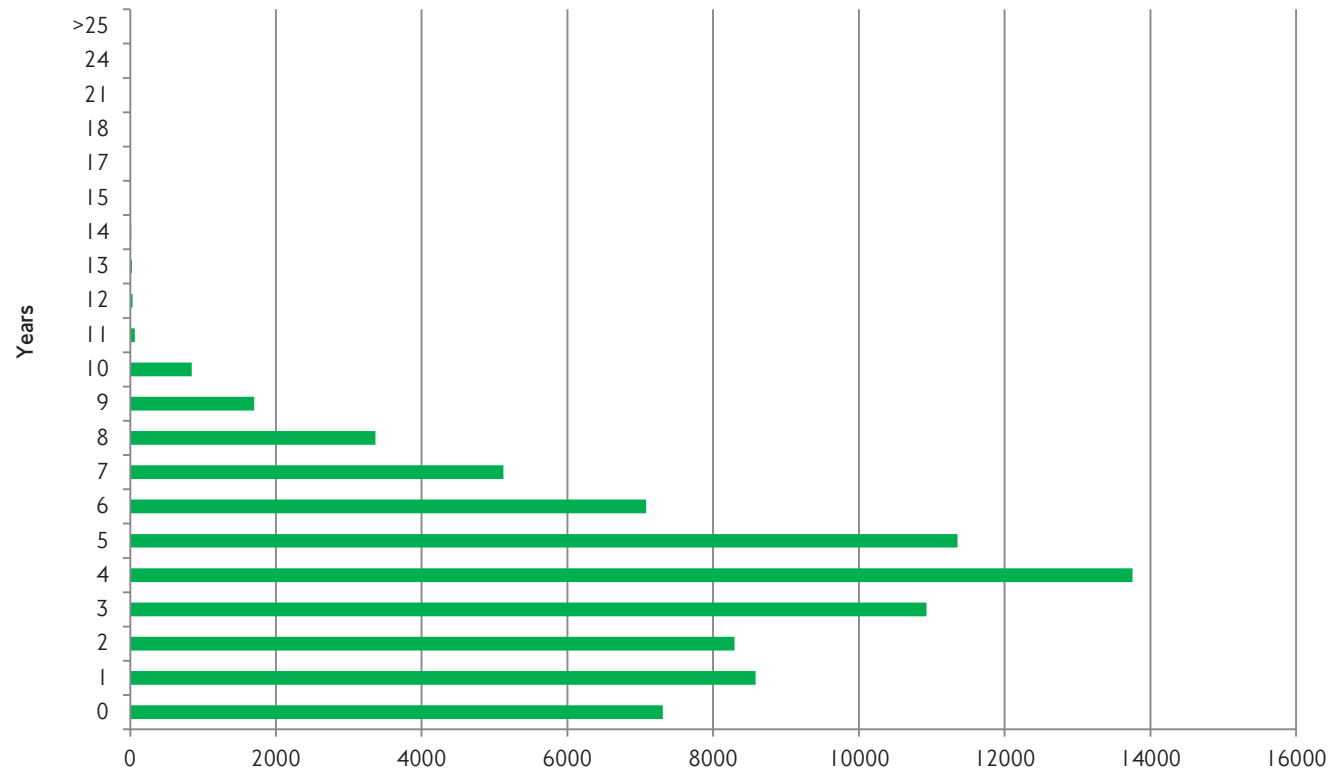


First time pass rate PHV

- The pass rate remains consistent
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each month



PHV fleet age breakdown





28 APRIL 2016

Taxi Compliance & Enforcement



EVERY JOURNEY MATTERS

The year ahead

Resources:

- Compliance officers doubled to 82
- Greater flexibility to provide round the clock coverage for routine compliance checking and pro-active operations
- Use of wider EOS operational staff to support low level compliance activities to strengthen capacity
- Plans underway to increase resources to carry out remote assurance checks against hire and reward insurance, MOT, license validity, as a result of new TPH regulations

Capability:

- CSAS accreditation of Compliance officers providing powers to stop vehicles and demand name and address
- Work with Heathrow Airport to be give authority to TfL to use their bylaws for enforcement
- Priority and risk based approach to deployment and better governance of tasking plans
- Addressing changing priorities and demands



The year ahead

Performance:

- Effectiveness and efficiency through optimization of resources
- Balanced priority towards quality and quantity
- Improved outputs in 2016/17.
- Greater focus towards on-street visibility and enforcement
- Increase in prosecutions activity

Opportunities and changes:

- PHV regulations review
- Enforcement against mandating of credit cards
- Keeping up with technological changes – Printing notices on street
- Links with third parties – liaising with Motor Insurance Bureau



Neon enforcement results (97 Operations)

NEON Enforcement Results (97 Operations)		
	08 May 2015 - 31 Mar 2016	Mar-16
PHV drivers advised & moved on	7789	488
PHV drivers reported for no ID and stopped from working.	400	13
PHV drivers reported for no ID	4525	246
PHV drivers reported for plying / section 2 offences	64	0
PHV drivers reported for parking on Taxi ranks	1025	71
Parking ticket issued	2031	84
Un-licenced drivers	15	0
Expired discs	13	0
Surrendered PHV disc	13	0
Number of drive offs	2383	224

Op Neon: The primary purpose of this operation is to use high visibility enforcement to disrupt and deter illegal touting and plying for hire and deal with inappropriate obstruction/stopping/waiting around venues causing congestion and problems for the licensed trade to work (i.e. blocking of taxi ranks by PHV's and private vehicles)



Cubo enforcement results (35 operations)

Cubo (35 Operations)		
Taxis	2015/16	Mar-16
Vehicles inspected	304	5
Unfit	35	1
Advised	43	1
No Identifier	1	0
Identifier Exemption	0	0
Identifier Displayed Incorrectly	3	0
No Badge	3	0
Badge Not On Display	28	0
No Bill	3	0
Bill Unsigned	44	0
PHV	2015/16	Mar-16
Vehicles inspected	1072	25
Unfit	69	0
Advised	128	2
No ID	8	0
ID Not On Display	156	4
Offence reported	0	0

Op Cubo: This operation is specific to illegal driver and vehicle activity including that of uninsured drivers.



Heathrow enforcement results (30 Operations)

Heathrow (31 Operations)		
Taxis	2015/16	Mar-16
Vehicles inspected	392	12
Unfit	49	0
Advised	5	0
No Identifier	1	0
Identifier Exemption	1	0
Identifier Displayed Incorrectly	2	0
No Badge	0	0
Badge Not On Display	30	2
No Bill	2	0
Bill Unsigned	3	0
PHV	2015/16	Mar-16
Vehicles inspected	1754	196
Unfit	170	13
Advised	102	0
No ID	98	0
ID Not On Display	747	46
Offence reported	17	1

Heathrow is a priority location for TPH and local borough enforcement.



Taxi compliance

Taxi driver / vehicle checks		
Taxi driver checks	Apr 2015 - Mar 16	Mar-16
Volume	5152	191
% Compliant	94%	94%
Taxi vehicle checks	Apr 2015 - Mar 16	Mar-16
Volume	4097	135
% Compliant	86%	84%

Top 7 issues for Taxi Non-Compliance	
April 2015 - March 2016	
Code N - Documentation - Vehicle	253
Code O - Other (i.e. wrap around livery peeling off Taxi)	100
Code H - Bodywork	42
Code C - Tyres/Wheels (including wheel trims)	44
Code F - Lights	25
Code D - Underbody	19
Code B - Steering	25



PHV compliance

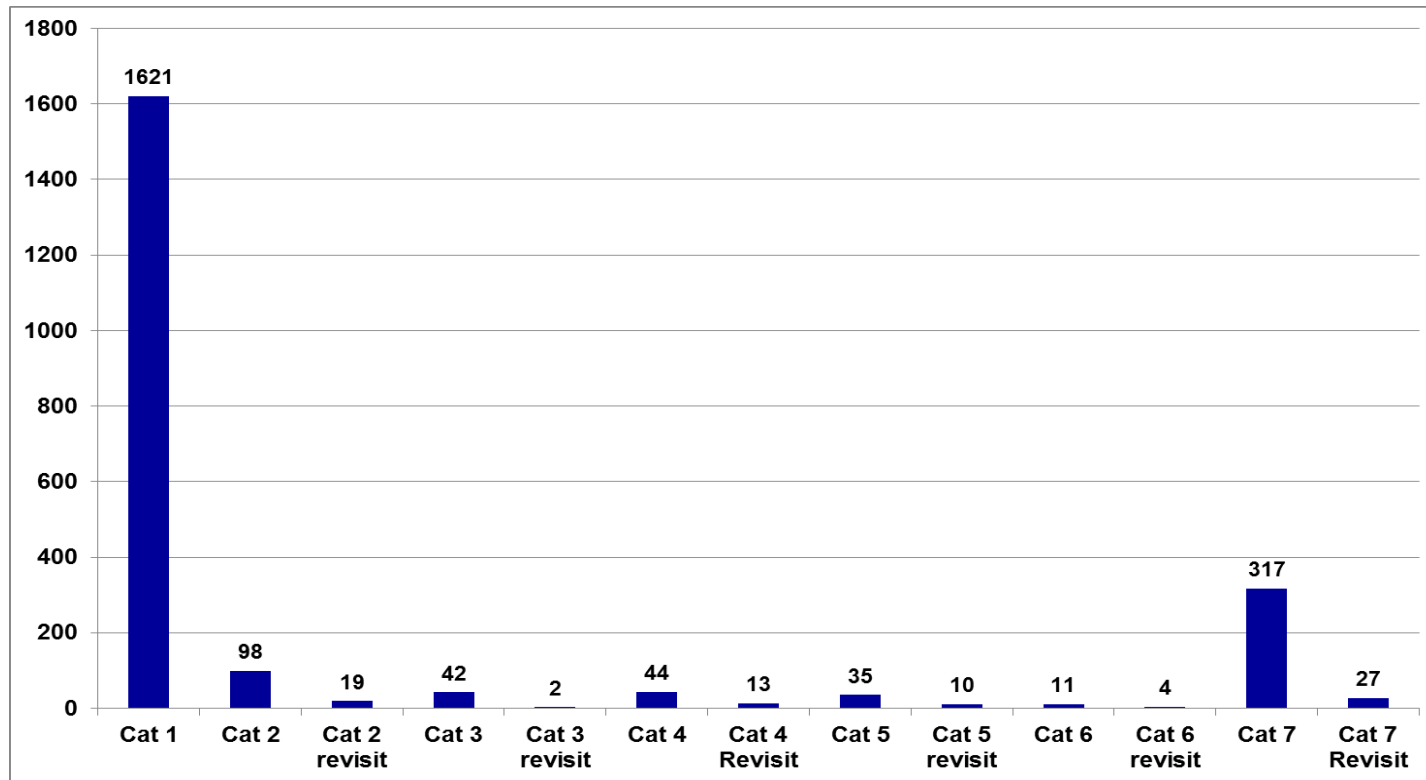
PHV driver / vehicle checks		
PHV driver checks	Apr 2015 - Mar 16	Mar-16
Volume	7002	303
% Compliant	87%	93%
PHV vehicle checks	Apr 2015 - Mar 16	Mar-16
Volume	5378	224
% Compliant	87%	78%

Top 8 issues for PHV Non-Compliance	
April 2015 - March 2016	
Tyres/Wheels	151
Documentation - Vehicle	64
Bodywork	60
Lights	59
Licence/Disks	55
Other (unauthorised livery)	20
Engine	13
Steering	11



PHV Operator Inspections by category*

1 Apr 2015 – 31 Mar 2016



*See following slide for an explanation of these categories



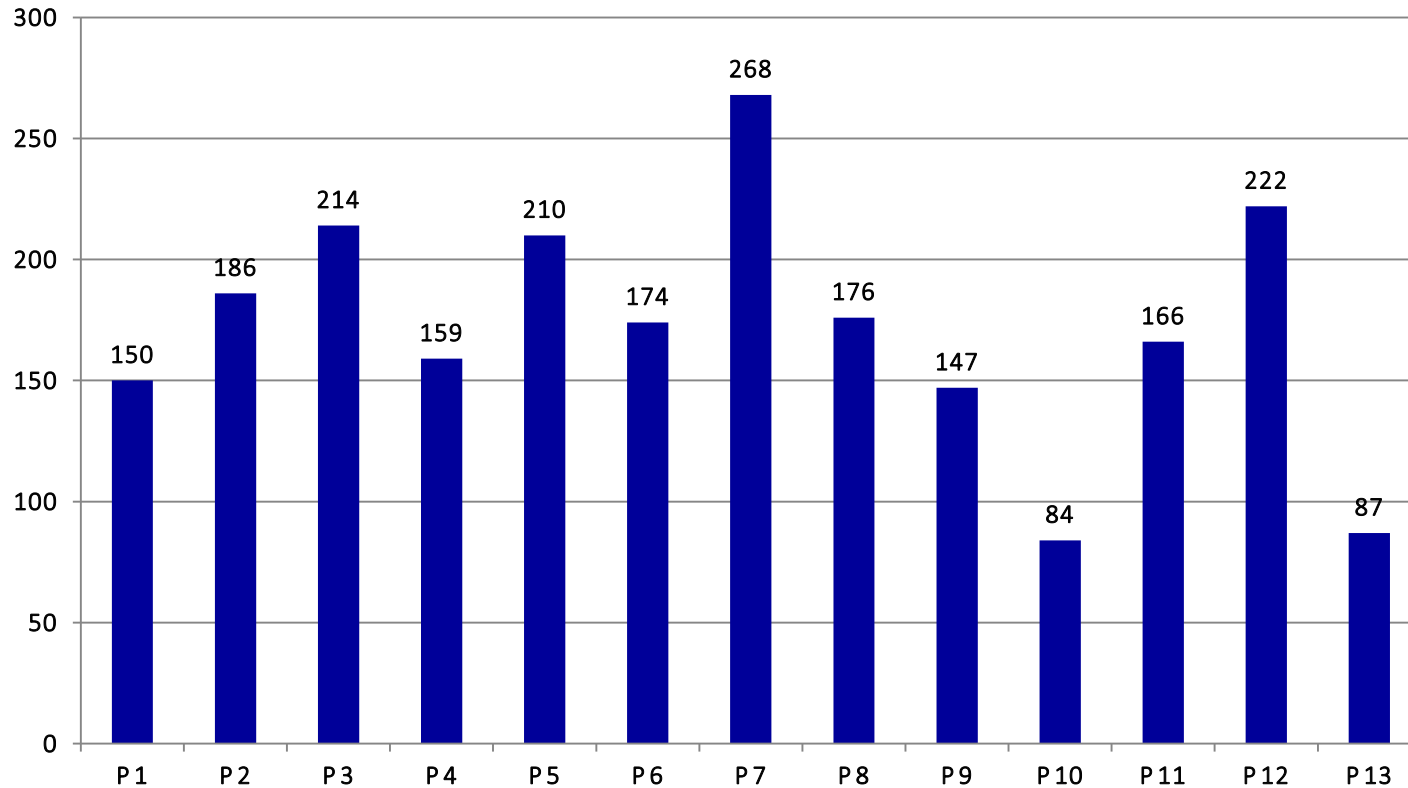
PHV Operator Inspections

Grading Categories

Category	Description
1	Fully matches licensing requirements.
2	Matches the majority of licensing requirements with a few minor discrepancies.
3	Matches a majority of licensing requirements, but has some additional omissions.
4	Generally matches the majority of licensing requirements, but has some key additional omissions.
5	Matches a minimum of licensing requirements and has some important omissions.
6	Does Not Match licensing requirements.
7	Does Not Match licensing requirements - serious non-compliant issue.



Number of PHV Operator Inspections by period*



*TfL generally reports data in four week 'periods' – every financial year has a total of 13 'periods' in it.



Periods start from Apr 2015 to Mar 2016



Op Arizona enforcement results 2015/16

Op Arizona enforcement							
	Charged	Cautioned	NFAs	Summons	Other Disposal	BTRs	Total FYTD 15/16
Touting	115	88	6	0	1	2	212
Plying for Hire	0	0	0	4	0	0	4
Fraud	3	0	1	0	0	1	5
Sexual offences	2	0	0	0	0	2	4
Other	4	0	0	5	1	1	11

Op Arizona: Plain clothes touting operation, Tactics includes use of plain clothes officers sourced from wider RTPC and a focus on venues.

Op Arizona prosecutions outcomes 2015/16

Charged outcomes	Positive Court Prosecutions	Impending prosecutions	Discontinued / Withdrawn
Touting	72	22	21
Sexual offences	1	1	0
Fraud	2	1	0
Other	2	1	1

 METROPOLITAN
POLICE
TOTAL POLICING



City of London Police activities

PHV Stopped	2014/15	2015/16	Mar-16
PHV stopped and checked	3293	4444	672
% Non-compliant	11%	40%	50%
Taxi Stopped	2014/15	2015/16	Mar-16
Taxis stopped and checked	2064	2325	293
% Non-compliant	24%	33%	31%
Arrests / summons	2014/15	2015/16	Mar-16
Touting	38	42	0
No Hire & Reward Insurance	37	19	1
Vehicles Seized	5	5	0
Reported to TfL licensing authority for a decision	52	55	2



Road and Transport Policing Command (RTPC) – Cab Enforcement Unit (CEU) results

Arrests by CEU	1 Apr 2015 to 31 Mar 2016			
Touting	510			
Plying for Hire	29			
Other	175			
CEU (Disposals)	Caution	Charged	Bailed	NFA
Touting	147	343	8	12
Plying for Hire	4	25	0	0
Other	5	51	41	78



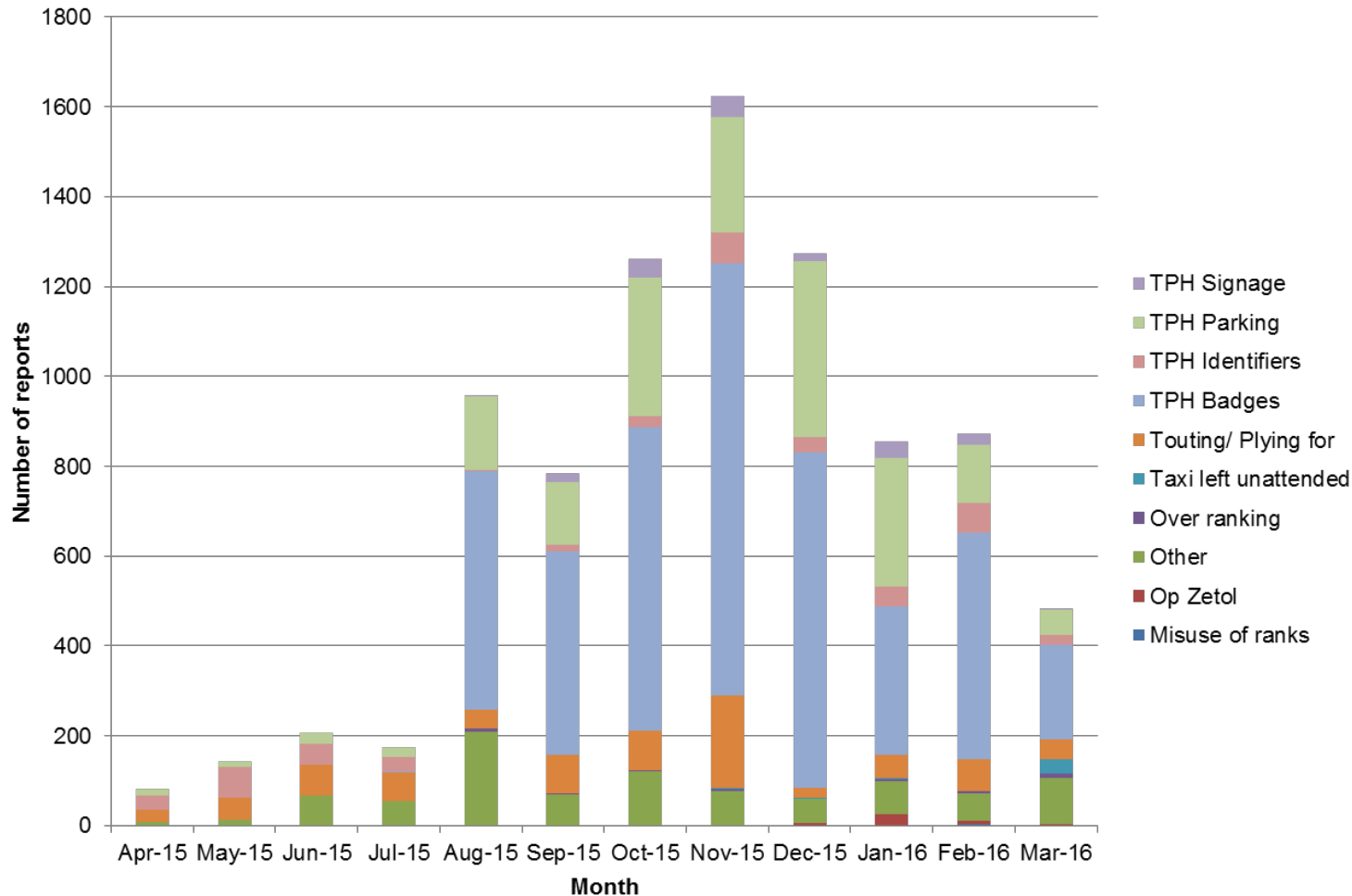
Intelligence Update

1 April 2015 to March 31 2016



Taxi & Private Hire Intelligence – Report Category Volume in Monthly Totals

1 April 2015 – 31 March 2016

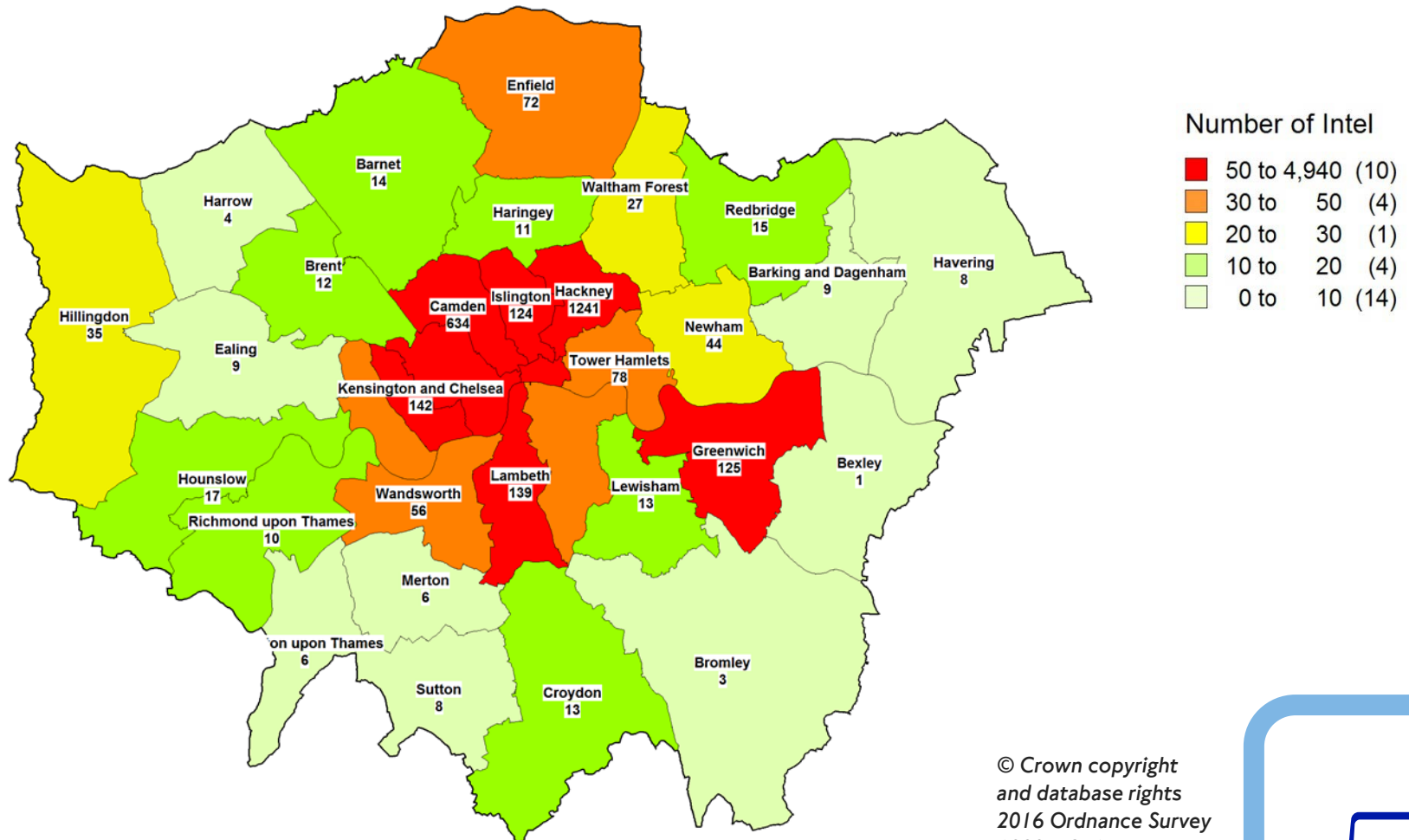


NOTE: There is a backlog of data from patrols being entered into the system. Reporting is not declining, and the backlog is being tackled. This data is from "Transport Policing Online Map Application (TPOMA)". The source of intelligence for deployments is a combination of:

- staff observations
- on-line reporting
 - - twitter
 - #TfLtoutreport
- customer complaints
- trade information
- third party reporting (local authorities, etc.)



Taxi & Private Hire Intelligence Pan-London 1 April 2015 – 31 March 2016



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