



27 JULY 2016

Private Hire - Compliance & Enforcement

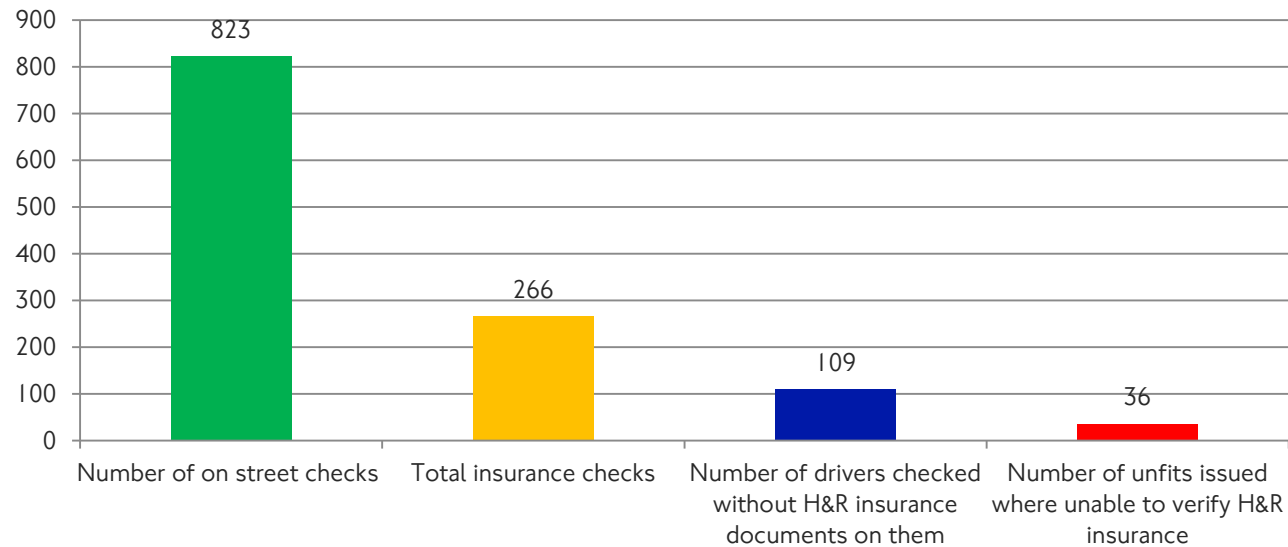


EVERY JOURNEY MATTERS

Compliance Update

- **New PHV Regulations**

- Most drivers complying
- Week 111 – 17 July: 823 on street checks.
- 111 drivers without any documents on them.
- 36 drivers issued unfit notice where CO unable to verify H&R at the time.



Compliance Update

- **Heathrow Airport**

- We have increased compliance presence at Heathrow to minimum of twice a week.
- AVA now open for PHVs.
- Joint operations continue with Police and local authorities

- **Parking and environmental issues**

- We have worked with Hillingdon council and 344 fixed penalty notices for environmental offences have been issued.
- We have worked with Westminster council and 253 Parking tickets were issued in June as part of Op Neon. During the period 08/05/15 – 30/06/16 a total of 2601 PCNS have been issued as part of Op Neon patrols.
- 374 PCNS for vehicles waiting or stopped on a taxi rank were issued in June 2016 by WCC. Top 3 locations Oxendon Street, Berkeley Street, Bruton Street.



Compliance update

Performance

- In 2015/16 there were 12,154 PHV and Taxi driver checks. Average 1,012 a month.
- Between 1 April and 25 June 2016 we have checked 12,334 PHV drivers and 4,692 taxis.
- In addition, there have been 12,147 PHV driver records checked at operators.
- 2,906 reports have been issued against PHV drivers during this period and 954 reports have been issued against Taxi drivers.

Operation Border

- We have increased our presence at key rail stations using our wider enforcement capability and local borough support.
- Operation Border, which started in July, is a multi agency enforcement response to Taxi & Private Hire illegal activity at key transport hubs including Kings Cross/St Pancras and Paddington. It will also incorporate intelligence led enforcement of unattended taxis left on ranks and non-taxi vehicles stopping or waiting in taxi ranks.



Compliance update

Biggest area of non compliance is: Not wearing a badge



- Between January and June 2016 4,317 PHV drivers reported for not wearing a badge.

How you can help:

- Communicate to drivers the requirement to wear a badge.
- Raise awareness of likely licensing action if found not to be wearing badge
- Help customers to have confidence in the trade that they are being driven by a licensed London PHV driver



Operation Neon Enforcement Results

NEON Enforcement Results

	Apr - Jun 2016
PHV drivers advised & moved on	1691
PHV drivers reported for no badge and stopped from working.	44
PHV drivers reported for not wearing their badge	547
PHV drivers reported for plying / section 2 offences	0
PHV drivers reported for parking on Taxi ranks	262
Parking ticket issued	637
Unlicensed drivers	7
Expired discs	0
Surrendered PHV disc	3
Number of drive offs	911

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)



Operation Cubo Enforcement Results

Cubo	
Taxis	Apr - Jun 2016
Vehicles inspected	45
Unfit	7
Advised	0
No Identifier	0
Identifier Exemption	0
Identifier Displayed Incorrectly	0
No Badge	1
Badge Not On Display	8
No Bill	1
Bill Unsigned	1
PHV	Apr - Jun 2016
Vehicles inspected	213
Unfit	11
Advised	8
No Badge	1
Badge Not On Display	22
Offence reported	0

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



Heathrow enforcement results

Heathrow	
Taxis	Apr - Jun 2016
Vehicles inspected	114
Unfit	15
Advised	0
No Identifier	0
Identifier Exemption	0
Identifier Displayed Incorrectly	0
No Badge	6
Badge Not On Display	7
No Bill	0
Bill Unsigned	1
PHV	Apr - Jun 2016
Vehicles inspected	830
Unfit	41
Advised	1
No Badge	5
Badge Not On Display	223
Offence reported	6

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



Operation Globe Results

Trade	Compliance Checks	Non Compliance Reports	Non Compliance Rates
PHV	137	39	28%
Taxi	34	10	29%
Totals	171	49	29%

Non Compliance Category Detail	PHV	MHC
Not Wearing Badge	24	5
Vehicle Fault (Unfit)	8	3
Defective Roundals	2	
Unauthorised Advertising	1	
No 2nd MOT		2
No insurance certificate being carried	4	
Total	39	10

Joint agency on-street compliance checks at police stop sites informed by intelligence or local profile. Staffed by officers from the CEU and TPH, all routine compliance checks undertaken including insurance checks by MPS. Op Globe aims to increase compliance rates and the volume of on street checking undertaken by Compliance officers and CEU. Other enforcement agencies may be invited to future operations.

All vehicles are checked by MPS for correct level of insurance- there was 100% compliance after 2 operations (involving 171 vehicles and drivers).



PHV Compliance

PHV vehicle unfit reason	
Lights	120
Licence Disks	61
Tyres/Wheels	54
Bodywork	51
No Second MOT Recorded	20

PHV driver / vehicle checks	
PHV driver checks	
	Apr - Jun 2016
Volume	8544
% Compliant	75%
PHV vehicle checks	
	Apr - Jun 2016
Volume	5225
% Compliant	94%

**Not including Operation Neon figures*

PHV driver non compliance reason	
Not wearing badge/badge hidden from view	1903
Badge not in possession	120
Plying for Hire	25
PHV Driver Smoking and or Vaping in PHV	17
Insurance not in possession	11
PHV driver using and or handling phone while in control of PHV	10



Taxi compliance

Taxi vehicle unfit reason	
No Second MOT Recorded	299
Fixtures and Fittings	68
Insurance not Displayed or not Current	42
Lights	22
Bodywork	22

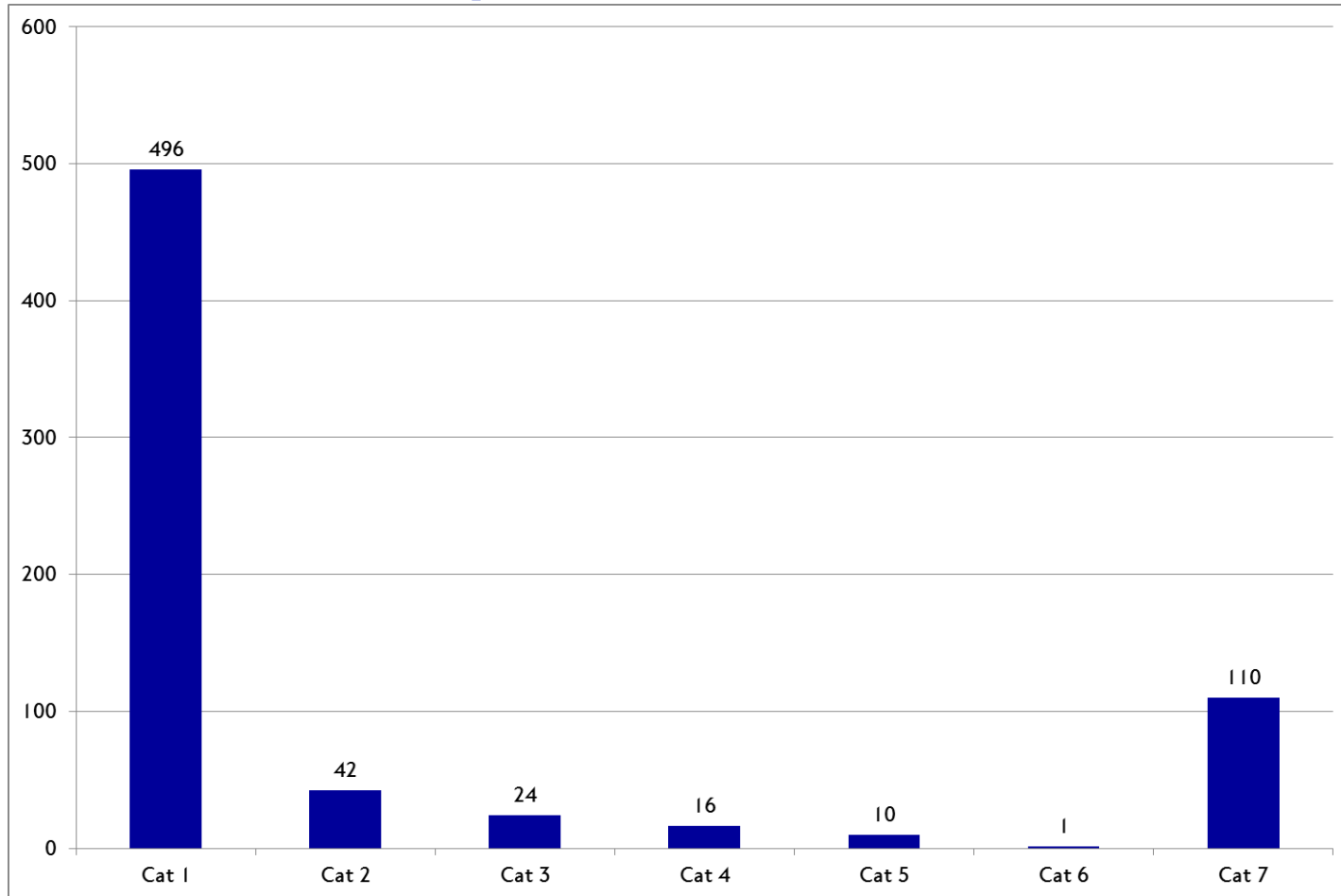
Taxi driver non compliance reason	
Not Wearing Badge or Badge Hidden from View	357
Taxi unattended on rank	191
Unlawful Plying for Hire	144
Licence not signed	119
Badge not in Possession	53
Not Wearing Badge or Badge Hidden from View	357

Taxi driver / vehicle checks	
Taxi driver checks	
Apr - Jun 2016	
Volume	4814
% Compliant	80%
Taxi vehicle checks	
Apr - Jun 2016	
Volume	3119
% Compliant	85%



PHV Operator Inspections by category*

1 Apr 2016 – 30 Jun 2016



The increase in Cat 7 outcomes is due to 'gone a ways' - this is operators who are no longer at the premise they are licensed for....so an automatic cat 7

*See following slide for an explanation of these categories



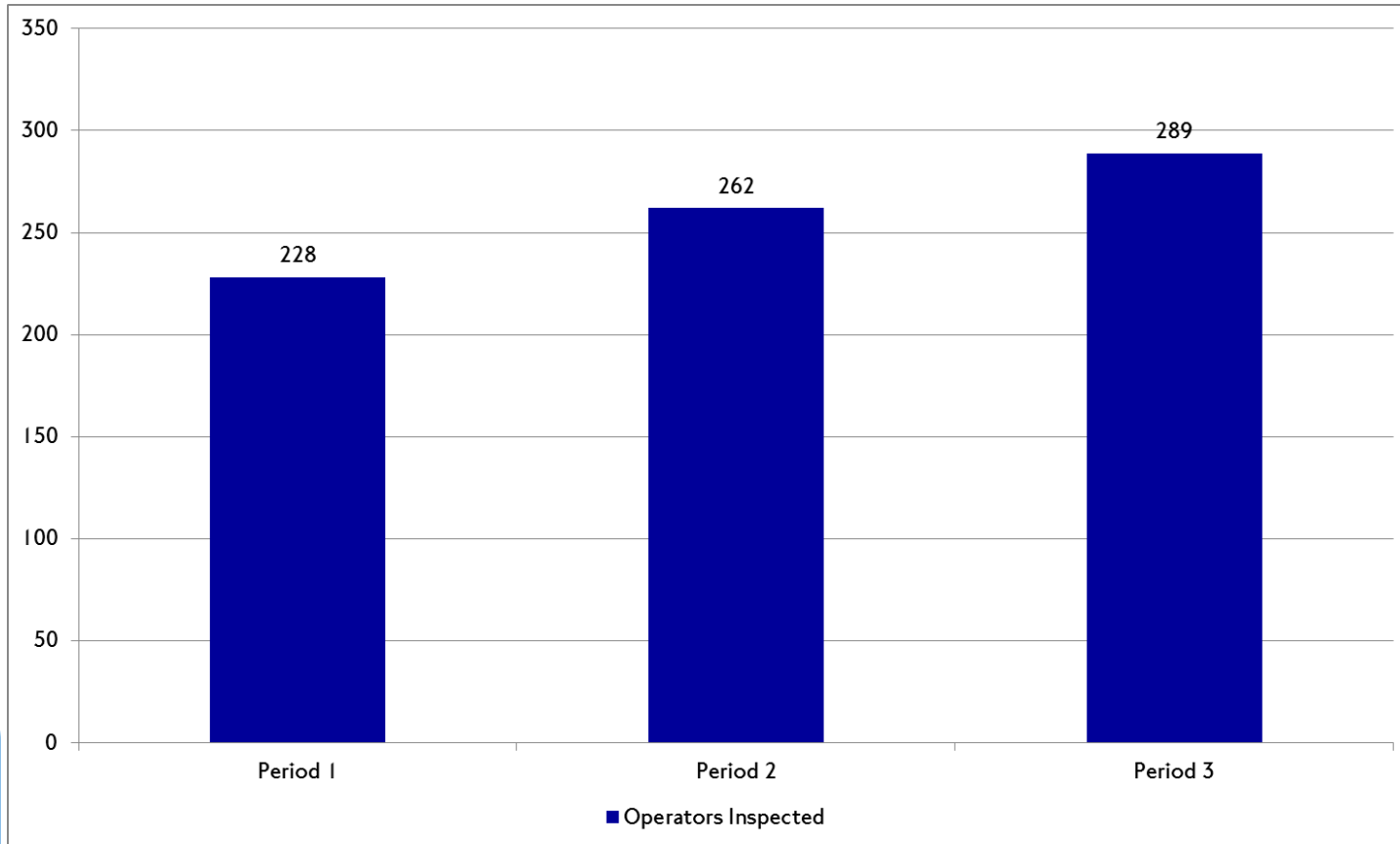
PHV Operator Inspections

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.



Current periods run from Apr 2016 to June 2016



City of London Police activities

PHV Stopped	Apr to Jun 2015	Apr to Jun 2016
PHV stopped and checked	847	991
% Non-compliant	23%	31%
Taxi Stopped	Apr to Jun 2015	Apr to Jun 2016
Taxis stopped and checked	473	614
% Non-compliant	28%	41%
Arrests / summons	Apr to Jun 2015	Apr to Jun 2016
Touting	12	0
No Hire & Reward Insurance	2	0
Vehicles Seized	3	0
Reported to TfL licensing authority for a decision	11	14



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

Arrests by CEU	1 Apr 2016 to 30 Jun 2016
Touting	42
Plying for Hire	6
Other	56

	1 Apr 2016 to 30 Jun 2016					
CEU (Disposals)	Caution	Charged	Bailed	Summons	NFA	To Court/ Other
Touting	2	29	1	9	1	0
Plying for Hire	0	0	0	6	0	0
Other	0	10	23	14	4	5

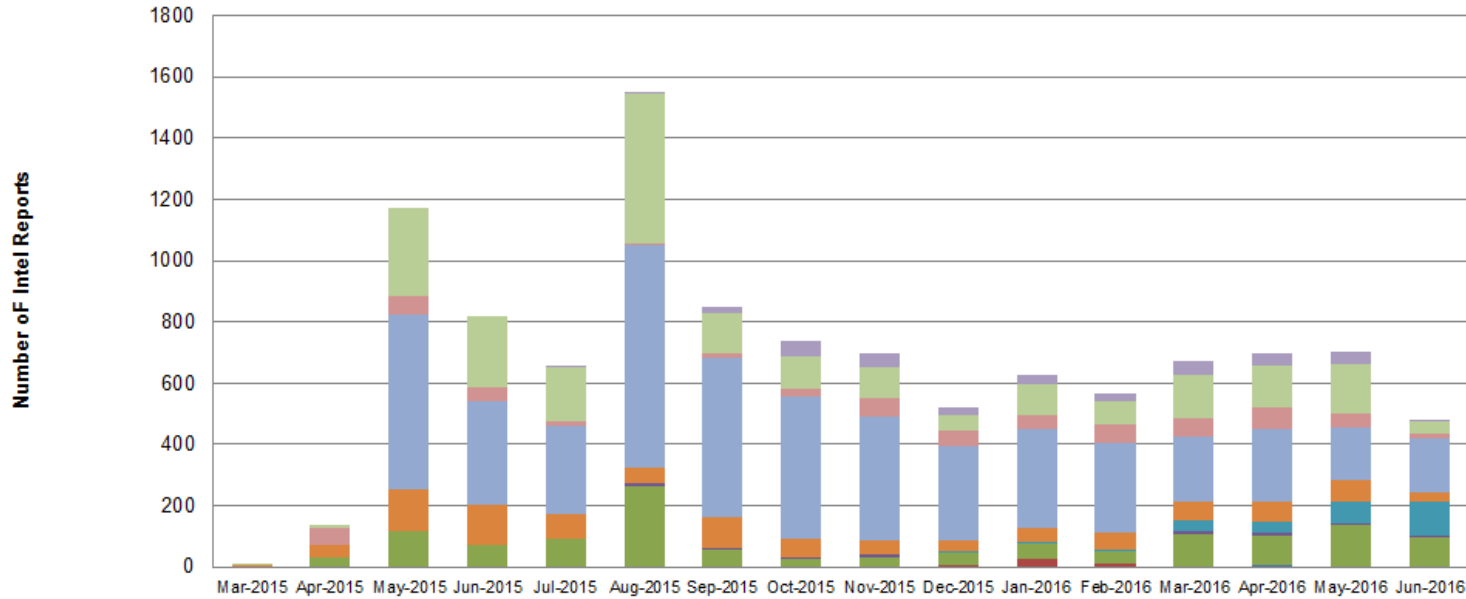


Intelligence Update



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

1 April 2015 – 30 June 2016



	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016
TPH Signage					1	2	17	47	43	24	32	23	48	41	42	7
TPH Parking	1	13	291	235	178	487	130	108	103	53	101	76	138	136	159	42
TPH Identifiers		57	58	45	18	7	20	26	60	49	47	62	60	70	45	13
TPH Badges			571	335	288	727	517	463	405	309	322	290	212	238	171	175
Touting/ Plying for	4	39	138	132	78	52	103	62	44	37	44	59	65	66	72	34
Taxi left unattended									2	2	3	1	34	34	73	110
Over ranking						6	2	2	7	1	5	4	9	10	3	2
Other		30	116	72	92	265	58	28	32	41	48	40	104	97	135	96
Op Zetol										6	24	6	1			
Misuse of ranks											2	3	2	6	3	3

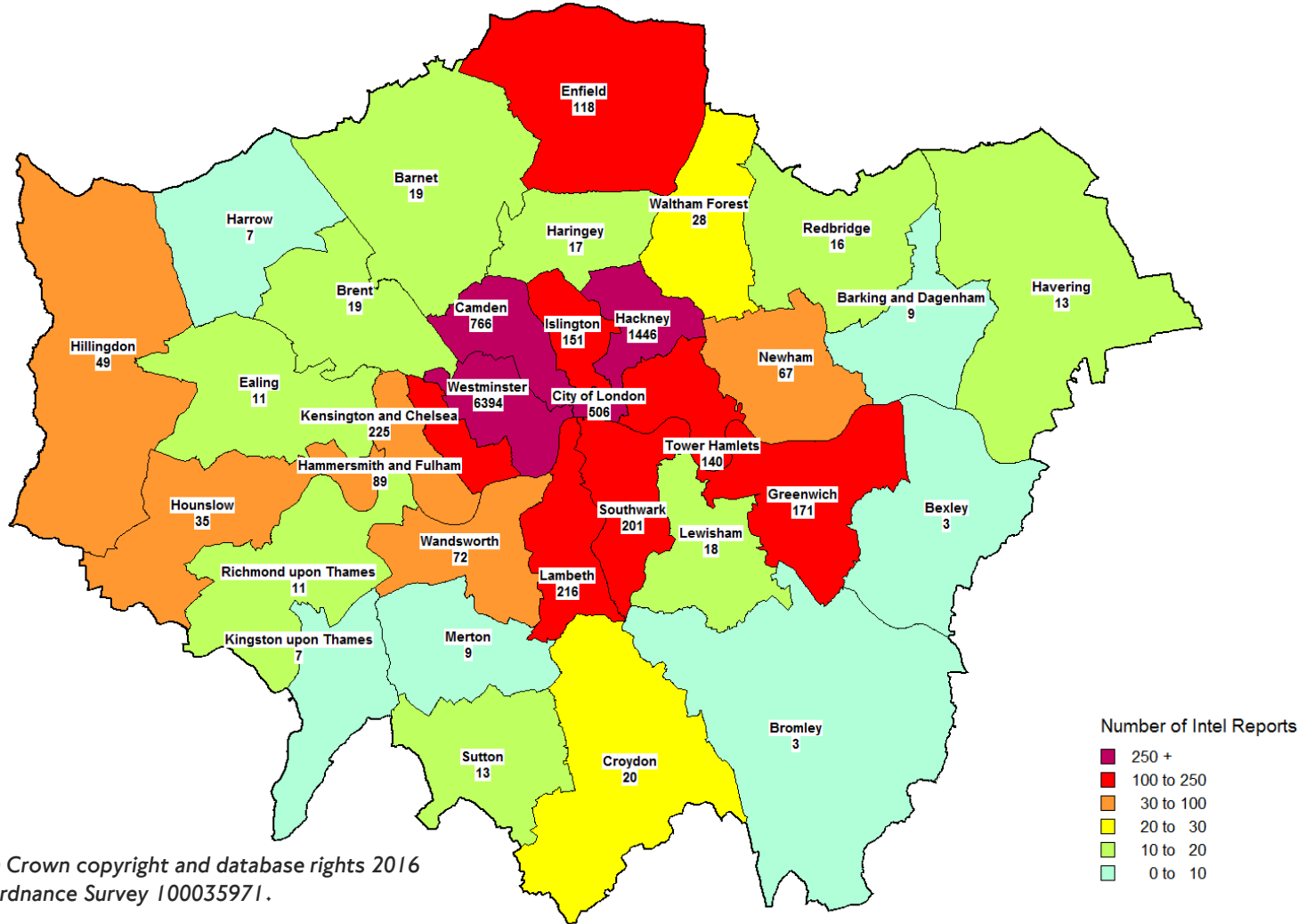
This data is from “Transport Policing Online Map Application (TPOMA)”. The source of intelligence for deployments is a combination of:

- 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 to 30 June 2016



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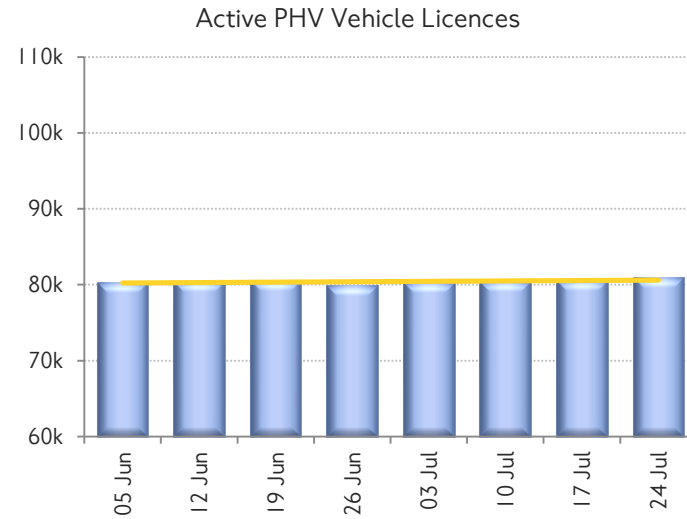
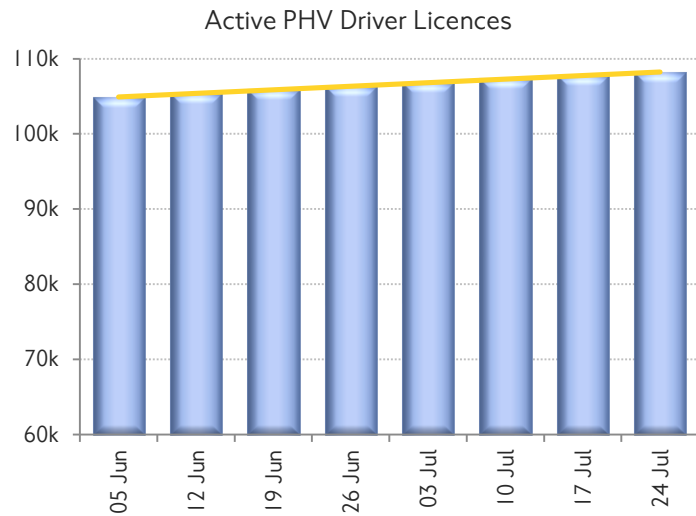
Private hire - Licensing



EVERY JOURNEY MATTERS

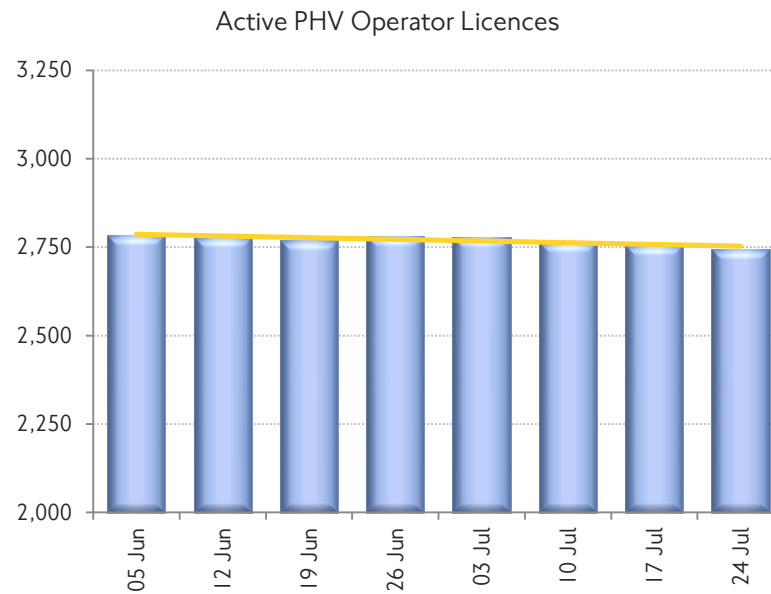
Licensing – Active Licences

- There are currently 108,154 active private hire drivers
- 80,934 private hire vehicles are also licensed



Licensing – Active Licences

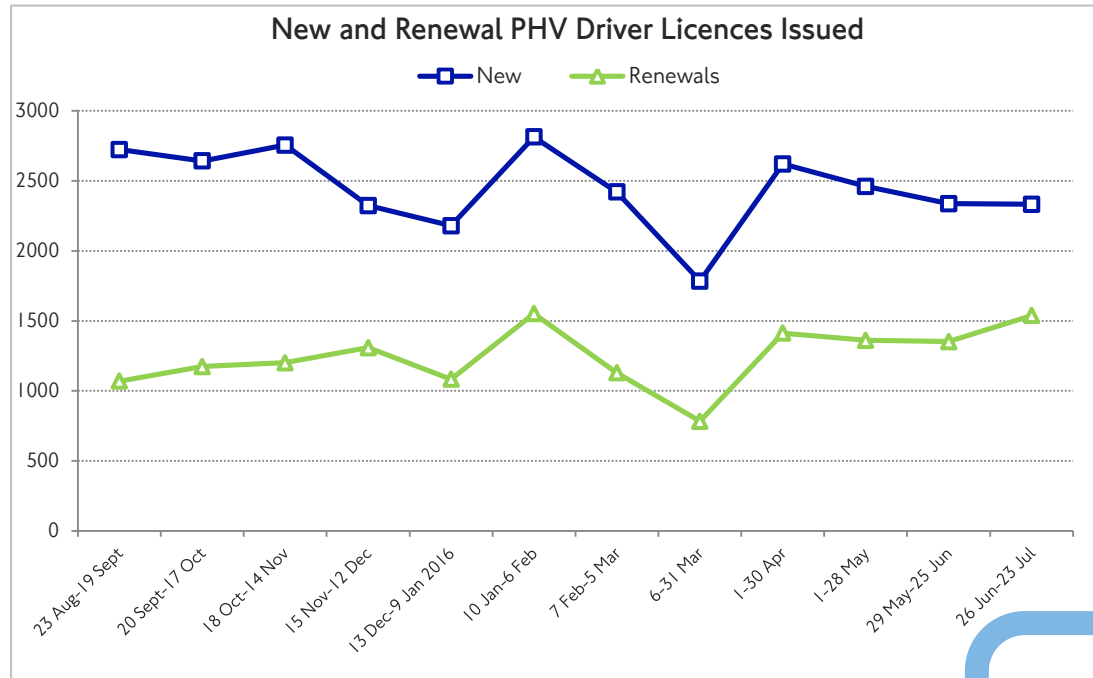
- There are currently 2,745 active private hire operators



Licensing – Licences Issued

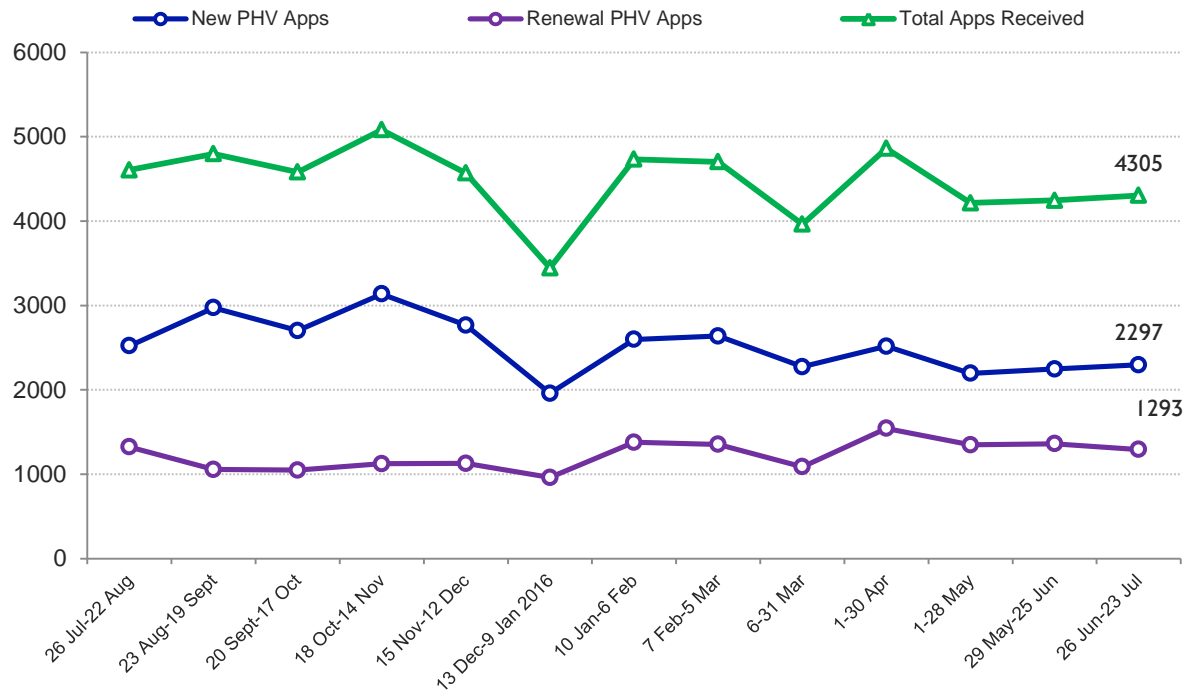
- Last period saw 3,871 number of private hire driver licences issued
- The overall average number of licences issued over 6 periods is 4,289

Period	New	Renewal	Total
23 Aug-19 Sept 2015	2723	1070	3793
20 Sept-17 Oct	2642	1174	3816
18 Oct-14 Nov	2755	1201	3956
15 Nov-12 Dec	2323	1309	3632
13 Dec-9 Jan 2016	2179	1084	3263
10 Jan-6 Feb	2814	1552	4366
7 Feb-5 Mar	2420	1129	3549
6 Mar-31 Mar	1784	783	2567
1-30 Apr	2620	1413	4033
1-28 May	2460	1361	3821
29 May-25 Jun	2337	1352	3689
26 Jun – 23 Jul	2333	1538	3871



Licensing – Applications Received

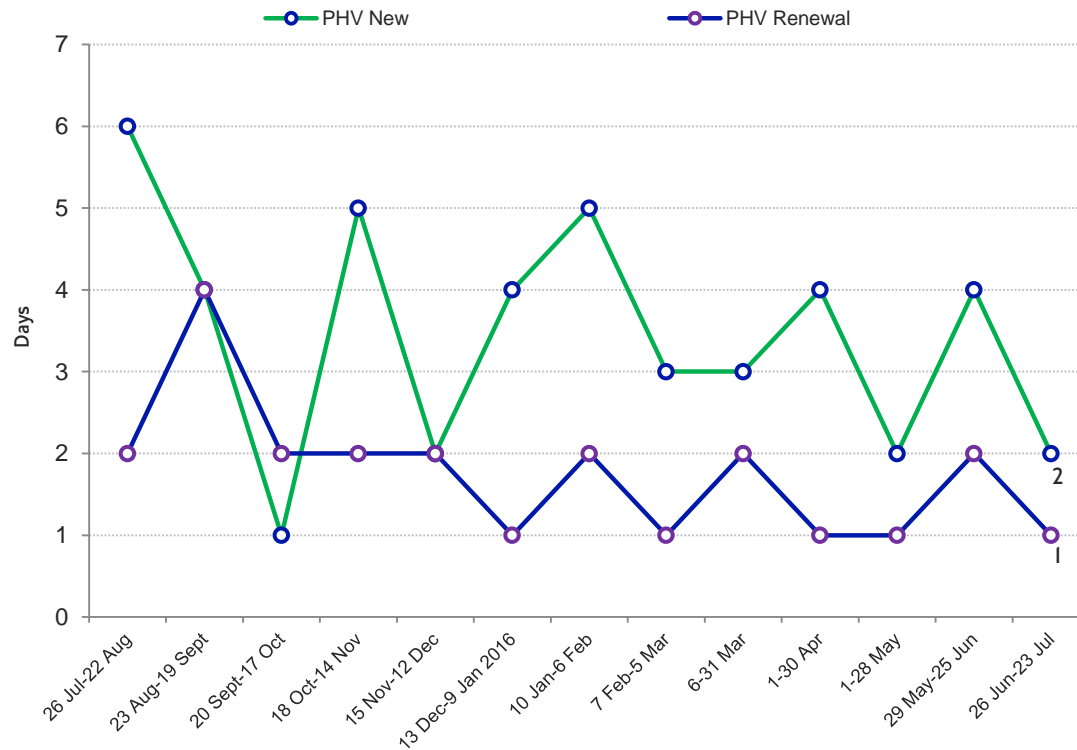
- Last period saw 1,293 renewal applications received and 2,297 new applications. This is consistent with previous periods.
- *The new online functionality remains popular for private driver new applications. Over the last period the average number of private hire driver applications made online was 360 (40%). This was mainly new applicants.*



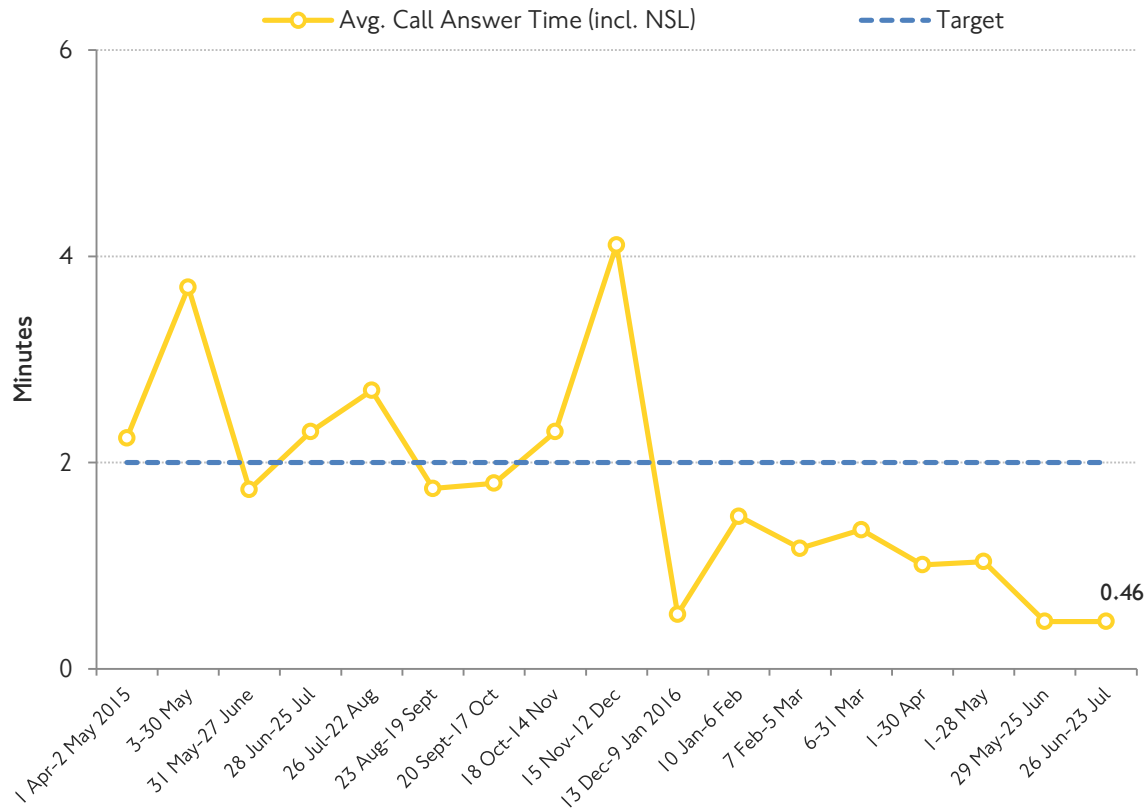
Licensing – Initial Assessments

- All private hire 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.

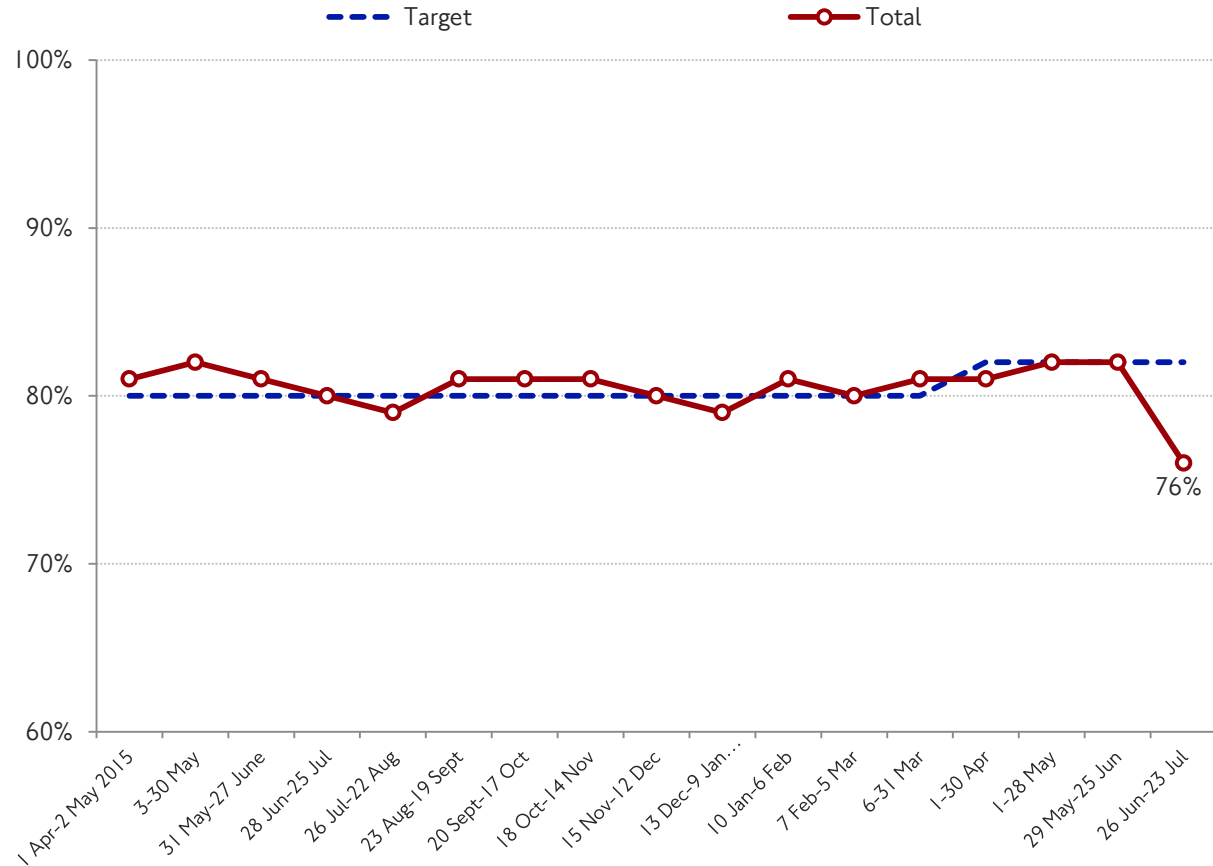


Vehicle inspection telephony- Average call answer time



First time pass rate PHV

- The first time pass rate declined slightly this period, largely due to vehicle owners not presenting vehicles with their H&R insurance at point of inspection. However, this is starting to increase again as the new regulations become embedded. Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each month



PHV fleet age breakdown

