

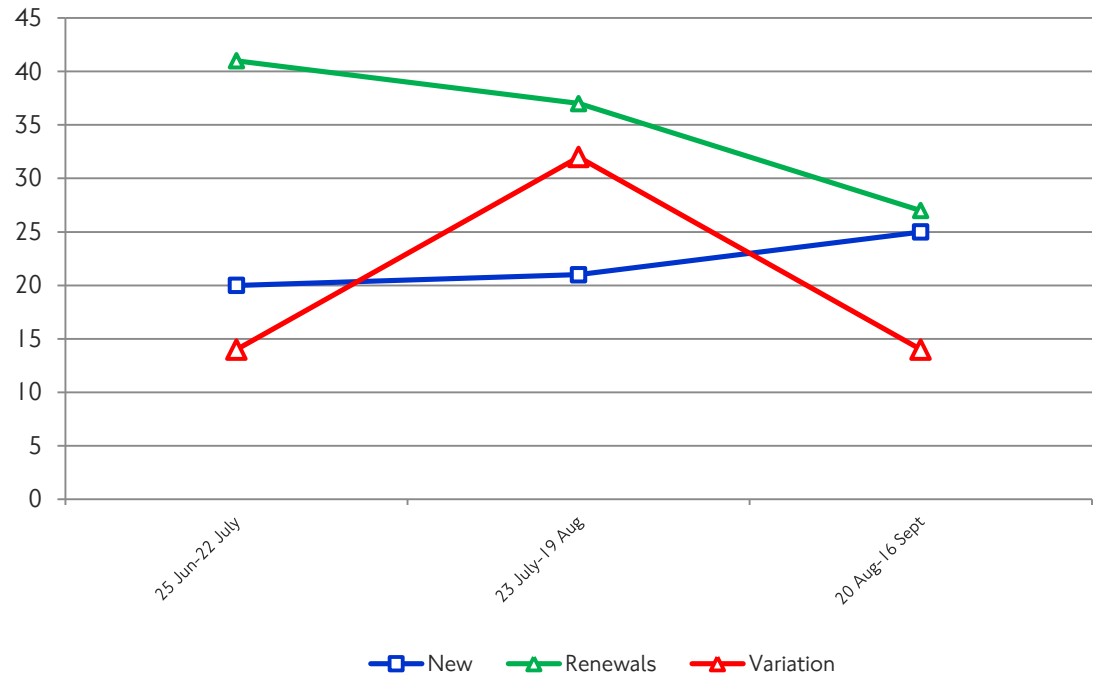
Licensing update



Operators – Applications received

Period	New	Renewal	Variation	Total
25 Jun-22 July	20	41	14	75
23 July-19 Aug	21	37	32	90
20 Aug-16 Sept	25	27	14	66

New, renewal and variation Operator Licences Issued



Telephony – TPH driver and operator enquiries

September saw an increase in the number of calls attempted which impacted our ability to answer calls quickly. This led to an increase of FTE to ensure future calls were answered in a timely manner.

For the week ending 1 October the weekly average speed of answer was 2 minute 9 seconds.

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)
16/07/2017	11,185	6,093	7,977	7,215	01:45	647	02:40	05:49
23/07/2017	10,546	6,090	7,823	7,295	01:15	394	01:34	05:44
30/07/2017	10,692	5,715	6,505	5,846	02:04	565	02:10	05:54
06/08/2017	8,731	5,013	7,937	6,946	02:52	875	02:19	06:09
13/08/2017	9,369	6,344	6,763	6,232	01:23	421	01:39	05:51
20/08/2017	10,850	6,742	7,064	6,488	01:39	479	01:39	06:06
27/08/2017	9,622	6,546	7,029	6,404	01:45	506	01:41	05:50
03/09/2017	8,184	4,973	5,604	5,231	01:23	310	01:40	05:51
10/09/2017	10,909	6,473	7,897	6,617	04:04	1,206	02:47	06:24
17/09/2017	11,536	6,480	8,429	6,961	04:18	1,365	02:43	06:24
24/09/2017	12,531	6,720	8,759	7,074	04:35	1,536	03:07	06:16
01/10/2017	10,325	5,988	7,561	6,885	02:09	561	01:49	06:06



Licensing – Topographical Assessments

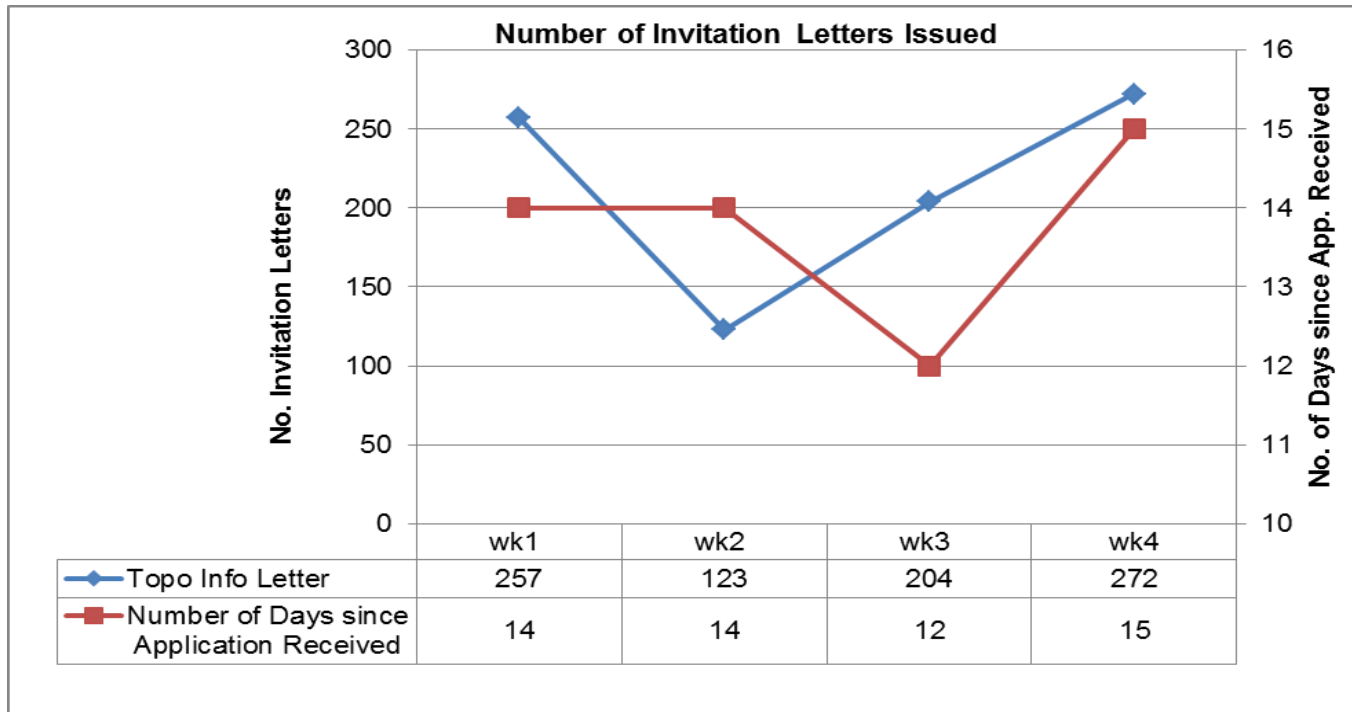
- The average first time pass rate over the past eight weeks is **44 per cent**. The average re-test pass rate is **47 per cent**. This has remained broadly static over recent months.
- There are nine approved centres with assessments being delivered by TfL staff at those centres, although one of these centres is currently suspended. There is sufficient capacity in the test centres to cope with demand and this will be kept under review.

Month	No. of first time assessments	% pass rate for first time assessments	No. of re-test assessments	% Pass rate for re-test assessments
Jun - 17	1,010	44%	389	49%
Jul -17	1,070	44%	382	47%
Aug - 17	1,132	45%	332	47%
Sept-17	1,080	44%	417	47%



Topographical Assessments - Invitation to book a test

- Licensing teams will review all private hire driver applications before progressing those that are eligible on to our topographical booking team.
- The booking team will then write to applicants inviting them to book an assessment.



Data covers Period 6.

Topographical Assessments – Call Answer Times

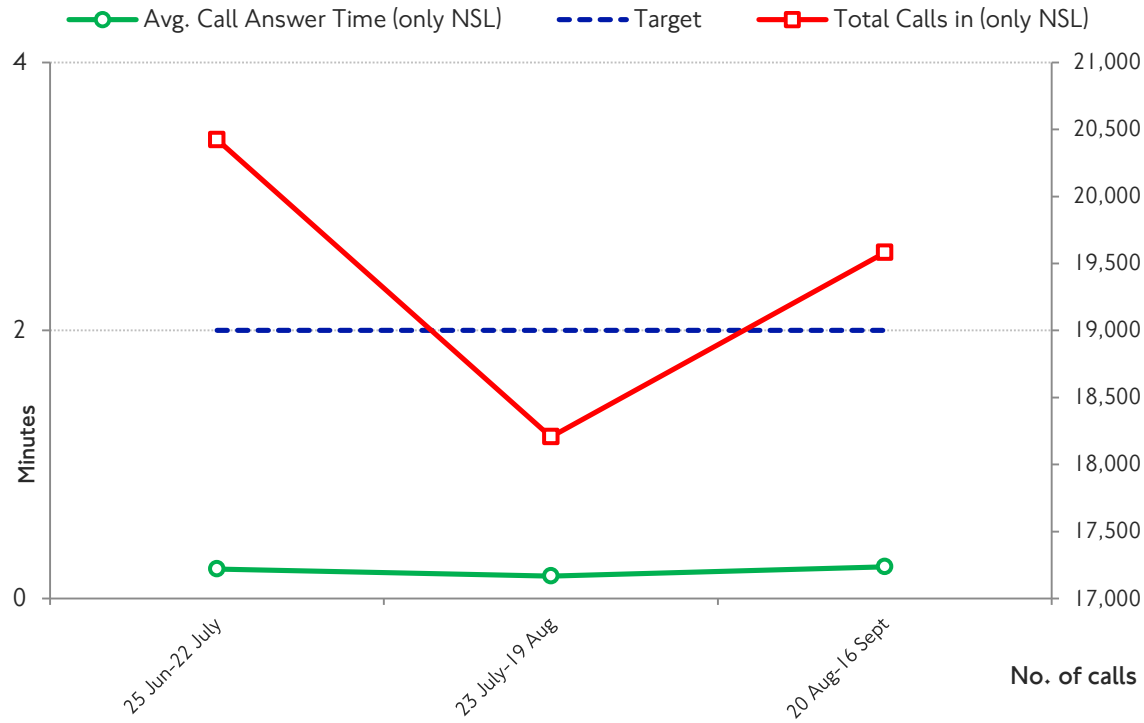
- We aim to answer 80% of calls within 2 minutes. This is in line with our standard service level with external 3rd party providers.

Date	Day	Calls Offered	Calls Answered	Average Speed of Answer	Calls Abandoned	Avg Abandon Time	Avg Call Handling Time
02/10/2017	Mon	268	249	00:59	15	01:20	04:56
03/10/2017	Tues	233	218	00:23	14	01:18	04:42
04/10/2017	Weds	230	212	02:32	16	03:23	04:54
05/10/2017	Thurs	223	213	00:47	10	00:53	04:43
06/10/2017	Fri	251	236	01:09	12	00:24	04:41



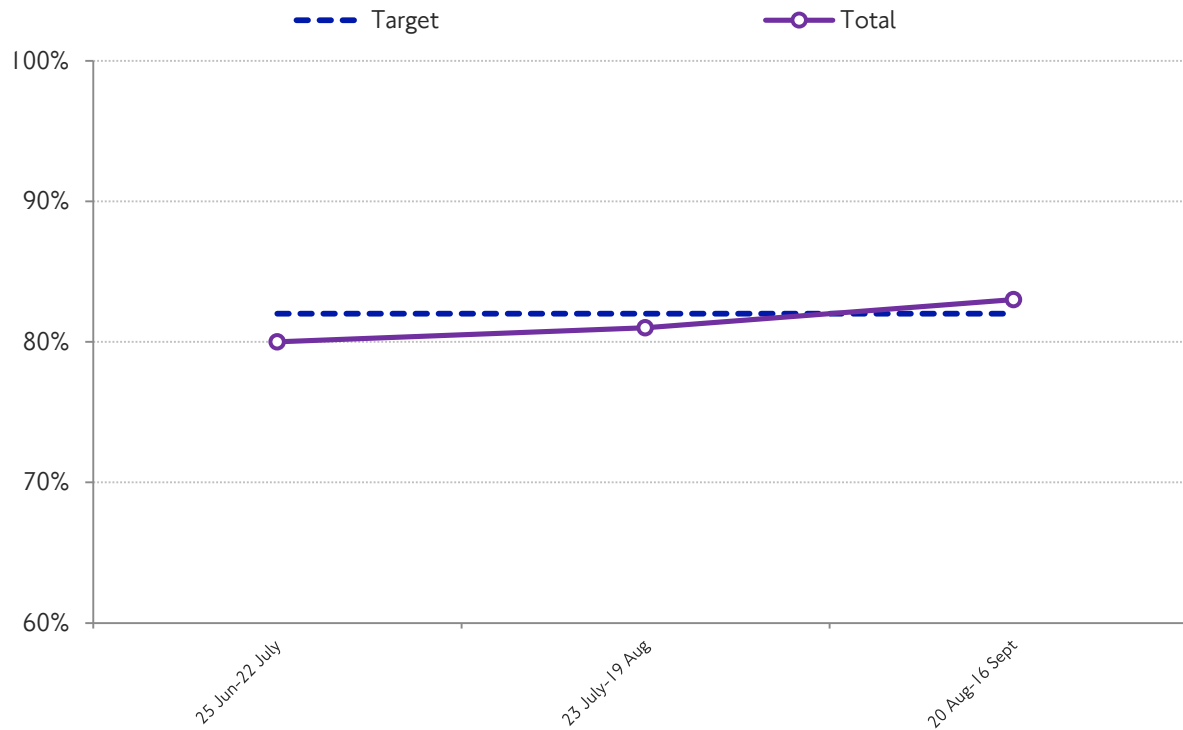
Vehicle Inspection Telephony (Average Call Answer Time)

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

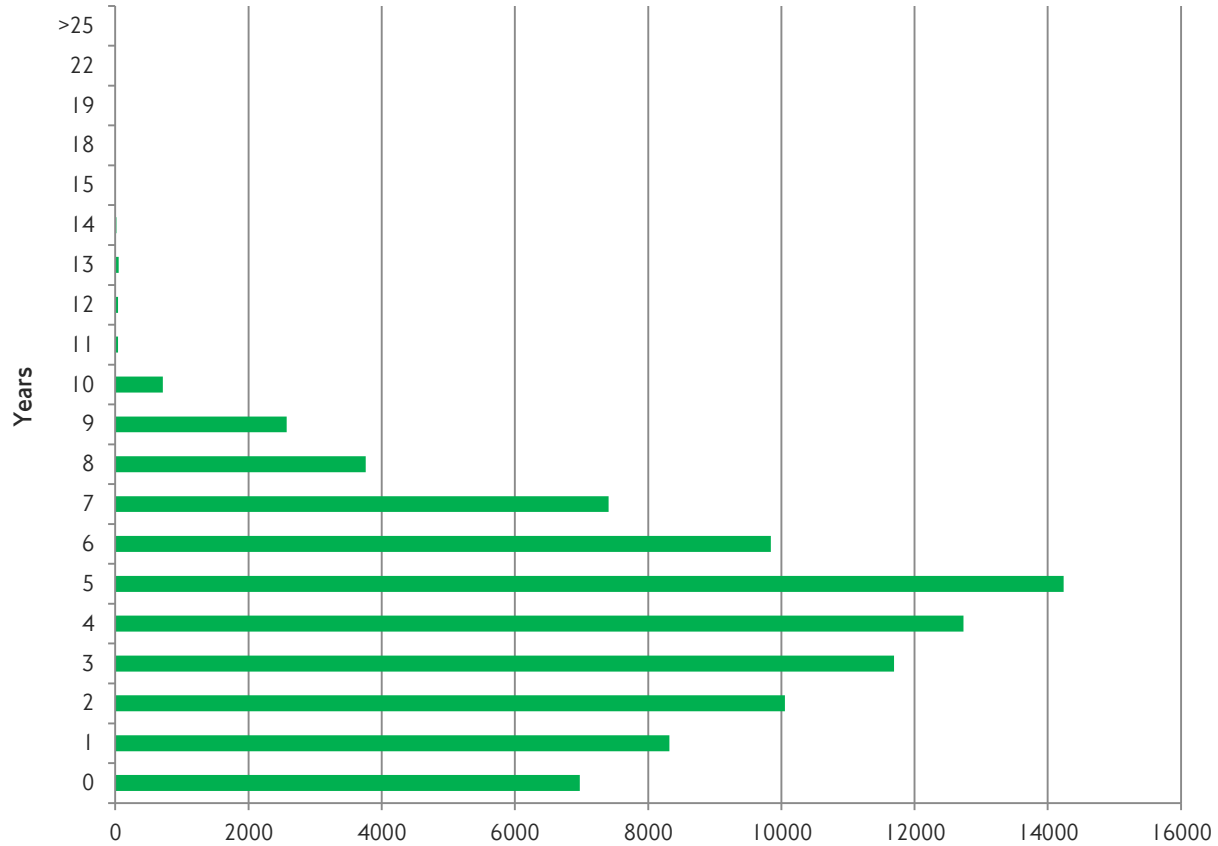


PHV First Time Pass Rate

- The first time pass rate for private hire vehicles has increased to 83 percent in the last month.
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each month.



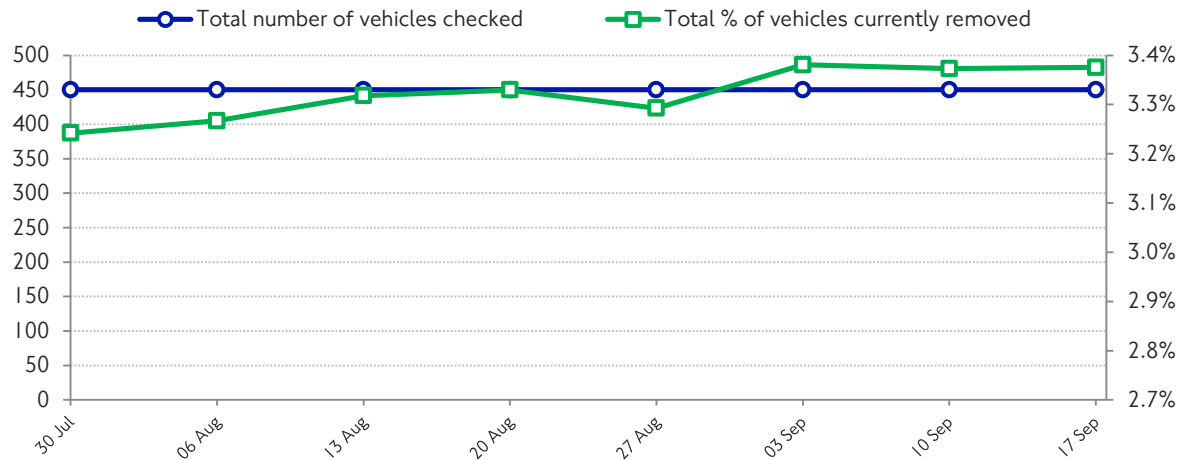
PHV Fleet Age Breakdown



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.

	30 Jul	06 Aug	13 Aug	20 Aug	27 Aug	03 Sep	10 Sep	17 Sep
Total number of vehicles checked	450	450	450	450	450	450	450	450
Total number of vehicles identified within the zone	177	182	68	183	41	126	75	206
Number of vehicles removed from the CC Exemption list	13	21	28	18	5	39	13	16
Total % of vehicles currently removed	3.2%	3.3%	3.3%	3.3%	3.3%	3.4%	3.4%	3.4%
Total PHV fleet	87,806	88,044	88,178	88,312	88,322	88,293	88,412	88,468



*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 vehicles / Drivers checked P4 – P6 (2017/18)

PHV Driver Checks	40643
% Compliant	88%
PHV Vehicle Checks	44301
% Compliant	91%

During the last three periods, 4,877 drivers were reported for non compliance and 3,987 vehicles were reported for non compliance.

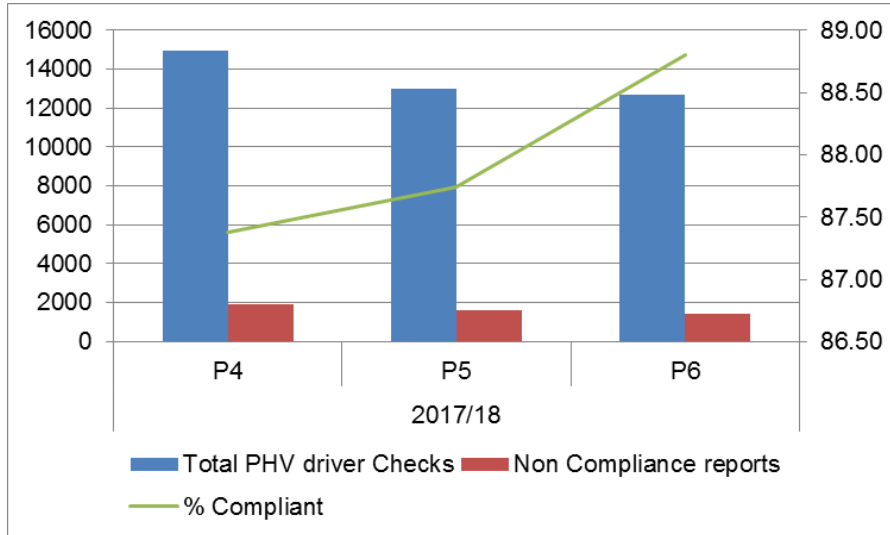


P4 - P6 = 25 Jun - 16 Sept 17

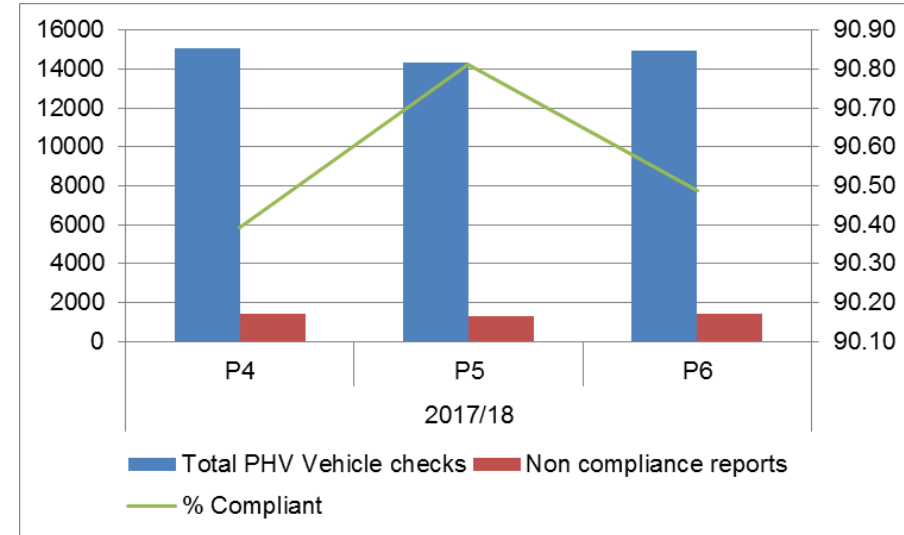


PHV driver and vehicle compliance

PHV Driver compliance



PHV Vehicle compliance



Driver checks slightly reduced and vehicle checks have been maintained. While there has been some improvement on driver compliance, vehicle non compliance has slightly increased since P5. Driver non compliance levels remain under 90 percent with marginal variance.

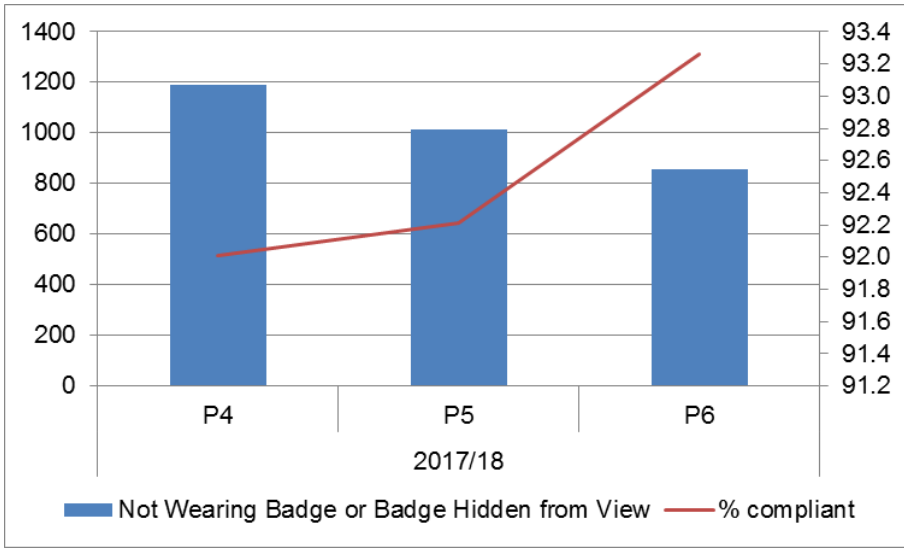


P4 - P6 = 25 Jun - 16 Sept 17

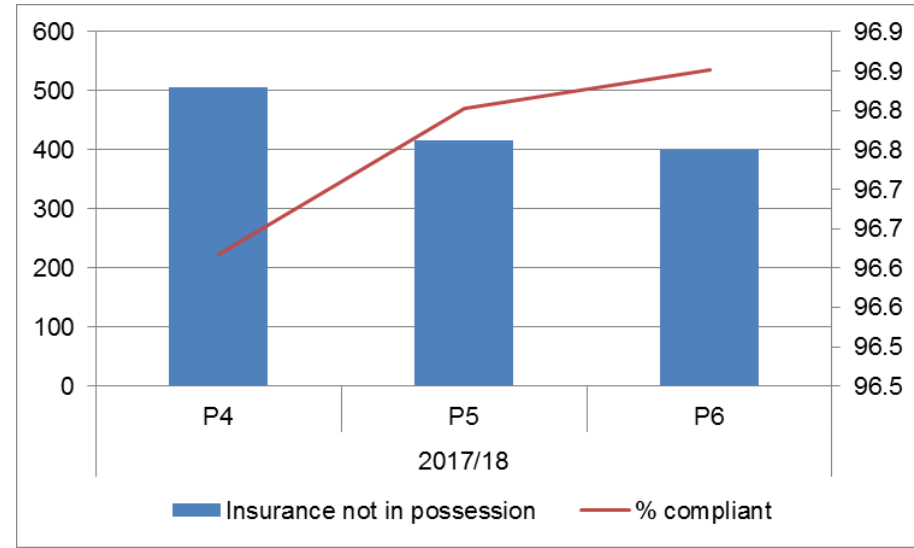


PHV compliance – Highest contributors of Driver non compliance

PHV badge related offences



PHV Insurance not in possession



The percentage of badge and insurance related compliance issues continue to improve. The volume of detections are still very high and these contribute to a high number of driver non compliance issues detected.

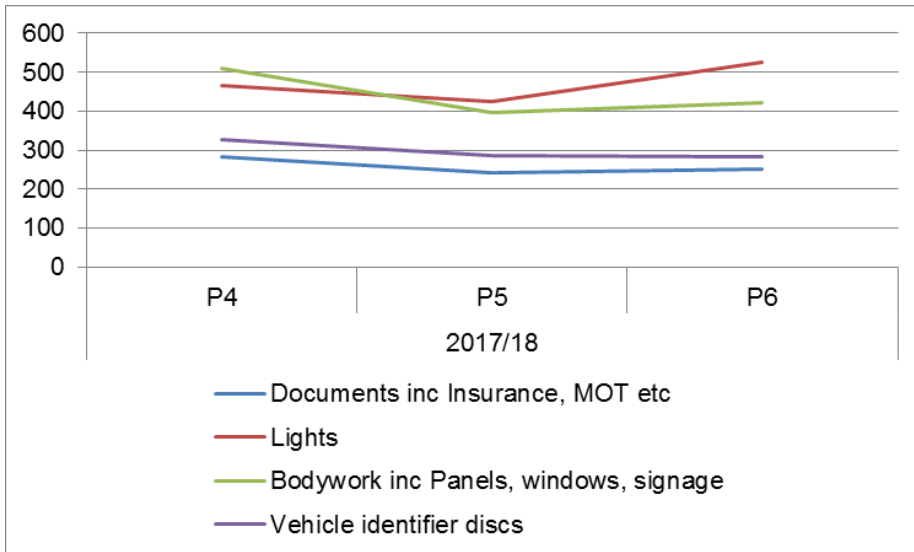


P4 - P6 = 25 Jun - 16 Sept 17

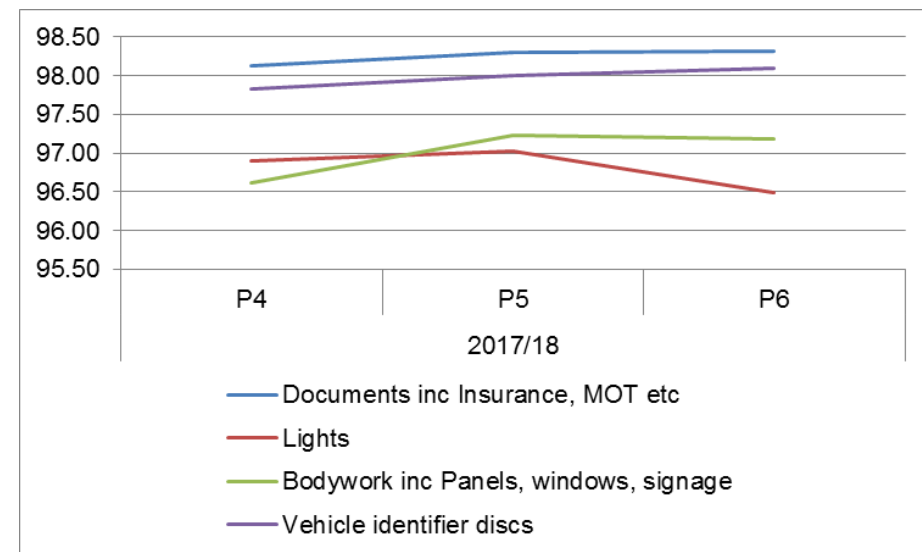


PHV compliance – Highest contributors of Vehicle non compliance

PHV Vehicle Non compliance reports/unfits issued



PHV Vehicle level of compliance of top four irregularities detected



Vehicle non-compliance has steadily increased over the last four periods. Key concerns are related to bodywork issues with illegal signage, damaged windows, insecure panels etc. Defective lights seems to have increased in the last quarter.



P4 - P6 = 25 Jun - 16 Sept 17

Number of PHV Operator Inspections by period



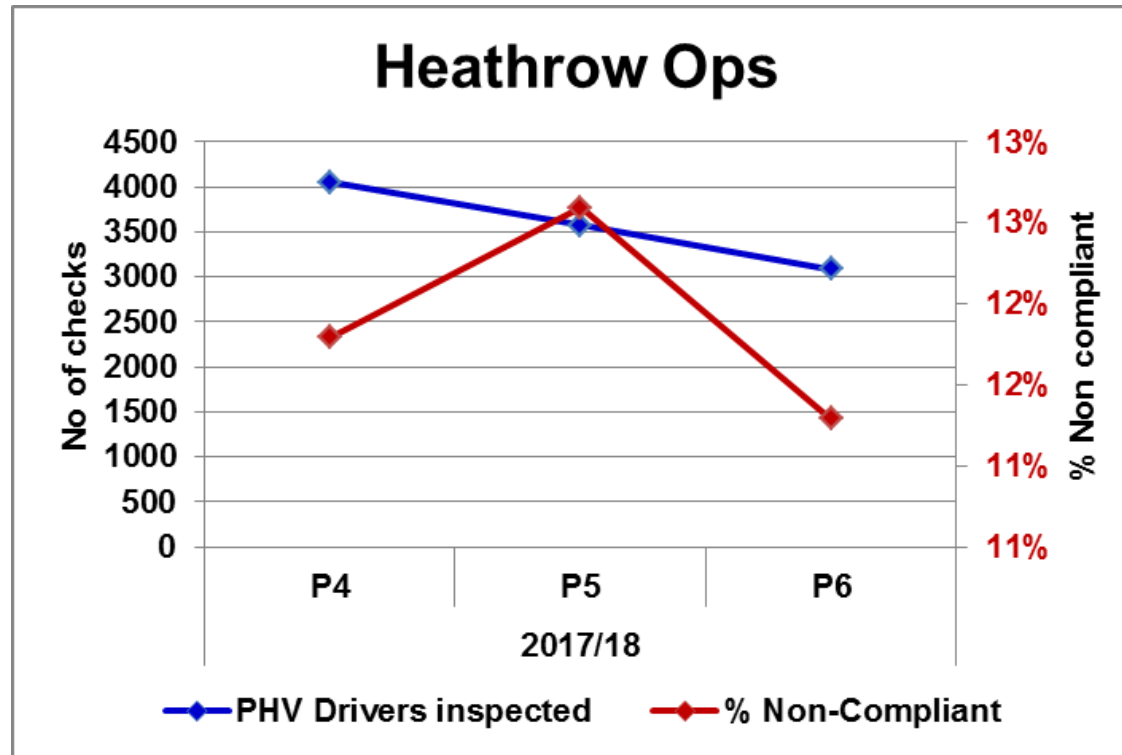
Operator checks have increased and are likely to increase further in the next quarter.



P4 - P6 = 25 Jun - 16 Sept 17



Heathrow Enforcement Results P4 – P6 (2017/18)

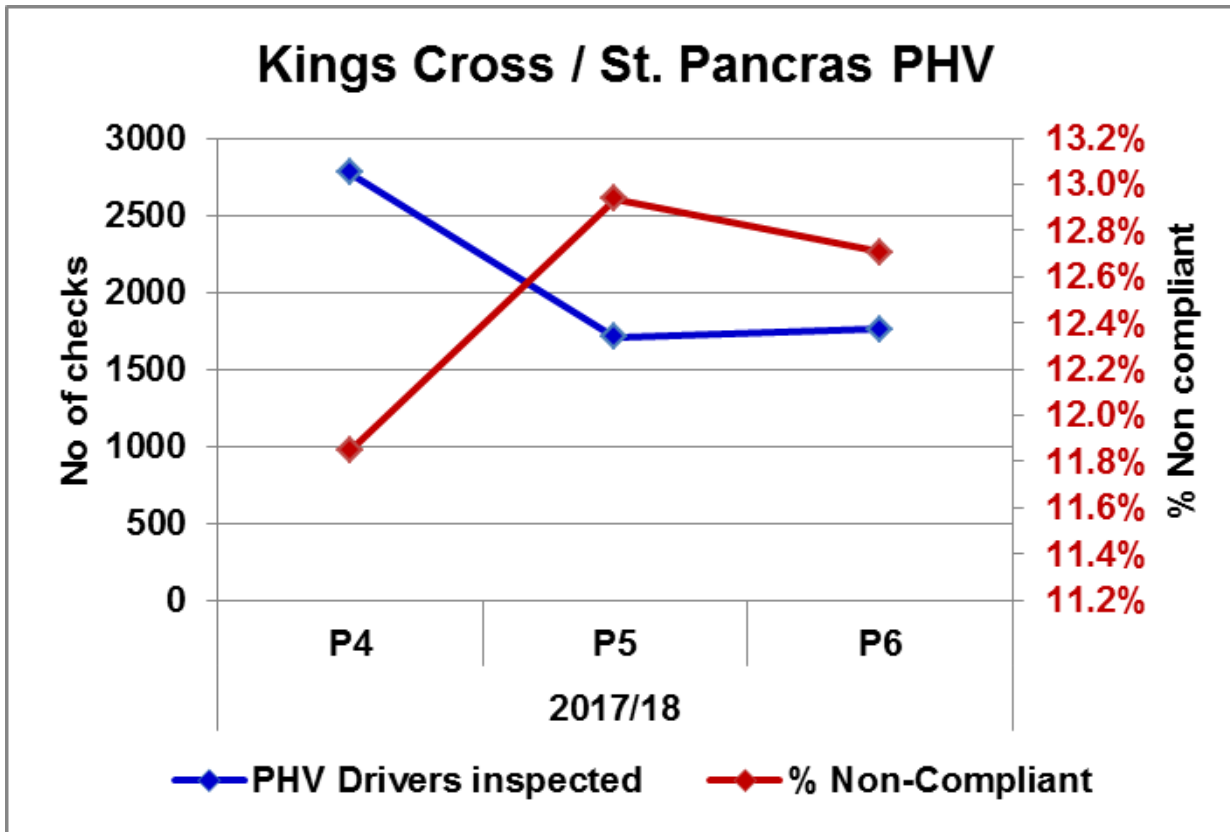


The number of checks at Heathrow reduced slightly in the last quarter and the level of non-compliance slightly reduced. In-terminal operations have commenced and Heathrow by-law powers are about to be utilised by authorised officers.



P4 - P6 = 25 Jun - 16 Sept 17





There were fewer checks at Kings Cross/St Pancras this quarter which has led to marginal increase in non-compliance at this location. The number of checks at this location will increase in coming months.



P4 - P6 = 25 Jun - 16 Sept 17



Prosecutions results P4 – P6 (2017/18)

	P4		P5		P6	
	Offences	Fines/costs	Offences	Fines/costs	Offences	Fines/costs
Taxi	1	£570	0	£ -	2	£ 1,665
PHV	9	£4,420	12	£ 6,980	14	£ 6,120
Unlicensed	9	£1,050	2	£ 1,740	13	£ 2,550
Total	19	£6,040	14	£ 8,720	29	£ 10,335

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.



P4 - P6 = 25 Jun - 16 Sept 17



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

Met RTPC TPH-PT	
Activity outcome	Apr - Jul 17
PHV stopped	4678
PHV non-compliant	27.60%
Taxi stopped	1393
Taxi non-compliant	33.20%
No hire & reward Insurance	4
Vehicles seized	5
Drivers reported to TPH for license action (PHV)	1087

(TPH-PT) TORs offence	Apr - Jul 17		
TORs offence	Taxi	PHV	Other
Mobile phone	12	16	21
Not in proper control	1	2	2
Defective tyres	0	30	1
Misc	4	39	5
Red Traffic Lights	2	5	3
Excess speed	0	1	0
Seatbelt	0	2	0
Obscured vision	65	19	2
Controlled Crossing	21	215	5
Fog lights	2	26	5
Total	107	355	44

Available data is from Apr- Jul 2017

City of London Police activities

CoLP	
Activity Outcome	Apr – Sep
PHV stopped	1,984
PHV non-compliant	26.7%
Taxi stopped	1,118
Taxi non-compliant	36.2%
No hire & reward insurance	0
Vehicles seized	0
Drivers reported to TPH for licence action	530

CoLP (TORs offence)	Apr – Sep	
TORs offence	Taxi	PHV
Mobile phone	1	3
Not in proper control	4	7
Defective tyres	1	6
Misc	1	3
Red traffic lights	3	11
Excessive speed	6	11
Seatbelt	0	4
Obscured vision	0	2
Fog lights	0	13
Total	16	60

Available data is from Apr- Sep 2017

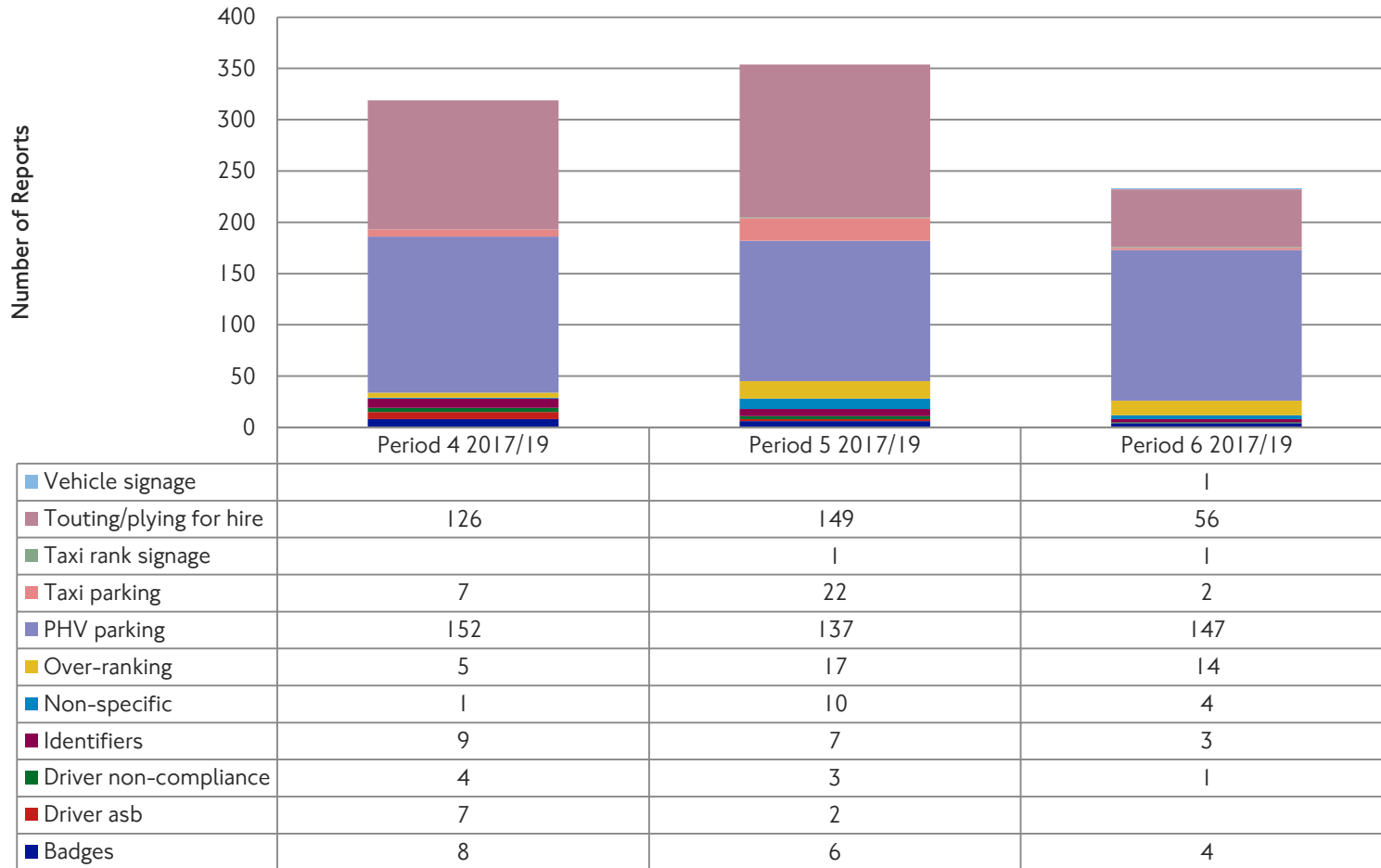


EVERY JOURNEY MATTERS

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.)

Unless otherwise stated, categories cover both taxi and private hire



Taxi & Private Hire Intelligence Pan-London

Periods 4 to 6

