



OCTOBER 20 18

Private Hire Licensing, Compliance and Enforcement



EVERY JOURNEY MATTERS

Unless otherwise stated the information contained in this presentation covers the second quarter of our financial year, running from 24 June to 15 September. 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 04 – 24 June to 21 July

Period 05 – 22 July to 18 Aug

Period 06 – 19 Aug to 15 Sept

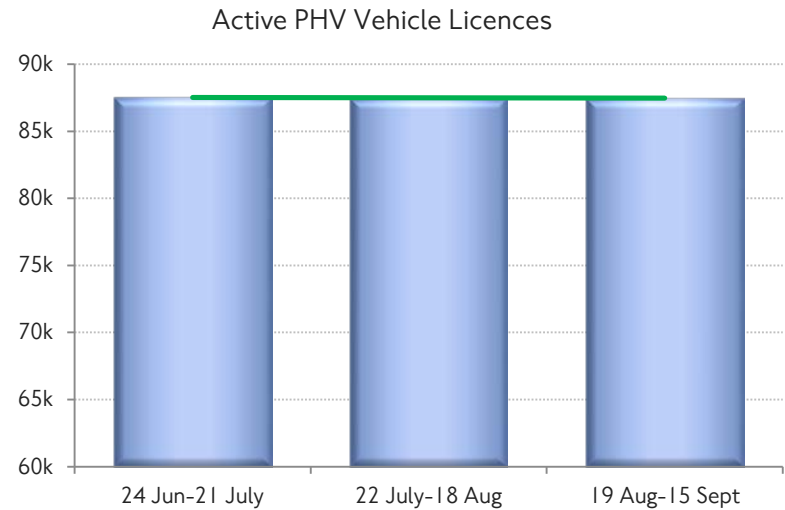
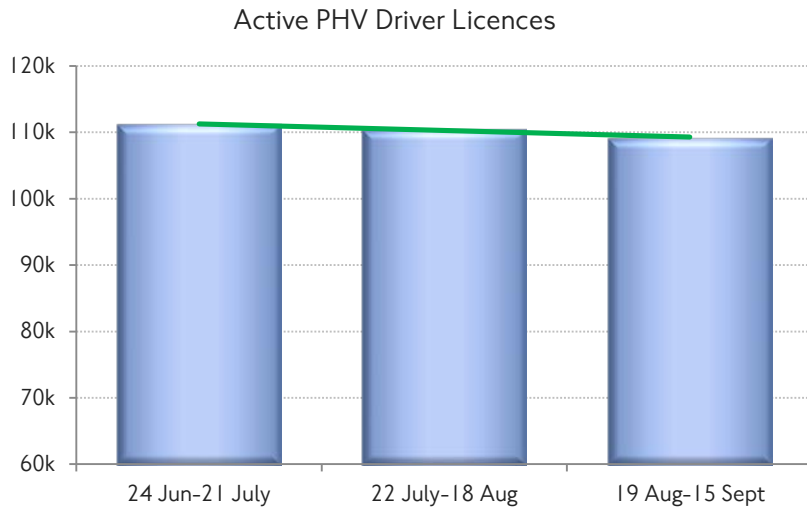


Licensing update



Licensing – Licences

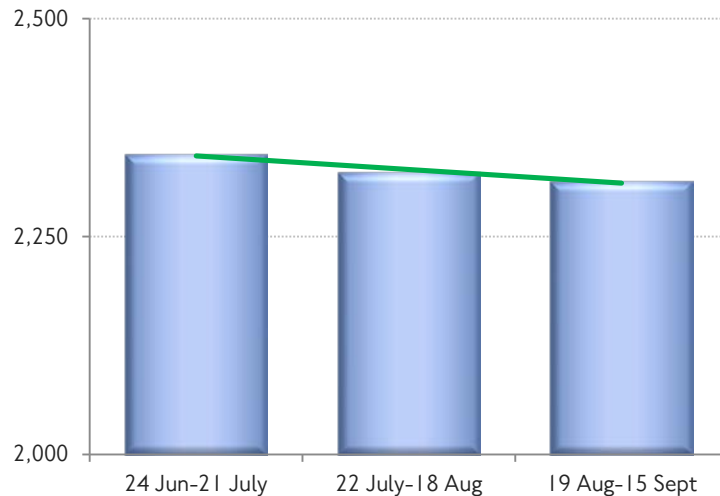
- As of 17 October 2018, there were **109,192** licensed private hire drivers
- **87,485** private hire vehicles were also licensed – approximately 70 per cent owner-driver, 30 per cent rental.



Licensing – Operator Licences

- There are currently **2,313** licensed private hire operators, of which **488** are small operators and, **1,232** are standard operators. **593** are licensed under the new tier structure

Active PHV Operator Licences



Tier level	Number of operators in tier
1-10	446
11-20	64
21-50	59
51-100	16
101-500	4
501-1,000	1
1,001-10,000	2
10,000 +	1
Grand total	593

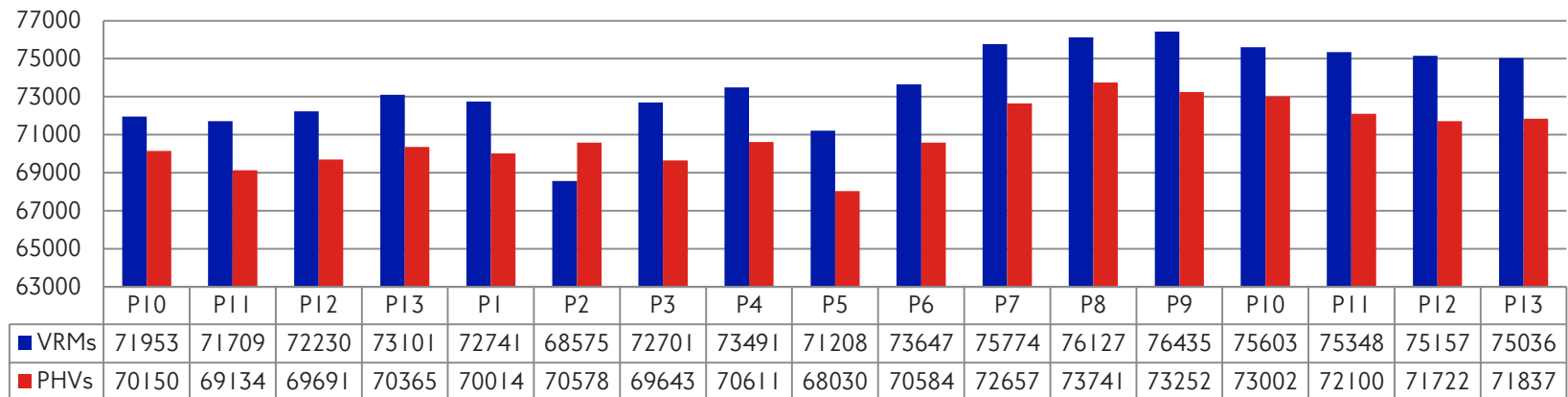


Licensing – Operator Upload

The chart below confirms the average number of drivers and vehicles available for hire each period. This is based on data uploaded by each licensed operator. The information is subject to change due to further analysis and verification of the data received from operators. 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 securely and more conveniently.

Periodic Unique VRMs/PHVs

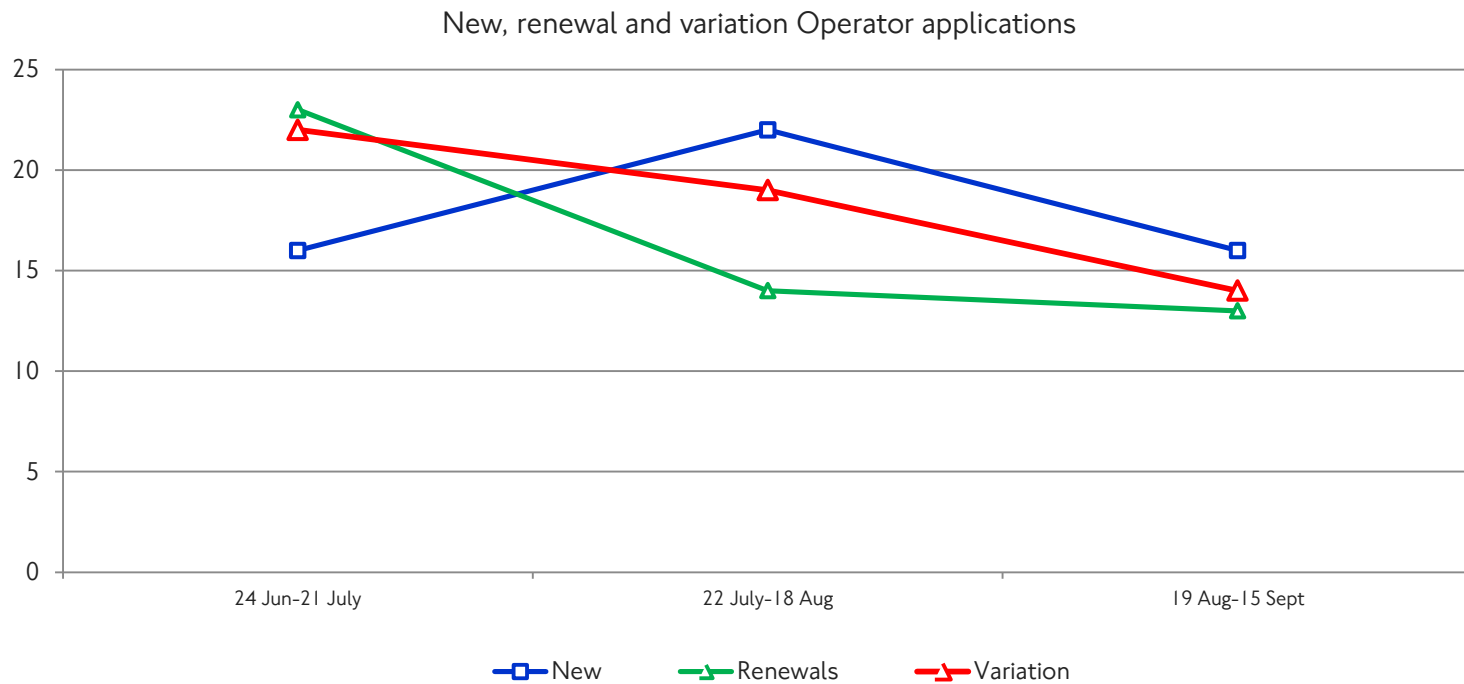


Note: VRM = vehicle / PHVs = drivers



Operators – Applications received

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

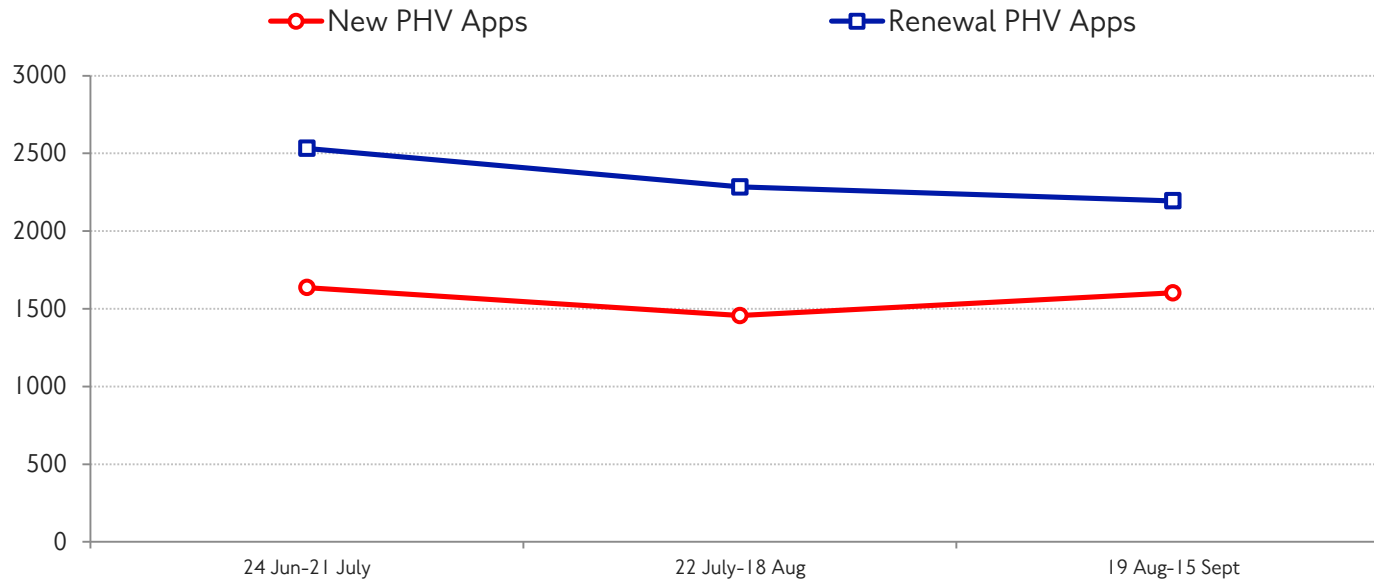


Period	New	Renewal	Variation	Total
24 Jun -21 July	16	23	22	61
22 July -18 Aug	22	14	19	55
19 Aug -15 Sept	16	13	14	43



Licensing – Driver Applications Received

- In the last period we received **2,194** renewal applications (compared to an average of **2,002** for the previous 12 months) and **1,602** new applications (**1,364** average for the previous 12 months).
- The online functionality remains popular for private hire applications. In the last four weeks **48 per cent** of private hire driver applications were made online, mainly consisting of new applicants.



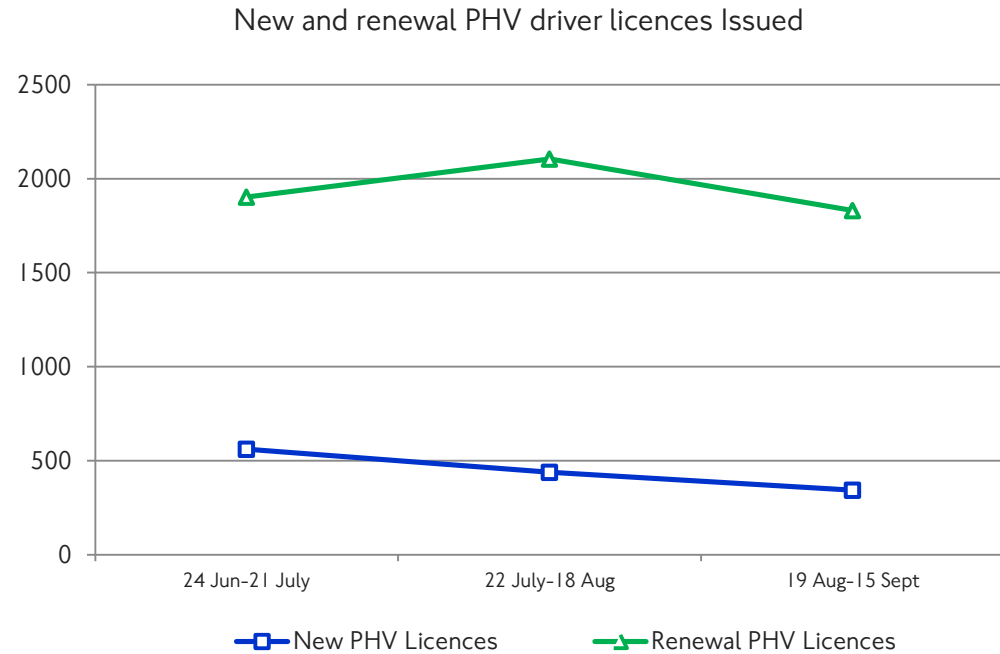
Period	New	Renewal	Total
24 Jun -21 July	1636	2532	4168
22 July -18 Aug	1456	2284	3740
19 Aug -15 Sept	1602	2194	3796



Licensing – Licences Issued

- Last period we issued **2,173** private hire driver licences

Period	New	Renewal	Total
24 Jun - 21 July	561	1902	2463
22 July - 18 Aug	438	2104	2542
19 Aug - 15 Sept	343	1830	2173



Licensing – Driver, Vehicle and Operator Revocations

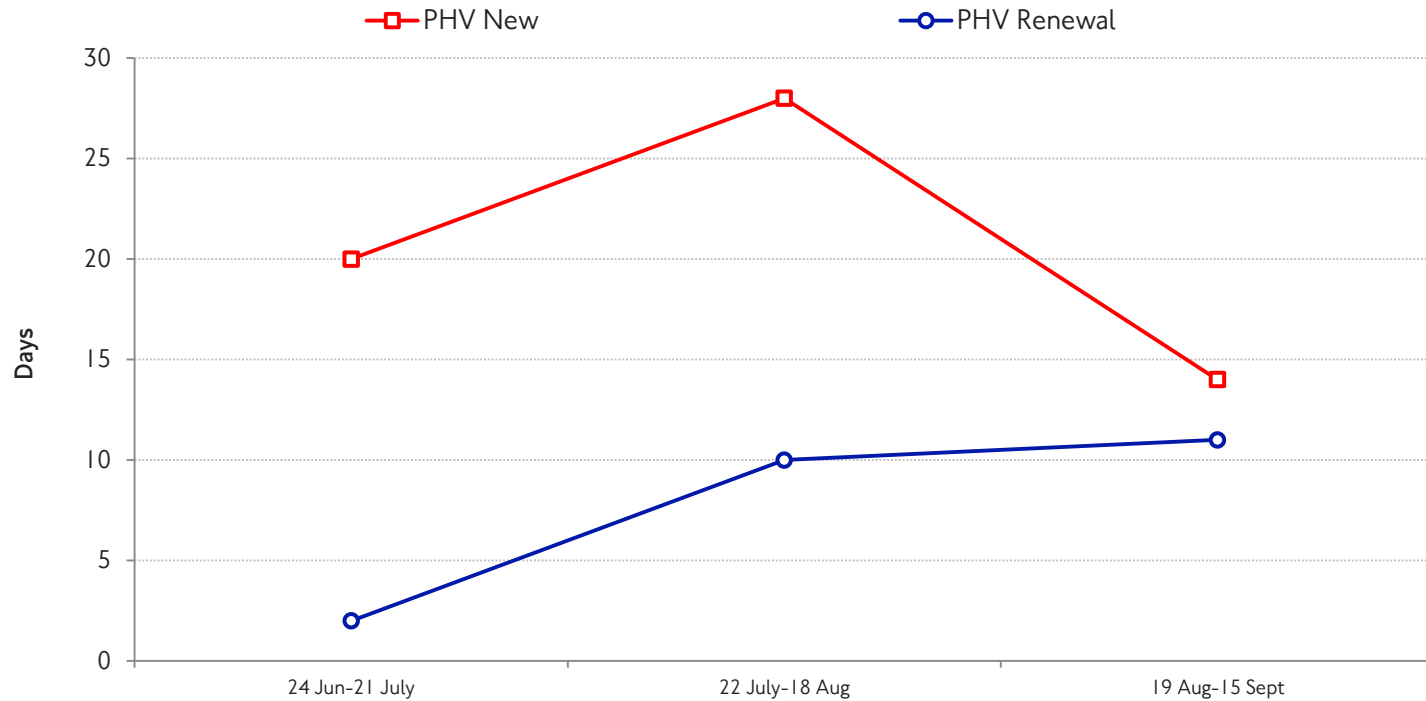
- In the previous quarter we revoked 141 private hire driver, vehicle and operator licenses.

Period	Drivers	Vehicles	Operators	Total
24 June - 21 July	13	4	15	43
22 July - 18 August	14	9	5	40
19 August - 15 September	26	12	3	58
Total	53	25	23	141



Licensing – Initial Assessments

- As of 15 September, we processed new applications within 14 days and renewal applications within 11 days.



Telephony – TPH driver and operator enquiries

Due to consistently high volumes of calls the average speed of answer has exceeded two minutes. We have implemented a number of measures to improve call handling including training and recruitment of new staff and multi-skilling existing staff.

Week Ending	Calls Offered to IVR	Total Number of Unique Callers	Calls Offered post IVR	Calls Answered	Average Speed Answered (mm:ss)	Calls Abandoned	Average Abandoned Time (mm:ss)	Average Time Handling (mm:ss)
01/07/2018	12,331	7,224	9,094	7,984	03:21	1,072	02:37	06:14
08/07/2018	12,936	7,324	9,555	8,009	04:53	1,516	03:06	06:21
15/07/2018	13,623	7,206	9,834	6,925	09:18	2,900	04:11	06:39
22/07/2018	14,408	7,476	10,543	7,399	09:27	3,135	04:17	06:41
29/07/2018	12,589	6,917	9,160	7,006	07:33	2,135	03:45	06:46
05/08/2018	14,099	7,171	10,283	6,785	11:16	3,479	04:41	06:46
12/08/2018	12,711	7,056	9,748	7,372	08:00	2,324	04:08	06:47
19/08/2018	15,154	7,456	10,716	6,869	12:46	3,835	05:04	06:57
26/08/2018	14,516	7,035	9,795	6,397	12:14	3,344	05:08	07:06
02/09/2018	19,219	7,154	8,767	5,515	13:18	3,128	05:38	06:43
09/09/2018	25,054	9,349	13,098	7,092	19:42	5,825	06:24	07:17
16/09/2018	34,396	9,877	10,785	6,359	21:00	4,342	07:22	07:23



Licensing – Topographical Assessments

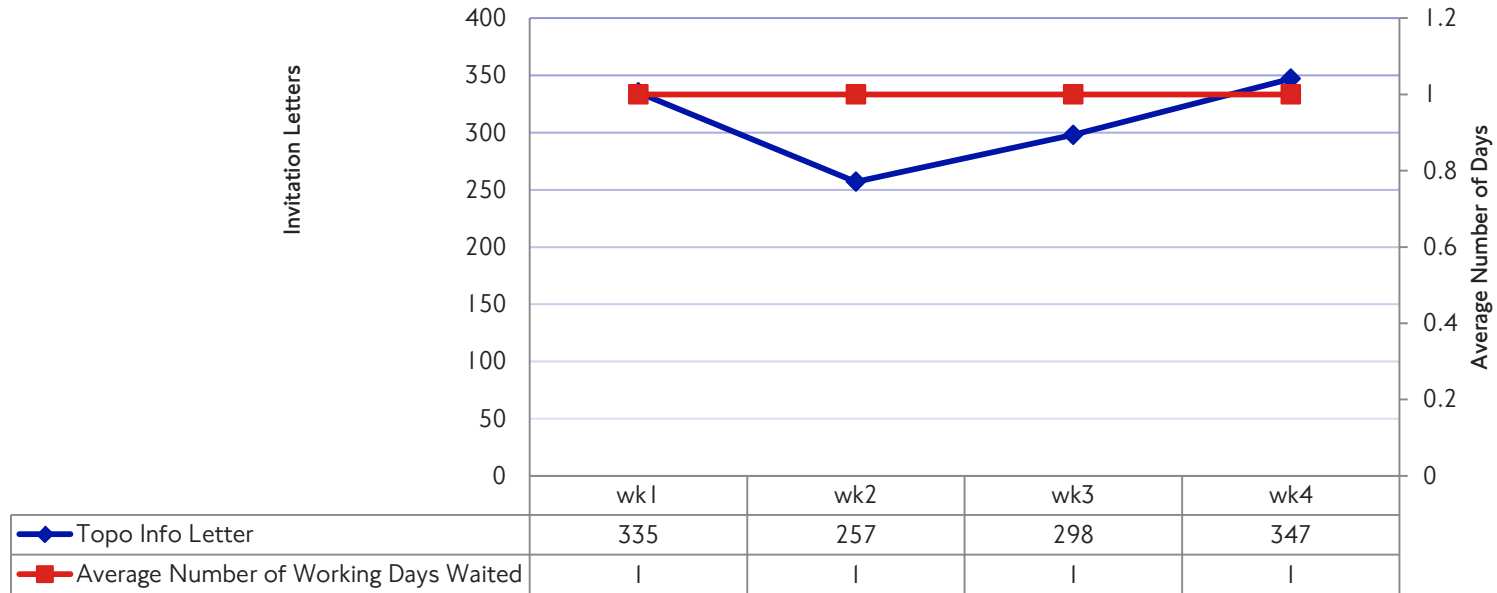
- The average first time pass rate over the past eight weeks is **46 per cent**. The average re-test pass rate is **50 per cent**. This has remained broadly static over recent months.
- There are eight approved centres with assessments being delivered by TfL staff at those centres. Currently there is 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
24 Jun - 21 July	1468	46%	50%
22 July - 18 Aug	1459	46%	50%
19 Aug - 15 Sept	1483	45%	49%



Topographical Assessments - Invitation to book a test

- Licensing teams review all private hire driver applications to ensure that applicants have submitted a complete application and that drivers meet the mandatory requirements. Subject to this assessment, our topographical team writes to applicants inviting them to book an assessment.



A high number of Invitation letters were sent in week four to clear a processing backlog. All information letters have been sent within agreed service levels.



Topographical Assessments – Call Answer Times

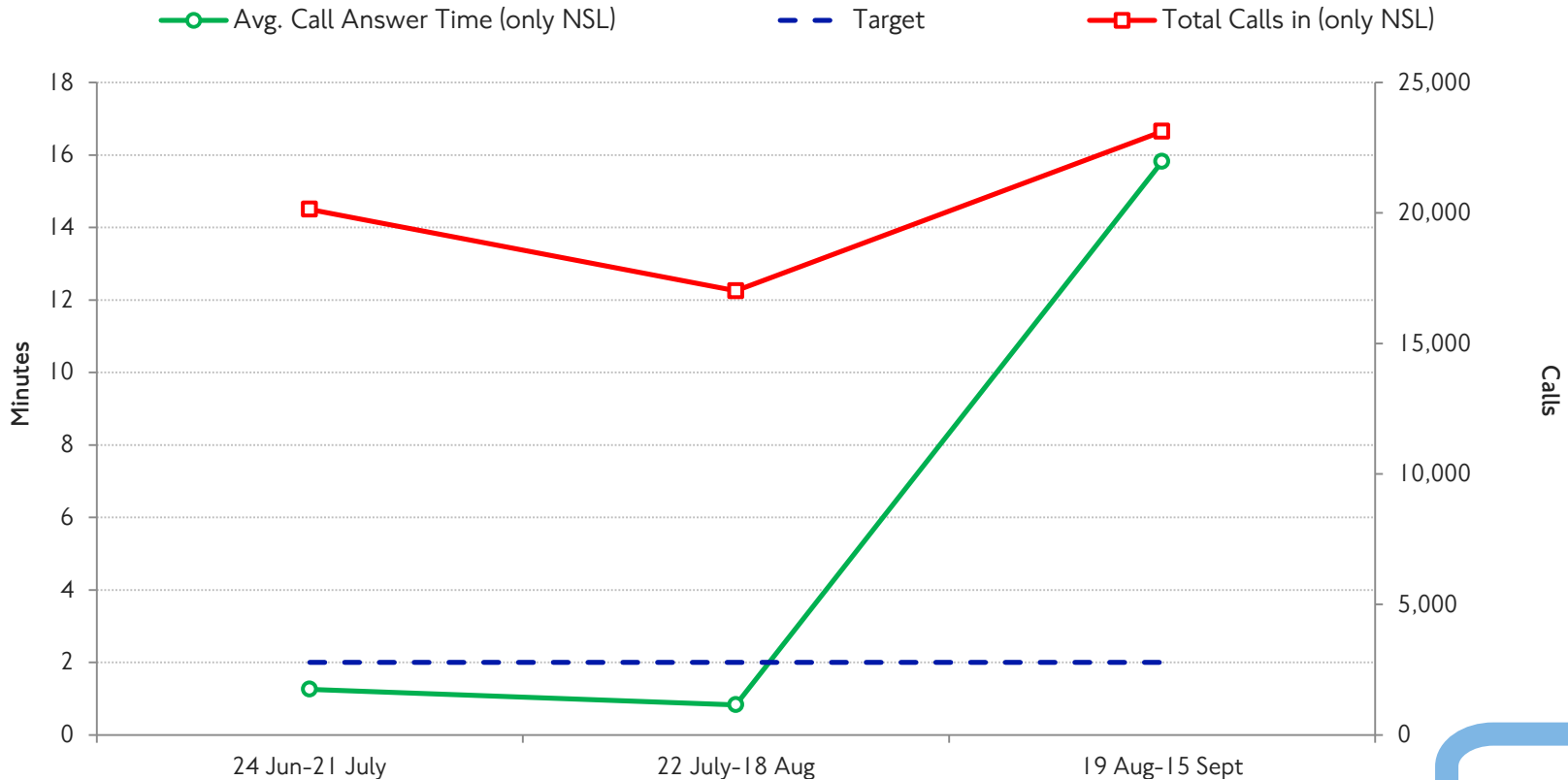
- We aim to answer 80 per cent of calls within two minutes in line with our standard service level with external third party providers.

Date	Day	Calls Offered	Calls Answered	Average Speed of Answer	Calls Abandoned	Avg Abandon Time	Avg Call Handling Time
10/09/2018	Mon	370	265	13:56	104	06:26	04:40
11/09/2018	Tue	352	280	08:27	71	04:46	05:08
12/09/2018	Wed	232	212	03:35	18	05:03	05:42
13/09/2018	Thu	208	189	03:48	18	03:03	05:58



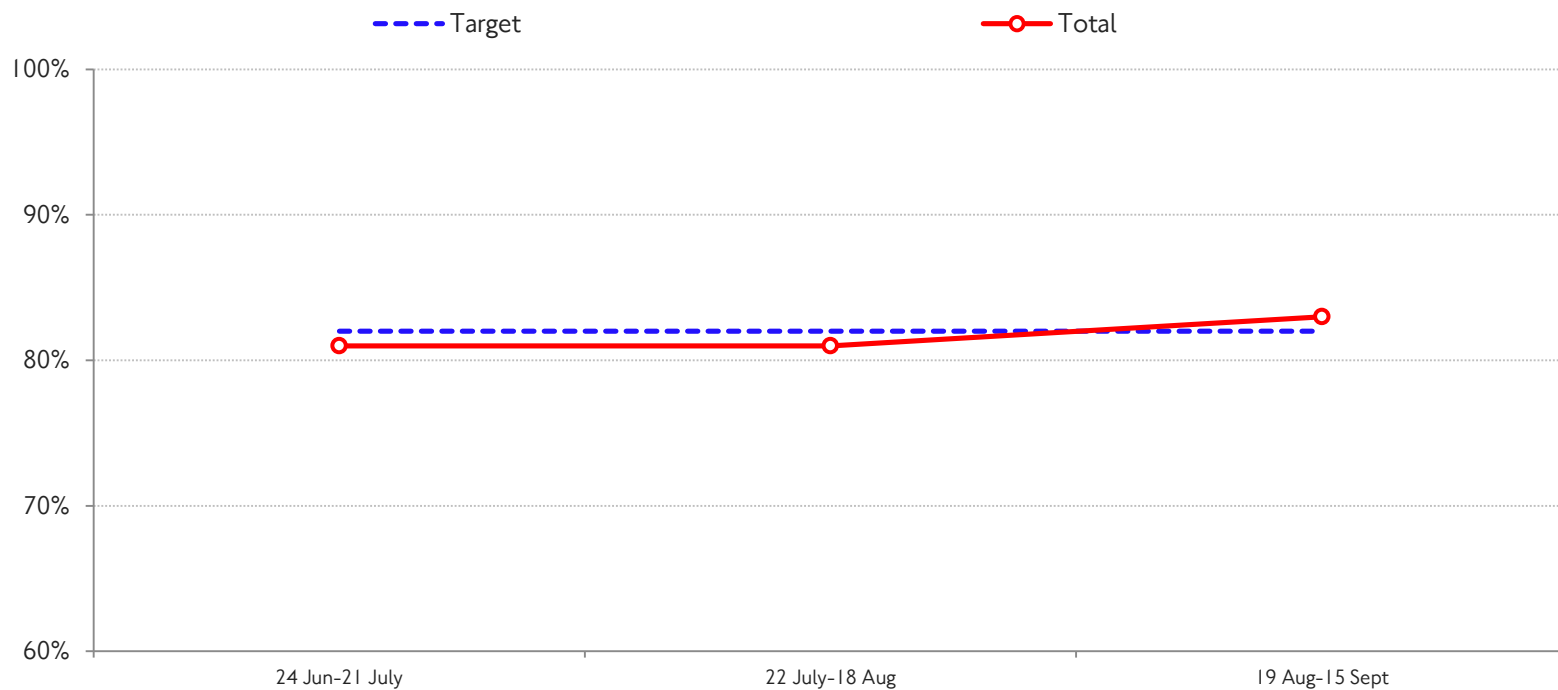
Vehicle Inspection Telephony (Average Call Answer Time)

- Additional resource has now been recruited in order to ensure future calls are answered within the contractual service levels.

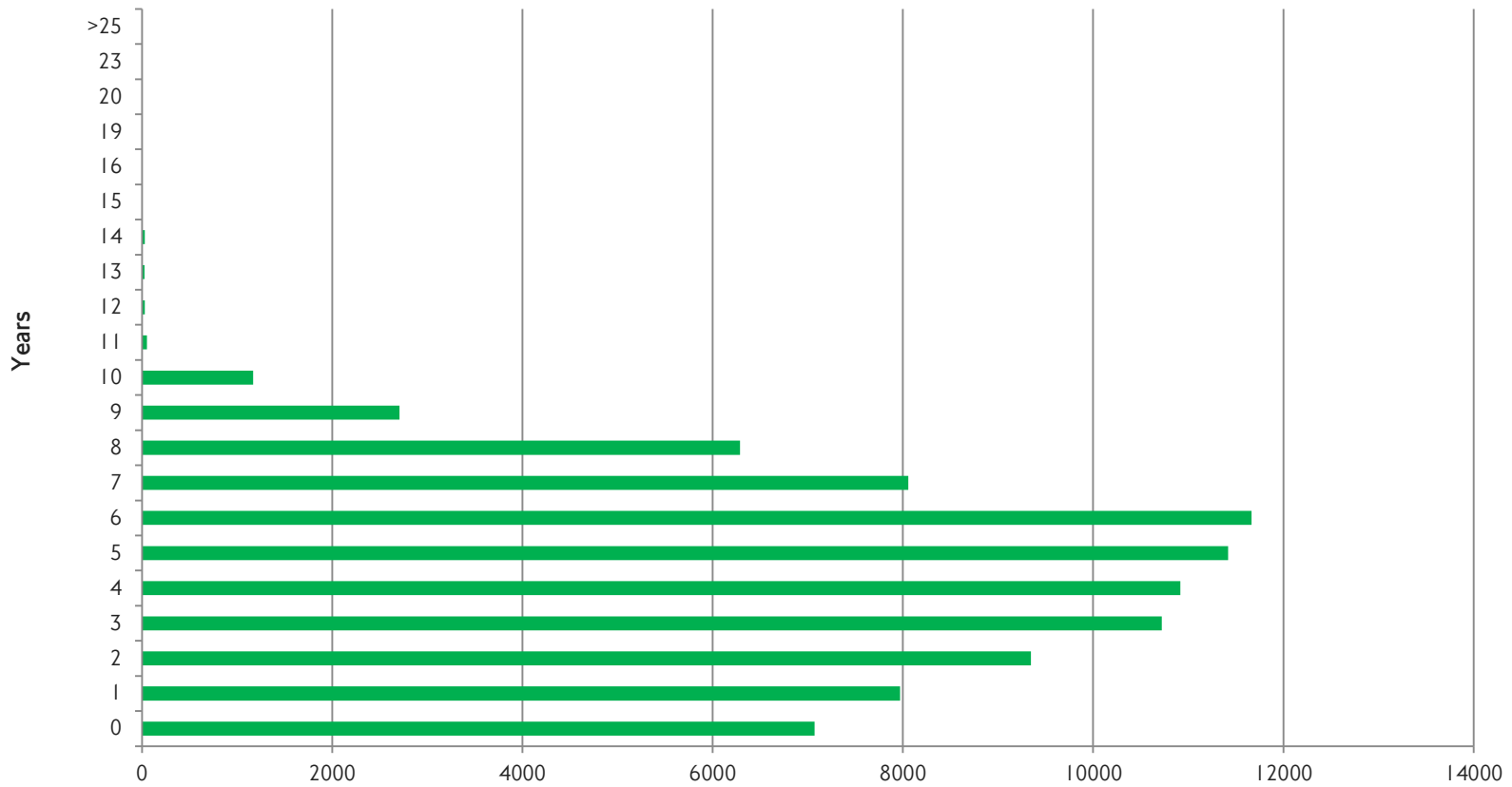


PHV First Time Pass Rate

- The first time pass rate for private hire vehicles has increased to **83** per cent in Period 06 (19 Aug to 15 Sept).
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each month.



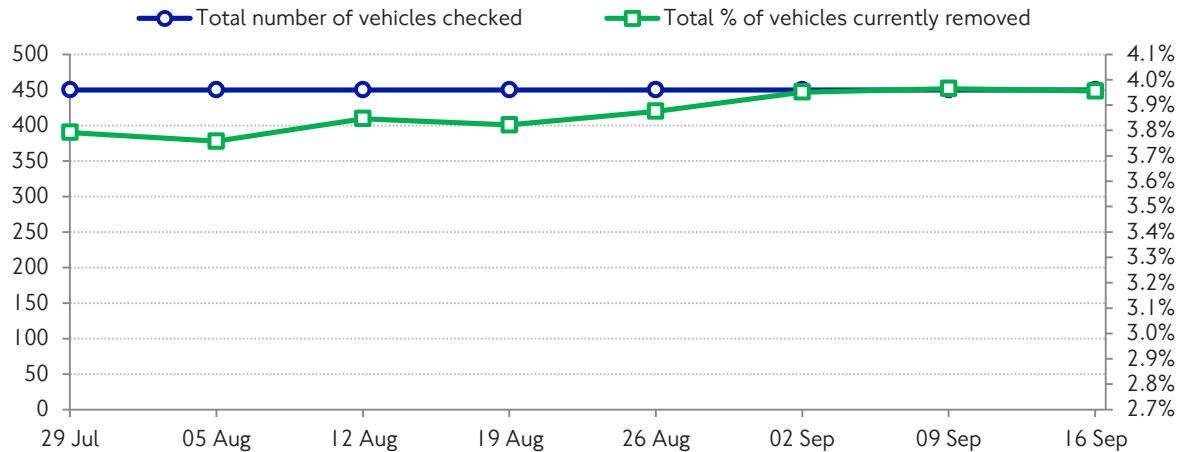
PHV Fleet Age Breakdown



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. As part of our checks vehicle owners are written to requesting evidence as to why they entered the zone. The overall process can take a number of weeks.

	29 Jul	05 Aug	12 Aug	19 Aug	26 Aug	02 Sep	09 Sep	16 Sep
Total number of vehicles checked	450	450	450	450	450	450	450	450
Total number of vehicles identified within the zone	150	190	91	246	167	90	255	179
Number of vehicles removed from the CC Exemption list	59	0	61	5	44	56	25	13
Total % of vehicles currently removed	3.8%	3.8%	3.8%	3.8%	3.9%	4.0%	4.0%	4.0%
Total PHV fleet	87,496	87,469	87,522	87,484	87,484	87,447	87,426	87,485



*The weekly percentage of vehicles removed from the Congestion Charge exemption is a rolling figure, owing to the time provided for representations it does not match the weekly number of vehicles removed.



Compliance & Enforcement update



Total PHV Driver / Vehicle checked

- During the past three periods, 2,886 drivers and 6,727 vehicles were reported for non-compliance.

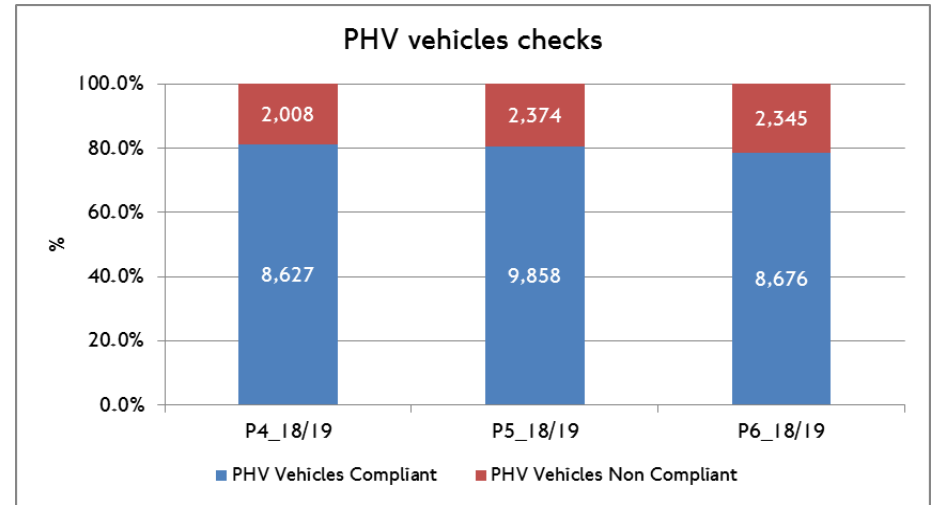
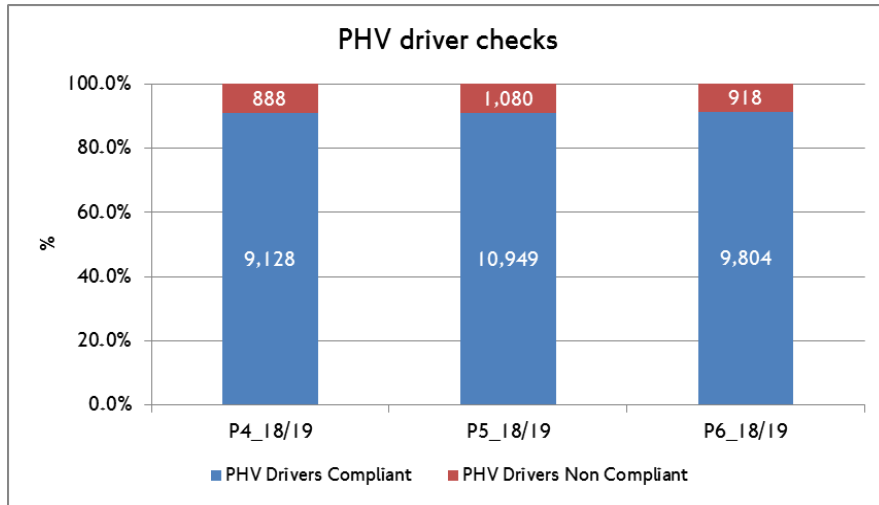
Driver Compliance			
Period	Checks	Compliant	% Compliant
P4	10,016	9,128	91.1
P5	12,029	10,949	91.0
P6	10,722	9,804	91.4
Total	32,767	29,881	91.2

Vehicle Compliance			
Period	Checks	Compliant	% Compliant
P4	10,635	8,627	81.1
P5	12,232	9,858	80.6
P6	11,021	8,676	78.7
Total	33,888	27,161	80.1



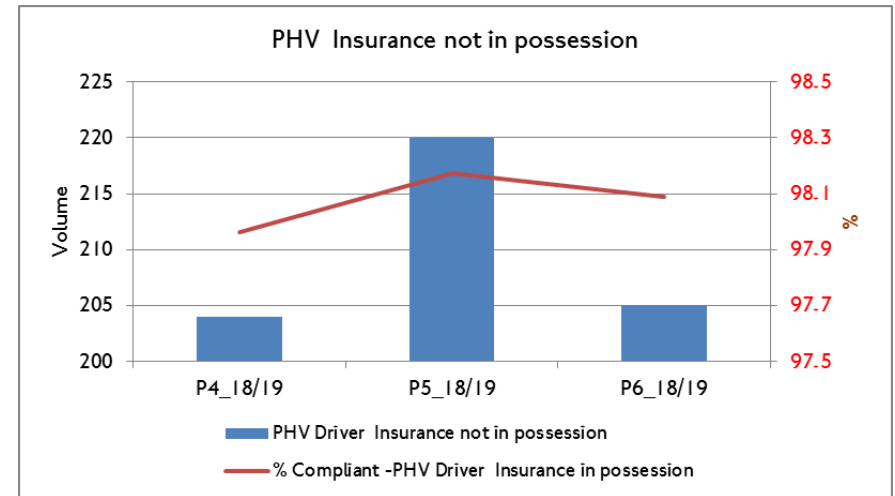
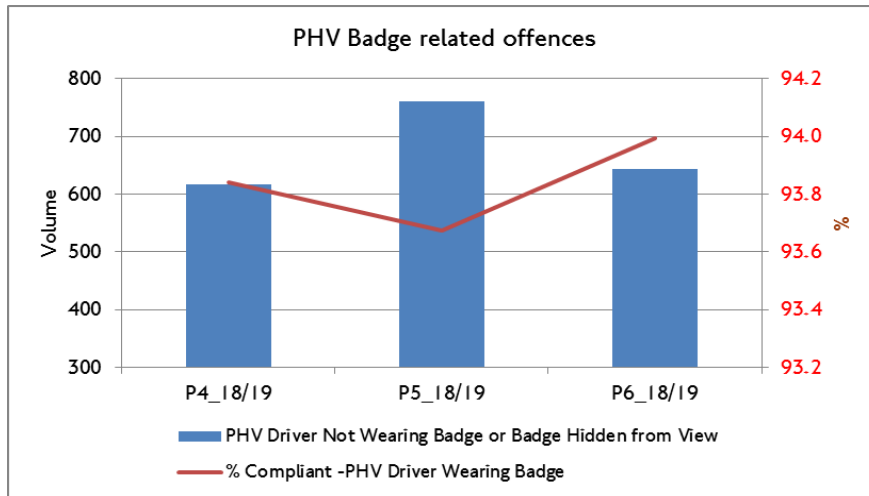
PHV driver and vehicle compliance

- Driver and vehicle compliance has remained static for the past three periods, with driver compliance around 91 per cent and vehicle compliance approximately 80 per cent.



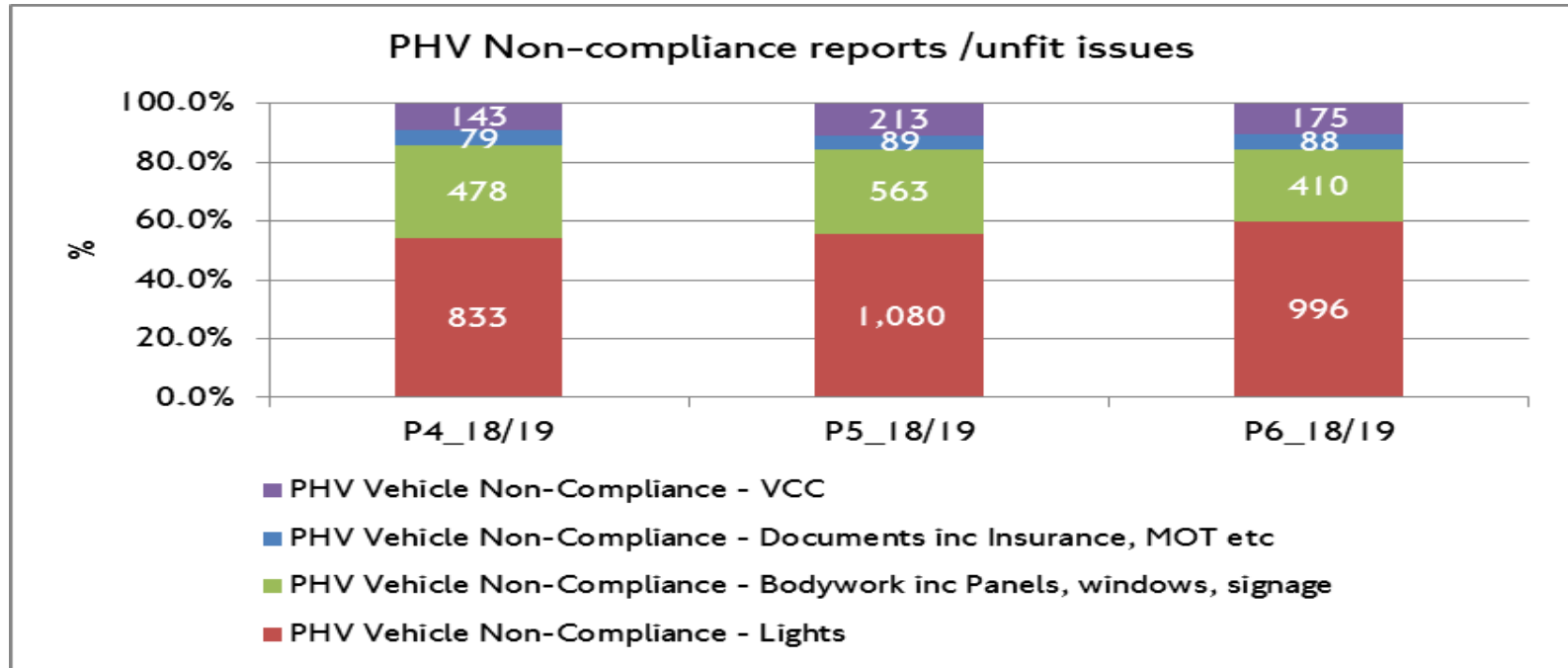
PHV compliance – highest contributors of driver non compliance

- Period 5 saw an increase in both badge and insurance related non-compliance offences peaking at 761 and 220.



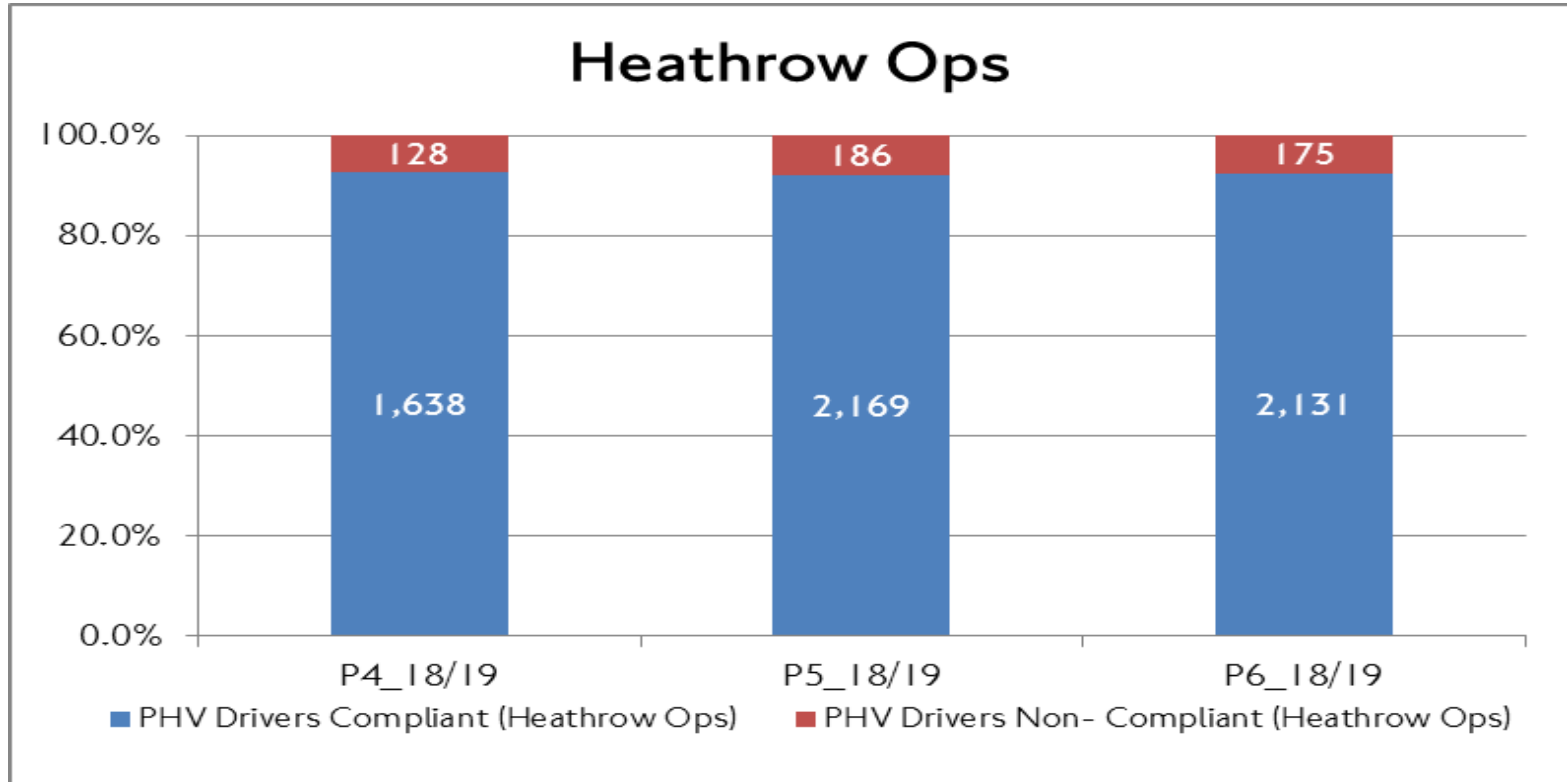
PHV compliance – highest contributors of vehicle non-compliance

- Vehicle lights not working (and no replacement bulbs) is currently the most common issue.
- Other non-compliance issues include sat-nav/phone holders fitted incorrectly (to the swept area of the windscreen) and PHV licence discs not fitted correctly or incorrectly displayed.



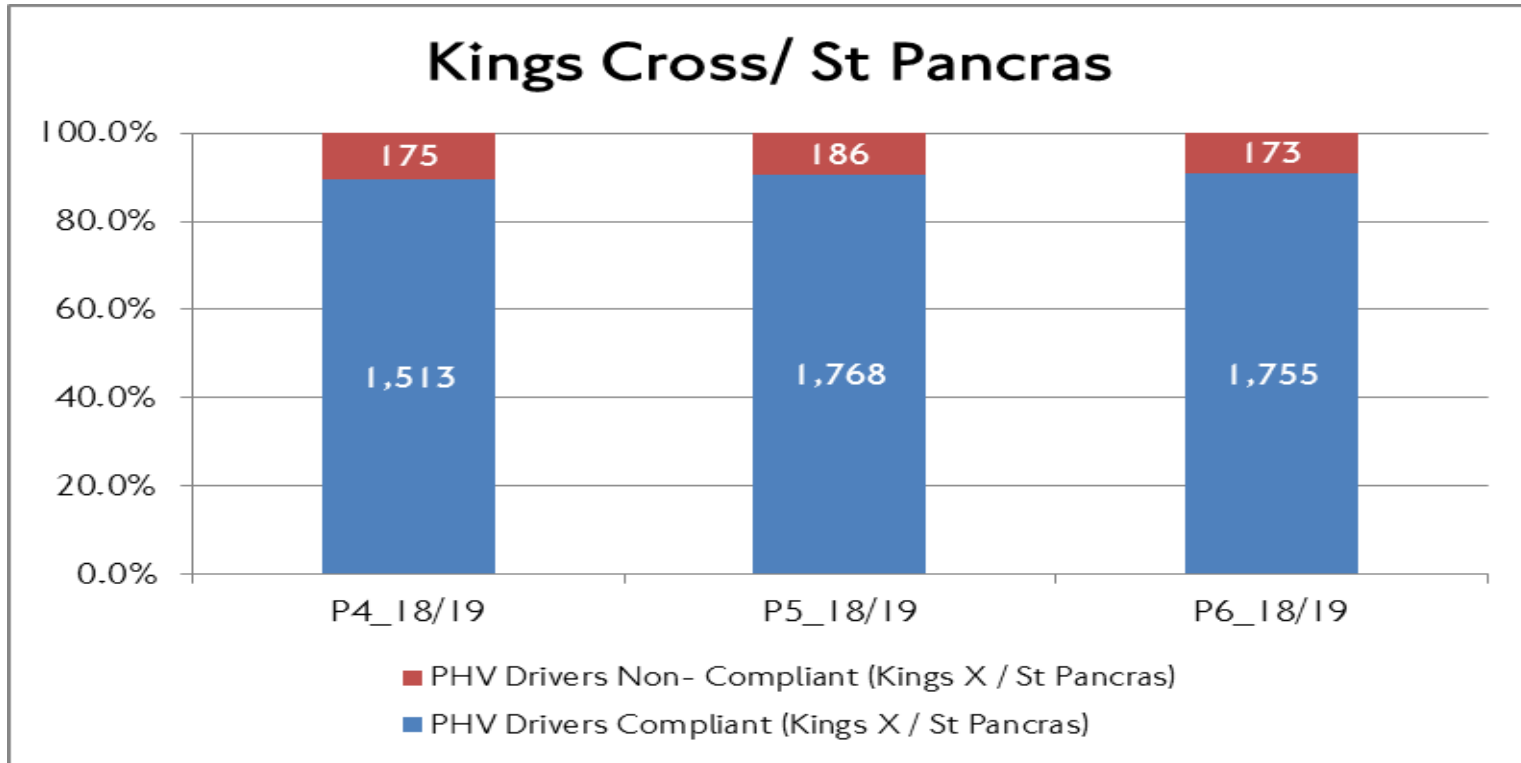
Heathrow enforcement results

- The number of checks at Heathrow remained the same in P5 and P6, with a slight dip in P4.



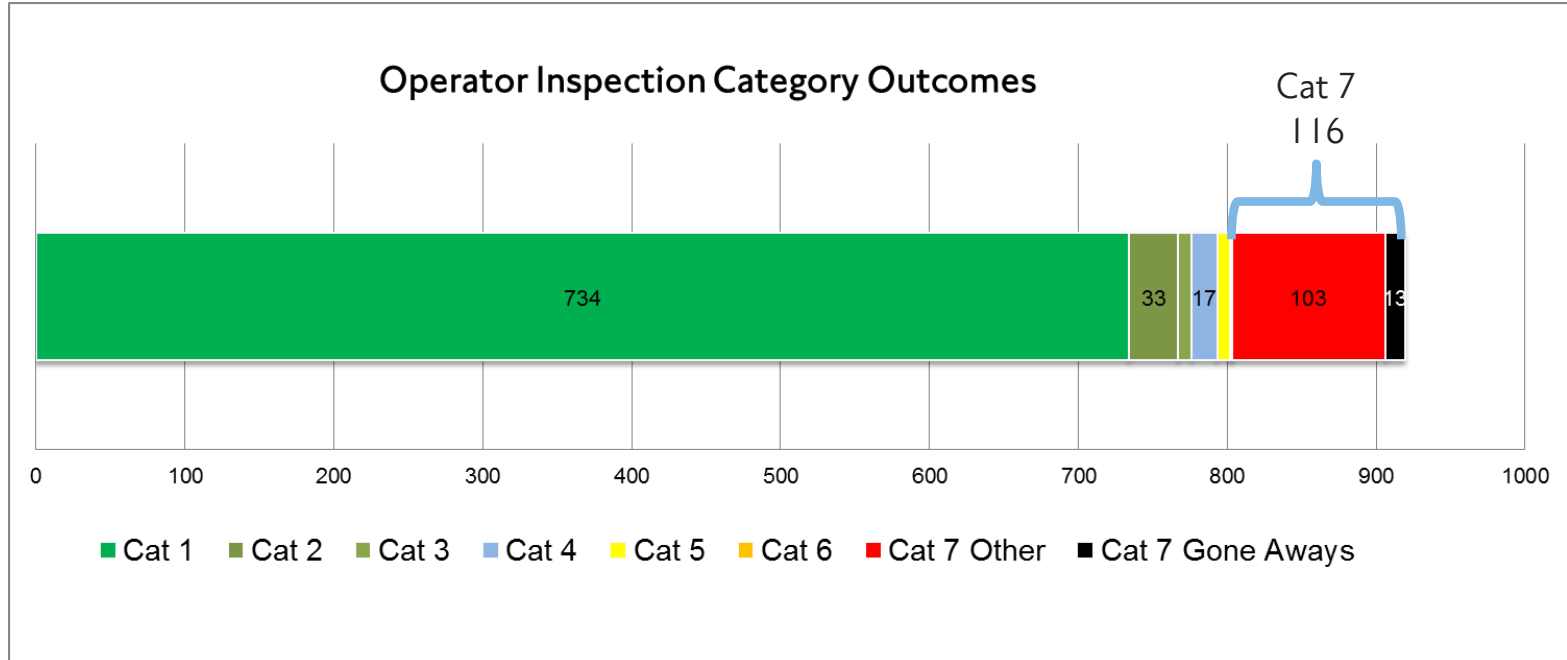
Kings Cross / St. Pancras enforcement results

- The compliance rate at Kings Cross has remained consistently high for the past three periods.



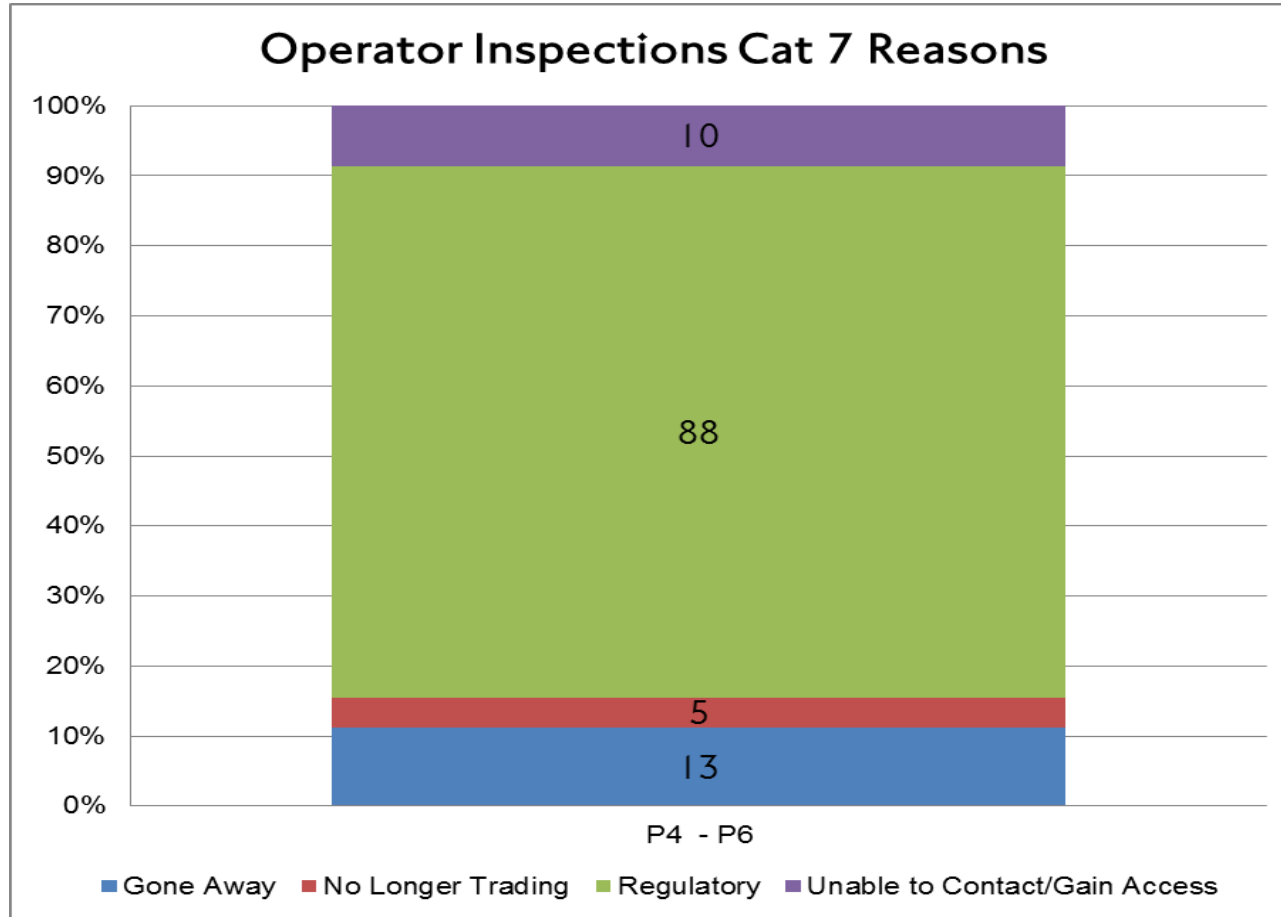
Operator inspections

- In periods 4 – 6 there were a total of 919 operator inspections. Of these inspections, 79.8 per cent fully matched licensing requirements (category 1), 7.5 per cent achieved a category 2 – 6 outcome and 12.6 per cent did not meet licensing requirements.



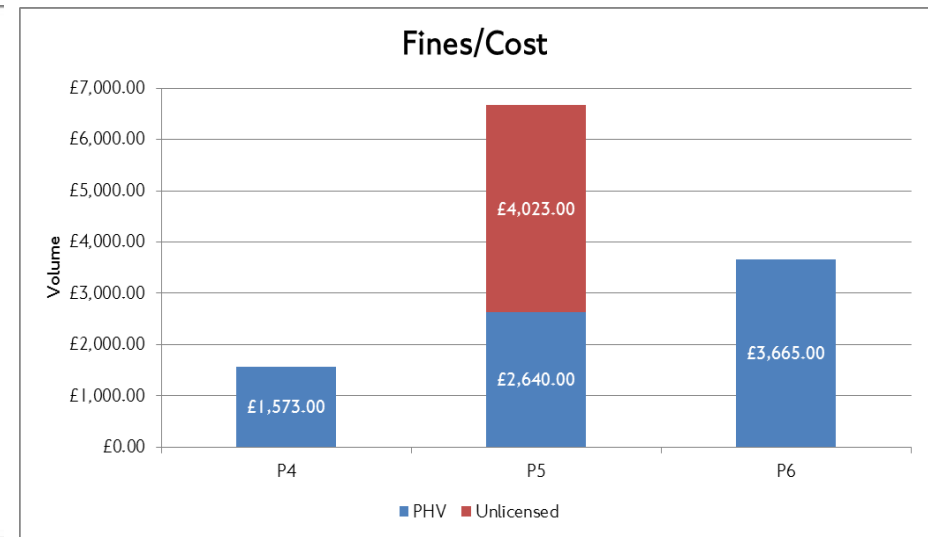
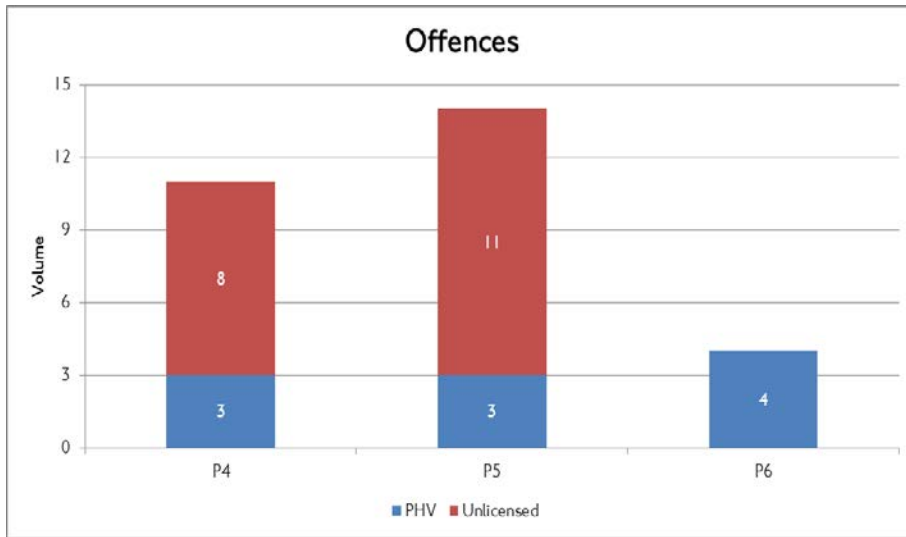
Operator inspections - Category 7 Results

- In periods 4 – 6, 75 per cent of all category 7 inspection outcomes (operator does not match licensing requirements) were linked to regulatory non-compliance.



Prosecutions results

- These results are updated with a three month lead time due to case outcomes being delivered at different times. Prosecutions range from Equality Act offences to touting, plying for hire and working without a private hire operator's licence.



Road and Transport Policing Command (RTPC) – TPH-Policing Team results Jul – Sep 2018

	Checks	Compliant	% Compliant
PHV Stopped	2,997	2,198	73.3%
Taxis Stopped	499	359	71.9%
Activity Outcome			18/19
No hire & reward Insurance			12
Vehicles seized			12
Drivers reported to TPH for licence action			0
TORs Offence	Taxi	PHV	Other*
Mobile phone	7	10	13
Defective tyres	2	16	9
Misc	4	41	39
No Insurance	0	6	50
Red Traffic lights	0	0	0
Seatbelt	0	0	0
Obscured Vision	2	44	10
Controlled Crossing	15	61	9
Fog Lights	0	44	1
Not in proper control	0	0	0
Excess Speed	0	0	0
Total	25	222	131



*Other is motorist who have been stopped which are not PHV or Taxi

City of London Police activities

April – June 2018

	Checks	Compliant	% Compliant
PHV Stopped	1,208	943	78.1%
Taxis Stopped	218	174	79.8%
Activity Outcome			18/19
No hire & reward Insurance			0
Vehicles seized			0
Drivers reported to TPH for licence action			265
TORs Offence		Taxi	PHV
Mobile phone		0	1
Defective tyres		0	0
Misc		0	1
No Insurance		0	0
Red Traffic lights		0	0
Seatbelt		0	0
Obscured Vision		0	0
Controlled Crossing		0	0
Fog Lights		0	0
Not in proper control		0	1
Excess Speed		1	3
Total		1	6

