



20 APRIL 2016

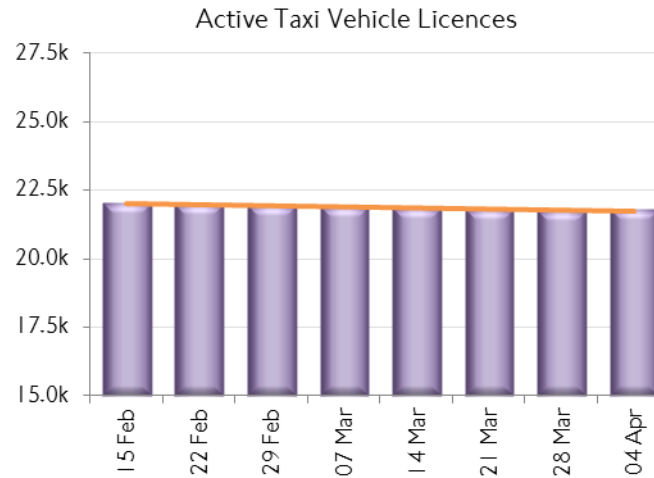
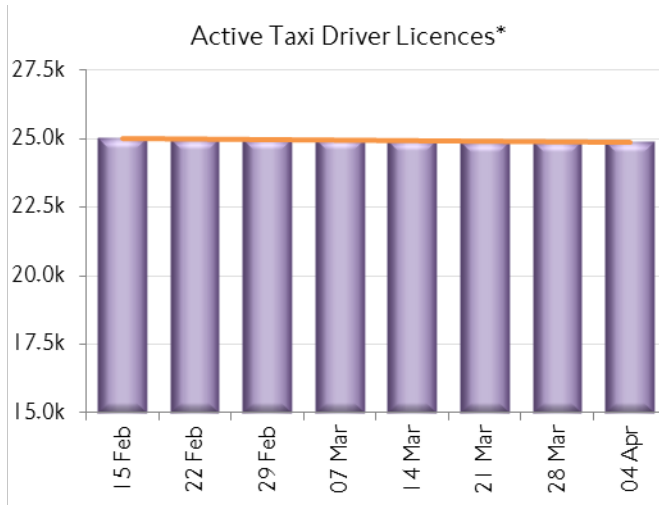
# Taxi Licensing & Policy Meeting



EVERY JOURNEY MATTERS

## Licensing – Active Licences

- There are currently 24,870 active taxi drivers\* (21,500 All London and 3,370 Suburban)
- 21,759 taxi vehicles are also licensed



## Licensing – Active Licences

- The table below confirms the number active Taxi drivers broken down by the type of licence (All London and Suburban. For Suburban drivers it also highlights each sector passed).

Sectors Passed	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
All London	21668	21676	21645	21604	21521
Barking and Dagenham, Havering, Newham and Redbridge	760	761	761	750	744
Hounslow, Kingston upon Thames and Richmond Upon Thames	482	480	481	479	476
Clapham, Balham and Tooting Extension, Merton and Sutton	323	324	321	320	317
Bexley, Greenwich and Lewisham	294	296	298	299	299
Croydon	231	232	233	229	231
Merton and Sutton	218	217	215	209	209
Barnet, Brent and Harrow	186	184	183	186	187
Ealing and Hillingdon	145	145	145	147	147
Enfield and Haringey & Waltham Forest, Hackney Extension	121	119	119	118	118
Others	653	654	654	648	644
Total	25081	25088	25055	24989	24893

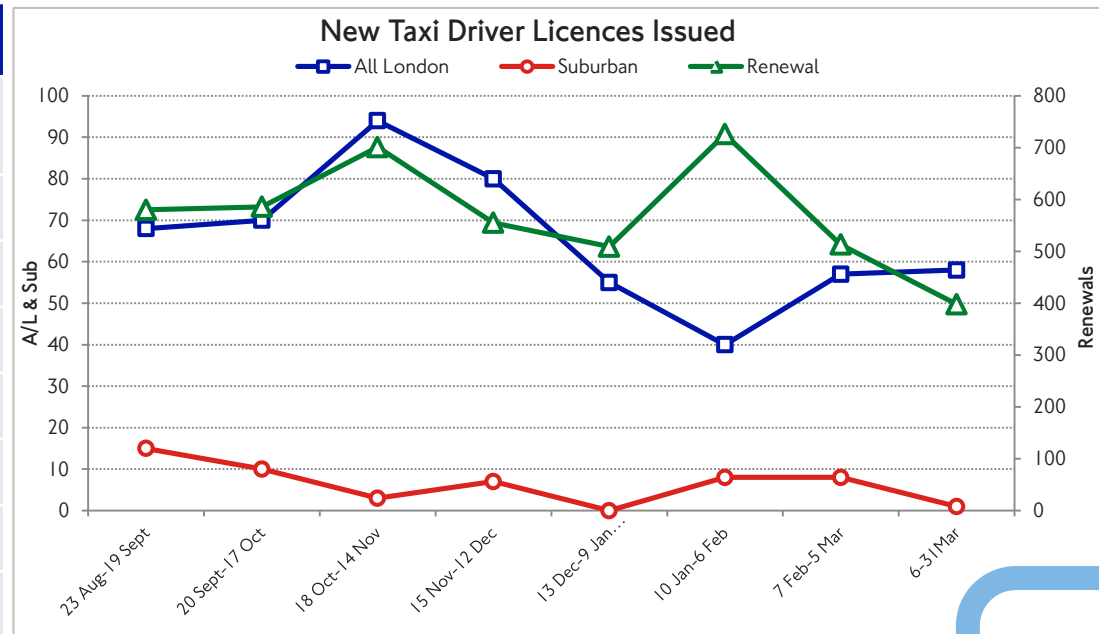
\* This data is accurate as per the end of March 2016



## Licensing – Licences Issued

- Last period\* saw 578 number of taxi driver licences issued
- The overall average number of licences issued over six months is 668

Period	New A/L	New Sub	Renewal	Total
23 Aug-19 Sept 2015	68	15	580	663
20 Sept-17 Oct	70	10	586	666
18 Oct-14 Nov	94	3	701	798
15 Nov-12 Dec	80	7	555	642
13 Dec-9 Jan 2016	55	0	509	564
10 Jan-6 Feb	40	8	726	774
7 Feb-5 Mar	57	8	513	578
6 Mar-31 Mar	58	1	398	457



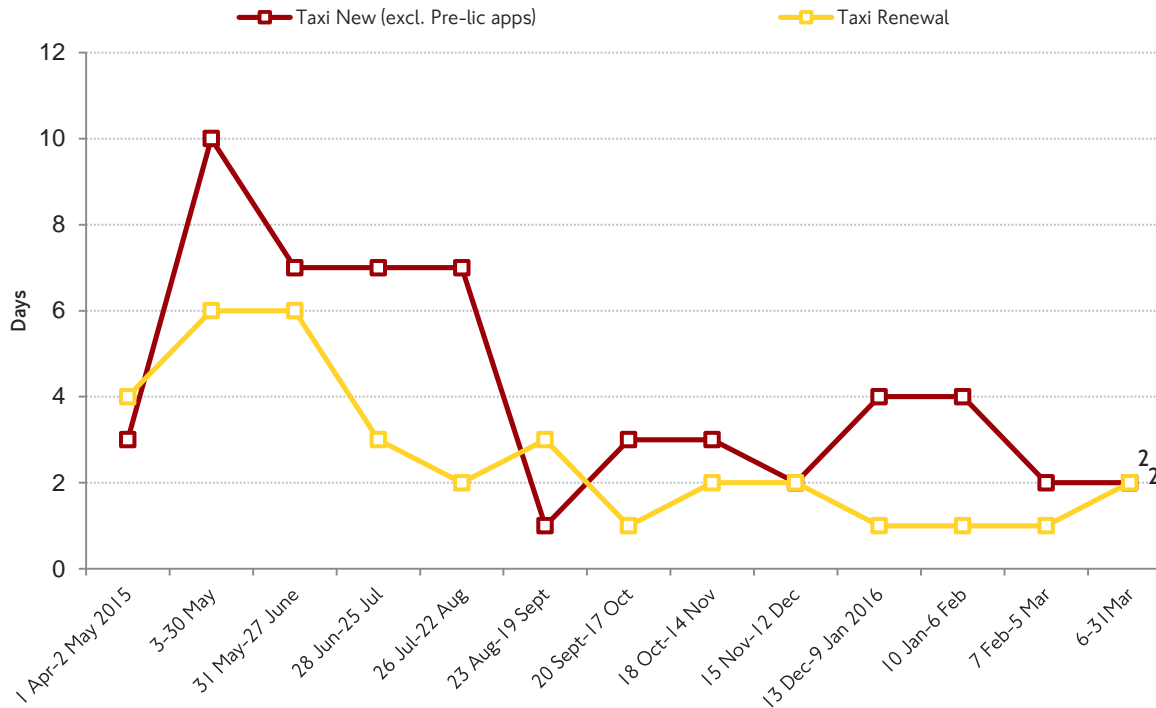
\*TfL generally reports data in four week 'periods' – every financial year has a total of 13 'periods' in it.



## Licensing – Initial Assessments

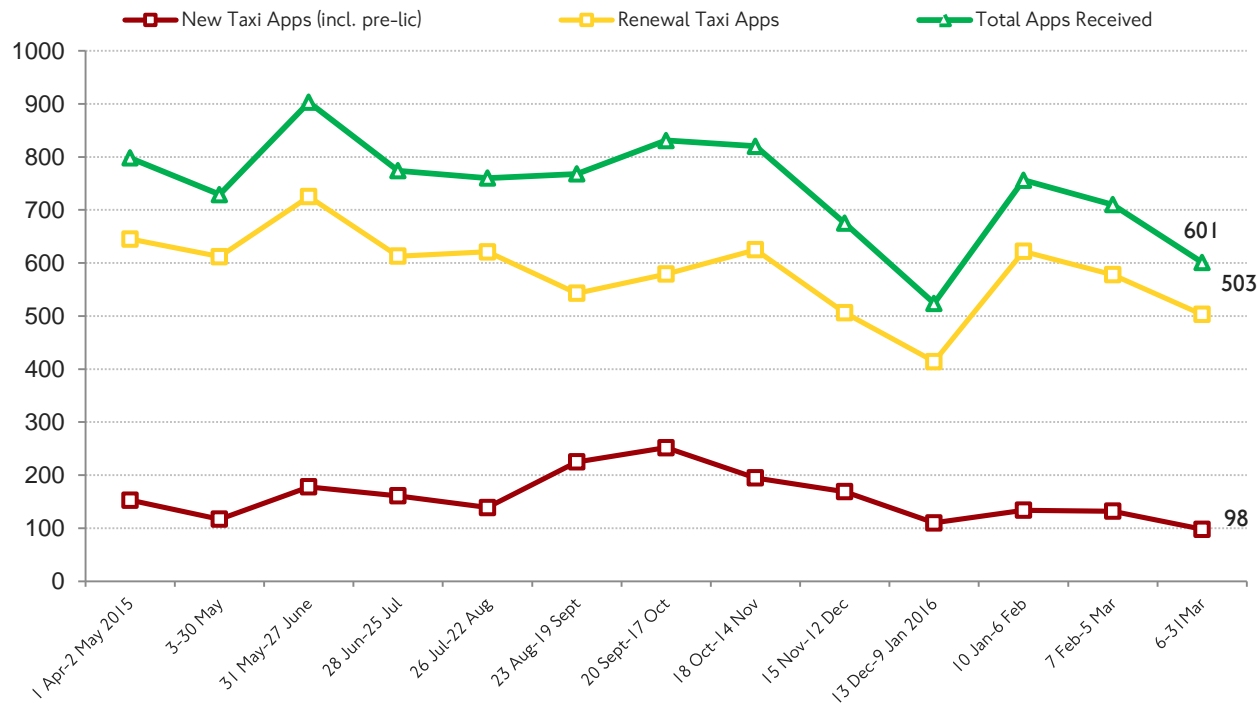
- All taxi renewal applications are being processed on the day of scanning. All new applications are being processed within 1-2 days of scanning\*.

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



## Licensing – Applications Received

- Last period (6 – 31 March) saw 503 renewal applications received and 98 new applications
- The new on line functionality remains popular for taxi driver renewal applications. Over the last period the average number of taxi driver applications made on line is 24 (29.2%). This is mainly renewals



## Licensing – Telephony

- The overall telephony service for driver and operator calls remains within agreed service level agreements. For week commencing 4 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)
18/01/2016	8,369	4,837	6,435	6,152	00:44	248	01:05	05:57
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



## Licensing – Knowledge Students

- The table below confirms the number of students currently studying the Knowledge

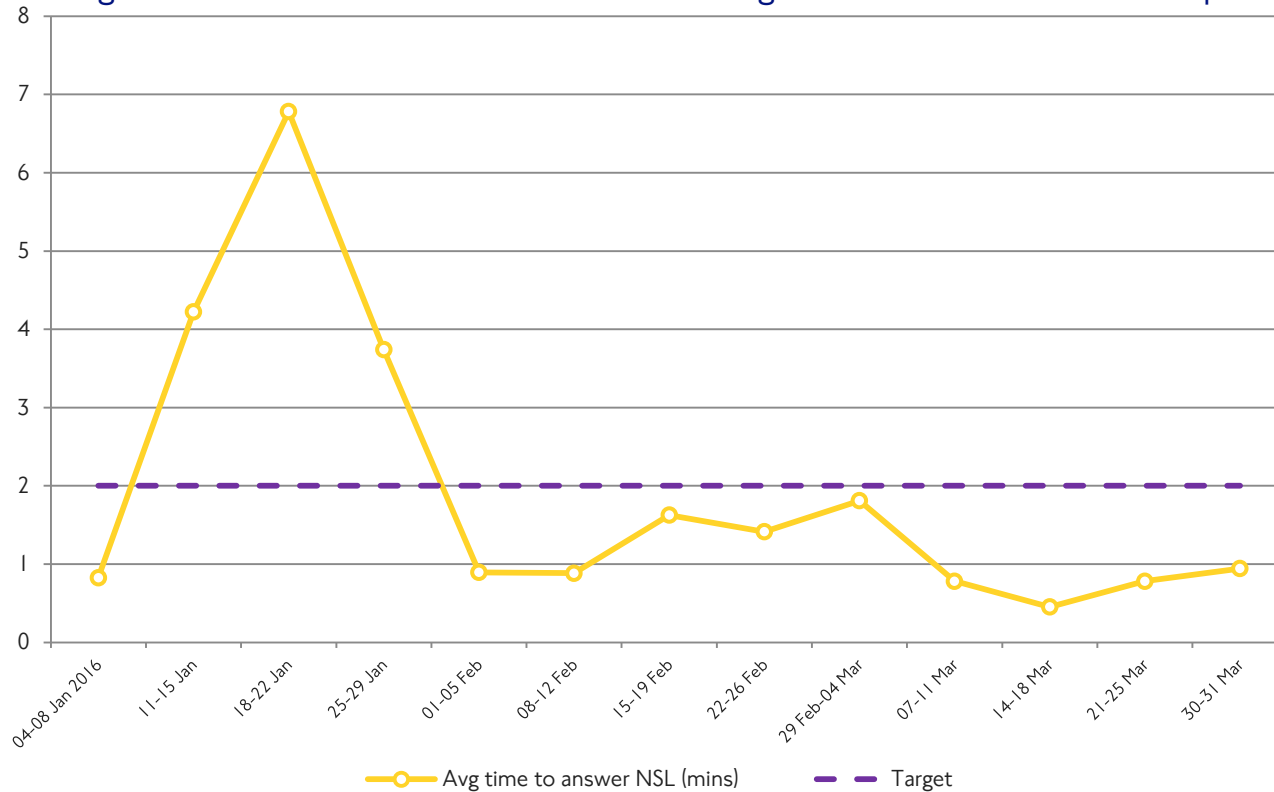
Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	9652	1995	618	406	12671
Bexley, Greenwich and Lewisham	219	33	8	9	269
Merton and Sutton	356	26	3	3	388
Barnet, Brent and Harrow	220	20	4	12	256
Barking and Dagenham, Havering, Newham and Redbridge	296	16	5	3	320
Enfield and Haringey; Waltham Forest	206	14	5	19	244
Ealing and Hillingdon	145	14	5	8	172
Croydon	149	13	8	9	179
Hounslow, Kingston upon Thames and Richmond Upon	257	13	2	4	276
Bromley	52	3	3	2	60
Other	508	0	0	0	508
Total	12060	2147	661	475	15343





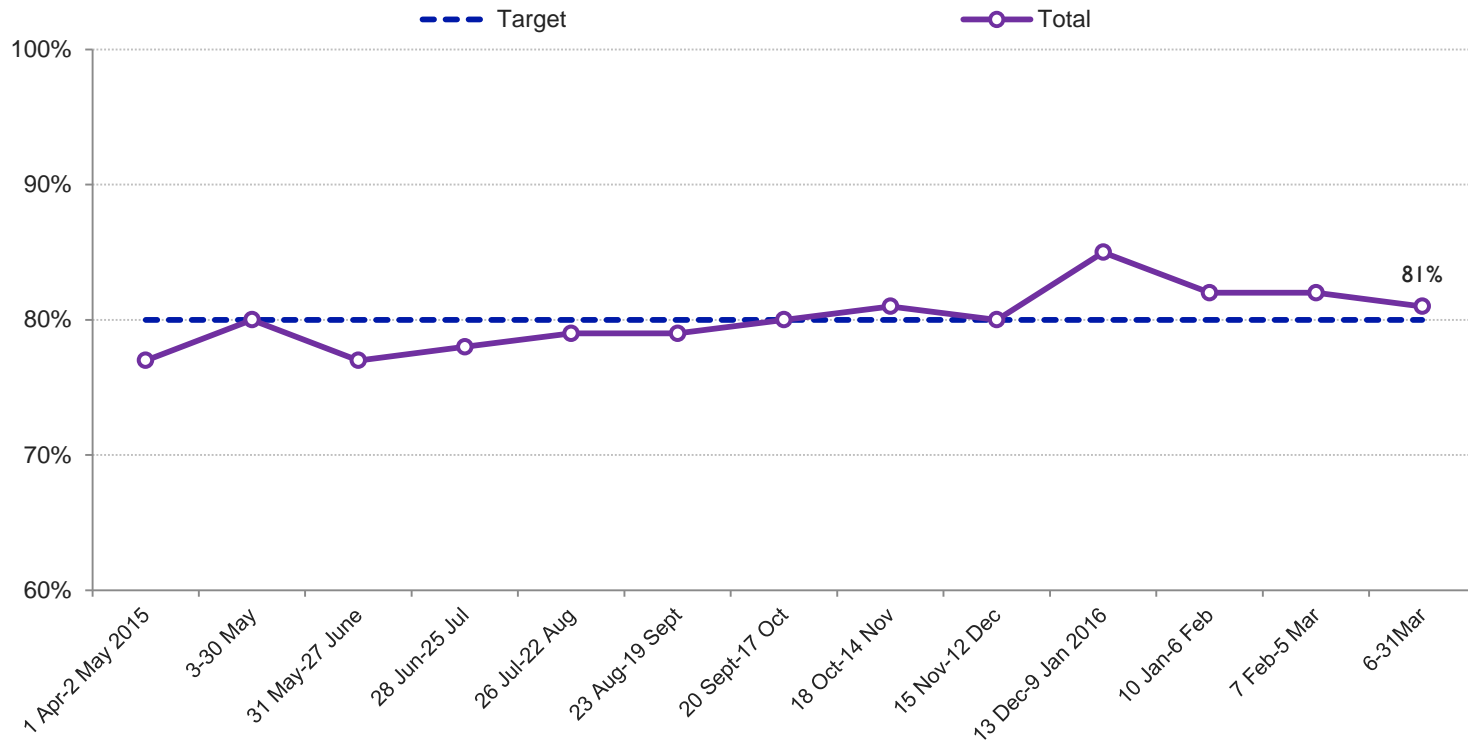
## Vehicle inspection telephony- Average call answer time

- 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 Taxi

- During the last four periods\*, the pass rate exceeded the target of 80%
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each month



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



## Newly registered Taxis

- The Euro 6 standard came in on September 2015. The vehicle manufacturers had a exemption ('derogation') to continue to sell Euro 5 taxis at the same time as Euro 6 taxis until the end of 2015
- The gradual decline in the number of newly registered taxis from December to March has reversed following the issuing of the new vehicle registration plates in March.
- The Euro 6 Vito taxi is in development and is expected to be available in mid-2016





20 APRIL 2016

# Taxi Compliance & Enforcement Meeting



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 3<sup>rd</sup> 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		
<b>PHV driver checks</b>	<b>Apr 2015 - Mar 16</b>	<b>Mar-16</b>
Volume	7002	303
% Compliant	87%	93%
<b>PHV vehicle checks</b>	<b>Apr 2015 - Mar 16</b>	<b>Mar-16</b>
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



# 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



# City of London Police activities

<b>PHV Stopped</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Mar-16</b>
PHV stopped and checked	3293	4444	672
% Non-compliant	11%	40%	50%
<b>Taxi Stopped</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Mar-16</b>
Taxis stopped and checked	2064	2325	293
% Non-compliant	24%	33%	31%
<b>Arrests / summons</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Mar-16</b>
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



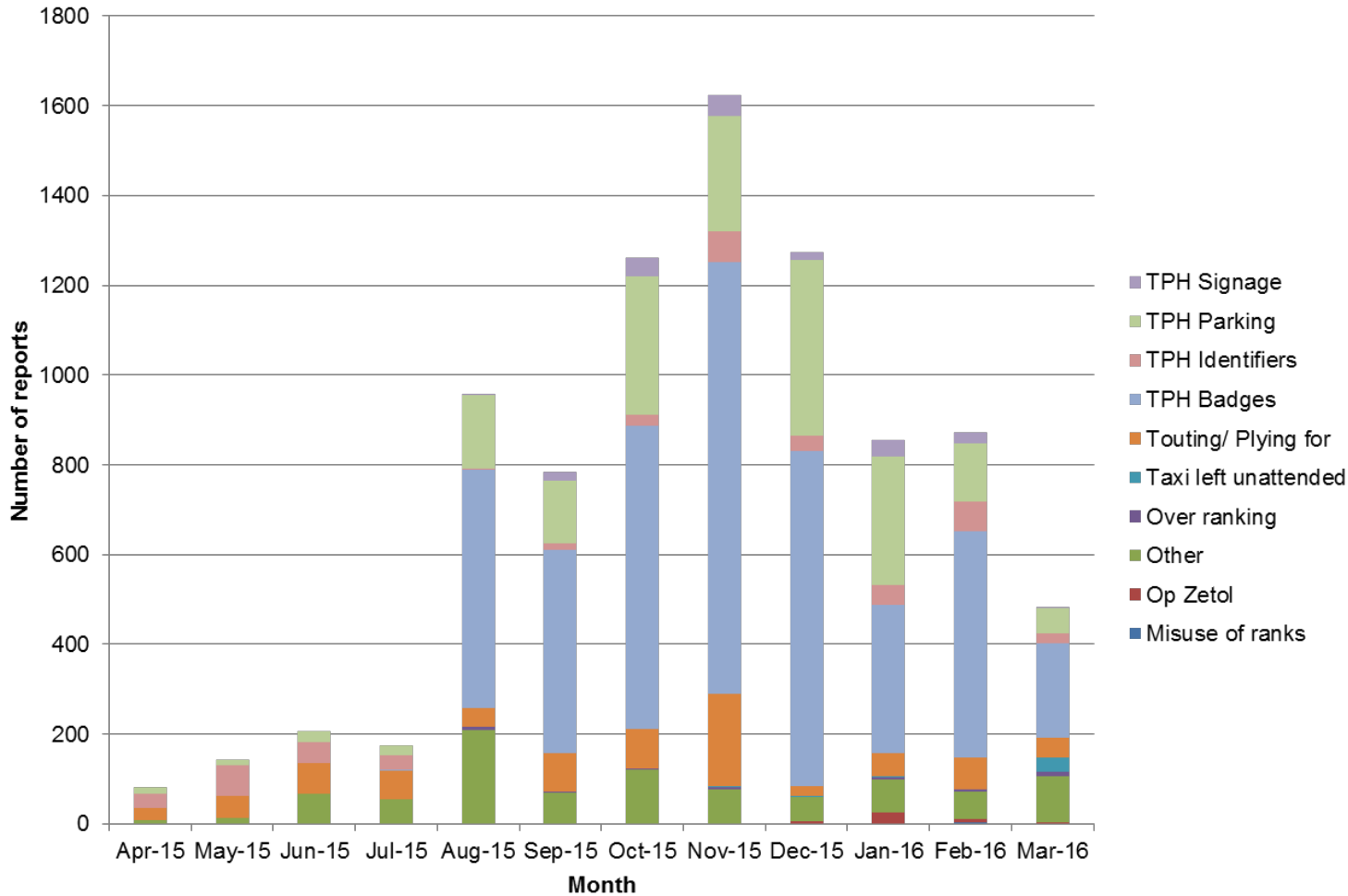
# Intelligence Update

## 1 April 2015 to March 31 2016



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

1 April 2015 – 31 March 2016



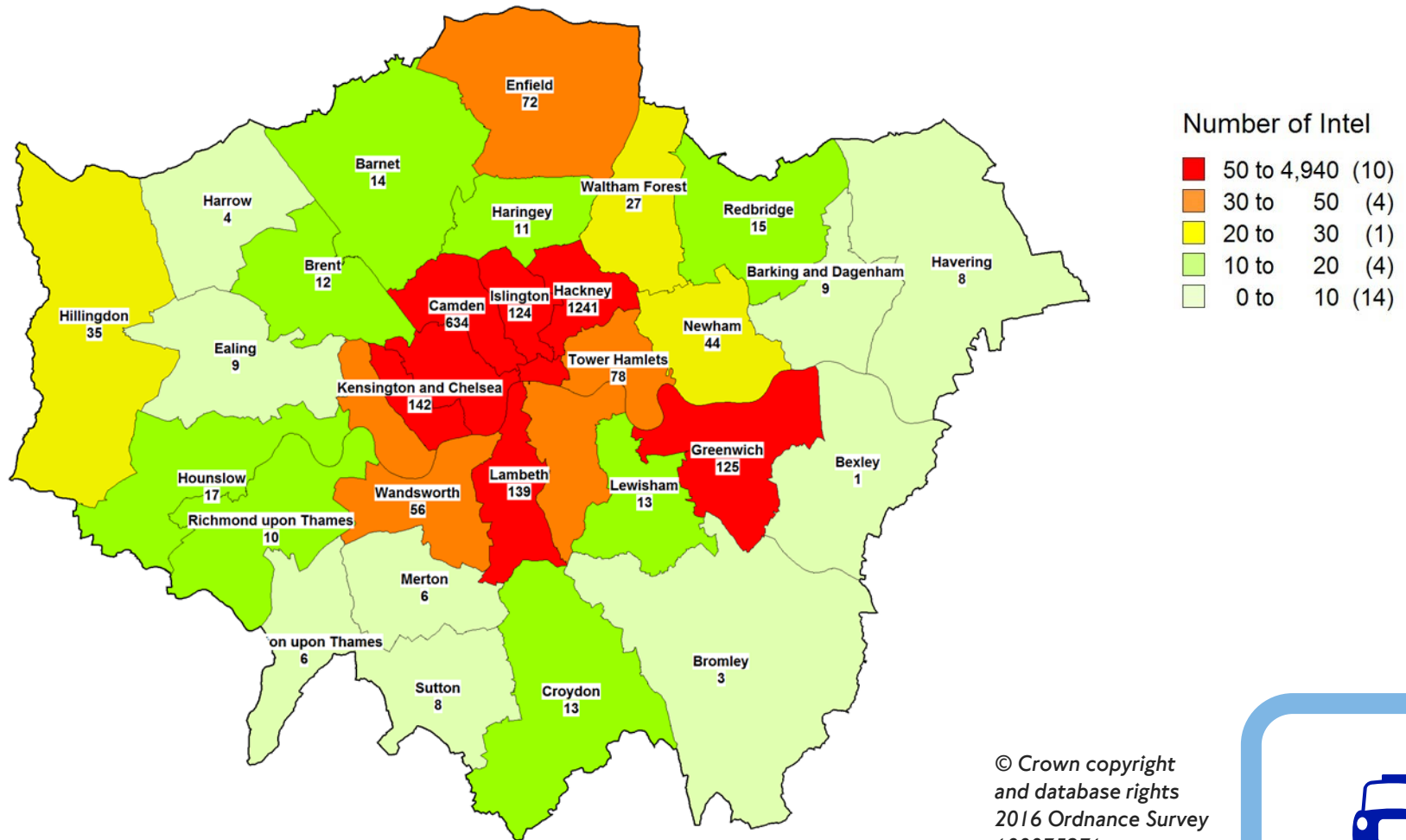
NOTE: There is a backlog of data from patrols being entered into the system. Reporting is not declining, and the backlog is being tackled. This data is from "Transport Policing Online Map Application (TPOMA)". The source of intelligence for deployments is a combination of:

- 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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