



4 AUGUST 2016

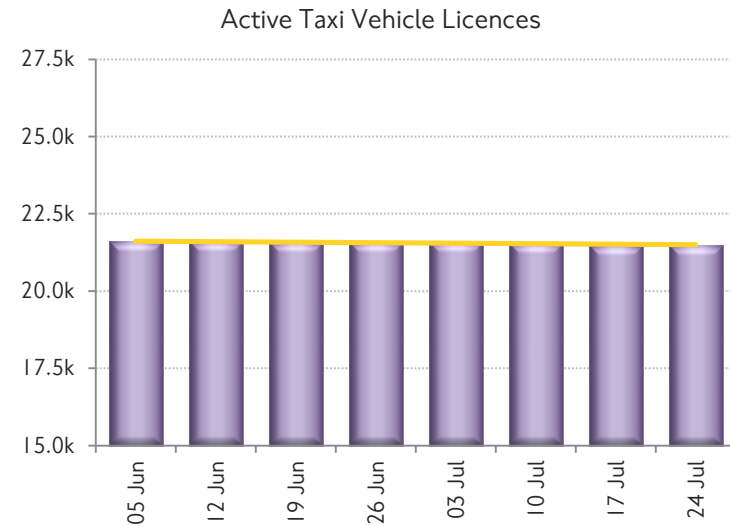
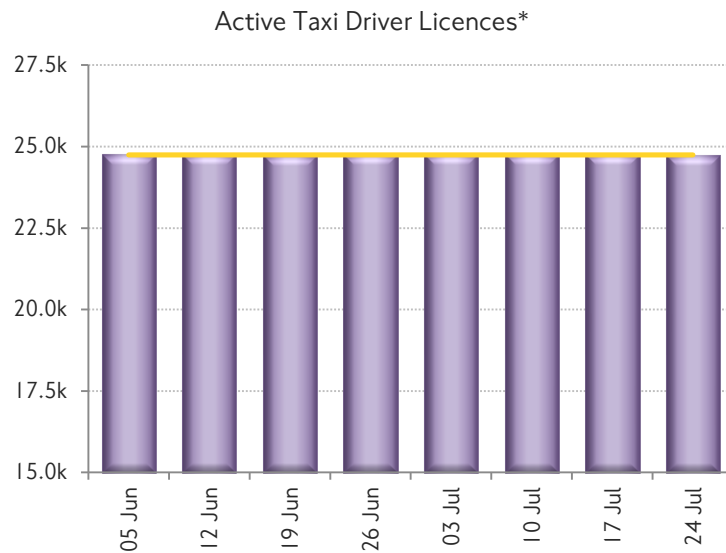
Taxi Licensing & Policy Update



EVERY JOURNEY MATTERS

Licensing – Active Licences

- There are currently 24,738 active taxi drivers (21,392 All London and 3,346 Suburban)
- 21,492 taxi vehicles are also licensed



Licensing – Active Licences

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

Sectors Passed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
All London	21645	21604	21521	21440	21419	21400
Sector 1 - Enfield, Haringey and Waltham Forest	50	49	53	55	56	59
Sector 1 + Hackney extension	119	118	118	118	118	118
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	889	876	867	866	868	863
Sector 3: Bexley, Greenwich and Lewisham	300	301	301	304	300	298
Sector 4: Bromley	109	109	108	107	107	106
Sector 5: Croydon	233	229	231	227	227	227
Sector 6: Merton and Sutton	215	209	209	215	214	212
Sector 6 + Clapham extension	322	321	318	319	321	320
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	552	550	545	547	541	537
Sector 8: Ealing and Hillingdon	146	148	148	151	145	144
Sector 9: Barnet, Brent and Harrow	198	200	201	203	203	204
2 sectors	211	208	207	202	203	200
3 sectors	18	19	19	18	18	18
2 or more sectors + Hackney extension	23	23	22	22	21	21
2 or more sectors + Clapham extension	25	25	25	23	23	23
Total	25055	24989	24893	24817	24784	24750

This data is accurate as of the end of June 2016

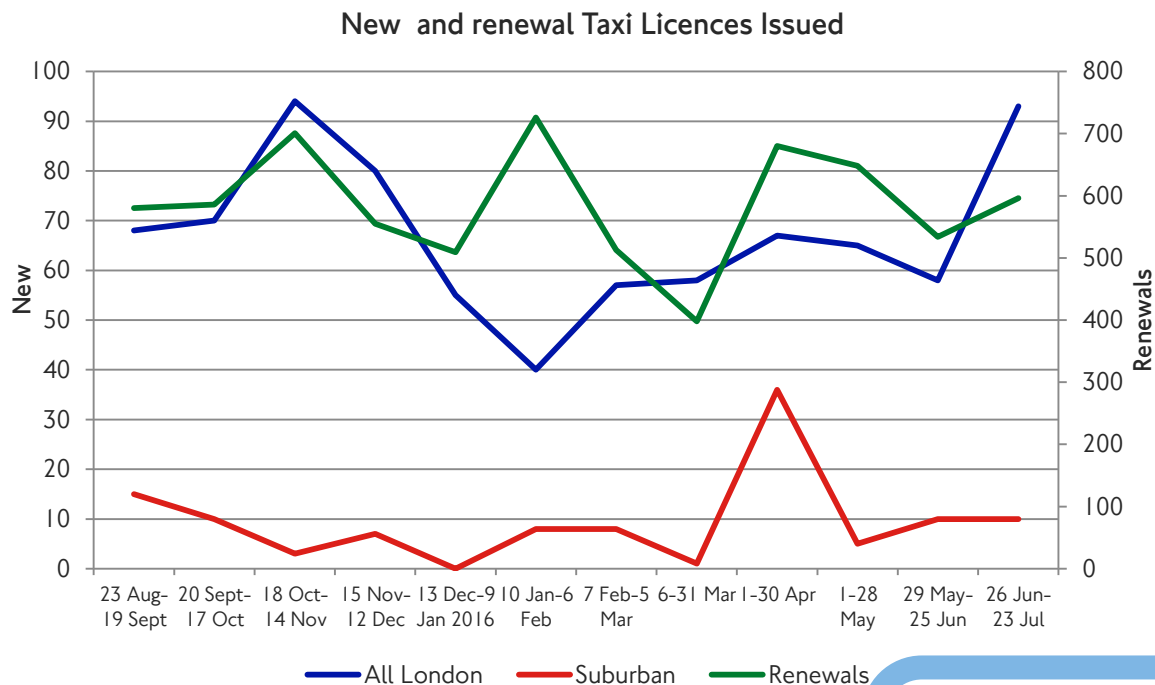
Please note, drivers with more than one sector have been grouped together for ease of reference



Licensing – Licences Issued

- Last period* saw 699 taxi driver licences issued due to an increase in both renewals and suburban licences issued.
- The average number of licences issued over six months is 640 per period

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
1-30 Apr	67	36	680	783
1-28 May	65	5	648	718
29 May-25 Jun	58	10	534	602
26 Jun-23 Jul	93	10	596	699



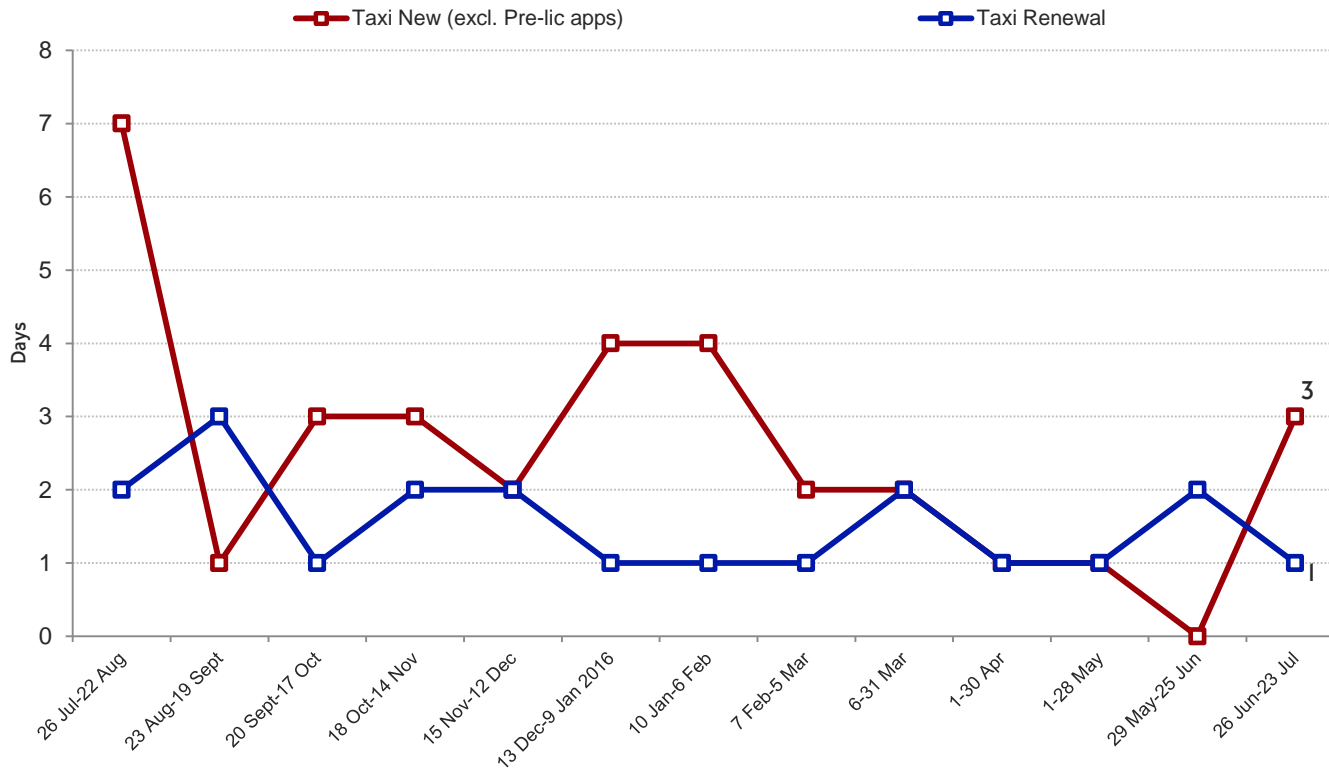
*TfL generally reports data in four week 'periods' – every financial year has a total of 13 'periods' in it.



Licensing – Initial Assessments

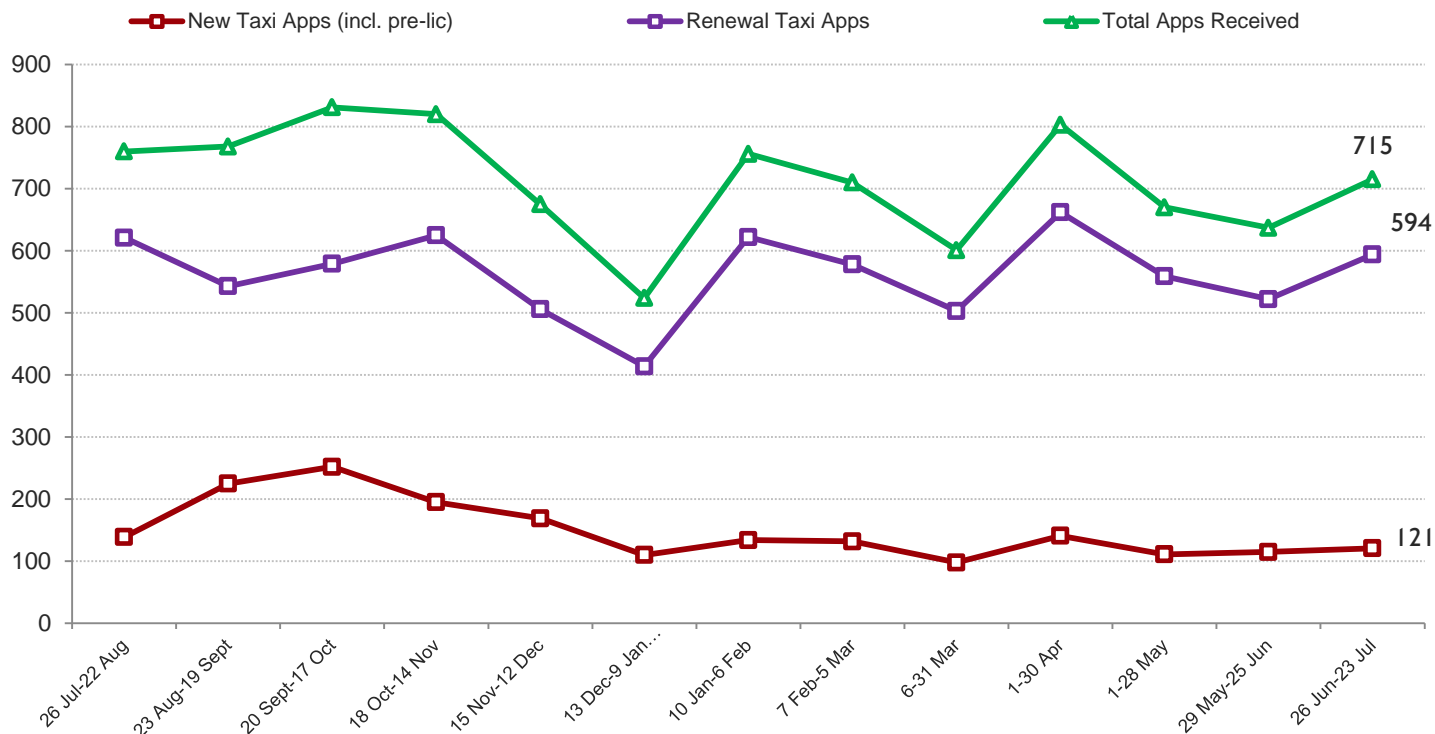
- All taxi renewal applications are being processed on the day of scanning. All new applications are being processed within 1-2 days of scanning*.

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



Licensing – Applications Received

- Last period (29 June – 23 July) saw 594 renewal applications received and 121 new applications.
- The new online functionality remains popular for taxi driver renewal applications. Over the last period the average number of taxi driver applications made online was 51 (28.5%). This is mainly drivers looking to renew their application.



Licensing – Telephony

- The overall telephony service for driver and operator calls remains within agreed service level agreements. For week ending 24 July the weekly average speed of answer remained at **1 minute 21 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)
08/05/2016	8,578	4,496	5,686	4,978	02:34	674	01:57	05:34
15/05/2016	9,445	5,083	7,065	6,411	01:02	588	01:16	04:58
22/05/2016	8,295	4,735	5,686	5,304	01:09	358	01:14	05:17
29/05/2016	8,452	4,779	6,267	5,812	01:23	421	01:19	05:40
05/06/2016	6,773	3,784	4,887	4,461	01:32	405	01:30	05:41
12/06/2016	8,342	4,545	6,297	5,571	01:44	688	01:41	05:27
19/06/2016	8,101	4,610	6,146	5,690	01:07	402	01:11	05:09
26/06/2016	8,962	4,888	6,808	6,296	01:04	459	01:10	05:14
03/07/2016	10,490	5,621	7,724	6,915	01:49	751	01:20	05:15
10/07/2016	8,105	4,754	6,374	5,977	00:47	344	01:00	05:07
17/07/2016	8,830	4,884	6,608	6,149	01:04	392	01:08	05:05
24/07/2016	8,175	4,489	6,312	5,771	01:21	499	01:21	05:18



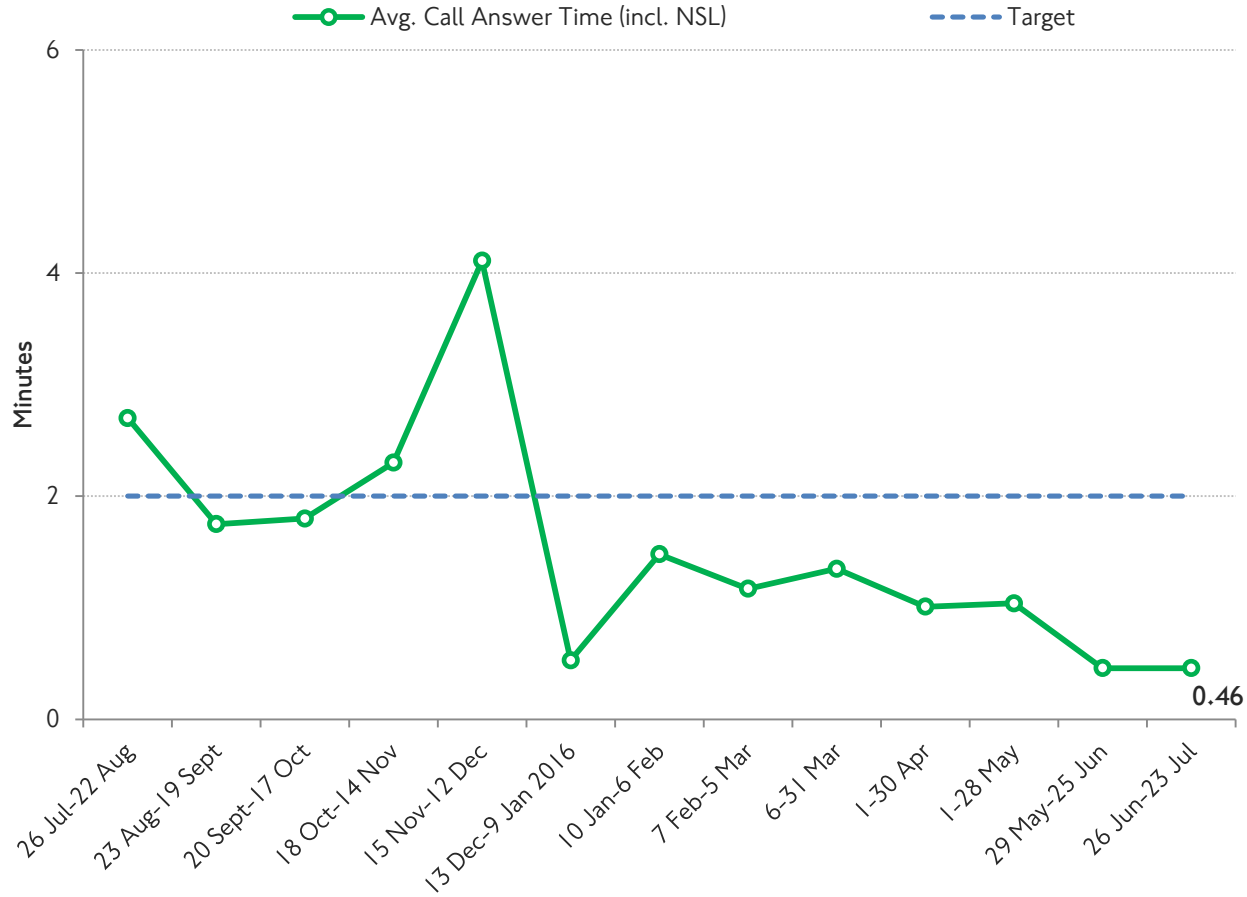
Licensing – Knowledge Students

- 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	4723	1675	632	398	7428
Sector 1: Enfield, Haringey and Waltham Forest	110	16	5	9	140
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	81	8	7	2	98
Sector 3: Bexley, Greenwich and Lewisham	91	24	11	6	132
Sector 4: Bromley	20	3	2	4	29
Sector 5: Croydon	84	11	6	9	110
Sector 6: Merton and Sutton	227	24	6	1	258
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	91	8	1	3	103
Sector 8: Ealing and Hillingdon	75	10	5	5	95
Sector 9: Barnet, Brent and Harrow	100	9	6	9	124
Total	5602	1788	681	446	8517

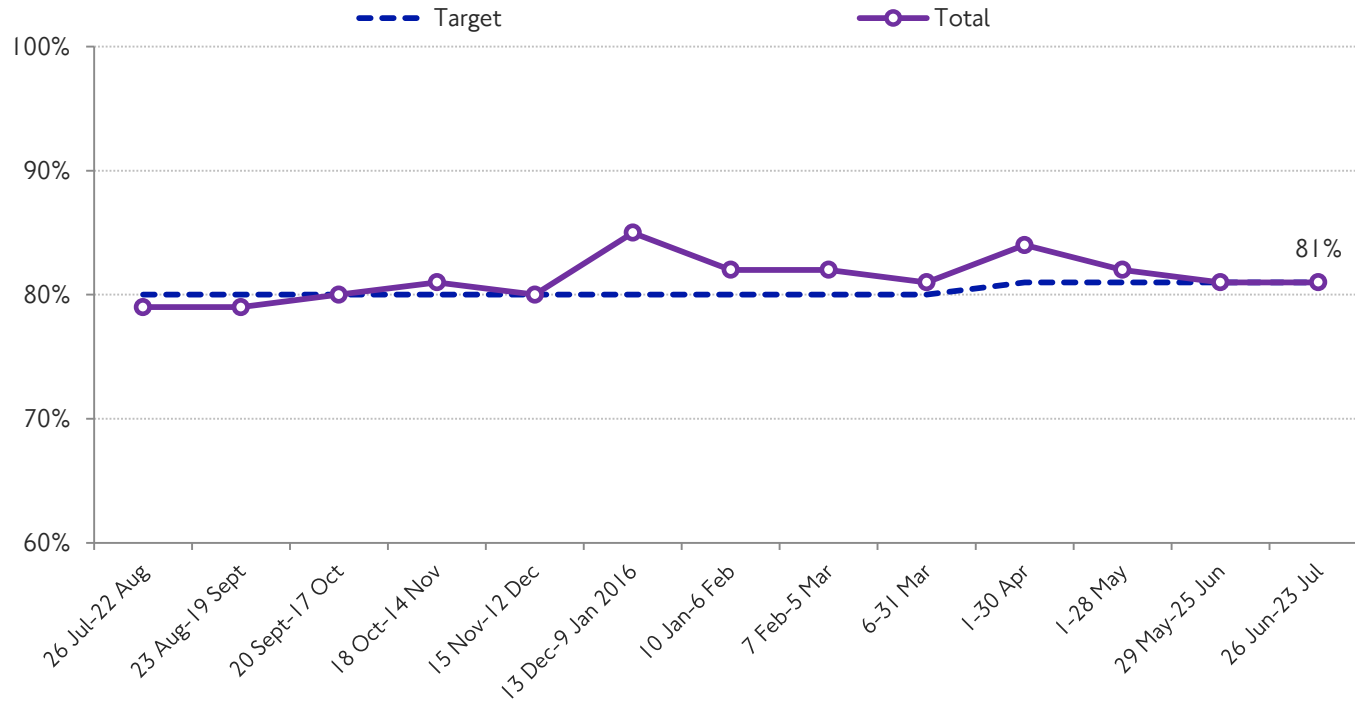


Vehicle Inspection Telephony- Average Call Answer Time



First Time Pass Rate - Taxi

- The pass rate has remained at 81% for the second period
- 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 Euro 6 Vito taxi is in development and is expected to be available in September 2016

Newly Licensed Taxis





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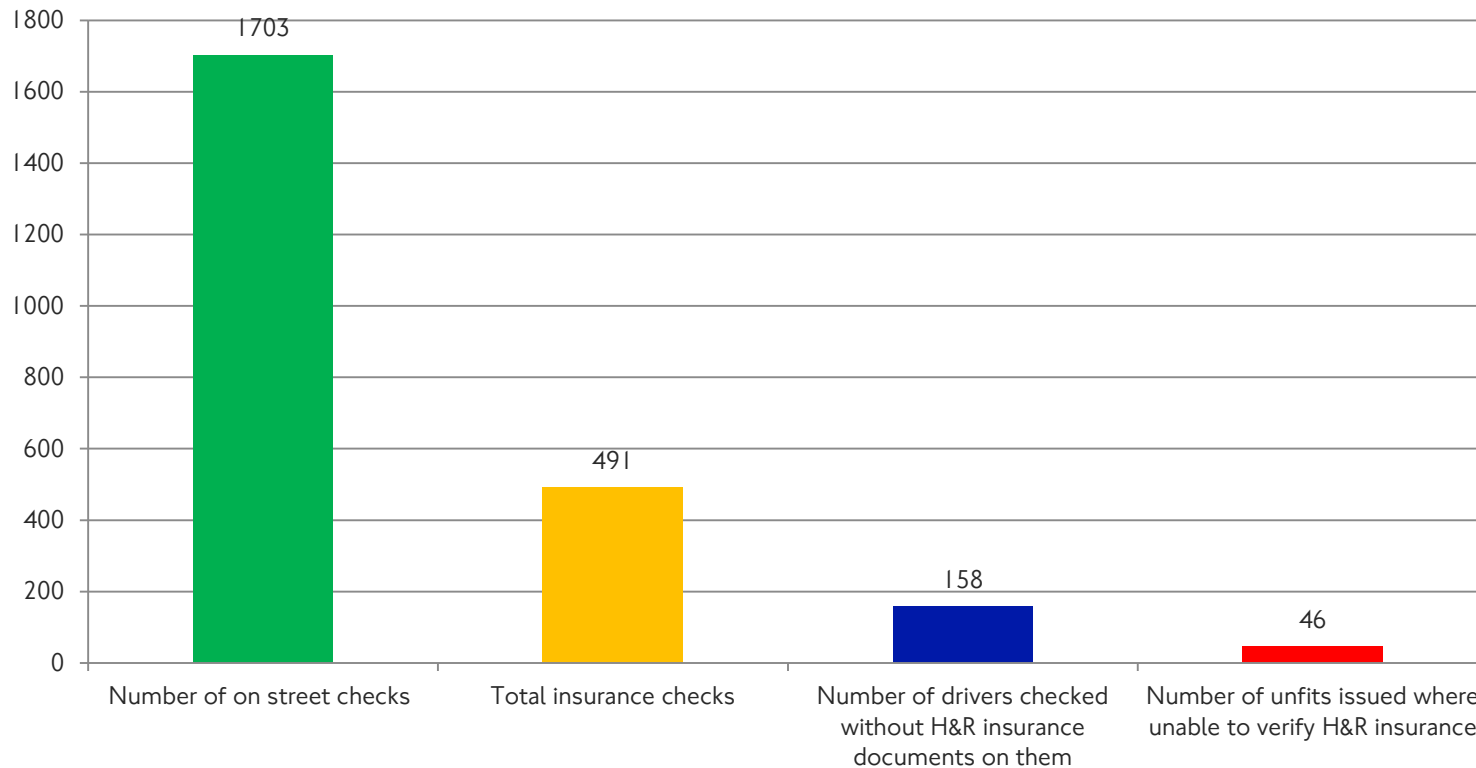
Taxi Compliance & Enforcement Update



EVERY JOURNEY MATTERS

Compliance Update

- New PHV Regulations for H&R insurance for all PHV drivers came into effect on 11 July 2016
- Most drivers are complying with the requirement to carry or display
- Week 1 11 – 22 July: 1703 on street checks.
- 158 drivers found to be working without any insurance documents on them.
- 46 drivers issued unfit notice where driver not carrying or displaying insurance document at time and unable to verify details.



Compliance Update

Heathrow Airport

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

Parking and Environmental Issues

- We have worked with Westminster council; 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.
- From 1 April to 25 June 2016 (periods 1-3) we checked 12,334 PHV drivers and 4,692 taxis. Average of 5,675 a month.
- 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 incorporates 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 April and June 2016, **357** Taxi drivers were 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 Taxi 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 is a priority location for TPH and local borough enforcement.

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



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 TPHC, 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 two operations involving 171 vehicles and drivers.

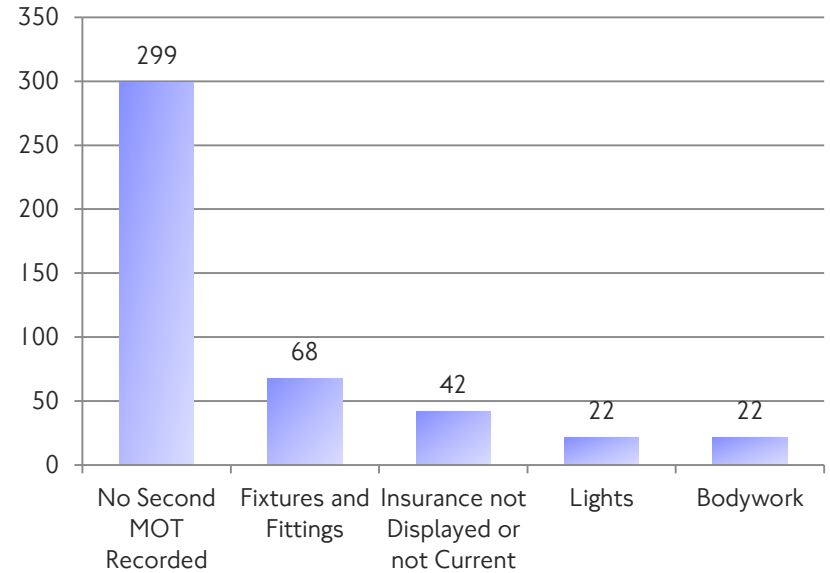


Taxi compliance

Taxi Driver Non Compliance reasons



Vehicle unfit reasons

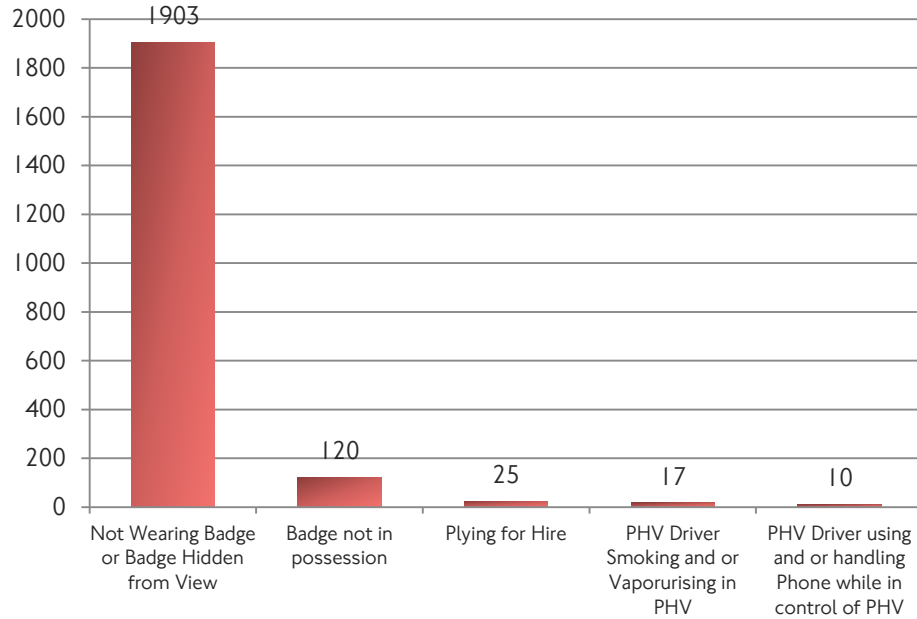


Taxi driver/Vehicle Checks April to June	
Driver	4692
% Compliant	81%
Vehicle	3119
% Compliant	85%

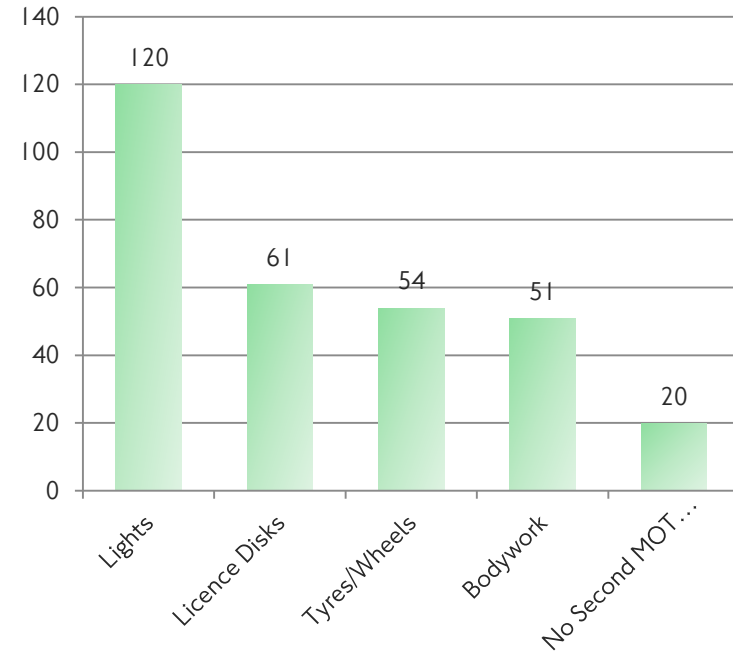


PHV Compliance

PHV Driver non compliance



PHV vehicle unfit reason

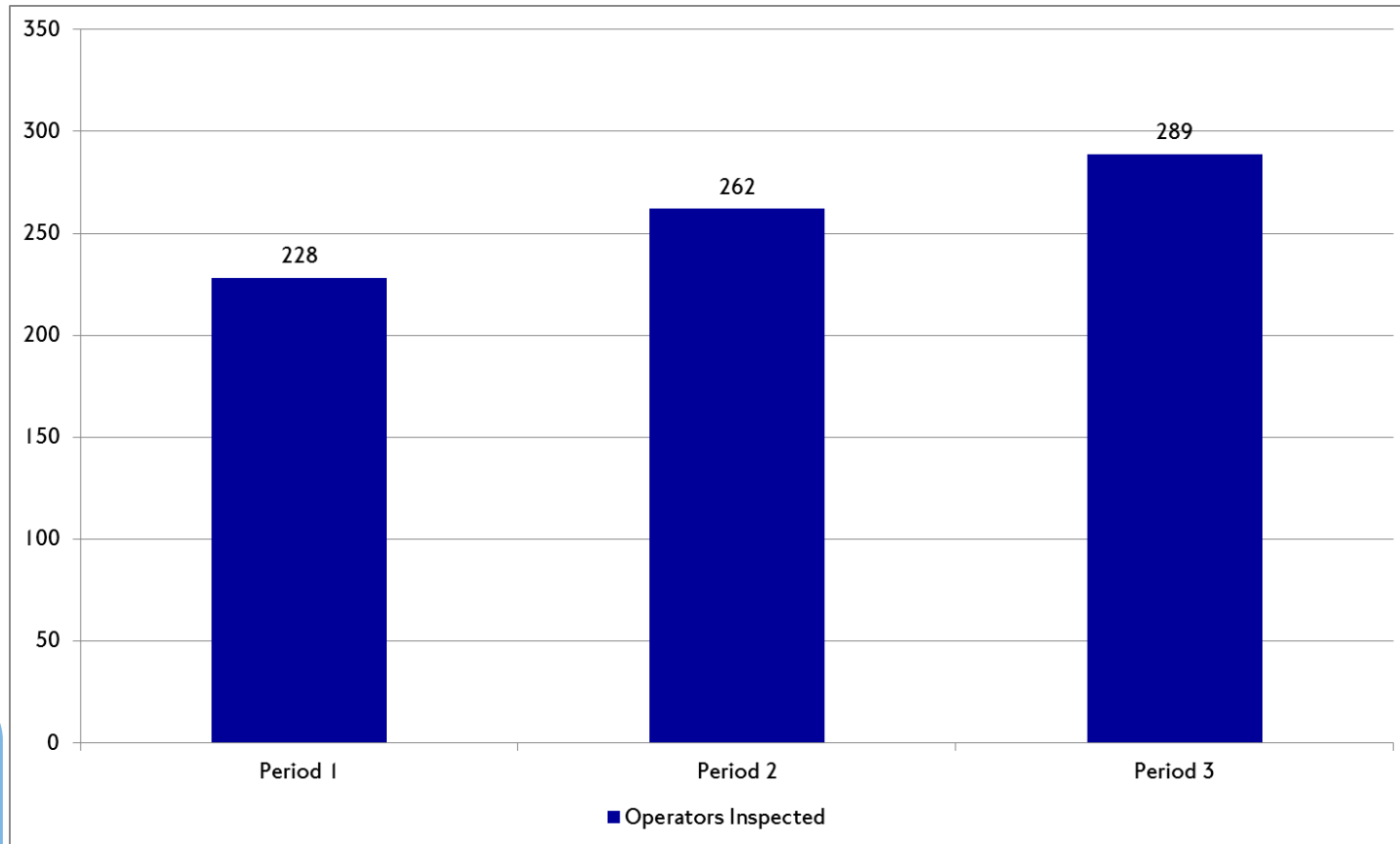


PHV driver/Vehicle Checks April to June

Driver	12334
% Compliant	77%
Vehicle	9015
% Compliant	94%



Number of PHV Operator Inspections by period*



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Current periods start 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

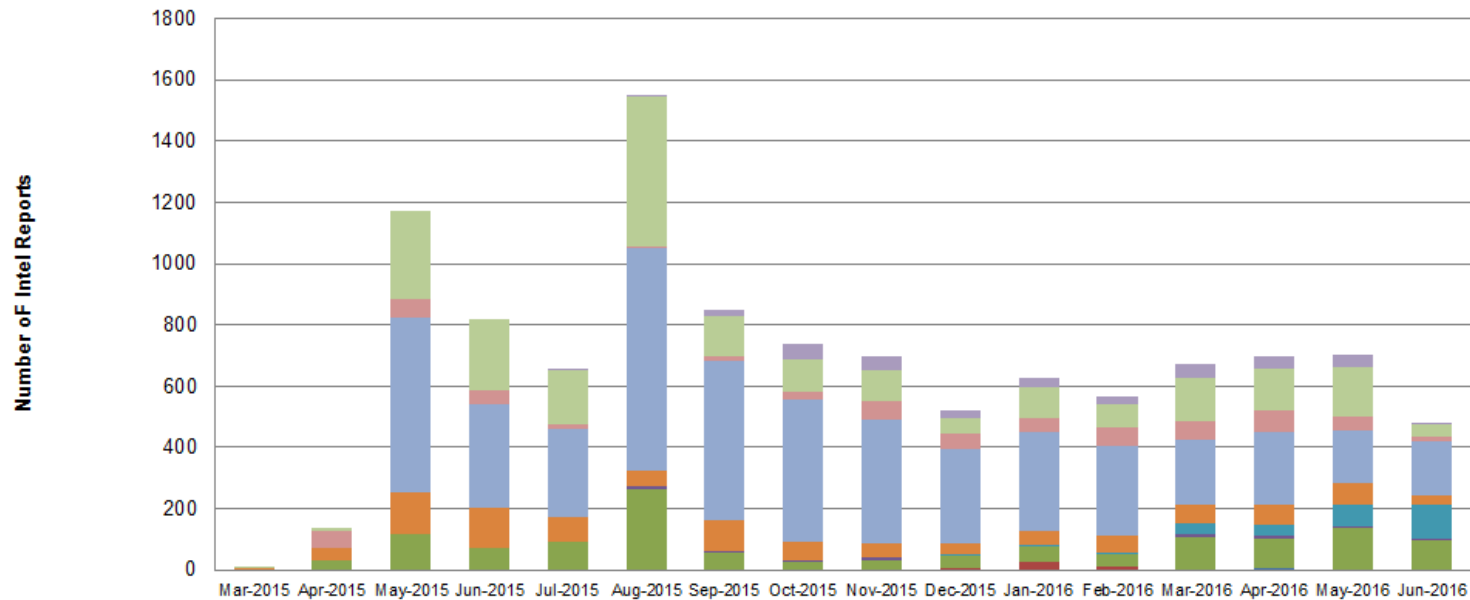


Intelligence Update



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

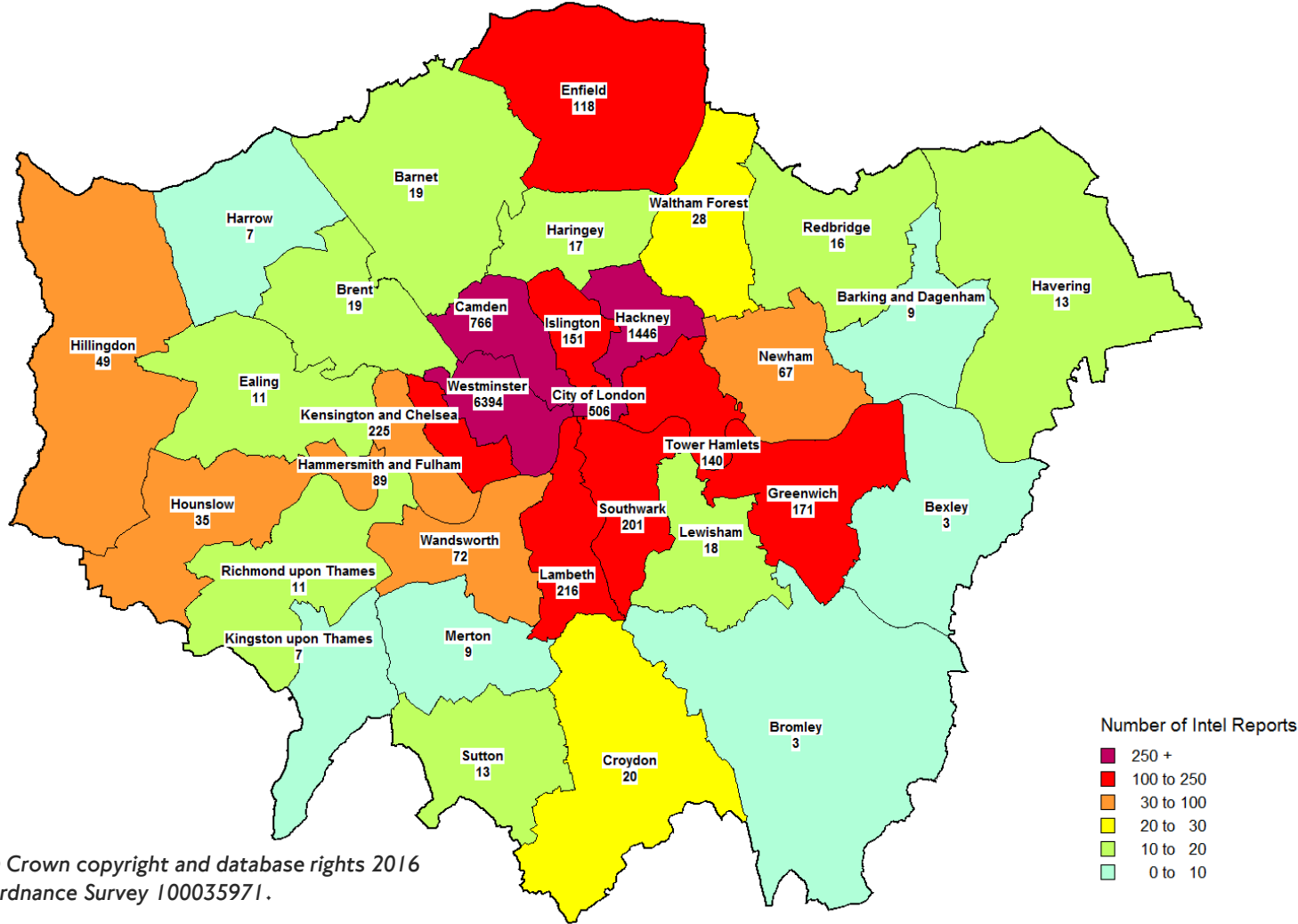
This data is from “Transport Policing Online Map Application (TPOMA)”. The source of intelligence for deployments is a combination of:

- 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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