



JUNE 2016

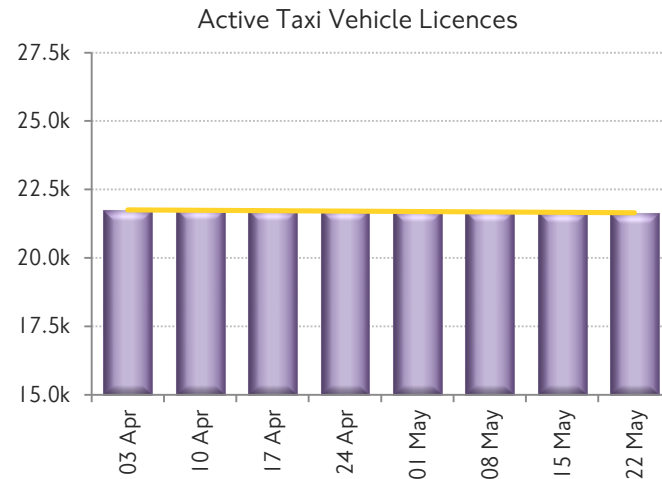
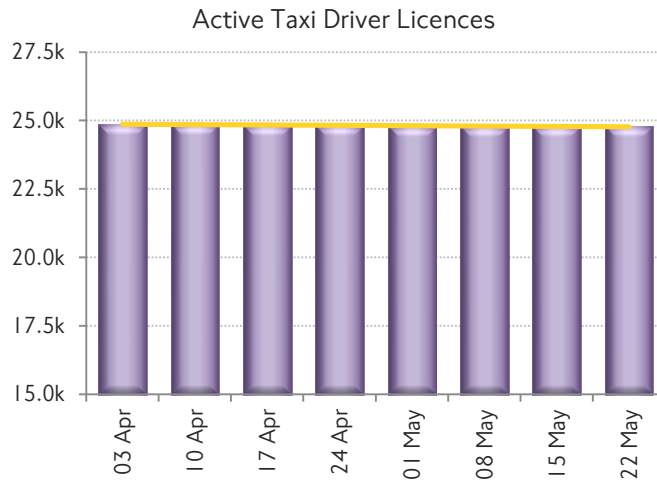
# Taxi Licensing & Policy Meeting



EVERY JOURNEY MATTERS

## Licensing – Active Licences

- There are currently 24,784 active taxi drivers (21,412 All London and 3,372 Suburban)
- 21,626 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	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
All London	21668	21676	21645	21604	21521	21455
Sector 1 - Enfield, Haringey, Waltham Forest	48	48	50	49	53	55
Sector 1 + Hackney extension	121	119	119	118	118	118
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	887	888	889	876	867	867
Sector 3: Bexley, Greenwich and Lewisham	296	298	300	301	301	304
Sector 4: Bromley	108	108	109	109	108	107
Sector 5: Croydon	231	232	233	229	231	227
Sector 6: Merton and Sutton	218	217	215	209	209	215
Sector 6 + Clapham extension	324	325	322	321	318	319
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	555	553	552	550	545	547
Sector 8: Ealing and Hillingdon	146	146	146	148	148	151
Sector 9: Barnet, Brent and Harrow	201	199	198	200	201	203
2 sectors	212	213	211	208	207	202
3 sectors	18	18	18	19	19	18
2 or more sectors + Hackney extension	23	23	23	23	22	22
2 or more sectors + Clapham extension	25	25	25	25	25	23
Total	25081	25088	25055	24989	24893	24833

*This data is accurate as of the end of April 2016*

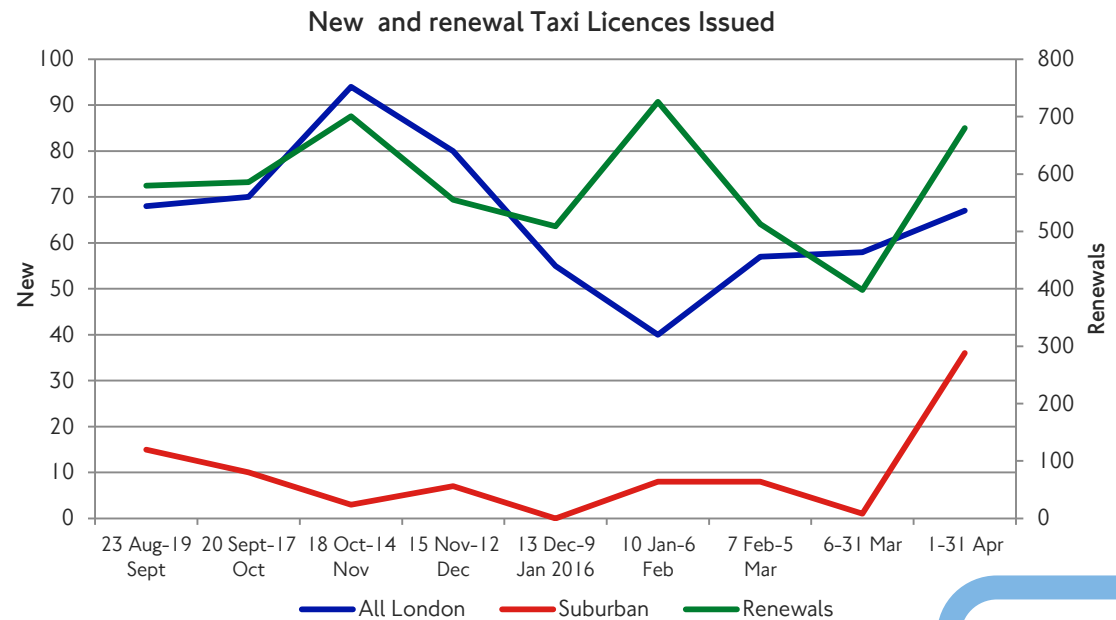
*Please note, drivers with more than one sector have been grouped together for ease of reference*



## Licensing – Licenses Issued

- Last period\* saw 783 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 633 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



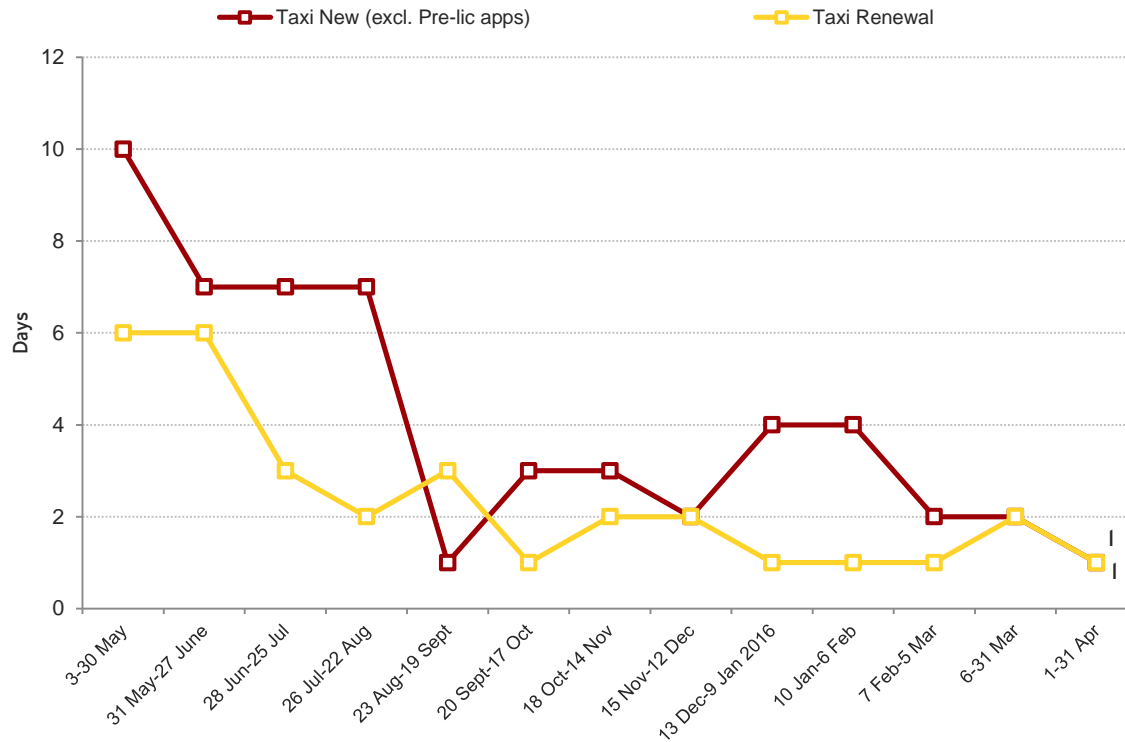
\*TfL generally reports data in four week 'periods' – every financial year has a total of 13 'periods' in it.



## Licensing – Initial Assessments

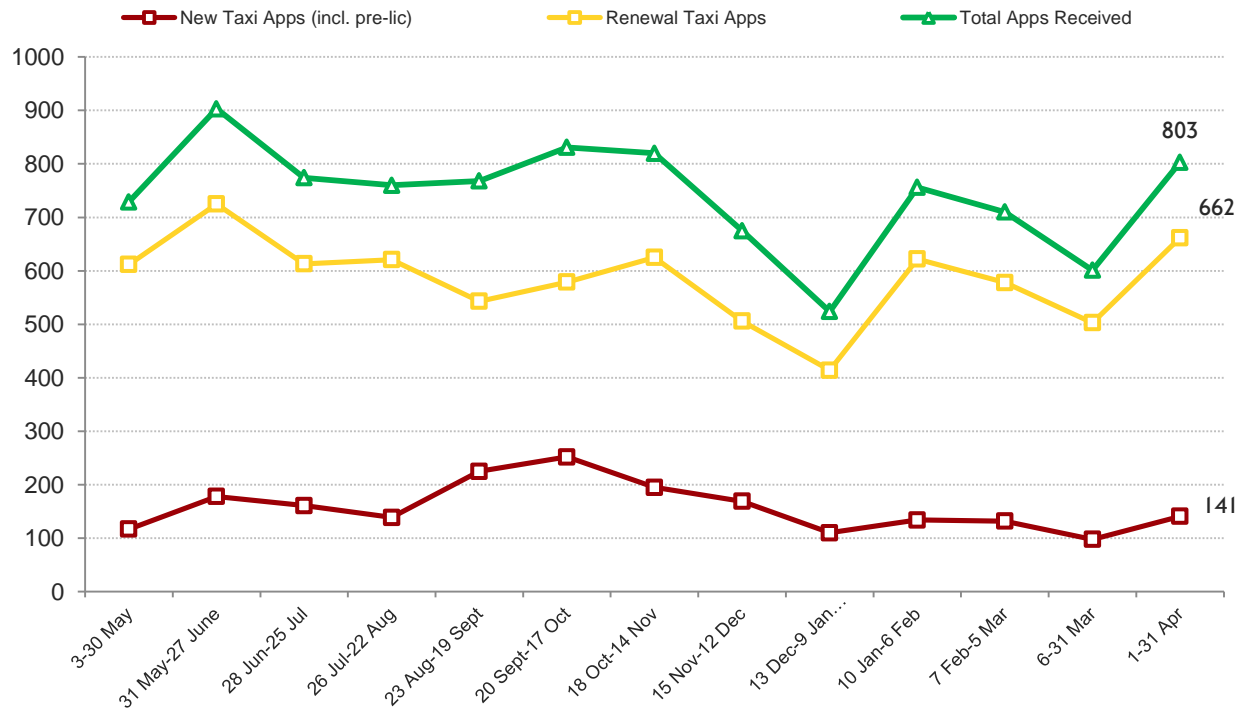
- All taxi renewal applications are being processed on the day of scanning. All new applications are being processed within 1-2 days of scanning\*.

\* 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 (1 – 30 April) saw 662 renewal applications received and 141 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 241 (30.4%). 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 22 May the weekly average speed of answer remained at **1 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)
06/03/2016	7,937	4,706	6,219	5,743	01:20	441	01:37	05:51
13/03/2016	9,487	4,960	6,177	5,740	01:19	411	01:16	05:41
20/03/2016	8,647	4,942	6,727	6,249	01:21	444	01:33	05:36
27/03/2016	7,264	4,064	5,285	4,849	01:41	416	01:42	05:37
03/04/2016	7,282	4,122	5,302	4,852	01:46	430	01:30	05:46
10/04/2016	8,369	4,816	6,489	5,981	01:18	469	01:11	05:43
17/04/2016	8,076	4,767	6,474	5,912	01:18	535	01:01	05:33
24/04/2016	9,014	4,903	6,832	6,230	01:45	557	01:27	05:37
01/05/2016	8,989	4,725	6,718	5,997	01:48	663	01:33	05:31
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



## Licensing – Knowledge Students

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

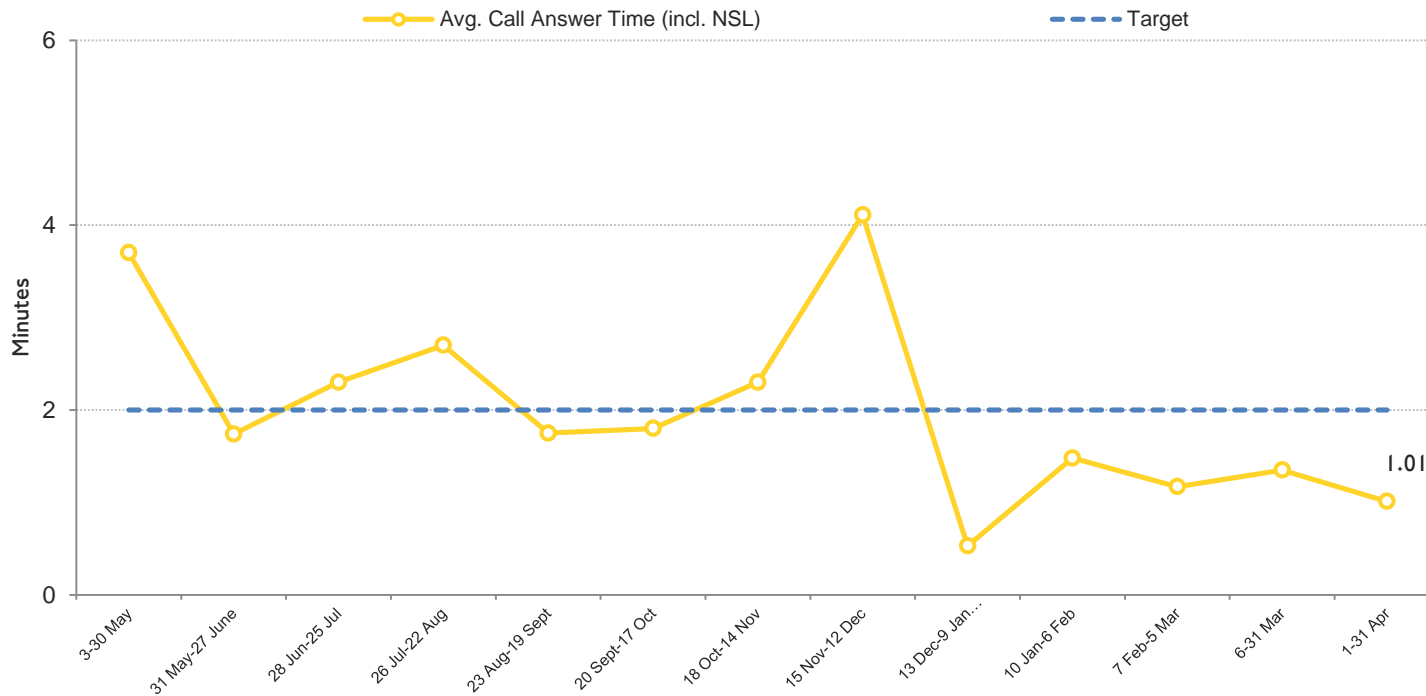
Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	4741	1737	635	395	7508
Sector 1: Enfield, Haringey and Waltham Forest	112	12	6	16	146
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	81	9	5	2	97
Sector 3: Bexley, Greenwich and Lewisham	86	27	10	6	129
Sector 4: Bromley	21	2	4	2	29
Sector 5: Croydon	85	8	9	7	109
Sector 6: Merton and Sutton	228	19	4	2	253
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	92	8	1	3	104
Sector 8: Ealing and Hillingdon	76	11	4	7	98
Sector 9: Barnet, Brent and Harrow	97	10	6	9	122
Total	5619	1843	684	449	8595





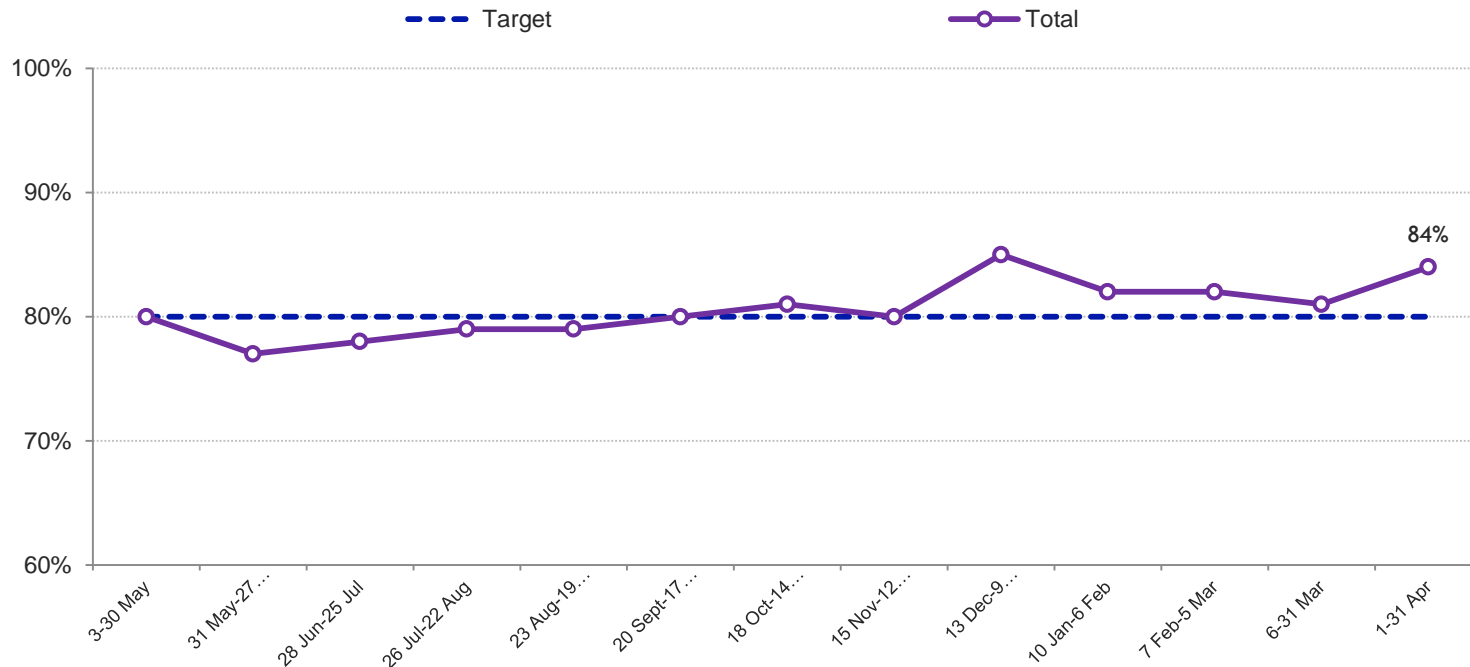
## Vehicle inspection telephony- Average call answer time

- 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 **1 minute and 1 second**.
- 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 Euro 6 Vito taxi is in development and is expected to be available in mid-2016

Newly Licensed Taxis





02 JUNE 2016

# Taxi Compliance & Enforcement Meeting



EVERY JOURNEY MATTERS

# Compliance Update

## You said increase the number of Compliance officers

- We have now increased compliance officers by 34 and all recruitment for these will be completed by the next month.

## You said increase compliance at Heathrow

- We have now increased compliance presence at Heathrow to twice a week (minimum).
- In the last month we have visited Heathrow 10 times.

## You said you wanted more action against parking and behavior offences.

- We have worked with Hillingdon council; 344 fixed penalty notices for environmental offences have been issued and a further 175 warnings have been issued since September 2015.
- We have worked with Westminster council; 214 Parking tickets were issued in April. During the period 08/05/15 – 28/05/16 a total of 2,348 PCNS have been issued. 366 of these PCNS were for vehicles waiting or stopped on a taxi rank.



# Compliance update

You said you wanted more driver checks by officers.

- In 2015/16 there were 12,154 PHV and Taxi driver checks. An average of 1,012 a month.
- In April, there have already been 2,186 PHV and Taxi driver checks. 1,614 PHV's (17% non compliance) and 572 Taxi's (15.5% non compliance).
- In addition, there have been 2,148 private hire driver records checked at operators in April.

You said there were a number of issues at mainline stations including Kings Cross, Paddington etc.

- We have increased our presence at these locations using our wider enforcement capability and local borough support.
- Operation Border, which starts in June, 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.



# Operation Neon Enforcement Results

NEON Enforcement Results	
	Apr-16
PHV drivers advised & moved on	740
PHV drivers reported for no badge and stopped from working.	21
PHV drivers reported for no badge	248
PHV drivers reported for plying / section 2 offences	0
PHV drivers reported for parking on Taxi ranks	140
Parking ticket issued	214
Unlicensed drivers	2
Expired discs	0
Surrendered PHV disc	3
Number of drive offs	403

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	2015/16	Apr-16
Vehicles inspected	304	5
Unfit	35	1
Advised	43	0
No Identifier	1	0
Identifier Exemption	0	0
Identifier Displayed Incorrectly	3	0
No Badge	3	1
Badge Not On Display	28	2
No Bill	3	0
Bill Unsigned	44	0
PHV	2015/16	Apr-16
Vehicles inspected	1072	93
Unfit	69	7
Advised	128	6
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

Heathrow		
Taxis	2015/16	Apr-16
Vehicles inspected	392	39
Unfit	49	6
Advised	5	0
No Identifier	1	0
Identifier Exemption	1	0
Identifier Displayed Incorrectly	2	0
No Badge	0	6
Badge Not On Display	30	2
No Bill	2	0
Bill Unsigned	3	1
PHV	2015/16	Apr-16
Vehicles inspected	1754	322
Unfit	170	19
Advised	102	0
No ID	98	0
ID Not On Display	747	61
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	Apr-16
Volume	5328	572
% Compliant	94%	84%
Taxi vehicle checks	Apr 2015 - Mar 16	Apr-16
Volume	3315	190
% Compliant	82%	83%

Main issues for Taxi Vehicle Non-Compliance	
	Apr-16
No Second MOT Recorded	22
Fixtures and Fittings	6
Steering	6
Tyres/Wheels (Including Wheel trims)	3
Bodywork	2
Insurance not Displayed or not Current	2
Lights	2
Other - Please record short detail in Notes	2



# PHV Compliance

PHV driver / vehicle checks		
PHV driver checks	April 2015 - Mar 2016	Apr-16
Volume		1614
% Compliant		83%
PHV vehicle checks	April 2015 - Mar 2016	Apr-16
Volume		388
% Compliant		87%

Main issues for PHV Vehicle Non-	
	Apr-16
Lights	33
Licence Disks	7
Tyres/Wheels	6
Documentation - Vehicle	5
No Second MOT Recorded	3
Bodywork	3
Other - Please record short detail in Notes	3
Steering	1



# City of London Police activities

<b>PHV Stopped</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Apr-16</b>
PHV stopped and checked	3293	4444	316
% Non-compliant	11%	40%	27%
<b>Taxi Stopped</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Apr-16</b>
Taxis stopped and checked	2064	2325	132
% Non-compliant	24%	33%	39%
<b>Arrests / summons</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Apr-16</b>
Touting	38	42	0
No Hire & Reward Insurance	37	19	0
Vehicles Seized	5	5	0
Reported to TfL licensing authority for a decision	52	55	5



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

Arrests by CEU	1 Apr 2015 to 31 Mar 2016	Apr-16
Touting	510	17
Plying for Hire	29	1
Other	175	21

CEU ( Disposals)	1 Apr 2015 to 31 Mar 2016				Apr-16				
	Caution	Charged	Bailed	NFA	Caution	Charged	Bailed	Summons	To court / Other
Touting	147	343	8	12	2	8	4	3	0
Plying for Hire	4	25	0	0	0	0	0	1	0
Other	5	51	41	78	0	1	11	6	3



# Prosecutions

## Over the last six periods

19 cases are proceeding to prosecution. Of those 19, four relate to offences under the Equality Act (EA - guide dogs).

Over the last six periods, 16 prosecutions have taken place – 14 of those were convicted of various offences, one was found not guilty (an EA offence) and one was withdrawn (an EA offence).

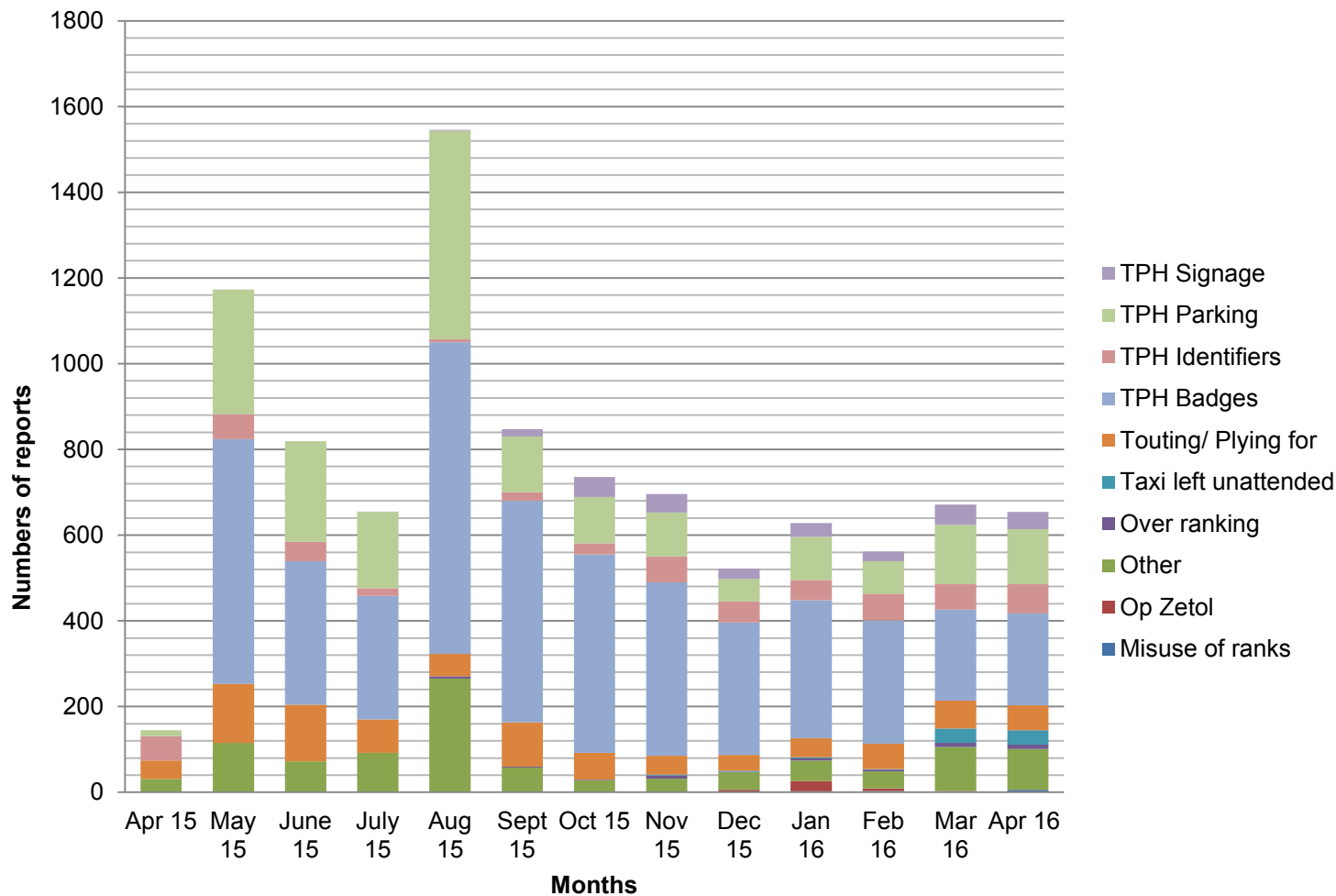


# Intelligence Update



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

1 April 2015 – 30 April 2016



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

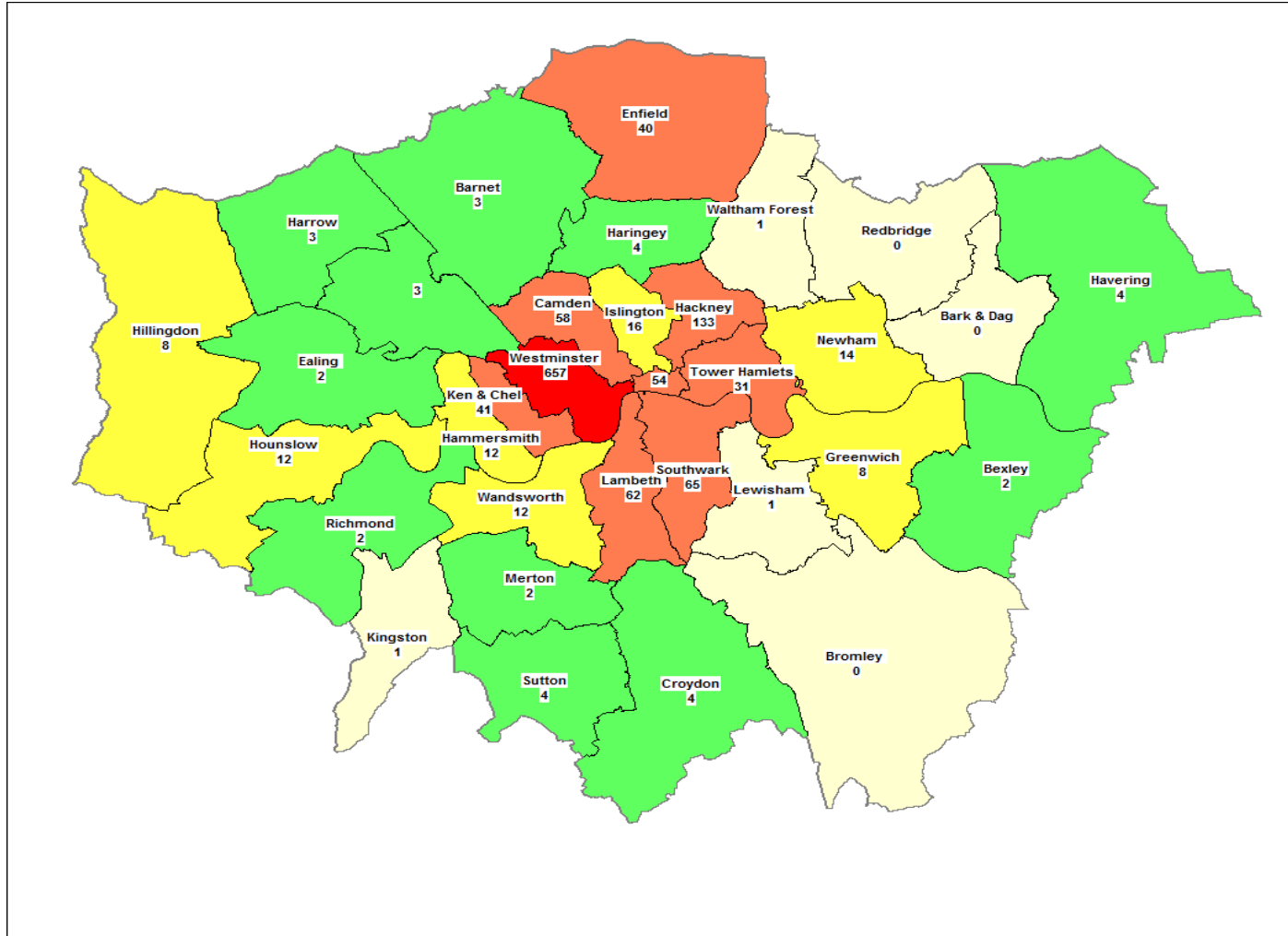
- staff observations
- online reporting
  - twitter
  - #TfLtoutreport
- customer complaints
- trade information
- third party reporting (local authorities, etc.)





# Taxi & Private Hire Intelligence Pan-London

## 1 April to 24 May 2016



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2016 Ordnance Survey  
100035971.

### Number of reports

- 657 to 657 (1)
- 31 to 657 (8)
- 8 to 31 (7)
- 2 to 8 (11)
- 0 to 2 (22)

