



12 OCTOBER 2016

Taxi Licensing, Compliance & Enforcement Meeting



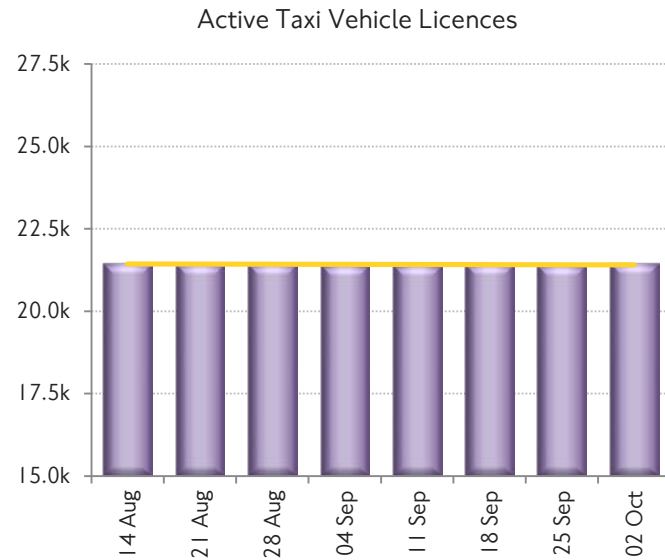
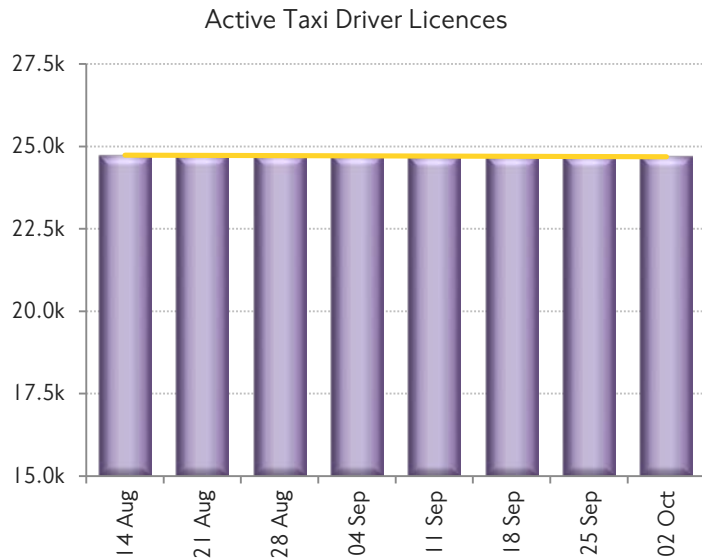
EVERY JOURNEY MATTERS

Licensing update



Licensing – Active Licences

- As of 2 October, there were 24,682 active taxi drivers (21,361 All London and 3,321 Suburban)
- 21,458 licensed taxi vehicles



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	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
All London	21521	21440	21419	21400	21417	21404
Sector 1 - Enfield, Haringey and Waltham Forest	53	55	56	59	60	59
Sector 1 + Hackney extension	118	118	118	118	119	120
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	867	866	868	863	855	852
Sector 3: Bexley, Greenwich and Lewisham	301	304	300	298	300	301
Sector 4: Bromley	108	107	107	106	105	105
Sector 5: Croydon	231	227	227	227	230	231
Sector 6: Merton and Sutton	209	215	214	212	209	212
Sector 6 + Clapham extension	318	319	321	320	319	318
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	545	547	541	537	537	534
Sector 8: Ealing and Hillingdon	148	151	145	144	147	146
Sector 9: Barnet, Brent and Harrow	201	203	203	204	203	201
2 sectors	207	202	203	200	197	194
3 sectors	19	18	18	18	17	17
2 or more sectors + Hackney extension	22	22	21	21	19	19
2 or more sectors + Clapham extension	25	23	23	23	23	22
Total	24893	24817	24784	24750	24757	24735

This data is accurate as of the end of August 2016

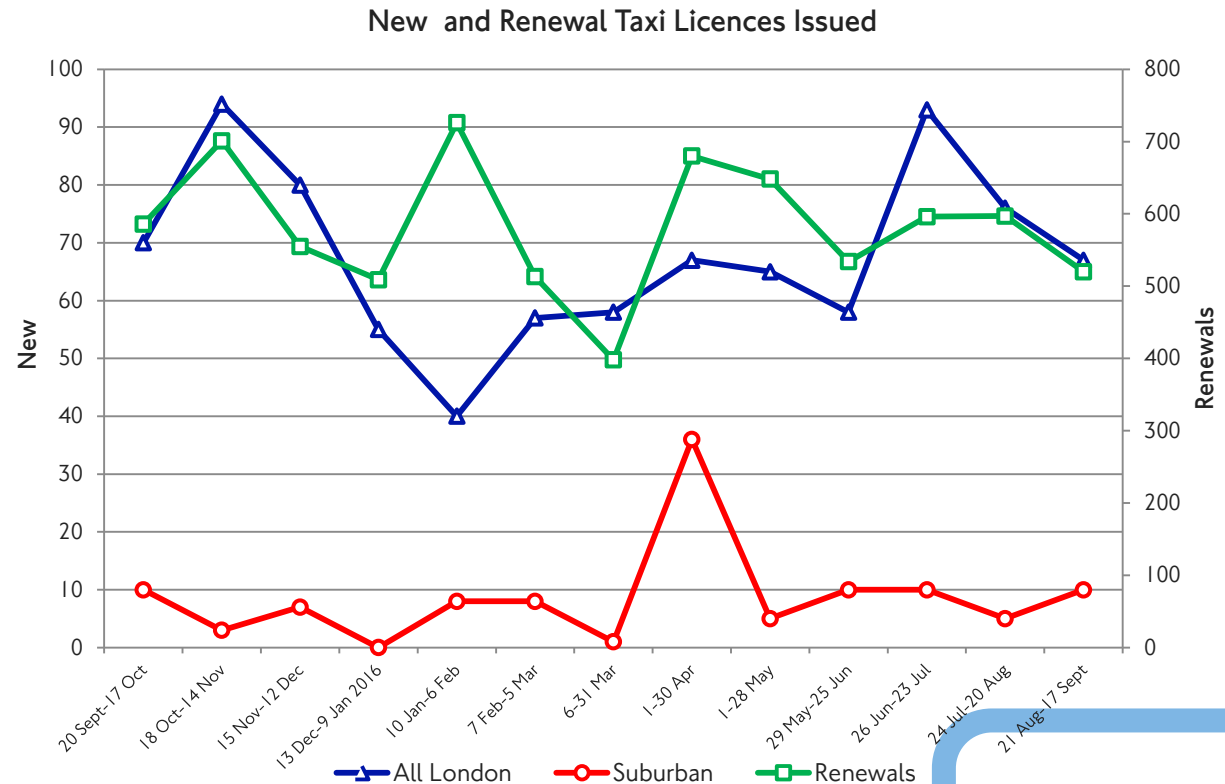
Please note, drivers with more than one sector have been grouped together for ease of reference



Licensing – Licences Issued

- Last period* saw 597 taxi driver licences issued.
- The average number of licences issued over six months is 658 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
24 Jul-20 Aug	76	5	597	678
21 Aug-17 Sept	67	10	520	597



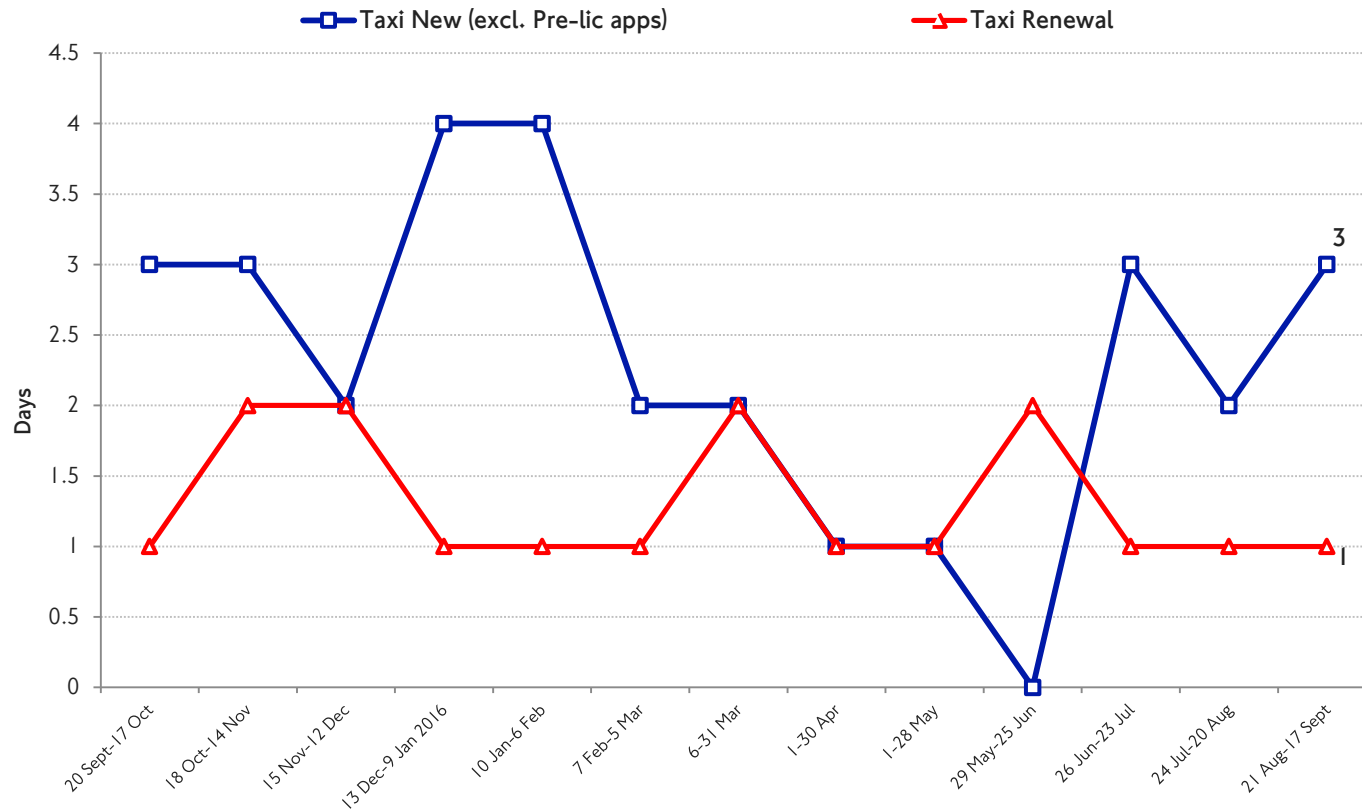
*TfL generally reports data in four week 'periods' – every financial year has a total of 13 'periods' in it.



Licensing – Initial Assessments

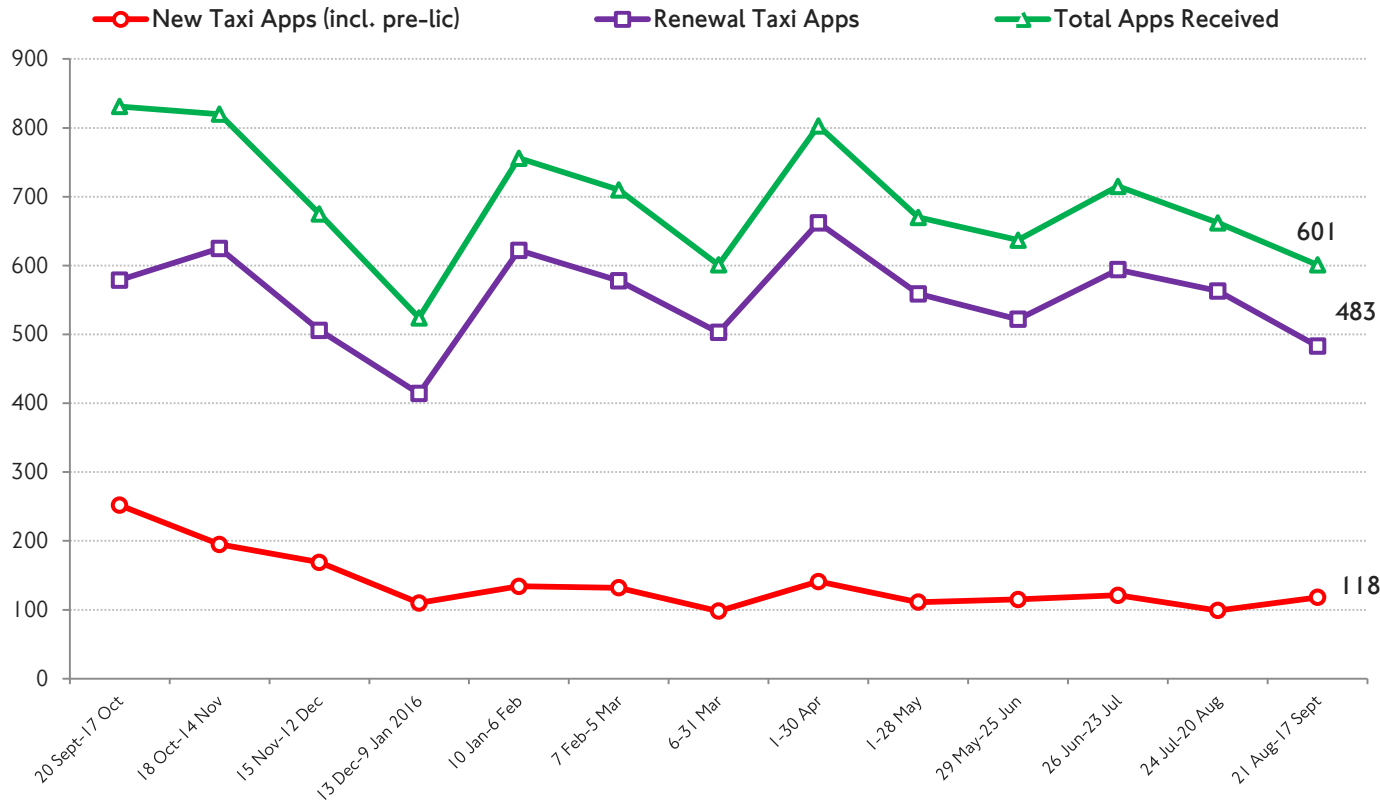
- All taxi renewal applications are being processed on the day of scanning. All new applications are being processed within 1-3 days of scanning*.

* 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 (21 Aug – 17 Sept) saw 483 renewal applications received and 118 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 (34.2%). This is mainly drivers looking to renew their application.



Licensing – Telephony

- There has been a significant increase in the total number of unique callers this period, which has led to an overall increase in the number of calls attempted. This has increased the overall average time of answer; for week ending 2 October the weekly average speed of answer was **3 minutes 20 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)
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
31/07/2016	8,356	4,455	6,335	5,742	01:23	548	01:21	05:11
07/08/2016	8,091	4,417	6,275	5,684	01:43	544	01:33	05:13
14/08/2016	7,558	4,292	5,856	5,423	01:11	405	01:29	04:58
21/08/2016	8,444	4,530	6,212	5,555	01:48	618	01:40	05:15
28/08/2016	8,195	4,272	6,024	5,518	01:17	465	01:22	05:10
04/09/2016	7,802	4,035	5,427	4,907	01:45	502	01:40	05:17
11/09/2016	9,165	4,923	6,737	6,029	01:39	659	01:40	05:17
18/09/2016	8,898	4,760	6,786	6,065	01:37	659	01:33	05:15
25/09/2016	11,949	5,473	7,546	6,435	03:03	1,051	02:14	05:44
02/10/2016	11,590	5,418	7,596	6,449	03:20	1,088	02:15	05:35



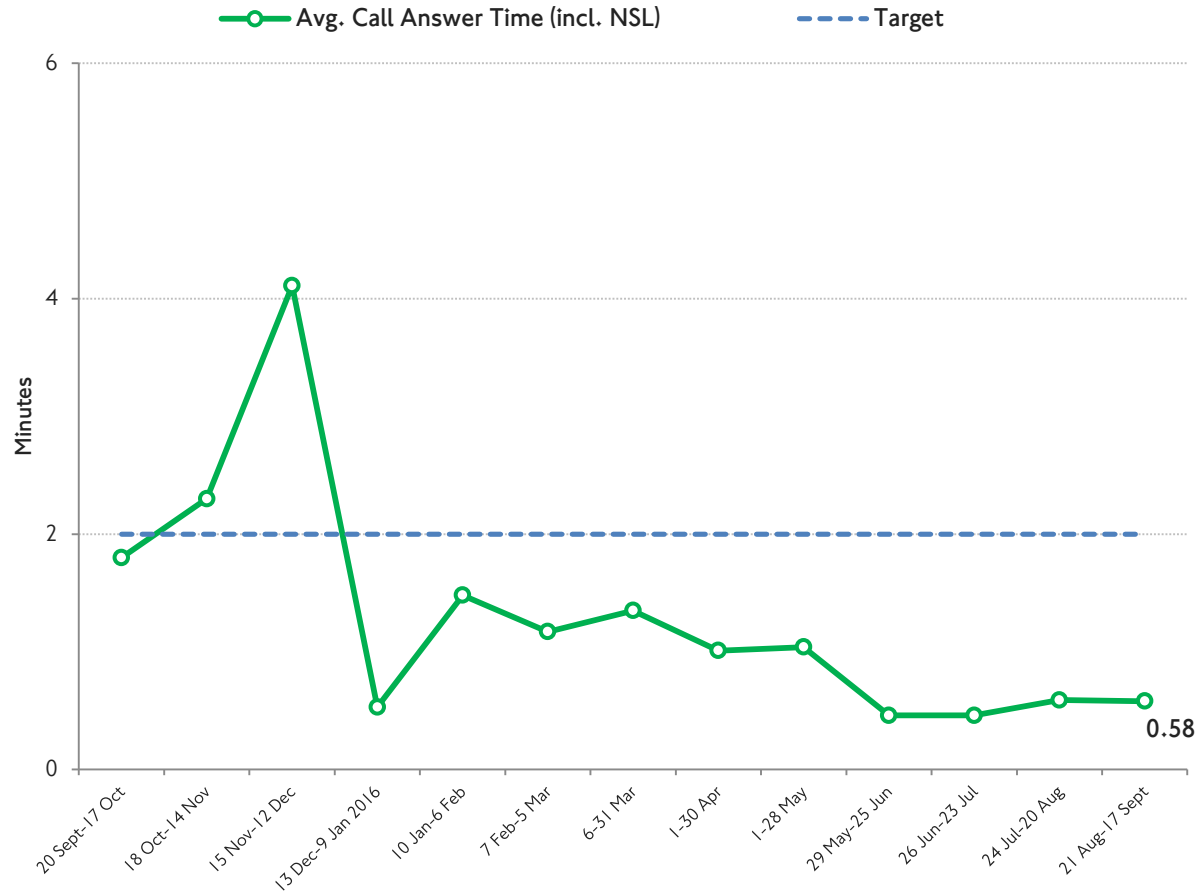
Licensing – Knowledge Students

- 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	3833	1561	638	411	6443
Sector 1: Enfield, Haringey and Waltham Forest	89	14	3	7	113
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	54	8	6	2	70
Sector 3: Bexley, Greenwich and Lewisham	67	24	9	7	107
Sector 4: Bromley	18	2	1	4	25
Sector 5: Croydon	73	8	4	7	92
Sector 6: Merton and Sutton	178	30	10	2	220
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	59	10	2	1	72
Sector 8: Ealing and Hillingdon	57	9	3	6	75
Sector 9: Barnet, Brent and Harrow	79	9	4	8	100
Total	4507	1675	680	455	7317

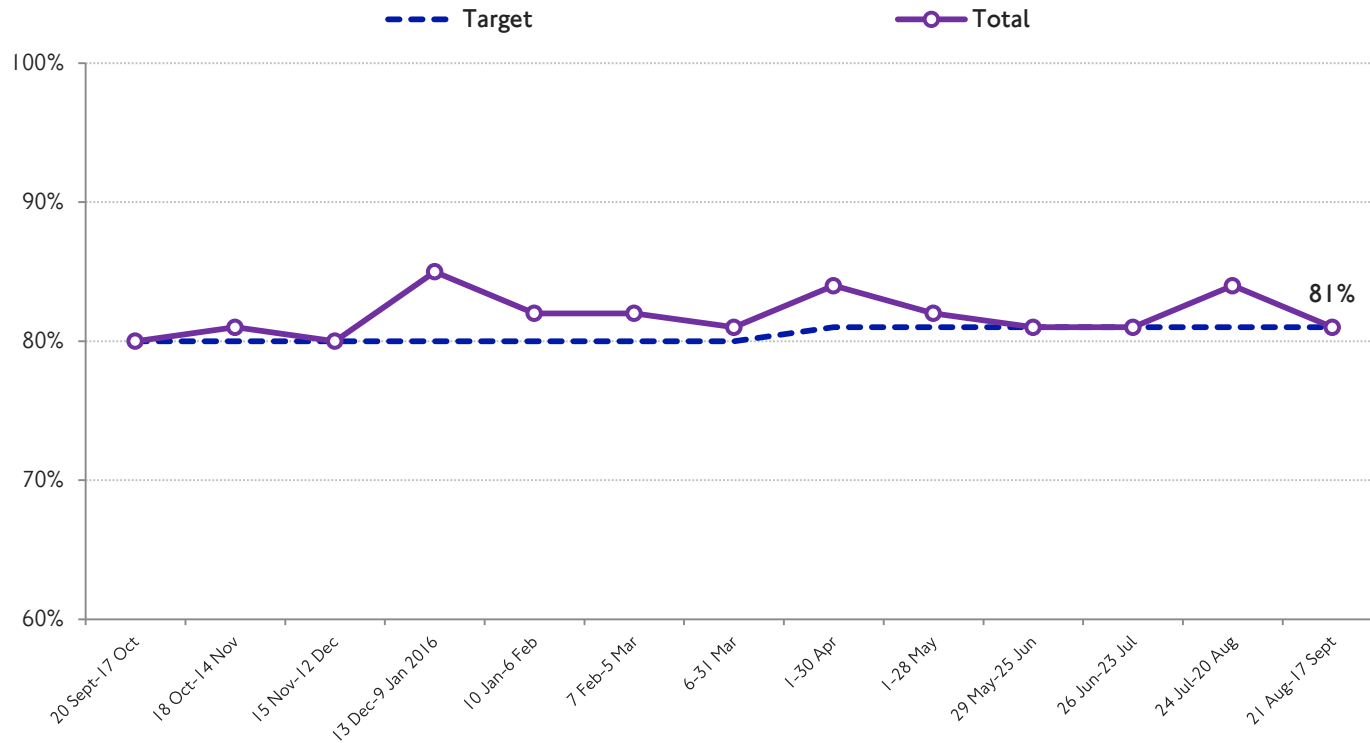


Vehicle Inspection Telephony- Average Call Answer Time



First Time Pass Rate - Taxi

- The first time pass rate for taxis continues to meet the target of 81%
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites quality checked each month

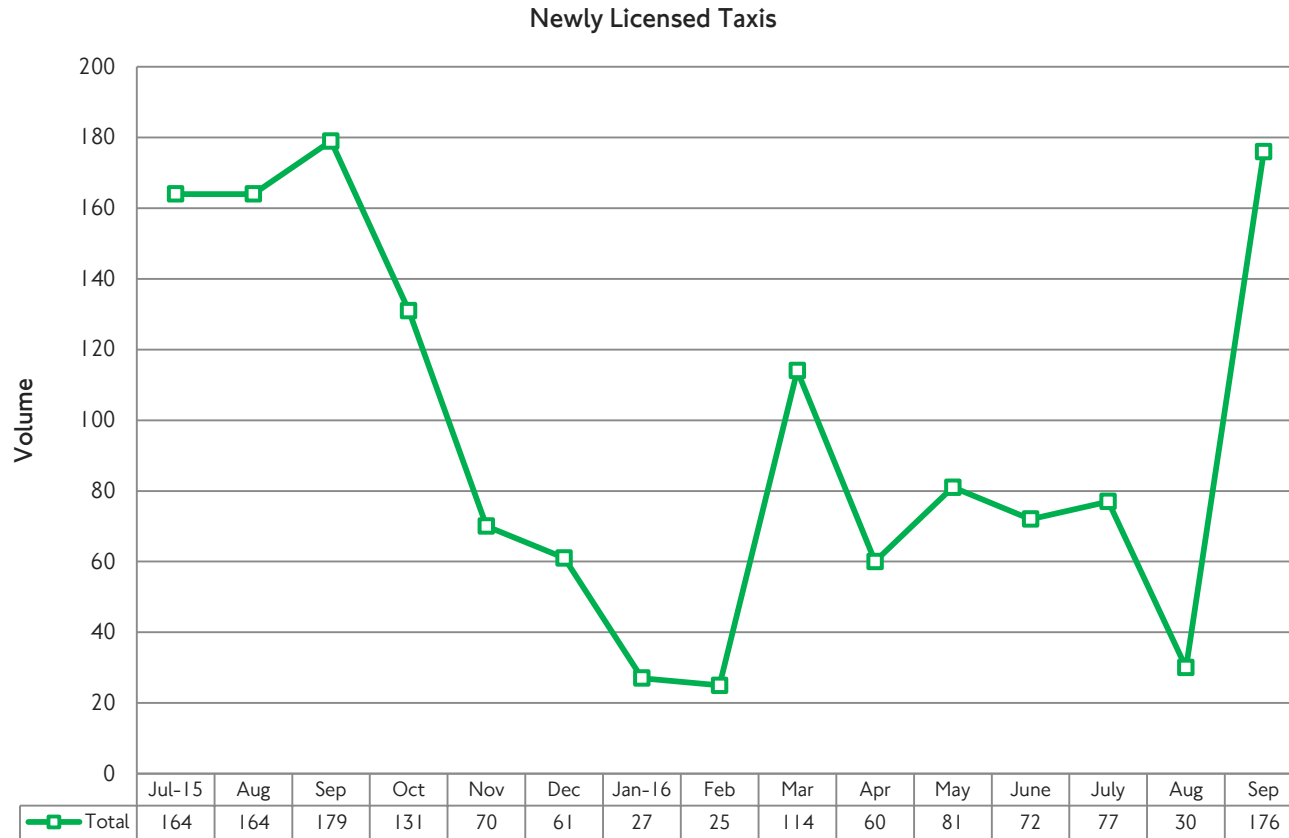


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Newly Registered Taxis

- 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
- September has shown an increase in new vehicles which is due to the new registration plate
- The Euro 6 Vito taxi is in development and is expected to be available later in the year



Compliance & Enforcement update



Compliance Update

Recruitment key highlights and update:

- Project team in place
- Structure and shifts agreed
- First adverts for entry level officers now live. 3,317 applications after 5 weeks
- Interviews started for Compliance Managers



Compliance Update

Key Highlights and update from Period 6

- Taxi Driver compliance has improved in period 6 from 79% in period 5 to 81.49% in period 6.
- Taxi Vehicle compliance has improved in period 6 from 82.25% in P5 to 86.06% in P6.
- Since 27 June, 7 PHV drivers were confirmed to have no H&R insurance.
- Following changes to regulations, compliance officers are visiting PHV operators to ensure compliance



Compliance Update



Long term objective: Improve roads reliability at major transport hubs

Objective 1: Improve journey time reliability at major transport hubs

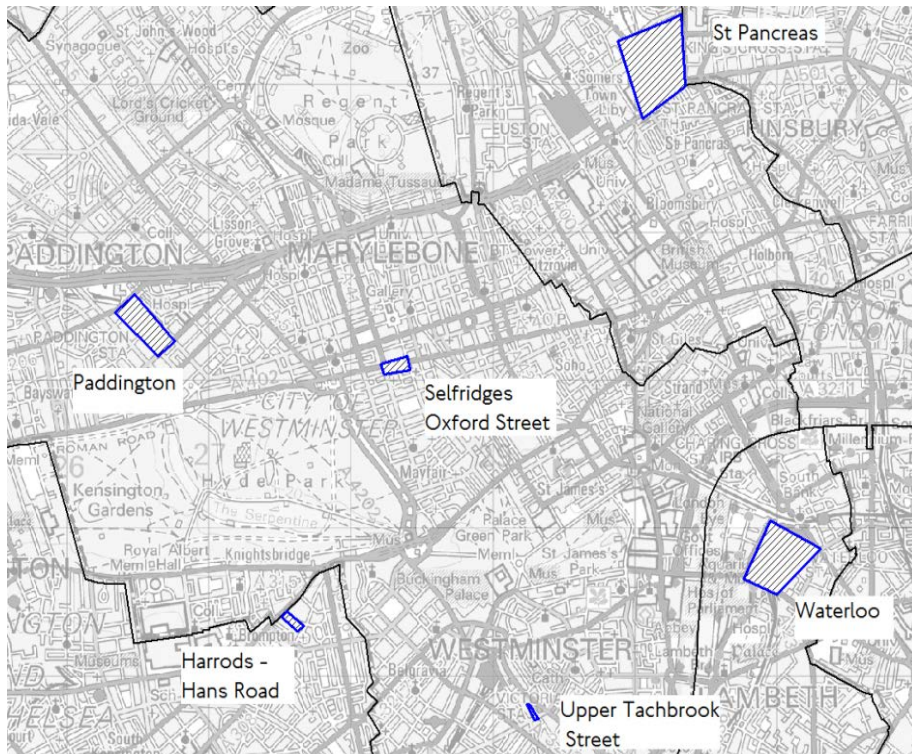
Objective 2: Reduce/ eliminate the issue of PHVs and taxis causing obstructions at identified hotspots

Objective 3: Reduce the numbers of PHVs stopping or waiting in taxi ranks

Objective 4: Reduce the numbers of unattended taxis on working ranks

Objective 5: Improve joint working processes and practices between TPHC and local authorities

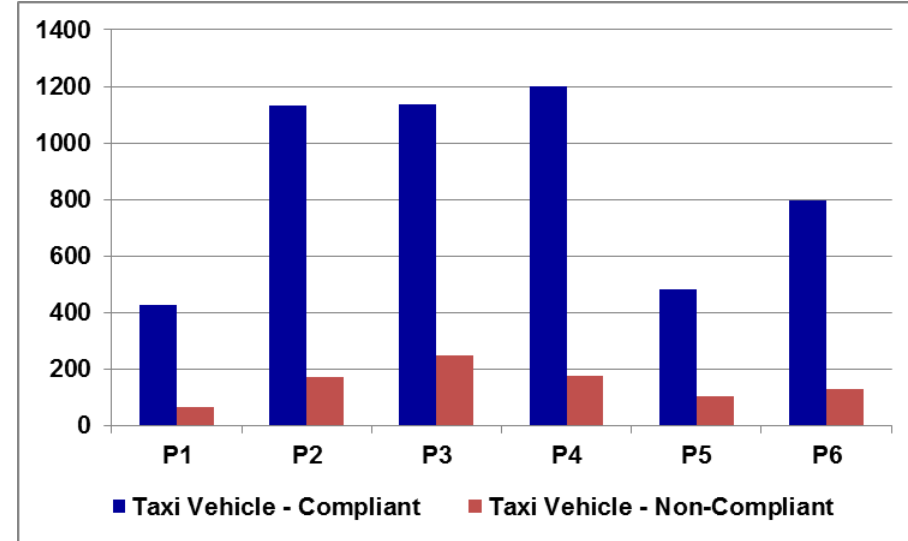
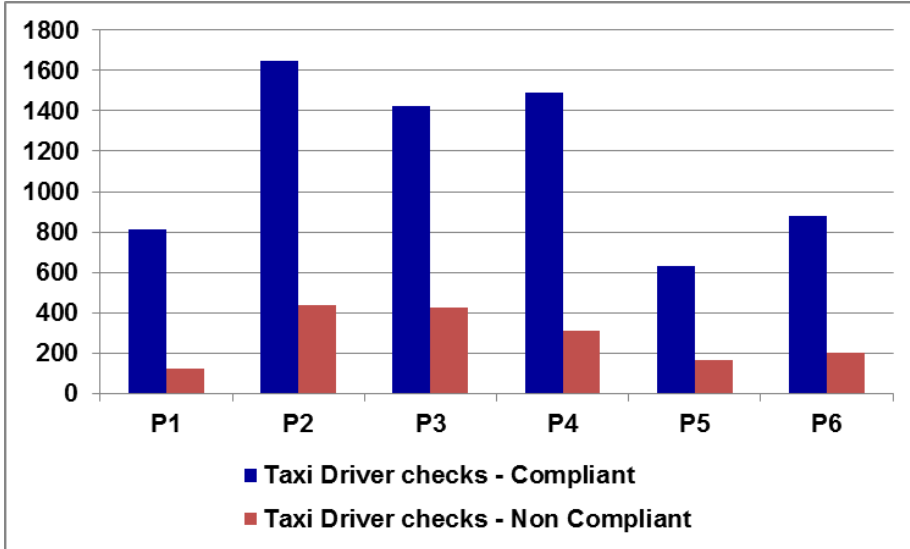
This Operation will start by the end of October 2016



Taxi compliance P1-6

Driver	8549
% Compliant	81%
Vehicle	6071
% Compliant	85%

These are the average figures over six periods – from 1 April to 17 September

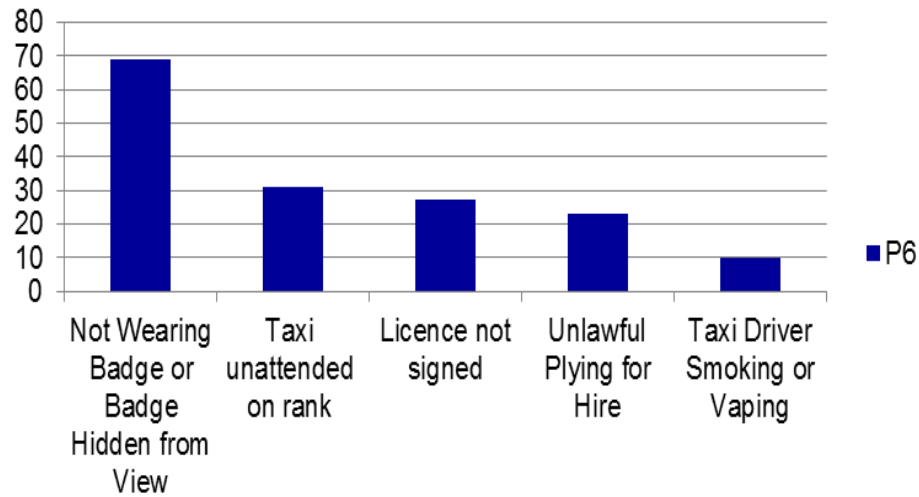


Period 1 – 1-30 April, Period 2 – 1-28 May, Period 3 – 29 May-25 June, Period 4 – 26 June-23 July, Period 5 – 24 July-20 August, Period 6 – 21 August-17 September

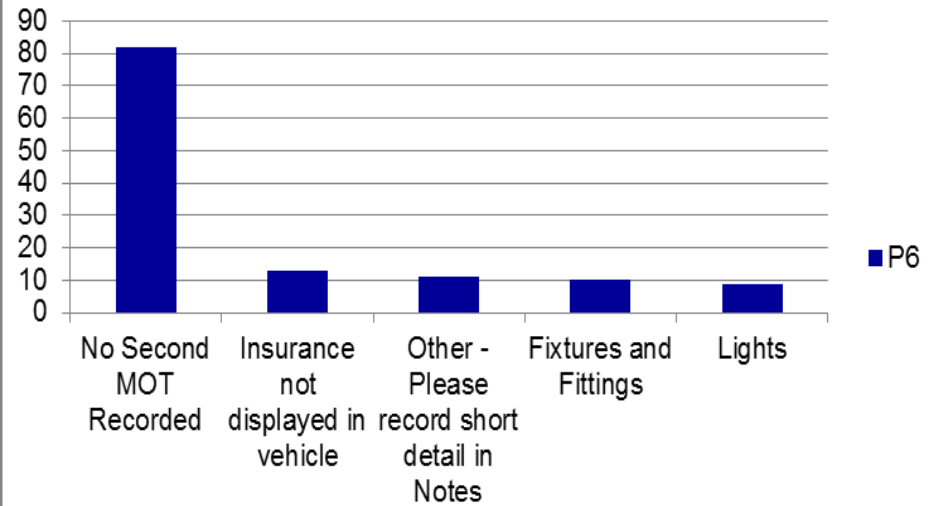


Taxi compliance P1-6

Taxi driver reasons for Non-compliance P6



Taxi Vehicle reasons for Non-compliance P6

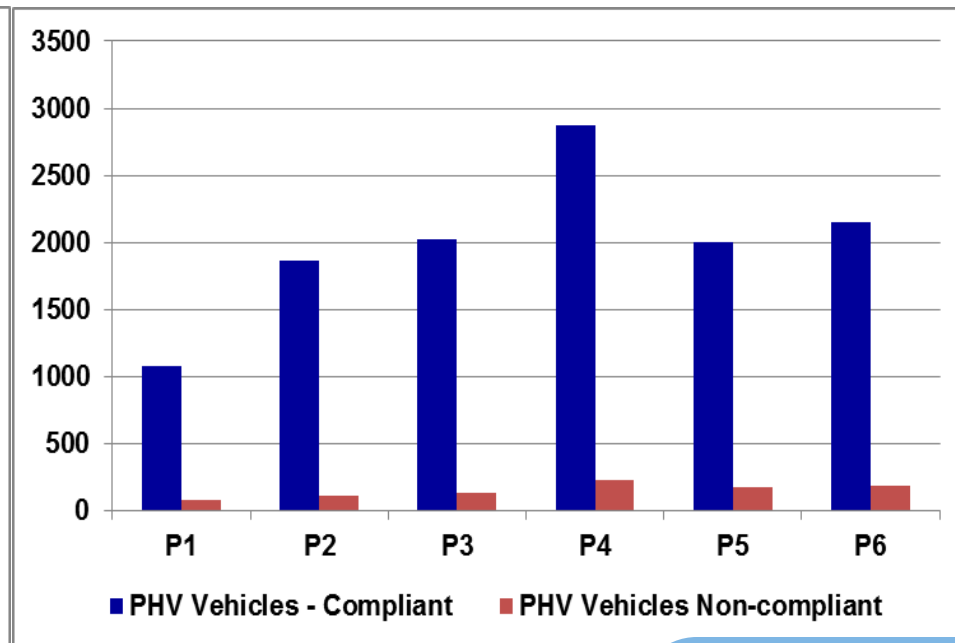
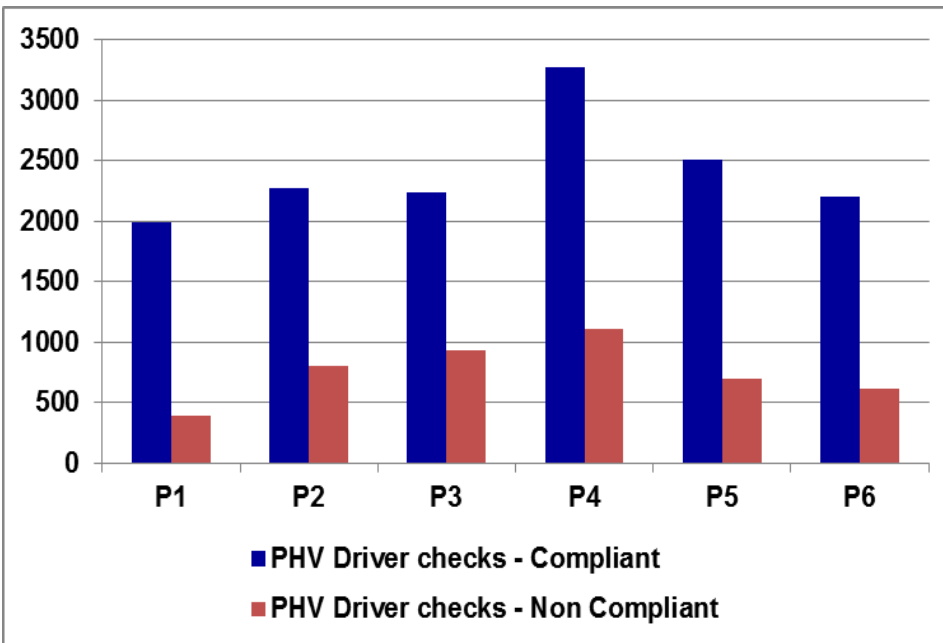


Period 1 – 1-30 April, Period 2 – 1-28 May, Period 3 – 29 May-25 June, Period 4 – 26 June-23 July, Period 5 – 24 July-20 August, Period 6 – 21 August-17 September



PHV Compliance P1 - 6

Driver	19019
% Compliant	76%
Vehicle	12914
% Compliant	93%

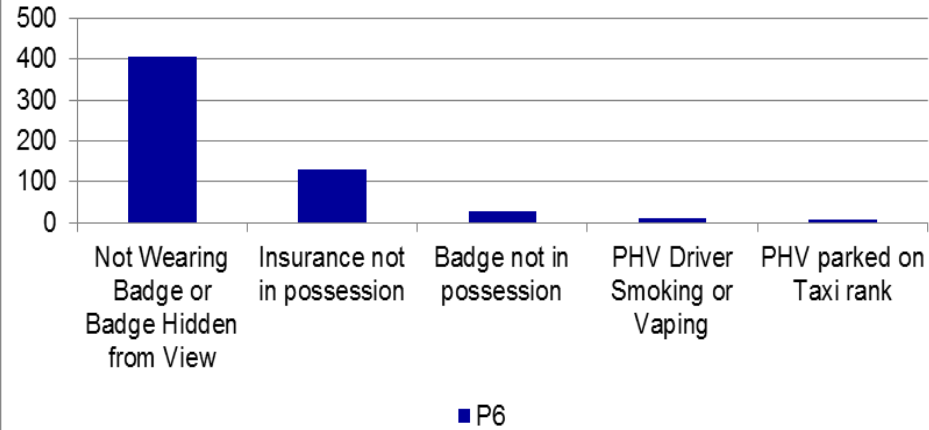


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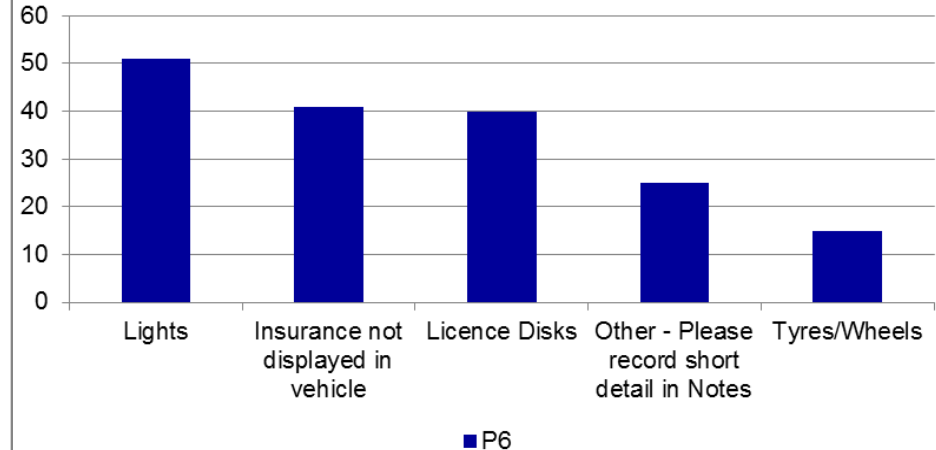


PHV Compliance P6

PHV driver reasons for Non-compliance P6



PHV Vehicle reasons for Non-compliance P6



**Note: Category entitled Insurance not in possession, not available or not current means that at the time inspected, the driver was unable to verify and an MIB check was required.*

Period 6: 21 August–17 September



Total Number of On-Street PHV H&R Insurance Checks P4 – P6

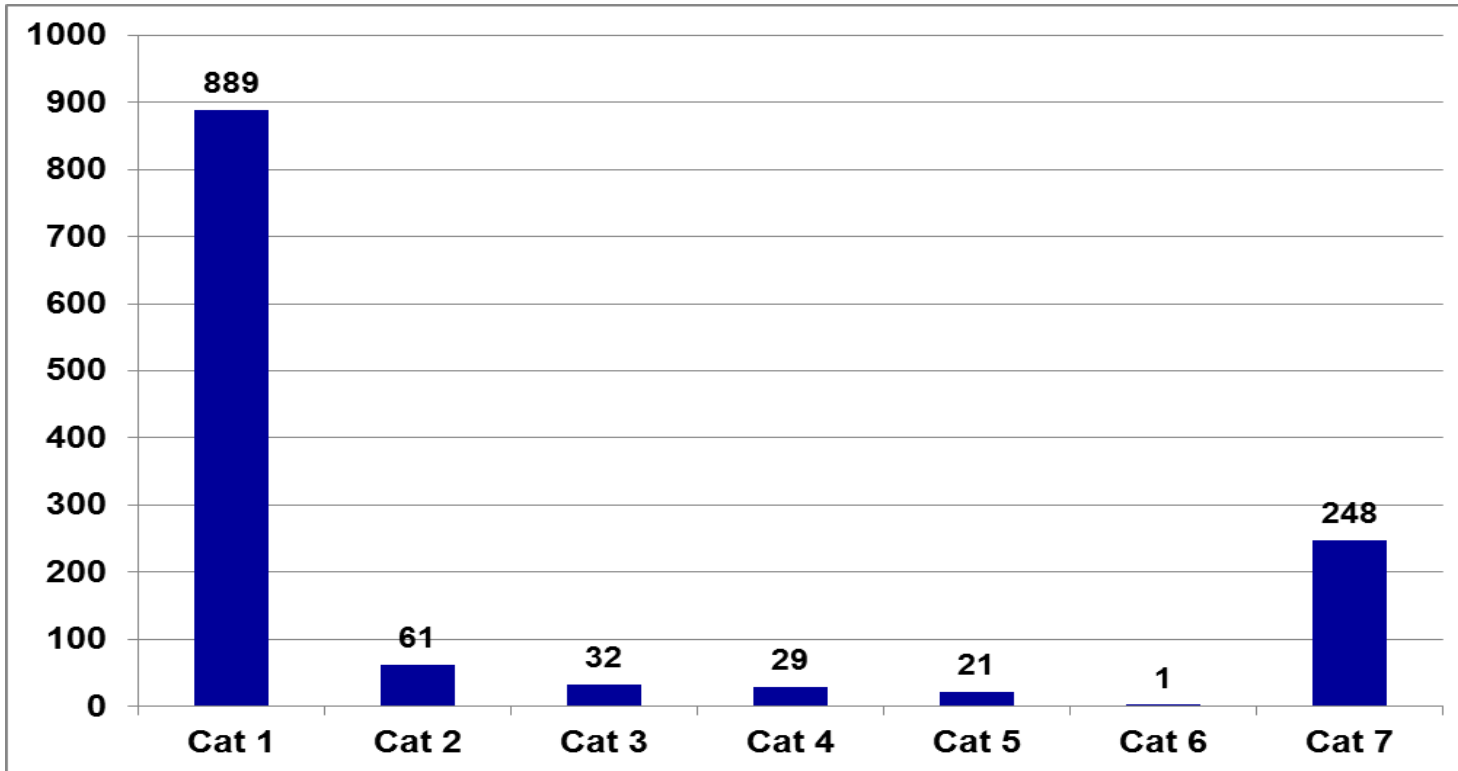
Total number of on street PHV checks P4-P6	Driver Warning Letters Issued for failing to carry HR Insurance Document	Non Compliance rate for drivers not carrying insurance documents with them	Referred to Licensing - Not insured	Non Compliance Rate for drivers with no insurance
11090	322	2.90%	8	0.07%

Period 4 – 26 June–23 July, Period 5 – 24 July–20 August, Period 6–21 August–17 September



PHV Operator Inspections by Category

1 Apr 2016 – 17 Sept 2016

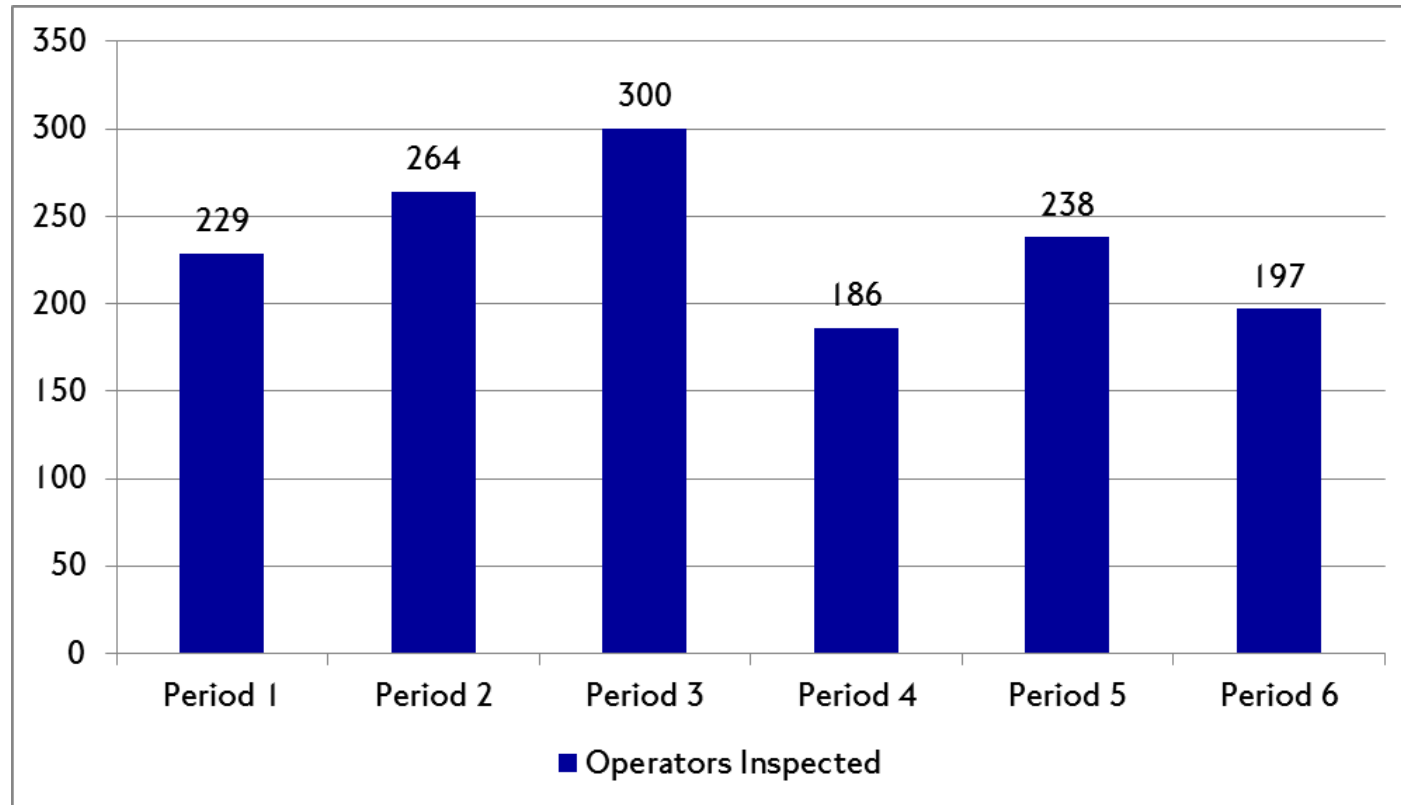


The increase in Category 7 outcomes is due to operators who are no longer at the premise they are licensed for*

Category	Description
1	Fully matches licensing requirements.
2	Matches the majority of licensing requirements with a few minor discrepancies.
3	Matches a majority of licensing requirements, but has some additional omissions.
4	Generally matches the majority of licensing requirements, but has some key additional omissions.
5	Matches a minimum of licensing requirements and has some important omissions.
6	Does Not Match licensing requirements.
7	Does Not Match licensing requirements - serious non-compliant issue.



Number of PHV Operator Inspections by period*



Period 1 – 1-30 April, Period 2 – 1-28 May, Period 3 – 29 May-25 June, Period 4 – 26 June-23 July, Period 5 – 24 July-20 August, Period 6 – 21 August-17 September

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Current periods (1- 6) run from 1 Apr 2016 to 17 Sept 2016

Heathrow Enforcement Results

Heathrow	
Taxis	Apr - Sep 2016
Vehicles inspected	416
Unfit	37
No Badge	16
Badge Not On Display	24
Bill Unsigned	1
Advised	5
No Identifier	0
Identifier Exemption	0
Identifier Displayed Incorrectly	0
No Bill	1
PHV	Apr - Sep 2016
Vehicles inspected	3362
Badge Not On Display	564
Unfit	164
No Badge	24
Advised	10
Offence reported	8

Heathrow is a priority location for TPH and local borough enforcement.



Operation Neon Enforcement Results

NEON Enforcement Results	
	Apr - Sep 2016
PHV drivers advised & moved on	3222
Number of drive offs	1873
Parking ticket issued	1610
PHV drivers reported for not wearing their badge	881
PHV drivers reported for parking on Taxi ranks	411
PHV drivers reported for no badge and stopped from working.	63
Unlicensed drivers	8
Surrendered PHV disc	6
PHV drivers reported for plying / section 2 offences	1
Expired discs	0

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 Globe Results

Trade	Compliance Checks	Non Compliance Reports	Non Compliance Rates
PHV	471	144	31%
Taxi	133	23	17%
Totals	604	167	28%

Non Compliance Category Detail	PHV	Taxi
Not Wearing Badge	101	7
Vehicle Fault (Unfit)	25	8
Defective Roundels	2	
Unauthorised Signage	1	
No 2nd MOT		7
No Insurance Certificate Carried	15	
Using Mobile Phone while driving		1
TOTALS	144	23

Operation Globe:

- 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 CEU for correct levels of insurance. There is 100% compliance after eight operations involving 604 vehicles and drivers.



Operation Cubo Enforcement Results

Cubo	
Taxis	Apr - Sep 2016
Vehicles inspected	66
Advised	12
Unfit	11
Badge Not On Display	8
No Badge	1
No Bill	1
Bill Unsigned	1
No Identifier	0
Identifier Exemption	0
Identifier Displayed Incorrectly	0
PHV	Apr - Sep 2016
Vehicles inspected	492
Badge Not On Display	43
Unfit	28
Advised	20
No Badge	8
Offence reported	3

Op Cubo: This operation is specific to illegal driver and vehicle activity including that of uninsured drivers.



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

Arrests by CEU	1 Apr 2016 to 30 Sept 2016
Touting	52
Plying for Hire	15
Other	99

1 Apr 2016 to 30 Sep 2016						
CEU (Disposals)	Caution	Charged	Bailed	Summons	NFA	To Court/ Other
Touting	2	37	3	9	1	0
Plying for Hire	0	0	0	15	0	0
Other	0	12	44	28	5	10



City of London Police activities

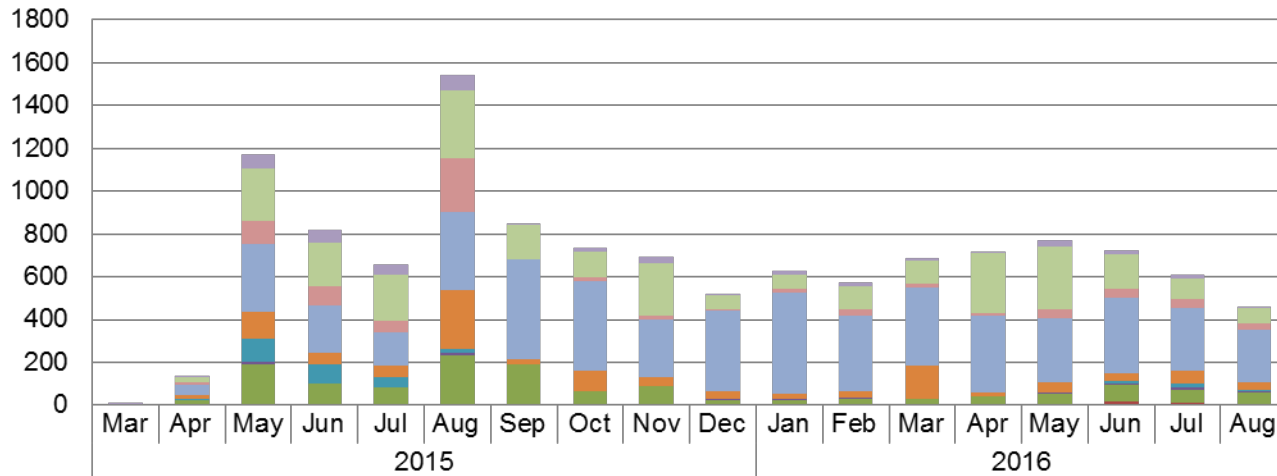
PHV Stopped	Apr to Aug 2015	Apr to Aug 2016	
PHV stopped and checked	1525	1846	
% Non-compliant	27%	30%	
Taxi Stopped	Apr to Aug 2015	Apr to Aug 2016	
Taxis stopped and checked	891	977	
% Non-compliant	32%	37%	
Arrests / summons	Apr to Aug 2015	Apr to Aug 2016	
Touting	18	0	
No Hire & Reward Insurance	4	1	
Vehicles Seized	4	0	
Reported to TfL licensing authority for a decision	21	17	

Current available figures available up to August 2016



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

1 April 2015 – 31 Aug 2016



Intelligence for deployments is a combination of:

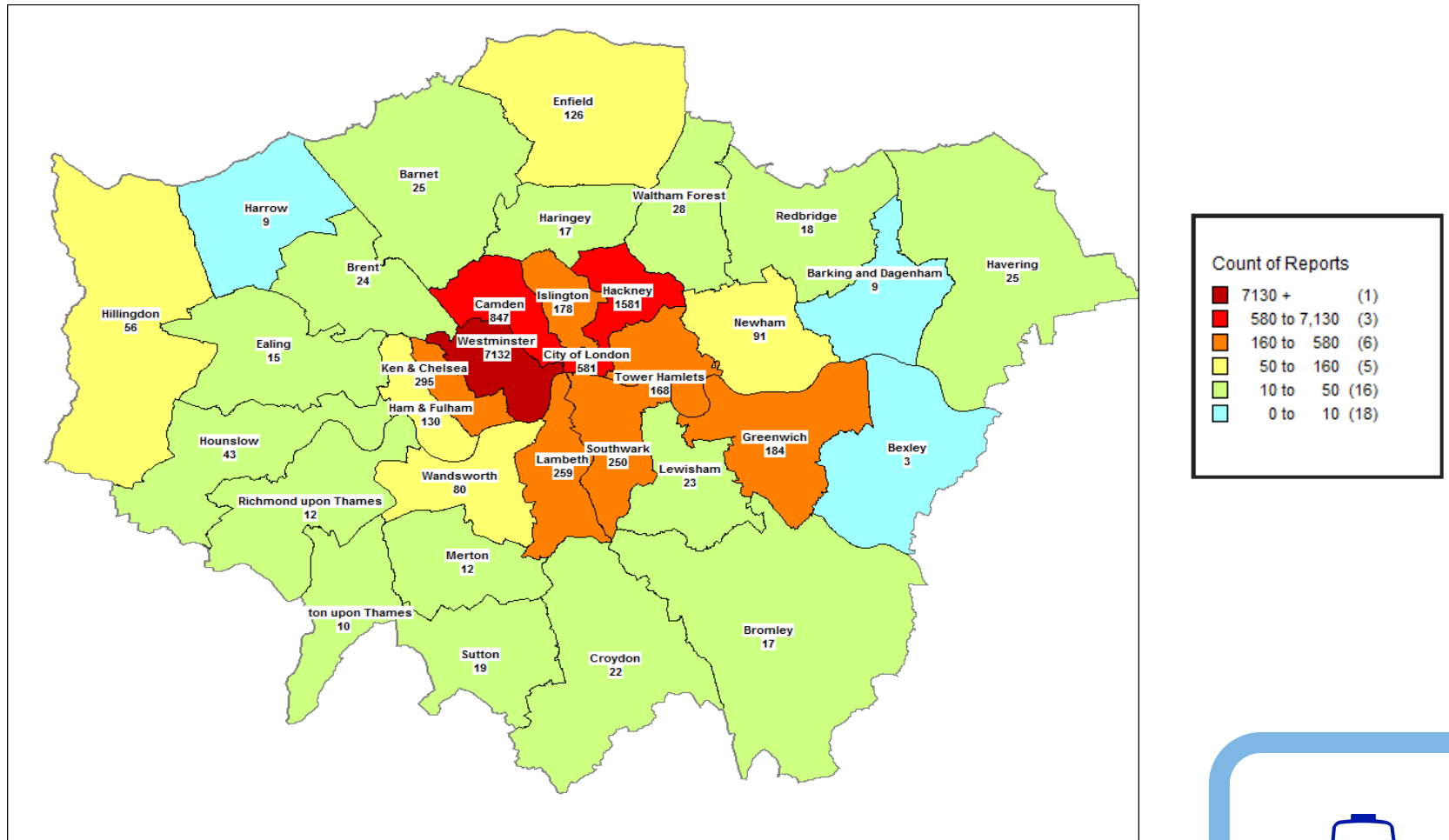
- Staff observations
- Online reporting
- Twitter #TfLtoutreport
- Customer complaints
- Trade information
- Third party reporting (local authorities, etc.)

	2015										2016							
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
TPH Signage	1	7	67	63	47	75	2	18	34	6	17	20	14	5	32	22	14	9
TPH Parking	1	24	248	198	211	315	161	123	246	67	65	108	104	278	290	158	96	71
TPH Identifiers		11	107	91	54	252	4	16	13	8	23	30	21	13	46	42	44	31
TPH Badges		50	318	220	161	365	463	417	273	375	472	350	362	362	299	356	294	241
Touting/ Plying for	1	19	123	58	48	273	25	97	38	39	23	32	157	17	44	36	59	39
Taxi left unattended		3	111	86	48	21					1		1		3	11	19	6
Over ranking		2	8	4	2	12	3	2	1	1	2	4	1		5	7	7	3
Other	2	21	185	97	83	224	189	63	91	26	25	30	25	37	48	74	65	59
Op Zetol						8							2	4	4	19	7	1
Misuse of ranks		2	7	2	1										2	1	2	2



Taxi & Private Hire Intelligence Pan-London

1 April 2015 to 31 Aug 2016



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Ordnance Survey 100035971.

Current available figures are up to August 2016

