

Date: 15 July 2015

Item: Taxi and Private Hire Vehicle Inspection Data

This paper will be considered in public.

1 Summary

1.1 The purpose of this paper is to:

- (a) provide the Panel with an overview of the vehicle inspection process for all London licensed taxi and private hire vehicles; and
- (b) provide an update on the first time pass rate for vehicles presented for inspection following a discussion at Surface Transport Panel on 13 May 2015.

2 Recommendation

2.1 **The Panel is asked to note the paper.**

3 Background

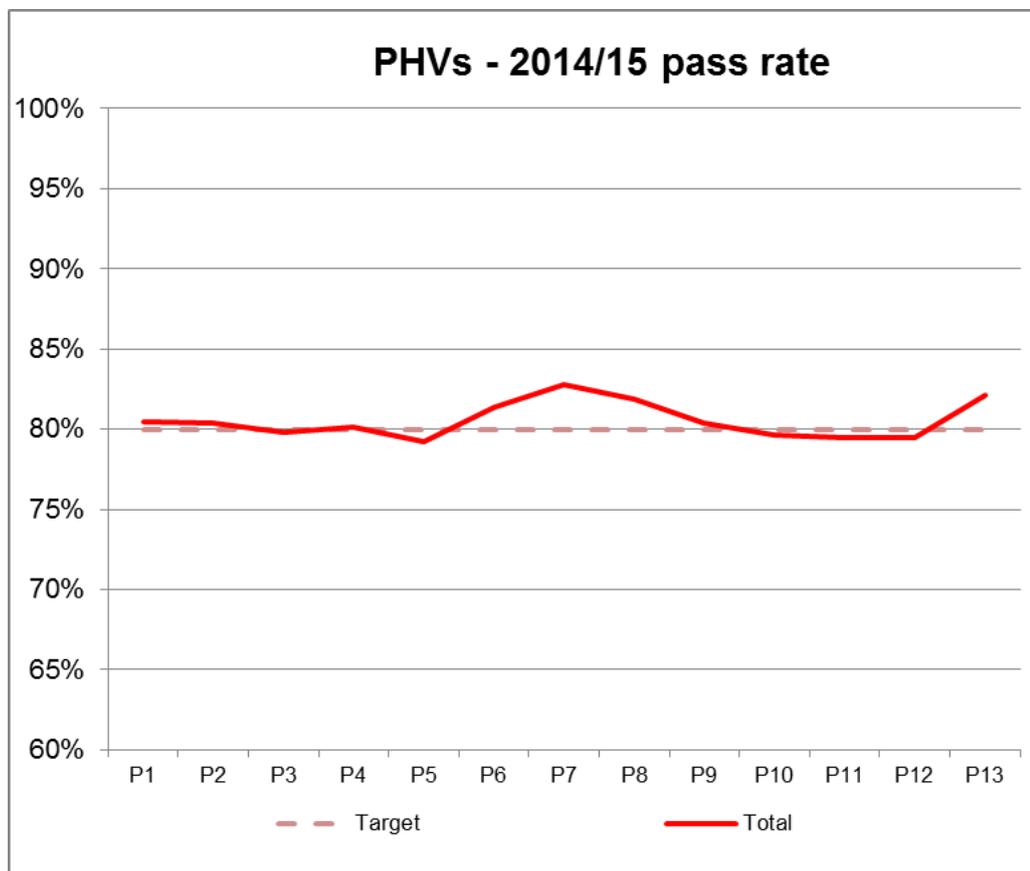
- 3.1 TfL's Taxi and Private Hire (TPH) team in Surface Transport's Service Operations directorate is responsible for the licensing and regulation of taxi and private hire services in London including the licensing of all taxi and private hire drivers, vehicles and private hire operators.
- 3.2 Historically taxi vehicle inspections and licensing was carried out in-house. When private hire vehicle licensing was introduced in 2004, TfL outsourced both the licensing and vehicle inspections to an external service provider. Following the success of this outsourcing for private hire vehicles, taxi vehicle licensing was also subsequently outsourced. The service provider currently responsible for delivering the vehicle inspections and licensing contract is NSL Limited who also provide a contact centre to book vehicle inspections. The contract with NSL went live in February 2013 and six vehicle inspection centres are available across the London area to deliver vehicle inspections within five days of an appointment being requested.
- 3.3 Until February 2013 the first time pass rate for taxis was typically 50 per cent, the high proportion of failures mainly due to mechanical issues. By contrast, the first time pass rate for private hire vehicles has remained consistent at around 80 per cent since licensing was introduced.
- 3.4 In February 2013, as part of the Mayor's Air Quality Strategy, the process for taxi vehicle inspections was changed to mirror the process in place for private hire

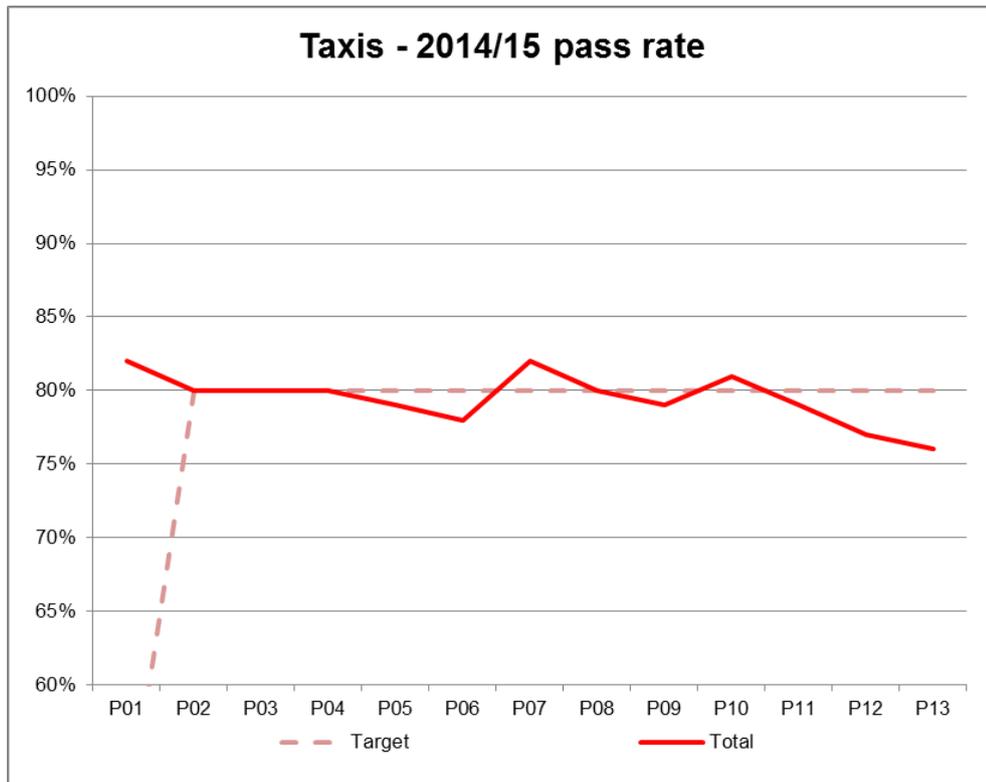
vehicles. All vehicles, whether taxi or private hire, are now required to undergo two MOTs per annum as well as the TfL specific licensing inspection. As a result, the first time pass rate for taxis has now increased to around 80 per cent of all vehicles presented for annual inspection.

- 3.5 TfL has previously visited larger fleet owners and held on site meetings with trade representatives discussing common mistakes, and asked that they publish details of common issues in their magazines. TfL has developed electronic links with the Vehicle and Operator Services Agency (VOSA) to remotely check MOTs and the Motor Insurance Bureau (MIB) to assist verification of vehicle insurance.
- 3.6 As part of the ongoing modernisation of the licensing service, we have recently introduced a mobile inspection unit. This enables owners of large taxi and private hire fleets to book vehicle inspections for multiple vehicles to take place at their premises which removes the need for a vehicle to be taken to an inspection centre.
- 3.7 A new online vehicle inspection booking system is also in development.

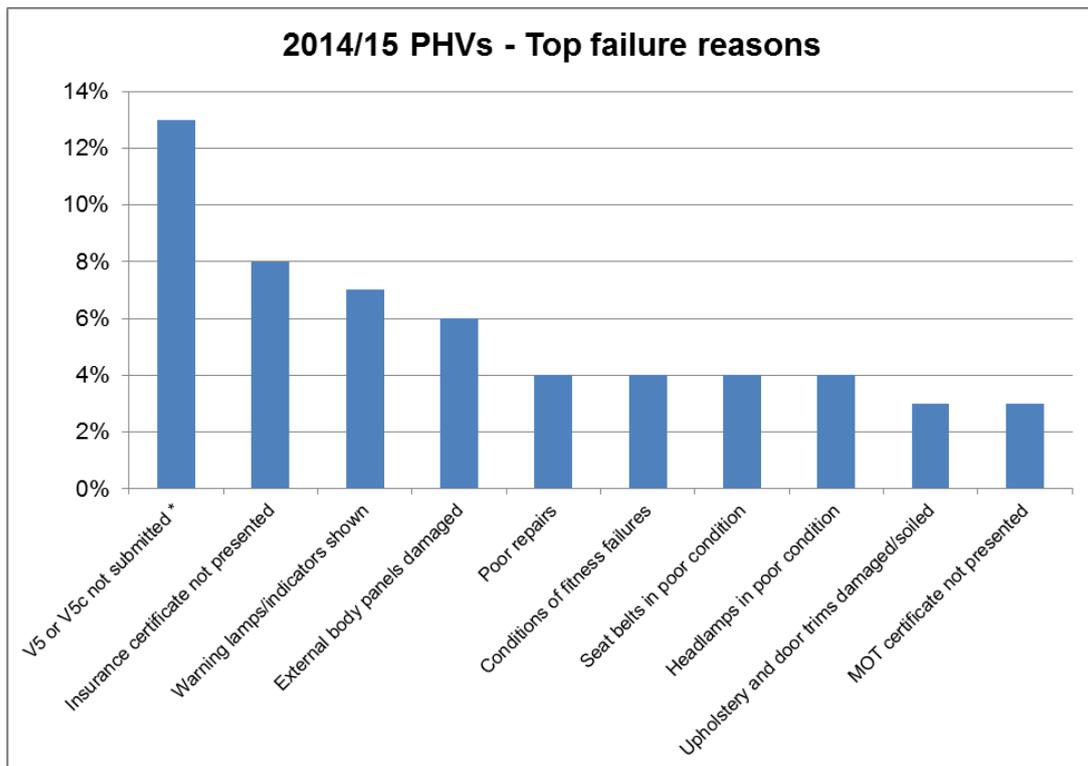
4 Vehicle Pass Rate Data

- 4.1 The charts below illustrate the pass rates of inspections undertaken in 2014/15 where the average pass mark is 80 per cent.

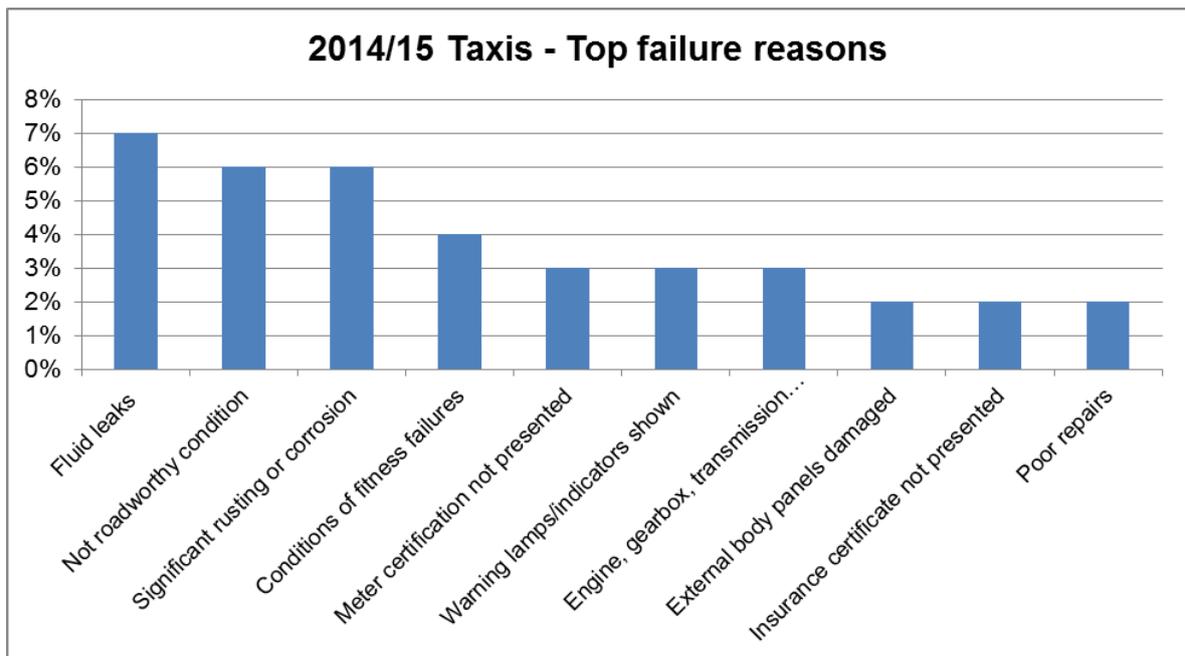




4.2 The charts below detail the main reasons for failure for both taxis and private hire vehicles. Other minor reasons exist but represent very small percentages and are thus not shown on this chart.



*V5/VC5 Vehicle Registration Certificate



5 Next Steps

5.1 To raise awareness across the trade, TfL will:

- (a) place first time pass rates as an agenda item at the next quarterly Licensing, Compliance and Enforcement meetings which are held with the taxi and private hire trade representatives;
- (b) consider what licensing incentives can be made to increase pass rates and discuss these at the Licensing, Compliance and Enforcement meetings; and
- (c) use the soon to be launched e-magazine to convey taxi and private hire inspection data.

List of appendices to this paper:

None

List of Background Papers:

None

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