

Regulatory Committee

1.15 pm, Monday, 8 January 2018

Taxi Examination Centre – Performance Update

Item number	6.1
Report number	
Executive/routine	Executive
Wards	All
Council Commitments	

Executive Summary

This report provides the Committee with an updated performance report on pass and failure rates in respect of vehicle inspections which form part of the application process for taxi and private hire car licences and renewals.

Taxi Examination Centre – Performance Update

Recommendations

- 1.1 It is recommended that the Regulatory Committee:
 - 1.1.1 notes the content of this report and;
 - 1.1.2 notes the measures outlined in paragraphs 3.8 to 3.16; and
 - 1.1.3 directs the Executive Director of Place to consult with the trade on these and report back to the Committee in one cycle.

Background

- 2.1 The Council, as the licensing authority under the Civic Government (Scotland) Act 1982, has a duty to ensure that taxis and private hire cars (PHCs) are safe, roadworthy and fit for purpose. Both taxis and PHCs are required to be inspected upon application for new licences or renewal of existing licences. New vehicles (intended to replace an existing licensed vehicle) are also required to be inspected. In addition, licensed vehicles may be subject to spot checks or called in for ad-hoc inspections, as required by Police or Council Officers.
- 2.2 The testing of taxis and PHCs is carried out at the Council's test facility, the Taxi Examination Centre (TEC) operated by Fleet Services at the Murrayburn Road Council Depot. The TEC also carries out similar examination and enforcement functions for both West Lothian and Midlothian Councils.
- 2.3 The TEC was formerly managed and operated on behalf of the Council by Police Scotland. Following a decision by the Regulatory Committee at its meeting of 4 April 2014, the service transferred from Police Scotland to in-house delivery on 1 November 2014.
- 2.4 The Regulatory Committee last received a report on 17 February 2017 which provided performance data for the period spanning December 2016 - June 2016.
- 2.5 Members of the Committee have been given an opportunity to see the operation of facility first hand.

Main report

- 3.1 A comparison of information on the key measures between April 2016 - March 2017 and April 2017 - September 2017, provided by the TEC, is noted in the table below.

Measure	April 2016 - March 2017	April 2017 - September 2017
Council-licensed vehicles tested passing first time	65% (overall pass rate 66%)	56% (overall pass rate 66%)
Red labels issued	71	45
Red labels issued (taxis)	55	28
Red labels issued (PHCs)	16	17
Appointments missed	150 (equates to 224 lost hours)	128 (equates to 256 lost hours)
Tests abandoned due to poor vehicle condition	68 (equates to 136 lost hours)	50 (equates to 100 lost hours)

- The national average pass rate for MOTs is currently circa 70% for Class III and IV vehicles (statistics available on DVSA website).
 - ‘Red labels’ are prohibition notices banning the use of the vehicle for hire.
- 3.2 Analysis of the faults leading to a failed inspection all relate to serious defects which normally create safety issues. These include defects in bodywork, driver’s view, driving controls, brakes, steering, lights, tyres, seat belts, suspension and wheels.
- 3.3 Detailed performance data is attached at Appendix 1.
- 3.4 During 2016/17 pressure increased on waiting time at the TEC for new vehicles to be inspected. This resulted from:
- an increase in the number of PHC licence applications and vehicles submitted for inspection, and;
 - a high initial failure rate leading to re-inspections.
- 3.5 A number of measures have been implemented to address the increased demand at the TEC including:
- Installation of a replacement an inspection ramp (1 of 3 ramps). Older ramps require two examiners to operate safely. This new ramp can be operated by a single vehicle examiner, thereby leading to efficiencies in time.

- 3.6 Additional space capacity within the Murrayburn Road Depot has been secured to accommodate two additional vehicle inspection ramps which are now installed and will create to increased capacity. The timeline for this process was accelerated as much as possible while still complying with the statutory framework. The two additional ramps have been installed but are not yet operational due to technical IT issues. These are being addressed urgently by the Council's IT partners, CGI, and the ramps are expected to be in use by the end of January 2018.

Measures to address backlog; improve TEC efficiency and; improve vehicle safety

- 3.7 Work is ongoing to identify action which could be taken to further reduce the number of vehicles failing when presented for annual test. A culture exists amongst some operators of submitting vehicles for test and thereafter remedying the faults identified in the test. This practise needs to be addressed as maintenance should be carried out on an ongoing basis and vehicles presented for test in a compliant condition. A range of options have been identified and are set out in paragraphs 3.8 to 3.16.
- 3.8 Work is underway to review and increase the staffing resource at the TEC to reflect the increased volume of vehicle licence applications and increased fleet size. This would allow capacity to increase enforcement activity at street level.
- 3.9 Currently the TEC offers a retest within 10 days for vehicles failing inspection however, this inevitably contributes to the workload and to the waiting times for other applicants to be offered a test date. Where a retest takes place within 10 days, provided the reason for failure falls within a range of defined defects, the retest does not currently incur any additional charge. However, the regulations governing MOT testing by Designated Council's permit a retest fee of up to maximum of half of the original MOT part of the test fee. In the case of taxis and PHCs this would be £27.43. It is proposed to consider the applying this charge to retests.
- 3.10 For minor defects, the guidance issued in respect of MOT testing stations by the Vehicle and Operator Services Agency, permits a process known as 'pass after rectification' where such defects may be rectified within one hour after the test but before recording the results. The TEC would continue to offer this facility to allow vehicles with minor defaults to be retested. This would facilitate retesting of vehicles which had, for example, a blown bulb which had occurred immediately prior to the test taking place or other similar minor defect. In these circumstances, no fee would be levied.
- 3.11 The TEC currently offers test dates for new applications at the earliest opportunity. In the case of licence renewal applications the licence holder is advised of the test date 11 months in advance (at the time of the previous compliance inspection) and a reminder is sent to the licence holder one month in advance of that date. This is to assist the licence holder and to enable the TEC to manage resources in an efficient manner. Failure by applicants to keep appointments, and accommodating retests within 10 days, impacts upon the efficient use of

resources and adversely affects the TEC's ability to offer test dates to other applicants.

- 3.12 In order to more efficiently manage test appointments, arrangements could be made to prioritise retests for vehicles which fail due to safety concerns. Where a vehicle is presented for test in an unsafe condition, it will be taken out of service until it has been repaired and satisfactorily retested. Where a vehicle fails a test and its current compliance certificate expires before the date of retest, the licence holder would require to take the vehicle out of service until it has been retested and a valid compliance certificate issued. These measures would have the effect of discouraging applicants from presenting vehicles for test in a non-compliant condition as outlined at paragraph 3.6 above.
- 3.13 There will inevitably be circumstances where, for good reason, a test date cannot be kept and, where a short notice cancellation occurs, which may create capacity to offer retests at short notice without compromising other planned inspections.
- 3.14 Once the additional ramps referred to in paragraph 3.5 above are operational, and capacity to inspect vehicles has increased, a further proposal may be to introduce risk based inspections in respect of licence holders whose vehicles have poor records of maintenance, are identified as having serious defects at inspection or are presented in an unsafe condition for inspection. Vehicles falling into these categories will be subject to re-inspection after six months and liable to be recalled for inspection at any time within terms of conditions 3 and 56 of the licence conditions in respect of taxis and PHCs respectively – i.e. at any time on two day's notice.
- 3.15 Licence holders whose vehicles are habitually found to be defective, and who have failed to engage with officers to improve the condition and management of their vehicles, may be reported to the Licensing Sub-Committee with a recommendation to refuse the renewal of their licence, or to suspend the licence until the licence holder has undertaken the appropriate steps to remedy the issue. In more serious cases, the recommendation may be to revoke the relevant licence.
- 3.16 If these measures are supported by the Committee, officers will engage with the trade representatives via the Hire Car consultation Group (HCCG).
- 3.17 Trade representatives attending meetings of the HCCG have previously expressed to elected members and to Council officers support within the trade for the Council to take effective enforcement action in regard to taxi and PHC licence holders who are in breach of the conditions of licence.

Measures of success

- 4.1 That the Council discharges its duties in terms of licensing and provides a robust and secure facility for inspecting taxis and PHCs.

- 4.2 That service users of the facility will continue to be provided with a high level of service.
- 4.3 That the standards of vehicles presented for inspection can be monitored and driven up, reducing the need for vehicle retests.

Financial impact

- 5.1 The costs of the TEC are paid for by fees generated by taxi and PHC licence applications to the Council. West Lothian Council and Midlothian Council are charged respectively for the work undertaken on their behalf.

Risk, policy, compliance and governance impact

- 6.1 Taxis and PHCs are tested to MoT standard, and inspected to ensure compliance with any relevant conditions of licence.

Equalities impact

- 7.1 There is no equalities impact arising from this report.

Sustainability impact

- 8.1 The TEC is an Approved MoT Testing Centre and all licensed vehicles are tested to MoT standards, irrespective of age and including emissions testing where applicable. The licensed fleets between new registration and three years old are therefore more rigorously tested and controlled than private vehicles.

Consultation and engagement

- 9.1 None.

Background reading/external references

- 10.1 [Regulatory Committee – 24 June 2016](#) - item 6.3
- 10.2 [Regulatory Committee – 17 February 2017](#) - item 6.2

Paul Lawrence

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Appendices

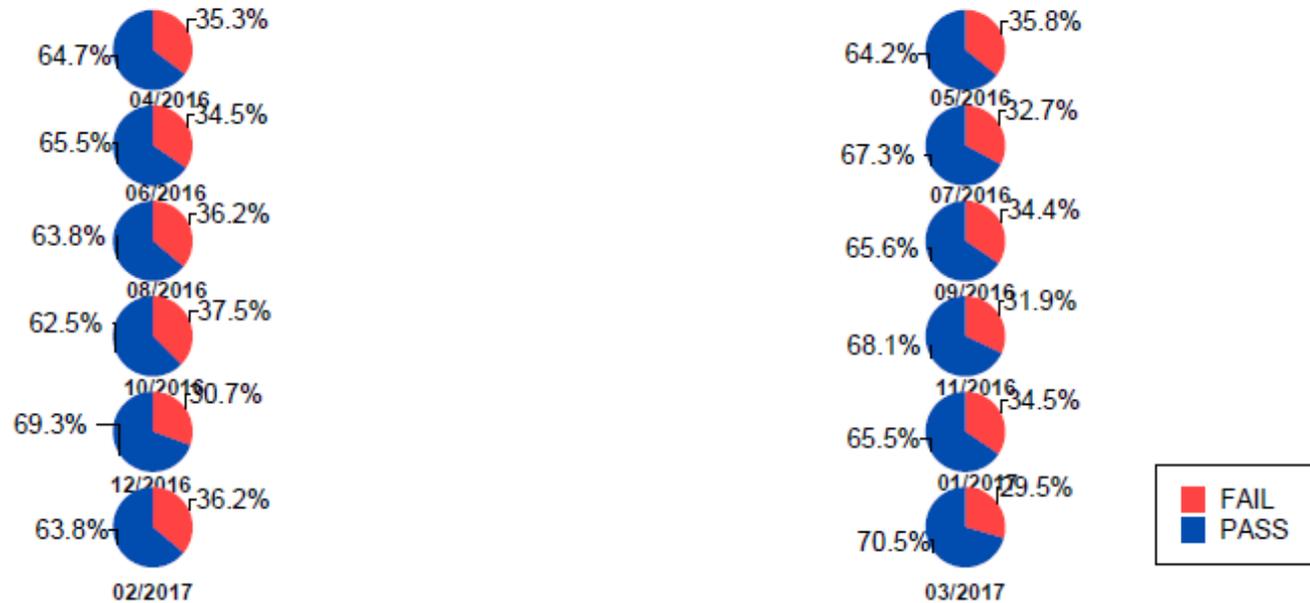
- 11.1 Key Performance Indicators Report April 2016 - March 2017
- 11.2 Key Performance Indicators Report April 2017 – September 2017

Appendix 1 – Taxi Examination Centre

Key Performance Indicators Report April 2016 - March 2017

Taxi Examination Centre Performance Indicators

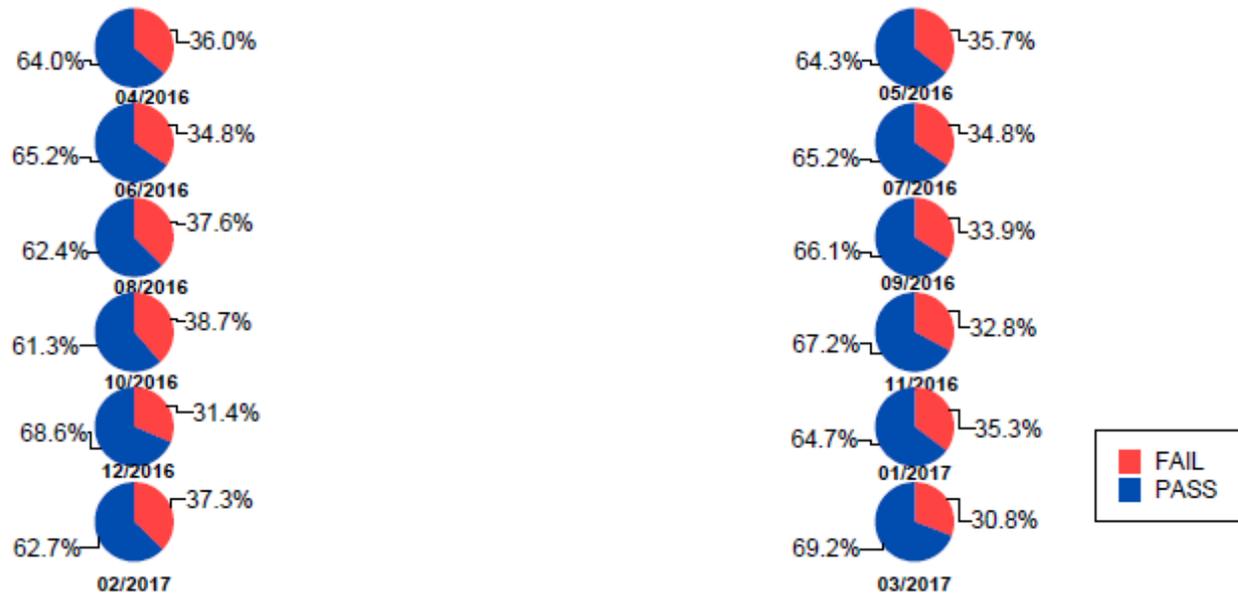
Combined Pass Rate All Authorities



	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
FAIL	35%	36%	35%	33%	36%	34%	38%	32%	31%	35%	36%	30%	34%
No Of Vehicles	187	202	184	156	198	192	210	210	170	175	201	195	2,280
PASS	65%	64%	65%	67%	64%	66%	63%	68%	69%	65%	64%	70%	66%
No Of Vehicles	343	363	349	321	349	366	350	448	384	332	355	465	4,425
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No Of Vehicles	530	565	533	477	547	558	560	658	554	507	556	660	6,705

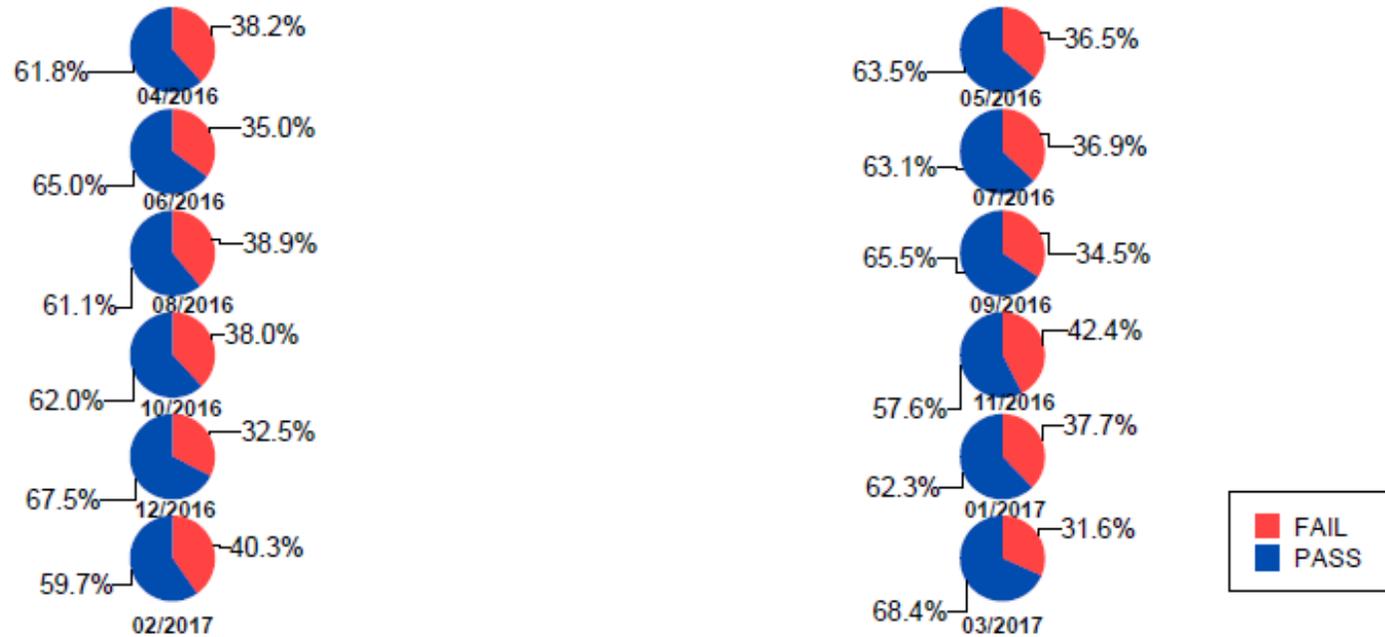
City of Edinburgh Council

Combined Pass Rate All Vehicles



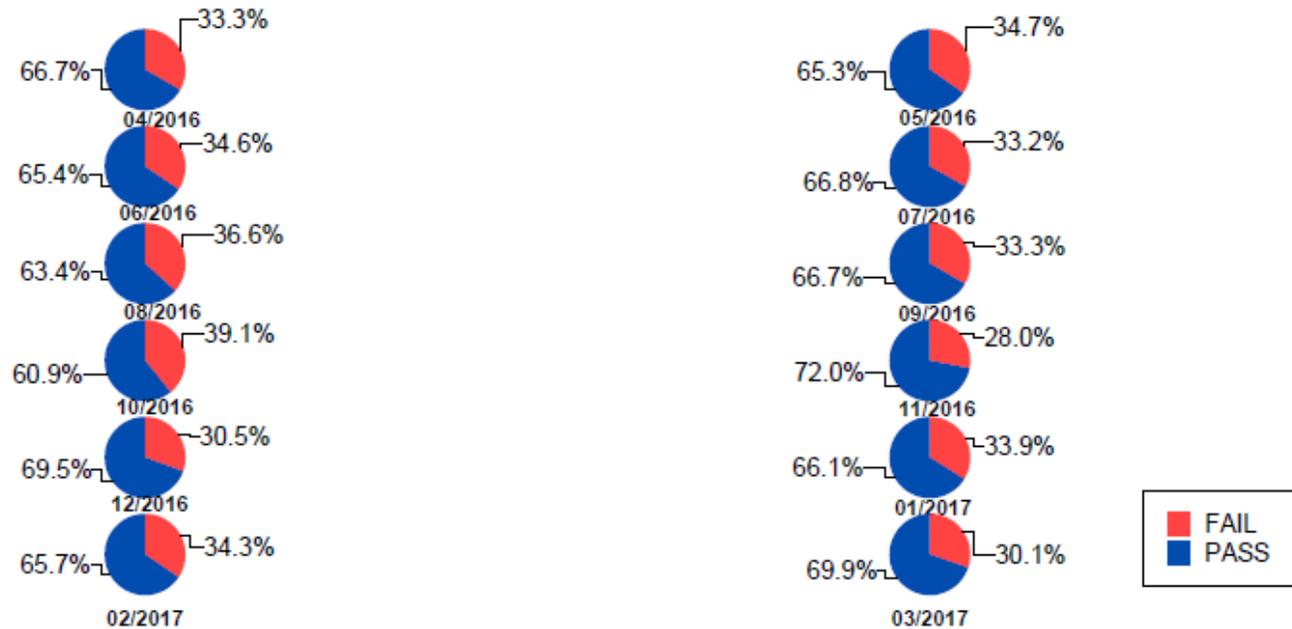
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
FAIL	36%	36%	35%	35%	38%	34%	30%	33%	31%	35%	37%	31%	35%
No Of Vehicles	149	167	153	135	172	152	184	169	145	153	177	176	1,932
PASS	64%	64%	65%	65%	62%	66%	61%	67%	69%	65%	63%	69%	65%
No Of Vehicles	265	301	287	253	286	297	292	346	317	281	298	396	3,619
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No Of Vehicles	414	468	440	388	458	449	476	515	462	434	475	572	5,551

City of Edinburgh Council Combined Pass Rate - Taxi



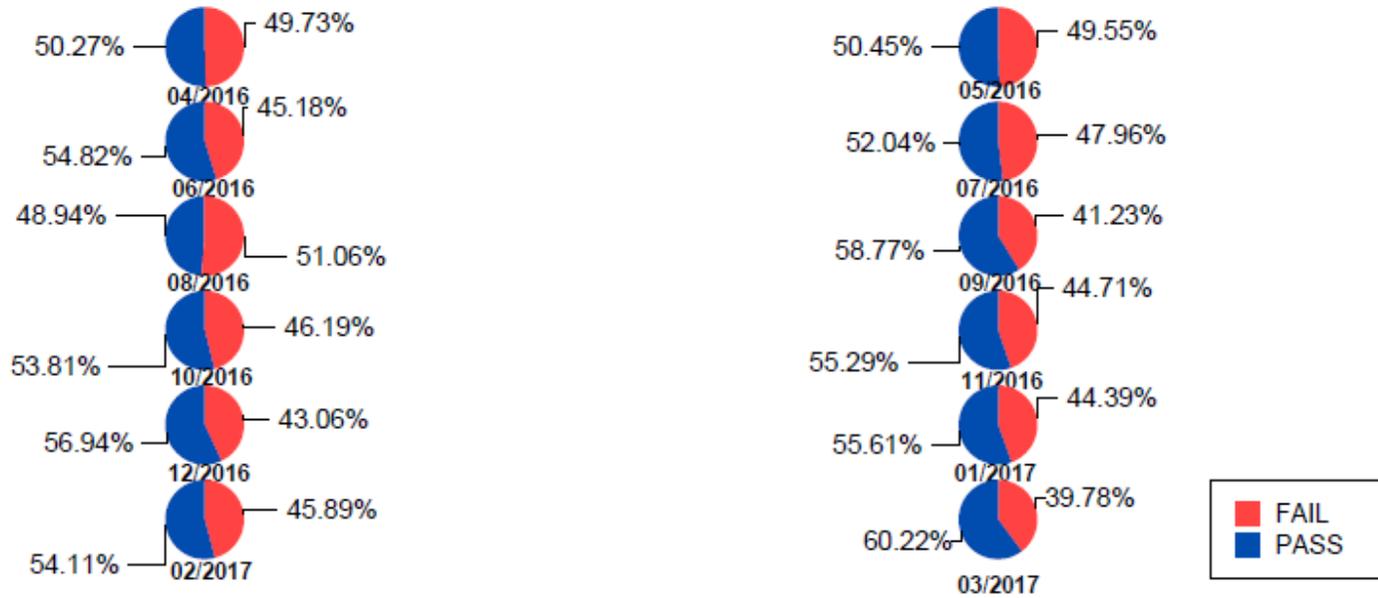
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
FAIL	38%	37%	35%	37%	39%	34%	38%	42%	33%	38%	40%	32%	37%
No Of Vehicles	86	92	70	62	72	71	76	73	65	58	95	75	895
PASS	62%	63%	65%	63%	61%	66%	62%	58%	68%	62%	60%	68%	63%
No Of Vehicles	139	160	130	108	113	135	124	99	135	98	141	162	1,540
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No Of Vehicles	225	252	200	168	185	206	200	172	200	154	236	237	2,435

City of Edinburgh Council Combined Pass Rate - Private Hire Cars



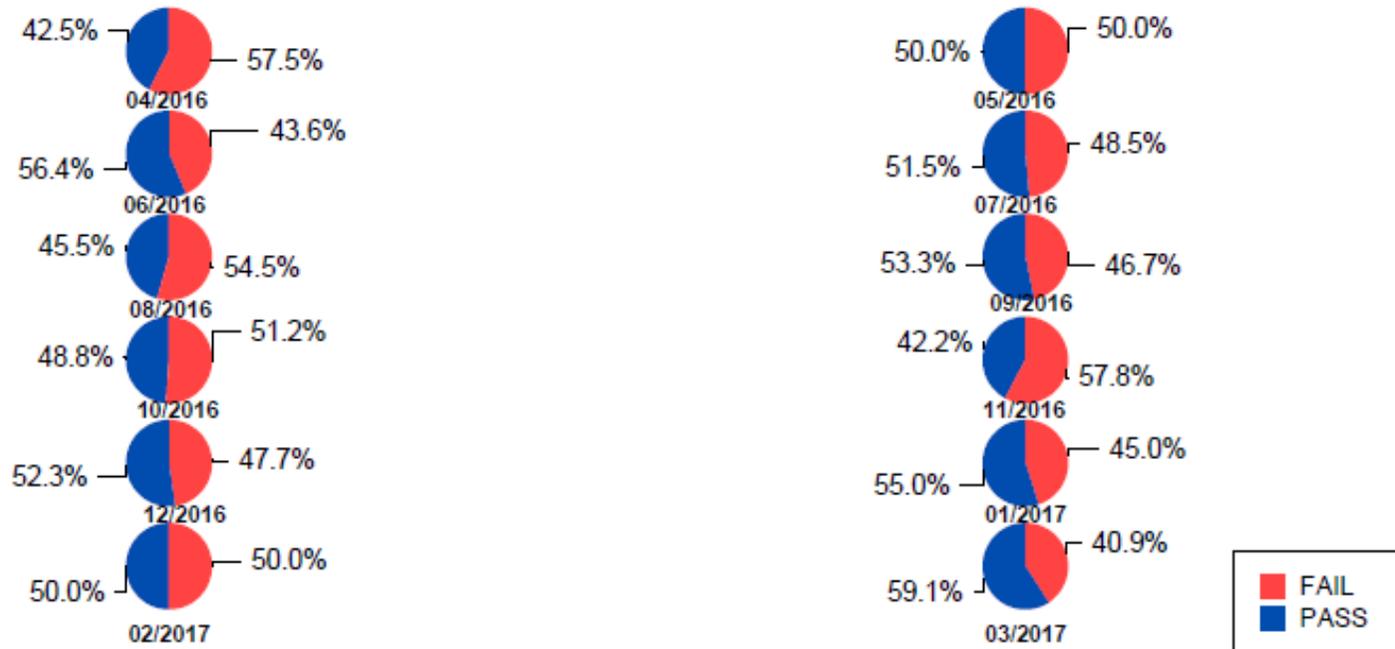
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
FAIL	33%	35%	35%	33%	37%	33%	39%	28%	31%	34%	34%	30%	33%
No Of Vehicles	63	75	83	73	100	81	108	98	80	95	82	101	1,037
PASS	67%	65%	65%	67%	63%	67%	61%	72%	69%	66%	66%	70%	67%
No Of Vehicles	128	141	157	147	173	162	168	247	182	185	157	234	2,079
Total	100%												
No Of Vehicles	189	216	240	220	273	243	276	343	262	280	239	335	3,116

City of Edinburgh Council First Time Pass Rate - All Vehicles



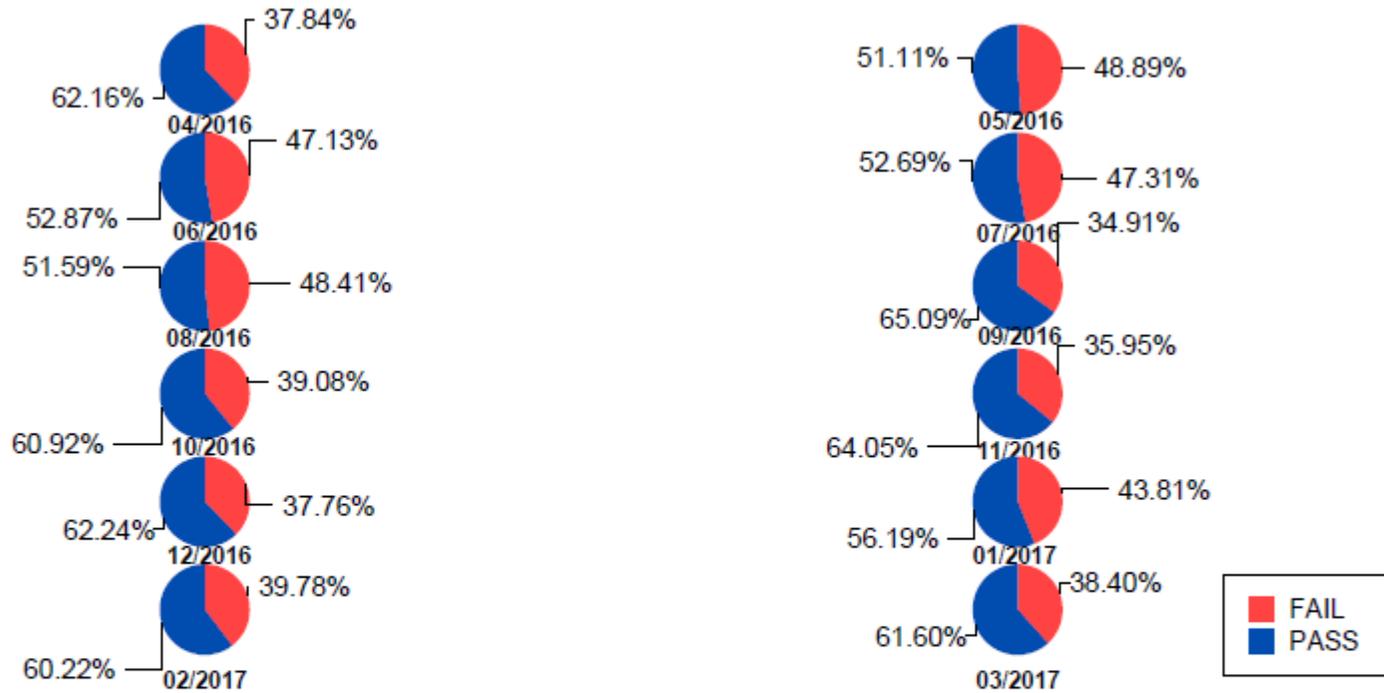
	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Total
FAIL	50%	50%	45%	48%	51%	41%	46%	45%	43%	44%	46%	40%	46%
	93	109	89	94	120	94	97	114	90	95	108	109	1,210
PASS	50%	50%	55%	52%	49%	59%	54%	55%	57%	56%	54%	60%	54%
	94	111	108	102	115	134	113	141	119	119	125	165	1,448
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	187	220	197	196	235	228	210	255	209	214	231	274	2,658

City of Edinburgh Council First Time Pass Rate - Taxi



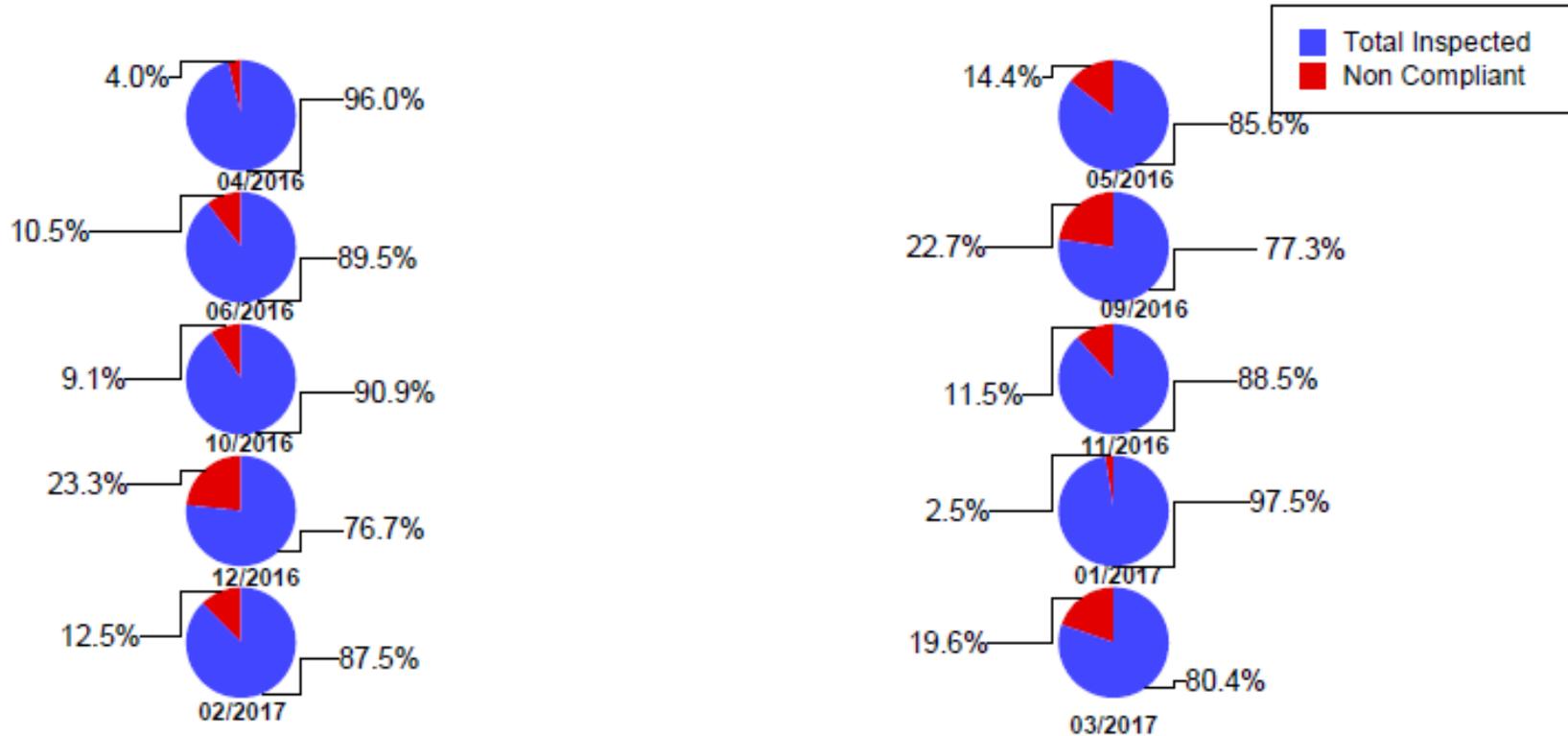
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
FAIL	58% 65	50% 65	44% 48	49% 50	55% 60	47% 57	51% 63	58% 59	48% 53	45% 49	50% 69	41% 61	49% 699
PASS	42% 48	50% 65	56% 62	51% 53	45% 50	53% 65	49% 60	42% 43	52% 58	55% 60	50% 69	59% 88	51% 721
Total	100% 113	100% 130	100% 110	100% 103	100% 110	100% 122	100% 123	100% 102	100% 111	100% 109	100% 138	100% 149	100% 1,420

City of Edinburgh Council First Time Pass Rate - Private Hire Cars



	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Total
FAIL	38%	49%	47%	47%	48%	35%	30%	36%	38%	44%	40%	38%	41%
	28	44	41	44	61	37	34	55	37	46	37	48	512
PASS	62%	51%	53%	53%	52%	65%	61%	64%	62%	56%	60%	62%	59%
	46	46	46	49	65	69	53	98	61	59	56	77	725
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	74	90	87	93	126	106	87	153	98	105	93	125	1,237

City of Edinburgh Council Roadside Enforcement - All Vehicles



	04/2016	05/2016	06/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
Total Inspected	170.00	119.00	51.00	34.00	40.00	23.00	33.00	39.00	63.00	41.00	613.00
Non Compliant	7.00	20.00	6.00	10.00	4.00	3.00	10.00	1.00	9.00	10.00	80.00

City of Edinburgh Red Labels Issued- All Vehicles

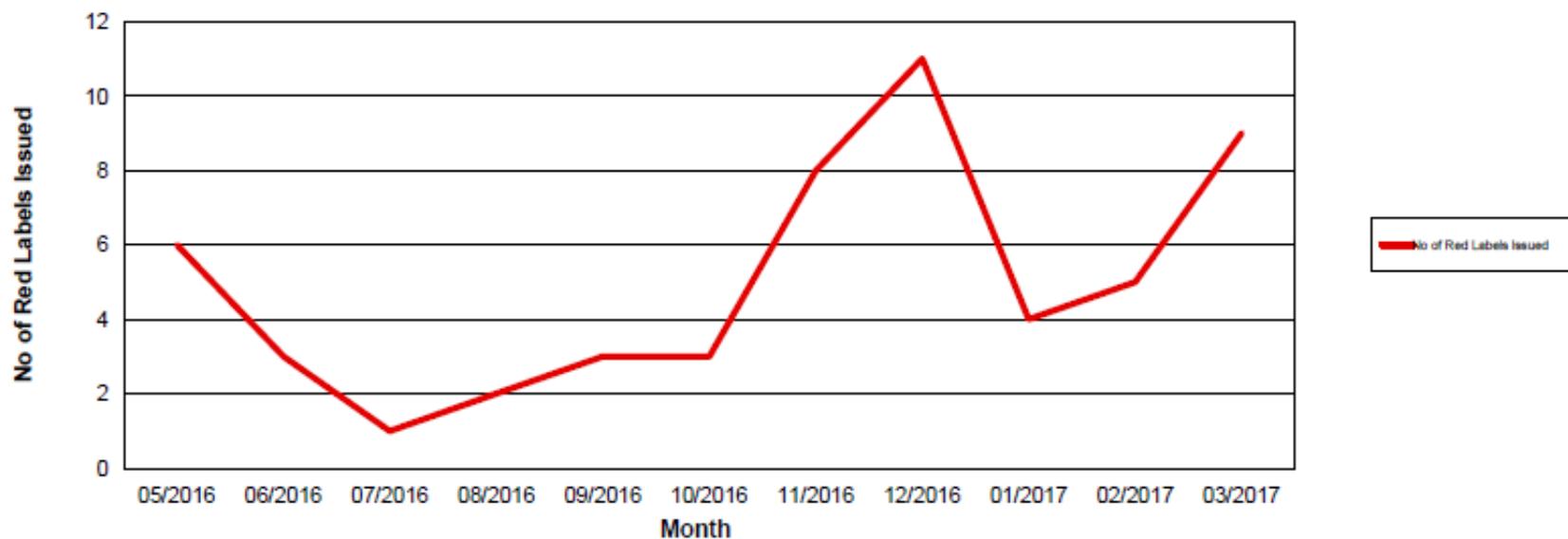


	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
Red Label Issued	4	6	3	1	3	3	3	10	14	8	5	11	71
Total	4	6	3	1	3	3	3	10	14	8	5	11	71

Note: This report only refers to Red Labels issued as part of Enforcement or Spot Checks. Red Labels issued as part of Annual Inspections are included on the 'Fail' figures quoted under the Pass Rate KPI.

Taxi Examination Centre Performance Indicators

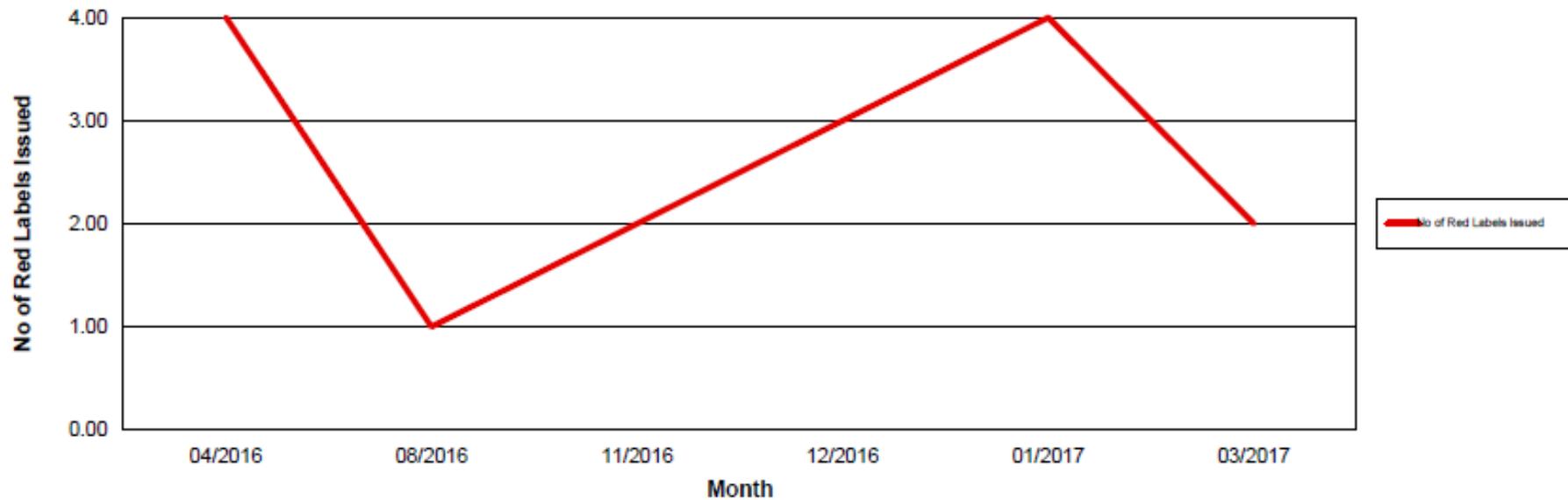
Red Labels Issued- Taxis



	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
Red Label Issued	6	3	1	2	3	3	8	11	4	5	9	55
Total	6	3	1	2	3	3	8	11	4	5	9	55

Note: This report only refers to Red Labels issued as part of Enforcement or Spot Checks. Red Labels issued as part of Annual Inspections are included on the 'Fail' figures quoted under the Pass Rate KPI.

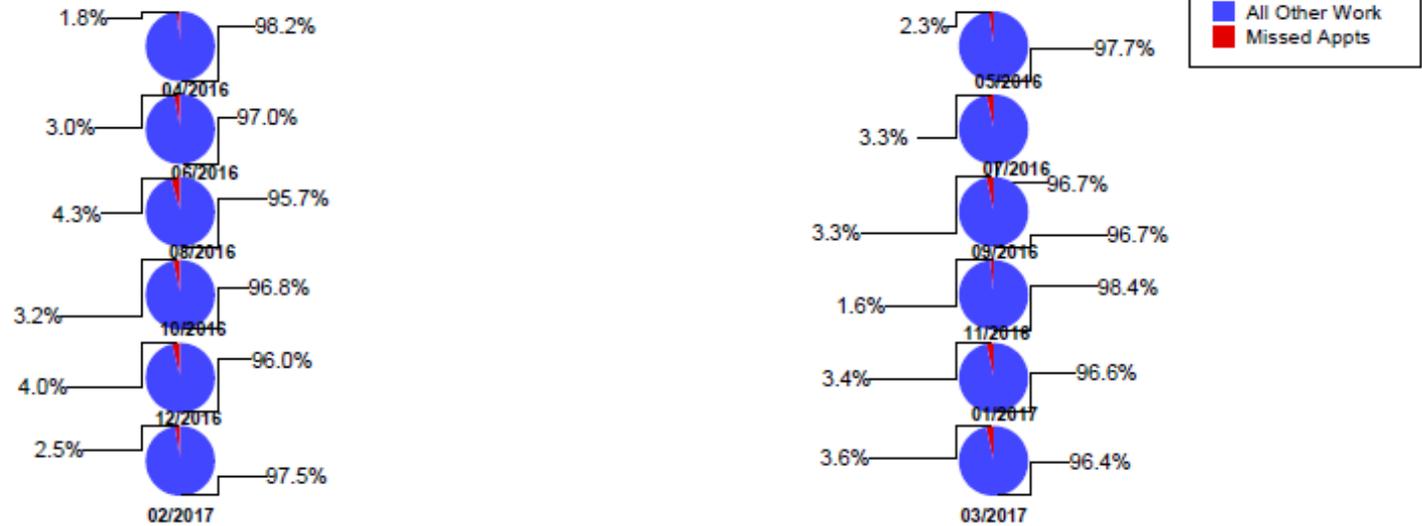
Taxi Examination Centre Performance Indicators Red Labels Issued- Private Hire Vehicles



	04/2016	08/2016	11/2016	12/2016	01/2017	03/2017	Total
Red Label Issued	4	1	2	3	4	2	16
Total	4	1	2	3	4	2	16

Note: This report only refers to Red Labels issued as part of Enforcement or Spot Checks. Red Labels issued as part of Annual Inspections are included on the 'Fail' figures quoted under the Pass Rate KPI.

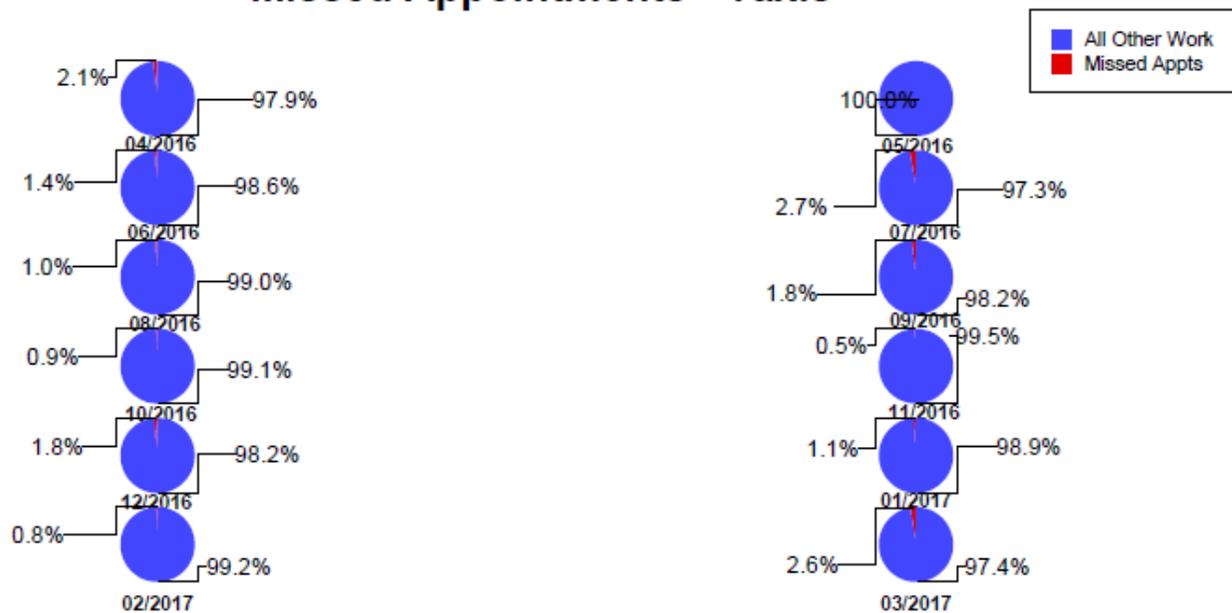
City Of Edinburgh Council Missed Appointments - All Vehicles



	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017
All Other Work	98%	98%	97%	97%	98%	97%	97%	98%	96%	97%
Hours on Vehicles	870	998	910	812	972	948	1,020	1,134	1,018	972
No Of Vehicles	435	499	455	408	488	474	510	587	508	488
Missed Appts	2%	2%	3%	3%	4%	3%	3%	2%	4%	3%
Hours Lost	18	24	28	28	44	32	34	18	42	34
No Of Vehicles	8	12	14	14	22	16	17	9	21	17
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	886.00	1,022.00	938.00	840.00	1,018.00	980.00	1,054.00	1,152.00	1,058.00	1,006.00
	443	511	469	420	508	490	527	578	529	503

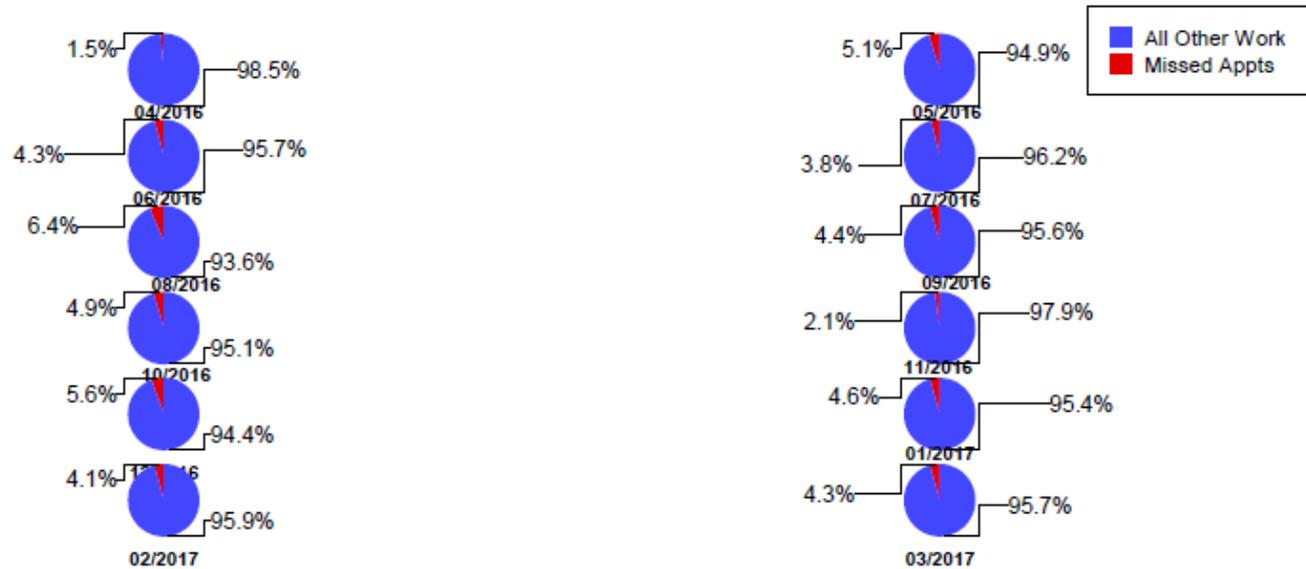
Note : Examiners currently work 37hours per week

City of Edinburgh Council Missed Appointments - Taxis



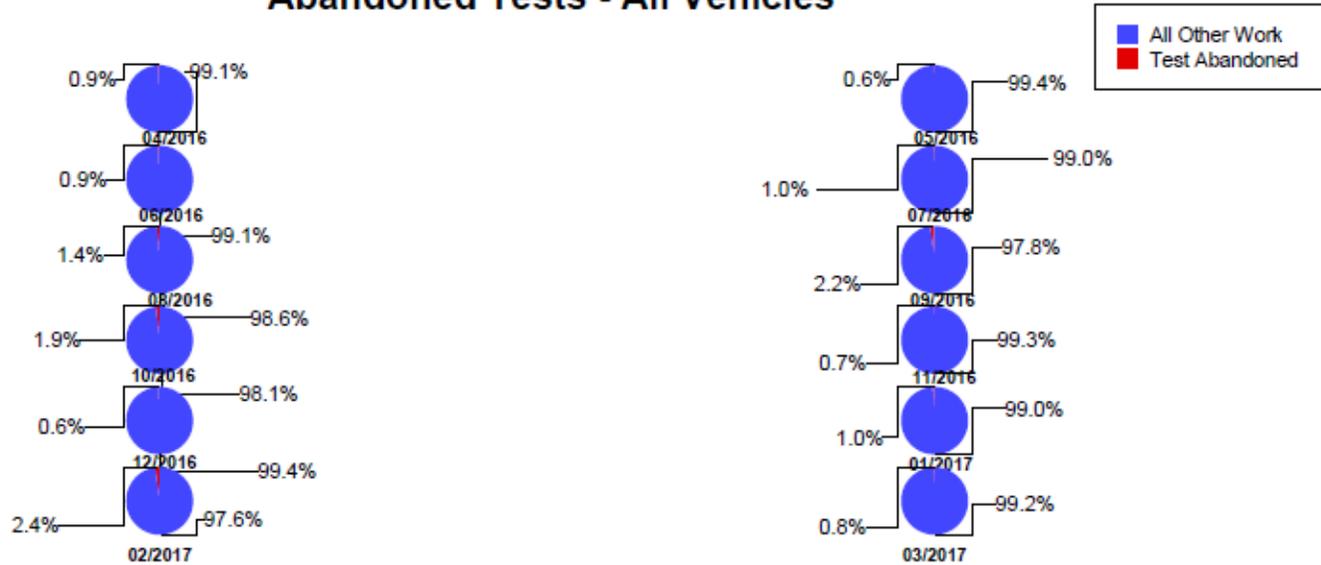
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
All Other Work	98%	100%	99%	97%	99%	98%	99%	99%	98%	99%	99%	97%	99%
Hours on Vehicles	472	554	418	358	388	428	432	388	440	344	518	518	5,252
No Of Vehicles	238	277	208	178	194	214	216	194	220	172	258	259	2,628
Missed Appts	2%	0%	1%	3%	1%	2%	1%	1%	2%	1%	1%	3%	1%
Hours Lost	10	0	8	10	4	8	4	2	8	4	4	14	74
No Of Vehicles	5	0	3	5	2	4	2	1	4	2	2	7	37
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	482.00	554.00	422.00	388.00	392.00	438.00	438.00	390.00	448.00	348.00	520.00	532.00	5,328.00
	241	277	211	183	196	218	218	195	224	174	260	268	2,663

City of Edinburgh Council Missed Appointments - Private Hire Cars



	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
All Other Work	99%	95%	96%	96%	94%	96%	95%	98%	94%	95%	96%	96%	96%
Hours on Vehicles	398.00	444.00	494.00	456.00	584.00	520.00	588.00	746.00	578.00	628.00	560.00	752.00	6,746.00
No Of Vehicles	199	222	247	228	292	260	294	373	288	314	280	376	3,373
Missed Appts	1%	5%	4%	4%	6%	4%	5%	2%	6%	5%	4%	4%	4%
Hours Lost	6.00	24.00	22.00	18.00	40.00	24.00	30.00	16.00	34.00	30.00	24.00	34.00	302.00
No Of Vehicles	3	12	11	9	20	12	15	8	17	15	12	17	151
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	404.00	488.00	516.00	474.00	624.00	544.00	618.00	782.00	610.00	658.00	584.00	786.00	7,048.00
	202	234	258	237	312	272	309	381	305	329	292	393	3,524

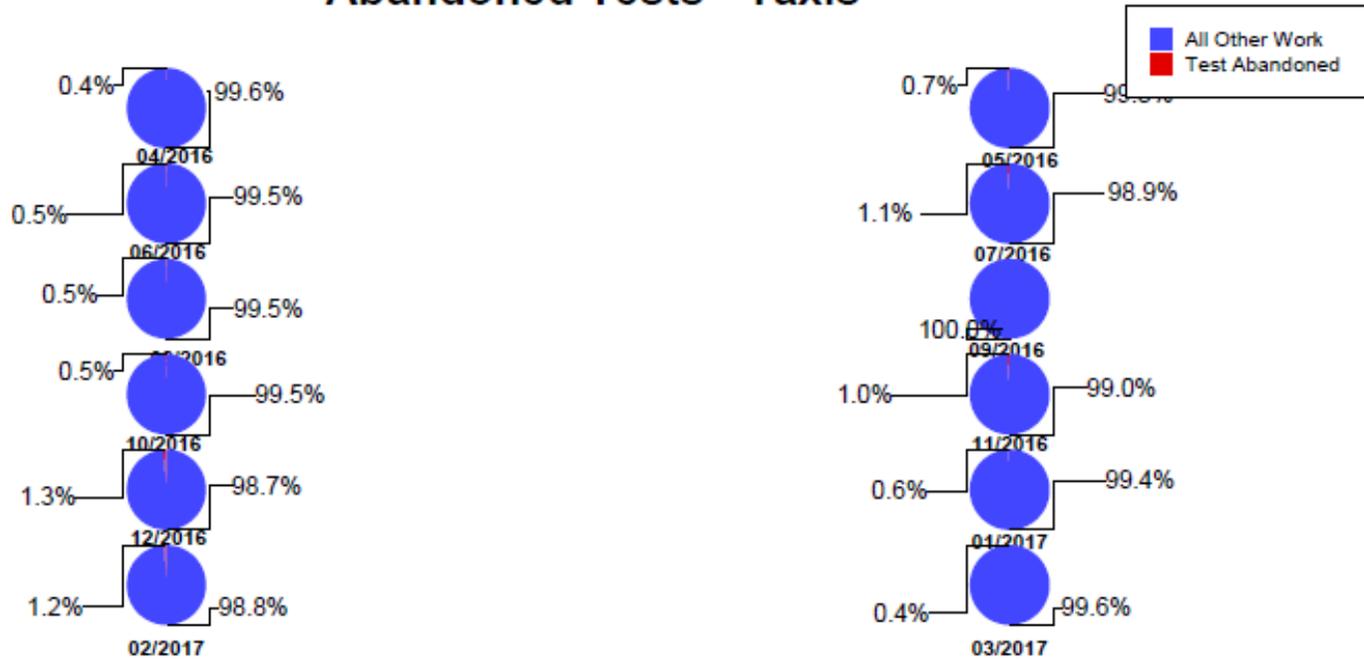
City of Edinburgh Council Abandoned Tests - All Vehicles



	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017
All Other Work	99%	99%	99%	99%	99%	98%	98%	99%	99%	99%	98%
Hours on Vehicles	878	1,016	930	832	1,002	958	1,034	1,144	1,052	998	1,078
No Of Vehicles	439	508	465	418	501	479	517	572	528	498	539
Test Abandoned	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%
Hours Lost	8	6	8	8	14	22	20	8	6	10	28
No Of Vehicles	4	3	4	4	7	11	10	4	3	5	13
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	888.00	1,022.00	938.00	840.00	1,016.00	980.00	1,054.00	1,152.00	1,058.00	1,008.00	1,104.00
	443	511	469	420	508	490	527	576	529	503	552

Note: Tests are abandoned when a vehicle is presented in poor condition or a high number of faults identified

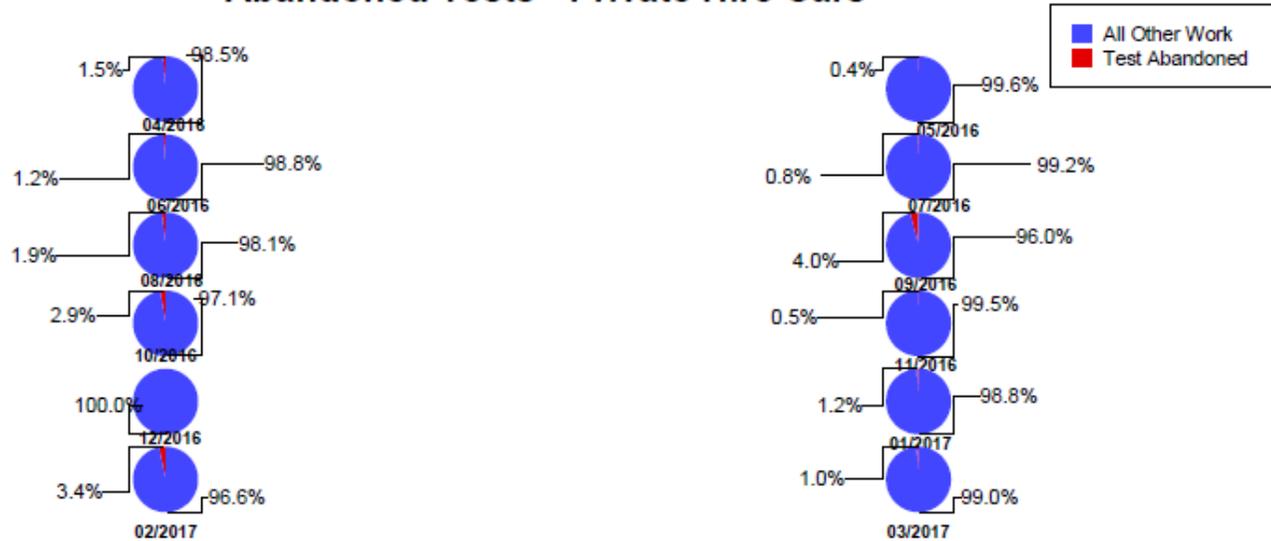
City of Edinburgh Council Abandoned Tests - Taxis



	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
All Other Work	100%	99%	100%	99%	99%	100%	100%	99%	99%	99%	99%	100%	99%
Hours on Vehicles	480.00	550.00	420.00	362.00	390.00	436.00	434.00	386.00	442.00	346.00	514.00	530.00	5,290.00
Test Abandoned	0%	1%	0%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%
Hours Lost	2.00	4.00	2.00	4.00	2.00	0.00	2.00	4.00	6.00	2.00	6.00	2.00	36.00
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	482.00	554.00	422.00	366.00	392.00	436.00	436.00	390.00	448.00	348.00	520.00	532.00	5,326.00

Note: Tests are abandoned when a vehicle is presented in poor condition or a high number of faults identified

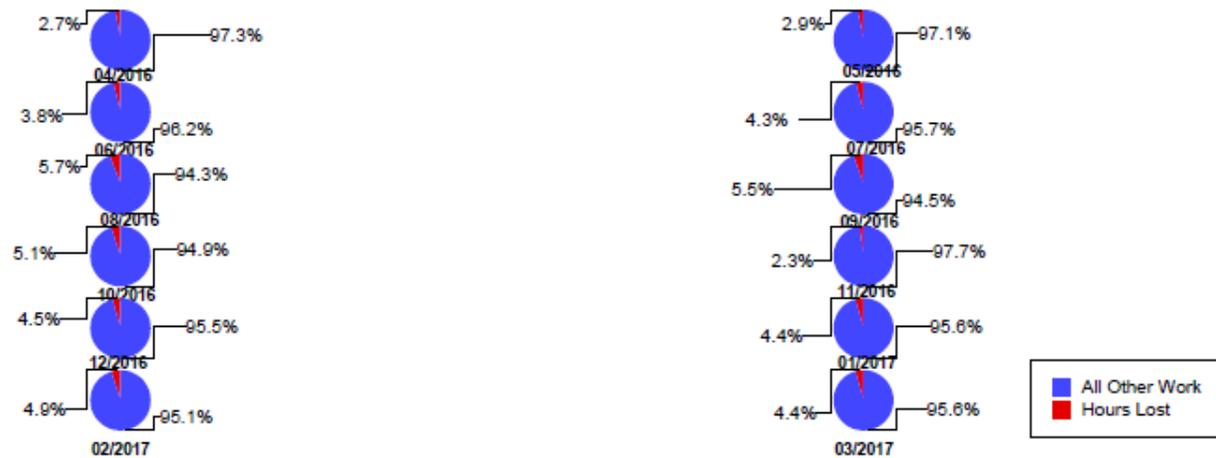
City of Edinburgh Council Abandoned Tests - Private Hire Cars



	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
All Other Work	99%	100%	99%	99%	98%	98%	97%	99%	100%	99%	97%	99%	98%
Hours on Vehicles	398.00	466.00	510.00	470.00	612.00	522.00	600.00	758.00	610.00	650.00	564.00	778.00	6,938.00
No Of Vehicles	199	233	255	235	306	261	300	379	305	325	282	389	3,469
Test Abandoned	1%	0%	1%	1%	2%	4%	3%	1%	0%	1%	3%	1%	2%
Hours Lost	6.00	2.00	6.00	4.00	12.00	22.00	18.00	4.00	0.00	8.00	20.00	8.00	110.00
No Of Vehicles	3	1	3	2	6	11	9	2	0	4	10	4	55
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hours on Vehicles	404.00	468.00	516.00	474.00	624.00	544.00	618.00	762.00	610.00	658.00	584.00	786.00	7,048.00
No Of Vehicles	202	234	258	237	312	272	309	381	305	329	292	393	3,524

Note: Tests are abandoned when a vehicle is presented in poor condition or a high number of faults identified

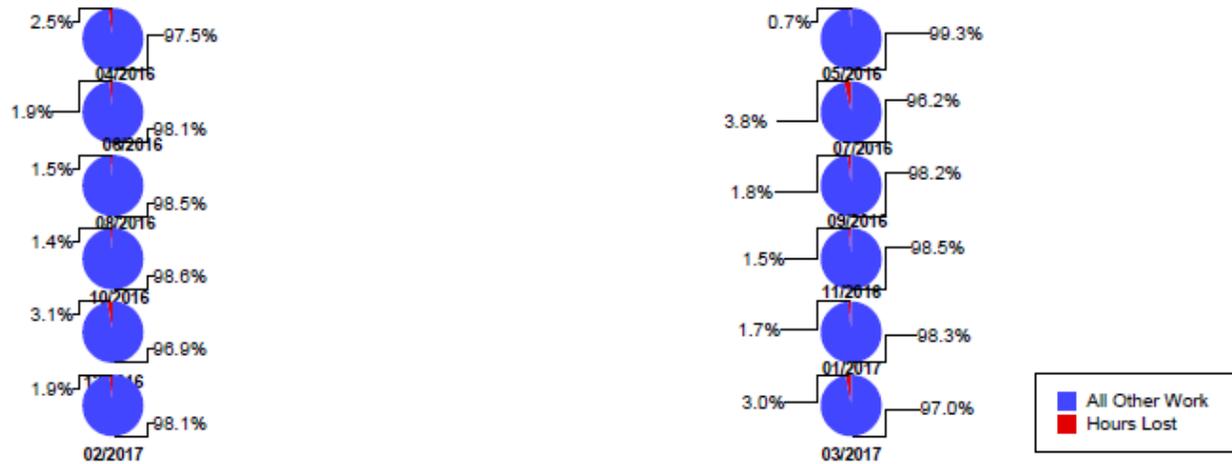
City of Edinburgh Council Total Examiner Hours Lost - All Vehicles



	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017
All Other Work	97%	97%	96%	96%	94%	94%	95%	98%	95%	96%	95%	96%
Hours on Vehicles	862.00	992.00	902.00	804.00	958.00	926.00	1,000.00	1,126.00	1,010.00	962.00	1,050.00	1,280.00
No Of Vehicles	431	496	451	402	479	463	500	563	505	481	525	631
Hours Lost	3%	3%	4%	4%	6%	6%	5%	2%	5%	4%	5%	4%
No Of Vehicles	24.00	30.00	36.00	36.00	58.00	54.00	54.00	26.00	48.00	44.00	54.00	58.00
	12	15	18	18	29	27	27	13	24	22	27	29
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	886.00	1,022.00	938.00	840.00	1,016.00	980.00	1,054.00	1,152.00	1,058.00	1,006.00	1,104.00	1,318.00
	443	511	469	420	508	490	527	576	529	503	552	651

Note: This is the total number of hours lost and includes Hours lost from Missed Appointments and Abandoned tests . As a guide each Examiner currently works 36 hours per week.

City of Edinburgh Council Examiner Hours Lost - Taxis



	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
All Other Work	98%	99%	98%	98%	98%	98%	99%	98%	97%	98%	98%	97%	98%
Hours on Vehicles	470.00	550.00	414.00	352.00	386.00	428.00	430.00	384.00	434.00	342.00	510.00	516.00	5,216.00
No Of Vehicles	235	275	207	176	193	214	215	182	217	171	255	258	2,608
Hours Lost	2%	1%	2%	4%	2%	2%	1%	2%	3%	2%	2%	3%	2%
	12.00	4.00	8.00	14.00	6.00	8.00	6.00	6.00	14.00	6.00	10.00	16.00	110.00
No Of Vehicles	6	2	4	7	3	4	3	3	7	3	5	8	55
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	482.00	554.00	422.00	366.00	392.00	436.00	436.00	390.00	448.00	348.00	520.00	532.00	5,326.00
	241	277	211	183	196	218	218	195	224	174	260	266	2,663

Note: This is the total number of hours lost and includes Hours lost from Missed Appointments and Abandoned tests . As a guide each Examiner currently works 36 hours per week.

City of Edinburgh Council Examiner Hours Lost - Private Hire Cars



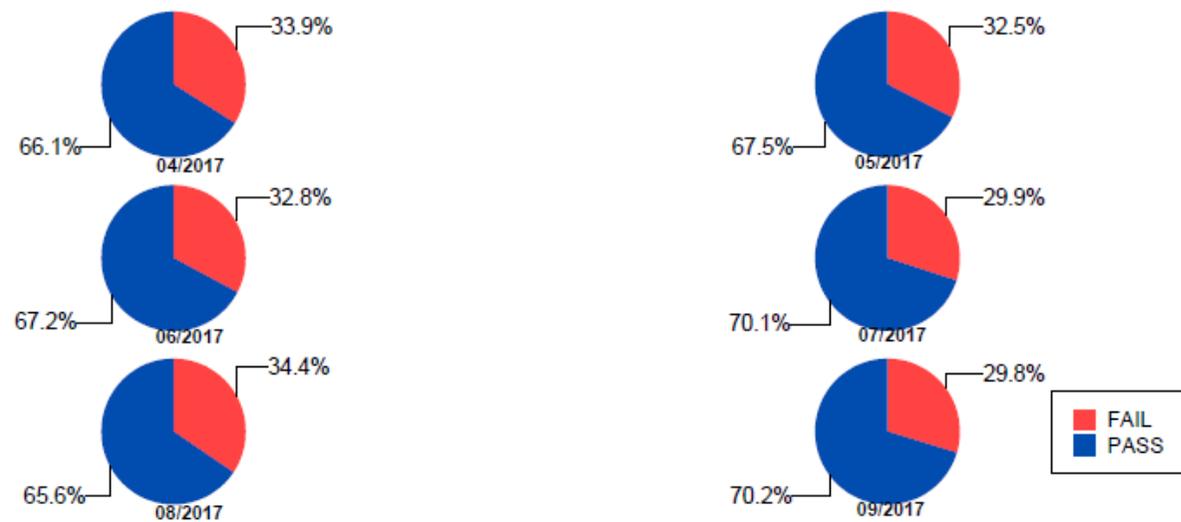
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
All Other Work	97%	94%	95%	95%	92%	92%	92%	97%	94%	94%	92%	95%	94%
Hours on Vehicles	392.00	442.00	488.00	452.00	572.00	498.00	570.00	742.00	576.00	620.00	540.00	744.00	6,636.00
No Of Vehicles	196	221	244	226	286	249	285	371	288	310	270	372	3,318
Hours Lost	3%	6%	5%	5%	8%	8%	8%	3%	6%	6%	8%	5%	6%
No Of Vehicles	12.00	26.00	28.00	22.00	52.00	46.00	48.00	20.00	34.00	38.00	44.00	42.00	412.00
No Of Vehicles	6	13	14	11	26	23	24	10	17	19	22	21	208
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	404.00	468.00	516.00	474.00	624.00	544.00	618.00	762.00	610.00	658.00	584.00	786.00	7,048.00
	202	234	258	237	312	272	309	381	305	329	292	393	3,524

Note: This is the total number of hours lost and includes Hours lost from Missed Appointments and Abandoned tests . As a guide each Examiner currently works 36 hours per week.

Appendix 2 – Taxi Examination Centre

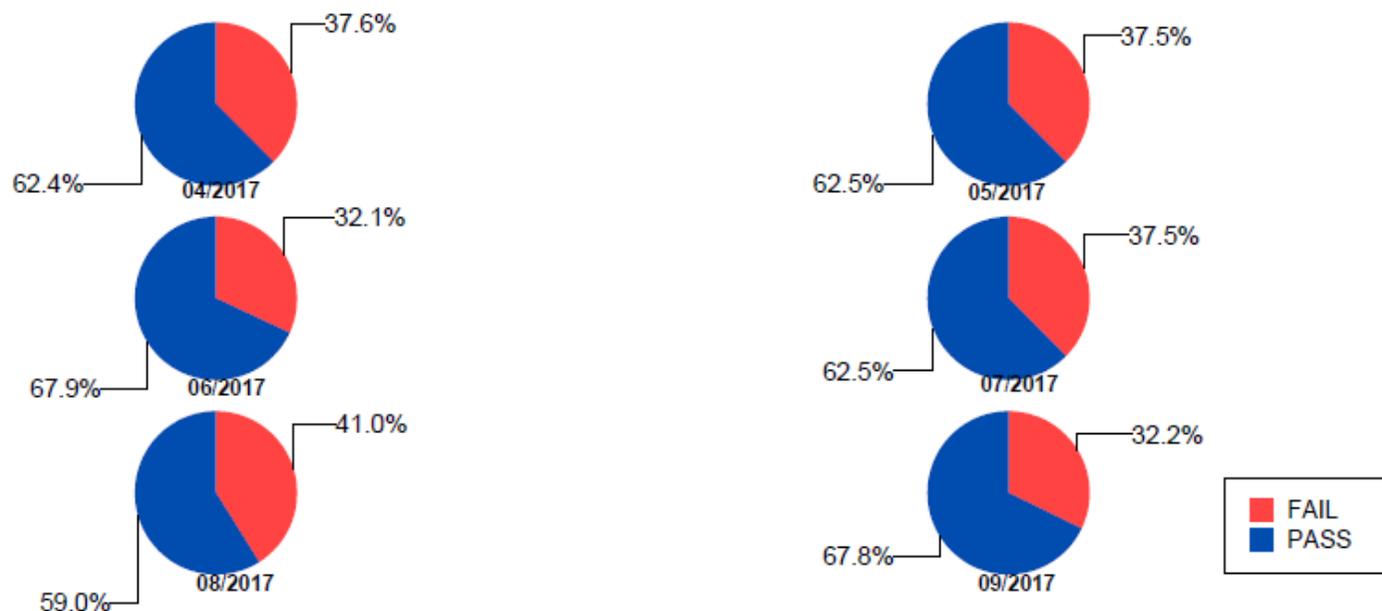
Key Performance Indicators Report April 2017 - September 2017

City of Edinburgh Council Combined Pass Rate All Vehicles



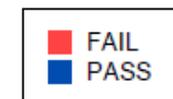
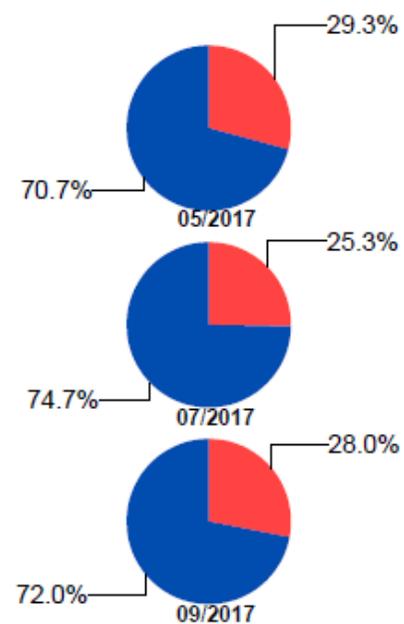
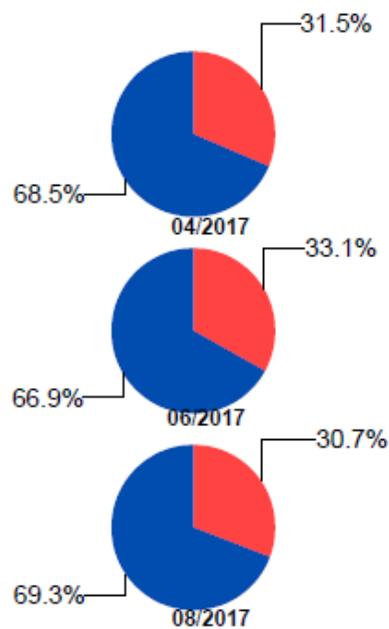
	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
FAIL	34%	33%	33%	30%	34%	30%	32%
No Of Vehicles	163	178	176	147	177	129	970
PASS	66%	67%	67%	70%	66%	70%	68%
No Of Vehicles	318	369	361	345	338	304	2,035
Total	100%						
No Of Vehicles	481	547	537	492	515	433	3,005

City of Edinburgh Council Combined Pass Rate - Taxi



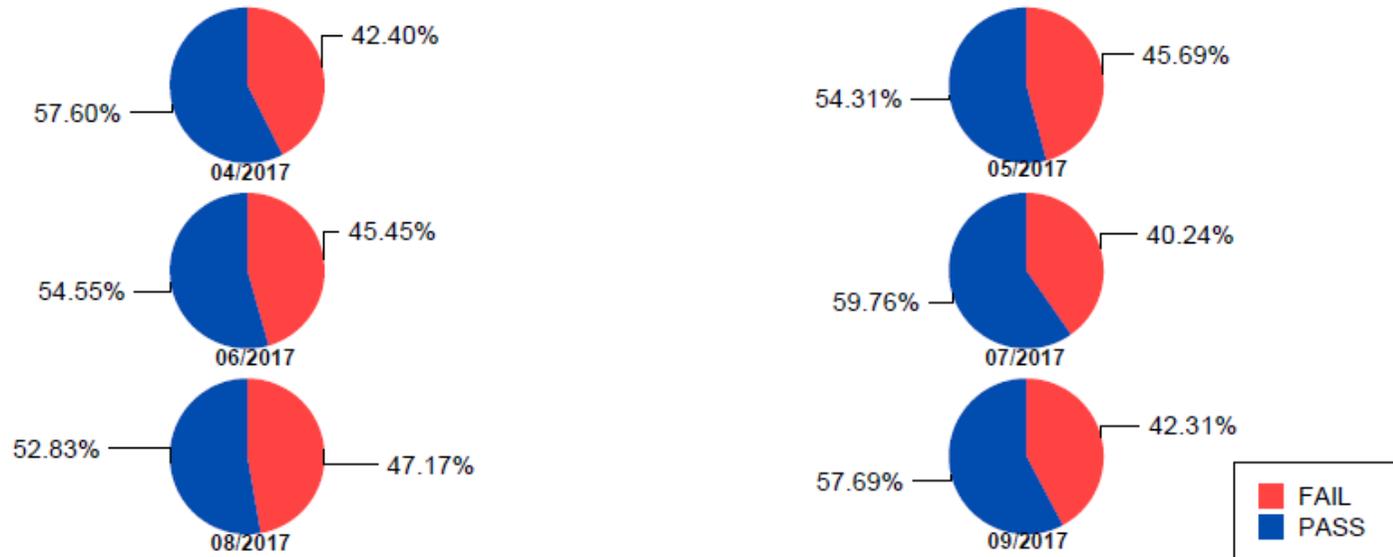
	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
FAIL	38%	38%	32%	38%	41%	32%	36%
No Of Vehicles	70	81	59	69	75	59	413
PASS	62%	63%	68%	63%	59%	68%	64%
No Of Vehicles	116	135	125	115	108	124	723
Total	100%						
No Of Vehicles	186	216	184	184	183	183	1,136

City of Edinburgh Council Combined Pass Rate - Private Hire Cars



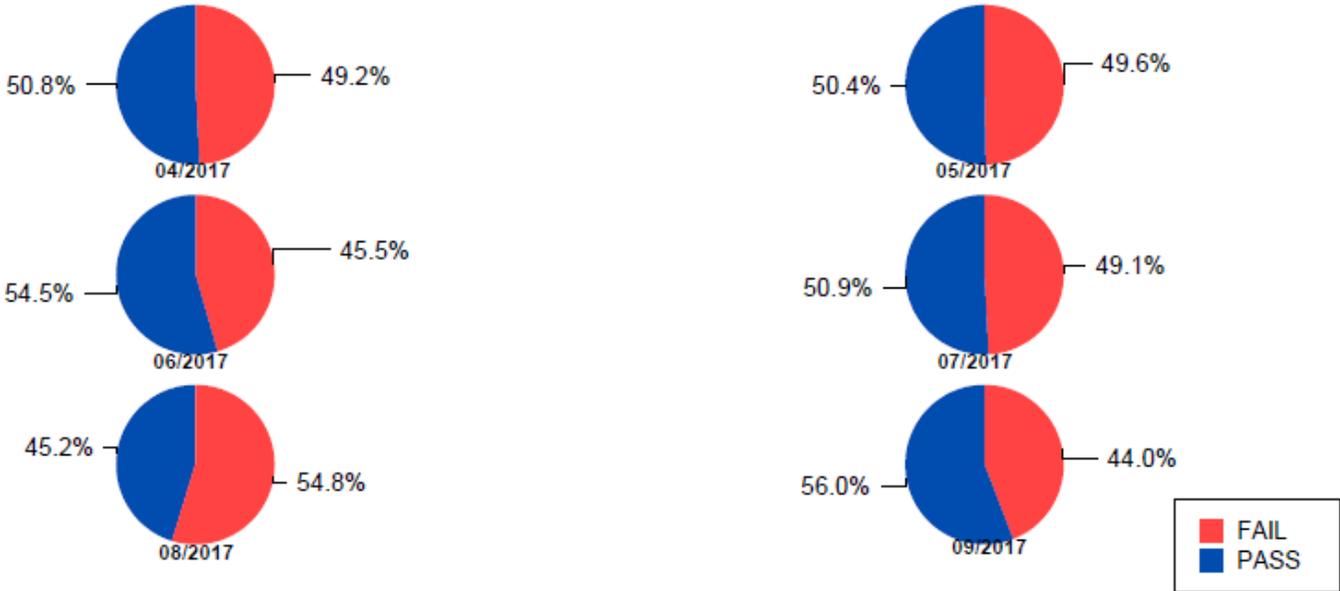
	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
FAIL	32%	29%	33%	25%	31%	28%	30%
No Of Vehicles	93	97	117	78	102	70	557
PASS	68%	71%	67%	75%	69%	72%	70%
No Of Vehicles	202	234	236	230	230	180	1,312
Total	100%						
No Of Vehicles	295	331	353	308	332	250	1,869

City of Edinburgh Council First Time Pass Rate - All Vehicles



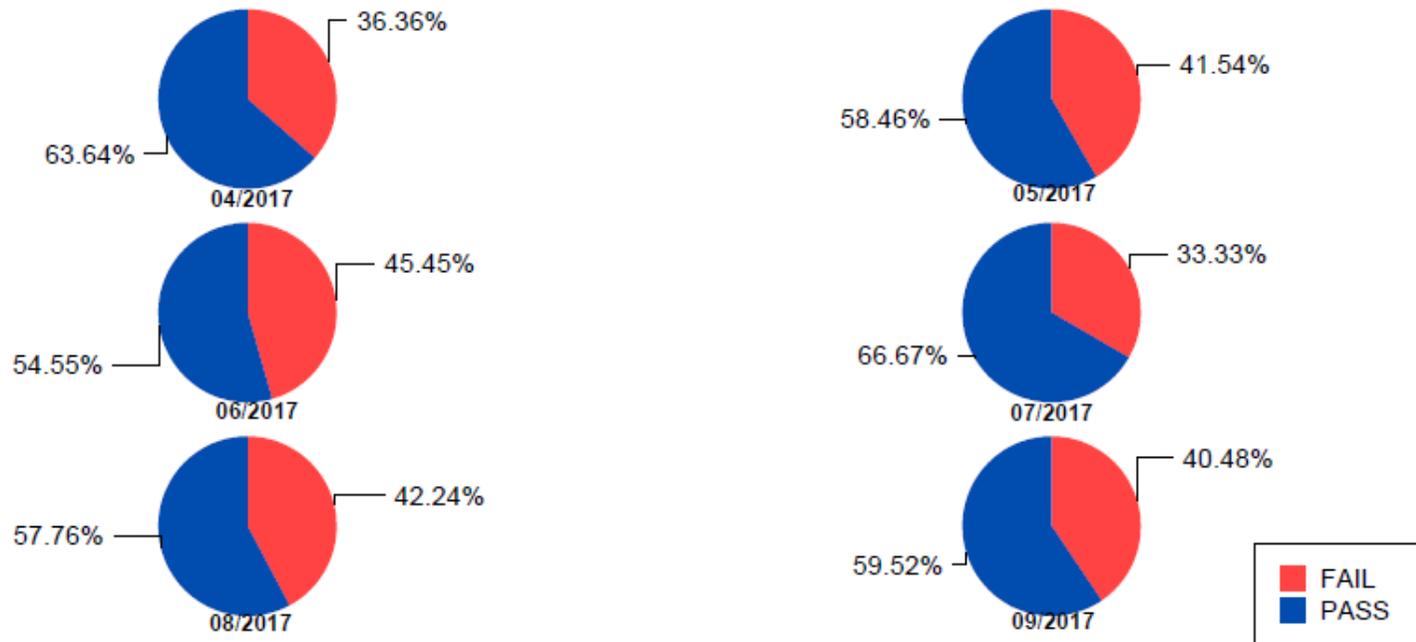
	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Total
FAIL	42%	46%	45%	40%	47%	42%	44%
	108	122	120	99	125	99	671
PASS	58%	54%	55%	60%	53%	58%	56%
	144	145	144	147	140	135	855
Total	100%						
	250	267	264	246	265	234	1,528

City of Edinburgh Council First Time Pass Rate - Taxi



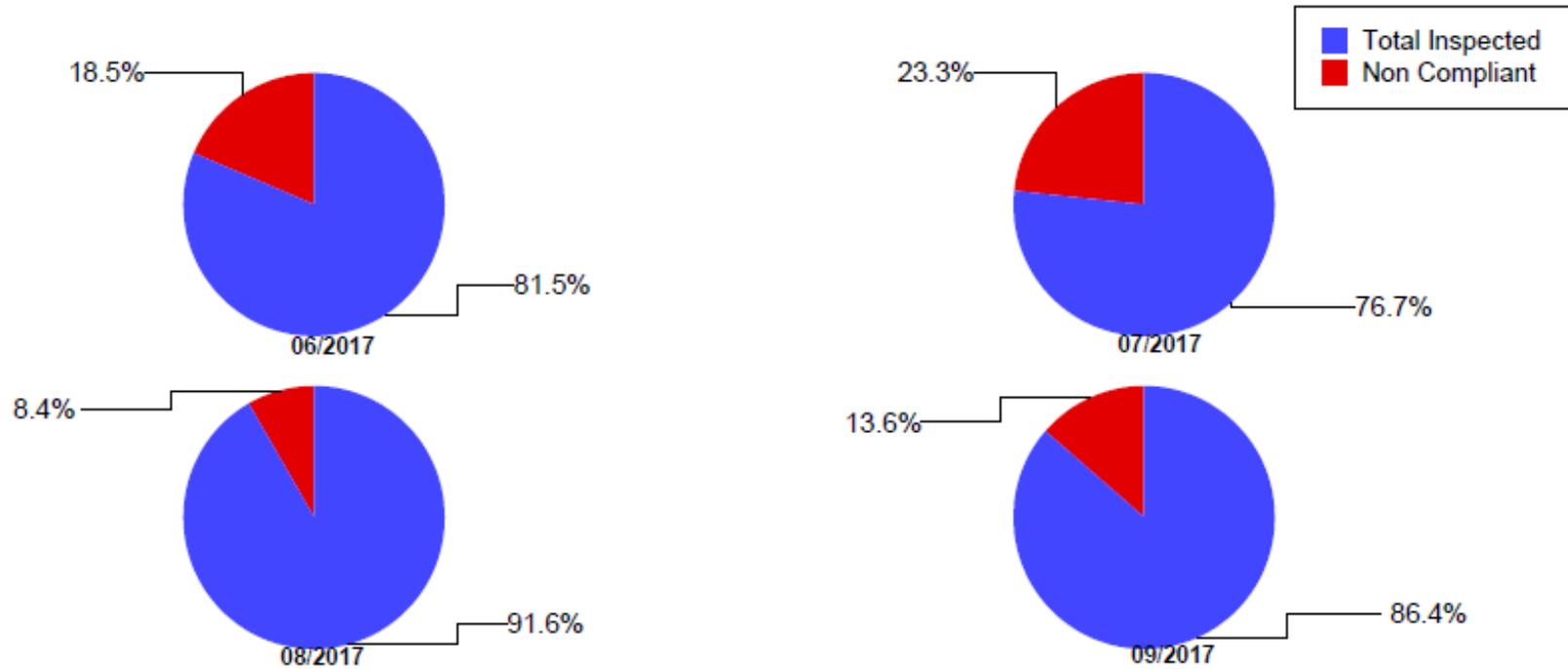
	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
FAIL	49% 58	50% 68	45% 50	49% 54	55% 57	44% 48	49% 335
PASS	51% 60	50% 69	55% 60	51% 56	45% 47	56% 61	51% 353
Total	100% 118	100% 137	100% 110	100% 110	100% 104	100% 109	100% 688

City of Edinburgh Council First Time Pass Rate - Private Hire Cars



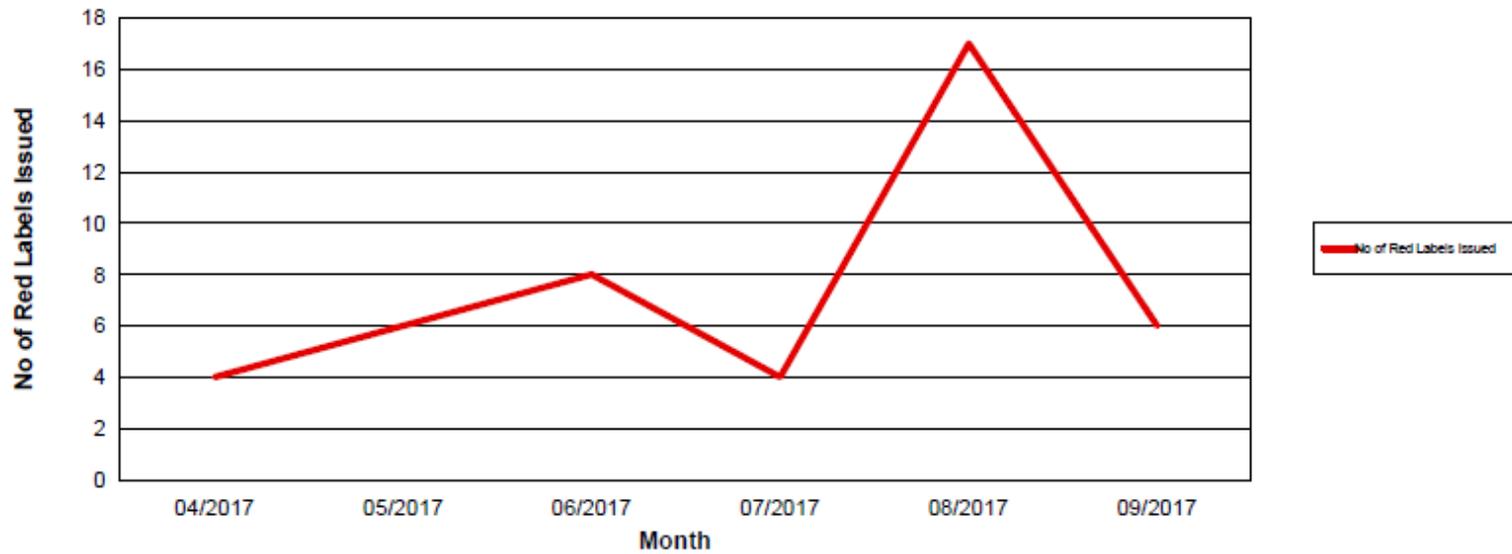
	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Total
FAIL	36%	42%	45%	33%	42%	40%	40%
	48	54	70	45	68	51	336
PASS	64%	58%	55%	67%	58%	60%	60%
	84	76	84	90	93	75	502
Total	100%	100%	100%	100%	100%	100%	100%
	132	130	154	135	161	126	838

City of Edinburgh Council Roadside Enforcement - All Vehicles



	06/2017	07/2017	08/2017	09/2017	Total
Total Inspected	154.00	148.00	217.00	57.00	576.00
Non Compliant	35.00	45.00	20.00	9.00	109.00

City of Edinburgh Red Labels Issued- All Vehicles

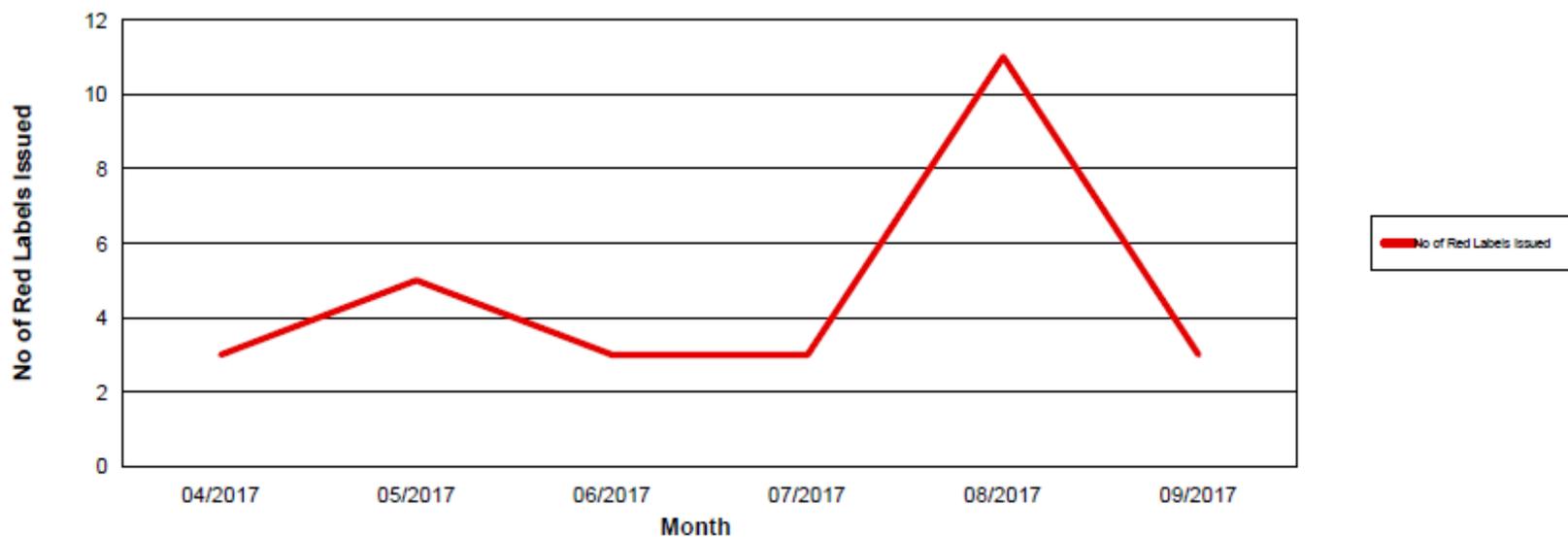


	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
Red Label Issued	4	6	8	4	17	6	45
Total	4	6	8	4	17	6	45

Note: This report only refers to Red Labels issued as part of Enforcement or Spot Checks. Red Labels issued as part of Annual Inspections are included on the 'Fail' figures quoted under the Pass Rate KPI.

Taxi Examination Centre Performance Indicators

Red Labels Issued- Taxis

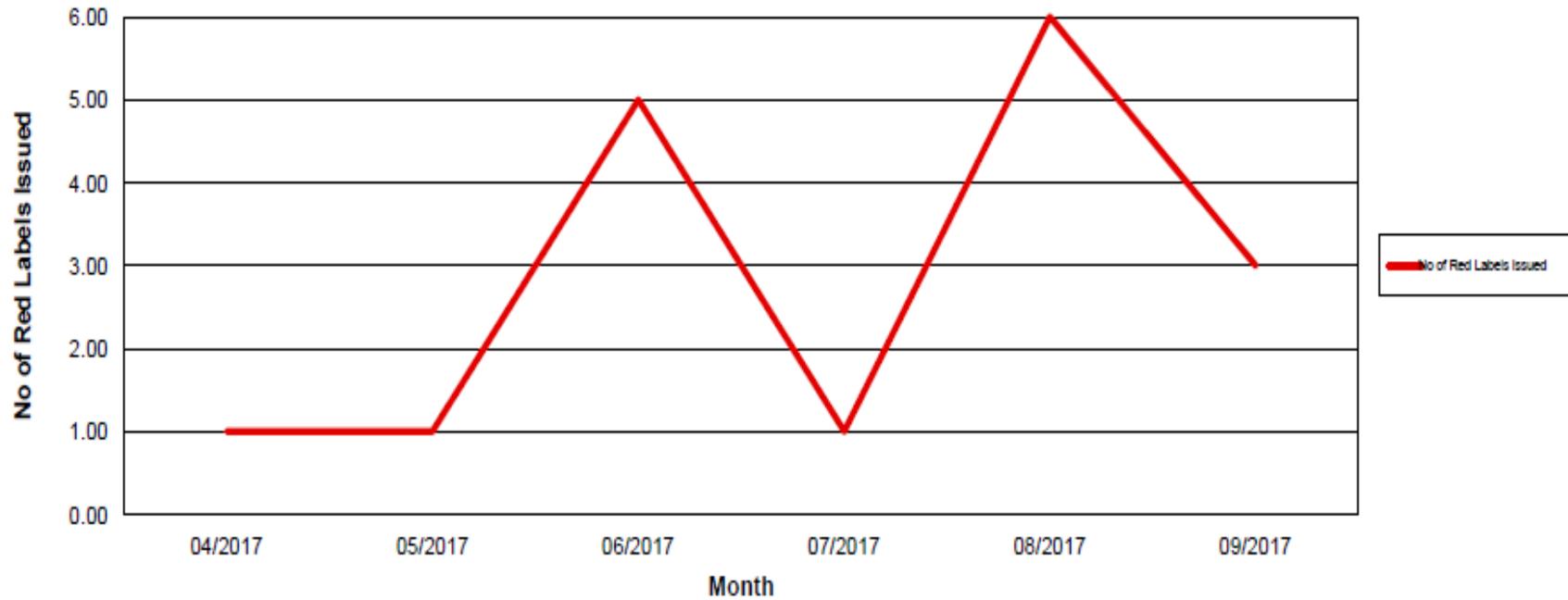


	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
Red Label Issued	3	5	3	3	11	3	28
Total	3	5	3	3	11	3	28

Note: This report only refers to Red Labels issued as part of Enforcement or Spot Checks. Red Labels issued as part of Annual Inspections are included on the 'Fail' figures quoted under the Pass Rate KPI.

Taxi Examination Centre Performance Indicators

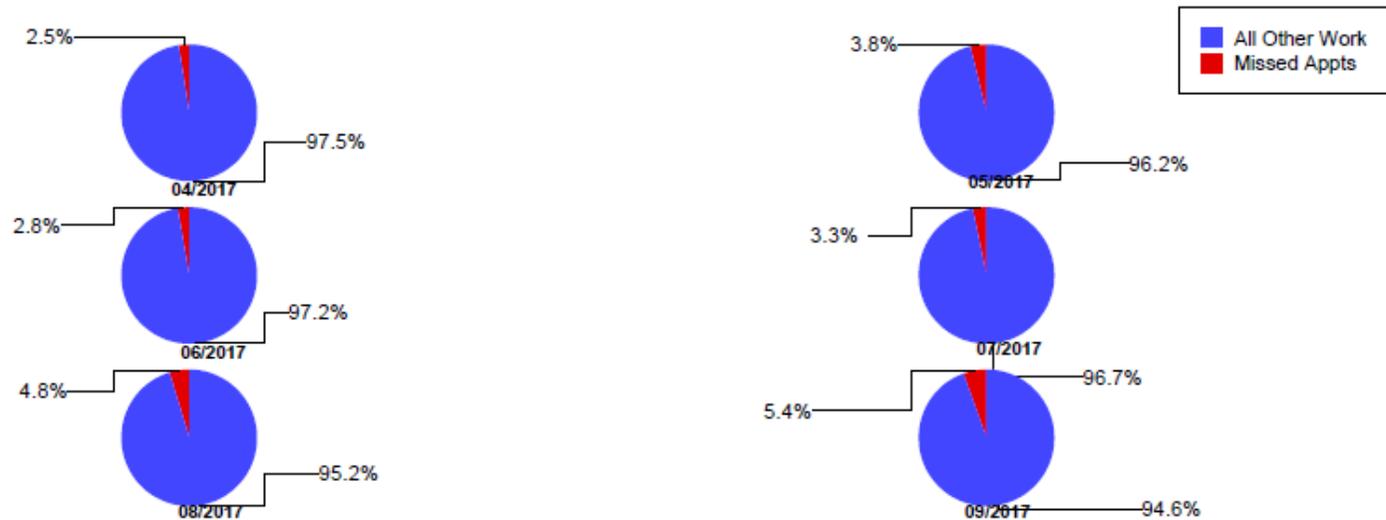
Red Labels Issued- Private Hire Vehicles



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
Red Label Issued	1	1	5	1	6	3	17
Total	1	1	5	1	6	3	17

Note: This report only refers to Red Labels issued as part of Enforcement or Spot Checks. Red Labels issued as part of Annual Inspections are included on the 'Fail' figures quoted under the Pass Rate KPI.

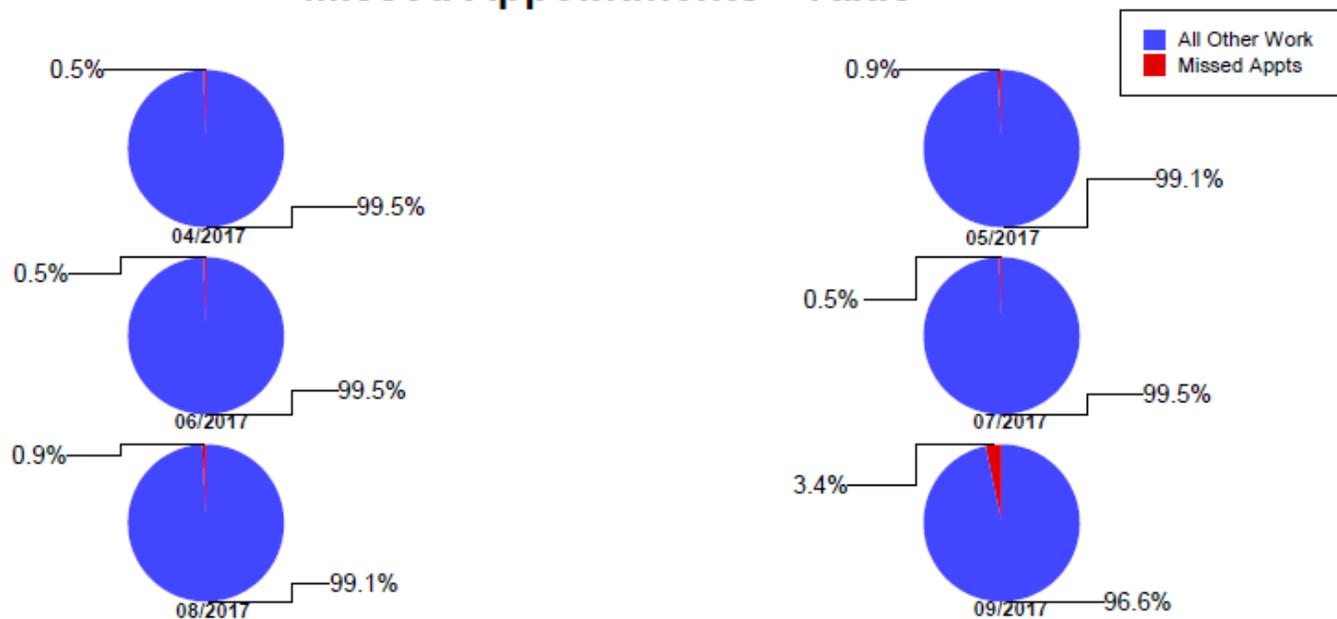
City Of Edinburgh Council Missed Appointments - All Vehicles



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work	98%	96%	97%	97%	95%	95%	96%
Hours on Vehicles	1,016	1,166	1,202	1,070	1,156	972	6,582
No Of Vehicles	508	583	601	535	578	486	3,291
Missed Appts	2%	4%	3%	3%	5%	5%	4%
Hours Lost	26	46	34	36	58	56	256
No Of Vehicles	13	23	17	18	29	28	128
Total	100%	100%	100%	100%	100%	100%	100%
	1,042.00	1,212.00	1,236.00	1,106.00	1,214.00	1,028.00	6,838.00
	521	606	618	553	607	514	3,419

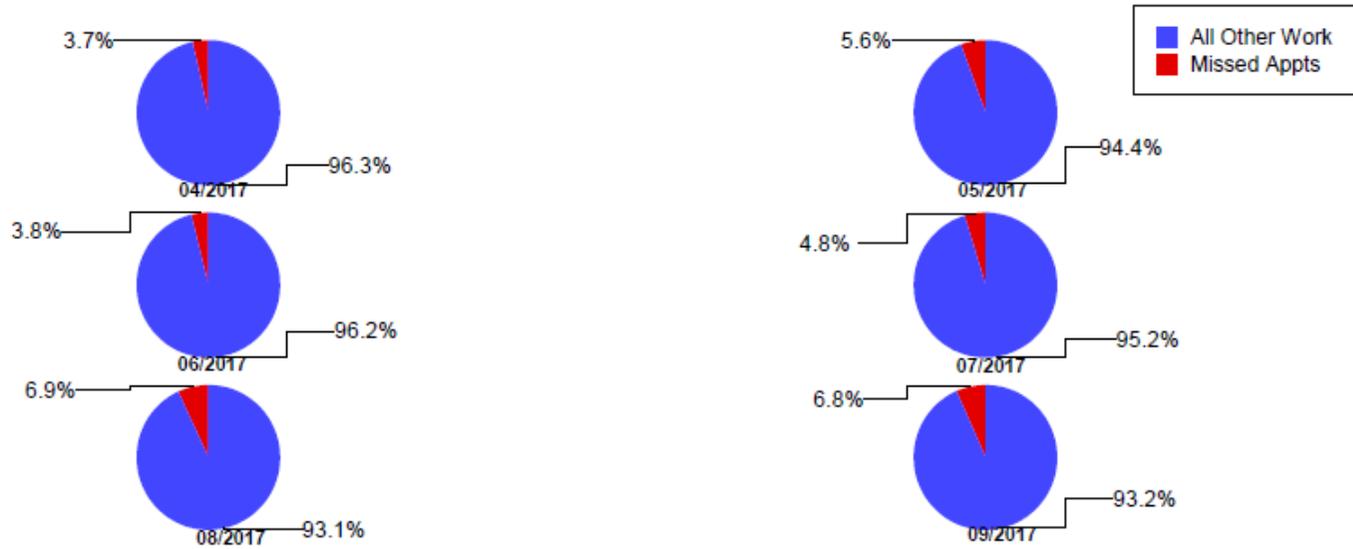
Note : Examiners currently work 37hours per week

City of Edinburgh Council Missed Appointments - Taxis



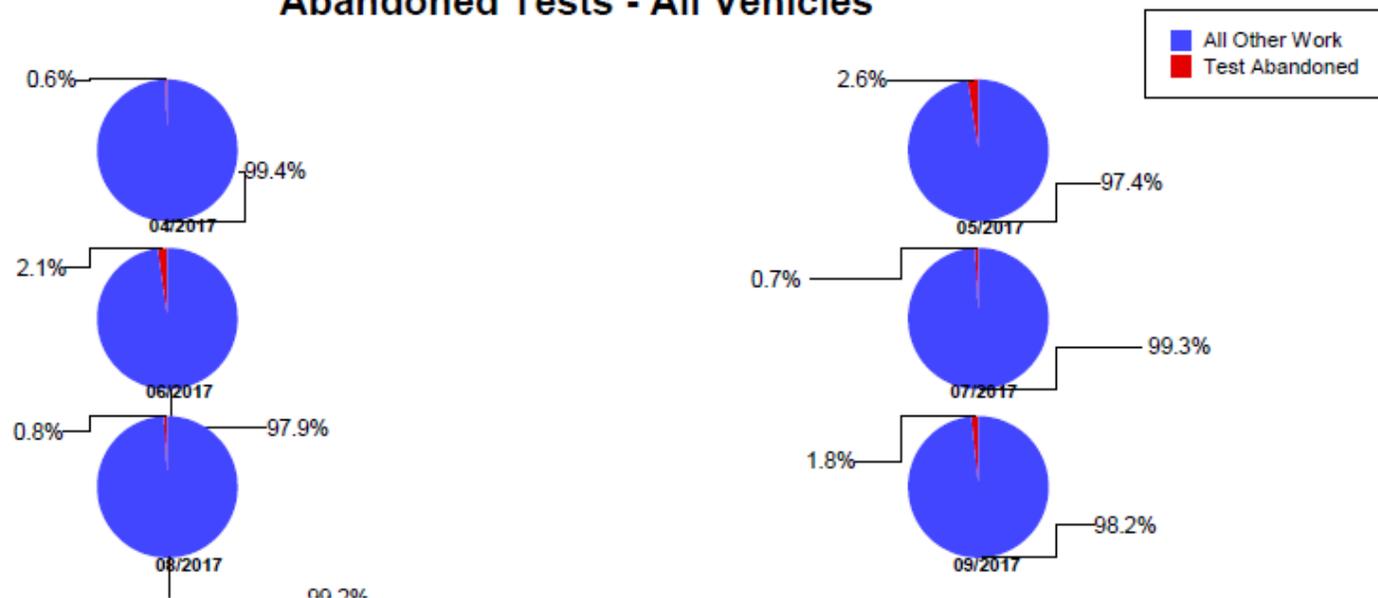
	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work	99%	99%	100%	99%	99%	97%	99%
Hours on Vehicles	394	452	402	390	428	394	2,460
No Of Vehicles	197	228	201	195	214	197	1,230
Missed Appts	1%	1%	0%	1%	1%	3%	1%
Hours Lost	2	4	2	2	4	14	28
No Of Vehicles	1	2	1	1	2	7	14
Total	100%	100%	100%	100%	100%	100%	100%
	398.00	456.00	404.00	392.00	432.00	408.00	2,488.00
	198	228	202	198	216	204	1,244

City of Edinburgh Council Missed Appointments - Private Hire Cars



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work	96%	94%	96%	95%	93%	93%	95%
Hours on Vehicles	622.00	714.00	800.00	680.00	728.00	578.00	4,122.00
No Of Vehicles	311	357	400	340	364	289	2,061
Missed Appts	4%	6%	4%	5%	7%	7%	5%
Hours Lost	24.00	42.00	32.00	34.00	54.00	42.00	228.00
No Of Vehicles	12	21	16	17	27	21	114
Total	100%	100%	100%	100%	100%	100%	100%
	646.00	756.00	832.00	714.00	782.00	620.00	4,350.00
	323	378	416	357	391	310	2,175

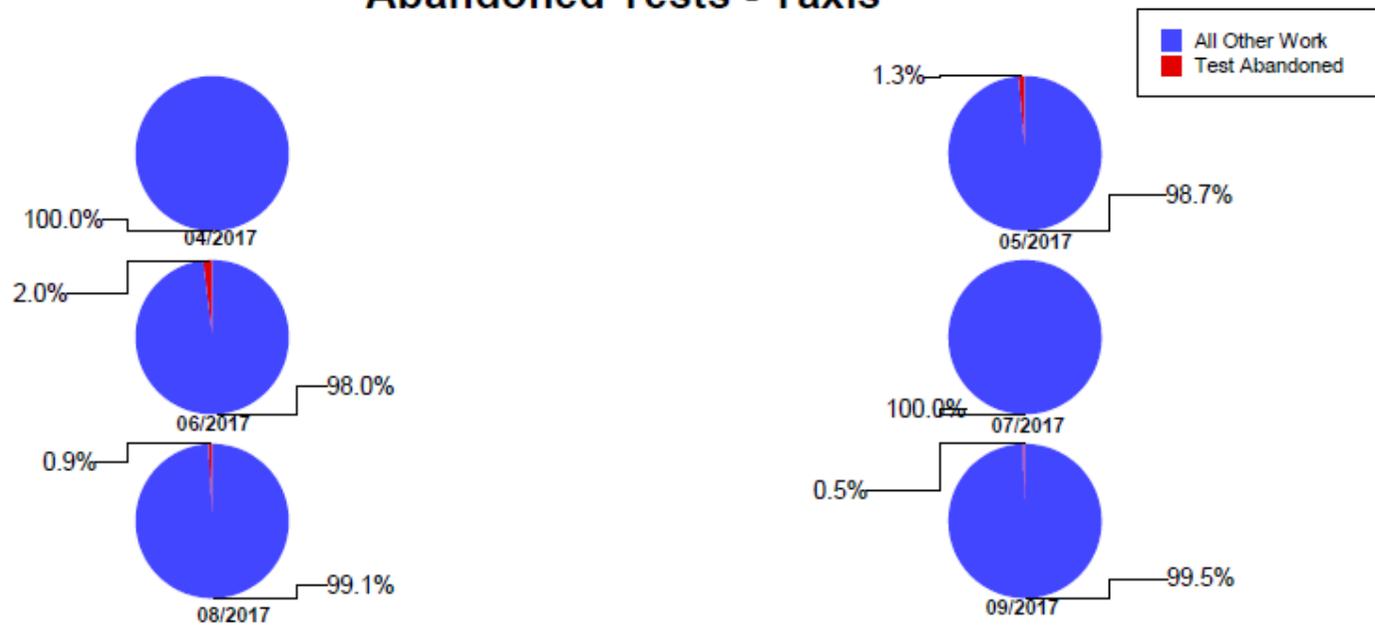
City of Edinburgh Council Abandoned Tests - All Vehicles



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work	99%	97%	98%	99%	99%	98%	99%
Hours on Vehicles	1,036	1,180	1,210	1,098	1,204	1,010	6,738
No Of Vehicles	518	590	605	549	602	505	3,369
Test Abandoned	1%	3%	2%	1%	1%	2%	1%
Hours Lost	6	32	26	8	10	18	100
No Of Vehicles	3	16	13	4	5	9	50
Total	100%	100%	100%	100%	100%	100%	100%
	1,042.00	1,212.00	1,236.00	1,106.00	1,214.00	1,028.00	6,838.00
	521	608	618	553	607	514	3,419

Note: Tests are abandoned when a vehicle is presented in poor condition or a high number of faults identified

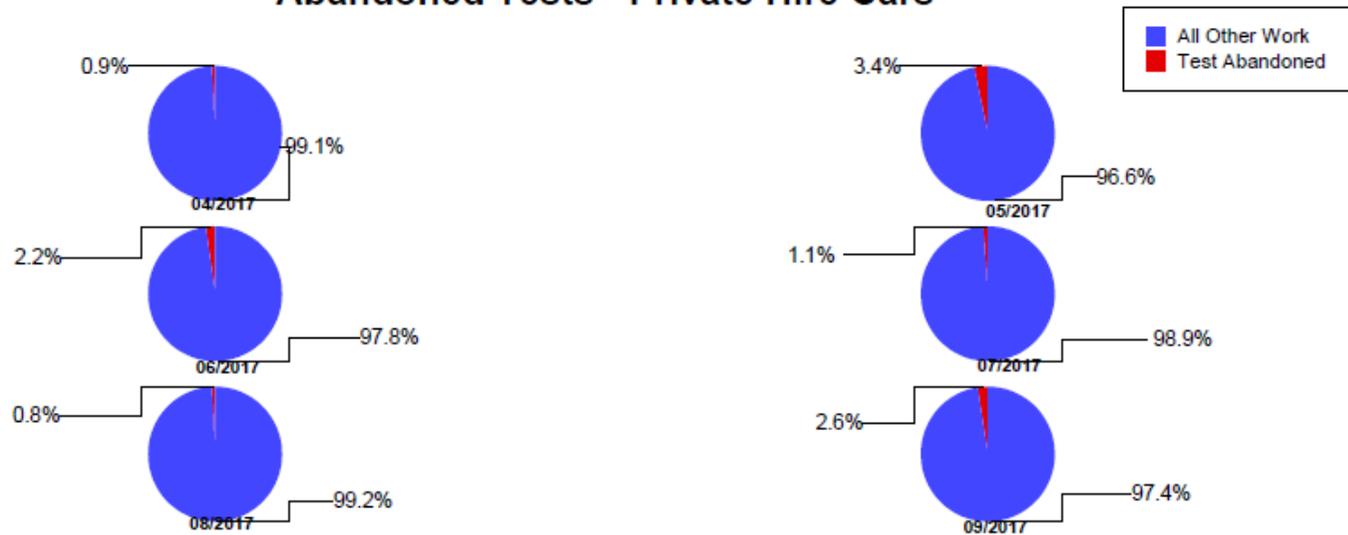
City of Edinburgh Council Abandoned Tests - Taxis



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work Hours on Vehicles	100% 396.00	99% 450.00	98% 396.00	100% 392.00	99% 428.00	100% 408.00	99% 2,468.00
Test Abandoned Hours Lost	0% 0.00	1% 6.00	2% 8.00	0% 0.00	1% 4.00	0% 2.00	1% 20.00
Total	100% 396.00	100% 456.00	100% 404.00	100% 392.00	100% 432.00	100% 408.00	100% 2,488.00

Note: Tests are abandoned when a vehicle is presented in poor condition or a high number of faults identified

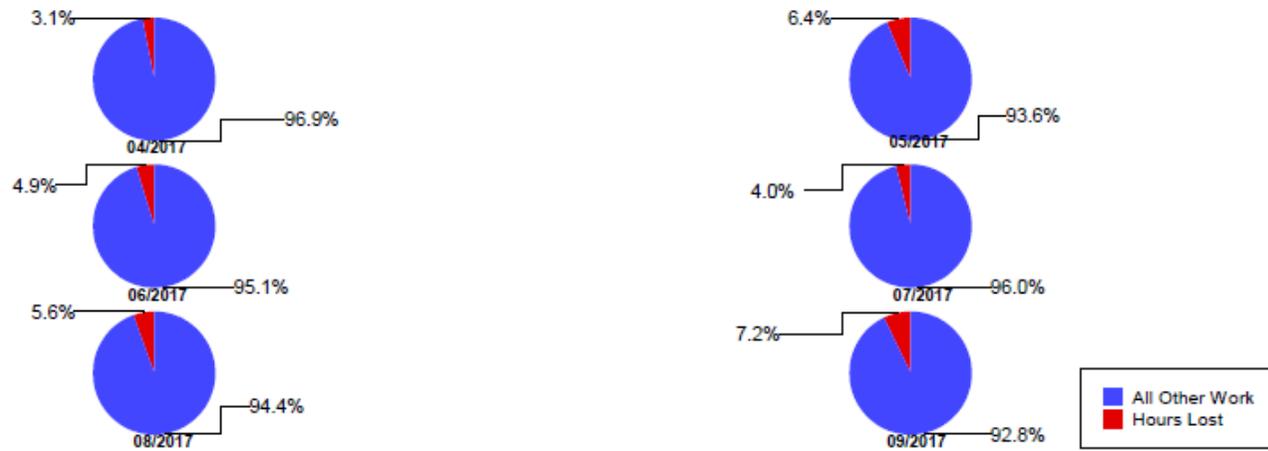
City of Edinburgh Council Abandoned Tests - Private Hire Cars



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work	99%	97%	98%	99%	99%	97%	98%
Hours on Vehicles	648.00	730.00	814.00	708.00	776.00	604.00	4,270.00
No Of Vehicles	320	365	407	353	388	302	2,135
Test Abandoned	1%	3%	2%	1%	1%	3%	2%
Hours Lost	6.00	26.00	18.00	8.00	6.00	16.00	80.00
No Of Vehicles	3	13	9	4	3	8	40
Total	100%	100%	100%	100%	100%	100%	100%
	648.00	736.00	832.00	714.00	782.00	620.00	4,350.00
	323	378	416	357	391	310	2,175

Note: Tests are abandoned when a vehicle is presented in poor condition or a high number of faults identified

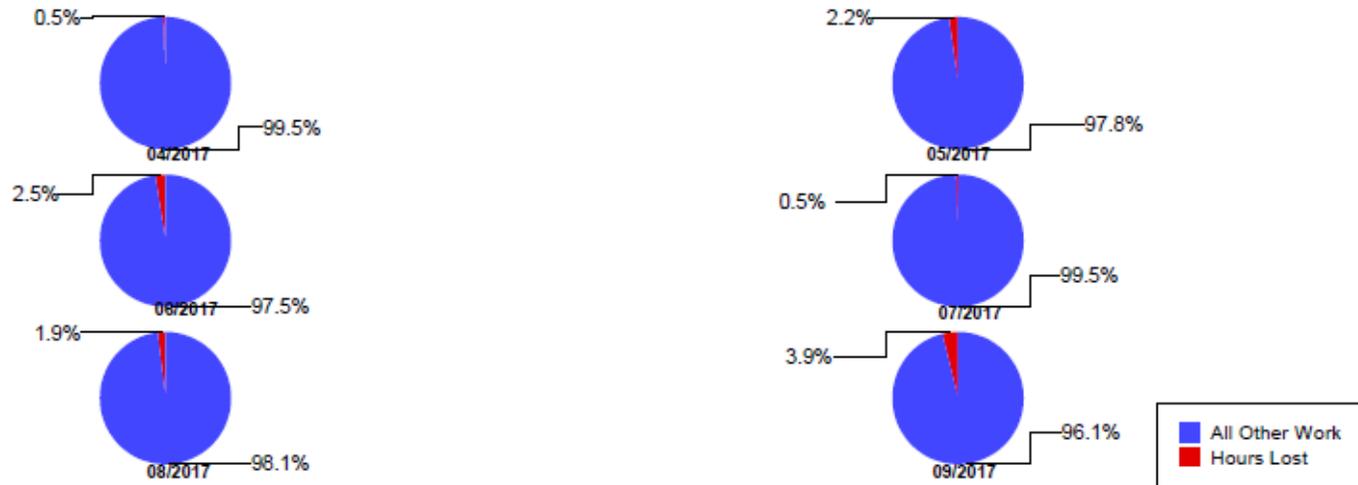
City of Edinburgh Council Total Examiner Hours Lost - All Vehicles



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work	97%	94%	95%	96%	94%	93%	95%
Hours on Vehicles	1,010.00	1,134.00	1,176.00	1,062.00	1,146.00	954.00	6,482.00
No Of Vehicles	505	567	588	531	573	477	3,241
Hours Lost	3%	6%	5%	4%	6%	7%	5%
	32.00	78.00	60.00	44.00	68.00	74.00	356.00
No Of Vehicles	16	39	30	22	34	37	178
Total	100%	100%	100%	100%	100%	100%	100%
	1,042.00	1,212.00	1,236.00	1,106.00	1,214.00	1,028.00	6,838.00
	521	606	618	553	607	514	3,419

Note: This is the total number of hours lost and includes Hours lost from Missed Appointments and Abandoned tests . As a guide each Examiner currently works 36 hours per week.

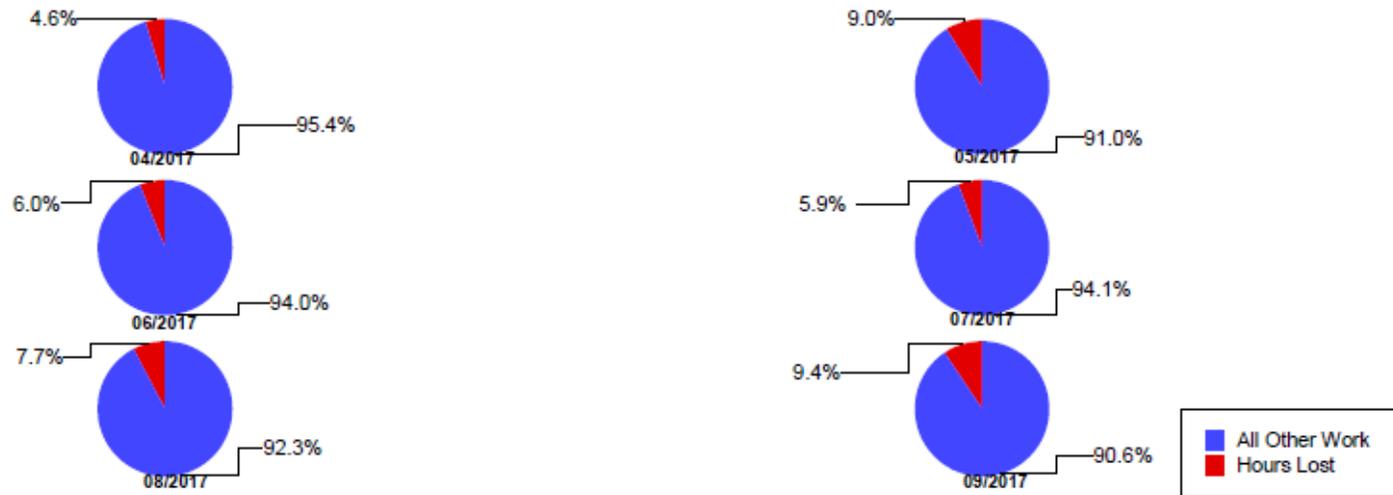
City of Edinburgh Council Examiner Hours Lost - Taxi



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work	99%	98%	98%	99%	98%	96%	98%
Hours on Vehicles	394.00	446.00	394.00	390.00	424.00	392.00	2,440.00
No Of Vehicles	197	223	197	195	212	198	1,220
Hours Lost	1%	2%	2%	1%	2%	4%	2%
	2.00	10.00	10.00	2.00	8.00	16.00	48.00
No Of Vehicles	1	5	5	1	4	8	24
Total	100%	100%	100%	100%	100%	100%	100%
	396.00	456.00	404.00	392.00	432.00	408.00	2,488.00
	198	228	202	196	216	204	1,244

Note: This is the total number of hours lost and includes Hours lost from Missed Appointments and Abandoned tests . As a guide each Examiner currently works 36 hours per week.

City of Edinburgh Council Examiner Hours Lost - Private Hire Cars



	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
All Other Work	95%	91%	94%	94%	92%	91%	93%
Hours on Vehicles	616.00	688.00	782.00	672.00	722.00	562.00	4,042.00
No Of Vehicles	308	344	391	336	361	281	2,021
Hours Lost	5%	9%	6%	6%	8%	9%	7%
No Of Vehicles	30.00	68.00	50.00	42.00	60.00	58.00	308.00
No Of Vehicles	15	34	25	21	30	29	154
Total	100%	100%	100%	100%	100%	100%	100%
	646.00	756.00	832.00	714.00	782.00	620.00	4,350.00
	323	378	416	357	391	310	2,175

Note: This is the total number of hours lost and includes Hours lost from Missed Appointments and Abandoned tests . As a guide each Examiner currently works 36 hours per week.