

# Regulatory Committee

1.30pm, Monday, 7 January 2019

## Taxi Examination Centre – Performance Update

Item number	7.1
Report number	
Executive/routine	Executive
Wards	All

### Executive Summary

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This report provides the Committee with a performance update on pass and failure rates in respect of vehicle inspections. This forms part of the application process for new and renewal taxi and private hire car licences.

## Taxi Examination Centre – Performance Update

### 1. Recommendations

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- 1.1 It is recommended that the Regulatory Committee:
  - 1.1.1 notes the content of this report;
  - 1.1.2 supports the proposals outlined in paragraphs 3.9 – 3.13; and
  - 1.1.3 notes that consultation on these proposals with the Hire Car Consultation Group (HCCG) will commence in early 2019, with the final recommendations being reported to the next Committee.

### 2. Background

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- 2.1 As the licensing authority under the Civic Government (Scotland) Act 1982, the Council 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 on 4 April 2014, the service transferred from Police Scotland to in-house delivery on 1 November 2014.

### 3. Main report

3.1 Comparative information on the key measures from January – October 2018 and October - December 2017, provided by the TEC, is noted in the table below.

<b>Measure</b>	<b>January - October 2018</b>	<b>October – December 2017</b>
Council-licensed vehicles tested passing first time	54%	56%
Appointments missed	461 (equates to 922 lost hours)	93 (equates to 186 lost hours)
Tests abandoned due to poor vehicle condition	149 (equates to 298 lost hours)	29 (equates to 58 lost hours)
Red labels issued	51	17
Red labels issued (taxis)	34	8
Red labels issued (PHCs)	17	9
Roadside Enforcement	531 vehicles inspected (270 vehicles were found to be non-compliant)	332 vehicles inspected (91 vehicles were found to be non-compliant)

- 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 Appendices 1 - 2.
- 3.4 During 2017/2018 the TEC continued to experience pressure and an increase on waiting times for new vehicles to be inspected. This resulted from a range of issues, including:
- 3.4.1 an increase in the number of PHC licence applications and vehicles submitted for inspection;
  - 3.4.2 an increase in the number of change of vehicle applications; and
  - 3.4.3 a high initial failure rate leading to re-inspections.
- 3.5 A number of measures have been now been implemented to address increased demand at the TEC. These include:

- 3.5.1 securing additional accommodation at the Murrayburn Road depot to accommodate two additional vehicle inspection ramps - these have been operational since March 2018; and
- 3.5.2 any vehicle, which it is apparent has not been prepared for inspection, will not be tested, the test will be abandoned, and a retest fee applied.
- 3.6 Work is under way to review and increase the staffing resource at the TEC to reflect the increased volume of vehicle licence applications and increased fleet size. This will also support increased enforcement activity on the roadside.

**Measures to improve TEC efficiency and vehicle safety**

- 3.7 Work is still ongoing to identify action which could be taken to further reduce the number of vehicles failing when presented for annual test. As previously reported, a culture exists amongst some operators where vehicles are submitted for test and any faults identified in the test remedied thereafter. This practise needs to be addressed, as maintenance should be carried out on an ongoing basis and vehicles should be presented for test in a compliant condition.
- 3.8 Initial discussions have been held with trade representatives through the HCCG. A range of options have been identified and are set out in paragraphs 3.9 to 3.13. Consultation on these options will begin in early 2019 now that the policy on Age and Emissions has been implemented.
- 3.9 Where a vehicle fails inspection, the TEC currently offers a retest within 10 days. However, this inevitably contributes to workload, and to waiting times for test dates for other applicants. 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 Councils permit a retest fee of up to a maximum of half of the original MOT test fee. In the case of taxis and PHCs this would be £27.43. It is proposed to consider applying this charge to retests.
- 3.10 The guidance issued in respect of MOT testing stations by the Vehicle and Operator Services Agency for minor defects 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 the actual test 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, has a negative impact on the efficient use of resources and adversely affects the TEC's ability to offer test dates to other applicants.

- 3.12 Once staffing levels have been increased it is proposed 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 for inspection in an unsafe condition. After six months, vehicles in these categories will be subject to re-inspection in terms of conditions three and 56 of the licence conditions for taxis and PHCs respectively - and liable to be recalled for inspection at any time given two days' notice.
- 3.13 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 the 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.
- 3.14 If these measures are supported by the committee, officers will consult with trade representatives via the HCCG and the outcome will be reported back to the next Committee.
- 3.15 Representatives from the trade, through HCCG members, have previously expressed support for increasing effective enforcement action in regard to taxi and PHC licence holders who are in breach of the conditions of licence. The issues set out in paragraph 3.4 have affected the Council's ability to do this. However, in the interim where resources permitted, a more focused approach has been taken. Since October 2017, 863 vehicles have been examined as part of the roadside enforcement action. During these inspections 361 vehicles were found to be non-compliant. The increase in resourcing will enable this work to continue.

#### **4. Measures of success**

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- 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.

#### **5. Financial impact**

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- 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 for the work undertaken on their behalf.

## 6. Risk, policy, compliance and governance impact

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

## 7. Equalities impact

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

## 8. Sustainability impact

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- 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. Between new registration and three years old, the licensed fleet is therefore more rigorously tested and controlled than private vehicles.

## 9. Consultation and engagement

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- 9.1 Initial discussions have been held with representatives of the trade through the HCCG and a range of options have been identified to improve the efficiency of the TEC.

## 10. Background reading/external references

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- 10.1 [Regulatory Committee – 24 June 2016](#) - item 6.3  
10.2 [Regulatory Committee – 17 February 2017](#) - item 6.2  
10.3 [Regulatory Committee - 8 January 2018](#) – Item 6.1

### **Paul Lawrence**

Executive Director of Place

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## 11. Appendices

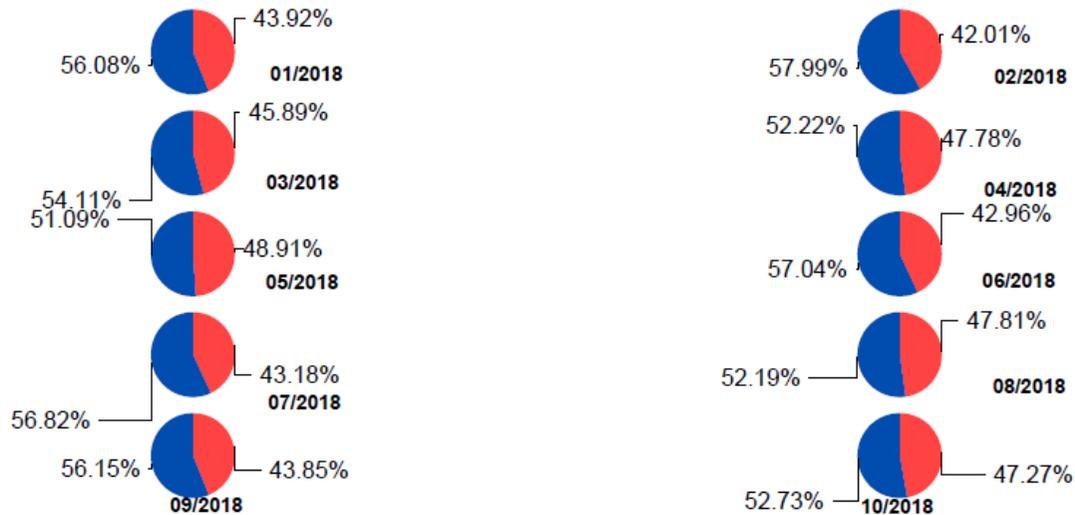
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- 11.1 Key Performance Indicators Report January – October 2018
- 11.2 Key Performance Indicators Report October - December 2017

## Appendix 1 – Taxi Examination Centre

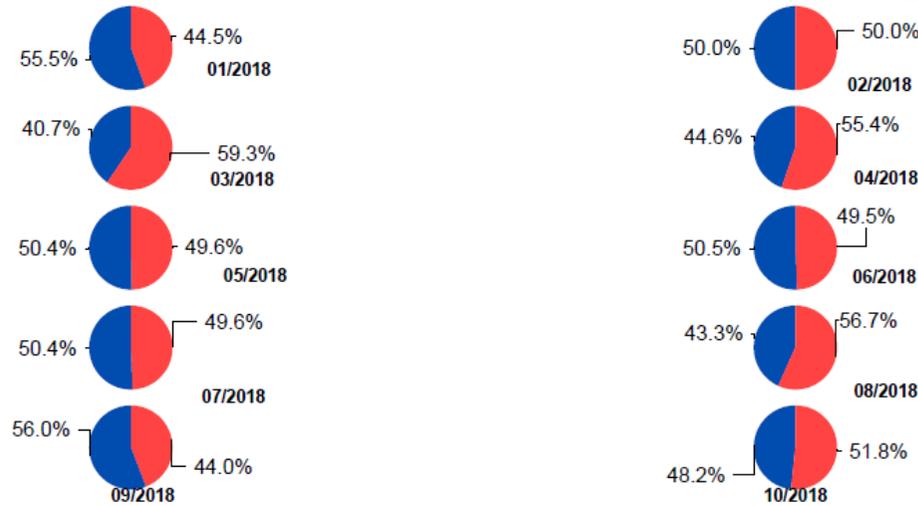
### Key Performance Indicators Report January – October 2018

#### City of Edinburgh Council First Time Pass Rate - All Vehicles



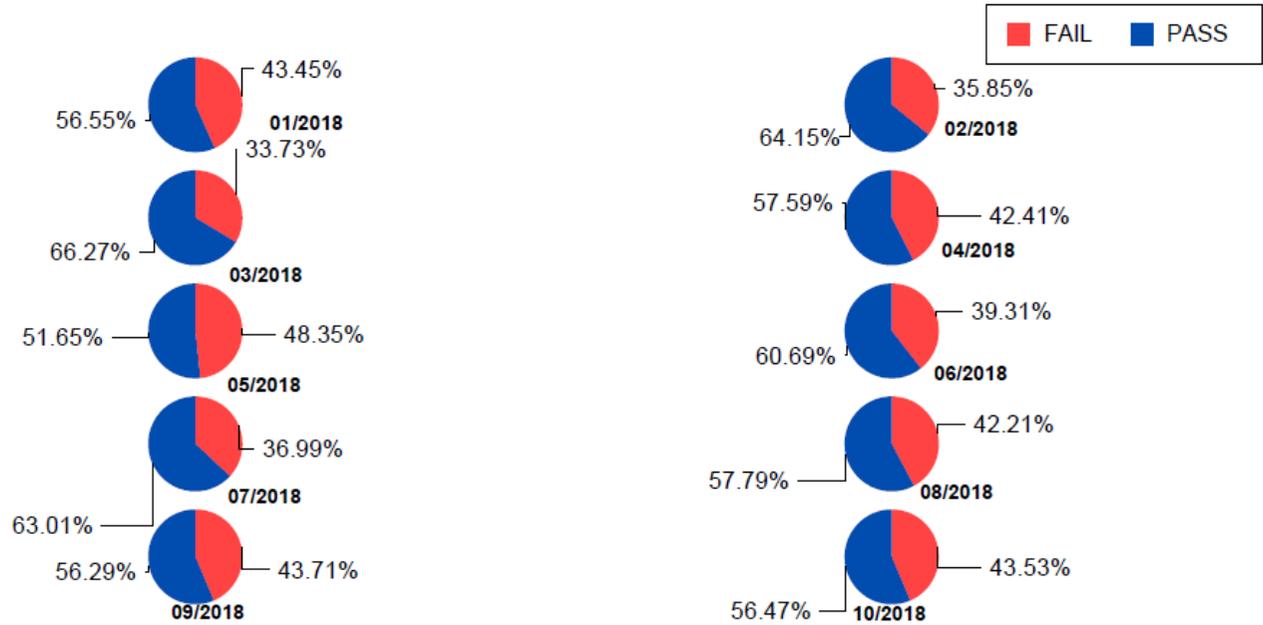
	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>FAIL</b>	43%	42%	45%	47%	48%	42%	43%	47%	43%	47%	<b>45%</b>
	112	121	145	129	157	116	114	120	114	147	1,275
<b>PASS</b>	56%	57%	54%	52%	51%	57%	56%	52%	56%	52%	<b>54%</b>
	143	167	171	141	164	154	150	131	146	164	1,531
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
	255	288	316	270	321	270	264	251	260	311	2,806

## City of Edinburgh Council First Time Pass Rate - Taxi



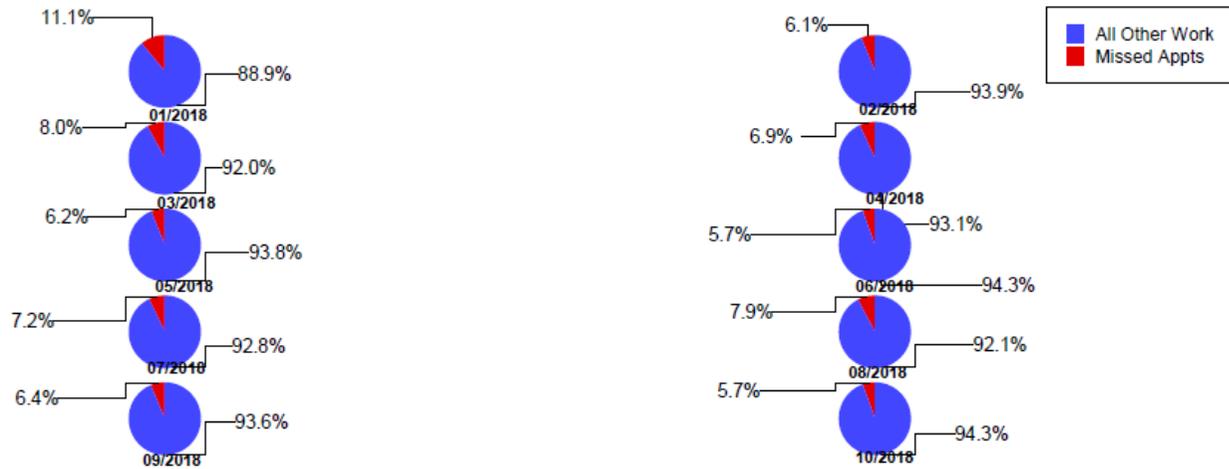
	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>FAIL</b>	44% 49	50% 64	59% 89	55% 62	49% 69	49% 48	49% 57	56% 55	44% 48	51% 73	<b>51%</b> 614
<b>PASS</b>	55% 61	50% 64	40% 61	44% 50	50% 70	50% 49	50% 58	43% 42	55% 61	48% 68	<b>48%</b> 584
<b>Total</b>	<b>100%</b> 110	<b>100%</b> 128	<b>100%</b> 150	<b>100%</b> 112	<b>100%</b> 139	<b>100%</b> 97	<b>100%</b> 115	<b>100%</b> 97	<b>100%</b> 109	<b>100%</b> 141	<b>100%</b> 1,198

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



	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>FAIL</b>	43%	35%	33%	42%	48%	39%	38%	42%	43%	43%	<b>41%</b>
	63	57	56	67	88	68	54	65	66	74	658
<b>PASS</b>	56%	64%	66%	57%	51%	60%	63%	57%	56%	56%	<b>58%</b>
	82	102	110	91	94	105	92	89	85	96	946
<b>Total</b>	<b>100%</b> 145	<b>100%</b> 159	<b>100%</b> 166	<b>100%</b> 158	<b>100%</b> 182	<b>100%</b> 173	<b>100%</b> 146	<b>100%</b> 154	<b>100%</b> 151	<b>100%</b> 170	<b>100%</b> 1,604

## City Of Edinburgh Council Missed Appointments - All Vehicles

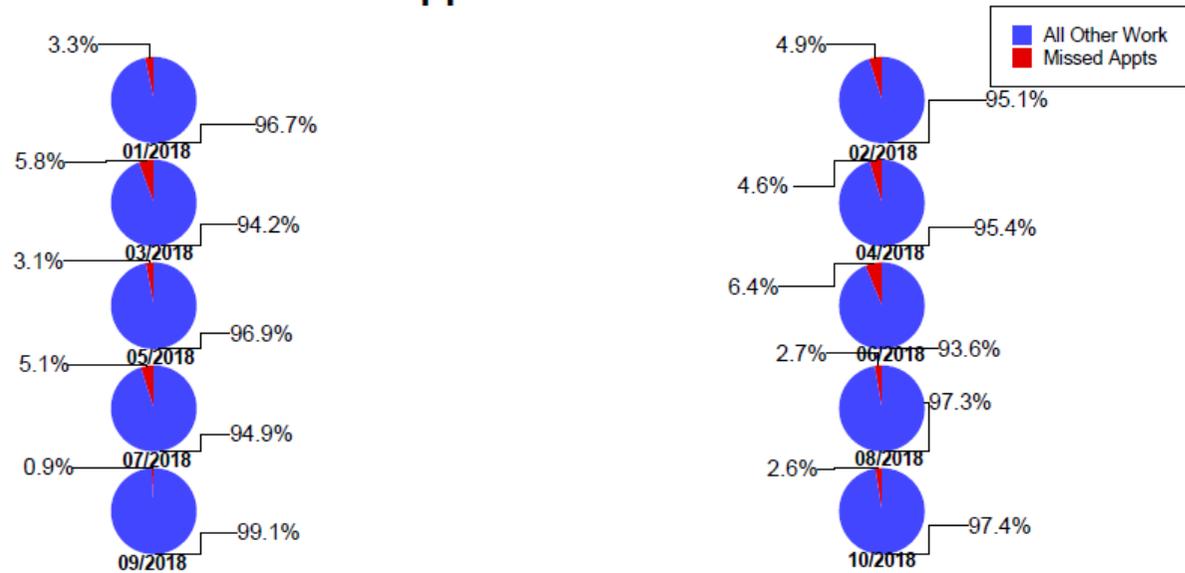


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018
<b>All Other Work</b>	88%	93%	91%	93%	93%	94%	92%	92%	93%	94%
<b>Hours on Vehicles</b>	1,060	1,172	1,348	1,206	1,330	1,202	1,180	1,122	1,114	1,360
<b>No Of Vehicles</b>	530	586	674	603	665	601	590	561	557	680
<b>Missed Appts</b>	11%	6%	8%	6%	6%	5%	7%	7%	6%	5%
<b>Hours Lost</b>	132	76	118	90	88	72	92	96	76	82
<b>No Of Vehicles</b>	66	38	59	45	44	36	46	48	38	41
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1,192.00	1,248.00	1,466.00	1,296.00	1,418.00	1,274.00	1,272.00	1,218.00	1,190.00	1,442.00
	596	624	733	648	709	637	636	609	595	721

Note : Examiners currently work 37hours per week

All other work relates to all the additional vehicle examinations carried out by the TEC

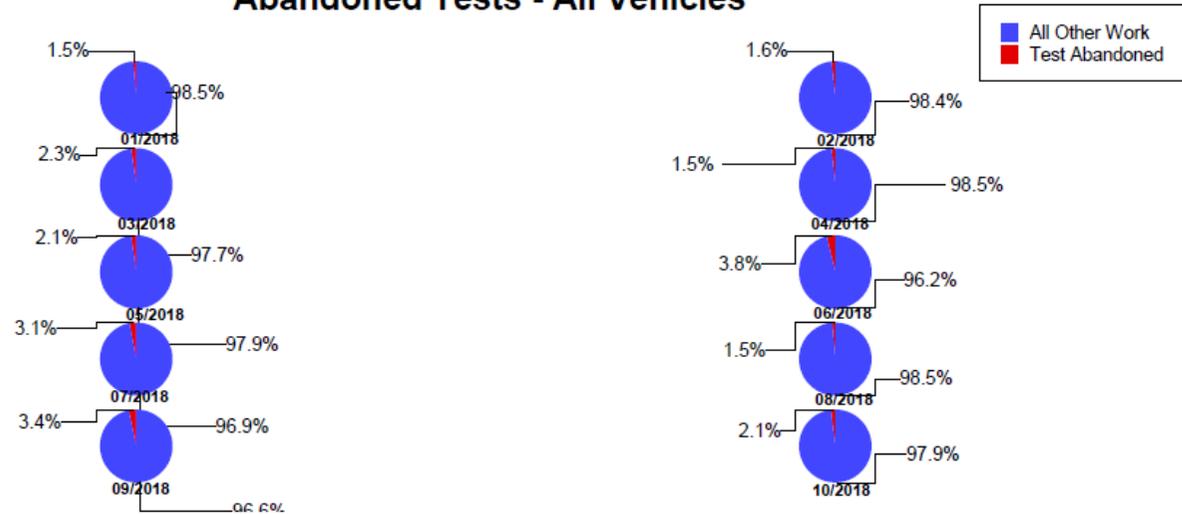
## City of Edinburgh Council Missed Appointments - Taxis



	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	96%	95%	94%	95%	96%	93%	94%	97%	99%	97%	96%
<b>Hours on Vehicles</b>	356	464	582	456	494	382	412	360	450	530	4,486
<b>No Of Vehicles</b>	178	232	291	228	247	191	206	180	225	265	2,243
<b>Missed Appts</b>	3%	4%	5%	4%	3%	6%	5%	2%	0%	2%	3%
<b>Hours Lost</b>	12	24	36	22	16	26	22	10	4	14	186
<b>No Of Vehicles</b>	6	12	18	11	8	13	11	5	2	7	93
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	368.00	488.00	618.00	478.00	510.00	408.00	434.00	370.00	454.00	544.00	4,672.00
	184	244	309	239	255	204	217	185	227	272	2,336

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Abandoned Tests - All Vehicles

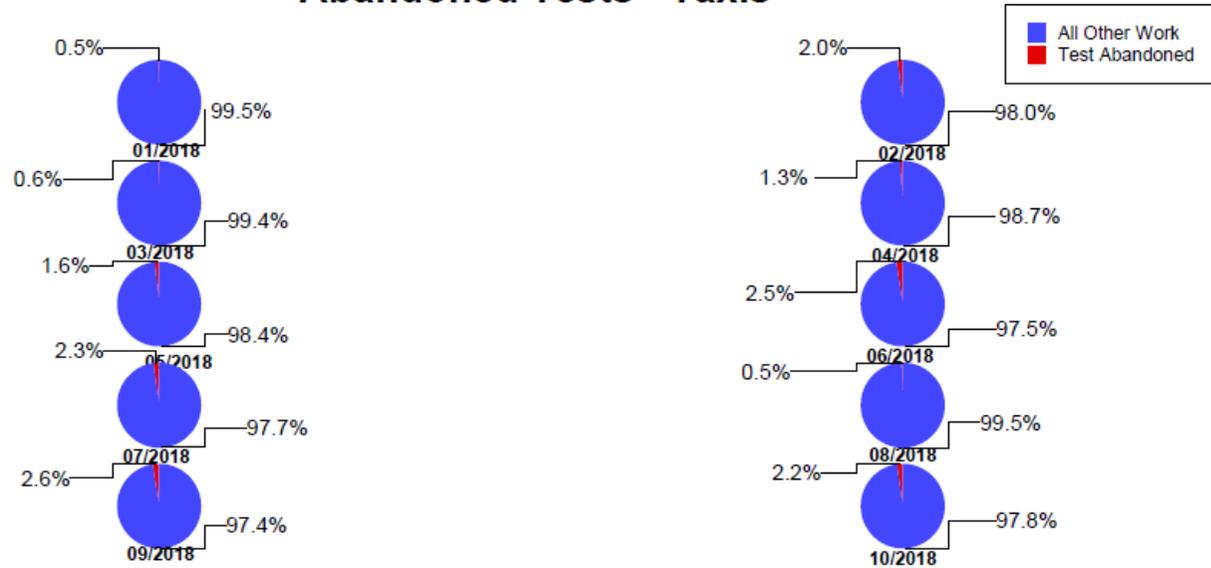


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	98%	98%	97%	98%	97%	96%	96%	98%	96%	97%	97%
Hours on Vehicles	1,174	1,228	1,432	1,276	1,388	1,226	1,232	1,200	1,150	1,412	12,718
No Of Vehicles	587	614	716	638	694	613	616	600	575	706	6,359
<b>Test Abandoned</b>	1%	1%	2%	1%	2%	3%	3%	1%	3%	2%	2%
Hours Lost	18	20	34	20	30	48	40	18	40	30	298
No Of Vehicles	9	10	17	10	15	24	20	9	20	15	149
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1,192.00	1,248.00	1,466.00	1,296.00	1,418.00	1,274.00	1,272.00	1,218.00	1,190.00	1,442.00	13,016.00
	596	624	733	648	709	637	636	609	595	721	6,508

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

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Abandoned Tests - Taxis

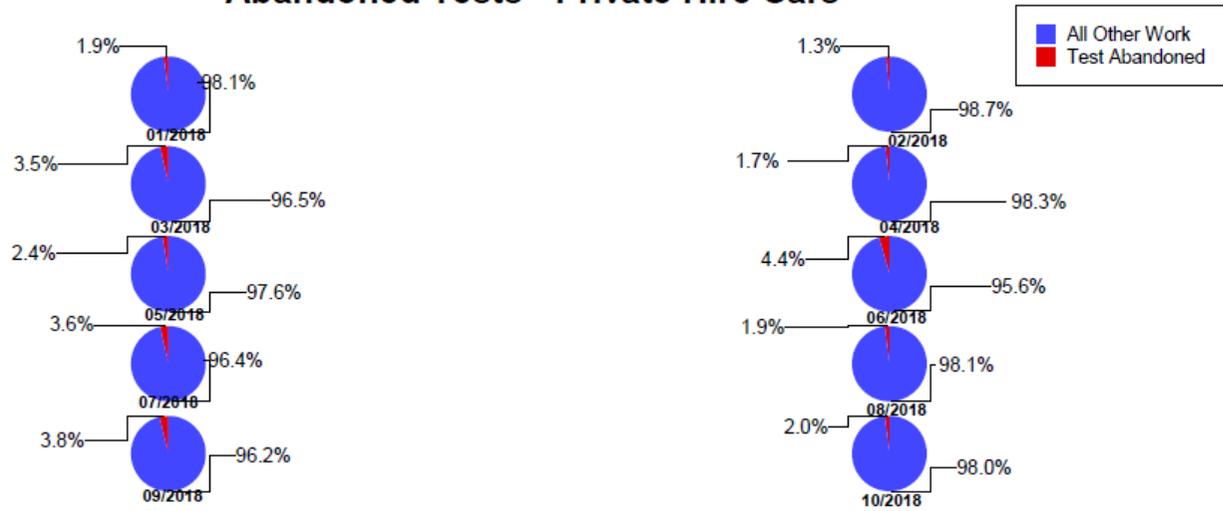


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work Hours on Vehicles</b>	99% 366.00	97% 478.00	99% 614.00	98% 472.00	98% 502.00	97% 398.00	97% 424.00	99% 368.00	97% 442.00	97% 532.00	98% 4,596.00
<b>Test Abandoned Hours Lost</b>	0% 2.00	2% 10.00	0% 4.00	1% 6.00	1% 8.00	2% 10.00	2% 10.00	0% 2.00	2% 12.00	2% 12.00	1% 76.00
<b>Total</b>	100% 368.00	100% 488.00	100% 618.00	100% 478.00	100% 510.00	100% 408.00	100% 434.00	100% 370.00	100% 454.00	100% 544.00	100% 4,672.00

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

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Abandoned Tests - Private Hire Cars

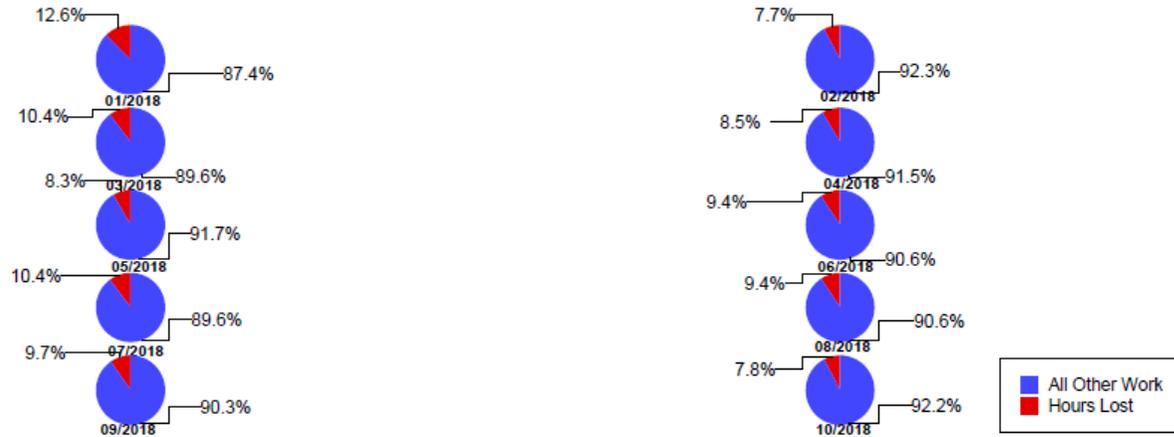


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	98%	98%	96%	98%	97%	95%	96%	98%	96%	97%	97%
<b>Hours on Vehicles</b>	808.00	750.00	818.00	804.00	886.00	828.00	808.00	832.00	708.00	880.00	8,122.00
<b>No Of Vehicles</b>	404	375	409	402	443	414	404	416	354	440	4,061
<b>Test Abandoned</b>	1%	1%	3%	1%	2%	4%	3%	1%	3%	2%	2%
<b>Hours Lost</b>	16.00	10.00	30.00	14.00	22.00	38.00	30.00	16.00	28.00	18.00	222.00
<b>No Of Vehicles</b>	8	5	15	7	11	19	15	8	14	9	111
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	824.00	760.00	848.00	818.00	908.00	866.00	838.00	848.00	736.00	898.00	8,344.00
	412	380	424	409	454	433	419	424	368	449	4,172

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

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Total Examiner Hours Lost - All Vehicles

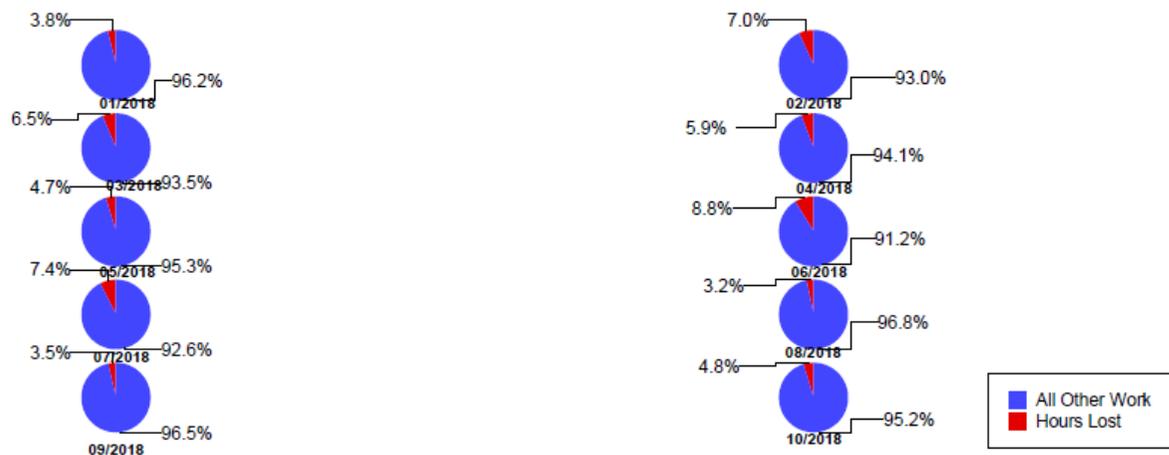


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	87%	92%	89%	91%	91%	90%	89%	90%	90%	92%	90%
<b>Hours on Vehicles</b>	1,042.00	1,152.00	1,314.00	1,186.00	1,300.00	1,154.00	1,140.00	1,104.00	1,074.00	1,330.00	11,796.00
<b>No Of Vehicles</b>	521	576	657	593	650	577	570	552	537	665	5,898
<b>Hours Lost</b>	12%	7%	10%	8%	8%	9%	10%	9%	9%	7%	9%
<b>No Of Vehicles</b>	150.00	96.00	152.00	110.00	118.00	120.00	132.00	114.00	116.00	112.00	1,220.00
	75	48	76	55	59	60	66	57	58	56	610
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1,192.00	1,248.00	1,466.00	1,296.00	1,418.00	1,274.00	1,272.00	1,218.00	1,190.00	1,442.00	13,016.00
	596	624	733	648	709	637	636	609	595	721	6,508

**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.

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Examiner Hours Lost - Taxis

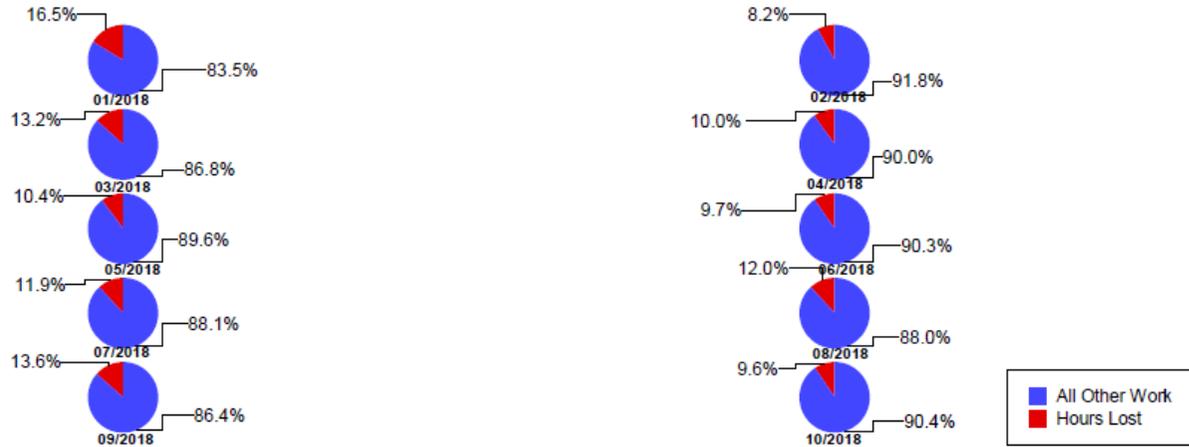


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	96%	93%	93%	94%	95%	91%	92%	96%	96%	95%	94%
<b>Hours on Vehicles</b>	354.00	454.00	578.00	450.00	486.00	372.00	402.00	358.00	438.00	518.00	4,410.00
<b>No Of Vehicles</b>	177	227	289	225	243	186	201	179	219	259	2,205
<b>Hours Lost</b>	3%	6%	6%	5%	4%	8%	7%	3%	3%	4%	5%
<b>Hours Lost</b>	14.00	34.00	40.00	28.00	24.00	36.00	32.00	12.00	16.00	26.00	262.00
<b>No Of Vehicles</b>	7	17	20	14	12	18	16	6	8	13	131
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Total</b>	368.00	488.00	618.00	478.00	510.00	408.00	434.00	370.00	454.00	544.00	4,672.00
<b>Total</b>	184	244	309	239	255	204	217	185	227	272	2,336

**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.

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## City of Edinburgh Council Examiner Hours Lost - Private Hire Cars

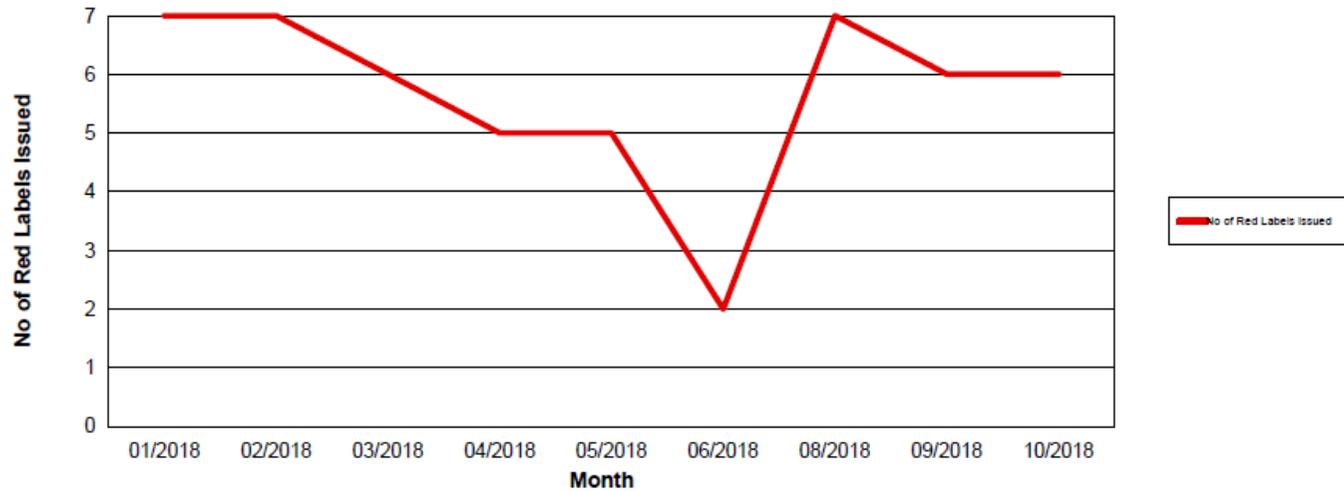


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	83%	91%	86%	89%	89%	90%	88%	87%	86%	90%	88%
<b>Hours on Vehicles</b>	688.00	698.00	736.00	736.00	814.00	782.00	738.00	746.00	636.00	812.00	7,386.00
<b>No Of Vehicles</b>	344	349	368	368	407	391	369	373	318	406	3,693
<b>Hours Lost</b>	16%	8%	13%	10%	10%	9%	11%	12%	13%	9%	11%
	136.00	62.00	112.00	82.00	94.00	84.00	100.00	102.00	100.00	86.00	958.00
<b>No Of Vehicles</b>	68	31	56	41	47	42	50	51	50	43	479
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	824.00	760.00	848.00	818.00	908.00	866.00	838.00	848.00	736.00	898.00	8,344.00
	412	380	424	409	454	433	419	424	368	449	4,172

**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.

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Red Labels Issued- All Vehicles

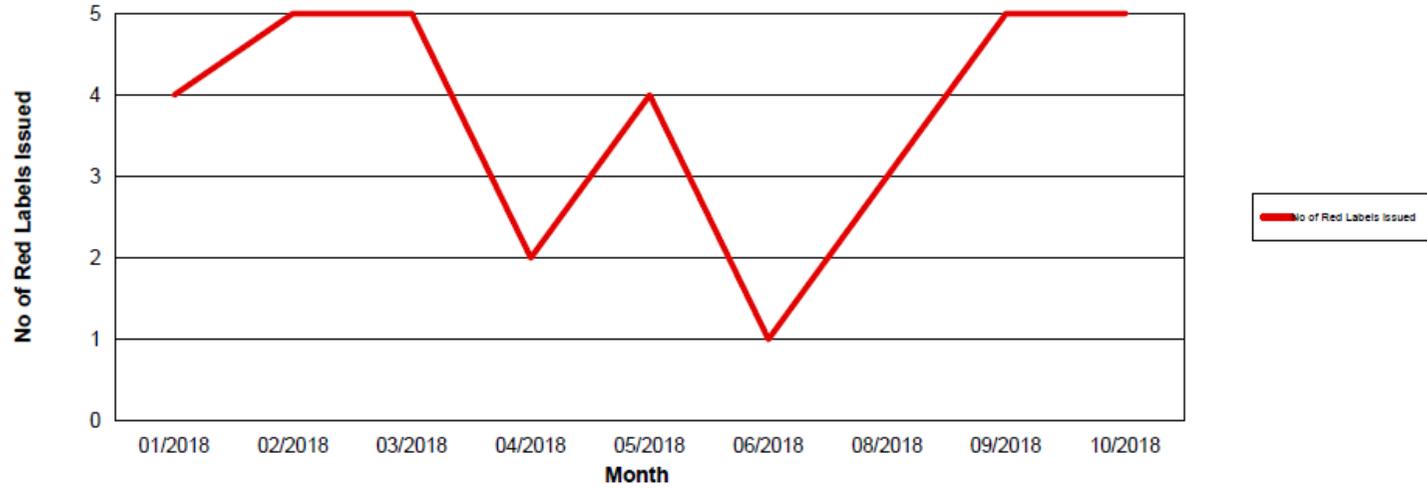


	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>Red Label Issued</b>	7	7	6	5	5	2	7	6	6	51
<b>Total</b>	7	7	6	5	5	2	7	6	6	51

**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

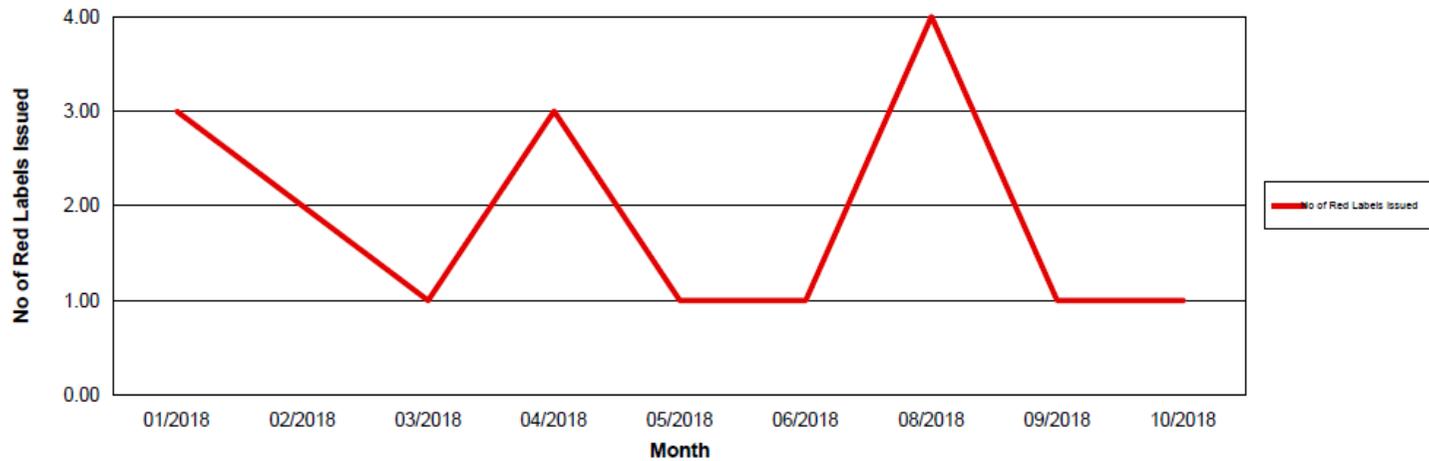


	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Aug 2018	Sep 2018	Oct 2018	Total
Red Label Issued	4	5	5	2	4	1	3	5	5	34
Total	4	5	5	2	4	1	3	5	5	34

**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

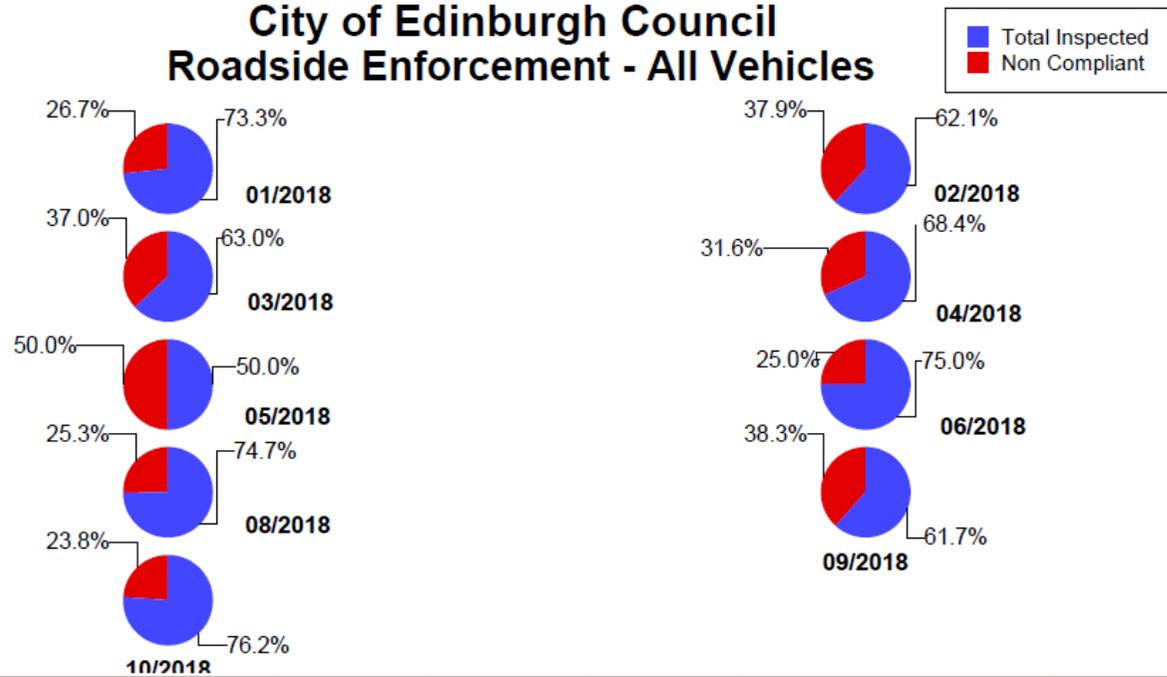
### Red Labels Issued- Private Hire Vehicles



	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Aug 2018	Sep 2018	Oct 2018	Total
Red Label Issued	3	2	1	3	1	1	4	1	1	17
Total	3	2	1	3	1	1	4	1	1	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 Roadside Enforcement - All Vehicles

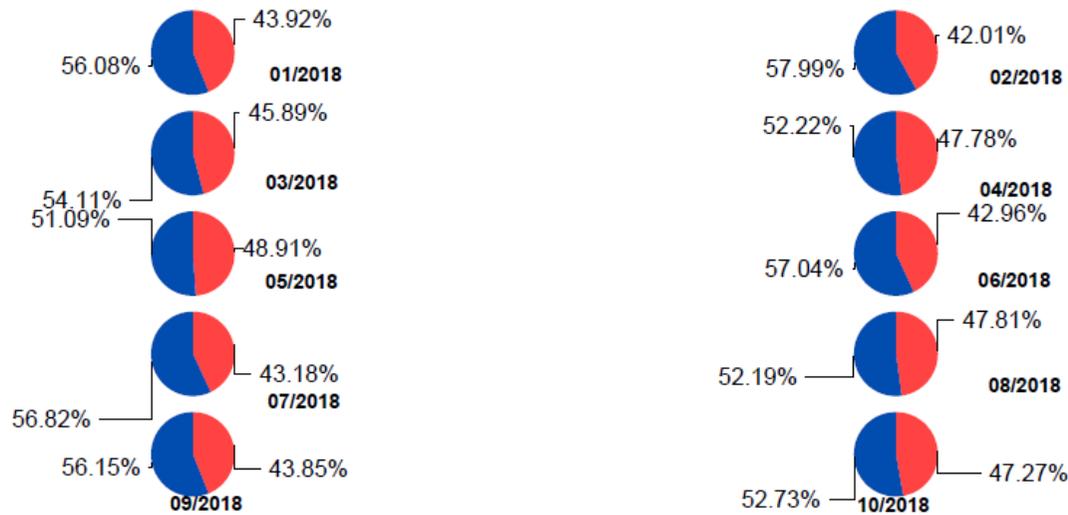


	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Aug 2018	Sep 2018
Total Inspected	121.00	90.00	46.00	26.00	6.00	30.00	56.00	156.00
Non Compliant	44.00	55.00	27.00	12.00	6.00	10.00	19.00	97.00

## Appendix 2 – Taxi Examination Centre

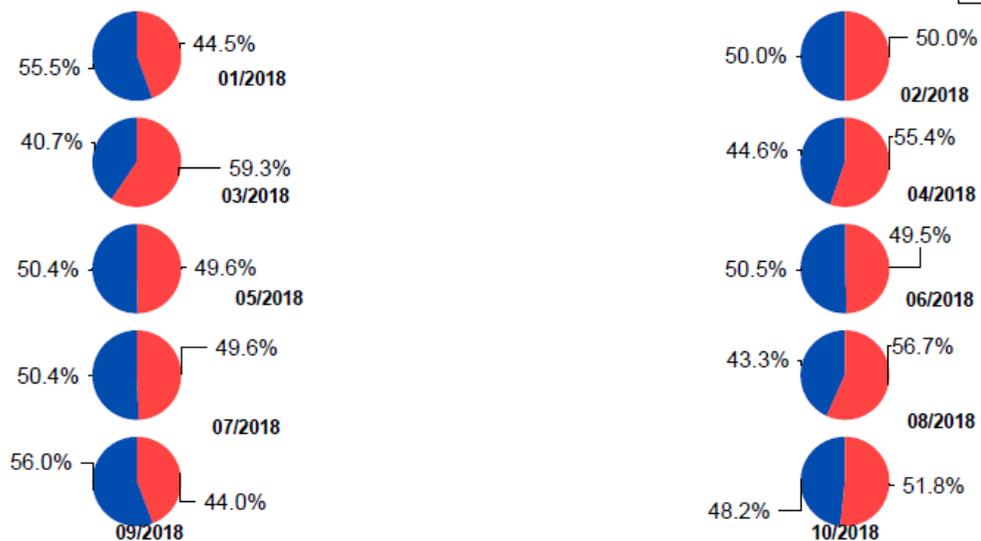
### Key Performance Indicators Report October - December 2017

#### City of Edinburgh Council First Time Pass Rate - All Vehicles



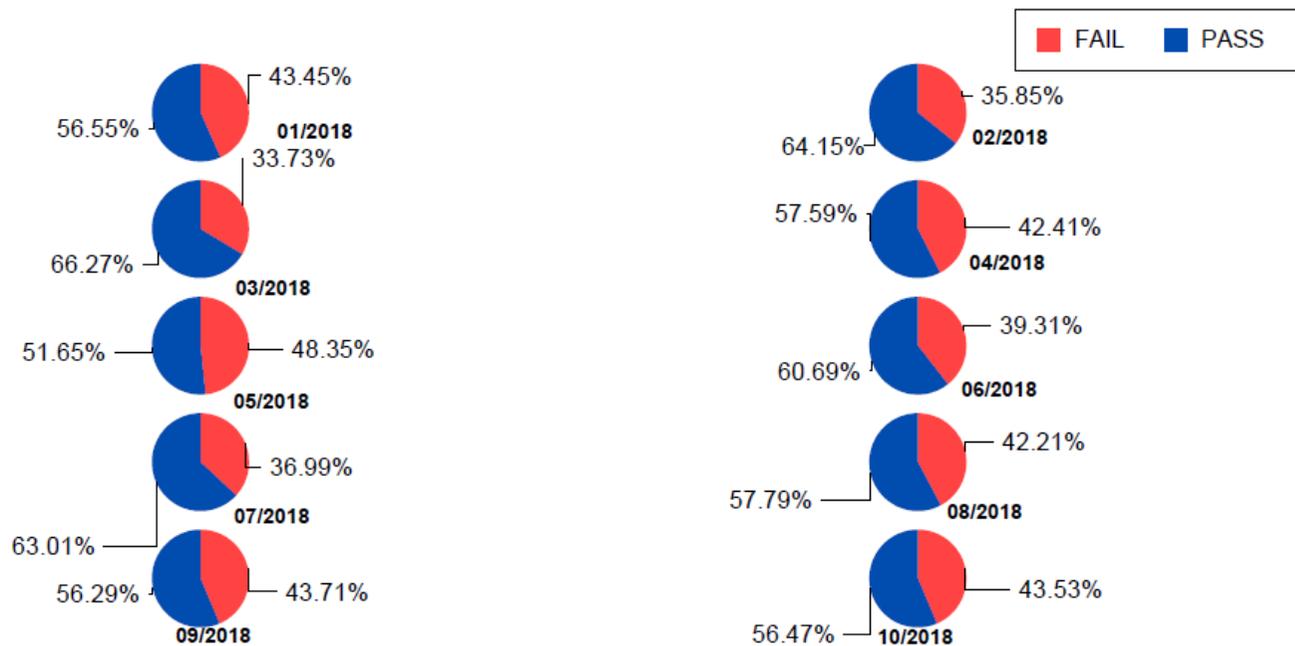
	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>FAIL</b>	43%	42%	45%	47%	48%	42%	43%	47%	43%	47%	<b>45%</b>
	112	121	145	129	157	116	114	120	114	147	1,275
<b>PASS</b>	56%	57%	54%	52%	51%	57%	56%	52%	56%	52%	<b>54%</b>
	143	167	171	141	164	154	150	131	146	164	1,531
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
	255	288	316	270	321	270	264	251	260	311	2,806

## City of Edinburgh Council First Time Pass Rate - Taxi



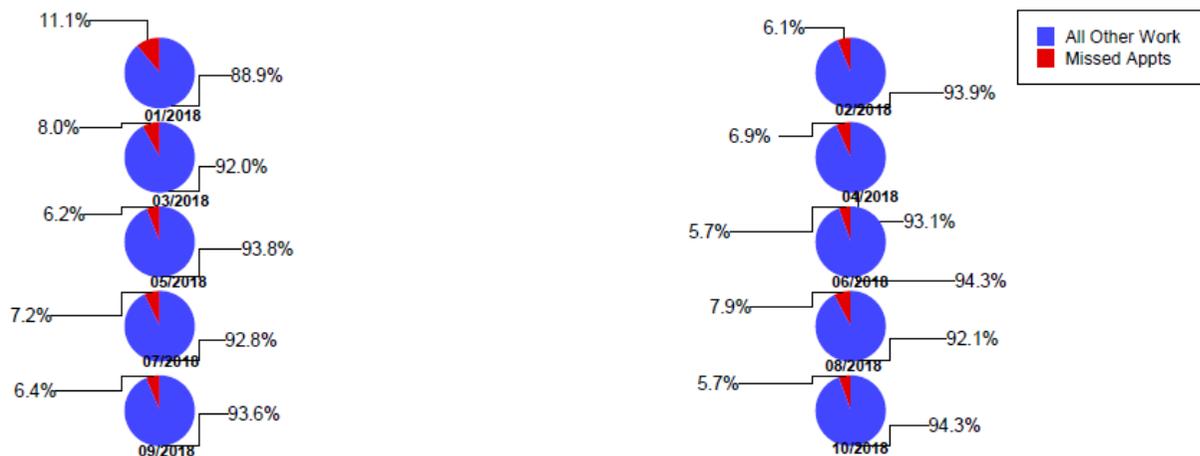
	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>FAIL</b>	44% 49	50% 64	59% 89	55% 62	49% 69	49% 48	49% 57	56% 55	44% 48	51% 73	<b>51%</b> 614
<b>PASS</b>	55% 61	50% 64	40% 61	44% 50	50% 70	50% 49	50% 58	43% 42	55% 61	48% 68	<b>48%</b> 584
<b>Total</b>	100% 110	100% 128	100% 150	100% 112	100% 139	100% 97	100% 115	100% 97	100% 109	100% 141	<b>100%</b> 1,198

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



	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>FAIL</b>	43%	35%	33%	42%	48%	39%	36%	42%	43%	43%	<b>41%</b>
	63	57	56	67	88	68	54	65	66	74	658
<b>PASS</b>	56%	64%	66%	57%	51%	60%	63%	57%	56%	56%	<b>58%</b>
	82	102	110	91	94	105	92	89	85	96	946
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
	145	159	166	158	182	173	146	154	151	170	1,604

## City Of Edinburgh Council Missed Appointments - All Vehicles

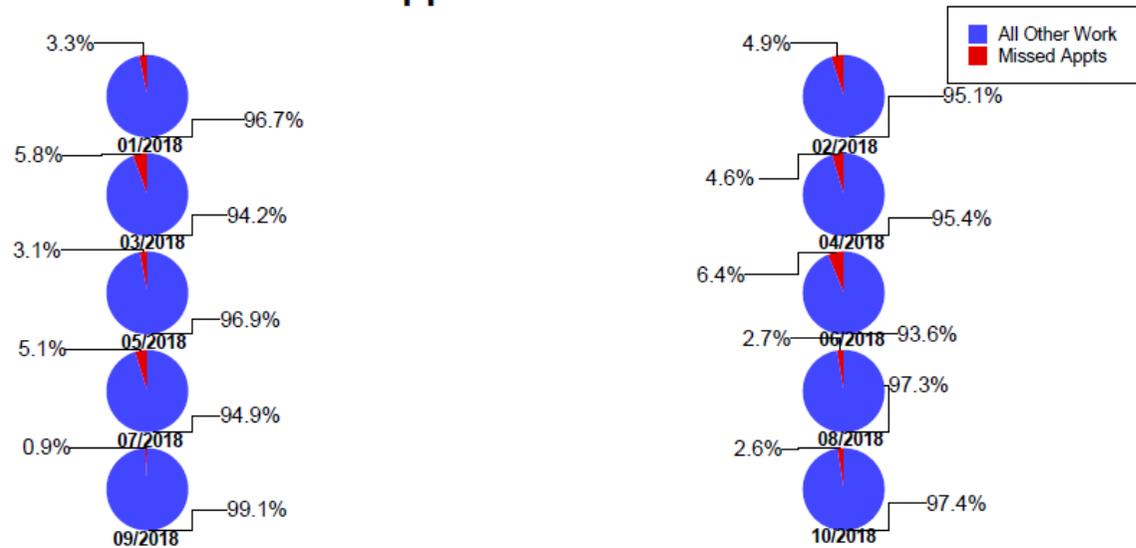


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018
<b>All Other Work</b>	88%	93%	91%	93%	93%	94%	92%	92%	93%	94%
<b>Hours on Vehicles</b>	1,060	1,172	1,348	1,206	1,330	1,202	1,180	1,122	1,114	1,360
<b>No Of Vehicles</b>	530	586	674	603	665	601	590	561	557	680
<b>Missed Appts</b>	11%	6%	8%	6%	6%	5%	7%	7%	6%	5%
<b>Hours Lost</b>	132	76	118	90	88	72	92	96	76	82
<b>No Of Vehicles</b>	66	38	59	45	44	36	46	48	38	41
<b>Total</b>	100% 1,192.00 596	100% 1,248.00 624	100% 1,466.00 733	100% 1,296.00 648	100% 1,418.00 709	100% 1,274.00 637	100% 1,272.00 636	100% 1,218.00 609	100% 1,190.00 595	100% 1,442.00 721

Note : Examiners currently work 37hours per week

All other work relates to all the additional vehicle examinations carried out by the TEC

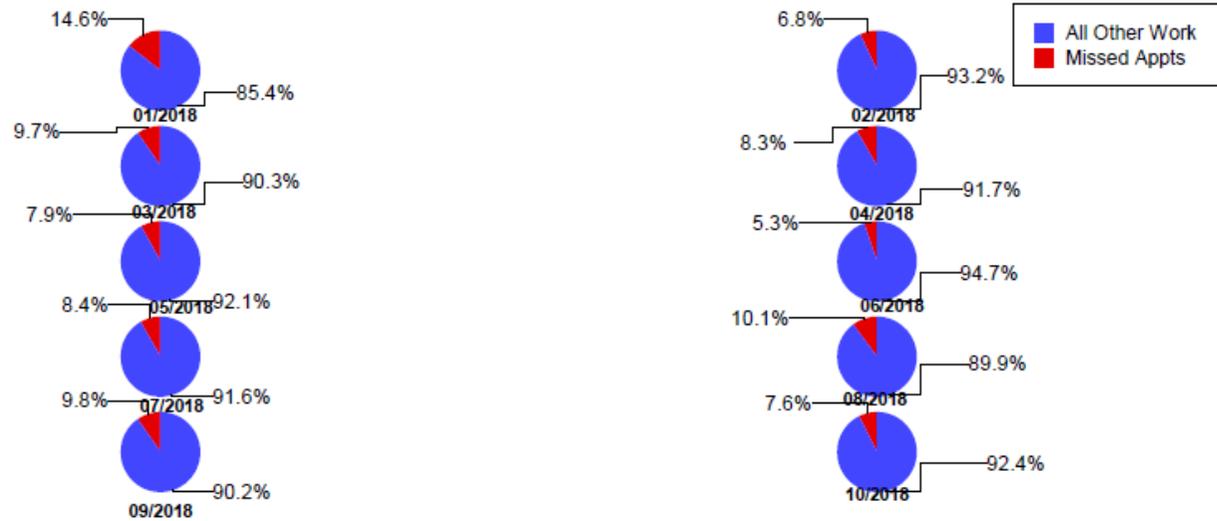
## City of Edinburgh Council Missed Appointments - Taxis



	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	96%	95%	94%	95%	96%	93%	94%	97%	99%	97%	96%
<b>Hours on Vehicles</b>	356	464	582	456	494	382	412	360	450	530	4,486
<b>No Of Vehicles</b>	178	232	291	228	247	191	206	180	225	265	2,243
<b>Missed Appts</b>	3%	4%	5%	4%	3%	6%	5%	2%	0%	2%	3%
<b>Hours Lost</b>	12	24	36	22	16	26	22	10	4	14	186
<b>No Of Vehicles</b>	6	12	18	11	8	13	11	5	2	7	93
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	368.00	488.00	618.00	478.00	510.00	408.00	434.00	370.00	454.00	544.00	4,672.00
	184	244	309	239	255	204	217	185	227	272	2,336

All other work relates to all the additional vehicle examinations carried out by the TEC

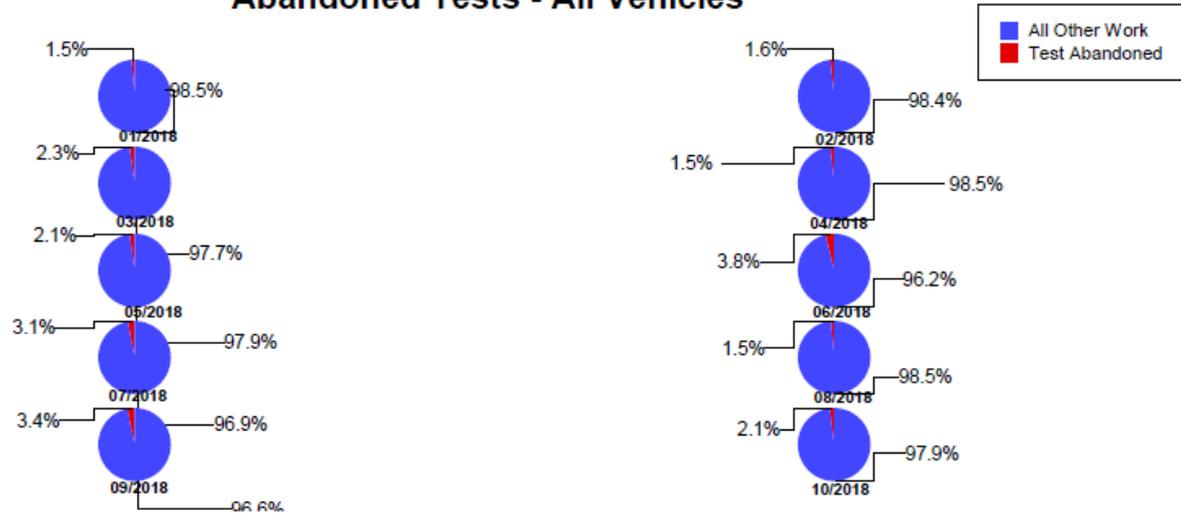
## City of Edinburgh Council Missed Appointments - Private Hire Cars



	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	85%	93%	90%	91%	92%	94%	91%	89%	90%	92%	91%
Hours on Vehicles	704.00	708.00	766.00	750.00	836.00	820.00	768.00	762.00	664.00	830.00	7,608.00
No Of Vehicles	352	354	383	375	418	410	384	381	332	415	3,804
<b>Missed Appts</b>	14%	6%	9%	8%	7%	5%	8%	10%	9%	7%	8%
Hours Lost	120.00	52.00	82.00	68.00	72.00	46.00	70.00	86.00	72.00	68.00	736.00
No Of Vehicles	60	28	41	34	36	23	35	43	36	34	368
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	824.00	760.00	848.00	818.00	908.00	866.00	838.00	848.00	736.00	898.00	8,344.00
	412	380	424	409	454	433	419	424	368	449	4,172

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Abandoned Tests - All Vehicles

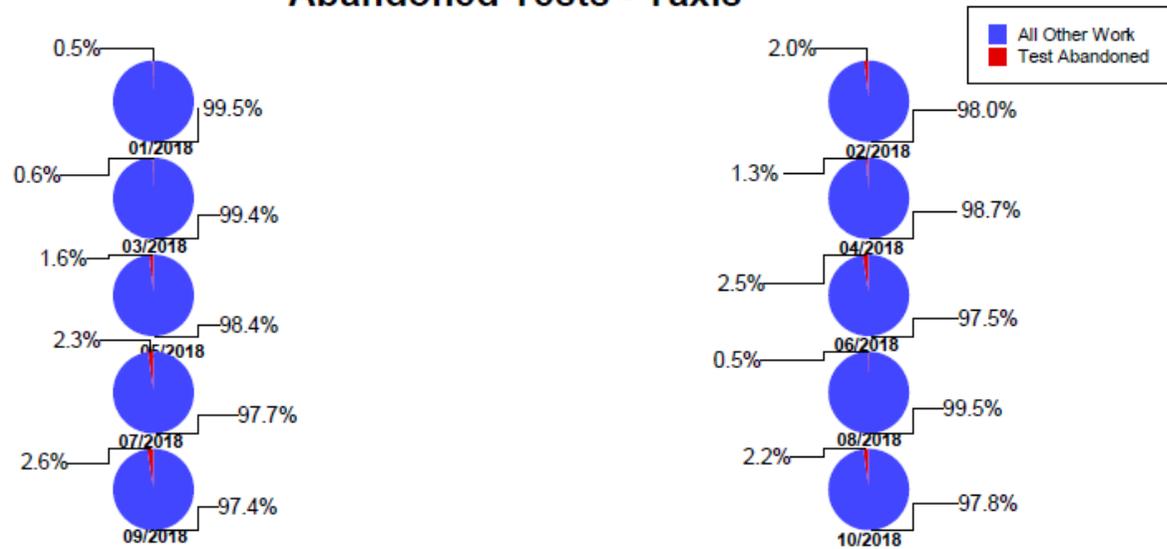


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	98%	98%	97%	98%	97%	96%	96%	98%	96%	97%	97%
Hours on Vehicles	1,174	1,228	1,432	1,276	1,388	1,226	1,232	1,200	1,150	1,412	12,718
No Of Vehicles	587	614	716	638	694	613	616	600	575	706	6,359
<b>Test Abandoned</b>	1%	1%	2%	1%	2%	3%	3%	1%	3%	2%	2%
Hours Lost	18	20	34	20	30	48	40	18	40	30	298
No Of Vehicles	9	10	17	10	15	24	20	9	20	15	149
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1,192.00	1,248.00	1,466.00	1,296.00	1,418.00	1,274.00	1,272.00	1,218.00	1,190.00	1,442.00	13,016.00
	596	624	733	648	709	637	636	609	595	721	6,508

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

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Abandoned Tests - Taxis

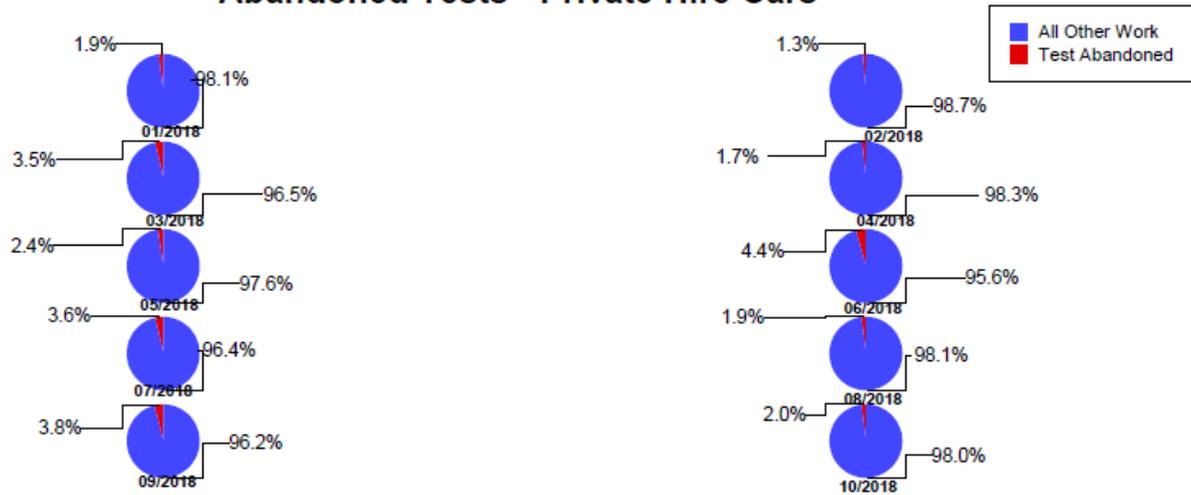


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	99%	97%	99%	98%	98%	97%	97%	99%	97%	97%	98%
<b>Hours on Vehicles</b>	366.00	478.00	614.00	472.00	502.00	398.00	424.00	368.00	442.00	532.00	4,596.00
<b>Test Abandoned</b>	0%	2%	0%	1%	1%	2%	2%	0%	2%	2%	1%
<b>Hours Lost</b>	2.00	10.00	4.00	6.00	8.00	10.00	10.00	2.00	12.00	12.00	76.00
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	368.00	488.00	618.00	478.00	510.00	408.00	434.00	370.00	454.00	544.00	4,672.00

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

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Abandoned Tests - Private Hire Cars

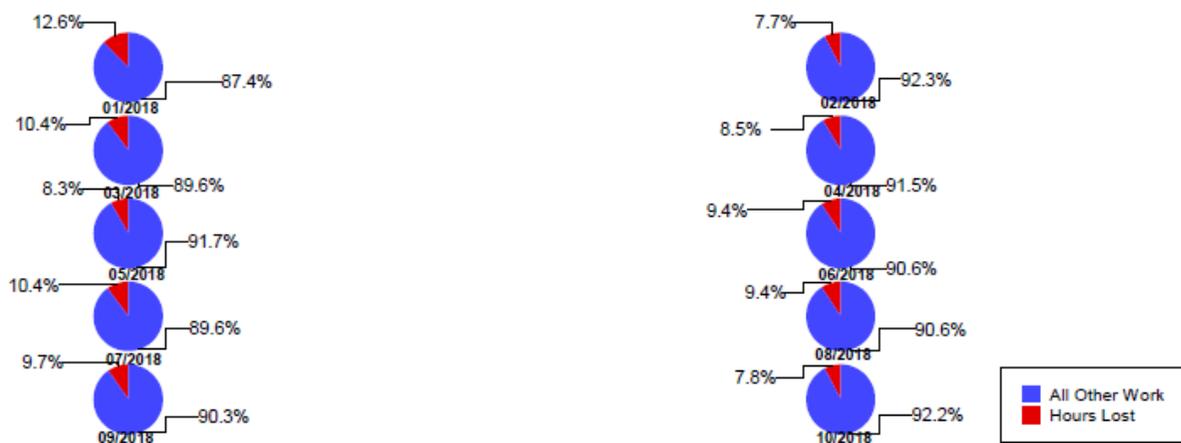


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	98%	98%	96%	98%	97%	95%	96%	98%	96%	97%	97%
<b>Hours on Vehicles</b>	808.00	750.00	818.00	804.00	886.00	828.00	808.00	832.00	708.00	880.00	8,122.00
<b>No Of Vehicles</b>	404	375	409	402	443	414	404	416	354	440	4,061
<b>Test Abandoned</b>	1%	1%	3%	1%	2%	4%	3%	1%	3%	2%	2%
<b>Hours Lost</b>	16.00	10.00	30.00	14.00	22.00	38.00	30.00	16.00	28.00	18.00	222.00
<b>No Of Vehicles</b>	8	5	15	7	11	19	15	8	14	9	111
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	824.00	760.00	848.00	818.00	908.00	866.00	838.00	848.00	736.00	898.00	8,344.00
	412	380	424	409	454	433	419	424	368	449	4,172

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

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Total Examiner Hours Lost - All Vehicles

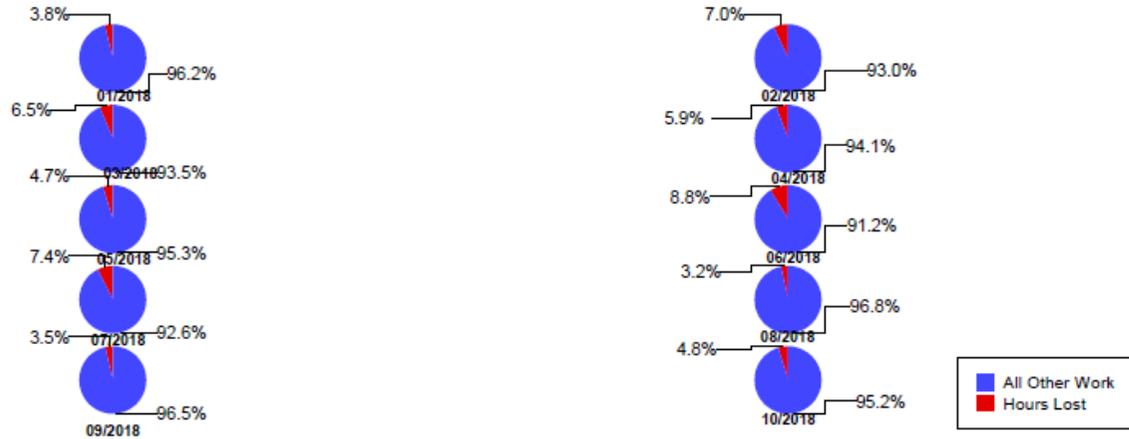


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	87%	92%	89%	91%	91%	90%	89%	90%	90%	92%	90%
<b>Hours on Vehicles</b>	1,042.00	1,152.00	1,314.00	1,186.00	1,300.00	1,154.00	1,140.00	1,104.00	1,074.00	1,330.00	11,796.00
<b>No Of Vehicles</b>	521	576	657	593	650	577	570	552	537	665	5,898
<b>Hours Lost</b>	12%	7%	10%	8%	8%	9%	10%	9%	9%	7%	9%
<b>No Of Vehicles</b>	150.00	96.00	152.00	110.00	118.00	120.00	132.00	114.00	116.00	112.00	1,220.00
<b>No Of Vehicles</b>	75	48	76	55	59	60	66	57	58	56	610
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1,192.00	1,248.00	1,466.00	1,296.00	1,418.00	1,274.00	1,272.00	1,218.00	1,190.00	1,442.00	13,016.00
	596	624	733	648	709	637	636	609	595	721	6,508

**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.

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Examiner Hours Lost - Taxis

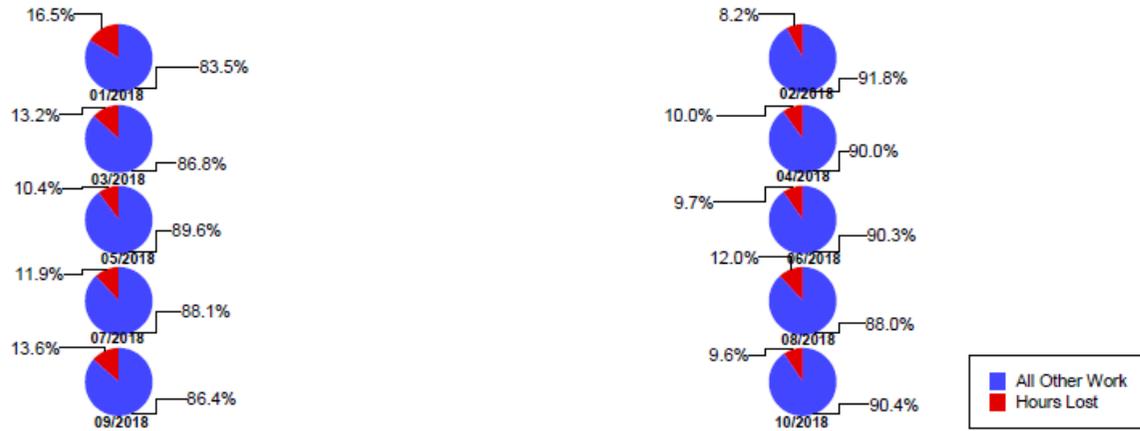


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	96%	93%	93%	94%	95%	91%	92%	96%	96%	95%	94%
<b>Hours on Vehicles</b>	354.00	454.00	578.00	450.00	488.00	372.00	402.00	358.00	438.00	518.00	4,410.00
<b>No Of Vehicles</b>	177	227	289	225	243	188	201	179	219	259	2,205
<b>Hours Lost</b>	3%	6%	6%	5%	4%	8%	7%	3%	3%	4%	5%
	14.00	34.00	40.00	28.00	24.00	36.00	32.00	12.00	16.00	28.00	262.00
<b>No Of Vehicles</b>	7	17	20	14	12	18	16	6	8	13	131
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	368.00	488.00	618.00	478.00	510.00	408.00	434.00	370.00	454.00	544.00	4,672.00
	184	244	309	239	255	204	217	185	227	272	2,336

**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.

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Council Examiner Hours Lost - Private Hire Cars

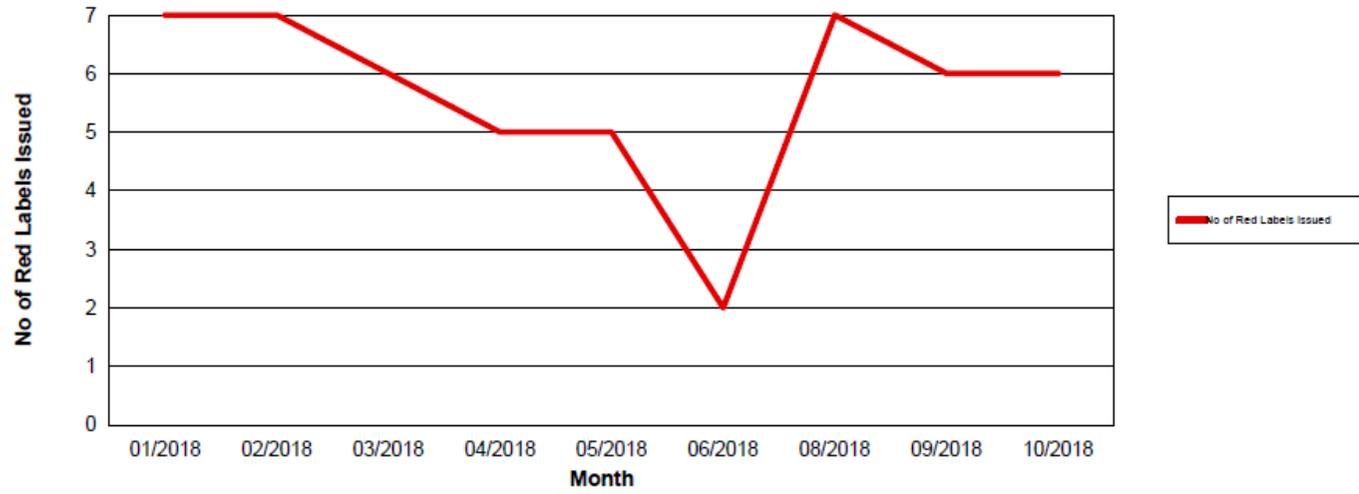


	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	Total
<b>All Other Work</b>	83%	91%	86%	89%	89%	90%	88%	87%	86%	90%	88%
<b>Hours on Vehicles</b>	688.00	698.00	736.00	736.00	814.00	782.00	738.00	746.00	636.00	812.00	7,386.00
<b>No Of Vehicles</b>	344	349	368	368	407	391	369	373	318	408	3,693
<b>Hours Lost</b>	16%	8%	13%	10%	10%	9%	11%	12%	13%	9%	11%
	136.00	62.00	112.00	82.00	94.00	84.00	100.00	102.00	100.00	86.00	958.00
<b>No Of Vehicles</b>	68	31	56	41	47	42	50	51	50	43	479
<b>Total</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	824.00	760.00	848.00	818.00	908.00	866.00	838.00	848.00	736.00	898.00	8,344.00
	412	380	424	409	454	433	419	424	368	449	4,172

**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.

All other work relates to all the additional vehicle examinations carried out by the TEC

## City of Edinburgh Red Labels Issued- All Vehicles

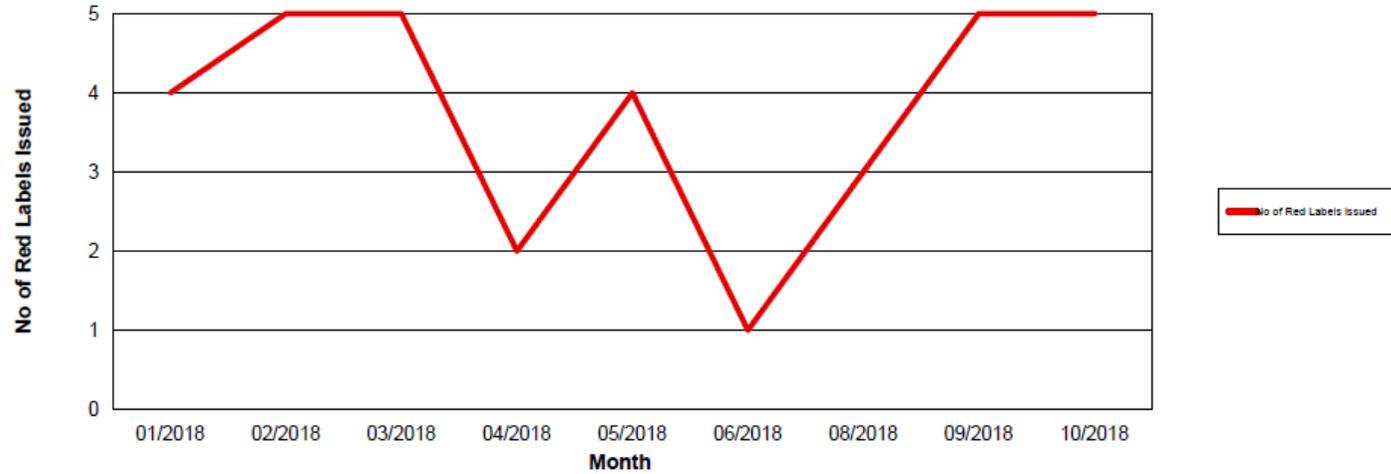


	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>Red Label Issued</b>	7	7	6	5	5	2	7	6	6	51
<b>Total</b>	7	7	6	5	5	2	7	6	6	51

**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

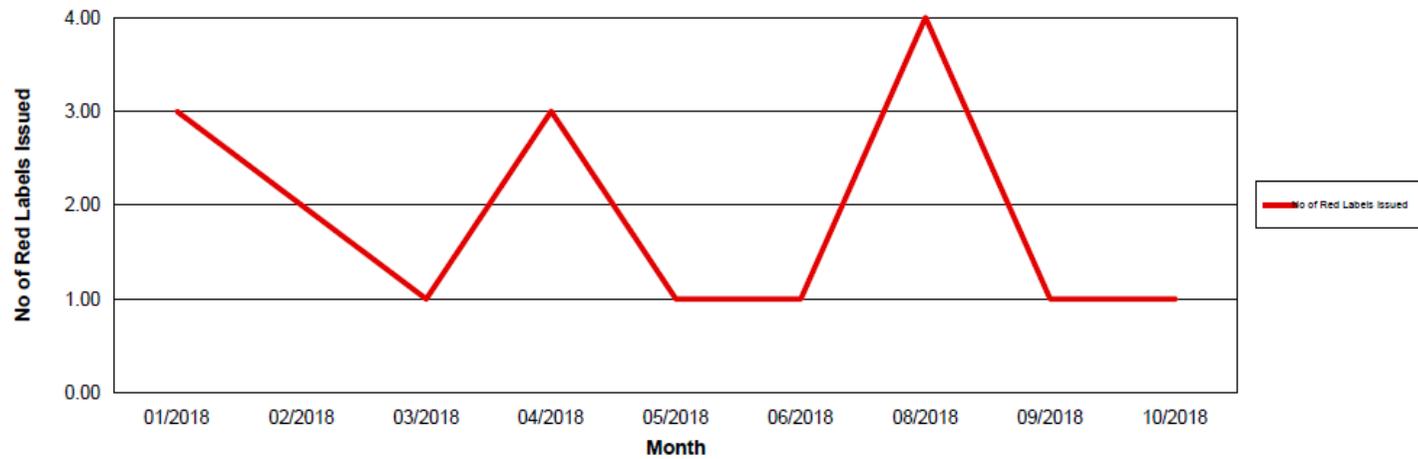


	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Aug 2018	Sep 2018	Oct 2018	Total
Red Label Issued	4	5	5	2	4	1	3	5	5	34
Total	4	5	5	2	4	1	3	5	5	34

**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

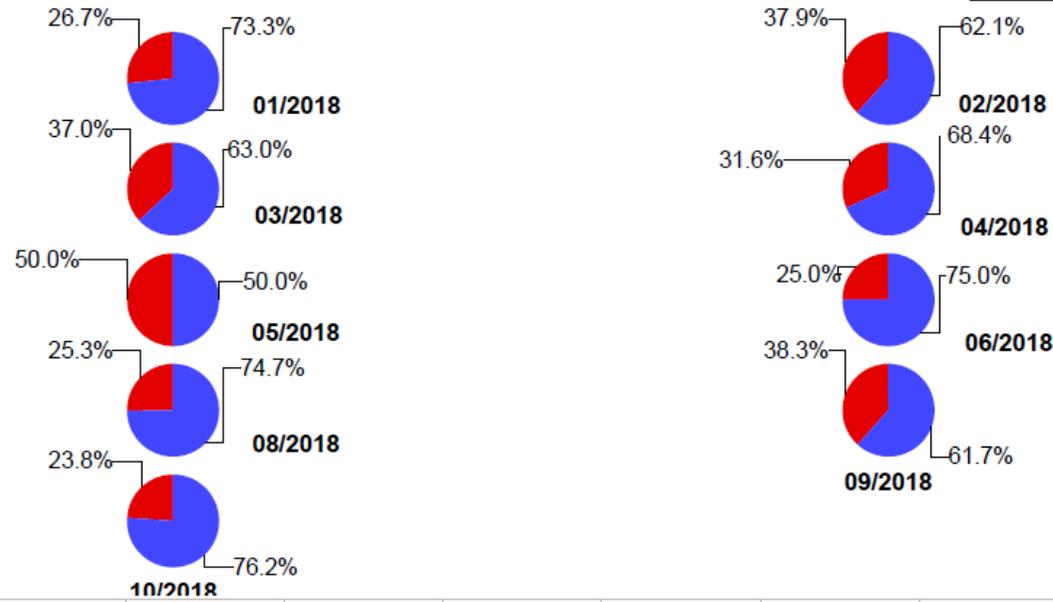
### Red Labels Issued- Private Hire Vehicles



	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Aug 2018	Sep 2018	Oct 2018	Total
<b>Red Label Issued</b>	3	2	1	3	1	1	4	1	1	17
<b>Total</b>	3	2	1	3	1	1	4	1	1	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 Roadside Enforcement - All Vehicles



	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Aug 2018	Sep 2018
Total Inspected	121.00	90.00	46.00	26.00	6.00	30.00	56.00	156.00
Non Compliant	44.00	55.00	27.00	12.00	6.00	10.00	19.00	97.00