



DERBY CITY COUNCIL

## TAXI LICENSING AND APPEALS COMMITTEE 19 OCTOBER 2005

Report of the Director of Corporate Services

### TAXI LICENSING KEY PERFORMANCE INDICATORS

#### RECOMMENDATION

1. To approve the production of quarterly workload/performance reports on taxi licensing and enforcement issues.

#### SUPPORTING INFORMATION

- 2.1 Over the last two years this Committee has received regular reports on the improvements to the taxi licensing procedures, systems and accommodation. These improvements were set out in an action plan approved by this Committee and included recommendations received during stakeholder consultation. However, these reports have not included key workload statistics or key performance indicators related to the service.
- 2.2 In order to keep Committee members abreast of activity levels within taxi licensing, it is proposed that a quarterly report is produced which identifies workload and performance trends within this area. Typical information would include:
  - a) Current numbers of licences:
    - Hackney carriages
    - Hackney carriage drivers
    - Private hire vehicles
    - Private hire vehicle drivers
    - Private hire operators
  - b) Number of requests for service received (other than licence applications)
  - c) Number of licensed vehicles subject to kerbside inspection  
Number of licensed vehicles subject to kerbside inspections found to be satisfactory  
Number of licensed vehicle proprietors given verbal advice  
Number of vehicle licences suspended
  - d) Number of routine visits to operators' bases  
Number of operators' bases where contraventions identified
  - e) Number of complaints about drivers/vehicles received  
Number of complaints responded to within 3 working days

f) Number of licensed drivers interviewed about possible contraventions

2.3 Some of this information is currently held on manual records. Therefore it is difficult or time consuming to retrieve. However, it should be accessible from the licensing IT package later next year. None-the-less, because the information is valuable for members it is proposed that the reporting process commence in January 2006 with the previous quarters data.

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<b>Background papers:</b>	None
<b>List of Appendices:</b>	Appendix 1 Implications

<b>IMPLICATIONS</b>
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**Financial**

1. None

**Legal**

2. None

**Personnel**

3. Retrieving data in the short term will be time consuming, but this can be contained within existing resources.

**Equalities impact**

4. None.

**Corporate objectives and priorities for change**

5. The taxi licensing service contributes towards **adopting new ways of working wherever these will help us do things better and provide value for money, customer focused services.**