

Appendix 10

Taxi Licensing Unit - Estimated Officer Resource Allocation

Shift officers work Friday & Saturday evenings every other weekend over an 8-week period (8 out of 40 working days) then all the shifts rest for one week as officer's swap over. Each officer will therefore work 8 full days out of 40 just on evening shift work which relates to the on-street inspection of vehicles. Officers will also spend on average 2 full days per week out on planned inspections days and associated follow up work. Officers also work a 'duty officer' system whereby all complaints and enquiries are initially handled by them on a 4-week rotating basis.

Vehicle Related

All vehicle related activities mainly refer to the inspection of vehicles (including joint operations with Police and other local authorities) but also include travel, document production/checks, database updating, testing station monitoring, exemption (from displaying vehicle plate) applications, vehicle accident reports, general advice and guidance as required.

Estimates based on each cycle of 8 weeks/40 working days:

Shift Officers (x 3):

Weekend Working – evening vehicle inspections	8 days
Daytime vehicle Inspections	16 days
Follow up work & database update relating to vehicles	8 days
Complaints & enquiries relating to vehicles	4 days
Total	36/40 days (90%)

Shift Supervisor (x 1):

Weekend Working – evening vehicle inspections	8 days
Daytime vehicle Inspections	6 days
Follow up work & database update relating to vehicles	4 days
Complaints & enquiries relating to vehicles	2 days
Total	20/40 days (50%)

One non-shift officer – 8 weeks/32 working days:

Non-shift Officer (x 1):

Daytime vehicle Inspections	16 days
Follow up work & database update relating to vehicles	6 days
Complaints & enquiries relating to vehicles	4 days
Total	26/32 days (81%)

A total of 154 days out of 192 (80%)

Driver Related

Driver behaviour/appearance related complaints are mainly dealt with by telephone and/or letter. Requests for advice, overcharging and lost property are also included. If complaints are of a more serious nature then drivers will be requested to attend for interview.

Estimated time spent 34 days out of 192 (18%)

Other

New operator checks/complaints. Unlicensed activity related enquiries.

Estimated time spent 4 days out of 192 (2%)