



DECEMBER 2019

Taxi Operational Performance Seminar



EVERY JOURNEY MATTERS

Notes

The Transport for London financial year consists of 13 four week reporting periods.

Unless otherwise stated the information included in this presentation covers the following periods of our financial year.

Period 04 – 23 June 2019 to 20 July 2019

Period 05 – 21 July to 17 August

Period 06 – 18 August to 14 September

For ease of reference periods may be referred to by the calendar month they predominantly fall within.

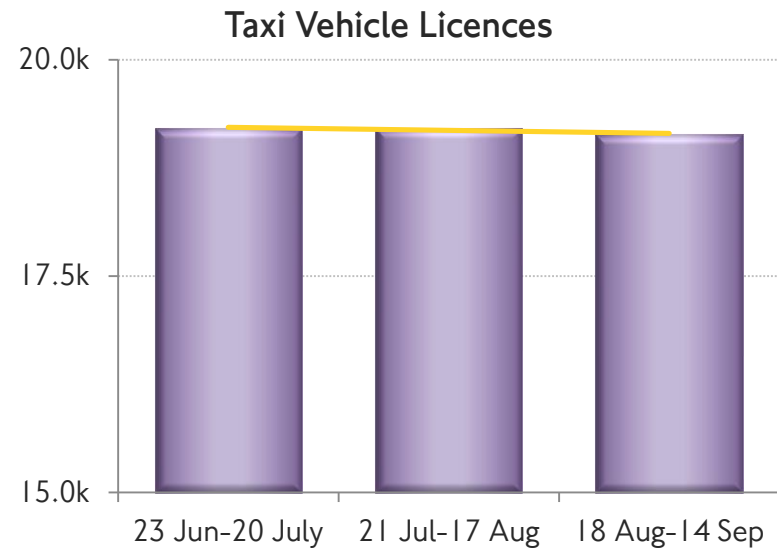
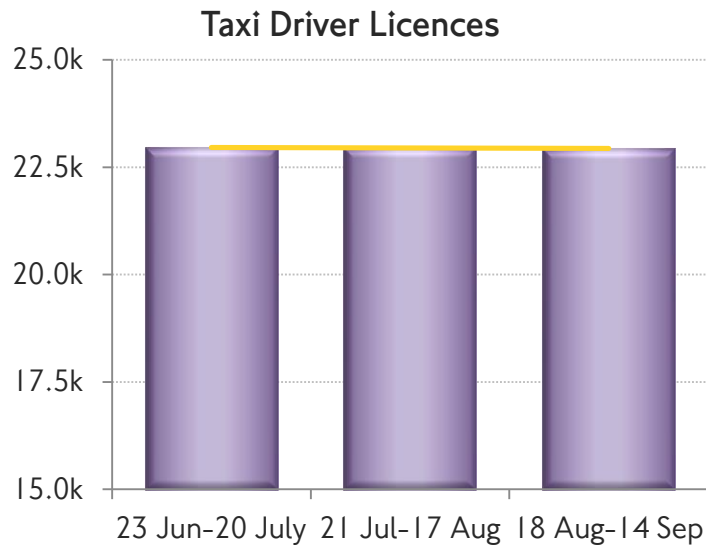


Licensing update



Taxi licences

- As of 14 September, there were **22,922** licensed taxi drivers (**20,137** all London and **2,785** suburban)
- **19,129** taxi vehicles are also licensed.



Taxi licence distribution

Sectors Passed	Jul-19	Aug-19	Sep-19
All London	20,178	20,167	20,119
Sector 1 - Enfield, Haringey and Waltham Forest	52	52	52
Sector 1 + Hackney extension	101	103	104
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	669	668	668
Sector 3: Bexley, Greenwich and Lewisham	260	257	261
Sector 4: Bromley	93	93	90
Sector 5: Croydon	204	206	204
Sector 6: Merton and Sutton	179	178	175
Sector 6 + Clapham extension	275	273	275
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	421	423	419
Sector 8: Ealing and Hillingdon	133	132	132
Sector 9: Barnet, Brent and Harrow	188	187	183
2 sectors	142	140	140
3 sectors	10	8	7
2 or more sectors + Hackney extension	17	17	17
2 or more sectors + Clapham extension	16	17	17
Total	22,938	22,921	22,863

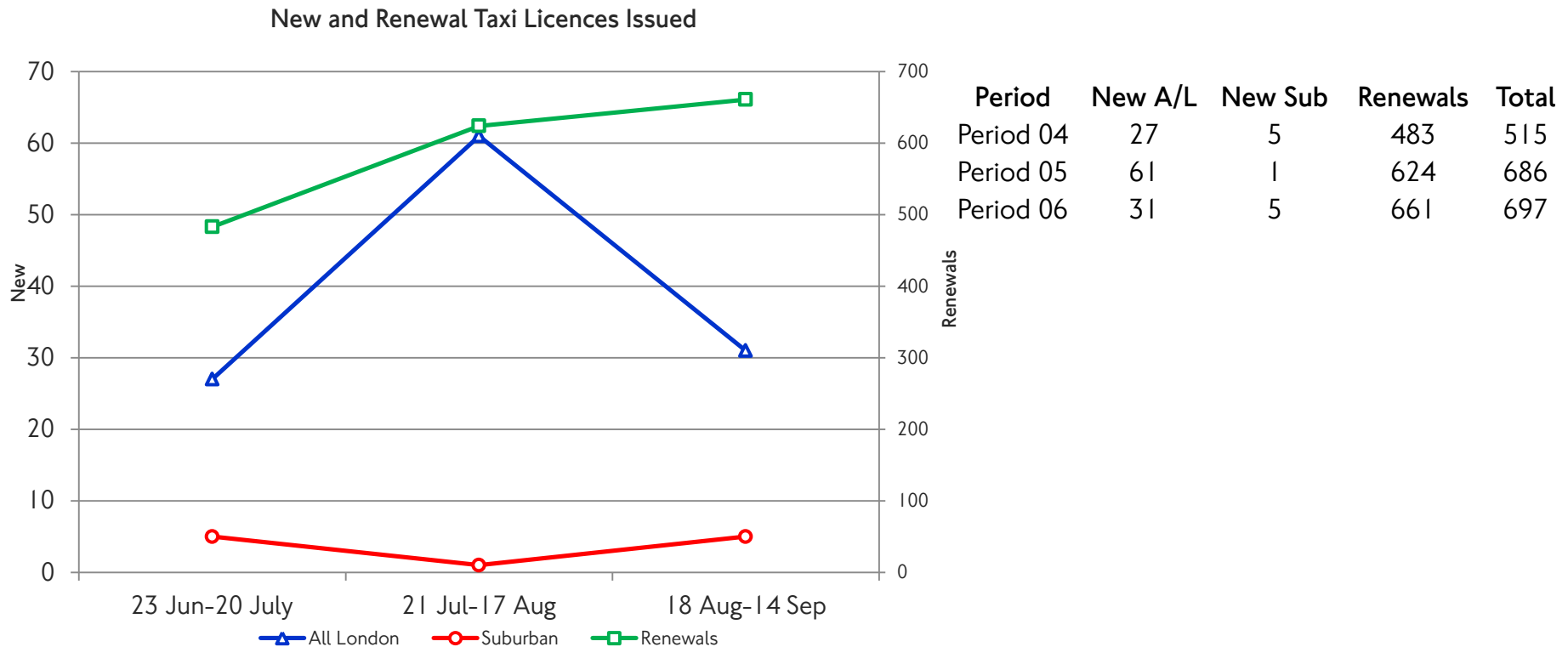
The table provides the number of licensed taxi drivers broken down by badge type (All London and Suburban).

Drivers with more than one sector have been grouped together for ease of reference.



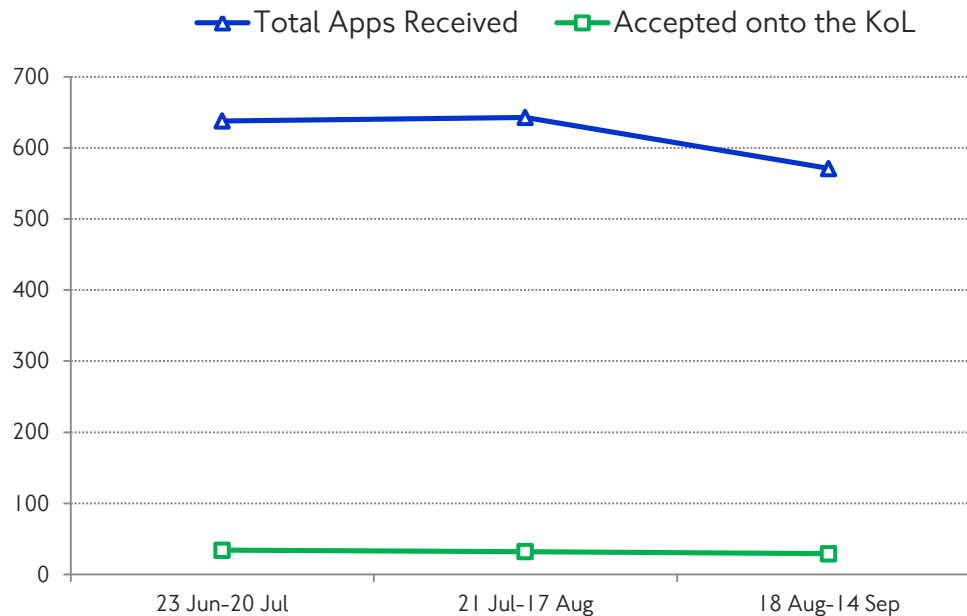
Licences Issued

- An average of **633** new and renewal taxi driver licences were issued each period.
- The average number of licences issued over the last six periods is **598** per period.



Applications Received

- From 23 June to 14 September we received a total of 1,852 applications*, 640 of which were made online.
- 35 per cent of all taxi driver applications were made online.
- A total of 95 applicants were accepted onto the Knowledge of London.



Period	New Stage 1	New Stage 2	Renewal	Total
Period 04	37	28	573	638
Period 05	41	27	575	643
Period 06	41	13	517	571

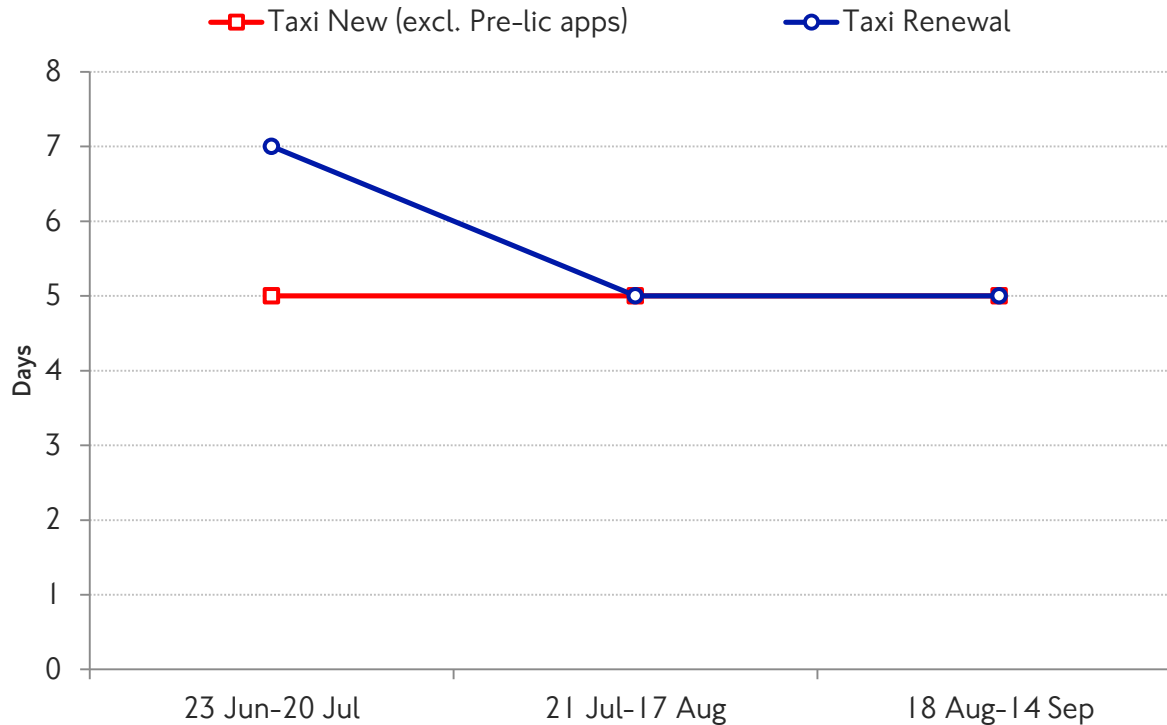
*Total is indicative of new, pre-licensing and renewal applications received. The total number will include any that are subsequently found to be incomplete or have been incorrectly submitted (e.g. Taxi instead of PHV or new instead of renewal). It also may include licensees returning to the trade as a new driver.



Initial Assessments

- All taxi renewal applications are currently being assessed within five days of receipt/scanning*.
- All new applications (new and pre-licensing) are being assessed within five days of receipt/scanning*.

* Paper applications are scanned first and then made available for assessment within 24 hours of receipt. No such delay occurs when applications are submitted online.

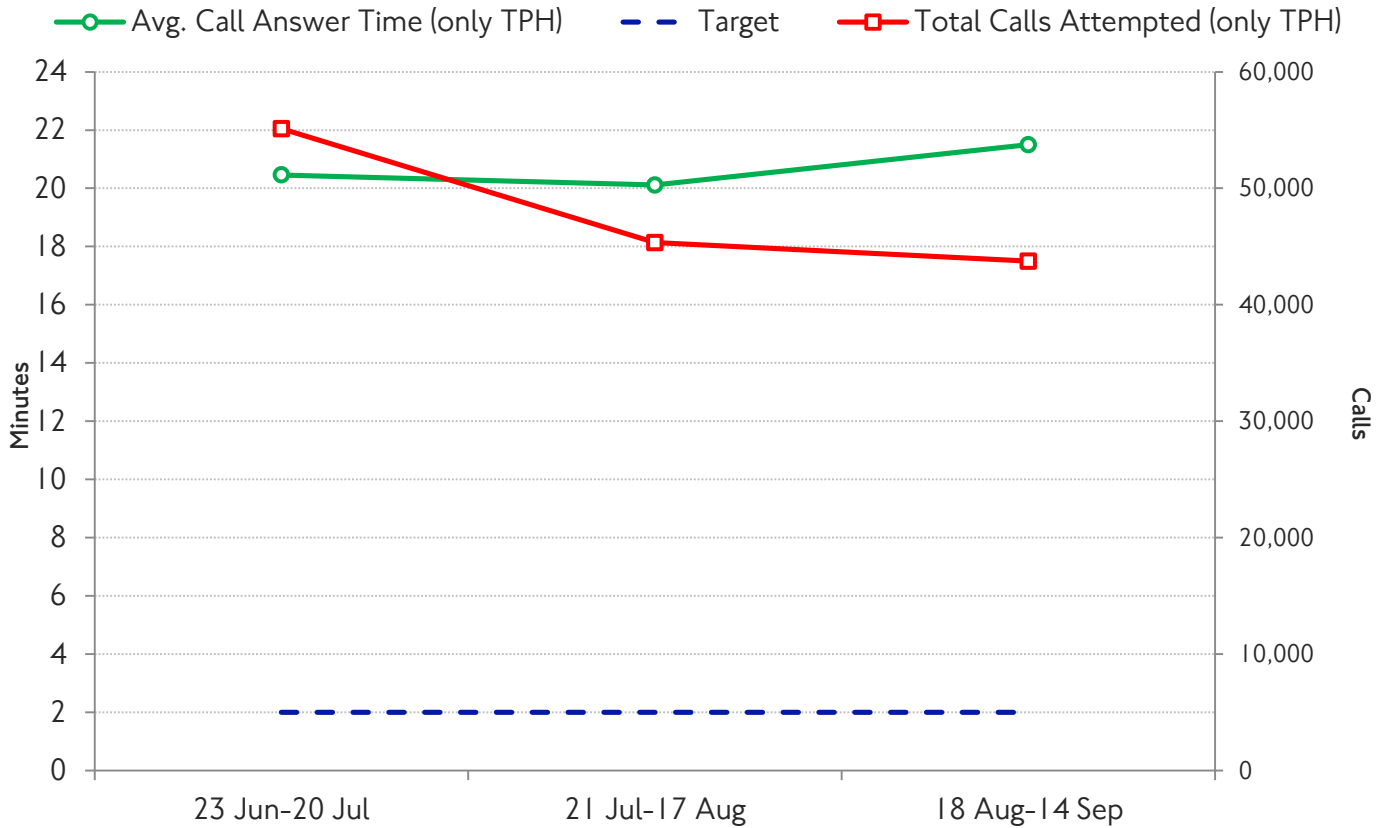


Licensing Telephony

- Due to continued high volumes of calls and a temporary reduction in staff, the average speed of answer has exceeded two minutes. We continue to recruit for any staff that leave the team but this has an impact on our ability to answer calls. Training for new starters takes approx. 4 weeks before they are able to take calls (with support from an experienced member of the team).
- A number of activities have been put in place to improve the speed in which calls are answered. This includes:
 - The use of overtime to increase the speed in which correspondence associated with applications is processed.
 - An ongoing training programme is in place to improve the knowledge and skills of staff in order to assist with first time call resolution for applicants, with the aim of reducing repeat callers.
 - We monitor the effectiveness of the call queue messaging, adjusting them appropriately
- Renewal applications continue to be prioritised to ensure that licensed drivers can continue to work.



Driver Licensing Telephony



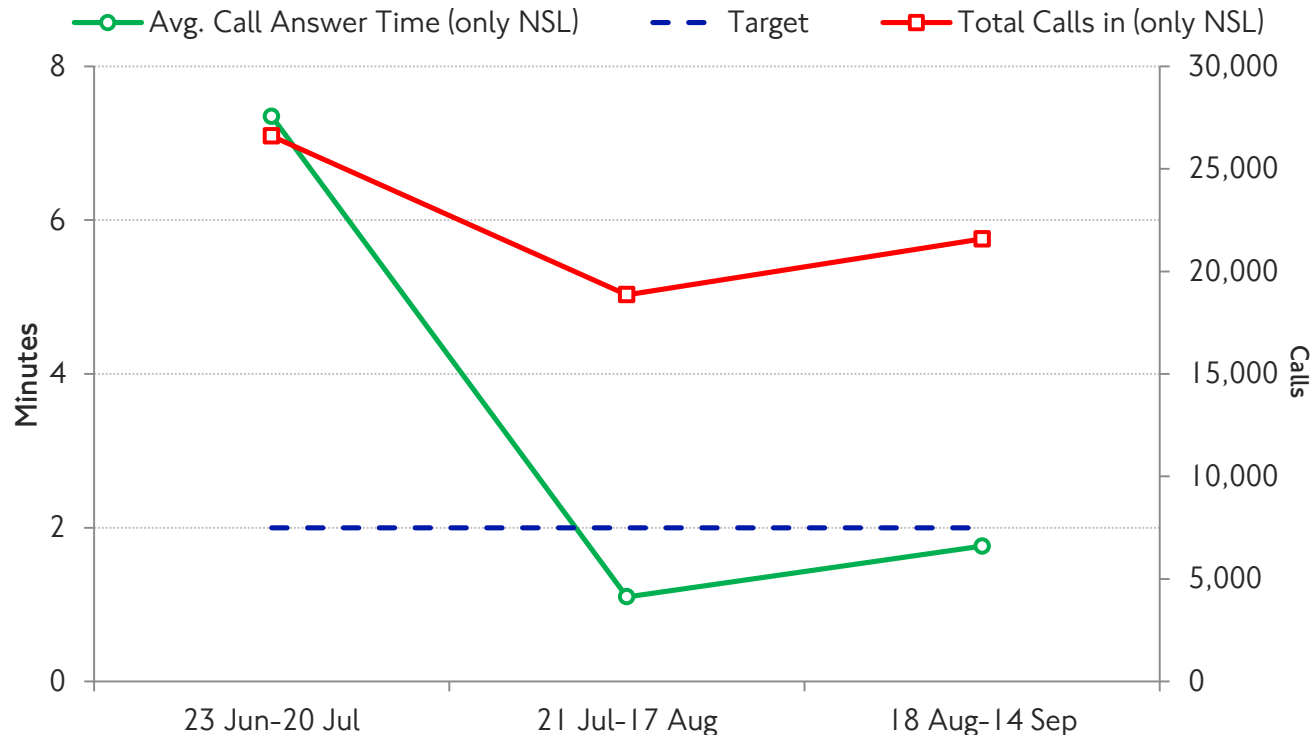
Vehicle Inspection Telephony

- We have launched an online system for vehicle bookings which is available 24 hours a day and provides customers an alternative to booking their inspection over the phone.
- We are working closely with our service provider, NSL to ensure the vehicle licensing service meets its contractual requirements. NSL has received a large volume of calls in recent months and unfortunately these high call volumes have impacted the level of service being offered.
- Over the course of the past few months, we have had extensive dialogue with NSL which has led to drastic improvements to the service, to the point where we are now seeing calls regularly being answered instantly. In August, the average speed to answer a call was just over one minute. This has been achieved through a variety of measures including opening the call centre for longer as well as the recruitment of additional staff to answer calls.
- We will continue to review the service being offered to ensure the current level of service is maintained.



Vehicle Inspection Telephony (Average Call Answer Time)

- NSL continue to experience high call volumes which have impacted call answer times. Action has been taken, including the recruitment of additional staff and the answer time is now under the target time of 2 mins



Knowledge Students

- The table below confirms the number of students currently studying the Knowledge.

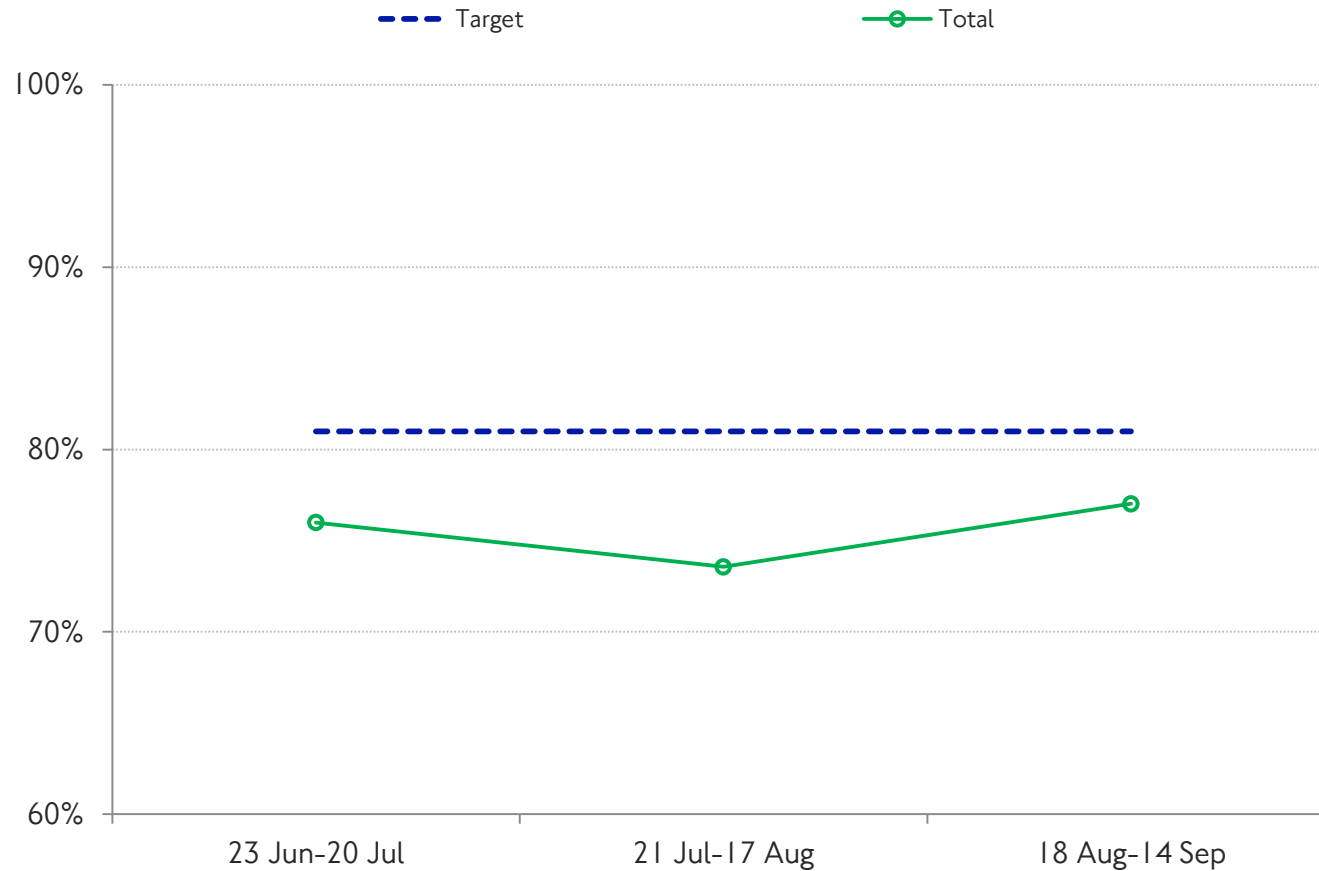
Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	878	1146	306	171	2,501
Sector 1: Enfield, Haringey and Waltham Forest	15	7	2	3	27
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	47	9	3	2	61
Sector 3: Bexley, Greenwich and Lewisham	15	14	5	4	38
Sector 4: Bromley	1	2	0	0	3
Sector 5: Croydon	20	6	1	0	27
Sector 6: Merton and Sutton	85	12	8	9	114
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	32	9	2	1	44
Sector 8: Ealing and Hillingdon	3	6	1	1	11
Sector 9: Barnet, Brent and Harrow	11	6	0	0	17
Total	1,107	1,217	328	191	2,843

- Please note: the total number of Knowledge applicants at the preliminary stages of their application (pre stage 3) may include applications that are no longer active.
- We are undertaking a wider piece of work to identify and suspend any applications that are no longer active.



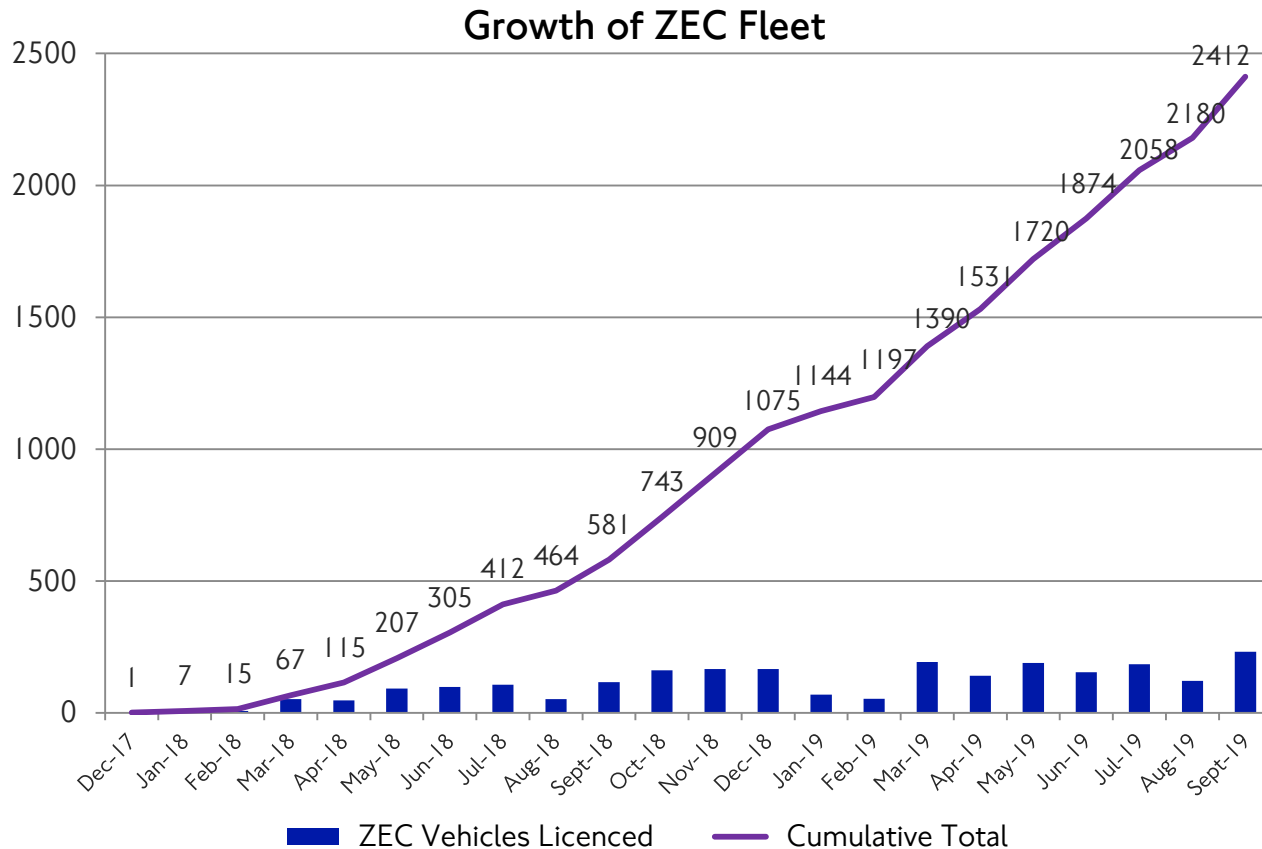
Taxi Vehicle First Time Pass Rate

- The average pass rate over the past three periods is **76** per cent.



Newly Registered ZEC Taxis

- There has been an average of 173 licensed ZEC taxis over the past four months
- As of 1 July to 30 September 2019, there were 538 licensed ZEC taxis

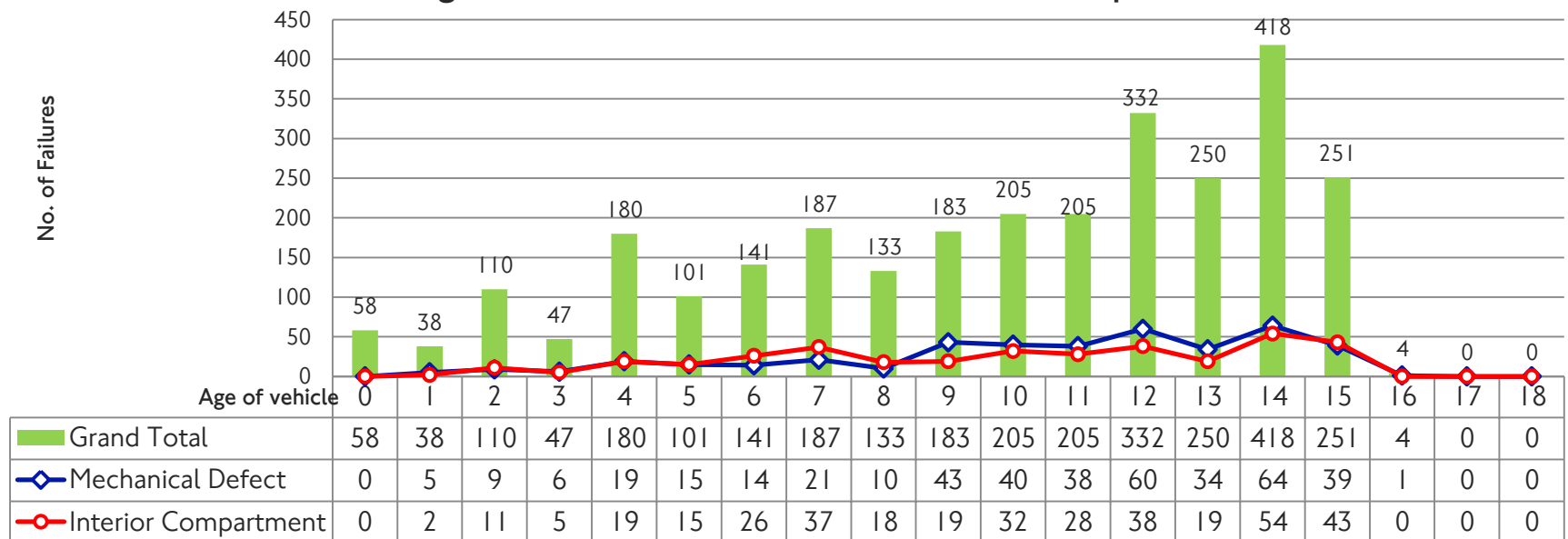


Taxi Age Profile Vs First Inspection Failure Rates

The most common reasons for vehicle inspection failures between 23 June to 14 September 2019 are:

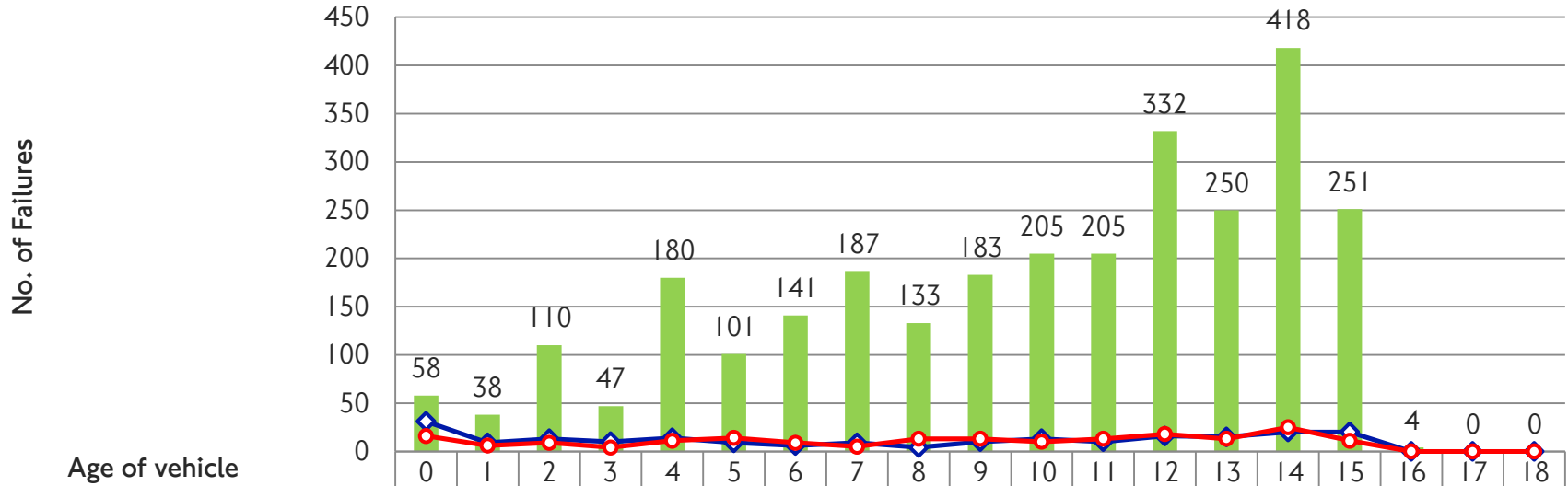
Mechanical defects, interior compartment, documents and taximeter and associated fittings. These are plotted against the total number of inspection failures and the age of the taxi fleet in the two graphs that follow.

Totals against Mechanical Defect and Interior Compartment



Taxi Age Profile Vs First Inspection Failure Rates

Totals against Documents and Taximeter and Associated Fittings



Grand Total	58	38	110	47	180	101	141	187	133	183	205	205	332	250	418	251	4	0	0
Documents	31	9	13	10	14	9	6	9	4	10	13	10	16	15	20	20	0	0	0
Taximeter and Associated Fittings	16	6	9	4	11	14	9	5	13	13	10	13	18	13	25	11	0	0	0



Compliance and Enforcement Update



New TPH Compliance Structure

From January 5, Teams will be area based. This allows for greater coverage and clearer lines of responsibility. The leads for each team are as follows:

North Area inc Stansted/Luton:	Dean Giannasi
South Area inc Gatwick:	Carlo Delgaudio
Central/Heathrow:	Cliff Llewellyn
Nights:	Babatunde Owolabi Ajao
Fleets inc WRRR:	Jason Ross
Compliance Administration:	Kelly Nolan
TPH Investigations:	Paul Smithers

Our plans for 2020 include:

- All authorised officers will receive refresher training and all will have received additional training to be able to carry out more thorough vehicle examinations and operator checks
- New technology will be introduced to improve performance
- The introduction of parking enforcement powers on red routes
- Greater focus on proprietors and fleets
- More days of action



Total Taxi Driver / Vehicle checked

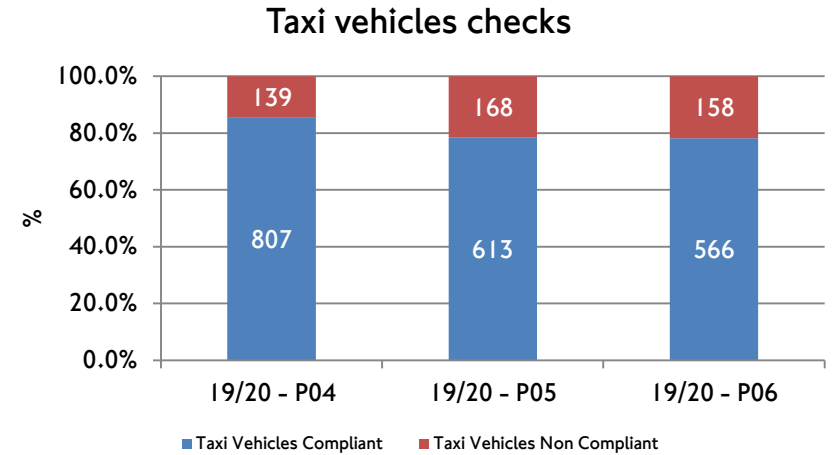
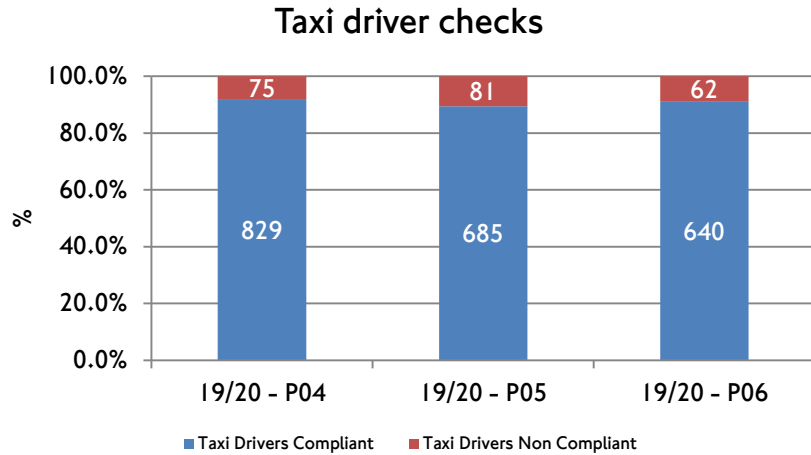
Driver	Checks	Compliant	% Compliant
P4	904	829	91.7
P5	766	685	89.4
P6	702	640	91.2
Total	2,372	2,154	90.8

Vehicle	Checks	Compliant	% Compliant
P4	946	807	85.3
P5	781	613	78.5
P6	724	566	78.2
Total	2,451	1,986	81.0

During the last 3 periods, 218 drivers and 465 vehicles were reported for non-compliance.



Taxi driver and vehicle compliance

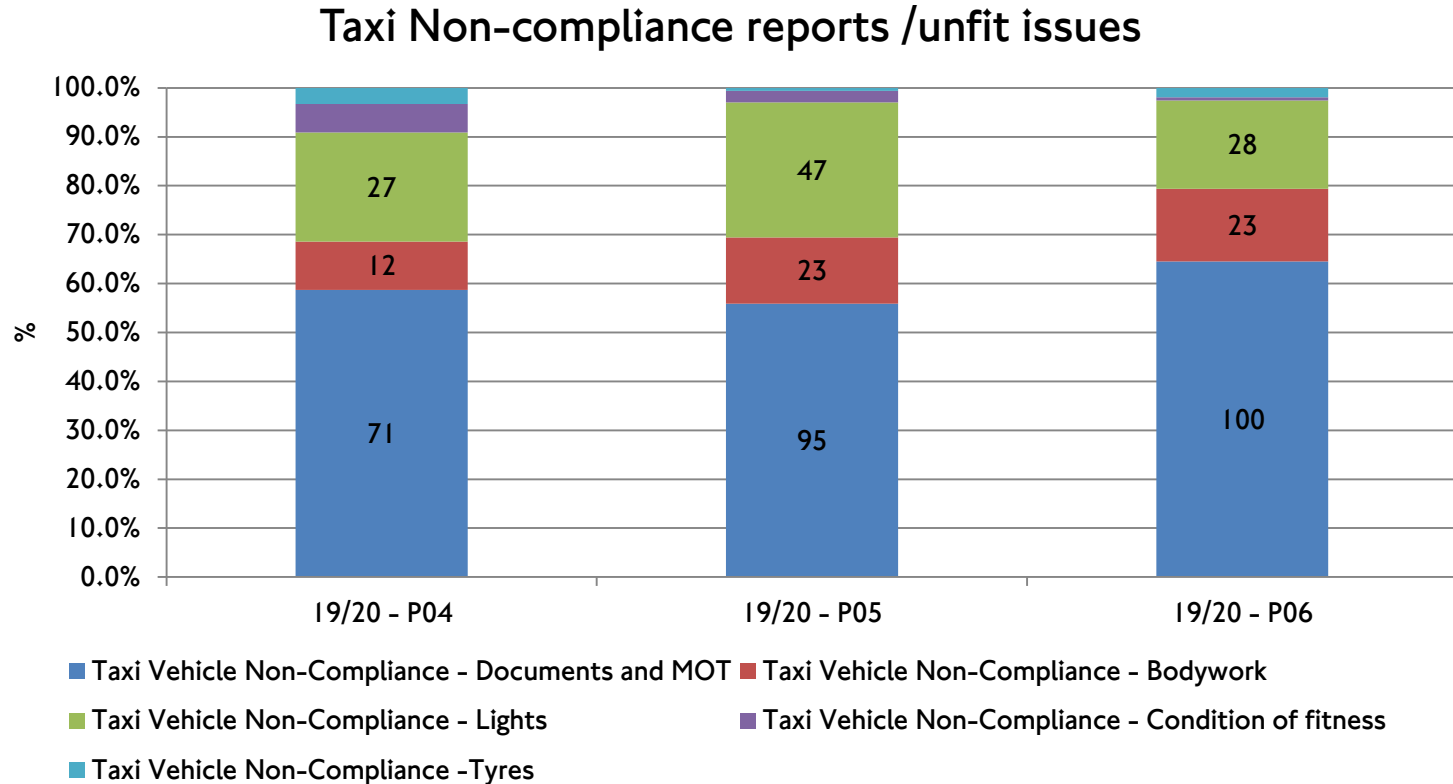


Since Period 1 – 3 the taxi driver compliance rate has been approximately 89 – 91 per cent.

For the same period the vehicle compliance rate has fluctuated between 78 – 85 per cent.



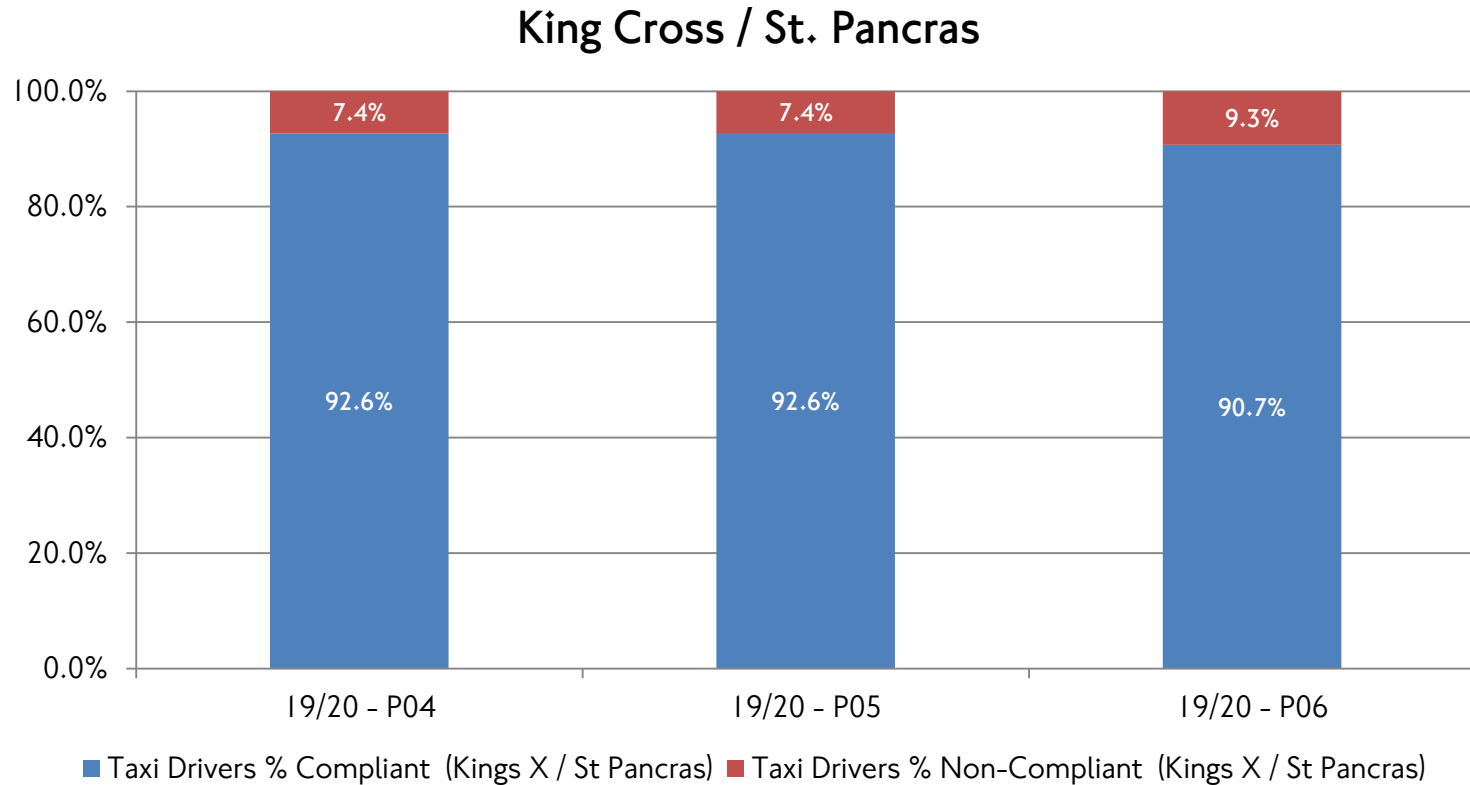
Taxi compliance – highest contributors of vehicle non-compliance



Non-compliance for taxi vehicles is primarily driven by no second MOTs, lights and bodywork issues. Over the last 3 periods we saw an increase in the number of MOT issues



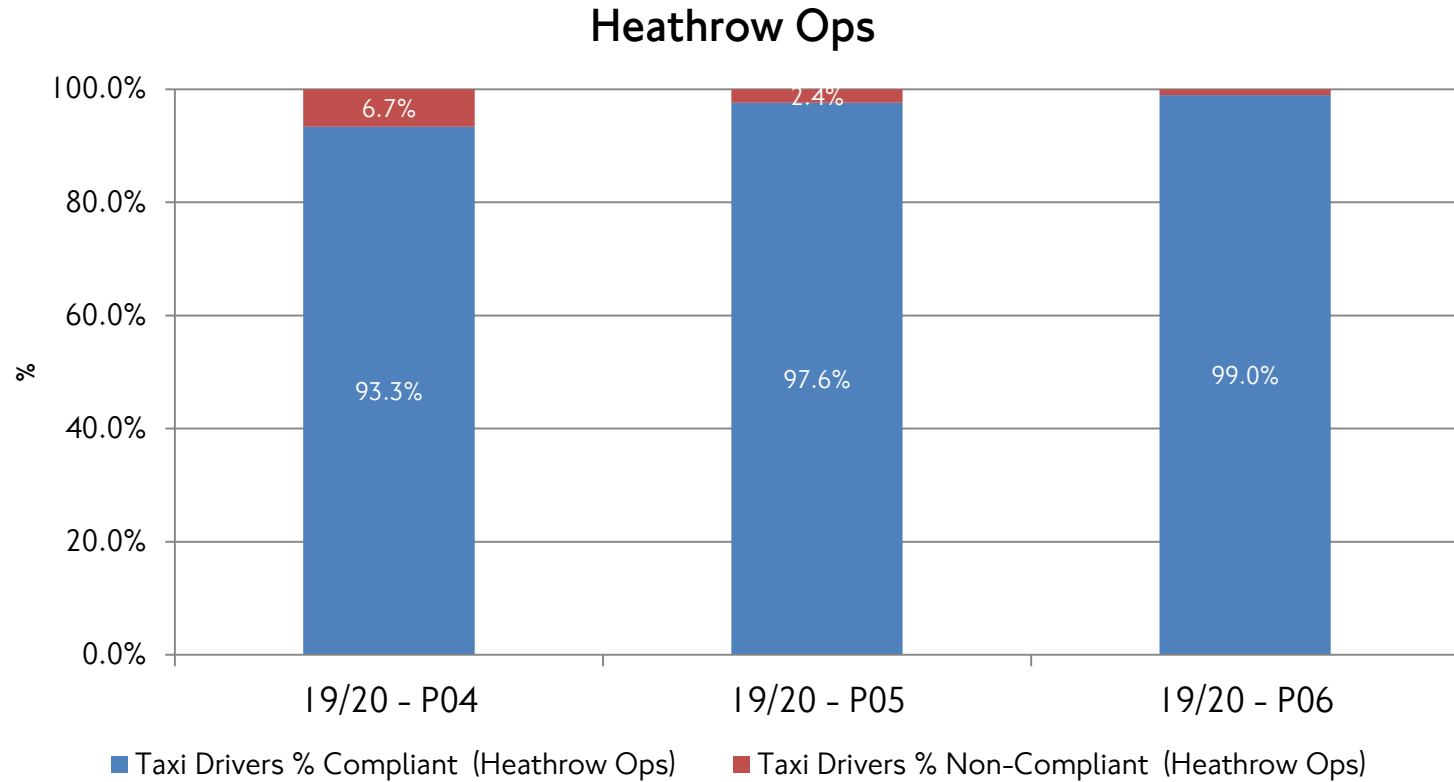
Kings Cross / St. Pancras enforcement results



The compliance rate for taxi drivers in the Kings Cross / St. Pancras area remains in the low 90 per cent.



Heathrow enforcement results



The percentage of taxi drivers compliant over the last 3 periods remains in the high 90 per cent.



Taxi prosecutions results

Between periods 4 - 6 there has been 1 prosecution. The prosecution occurred in period 4 and the total fine was £1,030.

During the same period, our officers reported 35 illegal activity offences which are being investigated and processed.

Officers are going through refresher training on reporting illegal activities.



Road and Transport Policing Command (RTPC) – TPH- Policing Team results Jul – Sep 19

	Checks	Compliant	% Compliant
Taxis Stopped	612	505	83
Activity Outcome			19/20
No hire & reward Insurance			1
Vehicles seized			1
Drivers reported to TPH for license action			1
TORs Offence			Taxi
Mobile phone			20
Defective tyres			7
Misc			33
No Insurance			1
Red Traffic lights			5
Seatbelt			0
Obscured Vision			3
Controlled Crossing			2
Fog Lights			0
Not in proper control			0
Excess Speed			0
Total			71

