



FEBRUARY 2020

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 07 – 15 September 2019 to 12 October 2019

Period 08 – 13 October 2019 to 9 November 2019

Period 09 – 10 November 2019 to 7 December 2019

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



Compliance & Enforcement update



Total Taxi Driver / Vehicles checked

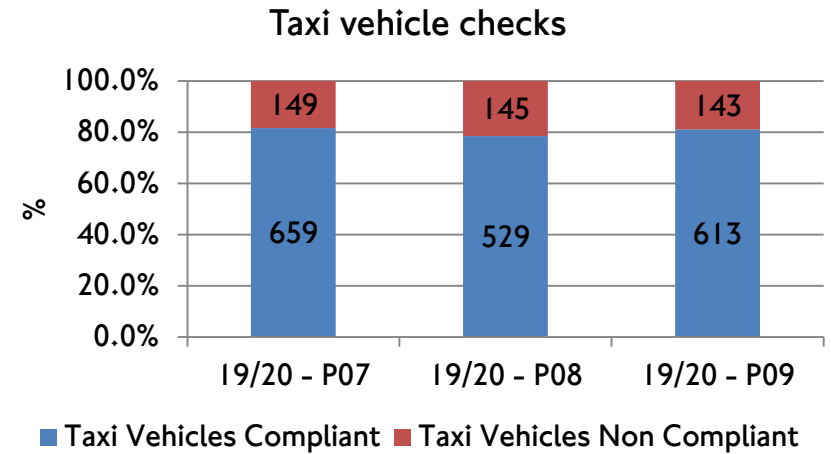
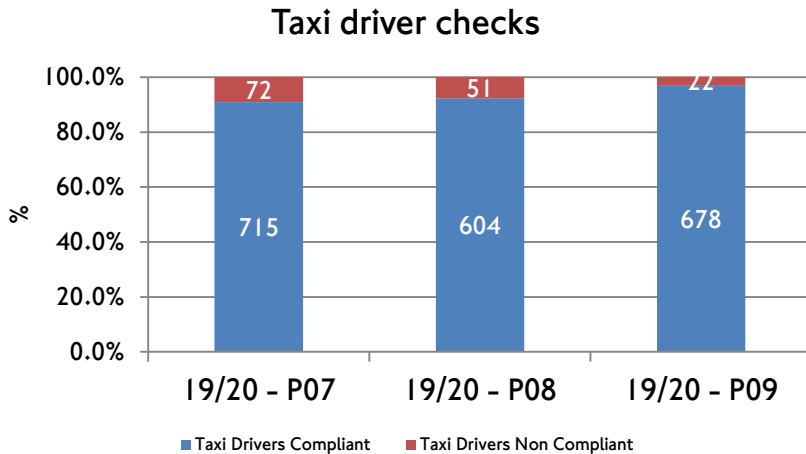
Driver	Checks	Compliant	% Compliant
P7	787	715	90.9
P8	655	604	92.2
P9	700	678	96.9
Total	2,142	1,997	93.2

Vehicle	Checks	Compliant	% Compliant
P7	808	659	81.6
P8	674	529	78.5
P9	756	613	81.1
Total	2,238	1,801	80.5

During the last three periods, 145 drivers and 437 vehicles were reported for non-compliance.



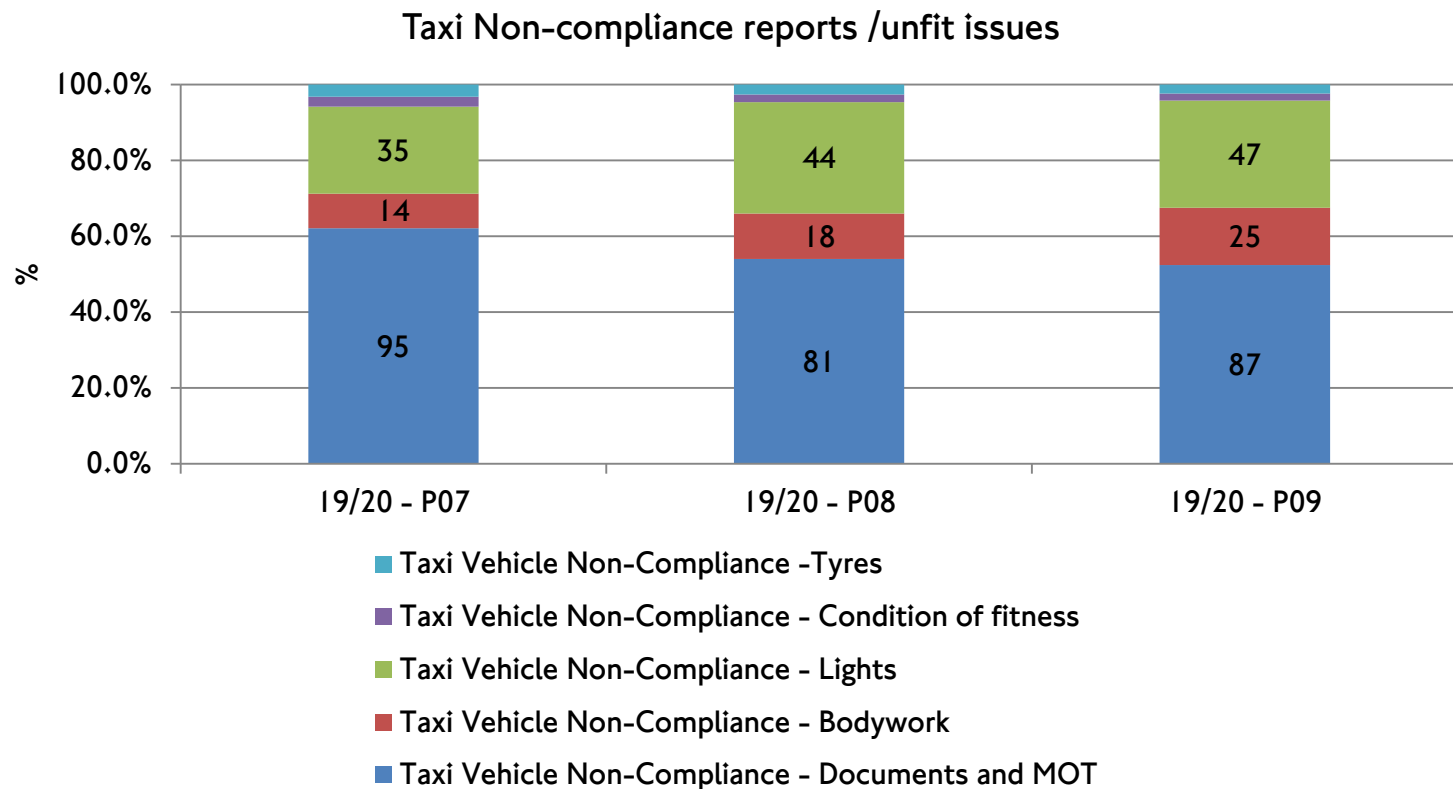
Taxi Driver and Vehicle Compliance



The past three periods have seen an increase in the compliance rate of taxi drivers, with the compliance rate now between 90 – 96 per cent. The vehicle compliance rate has remained around 78 – 82 per cent.



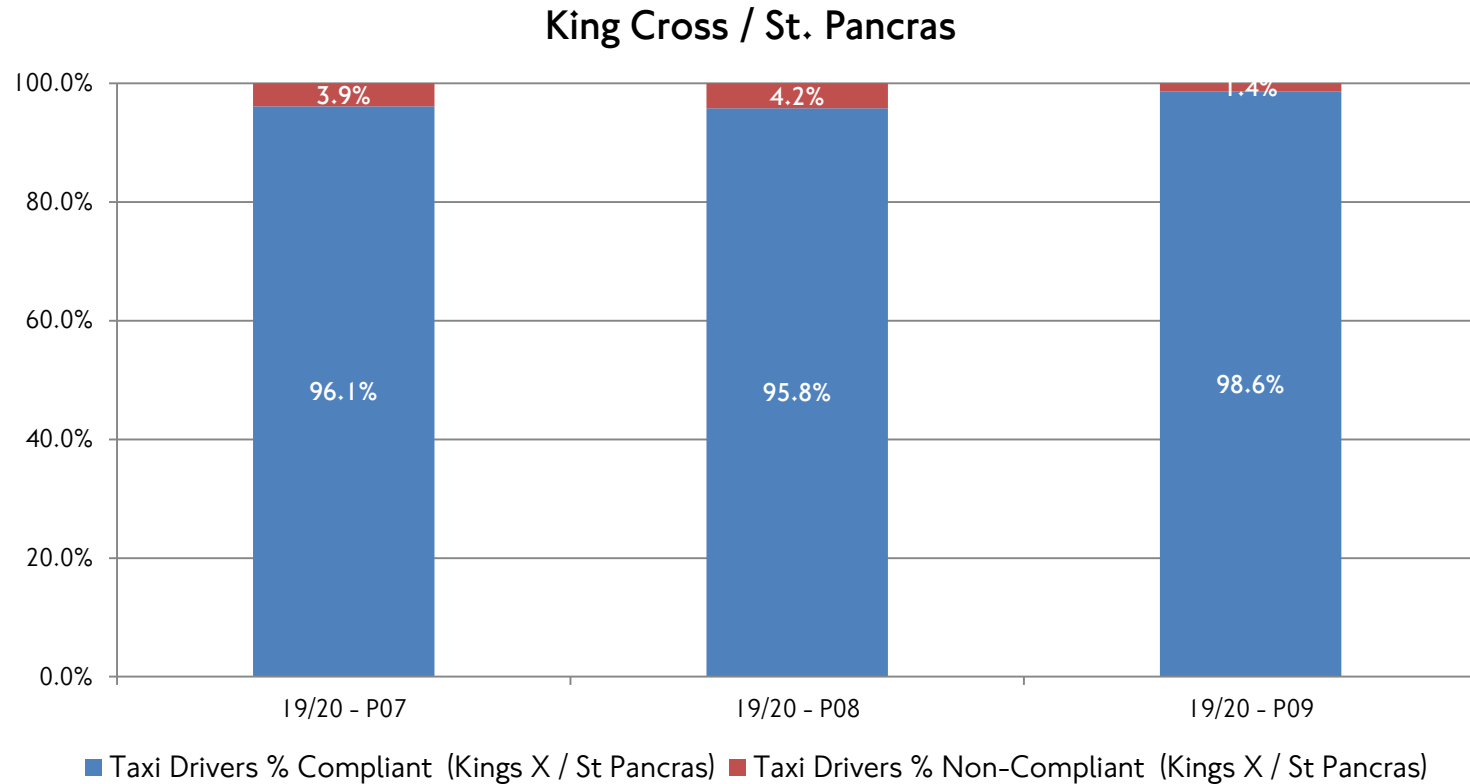
Taxi Compliance – Highest Contributors of Vehicle Non-compliance



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



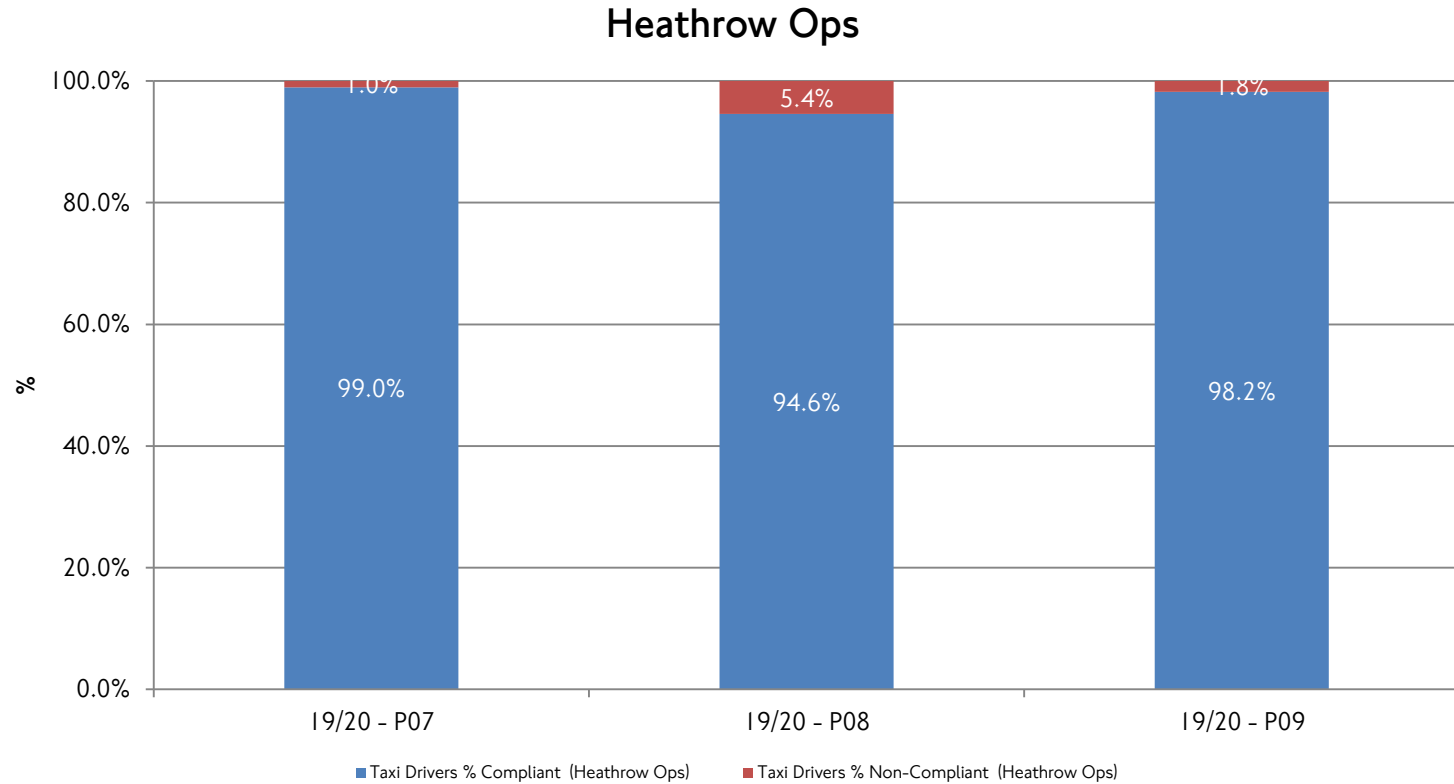
Kings Cross / St. Pancras Enforcement Results



The compliance rate for taxi drivers at Kings Cross / St. Pancras remains in the mid to high 90 per cent range.



Heathrow Enforcement Results



The percentage of taxi drivers compliant in the past three periods remains in the high 90 per cent range.



Taxi Prosecutions Results

Between periods 7 - 9 there were 2 prosecutions of licensed taxi drivers. These prosecutions both occurred in period 9 and the total fine was £1,160.

- I was for equality act offences (refusing to take a passenger in a wheelchair)
- I was for plying for hire outside of their licensed sector

We also prosecuted two unlicensed drivers for touting during this period which resulted in £1,800 in fines and convictions for both drivers.

Officers continue to receive refresher training on reporting illegal activities.



Road and Transport Policing Command (RTPC) – TPH- Policing Team results July – September 19

	Checks	Compliant	% Compliant
Taxis Stopped	744	658	88.4

Activity Outcome	19/20
No hire & reward Insurance	0
Vehicles seized	0
Drivers reported to TPH for license action	0

TORs Offence	Taxi
Mobile phone	13
Defective tyres	7
Misc	40
No Insurance	0
Red Traffic lights	11
Seatbelt	0
Obscured Vision	3
Controlled Crossing	5
Fog Lights	0
Not in proper control	2
Excess Speed	3
Total	84

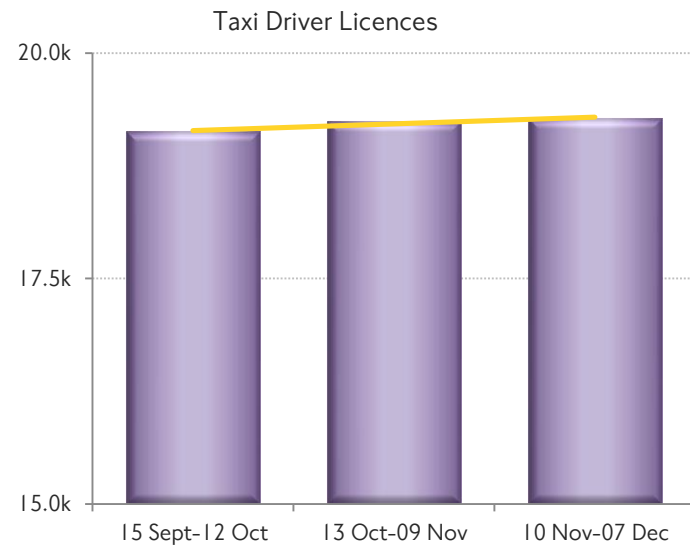
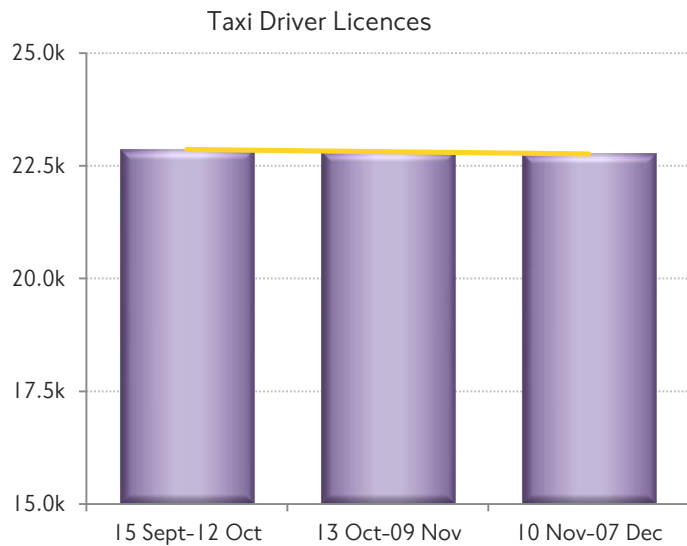


Licensing update



Taxi Licences

- As of 7 December, there were **22,764** licensed taxi drivers (**20,010** all London and **2,754** suburban)
- **19,276** taxi vehicles are also licensed



Taxi Licence Distribution

Sectors Passed	Oct-19	Nov-19	Dec-19
All London	20,076	20,035	19,943
Sector 1 - Enfield, Haringey and Waltham Forest	51	50	52
Sector 1 + Hackney extension	103	102	100
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	663	657	652
Sector 3: Bexley, Greenwich and Lewisham	255	254	254
Sector 4: Bromley	91	91	90
Sector 5: Croydon	203	201	201
Sector 6: Merton and Sutton	171	170	170
Sector 6 + Clapham extension	279	281	277
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	415	414	414
Sector 8: Ealing and Hillingdon	131	131	128
Sector 9: Barnet, Brent and Harrow	183	183	183
2 sectors	139	137	135
3 sectors	7	7	7
2 or more sectors + Hackney extension	17	17	17
2 or more sectors + Clapham extension	17	17	16
Total	22,801	22,747	22,639

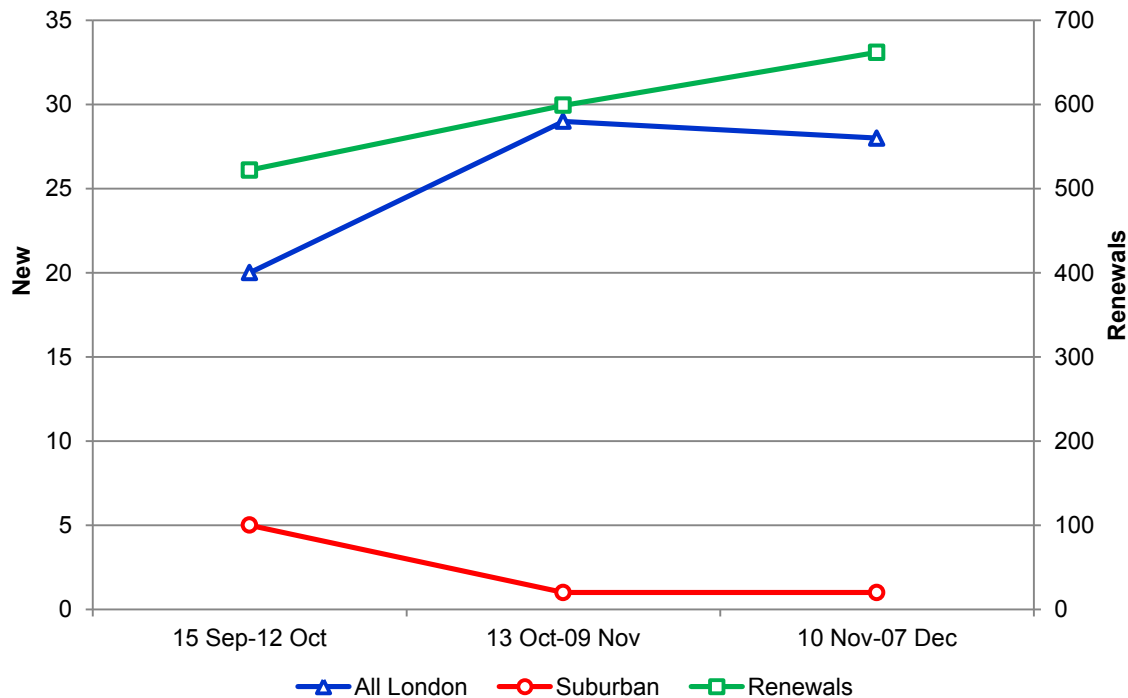
The table above confirms the number of licensed taxi drivers broken down by badge type (All London and suburban). Drivers with more than one sector have been grouped together for ease of reference.



Licences Issued

- An average of **622** new and renewal taxi driver licences were issued each period.
- The average number of licences issued over the last six periods is **628** per period.

New and Renewal Taxi Licences Issued

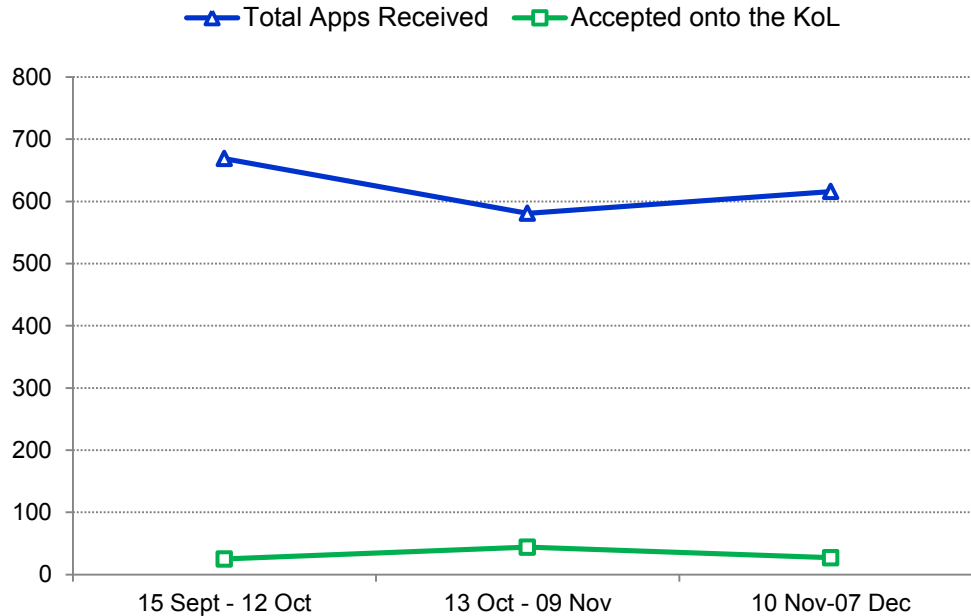


Period	New A/L	New Sub	Renewals	Total
Period 07	20	5	522	547
Period 08	29	1	599	629
Period 09	28	1	662	691



Applications Received

- From 15 September to 7 December we received a total of **1,865** applications*, **682** of which were made online. 37 percent of all taxi driver applications were made online
- A total of **96** applicants were accepted onto the Knowledge of London



Period	New Stage 1	New Stage 2	Renewal	Total
Period 07	43	23	603	669
Period 08	25	15	541	581
Period 09	54	17	544	615

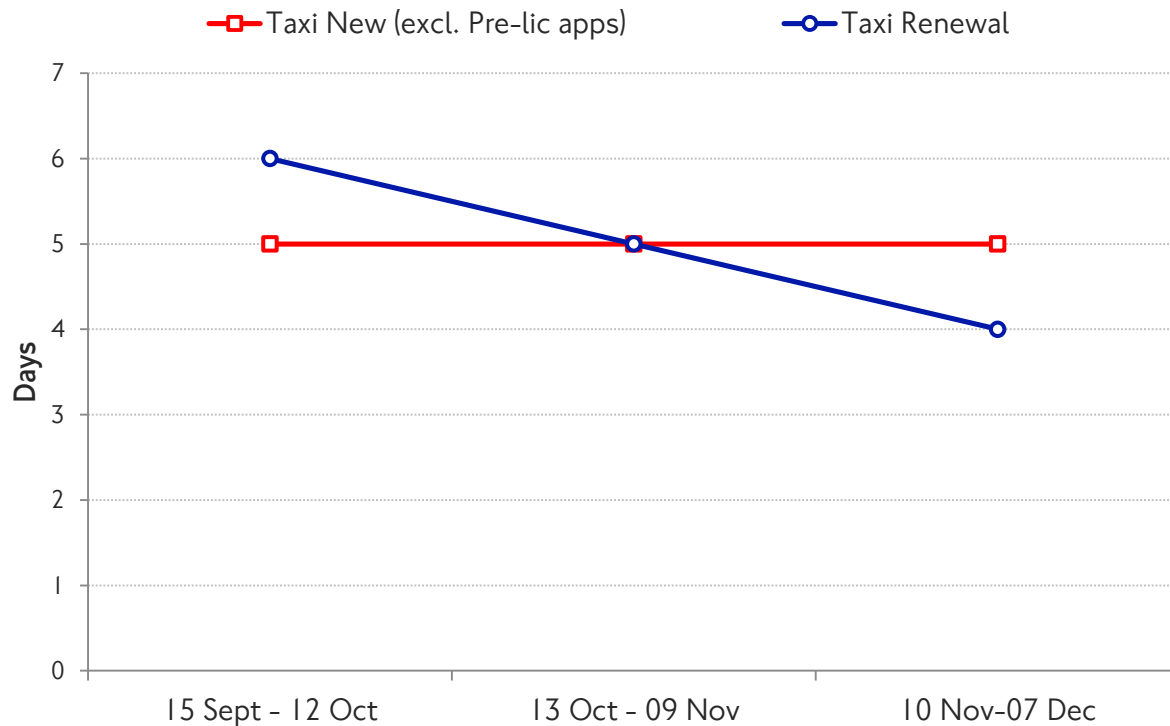
*Total is indicative of new, pre-licensing and renewal applications received. The total number will include any that are subsequently found to be incomplete, have been incorrectly submitted (e.g. taxi instead of PHV or new instead of renewal) and/or from previous licensees returning to the trade as a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



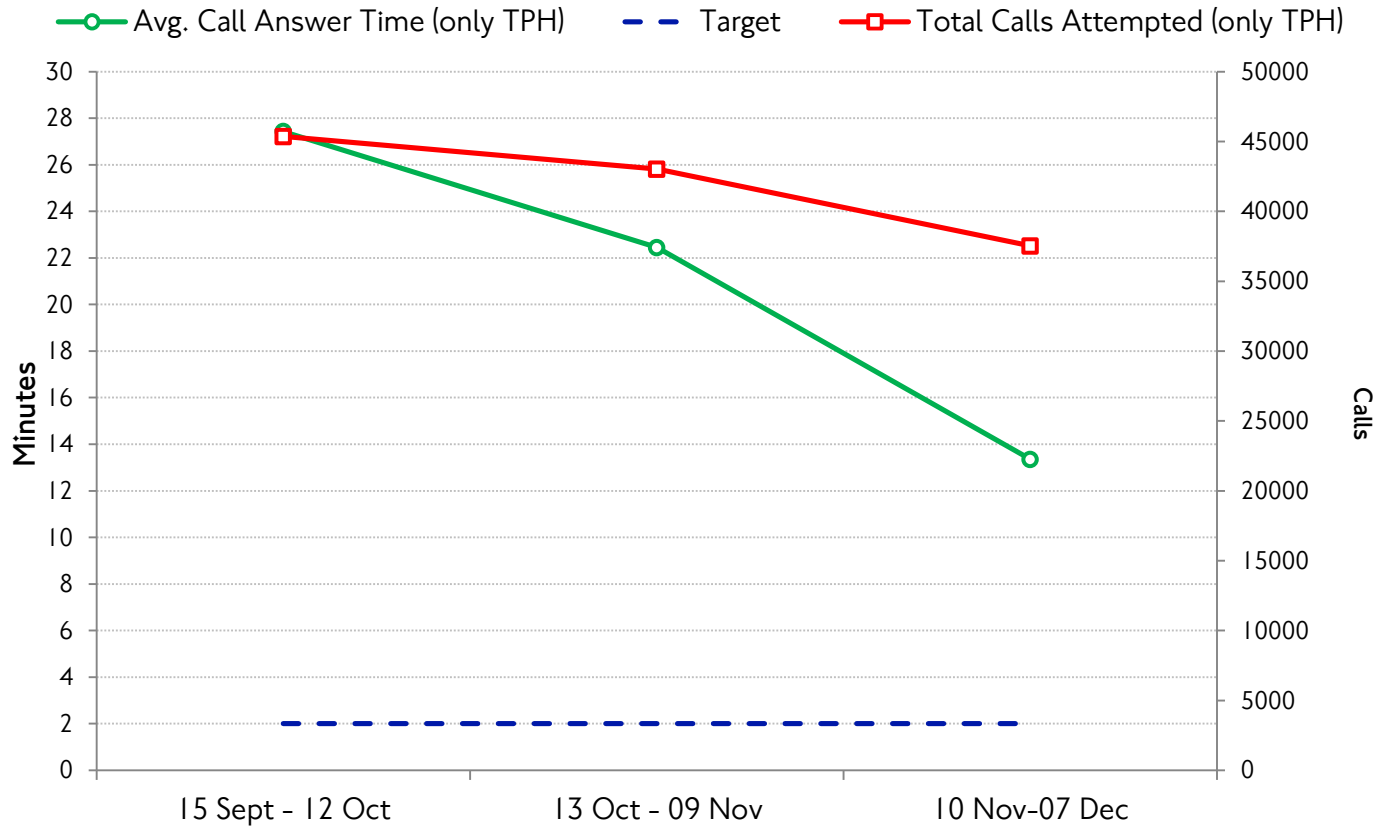
Initial Assessments

- 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.

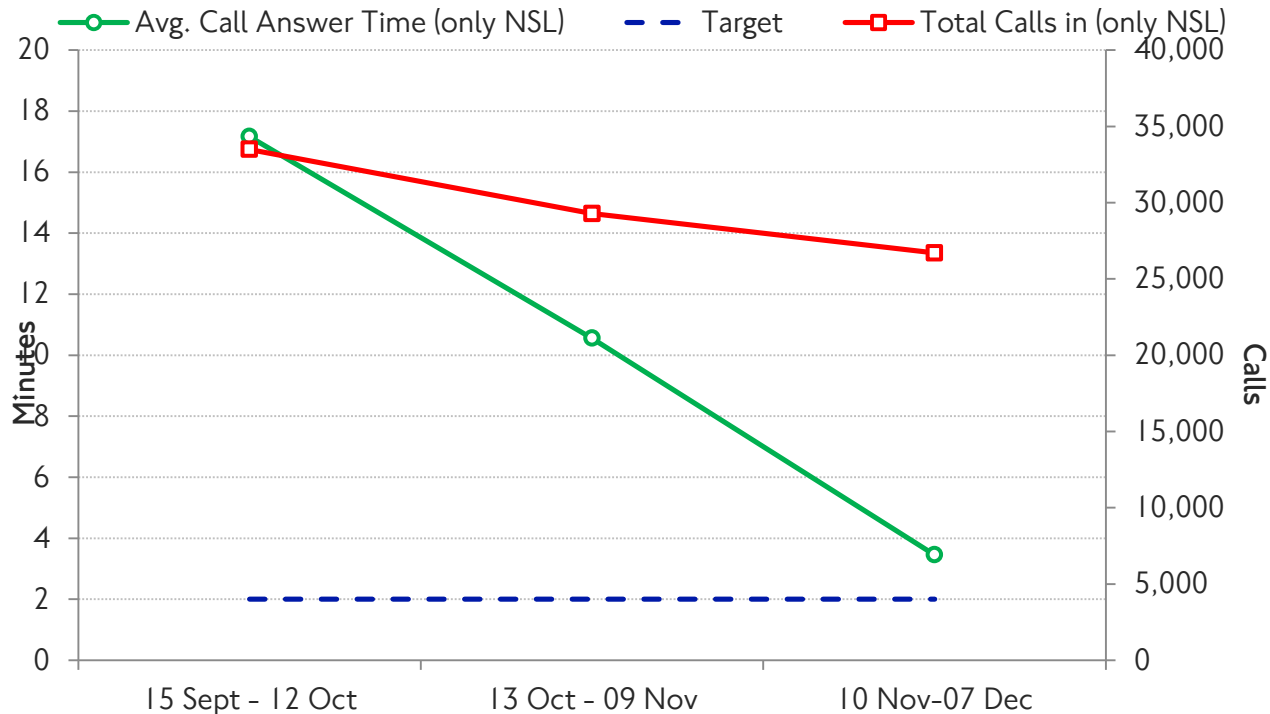


Driver Licensing Telephony



Vehicle Inspection Telephony (Average Call Answer Time)

- NSL continue to experience high call volumes. Action has been taken which includes the recruitment of more staff by NSL which has led to a reduction in call answer times
- Call answer time is now close to 2 minutes

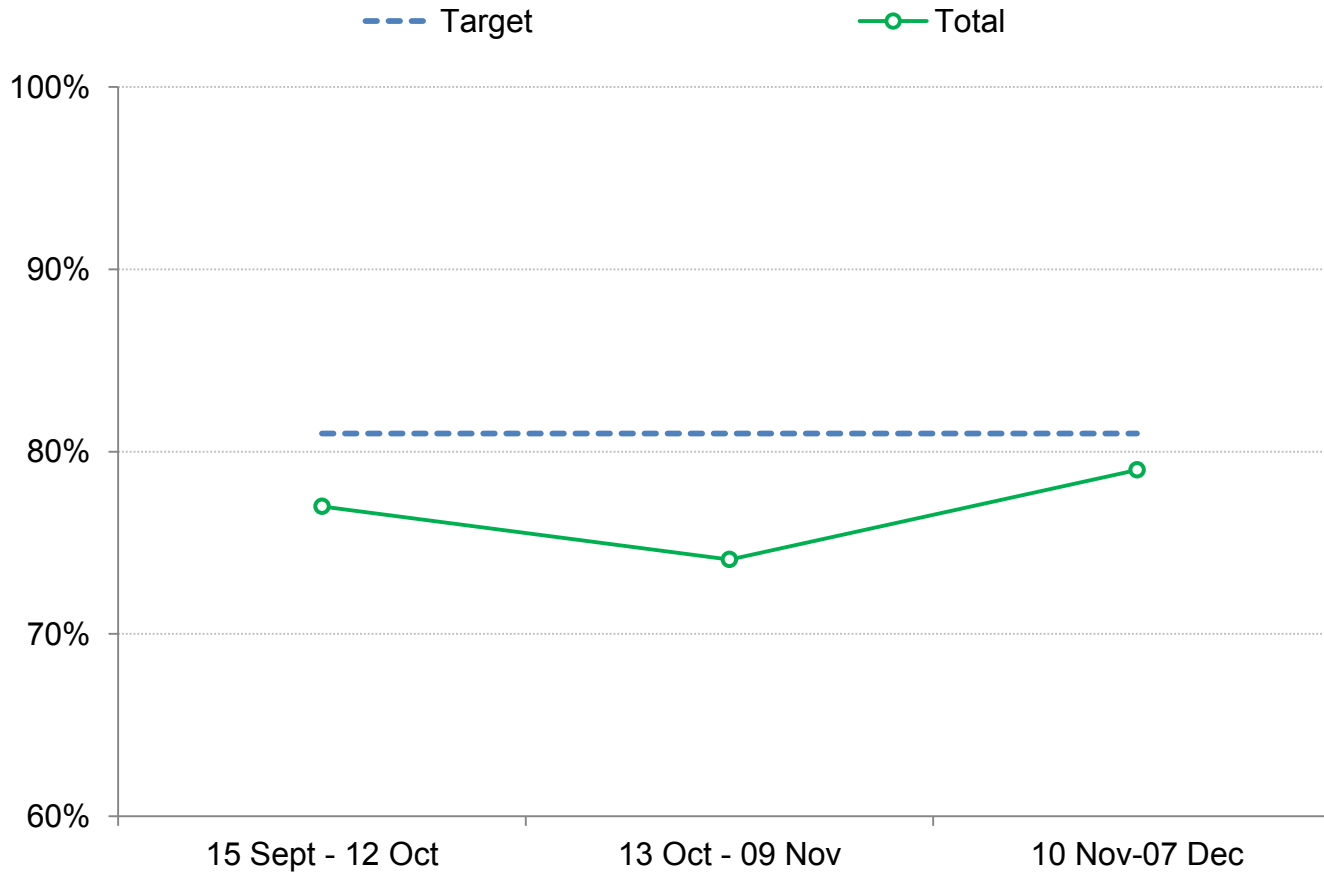


TfL has made further recommendations on how call handling time can be improved which NSL is reviewing.



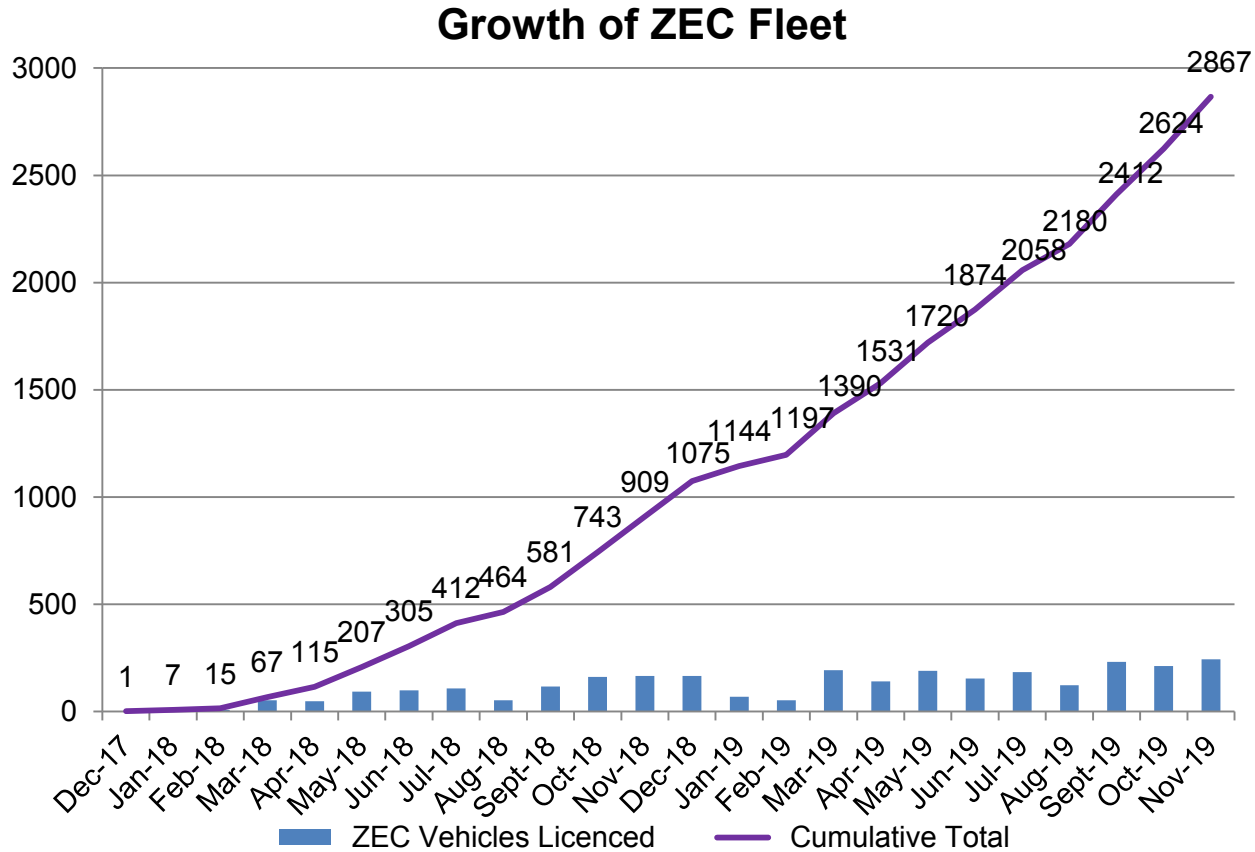
Taxi Vehicle First Time Pass Rate

- The average pass rate over the past three periods is 77 per cent.



Newly Registered ZEC Taxis

- There have been an average of 202 licensed ZEC taxis over the past four months
- As of 1 September to 30 November 2019, there were 687 newly licensed ZEC taxis

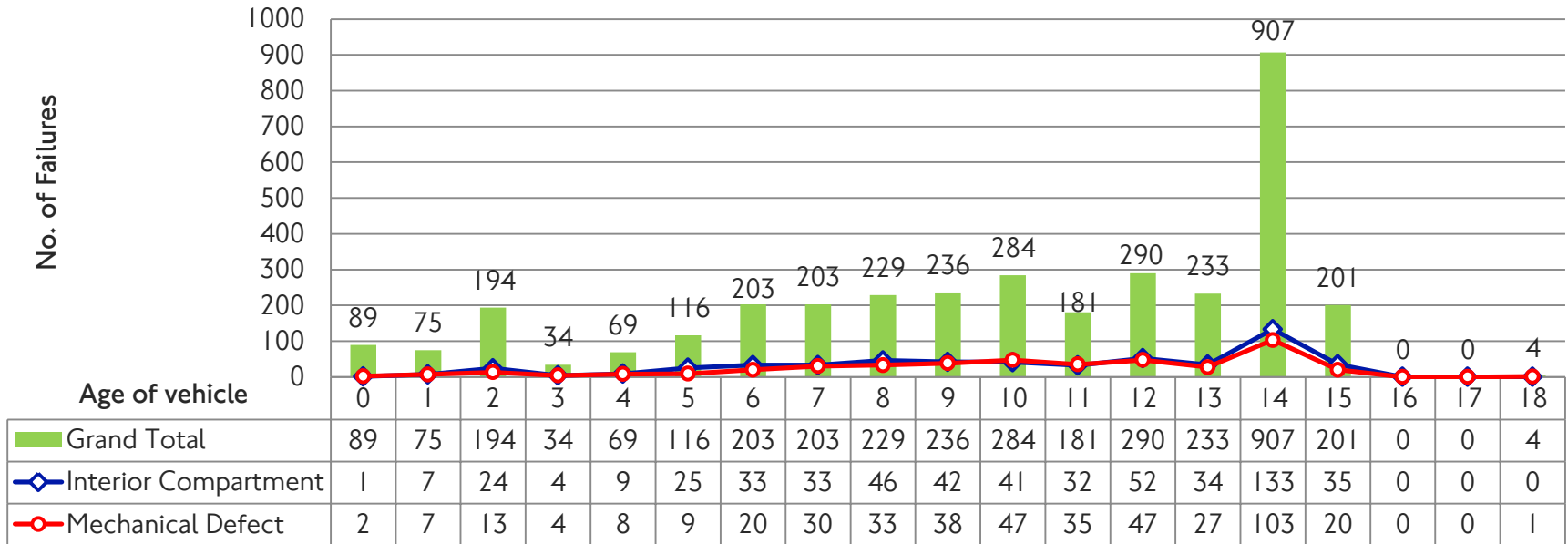


Taxis Age Profile Vs First Inspection Failure Rates

The most common reasons for vehicle inspection failures between 15 September and 7 December 2019 are:

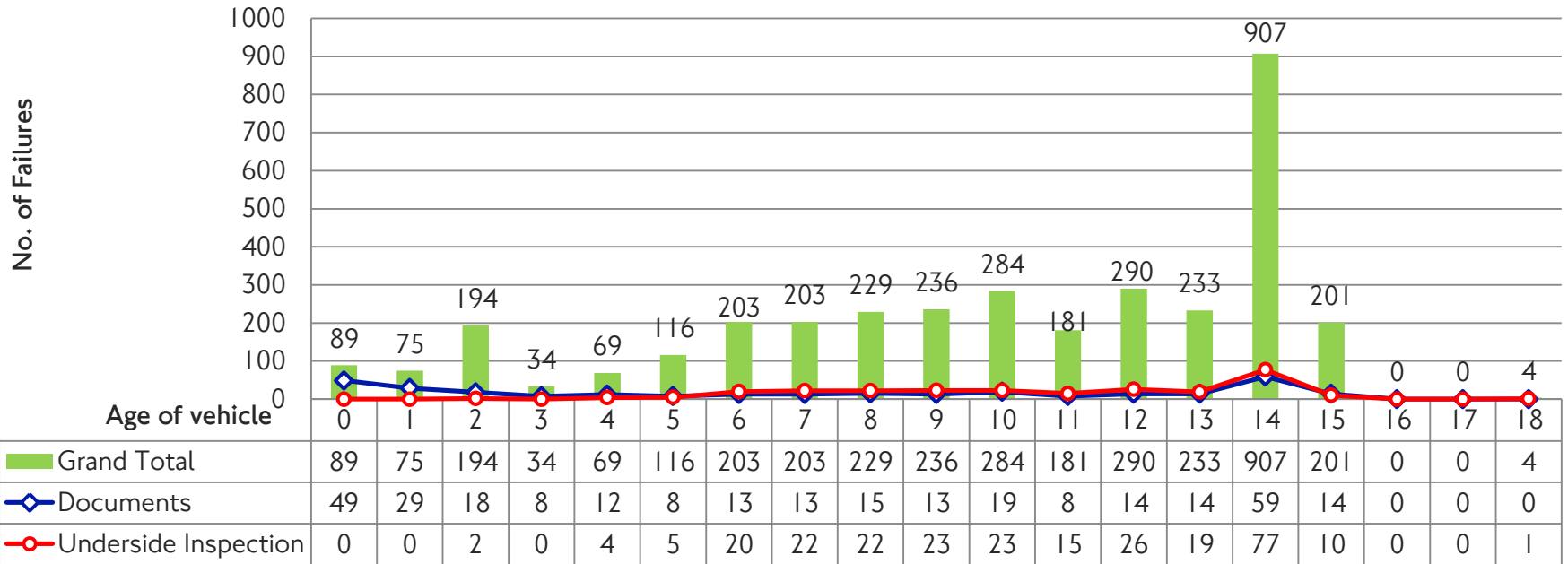
Interior compartment, mechanical defect, documents and underside inspections. These are plotted against the total number of inspection failures and the age of the taxi fleet in the two graphs that follow.

Graph 1: Totals against Interior Compartment and Mechanical Defect



Taxi Age Profile Vs First Inspection Failure Rates

Graph 2: Totals against Documents and Underside Inspection



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	589	427	238	156	1,410
Sector 1: Enfield, Haringey and Waltham Forest	2	0	1	1	4
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	28	0	2	2	32
Sector 3: Bexley, Greenwich and Lewisham	9	4	3	4	20
Sector 4: Bromley	0	2	0	0	2
Sector 5: Croydon	6	0	2	0	8
Sector 6: Merton and Sutton	14	1	8	8	31
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	7	4	1	0	12
Sector 8: Ealing and Hillingdon	3	1	0	1	5
Sector 9: Barnet, Brent and Harrow	5	2	1	0	8
Total	663	441	256	172	1,532

