



MAY 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 10 – 09 December 2018 to 05 January 2019

Period 11 – 06 January to 02 February

Period 12 – 03 February to 02 March

Period 13 – 03 March to 31 March

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

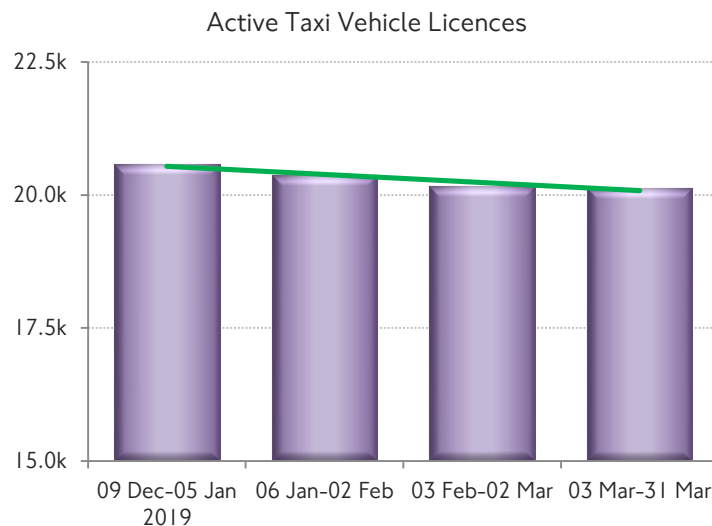
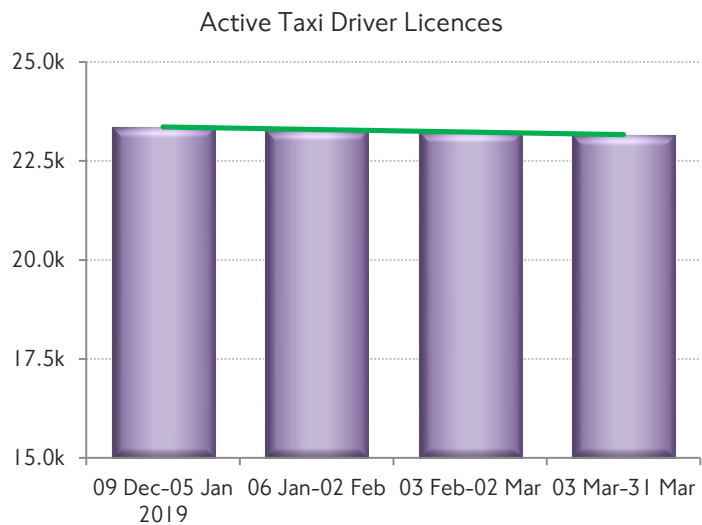


Licensing update



Taxi licences

- As of 31 March, there were **23,159** licensed taxi drivers (**20,301** all London and **2,858** suburban)
- **20,136** taxi vehicles are also licensed.



Taxi licence distribution

Sectors Passed	Jan-19	Feb-19	Mar-19
All London	20435	20413	20334
Sector 1 - Enfield, Haringey and Waltham Forest	48	50	52
Sector 1 + Hackney extension	106	107	106
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	701	697	688
Sector 3: Bexley, Greenwich and Lewisham	263	266	263
Sector 4: Bromley	94	95	94
Sector 5: Croydon	209	209	206
Sector 6: Merton and Sutton	186	182	184
Sector 6 + Clapham extension	281	279	279
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	441	437	438
Sector 8: Ealing and Hillingdon	136	135	135
Sector 9: Barnet, Brent and Harrow	191	188	189
2 sectors	150	150	149
3 sectors	11	10	10
2 or more sectors + Hackney extension	19	19	18
2 or more sectors + Clapham extension	18	18	17
Total	23,289	23,255	23,162

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

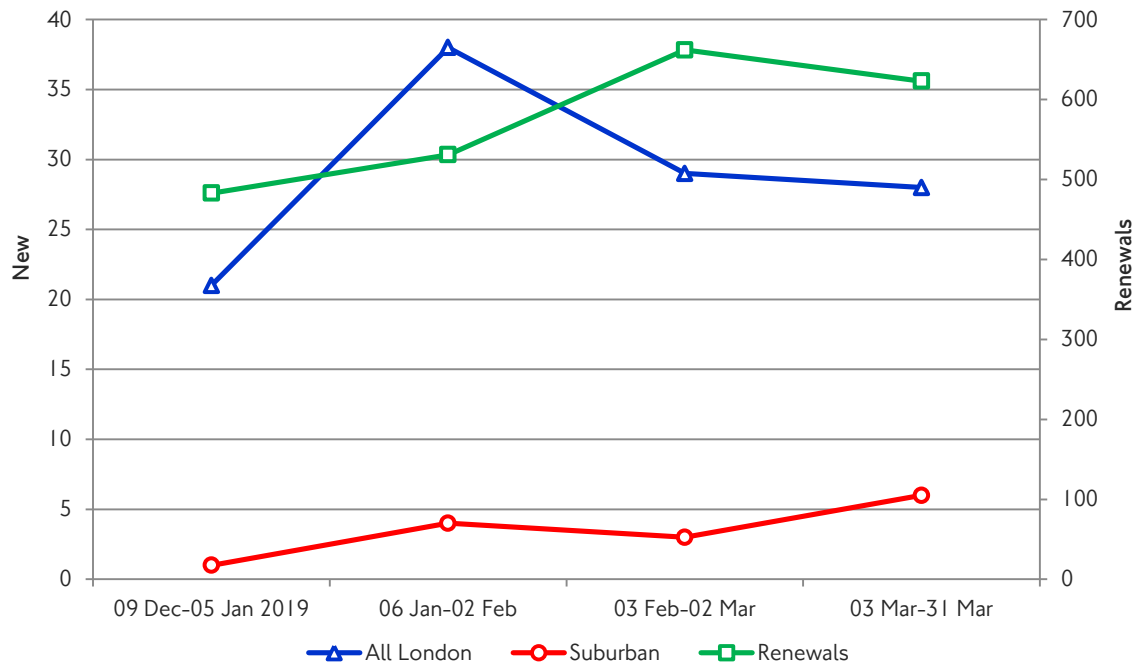
Drivers with more than one sector have been grouped together for ease of reference.



Licences Issued

- An average of **607** 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

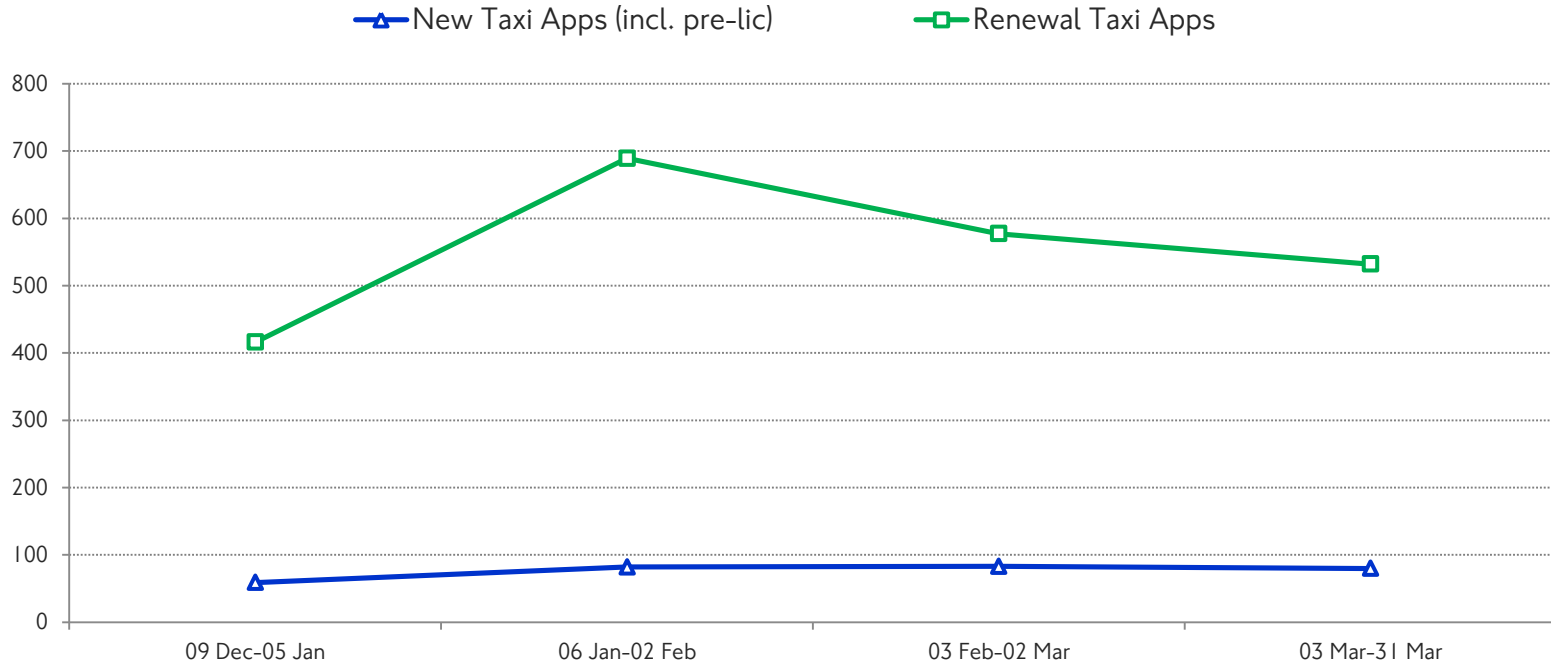


Period	New A/L	New Sub	Renewal	Total
Period 10	21	1	483	505
Period 11	38	4	531	573
Period 12	29	3	662	694
Period 13	28	6	623	657



Applications Received

- From 09 December to 31 March we received **2,214** renewal applications and **304** new applications received for a taxi driver licence.*
- 36 percent of all taxi driver applications were made online. This mainly consisted of renewal applications.

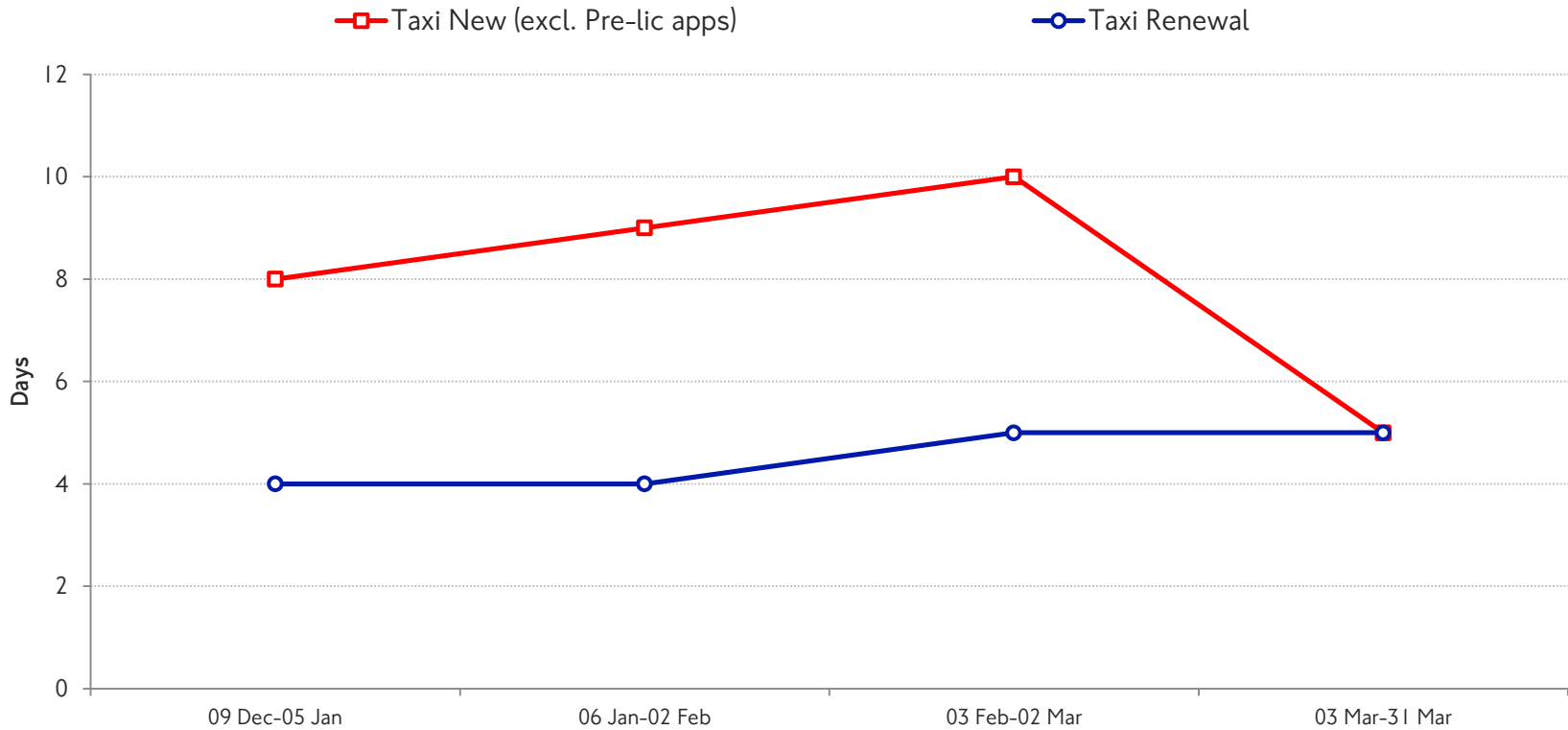


*New applications are not indicative of the number of Knowledge of London applicants. The total number will include incomplete and withdrawn applications. We are working to resolve this administrative issue.



Initial Assessments

- All taxi renewal applications are being processed within five days of scanning. All new applications are being processed within one to five days of scanning*.



* Paper applications are scanned and allocated 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 have recruited five full time members of staff to replace staff that recently left the team. Training for new starters takes 3 – 4 weeks before they are able to start taking calls by themselves (with support).
- 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 applications are processed.
 - A training programme is also continuing to improve first time call resolution for applicants, with the aim of reducing repeat callers.
 - Call queue messaging was also introduced at end of October to encourage the positive abandonment of unnecessary calls. We monitor the effectiveness of the phone messages, adjusting them appropriately.
- Renewal applications continue to be prioritised to ensure that licensed drivers can continue to work. We are confident that this is not a long-term issue and have seen improvements in the past few weeks.



Licensing Telephony

Week Ending	Calls Offered to IVR	Total Number of Unique Callers	Calls Offered post IVR	Calls Answered	Average Speed Answered (mm:ss)	Calls Abandoned	Average Abandoned Time (mm:ss)	Average Handling Time (mm:ss)
13/01/2019	23,644	8,998	9,552	6,384	0:16:24	3,155	00:07	0:06:55
20/01/2019	17,857	8,101	9,564	6,218	0:16:28	3,328	00:07	0:06:51
27/01/2019	18,227	7,714	8,612	5,450	0:18:45	3,130	00:08	0:07:10
03/02/2019	16,094	7,846	9,429	6,721	0:12:51	2,678	00:06	0:06:55
10/02/2019	23,239	8,379	9,265	6,849	0:11:42	2,415	00:07	0:05:53
17/02/2019	19,100	9,499	12,540	6,889	0:25:12	5,649	00:12	0:06:26
24/02/2019	18,255	8,931	9,831	6,281	0:18:06	3,549	00:09	0:06:37
03/03/2019	19,410	9,477	11,863	6,890	0:23:18	4,972	00:11	0:06:29
10/03/2019	21,579	9,286	10,698	6,388	0:23:20	4,309	10:12	0:06:06
17/03/2019	18,564	8,983	10,690	7,451	0:14:34	3,223	06:44	0:06:00
24/03/2019	17,739	7,748	11,518	7,463	0:15:37	4,046	07:03	0:06:16
31/03/2019	16,300	7,565	9,640	6,345	0:15:14	3,281	06:39	0:06:39



Knowledge Students

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

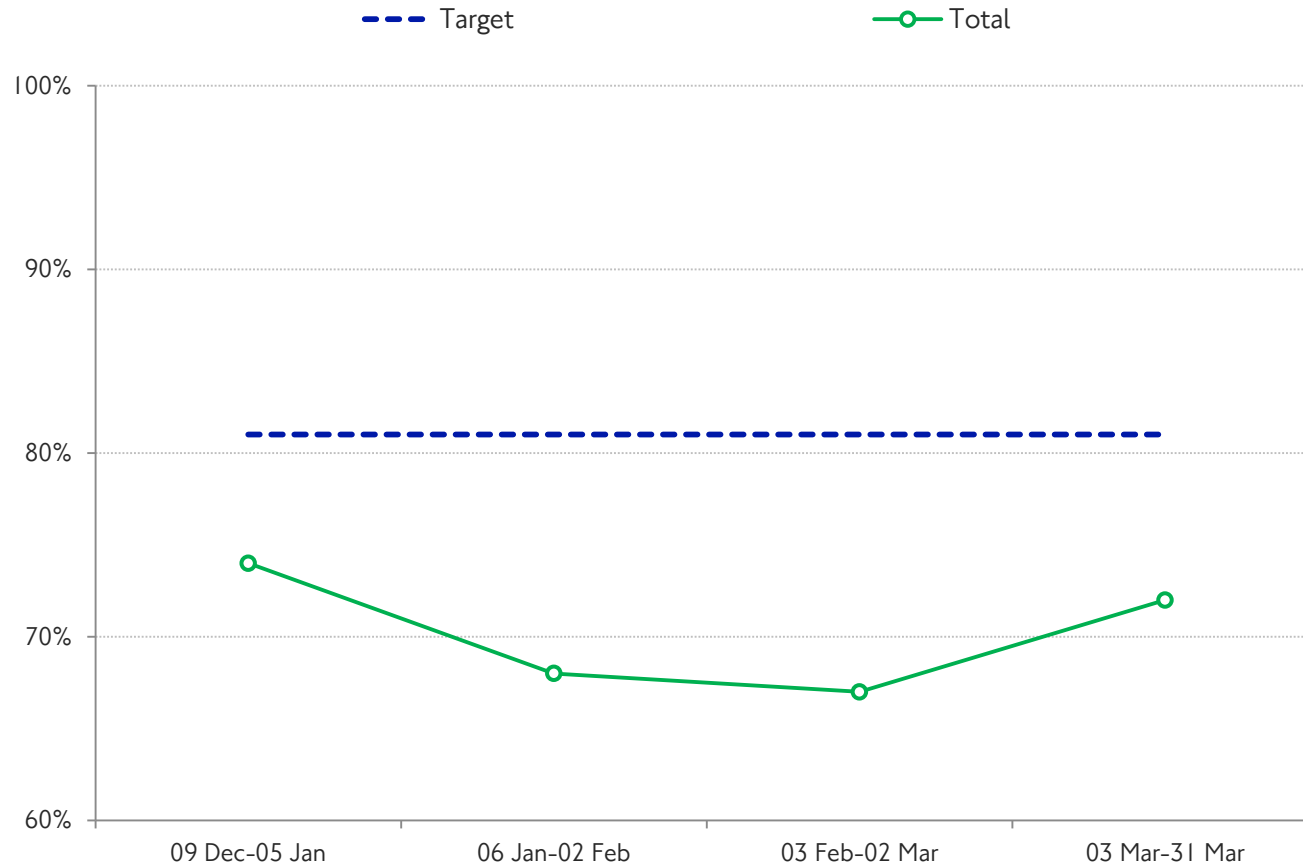
Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	2,709	1,195	369	222	4,495
Sector 1: Enfield, Haringey and Waltham Forest	38	8	4	3	53
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	46	11	6	2	65
Sector 3: Bexley, Greenwich and Lewisham	24	13	8	7	52
Sector 4: Bromley	4	1	0	0	5
Sector 5: Croydon	37	6	0	4	47
Sector 6: Merton and Sutton	148	16	6	16	186
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	43	8	3	4	58
Sector 8: Ealing and Hillingdon	13	6	1	2	22
Sector 9: Barnet, Brent and Harrow	20	6	0	3	29
Total	3,082	1,270	397	263	5,012

- 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 those applications that are no longer active.



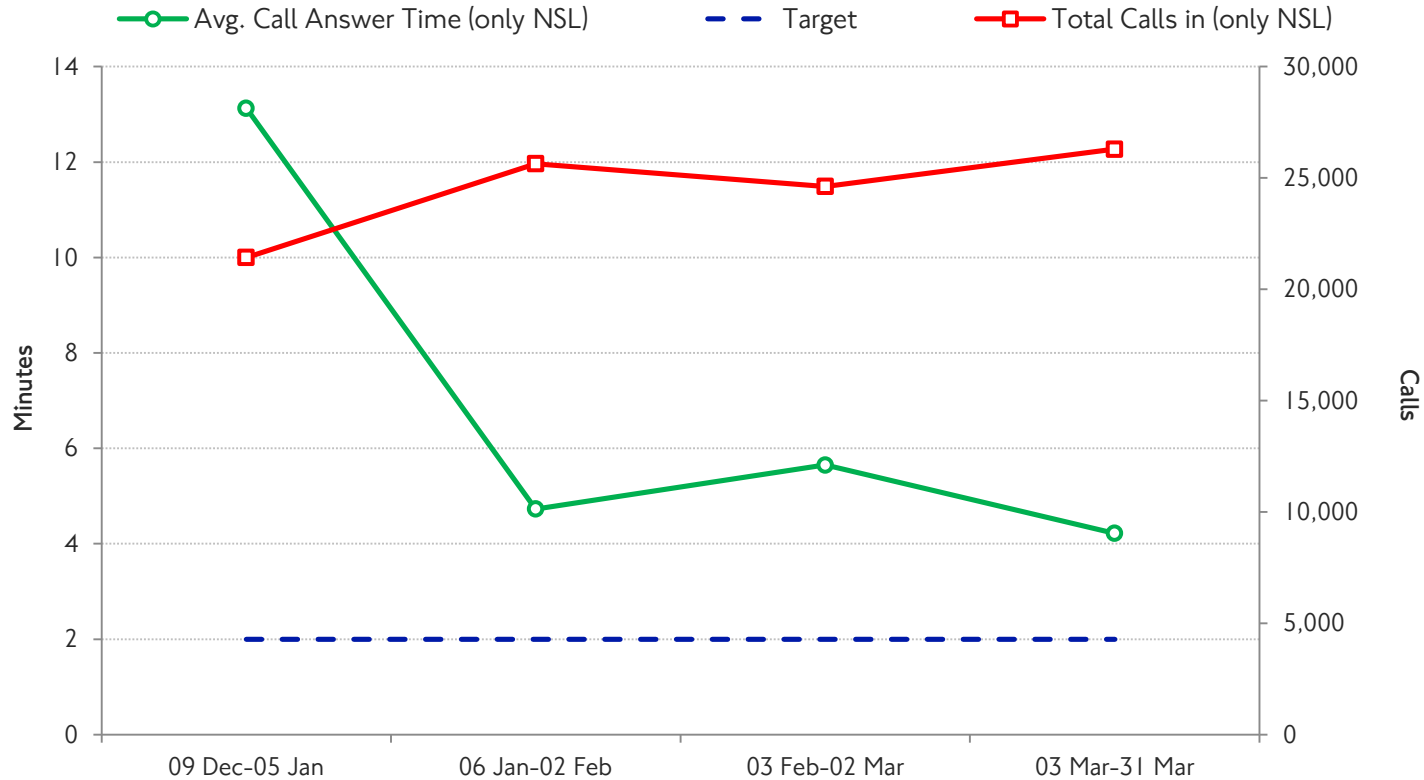
Taxi Vehicle First Time Pass Rate

- The average pass rate over the past four periods is **70** percent.



Vehicle Inspection Telephony (Average Call Answer Time)

- All vehicle related queries continue to be answered in a timely manner.



NSL has employed more staff which has led to a reduction in call answer times.
TfL has made recommendations on how call handling time can be improved which NSL is reviewing.



Newly Registered ZEC Taxes

- There have been an average of 120 licensed ZEC taxis over the past four months
- As of 01 December to 31 March 2019, there were 481 licensed ZEC taxis

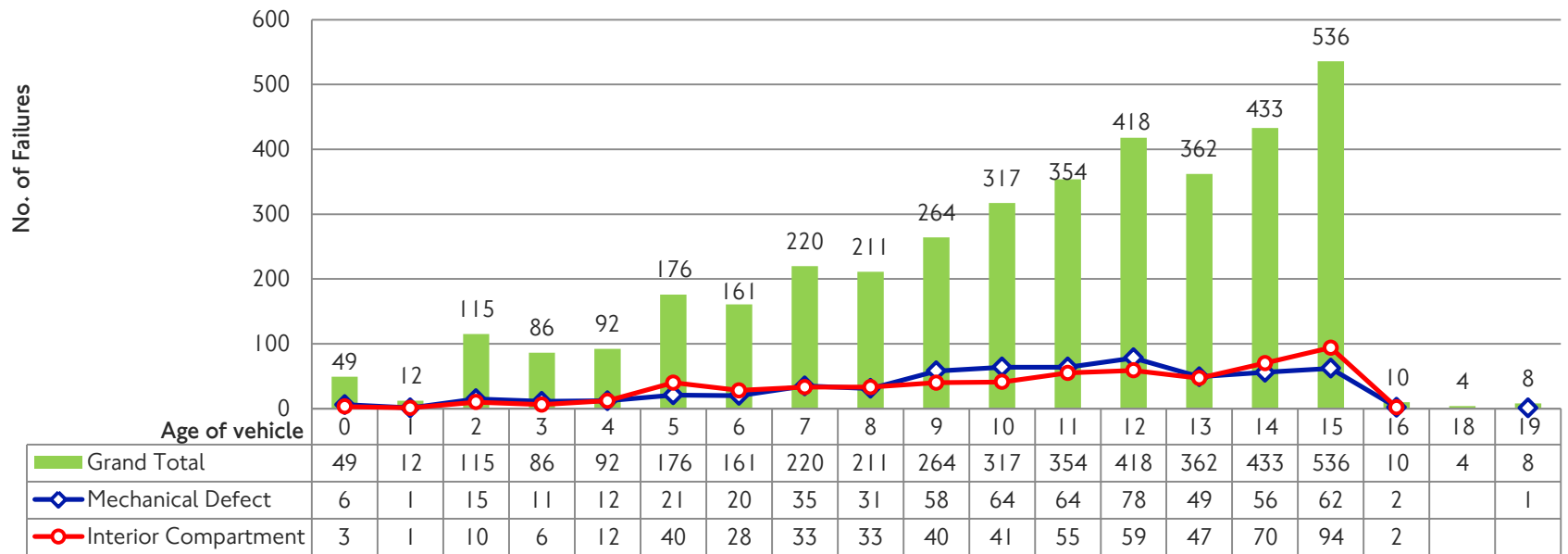


Taxi Age Profile Vs First Inspection Failure Rates

The most common reasons for vehicle inspection failures between 01 January to 31 March 2019 are:

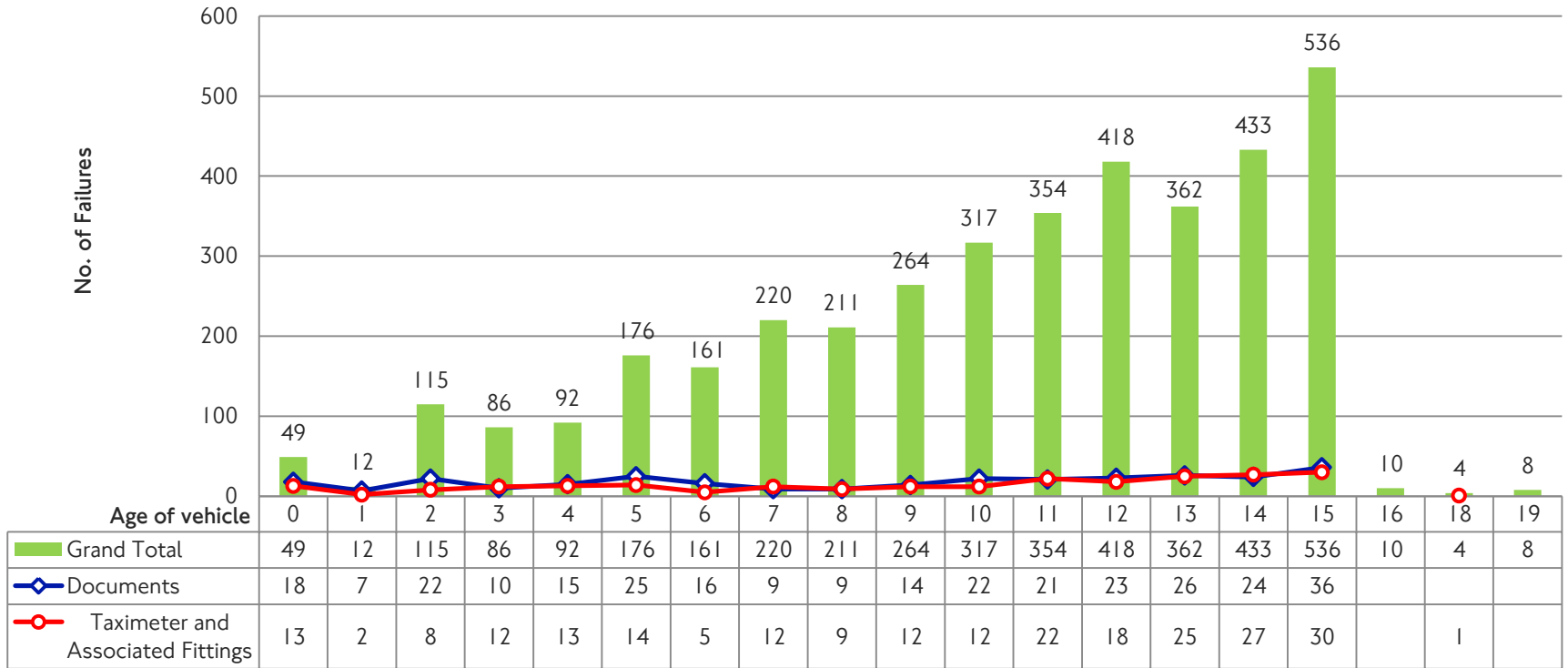
Mechanical defects, interior compartment, documents and taximeter & associated fittings failures. These are plotted against the total number of inspection failures and the age of the taxi fleet in the two graphs that follow.

Graph 1: Totals against Mechanical Defect and Interior Compartment



Taxi Age Profile Vs First Inspection Failure Rates

Graph 2: Totals against Documents and Taximeter & Associated Fittings



Compliance & Enforcement update



Total Taxi Driver / Vehicle checked

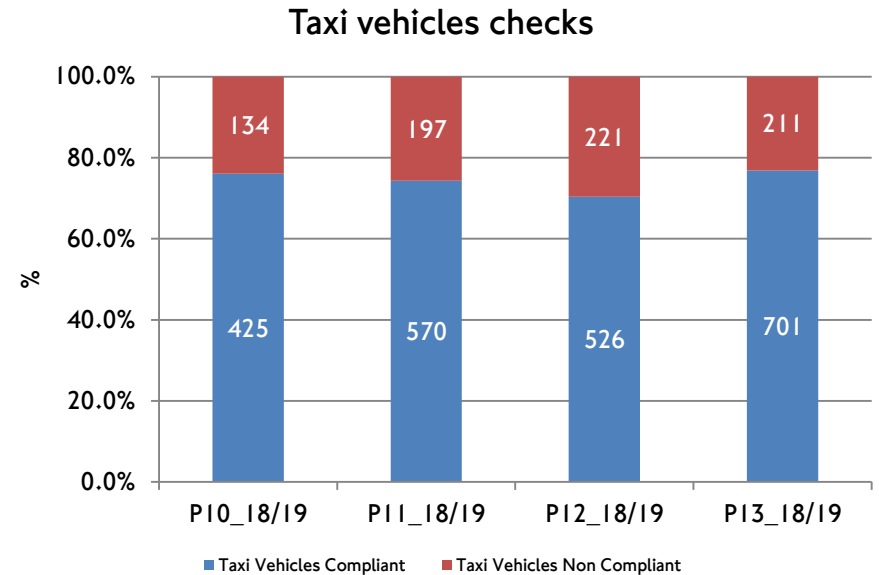
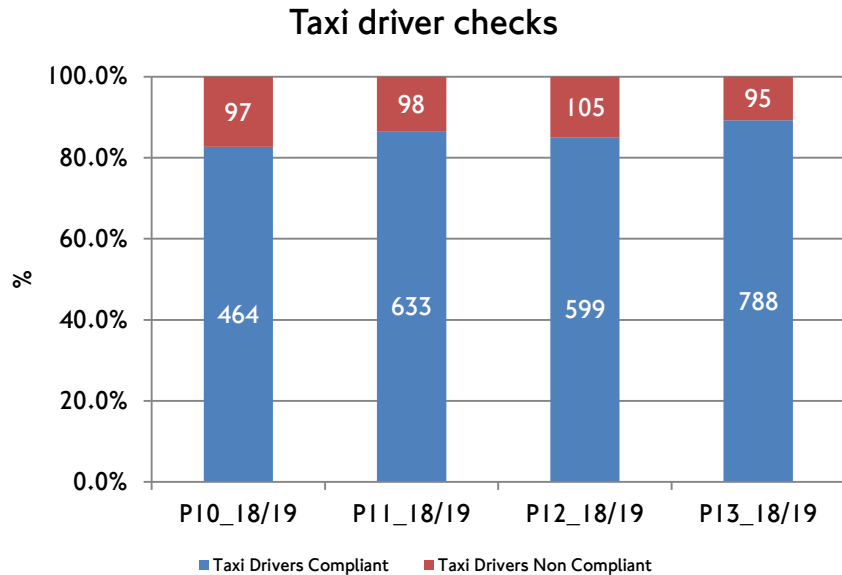
Driver	Checks	Compliant	% Compliant
P10	561	464	82.7
P11	731	633	86.6
P12	704	599	85.1
P13	883	788	89.2
Total	2,879	2,484	86.3

Vehicle	Checks	Compliant	% Compliant
P10	559	425	76.0
P11	767	570	74.3
P12	747	526	70.4
P13	912	701	76.9
Total	2,985	2,222	74.4

During the last four periods, 395 drivers and 763 vehicles were reported for non compliance.



Taxi driver and vehicle compliance

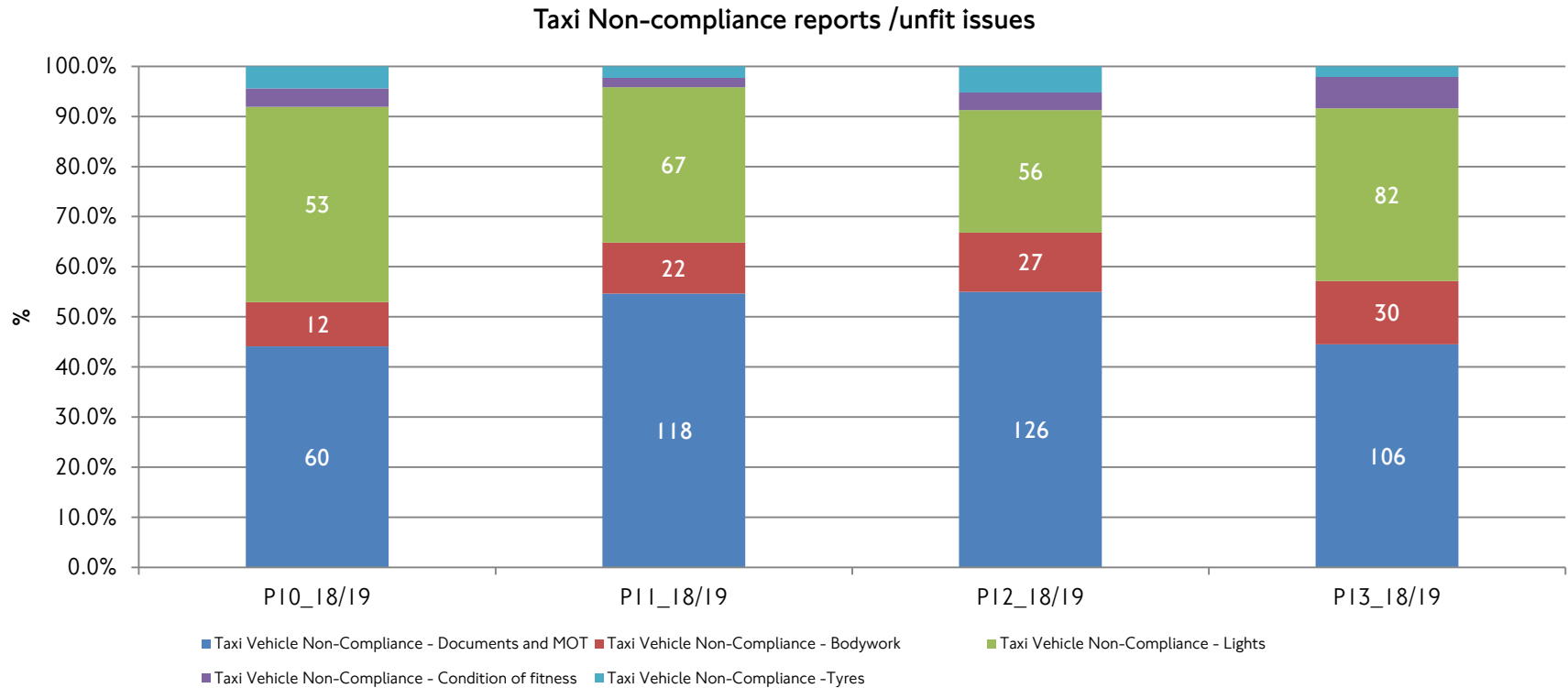


From P1- P13 the taxi driver compliance rate has remained in the mid to low 80 per cent range.

Within the same periods, vehicle compliance rates have fluctuated between 70 to 79 per cent.



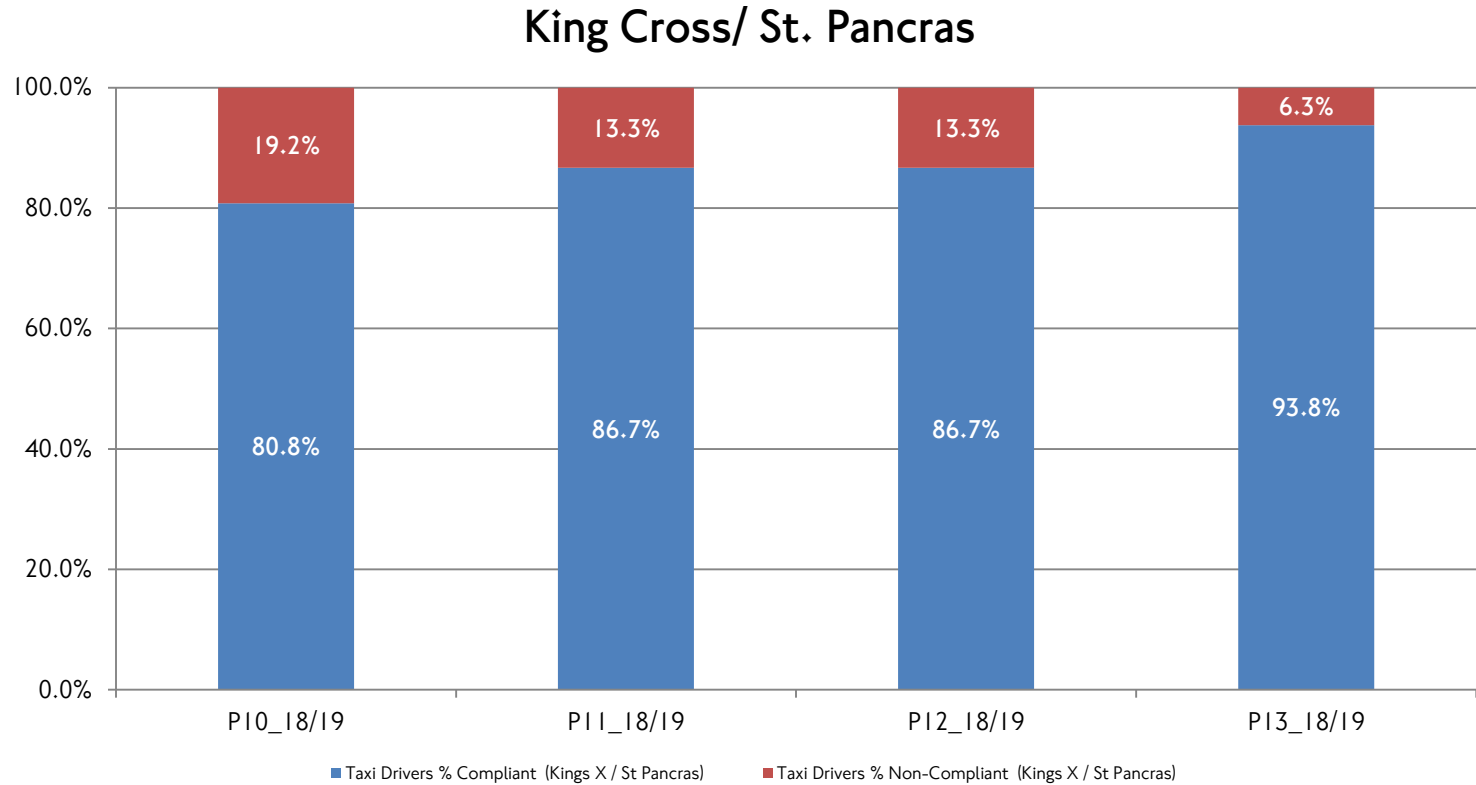
Taxi compliance – highest contributors of vehicle non compliance



Non-compliance for taxi vehicles are primarily driven by no second MOT's, lights and bodywork issues. Over the last four periods, documents and MOT issues have slowly increased compared to previous periods.



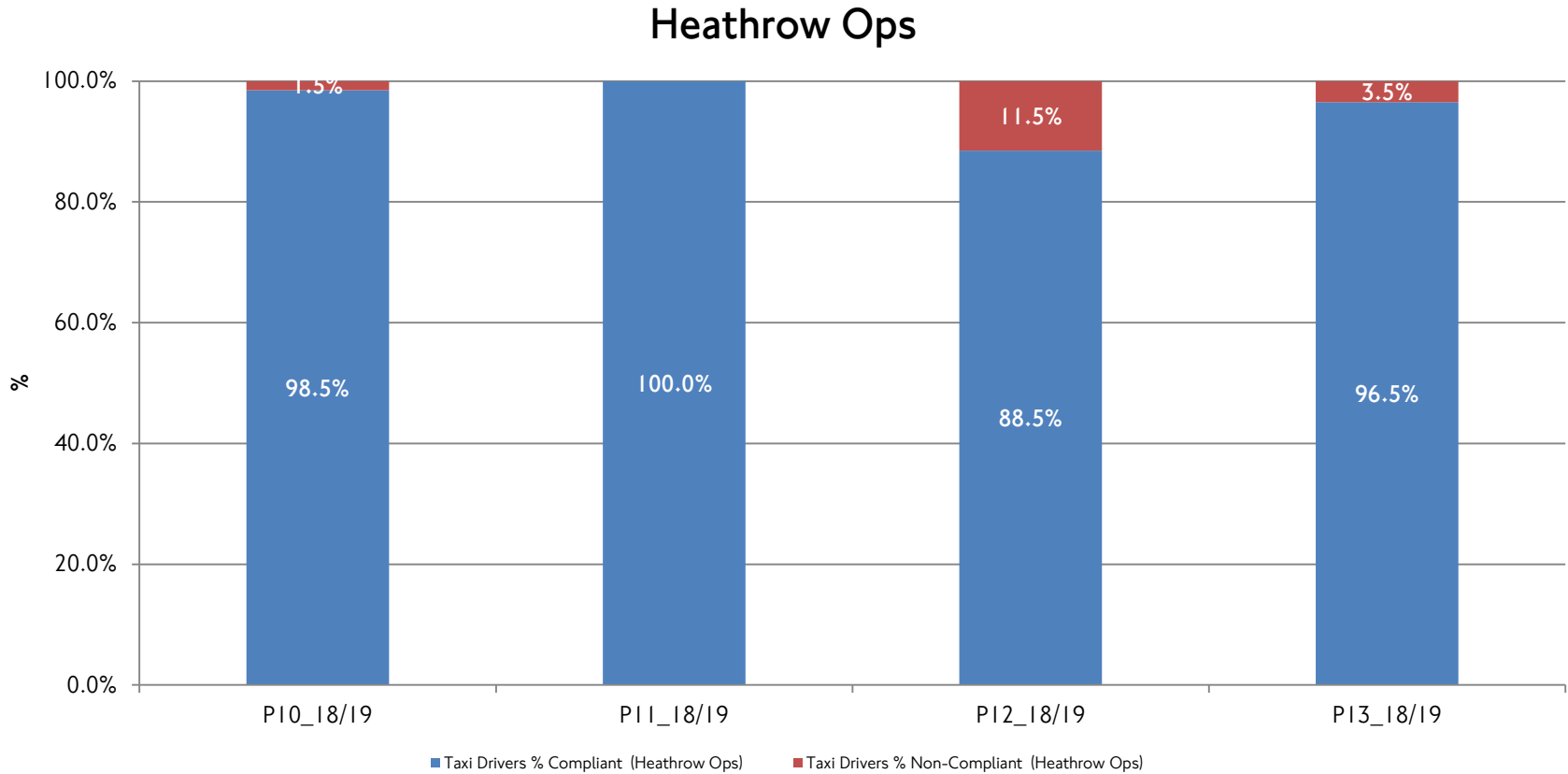
Kings Cross / St. Pancras enforcement results



From P10-P13 the compliance rate at Kings Cross has seen an increase compared to the previous three periods.



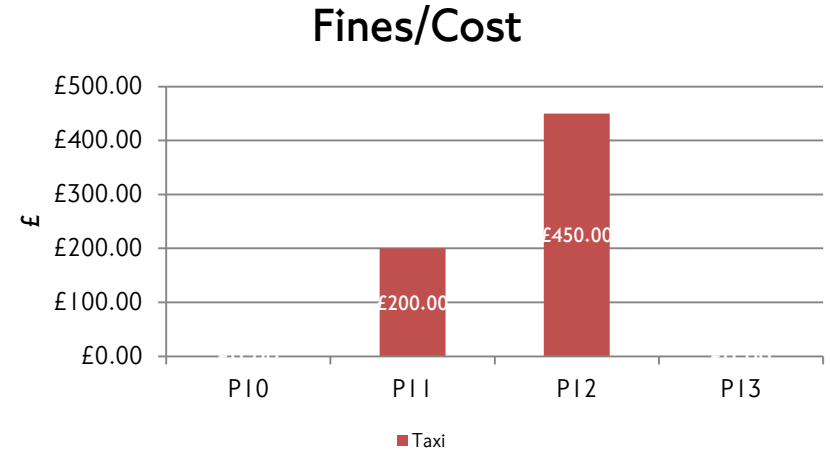
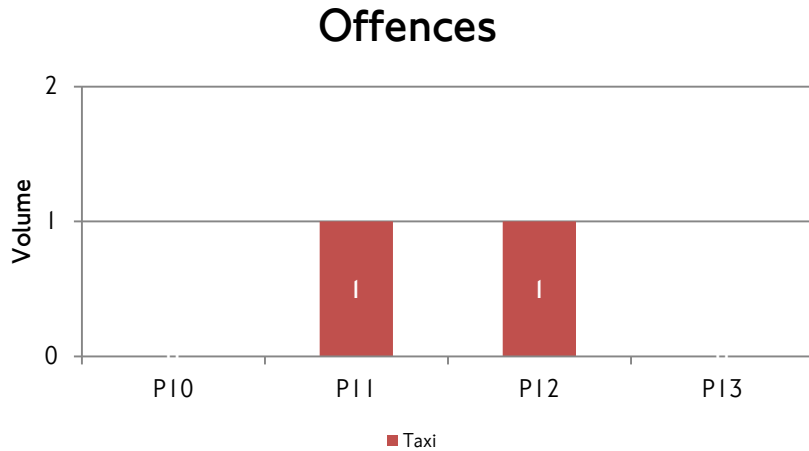
Heathrow enforcement results



The percentage of taxi drivers compliant over the last four periods remains in the high 90 per cent, with P12 being the exception where it dropped to 88.5 per cent.



Taxi prosecutions results



Due to case outcomes being delivered at different times, these results are updated with a three month lead time.

In P10 and P13 there were no offences or any fines.



Road and Transport Policing Command (RTPC) – TPH-Policing Team results Jan – Mar 19

	Checks	Compliant	% Compliant
Taxis Stopped	274	239	87.2

Activity Outcome	18/19
No hire & reward Insurance	0
Vehicles seized	0
Drivers reported to TPH for license action	0

TORs Offence	Taxi
Mobile phone	12
Defective tyres	3
Misc	9
No Insurance	0
Red Traffic lights	2
Seatbelt	0
Obscured Vision	1
Controlled Crossing	6
Fog Lights	0
Not in proper control	2
Excess Speed	0
Total	35



City of London Police activities Jan – Mar 19

	Checks	Compliant	% Compliant
Taxis Stopped	202	146	72.2

Activity Outcome	18/19
No hire & reward Insurance	0
Vehicles seized	0
Drivers reported to TPH for licence action	0

TORs Offence	Taxi
Mobile phone	0
Defective tyres	2
Misc	0
No Insurance	0
Red Traffic lights	1
Seatbelt	0
Obscured Vision	0
Controlled Crossing	0
Fog Lights	0
Not in proper control	1
Excess Speed	4
Total	8

