



DECEMBER 2018

# 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 – 24 June to 21 July

Period 05 – 22 July to 18 August

Period 06 – 19 August to 15 September

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

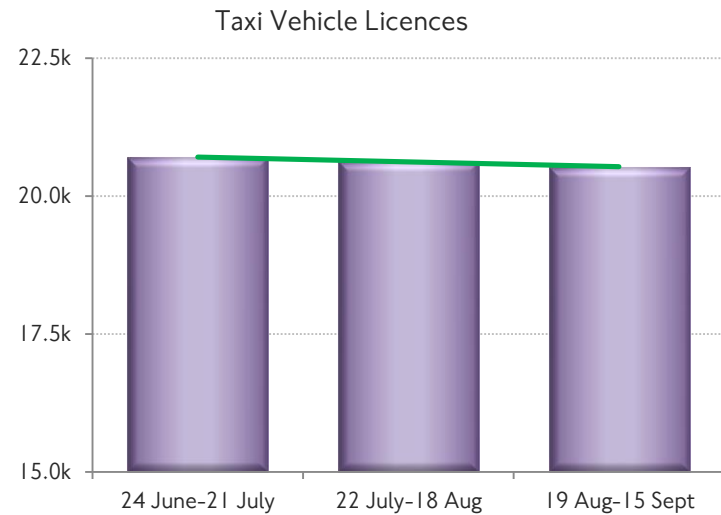
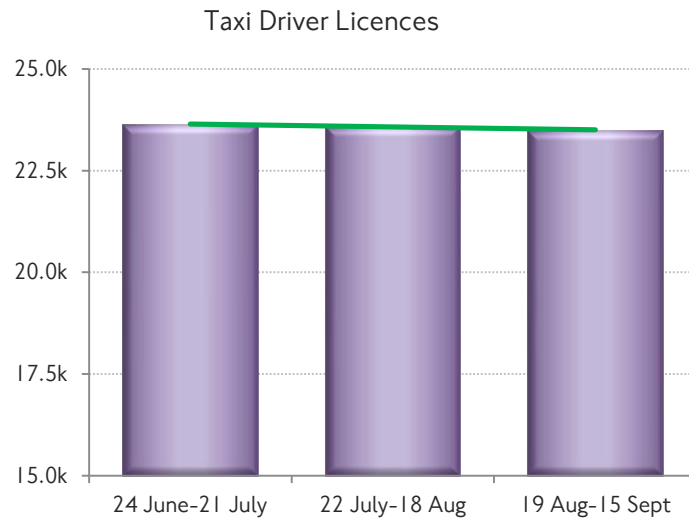


# Licensing update



## Taxi licences

- As of 15 Sept, there were **23,501** licensed taxi drivers (**20,562** all London and **2,939** suburban)
- **20,530** taxi vehicles are also licensed.



## Taxi licence distribution

Sectors Passed	Jul -18	Aug -18	Sep -18
All London	20,700	20,631	20,595
Sector 1 - Enfield, Haringey and Waltham Forest	52	51	50
Sector 1 + Hackney extension	106	106	105
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	723	720	716
Sector 3: Bexley, Greenwich and Lewisham	269	270	268
Sector 4: Bromley	97	98	97
Sector 5: Croydon	215	215	212
Sector 6: Merton and Sutton	194	189	187
Sector 6 + Clapham extension	289	289	293
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	449	452	449
Sector 8: Ealing and Hillingdon	138	140	138
Sector 9: Barnet, Brent and Harrow	191	193	193
2 sectors	158	158	156
3 sectors	11	11	11
2 or more sectors + Hackney extension	19	19	19
2 or more sectors + Clapham extension	17	17	18
<b>Total</b>	<b>23,628</b>	<b>23,559</b>	<b>23,507</b>

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

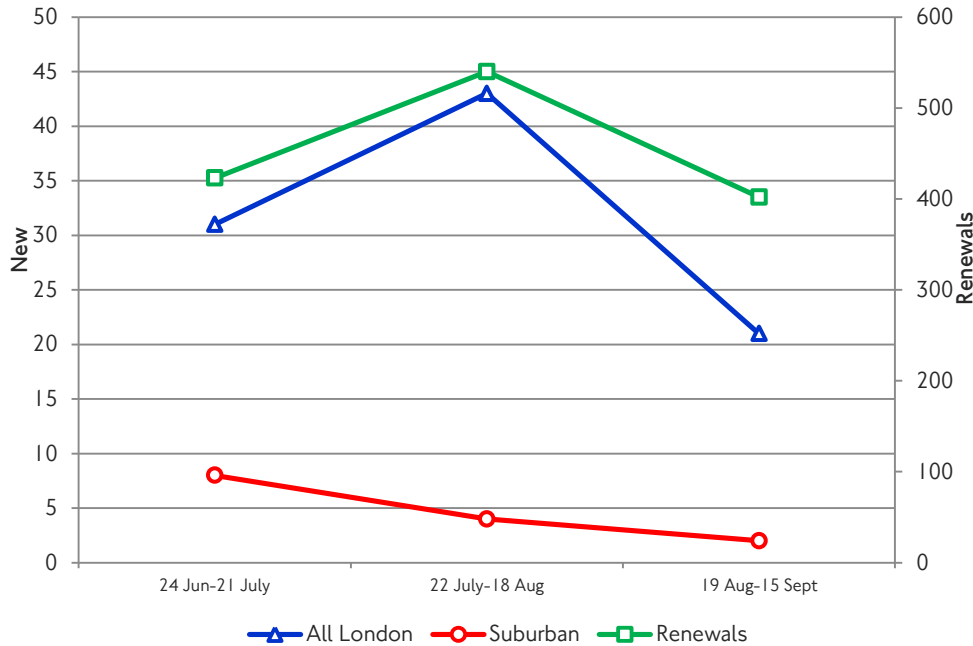
Drivers with more than one sector have been grouped together for ease of reference



## Licences Issued

- An average of **491** new and renewal taxi driver licences were issued each period.
- The average number of licences issued over the last six periods is **514** per period.

New and Renewal Taxi Licences Issued

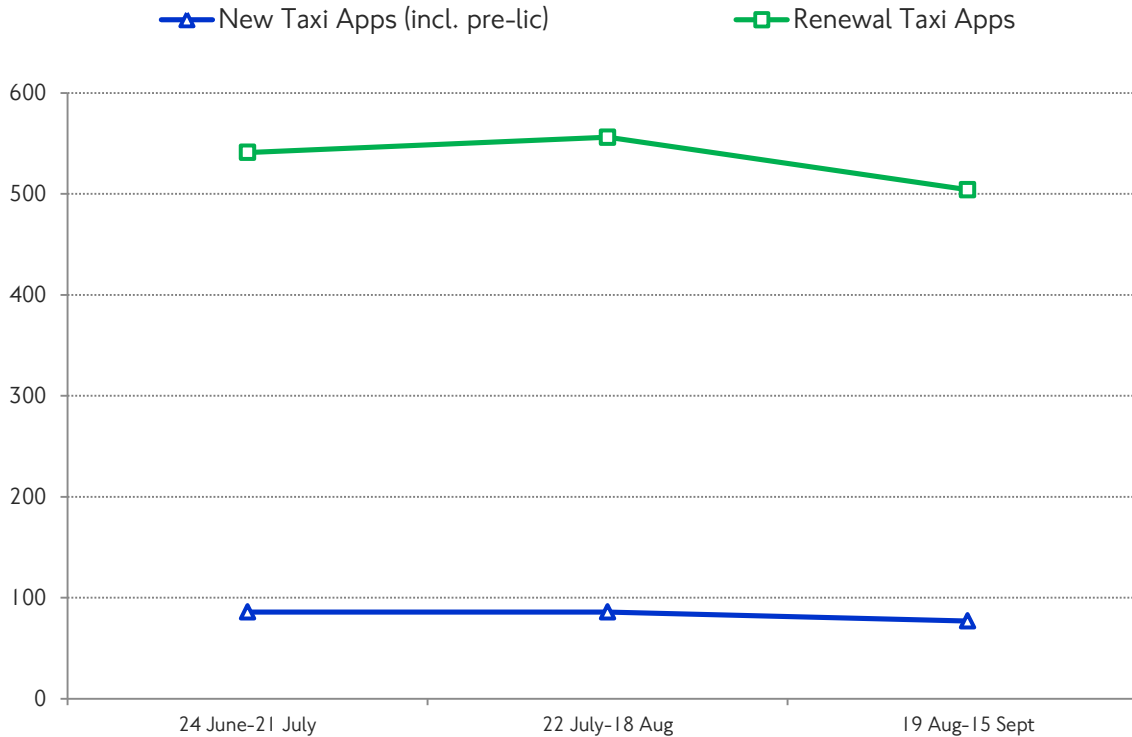


Period	New A/L	New Sub	Renewal	Total
Period 4	31	8	423	462
Period 5	43	4	540	587
Period 6	21	2	402	425



## Applications Received

- From 24 June to 15 September we received **1,601** renewal applications and **249** new applications received for a taxi driver licence.\*
- 48 per cent of all taxi driver applications were made online. This mainly consisted of renewal applications.



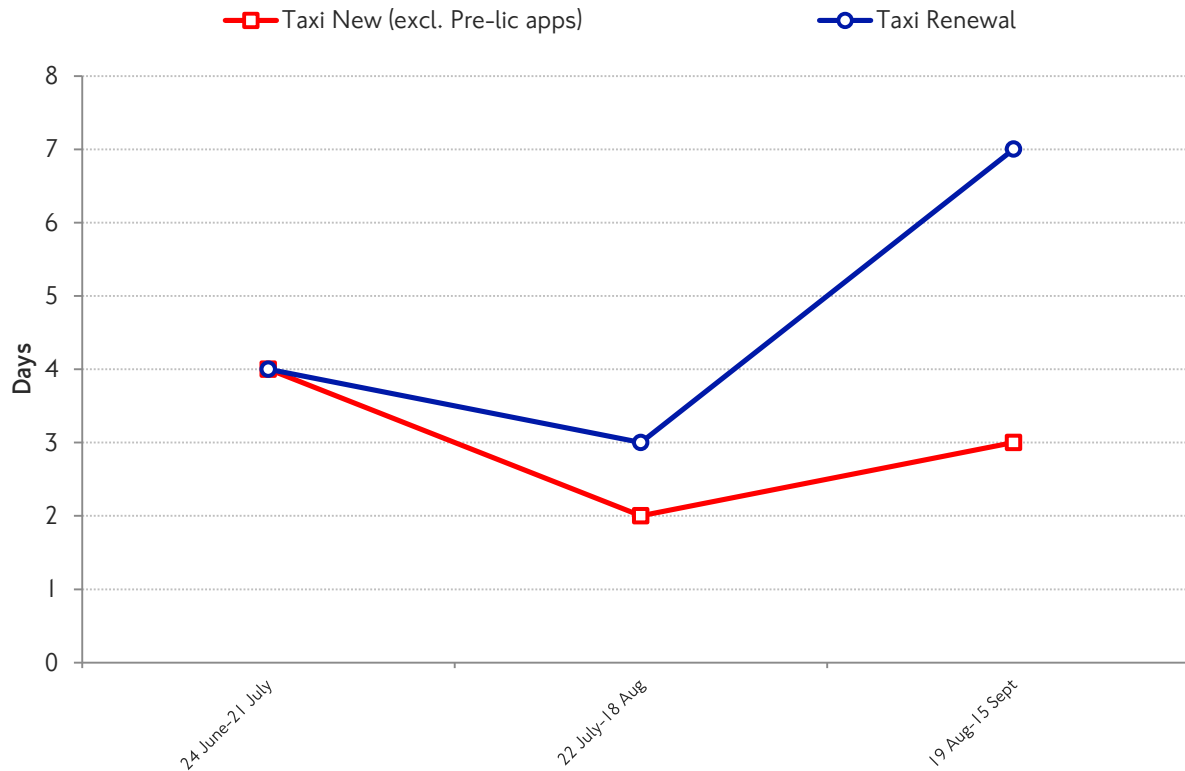
\*New applications are not indicative of the number of Knowledge of London applicants. The total number will include incomplete applications and any that are withdrawn due to administrative error.



## Initial Assessments

- All taxi renewal applications are being processed within four 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 Time Handling (mm:ss)
01/07/2018	12331	7224	9094	7984	03:21:29	1072	02:37:46	06:14:09
08/07/2018	12936	7324	9555	8009	04:53:47	1516	03:06:04	06:21:04
15/07/2018	13623	7206	9834	6925	09:18:14	2900	04:11:35	06:39:57
22/07/2018	14408	7476	10543	7399	09:27:56	3135	04:17:50	06:41:13
29/07/2018	12589	6917	9160	7006	07:33:48	2135	03:45:04	06:46:13
05/08/2018	14099	7171	10283	6785	11:16:55	3479	04:41:41	06:46:08
12/08/2018	12711	7056	9748	7372	08:00:49	2324	04:08:17	06:47:31
19/08/2018	15154	7456	10716	6869	12:46:11	3835	05:04:51	06:57:12
26/08/2018	14516	7035	9795	6397	12:14:12	3344	05:08:15	07:06:14
02/09/2018	19219	7154	8767	5515	13:18:58	3128	05:38:56	06:43:57
09/09/2018	25054	9349	13098	7092	19:42:30	5825	06:24:52	07:17:46
16/09/2018	34396	9877	10785	6359	21:00:27	4342	07:22:47	07:23:04



## Knowledge Students

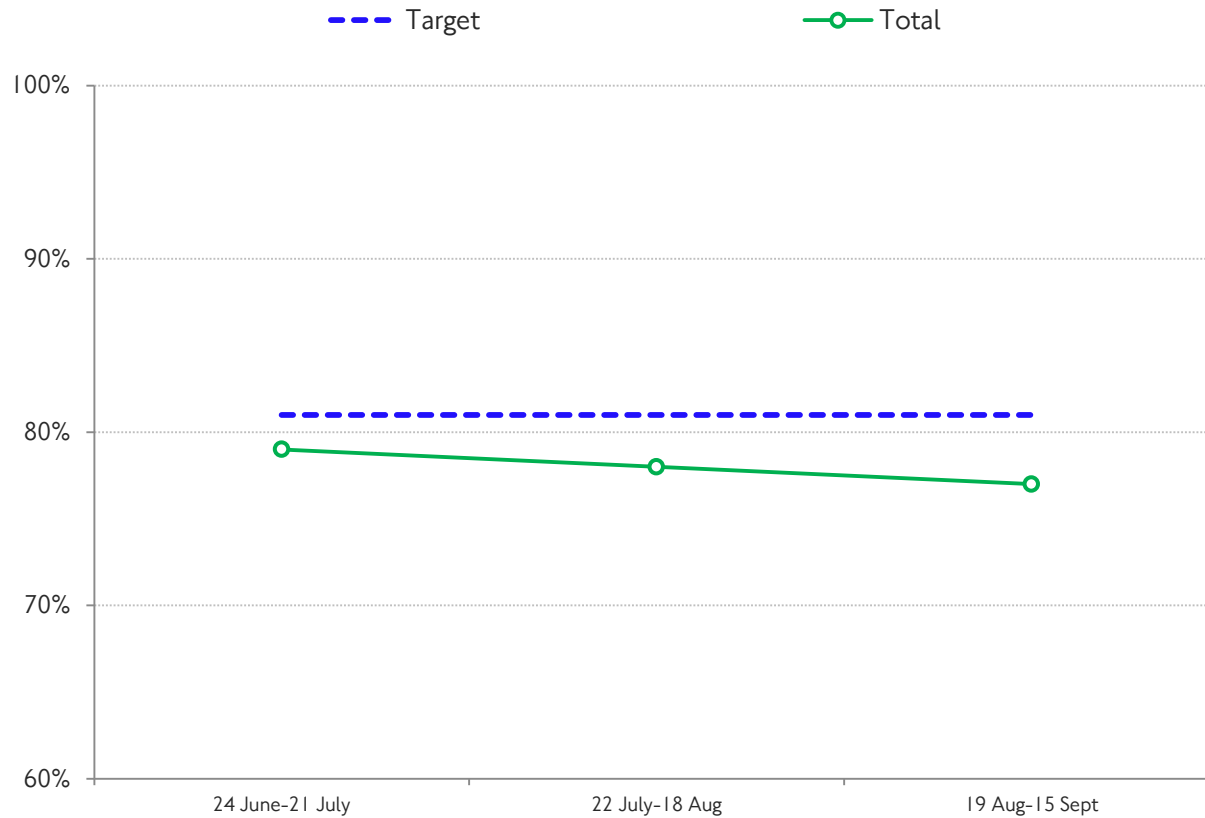
- The table below confirms the number of students currently studying the Knowledge.

Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	2,881	1,223	383	235	4,722
Sector 1: Enfield, Haringey and Waltham Forest	83	9	4	2	98
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	52	13	3	6	74
Sector 3: Bexley, Greenwich and Lewisham	60	12	10	5	87
Sector 4: Bromley	17	1	0	1	19
Sector 5: Croydon	72	6	1	3	82
Sector 6: Merton and Sutton	158	17	11	13	199
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	50	9	4	3	66
Sector 8: Ealing and Hillingdon	49	6	1	2	58
Sector 9: Barnet, Brent and Harrow	72	6	0	3	81
Total	3,494	1,302	417	273	5,486



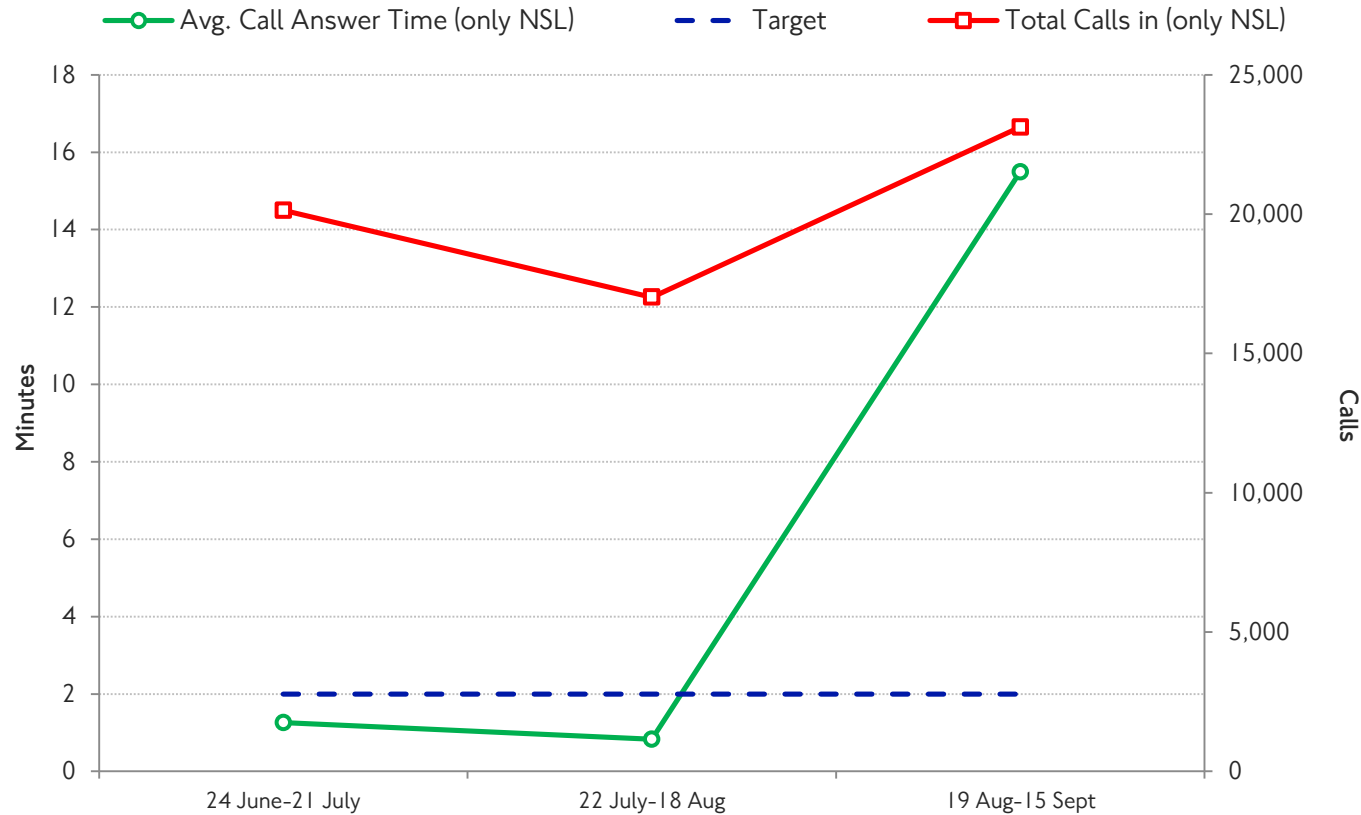
## Taxi Vehicle First Time Pass Rate

- The average pass rate over the past three periods is **78** per cent.



## 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 call times coming down.

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



## Newly Registered ZEC Taxis

- As of 30 September 2018, there were **580** newly registered ZEC taxis. There have been an average of 485 licensed ZEC taxis over the past three periods
- As of 30 November 2018, there were 860 licensed ZEC taxis

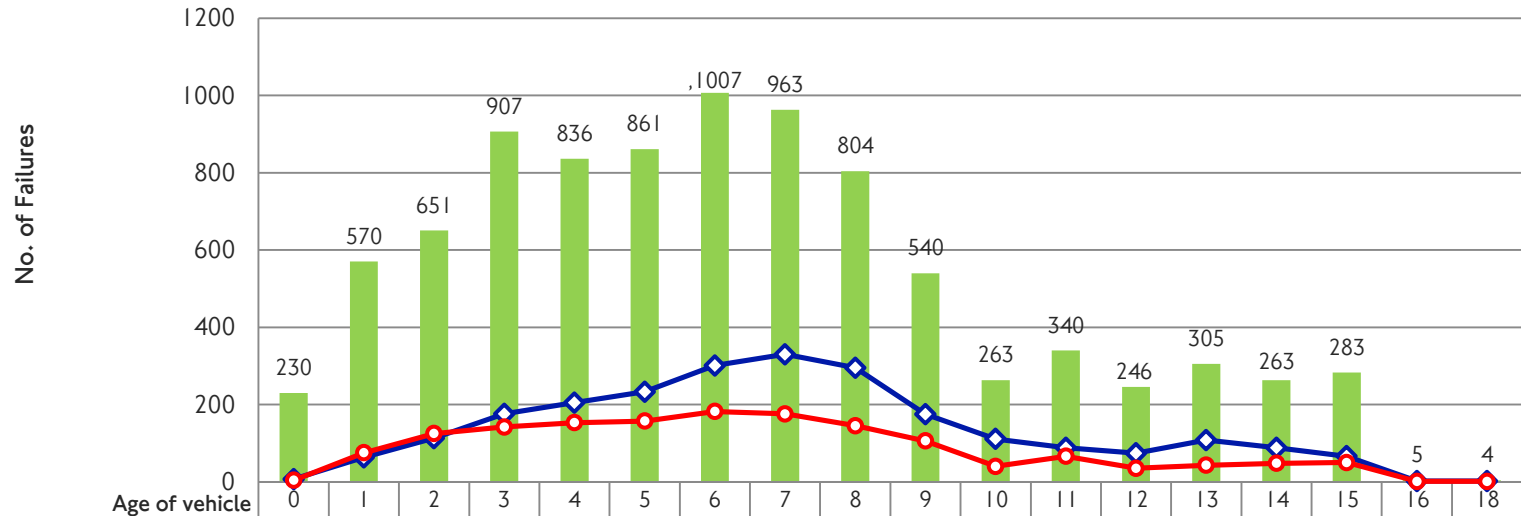


## Taxi Age Profile Vs First Inspection Failure Rates

The most common reasons for vehicle inspection failures between 1 July 2018 to 30 September 2018 are:

Interior compartment and condition of bodywork failures, mechanical defects and obligatory lamp/lens failures. These are plotted against the total number of inspection failures and the age of the taxi fleet in the two graphs that follow.

### Condition of Bodywork and Interior Compartment Failures

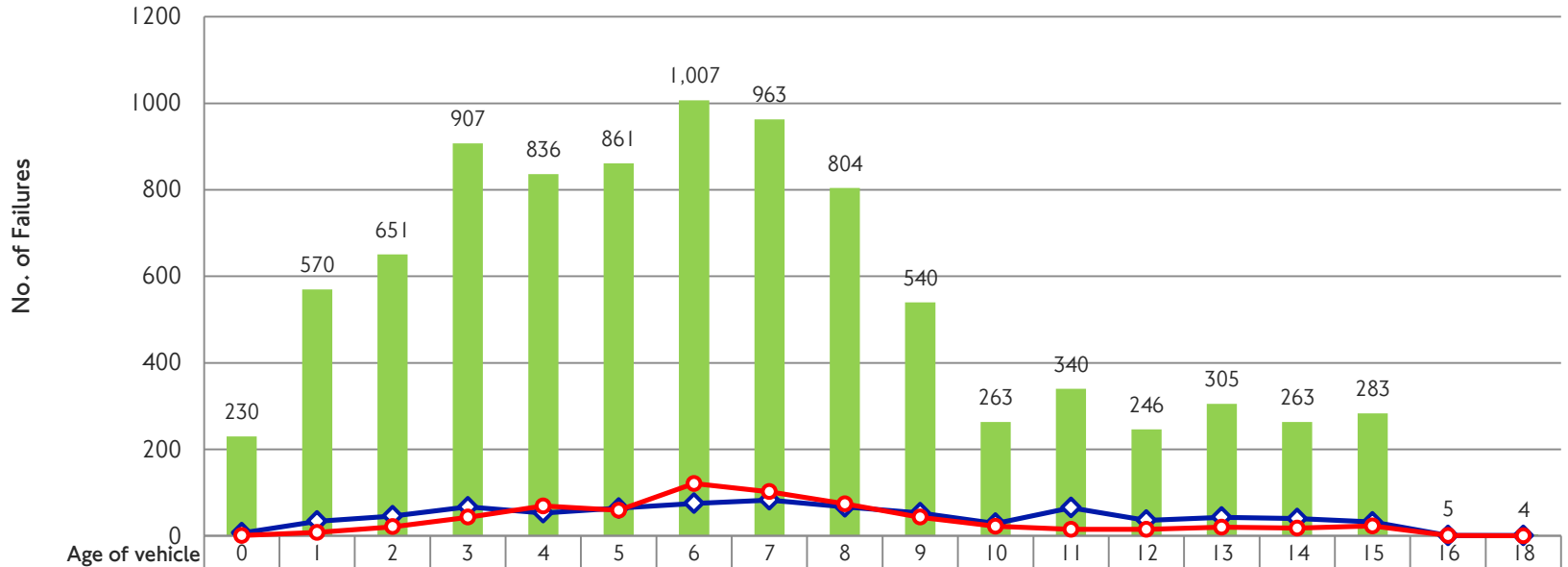


Grand Total	230	570	651	907	836	861	1007	963	804	540	263	340	246	305	263	283	5	4
Condition of Bodywork and Paintwork	7	63	113	176	205	233	301	330	295	175	111	88	74	108	88	66	2	2
Interior Compartment	4	75	125	142	153	157	182	176	145	106	40	66	35	43	48	50	1	1



# Taxi Age Profile Vs First Inspection Failure Rates

## Mechanical Defects and Obligatory Lamps/Lens failures



Age of vehicle	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	18
Grand Total	230	570	651	907	836	861	1007	963	804	540	263	340	246	305	263	283	5	4
Mechanical Defect	7	34	46	67	53	64	75	83	67	53	29	65	36	43	40	32	1	1
Obligatory Lamps / Lenses	1	8	21	43	69	59	121	102	74	43	22	15	15	20	18	23	1	0





# Compliance & Enforcement update



## Taxi Driver and Vehicle checks

Driver	Checks	No. Compliant	% Compliant
P4	701	585	83.5
P5	778	640	82.3
P6	626	517	82.6
<b>Total</b>	<b>2,105</b>	<b>1,742</b>	<b>82.8</b>

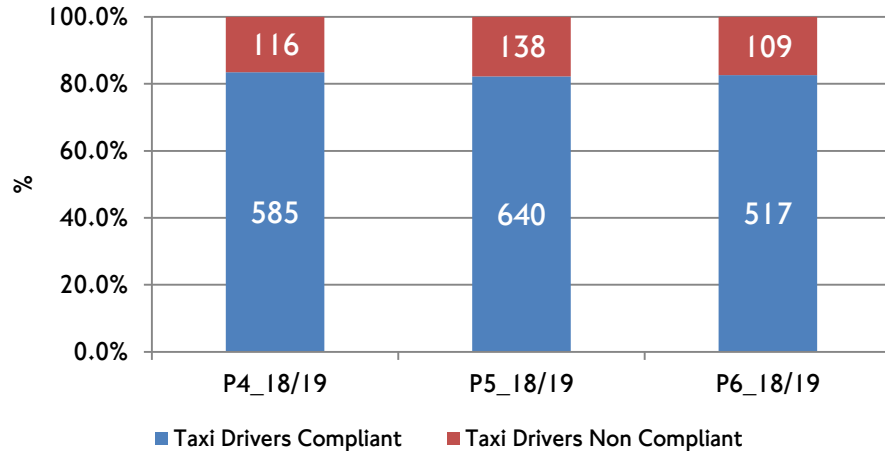
Vehicle	Checks	No. Compliant	% Compliant
P1	616	423	68.7
P2	769	610	79.3
P3	670	488	72.8
<b>Total</b>	<b>2,055</b>	<b>1,521</b>	<b>74.0</b>

During the last 3 periods, 363 drivers and 534 vehicles were reported for non-compliance.

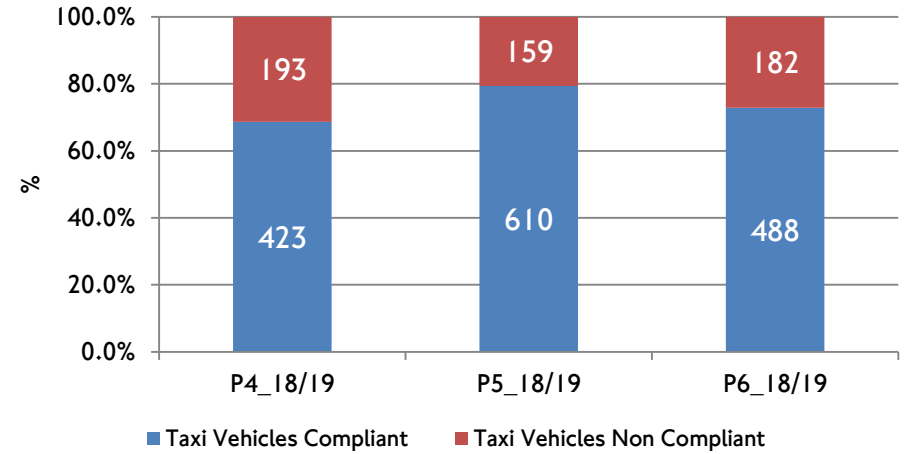


# Taxi driver and vehicle compliance

## Taxi driver checks



## Taxi vehicles checks



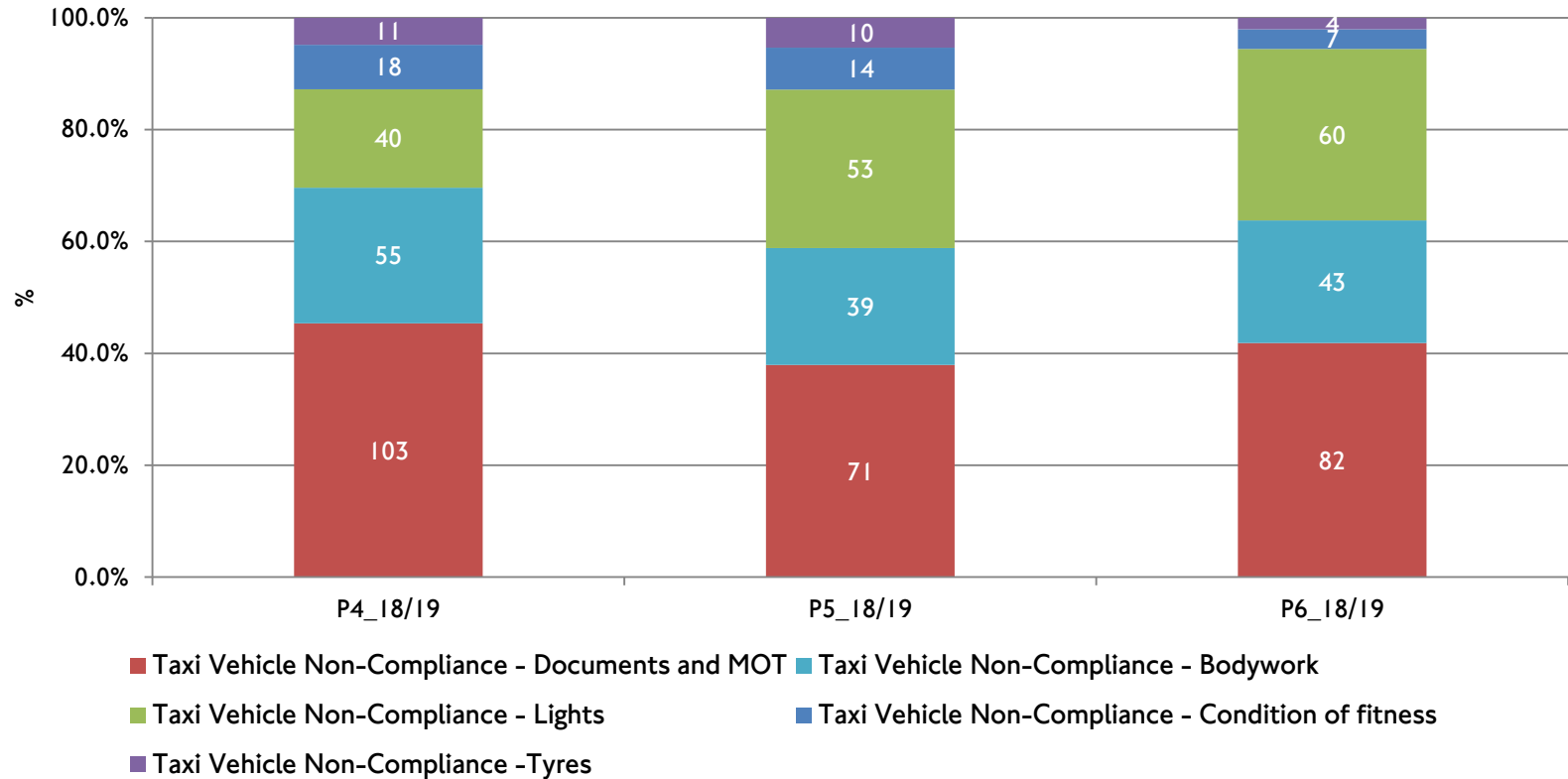
Between Period 1 and Period 6 the taxi driver compliance rate has remained between 80 and 85 per cent.

For the same period the vehicle compliance rate has fluctuated between 70 and 79 per cent with an exception in Period 4 where the compliance rate was as low as 69 per cent.



## Contributors of vehicle non compliance

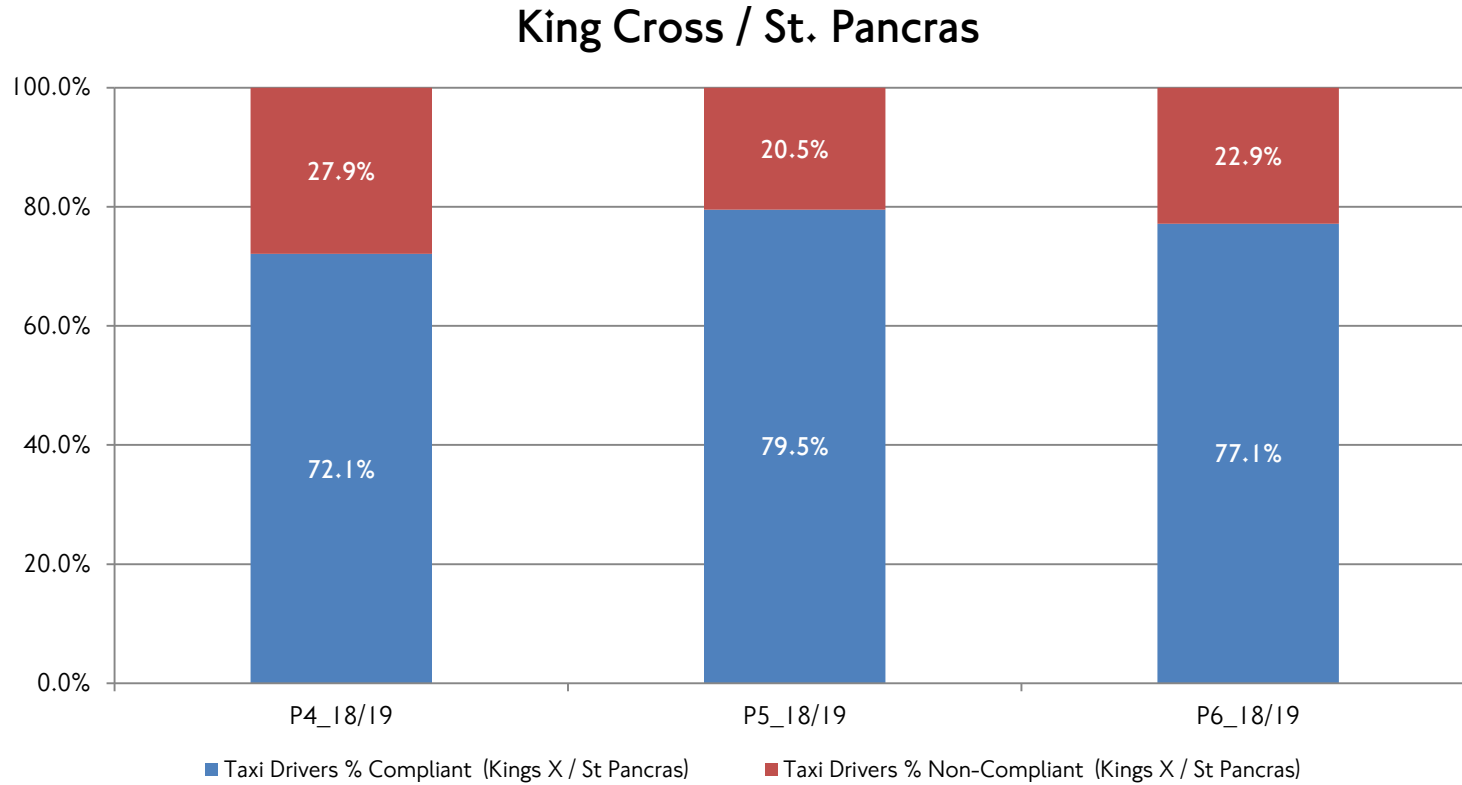
### Taxi non-compliance reports



Non-compliance for taxi vehicles is primarily driven by no second MOT and lights and bodywork issues. Over this period (P3-P6) tyres and condition of fitness problems have reduced.



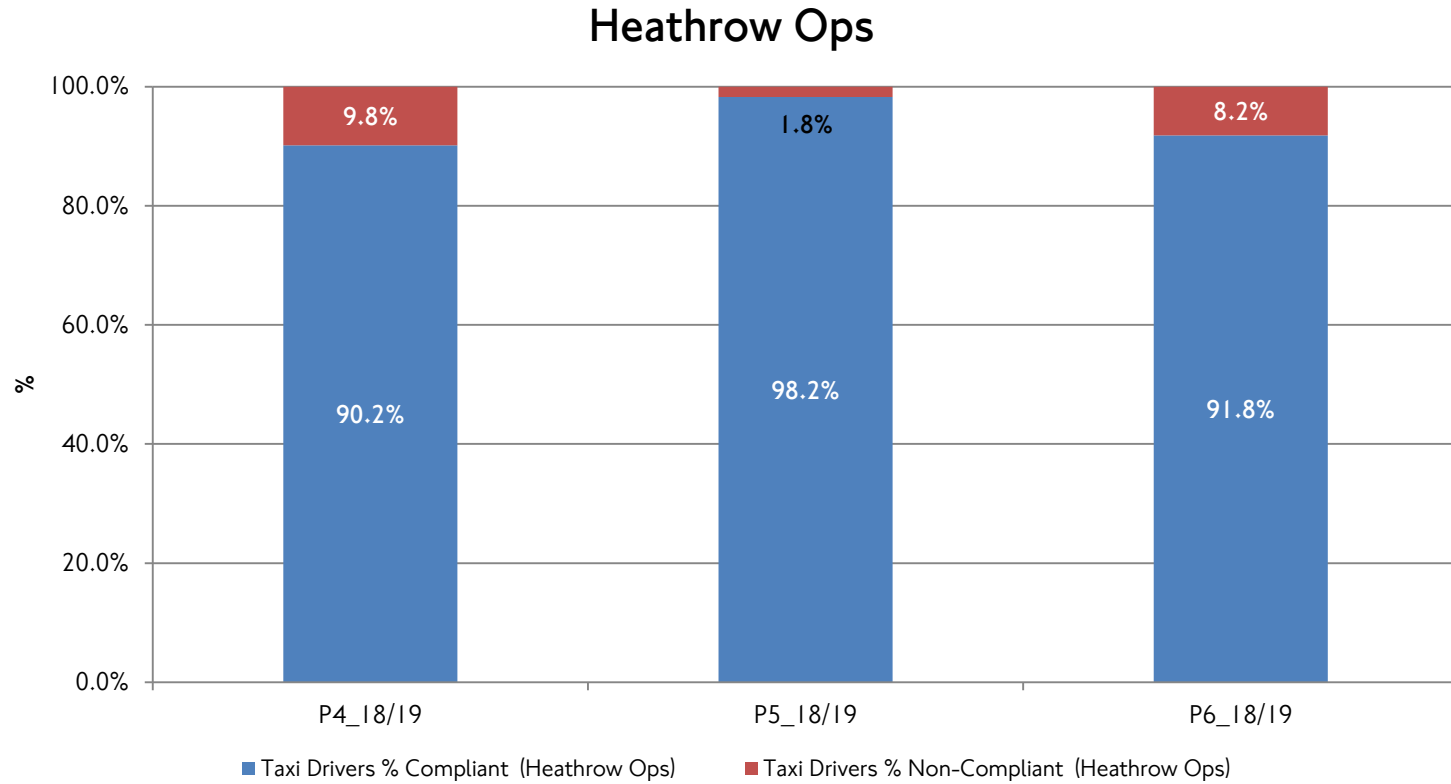
# Kings Cross / St. Pancras enforcement results



In P4 - P6 the compliance rate at Kings Cross decreased with the rate being lower than it was at Heathrow.



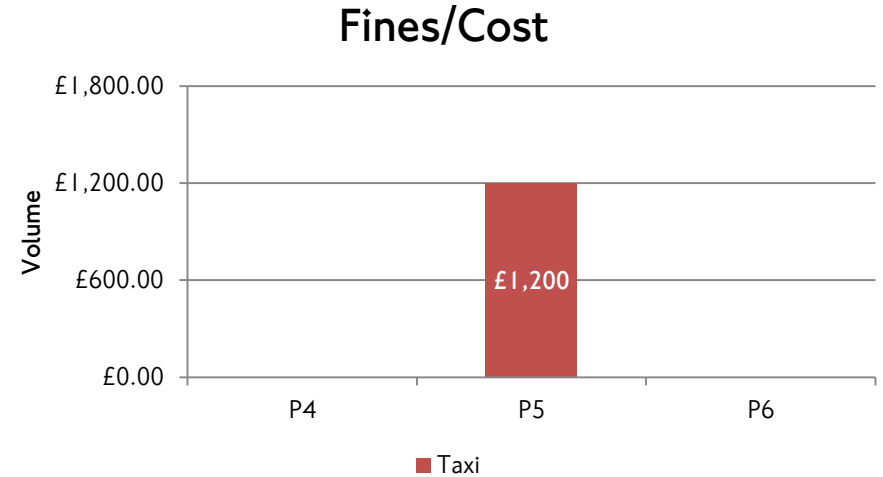
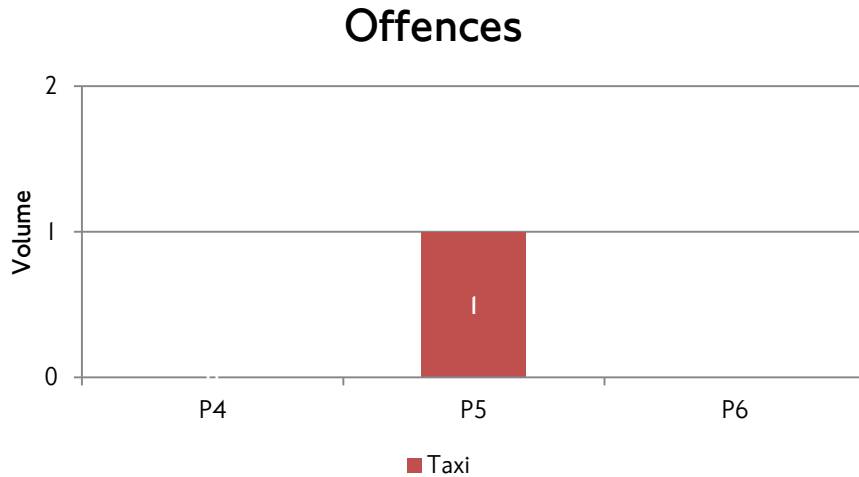
# Heathrow enforcement results



The percentage of taxi drivers compliant over the last three periods has been approximately 90 per cent with P5 seeing the highest compliance rate this year at 98.2 per cent.



# Taxi prosecutions results



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

There was one conviction in period 5, this was in relation to:

Section 165(4) of the Equality Act 2010 (refusing to carry a passenger while in a wheelchair).

Note that this case may be subject to appeal.



## Road and Transport Policing Command – TPH-Policing Team results

	Checks	Compliant	% Compliant
Taxis Stopped	499	359	71.9
<b>Activity Outcome</b>			<b>18/19</b>
No hire & reward Insurance			0
Vehicles seized			0
Drivers reported to TPH for licensing action			0
<b>TORs Offence</b>			<b>Taxi</b>
Mobile phone			2
Defective tyres			2
Misc			3
No Insurance			0
Red Traffic lights			0
Seatbelt			0
Obscured Vision			2
Controlled Crossing			17
Fog Lights			0
Not in proper control			0
Excess Speed			0
<b>Total</b>			<b>47</b>





## City of London Police activities

	Checks	Compliant	% Compliant
Taxis Stopped	285	233	81.7
<b>Activity Outcome</b>			<b>18/19</b>
No hire & reward Insurance			0
Vehicles seized			0
Drivers reported to TPH for licensing action			32
<b>TORs Offence</b>			<b>Taxi</b>
Mobile phone			0
Defective tyres			0
Misc			0
No Insurance			0
Red Traffic lights			0
Seatbelt			0
Obscured Vision			0
Controlled Crossing			0
Fog Lights			0
Not in proper control			0
Excess Speed			1
<b>Total</b>			<b>1</b>

