



FEBRUARY 2018

Taxi Operational Performance Seminar



EVERY JOURNEY MATTERS

Unless otherwise stated the information contained in this presentation covers the third quarter of our financial year, running from 17 September to 09 December. The Transport for London financial year consists of 13 four week reporting periods.

In this document, for ease of reference, periods may be referred to by the calendar month they predominantly fall within.

Period 07 – 17 September to 14 October

Period 08 – 15 October to 11 November

Period 09 – 12 November to 09 December

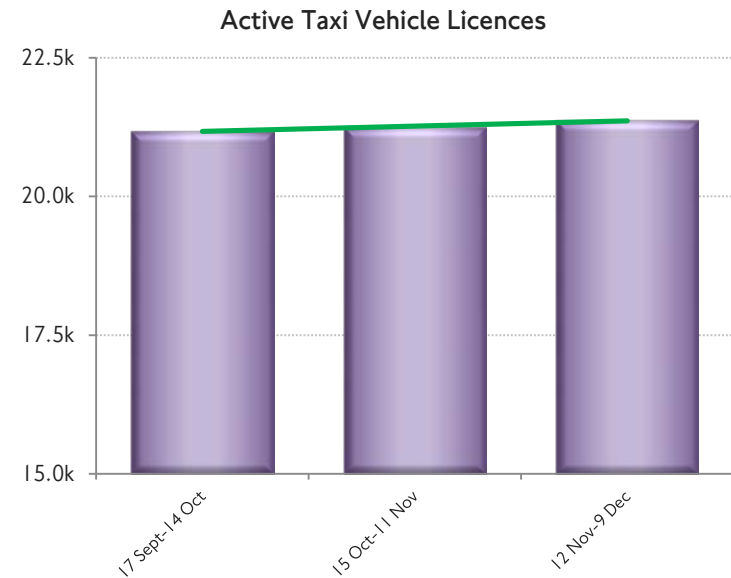


Licensing



Active Licences

- As of 9 Dec, there were **24,055** active taxi drivers (**20,982** All London and **3,073** Suburban)
- **21,371** taxi vehicles are also licensed.



Active Licences

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

Sectors Passed	Sep-17	Oct-17	Nov-17
All London	21042	21048	21020
Sector 1 - Enfield, Haringey and Waltham Forest	59	58	58
Sector 1 + Hackney extension	110	113	111
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	771	770	769
Sector 3: Bexley, Greenwich and Lewisham	286	283	285
Sector 4: Bromley	100	101	101
Sector 5: Croydon	221	221	218
Sector 6: Merton and Sutton	206	206	203
Sector 6 + Clapham extension	292	297	295
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	481	478	469
Sector 8: Ealing and Hillingdon	143	143	144
Sector 9: Barnet, Brent and Harrow	198	197	195
2 sectors	176	176	170
3 sectors	14	14	13
2 or more sectors + Hackney extension	18	18	18
2 or more sectors + Clapham extension	18	19	18
Total	24,135	24,142	24,087

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

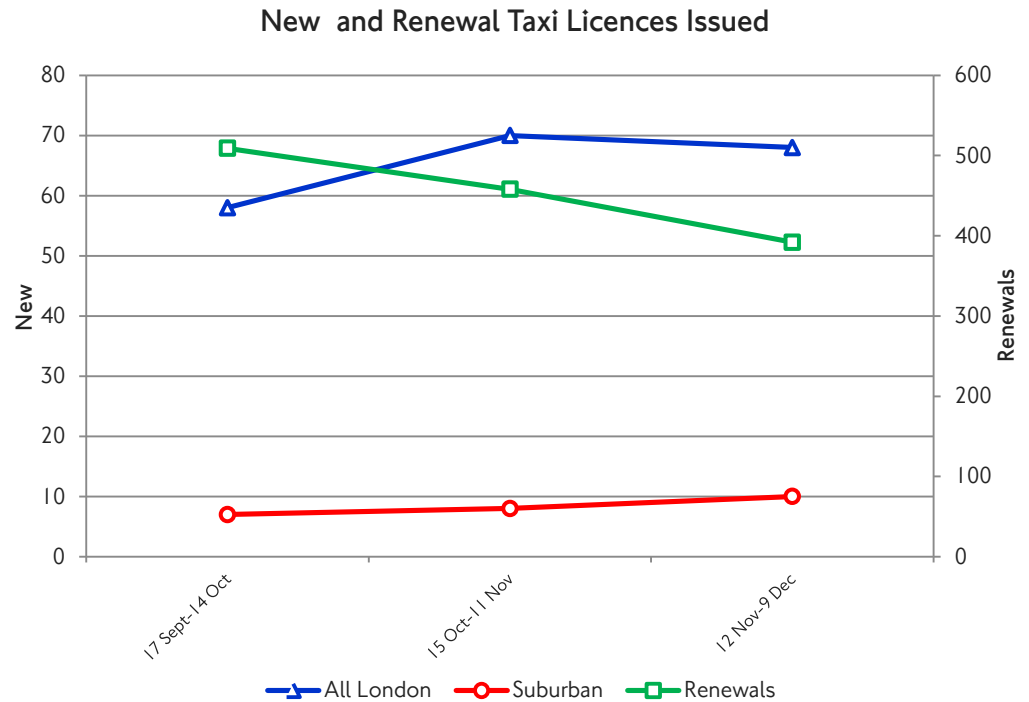
Data recorded on 14 December



Licences Issued

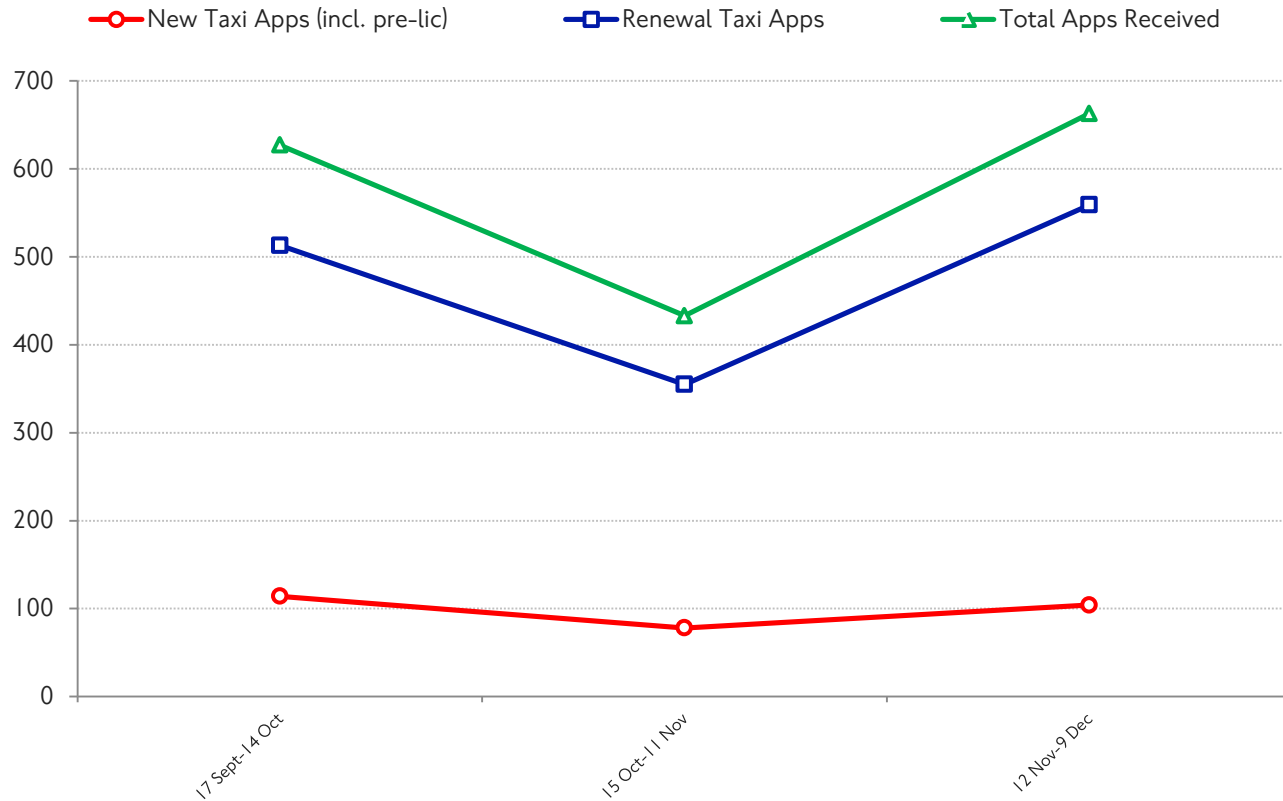
- An average of **527** new and renewal taxi driver licences were issued each month
- The average number of licences issued over the last six months is **579** per month.

Period	New A/L	New Sub	Renewal	Total
17 Sept-14 Oct	58	7	509	574
15 Oct-11 Nov	70	8	458	536
12 Nov-9 Dec	68	10	392	470



Applications Received

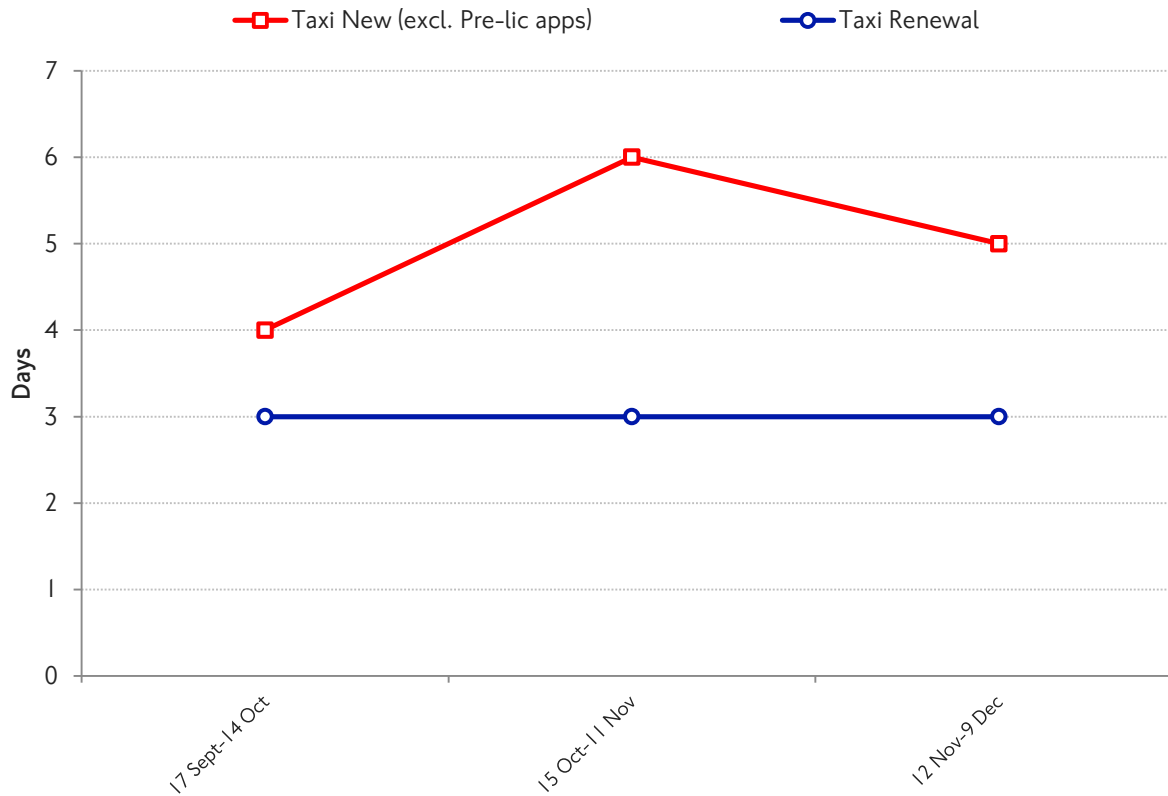
- From 12 Nov to 9 Dec we received **559** renewal applications and **104** new applications for a taxi driver licence
- 41 percent of all taxi driver applications were made online. This mainly consisted of renewal applications.



Initial Assessments

- All taxi renewal applications are being processed within three 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.



Telephony

September saw a significant increase in the number of calls attempted which impacted our ability to answer calls quickly. This led to an increase of FTE to ensure future calls were answered in a timely manner.

For the week ending 10 December the weekly average speed of answer was **1 minute 52 seconds**.

Week Ending	Total Number of Calls Attempted	Total Number of Unique Callers	Calls Offered to IVR	Calls Answered	Average Speed Answered (mm:ss)	Calls Abandoned	Average Abandoned Time (mm:ss)	Average Time Handling (mm:ss)
24/09/2017	12,531	6,720	8,759	7,074	04:35	1,536	03:07	06:16
01/10/2017	10,325	5,988	7,561	6,885	02:09	561	01:49	06:06
08/10/2017	12,449	6,638	9,132	7,271	04:35	1,720	03:45	06:22
15/10/2017	12,092	6,597	8,784	7,163	05:12	1,563	03:07	06:32
22/10/2017	11,976	6,623	8,880	7,644	03:45	1,171	02:38	06:24
29/10/2017	10,946	6,259	8,076	6,959	03:38	1,054	02:37	06:23
05/11/2017	12,099	6,827	8,964	7,190	05:04	1,685	03:06	06:37
12/11/2017	11,566	6,785	8,564	7,593	02:36	892	02:11	06:16
19/11/2017	11,716	6,886	8,657	7,772	02:14	795	02:08	05:55
26/11/2017	11,035	6,287	8,046	7,005	02:53	983	02:35	05:33
03/12/2017	9,700	5,878	7,259	6,736	01:16	427	01:34	05:48
10/12/2017	10,391	5,988	7,456	6,838	01:52	548	01:46	06:00



Knowledge Students

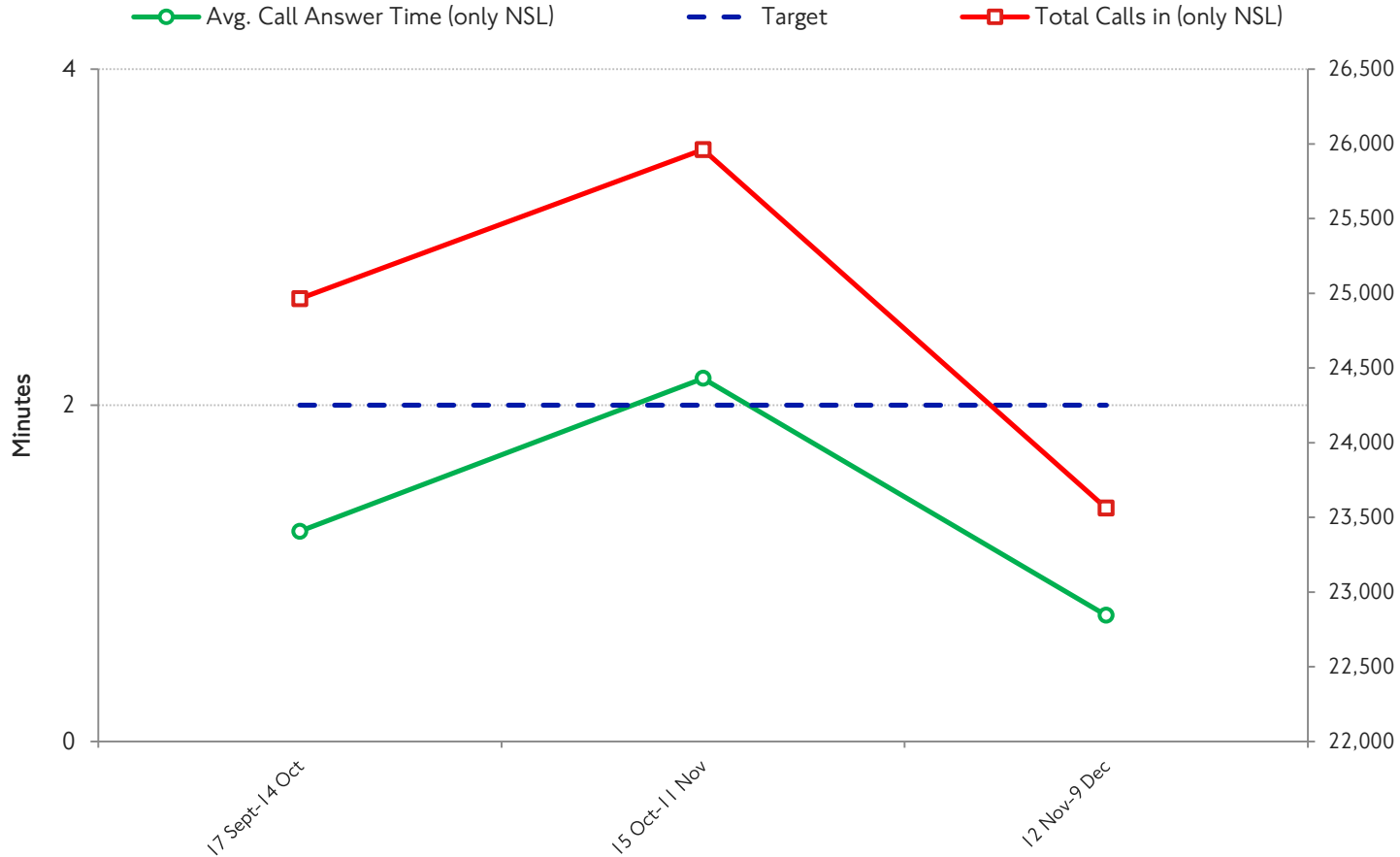
- The table below confirms the number of students currently studying the Knowledge.

Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	3642	1446	417	283	5788
Sector 1: Enfield, Haringey and Waltham Forest	87	12	2	4	105
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	52	20	7	2	81
Sector 3: Bexley, Greenwich and Lewisham	63	19	7	6	95
Sector 4: Bromley	18	1	1	0	20
Sector 5: Croydon	75	7	2	1	85
Sector 6: Merton and Sutton	163	28	8	9	208
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	53	11	5	6	75
Sector 8: Ealing and Hillingdon	50	7	2	2	61
Sector 9: Barnet, Brent and Harrow	73	8	5	3	89
Total	4,276	1,559	456	316	6,607



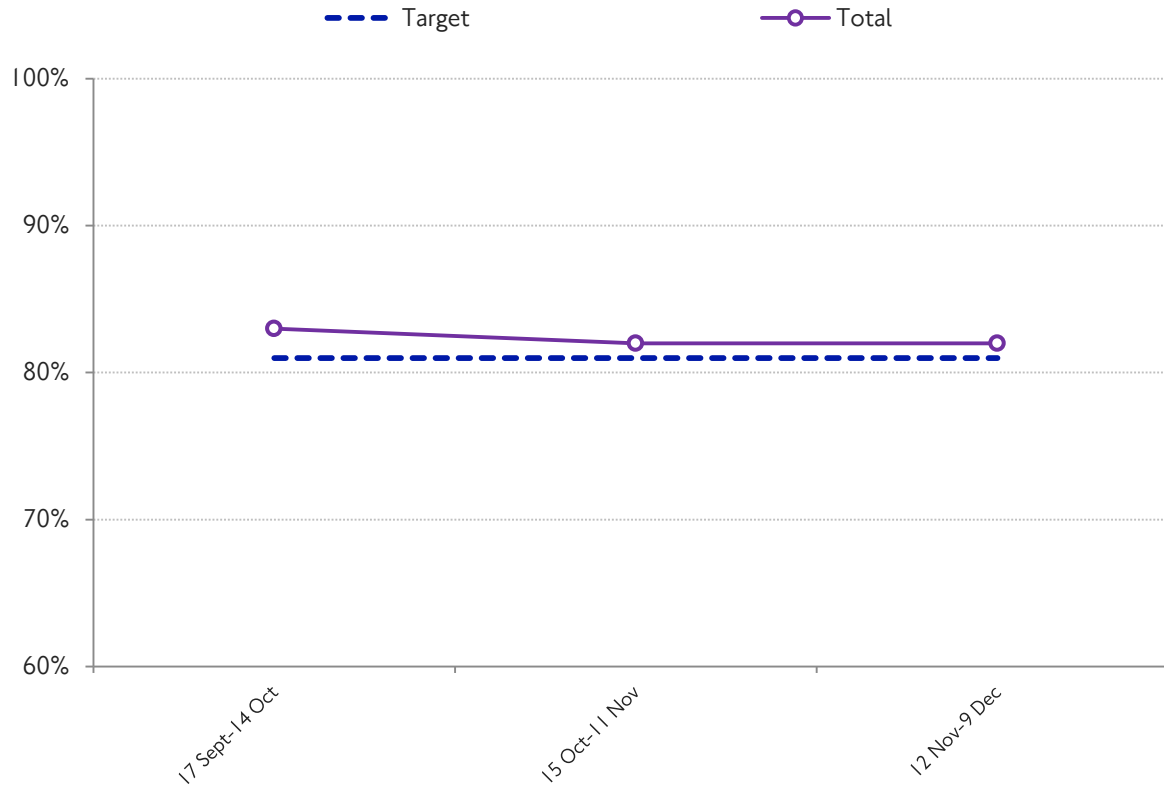
Vehicle Inspection Telephony (Average Call Answer Time)

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



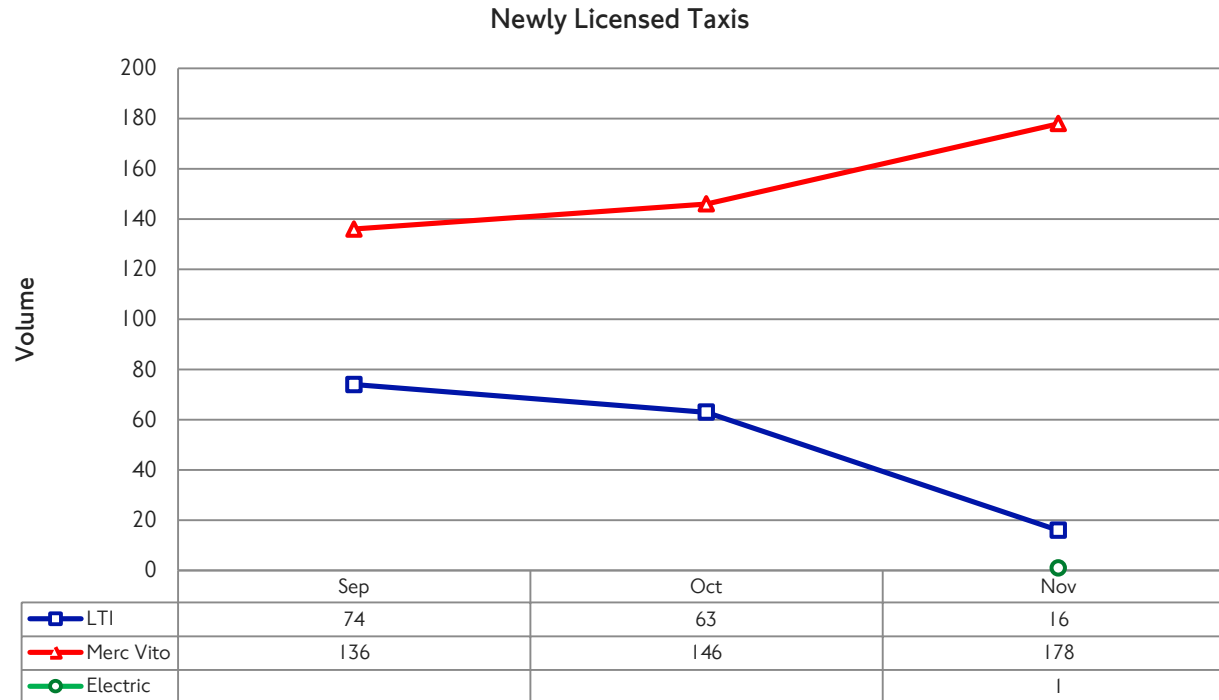
Taxi Vehicle First Time Pass Rate

- The pass rate was **82** percent in the last month.
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each month.



Newly Registered Taxis

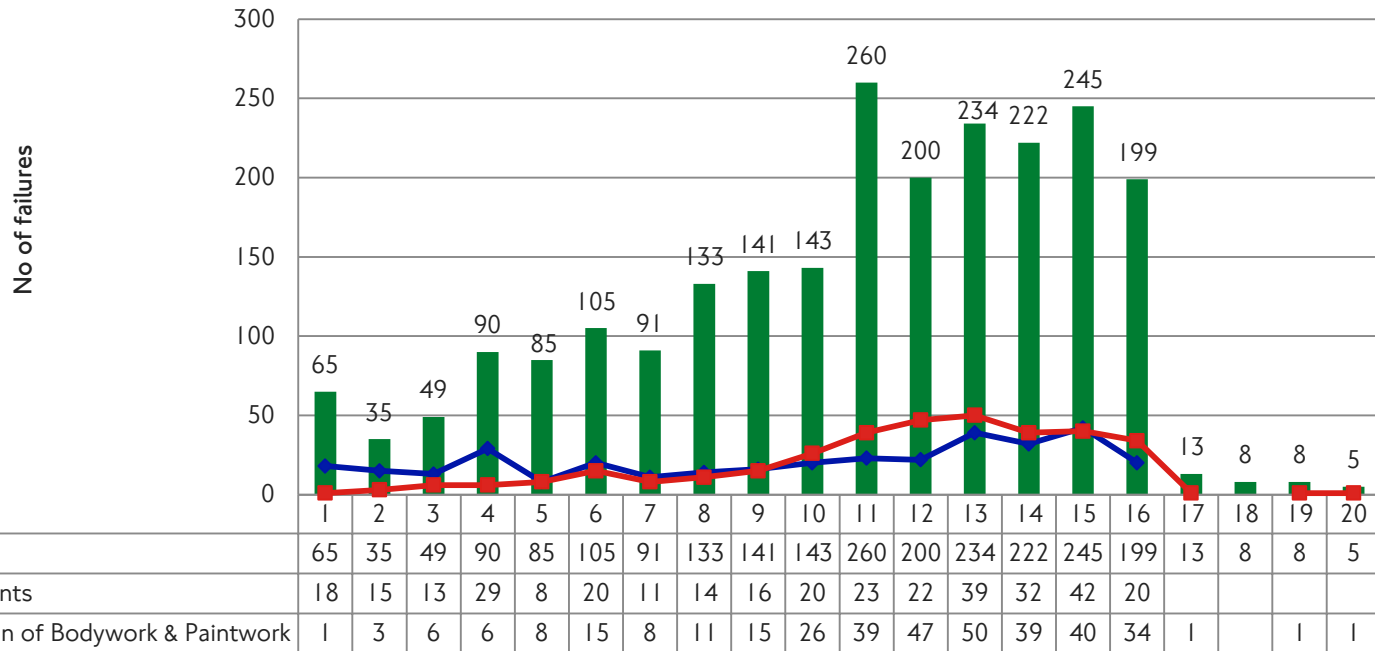
- Since 1 Jan 2017, there have been 1,501 newly registered taxis
- Of these, 23.1 percent are owned by fleet owners and 76.9 percent by individuals.



Age Profile of Taxis compared to First Inspection Failure Rates

- Based on all failed inspections from October to 14 December 2017.

TOTALS against Documents and Condition of Bodywork



The main reasons for vehicle inspection failures are:

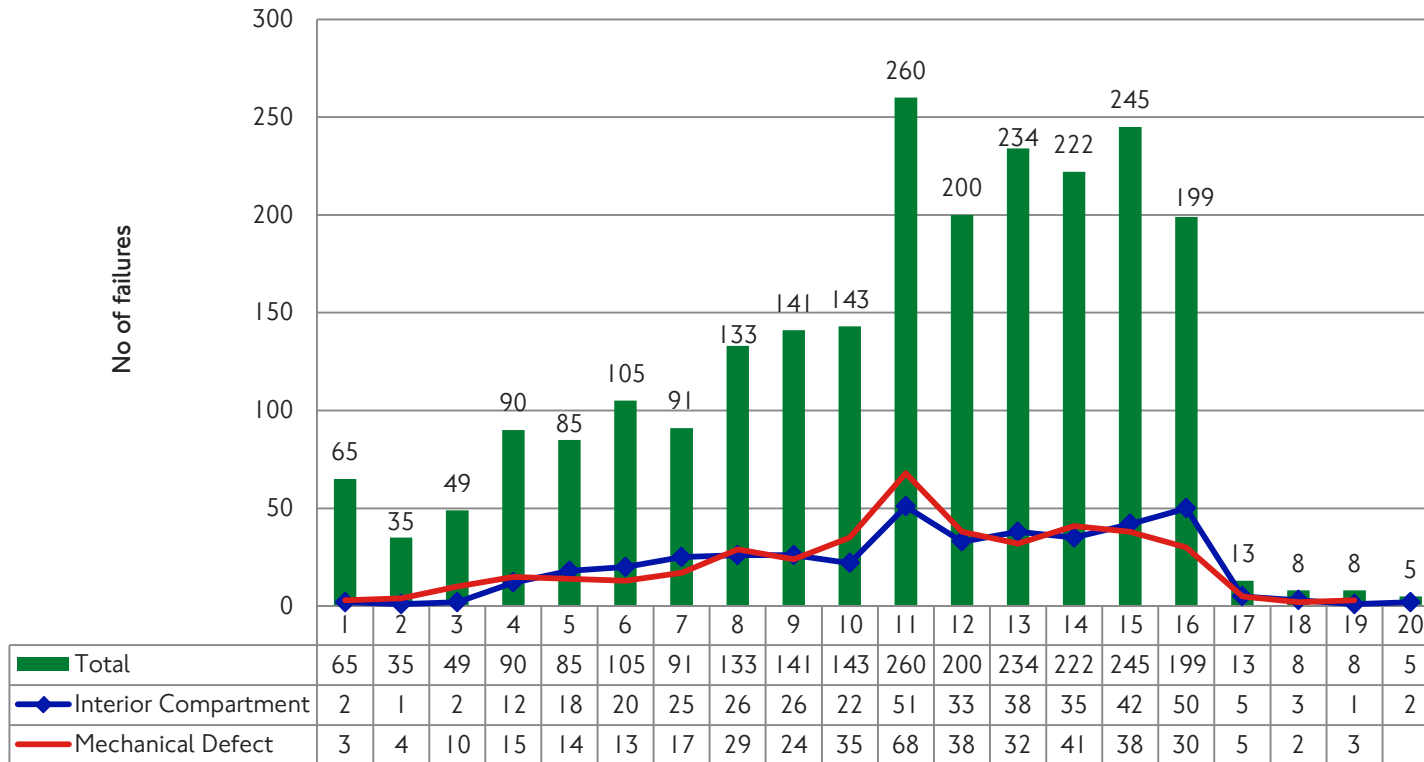
- Problems with documentation
- Road worthiness
- Body work
- Fluid leaks



Age Profile of Taxis compared to First Inspection Failure Rates

- Based on all failed inspections from October to 14 December 2017.

TOTALS against Mechanical Defect and Interior Compartment



Compliance & Enforcement update



Total Taxi vehicles / Drivers checked P7 – P9 (2017/18)

Taxi Driver checks	3,524
%Compliant	70%
Taxi Vehicle checks	3,938
%Compliant	75%

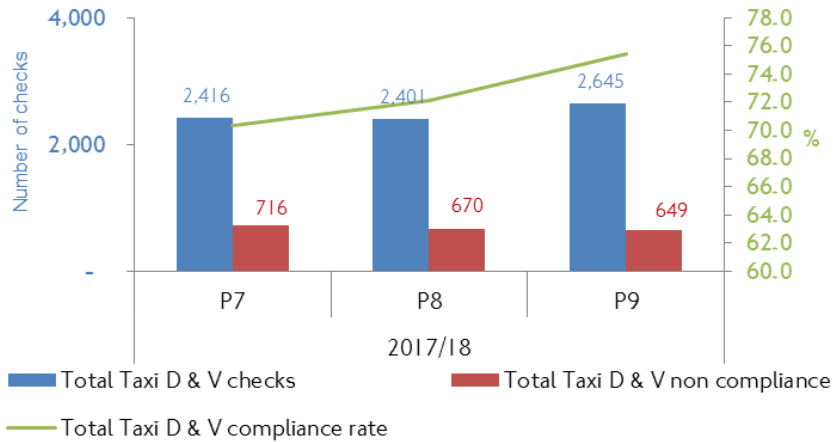
During the last 3 periods, 1,057 drivers were reported for non compliance and 985 Vehicles were reported for non compliance.

P7 – P9 = 17th Sept - 9th Dec 17

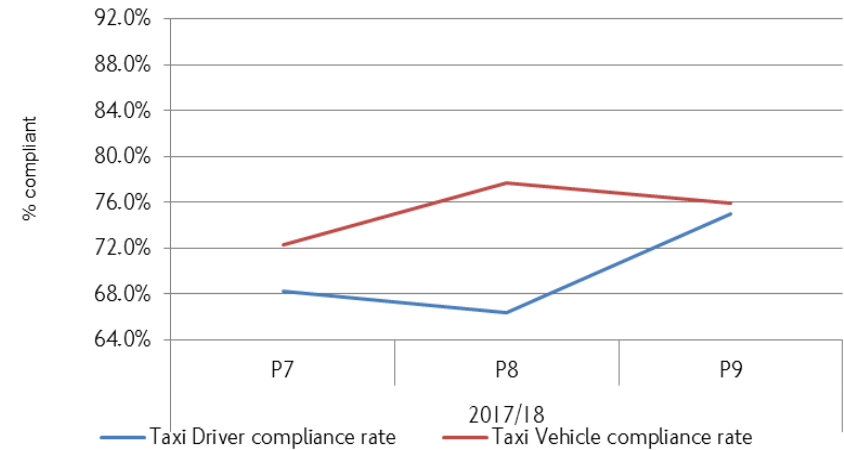


Taxi compliance P7 – P9 (2017/18)

Taxi Driver and Vehicle compliance



Taxi Driver and Vehicle compliance rate



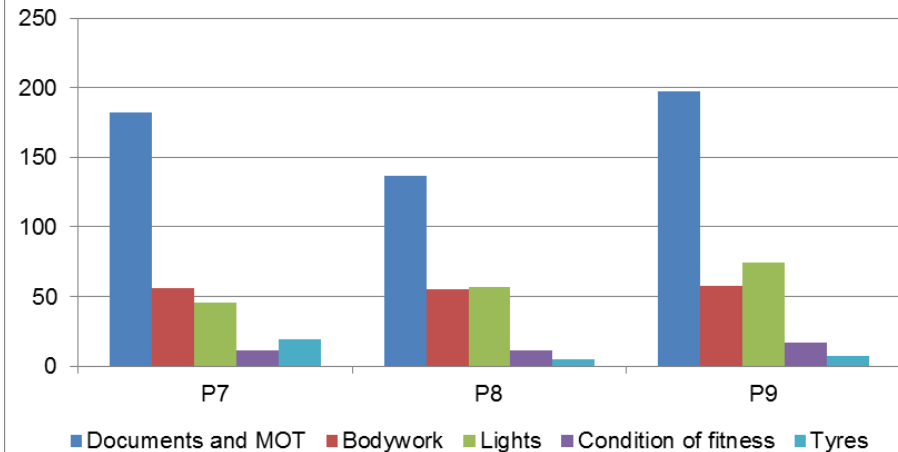
Taxi compliance checks have remained low in the last 3 periods to ensure proportionate checks are carried out. A reduction in checks and targeted checks have had an impact in the driver and vehicle non compliance rate.

P7 – P9 = 17th Sept - 9th Dec 17

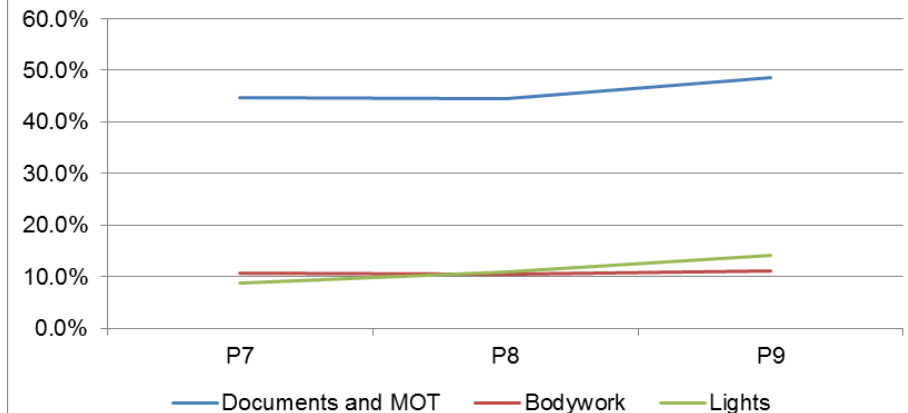


Taxi Vehicle compliance P7 – P9 (2017/18)

Taxi Vehicle non compliant reason



Taxi Vehicle non compliance rate by reason

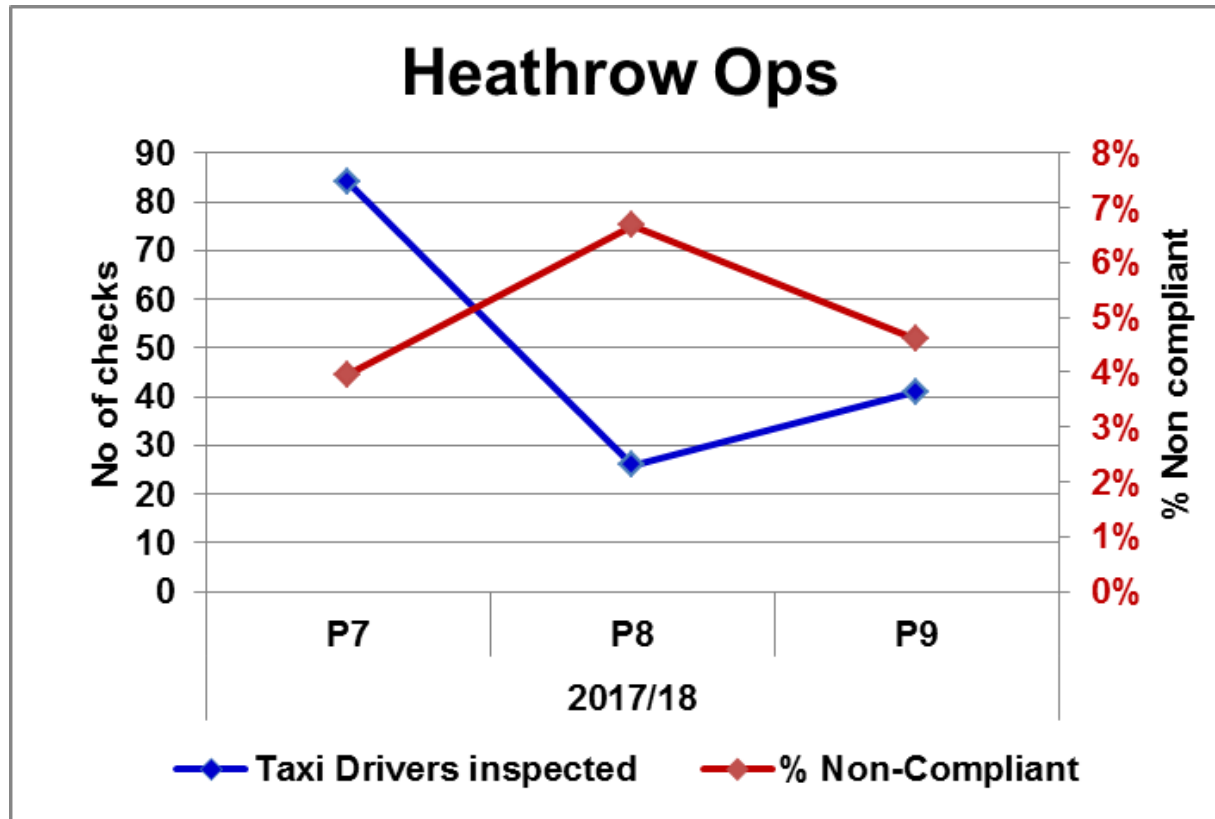


Non compliance for Taxi Vehicles are primarily driven by no second MOT's being done. However; there also seems to be a marked increase in the number of detected issues with damaged bodywork and in particular lights not working. This is likely to be due to early evenings.

P7 – P9 = 17th Sept - 9th Dec 17



Heathrow Enforcement Results P7 – P9 (2017/18)

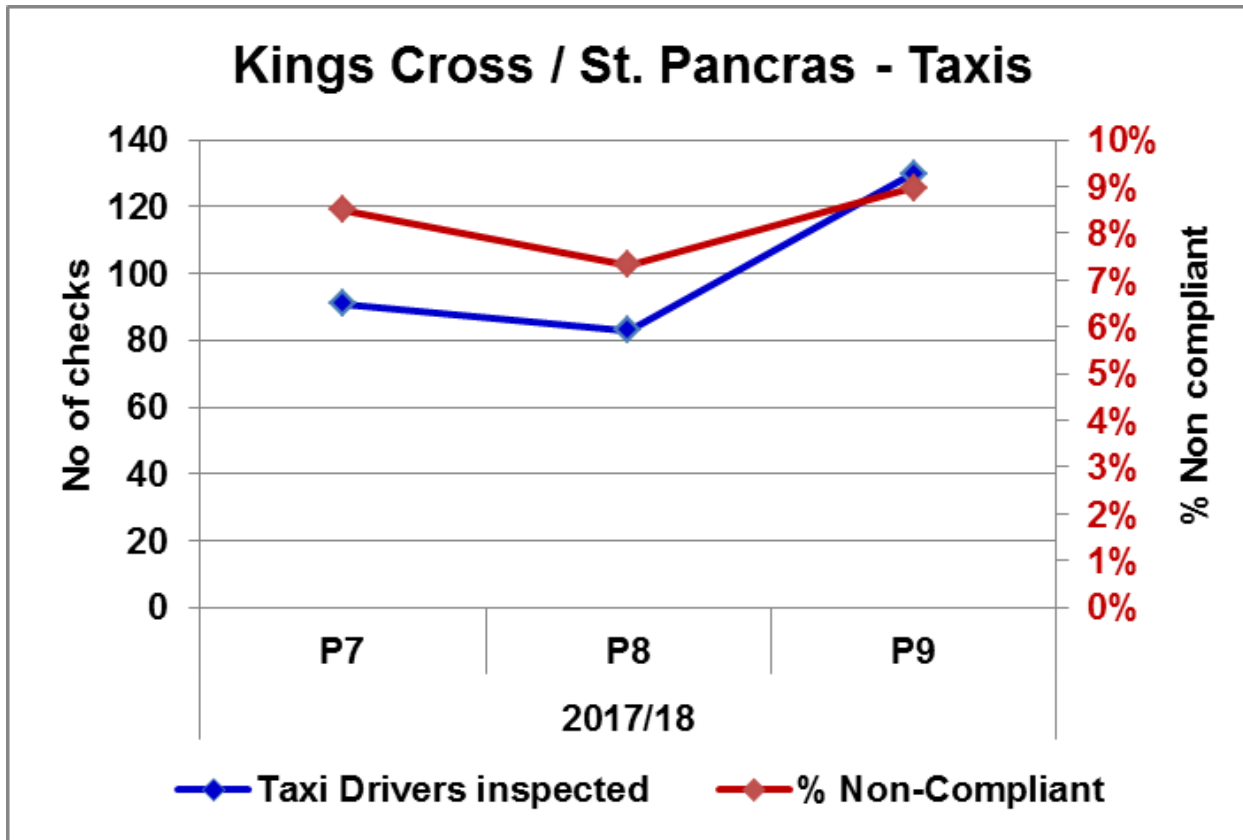


In terminal operations have commenced and Heathrow by-law powers will gradually start to be used by officers as they go through training. CSAS operations have started at the airport.



P7 – P9 = 17th Sept - 9th Dec 17

21 Kings Cross / St. Pancras Enforcement Results P7 – P9 (2017/18)



Targeted checks at this location has led to a mirrored compliance rate against the number of checks.



P7 – P9 = 17th Sept - 9th Dec 17

Prosecutions results P7 – P9 (2017/18)

	P7		P8		P9	
	Offences	Fines/costs	Offences	Fines/costs	Offences	Fines/costs
Taxi	2	£ 1,759	0	£ -	0	£ -
PHV	9	£ 10,259	3	£ 3,370	1	£ 500
Unlicensed	3	£ 2,910	6	£ 4,744	1	£ 1,600
Total	14	£ 14,928	9	£ 8,114	2	£ 2,100

Due to case outcomes being delivered at different times, these results are updated with 3 month lead time. Prosecutions range from touting, plying for hire, no private hire operator licence etc to equality act offences.

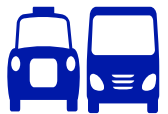
P7 – P9 = 17th Sept - 9th Dec 17



General Police Compliance activity outcomes (April – December 2017)

Met TPH-PT	
Activity outcome	FYTD 17/18
PHV stopped	12,041
PHV non-compliant	27.1%
Taxi stopped	2,796
Taxi non-compliant	35.8%
No hire & reward Insurance	10
Vehicles seized	12
Drivers reported to TPH for licence action (PHV)	2,439
Drivers reported to TPH for licence revocation / action (Taxi)	947

CoLP	
Activity outcome	FYTD 17/18
PHV stopped	3,353
PHV non-compliant	23.2%
Taxi stopped	1,536
Taxi non-compliant	36.2%
No hire & reward Insurance	0
Vehicles seized	0
Drivers reported to TPH for licence revocation / action (PHV)	778
Drivers reported to TPH for licence revocation / action (Taxi)	556



RTPC TPHPT & CoLP TORs issued

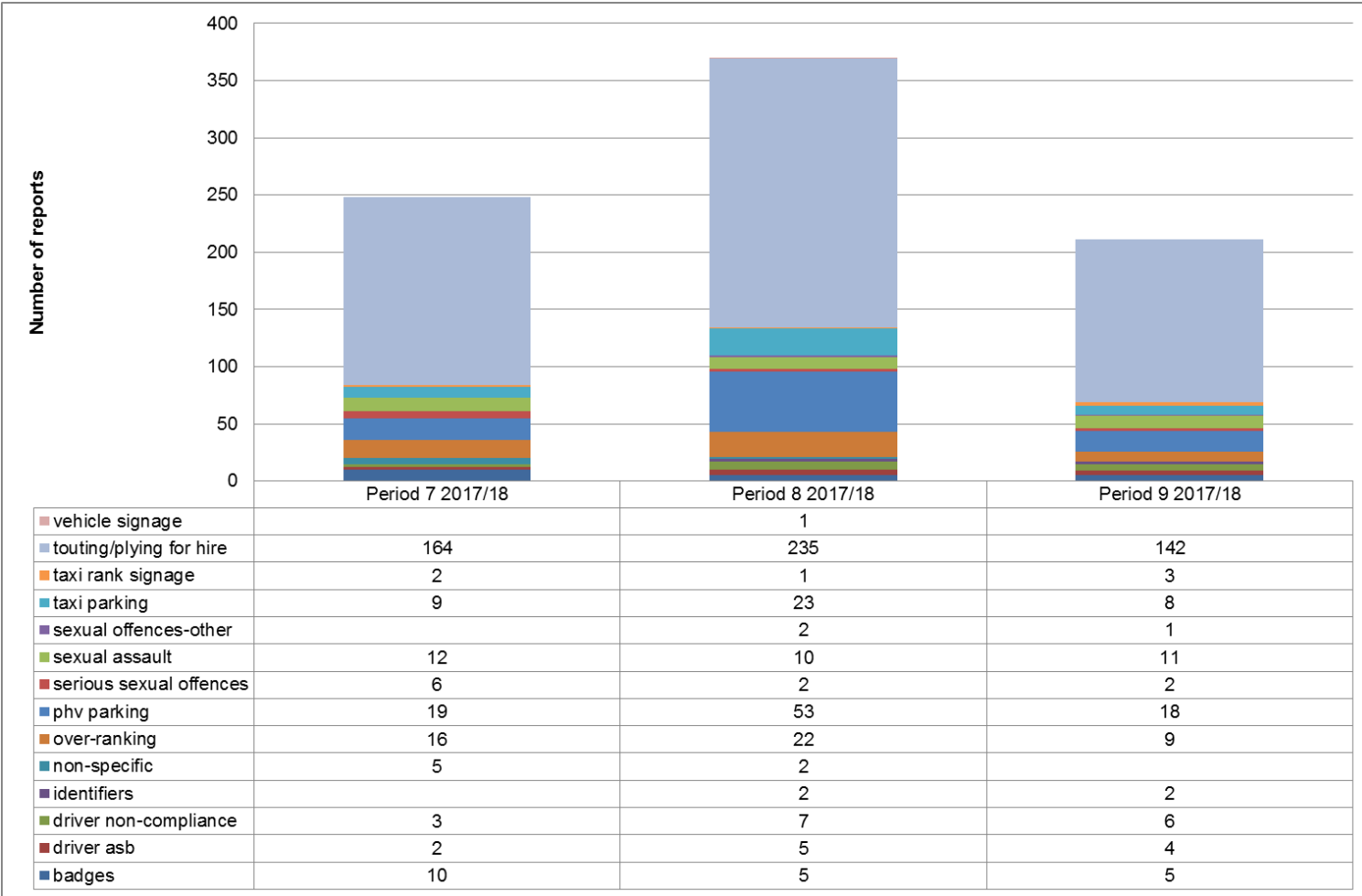
(TPH-PT) TORs offence	Apr - Dec 17			(CoLP) TORs offence	Apr - Dec 17	
TORs offence	Taxi	PHV	Other	TORs offence	Taxi	PHV
Mobile phone	20	25	62	Mobile phone	1	3
Not in proper control	1	5	1	Not in proper control	4	10
Defective tyres	1	60	3	Defective tyres	2	7
Misc	31	107	48	Misc	1	3
Red Traffic Lights	2	7	2	Red Traffic Lights	3	11
Excess speed	0	1	0	Excess speed	6	13
Seatbelt	0	3	0	Seatbelt	0	5
Obscured vision	12	291	13	Obscured vision	0	5
Controlled Crossing	83	736	23	Fog lights	0	14
Fog lights	2	78	0	Total	17	71
Total	152	1,313	152			



Intelligence Update



Taxi & Private Hire Intelligence Report



Intelligence for deployments is a combination of:

- Staff observations
- Online reporting
- Twitter #TfLtoutreport
- Customer complaints
- Trade information
- Third party reporting (local authorities, etc.)

Unless otherwise stated, categories cover both taxi and private hire



Taxi & Private Hire Intelligence Pan-London Periods 7 to 9

