



20 JULY 2017

# Taxi Operational Performance Seminar



EVERY JOURNEY MATTERS

Unless otherwise stated the information contained in this presentation covers the first quarter of our financial year, running from 1 April to 24 June. 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 01- 1 April to 29 April

Period 02 – 30 April to 27 May

Period 03 – 28 May to 24 June.

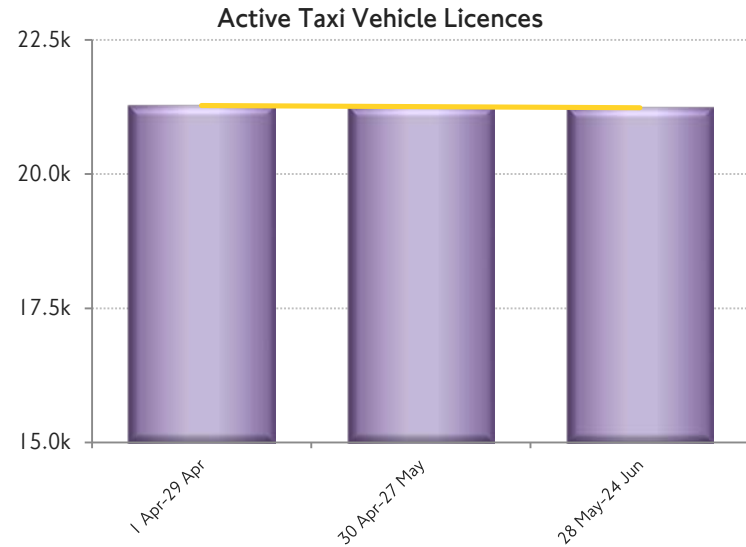
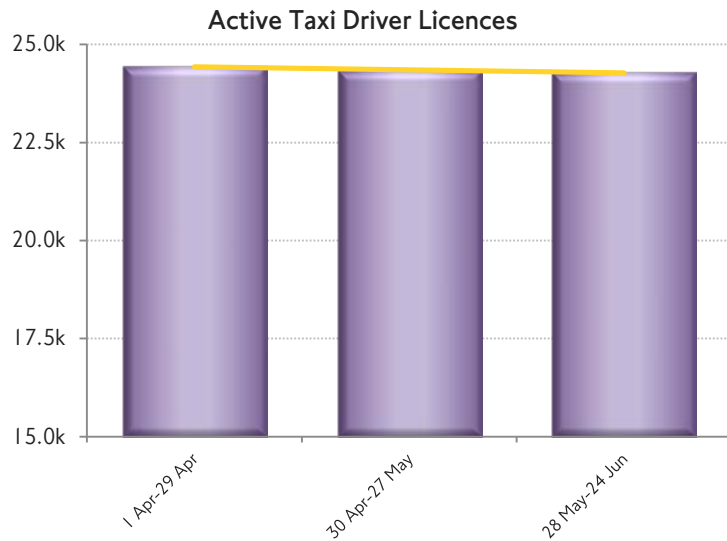


# Licensing



## Active Licences

- As of 9 July, there were 24,264 active taxi drivers (21,121 All London and 3,143 Suburban)
- 21,214 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  | Apr-17 | May-17 | Jun-17 |
|---|--------|--------|--------|
| All London  | 21257  | 21180  | 21148  |
| Sector 1 - Enfield, Haringey and Waltham Forest                   | 58     | 58     | 56     |
| Sector 1 + Hackney extension                                      | 117    | 116    | 114    |
| Sector 2: Barking and Dagenham, Havering, Newham and Redbridge    | 798    | 786    | 777    |
| Sector 3: Bexley, Greenwich and Lewisham                          | 292    | 290    | 288    |
| Sector 4: Bromley   | 103    | 102    | 101    |
| Sector 5: Croydon   | 224    | 222    | 222    |
| Sector 6: Merton and Sutton                                       | 203    | 206    | 207    |
| Sector 6 + Clapham extension                                      | 301    | 295    | 292    |
| Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames | 503    | 501    | 497    |
| Sector 8: Ealing and Hillingdon                                   | 146    | 146    | 144    |
| Sector 9: Barnet, Brent and Harrow                                | 200    | 197    | 196    |
| 2 sectors   | 187    | 183    | 179    |
| 3 sectors   | 13     | 14     | 14     |
| 2 or more sectors + Hackney extension                             | 19     | 19     | 20     |
| 2 or more sectors + Clapham extension                             | 20     | 18     | 18     |
| Total   | 24,441 | 24,333 | 24,273 |

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

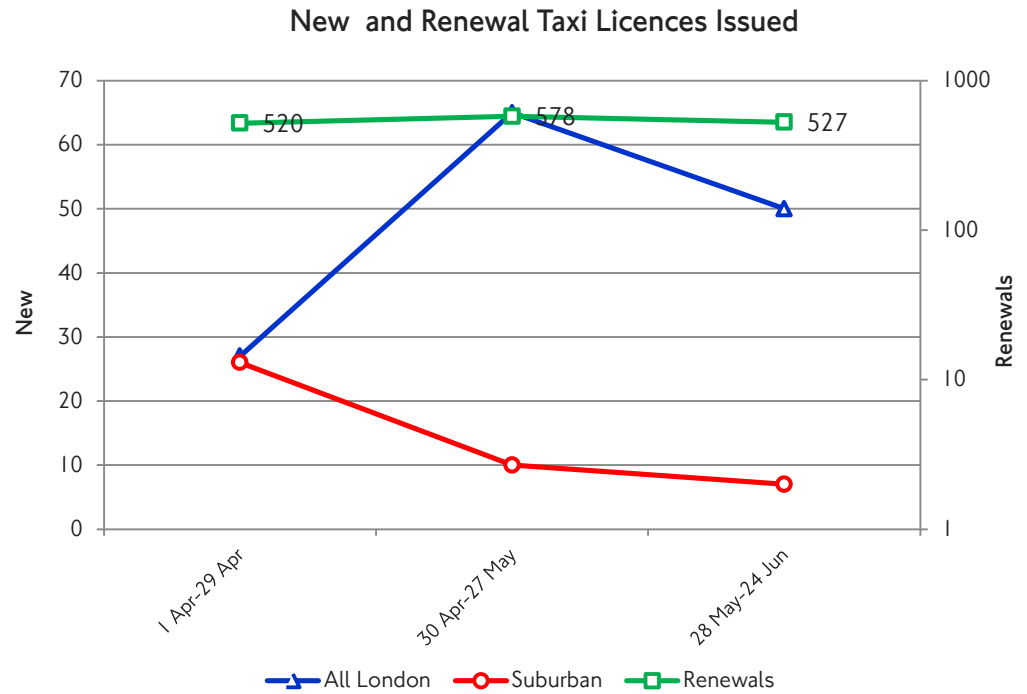
Data recorded on 24 June



## Licences Issued

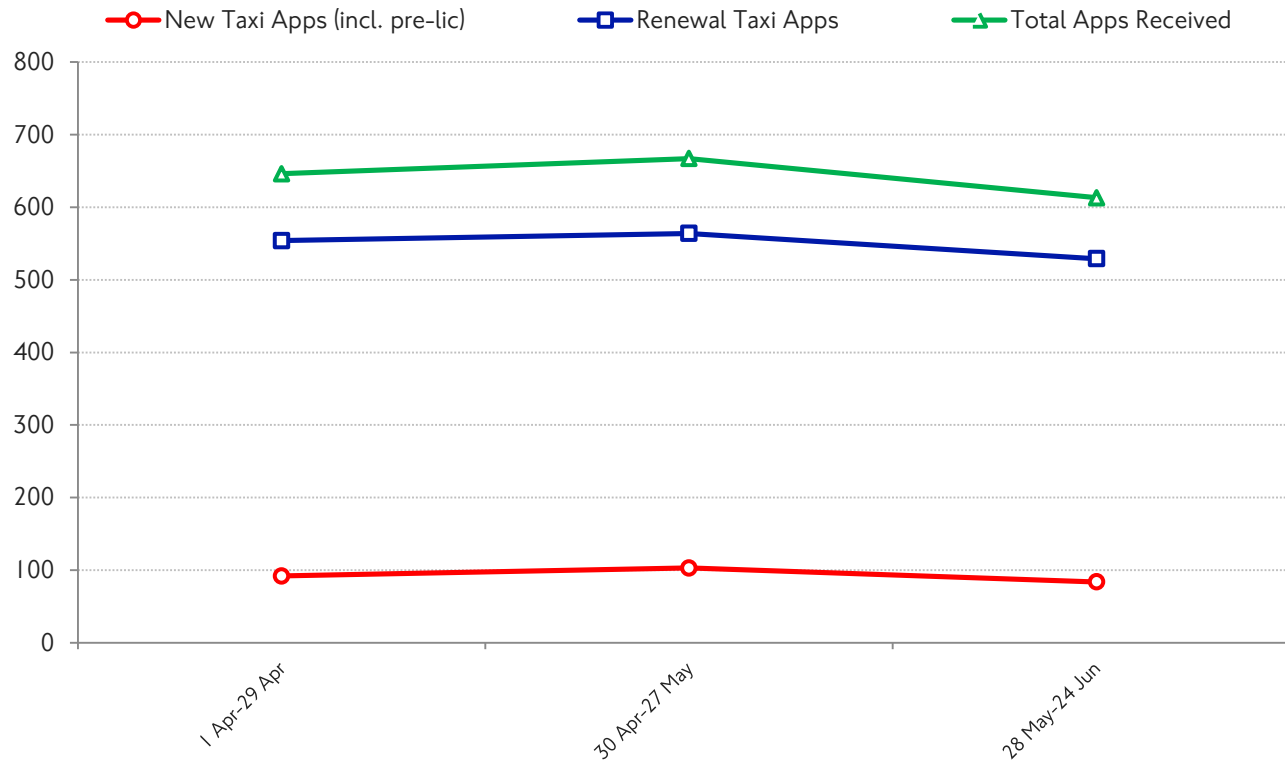
- An average of 603 new and renewal taxi driver licences were issued each month
- The average number of licences issued over the last six months is 685 per month.

| Period        | New A/L | New Sub | Renewal | Total |
|---------------|---------|---------|---------|-------|
| 1 Apr-29 Apr  | 27      | 26      | 520     | 573   |
| 30 Apr-27 May | 65      | 10      | 578     | 653   |
| 28 May-24 Jun | 50      | 7       | 527     | 584   |



# Applications Received

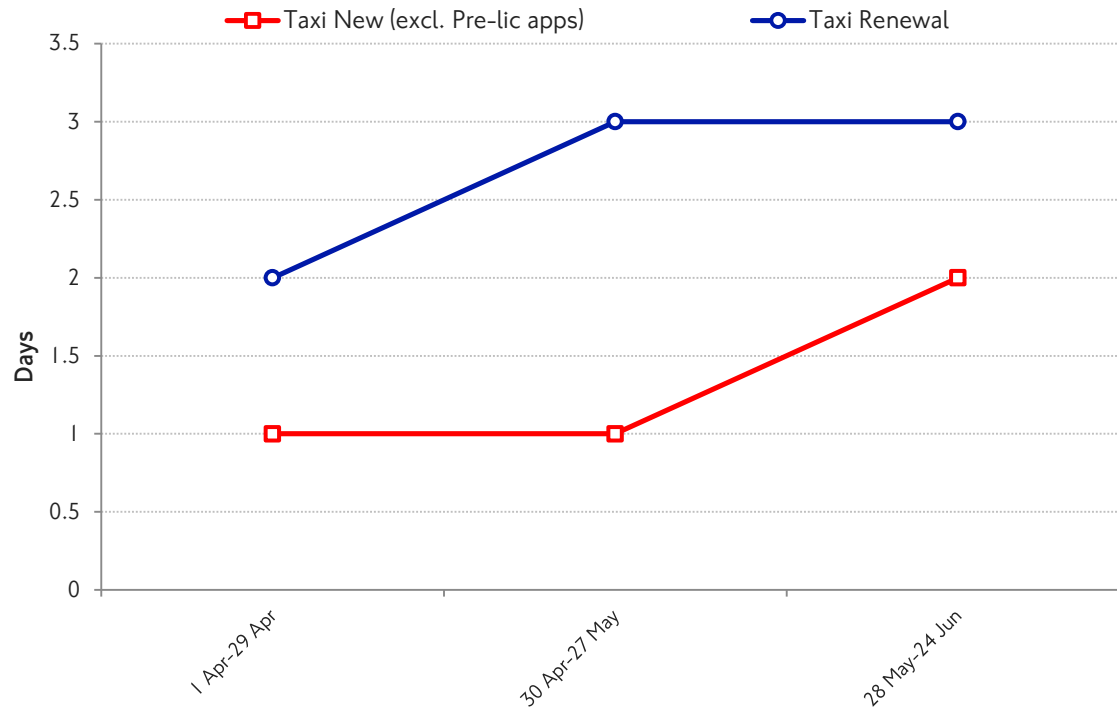
- In June we received 529 renewal applications and 84 new applications for a taxi driver licence
- 31 per cent of all taxi driver applications were made online. This mainly consisted of renewal applications.



## Initial Assessments

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

\* Paper applications are scanned and allocated within 24 hours of receipt. No such delay occurs when applications are submitted online.





## Telephony

Significant improvements have been made to the speed in which calls are answered in recent weeks, despite the number of calls remaining high. For the week ending 25 June the weekly average speed of answer is 1 minute 34 seconds. We have continued to maintain this level of service in the first two weeks of July.

| 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) |
|-------------|---------------------------------|--------------------------------|----------------------|----------------|--------------------------------|-----------------|--------------------------------|-------------------------------|
| 09/04/2017  | 9,997                           | 5,649                          | 7,018                | 6,446          | 01:18                          | 456             | 01:41                          | 05:46                         |
| 16/04/2017  | 9,372                           | 5,165                          | 6,095                | 5,568          | 01:46                          | 450             | 01:51                          | 06:13                         |
| 23/04/2017  | 10,199                          | 5,215                          | 6,954                | 5,678          | 04:13                          | 1,189           | 03:16                          | 06:27                         |
| 30/04/2017  | 10,669                          | 5,897                          | 7,680                | 6,602          | 03:01                          | 979             | 02:36                          | 06:25                         |
| 07/05/2017  | 9,307                           | 5,237                          | 6,742                | 5,589          | 04:05                          | 1,086           | 02:44                          | 06:38                         |
| 14/05/2017  | 11,227                          | 6,066                          | 8,003                | 6,870          | 03:23                          | 1,046           | 02:41                          | 06:31                         |
| 21/05/2017  | 9,958                           | 5,726                          | 7,208                | 6,362          | 02:42                          | 744             | 02:24                          | 06:29                         |
| 28/05/2017  | 10,087                          | 5,552                          | 7,332                | 6,201          | 03:11                          | 981             | 02:42                          | 06:21                         |
| 04/06/2017  | 10,657                          | 5,458                          | 7,207                | 5,736          | 04:24                          | 1,286           | 02:48                          | 06:23                         |
| 11/06/2017  | 12,209                          | 6,062                          | 8,863                | 6,865          | 04:52                          | 1,727           | 03:31                          | 06:11                         |
| 18/06/2017  | 11,549                          | 6,181                          | 8,230                | 6,619          | 03:51                          | 1,411           | 03:29                          | 06:28                         |
| 25/06/2017  | 9,943                           | 5,735                          | 7,108                | 6,512          | 01:34                          | 459             | 01:46                          | 06:03                         |



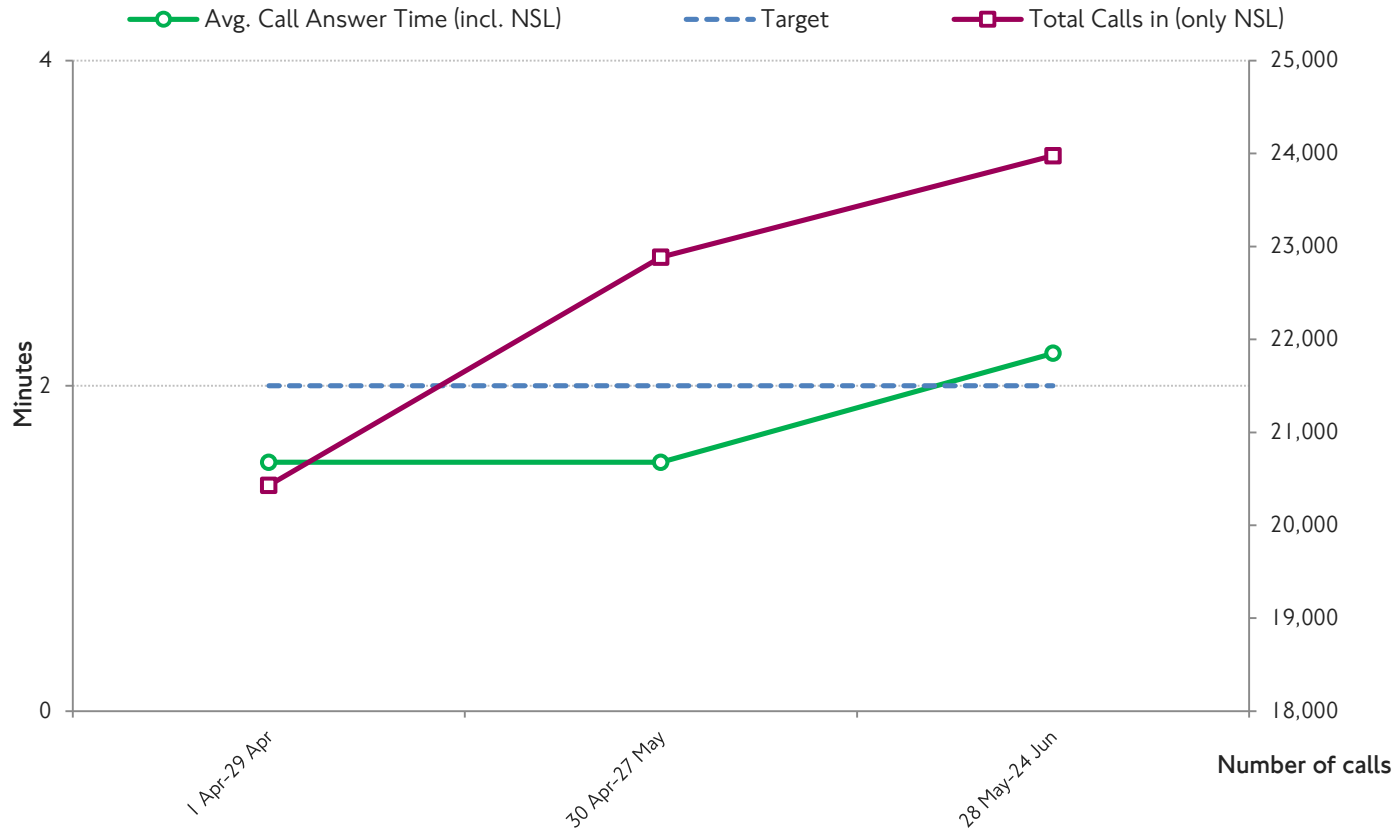
## Knowledge Students

- 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  | 3615        | 1461    | 507     | 354     | 5937  |
| Sector 1: Enfield, Haringey and Waltham Forest                    | 89          | 12      | 5       | 4       | 110   |
| Sector 2: Barking and Dagenham, Havering, Newham and Redbridge    | 52          | 16      | 6       | 2       | 76    |
| Sector 3: Bexley, Greenwich and Lewisham                          | 65          | 19      | 11      | 5       | 100   |
| Sector 4: Bromley   | 19          | 1       | 0       | 2       | 22    |
| Sector 5: Croydon   | 72          | 7       | 3       | 4       | 86    |
| Sector 6: Merton and Sutton                                       | 162         | 29      | 16      | 12      | 219   |
| Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames | 52          | 15      | 7       | 2       | 76    |
| Sector 8: Ealing and Hillingdon                                   | 52          | 7       | 2       | 4       | 65    |
| Sector 9: Barnet, Brent and Harrow                                | 74          | 12      | 3       | 4       | 93    |
| Total   | 4,252       | 1,579   | 560     | 393     | 6,784 |

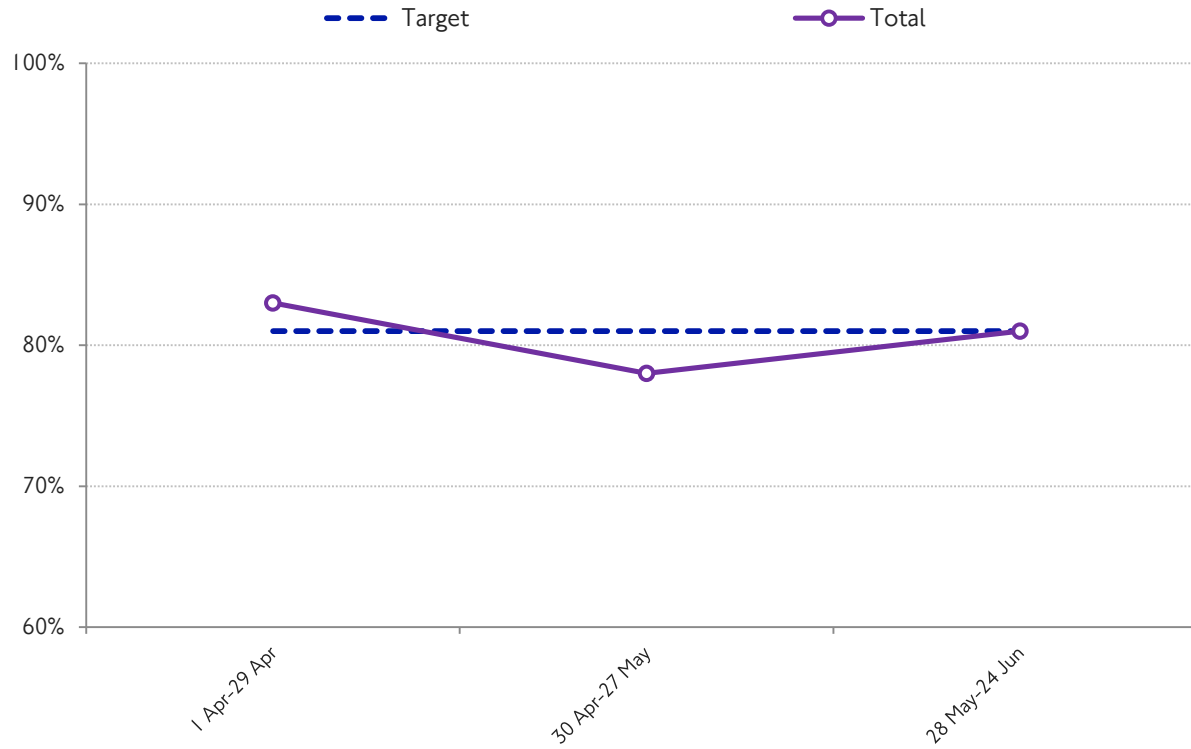


# Vehicle Inspection Telephony (Average Call Answer Time)



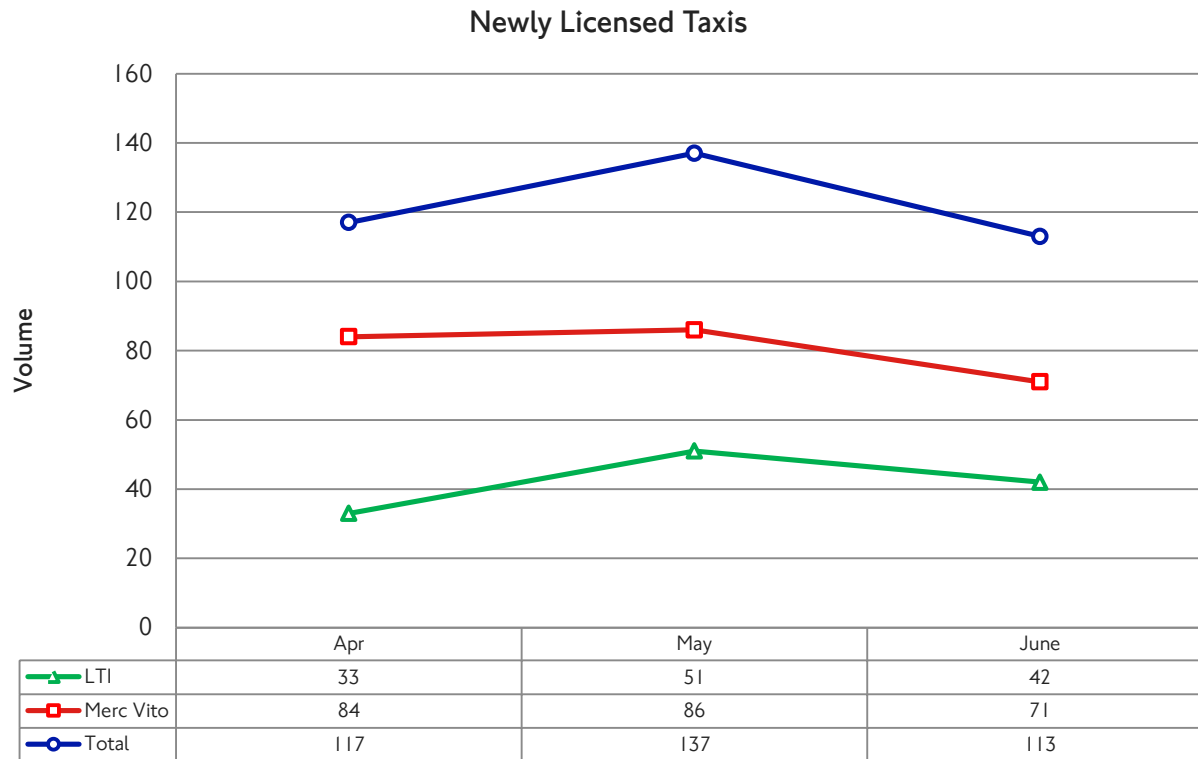
## Taxi Vehicle First Time Pass Rate

- The pass rate has increased to 81 per cent in the last month
- Quality monitoring takes place at all vehicle inspection test centres, with two of the six sites checked each month.



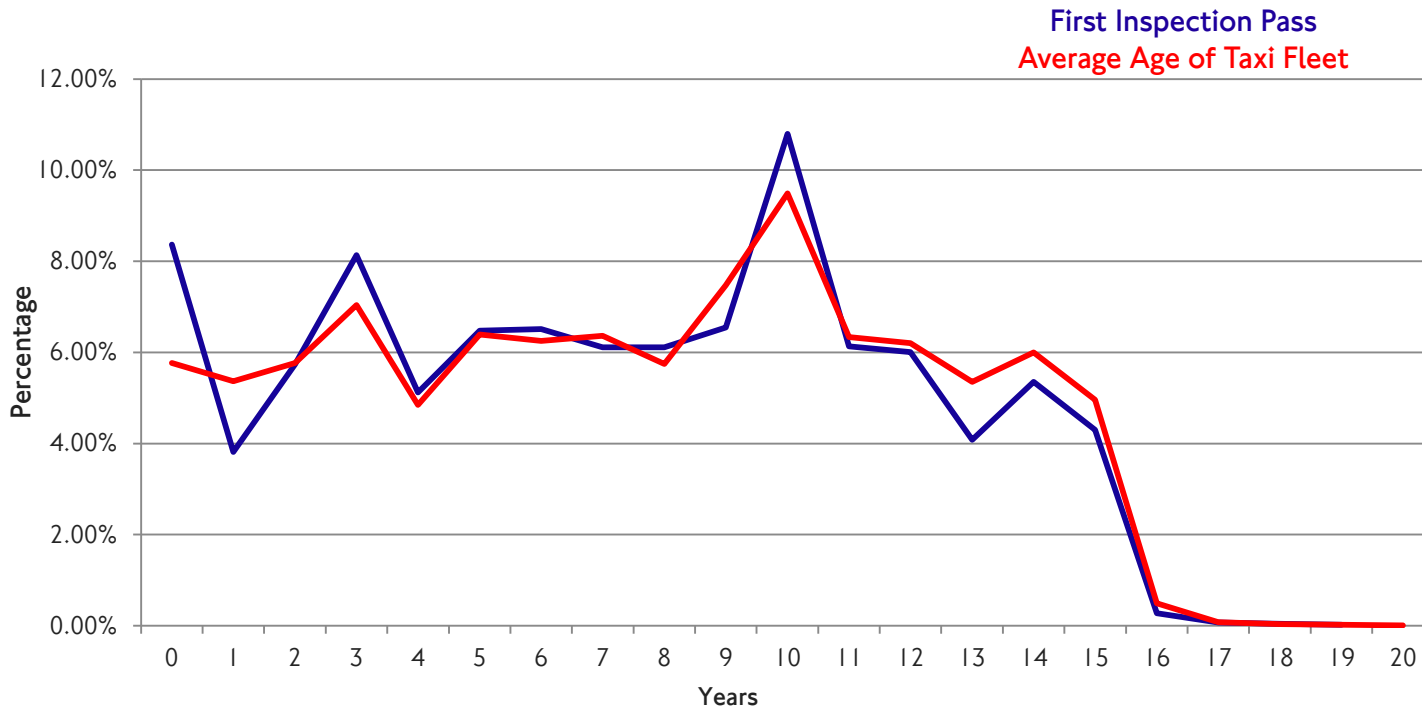
## Newly Registered Taxis

- Since 1 Jan 2017, there have been 769 newly registered taxis
- Of these, 23.5 per cent are owned by fleet owners and 76.5 per cent by individuals.



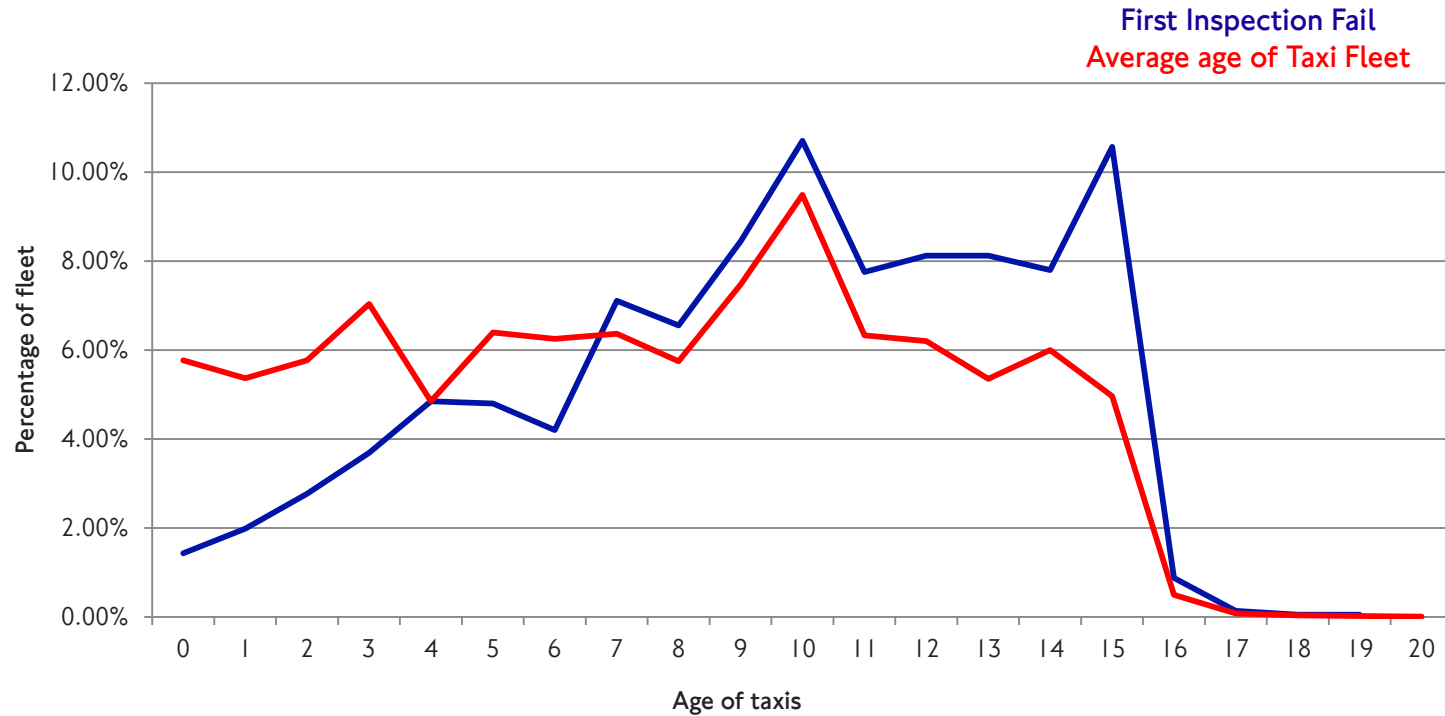
## Age Profile of Taxis Compared to First Inspection Pass Rates

- The graph below shows the percentage of taxis by age and the percentage they make up of the overall pass rate of London's taxi fleet (e.g. ten year old taxis make up 9.5 per cent of the fleet and 10.8 per cent of the total number of taxis that pass first time between January and June 2017).
- The information below is based on all passed inspections from January to June 2017.
- As explained in slide 12, the overall first time pass rate for the entire taxi fleet was 81 per cent last month.



# Age Profile of Taxis compared to First Inspection Failure Rates

- Based on all failed inspections from January to June 2017.



The main reasons for vehicle inspection failures are:

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



# Compliance & Enforcement update





## Total Number of Vehicle and Driver Checks

|                     |       |
|---------------------|-------|
| Taxi driver Checks  | 11920 |
| % Compliant         | 90%*  |
| Taxi vehicle checks | 12016 |
| % Compliant         | 87%   |

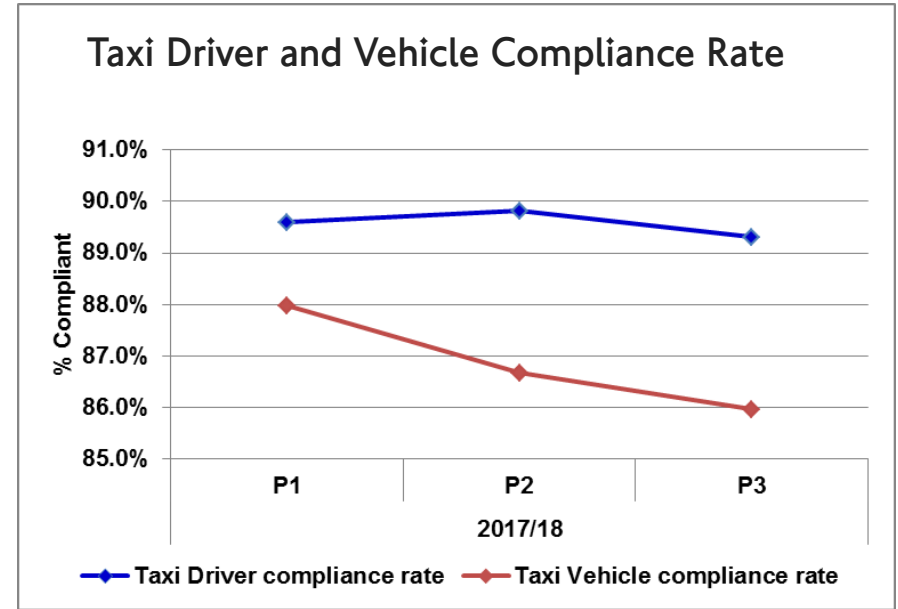
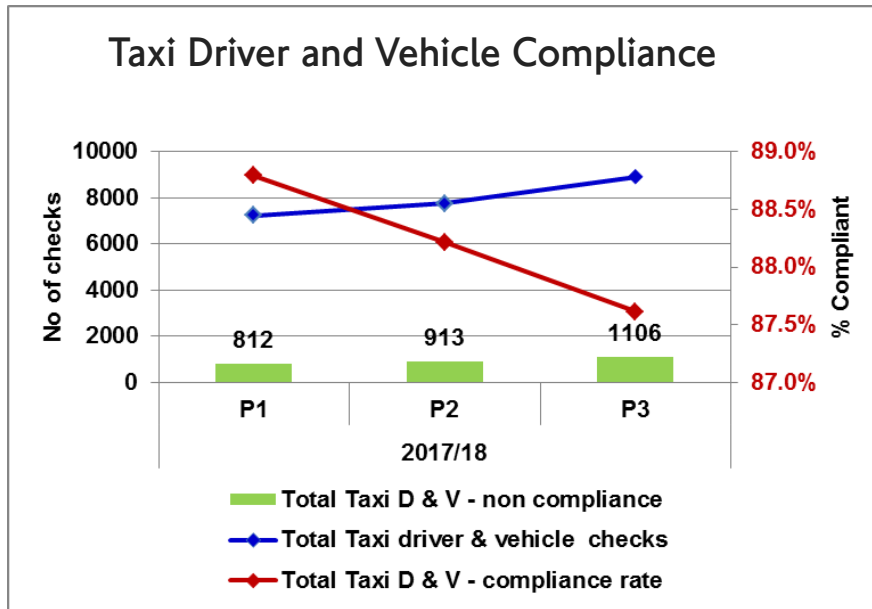
|                    |       |
|--------------------|-------|
| PHV Driver Checks  | 34559 |
| % Compliant        | 88%   |
| PHV Vehicle Checks | 37263 |
| % Compliant        | 92%   |

\* This figure is rounded off to nearest whole number. Actual average across three periods is 89.6%

- 49,279 vehicle checks were conducted for taxi and private hire vehicles between 1 April and 24 June. Of those, 75.5 per cent were carried out on PHVs
- 46,479 driver checks were conducted in the same period. Of those, 74 per cent were carried out on PHVs.



## Taxi Compliance

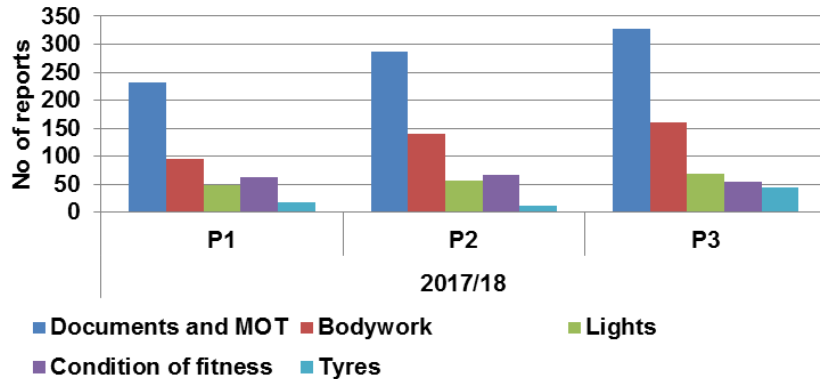


- Taxi compliance checks have increased in the last three months to ensure proportionate checks are carried out
- The key non-compliance issue is related to vehicle non-compliance.

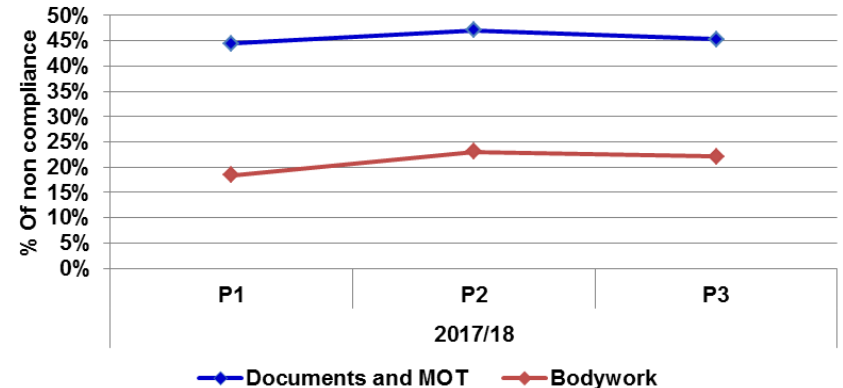


## Taxi Vehicle Compliance

### Taxi Vehicle Non-Compliance Reasons



### Taxi Vehicle Non-Compliance Rate

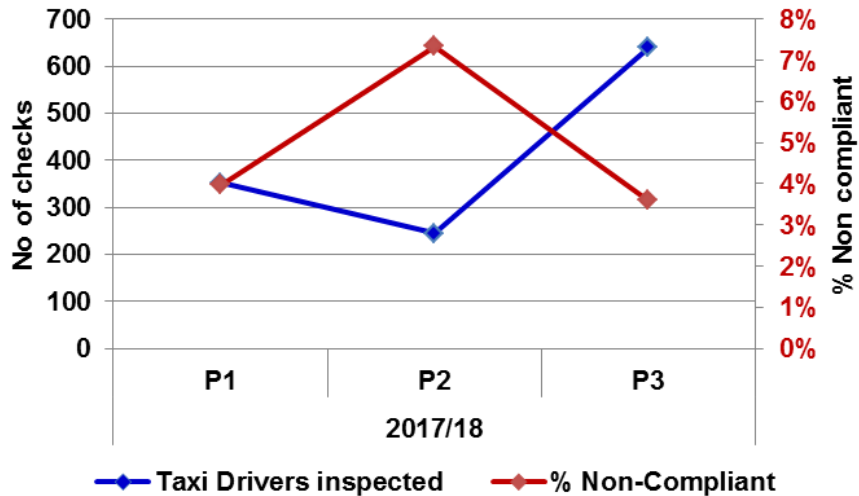


Non-compliance for taxi vehicles is primarily driven by a failure to carry out a second MOT. However, there has been an increase in the number of detected issues with damaged bodywork (in particular panel damage and unapproved paintwork).

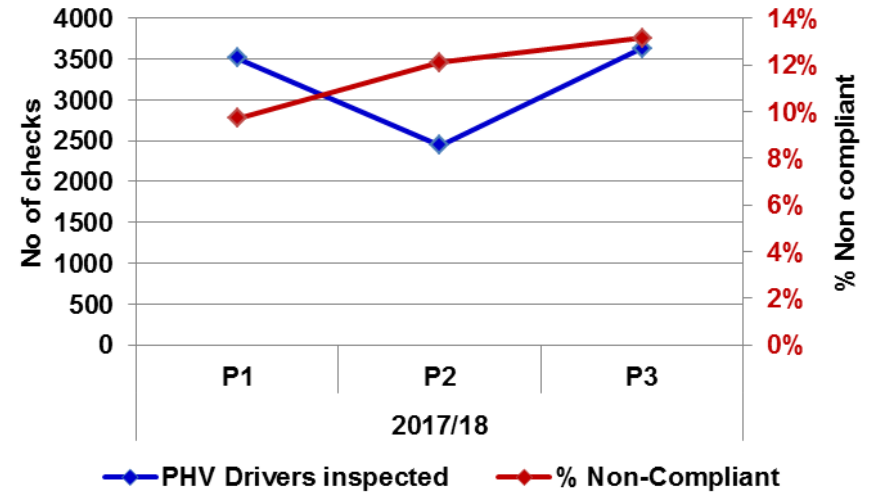


# Heathrow Enforcement Results

## Heathrow Ops



## Heathrow Ops



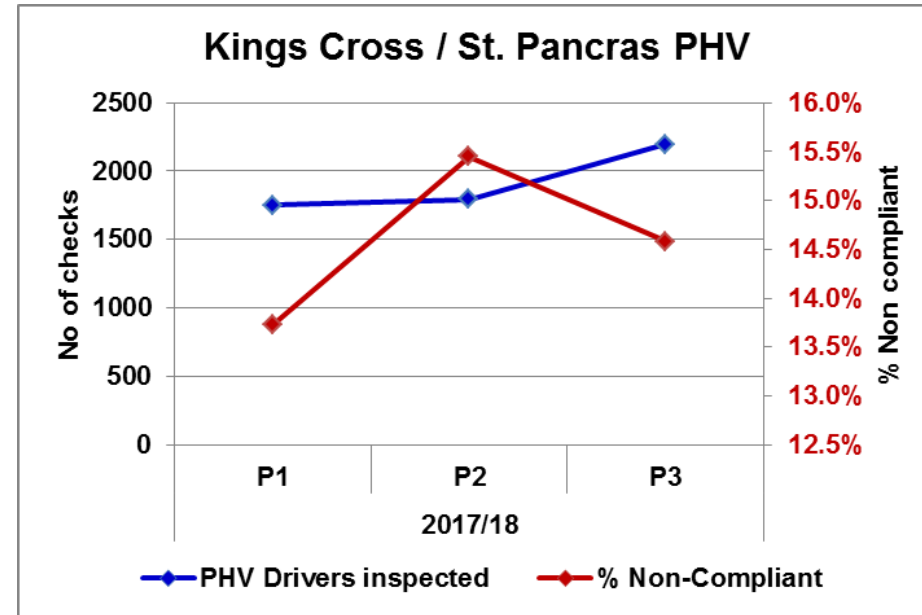
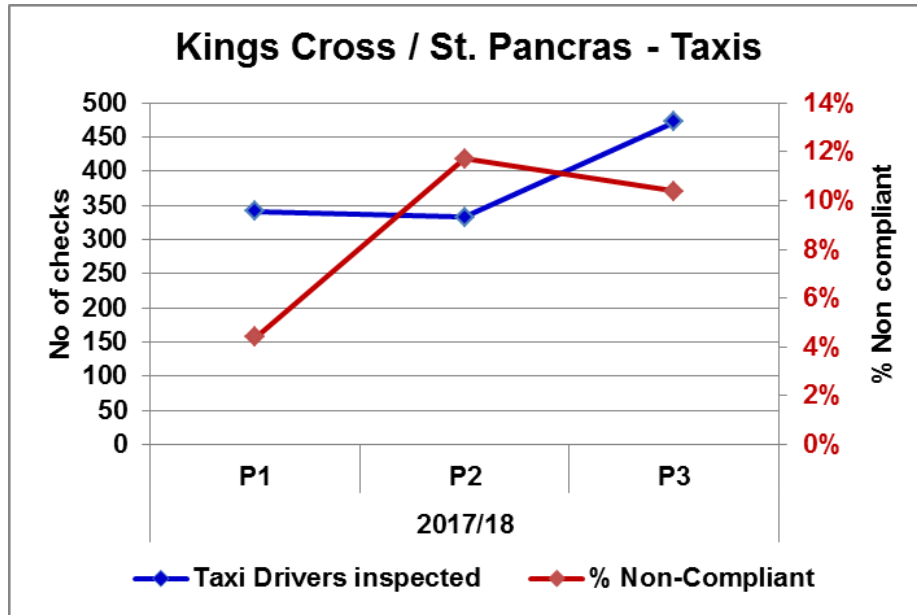
Heathrow is a priority location and our compliance officers are deployed at the airport on most days of the week.

There were fewer but more targeted checks carried out in May on taxis in order to use resources on PHV activity. This resulted in an increase in the number of non-compliant taxi drivers at the Heathrow.

There were increased checks to PHVs in June. This led to a slight increase in non-compliance detections.



## Kings Cross / St. Pancras Enforcement Results



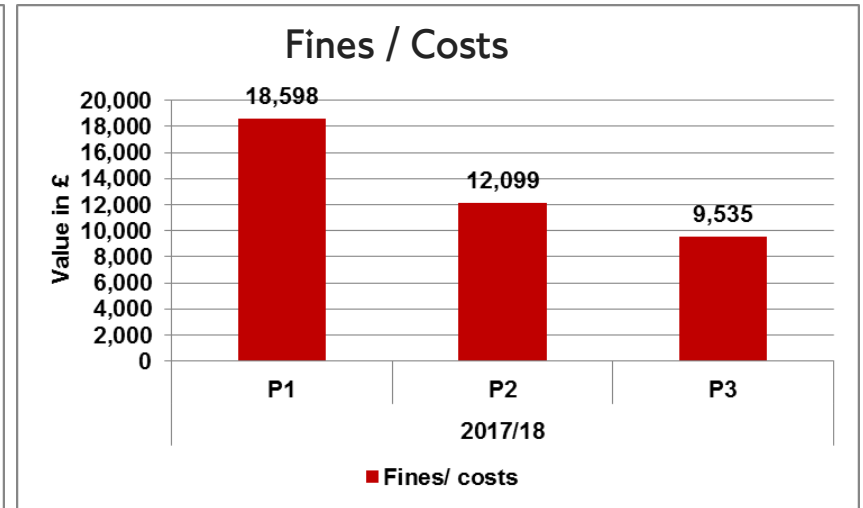
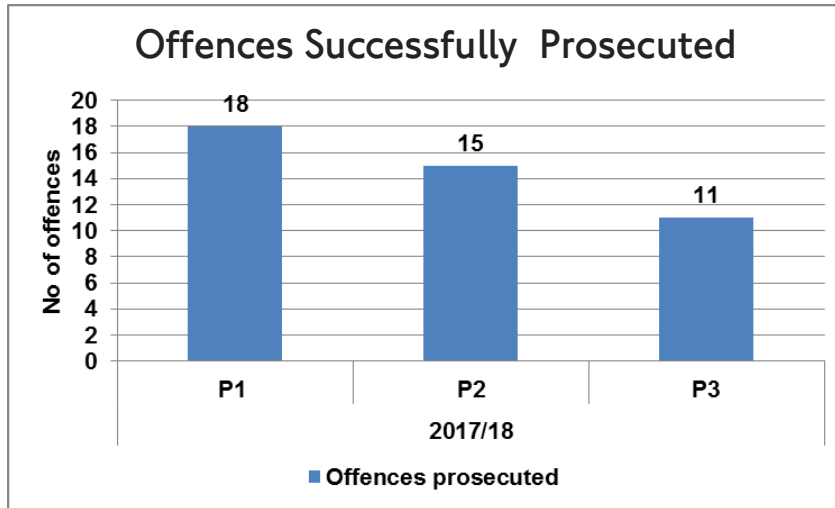
Kings Cross is a priority location due to ranking issues, as well as PHVs parking in drop off areas. The increase in taxi checks is mainly due to an increase in compliance officers over this period.

There were increased PHV checks in June. A slight decrease in non-compliance detected was possibly due to the sustained levels of checks.

Camden Civil Enforcement support TfL at this location.



## Taxi and Private Hire Prosecutions Results



Due to case outcomes being delivered at different times, these results are updated with a three month lead time. Prosecutions include touting, plying for hire, no private hire operator licence and equality act offences.



## Road and Transport Policing Command (RTPC) TPH-Policing Unit Results

| PHV Stopped  |      | Apr-17 to May -17 |  | Traffic Offence Reports |     | APR 17 - JUN 17 |     |
|--|------|-------------------|--|-------------------------|-----|-----------------|-----|
| PHV stopped and checked                            | 1785 |                   |  | Mobile Phone            | 40  |                 |     |
| % Non-compliant                                    | 24%  |                   |  | Parking On Crossing     | 105 |                 |     |
|  |      |                   |  | Misuse of Fog Lights    | 24  |                 |     |
| Taxi Stopped                                       |      | Apr-17 to May -17 |  | Obscured Vision         | 49  |                 |     |
| Taxis stopped and checked                          | 636  |                   |  | Defective Tyres         | 17  |                 |     |
| % Non-compliant                                    | 31%  |                   |  | No Insurance            | 8   |                 |     |
|  |      |                   |  | Not In Proper Control   | 5   |                 |     |
| Arrests / summons                                  |      | Apr-17 to May -17 |  | Parking on a Rank       | 28  |                 |     |
| Touting  | 0    |                   |  | Misc                    | 19  |                 |     |
| No Hire & Reward Insurance                         | 2    |                   |  | Not Recorded            | 3   |                 |     |
| Vehicles Seized                                    | 2    |                   |  |                         |     |                 |     |
| Reported to TfL licensing authority for a decision | 684  |                   |  |                         |     |                 | 298 |

Available data is from April - May 2017



## City of London Police Activities

|  |                          |
|--|--------------------------|
| <b>PHV Stopped</b>                                 | <b>Apr-17 to May -17</b> |
| PHV stopped and checked                            | 617                      |
| % Non-compliant                                    | 34%                      |
|  |                          |
| <b>Taxi Stopped</b>                                | <b>Apr-17 to May -17</b> |
| Taxis stopped and checked                          | 386                      |
| % Non-compliant                                    | 41%                      |
|  |                          |
| <b>Arrests / summons</b>                           | <b>Apr-17 to May -17</b> |
| Touting  | 0                        |
| No Hire & Reward Insurance                         | 0                        |
| Vehicles Seized                                    | 0                        |
| Reported to TfL licensing authority for a decision | 1                        |

Available data is from April - May 2017

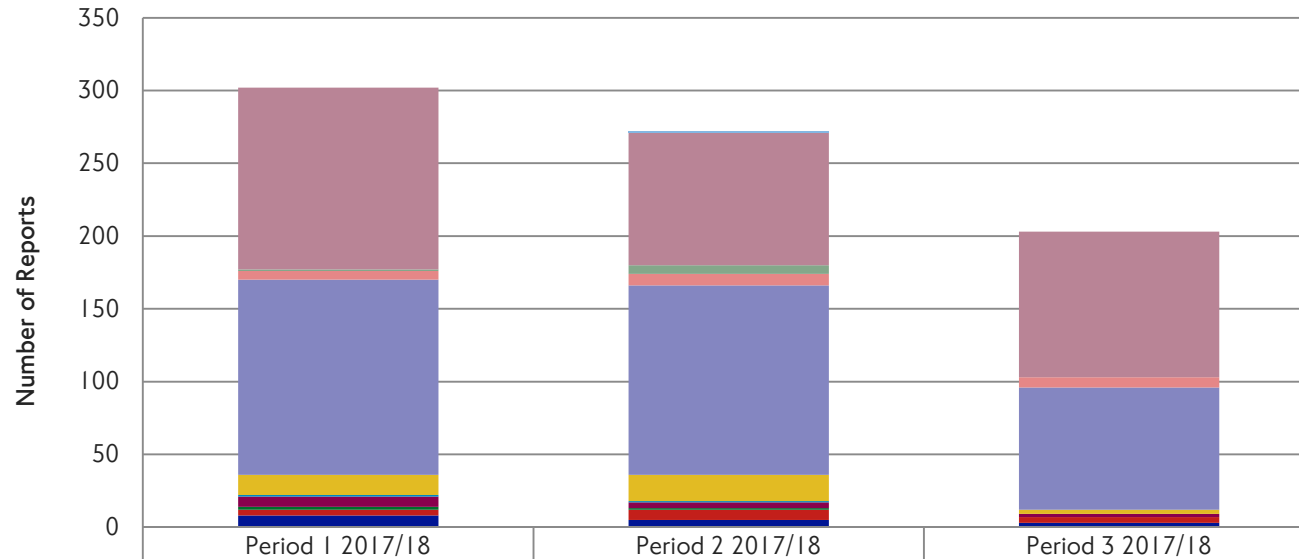




# Intelligence Update



## Taxi & Private Hire Intelligence Report



Intelligence for deployments is a combination of:

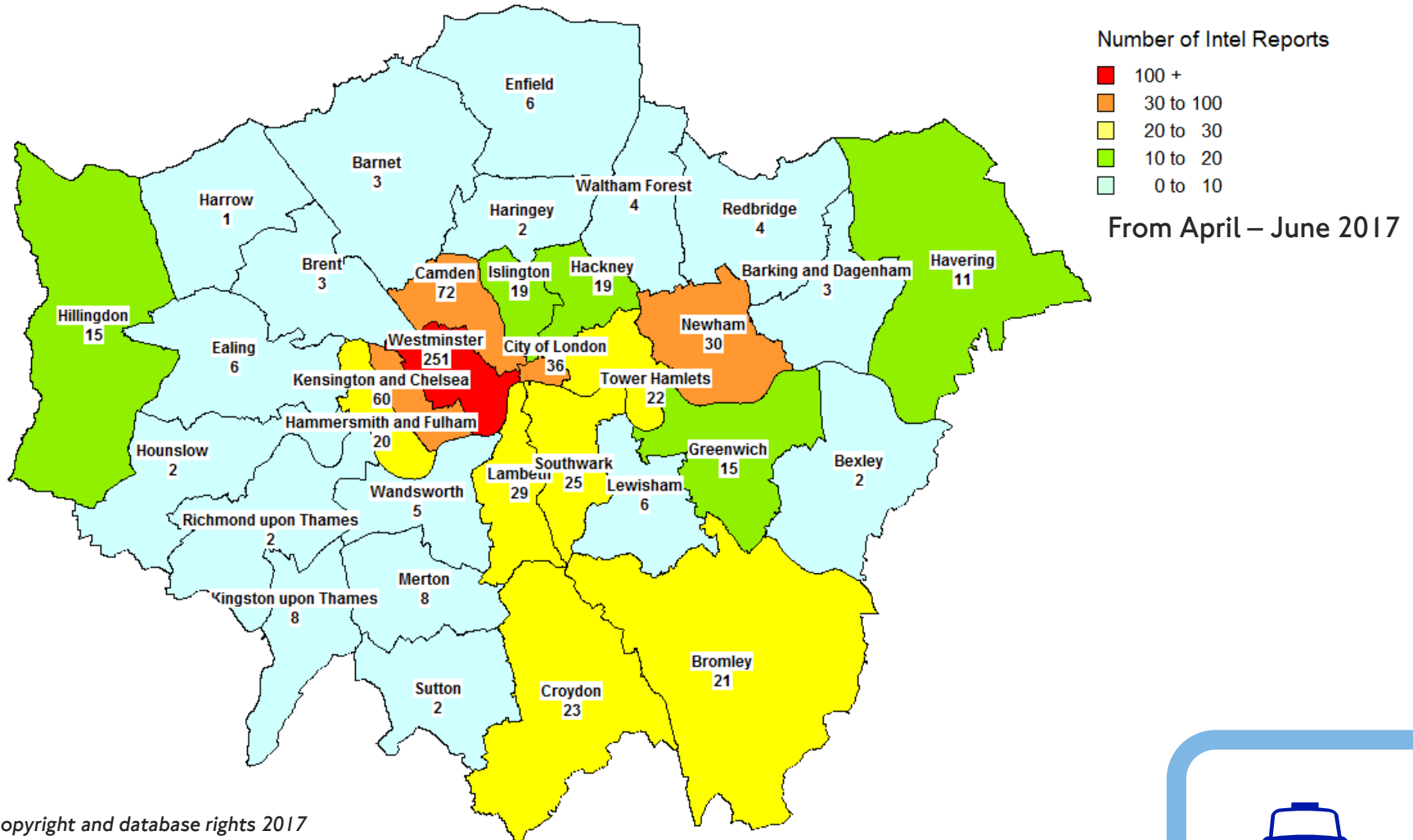
- Staff observations
- Online reporting
- Twitter #TfLtoutreport
- Customer complaints
- Trade information
- Third party reporting (local authorities, etc.)

|                         | Period 1 2017/18 | Period 2 2017/18 | Period 3 2017/18 |
|-------------------------|------------------|------------------|------------------|
| Vehicle signage         |                  | 1                |                  |
| Touting/plying for hire | 125              | 91               | 100              |
| Taxi rank signage       | 1                | 6                |                  |
| Taxi parking            | 6                | 8                | 7                |
| PHV parking             | 134              | 130              | 84               |
| Over-ranking            | 14               | 18               | 3                |
| Non-specific            | 1                | 1                |                  |
| Identifiers             | 7                | 4                | 2                |
| Driver non-compliance   | 2                | 1                |                  |
| Driver asb              | 4                | 7                | 4                |
| Badges / ID             | 8                | 5                | 3                |

Unless otherwise stated, categories cover both taxi and private hire



# Taxi & Private Hire Intelligence Pan-London



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Ordnance Survey 100035971.

