



OCTOBER 2017

# Taxi Operational Performance Seminar



EVERY JOURNEY MATTERS

Unless otherwise stated the information contained in this presentation covers the second quarter of our financial year, running from 25 June to 16 September. 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 04 – 25 June to 22 July

Period 05 – 23 July to 19 August

Period 06 – 20 August to 16 September

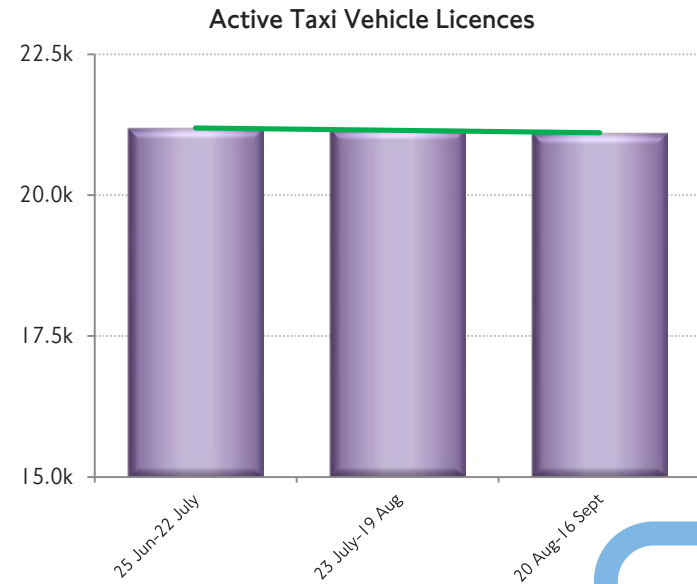


# Licensing



## Active Licences

- In period six (20 Aug-16 Sep), there were 24,160 active taxi drivers (21,054 All London and 3,106 Suburban)
- Approximately 64 per cent owner driver, 36 per cent rental
- 21,101 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	Jul-17	Aug-17	Sep-17
All London	21124	21089	21042
Sector 1 - Enfield, Haringey and Waltham Forest	57	58	59
Sector 1 + Hackney extension	112	111	110
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	779	774	771
Sector 3: Bexley, Greenwich and Lewisham	288	286	286
Sector 4: Bromley	99	99	100
Sector 5: Croydon	223	223	221
Sector 6: Merton and Sutton	206	206	206
Sector 6 + Clapham extension	294	295	292
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	494	487	481
Sector 8: Ealing and Hillingdon	143	142	143
Sector 9: Barnet, Brent and Harrow	196	199	198
2 sectors	178	175	176
3 sectors	14	14	14
2 or more sectors + Hackney extension	18	18	18
2 or more sectors + Clapham extension	18	18	18
Total	24,243	24,194	24,135

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

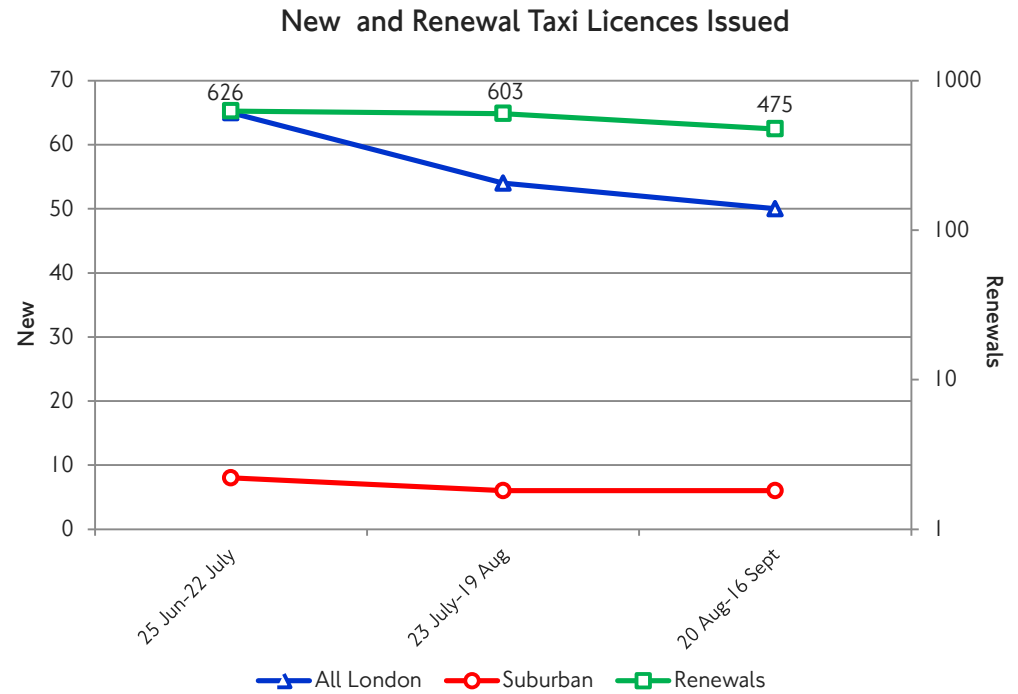
Data recorded on 2 October



## Licences Issued

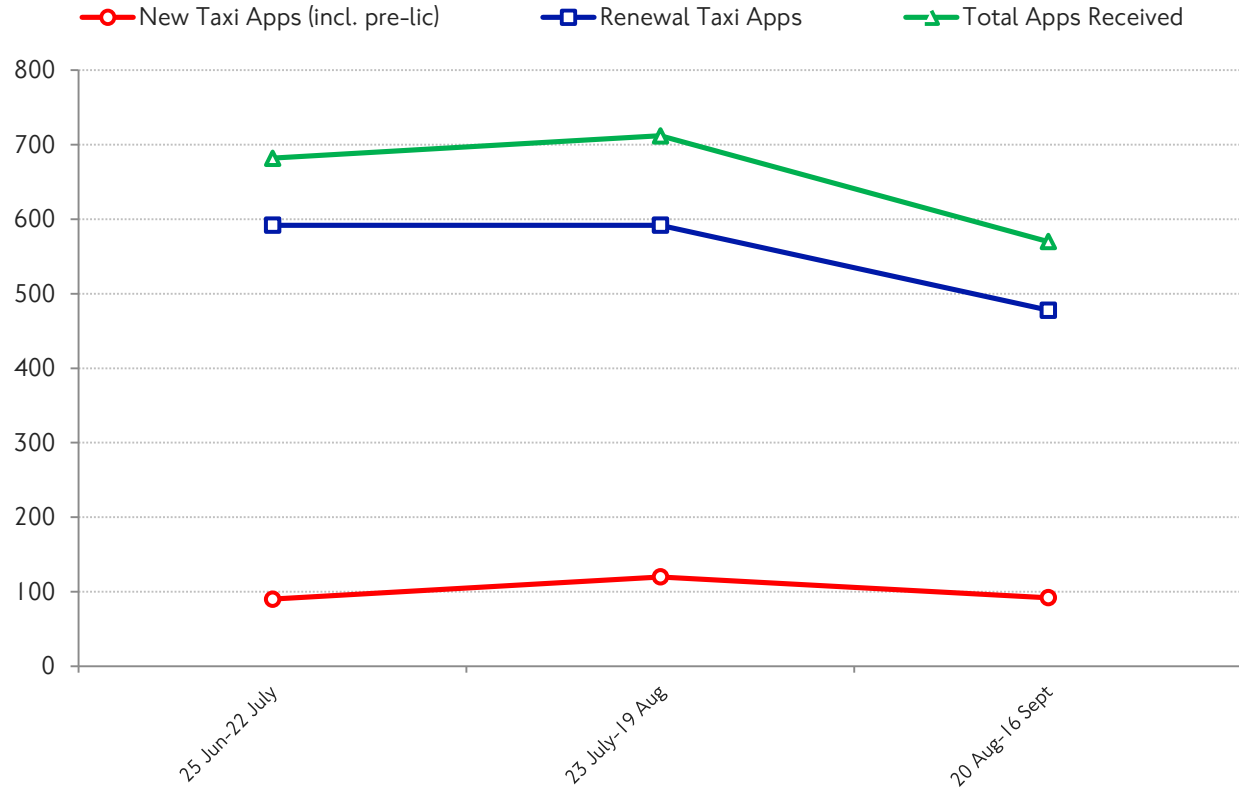
- An average of 631 new and renewal taxi driver licences were issued each month
- The average number of licences issued over the last six months is 617 per month.

Period	New A/L	New Sub	Renewal	Total
25 Jun-22 July	65	8	626	699
23 July-19 Aug	54	6	603	663
20 Aug-16 Sept	50	6	475	531



# Applications Received

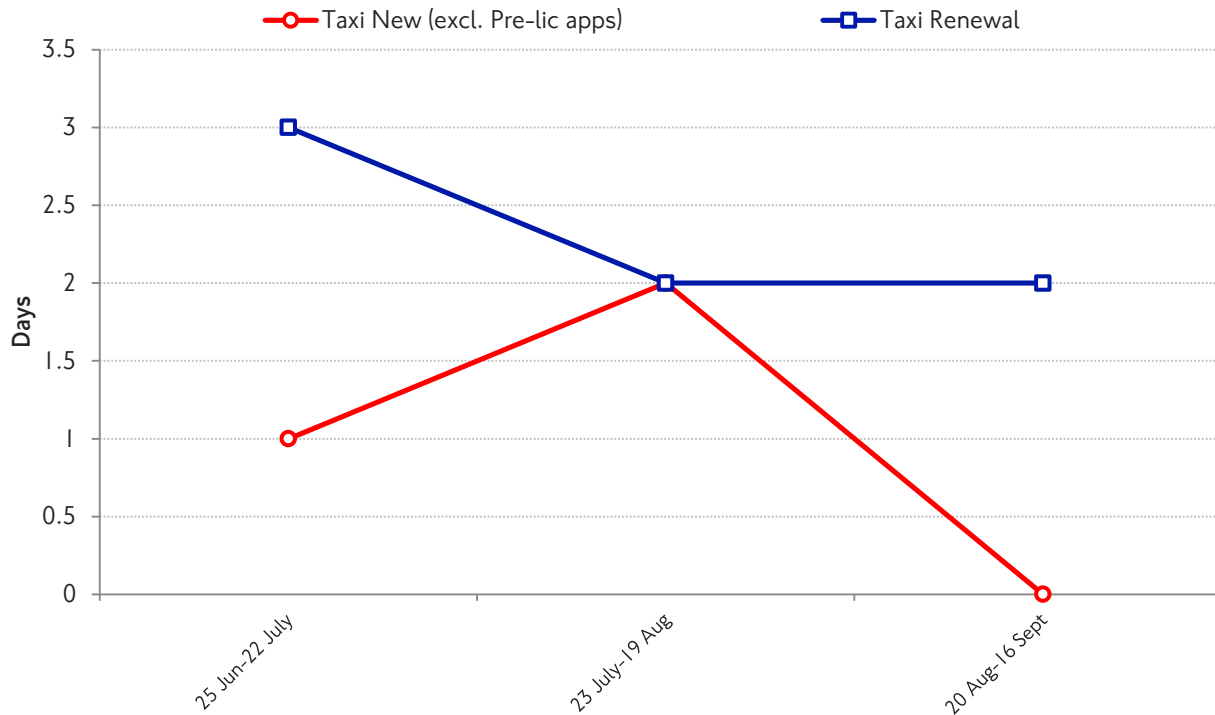
- From 20 Aug to 16 Sept we received 478 renewal applications and 92 new applications for a taxi driver licence
- 31 percent of all taxi driver applications were made online. This mainly consisted of renewal applications.



## Initial Assessments

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

September saw an 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 1 October the weekly average speed of answer was 2 minute 9 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)
16/07/2017	11,185	6,093	7,977	7,215	01:45	647	02:40	05:49
23/07/2017	10,546	6,090	7,823	7,295	01:15	394	01:34	05:44
30/07/2017	10,692	5,715	6,505	5,846	02:04	565	02:10	05:54
06/08/2017	8,731	5,013	7,937	6,946	02:52	875	02:19	06:09
13/08/2017	9,369	6,344	6,763	6,232	01:23	421	01:39	05:51
20/08/2017	10,850	6,742	7,064	6,488	01:39	479	01:39	06:06
27/08/2017	9,622	6,546	7,029	6,404	01:45	506	01:41	05:50
03/09/2017	8,184	4,973	5,604	5,231	01:23	310	01:40	05:51
10/09/2017	10,909	6,473	7,897	6,617	04:04	1,206	02:47	06:24
17/09/2017	11,536	6,480	8,429	6,961	04:18	1,365	02:43	06:24
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



## 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	3612	1440	456	321	5829
Sector 1: Enfield, Haringey and Waltham Forest	86	12	2	5	105
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	51	21	7	0	79
Sector 3: Bexley, Greenwich and Lewisham	64	19	5	9	97
Sector 4: Bromley	19	1	0	1	21
Sector 5: Croydon	72	7	2	2	83
Sector 6: Merton and Sutton	161	31	7	14	213
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	53	13	5	4	75
Sector 8: Ealing and Hillingdon	51	7	2	4	64
Sector 9: Barnet, Brent and Harrow	73	10	2	3	88
Total	4,242	1,561	488	363	6,654



## Knowledge Students

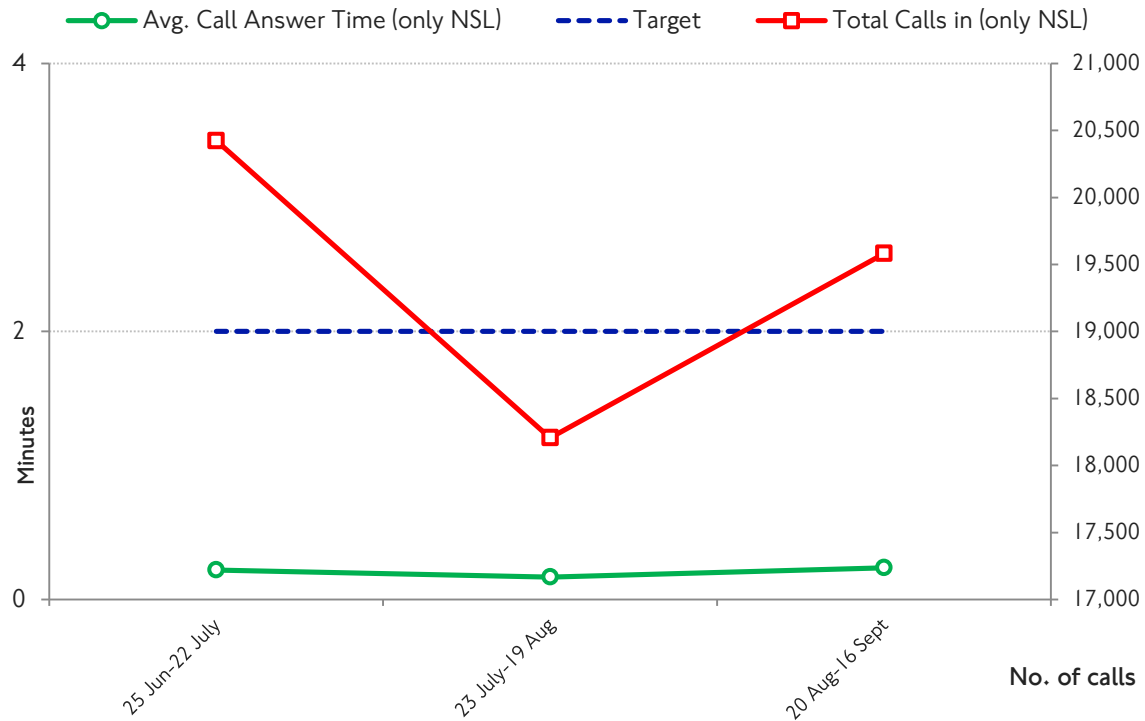
- The table below confirms the number of newly accepted applicants to the Knowledge.

Month	2014			2015			2016			2017		
	A/L	Sub	Total	A/L	Sub	Total	A/L	Sub	Total	A/L	Sub	Total
Jan	55	10	65	120	14	134	61	21	82	35	7	42
Feb	70	7	77	82	11	93	75	43	118	23	5	28
Mar	65	9	74	94	10	104	64	27	91	37	10	47
Apr	195	18	213	57	11	68	40	8	48	21	5	26
May	270	27	297	47	7	54	33	11	44	38	3	41
Jun	210	22	232	65	14	79	34	9	43	28	8	36
Jul	231	31	262	77	8	85	35	10	45	30	3	33
Aug	180	20	200	62	14	76	32	12	44			
Sep	170	33	203	51	40	91	20	11	31			
Oct	162	30	192	80	94	174	28	5	33			
Nov	118	11	129	61	68	129	40	12	52			
Dec	107	8	115	49	37	86	39	10	49			



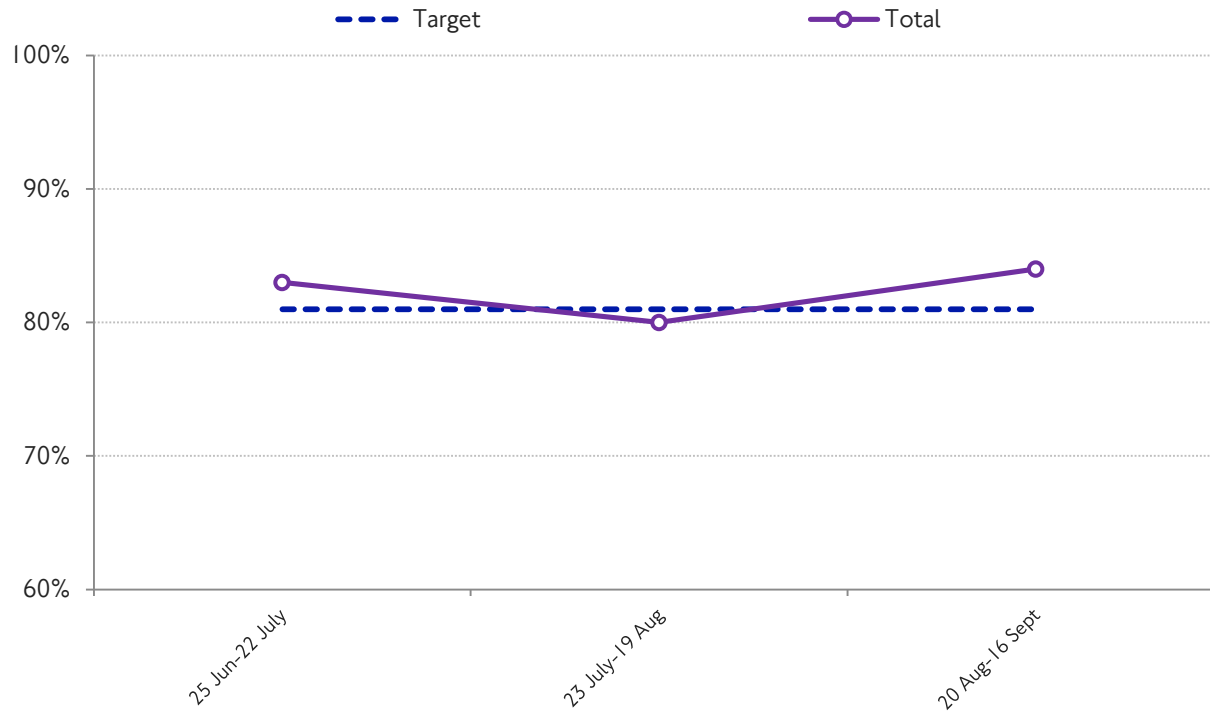
## Vehicle Inspection Telephony (Average Call Answer Time)

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



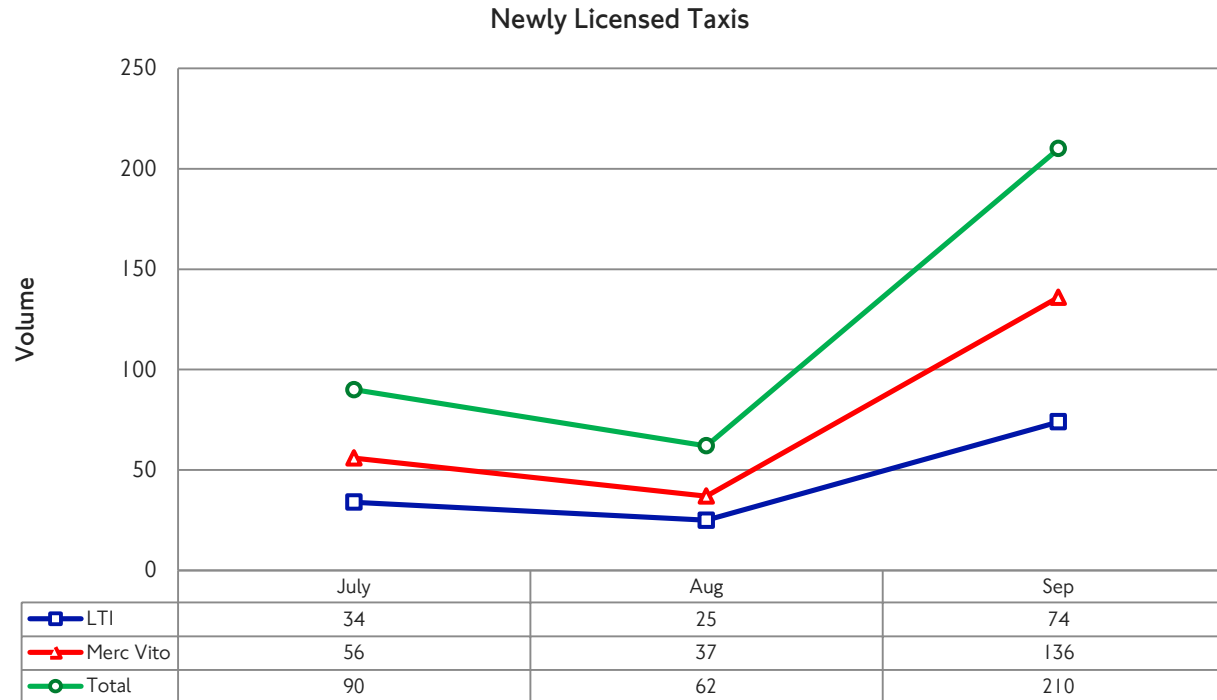
## Taxi Vehicle First Time Pass Rate

- The pass rate has increased to 84 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

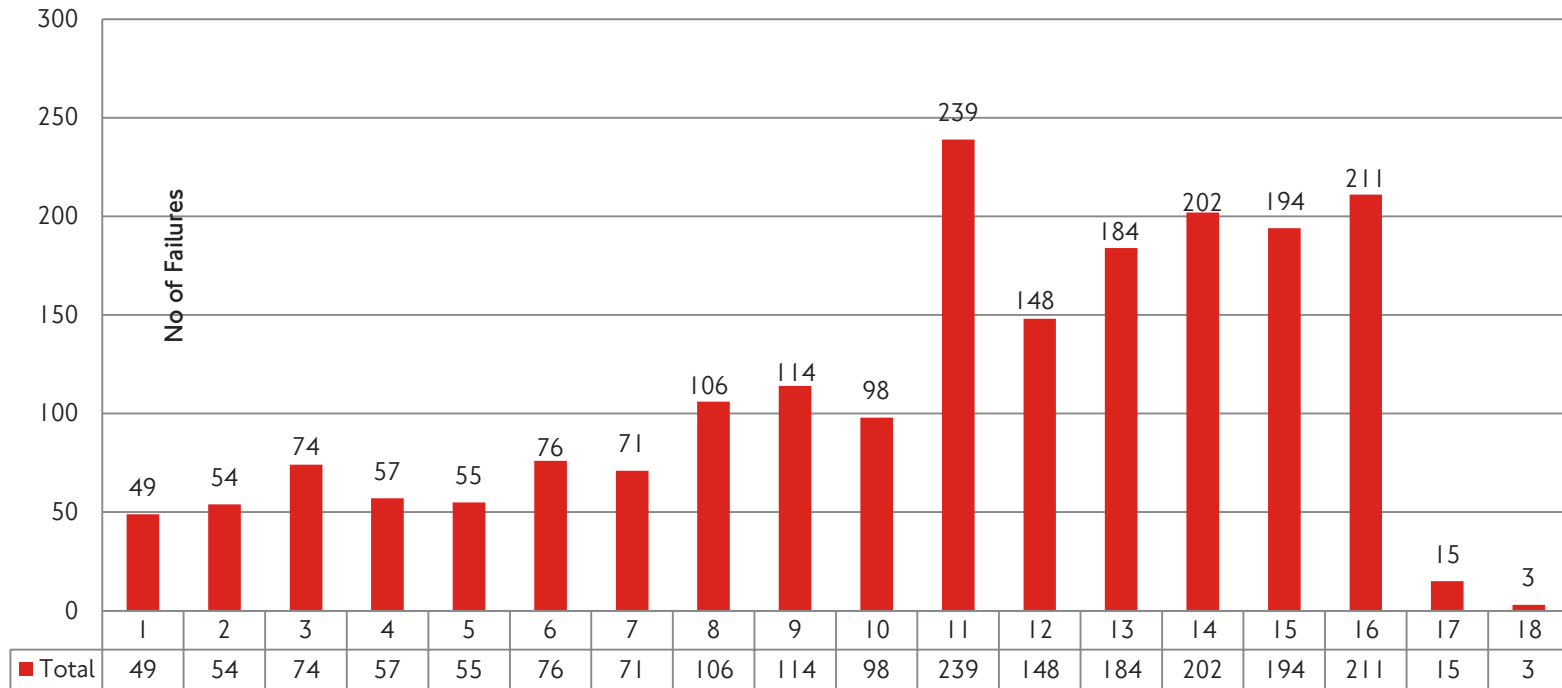
- Since 1 Jan 2017, there have been 1,098 newly registered taxis
- Of these, 22.7 percent are owned by fleet owners and 77.3 percent by individuals.



## Age Profile of Taxis Failing Inspection

- Based on all failed inspections from July to September 2017.

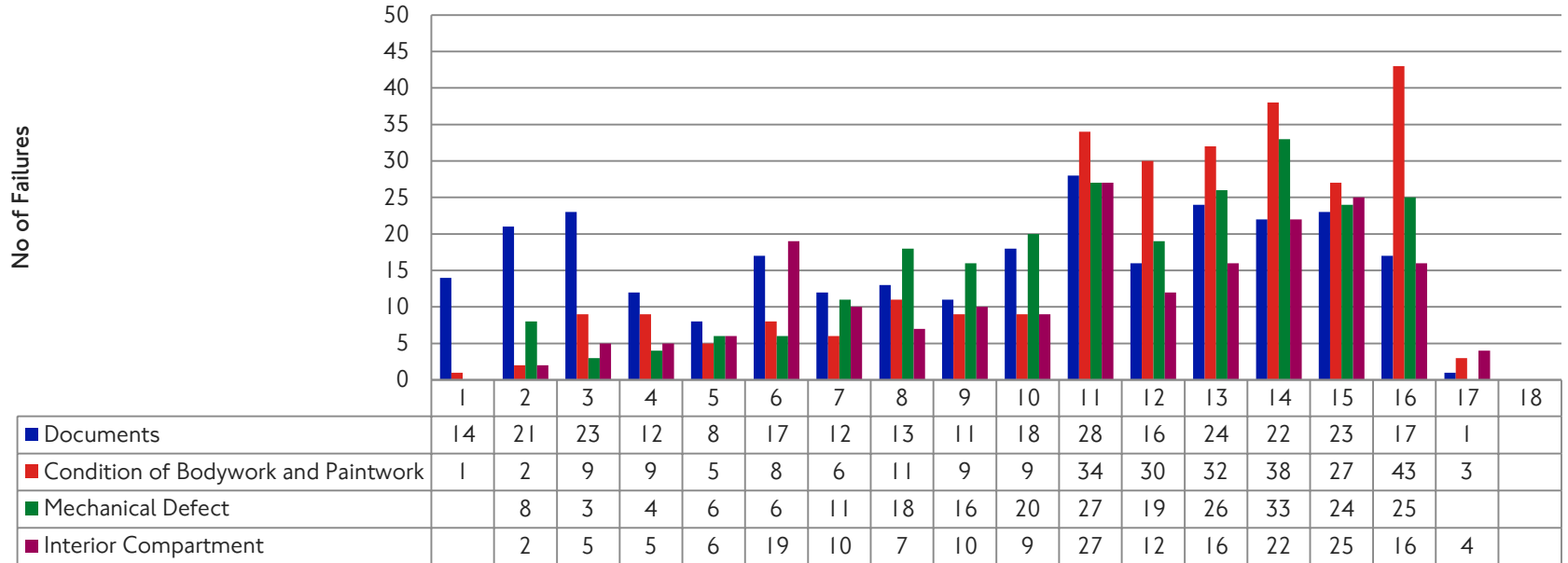
### TOTALS



# Age Profile of Taxis and Reason For Failure

- Based on all failed inspections from July to September 2017.

### Top 4 Inspection Failure Reasons





# Compliance & Enforcement update



# Total Taxi vehicles / Drivers checked P4 – P6 (2017/18)

Taxi driver Checks	14,117
% Compliant	90%
Taxi vehicle checks	14,679
% Compliant	89%

During the last three periods, 1,374 drivers were reported for non compliance and 1,637 Vehicles were reported for non compliance.

Vehicle non compliance has had a marginal improvement this quarter although driver non compliance has increased.

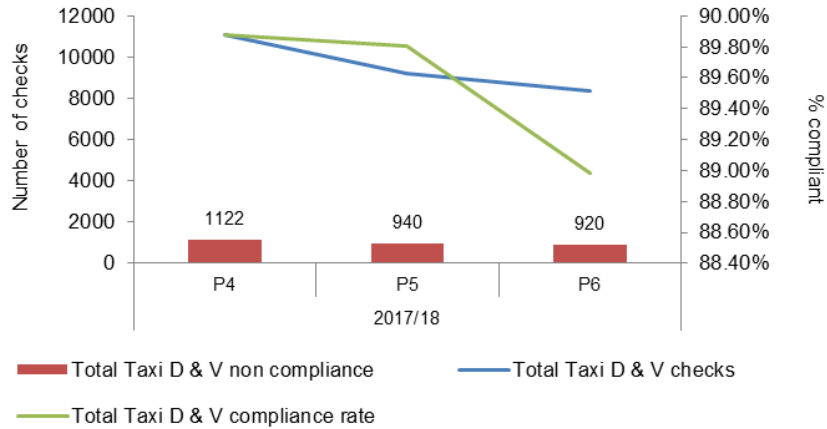


P4 - P6 = 25 Jun – 16 Sept 17

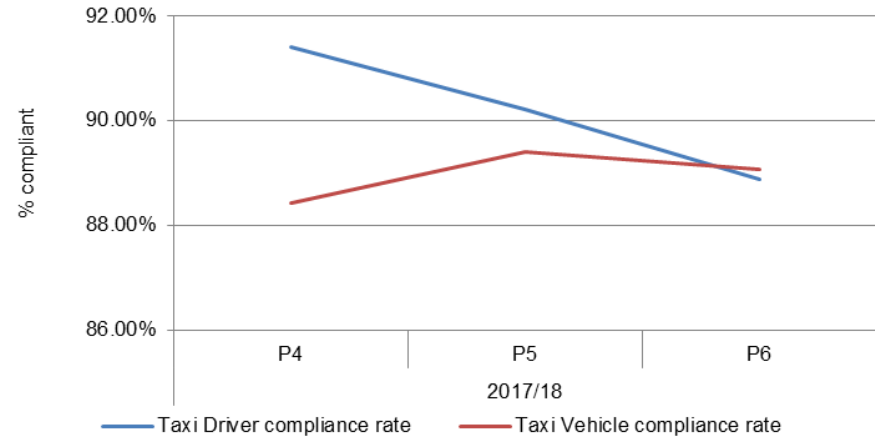


# Taxi compliance P4 – P6 (2017/18)

### Taxi Driver and Vehicle compliance



### Taxi Driver and Vehicle compliance rate

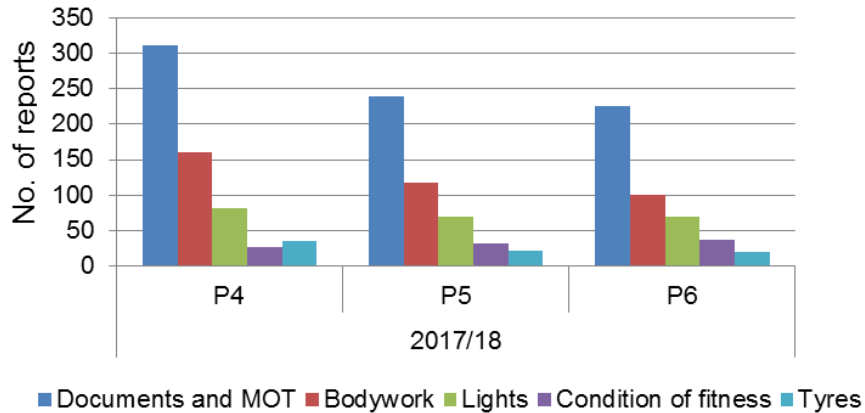


P4 - P6 = 25 Jun - 16 Sept 17

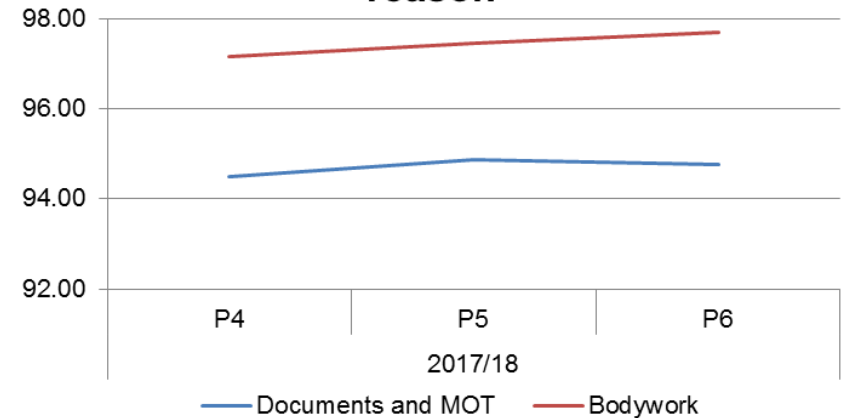


# Taxi Vehicle compliance P4 – P6 (2017/18)

## Taxi Vehicle non compliant reason



## Taxi Vehicle non compliance rate by reason

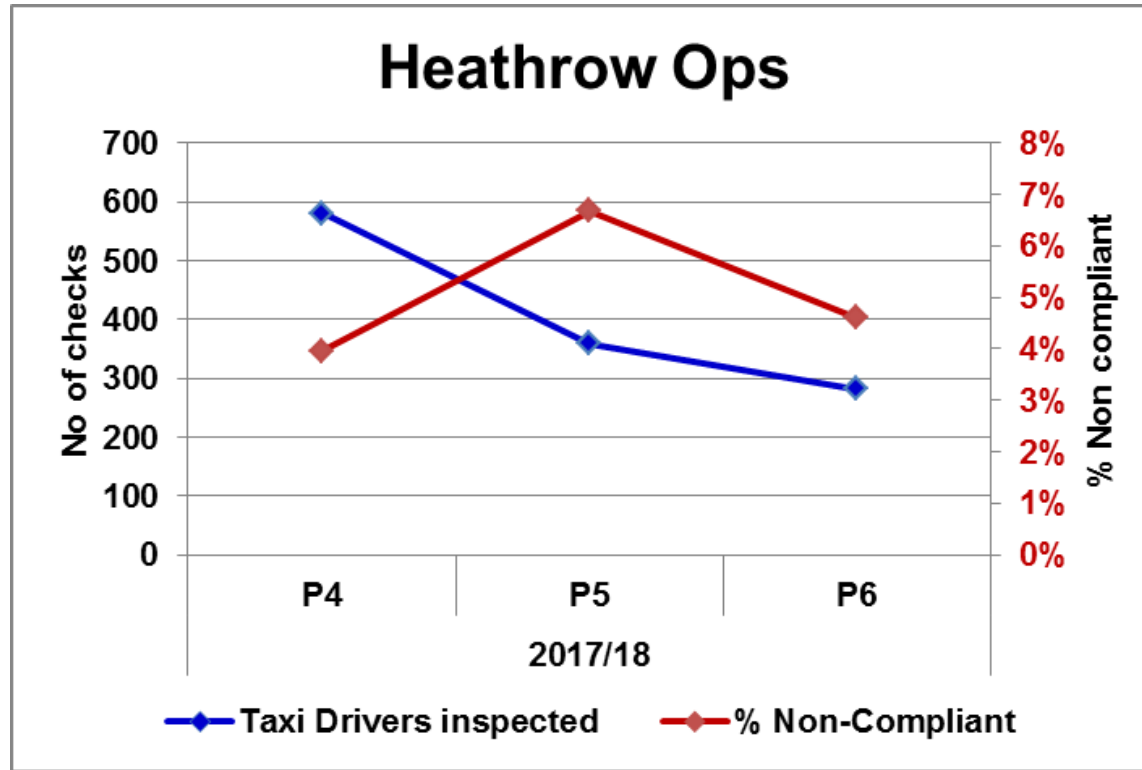


P4 - P6 = 25 Jun - 16 Sept 17

Non-compliance for taxi vehicles are primarily driven by no second MOT's being done. However; there also seems to be an increase in the number of detected issues with damaged bodywork and in particular panel damage.



# Heathrow Enforcement Results P4 – P6 (2017/18)

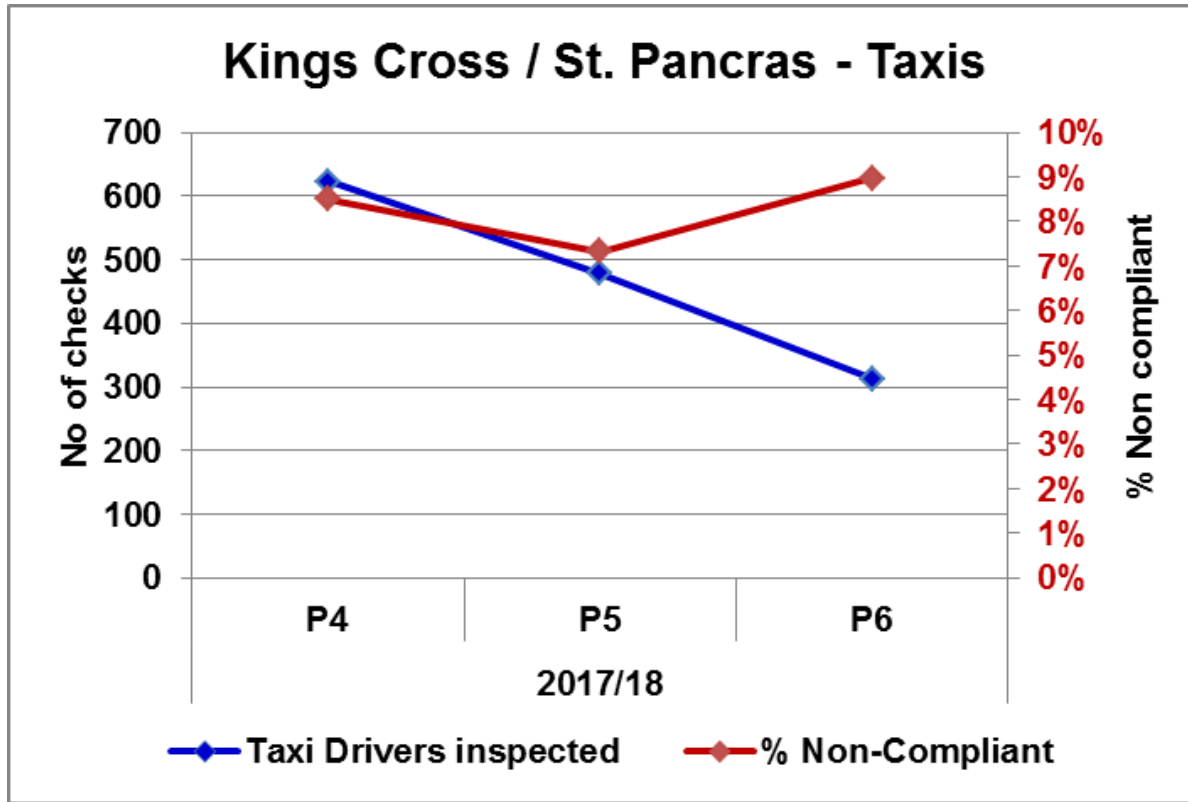


The number of Taxi checks at Heathrow reduced slightly in the last quarter and the level of non compliance slightly reduced. In terminal operations have commenced and Heathrow by-law powers are will gradually start to be used by officers as they go through training.



P4 - P6 = 25 Jun - 16 Sept 17





There were fewer checks at Kings Cross/St Pancras this quarter which has led to an increase in non compliance at this location. This may be due to better targeted checks as opposed to sustained checks.



P4 - P6 = 25 Jun – 16 Sept 17



# Prosecutions results P4 – P6 (2017/18)

	P4		P5		P6	
	Offences	Fines/costs	Offences	Fines/costs	Offences	Fines/costs
Taxi	1	£570	0	£ -	2	£ 1,665
PHV	9	£4,420	12	£ 6,980	14	£ 6,120
Unlicensed	9	£1,050	2	£ 1,740	13	£ 2,550
<b>Total</b>	<b>19</b>	<b>£6,040</b>	<b>14</b>	<b>£ 8,720</b>	<b>29</b>	<b>£ 10,335</b>

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



P4 - P6 = 25 Jun - 16 Sept 17



# Road and Transport Policing Command (RTPC) – TPH-Policing unit results

Met RTPC TPH-PT	
Activity outcome	Apr - Jul 17
PHV stopped	4678
PHV non-compliant	27.60%
Taxi stopped	1393
Taxi non-compliant	33.20%
No hire & reward Insurance	4
Vehicles seized	5
Drivers reported to TPH for license action (PHV)	1087

( TPH-PT) TORs offence	Apr - Jul 17		
	Taxi	PHV	Other
Mobile phone	12	16	21
Not in proper control	1	2	2
Defective tyres	0	30	1
Misc	4	39	5
Red Traffic Lights	2	5	3
Excess speed	0	1	0
Seatbelt	0	2	0
Obscured vision	65	19	2
Controlled Crossing	21	215	5
Fog lights	2	26	5
<b>Total</b>	<b>107</b>	<b>355</b>	<b>44</b>





# City of London Police activities

CoLP	
Activity Outcome	Apr – Sep
PHV stopped	1,984
PHV non-compliant	26.7%
Taxi stopped	1,118
Taxi non-compliant	36.2%
No hire & reward insurance	0
Vehicles seized	0
Drivers reported to TPH for licence action	530

CoLP (TORs offence)	Apr – Sep	
TORs offence	Taxi	PHV
Mobile phone	1	3
Not in proper control	4	7
Defective tyres	1	6
Misc	1	3
Red traffic lights	3	11
Excessive speed	6	11
Seatbelt	0	4
Obscured vision	0	2
Fog lights	0	13
<b>Total</b>	<b>16</b>	<b>60</b>

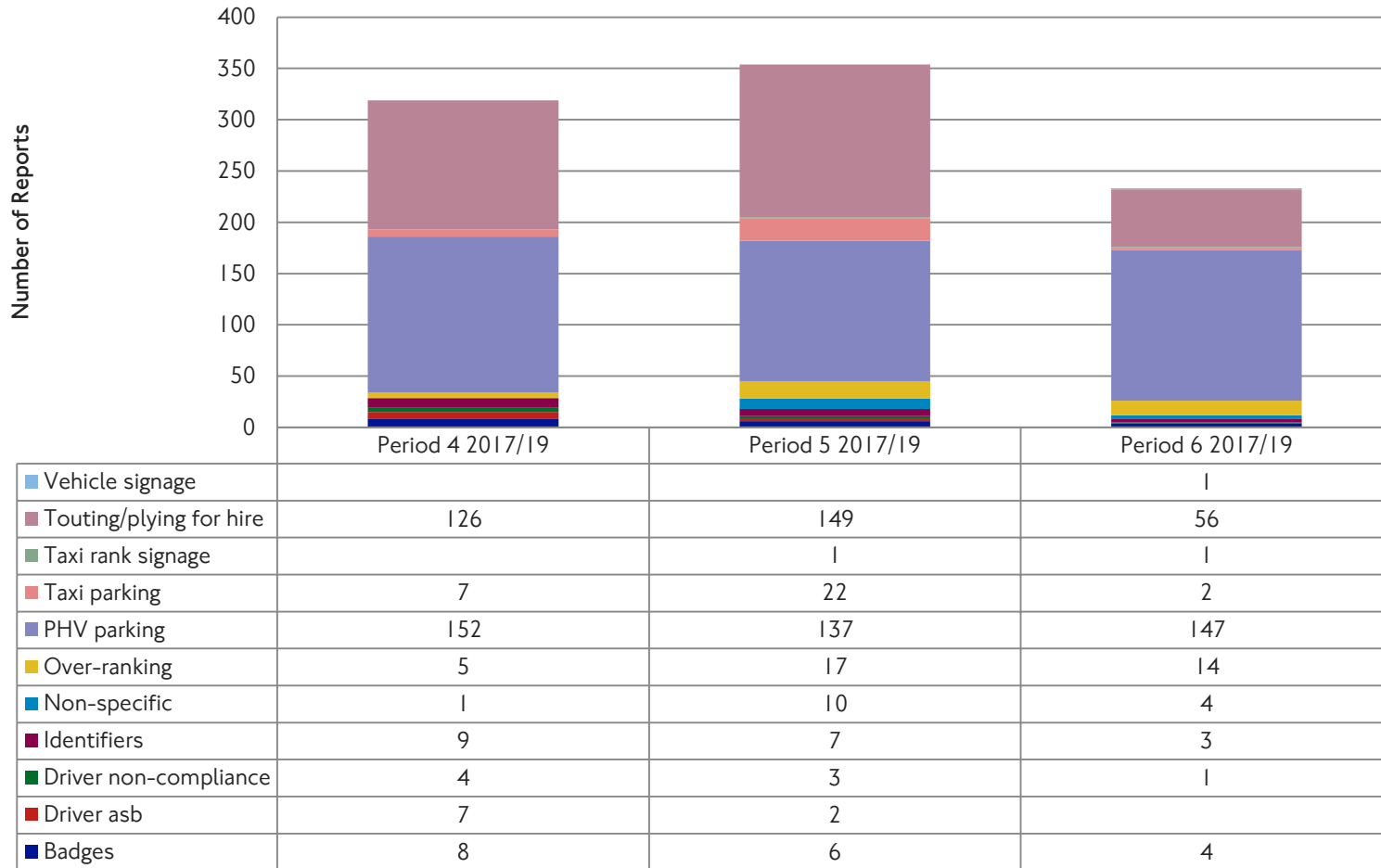
Available data is from Apr- Sep 2017



# Intelligence Update



# Taxi & Private Hire Intelligence Report



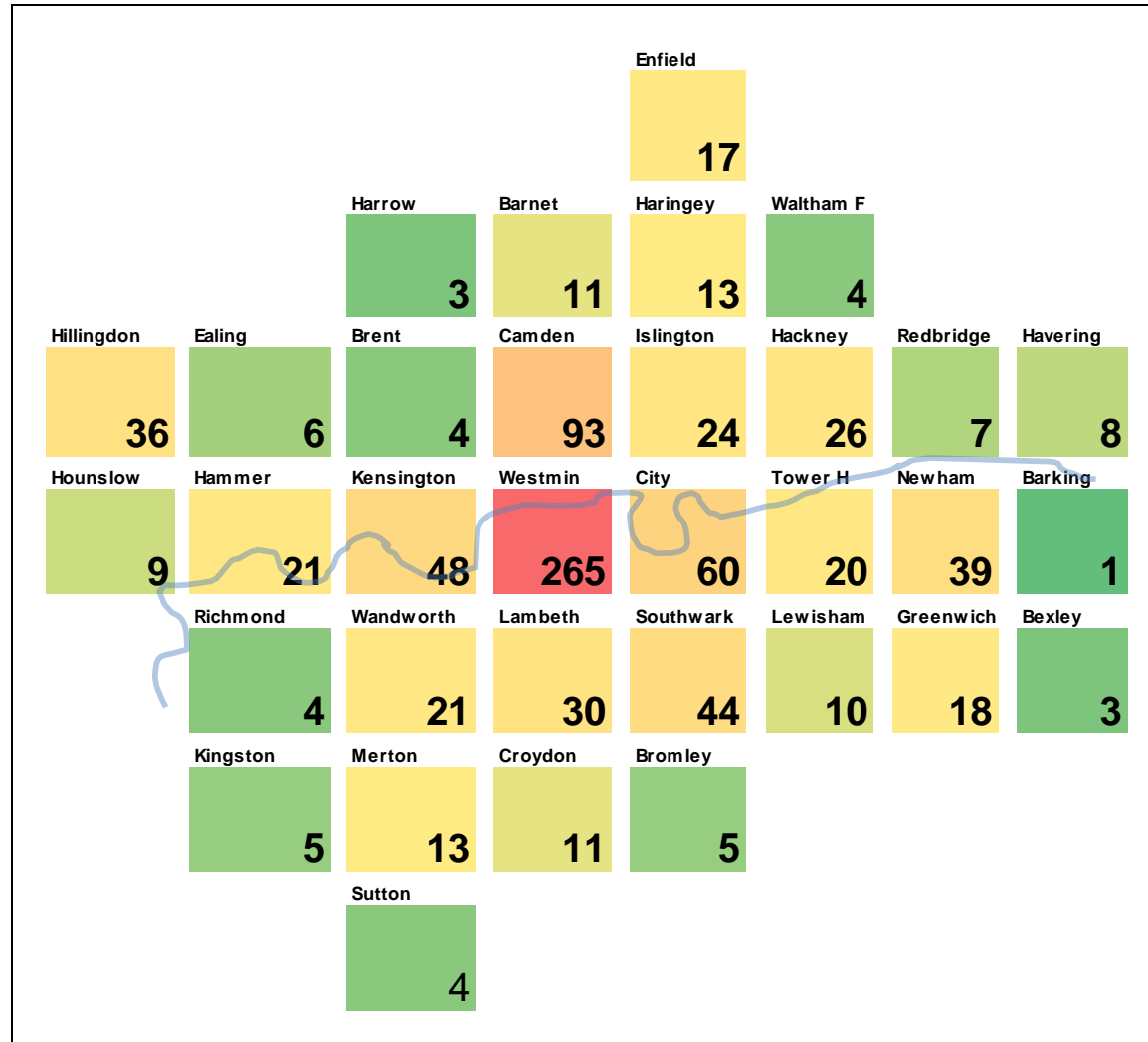
Intelligence for deployments is a combination of:

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

Unless otherwise stated, categories cover both taxi and private hire



## Taxi & Private Hire Intelligence Pan-London Periods 4 to 6



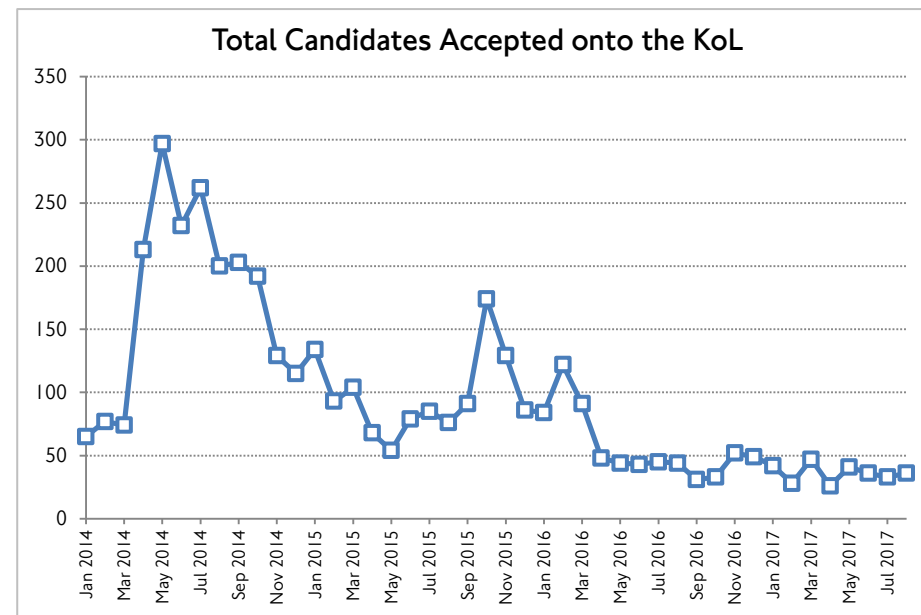


# Knowledge of London Update



## Applications Accepted onto the KoL

Month	2014			2015			2016			2017		
	A/L	Sub	Total	A/L	Sub	Total	A/L	Sub	Total	A/L	Sub	Total
Jan	55	10	65	120	14	134	61	23	84	35	7	42
Feb	70	7	77	82	11	93	75	47	122	23	5	28
Mar	65	9	74	94	10	104	64	27	91	37	10	47
Apr	195	18	213	57	11	68	40	8	48	21	5	26
May	270	27	297	47	7	54	33	11	44	38	3	41
Jun	210	22	232	65	14	79	34	9	43	28	8	36
Jul	231	31	262	77	8	85	35	10	45	30	3	33
Aug	180	20	200	62	14	76	32	12	44	28	8	36
Sep	170	33	203	51	40	91	20	11	31			
Oct	162	30	192	80	94	174	28	5	33			
Nov	118	11	129	61	68	129	40	12	52			
Dec	107	8	115	49	37	86	39	10	49			



## Candidates Currently Studying the KoL

Stage	Pre stage 3	Stage 3	Stage 4	Stage 5
Number of Students	4,266	1,561	507	365

Currently the number of candidates who are 18-24 months from the start of the KoL is 45 (4 lower than last month) and 54 candidates are coming close to the 24+ month threshold (12.5% increase from last month).

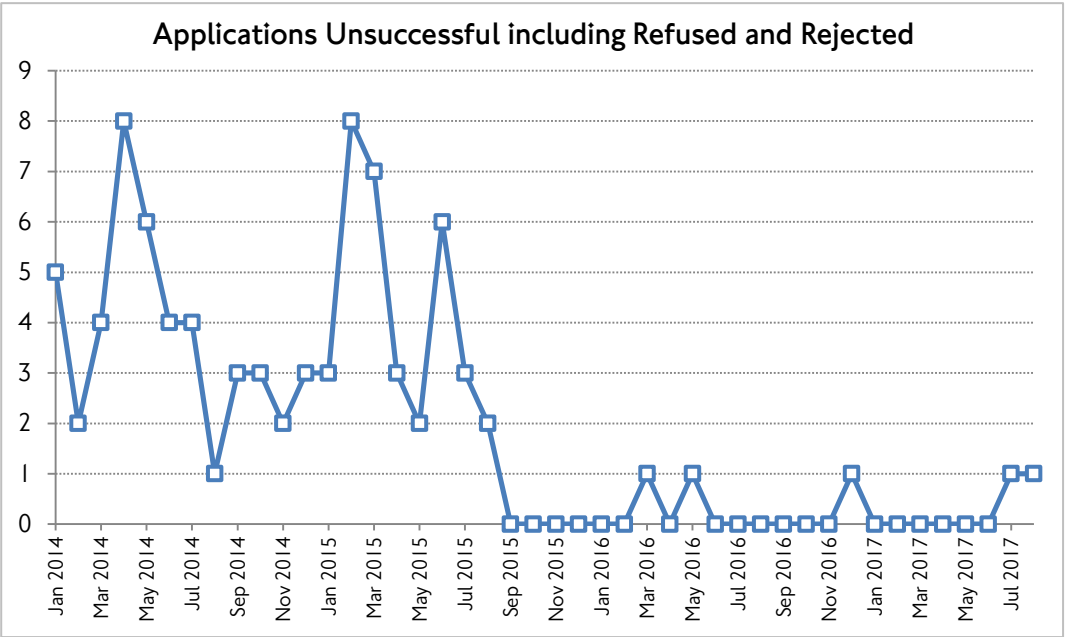


# Knowledge of London Update



## Applications Unsuccessful including Refused and Rejected

Month	2014	2015	2016	2017
Jan	5	3	0	0
Feb	2	8	0	0
Mar	4	7	1	0
Apr	8	3	0	0
May	6	2	1	0
Jun	4	6	0	0
Jul	4	3	0	1
Aug	1	2	0	1
Sep	3	0	0	
Oct	3	0	0	
Nov	2	0	0	
Dec	3	0	1	



Applications can be either refused or rejected for various reasons, but this usually occurs when candidates fail to meet set DBS, DVLA, or Medical requirements. Similarly, applicants who fail to respond when further information is requested are also refused. Each application received is reviewed on a case by case basis and the outcome of each application can also be dependant intel received from other external authorities.

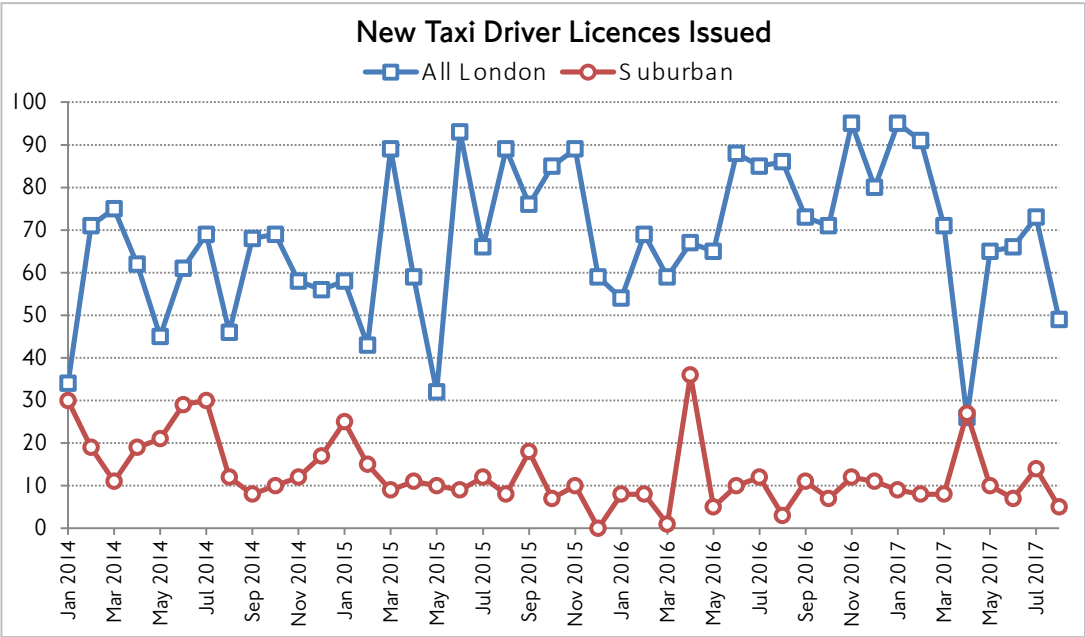


# Knowledge of London Update



## New Taxi Driver Licences Issued

Month	2014	2015	2016	2017
Jan	64	83	62	104
Feb	90	58	77	99
Mar	86	98	60	79
Apr	81	70	103	53
May	66	42	70	75
Jun	90	102	98	73
Jul	99	78	97	87
Aug	58	97	89	54
Sep	76	94	84	
Oct	79	92	78	
Nov	70	99	107	
Dec	73	59	91	



In August 2017, 46 Knowledge candidates passed their Final Appearance whilst 2 failed. The remaining new licences issued were due to people renewing their existing licence late.

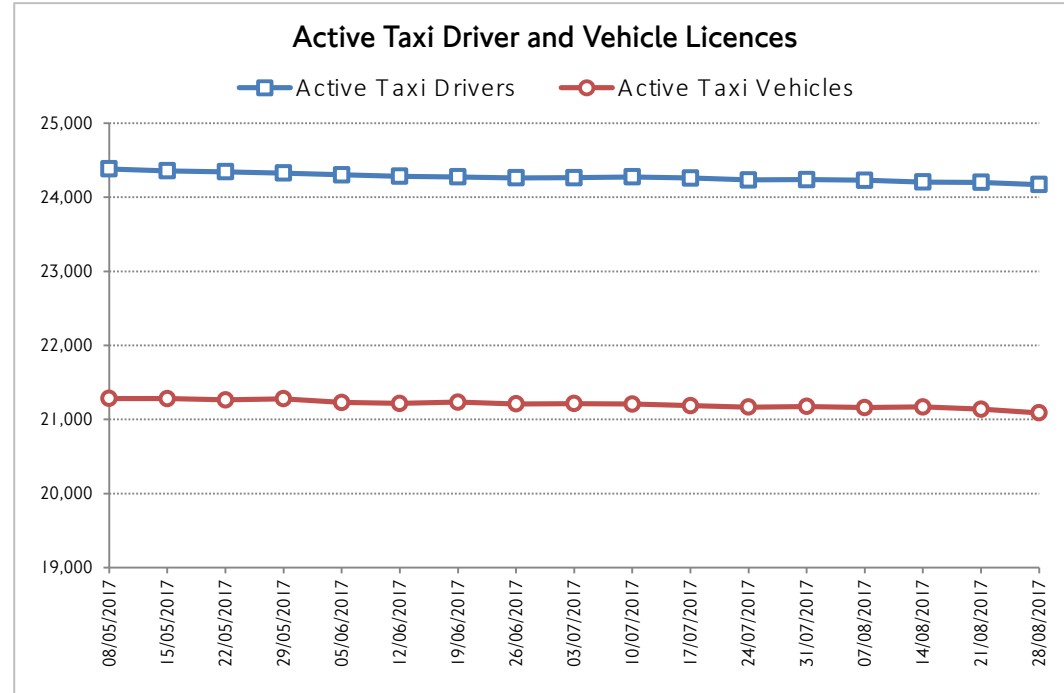


# Knowledge of London Update



## Active Taxi Driver and Vehicle Licences

Week Commencing	Active Taxi Drivers	All London	Suburban	Active Taxi Vehicles
08/05/2017	24,382	21,200	3,182	21,285
15/05/2017	24,356	21,183	3,173	21,283
22/05/2017	24,344	21,179	3,165	21,264
29/05/2017	24,326	21,156	3,170	21,279
05/06/2017	24,302	21,140	3,162	21,230
12/06/2017	24,283	21,134	3,149	21,218
19/06/2017	24,275	21,134	3,141	21,234
26/06/2017	24,262	21,124	3,138	21,210
03/07/2017	24,264	21,121	3,143	21,214
10/07/2017	24,275	21,131	3,144	21,209
17/07/2017	24,258	21,121	3,137	21,186
24/07/2017	24,234	21,098	3,136	21,167
31/07/2017	24,237	21,101	3,136	21,177
07/08/2017	24,229	21,096	3,133	21,162
14/08/2017	24,204	21,083	3,121	21,169
21/08/2017	24,201	21,077	3,124	21,140
28/08/2017	24,170	21,053	3,117	21,089







# Knowledge of London Update



## Active Taxi drivers with sectors passed

Sectors Passed	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
All London	21290	21257	21180	21148	21124	21089
Sector 1 - Enfield, Haringey and Waltham Forest	59	58	58	56	57	58
Sector 1 + Hackney extension	117	117	116	114	112	111
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	805	798	786	777	779	774
Sector 3: Bexley, Greenwich and Lewisham	291	292	290	288	288	286
Sector 4: Bromley	104	103	102	101	99	99
Sector 5: Croydon	226	224	222	222	223	223
Sector 6: Merton and Sutton	205	203	206	207	206	206
Sector 6 + Clapham extension	302	301	295	292	294	295
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	510	503	501	497	494	487
Sector 8: Ealing and Hillingdon	145	146	146	144	143	142
Sector 9: Barnet, Brent and Harrow	201	200	197	196	196	199
2 sectors	188	187	183	179	178	175
3 sectors	14	13	14	14	14	14
2 or more sectors + Hackney extension	19	19	19	20	18	18
2 or more sectors + Clapham extension	20	20	18	18	18	18
Total	24,496	24,441	24,333	24,273	24,243	24,194

Sector breakdown shown including All London as of the end of August 2017.

Full sector list available upon request.

'2 and 3 sectors' is a combination of more than 1 sector, e.g. Sector 2 + 3 and Sector 1 + 7 + 9