



AUGUST 20 18

# Taxi Operational Performance Seminar



EVERY JOURNEY MATTERS

## Notes

The Transport for London financial year consists of 13 four week reporting periods.

The information included in this presentation covers the first three periods of our financial year.

Period 01 – 01 April to 28 April

Period 02 – 29 April to 26 May

Period 03 – 27 May to 23 June

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

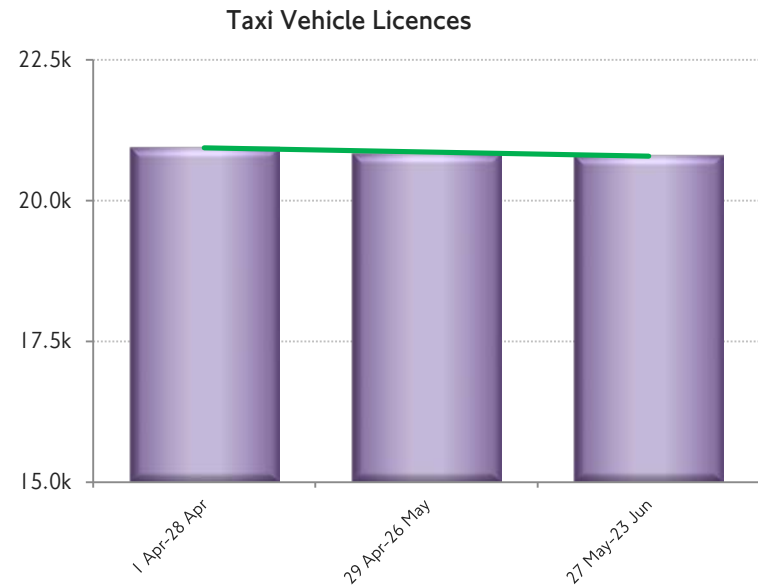


# Licensing



## Taxi licences

- As of 23 June, there were **23,710** licensed taxi drivers (**20,729** all London and **2,981** suburban)
- **20,800** taxi vehicles are also licensed.



## Taxi licence distribution

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

Sectors Passed	Apr-18	May-18	Jun-18
All London	20811	20812	20740
Sector 1 - Enfield, Haringey and Waltham Forest	55	53	53
Sector 1 + Hackney extension	105	107	108
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	737	734	733
Sector 3: Bexley, Greenwich and Lewisham	274	271	269
Sector 4: Bromley	97	98	97
Sector 5: Croydon	216	215	215
Sector 6: Merton and Sutton	195	196	194
Sector 6 + Clapham extension	292	291	291
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	464	464	455
Sector 8: Ealing and Hillingdon	140	142	142
Sector 9: Barnet, Brent and Harrow	193	191	192
2 sectors	165	161	160
3 sectors	11	11	11
2 or more sectors + Hackney extension	17	19	19
2 or more sectors + Clapham extension	19	18	17
Total	23,791	23,783	23,696

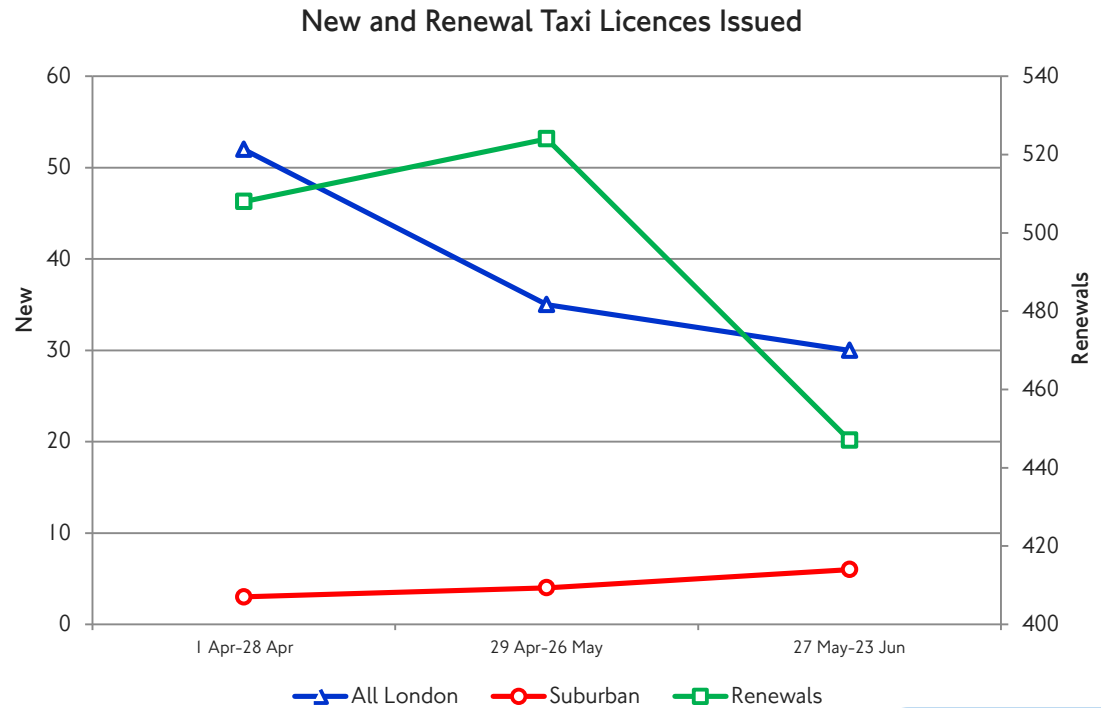
Drivers with more than one sector have been grouped together for ease of reference



## Licences Issued

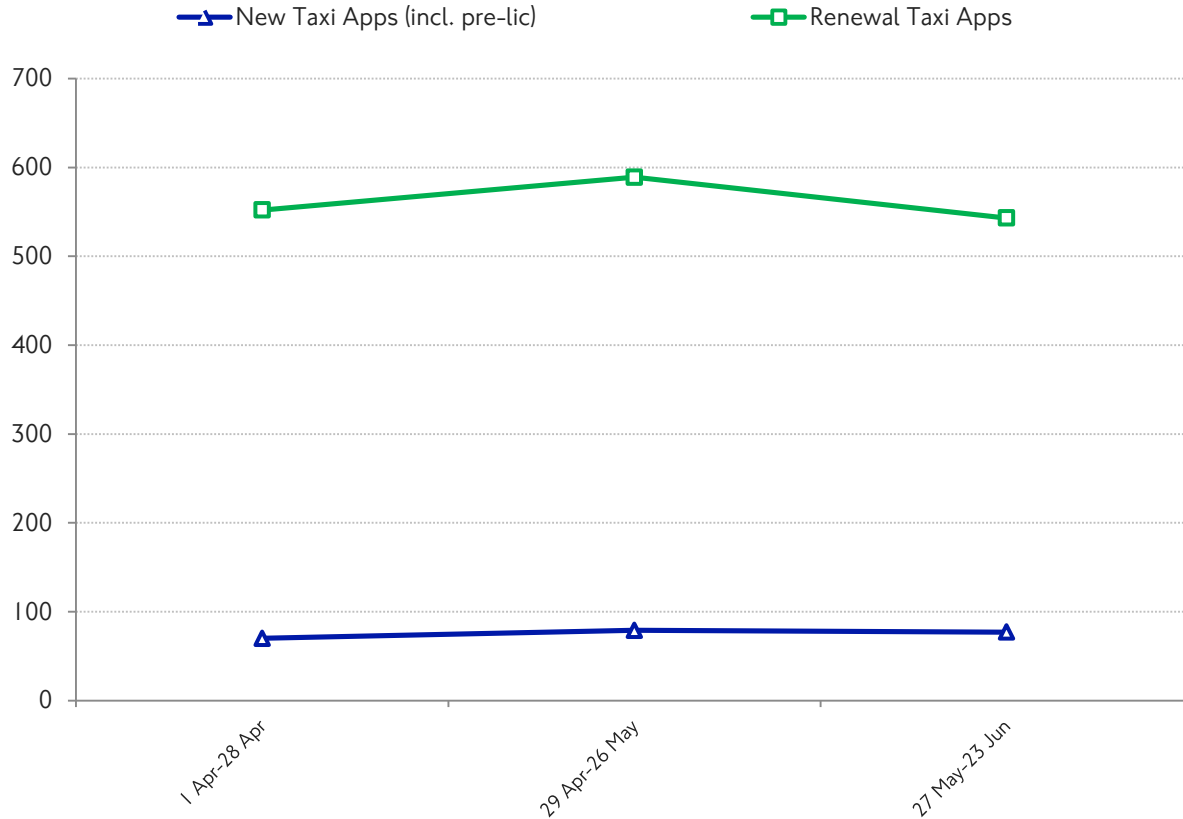
- An average of **536** new and renewal taxi driver licences were issued each period.
- The average number of licences issued over the last six periods is **609** per period.

Period	New A/L	New Sub	Renewal	Total
1 Apr-28 Apr	52	3	508	563
29 Apr-26 May	35	4	524	563
27 May-23 Jun	30	6	447	483



## Applications Received

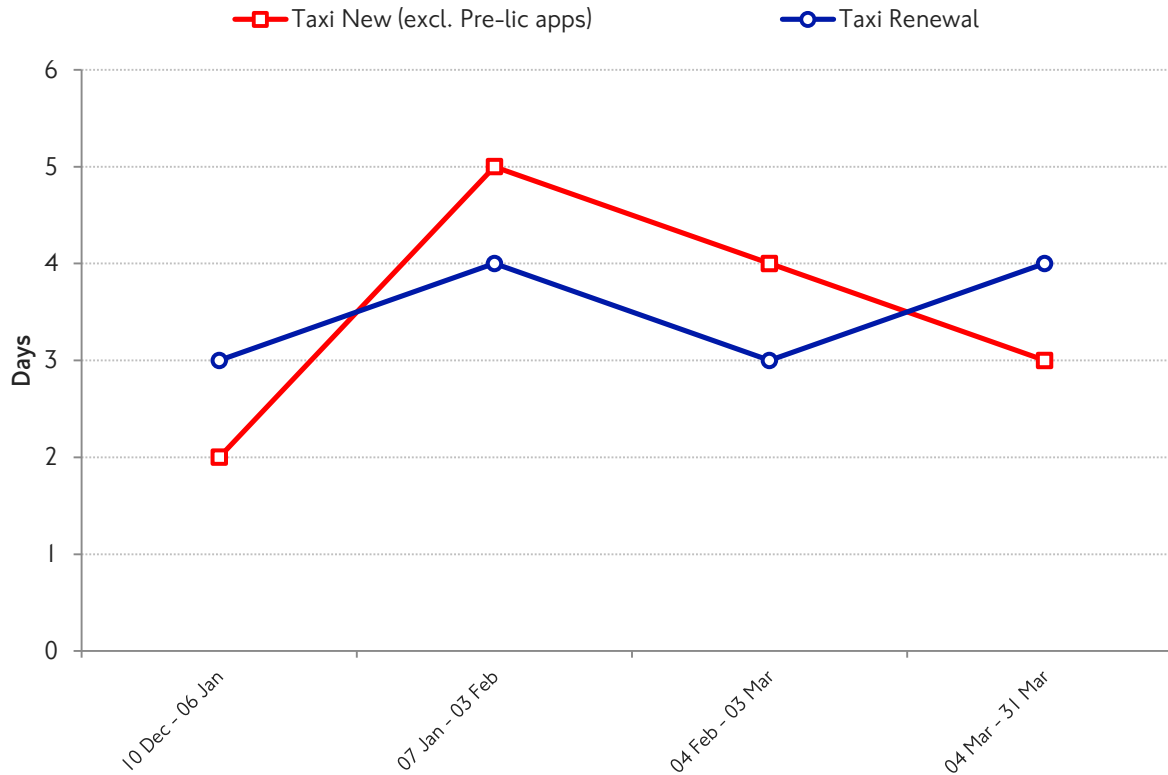
- From 1 April to 23 June we received **1,684** renewal applications and **226** new applications for a taxi driver licence.
- 34 per cent of all taxi driver applications were made online. This mainly consisted of renewal applications.



## Initial Assessments

- All taxi renewal applications are being processed within 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.





## Telephony

Due to the continued high volumes of calls and a temporary reduction in staff, the average speed of answer has exceeded two minutes. Five additional staff members have been recruited to increase the capacity of the team. Additional training is also being provided to ensure first time call resolution.

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)
08/04/2018	11,706	6,299	8,125	6,072	06:25	2,002	03:49	06:11
15/04/2018	12,354	7,285	9,174	7,599	04:30	1,537	03:27	06:04
22/04/2018	12,774	7,346	9,345	7,680	04:48	1,637	03:01	06:01
29/04/2018	15,378	7,692	11,028	7,876	07:35	3,118	03:51	05:35
06/05/2018	15,217	7,938	11,125	7,913	07:54	3,187	03:51	06:26
13/05/2018	13,628	7,353	9,329	7,360	06:13	1,900	03:08	06:17
20/05/2018	15,388	8,175	11,196	8,599	06:28	2,571	03:43	06:19
27/05/2018	16,892	9,006	12,183	8,879	07:51	3,275	03:54	06:16
03/06/2018	13,682	7,080	9,474	6,564	09:09	2,899	04:08	06:14
10/06/2018	16,219	8,385	11,560	7,802	09:54	3,745	04:26	06:27
17/06/2018	13,470	7,127	9,837	7,149	07:41	2,670	04:12	06:18
24/06/2018	12,626	7,274	9,421	8,062	04:12	1,332	03:10	06:24



## Knowledge Students

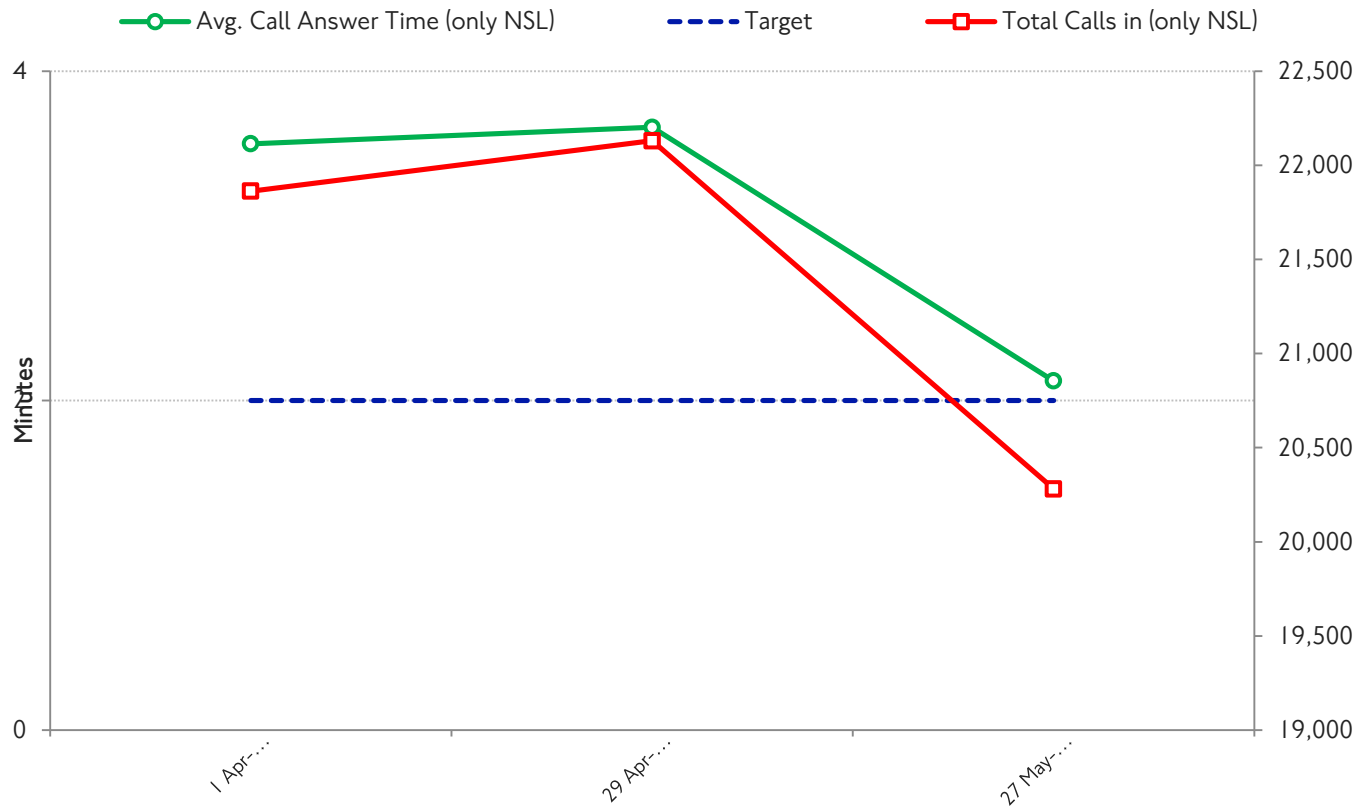
- The table below confirms the number of students currently studying the Knowledge.

Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	3,636	1,295	413	251	5,595
Sector 1: Enfield, Haringey and Waltham Forest	87	11	3	4	105
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	54	15	10	1	80
Sector 3: Bexley, Greenwich and Lewisham	64	16	9	5	94
Sector 4: Bromley	18	1	0	1	20
Sector 5: Croydon	74	8	1	0	83
Sector 6: Merton and Sutton	167	21	11	8	207
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	53	11	3	3	70
Sector 8: Ealing and Hillingdon	50	6	2	2	60
Sector 9: Barnet, Brent and Harrow	76	5	0	5	86
Total	4,279	1,389	452	280	6,400



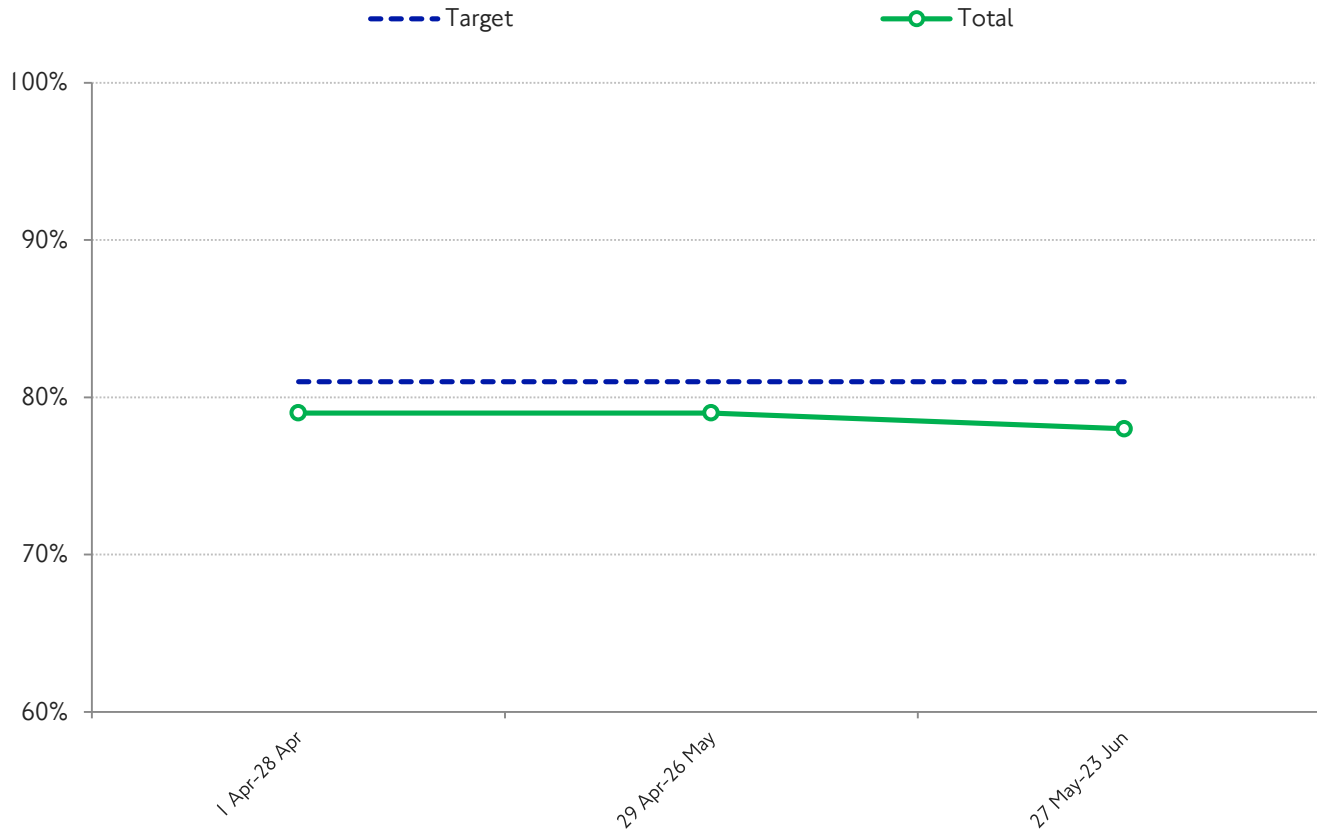
## Vehicle Inspection Telephony (Average Call Answer Time)

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



# Taxi Vehicle First Time Pass Rate

- The average pass rate over the past three periods is **78.5** per cent.



## Newly Registered ZEC Taxis

- As of 22 August 2018, there are 441 newly registered ZEC taxis.

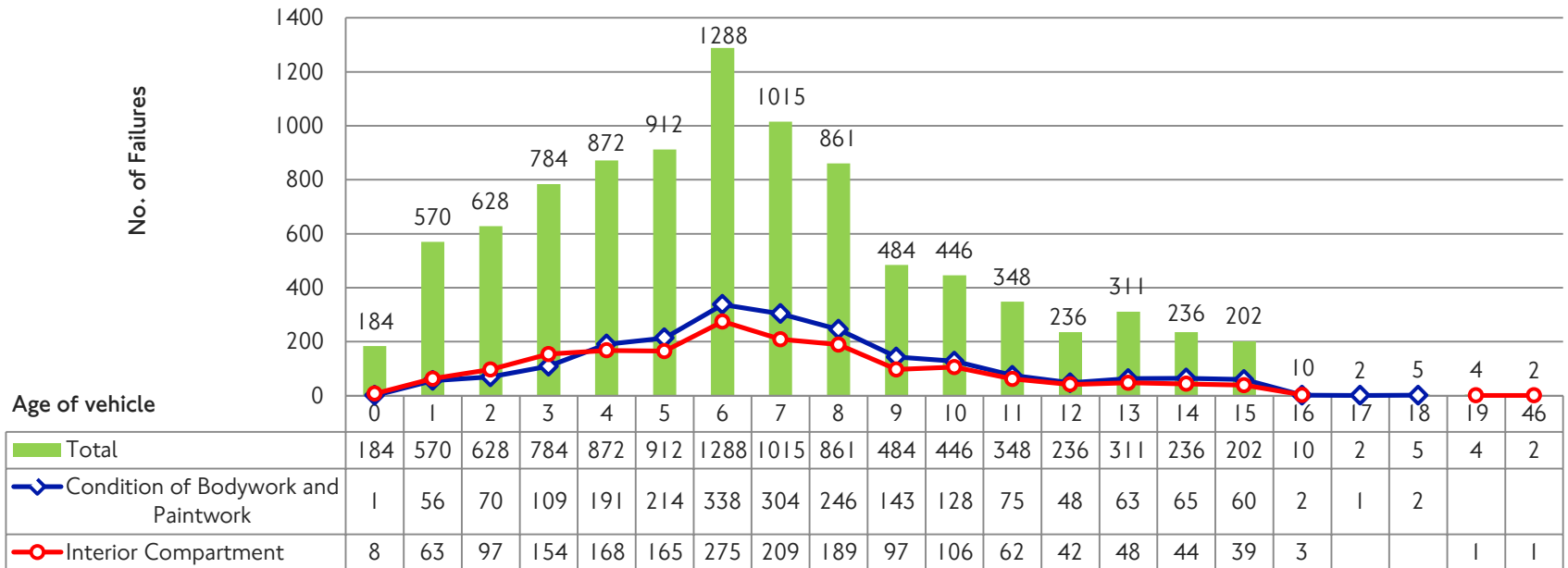


## Taxi Age Profile Vs First Inspection Failure Rates

The most common reasons for vehicle inspection failures between 1 April 2018 and 30 June 2018 are:

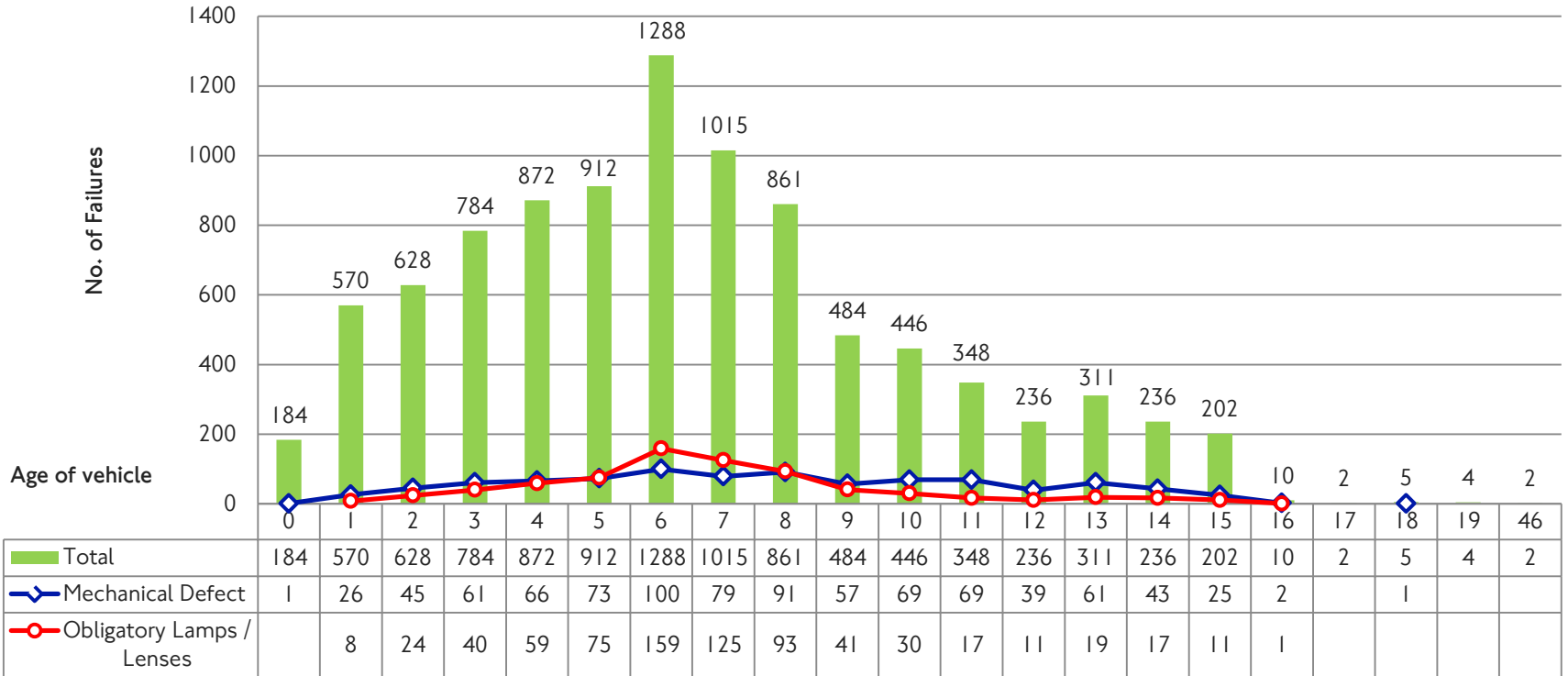
- Interior compartment and condition of bodywork failures (Graph 1)
- Mechanical defects and obligatory lamp/lens failures (Graph 2)

Graph 1: Totals against condition of bodywork and interior compartment



# Taxi Age Profile Vs First Inspection Failure Rates

Graph 2: Totals against mechanical defects and obligatory lamps/lenses



# Compliance and Enforcement update





## Taxi Driver and Vehicle checks

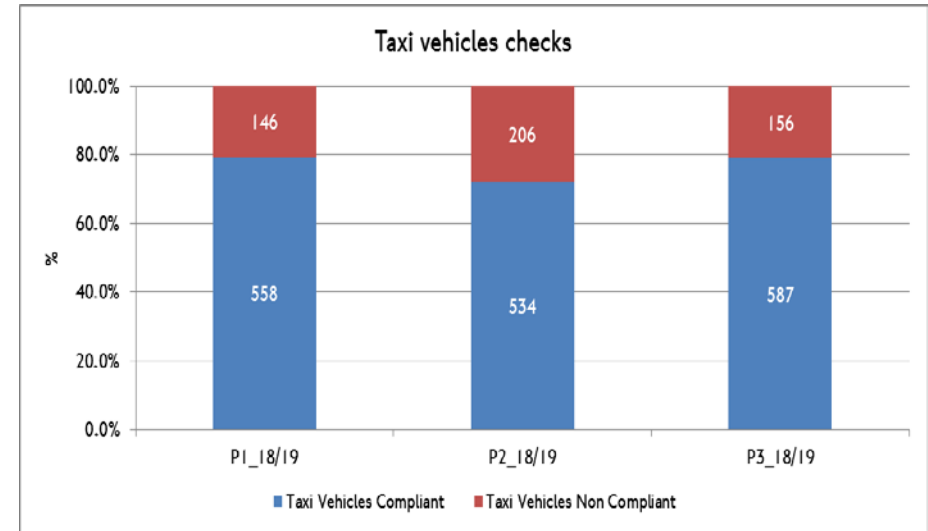
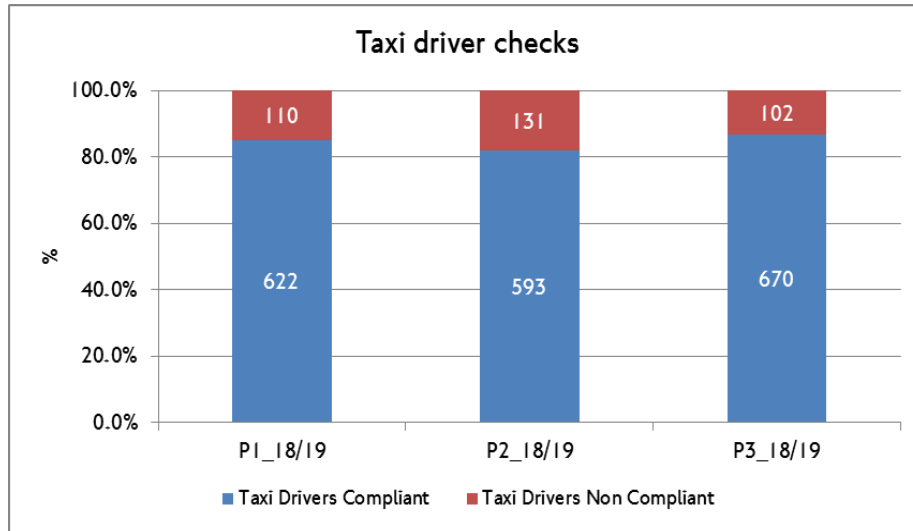
Over the last three periods, 343 drivers and 508 vehicles were reported for non-compliance.

Vehicle Checks Compliant % Compliant			
P1	704	558	79.3%
P2	740	534	72.2%
P3	743	587	79.0%
Total	2,187	1,679	76.8%

Driver Checks Compliant % Compliant			
P1	732	622	85.0%
P2	724	593	81.9%
P3	772	670	86.8%
Total	2,228	1,885	84.6%



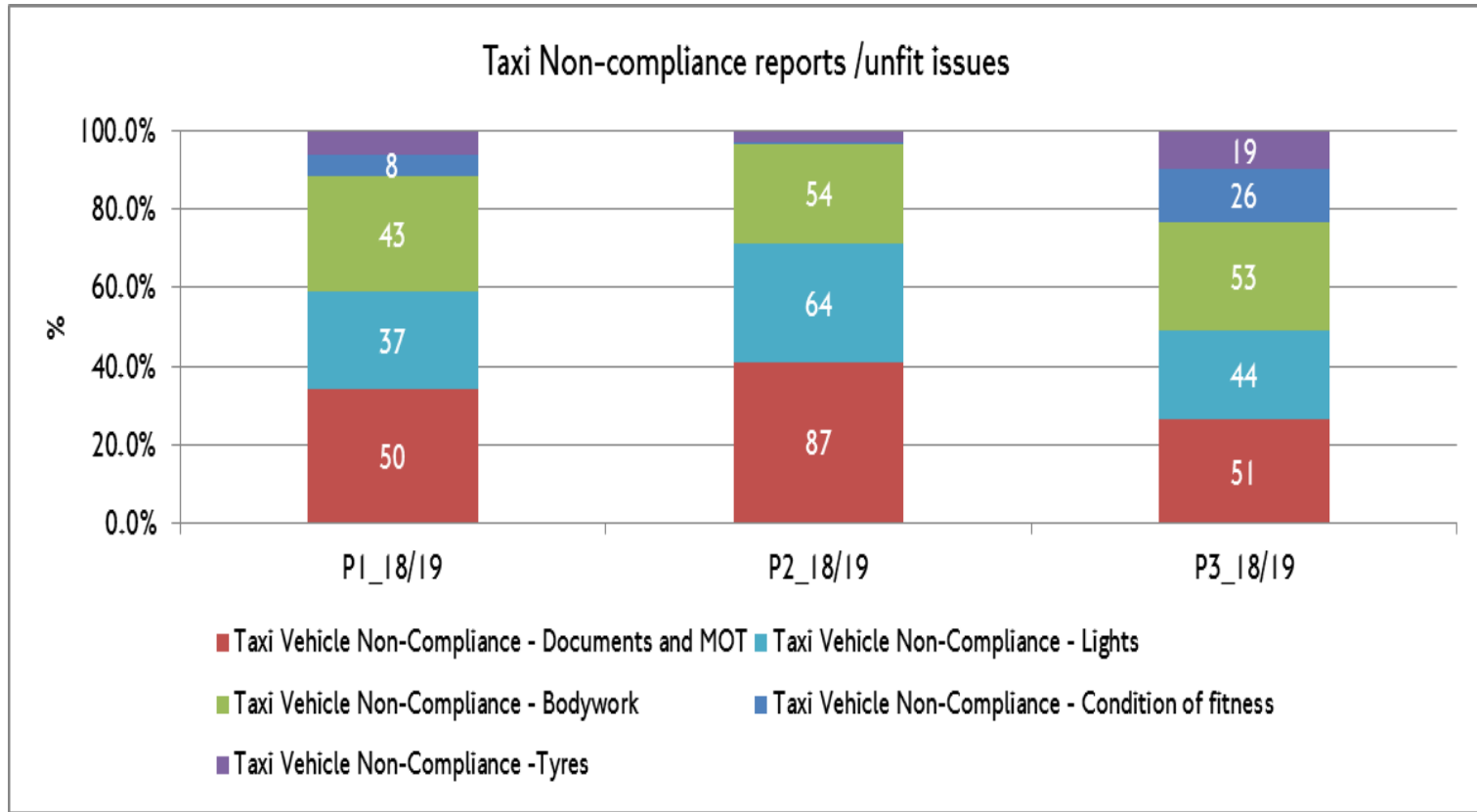
## Taxi Driver and Vehicle Compliance



The taxi driver compliance rate has averaged 85 per cent over the past three periods. The vehicle compliance rate has been 79 per cent with the exception of Period 2 where the compliance rate fell to 72 per cent.



## Highest Contributors of Vehicle Non-Compliance

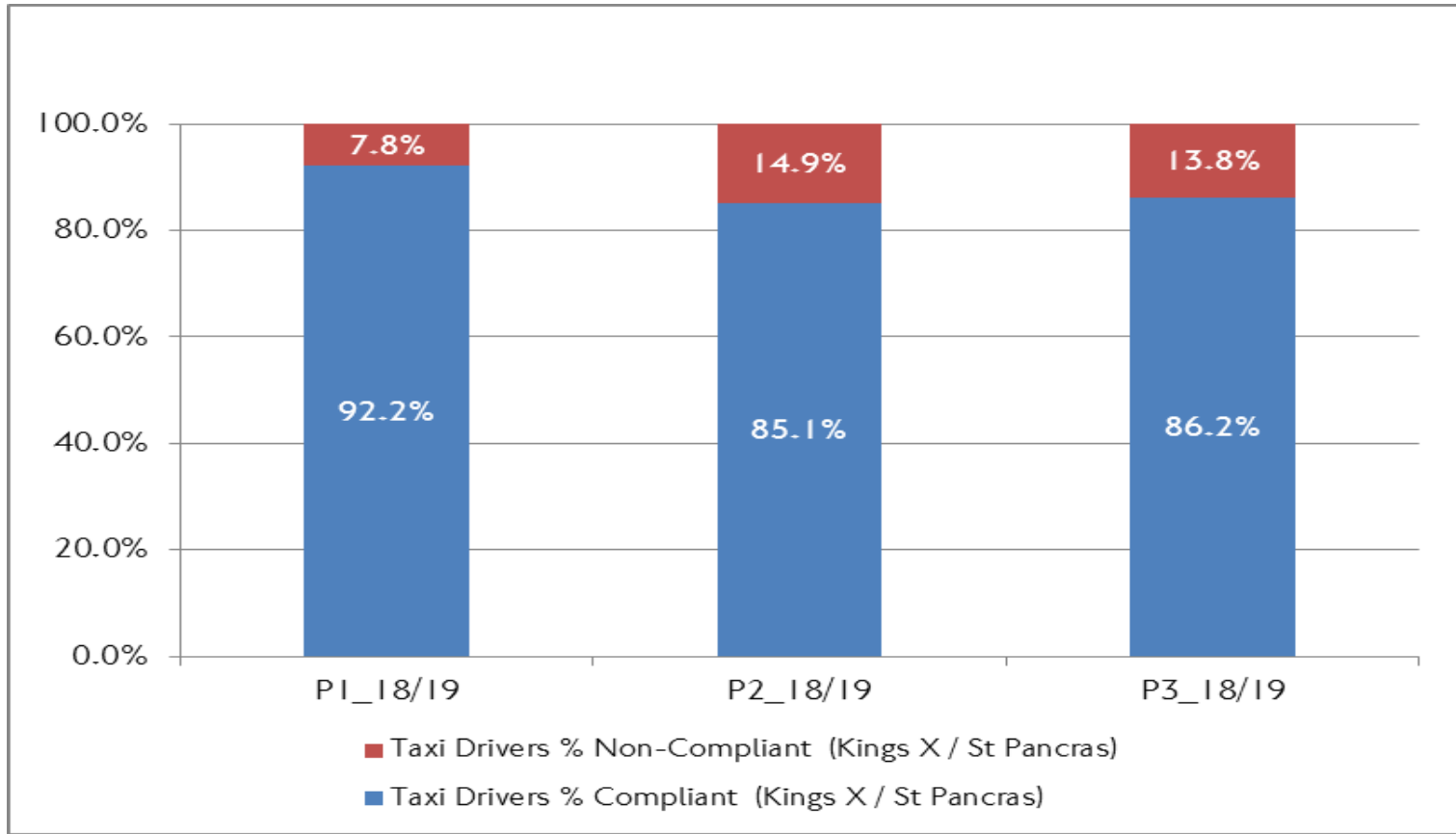


Non-compliance for taxi vehicles is primarily driven by not having second MOTs, vehicle lights and bodywork issues.

However, vehicle lights and bodywork issues have decreased when compared to the previous three periods.



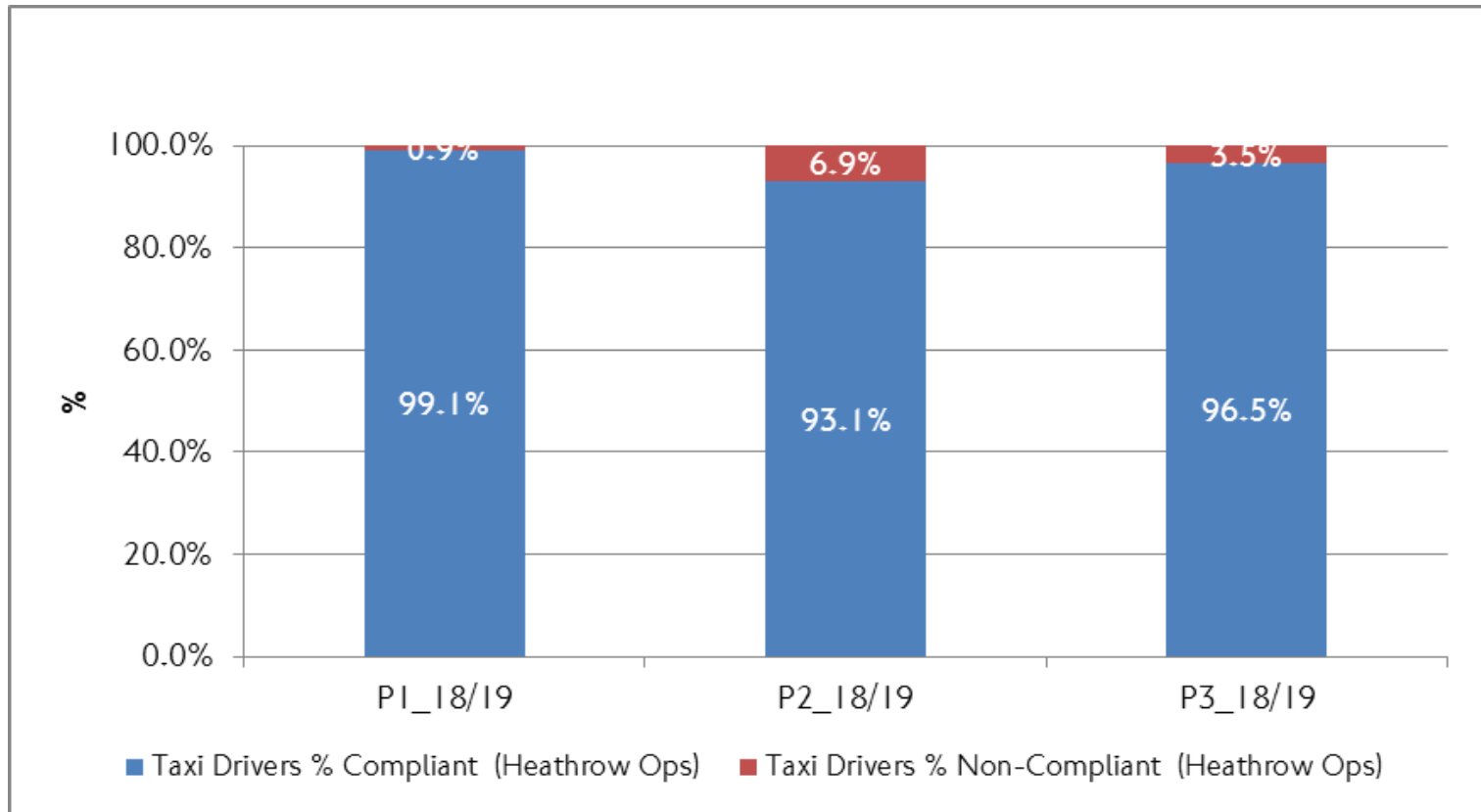
## Kings Cross St. Pancras Enforcement Results



Taxi driver compliance at King's Cross St. Pancras dropped from 92 per cent in Period 1 to 85 and 86 per cent in Periods 2 and 3 respectively.



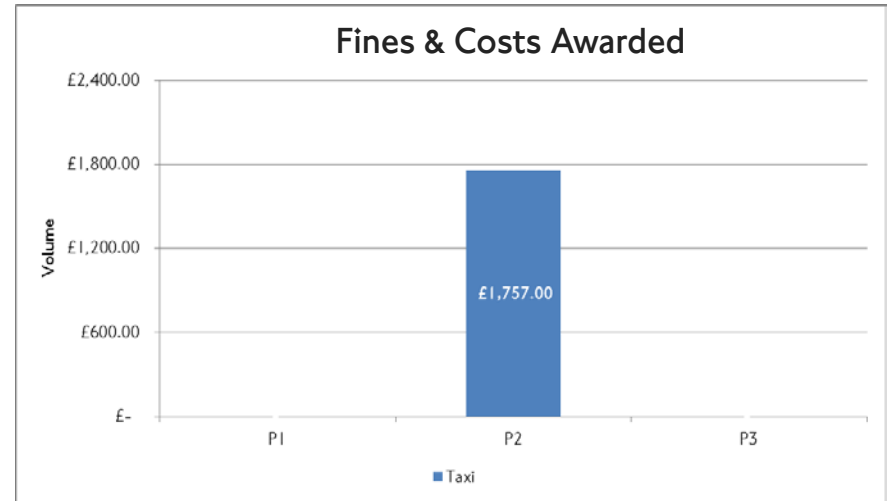
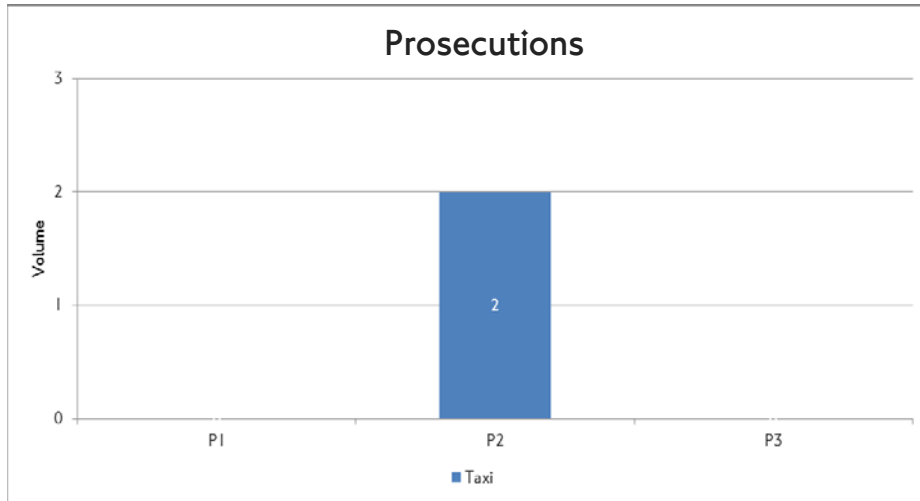
## Heathrow Enforcement Results



Checks conducted at Heathrow over the past three periods recorded 96 per cent of taxi drivers as compliant.



# Taxi Prosecutions Results



Due to case outcomes being delivered at different times, these results have a lead time of approximately three months.

There were two convictions in period 2, these were in relation to:

- Section 8 of the Metropolitan Police Carriage Act 1869 (a driver found to be working after their taxi driver's licence had expired).
- Section 165(4) of the Equality Act 2010 (overcharging a wheelchair user).

Note that these cases may be subject to appeal. There were no prosecutions in period 1 and 3.



# Road and Transport Policing Command

## TPH-Policing Team Results

	Checks	Compliant	% Compliant
PHV Stopped	3,384	2,142	63.3%
Taxis Stopped	722	424	58.7%
<b>Activity Outcome</b>			<b>18/19</b>
No hire & reward Insurance			0
Vehicles seized			0
Drivers reported to TPH for licence action			400 (taxi and PHV)
TORs Offence	Taxi	PHV	Other
Mobile phone	25	9	22
Defective tyres	0	26	2
Miscellaneous	4	21	26
No Insurance	0	2	33
Red Traffic lights	3	4	3
Seatbelt	0	6	6
Obscured Vision	3	139	0
Controlled Crossing	19	216	1
Fog Lights	0	59	2
Not in proper control	0	0	0
Excess Speed	0	0	0
<b>Total</b>	<b>55</b>	<b>481</b>	<b>95</b>



# City of London Police Activities

	Checks	Compliant	% Compliant
PHV Stopped	1,540	1,261	81.9%
Taxis Stopped	399	314	78.7%
<b>Activity Outcome</b>			<b>18/19</b>
No hire & reward Insurance			1
Vehicles seized			1
Drivers reported to TPH for licence action			198
TORs Offence	Taxi	PHV	
Mobile phone	0	0	
Defective tyres	1	5	
Misc	0	0	
No Insurance	0	0	
Red Traffic lights	1	0	
Seatbelt	0	0	
Obscured Vision	0	0	
Controlled Crossing	0	0	
Fog Lights	0	0	
Not in proper control	0	0	
Excess Speed	1	0	
<b>Total</b>	<b>3</b>	<b>5</b>	

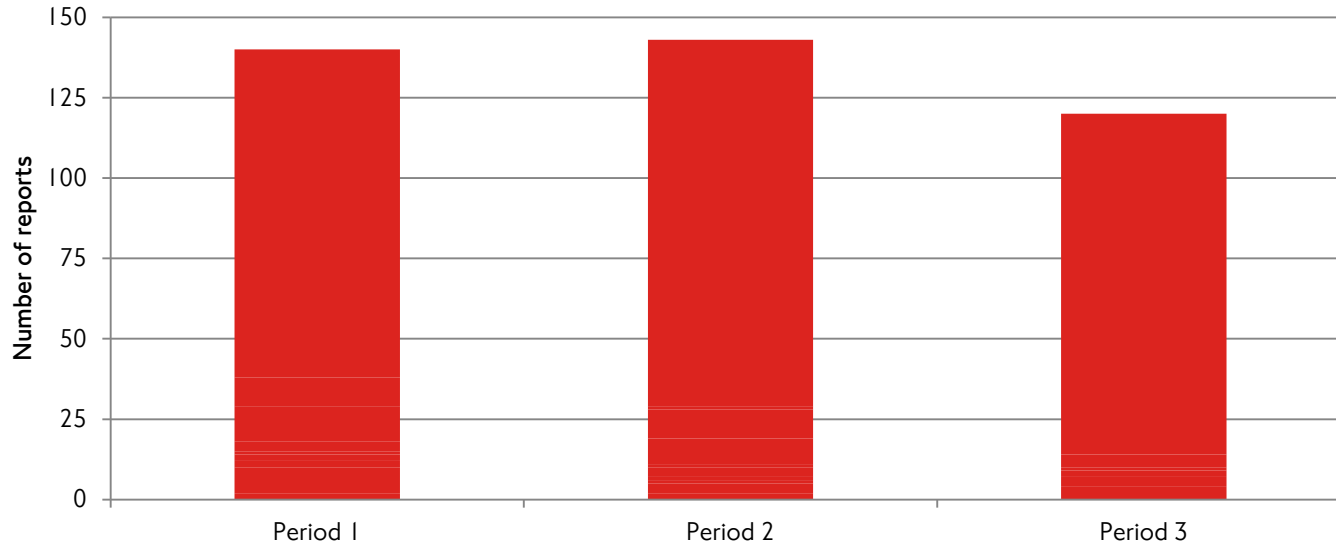




# Intelligence Update



## 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.)

Category	Period 1	Period 2	Period 3
Badges	2	2	0
Driver ASB	8	3	4
Driver non-compliance	2	1	3
Identifiers	2	1	0
Non-specific	1	3	0
Over-ranking	3	1	2
PHV parking	11	8	1
Taxi parking	9	9	4
Taxi rank signage	2	1	0
Touting/plying for hire	100	114	106

Unless otherwise stated, categories cover both taxi and private hire



## Taxi & Private Hire Intelligence Pan-London

