



FEBRUARY 20 19

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 07 – 16 September to 13 October

Period 08 – 14 October to 10 November

Period 09 – 11 November to 08 December

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

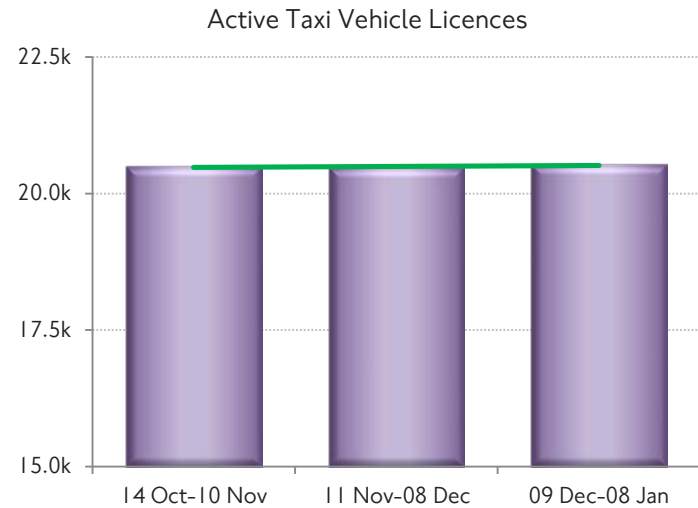
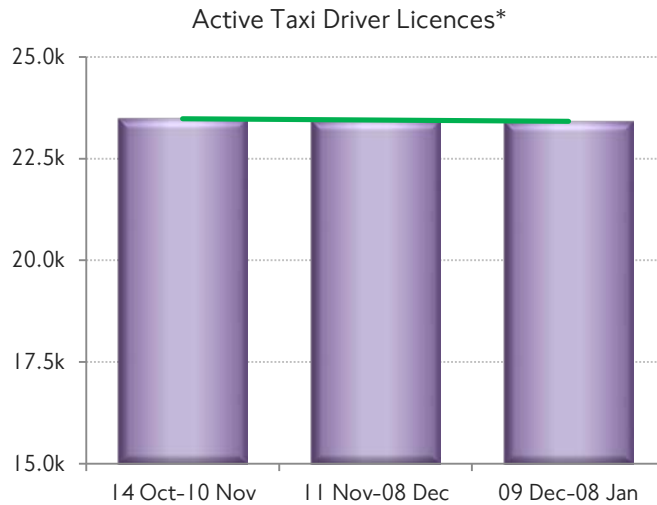


Licensing update



Taxi licences

- As of 8 December, there were **23,422** licensed taxi drivers (**20,508** all London and **2,914** suburban)
- **20,525** taxi vehicles are also licensed.



Taxi licence distribution

Sectors Passed	Oct-18	Nov-18	Dec-18
All London	20,574	20,547	20,514
Sector 1 - Enfield, Haringey and Waltham Forest	51	50	50
Sector 1 + Hackney extension	106	107	107
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	712	715	708
Sector 3: Bexley, Greenwich and Lewisham	264	265	264
Sector 4: Bromley	93	94	95
Sector 5: Croydon	208	207	206
Sector 6: Merton and Sutton	186	187	188
Sector 6 + Clapham extension	290	289	290
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	449	445	446
Sector 8: Ealing and Hillingdon	139	138	137
Sector 9: Barnet, Brent and Harrow	193	190	191
2 sectors	155	154	154
3 sectors	11	12	11
2 or more sectors + Hackney extension	19	18	19
2 or more sectors + Clapham extension	18	18	18
Total	23,468	23,436	23,398

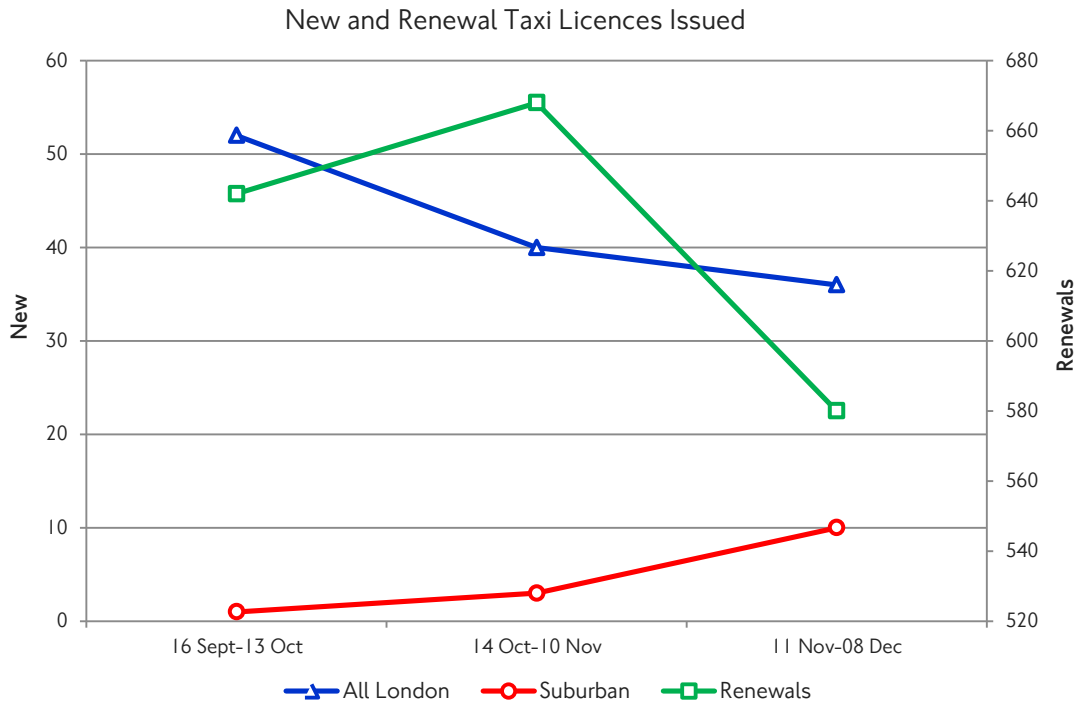
The table above confirms the number of licensed taxi drivers broken down by badge type (All London and Suburban).

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



Licences Issued

- An average of **677** new and renewal taxi driver licences were issued each period.
- The average number of licences issued over the last six periods is **584** per period.

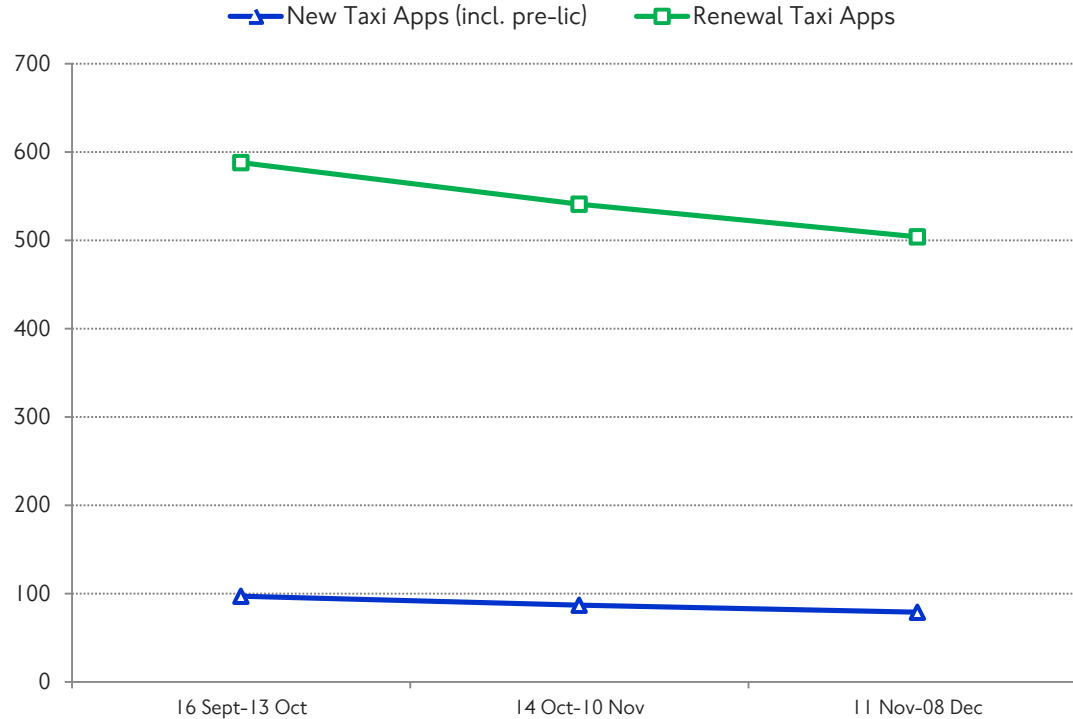


Period	New A/L	New Sub	Renewal	Total
Period 7	52	1	642	695
Period 8	40	3	668	711
Period 9	36	10	580	626



Applications Received

- From 16 September to 08 December we received **1,633** renewal applications and **263** new applications received for a taxi driver licence.*
- 48 percent of all taxi driver applications were made online. This mainly consisted of renewal applications.



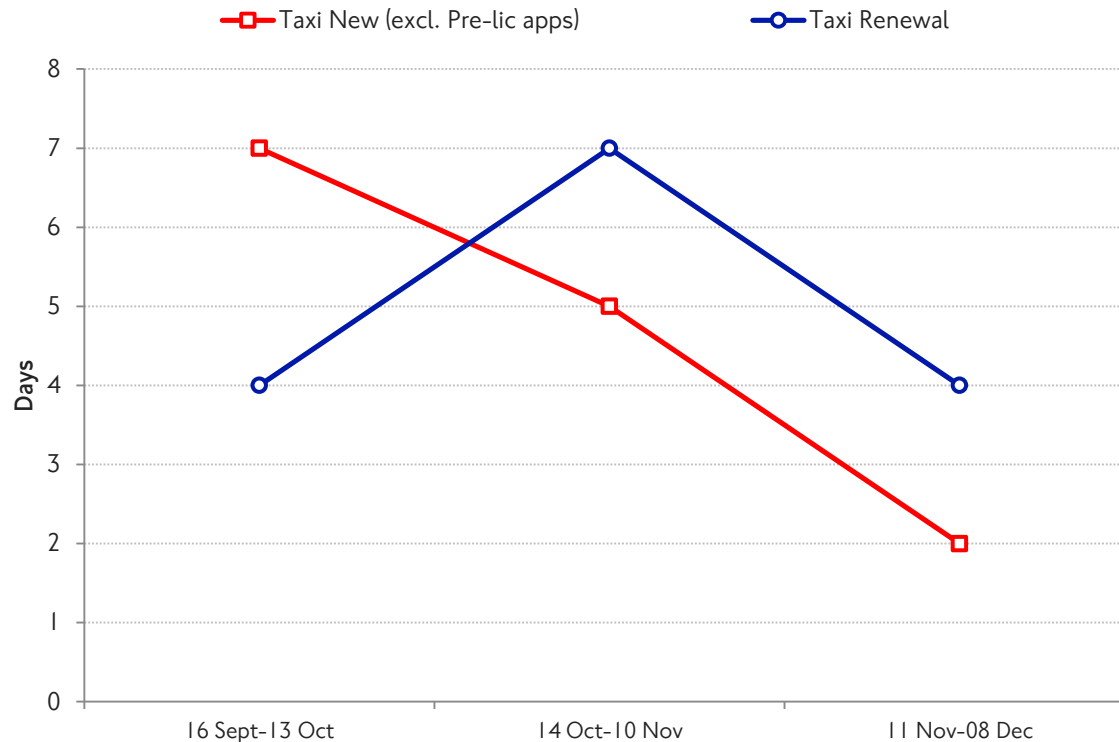
*New applications are not indicative of the number of Knowledge of London applicants. The total number will include incomplete applications and any that are withdrawn due to administrative error.



Initial Assessments

- All taxi renewal applications are being processed within five 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 Handling Time (mm:ss)
23/09/2018	41,595	10,190	9,450	5,492	25:44	3,916	09:08	07:43
30/09/2018	42,920	10,479	10,725	5,232	34:30	5,447	13:31	07:37
07/10/2018	42,042	10,402	9,416	4,728	33:25	4,561	13:03	07:43
14/10/2018	44,730	10,245	10,584	4,762	41:01	5,757	16:08	07:34
21/10/2018	41,383	9,662	8,108	4,125	35:18	3,971	00:14	07:55
28/10/2018	29,458	9,094	8,999	5,301	24:01	3,678	00:10	07:28
04/11/2018	31,396	8,989	9,289	5,090	30:22	4,113	00:13	07:57
11/11/2018	28,002	8,959	8,780	5,211	24:07	3,538	00:10	07:44
18/11/2018	23,303	8,442	9,683	5,678	23:29	3,984	10:08	07:28
25/11/2018	20,890	7,878	8,315	5,121	21:19	3,185	09:42	07:27
02/12/2018	22,583	8,005	8,529	5,081	24:19	3,434	10:47	07:30
09/12/2018	21,723	8,060	8,761	5,941	14:08	2,807	07:27	07:18



Knowledge Students

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

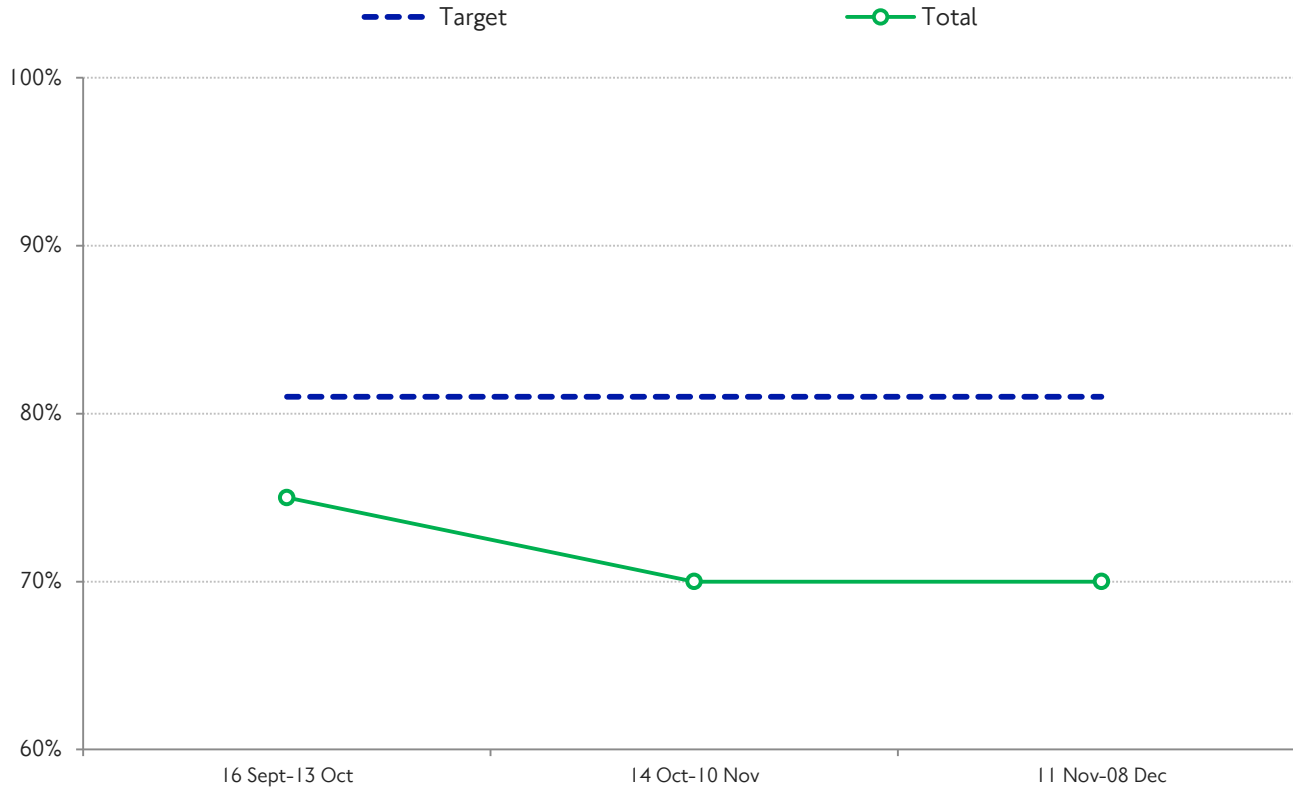
Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	2,709	1,195	369	222	4,495
Sector 1: Enfield, Haringey and Waltham Forest	38	8	4	3	53
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	46	11	6	2	65
Sector 3: Bexley, Greenwich and Lewisham	24	13	8	7	52
Sector 4: Bromley	4	1	0	0	5
Sector 5: Croydon	37	6	0	4	47
Sector 6: Merton and Sutton	148	16	6	16	186
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	43	8	3	4	58
Sector 8: Ealing and Hillingdon	13	6	1	2	22
Sector 9: Barnet, Brent and Harrow	20	6	0	3	29
Total	3,082	1,270	397	263	5,012

- Please note: the total number of Knowledge applicants at the preliminary stages of their application (pre stage 3) may include applications that are no longer active.
- We are undertaking a wider piece of work to identify and suspend those applications that are no longer active.



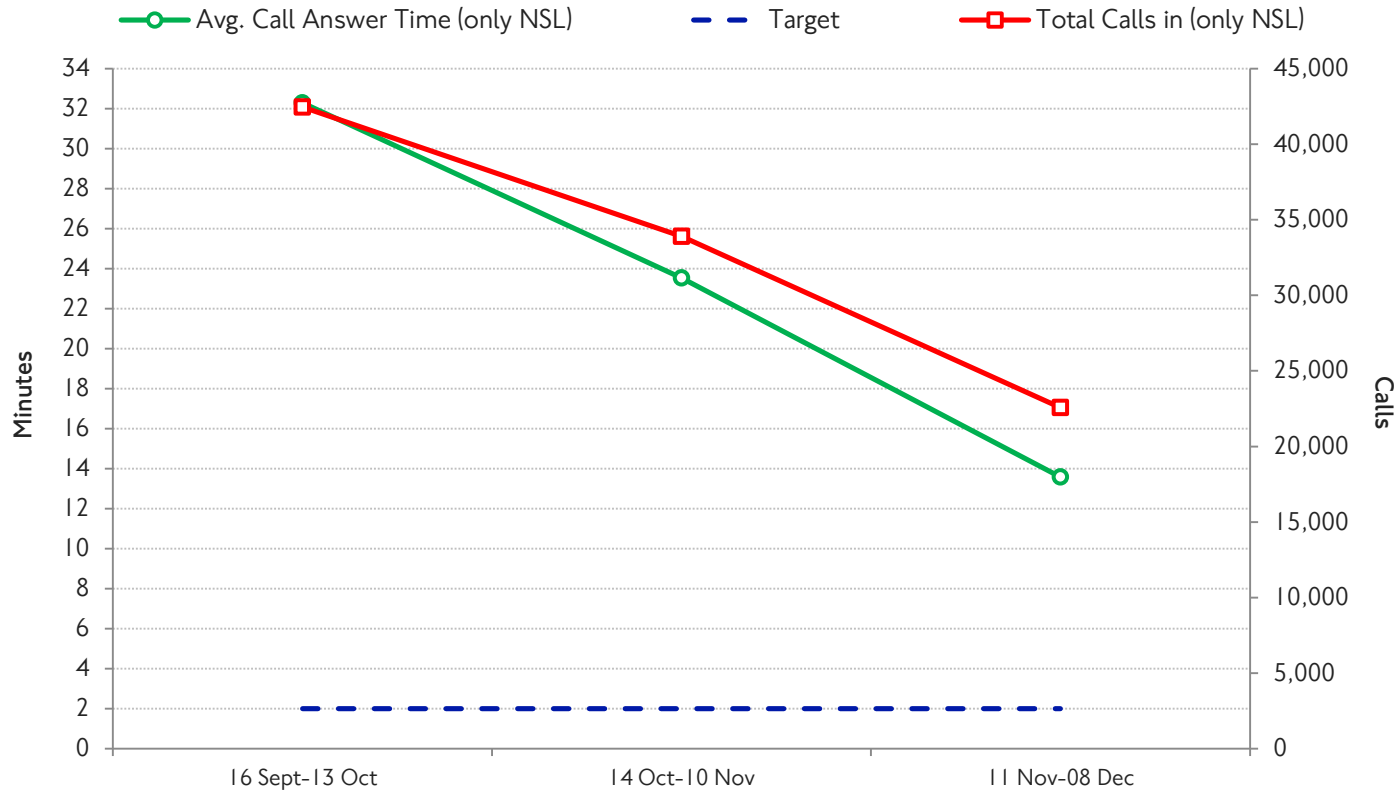
Taxi Vehicle First Time Pass Rate

- The average pass rate over the past three periods is **72** percent.



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 a reduction in call answer times.
TfL has made recommendations on how call handling time can be improved which NSL is reviewing.



Newly Registered ZEC Taxis

- There have been an average of 165 licensed ZEC taxis over the past three periods
- As of 01 October to 31 December 2018, there were 494 licensed ZEC taxis

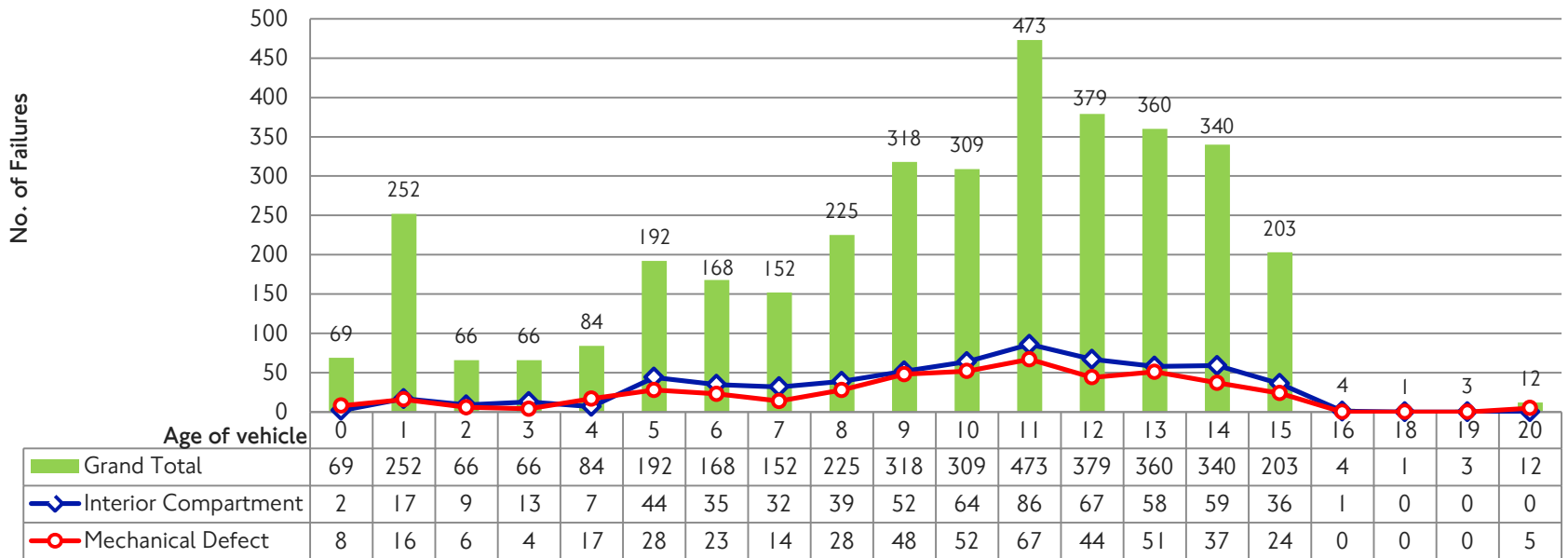


Taxi Age Profile Vs First Inspection Failure Rates

The most common reasons for vehicle inspection failures between 01 October to 31 December 2018 are:

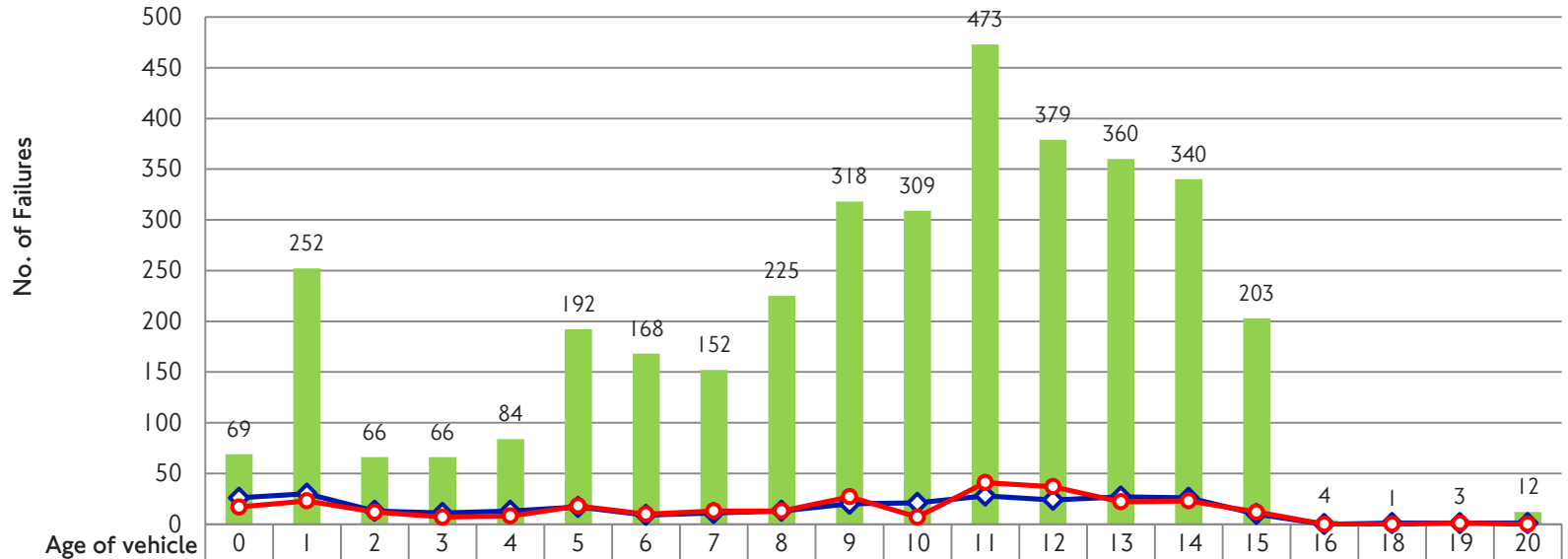
Interior compartment, mechanical defects, documents and taximeter & associated fittings failures. These are plotted against the total number of inspection failures and the age of the taxi fleet in the two graphs that follow.

Graph 1: Totals against Interior Compartment and Mechanical Defect



Taxi Age Profile Vs First Inspection Failure Rates

Graph 2: Totals against Documents and Taximeter & Associated Fittings



Grand Total	69	252	66	66	84	192	168	152	225	318	309	473	379	360	340	203	4	1	3	12
Documents	26	30	13	11	13	17	9	11	13	20	21	28	24	27	26	10	0	1	1	1
Taximeter and Associated Fittings	17	23	12	7	8	18	10	13	13	27	7	41	37	22	23	12	0	0	1	0



Compliance & Enforcement update



Total Taxi Driver / Vehicle checked

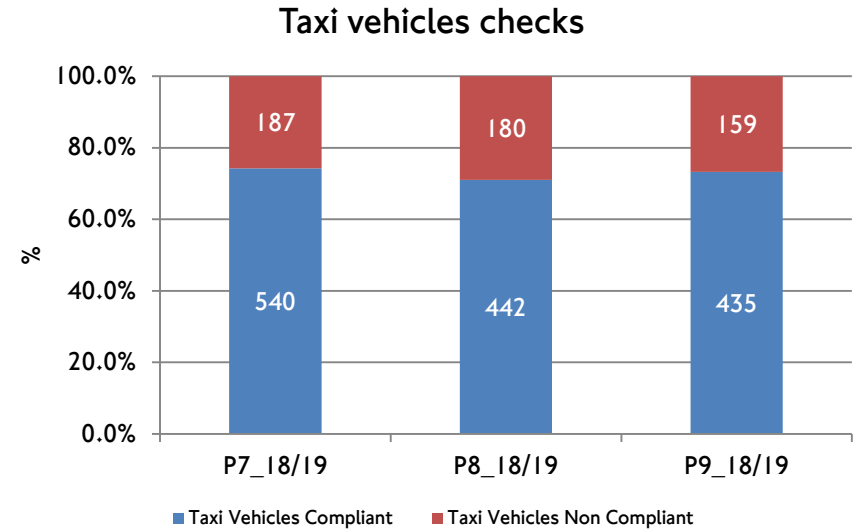
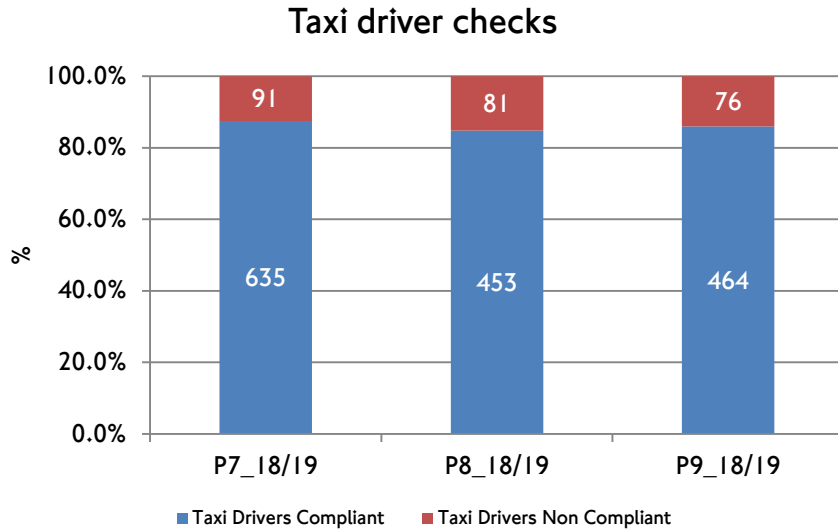
Driver	Checks	Compliant	% Compliant
P7	726	635	87.5
P8	534	453	84.8
P9	540	464	85.9
Total	1,800	1,552	86.2

Vehicle	Checks	Compliant	% Compliant
P7	727	540	74.3
P8	622	422	71.1
P9	594	435	73.2
Total	1,943	1,417	72.9

There has been a reduction in the number of driver and vehicle checks in the last three periods, however the compliance rate of drivers has increased by nearly four per cent compared to the previous three periods.



Taxi driver and vehicle checks

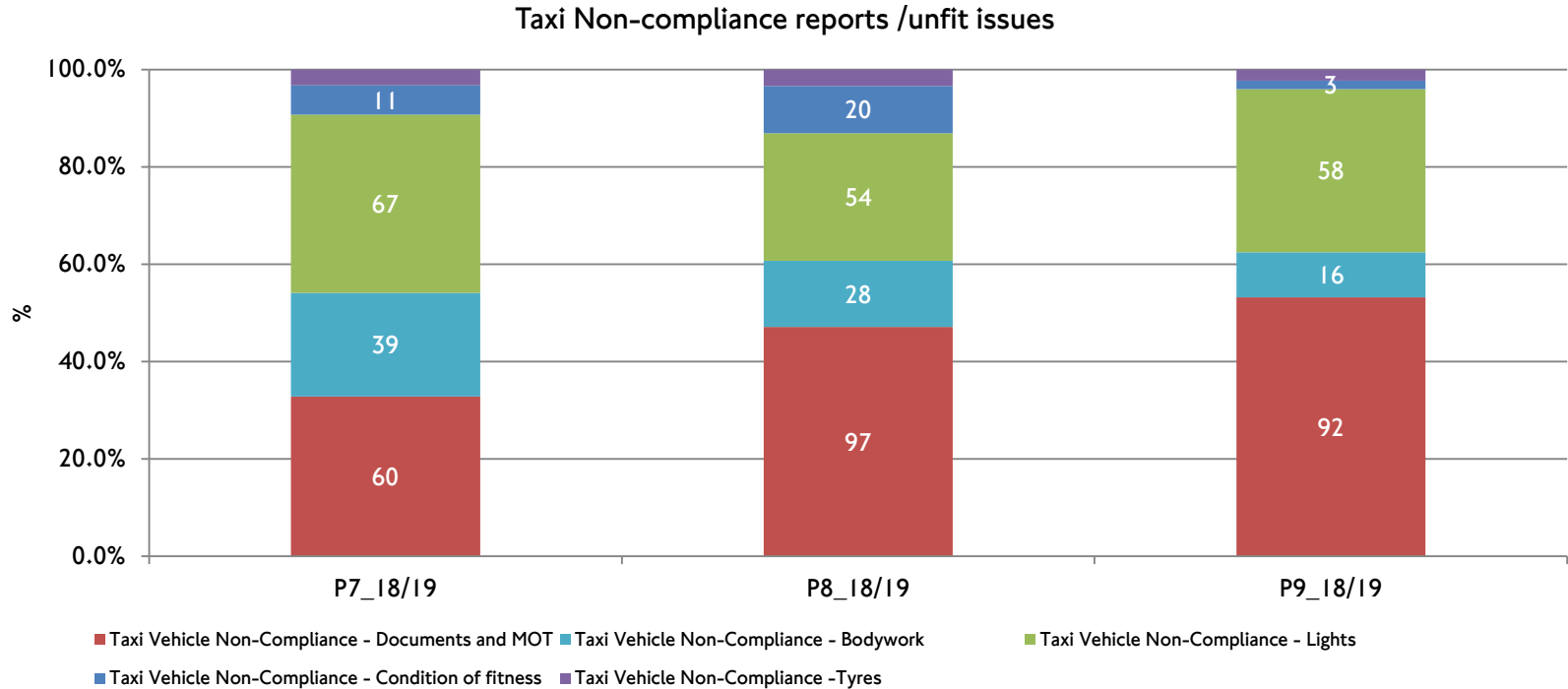


Since P1- P9 the taxi driver compliance rate has remained in the mid to low 80 per cent range.

For the same period, vehicle compliance rates have fluctuated between 70 to 79 per cent.



Taxi compliance – highest contributors of vehicle non compliance

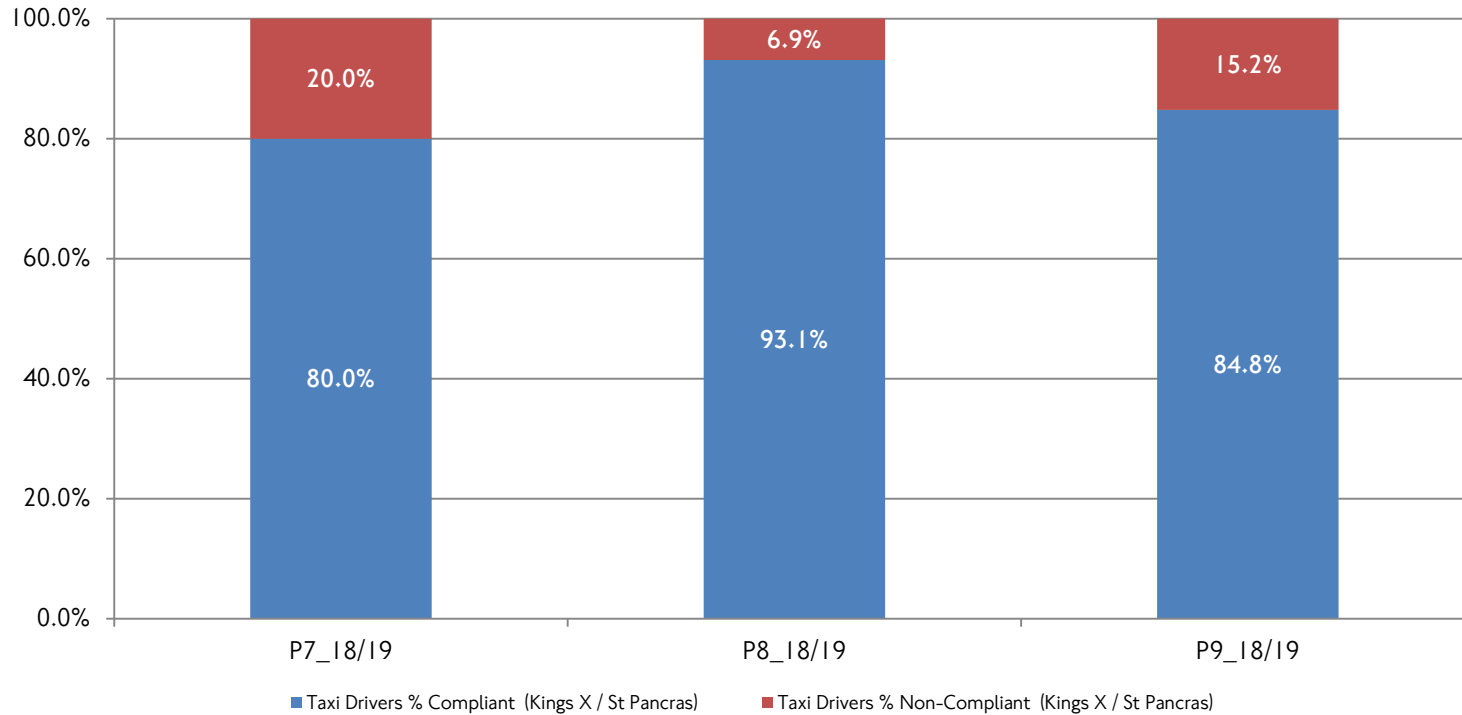


Non-compliance for taxi vehicles has primarily been driven by no second MOT's, lights and bodywork issue. Over the last three periods, bodywork non-compliance has decreased and lights have increased.



Kings Cross / St. Pancras enforcement results

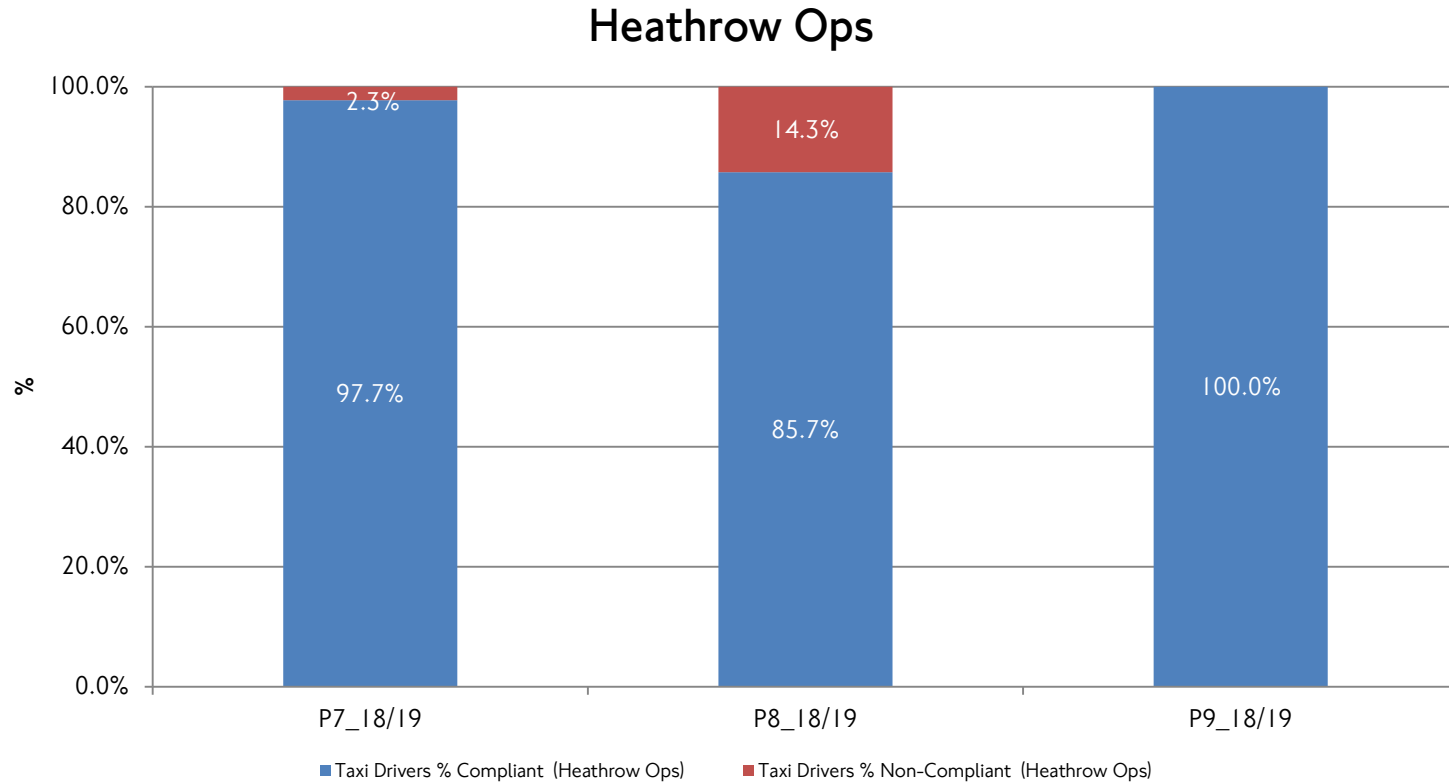
King Cross/ St. Pancras



From P7-P9 the compliance rate at Kings Cross has increased compared to the previous three periods.



Heathrow enforcement results



The percentage of taxi drivers compliant from P7-P9 is the highest it has been this financial year, with compliance rate reaching 97.7 per cent in P7 and 100 per cent in P9.



Road and Transport Policing Command – TPH-Policing Team results Oct – Dec 18

	Checks	Compliant	% Compliant
Taxis Stopped	588	510	86.7

Activity Outcome	18/19
No hire & reward Insurance	3
Vehicles seized	3
Drivers reported to TPH for license action	18

TORs Offence	Taxi
Mobile phone	16
Defective tyres	5
Misc	2
No Insurance	0
Red Traffic lights	0
Seatbelt	0
Obscured Vision	3
Controlled Crossing	22
Fog Lights	0
Not in proper control	0
Excess Speed	0
Total	48



City of London Police activities Oct – Dec 18

	Checks	Compliant	% Compliant
Taxis Stopped	153	138	90.2

Activity Outcome	18/19
No hire & reward Insurance	0
Vehicles seized	0
Drivers reported to TPH for licence action	0

TORs Offence	Taxi
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	4
Total	4

