



MAY 2018

# Taxi Operational Performance Seminar



EVERY JOURNEY MATTERS



Unless otherwise stated the information contained in this presentation covers the fourth quarter of our financial year, running from 10 December to 31 March. 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 10 – 10 December to 06 January

Period 11 – 07 January to 03 February

Period 12 – 04 February to 03 March

Period 13 – 04 March to 31 March



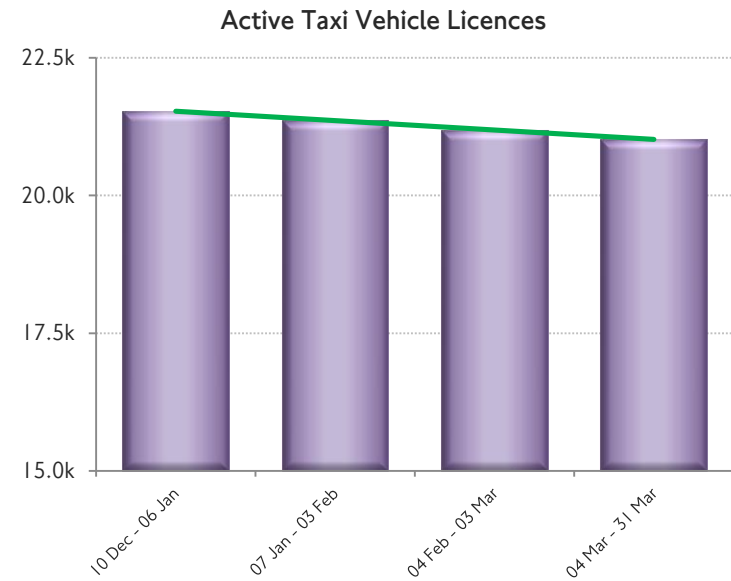
# Licensing





## Active Licences

- As of 31 March, there were **23,826** active taxi drivers (**20,803** All London and **3,023** Suburban).
- **21,026** 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	Jan-18	Feb-18	Mar-18
All London	20949	20903	20831
Sector 1 - Enfield, Haringey and Waltham Forest	58	57	55
Sector 1 + Hackney extension	111	109	106
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	751	743	739
Sector 3: Bexley, Greenwich and Lewisham	280	278	276
Sector 4: Bromley	97	97	97
Sector 5: Croydon	220	220	220
Sector 6: Merton and Sutton	203	205	203
Sector 6 + Clapham extension	294	293	288
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	465	467	461
Sector 8: Ealing and Hillingdon	144	144	142
Sector 9: Barnet, Brent and Harrow	195	195	195
2 sectors	166	166	164
3 sectors	12	11	11
2 or more sectors + Hackney extension	19	19	17
2 or more sectors + Clapham extension	20	19	19
Total	23,984	23,926	23,824

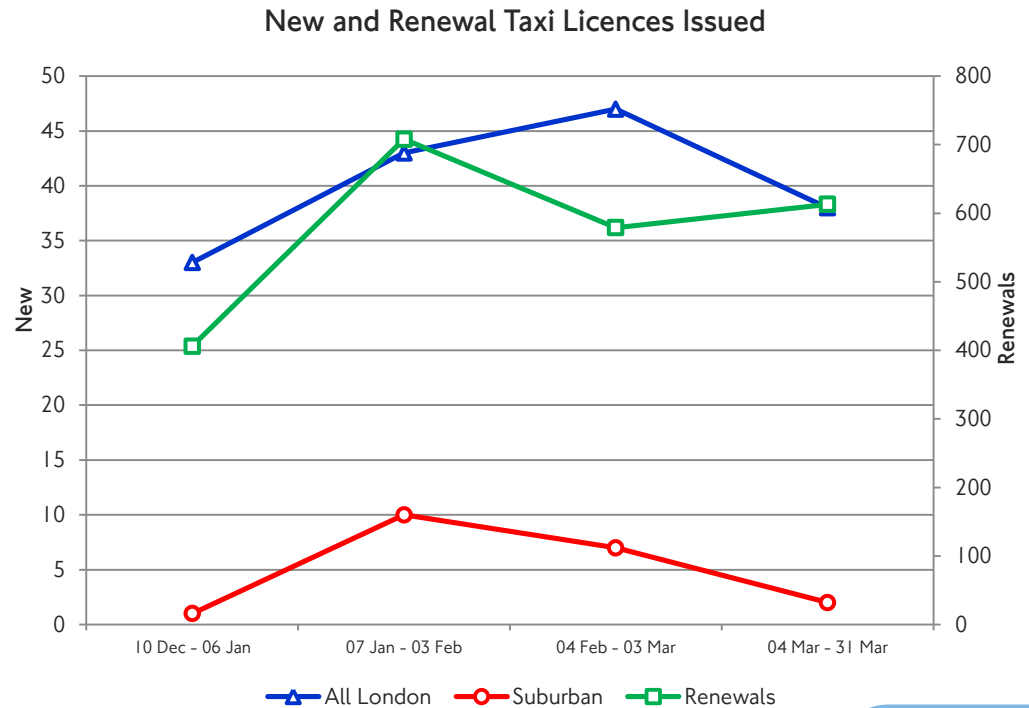
Drivers with more than one sector have been grouped together for ease of reference



## Licences Issued

- An average of **622** new and renewal taxi driver licences were issued each period.
- The average number of licences issued over the last six periods is **582** per period.

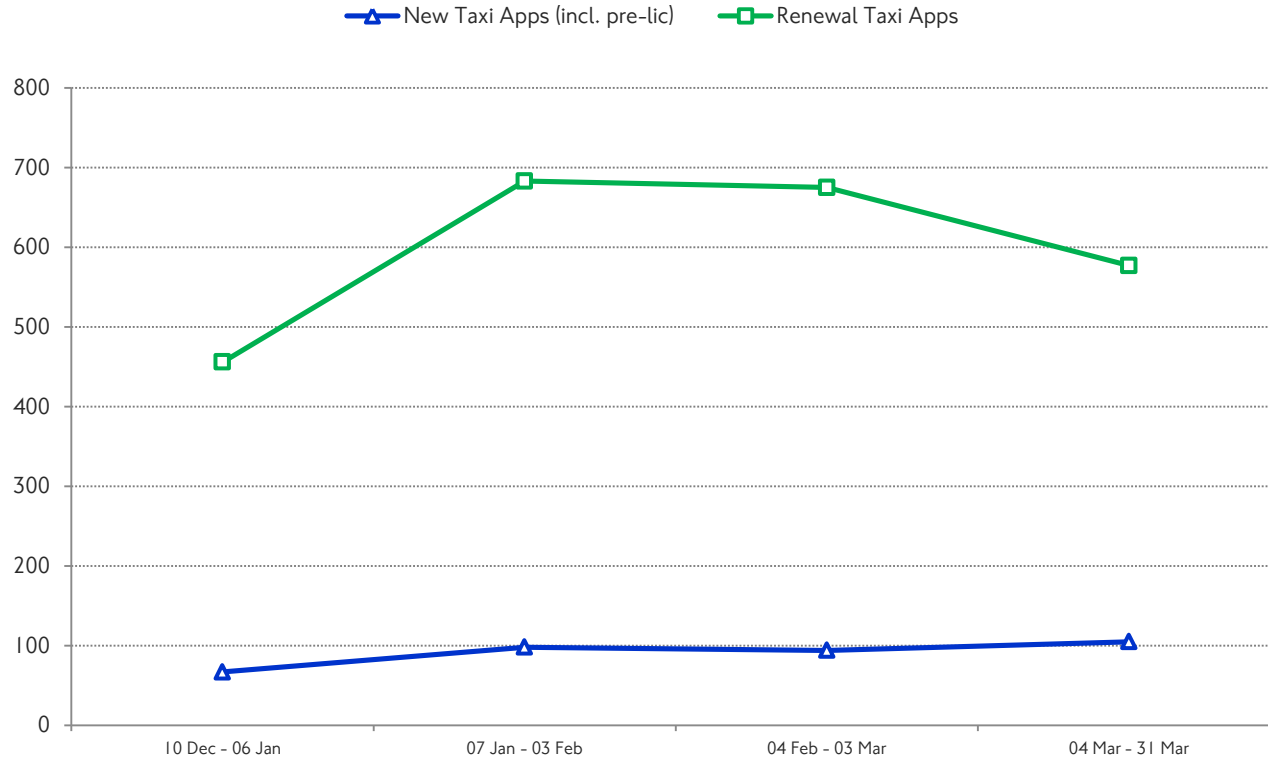
Period	New A/L	New Sub	Renewal	Total
10 Dec - 06 Jan	33	1	406	440
07 Jan - 03 Feb	43	10	708	761
04 Feb - 03 Mar	47	7	579	633
04 Mar - 31 Mar	38	2	613	653





## Applications Received

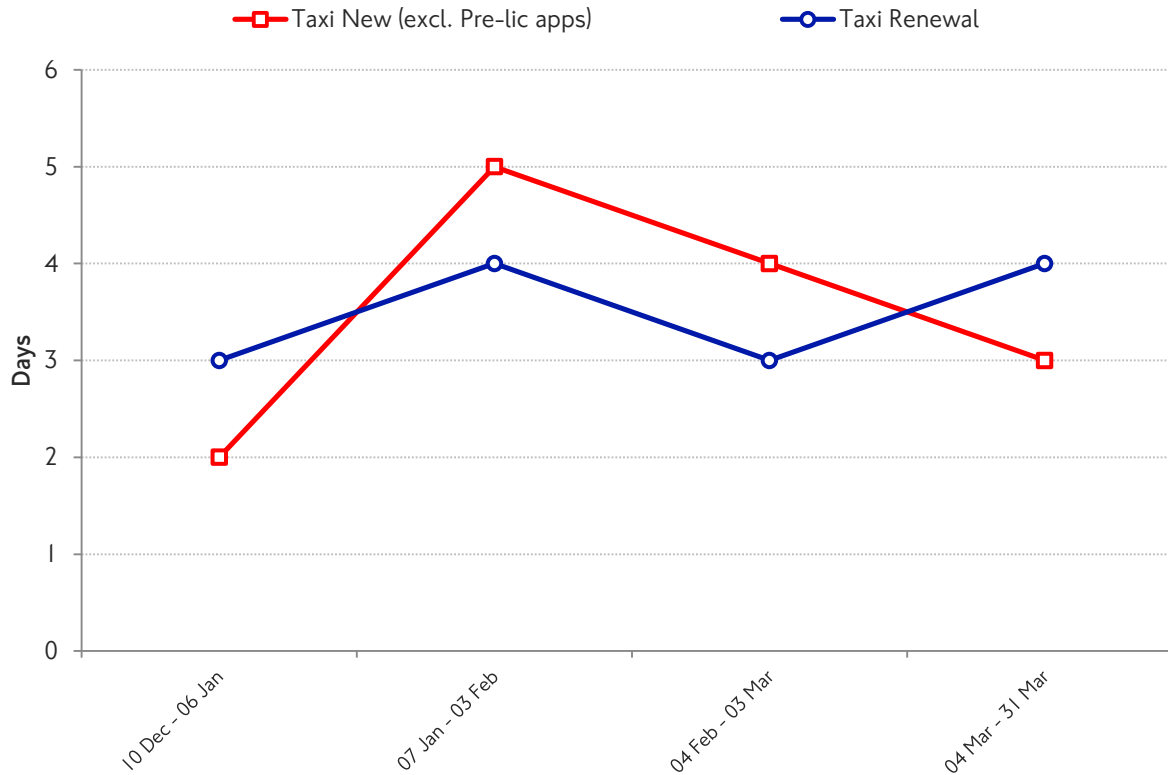
- From 10 Dec to 31 Mar we received **2,391** renewal applications and **364** new applications for a taxi driver licence.
- 39 percent of all taxi driver applications were made online. This mainly consisted of renewal applications.



## Initial Assessments

- All taxi renewal applications are being processed within 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 FTE staff the average speed of answer has exceeded two minutes. Five additional FTE staff have been recruited to increase the capacity of the team.

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)
17/12/2017	9,991	5,846	7,144	6,377	02:18	700	02:07	05:56
24/12/2017	9,571	5,329	6,003	5,591	01:30	360	01:32	05:54
31/12/2017	5,409	3,131	3,172	2,815	02:29	339	02:24	05:31
07/01/2018	9,125	5,577	6,638	5,971	02:32	621	02:05	06:12
14/01/2018	11,008	6,517	8,213	7,282	02:47	879	02:17	06:19
21/01/2018	11,238	6,551	8,357	7,641	01:56	654	01:58	05:53
28/01/2018	11,593	6,346	7,575	7,128	01:08	375	01:32	05:46
04/02/2018	11,168	6,561	7,958	7,291	01:41	569	01:51	05:48
11/02/2018	12,773	7,256	8,953	7,675	03:38	1,225	02:30	06:19
18/02/2018	11,098	6,603	8,246	7,286	02:48	909	02:23	05:58
25/02/2018	12,136	7,231	9,042	8,082	02:50	899	02:20	05:55
04/03/2018	11,316	6,784	7,971	7,102	02:30	811	02:27	05:49
11/03/2018	13,512	7,646	9,909	7,835	05:39	2,039	03:06	06:10
18/03/2018	12,704	7,286	9,316	7,929	03:49	1,348	02:49	05:53
25/03/2018	12,358	7,176	9,095	7,603	04:22	1,444	02:51	06:07
01/04/2018	11,025	6,340	7,547	6,210	05:07	1,312	02:58	06:01



# Knowledge Students

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

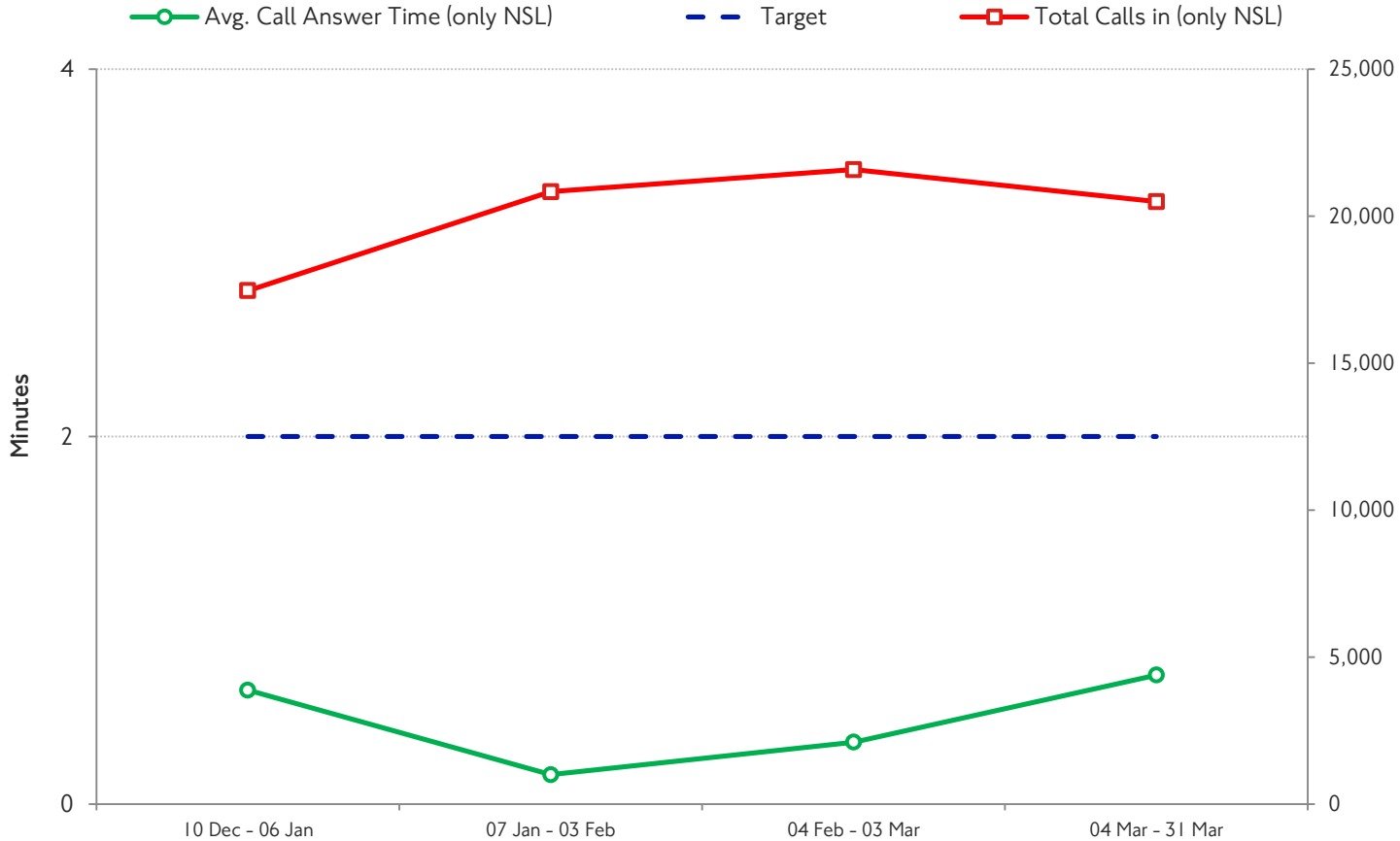
Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	3655	1339	420	252	5666
Sector 1: Enfield, Haringey and Waltham Forest	85	12	3	3	103
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	55	16	7	3	81
Sector 3: Bexley, Greenwich and Lewisham	63	18	7	7	95
Sector 4: Bromley	18	1	0	1	20
Sector 5: Croydon	73	8	1	1	83
Sector 6: Merton and Sutton	166	24	10	5	205
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	54	11	2	5	72
Sector 8: Ealing and Hillingdon	50	6	2	2	60
Sector 9: Barnet, Brent and Harrow	75	5	3	3	86
Total	4,294	1,440	455	282	6,471





# Vehicle Inspection Telephony (Average Call Answer Time)

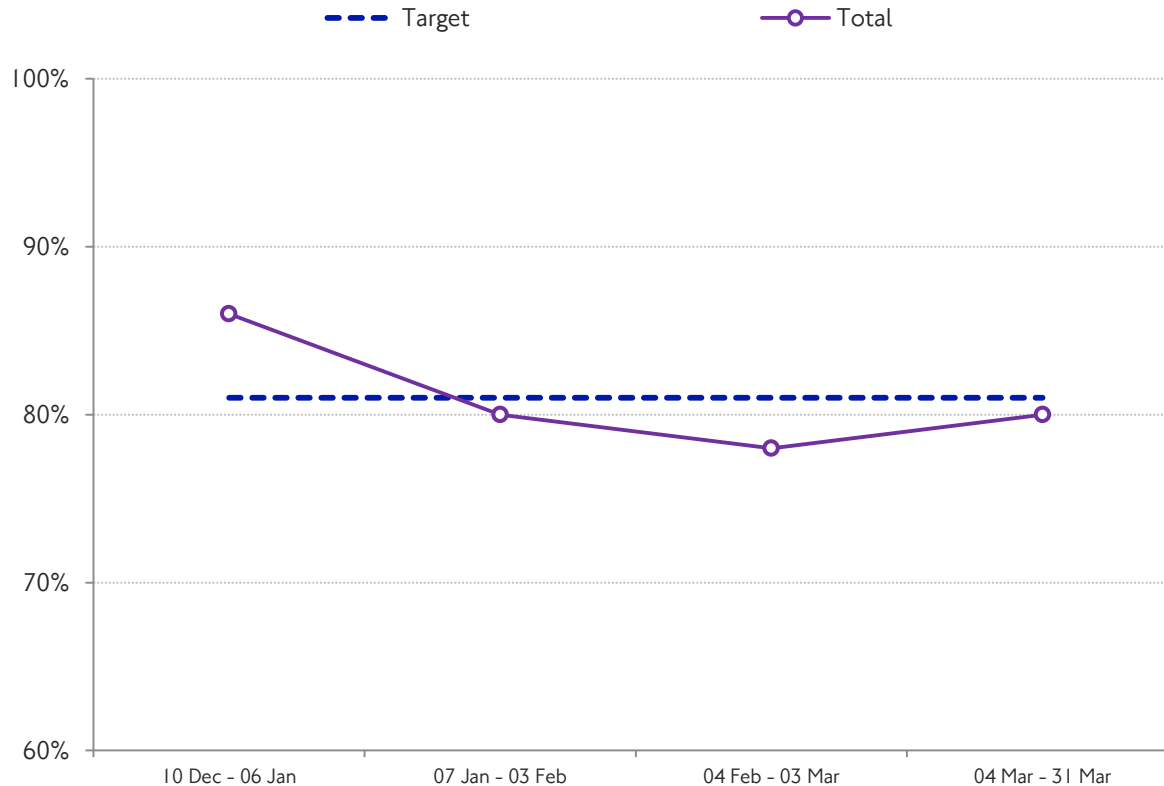
- All vehicle related queries continue to be answered in a timely manner.





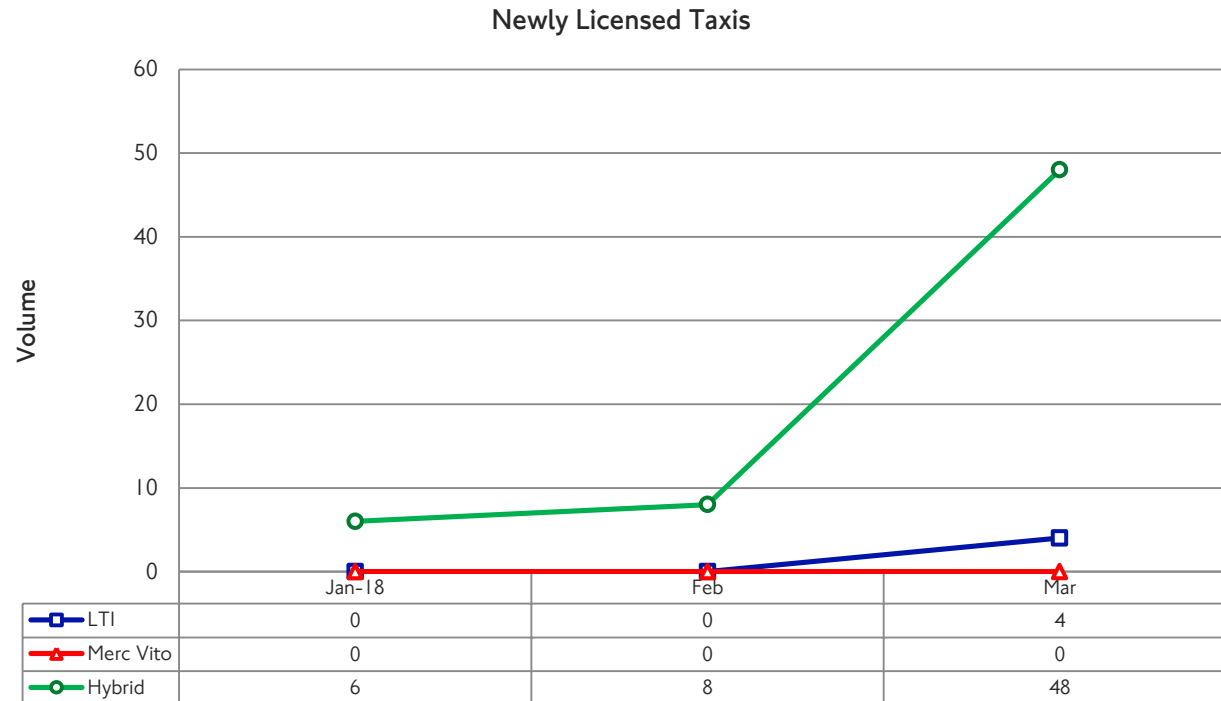
## Taxi Vehicle First Time Pass Rate

- The pass rate was **80** percent in the last period.



# Newly Registered ZEC Taxes

- Since 01 Jan 2018, there have been **78** newly registered ZEC taxes.

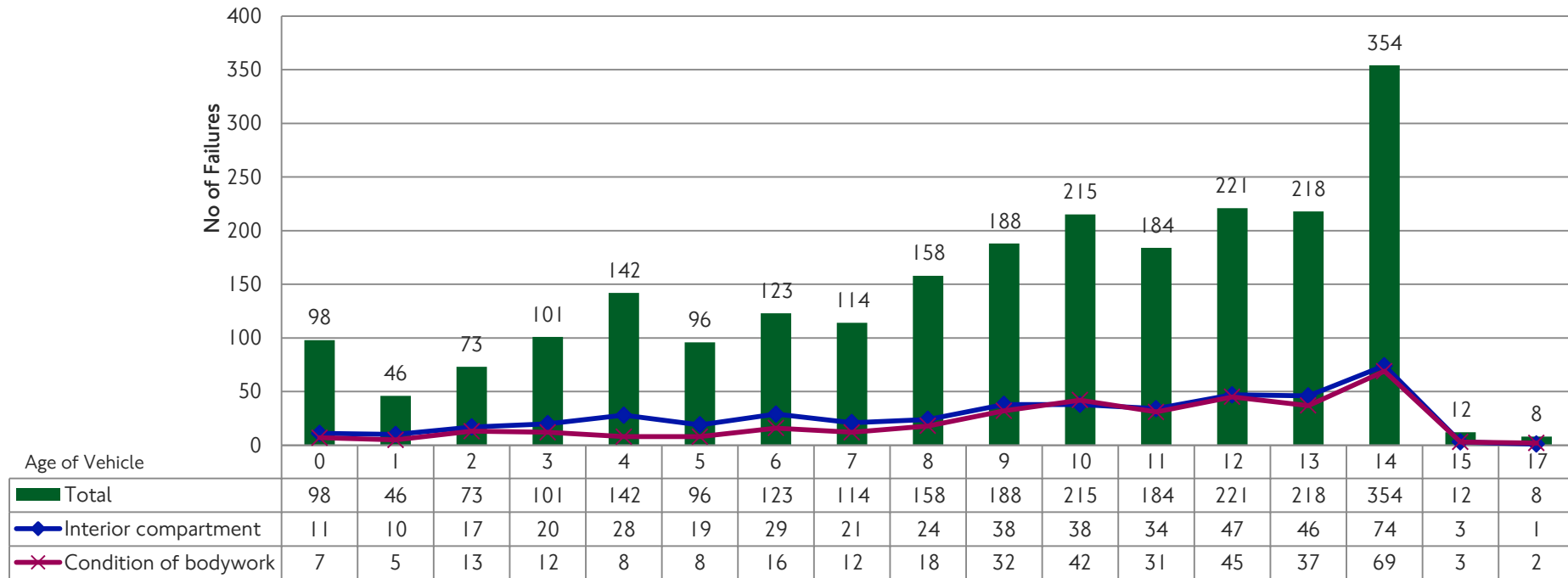


# Age Profile of Taxis compared to First Inspection Failure Rates

The single most common reasons for vehicle inspection failures between 1 January 2018 and 29 March 2018 are:

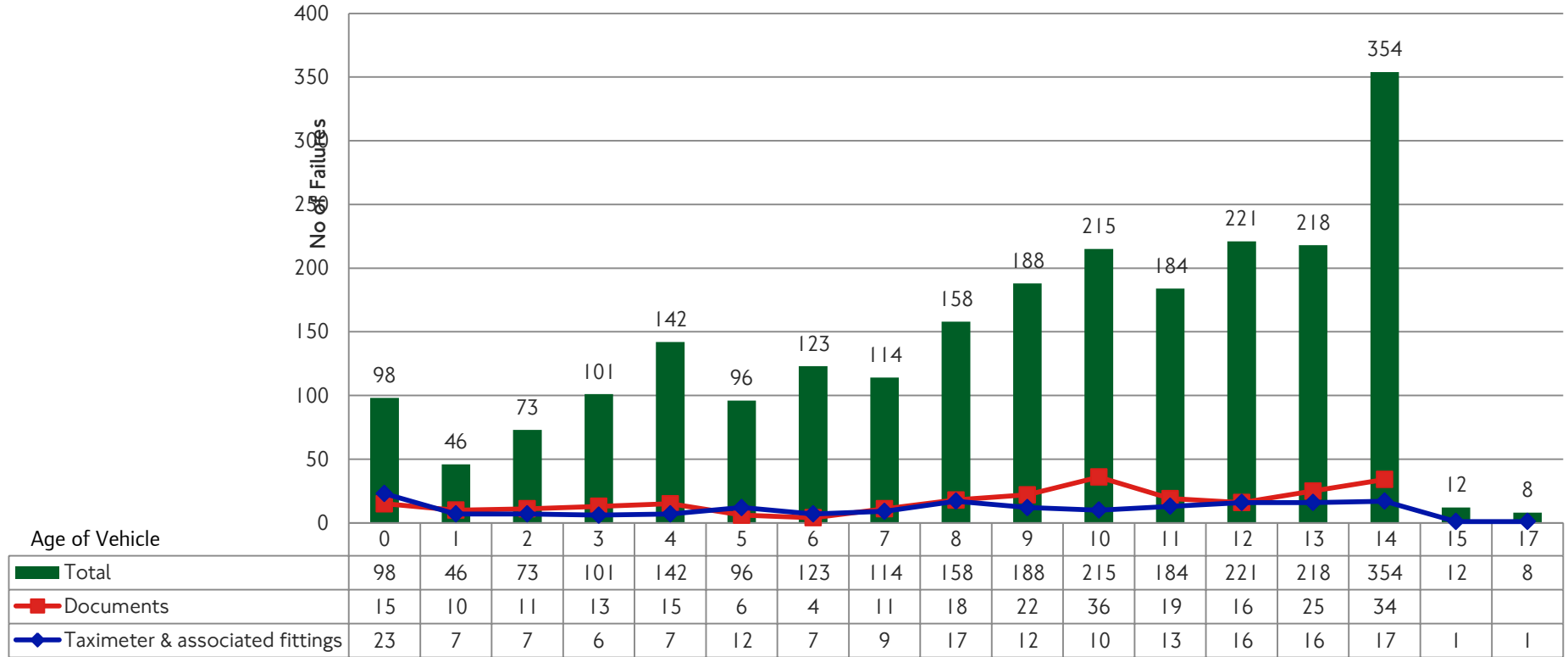
- Interior Compartment (Graph 1)
- Documents (Graph 2)
- Conditions of Bodywork (Graph 1)
- Taximeter & Associated Fittings (Graph 2)

**Graph 1: Totals against interior compartment and condition of bodywork**



# Age Profile of Taxis compared to First Inspection Failure Rates

Graph 2: Totals against documents and taximeter & associated fittings



# Compliance & Enforcement update





## Total Taxi Drivers / Vehicles checked

Driver	Checks	Compliant	% Compliant
P10	1,419	1,023	72.1%
P11	1,030	816	79.2%
P12	390	326	83.6%
P13	701	604	86.2%
<b>Total</b>	<b>3,540</b>	<b>2,769</b>	<b>78.2%</b>

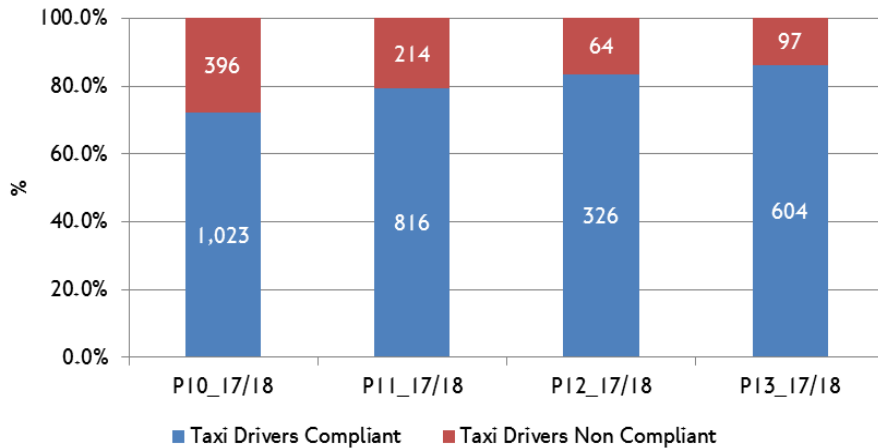
Vehicle	Checks	Compliant	% Compliant
P10	1,570	1,234	78.6%
P11	1,294	866	66.9%
P12	606	386	63.7%
P13	755	592	78.4%
<b>Total</b>	<b>4,225</b>	<b>3,078</b>	<b>72.9%</b>

During the last 4 periods, 771 drivers and 1,147 vehicles were reported for non-compliance.

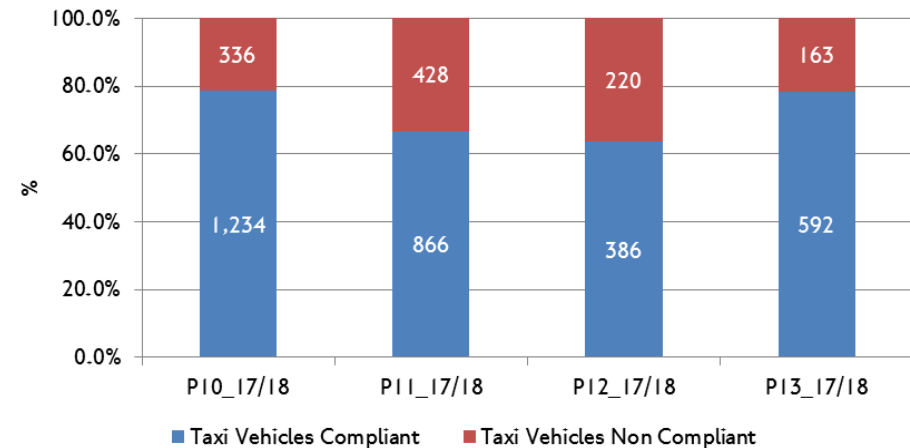


# Taxi driver and vehicle compliance

### Taxi driver checks



### Taxi vehicles checks

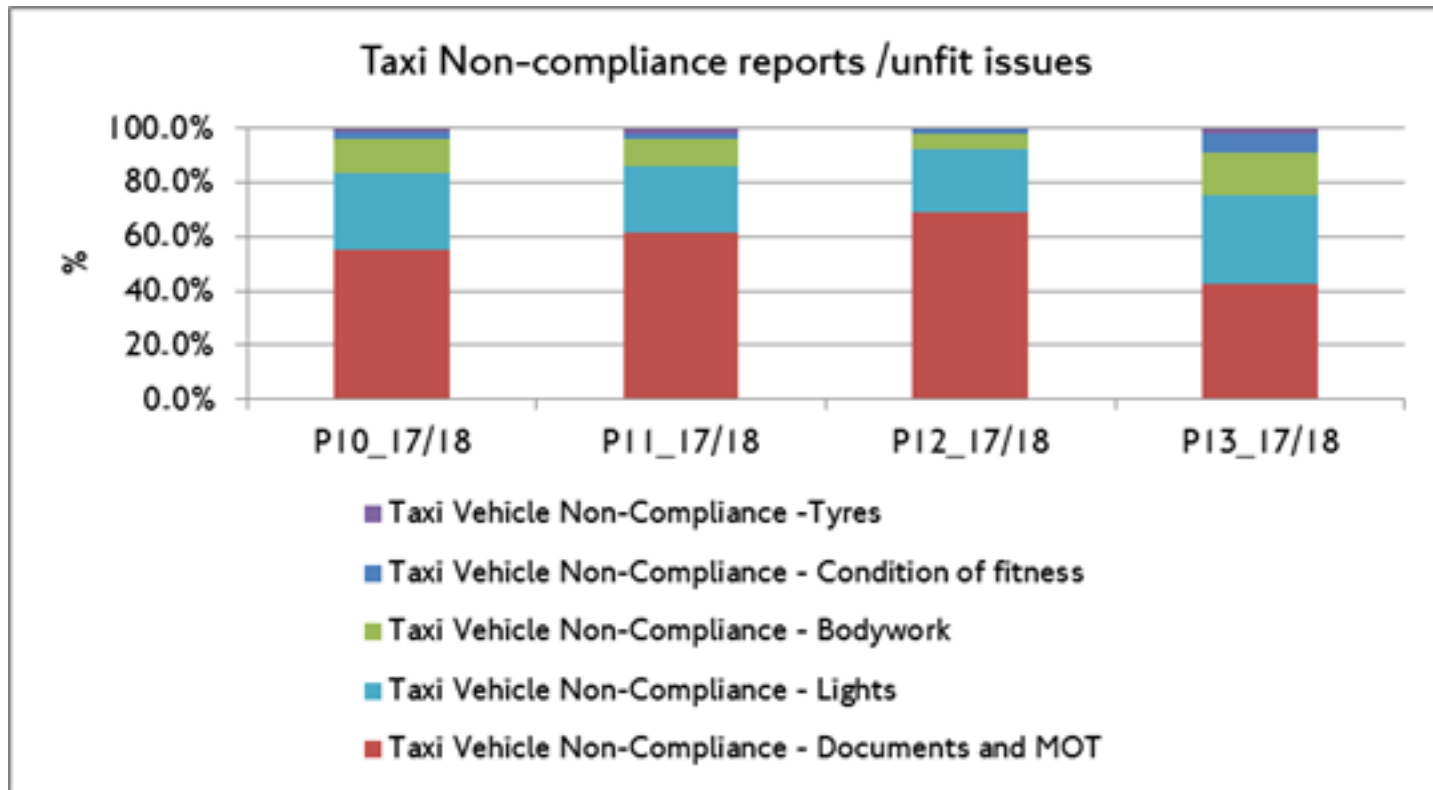


Since P10 taxi driver compliance rates continued to improve, with P13 having the highest compliance rate for drivers at 86.2%.

Taxi vehicle compliance dipped in P11 and P12, but increased back to just under 80% in P13.



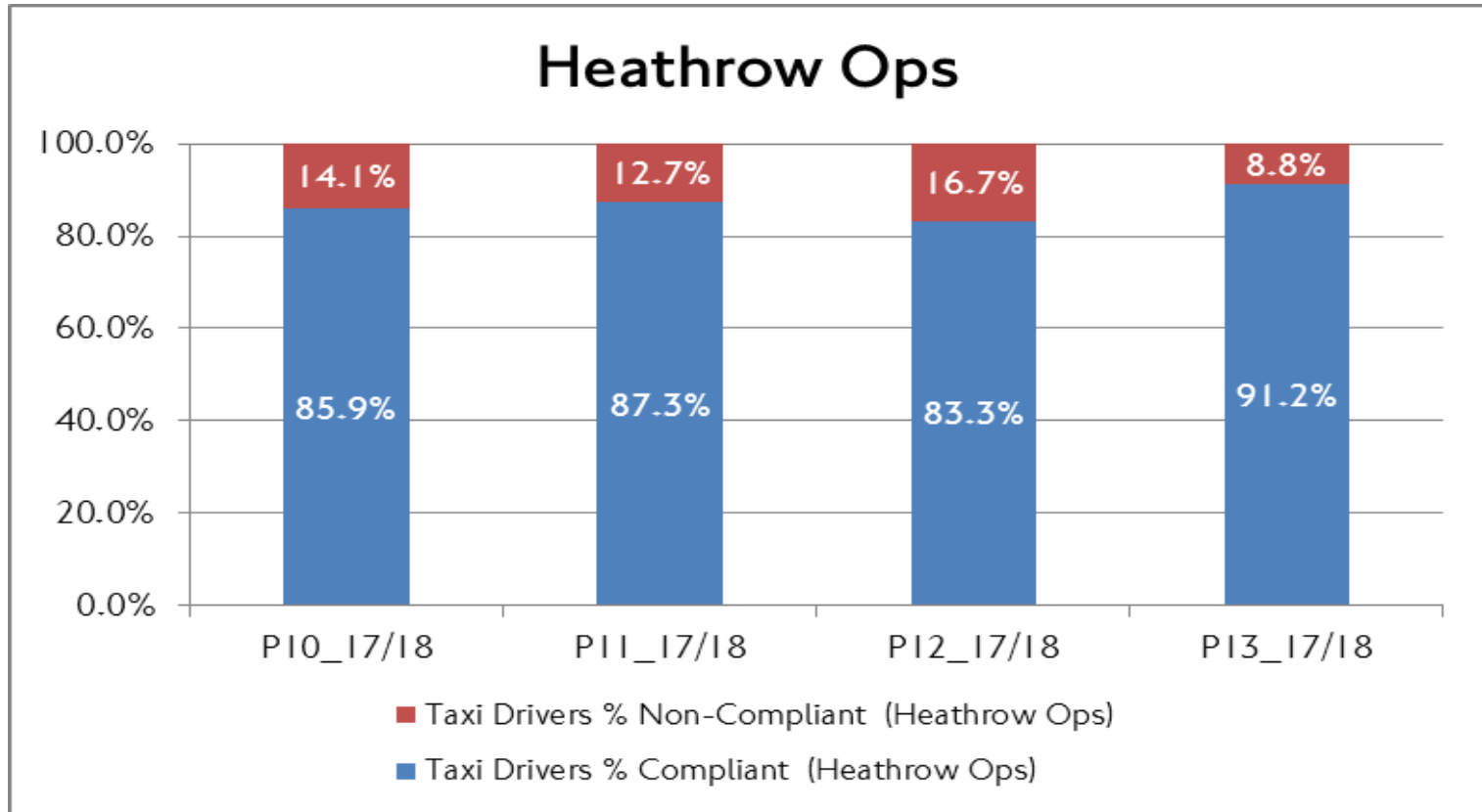
# Taxi compliance – highest contributors of vehicle non compliance



Non compliance for taxi vehicles are primarily driven by the failure to ensure the vehicle has a second MOT. The previous quarters increase of bodywork and light issues has now decreased in this quarter.



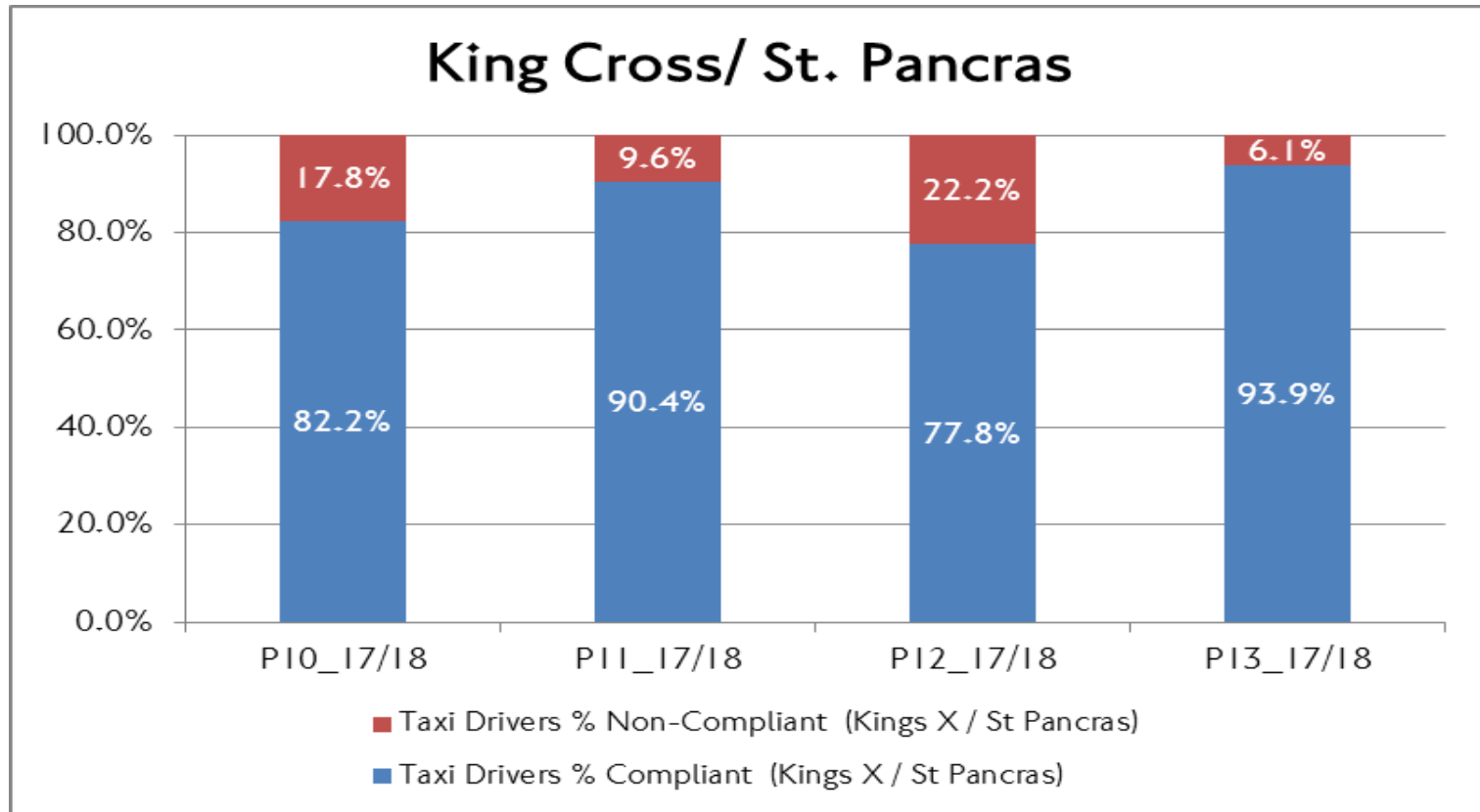
# Heathrow enforcement results



Taxi driver compliance rates increased in P13 with 91.2% of taxi drivers compliant.



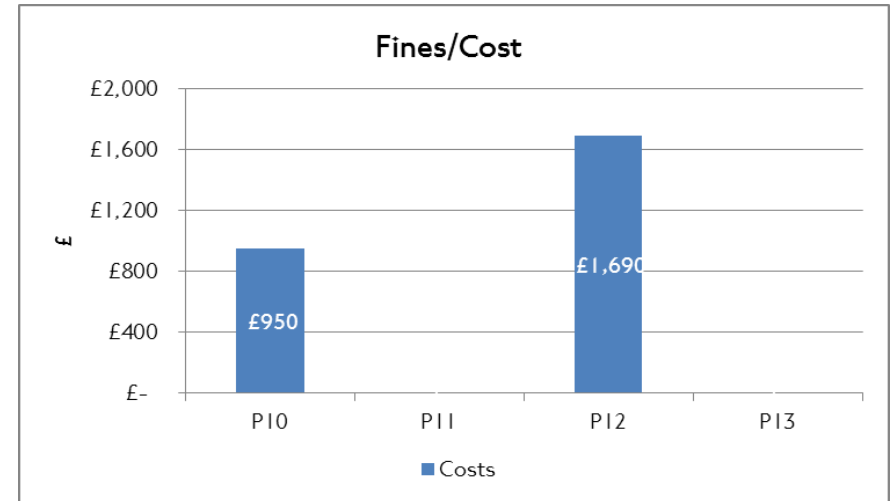
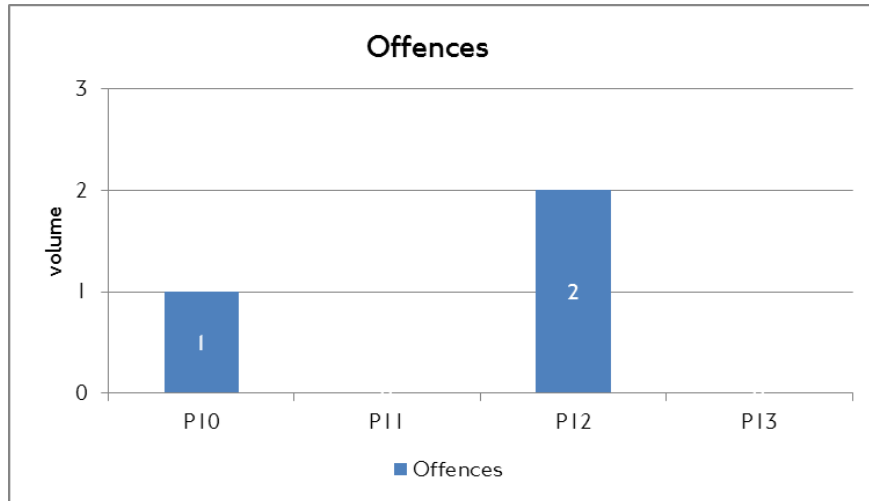
# Kings Cross / St. Pancras enforcement results



Taxi driver compliance rates increased in P13 with 93.9% of taxi drivers compliant.



# Taxi prosecutions results



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



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

	Checks	Compliant	% Compliant
PHV Stopped	5,272	3,754	71.2%
Taxis Stopped	917	606	66.1%
<b>Activity Outcome</b>			<b>17/18</b>
No hire & reward Insurance			5
Vehicles seized			9
Drivers reported to TPH for licence action			862
TORs Offence	Taxi	PHV	Other
Mobile phone	5	14	41
Defective tyres	2	25	10
Misc	8	109	41
No Insurance	0	6	71
Red Traffic lights	2	12	5
Seatbelt	0	5	0
Obscured Vision	7	185	10
Controlled Crossing	32	302	4
Fog Lights	1	125	4
Not in proper control	0	0	0
Excess Speed	0	0	0
<b>Total</b>	<b>57</b>	<b>783</b>	<b>186</b>



# City of London Police activities

	Checks	Compliant	% Compliant
PHV Stopped	1,997	1,635	81.9%
Taxis Stopped	620	470	75.8%
<b>Activity Outcome</b>			<b>17/18</b>
No hire & reward Insurance			0
Vehicles seized			0
Drivers reported to TPH for licence action			3
<b>TORs Offence</b>		<b>Taxi</b>	<b>PHV</b>
Mobile phone		1	4
Defective tyres		3	7
Misc		1	3
No Insurance		0	0
Red Traffic lights		3	11
Seatbelt		0	5
Obscured Vision		0	5
Controlled Crossing		0	0
Fog Lights		0	14
Not in proper control		4	14
Excess Speed		7	15
<b>Total</b>		<b>19</b>	<b>78</b>

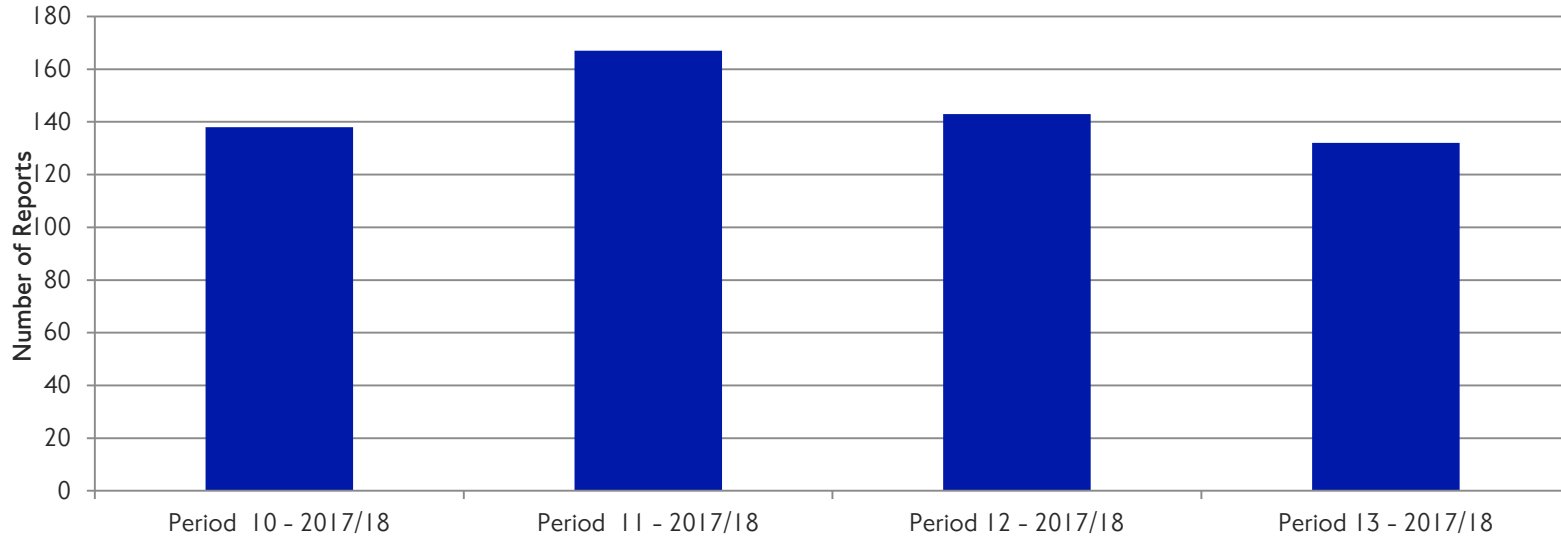




# Intelligence Update



## 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 10 - 2017/18	Period 11 - 2017/18	Period 12 - 2017/18	Period 13 - 2017/18
Badges	2		1	2
Driver ASB	3	3	3	5
Driver non-compliance	1	2	1	2
Identifiers	2	2		1
non-specific	5	9	2	6
Over-ranking	2	9	4	2
PHV parking	10	9	13	4
Taxi parking	8	5	5	3
Taxi rank signage	6	2	1	
Touting/plying for hire	99	126	112	107
Vehicle signage			1	
<b>Grand Total</b>	<b>138</b>	<b>167</b>	<b>143</b>	<b>132</b>

Unless otherwise stated, categories cover both taxi and private hire



## Taxi & Private hire intelligence pan-London

