



SEPTEMBER 2019

# 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 01 – 01 April 2019 to 27 April 2019

Period 02 – 28 April to 25 May

Period 03 – 26 May to 22 June

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

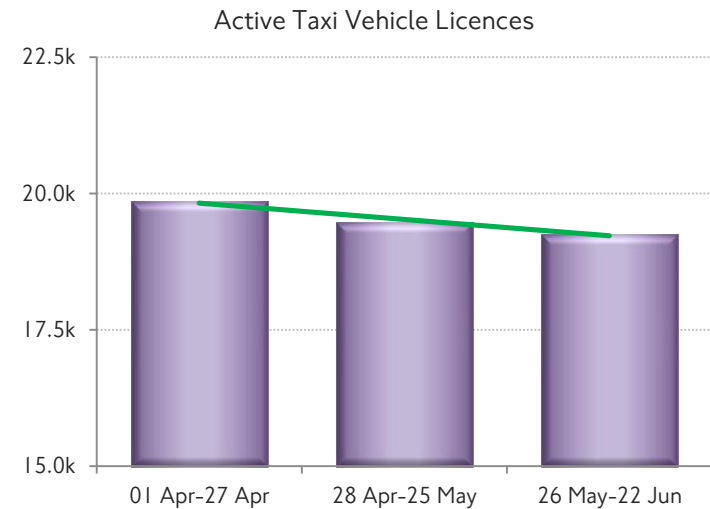
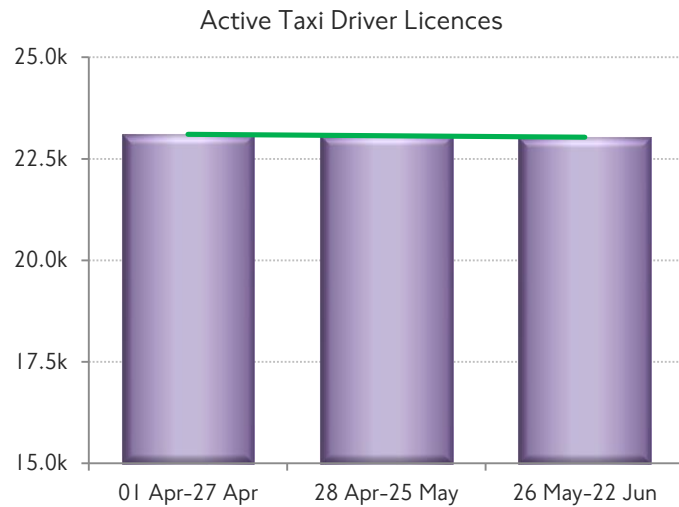


# Licensing update



## Taxi licences

- As of 22 June, there were **23,030** licensed taxi drivers (**20,203** all London and **2,827** suburban)
- **19,252** taxi vehicles are also licensed.



## Taxi licence distribution

Sectors Passed	Apr-19	May-19	Jun-19
All London	20323	20280	20225
Sector 1 - Enfield, Haringey and Waltham Forest	52	54	53
Sector 1 + Hackney extension	104	103	104
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	684	685	675
Sector 3: Bexley, Greenwich and Lewisham	261	261	262
Sector 4: Bromley	94	95	94
Sector 5: Croydon	204	202	203
Sector 6: Merton and Sutton	181	183	183
Sector 6 + Clapham extension	277	277	277
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	433	427	425
Sector 8: Ealing and Hillingdon	133	134	134
Sector 9: Barnet, Brent and Harrow	190	191	190
2 sectors	145	144	142
3 sectors	10	10	9
2 or more sectors + Hackney extension	18	18	18
2 or more sectors + Clapham extension	17	17	17
<b>Total</b>	<b>23,126</b>	<b>23,081</b>	<b>23,011</b>

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

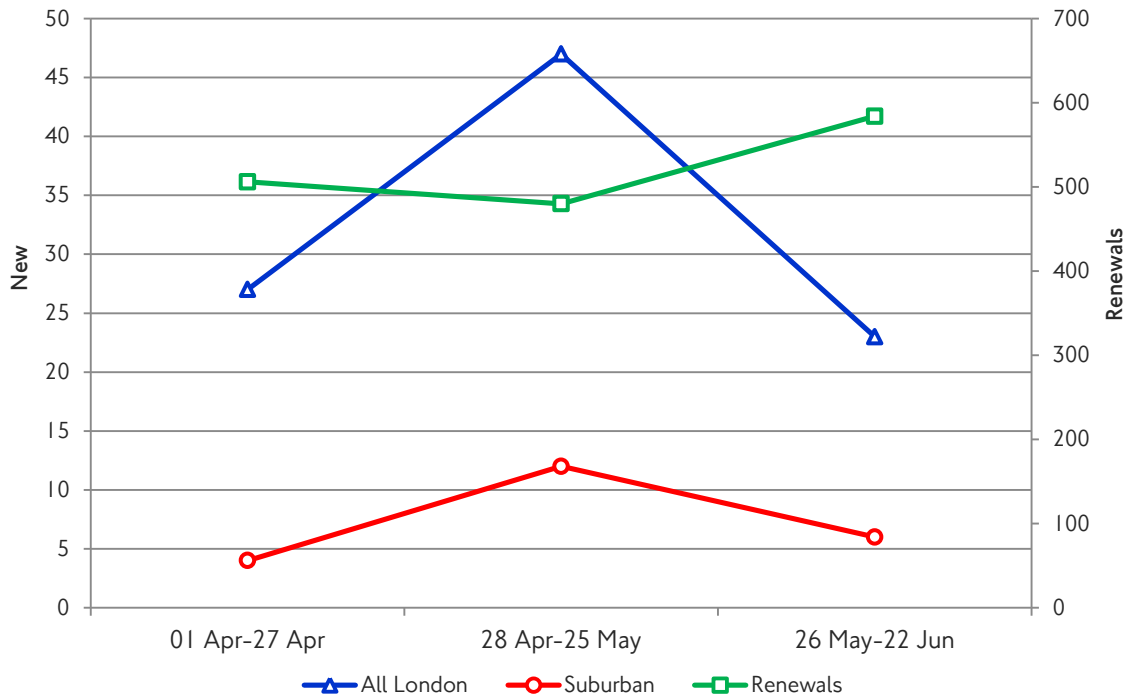
Drivers with more than one sector have been grouped together for ease of reference.



## Licences Issued

- An average of **563** new and renewal taxi driver licences were issued each period.
- The average number of licences issued over the last six periods is **602** per period.

New and Renewal Taxi Licences Issued

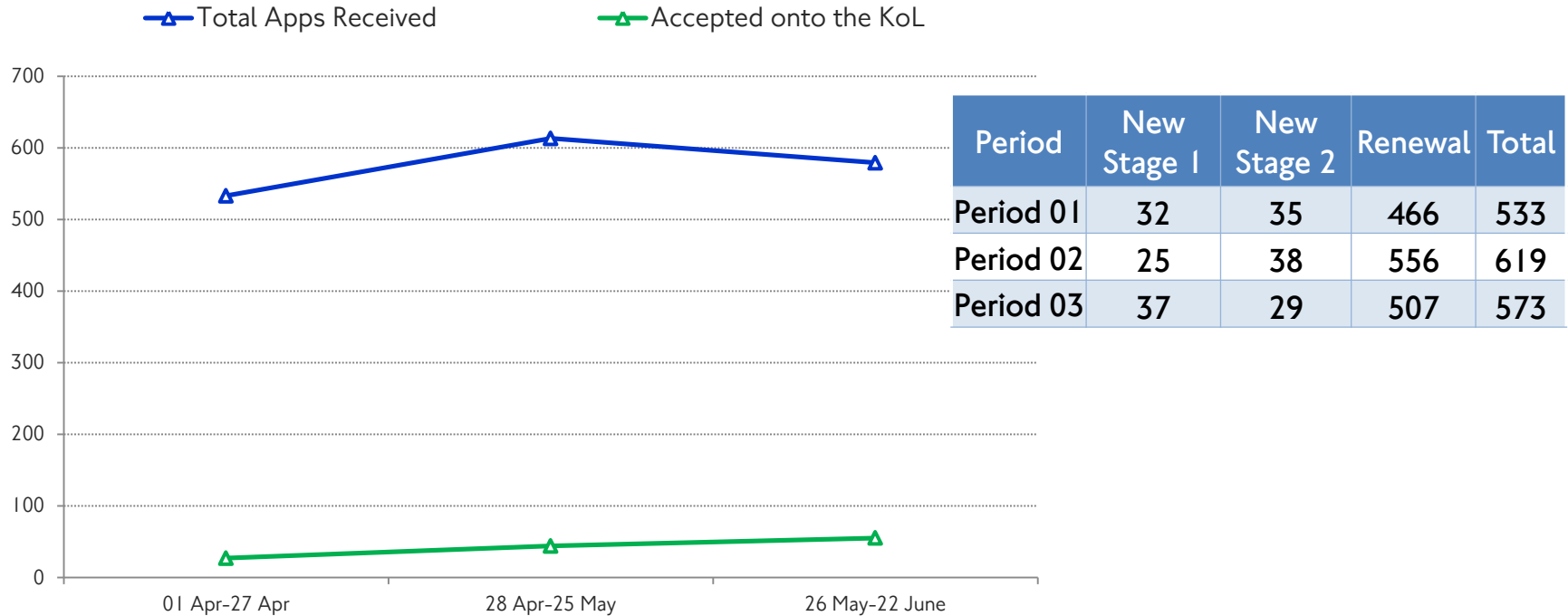


Period	New A/L	New Sub	Renewal	Total
Period 01	27	4	506	537
Period 02	47	12	480	539
Period 03	23	6	584	613



## Applications Received

- From 1 April to 22 June we received a total of **1,725** applications\*, **618** of which were made online.
- 36 percent of all taxi driver applications were made online.
- A total of **126** applicants were Accepted onto the KoL.

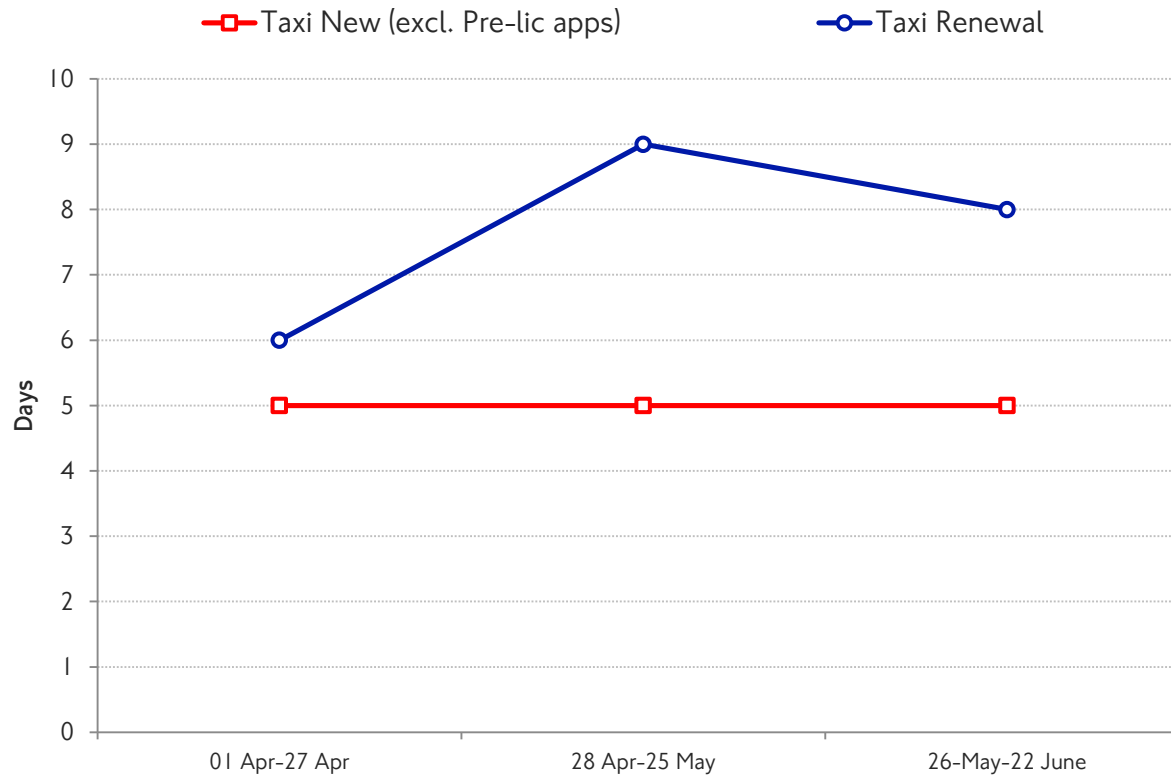


\*Total is indicative of new, pre-licensing and renewal applications received. The total number will include any that are subsequently found to be incomplete, have been incorrectly submitted (e.g. Taxi instead of PHV or new instead of renewal) and/or from previous licensees returning to the trade as a new driver



## Initial Assessments

- All taxi renewal applications are currently being assessed within five days of receipt/scanning\*.
  - All new applications (new and pre-licensing) are being assessed within five days of receipt/scanning\*.
- \* Paper applications are scanned first and then made available for assessment within 24 hours of receipt. No such delay occurs when applications are submitted online.



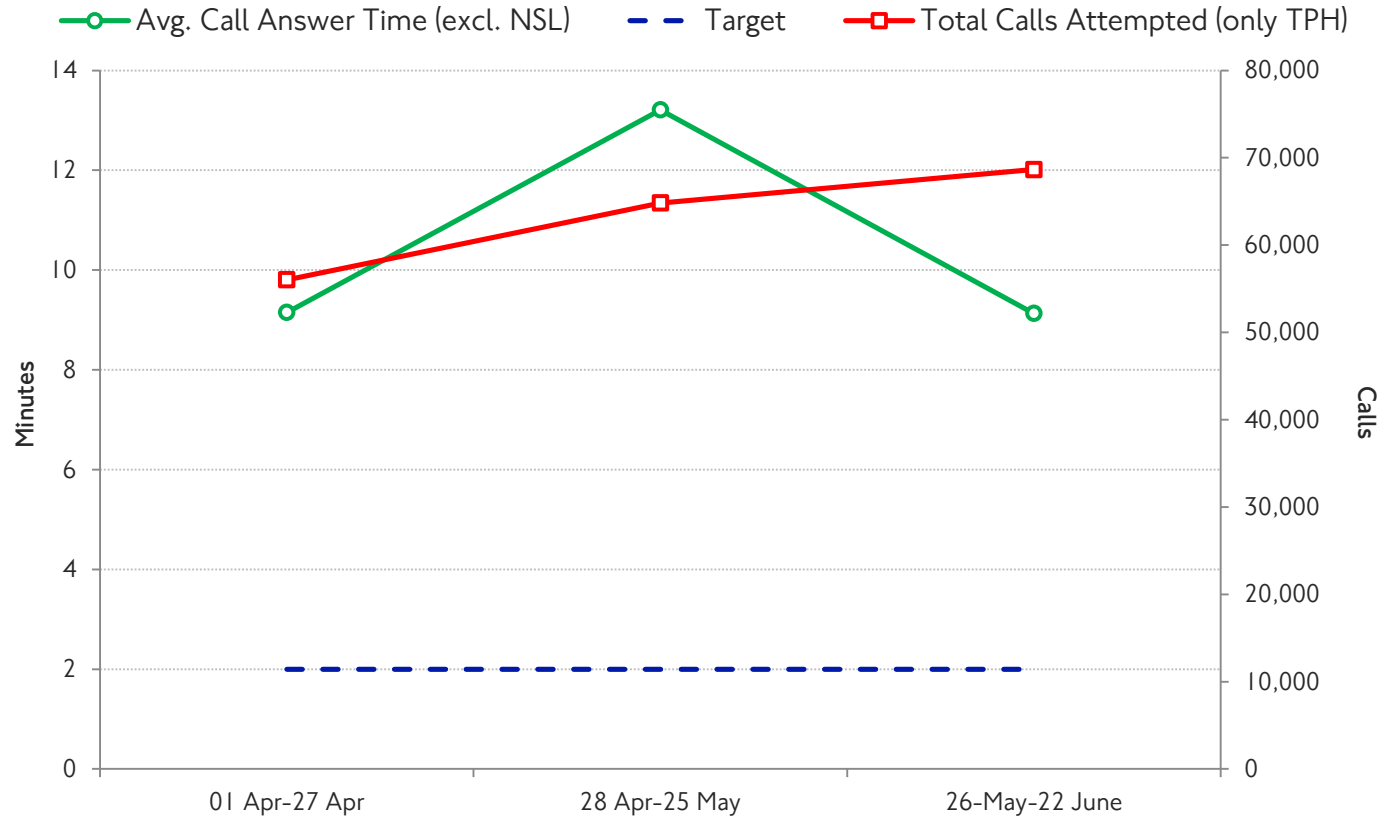


## Licensing Telephony

- 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 staff to replace any staff that have recently left the team. Training for new starters takes approx. 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 and any associated correspondence are processed.
  - A ongoing training programme is in place to improve the knowledge and skills of staff in order to assist with first time call resolution for applicants, with the aim of reducing repeat callers.
  - We monitor the effectiveness of the call queue messaging , adjusting them appropriately
- Renewal applications continue to be prioritised to ensure that licensed drivers can continue to work.



# Licensing Telephony



## Knowledge Students

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

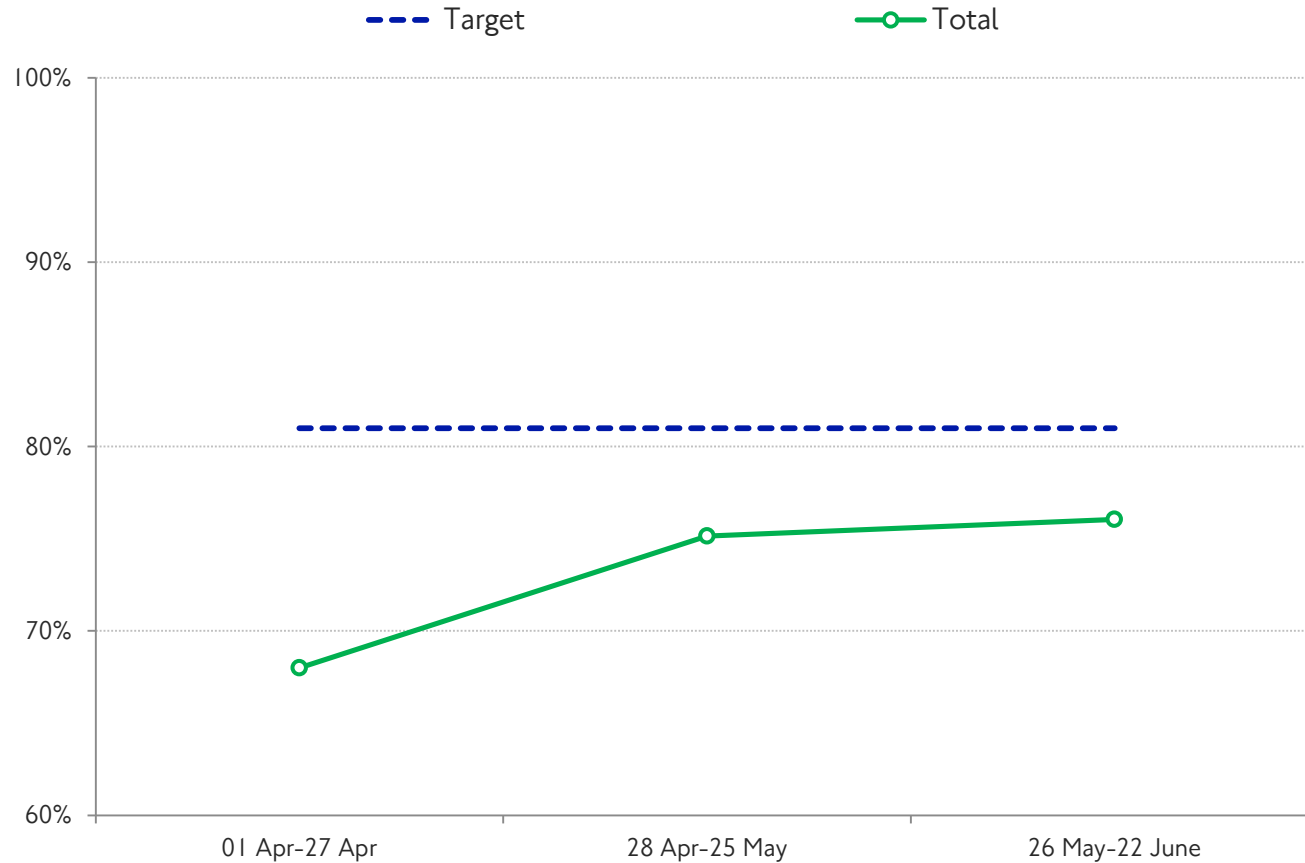
Sectors	Pre Stage 3	Stage 3	Stage 4	Stage 5	Total
All London	2,245	1,155	320	203	3,923
Sector 1: Enfield, Haringey and Waltham Forest	53	9	4	2	68
Sector 2: Barking and Dagenham, Havering, Newham and Redbridge	15	5			20
Sector 3: Bexley, Greenwich and Lewisham	17	14	5	6	42
Sector 4: Bromley	3	1			4
Sector 5: Croydon	31	7		1	39
Sector 6: Merton and Sutton	5	6	1	1	13
Sector 7: Hounslow, Kingston upon Thames and Richmond Upon Thames	22	8	1	3	34
Sector 8: Ealing and Hillingdon	45	8	1	4	58
Sector 9: Barnet, Brent and Harrow	144	16	6	10	176
Total	2,580	1,229	338	230	4,377

- 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 **73** percent.



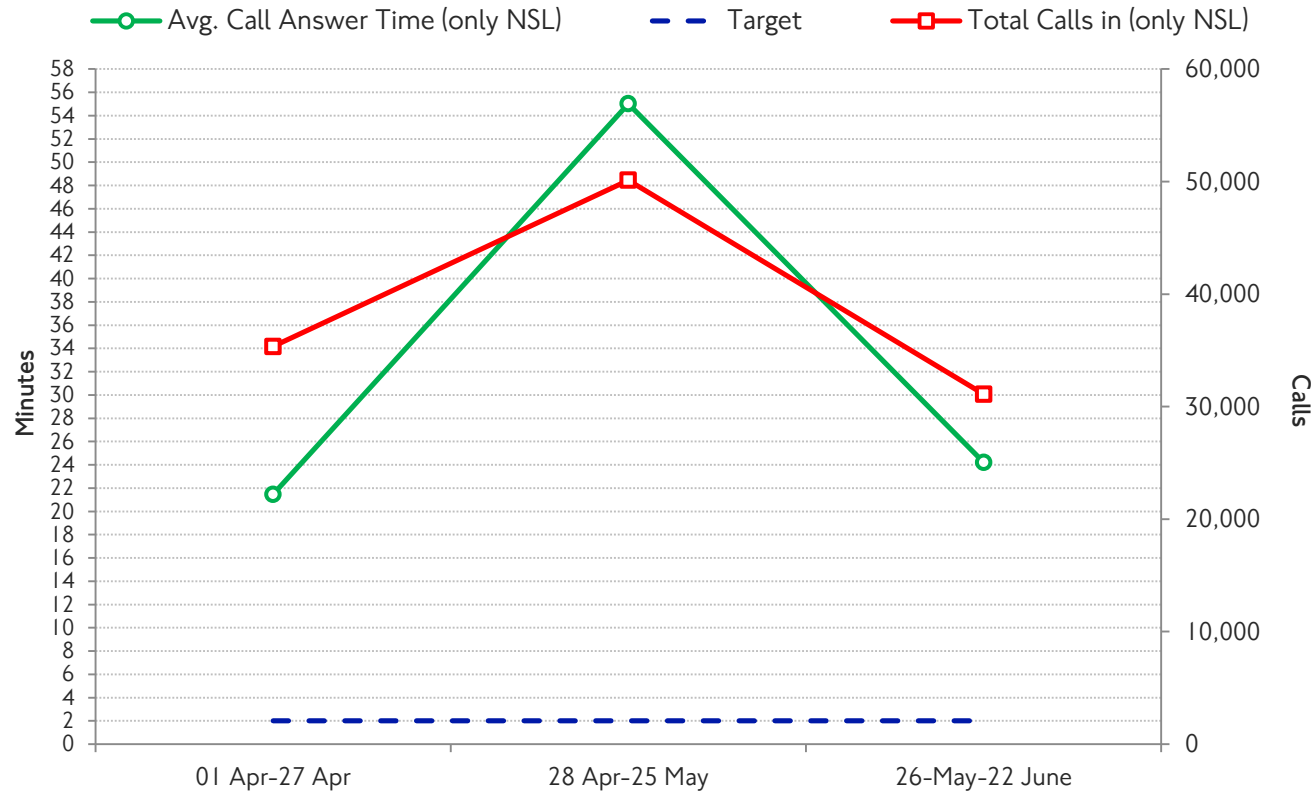
## Vehicle Inspection Telephony

- Transport for London (TfL) is working closely with our service provider, NSL to ensure the vehicle licensing service meets all of its contractual requirements. NSL has received a large volume of calls in recent months; for example, in May the number of calls peaked at 15,005 in a single week which amounted to a total of over 50,000 calls for the month. Unfortunately these high call volumes significantly impacted the level of service being offered.
- Over the course of the past few months, TfL has had extensive dialogue with NSL which has led to drastic improvements to the service, to the point where we are now seeing calls regularly being answered instantly. In August, the average speed to answer a call was just over one minute. This has been achieved through a variety of measures including opening the call centre for longer as well as the recruitment of additional staff to answer the calls.
- TfL will continue to review the service being offered to ensure the current level of service is maintained.
- TfL has also recently launch an online system for vehicle bookings which provides customers an alternative to booking their inspection over the phone and is available 24 hours a day.



## Vehicle Inspection Telephony (Average Call Answer Time)

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



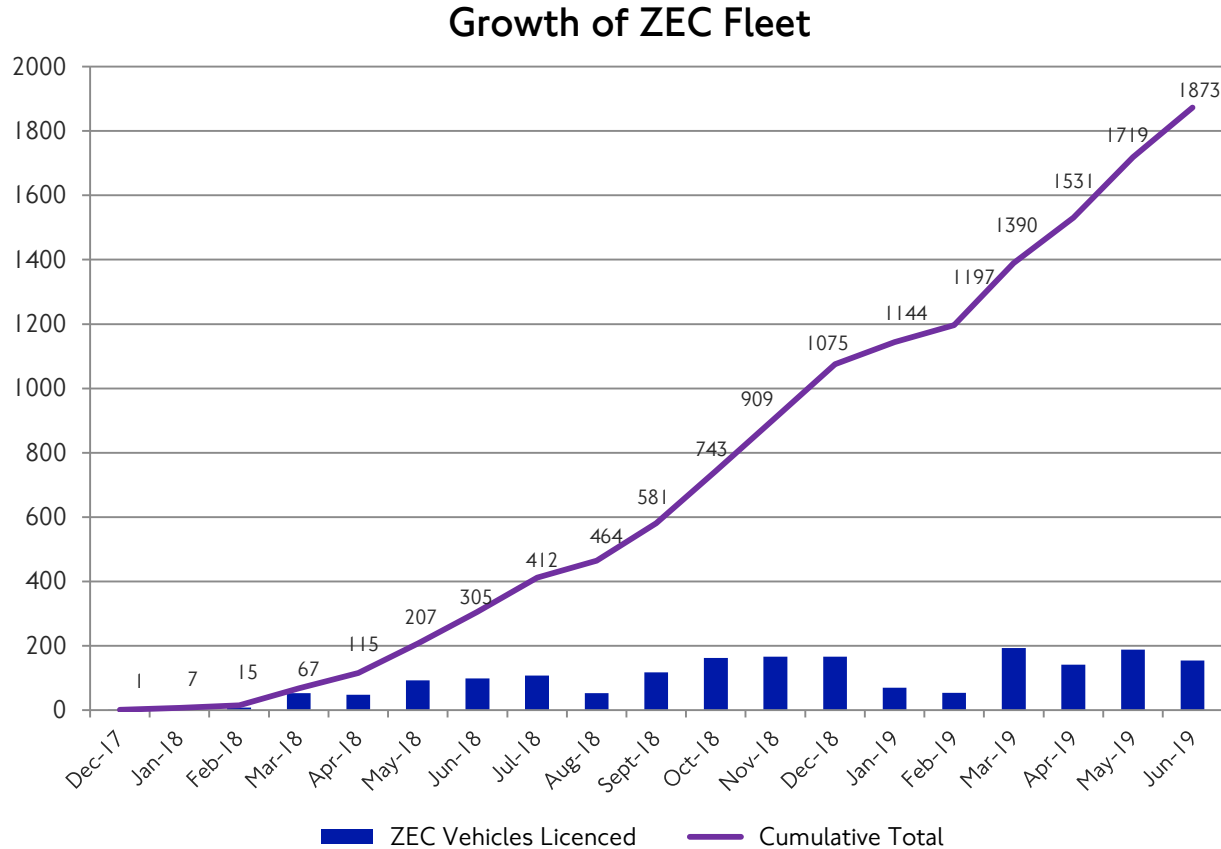
NSL has employed more staff which has led to a reduction in call answer times.

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 169 licensed ZEC taxis over the past four months
- As of 1 April to 30 June 2019, there were 484 licensed ZEC taxis

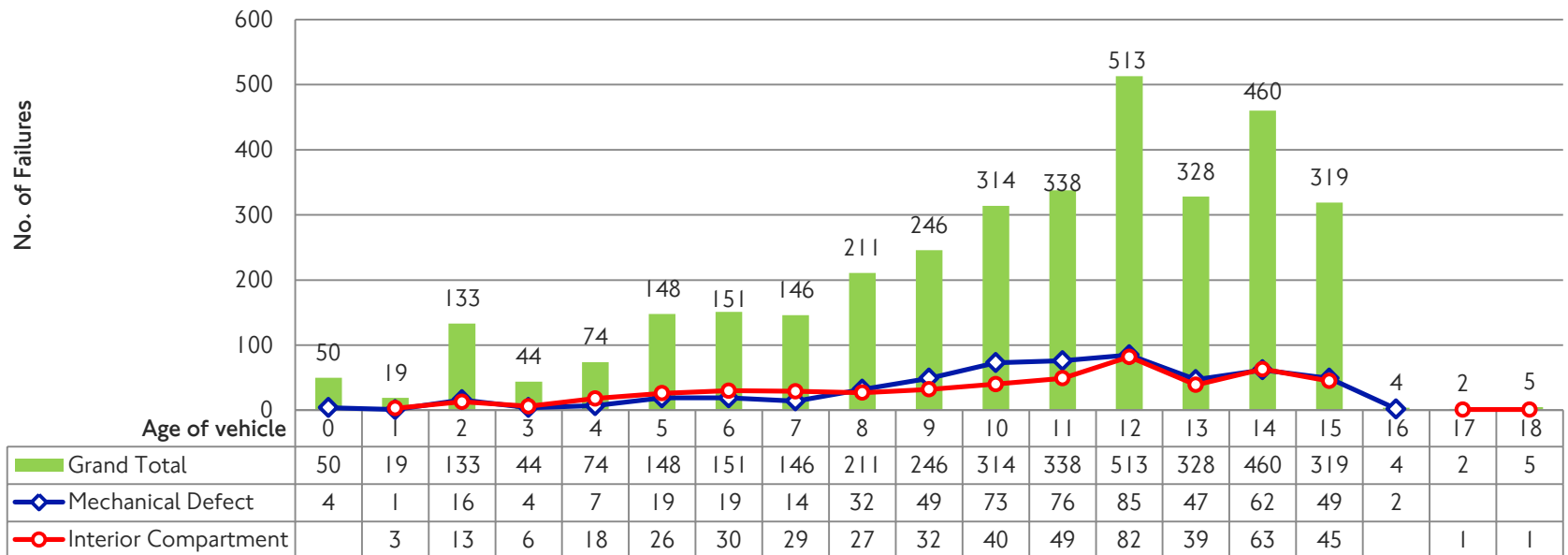


## Taxi Age Profile Vs First Inspection Failure Rates

The most common reasons for vehicle inspection failures between 1 April to 22 June 2019 are:

Mechanical defects, interior compartment, documents and underside inspections. These are plotted against the total number of inspection failures and the age of the taxi fleet in the two graphs that follow.

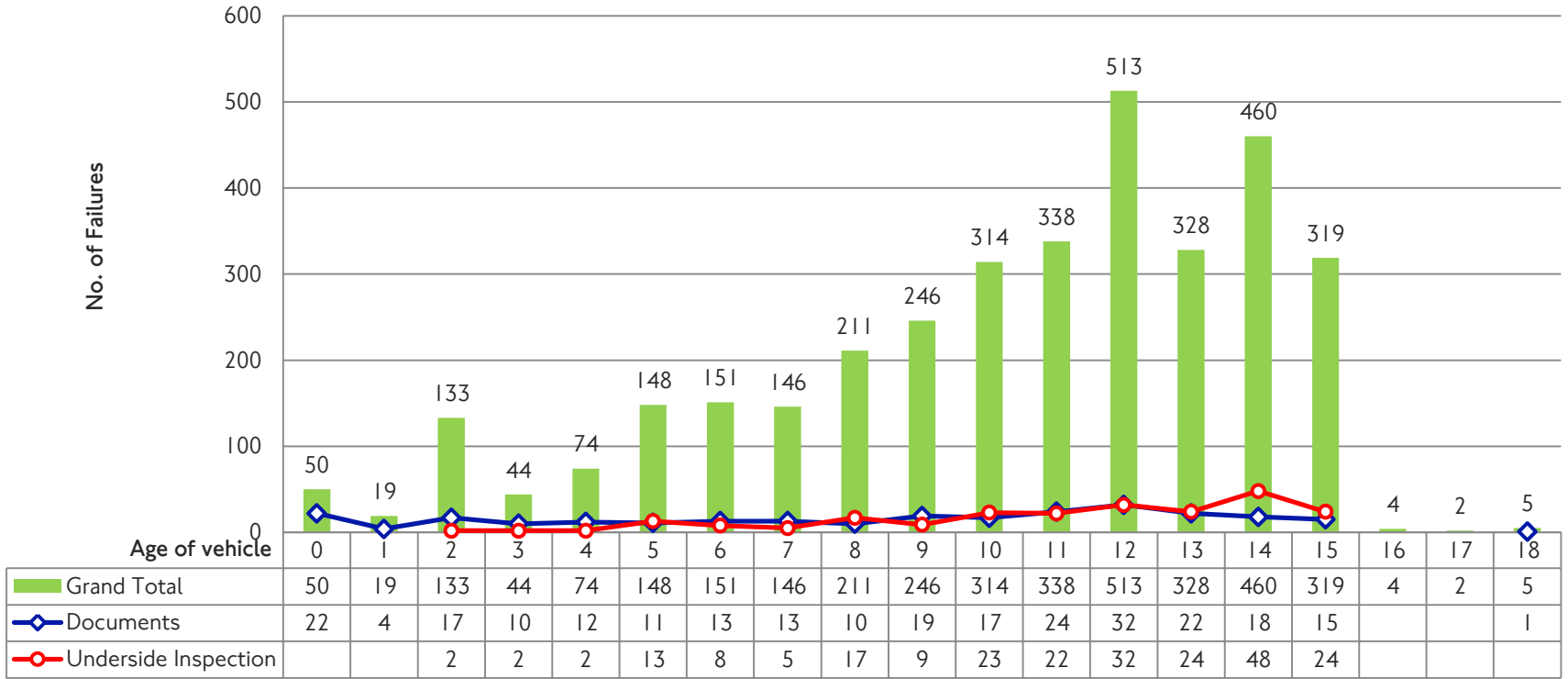
**Graph 1: Totals against Mechanical Defect and Interior Compartment**





# Taxi Age Profile Vs First Inspection Failure Rates

Graph 2: Totals against Documents and Underside Inspection



# Compliance & Enforcement update



This report looks at P1 - 3 inclusive (1 April 2019 – 22 June 2019) unless otherwise stated.

All the slides relate to taxi data, unless otherwise stated.



## Total Taxi Driver / Vehicle checked

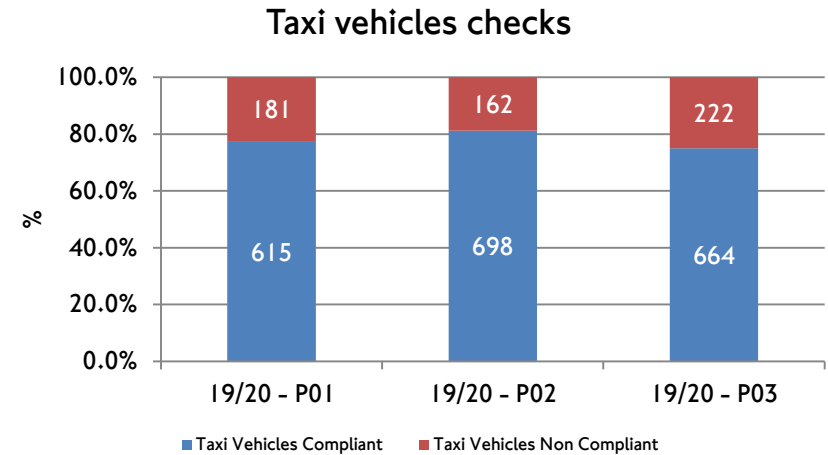
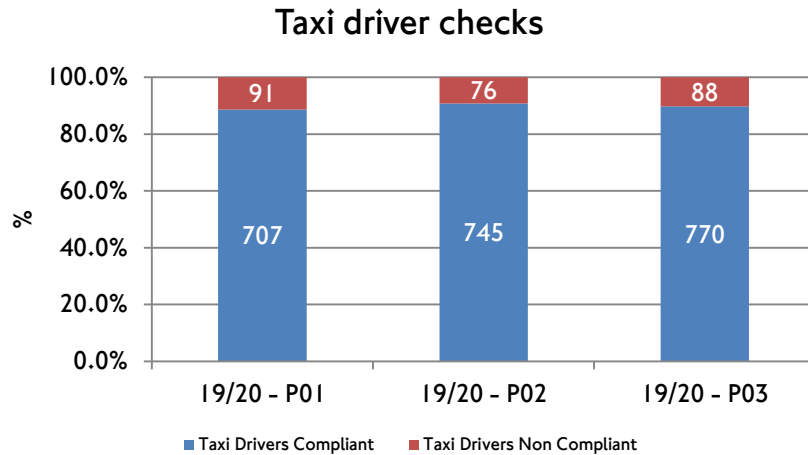
Driver	Checks	Compliant	% Compliant
P1	798	707	88.6
P2	821	745	90.7
P3	858	770	89.7
<b>Total</b>	<b>2,477</b>	<b>2,222</b>	<b>89.7</b>

Vehicle	Checks	Compliant	% Compliant
P1	796	615	77.3
P2	860	698	81.2
P3	886	664	74.9
<b>Total</b>	<b>2,542</b>	<b>1,977</b>	<b>77.8</b>

During the last 3 periods, 255 drivers and 565 vehicles were reported for non-compliance.



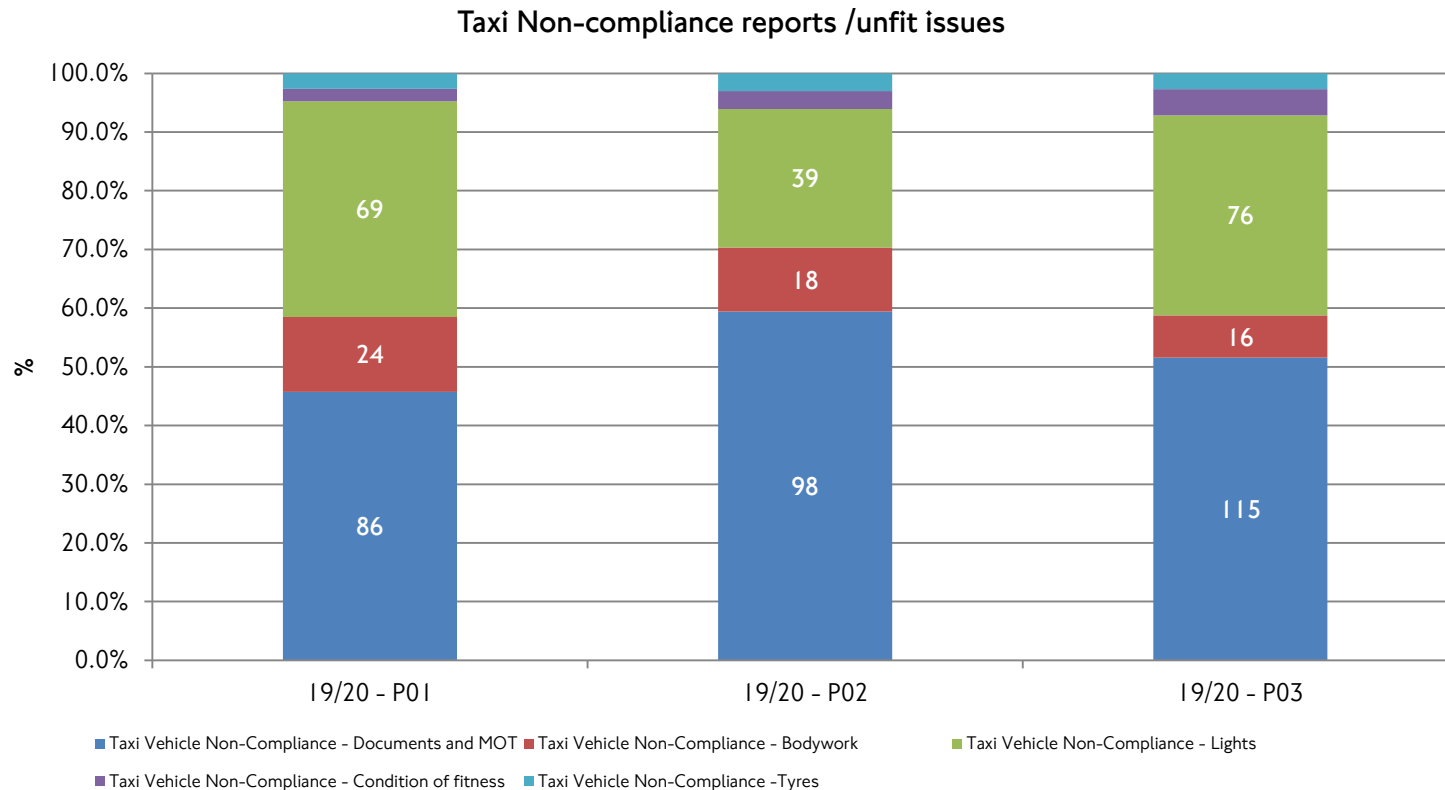
# Taxi driver and vehicle compliance



Between P1- P3 the taxi driver compliance rate has been around 88-90 per cent. For the same period the vehicle compliance rate has fluctuated between 74 per cent and 81 per cent.



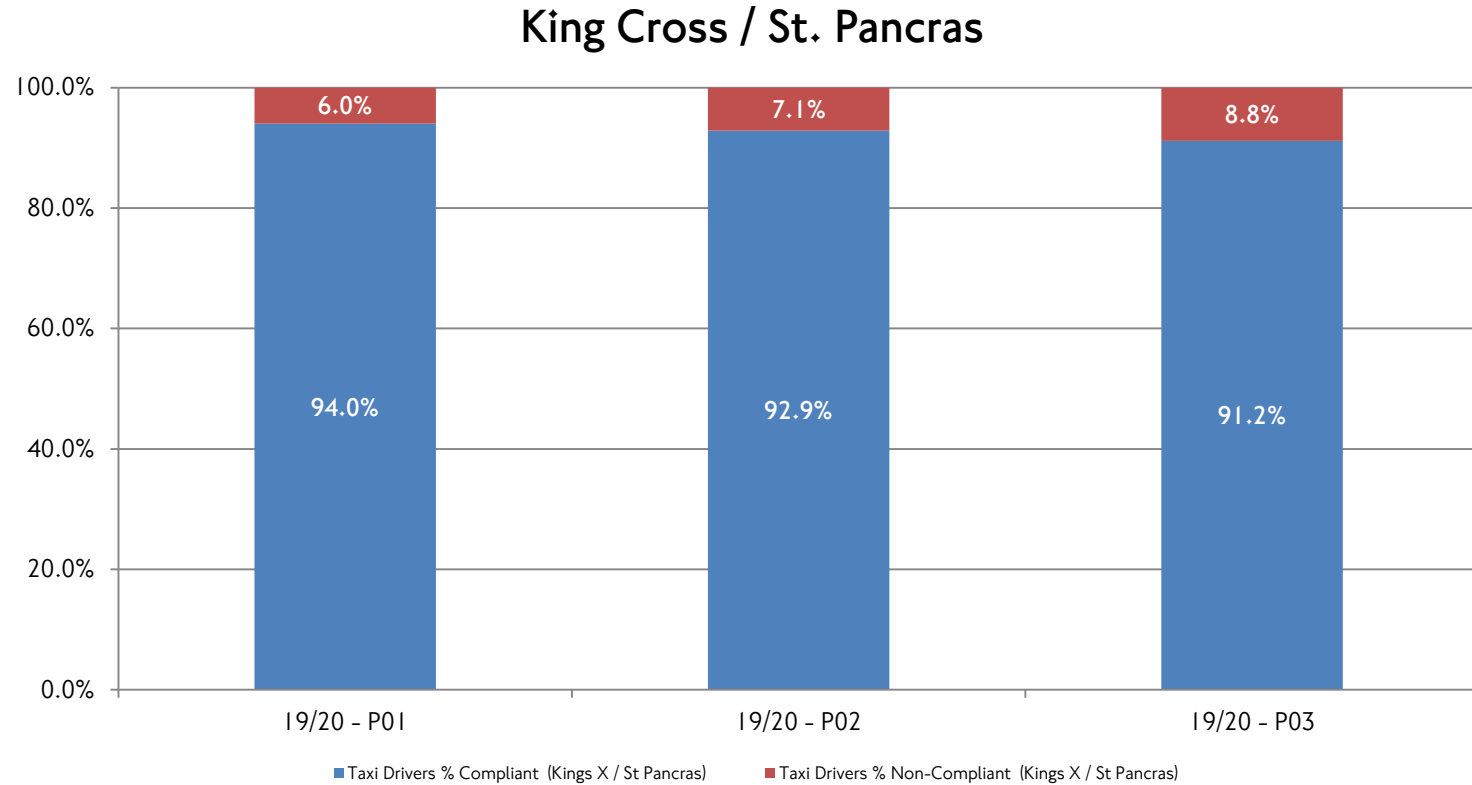
# Taxi compliance – highest contributors of vehicle non compliance



Non-compliance for taxi vehicles is primarily driven by no second MOTs, lights and bodywork issues. Over the last 3 periods documents and MOT have slowly increased compared to previous periods.



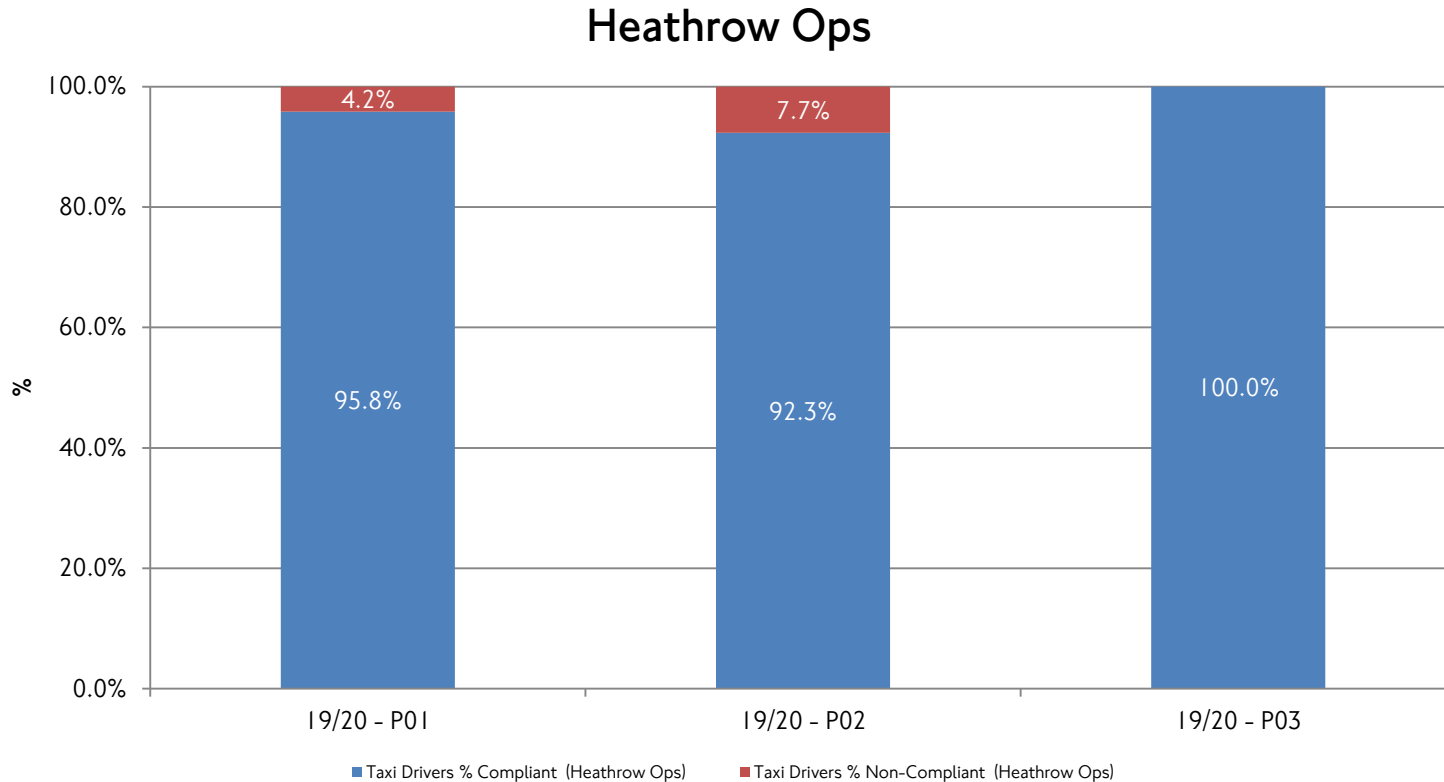
# Kings Cross / St. Pancras enforcement results



The compliance rate for taxi drivers in Kings Cross/St. Pancras remains in the low to mid 90 per cent.



# Heathrow enforcement results



The percentage of taxi drivers compliant in in the last 3 periods remains high at 90 per cent, with P3 achieving a 100 per cent compliance rate.





# 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.

In P1 – P3 there were no offences or fines for taxis.



# Road and Transport Policing Command (RTPC) – TPH-Policing Team results Apr – Jun 19

	Checks	Compliant	% Compliant
Taxis Stopped	384	338	88.0

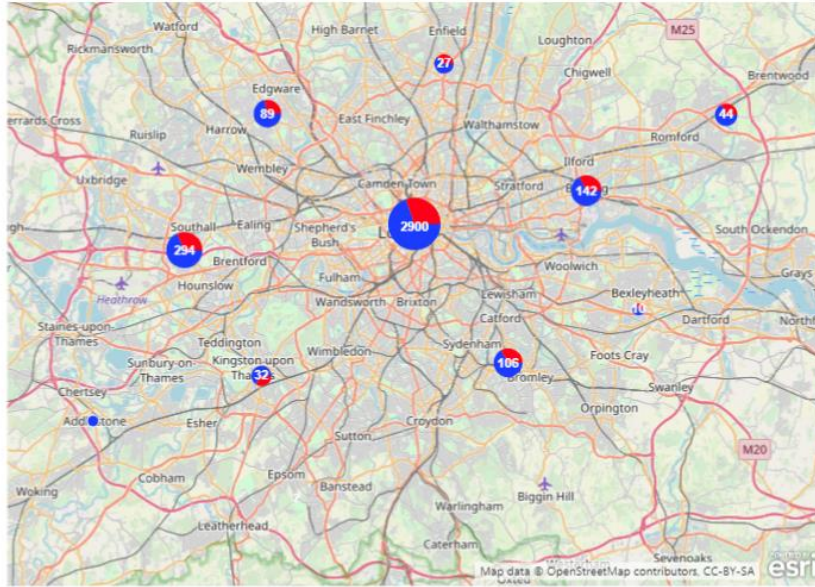
Activity Outcome	18/19
No hire & reward Insurance	1
Vehicles seized	1
Drivers reported to TPH for license action	0

TORs Offence	Taxi
Mobile phone	18
Defective tyres	1
Misc	6
No Insurance	1
Red Traffic lights	1
Seatbelt	0
Obscured Vision	0
Controlled Crossing	3
Fog Lights	1
Not in proper control	0
Excess Speed	0
Total	31



# Potential future slides/data

Latitude, Longitude and Overall Outcome



- Peri... ▾ Overall Outco... ▾ Vehicle Type ▾
- P1  Compliant  MHC Vehicle
  - P2  Non Compliant  Private Hire
  - P3  Private Hire Vehicle
  - P4  Taxi

## Driver Non-Compliance

- (Blank)
- Badge photograph is a true likeness of driver
- Driver identifiers are fitted in both front and rear
- Hire and Reward Insurance
- Illegally parked on rank
- Licence is signed
- Licence is valid
- Misbehaviour during employment
- No plying for hire outside of designated area
- Not Applicable
- Not with taxi (on rank)
- Obstruction by loitering
- Other Breach
- Over ranking
- Payment Card Signage
- Payment Cards Accepted
- Photo is true likeness of driver
- Plying for hire
- Produced original licence
- Smoking in a Vehicle
- Taxi refusing the hirer
- Taxi touting
- Taxi unwilling to be hired (on rank)
- Use of mobile phone while driving
- Wearing valid Drivers Badge and clearly visible
- Wearing valid PHV Drivers Badge and clearly visible

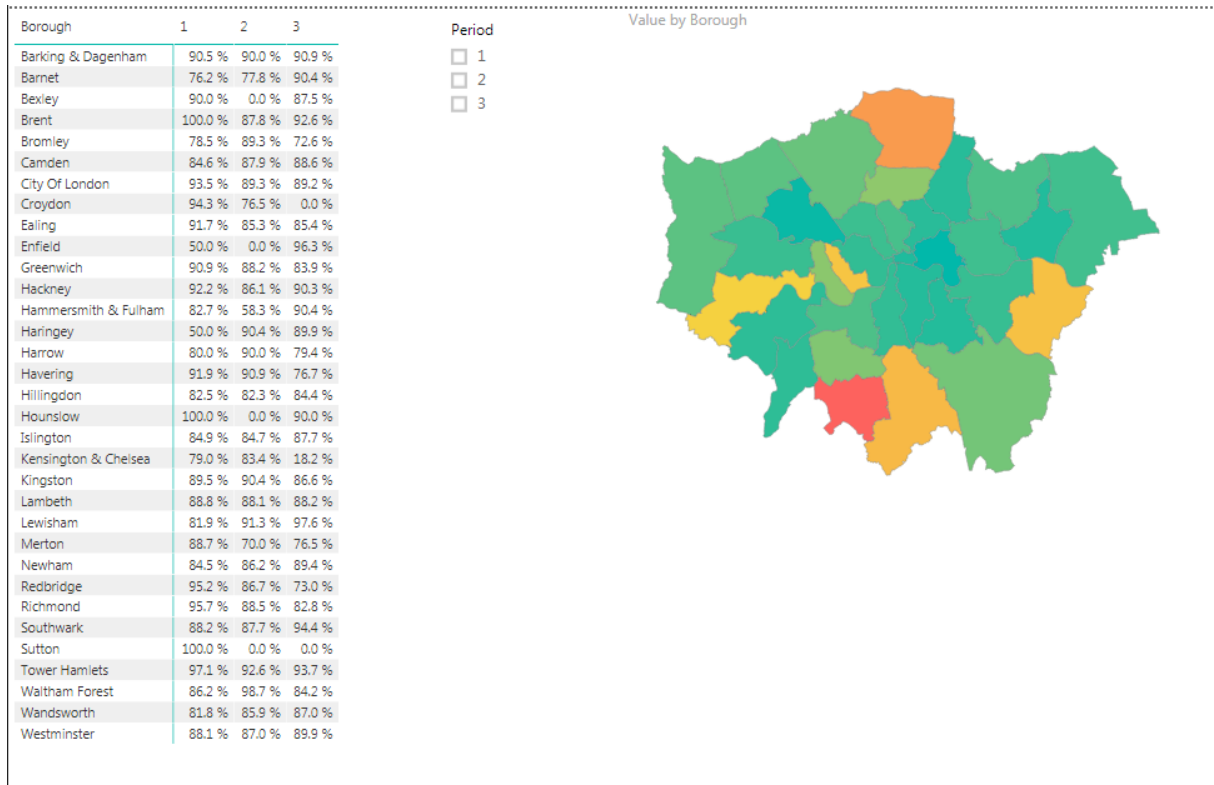
## Vehicle Non-Compliance

- (Blank)
- ADLS 11.1.5 Warning lamp
- Body 6.1.1 External Body Panels
- Body 6.1.3 insecure panels
- Body 6.1.4 Rusting/Corrosion
- Body 6.1.5 Paintwork
- Body 6.1.6 Alteration/Modificati...
- Body 6.1.7 Windows
- Body 6.2.1 External Signage
- Body 6.2.2 Signage in unapprov...
- Body 6.2.5 Signage securely atta...
- COF 14.1.1 Unroadworthy
- COF 14.1.2 Unfit to be licensed
- Doc 1.3.1 Taxi Plates not surren...
- Doc 1.3.2 PH Vehicle Licence no...
- Doc 1.4. Tax Disc
- Doc 1.5 MOT
- Doc 1.6.1 H & R Ins not presented
- Doc 1.6.2 H & R Ins Altered/Def...
- Doc 1.6.3 H & R Ins displays inc...
- Doc 1.6.4 H & R Ins not current
- Doc 1.6.7 H & R Fleet Ins -Incorr...
- Fittings 13.2.1 Install
- Fittings 13.2.2 Device
- Fittings 13.3.1 Adaptions Unapp...
- Fittings 13.3.2 Adaptions Poor C...
- HC1 Hub caps fitted issue
- Interior 3.1.1 Driver warning lam...
- Interior 3.1.4 Horn Inoperable
- Interior 3.1.5 Washers/Wipers in...
- Interior 3.1.6 Rear view mirror o...
- Interior 3.2.1 Driver/Front Passe...
- Interior 3.2.2 Upholstery Damag...
- Interior 3.2.6 Card Device Unapp...

**Please note this is dummy data**



# Potential future slides/data



**Please note this is dummy data**

