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| London Councils’ TEC Executive Sub Committee |
| Transport & Mobility Services Performance Information | Item no:  | 03 |
|  |
| Report by: | Tony O’Connor | Job title: | Mobility Services Manager |
| Date: | 11 February 2016 |
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|  |
| Summary: | This report details the London Councils Transport and Mobility Services performance information for Q2 and Q3 of 2015/16  |
| Recommendations: | Members are asked to note the report. |

1. London Councils provides a number of transport related services to London’s residents on behalf of the London boroughs. These include London Tribunals support services, Parking Services and enquiries, Freedom Pass, Taxicard, the London European Partnership for Transport, Lorry Control Enforcement and Lorry Control permit issue.
2. Appendix 1 sets out the position on each of the main services. This report reports on Quarter 3 of 2015/16 compared to Quarter 2 of 2015/16, and provides complete figures for 2014/15.

**Equalities Considerations**

 None.

# Financial Implications

 None.

**APPENDIX 1: TRANSPORT & MOBILITY SERVICES: PERFORMANCE**

**LONDON TRIBUNALS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Target (where appropriate)** | **2014/15** **Full Year** | **2015/16****Q2** | **2015/16****Q3** | **Red / Amber / Green (RAG) rating Q3** |
| **Environment and Traffic Adjudicators (ETA)** |
| No. of appeals received | n/a | 54,564 | 11,261 | 11,883 | n/a |
| No. of appeals decided^ | n/a | 46,764 | 7,025 | 8,167 | n/a |
| % allowed^^ | n/a | 46% | 37% | 49% | n/a |
| % Did Not Contest | n/a | 19% | 19% | 24% | n/a |
| % personal hearings started within 15 minutes of scheduled time\* | 80% | 90% |  | 41% | Red |
| Average number of days (from receipt) to decide appeals (postal) | 56 days | 39 days | 40 days | 44 days | Green |
| Average number of days (from receipt) to decide appeals (personal) | 56 days | 42 days | 44 days | 43 days | Green |
| Average number of days (from receipt) to decide appeals (combined) | 56 days | 40 days | 44 days | 44 days | Green |
| **Road User Charging Adjudicators (RUCA)** |
| No. of appeals received | n/a | 6,283 | 881 | 1632 | n/a |
| No. of appeals decided^ | n/a | 5,753 | 982 | 790 | n/a |
| % allowed^^ | n/a | 28% | 27% | 28% | n/a |
| % Did Not Contest | n/a | 23% | 13% | 25% | n/a |
| % personal hearings started within 15 minutes of scheduled time\* | 80% | 80% |  | 32% | Red |
| Average number of days (from receipt) to decide appeals (postal) | 56 days | 69 days | 27 days | 46 days | Green |
| Average number of days (from receipt) to decide appeals (personal) | 56 days | 55 days | 62 days | 47 days | Green |
| Average number of days (from receipt) to decide appeals (combined) | 56 days | 66 days | 32 days | 46 days | Green |
| **Overall service** |
| Notice of Appeal acknowledgments issued within 2 days of receipt | 97% | 99.71% | 100% | 100% | Green |
| Hearing dates to be issued to appellants within 5 working days of receipt\*\* | 100% | 100% | 76.4% | 89% | Red |
| Number of telephone calls to London Tribunals | n/a | 45,966 | 10,297 | 7,574 | n/a |
| % of calls answered within 30 seconds of the end of the automated message | 85% | 76% | 75% | 99% | Green |

**Comments**:

^ The no. of appeals decided is consistently less than the no. of appeals received. Decided cases are those that are allowed, refused, withdrawn or non-contested. Not all cases that are received in any period are decided within that period. An appeal has to be scheduled at least 28 days after receipt and will therefore fall into the subsequent month for consideration. In any quarter, 1/3 of the cases registered cannot be decided because they will not have reached their hearing date. There are also cases that cannot be scheduled on receipt – cases that are incomplete, made by the wrong individual, out of time or duplicate and require manual intervention before they can be listed, if they can be listed at all. If an appeal is invalid for any of these reasons, then the case will be rejected as an appeal, and will not count as a decided case. Statutory declaration and witness statement cases also cannot be scheduled on receipt - the validity of a statutory declaration or witness statement has to be considered before it is either rejected or scheduled for a hearing (again 28 days in advance). We receive around 3,000 ETA and 350 RUCAT statutory declaration/witness statements each quarter that fall into this category. Finally, it is worth noting that (for ETA) there are around 2,000 cases that cannot be decided because their consideration has been delayed pending a decision in the High Court.

^^ The % allowed does not include statutory declaration/witness statement cases which are neither allowed nor refused.

\* The ability to record and report the % personal hearings started within 15 minutes of scheduled time was interrupted by the change of service provider in July 2015 and the transfer to the new case management system. This performance measure will continue being reported in future reports. The target was missed for Q3 because of the way in which the new system records the hearing start. Each case is only recorded as having started once the adjudicator puts the case into hearing. Adjudicators do not have to put the case into hearing to view the evidence, hence the low percentage recorded as starting within 15 minutes. Adjudicators are being encouraged to place the case into hearing as soon as they open the case to consider an appeal, not just for this SLA but also to ensure that the length of each hearing is accurately recorded.

\*\* The target was missed as there were problems with the format of some of the automated letter templates at the start of this quarter. To avoid incorrect letters being sent to appellants, letters were not being sent immediately so that the content could be verified and corrections could be made before dispatch. All letters are now being dispatched as soon as they are produced.

**FREEDOM PASS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Target (where appropriate)** | **2014/15** **Full Year** | **2015/16****Q2** | **2015/16****Q3** | **Red / Amber / Green (RAG) rating Q3** |
| Number of active passes at end of period |  | 1,313,438 | 1,226,477 | 1,223,800 | N/A |
| Number of new passes issued (BAU) |  | 55,568 | 12,723 | 13,092 | N/A |
| Number of passes issued (2015 Renewal) |  | 774,265 | 2,439 | 0 | N/A |
| Number of replacement passes issued |  | 93,714 | 22,875 | 20,290 | N/A |
| Number of phone calls answered (BAU) |  | 259,005 | 62,391 | 55,428 | N/A |
| % Answered within 30 seconds (BAU) | 85% | 74%\* | 83%\*\* | 86% | Green |
| Number of phone calls answered (2015 Renewal) |  | 29,297 | 0 | 0 | N/A |
| % Answered within 30 seconds (2015 Renewal) | 85% | 96% | N/A | N/A | N/A |
| Number of letters, emails and faxes answered |  | 86,555 | 20,975 | 15,630 |  N/A |
| Number of emails answered (2015 Renewal) |  | 6,811 | 0 | 0 | N/A |

 BAU = Business as Usual

**Comments**:

There were around 150,000 fewer Freedom Passes at the end of 2014/15 due to the number of people whose passes were due to expire on 31 March 2015 not renewing them. The Freedom Pass telephone helpline had a significant increase in calls in Q3 and Q4 due to the 2015 Freedom Pass renewal.

\*Call volumes in Q4 of 2014/15 were significantly higher than usual due to the 2015 renewal. Phone calls and e-mails relating to the renewal are not shown separately after Q1.

\*\*Call centre performance improved considerably in Q1 of 2015/16, but the target was missed by 2% in Q2, mainly due to an increase in calls. Performance improved again in Q3, meeting the target.

**TAXICARD**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Target (where appropriate)** | **2014/15** **Full Year** | **2015/16****Q2** | **2015/16****Q3** | **Red / Amber / Green (RAG) rating Q3** |
| Number of active passes at end of period |  | 79,266 | 67,933\* | 68,208 | N/A |
| Number of new passes issued |  | 9,021 | 2,780 | 2,078 | N/A |
| Number of replacement cards issued |  | 4,846 | 1,307 | 1,223 | N/A |
| Number of phone calls answered at London Councils  |  | 31,988 | 6,931 | 8,729 | N/A |
| % Answered within 30 seconds | 85% | 95.4% | 96.6% | 97.8% | Green |
| Number of journeys using Taxicard |  | 1,268,546\* | 310,281 | 302,921 | N/A |
| % in private hire vehicles |  | 17% | 16% | 19% | N/A |
| % of vehicles arriving within 15 minutes (advance booking) | 95% | 95.66% | 95.55% | 95.46% | Green |
| % of vehicles arriving within 30 minutes (on demand) | 95% | 96.31% | 96.48% | 96.66% | Green |

**Comments**:

\*The number of members has reduced in Q2 as 12,700 members were removed from the database as they had not used their Taxicards for two years and a further 3,000 deceased members identified by the National Fraud Initiative were also removed. A further, smaller, NFI exercise was done in Q3.

**TRACE (TOWAWAY, RECOVERY AND CLAMPING ENQUIRY SERVICE)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Target (where appropriate)** | **2014/15** **Full Year** | **2015/16****Q2** | **2015/16****Q3** | **Red / Amber / Green (RAG) rating Q3** |
| Number of vehicles notified to database | n/a | 55,783 | 18,047 | 11,310 | n/a |
| Number of phone calls answered | n/a | 67,027 | 14,666 | 10,916 | n/a |
| % of calls answered in 12 seconds\* | 95% | 96% | n/a | n/a | n/a |
| % of calls answered within 30 seconds of the end of the automated message\* | 85% | n/a | 89% | 94% | Green |

**Comments:**

\* With the change in contractor in July 2015 this Service Level changed from “% of calls answered in 12 seconds” to “% of calls answered within 30 seconds of the end of the automated message”

**LONDON LORRY CONTROL SCHEME**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Target (where appropriate)** | **2014/15** **Full Year** | **2015/16****Q2** | **2015/16****Q3** | **Red / Amber / Green (RAG) rating Q3** |
| Number of permits on issue at end of period |  | 87,772 | 84,074 | 87,584 | N/A |
| Number of permits issued in period |  | 32,113 | 7,675 | 7,709 | N/A |
| Number of vehicle observations made  | 10,800 per year2,700 per quarter | 12,496 | 2,962 | 2,856 | Green |
| Number of penalty charge notices issued |  | 7,100 | 1,247 | 1,153 | N/A |
| Number of appeals considered by ETA |  | 129 | 13 | 10 | N/A |
| % of appeals allowed | Less than 40% | 64% | 38% | 33% | Green |

**Comment**:

**TRANSACTIONAL SERVICES: DEBT REGISTRATIONS AND WARRANTS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Target (where appropriate)** | **2014/15****Full Year** | **2015/16****Q2** | **2015/16****Q3** | **Red / Amber / Green (RAG) rating Q3** |
| Traffic Enforcement Court: number of debt registrations | n/a | 346,682 | 71,414 | 103,525 | n/a |
| Traffic Enforcement Court: number of warrants | n/a | 299,276 | 55,292 | 94,194 | n/a |
| Traffic Enforcement Court:% registered in 1 day | 97% | 100% | 100% | 98% | Green |

**HEALTH EMERGENCY BADGES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Target (where appropriate)** | **2014/15** **Full Year** | **2015/16****Q2** | **2015/16****Q3** | **Red / Amber / Green (RAG) rating Q3** |
| Number of badges on issue at end of period |  | 4,283 | 3,554 | 3,551 | N/A |
| Number of badges issued in period |  | 2,046 | 364 | 317 | N/A |

**LONDON EUROPEAN PARTNERSHIP FOR TRANSPORT**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Target (where appropriate)** | **2014/15** **Full Year** | **2015/16****Q2** | **2015/16****Q3** | **Red / Amber / Green (RAG) rating Q3** |
| Number of Boroughs participating in EU transport funding bids | 7 | 10 | 3 | 14 | Green |

**Comment:**

Following the Horizon 2020 call for funding bids which closed on Wednesday 20 January, there are a number of boroughs who have expressed a firm interest in being project partners.

For the LEPT led first phase bid entitled **EVolution – Electric Vehicle Charging for Smart Cities**, we have nine London boroughs (Brent, Enfield, Hackney, Hammersmith and Fulham, Haringey, Hounslow, Islington, Kensington and Chelsea, Richmond) who wish to participate. This will eventually be reduced to two implementation partners subject to the success of the initial and second stage bid.

LEPT are also the bid partners in London for a proposed project entitled **Streetlife**. So far we have received firm details from four boroughs wishing to partner this bid (Brent, Haringey, Harrow, Southwark). Again this will reduce to two subject to the success of the bid.

We have also brokered a partnership for Southwark with the following project bid under the same Horizon 2020 call: **Sensing, Monitoring and Planning the Mobility Needs of the Ageing and Liveable Neighbourhood**