

London Councils' TEC Executive Sub Committee

Transport & Mobility Services Performance Information

Item no: 09

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Summary: This report details the London Councils Transport and Mobility Services performance information for Q4 2015/16 and Q1 2016/17.

Recommendation: Members are asked to note the report.

Performance Monitoring and Reporting

1. London Councils provides a number of transport and mobility services on behalf of the London boroughs. These include London Tribunals, Freedom Pass, Taxicard, the London European Partnership for Transport, the London Lorry Control Scheme, the Health Emergency Badge scheme and providing a range of parking services and advice to authorities and the public.
2. Appendix 1 sets out the latest position against key performance indicators for each of the main services. This report covers Quarter 1 of 2016/17 compared to Quarter 4 of 2015/16, and provides complete figures for 2015/16.

Equalities Considerations

None.

Financial Implications

None.

APPENDIX 1: TRANSPORT & MOBILITY SERVICES: PERFORMANCE

LONDON TRIBUNALS

	Target (where appropriate)	2015/16 Full Year	2015/16 Q4	2016/17 Q1	Red / Amber / Green (RAG) rating Q1
Environment and Traffic Adjudicators (ETA)					
No. of appeals received	N/A	42,846*	10,557*	10,386	N/A
No. of appeals decided	N/A	35,129	9,542	11,126	N/A
% allowed	N/A	50%*	48%*	50%	N/A
% Did Not Contest	N/A	21%*	21%*	21%	N/A
% personal hearings started within 15 minutes of scheduled time	80%	86%	86%	87%	Green
Average number of days (from receipt) to decide appeals (postal)	56 days	41 days	44 days	50 days	Green
Average number of days (from receipt) to decide appeals (personal)	56 days	40 days	41 days	41 days	Green
Average number of days (from receipt) to decide appeals (combined)	56 days	41 days	43 days	47 days	Green
Road User Charging Adjudicators (RUCA)					
No. of appeals received	N/A	5,967*	1,832*	1,593	N/A
No. of appeals decided	N/A	3,876	1,049	1,639	N/A
% allowed	N/A	25%*	25%*	25%	N/A
% Did Not Contest	N/A	21%*	23%*	21%	N/A
% personal hearings started within 15 minutes of scheduled time	80%	80%	80%	78%	Red**
Average number of days (from receipt) to decide appeals (postal)	56 days	47 days	59 days	59 days	Red^
Average number of days (from receipt) to decide appeals (personal)	56 days	40 days	43 days	38 days	Green
Average number of days (from receipt) to decide appeals (combined)	56 days	42 days	56 days	54 days	Green
Overall service					
Notice of Appeal acknowledgments issued within 2 days of receipt	97%	95%	93%	99%	Green
Hearing dates to be issued to appellants within 5 working days of receipt	100%	90%	96%	83%	Red^^
Number of telephone calls to London Tribunals	N/A	36,231	8,607	8,479	N/A
% of calls answered within 30 seconds of the end of the automated message	85%	87%	97%	98%	Green

Comment:

* These statistics have been compiled by combining monthly report statistics. Annual report statistics for both tribunals are currently being collated directly from the case management system database and the annual report totals may vary slightly from the quarterly report figures as a result of updates to the database since the monthly reports were generated.

** The % personal hearings started within 15 minutes of scheduled time marginally missed the target. This SLA is dependent on the appellant arriving at the hearing centre on time. In RUCA, the low number of personal hearings means that it does not take many appellants to arrive late for the SLA to be missed.

^ The Average number of days to decide a RUCA case marginally missed the target due to the way in which adjudicators' time is allocated. The Chief Adjudicator only schedules adjudicator time on days when personal cases are being decided – meaning that postal cases are not considered every day, resulting in increased waiting times for decisions. However, whilst the target is not met, the Chief Adjudicator considers that the cost benefit of working in this way justifies this approach.

^^ The % of hearing dates to be issued to appellants within 5 working days of receipt missed the target quite significantly because of performance in April. Whilst the notifications were being generated promptly by the system, a high level of sickness amongst processing staff this month delayed the dispatch of notifications. There was a significant improvement in the latter half of the quarter.

FREEDOM PASS

	Target (where appropriate)	2015/16 Full Year	2015/16 Q4	2016/17 Q1	Red / Amber / Green (RAG) rating Q1
Number of active passes at end of period	N/A	1,198,958	1,198,958	1,215,490	N/A
Number of new passes issued (BAU)	N/A	52,176	11,744	9,307	N/A
Number of passes issued (2015 & 2016 Renewal)	N/A	157,835	126,965	10,369	N/A
Number of replacement passes issued	N/A	91,336	21,552	21,383	N/A
Number of phone calls answered (BAU)	N/A	231,240	57,142	47,851	N/A
% Answered within 30 seconds (BAU)	85%	84%	79%	81%	Red*
Number of phone calls answered (2015 & 2016 Renewal)	N/A	29,300	0	12,000	N/A
% Answered within 30 seconds (2015 & 2016 Renewal)	85%	85%	N/A	77%	Red*
Number of letters, emails and faxes answered	N/A	80,777	20,156	14,901	N/A
Number of emails answered (2015 & 2016 Renewal)	N/A	6,709	N/A	4,625	N/A

BAU = Business as Usual

Comment:

*The target of 85% of calls to the Freedom Pass helpline being answered within 30 seconds has been missed for both the Business as Usual and 2016 renewal phone lines in Q1. The main reason for this is that the average call length is increasing. For BAU calls, a significant factor is the time it takes to process payments for replacement cards. To help address this, a new online

payment facility will be launched in August this year, which will significantly reduce call volumes. For both BAU and renewal applicants, another factor is people requiring time-consuming support and advice on using the new online facilities. The successful efforts to transfer more people to self-serve online facilities, although reducing workload in other areas such as postal applications and correspondence, have impacted the call centre operations. Officers are working with the contractor to review and improve call centre performance going forward, including by providing better online support for those using online facilities.

TAXICARD

	Target (where appropriate)	2015/16 Full Year	2015/16 Q4	2016/17 Q1	Red / Amber / Green (RAG) rating Q1
Number of active passes at end of period	N/A	69,604	69,604	71,338	N/A
Number of new passes issued	N/A	9,204	1,897	2,289	N/A
Number of replacement cards issued	N/A	4,961	1,013	1,132	N/A
Number of phone calls answered at London Councils	N/A	31,157	8,478	9,329	N/A
% Answered within 30 seconds	85%	97.00%	96.64%	96.62%	Green
Number of journeys using Taxicard	N/A	1,221,950	291,184	333,710	N/A
% in private hire vehicles	N/A	19%	23%	16.21%	N/A
% of vehicles arriving within 15 minutes (advance booking)	95%	96.18%	97.54%	96.29%	Green
% of vehicles arriving within 30 minutes (on demand)	95%	96.71%	97.14%	97.08%	Green

Comment:

The number of Taxicard journeys increased by 4.88% in Q1 compared to the same quarter in 2015, reversing a long term trend of declining usage. If this trend continues a number of boroughs will have to either cover any budget overspends or take measures to reduce usage. Boroughs currently predicted to overspend have been informed and a report on the Taxicard budget will be presented to the full Committee in September when a clearer projection of the budget outturn will be available.

TRACE (TOWAWAY, RECOVERY AND CLAMPING ENQUIRY SERVICE)

	Target (where appropriate)	2015/16 Full Year	2015/16 Q4	2016/17 Q1	Red / Amber / Green (RAG) rating Q1
Number of vehicles notified to database	N/A	45,593	11,478	10,847	N/A
Number of phone calls answered	N/A	44,174*	9,773	8,991	N/A
% of calls answered within 30 seconds of the end of the automated message	85%	93% **	95%	96%	Green

Comment: * There were no stats provided by our previous contractor for June 2015. This was the last month of their contract and stats for this SLA were not provided from the old system before it was decommissioned

** This target was only introduced when the contractor changed in July 2015. As such, 2015/16 full year stats only covers Q2, Q3 and Q4.

LONDON LORRY CONTROL SCHEME

	Target (where appropriate)	2015/16 Full Year	2015/16 Q4	2016/17 Q1	Red / Amber / Green (RAG) rating Q1
Number of permits on issue at end of period	N/A	62,179	62,179	62,052	N/A
Number of permits issued in period	N/A	23,736	6,057	6,362	N/A
Number of vehicle observations made	10,800 per year 2,700 per quarter	11,569	2,856	3,552	Green
Number of penalty charge notices issued	N/A	4,993	1,119	978	N/A
Number of appeals considered by ETA	N/A	*63	16	19	N/A
% of appeals allowed	Less than 40%	*59%	69%	*63%	Red

***Comment:** 51% of the 2015/16 cases allowed at appeal were 'Do Not Contest' decisions taken by officers before each hearing. 31% of the Q1 cases allowed at appeal were 'Do Not Contest' decisions taken by officers before each hearing.

TRANSACTIONAL SERVICES: DEBT REGISTRATIONS AND WARRANTS

	Target (where appropriate)	2015/16 Full Year	2015/16 Q4	2016/17 Q1	Red / Amber / Green (RAG) rating Q1
Traffic Enforcement Court: number of debt registrations	N/A	393,289	134,069	130,075	N/A
Traffic Enforcement Court: number of warrants	N/A	334,078	97,609	111,305	N/A
Traffic Enforcement Court: % registered in 1 day	97%	99%	97%	100%	Green

HEALTH EMERGENCY BADGES

	Target (where appropriate)	2015/16 Full Year	2015/16 Q4	2016/17 Q1	Red / Amber / Green (RAG) rating Q1
Number of badges on issue at end of period		4,475	4,475	4,240	N/A
Number of badges issued in period		2,264	650	517	N/A

LONDON EUROPEAN PARTNERSHIP FOR TRANSPORT

	Target (where appropriate)	2015/16 Full Year	2015/16 Q4	2016/17 Q1	Red / Amber / Green (RAG) rating Q1
Number of Boroughs participating in EU transport funding bids	7	8	8	6	Amber

Comment:

LEPT - 8 participating Boroughs in 2015/16: Barking and Dagenham (NoveLog), Hounslow (SWITCH), Newham (PASTA), Southwark, Lambeth (VeloCita), Westminster (Frevue), Hackney (STARS) and Haringey (PTP-Cycle). The STARS and PTP-Cycle projects concluded at the end of March 2016 reducing the total to 6. LEPT will continue to disseminate and ask for comments on any EU funding opportunities and will be looking to lead, broker and partner EU projects in the upcoming H2020 calls for proposals.