

APPENDIX 1: TRANSPORT & MOBILITY SERVICES: PERFORMANCE QUARTER 1

LONDON TRIBUNALS

	Target (where appropriate)	2016/17 Full Year	2016/17 Q4	2017/18 Q1	Red / Amber / Green (RAG) rating Q1
Environment and Traffic Adjudicators (ETA)					
No. of appeals received	N/A	43,219	11,539	10,477	N/A
No. of appeals decided	N/A	38,678	9,417	8,835	N/A
% allowed	N/A	48%	49%	50%	N/A
% Did Not Contest	N/A	21%	24%	26%	N/A
% personal hearings started within 15 minutes of scheduled time	80%	87%	85%	88%	Green
Average number of days (from receipt) to decide appeals (postal)	56 days	36 days	29 days	28 days	Green
Average number of days (from receipt) to decide appeals (personal)	56 days	42 days	44 days	45 days	Green
Average number of days (from receipt) to decide appeals (combined)	56 days	38 days	34 days	34 days	Green
Road User Charging Adjudicators (RUCA)					
No. of appeals received	N/A	6,876	2,707	3,592	N/A
No. of appeals decided	N/A	6,331	1748	2,807	N/A
% allowed	N/A	28%	41%	44%	N/A
% Did Not Contest	N/A	24%	34%	35%	N/A
% personal hearings started within 15 minutes of scheduled time	80%	84%	79%	85%	Green
Average number of days (from receipt) to decide appeals (postal)	56 days	56 days	43 days	47 days	Green
Average number of days (from receipt) to decide appeals (personal)	56 days	48 days	47 days	43 days	Green
Average number of days (from receipt) to decide appeals (combined)	56 days	55 days	44 days	45 days	Green
Overall service					
Notice of Appeal acknowledgments issued within 2 days of receipt	97%	99%	99%	99%	Green
Hearing dates to be issued to appellants within 5 working days of receipt	100%	99%	99%	99%	Amber*
Number of telephone calls to London Tribunals	N/A	35,778	9,898	9,779	N/A
% of calls answered within 30 seconds of the end of the automated message	85%	99%	99%	99%	Green

Comment:

* During April & May there was an issue receiving post from the Royal Mail after they incorrectly closed the London Tribunals PO Box. When the PO Box was reinstated a couple of weeks of post was received in only a few days. This KPI was impacted slightly as a result.

FREEDOM PASS

	Target (where appropriate)	2016/17 Full Year	2016/17 Q4	2017/18 Q1	Red / Amber / Green (RAG) rating Q1
Number of active passes at end of period	N/A	1,238,168	1,238,168	1,226,207	N/A
Number of new passes issued (BAU)	N/A	40,380	12,624	10,501	N/A
Number of passes issued (2015 & 2016 Renewal)	N/A	12,062	0	0	N/A
Number of replacement passes issued	N/A	83,638	20,045	19,955	N/A
Number of phone calls answered (BAU)	N/A	191,810	47,817	46,942	N/A
% Answered within 30 seconds (BAU)	85%	84%	84%	83%	Red*
Number of phone calls answered (2015 & 2016 Renewal)	N/A	3,753	0	0	N/A
% Answered within 30 seconds (2015 & 2016 Renewal)	85%	83	N/A	N/A	Green
Number of letters, emails and faxes answered	N/A	37,001	12,305	11,534	N/A
Number of emails answered (2015 & 2016 Renewal)	N/A	5,823	0	0	N/A

BAU = Business as Usual

Comment:

*The percentage of calls answered within 30 seconds has continued to narrowly fail the 85% target. Officers are working with the contractor to improve performance, particularly looking forward to the new contract, which starts in October this year.

TAXICARD

	Target (where appropriate)	2016/17 Full Year	2016/17 Q4	2017/18 Q1	Red / Amber / Green (RAG) rating Q1
Number of active passes at end of period	N/A	64,451	64,451	65,202	N/A
Number of new passes issued	N/A	8,309	1,674	1,687	N/A
Number of replacement cards issued	N/A	4,214	1,120	1,070	N/A
Number of phone calls answered at London Councils	N/A	36,374	10,535	8,323	N/A
% Answered within 30 seconds	85%	96.71%	97.42%	96.40%	Green
Number of journeys using Taxicard	N/A	1,276,481*	307,602	333,839	N/A
% in private hire vehicles	N/A	12%	10%	11%	N/A
% of vehicles arriving within 15 minutes (advance booking)	95%	96.61%	97.42%	96.64%	Green
% of vehicles arriving within 30 minutes (on demand)	95%	97.18%	97.64%	96.65%	Green

Comment:

*The number of Taxicard journeys increased by 4.32% in 2016/17 compared to 2015/16, reversing a long term trend of declining usage. In Q1 of 2017/18 the increase on the same quarter in 2016/17 has reduced to +0.04%.

TRACE (TOWAWAY, RECOVERY AND CLAMPING ENQUIRY SERVICE)

	Target (where appropriate)	2016/17 Full Year	2016/17 Q4	2017/18 Q1	Red / Amber / Green (RAG) rating Q1
Number of vehicles notified to database	N/A	44,612	11,131	10,042	N/A
Number of phone calls answered	N/A	17,430	3,829	3,589	N/A
% of calls answered within 30 seconds of the end of the automated message	85%	97%	97%	95%	Green

LONDON LORRY CONTROL SCHEME

	Target (where appropriate)	2016/17 Full Year	2016/17 Q4	2017/18 Q1	Red / Amber / Green (RAG) rating Q1
Number of permits on issue at end of period	N/A	70,292	70,292	68,121	N/A
Number of permits issued in period	N/A	26,952	7,415	5,591	N/A
Number of vehicle observations made	10,800 per year 2,700 per quarter	14,459	3,385	3,793	Green
Number of penalty charge notices issued	N/A	6,033	1,446	1,278	N/A
Number of appeals considered by ETA	N/A	91	22	16	N/A
% of appeals allowed	Less than 40%	57%	23%	56%	Red*

Comment:

*The relatively low number of appeals means performance against this objective can fluctuate greatly. The target was well met for Q4 last year but not for the year overall or for Q1 this year. Allowed appeals include those that are not contested by London councils as the enforcement authority. Appellants often do not provide evidence that vehicles were not in contravention until the appeal stage rather than at enquiry stage as they should do.

TRANSACTIONAL SERVICES: DEBT REGISTRATIONS AND WARRANTS

	Target (where appropriate)	2016/17 Full Year	2016/17 Q4	2017/18 Q1	Red / Amber / Green (RAG) rating Q1
Traffic Enforcement Court: number of debt registrations	N/A	532,353	155,245	130,135	N/A
Traffic Enforcement Court: number of warrants	N/A	438,378	105,803	108,016	N/A
Traffic Enforcement Court: % registered in 1 day	97%	100%	100%	100%	Green

HEALTH EMERGENCY BADGES

	Target (where appropriate)	2016/17 Full Year	2016/17 Q4	2017/18 Q1	Red / Amber / Green (RAG) rating Q1
Number of badges on issue at end of period	N/A	3,848	3,848	3,797	N/A
Number of badges issued in period	N/A	3,797	529	304	N/A

LONDON EUROPEAN PARTNERSHIP FOR TRANSPORT

	Target (where appropriate)	2016/17 Full Year	2016/17 Q4	2017/18 Q1	Red / Amber / Green (RAG) rating Q1
Number of Boroughs participating in EU transport funding projects	7	8	5	5	Amber

Comment:

LEPT coordinated a bid on digital personalised travel planning under the Horizon 2020 calls for proposal: MG-4-1-2017: Increasing the take up and scale up of innovative solutions to achieve sustainable mobility solutions in urban areas.

The first stage bid was submitted on 25 January 2017. PTP-Commute was successfully evaluated at stage 1. LEPT have now been invited to submit a full proposal for stage 2. The total requested EU contribution for the proposal is €3,948,000. Horizon 2020 offers a funding rate of 100% on all costs for all non-profit organisations (including Local Authorities). LEPT have until the 19 October 2017 to submit a stage 2 proposal. The results of the final evaluation will be known by 27 May 2018. The project has enlisted the participation of 19 partners in an international consortium of cities, consultancies, private businesses, universities and NGOs and included the London Borough of Haringey as a Champion City partner.

LEPT brokered a place for the London Borough of Croydon in H2020 calls for proposal - ODYSSEUS. Unfortunately this bid was unsuccessful.

LEPT disseminated the opportunity or boroughs to become a take-up city of the SUNRISE project. Lambeth, Southwark, Haringey and Lewisham expressed an interest. The projects is still awaiting confirmation on whether they have been successful at the second stage of the bidding process,

The 8 participating Boroughs in 2016/17 were: Barking and Dagenham (NoveLog), Hounslow (SWITCH), Newham (PASTA), Southwark, Lambeth (VeloCita), Westminster (Frevue) & (Freight Tales), Hackney (STARS) and Haringey (PTP-Cycle).