

London Councils' TEC Executive Sub Committee

Transport & Mobility Services Performance Information

Item No: 04

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Date: 16 November 2017

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Summary: This report details the London Councils Transport and Mobility Services performance information for Q1 and Q2 in 2017

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 Quarters 1 and 2 in 2017/18, and provides complete figures for 2016/17.

Equalities Considerations

None.

Financial Implications

None.

APPENDIX 1: TRANSPORT & MOBILITY SERVICES: PERFORMANCE QUARTER 1

LONDON TRIBUNALS

	Target (where appropriate)	2016/17 Full Year	2017/18 Q1	2017/18 Q2	Red / Amber / Green (RAG) rating Q2
Environment and Traffic Adjudicators (ETA)					
No. of appeals received	N/A	43,219	10,477	10,235	N/A
No. of appeals decided	N/A	38,678	8,835	9,832	N/A
% allowed	N/A	48%	50%	50%	N/A
% Did Not Contest	N/A	21%	26%	26%	N/A
% personal hearings started within 15 minutes of scheduled time	80%	87%	88%	88%	Green
Average number of days (from receipt) to decide appeals (postal)	56 days	36 days	28 days	27 days	Green
Average number of days (from receipt) to decide appeals (personal)	56 days	42 days	45 days	44 days	Green
Average number of days (from receipt) to decide appeals (combined)	56 days	38 days	34 days	32 days	Green
Road User Charging Adjudicators (RUCA)					
No. of appeals received	N/A	6,876	3,592	3,168	N/A
No. of appeals decided	N/A	6,331	2,807	2,482	N/A
% allowed	N/A	28%	44%	38%	N/A
% Did Not Contest	N/A	24%	35%	27%	N/A
% personal hearings started within 15 minutes of scheduled time	80%	84%	85%	82%	Green
Average number of days (from receipt) to decide appeals (postal)	56 days	56 days	47 days	54 days	Green*
Average number of days (from receipt) to decide appeals (personal)	56 days	48 days	43 days	59 days	Amber*
Average number of days (from receipt) to decide appeals (combined)	56 days	55 days	45 days	56 days	Green*
Overall service					
Notice of Appeal acknowledgments issued within 2 days of receipt	97%	99%	99%	100%	Green
Hearing dates to be issued to appellants within 5 working days of receipt	100%	99%	99%	100%	Green
Number of telephone calls to London Tribunals	N/A	35,778	9,779	10,888	N/A
% of calls answered within 30 seconds of the end of the automated message	85%	99%	99%	99%	Green

Comment:

* The delay in deciding appeals in RUCA has increased for both personal and postal appeals as the number of appeals has increased. TfL changed contractors at the beginning of the year and have made other improvements in their own service resulting in as many appeals in the last 6 months as there were in the whole of last year. London Councils will be working with the Chief Adjudicator to see if we can reduce this delay.

FREEDOM PASS

	Target (where appropriate)	2016/17 Full Year	2017/18 Q1	2017/18 Q2	Red / Amber / Green (RAG) rating Q2
Number of active passes at end of period	N/A	1,238,168	1,226,207	1,229,760	N/A
Number of new passes issued (BAU)	N/A	40,380	10,501	10,644	N/A
Number of passes issued (2016 Renewal)	N/A	12,062	0	0	N/A
Number of replacement passes issued	N/A	83,638	19,955	20,618	N/A
Number of phone calls answered (BAU)	N/A	191,810	46,942	49,997	N/A
% Answered within 30 seconds (BAU)	85%	84%	83%	73%	Red*
Number of phone calls answered (2015 & 2016 Renewal)	N/A	3,753	0	0	N/A
% Answered within 30 seconds (2016 Renewal)	85%	83%	N/A	N/A	N/A
Number of letters, emails and faxes answered	N/A	37,001	11,534	12,364	N/A
Number of emails answered (2016 Renewal)	N/A	5,823	0	0	N/A

BAU = Business as Usual

Comment:

*The percentage of calls answered within 30 seconds declined in Q2 due to contractor staffing issues and a higher than expected number of calls. Officers are working with the contractor to improve performance, particularly for the new contract, which started on 1 October 2017.

TAXICARD

	Target (where appropriate)	2016/17 Full Year	2017/18 Q1	2017/18 Q2	Red / Amber / Green (RAG) rating Q2
Number of active passes at end of period	N/A	64,451	65,202	67,244	N/A
Number of new passes issued	N/A	8,309	1,687	2,205	N/A
Number of replacement cards issued	N/A	4,214	1,070	1,053	N/A
Number of phone calls answered at London Councils	N/A	36,374	8,323	7,226	N/A
% Answered within 30 seconds	85%	96.71%	96.40%	98.12%	Green
Number of journeys using Taxicard	N/A	1,276,481	333,839	323,817	N/A
% in private hire vehicles	N/A	12%	11%	10%	N/A
% of vehicles arriving within 15 minutes (advance booking)	95%	96.61%	96.64%	96.12%	Green
% of vehicles arriving within 30 minutes (on demand)	95%	97.18%	96.65%	96.98%	Green

Comment:

*The number of Taxicard journeys has increased marginally by 0.60% in Qs 1 & 2 compared to the same quarters in 2016/17. After a 4% increase in 2016/17 it appears that trip numbers have stabilised.

TRACE (TOWAWAY, RECOVERY AND CLAMPING ENQUIRY SERVICE)

	Target (where appropriate)	2016/17 Full Year	2017/18 Q1	2017/18 Q2	Red / Amber / Green (RAG) rating Q2
Number of vehicles notified to database	N/A	44,612	10,042	10,601	N/A
Number of phone calls answered	N/A	17,430	3,589	3,444	N/A
% of calls answered within 30 seconds of the end of the automated message	85%	97%	95%	93%	Green

LONDON LORRY CONTROL SCHEME

	Target (where appropriate)	2016/17 Full Year	2017/18 Q1	2017/18 Q2	Red / Amber / Green (RAG) rating Q2
Number of permits on issue at end of period	N/A	70,292	68,121	67,344	N/A
Number of permits issued in period	N/A	26,952	5,591	6,172	N/A
Number of vehicle observations made	10,800 per year 2,700 per quarter	14,459	3,793	3,298	Green
Number of penalty charge notices issued	N/A	6,033	1,278	1,017	N/A
Number of appeals considered by ETA	N/A	91	16	13	N/A
% of appeals allowed	Less than 40%	57%	56%	61%	Red*

Comment:

*The relatively low number of appeals means performance against this objective can fluctuate greatly. 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	2017/18 Q1	2017/18 Q2	Red / Amber / Green (RAG) rating Q2
Traffic Enforcement Court: number of debt registrations	N/A	532,353	130,135	182,044	N/A
Traffic Enforcement Court: number of warrants	N/A	438,378	108,016	145,281	N/A
Traffic Enforcement Court: % registered in 1 day	97%	100%	N/A*	N/A*	N/A*

Comment:

*The Traffic Enforcement Centre (TEC) updated their validation rules in April 2017 without advance notification to London Councils or the boroughs, causing batch files sent by London Councils to TEC to fail. System development is required to resume business as usual. Files are being processed manually whilst the changes are agreed, scoped and implemented so the the SLA has been suspended.

HEALTH EMERGENCY BADGES

	Target (where appropriate)	2016/17 Full Year	2017/18 Q1	2017/18 Q2	Red / Amber / Green (RAG) rating Q2
Number of badges on issue at end of period	N/A	3,848	3,797	3,726	N/A
Number of badges issued in period	N/A	3,797	304	443	N/A

LONDON EUROPEAN PARTNERSHIP FOR TRANSPORT

	Target (where appropriate)	2016/17 Full Year	2017/18 Q1	2017/18 Q2	Red / Amber / Green (RAG) rating Q2
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 submitted a full stage 2 proposal, the proposed budget for the project is €4,486,862.25. Horizon 2020 offers a funding rate of 100% on all costs for all non-profit organisations (including Local Authorities). The results of the final evaluation will be known by 27 May 2018. The project has enlisted the participation of 20 partners in an international consortium of cities, consultancies, private businesses, universities and NGOs and includes the London Borough of Haringey as a Champion City partner.

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).