

London Councils' TEC Executive Sub Committee

Transport & Mobility Services Performance Information

Item no: 5

Report by: Andy Rollock **Job title:** Mobility Services Manager
Date: 28 October 2019
Contact Officer: Andy Rollock
Telephone: 020 7934 9544 **Email:** andy.rollock@londoncouncils.gov.uk

Summary: This report details the London Councils Transport and Mobility Services performance information for Q2 2019/20

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 Q2 in 2019/20 and figures for Q1 (19/20) and full year 2018/19.

Equalities Considerations

None.

Financial Implications

None.

**APPENDIX 1: TRANSPORT & MOBILITY SERVICES: PERFORMANCE QUARTER 1
LONDON TRIBUNALS**

| | Target (where appropriate) | 2018/19 Full Year | 2019/20 Q1 | 2019/20 Q2 | Red / Amber / Green (RAG) rating Q2 |
|---|-------------------------------|----------------------|---------------|---------------|---|
| Environment and Traffic Adjudicators (ETA) | | | | | |
| No. of appeals received | N/A | 42,835 | 10,804 | 11,546 | N/A |
| No. of appeals decided | N/A | 36,486 | 8,759 | 9,218 | N/A |
| % allowed | N/A | 49% | 50% | 53% | N/A |
| % Did Not Contest | N/A | 27% | 29% | 29% | N/A |
| % personal hearings started within 15 minutes of scheduled time | 80% | 87% | 89% | 90% | Green |
| Average number of days (from receipt) to decide appeals (postal) | 56 days | 29 days | 29 days | 29 days | Green |
| Average number of days (from receipt) to decide appeals (personal) | 56 days | 47 days | 48 days | 44 days | Green |
| Average number of days (from receipt) to decide appeals (combined) | 56 days | 34 days | 32 days | 22 days | Green |
| Road User Charging Adjudicators (RUCA) | | | | | |
| No. of appeals received | N/A | 9,812 | 3,177 | 5,259 | N/A |
| No. of appeals decided | N/A | 9,366 | 2,310 | 4,599 | N/A |
| % allowed | N/A | 32% | 28% | 31% | N/A |
| % Did Not Contest | N/A | 20% | 28% | 26% | N/A |
| % personal hearings started within 15 minutes of scheduled time | 80% | 85% | 87% | 84% | Green |
| Average number of days (from receipt) to decide appeals (postal) | 56 days | 61 days | 40 days | 36 days | Green |
| Average number of days (from receipt) to decide appeals (personal) | 56 days | 46 days | 46 days | 39 days | Green |
| Average number of days (from receipt) to decide appeals (combined) | 56 days | 56 days | 41 days | 36 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 | 34,496 | 8,154 | 9,899 | N/A |
| % of calls answered within 30 seconds of the end of the automated message | 85% | 99% | 99% | 99% | Green |

Comment:

The % of hearing dates issued to appellants within 5 working days of receipt missed the target this period because of 9 cases that were received in August and processed late because of a user error. The cases were all processed within 10 days

FREEDOM PASS

| | Target (where appropriate) | 2018/19 Full Year | 2019/20 Q1 | 2019/20 Q2 | Red / Amber / Green (RAG) rating Q2 |
|--|---------------------------------------|------------------------------|-----------------------|-----------------------|--|
| Number of active passes at end of period | N/A | 1,170,848 | 1,186,022 | 1,183,188 | |
| Number of new passes issued (BAU) | N/A | 45,325 | 15,124 | 15,299 | |
| Number of passes issued (2019 Renewal) | N/A | 41,567 | 2,848 | 339 | |
| Number of replacement passes issued | N/A | 98,948 | 22,069 | 24,420 | |
| Number of phone calls answered (BAU) | N/A | 200,603 | 46,285 | 51,432 | |
| % Answered within 45 seconds (BAU) | 85% | 79% | 79% | 71% | *Red |
| % of calls abandoned | <2% | 2.99% | 3.5% | 5.4% | **Red |
| Customer Satisfaction Survey rating (scoring 7 or above) | 75% | 92% | 94% | 90% | Green |
| Number of phone calls answered (2019 Renewal) | N/A | 7,852 | 3,674 | 1591 | |
| % Answered within 45 (2019 Renewal) | 85% | 79.3% | 78% | 78% | Red |
| Number of letters and emails answered | N/A | 72,692 | 20,916 | 20,576 | |
| Number of emails answered (2019 Renewal) | N/A | 0 | 0 | 0 | |

BAU = Business as Usual

Comment:

*The percentage of calls answered (BAU) has decreased this quarter to 71% against a target of 85%. Although London Councils' officers have been holding the contractor to account and continuing to closely monitor performance, we have continued to see a decline in performance.

The contractor will, therefore, be issued with a formal improvement notice, a marked improvement in performance by an agreed date before further formal action is taken.

TAXICARD

| | Target (where appropriate) | 2018/19 Full Year | 2019/20 Q1 | 2019/20 Q2 | Red / Amber / Green (RAG) rating Q2 |
|--|-------------------------------|----------------------|---------------|---------------|---|
| Number of active passes at end of period | N/A | 56,401 | 57,937 | 58,612 | |
| Number of new passes issued | N/A | 6,977 | 1,944 | 1,878 | |
| Number of replacement cards issued | N/A | 3,941 | 919 | 824 | |
| Number of phone calls answered at London Councils | N/A | 28,115 | 4,931 | 5,564 | |
| % Answered within 30 seconds | 85% | 91.5% | 86% | 87% | Green |
| Number of journeys using Taxicard | N/A | 1,122,279 | 199,766 | 239,235 | |
| % in private hire vehicles | N/A | 8% | 15% | 13% | |
| % of vehicles arriving within 15 minutes (advance booking) | 95% | 93.43% | 86% | 86% | Red |
| % of vehicles arriving within 30 minutes (on demand) | 95% | 94.51% | 87% | 86% | Red |

Comment:

Since the change in the pricing structure in July, we have seen an improvement in overall performance. However, performance is still below target.

CityFleet is currently developing an app, which will allow non CityFleet drivers to do Taxicard work if they undertake the required training. The Android app is in development and due to be released shortly. The development and release of these apps will open the Taxicard scheme to significantly more drivers (approx. 19,000) and it is hoped that this will have a positive impact on improving performance.

London Councils' officers will continue to monitor performance against the improvement plan, which remains in place.

TRACE (TOWAWAY, RECOVERY AND CLAMPING ENQUIRY SERVICE)

| | Target (where appropriate) | 2018/19 Full Year | 2019/20 Q1 | 2019/20 Q2 | Red / Amber / Green (RAG) rating Q2 |
|---|---|------------------------------|-----------------------|-----------------------|--|
| Number of vehicles notified to database | Number of vehicles notified to database | 47,190 | 11,623 | 11,867 | N/A |
| Number of phone calls answered | Number of phone calls answered | 20,037 | 4,723 | 5,035 | N/A |
| % of calls answered within 30 seconds of the end of the automated message | 85% | 96% | 95% | 93% | Green |

LONDON LORRY CONTROL SCHEME

| | Target (where appropriate) | 2018/19 Full Year | 2019/20 Q1 | 2019/20 Q2 | Red / Amber / Green (RAG) rating Q2 |
|---|---------------------------------------|------------------------------|-----------------------|-----------------------|--|
| Number of permits on issue at end of period | N/A | 66,199 | 65,932 | 66,548 | |
| Number of permits issued in period | N/A | 16,919 | 3,142 | 4,362 | |
| Number of vehicle observations made | 10,800 per year 2,700 per quarter | 11,340 | 2,597 | 2,560 | *Amber |
| Number of penalty charge notices issued | N/A | 5,785 | 1,276 | 857 | |
| Number of appeals considered by ETA | N/A | 90 | 34 | 26 | |
| % of appeals allowed | Less than 40% | 62% | 50% | 69% | Red |

Comment:

The target was not met by 140 observations due to staff resourcing issues and unexpected absences during the period, which are now being addressed.

**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) | 2018/19 Full Year | 2019/20 Q1 | 2018/19 Q2 | Red / Amber / Green (RAG) rating Q2 |
|---|-------------------------------|----------------------|---------------|---------------|---|
| Traffic Enforcement Court: number of debt registrations | N/A | 656,658 | 147,456 | 156,409 | N/A |
| Traffic Enforcement Court: number of warrants | N/A | 526,272 | 146,078 | 124,102 | N/A |
| Traffic Enforcement Court: transactions to be processed accurately within 1 working day | 100% | 99% | 100% | 100% | Green |

HEALTH EMERGENCY BADGES

| | Target (where appropriate) | 2018/19 Full Year | 2019/20 Q1 | 2019/20 Q2 | Red / Amber / Green (RAG) rating Q2 |
|---|-------------------------------|----------------------|---------------|---------------|---|
| Number of badges on issue at end of period | N/A | 4,079 | 3,939 | 4,225 | N/A |
| Number of badges issued in period | N/A | 2,363 | 455 | 447 | N/A |

LONDON EUROPEAN PARTNERSHIP FOR TRANSPORT

| | Target (where appropriate) | 2018/19 Full Year | 2019/20 Q1 | 2019/20 Q2 | Red / Amber / Green (RAG) rating Q2 |
|---|-------------------------------|----------------------|---------------|---------------|---|
| Number of Boroughs participating in EU transport funding projects | 7 | 5 | 5 | 5 | *Amber |

Comment:

*The number of suitable funding calls and borough bid proposals has limited the ability for the target to be met to date.