

London Councils' TEC Executive Sub Committee

Transport & Mobility Services Performance Information

Item no: 5

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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.