

Finance Committee – Chair’s Action

Date: 12 November 2019

Item: Taxi Fares and Tariffs Update

This paper will be published with the papers for the next meeting of the Finance Committee

1 Summary

- 1.1 The purpose of this paper is to update the Committee on the annual taxi fares and tariffs review and invite it to approve the recommended changes as described in Section 2 below.
- 1.2 The use of Chair’s Action is considered appropriate as taxi fares and tariffs are normally updated annually in April and any approved changes to fares and tariffs take around six weeks to implement to allow for the taximeter companies to create their taximeter updates, for these to be tested and verified and for arrangements to roll out the update across the taxi fleet to be put in place. A decision is considered to be an urgent matter as delaying the changes to taxi fares and tariffs impacts on the income of taxi drivers, notably during the forthcoming Christmas period.
- 1.3 The members of the Committee are asked to consider the proposal and provide Ron Kalifa OBE, as Chair, with their views on or before 5.00pm on 14 November 2019. This paper and the Chair’s decision will be reported to the next meeting of the Committee.

2 Recommendations

- 2.1 **The Chair of the Committee (in consultation with its members) is asked to note the paper and:**
 - (a) **approve increasing the minimum fare from £3.00 to £3.20;**
 - (b) **approve increasing Tariffs 1 and 2 by 1.9 per cent;**
 - (c) **approve freezing Tariffs 3 and 4;**
 - (d) **approve extending the fuel charge arrangements for a further year;**
 - (e) **approve a change to when Tariff 4 starts so that the distance at which it starts is linked to the distance units for Tariffs 1, 2 and 3; and**

- (f) **note that the changes will be implemented by Officers in accordance with TfL's Standing Orders.**

3 Background

- 3.1 Taxi and private hire services in London are licensed and regulated by TfL. The Licensing, Regulation and Charging Directorate within TfL has day to day responsibility for the delivery of taxi and private hire licensing services.
- 3.2 We license London taxis (black cabs/hackney carriages) and taxi drivers under the Metropolitan Public Carriage Act 1869. Section 9 of this Act allows us to make regulations which fix the rates or fares to be paid for taxis. The London Cab and Stage Carriage Act 1907 allows us to make regulations to fix the fares to be paid for the hire of taxis fitted with taximeters, on the basis of time or distance or both. The London Cab Order 1934 (as amended), made under these Acts, sets the fares regime that covers most taxi journeys in London.
- 3.3 Taxi fares are calculated using a taximeter and the meter shows the maximum fare that can be charged at the end of a journey. The fare is based upon the time of day, distance travelled and time taken. Once a journey reaches around six miles, a different tariff rate (sometimes called Tariff 4) applies.
- 3.4 There are four different taxi tariffs and the times at which these apply plus the current distance and time rates for each tariff are shown below:

	Tariff 1	Tariff 2	Tariff 3	Tariff 4
Days and times applicable	Monday to Friday, 05:00-20:00	Monday to Friday, 20:00-22:00 and Saturday and Sunday, 05:00-22:00	Every night 22:00-05:00 and public holidays	For journeys over six miles
Minimum fare	£3.00	£3.00	£3.00	N/A
Distance unit (metres)	116.6	94.8	81.2	86.9
Rate per mile	£2.76	£3.40	£3.96	£3.70
Time unit (seconds)	25.1	20.4	17.5	18.7
Rate per hour	£28.69	£35.29	£41.14	£38.50
Taxi fare unit	20 pence	20 pence	20 pence	20 pence

- 3.5 The fare payable increases by 20 pence for each unit of distance travelled or period of time that has passed during the applicable tariff. For example, Tariff 1 will apply to a journey undertaken at 10:00 on a Monday and the fare will increase by 20 pence for each 116.6 metres travelled or every 25.1 seconds.

4 Reviewing taxi fares and tariffs

- 4.1 When considering proposed changes to taxi fares and tariffs, we try to strike an appropriate balance between drivers being fairly remunerated and taxi users getting fair, reasonable and affordable fares.
- 4.2 To help us achieve this we:
- (a) use the Cost Index (see Section 5 below) to inform any potential changes to taxi fares and tariffs, but at the same time we do not automatically increase or decrease fares or tariff rates by the total Cost Index figure;
 - (b) consider changes to the costs of being a taxi driver in London along with the need for fares to be fair, reasonable and affordable for users;
 - (c) take into account the need to maintain reasonable and justifiable differences in the tariffs for journeys in the daytime, evening/weekend and late at night or on public holidays;
 - (d) take into account the need to maintain reasonable and justifiable differences in fares as the distance and duration of a taxi journey increases;
 - (e) recognise specific criteria regarding taxi licensing and services in London including the [Knowledge of London](#) and taxi vehicles having to meet the standards set out in the [Conditions of Fitness](#);
 - (f) have regard to the impact of changes to fares and tariffs on those sharing characteristics protected under the Equality Act 2010 including those who may use taxis more frequently or place greater reliance on them compared to others; and
 - (g) consider the costs of other modes of passenger transport and the competitiveness of taxi fares.

5 Cost Index

- 5.1 The Cost Index is maintained and updated by TfL and it provides a way to track changes to:
- (a) the costs related to being a taxi driver; and
 - (b) average national earnings.
- 5.2 Different components for the costs related to being a taxi driver (e.g. vehicle costs, parts, tyres, servicing, fuel and insurance) are updated when we review taxi fares and tariffs, and update the Cost Index.
- 5.3 The Cost Index, and the total figure produced when this is updated, is independent of taxi fares and tariffs. The Cost Index provides us with a way to track changes to the costs associated with being a taxi driver and average national earnings and changes that occur over time. However, there is no obligation for TfL to increase or decrease taxi fares by the Cost Index figure

nor to apply this figure directly when considering changes to taxi fares and tariffs.

- 5.4 The Cost Index was updated in November 2018 and the total Cost Index figure was +3.4 per cent. This figure was used when developing the proposals for consultation for the minimum fare and Tariffs 1, 2, 3 and 4.
- 5.5 For several years, average fares across Tariffs 1, 2 and 3 were increased by the total Cost Index figure generated when the Cost Index was updated. We consider that the historic use of the total Cost Index figure in this way has contributed to a perception amongst some users that taxi fares are too expensive, especially late at night and for long journeys.
- 5.6 However, the Cost Index still continues to provide us with a valuable way to track changes to the operating costs associated with being a taxi driver and average national earnings. Although we did not propose increasing taxi fares by the current Cost Index figure (+3.4%), the proposals we consulted on (see Section 6 below) were still informed by this figure.
- 5.7 Full details of the Cost Index components and change in each component was published as part of the consultation¹.
- 5.8 The Cost Index already includes costs for diesel taxis and diesel but does not currently include costs for the zero emission capable (ZEC) taxis nor charging. Now that there is a significant number of ZEC taxis licensed, these costs will be added to the existing Cost Index components when the Cost Index is next updated.
- 5.9 We did not propose any changes to the Cost Index but did invite views on this and whether respondents thought changes should be made. A summary of the responses is set out in Section 13 below.

6 Taxi fares and tariffs consultation 2019

Consultation material

- 6.1 The 2019 taxi fares and tariffs consultation launched on 12 July 2019 and closed on 23 August 2019. The following documents were published on the TfL consultation webpage²:
 - (a) background information about taxi fares and tariffs and taxi driver licensing plus details of the changes to taxi fares and tariffs approved by the Committee in 2018;
 - (b) details of the Cost Index components;
 - (c) results from research which included questions asking what taxi users and taxi drivers think about taxi fares;

¹ Cost Index components, https://consultations.tfl.gov.uk/taxis/fares-2019/supporting_documents/costindexcomponents.pdf

² Taxi fares review 2019 consultation, <https://consultations.tfl.gov.uk/taxis/fares-2019/>

- (d) information about previous changes to fares and tariffs, options considered and examples of fares for other modes of transport;
- (e) recent diesel prices;
- (f) current and proposed fixed fares from Euston station for sharing services; and
- (g) impact assessments for the consultation proposals.

Consultation proposals

6.2 We proposed the following:

Area	Days and times applicable	Proposal
Minimum fare	At all times	Increase by 20 pence (6.7 per cent) taking this from £3.00 to £3.20
Tariff 1	Monday to Friday, 05:00-20:00	Increase by 1.9 per cent
Tariff 2	Monday to Friday, 20:00-22:00 and Saturday and Sunday, 05:00-22:00	Increase by 1.9 per cent
Tariff 3	Every night 22:00-05:00 and public holidays	Freeze
Tariff 4	For journeys over six miles	Freeze tariff rates

6.3 The minimum fare and tariff proposals were developed as one single package of proposals, which was informed by the total Cost Index figure of +3.4 per cent.

6.4 The 2019 proposals followed the approach we took in 2018. We decided to follow the approach taken last year after considering a number of alternative options³ which included:

- (a) increasing average fares across Tariffs 1, 2 and 3 by the Cost Index figure (3.4 per cent);
- (b) freezing all taxi fares and tariffs;
- (c) making a large increase to the minimum fare; and
- (d) reducing or removing Tariff 3.

6.5 After reviewing the options, we proposed the approach taken last year with a package of proposals that included no increase to Tariff 3 or the Tariff 4 rates. Information about the reasons for choosing these proposals, plus other

³ Previous changes to fares and tariffs, 2019 proposals and fares for other modes of transport, https://consultations.tfl.gov.uk/taxis/fares-2019/supporting_documents/previouschangesfaresandtariffs2019%20proposals.pdf

options we considered but did not take forward, was published as part of the consultation material⁴.

- 6.6 When developing our proposals in 2018 and 2019 we were not aiming to discourage short or other types of journeys in taxis. Instead we were aiming to avoid increasing all tariff rates by the total Cost Index figure and also avoid increases to the two most expensive tariff rates (3 and 4). At the same time we considered options for increases to the minimum fare and Tariffs 1 and 2 that would help ensure increases in drivers' operating costs could be covered. We also still used the total Cost Index figure to inform the final set of proposals.
- 6.7 The feedback from the taxi driver associations on the approach taken last year has been positive and they support the same approach being taken for this review.
- 6.8 Our aim this year is to avoid increases to the most expensive tariffs (3 and 4) but also to make some increases as drivers' operating costs have risen. It was decided to propose a similar approach to that taken last year (i.e. small increase to the minimum fare along with increases to Tariffs 1 and 2) after considering different options.
- 6.9 The table below shows the current and proposed figures for the minimum fare and Tariffs 1 to 4.

	Tariff 1		Tariff 2		Tariff 3	
	Current	Proposed	Current	Proposed	Current	Proposed
Minimum Fare	£3.00	£3.20	£3.00	£3.20	£3.00	£3.20
Minimum Units	2	2	2	2	2	2
Metres/Unit < T4 Tariff Distance (metres)	116.6	113.5	94.8	92.4	81.2	81.2
Secs/Unit < T4 Tariff Distance (seconds)	25.1	24.4	20.4	19.9	17.5	17.5
Metres/Unit > T4 Tariff Distance (metres)	86.9	86.9	86.9	86.9	86.9	86.9
Secs/Unit > T4 Tariff Distance (seconds)	18.7	18.7	18.7	18.7	18.7	18.7
T4 Tariff Unit Changeover	82	85	101	104	118.917	118
Distance T4 Tariff starts at (metres)	9561.2	9647.5	9574.8	9609.6	9656.1	9581.6

⁴ Taxi fares review 2019 consultation, <https://consultations.tfl.gov.uk/taxis/fares-2019/>

6.10 We also proposed to:

- (a) extend the arrangements in place to cover significant increases or decreases in the price of diesel;
- (b) increase the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply; and
- (c) make a small change to when the tariff rate for journeys over six miles (Tariff 4) starts.

6.11 We also asked for respondents' views on:

- (a) the Cost Index and if changes should be made to this; and
- (b) taxi fares late at night and Tariff 3.

7 Consultation promotion and respondents

7.1 The consultation was promoted in a range of ways including online, in the press, on social media and by email.

7.2 We received 2,757 responses to the consultation. The table below shows who the responses were from, the figures for the 2018 consultation are also shown:

Respondent type	2018		2019	
Taxi (black cab) user	81	6.16%	1,152	41.78%
Taxicard member	2	0.15%	48	1.74%
Taxi (black cab) driver	1,131	86.01%	903	32.75%
Non-taxi (black cab) user	42	3.19%	357	12.95%
Private hire/minicab operator	1	0.08%	4	0.15%
Private hire/minicab driver	8	0.61%	14	0.541%
Representative of an organisation	7	0.53%	33	1.20%
Not answered	43	3.27%	246	8.92%
Total	1,315	100.00%	2,757	100.00%

7.3 Particular efforts were made in the targeting of the consultation to ensure engagement with taxi users and passenger groups and there was a significant increase in the number of responses from these groups compared to the 2018 consultation.

7.4 Although the number of responses from taxi users was significantly higher, the number of responses from other stakeholders or organisations was lower than hoped for. Some stakeholders who were sent the consultation said that they did not think it was relevant to them. A number also said that it was too complicated or technical for them or the people they represented and so they would not be submitting a response. For one organisation a summary of the main points and separate survey for them to complete was prepared. The

opportunity to discuss the proposals was offered to some people who contacted us about the consultation.

Taxi driver associations

- 7.5 Prior to the consultation, meetings were held with the Licensed Taxi Drivers' Association (LTDA), the London Cab Drivers' Club (LCDC), the RMT, Unite the Union and the United Cabbies' Group (UCG). At the meetings different options were discussed including the proposals we eventually consulted on.
- 7.6 A joint response to the consultation was submitted by the LTDA, the LCDC, the RMT, Unite the Union and the UCG. They expressed support for the proposals regarding the minimum fare and Tariffs 1, 2, 3 and 4.
- 7.7 A separate letter addressed to the Finance Committee was submitted by the taxi driver associations on 24 October 2019. A copy is at Appendix 1.
- 7.8 Monthly taxi fares and tariffs meetings are held with the taxi driver associations and we will continue to discuss their concerns at these meetings but below is a summary of the main points raised and our position with regards to these.
- 7.9 The taxi driver associations' first concern is about changes to fares and tariffs not being implemented in April in recent years. We acknowledge that the timetable for implementing changes has changed in 2017, 2018 and 2019. At our recent meeting with the taxi drivers associations we discussed options for how taxi fares and tariffs could be reviewed in 2020 and 2021. Following the meeting the taxi driver associations wrote to us setting out their proposal for the timetable for 2020 and 2021 and we will now consider this. It remains our intention to review fares on an annual basis.
- 7.10 In their letter the taxi driver associations set out why they consider the taxi Cost Index to be important. They state that while it may be prudent to review the contents periodically the Cost Index *"provides the best method of ensuring that drivers are fairly compensated while customers fares are only raised to cover inflationary increases"*. We consider that that Cost Index provides a valuable way of tracking changes to drivers' operating costs and intend to continue to update this when reviewing taxi fares and tariffs. However, when reviewing options for taxi fares and tariffs we will consider changes informed by the Cost Index as well as others which are not linked to the Cost Index. While we cannot commit to always basing any changes to taxi fares and tariffs on the Cost Index we will consider suggestions put forward by the taxi driver associations and responses to any consultations conducted.
- 7.11 In the consultation we asked respondents if they agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as the public are deterred from using taxis. In their letter the taxi driver associations have stated that a perfect balance already exists as a result of using the Cost Index. While we believe that the Cost Index is valuable, when reviewing taxi fares and tariffs

we also need to consider other information (e.g. survey results) and the views of other stakeholders rather than just the Cost Index. The taxi driver associations also raise concerns about the impact of changes to the road system and falling traffic speeds on taxi fares. Section 12 of this paper includes a section on increased congestion and journey times and the impact on taxi fares.

- 7.12 In their letter the taxi driver associations express concerns about considering competition and fares for other modes when reviewing taxi fares and tariffs. They state that the regulatory costs on taxi services are higher than those on private hire services and it is grossly unfair and unrealistic to compare the price of a taxi service with that of a private hire service. These concerns have also been raised at our meetings with the taxi driver associations. In the most recent consultation on taxi fares and tariffs, example fares for taxis and other modes were published but there are potential problems with simply trying to compare fares for the same journey across a range of modes. Section 12 of this paper includes a section on competitiveness and sets out the issues and points to consider in relation to competition.
- 7.13 The taxi driver associations say in their letter that TfL is not adhering to the spirit of the Private Hire Vehicles (London) Act 1998 and legally misinterpreting the act but we do not agree with this. They also say that the intention of the act was that 'pre-booked' meant 'advance-booked'. There is no statutory definition of 'pre-booked' but we are firmly of the view that a statutory definition is needed to remove ambiguity and clearly define the difference between taxi and private hire services.

8 Impact assessments

- 8.1 Under section 149 of the Equality Act 2010, TfL is subject to the public sector equality duty which includes having '*due regard*' to the need to eliminate unlawful discrimination, harassment and victimisation as well as to advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not. This duty is a continuing one.
- 8.2 We conducted an equalities impact assessment (EqIA) of the proposed changes to taxi fares and tariffs and identified negative impacts including for older people and disabled people (including Taxicard members) some of whom may use taxis more frequently or place greater reliance on them compared to others.
- 8.3 We understand that the majority of disabled Londoners (61 per cent) would travel more often than they currently do if they did not experience barriers such as access or cost constraints⁵. Our EqIA identified that elderly and disabled users may rely on taxis to make short journeys or may be less able to use other modes of transport (e.g. bus, Tube, cycle) for these journeys or walk short distances.

⁵ Travel in London: Understanding our diverse communities 2019

- 8.4 The severity of negative impacts may be increased for individuals with more than one protected characteristic (e.g. if they are both disabled and elderly) and such groups may also be impacted disproportionately as the trips of shortest distance are increasing in cost by the largest amount.
- 8.5 Respondents to the consultation also identified affordability concerns for elderly and disabled users and concerns were raised as to a scarcity of discounted services as part of the Taxicard scheme currently, and under our proposals.
- 8.6 The EqIA identified a negative impact for taxi drivers many of whom are in older age groups if the changes result in a reduction in their income owing to passengers' concerns about affordability. It was acknowledged that the impact on older taxi drivers may be greater if they are unable to respond to this impact or, work longer hours. Some may also argue that an increase at a level below the Cost Index would amount to a real-terms reduction in drivers' incomes owing to the increased operating costs.
- 8.7 We've tried to mitigate the negative impacts by developing a package of proposals that included:
- (a) not increasing the most expensive tariff rates;
 - (b) increasing Tariffs 1 and 2 at a level below the Cost Index figure and below inflation rates and the retail price index; and
 - (c) increasing the minimum fare by a relatively small amount.
- 8.8 Although there could be a negative impact for taxi drivers from increases which are lower than the Cost Index figure and inflation, we believe that larger increases than those we proposed would also have negative impacts, as this could mean fewer people using taxis with drivers' income falling or drivers having to work longer hours. We also consider that the introduction of capped fares as part of the Taxicard scheme has limited the negative impacts of the increases for many disabled and elderly users but we continue to work with City Fleet and London Councils to see where changes can be made that will improve the service for members.
- 8.9 Licensed taxis play a vital role in providing safer transport late at night and a balance needs to be maintained between ensuring that taxi drivers are available to work late at night and that the public do not perceive taxis as unaffordable and see illegal, unsafe 'cabs' as a cheaper and preferable option. The impact assessment included information in relation to crime and disorder pursuant to TfL's obligations under the Crime and Disorder Act 1998 to consider the crime and disorder implications in relation to the exercise of its functions.
- 8.10 The impacts also covered cost impacts, environmental sustainability and proposed mitigations and the protection of children and vulnerable adults.

8.11 We have updated the EqIA following the consultation and a copy is at Appendix 2.

TfL's Independent Disability Advisory Group (IDAG)

8.12 TfL's Independent Disability Advisory Group (IDAG) submitted a response to the consultation aimed at supporting the equality impact assessment and review by suggesting where enhancements could be made to the process in relation to disabled taxi passengers.

8.13 In their response IDAG made the following recommendations:

- (a) the complex correlations between different demographic groups should be explored further, because the cumulative impact on disabled passengers may well be greater than anticipated;
- (b) considerations of impact should consider not just the quantitative scale of the impact but also the qualitative nature of the initial impact and its second order effects; and
- (c) TfL should identify or commission research into the price elasticity of taxi journeys by Londoners, broken down by trip purpose and demographics including age and disability.

8.14 They also made the following observations:

- (a) the proposed rises in fares will have a positive impact on the quality of service to Taxicard users if it results in more taxis staying in business. However, due to other considerations influencing the taxi landscape, IDAG thinks the effect is likely to be small; and
- (b) the fare rise is unlikely to offset other financial pressures on drivers sufficiently to have a major impact on their numbers and thus service quality.

8.15 Although IDAG has suggested carrying out new research there is no funding available for this and so this will not currently be possible.

Taxicard scheme

8.16 Disabled residents in London are eligible for subsidised taxi journeys under the Taxicard scheme which provides a door-to-door service⁶. The scheme is funded by TfL and the London boroughs and taxis are used for the majority of Taxicard journeys. Information about the Taxicard scheme and journeys, plus concerns raised by London Councils about the impact on the scheme and Taxicard members from fare increases, is at Appendix 2.

9 Timing of the fare and tariff changes

⁶ Taxicard scheme, <https://tfl.gov.uk/modes/taxis-and-minicabs/taxicard-and-capital-call>

- 9.1 Normally changes to taxi fares and tariffs are implemented annually in April. However, in the previous two years the implementation has been later with changes coming into effect in June in 2017 and then in October in 2018.
- 9.2 In their response, the main taxi trade associations said that the Cost Index should be consistent in revision and implementation and that if the review is carried out annually changes should be made annually. They mentioned that this would be the third year that changes have taken place after an average of 18 months and that this means that the tariff increases are undervaluing the Cost Index by an order of 50 per cent. They said that there should be a supplementary increase because the adjustment to the fares and tariffs is six to eight months late in implementation.
- 9.3 The dates of the most recent changes to taxi fares and tariffs are shown below:

Year	Date of implementing changes
2014	5 April 2014
2015	No changes were made
2016	2 April 2016
2017	3 June 2017
2018	6 October 2018

- 9.4 Although the response from the taxi trade associations says that changes have taken place after an average of 18 months, the actual time between changes is less. There were 14 months between the changes in 2016 and 2017, and 16 months between the changes in 2017 and 2018.
- 9.5 Should the recommended minimum fare and tariff rates changes be approved, six weeks will be needed before the changes are brought into force.
- 9.6 We had initially aimed for this year's review and consultation to be held earlier so that any changes could be implemented before October but this has not proved feasible with the consultation not launching until July.

10 Consultation responses

- 10.1 The consultation report in Appendix 4 includes a detailed breakdown of the responses to the consultation. The report shows the responses for:
- (a) all respondents;
 - (b) taxi users and Taxicard members;
 - (c) taxi drivers; and
 - (d) other respondents.
- 10.2 Summaries of the responses from stakeholders are included in the consultation report at Appendix 4.

11 Current minimum fare and tariff rates

11.1 We asked respondents for their views on the current minimum fare and tariff rates. The responses are shown below.

Minimum fare and tariff rates

11.2 Summaries of those who thought the current minimum fare and respective tariff levels are about right, those who thought they are expensive and those who thought they are low is shown in the tables below.

	Minimum fare is about right	Minimum fare is expensive	Minimum fare is low
All respondents	49%	27%	20%
Taxi users	50%	32%	16%
Taxi drivers	56%	8%	34%
All other respondents	37%	42%	10%

	Tariff 1 is about right	Tariff 1 is expensive	Tariff 1 is low
All respondents	47%	29%	19%
Taxi users	46%	37%	14%
Taxi drivers	61%	5%	32%
All other respondents	29%	48%	9%

	Tariff 2 is about right	Tariff 2 is expensive	Tariff 2 is low
All respondents	48%	31%	15%
Taxi users	44%	39%	12%
Taxi drivers	66%	9%	22%
All other respondents	28%	48%	9%

	Tariff 3 is about right	Tariff 3 is expensive	Tariff 3 is low
All respondents	47%	33%	12%
Taxi users	41%	41%	13%
Taxi drivers	59%	25%	12%
All other respondents	30%	45%	9%

	Tariff 4 is about right	Tariff 4 is expensive	Tariff 4 is low
All respondents	44%	35%	11%
Taxi users	42%	39%	10%
Taxi drivers	59%	20%	16%
All other respondents	28%	48%	7%

Balancing taxi drivers' costs against fares and the use of taxis

- 11.3 We asked respondents if they agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as the public are deterred from using taxis.
- 11.4 A summary of those who agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive, leading to people being deterred from using taxis is shown in the table below.

	Agreed	Disagreed
All respondents	79%	16%
Taxi users	81%	16%
Taxi drivers	82%	14%
All other respondents	71%	18%

- 11.5 In their response, the joint trade representatives strongly disagreed with the proposition that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.
- 11.6 The trade representatives stated that *"Balance has no relevance here. The positive correlation between the Taxi Cost Index (TCI) and tariff should be automatic. The only question then is how to apply the indicated change, not necessarily uniform across all four tariffs. Balance between costs and fares should mean a price to cover the costs of a taxi and an adequate driver remuneration. The TCI provides this."*
- 11.7 10.10 We recognise the concerns of the joint taxi trade representatives. However, when we review taxi fares and tariffs we try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive for users so as not to deter people from using taxis and ensure they remain competitive.

12 Minimum fare and tariff rate proposals

- 12.1 We asked what respondents thought about each individual proposal and below is a summary of their responses together with our recommendations.

Increasing the minimum fare by 20 pence

- 12.2 We asked respondents if they agreed with our proposal to increase the minimum fare by 20 pence (6.7 per cent) taking this from £3.00 to £3.20.

12.3 A summary of those who agreed with our proposal is shown in the table below.

	Disagree, minimum fare should remain at £3.00	Disagree, minimum fare should be reduced	Disagree, minimum fare should be increased by more than 20 pence	Agree, minimum fare should be increased by 20 pence
All respondents	36%	16%	7%	37%
Taxi users	32%	18%	6%	41%
Taxi drivers	47%	4%	10%	36%
All other respondents	26%	28%	4%	31%

12.4 Just over two fifths (41 per cent) of taxi users and just over a third of all respondents (37 per cent) and taxi drivers (36 per cent) agreed with the proposal.

12.5 However, a higher proportion of all respondents (52 per cent), taxi users (50 per cent) and taxi drivers (51 per cent) thought that the minimum fare should be frozen or reduced.

12.6 The number of respondents who disagreed with the proposal and said that the minimum fare should be increased by more than 20 pence was low for taxi users (six per cent), taxi drivers (10 per cent) and all respondents (seven per cent).

Increasing Tariff 1 by 1.9 per cent

12.7 We asked respondents if they agreed with our proposal to increase Tariff 1 by 1.9 per cent.

12.8 A summary of those who agreed with our proposal is shown in the table below.

	Disagree, Tariff 1 should be reduced	Disagree, Tariff 1 should be frozen	Agree, Tariff 1 should be increased by 1.9%	Disagree, Tariff 1 should be increased by more than 1.9%
All respondents	14%	32%	42%	5%
Taxi users	17%	33%	42%	5%
Taxi drivers	2%	37%	49%	8%
All other respondents	25%	25%	31%	3%

12.9 Just over two fifths (42 per cent) of taxi users and all respondents (42 per cent) plus just under half of taxi drivers (49 per cent) agreed with the proposal

to increase Tariff 1 by 1.9 per cent. A further five per cent of all respondents felt that Tariff 1 should be increased by more than 1.9 per cent.

12.10 46 per cent of all respondents, taxi users (50 per cent) and taxi drivers (39 per cent) thought that Tariff 1 should be frozen or reduced.

Increasing Tariff 2 by 1.9 per cent

12.11 We asked respondents if they agreed with our proposal to increase Tariff 2 by 1.9 per cent.

12.12 A summary of those who agreed with our proposal is shown in the table below.

	Disagree, Tariff 2 should be reduced	Disagree, Tariff 2 should be frozen	Agree, Tariff 2 should be increased by 1.9%	Disagree, Tariff 2 should be increased by more than 1.9%
All respondents	15%	34%	40%	5%
Taxi users	18%	31%	43%	4%
Taxi drivers	4%	43%	42%	7%
All other respondents	25%	26%	31%	2%

12.13 Around two fifths of taxi users (43 per cent), all respondents (40 per cent) and taxi drivers (42 per cent) agreed with the proposal to increase Tariff 2 by 1.9 per cent with a further five per cent of all respondents expressing the view that Tariff 2 should be increased by more than 1.9 per cent.

12.14 Almost half of all respondents (49 per cent), taxi users (49 per cent) and taxi drivers (47 per cent) thought that Tariff 2 should be frozen or reduced.

Freezing Tariff 3

12.15 We asked respondents if they agreed with our proposal to freeze Tariff 3.

12.16 A summary of those who agreed with our proposal is shown in the table below.

	Disagree, Tariff 3 should be decreased	Agree, Tariff 3 should be frozen	Disagree, Tariff 3 should be increased
All respondents	21%	54%	16%
Taxi users	22%	52%	19%
Taxi drivers	16%	63%	15%
All other respondents	25%	45%	14%

12.17 Over half of all respondents (54 per cent) and taxi users (52 per cent) plus almost two thirds of taxi drivers (63 per cent) agreed with the proposal to freeze Tariff 3.

12.18 The primary concern of TfL is to ensure public safety. We recognise that some people may rely on taxis for travel late at night and so recommend not increasing Tariff 3 as this could deter more people from using taxis late at night or increase the likelihood that people will consider choosing a less safe option instead of a taxi because they perceive taxis as unaffordable.

12.19 However, the positive impact from freezing Tariff 3 may be negligible as taxi fares at night may already be perceived as too expensive by some people and so they will not consider using a taxi.

Freezing Tariff 4

12.20 We asked respondents if they agreed with our proposal to freeze the Tariff 4 rates.

12.21 A summary of those who agreed with our proposal is shown in the table below.

	Disagree, Tariff 4 rates should be decreased	Agree, Tariff 4 rates should be frozen	Disagree, Tariff 4 rates should be increased
All respondents	19%	56%	14%
Taxi users	21%	57%	13%
Taxi drivers	12%	63%	16%
All other respondents	27%	45%	11%

12.22 Over half of all respondents (56 per cent) and taxi users (57 per cent) plus almost two thirds of taxi drivers (63 per cent) agreed with the proposal to freeze the Tariff 4 rates.

Other relevant issues

12.23 As well as the responses to the consultation questions, a number of other issues were raised in response to the consultation and have been considered as part of the review of taxi fares and tariffs.

Competitiveness

12.24 Following feedback from the Committee in 2018, the issue of competition was given more consideration in the 2019 review and as part of this we included example fares in the consultation.

- 12.25 Taxi fares based on distance only under the current tariffs and proposed tariffs were published with the consultation material⁷. Example fares (covering different journey lengths and number of passengers travelling) for taxis, private hire services (e.g. Addison Lee, Kabbee, Uber) and other modes (bus, Tube, river services) were also published.
- 12.26 During recent discussions about taxi fares and tariffs some taxi drivers and stakeholders have questioned the focus on competition saying that it is unfair to try and compare taxi services with private hire services as differences (e.g. the wide range of cheaper vehicles private hire drivers can use) mean that this is an unfair comparison. The fact that private hire operators are able to set their fares and increase or decrease them at any time and in response to varying factors is also seen as another reason for comparisons and focussing on competition being unfair.
- 12.27 Whilst we understand some taxi drivers and stakeholders' views, we believe it is important to consider any wider competition for taxi services to ensure that fares are not too expensive with a resulting deterrent impact on existing or future passenger demand. However, when considering competition care needs to be taken as there are differences between taxi and private hire services. Furthermore passengers can compare private hire fares prior to making a booking but this is not an option when hailing a taxi on the street or from a taxi rank.
- 12.28 The taxi driver associations have also stated that comparing taxi fares with fares for some private hire operators is an unfair comparison as some operators are heavily subsidised by investors and may be keeping their fares artificially low.
- 12.29 Also mentioned is the fact that some operators' fares are automatically multiplied by factors of two, three, four or more during periods of high demand and this can actually make taxis much more competitive and cheaper than booking a private hire vehicle with some operators. In their response Gett referred to this and said that some members of the public believe that taxis are more expensive than they actually are and that some 'surged' private hire journeys can be significantly more expensive than a taxi during Tariff 1.
- 12.30 Although there are concerns about taxi fares being or becoming too expensive, a significant number of respondents said that the current minimum fare and some tariff rates were about right. It has also been suggested that the current minimum fare and Tariff 1 rates are competitive and offer good value for money.
- 12.31 Questions have also been asked about what services we should be comparing taxis to, for example:
- (a) minicabs;

⁷ 2019 taxi fares and tariffs review – example fares, https://consultations.tfl.gov.uk/taxis/fares-2019/supporting_documents/previouschangesfaresandtariffs2019%20proposals.pdf

- (b) minicab and all other private hire services (e.g. executive/chauffeur services);
- (c) specific private hire operators; or
- (d) all modes including buses and the Tube.

12.32 The aim and desired outcome of considering competition has also been questioned and whether we are trying to make taxis cheaper than these other services, around the same price or do we accept that they will be more expensive because of certain factors (e.g. the training taxi drivers must undertake/the Knowledge of London or the requirements that their vehicles must meet).

12.33 London taxis provide a valuable contribution to the capital's transport mix. All taxis must meet TfL's stringent requirements around accessibility and in January 2018 TfL introduced a requirement that all newly licensed taxis must be ZEC. Additionally, all taxi drivers must complete the world-renowned Knowledge, enabling an encyclopaedic knowledge of London's streets and key locations. These requirements mean passengers should receive a high level of service but they can also result in relatively high costs of becoming and working as a taxi driver in London. We believe it is important to maintain high topographical knowledge standards for taxi drivers and also maintain the current vehicle requirements and consider any changes to the costs of operating a taxi, but in doing so we also need to consider competitiveness to ensure taxis are not too expensive.

Increased congestion and journey times

12.34 One of the comments often made by taxi drivers and stakeholders during discussions about competition and taxi fares is that taxis can be competitive and are not always as expensive as the public may think but that changes to roads in London plus increased congestion and journey times have resulted in fares being higher than they should be and passengers having to pay more. Many taxi drivers and taxi stakeholders strongly feel that the rates for some tariffs are competitive and the problem of fares being excessive is not due to the tariffs rates but is a result of increased congestion and journey times.

12.35 The reduction in road space combined with changes to access for taxis is also raised frequently by taxi drivers, the taxi trade associations and some other stakeholders. This is seen as one of the main problems the taxi industry faces and a contributing factor in passengers having to pay more. Some consider that this has had a significant negative impact on taxi drivers and their income as some people have been deterred from using taxis after having a negative experience where their journeys took longer and the fare was higher as a result of congestion and delays.

12.36 Congestion leading to delays or increased journey times will affect taxi fares and mean passengers pay more as once the speed of a taxi falls below 10.4 miles per hour the fare is calculated using time. The longer a taxi journey takes, the higher the fare will be and the more the passenger will pay.

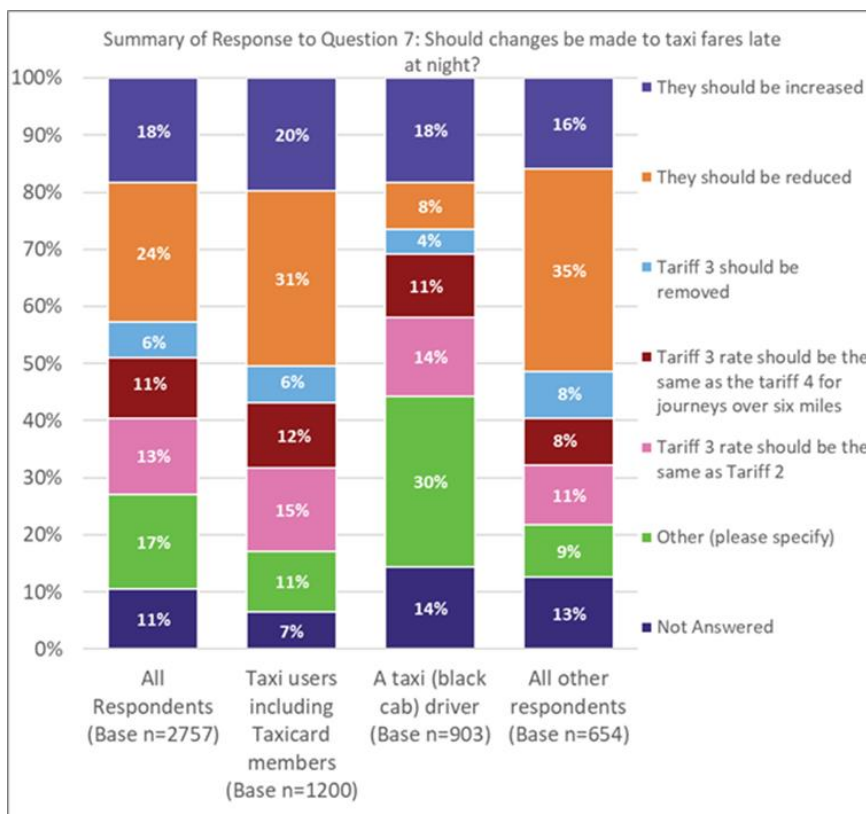
12.37 Reviewing the time element of the tariffs or the speed at which the tariff switches from distance to time has been discussed with the main taxi trade associations. However, they were strongly of the view that the focus needs to be on reducing congestion and delays so as journey times can be reduced.

12.38 The taxi driver associations consider that if taxis were allowed access to certain bus lanes or roads they cannot currently use then this would help reduce journey times and fares for passengers. They have suggested that this should be one of the priorities for the Mayor and TfL when considering options for making taxi fares more competitive and less expensive for users.

12.39 We believe that it is important that taxis have good access within London to ensure passengers can reach their destinations safely and limit the effects of congestion. We welcome any suggestions or requests from the trade for additional access to bus lanes and roads and will consider these as a priority where they are on TfL roads or make representations to the relevant London borough.

Taxi fares late at night

12.40 No changes to Tariff 3 were proposed in the consultation but we did ask respondents for their views on taxi fares late at night and Tariff 3.



12.41 Stakeholder responses with regards to taxi fares late at night included:

- (a) they should be reduced (Age UK, London Taxi PR, Sherbet London, Waltham Forest Council);
- (b) the time element should be reduced (Cabvision);
- (c) Tariff 3 remains a disincentive to some members of the general public to using a taxi and affects their perception of the cost of taxis during Tariff 1 (Gett);
- (d) there should be just one tariff rate, Tariff 2, 24/7 (Hale);
- (e) we should change the end time for Tariff 3 back to 06:00 if there has been no increase in work since it was changed to 05:00 (LSTC);
- (f) taxi fares at night should be increased to increase supply when demand is high (London TravelWatch);
- (g) Tariff 3 should be the same as Tariff 2 (Royal Naval Association (Purley Branch));
- (h) if the perception is that taxis are too expensive late at night then consider reducing the rate (Suzy Lampugh Trust);
- (i) leave night time taxi fares as they are (Taxi Charity for Military Veterans); and
- (j) Tariff 3 should be the same as Tariff 4 (Taxiworld).

12.42 We're not recommending any changes to Tariff 3 this year but will continue to review this and consider if it should remain frozen or changes should be made to it.

Recommendations on minimum fare and tariff rates

12.43 Our aim when reviewing taxi fares and tariffs is to strike an appropriate balance between having fair, reasonable and affordable fares for taxi users and ensuring fair remuneration for drivers.

12.44 The responses to the most recent Taxi and Minicab Customer Satisfaction Survey (CSS) showed that the majority of taxi users thought that taxi fares were a little, or much too expensive. Concerns have also been raised about taxi fares at night and for longer journeys being too expensive, deterring customers from using taxis for these journeys and at other times.

12.45 The longer-term impact that increasing taxi fares may have, including the compounding effect of increases, is also relevant to our consideration of whether to change taxi fare and tariff levels. Numbers of taxi journeys per day have been declining for several years. Increases to Tariff 1 or 2 which are higher than those consulted on or increases to Tariff 3 or 4 could lead to the usage of taxis continuing to fall and have a negative impact on taxi drivers' income.

- 12.46 However, not increasing the minimum fare or any of the tariff rates could potentially have a negative impact on taxi drivers as their costs have increased markedly since the Cost Index was last updated. Total operating costs increased by 4.4 per cent with fuel increasing by 13.8 per cent and vehicle parts, tyres, servicing (premises and labour) all increasing by 3.4 per cent. Diesel prices have fluctuated from 123 pence per litre in November 2017 to 136.1 pence in November 2018 and the most recent price available is for September 2019 when the price was 131.2 pence per litre.
- 12.47 If we did not increase the minimum fare or any of the tariff rates, taxi drivers may not be able to cover their operating costs and some may argue that this constitutes a real-terms reduction in their income. This in turn could have an impact on taxi users as it could reduce the availability of taxis if drivers choose to exit the market.
- 12.48 We aim to set fares at a level whereby levels of customer usage are maintained or increased and becoming a taxi driver is seen as an attractive profession and a viable career choice for new entrants.
- 12.49 We also believe it is important to ensure that taxi drivers are paid a fair amount for each hiring and that the levels are sufficient to ensure drivers work at various times of the day and night for public safety reasons.
- 12.50 The majority of taxi journeys are in the day-time when Tariff 1 applies and for short distances (under three miles) and we note that passengers making these journeys may be disproportionately affected by increases to the minimum fare and Tariff 1.
- 12.51 Some Taxicard members make short journeys during Tariff 1 but the impact on them from increases to the minimum fare and Tariff 1 should be mitigated by the capped fare arrangements currently in place.
- 12.52 We identified a negative impact for Taxicard members if taxi drivers are more reluctant to accept capped Taxicard fares and that the risk of taxi drivers not accepting capped fares could increase if taxi drivers feel the capped Taxicard fares are too low if the changes are made, as recommended. However, this impact has been mitigated by changing the Taxicard fare structure so that drivers now receive the capped fare or 90 per cent of the metered fare, whichever is higher.
- 12.53 Feedback from stakeholders is that fare and tariff levels are not the only factor which impacts on the affordability of taxi services or perceptions that they are unaffordable. Other factors include congestion, changes to the road network and access for taxis. These factors increase journey times and also mean passengers pay more.
- 12.54 Having carefully considered and taken account of the responses to the consultation and previous research, our view is that the proposals consulted upon strike the right balance between fair remuneration and affordability and

we consider it appropriate to increase the minimum fare by 20 pence and Tariffs 1 and 2 by 1.9 per cent.

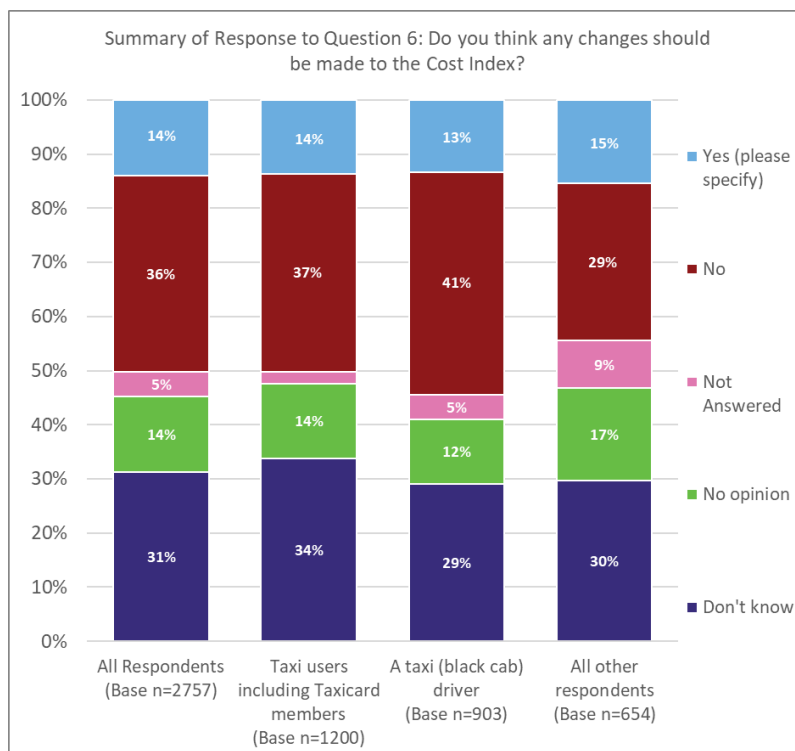
12.55 We acknowledge that a higher proportion of all respondents (52 per cent), taxi users (50 per cent) and taxi drivers (51 per cent) thought that the minimum fare should be frozen or reduced. However, we believe that a relatively small increase to the minimum fare should not reduce taxi user demand. At the same time, relatively small increases to Tariffs 1 and 2 will allow us to respond to the fact that taxi drivers' costs have increased. A significant number of all respondents agreed with our proposals to increase Tariff 1 (42 per cent) and Tariff 2 (40 per cent) by 1.9 per cent.

12.56 We regularly meet representatives of the taxi trade including the LTDA, LCDC, RMT, Unite and UCG to discuss taxi fares and tariffs. We are aware of their views and they support the minimum fare being increased by 20 pence and Tariffs 1 and 2 by 1.9 per cent.

13 Cost Index

13.1 We didn't propose any changes to the Cost Index but did ask for views on this and if respondents thought changes should be made. The chart below shows whether respondents thought that changes should be made or not.

13.2 Just over one third (36 per cent) of all respondents said no changes should be made with 37 per cent of taxi users and 41 per cent of taxi drivers saying the same.



- 13.3 Stakeholder responses with regards to the Cost Index included:
- (a) additional costs should be included in the Cost Index such as vehicle rental costs, commission costs for taxi booking companies and costs for card payment equipment (Cabvision);
 - (b) no changes should be made to the Cost Index (London Business Network, London Taxi PR, Sherbet London, Taxi Charity for Military Veterans);
 - (c) the increase in electric vehicles needs to be taken into account (London TravelWatch); and
 - (d) card payment transaction costs should be included in the Cost Index. Including these costs wouldn't necessarily mean an automatic increase in taxi fares but would enable any changes to these costs to be accounted for (united taxi trade representatives).
- 13.4 Now that there are a significant number of licensed ZEC taxis in the fleet, the costs for these vehicles plus charging and petrol will be included when the Cost Index is next updated.
- 13.5 Although there have been queries as to the efficacy of the Cost Index, we think this mechanism still provides a useful way to track changes to the costs associated with being a taxi driver. TfL commissioned reviews of the Cost Index in 2004/05 and then again in 2016/17, these found the components and sources of information were broadly appropriate.
- 13.6 There is support within the taxi trade for the costs associated with accepting card payments and also working for a taxi booking company being added. We are not proposing to add these components to the Cost Index this year to ensure that we are not adding in additional costs, which over time may make taxi fares more expensive, but will continue to keep this under review.

14 Extending the arrangements covering significant increases or decreases in diesel prices

- 14.1 Since July 2008 administrative arrangements have been in place under which we would approve 40 pence being added to each taxi fare if the price of diesel reached a certain level. Arrangements have also been in place since 2016 for taxi fares to be reduced by 40 pence if diesel prices fell below a certain level, which ensures that taxi users would benefit if diesel prices reduced. To date diesel prices have not reached the lower or upper levels that would trigger the arrangements being implemented.
- 14.2 We proposed to continue these arrangements for one final year but not to extend them as part of the next taxi fares and tariffs review as our focus is on supporting the transition from diesel taxis to ZEC taxis.
- 14.3 Some confusion was caused by the structure of the questions and the response options provided in the online survey regarding extending the arrangements covering significant increases or decreases in diesel prices. Not

all respondents could provide the answers they wanted to, although some respondents provided additional information in the open question sections of the survey.

- 14.4 As there was the risk of uncertainty around this question and misinterpreting what stakeholders were saying the responses on this proposal have not been included in the stakeholder summaries unless comments were made separately, However, all of the responses submitted through the online form plus separate comments made have been reviewed and considered. Overall there were mixed views amongst respondents on increasing or decreasing fares if diesel prices rise or fall significantly.
- 14.5 After consideration of the responses received and the fact that the majority of licensed taxis still use diesel it is recommended that the arrangements are extended. However, as our focus is on supporting the transition to ZEC taxis and removing the oldest diesel taxis from the fleet consideration will be given to whether or not to extend the arrangements when taxi fares and tariffs are next reviewed.

15 Fixed fares for shared taxis from Euston Station to Lord's Cricket Ground

- 15.1 We proposed increasing the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply.
- 15.2 In 2018 we increased all of the fixed fares for shared taxis from Euston Station by 50 pence but the exception to this was the fixed fare from Euston Station to Lord's Cricket Ground which was not increased.
- 15.3 The fixed fare to Lord's Cricket Ground is £5.00 during Tariffs 1 and 2 but £5.50 during Tariff 3. This differed from the fares for other destinations which were the same during each tariff and did not vary between Tariffs 1, 2 and 3.
- 15.4 The reason for the increases in 2018 was that the fixed fares for shared taxis from Euston Station had not been reviewed since 2010 despite the minimum fare, tariffs rates and drivers' operating costs increasing.
- 15.5 Most respondents did not comment on the proposal to increase the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply. Below is a summary of the only comments received:
- (a) a taxi user questioned why passengers travelling by taxi from Euston Station to Lord's Cricket Ground pay a different rate to other passengers;
 - (b) a taxi user questioned why there should be a special price for taxis from Euston Station to Lord's Cricket Ground;
 - (c) a taxi user stated their dislike for fixed fares such as Euston to Lord's Cricket Ground; and

- (d) a taxi user disagreed with the proposed increase because the Tube Station serving Lord's Cricket Ground does not accommodate disabled people.

15.6 The fixed fares from Euston Station are intended to benefit passengers and increase the occupancy of taxis at times of increased demand and we are not proposing to remove any of these. However, given the lack of support for this proposal, concerns raised and the lack of requests from taxi drivers or the taxi drivers' associations to increase the fixed fares from Euston Station to Lord's Cricket Ground we are not recommending any changes to the current fixed fares.

16 Change to when the tariff rate for journeys over six miles (Tariff 4) starts

16.1 We proposed making a small change to Tariff 4 so that the distance this tariff rate starts at is linked to the distance unit for Tariffs 1, 2 and 3, rather than it starting at the exact six miles distance (9656.1 metres).

16.2 The reason for proposing this change is that it would make it easier to test and validate the taximeter updates and ensure the point at which the tariff rate should change can be clearly identified during testing.

16.3 The table below shows the current distance Tariff 4 starts at and the new distance it would start at if this proposal plus the proposed changes to the minimum fare and Tariffs 1 and 2 were implemented.

	Tariff 1		Tariff 2		Tariff 3	
	Current	Proposed	Current	Proposed	Current	Proposed
Number of units when Tariff 4 starts	82 units	85 units	101 units	104 units	118.917 units	118 units
Distance when Tariff 4 starts	9561.2 metres	9647.5 metres	9574.8 metres	9609.6 metres	9656.1 metres	9581.6 metres

16.4 Tariff 4 already starts on a whole number of units during Tariffs 1 and 2 so the proposal would only affect when it changes during Tariff 3.

16.5 The companies who update the taximeters and also those who test the updates were asked specifically for their views on this proposal. Four responses were received which commented on this and a summary of these is below:

- (a) in the past the change to the tariff rates was done at a set fare and this was the fare shown on the taximeter at six miles without any waiting distance. The best way to change units is at a set fare, this is clearest for

drivers and the public and the change should happen at the start of the unit, not part way through which will always be the case when using a distance;

- (b) taximeters are changing rates at a set fare instead of at a set distance. Measuring Instrument Directive (MID) approved taximeters must be able to change rate at a set distance but that there are a lot of old pre-MID taximeters in use;
- (c) the proposed change is welcomed as it will make the calculations easier; and
- (d) switching to Tariff 4 should remain at six miles, if changes are made then some taximeters will have to be updated with a new version of the software which will incur time and costs.

16.6 Tariff 4 was changed in April 2016 so that it would start at six miles (9656.1 metres). This tariff rate was always meant to apply to journeys over six miles but prior to April 2016 it had started at a set fare and this meant that it could commence before six miles. If Tariff 4 starting is linked to a specific fare, rather than a distance, the likelihood of this fare being reached before six miles is reached increases when there are delays, congestion or longer journey times.

16.7 The intention of Tariff 4 is still that it starts once a journey has reached six miles or as close to this distance as possible and we do not intend to revert to Tariff 4 starting at a set fare instead of a distance.

16.8 Although there may be some costs and time involved in updating some taximeters to accommodate the change, proposed updates will be required any way if we change the minimum fare or any of the tariffs rates.

16.9 It is recommended that when the taxi fares and tariffs are updated the proposal is implemented so that the distance Tariff 4 starts at is linked to the distance unit for Tariffs 1, 2 and 3, rather than it starting at exactly six miles (9656.1 metres).

List of appendices to this report:

Appendix 1: Letter from the taxi driver associations
Appendix 2: Updated Equality Impact Assessment form;
Appendix 3: Taxi passenger research; and
Appendix 4: Consultation Report.

List of Background Papers:

The consultation webpage and accompanying documents are available here:
<https://consultations.tfl.gov.uk/taxis/fares-2019/>.

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Letter to TfL Finance Committee

Taxi Trade Tariff Team

October 2019

Letter to TfL Finance Committee

Taxi Trade Tariff Team

October 2019

Dear Committee,

We, the taxi trade tariff team, feel compelled to write to you with regard to the continued late implementation of tariff adjustments and further, to comment on your observations forwarded to us with regard to:

The Taxi Cost Index (TCI);

The balancing of taxi fares between fair remuneration for taxi drivers and affordability for customers;

The competitiveness of taxi fares.

LATE IMPLEMENTATION OF TARIFF ADJUSTMENTS

This tardiness is becoming systemic. We have been forced to write to Dan Maskell, the stakeholder relationship manager, on several occasions in this regard and the responses have been unsatisfactory. Instead of attempting to correct the situation, the response attempted to justify the situation by pointing out that there is no statutory duty on TfL to adjust fares annually.

However, traditionally fares have been adjusted annually since the mid 1980s, without fail, in early April. Indeed, TfL's own papers state that taxi fares are adjusted annually on the first Sunday of April unless this falls on Easter weekend, when adjustment is delayed for a week.

The last time TfL achieved this date was in 2016 and this has resulted in considerable cost to taxi drivers.

The taxi tariff annual increases were claimed by TfL to be 1.6% (2016); 3.8% (2017); 3.6% (2018); a proposed 3.4% (2019)

Although the 2016 adjustment was on time, it failed to include the significant decrease in Rate 3 and Rate 4 (the long distance rate). This far outweighed the 1.9% increase indicated by the TCI and thus fares were reduced overall in 2016.

The 2017 implementation, applied in June effectively reduced the increase by 25% to 2.55%.

The 2018 implementation was not applied until October and only then after an emergency "Chair Action". This effectively reduced the increase by 50% to 1.8%.

The 2019 implementation has yet to take place but on the assumption that another chair action will agree the proposed 3.4% increase, implementation is hoped to take place in December. In this case the 3.4% award will be reduced by 67% to 1.13%.

As a result, a total of 12% increase over four years, as indicated by the TCI, will have been reduced to just 5.48%, less than half the intended awards.

It is already known that the 2020 adjustment will be a minimum of four months late as it is no longer possible to make a tariff adjustment in less than a minimum of eight months after the amount of adjustment is calculated and the 2020 adjustment has yet to be calculated.

We have offered a solution to this situation, at some cost to taxi drivers, for 2021 onwards but TFL have yet to accept our proposal. It is unreasonable to expect the taxi trade to continue to suffer these annual delays.

We have reached an almost farcical point this week where we discussed the 2019 adjustment that has still to be confirmed, a provisional figure for the 2020 adjustment and proposals for the 2021 adjustment, all at the same meeting with TFL.

If a Chair Action were not allowed for this year's adjustment and next year's adjustment were to be on time, we would be asking for both adjustments at the same Finance Committee meeting in 2020.

THE TAXI COST INDEX (TCI)

The TCI is the bedrock of the taxi tariff. It is the sole reason there has been no dispute on fares between drivers and the regulators in the last 35 years. As such, the trade is extremely concerned that last year's "Chair Action" stated that the TCI would not automatically be adhered to in the future.

Prior to the introduction of the TCI in the mid 1980s, taxi fare adjustments were on an ad hoc basis and this led to problems such as those in the late 1970s and early 1980s. During the late 1970s, the taxi tariff was not increased despite the 1978 oil crisis more than doubling the cost of diesel and high inflation almost doubling the price of a new taxi in the same period.

In order to redress this imbalance, after demonstrations in the streets by taxi drivers and drivers regularly refusing uneconomical fares, the tariff was raised by 52% in 1981. Such a situation was equally of no use to drivers or their customers. This was a primary reason for the introduction of the TCI.

The TCI is the taxi drivers' RPI and makes a fair reflection to changes in the cost of running a taxi and driver remuneration and has worked very well for more than three decades. The taxi trade would be very much against the regulator moving away from this tried and tested method of tariff adjustment.

While it may be prudent to periodically review the contents of "the basket", the TCI itself provides the best method of ensuring that drivers are fairly compensated while customers fares are only raised to cover the inflationary increases of inputs.

The trade has worked with TFL to apply the increase indicated by the TCI differently across the tariff rates but to date, not moved away from the total indicated by the TCI. This has

effectively lowered Rates 3 and 4 relative to rates 1 and 2. It is the ambition of the trade to continue to correct the imbalance between rates caused in the past by simply increasing the tariff across the four rates evenly.

THE BALANCING OF TAXI FARES BETWEEN DRIVER REMUNERATION AND CUSTOMER AFFORDABILITY

A perfect balance already exists as a result of using the TCI. TFL statisticians evaluate the rise in the cost of the basket of goods required by a taxi driver to carry out his business.

The rough split of taxi driver revenue is 40% costs (excluding labour cost) and 60% profit (income). In turn, the TCI is comprised in the same ratio. TFL statisticians annually review the increases in the basket of items in the TCI and national wage inflation. Added together, the TCI determines the amount that taxi fares have to rise to maintain, rather than increase, a driver's real income.

Taxi fares only increase in nominal terms as a result. Therefore in real terms, an increase in taxi fares is only a real increase to a customer if said customers' income has fallen in real terms in the same period. If this latter is the case, it is outside taxi drivers' responsibility to redress any such imbalance.

Thus, if the original tariff set in the mid 1980s was deemed to be a fair balance between driver and customer, then that balance has been maintained in real terms to the current day. If it was unfair to driver or customer, the regulator has been responsible for an imbalance for the last three decades and more.

In any event, the whole basis of market economics is that the customer exercises choice. Based on the utility provided to the customer and the price of the service, the customer will decide whether or not to avail themselves of that service; in this case, our taxi service. In other words, the customer will decide if fares are too high or otherwise.

Normally, it may be argued that by raising price (fares), demand will fall. Conversely, if price (fares) falls, demand will increase. As a result, it may benefit both customers and drivers to restrict increases to below that indicated by the TCI.

However, this depends on an assumption that taxi fares are subject to a normal price elasticity of demand and that taxi drivers have the potential to reduce costs and/or increase efficiency. The reality is that neither condition applies to the London taxi driver.

The trade has contended for several years that taxi drivers face an inelastic demand. The recent investigation by SDG, commissioned by TFL, confirmed this opinion of inelastic demand. Therefore, a reduction in taxi fares would increase demand by too small an amount to maintain driver revenues. On the other hand, an increase in fares would result in a reduced demand but nevertheless increase driver revenues sufficiently to compensate for inflationary increases in costs.

With regard to costs, a driver is captive to costs imposed by the regulator, in the main. For example, a driver does not choose to operate a cheaper vehicle than the one currently offered by a monopolist producer as a result of regulations. TFL have the potential to reduce the costs of the taxi service by reducing regulatory costs but not the driver.

In most businesses, cost-cutting will involve reducing labour costs but this is not open to the taxi driver as the owner/driver is the only labour directly employed in running the business.

Equally, increased efficiency of the service depends largely on the road system being used by drivers. Again, the driver is hostage to TfL traffic planning and the reality of this is that year on year, average traffic speeds in Central London are reducing by 3-4%. Instead of increasing efficiency, this situation reduces efficiency and in so doing, increases taxi fares as a fare is comprised of three parts – hiring charge, distance and time elapsed.

It is in the gift of TfL to increase efficiency and reduce fares by allowing taxis greater access to roads and systems enjoyed by other public transport services, namely buses. However, a driver has no scope to make such efficiencies.

The corollary of all the foregoing is that a driver does not have the ability to reduce costs and thus, the only fair way to maintain a balance between driver income and customer fares is to apply the TCI automatically. If fares were increased above the amount indicated by the TCI, fares would be too high. If below that indicated by the TCI, the regulator would effectively be forcing a reduced income on drivers. Forcing a transfer of driver wage to reduce customers' fares could hardly be called a fair balance.

COMPETITIVENESS OF TAXI FARES

The only useful way to evaluate competitiveness of a service is to compare it to similar alternative services. In the case of the London taxi service, the alternatives are any other way of travelling around London.

The cheapest fare on the tube for an adult is £2.40 unless using cash, when it is £4.90. Thus, it could often be cheaper for a cash customer travelling only one stop on the line, to use a taxi. For multiple people using a taxi, there is considerably more scope for a taxi to be cheaper. Six people using the tube pay a minimum of £14.40 (£29.40 if using cash), while the minimum fare in a taxi for six people is £3.00. Thus, at certain times of day a fully used taxi can often be cheaper.

The cheapest bus fare per person is £1.50; the minimum taxi fare is £3.00. Thus, there is some potential for a fully occupied taxi (six people) to be cheaper than some bus rides. Obviously, the tube and buses cannot be considered to be close substitutes for the taxi service and a comparison of fares is of little use.

The only other form of transport that can be considered a close substitute is the Private Hire (PH) service. However, in its intended form it may not be as close a substitute as many would consider. The taxi service is a privately-funded but nevertheless publicly-hired service, whereas the PH service is privately-hired.

In its form intended by the 1998 Act, a private Hire Vehicle (PHV) has to be booked in advance and in the early years after licensing this was how the PH service operated. As such, it was not a very close substitute for the immediate hire taxi service. However, it was a very close substitute for the pre-booked taxi service operated by taxi "circuits".

A much lower regulatory cost placed on PH had little effect on the immediate taxi hire service but it quickly decimated the pre-booked taxi service. In 2003 when PH licensing was complete, the largest PH operator, Addison Lee, enjoyed turnover that was only half of the

largest taxi “circuit”, Comcab. By 2009, Addison Lee’s turnover was greater than the three taxi “circuits” put together.

However, once TFL interpreted “pre-booked” to mean something other than “advance-booked”, PH became a much closer substitute for taxis with the introduction of Satellite Offices which in practice were nothing less than PHV ranks for immediate hire.

With the arrival of “Apps” and particularly Uber, in 2014, much of the PH service has changed from an “advance – booked” service to an effectively “immediate hire” service, offering the same service as taxis.

The taxi trade assumes that when the Finance Committee refer to “competition” it is the PH service it is referring to. If so, there are a number of reasons why such a comparison is unfair but basically, the PH service represents unfair competition to the taxi service.

All regulation carries cost and PH are regulated much more lightly than the taxi service. The most glaring example of this is the vehicle used. Currently, the ubiquitous App PHV is the Prius. The only vehicle available to the taxi trade is that provided by a monopoly supplier, LEVC’s TXe. The TXe, even after the current grants are deducted, costs almost three times the cost of the Prius.

Thus, it is impossible for the taxi service to compete with PH Apps on price as the former faces hugely greater regulatory costs than do PH.

Another factor is supply. The taxi fleet has remained static or grown gradually over the last half century, although there is currently a worrying decline in the fleet. Meanwhile, when PH drivers were licenced in 2003 there were 24,000 drivers. As at 20th October 2019, there are now 107,674 (450% increase) PH drivers, an obvious over-supply. This over-supply of drivers enables PH operators to compel drivers to accept returns that more often than not oblige the driver to work unacceptably-long and possibly dangerous hours of driving.

Even then, many PH drivers are obliged to obtain in-work benefits to augment their income. These benefits are effectively a subsidy on PH fares that does not apply to taxi fares.

Further, current PH fares are unsustainable for the operators. Addison Lee operate a loss. In 2016 they made £10.5 million profit; in 2017, they made a £20.8 million loss.

The Apps fare worse. Uber have consistently lost money since they began trading. In 2017, the company’s losses grew by more than 60% to \$4.5 billion and those losses continue to increase. The Uber model depends on predatory pricing to drive competition out of business and create a monopoly situation that will allow the opportunity to make supernormal profits in the future.

Even after that, taxi fares often compare well with PH. As an example, the minimum fare that could be obtained at time of writing for a peak time journey from New Fetter Lane, EC4 to Charing X Station was £17.00. A taxi fare will always be cheaper for the same journey. However, it is accepted that PH fares are generally lower than taxi fares, as regulatory costs dictate they should be.

In summary, it would be grossly unfair and unrealistic to compare the price of a taxi service with that of the PH service when the regulator places as much as three times the regulatory

cost on the taxi service as it does on the PH service. In addition to that, PH drivers are working for fares that often require government subsidy via in work benefits and operators are charging fare rates that are unsustainable as the major operators are making huge losses.

In any event, if the spirit of the 1988 Private Hire Act was adhered to, rather than using shoddy wording to allow the regulator to legally misinterpret The Act, the two services would not be close enough substitutes as to make a comparison of fares a worthwhile exercise. The intention of The Act was that “pre-booked” meant “advance-booked” and that was the basis for applying lighter regulation to the PH service than that applied to the taxi service. By interpreting “pre-booked” to mean simply putting an operator between driver and customer, the regulator has allowed PH to offer an effective immediate demand service and destroyed the rationale for the justification of dual regulation.

In summary, it would be grossly unfair to ask the taxi service to consider PH fare levels when setting its own fares, or more precisely it would be unfair for the regulator to make such consideration.

F1457 A1 Equality Impact Assessment (EqIA) form

N.B: the completed form should be emailed to the [Diversity and Inclusion team](#)

Project * Programme Strategy Policy*	Taxi (black cab) fares and tariffs review
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Accountable	Head of Taxi and Private Hire (TPH) Policy	Thomas Moody
	Signature	Date: 04/04/19

Produced By	TPH Policy Officer TPH Policy Manager	Cyrena Barned Darren Crowson
	Signature	Date 07/06/19
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	Signature	Date 17/10/19

Reviewed By	Job Title Lead for D&I	Name: Frances McAndrew
	FE McAndrew Signature	Date: 8-7-19
	Job Title	Name:
	Signature	Date:

Document History	Version	Date	Summary of changes
	0.1	04/04/19	First draft
	0.2	26/04/19	<ul style="list-style-type: none"> Updated draft consultation document enclosed List of principles under Q1 updated Adding proposed change to Euston fixed fares under Q1 Adding Taxicard members under Q2

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To be used in conjunction with: G1060

			• Additional impacts added
	0.3	21/05/19	Updated following EqIA superuser review
	0.4	07/06/19	
	0.5	26/06/2019	Updated following EqIA superuser review and small TPH updates
Updated 17 October 2019	0.6	17/10/2019	Updated following close of consultation, review of responses and a paper being prepared for the Finance Committee setting out recommendations

* Delete as appropriate (the Accountable person should always be at least one management level higher than the Responsible person).



Project Related Documents	Doc No.	Document title	Relevant Section(s) of this Document
	1	Draft taxi fares and tariffs consultation	
	2	Conditions of Fitness	This document sets out the requirements for vehicles to be licensed for use as a taxi in London
	3	How to become a licensed taxi driver booklet	This document provides information on the process of becoming a licensed taxi driver and the Knowledge of London
	4	Current and proposed fixed fares from Euston Station is enclosed	This shows the proposed change to the fixed fare from Euston Station to Lord's Cricket Ground
	5	Black Cabs and Minicabs Customer Satisfaction Survey Quarter 3 2018/19	This document provides Information about taxi users' views on taxi fares
	6	Taxi and Private Hire Licensee Customer Satisfaction Survey 2018/19	This document provides Information taxi drivers' views on taxi fares
Updated 17 October 2019	7	Consultation material and webpage	This is the material published for the consultation
Updated 17 October 2019	8	Consultation report	This document contains a detailed analysis of the responses to the consultation and summaries of stakeholders' responses

Step 1: Clarifying Aims

Background



Taxi services

London's taxis provide a reliable and trusted service to Londoners and visitors, offering users a safe and convenient service, aided by the drivers' extensive knowledge of the Capital's streets.

The Mayor's Transport Strategy (MTS) recognises the important role taxis play in the Capital's transport network. Policy 20 of the MTS commits The Mayor, through TfL and the boroughs, and working with stakeholders, to seek to "*ensure London has a safe, secure, accessible, world-class taxi and private hire service with opportunity for all providers to flourish.*"¹

Taxis are particularly important for anyone who experiences physical or other barriers when accessing other forms of transport. Taxi services provide an accessible door to door service which may be essential for some users and the MTS recognises that taxis "*can expand travel horizons for those requiring safe, accessible travel options.*"

Taxi drivers

London has just under 23,200 licensed taxi drivers and just under 20,000 licensed taxis².

There are two types of taxi driver's licence:

- All London (Green Badge): these taxi drivers can ply for hire anywhere in London and around 20,300 drivers hold this type of licence
- Suburban (Yellow Badge): these taxi drivers are licensed to ply for hire in one or more of nine suburban sectors and around 2,800 drivers hold this type of licence

The map below shows the Suburban taxi driver sectors.

¹ Mayor's Transport Strategy, March 2018, <https://www.london.gov.uk/sites/default/files/mayors-transport-strategy-2018.pdf>

² TfL licensing data 5 May 2019





The Suburban sectors are:

- Enfield, Haringey and Waltham Forest
- Barking & Dagenham, Havering, Newham and Redbridge
- Bexley, Greenwich and Lewisham
- Bromley
- Croydon
- Merton and Sutton
- Hounslow, Kingston upon Thames and Richmond upon Thames
- Ealing and Hillingdon
- Barnet, Brent and Harrow

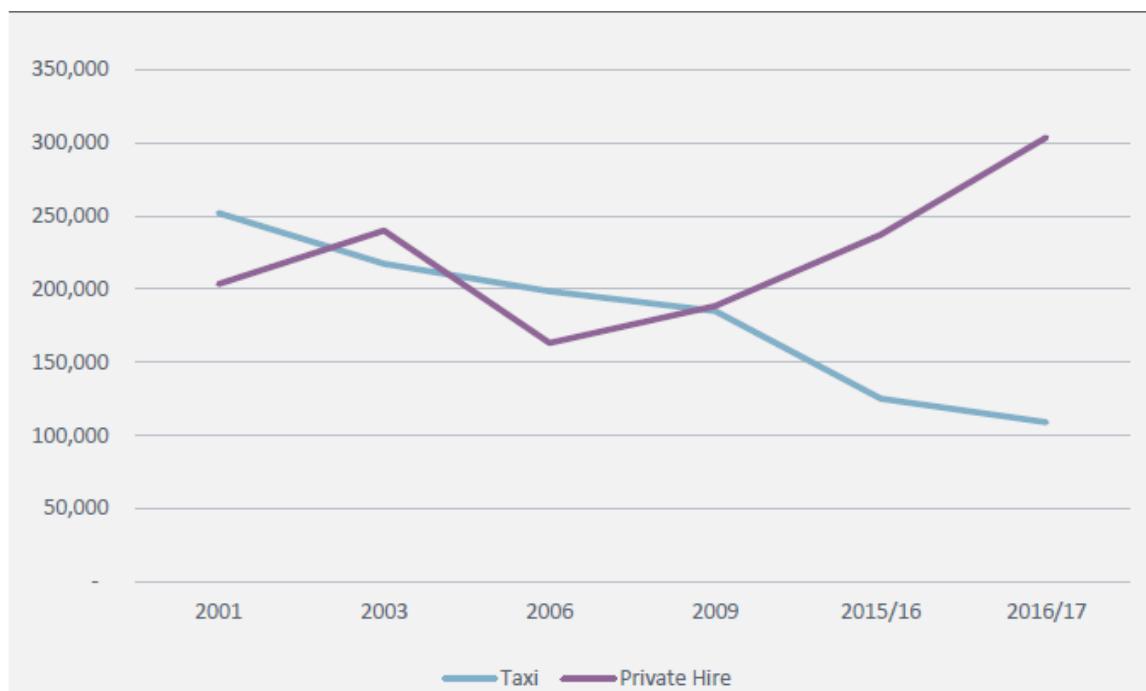
Taxi journeys

There are estimated to be approximately 109,000 passenger-carrying taxi journeys per day in London with an average journey length of 2.6 miles. Although all taxis can carry five passengers and some can hold six, there are one or two passengers in a typical hiring³.

Our research has shown that the number of taxi journeys in a typical day has been falling. In 2009 there were around 185,000 taxi journeys in a typical day but in 2016/17 this figure

³ Taxi and Private Hire Driver Diary Survey 2016/17, Steer Davies Gleave, October 2017

had fallen to around 109,000. A chart showing the trend in number of taxi and private hire (minicab and executive/chauffeur services) journeys in London is below.



Taxi vehicles

For a vehicle to be licensed for use as a taxi in London it must comply with the requirements in the Conditions of Fitness. The Conditions of Fitness includes requirements covering:

- Passenger accessibility features
- Vehicle manoeuvrability
- Vehicle emission standards
- Vehicle age limit restrictions

The full Conditions of the Fitness is enclosed in and is also available here [Doc 2](#)

We license London taxis and taxi drivers under the Metropolitan Public Carriage Act 1869. Section 9 of this Act allows us to make regulations which fix the rates or fares to be paid for taxis. The London Cab and Stage Carriage Act 1907 allow us to make regulations to fix the fares to be paid for the hire of taxis fitted with taximeters, on the basis of time or distance or both. The London Cab Order 1934 (as amended) is the main set of regulations made under these Acts and it sets the fares regime that covers most taxi journeys in London.



Taxi fares and tariffs

Taxi (black cab) fares and tariffs are regulated by Transport for London (TfL) and are normally reviewed annually.

When using a taxi the maximum taxi fare payable is displayed on the taximeter. Taxi fares are based upon the time of day, distance travelled and time taken.

There are four different taxi tariffs and these are:

- Tariff 1: Monday to Friday, 05:00-20:00
- Tariff 2: Monday to Friday, 20:00-22:00 and Saturday and Sunday, 05:00-22:00
- Tariff 3: Every night 22:00-05:00 and public holidays
- Tariff for journeys over six miles which is sometimes referred to as Tariff 4

When considering changes to taxi fares and tariffs we try to strike an appropriate balance between drivers being fairly remunerated and taxi users getting fair, reasonable and affordable fares.

To help us achieve this we are guided by the following:

- Using the Cost Index (see below) to inform any potential changes to taxi fares and tariffs, but at the same time not automatically increasing (or decreasing) fares or tariff rates by the total Cost Index figure;
- Considering changes to the costs of being a taxi driver in London along with the need for fares to be fair, reasonable and affordable for users;
- Considering the costs of other modes of passenger transport and the competitiveness of taxi fares;
- Maintaining reasonable and justifiable differences in the tariffs for journeys in the daytime, evening/weekend and late at night or on public holidays;
- Maintaining reasonable and justifiable differences in fares as the distance and duration of a taxi journey increases;
- Recognising certain specific aspects regarding taxi licensing and services in London including:
 - Taxi driver licence applicants having to complete and pass the Knowledge of London in order to be licensed ([Doc 3](#))
 - Taxis having to meet the standards set out in the Conditions of Fitness ([Doc 2](#)); and
- Ensuring due and careful regard to the impact of changes to fares and tariffs on those sharing characteristics protected under the Equality Act 2010 including those who may use taxis more frequently or place greater reliance on them compared to others.

Cost Index

The Cost Index is maintained and updated by TfL and it tracks:

- The change in the costs related to being a taxi driver (e.g. vehicle costs, parts, tyres, servicing, fuel and insurance)



- The change in average national earnings

It is important to note that the Cost Index, and the total figure produced when this is updated, is independent of the taxi fares and tariffs. The Cost Index provides us with a way to track changes to the costs associated with being a taxi driver and average national earnings but there is no obligation on us to increase taxi fares by the Cost Index figure or to use this figure when considering changes to taxi fares and tariffs.

When reviewing taxi fares and tariffs we update each component of the Cost Index. The Cost Index was previously updated in November 2017 and most recently updated in November 2018. The change since the 2017 update is shown below:

	Change since the 2017 update
Change in the costs related to being a taxi driver (e.g. vehicle costs, parts, tyres, servicing, fuel and insurance)	+1.8 per cent
Change in average national earnings	+ 1.6 per cent
Total Cost Index figure	+3.4 per cent

Cost Index components

For this review of taxi fares and tariffs the total Cost Index figure is +3.4 per cent. A summary of the individual Cost Index components and changes to these is shown below.

Component Of Index ¹	Cost p Per Mile In 2018	Initial 2019 Weights ²	Cost p Per Mile In 2019	Interim 2019 Weights ²	Increase In Costs 2019	Contribution To Total Increase ³
		Proportion Of Costs In 2018		Proportion Of Costs In 2019		
Vehicle Cost	23.69	9.3%	23.82	9.1%	0.5%	0.1%
Parts⁵	10.57	4.2%	10.93	4.2%	3.4%	0.1%
Tyres⁵	1.57	0.6%	1.62	0.6%	3.4%	0.0%
Garage & Servicing – Premises⁵	1.43	0.6%	1.48	0.6%	3.4%	0.0%
Garage & Servicing – Labour⁵	5.06	2.0%	5.24	2.0%	3.4%	0.1%
Fuel⁶	23.53	9.3%	26.78	10.2%	13.8%	1.3%
Insurance⁷	16.31	6.4%	16.26	6.2%	-0.3%	0.0%
Miscellaneous	2.51	1.0%	2.59	1.0%	3.3%	0.0%
The Knowledge⁸	13.54	5.3%	13.92	5.3%	2.7%	0.1%
Social Costs⁸	6.95	2.7%	7.14	2.7%	2.7%	0.1%
Total Operating Costs	105.16	41.4%	109.77	41.7%	4.4%	1.8%
Average National Earnings⁸	149.08	58.6%	153.18	58.3%	2.7%	1.6%
Grand Total	254.24	100.0%	262.95	100.0%	7.1%	+3.4%
Annual Mileage: 22,000 ⁹						



Notes

1. The index components have not changed since the 2018 review of taxi fares and tariffs.
2. 'Weight' is the proportion that the component contributes to the total cost per mile.
3. 'Contribution to total' indicates the importance of each component's cost change in determining the overall cost change. It is calculated for each component as the product of its percentage cost increase and its weight. The Grand Total is the sum of the individual components' contributions.
4. The 'Latest Available Data' column indicates the latest data period to which data in the 'cost increase' column relates
5. As agreed in 2011, costs for Parts, Tyres and Garaging will be uplifted by the yearly change in the Office for National Statistics RPI figure for "motoring expenditure: maintenance of motor vehicles" (CZEA).
6. The change in fuel costs relates to the change from the average of the AA diesel price for the three months to September 2017 to the three months to September 2018.
7. As agreed in 2011, costs for insurance will be uplifted by the yearly change in the Office for National Statistics RPI figure for "motoring expenditure: vehicle tax and insurance" (CZEC).
8. Provisional Knowledge, Social Costs and Average National Earnings changes are based on the year on year ONS average weekly earnings growth for the three months to August 2018.
9. The annual mileage of 22,000 was used in last year's Cost Index and has been used again this year.

Previous changes to taxi fares and tariffs

For several years average fares across Tariffs 1, 2 and 3 were increased by the total Cost Index figure generated when the Cost Index was updated. We consider that the historic use of the total Cost Index figure in this way has contributed to a perception amongst some users that taxi fares are too expensive, especially late at night and for long journeys.

The perception that taxi fares are too expensive late at night may deter some people from using taxis at any time. Information about taxi users' and taxi drivers' views on taxi fares is enclosed in (Doc 5 and Doc 6).

Any changes to fares and tariffs can be based on the total Cost Index figure and/or on other relevant factors and in recent years different approaches have been taken when reviewing taxi fares and tariffs. The table below shows the most recent total Cost Index figures and the main changes made.

Year	Total Cost Index figure	Tariff Changes
2014	+0.7 per cent	<ul style="list-style-type: none"> - Minimum fare frozen - Average fares across Tariffs 1, 2 and, 3 increased by 0.7 per cent
2015	-0.1 per cent	<ul style="list-style-type: none"> - Minimum fare frozen - Tariffs 1, 2, 3 and 4 frozen



Year	Total Cost Index figure	Tariff Changes
		– 0.1 per cent decrease deferred until 2016
2016	+1.7 per cent	– Minimum fare increased by 20 pence – Average fares across Tariffs 1, 2 and 3 increased by 1.6 per cent, this incorporated the 0.1 per cent decrease deferred from 2015
2017	+2.8 per cent	– Minimum fare frozen – Tariff 1 increased by 3.7 per cent – Tariff 2 increased by 3.9 per cent – Tariffs 3 and 4 rates frozen
2018	+3.6 per cent	– Minimum fare increased by 40 pence – Tariff 1 and 2 increased by 0.6 per cent – Tariffs 3 and 4 rates frozen

Q1. Outline the aims/objectives/scope of this piece of work

Overview of main stages of work

The aim of this work is to review taxi (black cab) fares and tariffs and consult on proposed changes to these. The main stages of the work involve:

- Discussions with the main taxi trade associations about potential changes to taxi fares and tariffs
- Updating the Cost Index which involves reviewing:
 - The change in the cost of being a taxi driver in London
 - The change in average national earnings
- Publically consulting on proposed changes
- Seeking approval from TfL’s Finance Committee on changes to taxi fares and tariffs
- Implementing any changes to taxi fares and tariffs

Proposed changes

Proposed changes to taxi fares and tariffs

As there are already concerns about Tariffs 3 and 4 being too high we have not proposed any further increases to these tariff rates.

The proposed increases to Tariffs 1 and 2 and the minimum fare are informed by the Cost Index figure (+3.4 per cent) and we explored how a relatively small increase to the minimum fare could be combined with increases to Tariffs 1 and 2 which were less than 3.4 per cent.

We followed the approach taken last year, which involved increasing the minimum fare plus Tariffs 1 and 2. After consideration we decided that for this review we would follow the approach taken last year. We think that this allows there to be an appropriate balance between drivers being fairly remunerated and taxi users getting fair, reasonable and



affordable fares. The reason for following the approach taken last year was not due to this being simpler, easier to repeat or us not considering alternative changes and options.

For this review we decided to propose a lower increase to the minimum fare (20 pence). The average all week fare figure used in the fares and tariffs reviews is currently £13.33 and if this is increased by 20 pence it represents a 1.5 per cent increase (£13.33 to £13.53).

Following the approach taken last year this increase (1.5 per cent) was subtracted from the Cost Index figure (3.4 per cent) and Tariffs 1 and 2 were then increased by the remaining value (1.9 per cent).

The proposed changes to the taxi fares and tariffs are therefore:

Area	Days and times applicable	Proposal
Minimum fare	At all times	Increase by 20 pence (6.7 per cent) taking this from £3.00 to £3.20
Tariff 1	Monday to Friday, 05:00-20:00	Increase by 1.9 per cent
Tariff 2	Monday to Friday, 20:00-22:00 and Saturday and Sunday, 05:00-22:00	Increase by 1.9 per cent
Tariff 3	Every night 22:00-05:00 and public holidays	Freeze
Tariff 4	For journeys over six miles	Freeze tariff rates

Proposed changes to fixed fares from Euston Station to Lord's Cricket Ground

In 2018 we increased all of the fixed fares for shared taxis from Euston Station by 50 pence. The exception to this was the fixed fare from Euston Station to Lord's Cricket Ground which was not increased.

The fixed fare to Lord's Cricket Ground was £5.00 during Tariffs 1 and 2 but £5.50 during Tariff 3. This differed from the fare for other destinations which were the same during each tariff and did not vary between Tariffs 1, 2 and Tariff 3.

The reason for the increase in 2018 was that the fixed fares for shared taxis from Euston Station had not been reviewed since 2010 despite the minimum fare, tariffs rates and drivers' operating costs increasing. We're now proposing to increase the fixed fares for shared taxis to Lord's Cricket Ground during Tariffs 1 and 2 but make no change to the Tariff 3 fare so as the fixed fare is the same at all times.

It is therefore proposed that there will be Increase the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply.

Proposed changes to when Tariff 4 starts



We're planning a small change to Tariff 4 so that the distance this tariff rate starts at is linked to the proposed distance unit for Tariffs 1, 2 and 3, rather than it starting at exactly six miles (9656.1 metres).

This small change will make it easier to test and validate the taximeter updates and ensure the point at which the tariff rate should change can be clearly identified during testing.

It is therefore proposed that there will be a small change to when the tariff rate for journeys over six miles (Tariff 4) starts.

Proposed extension to diesel price changes

It is proposed to extend the arrangements in place to cover significant increases or decreases in the price of diesel.

2019 taxi fares and tariffs proposals justification

When considering changes to taxi fares and tariffs we considered a number of options:

- **Increasing average fares across Tariffs 1, 2 and 3 by the Cost Index figure (3.4 per cent)** – this was not proposed because of:
 - Concerns about some tariffs rates already being too high;
 - Concerns about other tariffs rates becoming too high;
 - A potential adverse impact on people who rely on or use taxis often, including disabled and older taxi users plus Taxicard members⁴; and
 - A potential adverse impact on taxi drivers if fares increase by 3.4 per cent and this leads to fewer people using taxis and drivers' incomes falling.
- **Freezing all taxi fares and tariffs** – this option would have a positive impact on taxi users as fares and tariffs would not increase. It would also mean that no update to the taximeters was required. However, it could mean that taxi drivers' incomes or their ability to cover operating costs could be negatively impacted upon, although usage of taxis could increase if all fares were frozen. After consideration this option was not proposed this year.
- **A large increase to the minimum fare** – increasing the minimum fare significantly (e.g. to £4.00 or £5.00) was considered and increasing this could help avoid drivers' incomes or their ability to cover increasing costs being negatively impacted. After consideration a relatively large increase to the minimum fare was not proposed, partly as a result of concerns raised by some stakeholders about increasing the minimum fare last year, however, a smaller increase (20 pence) is one of this year's proposals.
- **Reducing or removing Tariff 3** – research we've commissioned shows that potentially the largest increase in taxi drivers' income and also taxi journeys is most likely to be achieved by reducing Tariff 3. This would make taxi fares at night cheaper and could increase the usage of taxis at night. However, the change would need to be promoted so as the public are aware that taxi fares at night are cheaper and funding would be required for promotional activity. Taxi drivers who work at

⁴ The Taxicard scheme provides subsidised taxi travel for disabled Londoners and is funded by TfL and the London boroughs. More information about the scheme is available here <https://tfl.gov.uk/modes/taxis-and-minicabs/taxicard-and-capital-call>



night would be impacted upon most by the changes and some drivers may need to work longer hours. Some drivers may choose to work at other times instead which could reduce the supply of available taxis late at night and make it harder for the public to find a taxi, this could have a negative impact on public safety at night if people then consider using illegal 'cabs' or unbooked PHVs instead. After consideration we're not proposing to reduce or remove Tariff 3 this year but instead freeze it.



Q2. Does this work impact on staff or customers? Please provide details of how.

Duration of impacts

Any approved increases to the minimum taxi fare or tariffs will remain in place until the next taxi fares and tariffs review. The date when any changes following this review will come into effect has yet to be confirmed. The date of implementation will depend upon when the consultation launches, the time needed for analysis of results and then when recommendations will be considered and approved or rejected. Following approval of any changes to the fares and tariffs six weeks is needed for the changes to be implemented.

This taxi fares and tariffs review has already been significantly delayed and ideally the consultation would have already been completed and changes implemented in April 2019.

Taxi fares are normally reviewed annually and we plan to review them in 2020.

The main groups impacted by this work are:

- Taxi users
- Taxicard members – Disabled residents in London are eligible for subsidised taxi journeys under the [Taxicard scheme](#) which provides a door-to-door service. The scheme is funded by TfL and the London boroughs and taxis are used for the majority of Taxicard journeys.
- Taxi drivers

Taxi users will be impacted by any changes to taxi fares and tariffs. The impacts would be negative if the changes result in fares increasing or the availability of taxis decreasing.

There will however be a positive impact if users can continue to access taxi services and a certain level of taxi availability is maintained as a result of our proposals and these ensuring that taxi drivers can cover operating costs and continue to work as taxi drivers.

Taxi users who rely on taxis, need an accessible door to door service, use taxis frequently or who may not be able to access other modes of transport may be disproportionately impacted by increases to taxi fares or tariffs.

Taxicard members will not be directly affected by any increase to the minimum fare and Tariffs 1 and 2. as, from 1 January 2019, capped fares for Taxicard journeys were introduced so members would have more certainty about their fare and be less exposed to potential changes in taxi fares⁵.

Taxicard members will be affected if taxi drivers are less willing to accept Taxicard jobs because they feel the capped fare is too low and the difference between the capped fares and the metered fares increases. These issues and how they can be mitigated are being discussed with City Fleet, who have the contract to provide the Taxicard service (this is covered by the first action in step 6).

⁵ London Councils press release, 14 December 2018, <https://www.londoncouncils.gov.uk/node/34901>

Taxicard users will be negatively impacted upon by increases to the minimum fare and Tariffs 1 and 2 as this would mean taxi fares increasing for journeys where the fare is still below the capped fare level.

Taxi drivers will be affected directly by changes to fares and tariffs and this could affect their income and level of work. The impacts would be negative if these proposals result in drivers' incomes falling or the demand and usage of taxis falling. There could be a positive impact if the proposed increases help ensure that drivers can cover their operating costs and continue to work as taxi drivers.

Suburban taxi drivers could be disproportionately affected as demand and usage of taxis is lower in the areas they are licensed for compared to areas where most All London drivers work (e.g. Central London, Canary Wharf, Heathrow Airport). This can mean that the potential income from being a Suburban taxi driver can be lower and some Suburban drivers have reported that their income has fallen or they have struggled to cover operating costs.

No significant equality impacts have been identified for the proposals to:

- Extend the arrangements in place to cover significant increases or decreases in the price of diesel
- Increase the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply
- Make a small change to when the tariff rate for journeys over six miles (Tariff 4) starts

As no significant equality impacts have been identified for these proposals these are not included in Step 2.

Step 2: The Evidence Base

Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work. You should also include any research on the issues affecting inclusion in relation to your work

Consider evidence in relation to all relevant protected characteristics;

- | | |
|--|---|
| - Age | - Other – refugees, low income, homeless people |
| - Disability including carers ⁶ | - Pregnancy/maternity |
| - Gender | - Race |
| - Gender reassignment | - Religion or belief |
| - Marriage/civil partnership | - Sexual orientation |

Licensed taxi drivers

The following information about licensed taxi (black cab) drivers is enclosed:

⁶ Including those with physical, mental and hidden impairments as well as **carers** who provide unpaid care for a friend or family member who due to illness, disability, or a mental health issue cannot cope without their support



- Age
- Ethnicity
- Gender – we hold data for licensed taxi drivers who identify as male or female
- Religion/belief
- Working patterns
- Income from other sources

The tables below show the age, ethnicity, gender and religion/belief of licensed taxi drivers⁷.

Age	Licensed taxi drivers	Percentage
under 21	1 ⁸	0.00%
21-30	399	1.70%
31-40	2136	9.09%
41-50	5913	25.16%
51-60	9079	38.63%
61-70	4401	18.72%
71+	1576	6.70%
Total	23505	100.00%

Ethnicity	Licensed taxi drivers	Percentage
Asian or Asian British (Bangladeshi)	272	1.16%
Asian or Asian British (Indian)	145	0.62%
Asian or Asian British (Other)	284	1.21%
Asian or Asian British (Pakistani)	220	0.94%
Black or Black British (African)	865	3.68%
Black or Black British (Caribbean)	433	1.84%
Black or Black British (Other)	156	0.66%
Chinese or other ethnic group (Chinese)	45	0.19%
Chinese or other ethnic group (Other)	205	0.87%
Decline to answer	4064	17.29%
Mixed (Other)	108	0.46%
Mixed (White and Asian)	54	0.23%
Mixed (White and Black African)	67	0.29%
Mixed (White and Black Caribbean)	96	0.41%
White British	15582	66.29%
White Irish	252	1.07%
White Other	657	2.80%
Total	23505	100.00%

⁷ TfL licensing data 31 October 2018

⁸ One taxi driver passed the Knowledge of London shortly before reaching 21 years of age but their taxi driver's licence was not actually issued to them until they reached 21



Gender	Licensed taxi drivers	Percentage
Female	547	2.33%
Male	22958	97.67%
Total	23505	100.00%

	Licensed taxi drivers	Percentage
Taxi drivers who stated they did have a religion/belief	1773	7.54%
Taxi drivers who stated they had no religion	56	0.24%
Declined to answer	20746	88.26%
Not known	930	3.96%
	23505	100.00%

Data is not collected on whether drivers are on a low income. However, data is collected on the proportion of income from other jobs. It can be inferred from this data what % of taxi drivers are on a low income. This data is included below:

Proportion of income from other jobs	All London	Suburban	All
Less than 25%	47.1%	57.1%	50.0%
25% to 50%	17.6%	28.6%	20.8%
50% to 75%	17.6%	0.0%	12.5%
75% to 95%	17.6%	14.3%	16.7%
Sample size (24)	17	7	

There is a small sample size for the above figures as these only include taxi drivers who stated they had other jobs (approximately 5 per cent).

In some of the Licensee Customer Satisfaction Surveys taxi drivers were asked if they were in other paid employment and the percentage of their income that comes from this. The results from these surveys are shown below⁹. When these surveys were conducted around 90 per cent of taxi drivers were not in other paid employment.

	2008/09	2009/10	2013/14
In other paid employment	12%	8%	9%
Of those in other paid employment, percentage of income from other paid employment	70%	61%	66%
Sample size	300	300	150

⁹ Taxi and Private Hire Licensee Customer Satisfaction Survey, TNS, 2013/14



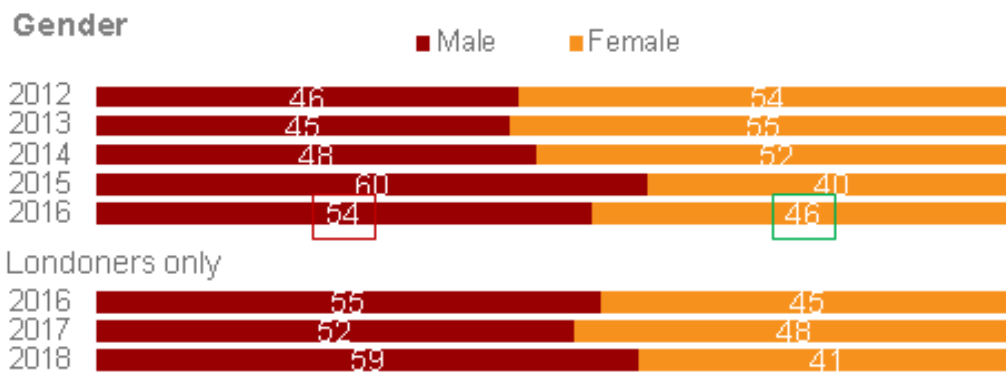
Taxi users

The following information about taxi users is enclosed:

- Gender – we hold data for licensed taxi drivers who identify as male or female
- Disability (this does not include carers)
- Age

The information in the charts below is taken from the Black Cabs and Minicabs CSS¹⁰. The most recent information is for taxi users who are London residents and does not include visitors to London who use taxis. Originally London residents and visitors to London took part in the survey. However, following a reduction in funding for the survey in 2017/18 the methodology changed and now only London residents participate.

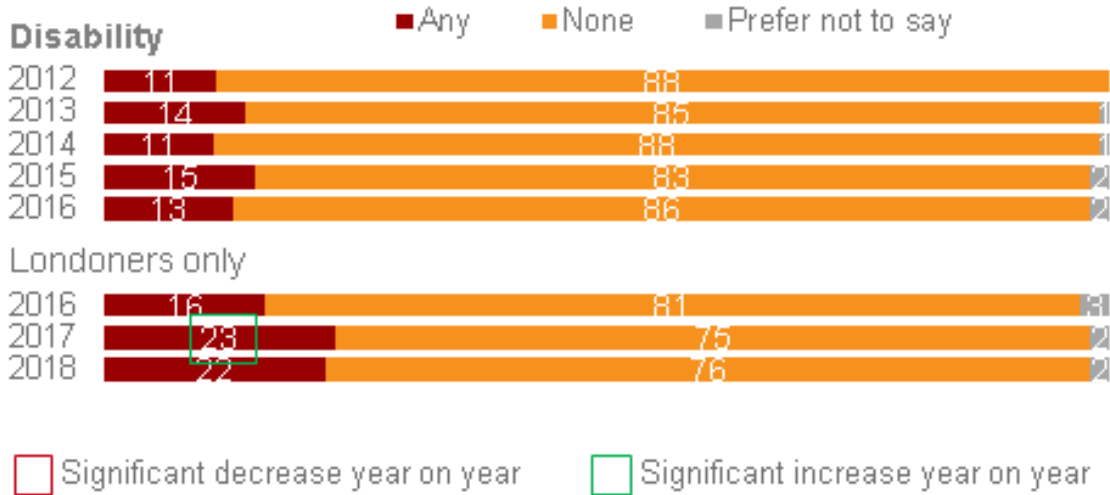
Gender – the chart below shows the gender for taxi users who took part in the CSS. Between 2012 and 2016 London residents plus visitors to London took part in the CSS but from 2017 to 2018 this changed to London residents only.



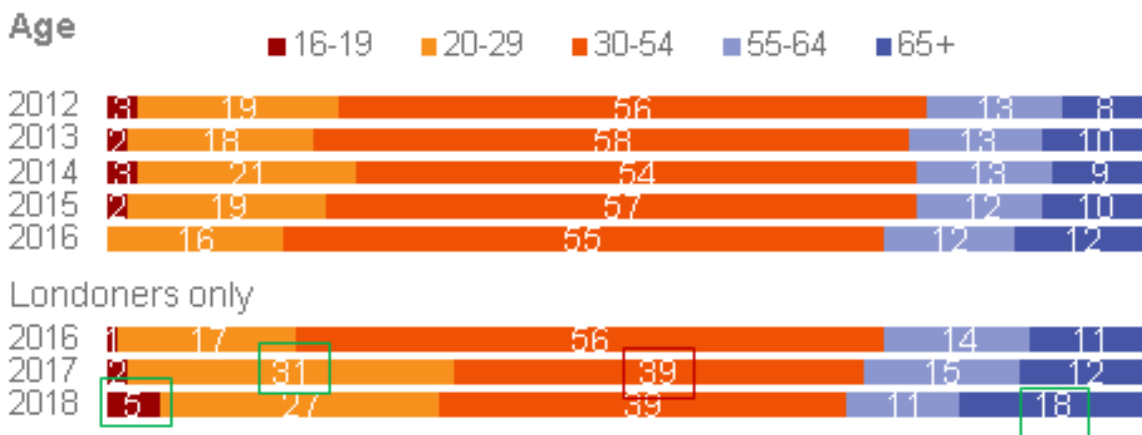
Disability – the chart below shows whether taxi users who took part in the CSS considered themselves to have any long term disability. Between 2012 and 2016 London residents plus visitors to London took part in the CSS but from 2017 to 2018 this changed to London residents only.

¹⁰ Black Cabs and Minicabs Customer Satisfaction Survey (CSS), TNS, 2018/19





Age – the chart below shows the age range for taxi users who took part in the CSS. Between 2012 and 2016 London residents plus visitors to London took part in the CSS but from 2017 to 2018 this changed to London residents only.



Step 3: Impact

Q4. Given the evidence listed in step 2, consider and describe what potential short, medium and longer term negative impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential negative impact
Age	Y	<p>Taxi users</p> <ul style="list-style-type: none"> • The 2018 Black Cab and Minicab User CSS captured age information for London residents who use taxis and took part in the survey. This showed that: <ul style="list-style-type: none"> ○ 5% of taxi users were 16-19 ○ 27% of taxi users were 20-29 ○ 39% of taxi users were 30-54 ○ 11% of taxi users were 55-64 ○ 18% of taxi users were 65+ • All taxi users would experience a negative impact from the minimum fare increasing as this would increase taxi fares for journeys at all times • Increasing the minimum fare would negatively impact taxi users who make short journeys by taxi, this could have a greater impact on older taxi users who rely on taxis to make short journeys or who may be less able to use other modes of transport (e.g. bus, Tube, cycle) for these journeys or walk short distances • All taxi users would also experience a negative impact from certain tariffs being increased as this will mean that the taxi fares for journeys during the times these tariffs apply will be higher • The impacts from fare increases may negatively impact younger and older taxi users more as they may be less able to respond to taxi fare increases or continue to use taxis • Although Tariff 3 is being frozen there would still be a negative impact on taxi users as the minimum fare during Tariff 3 is increasing • All taxi users may experience a negative impact if the total number of licensed taxi drivers reduces as a result of fewer people using taxis because of the proposed fare increases • Older people are less likely to use a smartphone and research by the DfT¹¹ found that:

¹¹ Department for Transport's (DfT's) Transport and transport technology: Public attitudes tracker, October 2018



	<ul style="list-style-type: none">○ Just under a third (30 per cent) of people aged 55-64 didn't use a smartphone○ Over half (55 per cent) of 65-74 year olds do not use a smartphone○ Only 17% of those aged 75+ use a smartphone● Some older taxi users won't be able to access app based PHV services. They will be negatively impacted by increases to the minimum fare and Tariffs 1 and 2 but may have fewer PHV services they could access or consider as an alternative to using a taxi. <p>Taxicard members</p> <ul style="list-style-type: none">● The age range of Taxicard members is:<ul style="list-style-type: none">○ 2.06% of members are 0-15○ 3.52% of members are 16-30○ 6.50% of members are 31-45○ 16.77% of members are 46-60○ 14.53% of members are 61-70○ 21.37% of members are 71-80○ 34.89% of members are 81+○ For 0.37% the age is not known● The majority (70.79%) of Taxicard members are over 61 and so the impacts identified will disproportionately affect older Taxicard members● All Taxicard members will be negatively impacted by increases to the minimum fare and Tariffs 1 and 2 as this would mean taxi fares increasing for journeys where the fare is still below the capped Taxicard fare level● Taxicard members will be negatively impacted if taxi drivers are more reluctant to accept capped Taxicard fares. The risk of taxi drivers not accepting Taxicard capped fares could increase if taxi drivers feel the capped Taxicard fares are too low as the difference between the capped fares and metered fares increases as a result of our proposals. <p>Taxi drivers</p> <ul style="list-style-type: none">● For drivers over 50:<ul style="list-style-type: none">○ 38.63% are between 51-60○ 18.72% are between 61-70○ 6.70% are 71+● The majority (64.05%) of taxi drivers are over 50 and
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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/786654/future-of-mobility-strategy.pdf



		<p>so the impacts identified will disproportionately affect older taxi drivers</p> <ul style="list-style-type: none"> All taxi drivers would experience a negative impact from the minimum fare and certain tariffs being increased if these result in a reduction in their income because of a reduction in the usage of taxis or number of trips they do each day. The impact on older taxi drivers may be greater if they are unable to respond to this impact or, work longer hours. For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income.
<p>Disability including carers</p>	<p>Y</p>	<p>Taxi users</p> <ul style="list-style-type: none"> No information is held about taxi users who are carers The impacts identified will have a greater impact on some disabled taxi users as they may rely on taxis or may not be able to access or use other modes of transport (eg bus, Tube, cycle) The 2018 Black Cab and Minicab User CSS captured information for London residents who considered themselves to have any long term disability: <ul style="list-style-type: none"> 22% said they did have a long term disability 76% said they did not have a long term disability 2% preferred not to say All disabled taxi users would experience a negative impact from the minimum fare increasing as this would increase taxi fares for journeys at all times Disabled taxi users would experience a negative impact from certain tariffs being increased as this will mean that the taxi fares for journeys during the times these tariffs apply will be higher Disabled taxi users may experience a negative impact if the total number of licensed taxi drivers reduces as a result of fewer people using taxis because of the proposed fare increases Although Tariff 3 is being frozen there would still be a negative impact on taxi users as the minimum fare during Tariff 3 is increasing <p>Taxicard members</p> <ul style="list-style-type: none"> No information is held about Taxicard members who are carers Taxicard members will be disproportionately affected by the proposals which have a negative impact as the Taxicard scheme is for people who have mobility



		<p>impairments and may face barriers when trying to use public transport. To be eligible for the Taxicard scheme residents must either:</p> <ul style="list-style-type: none"> ○ Receive the higher rate mobility component of the Disability Living Allowance or the higher rate Attendance Allowance; or ○ Be registered blind; or ○ Receive the War Pension Mobility Component; or ○ Have an otherwise GP-endorsed application, which may include a mobility assessment. <ul style="list-style-type: none"> ● Taxicard members will be negatively impacted by increases to the minimum fare and Tariffs 1 and 2 as this would mean taxi fares increasing for journeys where the fare is still below the capped fare level ● Taxicard members will be negatively impacted if taxi drivers are more reluctant to accept capped Taxicard fares. The risk of taxi drivers not accepting Taxicard capped fares could increase if taxi drivers feel the capped Taxicard fares are too low as the difference between the capped fares and metered fares increases as a result of our proposals. <p>Taxi drivers</p> <ul style="list-style-type: none"> ● No information is held about taxi drivers who have a disability or who are carers ● All taxi drivers will experience a negative impact if the increases to the minimum fare and certain tariffs mean that disabled users or Taxicard members use taxis less and the drivers' income reduces
<p>Gender</p>	<p>Y</p>	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> ● The 2018 Black Cab and Minicab User CSS captured gender information for London residents who use taxis and took part in the survey: <ul style="list-style-type: none"> ○ 59% of taxi users were female ○ 41% of taxi users were male ● Female taxi users and Taxicard members would experience a negative impact from the minimum fare increasing as this would increase taxi fares for journeys at all times ● Female taxi users and Taxicard members would experience a negative impact from certain tariffs being increased as this will mean that the taxi fares for journeys during the times these tariffs apply will be higher ● Female taxi users and Taxicard members will experience a negative impact if the increase to the minimum fare makes them less likely to use taxis at



		<p>night and instead use other less safe (e.g. unlicensed 'cabs', unbooked PHVs) forms of transport</p> <ul style="list-style-type: none"> Female taxi users and Taxicard members would be negatively impacted from the minimum fare or certain tariffs increasing and may be disproportionately impacted if they have concerns about the safety of using certain modes of transport and use taxis more often Although Tariff 3 is being frozen there would still be a negative impact on female taxi users and Taxicard members as the minimum fare during Tariff 3 is increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> The majority of licensed taxi drivers are male: <ul style="list-style-type: none"> 97.67% of taxi drivers are male Only 2.33% of taxi drivers are female All taxi drivers would experience a negative impact from the minimum fare and certain tariffs being increased if these result in a reduction in their income because of a reduction in the usage of taxis or number of trips they do each day For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income A perception that being a taxi driver is not an attractive career could deter women from applying to become a taxi driver and overall result in fewer licensed taxi drivers and the availability of taxis falling or wait times increasing. This perception could be made worse by fewer people using taxis as a result of our proposals to increase the minimum fare and Tariffs 1 and 2.
<p>Gender reassignment</p>	<p>Y</p>	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> No information is held about taxi users or Taxicard members whose gender identity is different from the gender assigned to them when they were born Taxi users and Taxicard members whose gender identity is different from the gender assigned to them at birth would be negatively impacted by the minimum fare or certain tariffs increasing. They may be disproportionately impacted if they have concerns about the safety of using certain modes of transport and use taxis more often. <p>Taxi drivers</p> <ul style="list-style-type: none"> No information is held about taxi drivers whose



		<p>gender identity is different from the gender assigned to them when they were born</p> <ul style="list-style-type: none"> • Taxi drivers whose gender identity is different from the gender assigned to them at birth would experience a negative impact from the minimum fare and certain tariffs being increased if these result in a reduction in their income because of a reduction in the usage of taxis or number of trips they do each day • For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income
<p>Marriage/civil partnership</p>	<p>Y</p>	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about taxi users or Taxicard members who are married or in a civil partnership • There would be a negative impact on taxi users and Taxicard members who are married or in a civil partnership from the minimum fare or certain tariffs increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> • No information is held about taxi drivers who are married or in a civil partnership • Taxi drivers who are married or in a civil partnership would experience a negative impact from the minimum fare and certain tariffs being increased if these result in a reduction in their income because of a reduction in the usage of taxis or number of trips they do each day • For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income
<p>Other – e.g. refugees, low income, homeless people</p>	<p>Y</p>	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about the income of taxi users or Taxicard members • Taxi users and Taxicard members on low incomes will be negatively impacted by increases to the minimum fare plus Tariffs 1 and 2. If they are on low incomes and rely on taxis or are not able to access other modes of transport they may experience a greater impact. <p>Taxi drivers</p> <ul style="list-style-type: none"> • Some information is held about taxi drivers who have income from other jobs or who are in other paid employment, the most recent research (2013/14)



		<p>showed that 9% of taxi drivers were in other paid employment.</p> <ul style="list-style-type: none"> • Taxi drivers will be negatively impacted if their income from being a taxi driver is already low and increases to the minimum fare plus Tariffs 1 and 2 lead to fewer people using taxis and their income falling. This could be a particular problem for Suburban taxi drivers as demand and usage of taxis in suburban areas is generally lower. • For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income
Pregnancy/maternity	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about taxi users or Taxicard members who are pregnant or who have recently given birth • Pregnant taxi users and Taxicard members or those who have recently given birth would be negatively impacted from the minimum fare or certain tariffs increasing and may be disproportionately impacted if they have concerns about the safety of using certain modes of transport and use taxis more often <p>Taxi drivers</p> <ul style="list-style-type: none"> • No information is held about taxi drivers who are pregnant or who have recently given birth • For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income • Taxi drivers will be negatively impacted if their income from being a taxi driver is already low and increases to the minimum fare plus Tariffs 1 and 2 lead to fewer people using taxis and their income falling. • Pregnant taxi drivers or those who have recently given birth may experience a greater impact as they may be unable to work or drive for long periods
Race	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about the race of taxi users or Taxicard members • BAME taxi users and Taxicard members would experience a negative impact from the minimum fare increasing as this would increase taxi fares for journeys at all times • BAME taxi users and Taxicard members would experience a negative impact from certain tariffs



		<p>being increased as this will mean that the taxi fares for journeys during the times these tariffs apply will be higher</p> <ul style="list-style-type: none"> • Although Tariff 3 is being frozen there would still be a negative impact on BAME taxi users and Taxicard members as the minimum fare during Tariff 3 is increasing • BAME taxi users and Taxicard members would be negatively impacted from the minimum fare or certain tariffs increasing and may be disproportionately impacted if they have concerns about the safety of using certain modes of transport and use taxis more often <p>Taxi drivers</p> <ul style="list-style-type: none"> • The majority of licensed taxi drivers are 'White British' (66.29%), 16.43% of taxi drivers are BAME (including 'White Irish' and 'White Other') and 17.29% declined to say what their race was • BAME taxi drivers, will experience a negative impact from the minimum fare and certain tariffs being increased if these result in a reduction in their income because of a reduction in the usage of taxis or number of trips they do each day • For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income
<p>Religion or belief</p>	<p>Y</p>	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about the religion or beliefs of taxi users or Taxicard members • Taxi users with religious or other beliefs would be negatively impacted from the minimum fare or certain tariffs increasing and may be disproportionately impacted if they have concerns about the safety of using certain modes of transport and use taxis more often <p>Taxi drivers</p> <ul style="list-style-type: none"> • Limited information about the religion or belief for taxi drivers is held as for the majority (88%) of drivers declined to answer this question • Taxi drivers with religious or other beliefs would experience a negative impact from the minimum fare and certain tariffs being increased if these result in a reduction in their income because of a reduction in the usage of taxis or number of trips they do each day



		<ul style="list-style-type: none"> For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income
Sexual orientation	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> No information is held about the sexual orientation of taxi users or Taxicard members LGB taxi users and Taxicard members who use taxis would experience a negative impact from the minimum fare or certain tariffs increasing. They may be disproportionately impacted as LGB Londoners are amongst the groups most likely to be ‘worried’ about the safety of public transport (31%)¹² and so could potentially use taxis more often. <p>Taxi drivers</p> <ul style="list-style-type: none"> No information is held about the sexual orientation of taxi drivers LGB taxi drivers would experience a negative impact from the minimum fare and certain tariffs being increased if these result in a reduction in their income because of a reduction in the usage of taxis or number of trips they do each day For some taxi drivers there could be a negative impact as the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure and so could mean a real terms reduction in their income
Multiple protected characteristics	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> We acknowledge that some taxi users and Taxicard members may share more than one protected characteristic The severity of the potential negative impacts identified may be greater on taxi users and Taxicard members who share more than one protected characteristic Taxi users and Taxicard members may share any combination of protected characteristics including: <ul style="list-style-type: none"> Age + Disability: the severity of the impacts on older, disabled taxi users and Taxicard members may be greater. They may be more reliant on taxis or use taxis for a greater proportion of their journeys. They may also be less able to use other forms of transport (e.g. bus, Tube, cycle, car) or walk. Age + Gender: the severity of the impacts on older, female taxi users and Taxicard members

¹² TfL (2015): ‘Travel in London: Understanding our diverse communities’



		<p>may be greater. They may be more reliant on taxis or use taxis for a greater proportion of their journeys and also have concerns about the safety of using other modes of transport (e.g. bus or Tube) or walking, particularly late at night.</p> <ul style="list-style-type: none"> ○ Gender + Disability: the severity of the impacts on disabled female taxi users and Taxicard members may be greater. They may be more reliant on taxis or use taxis for a greater proportion of their journeys and also have concerns about the safety of using other modes of transport (e.g. bus or Tube) or walking, particularly late at night. ○ Age + Gender + Disability: the severity of the impacts may be even greater on older, female, disabled taxi users and Taxicard members. They may be even more reliant on taxis or use taxis for a greater proportion of their journeys and also have concerns about the safety of using other modes of transport (e.g. bus or Tube) or walking, particularly late at night. <ul style="list-style-type: none"> ● The severity of the potential impacts identified may be greater on taxi users and Taxicard members who share more than one of the other combinations of protected characteristics <p>Taxi drivers</p> <ul style="list-style-type: none"> ● We acknowledge that some taxi drivers may share more than one protected characteristic ● The severity of the potential impacts identified may be greater on taxi drivers who share more than one protected characteristic
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Q5. Given the evidence listed in step 2, consider and describe what potential positive impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential positive impact
Age	Y	Taxi users and Taxicard members <ul style="list-style-type: none"> ● The 2018 Black Cab and Minicab User CSS captured age information for London residents who use taxis and took part in the survey. This showed that:



		<ul style="list-style-type: none"> ○ 5% of taxi users were 16-19 ○ 27% of taxi users were 20-29 ○ 39% of taxi users were 30-54 ○ 11% of taxi users were 55-64 ○ 18% of taxi users were 65+. <ul style="list-style-type: none"> ● All taxi users and Taxicard members would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxi drivers</p> <ul style="list-style-type: none"> ● For drivers over 50: <ul style="list-style-type: none"> ○ 38.63% are between 51-60 ○ 18.72% are between 61-70 ○ 6.70% are 71+ ● The majority (64.05%) of taxi drivers are over 50 and they (plus other taxi drivers) will experience a positive impact if increases to taxi fares result in their income increasing and there is no reduction in the usage of taxis or the number of trips they do each day ● Some taxi drivers may also experience a positive impact if freezing tariff 3 rates leads to more people using taxis at the period in which it is in operation.
<p>Disability including carers</p>	<p>Y</p>	<p>Taxi users</p> <ul style="list-style-type: none"> ● No information is held about taxi users who are carers ● The 2018 Black Cab and Minicab User CSS captured information for London residents who considered themselves to have any long term disability: <ul style="list-style-type: none"> ○ 22% said they did have a long term disability ○ 76% said they did not have a long term disability ○ 2% preferred not to say ● Disabled taxi users and Taxicard members or users and members and who are carers would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxicard members</p> <ul style="list-style-type: none"> ● No information is held about Taxicard members who are carers ● To be eligible for the Taxicard scheme residents must either:



		<ul style="list-style-type: none"> ○ Receive the higher rate mobility component of the Disability Living Allowance or the higher rate Attendance Allowance; or ○ Be registered blind; or ○ Receive the War Pension Mobility Component; or ○ Have an otherwise GP-endorsed application, which may include a mobility assessment. <ul style="list-style-type: none"> ● Taxicard members would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxi drivers</p> <ul style="list-style-type: none"> ● No information is held about taxi drivers who have a disability or who are carers ● Disabled taxi drivers or taxi drivers who are carers would experience a positive impact if increases to taxi fares result in their income increasing and there is no reduction in the usage of taxis or the number of trips they do each day ● Disabled taxi drivers or taxi drivers who are carers may also experience a positive impact if freezing certain tariff rates leads to more people using taxis
<p>Gender</p>	<p>Y</p>	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> ● The 2018 Black Cab and Minicab User CSS captured gender information for London residents who use taxis and took part in the survey: <ul style="list-style-type: none"> ○ 59% of taxi users were female ○ 41% of taxi users were male ● Female taxi users and Taxicard members would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxi drivers</p> <ul style="list-style-type: none"> ● The majority of licensed taxi drivers are male: <ul style="list-style-type: none"> ○ 97.67% of taxi drivers are male ○ Only 2.33% of taxi drivers are female ● There may be a positive impact if the increases to taxi fares encourage some women to apply to become a licensed taxi driver as this is seen as a viable career



		<p>option where drivers can cover their operating costs and be fairly remunerated</p> <ul style="list-style-type: none"> Female taxi drivers would experience a positive impact if increases to taxi fares result in their income increasing and there is no reduction in the usage of taxis or the number of trips they do each day Female taxi drivers may also experience a positive impact if freezing certain tariff rates leads to more people using taxis
Gender reassignment	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> No information is held about taxi users or Taxicard members whose gender identity is different from the gender assigned to them when they were born Taxi users or Taxicard members whose gender identity is different from the gender assigned to them at birth would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxi drivers</p> <ul style="list-style-type: none"> Taxi drivers whose gender identity is different from the gender assigned to them at birth would experience a positive impact if increases to taxi fares result in their income increasing and there is no reduction in the usage of taxis or the number of trips they do each day Taxi drivers whose gender identity is different from the gender assigned to them at birth may also experience a positive impact if freezing certain tariff rates leads to more people using taxis
Marriage/civil partnership	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> No information is held about taxi users or Taxicard members who are married or in a civil partnership Taxi users or Taxicard members who are married or in a civil partnership would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxi drivers</p> <ul style="list-style-type: none"> No information is held about taxi drivers who are married or in a civil partnership



		<ul style="list-style-type: none"> • Taxi drivers who are married or in a civil partnership would experience a positive impact if increases to taxi fares result in their income increasing and there is no reduction in the usage of taxis or the number of trips they do each day • Taxi drivers who are married or in a civil partnership may also experience a positive impact if freezing certain tariff rates leads to more people using taxis
Other – e.g. refugees, low income, homeless people	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about taxi users or Taxicard members on low incomes • Taxi users or Taxicard members on low incomes will be positively impacted by freezing Tariffs 3 and 4 although the impact may not be significant as these are the two highest tariffs rates and fares when these tariffs apply may already be too expensive for some taxi users • Taxi users on low incomes would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxi drivers</p> <ul style="list-style-type: none"> • Some information is held about taxi drivers who have income from other jobs or who are in other paid employment, the most recent research (2013/14) showed that 9% of taxi drivers were in other paid employment. • Taxi drivers will be positively impacted if their income increases as a result of the minimum fare and Tariffs 1 and 2 being increased or if freezing Tariffs 3 and 4 lead to more people using taxis or helps prevent a reduction in the use of taxis. This could be of particular benefit to taxi drivers working part time, or Suburban taxi drivers as taxi usage and demand is normally lower in the areas where they are licensed to work.
Pregnancy/maternity	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about taxi users or Taxicard members who are pregnant or who have recently given birth • Taxi users and Taxicard members who are pregnant or have recently had a baby would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a



		<p>certain level of taxi availability is maintained and the public can still access taxi services</p> <p>Taxi drivers</p> <ul style="list-style-type: none"> • No information is held about taxi drivers who are pregnant or who have recently given birth • Taxi drivers who are pregnant or have recently had a baby would experience a positive impact if increases to taxi fares result in their income increasing and there is no reduction in the usage of taxis or the number of trips they do each day
<p>Race</p>	<p>Y</p>	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about the race of taxi users or Taxicard members • BAME taxi users and Taxicard members would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxi drivers</p> <ul style="list-style-type: none"> • The majority of licensed taxi drivers are 'White British' (66.29%), 16.43% of taxi drivers are BAME (including 'White Irish' and 'White Other') and 17.29% declined to say what their race was • BAME taxi drivers would experience a positive impact if increases to taxi fares result in their income increasing and there is no reduction in the usage of taxis or the number of trips they do each day • BAME taxi drivers may also experience a positive impact if freezing certain tariff rates leads to more people using taxis
<p>Religion or belief</p>	<p>Y</p>	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about the religion or beliefs of taxi users or Taxicard members • Taxi users or Taxicard members with religious or other beliefs would experience a positive impact if the proposed increases help ensure that drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access taxi services <p>Taxi drivers</p> <ul style="list-style-type: none"> • Limited information about the religion or belief for taxi



		<p>drivers is held as for the majority (88%) of drivers declined to answer this question</p> <ul style="list-style-type: none"> • Taxi drivers with religious or other beliefs would experience a positive impact if increases to taxi fares result in their income increasing and there is no reduction in the usage of taxis or the number of trips they do each day • Taxi drivers with religious or other beliefs may also experience a positive impact if freezing certain tariff rates leads to more people using taxis
Sexual orientation	Y	<p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • No information is held about the sexual orientation of taxi users or Taxicard members • LGB Londoners are amongst the groups most likely to be 'worried' about the safety of public transport (31%)¹³ • LGB taxi users and Taxicard members would experience a positive impact if the proposals help ensure that taxi drivers can cover operating costs and remain in the taxi trade and this in turn helps to ensure that a certain level of taxi availability is maintained and the public can still access <p>Taxi drivers</p> <ul style="list-style-type: none"> • No information is held about the sexual orientation of taxi drivers • LGB taxi drivers would experience a positive impact as although the proposed increases to Tariffs 1 and 2 are lower than the Cost Index figure the increases to taxi fares would result in their income increasing and there would be no reduction in the usage of taxis or the number of trips they do. • LGB taxi drivers may also experience a positive impact if freezing certain tariff rates leads to more people using taxis. We currently do not hold data for this.
Multiple protected characteristics	Y	<p>Taxi users, Taxicard members and taxi drivers</p> <ul style="list-style-type: none"> • We acknowledge that some taxi users, Taxicard members and taxi drivers may share more than one protected characteristic • However, the severity of the potential positive impacts identified may not be affected as a result of people sharing one or multiple protected characteristics

¹³ TfL (2015): 'Travel in London: Understanding our diverse communities'



Step 4: Consultation

Q6. How has consultation with those who share a protected characteristic informed your work?

List the groups you intend to consult with or have consulted and reference any previous relevant consultation? ¹⁴	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
Taxi drivers	<p>The pressure on taxi drivers with low incomes could increase if fares rise and this deters people from using taxis. Some Suburban taxi drivers may have low incomes and have raised concerns about incomes falling, not being able to cover their costs or earning less than the minimum wage. The issues mentioned when this has been raised include increased journey time delays, increased use of private hire vehicles (PHVs) or touting/illegal 'cab' activity, rather than explicitly taxi fares being too expensive. However, it is felt that fares being too expensive or perceived as too expensive deters some people from using taxis.</p> <p>The consultation will be promoted to taxi drivers through the weekly email updates sent to drivers and the TfL Taxi and Private Hire Twitter Account</p>
<p>The London Suburban Taxi Coalition (LSTC)</p> <p>(A group which represents suburban taxi drivers, a group which has been inferred through data as having a high proportion of drivers on a low income)</p>	The LSTC have requested increases to the minimum fare and Tariffs 1 and 2 which are higher than those proposed in the consultation.
TfL's Independent Disability Advisory Group (IDAG)	<p>A presentation and update on taxi fares and tariffs was given to IDAG on 18 September 2018.</p> <p>The issue of there being a low number of responses to the consultation from disabled</p>

¹⁴ This could include our staff networks, the Independent Disability Advisory Group, the Valuing People Group, local minority groups etc.



	<p>taxi users and disability groups was raised with IDAG.</p> <p>We will be sharing new proposals with IDAG so they can comment on these.</p>
<p>TfL Accessibility Forum</p>	<p>A presentation on taxi fares and the proposals for 2019 was given to everyone who attended the Accessibility Forum on Friday 3 May 2019. Groups represented at the forum included Transport for All.</p> <p>We are still awaiting feedback from this.</p>
<p>London Councils (London Councils represent taxi card users)</p>	<p>In last year's consultation London Councils raised concerns about the proposed increased to the minimum fare (£2.60-£3.00) and the impact on Taxicard users.</p> <p>The introduction of capped fares for Taxicard journeys has helped mitigate this issue and also provides certainty about the fares which Taxicard members had been seeking.</p> <p>However, since the previous taxi fares review and consultation a new issue has been identified as the capped fares introduced can be unpopular with drivers and this can affect the wait times or availability of taxis for Taxicard members.</p>



Q7. Where relevant, record any consultation you have had with other projects / teams who you are working with to deliver this piece of work. This is really important where the mitigations for any potential negative impacts rely on the delivery of work by other teams.

- We've been working with TfL's Assisted Transport Services Team to discuss what can be done to explain to taxi drivers why capped fares for Taxicard journeys have been introduced, the benefits for Taxicard members and potential benefits for taxi drivers. This work is ongoing and it is hoped that the potential outcomes from this could see a better coverage of Taxicard work in Suburban areas and Suburban taxi drivers having access to more work and so the opportunity to increase their income.
- Making accessibility groups aware of consultations has already been discussed with the TfL's Public Affairs Team and this work will continue

Update 17 October 2019

- A public consultation has been completed and the results from this reviewed and considered when deciding recommendations regarding taxi fares and tariffs.

Updated 18 October 2019

- In the consultation some respondents commented on the impact on older and disabled taxi users from some of our proposals. When responding to the question about whether we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis 15 respondents mentioned that older and disabled taxi users are being negatively affected by taxi fare and tariff increases.
- Two respondents also said that Taxicard members are being turned away as fares do not cover drivers' costs. However, changes have been made to the Taxicard fare structure so that Taxicard members are still provided with capped fares but drivers receive either the capped fare or 90 per cent of the metered fare, whichever is higher.
- When commenting on the proposal to increase the minimum fare by 20 pence, 11 respondents said that an increase to taxi fares drives up costs for disabled and older taxi users. Three respondents mentioned this when commenting on the proposed increase to Tariff 1 and two mentioned it when commenting on the proposed increase to Tariff 2.
- When asked if other changes should be made to the minimum fare or tariff rates 10 respondents said that disabled and older taxi users should be given discounts or excluded from additional charges. For disabled and some older London residents this is already done via the Taxicard scheme. 19 respondents to this question also mentioned that taxi fares are not affordable for disabled or older passengers.
- Licensed taxis play a vital role in providing safer transport late at night. The Suzy Lampugh Trust said that they would be concerned about any increase that would



deter people from using taxis and instead see them choose a less safe option (e.g. walking home alone at night). They also suggested that if the perception is that taxis are too expensive to use at night then the tariff rates should be reduced.

- Document 8 contains a detailed analysis of the responses to the consultation and summaries of stakeholders' responses



Step 5: Informed Decision-Making

Q8. In light of the assessment now made, what do you propose to do next?

Please select one of the options below and provide a rationale (for most EqIAs this will be box 1). Please remember to review this as and when the piece of work changes

<p>1. Change the work to mitigate against potential negative impacts found</p>	<p>We're planning to continue with the consultation on the proposals but will then revisit the proposals once the consultation has closed and we've reviewed the consultation responses. We will then ensure that any potential negative impacts are mitigated as far as is possible</p>
<p>2. Continue the work as is because no potential negative impacts found</p>	
<p>3. Justify and continue the work despite negative impacts (please provide justification)</p>	<p>Update 17 October 2019</p> <p>After considering the consultation responses' we are recommending that the proposals consulted on are approved and implemented.</p> <p>There are negative impacts on taxi users, Taxicard members and taxi drivers from:</p> <ul style="list-style-type: none"> • Increasing the minimum fare by 20 pence • Increasing Tarff 1 by 1.9% • Increasing Tariff 2 by 1.9% <p>However, after consideration of the consultation responses and the impacts we think that these</p>



increases strike an appropriate balance between ensuring fair remuneration for drivers and taxi users getting fair, reasonable and affordable fares.

The reasons for recommending the proposals consulted on, despite there being negative impacts identified, are:

- Taxi drivers' operating costs have increased and so not making any increase to the minimum fare or tariff rates could have a negative impact on taxi drivers as they may not be able to cover their increased costs, their income could fall or they may have to work longer hours
- The Cost Index shows that taxi drivers' operating costs have increased by 3.4% but we've tried to mitigate the impact of increases by developing a set of proposals that:
 - Involves a relatively low increase to the minimum fare (20 pence) although we acknowledge the concerns raised by London Councils about increasing the minimum fare and shifting increases from the tariff rates to the minimum fare
 - Involves a lower increase to Tariffs 1 and 2 (1.9% instead of 3.4%)
 - Freezes Tariff 3
 - Freezes the tariff rates for Tariff 4
 - Has lower rates per mile and hour for all tariff rates when compared to those if we increased Tariffs 1, 2 and 3 by the Cost Index figure (3.4 per cent)
 - Has increases to average fares during all tariffs and the average fare across the whole week which are lower than they would be if fares during Tariffs 1, 2 and 3 were increased by the Cost Index figure (3.4 per cent)
- Passengers making short journeys during Tariffs 1 and 2 may be impacted more severely



by the increases. This could disproportionately impact older or disabled taxi users. However, London residents who are disabled plus some older Londoners will be eligible for a Taxicard. The impact of fare increases on them is partly mitigated by the capped fare scheme for Taxicard journeys.

- A negative impact on Taxicard users was identified if taxi drivers are more reluctant to accept capped Taxicard fares and the risk of taxi drivers not accepting Taxicard capped fares increases if taxi drivers feel the capped Taxicard fares are too low as the difference between the capped fares and metered fares increases as a result of our proposals. This has been mitigated by changes to the Taxicard scheme which see drivers receive either the capped fare or 90% of the metered fare, whichever is higher. To date this has had a positive impact on Taxicard service levels and the feedback from taxi drivers and the taxi driver associations has been positive.
- A negative impact on taxi drivers was identified as the proposed increases to Tariffs 1 and 2 (1.9%) are lower than the Cost Index figure (3.4%) and this could mean a real terms reduction in their income. However, increasing fares by 3.4% could also have a negative impact on taxi drivers' income, as the use of taxis may decline further if there are higher fare increases. After consideration of the consultation responses and potential impacts we still think that it is preferable for the most expensive tariffs rates to not be increased and for Tariffs 1 and 2 to be increased by 1.9% rather than 3.4%. This approach is supported by the taxi driver associations. There were also a significant number of taxi drivers who supported our proposals.
- A negative impact on taxi drivers was identified if the increases to the minimum fare and certain tariffs mean that disabled users or Taxicard members use taxis less and the drivers' income reduces. This impact should be mitigated by the capped fares introduced for Taxicard members.



- Work with London Councils and City Fleet is ongoing to see what other improvements can be made to the Taxicard scheme. These will have a positive impact on Taxicard members if services improve. There could also be a positive impact on taxi drivers if the number of Taxicard journeys increases or more drivers are able to access Taxicard work.

Updated 18 October 2019

We've tried to mitigate the negative impacts on taxi users and Taxicard members by developing a package of proposals that included:

- Not increasing the most expensive tariff rates
- Increases to Tariffs 1 and 2 which were lower than the total Cost Index figure
- Increases to Tariffs 1 and 2 which were lower than inflation – in October 2018 the Consumer Prices Index (CPI) was 2.4 per cent and in November 2018 it was 2.3 per cent¹⁵. The Retail Price Index in October 2018 and November 2018 was 3.3 per cent and 3.2 per cent respectively.¹⁶
- Increasing the minimum fare by a relatively small amount

Although there could be a negative impact on taxi drivers from increases which are lower than the Cost Index figure and inflation we believe that there would also be a negative impact from higher increases than we proposed as this could mean fewer people using taxis and drivers' income falling or drivers having to work longer hours. After consideration we believe that our proposals, rather than larger increases across all tariff rates, are more positive for taxi drivers. We believe this because only a small number of taxi drivers who responded to the consultation said that Tariff 1 or 2 should be increased by more than 1.9 per cent. Furthermore the majority of taxi drivers who

¹⁵ ONS consumer price inflation, UK November 2018

<https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/consumerpriceinflation/november2018>

¹⁶ ONS RPI all items, <https://www.ons.gov.uk/economy/inflationandpriceindices/timeseries/czbh/mm23>



	responded agreed that the tariff rates for Tariff 3 and 4 should not be increased.
4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate	

Step 6: Action Planning

Q9. You must address any negative impacts identified in step 3 and 4. Please demonstrate how you will do this or record any actions already taken to do this. Please remember to add any positive actions you can take that further any positive impacts identified in step 3 and 4.

Action	Due	Owner
<p>Taxicard</p> <p>Continue working with the Assisted Transport Services Team and City Fleet (who have the Taxicard contract) to discuss and implement actions to improve the Taxicard service, make taxi drivers aware of the reasons for introducing the capped fare scheme, encourage more taxi drivers to accept capped fares for Taxicard journeys and increase work available to Suburban taxi drivers</p>	<p>Ongoing</p> <p>Updated 17 October 2019</p> <p>Continue working with the Assisted Transport Services Team, City Fleet plus London Councils to discuss potential improvements to the Taxicard scheme.</p>	<p>Darren Crowson (TPH)</p>
<p>Taxi trade associations, taxi drivers and taxi companies</p> <p>Continue to review taxi fares and tariffs to see if changes can be made which achieve the balance of ensuring drivers can continue to cover their costs and maintain a certain income but also avoiding fares being excessively high or a</p>	<p>Ongoing</p> <p>Updated 17 October 2019</p> <p>Meetings with the taxi trade associations to discuss taxi fares and</p>	<p>Darren Crowson (TPH)</p>



<p>barrier to people using taxis.</p> <p>This will involve meetings with the trade associations and taxi booking companies plus research (CSS) amongst taxi drivers and users.</p>	<p>tariffs are ongoing.</p> <p>We continue to also discuss taxi fares and tariffs with the taxi booking companies.</p> <p>New CSS research amongst taxi and minicab users and taxi drivers is due to start in October/November 2019. This will include questions about taxi fares.</p>	
<p>The taxi trade associations will be advised of the consultation so as they can respond and make their members aware of this.</p>	<p>TBC</p> <p>Updated 17 October 2019</p> <p>The LCDC, LTDA, RMT, UCG and Unite taxi driver associations were advised of the consultation. They submitted a joint response and supported the proposals in relation to the minimum fare and tariff rates.</p>	<p>Darren Crowson (TPH)</p>
<p>Emails with links to the consultation will be sent to taxi drivers we hold email addresses for</p>	<p>TBC</p> <p>Updated 17 October 2019</p> <p>Emails were sent to all taxi drivers and vehicle owners we hold email addresses for at the start of the consultation. Reminders were sent</p>	<p>Darren Crowson (TPH)</p>



	prior to the consultation closing.	
<p>Taxi users, accessibility groups and passenger groups</p> <p>The consultation will be promoted to taxi users via the TfL page in the Metro to gain wider scope.</p> <p>The consultation will be sent to the Suzy Lamplugh Trust so as they can respond in order to gain feedback on how this may affect the groups that they work with.</p> <p>Will contact London TravelWatch for a response to this years taxi fare and tariff changes in order to ascertain whether they are in support/against our proposal.</p> <p>Continue to review taxi fares and tariffs to see if changes can be made which achieve the balance of ensuring drivers can continue to cover their costs and maintain a certain income but also avoiding fares being excessively high or a barrier to people using taxis.</p> <p>We have information on what London residents who use taxis think of fares in general but the latest research does not include what residents think of fares in detail (e.g. fares specifically during Tariff 3)</p> <p>We have some information on what users and non-users think of taxi fares but this is becoming dated and less robust as changes to fares are introduced.</p> <p>We do not have recent research showing specifically what disabled taxi users and non-taxi users think about taxi fares in detail.</p> <p>Funding for specific research to help address some of these gaps has been secured but this is limited and we want to</p>	<p>TBC</p> <p>Updated 17 October 2019</p> <p>The consultation was promoted in the Metro.</p> <p>The Consultation was sent to the Suzy Lamplugh Trust and a response received.</p> <p>The consultation was sent to London TravelWatch and a response received.</p> <p>The number of responses from taxi users was much higher than last year (1,152 against 81 in 2018).</p> <p>Funding for new taxi fares and tariffs related research is no longer available and currently no new research is planned for 2019/20 or 2020/21. At present this position is unlikely to change as budgets continue to be reduced.</p> <p>The number of responses from stakeholders (e.g. boroughs, disability groups, etc.) was low. Some stakeholders</p>	<p>Darren Crowson (TPH)</p>



<p>make sure the research is conducted when it will be of most value to us, taxi users and taxi drivers. This is felt to be if/when significant changes to taxi fares and tariffs are going to be considered and proposed.</p> <p>The taxi fares and tariffs consultation is sent to accessibility and disability groups we hold email addresses for (eg Age UK, Guide Dogs, RNIB, etc) but the number of responses received is often low.</p> <p>The consultation is promoted on the TfL Accessibility Twitter account and this will be done again this year.</p> <p>We attended an accessibility forum in early 2019 with the aim of talking about taxi services and fares but the number of people who came to the forum was very low.</p> <p>We hoped to be able to carry out a short survey on taxi and private hire services at the 2019 Access All Areas event. The survey covered taxi fares. Although the event was well attended unfortunately it wasn't possible to conduct the survey.</p> <p>Discussions have already been held with the TfL Public Affairs Team about trying to make groups aware of taxi and private hire consultations, although one of the main issues appears to be that the groups do not have the resources to review and respond to consultations.</p>	<p>said that the consultation was not relevant to them or that it was too complicated or technical for them or their clients to understand. We are aware that some organisations no longer have the resources available to respond to all consultations.</p> <p>The consultation was not promoted on the TfL Accessibility Twitter account as this is now used to primarily provide access related information only (e.g. a lift at a certain station is not working)</p>	
<p>We attended the May 2019 accessibility forum and provided an update on taxi fares and our proposals</p>	<p>03/05/19</p>	<p>Darren Crowson (TPH)</p>
<p>We know that some passenger or accessibility groups have limited resources and this is one of the reasons some have not replied to previous consultations.</p> <p>Although the consultation surveys are intended to be as short as possible, whilst</p>	<p>At start of consultation and once questions have been finalised</p> <p>Updated 17 October</p>	<p>Cyrena Barned (TPH)</p>



<p>still covering all of the relevant areas, fully reading all of the consultation material can take some time.</p> <p>Therefore we will explore creating a shorter survey which covers the areas and proposals and inviting groups to take this. Care will need to be taken so as anyone completing the shorter survey doesn't feel they have missed important information or</p>	<p>2019</p> <p>We offered to meet or discuss the consultation with individuals who contacted us.</p> <p>A short alternative survey was created and sent to Speak out in Hounslow, a charity who support adults with learning difficulties. They provided feedback from a small group of their clients on taxi services.</p> <p>A audio guide of the consultation was produced and sent to The Kent Association for the Blind so as they could share this with clients.</p> <p>A meeting with London Councils and the boroughs was attended and the taxi fares consultation proposals were explained and comments or feedback invited. London Councils submitted a formal response to the consultation but only one borough responded.</p>	
<p>We will be sharing new proposals with IDAG so they can comment on these.</p>	<p>TBC</p> <p>Updated 17 October</p>	<p>Darren Crowson (TPH)</p>



	<p>2019</p> <p>IDAG provided feedback aimed at supporting the impact assessment and review.</p> <p>The recommendations included commissioning research but at present this is not possible as no funding is available for new fares research.</p>	
<p>Continue to review whether changes should be made to Tariff 3</p>	<p>Ongoing</p> <p>Updated 17 October 2019</p> <p>In the consultation we asked respondents for their views on taxi fares late at night (when Tariff 3 applies).</p> <p>No changes to Tariff 3 are being recommended at present but we will continue to review this and consider if it should remain frozen or changes should be made to it.</p>	<p>Darren Crowson (TPH)</p>
<p>Updated 17 October 2019</p> <p>One of the comments made by taxi drivers and stakeholders during discussions about competition and taxi fares is that taxis can be competitive and are not always as</p>	<p>Updated 17 October 2019</p> <p>Ongoing</p>	<p>Updated 17 October 2019</p> <p>Darren Crowson (TPH)</p>



<p>expensive as the public may think but that changes to roads in London plus increased congestion and journey times have resulted in fares being higher than they should be and passengers having to pay more.</p> <p>Many taxi drivers and taxi stakeholders strongly feel that the rates for some tariffs are competitive and the problem of fares being excessive is not due to the tariffs rates but is a result of increased congestion and journey times.</p> <p>Consideration will need to be given to potential measures that can reduce or limit the negative impact on taxi fares, taxi users (including Taxicard members) and taxi drivers from changes to roads.</p>		
<p>Updated 17October 2019</p> <p>During recent discussions about taxi fares and tariffs some taxi drivers and stakeholders have questioned the focus on competition saying that it is unfair to try and compare taxi services with private hire services as differences (e.g. the wide range of cheaper vehicles private hire drivers can use) mean that this is an unfair comparison. The fact that private hire operators are able to set their fares and increase or decrease them at any time and in response to varying factors is also seen as another reason for comparisons and focussing on competition being unfair.</p> <p>How competition is considered and the weight given to this will need to be examined when taxi fares and tariffs are next reviewed.</p>	<p>Updated 17October 2019</p> <p>Ongoing</p>	<p>Updated 17October 2019</p> <p>Darren Crowson (TPH)</p>



Step 7: Sign off

Signed Off By	EQIA Author	Name: Cyrena Barned Job Title: TPH Policy Officer Name: Darren Crowson Job Title: TPH Policy Manager
	Signature	Date: 26/06/19
	EQIA Superuser	Name: Jenni Treen Job Title: Senior Engineer (Highways and Traffic)



	Signature	Date: 26/06/2019
	Senior accountable person	Name: Thomas Moody Job Title: Head of Taxi and Private Hire (TPH) Policy
	Signature	Date:
	Diversity & Inclusion Team Representative	Name: Job Title:
	FE McAndrew	18-10-19
	Signature	Date:



Appendix 3 – Taxi passenger research

1 Taxi Journeys and Passengers

- 1.1 Obtaining and maintaining accurate information on taxi journeys, taxi passengers and their reasons for using taxis is challenging and expensive. There is no obligation on taxi drivers or taxi booking companies to provide us with information about their journeys or passengers and we do not have the same sources of information that other modes have available (e.g. Oyster card data, ticket data, gate line data, etc).
- 1.2 However, we do hold information about taxi journeys and passengers and some of this is summarised below.
- 1.3 Apart from the questions in the Taxi and Minicab User Customer Satisfaction Survey (CSS) and Taxi and Private Hire Licensee CSS no further taxi fares or tariffs research is currently planned and no funding has been allocated or made available for this in 2020/21.

Taxi journeys in London

- 1.4 One of the best sources of information we have about taxi journeys in London is the Taxi and Private Hire Driver Diary Survey report. This was last updated in 2016/17¹ and it captures information on when journeys take place, journey duration, journey distance and taxi fares.

Distribution of journeys by time band

	All London	Suburban	All
Monday – Friday (06.00 - 19.59) daytime	69.4%	61.6%	68.6%
Saturday & Sunday (06.00 - 19.59) daytime	11.2%	9.0%	11.0%
Monday – Thursday (20.00 - 21.59) evening	6.2%	6.1%	6.2%
Friday (20.00 - 21.59) evening	1.1%	2.4%	1.2%
Saturday & Sunday (20.00 - 21.59) evening	0.7%	0.5%	0.7%
Monday – Thursday (22.00 - 05.59) night	7.2%	10.1%	7.5%
Friday (22.00 - 05.59) night	2.1%	4.3%	2.3%
Saturday (22.00 - 05.59) night	1.5%	3.8%	1.8%
Sunday (22.00 – 05.59) night	0.6%	2.4%	0.8%
Sample	5,383	635	6,018

- 1.5 05.59 and 06.00 were used as the end and start times for certain bands so as results from the 2016/17 survey could be compared to the results from earlier surveys undertaken when Tariff 3 still ended at 05.59 and Tariff 1 started at 06.00.

¹ Taxi and Private Hire Driver Diary Survey 2016/17, October 2017, SDG, <http://content.tfl.gov.uk/driver-diaries.pdf>

Journey duration

	All London	Suburban	All
Up to 5 minutes	14.5%	26.5%	15.8%
6-10 minutes	16.4%	22.5%	17.0%
11-20 minutes	33.9%	24.0%	32.8%
21-30 minutes	16.9%	12.1%	16.4%
31-40 minutes	9.3%	5.6%	8.9%
41-50 minutes	4.0%	2.1%	3.8%
51 minutes – one hour	1.7%	1.1%	1.7%
One hour+	3.3%	6.2%	3.6%
Average duration (mins)	00:20	00:17	00:19
Sample size	5,349	630	5,979

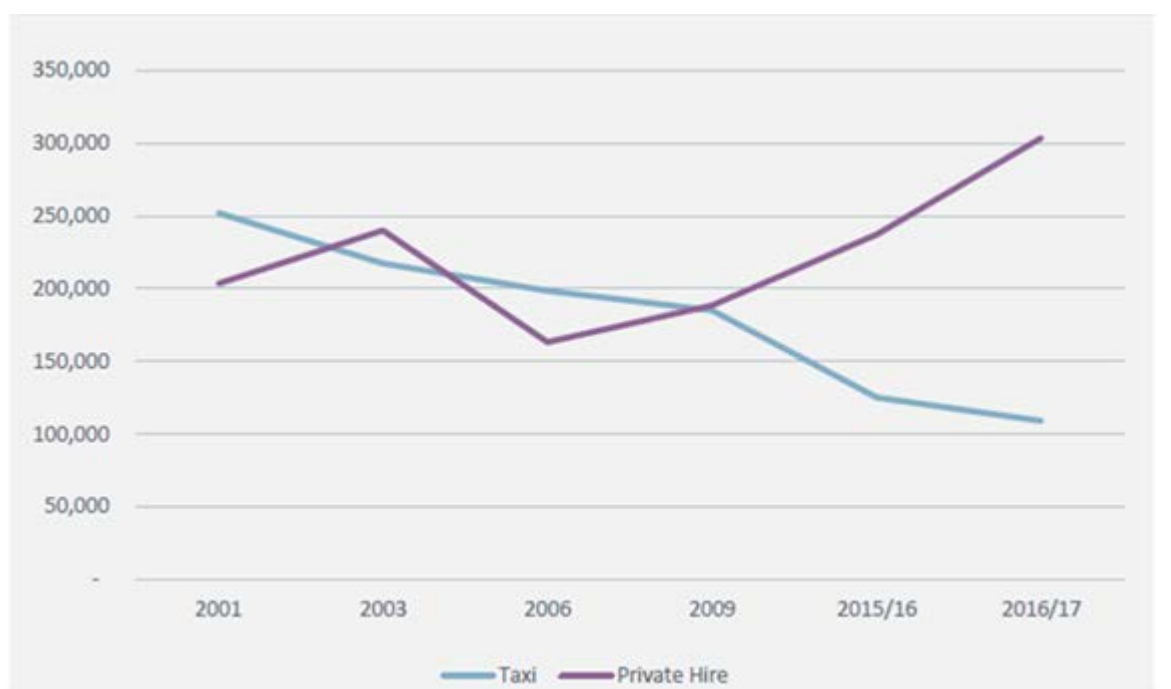
Journey distance

	All London	Suburban	All
Up to 1 mile	27.0%	29.1%	27.2%
1 mile – 1.9 miles	28.6%	23.9%	28.1%
2 miles – 2.9 miles	17.7%	12.5%	17.2%
3 miles – 3.9 miles	10.1%	8.9%	10.0%
4 miles – 4.9 miles	4.9%	5.9%	5.0%
5 miles – 5.9 miles	3.2%	4.5%	3.4%
6 miles – 6.9 miles	1.9%	2.5%	2.0%
7 miles – 7.9 miles	1.1%	2.3%	1.2%
8 miles – 8.9 miles	0.8%	2.1%	1.0%
9 miles – 9.9 miles	0.5%	2.0%	0.7%
10 miles+	4.1%	6.4%	4.3%
Average distance (miles)	2.5	3.1	2.6
Sample size	4,759	561	5,320

Fare paid

	All London	Suburban	All
Up to £3.00	0.4%	0.6%	0.4%
£3.01-£5.00	6.2%	9.1%	6.5%
£5.01-£7.00	12.1%	18.9%	12.9%
£7.01-£10.00	23.9%	21.5%	23.7%
£10.01-£15.00	27.2%	24.7%	27.0%
£15.01-£20.00	13.6%	7.2%	12.9%
£20.01-£25.00	6.6%	6.1%	6.6%
£25.01-£30.00	4.1%	2.2%	3.9%
More than £30.00	5.8%	9.7%	6.2%
Average fare	£14.16	£14.42	£14.19
Sample size	5,296	628	5,924

- 1.6 Our research shows that the majority of taxi journeys are during Tariff 1 and for short distances (under three miles) and so passengers making these journeys may be disproportionately affected by increases to the minimum fare and Tariff 1.
- 1.7 Our taxi and private hire driver diary research² also shows that the number of passenger carrying taxi journeys in London has been declining for several years. The chart below showing the trend in taxi journeys since 2001 was included in the consultation material.



Taxi fares research

- 1.8 In the annual Taxi and Minicab User Customer Satisfaction Survey (CSS)³ we ask taxi and minicab users for their opinion of taxi fares in general. The 2018 survey showed that just over two thirds (67 per cent) of taxi users thought that taxi fares were too expensive, with 85 per cent of minicab users thinking that taxi fares were too expensive.
- 1.9 Taxi users are also asked if they are using taxis more or less often than 12 months ago and if less often the reasons for this. The top reason for using taxis less often amongst taxi users was because they were too expensive (62 per cent) with 20 per cent saying they preferred to use minicabs.
- 1.10 In the annual Taxi and Private Hire Licensee CSS⁴ we ask taxi drivers for their opinion of the minimum fare and different tariffs. The majority of taxi drivers

² Taxi and Private Hire Driver Diary Survey 2016/17, Steed Davies Gleave, <http://content.tfl.gov.uk/driver-diaries.pdf>

³ Black Cabs and Minicabs CSS, TNS, 2018/19

⁴ Taxi and Private Hire Licensee Customer Satisfaction Survey (CSS), TNS, 2018/19

said that the minimum fare and Tariffs 1, 2, 3 and 4 should stay the same as opposed to being increased or decreased.

- 1.11 The results from the licensee surveys between 2012 and 2018 were published in the consultation material.
- 1.12 In 2017 we commissioned Steer (formerly Steer Davis Gleave) to carry out a review of taxi fare elasticity, and the impact of different tariff changes on taxi drivers' income and the usage of taxis. The review included a survey with a Willingness-To-Pay (WTP) exercise, the object of which was to estimate how taxi users might react to changes to fares⁵.
- 1.13 The research showed that potentially the largest increase in taxi drivers' income and also taxi journeys was most likely to be achieved by reducing Tariff 3. This would make taxi fares at night cheaper and could increase the usage of taxis at night. Taxi drivers who work at night would be impacted most by any reduction in Tariff 3 and some drivers may need to work longer hours. Some drivers may also choose to work at other times which could reduce the supply of available taxis late at night and make it harder for the public to find a taxi, this could have a negative impact on public safety at night if people then consider using illegal 'cabs' or unbooked private hire vehicles (PHVs) instead.
- 1.14 To realise the positive impacts for taxi drivers from reducing Tariff 3 the change would need to be promoted so as the public were aware that taxi fares at night are cheaper. Funding would be required for this promotional activity.
- 1.15 After consideration we did not propose reducing or removing Tariff 3 in the 2019 consultation but we did state that we would continue to consider whether changes should be made to Tariff 3. The report from the review has not been published but is available upon request.
- 1.16 Apart from the questions in the User CSS and Licensee CSS no further taxi fares or tariffs research is currently planned and no funding has been allocated or made available for this in 2020/21.

Taxicard scheme

- 1.17 Disabled residents in London are eligible for subsidised taxi journeys under the Taxicard scheme which provides a door-to-door service⁶. The scheme is funded by TfL and the London boroughs and taxis are used for the majority of Taxicard journeys.
- 1.18 In January 2019 capped fares were introduced for Taxicard journeys. These were introduced in response to members' concerns about taxi fares, fares sometimes being too high, fares varying for the same journey and also uncertainty around what the final metered fare would be when using a taxi.

⁵ Black cab demand elasticity to fare, Steer, April 2018

⁶ Taxicard scheme, <https://tfl.gov.uk/modes/taxis-and-minicabs/taxicard-and-capital-call>

1.19 Under the new capped fare scheme members were advised of the capped fare before starting a journey and this was the maximum they would pay. However, some of the capped fares were considered to be too low by some taxi drivers and this resulted in a decline in service for Taxicard members with fewer Taxicard jobs being accepted by taxi drivers.

1.20 In response to this the Taxicard fare structure was revised⁷ with taxi drivers now receiving either 90 per cent of the metered fare or the capped fare, whichever is higher. The impact of this change is being monitored, but so far the change has resulted in the service improving for Taxicard members. The feedback from taxi drivers has so far also been positive and that the revised scheme is delivering a more reliable service.

Taxicard journeys and members

1.21 In February 2016⁸ a survey amongst Taxicard members was carried out. The survey was designed to understand declining usage and revealed the following information about Taxicard users and their travel habits:

Use of other concessionary travel schemes in London by Taxicard members

TfL Dial a Ride	19.8%
Blue Badge	21.9%
Older person's Freedom Pass	24.7%
Disabled person's Freedom Pass	19.0%
Capital Call	2.8%
Other	0.5%
None	27.5%

Other forms of transport used in London by Taxicard members

Tube	8.7%
Bus	40.4%
Rail	11.8%
Community transport	8.0%
Car passenger/driver	52.7%
Minicab	5.7%
NHS patient transport	4.4%
Other taxi services	3.1%
Other	2.3%

Why members choose to use Taxicard instead of other transport

Mobility problems	76.9%
Ease of use/flexibility	49.9%

⁷ In line with the original tender submitted by City Fleet

⁸ Taxicard Usage Review, February 2016, eo consulting

Affordable	17.2%
No alternative option	15.9%
Inadequate alternatives	3.9%
Poor public transport	0.5%
No car/can't drive	2.3%
Other	0.8%

Main purposes members used Taxicard trips for

Shopping	55.5%
Recreational	36.2%
Doctors appointment	43.2%
Hospital appointment	62.0%
Day centre	3.9%
Visit family/friends	36.2%
Other	10.0%

For those who were taking fewer Taxicard trips the main reasons for this

The Taxicard service no longer meets my needs	49.0%
It's too expensive	17.5%
The meter reading is a different amount each time I board	3.0%
I use other transport instead	13.5%
I travel with another Taxicard member	0%
My borough has reduced the number of Taxicard trips I can have	4.0%
Poorer reliability of the service	24.0%
Driver behaviour is not as good	4.5%
Other	11.0%

For those who said that the Taxicard service no longer meets their needs

- 25 per cent said that this was due to a change in their personal circumstances
- 75 per cent said that this was because their mobility impairment has deteriorated, making it more difficult to travel

If Taxicard members used other types of transport instead of Taxicard, which types of transport they used

Mobility scooter	15.8%
Patient transport services	15.8%
Use public transport (bus/Tube) more	42.1%
Travel more with family/friends in private cars	21.1%
Use other door to door transport instead	5.3%

If Taxicard members were using the Taxicard scheme less did this mean they were not going out as much

Yes	53%
No	47%

If the subsidised fare from their borough allows Taxicard members to get to where they need to go

Yes	66%
No	34%

If Taxicard members made the same regular trip did they find that the cost can vary a lot each time and if this deterred them from making Taxicard trips again

	Costs can vary	Members are deterred from making Taxicard trips again
Yes	73%	30%
No	27%	70%

What changes would encourage Taxicard members to make more Taxicard trips

Other	5.4%
Nothing	36.2%
Improvements in reliability	19.0%
Drivers friendlier/more helpful	3.3%
Use PHV	0.3%
Greater availability	9.3%
Fixed price trips	4.4%
Double swiping	6.7%
Travel further without paying more	14.7%
A lower minimum charge	12.3%
More trips	22.1%
Personal budget	0.5%

1.22 The report on the 2016 survey also included information on the transport issues for disabled Londoners and the age profile for disabled Londoners and Taxicard members. This information is shown below.

Transport issue	Disabled Londoners
Accessibility	44%
Cost	21%
Comfort	20%
Availability and reliability	16%

Age	All disabled Londoners	Taxicard members
Under 24	9%	3%
25-34	7%	2%

35-49	19%	7%
50-64	25%	15%
65-74	17%	14%
75-84	16%	23%
85+	8%	34%

- 1.23 Concerns have been raised by London Councils in their responses to the 2018 and 2019 taxi fares consultations about the impact from fare increases on Taxicard members.
- 1.24 In 2018 London Councils said that frontloading the increase could disproportionately affect Taxicard members and they believed it was fairer to have increases across all tariffs as was previously done.
- 1.25 In their 2019 response London Councils said that the full year effect of the proposals would be to increase the cost of the Taxicard scheme, with the increase to funders 2.95 per cent (£255,019). Although they believed that there was sufficient budget available this year to meet the additional costs, the increase could mean that all of TfL's 2019/20 funding allocation for Taxicard is spent.
- 1.26 They also noted, that performance issues described in paragraph 1.19 had significantly depressed journeys this year compared with previous years and were journey numbers to increase to, or beyond previous years' levels, there could be additional pressure on TfL and borough budgets.
- 1.27 They said that on a general note the upward movement of the tariffs could mean that the Taxicard scheme has to be modified to ensure the budget is not exceeded and that this may mean that Taxicard members are able to make fewer journeys in the future.



**Taxi Fares and Tariffs 2019
Consultation report
October 2019**

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Executive summary

This document explains the processes, responses and next steps for the 2019 review of taxi (black cab) fares and tariffs.

Between 12 July and 23 August 2019, we consulted on proposed changes to taxi fares and tariffs and received 2,756 responses.

Around half of all respondents to the consultation thought that the current minimum fare and Tariffs 1, 2, 3 and 4 were about right.

Over three quarters of respondents agreed that when we review taxi fares and tariffs, we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

There were mixed views amongst all respondents on our proposals to increase the minimum fare and Tariffs 1 and 2 with around a third of all respondents disagreeing with the proposed increases and instead saying there should be no change.

Over half of all respondents agreed with our proposals to freeze Tariff 3 and the Tariff 4 rates.

We will review all of the responses received and consider whether to recommend any changes to the current fares and tariffs.

Any recommended changes to the taxi fares and tariffs will be submitted to Transport for London's (TfL's) Finance Committee for consideration and we will publish the details of any changes made.

1. About the proposals

1.1 Introduction

Taxi and private hire services in London are licensed and regulated by Transport for London (TfL). The Licensing, Regulation and Charging Directorate has day to day responsibility for the delivery of taxi and private hire licensing services.

We license London taxis (black cabs/Hackney carriages) and taxi drivers under Hackney Carriage legislation including the Metropolitan Public Carriage Act 1869. Section 9 of this Act allows us to make regulations which fix the rates or fares to be paid for taxis. The London Cab and Stage Carriage Act 1907 allows us to make regulations to fix the fares to be paid for the hire of taxis fitted with taximeters, on the basis of time or distance or both. The London Cab Order 1934 (as amended) is the main set of regulations made under these Acts and it sets the fares regime that covers most taxi journeys in London.

Taxi fares are calculated using a taximeter and the meter shows the maximum fare that can be charged at the end of a journey. The fare is based upon the time of day, distance travelled, and time taken. Once a journey reaches six miles a different tariff rate applies.

Taxi fares and tariffs are normally reviewed on an annual basis and this consultation was part of the 2019 review.

1.2 Purpose

The purpose of the 2019 consultation was to seek views on the following:

- Changes to taxi fares and tariffs in London
- Extending the arrangements in place to cover significant increases or decreases in the price of diesel
- Increasing the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply
- Making a small change to when the tariff rate for journeys over six miles (Tariff 4) starts

We also invited views on:

- The Cost Index and if changes should be made to this
- Taxi fares late at night and Tariff 3

1.3 Detailed description

2018 minimum fare and tariff changes

Following a public consultation, the following changes were introduced in October 2018:

- Increase to the minimum fare of 40 pence (15.4 per cent) taking this from £2.60 to £3.00
- Increase to Tariff 1 of 0.6 per cent
- Increase to Tariff 2 of 0.6 per cent

In 2018 we also:

- Froze Tariff 3
- Froze the tariff rate for journeys over six miles (Tariff 4)

The tariff changes came into effect on Saturday 6 October 2018 following approval by the Vice Chair of the TfL Finance Committee on Sunday 12 August 2018.

2019 proposals

For 2019 we invited views on the following proposals:

- Whether the minimum fare of £3.00 should be increased by 20 pence (6.7 per cent) taking this from £3.00 to £3.20
- Whether Tariff 1 and Tariff 2 should be increased by 1.9 per cent
- Whether Tariff 3 and the Tariff 4 rates should be frozen
- Extending the arrangements in place to cover significant increases or decreases in the price of diesel
- Increasing the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply
- Making a small change to when the tariff rate for journeys over six miles (Tariff 4) starts

Taxi tariff rates and minimum fare

When taxi fares and tariffs have been previously reviewed, the outcome has often been to apply any change shown by the Cost Index to all tariff rates. This has normally meant an annual increase to all tariff rates and taxi fares.

The general pattern of year on year increases has resulted in feedback that taxi fares are too high, especially late at night (Tariff 3) and for journeys over six miles (Tariff 4). It has been suggested that high fares late at night have affected the public's perception of taxi fares at all times, making them less likely to use taxis at any time of the day as they believe the fare will be excessively high.

If we applied the Cost Index figure to all tariff rates, this would mean an increase of 3.4 per cent across all of the tariffs. While we appreciate the costs of operating a taxi in London have increased, we also need to consider the passenger impact of the increase, in addition to the perception that taxi fares are expensive and becoming unaffordable.

The minimum taxi fare in London is currently £3.00 and we thought that the proposed 20 pence increase would help strike an appropriate balance between drivers being fairly remunerated and taxi users getting fair, reasonable and affordable fares.

A small increase to Tariffs 1 and 2, alongside an uplift in the minimum fare, and a freeze in the other tariff rates, would support taxi drivers facing increased costs of operating a taxi in London.

Tariff rate for longer journeys

The tariff rate for longer journeys (sometimes referred to as Tariff 4) is higher than Tariffs 1 and 2 but lower than Tariff 3. The historical reason for there being a different tariff rate for longer journeys is because drivers completing these journeys

may be less likely to be hailed on the return journey to the area where they normally work. This may be less of an issue now as some drivers will be offered fares from a taxi company during their return journey.

It had been suggested that taxi fares for longer journeys are too high and these are only a small part of the overall taxi market which is not growing or attracting new passengers.

We have previously consulted on changing the distance when this tariff rate starts but this year only proposed freezing the tariff rates and no changes were proposed.

Diesel price changes

Diesel prices can vary rapidly and unpredictably, and an increase could result in significant additional costs for taxi drivers.

Since July 2008 arrangements have been in place under which we would approve 40 pence being added to each taxi fare if the price of diesel reached a certain level. Arrangements have also been in place since 2016 for taxi fares to be reduced by 40 pence if diesel prices fell below a certain level.

We proposed to continue these arrangements for one final year but not to extend them beyond this as our focus is on supporting the transition from diesel taxis to zero emission capable (ZEC) taxis.

Euston Station fixed fares

In 2018 we increased all of the fixed fares for shared taxis from Euston Station by 50 pence. The exception to this was the fixed fare from Euston Station to Lord's Cricket Ground which was not increased.

The fixed fare to Lord's Cricket Ground was £5.00 during Tariffs 1 and 2 but £5.50 during Tariff 3. This differed from the fares for other destinations which were the same during each tariff and did not vary between Tariffs 1, 2 and 3.

The reason for the increase in 2018 was that the fixed fares for shared taxis from Euston Station had not been reviewed since 2010 despite the minimum fare, tariffs rates and drivers' operating costs increasing.

We're proposed to increase the fixed fares for shared taxis to Lord's Cricket Ground during Tariffs 1 and 2 but make no change to the Tariff 3 fare so as the fixed fare is the same at all times.

Changing when the tariff rate for journeys over six miles (Tariff 4) starts

We're proposed to make a small change to Tariff 4 so that the distance this tariff rate starts at is linked to the distance units for Tariffs 1, 2 and 3, rather than it starting at exactly six miles (9656.1 metres).

This small change would make it easier to test and validate the taximeter updates and ensure the point at which the tariff rate should change can be clearly identified during testing.

The Cost Index

The Cost Index continues to provide us with a valuable way of tracking changes to the operating costs associated with being a taxi driver and average national earnings. Although we didn't propose increasing taxi fares by the current Cost Index figure (+3.4 per cent) our proposals were still informed by this figure.

We constantly review the Cost Index and its components and intend to continue doing this when reviewing taxi fares and tariffs.

We invited views on the current Cost Index and whether:

- Changes should be made to any of the current components
- New components should be added
- Other changes should be made

Night time taxi fares

Tariff 3 covers taxi journeys every night between 22:00 and 05:00 and at any time on public holidays and is the most expensive tariff rate.

Stakeholder feedback suggests that the public consider taxis too expensive late at night and that this could affect their view of taxi fares at all times and deter them from using taxis. Suggested changes to Tariff 3 include reducing the rate, making it the same as the tariff rate for journeys over six miles (Tariff 4) or making it the same as Tariff 2.

Although no change to Tariff 3 was proposed as part of this taxi fares and tariffs review, we invited views on Tariff 3 and whether:

- Tariff 3 should be reduced or removed
- Taxi fares late at night are too expensive or should be reduced
- Other changes should be made

2 About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and the public easily-understandable information about the proposals and allow them to respond
- To understand the level of support or opposition for the proposals
- To understand any issues that might affect the proposals of which we were not previously aware
- To understand concerns and objections
- To allow respondents to make suggestions

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with some, or all of the proposals as set out in the consultation
- Following careful consideration of the consultation responses, we modify some or all of the proposals in response to issues raised and proceed with slightly revised proposals.
- Following careful consideration of the consultation responses, we decide not to proceed with any of the proposals.

2.3 Who we consulted

The consultation was published on the TfL website¹ and anyone could comment on the current taxi fares and tariffs or submit a response.

We sent the consultation to licensed taxi drivers, taxi driver associations, taxi booking companies, taxi drivers, taximeter companies and London wide stakeholders. We also emailed a number of stakeholders including Local Authorities, London Councils, passenger groups, MPs and GLA members. A full list of stakeholders can be found in [Appendix C](#).

2.4 Dates and duration

The consultation was open between 12 July 2019 and 23 August 2019

2.5 What we asked

A full list of questions can be found in [Appendix B](#).

¹ TfL taxi fares review 2019, consultations.tfl.gov.uk/taxis/fares-2019/

2.6 Methods of responding

Consultees could respond to the consultation via the consultation online portal, email or by letter using our freepost address.

2.7 Consultation materials and publicity

We used a variety of methods to promote the consultation, these are listed below.

2.7.1 Website

The consultation and supporting material were published online

consultations.tfl.gov.uk/taxis/fares-2019/

2.7.2 Twitter

The consultation was promoted on the TPH Twitter account (www.twitter.com/TfLTPH). The dates when tweets were sent are:

- 22 August 2019 www.twitter.com/TfLTPH/status/1164790631723438080
- 22 August 2019 www.twitter.com/TfLTPH/status/1164556589799550983
- 21 August 2019 www.twitter.com/TfLTPH/status/1164175329306583041
- 15 August 2019 www.twitter.com/TfLTPH/status/1162016102458822656
- 6 August 2019 www.twitter.com/TfLTPH/status/1158664015477952515
- 1 August 2019 www.twitter.com/TfLTPH/status/1156836977209171969
- 24 July 2019 www.twitter.com/TfLTPH/status/11539982700096225282
- 18 July 2019 www.twitter.com/TfLTPH/status/1151869241836167168
- 15 July 2019 www.twitter.com/TfLTPH/status/1150676380688035840
- 12 July 2019 www.twitter.com/TfLTPH/status/1149683287285207040

An example of a tweet sent is enclosed in [Appendix D](#).

2.7.3 Emails

Emails were sent to licensed taxi drivers, taxi vehicle licensees, stakeholders and to people registered on our consultation, and other databases. Reminder emails were also sent prior to the consultation closing. Examples of emails are enclosed in [Appendix D](#).

The consultation was included each week in the weekly TPH bulletin. This is sent to all licensees we hold email addresses for plus a number of stakeholders who have registered to receive updates. Examples of the bulletins issued are enclosed in [Appendix D](#).

2.7.4 Press and media activity

An article about the consultation appeared in the Metro newspaper on 17 July 2019. A copy of the article is enclosed in [Appendix D](#).

2.7.5 Meetings with stakeholders

Monthly meetings were arranged with the main taxi driver associations – London Cab Drivers Club (LCDC), Licensed Taxi Drivers Association (LTDA), The National Union of Rail, Maritime and Transport Workers (RMT), United Cabbies Group (UCG) and Unite the Union – to discuss taxi fares and tariffs.

Taxi fare and tariffs in general and the consultation proposals on the minimum fare and Tariffs 1, 2, 3 and 4 were discussed at the sector eight and nine suburban taxi drivers forum.

The consultation proposals on the minimum fare and Tariffs 1, 2, 3 and 4 were also presented at the May 2019 TfL Accessibility Forum.

2.8 Analysis of consultation responses

Due to the number of open questions in this consultation and the predicted number of responses, analysis of the consultation responses was supported by Jacobs Engineering Group.

All closed questions were reviewed and the results tabulated and reported.

All comments provided in answer to open questions were read and analysed in detail. Each individual comment was attributed to one or more codes according to the issues raised.

A code frame was developed for each of the open questions, consisting of a series of themes, which contained detailed comments (or “codes”) capturing the sentiment of each respondent who left an open text response.

During the coding process, each open text response was analysed and either a new code was created or the response was added to one or more of the existing codes within the code frame. As this was an iterative process, some codes were merged as similar themes emerged. This process created a quantitative value for each code and theme, allowing the key messages to be ranked in terms of their importance to respondents or groups of respondents.

3 About the respondents

This section provides information about the consultation respondents, including how they heard about the consultation and in what capacity they responded e.g. as a taxi driver/taxi user/other.

3.1 How respondents heard about the consultation

2,564 out of 2,757 respondents (about 93 per cent) answered this question. The majority heard about the consultation via an email from Transport for London (TfL), with social media the second most common source.

How respondents heard	Total	%	Users & Taxicard		Drivers	
Received an email from TfL	2241	81%	1033	86%	688	76%
Social media	217	8%	61	5%	141	16%
Saw it on the TfL website	51	2%	30	3%	11	1%
Read about in the press	25	1%	11	1%	11	1%
Received a letter from TfL	7	0%	4	0%	1	0%
Other (please specify)	23	1%	8	1%	8	1%
Not Answered	193	7%	53	4%	43	5%
Total	2757	100%	1200	100%	903	100%

The figure of 2,241 respondents that heard via email from TfL is an increase of 1,699 from the previous year's consultation.

3.2 Respondent type

2,511 out of 2,757 respondents (about 91 per cent) answered this question. Respondents were asked to state which of the following respondent types best described them:

- A taxi (black cab) user
- A Taxicard member
- A taxi (black cab) driver
- A non-taxi (black cab) user
- A private hire/minicab operator
- A private hire/minicab driver
- A representative of an organisation

Respondent type	Total	%
A taxi (black cab) user	1152	42%
A Taxicard member	48	2%
A taxi (black cab) driver	903	33%
A non-taxi (black cab) user	357	13%
A private hire/minicab operator	4	0%
A private hire/minicab driver	14	1%
A representative of an organisation	33	1%
Not Answered	246	9%
Total	2757	100%

The figures this year represent an increase of 1,071 taxi users and 46 Taxicard members from 2018 consultation. However, there was a slight decrease in the number of taxi driver respondents, down 228 to 903 driver responses. In the detailed analysis of taxi drivers, over 200 respondents that indicated they were part of one of the other groups answered the questions regarding the taxi licence type, length of licence, radio and app use and whether they worked under Tariff 3. These answers were omitted from the following analysis to give an accurate reflection of only taxi driver responses.

Out of 903 taxi drivers, the majority (92 per cent) were “All London” drivers

All London or Suburban driver	Total	%
An All London driver	832	92%
A Suburban driver	42	5%
Not Answered	29	3%
Total	903	100%

One third of all taxi drivers who responded to the consultation had been licenced for over 20 years, part of the 47 per cent of drivers licenced for 16 or more years. The smallest group of taxi driver respondents were those licenced for less than three years at only nine per cent.

Length of licence	Total	%
Less than 3 years	80	9%
3-5 years	118	13%
6-10 years	140	16%
11-15 years	119	13%
16-20 years	122	14%
Over 20 years	297	33%
Not Answered	27	3%
Total	903	100%

The majority (81 per cent) of taxi drivers were not on a radio circuit.

Radio circuits	Total	%
Yes	124	14%
No	732	81%
Not Answered	47	5%
Total	903	100%

Just under two thirds (62 per cent) of taxi drivers were with a taxi app.

Taxi apps	Total	%
Yes	561	62%
No	309	34%
Not Answered	33	4%
Total	903	100%

The vast majority, 72 per cent, of taxi driver respondents said they work some or all of the time when Tariff 3 applies, while 10 per cent of drivers never work when Tariff 3 applies.

Do you work under Tariff 3	Total	%
Yes, only work when Tariff 3 applies	146	16%
Sometimes work when Tariff 3 applies	507	56%
Rarely work when Tariff 3 applies	128	14%
Never work when Tariff 3 applies	90	10%
Not Answered	32	4%
Total	903	100%

3.3 Respondent demographics

The majority of respondents to this consultation were male (59 per cent) and white ethnicity (64 per cent). There was an increased number of female respondents from the 2018 consultation, up from 40 to 600. A spread of age groups responded to the consultation but over half (56 per cent) were aged 51 or older and only two per cent aged 30 or below.

The tables below show the figures for all respondents, taxi users and Taxicard members, and taxi drivers.

Gender	Total	%	Users & Taxicard		Drivers	
Male	1639	59%	645	54%	681	75%
Female	600	22%	379	32%	21	2%
Trans Female	8	0%	5	0%	1	0%
Trans Male	6	0%	3	0%	3	0%
Gender Neutral	19	1%	7	1%	9	1%
Prefer not to say	247	9%	99	8%	103	11%
Not Answered	238	9%	62	5%	85	9%
Total	2757	100%	1200	100%	903	100%

Ethnicity	Total	%	Users & Taxicard		Drivers	
Asian or Asian British	108	4%	46	4%	28	3%
Black or Black British	84	3%	41	3%	22	3%
Mixed	59	2%	21	2%	22	3%
White	1766	64%	827	69%	539	67%
Other Ethnic Group	33	1%	12	1%	15	2%
Prefer not to say	439	16%	181	15%	178	22%
Not Answered	268	10%	72	6%	1	0%
Total	2757	100%	1200	100%	805	100%

Age	Total	%	Users & Taxicard		Drivers	
Under 15	3	0%	1	0%	1	0%
16-20	2	0%	1	0%	0	0%
21-25	15	1%	6	1%	1	0%
26-30	34	1%	17	1%	7	1%
31-35	86	3%	42	4%	24	3%
36-40	113	4%	40	3%	55	6%
41-45	146	5%	58	5%	62	7%
46-50	219	8%	74	6%	116	13%
51-55	314	11%	104	9%	170	19%
56-60	301	11%	110	9%	123	14%
61-65	301	11%	133	11%	86	10%
66-70	274	10%	160	13%	30	3%
71+	372	13%	248	21%	21	2%
Prefer not to say	338	12%	146	12%	125	14%
Not Answered	239	9%	60	5%	82	9%
Total	2757	100%	1200	100%	903	100%

Sexual orientation	Total	%	Users & Taxicard		Drivers	
Heterosexual	1687	61%	761	63%	550	61%
Bisexual	32	1%	20	2%	8	1%
Gay man	61	2%	32	3%	10	1%
Lesbian	8	0%	5	0%	1	0%
Other	26	1%	8	1%	11	1%
Prefer not to say	627	23%	275	23%	218	24%
Not Answered	316	11%	99	8%	105	12%
Total	2757	100%	1200	100%	903	100%

Religious faith	Total	%	Users & Taxicard		Drivers	
Buddhist	23	1%	7	1%	10	1%
Christian	1018	37%	502	42%	277	31%
Hindu	25	1%	10	1%	4	0%
Muslim	101	4%	35	3%	44	5%
Sikh	8	0%	5	0%	2	0%
Jewish	54	2%	22	2%	16	2%
Other	47	2%	22	2%	15	2%
No religion	590	21%	258	22%	207	23%
Prefer not to say	594	22%	250	21%	222	25%
Not answered	297	11%	89	7%	106	12%
Total	2757	100%	1200	100%	903	100%

Over one fifth (21 per cent) of respondents indicated they had day to day limitations because of a health problem or disability, nine per cent of which are limited a lot.

33 per cent of taxi users/Taxicard members indicated they had day to day limitations because of a health problem or disability, 15 per cent of which are limited a lot.

Day to day Limitations	Total	%	Users & Taxicard		Drivers	
Yes, limited a lot	249	9%	178	15%	2	0%
Yes, limited a little	326	12%	212	18%	14	2%
No	1629	59%	626	52%	669	74%
Prefer not to say	291	11%	110	9%	124	14%
Not Answered	262	10%	74	6%	94	10%
Total	2757	100%	1200	100%	903	100%

4 Summary of all consultation responses

We received 2,757 responses to the consultation. The consultation included 53 questions, 44 of which had a closed response element and nine of which had an open response element.

This chapter includes responses to the closed questions and details the responses to the nine open questions.

Code frames, which categorise and quantify responses, have been developed for each of the nine open questions. In each of the code frame tables, major themes are shown in bold, and comments associated with each theme shown below. For each theme and comment, the number of respondents and share of respondents who provided these comments is detailed. If a respondent made more than one comment, they are counted multiple times.

In the report, results are mostly reported on all respondents, taxi users including Taxicard members, taxi (black cab) drivers and all other respondents.

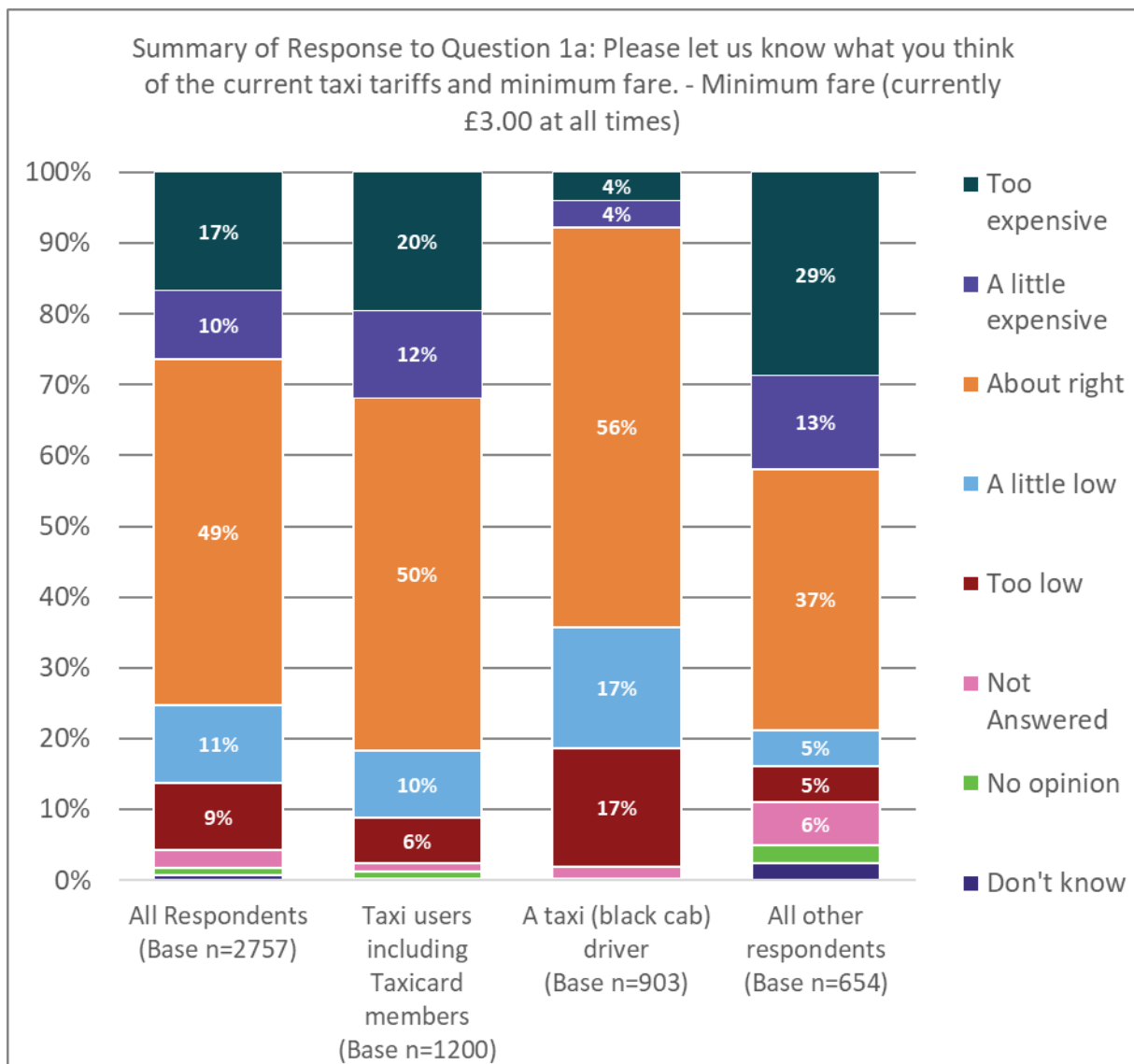
Full code frames are provided alongside analysis of each question within this chapter.

4.1 Taxi tariff rates and minimum fare

4.1.1 Summary of responses to Question 1: Current taxi tariffs and minimum fare

We asked respondents to tell us their opinion of the current minimum fare and the current taxi tariffs for Tariffs 1, 2 and 3 and for journeys over six miles (Tariff 4).

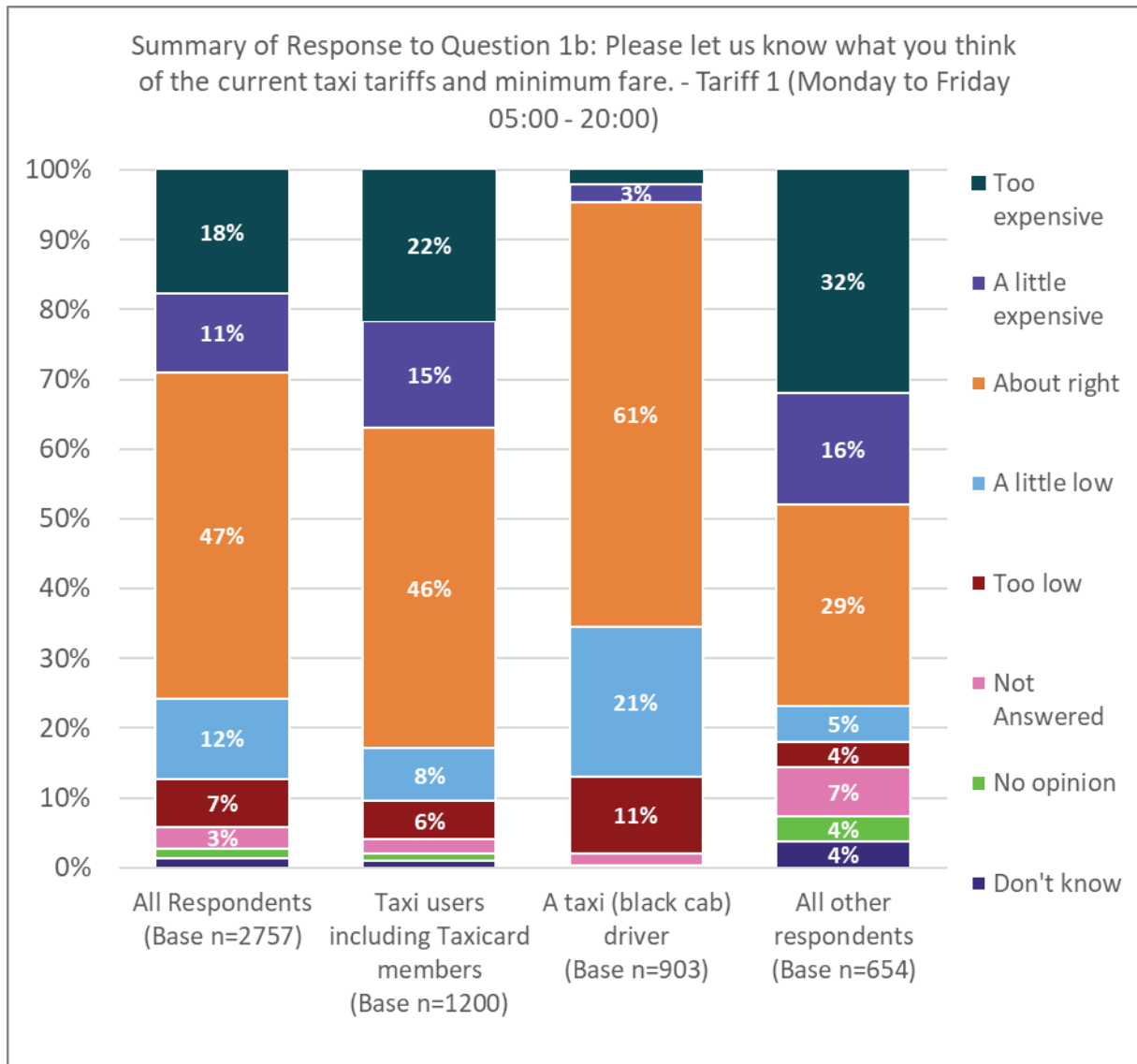
Summary of responses to Question 1: Please let us know what you think of the current taxi tariffs and minimum fare. - Minimum fare (currently £3.00 at all times)



Just under half (49 per cent) of the all respondents stated that the minimum fare is about right, with this increasing to half for taxi users (50 per cent) and rising slightly further for taxi drivers (56 per cent).

Over one third (37 per cent) of all other respondents stated that the minimum fare is about right, with just under one third (29 per cent) stating that it is too expensive.

Summary of responses to Question 1: Please let us know what you think of the current taxi tariffs and minimum fare. - Tariff 1 (Monday to Friday 05:00 - 20:00)

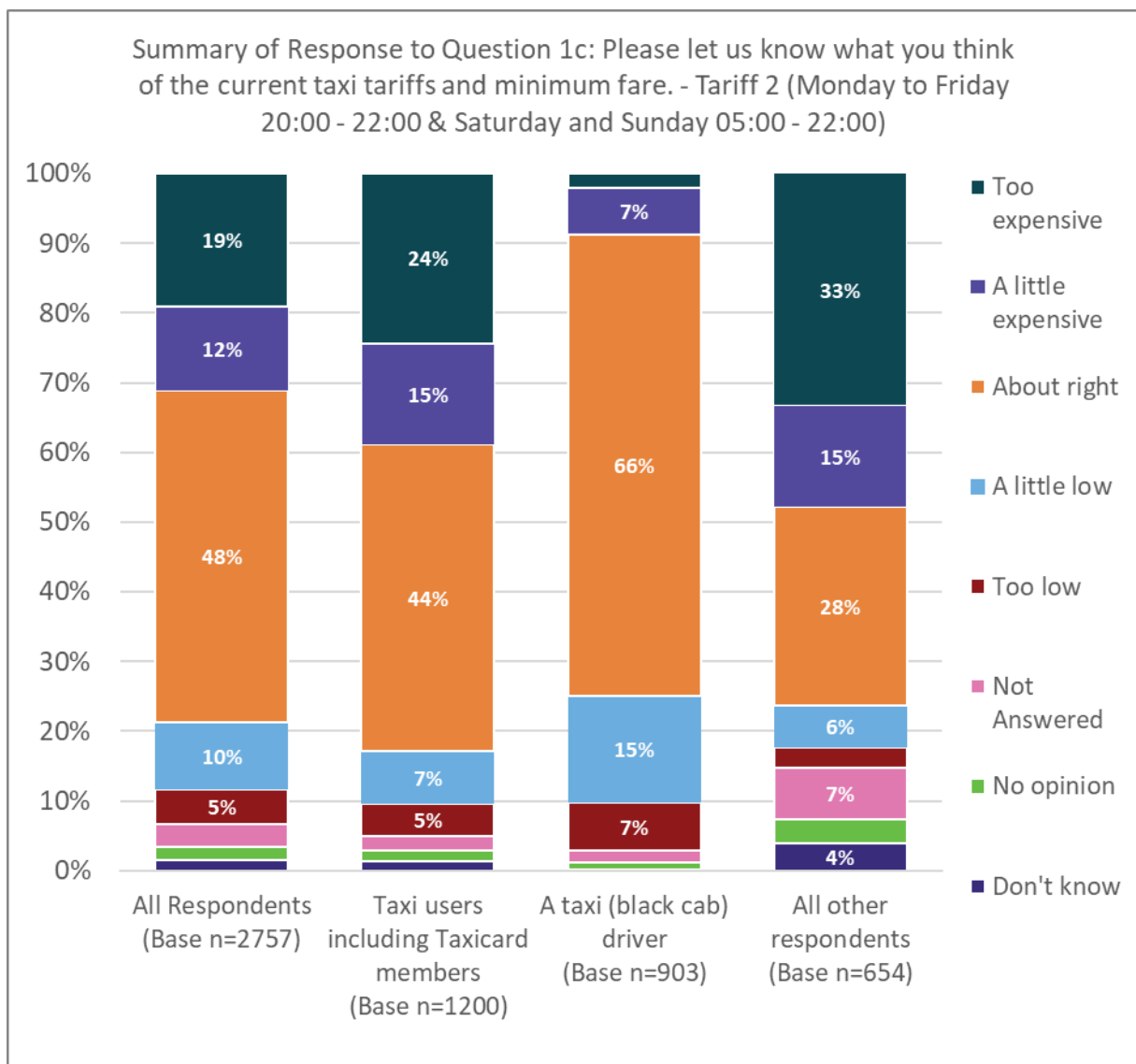


For Tariff 1 almost two thirds of taxi drivers (61 per cent) stated that the current tariff is about right with almost half of all respondents (47 per cent) and taxi users (46 per cent) agreeing.

Around one third of all other respondents (29 per cent) stated that the current tariff is about right, with a further third (32 per cent) stating that currently Tariff 1 is too expensive.

21 per cent of taxi drivers stated that Tariff 1 is a little low.

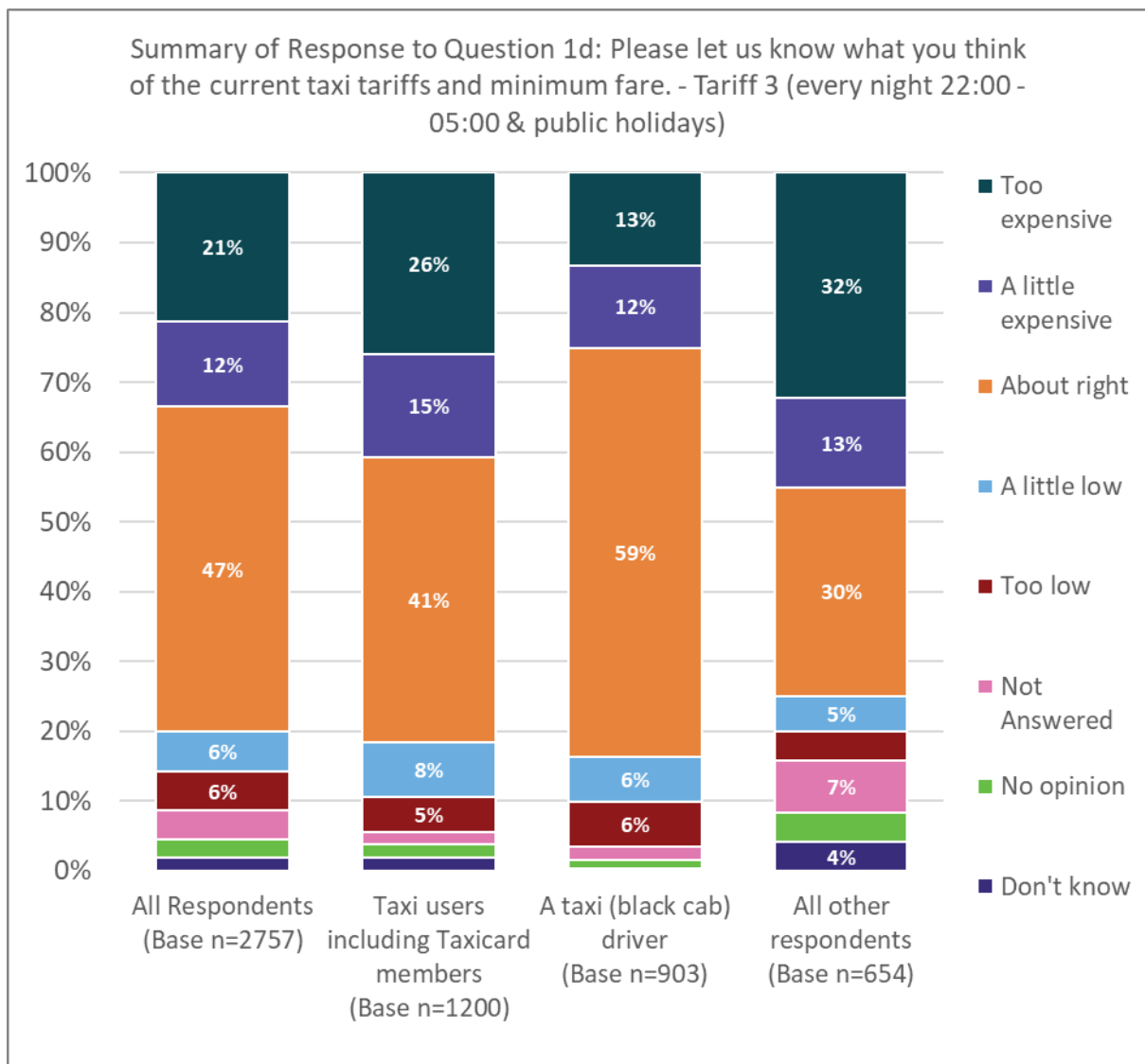
Summary of responses to Question 1: Please let us know what you think of the current taxi tariffs and minimum fare. - Tariff 2 (Monday to Friday 20:00 - 22:00 & Saturday and Sunday 05:00 - 22:00)



For Tariff 2 two thirds of taxi drivers (66 per cent) stated that the current tariff is about right with almost half of all respondents (48 per cent) and taxi users (44 per cent) agreeing.

Just under one third of all other respondents (28 per cent) stated that the current tariff is about right, with a further third (33 per cent) stating that currently Tariff 2 is too expensive.

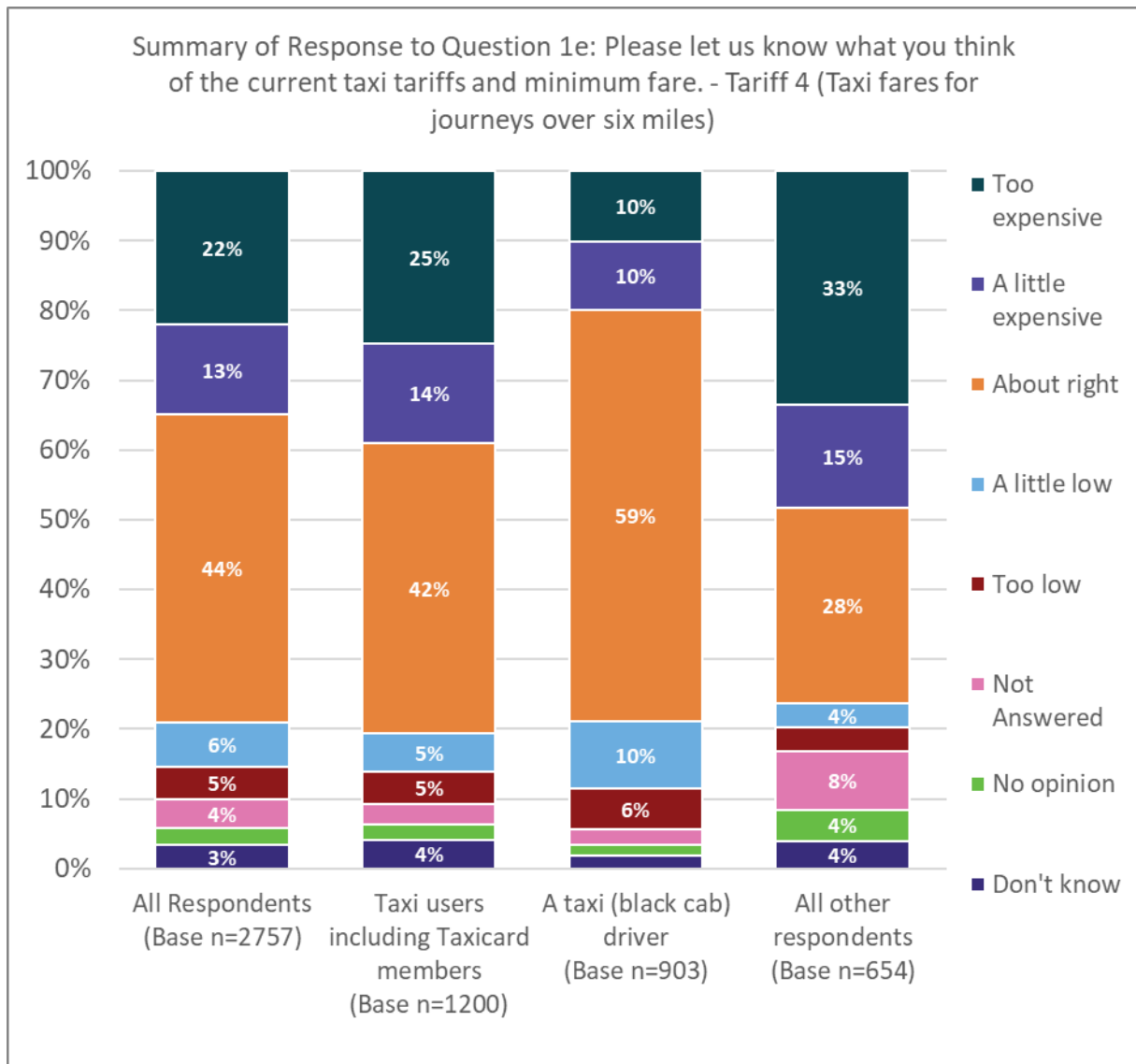
Summary of responses to Question 1: Please let us know what you think of the current taxi tariffs and minimum fare. - Tariff 3 (every night 22:00 - 05:00 & public holidays)



For Tariff 3 just under two thirds of taxi drivers (59 per cent) stated that the current tariff is about right, with slightly less than half (47 per cent) of all respondents and just over two fifths (41 per cent) of taxi users agreeing.

Almost one third of all other respondents (30 per cent) stated that the current tariff is about right, with almost a third (32 per cent) stating that currently Tariff 3 is too expensive.

Summary of responses to Question 1: Please let us know what you think of the current taxi tariffs and minimum fare. - Tariff 4 (Taxi fares for journeys over six miles)



For Tariff 4 slightly less than half (44 per cent) of all respondents stated that the current tariff is about right, with 22 per cent stating that the tariff is too expensive. Almost two thirds (59 per cent) of taxis drivers stated that the tariff is about right with 10 per cent stating that it is too expensive.

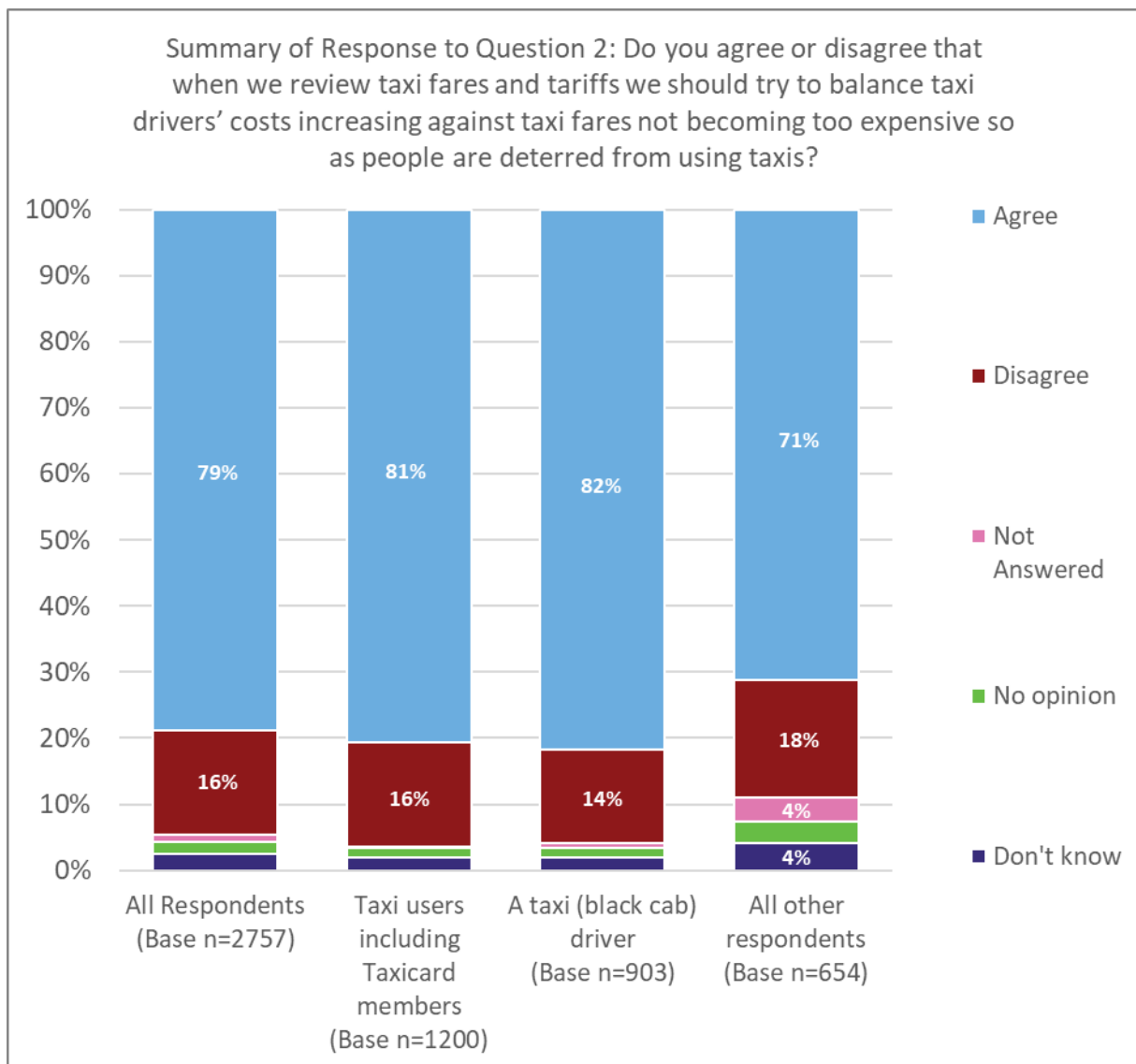
One quarter (25 per cent) of taxi users stated that Tariff 4 is too expensive and 42 per cent stated that the tariff is about right.

Just under one third of all other respondents (28 per cent) stated that the current tariff is about right, with a third (33 per cent) stating that currently Tariff 4 is too expensive.

4.1.2 Summary of responses to Question 2: Balancing driver costs and fares not becoming too expensive

We asked respondents to tell us if they agree or disagree that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

Summary of responses to Question 2: Do you agree or disagree that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis?



The chart above shows that over three quarters (79 per cent) of total respondents agreed with the question with 16 per cent disagreeing.

Taxi users and taxi drivers also agreed with slightly higher percentages of 81 and 82 per cent respectively compared to only 16 and 14 per cent in disagreement.

The same pattern is followed for all other respondents with 71 per cent in agreement and 18 per cent disagreeing.

Summary of responses to Question 2: Do you agree or disagree that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis? – Comments

	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
Base	928		375		269		284	
	Count	%	Count	%	Count	%	Count	%
Fares/tariffs are too expensive	156	17%	71	19%	10	4%	75	26%
Fares/tariffs should increase	25	3%	8	2%	11	4%	6	2%
Fares/tariffs should decrease	26	3%	10	3%	7	3%	9	3%
Fares/tariffs should stay the same	19	2%	5	1%	14	5%	0	0%
Fares/tariffs should be flexible	5	1%	0	0%	4	1%	1	0%
Costs should be considered	85	9%	27	7%	44	16%	14	5%
Costs shouldn't be considered	8	1%	3	1%	2	1%	3	1%
No increase	40	4%	17	5%	16	6%	7	2%
Generally supportive	45	5%	23	6%	13	5%	9	3%
I have no opinion as I am not using these services	5	1%	0	0%	0	0%	5	2%
I don't understand the question	9	1%	3	1%	2	1%	4	1%
Prices should align closer with public transport/other modes	11	1%	5	1%	1	0%	5	2%
Increase should be in line with Retail Price Index	2	0%	1	0%	1	0%	0	0%
Price of new taxis prohibitive/increasing drivers' costs	38	4%	7	2%	29	11%	2	1%
App based services easier to access	2	0%	0	0%	0	0%	2	1%
There should be one rate for all times of day	3	0%	1	0%	1	0%	1	0%

	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
Base	928		375		269		284	
	Count	%	Count	%	Count	%	Count	%
TfL should not set one single tariff for all taxis	1	0%	1	0%	0	0%	0	0%
A to B journeys should be priced not 'time' tariffs	8	1%	6	2%	0	0%	2	1%
Congestion/journey time influences high pricing	28	3%	12	3%	10	4%	6	2%
Taxi drivers are earning less and less in real terms	5	1%	3	1%	1	0%	1	0%
Tariff 3 times should be 22.00 - 06.00	1	0%	0	0%	1	0%	0	0%
There should be only two tariff rates (*Tariff 1 and Tariff 2/not mentioned specifically in response) and discontinue Tariff 3	4	0%	0	0%	3	1%	1	0%
People have the choice to use other services instead of taxis/taxis have become too expensive	17	2%	8	2%	5	2%	4	1%
Increase fares for electric vehicles (EVs) and reduce them for diesel taxis	1	0%	1	0%	0	0%	0	0%
Taxis should be supported in general/expressed approval for taxis in general	20	2%	14	4%	1	0%	5	2%
Taxi drivers should use low polluting/higher tech vehicles	27	3%	15	4%	1	0%	11	4%
Remove the ULEZ/Congestion Charge privilege	13	1%	6	2%	0	0%	7	2%
No preference over SatNav or Knowledge test	6	1%	3	1%	2	1%	1	0%

	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
Base	928		375		269		284	
	Count	%	Count	%	Count	%	Count	%
Negative (taxi) experiences encouraging the use of other modes/services	27	3%	10	3%	0	0%	17	6%
People should use taxis less as they are polluting/negative to the environment	17	2%	6	2%	1	0%	10	4%
Too many taxis on the road/causing congestion	14	2%	4	1%	0	0%	10	4%
TfL should not oversee the taxi industry/are destroying the taxi industry	25	3%	9	2%	12	4%	4	1%
Unclear response	11	1%	6	2%	1	0%	4	1%
Cycle lanes contribute to congestion	6	1%	3	1%	3	1%	0	0%
Abusive language/incomprehensible	4	0%	2	1%	1	0%	1	0%
Privatise the taxi industry entirely	1	0%	0	0%	0	0%	1	0%
Protesters should be kept off the roads to minimise delay for drivers	1	0%	1	0%	0	0%	0	0%
Consultation quality - loaded question/wording of text	5	1%	2	1%	2	1%	1	0%
Consultation quality - timing of consultation	2	0%	1	0%	1	0%	0	0%
Unawareness of TfL's role as a regulator	3	0%	1	0%	0	0%	2	1%
No opinion	10	1%	4	1%	1	0%	5	2%
Maximum age limit for taxis is prohibitive/increasing drivers' costs	4	0%	1	0%	3	1%	0	0%
Taxi drivers need to make a living	27	3%	7	2%	12	4%	8	3%
Taxis are being priced out of the market	4	0%	3	1%	0	0%	1	0%

	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
Base	928		375		269		284	
	Count	%	Count	%	Count	%	Count	%
Fares/tariffs should compete/be in line with private hire	31	3%	13	3%	11	4%	7	2%
Minimum fare should reduce	4	0%	1	0%	2	1%	1	0%
Minimum fare should increase	8	1%	1	0%	7	3%	0	0%
Minimum fare should stay the same	6	1%	2	1%	4	1%	0	0%
Abolish minimum fare	1	0%	1	0%	0	0%	0	0%
Remove Tariff 3	3	0%	0	0%	3	1%	0	0%
Fares should be cheaper in new EVs compared to diesel vehicles	3	0%	2	1%	0	0%	1	0%
Road mismanagement and road works causing congestion	6	1%	3	1%	2	1%	1	0%
Taxis are the main contributors to air pollution	11	1%	5	1%	0	0%	6	2%
Need more charging points for electric taxis	1	0%	0	0%	1	0%	0	0%
The cost of diesel should not be passed on to passengers	7	1%	2	1%	1	0%	4	1%
The cost of living should be considered alongside any fare/tariff increases	9	1%	3	1%	3	1%	3	1%
Should reduce drivers' costs rather than increasing fares/tariffs	6	1%	2	1%	2	1%	2	1%
TfL policies are increasing costs	2	0%	1	0%	1	0%	0	0%
Credit card charges should be passed on to the passenger	6	1%	1	0%	5	2%	0	0%
Elderly and disabled passengers are being negatively affected by fare/tariff increases	15	2%	8	2%	1	0%	6	2%

	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
Base	928		375		269		284	
	Count	%	Count	%	Count	%	Count	%
Taxicard members are being turned away as fares do not cover drivers' costs	2	0%	2	1%	0	0%	0	0%
Drivers can work more to cover costs	1	0%	0	0%	1	0%	0	0%
Taxis are essential for safety	9	1%	7	2%	0	0%	2	1%
Regulate private hire services to fare parity with taxis	7	1%	4	1%	2	1%	1	0%
Consultation quality - should ask drivers' opinions only	2	0%	1	0%	1	0%	0	0%
Should be more taxis licenced	1	0%	1	0%	0	0%	0	0%
Consultation quality - too much information provided	1	0%	0	0%	0	0%	1	0%
Consultation quality - Concerned that a decision has already been made and feedback will make no difference	2	0%	0	0%	1	0%	1	0%
Negative view of taxis	1	0%	0	0%	0	0%	1	0%
Comment on tariff times	2	0%	0	0%	2	1%	0	0%
Tariffs should align with green (All London) and yellow (Suburban) badges	1	0%	0	0%	1	0%	0	0%
Simplify the tariffs	1	0%	1	0%	0	0%	0	0%
Drivers earn too much	6	1%	3	1%	1	0%	2	1%
Fares/tariffs should be in line with inflation	2	0%	1	0%	1	0%	0	0%

The analysis of the open text question shows that 19 per cent of Taxi users/Taxicard members think that fares/tariffs are too expensive, compared to four per cent of taxi drivers. This percentage is higher for the 'all other' respondents category (27 per cent) where it can be assumed that the high price limits their use of taxis. In contrast, 17 per cent of taxi drivers believe that cost should be considered, with 11 per cent stating that the price of new taxis is prohibitive/increasing drivers' costs.

Taxi users/Taxicard members and ‘all other’ respondents had less of an interest in drivers’ costs (seven per cent and five per cent respectively).

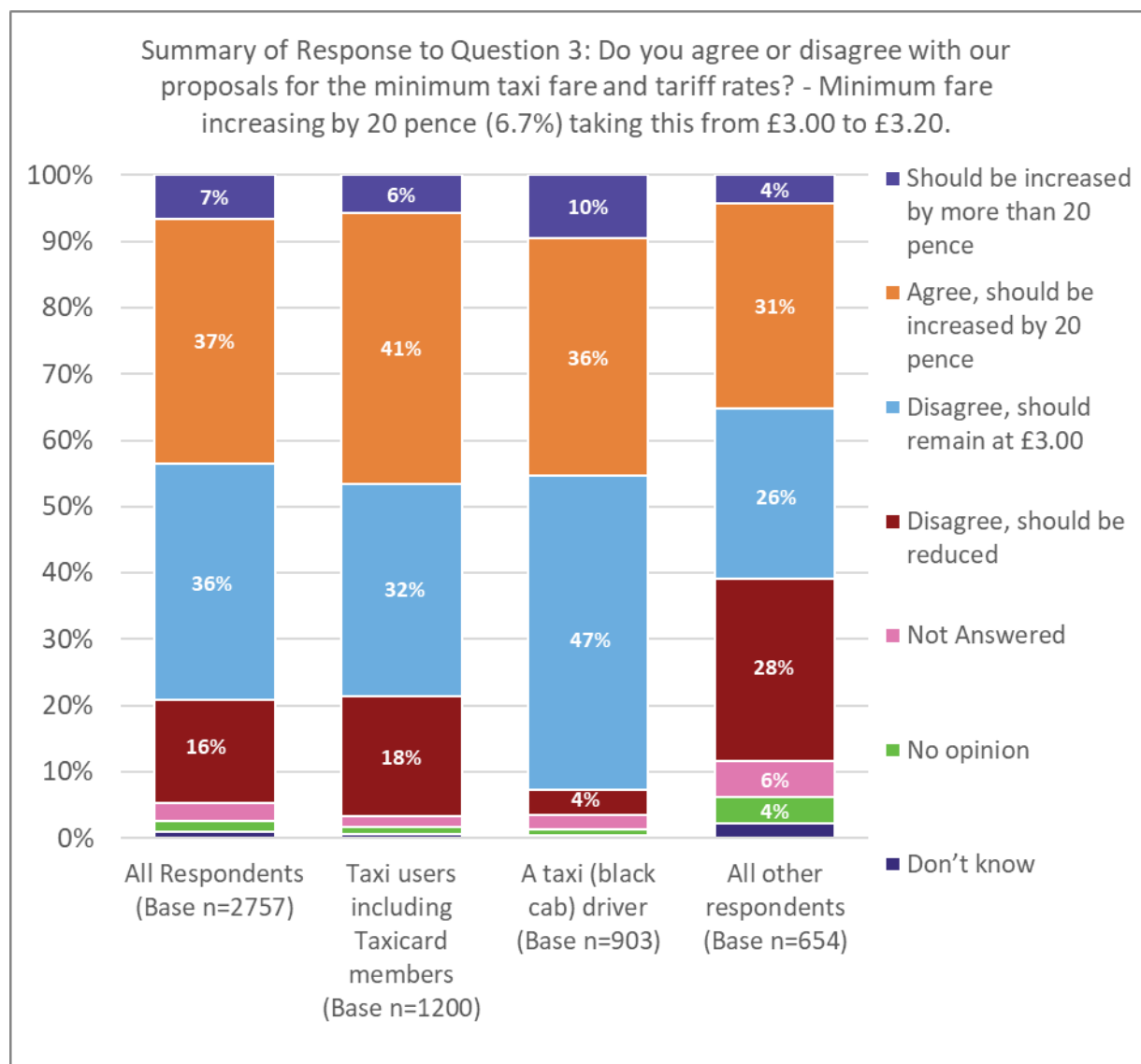
Across the board, there were similar numbers of comments for all user types regarding there being ‘no increase’ in tariffs and being ‘generally supportive’ of the proposed increases.

There are no other identifiable trends emerging from the other responses coded.

4.1.3 Summary of responses to Question 3: Changes to fares and tariffs

We asked respondents if the minimum fare should be increased from £3.00 to £3.20.

Summary of responses to Question 3: Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates? - Minimum fare increasing by 20 pence (6.7 per cent) taking this from £3.00 to £3.20.



Nearly half of taxi drivers disagreed with this proposal and instead thought the minimum fare should remain at £3.00 (47 per cent), but just over one third agreed that it should be increased by 20 pence (36 per cent).

In the all respondents group however, there was a more even split with around one third (37) per cent agreeing with the proposed increase of 20 pence and 36 per cent disagreeing as they thought the minimum fare should remain at £3.00.

Summary of responses to Question 3a: Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates? - Minimum fare increasing by 20 pence (6.7per cent) taking this from £3.00 to £3.20.

Base	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
	Count	%	Count	%	Count	%	Count	%
	725		319		233		173	
Generally supportive/increase is fair	33	5%	20	6%	5	2%	8	5%
Minimum fare should increase	131	18%	46	14%	69	30%	16	9%
Minimum fare should be between current and £5	64	9%	26	8%	31	13%	7	4%
Minimum fare should be £5	42	6%	8	3%	28	12%	6	3%
Minimum fare should be between £5-£10	3	0%	1	0%	2	1%	0	0%
Minimum fare should be £10	3	0%	1	0%	2	1%	0	0%
Agree with an increase but proposed is too high	13	2%	11	3%	0	0%	2	1%
Minimum fare is already too high/expensive	79	11%	40	13%	7	3%	32	18%
Minimum fare should stay the same/don't change	31	4%	8	3%	19	8%	4	2%
No increase	34	5%	11	3%	19	8%	4	2%
Minimum fare should decrease	45	6%	25	8%	6	3%	14	8%
Minimum fare should be below £3	29	4%	16	5%	5	2%	8	5%
Minimum fare should be a round number	3	0%	1	0%	0	0%	2	1%
Abolish minimum fare	7	1%	3	1%	1	0%	3	2%

	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
Base	725		319		233		173	
	Count	%	Count	%	Count	%	Count	%
Expensive fares already driving users to private hire services	16	2%	8	3%	1	0%	7	4%
Proposed increases will drive users to private hire services	29	4%	11	3%	11	5%	7	4%
Taxis pricing need to be competitive with private hire services	27	4%	15	5%	5	2%	7	4%
An increase to taxi fares drives costs up for disabled/elderly passengers	11	2%	9	3%	0	0%	2	1%
Link increase with CPI/inflation	21	3%	11	3%	3	1%	7	4%
Not enough incentive to remove diesel taxis	4	1%	0	0%	0	0%	4	2%
Cycle lanes contribute to congestion	1	0%	1	0%	0	0%	0	0%
I don't use taxis/no opinion	13	2%	4	1%	0	0%	9	5%
Regulation/removal of app based/other services should be a priority	2	0%	2	1%	0	0%	0	0%
Using a vehicle with better fuel economy would drive down costs	1	0%	0	0%	0	0%	1	1%
Negative (taxi) experiences encouraging the use of other modes/services	6	1%	3	1%	0	0%	3	2%
Add additional charges - e.g. extra passengers	4	1%	2	1%	2	1%	0	0%
Unclear response	9	1%	2	1%	3	1%	4	2%
Allow a living wage	7	1%	4	1%	0	0%	3	2%
Stop penalising taxi drivers	1	0%	1	0%	0	0%	0	0%
Most central London trips are short	1	0%	1	0%	0	0%	0	0%
Response taken from Question 2 as per comment	4	1%	2	1%	0	0%	2	1%

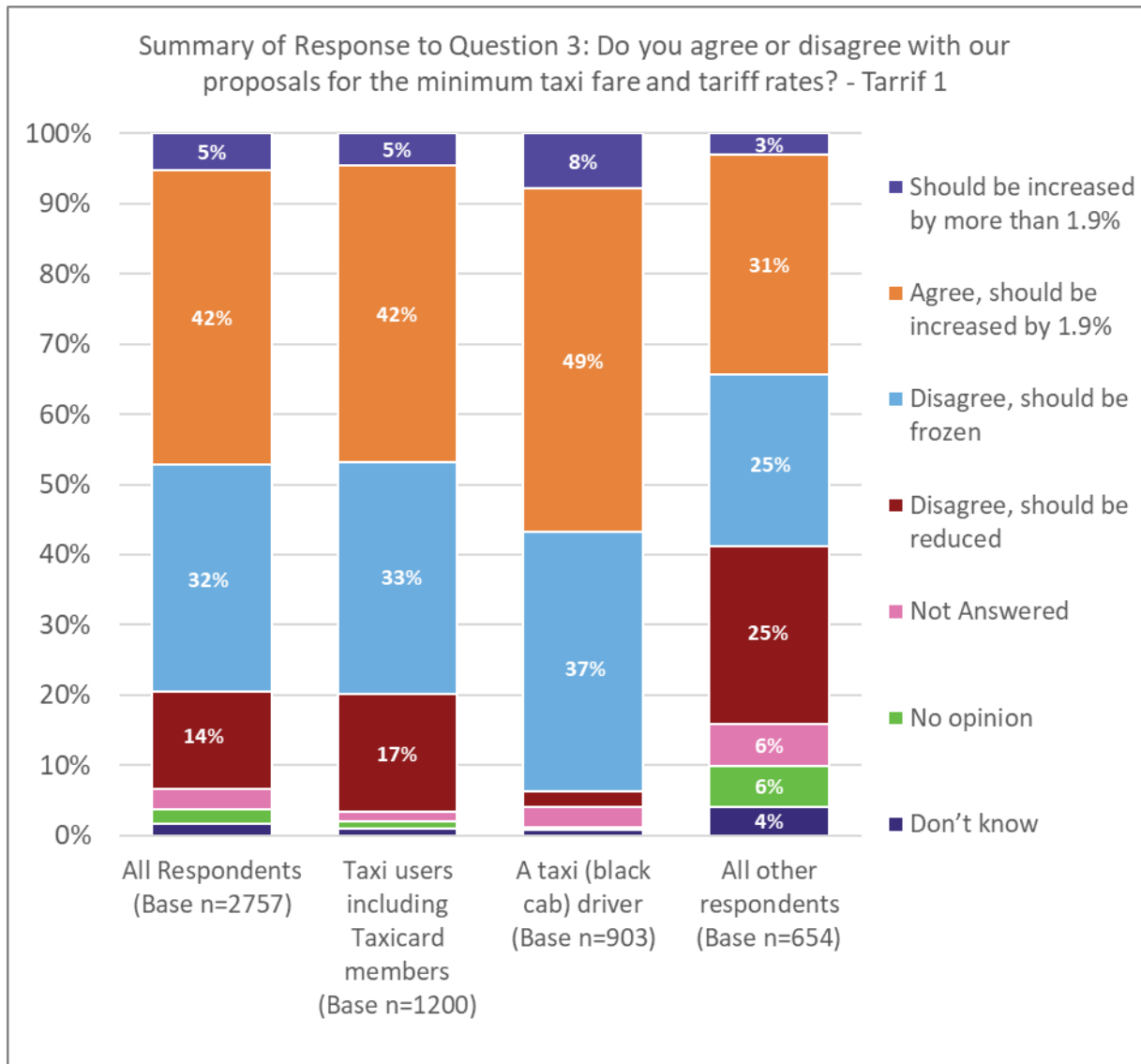
	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
Base	725		319		233		173	
	Count	%	Count	%	Count	%	Count	%
Reference to comments unknown/unclear	14	2%	6	2%	3	1%	5	3%
Minimum fare for airport pick-ups should be £15	1	0%	0	0%	1	0%	0	0%
Comment made on Tariffs 1, 2 and 3	4	1%	1	0%	2	1%	1	1%
Congestion/journey time influences high pricing	4	1%	4	1%	0	0%	0	0%
There needs to be a focus on public transport	2	0%	1	0%	0	0%	1	1%
Increase should be added to the tariff not the minimum fare	2	0%	0	0%	2	1%	0	0%
If minimum fare increases the minimum distance should also increase	1	0%	1	0%	0	0%	0	0%
Minimum fare should be in line with Retail Price Index	2	0%	1	0%	0	0%	1	1%
Consultation quality - should ask drivers' opinions only	2	0%	1	0%	1	0%	0	0%
Minimum fare only recently increased	3	0%	2	1%	1	0%	0	0%
Add increase to mileage/tariff instead	3	0%	1	0%	1	0%	1	1%
Taxis are essential for safety	2	0%	1	0%	1	0%	0	0%
Drivers earn too much	3	0%	2	1%	0	0%	1	1%
Minimum fare should be cheaper in new EVs compared to diesel vehicles	1	0%	1	0%	0	0%	0	0%
Should reduce drivers' costs rather than increasing minimum fare	1	0%	0	0%	1	0%	0	0%
There should be one rate for all times of day	1	0%	0	0%	0	0%	1	1%
The cost of living should be considered	3	0%	2	1%	1	0%	0	0%

	All respondents		Taxi users/ Taxicard member		Taxi drivers		All other respondents	
Base	725		319		233		173	
	Count	%	Count	%	Count	%	Count	%
alongside any fare/tariff increases								
Minimum fare should be higher in new EVs compared to diesel vehicles	1	0%	1	0%	0	0%	0	0%
Minimum fare should increase not the Tariff	1	0%	1	0%	0	0%	0	0%

The analysis of the open text question shows that 30 per cent of Taxi drivers and 15 per cent of Taxi users/Taxicard members believe the minimum fare should increase, supported by nine per cent of 'all other' respondents. The majority of those wanting an increase state that the fare should be £5 or between the current and £5 (11 per cent Taxi users/Taxicard members, 25 per cent Taxi drivers, and eight per cent 'all other' respondents).

The number of respondents who thought the minimum fare was already too high and fell under the Taxi user/Taxicard member and 'all other' respondents categories (13 per cent and 19 per cent respectively) was higher in contrast to Taxi drivers (3 per cent).

Summary of responses to Question 3: Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates? - Tariff 1



We asked respondents if Tariff 1 should be increased by 1.9 per cent.

Just under half of taxi drivers (49 per cent) agreed with the proposal but over one third (37 per cent) disagreed, instead saying Tariff 1 should be frozen.

The same pattern is observed in the all respondents' group with just over two fifths (42 per cent) agreeing with the proposal but just under one third (32 per cent) disagreeing and instead saying Tariff 1 should be frozen.

Summary of responses to Question 3b: Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates? - Tariff 1

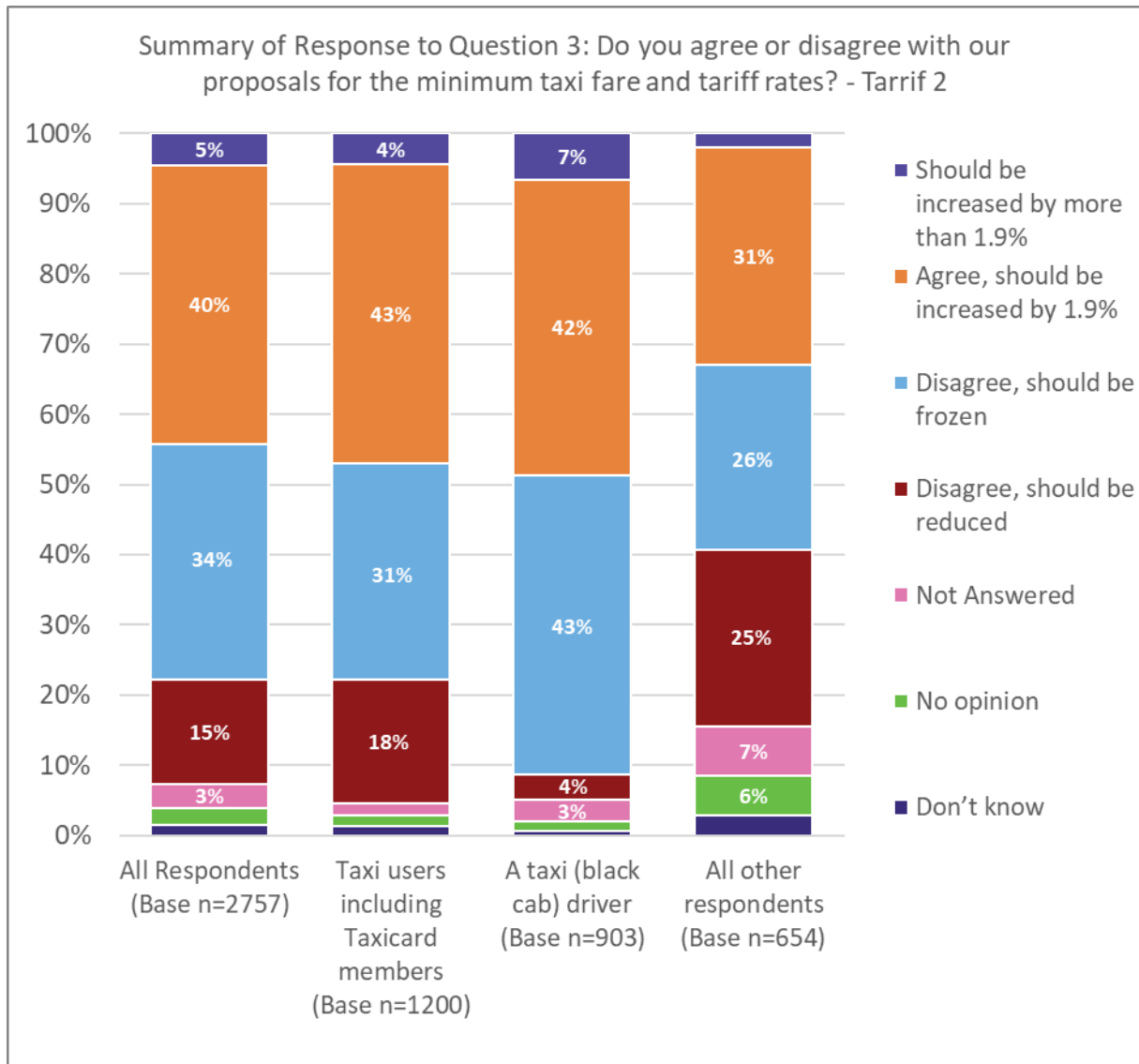
Base	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
	459		198		136		125	
	Count	%	Count	%	Count	%	Count	%
Generally supportive/increase is fair	26	6%	10	5%	7	5%	9	7%
Tariff 1 too low	7	2%	1	1%	5	4%	1	1%
Tariff 1 should increase above proposal	68	15%	25	13%	36	26%	7	6%
Agree with an increase but proposed is too high	5	1%	2	1%	2	1%	1	1%
Tariff 1 already too high/expensive	57	12%	28	14%	3	2%	26	21%
Tariff 1 should stay the same/don't change	16	3%	6	3%	9	7%	1	1%
No increase	21	5%	8	4%	8	6%	5	4%
Abolish Tariff 1	2	0%	0	0%	0	0%	2	2%
Reduce Tariff 1 by 20%	2	0%	0	0%	1	1%	1	1%
Reduce Tariff 1	19	4%	16	8%	0	0%	3	2%
New tier matching bus lane times	1	0%	1	1%	0	0%	0	0%
Expensive fares already driving users to private hire services	9	2%	3	2%	1	1%	5	4%
Proposed increases will drive users to private hire services	22	5%	12	6%	4	3%	6	5%
Proposed increases will make taxis less competitive with private hire services	7	2%	4	2%	1	1%	2	2%
Any tariff increases need to be competitive	13	3%	6	3%	3	2%	4	3%
Tariff 1 times should change and align with rush hour	1	0%	1	1%	0	0%	0	0%
Congestion causing higher prices	13	3%	5	3%	7	5%	1	1%
Increased Tariff 1 should align with Retail Price Index	6	1%	3	2%	0	0%	3	2%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	459		198		136		125	
	Count	%	Count	%	Count	%	Count	%
Tariff 1 should increase in line with inflation	13	3%	4	2%	8	6%	1	1%
Increased Tariff 1 should accommodate increased costs	30	7%	7	4%	16	12%	7	6%
Taxis are already trying to compete with private hire services	3	1%	1	1%	1	1%	1	1%
An increase to Tariff 1 drives costs up for disabled/elderly passengers	3	1%	2	1%	0	0%	1	1%
Not enough incentive to remove diesel taxis	3	1%	1	1%	0	0%	2	2%
People should use public transport to reduce air pollution	1	0%	1	1%	0	0%	0	0%
Unclear response	16	3%	6	3%	5	4%	5	4%
Reference to minimum fare	11	2%	8	4%	1	1%	2	2%
Add additional charges - e.g. extra passengers	2	0%	1	1%	1	1%	0	0%
Response taken from Question 3a as per comment	30	7%	18	9%	3	2%	9	7%
Response taken from Question 2 as per comment	4	1%	2	1%	0	0%	2	2%
Reference to comments unknown/unclear	11	2%	3	2%	3	2%	5	4%
Supporting information taken from Question 3a as per comment	1	0%	0	0%	0	0%	1	1%
Any increases should consider the cost of living	9	2%	2	1%	4	3%	3	2%
The increase to the minimum fare should be enough	1	0%	0	0%	1	1%	0	0%
Reference to Tariffs 2 and 3	4	1%	2	1%	2	1%	0	0%
I don't use taxis/no opinion	5	1%	1	1%	0	0%	4	3%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	459		198		136		125	
	Count	%	Count	%	Count	%	Count	%
Agree with increase if the minimum fare was lowered	2	0%	0	0%	1	1%	1	1%
There should be a focus on public transport not taxis	2	0%	1	1%	0	0%	1	1%
Taxi drivers should use low polluting/higher tech vehicles	1	0%	1	1%	0	0%	0	0%
Fare should be based on usage not pick ups	1	0%	1	1%	0	0%	0	0%
Tariff 1 times should be reviewed	1	0%	0	0%	0	0%	1	1%
Maximum age limit for taxis is prohibitive/increasing drivers' costs	3	1%	2	1%	1	1%	0	0%
Consultation Quality - Tariffs should be specified within survey	1	0%	0	0%	0	0%	1	1%
Should take account of taxi drivers' additional income (e.g. advertising)	2	0%	1	1%	1	1%	0	0%
Increase needs to be applied on time (April)	2	0%	1	1%	1	1%	0	0%
Reference to demand	2	0%	1	1%	0	0%	1	1%

The analysis of the open text question shows that 14 per cent of Taxi users/Taxicard members and 21 per cent of 'all other' respondents believe that Tariff 1 is already too high/expensive; while only two per cent of taxi drivers agree. Despite this, a similar proportion of Taxi users/Taxicard members (13 per cent) believe that Tariff 1 should increase above the proposal. This is supported by 26 per cent of Taxi drivers, with 12 per cent stating that Tariff 1 needs to increase to accommodate increased costs.

Summary of responses to Question 3: Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates? - Tariff 2



We asked respondents if Tariff 2 should be increased by 1.9 per cent.

There was slightly less support from taxi drivers and all respondents to the increase of Tariff 2 compared with Tariff 1.

Taxi drivers' opinion was split on this matter, with 42 per cent agreeing but 43 per cent disagreeing with the proposal and saying Tariff 2 should be frozen.

Summary of responses to Question 3c: Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates? - Tariff 2

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	474		212		127		135	
	Count	%	Count	%	Count	%	Count	%
Generally supportive/increase is fair	35	7%	17	8%	12	9%	6	4%
Tariff 2 should increase above proposal	52	11%	23	11%	24	19%	5	4%
Agree with an increase but proposed is too high	6	1%	3	1%	2	2%	1	1%
Tariff 2 already too high/expensive	51	11%	24	11%	4	3%	23	17%
Tariff 2 should stay the same/don't change	13	3%	7	3%	4	3%	2	1%
No increase	21	4%	11	5%	6	5%	4	3%
Abolish Tariff 2	15	3%	6	3%	4	3%	5	4%
Abolish Tariff 2 on Monday to Friday	1	0%	0	0%	1	1%	0	0%
Reduce Tariff 2 by 20%	1	0%	0	0%	0	0%	1	1%
Reduce Tariff 2	22	5%	14	7%	2	2%	6	4%
Expensive fares already driving users to private hire services	10	2%	3	1%	0	0%	7	5%
Proposed increases will drive users to private hire services	17	4%	11	5%	2	2%	4	3%
Taxis are already trying to compete with private hire services	5	1%	1	0%	3	2%	1	1%
Proposed increases will make taxis less competitive	8	2%	2	1%	3	2%	3	2%
Any tariff increases need to be competitive	11	2%	7	3%	1	1%	3	2%
Tariff 2 should be reduced until zero emissions are achieved	1	0%	1	0%	0	0%	0	0%
There should be one rate all day/night	3	1%	1	0%	0	0%	2	1%
Congestion causing higher prices	4	1%	3	1%	1	1%	0	0%

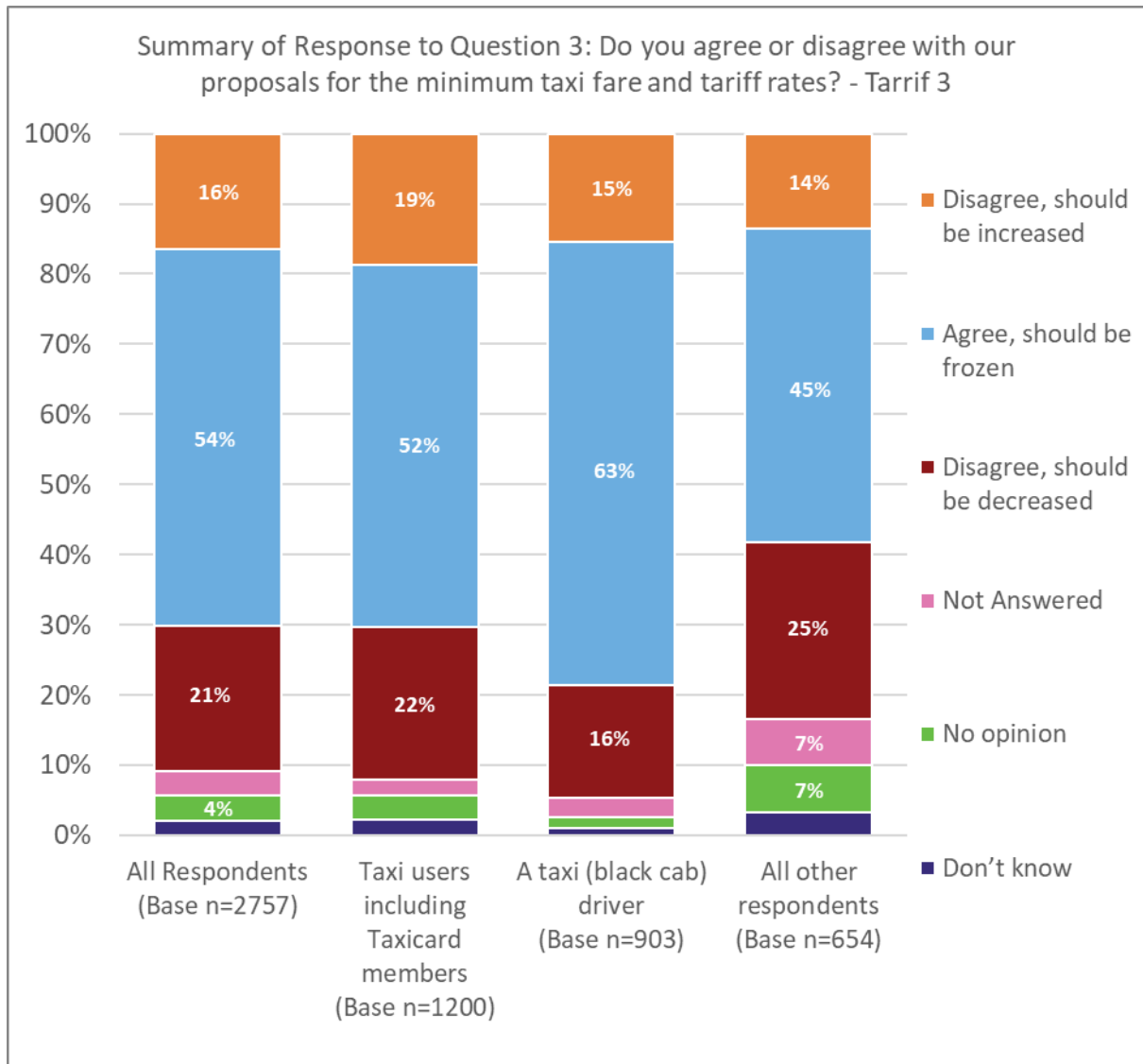
	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	474		212		127		135	
	Count	%	Count	%	Count	%	Count	%
Increase to Tariff 2 should align with Retail Price Index	4	1%	3	1%	0	0%	1	1%
Increase to Tariff 2 should accommodate increased costs	27	6%	6	3%	13	10%	8	6%
Increase to Tariff 2 should be in line with inflation	9	2%	3	1%	5	4%	1	1%
Tariff 2 should be the same as Tariff 1	6	1%	2	1%	2	2%	2	1%
Monday to Friday rate should be higher than Weekend	1	0%	0	0%	0	0%	1	1%
People's salaries are not increasing by 1.9%	2	0%	1	0%	1	1%	0	0%
Tariff 2 should start later	3	1%	1	0%	2	2%	0	0%
Not enough incentive to remove diesel taxis	3	1%	1	0%	0	0%	2	1%
Reference to minimum fare	7	1%	4	2%	1	1%	2	1%
Reference to Tariff 1	1	0%	1	0%	0	0%	0	0%
Reference to Tariff 3	5	1%	2	1%	3	2%	0	0%
Add additional charges - e.g. extra passengers	1	0%	0	0%	1	1%	0	0%
People should use public transport to reduce air pollution	1	0%	1	0%	0	0%	0	0%
TfL have a focus on cyclists	1	0%	1	0%	0	0%	0	0%
Regulation/removal of app based/other services should be a priority	5	1%	3	1%	2	2%	0	0%
Unclear response	15	3%	6	3%	5	4%	4	3%
Unaware of tariff structure	2	0%	0	0%	0	0%	2	1%
Response taken from Question 3a as per comment	26	5%	14	7%	1	1%	11	8%
Response taken from Question 2 as per comment	4	1%	2	1%	0	0%	2	1%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	474		212		127		135	
	Count	%	Count	%	Count	%	Count	%
Reference to comments unknown/unclear	11	2%	3	1%	3	2%	5	4%
Supporting information taken from Question 3a as per comment	3	1%	2	1%	0	0%	1	1%
Response taken from Question 3b as per comment	37	8%	15	7%	12	9%	10	7%
There should be a focus on public transport not taxis	1	0%	0	0%	0	0%	1	1%
Taxi drivers should use low polluting/higher tech vehicles	1	0%	1	0%	0	0%	0	0%
An increase to Tariff 2 drives costs up for disabled/elderly passengers	2	0%	1	0%	0	0%	1	1%
I don't use taxis/no opinion	3	1%	0	0%	0	0%	3	2%
Tariff 2 should replace Tariff 3	1	0%	0	0%	1	1%	0	0%
Taxis are essential for safety	2	0%	2	1%	0	0%	0	0%
Monday to Friday rate should be lower than Weekend	1	0%	0	0%	1	1%	0	0%
Maximum age limit for taxis is prohibitive/increasing drivers' costs	2	0%	1	0%	1	1%	0	0%
Any increases should consider the cost of living	3	1%	1	0%	1	1%	1	1%
Agree with increase if the minimum fare was lowered	1	0%	0	0%	1	1%	0	0%
Consultation Quality - Tariffs should be specified within survey	1	0%	0	0%	0	0%	1	1%
Other- Demand related	3	1%	0	0%	0	0%	3	2%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	474		212		127		135	
	Count	%	Count	%	Count	%	Count	%
Increases should be in line with other TfL services including public transport	1	0%	0	0%	1	1%	0	0%
Drivers get paid too much	1	0%	1	0%	0	0%	0	0%
Should reduce drivers' costs rather than increasing minimum fare	1	0%	0	0%	1	1%	0	0%

The analysis of the open text question shows the same trend as in Question 3b for Tariff 1 where greater numbers of Taxi users/Taxicard members and 'all other' respondents believe the tariff is already too high/expensive. Regarding Tariff 2, 11 per cent of Taxi users/Taxicard members and 17 per cent of 'all other' respondents believe that Tariff 2 is already too high/expensive; while only three per cent of taxi drivers agree. Despite this, the same proportion of Taxi users/Taxicard members (11 per cent) believe that Tariff 2 should increase above the proposal. This is supported by 19 per cent of Taxi drivers, with 10 per cent stating that Tariff 2 needs to increase to accommodate increased costs.

Summary of responses to Question 3: Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates? - Tariff 3

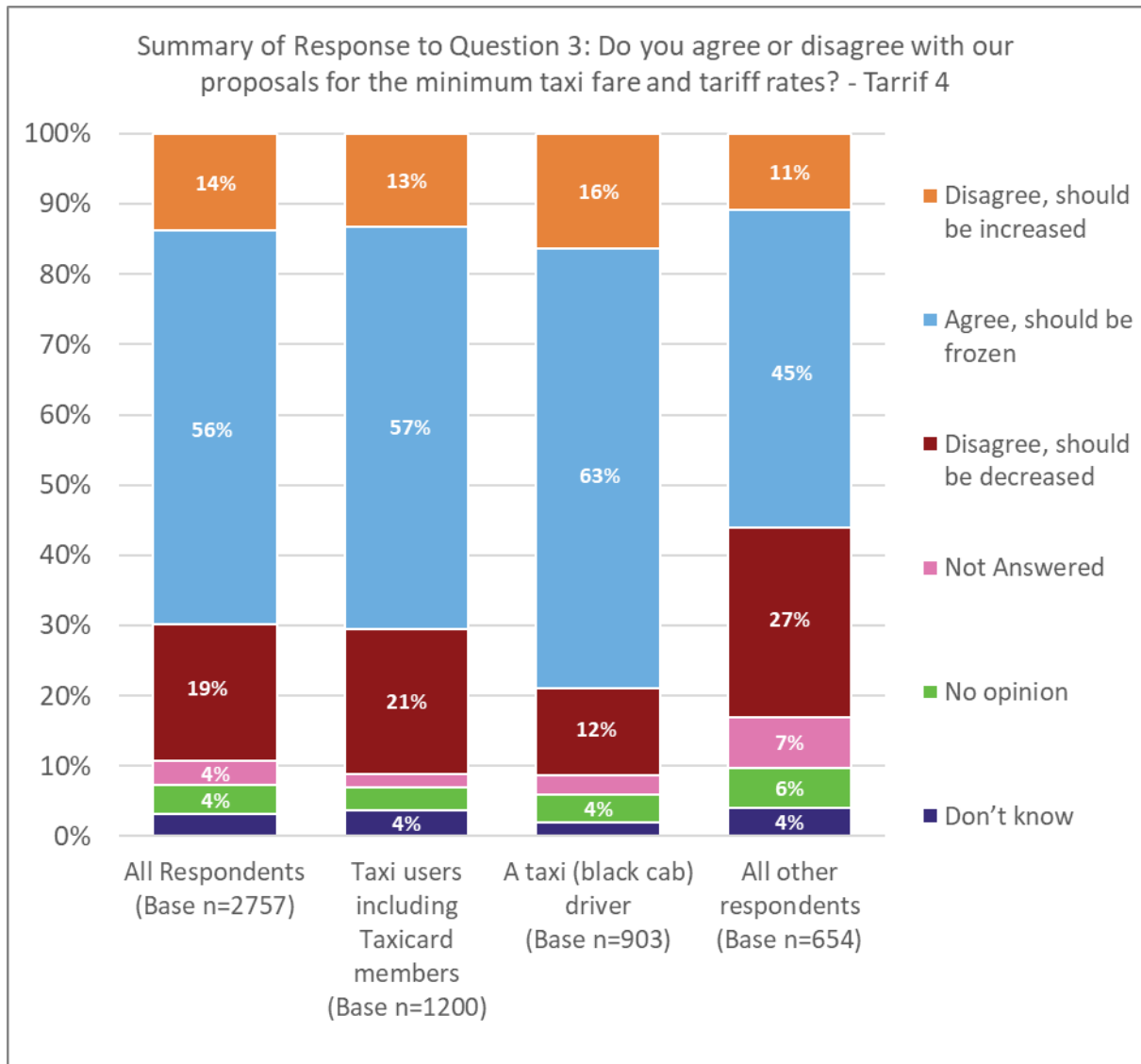


We proposed freezing Tariff 3 and asked if respondents agreed or disagreed with this.

The majority of all respondents (54 per cent) were in agreement with the proposal.

Just over half (52 per cent) of taxi users agreed with the proposal with just under two thirds (63 per cent) of taxi drivers agreeing with the proposal.

Summary of responses to Question 3: Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates? - Tariff 4



We proposed freezing the tariff rates for journeys over six miles (Tariff 4) and asked respondents if they agreed or disagreed with this.

The majority of all respondents (56 per cent) were in agreement that the Tariff 4 rates should be frozen.

Over half (57 per cent) of taxi users agreed with the proposal, with just under two thirds (63 per cent) of taxi drivers agreeing with this.

Summary of responses to Question 4: If you think other changes should be made to the minimum fare or any of the tariff rates please specify which. Please also provide details of these or any other information below to support your answers. – Comments

We asked respondents to provide feedback on any other changes they think should be made and to give further details in support of their answers.

The analysis of the open text question shows that the highest responses are categorised by tariff rates and private hire services.

Overall eight per cent of Taxi users/Taxicard members and nine per cent of ‘all other’ respondents said fares are too expensive/unaffordable, compared with two per cent of Taxi drivers. This is supported by six per cent of Taxi users/Taxicard members and seven per cent of ‘all other respondents’ wanting tariffs to be reduced.

In addition, eight per cent of Taxi drivers expressed the want for Tariff 3 to be removed.

Taxi users/Taxicard members and ‘all other’ respondents expressed the need for taxis to compete with private hire and private hire being more attractive due to price.

There are no other identifiable trends emerging from the other coded responses, due to the large range of response types and views expressed.

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	1267		482		435		350	
	Count	%	Count	%	Count	%	Count	%
Minimum fare should be increased	13	1%	5	1%	4	1%	4	1%
Minimum fare should be between current and £5	10	1%	4	1%	5	1%	1	0%
Minimum fare should be £5	24	2%	6	1%	17	4%	1	0%
Minimum fare should be between £5-£10	3	0%	0	0%	2	0%	1	0%
Minimum fare should be £10	2	0%	0	0%	2	0%	0	0%
Minimum fare should stay the same/don't change	24	2%	4	1%	17	4%	3	1%
Minimum fare should be higher for card payments	2	0%	1	0%	1	0%	0	0%
Minimum fare is already too high/expensive	6	0%	1	0%	0	0%	5	1%
Reduce minimum fare	22	2%	10	2%	5	1%	7	2%
Abolish minimum fare	17	1%	7	1%	3	1%	7	2%
No increase - Minimum fare	12	1%	3	1%	7	2%	2	1%

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	1267		482		435		350	
	Count	%	Count	%	Count	%	Count	%
Generally agree - Minimum Fare	22	2%	6	1%	7	2%	9	3%
Airport minimum should be £15	1	0%	0	0%	1	0%	0	0%
Other minimum fare mentions	4	0%	2	0%	0	0%	2	1%
Increase tariffs	25	2%	9	2%	7	2%	9	3%
Increase tariffs in line with costs	26	2%	15	3%	7	2%	4	1%
Increase to tariffs should align with Retail Price Index	3	0%	2	0%	1	0%	0	0%
No increase - Tariff rates	37	3%	8	2%	21	5%	8	2%
Reduce tariffs	55	4%	28	6%	4	1%	23	7%
Reduce tariffs at least 20%	4	0%	2	0%	1	0%	1	0%
Reduce tariffs in line with competition	14	1%	6	1%	4	1%	4	1%
Link increase with CPI/inflation	11	1%	7	1%	2	0%	2	1%
Reduce tariffs to align with Retail Price Index	2	0%	2	0%	0	0%	0	0%
Reduce and freeze tariffs until zero emissions met by TfL	1	0%	1	0%	0	0%	0	0%
Leave tariff rates as is/don't change	19	1%	4	1%	13	3%	2	1%
Fares too expensive/unaffordable	80	6%	39	8%	10	2%	31	9%
Fares too expensive - tariffs to reduce/freeze	22	2%	11	2%	3	1%	8	2%
Tariff rates don't account for wait time/time in rank	5	0%	1	0%	3	1%	1	0%
Tariff 3 should remain the same	5	0%	3	1%	2	0%	0	0%
Remove Tariff 1	1	0%	0	0%	1	0%	0	0%
Remove Tariff 2	7	1%	3	1%	1	0%	3	1%
Remove Tariff 3	41	3%	3	1%	35	8%	3	1%
Remove Tariff 4	11	1%	0	0%	9	2%	2	1%
Reduce Tariff 3	7	1%	1	0%	6	1%	0	0%
Increase Tariff 3	15	1%	5	1%	7	2%	3	1%
Increase Tariff 1	3	0%	0	0%	0	0%	3	1%
Increase Tariff 4	5	0%	3	1%	2	0%	0	0%

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	1267		482		435		350	
	Count	%	Count	%	Count	%	Count	%
Increase Tariff 1 and 2	1	0%	0	0%	1	0%	0	0%
Increase Tariff 3 and 4	4	0%	0	0%	4	1%	0	0%
Reduce Tariffs 1 and 2	2	0%	2	0%	0	0%	0	0%
Remove Tariff 3 and 4	5	0%	0	0%	5	1%	0	0%
Removing/reducing Tariff 3 eliminates incentive to work at night	11	1%	1	0%	7	2%	3	1%
Increasing Tariff 4 is unlikely to impact many users	1	0%	1	0%	0	0%	0	0%
Should only have two rates (day/night)	8	1%	0	0%	8	2%	0	0%
Freeze Tariffs 3 and 4 for three years	1	0%	0	0%	1	0%	0	0%
1.9% increase too low	10	1%	4	1%	5	1%	1	0%
1.9% increase too high	1	0%	0	0%	1	0%	0	0%
Reduce tariffs for cleaner vehicles	3	0%	0	0%	0	0%	3	1%
Fares/tariffs should be flexible	7	1%	3	1%	3	1%	1	0%
Generally agree - Tariff rates	40	3%	21	4%	8	2%	11	3%
Fares should remain the same for Bank Holidays	3	0%	1	0%	0	0%	2	1%
Bank Holidays should be the same as Saturdays	3	0%	1	0%	1	0%	1	0%
Bank Holiday fares should not be higher than Sunday services	1	0%	1	0%	0	0%	0	0%
Make all tariffs the same as Tariff 3	1	0%	0	0%	0	0%	1	0%
Weekend and weekday tariffs should be the same	2	0%	1	0%	1	0%	0	0%
Increasing fares will make getting a taxi with a Taxicard impossible	1	0%	1	0%	0	0%	0	0%
There should be no restriction to fare pricing	1	0%	1	0%	0	0%	0	0%
Abolish all tariffs and implement more realistic fares	2	0%	1	0%	1	0%	0	0%

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	1267		482		435		350	
	Count	%	Count	%	Count	%	Count	%
Should be a pricing structure dependent on the age and quality of the taxi	1	0%	1	0%	0	0%	0	0%
Base the fare structure on a zone system rather than time	3	0%	1	0%	1	0%	1	0%
Tariff 2 and 3 should be combined	1	0%	1	0%	0	0%	0	0%
Lower night time rate for the young	1	0%	1	0%	0	0%	0	0%
Christmas Day fares should be lower	1	0%	0	0%	0	0%	1	0%
One set rate throughout the day	11	1%	5	1%	1	0%	5	1%
Tariff 1 should be extended to 22:00	4	0%	1	0%	3	1%	0	0%
Tariff 2 should be extended to 05:00	15	1%	2	0%	12	3%	1	0%
Tariff 2 should run 24/7	2	0%	1	0%	1	0%	0	0%
Tariff 3 should start at 23:00	5	0%	0	0%	5	1%	0	0%
Tariff 3 should extend to 06:00	10	1%	0	0%	10	2%	0	0%
Have separate tariffs for holidays	3	0%	1	0%	2	0%	0	0%
Distance should take priority over time	10	1%	6	1%	0	0%	4	1%
Minimum fare should cover a longer distance	4	0%	0	0%	3	1%	1	0%
The distance when the tariff for when long journeys start should be increased from six miles	1	0%	0	0%	0	0%	1	0%
The tariff over six miles is reasonable	4	0%	1	0%	2	0%	1	0%
The tariff for longer journeys should be reduced	4	0%	1	0%	2	0%	1	0%
Other distance mentions	11	1%	3	1%	4	1%	4	1%
Charge extra for additional passengers	14	1%	4	1%	7	2%	3	1%
Should pay pollution charge/no ULEZ exemptions	4	0%	2	0%	0	0%	2	1%

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	1267		482		435		350	
	Count	%	Count	%	Count	%	Count	%
Disabled/elderly passengers should be given discount/excluded from additional charges	10	1%	4	1%	0	0%	6	2%
Charge extra for luggage	5	0%	1	0%	4	1%	0	0%
Raise the soiling charge to cover expenses/lost wages	3	0%	0	0%	2	0%	1	0%
Other additional charges mentioned	4	0%	3	1%	0	0%	1	0%
Fixed fares for airport journeys	6	0%	3	1%	3	1%	0	0%
Increase minimum fare and Heathrow extra	4	0%	1	0%	3	1%	0	0%
No fixed/capped airport fares	1	0%	0	0%	0	0%	1	0%
Other route mentions	7	1%	2	0%	3	1%	2	1%
Taxis should pay the Congestion Charge	3	0%	2	0%	0	0%	1	0%
Taxis contribute to pollution/poor air quality in London	3	0%	1	0%	0	0%	2	1%
Traffic affects rates/makes rates too high	34	3%	13	3%	11	3%	10	3%
Taxis account for a large volume of traffic/cause congestion	3	0%	2	0%	0	0%	1	0%
Should be no charge for being stationary/stuck in traffic	2	0%	0	0%	0	0%	2	1%
Slow down meter/reduce rate when stationary to account for traffic	2	0%	1	0%	1	0%	0	0%
Other traffic/congestion mentions	5	0%	3	1%	0	0%	2	1%
Charge more/increase fare for passengers who pay by card	4	0%	1	0%	3	1%	0	0%
Drivers should not be charged for card payments	1	0%	0	0%	1	0%	0	0%
20 pence fee does not cover the fees incurred by drivers/taken by charge machine company fees	1	0%	0	0%	1	0%	0	0%

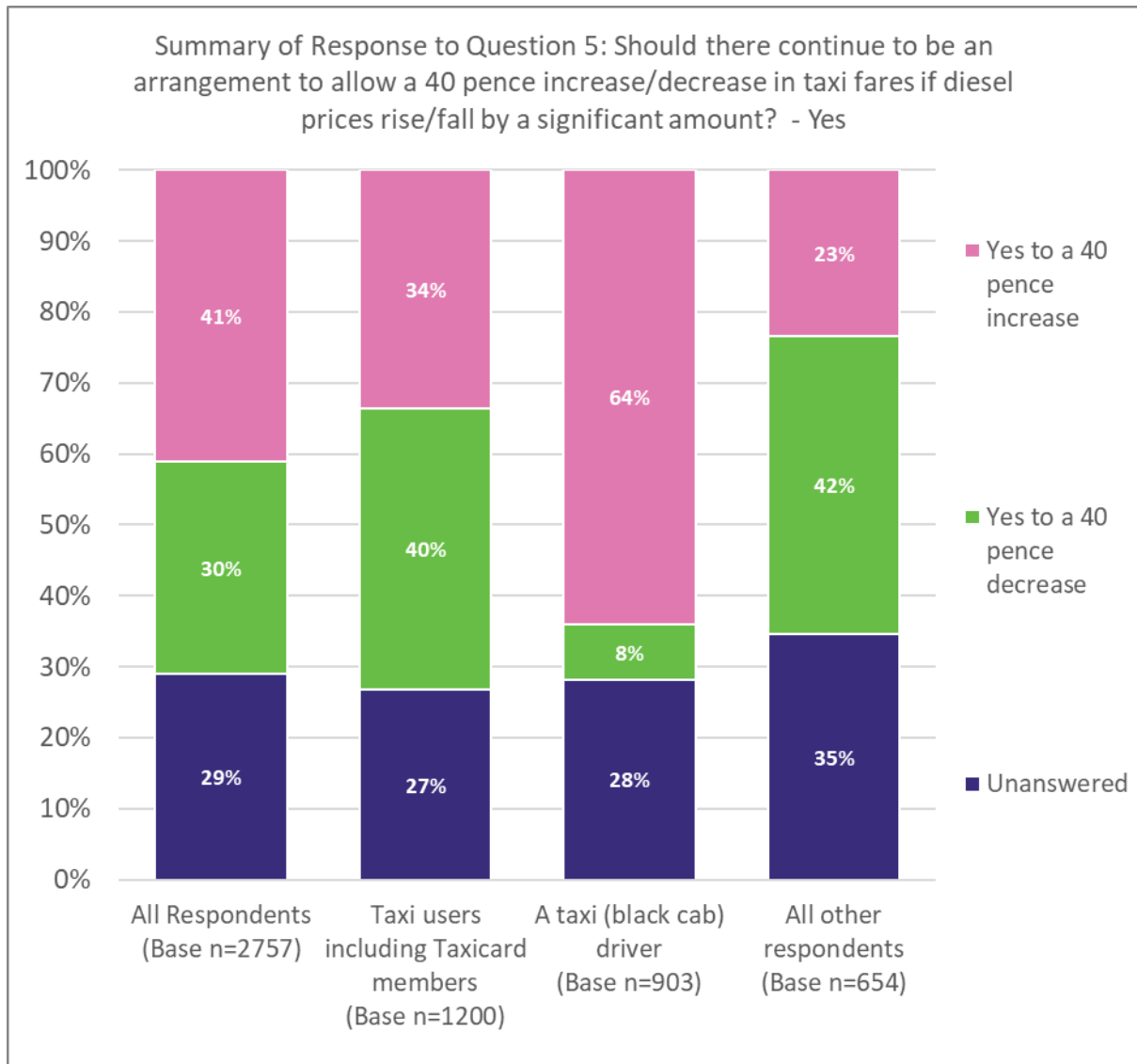
	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	1267		482		435		350	
	Count	%	Count	%	Count	%	Count	%
Other charge card fees mentioned	4	0%	2	0%	0	0%	2	1%
Need to compete with/match private hire service rates	71	6%	33	7%	17	4%	21	6%
Private hire services are attractive due to 'price'	42	3%	20	4%	6	1%	16	5%
Private hire services should be more regulated/unable to undercut taxi fares	27	2%	12	2%	7	2%	8	2%
Negative private hire comments	5	0%	3	1%	1	0%	1	0%
Reduce/limit number of private hire vehicles on the road	9	1%	0	0%	5	1%	4	1%
Private hire services contribute to pollution/poor air quality	2	0%	1	0%	1	0%	0	0%
Tariff rates are putting people off taking taxis/encouraging them to use other forms of transportation	30	2%	16	3%	6	1%	8	2%
Taxis are inefficient modes of transportation/often travel empty or with low passenger count	1	0%	0	0%	0	0%	1	0%
There is no night work/taxi fares are putting people off at night	5	0%	0	0%	4	1%	1	0%
Other passenger volume mentions	3	0%	1	0%	0	0%	2	1%
New taxis are expensive/need to offset costs of new vehicles/increased running costs	20	2%	7	1%	10	2%	3	1%
Have already lost earnings/risk of earning less than minimum wage	2	0%	1	0%	1	0%	0	0%

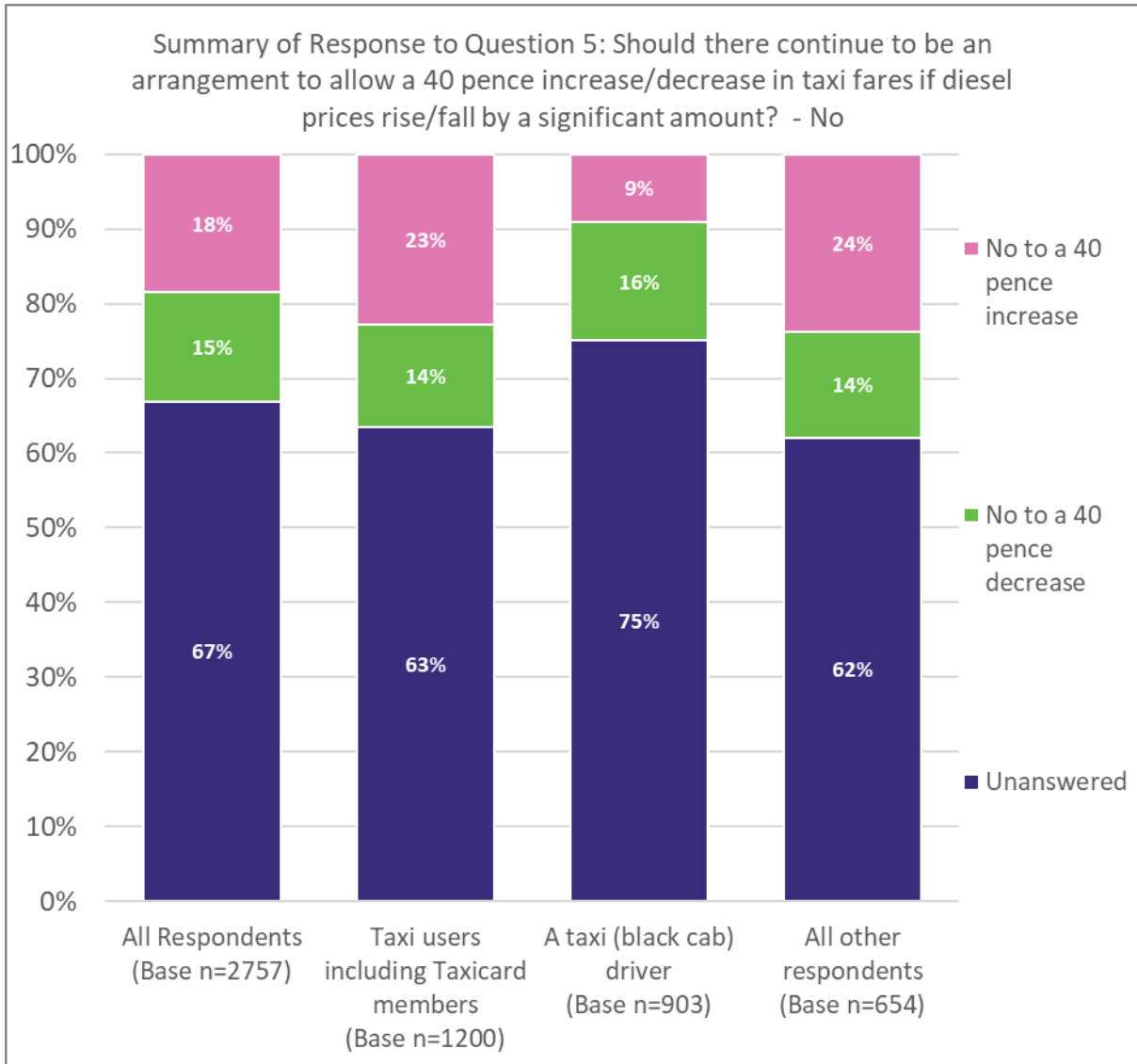
	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	1267		482		435		350	
	Count	%	Count	%	Count	%	Count	%
Should discourage use of taxis in favour of more sustainable modes of transport	5	0%	2	0%	0	0%	3	1%
Publicly advertise the tariff rates/make customers aware of rates	6	0%	4	1%	2	0%	0	0%
Tariffs should be less confusing	13	1%	6	1%	4	1%	3	1%
Leave as is/no changes (not specific)	11	1%	3	1%	8	2%	0	0%
Taxis are not used by ordinary Londoners but only the wealthy	15	1%	6	1%	0	0%	9	3%
Consultation Quality - Survey questions are biased/self-serving/follow an agenda	3	0%	1	0%	2	0%	0	0%
TfL should not oversee the taxi industry/are destroying the taxi industry	15	1%	5	1%	5	1%	5	1%
Encourage quicker take-up of non-polluting/non-diesel vehicles	11	1%	8	2%	0	0%	3	1%
Taxi fares not affordable for disabled/elderly passengers	19	1%	11	2%	0	0%	8	2%
Taxi card is a lifeline/beneficial	9	1%	8	2%	0	0%	1	0%
People should use taxis from the airport rather than the tube - luggage restriction	1	0%	1	0%	0	0%	0	0%
Will encourage people to use public transport rather than taxis	1	0%	0	0%	0	0%	1	0%
No opinion/unclear response	55	4%	17	4%	15	3%	23	7%
Taxis should be deregulated	1	0%	1	0%	0	0%	0	0%
Increase tariffs for longer distances	1	0%	1	0%	0	0%	0	0%

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	1267		482		435		350	
	Count	%	Count	%	Count	%	Count	%
Price for Taxicard user is not a problem, rather availability	1	0%	1	0%	0	0%	0	0%
Remove tariffs, taxis fares should be the same 24/7	2	0%	1	0%	0	0%	1	0%
Taxi drivers earn too much	1	0%	1	0%	0	0%	0	0%

Summary of responses to Question 5: Should there continue to be an arrangement to allow a 40 pence increase/decrease in taxi fares if diesel prices rise/fall by a significant amount?

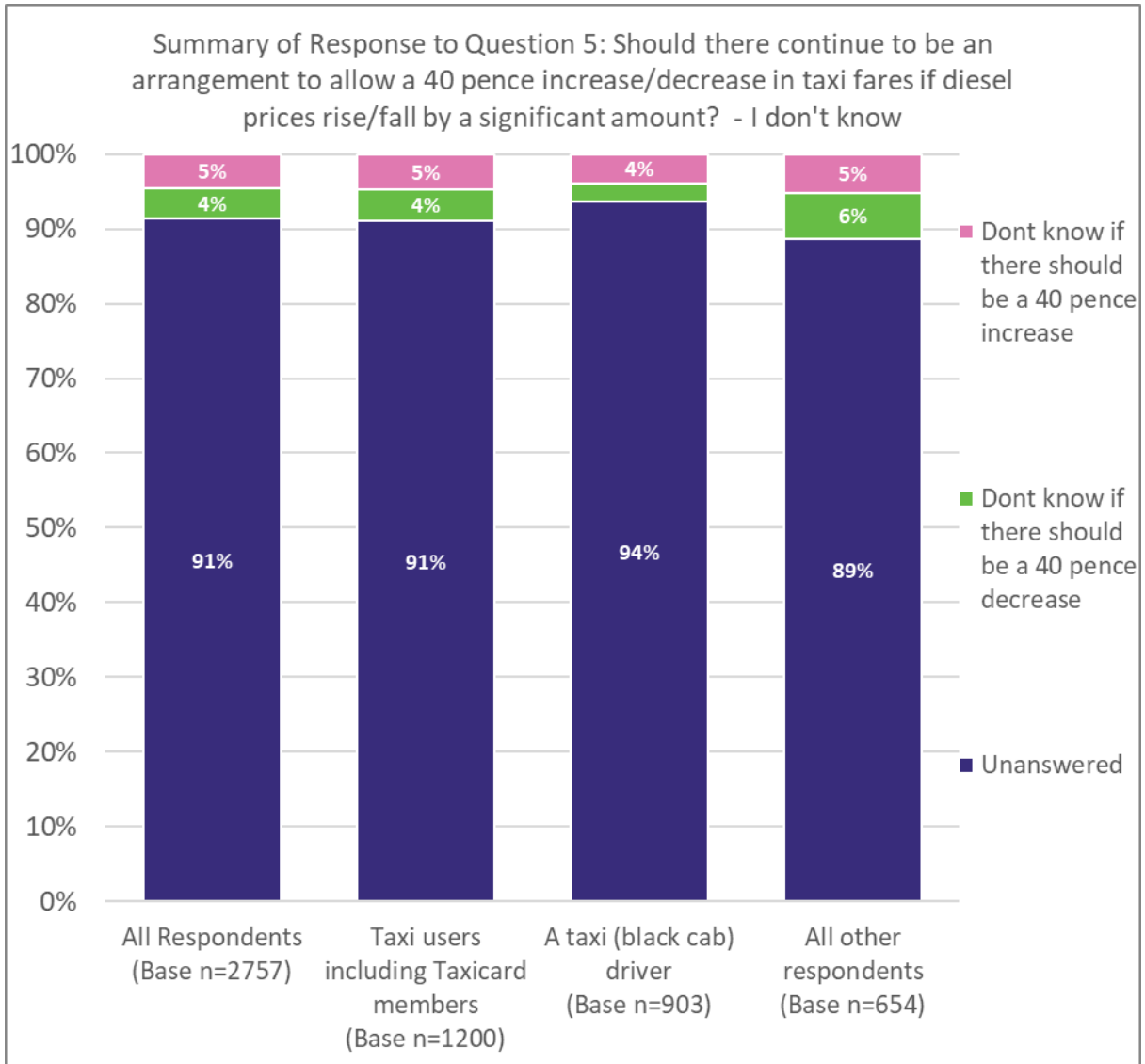
We asked respondents if the current arrangements of allowing an extra charge of 40 pence to be added or taken off the final taxi fare was the appropriate way to increase or decrease fares if diesel prices changed by a significant amount.

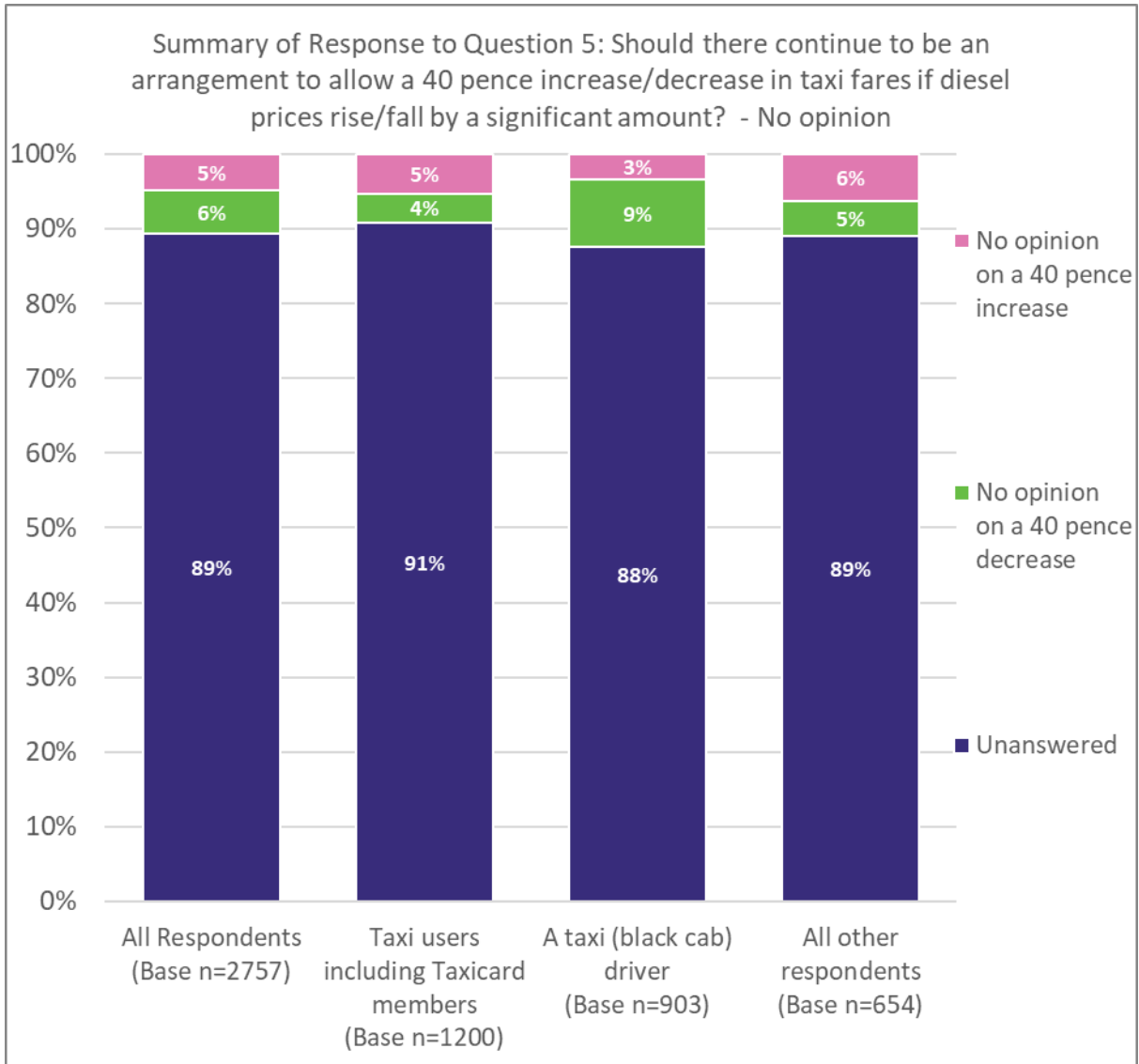




Just over two fifths (41 per cent) of all respondents said that yes, there should be a 40 pence increase in taxi fares if diesel prices change.

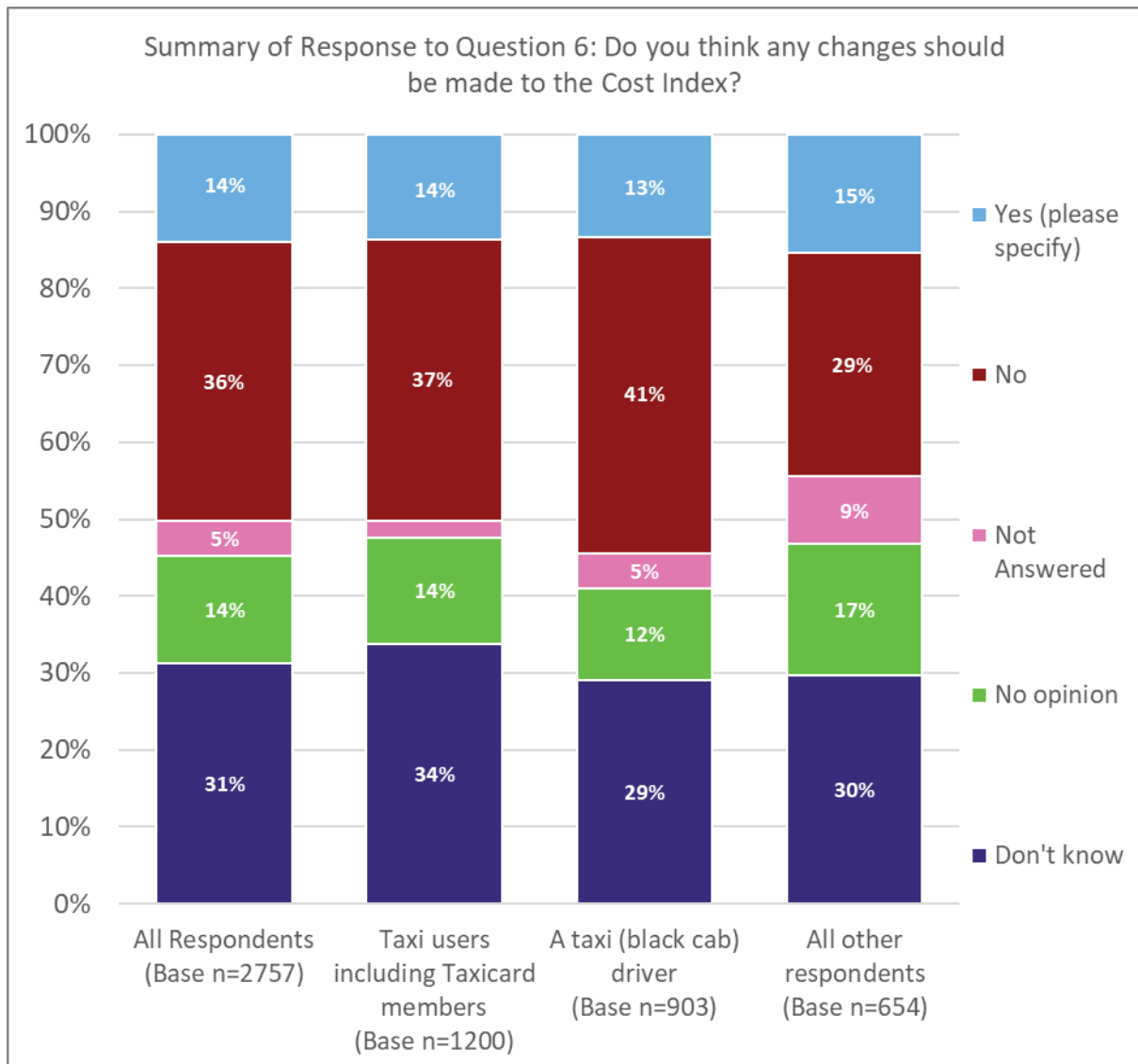
Just over two thirds (67 per cent) of all respondents did not answer the second question about extending the arrangements currently in place to cover significant changes in the price of diesel. However, we know that the structure of the question and options given caused some confusion and so this should be taken into consideration when reviewing the responses.





Summary of responses to Question 6: Do you think any changes should be made to the Cost Index?

We asked respondents if any changes should be made to the Cost Index.



Around one third (36 per cent) of all respondents stated that there should be no changes to the Cost Index, a response that was supported by a slightly higher percentage for taxi drivers (41 per cent). Around one third (31 per cent) of all respondents stated that they didn't know if any changes should be made to the Cost Index.

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	522		221		159		142	
	Count	%	Count	%	Count	%	Count	%
The Cost Index should include credit card costs/transaction fees	15	3%	1	0%	11	7%	3	2%
The Cost Index should include App costs/charges	9	2%	0	0%	8	5%	1	1%
The Cost Index should include capital outlay for electric vehicles	40	8%	8	4%	30	19%	2	1%
Include the cost of running electric vehicles	13	2%	2	1%	8	5%	3	2%
The Cost Index should include cost of renting vehicles	8	2%	2	1%	5	3%	1	1%
Cost Index doesn't account for ULEZ and Congestion Charge - some taxis exempt longer than others	1	0%	1	0%	0	0%	0	0%
The Cost Index should be based on inflation/in line with inflation	24	5%	14	6%	8	5%	2	1%
The Retail Price Index should be considered/used instead	12	2%	9	4%	2	1%	1	1%
Fuel costs shouldn't be considered to incentivise the move to electric/hybrid	13	2%	9	4%	1	1%	3	2%
Leave the Cost Index as it is/no change	22	4%	8	4%	7	4%	7	5%
The Cost Index is irrelevant/not fit for purpose	17	3%	6	3%	6	4%	5	4%
The Cost Index is a good tool for calculating any increases	9	2%	2	1%	2	1%	5	4%
The Cost Index should be reviewed more frequently	0	0%	0	0%	0	0%	0	0%
Cost Index does not respond to changeable fuel costs	14	3%	3	1%	5	3%	6	4%
The Cost Index should take account of additional income (e.g. advertising)	2	0%	1	0%	1	1%	0	0%

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	522		221		159		142	
	Count	%	Count	%	Count	%	Count	%
I don't know what the Cost Index is	48	9%	29	13%	10	6%	9	6%
Introduce a pollution charge/cost for non-electric vehicles	3	1%	2	1%	0	0%	1	1%
Taxi drivers should not receive ULEZ/Congestion Charge privilege	2	0%	2	1%	0	0%	0	0%
Taxi drivers should be subsidised	7	1%	6	3%	0	0%	1	1%
Changes to the Cost Index should reflect the competition	20	4%	5	2%	7	4%	8	6%
Taxi drivers are operating a monopoly - should be open competition	3	1%	3	1%	0	0%	0	0%
Should be more incentives to get diesel taxis off the road	28	5%	17	8%	0	0%	11	8%
Should consider that people's salaries haven't gone up while fares increase	9	2%	5	2%	0	0%	4	3%
Reference to minimum fares and tariffs	67	13%	28	13%	16	10%	23	16%
TfL should not be involved in regulating fares	13	2%	7	3%	4	3%	2	1%
Need to regulate app based/private hire services	7	1%	4	2%	1	1%	2	1%
Question 5 won't allow selection of yes for both increase and decrease	3	1%	2	1%	0	0%	1	1%
Question 5 won't allow selection of no for both increase and decrease	1	0%	0	0%	0	0%	1	1%
Question 5 won't allow selection of both increase and decrease (no indication of yes or no)	1	0%	0	0%	0	0%	1	1%
Unclear response	40	8%	19	9%	6	4%	15	11%
See previous comment/see above response	9	2%	5	2%	1	1%	3	2%

	All respondents		Taxi users/ Taxicard		Taxi drivers		All other respondents	
Base	522		221		159		142	
	Count	%	Count	%	Count	%	Count	%
No opinion	18	3%	6	3%	3	2%	9	6%
Abusive language / incomprehensible	1	0%	1	0%	0	0%	0	0%
Taxi drivers should be consulted only	4	1%	2	1%	2	1%	0	0%
Consultation quality - survey length	1	0%	0	0%	0	0%	1	1%
Taxi drivers earn enough	1	0%	0	0%	0	0%	1	1%
Should be able to trust TfL to provide fair treatment	1	0%	1	0%	0	0%	0	0%
Should consider the cost of living	14	3%	4	2%	5	3%	5	4%
Changes should consider both customers and drivers	1	0%	1	0%	0	0%	0	0%
Should consider including non-fare miles in the Cost Index	1	0%	1	0%	0	0%	0	0%
The Cost index should review the reduction in Taxi's working life	4	1%	0	0%	4	3%	0	0%
Consultation Quality - Cost Index should be attached	3	1%	1	0%	0	0%	2	1%
Road works impacting on fares should not cost the user	1	0%	1	0%	0	0%	0	0%
The vehicle operating costs should be reduced	1	0%	0	0%	1	1%	0	0%
Needs to be reviewed in line with vehicle operating costs	4	1%	0	0%	3	2%	1	1%
Should be increased	3	1%	1	0%	2	1%	0	0%
Should be decreased	4	1%	2	1%	0	0%	2	1%

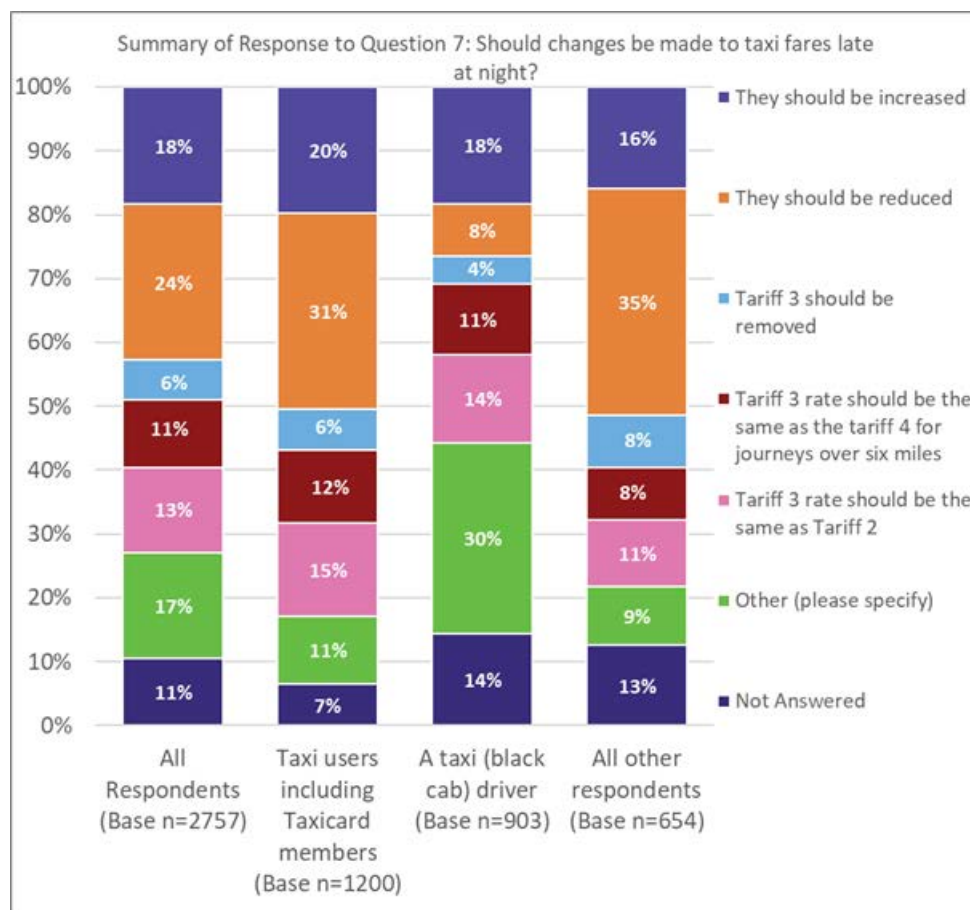
Responses to the open question indicate no clear trends from the coded responses. Despite this, the highest response was made by Taxi drivers (19 per cent), expressing that the Cost Index should include the capital outlay of electric vehicles.

There was a high proportion of respondents across all categories who were unaware of what the Cost Index is, including six per cent of Taxi drivers.

There was also indication of uncertainty over the question, with respondents referring to minimum fares and tariffs – Taxi users/Taxicard members (13per cent), Taxi drivers (10 per cent) and ‘all other’ respondents (16 per cent).

Summary of responses to Question 7: Should changes be made to taxi fares late at night?

We asked respondents if any changes should be made to taxi fares at night



The analysis of the open text question shows that the highest responses across all responses (41 per cent) expressed that the night tariff should be frozen/do not change. This was broken down by Taxi users/Taxicard members (22 per cent), Taxi drivers (66 per cent), and ‘all other’ respondents (15 per cent). While 11 per cent of Taxi users/Taxicard members and ‘all other’ thought that fares should be reduced, compared to two per cent of Taxi drivers. A similar proportion (10 per cent) Taxi

users/Taxicard members and (seven per cent) 'all other' respondents wanted fares to increase, compared to five per cent of Taxi drivers.

Users and 'all other' respondents also expressed that safety should be a priority consideration (10 per cent and 11 per cent respectively), compared to one per cent of Taxi drivers.

There were no other clear trends emerging from the remaining coded responses.

Base	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
	Count	%	Count	%	Count	%	Count	%
	958		335		435		188	
Taxis are too expensive at night	40	4%	17	5%	11	3%	12	6%
Simplify the Tariffs	9	1%	5	1%	2	0%	2	1%
Do not change/Tariff should be frozen	388	41%	75	22%	285	66%	28	15%
Fares should be reduced	67	7%	36	11%	10	2%	21	11%
Fares should increase	70	7%	35	10%	22	5%	13	7%
There should be one-night rate/Tariff 3 should be the same rate as Tariff 2	25	3%	12	4%	9	2%	4	2%
Tariff 3 should start later	13	1%	5	1%	7	2%	1	1%
Tariff should be abolished/not required	6	1%	3	1%	2	0%	1	1%
There should only be one rate 24/7	16	2%	8	2%	2	0%	6	3%
The minimum fare should increase at night	5	1%	0	0%	3	1%	2	1%
Increase the fare to give drivers an incentive to work at night	23	2%	13	4%	5	1%	5	3%
Fares should reduce due to competition with the Underground and Night Buses	1	0%	1	0%	0	0%	0	0%
Fares should be flexible depending on the number of users (e.g. lone individual = lower fare)	2	0%	1	0%	1	0%	0	0%
Lack of driver tracking (app info) makes taxis unsafe at night	1	0%	0	0%	0	0%	1	1%
Private hire services are cheaper and more attractive	23	2%	9	3%	3	1%	11	6%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	958		335		435		188	
	Count	%	Count	%	Count	%	Count	%
Safety should be a priority consideration	57	6%	33	10%	3	1%	21	11%
Less traffic on the road so why have a higher rate	8	1%	5	1%	0	0%	3	2%
Consultation quality (no option to select 'No Change')	13	1%	2	1%	9	2%	2	1%
Unclear response	15	2%	7	2%	4	1%	4	2%
No opinion	52	5%	26	8%	6	1%	20	11%
Not enough incentive to remove diesel taxis	1	0%	0	0%	0	0%	1	1%
See previous comment/see above response	15	2%	4	1%	4	1%	7	4%
Disabled people rely on taxis	6	1%	3	1%	0	0%	3	2%
Changes should be up to taxi drivers not TfL	2	0%	0	0%	1	0%	1	1%
Don't know how late-night fares are calculated	1	0%	0	0%	0	0%	1	1%
Increasing late night fares would deter drunks	2	0%	2	1%	0	0%	0	0%
Fares should increase with RPI	5	1%	0	0%	5	1%	0	0%
Tariff 3 should not be applied on Bank Holidays	7	1%	2	1%	3	1%	2	1%
Tariff 3 should end later	5	1%	2	1%	2	0%	1	1%
Tariff times should change	4	0%	1	0%	3	1%	0	0%
Increase tariffs in line with costs	7	1%	3	1%	3	1%	1	1%
Tariffs 3 and 4 should be frozen	3	0%	3	1%	0	0%	0	0%
Reduce the number of private hire vehicles on the road	5	1%	2	1%	2	0%	1	1%
Need incentives for taxi drivers to work at night	24	3%	8	2%	13	3%	3	2%
Consultation Quality - Survey questions are biased/self-serving/follow an agenda	3	0%	1	0%	1	0%	1	1%
Tariff should be competitive with private hire	10	1%	4	1%	3	1%	3	2%
Consultation Quality - Wording of text	2	0%	0	0%	1	0%	1	1%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	958		335		435		188	
	Count	%	Count	%	Count	%	Count	%
Link increase with CPI/inflation	3	0%	0	0%	2	0%	1	1%
Changes to fares should be consistent across all tariffs	5	1%	1	0%	3	1%	1	1%
Introduce a new tariff for late night services	3	0%	3	1%	0	0%	0	0%
If tariff rates change there needs to be advertising	2	0%	0	0%	2	0%	0	0%
Fare calculations should be clearer	1	0%	0	0%	1	0%	0	0%
Night fares should vary based on area of London	2	0%	0	0%	1	0%	1	1%
All colours should pick up in the evening	2	0%	2	1%	0	0%	0	0%
Remove minimum fare	1	0%	1	0%	0	0%	0	0%
Focus on time rather than distance	2	0%	0	0%	0	0%	2	1%
Remove tariff 4	1	0%	0	0%	1	0%	0	0%

Summary of responses to Question 9: Are you a licensed taxi (black cab) driver?

We asked respondents in what capacity were they responding (a taxi (black cab) user, a taxi (black cab) driver, a Taxicard member, organisation representative, private hire driver/user or other. We also asked taxi drivers what licence they held, how long they had been licensed for, if they were on a radio circuit or app and if they worked during the times when Tariff 3 applies.

The analysis of the open text question shows that the highest response rates referred to the freezing of fares, the fact that fares are already high and should not continue to increase. Other responses referred to private hire and app-based fares.

10 per cent of Taxi drivers stated that fares should stop increasing, which compares to three per cent of Taxi users/Taxicard members and five per cent of 'all other' respondents. A total of six per cent of Taxi drivers expressed that they wanted the rates to stay the same or frozen, while four per cent of Taxi users/Taxicard members and five per cent of 'all other' respondents stated that fares were already too high.

Taxicard rates were raised, with seven per cent of Taxi user/Taxicard members expressing the need for Taxicard rates to remain reasonable.

The need for private hire to be regulated was raised by both Taxi user/Taxicard members and Taxi drivers (seven per cent and five per cent respectively), while 11 per cent of 'all other' respondents stated that app-based services are cheaper. This indicates that 'all other' respondents are likely to use app-based services above taxis.

A total of 10 per cent of Taxi user/Taxicard members and 25 per cent of all other respondents made comment that they were not taxi drivers and felt their comment was not needed. This indicates confusion with the question formatting and the resultant understanding that this question was only posed to drivers.

Base	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
	Count	%	Count	%	Count	%	Count	%
	338		90		172		76	
Driver Hours - I work between 9 and 12 hours a day	16	5%	0	0%	16	9%	0	0%
Driver Hours - I work between 10 and 12 hours a week	1	0%	0	0%	1	1%	0	0%
Driver Fares - Implement Tariff changes in April annually	3	1%	1	1%	2	1%	0	0%
Driver Fares - Stop messing with my income	7	2%	1	1%	6	3%	0	0%
Driver Fares - Rates should be left/frozen with a slight increase next year	2	1%	0	0%	2	1%	0	0%
Driver Fares - Reduce taxi fares	6	2%	2	2%	4	2%	0	0%
Driver Fares - Stop increasing taxi fares	20	6%	1	1%	17	10%	2	3%
Driver Fares - Would be unfair to freeze Tariff 3 again	2	1%	0	0%	2	1%	0	0%
Driver Fares - Tariff 2 should be 24/7 year-round	1	0%	0	0%	1	1%	0	0%
Drivers Fares - Increase Tariff 3 and reduce Tariffs 1 and 2	2	1%	1	1%	1	1%	0	0%
Drivers Fares - Abolish Tariff 3	4	1%	0	0%	4	2%	0	0%
Driver Fares - Taxi fares should be flexible	2	1%	0	0%	2	1%	0	0%
Drivers Fares - Rates should stay the same/frozen	12	4%	0	0%	10	6%	2	3%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	338		90		172		76	
	Count	%	Count	%	Count	%	Count	%
Drivers Fares - At night fares are too high for short journeys	1	0%	0	0%	1	1%	0	0%
Drivers Fares - Tariff 2 should replace Tariff 3	2	1%	0	0%	2	1%	0	0%
Driver Fares - Avoids working at tariff 3 times as too expensive	1	0%	0	0%	1	1%	0	0%
Driver Fares - Costs for card payments are too high	4	1%	1	1%	3	2%	0	0%
Driver fares - Fares are becoming more expensive due to PVH and more traffic	1	0%	0	0%	1	1%	0	0%
Driver Fares - Minimum fare should go up to reflect increasing new taxi prices	2	1%	0	0%	2	1%	0	0%
Driver Fares - Reduce tariff 3 times	1	0%	0	0%	1	1%	0	0%
Driver Fares - Tariff 3 makes in worth being a taxi driver	2	1%	0	0%	2	1%	0	0%
Driver Fares -Tariff 3 prices reflect difficulty working at that time	6	2%	2	2%	4	2%	0	0%
Drivers Fares - Tariffs have been reasonably considered	4	1%	2	2%	1	1%	1	1%
Driver PHV - Regulate private hire/app-based services	8	2%	0	0%	8	5%	0	0%
Driver PHV - Taxis unable to compete	5	1%	0	0%	5	3%	0	0%
Driver PHV - Too many private hire/app-based services in London	5	1%	1	1%	4	2%	0	0%
Driver Other - Taxis should be allowed to be upgraded to Euro 6 standards	3	1%	0	0%	2	1%	1	1%
Driver Other - Bring back our extras	1	0%	0	0%	1	1%	0	0%
Driver Other - Need more	3	1%	1	1%	2	1%	0	0%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	338		90		172		76	
	Count	%	Count	%	Count	%	Count	%
charging points for electric taxi fleet								
Driver Other - Three years of life has been taken away from my vehicle due to the new age restrictions	4	1%	0	0%	4	2%	0	0%
Driver Other - Electricity cost/fees should be considered in fare rises	1	0%	0	0%	1	1%	0	0%
Driver Other - Issues with soiling and abuse at night	2	1%	0	0%	2	1%	0	0%
Driver Other - I work nights when Tariff 3 applies, not because Tariff 3 applies	1	0%	0	0%	1	1%	0	0%
Driver Other - Taxis should always remain a priority in TfL's travel plans	1	0%	0	0%	1	1%	0	0%
Driver Other - TfL must protect an iconic trade/don't kill the trade	7	2%	2	2%	3	2%	2	3%
Driver Other - I cannot earn enough to make a living	3	1%	0	0%	3	2%	0	0%
Driver Other - The relationship between TfL and drivers needs to be improved	1	0%	0	0%	1	1%	0	0%
Driver Other - I don't use Apps	1	0%	0	0%	1	1%	0	0%
Driver Other- Change Tariff 2 and 3 times, remove Tariff 1	2	1%	0	0%	2	1%	0	0%
Driver Other - Changes to make taxis more attractive should be backed up with advertising	2	1%	0	0%	2	1%	0	0%
Driver Other - Congestion charge should be 24/7 to reduce congestion	1	0%	0	0%	1	1%	0	0%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	338		90		172		76	
	Count	%	Count	%	Count	%	Count	%
Driver other - fare changes need to be in line with cost changes, otherwise drivers lose out	1	0%	0	0%	1	1%	0	0%
Driver Other - Hybrid and Electric Vehicles	2	1%	0	0%	0	0%	2	3%
Driver Other - introduce surge pricing	1	0%	0	0%	1	1%	0	0%
Driver Other - Less work at night now than there used to be	1	0%	0	0%	1	1%	0	0%
Driver Other - reference to TfL salaries	3	1%	0	0%	3	2%	0	0%
Driver Other - Remove extra charges at Christmas	1	0%	0	0%	1	1%	0	0%
Driver Other - Stop changing regulations	1	0%	1	1%	0	0%	0	0%
Driver Other - Taxi driver skills should be appreciated	1	0%	0	0%	1	1%	0	0%
Driver Other - Taxis are expensive to rent	1	0%	0	0%	1	1%	0	0%
Driver Other - Taxis go where buses go	1	0%	0	0%	1	1%	0	0%
Driver Other - TfL are determined to get rid of taxis	2	1%	0	0%	2	1%	0	0%
User Fares - Taxi fares are too high	9	3%	4	4%	1	1%	4	5%
User Fares - Taxi charges shouldn't continue to rise	8	2%	3	3%	1	1%	4	5%
User Fares - No fare rise should apply while taxis are so polluting	2	1%	1	1%	0	0%	1	1%
User Fares - Traffic management needed rather than fare rises	1	0%	1	1%	0	0%	0	0%
User Fares - Keep the Taxicard reasonably priced as it is a lifeline	7	2%	6	7%	0	0%	1	1%
User Fares - High costs put users off using taxis at night	2	1%	1	1%	0	0%	1	1%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	338		90		172		76	
	Count	%	Count	%	Count	%	Count	%
User Fares - Pricing should be demand based	1	0%	1	1%	0	0%	0	0%
User PHV - Ban app-based services	3	1%	3	3%	0	0%	0	0%
User PHV - Regulate private hire/app-based services	9	3%	6	7%	1	1%	2	3%
User PHV - App based services are cheaper	10	3%	2	2%	0	0%	8	11%
User Licence - More cars should be allowed Hackney Carriage licences	1	0%	1	1%	0	0%	0	0%
User Other - Taxis amongst most polluting vehicles	4	1%	3	3%	0	0%	1	1%
User Other - Ban diesel taxis	4	1%	2	2%	0	0%	2	3%
User Other - Taxis should be aware of the rules for the transportation of assistance dogs	1	0%	1	1%	0	0%	0	0%
User other - TfL should be investing in taxis	3	1%	3	3%	0	0%	0	0%
User Other - The relationship between TfL and taxi drivers needs to be improved	1	0%	0	0%	0	0%	1	1%
User Other - Taxis should accept your journey regardless of distance	1	0%	0	0%	0	0%	1	1%
User Other - Too few taxis on the road after 22:00	2	1%	2	2%	0	0%	0	0%
User Other - Taxis should be more attractive as a safe mode at night	3	1%	2	2%	0	0%	1	1%
User Other - Tariff 3 would be reasonable if no further increase in road users	1	0%	0	0%	1	1%	0	0%
User Other - Comments about cycling	1	0%	1	1%	0	0%	0	0%
User Other- Fares still too	7	2%	4	4%	0	0%	3	4%

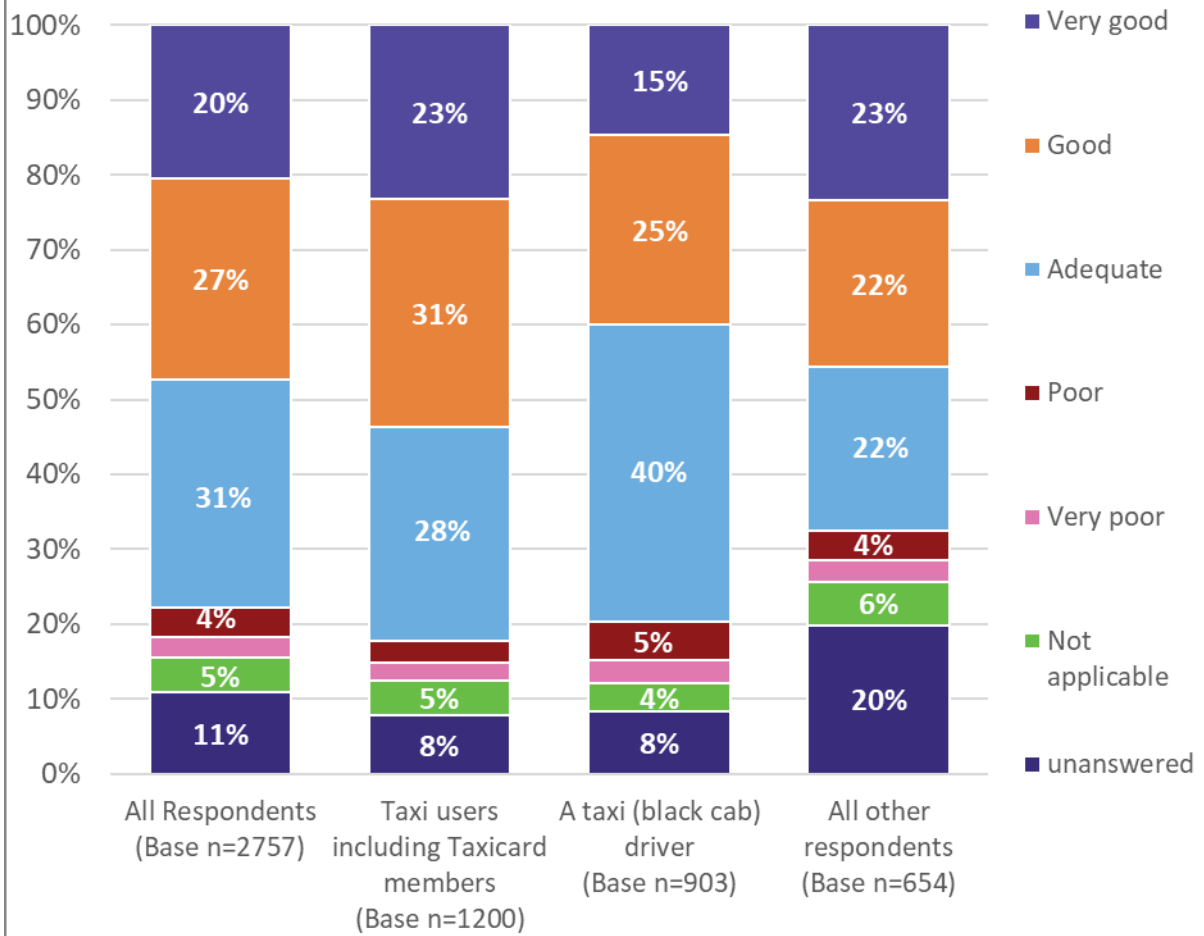
	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	338		90		172		76	
	Count	%	Count	%	Count	%	Count	%
expensive for disabled users								
User Other - reduction in demand in taxis due to congestion	1	0%	0	0%	1	1%	0	0%
User Other - Shorter journey prices should be increased	1	0%	1	1%	0	0%	0	0%
User Other - Tariff price shouldn't change	1	0%	1	1%	0	0%	0	0%
User Other - taxis need an app service	3	1%	1	1%	1	1%	1	1%
User Other - taxis should be able to use bus routes	1	0%	1	1%	0	0%	0	0%
No comment given	39	12%	9	10%	17	10%	13	17%
I am not a driver, no comment given	30	9%	9	10%	2	1%	19	25%
Consultation quality	8	2%	2	2%	5	3%	1	1%
Happy that users were consulted	5	1%	3	3%	0	0%	2	3%

Summary of responses to Question 16: What did you think about the quality of the consultation?

We asked respondents what they thought about the quality of the consultation, in particular the website structure.

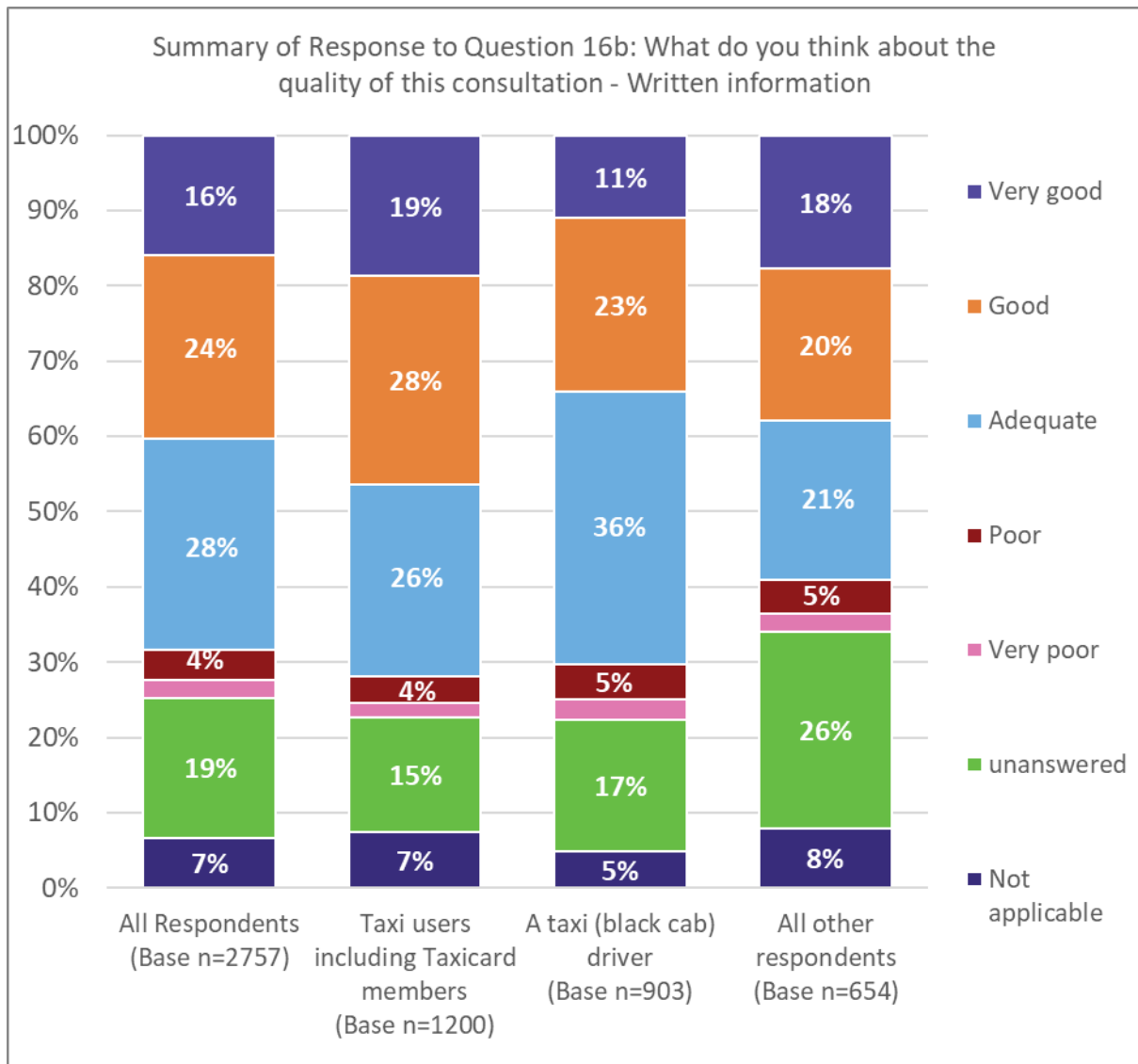
Just under a half (47 per cent) of all respondent reported the website structure was either good or very good, and around one third (31 per cent) of all respondents that stated that the website was adequate. 40 per cent of taxi drivers thought it was adequate – reflective of a more positive overall response from taxi users and Taxicard members.

Summary of Response to Question 16a: What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)? - Website structu

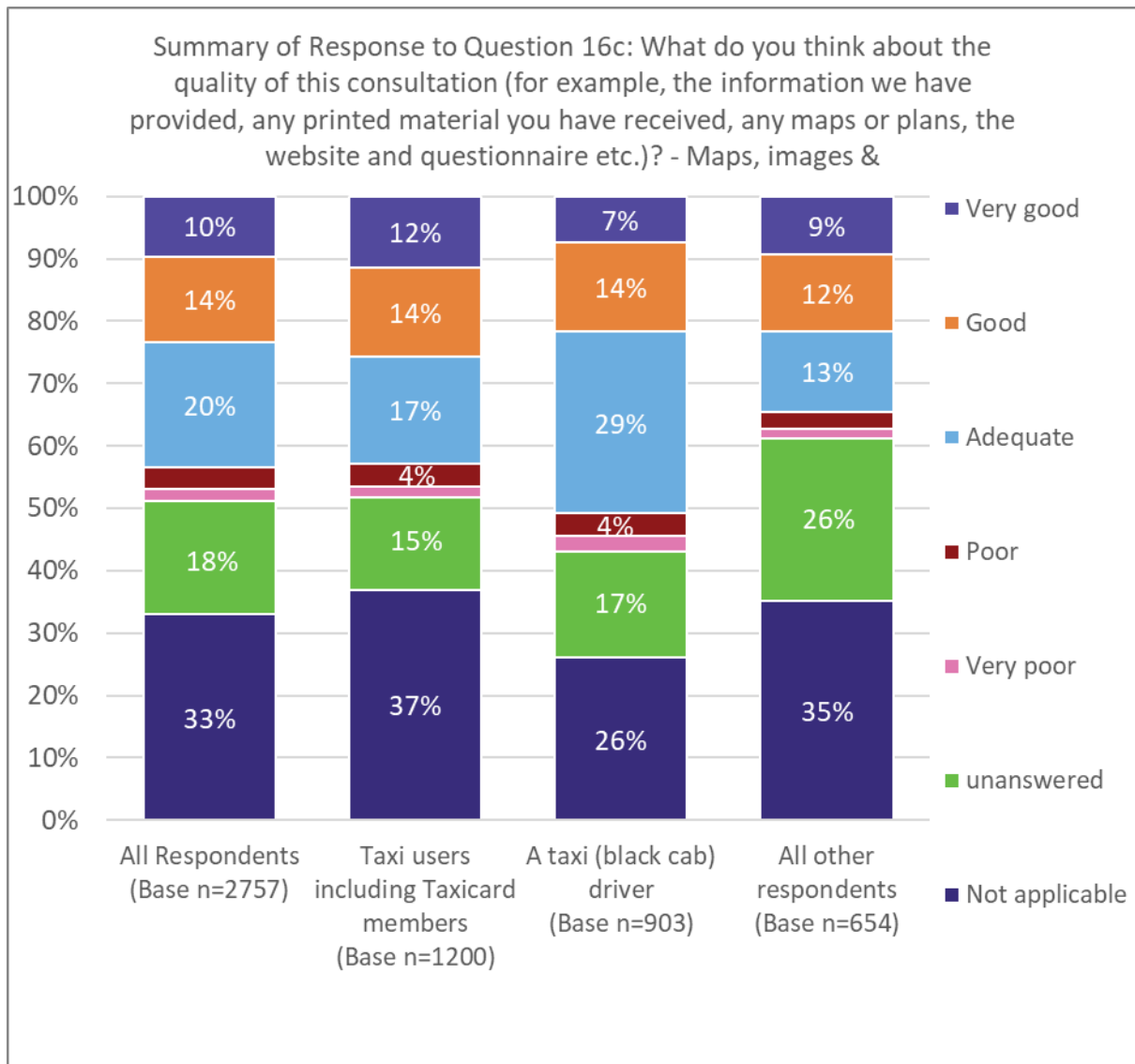


We asked respondents what they thought about the quality of the consultation, in particular the written information.

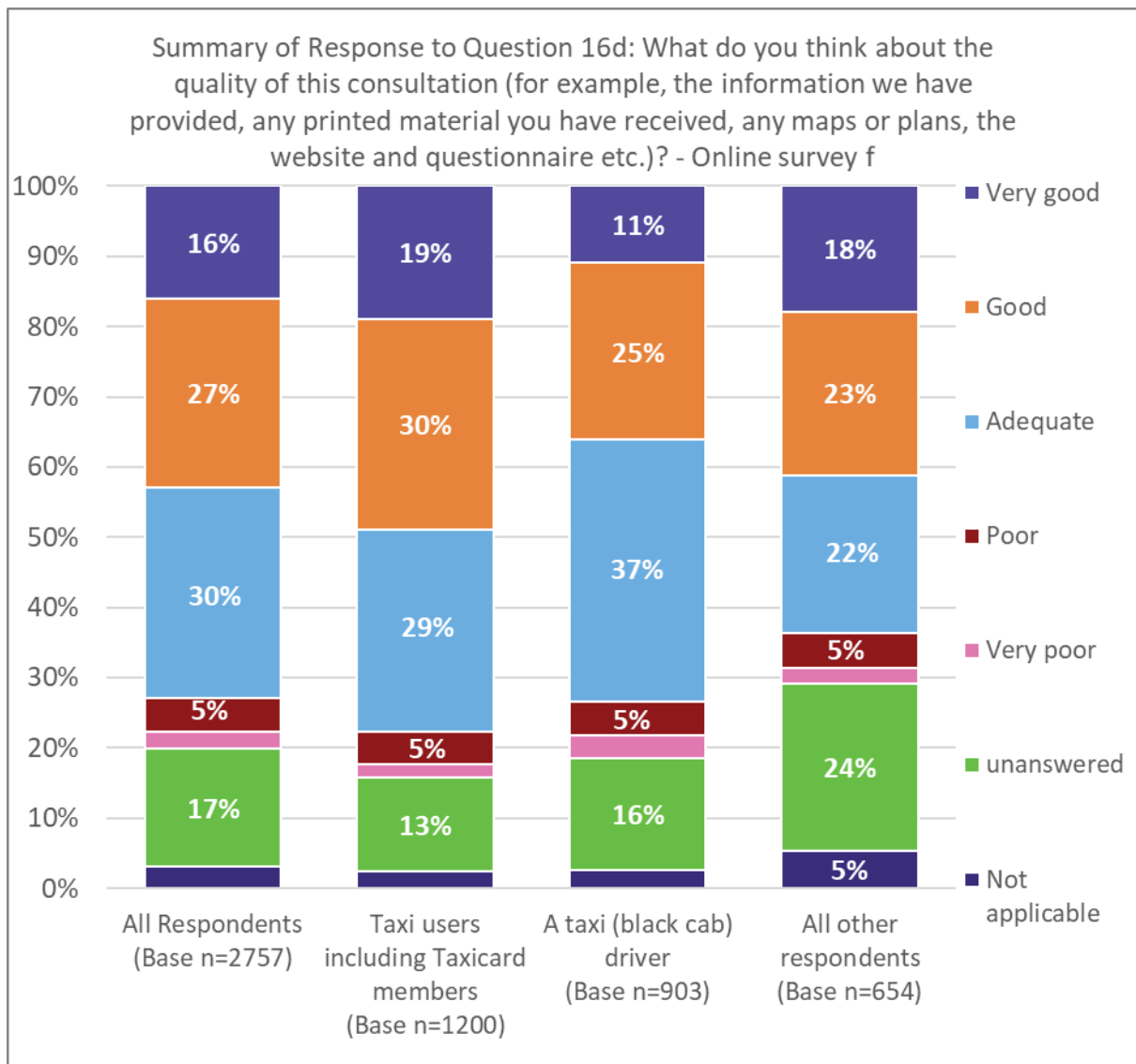
Two fifths of all respondents (40 per cent) stated the written information was either good or very good. Around one third (28 per cent) of all respondents stated that the written information was adequate. There was a more positive response from taxi users and Taxicard members than taxi drivers



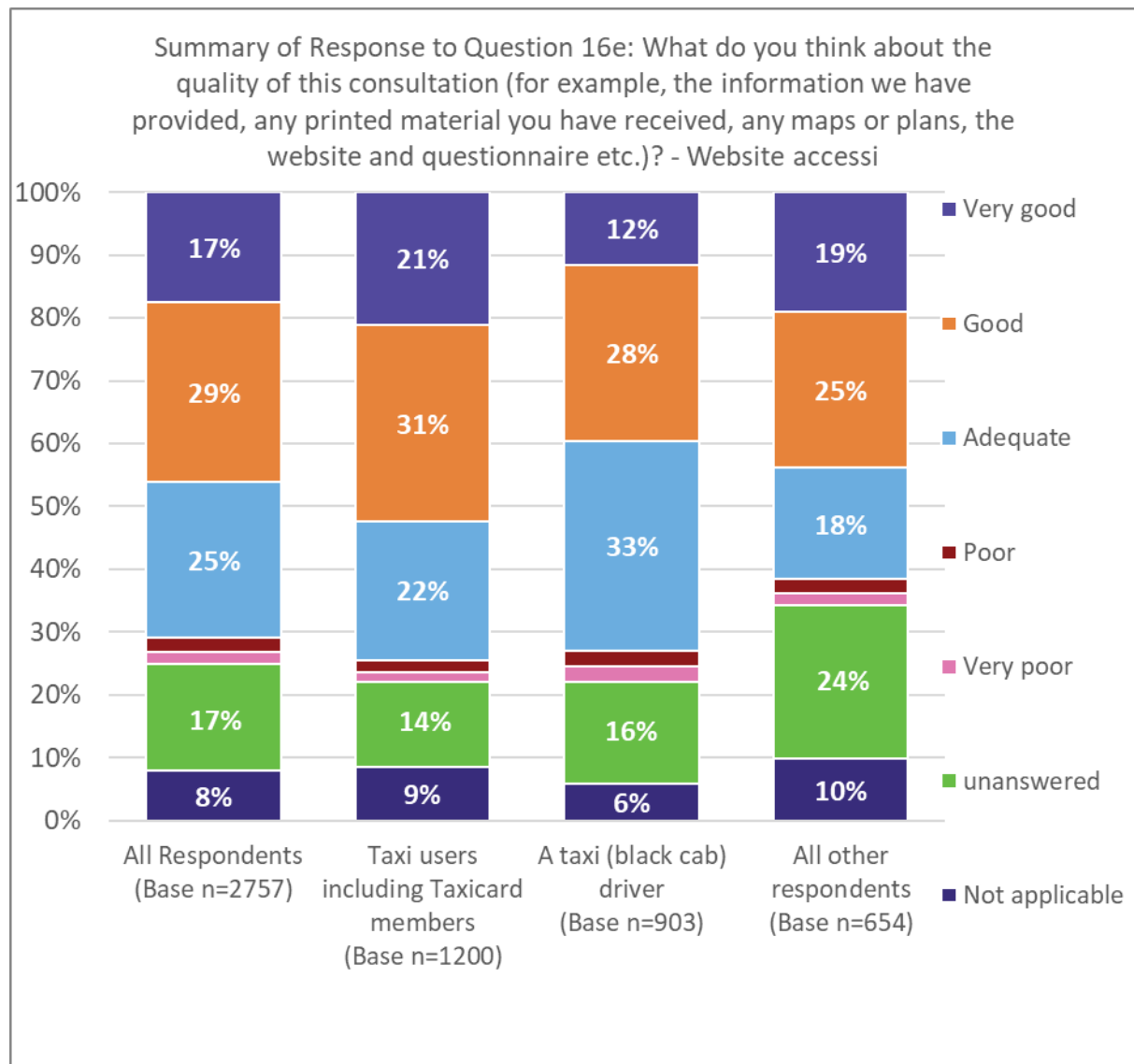
We asked respondents what they thought about the quality of the images and related diagrams in the consultation.



We asked respondents what they thought about the online survey format.



We asked respondents what they thought about website accessibility.



Responses to the open question about the quality of the consultation show the highest response rates to be associated with the writing of the questions, with seven per cent of Taxi users/Taxicard members, seven per cent of Taxi drivers and 13 per cent of 'all other' respondents indicating this.

In addition, 11 per cent of Taxi drivers and six per cent of Taxi user/Taxicard members expressed concern that a decision had already been made regardless of consultation responses.

Between 40 per cent and 50 per cent of responses for all respondent categories indicated that they had no further comment to make regarding the quality of the consultation.

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	347		162		99		86	
	Count	%	Count	%	Count	%	Count	%
Good quality/informative	17	5%	9	6%	2	2%	6	7%
Appreciate being consulted	10	3%	6	4%	3	3%	1	1%
Clear and well organised	4	1%	2	1%	0	0%	2	2%
Missing key information/options to choose from	18	5%	10	6%	3	3%	5	6%
Too much information to digest	13	4%	9	6%	1	1%	3	3%
Poorly written/unclear	33	10%	12	7%	10	10%	11	13%
Survey not properly optimised for mobile screens	2	1%	2	1%	0	0%	0	0%
Not comfortable sharing personal information/don't see the point	4	1%	3	2%	0	0%	1	1%
TfL does not seem to understand taxi's competitors	7	2%	4	2%	2	2%	1	1%
Survey/information given too complex	4	1%	3	2%	0	0%	1	1%
Biased against taxi drivers	6	2%	2	1%	3	3%	1	1%
No specific provision for taxi users/Taxicard member to make comments	5	1%	5	3%	0	0%	0	0%
Questions were leading	9	3%	2	1%	5	5%	2	2%
Question 5 is not working	8	2%	2	1%	1	1%	5	6%
Concerned that a decision has already been made and feedback will make no difference	21	6%	9	6%	11	11%	1	1%
Can't untick 9.0/poor questionnaire design	3	1%	2	1%	0	0%	1	1%
Too many web pages for such few questions	1	0%	1	1%	0	0%	0	0%
More publicity would have been more effective	5	1%	0	0%	5	5%	0	0%

	All respondents		Taxi users/Taxicard		Taxi drivers		All other respondents	
Base	347		162		99		86	
	Count	%	Count	%	Count	%	Count	%
Should have asked about electric vehicles/prices & petrol prices as fleet moves away from diesel	4	1%	2	1%	2	2%	0	0%
There should have been a separate 'general comments' question	5	1%	3	2%	1	1%	1	1%
No further comments to be made	150	43%	67	41%	41	41%	42	49%
Questionnaire should have been sent out to drivers only	14	4%	4	2%	9	9%	1	1%
Questionnaire should have been sent out to users only	3	1%	2	1%	0	0%	1	1%
Survey should have been available in print form for inclusivity	1	0%	1	1%	0	0%	0	0%

Stakeholder summaries

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

Age UK London

Age UK London thought that the current taxi tariffs and minimum fare were about right.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

They agreed with the proposal to increase the minimum fare by 20 pence, Tariff 1 by 1.9 per cent and to freeze Tariffs 3 and 4. However, they disagreed with the proposed increase to Tariff 2 and said that this should be frozen.

They did not think any changes should be made to the Cost Index and said that taxi fares late at night should be reduced.

BSI Group

BSI Group welcomed the changes in the six mile change in Tariff 4 as it will make the calculations easier. They also said that there should be more consistency between testing laboratories.

Cabvision

Cabvision said that the current minimum fare was too low, Tariffs 1 and 2 were about right and that Tariffs 3 and 4 were too expensive.

They disagreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis. Cabvision said that the Cost Index is designed to provide the driver with a set return on investment and provides a formula and departing from that is not sensible, especially with the knowledge that the cost of a zero emission capable (ZEC) taxi has risen from £48,000 to £65,000 (pre-subsidy).

Cabvision disagreed with the proposal to increase the minimum fare by 20 pence, saying that it should be increased by more and that it was too low for a £65,000 taxi.

They disagreed with the proposal to increase Tariff 1 by 1.9 per cent, saying that it should be increased by more, that every driver benefits from an increase to Tariff 1 and it makes no sense that there is such a large gap between Tariff 1 and Tariff 3.

They had no opinion on the proposed increase to Tariff 2, agreed that Tariff 3 should be frozen but said that Tariff 4 should be decreased.

They suggested that changes should be made to Tariff 2. They said that drivers who work at night complain about a substantial fall in work. Cabvision would like to see Tariff 1 increased by a greater margin but Tariff 2 removed between Monday to Wednesday to make taxis more competitive during quiet periods.

Cabvision did not believe that taxi fares are expensive on a mile by mile basis but they are expensive when stuck in traffic. They said that if traffic flows then the fares are quite fair for a door to door service but that problems with traffic caused by TfL mean journeys can be poor value, and that this isn't the fault of taxi drivers but it is drivers who suffer.

They believe that TfL should experiment with a cap on mileage and that in the same way as there is an arrangement for low speeds there should be a cap when travelling at over 40 miles per hour. They said that this would help with fares to and from the airport and most likely eradicate the need for fixed fares from the airport.

Cabvision thought that changes should be made to the Cost Index and were puzzled how insurance could fall and vehicle costs only rise by a negligible amount. They also commented on fuel going up by a huge amount and the weighting for vehicle costs needing to rise as the TXe taxi is designed to reduce fuel costs.

They said that there could be a massive shift towards renting taxis as drivers cannot obtain finance for the new ZEC taxi. Therefore, rental costs plus commission costs for the taxi booking companies and card payment equipment may need to be considered.

They believed that changes should be made to taxi fares late at night and that the time element should be reduced rather than the mileage element. They commented that historically there was less traffic at night but that was no longer the case. They said that the reduction in the time between each 20 pence increase to taxi fares late at night plus the higher mileage rate created a toxic mix for competitiveness.

Digitax

Digitax said that the tariff update can be done within hours of the tariff being passed by NMO after testing but Digitax have no control over how long NMO will take to test the tariff or produce figures for the test distances which are needed before taximeters can be submitted for testing.

Digitax said that the change to distance to fit with the units is the wrong way to do this and that they point this out every year. They said that in the past the change was at a set fare which was nominally the fare the meter would show at six miles without any waiting time. They added that it was always this way until a decision was taken by someone at TfL to change it.

They said that the best way to change units is at a set fare and this is the clearest way for drivers and the public as it is obvious when it will happen – at the start of a unit, not part way through which will always be the case when using a distance.

They also said that there was no Tariff 4 in London and the third level of units is simply the third level of whichever of the three tariffs is currently applicable, not a separate tariff.

FREE NOW

FREE NOW outlined some of the key issues that they felt should be considered when addressing fares and tariffs in London.

They stated that the taxi sector continues to face significant pressure from lower priced private hire services and that the latest statistics show that there are four to five times more PHVs than taxis on London's roads. They said that taxis played a crucial role in getting people around London and that as accessible vehicles they can ensure that access and mobility is available to all. They also said that taxis are leading the transition to electric vehicles.

FREE NOW stated that they are committed to helping drivers win back work and ensure that there is a sustainable future for taxis in London. They didn't have significant comments on the actual level of the proposed increases but did provide comments on three broad areas:

- The need to ensure that taxis remain competitive vis a vis other forms of transport – FREE NOW said that taxi fares are the benchmark against which all taxi and private hire journeys in London are set and that as they had noted there remains a huge imbalance in the number of taxis versus the number of PHVs. They said it is vital that TfL ensure that drivers are able to continue to compete with other forms of transport in London, notably PHVs.
- Ensuring that drivers can continue to make a sustainable living and return on investment – FREE NOW said that becoming a taxi driver is a significant investment of time, energy and capital, obtaining a licence takes three to four years and the cost of a taxi is anywhere between £50,000-£70,000. They said that this is a huge upfront cost for drivers before they had hit the streets and believed it is vital that the Cost Index and fares reflect this appropriately.
- Meeting consumers demand at the right time – FREE NOW said that it is important to ensure that fares are set to ensure that there is an adequate supply of taxis on the streets to meet demand at peak times. They said that unlike PHVs, taxis do not have the ability to dynamically price therefore the pricing structures need to be in place to ensure that there is a sufficient number of taxis on the road at peak times. On that basis, FREE NOW believe it is vital to look again at night time pricing to make sure there are sufficient incentives for drivers to be working at night.

FREE NOW thought that overall TfL is working to balance these objectives and the proposals reflect this.

Gett

Gett said that as they facilitate millions of taxi journeys every year they had a good understanding of the part of the market where people access taxi services through a technology platform, this includes pricing dynamics and market forces in this area.

Gett are supportive of the needs to reduce emissions and congestion and said that they are playing a role in achieving this which includes offering reduced commission to the drivers of the new TXe in their early months on the platform. However, they said that taxi drivers are seeing greatly increased costs, the cost of the new taxi is considerable, especially when the need to decommission taxis is taken into account, and that they believe that elements of the proposed uplift in tariffs is too conservative.

Gett said that in other respects the taximeter remains out of sync with the realities of supply and demand within the market and that TfL's own research shows this. Gett believed that some adjustments to the focus of these increases would better ensure the supply of taxis is aligned with demand, giving Londoners, including those with additional needs, a better ability to get a taxi reliably and at a price point that will give them faith in taxi services.

Gett said that in their view the minimum fare is too low and remains lower than many alternative providers and some comparable EU cities in terms of the licensed taxi or equivalent. In Gett's view taxi drivers deserve a minimum amount for each hail or ride through the app.

Gett suggested that one option which they support would be to have a 'peak' and 'off peak' minimum fare, acknowledging the dramatic peaks in demand at certain times of the day. Gett said that the meter changes three times in 10 hours (at 20:00, 22:00 and 05:00) so they did not believe the public would have any issue comprehending a different minimum fare between 07:00 and 10:00, and 17:00 and 20:00 (the current weekday peaks) and that consumer confusion would not seem to be an objection to this proposal. They said that different minimum charges at different times are also common in other industries.

Gett said that their data showed that demand during Tariff 2 is significantly lower compared to demand during Tariff 1. They wondered if TfL had considered increasing Tariff 1 by an amount greater than the increase in Tariff 2.

Gett said it was clear from their data and research that Tariffs 3 and 4 remain a disincentive to some members of the general public to using taxis and that the disincentive was not just at these times but that in some cases there was an impact on the perception of the cost of journeys during Tariff 1. Gett said that some taxi

users and members of the public believe that taxis are more expensive than they actually are. They said that one result of this is that even though some 'surged' PHV journeys can be significantly more expensive than a taxi during Tariff 1, some Londoners will still use PHV apps instead of a taxi and pay more.

HALE electronic GmbH

HALE electronic GmbH suggested that switching to Tariff 4 should remain at six miles. They said that if the switching is after it is not certain that 85 increments have passed because of the waiting time influence. They said that there could be more than 85 increments but 9,647.5 metres is still not achieved.

They also said that there are approximately 200 taximeters with the Eu6 software and if switching into Tariff 4 remains after six miles those taximeters can still be used for the new tariff and the calendar can be programmed until 14 April 2022. They mentioned that the dates of the early May Bank holiday in 2020 will have to be added.

They said that if the change is after 9,647.5 metres, 9,609.6 metres and 9,581.6 metres then the taximeters with Eud6 software

will have to be updated with the new software which would have time and cost impacts.

Hale Taxis

Hale thought that the minimum fare and Tariff 1 were too low, but that Tariffs 2, 3 and 4 were about right.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

Hale disagreed with the proposal to increase the minimum fare by 20 pence and said that it should be increased by 60 pence.

They disagreed with the proposal to increase Tariff 1 by 1.9 per cent and said that it should increase by five per cent.

They agreed with the proposals to increase Tariff 2 by 1.9 per cent and to freeze Tariffs 3 and 4.

They also suggested scrapping Tariff 1 and just having Tariffs 2 and 3 and more realistic fares.

They didn't know if any changes should be made to the Cost Index.

They suggested that changes should be made to taxi fares late at night and there should be just one rate, Tariff 2, 24/7.

Independent Disability Advisory Group (IDAG)

IDAG submitted a response aimed at supporting the impact assessment and review by suggesting where enhancements may be made to the process in relation to disabled taxi passengers.

Demographic analysis of taxi users should be reviewed

IDAG noted that the demographic data and accompanying assessments are for the most part presented, perhaps necessarily, discretely for each characteristic. They said that it should be borne in mind that there is a correlation between disability, age and lower income, thus impacts related to the latter two groups are disproportionately going to affect disabled passengers.

IDAG said it was noteworthy that there is a growing percentage of people aged 65+ among taxi users. They said that the inverse correlation of age with smartphone use and access to/use of PHVs is telling in this respect. IDAG thought that life expectancy considerations suggest that this should lead to an increase in the percentage of women among taxi users, although this was not yet obvious from the data presented and this could be due to women's average lower incomes. IDAG also said that as the age profile of the general population changes, it could be expected that the current 22 per cent of taxi passengers who have a long term disability would rise.

IDAG stated that there is scant regard to these considerations in the review or the impact assessment aside from asserting in both cases "the severity of the potential positive impacts identified may not be affected as a result of people sharing one or multiple protected characteristics". IDAG said that this conclusion is disputable.

IDAG recommended that the complex correlations between different demographic groups should be explored further, because the cumulative impact on disabled passengers may well be greater than anticipated.

Taxi Card users – proposed fare rise is unlikely to result in large positive impact

IDAG said that since the documents were prepared there had been one major change in relation to the Taxicard scheme, in that taxi drivers now receive 90 percent of the metered fare, where the metered fare exceeds the fixed fare, not the fixed fare only as previously pertained. IDAG stated that this has made carrying Taxicard users less financially unattractive than before.

However, IDAG said it should be noted there are other factors which affect drivers' propensity to accept these journeys and some of these factors relate to perceived

passenger characteristics, especially among older passengers including those with memory loss or who are confused (56 per cent of Taxicard users are aged 71+, while 71 per cent are over 61).

IDAG said that another consideration is the ageing taxi driver population, which leads to difficulties or even risks to their health, for example in pushing wheelchairs up the ramp.

They mentioned that at the same time, the number of drivers signed up to Computer Cab/City Fleet seems to be decreasing, as taxi drivers rely more on getting work through apps and do not see the need to pay the weekly charges to stay on the computer network. IDAG stated that overall it is clear that the availability of taxis for Taxicard users is less than that for the general public, while availability for other dedicated Computer Cab users, such as account holders, is also evidently diminishing, affecting those who are older with age related impairments.

IDAG made the following observation *“It is stated that the proposed rises in fares will have a positive impact on the quality of service to Taxicard users if it results in more taxis staying in business. However, due to other considerations influencing the taxi landscape, IDAG thinks the effect is likely to be small.”*

Proposed fare rise – negative impact is anticipated

IDAG said that it is likely that there will be a negative impact from the proposed fare rises on all taxi users including disabled people who are Taxicard members and those who are not. They said that this could reduce the number and/or length of taxi journeys undertaken, but disproportionately more for low income passengers, and thus disproportionately more for disabled passengers.

IDAG stated that it is probable that work, shopping, personal care and medical-related journeys will be reduced less than social and leisure trips but significant reductions in the latter could well lead to increased social isolation and mental health issues, whose importance should not be overlooked in terms of well-being, health and morbidity. IDAG also noted that no information is presented on current trip purpose by Taxicard members.

IDAG recommended that considerations of impact should consider not just the quantitative scale of the impact but also the qualitative nature of the initial impact and its second order effects.

Impact on driver revenue

IDAG commented on the impact on taxi driver revenue and said that many disabled people rely on taxis, and one major unknown factor in all the analyses is the extent to which the proposed fare rises will have an impact on taxi drivers' revenue: either increase it, because of higher fares per journey, or decrease it, because of reduced taxi use. They said that the consequent impact on the number of taxi drivers joining

or staying in the trade is therefore unpredictable, and it is difficult for conclusions to be drawn on some of the potential impacts.

IDAG recommended that we should identify or commission research into the price elasticity of taxi journeys by Londoners, broken down by trip purpose and demographics including age and disability.

IDAG stated that taxi drivers are currently complaining of financial stringencies which will not be offset to any great extent by the proposed fares rise: reduction in demand and consequently in revenue due to competition from PHVs, and capital cost increases from the requirements for an earlier than previous scrappage age for taxis and for all new taxis to be much more expensive ZEC models (lower operating costs notwithstanding). They said that from the age and experience profiles of taxi drivers, they appear to be an ageing population, some of whom are already choosing to retire when their current diesel taxi has to be scrapped, although they would otherwise have carried on working for longer. IDAG noted that as is made clear in the impact assessment, if the number of drivers falls, the revenue to remaining drivers should increase, but the level of service to customers will diminish.

IDAG made the following observation *“The fare rise is unlikely to offset other financial pressures on drivers sufficiently to have a major impact on their numbers and thus service quality.”*

Keith Prince Assembly Member, GLA Conservatives Transport spokesman

In his response Keith Prince said that the primary dilemma when reviewing taxi fares is achieving a balance between both helping taxis to remain as competitive as possible in the light of increasing competition from private hire services and other transport options and ensuring that taxi drivers don't see a real terms reduction in their revenue. He said that in those terms the proposals are fairly reasonable and should achieve that balance.

However, he also said that there was a real issue with regards to the timing of the review. Mr Prince said that he had spoken to a number of taxi drivers about this and that the consistent view was that it was best to review fares in January or February and implement changes in April or May.

He also said that increases should be annual and predictable but that this was not the case with the most recent reviews and changes to taxi fares.

Mr Prince included the dates for the consultation and changes being implemented for 2016, 2017 and 2018. He commented that that 2016 dates were sensible and 2017's were reasonable, although it is unclear why it took so long to implement changes. Mr Prince said that 2018 was later than ideal and this was compounded by it taking

over five months for changes to be implemented. He also stated that this year was set to be even worse.

He suggested that the next review should take place in early 2020 with the aim of implementing changes in April or May 2020.

London Business Network

The London Business Network thought that the minimum fare and Tariffs 1, 2, 3 and 4 were about right.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

The London Business Network agreed with the proposals to increase the minimum fare by 20 pence, increase Tariffs 1 and 2 by 1.9 per cent and freeze Tariffs 3 and 4.

They indicated that changes should be made to Tariffs 1, 2, 3 and 4 but did not specify what changes should be made.

They did not think any changes should be made to the Cost Index and said no changes were necessary to taxi fares late at night.

London Councils

London Councils has recently agreed a change to the fare structure for Taxicard journeys with them paying the contractor, and by extension drivers, 10 per cent of the metered fare. This was on the basis that it was affordable within the existing budget for Taxicard received from TfL.

London Councils had analysed the effects of the proposals on the Taxicard scheme and said that the full year effects would be to increase the cost of the Taxicard scheme by 2.95 per cent. London Councils said the full year effect of the proposals would cost £255,019 with the cost for 2019/20 if the proposals were implemented on 1 October 2019 being £106,258.

Whilst London Councils believe that there is sufficient budget available within the scheme this year to meet costs, the increase could mean that all of TfL's funding is spent.

London Councils said that on a general note the upward movement of the tariffs could mean that the Taxicard scheme has to be modified to ensure that the budgets are not exceeded. This could mean that Taxicard members are able to make fewer journeys in the future.

We attended a meeting with London Councils and the London boroughs on 10 September 2019 to discuss taxi fares and tariffs and the consultation proposals, and invite comments, questions or feedback on these.

There were questions about how the proposed changes would affect the Taxicard scheme and members and also if the proposals were good or bad for members. It was said that there would be no impact on Taxicard members or councils this year as any difference in costs would be made up by TfL funding.

It was mentioned that there was feedback from residents that they have more choice now as they can choose other door to door services (i.e. private hire) with some using private hire apps which may offer lower fares when compared to taxis. There was also interest in understanding taxi drivers' views on the proposals.

London Suburban Taxi-drivers' Coalition (LSTC)

The LSTC questioned the point of having the Cost Index if we were not going to use it and said that the Cost Index should be applied to Tariff 1 only, as this is the base rate the other tariffs should follow with Tariffs 2 and 3 a percentage rate above Tariff 1.

They said that Tariff 2 should be a percentage rate above Tariff 1 to encourage drivers to work unsociable hours, they mentioned this being a 23 per cent increase in 2018.

They said that Tariff 3 should be a percentage increase above Tariff 2 to encourage drivers to work at night, they mentioned this being a 17 per cent increase in 2018.

They questioned why the percentage rate between Tariff 1 and 2 was 23 per cent, between Tariff 1 and 3 was 44 per cent, and between Tariff 2 and 3 was 17 per cent. They suggested it would make more sense if these were evenly balanced, e.g. 20-30 per cent but not necessarily using these figures.

They said that the cost of hiring a taxi has to relate to the cost of running a taxi and being able to earn a decent living. The LSTC also said that you could not run a business to suit the user's pocket as you would become bankrupt within a short period of time.

The LSTC asked if the renting or leasing costs of the TXe taxi were included in the 2019 Cost Index.

The LSTC said that there had been a dramatic increase in traffic congestion in the last few years due to new cycle lanes and a massive increase in the number of PHVs and asked if it was time to address the distance/time changeover which happens at 10.4 miles per hour. They asked what the average speed was in and around Central London currently.

The LSTC stated that TfL could not compare different modes of transport in London unless we were prepared to subsidise taxis to the same extent that other services under TfL's control are subsidised.

The LSTC noted that Tariffs 1, 2 and 3 only apply up to six miles and then Tariff 4 starts at a single rate across all tariffs. They said this makes a journey over six miles 96 pence more expensive on Tariff 1, 30 pence more expensive on Tariff 2 but 26 pence less expensive on Tariff 3. They asked why can't the rate per mile over six miles be set at a percentage increase on each of the three individual tariff rates, instead of at a single rate which applies across all three tariffs. They also asked about this rate being displayed on the taximeter as it is for Tariffs 1, 2 and 3 when these apply.

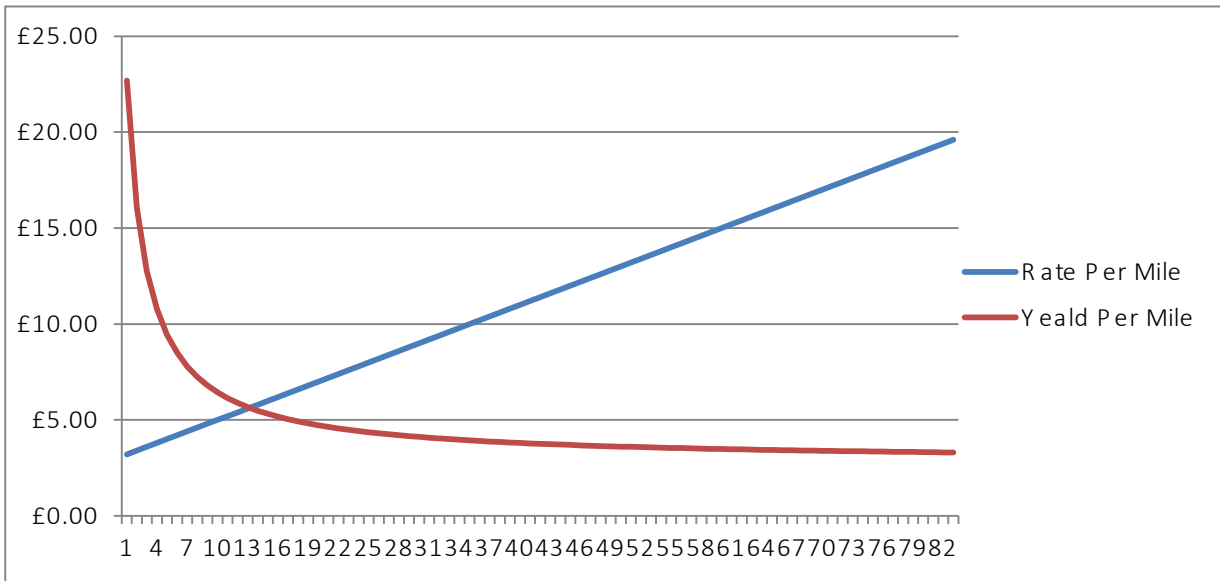
They asked if the change to the end time of Tariff 3 from 06:00 to 05:00 increased work levels and if it did not should it be changed back to 06:00, bringing it back in line with other night time workers. They also asked if Tariff 4 should commence at 12 miles (the compellable distance) if this encouraged passenger usage during Tariffs 1 and 2.

The LSTC enclosed yield figures and graphs for Tariffs 1, 2 and 3 which they said showed that by increasing the minimum fare short journeys become more profitable for a driver than long journeys. They said that taking these into account shows what the return would be if there was no dead mileage between each hiring, something they added could be achieved in Central London but not in the suburbs as the demand is not consistent, leaving voids of coverage with ranks far apart from each other

The figures, graphs and accompanying information submitted by the LSTC are as follows:

Tariff 1

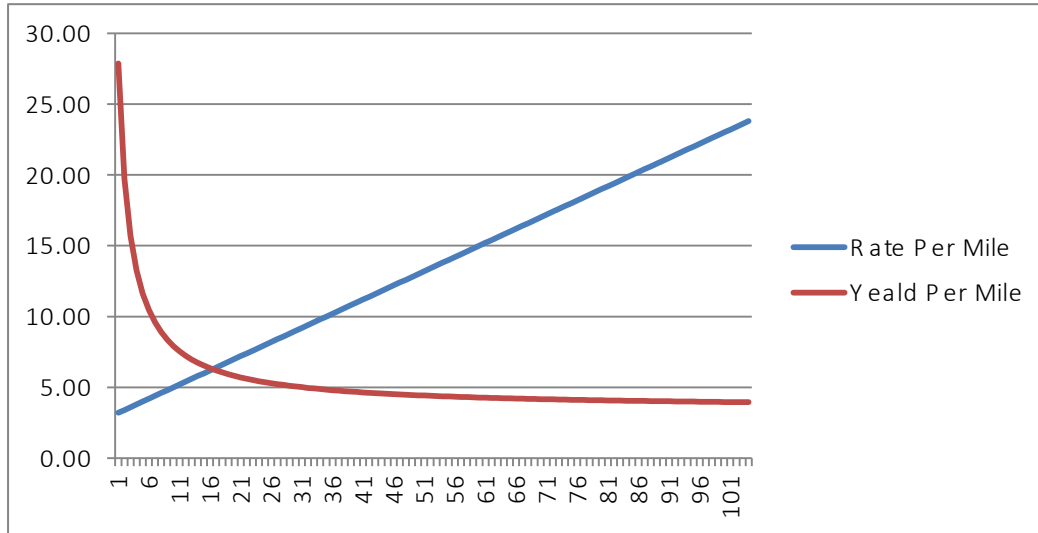
- Initial Hire Charge £2.80
- Flag-fall 2x20p increments £3.20
- Each increment 113.5 metres at 20p up to £20.00
- Thereafter each increment 89.9 at 20p.
- Rate per mile £2.84
- £5.67 Crossover point



Meter Reading	Distance	Increments	1609.34	Per Increment	Rate per Mile
£3.20	227	2	0.14105161	0.2	£22.69
£3.40	340.5	3	0.21157742	0.2	£16.07
£3.60	454	4	0.28210322	0.2	£12.76
£3.80	567.5	5	0.35262903	0.2	£10.78
£4.00	681	6	0.42315483	0.2	£9.45
£4.20	794.5	7	0.49368064	0.2	£8.51
£4.40	908	8	0.56420644	0.2	£7.80
£4.60	1021.5	9	0.63473225	0.2	£7.25
£4.80	1135	10	0.70525806	0.2	£6.81
£5.00	1248.5	11	0.77578386	0.2	£6.45
£5.20	1362	12	0.84630967	0.2	£6.14
£5.40	1475.5	13	0.91683547	0.2	£5.89
£5.60	1589	14	0.98736128	0.2	£5.67
£5.80	1702.5	15	1.05788708	0.2	£5.48

Tariff 2

- Initial hire charge £2.80
- Flag-fall 2x20p increments £3.20
- Each increment 92.4 metres at 20p up to £23.80
- Thereafter each increment 86.9 at 20p.
- Rate per mile £3.48
- £6.19 Crossover point

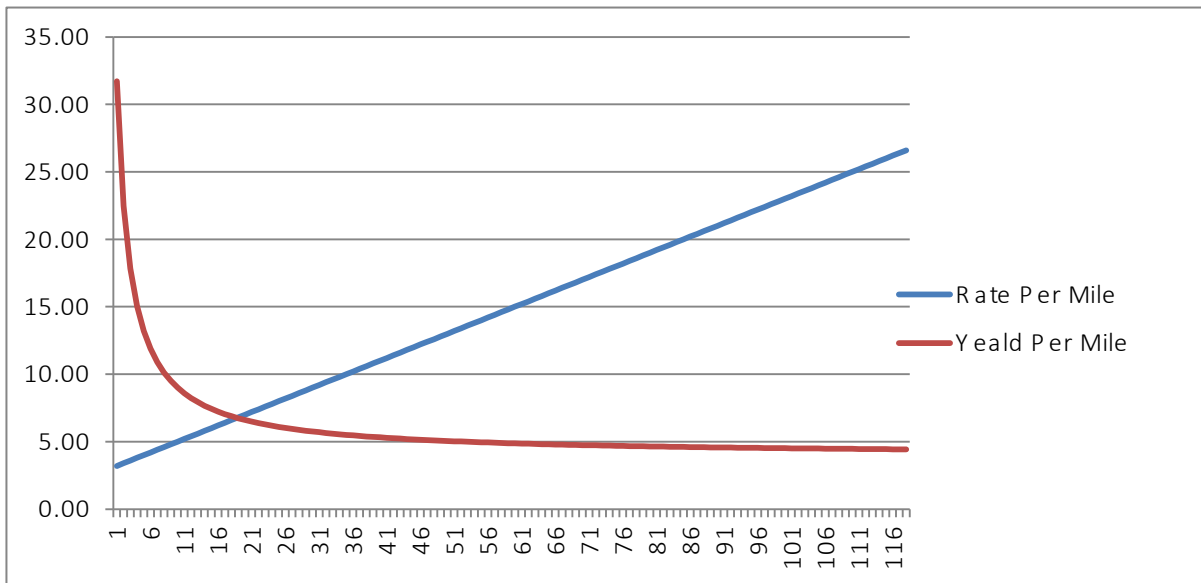


Meter Reading	Distance	Increments	1609.34	Per Increment	Rate per Mile
£3.40	184.8	3	0.11483	0.2	£29.61
£3.60	369.6	4	0.229659	0.2	£15.68
£3.80	462	5	0.287074	0.2	£13.24
£4.00	554.4	6	0.344489	0.2	£11.61
£4.20	646.8	7	0.401904	0.2	£10.45
£4.40	739.2	8	0.459319	0.2	£9.58
£4.60	831.6	9	0.516734	0.2	£8.90
£4.80	924	10	0.574148	0.2	£8.36
£5.00	1016.4	11	0.631563	0.2	£7.92
£5.20	1108.8	12	0.688978	0.2	£7.55

£5.40	1201.2	13	0.746393	0.2	£7.23
£5.60	1293.6	14	0.803808	0.2	£6.97
£5.80	1386	15	0.861223	0.2	£6.73
£6.00	1478.4	16	0.918637	0.2	£6.53
£6.20	1570.8	17	0.976052	0.2	£6.35
£6.40	1663.2	18	1.033467	0.2	£6.19

Tariff 3

- Initial Hire Charge of £2.80
- Flag-Fall 2x20p increments £3.20
- Each increment 81.2 metres at 20p up to £26.60
- Thereafter each increment 86.9 at 20p.
- Rate per mile £3.96
- £6.74 Crossover point



Meter Reading	Distance per Increment	Number of Increments	1609.34	Price per Increment	Rate per Mile
£3.20	162.4	2	0.100911	0.2	£31.71
£3.40	243.6	3	0.151366	0.2	£22.46
£3.60	324.8	4	0.201822	0.2	£17.84
£3.80	406	5	0.252277	0.2	£15.06
£4.00	487.2	6	0.302733	0.2	£13.21
£4.20	568.4	7	0.353188	0.2	£11.89
£4.40	649.6	8	0.403644	0.2	£10.90
£4.60	730.8	9	0.454099	0.2	£10.13
£4.80	812	10	0.504555	0.2	£9.51
£5.00	893.2	11	0.55501	0.2	£9.01
£5.20	974.4	12	0.605466	0.2	£8.59
£5.40	1055.6	13	0.655921	0.2	£8.23
£5.60	1136.8	14	0.706377	0.2	£7.93
£5.80	1218	15	0.756832	0.2	£7.66
£6.00	1299.2	16	0.807287	0.2	£7.43
£6.20	1380.4	17	0.857743	0.2	£7.23
£6.40	1461.6	18	0.908198	0.2	£7.05
£6.60	1542.8	19	0.958654	0.2	£6.88
£6.80	1624	20	1.009109	0.2	£6.74

Proposed 2019 tariff figures on all 4 rates on a stopped clock.

2019	Tariff 1	Tariff 2	Tariff 3
Min Fare	3.20	3.20	3.20
Per mile	£2.84	£3.48	£3.96
0.5	4.40	4.60	4.80
1	5.80	6.40	6.80
1.5	7.20	8.20	8.80
2	8.60	9.80	10.80
2.5	10.00	11.60	12.80
3	11.40	13.40	14.80
3.5	12.80	15.00	16.80
4	14.20	16.80	18.80
4.5	15.60	18.60	20.80
5	17.00	20.40	22.80
5.5	18.40	22.00	24.80
6	20.00	23.80	26.60
Tariff 4			
Per mile	£3.70	£3.70	£3.70
7	23.60	27.60	30.40
8	27.40	31.20	34.00
9	31.00	35.00	37.80
10	34.80	38.60	41.40
11	38.40	42.40	45.20
12	42.20	46.00	49.00
13	45.80	49.80	52.60
14	49.60	53.40	56.40

15	53.20	57.20	60.00
16	57.00	60.80	63.80
17	60.60	64.60	67.40
18	64.40	68.20	71.20
19	68.00	72.00	74.80
20	71.80	75.60	78.60

The LSTC also commented on some other areas:

- The Knowledge of London – they asked if this had become a barrier to entry, why did it take so long to complete and who dictated the time between appearances. They asked if it would be more beneficial to have a curriculum that is broken down into modules with an examiner asking questions about each module instead of asking ad hoc questions from the ‘Blue Book’ of 320 runs. They added that if the 320 runs were divided into monthly learning and testing modules of 18 runs per month at Stage 3 this would reduce the time between appearances and time taken to complete the Knowledge of London. They said that the same formula could be used for the Suburban testing.
- Conditions of Fitness – they asked if there was a desperate need to review the Conditions of Fitness as this was last reviewed in 2007. They also asked if there was a contingency plan in place for other vehicles to enter the market if LEVC fail to keep trading.
- Passenger coverage in the suburban sectors – the LSTC said that passenger coverage is not readily available in many areas covered by the suburban sectors or parts of the outer areas only covered by the All London taxi driver’s licence. They said that even when radio circuits and apps that supply Taxicard services are available to the public taxis will be waiting on a rank in a town centre, miles from the customer’s pick up point.

London Taxi Drivers’ Charity for Children

The London Taxi Drivers’ Charity for Children thought that the minimum fare and Tariffs 1, 2, 3 and 4 were about right.

They agreed with the proposals to increase the minimum fare by 20 pence, increase Tariffs 1 and 2 by 1.9 per cent and freeze Tariffs 3 and 4.

The London Taxi Drivers’ Charity for Children confirmed their agreement with the increase but wanted to comment on some other issues. They mentioned the

increase in the number of private hire licensees, low fees charged by TfL and lack of vetting of applicants. They also said that they feel there must be restrictions on the number of PHVs and that traffic conditions in London were at breaking point.

London Taxi PR

London Taxi PR thought that the minimum fare was a little too expensive and Tariffs 1, 2, 3 and 4 were too expensive.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

They disagreed with the proposal to increase the minimum fare by 20 pence and commented that people need to be encouraged to use taxis, not discouraged.

They disagreed with the proposals to increase Tariffs 1 and 2 by 1.9 per cent and said that they should be frozen. They also disagreed with the proposals to freeze Tariffs 3 and 4 instead saying that these should be decreased.

They did not think any changes should be made to the Cost Index but said that taxi fares late at night should be reduced.

London TravelWatch

London TravelWatch thought that the minimum fare and Tariffs 1, 2, 3 and 4 were about right.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

They agreed with the proposals to increase the minimum fare by 20 pence and Tariffs 1 and 2 by 1.9 per cent. They disagreed with the proposals to freeze Tariffs 3 and 4 instead saying they should be increased.

They said that freezing fares at times when demand is high, such as at night and on public holidays, but where supply is low does not encourage taxi drivers to work at these times.

They said that changes to the Cost Index were needed and that the increase in electric vehicles, rather than diesel, needs to be taken into account to encourage drivers to switch to electric vehicles.

They said that taxi fares late at night should be increased so as to increase the supply of taxis to meet the demand.

National Association of Taxi Users (NATU)

NATU's response covered a wider context rather than just the economic issues. The main points they made were:

- They supported any fare increase which TfL's research shows is justified by increased operating costs above inflation but they accepted that the proposals are a compromise between the needs of the taxi trade and taxi users. This includes increases in the price of diesel but they would also support moves to encourage the switch to vehicles with lower emissions.
- They were concerned that increases could further undermine demand for taxis which was demonstrated by the chart included in the consultation showing the fall in taxi journeys in London.
- They supported moves to create a more even playing field between taxis and PHVs and suggested a key action would be to require more comprehensive training requirements for PHV drivers. They suggested a Certificate of Professional Competence (CPC) on a par with the qualifications required for bus, train and lorry drivers.
- They continue to advocate additional privileges for taxis such as the right to use bus lanes since the accessibility of taxis is essential to many passengers

Public Administration Help Tank (PAHT)

The PAHT submitted an alternative proposal for the way taxi fares are calculated. In their response they described two modes:

- Mode S which involves single charges one unit at a time and which they said TfL uses. They said that this makes the fare opaque and gives some app based companies a handle to compete with taxis
- Mode D which involves dual charging for time and distance with no crossover. They said this could reduce fares to £1.00 per mile and still give drivers more income than the national average.

To illustrate the advantages of Mode D they enclosed figures for distance and duration rates, minimum fare units and what drivers could potentially earn.

The PAHT said that it is a must that trip sheets are used to calculate the fares and suggested that trip statistics could be stored in the taximeters and then drivers should be required to upload the information to TfL.

They noted that an article in the Economist from 9 February 2012 said that London taxis are amongst the most expensive in the world.

The PAHT stated that the crossover method is a remnant of mechanical taximeters but that meters now compute multiple factors and hence Mode S is dysfunctional.

The PAHT said that Mode D calculates duration and distance concurrently and this will reduce the tariffs significantly as distance and time are unbundled. They added that in the present system all costs have been absorbed in the distance rate and the basis for the duration rate and minimum fare is not evident. They also said that the effect of these fares on driver and passenger behaviour does not appear to have been considered.

The PAHT enclosed examples of fare rates for three different arrangements (loaded for short trips, balanced between short and long trips, loaded for long trips).

The PAHT also discussed a contribution approach to taxi fares and the factors which could be fixed or variable costs. They said that fare determination is an art and when there are four products in a company, fixed costs have to be allocated to the various products. If the fixed costs are allocated by any formula, the pricing breaks down.

The PAHT said that marketers rely on “contribution” as a decision tool in a situation, the fixed cost is a pool of cost, any revenue after direct cost goes towards meeting the fixed cost and any surplus after meeting fixed cost is counted a profit. The equation becomes:

$$\text{Revenue} = \text{Direct Cost} + \text{Contribution}$$

They said that contribution is a perspective from the market side of revenue and it is notional measure of difference between price and cost. The PAHT added that where there are many streams of revenue, sellers seek contribution from the individual revenue streams.

They PAHT said that for short time frames of consideration, the contribution approach offers more ‘motivation handles’ than absorption costing and cost is fixed but contribution can be varied and with it behaviour as contribution is able to delineate variable and fixed costs.

The stated that taxi trips are ideal examples as short term considerations and that between the trips of a day, all factors of cost are fixed except fuel. They included a table showing the two perspectives of cost and price.

According to the PAHT the relevant cost or “direct cost of a trip” is only fuel, tyres and wear and tear. They said that a taxi can have additional streams of revenue, for example selling newspapers or water and certain trips can have a discount to encourage tourism.

The PAHT said that if the revenue of a ‘for hire vehicle’ (FHV) can be made up of many factors, then stake holders will modify their behaviour to get the maximum advantage. They said that whether and how much people have to pay for something

or what they get or earn could modify a lot of actions and the contribution approach to pricing gives stakeholders an opportunity to balance the importance of the four factors in deciding the fare. Examples illustrating this were enclosed.

The PAHT also said that if the fares are higher, the excess income can be taken by the regulator as tax for overall development.

Royal Naval Association (Purley Branch)

The Royal Naval Association (Purley Branch) thought that the minimum fare and Tariffs 1, 2, 3 and 4 were about right.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

They agreed with the proposals to increase the minimum fare by 20 pence, increase Tariffs 1 and 2 by 1.9 per cent and freeze Tariffs 3 and 4.

They indicated that changes should be made to Tariff 4 but did not specify what these were.

They had no opinion on whether changes should be made to the Cost Index but did think changes should be made to taxi fares late at night and said that Tariff 3 should be made the same as Tariff 2.

Sherbet London

Sherbet London thought that the minimum fare and Tariffs 1, 2 and 3 were about right but that Tariff 4 was a little expensive.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

They agreed with the proposals to increase the minimum fare by 20 pence, increase Tariffs 1 and 2 by 1.9 per cent and freeze Tariffs 3 and 4.

They indicated that changes should be made to the minimum fare but did not specify what these were.

They did not think changes should be made to the Cost Index but said that taxi fares late at night should be reduced.

Speak out in Hounslow

Speak Out in Hounslow supports adults with learning disabilities. They carried out a survey on taxi services amongst nine of their clients and provided feedback which is summarised below:

- Eight of the people surveyed thought that taxi services in London were ok with one saying they were bad
- When asked to score taxis in London on a scale of zero (very bad) to 10 (very good):
 - Three gave a score of one
 - Two gave a score of four
 - Three gave a score of five
 - One gave a score of six
- When asked about the cost of using a taxi in London all nine thought that taxis were much too expensive
- One person used taxis once a month with the remaining eight using them less often

Everyone was asked about the last time they had used a taxi

- Eight people had last used a taxi between midday and 20:00 with one person last using a taxi between 20:00 and midnight
- One person had used a taxi because it was the safest option and the remaining eight had used a taxi for other reasons but did not specify what these were
- All nine were travelling to meet friends or relatives, with one journey being to a hospital to visit a friend or relative
- For their last taxi journey:
 - Three people used their Taxicard
 - Two paid in cash
 - Two used a debit/credit card
 - For two someone else paid

Everyone was asked if they have any problems when trying to use taxis

- Seven said that they couldn't afford to use a taxi
- One said that they couldn't find a taxi
- One said that they had been refused by taxi drivers
- Five said that taxi drivers have been rude when they have tried to use a taxi

Finally everyone was asked if they had any other comments and these are below:

- *"Some cab drivers that I have come across are rude, arrogant and not very nice. I don't like their behaviour and the cost is quite expensive."*
- *"The cab driver took me the long way. I was in a rush but the driver was quite polite."*
- *"The cost for cabs is high. The taxi drivers are not very nice. Don't like that there is money on the meter as soon as I enter the cab."*

- *“There are drivers who are good and bad. They are good for short journeys but I think they overcharge for longer journeys.”*
- *“Taxi drivers are good. They try and use the shortest route, however, I have not used a black cab in many years.”*
- *“Haven’t used cabs in a while”*

Suzy Lampugh Trust

The Suzy Lampugh Trust did not have a opinion on the specific increases proposed in the consultation but said they would be concerned about any increase that would deter people from using taxis as a safer form of transport (e.g. than walking home alone at night).

They suggested that if the perception is that taxis are too expensive to use at night then consideration should be given to reducing the rate.

They said that it would also be useful to know whether the overall drop in taxi journeys correlated to an increase in fares.

They also noted that the research amongst taxi drivers showed that the majority of those asked about taxi fares said that they should remain the same and not be increased.

TfL Accessibility Forum

A presentation on taxi fares and tariffs and the proposals for the minimum fare plus Tariffs 1, 2, 3 and 4 was given at the May 2019 TfL Accessibility Forum.

Although there were some comments about the cost of taxis the majority of comments made and discussions related to accessibility or suggestions for improvements to services. Below is a summary of the comments made:

- Increased costs could be a barrier to use – how do the increases compare to the general cost of living
- Current experience indicates that journeys are not being fulfilled – there are huge problems with Taxicard/CityFleet
- Often turning to Uber now for a reliable service
- Drivers need to have a better understanding of how to communicate with disabled people
- Link the completion of disability equality training to the issuing of licences
- Not knowing how much a fare is in advance causes anxiety
- Availability of taxis is important
- Freezing most expensive fares will help – this is a social inclusion issue
- Social groups are closing down – so people are having to travel further to get to groups which are still active

- Concerns about taximeter starting before you get in the taxi – can we have a beep or noise to say the meter has started/stopped for visually impaired people
- Happy that there are no plans to make services card only and cash will still be accepted
- Confusion on where the credit/debit card machines are to pay – drivers should assist and make this clear
- Not happy generally with increase of prices
- What are the standards for the Disability Equality Training that drivers receive – are there any
- Hailing taxis and cycling infrastructure interactions are difficult

Taxi Charity for Military Veterans

Taxi Charity for Military Veterans thought that the minimum fare and Tariffs 1, 2, 3 and 4 were about right.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

They agreed with the proposals to increase the minimum fare by 20 pence, increase Tariffs 1 and 2 by 1.9 per cent and freeze Tariffs 3 and 4.

They did not think changes should be made to the Cost Index and that taxi fares late at night should be left as they are.

Taxiworld

Taxiworld thought that the minimum fare and Tariffs 1, 2, 3 and 4 were about right.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

They agreed with the proposals to increase the minimum fare by 20 pence, increase Tariffs 1 and 2 by 1.9 per cent and freeze Tariffs 3 and 4.

They said that changes should be made to taxi fares late at night and that Tariff 3 should be made the same as Tariff 4.

TfL Youth Panel

The TfL Youth Panel believed that taxis are not widely used by young people within London, and that the high prices of the existing taxi fare structure is a strong factor in this.

The Panel said that attempts to enable young people to use taxis would primarily require making significant fare cuts, but they believed this would cause more harm than good for London as a whole.

The Panel said that given the limited road space in London they believed active travel and public transport solutions should be promoted more-so than taxis, PHVs, and private vehicles. They added that for these reasons, they are largely indifferent to any rise in taxi fares.

The Belgravia Society

The Belgravia Society thought that the minimum fare and Tariffs 1, 2, 3 and 4 were too low.

They disagreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis. They said that taxis continue to pollute Central London but that this would change when they are all electric vehicles.

They agreed with the proposals to increase the minimum fare by 20 pence and Tariffs 1 and 2 by 1.9 per cent. They disagreed with freezing Tariffs 3 and 4 and instead said they should be increased.

They had no opinion of whether changes should be made to the Cost Index.

United taxi trade representatives

A joint response to the consultation was submitted by London Cab Drivers Club (LCDC), the Licensed Taxi Drivers Association (LTDA), The National Union of Rail, Maritime and Transport Workers (RMT), Unite the Union and the United Cabbies Group (UCG).

They agreed with increasing the minimum fare by 20 pence, increasing Tariffs 1 and 2 by 1.9 per cent and freezing Tariffs 3 and 4. However, they felt that there should be a supplementary increase to compensate for the adjustment being between six to eight months late in implementation.

They strongly disagreed with the proposition that we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis. They stated that balance had no relevance and that the positive correlation between the Cost Index and the tariff should be automatic and then the only question is how to apply the indicated change and this would not necessarily be across all four tariffs. They said that balance between costs and fares should mean a price to cover the costs of a taxi and an adequate driver remuneration and the Cost Index provides this.

They added that the Cost Index should be consistent in revision and implementation and if the review is carried out annually then the implementation should be made annually. They said that this would be the third consecutive implementation that has taken place after an average of eighteen months. This meant that the tariff increases are currently under-valuing the amount indicated by the Cost Index by an order of 50 per cent. They commented that whatever the time period adopted it should be applied consistently to the Cost Index and implementation of changes.

In their joint response the taxi trade representatives said that there was a significant element missing from the Cost Index and this was transaction costs. They said that every taxi driver is compelled to accept card payments and stated that around 90 per cent of drivers accept fares via an app, which carried costs for the driver. They said that transaction costs should be included as an integral component of the Cost Index. They added that including transaction costs in the Cost Index would not mean an increase in taxi fares, instead it would simply add the cost and a weight to the Cost Index.

Viking Electronic Ltd

Viking Electronics Ltd said that the tariff was changing at a fixed fare (£19.40) instead of at a distance and they suggested checking taximeters to confirm this.

They said that there seems to be a lot of old taximeters being used that were made before the Measuring Instruments Directive (MID) came into effect but that the impression has been given that these old taximeters are MID compliant by putting MID labels on them.

Waltham Forest Council

Waltham Forest Council thought that the minimum fare and Tariffs 1, 2 and 3 were too expensive.

They agreed that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis.

They disagreed with the proposal to increase the minimum fare by 20 pence and said the minimum fare should be reduced. They disagreed with the proposals to increase Tariffs 1 and 2 by 1.9 per cent, instead saying that they should be frozen. They disagreed with the proposals to freeze Tariffs 3 and 4, instead saying that they should be decreased.

Waltham Forest Council agreed that there should be arrangements to have a 40 pence decrease in taxi fares if diesel prices fall significantly. They did not think a similar arrangement should be in place for increasing taxi fares by 40 pence if diesel prices rise significantly.

They did not think changes should be made to the Cost Index.

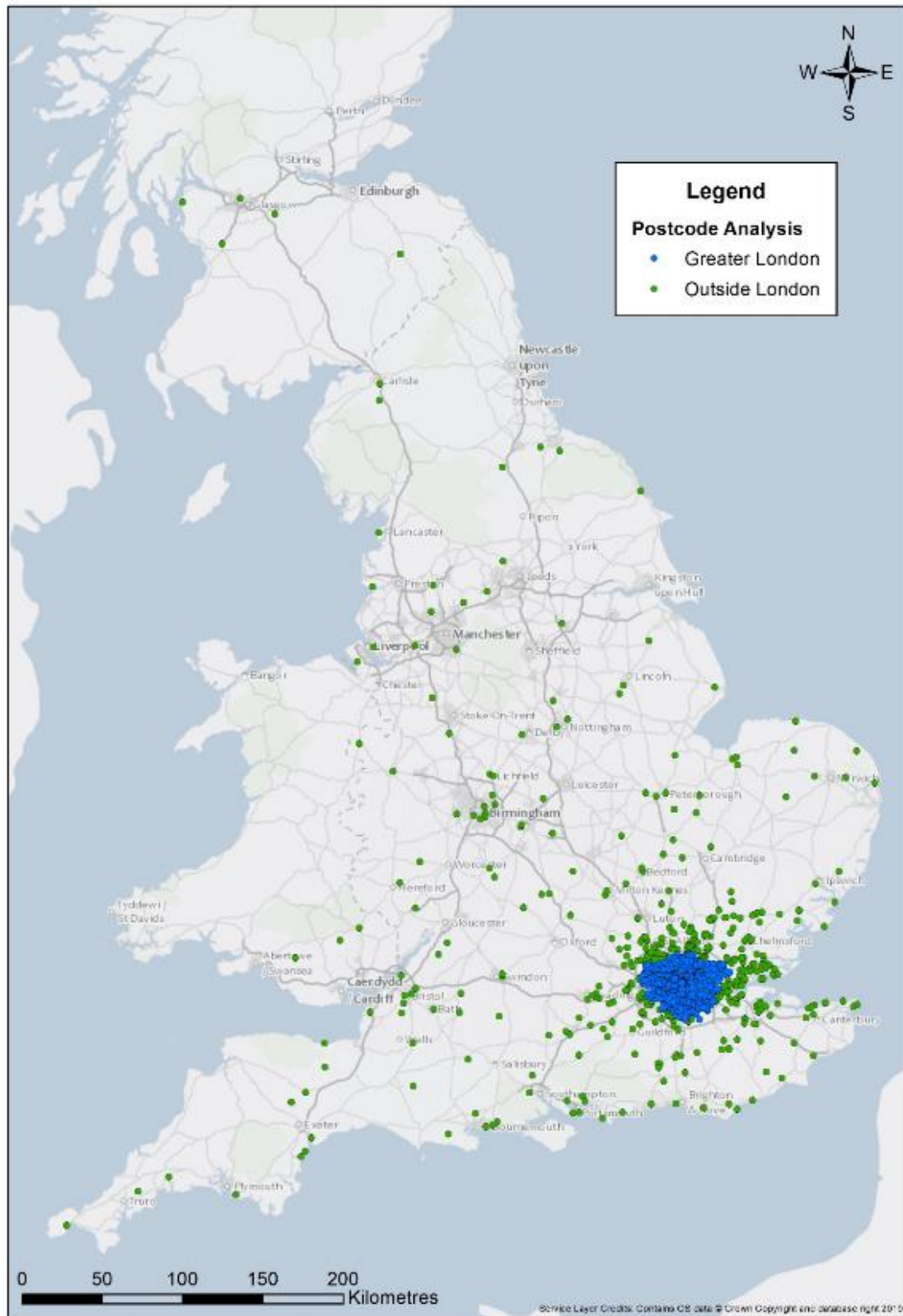
They said that taxi fares late at night should be reduced.

5 Next steps

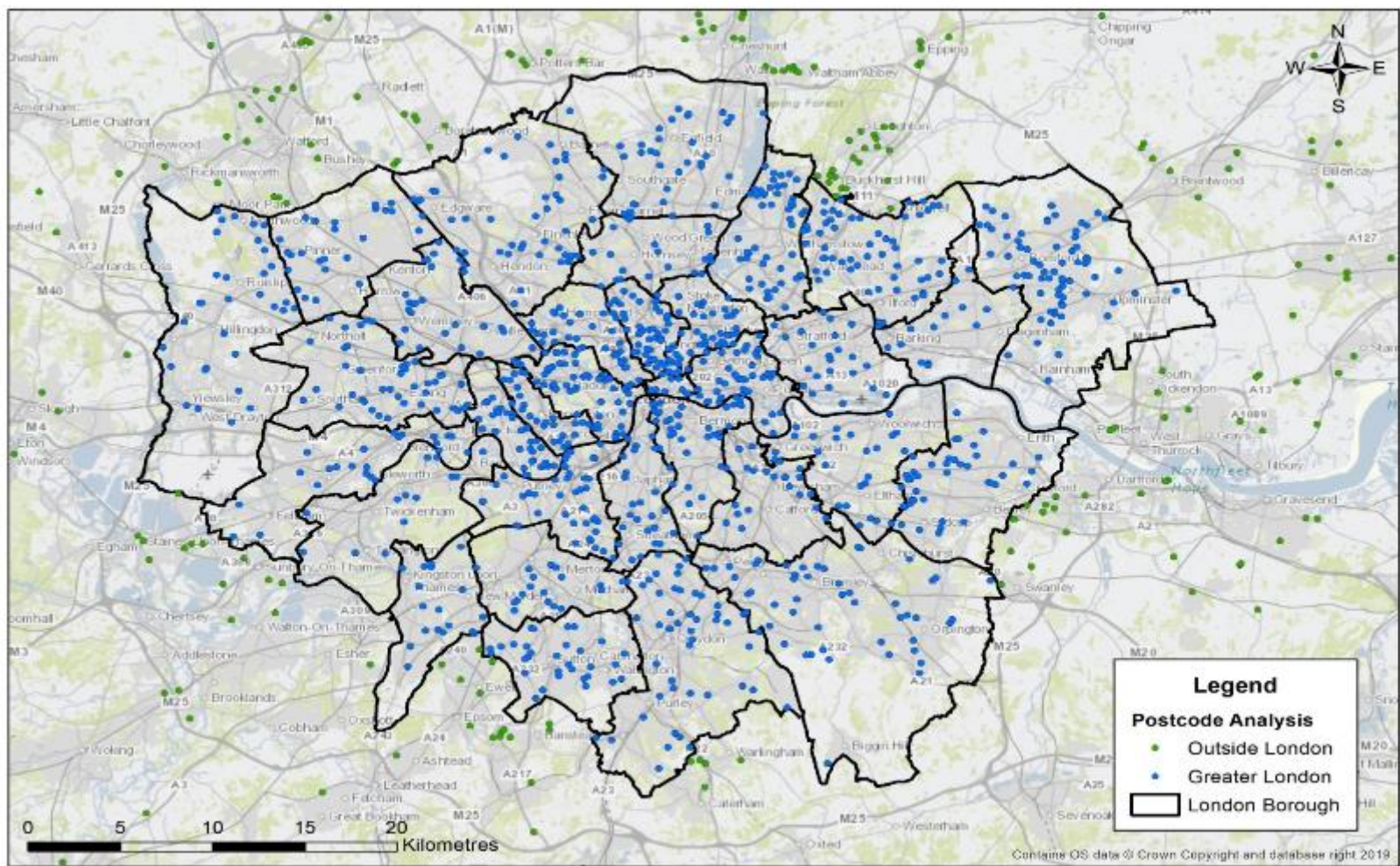
We will review all of the responses received and consider whether to recommend any changes to the current fares and tariffs.

Any recommended changes to the taxi fares and tariffs will be submitted to Transport for London's (TfL's) Finance Committee for consideration and we will publish the details of any changes made.

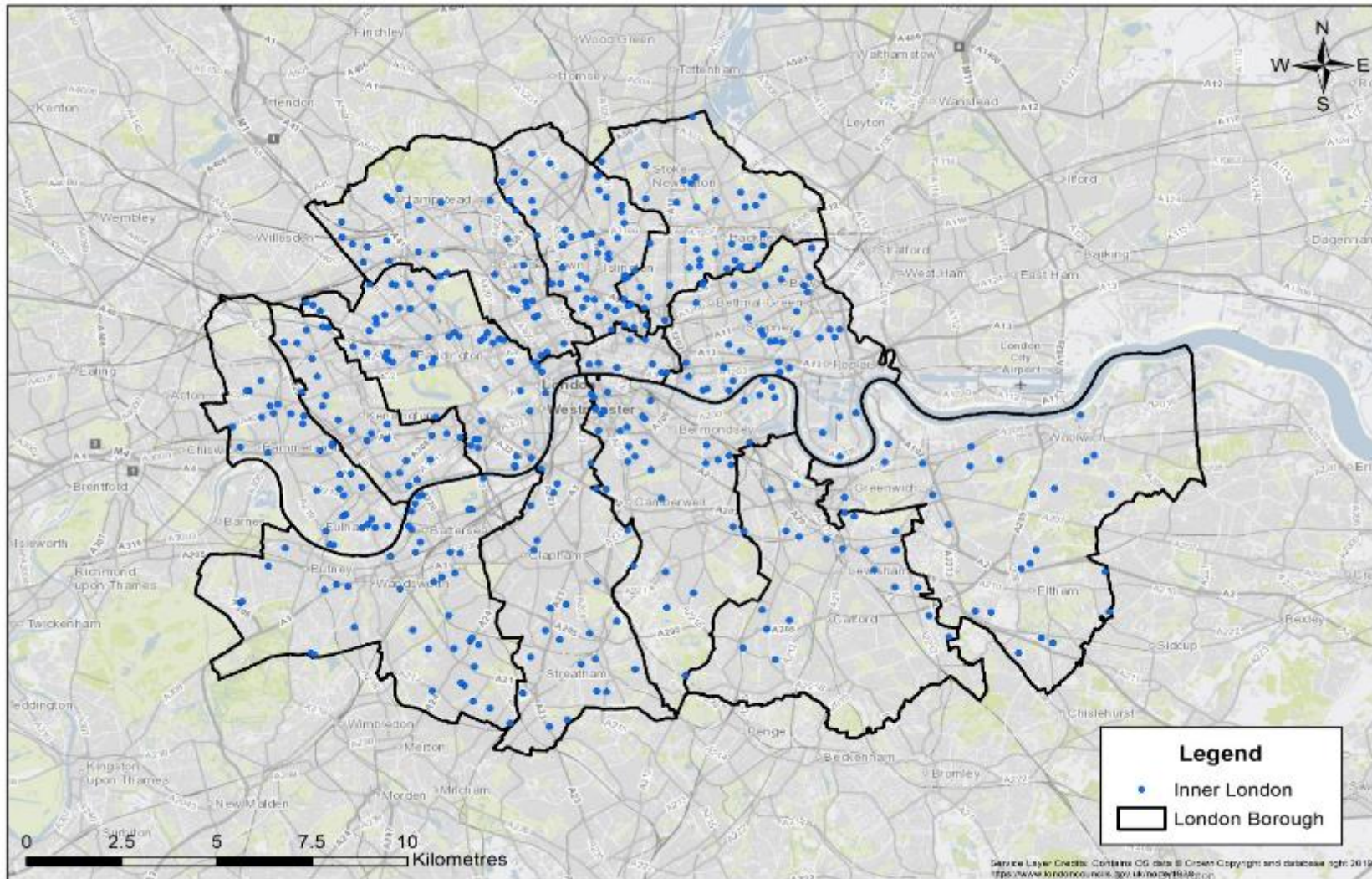
Appendix A: GIS Analysis



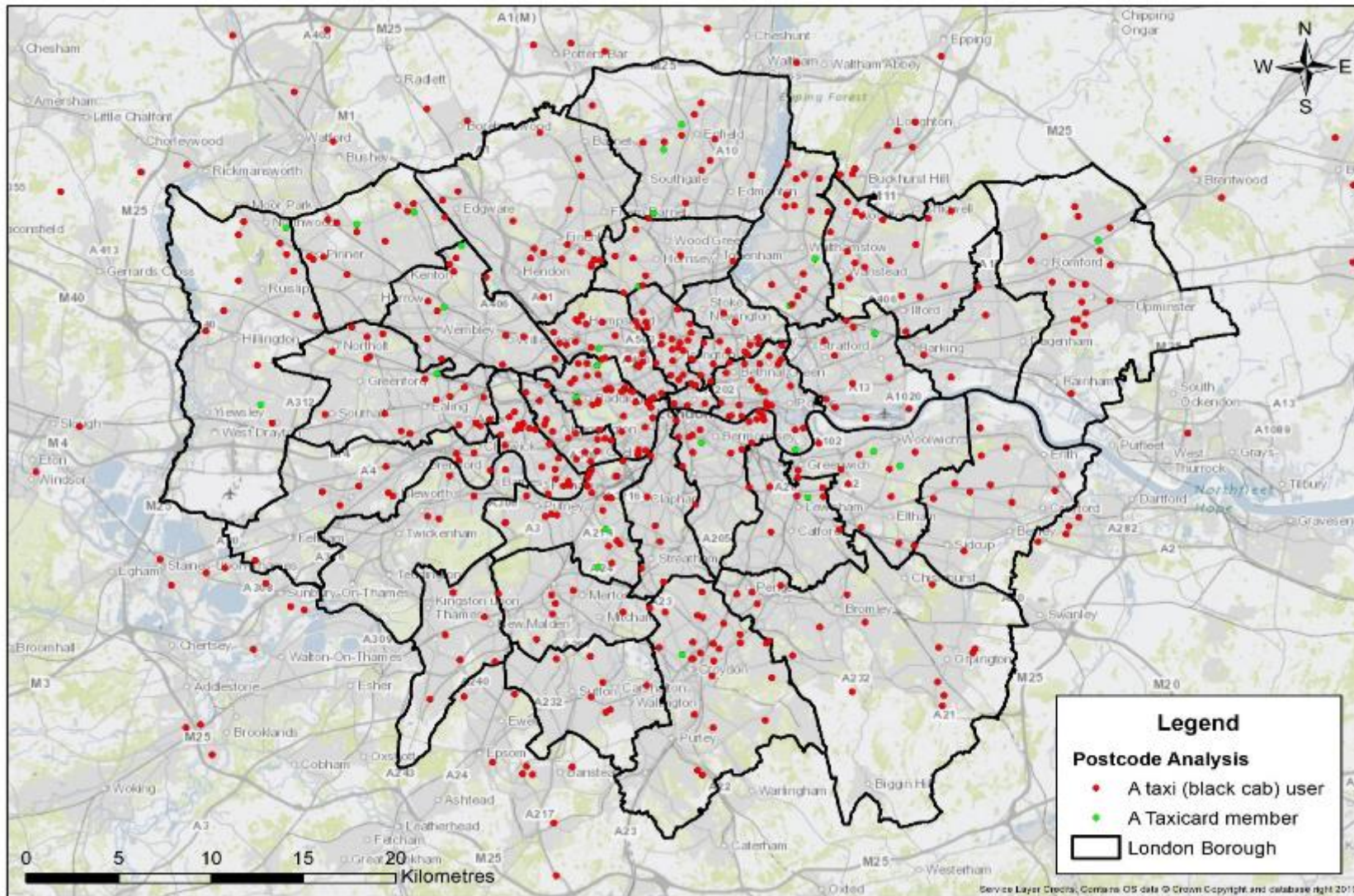
Postcode analysis of all respondents – UK Wide



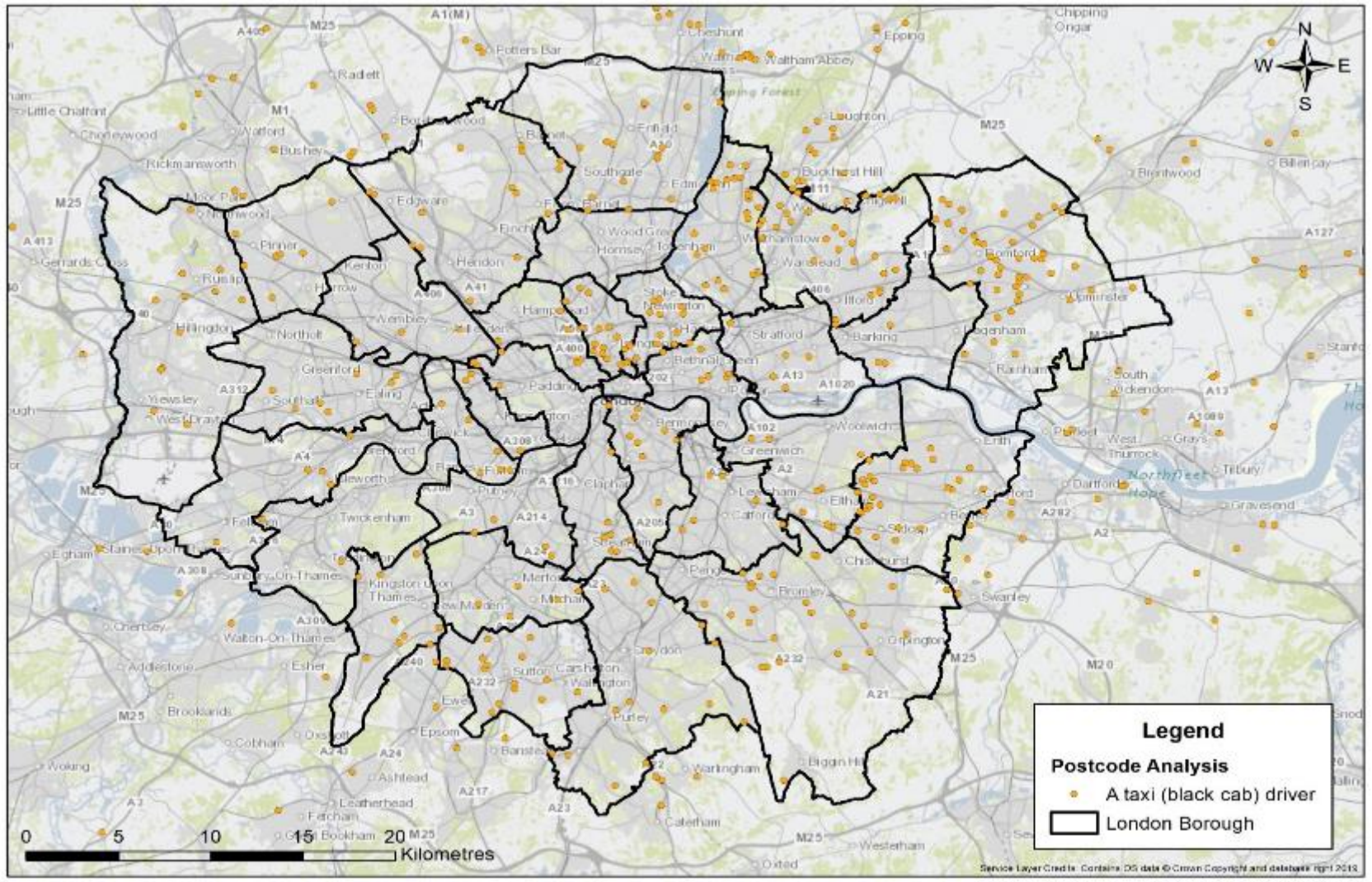
Postcode analysis of Greater London based respondents



Postcode analysis of Inner London based respondents



Postcode analysis of Greater London based taxi (black cab) users and Taxicard members



Postcode analysis of taxi (black cab) driver

Appendix B: Consultation questions

Questions about our proposals

Taxi tariff rates and minimum fare

Please let us know what you think of the current taxi tariffs and minimum fare

	Times and days	Too expensive	A little too expensive	About right	A little too low	Too low	No opinion	Don't know
Minimum fare (currently £3.00)	At all times							
Tariff 1	Daytime <ul style="list-style-type: none"> Monday to Friday, 05:00-20:00 							
Tariff 2	Early evening and weekend daytime <ul style="list-style-type: none"> Monday to Friday, 20:00-22:00 Saturday and Sunday, 05:00-22:00 							
Tariff 3	Late night and public holidays <ul style="list-style-type: none"> Every night 22:00-05:00 Public holidays 							
Tariff 4	Taxi fares for journeys over six miles							

Do you agree that when we review taxi fares and tariffs we should try to balance taxi drivers' costs increasing against taxi fares not becoming too expensive so as people are deterred from using taxis?

- Agree

- Disagree
- Don't know
- No opinion

If you disagree please say why

Do you agree or disagree with our proposals for the minimum taxi fare and tariff rates?

Minimum fare

Minimum fare increasing by 20 pence (6.7 per cent) taking this from £3.00 to £3.20

- Agree, should be increased by 20 pence
- Disagree, should remain at £3.00
- Disagree, should be increased by more than 20 pence (please specify)
- Disagree, should be reduced
- Don't know
- No opinion

Tariff 1 (Monday to Friday, 05:00-20:00) Tariff 1 increasing by 1.9 per cent

- Agree, should be increased by 1.9 per cent
- Disagree, should be frozen
- Disagree, should be increased by more than 1.9 per cent (please specify)
- Disagree, should be reduced
- Don't know
- No opinion

Tariff 2 (Monday to Friday, 20:00-22:00 and Saturday and Sunday, 05:00-22:00) increasing by 1.9 per cent

- Agree, should be increased by 1.9 per cent
- Disagree, should be frozen
- Disagree, should be increased by more than 1.9 per cent (please specify)
- Disagree, should be reduced
- Don't know
- No opinion

Tariff 3 (every night 22:00-05:00 and public holidays) frozen

- Agree, should be frozen
- Disagree, should be decreased
- Disagree, should be increased
- Don't know
- No opinion

Tariff 4 (for journeys over six miles) frozen

- Agree, should be frozen
- Disagree, should be decreased
- Disagree, should be increased
- Don't know
- No opinion

If you think other changes should be made to the minimum fare or any of the tariff rates please provide details of these or any other information to support your answers	
Minimum fare • At all times	
Tariff 1 • Monday to Friday, 05:00-20:00	
Tariff 2 • Monday to Friday, 20:00-22:00 • Saturday and Sunday, 05:00-22:00	
Tariff 3 • Every night 22:00-05:00 • Public holidays	
Tariff 4 • Taxi fares for journeys over six mile	
Other	
Comments	

Fuel price changes

Should there continue to be an arrangement to allow a 40 pence increase/decrease in taxi fares if diesel prices rise/fall by a significant amount?

Yes	Agree with arrangements to allow a 40 pence increase in taxi fares if diesel prices rise by a significant amount	Agree with arrangements to allow a 40 pence decrease in taxi fares if diesel prices fall by a significant amount
No	Agree with arrangements to allow a 40 pence increase in taxi fares if diesel prices rise by a significant amount	Agree with arrangements to allow a 40 pence decrease in taxi fares if diesel prices fall by a significant amount
Don't know	Agree with arrangements to allow a 40 pence increase in taxi fares if diesel	Agree with arrangements to allow a 40 pence decrease in taxi fares if diesel

	prices rise by a significant amount	prices fall by a significant amount
No Opinion	Agree with arrangements to allow a 40 pence increase in taxi fares if diesel prices rise by a significant amount	Agree with arrangements to allow a 40 pence decrease in taxi fares if diesel prices fall by a significant amount

Cost Index

Do you think any changes should be made to the Cost Index?

- Yes (please specify)
- No
- Don't know
- No Opinion

Late night/public holidays taxi fares (Tariff 3)

Should changes be made to taxi fares late at night?

- They should be reduced
- They should be increased
- Tariff 3 should be removed
- Tariff 3 rate should be made the same as Tariff 2
- Tariff 3 rate should be made the same as the tariff rate for journeys over six miles (Tariff 4)
- Other (please specify)

About you

Privacy notice:

TfL, its subsidiaries and service providers will use your personal information for the purpose of administering this consultation and assessing the responses. You do not have to provide any personal information to respond to a consultation, but where given this information will help TfL understand the range of responses. If you provide your email address, TfL may contact you to let you know when the results of the consultation are published and may use your details to update you on any future developments with the proposal. We may also inform you of new consultations that you might wish to respond to.

Responses to consultations may be made publicly available, but any personal information will be kept confidential.

Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation.

For further information, please visit: https://consultations.tfl.gov.uk/privacy_policy/

By submitting a consultation response you are agreeing to our Terms of Use. We do not tolerate aggressive or violent language; we reserve the right to disregard any such response.

Please note: Cookies are essential for this survey, for more information on cookies please click on the following link:
https://consultations.tfl.gov.uk/cookie_policy

Are you responding as:

- A taxi (black cab) user
- A Taxicard member
- A taxi (black cab) driver
- A non-taxi (black cab) user
- A private hire/minicab operator
- A private hire/minicab driver
- A representative of an organisation

If you are a London licensed taxi (black cab) driver?

- Are you an All London driver
- Are you a Suburban driver

How many years have you been licensed as a taxi driver ?

- Less than 3 years
- 3-5 years
- 6-10 years
- 11-15 years
- 16-20 years
- Over 20 years

Are you on a radio circuit (Computer Cab, Dial-a-Cab or Radio Taxis)?

- Yes
- No

Are you with a taxi app (e.g. Gett, Mytaxi, etc.)?

- Yes
- No

Do you work between 22:00 and 05:00 when Tariff 3 applies?

- Yes only work when Tariff 3 applies
- Sometimes work when Tariff 3 applies
- Rarely work when Tariff 3 applies
- Never work when Tariff 3 applies

If you have any further comments, please let us know.

As a taxi (black cab) user, how often do you use taxis?

- Daily
- 2-3 times a week
- 3-4 times a month
- Once a month
- Less often
- Don't know

If responding on behalf of an organisation, business or campaign group, please provide us with the name:

Please note: If you are responding on behalf of an organisation it should be in an official capacity.

What is your name?

What is your email address?

This is optional, but if you enter your email address then you will be able to return to edit your response at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.

We will contact you to let you know when the results of the consultation are published and may use your details to update you on any future developments with the proposals.

Signup to receive notifications for all our consultations (</sign-up/form/>).

Email

Please provide us with your postcode?

You do not have to provide your postcode, but it is useful for analysis purposes. All personal details will be kept confidential.

Postcode

How did you find out about this consultation?

- Received an email from TfL
- Received a letter from TfL
- Read about it in the press
- Saw it on the TfL website
- Social media
- Other (please specify)

What did you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

Website structure & ease of finding what you needed

- Very good
- Good
- Adequate
- Poor
- Very poor
- Not applicable

Written information

- Very good
- Good
- Adequate
- Poor
- Very poor
- Not applicable

Maps, images & related diagrams

- Very good
- Good
- Adequate
- Poor
- Very poor
- Not applicable

Online survey format

- Very good
- Good
- Adequate
- Poor
- Very poor
- Not applicable

Website accessibility

- Very good
- Good
- Adequate
- Poor
- Very poor
- Not applicable

Events & drop-in sessions

- Very good
- Good
- Adequate
- Poor
- Very poor
- Not applicable

Promotional material

- Very good
- Good
- Adequate
- Poor
- Very poor
- Not applicable

Do you have any further comments about the quality of the consultation material

Equality Monitoring

Please tell us about yourself in this section. All information will be kept confidential and used for analysis purposes only. We are asking these questions to ensure our consultations reach all sections of the community and to improve the effectiveness of the way we communicate with our customers. You do not have to provide any personal information if you don't want to.

Gender:

- Male
- Female
- Trans female
- Trans male

- Gender neutral
- Prefer not to say

Ethnic Group:

- Asian or Asian British – Bangladeshi
- Asian or Asian British – Chinese
- Asian or Asian British – Indian
- Asian or Asian British – Other
- Asian or Asian British – Pakistani
- Black or Black British – African
- Black or Black British – Caribbean
- Black or Black British – Other
- Mixed – Other
- Mixed – White and Asian
- Mixed – White and Black African
- Mixed – White and Caribbean
- Other Ethnic Group
- Other Ethnic Group – Arab
- Other Ethnic Group – Kurdish
- Other Ethnic Group – Latin American
- Other Ethnic Group – Turkish
- White – British
- White – Irish
- White – Other
- Prefer not to say

Age:

- Under 15
- 16-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71+
- Prefer not to say

Sexual Orientation:

- Heterosexual
- Bisexual
- Gay man
- Lesbian
- Other
- Prefer not to say

Religious Faith:

- Buddhist
- Christian

- Hindu
- Jewish
- Muslim
- Sikh
- Other
- No religion
- Prefer not to say

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include problems related to old age)

- Yes, limited a lot
- Yes, limited a little
- No
- Prefer not to say

Appendix C: Stakeholders consulted

A B O U T

A and S Services

A Brighter Future

A1 Taxis

Abellio

Access UK

Action and Rights of Disabled People in Newham

Action autism - LB Islington

Action Disability Kensington & Chelsea

Action for Blind People

Action on Disability

Action on Disability and Work UK

Action on Hearing Loss

Advocacy for All

Advocacy Project

AECOM

Age UK

Ageing Better in Camden

Ageing Well in Lewisham

All London boroughs

All Members of Parliament

Alzheimer's Society

Ann Frye

Anne Wall Centre

Anxiety UK

Aquila Electronics

Arnold House — Leonard Cheshire Disability

Arriva

Arun Access Group for the Disabled

Arup

Ascott Cab & Co (Digitax)

Asian elders and carers group, Lewisham

Asian Peoples Disabilities Alliance

Aspire Wellbeing

Attitude is Everything

Auto Cab

Auxins-Social Mobility

Badaccessuk

Barking Mobility Forum

Barnet Asian Old People's Association (BAOPA)

Barnet Association for the Blind

Barnet Blind and Partially Sighted Bowls Club

Barnet Borough Sight Impaired

Barnet Carers Centre

Barnet Centre for Independent Living (BCIL)

Barnet Independent Living Service (BILS)

Barnet Pensioners Association

Barnet Voice for Mental Health

Barnet, Enfield and Haringey Mental Health Trust

BATS

BCS Worldwide Limited

Beesley Engineering
Better Transport
Bexley Community Transport Scheme (BATS)
Bexley Pensioners Forum
Bexley Voluntary Service Council
BEYA Children's Centre
Bluebird Care (Enfield)
BME Health Forum
Brains Trust
Brent Visual Impairment Service
British Blind Sport
British Heart Foundation
British Polio Fellowship
Bromley Mobility Forum
Bromley Voice
Bromley Disabled Children's team
BSI
Bubic
Cab Aid
Cab Chat/Taxi Talk Magazine
Cab Driver newspaper
Cab Trade News
Cab:app Ltd
Cabvision
Call Over magazine
Cam Sight, Cambridge

Camberfield Taxis

Camden Carers

Camden Disability Action

Camden People First

Camden Town unlimited

Campaign for Better Transport

CareNet

CarePlace

Carer and Mental Health Carers Forum

Carers Information Service

Carers network

Carers' Support (Bexley)

Confederation of British Industry (CBI)

centre for accessible environments

Chiltern disability focus group

City of London Access Group

City of London Police

Club SW18-2-35

CMT UK Ltd

Coachline Taxis

Community Champions

Community Transport

Computer Cab

Confederation of Passenger Transport

Connect

Contact a Family

Contact the Elderly

Coulsdon & Purley Road Users Forum

County Hall Owners and Residents Association (CHORA)

Cricklewood Carriers

Cross River Partnership

Croydon Mobility Forum

Crutch Haringey

CT Plus

Cygnus

Cypriot Elderly and Disabled Group (Enfield)

DABD (UK)

Dads Network

DASH

Deaf Drop In

DeafBlind UK

Department for Transport

Devon Close Play Shelter

Dial-a-Cab

Digitax

Disability Action in the Borough of Barnet

Disability Alliance

Disability Horizons

Disability Inspired Alliance

Disability Network Hounslow

Disability Now Newspaper

Disability Rights UK

Disabled Go

Disabled Persons Transport Advisory Committee

Disablement Association Barking and Dagenham (DABD)

Dogs for Good

Douglas Campbell Consulting

Dynamo

Ealing Centre for Independent Living

Ealing Community Transport (ECT Charity)

East London Vision

Ecoblue transport solutions

ECR

ECV/KPM

Edgware Cab Company

Ehlers Danlos Support UK

ELOP - East London out Project

Embrace UK

Enfield Carers Centre

Enfield Disability Action

Enfield Mental Health Users Group (EMU)

Epsom & Ewell Borough Council

European Dysmelia Reference Information Centre

Executive Travel Logistics Ltd

Eyes For Success

FamilyLine Surrey

Farepay Ltd

Frameright Engineering

Frankum & Kaye

Frazer Nash

Freedoms Ark

Freelance equality trainer

FREE NOW

Galop

GBM Drivers

Gett UK

General, Municipal, Boilermakers (GMB)

Go Golborne Project

Grace Organisation

Greater London Forum for Older People

Greater London Forum for the Elderly

Greenwich Society

Guide Dogs

Guide Dogs for the Blind Association

HAC Megameter

Hackney Disability BackUp

HACS Autism Charity

Haringey Association for Independent Living Ltd (HAIL)

Halda

Hale Taxi meters

Haringey Association for Independent Living (HAIL)

Haringey Food Bank

Haringey Involve

Haringey Phoenix Group

Harrow Macular Disease Society
Harrow Senior Residents Assembly
Harrow VCS Forum
Havering Association for People with Disabilities (H.A.D)
Hearing Dogs UK
Heathrow Airport Ltd
Heathrow Community Engagement Board
Heathrow Licensed Taxis Ltd
Heathrow United Trade Group (HUTG)
Hexagon
Highwire Design Ltd
Hillingdon Carers
Hillingdon Mobility Forum
Hornsey Pensioners Action Group
Hounslow Deaf Club
Hounslow Pensioners' Forum
Human Rights & Equalities Network
Imagine Mental Health
Inclusion London
Independent Age
Ingenico
Insight
Insight Platform Blenheim
Institute of Licensing
Institute of Psychotherapy and Disability
Islington Pensioners Forum

iZettle

Jacobs

Jewish Association for Mental Health (Jami)

JDM Taxi Consultancy Ltd

Jewish Deaf Association

John Hersov and Co (Valuing People (TfL's learning disability group))

Joint Committee on Mobility for Disabled People (JCMD)

Joint Mobility Unit

Just Taxis

Karsan

Kilburn Older Voices Exchange (KOVE)

Kith & Kids

Knowledge of London Schools

KPM UK

Lambeth Learning Disability Assembly

Latin American Disabled Peoples Project

LB of Bromley Residents Association

Learning Disabilities Partnership Board

Learning Disabled service User

Leonard Cheshire Disability

Leonard Sainer Day Care Centre (Jewish Care)

London Electric Vehicle Company (LEVC)

Lewisham Disability Coalition

Lewisham Living Streets

Lewisham Nexus Service

Licensed Taxi Drivers Association (LTDA)

Living Streets

Local Voices and Accessible Transport Forum

London Cab Drivers Club (LCDC)

London City Airport

London Councils

London Cycling Campaign

London Fire Brigade

London Motor Cab Proprietors Association (LMPCA)

London NHS Bodies

London Older People's Strategy Group

London Region National Pensioners Convention

London Suburban Taxi-drivers' Coalition (LSTC)

London Taxi PR

London TravelWatch

London Vision

London Visual Impairment Forum

London Wetland Centre, Richmond

Long Lane Cabs

Lucas

Mann & Overton

Mattig

Mencap

Mental health and wellbeing network

Merton Centre for Independent Living

Merton Children with Disabilities Team (Social care and Short breaks)

Metropolitan Police

Middlesex Association for the Blind

MIND

MJB Research Services

Mobility Forum

Mountview News and E-View magazine

MS Society

MTR Crossrail

Mumderground

Mumsnet

Muscular Dystrophy UK

National Association of Licensing and Enforcement Officers (NALEO)

National Autistic Society

National Express

National Federation of the Blind of the UK

National Measurement and Regulation Office (NMRO)

National Union of Rail, Maritime and Transport Workers (RMT)

NCT

Network Rail

New Directions Enfield Learning Disability Support

Newham Transport Action Group

No Panic

North West London wheelchair services user

Organisation Of Blind Africans & Caribbeans (OBAC)

Office for Disability Issues (DWP)

Older People's Reference Group

On Demand Transport

One Place East

One to One

Parent Forum

Park Avenue Disability Resource Centre

Parkinson's UK

Payataxi

Payleven

PayPal

Public & Commercial Services Union (PCS)

Penso

Philip Barham Freelance Consulting Ltd

Pool Motors

National Federation of the Blind of the UK

PrioritEyes Ltd

Pro Driver Magazine

Putney Bridge Ltd

Queen Elizabeth's Foundation for Disabled People

Radio Taxis

Rainham Road Taxis

Reach out East

React Accessibility Ltd

Real - Local Voices

Redbridge Carers Information Day

Redbridge Concern for Mental Health

Redbridge Pensioners Forum

Redbridge Transport Action Group

REM

Research Institute for Disabled Consumers

Richmond access forum

Richmond and Kingston Accessible Transport

Richmond Road Cab Centre

Royal London Society for Blind People (RLSB)

Royal National Institute of Blind People (RNIB)

Royal Association for Deaf people

Royal Hospital for Neuro-Disability (West Hill)

Royal London Society for Blind People

Royal National Orthopaedic Hospital

Royal Society for Blind Children (RSBC)

Roytone

Rail Safety and Standards Board (RSSB)

RUILS/Mobility Forum and Transport Action Group

Runnymede Trust

S&H Cabs

Scope

SENDirect Parent Support Group

Sense

Service User Network (SUN)

Sherbet London

Shopmobility Waltham Forest

Sight Centre in Bromley

Sixty Plus

Social Care Consortium

South East London Sickle Cell and Thalassaemia Centre

South East London Vision

South Mobility Forum Croydon

Southeastern railway

Speak Out in Hounslow

Spotty Cars

Strategic Access Panel

Stroke Association

Surrey Taxis Ltd

Sustrans

Sutton & Surrey Senior Citizens Club

Sutton Centre for Equalities

Sutton Centre for Independent Living and Learning

Sutton Centre for Voluntary Sector

Sutton Lodge Day Centre

Sutton Seniors Forum

Sutton Subrang

Suzy Lamplugh Trust

Tamil Relief Centre

Tapestry

Taxi Globe

Taxi Marshalls.com

Taxi Media

Taxicab News

Taxiworld

TfL's Independent Disability Advisory Group (IDAG)

TfL Youth Panel

The 14%

The Guide Dogs for the Blind Association

The British Dyslexia Association

The Children's Trust

The Clover Cafe

The IntoWork Team, St Clements & St James

The Lesbian and Gay Foundation - LGBT Carers Online Forum

The Payment House

The Ritz Club

The Royal Marsden Community Services

The Salvation Army

The Sunflower Cafe

The Test Centre

Thomas Pocklington Trust

**Tower Hamlets Mental Health Partnership Group / Community Options
Involvement Network**

Trailblazers, Muscular Dystrophy UK

Transport Focus

Transport for All

Twelve Winds

Ubiquitous Taxis

Unions Together

Unite the Union

United Cabbies Group (UCG)

Verifone

Viking

Vision 2020

Vision Redbridge Libraries

Visually impaired pedallers

VOSA

VPFS (Taxi Media Company)

W9

Waltham Forest Dementia Action Alliance

Waltham Forest Streets for All

Wandsworth Community Empowerment Network (WCEN)

Wandsworth Learning Disabilities Network

Wandsworth LGBT Forum

Wellbeing Connect

West Indian Senior Citizen Organisation (WISCO)

WestTrans

Wheels for Wellbeing

Whizz-Kidz

Wingate and Finchley Disabled Fans' Forum

Women in Transport

World Autism Day

Worshipful Company of Hackney Drivers (WCHD)

Wright Cab Company

XbyX Bromley

Young Harrow Foundation

Young Lambeth

Appendix D: Consultation material

Emails

Email sent on 12 July 2019

Dear Stakeholder

We are seeking views on proposed changes to taxi (black cab) fares.

Transport for London (TfL) licenses and regulates taxi and private hire services in London. As part of this, we set the maximum fares that taxis (black cabs) can charge. These fares are determined by tariffs that are normally reviewed each year.

We are interested in your views on the following proposals:

Area	Days and times applicable	Proposal
Minimum taxi fare	At all times	Increase by 20 pence (6.7%) taking this from £3.00 to £3.20
Tariff 1	Monday to Friday 05:00-20:00	Increase by 1.9%
Tariff 2	Monday to Friday 20:00-22:00 and Saturday and Sunday 05:00-22:00	Increase by 1.9%
Tariff 3	Every night 22:00-05:00 and public holidays	Freeze
Tariff 4	For journeys over six miles	Freeze tariff fares

We are also proposing to:

- Extend the arrangements in place to cover significant increases or decreases in the price of diesel
- Increase the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply
- Make a small change to when the tariff rate for journeys over six miles (Tariff 4) starts

We are also interested in your views on:

- The Cost Index and if changes should be made to this
- Taxi fares late at night and Tariff 3

You can let us know what you think of our proposals and taxi fares in London by completing the short survey available at: consultations.tfl.gov.uk/taxis/fares-2019

Consultation

Please visit: consultations.tfl.gov.uk/taxis/fares-2019 for more information on our proposals. The closing date for responding to the consultation is **Friday 23 August 2019**.

We are seeking the views of anyone with interest in these matters on these proposals. Please pass this message on to others who might be interested. If you have any questions about this, please email: consultations@tfl.gov.uk with 'Taxi fares review' in the subject line.

Yours faithfully

Helen Chapman

Director Licensing, Regulation and Charging
Transport for London

To subscribe or unsubscribe from consultation and engagement communications

To subscribe or unsubscribe from communications regarding consultation and engagement activity you can either:

- reply to this email stating in the subject heading "all communications" or "a specific consultation" that you wish to unsubscribe from, or
- complete our online [form](#)

Further information on how we use your data is available on the [consultation portal](#)

Email sent on 16 August 2019

Dear Mr Crowson,

This is a reminder to share your views on proposed changes to taxi (black cab) fares by Friday 23 August. We license and regulate taxi and private hire services in London. As part of this, we set the maximum fares that taxis can charge. These fares are determined by tariffs that are normally reviewed each year.

We are interested in your views on our proposed changes to the following fares and tariffs:

Area	Days and times applicable	Proposals
Minimum taxi fare	At all times	Increase by 20 pence (6.7%) taking it from £3.00 to £3.20
Tariff 1	Monday to Friday, 05:00 to 20:00	Increase by 1.9%
Tariff 2	Monday to Friday, 20:00 to 22:00, and Saturday and Sunday, 05:00 to 22:00	Increase by 1.9%
Tariff 3	Every night 22:00 to 05:00 and public holidays	Freeze tariff rates
Tariff 4	Journeys over six miles	Freeze tariff rates

We are also proposing the following changes:

- Extend the arrangements in place to cover significant increases or decreases in the price of diesel
- Increase the fixed fares for shared taxis from Euston station to Lord's Cricket Ground by 50 pence when tariffs 1 and 2 apply
- Make a small change to when the tariff rate starts for journeys over six miles

We are also interested in your views on:

- The Cost Index, and if changes should be made to this
- Taxi fares late at night and tariff 3

Please visit our [consultation page](#) for more information and to share your views on these proposals. The consultation will end on Friday 23 August 2019. Please pass this message on to anyone else who might be interested.

If you have any questions about this consultation, please email consultations@tfl.gov.uk with 'Taxi fares review' in the subject line.

Yours sincerely,

Helen Chapman
Director
Licensing, Regulation and Charging

Tweets

Tweet issued on 15 July 2019



 **TfL Taxi & Private Hire** 
@TFLTPH Following 

 We would like your views on proposed changes to taxi fares. Visit our consultations page to let us know what you think 
consultations.tfl.gov.uk/taxis/fares-20...

1:00 AM - 15 Jul 2019

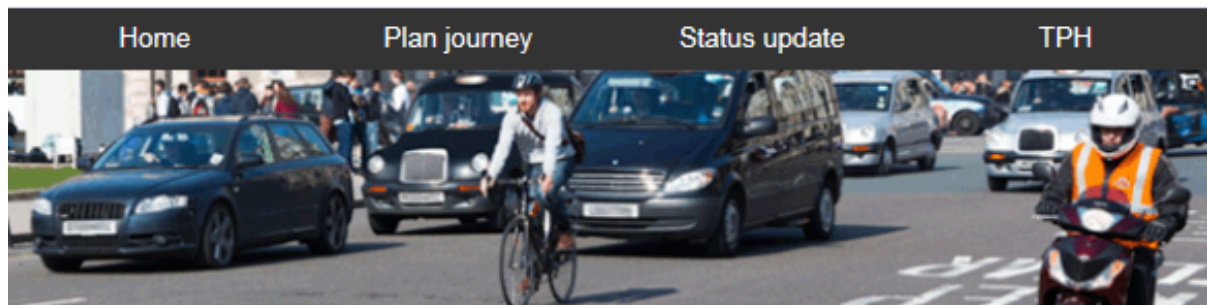
2 Retweets 1 Like 

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TPH email bulletin

TPH email bulletin 18 July 2019



TRANSPORT FOR LONDON



Here is your weekly taxi and private hire news update. This email also sets out changes and events that could affect your journeys, as well as essential licensing information.

News update

Taxi Fares consultation

As part of our role as the regulator of taxi and private hire services in London, we set the maximum fares that taxis (black cabs) can charge. We do this by setting tariffs that are usually reviewed annually.

[We would like to hear your views](#) on these proposals which include:

- Increasing the minimum fare by 20p, from £3.00 to £3.20
- Increasing Tariff 1 (Monday to Friday, 05:00-20:00) by 1.9 per cent
- Increasing Tariff 2 (Monday to Friday, 20:00-22:00 and Saturday and Sunday, 05:00-22:00) by 1.9 per cent
- Freezing Tariffs 3 and 4
- Making a small change to when the tariff rate for journeys over six miles (Tariff 4) starts

The consultation will close on Friday 23 August.

Consultations

Planning for walking

We're consulting on a [planning for walking toolkit](#) and the consultation closes today, Thursday 22 August.

Ealing demand responsive bus trial

We're consulting on proposals for a [demand responsive bus trial in Ealing](#). We're interested in understanding the level of interest for this type of service, any concerns or objections and any issues not yet already considered. You have until tomorrow, Friday 23 August to let us know what you think about the proposed trial.

Taxi fares and tariffs

We're consulting on proposed changes to taxi (black cab) fares and tariffs. The proposals include increasing the minimum fare, Tariff 1 and Tariff 2. You have until tomorrow, Friday 23 August to [respond to this consultation](#).

Metro article 17 July 2019

TRAVEL NEWS metro@tfl.gov.uk

brought to you by  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Fares fair for taxis

HAVE YOUR SAY ON PROPOSED CHANGES TO TAXI FARES

LONDONERS can give their views on plans to update the price passengers pay for travelling in black cabs in the capital.

The proposals include increasing the minimum fare and certain tariffs, while maintaining other tariffs at current levels.

Taxi fares are based on the time of day, distance travelled and the duration of the journey. Fares are calculated using a taximeter and the maximum fare payable is shown on the taximeter at the end of the journey.

The proposals would see the minimum fare increase by 20p from £3 to £3.20 and increases to Tariff 1 and 2. Tariff 3 and 4 would remain the same as TfL believes increasing them would have a negative impact on taxi users and drivers.

- TARIFF 1**
Monday to Friday, 5am-8pm
- TARIFF 2**
Monday to Friday, 8pm-10pm and Saturday and Sunday, 5am-10pm
- TARIFF 3**
Every night, 10pm-5am and public holidays
- TARIFF 4**
All journeys more than six miles

Black cabs provide a reliable and trusted service to Londoners and visitors, offering users a safe and convenient service, especially for anyone who experiences physical or other barriers when accessing other forms of transport.

This consultation closes on Friday August 23. Go to tfl.gov.uk/consultations. You can also email consultations@tfl.gov.uk or write to Freepost TfL Consultations.



Taxi tariffs: Make sure you have your say on taxi fares in the capital



Something astronomical is happening

From this Friday, the Moon Festival will be launched in General Gordon Square Greenwich, celebrating 50 years since the Apollo 11 mission.

Navigate your way there and back on board MBNA Thames Clippers, the most interstellar way to travel. Sit back, relax and enjoy a snack and drink on-board. There will be a special post-event R&B 'Moon Express' request service after the opening party to central London at 10.50pm from Woolwich [Royal Arsenal] Pier.

The festival runs until July 26 and for more information, go to mbnathamesclippers.com/moon-festival

