

Appendix 6

F1457 A1 Equality Impact Assessment (EqIA) form

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

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|----------------|------------------------------------|
| Project | Taxi Fares and Tariffs Review 2021 |
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| Document History | Version | Date | Summary of changes |
|-------------------------|---------|------------|---|
| | 1.0 | 02/11/2021 | -- |
| | 2.0 | 15/11/2021 | Summary added following IDAG review |
| | 3.0 | 24/02/2022 | Recommendations for the TfL Finance Committee added to Step 5: Informed Decision-Making |
| | 4.0 | 01/03/22 | Summary of stakeholder consultation responses regarding disabled or elderly taxi users, or Taxicard members added to Step 4: Consultation |

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

Printed copies of this document are uncontrolled.

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To be used in conjunction with: G1060



| Project Related Documents | Doc No. | Document title | Relevant Section(s) of this Document |
|---------------------------|---------|--|--|
| | 1. | DOC 1 taxi-conditions-of-fitness-update-2019 | Conditions of Fitness This document sets out the requirements for vehicles to be licensed for use as a taxi in London |
| | 2. | DOC 2 Cost Index Updates | This shows the changes to the taxi drivers' operating costs and average national earnings, and the latest Cost Index figure |
| | 3. | DOC 3 IDAG Response_Taxi fares 220819 | IDAG's response to the EqIA for the 2019 taxi fares and tariffs review |
| | 4. | DOC 4 TaxiFaresElasticity_Report_Final | Taxi Fares Elasticity Report <ul style="list-style-type: none"> • Executive summary • Section 1: Introduction • Section 2: Survey methodology • Section 3: Survey descriptive results • Section 4: Demand elasticity to fare • Figures • Tables • Appendices |



Step 1: Clarifying Aims

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

Summary

We are reviewing taxi fares and tariffs and considering the following:

- Whether taxi fares and tariffs should be increased
- If there should be any increase to the extra charge (£2.80) passengers pay to take a taxi from one of the taxi ranks at Heathrow Airport
- If there should be a new charge passengers pay when they are dropped off by taxi at one of the terminals at Heathrow Airport

The table below summaries the main impacts for the items being considered.

| Type of impact | Impact |
|----------------|---|
| Negative | <ul style="list-style-type: none"> • Taxi fares and tariffs increase and: <ul style="list-style-type: none"> ○ Taxi users and Taxicard members pay higher fares or cannot travel as often as they want to ○ There is a decline in the number of taxi journeys or people using taxis, drivers' incomes decline and they cannot cover their operating costs. This could lead to a decline in the number of licensed taxi drivers or people applying to become a taxi driver, and the availability of taxis reducing or wait times increasing • Taxi fares and tariffs do not increase and: <ul style="list-style-type: none"> ○ Taxi drivers cannot cover increased operating costs ○ This could lead to a decline in the number of licensed taxi drivers or people applying to become a taxi driver, and the availability of taxis reducing or wait times increasing • Fares to and from and Heathrow Airport increase and: <ul style="list-style-type: none"> ○ Taxi users and Taxicard members pay higher fares when travelling to or from the airport ○ There is a decline in the number of people travelling to or from the airport by taxi, and drivers' incomes reduce • Fares to and from and Heathrow Airport do not increase and: <ul style="list-style-type: none"> ○ Taxi drivers cannot cover increased operating costs ○ There is a decline in the number of licensed taxi drivers or people applying to become a taxi driver ○ Taxi drivers are less likely to use the taxi ranks at the airport or accept fares to the airport |
| Positive | <ul style="list-style-type: none"> • Taxi fares and tariffs increase and: <ul style="list-style-type: none"> ○ Taxi drivers can cover their operating costs ○ The number of licensed taxi drivers or people applying to become a taxi driver stops decreasing, or even increases, and the availability of taxis increases and wait times reduce |



| Type of impact | Impact |
|----------------|---|
| | <ul style="list-style-type: none"> • Taxi fares and tariffs do not increase and: <ul style="list-style-type: none"> ○ There is an increase in the number of taxi journeys or people using taxis, and taxi drivers can cover increased operating costs ○ The number of licensed taxi drivers or people applying to become a taxi driver stops decreasing, or even increases, and the availability of taxis increases and wait times reduce • Fares to and from and Heathrow Airport increase and: <ul style="list-style-type: none"> ○ Taxi drivers can cover their operating costs ○ The number of licensed taxi drivers or people applying to become a taxi driver stops decreasing, or even increases ○ At the airport the availability of taxis increases and wait times reduce • Fares to and from and Heathrow Airport do not increase and: <ul style="list-style-type: none"> ○ There is an increase in the number of taxi journeys to or from the airport and taxi drivers can cover increased operating costs ○ The number of licensed taxi drivers or people applying to become a taxi driver stops decreasing, or even increases ○ At the airport the availability of taxis increases and wait times reduce |

Overview of main stages of work

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

- Updating the Cost Index, this tracks changes to:
 - Taxi drivers' operating costs
 - Average national earnings
- Publicly consulting on options
- Promoting the consultation to taxi users, taxi licensees and other relevant stakeholders
- Reviewing responses to the consultation and preparing recommendations
- If changes are recommended seeking approval from Transport for London's (TfL's) Finance Committee on changes to taxi fares and tariffs
- Implementing any approved changes to taxi fares and tariffs

Background

TfL licenses and regulates London taxi (black cab) and private hire services. We also regulate taxi fares and set the maximum fares that can be charged.

There are¹:

- 13,900 licensed taxis
- 20,108 licensed taxi drivers

¹ TfL licensing data, 17 October 2021



- 1,853 licensed private hire vehicle (PHV) operators
- 102,379 licensed PHV drivers
- 77,794 licensed PHVs

Taxi driver licences

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 17,900 drivers hold this type of licence
- Suburban (Yellow Badge): these taxi drivers are licensed to ply for hire in suburban areas and around 2,300 drivers hold this type of licence. The current Suburban taxi driver sectors are shown on the map below



The Suburban sectors are:

- Sector 1: Enfield, Haringey and Waltham Forest
- Sector 2: Barking and Dagenham, Havering, Newham and Redbridge
- Sector 3: Bexley, Greenwich and Lewisham
- Sector 4: Bromley
- Sector 5: Croydon
- Sector 6: Merton and Sutton

- Sector 7: Hounslow, Kingston upon Thames and Richmond upon Thames
- Sector 8: Ealing and Hillingdon
- Sector 9: Barnet, Brent and Harrow

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 seeks to "*ensure London has a safe, secure, accessible, world-class taxi and private hire service with opportunity for all providers to flourish.*"

Taxis are particularly important for anyone who experiences 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.*"

Taxicard scheme

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. Taxis are used for the majority of Taxicard journeys.

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 (DOC 1) and is also available [here](#).

Since 1 January 2018 it has been a requirement for all newly licensed taxis to be zero emission capable (ZEC). There are currently two vehicles that can be newly licensed as taxis:

- London Electric Vehicle Company (LEVC) TX²
- Dynamo Taxi³

The Cost Index includes costs for the LEVC TX, the Dynamo Taxi and also charging/electricity costs.

² LEVC TX, <https://www.levc.com/tx-electric-taxi/>

³ Dynamo Taxi, <https://www.dynamotaxi.com/>

Taxi fares and tariffs

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.

“Taxi tariffs” – there are four different taxi tariffs and these are:

- **Tariff 1 (T1):** Monday to Friday, 05:00-20:00
- **Tariff 2 (T2):** Monday to Friday, 20:00-22:00 and Saturday and Sunday, 05:00-22:00
- **Tariff 3 (T3):** Every night 22:00-05:00 and public holidays
- Tariff for journeys over six miles which is sometimes referred to as **Tariff 4 (T4)**

There are no extra charges for luggage or additional passengers but the following extra charges can be added to the fare:

- Up to £2.00 for phone and online bookings
- £2.80 for journeys that start from one of the taxi ranks at Heathrow Airport
- £4.00 for journeys made between 20:00 on 24 December and 06:00 on 27 December or between 31 December and 06:00 on 2 January

The Cost Index

The Cost Index is maintained and updated by TfL and it provides a way for us to track changes to:

- Taxi drivers’ operating costs
- Average national earnings

The Cost Index includes a number of different components covering drivers’ operating costs (e.g. vehicle costs, parts, tyres, servicing, fuel and insurance). The most recent update was in September 2021.

The 2018 Cost Index figure informed the proposals consulted on in 2019 and which were implemented in January 2020.

The 2019, 2020 and 2021 Cost Index figures have yet to be used in a review of taxi fares and tariffs.

| Date | Total Cost Index figure | Notes |
|---------------|-------------------------|--|
| November 2018 | +3.40% | – This figure informed the changes implemented on 11 January 2020 which were: <ul style="list-style-type: none"> ○ Minimum fare increased by 20 pence from £3.00 to £3.20 ○ Tariff 1 increased by 1.90% ○ Tariff 2 increased by 1.90% |
| November 2019 | +4.16% | – This update brought the zero emission capable (ZEC) taxi costs into the index – The operating costs include a +1.24% vehicle cost component |



| Date | Total Cost Index figure | Notes |
|----------------|-------------------------|--|
| | | – Charging/electricity costs for the ZEC taxis were also introduced in this Cost Index update |
| October 2020 | -0.01% | – The increase in operating costs was cancelled out by the decrease in average national earnings |
| September 2021 | +5.80 | – Both taxi driver operating costs and average national earnings have increased |

The table below shows taxi drivers' operating costs and average national earnings for the 2019, 2020 and 2021 Cost Index updates.

| | 2019 | 2020 | 2021 |
|---------------------------|---------------|---------------|---------------|
| Operating costs | +2.00% | +0.58% | +1.00% |
| Average national earnings | +2.15% | -0.58% | +4.80% |
| Total | +4.16% | -0.01% | +5.80% |

| | |
|-----------------------|---------------|
| Combined total | +9.95% |
|-----------------------|---------------|

The figures for each component of the 2019, 2020 and 2021 Cost Index updates are enclosed in DOC2.

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 taxi drivers' operating costs and average national earnings but there is no obligation on us to increase or decrease taxi fares by the total Cost Index figure or to use this figure when considering changes to taxi fares and tariffs.

Although some stakeholders may consider taxi fares to be too high this does not necessarily mean that there is a problem with the Cost Index, and we do not have to use the total Cost Index figure when considering changes to the fares and tariffs or update the tariffs by this figure.

Other factors such as congestion, delays, increased journey times, increased journey lengths and restrictions on where taxis can go, may have a greater impact on taxi fares and users paying more or regarding taxi fares as too expensive.

Previous reviews of taxi fares and tariffs

For several years Tariffs 1, 2 and 3 were increased by the total Cost Index figure generated when the Cost Index was updated.

This meant increases to taxi fares at all times and we think that the historic use of the total Cost Index figure in this way has potentially resulted in some people using taxis less often and contributed to a perception amongst some people 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.

Therefore 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 | Changes | Changes implemented |
|------|-------------------------|---|---------------------|
| 2010 | +1.9% | <ul style="list-style-type: none"> – Minimum fare frozen – Tariffs 1, 2 and 3 increased by 2.3% – The increase was a combination of the total Cost Index figure (1.9%) plus 0.4% in order to rectify an error from 2007 | 10 April 2010 |
| 2011 | +2.7% | <ul style="list-style-type: none"> – Minimum fare frozen – Tariffs 1, 2 and 3 increased by 2.7% | 2 April 2011 |
| 2012 | +5.3% | <ul style="list-style-type: none"> – Minimum fare increased by 20 pence (9.1%) taking this from £2.20 to £2.40 – Tariffs 1, 2 and 3 increased by 5.3% | 14 April 2012 |
| 2013 | +1.7% | <ul style="list-style-type: none"> – Minimum fare frozen – Tariffs 1, 2 and 3 increased by 1.7% | 6 April 2013 |
| 2014 | +0.7% | <ul style="list-style-type: none"> – Minimum fare frozen – Tariffs 1, 2 and 3 increased by 0.7% | 5 April 2014 |
| 2015 | -0.1% | <ul style="list-style-type: none"> – Minimum fare frozen – Tariffs 1, 2 and 3 – 0.1% decrease deferred until 2016 | -- |
| 2016 | +1.7% | <ul style="list-style-type: none"> – Minimum fare increased by 20 pence (8.3%) taking this from £2.40 to £2.60 – A new requirement enabling passengers to pay by card in all taxis was introduced and the 20p increase to the minimum fare was intended to help drivers to cover the costs of accepting card payments – Tariffs 1, 2 and 3 increased by 1.6%, this incorporated the 0.1% decrease deferred from 2015 | 2 April 2016 |
| 2017 | +2.8% | <ul style="list-style-type: none"> – Minimum fare frozen – Tariff 1 increased by 3.7% – Tariff 2 increased by 3.9% – Tariffs 3 and 4 frozen | 3 June 2017 |
| 2018 | +3.6% | <ul style="list-style-type: none"> – Minimum fare increased by 40 pence (15.4%) taking this from £2.60 to £3.00 | 6 October 2018 |



| Year | Total Cost Index figure | Changes | Changes implemented |
|------|-------------------------|---|---------------------|
| | | <ul style="list-style-type: none"> – Tariff 1 and 2 increased by 0.6% – Tariffs 3 and 4 frozen | |
| 2019 | +3.4% | <ul style="list-style-type: none"> – Minimum fare increased by 20 pence (6.7%) taking this from £3.00 to £3.20 – Tariffs 1 and 2 increased by 1.9% – Tariffs 3 and 4 frozen – Information about the previous consultation, the consultation report and the recommendations paper considered by the Finance Committee is available here. | 11 January 2020 |
| 2020 | -- | <ul style="list-style-type: none"> – No change was made to taxi fares and tariffs | -- |

2021 review of taxi fares and tariffs

For this year's review we will be consulting on three areas:

- Taxi fares and tariffs
- The existing Heathrow Extra
- A potential new extra for dropping off passengers at Heathrow Airport

Taxi fares and tariffs

For this consultation we will be seeking views on three options:

- No change
- Increasing fares and tariffs by the combined total of the 2019, 2020 and 2021 Cost Index figures (+9.95 per cent)
- Following a similar approach to that taken in the last two reviews and:
 - Increasing the minimum fare by £1.00
 - Increasing Tariff 1 and Tariff 2 by approximately 4.03 per cent (the figure for the increase is being finalised)
 - Freezing Tariff 3 and Tariff 4

The existing Heathrow Extra

Taxi drivers must pay a fee to enter the taxi feeder park at Heathrow Airport and access the taxi ranks at the terminals. We authorise a Heathrow Extra to help taxi drivers cover part of the cost of the taxi feeder park fee.

The Heathrow Extra is currently £2.80 and taxi drivers can add this to the fare for taxi journeys that start from one of the taxi ranks at the airport.

Heathrow Airport Limited (HAL) set the fee taxi drivers must pay to use the taxi ranks at the airport and in July 2021 they increased the fee from £3.60 to £7.20.



The taxi feeder park fee is classed as an Other Regulated Charge (ORC).⁴ Income from the fee should only cover the cost of managing and operating the taxi feeder parks at the airport and should not be used to generate additional income or a profit.

The amount of income received depends on the number of taxis passing through the feeder park, and so when demand for taxis falls, the number of taxi journeys and taxis passing through the feeder park falls and the income falls. HAL has said the large increase is needed due to losses incurred during the coronavirus pandemic when demand for taxis at the airport has been massively reduced.

In the consultation we will ask respondents:

- If the Heathrow Extra (£2.80) should be increased
- If respondents think it should be increased what it should be increased to

A potential new extra for dropping off at Heathrow Airport

HAL are introducing a Terminal Drop-Off Charge (TDOC) that drivers must pay when dropping off people at one of the terminal forecourts at the airport.⁵

The TDOC will be £5.00 and will be charged from 1 November 2021. London taxis will be eligible for a 100 per cent discount, so pay no charge, until April 2022 but HAL has said that from April 2022 taxi drivers will have to pay the full charge when dropping off passengers at one of the terminals.

In the consultation we will ask respondents:

- Whether a new Heathrow Extra should be introduced that taxi drivers can add to the taxi fare when dropping off passengers at one of the airport terminals
- If respondents think a new Heathrow Extra should be introduced what value they think this should be

Why we are considering changes

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:

- Use the Cost Index to inform any potential changes to taxi fares and tariffs
- 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

⁴ Heathrow Airport Other Regulated Charges, <https://www.heathrow.com/company/doing-business-with-heathrow/regulated-charges>

⁵ Heathrow Airport terminal Drop-Off Charge, <https://www.heathrow.com/transport-and-directions/terminal-drop-off-charge>

- Try to maintain reasonable and justifiable differences in the tariffs for journeys in the daytime, evening/weekend and late at night or on public holidays
- Try to maintain reasonable and justifiable differences in fares as the distance and duration of a taxi journey increases
- Recognise specific criteria regarding taxi licensing and services in London including the [Knowledge of London](#) and taxis having to meet the standards set out in the [Conditions of Fitness](#)
- Ensure 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

Since 1 January 2018 all newly licensed taxis must be zero emission capable (ZEC). The ZEC taxis are more expensive than diesel taxis and in 2019 the cost of the ZEC taxis, along with charging costs, were added to the Cost Index. However, the cost of the ZEC taxis has yet to be included in a review and update of taxi fares and tariffs.

There has been no change to taxi fares and tariffs since January 2020 but since then taxi drivers' operating costs have increased and therefore to ensure that drivers are fairly remunerated and can cover increased costs we are considering increases to taxi fares and tariffs.

The cost of working at Heathrow Airport has increased for taxi drivers, as the taxi feeder park fee increased in July 2021, and it is expected to increase further in April 2022 when taxi drivers will have to start paying the TDOC.

It is important that taxi drivers are fairly remunerated to ensure that:

- Taxi driving remains a viable career and drivers do not stop being a taxi driver as this could affect the supply of taxis and mean taxi users are unable to get a taxi or have to wait longer for a taxi
- People will consider applying to become a licensed taxi driver, if the number of newly licensed taxi drivers falls then this could also affect the supply of taxis and mean taxi users are unable to get a taxi or have to wait longer for a taxi
- If the supply of available taxis declines or wait times increase some users may not be able to make a journey, with people who rely on taxis or use them more often disproportionately affected
- Some people may also choose a less safe option (e.g. using an unlicensed vehicle or unbooked PHV, or walking when this is less safe) if the supply of available taxis declines or wait times increase
- Taxi drivers can cover their operating costs

IDAG's views

As part of the previous taxi fares and tariffs review, TfL's Independent Disability Advisory Group (IDAG) reviewed the EqIA and suggested where enhancements could be made to

the process in relation to disabled taxi passengers. A full copy of IDAG's response is available in DOC 3.

IDAG made the following recommendations:

- *“The complex correlations between different demographic groups should be explored further, because the cumulative impact on disabled passengers may well be greater than anticipated*
- *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*
- *To 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 also made two observations:

- *“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*
- *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”*

At present funding is not available to commission research exploring the complex correlations between different demographic groups but the observations made by IDAG have been noted. We are not able to quantify the other considerations that influence the taxi landscape or other financial pressures on taxi drivers. However, we acknowledge that other factors outside of the taxi fares and tariffs review will have a negative impact on taxi users, Taxicard members and taxis drivers and that these may be more significant than any tariff-related issues.

Research on the elasticity of taxi fares has been previously commissioned. The report from this research is enclosed in DOC 4. Key insights from the analysis of the elasticities were.

Tariffs 1 and 2

- Respondents on Business trips were less elastic, i.e. less reactive to moderate increases in price than respondents on leisure trips. This behaviour was expected.
- Respondents on leisure trips exhibited moderate elasticities around -1.0
- Tariff 2 users had, overall, slightly higher elasticities than respondents for Tariff 1

Tariffs 3 and 4

- Respondents were more sensitive to price decreases than increases. We believe this is due to the nature of the trips, which were either late at night (Tariff 3) or to/from a far-away destination with low public transport access (Tariff 4). In both cases, the availability of alternatives may be limited

Impact on taxi market revenues



- For Tariffs 1, 2 and 3, since the Business taxi users are inelastic, decreasing the fare would incur a decrease in revenue while an increase in fare would result in an increase in revenues
- For Tariffs 1, 2 and 3, Leisure users are almost unit elastic. This means that a variation in fare would result in almost no variation in revenue
- For Tariff 3 Leisure, and Tariff 4, the taxi users are elastic to the fare. Therefore, decreasing the fare would incur an increase in revenue (because of generated demand) while an increase in fare would result in a decrease in revenues

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

The main groups impacted by this work are:

- Taxi users
- Taxicard members
- Taxi drivers

Taxi users

- Taxi users will be impacted by any changes to taxi fares and tariffs
- The impacts will be negative if the changes result in fares increasing or the availability of taxis decreasing
- There will be a positive impact if users can continue to access taxi services and a certain level of taxi availability is maintained and taxi drivers can cover their operating costs, are fairly remunerated 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 negatively impacted by increases to taxi fares or tariffs. However, they may also be disproportionately negatively impacted if the supply and availability of taxis decreases

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
- The impact on Taxicard members from changes will be partly mitigated by the capped fares scheme in place for Taxicard journeys. On 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 fares⁶
- Taxicard members will be affected if taxi drivers are less willing to accept Taxicard jobs because they feel the capped fares are too low and the difference between the capped fares and the metered fares increases. Following the introduction of the capped fares there was a reduction in service with some drivers unwilling to accept Taxicard jobs as they felt the capped fares were too low. To address this issue changes were made to the fares drivers receive and they now receive the capped fare or 90 per cent of the metered fare, whichever is higher. The impact of this

⁶ London Councils press release, 14 December 2018, <https://www.londoncouncils.gov.uk/node/34901>



change on taxi availability was positive and the change resulted in the service improving for Taxicard members. The feedback from taxi drivers was positive and the revised scheme is delivering a more reliable service

- If taxi fares and tariffs are increased then the capped Taxicard fares may be reviewed and where appropriate increased to help ensure that there continues to be a good service for Taxicard members and drivers are not deterred from accepting Taxicard jobs because they consider the capped fares to be too low
- Taxicard users will be negatively impacted by any increases to the minimum fare or tariffs as this would mean taxi fares increasing for journeys where the fare is still below the capped fare level

Children and vulnerable adults

- Taxis are used to provide services for some children and vulnerable adults (e.g. school transport, transport for people who need an accessible vehicle)
- Children and vulnerable adults could be negatively impacted if fares and tariffs increase and this affects taxi services available to them, if these can continue to be funded, or if there are reductions in when services can be provided or the number of trips that can be made
- They could also be negatively impacted if the supply and availability of taxis decreases
- The Department for Transport (DfT) has published new statutory taxi and PHV standards⁷ and the focus of these is on protecting children and vulnerable adults. We will be consulting separately on proposals on how to implement the recommendations in the statutory taxi and PHV standards we are not already compliant with

Taxi drivers

- Taxi drivers will be affected directly by changes to fares and tariffs and this could affect their income, level of work, the hours they work, when they work and if they continue to work as a licensed taxi driver
- The impacts would be negative if drivers' incomes fall or the demand and usage of taxis falls
- There could be a positive impact if drivers can cover their operating costs, are fairly remunerated and continue to work as taxi drivers
- Changes to the minimum fare or tariff rates which result in the number of taxi journeys, people using taxi taxis or drivers' incomes declining could deter people from applying to become a licensed taxi driver, as they do not consider this a viable or attractive career. This could lead to the supply of available taxis reducing or wait times for a taxi increasing
- The number of people applying to become a taxi driver and newly licensed taxi drivers has been declining for several years

| New taxi driver licences issued | 2017 | 2018 | 2019 | 2020 | 2021* |
|--|-------------|-------------|-------------|-------------|--------------|
| | 803 | 494 | 393 | 179 | 118 |

⁷ DfT statutory taxi and PHV standards, July 2020, <https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards>



*Up to and including September 2021

Suburban taxi drivers

- Suburban taxi drivers could be disproportionately impacted as demand and usage of taxis is normally 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 taxi driver income for Suburban taxi drivers can be lower and some Suburban drivers have reported that their income has fallen or they have struggled to cover operating costs

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 approved changes would come into effect has yet to be confirmed.

The date of implementing any changes will depend upon when the consultation launches, the time needed for analysis of results and when recommendations will be considered.

Our aim is to try and implement approved changes in April 2022.

Following approval of any changes to the fares and tariffs, six to eight weeks is normally needed for the changes to be implemented, although longer could be needed if changes to the process normally followed to update some taximeters are required because of the coronavirus pandemic. Additional measures or changes may be needed to ensure the safety of staff updating the taximeters plus taxi drivers and vehicle owners.

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
- Disability including carers⁸
- Gender
- Gender reassignment
- Marriage/civil partnership
- Other – refugees, low income, homeless people
- Pregnancy/maternity
- Race
- Religion or belief
- Sexual orientation

Taxi users – London residents

The following information about taxi users who are London residents is enclosed:

- Gender

⁸ 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
- Religion
- Disability (this does not include those who carers)
- Ethnicity
- Sexual orientation
- Transgender

Apart from ethnicity, the information in the charts below is taken from the 2020/21 Black Cabs and Minicabs Customer Satisfaction Survey (CSS)⁹. The ethnicity information is taken from the 2019/20 survey¹⁰.

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.

At present information from the CSS is not available about taxi users who share more than one protected characteristic. The impacts on some taxi users may be greater if they share more than one protected characteristic (e.g. they are an older, disabled taxi user).

The impact may also be greater on taxi users who share one or more protected characteristic and have a low income. Information about the income of taxi users is not held but some information about the income of Londoners is enclosed in the section titled 'Income and poverty amongst Londoners'.

| Year | CSS sample | Male | Female | Non binary* |
|------|---|------|--------|-------------|
| 2012 | London residents and visitors to London | 46% | 54% | -- |
| 2013 | | 45% | 55% | -- |
| 2014 | | 48% | 52% | -- |
| 2015 | | 60% | 40% | -- |
| 2016 | | 54% | 46% | -- |
| 2016 | Londoners only | 55% | 45% | -- |
| 2017 | | 52% | 48% | -- |
| 2018 | | 59% | 41% | -- |
| 2019 | | 54% | 46% | -- |
| 2020 | | 48% | 51% | 1% |

*Non binary was not included as a response option prior to 2020

| Year | CSS sample | 16-19 | 20-29 | 30-54 | 55-64 | 65+ |
|------|---|-------|-------|-------|-------|-----|
| 2012 | London residents and visitors to London | 3% | 19% | 56% | 13% | 8% |
| 2013 | | 2% | 18% | 58% | 13% | 10% |
| 2014 | | 3% | 21% | 54% | 13% | 9% |
| 2015 | | 2% | 19% | 57% | 12% | 10% |

⁹ Black Cabs and Minicabs Customer Satisfaction Survey (CSS), Kantar, 2020/21
¹⁰ Black Cabs and Minicabs Customer Satisfaction Survey (CSS), Kantar, 2019/20



| | | | | | | |
|-------------|----------------|----|-----|-----|-----|-----|
| 2016 | | 0% | 16% | 55% | 12% | 12% |
| 2016 | Londoners only | 1% | 17% | 56% | 14% | 11% |
| 2017 | | 2% | 31% | 39% | 15% | 12% |
| 2018 | | 5% | 27% | 39% | 11% | 18% |
| 2019 | | 2% | 29% | 50% | 10% | 9% |
| 2020 | | 5% | 27% | 57% | 8% | 5% |

| Year | CSS sample | Have a long term physical or mental health impairment which limits daily activities or work | None | Prefer not to say |
|-------------|---|---|------|-------------------|
| 2012 | London residents and visitors to London | 11% | 88% | 0% |
| 2013 | | 14% | 85% | 1% |
| 2014 | | 11% | 88% | 1% |
| 2015 | | 15% | 83% | 2% |
| 2016 | | 13% | 86% | 2% |
| 2016 | Londoners only | 16% | 81% | 3% |
| 2017 | | 23% | 75% | 2% |
| 2018 | | 22% | 76% | 2% |
| 2019 | | 30% | 67% | 3% |
| 2020 | | 20% | 75% | 5% |

Twenty-three per cent of taxi users who said they did have a long term physical or mental health impairment which limits daily activities or work said they use a wheelchair when travelling around London.

| Ethnicity | Percentage |
|--|------------|
| White - British | 59.83% |
| White - Irish | 3.58% |
| White - other | 7.57% |
| Mixed Race - White and Black Caribbean | 1.51% |
| Mixed Race - White and African | 1.24% |
| Mixed Race - White and Asian | 1.93% |
| Any other mixed background | 0.96% |
| Black/Black British - Caribbean | 4.40% |
| Black/Black British - African | 2.75% |
| Black/Black British - other | 0.96% |
| Asian/Asian British - Indian | 4.81% |
| Asian/Asian British - Pakistani | 1.24% |
| Asian/Asian British - Bangladeshi | 2.48% |
| Asian/Asian British - Other | 1.65% |
| Chinese | 1.51% |
| Other | 1.10% |
| Prefer not to say/refused | 2.48% |



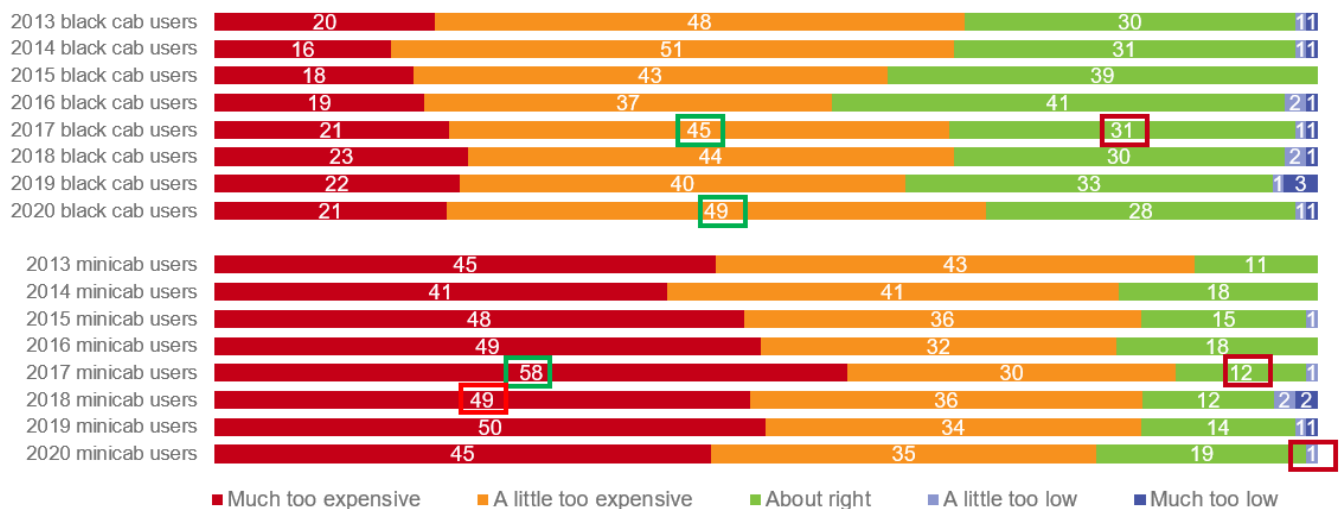
| Religion | Percentage |
|-------------------|------------|
| Christian | 51% |
| No religion | 27% |
| Muslim | 7% |
| Buddhist | 2% |
| Jewish | 4% |
| Hindu | 3% |
| Other | 1% |
| Prefer not to say | 4% |

| Sexual orientation | Percentage |
|-------------------------|------------|
| Bi | 4% |
| Gay/lesbian | 4% |
| Heterosexual/straight | 85% |
| Prefer to self describe | 0% |
| Prefer not to say | 6% |

| Identifying as trans | Percentage |
|----------------------|------------|
| Yes | 5% |
| No | 93% |
| Prefer not to say | 2% |

The Black Cab and Minicab CSS asks respondents for their views on taxi fares. Seventy per cent of taxi users and 80 per cent of minicab users thought that taxi fares were too expensive.

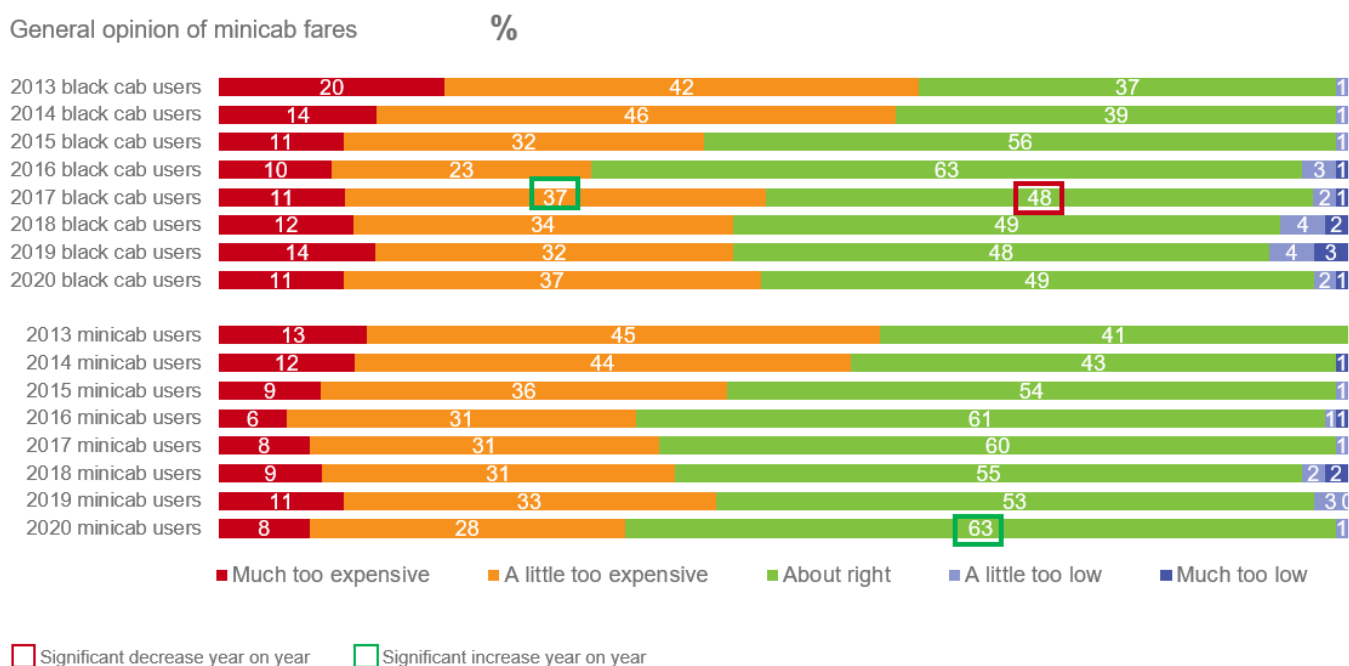
General opinion of black cab fares %



Significant decrease year on year Significant increase year on year



Respondents are also asked for their views on minicab fares. Forty-eight per cent of taxi users and 36 per cent of minicab users thought that minicab fares were too expensive.



The majority of female taxi users (72 per cent) and disabled taxi users (74 per cent) thought that taxi fares were too expensive.

| | Taxi fares are too expensive | Taxi fares are about right | Taxi fares are too low | Minicab fares are too expensive | Minicab fares are about right | Minicab fares are too low |
|------------------------|------------------------------|----------------------------|------------------------|---------------------------------|-------------------------------|---------------------------|
| Female taxi users | 72% | 27% | 2% | 52% | 46% | 3% |
| Disabled taxi users | 74% | 21% | 4% | 51% | 43% | 6% |
| Female minicab users | 84% | 16% | 0% | 36% | 64% | 0% |
| Disabled minicab users | 76% | 24% | 0% | 37% | 61% | 2% |

Travel in London: Understanding our diverse communities 2019

TfL's 'Travel in London: Understanding our diverse communities 2019' report¹¹ contains demographic information about Londoners. Below are some of the most relevant findings from the report.

¹¹ TfL Travel in London: Understanding our diverse communities 2019, <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



Profile of equality groups in London

The 2011 Census recorded that there are 8,173,941 people who usually live in London and:

- Black, Asian and minority ethnic Londoners make up 40 per cent of the population
- Half of Londoners are women (51 per cent)
- Thirty-two per cent of Londoners are under the age of 25 and 11 per cent are aged 65 or over
- Fourteen per cent of Londoners consider themselves to have a disability that effects their day-to-day activities 'a lot' or 'a little'
- Twenty-eight per cent of Londoners are living in a household with an annual income of less than £20,000
- London has a higher proportion of adults who identify as lesbian, gay or bisexual (LGB) than any other region of the UK. In London, 2.5 per cent of people consider themselves to be lesbian, gay or bisexual. This is higher in inner London, where five per cent of people living in a couple in inner London are in a same-sex relationship

There are differences in the profile of Londoners who make up each equality group:

- Londoners living in a lower income household (less than £20,000 per year) and older Londoners (aged 65 or over) are more likely to be women
- Black, Asian and minority ethnic Londoners are more likely to be younger, while women and those living in lower income households are more likely to be older
- Men are more likely than women, and white Londoners are more likely than Black, Asian and minority ethnic Londoners to be working full-time, this may be linked in part to the different age profile of these equality groups

Inter-relatedness

Many of the groups in the report are interrelated and therefore some of the differences observed are affected by differences in their demographic profile. For example:

- People on low incomes are also more likely to be older people (24 per cent of those on low income are also 65+ and therefore they are less likely to use technology but are more likely to own a Freedom Pass)
- Black, Asian and minority ethnic Londoners are more likely to be younger (33 per cent of Black, Asian and minority ethnic Londoners are also aged 24 and under) and are therefore more likely to use technology and to travel for education. They are less likely to own a Freedom Pass
- Disabled people are more likely to be older (44 per cent of disabled people are also over 65 and are more likely to be on a low income (61 per cent of disabled people are also on low income)

The table below shows the overlap between groups. The bold numbers are where a group has a higher proportion compared to other groups. (For instance, 23 per cent of 65+ are also Black, Asian and minority ethnic.)



| | BAME | Older people | Younger people | People on low incomes | Disabled people | Women |
|-----------------------|------|--------------|----------------|-----------------------|-----------------|-------|
| BAME | | 23% | 46% | 44% | 32% | 38% |
| Older (65+) | 8% | | | 24% | 44% | 14% |
| Younger (24 & under) | 33% | | | 30% | 11% | 26% |
| Low income (<£20,000) | 33% | 54% | 32% | | 61% | 31% |
| Disabled | 8% | 32% | 4% | 20% | | 10% |
| Women | 51% | 55% | 49% | 55% | 56% | |

More likely than other groups to be...

- Younger
- Low income and disabled
- BAME
- BAME, older and disabled
- Low income and older

Frequency of taxi use (2016/17)

- 24 per cent of disabled Londoners have used a taxi in the past year, compared with 28 per cent of non-disabled Londoners
- Wheelchair users are more likely to use a taxi at least once a week than all disabled Londoners or non-disabled Londoners (six per cent of wheelchair users)

| | Disabled | Wheelchair user | Non-disabled |
|---------------------------------|----------------|-----------------|-----------------|
| Base | (1,729) | (313) | (15,831) |
| At least once a week | 3% | 6% | 2% |
| At least once a fortnight | 2% | 2% | 2% |
| At least once a month | 3% | 4% | 5% |
| At least once a year | 16% | 15% | 20% |
| Not used in last 12 months | 31% | 29% | 21% |
| Never used | 45% | 43% | 51% |
| Net: Used in the last 12 months | 24% | 28% | 28% |

Excludes children aged under five

Taxicard journeys and members

A London resident may be eligible for Taxicard if they:

- Receive the higher rate mobility component of the Disability Living Allowance or the higher rate Attendance Allowance
- Are registered blind
- Receive the War Pension Mobility Component

If none of these apply, they may still be eligible if their GP endorses their application, although they may have to have a mobility assessment.



In February 2016¹² 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% |
| 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% |

¹² Taxicard Usage Review, February 2016, eo consulting



| | |
|-------|-------|
| 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% |

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% |

Concerns have been raised by London Councils about the impact from fare increases on Taxicard members.

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.

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. Although they believed that there was sufficient budget available in that year to meet the additional costs, the increase could mean that all of TfL's 2019/20 funding allocation for Taxicard was spent.

They also noted, that performance issues experienced following the initial introduction of the capped fare scheme had significantly depressed journeys 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.

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.

Disability and mobility data for Londoners

The Office for Disability issues¹³ has published information about disability and mobility data for Londoners and this is shown in the table below.

| | |
|---|---------------|
| % of all working-age (16-64) | London |
| % with mobility difficulties | 6% |
| % use special equipment to help be mobile | 2% |
| % with a mobility impairment | 4% |
| % who currently have 'DDA' Disability | 15% |
| | |
| % of all adults (16+) | London |
| % with mobility difficulties | 11% |
| % use special equipment to help be mobile | 5% |
| % with a mobility impairment | 7% |
| % who currently have 'DDA' Disability | 21% |

Just over one fifth (21 per cent) of all Londoners aged 16 or more had a 'DDA' disability. The definition of 'DDA disability' under the Equality Act 2010 shows a person has a disability if:

- They have a physical or mental impairment
- The impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities

For the purposes of the Act, these words have the following meanings:

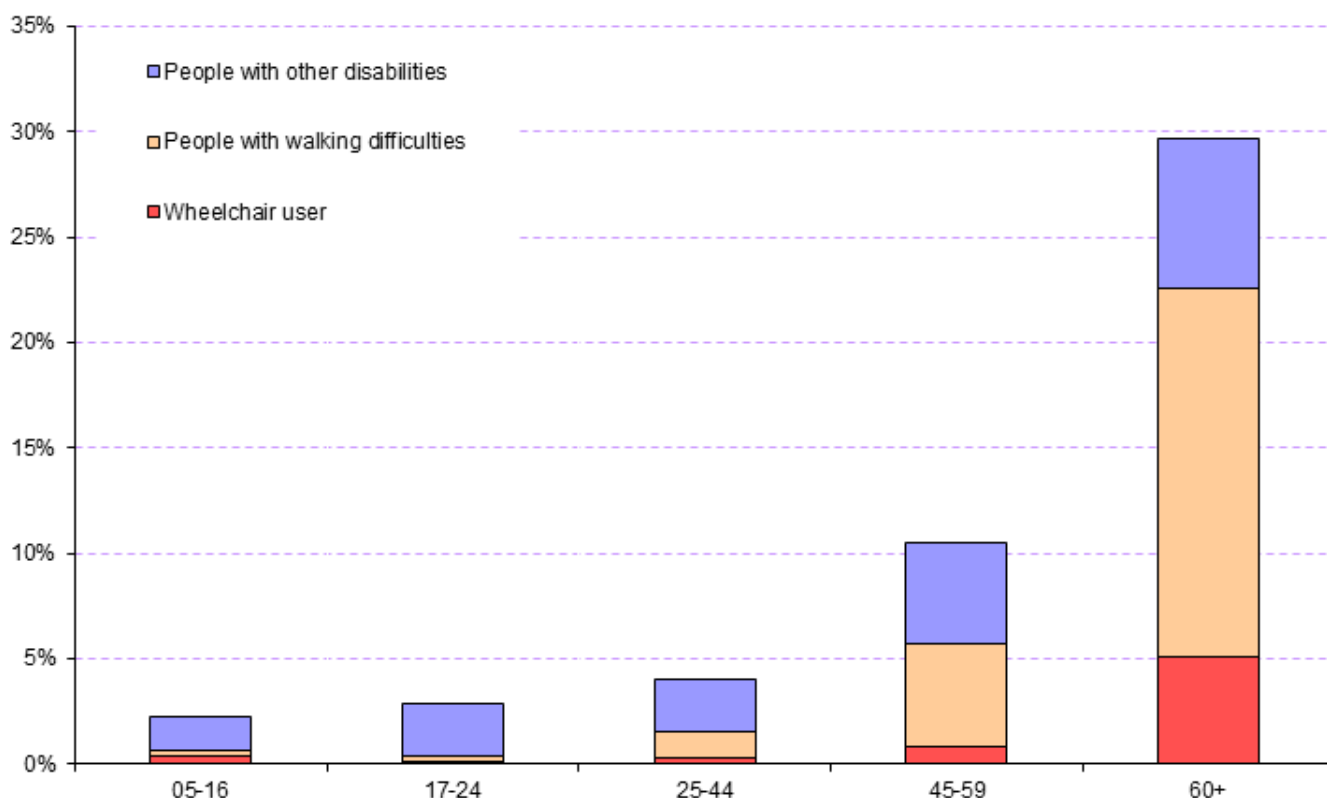
- 'substantial' means more than minor or trivial
- 'long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions)
- 'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping

There are additional provisions relating to people with progressive conditions. People with HIV, cancer or multiple sclerosis are protected by the Act from the point of diagnosis. People with some visual impairments are automatically deemed to be disabled.

¹³ Disability and Mobility, London, 2014, <https://data.london.gov.uk/dataset/disability-and-mobility-london>



The London Assembly has published a report titled ‘Transport Committee Accessibility of the transport network’¹⁴ and this contains information about Londoners who are wheelchair users, have walking difficulties or other disabilities. Significantly more Londoners aged 60 or more are wheelchair users, have walking difficulties or have other disabilities compared to younger Londoners.



Income and poverty amongst Londoners

Information about income and poverty amongst Londoners has been published by the Trust for London¹⁵. Findings in the report include the following:

- The proportion of people in poverty in London has drifted downward since the three years to 2010/11, from 29 per cent to 27 per cent, although population growth means that the number of people in poverty has remained constant. The proportion of people in deep poverty has risen by 1.5 percentage points over this period
- The majority of people living in poverty (58 per cent) are living in a working family
- 37 per cent of children, 24 per cent of working-age adults, and 19 per cent of pensioners in London are in poverty. The proportion of children and pensioners in poverty in London has fallen over the last decade, whereas the proportion of working-age adults in poverty has risen slightly

¹⁴ Transport Committee Accessibility of the transport network, London Assembly, November 2010
<https://data.london.gov.uk/dataset/londoners-reduced-mobility>

¹⁵ Trust for London, London's Poverty Profile, 2017,
https://trustforlondon.fra1.digitaloceanspaces.com/media/documents/LPP_2017_full_report.pdf



- Disability is strongly associated with poverty, both because disability brings with it extra costs which reduce the resources available relative to non-disabled people, and because it often reduces the capacity to work. 34 per cent of people in a family with at least one disabled adult are in poverty, whereas 25 per cent of people in families with no disabled adults are in poverty
- In the last decade, weekly pay in London has fallen. In 2016 13 per cent of workers earned less than £200 a week and another 20 per cent earned less than £400 (but more than £200)
- In 2016, just over one in five employees were low paid (paid less than the London Living Wage)
- The biggest group among the low paid were female, part-time employees (31 per cent of the total). Fifty-five per cent of all low-paid jobs in London were carried out by women
- Low pay rates vary substantially between different ethnic groups. The low pay rate for Bangladeshi and Pakistani employees, at 46 per cent, is more than double the rate for White British employees at 19 per cent. The largest group of low-paid workers are White British who make up 34 per cent of the low paid; the smallest group are Bangladeshi and Pakistani at six per cent
- Disabled people are more likely to be low-paid: 37 per cent of disabled people compared with 27 per cent of non-disabled people
- A quarter (25 per cent) of full-time disabled employees are low paid whereas only one in five (19 per cent) of full-time non-disabled people are low paid

UK LGBT survey

In July 2017 the Government launched a nationwide lesbian, gay, bisexual and transgender (LGBT) survey¹⁶. Findings included:

- More than two thirds of LGBT respondents said they had avoided holding hands with a same-sex partner for fear of a negative reaction from others
- At least two in five respondents had experienced an incident because they were LGBT, such as verbal harassment or physical violence, in the 12 months preceding the survey. However, more than nine in 10 of the most serious incidents went unreported, often because respondents thought 'it happens all the time'
- Existing evidence suggests that LGBT people are at greater risk than the general population of being victims of crime
- The National Institute of Economic and Social Research (NIESR) review found that underreporting of hate crime is a particularly common issue. They also found that LGBT people can be unwilling to use relevant services for fear of homophobic, transphobic or biphobic responses from staff and service users or because they do not think the response will meet their needs
- Data from the Crime Survey for England and Wales (CSEW) being published alongside this report for the first time reveal that gay, lesbian and bisexual people are more likely than heterosexual people to be victims of all CSEW crime

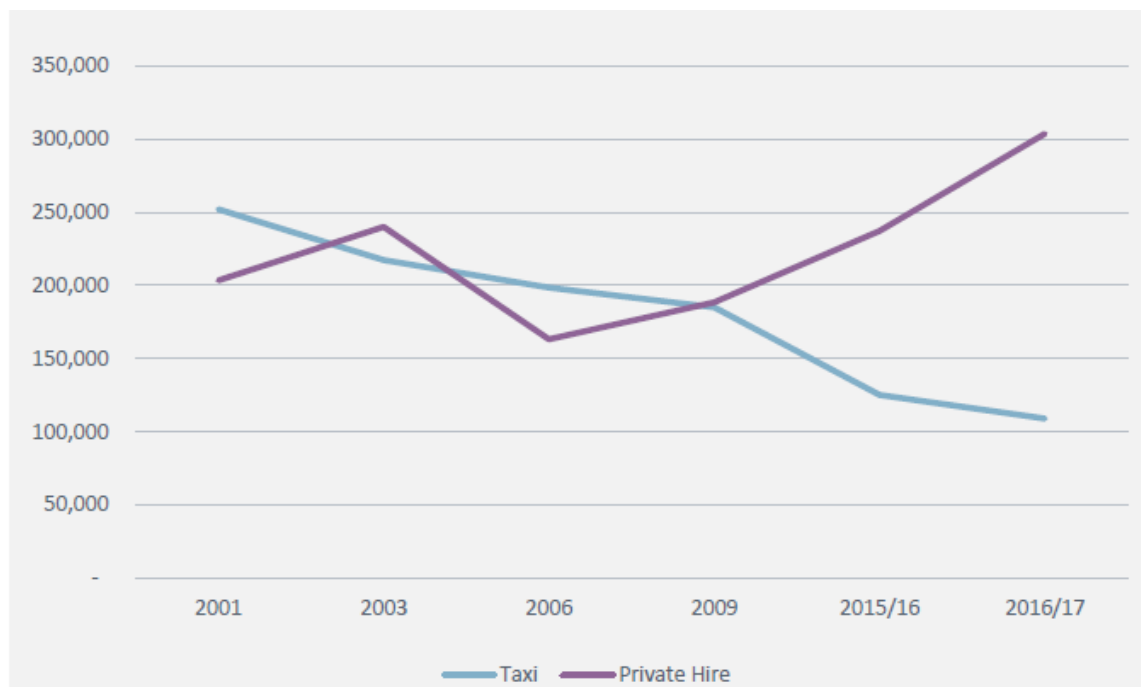
¹⁶ <https://www.gov.uk/government/publications/national-lgbt-survey-summary-report/national-lgbt-survey-summary-report>



- One respondent (a gay man, aged 45-54, from London) said *“I still wouldn’t walk down my street holding hands for fear of attack, or kiss on public transport. Simple things that heterosexual people take for granted.”*
- In total, 40 per cent of respondents had experienced an incident in the 12 months preceding the survey committed by someone they did not live with and because they were LGBT
- Around a quarter (26 per cent) had experienced verbal harassment, insults or other hurtful comments, 14 per cent had experienced disclosure of their LGBT status without permission, six per cent had been threatened with physical or sexual harassment or violence, two per cent had experienced physical violence and two per cent had experienced sexual violence

Taxi and Private Hire Driver Diary Survey

- The Taxi and Private Hire Driver Survey¹⁷ has shown that there has been a decline in the daily number of 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 hiring
- In 2009 there were around 185,000 taxi journeys in a typical day but in 2016/17 this figure had declined 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



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



- The table below shows the distribution of taxi journeys by time band
- Two thirds of journeys (68.6%) start during the daytime on weekdays (Monday to Friday)

| Time band | All London | Suburban | All |
|---|------------|----------|-------|
| Monday–Friday (06.00-19.59) daytime | 69.4% | 61.6% | 68.6% |
| Saturday and 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 and 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 |

Travel in London report

The most recent Travel in London¹⁸ report provides some information on journeys and users in London including:

- The London resident population in 2018 was 8.9 million, estimated to be 0.9 per cent higher than in 2017 and 23.1 per cent higher than in 2000
- A daily average of 26.9 million trips was made in London in 2018. This was a 0.1 per cent increase on 2017, which, in turn, was 0.1 per cent lower than 2016. Over a longer timescale, overall growth in trips in London has been 2.9 per cent since 2013
- The active, efficient and sustainable mode share for travel in 2018 was 63.0 per cent, a 0.3 percentage point increase on 2017 and a 0.4 percentage point increase on 2016. The mode share for private transport was 37.0 per cent in 2018, 0.3 percentage points lower than 2017, and 0.4 percentage points lower than 2016
- The mode share of daily trips in London in 2018 for taxis and PHVs was one per cent

Estimated daily average number of trips

- The table below shows the estimated daily average number of trips (millions) in Greater London by main mode of travel, seven-day week, 2000-2018
- Trips are complete one-way movements from one place to another. Trips may include the use of several modes of transport and be made up of more than one journey stage. They are classified by the mode that is typically used for the longest distance within the trip. Round trips are counted as two trips, an outward and an inward leg
- Rail includes London Overground
- Taxi and PHV trips are combined and it is not possible to separate these

¹⁸ Travel in London Report 12, TfL, 2019, <http://content.tfl.gov.uk/travel-in-london-report-12.pdf>



- Between 2000 and 2018, and also 2009 and 2018 there was an increase in the estimated daily average number of combined taxi and PHV trips. However, there was a decrease between 2017 and 2018

| Year | Rail | Underground /DLR | Bus (incl. tram) | Taxi/ PHV | Car driver | Car passenger | Motor cycle | Cycle | Walk | All |
|-------------------|-------|------------------|------------------|-----------|------------|---------------|-------------|-------|-------|--------|
| (2000) | (1.7) | (2.0) | (2.4) | (0.3) | (6.8) | (3.6) | (0.2) | (0.3) | (5.5) | (22.7) |
| 2009 | 2.1 | 2.2 | 3.9 | 0.3 | 6.2 | 3.5 | 0.2 | 0.5 | 6.0 | 24.8 |
| 2010 | 2.3 | 2.1 | 4.0 | 0.3 | 6.1 | 3.6 | 0.2 | 0.5 | 6.1 | 25.1 |
| 2011 | 2.4 | 2.2 | 4.1 | 0.3 | 5.9 | 3.6 | 0.2 | 0.5 | 6.2 | 25.3 |
| 2012 | 2.6 | 2.4 | 4.1 | 0.3 | 5.9 | 3.6 | 0.2 | 0.5 | 6.3 | 25.8 |
| 2013 | 2.7 | 2.5 | 4.1 | 0.3 | 5.8 | 3.6 | 0.2 | 0.5 | 6.3 | 26.1 |
| 2014 | 2.8 | 2.6 | 4.1 | 0.3 | 5.9 | 3.7 | 0.2 | 0.6 | 6.4 | 26.6 |
| 2015 | 3.0 | 2.8 | 3.8 | 0.3 | 5.9 | 3.6 | 0.2 | 0.6 | 6.5 | 26.8 |
| 2016 | 3.0 | 2.8 | 3.7 | 0.4 | 5.8 | 3.6 | 0.2 | 0.6 | 6.6 | 26.9 |
| 2017 | 2.9 | 2.8 | 3.8 | 0.4 | 5.8 | 3.7 | 0.2 | 0.6 | 6.6 | 26.8 |
| 2018 | 3.0 | 2.8 | 3.7 | 0.4 | 5.8 | 3.6 | 0.2 | 0.7 | 6.7 | 26.9 |
| Percentage change | | | | | | | | | | |
| 2000 to 2018 | 78.0 | 43.9 | 54.1 | 23.6 | -15.4 | 1.2 | 0.1 | 144.4 | 23.1 | 18.5 |
| 2009 to 2018 | 41.0 | 30.7 | -5.1 | 29.7 | -6.7 | 2.7 | -4.3 | 43.8 | 12.2 | 8.1 |
| 2017 to 2018 | 1.2 | 0.5 | -1.0 | -6.8 | -0.3 | -1.0 | -0.9 | 4.0 | 0.9 | 0.1 |

Estimated daily average number of journey stages (millions)

- The table below shows the trend for total travel volumes and mode shares at the journey stage level
- Daily journey stages in London in 2018 were 31.4 million, slightly down from 31.5 million in 2017 and 0.7 per cent lower than the recent high reached in 2015
- Taxi and PHV trips are combined and it is not possible to separate these
- Between 2000 and 2018, and also 2009 and 2018 there was an increase in the estimated daily average number of combined taxi and PHV journey stages. However, there was a decrease between 2017 and 2018

| Year | Rail | Underground | DLR | Bus (incl. tram) | Taxi /PHV | Car driver | Car passenger | Motor cycle | Cycle | Walk | All |
|--------|-------|-------------|-------|------------------|-----------|------------|---------------|-------------|-------|-------|--------|
| (2000) | (1.8) | (2.6) | (0.1) | (3.7) | (0.4) | (7.0) | (3.8) | (0.2) | (0.3) | (5.5) | (25.3) |
| 2009 | 2.3 | 2.9 | 0.2 | 6.3 | 0.4 | 6.3 | 3.7 | 0.2 | 0.5 | 6.0 | 28.9 |

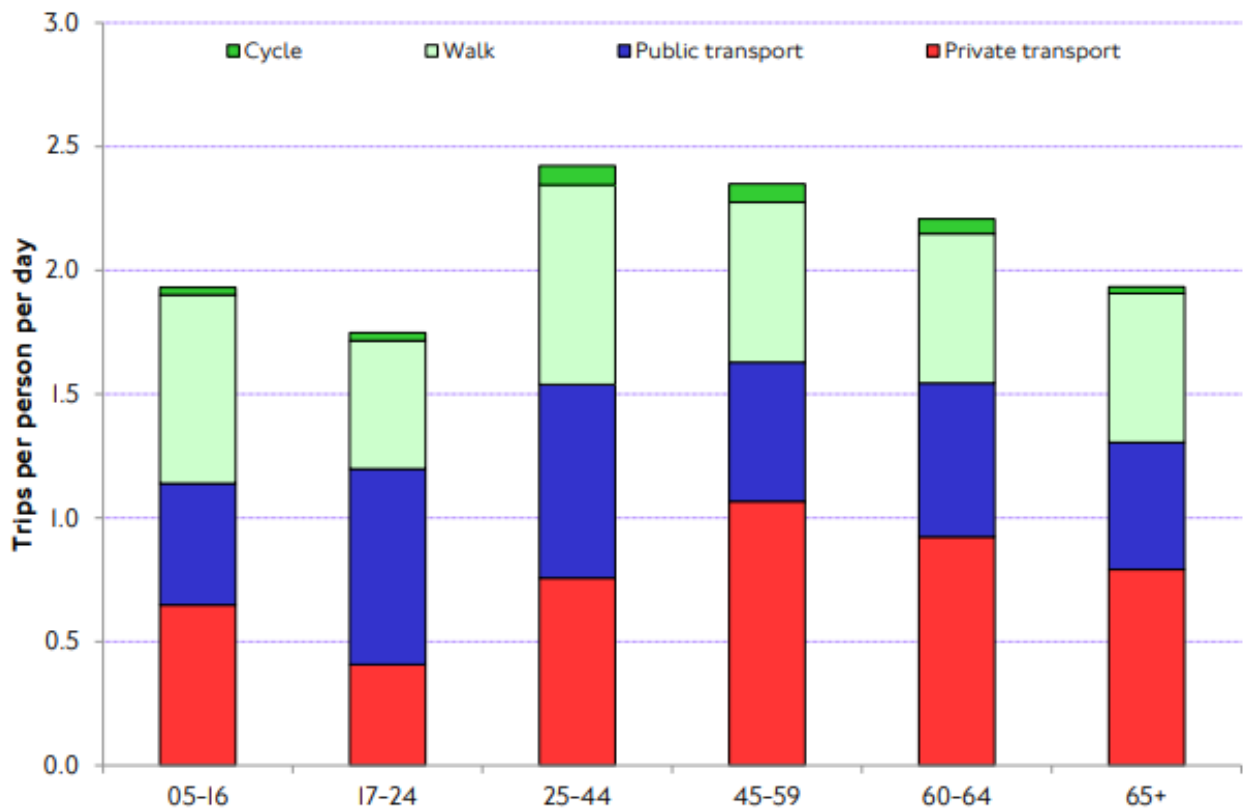


| Year | Rail | Under-ground | DLR | Bus (incl. tram) | Taxi /PHV | Car driver | Car passenger | Motor cycle | Cycle | Walk | All |
|-------------------|------|--------------|-------|------------------|-----------|------------|---------------|-------------|-------|------|------|
| 2010 | 2.5 | 3.0 | 0.2 | 6.3 | 0.3 | 6.3 | 3.7 | 0.2 | 0.5 | 6.1 | 29.2 |
| 2011 | 2.7 | 3.2 | 0.2 | 6.4 | 0.4 | 6.1 | 3.8 | 0.2 | 0.6 | 6.2 | 29.7 |
| 2012 | 2.9 | 3.3 | 0.3 | 6.4 | 0.4 | 6.0 | 3.8 | 0.2 | 0.6 | 6.3 | 30.2 |
| 2013 | 3.1 | 3.4 | 0.3 | 6.5 | 0.4 | 6.0 | 3.8 | 0.2 | 0.6 | 6.3 | 30.6 |
| 2014 | 3.2 | 3.5 | 0.3 | 6.7 | 0.4 | 6.1 | 3.9 | 0.2 | 0.6 | 6.4 | 31.3 |
| 2015 | 3.4 | 3.7 | 0.3 | 6.5 | 0.4 | 6.0 | 3.9 | 0.2 | 0.7 | 6.5 | 31.7 |
| 2016 | 3.4 | 3.7 | 0.3 | 6.2 | 0.4 | 6.0 | 3.8 | 0.2 | 0.7 | 6.6 | 31.5 |
| 2017 | 3.3 | 3.7 | 0.3 | 6.2 | 0.5 | 6.0 | 3.9 | 0.2 | 0.7 | 6.6 | 31.5 |
| 2018 | 3.4 | 3.7 | 0.3 | 6.1 | 0.4 | 6.0 | 3.8 | 0.2 | 0.7 | 6.7 | 31.4 |
| Percentage change | | | | | | | | | | | |
| 2000 to 2018 | 85.7 | 41.8 | 227.9 | 66.7 | 16.2 | -14.8 | 0.4 | -0.5 | 160.0 | 23.1 | 24.1 |
| 2009 to 2018 | 45.7 | 26.9 | 70.8 | -3.2 | 21.5 | -5.6 | 1.8 | -4.9 | 45.0 | 12.2 | 8.7 |
| 2017 to 2018 | 2.3 | 0.9 | -0.9 | -1.7 | -5.8 | 0.0 | -2.5 | -0.9 | 3.3 | 0.9 | -0.1 |

Trip rates by main mode and age for London residents

- The chart below shows trip rates by main mode and age for London residents
- Private transport, which includes taxis and PHVs, is the mode most used by people who are 65 or older

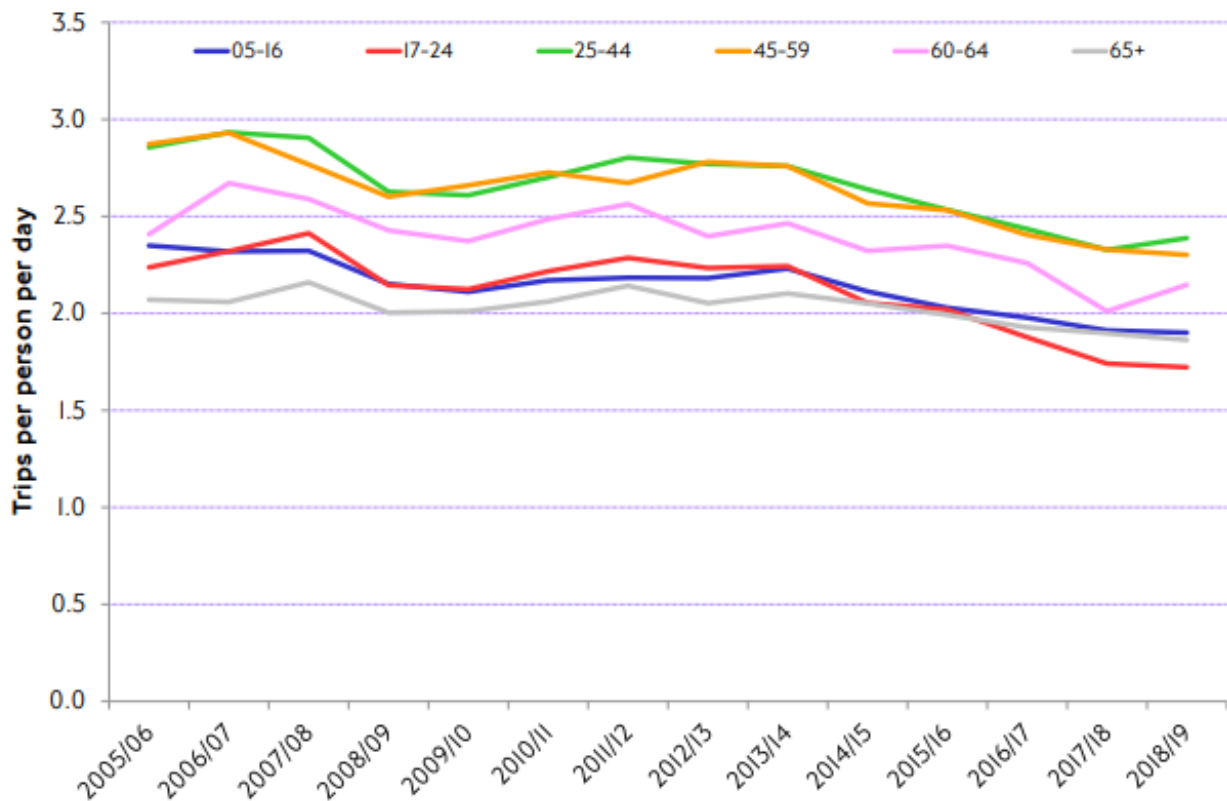




Trend in per-person trip rate per day (annual average), by mode for London residents

- The chart below shows the trend in per-person trip rate per day (annual average), by mode for London residents
- Trip rates among people 65 or older have been declining for the past few years
- Changes in trip rates across different groups could be due to a combination of factors including:
 - Economic factors such as rising house/rental costs combined with slow wage growth meaning that people have squeezed disposable incomes
 - Societal and technological changes particularly affecting shopping/leisure trips, e.g. growth of online services





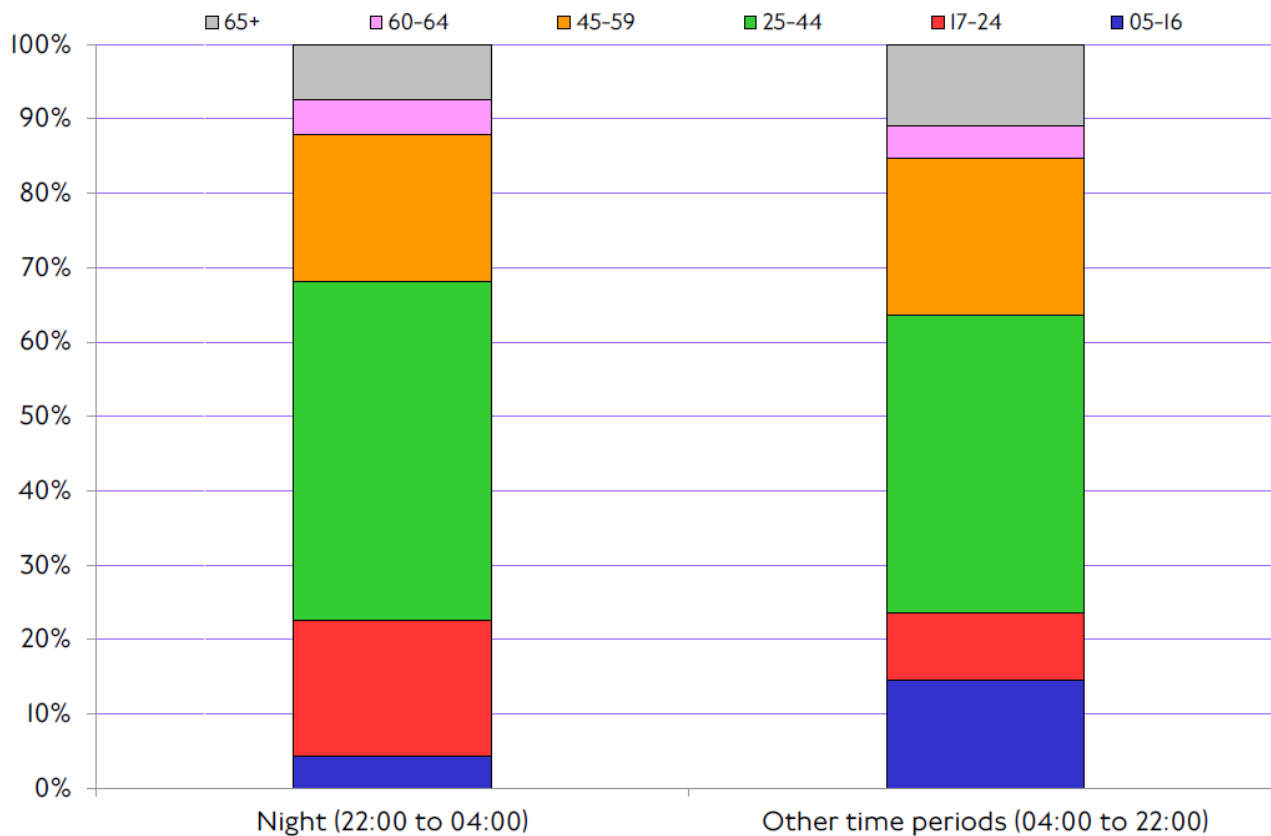
Car ownership

- Single pensioners are more likely to own a car than other single adults, but less likely than couples
- Between the ages of 20 and 70, car ownership is higher among older age groups. Levels of car ownership are highest among 50-59 year olds, while the lowest levels are seen among London residents aged 20-29
- Above age 70, car ownership starts to decline considerably, perhaps caused by a declining ability to drive or retirement reducing the need to
- Most Londoners aged 17-19 live in a household with a car, which is likely to reflect the fact they are more likely to live with parents who own a car than 20-29 year olds

Travel at night

- London residents who travel at night are younger on average than those who travel in the day, with 18 per cent of trips at night made by 17-24 year olds, compared with nine per cent during the day
- Almost half of all trips at night are made by those aged 25-44
- The chart below shows trips made by London residents between 22:00 and 04:00 split by age group





Carers in London

The 2018 London Assembly report 'Who Cares? Helping London's Unpaid Carers'¹⁹ included figures on the estimated number of Londoners who provide care. The findings included:

- 8.5 per cent of Londoners spend at least one hour a week caring for someone between the ages of 25 and 64, around a third more women than men provide unpaid care
- Overall, in London 9.8 per cent of women are carers and 7.4 per cent of men
- This begins to change for older people, with the gender gap narrowing for those aged over 74. Here we see 12 per cent of men aged over 85 providing care, compared to five per cent of women in that age group
- As Black, Asian and minority ethnic people in the UK are on average younger than white people, a lower proportion give unpaid care. That said, research indicates that controlling for age, Black, Asian and minority ethnic families are more likely to care for older or disabled family members

Visitors to London

Information specifically about the diversity of visitors to London who use taxis is not held however, some general information about visitors to London is available.

¹⁹ Who cares? Helping London's Unpaid Carers, London Assembly, https://www.london.gov.uk/sites/default/files/who_cares_-_helping_londons_unpaid_carers_by_dr_onkar_sahota_am.pdf



- In 2018 London was the most visited area in the UK by overseas residents with 19.1 million visiting London²⁰
- There were 11.9 million visits to London in 2018 by domestic tourists²¹
- The tables below show the gender and age profile for visitors to London for 2018²²

| Gender | Percentage |
|--------|------------|
| Male | 56% |
| Female | 44% |

| Age (years) | Percentage |
|-------------|------------|
| 0-15 | 2% |
| 16-24 | 14% |
| 25-34 | 24% |
| 35-44 | 23% |
| 45-54 | 19% |
| 55-64 | 12% |
| 65+ | 6% |

Licensed taxi drivers

Taxi drivers – licensing data

The tables below contain information on licensed taxi drivers²³.

| Age | Taxi Drivers | % |
|--------------|--------------|----------------|
| 21-30 | 224 | 1.08% |
| 31-40 | 1719 | 8.30% |
| 41-50 | 4554 | 21.98% |
| 51-60 | 8697 | 41.97% |
| 61-70 | 4341 | 20.95% |
| 71+ | 1186 | 5.72% |
| Total | 20721 | 100.00% |
| | | |
| 65+ | 3023 | 14.59% |

| Gender | Taxi Drivers | % |
|------------------|--------------|--------|
| Female | 474 | 2.29% |
| Male | 20243 | 97.69% |
| Not known | 4 | 0.02% |

²⁰ Tourism: Statistics and policy, House of Commons Library, 24 September 2019, <https://researchbriefings.files.parliament.uk/documents/SN06022/SN06022.pdf>

²¹ Ibid

²² Visit Britain, 13 March 2020

²³ TfL licensing data, April 2021



| Gender | Taxi Drivers | % |
|--------------|--------------|----------------|
| Total | 20721 | 100.00% |

| Ethnicity | Taxi Drivers | % |
|--------------------------------------|--------------|----------------|
| Asian or Asian British | 3 | 0.01% |
| Asian or Asian British (Bangladeshi) | 295 | 1.42% |
| Asian or Asian British (Indian) | 137 | 0.66% |
| Asian or Asian British (Other) | 295 | 1.42% |
| Asian or Asian British (Pakistani) | 222 | 1.07% |
| Black | 9 | 0.04% |
| Black or Black British (African) | 921 | 4.44% |
| Black or Black British (Caribbean) | 390 | 1.88% |
| Black or Black British (Other) | 145 | 0.70% |
| Mixed | 2 | 0.01% |
| Mixed (Other) | 100 | 0.48% |
| Mixed (White and Asian) | 53 | 0.26% |
| Mixed (White and Black African) | 3 | 0.01% |
| Mixed (White and Black African) | 70 | 0.34% |
| Mixed (White and Black Caribbean) | 93 | 0.45% |
| White | 44 | 0.21% |
| White British | 13302 | 64.20% |
| White Irish | 216 | 1.04% |
| White Other | 635 | 3.06% |
| Chinese or other ethnic group | 249 | 1.20% |
| Not known | 3537 | 17.07% |
| Total | 20721 | 100.00% |

| Faith/Religion | Taxi Drivers | % |
|----------------|--------------|----------------|
| No | 122 | 0.59% |
| Yes | 1932 | 9.32% |
| Not known | 18667 | 90.09% |
| Total | 20721 | 100.00% |

| Disability | Taxi Drivers | % |
|--------------|--------------|----------------|
| No | 2842 | 13.72% |
| Yes | 2 | 0.01% |
| Not known | 17877 | 86.27% |
| Total | 20721 | 100.00% |

| Disability Age | Taxi Drivers | % |
|----------------|--------------|---------------|
| No | 2842 | 13.72% |
| 21-30 | 135 | 0.65% |



| Disability | Age | Taxi Drivers | % |
|------------------|-------|--------------|----------------|
| | 31-40 | 664 | 3.20% |
| | 41-50 | 1039 | 5.01% |
| | 51-60 | 831 | 4.01% |
| | 61-70 | 164 | 0.79% |
| | 71+ | 9 | 0.04% |
| Not known | | 17877 | 86.27% |
| | 21-30 | 89 | 0.43% |
| | 31-40 | 1055 | 5.09% |
| | 41-50 | 3515 | 16.96% |
| | 51-60 | 7864 | 37.95% |
| | 61-70 | 4177 | 20.16% |
| | 71+ | 1177 | 5.68% |
| Yes | | 2 | 0.01% |
| | 51-60 | 2 | 0.01% |
| Total | | 20721 | 100.00% |

| Ethnicity | Age | Taxi Drivers | % |
|---|-------|--------------|--------------|
| Asian or Asian British | | 3 | 0.01% |
| | 21-30 | 1 | 0.00% |
| | 41-50 | 2 | 0.01% |
| Asian or Asian British (Bangladeshi) | | 295 | 1.42% |
| | 21-30 | 4 | 0.02% |
| | 31-40 | 62 | 0.30% |
| | 41-50 | 166 | 0.80% |
| | 51-60 | 59 | 0.28% |
| | 61-70 | 4 | 0.02% |
| Asian or Asian British (Indian) | | 137 | 0.66% |
| | 21-30 | 1 | 0.00% |
| | 31-40 | 11 | 0.05% |
| | 41-50 | 38 | 0.18% |
| | 51-60 | 57 | 0.28% |
| | 61-70 | 27 | 0.13% |
| | 71+ | 3 | 0.01% |
| Asian or Asian British (Other) | | 295 | 1.42% |
| | 21-30 | 5 | 0.02% |
| | 31-40 | 51 | 0.25% |
| | 41-50 | 140 | 0.68% |
| | 51-60 | 82 | 0.40% |
| | 61-70 | 16 | 0.08% |
| | 71+ | 1 | 0.00% |
| Asian or Asian British (Pakistani) | | 222 | 1.07% |
| | 21-30 | 4 | 0.02% |
| | 31-40 | 32 | 0.15% |



| Ethnicity | Age | Taxi Drivers | % |
|---|------------|---------------------|--------------|
| | 41-50 | 86 | 0.42% |
| | 51-60 | 83 | 0.40% |
| | 61-70 | 14 | 0.07% |
| | 71+ | 3 | 0.01% |
| Black | | 9 | 0.04% |
| | 31-40 | 3 | 0.01% |
| | 41-50 | 3 | 0.01% |
| | 51-60 | 3 | 0.01% |
| Black or Black British (African) | | 921 | 4.44% |
| | 21-30 | 10 | 0.05% |
| | 31-40 | 126 | 0.61% |
| | 41-50 | 333 | 1.61% |
| | 51-60 | 372 | 1.80% |
| | 61-70 | 74 | 0.36% |
| | 71+ | 6 | 0.03% |
| Black or Black British (Caribbean) | | 390 | 1.88% |
| | 21-30 | 1 | 0.00% |
| | 31-40 | 22 | 0.11% |
| | 41-50 | 71 | 0.34% |
| | 51-60 | 178 | 0.86% |
| | 61-70 | 97 | 0.47% |
| | 71+ | 21 | 0.10% |
| Black or Black British (Other) | | 145 | 0.70% |
| | 21-30 | 1 | 0.00% |
| | 31-40 | 25 | 0.12% |
| | 41-50 | 43 | 0.21% |
| | 51-60 | 59 | 0.28% |
| | 61-70 | 14 | 0.07% |
| | 71+ | 3 | 0.01% |
| Mixed | | 2 | 0.01% |
| | 31-40 | 1 | 0.00% |
| | 51-60 | 1 | 0.00% |
| Mixed (Other) | | 100 | 0.48% |
| | 21-30 | 2 | 0.01% |
| | 31-40 | 19 | 0.09% |
| | 41-50 | 30 | 0.14% |
| | 51-60 | 37 | 0.18% |
| | 61-70 | 11 | 0.05% |
| | 71+ | 1 | 0.00% |
| Mixed (White and Asian) | | 53 | 0.26% |
| | 31-40 | 11 | 0.05% |
| | 41-50 | 13 | 0.06% |
| | 51-60 | 22 | 0.11% |
| | 61-70 | 7 | 0.03% |

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| Ethnicity | Age | Taxi Drivers | % |
|--|-------|--------------|---------------|
| Mixed (White and Black African) | | 3 | 0.01% |
| | 21-30 | 1 | 0.00% |
| | 51-60 | 2 | 0.01% |
| Mixed (White and Black African) | | 70 | 0.34% |
| | 31-40 | 10 | 0.05% |
| | 41-50 | 13 | 0.06% |
| | 51-60 | 33 | 0.16% |
| | 61-70 | 13 | 0.06% |
| | 71+ | 1 | 0.00% |
| Mixed (White and Black Caribbean) | | 93 | 0.45% |
| | 21-30 | 2 | 0.01% |
| | 31-40 | 25 | 0.12% |
| | 41-50 | 24 | 0.12% |
| | 51-60 | 30 | 0.14% |
| | 61-70 | 11 | 0.05% |
| | 71+ | 1 | 0.00% |
| White | | 44 | 0.21% |
| | 21-30 | 7 | 0.03% |
| | 31-40 | 19 | 0.09% |
| | 41-50 | 10 | 0.05% |
| | 51-60 | 8 | 0.04% |
| White British | | 13302 | 64.20% |
| | 21-30 | 124 | 0.60% |
| | 31-40 | 937 | 4.52% |
| | 41-50 | 2638 | 12.73% |
| | 51-60 | 5739 | 27.70% |
| | 61-70 | 3023 | 14.59% |
| | 71+ | 841 | 4.06% |
| White Irish | | 216 | 1.04% |
| | 31-40 | 7 | 0.03% |
| | 41-50 | 31 | 0.15% |
| | 51-60 | 93 | 0.45% |
| | 61-70 | 68 | 0.33% |
| | 71+ | 17 | 0.08% |
| White Other | | 635 | 3.06% |
| | 21-30 | 5 | 0.02% |
| | 31-40 | 84 | 0.41% |
| | 41-50 | 241 | 1.16% |
| | 51-60 | 208 | 1.00% |
| | 61-70 | 83 | 0.40% |
| | 71+ | 14 | 0.07% |
| Chinese or other ethnic group | | 249 | 1.20% |
| | 21-30 | 1 | 0.00% |
| | 31-40 | 21 | 0.10% |

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| Ethnicity | Age | Taxi Drivers | % |
|------------------|------------|---------------------|----------------|
| | 41-50 | 71 | 0.34% |
| | 51-60 | 112 | 0.54% |
| | 61-70 | 37 | 0.18% |
| | 71+ | 7 | 0.03% |
| Not known | | 3537 | 17.07% |
| | 21-30 | 55 | 0.27% |
| | 31-40 | 253 | 1.22% |
| | 41-50 | 601 | 2.90% |
| | 51-60 | 1519 | 7.33% |
| | 61-70 | 842 | 4.06% |
| | 71+ | 267 | 1.29% |
| Total | | 20721 | 100.00% |

| Gender Disability | Taxi Drivers | % |
|--------------------------|---------------------|----------------|
| Female | 474 | 2.29% |
| No | 52 | 0.25% |
| Not known | 421 | 2.03% |
| Yes | 1 | 0.00% |
| Male | 20243 | 97.69% |
| No | 2786 | 13.45% |
| Not known | 17456 | 84.24% |
| Yes | 1 | 0.00% |
| Not known | 4 | 0.02% |
| No | 4 | 0.02% |
| Total | 20721 | 100.00% |

| Gender Age | Taxi Drivers | % |
|-------------------|---------------------|---------------|
| Female | 474 | 2.29% |
| 21-30 | 7 | 0.03% |
| 31-40 | 30 | 0.14% |
| 41-50 | 117 | 0.56% |
| 51-60 | 230 | 1.11% |
| 61-70 | 83 | 0.40% |
| 71+ | 7 | 0.03% |
| Male | 20243 | 97.69% |
| 21-30 | 217 | 1.05% |
| 31-40 | 1688 | 8.15% |
| 41-50 | 4436 | 21.41% |
| 51-60 | 8465 | 40.85% |
| 61-70 | 4258 | 20.55% |

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| Gender Age | Taxi Drivers | % |
|------------------|--------------|----------------|
| 71+ | 1179 | 5.69% |
| Not known | 4 | 0.02% |
| 31-40 | 1 | 0.00% |
| 41-50 | 1 | 0.00% |
| 51-60 | 2 | 0.01% |
| Total | 20721 | 100.00% |

Taxi drivers – Taxi and Private Hire Licensee Customer Satisfaction Survey (CSS)

Additional information on taxi drivers is below.²⁴

| If taxi drivers identify as trans | Taxi Drivers |
|-----------------------------------|--------------|
| Yes | 2% |
| No | 81% |
| Prefer not to say | 16% |

| Disability | Taxi Drivers |
|---------------------------------|--------------|
| Mobility impairment | 1% |
| Age related mobile difficulties | 1% |
| Visual impairment | 0% |
| Respiratory problems | 0% |
| Hearing impairment | 1% |
| Learning disabilities | 0% |
| Mental health condition | 1% |
| Serious long term illness | 0% |
| Other | 1% |
| None | 82% |
| Prefer not to say | 13% |

| Sexual orientation | Taxi Drivers |
|-------------------------|--------------|
| Bi | 1% |
| Gay/lesbian | 1% |
| Heterosexual/straight | 76% |
| Prefer to self describe | 2% |
| Prefer not to say | 21% |

| Annual household income before tax and other deductions | Taxi Drivers |
|---|--------------|
| Up to £10,000 | 3% |
| £10,001-£15,000 | 4% |
| £15,001-£20,000 | 7% |
| £20,001-£30,000 | 13% |

²⁴ Taxi and Private Hire Licensee CSS 2019/20, Kantar,



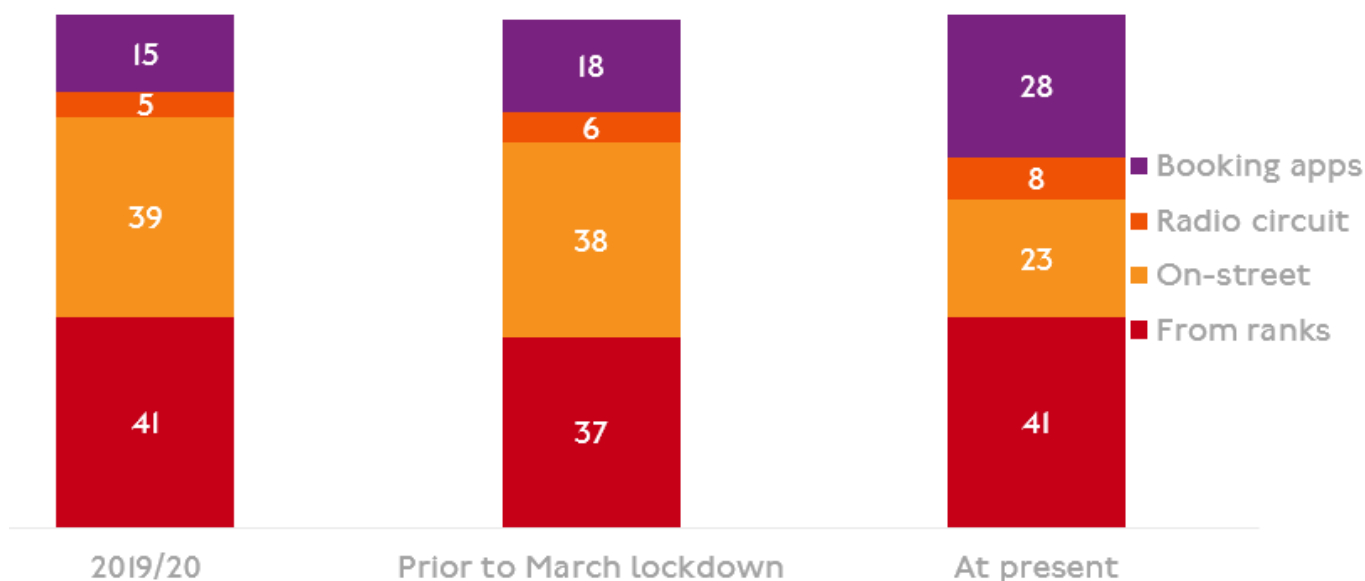
| | |
|-------------------|-----|
| £30,001-£40,000 | 11% |
| £40,001-£75,000 | 8% |
| Over £75,000 | 2% |
| Don't know | 6% |
| Prefer not to say | 47% |

In the 2020/21 TPH Licensee CSS taxi drivers were asked about caring responsibilities. Nineteen per cent of taxi drivers said they were responsible for providing unpaid care for a friend or family member.

Use of smartphones and other devices

In recent years there has been a significant increase in the use of smartphones and other devices. There has also been a significant growth in the use of apps by the public to access taxi and PHV services and in the amount of work drivers receive from app based services.

The most recent research showed that 28 per cent of taxi drivers work comes from booking apps²⁵. Although before the start of the coronavirus pandemic it was around one fifth (18 per cent).



The same research showed that 55 per cent of taxi drivers are on a booking app. Of the drivers on a booking app, 41 per cent were on one app, 42 per cent were on two different apps and 12 per cent were on three different apps.

²⁵ Taxi and Private Hire Licensee CSS 2020/21, Kantar



Research from the Department for Transport (DfT)²⁶ found that older people are less likely to use a smartphone and that:

- 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 per cent of those aged 75+ use a smartphone

Ofcom has also commissioned research looking at the use of mobile phones by different groups, including older people and disabled people.²⁷ The findings in Ofcom's report include:

- *“The way older consumers (aged 75+) are using telephones is changing. Landline ownership fell significantly in 2018 and has coincided with a rise in the number of people aged 75+ living in mobile-only households (up to 6%). Smartphone take-up continues to increase among this age group; just under one in five now personally use one. However, they are less likely to consider this their most important device for connecting to the internet, tending to prefer larger devices for internet access. While their broadband ownership has increased in the last few years, it remains significantly behind that of other age groups – just under half of older (75+) consumers do not have home broadband.*
- *People who are financially vulnerable are less likely to have each of the main communication services, and if they do have broadband it's less likely to be superfast. People classified as 'most financially vulnerable' are less likely to have a landline, mobile, fixed broadband and/or pay TV and are more likely than average to live in a mobile-only household (28% vs. 21%). One per cent of households in this group say they have neither a landline nor a mobile in their household. Three in ten of the 'most financially vulnerable' group live in households without any internet access and 8% have access only via a mobile.*
- *Disabled people are generally less likely than non-disabled people to personally use most communications services and devices. Overall, the largest disparities are found in smartphone ownership in households (where 53% of disabled people have a smartphone in their household compared to 81% non-disabled people) and in internet use (67% of disabled people use the internet compared to 92% of non-disabled people)*
- *However, there are differences by disability type. People with a learning disability display similarities in their use of communications services to non-disabled people. They are more likely than those with other disability types to have a smartphone in their household (70%) and access to the internet (86%). While age and socio-economic group explain some of the lower ownership/use, disability also has an impact. Those with a visual impairment are the most likely group to say their use of communication services or devices is limited by their disability”*

²⁶ Department for Transport's (DfT's) Transport and transport technology: Public attitudes tracker, October 2018

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/786654/future-of-mobility-strategy.pdf

²⁷ Access and Inclusion 2018 Consumers' experiences in communications markets, Ofcom, 14 January 2019, https://www.ofcom.org.uk/_data/assets/pdf_file/0018/132912/Access-and-Inclusion-report-2018.pdf

The table below shows access to and personal use of communications devices and services for disabled and non-disabled people.

| | Household Ownership | | Personal Use | |
|---------------------------------|---------------------|----------|--------------|----------|
| | Non-Disabled | Disabled | Non-Disabled | Disabled |
| Landline | 66% | 74%** | 56% | 66%** |
| Any mobile | 91% | 80%* | 86% | 71%* |
| Simple mobile | 22% | 36%** | 18% | 31%** |
| Smartphone | 81% | 53%* | 75% | 45%* |
| Any computer (PC/laptop/tablet) | 85% | 64%* | 77% | 54%* |
| Tablet | 63% | 44%* | 52% | 34%* |
| Games Console | 38% | 23%* | 24% | 13%* |
| Smart TV | 48% | 30%* | 43% | 26%* |
| Internet ¹ | NA | NA | 92% | 67%* |

**indicates that a disability group is significantly higher than non-disabled consumers while

* indicates that a disability group is significantly lower than non-disabled consumers (significance tested to 95%)

¹Internet relates to personal use anywhere (i.e. both in and outside the home). The survey does not capture whether respondents have internet access at home.

People who share more than one protected or other characteristic

We acknowledge that some taxi users, Taxicard members and taxi drivers may share more than one protected or other characteristic and the severity of the potential negative impacts identified may be greater on them.

Taxi users, Taxicard members and taxi drivers may share any combination of protected or other characteristics including:

- Age and Disability
 - The severity of the negative 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
 - The severity of the negative impacts on older, disabled taxi drivers may be greater as they may be less able to increase the hours they work if their operating costs increase, or the number of taxi journeys or people using taxis declines
- Age and Gender
 - The severity of the impacts on older, 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
 - The severity of the impacts on older, female taxi drivers may be greater as they may have more concerns about working increased hours or at night
- Gender and 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
- The severity of the impacts on disabled, female taxi drivers may be greater as they may have more concerns about working increased hours or at night
- Age, Gender and 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
 - The severity of the impacts on older, female, disabled taxi drivers may be even greater as they may have more concerns about working increased hours or at night

The severity of the potential positive impacts identified may not be affected as a result of people sharing more than one protected or other characteristic.

Coronavirus pandemic

The coronavirus pandemic has had a massive impact on taxi users, Taxicard members and taxi drivers.

Some taxi users and Taxicard members may prefer to use taxis instead of public transport in order to avoid travelling with other people, and reduce contact with them and the risk of catching coronavirus.

The number of licensed taxis and taxi drivers was declining before the pandemic, but the rate of decline has accelerated during 2020 and 2021. The table below shows licensee figures for 15 March 2020 and 24 October 2021.

| | 15 March 2020 (pre-covid) | 24 October 2021 | Difference | % |
|----------------------|------------------------------|--------------------|------------|---------|
| Taxis | 18961 | 13858 | -5103 | -26.91% |
| Taxi Drivers | 22409 | 20070 | -2339 | -10.44% |
| PHV Operators | 2124 | 1844 | -280 | -13.18% |
| PHV Drivers | 111590 | 102230 | -9360 | -8.39% |
| PHVs | 95955 | 77805 | -18150 | -18.92% |

Many taxi drivers have experienced a negative impact with drivers' incomes falling as a result of a decline in the number of taxi journeys and people using taxis because:

- Fewer people are going out
- Fewer tourists are coming to London
- Fewer people are commuting and more people are working from home

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- Fewer people are travelling for business purposes
- Events have been cancelled
- Some people will be self-isolating

Some taxi drivers will have also been unable to work as they needed to self-isolate or they needed to look after their children due to some schools closing.

Some taxi drivers may have been able to claim a grant through the Self-Employment Income Support Scheme (SEISS) whilst this was open.²⁸

The negative impact on taxi drivers may be greater if the coronavirus pandemic continues and there is a negative reaction from taxi users, Taxicard members or other members of the public to any suggestion that taxi fares will be increased whilst there is a continuing public health emergency.

Issues that arise from the coronavirus pandemic may have a more severe impact on taxi users, Taxicard members and taxi drivers who share one or more of the protected or other characteristics.

There have been reports that the demand for taxis has increased since restrictions eased. However, there are some areas (e.g. commuting, business travel, overseas tourism) where the demand for taxis is expected to still be much lower than it was prior to the start of the pandemic.

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 A person belonging to a particular age (for example 32-year olds) or range of ages | Y | Taxi users and Taxicard members <ul style="list-style-type: none"> • All taxi users and Taxicard members would be negatively impacted by increases to taxi fares and tariffs • Younger and older taxi users may be disproportionately impacted by increases to taxi fares as they may be less able to respond to taxi fare increases, pay more and continue to use taxis as frequently as they did before any increases • The majority (70.79%) of Taxicard members are over 61 and so Taxicard members may be disproportionately impacted by increases to taxi fares. They may be more reliant on taxis and may not be able to consider using some other modes of transport (e.g. |

²⁸ SEISS, <https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>



| Protected Characteristic | Explain the potential negative impact |
|----------------------------------|---|
| (for example 18 to 30 year olds) | <p>buses, Tube). They may also not be able to consider walking or cycling as an alternative</p> <ul style="list-style-type: none"> • Taxi users and Taxicard members who make short journeys would experience a negative impact if the minimum fare increases. Older taxi users and Taxicard members may be disproportionately impacted as they may rely on taxis to make short journeys • Taxi users and Taxicard members may experience a negative impact if the total number of licensed taxi drivers reduces as a result of fewer people using taxis because of fares increasing • Taxi users and Taxicard members may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Taxi users and Taxicard members may experience a negative impact if fewer people apply to become a licensed taxi driver because they do not consider this to be a viable career. This could happen as a result of drivers not being able to cover increased operating costs, or fare increases leading to a decline in the number of taxi journeys or people using taxis • Although smartphone usage appears to be increasing amongst older people, they are still less likely to have a smartphone. Taxi users and Taxicard members will be negatively impacted by increases to the minimum fare or tariffs but may have fewer alternative options, such as app based PHV services, they can use. Older taxi users and older Taxicard members may be disproportionately impacted as they may be less likely to have a smartphone • Single pensioners are more likely to own a car so they may be able to use a car for some or all journeys instead of a taxi. However, they will be negatively impacted if they travel in the Congestion Charging Zone (CCZ)²⁹ when this is in operation or travel in the Ultra Low Emission Zone (ULEZ).³⁰ They will also have to cover parking and fuel costs if they use a car instead of taking a taxi • Above the age of 70 car ownership starts to decline considerably and taxi users and Taxicard members who are over 70 may be disproportionately impacted by increases to taxi fares as they are less likely to own a car and so may be more reliant on taxis. They may be unable to switch to using a car if taxis become unaffordable |

²⁹ The Congestion Charge is an £11.50 daily charge for driving a vehicle within the charging zone between 07:00 and 18:00, Monday to Friday, <https://tfl.gov.uk/modes/driving/congestion-charge>

³⁰ ULEZ) operates 24 hours a day, 7 days a week, every day of the year, except Christmas Day, within the same area of central London as the Congestion Charge. The charge is £12.50 for most vehicle types, including cars, <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone?intcmp=26434>



| Protected Characteristic | Explain the potential negative impact |
|--------------------------|--|
| | <ul style="list-style-type: none"> • Some older people with mobility issues or who cannot walk very far may be unable to use a car if they cannot park close to their destination and so a taxi may still be needed as it can provide a door to door service in most areas • Just over one fifth (21 per cent) of all Londoners aged 16 or more had a 'DDA' disability (a physical or mental impairment or an impairment that has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities) • Londoners aged 60 or more may be disproportionately impacted as they are more likely than younger Londoners to be a wheelchair user, have walking difficulties or have other disabilities. They may be more reliant on taxis, as these are fitted with a wheelchair ramp, and may face barriers with using other forms of transport and not able to consider walking or cycling as an alternative • Just under one fifth (19 per cent) of pensioners in London are in poverty and they may be disproportionately impacted by increases to taxi fares and may be unable to afford to travel, although being older they may be more reliant on taxis and may face barriers with using other forms of transport and not able to consider walking or cycling as an alternative • Younger London residents may be disproportionately impacted by increases to taxi fares as they may travel at night more. They may be more likely to consider using taxis as other modes of transport may not be available or it may be less safe to walk • Taxi users and Taxicard members would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Taxi users and Taxicard members may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport • Older taxi users and Taxicard members may be disproportionately impacted if they use taxis more when travelling to or from Heathrow Airport and fares increase or they are dropped off in areas where the TDOC does not apply but then have a longer walk to the terminal <p>Taxi drivers</p> <ul style="list-style-type: none"> • All taxi drivers will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • All taxi drivers will be negatively impacted if any increase is less than the increase in operating costs and they cannot cover their operating costs |



| Protected Characteristic | Explain the potential negative impact |
|--------------------------|---|
| | <ul style="list-style-type: none"> • All taxi drivers will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Older taxi drivers may be disproportionately impacted if they cannot work longer to try and maintain their income or cover increased operating costs • Older taxi drivers may be less likely to have a smartphone and may be disproportionately impacted if they cannot access work through an app or if the proportion of taxi work from apps increases • Taxi drivers who are London residents and are aged 60 or more may be disproportionately impacted as they are more likely than younger Londoners to be a wheelchair user, have walking difficulties or have other disabilities. They may be disproportionately impacted if they cannot work longer to try and maintain their income or cover increased operating costs if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Just under one fifth (19 per cent) of pensioners in London are in poverty. Taxi drivers who are pensioners and live in London may be disproportionately impacted if they cannot work longer to try and maintain their income or cover increased operating costs if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • All taxi drivers would experience a negative impact if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis, and drivers' incomes reduce • The number of younger taxi drivers is extremely low and not representative of the capital's population. A perception that being a taxi driver is not an attractive career could deter young people from applying to become a taxi driver. Not increasing any of the tariffs despite drivers' operating costs increasing could deter young people from applying to become a licensed taxi driver. They could also be deterred from applying to become a taxi driver if the minimum fare or tariffs are increased and this results in the number of taxi journeys or people using taxis declining • Taxi drivers may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Taxi drivers may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |



| Protected Characteristic | Explain the potential negative impact |
|---|--|
| <p>Disability including carers</p> <p>A person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities</p> | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Disabled taxi users and Taxicard members, plus those who are carers, would be negatively impacted by increases to the minimum fare or tariff rates • Disabled taxi users and Taxicard members may be disproportionately impacted from taxi fares increasing as they may rely on taxis or use them more often. They may also face barriers with using some other modes of transport (e.g. buses, Tube) or not be able to consider walking or cycling as an alternative • Disabled taxi users and Taxicard members may be disproportionately impacted if they require a door to door service or use the accessibility features in taxis but cannot use alternative modes of transport if taxis become too expensive • Taxi users and Taxicard members who are wheelchair users may be disproportionately impacted by increases to taxi fares as they are more likely to use a taxi • Disabled people are less likely to have a smartphone. Taxi users and Taxicard members will be negatively impacted by increases to the minimum fare or tariffs but may have fewer alternative services, such as app based PHV services, they can consider as an alternative to using a taxi. Disabled taxi users and older Taxicard members may be disproportionately impacted as they may be less likely to have a smartphone • Disabled taxi users and Taxicard members may experience a negative impact if the total number of licensed taxi drivers reduces as a result of the number of taxi journeys or people using taxis declines because of fares increasing • Disabled taxi users and Taxicard members may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Disabled taxi users and Taxicard members may experience a negative impact if fewer people apply to become a licensed taxi driver because they do not consider this to be a viable career. This could happen as a result of drivers not being able to cover operating costs or fare increases leading to a decline in the number of taxi journeys or people using taxis • People in a family with at least one disabled member are more likely to be in poverty and so they may be disproportionately impacted by increases to taxi fares • Taxicard members will be negatively impacted by increases to the minimum fare or tariffs as this would mean taxi fares increasing for journeys where the fare is still below the capped fare level |



| Protected Characteristic | Explain the potential negative impact |
|--------------------------|--|
| | <ul style="list-style-type: none"> • 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 • Disabled taxi users and Taxicard members would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Disabled taxi users and Taxicard members may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport • Disabled taxi users and Taxicard members may be disproportionately impacted if they use taxis more when travelling to or from Heathrow Airport or they are dropped off in areas where the TDOC does not apply but then have a longer journey to the terminal <p>Taxi drivers</p> <ul style="list-style-type: none"> • Disabled taxi drivers or those who are carers will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • Disabled taxi drivers or those who are carers will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • Disabled taxi drivers or those who are carers will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Disabled taxi drivers may be disproportionately impacted if there is a decline in the number of taxi journeys or people using taxis as they may be unable to increase the number of hours they work • Taxi drivers who provide care may be disproportionately impacted if there is a decline in the number of taxi journeys or people using taxis as they may be unable to increase the number of hours they work • Not increasing any of the tariffs despite drivers' operating costs increasing could deter disabled people from applying to become a licensed taxi driver. They could also be deterred from applying to become a taxi driver if the minimum fare or tariffs are increased and this results in the number of taxi journeys or people using taxis declining • Disabled taxi drivers or those who are carers would experience a negative impact if the public react negatively to any proposal to |



| Protected Characteristic | | Explain the potential negative impact |
|---|----------|--|
| | | <p>increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis, and drivers' incomes reduce</p> <ul style="list-style-type: none"> • The number of disabled taxi drivers is extremely low and not representative of the capital's population. A perception that being a taxi driver is not an attractive career could deter disabled people from applying to become a taxi driver. Not increasing any of the tariffs despite drivers' operating costs increasing could deter disabled people from applying to become a licensed taxi driver. They could also be deterred from applying to become a taxi driver if the minimum fare or tariffs are increased and this results in the number of taxi journeys or people using taxis declining • Disabled taxi drivers may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Disabled taxi drivers may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |
| <p>Gender</p> <p>A man, woman or non-binary person</p> | <p>Y</p> | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Female taxi users and Taxicard members would be negatively impacted by increases to the minimum fare or tariffs rates as it would mean them paying higher taxi fares • Female taxi users and Taxicard members may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Female taxi users and Taxicard members may be disproportionately impacted if they have concerns about the safety of using certain modes of transport or walking or cycling at certain times and use taxis more often • Female taxi users and Taxicard members who are older may be disproportionately impacted if they have greater concerns about safety and so are more likely to want to use a taxi. As they are older they may also face barriers with using some other modes of transport (e.g. buses, Tube) or not being able to consider walking or cycling as an alternative • Female taxi users and Taxicard members would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Female taxi users and Taxicard members may be negatively impacted if there is no increase to taxi fares for journeys to or from |



| Protected Characteristic | | Explain the potential negative impact |
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| | | <p>Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport</p> <p>Taxi drivers</p> <ul style="list-style-type: none"> • Female taxi drivers will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • Female taxi drivers will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • Female taxi drivers will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Female taxi drivers who are also carers may be disproportionately impacted as they may be unable to increase the number of hours they work • The number of female taxi drivers is extremely low and not representative of the capital's population. A perception that being a taxi driver is not an attractive career could deter women from applying to become a taxi driver. Not increasing any of the tariffs despite drivers' operating costs increasing could deter women from applying to become a licensed taxi driver. They could also be deterred from applying to become a taxi driver if the minimum fare or tariffs are increased and this results in the number of taxi journeys or people using taxis declining • Female taxi drivers would experience a negative impact if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce • Female taxi drivers may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Female taxi drivers may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |
| <p>Gender reassignment</p> <p>Gender reassignment</p> | <p>Y</p> | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born would be negatively impacted by increases to the minimum fare or tariffs |



| Protected Characteristic | Explain the potential negative impact |
|--|--|
| <p>covers people whose gender identity is different from the gender assigned to them when they were born. To be protected from gender reassignment discrimination a person does not need to have undergone any specific treatment or surgery to change from their birth sex to their preferred gender. They can be at any stage in the transition process – from proposing to reassign their gender, to undergoing a process to reassign their gender, or having completed it.</p> | <ul style="list-style-type: none"> • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born may be disproportionately impacted if they have concerns about the safety of using certain modes of transport or walking or cycling at certain times and so use taxis more often • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport <p>Taxi drivers</p> <ul style="list-style-type: none"> • Taxi drivers whose gender identity is different from the gender assigned to them when they were born will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • Taxi drivers whose gender identity is different from the gender assigned to them when they were born will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • Taxi drivers whose gender identity is different from the gender assigned to them when they were born will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Taxi drivers whose gender identity is different from the gender assigned to them when they were born will be negatively impacted if they are unable to increase the number of hours they work • The number of taxi drivers whose gender identity is different from the gender assigned to them when they were born is extremely low. A perception that being a taxi driver is not an attractive career could deter people whose gender identity is different from the gender assigned to them when they were born from applying to |



| Protected Characteristic | | Explain the potential negative impact |
|---|---|---|
| | | <p>become a taxi driver. Not increasing any of the tariffs despite drivers' operating costs increasing could deter people whose gender identity is different from the gender assigned to them when they were born from applying to become a licensed taxi driver. They could also be deterred from applying to become a taxi driver if the minimum fare or tariffs are increased and this results in the number of taxi journeys or people using taxis declining</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 if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce • Taxi drivers whose gender identity is different from the gender assigned to them at birth may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Taxi drivers whose gender identity is different from the gender assigned to them at birth may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |
| <p>Marriage/civil partnership</p> <p>Marriage is a union between a man and a woman or between a same-sex couple</p> <p>Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Taxi users and Taxicard members who are married or in a civil partnership would be negatively impacted by increases to the minimum fare or tariffs rates • Taxi users and Taxicard members who are married or in a civil partnership may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Taxi users and Taxicard members who are married or in a civil partnership would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Taxi users and Taxicard members who are married or in a civil partnership may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport <p>Taxi drivers</p> |



| Protected Characteristic | | Explain the potential negative impact |
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| <p>treated less favourably than married couples (except where permitted by the Equality Act).</p> | | <ul style="list-style-type: none"> • Taxi drivers who are married or in a civil partnership will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • Taxi drivers who are married or in a civil partnership will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • Taxi drivers who are married or in a civil partnership will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Taxi drivers who are married or in a civil partnership would experience a negative impact if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce • Taxi drivers who are married or in a civil partnership may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Taxi drivers who are married or in a civil partnership may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |
| <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"> • Taxi users and Taxicard members on a low income would be negatively impacted by increases to the minimum fare or tariffs rates • Taxi users and Taxicard members on a low income may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Taxi users and Taxicard members on a low income would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Taxi users and Taxicard members on a low income may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport • Disabled taxi users who are London residents and Taxicard members may be disproportionately impacted as families with at least one disabled adult are more likely to be in poverty compared |



| Protected Characteristic | Explain the potential negative impact |
|--------------------------|---|
| | <p>to families with no disabled adults. Disabled people are also more likely to be low-paid. Some disabled people may be more reliant on taxis or less able to use other forms of transport or consider walking or cycling as an alternative</p> <ul style="list-style-type: none"> • Just under one fifth (19 per cent) of pensioners in London are in poverty and they may be disproportionately impacted by increases to taxi fares and may be unable to afford to travel, although being older some may be more reliant on taxis or less able to use other forms of transport or consider walking or cycling • The biggest group among the low paid were female, part-time employees and so female taxi users who are London residents or female Taxicard members may be disproportionately impacted if taxi fares increase <p>Taxi drivers</p> <ul style="list-style-type: none"> • Taxi drivers on a low income will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • Taxi drivers on a low income will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • Taxi drivers on a low income will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Taxi drivers on a low income will be negatively impacted if they are unable to increase the number of hours they work • Just under one fifth (19 per cent) of pensioners in London are in poverty. Older taxi drivers on a low income may be disproportionately impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing. They may be less able to increase the number of hours they work to maintain their current level of income • Some taxi drivers may be disproportionately impacted as the number of taxi journeys per day has been declining in recent years. They will be negatively impacted if their income is already low and increases to the minimum fare or tariffs result in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce further • Suburban taxi drivers may be disproportionately impacted as demand and usage of taxis in suburban areas is generally lower and so their income may be lower and there may be fewer opportunities to increase the number of taxi journeys they do |



| Protected Characteristic | | Explain the potential negative impact |
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| | | <ul style="list-style-type: none"> • Taxi drivers on a low income may be less likely to have a smartphone and may be disproportionately impacted if they cannot access work through an app or if the proportion of taxi work from apps increases • Taxi drivers on a low income would experience a negative impact if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce • Taxi drivers on a low income may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Taxi drivers on a low income may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |
| <p>Pregnancy/ maternity</p> <p>Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Taxi users and Taxicard members who are pregnant or have recently given birth would be negatively impacted by increases to the minimum fare or the tariff rates • Taxi users and Taxicard members who are pregnant or have recently given birth may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Taxi users and Taxicard members who are pregnant or have recently given birth would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Taxi users and Taxicard members who are pregnant or have recently given birth may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport • Taxi users and Taxicard members who are pregnant or have recently given birth would be negatively impacted from the minimum fare or, 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"> • Taxi drivers who are pregnant or have recently given birth will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs |



| Protected Characteristic | | Explain the potential negative impact |
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| <p>woman unfavourably because she is breastfeeding.</p> | | <ul style="list-style-type: none"> • Taxi drivers who are pregnant or have recently given birth will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • Taxi drivers who are pregnant or have recently given birth will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Taxi drivers who are pregnant or have recently given birth would experience a negative impact if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce • Taxi drivers who are pregnant or who have recently given birth may be disproportionately impacted as they may be unable to work or drive for long periods and respond to any reduction in the usage of taxis or their income • Taxi drivers who are pregnant or who have recently given birth may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Taxi drivers who are pregnant or who have recently given birth may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |
| <p>Race</p> <p>Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins</p> | <p>Y</p> | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Black, Asian and minority ethnic taxi users and Taxicard members would be negatively impacted by increases to the minimum fare or the tariff rates • Black, Asian and minority ethnic taxi users and Taxicard members may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Black, Asian and minority ethnic taxi users and Taxicard members would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Black, Asian and minority ethnic taxi users and Taxicard members may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport • Black, Asian and minority ethnic taxi users and Taxicard members may be disproportionately impacted if they have concerns about |



| Protected Characteristic | | Explain the potential negative impact |
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| | | <p>the safety of using certain modes of transport and use taxis more often</p> <p>Taxi drivers</p> <ul style="list-style-type: none"> • Black, Asian and minority ethnic taxi drivers will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • Black, Asian and minority ethnic taxi drivers will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • Black, Asian and minority ethnic taxi drivers will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Black, Asian and minority ethnic taxi drivers will be negatively impacted if they are unable to increase the number of hours they work or have other work options • Black, Asian and minority ethnic taxi drivers would experience a negative impact if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce • The number of Black, Asian and minority ethnic taxi drivers is very low and not representative of the capital's population. A perception that being a taxi driver is not an attractive career could deter Black, Asian and minority ethnic people from applying to become a taxi driver. Not increasing any of the tariffs despite drivers' operating costs increasing could deter Black, Asian and minority ethnic people from applying to become a licensed taxi driver. They could also be deterred from applying to become a taxi driver if the minimum fare or tariffs are increased and this results in the number of taxi journeys or people using taxis declining • Black, Asian and minority ethnic taxi drivers may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Black, Asian and minority ethnic taxi drivers may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |
| Religion or belief | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Taxi users and Taxicard members with religious or other beliefs would be negatively impacted by increases to the minimum fare or tariff rates |



| Protected Characteristic | Explain the potential negative impact |
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| <p>Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (such as Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition</p> | <ul style="list-style-type: none"> • Taxi users and Taxicard members with religious or other beliefs may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • Taxi users and Taxicard members with religious or other beliefs would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • Taxi users and Taxicard members with religious or other beliefs may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport • Taxi users and Taxicard members with religious or other beliefs 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"> • Taxi drivers with religious or other beliefs will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • Taxi drivers with religious or other beliefs will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • Taxi drivers with religious or other beliefs will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • Taxi drivers with religious or other beliefs would experience a negative impact if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce • Taxi drivers with religious or other beliefs may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • Taxi drivers with religious or other beliefs may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |



| Protected Characteristic | | Explain the potential negative impact |
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| <p>Sexual orientation</p> <p>Whether a person's sexual attraction is towards their own sex or both sexes</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • LGB taxi users and Taxicard members would be negatively impacted by increases to the minimum fare or tariff rates • LGB taxi users and Taxicard members may experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver • LGB taxi users and Taxicard members would be negatively impacted by increases to taxi fares for journeys to or from Heathrow Airport • LGB taxi users and Taxicard members may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this reduces the availability of taxis or drivers wanting to work at the airport or accept fares to the airport • LGB taxi users and Taxicard members may be disproportionately impacted as LGB Londoners are amongst the groups most likely to be 'worried' about the safety of public transport (31%)³¹ and so could potentially use taxis more often • Some LGB people will have also experienced an incident, such as verbal harassment or physical violence, because they are LGB and so may be more likely to use a taxi instead of travelling with other people or walking. If fares increase they may be unable to afford to use taxis and so may need to use other forms of transport despite not feeling safe <p>Taxi drivers</p> <ul style="list-style-type: none"> • LBG taxi drivers will be negatively impacted if no change to the minimum fare or tariffs is made and they cannot cover increased operating costs • LBG taxi drivers will be negatively impacted if any increase is less than the increase to operating costs and they cannot cover increased operating costs • LBG taxi drivers will be negatively impacted if increases to the minimum fare or tariffs result in fewer people using taxis and drivers' incomes reducing • LBG taxi drivers would experience a negative impact if the public react negatively to any proposal to increase taxi fares during the coronavirus pandemic and this results in a decline in the number of taxi journeys or people using taxis and drivers' incomes reduce • The number of LGB taxi drivers is very low and not representative of the capital's population. A perception that being a taxi driver is |

³¹ TfL (2015): 'Travel in London: Understanding our diverse communities'



| Protected Characteristic | Explain the potential negative impact |
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| | <p>not an attractive career could deter LGB people from applying to become a taxi driver. Not increasing any of the tariffs despite drivers' operating costs increasing could deter LGB people from applying to become a licensed taxi driver. They could also be deterred from applying to become a taxi driver if the minimum fare or tariffs are increased and this results in the number of taxi journeys or people using taxis declining</p> <ul style="list-style-type: none"> • LBG taxi drivers may be negatively impacted if increases to taxi fares for journeys to or from Heathrow Airport result in fewer people using taxis and drivers' incomes reducing • LBG taxi drivers may be negatively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport but they still have to pay increased costs to use the airport taxi ranks or drop off passengers at the terminals |

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 |
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| <p>Age</p> <p>A person belonging to a particular age (for example 32-year olds) or range of ages (for example 18 to 30 year olds)</p> | <p>Y</p> <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • All taxi users and Taxicard members would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 • All taxi users and Taxicard members would experience a positive impact if there are increases to the minimum fare and tariffs rates and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing • All taxi users and Taxicard members would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times |



| Protected Characteristic | | Explain the potential positive impact |
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| | | <ul style="list-style-type: none"> Some older taxi users and Taxicard members may experience a greater positive impact if the minimum fare or tariffs are frozen and they use taxis for short journeys as the fares will not increase Taxi users and Taxicard members would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times Taxi users and Taxicard members may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> All taxi drivers will experience a positive impact if freezing the minimum fare and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase All taxi drivers will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase Taxi drivers may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport Taxi drivers may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |
| <p>Disability including carers</p> <p>A person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> Disabled taxi users and Taxicard members, plus those who are carers, would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 Disabled taxi users and Taxicard members, plus those who are carers, would experience a positive impact if there are increases to the minimum fare or tariffs rates and taxi drivers |



| Protected Characteristic | Explain the potential positive impact |
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| <p>on that person's ability to carry out normal day-to-day activities</p> | <p>can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing</p> <ul style="list-style-type: none"> • Disabled taxi users and Taxicard members, plus those who are carers, would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times • Some disabled taxi users and Taxicard members, plus those who are carers, may experience a greater positive impact if the minimum fare or, tariffs are frozen and they use taxis for short journeys as the fares will not increase • Taxi users and Taxicard members would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times • Taxi users and Taxicard members may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> • Disabled taxi drivers or those who are carers will experience a positive impact if freezing the minimum fare and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase • Disabled taxi drivers or those who are carers will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase • Disabled taxi drivers may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport • Disabled taxi drivers may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport |



| Protected Characteristic | | Explain the potential positive impact |
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| | | and the number of people travelling by taxi to or from the airport increases |
| Gender A man, woman or non-binary person | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> Female taxi users and Taxicard members would experience a positive impact if the minimum fare or tariff rates are not increased but taxi drivers can still cover their 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 Female taxi users and Taxicard members would experience a positive impact if there are increases to the minimum fare or tariffs and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing Female taxi users and Taxicard members plus those who are carers, would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times Female taxi users and Taxicard members may experience a greater positive impact if the minimum fare or, tariffs are frozen and this makes them more likely to use taxis at night and instead of using an unlicensed vehicle or unbooked PHV, or choosing to walk when this is a less safe option Taxi users and Taxicard members would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times Taxi users and Taxicard members may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> Female taxi drivers will experience a positive impact if freezing the minimum fare and tariffs results in the number |



| Protected Characteristic | | Explain the potential positive impact |
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| | | <p>of taxi journeys or people using taxis increasing and drivers' incomes increase</p> <ul style="list-style-type: none"> • Female taxi drivers will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase • Female taxi drivers may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport • Female taxi drivers may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |
| <p>Gender reassignment</p> <p>Gender reassignment covers people whose gender identity is different from the gender assigned to them when they were born. To be protected from gender reassignment discrimination a person does not need to have undergone any specific treatment or surgery to change from their birth sex to their preferred gender. They can be at any stage in the transition process – from proposing to reassign their gender, to undergoing a process to reassign</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born would experience a positive impact if there are increases to the minimum fare or tariffs and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born may experience a greater positive impact if the minimum fare or, tariffs are frozen and this makes them more likely to use taxis at night and instead of using an |



| Protected Characteristic | Explain the potential positive impact |
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| <p>their gender, or having completed it.</p> | <p>unlicensed vehicle or unbooked PHV, or choosing to walk when this is a less safe option</p> <ul style="list-style-type: none"> • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times • Taxi users and Taxicard members whose gender identity is different from the gender assigned to them when they were born may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> • Taxi drivers whose gender identity is different from the gender assigned to them when they were born will experience a positive impact if freezing the minimum fare and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase • Taxi drivers whose gender identity is different from the gender assigned to them when they were born will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase • Taxi drivers whose gender identity is different from the gender assigned to them when they were born may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport • Taxi drivers whose gender identity is different from the gender assigned to them when they were born may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |



| Protected Characteristic | | Explain the potential positive impact |
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| <p>Marriage/civil partnership</p> <p>Marriage is a union between a man and a woman or between a same-sex couple</p> <p>Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).</p> | <p>Y</p> | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Taxi users and Taxicard members who are married or in a civil partnership would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 • Taxi users and Taxicard members who are married or in a civil partnership would experience a positive impact if there are increases to the minimum fare or tariffs and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing • Taxi users and Taxicard members who are married or in a civil partnership would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times • Taxi users and Taxicard members who are married or in a civil partnership may experience a greater positive impact if the minimum fare or, tariffs are frozen and this makes them more likely to use taxis at night and instead of using an unlicensed vehicle or unbooked PHV, or choosing to walk when this is a less safe option • Taxi users and Taxicard members who are married or in a civil partnership would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times • Taxi users and Taxicard members who are married or in a civil partnership may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> • Taxi drivers who are married or in a civil partnership will experience a positive impact if freezing the minimum fare |



| Protected Characteristic | | Explain the potential positive impact |
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| | | <p>and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase</p> <ul style="list-style-type: none"> • Taxi drivers who are married or in a civil partnership will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase • Taxi drivers who are married or in a civil partnership may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport • Taxi drivers who are married or in a civil partnership may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |
| <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"> • Taxi users and Taxicard members with a low income would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 • Taxi users and Taxicard members with a low income would experience a positive impact if there are increases to the minimum fare or tariffs and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing • Taxi users and Taxicard members with a low income, would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times • Taxi users and Taxicard members with a low income would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times • Taxi users and Taxicard members with a low income may be positively impacted if taxi fares for journeys to or from Heathrow |



| Protected Characteristic | | Explain the potential positive impact |
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| | | <p>Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing</p> <p>Taxi drivers</p> <ul style="list-style-type: none"> • Taxi drivers with a low income will experience a positive impact if freezing the minimum fare and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase • Taxi drivers with a low income will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase • Taxi drivers with a low income may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport • Taxi drivers with a low income may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |
| <p>Pregnancy/maternity</p> <p>Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Taxi users or Taxicard members who are pregnant or who have recently given birth would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 • Taxi users or Taxicard members who are pregnant or who have recently given birth would experience a positive impact if there are increases to the minimum fare or tariffs and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing • Taxi users or Taxicard members who are pregnant or who have recently given birth, would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as |



| Protected Characteristic | | Explain the potential positive impact |
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| because she is breastfeeding. | | <p>they consider this a viable career, and this increases the availability of taxis or reduces wait times</p> <ul style="list-style-type: none"> • Taxi users or Taxicard members who are pregnant or who have recently given birth would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times • Taxi users or Taxicard members who are pregnant or who have recently given birth may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> • Taxi drivers who are pregnant or who have recently given birth will experience a positive impact if freezing the minimum fare and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase • Taxi drivers who are pregnant or who have recently given birth will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase • Taxi drivers who are pregnant or who have recently given birth may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport • Taxi drivers who are pregnant or who have recently given birth may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |
| <p>Race</p> <p>Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Black, Asian and minority ethnic taxi users or Taxicard members would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 • Black, Asian and minority ethnic taxi users or Taxicard members would experience a positive impact if there are |



| Protected Characteristic | Explain the potential positive impact |
|--|--|
| <p>citizenship) ethnic or national origins</p> | <p>increases to the minimum fare or tariffs and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing</p> <ul style="list-style-type: none"> • Black, Asian and minority ethnic taxi users or Taxicard members, would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times • Some Black, Asian and minority ethnic taxi users and Taxicard members may experience a greater positive impact if the minimum fare or, tariffs are frozen and they use taxis for short journeys as the fares will not increase • Some Black, Asian and Minority Ethnic taxi users and Taxicard members may prefer to use taxis because they feel less safe using public transport. They may experience a positive impact if the minimum fare and tariffs are frozen and fares do not increase • Black, Asian and minority ethnic taxi users and Taxicard members would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times • Black, Asian and minority ethnic taxi users and Taxicard members may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> • Black, Asian and minority ethnic taxi drivers will experience a positive impact if freezing the minimum fare and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase • Black, Asian and minority ethnic taxi drivers will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase |



| Protected Characteristic | | Explain the potential positive impact |
|--|---|--|
| | | <ul style="list-style-type: none"> • Black, Asian and minority ethnic taxi drivers may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport • Black, Asian and minority ethnic taxi drivers may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |
| <p>Religion or belief</p> <p>Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (such as Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> • Taxi users or Taxicard members with religious or other beliefs would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 • Taxi users or Taxicard members with religious or other beliefs would experience a positive impact if there are increases to the minimum fare or tariffs and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing • Taxi users or Taxicard members with religious or other beliefs would experience a positive impact if freezing fares or making increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times • Some taxi users or Taxicard members with religious or other beliefs may experience a greater positive impact if the minimum fare or tariffs are frozen and they use taxis for short journeys as the fares will not increase • Some taxi users or Taxicard members with religious or other beliefs may prefer to use taxis because they feel less safe using public transport. They may experience a positive impact if the minimum fare and tariffs are frozen and fares do not increase • Taxi users or Taxicard members with religious or other beliefs would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times |



| Protected Characteristic | | Explain the potential positive impact |
|---|---|--|
| | | <ul style="list-style-type: none"> Taxi users or Taxicard members with religious or other beliefs may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> Taxi drivers with religious or other beliefs will experience a positive impact if freezing the minimum fare and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase Taxi drivers with religious or other beliefs will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase Taxi drivers with religious or other beliefs may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport Taxi drivers with religious or other beliefs may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |
| <p>Sexual orientation</p> <p>Whether a person's sexual attraction is towards their own sex or both sexes</p> | Y | <p>Taxi users and Taxicard members</p> <ul style="list-style-type: none"> LGB taxi users or Taxicard members would experience a positive impact if the minimum fare or tariffs are not increased but taxi drivers can still cover their 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 LGB taxi users or Taxicard members would experience a positive impact if there are increases to the minimum fare or tariffs and taxi drivers can cover operating costs and remain in the taxi trade. This in turn will help ensure that a certain level of taxi availability is maintained and the public can still access taxi services. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing Some LGB taxi users or Taxicard members would experience a positive impact if freezing fares or making |



| Protected Characteristic | Explain the potential positive impact |
|--------------------------|---|
| | <p>increases encourages more people to apply to become a licensed taxi driver, as they consider this a viable career, and this increases the availability of taxis or reduces wait times</p> <ul style="list-style-type: none"> • Some LGB taxi users or Taxicard members may experience a greater positive impact if the minimum fare or, tariffs are frozen and they use taxis for short journeys as the fares will not increase • Some LGB taxi users or Taxicard members may prefer to use taxis because they feel less safe using public transport. They may experience a positive impact if the minimum fare and tariffs are frozen and fares do not increase • LGB taxi users or Taxicard members would be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and this doesn't affect the availability of taxis or wait times • LGB taxi users or Taxicard members may be positively impacted if taxi fares for journeys to or from Heathrow Airport are increased and taxi drivers continue to work at the airport or accept fares to the airport. However, taxi users and Taxicard members would still be negatively impacted by the fares increasing <p>Taxi drivers</p> <ul style="list-style-type: none"> • LGB taxi drivers will experience a positive impact if freezing the minimum fare and tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase • LGB taxi drivers will experience a positive impact if the minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase • LGB taxi drivers may be positively impacted by increases to taxi fares for journeys to or from Heathrow Airport as this will help them cover the increased costs of journeys to and from the airport • LGB taxi drivers may be positively impacted if there is no increase to taxi fares for journeys to or from Heathrow Airport and the number of people travelling by taxi to or from the airport increases |

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? ³² | If consultation has taken place what issues were raised in relation to one or more of the protected characteristics? |
|--|---|
| Taxi driver associations | <p>Meetings have been held with the Licensed Cab Drivers Club (LCDC), London Taxi Drivers Association (LTDA), RMT, United Cabbies Group (UCG) and Unite the Union.</p> <p>The main points they have raised are:</p> <ul style="list-style-type: none"> • Concerns about delays with taxi fares and tariffs being reviewed and increased, despite drivers' operating costs increasing • Taxi vehicle costs have been increased and the ZEC taxis are more expensive but taxi fares and tariffs have still not been increased • The Cost Index should continue to be used to provide figures for changes to drivers' operating costs and average national earnings • They accept that fares and tariffs should not have been increased during the early part of the coronavirus emergency but do not understand why there have since been delays to consulting on proposals • The existing Heathrow Extra should be increased by 80 pence (£2.80 to £3.60) • They are opposed to the 100% discount being removed and London taxi drivers having to pay the Heathrow Airport TDOC. They have said that if London taxi drivers have to pay the TDOC they want to be able to add the full value (£5.00) to taxi fares • They are frustrated that HAL have previously suggested that taxi drivers could just add extra costs to the metered fare as they do for additional passengers or luggage. Only extra charges authorised by TfL can be added to taxi fares and the extra charges for additional passengers and luggage were removed in 2003 <p>Concerns were also previously raised about the following items:</p> <ul style="list-style-type: none"> • The impact on drivers' incomes from any increases which are lower than the Cost Index figure |

³² This could include our staff networks, the Independent Disability Advisory Group, the Valuing People Group, local minority groups etc.



| | |
|--|---|
| | <ul style="list-style-type: none"> • The focus on competition as the taxi driver associations feel that there is unfair competition from the private hire industry with some PHV fares being artificially low • The pressure on taxi drivers with low incomes could increase if fares rise and this results in a decline in the number of taxi journeys or people using taxis • The minimum fare and rates for some tariffs are competitive and the problem of fares being considered too expensive is not due to previous relatively small increases to the minimum fare or tariff rates but is a result of: <ul style="list-style-type: none"> ○ Increased congestion and delays resulting in increased journey times ○ A reduction in road space capacity ○ The reallocation of road space ○ Restrictions on access for taxis ○ Increased journey distances • Some taxi drivers have experienced a reduction in their income because of the coronavirus pandemic and the measures being taken to tackle this. There has been a decrease in taxi demand and journeys and people using taxis as a result of: <ul style="list-style-type: none"> ○ Fewer people going out ○ Fewer tourists coming to London ○ More people working from home ○ Events being cancelled • Some drivers may be diagnosed with coronavirus and others may need to self-isolate and they will be unable to work • The impact from the coronavirus pandemic combined with other negative impacts identified could be very severe for some taxi users, Taxicard members and taxi drivers <p>All licensed taxi drivers will be emailed to make them aware of the consultation. The consultation will also 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>(The LSTC represent suburban taxi drivers)</p> | <p>The LSTC will be advised of the consultation and invited to respond or let us know of any concerns they have.</p> |



| | |
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| Accessibility/disability organisations and stakeholders | The consultation will be sent to accessibility/disability organisations and stakeholders so as they can respond. |
| London Councils (London Councils respond on issues affecting Taxicard members) | London Councils has raised concerns about increases to the minimum fare and the impact on Taxicard members and also the impact on Taxicard funding from fare increases. The introduction of capped fares for Taxicard journeys has helped partly mitigate some impacts and provides Taxicard members with certainty about the fare they will pay and this is something they had requested. Meetings between TfL, London Councils and City Fleet are held to discuss taxi fares, potential changes and the impacts on Taxicard members and taxi drivers. Ideas to improve the supply of taxis and also access to Taxicard work for drivers are also discussed. |
| Suzy Lamplugh Trust (SLT) (An organisation who aim to reduce the risk of violence and aggression through campaigning, education and support) Other relevant organisations and stakeholders | The SLT and other relevant organisations and stakeholders will be advised of the consultation and invited to respond or let us know if they have any concerns. |
| Taxi booking companies | Computer Cab/City Fleet, FREE NOW and Gett have been advised of the consultation. |

1 March 2022

Some stakeholders raised concerns about the impact on disabled or elderly taxi users, or Taxicard members if taxi fares and tariffs were increased. Below is a summary of the stakeholders' comments.

Action Disability Kensington and Chelsea (ADKC)

TfL was invited to attend the ADKC meeting to discuss the taxi fares consultation, the consultation questions and the potential impacts of any changes. The meeting was also attended by Kensington and Chelsea Council.

Points raised during the meeting included:

- If taxi fares and tariffs are increased what will be the impact on Taxicard fares



- What do the different options mean in terms of actual fares paid
- Can drivers refuse certain fares
- Could a lower tariff rate be introduced for disabled people
- Could ADKC be advised of the proposed recommendations as soon as possible so as they can discuss these at their upcoming mobility forum meeting

Age UK (Hillingdon, Harrow and Brent)

Age UK (Hillingdon, Harrow and Brent) thought:

- The minimum fare was about right
- Taxi fares during the weekday daytime (Tariff 1) - Monday to Friday 05:00-20:00 were much too expensive
- Taxi fares during the weekday evenings (Tariff 2) - Monday to Friday 20:00-22:00 were much too expensive
- Taxi fares during the weekend daytime (Tariff 2) - Saturday and Sunday 05:00-22:00 were much too expensive
- Taxi fares late at night (Tariff 3) - Every night 22:00-05:00 were much too expensive
- Taxi fares on public holidays (Tariff 3) were much too expensive
- Taxi fares for journeys over six miles (Tariff 4) were much too expensive

When rating the value for money of taxi (black cab) fares in London on a scale of zero (extremely poor value for money) to 10 (extremely good value for money), Age UK (Hillingdon, Harrow and Brent) gave a rating of zero.

For the options on fares and tariffs, Age UK (Hillingdon, Harrow and Brent):

- Fully supported Option 1
- Fully opposed Option 2
- Fully opposed Option 3

Age UK (Hillingdon, Harrow and Brent) said the Heathrow Extra should be frozen.

Age UK (Hillingdon, Harrow and Brent) said there should not be an extra charge taxi passengers pay when being dropped off at one of the terminals (to help taxi drivers cover the cost of the Terminal Drop Off Charge introduced by Heathrow Airport Limited).

Age UK (Hillingdon, Harrow and Brent) said taxis are really the least value for money transport option available in London and they are far too expensive for the respondent. They were aware that many disabled people use taxis because of their increased disability access. They did not however see how increasing the cost of an already very expensive service – for which the user does not know up front what the cost will be – will help.

Islington Council

Islington Council said increased black cab taxi tariffs and fares will negatively impact disabled Taxicard scheme users by increasing the total costs of their journeys. They added that the Taxicard scheme gives disabled people who are not able to easily and conveniently access public transport the much needed independence and mobility to get



around the city, that the scheme is highly valued, and that last year an Islington user described the service as “a godsend.”

Islington Council said that the review does not mention how increased costs might be managed for disabled Taxicard Scheme users. They said Option 2 or Option 3 will cause negative impacts for Taxicard Scheme users who possess protected characteristics. They also said that Taxicard users will need to use more of their own funds to make longer trips, or choose destinations closer to home.

Islington Council stated that London Councils increased the cost of the Taxicard Scheme in Summer 2021, costing both Taxicard scheme users and the council 50 pence extra per journey. They said that increased costs proposed as part of Option 2 and Option 3 should consider this recent Taxicard scheme fee increase, how additional costs will affect disabled Taxicard Scheme users and how this can be mitigated.

Islington Council said the review is silent on the ability for Taxicard users to double-swipe so that users can apply two trip subsidies for one trip, and this was hard-lobbied for by Islington residents and disabled groups. Islington Council said they would like to reiterate that the practice of double-swiping should be safeguarded.

Speak Out in Hounslow

Speak Out in Hounslow submitted a response on behalf of some of their members and said:

- The minimum fare was too much
- Tariff 1 (Monday to Friday 05:00-20:00) was fair
- Tariff 2 (Monday to Friday 20:00-22:00) was too much
- Tariff 2 (Saturday and Sunday 05:00-22:00) was too much
- Tariff 3 (Every night 22:00-05:00) was too much
- Tariff 3 (public holidays) was too much
- Tariff 4 (journeys over six miles) was too much

For the options on fares and tariffs, they thought:

- Option 1 would be good
- Option 2 would be bad
- Option 3 would be bad

They said the Heathrow Extra should be stopped and that passengers should not pay an extra charge when being dropped off at Heathrow Airport.

They also made the following comments:

- The current fares are quite high, especially for passengers who are disabled or on benefits
- The new fares are quite high
- Black cab drivers should not have to pay the Heathrow charges



Trade Tariff Team

The London Cab Drivers Club (LCDC), Licensed Taxi Drivers Association (LTDA), RMT, Unite and United Cabbies Group (UCG) submitted a joint response. Their response included the following comments with regards to disabled and elderly taxi users:

Ability of the disabled and elderly to afford taxis

- If affordability is affected by rising taxi fares and is problematic then one way to solve this is to reduce regulatory cost. If some regulatory costs were reduced or removed and the Cost Index adhered to, taxi fares would reduce automatically for vulnerable groups and taxi users in general
- An example is the introduction of the TXe taxi. In the 2019 tariff adjustment alone this would add 1.24 per cent to taxi fares to maintain real fares at a constant level
- Alternatively, if it is only the ability to pay of vulnerable groups that are of concern then a subsidy is required. However, it would be unfair to place the burden of this subsidy on taxi drivers alone by restricting fare increases to below that indicated by the Cost Index
- A much fairer system would be to fund fare subsidies from the public purse or failing that pursue a way of increasing fares for the taxi travelling community and transfer that excess revenue to subsidise the fares of vulnerable taxi users
- Perhaps access may be a more important factor in making fares affordable for the elderly, infirm and disabled than a tariff increase. Schemes that restrict taxi access (e.g. low traffic neighbourhoods (LTNs), Bank Junction, certain bus lanes) increase journey times and by doing so increase taxi fares. An example is a trip from Moorfields Eye Hospital to the nearby Islington LTN, the fare could easily be doubled for someone who needs a door to door service as opposed to someone who can be set down at a barrier a few metres from their destination

Unite the Union

Unite the Union submitted the same comments as those made by the Trade Tariff Team.

UCG

The UCG also made the following comments with regards to disabled taxi users:

The UCG said the key mitigation to limit negative impacts on taxi users and drivers is to ensure access is made for the publicly hired 100 per cent wheelchair taxi fleet to have access to roads. They said that TfL's own policies mean passenger fares are increasing because decisions have been taken to restrict taxis from going the shortest route from A to B. They added that many are TfL and borough schemes, these include multiple low traffic neighbourhoods (LTNs) and schemes such as Tottenham Court Road (TCR) which attempt to safeguard TfL bus revenue, and are fully supported and sanctioned by TfL and increase passengers' costs.

The UCG stated that licensing excessive numbers of app based PHV operators and drivers increases traffic which also has a knock on in passenger fares due to the traffic and extra traffic they create.

They said that TfL and other highway authorities have in effect now set aside the access needs of older and disabled people in favour of all of those that might cycle or potentially cycle in the future. They also said that estimates of a 10-fold increase in cycling have not manifested.

The UCG said this has meant that instead of worrying about the access needs of older and disabled people getting on and off the bus, being able to access and safely enter or exit a taxi at the kerbside, TfL has been able to mix it up, and balance off the needs of any group that TfL views as under-represented in the demographics of cycling.

The UCG said that legislation such as the Equalities Act 2010 which was designed to advance the needs of all those with protected characteristics who use a publicly hired service such as a bus or taxi, has been manipulated as a TfL trade off. They said this is clearly wrong and has a detrimental impact on taxi passengers who are disproportionately impacted by surface transport decisions.

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 (plus London Councils and City Fleet) to see how services can be improved for Taxicard members, impacts mitigated and more drivers can access Taxicard work

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

| | |
|---|--|
| 1. Change the work to mitigate against potential negative impacts found | |
| 2. Continue the work as is because no potential negative impacts found | |



| | |
|--|--|
| <p>3. Justify and continue the work despite negative impacts (please provide justification)</p> | <p>2 November 2021</p> <ul style="list-style-type: none"> • We're planning to proceed with the consultation • Once the consultation has closed we will review all of the responses received and consider the positive and negative impacts identified • Recommendations will then be prepared and any recommended changes will be submitted to TfL's Finance Committee for consideration. They will also be provided with the EqIA <p>24 February 2022</p> <p>After reviewing all of the responses to the consultation and considering the issues raised, including the alternative proposal put forward by the taxi driver representatives, and the positive and negative impacts identified, we are making the following recommendations to the TfL Finance Committee:</p> <ul style="list-style-type: none"> • Increase the minimum fare by 60 pence, from £3.20 to £3.80 • Increasing Tariffs 1 and 2 by 5.51 per cent • Freeze Tariffs 3 and 4 • Increase the maximum Heathrow Extra from £2.80 to £3.60 • Introduce of a new Heathrow drop off charge which taxi drivers can add to the fare when dropping off passengers in one of the terminal drop-off zones at Heathrow Airport • The new drop-off charge not applying to a journey when an exemption or discount from the Heathrow Terminal Drop Off Charge has been issued by Heathrow Airport Limited to the taxi for that journey • The new Heathrow drop off charge being a maximum of £5.20 <p>The paper submitted to the Finance Committee sets out our reasons for making these recommendations.</p> |
| <p>4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate</p> | |



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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, London Councils and City Fleet (who have the Taxicard contract) to discuss and implement actions to improve the Taxicard service for members and improve the supply of taxis</p> | Ongoing | TfL Taxi and Private Hire |
| <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 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> | Ongoing | TfL Taxi and Private Hire |



| Action | Due | Owner |
|---|-----|---------------------------|
| <p>The taxi trade associations will be advised of the consultation so as they can respond and make their members aware of this.</p> | TBC | TfL Taxi and Private Hire |
| <p>Emails with links to the consultation will be sent to taxi drivers we hold email addresses for.</p> | TBC | TfL Taxi and Private Hire |
| <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.</p> <p>The consultation will be sent to the SLT and other organisations so as they can respond in order to gain feedback on how this may affect the groups that they work with.</p> <p>We will contact London TravelWatch to inform them of the consultation and seek their views.</p> <p>We will 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>Funding for specific research to help address some gaps in our knowledge about taxi users, what they think of taxi fares and how changes affect them is not currently available.</p> <p>The taxi fares and tariffs consultation will be sent to accessibility and disability</p> | TBC | TfL Taxi and Private Hire |



| Action | Due | Owner |
|--|---------|---------------------------|
| <p>groups we hold email addresses for (e.g. Age UK, Guide Dogs, RNIB, etc).</p> <p>The consultation is promoted on the TfL TPH Twitter account.</p> | | |
| <p>Other transport options</p> <p>Other transport options will be available for some people including booked PHVs, buses, the Tube, cycling or walking.</p> <p>Night Tube services are restarting on the Central and Victoria lines on 27 November 2021. Services on the other Night Tube lines will restart as soon as possible.</p> <p>The Elizabeth Line (Crossrail) is due to open in the first half of 2022 and some people will be able to use this to travel to or from Heathrow Airport.</p> | Ongoing | TfL |
| <p>Heathrow Airport TDOC</p> <p>Blue Badge holders are eligible for a 100% discount from the TDCO so could apply for this when taking a taxi to the airport, provide the driver with confirmation of the discount and then ask them not to add any extra to the taxi fare, if an extra charge was approved.</p> | Ongoing | TfL Taxi and Private Hire |

Step 7: Sign off

| | | |
|----------------------|-----------------------|---------------------------|
| Signed off by | EQIA Author | TfL Taxi and Private Hire |
| | Signature | Date 02/11/2021 |
| | EQIA Superuser | TfL IDAG |
| | Signature | Date 12/21/2021 |



| | | |
|--|--|---------------------------|
| | Senior accountable person | TfL Taxi and Private Hire |
| | Signature | 11/11/2021 |
| | Diversity & Inclusion Team Representative | Name Job title |
| | Signature | Date |

