

Summary of consultation responses

Current minimum fares and tariffs

Respondents were asked if they thought the current minimum fare and tariffs were too expensive, too low, or about right. The tables below summarise the responses from taxi users, taxi drivers and all respondents.

Taxi users

Item	Too expensive	About right	Too low
Minimum fare • £3.80 at all times	26%	42%	31%
Taxi fares during the weekday daytime (Tariff 1) • Monday to Friday, 05:00-20:00	34%	29%	36%
Taxi fares during the weekday evenings (Tariff 2) • Monday to Friday, 20:00-22:00	42%	26%	30%
Taxi fares during the and weekend daytime (Tariff 2) • Saturday and Sunday, 05:00-22:00	41%	25%	32%
Taxi fares late at night (Tariff 3) • Every night 22:00-05:00	42%	25%	31%
Taxi fares on public holidays (Tariff 3)	44%	22%	29%
Taxi fares for journeys over six miles (Tariff 4)	41%	24%	27%

Taxi drivers

Item	Too expensive	About right	Too low
Minimum fare • £3.80 at all times	2%	38%	60%
Taxi fares during the weekday daytime (Tariff 1) • Monday to Friday, 05:00-20:00	1%	22%	77%
Taxi fares during the weekday evenings (Tariff 2) • Monday to Friday, 20:00-22:00	2%	31%	66%
Taxi fares during the and weekend daytime (Tariff 2) • Saturday and Sunday, 05:00-22:00	2%	29%	68%
Taxi fares late at night (Tariff 3) • Every night 22:00-05:00	6%	34%	57%
Taxi fares on public holidays (Tariff 3)	4%	39%	56%
Taxi fares for journeys over six miles (Tariff 4)	4%	34%	60%

All respondents

Item	Too expensive	About right	Too low
Minimum fare • £3.80 at all times	18%	40%	42%
Taxi fares during the weekday daytime (Tariff 1) • Monday to Friday, 05:00-20:00	23%	25%	50%
Taxi fares during the weekday evenings (Tariff 2) • Monday to Friday, 20:00-22:00	28%	26%	43%
Taxi fares during the and weekend daytime (Tariff 2) • Saturday and Sunday, 05:00-22:00	27%	25%	44%
Taxi fares late at night (Tariff 3) • Every night 22:00-05:00	30%	27%	40%
Taxi fares on public holidays (Tariff 3)	29%	28%	38%
Taxi fares for journeys over six miles (Tariff 4)	29%	26%	39%

Value for money of taxi fares in London

Respondents were asked to rate the value for money of taxi fares in London on a scale of zero (extremely poor value for money) to 10 (extremely good value for money). The table below summarises the responses from taxi users, taxi drivers and all respondents. There are clear and expected differences in the views of drivers and passengers.

Rating	Taxi users	Taxi drivers	All respondents
0-4	31%	3%	23%
5-7	21%	5%	15%
8-10	44%	91%	59%

Taxi fares and tariffs options

Consultation responses

Respondents were asked if they supported or opposed each of the five options shown below.

Option	Details
1	Increase all tariffs by the full total Cost Index figure <ul style="list-style-type: none"> • Freeze the minimum fare at £3.80 • This option would increase Tariffs 1, 2, 3 and 4 by the full total Cost Index figure of 11.64
2	Use the total Cost Index figure but spread the increases across the minimum fare and the four tariffs <ul style="list-style-type: none"> • Increase the minimum fare by 40 pence (£3.80 to £4.20) • Increase Tariffs 1, 2, 3 and 4 by 8.80

Option	Details
3	Increase Tariffs 1 and 2 by the drivers' operating costs part of the Cost Index <ul style="list-style-type: none"> Freeze the minimum fare at £3.80 Increase Tariffs 1 and 2 by 7.61 Freeze Tariffs 3 and 4
4	Increase Tariffs 1 and 2 by the average national earnings part of the Cost Index <ul style="list-style-type: none"> Freeze the minimum fare at £3.80 Increase Tariffs 1 and 2 by 4.02 Freeze Tariffs 3 and 4
5	No change <ul style="list-style-type: none"> Freeze the minimum fare at £3.80 Freeze Tariffs 1, 2, 3 and 4

Respondents were asked if they supported or opposed each option, if they were neutral, or if they had no opinion. The table below summarises the level of support and opposition for each option amongst taxi users, taxi drivers and all respondents.

Option	Taxi users		Taxi drivers		All respondents	
	Support	Oppose	Support	Oppose	Support	Oppose
1	42%	51%	75%	17%	54%	38%
2	37%	52%	63%	25%	46%	42%
3	32%	51%	31%	52%	30%	53%
4	37%	47%	24%	64%	30%	56%
5	47%	46%	13%	80%	35%	57%

The table below lists the statistically significant differences amongst groups who responded to the consultation.

Option	Responses
1	<ul style="list-style-type: none"> Respondents aged 61 and above were more likely to support Option 1 (50%) than those aged 31 to 60 (28%) Frequent taxi users were more supportive of Option 1 than less frequent users, with 75% of those who use taxis daily supporting Option 1, compared to 29% of those who use taxis once a month and 23% of those who use taxis less than once a month
2	<ul style="list-style-type: none"> Taxi users who were not disabled are more likely to oppose Option 2 than disabled taxi users (61% and 38% respectively) Frequent taxi users were more likely to support Option 2 than less frequent users, with 49% of those who use taxis daily supporting Option 2, compared to 31% of those who use taxis once a month and 27% of those who use taxis less than once a month
3	<ul style="list-style-type: none"> Taxi users aged under thirty-years-old were more likely to oppose Option 3 than those aged between thirty-one and sixty, and sixty-one and over (70%, 53% and 38% respectively)

Option	Responses
	<ul style="list-style-type: none"> <li data-bbox="403 237 1382 342">Taxi drivers who only work when Tariff 3 applies were more likely to oppose Option 3 than those who rarely or never work when Tariff 3 applies (69% and 43% respectively)
4	<ul style="list-style-type: none"> <li data-bbox="403 349 1386 454">Daily taxi users were most likely to oppose Option 4 (73%) compared with those who use taxis 2-3 times a week (48%), once a month (45%) or less often than that (39%)
5	<ul style="list-style-type: none"> <li data-bbox="403 461 1366 607">Frequent taxi users were more opposed to Option 5 (74% daily users and 61% 2-3 times a week) than less frequent users (35% once a month users and 33% less often). The less frequently respondents use taxis, the more in favour of Option 5 they are

The taxi trade associations (LCDC, LTDA, RMT, UCG and Unite the Union) submitted a joint response and said they supported Option 1. They said that the Cost Index indicates that an 11.64 per cent increase is needed in the tariffs in order to maintain taxi drivers' earnings, that taxi fares have an inelastic price elasticity of demand, and they supported Tariffs 3 and 4 being increased after being frozen for several years.

The five trade associations also said that they understood that TfL have a duty to consider the needs of disabled people to afford taxi fares, particularly Taxicard members, but there would be little value in maintaining taxi fares at an artificially low price should that result in an insufficient supply of taxis to maintain the service to vulnerable people. They said the Taxicard scheme is already facing increasing problems with late and cancelled taxis since the economy has returned to something like normal and restricting any increase below 11.64 per cent would exacerbate this situation, particularly as drivers receive only 80 per cent of the metered fare on Taxicard fares.

The taxi booking companies FREE NOW and Gett responded to the consultation. FREE NOW said they were disappointed that no consideration was given within the consultation to introducing a cancellation fee and they would be calling on TfL to introduce this. They also said that there should be a separate minimum fare for apps (e.g. £10) and that this could improve acceptance rates for certain jobs (e.g. short trips, those with a longer drive to pick up the passenger, jobs in outer London). Gett fully supported Options 1 and 2 but opposed the other options, they said the cost of living, inflation and fuel had increased and so fares should increase.

Camden Town Unlimited is the elected representative of businesses within Camden. They fully supported Option 5, partly supported Option 1 and fully opposed the other options. HAL supported Option 2 and said this balanced the need to have a financially viable taxi industry with an attractive price for passengers.

Hammersmith & Fulham Council, Lewisham Council, London Councils, LTW and TfA all raised concerns about increasing taxi fares. Concerns raised included:

- the impact on disabled taxis users who may be more reliant on taxis and for some disabled people taxis may be essential;

- the impact on women who may feel less safe using other modes of transport, particularly late at night;
- fares being too high in relation to PHV app operators' fares;
- residents being unable to cope with the impacts of the cost of living crisis and any increase in costs for vulnerable people being a concern;
- issues in some areas with uneven public transport provision and a lack of alternative, sustainable ways to travel;
- impact on costs for providing special educational needs (SEN) transport;
- financial constraints on boroughs and the level of funding received being too low to cover subsidised travel schemes;
- negative impacts on the Taxicard scheme and Taxicard members;
- Taxicard journeys forecast to fall this year and this being mostly due to the fare increase in 2022;
- taxis being important for travel at night, that Tariff 3 should be protected from high increases, and if it is increased then it may need to be by a smaller amount than Tariffs 1 and 2;
- there has been a decrease in the number of taxis and it is important to protect those that are still available;
- the minimum fare is too high and is not always the actual minimum charge for disabled people who may pay more as a result of taxi drivers starting the meter early and before providing assistance to disabled people with getting into a taxi;
- taxis are already prohibitively expensive for disabled people and there may be a disproportionate negative effect on them if fares are increased; and
- the cost of taxis is already a significant barrier to use for disabled people.

A summary of the stakeholders' responses to the consultation is available in Appendix 2.

During the consultation a meeting was held with Action Disability Kensington & Chelsea (ADKC) and Kensington & Chelsea Council to discuss the consultation options and for them to share their views. They had questions about the effects on the Taxicard scheme and if taxi fares go up would this mean Taxicard fares also go up. ADKC said that some Taxicard members had reported longer waits for a taxi or not being able to get a taxi.

Extra charge for booked taxis

Consultation responses

We asked respondents for their views on removing the requirement for taxi drivers to add the extra charge for booked taxis to the taximeter.

The table below summarises the responses from taxi users, taxi drivers and all respondents.

	Taxi users	Taxi drivers	All respondents
Agreed with the proposal	56%	19%	41%
Disagreed with the proposal	33%	53%	40%

Only six respondents provided a comment about extra charges for booked taxis. The themes raised were that:

- there should be no extra charge unless the booker doesn't turn up, in which case a minimum fare should apply;
- there should be no extra booking charge for older or disabled people;
- the booking charge should increase if the service becomes more reliable; and
- removing the charge will provide essential flexibility in a challenging time.

Camden Town Unlimited and Gett agreed that the requirement to add the extra charge for booked taxis to the taximeter should be removed. FREE NOW said they had been calling for the extra charge for booked taxis to be increased and wanted this to be £5.00.

Wimbledon Tennis Championships fixed-fare, shared-taxi scheme

Consultation responses

We asked respondents for their views on increasing some of the fixed fares for shared taxis during the Wimbledon Tennis Championships.

The increases to the fixed fares range from 40 pence to £1.00. The table below shows the current fares, and the proposed fares and increases.

Destinations	Current fare	Proposed fare	Increase
Addresses in the Borough of Hammersmith and Fulham on and south of Hammersmith Bridge Road, Hammersmith Broadway and Hammersmith Road	Tariff 1: £7.20 Tariff 2: £7.20 Tariff 3: £7.20	Tariff 1: £8.00 Tariff 2: £8.00 Tariff 3: £8.00	80 pence
Addresses in Postal Districts SW4, SW8 and SW11; addresses on Clapham Road, Harleyford Street, Kennington Oval and Harleyford Road	Tariff 1: £8.40 Tariff 2: £8.40 Tariff 3: £8.40	Tariff 1: £9.00 Tariff 2: £9.00 Tariff 3: £9.00	60 pence
Addresses in the Royal Borough of Kensington and Chelsea in the area bounded by Cromwell Road, Brompton Road, Sloane Street, Sloane Square, Lower Sloane Street and Chelsea Bridge Road inclusive	Tariff 1: £9.60 Tariff 2: £9.60 Tariff 3: £9.60	Tariff 1: £10.00 Tariff 2: £10.00 Tariff 3: £10.00	40 pence
Addresses in Postal District SW1 east of Sloane St, Sloane Square, Lower Sloane Street and Chelsea Bridge Road	Tariff 1: £10.80 Tariff 2: £10.80 Tariff 3: £10.80	Tariff 1: £11.50 Tariff 2: £11.50 Tariff 3: £11.50	70 pence

Destinations	Current fare	Proposed fare	Increase
Addresses in the area bounded by Warwick Road north of Cromwell Road, Russell Road, Russell Gardens Mews, Holland Road, Holland Park Avenue, Notting Hill Gate, Pembridge Road, Pembridge Villas, Westbourne Grove, Bishops Bridge Road, Bishops Bridge Harrow Road, Edgware Road, Marble Arch, Park Lane and Knightsbridge inclusive and Brompton Road and Cromwell Road exclusive	Tariff 1: £12.00 Tariff 2: £12.00 Tariff 3: £12.00	Tariff 1: £13.00 Tariff 2: £13.00 Tariff 3: £13.00	£1.00
Addresses in Postal District W1; addresses in the area bounded by Edgware Road, Church St NW8, Lisson Grove, Rossmore Road, Park Road, Allsop Place, York Terrace, Upper Harley Street, Marylebone Road, Euston Road, Tottenham Court Road inclusive	Tariff 1: £12.00 Tariff 2: £12.00 Tariff 3: £12.00	Tariff 1: £13.00 Tariff 2: £13.00 Tariff 3: £13.00	£1.00
Addresses in Postal District WC2; Waterloo Station; addresses in the area bounded by the River Thames, Waterloo Bridge, Waterloo Road, Baylis Road, Lower Marsh, Westminster Bridge Road and Westminster Bridge inclusive	Tariff 1: £12.00 Tariff 2: £12.00 Tariff 3: £12.00	Tariff 1: £13.00 Tariff 2: £13.00 Tariff 3: £13.00	£1.00
Addresses in Postal District WC1; addresses on Euston Road East of Tottenham Court Road; Euston, Kings Cross and St Pancras Stations	Tariff 1: £14.40 Tariff 2: £14.40 Tariff 3: £14.40	Tariff 1: £15.00 Tariff 2: £15.00 Tariff 3: £15.00	60 pence
Addresses in postal districts EC1, EC2, EC3 and EC4; addresses in the area bounded by London Bridge, Duke Street Hill, Tooley Street, Bermondsey Street, Thomas Street, Bedale Street, Borough High Street, Southwark Street, Blackfriars Bridge and the River Thames inclusive	Tariff 1: £14.40 Tariff 2: £14.40 Tariff 3: £14.40	Tariff 1: £15.00 Tariff 2: £15.00 Tariff 3: £15.00	60 pence

The table below summarises the responses from taxi users, taxi drivers and all respondents on increasing some of the fixed fares for shared taxis during the Wimbledon Tennis Championships.

	Taxi users	Taxi drivers	All respondents
Supported the proposed increases	42%	54%	48%
Opposed the proposed increases	17%	7%	15%

Camden Town Unlimited opposed the proposed fare increases. Gett and Unite the Union supported the proposed fare increases.

We asked respondents for their views on amending one of the authorised places where the fixed-fare, shared-taxi scheme operates from.

The table below summarises the responses from taxi users, taxi drivers and all respondents on amending one of the places where the fixed-fare, shared-taxi scheme operates from. Although less than one third (28 per cent) of all respondents supported the amendment, the majority (63 per cent) were neutral (33 per cent) or had no opinion (30 per cent).

	Taxi users	Taxi drivers	All respondents
Supported the amendment	29%	27%	28%
Opposed the amendment	9%	8%	9%

TfA were concerned about the proposal to amend one of the authorised places where the fixed-fare, shared-taxi scheme operate from. They said that if this is not the most convenient place for being picked up and the changes are not appropriately or adequately communicated this could negatively impact disabled people's taxi journeys. Unite the Union supported amending the authorised place where the fixed-fare, shared-taxi scheme operates from.

Comments received

The comments received in the consultation were grouped under different codes. The tables below show the codes used and the number of comments under each code.

General comments about taxi fares

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Taxi fares are already expensive/too high/should be reduced	36	1	0	22	61
Taxi fares should be increased because of cost of living/running costs/overheads of taxi drivers	18	1	26	4	56
Increasing taxi fares will put me/taxi drivers out of business/reduce the number of people using taxis/ruin the taxi trade	21	1	5	2	29
Support/agree with increasing the cost of fares/tariffs/need to support taxi drivers	12	0	9	1	27

Comments raised about Option 1

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Minimum taxi fare should remain the same (i.e. at £3.80)/should not be increased	4	0	7	5	19
Tariff 1 rates should be increased by 11.64%	2	0	6	1	11
Tariff 2 rates should be increased by 11.64%	2	0	6	1	11
Tariff 3 rates should be increased by 11.64%	2	0	7	1	12
Tariff 4 rates should be increased by 11.64%	2	0	6	1	11

Comments raised about Option 3

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Minimum taxi fare should remain the same (i.e. at £3.80)/should not be increased	4	0	7	5	19
Tariff 3 rates should remain as they are/should not change	5	0	6	4	16
Tariff 4 rates should remain as they are/should not change	5	0	5	4	15

Comments raised about Option 4

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Minimum taxi fare should remain the same (i.e. at £3.80)/should not be increased*	4	0	7	5	19
Tariff 3 rates should remain as they are/should not change	5	0	6	4	16
Tariff 4 rates should remain as they are/should not change	5	0	5	4	15
Tariff 1 rates should be increased by 4.02%	0	0	0	0	0
Tariff 2 rates should be increased by 4.02%	0	0	0	0	0

Comments raised about Option 5

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Minimum taxi fare should remain the same (i.e. at £3.80)/should not be increased*	4	0	7	5	19
Tariff 2 rates should remain as they are/should not change	6	1	5	4	17
Tariff 3 rates should remain as they are/should not change	5	0	6	4	16
Tariff 1 rates should remain as they are/should not change	5	1	5	4	16
Tariff 4 rates should remain as they are/should not change	5	0	5	4	15

Other comments about tariffs

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Other comments/suggestions about tariffs	11	3	8	1	23
Tariff 3 rates should be increased	2	1	12	0	16
Minimum taxi fare should be increased	4	0	7	1	13
Tariff 1 rates should be increased	2	0	9	0	12
Tariff 2 rates should be increased	1	0	7	0	9
Tariff 4 rates should be increased	1	1	7	0	9
Minimum taxi fare is too high/should be reduced/should be no minimum fare	0	0	1	0	2

Comments on removing the requirement to add the extra charge for booked taxis to the taximeter

Six respondents provided a comment about extra charges for booked taxis. Themes raised were that:

- there should be no extra charge unless the booker doesn't turn up, in which case a minimum fare should apply;

- there should be no extra booking charge for older or disabled people;
- the booking charge should increase if the service becomes more reliable; and
- removing the charge will provide essential flexibility in a challenging time.

Comments on Wimbledon Tennis Championships fixed-fare, shared-taxi scheme

Five respondents provided a comment about the Wimbledon fixed-fares shared-taxi scheme. Themes raised included:

- the Wimbledon fixed fare should be totally removed in favour of public transport;
- there needs to be a two-lane taxi rank; one lane for drivers wanting to travel locally (e.g. Wimbledon, Southfield's station), the other for those wanting to travel further distances with fares for both clearly displayed; and
- fares should be frozen considering the price of attending the tournament.

Other comments and suggestions about taxi fares by respondent type

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Comments/suggestions about the Taxicard scheme	2	5	1	0	14
Electric/zero emissions capable taxis are expensive to purchase/need to be more affordable/subsidised	4	0	6	0	11
Taxis are polluting/should be banned/restricted/switching to electric/zero emissions capable taxis should be encouraged/public transport should be encouraged instead	6	0	0	2	10
Should offer standard/fixed fares instead of metered fares	5	0	1	3	9
Other users/groups need discounts for using taxis	3	0	0	0	4
Should charge extra for more passengers / luggage	0	0	1	0	1

Comments on the experience with taxi services, drivers and users by respondent type

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Taxis are safe to use/positive experience of using taxis (e.g. drivers have to pass the Knowledge)	24	1	1	0	28
Taxi drivers are selective with who they pick up/refuse to do short journeys/Taxicard jobs/use longer routes (e.g. don't accept the fare if they will not make much money from it)	8	0	2	6	18
Criticism of taxis/taxis are difficult to use (e.g. booking/hailing)	9	3	1	2	16
Criticism of taxi driver behaviour/have had issues with drivers (general comments)	7	1	0	6	16
General negative comment about taxis/black cabs (e.g. they cause congestion, are not needed, should be abolished, knowledge of taxi drivers is redundant etc)	5	0	0	6	11
Taxis are safer to use than PHVS/public transport/other services/travel options	6	0	0	0	8

Comments on road space by respondent type

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Criticism of reduction of road space/impacts taxi drivers/users	12	1	10	2	25
Suggestions to change road/lane accessibility	9	0	15	0	24
Congestion makes the taxi fare more expensive (general comments)	7	0	1	4	12

Comments on competitiveness by respondent type

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Fares should be competitive against PHVs (i.e. PHV are cheaper/better value for money)	7	1	1	12	22
Concerns/comments about PHVs/apps negatively impacting taxi drivers/taxi trade	7	1	3	3	17
Alternatives are cheaper/better value for money than taxis/taxi fares should be competitive against public transport	11	0	1	3	15
Taxi fares are already competitive with other services	1	0	1	0	3

Concerns about impacts of taxi fare rises by respondent type

Code	A taxi (black cab) user	A Taxicard member	A taxi (black cab) driver	A non-taxi (black cab) user	All respondents
Concern that increasing taxi fares will have a negative impact on disabled users	4	2	2	1	12
Concern that increasing taxi fares will have a negative impact on elderly users	6	1	1	2	12
Concern that increasing taxi fares will have a negative impact on other users/groups	5	0	1	0	8
Concern that increasing taxi fares will have a negative impact on those financially struggling/low income households	2	1	0	1	7
Concern that increasing taxi fares will have a negative impact on Taxicard members	1	1	1	0	7