

EQIA evidence base

Taxi (Black Cab) Fares and Tariffs Review 2022 – evidence base

This document contains information to support the equality impact assessment for the taxi (black cab) fares and tariffs review 2022.

Taxi users – London residents

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

- Gender
- Age
- Disability (this does not include those who are carers)
- Ethnicity
- Religion
- Gender reassignment
- Sexual orientation
- Working status
- Household income

Apart from ethnicity, the information in the charts below is taken from the 2021/22 Black Cabs and Minicabs Customer Satisfaction Survey (CSS).¹ The ethnicity information is taken from the 2019/20 survey.²

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).

¹ Black Cabs and Minicabs Customer Satisfaction Survey (CSS), Kantar, 2021/22

² Black Cabs and Minicabs Customer Satisfaction Survey (CSS), Kantar, 2019/20

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*	Prefer not to say
2012/13	London residents and visitors to London	46%	54%	--	0%
2013/14		45%	55%	--	0%
2014/15		48%	52%	--	0%
2015/16		60%	40%	--	0%
2016/17		54%	46%	--	0%
2016/17	Londoners only	55%	45%	--	0%
2017/18		52%	48%	--	0%
2018/19		59%	41%	--	0%
2019/20		54%	46%	--	0%
2020/21		48%	51%	1%	0%
2021/22		46%	52%	1%	1%

*Non binary was added as a response option in 2020/21

Year	CSS sample	16-19	20-29	30-54	55-64	65+
2012/13	London residents and visitors to London	3%	19%	56%	13%	8%
2013/14		2%	18%	58%	13%	10%
2014/15		3%	21%	54%	13%	9%
2015/16		2%	19%	57%	12%	10%
2016/17		0%	16%	55%	12%	12%
2016/17	Londoners only	1%	17%	56%	14%	11%
2017/18		2%	31%	39%	15%	12%
2018/19		5%	27%	39%	11%	18%
2019/20		2%	29%	50%	10%	9%
2020/21		5%	27%	57%	8%	5%
2021/22		3%	25%	60%	5%	7%

Year	CSS sample	Have a long term physical or mental health impairment which limits daily activities or work	None	Prefer not to say
2012/13	London residents and visitors to London	11%	88%	0%
2013/14		14%	85%	1%
2014/15		11%	88%	1%
2015/16		15%	83%	2%
2016/17		13%	86%	2%
2016/17	Londoners only	16%	81%	3%
2017/18		23%	75%	2%
2018/19		22%	76%	2%
2019/20		30%	67%	3%
2020/21		20%	75%	5%
2021/22		18%	78%	4%

Twenty-two per cent of taxi users who said they had 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 – 2019/20
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	43%
No religion	32%
Muslim	12%
Buddhist	1%
Jewish	1%
Hindu	3%
Other	1%
Prefer not to say	5%

Sexual orientation	Percentage
Bisexual	4%
Gay/lesbian	2%
Heterosexual/straight	88%
Prefer to self describe	1%
Prefer not to say	4%

Identifying as transgender	Percentage
Yes	6%
No	92%
Prefer not to say	2%

Working status	Percentage
Working full time (30 hours or more per week)	72%
Working part time (less than 30 hours per week)	10%
Retired/not working with private pension or means	3%
Retired with state benefit/state pension only	2%
Student	5%
Unemployed more than 6 months	2%
Unemployed less than 6 months	1%
Not working with state benefit only	1%
Not working living on private means	2%
Other	1%

Annual household income	Percentage
Up to £10,000	4%
£10,001 to £15,000	5%
£15,001 to £20,000	8%
£20,001 to £30,000	8%
£30,001 to £40,000	22%
£40,001 to £75,000	27%
Over £75,000	20%
Don't know	1%
Prefer not to say	5%

Information about taxi users' views of taxi fares in London is available in section 7 (Taxi users' and drivers' views on fares and tariffs) of the enclosed document.

Travel in London: Understanding our diverse communities 2019

TfL's 'Travel in London: Understanding our diverse communities 2019' report³ contains demographic information about Londoners. Below are some of the most relevant findings from the report.

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)

³ TfL Travel in London: Understanding our diverse communities 2019, <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

- 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 older people (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

The ways these different characteristics interact is shown through the way in which the profile of disabled Londoners (identified in the London Travel Demand Survey (LTDS)) varies from that of nondisabled people and Londoners overall. This, in turn, influences many of the findings in the Travel in London report.

- Fifty-six per cent of disabled Londoners are women, compared with 50 per cent of non-disabled Londoners
- Forty-four per cent of disabled Londoners are aged 65 or over, compared with nine per cent of non-disabled Londoners
- Sixty-seven per cent of disabled Londoners are white, compared with 61 per cent of non-disabled Londoners

- Seventy-seven per cent of disabled Londoners are retired or not working compared with 20 per cent of non-disabled Londoners
- Thirty-four per cent of disabled Londoners have household income of less than £10,000 compared with 10 per cent of non-disabled Londoners

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

London residents may be eligible for a 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 2016⁴ a survey amongst Taxicard members was carried out. The survey was designed to understand declining usage and revealed the following information about Taxicard members 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%

⁴ Taxicard Usage Review, February 2016, eo consulting

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%
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%

For those who were taking fewer Taxicard trips the main reasons for this	
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 issues⁵ has published information about disability and mobility data for Londoners and this is shown in the table below.

⁵ Disability and Mobility, London, 2014, <https://data.london.gov.uk/dataset/disability-and-mobility-london>

% 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

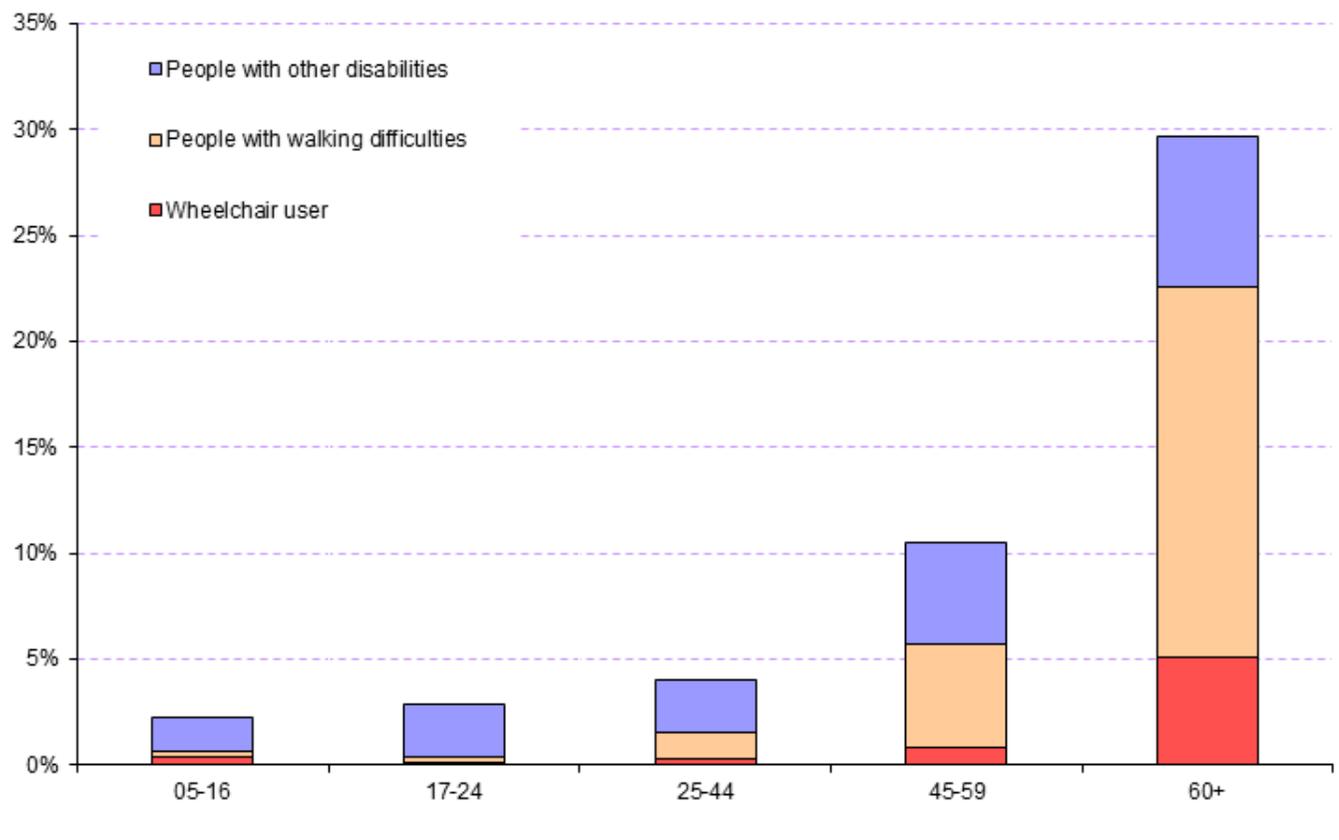
For the purposes of the Act, these words have the following meanings:

- '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.

The London Assembly has published a report titled 'Transport Committee Accessibility of the transport network'⁶ 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.

⁶ Transport Committee Accessibility of the transport network, London Assembly, November 2010 <https://data.london.gov.uk/dataset/londoners-reduced-mobility>



Income and poverty amongst Londoners

Information about income and poverty amongst Londoners has been published by the Trust for London⁷. The key findings in the report are listed below:

Poverty continues to be higher in London than in any other region in the UK

⁷ Trust for London, London's Poverty Profile, 2020, <https://www.trustforlondon.org.uk/publications/lpp2020/>

- 28 per cent of people live in poverty in London (2.5 million) compared to 22 per cent in UK
- The costs of living in London are 15-58 per cent higher than the rest of the UK
- However the picture is mixed across London - six in ten (57 per cent) of children in Tower Hamlets are in poverty, compared to two in ten (21 per cent) in Sutton

Housing is a major driver of poverty and the housing crisis is getting worse

- Households in poverty in London face housing costs that, on average, amount to 56 per cent of their net income compared to 37 per cent in the rest of England
- 56,000 of London's households are in temporary accommodation; an increase of 30 per cent compared to five years ago.
- In-work poverty is rising
- Now 74 per cent of adults in poverty in London (1,050,000) are in working families, up from 62 per cent a decade ago

London experiences huge inequalities in wealth and shared opportunities

- 4 out of 10 Londoners do not meet what is deemed to be an acceptable standard of living
- Those in the bottom half of London's wealth distribution hold just 6.8 per cent of the capital's total wealth, compared with those in the top 10 per cent, who hold 42.5 per cent
- And those in poor neighbourhoods often experience other disadvantages. For example, weapons offences are over three times as prevalent in the most income-deprived 10 per cent of London neighbourhoods compared the least income-deprived 10 per cent

Other findings in the report include:

- The total population of London is 8,908,000 and this has grown by 12 per cent in the last decade
- The proportion of a borough's population that is Black and minority ethnic varies from 13 per cent to 69 per cent
- The poverty rate for Black and minority ethnic groups is 38 per cent in London and 21 per cent for white groups
- Four in ten children in London (37 per cent) live in households in poverty. This compares with 25 per cent of working-age adults and 24 per cent of pensioners
- 37 per cent of people living in a household that includes a disabled person are in poverty, compared with 24 per cent of those in a household that does not include a disabled person
- 54 per cent of people living in single-parent families are in poverty. This compares with 28 per cent of single people without children and 29 per cent of couples with children. Poverty is least prevalent among couples without children (13 per cent)

- 28 per cent of women and 27 per cent of men in London are living in poverty
- 51 per cent of workless households are in poverty, compared with 23 per cent of working households

UK LGBT survey

In July 2017 the Government launched a nationwide lesbian, gay, bisexual and transgender (LGBT) survey⁸. 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
- 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

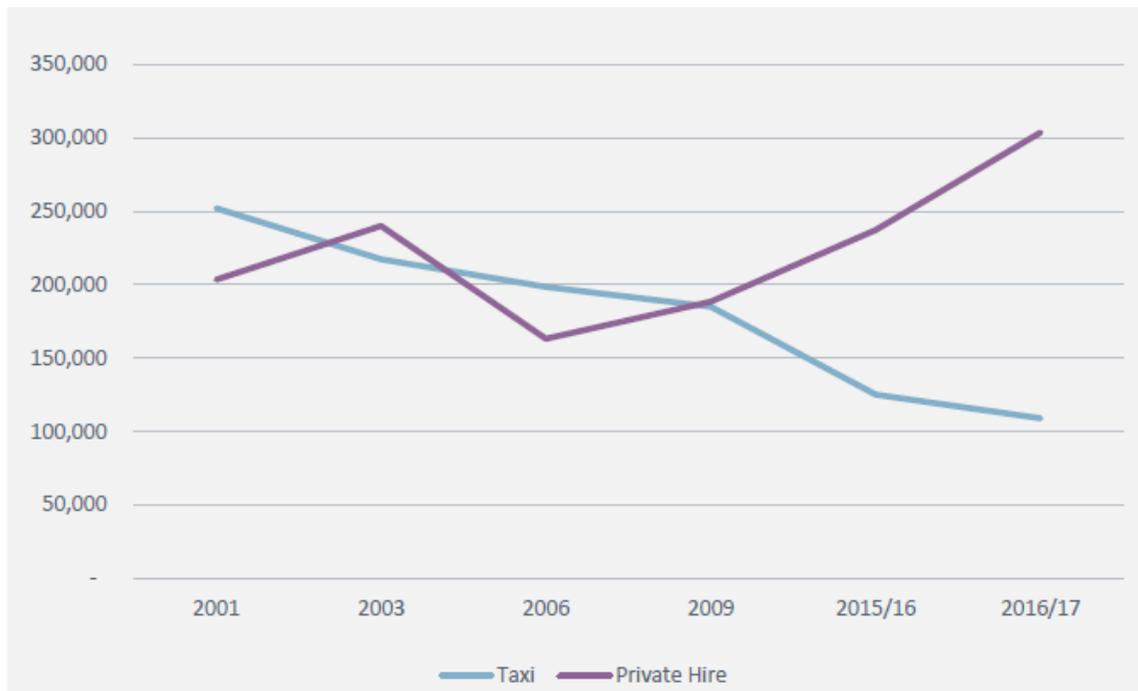
Taxi and Private Hire Driver Diary Survey

- The Taxi and Private Hire Driver Survey⁹ has shown that there has previously been a decline in the daily number of taxi journeys

⁸ <https://www.gov.uk/government/publications/national-lgbt-survey-summary-report/national-lgbt-survey-summary-report>

⁹ Taxi and Private Hire Driver Diary Survey 2016/17, Steer Davies Gleave, October 2017, <http://content.tfl.gov.uk/driver-diaries.pdf>

- There were 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 were 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



- The table below shows the distribution of taxi journeys by time band
- Two thirds of journeys (68.6%) started 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

- The Taxi and Private Hire Driver Diary Survey has not been updated since 2016/17 and some of the findings may have changed or been affected by different factors (e.g. the coronavirus pandemic, people working from home more often, the fall in taxi and PHV driver numbers)

Travel in London report

The most recent Travel in London¹⁰ report provides some information on journeys in London including:

- Before the coronavirus pandemic, travel demand in London grew from 25.1 million trips per day in 2010 to 27.0 million in 2019 – an increase of 7.6 per cent. The share of trips made by active, efficient and sustainable modes (walking, cycling and public transport) increased from 59.6 per cent in 2010 to 63.2 per cent in 2019 – an increase of 3.6 percentage points
- The proportion of London workers who are working from home has increased since the coronavirus pandemic
- While London residents make most of the trips in London, it is estimated that approximately 25 per cent of all trips in London on an average day were made by non-residents
- The mode share of daily trips in London in 2019 for taxis and PHVs was one per cent, in 2020 it was two per cent

Estimated daily average number of trips

¹⁰ Travel in London Report 12, TfL, 2020, <https://content.tfl.gov.uk/travel-in-london-report-14.pdf>

- The table below shows the estimated daily average number of trips (millions) in Greater London by main mode of travel, seven-day week, 2000-2020
- 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
- Taxi and PHV trips are combined and it is not possible to separate these

Year	Rail/ LO	LU/ DLR	Bus/ 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)
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
2019	3.1	2.9	3.7	0.4	5.8	3.6	0.2	0.7	6.8	27.0
2020	1.2	1.0	2.1	0.4	4.9	3.1	0.2	0.7	6.8	20.3
Percentage change up to 2020 from...										
2000	-25.2	-50.2	-11.3	22.5	-28.4	-14.2	-11.2	153.3	24.4	-10.3
2011	-47.8	-55.5	-47.9	17.2	-17.7	-13.7	-5.0	42.0	9.7	-19.8
2019	-59.3	-66.2	-42.1	2.1	-15.5	-15.4	-17.7	6.7	0.5	-24.8

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 2020 were 22.3 million, down from 31.6 million in 2019 and clearly showing the effects of the pandemic.
- Taxi and PHV trips are combined and it is not possible to separate these

Year	NR/ LO	LU	DLR	Bus/ tram	Taxi/ PHV	Car driver	Car pass.	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)
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
2019	3.5	3.8	0.3	6.0	0.4	6.0	3.8	0.2	0.7	6.8	31.6
2020	1.4	1.4	0.2	3.2	0.4	4.9	3.1	0.2	0.8	6.8	22.3
Percentage change up to 2020 from...											
2000	-22.5	-47.1	50.8	-14.1	13.9	-29.8	-16.8	-11.6	168.1	24.4	-12.0
2011	-44.3	-53.7	-26.9	-49.8	20.6	-21.4	-15.3	-8.7	41.3	11.7	-23.6
2019	-59.5	-63.4	-54.5	-47.7	0.0	-17.7	-17.7	-17.7	6.4	0.5	-29.4

The 2019 Travel in London report¹¹ included some information about 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

Use of wheelchair accessible taxis

The DfT commissioned research on accessible travel, with a particular focus on wheelchair accessible taxis and private hire vehicle (PHV) services.¹²

The research involved surveying people in Great Britain and was not focussed only on London. However, the findings are still of interest and include:

- Thirty-one per cent of adults in Great Britain reported a physical or mental health condition and two per cent said they used a wheelchair to assist them when travelling
- The proportion of people who reported travelling by wheelchair accessible taxis and PHVs was low – one per cent of adults in Britain said they personally travelled by these modes once a week or more in the past six months; two per cent did this once a month or more in the past six months
- The main reason for travelling by wheelchair accessible taxis and PHVs was for medical, hospital or dental appointments (39 per cent); 32 per cent reported travelling for leisure and social reasons
- When considering their transport choices, qualitative participants expressed a strong preference for travelling by wheelchair accessible taxis and wheelchair accessible PHVs rather than any other mode of transport. When services were available, they felt they were more reliable and involved less hassle than other modes of transport and reduced participants' dependency on friends and family. They also provided participants with a door-to-door service, and a more comfortable option for travel, allowing them to remain seated in the wheelchair while travelling

¹¹ Travel in London Report 12, TfL, 2019, <http://content.tfl.gov.uk/travel-in-london-report-12.pdf>

¹² Wheelchair accessible travel – taxi and private hire services, Ipsos MORI, December 2021, <https://www.gov.uk/government/publications/wheelchair-accessible-travel-taxi-and-private-hire-services>

- Participants emphasised the importance of drivers being trained to provide appropriate assistance – this included asking for consent before touching a person’s wheelchair, helping people going up the ramp, and checking in regularly throughout the journey
- In the best cases, drivers provided their customers with one-to-one support, including helping them up the ramp, anchoring the wheelchair to the floor, and securing the seatbelt for the customer. Although participants looked for affordable rides, there was acknowledgement that travelling by wheelchair accessible taxis and wheelchair accessible PHVs was a different, more comprehensive service than regular taxis
- Participants also tended to request vehicles with a ramp, as this adaptation allowed the person in a wheelchair to get into the vehicle while physically remaining in the wheelchair. Wheelchair accessible taxis and wheelchair accessible PHVs equipped with ramps, were typically preferred over taxi services which only had facilities for the wheelchair to be folded into the boot. In these cases, participants were more concerned for their comfort, safety, damage to the wheelchair, and whether the wheelchair could fit into the boot

Cost is mentioned as a barrier in the report which states that *“there was acknowledgement that travelling by wheelchair accessible taxi services and wheelchair accessible private hire services was expensive. Therefore, participants were more cautious towards using these services for travelling on longer journeys“*

Designated wheelchair accessible taxis and PHVs in London

- All licensed taxis (black cabs) in London must be designated wheelchair accessible vehicles
- As of 3 October 2022 there were 459 licensed PHVs that are designated wheelchair accessible vehicles, 0.55 per cent of the total licensed PHV fleet in London

Carers in London

The 2018 London Assembly report ‘Who Cares? Helping London’s Unpaid Carers’¹³ 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

¹³ 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

- 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.

- In 2018 London was the most visited area in the UK by overseas residents with 19.1 million visiting London¹⁴
- There were 11.9 million visits to London in 2018 by domestic tourists¹⁵
- The tables below show the gender and age profile for visitors to London for 2018¹⁶

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%

¹⁴ Tourism: Statistics and policy, House of Commons Library, 24 September 2019, <https://researchbriefings.files.parliament.uk/documents/SN06022/SN06022.pdf>

¹⁵ Tourism: Statistics and policy, House of Commons Library, 24 September 2019, <https://researchbriefings.files.parliament.uk/documents/SN06022/SN06022.pdf>

¹⁶ Visit Britain, 13 March 2020

Licensed taxi drivers

The tables below contain information on licensed taxi drivers.¹⁷

Age	Taxi Drivers – 1 August 2022	%
under 21	0	0.00%
21-30	157	0.83%
31-40	1466	7.71%
41-50	4003	21.06%
51-60	8124	42.74%
61-70	4318	22.72%
71+	938	4.94%
Total	19006	100.00%
65+	2704	14.23%

Gender	Taxi Drivers – 1 August 2022	%
Female	440	2.32%
Male	18561	97.66%
Not known	5	0.03%
Total	19006	100.00%

¹⁷ TfL licensing data

Licence Type	Taxi Drivers – 1 August 2022	%
All London	16963	89.25%
Suburban	2043	10.75%
Total	19006	100.00%

Gender Age	Taxi Drivers – 1 August 2022	%
Female	440	2.32%
under 21	0	0.00%
21-30	5	0.03%
31-40	27	0.14%
41-50	95	0.50%
51-60	223	1.17%
61-70	81	0.43%
71+	9	0.05%
Male	18561	97.66%
under 21	0	0.00%
21-30	152	0.80%
31-40	1438	7.57%
41-50	3906	20.55%
51-60	7899	41.56%
61-70	4237	22.29%
71+	929	4.89%
Not known	5	0.03%
under 21	0	0.00%
21-30	0	0.00%
31-40	1	0.01%
41-50	2	0.01%

Gender Age	Taxi Drivers – 1 August 2022	%
51-60	2	0.01%
61-70	0	0.00%
71+	0	0.00%
Total	19006	100.00%

Licence Type Gender	Taxi Drivers – 1 August 2022	%
All London	16963	89.25%
Female	374	1.97%
Male	16585	87.26%
Not known	4	0.02%
Suburban	2043	10.75%
Female	66	0.35%
Male	1976	10.40%
Not known	1	0.01%
Total	19006	100.00%

Licence Type Age	Taxi Drivers – 1 August 2022	%
All London	16963	89.25%
under 21	0	0.00%
21-30	155	0.82%
31-40	1375	7.23%
41-50	3529	18.57%
51-60	7156	37.65%
61-70	3877	20.40%
71+	871	4.58%

Suburban	2043	10.75%
under 21	0	0.00%
21-30	2	0.01%
31-40	91	0.48%
41-50	474	2.49%
51-60	968	5.09%
61-70	441	2.32%
71+	67	0.35%
Total	19006	100.00%

Disability	Taxi Drivers – 11 February 2022	%
Yes	2	0.01%
No	823	4.15%
Not known	18985	95.84%
Total	19810	100.00%

Faith	Taxi Drivers – 11 February 2022	%
Yes	427	2.16%
No	180	0.91%
Not known	19203	96.94%
Total	19810	100.00%

Ethnicity	Taxi Drivers – 11 February 2022	%
Asian or Asian British (Bangladeshi)	310	1.56%
Asian or Asian British (Indian)	126	0.64%
Asian or Asian British (Other)	296	1.49%
Asian or Asian British (Pakistani)	220	1.11%
Black or Black British (African)	933	4.71%
Black or Black British (Caribbean)	384	1.94%
Black or Black British (Other)	146	0.74%
Chinese or other ethnic group	243	1.23%
Mixed (Other)	99	0.50%
Mixed (White and Asian)	53	0.27%
Mixed (White and Black African)	73	0.37%
Mixed (White and Black Caribbean)	93	0.47%
White British	12463	62.91%
White Irish	199	1.00%
White Other	634	3.20%
Not known	3538	17.86%
Total	19810	100.00%

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

Information on taxi drivers' incomes and if they have caring responsibilities is below.¹⁸

Have caring responsibilities	Taxi Drivers
Yes	13%
No	68%
Prefer not to say	18%

¹⁸ Taxi and Private Hire Licensee CSS 2021/22, Kantar,

Annual household income before tax and other deductions	Taxi Drivers
Up to £10,000	2%
£10,001-£15,000	3%
£15,001-£20,000	6%
£20,001-£30,000	13%
£30,001-£40,000	10%
£40,001-£75,000	9%
Over £75,000	3%
Don't know	5%
Prefer not to say	49%

Information on taxi drivers' sexual orientation and if they identify as transgender is below.¹⁹

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

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

¹⁹ Taxi and Private Hire Licensee CSS 2019/20, Kantar,

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.

Research from the Department for Transport (DfT)²⁰ 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.²¹ 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)*

²⁰ 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

²¹ 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

- *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”*

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%*
Internet¹	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.