

## Appendix 2: Summary of consultation responses

### Respondents

- In total 1,487 responses to the taxi fares and tariffs consultation were received
- We asked respondents who they were responding as, and they could choose an answer from the list below:
  - Taxi (black cab) user
  - Taxicard member
  - London taxi (black cab) driver
  - Non-taxi (black cab) user
  - Private hire/minicab operator
  - Private hire/minicab driver
  - Representative of an organisation
- This was not a mandatory question. The responses from those who did answer this question are shown below

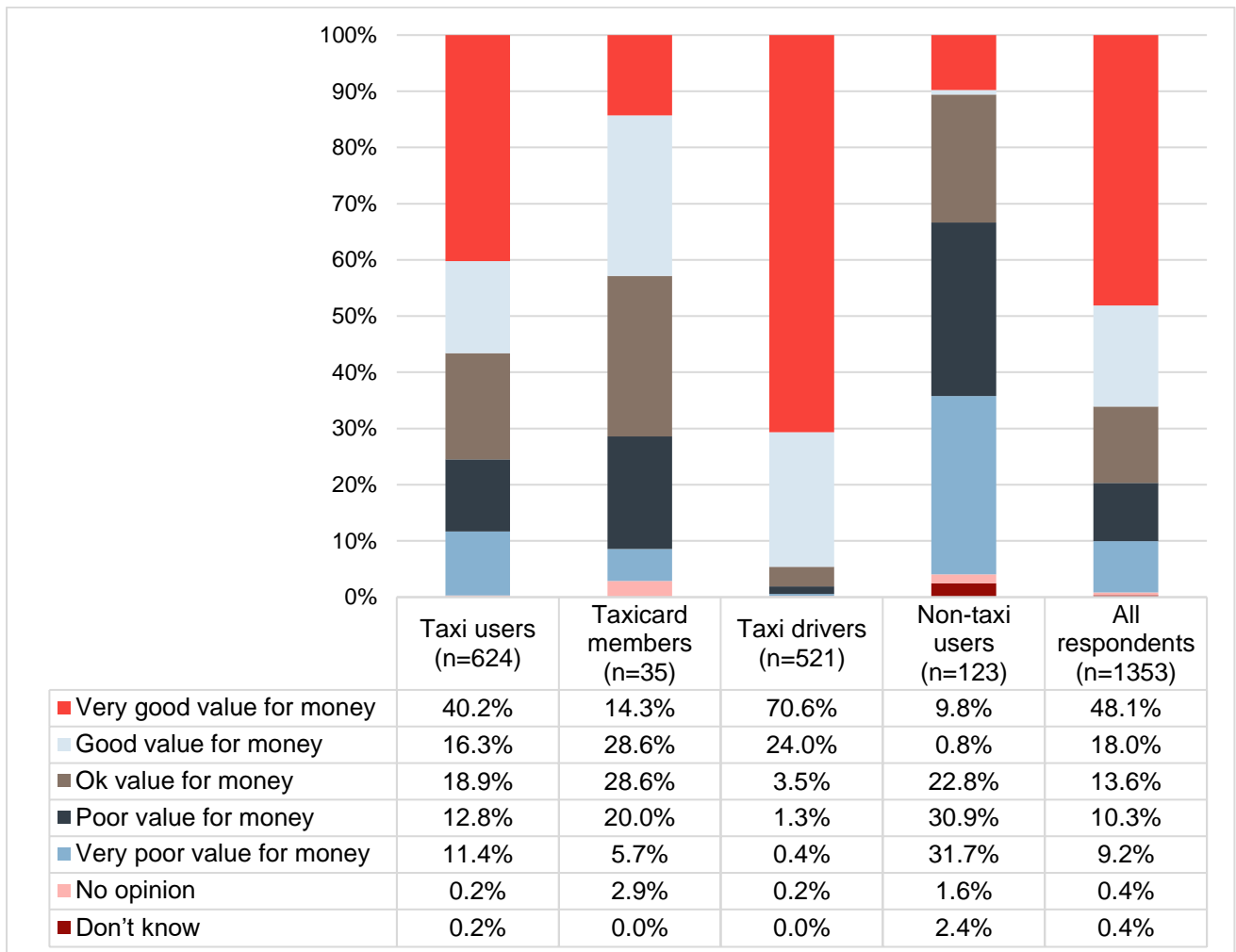
<b>Respondent Type</b>	<b>Count</b>	<b>%</b>
Taxi (black cab) user	633	46.3%
Taxicard member	37	2.7%
London taxi (black cab) driver	535	39.2%
Non-taxi (black cab) user	123	9.0%
Private hire/minicab operator	3	0.2%
Private hire/minicab driver	23	1.7%
Representative of an organisation	12	0.9%
<b>Total</b>	<b>1366</b>	<b>100%</b>

- For the purpose of the analysis the respondent types were collated into the following five groups:
  - Taxi users
  - Taxicard members
  - Taxi drivers
  - Non-taxi users
  - All respondents – this includes everyone who did not answer the question about who they were responding as
- The number of respondents in each group is shown below

<b>Respondent Type</b>	<b>Count</b>	<b>%</b>
Taxi users	633	42.5%
Taxicard members	37	2.5%
London taxi drivers	535	36.0%
Non-taxi users	123	8.3%
<b>All respondents</b>	<b>1487</b>	<b>100%</b>

## Value for money

- Respondents were asked to rate the value for money of taxi fares in London. The chart below shows the responses
- 66.1 per cent of all respondents rated the value for money of taxi fares as good or very good
- 19.5 per cent of all respondents rated the value for money of taxi fares as poor or very poor

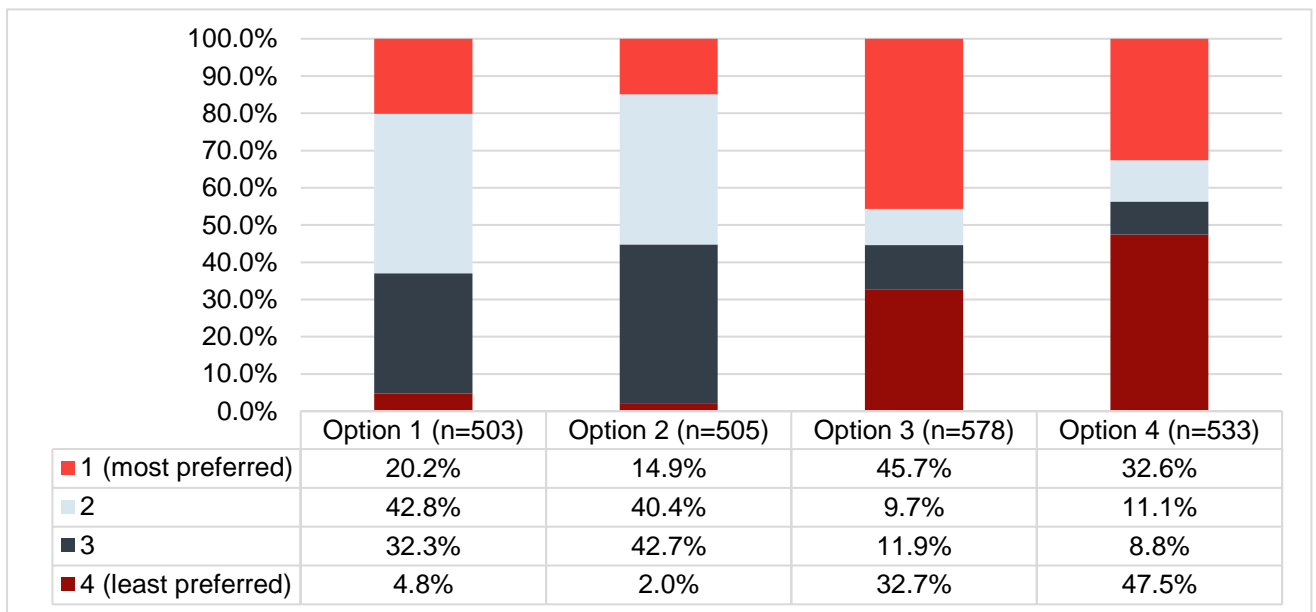


### Tariffs 1, 2 and 3

- Respondents were asked to rank in order of preference four options for Tariffs 1, 2 and 3:
  - **Option 1:** Increasing Tariffs 1, 2, and 3 by 5.20 per cent to reflect the change in taxi drivers' operating costs
  - **Option 2:** Increasing Tariffs 1, 2, and 3 by 3.72 per cent to reflect the change in average national earnings
  - **Option 3:** Increasing Tariffs 1, 2, and 3 by 8.92 per cent to reflect the change in both taxi drivers' operating costs and average national earnings
  - **Option 4:** No change in tariff rates (freezing tariffs)
- The charts below show how respondents ranked each option

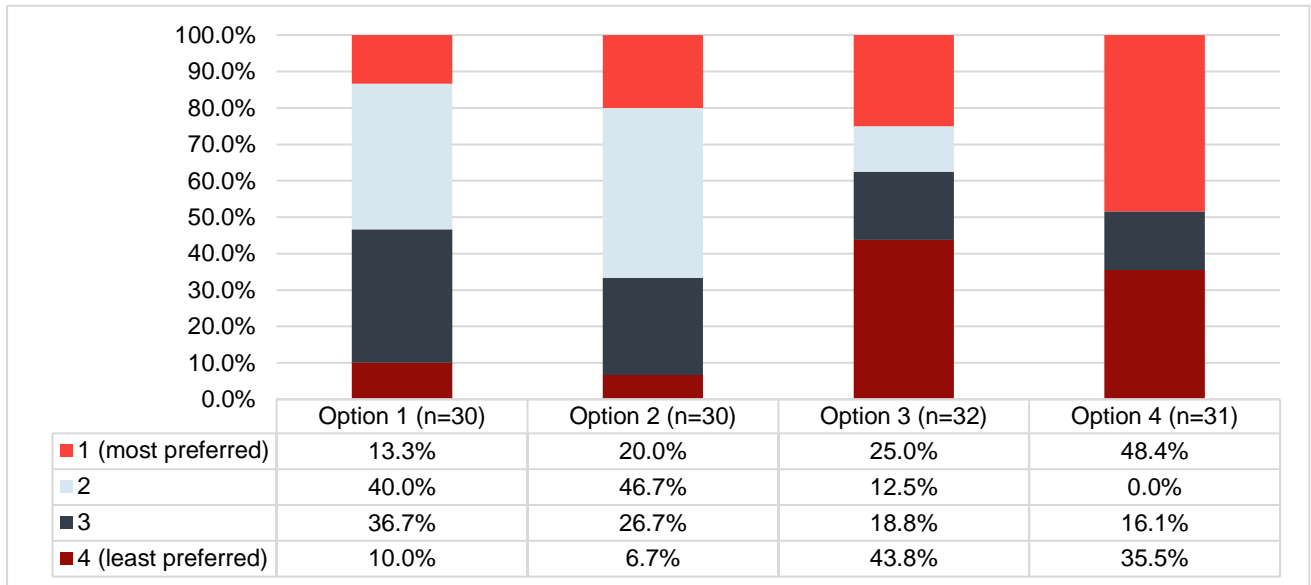
### Taxi users

- 45.7 per cent of taxi users ranked option 3 (8.92 per cent increase to Tariffs 1, 2 and 3) as their most preferred option, although 32.7 per cent ranked it as their least preferred option
- 32.6 per cent of taxi users ranked option 4 (freeze Tariffs 1, 2 and 3) as their most preferred option, with 47.5 per cent ranking it as their least preferred option



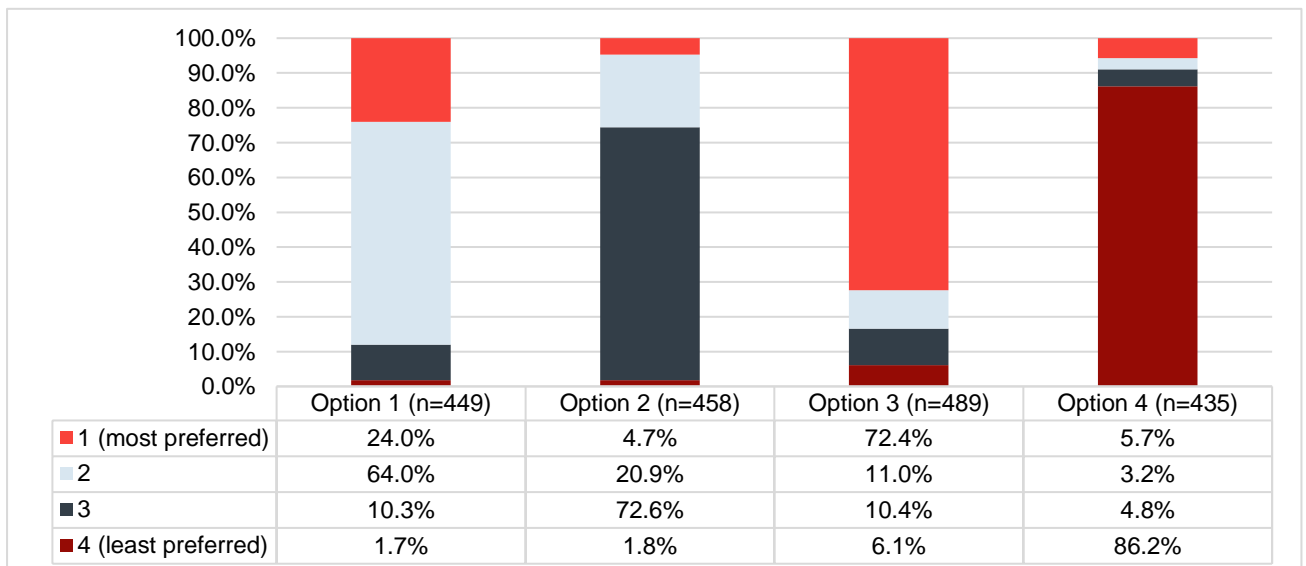
## Taxicard members

- 48.4 per cent of Taxicard members ranked option 4 (freeze Tariffs 1, 2 and 3) as their most preferred option
- 43.8 per cent of Taxicard members ranked option 3 (8.92 per cent increase to Tariffs 1, 2 and 3) as their least preferred option



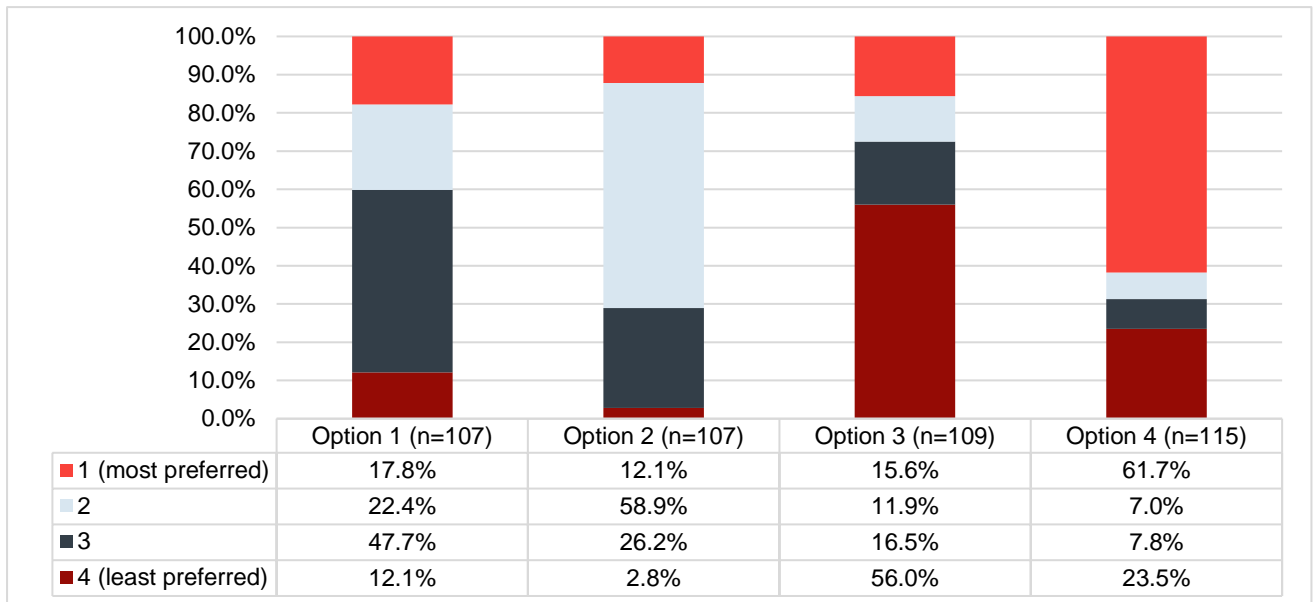
## Taxi drivers

- 72.4 per cent of taxi drivers ranked option 3 (8.92 per cent increase to Tariffs 1, 2 and 3) as their most preferred option
- 86.2 per cent of taxi drivers ranked option 4 (freeze Tariffs 1, 2 and 3) as their least preferred option



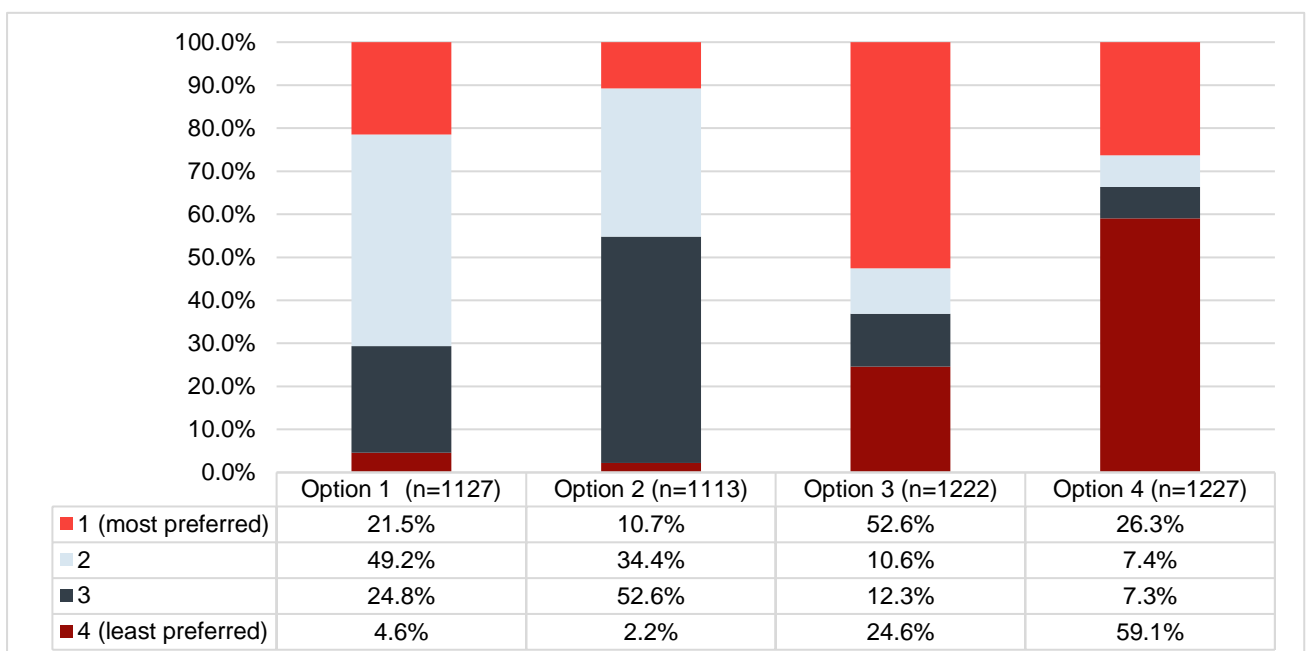
## Non-taxi users

- 61.7 per cent of non-taxi users ranked option 4 (freeze Tariffs 1, 2 and 3) as their most preferred option
- 56.0 per cent of non-taxi users ranked option 3 (8.92 per cent increase to Tariffs 1, 2 and 3) as their least preferred option



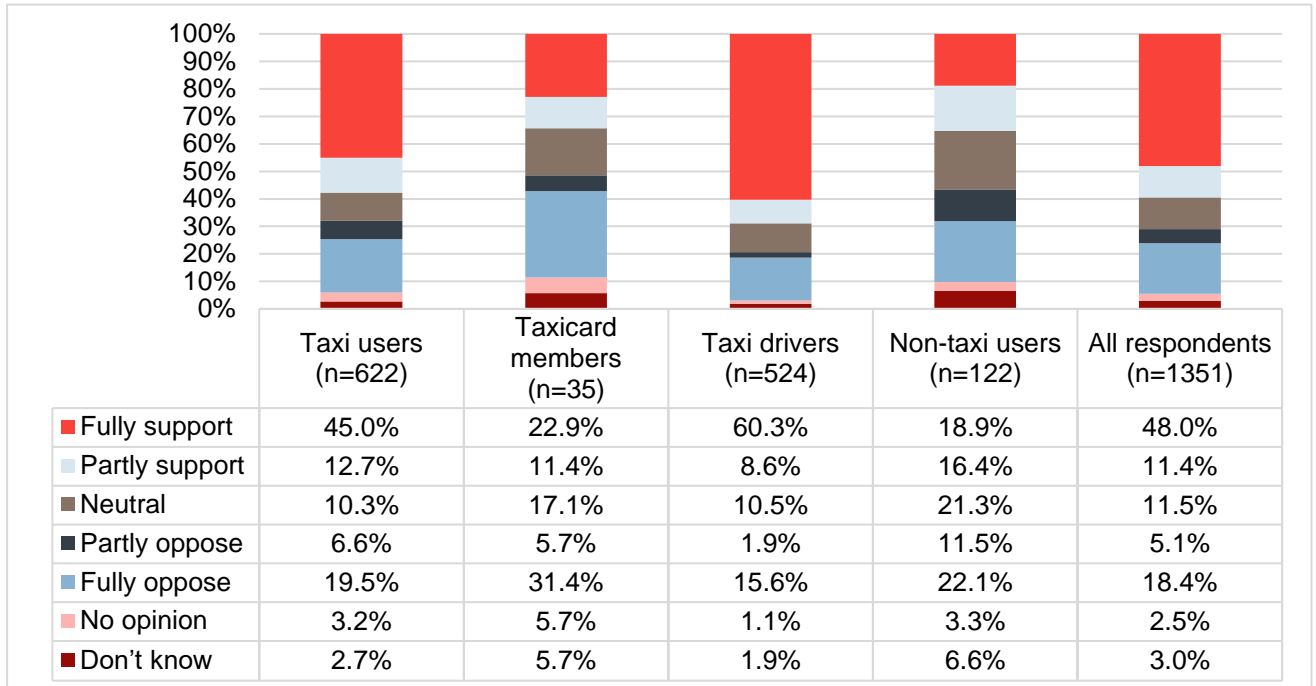
## All respondents

- 52.6 per cent of all respondents ranked option 3 (8.92 per cent increase to Tariffs 1, 2 and 3) as their most preferred option, although 24.6 per cent ranked it as their least preferred option
- 59.1 per cent of all respondents ranked option 4 (freeze Tariffs 1, 2 and 3) as their least preferred option, although 26.3 per cent ranked it as their most preferred option



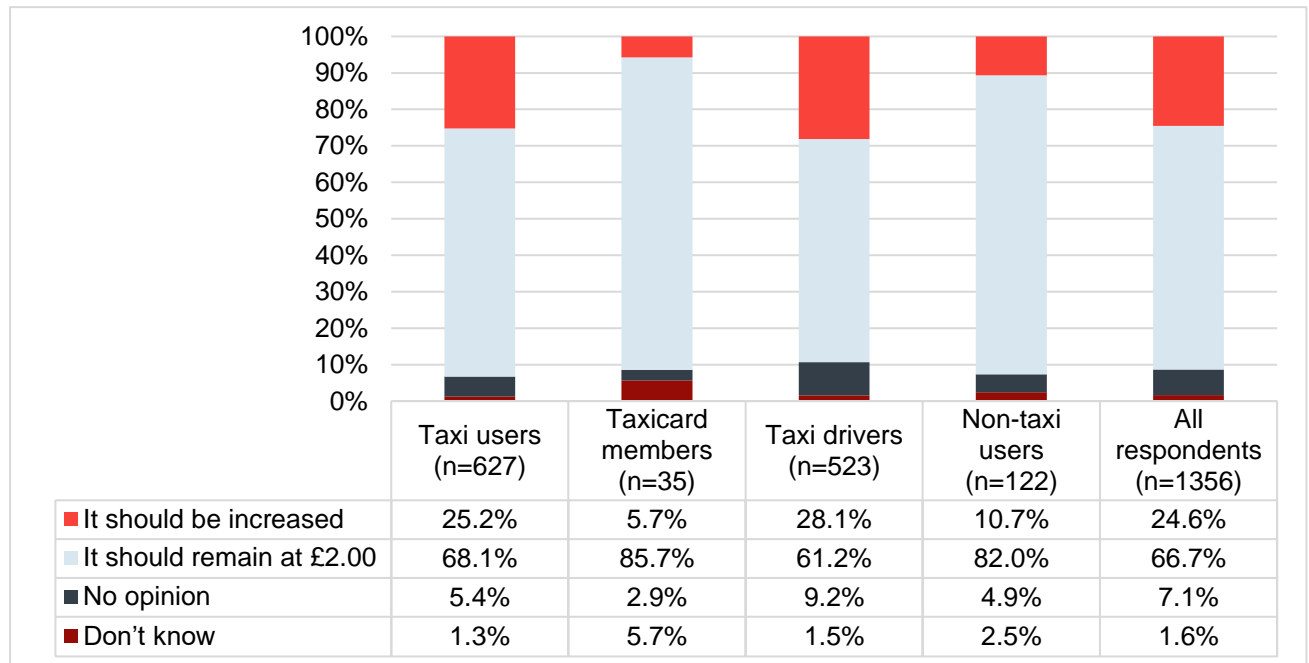
## Tariff 4

- Respondents were asked if they supported or opposed our proposal to make the Tariff 4 rates the same as the Tariff 2 rates. The chart below shows the responses
- 59.4 per cent of all respondents supported the proposal, while 23.5 per cent opposed it

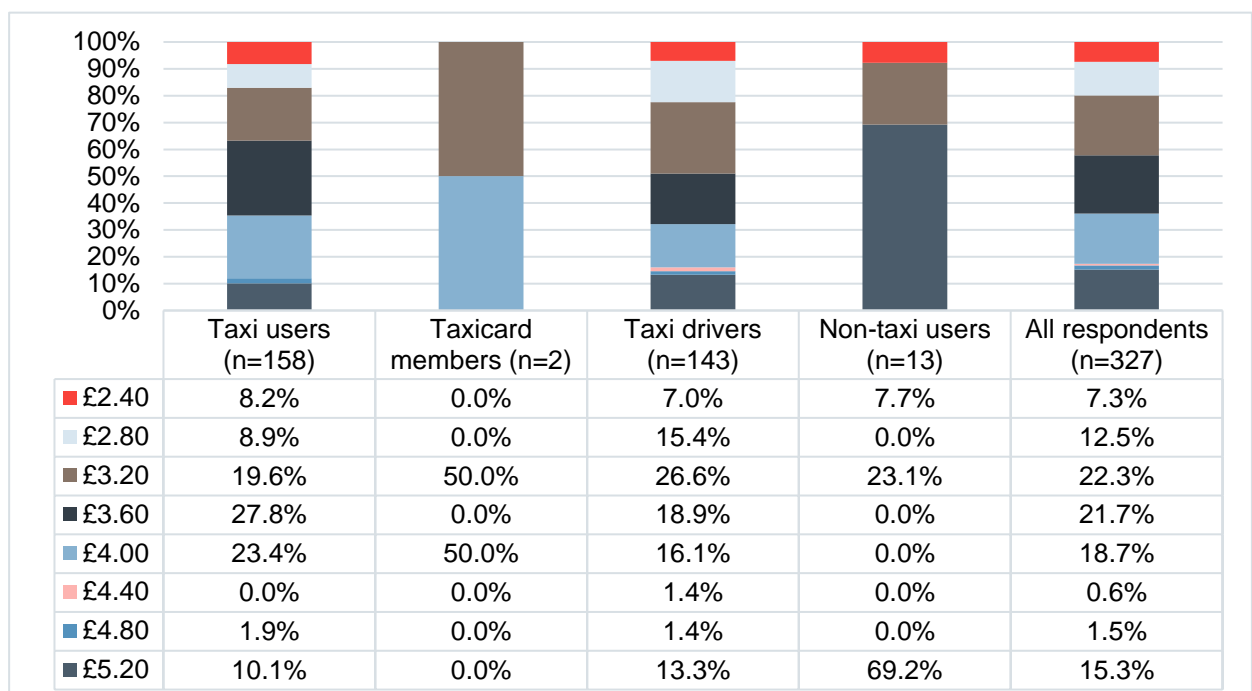


## Booked taxi extra

- Respondents were asked if the booked taxi extra should remain at £2.00 or be increased, and if they thought it should be increased what it should be increased to. The charts below show the responses
- 66.7 per cent of all respondents said the booked taxi extra should remain at £2.00, and 24.6 per cent said it should be increased

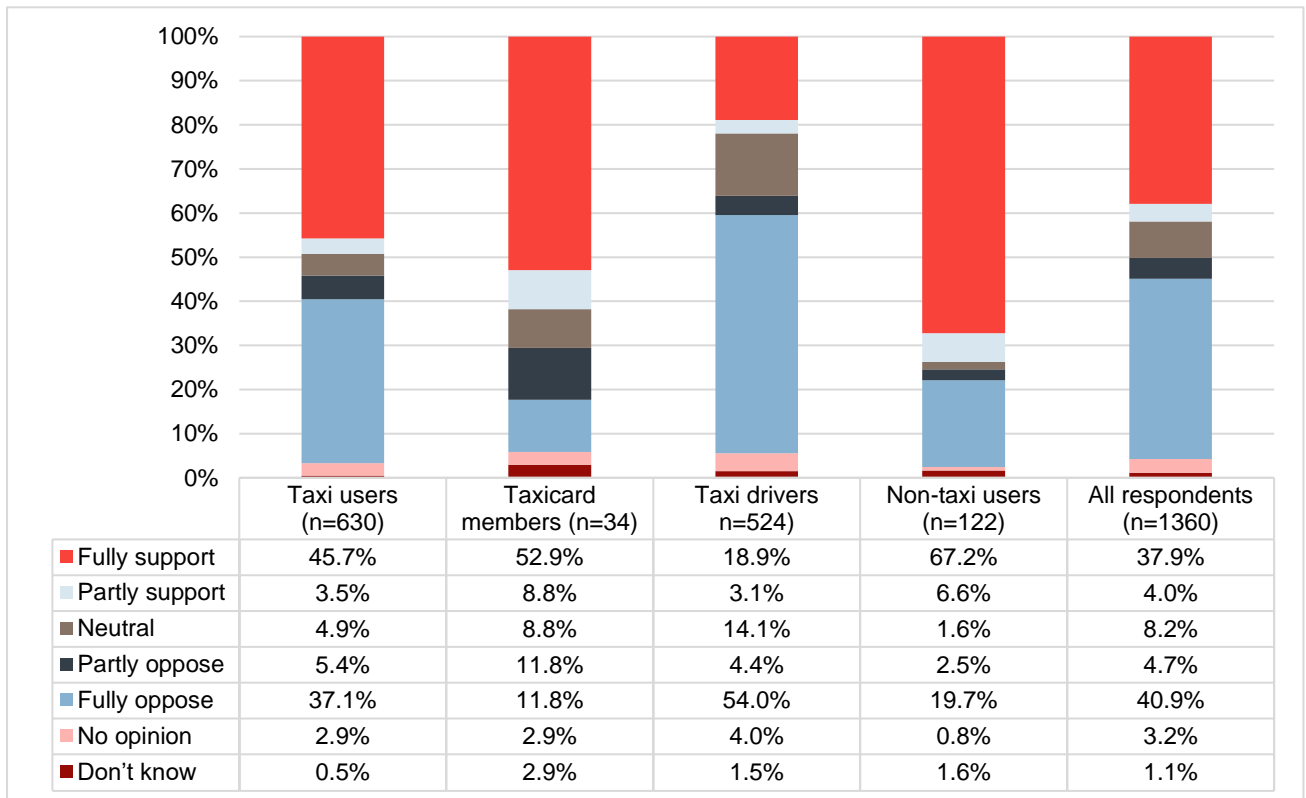


- Amongst the respondents who said the booked taxi extra should be increased, there was most support for increasing it to £2.80 (12.5 per cent), £3.20 (22.3 per cent), £3.60 (21.7 per cent) and £4.00 (18.7 per cent)



## Heathrow extra

- Respondents were asked if they supported or opposed our proposal to reduce the Heathrow extra from £3.60 to £2.00. The chart below shows the responses
- 41.9 per cent of all respondents supported the proposal, while 45.6 per cent opposed it





### Wimbledon Tennis Championships fixed-fare, shared-taxi scheme

- Respondents were asked if the fixed fare between Wimbledon and Southfields stations and the Wimbledon Tennis Championships should be increased, and if they thought it should be increased what it should be increased to. The charts below show the responses
- 59.2 per cent of all respondents thought the fixed-fare should be increased for all journeys between Wimbledon and Southfields stations and the tennis, while 33.7 per cent thought the fixed-fare should remain £2.50



- Amongst all respondents who said the fixed fare should be increased, there was a fairly even split across the four options included in the consultation (£3.00, £3.50, £4.00 and £4.50), with around one quarter supporting each option

