

Appendix 3: Summary of stakeholder responses

We sought views from a wide range of stakeholders using our stakeholder database, including stakeholder groups representing the interests of those with disabilities, those with a focus on women's safety and older people. We also sought the views of taxi driver groups. Responses were submitted by the following stakeholders:

1. London TavelWatch
2. St John's Wood Society
3. Transport for All
4. Visually Impaired People of Newham
5. London Cab Drivers Club
6. Taxi Now Group
7. Taxi Trade Tariff Group
8. United Cabbies Group
9. Addison Lee
10. FREENOW
11. Gett
12. CHAPRA
13. Heathrow Airport

London TravelWatch

London TravelWatch (LTW) said that while taxi journeys may be smaller in number when compared to other modes of travel in London, they play an important part in London's public transport network.

They said that while some perceive them to be a luxury, taxis are often essential and there are many instances when taxis can help people get around when other options are not viable. They also said taxis allow people to travel at times and between locations that may not be well served by other transport, they can be particularly important in outer London, and can be vital at night.

LTW said that most importantly taxis provide door-to-door, accessible transport for people who may not be able to use other types of transport and have no access to private transport. Taxis can be particularly important for disabled and older people and it is vital this aspect is considered when considering any changes.

LTW said they understand the need to increase taxi fares and tariffs, given the considerable increase in costs for taxi drivers over the past year. They said this would help drivers cover their costs and mitigate the risk of drivers changing career. They added that given the decrease in the number of taxi drivers, it is important to protect the remaining taxis available, so as people can still access them when they need to.

LTW said it was important to strike a balance between drivers being fairly paid and people who use taxis getting fair and affordable fares, to make sure people are not priced out of using taxis. They said fare increases are likely to disproportionately

disadvantage people who rely on taxis for accessibility or safety reasons, so mitigations should be put in place to protect these groups.

LTW called for Tariff 3 to be protected from high increases, to protect people who have to travel by taxi at night from increased costs. LTW said this was particularly important from a safety perspective and their research found that 31 per cent of people who reported feeling unsafe when travelling in London decided to take PHVs or taxis more.

LTW said higher fares may result in some people being stranded overnight if they can't afford a taxi. They said that making Tariff 4 the same as Tariff 2, and decreasing the costs for long journeys at night would likely have similar safety benefits, although they added that there is a trade-off that must be considered as it would result in daytime costs increasing.

LTW recognised that if Tariff 3 is not increased but Tariffs 1 and 2 are, then the difference between these rates becomes quite small, and could lead to fewer taxis being available at night, longer waits and some people being unable to get a taxi. LTW said that given the importance of taxis at night they accept Tariff 3 may need to be increased but they would advise that the increase is smaller than the increase for Tariffs 1 and 2. LTW also said they would like TfL to monitor the situation and make changes in the future as needed.

LTW said that if taxi fares are increased they would like TfL to take steps to reduce the negative impacts, with a particular focus on disabled people and people travelling at night.

LTW said extra support could be put in place for Taxicard members and this could include:

- Freezing member contributions, with the increase in fares instead covered by TfL and the boroughs
- Exploring the option of allowing "triple swiping", so members can choose to use three subsidies in one trip if needed to reduce the cost of longer journeys
- Increasing the number of taxi drivers who can access and accept Taxicard bookings, including through promotion of the service, to improve the service for members through increased availability and reduced wait times
- Protecting night services, including the Night Tube and Night Bus, to ensure that these remain a safe and viable alternative for those who cannot afford taxis when travelling at night

LTW said that in the longer term they would like to see measures that increase the number of accessible PHVs, and that currently the lack of accessible vehicles means that there is a section of the community who do not have the option to use PHVs. They said this needs to be addressed so there is a feasible alternative to taxis.

LTW believe this could be done through a combination of quotas and incentives to increase the number of accessible vehicles but would welcome further proposals on how this could be achieved.

LTW said TfL should also continue the work to make other modes of transport more accessible, including improving step-free access across the Tube and Overground, and providing more real-time information on lift and escalator services.

St John's Wood Society

The St John's Wood Society is a local amenity society and works alongside Westminster City Council to protect the character of their area.

The St John's Wood Society:

- Rated the value for money of taxi fares in London as ok
- Ranked the tariff options in the following order:
 - **1st choice:** Option 1, Tariffs 1, 2 and 3 increased to reflect the change in taxi drivers' operating costs (5.20 per cent)
 - **2nd choice:** Option 4, Tariffs 1, 2 and 3 are frozen
 - **3rd choice:** Option 3, Tariffs 1, 2 and 3 increased by the total Cost Index figure (8.92 per cent)
 - **4th choice:** Option 2, Tariffs 1, 2 and 3 increased to reflect the change in average national earnings (3.72 per cent)
- Were neutral on making Tariff 4 the same as Tariff 2
- Said the booked taxi extra should remain at £2.00
- Partly supported reducing the Heathrow extra from £3.60 to £2.00
- Said the fixed fare should be increased to £3.00 for all journeys between Wimbledon and Southfields stations and the Wimbledon Tennis Championships

The St John's Wood Society said that the premiums charged by the taxi booking platforms at busy times need to be better controlled. They said the additional charge can be around £15 for a short journey in Zone 1/2, more than doubling the fare.

Transport for All

Transport for All (TfA):

- Had no opinion on the value for money of taxi fares in London
- Ranked the tariff options in the following order:
 - **1st choice:** Option 4, Tariffs 1, 2 and 3 are frozen
 - **2nd choice:** Option 2, Tariffs 1, 2 and 3 increased to reflect the change in average national earnings (3.72 per cent)
 - **3rd choice:** Option 1, Tariffs 1, 2 and 3 increased to reflect the change in taxi drivers' operating costs (5.20 per cent)
 - **4th choice:** Option 3, Tariffs 1, 2 and 3 increased by the total Cost Index figure (8.92 per cent)
- Fully opposed making Tariff 4 the same as Tariff 2
- Said the booked taxi extra should remain at £2.00
- Fully supported reducing the Heathrow extra from £3.60 to £2.00
- Said the fixed fare for journeys between Wimbledon and Southfields stations and the Wimbledon Tennis Championships should remain at £2.50 per passenger

TfA said that as a disabled person's organisation, their primary concern is how the proposed increases will affect disabled people travelling by taxi.

They said TfL had acknowledged that Taxicard users will be affected if these increases go ahead and may not be able to make as many taxi journeys. TfA said given that Taxicard is used by disabled Londoners who find public transport inaccessible, these proposed increases will affect their ability to travel throughout the city, consequently increasing social isolation.

While TfA appreciated that costs have risen, they said the cost of living crisis has hit disabled people hardest and disabled people already face over £900 of extra costs per month on average (Scope, 2023), and as such, will be the most affected by increased taxi fares.

TfA added that taxis are often the most (and sometimes only) accessible form of transport, and these proposed increase in fares will only serve to make them increasingly inaccessible.

Visually Impaired People of Newham

Visually Impaired People of Newham (VIPON) said they were extremely concerned about taxi fares being raised during the cost of living crisis.

They said this means a lot of people with disabilities will be unable to go out and are isolated. They said that in Newham, Taxicard members are only allowed to swipe their card once, which means there will be a big impact on them. They added that Taxicard members in Newham cannot travel across the whole borough, only about a quarter of it and then they have to pay the rest of the fare themselves which is already very expensive.

VIPON said other boroughs allow double-swipes, but if fares increase they will have to pay a lot more too. They said at the moment Taxicard is not consistent across the boroughs and asked if all boroughs could allow double-swipes and pay the same amount. VIPON said the service is confusing since the change from ComCab to Addison Lee, as the prices have changed, and some drivers take a longer route, charge more or do not come to the door to pick up members, despite asking for a door-to-door service. This increases the fare as members cannot find the vehicle and are charged waiting time.

VIPON said it was a problem that some drivers have not done the Knowledge, as taxi drivers have, as this means they drive around for longer to find where people want to go and this increases the fare, resulting in disabled people not being able to go out.

VIPON asked if raising taxi fares could be reconsidered as it will mean disabled people are more isolated, won't be able to afford journeys to go to hospital, or visit friends and relatives. They also asked if fares could be made consistent throughout London.

London Cab Drivers Club

The London Cab Drivers Club (LCDC) submitted a response about the Heathrow extra and some other items. Points made in the response included:

- It was proposed to reduce the Heathrow Extra to £2.00/50 per cent of the taxi feeder park fee but the extra was not increased to 50 per cent when the taxi feeder park fee was between £6.60 and £7.20
- TfL and Heathrow's timings for reviews are not synchronised
- The method of taxi drivers recovering 50 per cent of the taxi feeder park fee is flawed, as drivers often did only one trip per day and sometimes local journeys took longer due to local traffic
- The taxi feeder park fee was initially only 50 pence and drivers' expenses were lower. Taxi vehicle costs have increased and are now around two to three times the cost of an average saloon car, and the grant for taxis has not increased with inflation or as the vehicle costs have increased
- The cost of fuel and charging electric vehicles has increased. Inflation and interest rates have increased too. Taxi drivers were told there would be savings with the new vehicles but that has proved to be wrong, with the cost of fuel and electricity escalating plus there is added downtime for charging
- Most taxi drivers cannot charge at home, despite research suggesting they can
- Taxi drivers have had to buy electric taxis but the charging infrastructure is inadequate. At Heathrow Airport there are only seven chargers, and they often do not work
- The number of taxi drivers has fallen to around 17,000, while the number of PHV drivers is over 100,000. There are very few PHVs that are wheelchair accessible. The Government have called on councils to make taxis and PHVs more accessible¹. PHV drivers have been allowed to continue using older diesel vehicles. Heathrow Airport Limited (HAL) have been working on a Sustainable Transport Strategy but the problems at the airport are all related to the growth in the PHV market
- The original taxi feeder park is now an authorised vehicle area, and the current taxi feeder park is further away from the terminals. Drivers were not able to challenge this previously and have only been able to do so recently
- There are specific issues at the airport and the Heathrow extra is used to recover the provision of the whole service at the airport. At night taxi drivers may enter the taxi feeder park but may not get a job, and will then have to wait several hours for the first flight in the morning or leave. If taxi drivers pay the taxi feeder park but do not get a fare, the taxi feeder park fee is not refunded
- HAL are prepared to back taxi drivers on the Heathrow extra. It is not always possible for drivers doing local jobs to get back to the terminal taxi ranks within one hour. If they do not return within one hour they have to pay the taxi feeder park fee again
- TfL were asked to introduce a higher minimum fare for the airport to encourage taxi drivers to work there but refused to consider this
- The taxi trade reps have been asking HAL to make improvements to the taxi feeder park, but the investment for this comes from taxi drivers via the taxi feeder park fee. It was suggested that TfL provide a taxi feeder park and cover the costs associated with running this

¹ GOV.UK, Government calls on councils to make taxis and private hire vehicles more accessible, 17 November 2023, <https://www.gov.uk/government/news/government-calls-on-councils-to-make-taxis-and-private-hire-vehicles-more-accessible>

- The taxi trade is undermined by other services, with lower costs, lower standards and very few wheelchair accessible vehicles
- It takes several years to become a taxi driver and taxi drivers have provided a 24/7 service at the airport 365 days of the year and should be supported by TfL. TfL set the standards but there is no driving test requirement for PHV drivers
- The Other Regulated Costs (ORC) team at the airport have said that the taxi feeder park is likely to come down and HAL will be aiming to reduce this to £3.00 in April. They will try to change this so it coincides with any changes in the tariffs
- The taxi trade would not be happy to see the Heathrow extra reduced, cannot agree to anything less than recovering the whole charge for each job and believe passengers are confused by changes to the Heathrow extra
- TfL should fund a dedicated tout squad at London's airport. When the taxi trade asked HAL about this, they were advised that taxi drivers would have to pay for this via the taxi feeder park fee. When TfL was asked about this, the taxi trade were advised that funding would have to come from taxi licence fees

Taxi Now Group

The Taxi Now Group (TNG):

- Rated the value for money of taxi fares in London as very good
- Said option 3, Tariffs 1, 2 and 3 increased by the total Cost Index figure (8.92 per cent) was their 1st choice from the tariff options
- Fully supported making Tariff 4 the same as Tariff 2
- Said the booked taxi extra should remain at £2.00
- Fully opposed reducing the Heathrow extra from £3.60 to £2.00
- Said the fixed fare for journeys between Wimbledon and Southfields stations and the Wimbledon Tennis Championships should remain at £2.50 per passenger

The TNG said the booking fee charge should be removed from the fare chart as customers are being charged this twice – once by the app companies and again by taxi drivers. They said there was no need to have this on the fare chart and added that TaxiApp charge £2.50 plus VAT.

Taxi Trade Tariff Group

The Taxi Trade Tariff Group (TTTG) is made up of representatives from the five main taxi driver associations:

- Licensed Taxi Drivers' Association (LTDA)
- London Cab Drivers Club (LCDC)
- RMT
- United Cabbies Group (UCG)
- Unite the Union

The TTTG:

- Regarded increasing the tariffs by 8.92 per cent (option 3) to be the only fair and reasonable option

- Rejected option 1 (5.20 per cent increase), as this would only cover the increase in taxi drivers' operating costs, excluded labour costs and would result in a reduction of drivers' earnings in real terms
- Rejected option 2 (3.72 per cent increase) as this would not even cover the increase in operating costs, and would result in a reduction in drivers' earnings in real terms and also nominal terms
- Rejected option 4 (no increase) as this would reduce drivers' earnings by 5.20 per cent in nominal terms and 8.92 per cent in real terms

They mentioned that this comes on top of the tariff increase earlier in 2023 where taxi drivers received no cost of living increase, but merely an amount to cover the increase in taxi driver operating costs.

They stated that driver earnings should not be separate from the main body of the Cost Index.

They said they were aware that the Finance Committee considers a balance between drivers' earnings and the ability of the customers to pay. They said that TfL control costs via the Conditions of Fitness (CoF), and that traffic conditions and road access largely control the efficiency of taxis. They said that the time to consider balance is during CoF reviews and reviews of road access for taxis.

They stated that the Cost Index review sets the outcome (8.92 per cent on this occasion) that maintains a balance between drivers' earnings and the customers' ability to pay. Beyond this the market will decide if the price is balanced or otherwise.

The TTTG:

- Fully supported bringing Tariff 4 in line with Tariff 2, they said that Tariff 4 has become an anomaly and instead of being an enhanced rate it is currently a discounted rate when Tariffs 2 and 3 apply
- Fully supported the fixed fare between the Wimbledon and Southfields stations/the tennis being increased from £2.50 to £3.00

United Cabbies Group

The United Cabbies Group (UCG) also submitted a separate response and:

- Rated the value for money of taxi fares in London as very good
- Ranked the tariff options in the following order:
 - **1st choice:** Option 3, Tariffs 1, 2 and 3 increased by the total Cost Index figure (8.92 per cent)
 - **2nd choice:** Option 1, Tariffs 1, 2 and 3 increased to reflect the change in taxi drivers' operating costs (5.20 per cent)
 - **3rd choice:** Option 2, Tariffs 1, 2 and 3 increased to reflect the change in average national earnings (3.72 per cent)
 - **4th choice:** Option 4, Tariffs 1, 2 and 3 are frozen
- Fully supported making Tariff 4 the same as Tariff 2
- Said the booked taxi extra should remain at £2.00
- Fully opposed reducing the Heathrow extra from £3.60 to £2.00

- Said the fixed fare should be increased to £3.50 for all journeys between Wimbledon and Southfields stations and the Wimbledon Tennis Championships

The UCG also made the following comments:

- The consultation says that “taxis provide an important service including for people less able to use public transport” and that they also “provide an alternative to using a private car, which can contribute to improving congestion and air quality”. This is at odds with TfL’s policy where decisions are made that negatively impact taxi passengers
- TfL could decide to lift the restrictions on taxis using bus gates in places such as Bishopsgate and Tottenham Court Road and supporting access in other locations (e.g. Bank Junction and low traffic neighbourhoods). These restrictions have a direct negative impact on journey times and costs, especially for Taxicard members and people who need a publicly available wheelchair accessible vehicle
- TfL could resolve this and stop the increased routes and fares for taxi passengers. The cost increases hurt taxi passengers with a protected characteristic and who use taxis because they cannot cycle, walk or handcycle (e.g. people with mobility impairments or visual impairments). This also affects special educational needs and disabilities (SEND) transport for children who do not have a regular driver and may not have access to a car or blue badge and so use a taxi
- Passengers do not understand how taxis can use bus lanes but then are restricted from being able to take the quickest route. Longer routes increase the metered fare. This has an impact on women travelling alone at night, who may choose to be dropped off at a location to reduce the fare but this may be in a poorly lit area
- Although taxi drivers do not know if a passenger has a mobility or visual impairment, they are compelled to accept hirings. It cannot be right that the poor design of schemes increases costs for those most in need and this goes against the rationale for trying to keep taxi fares affordable, which was referenced in the last Finance Committee discussion on taxi fares
- Feedback from taxi passengers, especially those who are reliant on taxis, is that taxis should be included in all TfL and borough schemes. Carers who do not drive, parents with babies, pregnant women and people who may be vulnerable use taxis. Safer travel at night is seriously hampered by a continued lack of access in key areas
- Taxis should be part of the solution and want to be. Transport is not a binary issue and restrictions on taxi access have a cumulative impact on the ability to transport the public and this should be considered alongside the annual taxi fares review
- TfL cannot say they will apply part of the Cost Index, as was done last year, and at the same time create longer routes and journey times for taxis, which increase the cost for passengers, through restricting taxi access to roads on the TLRN or supporting the exclusion of taxis from borough schemes. A joined up, holistic view needs to be applied so that taxi passengers know that access is consistent across the area taxi drivers are licensed for

Addison Lee

Addison Lee:

- Rated the value for money of taxi fares in London as very good
- Ranked the tariff options in the following order:
 - **1st choice:** Option 3, Tariffs 1, 2 and 3 increased by the total Cost Index figure (8.92 per cent)
 - **2nd choice:** Option 1, Tariffs 1, 2 and 3 increased to reflect the change in taxi drivers' operating costs (5.20 per cent)
 - **3rd choice:** Option 2, Tariffs 1, 2 and 3 increased to reflect the change in average national earnings (3.72 per cent)
 - **4th choice:** Option 4, Tariffs 1, 2 and 3 are frozen
- Fully supported making Tariff 4 the same as Tariff 2
- Said the booked taxi extra should be increased to £2.80
- Fully opposed reducing the Heathrow extra from £3.60 to £2.00
- Said the fixed fare should be increased to £3.50 for all journeys between Wimbledon and Southfields stations and the Wimbledon Tennis Championships

FREENOW

FREENOW:

- Rated the value for money of taxi fares in London as very good
- Ranked the tariff options in the following order:
 - **1st choice:** Option 3, Tariffs 1, 2 and 3 increased by the total Cost Index figure (8.92 per cent)
 - **2nd choice:** Option 1, Tariffs 1, 2 and 3 increased to reflect the change in taxi drivers' operating costs (5.20 per cent)
 - **3rd choice:** Option 2, Tariffs 1, 2 and 3 increased to reflect the change in average national earnings (3.72 per cent)
 - **4th choice:** Option 4, Tariffs 1, 2 and 3 are frozen
- Fully supported making Tariff 4 the same as Tariff 2
- Said the booked taxi extra should be increased to £5.20
- Fully opposed reducing the Heathrow extra from £3.60 to £2.00
- Said the fixed fare for journeys between Wimbledon and Southfields stations and the Wimbledon Tennis Championships should remain at £2.50 per passenger

FREENOW also made the following comments:

- Taxi fares provide truly excellent value for money, given the high quality service of drivers and the use of specialist, wheelchair accessible vehicles
- Users' perceptions may be affected by increased congestion, delays, and increased journey times leading to higher fares. The causes of these issues are:
 - Reduction in road capacity
 - Introduction of access restrictions for taxis, accentuated by low traffic neighbourhoods. FREENOW said these undermine the value of taxis being wheelchair accessible
 - Increase in distances because of detours including those caused by streetspace initiatives
 - Roadworks

- FREENOW said these factors are detrimentally impacting demand and when someone decides not to take a taxi this has a detrimental impact on taxi drivers' incomes
- FREENOW said they strongly support increasing Tariffs 1, 2 and 3 by the Cost Index figure (+8.92 per cent). They said the increase is necessary for taxi drivers, as they are experiencing the same cost of living challenges as everyone else. They added that the increase is more important given that the last review increased the tariffs by the increase in taxi drivers' operating costs (+7.61 per cent) and did not include the increase in average national earnings (+4.02 per cent)
- FREENOW said an increase of 8.92 per cent to Tariffs 1, 2 and 3 was necessary to help make up lost ground from the previous review, and the 2022/23 Taxi and Private Hire Licensee Customer Satisfaction Survey showed that some taxi drivers said an increase to the tariffs was necessary, and the increase should help taxi drivers with purchasing an electric taxi
- FREENOW said a more equitable income level should serve to make being a taxi driver a more attractive career, arrest the long term decline in licensed taxi drivers since 2013/14, and address the severe supply problems customers can experience
- FREENOW strongly support Tariff 2 applying to journeys of six or more miles, irrespective of when they take place. They said this would also simplify the fare system
- FREENOW said the booked taxi extra is an important component in allowing them to provide fast, safe and quality services. They said that allowing it to be charged via the taximeter should be removed to ensure passengers are not charged the extra twice
- FREENOW said the booked taxi extra should be increased to £5.20 and should be reviewed annually as part of the fares and tariffs review
- FREENOW anticipated that for the options covered by the booked taxi extra (hirings arranged by telephone, mobile phone, etc) less than £5.20 would be charged in most cases. They said that being able to vary the amount is important, as some bookings can be more complex or difficult to arrange. They also said that the booked taxi extra has not changed in a decade, so a substantial upwards adjustment was needed
- FREENOW said they were disappointed that TfL had not given consideration to introducing a cancellation fee, after informing the Finance Committee in October 2022 that this was being considered. They said that passengers who book a taxi could be charged £5.80 (the booked taxi extra plus the minimum fare) and it seems reasonable that where a taxi is booked but cancelled, and the driver has incurred some costs, there should be some recompense amounting to, but not exceeding, the sum of the minimum fare and the booked taxi extra. They said introducing a cancellation fee would be much fairer to drivers and would improve the supply situation
- FREENOW said they were strongly in favour of including a cancellation fee in the Cab Order. They said cancellation fees are standard and can play a critical role in maximising utilisation rates of drivers/vehicles while minimising dead mileage. Passengers who are not charged cancellation fees are twice as likely to cancel compared to passengers who are charged cancellation fees

- FREENOW called for TfL to work with them and others to introduce a cancellation fee
- FREENOW support increasing the minimum fare and £4.20 would be the most suitable amount. They also called for the introduction of a separate minimum fare for apps, as drivers may have to drive extra distances to pick up passengers who have booked a taxi through an app. They said a higher minimum fare for apps could improve acceptance rates and this would have a profound effect in areas with a lower supply of taxis
- FREENOW said there was merit in considering Tariff 3 applying to taxi journeys on Saturday and Sunday, between 20:00-22:00. Doing this would better remunerate drivers, and motivate them to drive during periods of higher demand which would benefit the public. They said this could also serve to retain existing drivers, encourage people who have left the trade to return, and encourage people to apply to become a taxi driver
- FREENOW said an increase to the soiling charge seems reasonable and £100 would be appropriate

Gett

- Rated the value for money of taxi fares in London as very good
- Ranked the tariff options in the following order:
 - **1st choice:** Option 3, Tariffs 1, 2 and 3 increased by the total Cost Index figure (8.92 per cent)
 - **2nd choice:** Option 1, Tariffs 1, 2 and 3 increased to reflect the change in taxi drivers' operating costs (5.20 per cent)
 - **3rd choice:** Option 2, Tariffs 1, 2 and 3 increased to reflect the change in average national earnings (3.72 per cent)
 - **4th choice:** Option 4, Tariffs 1, 2 and 3 are frozen
- Fully supported making Tariff 4 the same as Tariff 2
- Said the booked taxi extra should be increased to £5.20
- Partly supported reducing the Heathrow extra from £3.60 to £2.00
- Said the fixed fare should be increased to £4.50 for all journeys between Wimbledon and Southfields stations and the Wimbledon Tennis Championships

CHAPRA

CHAPRA is a London residents association and they:

- Rated the value for money of taxi fares in London as poor
- Ranked the tariff options in the following order:
 - **1st choice:** Option 4, Tariffs 1, 2 and 3 are frozen
 - **2nd choice:** Option 2, Tariffs 1, 2 and 3 increased to reflect the change in average national earnings (3.72 per cent)
 - **3rd choice:** Option 1, Tariffs 1, 2 and 3 increased to reflect the change in taxi drivers' operating costs (5.20 per cent)
 - **4th choice:** Option 3, Tariffs 1, 2 and 3 increased by the total Cost Index figure (8.92 per cent)
- Said the booked taxi extra should remain at £2.00
- Partly supported reducing the Heathrow extra from £3.60 to £2.00

- Said the fixed fare should be increased to £3.00 for journeys in the evenings/from the Wimbledon Tennis Championships to Wimbledon and Southfields stations

They also said that taxis are part of London and they need to be there in the future, therefore they must remain competitive with PHVs.

Heathrow Airport Limited

Heathrow Airport Limited (HAL) said their key interest was in the Heathrow extra.

HAL said that the taxi feeder park fee, which taxi drivers pay, falls under Other Regulated Charges, and it is not allowed to make a profit or loss. The annual process to review the fee normally commences in the latter part of the year. HAL said they would like to keep TfL updated on this and suggested the 2024 fee is used when considering changes to the Heathrow extra.

HAL's position is that taxi drivers should be able to pass on the full cost of the feeder park fee to passengers, rather than around half of it. They said this would ensure that taxi drivers can make a fair and consistent profit from Heathrow journeys rather than one that varies from year to year as the taxi feeder park fee and Heathrow extra are out of sync. HAL said they are obliged to consult on the taxi feeder park fee, this process will be concluded by the end of 2023, but it is not possible to confirm the 2024 fee until the process is completed.

HAL said they support taxi drivers still being able to pass the terminal drop-off charge (TDOC) on to passengers dropped off at Heathrow forecourts, as this ensures taxi drivers are not penalised and the benefits (modal shift to public transport, and impacts on decarbonisation, air quality and congestion) of the TDOC are maintained.