

Appendix 5: Taxi fares and tariffs review EQIA

Taxi Fares and Tariffs Review Equality Impact Assessment (EQIA) Update

An EQIA was published with the taxi fares and tariffs consultation.¹

The EQIA that was published is available here: <https://haveyoursay.tfl.gov.uk/27856/widgets/79011/documents/49403>

The EQIA evidence base document published with the consultation is available here:
haveyoursay.tfl.gov.uk/27856/widgets/79011/documents/49404.

Following the close of the consultation and a review of all of the consultation responses the EQIA has been updated.

The dates when the EQIA was updated have been included to make it clear what information was included in the EQIA published with the consultation and what has been added after the consultation closed.

¹ Review of taxi (black cab) fares and tariffs 2023, EQIA, <https://haveyoursay.tfl.gov.uk/taxi-fares-review-2023>



Customer Equality Impact Assessment (EQIA) Form

The Equality Impact Assessment (EQIA) is a means by which we can demonstrate how we have considered inclusion and put people at the heart of the decisions and changes we make. It is a tool to explore the potential for a service, project, programme, or business plan to have an impact on a particular protected characteristic, inclusion groups, or community. This includes the impact on one or more of these groups:

- Protected characteristic groups (as outlined in the Equality Act 2010)
- Disadvantaged or marginalised groups or communities
- Deprivation and socio-economic disadvantage within local communities

Please note:

To comply with our agreed policy on completing Equality Impact Assessment (EQIA) and meet our requirements under legislation, all new strategies, policies, business plans, change programmes or projects must be impact assessed before being introduced. Within this document, you will need to provide evidence to demonstrate:

- Consideration of the impact of your initiative for each protected characteristic and other disadvantaged groups and communities
- Assessment of the impact you have identified and a clear action plan to mitigate the issues and concerns which arise from this.

The steps for completing EQIA are:

- Introduction of aims/objectives/focus
- Gather evidence in relation to all relevant protected characteristics and inclusion groups
- Engagement and consultations – consult and engage with relevant stakeholders/inclusion groups/communities and seek feedback
- Assess or identify potential impacts
- Act on the results including planning actions to mitigate potential negative impact
- Monitoring and evaluation
- Make the right decision based on the evidence and findings from the assessment
- Sign-off



Draft or completed customer EQIA should be submitted to Customer EQIA [inbox](#) and a superuser or member of the customer D&I team will be allocated to review the document. Please ensure you have read the customer EQIA guidance before using this form.

1. Key information and clarifying aims

Title of strategy, service, business plan, programme, or project	Taxi (Black Cab) Fares and Tariffs Review 2023				Unique ID No. <i>(To be assigned by the D&I team)</i>	D&IC/23/517
Team/Department/Directorate	Transport for London (TfL), Licensing and Regulation					
EQIA author	Darren Crowson, TfL Taxi and Private Hire Policy Manager					
Senior accountable person	Christopher Plummer, TfL Head of Taxi and Private Hire Policy					
Date EQIA started	25 August 2023			Date EQIA completed	<ul style="list-style-type: none"> 12 September 2023: EQIA prepared 16 January 2024: EQIA updated following close of consultation and for submission to Finance Committee meeting on 13 March 2024 	
Project Stage	<ul style="list-style-type: none"> 12 September 2023: Preparing public consultation for launch on 9 October 2023 16 January 2024: Recommendations being prepared for submission to Finance Committee for consideration at its meeting on 13 March 2024 					
	Service	Project	Programme	Strategy or business plan	Others <i>(please state below)</i>	

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What is the focus of this EQIA? <i>(Please tick which is appropriate)</i>					<ol style="list-style-type: none"> 1. Potential changes to taxi (black cab) fares and tariffs 2. Public consultation on taxi fares and tariffs and if the consultation is accessible and inclusive
Who would benefit or be impacted by your strategy, service, business plan, programme, or project <i>(Please provide details of below)</i>					
Customer	The main groups impacted are: <ul style="list-style-type: none"> • Taxi passengers • Taxicard members • Taxi drivers 				
Employee <i>(for workforce or employee only impact assessment, please email the D&I workforce team at EQIA@tfl.gov.uk)</i>	None				

Provide background information and outline the aims/objectives/scope of the strategy, service, business plan, programme, or project	<p>We normally review taxi fares and tariffs annually and aim to implement changes in April of each year.</p> <p>When we review taxi fares and tariffs, we try to strike an appropriate balance between drivers being fairly paid and taxi users getting fair and affordable fares.</p> <p>Consultation documents</p> <p>The enclosed taxi fares and tariffs consultation document provides information on:</p> <ol style="list-style-type: none"> 1. Our role in licensing and regulating taxi services 2. Taxi fares and tariffs 3. Taxi fares and tariffs consultation options 4. Other consultation items 5. The Cost Index 6. Taxi users' and drivers' views on fares and tariffs
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7. Taxicard
8. Impact assessments and other factors to consider
9. Consultation questions

This information and the EQIA will be published when the consultation is launched and will be publicly available.

Previous review of taxi fares and tariffs

Taxi fares and tariffs were last updated by TfL in April 2023. The changes from the previous review came into effect on Saturday 29 April 2023 and were:

Tariffs

- Tariffs 1, 2 and 3 were increased by 7.61 per cent
- This reflected the increase in taxi drivers' operating costs (+7.61 per cent), but was lower than the total Cost Index figure (+11.64 per cent) as it did not include the increase in average national earnings (+4.02 per cent)

Booked taxi extra

- The requirement for this to be added to the taximeter was removed
- There was no change to the actual extra and this is still £2.00

Wimbledon Tennis Championships fixed-fare, shared-taxi scheme

- We increased the fixed-fares for shared-taxis from the tennis to parts of central London
- We amended one of the authorised places where the fixed-fare, shared-taxi scheme operates from during the Wimbledon Tennis Championships

Consultation proposals and questions

For this year's consultation we're not consulting on a single proposal but instead asking respondents whether taxi fares and tariffs should be:

- Increased to reflect the change in taxi drivers' operating costs (**+5.20 per cent** increase to Tariffs 1, 2 and 3)
- Increased to reflect the change in average national earnings (**+3.72 per cent** increase to Tariffs 1, 2 and 3)
- Increased to reflect the change in both taxi drivers' operating costs and average national earnings (**+8.92 per cent** increase to Tariffs 1, 2 and 3)
- Frozen (no change)

We are taking this new approach in response to feedback from previous consultations which suggested that having multiple, complex options which impact different tariffs or spread the cost differently (i.e. across the minimum fare and tariffs) was hard to understand.

The other items included in the consultation are below:

- **Tariff 4:** We are proposing to make the Tariff 4 rates the same as the Tariff 2 rates so these will be equal going forward
- **Booked taxi extra:** The maximum booked taxi extra is £2.00, we are asking respondents if they think the booked taxi extra should:
 - Remain at £2.00
 - Be increased, and if they think it should be increased how much should it be increased by/what it should be increased to
- **Heathrow extra:** We are proposing to reduce the Heathrow extra from £3.60 to £2.00
- **Wimbledon Tennis Championships fixed-fare, shared taxi scheme:** We are asking respondents if they think any of the fixed fares for shared taxis between Southfields and Wimbledon stations and the tennis should:
 - Remain at £2.50

	<ul style="list-style-type: none"> ○ Be increased, and if they think it should be increased how much should it be increased by/what it should be increased to <p>In the consultation respondents will also be asked:</p> <ul style="list-style-type: none"> • For any suggestions they have for how any potential negative impacts on taxi users, Taxicard members or taxi drivers might be mitigated or avoided • If they think there are any additional impacts on people with protected characteristics (e.g. older people, disabled people, etc.) that may be affected by our proposals and possible ways these could be mitigated
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2. The Evidence Base

Consider evidence in relation to all relevant protected characteristics and inclusion group listed in the table below. Please note that change always disproportionately impacts all protected characteristics, so there should be no blank boxes. Consideration should be given not just to the proposal impact but how you intend to communicate and engage on the proposed change.

The separate evidence base document contains information to support the EQIA and the 2023/24 review of taxi (black cab) fares and tariffs.

The evidence base document contains the following sections:

- Taxi users – London residents
- Travel in London: Understanding our diverse communities 2019
- Taxicard journeys and members
- Leonard Cheshire's 'Driving Change: Improving the Accessibility of Taxis and Private Hire Vehicles for Disabled People' report
- Disability and mobility data for Londoners
- Income and poverty amongst Londoners
- UK lesbian, gay, bisexual and transgender (LGBT) survey
- Taxi and Private Hire Driver Diary Survey
- Taxi demand and taxi fares elasticity

- Travel in London report
- Use of wheelchair accessible taxis
- Designated wheelchair accessible taxis and private hire vehicles (PHVs) in London
- Carers in London
- Visitors to London
- Licensed taxi drivers
- Use of smartphones and other devices

Taxi drivers

Taxi drivers are asked if they have a disability, what their sexual orientation, what their religion or belief is, and if they identify as transgender. The number of taxi drivers who have declared that they do have a disability, are lesbian, gay or bisexual (LGB), have a religion or belief, or do identify as transgender is very low. However, many taxi drivers do not answer these questions or choose ‘prefer not to say’ where this is an option so the actual numbers could be higher than those shown in the evidence base document.

Engagement and consultation

Outline how engagement and consultation with inclusion groups, people who share a protected characteristic, and other project teams have informed your work

	Yes	No	Don't Know	Comments
Has there been any engagement or consultation activity relating to this strategy, service, business plan, programme, or project?	Yes			<ul style="list-style-type: none"> - There has been pre-consultation engagement with the main taxi trade associations - Potential changes to taxi fares and tariffs have been discussed with TfL’s Assisted Transport Services Team and London Councils - A full public consultation will be carried out
List the relevant stakeholders and inclusion groups you have consulted/engaged or intend to consult/engage with below. Please include any relevant consultation or engagement undertaken prior to completing this EQIA which relates each protected characteristic and inclusion group.				



Stakeholders and inclusion groups consulted/engaged with	Date	Feedback comments / issues raised
<p>Taxi Trade Tariff Team – this includes representatives from:</p> <ul style="list-style-type: none"> • Licensed Taxi Drivers Association (LTDA) • London Cab Drivers Club (LCDC) • RMT • Unite the Union • United Cabbies Group (UCG) 	<p>Monthly meetings</p>	<ul style="list-style-type: none"> - They disagreed with the outcome of the last taxi fares and tariffs review. Instead of the tariffs being increased by 7.61% (which was the same as the increase in taxi drivers' operating costs) they thought the tariffs should have been increased by 11.64% (the total Cost Index figure). They feel that increasing the tariffs by only the increase in taxi drivers' operating costs, but not including the increase in average national earnings (4.02%), in effect meant that taxi drivers' pay was frozen in the last taxi fares and tariffs review - They support taxi fares and tariffs increasing as taxi drivers' operating costs and average national earnings have increased, taxi drivers are also experiencing the cost-of-living crisis and costs for other items (e.g. utility bills) increasing - They want changes to be implemented in April 2024 - They support using the Cost Index - They support using the total Cost Index figure (+8.92%) - Their favoured approach would be to spread the increase across the minimum fare and Tariffs 1, 2 and 3 and for the minimum fare to be increased by 20 pence (from £3.80 to £4.00) and Tariffs 1, 2 and 3 to be increased by 7.60% - They support Tariff 4 being made the same as Tariff 2 - They think the £2.50 fixed fares in the Wimbledon fixed-fares, shared-taxi scheme should all be increased to £3.00



		<ul style="list-style-type: none"> - They have said that they are opposed to increasing the booked taxi extra and reducing the Heathrow extra
<p>The consultation will be extended to:</p> <ul style="list-style-type: none"> • Passengers • Accessibility and disability organisations • Older people’s groups • Women’s safety groups • Business groups • Tourism and travel groups • Night-time economy • Lesbian, gay, bisexual and transgender (LGBT+) groups • London boroughs • London MPs and Assembly Members • Licensed taxi drivers • Taxi vehicle owners • Taxi trade associations • Taximeter companies 	<p>From 9 October 2023</p>	<ul style="list-style-type: none"> - All consultation responses will be reviewed, and a consultation report will be prepared - This will be used to inform recommendations - 16 January 2024: Some stakeholders responded to the consultation. A summary of stakeholder responses in provided in Appendix 3
<p>To help ensure that the consultation is accessible and inclusive we will do the following:</p> <ul style="list-style-type: none"> • Prepare an Easy Read version of the consultation material and consultation questions • Prepare a British Sign Language video on the consultation • Provide options (online survey, email, post, phone) for submitting a response 	<p>From 9 October 2023</p>	<ul style="list-style-type: none"> - All consultation responses will be reviewed, and a consultation report will be prepared - This will be used to inform any recommendations we make - If people submit a response through the TfL Consultation Portal, then demographic information (age, gender, etc.) will be collected when they registered and created an account



<ul style="list-style-type: none"> TfL’s Stakeholder, Advocacy and Engagement (SAE) Team will help promote the consultation to a wide audience The consultation will be featured in the Metro newspaper and in the TfL accessibility newsletter Previously Disability Horizons helped promote the taxi fares consultation to disabled people and groups representing them. Disability Horizons has closed but a new company, Crip Life, has launched and we will see if they can support us with promoting the consultation 		
<p>TfL’s Consultation Delivery Team and IC Works</p>	<p>From 9 October 2023</p>	<ul style="list-style-type: none"> - Following feedback from TfL’s Consultation Delivery Team and IC Works, who prepare Easy Read materials for TfL, we have tried to make the fares and tariffs options in the consultation easier to understand and compare - By doing this we hope to make the consultation less complex, more accessible, and easier for everyone to engage with and respond to
<p>01 March 2023 Enclosed is a summary of the consultation responses from relevant stakeholders.</p>	<p>01 March 2023</p>	<p>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.</p> <p>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</p>



		<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>LTW called for Tariff 3 to be protected from high increases, to protect people who have to travel by taxi at</p>
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		<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
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		<p>LTW said extra support could be put in place for Taxicard members and this could include:</p> <ul style="list-style-type: none"> • 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 <p>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.</p> <p>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.</p>
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		<p>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.</p> <p>Transport for All</p> <p>Transport for All (TfA):</p> <ul style="list-style-type: none"> • Had no opinion on the value for money of taxi fares in London • Ranked the tariff options in the following order: <ul style="list-style-type: none"> ○ 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
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		<p>Championships should remain at £2.50 per passenger</p> <p>TfA said that as a disabled person's organisation, their primary concern is how the proposed increases will affect disabled people travelling by taxi.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
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		<p>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.</p> <p>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.</p> <p>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.</p> <p>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</p>
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				relatives. They also asked if fares could be made consistent throughout London.
	Yes	No	Don't Know	Comments (state clearly what this engagement or consultation will be and how it will be organised)
Does there need to be any further engagement or consultation? If yes, please add this as an action to the action planning section below. Please note that in some circumstances your work may require formal consultation	Yes			- We are aiming to launch a full public consultation on 9 October 203

3. Impact assessment – Protected characteristics and inclusion groups

Given the evidence listed in section 2 and 3, consider and describe the potential impacts this work could have on people with protected characteristics and other inclusion groups.

Potential positive and negative impacts that could affect all taxi passengers, Taxicard members and taxi drivers

Listed below are:

- Potential positive and negative impacts that could affect all taxi passengers, Taxicard members and taxi drivers
- Potential positive and negative impacts that could affect all taxi passengers, Taxicard members and taxi drivers with protected characteristics or who are in other inclusion groups

The cross symbol ✕ has been used when listing potential negative impacts

The tick symbol ✓ has been used when listing potential positive impacts

Taxi passengers and Taxicard members

There are some negative impacts that could affect all taxi passengers and Taxicard members:

- ✘ They could be negatively impacted by increases to the tariff rates as the fares passengers pay could increase
- ✘ They could be negatively impacted if the time element of the tariffs is increased as this will increase the fares passengers pay. The increases could be greater if journey times are increasing for taxi journeys as a result of taxi journeys taking longer (e.g. because of delays due to congestion or restrictions on access for taxis or other vehicles). They could also be negatively impacted if the distance element of the tariffs is increased as this will increase the fares passengers pay. The increases could be greater if journey distances are increasing for taxi journeys as a result of taxi journeys being longer (e.g. because of restrictions on access for taxis). We normally increase both the time and distance elements when the Tariffs increase, rather than only increasing one or the other
- ✘ They could be negatively impacted by making Tariff 4 the same as Tariff 2 as the fares for journeys over six miles would increase
- ✘ They could be negatively impacted by increasing the booked taxi extra as the fares for booked taxis would increase
- ✘ They could be negatively impacted by increases to some of the fares for the fixed-fare, shared taxi scheme that operates during the Wimbledon Tennis Championships. If they use shared taxis during the Championships, then the fares they pay would increase
- ✘ They could experience a negative impact if the total number of licensed taxi drivers reduces because no increase to fares is made, drivers cannot cover increased operating costs and so stop being a taxi driver. This could mean increased wait times or taxis not being available when they want to travel
- ✘ They could be negatively impacted if the total number of licensed taxi drivers reduces because no increase to fares is made and people are deterred from applying to become a licensed taxi driver. This could also mean increased wait times or taxis not being available when they want to travel

There are some positive impacts that could affect all taxi passengers and Taxicard members:

- ✓ Taxi passengers would experience a positive impact if the tariffs were increased and taxi drivers can cover operating costs and remain in the taxi trade. This could help ensure that a certain level of taxi availability is maintained, and passengers can still access taxi services. However, taxi passengers would still be negatively impacted by the fares increasing
- ✓ If freezing the tariffs results in an increase in the number of people using taxis this could encourage more people to apply to become a licensed taxi driver, as they consider this a viable career. This could have a positive impact on taxi passengers as it could increase the availability of taxis or reduce wait times
- ✓ Taxi passengers could experience a positive impact if the tariffs are frozen as this could mean the fares they pay do not increase
- ✓ Taxi passengers could experience a positive impact if the Heathrow extra is reduced as the fares for taxi journeys from Heathrow airport could be reduced, although if the tariffs are increased then the fares could still increase despite any reduction in the Heathrow extra



Taxi drivers

All taxi drivers could be negatively impacted if:

- ✗ No change to the tariffs is made and they cannot cover increased operating costs
- ✗ Any increase to the tariffs is less than the increase in taxi drivers' operating costs (+5.20 per cent) and they cannot cover increased operating costs
- ✗ The increase to the tariffs is less than the total Cost Index figure (+8.92 per cent) as taxi drivers may feel this is in effect real terms pay cut, as it would be lower than the sum of the increase in taxi drivers' operating costs (+5.20 per cent) and the increase in average national earnings (+3.72 per cent)
- ✗ Increases to the tariffs result in fewer people using taxis or a decline in the number of taxi journeys and drivers' incomes reducing

All taxi drivers will experience a positive impact if:

- ✓ Freezing the tariffs results in the number of taxi journeys or people using taxis increasing and drivers' incomes increase
- ✓ The minimum fare or tariffs are increased and there is no decline in the number of taxi journeys or people using taxis as this could mean drivers' incomes increase
- ✓ The number of taxi drivers falls, either because of the tariffs not being increased and drivers not being able to cover increased operating costs or the tariffs increasing and fewer people using taxis. Then the remaining taxi drivers could experience a positive impact as there could be less competition for work amongst the taxi drivers still licensed and they may be busier, and their incomes may increase. However, the long-term impact may be negative if a fall in licensed taxi drivers results in passengers switching to other modes instead of taxis as the wait times for taxis have increased or taxis are not available when they want to travel

Race and ethnicity

Taxi passengers and Taxicard members

- ✗ People from Black, Asian and minority ethnic groups could experience or perceive higher levels of crime, fear, abuse or harassment on public transport and so for some journeys may choose to use taxis, or they may feel less safe using public transport. They may experience a negative impact if the tariffs are increased as they fares they pay would increase. This could mean they are not able to travel as often, have to use public transport despite not feeling safe when doing so, or may be more likely to consider using an unbooked PHV, unlicensed vehicle or walking when this is a less safe option. The poverty rate for people from Black, Asian and

minority ethnic groups is 33 per cent in London² and they could be disproportionately impacted if the tariffs increase and they cannot afford to travel by taxi

Taxi drivers

The number of taxi drivers who have said they are from Black, Asian and minority ethnic groups is low and not representative of the capital's population, with 62 per cent of licensed taxi drivers identifying as White British.³ The 2021 Census data for England and Wales⁴ showed that:

- 46.2 per cent of the capital's residents identified with Asian, Black, mixed or 'other' ethnic groups,
- A further 17.0 per cent with white ethnic minorities
- 36.8 per cent identified as White British
- ✘ Not increasing any of the tariffs despite taxi drivers' operating costs and average national earnings increasing could create a perception that being a taxi driver is not an attractive career. This could deter people from Black, Asian and minority ethnic groups from applying to become a taxi driver
- ✘ However, they could also be deterred from applying to become a taxi driver if the tariffs are increased and this results in the number of taxi journeys or people using taxis declining, and taxi drivers' incomes declining

Sex (male, female, non-binary and other identities)

Taxi passengers and Taxicard members

- ✘ Female taxi passengers and Taxicard members may experience a negative impact if the tariffs are increased as the fares they pay will increase. They may be disproportionately impacted if they have concerns about the safety of using certain modes of transport or walking or cycling at certain times and use taxis more often
- ✘ Twenty-six per cent of women and 23 per cent of men in London are living in poverty⁵ and they could be disproportionately impacted if the tariffs increase and they cannot afford to travel by taxi
- ✘ Female taxi passengers and Taxicard members who are older may be disproportionately impacted if they have greater concerns about safety and so are more likely to want to use a taxi. As they are older they may also face barriers with using some other modes

² Trust for London, London's Poverty Profile, 27 June 2023, <https://trustforlondon.org.uk/>

³ TfL licensing data, 6 April 2023

⁴ Office for National Statistics, regional ethnic diversity, 22 December 2022, <https://www.ethnicity-facts-figures.service.gov.uk/uk-population-by-ethnicity/national-and-regional-populations/regional-ethnic-diversity/latest>

⁵ Trust for London, London's Poverty Profile, 27 June 2023, <https://trustforlondon.org.uk/>

of transport (e.g. buses, Tube) or not being able to consider walking or cycling as an alternative. If the tariffs are increased the fares they pay will increase

- ✓ The impact may be positive for female taxi passengers and Taxicard members if the tariffs are frozen and this makes them more likely to use taxis, especially at night, instead of using an unlicensed vehicle or unbooked PHV, or choosing to walk when this is a less safe option
- ✓ There could be a positive impact for female taxi passengers and Taxicard members if the tariffs are increased and taxi drivers' incomes increase and they continue being a licensed taxi driver, or more people apply to become a licensed taxi driver. This could help increase the supply of available taxis and reduce wait times. However, female taxi passengers would still experience a negative impact as the fares they pay would increase

Taxi drivers

- ✗ The number of female taxi drivers is extremely low and not representative of the capital's population. Not increasing any of the tariffs despite taxi drivers' operating costs and average national earnings increasing could create a perception that being a taxi driver is not an attractive career. This could deter women from applying to become a taxi driver
- ✗ However, they could also be deterred from applying to become a taxi driver if the tariffs are increased and this results in the number of taxi journeys or people using taxis declining
- ✗ Female taxi drivers who are also carers may be disproportionately impacted if no change to the tariffs is made, any increase is less than the increase to operating costs, or increases to the tariffs result in fewer people using taxis or a decline in the number of taxi journeys. They may be unable to increase the number of hours they work as a result of having caring responsibilities

Gender reassignment

Taxi passengers and Taxicard members

- ✗ Taxi passengers and Taxicard members whose gender identity is different from the gender assigned to them when they were born may experience a negative impact if the tariffs are increased as the fares they pay will increase. They may be disproportionately impacted if they have concerns about the safety of using certain modes of transport or walking or cycling at certain times and use taxis more often
- ✓ The impact may be positive for taxi passengers and Taxicard members whose gender identity is different from the gender assigned to them when they were born if the tariffs are frozen and this makes them more likely to use taxis at night and instead of using an unlicensed vehicle or unbooked PHV, or choosing to walk when this is a less safe option
- ✓ There could be a positive impact for taxi passengers and Taxicard members whose gender identity is different from the gender assigned to them when they were born if the tariffs are increased and taxi drivers' incomes increase and they continue being a



licensed taxi driver, or more people apply to become a licensed taxi driver. This could help increase the supply of available taxis and reduce wait times. However, they would still experience a negative impact as the fares they pay would increase

Taxi drivers

- ✘ The number of taxi drivers who have declared that their gender identity is different from the gender assigned to them when they were born is low. Not increasing any of the tariffs despite taxi drivers' operating costs and average national earnings increasing could create a perception that being a taxi driver is not an attractive career. This could deter people whose gender identity is different from the gender assigned to them when they were born from applying to become a taxi driver
- ✘ However, they could also be deterred from applying to become a taxi driver if the tariffs are increased and this results in the number of taxi journeys or people using taxis declining

Age

Taxi passengers and Taxicard members

- ✘ Younger and older taxi passengers and Taxicard members may be disproportionately impacted by increases to taxi fares as they may be less able to respond to taxi fare increases, pay more and continue to use taxis as frequently as they did before any increases
- ✘ Some children may use taxis to travel to or from school or college. They may be disproportionately negatively impacted by any increase in taxi fares
- ✘ Older taxi passengers may also be disproportionately impacted by increases to taxi fares as they may be more reliant on taxis, need an accessible vehicle or a door-to-door service
- ✘ The majority (70.79%) of Taxicard members are over 61 and they may be disproportionately impacted by increases to taxi fares. They may be more reliant on taxis and may not be able to consider using some other modes of transport (e.g. buses, Tube). They may also not be able to consider walking or cycling as an alternative
- ✘ Although smartphone usage appears to be increasing amongst older people, they are still less likely to have a smartphone. Taxi passengers and Taxicard members will be negatively impacted by increases to the tariffs but may have fewer alternative options, such as app based PHV services, they can use. Older taxi passengers may be disproportionately impacted as they may be less likely to have a smartphone



- ✘ Single pensioners may be more likely to own a car so they may be able to use a car for some or all journeys instead of a taxi⁶. However, they will be negatively impacted if they travel in the Congestion Charging Zone (CCZ)⁷ when this is in operation or travel in the Ultra Low Emission Zone (ULEZ) and need to pay the ULEZ charge.⁸ They will also have to cover parking and fuel costs if they use a car instead of taking a taxi
- ✘ Above the age of 70 car ownership starts to decline considerably and taxi passengers and Taxicard members who are over 70 may be disproportionately impacted by increases to taxi fares as they are less likely to own a car and so may be more reliant on taxis. They may be unable to switch to using a car if taxis become unaffordable
- ✘ Some older people with mobility issues or who cannot walk very far may be unable to use a car if they cannot park close to their destination and so a taxi may still be needed as it can provide a door-to-door service in most areas
- ✘ Londoners aged 60 or more may be disproportionately impacted as they are more likely than younger Londoners to be a wheelchair user, have walking difficulties or have other disabilities. They may be more reliant on taxis, as these are fitted with a wheelchair ramp, and may face barriers with using other forms of transport and not able to consider walking or cycling as an alternative. They may also find it more difficult to use a PHV instead of a taxi as only 434 PHVs are designated wheelchair accessible vehicles, this is only 0.48 per cent of the total PHV fleet in London⁹
- ✘ Just under one third (30 per cent) of single pensioners and 17 per cent of pensioners in a couple in London are in poverty.¹⁰ They may be disproportionately impacted by increases to taxi fares and may be unable to afford to travel. Although being older they may be more reliant on taxis, may require a door-to-door service, may face barriers with using other forms of transport and not able to consider walking or cycling as an alternative
- ✘ Younger London residents may be disproportionately impacted by increases to taxi fares as they may travel at night more. They may be more likely to consider using taxis as other modes of transport may not be available or it may be less safe to walk
- ✓ There could be a positive impact for older taxi passengers and Taxicard members if the tariffs are increased and taxi drivers' incomes increase and they continue being a licensed taxi driver, or more people apply to become a licensed taxi driver. This could

⁶ Travel in London Report 12, TfL, 2019, <http://content.tfl.gov.uk/travel-in-london-report-12.pdf>

⁷ The Congestion Charge is an £11.50 daily charge for driving a vehicle within the charging zone between 07:00 and 18:00, Monday to Friday, <https://tfl.gov.uk/modes/driving/congestion-charge>

⁸ ULEZ) operates 24 hours a day, 7 days a week, every day of the year, except Christmas Day, within the same area of central London as the Congestion Charge. The charge is £12.50 for most vehicle types, including cars, <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone?intcmp=26434>

⁹ TfL licensing data, August 2023

¹⁰ Trust for London, London's Poverty Profile, 27 June 2023, <https://trustforlondon.org.uk/>



help increase the supply of available taxis and reduce wait times. However, they would still experience a negative impact as the fares they pay would increase

Taxi drivers

- ✘ Just over 15 per cent of taxi drivers are aged 65 or older.¹¹ Older taxi drivers may be disproportionately impacted if there is no increase to the tariffs or any increase is lower than the increase in taxi drivers' operating costs or average national earnings. They may be disproportionately impacted if they cannot work longer to try and maintain their income or cover increased operating costs
- ✘ Older taxi drivers may also be disproportionately impacted if the tariffs are increased and this results in fewer people using taxis or a decline in the number of taxi journeys and drivers' incomes reducing. They may be disproportionately impacted if they cannot work longer to try and maintain their income or cover increased operating costs
- ✘ Older taxi drivers may also be less likely to have a smartphone and so may not be able to access work through an app
- ✘ Taxi drivers who are London residents and are aged 60 or more may be disproportionately impacted if fares are not increased as they are more likely than younger Londoners to be a wheelchair user, have walking difficulties or have other disabilities. They may be disproportionately impacted if they cannot work longer to try and maintain their income or cover increased operating costs
- ✘ Just under one third (30 per cent) of single pensioners and 17 per cent of pensioners in a couple in London are in poverty.¹² Taxi drivers who are pensioners and live in London may be disproportionately impacted if they cannot work longer to try and maintain their income or cover increased operating costs
- ✘ The number of younger taxi drivers is extremely low and not representative of the capital's population. Not increasing any of the tariffs despite taxi drivers' operating costs and average national earnings increasing could deter young people from applying to become a licensed taxi driver. They could also be deterred from applying to become a taxi driver if the tariffs are increased and this results in the number of taxi journeys or people using taxis declining

Religion and belief

Taxi passengers and Taxicard members

- ✘ Taxi passengers and Taxicard members with religious or other beliefs may experience a negative impact if the tariffs are increased as the fares they pay will increase. They may be disproportionately impacted if they have concerns about the safety of other modes of transport and use taxis more often

¹¹ TfL licensing data, 1 August 2022

¹² Trust for London, London's Poverty Profile, 27 June 2023, <https://trustforlondon.org.uk/>



Disability (please consider all forms of disabilities)

Taxi passengers and Taxicard members

- ✘ Just over a fifth (21 per cent) of adults in London have a disability which has a substantial and long-term adverse impact on the ability of individuals to carry out day-to-day tasks. Among those of working age the figure is 15 per cent.¹³ Disabled taxi passengers and Taxicard members may experience a negative impact if the tariffs are increased as the fares they pay will increase. They may be disproportionately impacted if they have concerns about the safety of using certain modes of transport or walking or cycling at certain times and use taxis more often. They may rely on taxis or use them more often as they may face barriers with using some other modes of transport (e.g. buses, Tube) or not be able to consider walking or cycling as an alternative
- ✘ Disabled taxi passengers and Taxicard members may also be disproportionately impacted if the tariffs are increased as they may be more likely to use taxis, despite making fewer journeys than non-disabled Londoners. Disabled Londoners travel less frequently than non-disabled Londoners (1.9 journeys per weekday compared with 2.5 for non-disabled Londoners). While the main transport types used by disabled Londoners are the same as those used by non-disabled Londoners (namely walking, bus, and car both as a driver and a passenger), lower or equal proportions of disabled people use each type of transport at least once a week than non-disabled Londoners. The exception to this is the use of PHVs and taxis, where disabled Londoners are slightly more likely to use them than non-disabled Londoners¹⁴
- ✘ Disabled taxi passengers and Taxicard members may also be disproportionately impacted if the tariffs are increased as they may be more likely to be in poverty. Londoners who live in families that include a disabled person are more likely to be in poverty than those living in families that do not include a disabled person. In the three years to 2021/22, 33 per cent of families that included a disabled person were in poverty compared to 22 per cent of those without a disabled household member¹⁵
- ✘ Disabled taxi passengers and Taxicard members may be disproportionately impacted if the time element of the tariffs is increased as this will increase the fares they pay. The impact on them may be greater as they may use taxis more often and the increase in fares could be higher if journey times are increasing as a result of taxi journeys taking longer (e.g. because of delays due to congestion or restrictions on access for taxis or other vehicles)
- ✘ Disabled taxi passengers and Taxicard members may be disproportionately impacted if the distance element of the tariffs is increased as this will increase the fares they pay. The impact on them may be greater as they may use taxis more often and the increase in fares could be higher if journey distances are increasing for taxi journeys as a result of taxi journeys being longer (e.g. because of restrictions on access for taxis)

¹³ Measuring the Disability Pay Gap in London, Social market Foundation, September 2019, <https://www.smf.co.uk/wp-content/uploads/2019/09/Disability-Pay-Gap.pdf>

¹⁴ TfL Travel in London: Understanding our diverse communities 2019, <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

¹⁵ Trust for London, London's Poverty Profile, 27 June 2023, <https://trustforlondon.org.uk/>



- ✘ Disabled taxi passengers and Taxicard members may also be disproportionately impacted if the tariffs are increased as they may they require a door-to-door service or use the accessibility features in taxis
- ✘ Taxi passengers and Taxicard members who are wheelchair users may be disproportionately impacted if the tariffs are increased as they may be more likely to use a taxi because all taxis are fitted with a wheelchair ramp. They may also find it more difficult to use a PHV instead of a taxi as only 434 PHVs are designated wheelchair accessible vehicles, this is only 0.48 per cent of the total PHV fleet in London
- ✘ Taxi passengers and Taxicard members who have an assistance dog may be disproportionately impacted if the tariffs are increased and they prefer to use taxis for some journeys instead of public transport, they may prefer to use taxis because of concerns around overcrowding, access or other issues
- ✘ Taxi passengers and Taxicard members who have an assistance dog may also be disproportionately impacted as they may be much more reluctant than other people to switch to using PHVs because of a perception that they are likely to be refused or charged more because they have an assistance dog. Some taxi passengers and Taxicard members who have an assistance dog may have already experienced problems when trying to use PHVs and may be unwilling to risk trying to book a PHV again
- ✘ Disabled taxi passengers and Taxicard members may be disproportionately impacted if the tariffs are increased as they may be less likely to have a smartphone and so may have fewer alternative transport options available (e.g. app based PHV services)
- ✘ Taxicard members will be negatively impacted by increases to the tariffs as this would mean taxi fares increasing for journeys where the fare is still below the capped Taxicard fare level
- ✘ Taxicard members will be negatively impacted if taxi drivers are more reluctant to accept Taxicard fares. The risk of taxi drivers not accepting Taxicard capped fares could increase if taxi drivers feel the capped Taxicard fares are too low or they are not willing to accept less than the full metered fare
- ✘ If a disabled passenger is unable to continue their journey because a lift is unavailable at a Tube, Elizabeth line or Overground station and there isn't a reasonable alternative route, a taxi will be provided free of charge. If the tariffs are increased this could have a negative impact on disabled taxi passengers and Taxicard members when there are lift failures as the increased cost of taxis for TfL could mean there is less willingness to provide taxis free of charge. It could also mean taxis are provided but for shorter trips (e.g. to an alternative station instead of the passengers' destination). This could create additional inconvenience, stress or anxiety for all disabled passengers and Taxicard members. There could be greater impacts on wheelchair users and people with mobility impairments. There could also be greater impacts on visually impaired people who may be dropped off in an areas they are not familiar with if a taxi is only provided for a short journey. It could also mean some people are less willing to travel if they have increased concerns about lift failures, taxis being provided when these occur and not being able to complete their journey
- ✓ There could be a positive impact for disabled taxi passengers and Taxicard members if the tariffs are increased and taxi drivers' incomes increase and they continue being a licensed taxi driver, or more people apply to become a licensed taxi driver. This could help



increase the supply of available taxis and reduce wait times. However, they would still experience a negative impact as the fares they pay would increase

Taxi drivers

- × Disabled taxi drivers may be disproportionately impacted if there is a decline in the number of taxi journeys or people using taxis as they may be unable to increase the number of hours they work
- × The number of taxi drivers who have declared that they are disabled is extremely low and not representative of the capital's population. A perception that being a taxi driver is not an attractive career could deter disabled people from applying to become a taxi driver. Not increasing any of the tariffs despite taxi drivers' operating costs and average national earnings increasing could deter disabled people from applying to become a licensed taxi driver
- × However, they could also be deterred from applying to become a taxi driver if the tariffs are increased and this results in the number of taxi journeys or people using taxis declining

Sexual orientation

Taxi passengers and Taxicard members

- × LGB taxi passengers and Taxicard members may be disproportionately impacted if the tariffs are increased as LGB Londoners are amongst the groups most likely to be 'worried' about the safety of public transport (31%)¹⁶ and so could potentially use taxis more often
- × They may be disproportionately impacted if they have concerns about the safety of using certain modes of transport or walking or cycling at certain times and use taxis more often
- ✓ There could be a positive impact for LGB taxi passengers and Taxicard members if the tariffs are increased and taxi drivers' incomes increase and they continue being a licensed taxi driver, or more people apply to become a licensed taxi driver. This could help increase the supply of available taxis and reduce wait times. However, they would still experience a negative impact as the fares they pay would increase

Taxi drivers

- × The number of declared LGB taxi drivers is very low and not representative of the capital's population. A perception that being a taxi driver is not an attractive career could deter LGB people from applying to become a taxi driver. Not increasing any of the tariffs despite taxi drivers' operating costs and average national earnings increasing could deter LGB people from applying to become a licensed taxi driver

¹⁶ TfL (2015): 'Travel in London: Understanding our diverse communities'



- ✘ However, they could also be deterred from applying to become a taxi driver if the minimum fare or tariffs are increased and this results in the number of taxi journeys or people using taxis declining

Marriage or civil partnership

Taxi passengers and Taxicard members

- No impacts on taxi passengers and Taxicard members who are married or in a civil partnership have been identified

Taxi drivers

- No impacts on taxi drivers who are married or in a civil partnership have been identified

Pregnancy and maternity

Taxi passengers and Taxicard members

- ✘ Taxi passengers and Taxicard members who are pregnant may experience a negative impact if the tariffs are increased as the fares they pay will increase. They may be disproportionately impacted if they have concerns about the safety of using certain modes of transport or walking or cycling and use taxis more often. If the tariffs are increased the fares they pay will increase

Taxi drivers

- ✘ Taxi drivers who are pregnant or who have recently given birth may be disproportionately impacted as they may be unable to work or drive for long periods and respond to any reduction in the usage of taxis or their income

Disadvantaged, inclusion groups and communities e.g., carers, refugees, low income, homeless people etc

Taxi passengers and Taxicard members

- ✘ Some taxi passengers and Taxicard members may be experiencing financial problems as a result of high inflation, the cost of living crisis and costs increasing for a range of items (e.g. food, utility bills). They would experience a negative impact if the tariffs increase, and taxi fares increase. This could mean that they are not able to travel as often or are unable to make some journeys. This could affect travelling for work and leisure and potentially increase their feelings of isolation

Taxi drivers

- ✘ Taxi drivers are asked what their annual household income is in the annual Taxi and Private Hire Licensee Customer Satisfaction Survey (CSS).¹⁷ Just under half (46 per cent) preferred not to say what it was but nine per cent said it was £20,000 or lower
- ✘ Some taxi drivers will be negatively impacted if they are experiencing financial problems because of high inflation, the cost of living crisis, operating costs increasing or other items (e.g. food, utility bills, etc.) increasing. If increases to the tariffs result in a decline in the number of taxi journeys or people using taxis this could result in drivers' incomes reducing
- ✘ However, they may also experience a negative impact if no change is made to the minimum fare or tariffs and they are struggling to cover increased costs
- ✘ Taxi drivers on a low income may be less likely to have a smartphone and may be disproportionately impacted if they cannot access work through an app or if the proportion of taxi work from apps increases
- ✘ Taxi drivers who provide care may be disproportionately impacted if there is a decline in the number of taxi journeys or people using taxis as they may be unable to increase the number of hours they work

Deprivation and socio-economic disadvantage of local communities e.g., people with lack of access to housing, education, social resources, geographic location, and income

Taxi passengers and Taxicard members

- ✘ Taxi passengers and Taxicard members may experience a negative impact if they use taxis in the suburban licence areas and the number of licensed suburban taxi drivers reduces because the tariffs are not increased, suburban taxi drivers cannot cover increased operating costs and so stop being a taxi driver

Taxi drivers

- ✘ The demand and usage of taxis in suburban areas is generally lower and so the income of suburban taxi drivers may be lower and there may be fewer opportunities to increase the number of taxi journeys they do. Suburban taxi drivers may be disproportionately impacted if they cannot work longer to try and maintain their income or cover increased operating costs if no increase to the tariffs is made despite their operating costs increasing
- ✘ They could also be negatively impacted if the tariffs are increased and this results in fewer people using taxis and drivers' incomes reducing

¹⁷ Taxi and Private Hire Licensee CSS 2022/23, Kantar

People who share more than one protected or other characteristic

Some taxi passengers, Taxicard members and taxi drivers may share more than one protected or other characteristic, and the severity of the potential negative impacts identified may be greater for them.

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

- Age and disability
 - The severity of the negative impacts on older, disabled taxi passengers and Taxicard members may be greater. They may be more reliant on taxis or use taxis for a greater proportion of their journeys. They may also be less able to use other forms of transport (e.g. bus, Tube, cycle, car) or walk
 - Some children may be entitled to free transport if they cannot walk to school because of their special educational needs and disabilities (SEND) or mobility problem. Some 16-19 year olds in education may also be eligible for travel to school sixth form or college. The severity of some of the negative impacts on them may be greater if they use taxis to travel to or from school or college
 - The severity of the negative impacts on older, disabled taxi drivers may be greater as they may be less able to increase the hours they work if their operating costs increase, or the number of taxi journeys or people using taxis declines
- Age and gender
 - The severity of the impacts on older, female taxi passengers and Taxicard members may be greater. They may be more reliant on taxis or use taxis for a greater proportion of their journeys and also have concerns about the safety of using other modes of transport (e.g. bus or Tube) or walking, particularly late at night
 - The severity of the impacts on older, female taxi drivers may be greater as they may have more concerns about working increased hours or at night, or other issues (e.g. caring responsibilities) may prevent them from being able to work longer hours
- Gender and disability
 - The severity of the impacts on disabled, female taxi passengers and Taxicard members may be greater. They may be more reliant on taxis or use taxis for a greater proportion of their journeys and also have concerns about the safety of using other modes of transport (e.g. bus or Tube) or walking, particularly late at night
 - The severity of the impacts on disabled, female taxi drivers may be greater as they may have more concerns about working increased hours or at night, or other issues (e.g. caring responsibilities) may prevent them from being able to work longer hours
- Age, Gender and Disability

- The severity of the impacts may be even greater on older, female, disabled taxi passengers and Taxicard members. They may be even more reliant on taxis or use taxis for a greater proportion of their journeys and also have concerns about the safety of using other modes of transport (e.g. bus or Tube) or walking, particularly late at night
- The severity of the impacts on older, female, disabled taxi drivers may be even greater as they may have more concerns about working increased hours or at night, or other issues (e.g. caring responsibilities) may prevent them from being able to work longer hours

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

Making Tariff 4 the same as Tariff 2

Tariff 4 applies to journeys once they reach six miles. Making Tariff 4 the same as Tariff 2 will increase fares for journeys over six miles as Tariff 2 is higher than the current Tariff 4 rates.

- ✘ The negative impacts already identified above for increasing the tariffs may be experienced if Tariff 4 is made the same as Tariff 2. There could be a disproportionate impact on any taxi passengers or Taxicard members who share one or more protected or other characteristics and use taxis for longer journeys/journeys over six miles as the fares they pay will increase
- ✘ Taxi passengers and Taxicard members may be disproportionately impacted if they use taxis for longer journeys and there are not suitable alternative public transport options available. For some taxi passengers and Taxicard members walking or cycling may not be an option for any journeys, especially longer journeys
- ✘ There could be a negative impact on some groups (e.g. those with a low income) as they may be more likely to live by main roads. They could be negatively impacted if making Tariff 4 the same as Tariff 2 results in some people switching from using taxis for longer journeys to using cars with higher levels of harmful emissions

Booked taxi extra

The booked taxi extra is currently £2.00 and can be added to taxi fares for a taxi hiring arranged by telephone, mobile phone, smart phone, mobile application, any application software and by use of the internet.

- ✘ The negative impacts already identified above for increasing the tariffs may be experienced if the booked taxi extra is increased. There could be a disproportionate impact on any taxi passengers or Taxicard members who share one or more protected or other characteristics and use booked taxis as the fares they pay could increase



- ✘ They could be disproportionately impacted if they are more likely to use booked taxis as they find this method more accessible or safer than hailing a taxi on the street or using a taxi rank

Reducing the Heathrow extra

Taxi drivers can add an extra charge (the Heathrow extra) to the fares for journeys from one of the taxi ranks at Heathrow Airport. The Heathrow Extra has normally been around 50 per cent of the fee taxi drivers pay (the taxi feeder park fee) to enter the taxi feeder park at Heathrow Airport and access the taxi ranks at the airport terminals. The taxi feeder park fee has been reduced from £7.20 to £3.60 and so we are now proposing to reduce the Heathrow extra from £3.60 to £2.00.

- ✓ Taxi passengers and Taxicard members who share one or more protected or other characteristics and take a taxi from one of the taxi ranks at Heathrow Airport will experience a positive impact if the Heathrow extra is reduced as it could mean their fare is lower
- ✘ Taxi drivers who share one or more protected or other characteristics and work at the airport taxi ranks will experience a negative impact if the Heathrow extra is reduced as the fare they will receive will be lower. However, the extra has always been around 50 per cent of the taxi feeder park fee so the reduction would maintain this and it would not be a new arrangement

Increasing some of the fares for the Wimbledon Tennis Championships fixed-fare, shared-taxi scheme

During the Wimbledon Tennis Championships fixed-fare, shared-taxi schemes operate, and passengers share their taxi with other people and each passenger pays a fixed fare.

- ✘ The negative impacts already identified above for increasing the tariffs may be experienced if the some of the fixed fares are increased. There could be a disproportionate impact on any taxi passengers or Taxicard members who share one or more protected or other characteristics and use the fixe-fare, shared-taxis. They could be disproportionately impacted if they are more likely to use taxis to travel between Wimbledon and Southfields stations and the Wimbledon Tennis Championships

TfL employees

- ✘ There could be a negative impact on some TfL staff if the fares and tariffs are increased and TfL is less willing to pay for taxis for staff travel (e.g. at the start or end of shifts)
- ✘ If a disabled passenger is unable to continue their journey because a lift is unavailable at a Tube, Elizabeth line or Overground station and there isn't a reasonable alternative route, a taxi will be provided free of charge. If the tariffs are increased this could have a negative impact on disabled taxi passengers and Taxicard members when there are lift failures as the increased cost of taxis for TfL could mean there is less willingness to provide taxis free of charge. It could also mean taxis are provided but for shorter trips (e.g. to an alternative station instead of the passengers' destination). This could have a negative impact on TfL staff if they have to decide whether to provide



a taxi and, if a taxi is provided where the passenger should be taken to. TfL staff could also be at increased risk of abuse if there are problems

Comments and actions to mitigate or take forward (please include actions to mitigate the potential negative impact for this protected characteristic)

Item	Potential mitigations
<p>The taxi tariffs are increased</p> <ul style="list-style-type: none"> - This would mean fares increase for Taxicard members and other taxi passengers - It could mean they have to pay higher fares - It could also mean they cannot travel as often or cannot make certain journeys - If some taxi passengers cannot travel as often or make certain journeys this could: <ul style="list-style-type: none"> o Increase the risk of them feeling isolated or being unable to get out o Mean they cannot access education or work o Mean they cannot attend medical appointments - There could also be an increased risk that some passengers consider using an unbooked PHV, unlicensed vehicle or choosing to walk when this is less safe instead of using a taxi - Although increasing the tariffs could mean taxi drivers' incomes increase, it could mean they decline if increased fares result if fewer 	<ul style="list-style-type: none"> - There are several public transport alternatives available if some people decide to stop using taxis as a result of the tariffs and fares increasing. Public transport services and options are being constantly being improved (e.g. launch of the Elizabeth Line, Superloop, etc) - Walking and cycling may also be feasible options for some people who decide to stop using taxis as a result of tariffs and fares increasing and there are several schemes that aim to improve walking and cycling in the capital - Taxis can use most bus lanes in London and these can help to reduce journey times and mean fares are lower than if taxis could not use bus lanes - Some people with a permanent or long-term disability and who are unable to use public transport will be eligible to become a Dial-a-Ride member and can use this service instead of taxis - Capped fares have been introduced for Taxicard members and these help partly mitigate the impact on them from increases to the tariffs - We promote the Taxicard service to taxi drivers to try and increase the number of taxi drivers available to accept Taxicard jobs and improve the service for members - Increasing the number of taxi drivers who can access and accept Taxicard bookings may also mitigate some of the potential negative impacts on taxi drivers as they will have the opportunity to access more work and increase their income - Some people may be able to use a PHV instead of a taxi and information about licensed PHV operators in London, the services they offer, areas they cover, times they operate and contact details is available on our website. Some PHV operators may offer fares that are cheaper than taxis



Item	Potential mitigations
<p>people using taxis or the number of taxi journeys falling</p>	<ul style="list-style-type: none"> - New PHV applications for some designated wheelchair accessible vehicles that do not meet the zero emissions capable (ZEC) emissions licensing requirements for PHVs will be considered on a case by case basis - Some taxi passengers may have a Freedom Pass and be able to travel for free on the bus, tram, Tube, Docklands Light Railway (DLR), London Overground and Elizabeth line. They may be able to use these services instead of a taxi for all or part of their journey - Some people may require step free access and so choose to use a taxi however, they may be able to use the Tube, DLR, London Overground or tram for all or part of their journey. Currently 92 Tube stations and 60 London Overground stations have step-free access. All DLR stations and tram stops are step-free. All stations on the Elizabeth Line have step-free access. In some places portable ramps or platform humps are available to help ensure a full step-free route from the street to the train <p>Update – 16 January 2024 Our recommendation to the Finance Committee is to increase Tariffs 1, 2 and 3 by the total Cost Index figure (+8.92 per cent) to reflect the change in both taxi drivers' operating costs and average national earnings</p> <p>We have tried to mitigate the negative impacts by:</p> <ul style="list-style-type: none"> (a) Not increasing the minimum fare (b) Not increasing the booked taxi extra
<p>No change is made to the taxi tariffs</p> <ul style="list-style-type: none"> - This could mean that taxi drivers cannot cover their operating costs and stop being a taxi driver - This could mean people are deterred from applying to become a taxi driver 	<ul style="list-style-type: none"> - We promote the Taxicard service to taxi drivers to try and increase the number of taxi drivers available to accept Taxicard jobs. This may also mitigate some of the potential negative impacts on taxi drivers as they will have the opportunity to access more work and increase their income - We have reviewed the Knowledge of London, partly with the aim of making it more attractive to people to apply to become a licensed taxi driver. If more people apply to become a taxi driver and the number of newly licensed taxi drivers increases

Item	Potential mitigations
<ul style="list-style-type: none"> - A reduction in the number of existing and newly licensed taxi drivers could reduce the availability of taxis for passengers or increase wait times 	<p>then this could help mitigate some of the negative impacts and avoid wait times for taxis increasing or taxis being unavailable when people want to travel</p>
<p>Making the consultation accessible and inclusive</p> <ul style="list-style-type: none"> - If the consultation is not accessible and inclusive then it may mean that some taxi passengers or taxi drivers are not able to respond and let us know their views 	<ul style="list-style-type: none"> - We've tried to make the options for the fares and tariffs easier to understand, compare and comment on - We've also tried to make the other items in the consultation easy to understand and comment on - By doing this we hope to make the consultation less complex, more accessible and easier for everyone to engage with and respond to - An EasyRead version of the consultation document and questions will be provided - A British Sign Language (BSL) video of the consultation will be provided - The consultation will be promoted to a wide range of groups, this includes: <ul style="list-style-type: none"> o Passenger groups o Accessibility and disability organisations o Older people's groups o Women's safety groups o LGBT+ groups - We will provide options (online survey, email, post, phone) for how people can submit a response

4. Action planning

List all planned actions - actions which could help mitigate any potential negative impacts. Additionally, please remember to include in your plan any 'positive action'.

	Actions	Owner	Deadline
1	Carry out a full public consultation	TfL Licensing and Regulation	The consultation is due to launch on 9 October 2023

	Actions	Owner	Deadline
	Following the close of the consultation and a review of the responses the TfL Finance Committee will be asked to consider recommendations and take into account the positive and negative impacts identified		Recommendations will be submitted to the Finance Committee meeting on 13 March 2024
2	<p>Continue to review taxi fares and tariffs to see if changes can be made which achieve the balance of ensuring drivers can continue to cover their costs and maintain a certain income but also avoiding fares being excessively high or a barrier to people using taxis</p> <p>This will involve meetings with the trade associations and taxi booking companies plus research (Taxi and Private Hire Customer Satisfaction Surveys) amongst taxi users and taxi drivers</p>	TfL Licensing and Regulation	Ongoing
3	Continue working with the Assisted Transport Services Team, London Councils and the Taxicard service provider to discuss and implement actions to improve the Taxicard service for members and improve the supply of taxis	TfL Licensing and Regulation	Ongoing
4	Promote the consultation to a wide range of stakeholders so their views can be taken into consideration. This will include:	TfL Licensing and Regulation	Promotion of consultation – during consultation period

	Actions	Owner	Deadline
	<ul style="list-style-type: none"> • Emailing details of the consultation to all licensed taxi drivers and taxi vehicle owners • Advising the taxi trade associations of the consultation so as they can respond and make their members aware of it • Promoting the consultation in the weekly email updates sent to taxi and private hire licensees and on the TfL Taxi and Private Hire Twitter account • Making taxi users, accessibility groups and passenger groups aware of the consultation • Using the TfL page in the Metro to promote the consultation to the general public • We will contact London TravelWatch to inform them of the consultation and seek their views • The taxi fares and tariffs consultation will be sent to accessibility and disability groups we hold email addresses for (e.g. Age UK, Guide Dogs, RNIB, Transport for All, etc) • Contacting Crip Life to see if they can support us with promoting the consultation 		Review of consultation responses – after close of consultation



5. Monitoring and evaluation

Detail how you will or plan to monitor and evaluate the success of the mitigation actions and the overall impact of your decision or proposal

1.	How would you monitor and evaluate the success of the mitigating actions once your proposal has been implemented?	<p>These will both be monitored through a combination of ways including:</p> <ul style="list-style-type: none"> • Stakeholder feedback • Asking taxi users about taxi fares in the annual user customer satisfaction survey • Asking taxi drivers about taxi fares in the annual licensee customer satisfaction survey
2.	How would you monitor the actual impact of your proposal or decision once your proposal has been implemented?	

6. Decision-Making

Based on the above assessment, please select one of the options below that describe what you propose to do next. It is important that you provide the reason(s) for your decision and the evidence that supported these reasons.

1	Continue with your work because the assessment demonstrates that the work will have no potential negative or adverse impact on equality and inclusion groups.	
2	Justify and continue with your work despite negative equality impacts, and because there are	<ul style="list-style-type: none"> • We're planning to proceed with the consultation



<p>other factors which make it reasonable for you to decide to continue with your work.</p>	<ul style="list-style-type: none"> • Once the consultation ends, we will review and consider all the responses received and the impacts identified. These will inform our recommendations for any changes to taxi fares and tariffs • TfL’s Finance Committee is authorised to approve proposed changes to taxi fares and tariffs. Once the Finance Committee have reached a decision, we will publish the outcome, consultation report and the response to the issues raised during the consultation • If we decide to make any changes, these would normally be implemented between six to eight weeks after being approved by the Finance Committee. This is to allow time for the taximeters and fares information to be updated <p>Update – 16 January 2024</p> <p>After reviewing all of the responses to the consultation and considering the issues raised, and the positive and negative impacts identified we are recommending:</p> <ul style="list-style-type: none"> • Increasing Tariffs 1, 2 and 3 by the total Cost Index figure (+8.92 per cent) to reflect the change in both taxi drivers’ operating costs and average national earnings • Making the Tariff 4 rates the same as the Tariff 2 rates • Reducing the Heathrow extra from £3.60 to £2.00 • Increasing the fixed-fares for shared-taxis that operate between Wimbledon and Southfields stations and the tennis during the Wimbledon Tennis Championships <p>These recommendations will be considered by the TfL Finance Committee at its meeting on Wednesday 13 March 2024.</p>
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3	Change or adapt your work to ensure it does not adversely or disproportionately impact certain groups of people, communities, or miss opportunities to affect them positively	
4	Stop your work because there is a high probability of noticeable discrimination and negative impacts which cannot be objectively justified. Further research work may be needed.	

7. Sign off

EQIA author	
Name:	Darren Crowson
Title:	TfL Taxi and Private Hire Policy Manager
Date:	11/09/2023
Signature	
EQIA reviewer (superuser or D&I team)	
Name:	Maggie Heraty
Title:	Member of TfL's independent Disability Advisory Group (IDAG)
Date review completed:	03 September 2023
Signature	
D&I team representative	
Name:	

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Title:	
Date:	
Signature	
EQIA signed off by (Senior accountable person)	
<i>The EQIA should be signed off by a senior accountable manager or senior project sponsor. They are ultimately responsible for ensuring that the EQIA requirements are taken onboard and delivered as part of the project deliverables and/or escalated to the decision-makers where necessary. By signing, they are confirming that the equality impacts have been identified, understood, and considered; those affected by the proposal/decision have been involved or consulted; and there are plans to mitigate any potential negative impact and monitor the actual impact of the proposal/decision after implementation.</i>	
Name:	Charlotte Reynolds
Title:	TfL Head of Taxi and Private Hire Policy
Date:	04/03/2023
Signature	

8. Document history and version control

Document history	Version	Date	Summary of changes
	1.0	30/08/2023	First draft
	2.0	12/09/2023	Updated following review
	3.0	09/10/2023	EQIA published with consultation
	4.0	16/01/2024	Updated following review of consultation responses
	5.0	01/03/2023	Stakeholder summaries added

