

Appendix 2: Summary of consultation responses

Respondents

- In total there were 1,313 responses to the taxi fares and tariffs consultation
- We asked respondents who they were responding as, and they could choose an answer from the list below:
 - Taxi (black cab) user
 - Taxicard member
 - London taxi (black cab) driver
 - Non-taxi (black cab) user
 - Private hire/minicab operator
 - Private hire/minicab driver
 - Representative of an organisation
- This was not a mandatory question. The responses from those who did answer this question are shown below

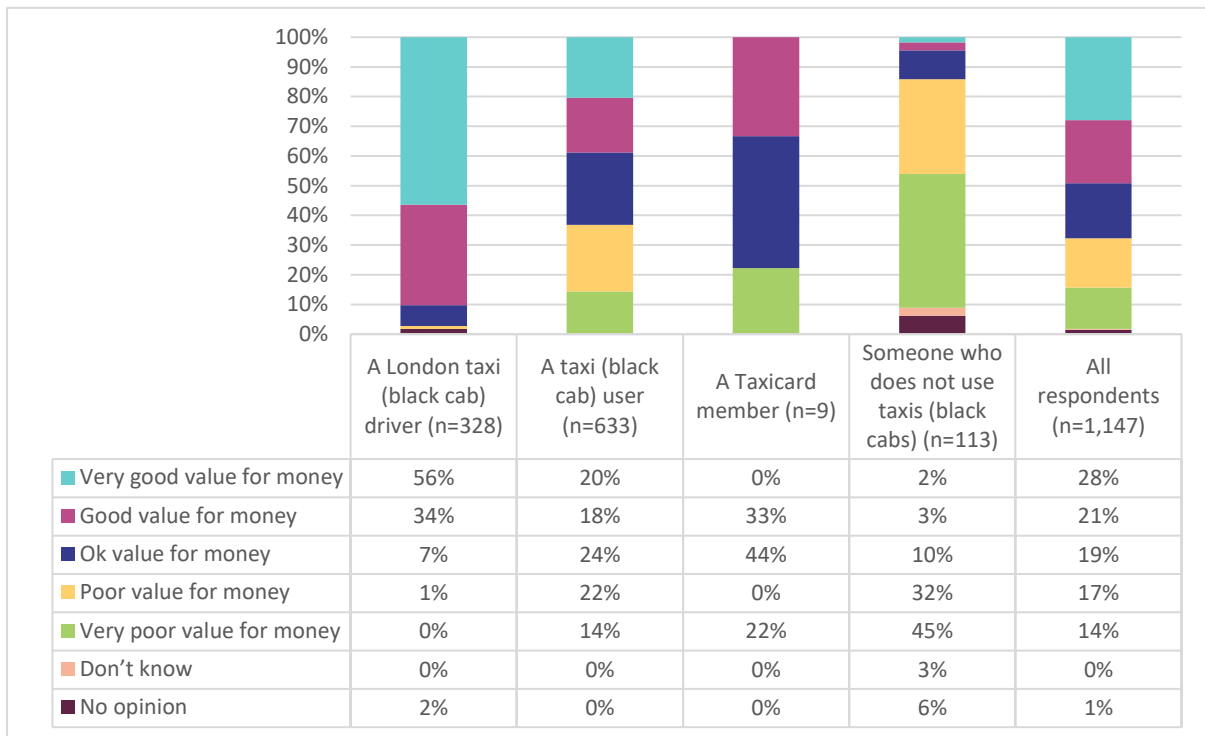
Respondent type	Count	%
Taxi (black cab) user	643	55%
Taxicard member	9	1%
London taxi (black cab) driver	337	29%
Non-taxi (black cab) user	114	10%
Private hire/minicab operator	1	0%
Private hire/minicab driver	1	0%
Representative of an organisation	12	1%
Other	52	4%
Total	1169	100%

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

Respondent Type	Count	%
Taxi users	643	49%
Taxicard members	9	1%
London taxi drivers	337	26%
Non-taxi users	114	9%
All respondents	1313	100%

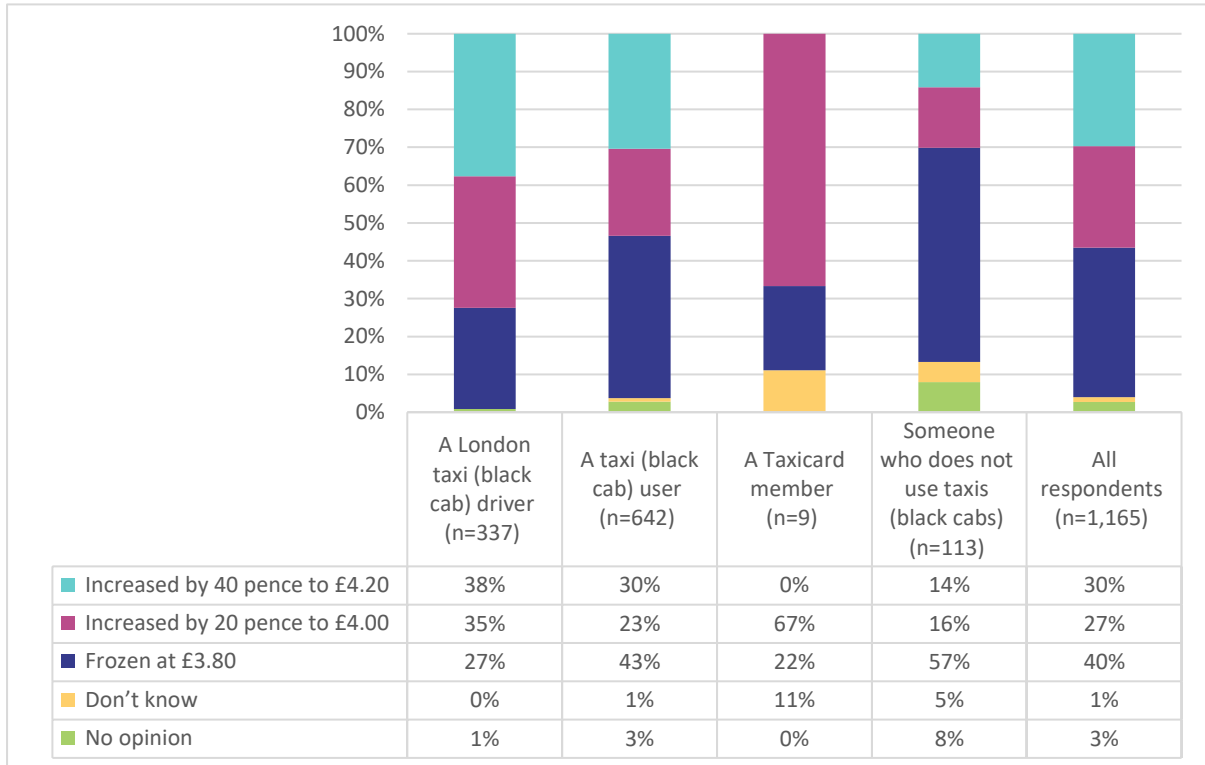
Value for money

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



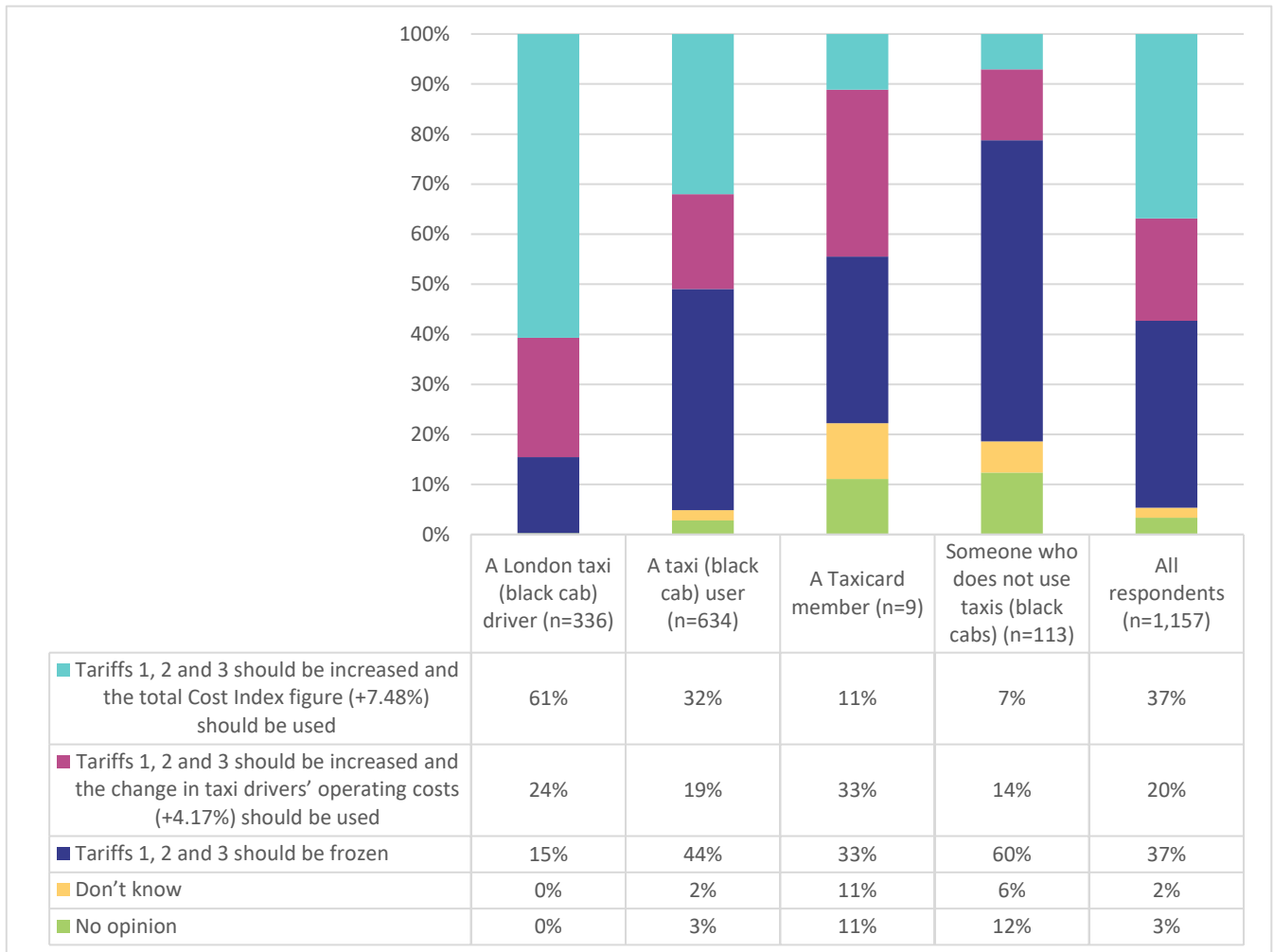
Minimum fare

- 30 per cent of all respondents thought the minimum fare should be increased by 40 pence to £4.20
- 27 per cent thought it should be increased by 20 pence to £4.00
- 40 per cent thought it should be frozen at £3.80



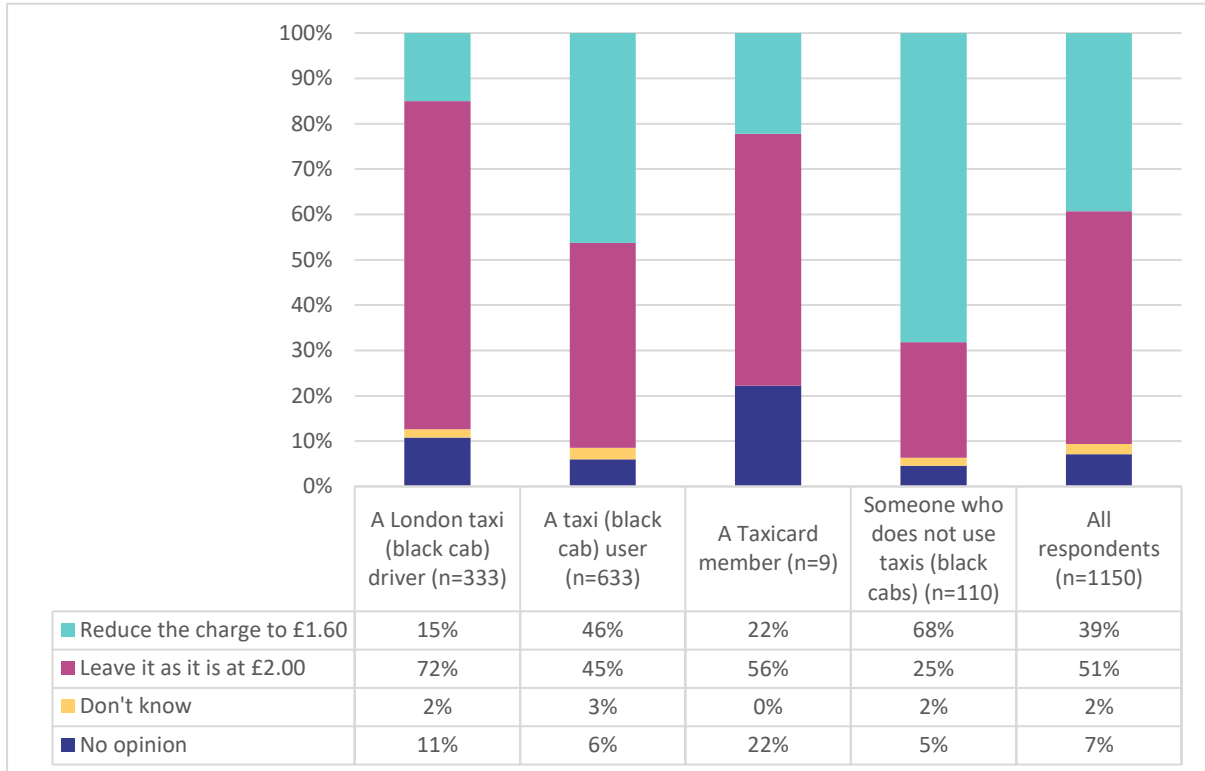
Tariffs 1, 2 and 3

- 37 per cent of all respondents thought that Tariffs 1, 2 and 3 should be increased with the total Cost Index figure (+7.48 per cent) used
- One fifth (20 per cent) of all respondents thought that Tariffs 1, 2 and 3 should be increased with the change in taxi drivers' operating costs figure (+4.17 per cent) used
- 37 per cent of all respondents thought that Tariffs 1, 2 and 3 should be frozen



Heathrow Extra

- Just over half (51 per cent) of all respondents thought the Heathrow Extra should be left at £2.00,
- 39 per cent thought it should be reduced to £1.60



Heathrow drop off charge

- Just over half (53 per cent) of all respondents thought the Heathrow drop off charge should be increased to £6.00
- Just over one quarter (26 per cent) thought it should be removed
- 10 per cent thought it should be frozen at £5.20, and only seven per cent thought it should be reduced

