



Review of taxi (black cab) fares and tariffs 2024/25

Consultation Report
February 2025

MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

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1. Executive Summary

Between 21 October 2024 and 2 December 2024, we held a public consultation on our proposals for the annual review of London taxi (black cab) fares and tariffs.

We invited comments on possible increases to Tariffs 1, 2 and 3 and the minimum fare. We also sought the views on whether any increases should be spread across the tariffs and minimum fare.

Seven options were presented for consultation. These proposed various changes to fares, including options for spreading any increase across Tariffs 1, 2 and 3 and the minimum fare. The full seven options were:

- **Option 1**
 - No change in minimum fare
 - Tariffs 1, 2 and 3 increased by 7.48 per cent (full Cost Index Figure)
- **Option 2**
 - Minimum fare increased by 20 pence (from £3.80 to £4.00)
 - Tariffs 1, 2 and 3 increased by 6.27 per cent
- **Option 3**
 - Minimum fare to be increased by 40 pence from £3.80 to £4.20
 - Tariffs 1, 2 and 3 to be increased by 5.05 per cent
- **Option 4**
 - No change in minimum fare
 - Tariffs 1, 2 and 3 increased by 4.17 per cent
- **Option 5**
 - Minimum fare increased by 20p from £3.80 to £4.00
 - Tariffs 1, 2 and 3 increased by 2.96 per cent
- **Option 6**
 - Minimum fare increased by 40p from £3.80 to £4.20
 - Tariffs 1, 2 and 3 increased by 1.74 per cent
- **Option 7** proposed freezing both the minimum fare and Tariffs 1, 2 and 3 at their current rates

With all of these options, the Tariff 4 rates would be increased so that these were the same as the Tariff 2 rates.

We also asked for views on proposed changes to the charges which taxi drivers can pass on to passengers to cover the costs of using the taxi feeder park at Heathrow Airport (the 'Heathrow Extra') and for dropping off passengers at the airport terminal forecourts (the 'Terminal Drop Off Charge' – TDOC).

We received 1,313 responses to the consultation, including 16 from stakeholder organisations. While not all respondents provided a response for every question, the most frequently expressed views were:

- 28 per cent of respondents felt that taxi fares were very good value for money
- 40 per cent of respondents felt that the minimum fare should be frozen

- An equal number of respondents (37 per cent) – supported increasing Tariffs 1, 2 and 3 using the full Cost Index figure (this was Option 3 of those listed above), as freezing them (Option 7)
- 51 per cent of those responding supported the Heathrow Extra remaining at £2.00
- 53 per cent of those responding supported increasing the Heathrow TDOC to £6.00

We also gave respondents the opportunity to make written comments about any aspect of the proposals, and 664 people chose to do so. Our responses to the top five issues raised are included in the following pages. Our full responses to the issues raised during the consultation is provided in Appendix A.

Number of comments	Top five most frequently raised issues	Our summary response
203	Concern that taxi fares are already too high/should be reduced	<p>We try to strike a balance when reviewing taxi fares between taxi drivers being paid fairly for their work and customers receiving fair and affordable fares. We use the Cost Index when calculating fares proposals – this allows us to track any increases in driver operating costs and increases in average national earnings. We also take into account the needs of people who share protected characteristics under the Equalities Act and their needs when using taxis.</p> <p>Full details of the Cost Index and how we use it can found on our website (Link)</p>
49	Suggest a need to support taxi drivers	
133	Suggest taxi fares need to be more competitive against PHVs	<p>When considering competition, care needs to be taken as there are differences between taxi and PHV services. Passengers can compare PHV fares prior to making a booking but this is not an option when hailing a taxi on the street or from a taxi rank.</p> <p>Concerns have been raised about taxi fares being too expensive and taxis not being good value for money. In our annual taxi and minicab customer satisfaction survey taxi and minicab passengers are also asked to rate the value for money of their most recent taxi or minicab journey. The results are reported on a scale of zero (very poor/extremely dissatisfied) to 100 (excellent/extremely satisfied) and are shown below.¹ A score of between 70 and 79 would normally be interpreted as something being rated as ‘fairly good’.</p> <p>In our consultation we asked respondents what they think about the value for money of taxi fares to help us understand if taxi fares are considered to be competitive.</p> <p>Just under half (49 per cent) of respondents said they were good or very good value for money, with 31 per cent saying they were poor or very poor value for money</p>
60	Concern about restricted access for taxis/congestion is negatively impacting journey times/costs	<p>TfL is committed to tackling congestion and the Mayor's Transport Strategy sets out policies and proposals to do this. Information about the MTS and the policies and proposals is available on our website.</p> <p>Taxis can already use the majority of bus lanes in London and the 2016 taxi and private hire action plan set out our commitment to supporting the use of bus lanes by taxis where possible. The plan included initiatives to:</p>

¹ Black Cabs and Minicabs Customer Satisfaction Survey (CSS), Verian, 2023/24

		<ul style="list-style-type: none"> • Allow taxis to access an additional 20 bus lanes on the TfL Road Network for the first time • Write to the London boroughs asking them to consider access for taxis to over 40 further bus lanes located on roads they control <p>A new taxi and private hire action plan is being prepared and as part of this we have been speaking to the taxi trade about the issues they face and what changes they would like to see. Restrictions and access for taxis has been raised by the taxi trade as one of their main issues.</p> <p>Low traffic neighbourhoods are governed by London's boroughs and so queries and issues relating to access to these areas should be considered by the borough concerned.</p>
50	Comment about safety of taxis/taxis are safer to use/positive comment about taxi service	<p>London's taxis provide a reliable and trusted service to Londoners and visitors, offering users a safe and convenient service, aided by drivers' extensive knowledge of the capital's streets.</p> <p>The Mayor's Transport Strategy (MTS) recognises the important role taxis play in the capital's transport network. Policy 20 of the MTS states that "<i>The Mayor, through TfL and the boroughs, and working with stakeholders, will seek to ensure London has a safe, secure, accessible, world-class taxi and private hire service with opportunity for all providers to flourish.</i>"</p> <p>Taxis are particularly important for people who face physical or other barriers when accessing other forms of transport. Taxis provide an accessible door-to-door service which may be essential for some users and the MTS recognises that taxis "<i>can expand travel horizons for those requiring safe, accessible travel options.</i>"</p>

1.1 Next Steps

We have considered the feedback we received when making decisions about changes to the taxi fares and tariffs. We have decided to implement Option 3. This will mean spreading an increase using the full Cost Index figure of 7.48 per cent across the minimum fare and Tariffs 1, 2 and 3 as follows:

- Minimum fare to be increased by 40 pence from £3.80 to £4.20
- Tariffs 1, 2 and 3 to be increased by 5.05 per cent

We have also decided to reduce the Heathrow Extra to £1.60 and increase the Heathrow drop off charge to £6.00.

These changes were approved by the TfL Finance Committee meeting on 26 February 2025 and will be implemented in April 2025.

In addition, we also recommended changes to the Wimbledon Tennis Championships fixed-fare shared-taxi scheme. Proposals about this scheme were not included in this year's taxi fares and tariffs consultation process however, we received a formal request to review the scheme. After discussions with the taxi trade and consideration of their response we made recommendations to:

- Increase the fixed fares to central London by £1.50
- Amend the authorised pick up and destination locations
- Expand one of the destination areas in central London

These changes were approved by the TfL Finance Committee meeting on 26 February 2025 and will be implemented in April 2025.

2. About the respondents

2.1 Number of respondents

We received 1,313 responses to the consultation, this included 15 from stakeholder groups.

Respondents	Total	%
Public responses	1,298	99
Stakeholder responses	16	1
Total	1,313	100

2.2 How respondents heard about the consultation

We asked how respondents had heard about the consultation and 1,139 people provided an answer. Of these, 73 per cent said they had heard via an email from TfL. Of those responding 'other', the most common response was having heard from a taxi trade organisation/union.

How respondents heard	Total	%
Email from TfL	832	73
Social media	180	16
Saw it on the TfL website	45	4
On street advertising	2	2
Read about it in the press	2	2
Other	40	3
Total	1139	100

2.3 Methods of responding

The majority of responses (89 per cent) were submitted via our online consultation portal with 10 per cent being submitted via email. Eleven respondents (one per cent) chose to use the 'quick response' tool to make written comments.

Methods of responding	Total	%
Website – online survey	1,166	89
Website – 'quick response' tool	11	1
Email	136	10
Total	1,313	100

2.4 Who responded

We asked respondents who they were responding as and 1169 gave a response. The largest group of respondents was those identifying as taxi (black cab) users, with 55 per cent (643 respondents) with the next largest group being taxi (black cab) drivers with 30 per cent (337 respondents).

Respondent Type	Total	%
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%

2.5 Visits to our consultation website

Consultation materials were hosted on our online web page at the following address:
<https://haveyoursay.tfl.gov.uk/taxi-fares-review-2024>

Extensive background information was provided in a Documents library on the website with a number of print ready documents available. This included information on how taxi fares are calculated, detailed impacts assessment, including an Equalities Impact Assessment and accessible Easy Read materials and survey.

16,333 people visited the website during the consultation, with 3,400 of these visiting numerous pages, including 1,040 document downloads.

3. Summary of all consultation responses

Please note the following with regard to the closed question analysis:

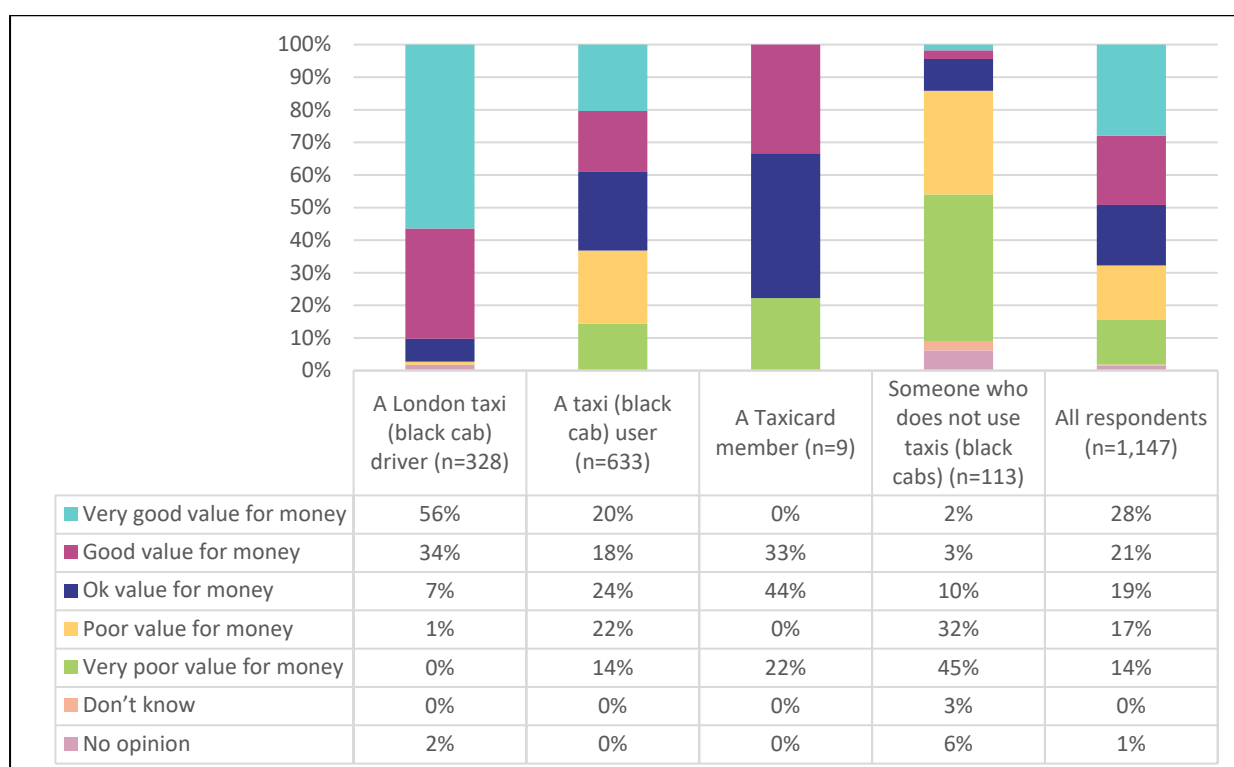
- All of our consultation questions are optional, and so respondents can choose whether or not to provide a response to every question. As a result, differing numbers of respondents have provided responses for each question.
- Please note that 'n' in each table, refers to the total number of people identifying as a particular respondent type who provided a particular response to a question.
- All the following include responses provided by those identifying as a stakeholder (representing a group or organisation). Full details of stakeholder responses can be found in Appendix B

3.1 Summary of responses to Question 1

Please rate the value for money of taxi (black cab) fares in London

1,147 respondents provided an answer for this question.

Respondents were evenly split over the ratings, averaging out to around 20 per cent of respondents agreeing with each statement. Taxi drivers were more likely to say that taxi fares were very good value for money while non-users were more likely than other respondent groups to say they thought taxi fares were poor or very poor value for money.



3.2 Summary of responses to Question 2

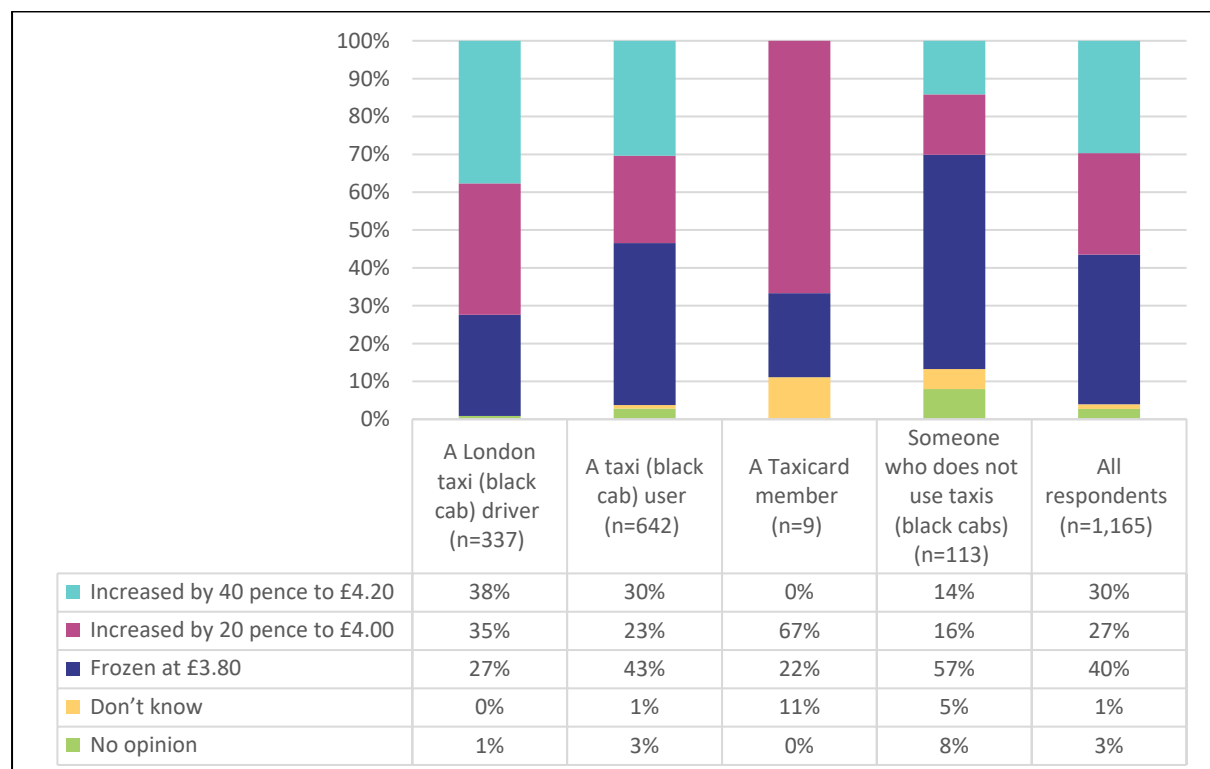
Proposed options for the minimum fare

1,165 respondents chose to give an answer to this question.

Respondents were given three options for the minimum fare, which is currently £3.80:

- Minimum fare frozen
- Minimum fare increased by 20pence to £4.00
- Minimum fare increased by 40pence to £4.20

The responses are illustrated in the graph below. As shown, the most common response (40 per cent) was that the minimum fare should be frozen. Taxi drivers were most likely to have the opinion that minimum fare should be increased.



3.3 Summary of responses to Question 3

Options for Tariffs 1, 2 and 3

1,157 respondents provided an answer to this question.

There were seven options were proposed for Tariffs 1, 2 and 3:

Options 1, 2 and 3 proposed increasing Tariffs 1, 2 and 3 by this year's full Cost Index figure of 7.48 per cent:

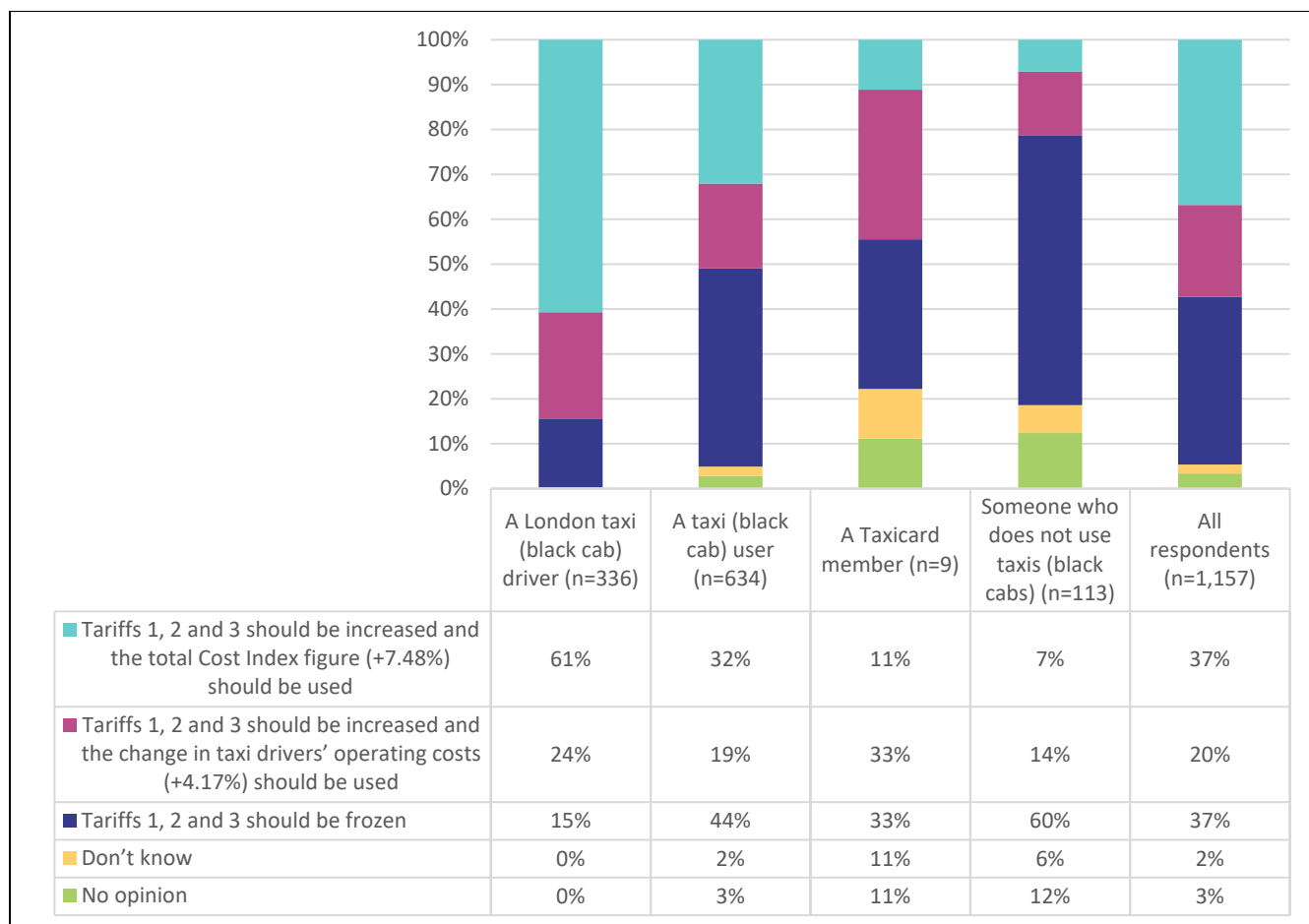
- **Option 1**
 - No change in minimum fare
 - Tariffs 1, 2 and 3 increased by 7.48 per cent (full Cost Index Figure)
- **Option 2**
 - Minimum fare increased by 20 pence (from £3.80 to £4.00)
 - Tariffs 1, 2 and 3 increased by 6.27 per cent
- **Option 3**
 - Minimum fare to be increased by 40 pence from £3.80 to £4.20
 - Tariffs 1, 2 and 3 to be increased by 5.05 per cent

Options 4, 5 and 6 increasing Tariffs 1, 2 and 3 using the figure for the change in taxi drivers' operating costs only:

- **Option 4**
 - No change in minimum fare
 - Tariffs 1, 2 and 3 increased by 4.17 per cent
- **Option 5**
 - Minimum fare increased by 20pence from £3.80 to £4.00
 - Tariffs 1, 2 and 3 increased by 2.96 per cent
- **Option 6**
 - Minimum wage increased by 40pence from £3.80 to £4.20
 - Tariffs 1, 2 and 3 increased by 1.74 per cent

Option 7 proposed freezing both the minimum fare and Tariffs 1, 2 and 3 at their current rates

The responses are illustrated in the following table. As shown in the figure, 61 per cent of taxi drivers support an increase and using the total Cost Index figure. Of the taxi users, 44 per cent support freezing tariffs. Of the total of those responding to this question, an equal number – 37 per cent – supported increasing Tariffs 1, 2 and 3 using the full Cost Index figure and freezing them.



3.4 Summary of responses to Question 4

Options for the 'Heathrow Extra'.

1,150 respondents chose to answer this question.

We proposed changes reducing the 'Heathrow Extra' which taxi drivers can add to fares to cover the costs they are required to pay Heathrow Airport in order to access the taxi 'feeder park'. Typically, drivers are able to recover around half of the fee they must pay Heathrow Airport. Currently, Heathrow Airport charge drivers £3.60 and drivers are able to add £2.00 to fares to help them recover this cost.

Heathrow Airport have advised that they will be decreasing the fee they charge taxi drivers from £3.60 to £3.00.

Respondents were asked whether they thought the charge drivers can add to fares should remain at £2.00 or be reduced to £1.60.

The responses are illustrated in the graph below. As shown, the majority of respondents (51 per cent) said that the charge should remain at £2.00. The group most likely to think it should be reduced to £1.60 were non-taxi users (68 per cent). Among taxi users, the view was split evenly, with 46 per cent saying they thought the charge should be reduced to £1.60 while 45 per cent thought that it should be left as it is.



3.5 Summary of responses to Question 5

Heathrow Terminal Drop off Charge (TDOC)

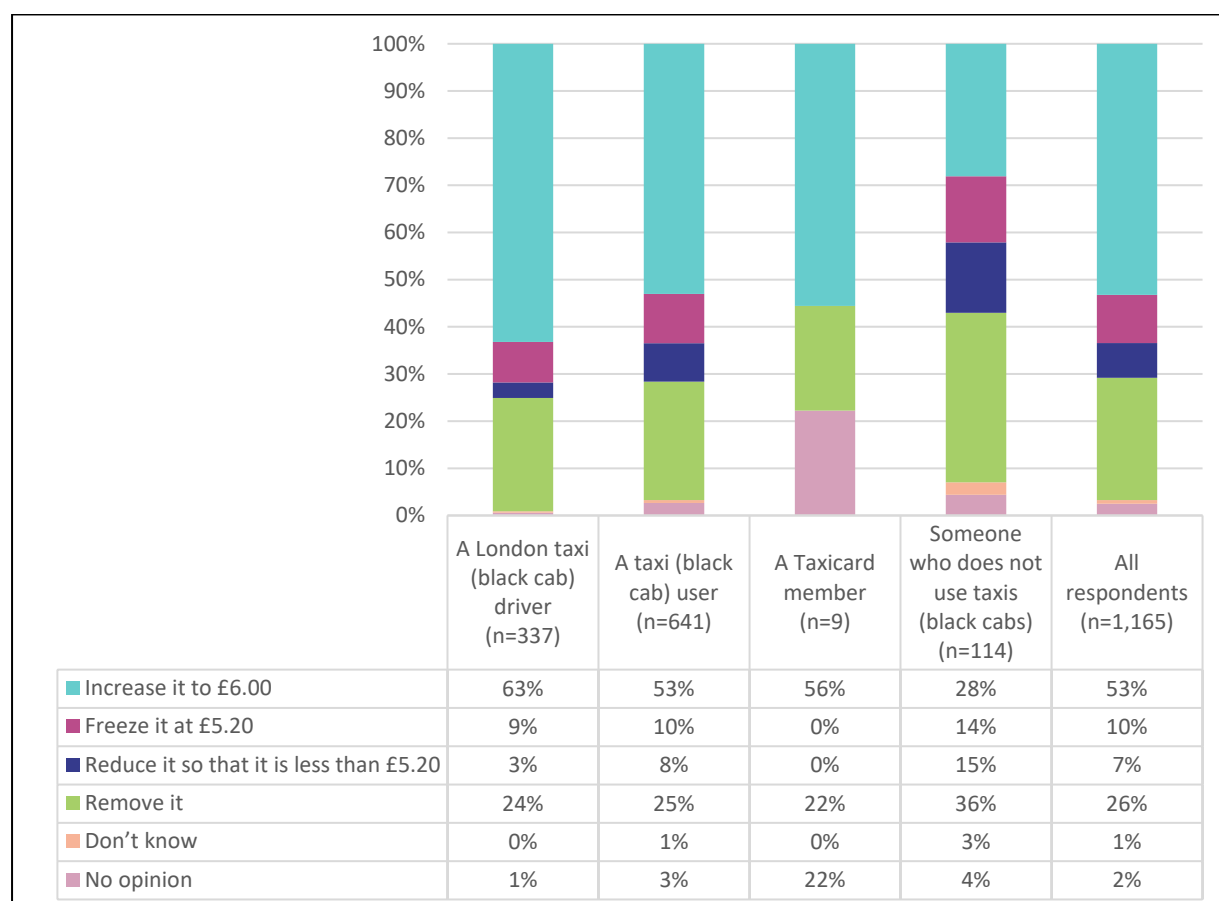
1,165 respondents gave an answer to this question.

This question asked about potential changes to the Heathrow drop off charge.

Taxi drivers can add up to £5.20 to fares when dropping off passengers at one of the airport terminals. This is to cover the Terminal Drop Off Charge (TDOC), which is charged by Heathrow Airport, which all drivers, including taxi drivers, must pay when dropping off passengers at the airport terminal forecourts. This charge is currently £5.00 but Heathrow have advised that this will be increased to £6.00 shortly.

Respondents were asked if the amount drivers can charge passengers should be increased to £6.00, reduced to less than £5.20, frozen at £5.20 or removed.

Just over half of respondents – 53 per cent – thought that the charge should be increased to £6.00. This included 63 per cent of taxi drivers and 53 per cent of taxi users. This is illustrated in the graph below:



3.6 Summary of responses to Question 6 - open question

We gave respondents the opportunity to give us their written comments and feedback via an open text question. 664 people took this opportunity. The top ten themes from responses to the open question are summarised below and sub-divided by respondent type.

Please note that 'n' denotes the total number of respondents identifying as each sub-group who provided a response to the open question.

A full code frame showing all the issues we identified in the written responses can be found in Appendix A.

Our responses to the issues raised through the open comments can be found in Appendix A.

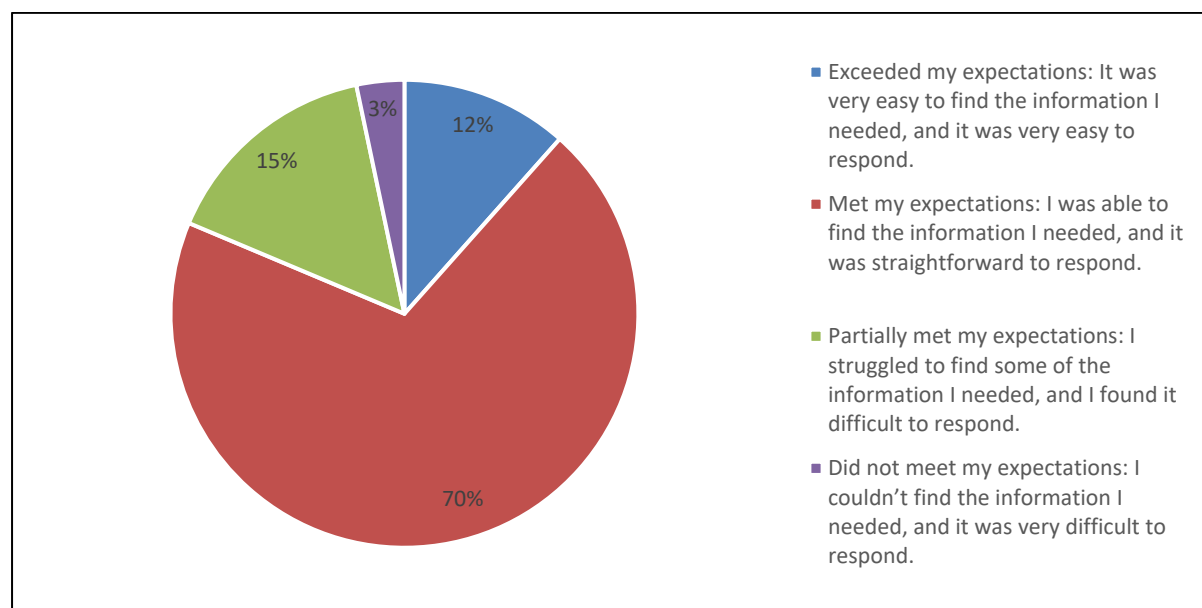
Issue	Taxi Users (n=283)	Taxicard members (n=6)	London taxi drivers (n=200)	Non-taxi users (n=68)	Total Count (n=664)
Concern taxi fares are already expensive / too high / should be reduced / cost of living (general comments)	93	1	47	30	203
Suggest taxi fares should be made more competitive against PHVs / Concern taxis are not competitive against PHVs / PHVs are cheaper	69	0	17	20	133
Concern about restricted accessibility of roads / lanes for taxis / congestion increasing journey times / fares (i.e. suggestions to increase road accessibility / criticism of reduction of road space and use such as bus lanes, LTNs etc)	17	0	31	1	60
Taxis are safe to use / positive experience of using taxis / safer than other modes (e.g. drivers have to pass the Knowledge)	17	1	14	2	50
Suggest need to support taxi drivers / comment supportive of taxi drivers (general comment)	25	1	14	4	49
Suggest taxi fares should be increased because of cost of living / running costs / overheads of taxi drivers (e.g. fuel, card processing,	11	1	28	1	47

app fees, vehicle costs, maintenance)					
Suggest Heathrow should exempt taxis from drop-off fees / General negative sentiment around additional charges	18	0	17	4	42
General negative sentiment around additional charges (regarding Heathrow fares)	16	0	6	9	40
Suggest changes to the tariff system (e.g. introduce a new tariff, changes the times of tariffs), tariffs should be simplified / fares are confusing or a flat rate 24/7 (i.e. no tariffs)	11	0	10	1	29
Concern about taxi driver behaviour / have had issues with drivers (general comments)	14	0	3	4	26

3.7 Quality of the consultation

We asked respondents to let us know how well the consultation materials had met their expectations. 1,029 people gave feedback for this question.

82 per cent of those providing a response said that the consultation had met their expectations (70 per cent, 718 respondents) or exceeded (12 per cent, or 119 respondents) their expectations as illustrated in the chart below:



The 18 per cent (192) people who said the consultation had only partly met expectations (15 per cent or 158 respondents) or not met expectations (3 per cent or 34 respondents) were asked to provide further written feedback to help us improve our consultations in future. 99 respondents took the opportunity to provide comments.

The most common comment made was that the closed questions did not provide enough options for respondents to express a view they agreed with/did not contain material they felt should have been included (26 comments), followed by concerns about the requirement to register a separate account to respond to consultations was a barrier (17 comments) and concern that the consultation had not been publicised enough (7 comments).

4 Stakeholder responses

We received 16 responses from those identifying as representing a stakeholder group. These were:

1. Bolt
2. Cabvision
3. Church Hill, Abbots and Priory Roads Residents' Association, Cheam
4. FREENOW
5. Hackney Disability Backup
6. Hale Taximeters
7. Hammersmith & Fulham Council
8. Heathrow Airport Ltd.
9. Licensed Taxi Drivers Association (LTDA)
10. London TravelWatch
11. Stop Killing Cyclists
12. Taxi Trade Tariff Group
13. Transport for All
14. United Cabbies Group (UCG)
15. Unite the Union
16. Westminster City Council

Summaries of the responses submitted by stakeholders can be found in Appendix X.

4.1 Petitions and campaigns

We are not aware of any petitions or campaigns relating to this consultation.

5. About the consultation

5.1 Purpose

TfL is responsible for the licensing and regulation of London's taxi (black cab) and private hire services. We also regulate taxi fares and set the maximum fares that can be charged. Taxi fares and tariffs are normally reviewed annually.

The objectives of the consultation were:

- To raise awareness and inform people about our proposals
- To give stakeholders and the public enough information about the proposals to allow them to give informed responses
- To encourage and capture feedback
- To understand concerns and objections about the proposals
- To consider any issues not already considered in the impact assessments which may affect decision making
- To enable decision makers to consider the views expressed during the consultation when deciding how to proceed

5.2 Consultation history

Taxi fares and tariffs are usually reviewed annually. The last consultation was in 2023 and changes were implemented in April 2024. The details can be found on our [consultation website](#).

5.3 Who we consulted

The consultation was open to anyone who might have a view on our proposals. We targeted taxi drivers and taxi users. We used existing customer channels to target these groups, such as trade representatives and the TfL Taxi and Private Hire social media channels.

We also identified stakeholder groups representing those with protected characteristics, as well as those representing the interests of business groups, tourism and leisure organisations, and those with an interest in the night-time economy and personal safety.

We used existing networks, channels and stakeholder lists to maximise engagement with our target audiences and we asked stakeholder contacts to cascade information to their own members and contacts as appropriate.

A list of stakeholders we contacted can be found in Appendix E.

5.4 Dates and duration

The consultation ran for six weeks from 21 October 2024 to 2 December 2024.

5.5 What we asked

The consultation sought views on the following:

- Value for money of current taxi fares and tariffs
- Seven options for the minimum fare and Tariffs 1, 2 and 3
- Proposal to reduce the 'Heathrow Extra'
- Options for the Heathrow drop off charge

Respondents were also able to make written comments on any aspect of the proposals via an open text question.

5.6 Methods of responding

Responses to the consultation and requests for further information could be made in several ways:

- By visiting and registering on our online consultation portal <https://haveyoursay.tfl.gov.uk/taxi-fares-review-2024> and completing an online survey or submitting a 'quick response' (which enables respondents to leave written comments without needing to complete the survey)
- By email to haveyoursay@tfl.gov.uk
- By writing to FREEPOST TfL Have Your Say
- A paper copy of our survey and an Easy Read version of our survey was available to download, complete and return by post or email
- By calling our telephone callback service (020 3054 6037) which could be used to leave feedback, ask questions and request materials in alternative format or printed copies of documents
- The 'Questions' tool on our website was available throughout the consultation for the public to ask questions or request further information to help them respond

5.7 Consultation materials and publicity

In order to make the consultation accessible we offered an Easy Read version of the materials and survey and a British Sign Language video outlining the proposals. To help support London's diverse communities our Have Your Say web page is able to translate our consultation materials into many different languages.

We publicised the consultation in a number of ways, including via email to stakeholders and customers, social media, online advertising and via face to face sessions at a number of taxi ranks at key London rail and underground stations and transport hubs.

Emails to public/stakeholders

We emailed over 1,200 stakeholders from our central stakeholder database to tell them that the consultation had launched and asking them to promote the consultation to any of their own contacts or networks who may be interested in responding.

We sent an email to 363,353 registered customers who had consented to receive updates about taxi services from us. The consultation was also included in the weekly emails sent to all licensed taxi drivers. This activity was repeated a week before the end of the consultation to remind people to take part.

A copy of the emails can be found in Appendix C.

Media activity

The consultation was promoted in the TfL page of the Metro newspaper on 22 October 2024. The consultation was also featured by other news outlets including the London Standard.

Copies of media features are reproduced in Appendix C.

On-site advertising

We placed five three-sided on-street advertising assets ('toblerones') at taxi rank 'poles' at various taxi ranks:

- Euston
- Finsbury Park
- Hammersmith
- Liverpool Street
- North Greenwich

Photos showing examples of this activity are included in Appendix C.

Social media and digital advertising

The TfL Taxi and Private Hire team promoted the consultation via their specific social media channel, X (formerly Twitter) at various points through the consultation process. Examples of these are reproduced in Appendix C.

We also worked with 'Crip Life' an online magazine run by and for disabled people who included an online article about the consultation and how to get involved.

Face to face sessions

We held face to face sessions at a number of locations identified as likely to be attractors for likely taxi customers, such as the West End and Heathrow Airport. 1,000 flyers giving details of the consultation and how to get involved were distributed to taxi customers and taxi drivers using the ranks and were left, with permission at nearby venues.

These sessions were held as follows:

Date/Time	Location	Number of flyers distributed
Wednesday 30 October 14.00-19.00	Covent Garden	190
Friday 8 November 14.00-19.00	Heathrow Terminal 2 taxi rank	340
Tuesday 12 November 08.00-13.00	Heathrow Terminal 2 taxi rank	210
Saturday 16 November 11.00-16.00	Covent Garden	220

Meetings with stakeholders

There are monthly meetings with the taxi trade associations to discuss taxi fares and tariffs and potential changes.

In addition, on 7 November 2024, we joined TfL's regular meeting with Transport for All (TfA), who represent Londoners with disabilities and advocate for accessible transport services. We briefed TfA on the proposals and answered questions from them.

5.8 Equalities Assessment

We provided consultation materials in a variety of formats intended to be accessible for people with a variety of needs to help everyone participate. This included Easy Read materials and survey and British Sign Language videos. Our website can be translated into a range of languages.

We also provided a telephone call back service for those without internet access to contact us to discuss our proposals or request printed materials to be sent by post if required.

Prior to launching the consultation, we undertook an EQIA, as well as a number of impact assessments to help identify groups which could potentially be impacted by the proposals, this was made available on the consultation website throughout.

We worked with colleagues in Stakeholder Advocacy and Engagement to contact regional groups representing those with protected characteristics and given the subject matter were keen to engage with disabled customers, as taxis can be a more accessible choice for people who may find using public transport more challenging.

5.9 Analysis of consultation responses

The consultation responses were analysed by WSP, an external consulting company. WSP were appointed through an external supplier contract which was commercially tendered.

The open question analysis was completed by assigning (or 'coding') the points made by each respondent to one or more codes within a code frame. The code frame was developed by WSP and all codes received prior approval from TfL. Any additional codes or changes to existing codes were also approved during the analysis period. Codes were organised by theme and separated into positive, negative, concerns and suggestions.

Each code represented a point raised by respondents in their response. This coding enabled the same or similar points raised by multiple individuals (and expressed by individuals in a variety of ways) to be categorised within the code frame. From this, it was possible to count how many times the same or similar points had been raised by respondents. To avoid duplication in the analysis, one code frame was developed to capture the issues raised in written responses.

A full list of all the issues raised and our responses to these can be found in Appendix A.

Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised

Code Frame

Theme	Code	Count
Tariff / Fare	Concern taxi fares are already expensive / too high / should be reduced / cost of living (general comments)	203
	Suggest need to support taxi drivers / comment supportive of taxi drivers (general comment)	49
	Suggest taxi fares should be increased because of cost of living / running costs / overheads of taxi drivers (e.g. fuel, card processing, app fees, vehicle costs, maintenance)	47
	Suggest changes to the tariff system (e.g. introduce a new tariff, changes the times of tariffs), tariffs should be simplified / fares are confusing or a flat rate 24/7 (i.e. no tariffs)	29
	Support / agree with increasing fares / tariffs (general comment)	20
	Concern that increasing taxi fares will put me / taxi drivers out of business / reduce the number of people using taxis / ruin the taxi trade	18
	Suggest the meter should be paused when in standstill traffic/fares and charges when in traffic should be reviewed	13
	Suggest a fare estimate should be provided before starting / agreeing a journey	11
	Suggest standard / fixed fares should be offered instead of metered fares / capped fares	9
	Concern the taxi trade will price itself out of the market	8
Tariff Options	Support Option 1 (CID 7.48%): • Tariffs 1, 2 and 3 increased by full Cost Index Figure (+7.48%) • Tariff 4 increased to be in line with Tariff 2 • No change in minimum fare	16
	Other tariff/ fare related comment	11
	Oppose increase to minimum fare/minimum fare should be frozen at £3.80	7
	Support Option 7 (No Increase): • No change to Tariffs 1, 2 and 3 • No change to minimum fare • Fares frozen for 2025/26	6
	Support general increase of minimum fare	6
	Support a reduction of minimum fare	5
	Support 20p increase to minimum fare (from £3.80 to £4)	4
	Support Option 2 (CID 7.48%): • Tariffs 1, 2 and 3 increased by 6.27% • Tariff 4 increased to be in line with Tariff 2 • Minimum fare would increase by 20 pence, from £3.80 to £4.00	2

	Support Option 3 (CID 7.48%): • Tariffs 1, 2 and 3 increased by 5.05% • Tariff 4 increased to be in line with Tariff 2 • Minimum fare would increase by 40 pence, £3.80 to £4.20	2
	Support Option 5 (CID 4.17%): • Tariffs 1, 2 and 3 increased by 2.96% • Tariff 4 increased in line with Tariff 2 • Minimum fare increased by 20 pence to £4.00	2
	Support 40p increase to minimum fare (from £3.80 to £4.20)	2
	Oppose Option 1 (CID 7.48%): • Tariffs 1, 2 and 3 increased by full Cost Index Figure (+7.48%) • Tariff 4 increased to be in line with Tariff 2 • No change in minimum fare	1
	Oppose Option 4 (CID 4.17%): • Tariffs 1, 2 and 3 increased by 4.17% • Tariff 4 increased to be in line with Tariff 2 • No change in minimum fare	1
	Oppose Option 5 (CID 4.17%): • Tariffs 1, 2 and 3 increased by 2.96% • Tariff 4 increased in line with Tariff 2 • Minimum fare increased by 20 pence to £4.00	1
	Oppose Option 6 (CID 4.17%): • Tariffs 1, 2 and 3 increased by 1.74% • Tariff 4 increased in line with Tariff 2 • Minimum fare increased by 40 pence to £4.20	1
	Oppose Option 7 (No Increase): • No change to Tariffs 1, 2 and 3 • No change to minimum fare • Fares frozen for 2025/26	1
	Suggest that only Tariff 3 should be increased (i.e. to incentivise taxi drivers to work at night)	1
	Support Option 4 (CID 4.17%): • Tariffs 1, 2 and 3 increased by 4.17% • Tariff 4 increased to be in line with Tariff 2 • No change in minimum fare	0
	Support Option 6 (CID 4.17%): • Tariffs 1, 2 and 3 increased by 1.74% • Tariff 4 increased in line with Tariff 2 • Minimum fare increased by 40 pence to £4.20	0
	Oppose Option 2 (CID 7.48%): • Tariffs 1, 2 and 3 increased by 6.27% • Tariff 4 increased to be in line with Tariff 2 • Minimum fare would increase by 20 pence, from £3.80 to £4.00	0
	Oppose Option 3 (CID 7.48%): • Tariffs 1, 2 and 3 increased by 5.05% • Tariff 4 increased to be in line with Tariff 2 • Minimum fare would increase by 40 pence, £3.80 to £4.20	0
	Suggest that only Tariff 1 is increased (i.e. to make short journeys attractive to taxi drivers)	0
	Suggest increasing taxi fares by more than Option 1 (more than 7.48% increase)	0
Heathrow Fares	Suggest Heathrow should exempt taxis from drop-off fees	42
	General negative sentiment around additional charges	40
	Support increase on Heathrow drop-off fees to £6	16
	Support full cost of all additional Heathrow fees being passed on to the passenger.	15
	Heathrow should not charge taxis the Heathrow Extra fee	11

	Suggest implementing fixed zone prices for trips to / from Heathrow	10
	Other Heathrow fare related comment	10
	Suggest public transport should be encouraged for trips to / from Heathrow over taxis	6
	Suggest taxis should not charge the passenger a drop off fee / not pass on the drop off fee to the passenger	5
	Taxis should not charge the passenger a pick up fee / not pass on the Heathrow Extra fee to the passenger	4
	Support a freeze on Heathrow drop-off fee at £5.20	2
	Support reducing Heathrow extra to £1.60	2
Road Space	Concern about restricted accessibility of roads / lanes for taxis / congestion increasing journey times / fares (i.e. suggestions to increase road accessibility / criticism of reduction of road space and use such as bus lanes, LTNs etc)	60
	Concern that restricted road accessibility has a negative impact on disabled users (e.g. impact on routes to hospitals, door to door service etc)	15
	Other road space related comment	4
	Support restricting accessibility of roads / lanes for taxis (i.e. taxis should not be able to use bus lanes, gates, LTNs)	3
Competition	Suggest taxi fares should be made more competitive against PHVs / Concern taxis are not competitive against PHVs / PHVs are cheaper	133
	Concern that there are not enough taxi drivers / need to incentivise new drivers (e.g. subsidised taxis, insurance)	15
	Concern that PHVs / apps negatively impacting taxi drivers / taxi trade	14
	Suggest that public transport alternatives are cheaper/ better value for money than taxis	8
	Other competition based comment	7
	Suggest taxi fares should be made more competitive against public transport	5
	Suggest taxi fares are already competitive against PHVs (i.e. taxi fares are cheaper/better value for money than PHVs) / are already competitive with other services	3
Experience with Taxi Services, Drivers and Users	Taxis are safe to use / positive experience of using taxis / safer than other modes (e.g. drivers have to pass the Knowledge)	50
	Concern about taxi driver behaviour / have had issues with drivers (general comments)	27
	Concern that taxi drivers are selective with who they pick up / refuse to do short journeys / Taxicard jobs / use longer routes (e.g. don't accept the fare if they will not make much money from it)	22
	General negative comment about taxis (e.g. they cause congestion, are not needed, should be abolished, knowledge of taxi drivers is redundant etc)	20
	Concern that taxis are difficult to use (e.g. booking/hailing)	13
	Other taxi experience related comment	1

Concern About Impact of Taxi Fares	Concern that increasing taxi fares will have a negative impact on disabled users	25
	Concern that increasing taxi fares will have a negative impact on Taxicard members	10
	Concern that increasing taxi fares will have a negative impact on older passengers	9
	Concern that increasing taxi fares will have a negative impact on women	8
	Concern that increasing taxi fares will have a negative impact on other users / groups	8
	Other taxi fare impact related comment	7
	Concern that increasing taxi fares will have a negative impact on those financially struggling / low-income households	2
Other Comments / Suggestions	Other comment	22
	Concern around booking apps (e.g., Additional fees on taxi booking apps are too expensive / TfL should regulate booking companies)	13
	Suggest reducing the price of taxi vehicles / concern about high purchase price of new taxis	11
	Suggest taxis should not be exempt from charges (e.g., congestion, tolls etc)	3
	Suggest increases to additional charges (e.g. soiling charge, Christmas/New Year extra)	3
	Other comment relating to electric taxis (e.g. suggest clear signage where a taxi isn't electric)	3
	Suggest all extra charges to taxi drivers should be recoverable from the passenger (e.g. toll charges, card payments, app charges)	2
	Suggest taxis should be exempted from other charges (e.g., tolls)	2
	Suggest other users / groups need discounts for using taxis	1
	Suggest taxis should charge extra for more passengers / luggage	1
Other Codes	Concern around method of calculation	7
	Not sure/confused by proposals	0
	Criticism of TfL	12
	Need for further consultation and engagement	10
	Criticism of questionnaire / survey	7
	Need more information / query / request for contact	6
	Criticism of Mayor of London (e.g. Labour, Mayors Office)	5
	This question does not apply to me / no comment / nothing / N/A	5
	Concern consultation won't be listened to	2
	Criticism of consultation materials (e.g. website etc.)	2

Our Response to Issues Raised

Below are our responses to the most common issues raised by respondents to the consultation.

Theme	Issue	Response
Tariff/Fare	Support/agree with increasing fares/tariffs (general comment)	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.
	Suggest need to support taxi drivers/comment supportive of taxi drivers (general comment)	
	Suggest taxi fares should be increased because of cost of living/running costs/overheads of taxi drivers (e.g. fuel, card processing, app fees, vehicle costs, maintenance)	<p>To achieve this we:</p> <ul style="list-style-type: none"> • Use the Cost Index to inform any potential changes to taxi fares and tariffs, but we do not automatically increase or decrease fares or tariff rates by the total Cost Index figure • Consider any changes to the costs of being a taxi driver in London along with the need for fares to be fair, reasonable and affordable for users • Take into account the need to maintain reasonable and justifiable differences between the tariffs and as the journey distance or duration of a journey increases • Recognise the time and investment required to meet specific criteria to enter into and remain licensed within the London taxi industry, including the Knowledge of London and Conditions of Fitness for taxi vehicles • Have due regard to the impact of changes to fares and tariffs on those sharing characteristics protected under the Equality Act 2010 including those who may
	Concern taxi fares are already expensive/too high/should be reduced/cost of living (general comments)	
	Concern that increasing taxi fares will put me/taxi drivers out of business/reduce the number of people using taxis/ruin the taxi trade	
	Concern the taxi trade will price itself out of the market	
	Suggest changes to the tariff system (e.g. introduce a new tariff, changes the times of tariffs), tariffs should be simplified/fares are confusing or a flat rate 24/7 (i.e. no tariffs)	
	Suggest the meter should be paused when in standstill traffic/fares and charges when in traffic should be reviewed	
	Suggest standard/fixed fares should be offered instead of metered fares/capped fares	

Theme	Issue	Response
	Suggest a fare estimate should be provided before starting/agreeing a journey	<p>use taxis more frequently or are more reliant on them because they are in a protected group (e.g. older people, disabled people)</p> <p>The taxi Cost Index is updated when we review taxi fares. This tracks changes to:</p> <ul style="list-style-type: none"> • Taxi drivers' operating costs • Average national earnings <p>Using the Cost Index helps ensure we take into account changes in costs taxi drivers face. We've not proposed reducing taxi fares and tariffs in this review as we know taxi drivers' operating costs have increased.</p> <p>After reviewing all of the responses to the consultation and taking into consideration the issues raised, the positive and negative impacts identified, the concerns about the taxi user responses and that some respondents (e.g. private hire vehicle (PHV) operators, taxi booking companies) may have commercial interests and that these may influence their responses, we have recommended that:</p> <ul style="list-style-type: none"> • There is an increase to the taxi fares and tariffs • The total Cost Index figure (+7.48%) is used <p>Instead of increasing Tariffs 1, 2 and 3 by the total Cost Index figure, we have recommend that the increase is split between the minimum fare and Tariffs 1, 2 and 3. Option 3 in the consultation has been recommended, this is a 40 pence increase to the minimum fare and 5.05% increase to Tariffs 1, 2 and 3.</p>

Theme	Issue	Response
		<p>The paper submitted to the Transport for London (TfL) Finance Committee includes the reasons for making this recommendation.</p> <p>We've not recommended any changes to the tariff structure, or taxi fares being based on time and distance as part of this review of taxi fares and tariffs but if we think changes are needed we will include these in future reviews.</p> <p>We've not proposed removing the tariffs and having a single flat rate that applies at all times as we think it is important to have different tariffs to try and encourage drivers to work at certain times (late at night).</p> <p>When a taxi is hailed on the street or hired at a taxi rank, drivers will normally provide an estimate of the fare before the journey starts if asked to do so. Estimates for booked taxis are normally provided when the booking is being made.</p> <p>The taximeter shows the maximum fare that can be charged at the end of a journey but taxi drivers can already charge less than the metered fare or charge fixed or capped fares that are lower than the metered fare.</p>
Tariff Options	Support Option 1 (CID 7.48%): <ul style="list-style-type: none"> • Tariffs 1, 2 and 3 increased by full Cost Index Figure (+7.48%) • Tariff 4 increased to be in line with Tariff 2 • No change in minimum fare 	After reviewing all of the responses to the consultation and taking into consideration the issues raised, the positive and negative impacts identified, the concerns about the taxi user responses and that some respondents (e.g. PHV operators, taxi booking companies) may have
	Support Option 2 (CID 7.48%):	

Theme	Issue	Response
	<ul style="list-style-type: none"> Tariffs 1, 2 and 3 increased by 6.27% Tariff 4 increased to be in line with Tariff 2 Minimum fare would increase by 20 pence, from £3.80 to £4.00 	<p>commercial interests and that these may influence their responses, we've recommended that:</p> <ul style="list-style-type: none"> There is an increase to the taxi fares and tariffs The total Cost Index figure (+7.48%) is used The Tariff 4 rates should continue to be the same as the Tariff 2 rates <p>Instead of increasing Tariffs 1, 2 and 3 by the total Cost Index figure, we have recommend that the increase is split between the minimum fare and Tariffs 1, 2 and 3. Option 3 in the consultation has been recommended, this is a 40 pence increase to the minimum fare and 5.05% increase to Tariffs 1, 2 and 3.</p> <p>We are making this recommendation for the following reasons:</p> <ul style="list-style-type: none"> The Cost Index shows there has been a relatively large increase in taxi drivers' operating costs (+4.17%), with a particularly large increase in insurance costs The Cost Index shows that there has been an increase in average national earnings (+3.31%) This recommendation reflects the change in both taxi drivers' operating costs and average national earnings By spreading the increase across the minimum fare and Tariffs 1, 2 and 3 the increase to the tariffs is lower (5.05%) than if we just increased Tariffs 1, 2 and 3 by the total Cost Index figure (7.48%) It is important that taxi drivers are fairly paid to try and ensure that taxi driving remains a viable career,
	<p>Support Option 3 (CID 7.48%):</p> <ul style="list-style-type: none"> Tariffs 1, 2 and 3 increased by 5.05% Tariff 4 increased to be in line with Tariff 2 Minimum fare would increase by 40 pence, £3.80 to £4.20 	
	<p>Support Option 4 (CID 4.17%):</p> <ul style="list-style-type: none"> Tariffs 1, 2 and 3 increased by 4.17% Tariff 4 increased to be in line with Tariff 2 No change in minimum fare 	
	<p>Support Option 5 (CID 4.17%):</p> <ul style="list-style-type: none"> Tariffs 1, 2 and 3 increased by 2.96% Tariff 4 increased in line with Tariff 2 Minimum fare increased by 20 pence to £4.00 	
	<p>Support Option 6 (CID 4.17%):</p> <ul style="list-style-type: none"> Tariffs 1, 2 and 3 increased by 1.74% Tariff 4 increased in line with Tariff 2 Minimum fare increased by 40 pence to £4.20 	
	<p>Support Option 7 (No Increase):</p> <ul style="list-style-type: none"> No change to Tariffs 1, 2 and 3 No change to minimum fare Fares frozen for 2025/26 	
	<p>Oppose Option 1 (CID 7.48%):</p> <ul style="list-style-type: none"> Tariffs 1, 2 and 3 increased by full Cost Index Figure (+7.48%) Tariff 4 increased to be in line with Tariff 2 No change in minimum fare 	

Theme	Issue	Response
	<p>Oppose Option 2 (CID 7.48%):</p> <ul style="list-style-type: none"> • Tariffs 1, 2 and 3 increased by 6.27% • Tariff 4 increased to be in line with Tariff 2 • Minimum fare would increase by 20 pence, from £3.80 to £4.00 	<p>licensed taxi drivers do not stop being a taxi driver and people will consider applying to become a licensed taxi driver. If the number of licensed taxi drivers falls, then this could affect the supply of taxis and increase the risk that taxi users are unable to get a taxi or have to wait longer for a taxi. There could be an increased risk to the safety of some people if taxi wait times increase or they are unable to get a taxi</p> <ul style="list-style-type: none"> • The number of licensed taxi drivers has been falling since 2013/14 and is now at its lowest since 1978. It is important to try and retain existing taxi drivers and increasing the minimum fare and tariffs to reflect the change in both taxi drivers' operating costs and average national earnings may help with this • The number of applications to be a licensed taxi driver and the number of newly licensed taxi drivers is very low. Although there was an increase in the number of applications to become a taxi driver in 2023, the number is still significantly lower than the number received each year up until 2015. Increasing the minimum fare and tariffs to reflect the change in both taxi drivers' operating costs and average national earnings may help encourage more people to apply to become a licensed taxi driver • The Tariff 4 rates were made the same as the Tariff 2 rates in the 2023/24 taxi fares and tariffs review. We didn't propose any changes to this arrangement this year and are recommending that it continues for the time being
	<p>• Oppose Option 3 (CID 7.48%):</p> <ul style="list-style-type: none"> • Tariffs 1, 2 and 3 increased by 5.05% • Tariff 4 increased to be in line with Tariff 2 • Minimum fare would increase by 40 pence, £3.80 to £4.20 	
	<p>• Oppose Option 4 (CID 4.17%):</p> <ul style="list-style-type: none"> • Tariffs 1, 2 and 3 increased by 4.17% • Tariff 4 increased to be in line with Tariff 2 • No change in minimum fare 	
	<p>• Oppose Option 5 (CID 4.17%):</p> <ul style="list-style-type: none"> • Tariffs 1, 2 and 3 increased by 2.96% • Tariff 4 increased in line with Tariff 2 • Minimum fare increased by 20 pence to £4.00 	
	<p>• Oppose Option 6 (CID 4.17%):</p> <ul style="list-style-type: none"> • Tariffs 1, 2 and 3 increased by 1.74% • Tariff 4 increased in line with Tariff 2 • Minimum fare increased by 40 pence to £4.20 	
	<p>Oppose Option 7 (No Increase):</p> <ul style="list-style-type: none"> • No change to Tariffs 1, 2 and 3 • No change to minimum fare • Fares frozen for 2025/26 	
	<p>Suggest that only Tariff 1 is increased (i.e. to make short journeys attractive to taxi drivers)</p>	
	<p>Suggest that only Tariff 3 should be increased (i.e. to incentivise taxi drivers to work at night)</p>	

Theme	Issue	Response
	Suggest increasing taxi fares by more than Option 1 (more than 7.48% increase)	When making this recommendation we have considered the potential impacts identified in our equality impact assessment (EQIA), the impacts on children and vulnerable adults, and also other impacts identified.
	Support general increase of minimum fare	
	Support 20p increase to minimum fare (from £3.80 to £4)	
	Support 40p increase to minimum fare (from £3.80 to £4.20)	
	Oppose increase to minimum fare/minimum fare should be frozen at £3.80	
	Support a reduction of minimum fare	
	Other tariff/fare related comment	
Heathrow Fares	Support increase on Heathrow drop-off fees to £6	Heathrow extra After reviewing all of the responses to the consultation and taking into consideration the issues raised, the positive and negative impacts identified, and that some respondents (e.g. taxi booking companies, Heathrow Airport Limited (HAL)) may have commercial interests and that these may influence their responses, we recommend reducing the Heathrow extra to £1.60. We are making this recommendation for the following reasons: <ul style="list-style-type: none"> • This maintains the longstanding arrangement where the Heathrow extra is around half of the taxi feeder park fee. This recognises that taxi drivers do not pay the taxi feeder park fee every time they go to one of the taxi ranks at the airport • After a significant fall in taxi use during the coronavirus pandemic, demand for taxis at Heathrow
	Support a freeze on Heathrow drop-off fee at £5.20	
	Suggest taxis should not charge the passenger a drop off fee/not pass on the drop off fee to the passenger	
	Suggest Heathrow should exempt taxis from drop-off fees	
	Support reducing Heathrow extra to £1.60	
	Taxis should not charge the passenger a pick up fee/not pass on the Heathrow Extra fee to the passenger	
	Support full cost of all additional Heathrow fees being passed on to the passenger	
	Heathrow should not charge taxis the Heathrow Extra fee	
	Suggest implementing fixed zone prices for trips to/from Heathrow	
	Suggest public transport should be encouraged for trips to/from Heathrow over taxis	

Theme	Issue	Response
	General negative sentiment around additional charges	<p>Airport has recovered and on some occasions is exceeding the pre-pandemic demand</p> <ul style="list-style-type: none"> • We are recommending a relatively large increase to the minimum fare and Tariffs 1, 2 and 3. This follows a relatively large increase to Tariffs 1, 2 and 3 each year for the last three years. So all taxi users, including those who take a taxi from one of the taxi ranks at Heathrow Airport, will be paying more • If HAL change the taxi feeder park fee we will review the Heathrow extra in the next taxi fares and tariffs review <p>Heathrow drop-off charge HAL introduced the Terminal Drop-Off Charge (TDOC) that all drivers, including taxi drivers, must pay when dropping off people at one of the terminal forecourts at the airport. We have no control over whether HAL charge for dropping off passengers at the airport terminals, if they decide to charge London taxi drivers or if London taxis are eligible for a discount.</p> <p>However, it is our decision as to whether London taxi drivers should be able to add an extra charge to taxi fares and in effect pass part or all of the cost on to taxi passengers.</p> <p>After reviewing all of the responses to the consultation and taking into consideration the issues raised, the positive and negative impacts identified, and that some respondents (e.g. taxi booking companies, HAL) may have commercial interests and that these may influence</p>
	Other Heathrow fare related comment	

Theme	Issue	Response
		<p>their responses, we recommend increasing the Heathrow drop off charge to £6.00.</p> <p>We are making this recommendation for the following reasons:</p> <ul style="list-style-type: none"> • Taxi drivers have to pay the full TDOC (£6.00) when dropping off passengers in the terminal drop-off zones at Heathrow Airport • Taxi passengers have the option of not paying the drop off charge by asking to be dropped off in the long stay terminal car parks at the airport for free. Passengers can then take the free bus to the terminals • We want to reduce the risk of passengers being dropped off in unsuitable locations because taxi drivers want to avoid paying the TDOC • Blue Badge holders can receive a 100% discount from the TDOC and taxi drivers are not permitted to add the drop off charge to the taxi fare for taxi journeys if their taxi was registered for a Blue Badge concession • Our position is that taxis should be exempt from HAL's TDOC and should not have to pay to drop off passengers at the airport. However, only HAL can exempt taxi drivers from the TDOC and this is not something we can do
Road Space	Concern about restricted accessibility of roads/lanes for taxis/congestion increasing journey times/fares (i.e. suggestions to increase road accessibility/criticism of reduction of road space	As stated in the consultation, other factors such as congestion, delays, increased journey times, increased journey lengths and restrictions on where taxis can go,

Theme	Issue	Response
	and use such as bus lanes, low traffic neighbourhoods (LTNs) etc)	may have a greater impact on taxi fares and users paying more or regarding taxi fares as too expensive.
	Concern that restricted road accessibility has a negative impact on disabled users (e.g. impact on routes to hospitals, door to door service etc)	TfL is committed to tackling congestion and the Mayor's Transport Strategy sets out policies and proposals to do this. Information about the MTS and the policies and proposals is available on our website .
	Support restricting accessibility of roads/lanes for taxis (i.e. taxis should not be able to use bus lanes, gates, LTNs)	
	Other road space related comment	<p>The Mayor's Transport Strategy (MTS) sets out the Mayor's policies and proposals to improve transport in London. This includes a policy to reduce Londoners' dependency on cars in favour of active, efficient and sustainable modes of travel, with the central aim for 80% of all trips in London to be made on foot, by cycle or using public transport by 2041. Highway schemes (e.g. LTNs) are being used to support this policy and encourage active travel.</p> <p>Taxis can already use the majority of bus lanes in London and the 2016 taxi and private hire action plan set out our commitment to supporting the use of bus lanes by taxis where possible. The plan included initiatives to:</p> <ul style="list-style-type: none"> • Allow taxis to access an additional 20 bus lanes on the TfL Road Network for the first time • Write to the London boroughs asking them to consider access for taxis to over 40 further bus lanes located on roads they control

Theme	Issue	Response
		A new taxi and private hire action plan is being prepared and as part of this we have been speaking to the taxi trade about the issues they face and what changes they would like to see. Restrictions and access for taxis has been raised by the taxi trade as one of their main issues.
Competition	Suggest taxi fares are already competitive against PHVs (i.e. taxi fares are cheaper/better value for money than PHVs) / are already competitive with other services	When we review taxi fares and tariffs we try to strike a balance between drivers being fairly paid and taxi users getting fair and affordable fares.
	Suggest that public transport alternatives are cheaper/ better value for money than taxis	Following feedback from the Finance Committee, the issue of competition was given greater consideration in some taxi fares and tariffs reviews.
	Suggest taxi fares should be made more competitive against public transport	
	Suggest taxi fares should be made more competitive against PHVs/Concern taxis are not competitive against PHVs/PHVs are cheaper	This consultation included information on competitiveness and some of the feedback previously received.
	Concern that PHVs/apps negatively impacting taxi drivers/taxi trade	Some taxi drivers and stakeholders have said that the minimum fare and rates for some tariffs are competitive. They feel that the problem of fares being considered too expensive is not due to increases to the minimum fare or tariff rates but is partly a result of: <ul style="list-style-type: none"> • Increased congestion and delays • Increased journey times • A reduction in road space capacity • The reallocation of road space • Restrictions on access for taxis • Increased journey distances
	Concern that there are not enough taxi drivers/need to incentivise new drivers (e.g. subsidised taxis, insurance)	
	Other competition based comment	

Theme	Issue	Response
		<p>Some stakeholders have also said that these factors have had a significant negative impact on taxi drivers and their income, as some people have been deterred from using taxis after having a negative experience where their journey took longer and the fare was higher.</p> <p>Some stakeholders have questioned comparing taxi and PHV fares and feedback includes:</p> <ul style="list-style-type: none"> • It is unfair to try and compare taxi services and taxi fares with PHV services and PHV fares, as differences (e.g. the wide range of cheaper vehicles PHV drivers can use) mean that this is an unfair comparison • PHV operators are able to set their own fares and increase or decrease fares at any time and in response to varying factors, and this is seen as another reason for comparisons and focussing on competition being unfair • Comparing taxi fares with fares for some PHV operators is an unfair comparison as some operators may be heavily subsidised by investors and may be keeping their fares artificially low • Some operators' fares are increased during periods of high demand and this can actually make taxis much more competitive and sometimes cheaper than booking a PHV with some operators

Theme	Issue	Response
		<ul style="list-style-type: none"> • Taxi drivers are competing with each other for taxi journeys and may be asked for quotes or if they will accept a fixed fare before being hired • Questions have been asked about what services we should be comparing taxis to and if taxi fares should be compared to fares for: <ul style="list-style-type: none"> ○ Minicabs ○ Minicab and all other private hire services (e.g. executive/chauffeur services) ○ App based PHV services ○ Specific private hire operators ○ All modes including buses and the Tube • The aim and desired outcome of considering competition has also been questioned and whether we are trying to make taxis cheaper than these other services, around the same price or if we accept that they will be more expensive because of certain factors (e.g. taxi drivers must undertake the Knowledge of London or the requirements that vehicles must meet) <p>When considering competition, care needs to be taken as there are differences between taxi and PHV services. Passengers can compare PHV fares prior to making a booking but this is not an option when hailing a taxi on the street or from a taxi rank.</p> <p>Concerns have been raised about taxi fares being too expensive and taxis not being good value for money. In our annual taxi and minicab customer satisfaction survey taxi</p>

Theme	Issue	Response												
		<p>and minicab passengers are also asked to rate the value for money of their most recent taxi or minicab journey. The results are reported on a scale of zero (very poor/extremely dissatisfied) to 100 (excellent/extremely satisfied) and are shown below.² A score of between 70 and 79 would normally be interpreted as something being rated as ‘fairly good’.</p> <table><tr><th>Year</th><th>2021</th><th>2022</th><th>2023</th></tr><tr><td>Taxi passengers rating of value for money of taxis</td><td>73</td><td>72</td><td>73</td></tr><tr><td>Minicab passengers rating of value for money of minicabs</td><td>74</td><td>71</td><td>73</td></tr></table> <p>It has previously been suggested that taxi fares should be compared to fares for some other modes. However, fare reviews for other modes differ to taxi fares and tariff reviews.</p> <p>In our consultation we asked respondents what they think about the value for money of taxi fares to help us understand if taxi fares are considered to be competitive.</p> <p>Just under half (49 per cent) of respondents said they were good or very good value for money, with 31 per cent saying they were poor or very poor value for money.</p>	Year	2021	2022	2023	Taxi passengers rating of value for money of taxis	73	72	73	Minicab passengers rating of value for money of minicabs	74	71	73
Year	2021	2022	2023											
Taxi passengers rating of value for money of taxis	73	72	73											
Minicab passengers rating of value for money of minicabs	74	71	73											
Experience with Taxi Services,	General negative comment about taxis (e.g. they cause congestion, are not needed, should be	TfL is responsible for the licensing all of taxi and private hire services in the capital.												

² Black Cabs and Minicabs Customer Satisfaction Survey (CSS), Verian, 2023/24

Theme	Issue	Response
Drivers and Users	abolished, knowledge of taxi drivers is redundant etc)	<p>London's taxis provide a reliable and trusted service to Londoners and visitors, offering users a safe and convenient service, aided by drivers' extensive knowledge of the capital's streets.</p> <p>The Mayor's Transport Strategy (MTS) recognises the important role taxis play in the capital's transport network. Policy 20 of the MTS states that "<i>The Mayor, through TfL and the boroughs, and working with stakeholders, will seek to ensure London has a safe, secure, accessible, world-class taxi and private hire service with opportunity for all providers to flourish.</i>"</p> <p>Taxis are particularly important for people who face physical or other barriers when accessing other forms of transport. Taxis provide an accessible door-to-door service which may be essential for some users and the MTS recognises that taxis "<i>can expand travel horizons for those requiring safe, accessible travel options.</i>"</p> <p>Comments about taxi or private hire services, or complaints about taxi and PHV drivers, including taxi drivers refusing fares or taking unnecessarily long routes, should be reported to TfL so as we can investigate these and where necessary take action.</p> <p>Complaints can be reported quickly and easily by using the form available on our website.</p>
	Concern about taxi driver behaviour/have had issues with drivers (general comments)	
	Taxis are safe to use/positive experience of using taxis/safer than other modes (e.g. drivers have to pass the Knowledge)	
	Concern that taxis are difficult to use (e.g. booking/hailing)	
	Concern that taxi drivers are selective with who they pick up/refuse to do short journeys/Taxicard jobs/use longer routes (e.g. don't accept the fare if they will not make much money from it)	
	Other taxi experience related comment	
	Concern that increasing taxi fares will have a negative impact on disabled users	

Theme	Issue	Response
Concern About Impact of Taxi Fares	Concern that increasing taxi fares will have a negative impact on older passengers	<p>When we review taxi fares and tariffs we try to strike a balance between drivers being fairly paid and taxi users getting fair and affordable fares.</p> <p>We also consider the positive and negative impacts on different groups of taxi users including Taxicard members, disabled users, elderly users, users with a low income and users travelling late at night.</p> <p>When recommending changes we've considered the potential impacts identified in our EQIA, the impacts on children and vulnerable adults, and also other impacts identified. The EQIA and assessment of other impacts was published with the taxi fares and tariffs consultation.</p> <p>While increasing taxi fares may have a negative impact on users, as it will mean they may have to pay more, not making any changes could also have a negative impact as it could mean taxi drivers cannot cover their operating costs and so stop being a taxi driver. It could also mean people are deterred from applying to become a taxi driver.</p> <p>Further declines in the number of licensed taxi drivers and people applying to become a taxi driver could mean increased wait times for users or users being unable to get a taxi at certain times.</p> <p>Disabled residents in London are eligible for subsidised taxi journeys under the Taxicard scheme which provides a door-to-door service. The scheme is funded by TfL and</p>
	Concern that increasing taxi fares will have a negative impact on those financially struggling/low-income households	
	Concern that increasing taxi fares will have a negative impact on Taxicard members	
	Concern that increasing taxi fares will have a negative impact on women	
	Concern that increasing taxi fares will have a negative impact on other users/groups	
	Other taxi fare impact related comment	

Theme	Issue	Response
		<p>the London boroughs and taxis are used for the majority of Taxicard journeys.</p> <p>In January 2019 capped fares were introduced for Taxicard journeys. These were introduced in response to members' concerns about taxi fares, fares sometimes being too high, fares varying for the same journey and also uncertainty around what the final metered fare would be when using a taxi.</p> <p>Some respondents suggested changes should be made to the Taxicard scheme (e.g. increasing the allowance, allowing double swiping). The Taxicard scheme is managed by London Councils and reviewing or changing this was outside the scope of this consultations. However, the comments about the Taxicard scheme have been shared with people are involved in this so as they can consider the suggestions made.</p>
Other Comments/ Suggestions	Suggestions for changes to the Wimbledon Tennis Championships fixed-fare shared-taxi scheme	<p>After consideration we have decided to make the following amendments to the Wimbledon Tennis Championships fixed-fare shared-taxi scheme:</p> <ul style="list-style-type: none"> • Increasing the fixed fares to central London by £1.50 • Amending the authorised pick up and destination locations • Expanding one of the destination areas in central London
	Suggest all extra charges to taxi drivers should be recoverable from the passenger (e.g. toll charges, card payments, app charges)	Extra charges for additional passengers and luggage were removed in April 2003 in order to try and make taxi fares easier for passengers to understand.
	Suggest taxis should be exempted from other charges (e.g. tolls)	

Theme	Issue	Response
	Suggest taxis should not be exempt from charges (e.g. congestion, tolls etc)	<p>The tariffs were increased to compensate drivers for the removal of the separate extra charges and we have no plans to reintroduce extra charges for additional passengers or luggage.</p> <p>Taxi vehicle costs are one of the components in the Cost Index. When we review taxi fares and tariffs we update the Cost Index and take into account any changes in the cost of taxi vehicles.</p> <p>After reviewing all of the responses to the consultation and taking into consideration the issues raised, the positive and negative impacts identified, the concerns about the taxi user responses and that some respondents (e.g. PHV operators, taxi booking companies) may have commercial interests and that these may influence their responses, we've recommended increasing the minimum fare by 40 pence and Tariffs 1, 2 and 3 by 5.05%. This reflects the change in both taxi drivers' operating costs and average national earnings.</p> <p>One of the reasons for making this recommendation is that the Cost Index shows there has been an increase in taxi drivers' operating costs, including in the cost of vehicles.</p> <p>We've not proposed signage on taxis which are zero emissions capable (ZEC) or not ZEC. However, 61% of London's taxi fleet is now ZEC and this number is increasing as new taxis are licensed and older diesel taxis leave the taxi fleet.</p>
	Suggest increases to additional charges (e.g. soiling charge, Christmas/New Year extra)	
	Concern around booking apps (e.g. additional fees on taxi booking apps are too expensive/TfL should regulate booking companies)	
	Suggest other users/groups need discounts for using taxis	
	Suggest taxis should charge extra for more passengers/luggage	
	Suggest reducing the price of taxi vehicles/concern about high purchase price of new taxis	
	Other comment relating to electric taxis (e.g. suggest clear signage where a taxi isn't electric)	
	Other comment	

Theme	Issue	Response
Other Codes	Concern around method of calculation	Information about the Cost Index, the components included in the Cost Index and all of the figures for this year's review have been published as part of the consultation .
	Not sure/confused by the proposals	<p>We acknowledge that the review and potential changes to taxi fares and tariffs can be complicated, and some aspects may be difficult to understand.</p> <p>We continually try to make the consultation and all information as easy to understand as possible. This includes publishing easy read versions of the consultation and consultation questions.</p>
	Criticism of TfL	Thank you for responding to our consultation and for your feedback, this has been noted.
	Criticism of Mayor of London (e.g. Labour, Mayors Office)	
	Concern consultation won't be listened to	When considering potential changes to taxi fares and tariffs we review all of the consultation responses received and take these into account along with the impacts identified.
	Criticism of questionnaire/survey	
	Criticism of consultation materials (e.g. website etc.)	<p>Our paper to the Finance Committee includes a summary of the consultation responses so as the Committee can take these into consideration too.</p> <p>When we review taxi fares and tariffs and changes are proposed we publicly consult on these so everyone can comment on the proposals. We engage regularly with the taxi driver associations on taxi fares. We also try and engage with other stakeholders and are happy to discuss taxi fares and tariffs and potential changes with anyone who is interested.</p>
	Need for further consultation and engagement	

Appendix B: Summaries of stakeholder responses

This section provides summaries of the feedback we received from stakeholders. We condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

Bolt

In their closed question feedback BOLT stated:

- The minimum fare should be increased by 20 pence to £4.00
- Tariffs 1, 2 and 3 should be increased and the change in taxi drivers' operating costs (+4.17%) should be used
- The Heathrow extra should be left at £2.00
- The Heathrow drop off charge should be increased to £6.00

The stakeholder made additional comments stating that if taxi fares are increased they support a corresponding increase in Taxicard member allowances to ensure users can continue accessing the programme at the same level as in 2024. They added that without this adjustment Taxicard members would face a reduction in the number of subsidised journeys they can make, and this could negatively impact their mobility and independence.

Cabvision

The stakeholder expressed criticism of the decision made during the 2023/24 taxi fares review to increase Tariff 4 to be in line with Tariff 2. They also expressed concern about the prospect of a 7.5 per cent tariff increase, as proposed in this year's review. They perceived that Cabvision is processing fewer fares than last year – although the data does not provide a clear picture – and that this may indicate that pricing is an issue.

They continued by stating that the back end of the meter is excessively expensive and that cost index linked increases should be concentrated at the front of the tariff. They added that Tariff 3 is particularly expensive currently.

The stakeholder suggested simplifying the tariff structure with two tariffs only for Day and Evening, with weekends operating at the Evening rate.

They further noted that customers tend to unfairly compare taxi fares with private hire app based operators, and further note that taxi drivers are subject to many more costs and expense than private hire drivers.

The stakeholder expresses concern about the falling number of wheelchair accessible taxi vehicles and calls for TfL to take more decisive action to halt the decline.

CHAPRA (Chapel Hill, Abbots Road and Priory Road Residents' Association, Cheam)

Stakeholder suggested the implementation of a regular user card which allows the holder a 5 or 10% reduction on regular fares, as this could be a means of boosting trade for the taxi drivers.

FREENOW

In closed question responses FREENOW said:

- Taxi fares in London are very good value for money
- The minimum fare should be frozen at £3.80
- Tariffs 1, 2 and 3 should be increased and the total Cost Index figure (+7.48 per cent) should be used
- The Heathrow extra should be left at £2.00
- The Heathrow drop off charge should be increased to £6.00

The stakeholder also commented that taxis provide a good quality of service and value for money, given drivers expert knowledge and specialist vehicles which is particularly important for those who may face physical or other barriers such as those with disabilities, the elderly and parents with small children) when accessing alternative forms of transport. Taxis provide a reliable and trusted service to Londoners and visitors, offering passengers a safe and convenient service, which is especially valuable late at night.

They stated that passengers' perceptions of taxis may be negatively impacted by the effects of increased congestion, delays, detours and increases in journey times. They said this can lead to passengers being charged higher fares than might have been the case previously, and these experiences may deter some prospective passengers from using taxis. Restrictions caused by road space reallocation, speed restrictions, low traffic neighbourhoods and roadworks contribute to this, and that things would improve if taxis were allowed access to all bus lanes.

FREENOW added that despite these challenges taxi passengers consider taxis offer 'fairly good' value for money according to the 2023/24 TfL Taxi and Minicab Passenger Customer Satisfaction Survey, which equates to 'fairly good'

The stakeholder went on to make a number of detailed suggestions:

- Tariff 4 should be subsumed within Tariff 2
- Tariff 3 should be applied on Saturdays and Sundays from 20.00 rather than from 22.00
- A minimum fare should be introduced which apps and radio circuits could charge on behalf of taxi drivers - £10 suggested to incentivise drivers to drive some distance to collect these customers

The stakeholder made further detailed suggestions for measures outside the scope of this year's taxi fares review consultation:

- The booked taxi extra should be increased to £5.20
- A cancelation fee should be introduced
- The soiling charge should be increased to between £80 and £150

Hackney Disability Backup

In their feedback to the closed consultation questions, Hackney Disability Backup stated:

- Taxi fares in London are very poor value for money
- The minimum fare should be frozen at £3.80
- Tariffs 1, 2 and 3 should be frozen
- The Heathrow extra should be reduced to £1.60
- Had no opinion on the Heathrow drop off charge

They made additional comments which were critical of the Taxicard scheme, citing that members often have Taxicard trips cancelled, that it is difficult to find drivers available for Taxicard trips and that some drivers refuse to take card payments, which causes difficulty for some people with disabilities who find using cards easier than handling cash.

Hale Taximeters

Hale said:

- Taxi fares in London are good value for money
- The minimum fare should be increased by 20 pence to £4.00
- Tariffs 1, 2 and 3 should be increased and the change in taxi drivers' operating costs (+4.17%) should be used
- The Heathrow extra should be reduced to £1.60
- The Heathrow drop off charge should be reduced so it is less than £5.20

The stakeholder did not make any further written comments.

Hammersmith & Fulham Council

In their closed question feedback, Hammersmith & Fulham Council said:

- Taxi fares in London are OK value for money
- The minimum fare should be frozen
- Tariffs 1, 2 and 3 should be frozen
- The Heathrow extra should be reduced to £1.60
- The Heathrow drop off charge should be removed

The stakeholder additionally commented that they believe regulated taxi fares are too high in relation to competitors. They added that regulatory change should be used to deliver a level playing field, support employment rights and incentivise electrification of the taxi fleet.

They stated that lowering charges for taking a taxi from Heathrow Airport directly benefits passengers by reducing the overall cost. This is particularly important for frequent travellers and those on a smaller budget, and reducing the surcharge aligns with the council's commitment to minimising fare increases and ensuring taxis remain a viable and safe transport option.

They expressed their concerns about the Heathrow drop off charge, particularly for vulnerable groups who rely on taxis as an increase could exacerbate the financial burden on them. They said it was crucial to consider the additional cost implications for disabled passengers who may already face higher living expenses. They also said that a higher drop off charge could deter women from using taxis, potentially compromising their safety, and that it is important that transportation remains accessible and affordable for women.

The stakeholder also asked for consideration of the subsidy rates that apply to each tariff through the Taxicard scheme, and extending the availability of taxis for Taxicard members.

The council was concerned about the difficulties local disabled people experience using taxis and requested that TfL review and improve this. They said there were also concerns about the disproportionate impact on women who may feel less safe using other modes or walking, particularly late at night. The council were therefore more supportive of the options that minimise fare increases.

They also mentioned how the fare review aligns with the council's strategic objectives and climate change strategy.

Heathrow Airport Limited

Heathrow Airport Limited (HAL) said taxi drivers should be able to pass on the full cost of the taxi feeder park fee to passengers. HAL are reviewing the taxi feeder park and will keep TfL updated on this process.

HAL also said taxi drivers should be able to pass on the full cost of the terminal drop-off charge to passengers and supported the drop off charge being increased to £6.00.

Licensed Taxi Drivers' Association

The Licensed Taxi Drivers' Association (LTDA) submitted a separate response about the fixed-fare, shared-taxi scheme that operates during the Wimbledon Tennis Championships. They requested that the fixed fares from the tournament venue to central London are increased by £1.50.

They said this would be in the best interests of passengers and drivers in 2025, to maintain a balance between supply of taxis and customer value.

London TravelWatch

The stakeholder noted the important role played by taxis in the London transport provision, particularly for Londoners who find other forms of transport challenging. Taxis are particularly important in outer London where public transport options are more limited and can be vital for people travelling late at night. The door to door service provided by taxis can be of particular importance to disabled and older people.

Stakeholder added that they understand the need to increase taxi fares given the rise in taxi drivers' costs and the falling number of taxis and taxi drivers. They said it was important to protect the number of remaining taxis but also said it was important to strike a balance between drivers being fairly paid and customers getting fair and affordable fares. They also said that it is important that people are not priced out of using the service.

They further state that high fares and fare increases are likely to disproportionately disadvantage people who rely on taxis for accessibility or safety reasons, and if taxis are unaffordable people may choose less safe but cheaper options, or not travel at all. This may add more barriers to accessing healthcare, employment, education and social activities.

The stakeholder suggested that mitigations should be put in place to reduce any negative impact on these groups. This may include adjustments to the structure of fare increases. They suggest that Tariff 3 should be protected from large increases, since many people who feel unsafe travelling in London at night use taxis or private hire vehicles. However, they also recognised the need to provide an incentive for drivers to work at night.

The stakeholder suggested that TfL should undertake the following further mitigation activities:

- Explore other means of making becoming a taxi driver an attractive employment choice, other than just increasing fares/income
- Provide more support for Taxicard members, such as freezing member contributions, allowing triple swiping and increasing the number of taxi drivers with access to Taxicard bookings
- Protect night time travel services such as the night bus network and Night Tube
- Continue to make other modes more accessible, including increasing the number of wheelchair accessible private hire vehicles

Stop Killing Cyclists

Stop Killing Cyclists stated that the exemption from the Congestion Charge should be removed from taxis, apart from for registered disabled people.

They said it was unfair that working class drivers have to pay the charge, but rich executives using private transport for hire are exempt.

The stakeholder added that taxis are one of the single largest sources of central London congestion, disproportionately impacting negatively on the 99 per cent of people using other transport each day in London. Taxi congestion impacts negatively on working people, pensioners, disabled people and low waged people who walk, use the bus or cycle in central London.

They also stated that the funds raised could be used to fund fare cuts for people on Universal Credit, and the faster rollout of protected cycle lanes and low traffic neighbourhoods.

Taxi Trade Tariff Group

The Taxi Trade Tariff Group (TTTG) said their preference was for option 3 – a 40 pence increase to the minimum fare and 5.05 per cent increase to Tariffs 1, 2 and 3.

The stakeholder stated that any deviation from the Cost Index figure would result in disequilibrium and penalise either drivers or customers and the other options available in the consultation were unsuitable for these reasons. Anything less than a 7.48 per cent increase would exacerbate the existential problem of falling taxi driver and vehicle numbers

The stakeholder recognised that the Finance Committee considers those passengers least likely to withstand the impact of fare increases are those most reliant on taxi services, however, not implementing the full Cost Index proposed increase would also have negative impacts on this group. They cite that the Taxicard scheme suffers year on year service deterioration due to drivers being forced to give a ten per cent fare discount to Taxicard members, which is evidence that a general fare discount would have a detrimental effect on service levels. A decision to restrict

a tariff increase to less than the Cost Index figure would mean taxi drivers subsidising all passengers, including those most able to pay, which is unfair.

The stakeholder suggested expanding the Taxicard scheme, to be subsidised by the public rather than drivers, as this is inequitable and could lead to fewer drivers accepting Taxicard jobs. They also suggest that taxis should be allowed to go where buses can go, as congestion caused by restrictions on taxis can increase costs and journey times, so this would make taxi journeys a more attractive option and boost drivers' income without increasing fares. They also criticise the impacts of Low Traffic Neighbourhoods (LTN's) on taxi journey times and fares. Increased access in LTN's for taxis would negate the impact of a 7.48 per cent fare increase as journeys would be shorter and therefore cheaper.

Transport for All

Transport for London stated that they represent people with disabilities using transport in London. In their feedback for the closed consultation questions they said:

- The minimum fare should be frozen
- Tariffs 1, 2 and 3 should be frozen
- The Heathrow extra should be reduced to £1.60

Stakeholder stated they were deeply concerned about the proposed increases to taxi fares and the disproportionate impact on disabled people.

They said disabled people are already facing significantly higher living and transport costs and some rely on taxis as a vital service due to the inaccessibility of much of London's public transport. Raising fares will exacerbate existing inequalities, further isolating disabled people, and restricting their access to employment, education, healthcare and other essential services. Their research indicates that cost is the most frequently experienced and disabling barrier to disabled people using taxis.

Stakeholder emphasised that the cost of living crisis has hit disabled people particularly hard. While they recognised that taxi drivers face increasing operating expenses, passing these costs on to disabled passengers, who already face significant barriers, is unacceptable and risks compounding existing inequalities.

They added that disabled people already face discriminatory practices when using taxis, such as running the meter for the time it takes to load a mobility aid. Any changes to fares should be paired with the strengthened enforcement of driver obligations to ensure fair and equitable treatment.

Transport for All suggested that consideration should be given to expanding concessions such as the Taxicard scheme. Taxicard members are particularly hard hit by taxi fare increases as they may result in members being able to take fewer trips using their Taxicard. They added that driver availability is already an issue for Taxicard users and on some occasion return trips have been treated as two swipes, thereby halving the amount of Taxicard allowance available. Further funding needs to be allocated to the Taxicard scheme to mitigate this.

The stakeholder added that TfL should invest in making public transport more accessible and affordable to increase options for disabled people and reduce reliance on taxi services. They also suggested providing targeted financial support for disabled customers - such as subsidies or capped fares - and that discriminatory behaviour from taxi drivers towards disabled customers, such as stating meters early and overcharging, should be enforced.

Finally, they urge TfL to engage directly with disabled Londoners to co-design and implement solutions which address affordability and ensure taxi services meet their needs.

United Cabbies Group

The United Cabbies Group (UCG) said:

- Taxi fares in London are good value for money
- The minimum fare should be increased by 40 pence to £4.20
- Tariffs 1, 2 and 3 should be increased and the total Cost Index figure (+7.48 per cent) should be used
- The Heathrow extra should be left at £2.00
- The Heathrow drop off charge should be increased to £6.00

The UCG also stated that disabled customers have told them that they are being designed out of urban environments by measures implemented since the pandemic designed to improve air quality reduce emissions. These measures have restricted access for taxis in some areas and this can result in longer journeys and higher fares. They call for this situation to be reviewed to address the falling numbers of people willing to work as taxi drivers in London.

They note that taxis can be the only accessible transport option for passengers with mobility issues and they state that taxis should be allowed to go where buses are able to go. They cite restrictions for taxis at some mainline rail stations as an example of where this is an issue. It causes circuitous routes for taxis and thereby increases journey times and costs. This has consequences for access for passengers who have booked travel assistance at the station who may not only pay more for their taxi fare due to a long diversion to reach their assistance at the station, but may also miss their train and have to buy a new ticket. This unfairly penalises disabled passengers.

The stakeholder cites further examples at Bishopsgate, Bank and Tottenham Court Road where restrictions for taxis removes further access in an area where tube stations are not step free or where journeys may be required from mainline stations to facilities such as University College Hospital and the Guy's Hospital MacMillan cancer centre. UCG stated that the journey times and increased costs in these instances disproportionately impact disabled passengers, older passengers, pregnant passengers and those who are vulnerable.

Finally, they state that cycling infrastructure and encouraging active travel should not be at the expense of accessibility.

Unite the Union

In their closed question feedback, Unite the Union (Unite) stated:

- Taxi fares in London are very good value for money
- The minimum fare should be increased by 40 pence to £4.20
- Tariffs 1, 2 and 3 should be increased and the total Cost Index figure (+7.48 per cent) should be used
- The Heathrow extra should be left at £2.00
- The Heathrow drop off charge should be increased to £6.00

They also stated their support for the position outlined in the Taxi Trade Tariff Group response.

Westminster City Council

In their closed question responses Westminster City Council (WCC) said:

- The minimum fare should be increased by 40 pence to £4.20
- Tariffs 1, 2 and 3 should be increased and the total Cost Index figure (+7.48 per cent) should be used
- The Heathrow extra should be left at £2.00
- The Heathrow drop off charge should be increased to £6.00

The stakeholder pressed TfL to ensure support continued for vulnerable residents who depend on taxis through the Taxicard scheme.

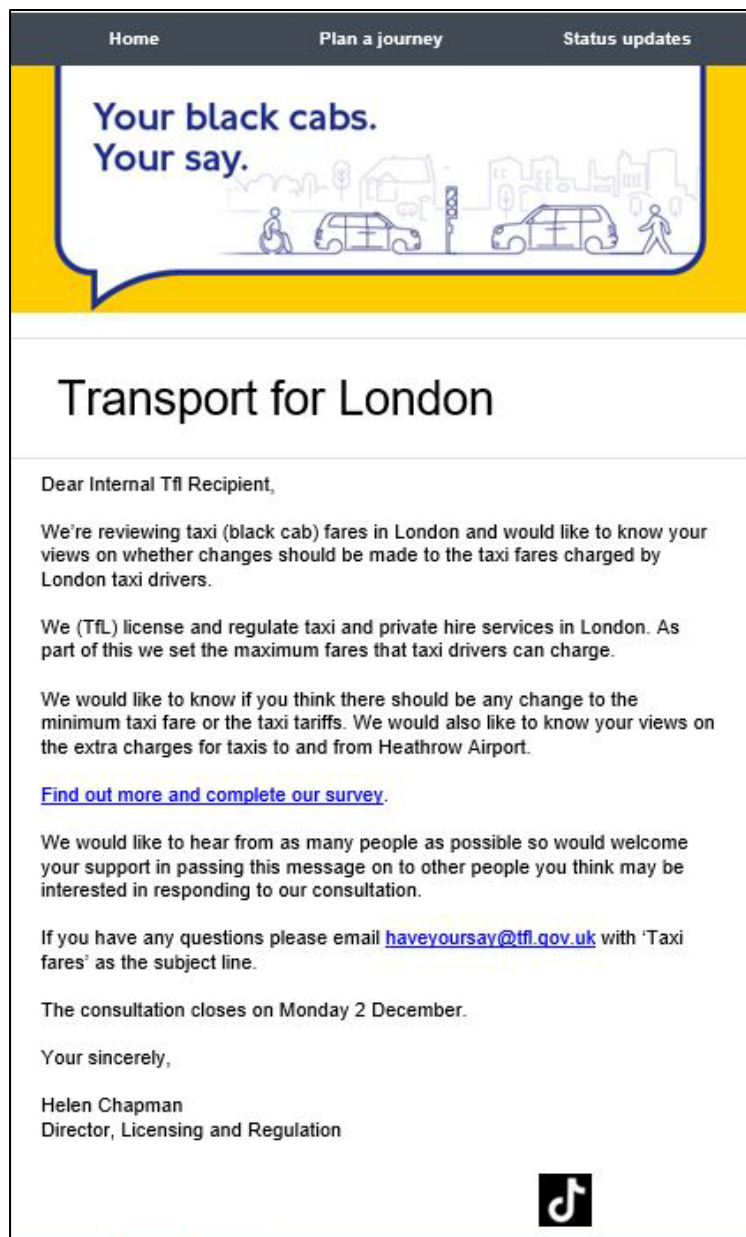
They added that Taxicard is vital for less mobile residents on lower incomes. They welcomed that there were no proposed changes to the Taxicard scheme.

Appendix C: Consultation materials/publicity

This appendix contains copies of:

- The emails sent to customers and stakeholder groups
- Feature in the Metro newspaper and London Standard coverage
- A copy of the postcard which was handed out during face-to-face sessions
- Examples of on-street advertising
- Examples of social media posts

Emails sent to customers and stakeholders



[Home](#)

[Plan a journey](#)

[Status updates](#)

**Your black cabs.
Your say.**



Transport for London

Dear Internal TfL Recipient,

Our consultation about this year's review of taxi (black cab) fares and tariffs will close in one week's time, on Monday 2 December.

Thank you to everyone who has already contributed to the consultation.

There is still time for further contributions.

[Find out more and complete our survey.](#)

Alternatively you can submit your comments in writing by:

- Emailing haveyoursay@tfl.gov.uk
- Writing to Freepost, TfL Have Your Say

We look forward to hearing from you, and thank you again to everyone who has already taken part.


Yours sincerely,

Andrew Miles
Local Consultation Manager, Transport for London




Email to stakeholders

Review of taxi (black cab) fares and tariffs 2024




TfL Have Your Say

To  TfL Have Your Say

Retention Policy

TfL Exchange Online Retention Policy (7 years)


Expires 20/10/2031


 TfL Restricted\TfL Restricted - No Markings

Reply

Reply All

Forward





Mon 21/10/2024 14:04

Good afternoon

We're reviewing taxi (black cab) fares in London and would like to know your views on whether changes should be made to the fares charged by London taxi drivers.

Transport for London (TfL) licenses and regulates taxi and private hire services in London. As part of this we set the maximum fares that taxi drivers can charge.

We would like to know if you think there should be any change to the minimum taxi fare or the taxi tariffs. We would also like to know your views on the extra charges for taxis to and from Heathrow Airport.

Please visit our consultation [website](#) for more information and to complete our online consultation survey. You can also ask questions and submit feedback by emailing haveyoursay@tfl.gov.uk

We would like to hear from as many people as possible and would welcome your support in passing this message on to other people you think may be interested in responding to our consultation.

The consultation is open until Monday 2 December 2024.

We look forward to hearing from you.

Your sincerely

Helen Chapman
Director – Licensing and Regulation
Transport for London

Media coverage – Metro article and London Standard coverage

underpass, and are around 300 square metres when combined, which is equal to the space used by ten New Routemaster buses. The gardens have been planted with 11 trees, 95 shrubs, more than 1,100 perennial plants and almost 2,300 bulbs. Londoners can spot flowering species such as pink

On track
Penny Rees, TfL's head of healthy streets investment, said: 'We are more resilient to climate change in the face of extreme weather conditions. These rain gardens at Marylebone Flyover will not only brighten up the local area that

square metres of sustainable drainage systems on its road network to date. Future rain garden installations are taking place on the London Road roundabout in Twickenham and at Kingston Cromwell Road bus station. For more information on how TfL is adapting to climate change, visit the website tfl.gov.uk

Have your say

LONDONERS are being encouraged to have their say on potential changes to taxi fares. TfL reviews black cab fares and tariffs every year, trying to strike a balance between drivers being fairly paid and users getting affordable fares. This year, TfL is asking for views on changes both to the minimum fare charged for taxi journeys and taxi tariffs, as well as changes to the additional charges for journeys made to and from Heathrow Airport. TfL is keen to hear from taxi drivers and customers, including Taxicard members. The consultation is open until December 2. To share your views, visit tfl.gov.uk/taxi-fares-review-2024. Alternatively, email haveyoursay@tfl.gov.uk.



New consultation: Give your views on taxi fares

For more articles and to keep up to date with TfL announcements, visit tfl.gov.uk

London travel advice: plan your journey now



Check your travel
tfl.gov.uk/travel-tools

London Travelwatch
London's transport watchdog

THE
STANDARD

London taxi fares could rise by up to 7.5% to halt decline in cabbies

Number of licensed taxi drivers falls to 17,000 - lowest for almost 45 years



FARE'S FAIR? TAXI FARES COULD RISE BY 7.5 PER CENT NEXT APRIL

ALAMY/PA

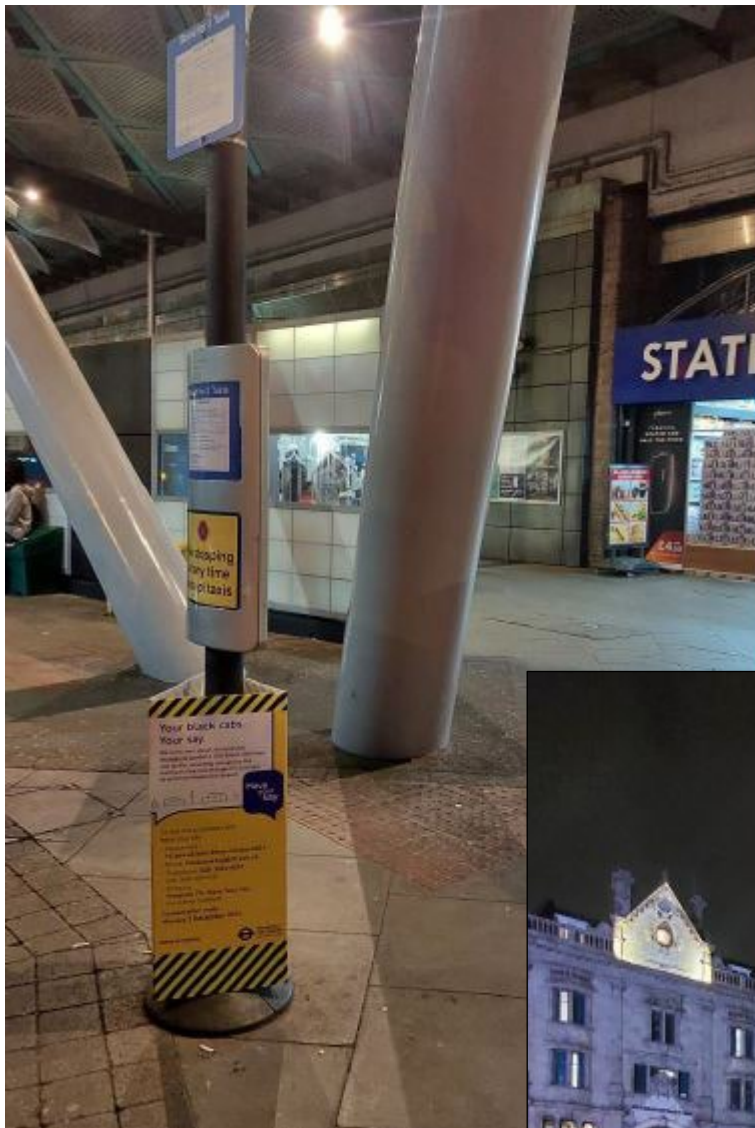
ROSS LYDALL @ROSSLYDALL
22 OCTOBER 2024



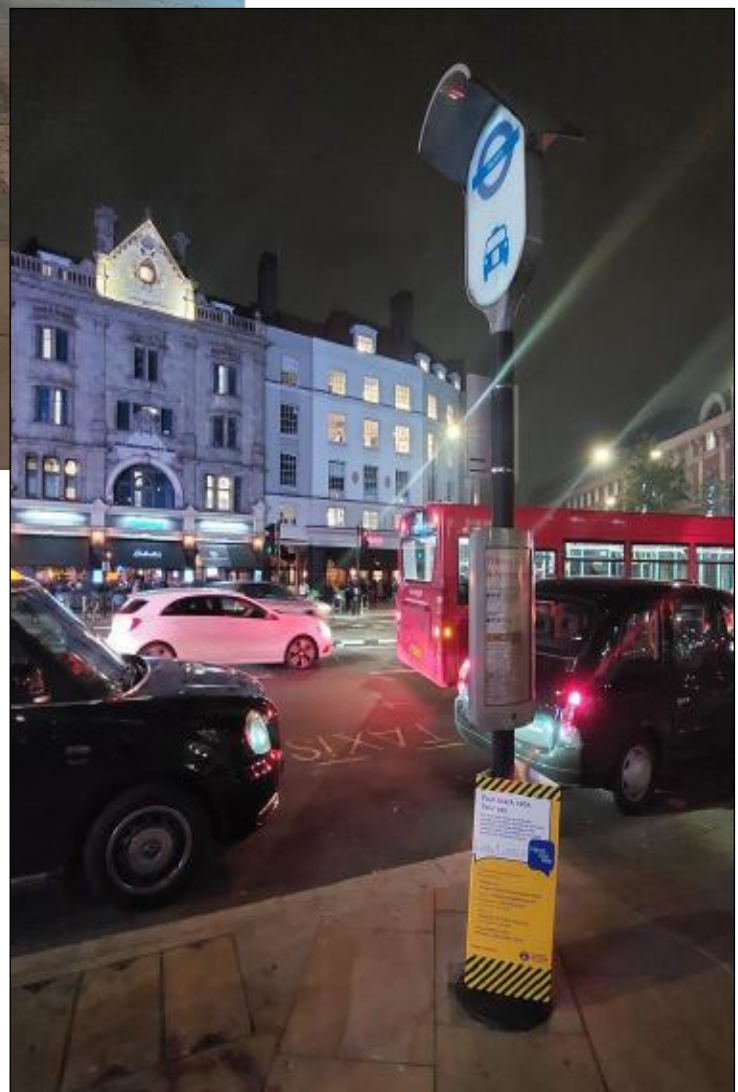
SPONSORED



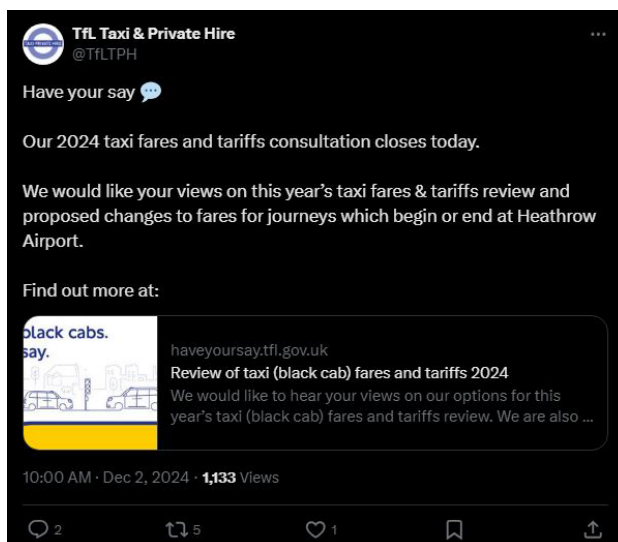
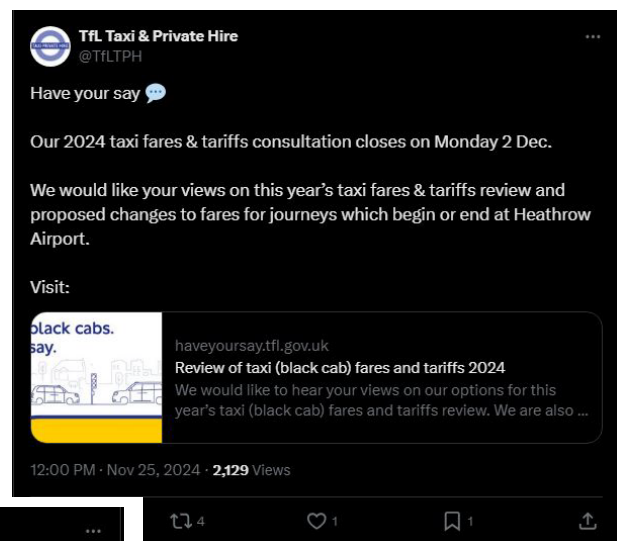
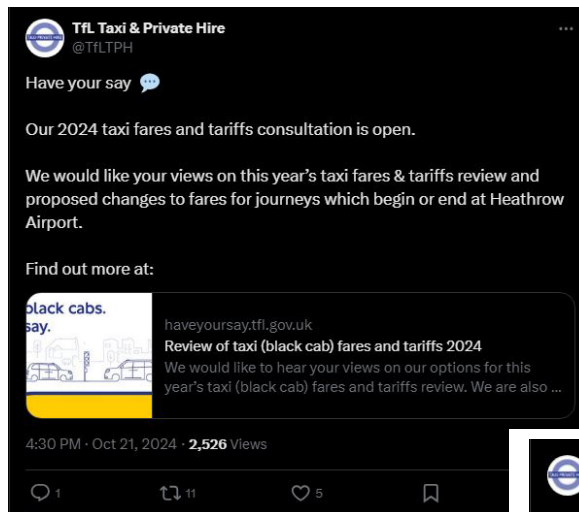
On street advertising – two examples shown of five locations



Three sided on-street advertising assets at taxi ranks at Finsbury Park (left) and Hammersmith (below)



Examples of social media



Appendix D: List of Stakeholders consulted with

A2Dominion Homes Limited	AA	Abbey Children's Centre Nursery
About Me Care & Support	Access in London	AccessAble
Action and Rights of Disabled People in Newham	Action Disability Kensington & Chelsea	Action for hearing loss
Action on Disability and Work UK	Action on Hearing Loss	Action Space
Action Vision Zero	Active Plus	Acton BID
Addiscombe and Shirley Park Residents Association	Addison Lee	Adult Social Care Commissioning - Involve team
Adults and Health	Advance Housing and Support Limited	Advocacy for All
Advocacy Project	AECOM	Affinity Sutton Homes Limited
African & Caribbean Heritage Association	African French Speaking Organisation	Age Concern Chiswick
Age Concern Orpington and District	Age UK	Age UK Barnet
Age UK Bexley	Age UK Brent, Harrow & Hillingdon	Age UK Bromley & Greenwich
Age UK Camden	Age UK City of London	Age UK Croydon
Age UK Ealing	Age UK East London	Age UK Enfield
Age UK Hammersmith & Fulham	Age UK Hounslow	Age UK Islington
Age UK Kensington & Chelsea	Age UK Lambeth	Age UK Lewisham & Southwark
Age UK London	Age UK Merton	Age UK Redbridge, Barking & Dagenham and Havering
Age UK Richmond upon Thames	Age UK Sutton	Age UK Waltham Forest
Age UK Wandsworth	Age UK Westminster	Ageing Better in Camden
AgeUK Islington	Aimer Products Limited	Al Manaar- The Muslim Cultural Heritage Centre
Aldgate Partnership	Alexandra Park School	All Assembly Members

All London Borough Chief Executives	All London Borough Leaders	All London Borough road safety officers
All London Borough Cabinet Members for social care	All London Borough Cabinet Members for transport	All London MPs
All opposition borough leaders for transport	All Safe and Sound Ltd	Alzheimer's Society for Lambeth and Southwark
Alzheimer's Society Croydon	Alzheimer's Society Dementia Support Service Wandsworth	AmicusHorizon Limited
Amma Radek	Anchor Trust	Angel Association
Angel BID	Aphasia Reconnect	ARCA Generation
Archway Town Centre Group	Argall BID	Arnold House — Leonard Cheshire Disability
artsrichmond (Richmond upon Thames Arts Council)	Arup	Asda
Asian People's Disability Alliance	Asian Women's Lone Parents Association	ASLEF
Aspire	Association of British Drivers	Association of Fleet Professionals LTD
Association of Town Centre Management	Asylum Aid	Attitude is Everything
Augustins Solicitors	B&D Access Group & IDDP	B.A.P Theatre LTD
Baker Street Quarter Partnership	Balham Resource Centre	Barbican Association
Barclay Road Residents Association	Barking & Dagenham Faith Forum	Barking & Dagenham Chamber of Commerce
Barking and Dagenham Leaseholders Association	Barking Reach Residents Association	Barnet Bipolar Self Help support group
Barnet Hospital (Royal Free)	Barnet Lone Parent Centre	Barnet Multifaith Forum
Barnet Parent Carer Forum	Barnet Residents Association	Barnet Society
Barnet Torch Fellowship Group	Barnet, Enfield and Haringey Mental Health NHS Trust	Barts Hospital
BBC	Be Richmond BID	Beckenham Together BID
Becontree Residents Association	Becontree Ward Central Tenants and Residents Association	Bee Midtown BID
Belvedere Forum	Betar Bangla	Better Archway

Better Bankside BID	Bexley African Caribbean Community Association (BACCA)	Bexley Association of Turkish Speakers (BATS)
Bexley Churches Housing Association Limited	Bexley Civic Society	Bexley Clinical Commissioning Group
Bexley Deaf Centre	Bexley Dodgers Boccia Club	Bexley Down's Syndrome Group
Bexley Interfaith Forum	Bexley Mencap	Bexley Neighbourhood Watch
Bexley Snap	Bexley Voluntary Service Council	Bexleyheath & District Club for the Disabled
Bexleyheath Town Centre BID	Beyond Sight Loss	Biggin Hill Community Care Association
Bikeworks	Bioregional	Blenheim - Insight
BlindAid	Blue Bermondsey BID	Blue House Yard
Bluebird Care (Enfield)	BME Health Forum	Brent Deaf and Hearing Impaired Service
Brent Disability Forum	Brent Gateway Partnership	Brent Irish Advisory Service
Brent Mencap	Brent Visual Impairment Service	Brentford Chamber of Commerce
Bridge Renewal Trust	Britannia Village School	British Afghan Women's Society
British Airways	British Beer & Pub Association (BBPA)	British Blind Sport
British Disabled Angling Association	British Heart Foundation	British Land
British Youth Council (BYC)	Brixton BID	Brixton Forum
Brockley Hill Residents' Association	Bromley and Lewisham Mind	Bromley Experts by Experience CIC
Bromley Living Streets Group	Bromley Mencap	Bromley Mobility Forum (XbyX Bromley)
Bromley Voice	Bromley Well	Bromley, Lewisham and Greenwich Mind
Broomfield School	Bubic	Buddies for All
Business Disability Forum	Camden Carers' Group and Former Carers' Group	Camden Carers' Service

Camden Chinese Community Centre Chinese Housebound Project	Camden Cutting	Camden Cyclists
Camden Disability Action	Camden Disability Action	Camden Learning Disabilities Service
Camden People First	Camden Society Choices	Camden Town Unlimited
Camden Town Unlimited / Euston BID	Campaign for Better Transport	Canary Wharf Group
Canonbury Society	Capel Manor College	Carers First
Carers Hub	Carers' Hub (Carers of Barking and Dagenham)	Carers network
Carers' Support (Bexley)	Carers Trust Lea Valley Crossroads Care Service	Cassel Hospital
Castlehaven Community Association	Catcalls of London	Celebrations Theatrical Group
Cemex	Central Croydon Community Action	Central London - Council for Christian & Jews
Central London NHS Trust	Central Middlesex Hospital	Centre 404
Centre for accessible environments	Centre for Ageing Better	Certax Accounting (Enfield)
Certitude Travel Buddies	Chace Community School	Chadwell Heath Residents Association
Chainreaction	Charing Cross Hospital	Charlton Athletic Community Trust
Chase Farm Hospital	CHASE Residents' Association	Chattham Hall
Chauffeur and Executive Association	Cheapside Business Alliance	Chelsea and Westminster Hospital
Chestnuts	Cheviots Childrens Disability Service	Chickenshed
Children's Service	Chingford Line User Group	Chislehurst and Sidcup Housing Association
Chiswick Calendar	Chiswick W4 Forum	Choice in Hackney
Choice Support	Christian Action Housing Association	Citizens Advice
City Connections Service (Part of Age UK East London)	City Gateway Women's Project	City of London Police

Citymapper	Clapham Park Forum	Clapham Transport Users group
Clear Channel UK	Club SW18-2-35	Cold Blow Residents Association
Community Cafe	Community Cook Up	Community Navigation Network
Community Southwark	Community Waltham Forest	Compass
Confederation of British Industries	Confederation of Passenger transport	Conquest Art
Co-op	Co-operative Development Society Limited	Copper Mill Heights Resident Association
Coppermill Heights	Coppies Grove Residents Association	Cornerstone Business Recovery
Coulsdon West Residents' Association	Covent Garden Community Association	Craftory Workshop
Craving Coffee	Crayford Community Centre	Crayford Forum
Craymill Housing Co-operative Limited	Creative Support	Cross River Partnership
Crossroads Care Enfield	Croydon BAME forum	Croydon BID
Croydon Business Improvement District	Croydon Communities Consortium (CCC)	Croydon Disability Forum
Croydon Mencap	Croydon People First	Cultural Industries Development Agency
Culture Access	Cycle Islington	Cypriot Elderly and Disabled Group (Enfield)
DABD (UK)	Dalgarno Trust	Darul Aman Trust (MASJID)
DASH	Deaf Access	Deaf club
Deaf Ethnic Women Association (DEWA)	Deaf Ethnic Women's Association (DEWA)	DeafBlind UK
Dementia Voice	Department for Transport	Disability Action Haringey
Disability Action In Islington	Disability Advice Service	Disability Advice Service Lambeth
Disability Alliance	Disability BackUp	Disability Horizons
Disability Inspired Alliance	Disability Network Hounslow	Disability Rights UK
Disabled Go	Disabled Motoring	Disabled Persons Transport Advisory Committee

Dogs for Good	Dorjechang Buddhist Centre	Dorset Community Association
Dovetail Community Outreach	Dowsett Estate Residents' Association	Drew School
Driver & Vehicle Licensing Agency (DVLA)	DriverNet	Drivetech
E11 BID company	E20	Ealing BID
Ealing Business Club	Ealing Centre for Independent Living	Ealing Community Network
Ealing Hospital	Earl's Court Business Forum	East Coulsdon Residents' Association
East Homes Limited	East London Advanced Technology Training	East London Chinese Community Centre
East London Garden Society	East Surrey Transport Committee	East Thames Group
Eastend Homes	Ebrahim Community College	Edmonton County School
Elders Voice	Elevation Training and Empowerment CIC	Elevation-Profile C.I.C.
Elfrida Rathbone Camden	ELOP - East London out Project	End Violence Against Women
Enfield Bangladesh Welfare Association	Enfield Carers Centre	Enfield Caribbean Association
Enfield Clubhouse	Enfield County School	Enfield Disability Action
Enfield Faith Forum	Enfield Grammar School	Enfield Health and Social Care Partnership
Enfield People's Project	Enfield Racial Equality Council	Enfield Saheli
Enfield Somali Community Association	Enfield Turkish Cypriot Association	Enfield Turkish Cypriot Association ETCA
Enfield Vision	Enfield Visually Impaired Bowls Club	English Heritage
Enterprise Enfield	Epsom and St Helier	Erith Town Forum
Essex Wildlife Trust	ETOA – European tourism association	European Dysmelia Reference Information Centre
Euston Design	Euston Town Unlimited	EVAW
ExCeL	Excel Women's Centre	Excitech Ltd
Eyes For Success	Faith Regen Foundation LTD	Faiths Together in Croydon

Faiths together in Croydon	Faiths Together in Lambeth,	Family Mosaic
FASTSIGNS Enfield	Federation of Small Businesses	Federation of Small Businesses - West London
Federation of Wholesale Distributors (FWD)	Ferry Lane Action Group (FLAG)	Ferry Lane Primary School
Fight for Peace	Fight for Sight	Fitzrovia Partnership
Fitzrovia West Neighbourhood Forum	Foodbank Wandsworth	Fountains Mill Young People's Centre
FREENOW	Freight Transport Association	Friends of African Caribbean Carers and Sufferers of Dementia
Friends of Alexandra Park	Friends of the Earth	Fulham Broadway BID
Fulham Estate Residents Association	Fusion foods	Future Wood Green BID
Gallions Housing Association	Galop	Gargaar Somali Welfare Association
Gateway Club - Orpington and Bromley	Gateway Housing Association	Gendered Intelligence
Genesis Housing Association	Ghanaian Welfare Association	GIRES
GLA Strategy Access Panel members	GMB	Go Golborne Project
Godwin Lawson Foundation	Goldy Goldy Asian Women's group	Good Night Out Campaign
Grange Day Centre	Great Ormond Street Hospital for Children NHS Foundation Trust	Greater London Authority
Greater London Forum for Older People	Greater London Forum for the Elderly	Greek & Greek Cypriot Community of Enfield (GCCCE)
Green Cross First Aid Training Enfield	Green Lanes Shopping Centre	Greenwich Association of Disabled People
Greenwich Association of the Disabled (GAD)	Greenwich DPAC	Greenwich Mums
Greenwich University	Guide Dogs	Guide Dogs for the Blind
Guy's Hospital	H & F Community Transport Project	H & F Federation of Tenants and Residents Association (HAFFTRA)

H&F Disability Forum	H&F Local and Vocal Hub	Habinteg Housing Association Limited
Hackney and Tower Hamlets Friends of the Earth	Hackney Faith Forum	HACS
HAGA	Hainault Business Park BID	Hale Village
Hammersmith BID	Hammersmith Hospital	Hampton Wick Society
Harefield Hospital	Haringey Advisory Group on Alcohol (HAGA)	Haringey Association for Independent Living (HAIL)
Haringey Association of Neighbourhood Watches	Haringey Borough Women's Football Club	Haringey Boxing Club
Haringey Citizens Group	Haringey Clinical Commissioning Group	Haringey council
Haringey Cycling Campaign	Haringey Law Centre	Haringey Mencap
Haringey Over 50's Forum	Haringey School Liaisons	Haringey Sixth Form College
Haringey Wheelchair User Group	Haringey Women's Forum	Harringay Traders
Harrow & Brent United Deaf Club	Harrow Association for Disabled People	Harrow Association of Disabled People
Harrow Cyclists	Harrow Federation of Tenants & Residents' Associations	Harrow Monitoring Group
Harrow Rail Users Group	Harrow Samaritans	Harrow Town Centre Business Improvement District - Ha1
Hatton Garden BID	Havering over 50s Forum	Hayes Town Partnership
Hazel Housing Co-operative Limited	HBC Community Centre	Health Poverty Action
Healthwatch Enfield	Healthwatch Lambeth	Healthwatch Tower Hamlets
Heart of London BID	Heatham House Youth Centre	Heathrow Airport Limited
Heathrow Community Engagement Board	Hexagon Housing Association Limited	Hien Le & Co Chartered Accountants
Higham Residents Association	Highbury Fields Association	Highbury Roundhouse Community Centre
Highgate Neighbourhood Forum	Highgate School	Highgate schools transport coalition
Highgate Society	Highway House	Highway of Holiness Youth Club and Training Centre

Hilldrop Community Centre	Hillingdon Access & Mobility Forum	Hillingdon Asian Womens Group
Hillingdon Autistic Care and Support	Hillingdon Chamber of Commerce	Hillingdon Community Transport
Hillingdon Dads (SEND Family Support)	Hillingdon Hospital	Hillingdon Somali Women's Group
Hillside Church	Hillside Clubhouse	Hindu Society
Historic England	Holiday Inn Stratford	Holy Trinity Church
Homerton University Hospital	Home-Start Haringey	Hope and Restoration/trading as H&R Training Professionals
Hope in Tottenham	Horizon	Hounslow Chamber of Commerce
Hounslow Deaf Club	Hounslow Disability Forum	Housing & Care 21
Hurst Community Centre	HuskBrewing	Hyde Housing Association Limited
IAM	Ibscott and Wyhill Tenants and Leaseholders Association	ICEC Foodbank
Ilford BID	Imperial College Healthcare NHS Trust	IN Streatham BID
IN West Ealing	Inclusion Barnet	Inclusion London
Independent Disability Advisory Group	Independent Living Agency	Institute for Sustainability
Institute Of Couriers	Institute of Psychotherapy and Disability	Institution of Civil Engineers
Into University	Iranian Community Service	Isleworth Explorers Club
Islington Archaeology and History Society	Islington Parents Carers Forum	ITS Automotive
Jags Foundation CIC	Jami (Jewish Association for Mental Health)	Jewish Deaf Association
John Lewis Partnership	Joint Mobility Unit	Just Say Parents Forum
K&C Social Council	Katherine Low Settlement	Keep fit sessions and Dew Drop Inn
Keeping Safe Sub Group / Power and Control Group (Learning disabilities)	Keniston Housing Association Limited	Kenny Stuart LTD
Kensington & Chelsea Forum for Older Residents	Kensington and Chelsea Chamber of Commerce	Kensington and Chelsea Forum

Kensington and Chelsea Health Trainer Service	Kensington Residents Group	Kent Association for the Blind
Kent Solicitors	KEY Knowledge Enriches You	Kilburn Older Voices Exchange (KOVE)
Kimpton Industrial Park Proprietors Association	King George's Hospital	King's College Hospital
King's Road BID	King's Road Trader's Association	Kingston Centre for Independent Living
Kingston Chamber of Commerce	Kingston First	Kingston Hospital
Kingston Wellbeing Substance Misuse Service	Kongolese Children's Association	KOVE - Kilburn Older Voices Exchange
Lambeth Chinese Community Association	Lambeth Cyclists	Lambeth Dementia Alliance
Lambeth Multi-Faith Action Group	LB Richmond	LDN (formerly Westminster Society)
LDN 4U Camden	LDN 4U RBKC	LDN 4U Westminster
Learning Disabilities Forum	Learning Disabilities Partnership Board	Learning Disability Partnership
Lefkara Association of Great Britain - Enfield Branch	Leftley Estate Community Association	Leonard Cheshire
Let's Go Business Hub	Lewisham Hospital	Lewisham Nexus Service
Licensed Taxi Drivers Association	Limited Edition	Linden Hall Community Centre
Living Streets	London & Quadrant Housing Trust	London Ambulance Service
London Ambulance Service (stakeholder team)	London Ambulance Service NHS Trust	London Association of Funeral Directors
London Cab Drivers Club	London Chamber of Commerce and Industry (LCCI)	London City Airport
London Councils	London Cycling Campaign Hammersmith & Fulham	London Cycling Campaign Hounslow
London European Partnership for Transport	London Faiths Forum	London Fire and Emergency Planning Authority
London Fire Brigade	London First	London Friend
London Gypsies & Travellers	London Gypsy and Traveller Unit	London Hire Ltd

London Jewish Forum	London Luton Airport	London Older People's Strategy Group
London Recumbents	London Riverside BID	London Road Safety Council
London Senior Social	London Soccerdome	London Stadium
London Suburban Taxi-drivers' Coalition	London Taxi PR	London TravelWatch
London Vision	London Wetland Centre (South)	London Wildlife Trust
Look Ahead Care and Support	Loomis UK	Lordship Hub Co-op
Lordship Lane Primary School	Loughborough Junction Action Group	Loughborough Junction Action Group LJAG
Love Hampton Hill	Love Wimbledon	LoveUxbridge BID
Make it Ealing BID	Marble Arch BID	Markfield Beam Engine and Museum
Marks & Spencer	Marylebone Association	Mencap
Mental health and wellbeing network	Merton & Sutton Mediation	Merton Centre for Independent Living
Merton Chamber of Commerce	Merton Children with Disabilities Team	Merton Park Ward Residents Association
Merton Senior Citizens Forum	Merton Vision	Metropolitan Police Service
Mind Croydon	Mitcham Lane Baptist Church	MITIE
Moat Homes Limited	Mobility Services	Mode Transport
Moorfields Eye Hospital	Mount Green Housing Association Limited	Mumderground
Mumsnet	Muslim Council of GB	Muslim Cultural & Welfare Associateion of Sutton
Muslim Cultural & Welfare Associateion of Sutton - Sister Group	Nafsiyat Intercultural Therapy Centre	NAS Lambeth Branch
National Autistic Society	National Autistic Society	National Autistic Society, Merton Group
National Federation of the Blind	National Federation of the Blind of the UK	National Trust
NCT	NCT - Kingston	NCT- Barnet
NCT- Beckenham	NCT- Bexley	NCT- Brixton

NCT- Bromley & Chislehurst	NCT- Chiswick & Hammersmith	NCT- Clapham
NCT- Croydon	NCT- Crystal Palace	NCT- Ealing
NCT- Enfield	NCT- Greenwich	NCT- Haringey
NCT- Harrow	NCT- Havering	NCT- Hillingdon
NCT- Islington	NCT- Orpington	NCT- RB K&C
NCT- Streatham	NCT- Tottenham	Netmums
Network Housing Group	Network of Sikh Organisations UK	New River Studios
New West End Company	Newham College of Further Education	Newham Sixth Form College
Newham University Hospital	NHS Barking and Dagenham CCG	NHS Barnet CCG
NHS Bexley CCG	NHS Brent CCG	NHS Bromley CCG
NHS Camden CCG	NHS Central London CCG	NHS Croydon CCG
NHS Ealing CCG	NHS Enfield CCG	NHS Greenwich CCG
NHS Hammersmith and Fulham CCG	NHS Haringey CCG	NHS Harrow CCG
NHS Havering CCG	NHS Hillingdon CCG	NHS Hounslow CCG
NHS Islington CCG	NHS Kingston CCG	NHS Lambeth CCG
NHS Lewisham CCG	NHS Merton CCG	NHS Newham CCG
NHS Property Services	NHS Redbridge CCG	NHS Richmond CCG
NHS South East London	NHS Sutton CCG	NHS Tower Hamlets CCG
NHS Waltham Forest CCG	NHS Wandsworth CCG	NHS West London CCG
Night Time Industries Association	Nightingale Community Hospice	No Panic
No Place for Hate Forum	North Cray Neighbourhood Centre	North Cray Residents' Association
North London Asian Care	North Middlesex University Hospital	North Middlesex University Hospital NHS Trust
North West London wheelchair services user	Northbank BID	Northumberland Heath Community Forum
Northumberland Park Advice Service	Northwick Park Hospital	Norwood Action Group

Norwood Action Group http://norwoodactiongroup.org/	Norwood Forum	Norwood Forum
Notting Hill Housing Trust	NUS Women	O2 Arena
Oakleigh School and Early Learning Centre	Oasis Academy Hadley	Office for Disability Issues (DWP)
Old Ford Housing Association (Circle Housing)	Old Street District BID	Omega Housing Limited
OnCue Transport	One Housing Group	One Housing Group Limited
One Place East	Opinari Ltd	Opportunity Kensington BID
Orbit Group Limited	Orbit South Housing Association Limited	Orpington First
Our Streets Now	Outward Housing	Oxleas NHS Foundation Trust
Paddington Partnership	Parents Forum Resource Group	Park Avenue Disability Resource Centre
Park View School, West Green	Parkside Community Centre	Pavillon resident association
PaxTrans Ltd	PCOrentals	PCS
Peabody Group	Peabody Trust	Pearsons in Enfield
Pembury House	Penge SE20 BID	Perryview Housing Co-operative Limited
Planning Design	PLOS Theatre Company	Poplar HARCA
Portaramp UK Limited	Positively Putney BID	President National Federation of the Blind of the UK
Prince's Trust	Princess Royal University Hospital	PrioritEyes Ltd
Providence Row Housing Association	Purley BID	Queen Elizabeth Foundation for Disabled People
Queen Elizabeth Foundation Mobility Services	Queen Elizabeth Hospital	Queen Elizabeth's Foundation for Disabled People
Queen Mary's Hospital Sidcup	Queen Mary's Hospital For Children	Queen's Hospital
RAC Motoring Foundation	RAC Motoring Foundation	Race on the Agenda
Rainbow Hamlets	Rainbow Trust Children's Charity	Rainham ROYALS Youth Centre
RBKC Chamber of Commerce	RBKC Mobility Forum	Real - Local Voices and Accessible Transport Forum

Real - Real DPO Ltd	Redbridge Disability Association	Redbridge Disability Consortium
Refugee & Migrant Network Sutton	Refugee Action	Remploy
Research Institute for Disabled Consumers	Resident group	Respond
Rethink advocacy	Richard Cloudesley school - for children with physical and learning disabilities	Richmond AID
Richmond and Kingston Accessible Transport (RaKAT)	Richmond Concern Society	
Richmond Music Trust	Richmond Royal Hospital	Richmond Transport and Mobility Forum
Richmond Upon Thames Forum for Older People	Riverside Community Association	RMT Union
RNIB	Road Danger Reduction Forum	Road Safety Markings Association
Roadpeace	Romford BID	Rotary Club - Bromley
Royal Brompton Hospital	Royal Free London	Royal Institute of British Architects
Royal Institute of Chartered Surveyors	Royal London Hospital	Royal London Society for Blind People
Royal Marsden	Royal National Orthopaedic Hospital	Royal Society of Blind Children
Royal Town Planning Institute (RTPI)	RUILS/Mobility Forum and Transport Action Group	Ruislip Young People's Centre
Runnymede Trust	Russian community Association	Sacred Heart Church
Safety Net - People First	Sainsbury's Supermarkets	Salvation Army - North London Divisional HQ
Salvation Army - South London Divisional HQ	Sanctuary Housing Association	Sangam
Scope	SE5 Forum for Camberwell	SE5 Forum for Camberwell www.se5forum.org.uk/news/
Sense	Sensory Needs Forum	Share Community
Shepherds Bush Housing Association Limited	Sidcup Community Group	Sidcup Partners

Sidcup Youth Centre	Siemens Crystal	Sisters In Islam - Muslim Youth Club
Sisters of Frida	SITA UK	Sixth Form Colleges
Skanska	Skills & Training Network	Slade Green Community Forum
Society Links Tower Hamlets	Somali Parent and Children Play Association	South East London Chamber of Commerce
South East London Vision (SELVIS)	South Sutton Neighbourhood Association	South Wimbledon Business Area
Southbank Partnership	Southern Housing Group Limited	Southwark Disablement Association
Southwark Mulifaith Forum	Space Syntax	Spare Tyre - Arts and Theatre
Speak Out In Hounslow	Spitalfields Housing Association	Sprout Community Arts
St Ann's Hospital	St Barnabas Monday Club	St George's Hospital
St Hilda's Community Centre	St John's Hill Centre	Stand In The Gap
St Margaret's Community website	St Mary's Hospital	STMGROUPLTD
Stay Safe	St Thomas' Hospital	Stratford Original BID
Stockwell Forum	Stifford Community Centre	Stroke Association
Streatham Action	Stonewall	Sundridge Park Working Mens Club
STS First Aid	Streatham Action	Sutton Chamber of Commerce
Surbiton Hospital	Successful Sutton BID	Sutton LGBT Forum
Sutton Community Transport	Sutton Centre for Equalities	Suzy Lamplugh
Sutton Mencap	Sutton Hospital	Teachers' Housing Association Limited
Swan Housing Association	Sutton Salvation Army	Teddington Memorial Hospital
Team London Bridge	Tamil Relief Centre	Terrence Higgins Trust
Teddington Society	Team Margot	The British Dyslexia Association
Thames Clipper	Teddington Town website	The Driver-Guides Association
The Co-operative Group	The Association of Guide Dogs for the Blind	The Interfaith Network

The Enfield Branch of the National Autistic Society	The Disability Confident Action Group (DCAG)	The Kingswood Centre
The Islington Society	The Engine room	The Manor House Centre for Psychotherapy and Counselling
The Lesbian and Gay Foundation - LGBT Carers Online Forum	The Kingston Association for the Blind	The Residents' Society of Mayfair & St. James's
The Mill Project	The Mall Wood Green	The Royal Association of Deaf People (RAD)
The Riverside Group Limited	The Purple Penguin Club	The Shane Project
The Royal Marsden Cancer Charity	The Rooted Forum	The Vue
The Soho Society	The Royal Parks	This is Paddington
The Wenta Business Centre, Enfield	The Sulgrave Youth Club	Tolworth Hospital
Thomas Pocklington Trust	This is Clapham	Tottenham Hale Retail Park (Workman Retail)
Tony Gee and Partners	TKMaxx	Tottenham Traders Partnership
Tottenham Hotspur Football & Athletic Co. Ltd	Totally Richmond	Tower Hamlets Homes
Tower Hamlets Accessibility Forum	Tottenham Hotspur Foundation	Tower Hamlets Wheelers
Tower Hamlets Inter-Faith Forum	Tower Hamlets Community Housing	Trailblazers, Muscular Dystrophy UK
Town and Country Housing Group	Tower Hamlets Mental Health Partnership Group / Community Options Involvement Network	Transport For All
Transport Associates Network	Townshend Close Housing Co-operative Limited	UN Women UK
Transport for the South East	Transport Focus	Unite the Union
United Cabbies Group (UCG)	Try Twickenham	University of the Third Age
University College London Hospital	Unite Students	Victoria BID
Urban Movement	University of East London	Visitor Economy Advisor
Visit Britain	Vauxhall One	Voices, Willma community

Visually Impaired Camden	Visit London	Waltham Forest Disability Resource Centre
W9 Empowerment Group	Visually Impaired in Camden	Wandle Housing Association Limited
Waltham Forest Mobility Forum	Wake Up Docklands	Wandsworth Chamber of Commerce
Wandsworth and Westminster Mind	Walthamstow Village Residents Association	Wandsworth Council
Wandsworth Community Empowerment Network (WCEN)	Wandsworth Carers Centre	Wandsworth LGBT Forum
Wandsworth Cycling Campaign	Wandsworth Community Transport (WCT)	Wandsworth Older People's Forum
Wandsworth mental health resource centre	Wandsworth Learning Disabilities Network	Warwick Gardens Residents' Association
Wandsworth Town Bid	Wandsworth Mobility Forum	We are W11
Waverley School	Wapping Bangladesh Association	Wembley Taekwondo
We Are Waterloo	We Are 336	West Hampstead Amenity & Transport (WHAT)
Wembley United Synagogue	Wellbeing Connect	West Indian Self Effort (WISE)
West Hampstead BID	West Drayton Young Peoples Centre	West London BID
West Indian Senior Citizen Organisation (WISCO)	West Hampstead Parents Group	West Norwood & Tulse Hill BID
West London Business	West Lea School	Westminster Drug Project
Westminster City Council, Learning Disability Partnership	West Middlesex University Hospital	Westside Young Leaders Academy
Westminster Senior Citizens Forum	Westminster Cycling Campaign	Westway Community Transport
Westside Young People Centre	Westmont Enterprise Club	Whitehorse Youth Centre
Wheels for Wellbeing	WestTrans	Whizz Kidz
Whittington Hospital	Whipps Cross University Hospital	Willesden 7th Day Adventist Church
Wildfire Urban Key	Whitworth Housing Co-operative Limited	Willesden District Scouts

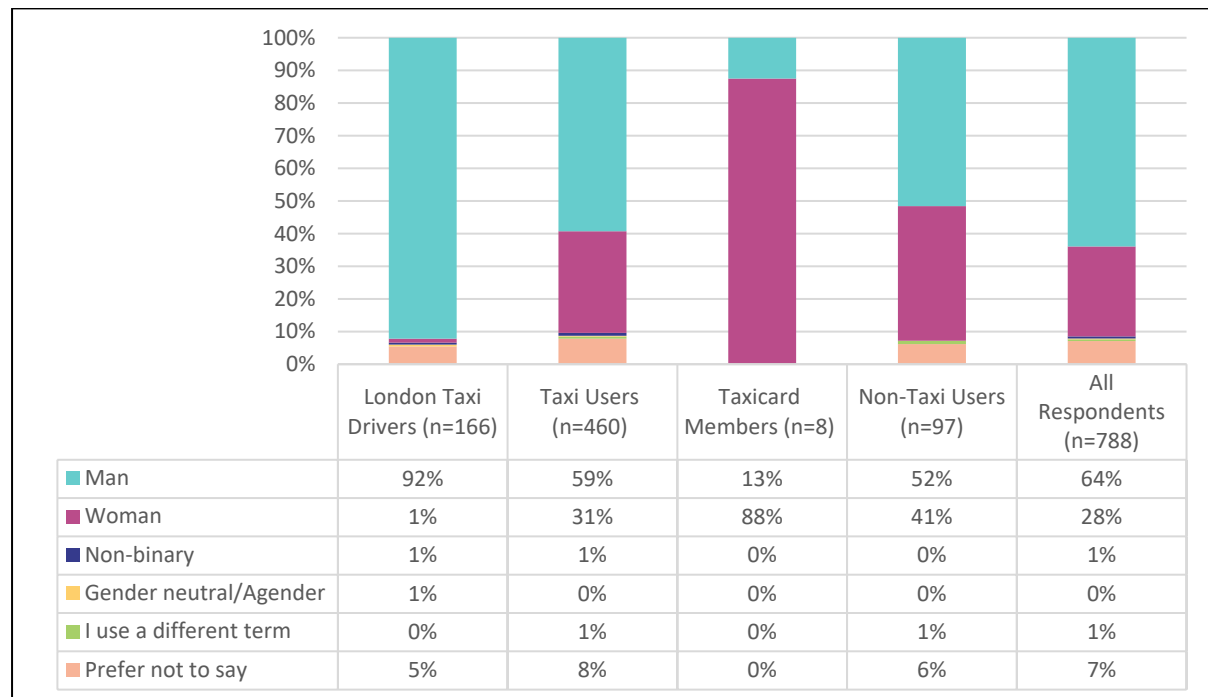
Willesden and Brent Chess Club	Willesden 2011 Judo Club	Willesden Local History Society
Willesden Green Baptist Church	Willesden Cycling Club	Willesden Supplementary Saturday School
Willesden Sportability Club	Willesden Green Town Team	Willow Lane BID
Willesden Triathlon Club	Willesden Sports Centre	Women in Transport
Wingate and Finchley FC Disabled Fans' Forum	Willesden Volleyball Club	Woodside High School
Women's Institute (North West London)	Winvisible (Women With Visible and Invisible Disabilities)	Yoga in Daily Life Association UK
Work Rights Centre	Wood Green Works	Young Roots
Yogi Divine Society (YDS UK)	Yellow Pavilion	Your Bromley BID
Young Women's Trust	Young Brent Foundation	Youth Engagement Solutions Ltd
Your Life You Choose	Young's Football Coaching School	Yusuf Islam Foundation
Youth Offending Service	Youth Action Diversity Trust	Youth with a Mission Urban Key (London)

Appendix E: Demographic information

This section provides demographic data provided by respondents. Respondents are asked to provide this information when registering for our 'Have Your Say' consultation portal. It is not obligatory for people to provide this information. Data is broken down by respondent group.

Gender Identify

788 people provided a response to this question.



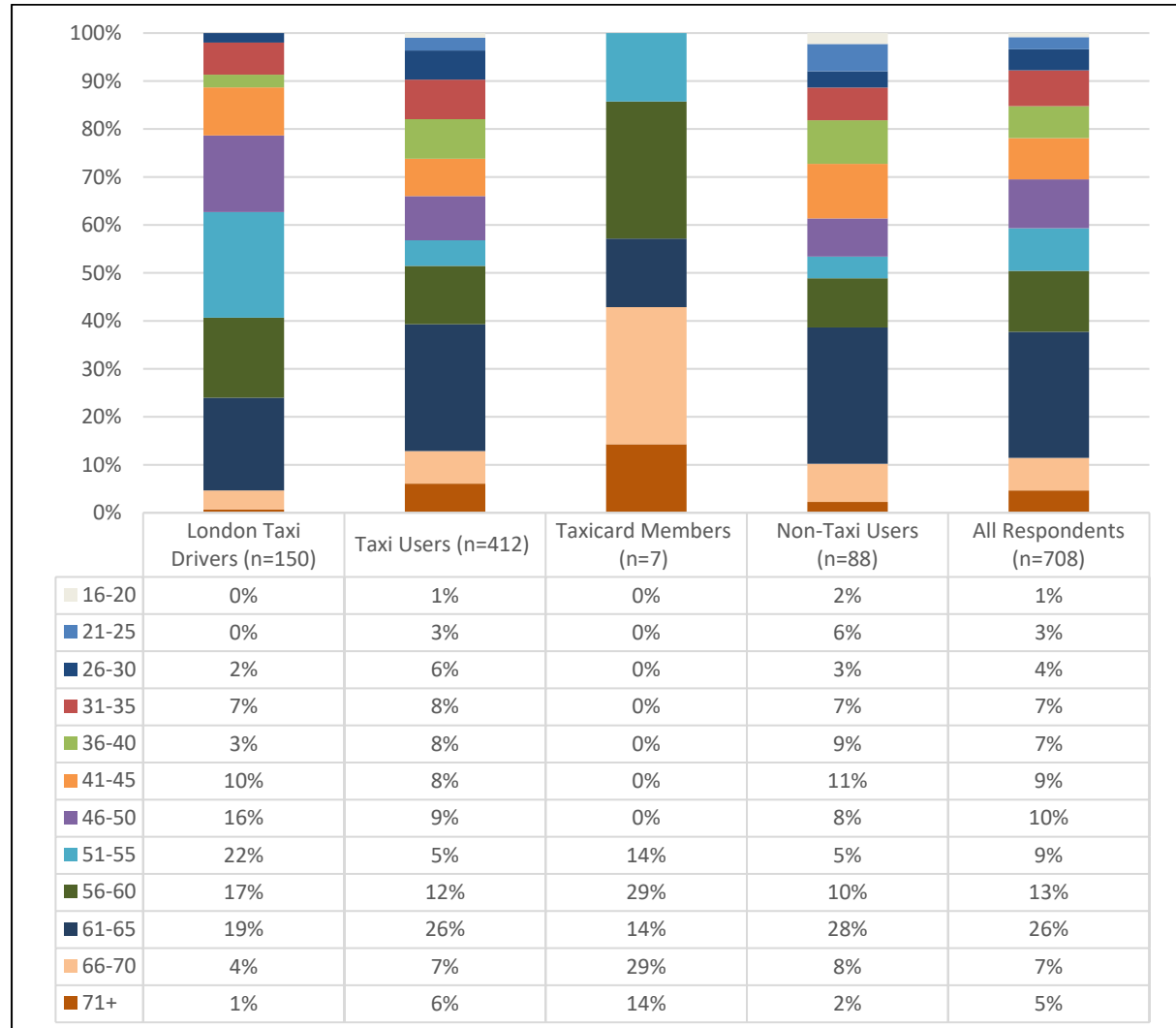
Disability

785 people provided a response to this question on whether they consider themselves to have a disability.



Age

708 respondents chose to provide information about their age. Please note that respondents are asked to provide their year of birth and totals from age range brackets calculated using this information.



Race/Ethnicity

774 people provided a response.

