

Finding out what people think about black cab fares



What's inside?



Why does TfL review black cab fares?



How is the cost of a black cab fare worked out?



What are the black cab rates?



What do black cab passengers and drivers think about black cab fares?



How might the changes affect the Taxicard scheme?



How would it affect different groups if black cab fares go up?



What happens next?



Introduction



TfL is reviewing **black cab fares** and would like your **feedback** on:



- How much **black cab fares** cost now



- Should the cost of **black cab fares** go up?



Why does TfL review black cab fares?



TfL reviews black cab fares every year because the **cost of running a black cab** changes.



TfL wants to make sure that:

- passengers get **value for money** when they take a **black cab**
- black cab drivers are paid a **fair amount**





- black cab drivers can cover their running costs which have gone up.



Running costs could include:

- insurance
- fuel
- repairs.





How is the cost of a black cab fare worked out?



The cost of a black cab fare is worked out using a taximeter

A taximeter is a device in black cabs that:



- keeps track of how far the black cab has travelled for each journey



- shows the black cab fare at the end of the journey.



The cost of a **black cab** fare can be affected by:



- The time of day



- How many miles the journey is



- How many minutes the journey takes



- Any **extra charges** such as:

£3.60



- up to **three pounds and sixty pence** for journeys that start from

Heathrow



one of the **black cab** ranks at Heathrow Airport.

£5.20



- up to five pounds and twenty pence for dropping off passengers

Heathrow



in one of the terminal drop-off zones at Heathrow Airport.

£60.00



Black cab drivers may charge passengers **up to sixty pounds**



if they make the black cab dirty and the vehicle needs to be taken out of service to be cleaned.

£2.00

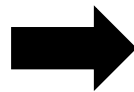


- **two pounds extra** if you book a **black cab** in advance **on the phone** or using an **app or website**.

£4.00



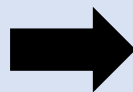
- Four pounds more than the usual cost if you take a **black cab** from:



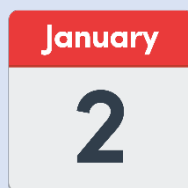
8pm on 24 December to



6am on 27 December



8pm on 31 December to



6am on 2 January

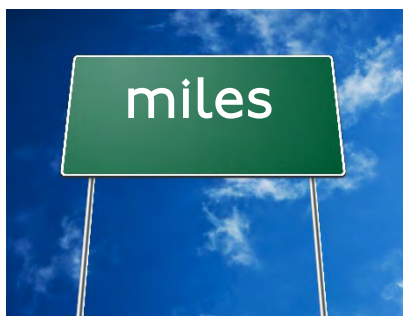


What are the black cab rates?

The rates **affect** how **much** the **black cab fare** will **cost**.

There are **four black cab rates** based on:

- Day of the **week**
- Time of the **day**
- Time of the **year**
- Distance of the **journey**.





Minimum Fare

£3.80



At the moment all black cab fares start at **three pounds and eighty pence** from the **start** of the **journey**.

This is called the **minimum fare**.

The final fare will go up depending on:

- how far you travel
- how long the journey takes.



Rate One



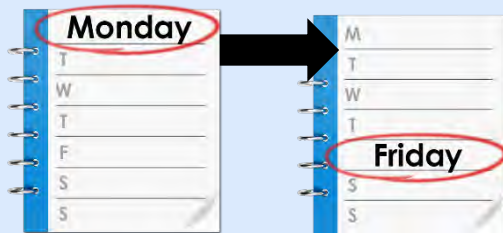
Monday to Friday



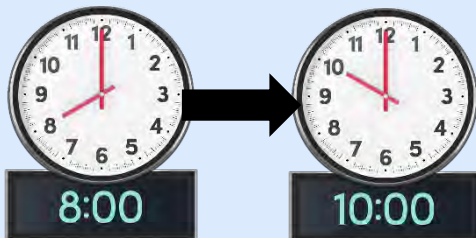
From 5am to 8pm



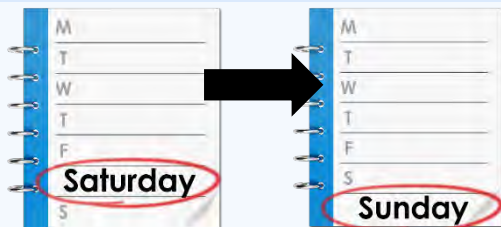
Rate Two



Monday to Friday



From 8pm to 10pm



Saturday and Sunday



From 5am to 10pm



Rate Three



Every night



From 10pm to 5am



Public holidays such as:

- Christmas Day
- Bank Holiday Mondays



Rate Four



All black cab journeys
over six miles.



What do you think?



TfL would like your
feedback on five choices
for:

- **new black cab fares**
- **new black cab rates.**



Changes to black cab fares and rates

1	
2	
3	
4	
5	

There are **five** choices



£3.80

In most choices the **minimum fare of three pounds and eighty pence** would stay the same.



Choices 1, 2, 3 and 4
would all mean
passengers pay more.



Choice 1
The biggest increase to
rates 1, 2, 3 and 4

£4.20



Choice 2

Increase to the minimum fare

AND



A big increase to rates 1, 2, 3 and 4



Choice 3

Rates 1 and 2 go up to cover most black cab drivers' running costs



Choice 4

Rates 1 and 2 go up by a smaller amount so most black cab drivers are paid a bit more



Choice 5

No increase to the minimum fare or the Rates



The new fares and rates are **worked out** by looking at **price changes** over the last **three years** for:

- How much it costs to **buy** a **black cab**
- Fuel including petrol, diesel and electric
- Insurance
- Spare parts.



Finding out what black cab passengers and drivers think about fares



Every year **TfL** does research on black cab fares with:



- black cab and minicab passengers



- black cab drivers



Black cab drivers were asked for **feedback** about:

£3.80



- the three pounds and eighty pence **minimum fare** when a black cab journey starts



- the different rates



- the extra charges





Black cab passengers were asked:



- what they think about black cab fares



- why they use black cabs



- why they change how many times they take a black cab.



What black cab passengers said about black cab fares in 2021



Over half of black cab passengers said:

Black cab fares cost too much



Less than half of all black cab passengers said:

Black cab fares are a fair price



What black cab passengers said about minicab fares in 2021

Over half of black cab and minicab passengers said



Minicab fares
cost too
much

Less than half of black cab
and minicab passengers
said:



Minicab fares
are a fair
price



Most female black cab passengers said:



Black cab fares cost too much



Most disabled black cab passengers said



Black cab fares cost too much



Most black cab and minicab passengers said:

I take black cabs or minicabs because they are easier to use



A small number of black cab passengers said:

Black cabs are the cheapest option



A lot less than half of minicab passengers said:

Minicabs are the cheapest option

Less than half of black cab and minicab passengers said:



In the last 12 months I have not used black cabs as many times because they cost too much



Feedback from black cab drivers

Most black cab drivers said



All Black cab
fares about
right



Over half of black cab
drivers said

Rate One should
go up

01



Less than half of black cab drivers said

Rate One should stay the same

02

03

04



Most black cab drivers said:

Rate Two, Three and Four should stay the same



Less than half of black cab drivers said:

The minimum fare should stay the same

Half of black cab drivers said:



The minimum fare should go up

Half of black cab drivers said:



The extra charge for booking a black cab should stay the same

Some black cab drivers said:



The extra charge for booking a black cab should go up



Many **black cab drivers** as well as **people** and **groups** with an **interest** in **black cabs** have said:



The lowest fare and some rates mean **black cab drivers** can **compete** against minicab services.





Black cab drivers also believe the **main reasons** why **passengers** think **fares** are **too high** is because:



- there is **slow moving traffic** on the roads which **causes delays**



- journey times are **taking longer**



- in **London** there are **less roads** for black cab drivers to **drive through**



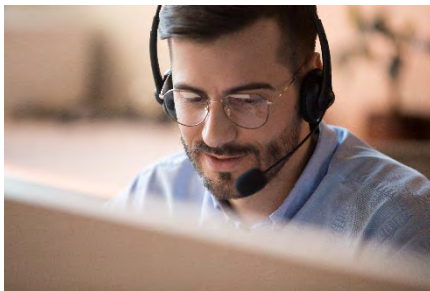
- black cabs **cannot use all roads** in London



- **London** roads are changing.



Other possible changes to black cab fares



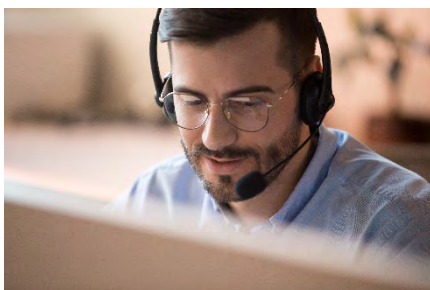
Extra charges for booked black cabs

£2.00



Black cab companies can charge **up to two pounds** when someone books a black cab:

- by phone
- by smart phone
- online.



This extra charge was started to help black cab companies cover the costs of managing a booking service.



Black cab companies can choose if they:

£2.00



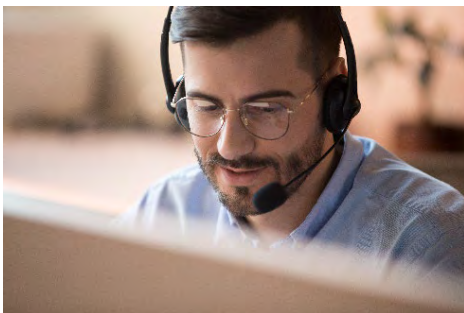
- charge **two pounds**



- charge less than **two pounds**



- make no charge



- keep the full extra charge to cover the costs of managing a booking service.



£2.00



- give some or all of the two pounds charge to black cab drivers



A possible change is that the **two pounds** charge is **not added** to the taximeter



This would mean black cab companies could charge any amount **less than two pounds**.

£2.00



TfL would set the highest charge which could be **two pounds**.



Most black cabs are **booked using an app.**

No more than
£2.00



The extra charge on the app could be any amount but it must be **no more than two pounds.**



This should stop passengers from being charged twice:

- once on the app
- once on the taximeter.



Black cab companies can ask black cab drivers to add the extra charge to the fare on their taximeter.

A fare card that lists extra charges is displayed in the black cab so that passengers can see it.

Transport for London – Taxi fares from 30 April 2022

The meter calculates the maximum fare based on time of day, distance travelled and time taken.

Once a journey reaches approximately six miles, the fare increases at a different rate. Full details of the taxi tariffs can be found at tfl.gov.uk/taxifares

Unless there is a good cause, drivers must accept any hiring up to 12 miles (20 miles if at Heathrow Airport), or up to one hour if the destination is in Greater London.

The fare for a journey outside Greater London may be negotiated between the driver and passenger. If no fare is agreed before the start of the journey, the fare cannot be more than that shown on the meter.

Typical fares

Fares and times may increase if there are delays or heavy traffic.

Tariff code on meter		1	2	3
Distance	Approximate journey time	Monday to Friday 05:00-20:00	Monday to Friday 20:00-22:00 Saturday and Sunday 05:00-22:00	Every night 22:00-05:00 and public holidays
1 mile	6-13 mins	£6.40-£10	£6.40-£10.20	£8-£11.20
2 miles	10-20 mins	£9.80-£15.80	£10.40-£16	£11.60-£17
4 miles	16-30 mins	£17-£25	£19-£25	£20-£29
6 miles	28-40 mins	£26-£33	£32-£36	£33-£37
Between Heathrow and central London	30-60 mins	£52-£97		

- There is a minimum fare of £3.80 at all times
 - There are no extra charges for luggage or additional passengers, or when paying by credit or debit card
 - Additional charges that must be shown on the meter at the start of the journey:
 - Phone and online bookings: up to £2
 - Heathrow Airport:
 - £3.60 for journeys that start from the airport
 - £5.20 for drop offs in a terminal drop-off zone. Blue Badge holders should visit tfl.gov.uk/taxifares for information on discounts
 - Christmas/New Year: £4 for journeys made between 20:00 on 24 December and 06:00 on 27 December or between 20:00 on 31 December and 06:00 on 2 January 2023
 - The driver can charge up to £60 for soiling that requires the taxi to be taken out of service for cleaning
- To download a large print version of this form, visit tfl.gov.uk/accessguides

MAYOR OF LONDON





Fixed fares for shared black cabs during the Wimbledon Tennis Championships



During the Wimbledon Tennis Championships passengers can get a shared black cab and pay a fixed fare.



Shared black cab schemes are a good thing because:



- passengers have a shorter wait for a black cab



- fares could be lower



- black cab drivers get a higher fare than they would for other journeys



- there are less black cab journeys which means less noise, traffic and pollution.

TfL may make these changes:



- the fixed fare from the Wimbledon Tennis Championships could go up



- change where passengers can get a shared black cab from



The black cab boarding point outside Gate 4 of Wimbledon

TO



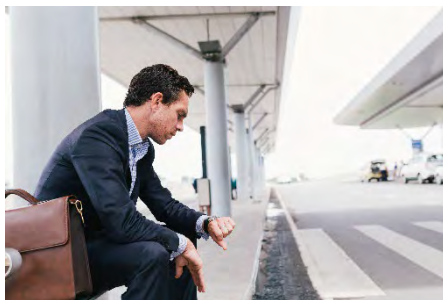
Black cab ranks for people going home from the Wimbledon Tennis Championships.



Some **fixed fares** may go up to make the shared black cab service better.



TfL wants more black cab drivers to accept these new fixed fares so that:



- passengers travelling to these areas have shorter waiting times for a black cab



- it is easier for passengers to get a black cab from the black cab rank



Black cab drivers' costs have gone up but the fixed fares have not gone up since 2014.



TfL wants more people to:

- have a good experience when they get a black cab during the Wimbledon Tennis Championships
- have a better black cab service during the Wimbledon Tennis Championships



£0.50



£1.00



TfL want the fixed fares to be worked out to the nearest **fifty pence** or **one pound**.



This should make it easier to work out the fare for a shared black cab.



TfL wants any changes to costs to be fair so that more people use shared black cabs when the Wimbledon Tennis Championships are on.

£0.50



£1.00



The fixed fares to different parts of central London will go up from **forty pence** and no more than **one pound**.



TfL wants the fixed fare from Wimbledon to different parts of London to go up.



If you want to find out if the fixed fare is going up in your area you could contact the Consultation Team by phone or email.



- You can also leave a message by calling **020 3054 6037**

Please leave a clear message saying you have a question about **Black Cab Fares and Rates**



How the changes might affect the Taxicard scheme



Disabled people who live in London can pay a lower cost for a **black cab journey** if they use the **Taxicard scheme** - a door-to-door black cab service.



Taxicard is funded by **TfL** and all London councils.



Black cabs are used for most Taxicard journeys.



People might be worried that if **black cab fares go up** then **Taxicard members** could:



- pay higher fares



- make less journeys.



If black cab fares **stay the same** then **black cab drivers** might **stop working** because they cannot afford the running costs.



If there were **less black cabs** it would also make it **more difficult** for **Taxicard members** to get a black cab.



How would it affect different groups if black cab fares go up?



TfL has looked at what could happen if black cab fares go up and how this could affect:



- the finances of black cab drivers



- the finances of black cab passengers



- the **health and safety** of people in **London**



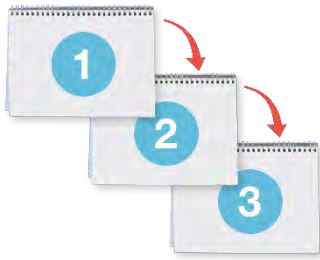
- **crime** in London



- the **environment**



- disabled people and groups **protected** from **discrimination** by the **Equality Act 2010**.



What happens next?



When this survey ends on
**Thursday 22 December
2022**



TfL will look at **all the
feedback.**



? And **decide** how **black cab
fares and rates** should
change.



If **TfL** decides to make any
changes to the **fares** and
rates the **changes** will **start**
in **April 2023.**



Tell us what you think

A white survey card with the title "Questions" at the top. Below the title are two speech bubbles, each containing a question mark. The first question is "1. What do you think about it?". Below the question are three checkboxes: "Good", "Bad", and "Not sure". The "Not sure" checkbox is checked with a blue mark. A hand holding a black pen is shown writing on the card.

Please give **TfL** your **feedback** by filling in the **Easy Read** survey.



To fill out the **Easy Read** survey you can download it from

tfl.gov.uk/taxi-fares-2022

A white survey card with the title "Questions" at the top. Below the title are two speech bubbles, each containing a question mark. The first question is "1. What do you think about it?". Below the question are three checkboxes: "Good", "Bad", and "Not sure". The "Not sure" checkbox is checked with a blue mark. A hand holding a black pen is shown writing on the card.

If you **do not** want to **fill out** the **survey** but would like to **give feedback** please **send it**:

By email:



Haveyoursay@tfl.gov.uk



In writing to:

**FREEPOST TFL
HAVE YOUR SAY**

You do **not** need a **stamp**.



Please return your
completed survey by
**Thursday 22 December
2022.**



TfL wants as many people as possible to complete this survey.



As well as this **Easy Read summary** and **survey** there is also a **British Sign Language video** - which includes **audio**.



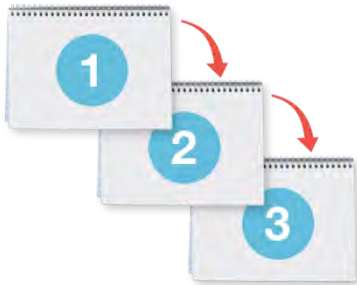
Please note **TfL** might include **some of your feedback** in the **final report**.



Your personal details are **private** and **TfL** will only use them to:



- **update** you about the decision



- **let you know** what is going to **happen next**.



Some replies to the survey may be included in the final report but will not include personal information.



Your **personal information** will be **protected** by the **law**.

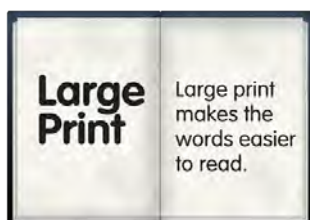


Would you like to read this document in a different way?



You could ask for the document:

- as a paper copy



- in large text



- in a different language



Please email:

Haveyoursay@tfl.gov.uk



Or write to:

**FREEPOST TFL
HAVE YOUR SAY**



This document was made
in November 2022.

