

## Appendix 3 – Taxis

The effect of the scheme on the taxi trade and their passengers was a particular concern mentioned by members at the Gateway 4/5 report. As such a number of surveys have been undertaken by the City to determine any potential impacts. The averages below are taken across the three time periods surveyed, 8-9am, 12-1pm and 5-6pm.

### Journey Time and cost

**Table 9: Minimum, maximum and average pre and post scheme taxi journey time comparison (averages are taken across the three surveyed peaks).**

| Start Point                              | Destination  | Pre - Scheme |       |         | Post - Scheme |       |         | Difference |        |         | % Using Bank before the trial | Deviation from previous route in miles |
|--|--|--------------|-------|---------|---------------|-------|---------|------------|--------|---------|-------------------------------|--|
|  |  | Min          | Max   | Average | Min           | Max   | Average | Min        | Max    | Average |                               |  |
| Liverpool Street Station                 | St Bart's Hospital, Giltspur Street Entrance (Kenton & Lucas Wing) | 08:00        | 19:00 | 12:10   | 10:00         | 17:00 | 13:30   | 02:00      | -02:00 | 01:20   | 0%                            | -0.11                                  |
| Taxi rank south of St Bart's Hospital    | Liverpool St Station, Mainline Entrance                            | 05:00        | 14:00 | 11:00   | 08:00         | 13:00 | 09:51   | 03:00      | -01:00 | -01:09  | 22%                           | -0.13                                  |
| Taxi rank on Liverpool Street            | Mermaid Conference Centre on Puddle Dock                           | 08:00        | 14:00 | 11:27   | 11:00         | 19:00 | 13:33   | 03:00      | 05:00  | 02:07   | 89%                           | 0.28                                   |
| Queen Victoria Street                    | Liverpool Street Station, Mainline Entrance                        | 06:00        | 09:00 | 07:33   | 09:00         | 17:00 | 11:53   | 03:00      | 08:00  | 04:20   | 100%                          | 0.03                                   |
| Taxi rank on Fenchurch Place             | Bread Street Kitchen on Bread Street                               | 08:00        | 17:00 | 11:27   | 07:00         | 16:00 | 11:27   | -01:00     | -01:00 | 00:01   | 89%                           | -0.19                                  |
| Ted Baker on Cheapside near Bread Street | Fenchurch Street Station   | 07:00        | 13:00 | 08:47   | 09:00         | 14:00 | 11:54   | 02:00      | 01:00  | 03:07   | 100%                          | -0.22                                  |
| Taxi rank west of London Bridge Station  | Bloomberg on Finsbury Square Garden                                | 10:00        | 18:00 | 13:20   | 11:00         | 20:00 | 15:00   | 01:00      | 02:00  | 01:40   | 100%                          | 0.05                                   |
| Finsbury Square Garden                   | London Bridge Station Mainline Entrance                            | 10:00        | 23:00 | 15:40   | 09:00         | 24:00 | 17:12   | -01:00     | 01:00  | 01:32   | 100%                          | 0.11                                   |
| Aldgate Station                          | Hatton Garden  | 13:00        | 17:00 | 14:40   | 10:00         | 20:00 | 14:15   | -03:00     | 03:00  | -00:25  | 33%                           | 0.28                                   |
| Hatton Garden (South of Greville Street) | Aldgate Station  | 14:00        | 32:00 | 21:10   | 12:00         | 26:00 | 16:30   | -02:00     | -06:00 | -04:40  | 17%                           | 0.35                                   |

**Table 10: Minimum, maximum and average pre and post scheme taxi journey cost comparison (averages are taken across the three surveyed peaks).**

| Start Point                              | Destination   | Pre - Scheme |        |         | Post - Scheme |        |         | Difference |        |         | % Using Bank before the trial | Deviation from previous route in miles |
|--|---|--------------|--------|---------|---------------|--------|---------|------------|--------|---------|-------------------------------|--|
|  |   | Min          | Max    | Average | Min           | Max    | Average | Min        | Max    | Average |                               |  |
| Liverpool Street Station                 | St Bart's Hospital, Giltpur Street Entrance (Kenton & Lucas Wing) | £6.40        | £11.60 | £ 8.20  | £8.00         | £10.20 | £ 9.50  | £1.60      | £-1.40 | £ 1.30  | 0%                            | -0.11                                  |
| Taxi rank south of St Bart's Hospital    | Liverpool St Station, Mainline Entrance                           | £5.60        | £10.00 | £ 7.74  | £7.00         | £9.00  | £ 7.97  | £1.40      | £-1.00 | £ 0.23  | 22%                           | -0.13                                  |
| Taxi rank on Liverpool Street            | Mermaid Conference Centre on Puddle Dock                          | £9.00        | £10.00 | £ 8.60  | £8.40         | £12.20 | £ 9.94  | £0.40      | £2.20  | £ 1.34  | 89%                           | 0.28                                   |
| Queen Victoria Street                    | Liverpool Street Station, Mainline Entrance                       | £6.00        | £8.00  | £ 6.78  | £7.60         | £12.00 | £ 9.04  | £1.60      | £4.00  | £ 2.27  | 100%                          | 0.03                                   |
| Taxi rank on Fenchurch Place             | Bread Street Kitchen on Bread Street                              | £6.00        | £11.20 | £ 8.28  | £7.00         | £10.60 | £ 8.60  | £1.00      | £-0.60 | £ 0.32  | 89%                           | -0.19                                  |
| Ted Baker on Cheapside near Bread Street | Fenchurch Street Station  | £5.80        | £8.20  | £ 6.67  | £7.40         | £10.00 | £ 8.72  | £1.60      | £1.80  | £ 2.05  | 100%                          | -0.22                                  |
| Taxi rank west of London Bridge Station  | Bloomberg on Finsbury Square Garden                               | £8.00        | £12.60 | £ 9.75  | £8.60         | £13.42 | £ 10.54 | £0.60      | £0.82  | £ 0.80  | 100%                          | 0.05                                   |
| Finsbury Square Garden                   | London Bridge Station Mainline Entrance                           | £8.40        | £14.96 | £ 10.73 | £8.60         | £15.20 | £ 12.18 | £0.20      | £0.24  | £ 1.45  | 100%                          | 0.11                                   |
| Aldgate Station                          | Hatton Garden   | £9.40        | £12.20 | £ 10.33 | £10.00        | £13.20 | £ 10.85 | £0.60      | £1.00  | £ 0.52  | 33%                           | 0.28                                   |
| Hatton Garden (South of Greville Street) | Aldgate Station   | £10.40       | £18.00 | £ 13.46 | £10.00        | £15.00 | £ 12.15 | £-0.40     | £-3.00 | £- 1.31 | 17%                           | 0.35                                   |

*NB: The above fare prices for the post scheme monitoring include the tariff increase of 3.7% which was introduced in June 2017.*

Whilst the data displayed in the above tables is useful and important it, does not act as a direct comparison to the modelling data reported at Gateway 4/5 which was an average of all journeys, undertaken within the modelled area.

Further analysis on this data and the new post-survey will be conducted in due course.

### **Taxi Rank Surveys**

The City has gathered pre and post-implementation data to ascertain the number of customers waiting for and using taxis at the rank at London Bridge station, following concerns raised by taxi trade representatives.

Pre-scheme surveys were undertaken on Tuesday 9<sup>th</sup> and Wednesday 10<sup>th</sup> May and post-scheme surveys were undertaken on Tuesday 11<sup>th</sup> and Wednesday 12<sup>th</sup> July. All surveys were undertaken between 8am and 9am. Table 11 below compares pre and post scheme waiting time figures for the front taxi to obtain a fare, and Table 12 compares the direction of travel upon leaving the rank.

**Table 11: Pre and post scheme comparison of time taken for a taxi to obtain a fare and the total number of fares (8am – 9am).**

|  | Pre - scheme |          | Post - scheme |           |
|--|--------------|----------|---------------|-----------|
|  | May 9th      | May 10th | July 11th     | July 12th |
| <b>Minimum wait time (seconds)</b>         | 14           | 15       | 11            | 7         |
| <b>Maximum wait time (seconds)</b>         | 479          | 462      | 548           | 670       |
| <b>Average wait time (seconds)</b>         | 181          | 141      | 157           | 153       |
| <b>Number of fares between 8am and 9am</b> | 63           | 76       | 71            | 67        |

Whilst the above data is useful for indication purposes, the sample sizes taken to date are too small to draw robust conclusions on the dataset.