

Appendix 5 – Taxis

37. Concern for the impact on the taxi trade and their passengers was voiced at the Gateway 4/5 report and was incorporated into the monitoring strategy in 'other success criteria'. The description of what was agreed to be monitored was 'taxi journey times and costs not unreasonably increased'.
38. Information to date onto the impact of the scheme on the taxi trade and their passengers is summarised below. It is worth noting that the London Taxi Drivers Association (LTDA) have submitted a technical report to officers as part of their response to the Bank on Safety Consultation survey. The contents of this report are still being verified by officers and will be commented on in due course.
39. An independent research company was commissioned by the City to undertake 'Mystery Shopper' taxi journeys between defined points suggested by taxi trade representatives on 5 routes. Journeys were undertaken during the morning peak (8 am to 9 am), afternoon (12 pm to 1 pm) and evening peak (5 pm to 6 pm) in each direction, on Tuesdays, Wednesdays and Thursdays both before the scheme and post-implementation. Approximately 80 journeys were undertaken for each survey.
40. The first round of post-implementation results was published in the November monitoring report and a repeat round of surveys has since been conducted. Table 3 compares the average journey time for each survey.

Table 3: Change in average Taxi Journey time and price (80 journeys per survey).

Pre-Scheme (May 2017)	Post Scheme 1 (July 2017)	Post Scheme 2 (November 2017)
12:06	13:21	15:30
£8.85	£9.80	£11.35

37. Tables 4 and 5 below are updated versions of similar tables published in the last monitoring report and are populated with information from the latest taxi survey. The tables compare the results from the November survey, to the pre-scheme survey from May 2017.

Table 4: Second round - 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
		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	18:00	12:30	02:00	-01:00	00:20	0%
Taxi rank south of St Bart's Hospital	Liverpool St Station, Mainline Entrance	05:00	14:00	11:00	07:00	23:00	13:50	02:00	09:00	02:50	22%
Taxi rank on Liverpool Street	Mermaid Conference Centre on Puddle Dock	08:00	14:00	11:27	08:00	18:00	13:53	00:00	04:00	02:27	89%
Queen Victoria Street	Liverpool Street Station, Mainline Entrance	06:00	09:00	07:33	07:00	15:00	12:00	01:00	06:00	04:27	100%
Taxi rank on Fenchurch Place	Bread Street Kitchen on Bread Street	08:00	17:00	11:27	14:00	33:00	20:27	06:00	16:00	09:00	89%
Ted Baker on Cheapside near Bread Street	Fenchurch Street Station	07:00	13:00	08:47	05:00	30:00	15:47	-02:00	17:00	07:00	100%
Taxi rank west of London Bridge Station	Bloomberg on Finsbury Square Garden	10:00	18:00	13:20	12:00	25:00	15:53	02:00	07:00	02:33	100%
Finsbury Square Garden	London Bridge Station Mainline Entrance	10:00	23:00	15:40	11:00	30:00	15:13	01:00	07:00	-00:27	100%
Aldgate Station	Hatton Garden	13:00	17:00	14:40	11:00	28:00	15:50	-02:00	11:00	01:10	33%
Hatton Garden (South of Greville Street)	Aldgate Station	14:00	32:00	21:10	12:00	29:00	19:30	-02:00	-03:00	-01:40	17%

Table 5: Second round - 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
		Min	Max	Average	Min	Max	Average	Min	Max	Average	
Liverpool Street Station	St Bart's Hospital, Giltspur Street Entrance (Kenton & Lucas Wing)	£6.40	£11.60	£ 8.20	£8.60	£11.88	£ 9.70	£2.20	£0.28	£ 1.50	0%
Taxi rank south of St Bart's Hospital	Liverpool St Station, Mainline Entrance	£5.60	£10.00	£ 7.74	£6.20	£14.20	£ 9.98	£0.60	£4.20	£ 2.23	22%
Taxi rank on Liverpool Street	Mermaid Conference Centre on Puddle Dock	£8.00	£10.00	£ 8.60	£9.00	£20.00	£12.60	£1.00	£10.00	£ 4.00	89%
Queen Victoria Street	Liverpool Street Station, Mainline Entrance	£6.00	£8.00	£ 6.78	£8.00	£12.00	£ 9.67	£2.00	£4.00	£ 2.89	100%
Taxi rank on Fenchurch Place	Bread Street Kitchen on Bread Street	£6.00	£11.20	£ 8.28	£10.00	£22.00	£13.53	£4.00	£10.80	£ 5.26	89%
Ted Baker on Cheapside near Bread Street	Fenchurch Street Station	£5.80	£8.20	£ 6.67	£5.60	£18.00	£10.27	-£0.20	£9.80	£ 3.60	100%
Taxi rank west of London Bridge Station	Bloomberg on Finsbury Square Garden	£8.00	£12.60	£ 9.75	£9.20	£15.00	£11.42	£1.20	£2.40	£ 1.68	100%
Finsbury Square Garden	London Bridge Station Mainline Entrance	£8.40	£14.96	£ 10.73	£8.80	£17.80	£11.04	£0.40	£2.84	£ 0.32	100%
Aldgate Station	Hatton Garden	£9.40	£12.20	£ 10.33	£10.00	£15.00	£11.33	£0.60	£2.80	£ 1.00	33%
Hatton Garden (South of Greville Street)	Aldgate Station	£10.40	£18.00	£ 13.46	£11.00	£17.20	£13.77	£0.60	-£0.80	£ 0.30	17%

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

37. 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.
38. The tables show that on average there has been an increase to seven of the ten directions surveyed of between 00.20 and 9:00 minutes compared to the before data. Two routes had an average reduction of between 00.27 and 1.40 minutes. The maximum journey time increase observed on one run was 17.00 minutes with the maximum journey time saving observed as 3.00 minutes. This data set is being used to inform the situation, and is a small sample of journeys undertaken by taxis.