

Ranks Action Plan 2015



Foreword

The Capital's taxis are iconic, recognised by Londoners and visitors alike as being part of the city's fabric.

Around 70 million taxi journeys are completed every year in London, with more than one-third of these starting from a taxi rank. As well as helping passengers get to their destination safely, these trips also contribute to the Capital's growing economy.

At Transport for London (TfL), we have appointed almost 500 taxi ranks in London, meeting demand for taxi services from railway stations, hotels and night time hot spots, among others. Taxi ranks are particularly important in suburban areas where the vast majority of work for taxi drivers originates from ranks rather than on-street hails.

Late night taxi ranks also play an important role in passenger security by offering safe travel at locations which may be less well served by other forms of transport.

TfL is committed to ensuring London's taxi rank network continues to improve to meet the evolving needs of passengers and cabbies alike.

The Mayor has made a commitment to improve taxi ranks across London. This plan is designed to achieve just that and sets out the steps we will take to ensure London's taxi rank network continues to evolve and meet the needs of passengers and cabbies alike.

Leon Daniels,
Managing Director Surface Transport



Introduction

The Mayor and TfL want taxi ranks to remain an integral part of the transport network in the Capital. Taxi ranks are located at most large transport hubs including mainline train stations, and many passengers rely on them to complete their journeys.

Late night taxi ranks make an important contribution to the safety of the travelling public, reducing the likelihood of touting and of people using 'bogus cabs'. London has one of the most accessible taxi fleets in the world and ranks are particularly important for disabled passengers as they allow wheelchairs to be loaded safely.

We are responsible for appointing taxi ranks on the public highway in all of the Capital's boroughs, apart from the City of London where this is done by the City of London Police.

We also work closely with the boroughs, taxi trade associations and other relevant stakeholders, such as Network Rail, hotels, and airports, to try and ensure sufficient taxi rank facilities are provided on private land. There are now almost 500 TfL-appointed taxi ranks in the Capital, plus a number of others in the City of London and on private land (see Appendix). The vast majority of taxi ranks and requests for new ranks are located on borough roads and therefore it remains the responsibility of the relevant local authority to secure the appropriate space and funding. However, they are an important part of the transport network and, together with the Mayor, we want this to continue.

As well as helping to manage the supply of taxis at busy locations, ranks also help reduce congestion and vehicle emissions by limiting the time drivers spend on the road while waiting to be hired.

We recognise extra measures are required to protect existing taxi ranks and accelerate the provision of new ones, particularly in suburban areas. This plan outlines a number of specific initiatives that we will take, in partnership with other stakeholders, to help achieve this. Although the cost for installing a new rank varies depending on the local considerations, on average appointing a new taxi rank costs between £2,000 - £5,000. The activity outlined in this plan is supported with a dedicated budget of £600,000.



Success to date

In recent years, we have worked with taxi trade representatives and other stakeholders to build on the existing rank network and better understand specific requirements at important locations.



Examples of this progress are highlighted below:

- We have produced a single taxi ranks tracker showing all new rank requests. The list is arranged in order of priority so a dedicated team can focus on those that are needed most urgently
- We attend the monthly London Cab Ranks Committee, which is organised and chaired by representatives of the three main taxi trade associations, to provide progress updates
- We have improved communications with the taxi trade regarding ranks. Regular updates are issued via email and our dedicated Twitter feed (@TfLTPH)
- A project to record geocodes of all TfL-appointed taxi ranks started in 2013 and is continuing. The information will form part of a database, which is also used to record bus stop and stand locations, and will be included on Legible London maps and on the 'Nearby' function on the TfL website to help people find their nearest cab rank
- We fund eight late night marshalled taxi rank schemes and have also encouraged local boroughs to consider supporting and funding similar initiatives
- Working with the London Cab Ranks Committee, we are reviewing ranks in central London to identify any that are underused and could be converted to rest ranks
- As part of the planning for special events, we now look to introduce temporary taxi ranks where possible. Examples include We Are FSTVL (Upminster), the Field Day Festival (Victoria Park) and Calling Festival (Clapham Common). Temporary ranks are also appointed for the Wimbledon Tennis Championships.
- We have arranged and funded taxi marshalling at rail stations during major events, or when there has been disruption to other transport services.

Actions

Although progress has been made in recent years, we recognise that more needs to be done to protect London's existing taxi rank network and secure additional ranks where they are needed.

The actions outlined in this section describe the steps we will take in the coming years, as we work with trade representatives, the boroughs and other important stakeholders to increase the overall number of ranks by 20 per cent by 2020.

1. Taxi ranks review

By 2016, we will complete a comprehensive review of London's taxi rank network, to identify where improvements are required and where new ranks are needed, especially at new or upgraded TfL stations. This will include:

- All London areas
- Suburban sectors
- Infrastructure
- Accessibility

2. New ranks and schemes

We will pursue a 20 per cent increase in the number of taxi ranks in London by 2020, working with the taxi trade to identify priority locations.

- Priority for new taxi ranks

This work will include our ongoing constructive and high-level engagement with borough highway authorities, including through the London Councils Transport and Environment Committee, to actively promote the need for and delivery of new taxi ranks. TfL's Commissioner will also raise boroughs' taxi rank progress with them and if necessary write to borough chief executives on individual rank issues. New requests will be assessed to determine the benefit to passengers and drivers, before being prioritised and included on the tracker.

- Protection of rank spaces affected by new schemes and initiatives

Existing ranks can occasionally be affected by new projects, such as changes to road layouts, and this can affect the number of

rank spaces. Where possible, we will seek to replace the rank spaces at suitable alternative locations.

- Tracker

The prioritised list of rank requests will be reviewed regularly and published online every year. TfL will introduce a dedicated ranks page on its website for suggestions from drivers and passengers



3. Updated policy and guidance

We will review all policy and guidance documents in place for taxi ranks in consultation with the taxi trade by summer 2015. This will include:

- **Taxi rank design guidance**
The existing guidance for taxi ranks at major interchanges
- **Business process review of ranks implementation**
As agreed with the Cabbies Cabinet, during summer 2015 we will carry out a business process review of the ranks implementation process to make it more efficient and speed up the process for delivering new ranks
- **Island taxi ranks policy**
We will publish a formal policy to set out the process for designating a taxi rank as an island rank

- **Taxi ranks on the Transport for London Road Network (TLRN)**

The process for appointing taxi ranks on the TRLN will be reviewed and new guidance published. This will include the promotion of temporary ranks in TfL Travel Demand Management plans for major events and consideration of temporary ranks requirements for events discussed at the GLA's Major Events Oversight Board



4. Supporting the night time economy

We will identify opportunities for further suitable locations for late-night taxi ranks:

- **Night Tube**
From September 2015, a new 24-hour Tube service will be introduced at weekends on the Jubilee, Victoria, and most of the Central, Northern and Piccadilly lines. This is likely to generate greater demand for taxis in suburban areas. We have completed an initial review of the current taxi rank provision at relevant stations and are now working to implement new ranks or make changes to existing ranks at priority locations.
- **Late-night taxi marshals**
By 2018, we will explore opportunities to secure sponsorship for late-night taxi ranks and marshals to increase the numbers available at key locations and improve passenger safety.

5. Enforcement

Due to pressures on road space around key stations rank spaces can be limited at these locations so it is vital that ranks work effectively. The smooth operation of a rank can be affected by taxi drivers leaving their taxis unattended, or by private hire vehicles using it which is not permitted.

- **Targeted enforcement**
We are completing regular targeted enforcement at taxi ranks where problems of misuse are reported
- **Issues with over-ranking**
This causes congestion and results in resistance to new ranks. We will compile transparent complaints data on over-ranking and target a reduction in the number of complaints received. Enforcement action will continue at locations where over-ranking occurs

6. Engagement and support

- **Suburban area engagement**
From summer 2015, we will establish a regular forum to discuss taxi rank issues that are specific to suburban drivers
- **Electronic communications**
We will continue to encourage drivers to sign up for email alerts so updates reach a wider audience
- **Rank location data**
We will collate data on existing taxi rank locations and make it available for use on Legible London maps and by external app developers



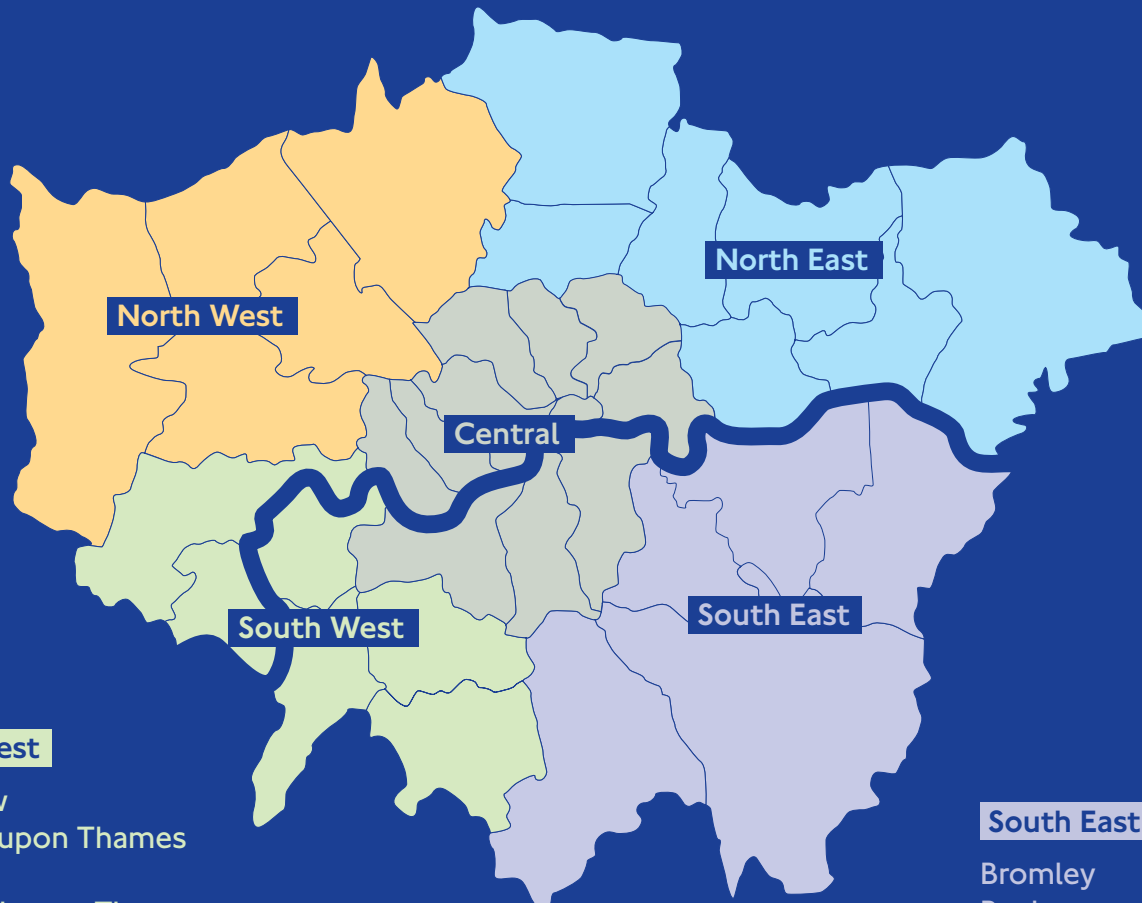
TfL-appointed ranks in London by area

North West

- Barnet
- Brent
- Ealing
- Harrow
- Hillingdon

North East

- Barking & Dagenham
- Enfield
- Haringey
- Havering
- Newham
- Redbridge
- Waltham Forest



Central

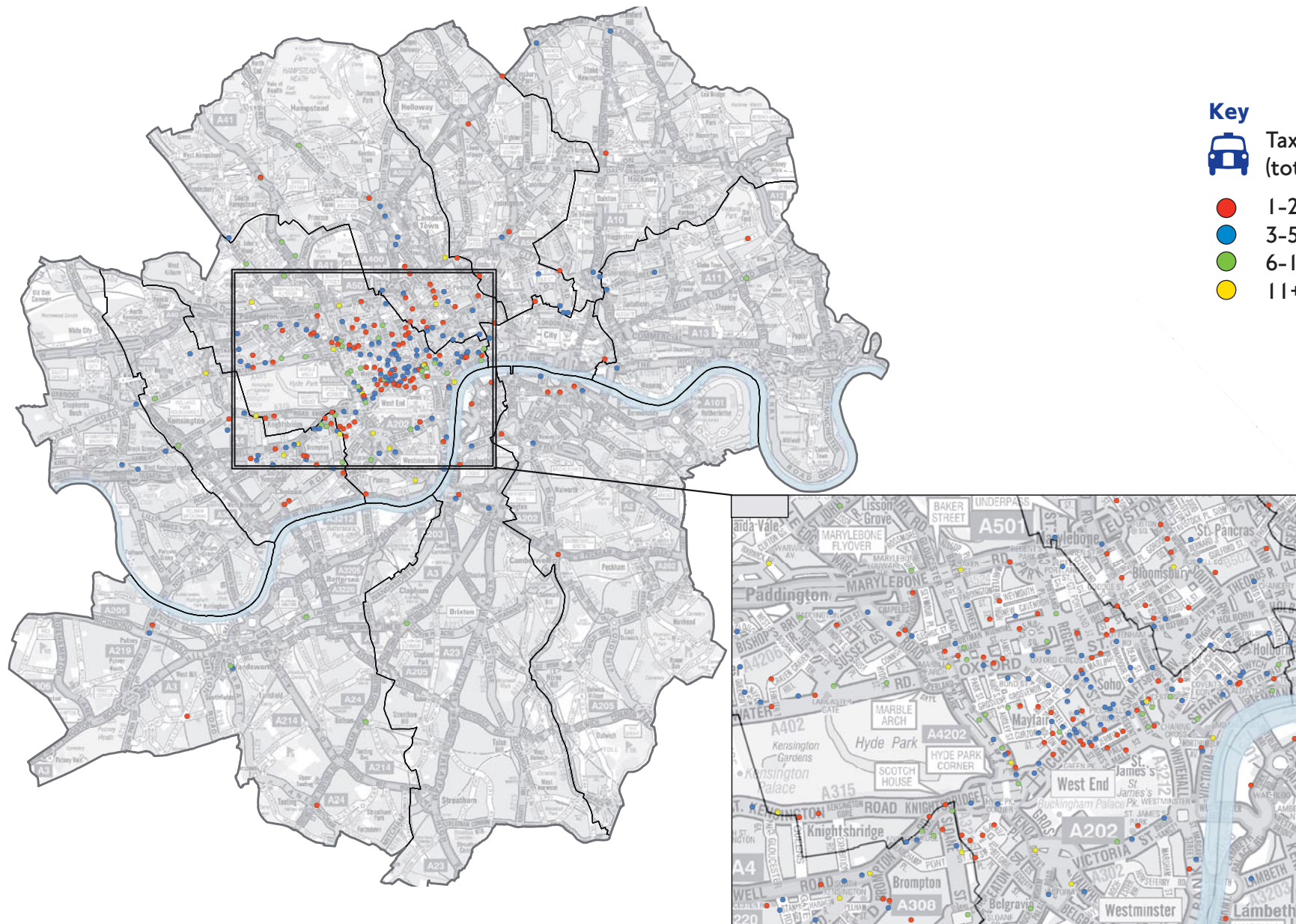
- Camden
- City
- Hackney
- Hammersmith & Fulham
- Islington
- Kensington & Chelsea
- Lambeth
- Southwark
- Tower Hamlets
- Wandsworth
- Westminster

South West

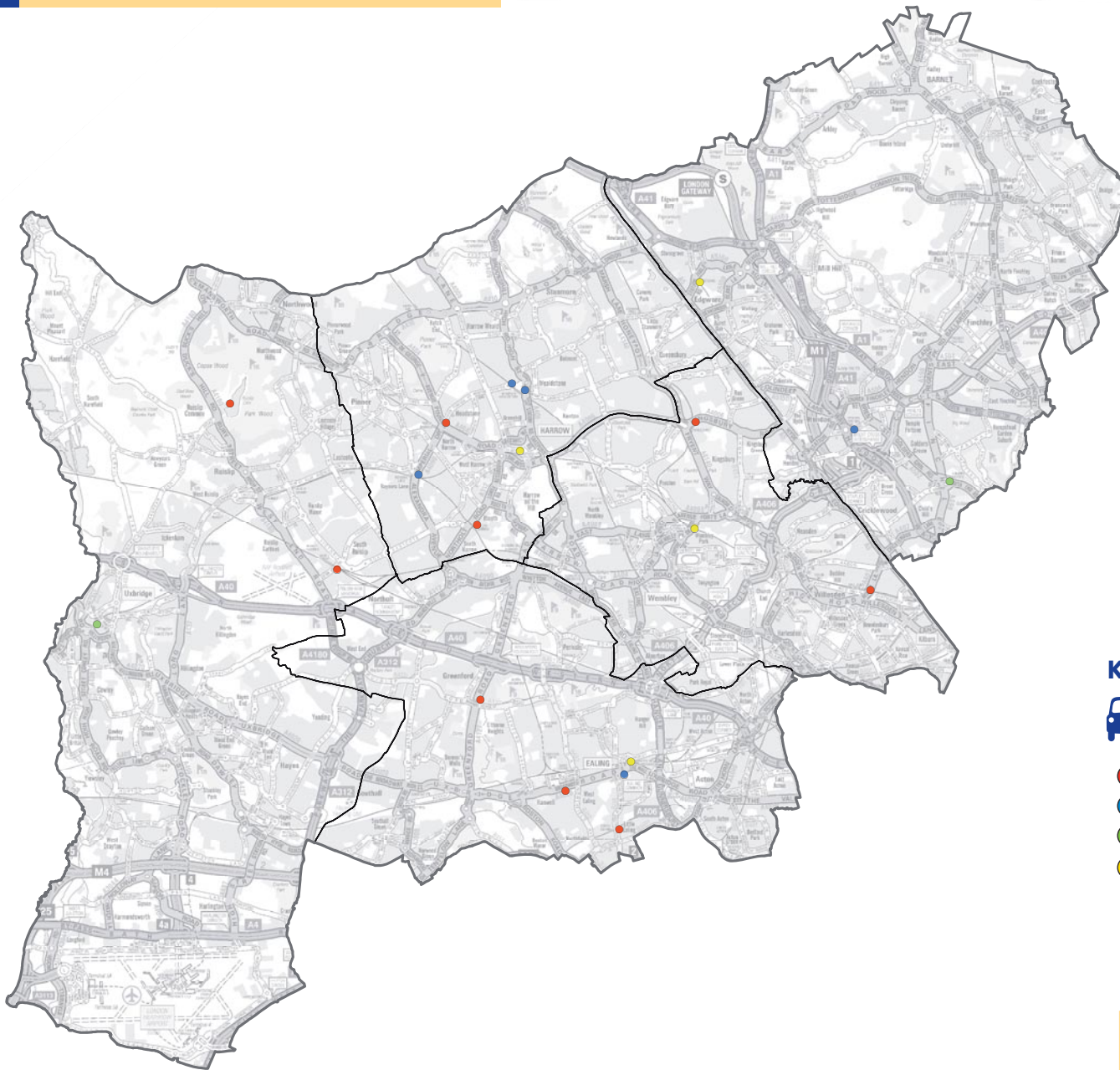
- Hounslow
- Kingston upon Thames
- Merton
- Richmond upon Thames
- Sutton

South East


- Bromley
- Bexley
- Croydon
- Greenwich
- Lewisham











Key

 Taxi Rank
(total number of spaces)

-  1-2
-  3-5
-  6-10
-  11+

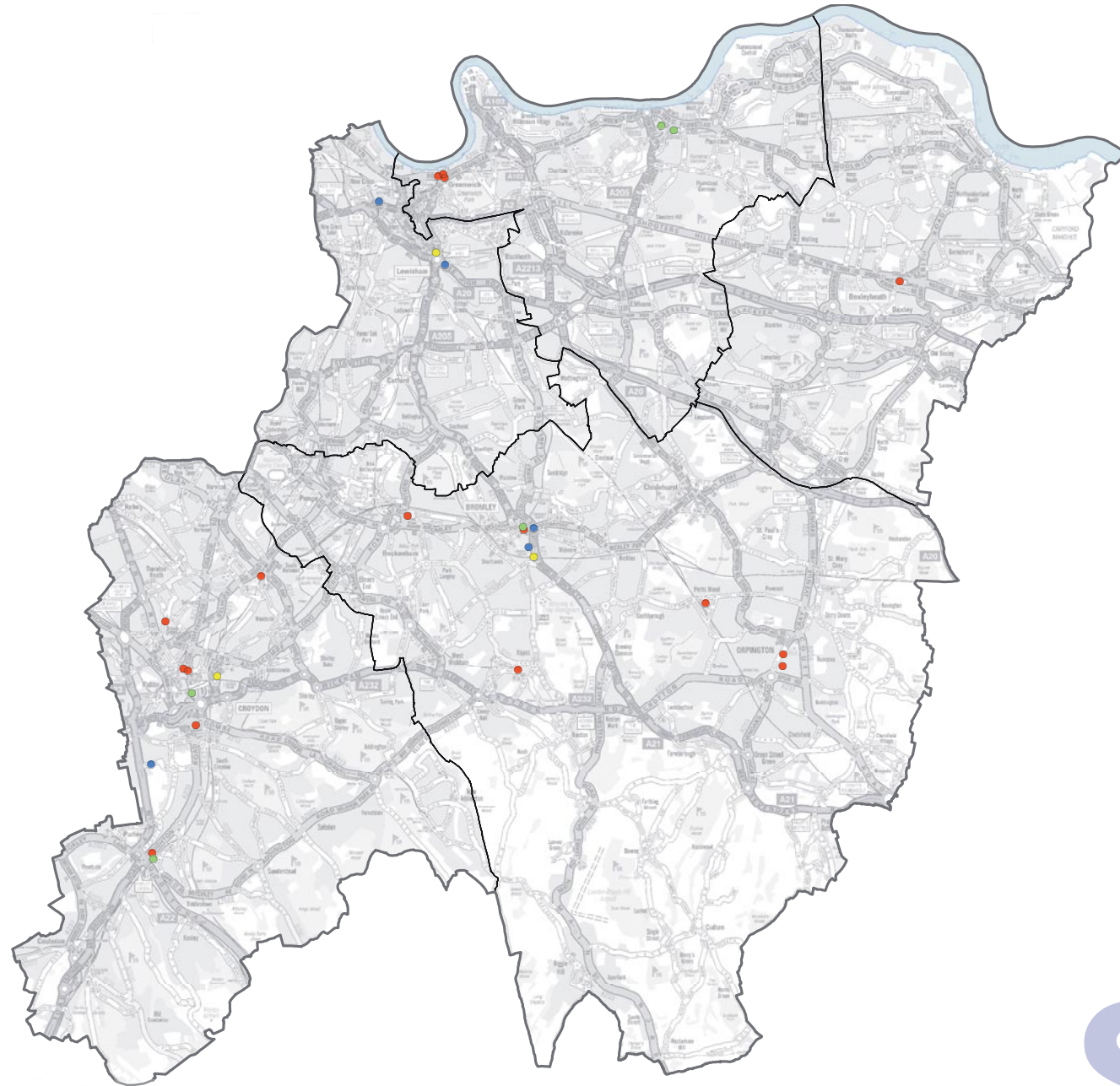
NW

Key

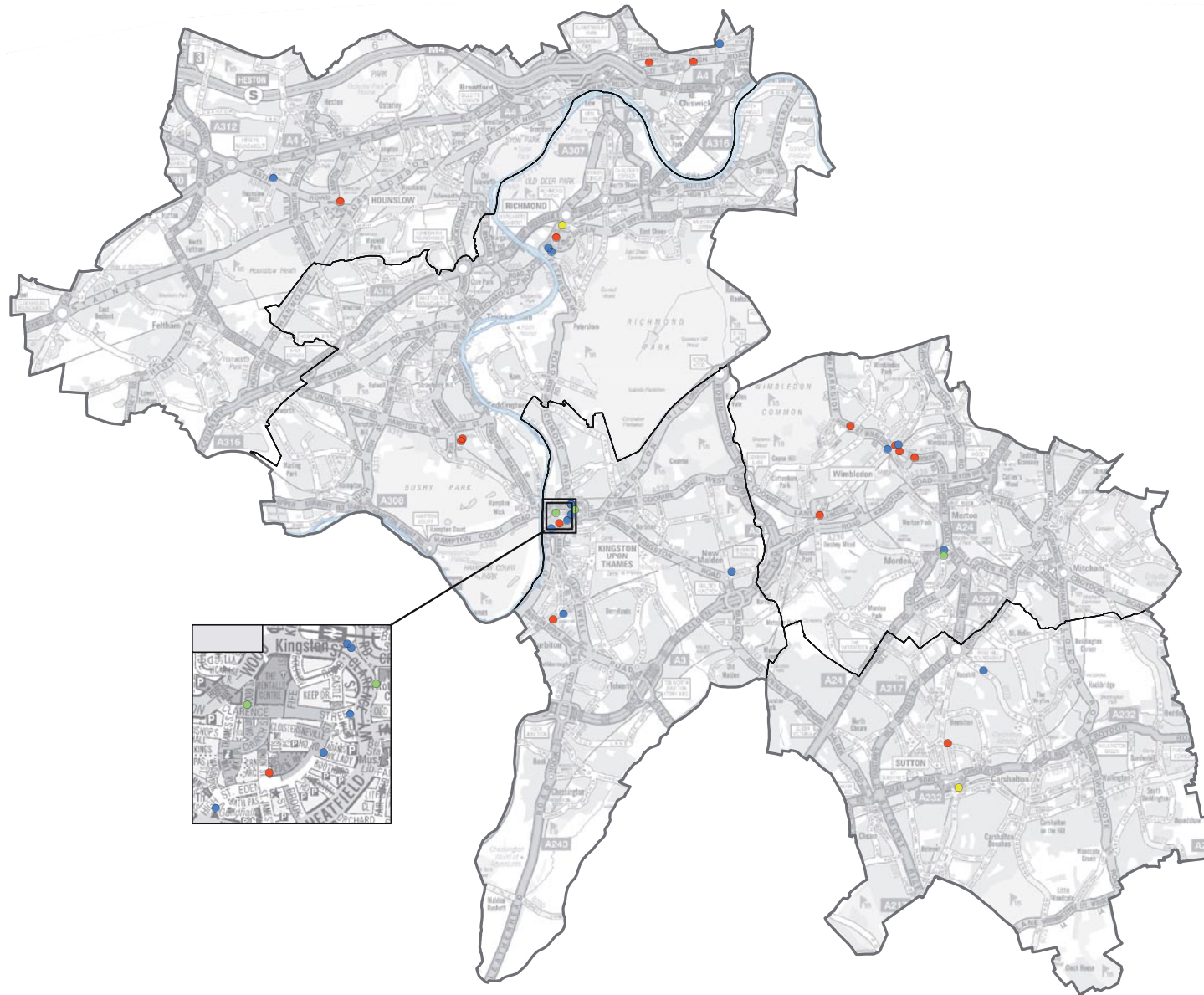


Taxi Rank
(total number of spaces)


- 1-2
- 3-5
- 6-10
- 11+



SE



Key

 Taxi Rank
(total number of spaces)

- 1-2
- 3-5
- 6-10
- 11+

SW