



Taxi and Private Hire
Driver Diary Survey
2016/17

Report
October 2017

Transport for London

Our ref: 22975301





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Executive Summary

Study Context

- 1.1 Transport for London – Taxi & Private Hire Department commissioned Steer Davies Gleave to conduct a comprehensive survey of taxi and private hire drivers in London. This survey collects up to date information about drivers' working patterns and trips made.

Methodology

- 1.2 Taxi and private hire drivers were recruited either by telephone or email using driver databases provided by Transport for London – Taxi & Private Hire. Drivers were, in the first phase of work, recruited to complete a diary for two days, in which they were asked to record details of all their journeys undertaken during their driving shift via a specifically design app. Drivers were given a £100 incentive for participating. In the second phase of work, drivers were asked a number of questions about their typical working patterns and profile details.
- 1.3 The detailed trip information reported is based on a sample of 319 taxi drivers and 608 private hire drivers. A total of 927 drivers.

Key Findings - Taxis

Driver Working Patterns

- Drivers work just under 43 hours in a typical week;
 - Suburban drivers work around three hours more than All London drivers on average;
- Drivers work 4.8 days per week on average;
 - Suburban drivers work half a day more per week than All London drivers on average;
- Drivers work for just under 45 weeks of the year;
 - Suburban drivers work slightly more weeks per year than All London drivers;
- Less than a third of drivers (29%) belong to a radio circuit;
 - Suburban drivers (43.6%) are more likely to belong to a radio circuit than All London drivers (34.1%);
- Well over half of drivers (59%) use mobile apps to get work and for those that use apps, just over a third of their work (34%) comes from them; and
- Hailo/MyTaxi was the most popular app platform amongst app-using drivers (84%) followed by Gett (52%).

Driver profiles

- Over half of drivers have been driving for more than 20 years (50%) and nine in ten drivers have been driving for at least 5 years (91%);
 - 53% of All London drivers have been licensed for more than 20 years', compared with 31% of Suburban drivers;
- Drivers tend to be older with over four fifths of drivers over the age of 45 (87%);
- The majority of drivers are white (88%); and
- Only 5% of taxi drivers had other paid work.

Shift and trip information

- The average taxi shift lasted for 8.9 hours and involved 8.3 trips;
 - There was very little difference in shift length between the badge types, but All London drivers made two more trips per shift;
- Two thirds of journeys started during the weekday daytime (69%) and one in ten trips occurred during weekday nights (10%);
- One in seven trips occur at any time on a weekend (14%);

- Journeys last 19 minutes on average;
- Trips within Central and Inner London account for 86% of all journeys;
 - 29% are wholly within Central London and 26% are within Inner London;
- The average journey is 2.6 miles long;
- Fares are £14.16 on average, with very little difference between badge types;
 - Lowest average fares are found on journeys between Central and Inner London (£11.06);
 - The highest fares are for journeys to/from Heathrow airport; and
- Two thirds of journeys involve a single passenger (67%).

Passenger profiles

- Just over half of passengers are male (52%) although this rises to two-thirds (67%) on journeys to/from Heathrow;
- Very few passengers are under the age of 16 (5%) and over 60s make up just over one in ten passengers (12%);
- Almost two-thirds of passengers are from Greater London (63%);
 - This rises to 86% of Suburban drivers' passengers; and
- 2.4% of all trips include a wheelchair user and 0.4% include a passenger with a guide dog.

Key Findings - Minicab and chauffeur/executive car services

Driver Working Patterns

- Drivers work just over 41 hours in a typical week;
 - Chauffeur/executive drivers work an average of eight hours more per week than minicab drivers;
- Drivers work 4.9 days per week on average and there is very little difference between minicab and chauffeur/executive drivers;
- On average drivers work for 43 weeks of the year;
 - Chauffeur/executive drivers work 1.2 weeks more per year than minicab drivers;
- 63% of drivers use mobile apps to get work;
 - For those that use apps, 67% get almost their entire work load from them; and
 - Minicab drivers are more likely to use apps and get more of their work from them, compared to chauffeur/executive drivers.
 - Uber is the most used platform by those who use apps (83%) followed by Addison Lee (7%)

Driver profiles

- Just over a quarter of drivers have been driving for less than two years (27%);
 - Over half of drivers have been driving between two and ten years (58%);
- Chauffeur/executive drivers are generally older than their minicab counterparts;
- Minicab drivers are more likely to be non-White with over two-fifths of drivers of Asian/British Asian origin (43%);
- Half of all chauffeur/executive drivers are White (54%); and
- 15% of drivers also have another source of income or employment.

Shift and trip information

- The average shift lasted for 8.4 hours and involved 5.4 trips;
 - Chauffeur/executive driver days last over an hour longer on average;
- Two-fifths of journeys started during the weekday daytime (44%);
 - Just under one in six trips occurred during weekday nights (15%);
 - A third of trips occur on a weekend (33%);

- Journeys last 28 minutes on average;
- Minicab trips within Central and Inner London account for 51% of all journeys;
- 5.6% of minicab trips are wholly within Central London and 32% are within Inner London;
- Chauffeur/executive trips within Central and Inner London account for 42% of all journeys;
- 11% of chauffeur/executive trips are wholly within Central London and 20% are within Inner London;
- The average journey is 9.7 miles, with chauffeur/executive trips on average more than twice the distance of those for minicabs;
- Fares are £15.80 on average;
 - Chauffeur/executive journeys are over twice as expensive on average (£33.91);
- Lowest average fares are found for minicab journeys wholly between Central and Inner London (£9.95), whereas for chauffeur/executive journeys are cheapest wholly within Central London (£17.32);
 - The highest fares are for journeys to/from Heathrow airport;
- Two-thirds of journeys involve a single passenger (67%);

Passenger profiles

- Just over half of passengers are male (51%);
- One in twenty passengers are under the age of 16 (5%);
 - Over 60s make up around one in twenty passengers (6%);
- Four-fifths of all passengers are from Greater London (80%);
 - A fifth of chauffeur/executive passengers are from overseas (20%); and
- Less than 1% of journeys include a wheelchair user or a passenger with a guide dog.

2 Methodology

Background

- 2.1 This report provides details of the findings of the 2016/17 Taxi and Private Hire Driver Survey. This survey was first conducted in 2001 with the purpose of providing an understanding of the characteristics of the taxi and private hire market. The survey has been repeated in 2003, 2006, 2009 and 2015/16.

Overview

- 2.2 The survey was designed to provide information about the taxi and private hire market, in particular:

- Driver working patterns, hours and shifts;
- Number of hours and days worked per week;
- Spatial distribution of journeys by origin and destination;
- Journey length;
- Number of journeys per shift;
- Distribution of journeys by time of day and day of the week;
- Breakdown of journey type – from rank, radio, on-street and app;
- Breakdown of booking method – office, phone and app;
- Average fares;
- Distribution of fares;
- Average number of passengers;
- Gender and age of passengers; and
- Journey purpose.

- 2.3 The survey is in two parts:

- A telephone survey collecting data on general working patterns; and
- A travel diary in which drivers recorded details of journeys over a period of two days.

Changes from the 2015/16 Study

- 2.4 Whilst the target for working pattern survey completes was achieved, the return rates for diaries fell short, particularly for PHV drivers. In the 2016/17 study the methodology for recruitment and data collection was modified to improve rate of return but also help streamline the analysis process. The main changes were:

- Use of an app-based diary for both Android and iOS devices rather than a paper based approach providing:
 - Real time tracking of completion to better monitor progress

- Automation of key data fields include dates, times and journey origins and destination
- Recruitment process for driver diaries and working patterns separated
 - Driver diary completion was prioritised to improve likelihood of hitting the agreed targets
 - Working patterns survey recruitment was completed once the agreed driver diary quotas had been achieved
- Self-recruitment set-up so that drivers didn't need to wait for a phone call to participate
- Focus on electronic communications with drivers rather than mail-based correspondence

Recruitment of drivers

Taxi drivers

- 2.5 All licensed taxi drivers in London were in-scope for recruitment (excluding those who had taken part in the 2015/16 research). A database of all licensed taxi drivers in London was provided by Transport for London. The total number of drivers by licence type (All London drivers able to work anywhere in London, and Suburban drivers limited to working in the outer London suburbs), current at the start of recruitment, is shown in Table 2.1.

Table 2.1: Taxi driver by licence type

	All London	Suburban	Total
Licensed drivers	21,270	3,217	24,487

- 2.6 A sample of 11,568 drivers were sent either a recruitment letter or email which stated that they might be contacted at a later date to take part in a piece of research for TfL.
- 2.7 In the first phase, drivers were recruited to complete a two-day app-based travel diary, where they would log all the trips they made during those two days. They were offered an incentive of £100. Drivers could self-recruit via a website, or wait to be contacted via telephone.
- 2.8 The target was to achieve 300 diary returns. Numbers recruited and diaries returned are shown in the Table 2.2.
- 2.9 In the second phase, drivers were recruited to complete a survey assessing their working patterns. Again, they were given the option to complete this themselves online, or wait to be contacted by telephone.
- 2.10 Initial sampling of drivers was completely random with no differentiation between All London and Suburban drivers.
- 2.11 Number of completes for the driver diaries and working patterns are shown in Table 2.2.

Table 2.2: Recruitment/returns by taxi licence type

Recruitment/returns	All London	Suburban	Total
Licensed Drivers	21,270	3,217	24,487
Driver diaries completed	281	38	319
Working patterns surveys completed	375	55	430

- 2.12 It should be noted that the sample size for Suburban drivers is relatively low and results should therefore be treated with caution.

Minicab and chauffeur/executive drivers

- 2.13 The sampling methodology used for recruiting private hire drivers was the same as that used for recruiting taxi drivers. The database of all licenced private hire drivers was provided by Transport for London.
- 2.14 A sample of 69,979 drivers were sent either a recruitment letter or email which stated that they might be contacted at a later date via telephone to take part in a piece of research for TfL.
- 2.15 The recruitment and subsequent interview was carried out in the same way as that for taxis, across the same time period.
- 2.16 It is important to note that the survey focusses on only the minicab and chauffeur/executive driver sections of the private hire industry. Private hire drivers who provided other services e.g. schools runs, driver guides etc. were not recruited and information about these services and journeys was not captured.
- 2.17 Private hire drivers are self-classifying so the sampling for minicab and chauffeur/executive driver was conducted completely at random.
- 2.18 The target was to achieve 600 diary returns and the table below shows the results.

Table 2.3: Recruitment/returns – Private Hire

Recruitment/returns	Total
Licenced Drivers	117,712
Driver diaries completed	608
Working patterns surveys completed	847

Data weighting

- 2.19 Data weighting is often required to ensure that the information presented is truly representative of the real world situation. This section outlines what weighting was undertaken on this piece of research.

Taxi driver weighting

- 2.20 For this wave of research, it wasn't necessary to weight the diary and working patterns data as the randomised process of recruitment meant the split between All London and Suburban licence holders matched the split of drivers registered with TfL – 13% of taxi drivers are Suburban drivers.
- 2.21 Please note, given the numbers of drivers who completed, the sample size for Suburban drivers was particularly small, so any results related to these drivers should be treated with caution.

Private hire driver weighting

- 2.22 The split of the market between minicab drivers and chauffeur/executive drivers is not recorded within the licence type. Therefore, in the absence of this data about the population of the market the telephone survey data and driver diary data for the minicab and chauffeur/executive drive analysis is presented unweighted. The telephone survey recorded that 82% of drivers classify themselves as minicab drivers, with 18% classifying themselves as chauffeur/executive drivers.

3 Taxi market

Introduction

- 3.1 This chapter reports the results of the telephone survey and subsequent driver diaries for respondents with a taxi driver's licence.

Driver working patterns

- 3.2 The information reported in this section covers all those participating in the telephone survey and not just those who returned a completed diary.

Driver profiles

- 3.3 Four in five taxi drivers have been driving a taxi for more than 5 years (83%) and more than half have done so for more than 20 years. For Suburban drivers, there is a more even spread of working years, whereas for All London drivers, 53% have been driving for over 20 years.

Table 3.1: Number of years worked as a taxi driver

	All London	Suburban	All
Less than 2 years	8.8%	1.8%	8.0%
2 - 5 years	6.9%	21.8%	8.8%
6 - 10 years	10.7%	16.4%	11.4%
11 - 15 years	9.1%	21.8%	10.7%
16 - 20 years	11.5%	7.3%	10.9%
Over 20 years	53.1%	30.9%	50.2%
Sample size	375	55	430

- 3.4 Over four fifths (87.2%) of drivers are aged 45 or over which reflects the years worked figures in the table above. Suburban taxi drivers are slightly younger, on average, with 83.6% of drivers aged 45 or over, compared to 87.8% for All London drivers. 3.5% of drivers are under the age of 35.

Table 3.2: Age of driver

	All London	Suburban	All
17 - 24	0.3%	0.0%	0.2%
25 - 34	3.5%	1.8%	3.3%
35 - 44	8.5%	14.5%	9.3%
45 - 54	35.2%	41.8%	36.0%
55 - 64	39.5%	32.7%	38.6%
65+	13.1%	9.1%	12.6%
Refused	0.0%	0.0%	0.0%
Sample size	375	55	430

- 3.5 Looking at driver ethnicity, more than three-quarters of drivers are White (76.5%) with the remainder split across the other ethnicities including Asian, Black, Mixed and Other.

Table 3.3: Driver ethnicity

	All London	Suburban	All
Asian/Asian British	2.1%	1.8%	2.1%
Black/ Black British	2.7%	5.5%	3.0%
Mixed Race	0.8%	0.0%	0.7%
White	77.3%	70.9%	76.5%
Other Ethnic Group	1.6%	1.8%	1.6%
Prefer not to say	1.3%	20.0%	16.0%
Sample size	375	55	430

- 3.6 Approximately 5% of drivers had other paid employment and there is little differentiation between badge types. For those that do have other employment, more than a quarter of drivers receive a higher proportion of their total income from their other job.

- 3.7 Please note, figures only include drivers who stated they had other jobs, hence there is a small sample size for this analysis.

Table 3.4: Proportion of income from other jobs

	All London	Suburban	All
Less than 25%	47.1%	57.1%	50.0%
25% to 50%	17.6%	28.6%	20.8%
50% to 75%	17.6%	0.0%	12.5%
75% to 95%	17.6%	14.3%	16.7%
Sample size	17	7	24

3.8 Table 3.5 shows the Suburban driver sectors in which respondents were licensed.

Table 3.5: Suburban driver sectors

Sector	Total number of drivers
Enfield, Haringey and Waltham Forest	1
Barking & Dagenham, Havering, Newham and Redbridge	15
Bexley, Greenwich and Lewisham	4
Bromley	4
Croydon	4
Merton and Sutton	8
Hounslow, Kingston upon Thames and Richmond upon Thames	5
Ealing and Hillingdon	4
Barnet, Brent and Harrow	3
Merton and Sutton plus Clapham Extension	4
Enfield, Haringey and Waltham Forest plus Hackney Extension	3
Sample size	55

Driver working patterns

3.9 As part of the recruitment questionnaire, drivers were asked a number of questions about their typical working patterns.

3.10 On average, each taxi driver works approximately 8.87 hours per day or 42.7 hours in a typical week. The average masks some considerable variation in working hours with 8.1% of drivers working 20 hours a week or less and almost one in four (23.7%) who work more than 50 hours. There is little variance between All London drivers and Suburban drivers, except at the upper end where over one in five (20%) Suburban drivers are working over 60 hours, compared to just one in thirty (3.2%) of All London drivers, albeit the sample size for Suburban drivers is low.

Table 3.6: Number of hours worked per week

	All London	Suburban	All
10 hours or less	2.4%	1.8%	2.3%
11-20 hours	5.9%	5.5%	5.8%
21-30 hours	12.8%	16.4%	13.3%
31-40 hours	28.3%	21.8%	27.4%
41-50 hours	28.3%	21.8%	27.4%
51-60 hours	19.2%	12.7%	18.4%
60+ hours	3.2%	20.0%	5.3%
Average hours worked per day	8.92	8.56	8.87
Average hours worked per week	42.3	45.2	42.7
Sample size	375	55	430

- 3.11 Although there have been some changes to the taxi tariff times, the time bands for hours worked have not be changed to allow for direct comparisons with the 2015/16 wave or research.
- 3.12 The average number of days worked each week is 4.8. Over two thirds (69.8%) of drivers work at least 5 days, with nearly a third (29.8%) working between 2 and 4 days. All London drivers are more likely to work 4 or 5 day weeks with over two thirds (66.9%) of drivers doing so, compared to around half of Suburban drivers (56.4%).

Table 3.7: Number of days worked per week

	All London	Suburban	All
1	0.5%	0.0%	0.5%
2	4.3%	0.0%	3.7%
3	7.7%	1.8%	7.0%
4	19.2%	18.2%	19.1%
5	47.7%	38.2%	46.5%
6	18.9%	38.2%	21.4%
7	1.6%	3.6%	1.9%
Average number of days	4.7	5.2	4.8
Sample size	375	55	430

- 3.13 On average drivers work 45 weeks of the year. Almost one in three (29.1%) Suburban drivers worked over 48 weeks a year, compared to just one in six (14.9%) All London drivers, although the Suburban driver sample size is small.

Table 3.8: Number of weeks worked per year

	All London	Suburban	All
0 - 6 weeks	0.3%	0.0%	0.2%
7 - 12 weeks	0.5%	0.0%	0.5%
13 - 18 weeks	0.0%	0.0%	0.0%
19 - 24 weeks	0.8%	1.8%	0.9%
25 - 30 weeks	4.0%	3.6%	4.0%
31 - 36 weeks	1.9%	1.8%	1.9%
37 - 42 weeks	13.6%	10.9%	13.3%
43 - 48 weeks	64.0%	52.7%	62.6%
49 - 52 weeks	14.9%	29.1%	16.7%
Average number of weeks	44.9	45.5	44.9
Sample size	375	55	430

- 3.14 Although there has been some changes to the taxi tariff times the time bands for hours worked have not been changed to allow comparisons with the results from previous research.
- 3.15 Two thirds of hours worked fall into the Monday – Friday (06.00 - 19.59) daytime time band (66.1%). Around a sixth (14.9%) of hours worked fall into the night time band (22.00 – 05.59), with 5.7% taking place during Monday to Thursday evenings (20.00 – 21.59) and 10.3% taking place during weekend days (06.00 – 19.59).
- 3.16 There is negligible difference in the working patterns of All London and Suburban drivers.

Table 3.9: Share of hours worked by time band – claimed at recruitment stage

	All London	Suburban	All
Monday – Friday (06.00 - 19.59) daytime	65.9%	67.1%	66.1%
Saturday & Sunday (06.00 - 19.59) daytime	10.1%	11.5%	10.3%
Monday – Thursday (20.00 - 21.59) evening	5.9%	4.2%	5.7%
Friday (20.00 - 21.59) evening	1.5%	1.4%	1.5%
Saturday & Sunday (20.00 - 21.59) evening	1.5%	1.8%	1.5%
Monday – Thursday (22.00 - 05.59) night	10.3%	7.8%	9.9%
Friday (22.00 - 05.59) night	2.3%	2.5%	2.4%
Saturday (22.00 - 05.59) night	1.7%	2.8%	1.8%
Sunday (22.00 – 05.59) night	0.8%	0.9%	0.8%
Sample	375	55	430

- 3.17 Just over a third of taxi drivers (35.3%) belong to a radio circuit with Suburban drivers (43.6%) more likely to do so than All London drivers (34.1%).
- 3.18 The drivers on a radio circuit were asked what proportion of time they spend working on a radio circuit. On average this was 16.4%, but there is considerable variance between drivers and badge types. Suburban drivers are more likely to spend time on a radio circuit (27.2%) compared to All London drivers (14.8%).

Table 3.10: Proportion of time spent working on radio circuit

	All London	Suburban	All
1-10%	21.9%	8.3%	19.7%
11-20%	16.4%	16.7%	16.4%
21-30%	11.7%	4.2%	10.5%
31-40%	3.1%	0.0%	2.6%
41-50%	14.8%	8.3%	13.8%
51-60%	2.3%	4.2%	2.6%
61-70%	3.9%	8.3%	4.6%
71-80%	12.5%	12.5%	12.5%
81-90%	0.8%	16.7%	3.3%
91-100%	12.5%	20.8%	13.8%
Average proportion	14.8%	27.2%	16.4%
Sample size	128	24	152

- 3.19 More than three-quarters of taxi drivers (81.4%) work regularly from taxi ranks, which rises to nine in ten for Suburban drivers (92.7%).
- 3.20 Taxi drivers were asked what percentage of their working time was spent working from taxi ranks; on average this was 40.6%. All London drivers spend just over a third (36.6%) of their time operating from ranks compared to over two thirds (68.1%) for Suburban drivers. There is again, considerable variation between drivers and badge types, with five times as many Suburban drivers (33.3%) operating almost exclusively (91 - 100%) from a rank, compared to All London drivers (4.7%).

Table 3.11: Proportion of time spent working from taxi ranks

	All London	Suburban	All
1-10%	9.0%	5.9%	8.6%
11-20%	12.0%	3.9%	10.9%
21-30%	15.7%	9.8%	14.9%
31-40%	9.4%	0.0%	8.0%
41-50%	22.1%	5.9%	19.7%
51-60%	9.0%	2.0%	8.0%
61-70%	6.0%	7.8%	6.3%
71-80%	9.4%	9.8%	9.4%
81-90%	2.7%	21.6%	5.4%
91-100%	4.7%	33.3%	8.9%
Average proportion	36.6%	68.1%	40.6%
Sample size	299	51	350

- 3.21 Drivers were asked if they used apps to pick-up passengers with over half (58.7%) of All London licence holders stating that they did, compared to just over a third of Suburban drivers (38.2%).

Table 3.12: Proportion of drivers using apps

	All London	Suburban	All
Yes – Use apps	58.7%	38.2%	56.0%
No – Don't use apps	41.3%	61.8%	44.0%
Sample size	375	55	430

- 3.22 For those drivers who use apps, they were asked which platforms they use. For All London licence holders, just over half use Gett (53.2%) with over eight out of ten (84.1%) using Hailo/My Taxi. Suburban licence holders use Hailo/MyTaxi in similar numbers (85.7%) but only around a third use Gett (38.1%).

Table 3.13: Apps used

	All London	Suburban	All
Cab App	0.5%	0.0%	0.4%
ComCab	1.4%	4.8%	1.7%
Dial-a-Cab	2.3%	0.0%	2.1%
Gett	53.2%	38.1%	51.9%
Hailo/MyTaxi	84.1%	85.7%	84.2%
Karhoo	0.5%	4.8%	0.8%
Radio Taxis	2.7%	0.0%	2.5%
Uber	0.0%	4.8%	0.4%
Other	1.8%	0.0%	1.7%
Sample size	220	21	241

- 3.24 Taxi drivers who use apps were asked what percentage of their working time is spent working from apps. On average, these contribute over a third (34.1%) of all work, with All London drivers spending significantly more time working from apps than their Suburban counterparts. As before, there is considerable variance between drivers.

Table 3.14: Proportion of time spent working from apps

	All London	Suburban	All
1-10%	29.1%	71.4%	32.8%
11-20%	15.9%	9.5%	15.4%
21-30%	17.3%	14.3%	17.0%
31-40%	3.6%	0.0%	3.3%
41-50%	7.7%	0.0%	7.1%
51-60%	5.5%	0.0%	5.0%
61-70%	5.5%	0.0%	5.0%
71-80%	5.9%	0.0%	5.4%
81-90%	1.8%	4.8%	2.1%
91-100%	7.7%	0.0%	7.1%
Average proportion	36.0%	1.4%	34.1%
Sample size	220	21	241

- 3.25 At the recruitment stage, drivers were asked to estimate the number of trips made per shift and drivers estimated this to be 12.2 on average. This compares with the 8.3 trips on average recorded via driver diaries– a variance of about 4 trips. Both badge types over-estimated their trip making by a similar amount.

Table 3.15: Number of trips made per shift – claimed at recruitment stage

	All London	Suburban	All
5 or less	4.3%	9.1%	4.9%
6-9	16.8%	38.2%	19.5%
10-14	44.5%	34.5%	43.3%
15-19	23.2%	9.1%	21.4%
20-24	7.7%	7.3%	7.7%
25-29	2.4%	1.8%	2.3%
30+	1.1%	0.0%	0.9%
Average number of trips – claimed (from WPS)	12.5	10.4	12.2
Average number of trips – actual (from diary)*	8.6	6.4	8.3
Sample size	375	55	430

* Average number of trips – actual (from diary)* should be quoted for number of trips per day

Diary results

- 3.26 The following data was taken from the driver diaries completed by taxi drivers over a two-day period (as per the Methodology in Chapter 2). Using this diary information, a complete breakdown of driver activity during each working shift and a profile of the journeys undertaken can be provided.
- 3.27 The average number of journeys made per shift is 8.3, with All London drivers making 8.6 trips on average and Suburban drivers 6.4. Over a quarter (29%) of Suburban drivers make 4 trips or less per shift, compared to a seventh (13.9%) for All London drivers.

Table 3.16: Number of trips per shift from diaries

	All London	Suburban	All
4 or less	13.9%	29.0%	16%
5	6.9%	14.0%	7.8%
6	7.7%	6.0%	7.4%
7	9.3%	22.0%	11.0%
8	10.4%	2.0%	9.2%
9	11.3%	10.0%	11.1%
10	11.0%	6.0%	10.3%
11	8.8%	4.0%	8.1%
12	5.3%	0.0%	4.5%
13	5.9%	2.0%	5.4%
14	4.0%	3.0%	3.9%
15	2.4%	2.0%	2.3%
16	0.6%	0.0%	0.6%
17	0.3%	0.0%	0.3%
18	1.6%	0.0%	1.4%
19	0.0%	0.0%	0.0%
20	0.3%	0.0%	0.3%
21	0.2%	0.0%	0.1%
22	0.0%	0.0%	0.0%
23	0.0%	0.0%	0.0%
24	0.0%	0.0%	0.0%
25	0.0%	0.0%	0.0%
26 or more	0.3%	0.0%	0.3%
Average no. of trips	8.6	6.4	8.3
Average shift (hours)	9.0	8.6	8.9
Sample size (shifts)	627	100	727

Journeys undertaken

- 3.28 Two thirds of journeys (68.6%) start during the daytime on weekdays (Monday to Friday). The distribution of trips between the different badge types is broadly similar, although Suburban drivers are more likely to make trips in the night compared to All London drivers, whose trade is greater during daytimes.

Table 3.17: Distribution of journeys by time band

	All London	Suburban	All
Monday – Friday (06.00 - 19.59) daytime	69.4%	61.6%	68.6%
Saturday & Sunday (06.00 - 19.59) daytime	11.2%	9.0%	11.0%
Monday – Thursday (20.00 - 21.59) evening	6.2%	6.1%	6.2%
Friday (20.00 - 21.59) evening	1.1%	2.4%	1.2%
Saturday & Sunday (20.00 - 21.59) evening	0.7%	0.5%	0.7%
Monday – Thursday (22.00 - 05.59) night	7.2%	10.1%	7.5%
Friday (22.00 - 05.59) night	2.1%	4.3%	2.3%
Saturday (22.00 - 05.59) night	1.5%	3.8%	1.8%
Sunday (22.00 – 05.59) night	0.6%	2.4%	0.8%
Sample	5,383	635	6,018

- 3.29 Trips between the hours of 00:00 and 03:00 make up just over 4% of all the trips made. Within this three hour period, around half of trips are made between 0:00 and 01:00 across all days.

- 3.30 Please note the very small sample sizes used in the calculations.

Table 3.18: Distribution of night journeys between 00:00 and 03:00

	All London	Suburban	All
Monday- Thursday (0:00 - 01:00)	49.4%	31.3%	46.7%
Monday- Thursday 01:00 - 2:00)	34.8%	56.3%	38.1%
Monday- Thursday (02:00 – 03:00)	15.7%	12.5%	15.2%
Sample	89	16	105
	All London	Suburban	All
Friday (0:00 - 01:00)	52.3%	83.3%	56.0%
Friday (01:00 - 2:00)	36.4%	16.7%	34.0%
Friday (02:00 – 03:00)	11.4%	0.0%	10.0%
Sample	44	6	50
	All London	Suburban	All
Saturday & Sunday (0:00 - 01:00)	47.9%	42.9%	46.8%
Saturday & Sunday (01:00 - 2:00)	32.9%	33.3%	33.0%
Saturday & Sunday (02:00 – 03:00)	19.2%	23.8%	20.2%
Sample	73	21	94

- 3.31 On average, over three quarters of pick-ups take place from either hailing or ranks (77.2%). But this masks some differences between the different badge types. Over half of all pick-ups for All London drivers come from hailing (55.6%) compared to one in twelve for Suburban drivers (8.5%). Conversely, over a half of Suburban drivers pick-ups come from ranks (59.4%) compared to under a quarter of All London drivers (22.7%). Apps make up 12.6% of pick-ups on average, with 13.4% All London trips coming from apps.

Table 3.19: Distribution of journeys by type of pick-up

	All London	Suburban	All
Hail	55.6%	8.5%	50.6%
Radio	5.8%	22.0%	7.5%
Rank	22.7%	59.4%	26.6%
Marshalled rank	0.7%	0.6%	0.7%
App	13.4%	6.0%	12.6%
Other	1.7%	3.5%	1.9%
Not stated	0.0%	0.0%	0.0%
Sample size (trips)	5,383	635	6,018

- 3.32 When looking at pick up type by time of day for All London licence holders, hailing is the most dominant form at all times, although it's particularly popular on Saturday and Sunday nights (78.0% and 78.1%), but less so on Friday evenings where it makes up less than half of all pick ups (49.1%). App based pick ups are more prevalent during Friday evenings (22.8%) and Saturday/Sunday evenings (24.3%).

Table 3.20: Distribution of journeys by type of pick up and time- All London

	Hail	Radio	Rank	Marshalled	App	Other
Monday – Friday (06.00 - 19.59) daytime	54.2%	6.2%	24.0%	0.5%	13.3%	1.8%
Saturday & Sunday (06.00 - 19.59) daytime	55.0%	2.5%	24.9%	0.5%	15.8%	1.3%
Monday – Thursday (20.00 - 21.59) evening	64.3%	3.9%	20.8%	0.9%	9.8%	0.3%
Friday (20.00 - 21.59) evening	49.1%	1.8%	21.1%	1.8%	22.8%	3.5%
Saturday & Sunday (20.00 - 21.59) evening	59.5%	2.7%	10.8%	2.7%	24.3%	0.0%
Monday – Thursday (22.00 - 05.59) night	54.4%	10.6%	15.5%	0.5%	15.3%	3.6%
Friday (22.00 - 05.59) night	62.8%	5.3%	16.8%	5.3%	8.8%	0.9%
Saturday (22.00 - 05.59) night	78.0%	1.2%	11.0%	2.4%	6.1%	1.2%
Sunday (22.00 – 05.59) night	78.1%	3.1%	9.4%	0.0%	9.4%	0.0%
Sample	2,992	312	1,224	38	723	94

3.33 The pattern is somewhat different for Suburban licence holders. Rank based pick ups are the most dominant form at all times, although is most popular on Monday to Thursday evenings (76.9%) and nights (87.5%). Radio circuits are the next most common pick up type, particularly on Saturday/Sunday evenings (33.3%).

3.34 Please note the relatively small sample sizes used for these calculations.

Table 3.21: Distribution of journeys by type of pick up and time- Suburban

	Hail	Radio	Rank	Marshaled	App	Other
Monday – Friday (06.00 - 19.59) daytime	6.1%	29.7%	57.3%	0.0%	2.0%	4.9%
Saturday & Sunday (06.00 - 19.59) daytime	17.5%	28.1%	35.1%	0.0%	15.8%	3.5%
Monday – Thursday (20.00 - 21.59) evening	7.7%	0.0%	76.9%	0.0%	15.4%	0.0%
Friday (20.00 - 21.59) evening	33.3%	13.3%	46.7%	0.0%	6.7%	0.0%
Saturday & Sunday (20.00 - 21.59) evening	0.0%	33.3%	66.7%	0.0%	0.0%	0.0%
Monday – Thursday (22.00 - 05.59) night	3.1%	6.3%	87.5%	0.0%	3.1%	0.0%
Friday (22.00 - 05.59) night	22.2%	0.0%	74.1%	0.0%	3.7%	0.0%
Saturday (22.00 - 05.59) night	4.2%	4.2%	62.5%	4.2%	25.0%	0.0%
Sunday (22.00 – 05.59) night	20.0%	0.0%	20.0%	20.0%	33.3%	6.7%
Sample	54	140	377	4	38	22

3.35 The origin and destination of each trip was coded to one of the following five areas:

- Central
- Inner
- Outer
- Heathrow
- Outside London.

3.36 Definitions for these areas can be found in the Appendix A.

The series of tables which follow show the distribution of trips by origin and destination based on the total number of trips. The vast majority of taxi trips take place within the Central and Inner London areas with these accounting for 85.7% of all recorded trips. 28.6% are wholly within the Central area and 25.9% are wholly within the Inner London area. Nearly a third (31.2%) of trips are between Central London and Inner London.

Table 3.22: Origin / Destination

		DESTINATION					
ORIGIN	Sample	Central	Inner	Outer	Heathrow	Outside	Total
	Central	1,568	978	34	15	8	2,603
	Inner	735	1,420	89	15	13	2,272
	Outer	16	51	437	5	19	528
	Heathrow	6	5	8	15	1	35
	Outside	5	4	2	0	34	45
	Total to:	2,330	2,458	570	50	75	5,483

		DESTINATION					
ORIGIN	Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	60.2%	37.6%	1.3%	0.6%	0.3%	100.0%
	Inner	32.4%	62.5%	3.9%	0.7%	0.6%	100.0%
	Outer	3.0%	9.7%	82.8%	0.9%	3.6%	100.0%
	Heathrow	17.1%	14.3%	22.9%	42.9%	2.9%	100.0%
	Outside	11.1%	8.9%	4.4%	0.0%	75.6%	100.0%
	Total	42.5%	44.8%	10.4%	0.9%	1.4%	100.0%

		DESTINATION					
ORIGIN	Col %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	67.3%	39.8%	6.0%	30.0%	10.7%	47.5%
	Inner	31.5%	57.8%	15.6%	30.0%	17.3%	41.4%
	Outer	0.7%	2.1%	76.7%	10.0%	25.3%	9.6%
	Heathrow	0.3%	0.2%	1.4%	30.0%	1.3%	0.6%
	Outside	0.2%	0.2%	0.4%	0.0%	45.3%	0.8%
	Total to:	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		DESTINATION					
ORIGIN	Total %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	28.6%	17.8%	0.6%	0.3%	0.1%	47.5%
	Inner	13.4%	25.9%	1.6%	0.3%	0.2%	41.4%
	Outer	0.3%	0.9%	8.0%	0.1%	0.3%	9.6%
	Heathrow	0.1%	0.1%	0.1%	0.3%	0.0%	0.6%
	Outside	0.1%	0.1%	0.0%	0.0%	0.6%	0.8%
	Total	42.5%	44.8%	10.4%	0.9%	1.4%	100.0%

3.37 For analysis of origins and destinations by badge type, each trip was coded as falling into one of the following categories:

- Central - Inner
- Radial
- Outer
- Heathrow
- Outside London

3.38 Definitions for these areas can be found in Appendix A.

3.39 More than nine tenths of All London driver trips fall within Inner-Central (92.6%). The majority of Suburban driver trips take place within the Outer sector (56.8%) and a further quarter in Inner-Central (26.6%).

Table 3.23: Origin - Destination of journey by type of badge

	All London	Suburban	All
Inner - Central	92.6%	26.6%	85.7%
Radial	2.6%	10.6%	3.5%
Outer	2.3%	56.8%	8.0%
To/From Heathrow	1.3%	0.7%	1.3%
To destinations outside London	1.1%	5.3%	1.6%
Sample size (trips)	4,916	567	5,483

3.40 Looking at Origin-Destination by time of day, Inner-Central trips are more likely to be made on weekday and weekend daytimes as well as weekday evenings and nights – however, it is broadly similar across the different time periods. There is a slight increase in the proportion of Outer London trips on Friday evening and night, and the weekend nights.

Table 3.24: Origin - Destination of journey by time of day

	Mon-Fri (06:00 - 19:59) daytime	Sat & Sun (06:00 - 19:59) daytime	Mon-Thu (20:00 - 21:59) evening	Fri (20:00 - 21:59) evening	Sat & Sun (20:00 - 21:59) evening	Mon - Thu (22:00 - 05:59) night	Fri (22:00 - 05:59) night	Sat (22:00 - 05:59) night	Sun (22:00 - 05:59) night
Inner - Central	87.4%	84.3%	83.1%	72.3%	73.0%	82.4%	78.2%	78.9%	76.7%
Radial	2.7%	3.6%	5.0%	4.6%	13.5%	5.9%	8.1%	4.2%	7.0%
Outer	7.4%	9.5%	6.2%	15.4%	10.8%	7.8%	11.3%	13.7%	14.0%
To/From Heathrow	1.2%	1.7%	2.1%	1.5%	0.0%	1.0%	0.8%	0.0%	0.0%
Outside London	1.2%	1.0%	3.6%	6.2%	2.7%	2.9%	1.6%	3.2%	2.3%
Sample size	3,780	591	338	65	37	410	124	95	43

- 3.41 During the hours of congestion charge operation, nearly all trips for All London licence holders occur within Inner-Central London (93.5%), whereas for Suburban drivers, this make up just under a third (29.6%). Outer London based trips make up almost three-fifths (57.8%) of Suburban driver journeys.

Table 3.25: Origin- Destination of journey by hours congestion charge operation – 07:00 to 18:00

	All London	Suburban	All
Inner - Central	93.5%	29.6%	88.0%
Radial	1.9%	10.4%	2.6%
Outer	2.2%	57.8%	7.1%
To/From Heathrow	1.4%	0.0%	1.3%
Outside London	0.9%	2.2%	1.0%
Sample size	2,829	270	3,099

Payment

- 3.42 63.5% of all taxi payments are in cash. All London drivers are more than twice as likely to receive payment by app (9.1%) than Suburban drivers (4.3%).
- 3.43 Company account usage is much greater in the suburbs with 11% of all Suburban driver journeys paid for by this method, compared to 5.8% for All London drivers.
- 3.44 Please note, acceptance of card payments became mandatory in October 2016 with all taxis having to have a card payment device fitted in the passenger compartment from January 2017.

Table 3.26: Type of journey payment

	All London	Suburban	All
App	9.1%	4.3%	8.6%
Bank card	18.6%	12.9%	18.0%
Cash	64.2%	58.0%	63.5%
Company account	5.8%	11.0%	6.3%
Other	1.7%	12.0%	2.8%
Pre-paid	0.6%	1.9%	0.8%
Sample size	5,383	635	6,018

Purpose

- 3.45 On average, across both badge types, almost a quarter of journeys (24.1%) involve taking the passengers “to/from their usual workplace”.
- 3.46 All London drivers make a higher proportion of trips for entertainment and business purposes, whereas Suburban drivers make a higher proportion of to/from usual workplace and shopping journeys.

Table 3.27: Journey purpose

	All London	Suburban	All
Entertainment	22.9%	18.6%	22.5%
To/from usual workplace	23.7%	27.7%	24.1%
Business trip	22.5%	10.6%	21.3%
Tourism	9.3%	2.7%	8.6%
To/from school/college/university	2.7%	2.4%	2.6%
Shopping	8.1%	12.4%	8.6%
Collect/deliver item	0.4%	0.6%	0.4%
Accompany somebody/collect somebody	0.7%	1.4%	0.7%
Other	9.8%	23.6%	11.2%
Sample size	5,383	635	6,018

- 3.47 Journey purpose varies significantly by time of day, as is to be expected. Travel to/from usual workplace and business trips make up over half (53.4%) of all weekday daytime trips, whereas weekend daytime and evenings are dominated by entertainment and tourism.

Table 3.28: Journey purpose by day of week/time of day

	Mon-Fri		Sat & Sun		Total
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	
Entertainment	13.4%	40.0%	38.2%	68.9%	22.5%
To/from usual workplace	25.2%	33.4%	7.6%	7.3%	24.1%
Business trip	28.2%	6.2%	7.3%	1.6%	21.3%
Tourism	8.1%	5.6%	17.0%	6.2%	8.6%
To/from school/college/university	3.5%	0.7%	1.4%	0.0%	2.6%
Shopping	9.7%	1.9%	13.7%	3.1%	8.6%
Collect/deliver item	0.5%	0.2%	0.8%	0.5%	0.4%
Accompany somebody/collect somebody	0.8%	0.2%	1.1%	0.5%	0.7%
Other	10.7%	11.9%	13.1%	11.9%	11.2%
Sample size	4,129	1,037	659	193	6,018

Journey duration and distance

- 3.49 The average journey takes 20 minutes, with nearly a third (32.8%) lasting for 10 minutes or less and just under two thirds (65.6%) lasting for 20 minutes or less.
- 3.50 The average journey for All London drivers is 2 minutes longer than for Suburban drivers. However, Suburban drivers are also more likely to have journeys over an hour in duration (6.2% compared to 3.3%).

Table 3.29: Journey duration (time)

	All London	Suburban	All
Up to 5 minutes	14.5%	26.5%	15.8%
6-10 minutes	16.4%	22.5%	17.0%
11-20 minutes	33.9%	24.0%	32.8%
21-30 minutes	16.9%	12.1%	16.4%
31-40 minutes	9.3%	5.6%	8.9%
41-50 minutes	4.0%	2.1%	3.8%
51 minutes – one hour	1.7%	1.1%	1.7%
One hour+	3.3%	6.2%	3.6%
Average duration (mins)	00:20	00:17	00:19
Sample size	5,349	630	5,979

- 3.51 The shortest average trip durations in sectors that have significant base sizes are those made wholly within the Outer Zone (13:39 mins) or the Central zone (16 mins). Trips wholly within the Inner sector are around 17 minutes on average.

Table 3.30: Average journey duration (time)

HOURS/MINUTES	Central	Inner	Outer	Heathrow	Outside London
Central	16:00	21:59	52:35	58:28*	1:04:44
Inner	24:48	16:44	29:53	52:51*	1:46:05
Outer	1:08:41	38:01	13:39	55:39*	14:09
Heathrow	1:18:39*	54:13*	34:32*	04:28*	23:36
Outside London	31:13*	1:25:42*	16:48*	-	07:06
Total	19:20	19:27	18:45	40:18	26:03

- = zero

* = low base (less than 20)

SAMPLE	Central	Inner	Outer	Heathrow	Outside London
Central	1,566	975	33	15	6
Inner	734	1,412	88	15	8
Outer	16	50	435	5	19
Heathrow	6	5	8	15	1
Outside London	5	4	2	0	34
Total	2,327	2,445	566	50	68

3.52 The average journey distance is 2.6 miles, with All London driver journeys covering 2.5 miles compared to 3.1 miles for Suburban drivers.

3.53 There is a lot of variance between individual trips, but over half (55.3%) of all trips are between 1 and 4 miles in length and over a quarter (27.2%) up to one mile. 4.3% of journeys are 10 miles or over, but for Suburban drivers this is 6.4%, compared to 4.1% for All London drivers.

Table 3.31: Journey distance (miles)

	All London	Suburban	All
Up to 1 mile	27.0%	29.1%	27.2%
1 mile – 1.9 miles	28.6%	23.9%	28.1%
2 miles – 2.9 miles	17.7%	12.5%	17.2%
3 miles – 3.9 miles	10.1%	8.9%	10.0%
4 miles – 4.9 miles	4.9%	5.9%	5.0%
5 miles – 5.9 miles	3.2%	4.5%	3.4%
6 miles – 6.9 miles	1.9%	2.5%	2.0%
7 miles – 7.9 miles	1.1%	2.3%	1.2%
8 miles – 8.9 miles	0.8%	2.1%	1.0%
9 miles – 9.9 miles	0.5%	2.0%	0.7%
10 miles+	4.1%	6.4%	4.3%
Average distance (miles)	2.5	3.1	2.6
Sample size	4,759	561	5,320

3.54 Taxi journeys of up to two miles, are completed within 16 minutes, whereas those up to 5 miles are completed in half an hour.

Table 3.32: Journey distance (miles) by duration (minutes)

	Average Journey Duration
Up to 1 mile	00:10
1 mile – 1.9 miles	00:16
2 miles – 2.9 miles	00:20
3 miles – 3.9 miles	00:24
4 miles – 4.9 miles	00:30
5 miles – 5.9 miles	00:32
6 miles – 6.9 miles	00:37
7 miles – 7.9 miles	00:38
8 miles – 8.9 miles	00:45
9 miles – 9.9 miles	00:32
10 miles +	01:02
Sample size	5,302

Fares

- 3.55 The average taxi fare paid is £14.19 and there is very little difference between All London and Suburban driver trips (26p).

Table 3.33: Fare paid

	All London	Suburban	All
Up to £3.00	0.4%	0.6%	0.4%
£3.01-£5.00	6.2%	9.1%	6.5%
£5.01-£7.00	12.1%	18.9%	12.9%
£7.01-£10.00	23.9%	21.5%	23.7%
£10.01-£15.00	27.2%	24.7%	27.0%
£15.01-£20.00	13.6%	7.2%	12.9%
£20.01-£25.00	6.6%	6.1%	6.6%
£25.01-£30.00	4.1%	2.2%	3.9%
More than £30.00	5.8%	9.7%	6.2%
Average fare	£14.16	£14.42	£14.19
Sample size	5,296	628	5,924

- 3.56 The lowest average fare paid is for journeys that are travelling from Central to an Inner destination (£11.06), followed by those made entirely within the Central zone (£11.32). The highest average fares are for those journeys that start or end in Heathrow.

Table 3.34: Average fare paid by origin - destination

ORIGIN	AVERAGE FARE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central	£11.32	£11.06	£33.49	£70.49*	£41.09*	
Inner	£14.76	£13.38	£25.07	£64.64*	£52.16*	
Outer	£36.93*	£23.59	£12.13	£34.59*	£21.66*	
Heathrow	£83.77*	£72.16*	£37.48*	£36.49*	£35.00*	

* = low base (less than 20)

ORIGIN	SAMPLE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central	1531	974	33	14	7	
Inner	730	1398	89	15	13	
Outer	15	50	423	5	19	
Heathrow	6	5	8	15	1	

3.57 The lowest average fares were recorded for Monday to Friday daytime, Saturday evenings and Sunday evenings at £13.76, £13.36 and £14.58 respectively.

3.58 The highest average fares were recorded for Sunday nights (£18.71), Monday to Thursday nights (£17.68) and Friday nights (£16.80).

Table 3.35: Average fare paid by time of day/day of week

	All
Mon-Fri (6am-8pm)	£13.76
Sat/Sun (6am-8pm)	£15.32
Mon-Thurs (8-10pm)	£16.06
Friday (8-10pm)	£16.73
Saturday (8-10pm)	£13.36
Sunday (8-10pm)	£14.58
Mon-Thurs (10pm-6am)	£17.68
Friday (10pm-6am)	£16.80
Saturday (10pm-6am)	£16.25
Sunday (10pm-6am)	£18.71

3.59 The lowest average fares are found in Outer London, regardless of the time band – Monday-Thursday nights are the cheapest (£8.30). The highest average fares are Saturday nights for Outside London (£110.00), Sunday nights for Radial (£36.30), Monday-Thursday evenings for Heathrow-based trips (£48.00) and Monday-Friday daytime Heathrow trips (£40.00).

Table 3.36: Average fare paid by origin - destination by time band

	Inner/Central	Radial	Outer	Heathrow	Outside London
Mon-Fri (6am-8pm)	£17.02	£19.71	£10.77	£40.00	£11.44
Sat/Sun (6am-8pm)	£20.43	£31.92	£17.41	£ -	£14.00
Mon-Thurs (8-10pm)	£11.90	£10.45	£11.02	£48.00	£18.48
Friday (8-10pm)	£13.95	£17.60	£8.70	£ -	£ -
Saturday (8-10pm)	£ -	£15.00	£14.00	£ -	£ -
Sunday (8-10pm)	£ -	£ -	£ -	£ -	£ -
Mon-Thurs (10pm-6am)	£10.84	£20.40	£8.30	£ -	£29.02
Friday (10pm-6am)	£13.20	£41.20	£10.29	£ -	£ -
Saturday (10pm-6am)	£25.73	£30.00	£13.39	£ -	£110.00
Sunday (10pm-6am)	£20.25	£36.30	£16.32	£ -	£ -

3.60 The average amount charged per mile is £4.12.

Table 3.37: Journey distance by average fare paid

	All
Up to 1 mile	£7.77
1 mile – 1.9 miles	£11.03
2 miles – 2.9 miles	£14.45
3 miles – 3.9 miles	£18.30
4 miles – 4.9 miles	£21.02
5 miles – 5.9 miles	£23.43
6 miles – 6.9 miles	£27.35
7 miles – 7.9 miles	£28.94
8 miles – 8.9 miles	£33.75
9 miles – 9.9 miles	£33.93
10 miles+	£49.26
Average (per mile)	£4.12
Sample size	5,265

Passenger Profiles

3.61 For over two thirds (67.1%) of trips, there was a single passenger in the taxi, with single occupancy Suburban driver journeys making a slightly higher proportion of all trips (70.9%) compared to All London driver trips (66.7%).

Table 3.38: Number of passengers in taxi

	All London	Suburban	All
One	66.7%	70.9%	67.1%
Two	23.4%	21.9%	23.2%
Three	6.1%	4.9%	6.0%
Four	2.7%	1.1%	2.6%
Five	0.8%	0.5%	0.8%
Six	0.3%	0.8%	0.4%
Average number of passengers	1.5	1.4	1.5
Sample size	5,383	635	6,018

3.62 Looking at the demographic profile, over half of passengers are male (52.1%), although passengers carried by Suburban drivers are equally split between male and female.

Table 3.39: Passenger gender

	All London	Suburban	All
Male	52.3%	49.9%	52.1%
Female	47.7%	50.1%	47.9%
Sample size	7,987	889	8,870

- 3.63 Men make up a greater share of taxi passengers to all areas, with the greatest difference to be found in journeys from Heathrow at 67.3% (females at 32.7%).

Table 3.40: Passenger gender by origin – destination

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Male	51.8%	51.4%	51.2%	67.3%	62.3%
Female	48.2%	48.6%	48.8%	32.7%	37.7%
Sample size	6,965	292	605	101	106

- 3.64 Looking at passenger gender by time of day, a higher proportion of weekend daytime trips are made by females (53.5%), whereas males make up a higher proportion of weekday daytime (51.8%) and all night trips (56.7%).

Table 3.41: Passenger gender by time of day / day of week

	Mon-Fri (6am – 8pm)	Sat & Sun (6am – 8pm)	Night (8pm-6am)	Total
Male	51.8%	46.5%	56.7%	52.1%
Female	48.2%	53.5%	43.3%	47.9%
Sample size	5,830	1,188	1,852	8,870

- 3.65 Children aged 15 and under make up very small proportions of passengers carried, as do those over 60 years old. Although, Suburban drivers are more likely to carry passengers over the age of 60 than All London drivers. The largest proportion of passengers carried are those between 16-39 (50.8%).

Table 3.42: Passenger age

	All London	Suburban	All
Under 6	2.0%	2.0%	2.0%
6-15	2.7%	2.0%	2.6%
16-39	51.7%	42.6%	50.8%
40-59	32.9%	32.8%	32.9%
60+	10.7%	20.5%	11.7%
Sample	7,981	889	8,870

- 3.66 Children (up to 15) are least likely to be passengers on taxi journeys within the Outer sector, to/from Heathrow and Outside London. The over 60s comprise a tenth of journeys in the Inner/Central (10.8%) and a fifth of Outer sectors (20.8%).

Table 3.43: Passenger age by origin- destination

	Inner/Central	Radial	Outer	Heathrow	Outside London
Under 6	1.8%	3.8%	3.3%	1.0%	0.9%
6-15	2.7%	2.7%	1.7%	2.0%	0.0%
16-39	51.7%	44.5%	44.8%	45.5%	61.3%
40-59	33.0%	34.9%	29.4%	37.6%	34.9%
60+	10.8%	14.0%	20.8%	13.9%	2.8%
Sample	6,965	292	605	101	106

- 3.67 Just under two thirds of journeys are made by residents of Greater London, although this masks a significant difference between All London and Suburban drivers – 60.4% and 85.7% respectively. A further fifth of journeys are then made up of passengers from the rest of the UK (15.7%) or overseas (21.2%).

Table 3.44: Residency of main passenger

	All London	Suburban	All
Within Greater London	60.4%	85.7%	63.1%
Rest of UK	17.0%	5.1%	15.7%
Overseas	22.6%	9.2%	21.2%
Sample size	5,360	628	5,988

- 3.68 Just 2.4% of taxi trips include a wheelchair user although it is a greater proportion of journeys for Suburban drivers (6.0%) than All London drivers (2.0%).
- 3.69 Trips including a passenger with guide dogs make up just 0.4% of all journeys, and these are exclusively found travelling in taxis driven by All London drivers.

Table 3.45: Whether passenger is a wheelchair user or has an assistance dog

	All London	Suburban	All
Wheelchair user	2.0%	6.0%	2.4%
Assistance dog owner	0.4%	0.0%	0.4%
Neither	97.6%	94.0%	97.3%
Sample size	5,383	635	6,018

4 Private Hire market

Introduction

- 4.1 This chapter reports the results of the telephone survey and subsequent driver diaries for respondents with a private hire licence.

Driver working patterns

- 4.2 The information reported in this section covers all those participating in the initial telephone survey and not just those who returned a completed diary.

Driver profiles

- 4.3 Across the minicab and chauffeur/ executive sectors of the private hire market, just over a quarter of drivers (27.3%) have worked for less than two years' and over half of drivers (58.5%) had been a driver for between 2 and 10 years.
- 4.4 Chauffeur/executive drivers have generally worked for more years as drivers than minicab drivers, with over twice as many having worked for over 20 years (4.7% compared to 2.0%).

Table 4.1: Number of years worked as a Private Hire driver

	Minicab	Chauffeur / Executive	All
Less than 2 years	27.8%	24.8%	27.3%
2 - 5 years	46.7%	34.9%	44.6%
6 - 10 years	13.3%	16.1%	13.8%
11 - 15 years	7.3%	15.4%	8.7%
16 - 20 years	2.9%	4.0%	3.1%
Over 20 years	2.0%	4.7%	2.5%
Sample size	698	149	847

- 4.5 The age profile of minicab and chauffeur/ executive drivers varied between the different types. Chauffeur/executive drivers were more likely to be older (with 54.1% aged over 45), whereas minicab drivers were more likely to be younger (with 26.3% under 35).

Table 4.2: Age of driver

	Minicab	Chauffeur / Executive	All
17 - 24	1.3%	0.7%	1.2%
25 - 34	25.0%	16.2%	23.4%
35 - 44	38.0%	29.1%	36.4%
45 - 54	25.0%	31.8%	26.2%
55 - 64	8.5%	16.9%	10.0%
65+	2.2%	5.4%	2.7%
Refused	0.1%	0.0%	0.1%
Sample size	693	148	841

- 4.6 Almost two fifths (39.5%) of all minicab and executive/chauffeur drivers are Asian/Asian British. There is a notable difference between minicabs and chauffeur/executive drivers, with the latter having twice as many White drivers (54%) compared to the former (24.1%).

Table 4.3: Driver ethnicity

	Minicab	Chauffeur / Executive	All
Asian/Asian British	43.0%	24.2%	39.5%
Black/ Black British	14.4%	6.5%	12.9%
Chinese	0.7%	0.0%	0.6%
Mixed Race	1.5%	0.8%	1.4%
White	24.1%	54.0%	29.7%
Other Ethnic Group	11.8%	9.7%	11.4%
Prefer not to say	4.5%	4.8%	4.6%
Sample size	535	124	659

- 4.7 11% of drivers stated that they have other paid employment (with no variation between minicab and chauffeur/executive drivers), nearly two thirds (60%) said it took up at least half of their time. Note the small sample size on this question.

Table 4.4: Proportion of income from other jobs

	Minicab	Chauffeur / Executive	All
Less than 25%	28.3%	33.3%	29.2%
25% to 50%	9.4%	16.7%	10.8%
50% to 75%	35.8%	25.0%	33.8%
75% to 95%	26.4%	25.0%	26.2%
Sample size	53	12	65

Driver Working Patterns

- 4.8 Chauffeur/executive drivers worked more hours per day on average (9.26 hours), compared to minicab drivers (8.15 hours). Over a week, the equates to 47.8 hours VS 40 hours. In particular, larger proportions of Chauffeur/Executive drivers worked 60+ hour weeks compared to Minicab drivers (16.1% compared to 4.4%).

Table 4.5: Number of hours worked per week

	Minicab	Chauffeur / Executive	All
10 hours or less	3.7%	5.4%	4.0%
11-20 hours	6.9%	4.0%	6.4%
21-30 hours	20.1%	9.4%	18.2%
31-40 hours	26.6%	14.8%	24.6%
41-50 hours	23.2%	25.5%	23.6%
51-60 hours	15.0%	24.8%	16.8%
60+ hours	4.4%	16.1%	6.5%
Average hours worked per day	8.15	9.26	8.35
Average hours worked per week	40.0	47.8	41.4
Sample size	698	149	847

- 4.9 There is very little difference between the number of days that minicab and chauffeur/executive drivers work with most working a 5-day week. Whilst chauffeur/executive drivers work slightly more days on average, minicab drivers were slightly more likely to work a 7-day week.

Table 4.6: Number of days worked per week

	Minicab	Chauffeur / Executive	All
1	0.4%	0.7%	0.5%
2	3.6%	3.4%	3.5%
3	8.9%	3.4%	7.9%
4	14.8%	12.1%	14.3%
5	43.1%	39.6%	42.5%
6	24.2%	37.6%	26.6%
7	5.0%	3.4%	4.7%
Average number of days	4.9	5.1	4.9
Sample size	698	149	847

- 4.10 Chauffeur/executive drivers on average work a greater number of weeks a year (43.8 weeks) than minicab drivers (42.6 weeks). 85.2% of all drivers worked between 37 and 52 weeks of the year on average.

Table 4.7: Number of weeks worked per year

	Minicab	Chauffeur / Executive	All
0 - 6 weeks	1.0%	0.0%	0.8%
7 - 12 weeks	1.0%	0.0%	0.8%
13 - 18 weeks	0.7%	0.0%	0.6%
19 - 24 weeks	2.0%	0.0%	1.7%
25 - 30 weeks	5.9%	6.0%	5.9%
31 - 36 weeks	4.4%	7.4%	5.0%
37 - 42 weeks	23.6%	21.5%	23.3%
43 - 48 weeks	46.0%	50.3%	46.8%
49 - 52 weeks	15.3%	14.8%	15.2%
Average number of weeks	42.6	43.8	42.8
Sample size	698	149	847

- 4.11 Over half (56.3%) of hours worked by minicab drivers are during Monday to Friday daytimes (06.00 – 19.59), but rising to nearly three quarters (74.2%) for chauffeur/executive drivers. Overall, minicab drivers are more likely to work on evenings and overnight than chauffeur/executive drivers.

Table 4.8: Share of hours worked by time band – claimed at recruitment stage

	Minicab	Chauffeur / Executive	All
Monday – Friday (06.00 - 19.59) daytime	56.3%	74.2%	59.8%
Saturday & Sunday (06.00 - 19.59) daytime	11.9%	10.4%	11.6%
Monday – Thursday (20.00 - 21.59) evening	4.9%	3.6%	4.6%
Friday (20.00 - 21.59) evening	1.9%	1.2%	1.7%
Saturday & Sunday (20.00 - 21.59) evening	2.6%	1.2%	2.3%
Monday – Thursday (22.00 - 05.59) night	12.3%	5.5%	11.0%
Friday (22.00 - 05.59) night	4.1%	1.9%	3.7%
Saturday (22.00 - 05.59) night	4.3%	1.4%	3.7%
Sunday (22.00 – 05.59) night	1.7%	0.7%	1.5%
Sample	698	149	847

- 4.12 Two-thirds of minicab drivers use apps to pick up passengers, compared to 45% of chauffeur/executive drivers.

Table 4.9: Proportion of drivers using apps

	Minicab	Chauffeur / Executive	All
Yes - Use apps	66.3%	45.0%	62.6%
No – Don't use apps	33.7%	55.0%	37.4%
Sample	698	149	847

- 4.13 Of those minicab drivers who use apps, almost all those asked used Uber (85.5%), with Addison Lee next with 5.6%. Uber is less dominant amongst chauffeur/executive drivers, at just under two-thirds (64.2%) and Addison Lee with 17.9%. Just under 1 in 5 (19.4%) of these drivers said they use an app other than those listed. Note that figures do not total 100% as some drivers use more than one app.

Table 4.10: App used

	Minicab	Chauffeur / Executive	All
Addison Lee	5.6%	17.9%	7.2%
Climate Cars	0.0%	1.5%	0.2%
Green Tomato	0.6%	1.5%	0.8%
Kabbee	1.3%	0.0%	1.1%
Karhoo	0.2%	0.0%	0.2%
Uber	85.5%	64.2%	82.8%
Other	9.3%	19.4%	10.6%
Sample	463	67	530

- 4.14 Of those drivers who use apps, over four fifths of minicab drivers' time (81%) and nearly three quarters of chauffeur/executive drivers' time (74%) is spent using apps.

Table 4.11: Proportion of time spent working from apps (for those using apps)

	Minicab	Chauffeur / Executive	All
1-10%	7.8%	11.9%	8.3%
11-20%	3.2%	3.0%	3.2%
21-30%	3.9%	0.0%	3.4%
31-40%	0.4%	3.0%	0.8%
41-50%	7.3%	9.0%	7.5%
51-60%	0.9%	3.0%	1.1%
61-70%	1.5%	6.0%	2.1%
71-80%	3.9%	6.0%	4.2%
81-90%	1.7%	4.5%	2.1%
91-100%	69.3%	53.7%	67.4%
Average proportion	81.0%	74.0%	80.0%
Sample size	463	67	530

- 4.16 Drivers claimed a higher number of average trips per shift during the telephone recruitment stage, compared to data captured in the driver diaries. Drivers claimed an average of 9.6 trips per shift at recruitment, but this was calculated as 5.4 from the diaries. The difference was similar for minicab and chauffeur/executive drivers, both claiming nearly double the number of trips than recorded in the diaries.

Table 4.12: Number of trips made per shift – claimed at recruitment stage

	Minicab	Chauffeur / Executive	All
5 or less	15.3%	51.7%	21.7%
6-9	30.4%	25.8%	29.9%
10-14	35.7%	14.8%	32.0%
15-19	13.0%	3.4%	11.3%
20-24	4.4%	1.3%	3.9%
25-29	0.4%	0.0%	0.4%
30+	0.7%	1.3%	0.8%
Average number of trips - claimed	10.2	6.7	9.6
Average number of trips – actual (from diary)	5.6	3.5	5.4
Sample size	698	149	847

Driver diary results

Shift Activities

- 4.17 The following data was taken from the driver diaries completed by minicab drivers and chauffeur/executive drivers over a two-day period (as per the Methodology in Section 2). Using this diary information, a complete breakdown of driver activity during each working shift and a profile of the journeys undertaken can be provided.
- 4.18 The average shift length in hours is slightly shorter for minicab drivers at just over eight hours, compared to chauffeur/executive drivers whose average shifts are over nine and a half hours.
- 4.19 Minicab shifts involved an average of 5.6 trips per shift compared to just 3.5 for chauffeur/executive drivers. The greatest proportion of trips per shift for all drivers were 4 or less (45.6%), although there is a significant difference between driver types at 41.9% for minicab and 72% for chauffeur/executive.

Table 4.13: Number of trips per shift from diaries

	Minicab	Chauffeur / Executive	All
4 or less	41.9%	72.0%	45.6%
5	11.7%	13.0%	11.8%
6	11.7%	5.7%	11.0%
7	8.0%	3.1%	7.4%
8	6.3%	1.0%	5.7%
9	8.0%	1.0%	7.2%
10	3.5%	1.0%	3.2%
11	2.1%	0.0%	1.8%
12	1.4%	0.0%	1.3%
13	1.9%	0.0%	1.7%
14	1.1%	1.0%	1.1%
15	1.2%	2.1%	1.3%
16	0.5%	0.0%	0.4%
17	0.2%	0.0%	0.2%
18	0.1%	0.0%	0.1%
19	0.1%	0.0%	0.1%
20	0.0%	0.0%	0.0%
21	0.1%	0.0%	0.1%
22	0.0%	0.0%	0.0%
23	0.0%	0.0%	0.0%
24	0.0%	0.0%	0.0%
25	0.0%	0.0%	0.0%
26 or more	0.1%	0.0%	0.1%
Average no. of trips	5.6	3.5	5.4
Average shift (hours)	8.2	9.4	8.4
Sample size (shifts)	1,381	193	1,574

Journeys Undertaken

- 4.20 Nearly half of all journeys recorded started during the Monday to Friday daytime (06.00 – 19.59) with 61.9% for chauffeur/executive and 42.5% for minicabs. Minicab drivers are more likely to work evenings and nights.

Table 4.14: Distribution of journeys by time of day/day of week

	Minicab	Chauffeur / Executive	All
Monday – Friday (06.00 - 19.59) daytime	42.5%	61.9%	44.0%
Saturday & Sunday (06.00 - 19.59) daytime	18.0%	14.8%	17.8%
Monday – Thursday (20.00 - 21.59) evening	5.8%	3.4%	5.6%
Friday (20.00 - 21.59) evening	2.6%	1.8%	2.5%
Saturday & Sunday (20.00 - 21.59) evening	3.7%	2.7%	3.6%
Monday – Thursday (22.00 - 05.59) night	10.0%	6.4%	9.7%
Friday (22.00 - 05.59) night	4.7%	4.9%	4.7%
Saturday (22.00 - 05.59) night	7.1%	2.8%	6.7%
Sunday (22.00 – 05.59) night	5.5%	1.3%	5.2%
Sample	7,777	675	8,452

- 4.21 Journeys between 00:00 and 03:00 make up just over 10% of all trips for minicabs and just under 5% of all chauffeur/executive trips. Of the trips within that three hour time period, around half take place between 00:00 and 01:00 for minicabs across all days.
- 4.22 For chauffeur/executive, there is variance throughout the week with most trips occurring between 00:00 and 01:00 on Fridays, Saturdays and Sundays, but between 01:00 and 2:00 on a Monday.
- 4.23 Please note the small sample sizes used to in the calculations below.

Table 4.15: Distribution of night journeys between 00:00 and 03:00

	Minicab	Chauffeur / Executive	All
Monday- Thursday (0:00 - 01:00)	49.4%	31.3%	46.7%
Monday- Thursday 01:00 - 2:00)	34.8%	56.3%	38.1%
Monday- Thursday (02:00 – 03:00)	15.7%	12.5%	15.2%
Sample	89	16	105
	Minicab	Chauffeur / Executive	All
Friday (0:00 - 01:00)	52.3%	83.3%	56.0%
Friday (01:00 - 2:00)	36.4%	16.7%	34.0%
Friday (02:00 – 03:00)	11.4%	0.0%	10.0%
Sample	44	6	50
	Minicab	Chauffeur / Executive	All
Saturday & Sunday (0:00 - 01:00)	47.9%	42.9%	46.8%
Saturday & Sunday (01:00 - 2:00)	32.9%	33.3%	33.0%
Saturday & Sunday (02:00 – 03:00)	19.2%	23.8%	20.2%
Sample	73	21	94

- 4.24 App bookings dominate the distribution of journeys at three quarters (75.2%) of all types. Bookings directly from a minicab office make up nearly 1 in 6 of all journeys (14.3%).

Table 4.16: Distribution of journeys by type of booking type

	Minicab	Chauffeur / Executive	All
Telephone	6.4%	7.6%	6.5%
Minicab office	14.2%	15.1%	14.3%
App	76.7%	58.2%	75.2%
Other	2.7%	19.1%	4.0%
Not stated	0.0%	0.0%	0.0%
Sample size (trips)	7,777	675	8,452

- 4.25 For minicabs, app pick ups are by far the most dominant form at all times, but more so on Friday nights (86.3%). Minicab office picks up are the next most popular, with them making up the largest proportion on a Monday to Friday daytime (18.5%).

Table 4.17: Distribution of journeys by type of pick up and time- Minicab

	Telephone	Minicab Office	App	Other
Monday – Friday (06.00 - 19.59) daytime	8.2%	18.5%	70.4%	2.9%
Saturday & Sunday (06.00 - 19.59) daytime	4.8%	11.7%	82.0%	1.6%
Monday – Thursday (20.00 - 21.59) evening	6.4%	9.1%	82.8%	1.8%
Friday (20.00 - 21.59) evening	6.4%	10.3%	80.8%	2.5%
Saturday & Sunday (20.00 - 21.59) evening	2.8%	13.1%	81.3%	2.8%
Monday – Thursday (22.00 - 05.59) night	5.9%	12.2%	78.2%	3.7%
Friday (22.00 - 05.59) night	3.8%	8.0%	86.3%	1.9%
Saturday (22.00 - 05.59) night	5.1%	10.9%	80.0%	4.0%
Sunday (22.00 – 05.59) night	4.9%	10.0%	81.7%	3.5%
Sample	497	1,1103	5,966	211

- 4.26 For chauffeur/executive drivers, apps are also the most dominant form of pick up, particularly on Friday (84.8%) and Saturday (89.5%) nights.

- 4.27 Please note the relatively small sample sizes used in these calculations.

Table 4.18: Distribution of journeys by type of pick up and time- Chauffeur/Executive

	Telephone	Minicab Office	App	Other
Monday – Friday (06.00 - 19.59) daytime	5.7%	18.9%	56.2%	19.1%
Saturday & Sunday (06.00 - 19.59) daytime	9.0%	5.0%	57.0%	29.0%
Monday – Thursday (20.00 - 21.59) evening	4.3%	21.7%	60.9%	13.0%
Friday (20.00 - 21.59) evening	0.0%	0.0%	100.0%	0.0%
Saturday & Sunday (20.00 - 21.59) evening	22.2%	0.0%	61.1%	16.7%
Monday – Thursday (22.00 - 05.59) night	25.6%	23.3%	30.2%	20.9%
Friday (22.00 - 05.59) night	0.0%	6.1%	84.8%	9.1%
Saturday (22.00 - 05.59) night	0.0%	5.3%	89.5%	5.3%
Sunday (22.00 – 05.59) night	22.2%	0.0%	66.7%	11.1%
Sample	51	102	393	129

- 4.28 Over a half of minicab trips occur wholly within either the Inner (32.2%) or Outer (21.7%) zones and just one in twenty occur in the entirely within the Central Zone (5.6%).
- 4.29 42.6% of all chauffeur/executive journeys occur between the Central and Inner zones. There is also a significant amount of travel solely within the Outer zone 17.3%.

Table 4.19: Origin / Destination - Minicabs

		DESTINATION					
ORIGIN	Sample	Central	Inner	Outer	Heathrow	Outside	Total
	Central	390	513	135	14	22	1,074
	Inner	412	2,236	362	60	42	3,112
	Outer	59	316	1,509	35	99	2,018
	Heathrow	9	36	22	20	9	96
	Outside	16	32	107	18	478	651
	Total to:	886	3,133	2,135	147	650	6,951

		DESTINATION					
ORIGIN	Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	36.3%	47.8%	12.6%	1.3%	2.0%	100.0%
	Inner	13.2%	71.9%	11.6%	1.9%	1.3%	100.0%
	Outer	2.9%	15.7%	74.8%	1.7%	4.9%	100.0%
	Heathrow	9.4%	37.5%	22.9%	20.8%	9.4%	100.0%
	Outside	2.5%	4.9%	16.4%	2.8%	73.4%	100.0%
	Total	12.7%	45.1%	30.7%	2.1%	9.4%	100.0%

		DESTINATION					
ORIGIN	Column %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	44.0%	16.4%	6.3%	9.5%	3.4%	15.5%
	Inner	46.5%	71.4%	17.0%	40.8%	6.5%	44.8%
	Outer	6.7%	10.1%	70.7%	23.8%	15.2%	29.0%
	Heathrow	1.0%	1.1%	1.0%	13.6%	1.4%	1.4%
	Outside	1.8%	1.0%	5.0%	12.2%	73.5%	9.4%
	Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		DESTINATION					
ORIGIN	Overall %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	5.6%	7.4%	1.9%	0.2%	0.3%	15.5%
	Inner	5.9%	32.2%	5.2%	0.9%	0.6%	44.8%
	Outer	0.8%	4.5%	21.7%	0.5%	1.4%	29.0%
	Heathrow	0.1%	0.5%	0.3%	0.3%	0.1%	1.4%
	Outside	0.2%	0.5%	1.5%	0.3%	6.9%	9.4%
	Total	12.7%	45.1%	30.7%	2.1%	9.4%	100.0%

Table 4.20: Origin / Destination – Chauffeur/Executive

		DESTINATION					
ORIGIN	Sample	Central	Inner	Outer	Heathrow	Outside	Total
	Central	68	40	9	10	6	133
	Inner	34	115	16	17	10	192
	Outer	11	18	104	9	7	149
	Heathrow	11	9	6	7	10	43
	Outside	7	8	9	14	47	85
	Total to:	131	190	144	57	80	602

		DESTINATION					
ORIGIN	Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	51.1%	30.1%	6.8%	7.5%	4.5%	100.0%
	Inner	17.7%	59.9%	8.3%	8.9%	5.2%	100.0%
	Outer	7.4%	12.1%	69.8%	6.0%	4.7%	100.0%
	Heathrow	25.6%	20.9%	14.0%	16.3%	23.3%	100.0%
	Outside	8.2%	9.4%	10.6%	16.5%	55.3%	100.0%
	Total	21.8%	31.6%	23.9%	9.5%	13.3%	100.0%

		DESTINATION					
ORIGIN	Column %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	51.9%	21.1%	6.3%	17.5%	7.5%	22.1%
	Inner	26.0%	60.5%	11.1%	29.8%	12.5%	31.9%
	Outer	8.4%	9.5%	72.2%	15.8%	8.8%	24.8%
	Heathrow	8.4%	4.7%	4.2%	12.3%	12.5%	7.1%
	Outside	5.3%	4.2%	6.3%	24.6%	58.8%	14.1%
	Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		DESTINATION					
ORIGIN	Overall %ages	Central	Inner	Outer	Heathrow	Outside	Total
	Central	11.3%	6.6%	1.5%	1.7%	1.0%	22.1%
	Inner	5.6%	19.1%	2.7%	2.8%	1.7%	31.9%
	Outer	1.8%	3.0%	17.3%	1.5%	1.2%	24.8%
	Heathrow	1.8%	1.5%	1.0%	1.2%	1.7%	7.1%
	Outside	1.2%	1.3%	1.5%	2.3%	7.8%	14.1%
	Total	21.8%	31.6%	23.9%	9.5%	13.3%	100.0%

- 4.30 Looking at Origin-Destination by time of day, Inner-Central trips make up the greatest proportion of trips at all times throughout the week – this is most pronounced on Monday to Thursday evenings with over half of all trips (58.2%) taking place in this time band.

Table 4.21: Origin – Destination of journey by time of day

	Mon-Fri (06:00 - 19:59) daytime	Sat & Sun (06:00 - 19:59) daytime	Mon-Thu (20:00 - 21:59) evening	Fri (20:00 - 21:59) evening	Sat & Sun (20:00 - 21:59) evening	Mon - Thu (22:00 - 05:59) night	Fri (22:00 - 05:59) night	Sat (22:00 - 05:59) night	Sun (22:00 - 05:59) night
Inner - Central	47.6%	49.1%	58.2%	47.3%	51.5%	55.5%	56.0%	52.9%	53.8%
Radial	10.1%	12.5%	13.4%	12.4%	10.1%	14.9%	14.0%	15.6%	18.9%
Outer	23.5%	23.7%	17.2%	23.1%	24.3%	14.0%	17.4%	16.8%	19.4%
To/From Heathrow	4.8%	3.7%	0.7%	0.5%	0.7%	4.9%	2.3%	0.8%	0.7%
Outside London	14.0%	11.0%	10.5%	16.7%	13.4%	10.7%	10.3%	13.9%	7.3%
Sample size	3,295	1,386	419	186	268	719	350	518	413

- 4.31 During the hours of the congestion charge operation, trips within Inner-Central London make up just under half of all trips for minicab drivers (47.3%) and just under two-fifths of chauffeur driver (39.7%). Just over a quarter of trips (25.5%) are within Outer London for minicabs, whereas just under a quarter (23.0%) of trips are Outside London for chauffeur drivers.

Table 4.22: Origin- Destination of journey by hours congestion charge operation – 07:00 to 18:00

	Minicab	Chauffeur / Executive	All
Inner - Central	47.3%	39.7%	46.4%
Radial	10.0%	8.5%	9.9%
Outer	25.5%	14.8%	24.1%
To/From Heathrow	3.3%	13.9%	4.6%
Outside London	13.9%	23.0%	15.0%
Sample size	2,251	317	2,568

Payment

- 4.32 Payment preferences of customers is different between the two different private hire services. Over a third (35.6%) of all chauffeur/executive journeys are paid on account whereas over half of all minicab journeys are paid for via an app (57.5%). Overall the use of bank cards in-vehicle is very limited (7.6%), albeit this increases to 63.7% when app and card payments are combined.

Table 4.23: Type of Journey payment

	Minicab	Chauffeur / Executive	All
App	57.5%	40.0%	56.1%
Bank card	7.5%	9.0%	7.6%
Cash	15.2%	6.4%	14.5%
Company account	15.4%	35.6%	17.0%
Pre-paid	3.0%	3.4%	3.0%
Other	1.5%	5.6%	1.8%
Sample size	7,777	675	8,452

Purpose

- 4.33 Almost a third of all minicab trips (30.4%) are for entertainment purposes, with just under a quarter for to/from usual workplace (23.5%). Business trips account for almost a third (31.1%) of chauffeur/executive trips with approximately a fifth (19.0%) entertainment related.

Table 4.24: Journey purpose

	Minicab	Chauffeur/Executive	All
Entertainment	30.4%	19.0%	29.5%
To/from usual workplace	23.5%	16.1%	22.9%
Business trip	9.6%	31.1%	11.4%
Tourism	5.5%	9.3%	5.8%
To/from school/college/university	4.6%	4.1%	4.5%
Shopping	6.0%	2.7%	5.7%
Collect/deliver item	1.0%	0.9%	1.0%
Accompany somebody/collect somebody	2.1%	3.3%	2.2%
Other	17.3%	13.5%	17.0%
Sample size	7,777	675	8,452

- 4.34 Business trips and travel to/from usual workplace account for over two fifths (44%) of all minicab trips during the weekday daytime. Weekday evening trips are made up of over a third for entertainment (34.5%) and whilst to/from usual workplace continues to contribute a large proportion (31.5%).
- 4.35 On a weekend, entertainment makes up nearly two fifths of daytime trips (39.3%), and over half of evening trips (58.7%). Tourism accounts for 7.6% of daytime trips.

Table 4.25: Journey purpose by day of week/time of day - Minicabs

	Mon-Fri		Sat & Sun		Total
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	
Entertainment	13.5%	34.5%	39.3%	58.7%	30.4%
To/from usual workplace	28.2%	31.5%	12.3%	12.2%	23.5%
Business trip	15.8%	6.2%	6.5%	2.0%	9.6%
Tourism	5.8%	4.4%	7.6%	4.0%	5.5%
To/from school/college/university	7.9%	2.8%	1.9%	1.5%	4.6%
Shopping	7.8%	3.9%	8.3%	1.8%	6.0%
Collect/deliver item	1.4%	0.4%	1.3%	0.6%	1.0%
Accompany somebody/collect somebody	2.5%	1.1%	2.9%	1.4%	2.1%
Other	17.1%	15.2%	20.0%	17.7%	17.3%
Sample size	3,303	1,801	1,403	1,269	7,777

- 4.37 Business trips and travel to/from a usual workplace make up more than half of all chauffeur/executive travel during the weekday daytime (53.6%). Weekday evening journeys are dominated by travel to/from usual workplace (30.6%) and business trips (27.9%).

Table 4.26: Journey purpose by day of week/time of day –Chauffeur/ Executive

	Mon-Fri		Sat & Sun		Total
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	
Entertainment	10.8%	22.5%	33.0%	54.3%	19.0%
To/from usual workplace	15.3%	30.6%	10.0%	2.2%	16.1%
Business trip	38.3%	27.9%	17.0%	4.3%	31.1%
Tourism	9.8%	5.4%	15.0%	2.2%	9.3%
To/from school/college/university	5.5%	1.8%	1.0%	4.3%	4.1%
Shopping	2.9%	0.9%	3.0%	4.3%	2.7%
Collect/deliver item	0.7%	0.0%	3.0%	0.0%	0.9%
Accompany somebody/collect somebody	1.9%	0.0%	8.0%	13.0%	3.3%
Other	14.8%	10.8%	10.0%	15.2%	13.5%
Sample size	418	111	100	46	675

Trip duration and distance

- 4.39 The average trip lasts 28 minutes, but chauffeur/executive trips last considerably longer than minicab trips on average (37 mins compared to 28 mins). Over a quarter of chauffeur/executive trips last over an hour (29.1%).

Table 4.27: Journey duration (time)

	Minicab	Chauffeur/Executive	All
Up to 5 minutes	13.1%	13.1%	13.1%
6-10 minutes	8.9%	7.9%	8.9%
11-20 minutes	25.8%	14.8%	24.9%
21-30 minutes	17.7%	12.6%	17.3%
31-40 minutes	10.8%	9.0%	10.6%
41-50 minutes	7.3%	6.5%	7.2%
51 minutes – one hour	4.3%	7.1%	4.5%
One hour+	12.1%	29.1%	13.4%
Average duration (mins)	00:28	00:37	00:28
Sample size	7,017	581	7,598

4.40 Minicab trips are longest for trips between Heathrow Airport and Central zone and shortest for journeys wholly within the Inner or Central zones.

Table 4.28: Average journey time by origin-destination: Minicab

Hours/Minutes	Central	Inner	Outer	Heathrow	Outside
Central	00:22	00:34	01:06	01:11*	01:27*
Inner	00:37	00:25	02:21	01:02	01:40
Outer	01:07	00:45	00:53	01:01	00:39
Heathrow	03:26*	01:33	01:06	01:03*	01:03*
Outside	01:48*	02:31	00:59	01:10*	01:56

- = zero

* = low base (less than 20)

Sample size	Central	Inner	Outer	Heathrow	Outside
Central	344	503	132	14	18
Inner	407	1,993	352	60	40
Outer	57	302	1,256	35	96
Heathrow	8	33	20	12	9
Outside	16	29	106	18	403

Table 4.29: Average journey time by origin-destination: Chauffeur/Executive

Hours/Minutes	Central	Inner	Outer	Heathrow	Outside
Central	00:20	00:29	02:06*	01:13*	04:44*
Inner	00:40	00:38	00:52*	01:09*	02:06*
Outer	01:00*	00:48*	00:55	00:58*	01:34*
Heathrow	01:37*	01:19*	00:46*	00:59*	02:35*
Outside	01:49*	02:09*	01:33*	01:09*	00:54

- = zero

* = low base (less than 20)

Sample size	Central	Inner	Outer	Heathrow	Outside
Central	52	39	9	9	4
Inner	33	99	15	16	10
Outer	10	18	63	9	5
Heathrow	11	9	5	3	10
Outside	7	7	9	14	42

- 4.41 The average minicab journey is 8.8 miles, whilst chauffeur/executive journeys are 21.1 miles in length.

Table 4.30: Journey distance (miles)

	Minicab	Chauffeur/Executive	All
Up to 1 mile	10.7%	8.1%	10.5%
1 mile – 1.9 miles	16.4%	11.4%	16.1%
2 miles – 2.9 miles	15.2%	9.3%	14.8%
3 miles – 3.9 miles	11.3%	6.7%	10.9%
4 miles – 4.9 miles	8.3%	5.0%	8.0%
5 miles – 5.9 miles	6.1%	4.5%	6.0%
6 miles – 6.9 miles	4.6%	2.8%	4.5%
7 miles – 7.9 miles	4.0%	2.1%	3.9%
8 miles – 8.9 miles	2.4%	2.6%	2.4%
9 miles – 9.9 miles	2.4%	3.3%	2.5%
10 miles+ - 19.9 miles	9.7%	16.2%	10.2%
20+ miles	8.8%	28.2%	10.3%
Average distance (miles)	8.8	21.1	9.7
Sample size	7,013	581	7,594

- 4.42 Journeys of less than three miles last up to 18 minutes on average, whilst journeys over 10 miles take on average more than an hour and a half.

Table 4.31: Journey distance (miles) by duration (minutes)

	Average Journey Duration
Up to 1 mile	00:10
1 mile – 1.9 miles	00:13
2 miles – 2.9 miles	00:18
3 miles – 3.9 miles	00:21
4 miles – 4.9 miles	00:24
5 miles – 5.9 miles	00:28
6 miles – 6.9 miles	00:29
7 miles – 7.9 miles	00:32
8 miles – 8.9 miles	00:38
9 miles – 9.9 miles	00:34
10 miles – 19.9 miles	01:33
20 miles – 29.9 miles	01:14
30 miles +	02:31
Sample size	6,789

Fares

- 4.43 The average minicab fare paid is £14.58, whereas for chauffeur/executive the average fare is over double at £33.91

Table 4.32: Fare paid

	Minicab	Chauffeur/Executive	All
Up to £5.00	18.7%	6.6%	18.0%
£5.00-£7.00	18.1%	6.9%	17.4%
£7.01-£10.00	21.3%	14.3%	20.8%
£10.01-£15.00	17.5%	17.8%	17.5%
£15.01-£20.00	8.2%	9.6%	8.3%
£20.01-£25.00	4.5%	6.6%	4.6%
£25.01-£30.00	2.9%	3.4%	2.9%
More than £30.00	8.8%	34.7%	10.4%
Average fare	£14.58	£33.91	£15.80
Sample size	6,941	467	7,408

- 4.44 The lowest fares for minicab journeys are for those trips made entirely within the Central zone and from the Central zone to the Inner zone (£8.91 and £8.85 respectively). The highest fares can be found on journeys that begin or end Outside of London.

Table 4.33: Average Fare Paid by Origin/Destination - Minicab

ORIGIN	DESTINATION					
	Fares	Central	Inner	Outer	Heathrow	Outside
Central		£8.91	£8.85	£26.26	£39.13*	£45.52*
Inner		£11.24	£10.44	£17.16	£33.58	£55.36
Outer		£21.70	£15.15	£12.39	£29.39	£22.24
Heathrow		£28.18*	£35.97	£38.08	£28.59*	£49.81*
Outside		£43.90*	£38.88	£22.91	£56.54*	£18.36

- = zero

* = low base (less than 20)

ORIGIN	DESTINATION					
	Sample size	Central	Inner	Outer	Heathrow	Outside
Central		339	475	120	13	18
Inner		374	2,044	325	54	37
Outer		54	285	1,390	30	87
Heathrow		5	29	19	18	9
Outside		13	29	96	12	385

- 4.45 The pattern for chauffeur/executive drivers is very similar, with the cheapest fares generally being for trips that start in the Central sector and end in the Central or Inner sectors, and most expensive is associated with trips to/from Heathrow or including Outside London.

Table 4.34: Average Fare Paid by Origin/Destination - Chauffeur/Executive

ORIGIN	AVERAGE FARE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		£17.32	£19.86	£92.91*	£101.50*	£155.00*
Inner		£29.79	£21.44	£48.50*	£50.99	£112.55*
Outer		£39.36*	£27.80	£31.61	£42.81*	£65.50*
Heathrow		£115.99*	£66.00*	£29.38	£71.14*	£128.18*
Outside London		£153.67*	£65.21*	£43.79*	£60.50*	£27.81

ORIGIN	SAMPLE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		47	33	5	8	5
Inner		21	87	11	13	8
Outer		7	13	87	7	6
Heathrow		8	6	4	7	5
Outside London		4	8	7	8	35

- 4.46 The highest average minicab fares are for weekday (Monday to Thursday) nights and Sunday evenings (£16.08 and £14.78 respectively). The cheapest fares on average are Friday evenings (£11.89).

Table 4.35: Fare paid by time of day/day of week - Minicab

	Average Fare Paid
Mon-Fri (6am-8pm)	£14.62
Sat/Sun (6am-8pm)	£13.81
Mon-Thurs (8-10pm)	£12.98
Friday (8-10pm)	£11.89
Saturday (8-10pm)	£12.96
Sunday (8-10pm)	£14.78
Mon-Thurs (10pm-6am)	£16.08
Friday (10pm-6am)	£13.98
Saturday (10pm-6am)	£13.00
Sunday (10pm-6am)	£13.52

- 4.47 There is little difference between the fares paid by time of day, regardless of day of the week. Fares under £15.00 account for approximately three quarters of all trips (Monday-Sunday, anytime). The average fare paid is £12.54.

Table 4.36: Fare paid by time of day/day of week - Minicab

	Mon-Fri		Sat & Sun	
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am
Up to £5.00	20.3%	17.3%	18.8%	16.7%
£5.01-£7.00	18.3%	16.9%	19.0%	18.3%
£7.01-£10.00	21.0%	21.7%	20.8%	21.8%
£10.01-£15.00	16.9%	17.9%	16.2%	20.1%
£15.01-£20.00	6.6%	10.4%	8.8%	8.7%
£20.01-£25.00	4.2%	4.5%	4.5%	5.0%
£25.01-£30.00	2.5%	3.5%	3.0%	2.6%
More than £30.00	10.2%	7.7%	8.8%	6.8%
Average fare	£12.98	£12.83	£12.49	£11.87
Sample size	2,932	1,606	1,268	1,134

- 4.48 Average chauffeur/executive fares are highest during weekday nights (£42.98) whereas those on Friday evenings (8-10pm) are the cheapest (£8.08).

Table 4.37: Fare paid by time of day/day of week - Chauffeur/Executive

	Average Fare Paid
Mon-Fri (6am-8pm)	£41.04
Sat/Sun (6am-8pm)	£31.59
Mon-Thurs (8-10pm)	£22.90
Friday (8-10pm)	£8.08
Saturday (8-10pm)	£8.95
Sunday (8-10pm)	£17.10
Mon-Thurs (10pm-6am)	£42.98
Friday (10pm-6am)	£21.51
Saturday (10pm-6am)	£30.95
Sunday (10pm-6am)	£12.80

- 4.49 Fares in excess of £30 account for over a third (36.9%) of trips in the week and more than a quarter (26.7%) at the weekend, whereas fares up to £5 account for one in twenty (5.2%) of trips and one in ten (11.8%) of trips respectively.

Table 4.38: Fare paid by time of day/day of week – Chauffeur/Executive

	Mon-Fri		Sat & Sun	
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am
Up to £5.00	4.8%	6.8%	10.0%	16.1%
£5.01-£7.00	4.8%	9.6%	7.1%	9.7%
£7.01-£10.00	11.9%	13.7%	17.1%	32.3%
£10.01-£15.00	17.7%	19.2%	20.0%	9.7%
£15.01-£20.00	9.9%	11.0%	8.6%	6.5%
£20.01-£25.00	7.5%	5.5%	4.3%	6.5%
£25.01-£30.00	3.8%	4.1%	1.4%	3.2%
More than £30.00	38.6%	30.1%	31.4%	16.1%
Average fare	£41.04	£30.03	£31.59	£19.65
Sample size	293	73	70	31

- 4.50 On average, the cheapest fares are found in the Inner-Central sector at most times during the week, with Saturday evenings the overall cheapest. Radial journeys are the cheapest on Saturday evenings and weekend day times.

Table 4.39: Average Fare Paid by Origin/Destination and by Time Band - Minicab

	Inner - Central	Radial	Outer	Heathrow	Outside
Mon-Fri (6am-8pm)	£10.64	£17.71	£12.40	£34.47	£25.96
Sat/Sun (6am-8pm)	£10.52	£16.23	£11.23	£34.15	£24.07
Mon-Thurs (8-10pm)	£9.78	£18.41	£14.86	£40.10	£23.12
Friday (8-10pm)	£9.58	£22.73	£8.05	£32.00	£16.15
Saturday (8-10pm)	£9.35	£14.37	£17.55	£44.00	£16.18
Sunday (8-10pm)	£12.64	£21.24	£12.63	£-	£20.78
Mon-Thurs (10pm-6am)	£11.58	£22.73	£13.72	£26.82	£35.17
Friday (10pm-6am)	£10.04	£17.24	£15.96	£30.21	£18.96
Saturday (10pm-6am)	£11.10	£16.96	£11.08	£40.65	£16.33
Sunday (10pm-6am)	£10.58	£18.61	£11.66	£28.00	£27.66

Table 4.40: Average Fare Paid by Origin/Destination and by Time Band – Chauffeur/Executive

	Inner - Central	Radial	Outer	Heathrow	Outside
Mon-Fri (6am-8pm)	£19.74	£49.01	£38.00	£66.07	£60.44
Sat/Sun (6am-8pm)	£24.73	£12.89	£7.98	£71.57	£57.25
Mon-Thurs (8-10pm)	£22.43	£23.00	£9.00	£-	£59.70
Friday (8-10pm)	£6.98	£12.50	£-	£-	£-
Saturday (8-10pm)	£10.23	£-	£-	£-	£-
Sunday (8-10pm)	£30.00	£-	£23.00	£-	£-
Mon-Thurs (10pm-6am)	£18.09	£30.87	£-	£44.26	£87.23
Friday (10pm-6am)	£9.31	£-	£13.62	£150.00	£65.00
Saturday (10pm-6am)	£13.96	£20.79	£68.67	£-	£30.40
Sunday (10pm-6am)	£7.50	£45.00	£7.40	£-	£-

- 4.51 On average chauffeur/executive fares are almost double those for minicabs, with as expected a clear relationship between fare and journey duration.

Table 4.41: Journey Duration by Average Fare paid

	Minicab	Chauffeur/Executive	All
Up to 5 minutes	£7.91	£13.29	£8.27
6-10 minutes	£5.80	£12.93	£6.21
11-20 minutes	£7.73	£10.11	£7.80
21-30 minutes	£10.80	£19.48	£11.20
31-40 minutes	£14.04	£25.84	£14.59
41-50 minutes	£18.53	£39.61	£19.40
51 minutes – one hour	£21.99	£36.42	£23.53
One hour+	£36.66	£80.07	£41.90
Sample size	7,013	581	7,594

- 4.52 For minicabs, the longer the trip distance, the more expensive the fare is. For chauffeur/executive fares, the sample size is lower and therefore average fares by distance band are more variable.

Table 4.42: Journey Distance by Average Fare Paid

	Minicab	Chauffeur/Executive	All
Up to 1 mile	£5.09	£5.47	£5.12
1 mile – 1.9 miles	£5.88	£7.45	£5.97
2 miles – 2.9 miles	£7.35	£9.59	£7.46
3 miles – 3.9 miles	£8.68	£9.87	£8.73
4 miles – 4.9 miles	£9.85	£12.10	£9.95
5 miles – 5.9 miles	£11.08	£14.20	£11.26
6 miles – 6.9 miles	£11.97	£13.34	£12.03
7 miles – 7.9 miles	£13.54	£13.20	£13.53
8 miles – 8.9 miles	£15.14	£17.69	£15.35
9 miles – 9.9 miles	£16.35	£13.33	£16.04
10 miles – 19.9 miles	£22.48	£32.13	£23.65
20 miles – 29.9 miles	£31.15	£35.84	£31.97
30 miles +	£54.24	£70.93	£58.18
Average (per mile)	£1.48	£1.29	£1.45
Sample size	7,013	581	7,594

Passenger Profiles

- 4.53 In over two thirds of cases (67.0%), there was just a single passenger per trip. Chauffeur/executive drivers were slightly more likely to have just a single passenger (68% vs 66.9%) whereas minicab journeys are more likely to involve three or more passengers (11.2% vs 9%).

Table 4.43: Number of passengers carried

	Minicab	Chauffeur/Executive	All
One	66.9%	68.0%	67.0%
Two	21.9%	23.0%	22.0%
Three	6.6%	4.7%	6.4%
Four	3.2%	3.3%	3.2%
Five	0.6%	0.6%	0.6%
Six +	0.8%	0.4%	0.8%
Average number of passengers	1.5	1.5	1.5
Sample size	7,777	675	8,452

- 4.54 There is a fairly even split between male and female passengers in minicabs (51.1% and 48.9%) and there is slightly greater proportion of males using chauffeur/executive vehicles (58.2%).

Table 4.44: Passenger gender

	Minicab	Chauffeur/Executive	All
Male	51.1%	58.2%	51.6%
Female	48.9%	41.8%	48.4%
Sample size	11,677	988	12,665

- 4.55 All categories are more likely to carry male passengers. In particular, for trips to/from Heathrow, nearly six in ten were made by men.

Table 4.45: Passenger gender by Origin/Destination by service

	Inner - Central	Radial	Suburban	Heathrow	Outside London
Male	50.4%	52.7%	52.4%	58.8%	55.8%
Female	49.6%	47.3%	47.6%	41.2%	44.2%
Sample size	5,682	1,405	2,423	359	1,425

4.56 For minicabs, males make up a greater proportion of passengers at all times except week days where there is a higher proportion of females (51.9%).

4.57 Male passengers make up the greatest proportion of chauffeur/executive journeys at all times, except weekend nights (57.9% female).

Table 4.46: Passenger Gender by Time of Day/Day of Week - Minicabs

	Mon-Fri		Sat & Sun	
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am
Male	48.1%	53.7%	51.3%	54.1%
Female	51.9%	46.3%	48.7%	45.9%
Sample size	4,725	2,622	2,272	2,055

Table 4.47: Passenger Gender by Time of Day/Day of Week – Chauffeur/Executive

	Mon-Fri		Sat & Sun	
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am
Male	56.6%	63.4%	60.0%	42.1%
Female	43.4%	36.6%	40.0%	57.9%
Sample size	585	153	165	114

4.58 90.3% of all minicab passengers are aged between 16-59, with those aged under 15 and over 60 in the minority (5.2% and 4.6% respectively). The profile for chauffeur/executive travel has a similar disparity with also, 90.3% in the 16-59 bands and lower proportion of passengers under 15 and over 60 (4.3% and 5.4% respectively).

Table 4.48: Passenger age

	Minicab	Chauffeur/Executive	All
Under 6	1.8%	1.1%	1.7%
6-15	3.4%	3.2%	3.3%
16-39	70.4%	58.1%	69.5%
40-59	19.9%	32.2%	20.8%
60+	4.6%	5.4%	4.6%
Sample	11,677	988	12,665

- 4.59 In all sectors, 16-39 year olds make up the greatest proportion of journeys. Minicab trips are more likely to carry passengers aged 60+ in the Outer sector (7.5%), whereas for chauffeur/executive trips it is most likely Outside London (8.6%).

Table 4.49: Passenger age by origin/destination – Minicabs

	Inner - Central	Radial	Outer	Heathrow	Outside London
Under 6	1.4%	2.2%	2.4%	0.7%	1.1%
6-15	2.5%	3.4%	5.2%	0.7%	2.9%
16-39	75.6%	71.4%	65.0%	60.7%	67.0%
40-59	17.6%	18.7%	19.9%	33.1%	24.5%
60+	2.9%	4.2%	7.5%	4.8%	4.6%
Sample	5,263	1,323	2,280	272	1,262

Table 4.50: Passenger age by origin/destination – Chauffeur/Executive

	Inner - Central	Radial	Outer	Heathrow	Outside London
Under 6	1.2%	0.0%	1.4%	1.1%	1.2%
6-15	2.9%	6.1%	2.8%	0.0%	5.5%
16-39	65.9%	46.3%	66.4%	32.2%	48.5%
40-59	26.3%	42.7%	24.5%	58.6%	36.2%
60+	3.8%	4.9%	4.9%	8.0%	8.6%
Sample	419	82	143	87	163

- 4.60 The largest proportion of minicab and chauffeur/executive passengers are from within Greater London (80.5% and 63.1% respectively). A fifth (20.5%) of chauffeur/executive passengers are from overseas.

Table 4.51: Residency of main passenger

	Minicab	Chauffeur/Executive	All
Within Greater London	80.5%	63.1%	79.1%
Rest of UK	10.9%	16.4%	11.4%
Overseas	8.6%	20.5%	9.5%
Sample	7,744	672	8,416

- 4.61 Just 0.9% of all minicab and chauffeur/executive journeys included someone who is either a wheelchair user (0.6%) or a guide dog user (0.3%). Chauffeur/executive drivers carry lower proportions of both wheelchair users and guide dog users.

Table 4.52: Whether passenger is a wheelchair user or has an assistance dog

	Minicab	Chauffeur/Executive	All
Wheelchair user	0.6%	0.3%	0.6%
Assistance dog owner	0.4%	0.0%	0.3%
Neither	99.1%	99.7%	99.1%
Sample size	7,777	675	8,452

A Glossary

Vehicle terms

Taxis

- A.1 Taxis, also known as black cabs, can be hailed on the street, at designated taxi ranks or booked by phone, app or online. Vehicles must meet and comply with the requirements set by TfL in order to be licensed for use as a taxi in London. All taxis have a 'TAXI' light, which is illuminated when they are available for hire, taximeter and wheelchair ramp as well as other accessibility features.

Private Hire Vehicles

- A.2 As defined in the Private Hire Vehicles (London) Act, 1998. The legislation does not recognise any difference in vehicle type for the purpose of licensing. Private hire vehicles include both minicabs and chauffeur vehicles, as defined below, as well as other types of service.

Minicabs

- A.3 Private hire cars with drivers, which can be booked by phone, in-person at licensed offices or by app. Minicabs are typically regular saloon cars or people carriers. Minicabs are not permitted to have an illuminated 'TAXI' sign or taximeter.

Chauffeur/Executive Vehicles

- A.4 Luxury private hire cars with drivers which can be hired by phone, in-person at booking offices or by app as expensive top-end private hire vehicles for specific outings or periods, such as weddings or special treats. Chauffeur vehicles are executive cars or people carriers and do not have an illuminated 'TAXI' sign.

Driver terms

All London Driver

- A.5 Taxi driver licensed to ply for hire anywhere within Greater London. They are also referred to as Green Badge holders.

Suburban Driver

- A.6 Taxi driver licensed to ply for hire in one or more of nine suburban sectors. The sectors are made up of one or more Outer London boroughs. Suburban drivers may accept a hiring to anywhere from their licence area but must return to the area for which they are licensed before they can accept another hiring. They are also referred to as Yellow Badge holders.

- A.7 The nine suburban sectors are:

- (a) Enfield, Haringey and Waltham Forest

- (b) Barking & Dagenham, Havering, Newham and Redbridge
- (c) Bexley, Greenwich and Lewisham
- (d) Bromley
- (e) Croydon
- (f) Merton and Sutton
- (g) Hounslow, Kingston upon Thames and Richmond upon Thames
- (h) Ealing, Hillingdon and Hounslow
- (i) Barnet, Brent and Harrow

Area terms

Central and Inner London

- A.8 For this report the following 14 boroughs are referred to by this term: Camden, City of London, City of Westminster, Hackney, Hammersmith & Fulham, Haringey, Islington, Kensington & Chelsea, Lambeth, Lewisham, Newham, Southwark, Tower Hamlets, and Wandsworth.

Central London

- A.9 All parts of the Central and Inner London boroughs above which fall within the Central London Congestion Charging boundary.

Inner London

- A.10 All parts of the Central and Inner London boroughs above which fall outside the Central London Congestion Charging boundary.

Outer London

- A.11 For this report the following 22 boroughs are referred to by this term: Barking & Dagenham, Barnet, Bexley, Brent, Bromley, Croydon, Ealing, Enfield, Greenwich, Harrow, Havering, Hillingdon, Hounslow, Kingston upon Thames, Merton, Redbridge, Richmond upon Thames, Sutton and Waltham Forest.

Radial

- A.12 Trips between Outer London boroughs.

Heathrow

- A.13 Trips which start or end at London Heathrow Airport.

Outside London

- A.14 Trips which start or end outside Greater London.

B Comparisons with 2015/16 data

Tables have been merged where possible for ease of comparison, where this hasn't been possible, normally to a difference in grouping, 2009 and 2015/16 tables follow on from those of 2016/17.

Some tables have been omitted entirely as there is no comparable data.

Taxi

Driver Working Patterns

Driver Profiles

Table B.1: Number of years worked as a taxi driver

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Less than 2 years	4.3%	7.5%	1.8%	9.1%	4.0%	7.7%
2 - 5 years	4.5%	10.0%	0.0%	16.7%	4.0%	10.9%
6 - 10 years	6.9%	13.3%	21.8%	16.7%	8.8%	13.8%
11 - 15 years	10.7%	17.5%	16.4%	21.2%	11.4%	18.0%
16 - 20 years	9.1%	7.8%	21.8%	15.2%	10.7%	8.8%
Over 20 years	11.5%	44.0%	7.3%	21.2%	10.9%	40.9%
Sample size	375	361	55	66	430	427

Table B.2: Age of driver

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
17 - 24	0.3%	0.6%	0.0%	0.0%	0.2%	0.5%
25 - 34	3.5%	3.3%	1.8%	4.5%	3.3%	3.5%
35 - 44	8.5%	15.2%	14.5%	9.1%	9.3%	14.4%
45 - 54	35.2%	36.0%	41.8%	42.4%	36.0%	36.9%
55 - 64	39.5%	25.2%	32.7%	28.8%	38.6%	25.7%
65+	13.1%	19.4%	9.1%	15.2%	12.6%	18.8%
Refused	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%
Sample size	375	361	55	66	430	427

Table B.3: Proportion of income from other jobs

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Less than 25%	47.1%	6.7%	57.1%	33.3%	50.0%	10.6%
25% to 50%	17.6%	13.3%	28.6%	33.3%	20.8%	16.3%
50% to 75%	17.6%	53.3%	0.0%	0.0%	12.5%	45.4%
75% to 95%	17.6%	26.7%	14.3%	33.3%	16.7%	27.7%
Sample size	17	15	7	3	24	18

Table B.4: Suburban driver sectors

Sector	Total no. of drivers (2016/17)	Total no. of drivers (2015/16)
Enfield, Haringey and Waltham Forest	1	7
Barking & Dagenham, Havering, Newham and Redbridge	15	14
Bexley, Greenwich and Lewisham	4	8
Bromley	4	1
Croydon	4	5
Merton and Sutton	8	9
Hounslow, Kingston upon Thames and Richmond upon Thames	5	13
Ealing and Hillingdon	4	15
Barnet, Brent and Harrow	3	8
Balham and Tooting Extension	4	6
Clapham Extension	4	6
Hackney Extension	3	4
Sample size	55	66

*Driver working patterns***Table B.5: Number of hours worked per week**

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
10 hours or less	2.4%	2.5%	1.8%	1.5%	2.3%	2.4%
11-20 hours	5.9%	10.8%	5.5%	9.1%	5.8%	10.6%
21-30 hours	12.8%	14.4%	16.4%	12.1%	13.3%	14.1%
31-40 hours	28.3%	29.6%	21.8%	27.3%	27.4%	29.3%
41-50 hours	28.3%	26.3%	21.8%	22.7%	27.4%	25.8%
51-60 hours	19.2%	13.6%	12.7%	16.7%	18.4%	14.0%
60+ hours	3.2%	2.8%	20.0%	10.6%	5.3%	3.8%
Average hours per week	42.3	39.8	45.2	44.1	42.7	40.5
Sample size	375	361	55	66	430	427

Table B.6: Number of days worked per week

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
0	-	0.6%	-	0.0%	-	0.5%
1	0.5%	0.3%	0.0%	0.0%	0.5%	0.2%
2	4.3%	4.2%	0.0%	1.5%	3.7%	3.8%
3	7.7%	12.5%	1.8%	12.1%	7.0%	12.4%
4	19.2%	17.5%	18.2%	15.2%	19.1%	17.1%
5	47.7%	51.0%	38.2%	36.4%	46.5%	49.0%
6	18.9%	12.7%	38.2%	28.8%	21.4%	14.9%
7	1.6%	1.4%	3.6%	6.1%	1.9%	2.0%
Average number of days	4.7	4.6	5.2	5.0	4.8	4.6
Sample size	375	361	55	66	430	427

Table B.7: Number of weeks worked per year

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
0 - 6 weeks	0.3%	0.3%	0.0%	1.5%	0.2%	0.5%
7 - 12 weeks	0.5%	1.4%	0.0%	0.0%	0.5%	1.2%
13 - 18 weeks	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
19 - 24 weeks	0.8%	1.4%	1.8%	3.0%	0.9%	1.6%
25 - 30 weeks	4.0%	5.1%	3.6%	3.0%	4.0%	4.8%
31 - 36 weeks	1.9%	2.2%	1.8%	3.0%	1.9%	2.4%
37 - 42 weeks	13.6%	18.0%	10.9%	16.7%	13.3%	17.8%
43 - 48 weeks	64.0%	60.4%	52.7%	50.0%	62.6%	59.0%
49 - 52 weeks	14.9%	11.2%	29.1%	22.7%	16.7%	12.8%
Average no. of weeks	44.9	44.1	45.5	44.7	44.9	44.2
Sample size	375	356	55	66	430	422

Table B.8: Share of hours worked by time band – claimed at recruitment stage

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Monday – Friday (06.00 - 19.59) daytime	65.9%	58.6%	67.1%	55.1%	66.1%	58.0%
Saturday & Sunday (06.00 - 19.59) daytime	10.1%	8.4%	11.5%	8.7%	10.3%	8.5%
Monday – Thursday (20.00 - 21.59) evening	5.9%	8.0%	4.2%	9.4%	5.7%	8.2%
Friday (20.00 - 21.59) evening	1.5%	3.5%	1.4%	3.8%	1.5%	3.6%
Saturday & Sunday (20.00 - 21.59) evening	1.5%	5.0%	1.8%	5.6%	1.5%	5.1%
Monday – Thursday (22.00 - 05.59) night	10.3%	7.3%	7.8%	7.6%	9.9%	7.4%
Friday (22.00 - 05.59) night	2.3%	3.5%	2.5%	3.6%	2.4%	3.5%
Saturday (22.00 - 05.59) night	1.7%	3.2%	2.8%	3.5%	1.8%	3.2%
Sunday (22.00 - 05.59) night	0.8%	2.5%	0.9%	2.6%	0.8%	2.5%
Sample	375	361	55	66	430	427

Table B.9: Proportion of time spent working on radio circuit

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
1-10%	9.0%	24.7%	5.9%	10.7%	8.6%	21.9%
11-20%	12.0%	13.4%	3.9%	3.6%	10.9%	11.4%
21-30%	15.7%	16.5%	9.8%	3.6%	14.9%	13.9%
31-40%	9.4%	6.2%	0.0%	7.1%	8.0%	6.4%
41-50%	22.1%	14.4%	5.9%	32.1%	19.7%	18.0%
51-60%	9.0%	3.1%	2.0%	0.0%	8.0%	2.5%
61-70%	6.0%	2.1%	7.8%	7.1%	6.3%	3.1%
71-80%	9.4%	11.3%	9.8%	17.9%	9.4%	12.6%
81-90%	2.7%	1.0%	21.6%	0.0%	5.4%	0.8%
91-100%	4.7%	7.2%	33.3%	17.9%	8.9%	9.3%
Average proportion	36.6%	38.9%	68.1%	58.1%	40.6%	42.7%
Sample size	299	97	51	28	350	125

Table B.10: Proportion of time spent working from taxi ranks

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
1-10%	9.0%	11.2%	5.9%	3.3%	8.6%	9.9%
11-20%	12.0%	10.8%	3.9%	10.0%	10.9%	10.7%
21-30%	15.7%	13.7%	9.8%	3.3%	14.9%	11.9%
31-40%	9.4%	6.0%	0.0%	8.3%	8.0%	6.4%
41-50%	22.1%	22.1%	5.9%	10.0%	19.7%	20.0%
51-60%	9.0%	5.2%	2.0%	6.7%	8.0%	5.5%
61-70%	6.0%	8.4%	7.8%	10.0%	6.3%	8.7%
71-80%	9.4%	16.1%	9.8%	18.3%	9.4%	16.5%
81-90%	2.7%	2.0%	21.6%	8.3%	5.4%	3.1%
91-100%	4.7%	4.4%	33.3%	21.7%	8.9%	7.4%
Average proportion	36.6%	48.0%	68.1%	65.5%	40.6%	51.0%
Sample size	299	249	51	60	350	309

Table B.11: Proportion of time spent working from apps

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
1-10%	29.1%	36.4%	71.4%	23.8%	32.8%	34.8%
11-20%	15.9%	20.3%	9.5%	23.8%	15.4%	20.8%
21-30%	17.3%	9.3%	14.3%	9.5%	17.0%	9.3%
31-40%	3.6%	6.8%	0.0%	9.5%	3.3%	7.1%
41-50%	7.7%	12.7%	0.0%	9.5%	7.1%	12.3%
51-60%	5.5%	1.7%	0.0%	9.5%	5.0%	2.7%
61-70%	5.5%	2.5%	0.0%	4.8%	5.0%	2.8%
71-80%	5.9%	4.2%	0.0%	4.8%	5.4%	4.3%
81-90%	1.8%	0.8%	4.8%	4.8%	2.1%	1.4%
91-100%	7.7%	5.1%	0.0%	0.0%	7.1%	4.4%
Average proportion	36.0%	30.3%	1.4%	34.7%	34.1%	30.9%
Sample size	220	118	21	21	241	139

Table B.12: Number of trips made per shift – claimed at recruitment stage

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
5 or less	4.3%	8%	9.1%	12%	4.9%	8%
6-9	16.8%	14%	38.2%	24%	19.5%	16%
10-14	44.5%	35%	34.5%	33%	43.3%	35%
15-19	23.2%	23%	9.1%	21%	21.4%	23%
20-24	7.7%	14%	7.3%	8%	7.7%	13%
25-29	2.4%	4%	1.8%	2%	2.3%	4%
30+	1.1%	2%	0.0%	0%	0.9%	1%
Average number of trips - claimed at recruitment stage	12.5	13.2	10.4	11.2	12.2	12.9
Average number of trips – actual (from diary)	8.6	9.8	6.4	7.8	8.3	9.4
Sample size	375	359	55	66	430	425

Diary Results

Shift activities

Table B.13: Number of trips per shift from diaries

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
4 or less	13.9%	14.0%	29.0%	22.2%	16%	15.4%
5	6.9%	4.9%	14.0%	6.3%	7.8%	5.1%
6	7.7%	5.8%	6.0%	11.1%	7.4%	6.7%
7	9.3%	4.9%	22.0%	7.9%	11.0%	5.4%
8	10.4%	7.8%	2.0%	7.9%	9.2%	7.8%
9	11.3%	9.7%	10.0%	14.3%	11.1%	10.5%
10	11.0%	8.8%	6.0%	4.8%	10.3%	8.1%
11	8.8%	10.4%	4.0%	6.3%	8.1%	9.7%
12	5.3%	9.4%	0.0%	3.2%	4.5%	8.4%
13	5.9%	4.9%	2.0%	7.9%	5.4%	5.4%
14	4.0%	5.2%	3.0%	3.2%	3.9%	4.9%
15	2.4%	5.2%	2.0%	1.6%	2.3%	4.6%
16	0.6%	2.9%	0.0%	1.6%	0.6%	2.7%
17	0.3%	2.3%	0.0%	1.6%	0.3%	2.2%
18	1.6%	1.3%	0.0%	0.0%	1.4%	1.1%
19	0.0%	0.3%	0.0%	0.0%	0.0%	0.3%
20	0.3%	0.6%	0.0%	0.0%	0.3%	0.5%
21	0.2%	0.3%	0.0%	0.0%	0.1%	0.3%
22	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
23	0.0%	0.3%	0.0%	0.0%	0.0%	0.3%
24	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
25	0.0%	1.0%	0.0%	0.0%	0.0%	0.8%
26 or more	0.3%	0.0%	0.0%	0.0%	0.3%	0.0%
Average no. of trips	8.6	9.8	6.5	7.8	8.3	9.6
Average day length (hours)	9.0	8.7	8.6	8.9	8.9	8.7
Sample size (shifts)	627	308	100	63	727	341

*Journeys undertaken***Table B.14: Distribution of journeys by time band**

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Monday – Friday (06.00 - 19.59) daytime	69.4%	68.6%	61.6%	60.6%	68.6%	67.4%
Saturday & Sunday (06.00 - 19.59) daytime	11.2%	7.1%	9.0%	10.9%	11.0%	7.7%
Monday – Thursday (20.00 - 21.59) evening	6.2%	7.7%	6.1%	8.6%	6.2%	7.8%
Friday (20.00 - 21.59) evening	1.1%	1.1%	2.4%	0.6%	1.2%	1.0%
Saturday & Sunday (20.00 - 21.59) evening	0.7%	1.2%	0.5%	0.8%	0.7%	1.1%
Monday – Thursday (22.00 - 05.59) night	7.2%	11.1%	10.1%	13.1%	7.5%	11.4%
Friday (22.00 - 05.59) night	2.1%	1.4%	4.3%	2.7%	2.3%	1.6%
Saturday (22.00 - 05.59) night	1.5%	1.4%	3.8%	2.7%	1.8%	1.6%
Sunday (22.00 - 05.59) night	0.6%	0.4%	2.4%	0.0%	0.8%	0.3%
Sample	5,383	2,910	635	487	6,018	3,397

Table B.15: Distribution of journeys by type of pick-up

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Hail	55.6%	52.1%	8.5%	4.5%	50.6%	45.1%
Radio	5.8%	7.0%	22.0%	16.2%	7.5%	8.3%
Rank	22.7%	25.6%	59.4%	62.3%	26.6%	31.0%
Marshallled rank	0.7%	1.1%	0.6%	1.1%	0.7%	1.1%
App	13.4%	7.1%	6.0%	4.4%	12.6%	6.7%
Other	1.7%	0.8%	3.5%	2.9%	1.9%	1.1%
Not stated	0.0%	6.2%	0.0%	8.7%	0.0%	6.6%
Sample size (trips)	5,383	3,191	635	551	6,018	3,742

Table B.16: Origin / Destination – 2016/17

Sample	Central	Inner	Outer	Heathrow	Outside	Total
Central	1,568	978	34	15	8	2,603
Inner	735	1,420	89	15	13	2,272
Outer	16	51	437	5	19	528
Heathrow	6	5	8	15	1	35
Outside	5	4	2	0	34	45
Total to:	2,330	2,458	570	50	75	5,483

Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	60.2%	37.6%	1.3%	0.6%	0.3%	100.0%
Inner	32.4%	62.5%	3.9%	0.7%	0.6%	100.0%
Outer	3.0%	9.7%	82.8%	0.9%	3.6%	100.0%
Heathrow	17.1%	14.3%	22.9%	42.9%	2.9%	100.0%
Outside	11.1%	8.9%	4.4%	0.0%	75.6%	100.0%
Total	42.5%	44.8%	10.4%	0.9%	1.4%	100.0%

Column %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	67.3%	39.8%	6.0%	30.0%	10.7%	47.5%
Inner	31.5%	57.8%	15.6%	30.0%	17.3%	41.4%
Outer	0.7%	2.1%	76.7%	10.0%	25.3%	9.6%
Heathrow	0.3%	0.2%	1.4%	30.0%	1.3%	0.6%
Outside	0.2%	0.2%	0.4%	0.0%	45.3%	0.8%
Total to:	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Total %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	28.6%	17.8%	0.6%	0.3%	0.1%	47.5%
Inner	13.4%	25.9%	1.6%	0.3%	0.2%	41.4%
Outer	0.3%	0.9%	8.0%	0.1%	0.3%	9.6%
Heathrow	0.1%	0.1%	0.1%	0.3%	0.0%	0.6%
Outside	0.1%	0.1%	0.0%	0.0%	0.6%	0.8%
Total	42.5%	44.8%	10.4%	0.9%	1.4%	100.0%

Table B.17: Origin / Destination – 2015/16

Sample	Central	Inner	Outer	Heathrow	Outside	Total
Central	280	744	25	2	3	1,054
Inner	166	1,372	72	7	5	1,622
Outer	3	67	296	6	19	391
Heathrow	10	18	8	2	11	49
Outside	0	1	1	0	2	4
Total to:	459	2,202	402	17	40	3,120

Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	26.6%	70.6%	2.4%	0.2%	0.3%	100.0%
Inner	10.2%	84.6%	4.4%	0.4%	0.3%	100.0%
Outer	0.8%	17.1%	75.7%	1.5%	4.9%	100.0%
Heathrow	20.4%	36.7%	16.3%	4.1%	22.4%	100.0%
Outside	0.0%	25.0%	25.0%	0.0%	50.0%	100.0%
Total	14.7%	70.6%	12.9%	0.5%	1.3%	100.0%

Column %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	61.0%	33.8%	6.2%	11.8%	7.5%	33.8%
Inner	36.2%	62.3%	17.9%	41.2%	12.5%	52.0%
Outer	0.7%	3.0%	73.6%	35.3%	47.5%	12.5%
Heathrow	2.2%	0.8%	2.0%	11.8%	27.5%	1.6%
Outside	0.0%	0.0%	0.2%	0.0%	5.0%	0.1%
Total to:	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Total %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	9.0%	23.8%	0.8%	0.1%	0.1%	33.8%
Inner	5.3%	44.0%	2.3%	0.2%	0.2%	52.0%
Outer	0.1%	2.1%	9.5%	0.2%	0.6%	12.5%
Heathrow	0.3%	0.6%	0.3%	0.1%	0.4%	1.6%
Outside	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%
Total	14.7%	70.6%	12.9%	0.5%	1.3%	100.0%

Table B.18: Origin - Destination of journey by type of badge

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Inner - Central	92.6%	93.3%	26.6%	20.1%	85.7%	83.4%
Radial	2.6%	3.4%	10.6%	16.1%	3.5%	5.1%
Outer	2.3%	0.8%	56.8%	57.9%	8.0%	8.5%
To/From Heathrow	1.3%	1.8%	0.7%	1.3%	1.3%	1.7%
To destinations outside London	1.1%	0.8%	5.3%	4.6%	1.6%	1.3%
Sample size (trips)	4,916	2,643	567	477	5,483	3,120

Table B.19: Origin - Destination of journey by time of day – 2016/17

	Mon-Fri (06:00 - 19:59) daytime	Sat & Sun (06:00 - 19:59) daytime	Mon-Thu (20:00 - 21:59) evening	Fri (20:00 - 21:59) evening	Sat & Sun (20:00 - 21:59) evening	Mon - Thu (22:00 - 05:59) night	Fri (22:00 - 05:59) night	Sat (22:00 - 05:59) night	Sun (22:00 - 05:59) night
Inner - Central	87.4%	84.3%	83.1%	72.3%	73.0%	82.4%	78.2%	78.9%	76.7%
Radial	2.7%	3.6%	5.0%	4.6%	13.5%	5.9%	8.1%	4.2%	7.0%
Outer	7.4%	9.5%	6.2%	15.4%	10.8%	7.8%	11.3%	13.7%	14.0%
To/From Heathrow	1.2%	1.7%	2.1%	1.5%	0.0%	1.0%	0.8%	0.0%	0.0%
Outside London	1.2%	1.0%	3.6%	6.2%	2.7%	2.9%	1.6%	3.2%	2.3%
Sample size	3,780	591	338	65	37	410	124	95	43

Table B.20: Origin - Destination of journey by time of day – 2015/16

	Mon-Fri (06:00 - 19:59) daytime	Sat & Sun (06:00 - 19:59) daytime	Mon-Thu (20:00 - 21:59) evening	Fri (20:00 - 21:59) evening	Sat & Sun (20:00 - 21:59) evening	Mon - Thu (22:00 - 05:59) night	Fri (22:00 - 05:59) night	Sat (22:00 - 05:59) night	Sun (22:00 - 05:59) night
Inner - Central	82.9%	74.9%	84.3%	88.9%	81.9%	79.6%	83.3%	70.8%	100.0%
Radial	5.4%	6.1%	3.4%	0.0%	2.4%	8.9%	11.1%	16.7%	0.0%
Outer	8.6%	10.8%	9.6%	7.4%	7.1%	9.2%	5.6%	12.5%	0.0%
To/From Heathrow	2.3%	6.9%	2.1%	3.7%	8.6%	0.6%	0.0%	0.0%	0.0%
Outside London	0.7%	1.3%	0.7%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Sample size	2,028	233	221	27	34	338	36	48	11

Payments

Table B.21: Type of journey payment – 2016/17

	All London	Suburban	All
App	9.1%	4.3%	8.6%
Bank card	18.6%	12.9%	18.0%
Cash	64.2%	58.0%	63.5%
Company account	5.8%	11.0%	6.3%
Other	1.7%	12.0%	2.8%
Pre-paid	0.6%	1.9%	0.8%
Sample size	5,383	635	6,018

Table B.22: Type of journey payment – 2015/16

	All London	Suburban	All
In taxi - cash	79.1%	73.1%	78.2%
In taxi - card	6.8%	2.0%	6.1%
In taxi - total	85.9%	75.0%	84.3%
On account	8.0%	10.0%	8.3%
Taxicard	0.9%	10.0%	2.3%
App	5.2%	5.0%	5.2%
Sample size	2,897	501	3,398

Purpose

Table B.23: Journey purpose

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Entertainment	22.9%	24.0%	18.6%	12.7%	22.5%	22.5%
To/from usual workplace	23.7%	22.9%	27.7%	35.1%	24.1%	24.5%
Business trip	22.5%	20.6%	10.6%	8.9%	21.3%	19.0%
Tourism	9.3%	8.9%	2.7%	3.1%	8.6%	8.1%
To/from school/ college/university	2.7%	1.9%	2.4%	5.4%	2.6%	2.3%
Shopping	8.1%	8.4%	12.4%	12.7%	8.6%	9.0%
Collect/deliver item	0.4%	0.5%	0.6%	0.6%	0.4%	0.6%
Accompany somebody/ collect somebody	0.7%	0.2%	1.4%	1.0%	0.7%	0.3%
Other	9.8%	12.7%	23.6%	20.4%	11.2%	13.7%
Sample size	5,383	2,741	635	481	6,018	3,222

Table B.24: Journey purpose by day of week/time of day – 2016/17

	Mon-Fri		Sat & Sun		Total
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	
Entertainment	13.4%	40.0%	38.2%	68.9%	22.5%
To/from usual workplace	25.2%	33.4%	7.6%	7.3%	24.1%
Business trip	28.2%	6.2%	7.3%	1.6%	21.3%
Tourism	8.1%	5.6%	17.0%	6.2%	8.6%
To/from school/college/university	3.5%	0.7%	1.4%	0.0%	2.6%
Shopping	9.7%	1.9%	13.7%	3.1%	8.6%
Collect/deliver item	0.5%	0.2%	0.8%	0.5%	0.4%
Accompany somebody/collect somebody	0.8%	0.2%	1.1%	0.5%	0.7%
Other	10.7%	11.9%	13.1%	11.9%	11.2%
Sample size	4,129	1,037	659	1930	6,108

Table B.25: Journey purpose by day of week/time of day – 2015/16

	Mon-Fri		Sat & Sun		Total
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	
Entertainment	16.1%	33.9%	37.7%	58.5%	22.5%
To/from usual workplace	23.0%	37.4%	6.1%	7.3%	24.5%
Business trip	25.0%	6.9%	6.3%	5.7%	19.0%
Tourism	8.1%	5.1%	13.4%	12.3%	8.1%
To/from school/college/university	2.9%	0.6%	1.4%	1.1%	2.3%
Shopping	10.0%	2.5%	19.8%	1.0%	9.0%
Collect/deliver item	0.8%	0.3%	0.0%	0.0%	0.6%
Accompany somebody/collect somebody	0.4%	0.0%	0.9%	0.0%	0.3%
Other	13.8%	13.2%	14.5%	14.0%	13.7%
Sample size	2,112	656	227	90	3,085

*Journey duration & distance***Table B.26: Journey duration (time)**

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Up to 5 minutes	14.5%	18.5%	26.5%	26.0%	15.8%	19.5%
6-10 minutes	16.4%	17.1%	22.5%	24.9%	17.0%	18.1%
11-20 minutes	33.9%	31.7%	24.0%	27.6%	32.8%	31.1%
21-30 minutes	16.9%	18.7%	12.1%	10.7%	16.4%	17.7%
31-40 minutes	9.3%	6.2%	5.6%	2.5%	8.9%	5.8%
41-50 minutes	4.0%	3.4%	2.1%	2.0%	3.8%	3.2%
51 minutes - one hour	1.7%	1.5%	1.1%	1.8%	1.7%	1.5%
One hour+	3.3%	2.9%	6.2%	4.5%	3.6%	3.1%
Ave. duration (mins)	19:32	18:00	17:00	15:30	19:16	17:42
Sample size	5,349	3,191	630	551	5,979	3,742

Table B.27: Average journey duration (time) – 2016/7

HOURS/MINUTES	Central	Inner	Outer	Heathrow	Outside London
Central	00:16	00:21	00:52	00:58	01:04
Inner	00:24	00:16	00:29	00:52	01:46
Outer	01:08	00:38	00:13	00:55	00:14
Heathrow	01:18	00:54	00:34	00:04	00:23
Outside London	00:31	01:25	00:16	-	00:07

Table B.28: Average journey duration (time) – 2015/16

HOURS/MINUTES	Central	Inner	Outer	Heathrow	Outside London
Central	00:18	00:21	00:39	00:45	01:16
Inner	00:21	00:24	00:26	00:56	01:21
Outer	00:47	00:26	00:12	01:15	00:20
Heathrow	00:58	01:15	01:12	00:20	01:18
Outside London	-	00:20	-	-	00:25

Table B.29: Journey distance (miles)

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Up to 1 mile	27.0%	17.8%	29.1%	21.5%	27.2%	18.3%
1 mile – 1.9 miles	28.6%	31.6%	23.9%	26.5%	28.1%	30.9%
2 miles – 2.9 miles	17.7%	22.0%	12.5%	15.8%	17.2%	21.1%
3 miles – 3.9 miles	10.1%	11.7%	8.9%	12.1%	10.0%	11.8%
4 miles – 4.9 miles	4.9%	5.1%	5.9%	5.2%	5.0%	5.1%
5 miles – 5.9 miles	3.2%	3.3%	4.5%	5.0%	3.4%	3.6%
6 miles – 6.9 miles	1.9%	1.9%	2.5%	2.6%	2.0%	2.0%
7 miles – 7.9 miles	1.1%	1.1%	2.3%	2.6%	1.2%	1.3%
8 miles – 8.9 miles	0.8%	1.1%	2.1%	2.0%	1.0%	1.3%
9 miles – 9.9 miles	0.5%	0.9%	2.0%	1.7%	0.7%	1.0%
10 miles+	4.1%	3.4%	6.4%	5.0%	4.3%	3.6%
Ave. distance (miles)	2.5	2.7	3.1	3.1	2.6	2.8
Sample size	4,759	2,011	561	551	5,320	3,742

Table B.30: Journey distance (miles) by duration (minutes)

	Average Journey Duration (2016/17)	Average Journey Duration (2015/16)
Up to 1 mile	00:10	00:08
1 mile – 1.9 miles	00:16	00:11
2 miles – 2.9 miles	00:20	00:28
3 miles – 3.9 miles	00:24	00:22
4 miles – 4.9 miles	00:30	00:28
5 miles – 5.9 miles	00:32	00:31
6 miles – 6.9 miles	00:37	00:33
7 miles – 7.9 miles	00:38	00:43
8 miles – 8.9 miles	00:45	00:39
9 miles – 9.9 miles	00:32	00:42
10 miles – 19.9 miles	00:56	00:54
20 miles – 29.9 miles	01:14	01:10
30 miles +	01:19	01:10
Sample size	5,293	2,347

*Fares***Table B.31: Fare paid**

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Up to £3.00	0.4%	0.3%	0.6%	0.0%	0.4%	0.3%
£3.01-£5.00	6.2%	5.1%	9.1%	10.7%	6.5%	5.8%
£5.01-£7.00	12.1%	11.4%	18.9%	22.1%	12.9%	12.8%
£7.01-£10.00	23.9%	23.5%	21.5%	20.2%	23.7%	23.1%
£10.01-£15.00	27.2%	29.4%	24.7%	20.4%	27.0%	28.2%
£15.01-£20.00	13.6%	13.7%	7.2%	8.0%	12.9%	12.9%
£20.01-£25.00	6.6%	6.5%	6.1%	5.7%	6.6%	6.4%
£25.01-£30.00	4.1%	3.3%	2.2%	4.0%	3.9%	3.4%
More than £30.00	5.8%	6.8%	9.7%	9.0%	6.2%	7.1%
Average fare	£14.16	£14.59	£14.42	£14.20	£14.19	£14.54
Sample size	5,296	2,947	628	525	5,924	3,472

Table B.32: Average fare paid by origin - destination – 2016/17

ORIGIN	AVERAGE FARE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		£11.32	£11.06	£33.49	£70.49	£41.09
Inner		£14.76	£13.38	£25.07	£64.64	£52.16
Outer		£36.93	£23.59	£12.13	£34.59	£21.66
Heathrow		£83.77	£72.16	£37.48	£36.49	£35.00
Outside London		£5.00	£45.40	£21.20	-	£17.59

ORIGIN	SAMPLE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		1,531	974	33	14	7
Inner		730	1,398	89	15	13
Outer		15	50	423	5	19
Heathrow		6	5	8	15	1
Outside London		5	4	2	0	32

Table B.33: Average fare paid by origin - destination – 2015/16

ORIGIN	AVERAGE FARE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		£11.23	£14.68	£34.70	£68.50	£97.47
Inner		£14.29	£12.83	£20.30	£65.58	£92.32
Outer		£30.47	£18.84	£10.20	£64.33	£23.29
Heathrow		£70.58	£66.96	£47.68	£19.40	£85.80
Outside London		£13.81	£14.09	£14.22	£59.71	£56.32

ORIGIN	SAMPLE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		269	733	24	2*	3*
Inner		155	1,343	71	6*	5*
Outer		3*	65	296	6*	19
Heathrow		10*	18*	8*	2*	11*
Outside London		269	733	24	2*	3*

* = low base (less than 20)

Table B.34: Average fare paid by time of day/day of week

	All (2016/17)	All (2015/16)
Mon-Fri (6am-8pm)	£13.76	£13.84
Sat/Sun (6am-8pm)	£15.32	£18.93
Mon-Thurs (8-10pm)	£16.06	£14.07
Friday (8-10pm)	£16.73	£15.52
Saturday (8-10pm)	£13.36	£17.17
Sunday (8-10pm)	£14.58	£19.34
Mon-Thurs (10pm-6am)	£17.68	£18.33
Friday (10pm-6am)	£16.80	£15.70
Saturday (10pm-6am)	£16.25	£16.12
Sunday (10pm-6am)	£18.71	£18.09

Table B.35: Average fare paid by origin - destination by time band – 2016/17

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Mon-Fri (6am-8pm)	£17.02	£19.71	£10.77	£40.00	£11.44
Sat/Sun (6am-8pm)	£20.43	£31.92	£17.41	-	£14.00
Mon-Thurs (8-10pm)	£11.90	£10.45	£11.02	£48.00	£18.48
Friday (8-10pm)	£13.95	£17.60	£8.70	-	-
Saturday (8-10pm)	-	£15.00	£14.00	-	-
Sunday (8-10pm)	-	-	-	-	-
Mon-Thurs (10pm-6am)	£10.84	£20.40	£8.30	-	£29.02
Friday (10pm-6am)	£13.20	£41.20	£10.29	-	-
Saturday (10pm-6am)	£25.73	£30.00	£13.39	-	£110.00
Sunday (10pm-6am)	£20.25	£36.30	£16.32	-	-

Table B.36: Average fare paid by origin - destination by time band – 2015/16

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Mon-Fri (6am-8pm)	£12.80	£18.45	£9.65	£61.63	£28.08
Sat/Sun (6am-8pm)	£13.31	£21.12	£11.88	£78.85	£103.40
Mon-Thurs (8-10pm)	£12.98	£23.64	£11.37	-	£32.07
Friday (8-10pm)	£12.93	-	£10.00	£91.00	-
Saturday (8-10pm)	£13.35	£8.60	£5.80	£73.20	-
Sunday (8-10pm)	£11.08	-	-	£136.00	-
Mon-Thurs (10pm-6am)	£17.25	£26.77	£12.28	£60.00	£55.58
Friday (10pm-6am)	£13.83	£37.90	£9.70	-	-
Saturday (10pm-6am)	£13.64	£28.73	£12.90	-	-
Sunday (10pm-6am)	£18.09	-	-	-	-

Table B.37: Journey distance by average fare paid

	All (2016/17)	All (2015/16)
Up to 1 mile	£7.77	£6.48
1 mile – 1.9 miles	£11.03	£8.25
2 miles – 2.9 miles	£14.45	£11.52
3 miles – 3.9 miles	£18.30	£15.01
4 miles – 4.9 miles	£21.02	£18.46
5 miles – 5.9 miles	£23.43	£23.09
6 miles – 6.9 miles	£27.35	£25.99
7 miles – 7.9 miles	£28.94	£31.57
8 miles – 8.9 miles	£33.75	£33.52
9 miles – 9.9 miles	£33.93	£32.56
10 miles+	£49.26	£42.13
Average (per mile)	£4.12	£4.58
Sample size	5,256	2,450

*Passenger profiles***Table B.38: Number of passengers in taxi**

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
One	66.7%	61.9%	70.9%	70.5%	67.1%	63.1%
Two	23.4%	25.2%	21.9%	22.0%	23.2%	24.7%
Three	6.1%	6.4%	4.9%	3.9%	6.0%	6.0%
Four	2.7%	4.6%	1.1%	3.5%	2.6%	4.4%
Five	0.8%	1.5%	0.5%	0.2%	0.8%	1.3%
Six +	0.3%	0.5%	0.8%	0.0%	0.4%	0.4%
Average no. of passengers	1.5	1.6	1.4	1.4	1.5	1.6
Sample size	5,383	3,001	635	518	6,018	3,519

Table B.39: Passenger gender

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Male	52.3%	53.5%	49.9%	43.9%	52.1%	52.1%
Female	47.7%	46.5%	50.1%	56.1%	47.9%	47.9%
Sample size	7,891	2,925	889	503	8,870	3,428

Table B.40: Passenger gender by origin – destination – 2016/17

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Male	51.8%	51.4%	51.2%	67.3%	62.3%
Female	48.2%	48.6%	48.8%	32.7%	37.7%
Sample size	6,965	292	605	101	106

Table B.41: Passenger gender by origin – destination – 2015/16

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Male	53.3%	46.8%	42.0%	60.9%	62.2%
Female	46.7%	53.2%	58.0%	39.1%	37.8%
Sample size	4,029	233	400	92	45

Table B.42: Passenger gender by time of day / day of week – 2016/17

	Mon-Fri (6am – 8pm)	Sat & Sun (6am – 8pm)	Mon – Fri Night (8pm-6am)	Sat & Sun Night (8pm-6am)	Total
Male	51.8%	46.5%	56.2%	59.3%	51.8%
Female	48.2%	53.5%	43.8%	40.7%	48.2%
Sample size	5,830	1,118	1,540	312	8,558

Table B.43: Passenger gender by time of day / day of week – 2015/16

	Mon-Fri (6am – 8pm)	Sat & Sun (6am – 8pm)	Night (8pm-6am)	Total
Male	51.7%	47.1%	57.0%	52.0%
Female	48.3%	52.9%	43.0%	48.0%
Sample size	3,808	577	831	5,216

Table B.44: Passenger age

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Under 6	2.0%	0.0%	2.0%	1.8%	2.0%	0.2%
6-15	2.7%	3.7%	2.0%	3.5%	2.6%	3.6%
16-39	51.7%	53.0%	42.6%	51.9%	50.8%	52.9%
40-59	32.9%	31.9%	32.8%	27.8%	32.9%	31.3%
60+	10.7%	9.1%	20.5%	15.0%	11.7%	9.9%
Sample	7,981	4,637	889	720	8,870	5,357

Table B.45: Passenger age by origin- destination – 2016/17

	Inner/Central	Radial	Outer	From Heathrow	Outside London	Total
Under 6	1.8%	3.8%	3.3%	1.0%	0.9%	2.0%
6-15	2.7%	2.7%	1.7%	2.0%	0.0%	2.6%
16-39	51.7%	44.5%	44.8%	45.5%	61.3%	50.9%
40-59	33.0%	34.9%	29.4%	37.6%	34.9%	32.9%
60+	10.8%	14.0%	20.8%	13.9%	2.8%	11.6%
Sample	6,965	292	605	101	106	8,069

Table B.46: Passenger age by origin- destination – 2015/16

	Inner/Central	Radial	Outer	From Heathrow	Outside London	Total
Under 6	2.4%	3.0%	1.5%	1.1%	2.3%	2.4%
6-15	3.5%	6.0%	3.5%	3.2%	2.3%	3.5%
16-39	53.4%	45.3%	49.0%	43.0%	52.3%	52.3%
40-59	31.7%	28.9%	29.9%	38.7%	29.5%	31.6%
60+	9.2%	16.8%	16.3%	14.0%	13.6%	10.1%
Sample	3,922	232	398	93	44	4,689

Table B.47: Residency of main passenger

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Within Greater London	60.4%	55%	85.7%	76%	63.1%	58%
Rest of UK	17.0%	23%	5.1%	17%	15.7%	22%
Overseas	22.6%	22%	9.2%	7%	21.2%	20%
Sample size	5,360	2,771	628	484	5,988	3,255

Table B.48: Whether passenger is a wheelchair user or has an assistance dog

	All London (2016/17)	All London (2015/16)	Suburban (2016/17)	Suburban (2015/16)	All (2016/17)	All (2015/16)
Wheelchair user	2.0%	1.2%	6.0%	4.5%	2.4%	1.7%
Assistance dog owner	0.4%	0.1%	0.0%	0.0%	0.4%	0.1%
Neither	97.6%	98.7%	94.0%	95.5%	97.3%	98.2%
Sample size	5,383	3,191	635	551	6,018	3,742

Minicabs & Chauffeur/Executive

Driver working patterns

Driver profiles

Table B.49: Number of years worked as a Minicab & Chauffeur/Executive driver

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Less than 2 years	27.8%	43.1%	24.8%	17.2%
2 - 5 years	46.7%	23.3%	34.9%	24.7%
6 - 10 years	13.3%	18.3%	16.1%	28.0%
11 - 15 years	7.3%	9.8%	15.4%	11.8%
16 - 20 years	2.9%	2.9%	4.0%	9.7%
Over 20 years	2.0%	2.7%	4.7%	8.6%
Sample size	698	734	149	93

Table B.50: Age of driver

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
17 - 24	1.3%	1.2%	0.7%	1.1%
25 - 34	25.0%	22.1%	16.2%	14.0%
35 - 44	38.0%	37.7%	29.1%	23.7%
45 - 54	25.0%	27.1%	31.8%	34.4%
55 - 64	8.5%	9.9%	16.9%	18.3%
65+	2.2%	1.8%	5.4%	8.6%
Refused	0.1%	0.1%	0.0%	0.0%
Sample size	693	734	148	93

Table B.51: Proportion of income from other jobs

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Less than 25%	28.3%	16.0%	33.3%	33.3%
25%-49%	9.4%	16.0%	16.7%	33.3%
50%-74%	35.8%	56.0%	25.0%	33.3%
75%-94%	26.4%	12.0%	25.0%	0.0%
Sample size	53	25	12	3

*Driver working patterns***Table B.52: Number of hours worked per week**

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
10 hours or less	3.7%	3.7%	5.4%	4.3%
11-20 hours	6.9%	6.7%	4.0%	5.4%
21-30 hours	20.1%	26.8%	9.4%	18.3%
31-40 hours	26.6%	28.6%	14.8%	31.2%
41-50 hours	23.2%	18.8%	25.5%	17.2%
51-60 hours	15.0%	11.0%	24.8%	15.1%
60+ hours	4.4%	4.4%	16.1%	8.6%
Average hours per week	40.0	38.4	47.8	42.4
Sample size	698	734	149	93

Table B.53: Number of days worked per week

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
0	0.4%	1.0%	0.7%	0.0%
1	3.6%	0.3%	3.4%	0.0%
2	8.9%	2.0%	3.4%	3.2%
3	14.8%	11.3%	12.1%	6.5%
4	43.1%	19.8%	39.6%	18.3%
5	24.2%	44.7%	37.6%	50.5%
6	5.0%	18.3%	3.4%	19.4%
7	0.4%	2.7%	0.7%	2.2%
Average number of days	4.9	4.7	5.1	4.8
Sample size	698	734	149	93

Table B.54: Number of weeks worked per year

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
0 - 6 weeks	1.0%	3.8%	0.0%	0.0%
7 - 12 weeks	1.0%	0.4%	0.0%	2.2%
13 - 18 weeks	0.7%	0.4%	0.0%	2.2%
19 - 24 weeks	2.0%	2.6%	0.0%	2.2%
25 - 30 weeks	5.9%	9.0%	6.0%	7.5%
31 - 36 weeks	4.4%	4.1%	7.4%	5.4%
37 - 42 weeks	23.6%	23.7%	21.5%	19.4%
43 - 48 weeks	46.0%	39.4%	50.3%	39.8%
49 - 52 weeks	15.3%	16.6%	14.8%	21.5%
Average no. of weeks	42.6	40.8	42.8	42.3
Sample size	698	734	149	93

Table B.55: Share of hours worked by time band – claimed at recruitment stage

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Monday – Friday (06.00 - 19.59) daytime	56.3%	54.8%	74.2%	67.4%
Saturday & Sunday (06.00 - 19.59) daytime	11.9%	8.1%	10.4%	8.5%
Monday – Thursday (20.00 - 21.59) evening	4.9%	7.1%	3.6%	7.4%
Friday (20.00 - 21.59) evening	1.9%	4.1%	1.2%	2.7%
Saturday & Sunday (20.00 - 21.59) evening	2.6%	6.5%	1.2%	3.7%
Monday – Thursday (22.00 - 05.59) night	12.3%	7.7%	5.5%	4.8%
Friday (22.00 - 05.59) night	4.1%	4.5%	1.9%	2.1%
Saturday (22.00 - 05.59) night	4.3%	4.3%	1.4%	1.7%
Sunday (22.00 - 05.59) night	1.7%	2.9%	0.7%	1.6%
Sample	698	734	149	93

Table B.56: Proportion of time spent working from apps

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/Executive (2016/17)	Chauffeur/Executive (2015/16)
1-10%	7.8%	2.3%	11.9%	9.5%
11-20%	3.2%	2.9%	3.0%	4.8%
21-30%	3.9%	2.3%	0.0%	0.0%
31-40%	0.4%	0.6%	3.0%	0.0%
41-50%	7.3%	6.5%	9.0%	9.5%
51-60%	0.9%	0.3%	3.0%	0.0%
61-70%	1.5%	0.3%	6.0%	4.8%
71-80%	3.9%	1.3%	6.0%	0.0%
81-90%	1.7%	1.0%	4.5%	9.5%
91-100%	69.3%	82.5%	53.7%	61.9%
Average proportion	81.0%	89.6%	73.9%	80.2%
Sample	463	308	67	21

Table B.57: Number of trips made per shift – claimed at recruitment stage

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
5 or less	15.3%	26.6%	51.7%	66.7%
6-9	30.4%	32.0%	27.5%	25.8%
10-14	35.7%	29.3%	14.8%	1.1%
15-19	13.0%	8.3%	3.4%	5.4%
20-24	4.4%	2.3%	1.3%	0.0%
25-29	0.4%	0.7%	0.0%	0.0%
30+	0.7%	0.8%	1.3%	1.1%
Average number of trips - claimed	10.2	8.7	9.6	5.2
Average number of trips – actual (from diary)	5.6	6.6	3.5	2.6
Sample size	698	734	149	93

Driver diary results

Shift activities

Table B.58: Number of trips per shift from diaries

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/Executive (2016/17)	Chauffeur/Executive (2015/16)
4 or less	41.9%	35.0%	72.0%	86.4%
5	11.7%	12.9%	13.0%	8.6%
6	11.7%	8.8%	5.7%	2.5%
7	8.0%	7.7%	3.1%	2.5%
8	6.3%	8.8%	1.0%	0.0%
9	8.0%	4.1%	1.0%	0.0%
10	3.5%	5.0%	1.0%	0.0%
11	2.1%	5.2%	0.0%	0.0%
12	1.4%	3.6%	0.0%	0.0%
13	1.9%	1.4%	0.0%	0.0%
14	1.1%	1.7%	1.0%	0.0%
15	1.2%	0.8%	2.1%	0.0%
16	0.5%	1.7%	0.0%	0.0%
17	0.2%	1.1%	0.0%	0.0%
18	0.1%	0.6%	0.0%	0.0%
19	0.1%	0.0%	0.0%	0.0%
20	0.0%	0.3%	0.0%	0.0%
21	0.1%	0.3%	0.0%	0.0%
22	0.0%	0.6%	0.0%	0.0%
23	0.0%	0.3%	0.0%	0.0%
24	0.0%	0.0%	0.0%	0.0%
25	0.0%	0.0%	0.0%	0.0%
26 or more	0.1%	0.3%	0.0%	0.0%
Average no. of trips	5.6	6.6	3.5	2.6
Average shift (hours)	8.2	8.2	9.3	8.8
Sample size (shifts)	1,381	363	193	81

*Journeys undertaken***Table B.59: Distribution of journeys by time of day/day of week**

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/Executive (2016/17)	Chauffeur/Executive (2015/16)
Monday – Friday (06.00 - 19.59) daytime	42.5%	48.8%	61.9%	58.2%
Saturday & Sunday (06.00 - 19.59) daytime	18.0%	14.2%	14.8%	19.6%
Monday – Thursday (20.00 - 21.59) evening	5.8%	4.2%	3.4%	1.5%
Friday (20.00 - 21.59) evening	2.6%	2.0%	1.8%	0.0%
Saturday & Sunday (20.00 - 21.59) evening	3.7%	2.6%	2.7%	0.5%
Monday – Thursday (22.00 - 05.59) night	10.0%	14.0%	6.4%	14.4%
Friday (22.00 - 05.59) night	4.7%	4.7%	4.9%	4.6%
Saturday (22.00 - 05.59) night	7.1%	6.7%	2.8%	0.5%
Sunday (22.00 - 05.59) night	5.5%	2.8%	1.3%	0.5%
Sample	7,777	2,269	675	194

Table B.60: Distribution of journeys by type of pick-up – 2016/17

	Minicab	Chauffeur/ Executive
Telephone	6.4%	7.6%
Minicab office	14.2%	15.1%
App	76.7%	58.2%
Other	2.7%	19.1%
Not stated	0.0%	0.0%
Sample	7,777	675

Table B.61: Distribution of journeys by type of pick-up – 2015/16

	Minicab	Chauffeur/ Executive
Home address	43.5%	31.2%
Minicab office	4.6%	1.5%
Office/commercial building	7.3%	17.1%
Street location	25.8%	9.8%
Night venue	6.5%	7.3%
Other	0.1%	0.5%
Not stated	12.2%	32.7%
Sample size (trips)	2,461	205

Table B.62: Minicab Origin / Destination – 2016/17

Sample	Central	Inner	Outer	Heathrow	Outside	Total
Central	390	513	135	14	22	1,074
Inner	412	2,236	362	60	42	3,112
Outer	59	316	1,509	35	99	2,018
Heathrow	9	36	22	20	9	96
Outside	16	32	107	18	478	651
Total to:	886	3,133	2,135	147	650	6,951

Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	36.3%	47.8%	12.6%	1.3%	2.0%	100.0%
Inner	13.2%	71.9%	11.6%	1.9%	1.3%	100.0%
Outer	2.9%	15.7%	74.8%	1.7%	4.9%	100.0%
Heathrow	9.4%	37.5%	22.9%	20.8%	9.4%	100.0%
Outside	2.5%	4.9%	16.4%	2.8%	73.4%	100.0%
Total	12.7%	45.1%	30.7%	2.1%	9.4%	100.0%

Col %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	44.0%	16.4%	6.3%	9.5%	3.4%	15.5%
Inner	46.5%	71.4%	17.0%	40.8%	6.5%	44.8%
Outer	6.7%	10.1%	70.7%	23.8%	15.2%	29.0%
Heathrow	1.0%	1.1%	1.0%	13.6%	1.4%	1.4%
Outside	1.8%	1.0%	5.0%	12.2%	73.5%	9.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Total %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	5.6%	7.4%	1.9%	0.2%	0.3%	15.5%
Inner	5.9%	32.2%	5.2%	0.9%	0.6%	44.8%
Outer	0.8%	4.5%	21.7%	0.5%	1.4%	29.0%
Heathrow	0.1%	0.5%	0.3%	0.3%	0.1%	1.4%
Outside	0.2%	0.5%	1.5%	0.3%	6.9%	9.4%
Total	12.7%	45.1%	30.7%	2.1%	9.4%	100.0%

Table B.63: Minicab Origin / Destination – 2015/16

Sample	Central	Inner	Outer	Heathrow	Outside	Total
Central	132	241	88	11	23	495
Inner	158	542	132	41	29	902
Outer	49	165	501	38	92	845
Heathrow	13	26	16	0	10	65
Outside	10	4	20	5	18	57
Total to:	362	978	757	95	172	2,364

Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	26.7%	48.7%	17.8%	2.2%	4.6%	100.0%
Inner	17.5%	60.1%	14.6%	4.5%	3.2%	100.0%
Outer	5.8%	19.5%	59.3%	4.5%	10.9%	100.0%
Heathrow	20.0%	40.0%	24.6%	0.0%	15.4%	100.0%
Outside	17.5%	7.0%	35.1%	8.8%	31.6%	100.0%
Total	15.3%	41.4%	32.0%	4.0%	7.3%	100.0%

Col %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	36.5%	24.6%	11.6%	11.6%	13.4%	20.9%
Inner	43.6%	55.4%	17.4%	43.2%	16.9%	38.2%
Outer	13.5%	16.9%	66.2%	40.0%	53.5%	35.7%
Heathrow	3.6%	2.7%	2.1%	0.0%	5.8%	2.7%
Outside	2.8%	0.4%	2.6%	5.3%	10.5%	2.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Total %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	5.6%	10.2%	3.7%	0.5%	1.0%	20.9%
Inner	6.7%	22.9%	5.6%	1.7%	1.2%	38.2%
Outer	2.1%	7.0%	21.2%	1.6%	3.9%	35.7%
Heathrow	0.5%	1.1%	0.7%	0.0%	0.4%	2.7%
Outside	0.4%	0.2%	0.8%	0.2%	0.8%	2.4%
Total	15.3%	41.4%	32.0%	4.0%	7.3%	100.0%

Table B.64: Chauffeur / Executive Origin / Destination – 2016/17

Sample	Central	Inner	Outer	Heathrow	Outside	Total
Central	68	40	9	10	6	133
Inner	34	115	16	17	10	192
Outer	11	18	104	9	7	149
Heathrow	11	9	6	7	10	43
Outside	7	8	9	14	47	85
Total to:	131	190	144	57	80	602

Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	51.1%	30.1%	6.8%	7.5%	4.5%	100.0%
Inner	17.7%	59.9%	8.3%	8.9%	5.2%	100.0%
Outer	7.4%	12.1%	69.8%	6.0%	4.7%	100.0%
Heathrow	25.6%	20.9%	14.0%	16.3%	23.3%	100.0%
Outside	8.2%	9.4%	10.6%	16.5%	55.3%	100.0%
Total	21.8%	31.6%	23.9%	9.5%	13.3%	100.0%

Col %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	51.9%	21.1%	6.3%	17.5%	7.5%	22.1%
Inner	26.0%	60.5%	11.1%	29.8%	12.5%	31.9%
Outer	8.4%	9.5%	72.2%	15.8%	8.8%	24.8%
Heathrow	8.4%	4.7%	4.2%	12.3%	12.5%	7.1%
Outside	5.3%	4.2%	6.3%	24.6%	58.8%	14.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Total %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	11.3%	6.6%	1.5%	1.7%	1.0%	22.1%
Inner	5.6%	19.1%	2.7%	2.8%	1.7%	31.9%
Outer	1.8%	3.0%	17.3%	1.5%	1.2%	24.8%
Heathrow	1.8%	1.5%	1.0%	1.2%	1.7%	7.1%
Outside	1.2%	1.3%	1.5%	2.3%	7.8%	14.1%
Total	21.8%	31.6%	23.9%	9.5%	13.3%	100.0%

Table B.65: Chauffeur / Executive Origin / Destination – 2015/16

Sample	Central	Inner	Outer	Heathrow	Outside	Total
Central	12	24	5	19	6	66
Inner	14	15	4	22	7	62
Outer	8	2	6	4	4	24
Heathrow	17	12	4	1	5	39
Outside	5	2	0	3	7	17
Total to:	56	55	19	49	29	208

Row %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	18.2%	36.4%	7.6%	28.8%	9.1%	100.0%
Inner	22.6%	24.2%	6.5%	35.5%	11.3%	100.0%
Outer	33.3%	8.3%	25.0%	16.7%	16.7%	100.0%
Heathrow	43.6%	30.8%	10.3%	2.6%	12.8%	100.0%
Outside	29.4%	11.8%	0.0%	17.6%	41.2%	100.0%
Total	26.9%	26.4%	9.1%	23.6%	13.9%	100.0%

Column %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	21.4%	43.6%	26.3%	38.8%	20.7%	31.7%
Inner	25.0%	27.3%	21.1%	44.9%	24.1%	29.8%
Outer	14.3%	3.6%	31.6%	8.2%	13.8%	11.5%
Heathrow	30.4%	21.8%	21.1%	2.0%	17.2%	18.8%
Outside	8.9%	3.6%	0.0%	6.1%	24.1%	8.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Overall %ages	Central	Inner	Outer	Heathrow	Outside	Total
Central	5.8%	11.5%	2.4%	9.1%	2.9%	31.7%
Inner	6.7%	7.2%	1.9%	10.6%	3.4%	29.8%
Outer	3.8%	1.0%	2.9%	1.9%	1.9%	11.5%
Heathrow	8.2%	5.8%	1.9%	0.5%	2.4%	18.8%
Outside	2.4%	1.0%	0.0%	1.4%	3.4%	8.2%
Total	26.9%	26.4%	9.1%	23.6%	13.9%	100.0%

*Payment***Table B.66: Type of journey payment (2016/17)**

	Minicab	Chauffeur/ Executive
App	57.5%	40.0%
Bank card	7.5%	9.0%
Cash	15.2%	6.4%
Company account	15.4%	35.6%
Pre-paid	3.0%	3.4%
Other	1.5%	5.6%
Sample size	7,777	675

Table B.67: Type of journey payment (2015/16)

	Minicab	Chauffeur/ Executive
In vehicle – cash	33.7%	11.3%
In vehicle - card	6.0%	0.5%
In vehicle - total	39.6%	11.8%
App	46.3%	13.7%
On account	12.5%	71.6%
Taxicard/Capital Call	-	-
Other	1.6%	2.9%
Sample size	2,499	204

Purpose

Table B.68: Journey purpose by day of week/time of day - Minicabs- 2016/17

	Mon-Fri		Sat & Sun		Total
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	
Entertainment	13.5%	34.5%	39.3%	58.7%	30.4%
To/from usual workplace	28.2%	31.5%	12.3%	12.2%	23.5%
Business trip	15.8%	6.2%	6.5%	2.0%	9.6%
Tourism	5.8%	4.4%	7.6%	4.0%	5.5%
To/from school/college/university	7.9%	2.8%	1.9%	1.5%	4.6%
Shopping	7.8%	3.9%	8.3%	1.8%	6.0%
Collect/deliver item	1.4%	0.4%	1.3%	0.6%	1.0%
Accompany somebody/collect somebody	2.5%	1.1%	2.9%	1.4%	2.1%
Other	17.1%	15.2%	20.0%	17.7%	17.3%
Sample size	3,303	1,801	1,403	1,269	7,777

Table B.69: Journey purpose by day of week/time of day - Minicabs- 2015/16

	Mon-Fri		Sat & Sun		Total
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	
Entertainment	12.8%	35.8%	32.6%	52.7%	22.4%
To/from usual workplace	22.6%	17.0%	10.7%	11.8%	19.2%
Business trip	19.1%	8.3%	11.2%	4.3%	15.7%
Tourism	5.2%	4.8%	11.8%	2.2%	7.0%
To/from school/college/university	11.6%	4.0%	7.0%	1.1%	7.1%
Shopping	9.1%	2.0%	11.2%	2.7%	6.6%
Collect/deliver item	2.1%	0.8%	0.5%	0.0%	1.7%
Accompany somebody/collect somebody	1.9%	4.8%	0.5%	1.6%	2.4%
Other	15.5%	22.8%	14.4%	23.7%	18.0%
Sample size	889	400	187	186	1,602

Table B.70: Journey purpose by day of week/time of day – Chauffeur/Executive- 2016/17

	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	Total
Entertainment	10.8%	22.5%	33.0%	54.3%	19.0%
To/from usual workplace	15.3%	30.6%	10.0%	2.2%	16.1%
Business trip	38.3%	27.9%	17.0%	4.3%	31.1%
Tourism	9.8%	5.4%	15.0%	2.2%	9.3%
To/from school/college/university	5.5%	1.8%	1.0%	4.3%	4.1%
Shopping	2.9%	0.9%	3.0%	4.3%	2.7%
Collect/deliver item	0.7%	0.0%	3.0%	0.0%	0.9%
Accompany somebody/collect somebody	1.9%	0.0%	8.0%	13.0%	3.3%
Other	14.8%	10.8%	10.0%	15.2%	13.5%
Sample size	418	111	100	46	675

Table B.71: Journey purpose by day of week/time of day – Chauffeur/Executive- 2015/16

	Mon-Fri		Sat & Sun		Total
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am	
Entertainment	1.2%	0.0%	11.1%	0.0%	32.6%
To/from usual workplace	8.4%	66.7%	8.3%	33.3%	10.7%
Business trip	37.3%	25.0%	19.4%	0.0%	11.2%
Tourism	30.1%	8.3%	30.6%	33.3%	11.8%
To/from school/college/university	1.2%	0.0%	2.8%	0.0%	7.0%
Shopping	6.0%	0.0%	11.1%	0.0%	11.2%
Collect/deliver item	1.2%	0.0%	5.6%	0.0%	0.5%
Accompany somebody/collect somebody	1.2%	0.0%	2.8%	0.0%	0.5%
Other	13.3%	0.0%	8.3%	33.3%	14.4%
Sample size	83	24	36	3	146

*Trip duration and distance***Table B.72: Journey duration (time)**

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Up to 5 minutes	13.1%	4.7%	13.1%	0.5%
6-10 minutes	8.9%	11.7%	7.9%	0.0%
11-20 minutes	25.8%	28.3%	14.8%	9.2%
21-30 minutes	17.7%	19.4%	12.6%	13.3%
31-40 minutes	10.8%	12.2%	9.0%	11.7%
41-50 minutes	7.3%	7.4%	6.5%	7.1%
51 minutes - one hour	4.3%	3.8%	7.1%	5.6%
One hour+	12.1%	12.6%	29.1%	52.6%
Ave. duration (mins)	00:28	00:29	00:37	00:52
Sample size	7,017	2,334	581	196

Table B.73: Average journey time by origin-destination: Minicab - 2016/17

Hours/Minutes	Central	Inner	Outer	Heathrow	Outside
Central	00:22	00:34	01:06	01:11	01:27
Inner	00:37	00:25	02:21	01:02	01:40
Outer	01:07	00:45	00:53	01:01	00:39
Heathrow	03:26	01:33	01:06	01:03	01:03
Outside	01:48	02:31	00:59	01:10	01:56

Sample size	Central	Inner	Outer	Heathrow	Outside
Central	344	503	132	14	18
Inner	407	1,993	352	60	40
Outer	57	302	1,256	35	96
Heathrow	8	33	20	12	9
Outside	16	29	106	18	403

Table B.74: Average journey time by origin-destination – Minicabs – 2015/16

SAMPLE	Central	Inner	Outer	Heathrow	Outside London
Central	132	241	88	11	23
Inner	158	542	132	41	29
Outer	49	165	501	38	92
Heathrow	13	26	16	-	10
Outside London	10	4	20	5	18

HOURS/MINUTES	Central	Inner	Outer	Heathrow	Outside London
Central	0:39	0:34	0:45	2:23	2:06
Inner	0:25	0:05	0:30	0:55	0:56
Outer	0:44	0:25	0:13	0:53	0:07
Heathrow	1:15	1:10	1:10	-	1:56
Outside London	1:23	1:04	2:23	0:54	0:31

Table B.75: Average journey time by origin-destination – Chauffeur/Executive – 2016/17

Hours/Minutes	Central	Inner	Outer	Heathrow	Outside
Central	00:20	00:29	02:06	01:13	04:44
Inner	00:40	00:38	00:52	01:09	02:06
Outer	01:00	00:48	00:55	00:58	01:34
Heathrow	01:37	01:19	00:46	00:59	02:35
Outside	01:49	02:09	01:33	01:09	00:54

Sample size	Central	Inner	Outer	Heathrow	Outside
Central	52	39	9	9	4
Inner	33	99	15	16	10
Outer	10	18	63	9	5
Heathrow	11	9	5	3	10
Outside	7	7	9	14	42

Table B.76: Average journey time by origin-destination – Chauffeur/Executive – 2015/16

HOURS/MINUTES	Central	Inner	Outer	Heathrow	Outside London
Central	4:47	2:46	5:40	01:02	01:28
Inner	2:34	2:43	0:53	00:52	01:23
Outer	1:04	0:49	0:35	00:14	03:28
Heathrow	1:34	0:54	0:54	08:30	02:49
Outside London	1:50	2:59	-	00:27	09:25

SAMPLE	Central	Inner	Outer	Heathrow	Outside London
Central	14	15	4	22	7
Inner	8	2	6	4	4
Outer	17	12	4	1	5
Heathrow	5	2	-	3	7
Outside London	14	15	4	22	7

Table B.77: Journey distance (miles)

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Up to 1 mile	10.7%	3.2%	10.5%	0.0%
1 mile – 1.9 miles	16.4%	13.1%	16.1%	0.7%
2 miles – 2.9 miles	15.2%	15.5%	14.8%	3.0%
3 miles – 3.9 miles	11.3%	12.3%	10.9%	3.7%
4 miles – 4.9 miles	8.3%	9.5%	8.0%	5.2%
5 miles – 5.9 miles	6.1%	7.7%	6.0%	3.0%
6 miles – 6.9 miles	4.6%	6.6%	4.5%	3.7%
7 miles – 7.9 miles	4.0%	3.4%	3.9%	0.0%
8 miles – 8.9 miles	2.4%	3.7%	2.4%	3.0%
9 miles – 9.9 miles	2.4%	3.0%	2.5%	0.7%
10 miles – 19.9 miles	9.7%	12.6%	10.2%	41.8%
20+ miles	8.8%	9.3%	10.3%	35.1%
Ave. distance (miles)	8.8	9.2	9.7	22.3
Sample size	7,013	1,656	7,594	134

Table B.78: Journey distance (miles) by duration (minutes)

	All (2016/17)	All (2015/16)
Up to 1 mile	00:10	00:11
1 mile – 1.9 miles	00:13	00:16
2 miles – 2.9 miles	00:18	00:17
3 miles – 3.9 miles	00:21	00:23
4 miles – 4.9 miles	00:24	00:25
5 miles – 5.9 miles	00:28	00:27
6 miles – 6.9 miles	00:29	00:53
7 miles – 7.9 miles	00:32	00:46
8 miles – 8.9 miles	00:38	00:45
9 miles – 9.9 miles	00:34	01:11
10 miles – 19.9 miles	01:33	01:03
20 miles – 29.9 miles	01:14	01:46
30 miles +	02:31	02:35
Sample size	6,789	1,675

*Fares***Table B.79: Fare paid**

	Minicabs (2016/17)	Minicabs (2015/16)	Chauffeur/Executive (2016/17)	Chauffeur/Executive (2015/16)
Up to £5.00	18.7%	11.2%	6.6%	0.0%
£5.01-£7.00	18.1%	14.3%	6.9%	0.0%
£7.01-£10.00	21.3%	19.7%	14.3%	5.7%
£10.01-£15.00	17.5%	21.2%	17.8%	10.4%
£15.01-£20.00	8.2%	12.9%	9.6%	13.2%
£20.01-£25.00	4.5%	5.6%	6.6%	4.7%
£25.01-£30.00	2.9%	3.7%	3.4%	1.9%
More than £30.00	8.8%	11.4%	34.7%	64.2%
Average fare	£14.58	£17.29	£33.91	£53.14
Sample size	6,941	2,286	467	106

Table B.80: Average Fare Paid by Origin/Destination – Minicab - 2016/17

ORIGIN	DESTINATION					
	Fares	Central	Inner	Outer	Heathrow	Outside
Central		£8.91	£8.85	£26.26	£39.13	£45.52
Inner		£11.24	£10.44	£17.16	£33.58	£55.36
Outer		£21.70	£15.15	£12.39	£29.39	£22.24
Heathrow		£28.18	£35.97	£38.08	£28.59	£49.81
Outside		£43.90*	£38.88	£22.91	£56.54	£18.36

ORIGIN	DESTINATION					
	Sample size	Central	Inner	Outer	Heathrow	Outside
Central		339	475	120	13	18
Inner		374	2,044	325	54	37
Outer		54	285	1,390	30	87
Heathrow		5	29	19	18	9
Outside		13	29	96	12	385

Table B.81: Average fare paid by origin - destination - Minicab – 2015/16

ORIGIN	DESTINATION					
	AVERAGE FARE	Central	Inner	Outer	Heathrow	Outside
Central		£23.39	£14.74	£25.23	£51.14	£139.52
Inner		£12.96	£12.67	£16.40	£35.96	£45.07
Outer		£19.58	£15.15	£9.95	£32.06	£25.37
Heathrow		£38.73	£42.05	£34.67	£-	£36.20
Outside London		£60.95	£47.83	£37.49	£232.43^	£25.86

^ = *Includes one fare from Bicester Outlet Shopping Village to Heathrow Airport (£401.85)

ORIGIN	DESTINATION					
	SAMPLE	Central	Inner	Outer	Heathrow	Outside
Central		132	241	88	11	23
Inner		158	542	132	41	29
Outer		49	165	501	38	92
Heathrow		13	26	16	0	10
Outside London		10	4	20	5	18

Table B.82: Average fare paid by origin - destination – Chauffeur/Executive – 2016/17

ORIGIN	AVERAGE FARE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		£17.32	£19.86	£92.91	£101.50	£155.00
Inner		£29.79	£21.44	£48.50	£50.99	£112.55
Outer		£39.36	£27.80	£31.61	£42.81	£65.50
Heathrow		£115.99	£66.00	£29.38	£71.14	£128.18
Outside London		£153.67	£65.21	£43.79	£60.50	£27.81

ORIGIN	SAMPLE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		47	33	5	8	5
Inner		21	87	11	13	8
Outer		7	13	87	7	6
Heathrow		8	6	4	7	5
Outside London		4	8	7	8	35

Table B.83: Average fare paid by origin - destination - Chauffeur/Executive – 2015/16

ORIGIN	AVERAGE FARE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		£79.85	£24.13	£20.37	£56.18	£57.60
Inner		£21.03	£31.14	£22.90	£64.10	£67.00
Outer		£24.93	£10.00	£23.10	£32.67	£73.54
Heathrow		£61.80	£66.80	£50.00	£180.00	£119.33
Outside London		£50.00	£40.00	£-	£110.00	£56.00

ORIGIN	SAMPLE	DESTINATION				
		Central	Inner	Outer	Heathrow	Outside
Central		12	24	5	19	6
Inner		14	15	4	22	7
Outer		8	2	6	4	4
Heathrow		17	12	4	1	5
Outside London		5	2	0	3	7

Table B.84: Average fare paid by time of day/day of week – Minicab & Chauffeur/Executive

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Mon-Fri (6am-8pm)	£16.82	£14.62	£61.96	£41.04
Sat/Sun (6am-8pm)	£18.94	£13.81	£55.04	£31.59
Mon-Thurs (8-10pm)	£14.87	£12.98	£13.30	£22.90
Friday (8-10pm)	£14.41	£11.89	-	£8.08
Saturday (8-10pm)	£10.31	£12.96	-	£8.95
Sunday (8-10pm)	£13.27	£14.78	-	£17.10
Mon-Thurs (10pm-6am)	£21.44	£16.08	£36.08	£42.98
Friday (10pm-6am)	£19.20	£13.98	£41.56	£21.51
Saturday (10pm-6am)	£17.50	£13.00	£36.00	£30.95
Sunday (10pm-6am)	£22.30	£13.52	£50.00	£12.80

Table B.85: Average fare paid by time of day/day of week – Minicab – 2016/17

	Mon-Fri		Sat & Sun	
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am
Up to £5.00	20.3%	17.3%	18.8%	16.7%
£5.01-£7.00	18.3%	16.9%	19.0%	18.3%
£7.01-£10.00	21.0%	21.7%	20.8%	21.8%
£10.01-£15.00	16.9%	17.9%	16.2%	20.1%
£15.01-£20.00	6.6%	10.4%	8.8%	8.7%
£20.01-£25.00	4.2%	4.5%	4.5%	5.0%
£25.01-£30.00	2.5%	3.5%	3.0%	2.6%
More than £30.00	10.2%	7.7%	8.8%	6.8%
Average fare	£12.98	£12.83	£12.49	£11.87
Sample size	2,932	1,606	1,268	1,134

Table B.86: Average fare paid by time of day/day of week – Minicab – 2015/16

	Mon-Fri 6am – 8pm	Mon-Fri 8pm – 6am	Sat & Sun 6am – 8pm	Sat & Sun 8pm – 6am
Up to £5.00	15.0%	8.8%	8.6%	6.3%
£5.01-£7.00	14.2%	12.5%	11.3%	14.1%
£7.01-£10.00	18.7%	20.9%	20.9%	20.8%
£10.01-£15.00	18.0%	23.5%	25.7%	19.6%
£15.01-£20.00	13.6%	13.3%	8.6%	16.9%
£20.01-£25.00	6.2%	5.4%	5.8%	6.3%
£25.01-£30.00	3.9%	2.6%	5.1%	3.9%
More than £30.00	10.3%	13.1%	14.0%	12.2%
Average fare	£16.82	£19.36	£18.87	£17.24
Sample size	971	497	292	227
Sample size	1,121	400	179	128

Table B.87: Average fare paid by time of day/day of week – Chauffeur/Executive – 2016/17

	Mon-Fri		Sat & Sun	
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am
Up to £5.00	4.8%	6.8%	10.0%	16.1%
£5.01-£7.00	4.8%	9.6%	7.1%	9.7%
£7.01-£10.00	11.9%	13.7%	17.1%	32.3%
£10.01-£15.00	17.7%	19.2%	20.0%	9.7%
£15.01-£20.00	9.9%	11.0%	8.6%	6.5%
£20.01-£25.00	7.5%	5.5%	4.3%	6.5%
£25.01-£30.00	3.8%	4.1%	1.4%	3.2%
More than £30.00	38.6%	30.1%	31.4%	16.1%
Average fare	£41.04	£30.03	£31.59	£19.65
Sample size	293	73	70	31

Table B.88: Average fare paid by time of day/day of week – Chauffeur/Executive – 2015/16

	Mon-Fri 6am – 8pm	Mon-Fri 8pm – 6am	Sat & Sun 6am – 8pm	Sat & Sun 8pm – 6am
Up to £5.00	5.0%	0.0%	6.9%	0.0%
£5.01-£7.00	7.5%	22.2%	3.4%	18.8%
£7.01-£10.00	10.0%	16.7%	6.9%	12.5%
£10.01-£15.00	2.5%	11.1%	3.4%	12.5%
£15.01-£20.00	0.0%	0.0%	6.9%	0.0%
£20.01-£25.00	75.0%	50.0%	72.4%	56.3%
£25.01-£30.00	5.0%	0.0%	6.9%	0.0%
More than £30.00	7.5%	22.2%	3.4%	18.8%
Average fare	£62.37	£35.37	£50.38	£43.00
Sample size	40	18	29	2

Table B.89: Average fare paid by origin - destination by time band – Minicab – 2016/17

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Mon-Fri (6am-8pm)	£10.64	£17.71	£12.40	£34.47	£25.96
Sat/Sun (6am-8pm)	£10.52	£16.23	£11.23	£34.15	£24.07
Mon-Thurs (8-10pm)	£9.78	£18.41	£14.86	£40.10	£23.12
Friday (8-10pm)	£9.58	£22.73	£8.05	£32.00	£16.15
Saturday (8-10pm)	£9.35	£14.37	£17.55	£44.00	£16.18
Sunday (8-10pm)	£12.64	£21.24	£12.63	£-	£20.78
Mon-Thurs (10pm-6am)	£11.58	£22.73	£13.72	£26.82	£35.17
Friday (10pm-6am)	£10.04	£17.24	£15.96	£30.21	£18.96
Saturday (10pm-6am)	£11.10	£16.96	£11.08	£40.65	£16.33
Sunday (10pm-6am)	£10.58	£18.61	£11.66	£28.00	£27.66

Table B.90: Average fare paid by origin - destination by time band – Minicab – 2015/16

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Mon-Fri (6am-8pm)	£14.81	£16.39	£9.07	£41.64	£31.25
Sat/Sun (6am-8pm)	£17.00	£19.88	£12.77	£34.85	£41.45
Mon-Thurs (8-10pm)	£10.93	£17.56	£8.10	£39.86	£39.60
Friday (8-10pm)	£11.21	£16.69	£7.23	£38.60	£-
Saturday (8-10pm)	£10.05	£13.43	£7.19	£-	£-
Sunday (8-10pm)	£7.65	£14.53	£16.38	£-	£7.50
Mon-Thurs (10pm-6am)	£11.97	£18.65	£9.16	£38.37	£94.53
Friday (10pm-6am)	£17.68	£21.59	£10.68	£72.50	£37.41
Saturday (10pm-6am)	£12.49	£22.20	£13.37	£28.50	£42.33
Sunday (10pm-6am)	£14.85	£25.24	£11.13	£61.10	£51.67

Table B.91: Average fare paid by origin - destination by time band – Chauffeur/Executive – 2016/17

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Mon-Fri (6am-8pm)	£19.74	£49.01	£38.00	£66.07	£60.44
Sat/Sun (6am-8pm)	£24.73	£12.89	£7.98	£71.57	£57.25
Mon-Thurs (8-10pm)	£22.43	£23.00	£9.00	£-	£59.70
Friday (8-10pm)	£6.98	£12.50	£-	£-	£-
Saturday (8-10pm)	£10.23	£-	£-	£-	£-
Sunday (8-10pm)	£30.00	£-	£23.00	£-	£-
Mon-Thurs (10pm-6am)	£18.09	£30.87	£-	£44.26	£87.23
Friday (10pm-6am)	£9.31	£-	£13.62	£150.00	£65.00
Saturday (10pm-6am)	£13.96	£20.79	£68.67	£-	£30.40
Sunday (10pm-6am)	£7.50	£45.00	£7.40	£-	£-

Table B.92: Average fare paid by origin - destination by time band – Chauffeur/Executive – 2015/16

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Mon-Fri (6am-8pm)	£67.13	£24.50	£16.40	£74.32	£76.90
Sat/Sun (6am-8pm)	£37.10	£22.50	£36.50	£61.57	£50.33
Mon-Thurs (8-10pm)	£13.30	£-	£-	£-	£-
Friday (8-10pm)	£-	£-	£-	£-	£-
Saturday (8-10pm)	£-	£-	£-	£-	£-
Sunday (8-10pm)	£-	£-	£-	£-	£-
Mon-Thurs (10pm-6am)	£20.41	£23.28	£-	£53.25	£40.00
Friday (10pm-6am)	£29.38	£19.18	£-	£71.00	£-
Saturday (10pm-6am)	£-	£-	£-	£36.00	£-
Sunday (10pm-6am)	£-	£50.00	£-	£-	£-

Table B.93: Journey Duration by Average Fare paid

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/Executive (2016/17)	Chauffeur/Executive (2015/16)
Up to 5 minutes	£6.06	£7.91	£-	£13.29
6-10 minutes	£6.62	£5.80	£-	£12.93
11-20 minutes	£9.93	£7.73	£18.72	£10.11
21-30 minutes	£13.07	£10.80	£31.06	£19.48
31-40 minutes	£18.56	£14.04	£17.04	£25.84
41-50 minutes	£24.45	£18.53	£52.71	£39.61
51 minutes – one hour	£29.15	£21.99	£34.80	£36.42
One hour+	£17.47	£36.66	£68.49	£80.07
Sample size	2,076	7,013	94	581

Table B.94: Journey distance by average fare paid

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Up to 1 mile	£5.09	£7.04	£5.47	£-
1 mile – 1.9 miles	£5.88	£11.35	£7.45	£10.00
2 miles – 2.9 miles	£7.35	£8.27	£9.59	£-
3 miles – 3.9 miles	£8.68	£10.77	£9.87	£15.22
4 miles – 4.9 miles	£9.85	£12.19	£12.10	£13.34
5 miles – 5.9 miles	£11.08	£14.64	£14.20	£12.00
6 miles – 6.9 miles	£11.97	£17.24	£13.34	£36.50
7 miles – 7.9 miles	£13.54	£17.53	£13.20	£-
8 miles – 8.9 miles	£15.14	£19.84	£17.69	£25.16
9 miles – 9.9 miles	£16.35	£20.76	£13.33	£-
10 miles – 19.9 miles	£22.48	£29.05	£32.13	£60.13
20 miles – 29.9 miles	£31.15	£51.59	£35.84	£52.72
30 miles +	£54.24	£90.12	£70.93	£94.70
Sample size	7,013	1,489	581	54

*Passenger profiles***Table B.95: Number of passengers in minicab/chauffeur/executive vehicle**

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
None	-	2.4%	-	0.9%
One	66.9%	67.5%	68.0%	58.5%
Two	21.9%	20.7%	23.0%	17.9%
Three	6.6%	5.6%	4.7%	7.5%
Four	3.2%	2.9%	3.3%	6.6%
Five	0.6%	0.3%	0.6%	2.8%
Six +	0.8%	0.7%	0.4%	5.7%
Average no. of passengers	1.5	1.4	1.5	1.9
Sample size	7,777	2,286	675	106

Table B.96: Passenger gender

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Male	51.1%	50.6%	58.2%	53.8%
Female	48.9%	49.4%	41.8%	46.2%
Sample size	11,677	3,645	988	366

Table B.97: Passenger gender by origin – destination – Minicab & Chauffeur/Executive – 2016/17

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Male	50.4%	52.7%	52.4%	58.8%	55.8%
Female	49.6%	47.3%	47.6%	41.2%	44.2%
Sample size	5,682	1,405	2,423	359	1,425

Table B.98: Passenger gender by origin – destination – Minicab & Chauffeur/Executive – 2015/16

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Male	49%	50.8%	45.4%	57.0%	58.8%
Female	51%	49.2%	54.6%	43.0%	41.2%
Sample size	1,602	662	714	370	362

Table B.99: Passenger gender by time of day / day of week – Minicab – 2016/17

	Mon-Fri		Sat & Sun	
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am
Male	48.1%	53.7%	51.3%	54.1%
Female	51.9%	46.3%	48.7%	45.9%
Sample size	4,725	2,622	2,272	2,055

Table B.100: Passenger gender by time of day / day of week – Minicab – 2015/16

	Mon-Fri (6am – 8pm)	Sat & Sun (6am – 8pm)	Night (8pm-6am)
Male	49.6%	52.5%	48.0%
Female	50.4%	47.5%	52.0%
Sample size	1,558	817	456

Table B.101: Passenger gender by time of day / day of week – Chauffeur/Executive- 2015

	Mon-Fri		Sat & Sun	
	6am - 8pm	8pm - 6am	6am - 8pm	8pm - 6am
Male	56.6%	63.4%	60.0%	42.1%
Female	43.4%	36.6%	40.0%	57.9%
Sample size	585	153	165	114

Table B.102: Passenger gender by time of day / day of week – Chauffeur/Executive- 2015

	Mon-Fri (6am – 8pm)	Sat & Sun (6am – 8pm)	Night (8pm-6am)
Male	53.1%	50.0%	55.1%
Female	46.9%	50.0%	44.9%
Sample size	196	54	69

Table B.103: Passenger age

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/ Executive (2016/17)	Chauffeur/ Executive (2015/16)
Under 6	1.8%	1.6%	1.1%	4.3%
6-15	3.4%	4.0%	3.2%	4.0%
16-39	70.4%	65.6%	58.1%	48.4%
40-59	19.9%	23.8%	32.2%	35.7%
60+	4.6%	5.4%	5.4%	7.5%
Sample	11,677	3,648	988	347

Table B.104: Passenger age by origin- destination – Minicab – 2016/17

	Inner - Central	Radial	Outer	Heathrow	Outside London
Under 6	1.4%	2.2%	2.4%	0.7%	1.1%
6-15	2.5%	3.4%	5.2%	0.7%	2.9%
16-39	75.6%	71.4%	65.0%	60.7%	67.0%
40-59	17.6%	18.7%	19.9%	33.1%	24.5%
60+	2.9%	4.2%	7.5%	4.8%	4.6%
Sample	5,263	1,323	2,280	272	1,262

Table B.105: Passenger age by origin- destination – Minicab – 2015/16

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Under 6	1%	2%	2%	0%	0%
6-15	3%	3%	4%	3%	10%
16-39	71%	68%	56%	54%	58%
40-59	22%	23%	27%	34%	24%
60+	3%	5%	11%	9%	9%
Sample	1,4964	627	706	232	293

Table B.106: Passenger age by origin- destination – Chauffeur/Executive – 2016/17

	Inner - Central	Radial	Outer	Heathrow	Outside London
Under 6	1.2%	0.0%	1.4%	1.1%	1.2%
6-15	2.9%	6.1%	2.8%	0.0%	5.5%
16-39	65.9%	46.3%	66.4%	32.2%	48.5%
40-59	26.3%	42.7%	24.5%	58.6%	36.2%
60+	3.8%	4.9%	4.9%	8.0%	8.6%
Sample	419	82	143	87	163

Table B.107: Passenger age by origin- destination – Chauffeur/Executive – 2015/16

	Inner/Central	Radial	Outer	From Heathrow	Outside London
Under 6	4.2%	11.8%	9.1%	4.1%	0.0%
6-15	2.1%	0.0%	0.0%	7.6%	2.2%
16-39	56.3%	47.1%	54.5%	44.8%	47.8%
40-59	27.1%	38.2%	27.3%	37.2%	43.5%
60+	10.4%	2.9%	9.1%	6.2%	6.5%
Sample	96	34	11	145	46

Table B.108: Residency of main passenger

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/Executive (2016/17)	Chauffeur/Executive (2015/16)
Within Greater London	80.5%	78.3%	63.1%	42.0%
Rest of UK	10.9%	13.7%	16.4%	14.2%
Overseas	8.6%	8.0%	20.5%	43.8%
Sample size	7,744	1,823	672	169

Table B.109: Whether passenger is wheelchair user or has an assistance guide dog

	Minicab (2016/17)	Minicab (2015/16)	Chauffeur/Executive (2016/17)	Chauffeur/Executive (2015/16)
Wheelchair user	0.6%	1.5%	0.3%	0.4%
Assistance dog owner	0.4%	0.3%	0.0%	0.0%
Neither	99.1%	98.2%	99.7%	99.6%
Sample size	7,777	2,710	675	249

CONTROL INFORMATION

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