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Taxi/PHV Diary Survey 2009

Report prepared for:
Transport for London -
Taxi & Private Hire

Provided by: GfK Consumer Services

Date: January 2010

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1 Executive Summary

Background and Methodology

- Transport for London - Taxi & Private Hire commissioned GfK NOP to conduct a comprehensive survey of taxi and PHV drivers in London. The survey collected up-to-date information on drivers' working patterns and derives measures for the capacity and productivity of both trades. This report details the findings of the 2009 survey, as well as making comparisons with surveys conducted in 2006 and 2003, where relevant.
- Taxi and PHV drivers were recruited on the telephone using the respective driver databases, held by Transport for London - Taxi & Private Hire, as the sample frame. Taxi and PHV drivers were recruited to complete a diary for two days, in which they were asked to record details of all journeys undertaken during their driving shifts.
- During the recruitment exercise, all drivers agreeing to participate in the survey were asked a number of questions about their typical working patterns and for profile details. Not all drivers completed and returned a diary but the working pattern and profile information reported herein covers all drivers recruited, regardless of whether they returned a completed diary or not. Just over half (52%) the taxi drivers who agreed at the recruitment stage to take part returned a completed diary, and a similar proportion of minicab and chauffeur/executive drivers (48% and 52% respectively). The detailed trip information reported is thus based on the lower sample of drivers who completed and returned their diary.

2009 Market Estimates

- These estimates should be used with caution due to the usual sampling error associated with the survey data, and estimates of the number of minicab and chauffeur/executive drivers being based upon the survey results (as this information was not classified on the database).
- On an average day, about 185,000 passenger-carrying taxi journeys are made in London, a drop of about 13,000 journeys (7%) compared with 2006 despite slightly more taxi drivers being registered with the Taxi & Private Hire in 2009. These transport about 278,000 passengers. The average distance travelled per journey is 2.9 miles; which means that about 810,000 passenger miles are covered in London by taxi on an average day - a decrease of about 14% compared with 2006.
- Minicab drivers undertook about 154,000 passenger-carrying journeys per day and carried about 228,000 passengers. The average minicab trip is 5.8 miles which represents to about 1,264,000 passenger miles per day.
- Chauffeur/executive drivers make on average about 34,300 passenger journeys per day and carry on average about 49,700 passengers. Their average journey length is just under twenty miles which amounts to about 900,000 passenger miles per day.

Driver Working Patterns

- The details of working patterns collected at the telephone recruitment stage showed little change from previous surveys.
- On average, each taxi driver works just under 40 hours in a typical week – the same weekly average as measured in previous surveys. Green and Yellow badge holders work a very similar number of hours on average, although there is wide variation within both groups, especially among Yellow badge holders. Minicab drivers work slightly longer hours - 42 hours on average – whilst chauffeur/executive drivers work the longest (48 hours a week on average).
- Taxi drivers work an average of 4.6 days a week – again the same number of days as measured in both 2006 and 2003 surveys. There is no difference between Green and Yellow badge holders on average. Chauffeur/executive drivers work very slightly more days a week than minicab drivers (5.1 vs. 4.8 days) and taxi drivers. Taxi drivers work an average of 44 weeks a year - the same as in 2006 but two weeks less than reported in 2003. Green and Yellow badge holders work a similar number of weeks on average. Chauffeur/executive drivers work on average two weeks more than minicab drivers (44 vs. 42 weeks).
- Just over one in three taxi drivers are members of a radio circuit (35%) - similar to levels recorded in previous surveys. Proportions of Green and Yellow badge holders on radio circuits are roughly equivalent. Taxi drivers on a radio circuit spend almost one hour in every two working on the circuit (40% of their time), but the proportion is much higher amongst Yellow badge holders (59% of hours worked vs. 37%).

Profile

- The driver profile was similar to that found in previous surveys, although in both the taxi and PHV markets the proportion of older and more experienced drivers was slightly higher than in 2006, therefore a little care is required when interpreting changes in survey results between the years.
- Over one in three taxi drivers has been driving for more than 20 years (35%), while four in five have been driving for more than 5 years. Green badge holders typically have much more experience than Yellow badge holders. The profile for minicab drivers is very different; almost two in three (64%) have been driving for 5 years or less; and only 8% for more than 20 years. Chauffeur/executive drivers tend to be less experienced than taxi drivers, but more so than minicab drivers.
- In line with their length of driving experience, taxi drivers tend to be older with nearly three in four aged 45 or over. The age range amongst chauffeur/executive drivers is very similar to that of taxi drivers, whilst minicab drivers tend to be younger (43% of minicab drivers are under 45).
- Nearly all taxi drivers are white (92%) compared with three in four chauffeur/executive drivers and one in two minicab drivers. A third of minicab drivers are Afro-Caribbean ethnic group.
- As reported in previous surveys, very few taxi drivers (one in ten) has other paid employment, with Yellow badge holders much more likely to have other employment than Green badge holders (24% vs. 7%). However, for the minority doing other work, it accounts for the bulk of their total income (60%). A similar minority of minicab and chauffeur/executive drivers also have other paid employment additional to driving, although for these drivers the alternative work accounts for about half of their total income, on average.

Shift and trip information (from diaries)

- Looking at the profile of trips reported in the 2009 diary survey, it is very similar to the findings from the 2006 survey, except that the number of fare-paying journeys made per shift is lower in all markets, reflecting the impact of the recession on market demand.
- The average shift worked by taxi drivers lasted 8 hours and involved 11.5 trips, yielding 1.4 trips per hour – down from 1.7 trips per hour in 2006. Yellow badge holders worked approximately half an hour more than Green badge holders on average (8.3 vs. 7.9 hours), but achieved fewer trips (8 vs. 12). There is a trend evident since 2003 of working longer hours but completing fewer trips across both types of taxi driver. This is also true of minicab and chauffeur/executive drivers, where average shift lengths have increased by about half an hour since 2006 but the number of trips has declined by about 10%. Minicab drivers completed a

significantly higher number of trips in a shorter shift time compared with chauffeur/executive drivers, due to the very different passenger and journey profiles (see below).

- The share of hours worked by time band is very similar to that reported in the 2006 survey. Over three in four (77%) taxi journeys start during the weekday daytime (6am-8pm), one in seven (15%) during the weekday evening and night time bands combined (8pm-6am), and just 8% in weekend time bands. A higher proportion of minicab and chauffeur/executive journeys start during the weekend compared to taxi drivers, and fewer journeys start during the weekday daytime (62% and 64% respectively). Chauffeur/executive drivers work weekday evenings and nights more often than minicab drivers, but less on Friday and Saturday nights.
- The journey distances and time taken to complete journeys is consistent with that reported in the 2006 survey. Taxi journeys last 17 minutes on average, a marginal decrease of 1 minute compared with 2006. Chauffeur/executive drivers have a far longer average journey length than minicab drivers (64 vs. 35 minutes).
- Similarly, there has been little change in the origin and destination profiles of journeys made. Looking at the taxi market, 84% of all trips were in the Central or Inner zone (compared with 81% in 2006), with 30% beginning and ending within the Central area (28% in 2006). The PHV journey profile is very different, with just under a quarter of both minicab and chauffeur/executive journeys being within the Central-Inner zone. The majority of minicab journeys are suburban (53%) whilst the geography of chauffeur/executive journeys is much more dispersed.
- The average distance travelled on a taxi journey is just under 3 miles (2.9), a small decrease of about a quarter of a mile compared with 2006 (3.2 miles). In 2009 there was virtually no difference between Green and Yellow badge holders in terms of average distance travelled per trip (3.0 vs. 2.9 miles). The average PHV journey is much longer with chauffeur/executive drivers travelling considerably further per trip than minicab drivers (19.7 vs. 5.8 miles).
- The average fare paid for a taxi journey is £12.80, an increase of 14% over 2006. The Green badge holder's average fare is higher than the Yellow badge holders' average fare (£13.00 vs. £11.24). The lowest average fares are for journeys made within the Suburban and Central areas, whilst the highest are for journeys starting or finishing at Heathrow. The average minicab fare is similar to the taxi fare (£11.42), but chauffeur/executive drivers reported a far higher average fare (£59.86). The lowest minicab fares are for trips made entirely within the Suburban area and Inner area, whilst the highest fares are for long journeys between the Centre-Inner area and Heathrow or pick-up/drop-off points outside London.
- Occupancy levels have not changed since the 2006 survey. Two in three journeys carry just one passenger (taxis, minicabs and chauffeur/executive). Multi-occupancy journeys are more common on journeys made for leisure purposes and during weekend evenings and nights.



- Similarly, the profile of passengers has not changed much since the 2006 survey. Just over half of those travelling by taxi are men (56%), as was the case in 2006. In the case of minicabs there was an even split between the genders, but males are in the majority in the chauffeur/executive market (63%). Few children or passengers aged 60 or over are represented. With two in three taxi journeys the main passenger is a resident of the Greater London area (same as 2006), similar to the chauffeur/executive market, but this proportion is much higher with minicabs (89%). Only around 3% of taxi and minicab passengers were registered disabled or were wheelchair users in 2009, the same proportion as measured in 2006, and the proportion within the chauffeur/ executive market was lower still.



2 Background

This survey was first conducted in 2003 amongst taxi and PHV drivers with the aim of providing Transport for London - Taxi & Private Hire with information on the working characteristics of drivers covering shifts and hours worked; fares charged; distances travelled and locations worked, as well as obtaining profile information on passengers carried. The results of the survey have been used to derive measures of the capacity and productivity of taxi and PHV drivers.

This report details the findings of the latest 2009 survey, as well as making comparisons with earlier surveys (in 2006 and 2003) where relevant.

3 Research Objectives

As before, the overall objective of the survey was to describe representatively the supply side market for taxis and private hire vehicles (PHV) in London.

Specifically, the study objectives were to collect information in the following key areas:

- Driver working patterns / hours / shift breakdown
- Number of hours and days worked per week
- Spatial distribution of journeys by origin and destination
- Journey length (mileage and time) – distributions and averages
- Total number of trips per shift / day
- Distribution of journeys by time of day / day of week
- Breakdown by type of job – from rank, radio, on street
- Average fares
- Distribution of fares
- Average number of passengers
- Gender and age of passengers
- Journey purpose

Background demographic information on the drivers surveyed was also obtained covering:

- Gender
- Age
- Ethnicity
- Length of time worked as a taxi/PHV driver
- Other employment

4 Research Design

4.1 Taxi Drivers

All licensed taxi drivers in London were eligible for interview. The database of all Green and Yellow badge taxi drivers was provided by Transport for London Taxi & Private Hire as follows:

	Total	Green badge	Yellow badge
Without phone number	3,174	2,786	388
Usable database	21,627	18,651	2,976
% without phone number	13%	13%	12%

Drivers were recruited by telephone to complete a diary of all journeys undertaken over a two-day period during their driving shifts. Telephone recruitment was undertaken 12 October – 2 November 2009.

At the recruitment interview, a number of questions were asked to assess each driver's working pattern regardless of whether or not the driver agreed to complete the diary. If they agreed, the driver filled in a two-day diary covering their next two working shifts. Dispatch of diaries was randomised across the week to ensure there was no bias in terms of the days of the week covered by the diaries. The taxi drivers were asked to complete one diary page for each journey undertaken during their shifts (a specimen copy is attached to this report in Appendix D). To encourage participation, drivers were offered a £50 incentive if they returned a correctly completed diary (in 2006 and 2003 a £75 incentive was offered).

The sample was drawn on a '1 in n' basis from the Green and Yellow badge holder databases. For Green badge holders the list was stratified by postcode prior to sampling, and for Yellow badge holders the list was stratified by sector, then by postcode (within sector).

The target was to achieve 200 diary returns, with a minimum of 150 from Green badge holders. In the event, the number of returned diaries from Yellow badge holders (15%) was very close to their actual distribution in the population (14%), with the number of diaries returned at the target minimum. Numbers recruited and diaries returned are shown below.

	Green badge	Yellow badge	TOTAL
Number recruited	327	50	377
Diaries returned	166	30	196

It should be noted that the sample size for Yellow badge holders is fairly low and results should therefore be treated with caution.

The table overleaf shows the breakdown of the survey response for taxi drivers. Key statistics are:

- Nearly half (44%) of those contacted at the recruitment stage agreed to take part in the survey
- Approximately half (52%) of those who received a diary kept a log of their journeys and returned the diary
- The total response rate for the survey was one in seven (15%)
- There was very little difference in response between Green and Yellow badge holders

The number of Green and Yellow badge taxi drivers in the sample was controlled at the recruitment stage so that sufficient interviews were achieved with the minority group of Yellow badge holders. The data was subsequently weighted so that the total sample reported on had the correct proportion of Green to Yellow badge holders according to Transport for London – Taxi & Private Hire records, although the weighting factor was very small in 2009. (Please see Appendix A for details of the weighting procedure).



Table 1: Survey Response – Taxis

	Total 2009	Green Badge 2009	Yellow Badge 2009	Total 2006
Total Sample	1996	981	206	1187
(Unused)	1	0	1	1
Total Used	1996	1717	278	1186
Dead Sample				
Number unobtainable	551	464	87	442
Wrong number	104	89	15	46
Accepted diary	377	327	50	321
Refused diary/ answered working pattern questions (WPQ)	69	63	6	5
Refused diary and WPQ	411	359	52	130
No answer	463	398	64	145
Call-back arranged w/ respondent	-	-	-	9
Call-back arranged with someone else	-	-	-	61
Fax line	12	10	2	6
Engaged	-	-	-	8
Moved house	9	7	2	13
Participation rate*	44.0%	43.7%	46.3%	70.4%
Response rate**	28.1%	28%	28.4%	45.9%
Total number of diaries returned	196	166	30	189
Diary received – not usable	1	1	0	0
Diary return rate***	51.9%	50.9%	60%	58.9%
Total response rate****	14.6%	14.3%	17%	27.6%

* Participation rate = $\frac{\text{accepted diaries}}{\text{accepted diary plus refusals}}$ ** Response rate = $\frac{\text{accepted diaries}}{\text{all except dead sample}}$

*** Diary return rate = $\frac{\text{returned diaries}}{\text{diaries accepted}}$ **** Total response rate = $\frac{\text{returned diaries}}{\text{all except dead sample}}$

4.2 PHV Drivers

In 2009 (and 2006) the sampling methodology used for recruiting PHV drivers was the same as that used for recruiting taxi drivers. The database of all licensed PHV drivers (excluding those on temporary permits) was provided by Transport for London Taxi & Private Hire as follows:

	Total
Without phone number	24,857
Usable database	33,429
% without phone number	43%

A random sample was drawn on a '1 in 'n' basis from the database stratified by postcode. PHV drivers were recruited by telephone to complete a diary of all journeys undertaken over a two-day period during their driving shifts. The telephone recruitment was undertaken from 12 October – 2 November 2009.

At the recruitment interview, a number of questions were asked to assess each driver's working pattern regardless of whether or not the driver agreed to complete the diary. If they agreed, the driver filled in a two-day diary covering their next two working shifts. Dispatch of diaries was randomised across the week to ensure there was no bias in terms of the days of the week covered by the diaries. The PHV drivers were asked to complete one diary page for each journey undertaken during their shifts (a specimen copy is attached to this report in Appendix D). To encourage participation, drivers were offered a £50 incentive if they returned a correctly completed diary.

(NB: In 2003, PHV drivers were recruited using a PHV Operator database rather than directly via a database of drivers, therefore the methodology is not exactly comparable. Comparison with the 2003 findings therefore have not been made as the change in sampling methodology between 2003 and 2006 may have affected the PHV results to some degree).

In 2009, the target was to achieve 200 diary returns. In the event, returns were very slightly short of target as follows:

	Minicab	Chauffeur-Executive
Number recruited	262	113
Diaries returned	126	62

The table below shows the breakdown of the survey response for PHV drivers. It should be noted that response and participation rates can only be provided at the total PHV market level, as classification by sector is based on respondent self-classification and does not come from the sample.

Key statistics are:

- Precisely a third (33%) of those contacted at the recruitment stage agreed to take part in the survey
- Precisely half (50%) of those who received a diary kept a log of their journeys and returned the diary
- The total response rate for the survey was one in nine (11%).

Table 2: Survey Response – PHV

	Total <u>2009</u>	Total <u>2006</u>
Total Sample (Unused)	2294 3	1493 0
Total Used	2291	1493
<u>Dead Sample</u>		
Number unobtainable	398	476
Wrong number	148	94
Ineligible - Stretch limousine/ other	88	N/A
Accepted diary	375	345
Refused diary/ answered working pattern questions (WPQ)	30	5
Refused diary and WPQ	646	154
No answer	613	199
Call-back arranged w/ respondent	-	24
Call-back arranged with someone else	-	123
Fax line	11	8
Engaged	-	31
Moved house	12	34
Participation rate*	32.9%	68.5%
Response rate**	22.7%	37.4%
Total number of diaries returned	188	184
Diary received – not usable	0	0
Diary return rate***	50.1%	53.3%
Total response rate****	11.4%	19.9%

* Participation rate = $\frac{\text{accepted diaries}}{\text{accepted diary plus refusals}}$ ** Response rate = $\frac{\text{accepted diaries}}{\text{all except dead sample}}$

*** Diary return rate = $\frac{\text{returned diaries}}{\text{diaries accepted}}$ **** Total response rate = $\frac{\text{returned diaries}}{\text{all except dead sample}}$

5 Market Size

In order to get a picture of the total taxi and PHV markets, the data collected from both taxi and PHV drivers has been grossed up to reflect the universe of each of the two markets. Full explanation of the grossing exercise for each market is appended to this report.

These estimates should be used with caution due to the usual sampling error associated with the data, and estimates of the number of minicab and chauffeur/executive drivers are based upon the survey results (as this is not classified on the database).

5.1 Taxis

On an average day, about 185,000 passenger-carrying taxi journeys are made in London, a drop of about 13,000 journeys (7%) compared with 2006 despite slightly more taxi drivers being registered with the Taxi & Private Hire in 2009. This decline in passenger-carrying taxi journeys per day follows a 9% decline (of about 19,000) between 2006 and 2003.

In 2009, the average number of passengers transported per trip was 1.5 passengers per taxi. London taxi drivers therefore transport on average 278,000 passengers per day. Almost nine in ten (89%) of these journeys are carried out by Green badge holders (a slight rise on the 87% recorded in 2006).

The average distance travelled per journey is 2.9 miles; which means that about 810,000 passenger miles are covered in London by taxi on an average day - a decrease of about 140,000 miles (14%) compared with 2006.

In 2009, Green badge taxis accounted for 90% of the passenger miles covered, since they carry slightly more passengers per trip on average than Yellow badge holders.

Looking at journeys made on weekdays (Monday-Friday), about 243,000 passenger-carrying taxi journeys are made on an average weekday. These transport about 360,000 passengers in total (an average of 1.48 passengers per taxi). 90% of the taxi journeys made on a weekday are by Green badge holders.

The average distance travelled during a weekday is about 2.8 miles, which means that about 1,020,000 passenger miles are covered by taxi on an average weekday, a decrease of 16% from the 1,210,000 passenger miles in 2006. 90% of these passenger miles are provided by Green badge taxis.



5.2 PHV

Minicab drivers undertook about 154,000 passenger-carrying journeys per day and carried on average 1.44 passengers per trip. Thus about 228,000 passengers were transported per day by minicab. The average minicab trip is 5.8 miles which represents about 1,264,000 passenger miles per day.

Chauffeur/executive drivers make on average about 34,300 passenger journeys per day and carry on average about 49,700 passengers per day (1.39 passengers per trip). Their average journey length is just under twenty miles which amounts to about 900,000 passenger miles per day.

Minicab drivers transport about 165,000 passengers on weekdays compared with 39,500 passengers by chauffeur/executive drivers. Weekday minicab journeys cover a distance of just under six miles on average, while weekday chauffeur/executive journeys cover an average distance of just over 19 miles. The total minicab passenger miles driven on an average weekday is about 1,410,000 miles, whilst the total chauffeur/executive weekday passenger mileage is about 968,000 miles.

6 Taxi Market

6.1 Driver Profiles

The information reported in this section covers all those recruited to take part in the survey, not just those who returned a completed diary.

The data shows that female taxi drivers represent just a very small minority of all drivers (3% female v 97% male); in 2006 female drivers comprised 2% of all drivers. It therefore is not possible to provide a profile of female drivers due to the low base size.

Nearly four in five taxi drivers had been driving taxis for more than five years (79%) and around one in three had done so for more than 20 years (35%). However, Green badge holders had much more experience, on average, than Yellow badge holders, nearly half of whom had only been driving for 5 or less years (44%).

The profile is similar to that reported in the 2006 survey, although slightly older and more experienced in the trade. Given this change in the profile some care is needed when interpreting changes in results between the survey years.

Table 3: Number of years worked as a taxi driver

Base: All taxi drivers	<u>Total</u> <u>2009</u>	<u>Total</u> <u>2006</u>	<u>Green</u> <u>Badge</u> <u>2009</u>	<u>Green</u> <u>Badge</u> <u>2006</u>	<u>Yellow</u> <u>Badge</u> <u>2009</u>	<u>Yellow</u> <u>Badge</u> <u>2006</u>
Base size: - un-weighted	(377)	(424)	(327)	(334)	(50)	(90)
- weighted	(377) %	(424) %	(325) %	(371) %	(52) %	(53) %
Less than 2 years	6	8	5	8	14	8
2 - 5 years	15	19	13	16	30	40
6 - 10 years	21	16	18	15	38	26
11 - 15 years	13	13	14	13	4	11
16 - 20 years	11	12	12	13	4	5
Over 20 years	35	32	39	36	10	10

- = zero

* = less than 0.5%

** = low base (less than 20)



Reflecting the length of their driving experience, nearly three in four taxi drivers were 45 years or over (71%), significantly more than the 63% recorded in 2006. Green badge holders were older on average, than Yellow badge holders; over four in ten were aged 55+ compared with three in ten Yellow badge holders.

Table 4: Age of driver

Base: All taxi drivers	Total <u>2009</u>	Total <u>2006</u>	Green Badge <u>2009</u>	Green Badge <u>2006</u>	Yellow Badge <u>2009</u>	Yellow Badge <u>2006</u>
Base size: - un-weighted	(377)	(424)	(327)	(334)	(50)	(90)
- weighted	(377)	(424)	(325)	(371)	(52)	(53)
	%	%	%	%	%	%
17 - 24	-	-	-	-	2	-
25 - 34	5	8	6	7	4	10
35 - 44	23	30	21	29	34	31
45 - 54	31	26	31	24	30	35
55 - 64	28	24	29	25	22	18
65+	12	13	13	14	8	6

- = zero

* = less than 0.5%

** = low base (less than 20)

The vast majority of taxi drivers are white (92%), with the remainder consisting of very small minorities of Mixed, Caribbean, African and Asian drivers.



As in 2006, approximately one in ten taxi drivers had other paid employment (9%). However, Yellow badge holders were more likely to have other paid employment than Green badge holders in 2009 (24% v 7%), compared to the situation in 2006 when 18% of Yellow badge holders and 8% of Green badge holders had other paid employment. In both years the difference between the types of driver are significant.

For the minority with other paid employment, the other work accounted for a higher proportion of their total income than taxi driving: 60%, slightly down from 65% in 2006.

Table 5: Proportion of income from other jobs

	-----2009-----			
Base: All with other work	<u>Total</u> 2009	<u>Green</u> <u>Badge</u>	<u>Yellow</u> <u>Badge</u>	<u>Total</u> 2006
Base size: - un-weighted	(35)	(23)	(12)	(39)
- weighted	(35) %	(23)** %	(12)** %	(38) %
20% or less	19	26	8	13
21 - 50%	23	30	8	22
51 - 70%	6	4	8	13
71 - 90%	28	22	42	28
91 - 100%	14	9	25	21
Refused/DK	9	9	8	4
Average %	60	53	73	65

- = zero

* = less than 0.5%

** = low base (less than 20)



The sector base for the Yellow badge holders surveyed in 2009 was as follows:

Table 6: Yellow badge holders' sector licensed in

Base: All yellow badge holders	Total <u>2009</u>	Total <u>2006</u>
Base size: - un-weighted	(50)	(90)
- weighted	(52)	(53)
	%	%
Lewisham, Greenwich & Bexley	6	6
Bromley	8	5
Croydon	2	12
Sutton & Merton	18	23
Richmond, Kingston & Hounslow	26	10
Ealing & Hillingdon	6	7
Harrow, Brent & Barnet	8	9
Enfield, Haringey & Waltham Forest	2	6
Redbridge, Newham, Barking & Dagenham & Havering	32	31

NB: Percentages add to more than 100% as drivers can be licensed in more than one sector.

- = zero

* = less than 0.5%

** = low base (less than 20)

6.2 Driver Working Patterns

Drivers were asked a number of questions at the telephone recruitment stage about their typical working patterns.

On average, each taxi driver worked approximately 40 hours in a typical week, a level similar to that recorded in both 2006 and 2003. However, this stable average conceals considerable variations in working hours amongst individual drivers; over one in ten of whom worked 20 hours a week or under (12%) and more than one in ten of whom worked 51 hours a week or more (13%). Green badge holders worked a similar number of hours *on average* as Yellow badge holders, although polarities are greater amongst Yellow badge holders (26% work 20 hours or less and 14% work 51 hours a week or more).

Table 7: Number of hours worked per week

	-----2009-----				
	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base: All taxi drivers					
Base size: - un-weighted	(377)	(327)	(50)	(424)	(314)
- weighted	(377)	(325)	(52)	(424)	(314)
	%	%	%	%	%
10 hours or less	3	3	4	3	2
11-20 hours	9	7	22	6	7
21-30 hours	13	15	2	17	15
31-40 hours	30	31	22	30	33
41-50 hours	32	31	36	30	32
51-60 hours	11	11	12	11	9
60+ hours	2	2	2	3	2
Average hours worked per week	39.3	39.5	38.2	39.6	39.3

- = zero

* = less than 0.5%

** = low base (less than 20)

The average number of days worked per week is unchanged since 2003, 4.6 days a week.

Just over half of taxi drivers (54%) worked 5 days a week and a further third worked 1-4 days a week (32%). Yellow badge holders were more likely to work just 1 or 2 days a week compared to Green badge holders (10% v 6%); and, at the other extreme, five or more days a week (76% v 67%).

Table 8: Number of days worked per week

	-----2009-----				
Base: All taxi drivers	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base size: - un-weighted	(377)	(327)	(50)	(424)	(314)
- weighted	(377)	(325)	(52)	(424)	(314)
	%	%	%	%	%
1	3	2	4	1	2
2	4	4	6	4	3
3	8	8	10	6	10
4	17	19	4	18	16
5	54	53	62	56	58
6	14	13	14	14	12
7	1	1	-	1	*
Average number of days	4.6	4.6	4.6	4.7	4.6

- = zero

* = less than 0.5%

** = low base (less than 20)



Allowing for a “standard” holiday period of 6 weeks, the vast majority of taxi drivers worked almost every week, and the average number of weeks worked in 2009 was exactly the same as that measured in 2006 - 44 weeks.

Table 9: Number of weeks worked per year

	-----2009-----				
Base: All taxi drivers	<u>Total</u> <u>2009</u>	<u>Green</u> <u>Badge</u>	<u>Yellow</u> <u>Badge</u>	<u>Total</u> <u>2006</u>	<u>Total</u> <u>2003</u>
Base size: - un-weighted	(377)	(327)	(50)	(424)	(314)
- weighted	(377)	(325)	(52)	(424)	(314)
	%	%	%	%	%
1 - 6 weeks	1	1	2	1	1
7 - 12 weeks	1	*	2	1	*
13 - 18 weeks	-	-	-	*	*
19 - 24 weeks	2	2	-	2	-
25 - 30 weeks	4	4	8	3	2
31 - 36 weeks	1	1	-	4	1
37 - 42 weeks	14	14	10	14	6
43 - 48 weeks	64	64	60	61	71
49 - 52 weeks	14	13	18	15	19
Average no. of weeks	44.2	44.3	43.5	44.2	46.1

- = zero

* = less than 0.5%

** = low base (less than 20)



Although drivers worked across a variety of shift times, over two thirds of the hours worked fall in the Monday-Friday daytime (06.00 - 19.59) timeband (69%). Around a sixth (16%) of the hours worked take place during night-time (22.00-05.59), 7% take place during Monday-Thursday evenings (20.00-21.59), and 6% take place during weekend days (06.00 - 19.59).

On the whole, the profile of hours worked in each timeband is similar for Green and Yellow badge holders, except that Yellow badge holders worked slightly more in the Friday-Saturday night-time timeband (22.00-05.59). Drivers who work regularly from taxi ranks were more likely to work in the weekday daytime and less at the weekends or at night-time, compared to drivers who do not regularly work from taxi ranks.

Table 10: Share of hours worked by time band – claimed at recruitment stage

	-----2009-----			
Base: All taxi drivers	Total 2009	Green Badge	Yellow Badge	Total 2006
Base size: - un-weighted	(377)	(327)	(50)	(424)
- weighted	(377)	(325)	(52)	(424)
	%	%	%	%
Monday - Friday (06.00 - 19.59) daytime	69	69	71	67
Saturday & Sunday (06.00 - 19.59) daytime	6	6	5	7
Monday - Thursday (20.00 - 21.59) evening	7	7	5	8
Friday (20.00 - 21.59) evening	2	2	2	2
Saturday & Sunday (20.00 - 21.59) evening	1	1	2	1
Monday - Thursday (22.00 - 05.59) night	11	11	9	11
Friday (22.00 - 05.59) night	2	2	4	3
Saturday (22.00 - 05.59) night	1	1	2	1
Sunday (22.00 – 05.59) night	1	1	*	*

- = zero

* = less than 0.5%

** = low base (less than 20)



Just over one in three taxi drivers belonged to a radio circuit (35%), down from 38% in 2006 but the same as the percentage measured in 2003, (35%). In 2009, usage was similar across Green and Yellow badge holders (35% and 32% respectively).

The drivers on a radio circuit were asked what proportion of time they spend working on the radio, and on average, it is 40% of the time. However, this proportion varies considerably by type of badge and from driver to driver as shown in the table below. Yellow badge holders spent the majority of their hours on a radio circuit compared to Green badge holders who spent just over a third of their hours on a radio circuit.

Table 11: Proportion of time spent working on a radio circuit

	-----2009-----			Total	Total
Base: All working on circuit	<u>2009</u>	<u>Green</u> <u>Badge</u>	<u>Yellow</u> <u>Badge</u>	<u>2006</u>	<u>2003</u>
Base size: - un-weighted	(132)	(116)	(16)	(154)	(107)
- weighted	(132)	(115)	(17)**	(160)	(109)
	%	%	%	%	%
1-10%	23	24	19	9	14
11-20%	11	11	6	10	19
21-30%	17	20	-	15	13
31-40%	10	10	6	12	13
41-50%	16	16	19	21	18
51-60%	2	2	6	7	5
61-70%	2	3	-	3	6
71-80%	5	4	6	8	8
81-90%	5	3	19	5	3
91-100%	8	7	19	10	-
Average proportion	40	37	59	48	38

- = zero

* = less than 0.5%

** = low base (less than 20)



Just under two thirds of all taxi drivers worked regularly from taxi ranks (63%), rising to four in five of Yellow badge holders (82%). The proportions are similar for previous years, although the overall percentage who work from taxi ranks is decreasing very slightly over time (67% in 2003, 64% in 2006 and 63% in 2009).

Those who work from taxi ranks were asked the percentage of their working time that is accounted for by this and on average in 2009, it was just over half (51%). The proportion of time spent at taxi ranks by those who use them is increasing slightly over time (from 44% in 2003, to 47% in 2006 and 51% in 2009). Here again, there is considerable variation by type of driver, with Yellow badge holders regularly working more from taxi ranks compared to Green badge holders (76% v 46% of their time).

Table 12: Proportion of time spent working from taxi ranks

	-----2009-----				
Base: All working on a rank	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base size: - un-weighted	(239)	(198)	(41)	(295)	(222)
- weighted	(239)	(197)	(42)	(271)	(211)
	%	%	%	%	%
1-10%	7	9	2	10	11
11-20%	9	11	-	13	13
21-30%	12	14	2	16	20
31-40%	9	10	2	10	9
41-50%	25	27	15	19	19
51-60%	5	5	5	4	3
61-70%	9	9	10	6	6
71-80%	13	12	20	10	8
81-90%	5	2	17	5	4
91-100%	6	2	27	8	6
Average proportion	51	46	76	47	44

- = zero

* = less than 0.5%

** = low base (less than 20)



At recruitment stage, drivers were asked for an estimate of the number of trips made per shift. As in 2006, the average number of trips claimed was slightly higher than the average number of trips recorded in the diaries – 14.5 trips compared to 11.5 trips recorded.

Table 13: Number of trips made per shift - claimed at recruitment stage

	-----2009-----			Total	Total
Base: All taxi drivers	<u>Total</u>	<u>Green</u>	<u>Yellow</u>	<u>2006</u>	<u>2003</u>
	<u>2009</u>	<u>Badge</u>	<u>Badge</u>		
Base size: - un-weighted	(377)	(327)	(50)	(424)	(314)
- weighted	(377)	(325)	(52)	(424)	(314)
	%	%	%	%	%
5 or less	7	6	16	4	1
6-9	10	9	22	10	5
10-14	28	29	26	24	22
15-19	29	30	24	28	38
20-24	18	19	12	24	22
25-29	5	6	-	6	9
30+	3	3	-	5	4
Average number of trips - claimed	14.5	15.0	11.2	16.0	16.7
Average number of trips – actual (from diary)	11.5	12.1	8.2	12.6	13.2

- = zero

* = less than 0.5%

** = low base (less than 20)

6.3 Shift Activities

All the information presented in this (and the following) section(s) is taken from the diaries completed by the taxi drivers over a two-day period. For each trip made, the driver was asked to record (directly or by asking the main passenger):

- date of journey
- time picked up/dropped off
- type of job – payment type (cash, bankcard, Taxicard, on account)
- the origin and destination address
- journey distance (mileage) and duration (time)
- fare paid
- passenger's journey purpose
- number, age and gender of passengers, and whether registered disabled/wheelchair user (latter asked by driver)
- residency of main passenger (asked by driver)

Using this diary information, a complete breakdown of driver activity during each working shift and a profile of the journeys undertaken can be provided.

The average shift recorded in the 2009 diary lasted 8 hours (up from 7.5 hours recorded in 2006 and 7 hours recorded in 2003 – although the increase in shift length since 2003 is somewhat over-stated since inactive time before the first fare was not counted in 2003, but has been in 2006 and 2009). Thus drivers are working longer per shift in 2009 than they did in 2003, and as we shall see, they are making almost two trips less than they did in 2003 per shift.

The average number of trips per shift has declined from 13.2 in 2003, to 12.6 in 2006 and then to 11.5 in 2009. In 2009, an average shift involves 11.5 trips, yielding an average of 1.4 trips per hour. The average number of trips per hour therefore also demonstrates a downward trend from 1.9 in 2003, to 1.7 in 2006, to 1.4 trips per hour in 2009 on average.

In 2009, Yellow badge holders worked approximately half an hour more than Green badge holders per shift; on average 8.3 hours v 7.9 hours. Despite working a slightly longer shift, Yellow badge holders achieved fewer trips per shift than Green badge holders, on average 8 vs. 12 trips per shift.



In 2003 there appeared to be no real difference between Yellow and Green badge holders in terms of hours worked and trips made per shift, but a gap in shift experience has opened up in the last six years.

Table 14: Number of trips per shift from diaries

Base: All shifts	-----2009-----			Total <u>2006</u>	Total <u>2003</u>
	Total <u>2009</u>	Green <u>Badge</u>	Yellow <u>Badge</u>		
Base size: - un-weighted	(392)	(332)	(60)	(480)	(427)
- weighted	(392)	(330)	(62)	(466)	(427)
	%	%	%	%	%
4 or less	7	6	13	4	1
5	4	2	17	2	1
6	6	5	8	3	5
7	6	5	8	6	3
8	5	4	13	4	5
9	8	8	10	8	6
10	7	8	3	10	8
11	7	7	7	7	9
12	9	10	5	8	9
13	7	8	2	9	8
14	7	7	5	7	5
15	5	5	3	7	9
16	6	7	3	6	6
17	4	5	2	2	6
18	3	4	-	5	5
19	3	4	-	3	3
20	1	1	-	1	4
21	1	1	-	2	2
22	1	1	-	1	1
23	1	1	-	2	2
24	1	1	-	1	1
25	-	-	-	1	1
26 or more	1	1	-	1	1
Average no. of trips	11.5	12.1	8.2	12.6	13.2
Average shift (hours)	8.0	7.9	8.3	7.6	7.1

- = zero

* = less than 0.5%

** = low base (less than 20)

6.4 Journeys Undertaken

Information from the diaries has also been analysed to provide a detailed breakdown of all fare earning journeys undertaken by the drivers participating in the survey.

Looking first at the distribution of journeys by time of day and day of week, over three in four journeys (77%) start during the weekday daytime period (Monday-Friday, 06.00–19.59), up from 74% in 2006 and significantly more than the 68% measured in 2003. In 2006 the jump was due to Green badge holders making more of their journeys on weekday days compared with 2003 (69% to 76%); the increase this time is mainly due to more Yellow badge holders making weekday time journeys than in 2006 (62% in 2006 rising to 75% in 2009). Now there is little difference between types of driver in regard to distribution of journeys made during different time periods, although Yellow badge drivers continue to make very slightly more of their trips at night than Green badge holders.

Table 15: Distribution of journeys by time of day / day of week

	-----2009-----			
	<u>Total 2009</u>	<u>Green Badge</u>	<u>Yellow Badge</u>	<u>Total 2006</u>
Base: All trips				
Base size: - un-weighted	(4493)	(4000)	(493)	(5780)
- weighted	(4489)	(3980)	(509)	(5780)
	%	%	%	%
Monday - Friday (06.00 - 19.59) daytime	77	77	75	74
Saturday & Sunday (06.00 - 19.59) daytime	5	5	3	4
Monday - Thursday (20.00 - 21.59) evening	6	6	6	7
Friday (20.00 - 21.59) evening	1	1	2	2
Saturday & Sunday (20.00 - 21.59) evening	1	*	*	*
Monday - Thursday nights (22.00 - 05.59) night	8	8	10	8
Friday (22.00 – 05.59) night	1	1	2	2
Saturday (22.00 – 05.59) night	*	*	-	1
Sunday (22.00 – 05.59) night	*	*	-	*

- = zero

* = less than 0.5%

** = low base (less than 20)



In 2009, Taxi drivers were asked to identify for each trip the type of pick-up that it was. Interestingly, over two thirds of Yellow badge drivers' journeys are from ranks (70%), with almost a tenth each then coming from their radio circuit (9%), or from being hailed down (7%).

Green badge holders, on the other hand, rely far more on being hailed down (57%) with less than a third of their fares being picked up at ranks (30%) and – similar to Yellow badge holders - less than a tenth of their fares being picked up from the radio circuit they are a member of (8%).

Table 16: Distribution of journeys by type of pick-up

		-----2009-----		
Base: All trips		<u>Total</u>	<u>Green</u>	<u>Yellow</u>
		<u>2009</u>	<u>Badge</u>	<u>Badge</u>
Base size:	- un-weighted	(4493)	(4000)	(493)
	- weighted	(4489)	(3980)	(509)
		%	%	%
Hail		52	57	7
Radio		8	8	9
Rank		34	30	70
Marshalled rank		1	1	1
Other		*	*	2
Not stated		5	4	12

- = zero
* = less than 0.5%
** = low base (less than 20)



The origin and destination of each trip was coded to one of the following five areas and for some tables combined into the five groups below, as in 2006. In 2003 six areas were used (Central London: Radial: Inner London: Outer London; Suburban Radial: Heathrow).

Areas

- Central = within the *original* central Congestion Charge Zone (i.e. before the western extension)
- Inner = within Inner London borough boundaries but outside the Congestion Charge Zone
- Suburban = within Suburban borough boundaries except Heathrow
- Heathrow = Heathrow airport
- Outside = outside Greater London boundary (destination only)

Groups

- Central & Inner = both origin & destination within central or inner London
- Radial = Central or inner London to or from suburban London (including journeys to Heathrow)
- Suburban = both origin & destination within suburban area (including journeys to Heathrow)
- From Heathrow = from Heathrow (excluding journeys to destinations outside London)
- To outside London = to destinations outside London



Table 17: Origin / Destination Base: All Taxi trips (excluding 'not stated')

From:	To:						To:					
	<u>Central</u>	<u>Inner</u>	<u>Subur</u>	<u>Heath</u>	<u>Out</u>	<u>Total</u>	<u>Central</u>	<u>Inner</u>	<u>Subur</u>	<u>Heath</u>	<u>Out</u>	<u>Total</u>
	Nos.	Nos.	ban	row	side	Nos.			ban	row	side	
			Nos.	Nos.	Nos.	Nos.			Nos.	Nos.	Nos.	Nos.
Central	1329	910	62	13	-	2314	57%	39%	3%	1%	0%	100%
Inner	747	747	76	12	1	1583	47%	47%	5%	1%	0%	100%
Suburban	35	53	365	4	21	478	7%	11%	76%	1%	4%	100%
Heathrow	14	16	6	-	6	42	33%	38%	14%	0%	14%	100%
Total to:	2125	1726	509	29	28	4417	48%	39%	12%	1%	1%	100%

From:	To:						To:					
	<u>Central</u>	<u>Inner</u>	<u>Subur</u>	<u>Heath</u>	<u>Out</u>	<u>Total</u>	<u>Central</u>	<u>Inner</u>	<u>Subur</u>	<u>Heath</u>	<u>Out</u>	<u>Total</u>
			ban	row	side				ban	row	side	
			Nos.	Nos.	Nos.	Nos.			Nos.	Nos.	Nos.	Nos.
Central	63%	53%	12%	45%	0%	52%	30%	21%	1%	*%	0%	52%
Inner	35%	43%	15%	41%	4%	36%	17%	17%	2%	*%	0%	36%
Suburban	2%	3%	72%	14%	75%	11%	1%	1%	8%	*%	0%	11%
Heathrow	1%	1%	1%	0%	21%	1%	*	*	*	0%	1%	1%
Total to:	100%	100%	100%	100%	100%	100%	48%	39%	12%	1%	1%	100%

The table opposite shows the distribution of trips by origin and destination based on the total number of trips. The great majority of trips take place within the Central and Inner areas and they account for 84% of all the recorded trips: 30% of all trips begin and end within the Central area, 17% begin in the Central area and end in the Inner area, 21% begin in the Inner area and end in the Central area, and 17% begin and end in the Inner area. The great majority of trips that begin in the Suburban area also end there (three in four)

In comparison with the figures recorded in 2006, slightly more taxi journeys were made within the Central area in 2009 (30% vs. 28%). The combined proportion of trips within the Central and Inner areas was also slightly higher (84% vs. 81%).

The vast majority of trips made by Green badge drivers fall within the Inner-Central areas (94%) and, in contrast, the great majority of Yellow badge trips are made within the Suburban area (70%). The pattern in 2009 is similar to that measured in 2006; except that Yellow badge holders made significantly fewer journeys within the Inner-Central area in 2009 (4% v 13%).

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

	-----2009-----			
	<u>Total 2009</u>	<u>Green Badge</u>	<u>Yellow Badge</u>	<u>Total 2006</u>
Base: All (excl. 'not stated')				
Base size: - un-weighted	(4426)	(3971)	(457)	(5665)
- weighted	(4422)	(3951)	(473)	(5665)
	%	%	%	%
Inner - Central	84	94	4	81
Radial	6	5	14	7
Suburban	8	*	70	10
From Heathrow	1	1	-	1
To destinations outside London	1	1	4	1

- = zero

* = less than 0.5%

** = low base (less than 20)



The table below shows the breakdown of origin – destinations for each time of day/ day of week grouping. Central-Inner journeys were much more likely to be made weekday daytime, and Monday-Thursday evenings, whilst suburban trips were more apparent on Friday evenings. Radial trips were more evident at night.

This pattern was very similar to that recorded in 2006.



Table 19: Origin - Destination of journey by time of day (2009)

	Total	Mon-Fri (06.00 - 19.59) daytime	Sat & Sun (06.00 - 19.59) daytime	Mon-Thu (20.00 - 21.59) evening	Friday (20.00 - 21.59) evening	Sat & Sun (20.00 - 21.59) evening	Mon-Thu (22.00 - 05.59) night	Friday (22.00 - 05.59) night	Saturday (22.00 - 05.59) night	Sunday (22.00 - 05.59) night
Base: All trips (minus not stated)										
Base: unweighted	(4477)	(3392)	(209)	(273)	(42)	(24)	(364)	(65)	(11)**	(19)**
Base: weighted	4477	(3388)	(208)	(273)	(42)	(24)	(364)	(65)	(11)**	(19)**
		%	%	%	%	%	%	%	%	%
Central & Inner	84	86	81	87	68	91	74	64	64	84
Radial	6	4	8	5	7	-	14	18	36	11
Suburban	8	8	2	7	24	9	11	16	-	5
From H'throw	1	1	8	*	-	-	*	-	-	-
Outside London	1	1	*	1	-	-	1	2	-	-

- = zero

* = less than 0.5%

** = low base (less than 20)

Of those trips where the respondents stated the payment type, most were paid for by cash in the taxi, and the proportion of fares paid in taxi was similar to 2006. However, the pattern differs significantly between Green and Yellow badge holders, with Taxicard accounting for a much higher proportion of the trips recorded by Yellow badge holders (26% v 2%).

Table 20: Type of journey payment

	-----2009-----			
	<u>Total</u> <u>2009</u>	<u>Green</u> <u>Badge</u>	<u>Yellow</u> <u>Badge</u>	<u>Total</u> <u>2006</u>
Base: All trips (excluding not stated)				
Base size: - un-weighted	(3508)	(3076)	(342)	(5509)
- weighted	(3504)	(3056)	(358)	(5509)
	%	%	%	%
In taxi - cash	87	92	70	n/a
In taxi - bankcard	1	1	2	n/a
In taxi - total	88	93	72	87
On account	8	8	3	9
Taxicard	4	2	26	4

- = zero

* = less than 0.5%

** = low base (less than 20)

n/a = not asked

Looking at the purpose of the journeys undertaken, a quarter of journeys involve taking passengers “to/from their usual work place”, a lower proportion than in 2006 (31%), but about the same as the level measured in 2003 (27%). The drop since 2006 may reflect the impact of the economic downturn. Other changes between 2006 and 2009 were marginal. However, since 2003 trips to/from sport/entertainment/social events have declined significantly (from 23% to 18%).

The journey purpose profile for Green and Yellow badge holders in 2009 varies as follows: Yellow badge holders make a higher proportion of journeys to/from usual workplaces and for shopping trips but fewer journeys to a hotel/holiday home or involving other work/employer’s business, compared to Green badge holders.

Table 21: Journey purpose

Base: All trips (excluding not stated)	-----2009-----				
	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base size: - un-weighted	(4244)	(3791)	(454)	(5394)	(5354)
- weighted	(4241)	(3771)	(470)	(5394)	(5354)
	%	%	%	%	%
To/from usual workplace	26	25	36	31	27
Collect/deliver something	2	1	4	2	2
Other work/employer’s business	17	18	10	15	16
To/from shopping	10	10	14	10	10
Use services/personal business	15	15	10	14	13
To/from sport/entertainment/social	18	19	16	19	23
To/from education	2	2	4	2	1
Hotel/holiday home	9	9	4	8	8
Accompanying/collecting someone	1	1	1	1	1
- = zero					
* = less than 0.5%					
** = low base (less than 20)					

Looking at journey purpose by pick-up type, taxis are hailed down for trips to/from sport/entertainment/social events slightly more often than average, while more use is made of ranks and marshalled ranks for trips to hotels/holiday homes.



As could be expected, the journey purpose profile varies by time of day and day of week. Weekend journeys are very rarely for work purposes, but during the daytime are more likely to be made for sport/entertainment/social, hotel or shopping reasons. Evening/night and weekend journeys are more likely to be for recreational purposes.

Table 22: Journey purpose by day of week/time of day

-----2009-----					
Base: All trips (excluding not stated)	Total <u>2009</u>	Mon-Fri		Sat-Sun	
		<u>6am-8pm</u>	<u>8pm-6am</u>	<u>6am-8pm</u>	<u>8pm-6am</u>
Base size: - un-weighted	(3790)	(2918)	(619)	(186)	(30)
- weighted	(3771)	(2903)	(616)	(185)	(30)
	%	%	%	%	%
To/from usual workplace	25	26	28	4	27
Collect/deliver something	1	2	*	1	-
Other work/employer's business	18	22	4	9	13
To/from shopping	10	11	3	20	-
Use services/personal business	15	16	12	12	7
To/from sport/entertainment/social	19	13	39	33	40
To/from education	2	2	*	1	-
Hotel/holiday home	9	8	13	19	13
Accompanying/collecting someone	1	1	*	1	-

- = zero

* = less than 0.5%

** = low base (less than 20)

The average journey takes 17 minutes, a decrease of 1 minute compared with 2006 and closer to the average duration measured in 2003. Just over a third of journeys last for 10 minutes or less (37%) and three quarters last for twenty minutes or less (75%). The main decreases compared with 2006 are in the proportion of journeys lasting between 21 and 50 minutes.

The average journey duration was somewhat longer amongst Green badge holders in 2009 (17 minutes compared to approximately 15.5 minutes among Yellow badge holders). In 2003 the average duration of a Green badge holders' journey was on average 4 minutes longer than an average Yellow badge holders' journey, but in 2006 any difference was negligible.

Table 23: Journey duration (time)

	-----2009-----				
Base: All trips	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base size: - un-weighted	(4493)	(4000)	(493)	(5780)	(5703)
- weighted	(4489)	(3980)	(509)	(5780)	(5703)
	%	%	%	%	%
Up to 5 minutes	10	9	20	9	11
6-10 minutes	27	26	29	25	28
11-20 minutes	38	39	29	36	38
21-30 minutes	15	15	11	17	14
31-40 minutes	6	5	7	7	4
41-50 minutes	2	2	2	3	2
51 minutes – one hour	1	1	1	1	1
One hour+	1	1	1	2	1
Not stated	1	1	-	1	1
Average duration (mins)	16.8	17.0	15.6	18.0	16.3

- = zero

* = less than 0.5%

** = low base (less than 20)



Looking at journey duration by origin/destination, the shortest average trip durations in the segments with large base sizes are those made in the Suburban and Central areas averaging 14 and 13 minutes in each case, similar to the averages in 2006 (14 and 15 minutes respectively). Journeys from/to Inner areas (excluding Suburban/Heathrow origins or destinations) are also less than 20 minute, while journeys from the Central and Inner areas to Heathrow are just under an hour. There was little change relative to 2006.

Table 24: Average journey duration (time)

Base: All trips (excluding not stated)

From:	To:				
	<u>Central</u> Base	<u>Inner</u> Base	<u>Subur</u> <u>ban</u> Base	<u>Heath</u> <u>row</u> Base	<u>Out</u> <u>side</u> Base
Central	1329	910	62	13**	-
Inner	747	747	76	12**	1**
Suburban	35	53	365	4**	21
Heathrow	14**	16**	6**	-	6**

From:	To:				
	<u>Central</u> Minutes	<u>Inner</u> Minutes	<u>Subur</u> <u>ban</u> Minutes	<u>Heath</u> <u>row</u> Minutes	<u>Out</u> <u>side</u> Minutes
Central	13	18	34	54	-
Inner	17	16	26	45	38
Suburban	38	26	14	48	13
Heathrow	96	62	11	-	42

- = zero

** = low base (less than 20)



The average distance travelled per journey was 2.9 miles, a 10% decrease since 2006, but the average time taken to cover 1 mile has remained the same (8.5 minutes v 8.6 minutes in 2006).

Distances travelled vary considerably by specific trip with 12% covering a distance of less than one mile, and 11% covering over 5 miles. Two thirds of all taxi trips were between 1 and 4 miles long (67%).

There was no difference in average distance travelled by type of driver in 2009. Around four fifths of both types of driver's trips are shorter than 4 miles, but significantly more Yellow badge drivers' trips are less than 1 mile (17% v 12%).

Table 25: Journey distance (miles)

	-----2009-----				
Base: All trips	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base size: - un-weighted	(4493)	(4000)	(493)	(5780)	(5703)
- weighted	(4489)	(3980)	(509)	(5780)	(5703)
	%	%	%	%	%
Up to 1 mile	12	12	17	9	12
1 mile – 1.9 miles	31	31	30	28	29
2 miles – 2.9 miles	22	23	17	23	22
3 miles – 3.9 miles	14	14	13	14	14
4 miles – 4.9 miles	7	7	6	9	8
5 miles – 5.9 miles	4	4	4	5	4
6 miles – 6.9 miles	2	2	4	3	2
7 miles – 7.9 miles	1	1	2	2	1
8 miles – 8.9 miles	1	1	2	1	1
9 miles – 9.9 miles	1	1	2	1	1
10 miles+	2	2	2	3	3
Not stated	2	2	1	3	3
Average distance (miles)	2.9	2.9	3.0	3.2	2.6

- = zero

* = less than 0.5%

** = low base (less than 20)



The table below shows journey distance by average journey duration. Journeys of under 2 miles are completed in around 10 minutes. Journeys of under 5 miles are completed in less than 25 minutes. Compared with 2006 the average time taken to complete journeys of between 1 and 5 miles has decreased marginally, but the time taken to complete journeys over 5 miles (and less than 1 mile) has increased slightly.

Table 26: Journey distance (miles) by duration (minutes)

	<u>2009</u> Average Journey Duration	<u>2006</u> Average Journey Duration	<u>2003</u> Average Journey Duration
Base: All trips			
Base size - un-weighted	(4493)	(5780)	(5703)
- weighted	(4493)	(5780)	(5703)
	minutes	minutes	minutes
Up to 1 mile	10.0	7.4	6.8
1 mile – 1.9 miles	9.9	10.4	10.0
2 miles – 2.9 miles	14.0	15.2	14.7
3 miles – 3.9 miles	19.1	20.0	18.0
4 miles – 4.9 miles	22.8	24.7	23.7
5 miles – 5.9 miles	33.0	29.8	26.9
6 miles – 6.9 miles	33.6	30.1	30.9
7 miles – 7.9 miles	38.5	35.3	32.9
8 miles – 8.9 miles	38.5	39.4	39.3
9 miles – 9.9 miles	43.1	37.4	43.0
10 miles – 19.9 miles	57.1	47.4	46.0
20 miles – 29.9 miles	80.2	62.5	55.1
30 miles +	66.0	61.3	94.9

- = zero

* = less than 0.5%

** = low base (less than 20)

6.5 Taxi Fares

The average fare paid is £12.80, an increase of 14% compared with 2006. This follows an increase of 21% between 2003 and 2006. In 2009, the average Green badge trip fare is 16% higher than the average Yellow badge trip fare (£13.00 v £11.24).

Table 27: Fare paid

Base: All trips	-----2009-----				
	<u>Total 2009</u>	<u>Green Badge</u>	<u>Yellow Badge</u>	<u>Total 2006</u>	<u>Total 2003</u>
Base size - un-weighted	(4493)	(4000)	(493)	(5780)	(5703)
- weighted	(4489) %	(3980) %	(509) %	(5780) %	(5703) %
Up to £3.00	*	*	*	1	2
£3.01-£5.00	12	11	19	15	22
£5.01-£7.00	19	19	19	22	22
£7.01-£10.00	26	27	21	25	23
£10.01-£15.00	24	24	23	21	17
£15.01-£20.00	8	8	4	7	6
£20.01-£25.00	4	4	6	4	2
£25.01-£30.00	2	2	3	2	1
More than £30.00	4	4	4	4	3
Average fare	£12.80	£13.00	£11.24	£11.25	£9.28

- = zero

* = less than 0.5%

** = low base (less than 20)

The average amount charged per mile is almost 20% higher for Green badge holders at £4.50 per mile driven, compared to £3.80 per mile driven for Yellow badge holders.

Looking at the fare paid by origin/destination, the lowest average fare is paid for journeys made entirely within Suburban boroughs (£9.68), followed by for those made entirely within the Central zone (£10.02). The highest average fares are paid for journeys starting or finishing at Heathrow.

In comparison with 2006, the average fare for journeys from Inner boroughs to Suburban boroughs has increased steeply (£17.57 to £29.45). Fares for these journeys have increased relatively more than for other types of journeys. Other examples of quite large changes in average fare were derived from very small bases either in 2009 or 2006, and therefore should be treated with caution.

Table 28: Average fare paid by origin - destination

Base: All trips (excluding not stated)

From:	<u>Central</u> Base	<u>Inner</u> Base	To: <u>Subur</u> <u>ban</u> Base	<u>Heath</u> <u>row</u> Base	<u>Out</u> <u>side</u> Base
Central	1329	910	62	13**	-
Inner	747	747	76	12**	1**
Suburban	35	53	365	4**	21
Heathrow	14**	16**	6**	-	6**

From:	<u>Central</u>	<u>Inner</u>	To: <u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>
Central	£10.02	£13.62	£30.09	£58.35	-
Inner	£11.95	£10.77	£29.45	£55.80	£54.00
Suburban	£28.37	£18.32	£9.68	£47.25	£12.01
Heathrow	£59.87	£54.25	£9.88	-	£78.73

- = zero

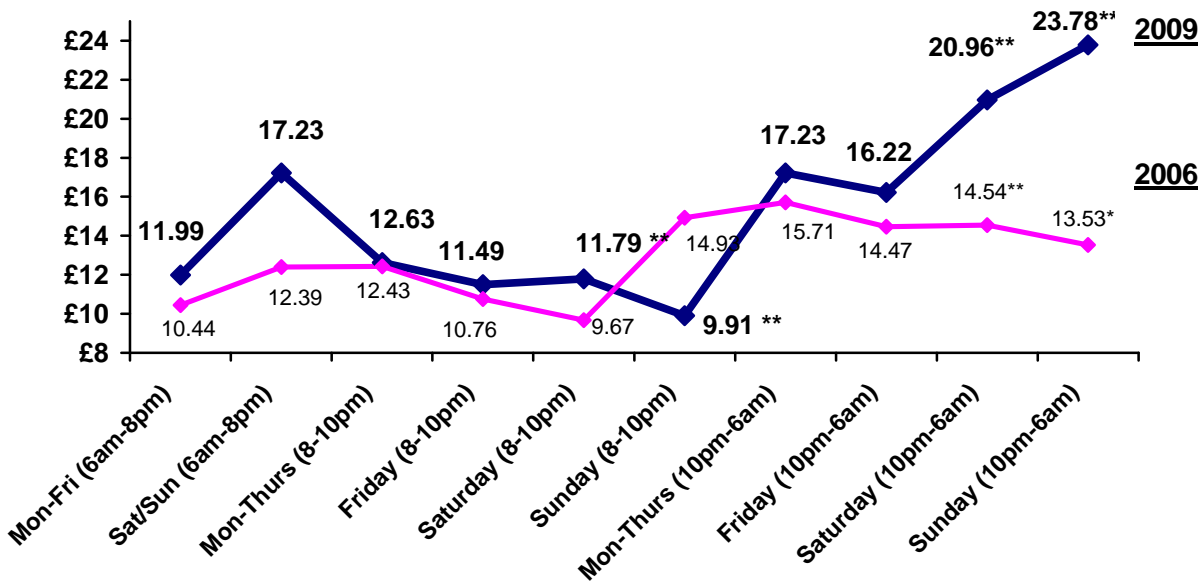
* = less than 0.5%

** = low base (less than 20)

The table below shows the average fare paid by time period. The lowest average fares in 2009 were recorded for Friday, Saturday and Sunday evenings at £11.49, £11.79 and £9.91 respectively.

The highest average fares were for trips made on Saturday and Sunday nights (£23.78 and £20.96) which have risen steeply since 2006. However, it is important to note that these averages were calculated on small base sizes. Also registering higher average fares in 2009 were the weekend daytime, recording an average fare of £17.23.

Table 29: Average fare paid by time band



- = zero
 * = less than 0.5%
 ** = low base (less than 20)

NB: The Saturday night average fare is calculated from a base of 11 trips, while the Sunday night average is derived from a base of 20 trips.



Average fares paid by origin/destination and by time period are shown below. Suburban and Inner-Central fares are cheapest, whilst fares for journeys from Heathrow for all time periods are the most expensive (with the exception of a £90.00 weekend trip outside London which was based on just one journey).

The timeband 22.00-05.59 generally shows the highest average fares across all areas.

Table 30: Average fare paid by origin - destination by time band

	<u>Inner / Central</u>	<u>Radial</u>	<u>Suburban</u>	<u>From Heathrow</u>	<u>To Outside London</u>
Mon-Fri 06.00-19.59 day	£11.05	£28.56	£9.34	£43.93	£27.27
Mon-Thurs 20.00-21.59 evening	£11.63	£33.76	£9.30	£65.00**	£13.90**
Friday 20.00-21.59 evening	£11.03	£26.93**	£8.32	-	-
Mon-Thurs 22.00-05.59 night	£14.74	£32.09	£12.80	£68.00**	£25.64**
Sat-Sun 06.00-19.59 day	£11.82	£26.14	£11.12**	£57.75	£90.00**
Sat-Sun 20.00-21.59 evening	£8.35	-	£14.40**	-	-
Friday 22.00-05.59 night	£12.96	£27.38	£8.28	-	£18.00**
Sat night 22.00-05.59 night	£20.60**	£29.35**	-	-	-
Sun night 22.00-05.59 night	£18.65	£44.10**	£6.80**	-	-

- = zero trips

* = less than 0.5%

** = low base (less than 20)

Looking at the average fare paid by distance travelled, the greatest increases since 2006 are for journeys that are 6-7 miles long, with that fare increasing by 20%, and for journeys over 10 miles long, with those fare increasing by 31% on average.

Between 2003 and 2006 the biggest increases were for journeys under 2 miles, where the increases were of the order 23-25%. These shorter journeys delivered increases of 7-11% over the last three years.

Table 31: Journey distance by average fare paid

	2009 <u>Average</u> <u>Fare</u>	2006 <u>Average</u> <u>Fare</u>	2003 <u>Average</u> <u>Fare</u>
All trips	£12.80	£11.25	£9.28
Up to 1 mile	£5.20	£4.81	£3.84
1 mile – 1.9 miles	£7.22	£6.46	£5.30
2 miles – 2.9 miles	£10.14	£8.74	£7.67
3 miles – 3.9 miles	£12.67	£11.58	£10.16
4 miles – 4.9 miles	£16.30	£13.95	£12.70
5 miles – 5.9 miles	£19.92	£17.38	£15.43
6 miles – 6.9 miles	£23.41	£19.56	£18.36
7 miles – 7.9 miles	£27.92	£24.09	£20.34
8 miles – 8.9 miles	£26.68	£26.51	£23.55
9 miles – 9.9 miles	£34.05	£29.96	£26.70
10 miles+	£53.11	£40.69	£38.85
 Average (mile)	 2.91	 3.22	 2.56

- = zero

* = less than 0.5%

** = low base (less than 20)

Around one in ten (11%) trips recorded an “extra” charge on top of the base fare. The average amount of the “extra” charge was £1.33p, for those trips with extras. Similar proportions of Green and Yellow badge holder journeys incurred an “extra” charge in 2009: 11% of Green badge and 10% of Yellow badge holder journeys.

As in 2006, a higher proportion of journeys to and from Heathrow recorded an extra charge (66% compared with 11% overall).

6.6 Passenger Profiles

In two out of three trips (65%), there was just the one passenger in the taxi, as was the case in 2006. Multiple occupancy is more prevalent on trips made for leisure purposes (44% one only) and at weekends during the evening (33% one only) and night-time (38% one only).

Yellow badge holders were more likely to take just one passenger than Green badge holders (72% v 65%).

Table 32: Number of passengers in taxi

	-----2009-----				
Base: All trips	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base size: - un-weighted	(4493)	(4000)	(493)	(5780)	(5703)
- weighted	(4489)	(3980)	(509)	(5780)	(5703)
	%	%	%	%	%
None	1	1	-	*	*
One	65	65	72	66	62
Two	23	23	21	23	24
Three	6	7	4	6	6
Four	3	3	2	3	4
Five	1	1	*	1	1
Not stated	-	-	-	1	2
Average number of passenger	1.5	1.5	1.4	1.5	1.5

- = zero

* = less than 0.5%

** = low base (less than 20)

Looking at the demographic profile of passengers carried in 2009, just over half were male (56%) - the same as in 2006. Passengers carried by Green badge holders were more likely to be male (56% v 51%).

Table 33: Passenger gender

	-----2009-----				
	Total 2009	Green Badge	Yellow Badge	Total 2006	Total 2003
Base: All passengers					
Base size: - un-weighted	(6758)	(6082)	(676)	(8508)	(8548)
- weighted	(6750)	(6052)	(698)	(8467)	(8593)
	%	%	%	%	%
Male	56	56	51	56	54
Female	44	43	47	43	46
Not stated	1	1	1	1	-

- = zero

* = less than 0.5%

** = low base (less than 20)

The table below shows the passenger gender by origin/destination of the trip. Journeys within Suburban areas were more likely to be made by female passengers, the same pattern as reported in the 2006 survey.

Table 34: Passenger gender by origin - destination

	<u>Total</u>		<u>Inner / Central</u>		<u>Radial</u>		<u>Suburban</u>		<u>From Heathrow</u>		<u>To Outside London</u>	
	'09	'06	'09	'06	'09	'06	'09	'06	'09	'06	'09	'06
Base size: - unweighted	6704	8441	5671	6368	348	599	493	1171	69	67	33	67
Base size: - weighted	6696	8420	5643	6716	350	587	508	811	69	66	34	62
Male	56	57	56	58	63	59	49	46	64	59	68	71
Female	44	43	44	42	38	41	51	54	36	39	32	29

- = zero

* = less than 0.5%

** = low base (less than 20)

Looking at passenger gender by time of day, the profile for those passengers travelling during the weekday daytime (06.00 – 18.00) is the same as those travelling in the evening/at night (weekday or weekend), with 56% being male and 43% female. During weekend daytimes the male/female split is more even, but male passengers are still just in the majority (51% male v 48% female).

Table 35: Passenger gender by time of day / day of week

Base: All passengers	Total		Mon – Fri		Sat/Sun		Night	
	<u>2009 & 2006</u>		<u>6am – 8pm</u>		<u>6am – 8pm</u>		<u>8pm – 6am</u>	
Base size: - un-weighted	(6758)	(8508)	(5012)	(5965)	(372)	(597)	(1326)	(1928)
- weighted	(6750)	(8508)	(5006)	(6093)	(371)	(430)	(1325)	(1956)
	<u>'09</u>	<u>'06</u>	<u>'09</u>	<u>'06</u>	<u>'09</u>	<u>'06</u>	<u>'09</u>	<u>'06</u>
	%	%	%	%	%	%	%	%
Male	56	56	56	57	51	49	56	56
Female	44	43	43	42	48	50	44	43

Children aged 15 years or under represent a very small proportion of the passengers carried, as do those aged 60+ years. Yellow badge taxi drivers are much more likely to carry passengers aged 60 or over, than Green badge holders. The patterns were very similar in 2009 to those recorded in 2006.

Table 36: Passenger age

Base: All passengers	-----2009-----				
	<u>Total</u> <u>2009</u>	<u>Green</u> <u>Badge</u>	<u>Yellow</u> <u>Badge</u>	<u>Total</u> <u>2006</u>	<u>Total</u> <u>2003</u>
Base size: - un-weighted	(6404)	(5772)	(633)	(8080)	(8548)
- weighted	(6396)	(5742)	(655)	(8059)	(8593)
	%	%	%	%	%
Under 6	2	2	3	1	1
6-15	3	3	3	3	3
16-59	85	86	77	87	88
60+	9	9	17	9	6

- = zero

* = less than 0.5%

** = low base (less than 20)



The table below shows passenger age by type of journey route. Children are least likely to be passengers on taxi journeys from Heathrow and to destinations outside London. Older people (aged 60+) comprise a fifth of all passengers in Suburban journeys and almost a tenth of passengers to destinations outside London (9%) and in Inner-Central London (9%).

Table 37: Passenger age by origin- destination

Base: All passengers	All	Inner- Central	Radial	Suburban	From Heathrow	Destinations outside London
Base size: - unweighted	6404	5412	335	468	67	32
Base size: - weighted	6396	5384	337	483	67	33
	%	%	%	%	%	%
0-6	2	2	1	3	0	0
6-15	3	3	2	4	1	0
16-59	85	86	90	73	94	91
60+	9	9	8	20	4	9

- = zero

* = less than 0.5%

** = low base (less than 20)

In nearly two thirds of cases, the residency of the main taxi passenger was within the Greater London area. A fifth were resident elsewhere in the UK and one in six lived overseas. Green badge holders were much more likely to be carrying passengers from overseas, whilst Yellow badge holders carried a much higher proportion of passengers who lived in Greater London.

Overseas passengers, as to be expected, were much more evident on journeys that originated or finished at Heathrow, (56%).

Table 38: Residency of main passenger

	-----2009-----			Total <u>2006</u>
	Total <u>2009</u>	Green <u>Badge</u>	Yellow <u>Badge</u>	
Base: All trips				
Base size - un-weighted	(4336)	(3850)	(486)	(5549)
- weighted	(4332)	(3830)	(502)	(5549)
	%	%	%	%
Within Greater London	64	60	85	66
Rest of UK	20	21	10	19
Overseas	17	18	5	15

- = zero

* = less than 0.5%

** = low base (less than 20)

In 2009, just 2% of taxi passengers carried were registered disabled (but not wheelchair users) and 1% were wheelchair users. These passengers were almost exclusively travelling in taxis driven by Yellow badge holders.

Table 39: Whether passenger is registered disabled or a wheelchair user

	-----2009-----			Total <u>2006</u>
	Total <u>2009</u>	Green <u>Badge</u>	Yellow <u>Badge</u>	
Base: All passengers				
Base size: - un-weighted	(6758)	(6082)	(676)	(8508)
- weighted	(6750)	(6052)	(698)	(8508)
	%	%	%	%
Registered disabled (not wheelchair user)	2	1	11	3
Wheelchair user	1	*	2	1
Not disabled	97	99	88	97

7 PHV Market

7.1 Driver Profiles

The information reported in this section covers all those recruited to take part in the survey, not just those who returned a completed diary. Comparisons have been made with 2006 survey results where relevant, but not against the 2003 survey, as the methodology for the latter is not directly comparable.

The vast majority of both minicab and chauffeur drivers were male (97% and 96% respectively).

Minicab drivers had started driving most recently, they were more likely to have been driving for less than two years (30%), compared to chauffeur/executive drivers (10%). Only 8% of minicab drivers surveyed had worked in the trade more than 20 years compared to 18% of chauffeur/executive drivers. The proportion of minicab drivers working more than 20 years has increased since the 2006 survey, so given this change in the profile some care is needed when interpreting changes between the surveys. Similarly, the proportion of experienced chauffeur/executive drivers has increased between the years.

Table 40: Number of years worked as a PHV Driver

Base: All drivers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur-</u> <u>Executive</u> <u>2009</u>	<u>Chauffeur-</u> <u>Executive</u> <u>2006</u>
Base size: - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
Less than 2 years	30	26	10	35
2 - 5 years	34	34	34	26
6 - 10 years	14	21	24	15
11 - 15 years	12	9	10	10
16 - 20 years	2	5	5	8
Over 20 years	8	4	18	7

- = zero

* = less than 0.5%

** = low base (less than 20)



The age profile of chauffeur/executive drivers is very similar to that of Taxi Drivers, but minicab drivers are considerably younger. Over four in ten minicab drivers (43%) were younger than 45 years, compared to three in ten (30% of) chauffeur/executive drivers and 28% of taxi drivers. Conversely, while exactly four in ten taxi drivers were 55 years or over, just a quarter of minicab drivers fell in this age range but 38% of chauffeur/executive drivers were 55 years or older.

Table 41: Age of driver

Base: All drivers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
17-24	2	1	-	2
25-34	13	13	6	10
35-44	28	35	24	26
45-54	30	31	32	29
55-64	20	13	26	27
65+	6	7	12	6

- = zero

* = less than 0.5%

** = low base (less than 20)



Both minicab and chauffeur/executive drivers were more ethnically diverse than taxi drivers. There was a wide variation in ethnic background across the different trades, chauffeur/ executive drivers were more likely to be white than minicab drivers (74% vs. 48%), and a greater proportion of minicab drivers were Asian (35% vs. 17%).

When the 2009 figures are compared with 2006 results, there were more white drivers in 2009, level proportions of Asian drivers and relatively fewer drivers from African backgrounds.

Table 42: Ethnic origin

Base: All PHV drivers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
British/Irish/Other White	48	41	74	63
Asian	35	36	17	19
African	6	14	6	9
Caribbean	2	2	0	*
Mixed	5	1	0	0
Other	3	5	3	9

- = zero

* = less than 0.5%

** = low base (less than 20)

The vast majority of drivers had no other paid employment, breaking down to 89% of minicab drivers and 92% of chauffeur/executive drivers.

Amongst the minority of drivers who had other paid employment, this other work accounted for around half their income. The situation is similar for both minicab drivers (50%) and Chauffeur/executive drivers (54%).

Table 43: Proportion of income from other jobs

Base: All with other paid work	<u>Minicab</u>	<u>Minicab</u>	<u>Chauffeur- Executive</u>	<u>Chauffeur- Executive</u>
	<u>2009</u>	<u>2009</u>	<u>2009</u>	<u>2006</u>
Base size: - un-weighted	(28)**	(24)**	(9)**	(9)**
- weighted	(28)**	(23)**	(9)**	(7)**
	%	%	%	%
20% or less	22	9	35	20
21-50%	21	43	11	40
51-70%	14	11	11	20
71-90%	18	22	22	20
91-100%	7	5	11	1
Refused/DK	18	5	11	0
Average %	50	52	54	54

- = zero

* = less than 0.5%

** = low base (less than 20)

It is worth noting that whilst nearly all were prepared to answer the question about whether or not they had any other paid employment, some drivers were not prepared to say how much of their income came from other employment (more so than in 2006).

7.2 Driver Working Patterns

At recruitment stage, the drivers were asked a number of questions about their typical working patterns.

Chauffeur/executive drivers worked more hours per week on average (48 hours), compared to minicab drivers (42 hours). In particular, larger proportions of chauffeur/executive drivers worked over 40 hours a week compared to minicab drivers (66% v 52%). In both sectors, the average number of hours worked a week is similar to 2006.

Table 44: Number of hours worked per week

Base: All PHV drivers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2009</u>
Base size - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262) %	(268) %	(113) %	(112) %
10 hours or less	4	*	4	2
11-20 hours	10	10	6	2
21-30 hours	15	17	9	15
31-40 hours	19	25	14	11
41-50 hours	23	26	25	25
51-60 hours	21	16	28	25
60+ hours	8	7	13	20
Average hours worked per week	42.0	41.9	47.8	49.6

- = zero

* = less than 0.5%

** = low base (less than 20)



The average number of days worked per week was also similar to the 2006 finding, at five days a week. A majority of drivers work either 5 or 6 days a week.

There is little difference between minicab and chauffeur/executive drivers. Chauffeur/executive drivers worked slightly more and minicab drivers slightly less than 5 days a week on average. More chauffeur/executive drivers worked 6 or 7 days a week (almost four in ten), as opposed to three in ten minicab drivers who did the same.

Table 45: Number of days worked per week

Base: All PHV drivers		<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur-</u> <u>Executive</u> <u>2009</u>	<u>Chauffeur-</u> <u>Executive</u> <u>2006</u>
Base size	- un-weighted	(262)	(256)	(113)	(104)
	- weighted	(262) %	(268) %	(113) %	(112) %
1		1	-	1	*
2		8	3	4	3
3		9	8	6	8
4		9	12	9	8
5		45	47	42	49
6		22	27	29	28
7		6	4	9	3
Average number of days		4.8	4.9	5.1	5.0

- = zero

* = less than 0.5%

** = low base (less than 20)

The average number of weeks worked per year has declined slightly from the level reported in 2006, and this decline was most apparent in the minicab sector. This year for the first time, a difference in the average number of weeks worked per year was observable between minicab drivers and chauffeur/executive drivers: with minicab drivers, on average, working two weeks less than chauffeur drivers. Four in ten minicab drivers work less than 43 weeks a year (41%), compared to just three in ten chauffeur/executive drivers (29%).

Table 46: Number of weeks worked per year

Base: All PHV drivers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
24 weeks or less	5	3	6	3
25-30 weeks	6	5	5	8
31-36 weeks	5	3	2	-
37-42 weeks	22	19	15	15
43-48 weeks	44	50	50	43
49-52 weeks	18	20	22	32
Average no. of weeks	42.0	43.9	43.9	44.6

- = zero

* = less than 0.5%

** = low base (less than 20)



Drivers were also asked about the percentage of hours worked during each timeband. Two thirds of total hours worked by minicabs were during Monday-Friday daytimes (06.00 -19.59), and this proportion rose to seven in ten among chauffeur/executive drivers.

Minicab drivers were slightly more likely to work during Friday and Saturday night.

Table 47: Share of hours worked by time band – claimed at recruitment stage

Base: All PHV drivers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size: - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
Monday-Friday (06.00 - 19.59) daytime	66	60	71	69
Saturday and Sunday (06.00 - 19.59) daytime	10	7	10	8
Monday-Thursday (20.00 - 21.59) evening	4	6	5	7
Friday (20.00 - 21.59) evening	2	2	1	1
Saturday & Sunday (20.00 - 21.59) evening	2	2	1	1
Monday-Thursday (22.00 - 05.59) night	8	12	8	9
Friday (22.00 - 05.59) night	3	5	2	2
Saturday (22.00 - 05.59) night	3	4	1	1
Sunday (22.00 - 05.59) night	1	1	1	1

- = zero

* = less than 0.5%

** = low base (less than 20)

The drivers also claimed a higher average number of trips per shift at recruitment stage, compared with the number reported in the diaries, although the gap between the estimate and the actual recorded in the diaries was not as wide as that for taxi drivers – an average of 8.7 trips estimated by minicab compares with average of 7.9 recorded in the diary, and the corresponding figures for chauffeur/executive drivers were 4.6 and 3.8 respectively.

Table 48: Number of trips per shift - claimed at recruitment stage

Base: All PHV drivers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size - un-weighted	(262)	(256)	(113)	(104)
- weighted	(262)	(268)	(113)	(112)
	%	%	%	%
5 or less	31	21	70	73
6-9	32	29	23	20
10-14	23	26	6	7
15-19	10	11	-	-
20-24	3	9	1	-
25-29	1	3	-	-
30+	1	1	-	-
Average number of trips – claimed	8.7	10.4	4.6	5.0
Average number of trips – actual (from diary)	7.9	8.6	3.8	4.1

- = zero

* = less than 0.5%

** = low base (less than 20)

7.3 Shift Activities

All the information presented in this (and the following) section(s) is taken from the diaries completed by the drivers (over a two-day period). For each trip made, the driver was asked to record:

- date of journey
- time picked up/dropped off
- type of job – payment type (cash, bankcard, Taxicard, on account)
- the origin and destination address
- journey distance (mileage) and duration (time)
- fare paid
- passenger's journey purpose
- number, age and gender of passengers, and whether registered disabled/wheelchair user (latter asked by the driver)
- residency of main passenger (asked by the driver)

Using this diary information, a complete breakdown of driver activity during each working shift, and the profile of journeys undertaken can be obtained.

The average shift recorded in the diary by minicab drivers was nine hours long, by chauffeur/executive drivers 11 hours. This was similar to the 2006 results, although in both cases slightly longer.

Minicab shifts involved a total of eight trips on average – a modest downturn since 2006 – so approximately one trip per hour. The pattern in the chauffeur/executive sector was markedly different, with four trips per shift (therefore only about one trip per three hours).

Shift lengths are much higher than indicated at recruitment, and are higher than in the taxi sector.

Table 49: Number of trips per shift

Base: All PHV Shifts	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size: - un-weighted	(252)	(262)	(124)	(124)
- weighted	(252)	(263)	(124)	(138)
	%	%	%	%
1	1	1	11	11
2	3	2	20	20
3	2	5	20	11
4	11	8	22	23
5	9	10	10	12
6	12	11	6	7
7	12	11	4	5
8	9	11	3	6
9	10	10	1	4
10	10	8	1	1
11	4	4	-	-
12	6	6	-	-
13	3	2	-	-
14	2	2	-	-
15	2	3	-	-
16	*	*	-	-
17	*	2	-	-
18	*	1	2	-
19	*	1	-	-
20	-	1	-	-
21	-	*	-	-
22+	1	3	-	-
Average number of trips	7.9	8.6	3.8	4.1
Average shift (hours)	9.1	8.5	10.5	10.1

7.4 Journeys Undertaken

Information from the diaries has also been analysed to provide a detailed breakdown of all fare earning journeys undertaken by drivers participating in the survey.

Looking first at the distribution of journeys by time of day and day of week, nearly two thirds start during the weekday daytime period (Monday-Friday, 06.00-19.59) – 62% for minicab and 64% for chauffeur/executive drivers. Chauffeur/executive drivers work a lot more on Monday-Thursday evenings and nights than minicab drivers, but less on Friday and Saturday nights.

Table 50: Distribution of journeys by time of day/day of week

Base: All trips	<u>Minicab 2009</u>	<u>Minicab 2006</u>	<u>Chauffeur- Executive 2009</u>	<u>Chauffeur- Executive 2006</u>
Base size: - un-weighted	(1992)	(2256)	(474)	(522)
- weighted	(1992)	(2231)	(474)	(549)
	%	%	%	
Monday-Friday (06.00 - 19.59) daytime	62	60	64	72
Saturday and Sunday (06.00 - 19.59) daytime	9	6	9	7
Monday-Thursday (20.00 - 21.59) evening	5	5	7	5
Friday (20.00 - 21.59) evening	2	2	1	*
Saturday & Sunday (20.00 - 21.59) evening	2	1	1	0
Monday-Thursday nights (22.00 - 05.59) night	9	11	16	10
Friday night (22.00 - 05.59) night	5	6	*	4
Saturday night (22.00 - 05.59) night	4	6	1	1
Sunday night (22.00 - 05.59) night	1	3	2	*

- = zero

* = less than 0.5%

** = low base (less than 20)



In 2009, drivers were asked to identify for each trip the type of pick-up that it was. The results show that almost half of all minicab trips are from home addresses and just over a third of executive/chauffeur trips. Amongst chauffeur/executive journeys the split is more even between pick-ups from home addresses and from office/commercial buildings.

Less than a fifth of minicab journeys leave straight from the cab-office (16%), and no chauffeur/executive journeys.

Table 51: Distribution of journeys by type of pick-up

Base: All trips	<u>Minicab</u>	<u>Chauffeur-Executive</u>
	<u>2009</u>	<u>2009</u>
Base size: - un-weighted	(1990)	(434)
- weighted	(1990)	(434)
	%	%
Home address	47	35
Cab office	17	0
Office/commercial building	18	38
Street location	6	2
Night venue	3	3
Other	9	21

- = zero

* = less than 0.5%

** = low base (less than 20)



The origin and destination of each trip was coded to one of the following five areas and for some tables combined into the five groups below, as in 2006. In 2003 six areas were used (Central London: Radial: Inner London: Outer London; Suburban Radial: Heathrow).

Areas

- Central = within the *original* central Congestion Charge Zone
- Inner = within Inner London borough boundaries but outside the original Congestion Charge Zone
- Suburban = within Suburban borough boundaries except Heathrow
- Heathrow = Heathrow airport
- Outside = outside Greater London boundary

Groups

- Central & Inner = both origin & destination within central or inner London
- Radial = Central or inner London to or from suburban London (including journeys to Heathrow)
- Suburban = both origin & destination within suburban area (including journeys to Heathrow)
- From Heathrow = from Heathrow (excluding journeys to destinations outside London)
- To outside London = to/from origins/destinations outside London



Table 52: Origin / Destination of Trips: Minicab

Base: All Minicab trips (excluding 'not stated')

From:	To:						To:					
	<u>Central</u> Nos.	<u>Inner</u> Nos.	<u>Subur</u> <u>ban</u> Nos.	<u>Heath</u> <u>row</u> Nos.	<u>Out</u> <u>side</u> Nos.	<u>Total</u> Nos.	<u>Central</u>	<u>Inner</u>	<u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>	<u>Total</u>
Central	34	48	23	5	3	113	30%	42%	20%	4%	3%	100%
Inner	73	288	86	10	17	474	15%	61%	18%	2%	4%	100%
Suburban	28	84	1019	23	80	1234	2%	7%	83%	2%	6%	100%
Heathrow	-	1	24	-	7	32	0%	3%	75%	0%	22%	100%
Outside	-	3	36	4	18	61	0%	5%	59%	7%	30%	100%
Total to:	136	424	1188	42	125	1914	7%	22%	62%	2%	7%	100%

From:	To:						To:					
	<u>Central</u>	<u>Inner</u>	<u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>	<u>Total</u>	<u>Central</u>	<u>Inner</u>	<u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>	<u>Total</u>
Central	25%	11%	2%	12%	2%	8%	2%	3%	1%	*%	*%	6%
Inner	54%	68%	7%	24%	14%	23%	4%	15%	4%	*%	1%	25%
Suburban	21%	20%	86%	55%	64%	65%	1%	4%	53%	1%	4%	64%
Heathrow	0%	0%	2%	0%	6%	2%	0%	*%	1%	0%	*%	2%
Outside	0%	1%	3%	10%	14%	3%	0%	*%	2%	*%	1%	3%
Total to:	100%	100%	100%	100%	100%	100%	7%	23%	62%	2%	7%	100%



Table 53: Origin / Destination of Trips: Chauffeur/Executive

Base: All Chauffeur/Executive trips (excluding 'not stated')

From:	To:						To:					
	<u>Central</u> Nos.	<u>Inner</u> Nos.	<u>Subur</u> <u>ban</u> Nos.	<u>Heath</u> <u>row</u> Nos.	<u>Out</u> <u>side</u> Nos.	<u>Total</u> Nos.	<u>Central</u>	<u>Inner</u>	<u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>	<u>Total</u>
Central	28	30	15	17	16	106	26%	28%	14%	16%	15%	100%
Inner	23	26	17	27	15	108	21%	24%	16%	25%	14%	100%
Suburban	21	16	49	21	21	128	16%	13%	38%	16%	16%	100%
Heathrow	0	19	36	-	16	71	0%	27%	51%	-	23%	100%
Outside	6	9	9	11	13	48	13%	19%	19%	23%	27%	100%
Total to:	78	100	126	76	81	461	17%	22%	27%	16%	18%	100%

From:	To:						To:					
	<u>Central</u>	<u>Inner</u>	<u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>	<u>Total</u>	<u>Central</u>	<u>Inner</u>	<u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>	<u>Total</u>
Central	36%	30%	12%	22%	20%	23%	6%	7%	3%	4%	3%	23%
Inner	29%	26%	13%	36%	19%	23%	5%	6%	4%	6%	3%	23%
Suburban	27%	16%	39%	28%	26%	28%	5%	3%	11%	5%	5%	28%
Heathrow	0%	17%	29%	-	20%	15%	0%	4%	8%	-	3%	15%
Outside	8%	9%	7%	14%	16%	10%	1%	2%	2%	2%	3%	10%
Total to:	100%	100%	100%	100%	100%	100%	17%	22%	27%	16%	18%	100%



The origin - destination of journeys was coded to the same areas as taxi journeys.

Over half of minicab trips take place entirely within the Suburban area (53%), 15% of trips occur just in the Inner boroughs and 24% of trips occur within the Inner and Central areas combined.

The pattern of origin and destination is a lot more dispersed when looking at trips by chauffeur/executive drivers, with far fewer taking place entirely within the suburban area (11%). 23% of trips take place entirely within the Central and Inner areas combined, and the remainder are longer trips with higher proportions of journeys involving Heathrow or destinations outside London than amongst minicab drivers.

There is a dramatic difference between minicab and chauffeur/executive journeys in terms of payment type. Three quarters of chauffeur/executive trips are on account (77%); compared to less than a fifth of minicab trips (17%). On the other hand, 83% of minicab trips are paid for in the car, almost all by cash.

Table 54: Type of Journey payment

Base: All trips (excluding not stated)	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size: - un-weighted	(1779)	(2066)	(395)	(499)
- weighted	(1779)	(2041)	(395)	(526)
	%	%	%	%
In car - total	83	87	23	26
Cash	82	N/A	19	N/A
Bankcard	1	N/A	4	N/A
On account	17	10	77	69
Taxicard/Capital Call	0	3	0	5

- = zero

* = less than 0.5%

** = low base (less than 20)

Almost all minicab fares are paid at the end of the journey, whilst most chauffeur/executive fares are paid at the office.

Table 55: When paid

Base: All trips (excluding not stated)	<u>Minicab</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2009</u>
Base size: - un-weighted	(1624)	(265)
- weighted	(1624)	(265)
	%	%
Operator/ Cab Office	11	66
Paid at start of journey	2	3
Paid at end of journey	87	31



Looking at the purpose of journeys undertaken, one in four minicab journeys involve taking the passenger to or from their usual work place and almost as many trips are made for using services/ personal business. The distribution of journey purposes in 2009 was very similar to the profile recorded in 2006, with the exception of fewer trips for sport/ entertainment/social objectives.

Chauffeur/executive drivers reported a higher incidence of journeys work purposes, notably for trips made on the employer’s business.

Table 56: Journey Purpose

Base: All trips	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur</u> <u>Executive</u> <u>2009</u>	<u>Chauffeur</u> <u>Executive</u> <u>2006</u>
Base size: - un-weighted	(1751)	(2005)	(418)	(495)
- weighted	(1751)	(1980)	(418)	(522)
	%	%	%	%
To/from usual workplace	24	23	22	25
Collect/deliver something	4	2	3	3
Other work/employer’s business	9	6	40	37
To/from shopping	12	12	1	1
Use services/personal business	21	20	10	16
To/from sport/entertainment/social	18	29	8	7
To/from education	6	3	1	1
Hotel/holiday home	5	4	10	6
Accompanying/collecting someone	2	1	5	4
- = zero				
* = less than 0.5%				
** = low base (less than 20)				

Looking at journey purpose by the day of week and time of day, 'going to and from work' is the highest mentioned reason for taking a minicab journey during the week, although the proportion of commuting journeys was actually slightly higher in the evening/at night. Weekday evenings and nights tended to see a higher proportion of journeys for social purposes.

At the weekends, both during the day and night, the highest proportion of minicab trips are made for sport/entertainment/social purposes, followed by shopping trips during weekend days and personal business on weekend nights. Compared to 2006, more trips were made in 2009 for shopping purposes on weekend days and fewer trips were made for sport/entertainment/social purposes.

Table 57: Journey purpose by day of week/time band - Minicab

Base: All trips excluding not stated	Total <u>2009</u>	<u>Monday – Friday</u>		<u>Saturday/Sunday</u>	
		<u>6am-8pm</u>	<u>8pm-6am</u>	<u>6am-8pm</u>	<u>8pm-6am</u>
Base size: - un-weighted	(1751)	(1110)	(346)	(166)	(33)
- weighted	(1751)	(1110)	(346)	(166)	(33)
	%	%	%	%	%
To/from usual workplace	24	25	28	19	9
Collect/deliver something	4	4	3	3	6
Other work/employer's business	9	10	5	5	9
To/from shopping	12	14	3	25	-
Use services/personal business	21	23	17	13	24
To/from sport/entertainment/social	18	9	34	27	45
To/from education	6	9	1	1	-
Hotel/holiday home	5	3	6	5	6
Accompanying/collecting someone	2	2	3	2	-

- = zero

* = less than 0.5%

** = low base (less than 20)

Chauffeur/executive trips were made much more often for commuting purposes on weekday evenings and nights, and personal business trips were more evident at weekends during the day.

Table 58: Journey purpose by day of week/time band – Chauffeur-Executive

	Total 2009	<u>Monday – Friday</u>		<u>Saturday/Sunday</u>	
		<u>6am-8pm</u>	<u>8pm-6am</u>	<u>6am-8pm</u>	<u>8pm-6am</u>
Base: All trips					
Base size: - un-weighted	(418)	(263)	(97)	(41)	(17)**
- weighted	(418)	(263)	(97)	(41)	(17)**
	%	%	%	%	%
To/from usual workplace	22	14	57	5	6
Collect/deliver something	3	4	-	2	-
Other work/employer's business	40	53	24	7	12
To/from shopping	1	2	-	-	-
Use services/personal business	10	9	3	37	12
To/from sport/entertainment/social	8	4	6	24	47
To/from education	1	1	-	-	-
Hotel/holiday home	10	8	8	20	18
Accompanying/collecting someone	5	5	2	5	6
- = zero					
* = less than 0.5%					
** = low base (less than 20)					

The average minicab journey lasted just under half an hour, as it had in 2006. However, this average contains a wide range of journey lengths. For example, six in ten journeys lasted twenty minutes or less, whilst 7% lasted for more than one hour.

The average trip duration for a chauffeur/executive journey was over an hour (68 minutes) compared with 25 minutes for minicab trips.

Table 59: Journey duration (time)

Base: All trips	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size: - un-weighted	(1992)	(2256)	(474)	(522)
- weighted	(1992)	(2231)	(474)	(549)
	%	%	%	%
Up to 5 minutes	8	10	*	-
6-10 minutes	22	25	2	3
11-20 minutes	30	31	18	14
21-30 minutes	14	13	11	14
31-40 minutes	8	6	12	12
41-50 minutes	6	5	12	11
51 minutes – one hour	3	3	11	13
One hour+	7	6	30	33
Not stated	1	*	4	1
Average duration (minutes)	25	24	68	60

- = zero

* = less than 0.5%

** = low base (less than 20)

Looking at journey duration by origin/destination, the shorter minicab journeys tend to be those that take place entirely within the Suburban or Inner areas (18 and 21 minutes on average). The longest trips are those that start at Heathrow, or that go from the centre to Heathrow or to destinations beyond the Greater London Boundary.

Chauffeur/executive journeys take longest when going to either Heathrow or destinations outside London from all origins; or when travelling from the centre to Heathrow or from Heathrow to Inner and Suburban boroughs. The shortest journeys are those again within the Suburban and Inner area but also journeys between the Centre and Inner boroughs.

Table 60: Average journey time by origin-destination: Minicab

Base: All 2009 Minicab trips

From:	To:				
	<u>Central</u> Base	<u>Inner</u> Base	<u>Subur</u> <u>ban</u> Base	<u>Heath</u> <u>row</u> Base	<u>Out</u> <u>side</u> Base
Central	34	48	23	5**	3**
Inner	73	288	86	10**	17**
Suburban	28	84	1019	23	80
Heathrow	-	1**	24	-	7**
Outside	-	3**	36	4**	18**

From:	To:				
	<u>Central</u> Minutes	<u>Inner</u> Minutes	<u>Subur</u> <u>ban</u> Minutes	<u>Heath</u> <u>row</u> Minutes	<u>Out</u> <u>side</u> Minutes
Central	43	30	41	63	78
Inner	27	21	29	61	65
Suburban	54	35	18	50	27
Heathrow	-	90	69	-	106
Outside	-	84	41	74	18

- = zero

** = low base (less than 20)

Table 61: Average journey time by origin-destination: Chauffeur-Executive

Base: All 2009 Chauffeur/Executive trips

From:	To:				
	<u>Central</u> Base	<u>Inner</u> Base	<u>Subur</u> <u>ban</u> Base	<u>Heath</u> <u>row</u> Base	<u>Out</u> <u>side</u> Base
Central	28	30	15**	17**	16**
Inner	23	26	17**	27	15**
Suburban	21	16**	49	21	21
Heathrow	-	19**	36	-	16**
Outside	6**	9**	9**	11**	13**

From:	To:				
	<u>Central</u> Minutes	<u>Inner</u> Minutes	<u>Subur</u> <u>ban</u> Minutes	<u>Heath</u> <u>row</u> Minutes	<u>Out</u> <u>side</u> Minutes
Central	35	44	46	107	84
Inner	71	56	42	65	69
Suburban	53	69	36	55	104
Heathrow	-	104	84	-	79
Outside	171	62	144	50	128

- = zero

** = low base (less than 20)



The average distance travelled per minicab journey is nearly six miles, whilst chauffeur/executive journeys are on average close to 20 miles. For both sectors, the average trip length was marginally greater than recorded in 2006.

Table 62: Journey distance (miles)

Base: All trips	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size - un-weighted	(1992)	(2256)	(474)	(522)
- weighted	(1992)	(2231)	(474)	(549)
	%		%	
Up to 1 mile	7	6	*	*
1 mile – 1.9 miles	22	22	2	4
2 miles – 2.9 miles	16	18	4	3
3 miles – 3.9 miles	13	13	8	8
4 miles – 4.9 miles	9	9	7	6
5 miles – 5.9 miles	6	6	5	5
6 miles – 6.9 miles	4	4	5	3
7 miles – 7.9 miles	4	3	4	3
8 miles – 8.9 miles	2	2	3	2
9 miles – 9.9 miles	2	2	2	3
10 miles – 19.9 miles	8	9	26	30
20 miles +	6	3	33	30
Not stated	2	3	3	4
Average distance (miles)	5.8	5.5	19.7	19.5

- = zero

* = less than 0.5%

** = low base (less than 20)



The table below shows journey distance by the average journey duration. The minicab journeys of less than 2 miles last 10 minutes on average, while journeys of between 4 and 5 miles last a little under 25 minutes, on average. Interestingly, in almost all distance categories, minicab drivers recorded marginal increases in the time taken to complete the journey in 2009, when compared to 2006.

Chauffeur/executive car journeys tended to take slightly longer than the corresponding minicab journey.

Table 63: Journey distance (miles) by duration (minutes)

Base: All trips	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size: - un-weighted	(1992)	(2256)	(474)	(522)
- weighted	(1992)	(2231)	(474)	(549)
	minutes	Minutes	minutes	Minutes
Up to 1 mile	10.0	6.9	6.0	15.0
1 mile – 1.9 miles	9.8	9.8	17.4	12.6
2 miles – 2.9 miles	13.7	12.6	19.1	18.4
3 miles – 3.9 miles	18.8	16.3	21.2	31.5
4 miles – 4.9 miles	23.0	21.1	21.5	32.9
5 miles – 5.9 miles	31.6	26.0	40.5	38.9
6 miles – 6.9 miles	32.1	42.0	39.4	31.6
7 miles – 7.9 miles	38.2	31.9	39.9	37.1
8 miles – 8.9 miles	36.7	36.5	44.5	51.7
9 miles – 9.9 miles	43.6	39.9	41.3	43.1
10 miles – 19.9 miles	54.3	53.1	60.6	57.9
20 miles – 29.9 miles	65.8	66.6	91.2	87.9
30 miles – 39.9 miles	77.2	90.1	124.9	71.6
40 miles – 49.9 miles	96.5	82.9	119.8	109.9
50 miles +	106.4	128.9	171.8	134.2

- = zero
 * = less than 0.5%
 ** = low base (less than 20)

7.5 PHV Fares

The average minicab fare paid is £11.42, an increase of 13% over 2006 (£10.14). As to be expected, Chauffeur/executive driver trips recorded a far higher average fare at almost £60.00, a marked rise from that reported in 2006.

It should be noted that in half of all cases chauffeur/executive fares were not stated (compared with just 8% of minicab fares).

Table 64: Fare paid

Base: All trips excluding not stated	<u>Minicab</u> 2009	<u>Minicab</u> 2006	<u>Chauffeur-Executive</u> 2009	<u>Chauffeur-Executive</u> 2006
Base size: - un-weighted	(1830)	(2135)	(240)	(310)
- weighted	(1830)	(2110)	(240)	(337)
	%		%	
Up to £3.00	2	1	0	0
£3.01-£4.00	22	15	0	0
£4.01-£5.00	17	19	1	0
£5.01-£6.00	8	10	3	0
£6.01-£7.00	7	6	3	0
£7.01-£10.00	15	17	7	4
£10.01-£15.00	12	14	8	11
£15.01-£20.00	6	6	15	9
£20.01-£25.00	4	4	7	12
£25.01-£30.00	2	3	9	5
More than £30.00	5	6	48	58
Average fare	£11.42	£10.14	£59.88	£36.95

- = zero

* = less than 0.5%

** = low base (less than 20)

The next two tables show the average fare paid by origin-destination in each of the sectors. The data in these tables should be used with caution as the base size for most of the origin/destination cells are very small.

The lowest fares for minicab journeys are for those made entirely within the Suburban and Inner areas (£7.44 and £9.45 respectively), and the highest fares being for longer journeys made either from or to Heathrow and destinations outside London.

Table 65: Average Fare Paid by Origin/Destination - minicab

Base: All Minicab trips excluding not stated

	<u>Central</u> Base	<u>Inner</u> Base	<u>Subur</u> <u>ban</u> Base	<u>Heath</u> <u>row</u> Base	<u>To:</u> <u>Out</u> <u>side</u> Base
From:					
Central	23	37	14**	5**	2**
Inner	55	274	74	10**	10**
Suburban	24	74	973	21	78
Heathrow	-	1**	21	-	7**
Outside	-	3**	28	3**	18**

	<u>Central</u>	<u>Inner</u>	<u>To:</u> <u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>
From:					
Central	£11.99	£16.90	£28.14	£39.00	£59.00
Inner	£12.26	£9.45	£14.47	£35.01	£43.40
Suburban	£23.58	£15.57	£7.44	£30.30	£16.06
Heathrow	-	£44.00	£33.10	-	£81.57
Outside	-	£65.60	£21.40	£60.67	£11.15

- = zero
 * = less than 0.5%
 ** = low base (less than 20)



Chauffeur/executive trips show a slightly different pattern with the lowest fares being for journeys made entirely within the Inner boroughs, and the highest fares being for longer journeys made from the Central area to Heathrow and outside London; or from the Inner boroughs to outside London and from Heathrow to the Inner boroughs.

Table 66: Average Fare Paid by Origin/Destination – chauffeur/executive

Base: All Chauffeur/Executive trips

	<u>Central</u> Base	<u>Inner</u> Base	<u>Subur</u> <u>ban</u> Base	<u>To:</u> <u>Heath</u> <u>row</u> Base	<u>Out</u> <u>side</u> Base
From:					
Central	14	9	8	12	9
Inner	9	12	8	15	4
Suburban	7	9	14	17	15
Heathrow	-	14	21	-	8
Outside	6	4	5	6	10

**Note – all nearly all base sizes less than 20

	<u>Central</u>	<u>Inner</u>	<u>To:</u> <u>Subur</u> <u>ban</u>	<u>Heath</u> <u>row</u>	<u>Out</u> <u>side</u>
From:					
Central	£24.36	£55.75	£35.34	£104.52	£72.41
Inner	£52.17	£15.73	£48.32	£41.09	£72.00
Suburban	£33.66	£45.44	£58.43	£41.86	£63.60
Heathrow	-	£77.41	£60.73	-	£46.13
Outside	£190.59	£44.27	£113.00	£59.46	£79.74

- = zero

* = less than 0.5%

** = low base (less than 20)

The next few charts examine average fares by time bands. From the line graph below we can see that the highest minicab average fares in 2009 are for weekday nights which has risen markedly since 2006. On the other hand, chauffeur average fares are highest during daytime.

Table 66: Fare Paid by Time of Day and Day of Week - Minicab

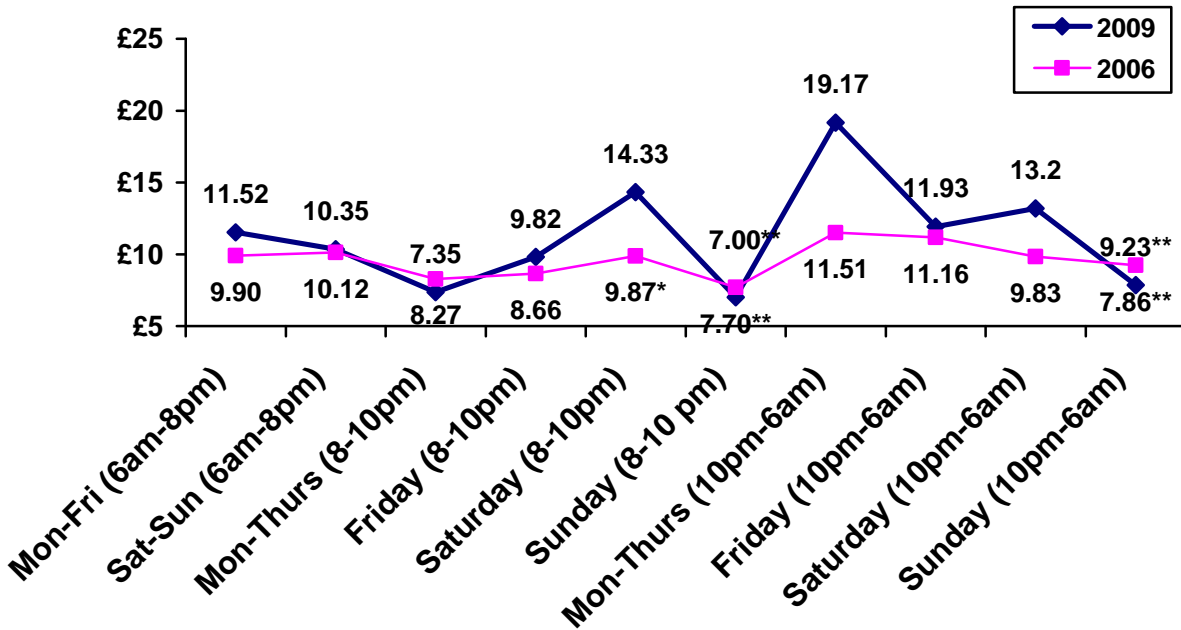
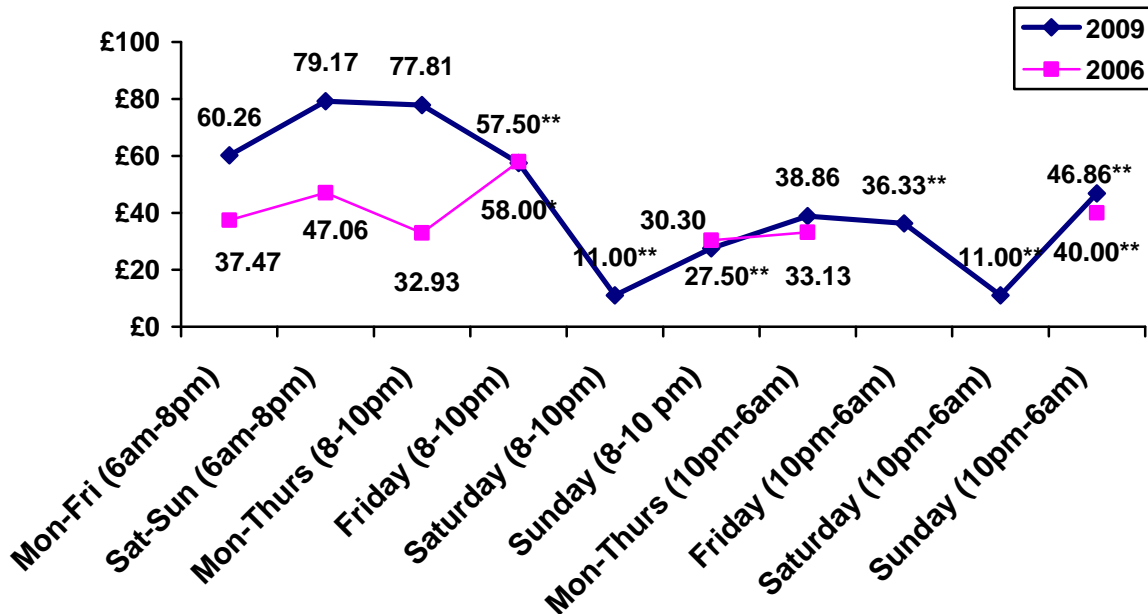


Table 67: Fare Paid by Time of Day and Day of Week – Chauffeur-Executive



- = zero

* = less than 0.5%

** = low base (less than 20)

Average fares by timeband are shown across the different types of operation in the table below. Minicab journeys are generally less expensive, except for weekday (Monday-Thursday) nights and Saturday evening and nights. Chauffeur/executive journeys are a lot more expensive on weekdays and evenings and weekend days.

Table 68: Average Fare Paid by Time Band

Base: All trips	<u>Minicab</u>	<u>Minicab</u>	<u>Chauffeur-</u>	<u>Chauffeur-</u>
	<u>2009</u>	<u>2006</u>	<u>Executive</u>	<u>Executive</u>
			<u>2009</u>	<u>2006</u>
Base size: - un-weighted	(1992)	(2256)	(459)	(522)
- weighted	(1992)	(2231)	(459)	(549)
	%		%	
Mon-Fri 06.00-19.59 day	£11.52	£9.90	£60.26	£37.47
Sat & Sunday 06.00- 19.59 day	£10.35	£10.12	£79.17	£47.06
Mon-Thurs 20.00-21.59 evening	£7.35	£8.27	£77.81	£32.93
Friday 20.00-21.59 evening	£9.82	£8.66	£57.50*	£58.00
Saturday 20.00-21.59 evening	£14.33	£9.87*	£11.00*	-
Sunday 20.00-21.59 evening	£7.00*	£7.70	£27.50*	-
Mon-Thurs 22.00-05.59 night	£19.17	£11.51	£8.18	£13.30
Friday 22.00-05.59 night	£17.01	N/A	-	N/A
Saturday 22.00-05.59 night	£13.20	N/A	£9.00*	N/A
Sunday 22.00-06.00 night	£7.86	£9.83	£42.50	£40.00

- = zero

* = less than 0.5%

** = low base (less than 20)

The table below shows fares paid by time of day and day of week. The highest average fare paid for minicab trips is made on a weekend during the evening and at night (£11.74). The highest average fare for Chauffeur-Executive trips is made on the weekend during the day (£79.17). Compared to 2006, in 2009 there was a similar incidence of expensive fares recorded for minicab trips. For Chauffeur-Executive trips there is a higher incidence of expensive trips than recorded in 2006 – 58% vs. 48%.

Table 69: Fare Paid by Time of Day and Day of Week - Minicab

	Total	Monday – Friday		Saturday/Sunday		Total
		6am-8pm	8pm-6am	6am-8pm	8pm-6am	
Base: All trips	2009	'09	'09	'09	'09	2006
Base: - un-weighted	(1830)	(1121)	(400)	(179)	(128)	(2674)
- weighted	(1830)	(1121)	(400)	(179)	(128)	(2674)
	%	%	%	%	%	%
Up to £3.00	1	1	1	-	-	2
£3.01-£4.00	15	15	17	12	10	22
£4.01-£5.00	19	21	13	26	6	17
£5.01-£6.00	10	9	11	11	14	8
£6.01-£7.00	6	6	7	2	6	7
£7.01-£10.00	17	15	17	19	22	15
£10.01-£15.00	14	13	17	15	16	12
£15.01-£20.00	6	6	6	4	8	6
£20.01-£25.00	4	4	4	4	10	4
£25.01-£30.00	3	3	2	3	5	2
More than £30.00	6	7	6	4	2	5
Average fare £s	11.42	11.52	11.53	10.35	11.74	14.03

Table 70: Fare Paid by Time of Day and Day of Week – Chauffeur-Executive

	Total	Monday – Friday		Saturday/Sunday		Total
		<u>6am-8pm</u>	<u>8pm-6am</u>	<u>6am-8pm</u>	<u>8pm-6am</u>	
Base: All trips	2009	'09	'09	'09	'09	2006
Base: - un-weighted	(240)	(158)	(32)	(36)	(14)	(337)
- weighted	(240)	(158)	(32)	(36)	(14)	(337)
	%	%	%	%	%	%
Up to £3.00	*	1	-	-	-	-
£3.01-£4.00	-	-	-	-	-	-
£4.01-£5.00	-	-	-	-	-	2
£5.01-£6.00	*	-	-	-	7	3
£6.01-£7.00	*	1	-	-	-	3
£7.01-£10.00	4	3	3	-	21	7
£10.01-£15.00	11	13	16	6	-	8
£15.01-£20.00	9	9	9	6	14	15
£20.01-£25.00	12	13	19	3	-	7
£25.01-£30.00	5	6	6	3	-	9
More than £30.00	58	54	47	83	57	48
Average fare £s	59.88	60.26	47.43	79.17	34.50	36.95

- = zero

* = less than 0.5%

** = low base (less than 20)

A summary of the average fares paid by origin/destination and by time period is shown below. The lower minicab fares are for Suburban journeys, followed by those that take place within Inner boroughs and the Central area. The higher fares are for trips from Heathrow and to destinations outside of London.

Table 71: Average Fare Paid by Origin/Destination and by Time Band - Minicab

	<u>Inner Central</u>	<u>Radial</u>	<u>Suburban</u>	<u>From Heathrow</u>	<u>To Outside London</u>
Mon-Fri 06.00-19.59	£10.14	£18.36	£8.02	£36.96**	£25.45
Mon-Thurs 20.00-21.59	£8.27	£15.25**	£5.40	£21.75**	£7.30**
Friday 20.00-21.59	£8.25**	£12.38**	£7.29	£55.00**	£14.50**
Mon-Thurs nights 22.00-05.59	£12.96	£25.97	£12.70	-	£46.00**
Friday night 22.00-05.59	£17.29**	£13.50**	£12.49	-	£45.50**
Sat-Sun 06.00-19.59	£10.28**	£20.03**	£7.41	£29.25**	£19.94**
Sat-Sun 20.00-21.59	£13.22**	£18.14**	£10.66**	£35.00**	£6.00**
Sat night 22.00-05.59	£17.03	£17.50**	£8.02	-	-
Sun night 22.00-05.59	£11.75**	£10.50**	£8.00**	-	£6.00**

**Table 72: Average Fare Paid by Origin/Destination and by Time Band –
Chauffeur/ Executive**

	<u>Inner Central</u>	<u>Radial</u>	<u>Suburban</u>	<u>From Heathrow</u>	<u>To Outside London</u>
Mon-Fri 06.00-19.59	£41.67	£58.73	£31.90	£67.47	£54.28
Mon-Thurs 20.00-21.59	-	£12.00**	-	£40.00**	£139.94**
Friday 20.00-21.59	-	-	-	£57.50**	-
Mon-Thurs nights 22.00-05.59	£7.22	£14.00	-	-	£6.40**
Friday night 22.00-05.59	-	-	-	-	-
Sat-Sun 06.00-19.59	-	£76.14**	£109.86**	£78.00**	£71.00**
Sat-Sun 20.00-21.59	£10.75**	-	-	£45.00**	-
Sat night 22.00-05.59	£9.00**	-	-	-	-
Sun night 22.00-05.59	-	-	-	-	£50.00**

- = zero

* = less than 0.5%

** = low base (less than 20)

The table below shows the average fare by journey duration.

When looking at Minicab compared to Chauffeur/Executive fares by duration, the Chauffeur/Executive fares are approximately double the minicab fares for many time ranges. The marked increase in chauffeur/executive fares noted earlier is mainly due to longer duration journeys.

Table 73: Journey Duration by Average Fare paid

	<u>Minicab 2009</u>	<u>Minicab 2006</u>	<u>Chauffeur- Executive 2009</u>	<u>Chauffeur- Executive 2006</u>
All trips	£11.42	£10.14	£59.88	£36.95
Up to 5 minutes	£4.50	£4.03	-	-
6-10 minutes	£5.18	£5.04	£8.10	£6.99
11-20 minutes	£7.90	£7.42	£14.40	£15.61
21-30 minutes	£12.14	£12.24	£20.81	£24.15
31-40 minutes	£17.52	£18.47	£28.08	£28.00
41-50 minutes	£21.13	£21.47	£38.44	£37.27
51 minutes – 1 hour	£28.47	£24.85	£51.09	£44.43
One hour+	£39.67	£31.53	£108.16	£63.31

- = zero

* = less than 0.5%

** = low base (less than 20)

Looking at fare paid by the distance travelled, there is a clear correlation between the two for minicab journeys as shown in the table below.

In 2009, the longer journeys of over 10 miles show very large average fare rises compared with 2006.

Table 74: Journey Distance by Average Fare Paid

	<u>Minicab 2009</u>	<u>Minicab 2006</u>	<u>Chauffeur- Executive 2009</u>	<u>Chauffeur- Executive 2006</u>
All trips	£11.42	£10.14	£59.88	£36.95
Up to 1 mile	£5.56	£4.04	£7.70**	£11.70**
1 mile – 1.9 miles	£4.96	£4.35	£10.40**	£13.73**
2 miles – 2.9 miles	£5.89	£5.76	£19.26**	£19.26**
3 miles – 3.9 miles	£8.11	£7.48	£13.93	£18.15**
4 miles – 4.9 miles	£10.18	£9.15	£12.32	£21.03**
5 miles – 5.9 miles	£11.88	£11.40	£41.66	£21.54**
6 miles – 6.9 miles	£14.42	£12.80	£34.81	£18.07**
7 miles – 7.9 miles	£16.86	£15.22	£25.13**	£22.80**
8 miles – 8.9 miles	£17.44	£15.70	£32.19**	£20.78**
9 miles – 9.9 miles	£19.70	£16.91	£17.19**	£21.01**
10 miles – 19.9 miles	£26.67	£23.71	£45.41	£34.60**
20 miles – 29.9 miles	£39.89	£34.64	£61.98	£47.74**
30 miles – 39.9 miles	£40.63	£42.21	£102.91	£59.73**
40 miles – 49.9 miles	£66.64	£39.61	£113.72	£62.47**
50 miles +	£65.14	£61.40	£159.23	£107.27**

- = zero

* = less than 0.5%

** = low base (less than 20)

7.6 Passenger profiles

In most cases, just one passenger is carried on the trip.

There was no difference between chauffeur/executive and minicab drivers in terms of average number of passengers carried (1.4 each); although chauffeur/ executive drivers tend to carry only one passenger slightly more often than minicabs (70% v 66%).

Table 75: Number of passengers carried

Base: All trips	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size: - un-weighted	(1992)	(2256)	(474)	(522)
- weighted	(1992)	(2231)	(474)	(549)
	%		%	
None	2	1	4	2
One	66	65	70	67
Two	22	22	18	20
Three	6	7	3	6
Four	3	3	3	3
Five+	1	*	2	*
Not stated	-	1	-	2
Average number of passengers	1.4	1.5	1.4	1.4

- = zero

* = less than 0.5%

** = low base (less than 20)



Looking at the demographic profile of passengers carried, almost two thirds (63%) of the passengers that chauffeur/executive drivers carry are male, compared to an even proportion of male and female passengers carried by minicabs.

Table 76: Passenger gender

Base: All passengers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size - un-weighted	(2875)	(3361)	(659)	(758)
- weighted	(2875)	(3228)	(659)	(800)
	%	%	%	%
Male	49	49	63	62
Female	50	51	35	37
Not stated	2	1	2	1

- = zero

* = less than 0.5%

** = low base (less than 20)

The tables below show passenger gender by origin/destination of the trip. Radial minicab journeys and those within Suburban areas are more likely to carry female passengers, but in the other main journey categories male passengers are in the slight majority. In particular, six in ten journeys made from Heathrow carry male passengers (60%).

Looking at the chauffeur/executive market, males are in the majority across all origin-destinations.

**Table 77: Passenger gender by Origin/Destination by service**

2009	<u>Total</u>	<u>Inner Central</u>	<u>Radial</u>	<u>Suburban</u>	<u>From Heathrow</u>	<u>Destinations Outside London</u>
Base size: - unweighted	2831	604	302	1532	32	161
- weighted	2831	604	302	1532	32	161
	%	%	%	%	%	%
Male	50	52	48	47	53	60
Female	50	48	52	53	47	40

Minicab**Chauffeur/Executive**

2009	<u>Total</u>	<u>Inner Central</u>	<u>Radial</u>	<u>Suburban</u>	<u>From Heathrow</u>	<u>Destinations Outside London</u>
Base size: - unweighted	646	151	148	92	75	99
- weighted	646	151	148	92	75	99
	%	%	%	%	%	%
Male	65	61	59	79	68	58
Female	35	39	41	21	32	42

Looking at passenger gender by time of day, the only variations are for journeys made at night, which are more likely (than at other times) to be made by males when looked at the minicab passenger level (55%), but chauffeur/executive vehicles are slightly more likely to transport female passengers at night than at other times of day.

Table 78: Passenger Gender by Time of Day/Day of Week

Base: All Minicab passengers	Total 2009	Mon – Fri 6am – 8pm	Sat/Sun 6am – 8pm	Night 8pm – 6am
Base size: - un-weighted	(2875)	(1757)	(257)	(859)
- weighted	(2875)	(1757)	(257)	(859)
	%	%	%	%
Male	49	47	44	54
Female	50	51	56	45
Not Stated	2	2	*	1

Chauffeur/Executive

Base: All Chauffeur/ Executive passengers	Total 2009	Mon – Fri 6am – 8pm	Sat/Sun 6am – 8pm	Night 8pm – 6am
Base size: - un-weighted	(659)	(406)	(87)	(164)
- weighted	(659)	(406)	(87)	(164)
	%	%	%	%
Male	63	66	59	61
Female	35	33	37	38
Not Stated	2	2	5	1

- = zero

* = less than 0.5%

** = low base (less than 20)

The passenger age profile in 2009 was similar to that recorded in 2006. Three quarters (77%) of minicab passengers are aged 16-59, children aged less than 15 years are in the minority (7%), as are those aged 60+ years (12%). The age profile for chauffeur/executive passengers is even more condensed in the 16-59 age range compared with minicab drivers (90% v 77%).

Table 79: Passenger age

Base: All passengers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size: - un-weighted	(2728)	(3138)	(611)	(715)
- weighted	(2728)	(3005)	(611)	(757)
	%	%	%	%
Under 6	4	2	1	1
6-15	7	5	4	3
16-59	77	81	90	90
60+	12	12	5	6

- = zero

* = less than 0.5%

** = low base (less than 20)



The tables below shows passenger age by type of journey. Minicab trips made in Suburban areas are increasingly more likely to carry children and passengers aged 60+, but young and old passengers combined still make up only just over a quarter of all minicab passengers on Suburban journeys. Minicab trips from Heathrow are most likely to carry passengers aged 16-59.

Table 80: Passenger age by origin/destination

<u>Minicab</u> <u>Base: All passengers</u>	<u>Total</u>	<u>Inner</u> <u>Central</u>	<u>Radial</u>	<u>Suburban</u>	<u>From</u> <u>Heathrow</u>	<u>Destinations</u> <u>Outside</u> <u>London</u>
Base size: - unweighted	2728	573	287	1500	31	146
- weighted	2728	573	287	1500	31	146
	%	%	%	%	%	%
0-6	4	3	3	5	3	5
6-15	7	4	5	8	3	6
16-59	77	87	85	71	94	84
60+	12	7	7	16	0	5

<u>Chauffeur-Executive</u> <u>Base: All passengers</u>	<u>Total</u>	<u>Inner</u> <u>Central</u>	<u>Radial</u>	<u>Suburban</u>	<u>From</u> <u>Heathrow</u>	<u>Destinations</u> <u>Outside</u> <u>London</u>
Base size: - unweighted	611	135	137	92	76	96
- weighted	611	135	137	92	76	96
	%	%	%	%	%	%
0-6	1	0	1	1	5	2
6-15	4	4	1	2	5	4
16-59	90	90	95	91	84	85
60+	5	7	3	5	5	8

- = zero

* = less than 0.5%

** = low base (less than 20)

Six in ten of chauffeur/executive drivers' main passengers live in Greater London, just over a fifth are normally resident overseas and a sixth normally live in other parts of the UK. Conversely, most minicab passengers are based in London (89%).

Table 81: Residency of main passenger

Base: All trips excluding not stated	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur-Executive</u> <u>2009</u>	<u>Chauffeur-Executive</u> <u>2006</u>
Base size: - un-weighted	(1923)	(2048)	(433)	(519)
- weighted	(1923)	(2048)	(433)	(519)
	%		%	
Within Greater London	89	87	61	56
Rest of UK	6	9	17	21
Overseas	5	3	22	23

- = zero
 * = less than 0.5%
 ** = low base (less than 20)

In 2009, just 3% of all minicab passengers carried were registered disabled and 1% were wheelchair users, the same as reported in 2006. Chauffeur/executive drivers recorded lower proportions of disabled or wheelchair using passengers, compared with minicab drivers.

Table 82: Whether passenger is registered disabled or a wheelchair user

Base: All passengers	<u>Minicab</u> <u>2009</u>	<u>Minicab</u> <u>2006</u>	<u>Chauffeur- Executive</u> <u>2009</u>	<u>Chauffeur- Executive</u> <u>2006</u>
Base size - un-weighted	(2875)	(3361)	(659)	(758)
- weighted	(2875) %	(3228)	(659) %	(800)
Registered disabled (not wheelchair user)	3	3	1	*
Wheelchair user	1	1	*	-
Not disabled	96	97	99	100

- = zero

* = less than 0.5%

** = low base (less than 20)

7.7 PHV Journeys To/From Heathrow

This section looks specifically at PHV journeys to/from Heathrow Airport which account for 8.5% of the trips recorded in the diaries*. Due to the relatively low base size in the individual sectors, the figures have been aggregated to the total PHV level. Chauffeur/executive drivers make 67% of these journeys and minicab drivers 33%.

Half the journeys to/from Heathrow are on account and two in three are made during the weekday daytime time band. Two thirds of the chauffeur/executive journeys to/from Heathrow are on account (66%), contrasting with almost two thirds of minicab journeys to/from Heathrow being paid for privately.

The table below shows the purpose of journeys to/from Heathrow compared with the total. The largest proportion of trips to/from Heathrow is for “other work/employer’s business”, nearly three times the level for all PHV journeys; next highest are journeys for holidays, four times the level for all PHV journeys. In 2009 the proportion of trips that were “to/from usual workplace” dropped significantly.

Table 83: Journey purpose

Base: All trips	-----2009-----			
	Total <u>2009</u>	Heathrow <u>2009</u>	Heathrow <u>2006</u>	Heathrow <u>2003</u>
Base size: - un-weighted	(2169)	(178)	(260)	(93)
- weighted	(2169)	(178)	(286)	(93)
	%	%	%	%
To/from usual workplace	24	6	18	15
Collect/deliver something	4	1	2	5
Other work/employer’s business	15	41	41	25
To/from shopping	10	0	1	1
Use services/personal business	19	16	19	18
To/from sport/entertainment/social	16	3	5	5
To/from education	5	1	0	0
Hotel/holiday home	6	23	17	10
Accompanying/collecting someone	3	6	5	22

- = zero

* = less than 0.5%

** = low base (less than 20)

Please note: This section focuses only on Private Hire journeys to and from Heathrow since less than 2% of Taxi trips are made on this route, as opposed to 8.5% of PHV journeys.

Three in four PHV trips to/from Heathrow (74%) carry only one passenger.



The average journey to/from Heathrow lasts one and a quarter hours (75 minutes), more than twice as long as the average for all PHV trips. More than two in five Heathrow trips last longer than one hour (43%).

The average distance for journeys to/from Heathrow is 24 miles but this average conceals quite a wide spread of distances travelled with 8% of journeys being of 10 miles or less and 44% of twenty miles or more.

The average fare for a trip to/from Heathrow is £51.33, an increase of 68% since 2006 (£30.51).

8 Key Differences – Taxi, Minicab and Chauffeur/Executive Markets

The key findings for each of the markets are summarised in the tables below. Taxi drivers and chauffeur/executive drivers are older than minicab drivers, have worked longer in the trade, and are more likely to be of White ethnicity.

Table 84: Driver Profiles

		<u>Taxis</u>	<u>Minicab</u>	<u>Chauffeur-Exec</u>
Base:	All drivers			
	(unweighted)	(377)	(262)	(113)
	(weighted)	(377)	(262)	(113)
		%	%	%
<u>Age:</u>	17 - 24	-	2	-
	24 - 34	5	13	6
	35 - 44	23	28	24
	45 - 54	31	30	32
	55 - 64	28	20	26
	65+	12	6	12
<u>Gender:</u>	Male	97	97	96
	Female	3	3	4
		%	%	%
<u>Ethnic Background:</u>	White	92	48	74
	Afro-Caribbean	1	35	17
	Asian	1	6	6
	African	1	2	-
	Mixed	2	5	0
	Other	3	3	3
<u>Years worked as a driver:</u>	Less than 2	6	30	10
	2 - 5	15	34	34
	6 - 10	21	14	24
	11 - 15	13	12	10
	16 - 20	11	2	5
	Over 20	35	8	18

- = zero

* = less than 0.5%

** = low base (less than 20)

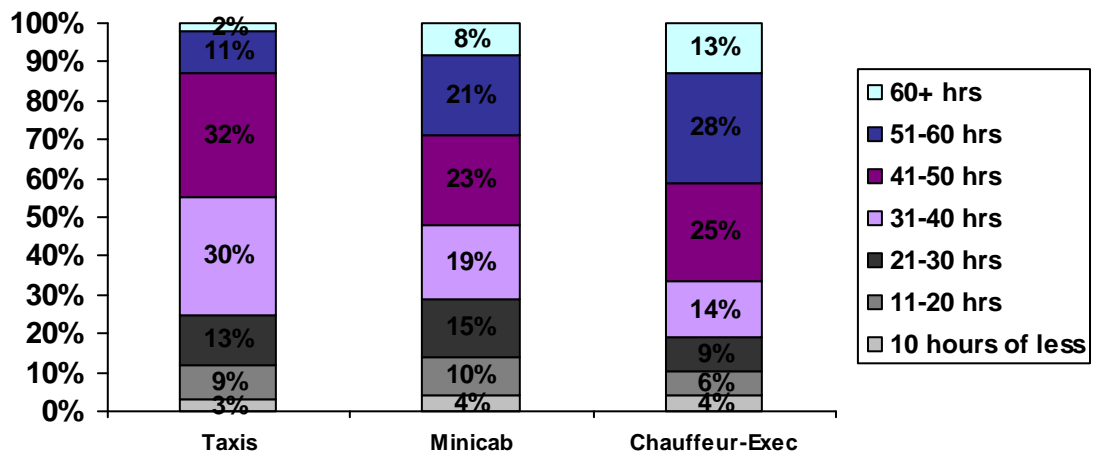
Taxi drivers tend to work slightly fewer hours per week, and slightly fewer days per week.

Table 85: Driver Working Patterns

	<u>Taxis</u>	<u>Minicab</u>	<u>Chauffeur-Exec</u>
Base: All drivers (unweighted)	(377)	(262)	(113)
(weighted)	(377)	(262)	(113)

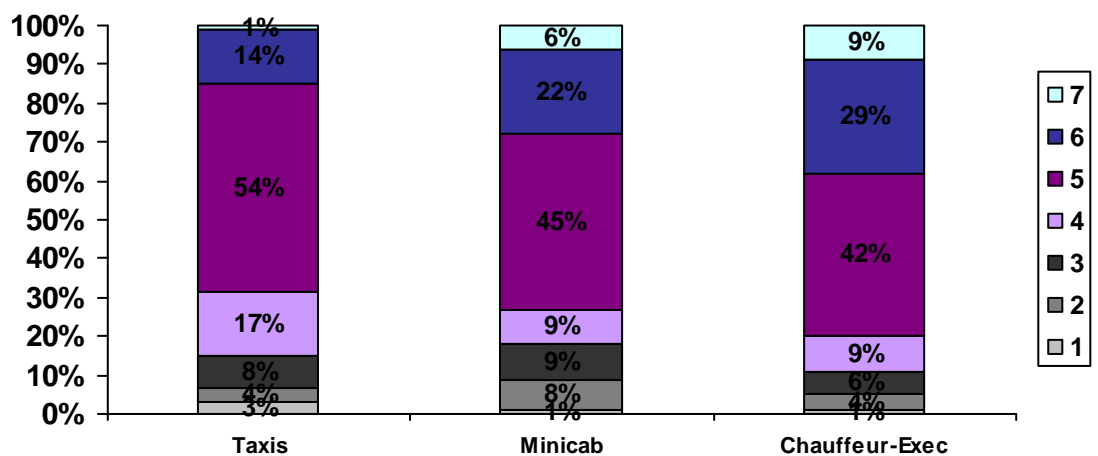
Number of hours worked per week:

Average no. hours **39.3** **42.2** **47.8**



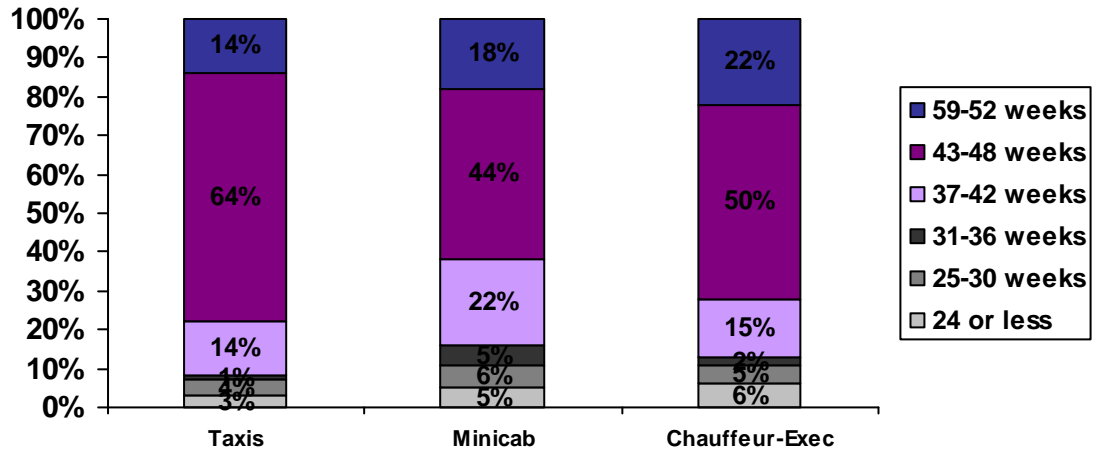
Number of days worked per week:

Average no. days **4.6** **4.8** **5.1**



Average Number of weeks work per year:

Average no. weeks 44.2 42.0 43.9



There is little difference in the pattern of hours worked across a typical week between the markets, except that both minicab and chauffeur/executive drivers record a higher proportion of hours worked on weekend days, compared to taxi drivers (10% vs. 6%).

Table 86: Share of hours worked by time band

	<u>Taxis</u>	<u>Minicab</u>	<u>Chauffeur-Exec</u>
Base: All drivers			
(unweighted)	(424)	(262)	(113)
(weighted)	(424)	(262)	(113)
	%	%	%
Monday - Friday (06.00 - 19.59) daytime	69	66	71
Saturday - Sunday (06.00 - 19.59) daytime	6	10	10
Monday - Thursday (20.00 - 21.59) evening	7	4	5
Friday (20.00 - 21.59) evening	2	2	1
Saturday & Sunday (20.00 - 21.59) evening	1	2	1
Monday - Thursday (22.00 - 05.59) night	11	8	8
Friday (22.00 - 05.59) night	2	3	2
Saturday (22.00 - 05.59) night	1	3	1
Sunday (22.00 - 05.59) night	1	1	1

Taxi drivers make more trips per shift than both minicab and chauffeur/executive drivers.

Table 87: Driver Shift Patterns

	<u>Taxis</u>	<u>PH Minicab</u>	<u>PH Chauffeur-Exec</u>
Base: All shifts			
(unweighted)	(392)	(252)	(124)
(weighted)	(392)	(252)	(124)
<u>Number of trips per shift:</u>			
5 or less	11	26	83
6 - 10	32	53	15
11 - 15	35	17	-
16 - 20	17	*	2
21 or more	5	1	-
Average no.	11.5	7.9	3.8

- = zero

* = less than 0.5%

** = low base (less than 20)

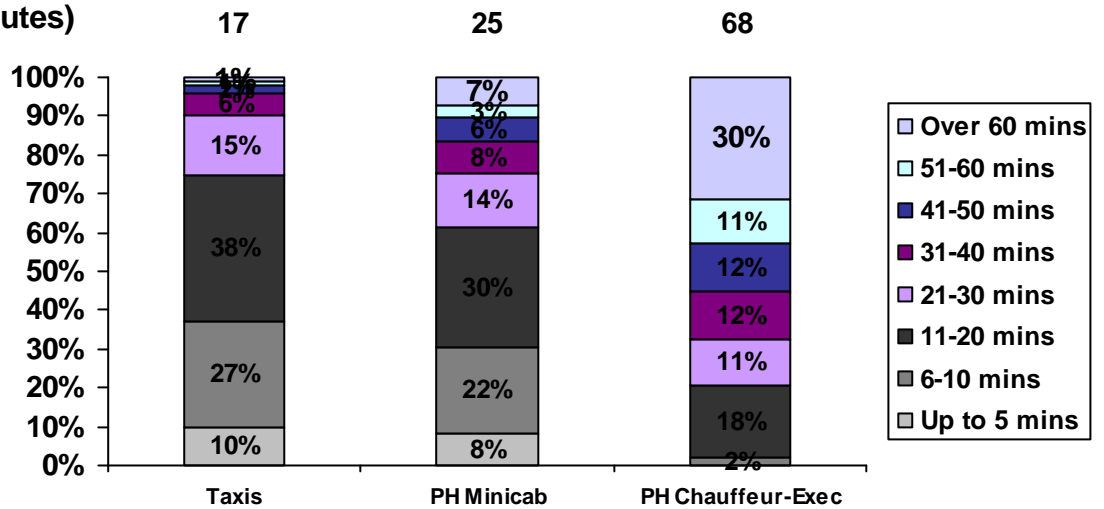
Taxi drivers make shorter journeys both in terms of duration and distance, with a slower average journey speed (being more often in the congested Inner and Central areas).

Table 88: Journey Patterns - Distance/Time travelled

	<u>Taxis</u>	<u>Minicab</u>	<u>Chauffeur-Exec</u>
Base: All trips			
(unweighted)	(4493)	(1922)	(474)
(weighted)	(4489)	(1922)	(474)

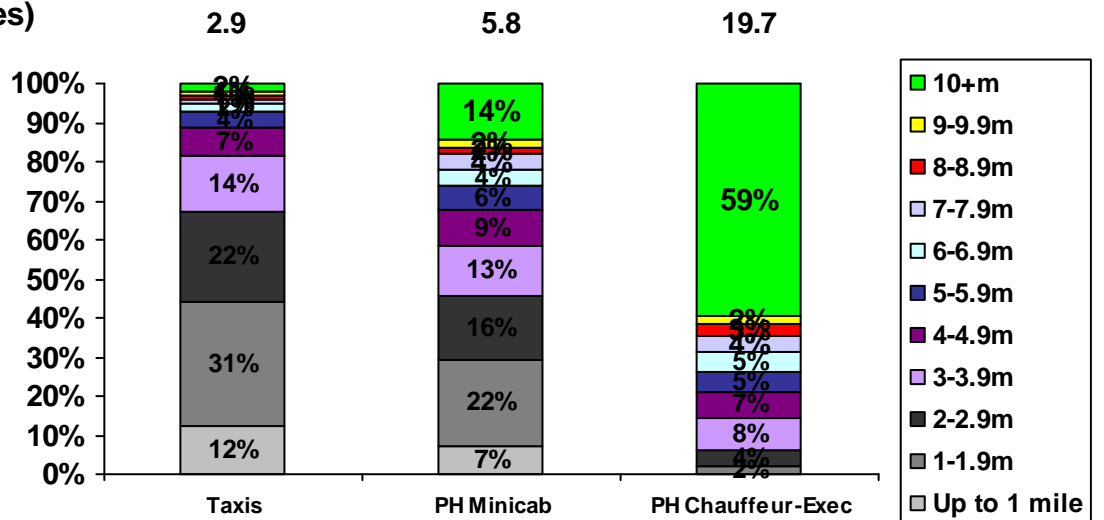
Journey duration:

Average (minutes)



Journey distance:

Average (miles)



Taxi journeys are much less likely to be on account than minicab or particularly chauffeur/executive car journeys. Taxi trips are more likely than minicab trips to be for transporting passengers to/from work, for employer's business or for sport/entertainment/social purposes. A higher proportion of minicab journeys are to enable passengers to use services or for personal business. The majority of chauffeur/executive journeys are either for work or employer's business purposes.

Table 89: Journey Patterns - Type of Journey

	<u>Taxis</u>	<u>Minicab</u>	<u>Chauffeur-Exec</u>
Base: All trips			
(unweighted)	(4493)	(1922)	(474)
(weighted)	(4489)	(1922)	(474)
	%	%	%
<u>Type of job:</u>			
Private	69	74	19
On account	6	15	64
Taxi card/Capital Call	3	*	-
Minicab office/operator	0	9	37
Not stated	22	5	6
<u>Journey purpose:</u>			
To/from work	26	24	22
Collect/deliver	2	4	3
Other work/employer's business	17	9	40
To/from shopping	10	12	1
Use services/personal business	15	21	10
To/from sport, entertainment, social	18	18	8
To/from education	2	6	1
Hotel/holiday home	9	5	10
Accompanying/collecting someone	1	2	5

- = zero

* = less than 0.5%

** = low base (less than 20)



The average taxi fare is slightly higher than the average fare for a minicab journey but only a fifth of the average fare for a, usually much longer, chauffeur/executive journey. The numbers of passengers carried per journey are similar across the markets.

Table 90: Journey Patterns - Fare Paid/Passengers Carried

	<u>Taxis</u>	<u>Minicab</u>	<u>Chauffeur-Exec</u>
Base: All trips			
(unweighted)	(4493)	(1922)	(474)
(weighted)	(4489)	(1922)	(474)
	%	%	%
<u>Fare paid:</u>			
Average fare	£12.80	£11.42	£59.88
<u>Number of passengers:</u>			
None	1	2	4
1	65	66	70
2	23	22	18
3	6	6	3
4+	4	4	5
Average no.	1.5	1.4	1.4

- = zero

* = less than 0.5%

** = low base (less than 20)



The pattern of journeys undertaken is very different between the markets. Taxi trips are predominantly within the Central and Inner area, whereas the majority of minicab trips are suburban, whilst chauffeur/executive trips are much more dispersed.

Table 91: Journey Patterns – Origin and Destination of Journey

	<u>Taxis</u>	<u>Minicab</u>	<u>Chauffeur-Exec</u>
Base: All trips			
(unweighted)	(4493)	(1922)	(474)
(weighted)	(4489)	(1922)	(474)
	%	%	%
<u>Origin - Destination</u>			
Central & Inner	84	23	23
Radial	6	14	30
Suburban	8	53	10
From Heathrow	1	1	12
To/from outside London	1	9	25

- = zero

* = less than 0.5%

** = low base (less than 20)



APPENDICES

A – Weighting Procedure

B – Grossing of Datasets

C – Recruitment questionnaire

D – Driver Diary (specimen page)



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APPENDIX A - Weighting Procedure



Weighting of Taxi Data

The data has been weighted according to the actual proportion of Green and Yellow badge drivers within the total population of London taxi drivers.

The Yellow badge holder interviews were up-weighted very slightly to the proportion within the total population of London taxi drivers from 13.3% to 13.7%. Because this was such a marginal weighting (of 0.4), it was felt to be sufficient to cover the slight differences between Green and Yellow badge holders in terms of number of shifts recorded and number of trips within each shift. In 2006 separate weighting factors were specified for each level of data: driver, shift and trip because the overall driver weighting factor was 2.88 (cf. 0.4 this year).

The table below shows the weighting factor applied to the Green & Yellow badge holder data.

	Actual (Unweighted Sample Size)	Universe	Target	Weighted Sample Size
Driver Level - Green	327	17,452	86.3	325
- Yellow	50	2,777	13.7	52
- Total	377	20,229	100	377



APPENDIX B - Grossing of Datasets for Market Size Estimates



Taxis

Drivers

At driver level, the taxi data has been grossed up to the total number of Green and Yellow badge drivers in the taxi driver database provided by Taxi & Private Hire:

24,801 drivers in Universe / 377 drivers answering working pattern questions = grossing factor of **65.79**.

All Shifts

To calculate the number of taxi driver shifts on any day, we took into account the average number of days that the 377 drivers in the sample work in an average week:

$(24,801/392) \times (4.59/7) =$ grossing factor of **41.48** where

392 = the number of shifts in the diaries completed and returned

4.59 = the average number of days taxi drivers work per week (response to the working pattern questionnaire).

Weekday Shifts

To calculate the number of taxi driver shifts on a weekday, we took into account the proportion of shifts recorded in the diaries that were worked on a weekday:

$(24,801/360) \times [(4.59 \times (360/392))/5] =$ grossing factor of **58.08** where

392 = the number of shifts in the diaries completed and returned

4.59 = the average number of days taxi drivers work per week (response to the working pattern questionnaire).

360 = the number of weekday shifts in the diaries completed and returned



PHV Market

This section details the steps taken to calculate the number of working drivers before the grossing of the minicab and executive/chauffeur markets.

The total licensed PHV population - **58,286**.

Estimated number of working drivers (based on mid-point turnover of 30% over the 3 year licence life – midpoint = 15%) – **49,543**

The estimated number of limousine/contract hire/other drivers who were not included in the survey (based on the proportion contacted at recruitment stage) – **8,843**

The estimated total number of working minicab and executive/chauffeur drivers – **40,700**

Therefore, (based on the proportions within each market that were contacted at the recruitment stage) the estimated number of working drivers in the minicab and executive/chauffeur markets are as follows:

Minicab drivers **28,438**

Executive/chauffeur **12,262**



PHV - Minicabs

Drivers

At driver level, the PHV data has been grossed up to the **28,438** – the total number of minicab drivers who have been licensed with Taxi and Private Hire

28,438 drivers in Universe/283 drivers answering working pattern questions = grossing factor of **100.49**.

All Shifts

To calculate the number of minicab driver shifts on any day, we took into account the average number of days that the 283 drivers in the sample work in an average week:

$(28,438/252) \times (4.79/7) =$ grossing factor of **77.22** where

252 = the number of shifts in the diaries completed and returned

4.79 = the average number of days PHV drivers work per week (response to the working pattern questionnaire).

Weekday Shifts

To calculate the number of minicab driver shifts on a weekday, we took into account the proportion of shifts recorded in the diaries that were worked on a weekday:

$(28,438/211) \times [(4.79 \times (211/252)/5)] =$ grossing factor of **108.11** where

252 = the number of shifts in the diaries completed and returned

4.79 = the average number of days PHV drivers work per week (response to the working pattern questionnaire)

211 = the number of weekday shifts in the diaries completed and returned.



PHV – Chauffeur/Executive

Drivers

At driver level, the chauffeur/executive data has been grossed up to the **12,262** – the total number of chauffeur/executive drivers who have been licensed with Taxi and Private Hire

12,262 drivers in Universe/122 drivers answering working pattern questions = grossing factor of **100.51**.

All Shifts

To calculate the number of chauffeur/executive driver shifts on any day, we took into account the average number of days that the 122 drivers in the sample work in an average week:

$(12,262/124) \times (5.12/7) =$ grossing factor of **72.33** where

124 = the number of shifts in the diaries completed and returned

5.12 = the average number of days PHV drivers work per week (response to the working pattern questionnaire).

Weekday Shifts

To calculate the number of chauffeur/executive driver shifts on a weekday, we took into account the proportion of shifts recorded in the diaries that were worked on a weekday:

$(12,262/95) \times [(5.12 \times (95/124))/5] =$ grossing factor of **101.26** where

124 = the number of shifts in the diaries completed and returned

5.12 = the average number of days PHV drivers work per week (response to the working pattern questionnaire)

95 = the number of weekday shifts in the diaries completed and returned.



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APPENDIX C - Recruitment Questionnaire

Taxi Recruitment



Taxi/PHV Travel Pattern Survey – J437760
Taxi Driver Recruitment Questionnaire

QA Good morning/afternoon/evening, my name isfrom GfK NOP.

May I speak to (NAMED RESPONDENT)

Yes	1	CONTINUE
Not available	2	ARRANGE A CALLBACK.

Named Contact

QB Good morning/afternoon/evening, my name iscalling from GfK NOP. I'm calling on behalf of the Public Carriage Office and Transport *for* London.

The Public Carriage Office wrote to you last week about a survey of taxi drivers that we are conducting for them. Did you receive the letter?

Yes	1	QC <i>i</i>
No	2	QC <i>ii</i>
DK/CR	3	QC <i>ii</i>



IF RECEIVED LETTER

QCi As mentioned in the letter you've received, the aim of the survey is for the Public Carriage Office to develop and expand their knowledge about the travel patterns of customers using London taxis. We would like to do this by asking you to keep a log of your trips for two days by recording them in a diary provided by us. As a thank you, we will pay you £50 once we have received your completed diary. Are you interested in taking part?

ADD REASSURANCES AS NECESSARY

- GfK NOP is bound by the Market Research Society's code of conduct. Your responses will be treated in the strictest of confidence.
- Your responses, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your responses.

Yes	QE
No – Away during f/w	CLOSE
- Too much hassle	CLOSE
- Worried about the task (of filling in a diary)	CLOSE
- Don't want to give PCO any details/journey information	FILTER TO RESSURANCES ABOVE
- Can't be bothered	CLOSE
- General refusal	CLOSE
- Don't work enough hours	QD
- Other (SPECIFY)	CLOSE



IF NOT RECEIVED LETTER

QCii You should have received a letter from the Public Carriage Office to let you know that we are conducting a survey on behalf of the Public Carriage Office and Transport for London. The aim of the survey is for the Public Carriage Office to develop and expand their knowledge about the travel patterns of customers using London taxis. We would like to do this by asking you to keep a log of your trips for two days by recording them in a diary provided by us. As a thank you, we will pay you £50 once we have received your completed diary. Are you interested in taking part?

ADD REASSURANCES AS NECESSARY

GfK NOP is bound by the Market Research Society’s code of conduct. Your responses will be treated in the strictest of confidence.

Your responses, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your responses.

- | | |
|--|-----------------------------|
| Yes | QE |
| No – Away during f/w | CLOSE |
| - Too much hassle | CLOSE |
| - Worried about the task (of filling in a diary) | CLOSE |
| - Don’t want to give PCO any details/journey information | FILTER TO RESSURANCES ABOVE |
| - Can’t be bothered | CLOSE |
| - General refusal | CLOSE |
| - Don’t work enough hours | QD |
| - Other (SPECIFY) | CLOSE |

QD It doesn’t matter how few trips you make, we would still be interested in information about the trips you make. Would you be willing to take part?

- | | |
|-----|-------|
| Yes | QE |
| No | CLOSE |

ALL WILLING TO TAKE DIARY

QE Thank you. We will send the diary out to you with instructions on how to fill it in. Also, can you spare a couple of minutes now to answer some questions about your working hours?

- | | |
|-----|--|
| Yes | Q1 |
| No | ARRANGE A CALLBACK AT A MORE CONVENIENT TIME |



WORKING PATTERN QUESTIONS

Q1 On average, how many weeks do you work per year?

_____ Q2

Q2 How many days do you work in an average week?

_____ Q3

Q3 And, how many hours do you work in an average week?

_____ Q4

Q4 I'd now like you to tell me how these **(ANSWER AT Q3)** hours that you work in a typical week are split across different days of the week.

- a) Between 6 o'clock Monday morning and 6 o'clock Friday morning
 - b) On a Friday from 6 o'clock in the morning through to 6 o'clock on Saturday morning
 - c) On a Saturday from 6 o'clock in the morning through to 6 o'clock on Sunday morning
 - d) On a Sunday from 6 o'clock in the morning through to 6 o'clock on Monday morning
- (TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q3)**

Q5a And of the **(RESPONSE AT Q4a)** hours that you typically work between 6 o'clock Monday morning and 6 o'clock Friday morning, how many hours do you typically work between:

- 06.00 – 20.00
- 20.00 – 22.00
- 22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4a)

Q5b And of the **(RESPONSE AT Q4b)** hours that you typically work from 6 o'clock on Friday morning through to 6 o'clock on Saturday morning, how many hours do you typically work between:

- 06.00 – 20.00
- 20.00 – 22.00
- 22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4b)

Q5c And of the **(RESPONSE AT Q4c)** hours that you typically work from 6 o'clock on Saturday morning through to 6 o'clock on Sunday morning, how many hours do you typically work between:

- 06.00 – 20.00
- 20.00 – 22.00
- 22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4c)



Q5d And of the **(RESPONSE AT Q4d)** hours that you typically work from 6 o'clock on Sunday morning through to 6 o'clock on Monday morning, how many hours do you typically work between:

- 06.00 – 20.00
- 20.00 – 22.00
- 22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4d)

Q6 And roughly how many trips do you make during an average shift?

_____ Q7

Q7 Are you a member of a radio circuit?

- Yes 1 Q8
- No 2 Q9

Q8 Roughly what percentage of your time do you spend working on the radio circuit?

_____ Q9

Q9 Do you regularly work from taxi ranks?

- Yes 1 Q10
- No 2 Q11

Q10 Roughly what percentage of your time do you spend working from taxi ranks?

_____ Q11

Q11 How long have you been a licensed taxi driver?

- Less than 2 years 1
- 2-5 years 2
- 6-10 years 3
- 11-15 years 4
- 16-20 years 5
- Over 20 years 6 Q12



Q12 Apart from working as a taxi driver, are you in any other paid employment?

ADD REASSURANCES AS NECESSARY

(As I mentioned earlier) Your answers, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your answers.

- Yes 1 Q13
- No 2 Q14
- Refused` 3 Q14

Q13 What proportion of your income comes from your other job(s)?

RECORD PERCENTAGE. IF UNSURE. PROBE FOR BEST ESTIMATE.

- Don't know 1 Q14
- Refused 2 Q14

Q14 To which of these ethnic groups do you consider you belong?

White

- British 1
- Irish 2
- Any other White background 3

Mixed Race

- White and Black Caribbean 4
- White and Black African 5
- White and Asian 6
- Any other Mixed background 7

Asian/Asian British

- Indian 8
- Pakistani 9
- Bangladeshi 10
- Any other Asian background 11

Black/Black British

- Caribbean 12
- African 13
- Any other Black background 14

- Chinese 15
- Any other ethnic group 16 Q15



Q15 Into which of the following age bands do you fall?
READ OUT AND CODE ONE ONLY

- | | | |
|---------|---|-----|
| 17 – 24 | 1 | |
| 25 – 34 | 2 | |
| 35 – 44 | 3 | |
| 45 – 54 | 4 | |
| 55 – 64 | 5 | |
| 65+ | 6 | |
| Refused | 7 | Q16 |

Q16 Thank you. As I mentioned earlier, a diary will be sent to you in the next couple of days with instructions on how to fill it in. Can I check is your address**READ OUT ADDRESS.** Is this your correct address?

- | | | |
|-----|---|---------------------|
| Yes | 1 | Q17 |
| No | 2 | Type in new address |

Q17 We will call you in a few days to make sure that you have received the diary. Is this the best telephone number to reach you on?

- | | | |
|-----|---|-----------------------------------|
| Yes | 1 | THANK AND CLOSE |
| No | 2 | Take alternative telephone number |

Once we have received your completed diary, we will send you a cheque for £50. Thank you in advance for your co-operation in this survey.

Q18 – RECORD GENDER

- | | |
|--------|---|
| Male | 1 |
| Female | 2 |



GfK NOP

PHV Recruitment Questionnaire



GfK NOP
Issue fv
25/09/09

Taxi/PHV Travel Pattern Survey – J437760
PHV Driver Recruitment Questionnaire

QA Good morning/afternoon/evening, my name isfrom GfK NOP.

May I speak to (NAMED RESPONDENT)

- | | | |
|---------------|---|---------------------|
| Yes | 1 | CONTINUE |
| Not available | 2 | ARRANGE A CALLBACK. |

9 Named Contact

QBi Good morning/afternoon/evening, my name iscalling from GfK NOP. I'm calling on behalf of the Public Carriage Office and Transport *for* London.

The Public Carriage Office wrote to you last week about a survey of private hire vehicle drivers that we are conducting for them.

The aim of the survey is for the Public Carriage Office to develop and expand their knowledge about the travel patterns of customers using London private hire services. We would like to do this by asking you to keep a log of your trips for two days by recording them in a diary provided by us. As a thank you, we will pay you £50 once we have received your completed diary. Did you receive the letter?

- | | | |
|-------|---|------|
| Yes | 1 | Qbii |
| No | 2 | Qbii |
| DK/CR | 3 | Qbii |

Qbii Before we go any further, may I just check how would you describe the **MAIN** type of service provided at the private hire office where you work? Would you say it is mainly a**READ OUT**

- | | | |
|--------------------------------|---|--------------------------------------|
| Minicab | 1 | IF Qbi CODE 1 GO TO Qci, OTHERS Qcii |
| Chauffeur/Executive /Executive | 2 | IF Qbi CODE 1 GO TO Qci, OTHERS Qcii |
| Executive Limousine | 3 | IF Qbi CODE 1 GO TO Qci, OTHERS Qcii |
| Stretch Limousine | 4 | CLOSE |
| Other (specify) | 5 | CLOSE |

IF CODE 4 AND 5 THANK AND CLOSE.



At present I'm afraid we're only speaking with minicab and Chauffeur/Executive/ executive car drivers so we're unable to conduct the interview with you at this point. Many thanks for offering your help and assistance.

IF RECEIVED LETTER

QCi Are you interested in taking part in which you will be given £50 for keeping a log of your trips for two days?

ADD REASSURANCES AS NECESSARY

- GfK NOP is bound by the Market Research Society's code of conduct. Your responses will be treated in the strictest of confidence.
- Your responses, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your responses.

Yes	QE
No – Away during f/w	CLOSE
- Too much hassle	CLOSE
- Worried about the task (of filling in a diary)	CLOSE
- Don't want to give PCO any details/journey information	FILTER TO RESSURANCES ABOVE
- Can't be bothered	CLOSE
- General refusal	CLOSE
- Don't work enough hours	QD
- Other (SPECIFY)	CLOSE



10 IF NOT RECEIVED LETTER

QCii You should have received a letter from the Public Carriage Office to let you know that we are conducting a survey on behalf of the Public Carriage Office and Transport for London but this may have been delayed due to the recent postal strikes. Are you interested in taking part in which you will be given £50 for keeping a log of your trips for two days?

ADD REASSURANCES AS NECESSARY

- Your responses, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your responses.

Yes		QE
No – Away during f/w		CLOSE
- Too much hassle		CLOSE
- Worried about the task (of filling in a diary)		CLOSE
- Don't want to give PCO any details/journey information		FILTER TO RESSURANCES ABOVE
- Can't be bothered		CLOSE
- General refusal		CLOSE
- Don't work enough hours		QD
- Other (SPECIFY)		CLOSE

QD It doesn't matter how few trips you make, we would still be interested in information about the trips you make. Would you be willing to take part?

Yes	1	QE
No	2	CLOSE



ALL WILLING TO TAKE DIARY

QE Thank you. We will send the diary out to you with instructions on how to fill it in. Also, can you spare a couple of minutes now to answer some questions about your working hours?

Yes Q1

No ARRANGE A CALLBACK AT A MORE CONVENIENT TIME

WORKING PATTERN QUESTIONS

Q1 And, on average, how many weeks do you work per year?

_____ Q2

Q2 How many days do you work in an average week?

_____ Q3

Q3 And, how many hours do you work in an average week?

_____ Q4a

Q4 I'd now like you to tell me how these (**ANSWER AT Q3**) hours that you work in a typical week are split across different days of the week.

e) Between 6 o'clock Monday morning and 6 o'clock Friday morning

f) On a Friday from 6 o'clock in the morning through to 6 o'clock on Saturday morning

g) On a Saturday from 6 o'clock in the morning through to 6 o'clock on Sunday morning

h) On a Sunday from 6 o'clock in the morning through to 6 o'clock on Monday morning

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q3)

Q5a And of the (**RESPONSE AT Q4a**) hours that you typically work between 6 o'clock Monday morning and 6 o'clock Friday morning, how many hours do you typically work between:

06.00 – 20.00

20.00 – 22.00

22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4a)

Q5b And of the (**RESPONSE AT Q4b**) hours that you typically work from 6 o'clock on Friday morning through to 6 o'clock on Saturday morning, how many hours do you typically work between:

06.00 – 20.00

20.00 – 22.00

22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4b)



Q5c And of the **(RESPONSE AT Q4c)** hours that you typically work from 6 o'clock on Saturday morning through to 6 o'clock on Sunday morning, how many hours do you typically work between:

- 06.00 – 20.00
- 20.00 – 22.00
- 22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4c)

Q5d And of the **(RESPONSE AT Q4d)** hours that you typically work from 6 o'clock on Sunday morning through to 6 o'clock on Monday morning, how many hours do you typically work between:

- 06.00 – 20.00
- 20.00 – 22.00
- 22.00 – 06.00

(TOTAL MUST ADD TO THE NUMBER OF HOURS WORKED AT Q4d)

Q6 And roughly how many trips do you make during an average shift?

_____ Q11

Q7 MOVED TO QB1

THERE ARE NO QS 7-10

Q11 How long have you been a private hire vehicle driver?

- Less than 2 years 1
- 2-5 years 2
- 6-10 years 3
- 11-15 years 4
- 16-20 years 5
- Over 20 years 6 Q12



Q12 Apart from working as a private hire vehicle driver, are you in any other paid employment?
ADD REASSURANCES AS NECESSARY

(As I mentioned earlier) Your answers, along with those from other drivers will be analysed anonymously – the Public Carriage Office and Transport for London will not be able to link your identity to your answers.

- Yes 1 Q13
- No 2 Q14
- Refused` 3 Q14

Q13 What proportion of your income comes from your other job(s)?
RECORD PERCENTAGE. IF UNSURE. PROBE FOR BEST ESTIMATE.

- Don't know Q14
- Refused Q14

➤ Q14 To which of these ethnic groups do you consider you belong?

White

- British 1
- Irish 2
- Any other White background 3

Mixed Race

- White and Black Caribbean 4
- White and Black African 5
- White and Asian 6
- Any other Mixed background 7

Asian/Asian British

- Indian 8
- Pakistani 9
- Bangladeshi 10
- Any other Asian background 11

Black/Black British

- Caribbean 12
- African 13
- Any other Black background 14

- Chinese 15
- Any other ethnic group 16 Q15



Q15 Into which of the following age bands do you fall?
READ OUT AND CODE ONE ONLY

- | | | |
|---------|---|-----|
| 17 – 24 | 1 | |
| 25 – 34 | 2 | |
| 35 – 44 | 3 | |
| 45 – 54 | 4 | |
| 55 – 64 | 5 | |
| 65+ | 6 | |
| Refused | 7 | Q16 |

Q16 Thank you. As I mentioned earlier, a diary will be sent to you in the next couple of days with instructions on how to fill it in. Can I check is your address**READ OUT ADDRESS.** Is this your correct address?

- | | | |
|-----|---|---------------------|
| Yes | 1 | Q17 |
| No | 2 | TYPE IN NEW ADDRESS |

Q17 We will call you in a few days to make sure that you have received the diary. Is this the best telephone number to reach you on?

- | | | |
|-----|---|-----------------------------------|
| Yes | 1 | THANK AND CLOSE |
| No | 2 | TAKE ALTERNATIVE TELEPHONE NUMBER |

Once we have received your completed diary, we will send you a cheque for £50. Thank you in advance for your co-operation in this survey.

Q18 – RECORD GENDER

- | | |
|--------|---|
| Male | 1 |
| Female | 2 |



GfK NOP

APPENDIX D - Specimen Diary pages

Taxi Diary



Date Day of week OR Tick if same as previous page
dd/mm/yy

JOURNEY DETAILS

Job type Hailed Radio Rank Marshalled rank Other
Payment type Cash Bank Card On account Taxicard

Pick up Address
Landmark (e.g. Heathrow, station name) OR Number, Street and Postal Area OR Nearest Junction & Postal Area

Start Time **Start Mileage**

24 hr clock

Stopped During Journey No stops Yes one stop Yes more than one stop
 If one or more stops: Length of time stopped minutes

Set down Address
Landmark (e.g. Heathrow, station name) OR Number, Street and Postal Area OR Nearest Junction & Postal Area

Finish Time **Finish Mileage**

24 hr clock

Distance

Base Fare £ . p **Extras** £ . p **Total Fare** £ . p

PASSENGER DETAILS

Main Journey Purpose Codes
 1 = To/From Usual Workplace 2 = Collect/Deliver Something 3 = Other work/Employer's Business
 4 = To/From Shopping 5 = Use Services or Personal Business 6 = To/From Sport/Entertainment/Social
 7 = To/From Education 8 = Hotel & Holiday Home 9 = Accompanying/Collecting Someone

Journey Purpose

	Gender		Age				Tick box if Registered Disabled	Tick box if Wheelchair User
	Male	Female	Under 6	6-15	16-59	60+		
Passenger 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Passenger 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Passenger 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Passenger 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Passenger 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Passenger 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Residency of Main Passenger
 Within Greater London Rest of UK Overseas

Please remember to record the time you finish your first shift on the shift cover page (green)



GfK NOP

PHV Diary



Date Day of week OR Tick if same as previous page
dd/mm/yy

JOURNEY DETAILS

Pick up Home address Cab office Office/commercial building (including shop)
 Street location Night venue Other
Payment type Cash Bank Card On account Taxicard/ Capital Call
Payment made At operator/ minicab office Paid driver at start of the journey Paid driver at end of the journey

Pick up Address
 Landmark (e.g. Heathrow, station name) OR Number, Street and Postal Area OR Nearest Junction & Postal Area

Start Time 24 hr clock **Start Mileage**

Stopped During Journey No stops Yes one stop Yes more than one stop
 If one or more stops: Length of time stopped minutes

Set down Address
 Landmark (e.g. Heathrow, station name) OR Number, Street and Postal Area OR Nearest Junction & Postal Area

Finish Time 24 hr clock **Finish Mileage**

Distance miles **Fare** £ p

PASSENGER DETAILS

Main Journey Purpose Codes								
1 = To/From Usual Workplace	2 = Collect/Deliver Something	3 = Other work/Employer's Business	4 = To/From Shopping	5 = Use Services or Personal Business	6 = To/From Sport/Entertainment/Social	7 = To/From Education	8 = Hotel & Holiday Home	9 = Accompanying/Collecting Someone

Journey Purpose

	Gender		Age				Tick box if Registered Disabled	Tick box if Wheelchair User
	Male	Female	Under 6	6-15	16-59	60+		
Passenger 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Residency of Main Passenger Within Greater London Rest of UK Overseas

Please remember to record the time you finish your first shift on the shift cover page (green)