



Andrew Boff  
Chair of the London Assembly  
City Hall  
Kamal Chunchie Way  
London  
E16 1ZE

6 February 2025

Dear Andrew,

## **London Assembly (Plenary) – 7 November 2024 Motion 3.15 - London Taxi Action Plan**

Thank you for your letter of 19 November to the Commissioner, following the 7 November London Assembly Plenary, and we are replying on his behalf, as the Directors at Transport for London (TfL) leading on the work to refresh the Taxi and Private Hire Action Plan.

We welcome the views and input of Assembly Members on our work to refresh the 2016 Taxi and Private Hire Action Plan. It is important to refresh the plan to recognise the changes in the industry since 2016, and to identify ways to support both services. It is also important the action plan is developed in collaboration with key stakeholders and interested parties and, to this end, we held roundtable discussions with a wide range of taxi and private hire stakeholders in March 2024, and sought feedback from Assembly Members. We subsequently hosted further workshops in the summer with these stakeholders, including the taxi manufacturer LEVC, and vehicle fleet owners and organisations representing taxi and private hire drivers, in order to hear directly from the taxi trade and private hire industry about the challenges and opportunities they are facing.

We have also met with a number of stakeholders who represent people that use taxi and private hire services, including London TravelWatch, the Inclusive Transport Forum, the Independent Disability Advisory Group, Inclusion London and London boroughs. Business groups have also been invited to share their feedback with us. We carried out customer research (including focus groups) to gain a greater understanding of Londoners' use of taxi and private hire services. We have also invited members of the London Assembly Transport Committee to our Driver Assessment Centre in Pier Walk in January, and this offer remains open to Assembly Members who would be interested in this.

We note the points that the London Assembly would like to see in the refreshed Action Plan which are closely aligned with views that have been raised by stakeholders during its engagement. Thanks again for your feedback which will help inform the plan.

The Knowledge of London is about to celebrate its 160<sup>th</sup> year. London taxi drivers are well renowned across the world for their ability to recall thousands of streets or places

of interest in London and we share your view, and that of the taxi trade, that this gold standard should not be diluted. With that goal in mind, we agree it is important it is modernised and work is well underway to do this. We have been providing regular updates to the taxi driver representatives on progress and have received positive feedback through this engagement. We are also happy to host Assembly Members on a visit to our Driver Assessment Centre in Pier Walk, to demonstrate the Knowledge and talk through the changes that are underway.

We are very proud that over 60 per cent of London's taxi fleet is now zero emission capable (ZEC) and have already provided more than £50m of funding to help taxi drivers make this transition. While there are currently no plans to provide additional funding, we have supported the taxi trade with our taxi delicensing scheme, paying up to £10,000 per vehicle to remove over 4,000 vehicles and contributed to the plug-in taxi grant, taking £7,500 off the price of a ZEC taxi until March 2024. We continue to raise the importance of extending the Plug in Taxi Grant beyond March 2025 with Government, as well as making the case for VAT relief on taxis, as purpose-built wheelchair accessible vehicles and on VAT relief for on-street charging.

Taxis play an important role in transporting people around the capital and we recognise how important it is that they are able to do this efficiently. Taxi access will be a key consideration in the plan and we are committed to working with boroughs to encourage a consistent approach.

We will continue to coordinate with the London Assembly Transport Committee to brief Assembly Members on the action plan where we can expand on the points above in more detail, and we will follow up with the Committee Services team directly to confirm a suitable date for this to take place in the coming months.

Yours sincerely,

Christina Calderato, Director of Strategy  
Helen Chapman, Director of Licensing and Regulation