

Licensing Committee Meeting

**Grand Jury Room, Town Hall, High Street,
Colchester, CO1 1PJ**

Wednesday, 09 March 2016 at 18:00

The Licensing Committee deals with policy issues relating to licensing matters and applications and appeals concerning hackney carriage and private hire vehicles and drivers and other appeals.

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COLCHESTER BOROUGH COUNCIL

Licensing Committee

Wednesday, 09 March 2016 at 18:00

Member:

Councillor Mike Lilley
Councillor Nick Cope
Councillor Roger Buston
Councillor Margaret Fairley-Crowe
Councillor Ray Gamble
Councillor Dave Harris
Councillor Pauline Hazell
Councillor Mike Hogg
Councillor Darius Laws
Councillor Richard Martin
Councillor Philip Oxford

Chairman
Deputy Chairman

Substitutes:

All members of the Council who are not Cabinet members or members of this Panel.

AGENDA - Part A

(open to the public including the press)

Members of the public may wish to note that Agenda items 1 to 5 are normally brief.

1 Welcome and Announcements

- a) The Chairman to welcome members of the public and Councillors and to remind all speakers of the requirement for microphones to be used at all times.
- (b) At the Chairman's discretion, to announce information on:
 - action in the event of an emergency;
 - mobile phones switched to silent;
 - the audio-recording of meetings;
 - location of toilets;
 - introduction of members of the meeting.

2 Substitutions

Members may arrange for a substitute councillor to attend a meeting on their behalf, subject to prior notice being given. The attendance of substitute councillors must be recorded.

3 Urgent Items

To announce any items not on the agenda which the Chairman has agreed to consider because they are urgent, to give reasons for the urgency and to indicate where in the order of business the item will be considered.

4 Declarations of Interest

The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda. Councillors should consult Meetings General Procedure Rule 7 for full guidance on the registration and declaration of interests. However Councillors may wish to note the following:-

- Where a Councillor has a disclosable pecuniary interest, other pecuniary interest or a non-pecuniary interest in any business of the authority and he/she is present at a meeting of the authority at which the business is considered, the Councillor must disclose to that meeting the existence and nature of that interest, whether or not such interest is registered on his/her register of Interests or if he/she has made a pending notification.
- If a Councillor has a disclosable pecuniary interest in a matter being considered at a meeting, he/she must not participate in any discussion or vote on the matter at the meeting. The Councillor must withdraw from the room where the meeting is being held unless he/she has received a dispensation from the Monitoring Officer.
- Where a Councillor has another pecuniary interest in a matter being considered at a meeting and where the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Councillor's judgement of the public interest, the Councillor must disclose the existence and nature of the interest and withdraw from the room where the meeting is being held unless he/she has received a dispensation from the Monitoring Officer.
- Failure to comply with the arrangements regarding disclosable pecuniary interests without reasonable excuse is a criminal offence, with a penalty of up to £5,000 and disqualification from office for up to 5 years.

5 Have Your Say!

a) The Chairman to invite members of the public to indicate if they wish to speak or present a petition at this meeting – either on an item on the agenda or on a general matter relating to the terms of reference of the Committee/Panel not on this agenda. You should indicate your wish to speak at this point if your name has not been noted by Council staff.

(b) The Chairman to invite contributions from members of the public who wish to Have Your Say! on a general matter relating to the terms of reference of the Committee/Panel not on this agenda.

- 6 **Hackney Carriage Vehicles - Survey of unmet demand** 7 - 80
See report by the Head of Professional Services

7 **Exclusion of the Public (not Scrutiny or Executive)**

In accordance with Section 100A(4) of the Local Government Act 1972 to exclude the public, including the press, from the meeting so that any items containing exempt information (for example confidential personal, financial or legal advice), in Part B of this agenda (printed on yellow paper) can be decided. (Exempt information is defined in Section 100I and Schedule 12A of the Local Government Act 1972).

Part B

(not open to the public including the press)

8 **Minutes**

To confirm as a correct record the minutes of the meeting held on 15 December 2015 and 6 January 2016.

15 December 2015

- This report is not for publication by virtue of paragraph 1 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to an individual).

6 January 2016

- This report is not for publication by virtue of paragraph 1 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to an individual).

9 March 2016

Report of	Head or Professional Services	Author	Jon Ruder
			☎ 282213
Title	Hackney Carriage Vehicles – Survey of Unmet Demand		
Wards affected	Not applicable		

The purpose of this report is to deliver the findings of the recently undertaken Survey of unmet demand with regard to the provision of Hackney Carriage Services in the Borough and to seek resolution to implement the findings therein

1. Decision Required

- 1.1 To note the results of the Unmet Demand Survey report undertaken by Vector Transport Consultancy (VTC) and to determine whether or not to continue to restrict the number of vehicle licences it provides in line with the recommendations of that report.
- 1.2 The options available are:
 - a) Maintain the current limit
 - b) Issue any number of additional plates as it sees fit
 - c) Remove the numerical limit
- 1.3 To approve liaison with the trade to address the lack of the availability of taxis on Saturday evenings

2. Reasons for recommendation

- 2.1 The Council currently restricts the number of hackney carriage vehicles that are permitted to be licensed within the Borough. The current limit is set at 131. Where the Council continues to restrict hackney carriage numbers, the Council must undertake a survey of unmet demand every three years in order to provide justification for the continued restriction of numbers. This report delivers the results of the latest survey and seeks the Committee's approval to resolve to maintain the current limit (option 1.2 a).
- 2.2 The survey has identified that whilst there is no unmet demand that needs to be met by the addition of further plates, there is a problem in the provision of taxis Saturday nights which the Council would like to address by working with the trade to boost the number of taxis available during this period.

3. Highlighted Risks

- 3.1 Failure to conduct the three yearly survey of unmet demand whilst numbers remain limited could leave the policy on continuing to limit numbers open to challenge by means of Judicial Review.

4. Supporting and Background Information

- 4.1 Section 37 Town Police Clauses Act 1847, as amended by section 16 Transport Act 1985 enables Councils to License Hackney Carriage vehicles and to restrict the number of

vehicles it licenses provided they are satisfied that there is no significant unmet demand for these services.

- 4.2 Following a successful tendering process, Vector Transport Consultancy were selected on 25 September 2015 as the consultants to conduct the survey on behalf of Colchester Borough Council. The consultant's report and recommendations are attached to this report at Appendix A.

5. Survey of Unmet Demand

- 5.1 The Survey was carried out from 1 October 2015 to 5 October 2015 in the town centre area, and the station ranks between 8 October and 12 October 2015, with the main survey work being undertaken in November 2015.
- 5.2 Generally the survey report states that that there is **no significant unmet demand** for the services of Hackney Carriages in Colchester Borough area. The retention of the current levels would maintain the balance to the benefit of the travelling public.
- 5.3 The available options considered by Vector Transport Consultancy as a result of the survey undertaken were:
- a) Maintain the current limit
 - b) Issue any number of additional plates as it sees fit
 - c) Remove the numerical limit
- 5.4 The preferred option of VTC and therefore the recommendation of this report is option a. However, VTC did state, *'there is a shortage of supply at peak demand on Saturday night. This is exacerbated by some vehicles not operating'. 'if more drivers can be encouraged to operate on Saturday nights, at times of peak demand , this would address the wait times experienced by the small proportion of passengers who need to wait for a hackney carriage to come to the rank'.*

6. Consultation

- 6.1 Consultation was widely conducted and is outlined in the report submitted by VTC.

7. Equality, Diversity and Human Rights Implications

- 7.1 There are no specific implications that have not been fully considered as part of the unmet demand survey.

8. Community Safety Implications

- 8.1 The survey is aimed at protection of the travelling public by means of ensuring that there are sufficient numbers of licensed vehicles.
- 8.2 More widely the limitation on numbers in conjunction with perceived demand and the availability of rank space will ensure that the balance is maintained and that there are no safety implications from congestion caused by queuing for ranks for example.

9. Conclusion

- 9.1 The survey, as attached and presented by Iain MacDonald from VTC, has been full and thorough and having considered all relevant aspects in relation to demand, members are respectfully requested to implement its findings

Colchester – Hackney Carriage Unmet Demand Survey

Final Report

December 2015



EXECUTIVE SUMMARY

Key points

This survey has been conducted by Vector Transport Consultancy on behalf of Colchester Borough Council.

The survey is intended to fulfil the requirements of Section 16 of the 1985 Transport Act and to address the questions raised in the Department for Transport (DfT) 2010 Best Practice Guidance.

The objectives of the study may be broadly defined as:

- Consultation with major stakeholders
- Consultation with the trade
- Public consultation
- An unmet need survey

There were 6 taxi ranks surveyed in Colchester. The locations are at the following locations:

- Railway Station, north side
- Railway Station, south side
- Head Street
- High Street
- Queen Street
- Osborne Street

Both of the Railway Station ranks were private ranks, operated on railway property. Any Hackney Carriages which wish to operate from these ranks, require a permit from the railway operators, Abellio Greater Anglia. The other four ranks are on public highways and do not require any additional permits.

The four public taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, from Thursday morning (1st October 2015) to the following Monday morning (5th October 2015), in order to capture the busiest periods of the week, along with quiet periods. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as passenger waiting delays. Owing to a delay in obtaining permission to undertake the survey at the Railway Station ranks, the two Railway Station ranks were surveyed the following week, from the morning of Thursday 8th October 2015 to the morning of Monday 12th October 2015.

Approximately 97% of hires are concentrated on the two ranks at the Railway Station north side and on the High Street rank. Around 59% of all hires occurred at the Railway Station north side rank and 38% of all hires occurred at the High Street rank.

For most of the four days observed, passenger queuing was rare. However, on Saturday night, there were passenger queues observed for extensive periods between midnight and 4:00 am on Sunday morning, at the High Street rank. Whilst the presence of a passenger queue was in evidence throughout this period, the average time spent by passengers, waiting for Hackney Carriages to arrive at the rank on Saturday night, was around three minutes.

The Saturday observed, was at the end of the month, which, according to feedback from the trade, experienced higher than average levels of demand. As the Railway Station



ranks were observed over the following weekend, the High Street rank was covered by a camera, for a second weekend, to compare with the end of month peak levels of demand and to ensure that drivers didn't focus on the Railway Station at the expense of the High Street rank, whilst cameras were present at the Railway Station. On the second weekend, demand at the High Street rank was lower and there was significantly less passenger queueing on Saturday night at the High Street rank.

Public consultation was undertaken through questionnaire surveys conducted on street and online.

Stakeholder consultation was undertaken with representatives of the taxi trade, minority group representatives, local businesses, visitor attractions, licenced premises, the police, fire brigade and ambulance service.

The public and stakeholder consultation feedback indicated that:

- The public and stakeholders are generally content with the level of service provided by Hackney Carriages.
- No concerns or issues were raised with respect to services provided for mobility impaired passengers.
- The storage capacity of the High Street rank is sometimes insufficient to accommodate all of the hackney carriages waiting for fares.
- There is often a wait for Hackney Carriages on Saturday nights, at the High Street rank.

Unmet need assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys, of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results indicates that the level is below the threshold which is held to indicate that the level of unmet demand is significant.

Trade Consultation

Trade representatives and drivers were consulted to seek their views on the Hackney Carriage trade in Colchester. The principal issues which were raised by the trade were:

- Frustration with parked private cars occupying taxi rank space.
- A minority of drivers damage the reputation of the trade by overcharging customers or having poor local knowledge. Most drivers offer good service and have good local knowledge.
- A desire for new ranks to serve day time demand from shoppers and night time demand from pubs and clubs.
- There is little multi-shift operation of vehicles. Therefore, vehicles which operate primarily during daytime weekdays, generally do not operate at nights or on the weekends. Similarly, those which serve the night time economy, generally are not in operation during the day.
- Some drivers who operate on Friday and Saturday nights prefer not to serve the High Street rank and avoid the trouble which is associated with drunk passengers. This can exacerbate shortages of supply during the peak demand period.

Conclusions

The primary purpose of this study is to determine whether there is evidence of significant unmet demand. The conclusion is that there is **no significant unmet demand**.

Users and stakeholders are generally content with the service provided by Hackney Carriages.



Recommendations

Vehicles parking on ranks and a desire for additional ranks to cater for day time and night time demand were the key issues identified by the trade. Better rank marking and signage, for existing ranks would help improve public awareness, both of rank location and of parking restrictions.

There is a shortage of supply at peak demand on Saturday night. This is exacerbated by some vehicles not operating, owing to lack of drivers willing to pay rental to operate the vehicles.

There is **no significant unmet demand**. Therefore, there is no compelling need to increase the number of Hackney Carriage Licences, on the basis of public benefit. However, if more drivers can be encouraged to operate on Saturday nights, at times of peak demand, this would address the wait times experienced by the small proportion of passengers who need to wait for a Hackney Carriage to come to the rank.

On this basis, the authority has discretion in its hackney licensing policy and may either:

- Maintain the current limit
- Issue any number of additional plates as it sees fit,
- Remove the numerical limit





CONTENTS

1	STUDY OBJECTIVES	1
2	BACKGROUND	2
3	BACKGROUND TO TAXI LICENSING IN COLCHESTER	5
4	TAXI RANK SURVEYS	9
5	PUBLIC CONSULTATION	30
6	STAKEHOULDER CONSULTATION	35
7	DETERMINATION OF UNMET DEMAND	41
8	RESPONSES TO DFT BEST PRACTICE GUIDANCE 2010	45
9	CONCLUSIONS AND RECOMMENDATIONS	48





1 STUDY OBJECTIVES

1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Colchester Borough Council.

The study is intended to fulfil the requirements of Section 16 of the 1985 Transport Act and to address the questions raised in the Department for Transport (DfT) 2010 Best Practice Guidance.

The objectives of the study include:

The objectives of the study may be broadly defined as:

- Consultation with major stakeholders
- Consultation with the trade
- Consultation with the public
- Taxi rank surveys



2 BACKGROUND

2.1 Definitions

This report refers to Taxis, Hackney Carriages and Private Hire Vehicles. Both Hackney Carriages and Private Hire Vehicles are licenced to operate within the Colchester Council area.

Hackney Carriages may be hired in three ways. These are on street hailing, hire at a taxi rank and by telephone or taxi office booking.

Private Hire Vehicles may only be hired through advance booking. This is generally done by telephone or at a Private Hire Vehicle operator's office.

It is common for members of the public to have limited knowledge of the difference between Hackney Carriages and Private Hire Vehicles. Indeed, both types of licenced vehicles are frequently referred to collectively as Taxis. In this report, the term Taxi is used as a generic term to encompass both Hackney Carriages and Private Hire Vehicles, though where appropriate, the specific type of licenced vehicle is identified.

Colchester Council is the licensing authority for Hackney Carriage and Private Hire operators, drivers and vehicles within their area. They are able to specify the standards they require (over and above the legal minima) for operators, drivers and vehicles, they can regulate Hackney Carriage fares and specify the number of Hackney licenses they issue.

2.2 DfT guidance on Unmet Demand surveys

In 2006 the Department for Transport (DfT) issued Good Practice Guidance to licensing authorities on the Hackney Carriage and Private Hire Vehicle (PHV) industry. This guidance was updated in 2010. It includes advice on the measurement of unmet demand.

Significant Unmet Demand (SUD) has two components:

- Observed or 'patent' demand – that which is directly observable
- Latent or 'suppressed' demand – that which is released by additional supply.

Where a limit has been imposed, the DfT recommend that surveys be repeated every three years to confirm that unmet demand had not arisen.

2.3 Observed unmet demand

Patent unmet demand is determined from direct observation of passenger waiting times at representative taxi ranks and at representative times of day. Where the supply of taxis at a particular time and location is inadequate, intending passengers will have to wait until a taxi arrives. Where this waiting time becomes excessive there is unmet demand and where this occurs at a number of locations and for lengthy periods it constitutes Significant Unmet Demand.



2.4 Latent unmet demand

Where potential passengers are deterred from using taxis through the assumption or knowledge that waiting times will be high, these passengers may decide not to travel or use an alternative means of transport. These passengers will not feature in the taxi rank surveys. Therefore to get an estimate of this latent demand an alternative form of survey is required. This generally consists of face to face interviews with pedestrians to enquire about their experience in hiring and using taxis. Such a survey can also provide other information on taxi use.

2.5 Other Surveys

The DfT guidance also recommends that stakeholders such as taxi providers and representatives of groups which rely heavily on taxis are contacted for their opinions on the number of taxis and the possible impact of licence quantity controls.

2.6 Breakdown of the Hackney Carriage trade

Markets and hire methods typically targeted by Hackneys, in the UK, include:

- Public, private and unofficial ranks;
- Flag down/on-street;
- Telephone / radio bookings
- Contract work for statutory authorities such as for education authorities or social services;
- Commercial contract work;
- One off/occasional private hire for individuals or organisations;
- Evening leisure;
- Daytime shopping/social/business;
- Tourism
- Various combinations of the above that 'fit together' in time

Practices vary by location. For example, in some locations, a large proportion of work is serviced by radio bookings, whereas in other areas, work is based on rank based hire.

In some areas almost all of the trade may focus on one particular aspect of the market at the same time (i.e. school contracts) causing there to be unmet demands in other parts of the market at that time.

The market for taxis – both Private Hire Vehicles and Hackneys is therefore influenced by many factors – both on the demand and the supply side. Demand, for example, is influenced by:

- The overall population,
- The extent of car ownership,
- Availability of other transport including public, community and private transport,
- Levels of mobility impairment and disability,.
- Seasonality,



The extent and hours of the night time economy will affect demand. The market will also be influenced by the supply of Hackney and PHVs, in terms of the quality, affordability and quantity of provision – both perceived and actual.



3 BACKGROUND TO TAXI LICENSING IN COLCHESTER

3.1 The Colchester Borough Council area

The mid 2014 population estimate for Colchester is 180,420. The population of Colchester Borough includes a relatively high proportion of younger adults, with a major army garrison at Colchester Barracks and with approximately 14,500 students at the University of Essex and the Colchester Institute. Colchester town centre has an active night time economy.

3.2 Council policy context

The Local Transport Plan for Colchester recognises the contribution that licenced vehicles can make to sustainable transport, with linkages to bus and rail services and incorporates a policy of providing priority access routes for taxis.

3.3 Licenced vehicle statistics

Historic licenced vehicle numbers are presented in Table 1. This enables a comparison between Hackney Carriage and Private Hire Vehicle numbers to be made.

Year	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Driver numbers
1997	115	265	380	
1999	115	314	429	
2001	114	375	489	
2004	113	347	460	
2005	113	347	460	760
2007	121	506	627	764
2009	130	506	636	764
2010	130	518	648	
2011	131	566	697	746
2012	131	468	599	800
2013	131	590	721	699
2015	131	498	629	700

Table 1 - Historic Licence information

All drivers in Colchester Borough are dual licenced for both Hackney Carriage and Private Hire Vehicles. The ratio of drivers to vehicles, in 2015, was 1.11. This statistic corroborates trade feedback, that there is little multi-shift operation of licenced vehicles.

The proportion of Hackney Carriages and Private Hire Vehicles, per 1,000 population (mid 2014 values), for all authorities in the East of England, is presented in Table 2 and Figure 1. Authorities are grouped by those which limit the number of Hackney Carriages and those which do not. These groups are each ordered in terms of increasing proportions of total licenced vehicles per 1,000 population. Colchester has a relatively low proportion of Hackney Carriages per



1,000 population, compared with other authority areas which apply a limit. However, it does not have the lowest proportion amongst these areas. The proportion of Hackney Carriages is lower in Colchester, than the ratios generally observed in areas which do not limit.

Table 2 - Proportions of licenced vehicles per 1,000 population

Licensing Area	Mid 2014 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Braintree [Limit]	149,985	81	161	242	0.5	1.1	1.6
Rochford [Limit]	84,776	215	56	271	2.5	0.7	3.2
St Edmundsbury [Limit]	112,073	61	314	375	0.5	2.8	3.3
Colchester [Limit]	180,420	131	498	629	0.7	2.8	3.5
Stevenage [Limit]	85,997	100	207	307	1.2	2.4	3.6
Cambridge [Limit]	128,515	324	178	502	2.5	1.4	3.9
Watford [Limit]	95,505	291	176	467	3.0	1.8	4.9
Suffolk Coastal [No Limit]	124,776	36	127	163	0.3	1.0	1.3
Mid Suffolk [No Limit]	99,121	106	38	144	1.1	0.4	1.5
Breckland [No Limit]	133,986	131	75	206	1.0	0.6	1.5
Fenland [No Limit]	97,732	114	44	158	1.2	0.5	1.6
East Cambridgeshire [No Limit]	86,685	115	26	141	1.3	0.3	1.6
Chelmsford [No Limit]	171,633	183	127	310	1.1	0.7	1.8
Maldon [No Limit]	62,767	97	17	114	1.5	0.3	1.8
Babergh [No Limit]	88,845	39	124	163	0.4	1.4	1.8
North Hertfordshire [No Limit]	131,046	181	68	249	1.4	0.5	1.9
South Norfolk [No Limit]	129,226	159	90	249	1.2	0.7	1.9
North Norfolk [No Limit]	102,867	133	68	201	1.3	0.7	2.0
Tendring [No Limit]	139,916	255	22	277	1.8	0.2	2.0
Waveney [No Limit]	115,919	136	107	243	1.2	0.9	2.1
East Hertfordshire [No Limit]	143,021	257	57	314	1.8	0.4	2.2
Castle Point [No Limit]	88,907	141	63	204	1.6	0.7	2.3
Forest Heath [No Limit]	62,812	128	34	162	2.0	0.5	2.6
Dacorum [No Limit]	149,741	235	176	411	1.6	1.2	2.7
Basildon [No Limit]	180,521	204	310	514	1.1	1.7	2.8
Welwyn Hatfield [No Limit]	116,024	190	171	361	1.6	1.5	3.1
St Albans [No Limit]	144,834	284	170	454	2.0	1.2	3.1
Harlow [No Limit]	84,564	63	212	275	0.7	2.5	3.3
Huntingdonshire [No Limit]	173,605	99	479	578	0.6	2.8	3.3
Broxbourne [No Limit]	95,748	230	91	321	2.4	1.0	3.4
Great Yarmouth [No Limit]	98,172	185	145	330	1.9	1.5	3.4
Ipswich [No Limit]	134,966	172	317	489	1.3	2.3	3.6
Brentwood [No Limit]	75,645	255	32	287	3.4	0.4	3.8
Epping Forest [No Limit]	128,777	429	100	529	3.3	0.8	4.1
Norwich [No Limit]	137,472	223	431	654	1.6	3.1	4.8
Hertsmere [No Limit]	102,427	14	484	498	0.1	4.7	4.9
South Cambridgeshire [No Limit]	153,281	8	855	863	0.1	5.6	5.6
Three Rivers [No Limit]	90,423	18	604	622	0.2	6.7	6.9
Uttlesford [No Limit]	84,042	63	1,028	1,091	0.7	12.2	13.0
Broadland [...]	125,961	0	224	224	0.0	1.8	1.8

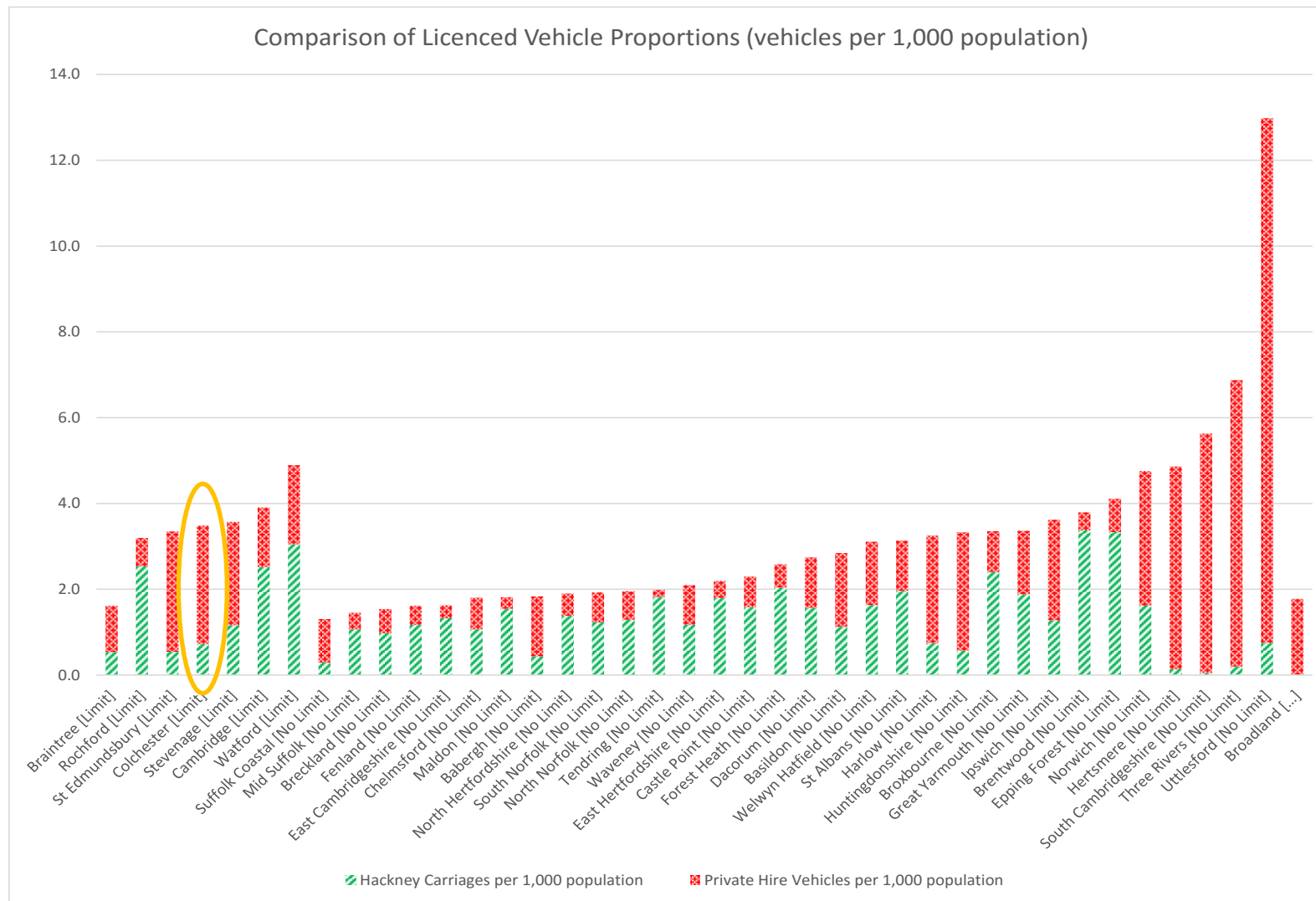


Figure 1 - Licenced Vehicles per 1,000 population



3.4 Fares review

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The higher the ranking, the more expensive the journey, compared with other authorities. The September 2015 table (the latest available at the time of preparation of this report) indicated that the fares in Colchester were ranked 18 out of 365 authorities listed, with a fare of £6.80.

In terms of national fares, the highest comparable fare was £9.20 and the lowest £3.50. The national average fare was £5.68.



4 TAXI RANK SURVEYS

4.1 Current taxi ranks

There were 6 taxi ranks surveyed in Colchester. The locations are at the following locations:

- Railway Station, north side
- Railway Station, south side
- Head Street
- High Street
- Queen Street
- Osborne Street

4.2 Rank survey results

Full details of tabulated arrival frequencies and waiting times for Hackney Carriages and passengers are presented in Appendix A. Summary results are presented below.

Both of the Railway Station ranks are private ranks, operated on railway property. Any Hackney Carriages which wish to operate from these ranks, require a permit from the railway operators, Abellio Greater Anglia. The other four ranks are on public highways and do not require any additional permits.

The four public taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, from Thursday morning (1st October 2015) to the following Monday morning (5th October 2015), in order to capture the busiest periods of the week, along with quiet periods. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as passenger waiting delays. Owing to a delay in obtaining permission to undertake the survey at the Railway Station ranks, the two Railway Station ranks were surveyed the following week, from the morning of Thursday 8th October 2015 to the morning of Monday 12th October 2015.

Passenger waiting times were recorded when passengers arrived at a taxi rank and there were no taxis waiting at the rank, i.e. passengers had to wait for a taxi to arrive at the rank. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi rank until the passenger boarded a Hackney Carriage.

It is worth noting that when ranks were active, the prevalent condition at the active taxi ranks in Colchester was that taxis queue at the ranks, waiting for passengers. Therefore, for the majority of the times surveyed, passengers arrived at the taxi ranks and a Hackney Carriage was waiting and ready for immediate boarding. On these occasions, the recorded passenger wait time was zero.



Railway Station, north side

There are two ranks at Colchester Railway Station. The rank to the north side of the station, is the larger and busier of the two ranks, with 22 spaces for Hackney Carriages, arranged in lanes, approaching the head of the rank. A barrier lies along the rank, with a gap at the head of the rank to enable passengers to board the first Hackney Carriage on the rank. This feature means that, whilst there were generally several Hackney Carriages waiting at the rank when each train arrived at the station, only the first Hackney Carriage could board passengers. Any other passengers seeking to hire a Hackney Carriage had to wait for the first Hackney Carriage on the rank, to leave. This feature means that when a train arrives and a large number of passengers emerge from the station, looking for Hackney Carriages, the passengers need to queue, waiting for Hackney Carriages to move forward to the boarding point. Whilst passenger queues were commonplace, following the arrival of trains, there were generally plenty of Hackney Carriages waiting in a queue to approach the head of the rank and pick up waiting passengers. Hence, passenger queuing on these occasions was as a result of the boarding arrangement, rather than from lack of available Hackney Carriages. As such, any passenger queues resulting from limited boarding capacity, whilst Hackney Carriages are available at the rank, were not included in calculations for unmet demand.

The rank effectively operated from around 7:00 to 3:00 the following morning and there were generally Hackney Carriages available at the rank. Hence, passenger queues, waiting for Hackney Carriages to arrive at the rank, were rare.

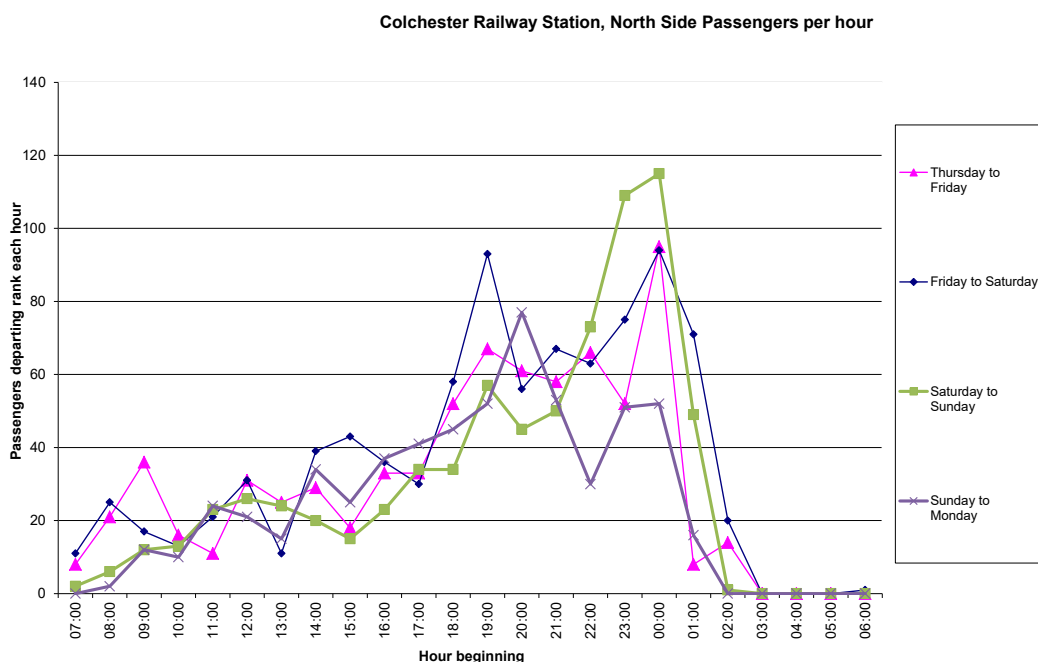


Figure 2 - Hourly departures of passengers at Railway Station, North Side rank

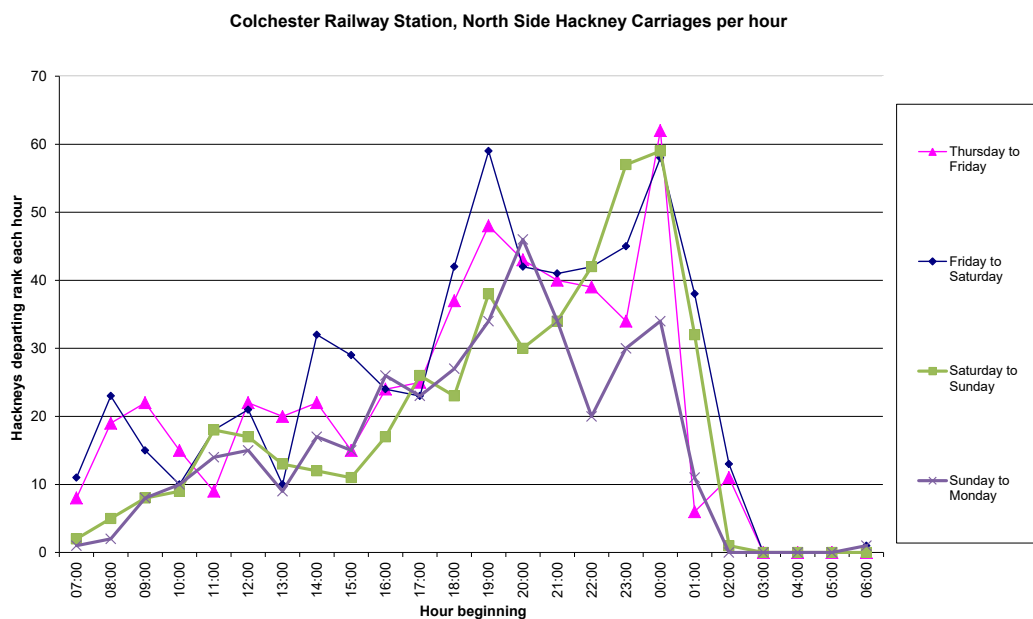


Figure 3 - Hourly departures of Hackney Carriages at Railway Station, North Side rank

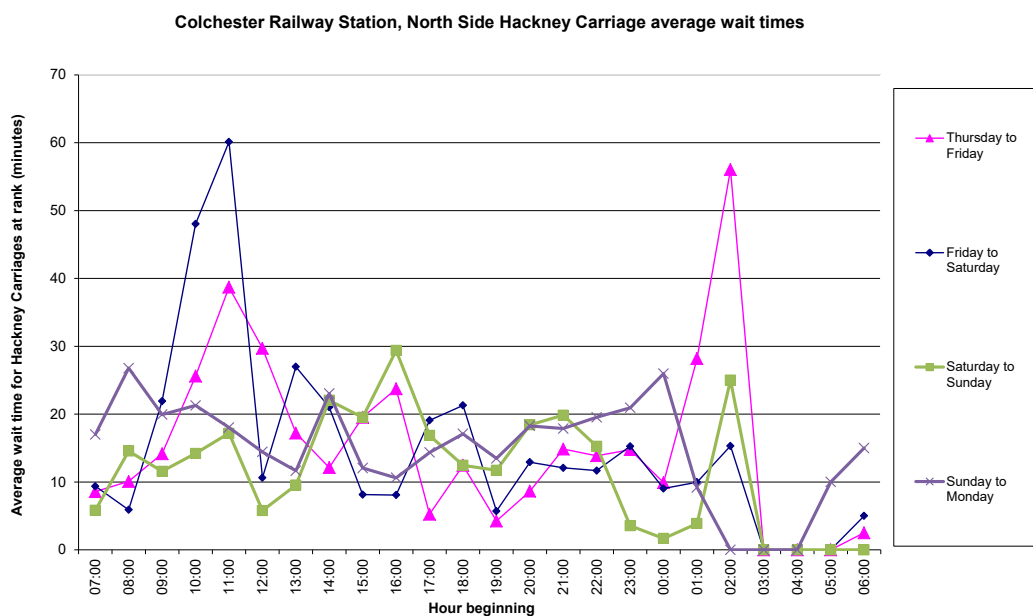


Figure 4 - Average Hackney Carriage vehicle wait times at Railway Station, North Side rank

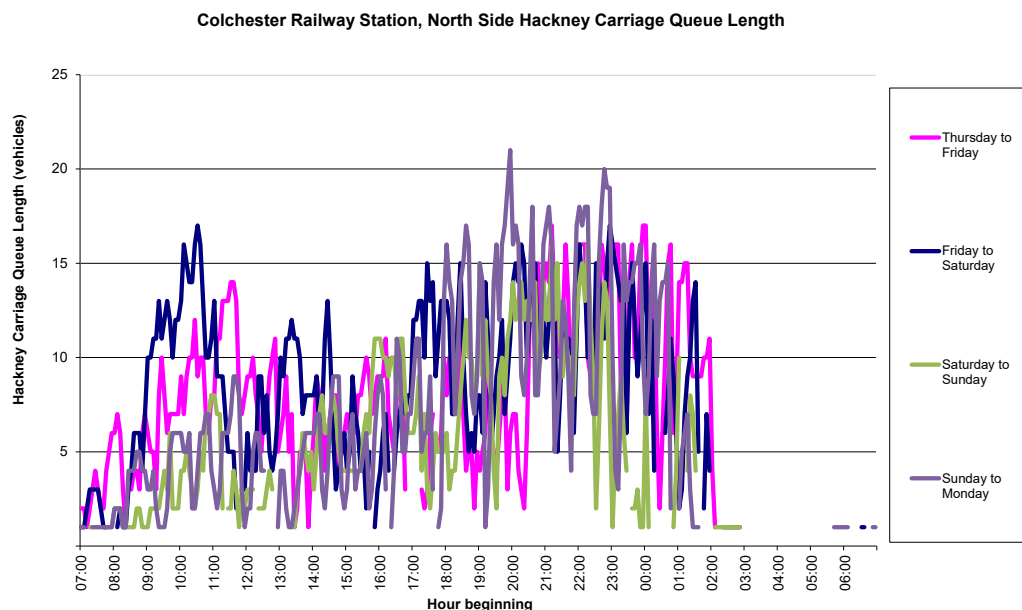


Figure 5 - Hackney Carriage vehicle queue length at Railway Station, North Side rank

Railway Station, south side

The rank on the south side of the Railway Station had significantly lower throughput of passengers, than the rank on the north side. The marked rank area was frequently used by private vehicles and licenced vehicles to drop off passengers. There were relatively few Hackney Carriages which waited at this rank.

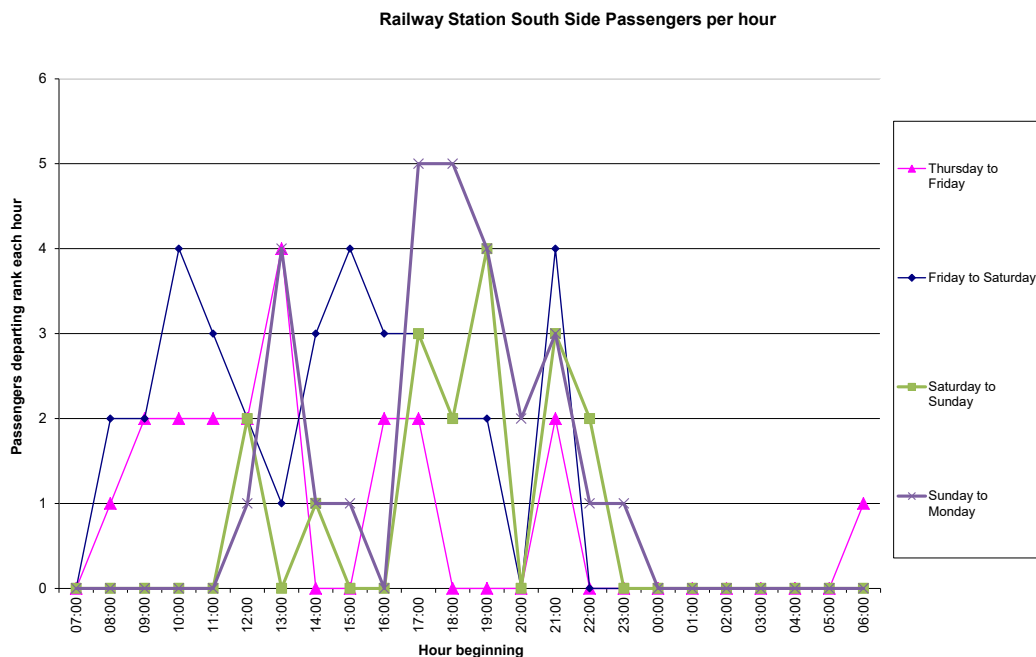


Figure 6 - Hourly departures of passengers at Railway Station, South Side Rank

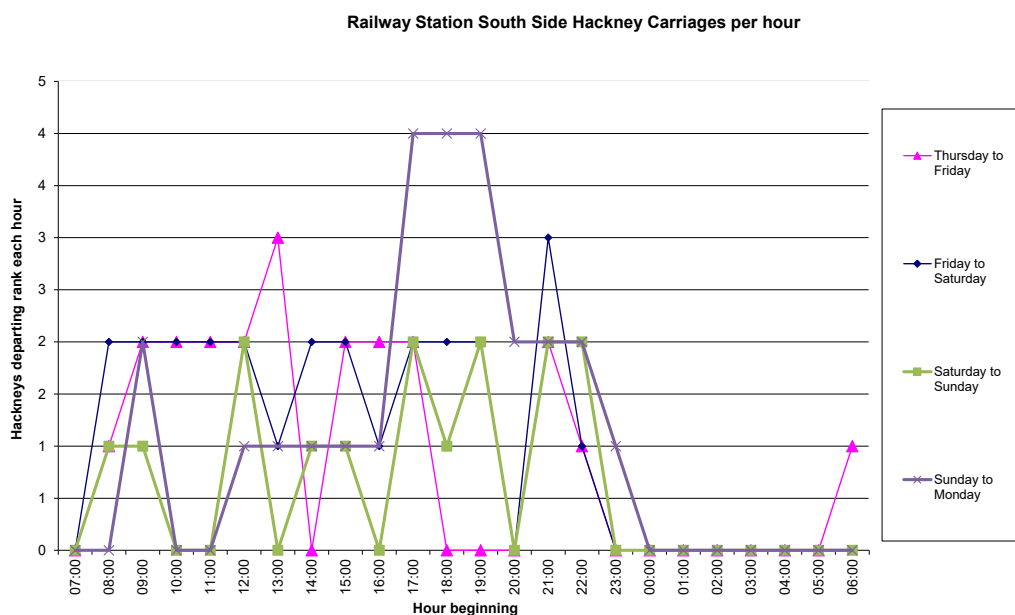


Figure 7 - Hourly departures of Hackney Carriages at Railway Station, South Side Rank

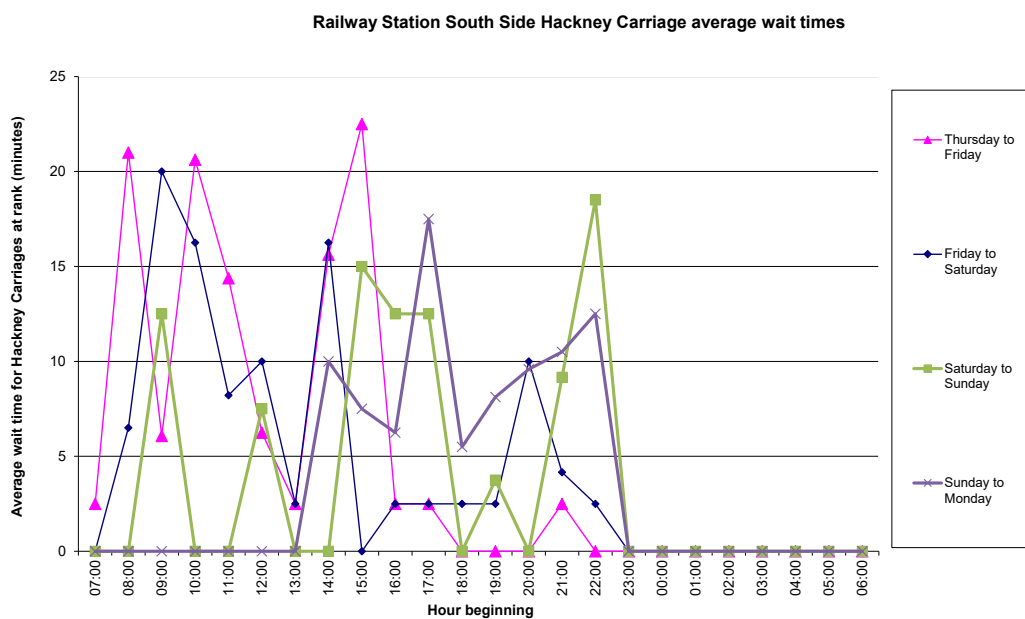


Figure 8 - Average Hackney Carriage vehicle wait times at Railway Station, South Side Rank

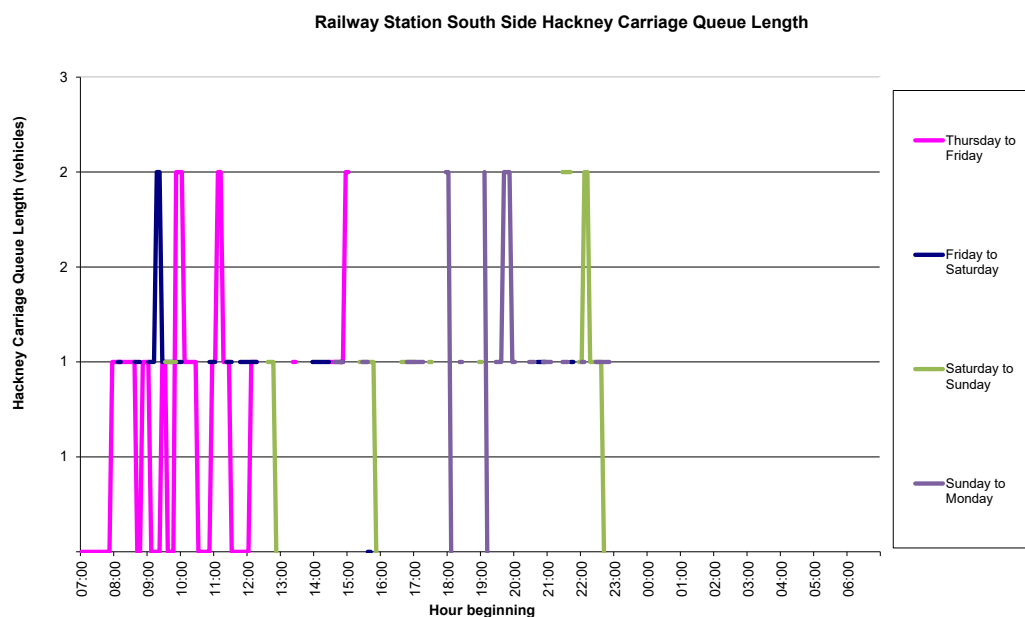


Figure 9 - Hackney Carriage vehicle queue length at Railway Station, South Side Rank



Head Street

The rank on Head Street was lightly used. There were occasional pickups by Hackney Carriages which appeared to be responding to flag downs. Several Hackney Carriages waited at the rank for short periods from time to time. Some of these left with passengers, however the majority of Hackney Carriages which waited at this rank, left empty. In the evenings, the rank was generally full of parked vehicles and the rank was used from time to time by delivery vehicles and buses.

Head Street South Passengers per hour

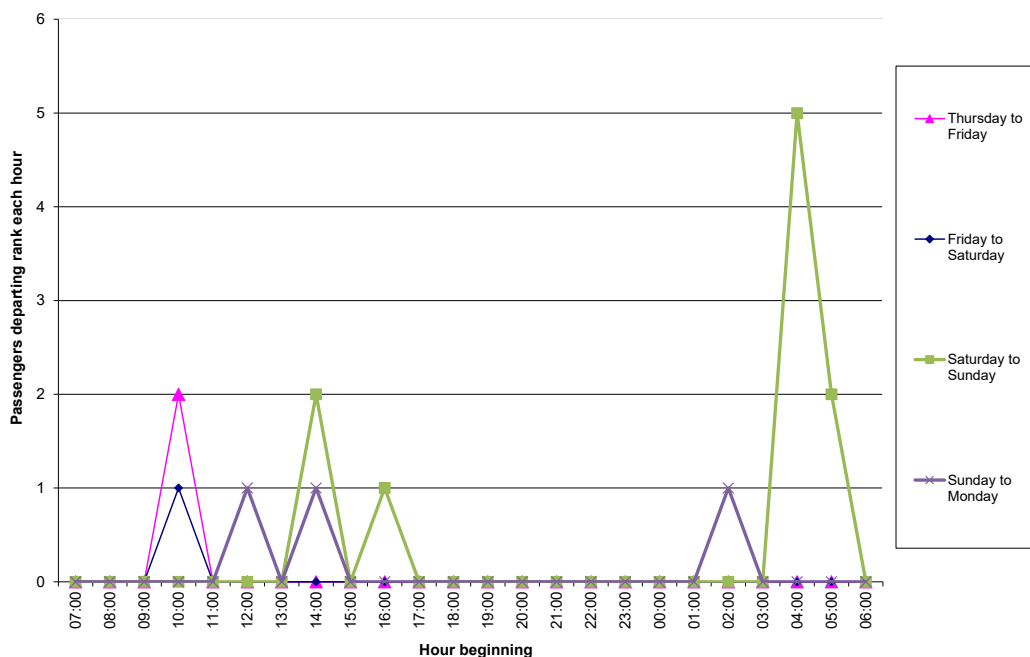


Figure 10 - Hourly departures of passengers at Head Street Rank

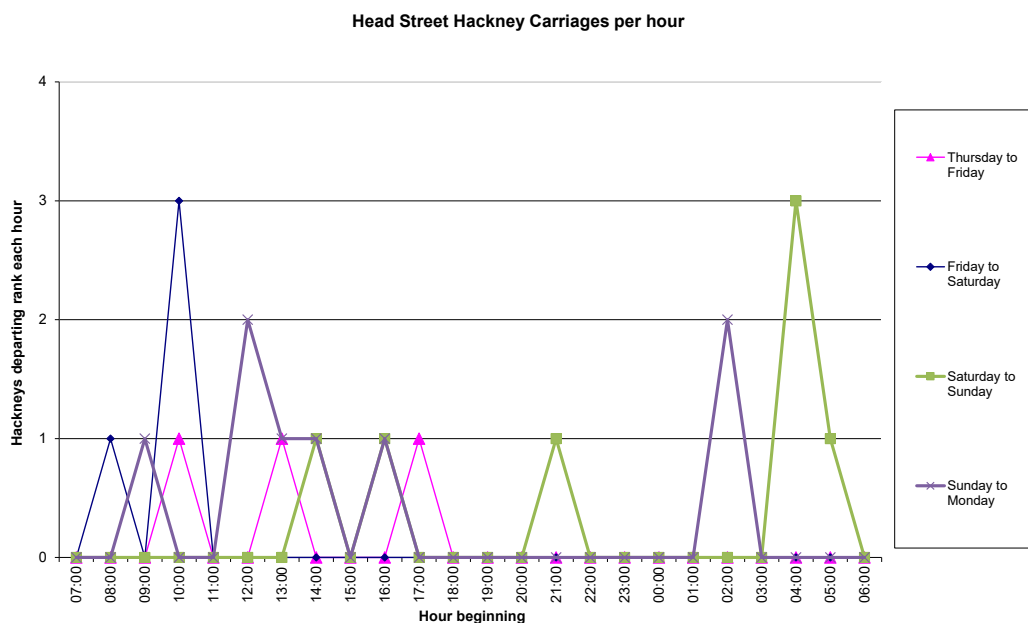


Figure 11 - Hourly departures of Hackney Carriages at Head Street Rank

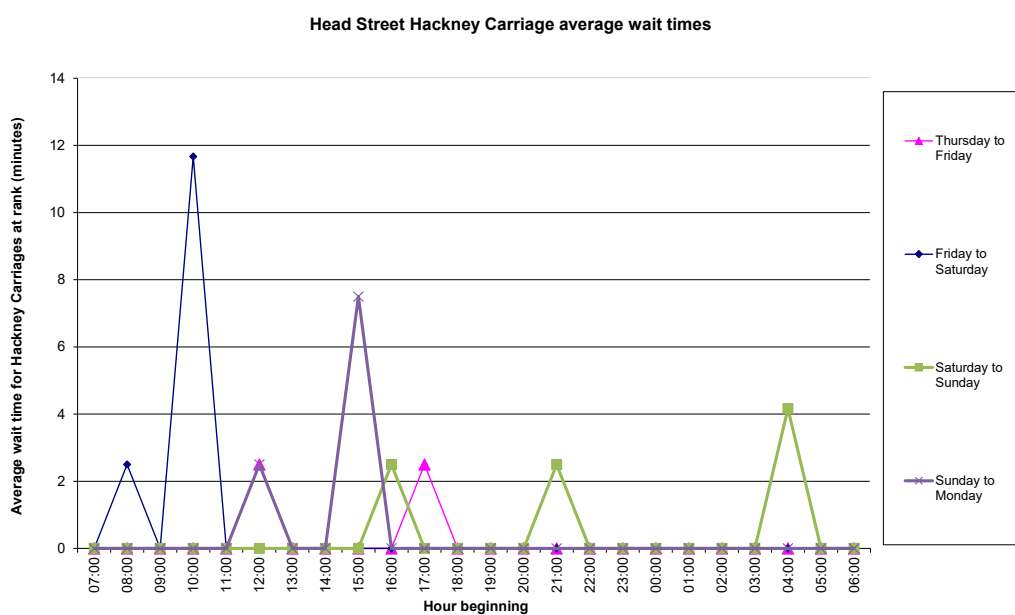


Figure 12 - Average Hackney Carriage vehicle wait times at Head Street Rank

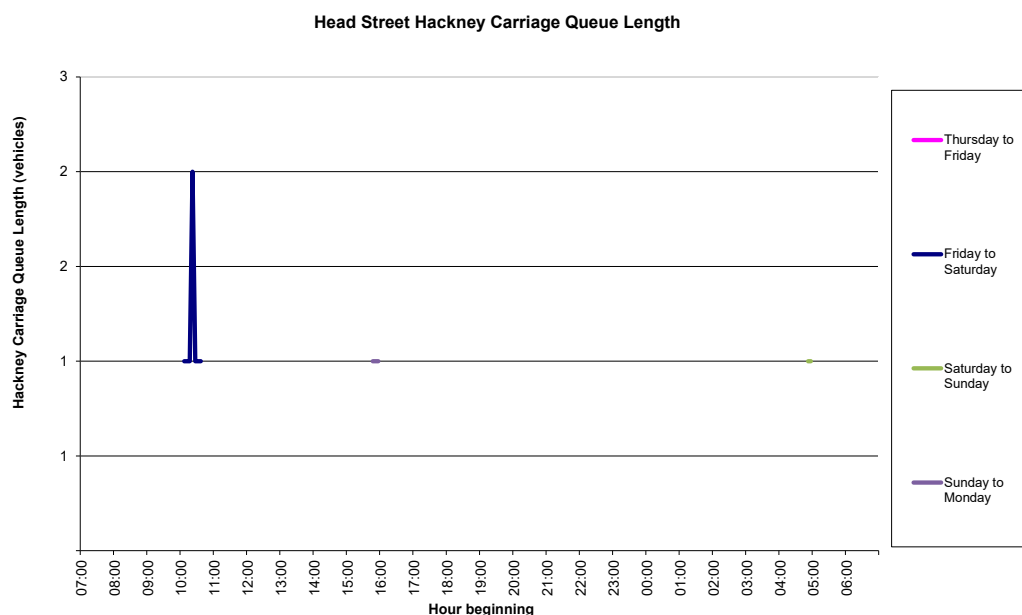


Figure 13 - Hackney Carriage vehicle queue Length at Head Street Rank

High Street

The rank on the High Street is the largest rank in Colchester town centre, in terms of the number of spaces available for Hackney Carriages. This rank was the only rank in the town centre in established use throughout each day and at night. The rank has 21 spaces for Hackney Carriages, in a double lane arrangement. There were generally Hackney Carriages available at the rank between 8:00 am and 4:00 am the following morning.

Peak demand for Hackney Carriages was on Saturday night. The demand outstripped supply of Hackney Carriages, at times, from midnight to 4:00 am on Sunday morning. During this period, there were extended periods of passenger queueing, during which time passenger queues reached a maximum of 30 people waiting. The length of time waited by each passenger during this period of queueing ranged up to approximately 5.5 minutes. The average wait time for queueing passenger during these periods was around 3 minutes.

During the period of peak demand on Saturday night, there were approximately 23 Hackney Carriages operating from the rank. Each Hackney Carriage picked up around 3 to 4 hires per hour during the period of peak demand.

A taxi marshal was present at the rank from 23:00 hours on Friday and Saturday night.

Members of the trade had commented that the survey on the Saturday 3rd October was a particularly busy Saturday with a combination of the usual increase in trade on the first Saturday following pay day, plus a large number of students starting the new university term. As the Railway Station ranks were re-surveyed the following weekend, the cameras on the High Street rank were left in place for a further weekend. This enabled some footage to be collected for comparison purposes and to ensure that the ranks was not left unattended by drivers who serviced the station ranks as they were being surveyed. The following Saturday



(10th October) demand at the peak period on Saturday night was approximately 10% lower than the previous Saturday. The level of passenger queueing was also significantly lower on the second Saturday.

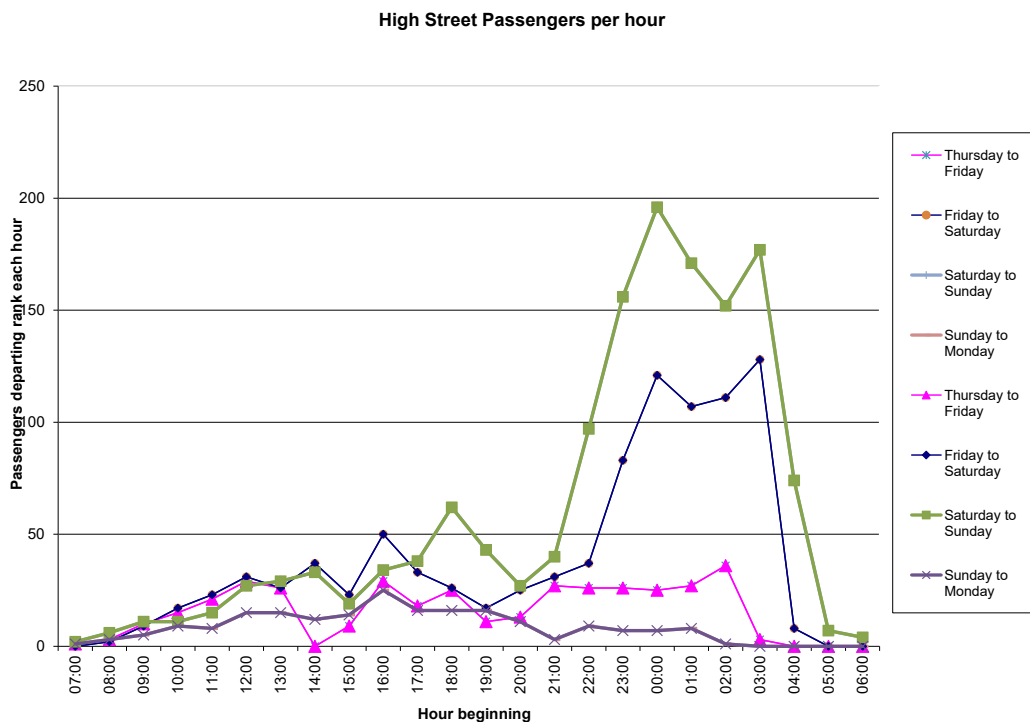


Figure 14 - Hourly departures of passengers at High Street rank

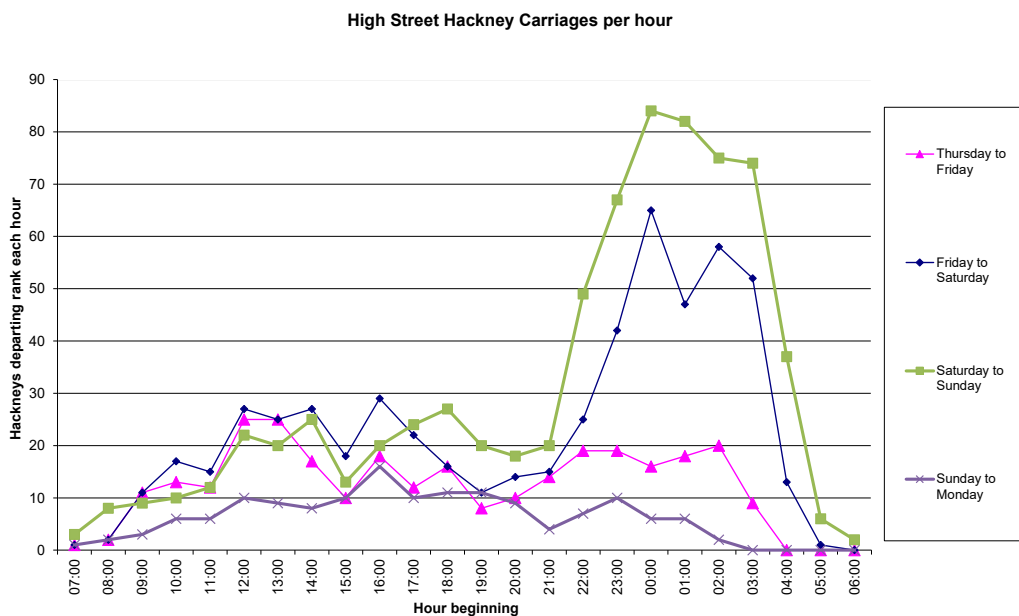


Figure 15 - Hourly departures of Hackney Carriages at High Street rank

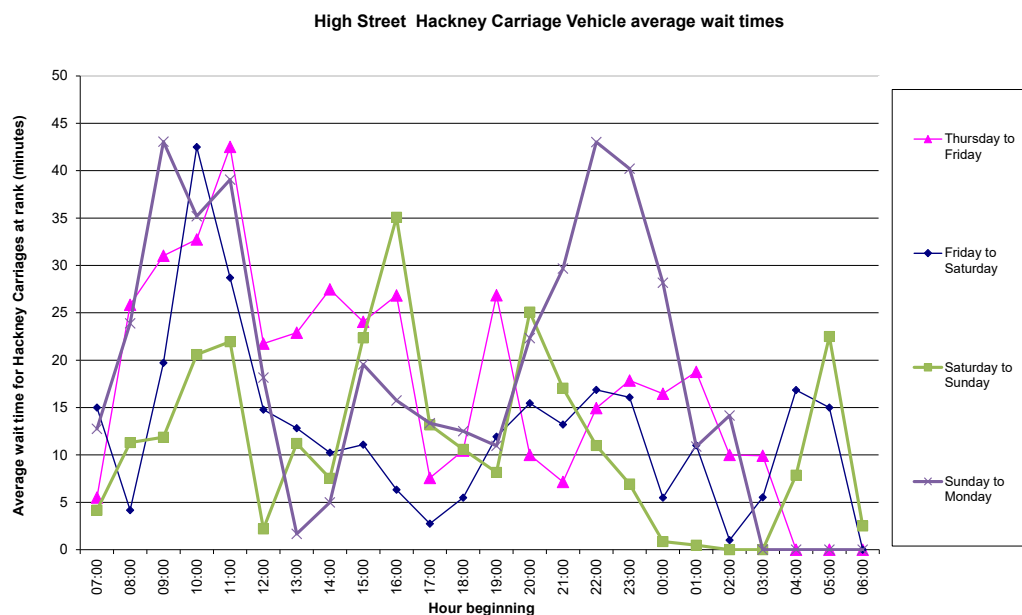


Figure 16 - Average Hackney Carriage vehicle wait times at High Street rank

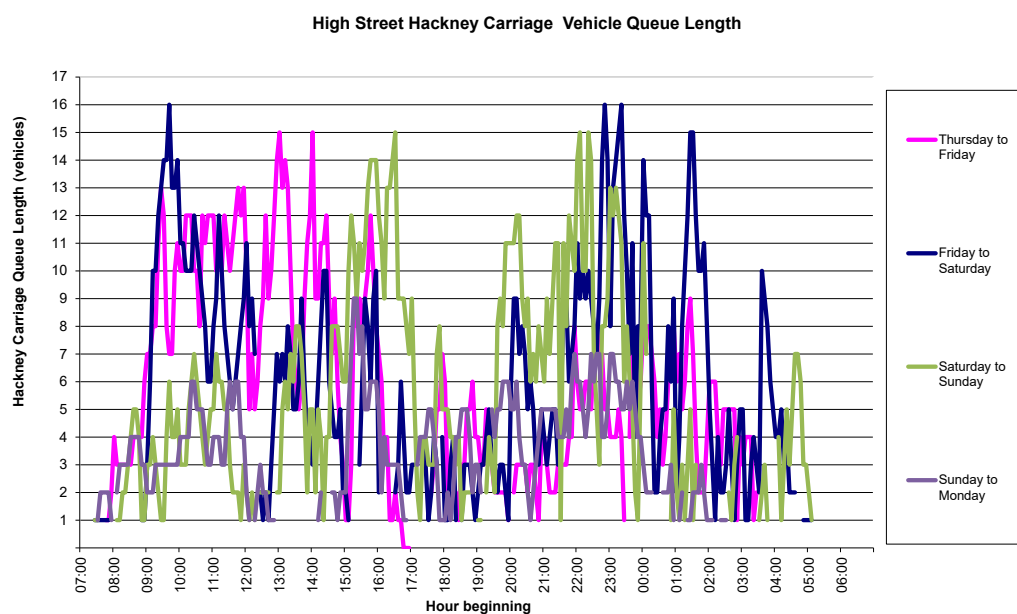


Figure 17 - Hackney Carriage vehicle queue Length at High Street Rank



Queen Street

The Queen Street rank has two spaces and is a night time only rank. The rank was frequently used by parked vehicles at night and for much of the nominally active period, was not accessible for use by Hackney Carriages.

No passengers were picked up from the rank. The rank was, however, used occasionally by drivers to park Hackney Carriages whilst they left the vehicle on the rank, unattended.

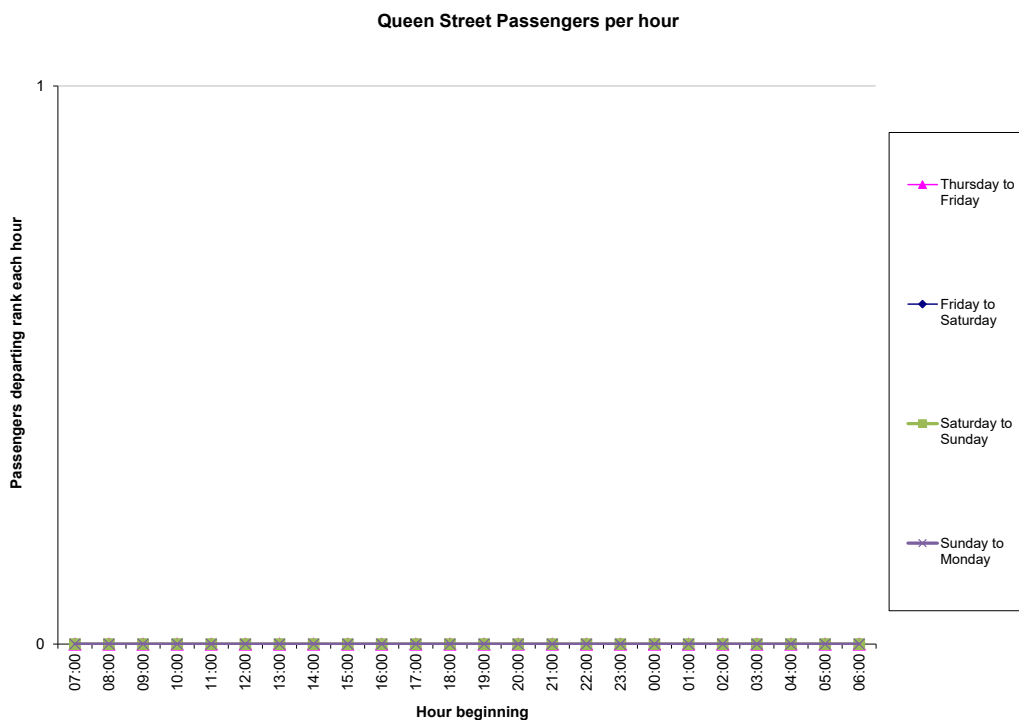


Figure 18 - Hourly departures of passengers at Queen Street rank

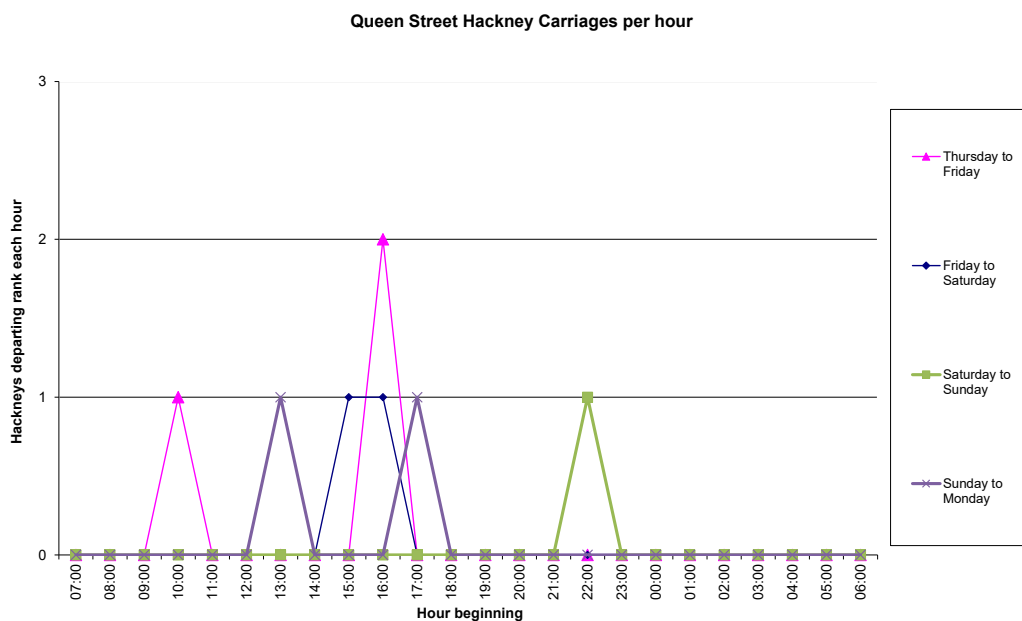


Figure 19 - Hourly departures of Hackney Carriages at Queen Street rank

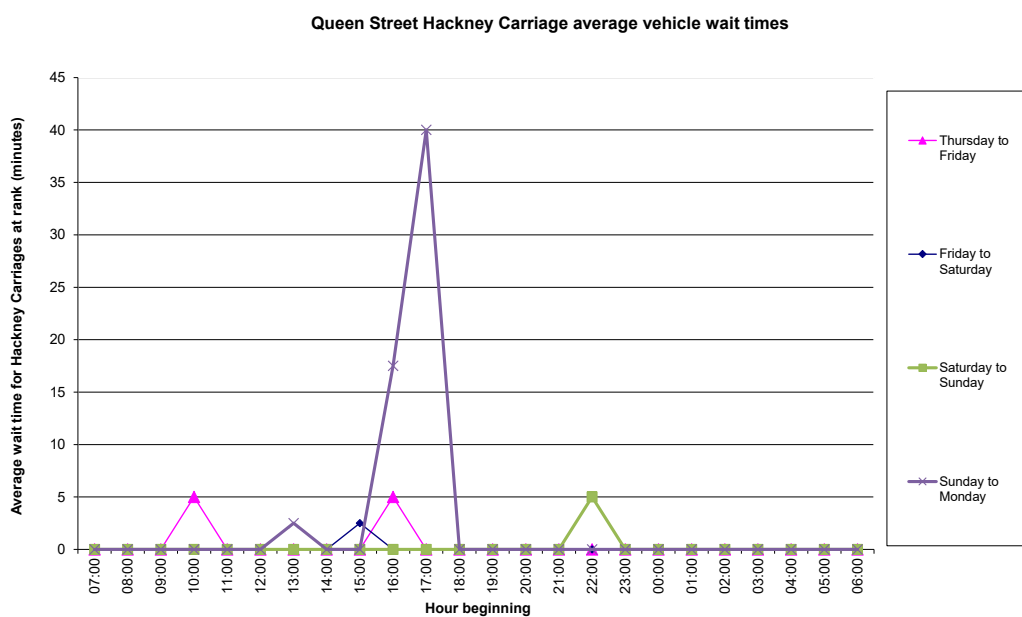


Figure 20 - Average Hackney Carriage vehicle wait times at Queen Street rank

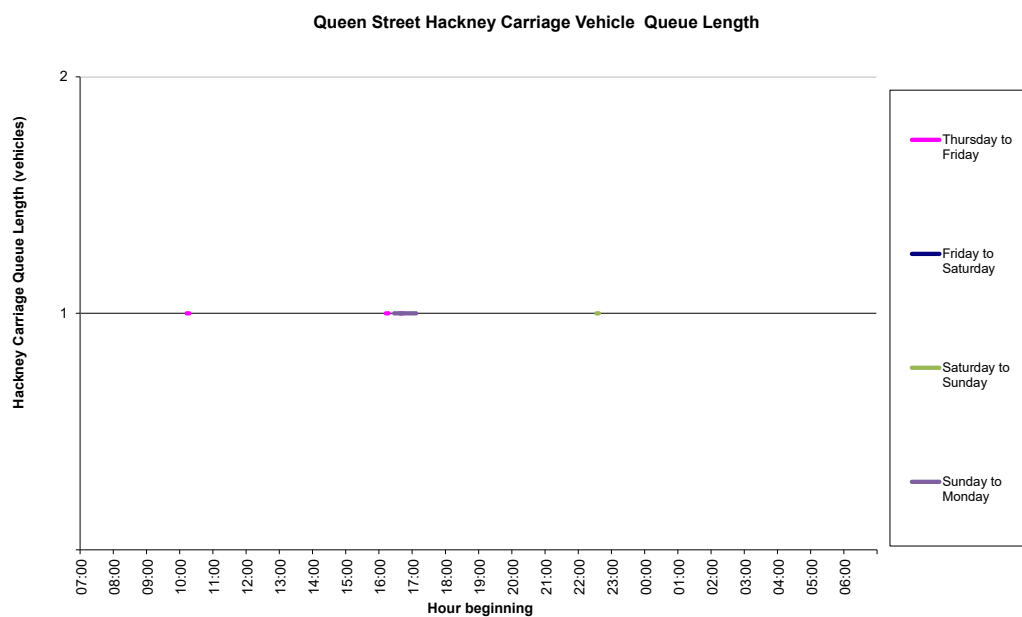


Figure 21 - Hackney Carriage vehicle queue Length at Queen Street rank



Osborne Street

The rank on Osborne Street lies opposite the bus stances at the principal bus interchange in Colchester. The rank is also outside a Private Hire booking office. The rank was rarely used by Hackney Carriages, except for occasional use by vehicles which waited on the rank for a few minutes before leaving the rank empty

Only nine hires were observed over the four days. The rank was frequently used by private cars to park, especially in the evenings. The rank was also used from time to time, by drivers who parked Hackney Carriages and left the vehicle unattended. One private car was issued with a parking ticket, for parking on the rank on Sunday afternoon.

On Saturday afternoon, a Hackney Carriage had been pre-booked to pick up a wheelchair passenger. The driver arrived and prepared the vehicle to enable the passenger, in a powered wheelchair, to access the vehicle.

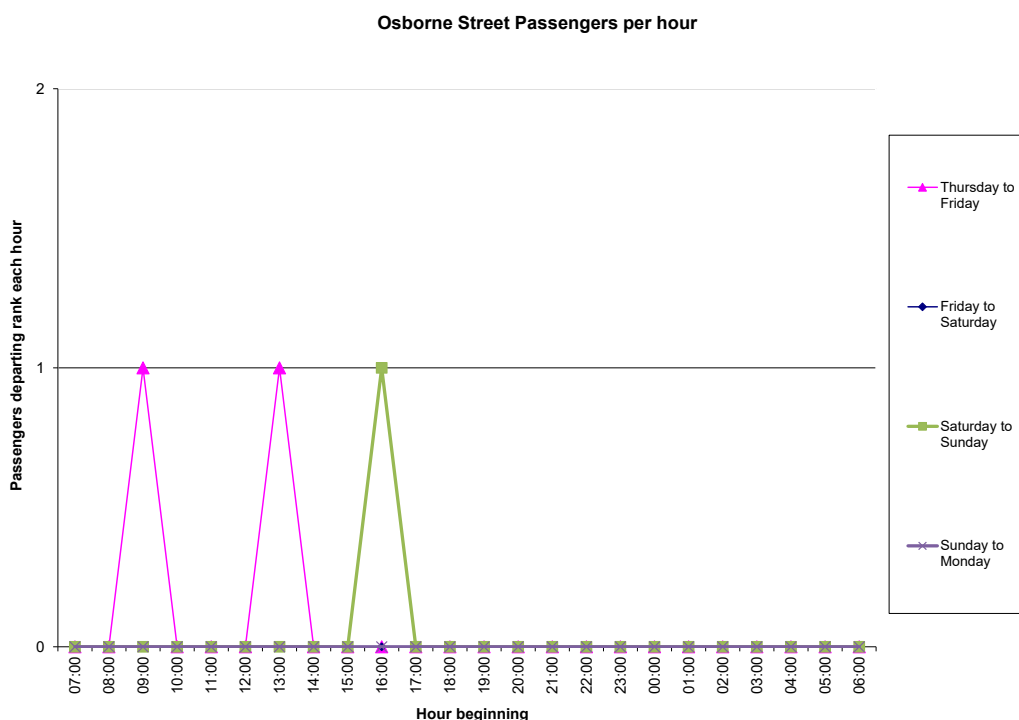


Figure 22 - Hourly departures of passengers at Osborne Street rank

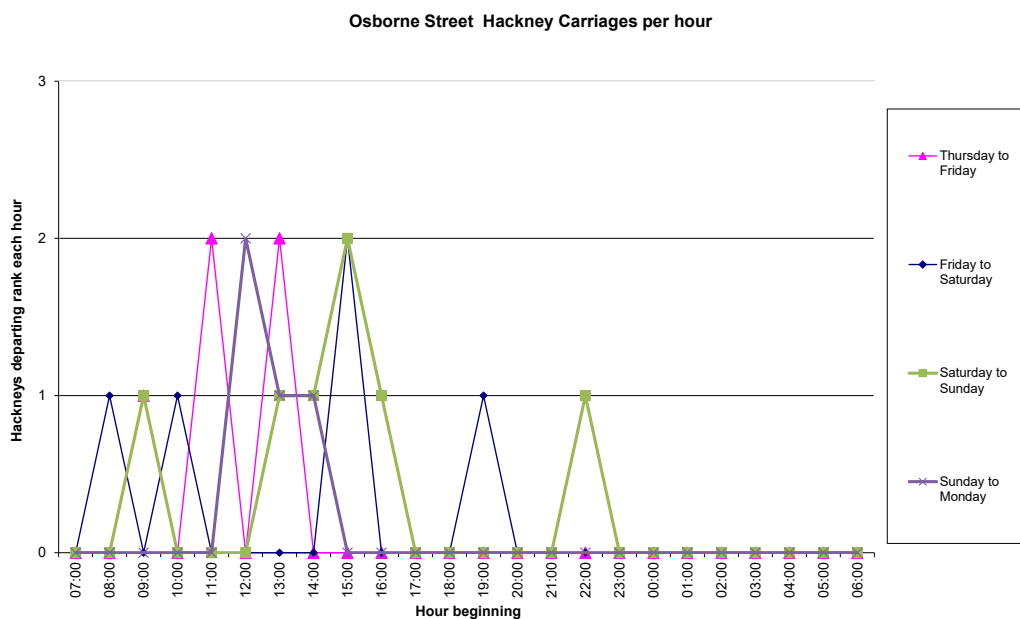


Figure 23 - Hourly departures of Hackney Carriages at Osborne Street rank

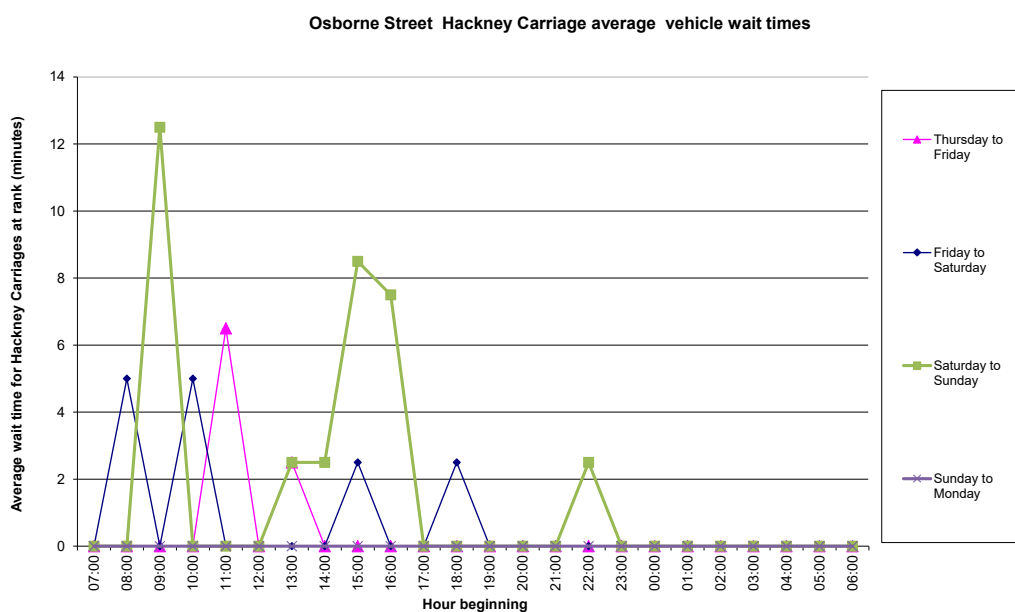


Figure 24 - Average Hackney Carriage vehicle wait times at Osborne Street rank

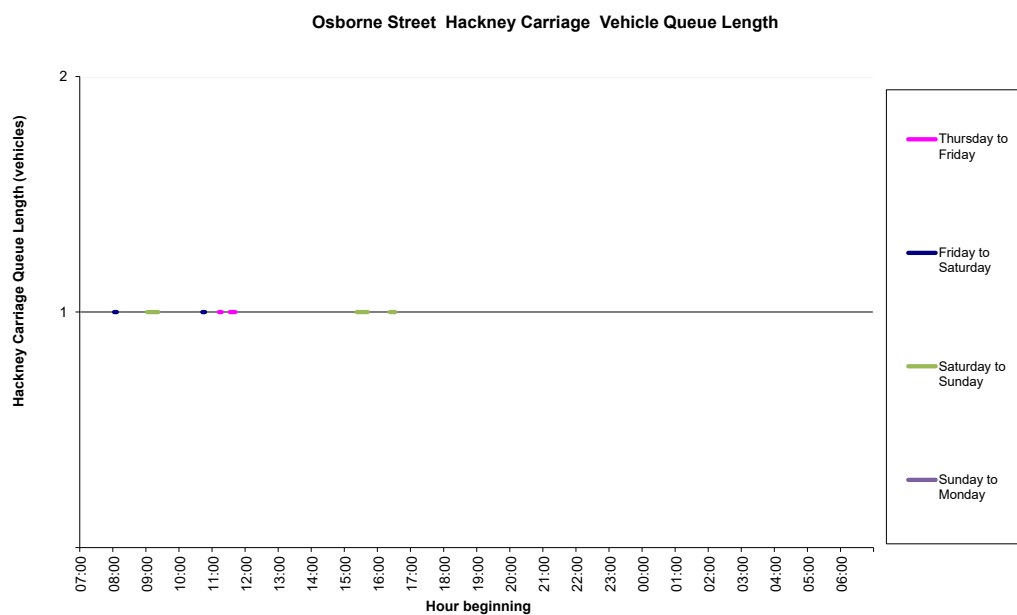


Figure 25 - Hackney Carriage vehicle queue Length at Osborne Street



The number of hires (i.e. the numbers of Hackney Carriages which left ranks with passengers) were aggregated across all ranks. The results are presented in Figure 26.

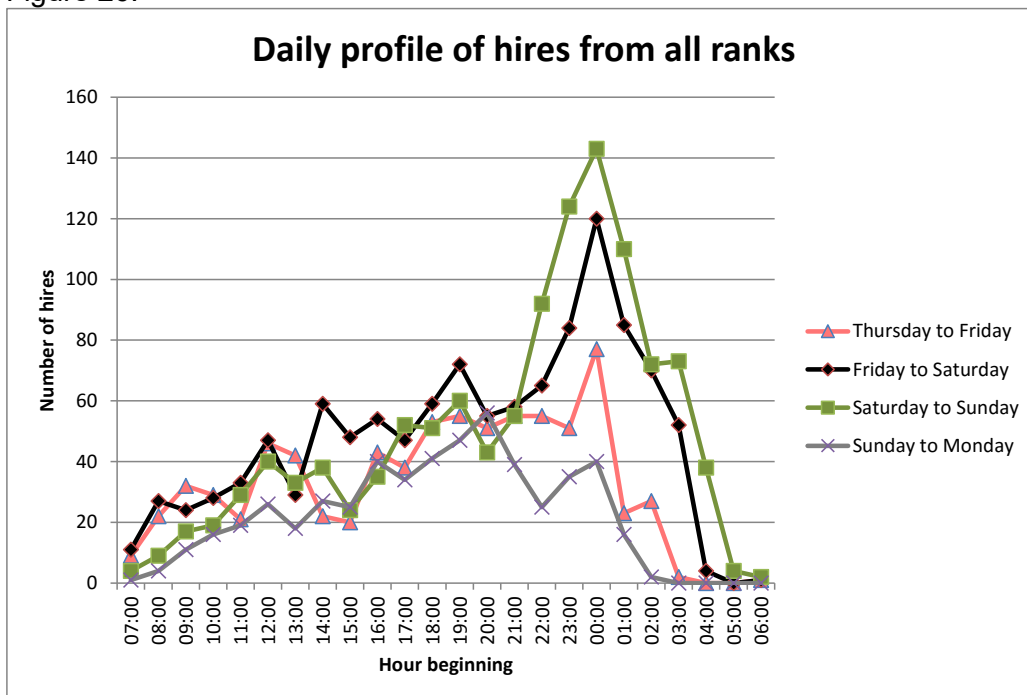


Figure 26 - Total hires across all ranks

The total daily volumes of passengers and Hackney Carriages passing through each rank have been tabulated for comparison and are presented in the following pages.

Table 3 - Total volumes through each rank on Thursday to Friday

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station, North Side	2	519	521	734	1.4	15
Railway Station South Side	5	17	22	20	1.2	8
Head Street	2	1	3	2	2.0	1
High Street	60	235	295	380	1.6	20
Queen Street	3	0	3	0	0.0	5
Osborne Street	3	2	5	2	1.0	4
Total	75	774	849	1138	1.5	16



Table 4 - Total volumes through each rank on Friday to Saturday

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station, North Side	2	595	597	875	1.5	15
Railway Station South Side	1	25	26	35	1.4	7
Head Street	3	1	4	1	1.0	9
High Street	42	511	553	945	1.8	10
Queen Street	2	0	2	0	0.0	1
Osborne Street	5	0	5	0	0.0	3
Total	55	1132	1187	1856	1.6	12

Table 5 - Total volumes through each rank on Saturday to Sunday

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station, North Side	6	448	454	731	1.6	12
Railway Station South Side	3	12	15	17	1.4	9
Head Street	1	6	7	10	1.7	1
High Street	27	700	727	1431	2.0	7
Queen Street	1	0	1	0	0.0	5
Osborne Street	6	1	7	1	1.0	6
Total	44	1167	1211	2190	1.9	8

Table 6 - Total volumes through each rank on Sunday to Monday

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station, North Side	8	369	377	597	1.6	17
Railway Station South Side	6	20	26	28	1.4	8
Head Street	5	3	8	3	1.0	1
High Street	17	130	147	201	1.5	20
Queen Street	2	0	2	0	0.0	21
Osborne Street	4	0	4	0	0.0	0
Total	42	522	564	829	1.6	17

An estimate of weekly volumes was made by combining four times the Thursday volumes, plus Friday, Saturday and Sunday volumes.



Table 7 - Estimated weekly volumes through each rank

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
Railway Station, North Side	24	3488	3512	5139	1.5
Railway Station South Side	30	125	155	160	1.3
Head Street	17	14	31	22	1.6
High Street	326	2281	2607	4097	1.8
Queen Street	17	0	17	0	0.0
Osborne Street	27	9	36	9	1.0
Total	441	5917	6358	9427	1.6

4.3 Commentary on results

Saturday was the busiest day in terms of total Hackney Carriage hires. Friday volumes were marginally lower than Saturday volumes, but higher than the Sunday or Monday results. The majority of Friday and Saturday hires occurred at night.

From the weekly estimate results, 7% of Hackney Carriages departed the ranks empty. Generally, the principal reason that Hackney Carriages leave ranks empty, is in order to respond to a pre-booked hire.

4.4 Passenger queuing

There were passenger queues observed at the High Street rank on Saturday night, plus occasions at other times when passengers arrived at the rank and had to wait for a Hackney Carriage to arrive.

The incidence of queuing at ranks around Colchester is taken into account when calculating the Index of Significant Unmet Demand (ISUD).

4.5 Wheelchair users

The number of wheelchair users obtaining Hackney Carriages at ranks, was recorded. This provides a useful insight into how much reliance wheel chair users place on obtaining Hackney Carriages without pre-booking the service.

Only four wheelchair user hires were observed. One of these hires appeared to have been pre-booked, with the Hackney Carriage arriving at the ranks several minutes before the wheelchair user and preparing the vehicle for boarding the wheelchair.

Details of the results are presented Table 8



Table 8 - Wheelchair users observed

Rank Location	Date	Time	Size of party travelling	Notes
High Street	03/10/2015	12:46	2	
Railway Station, North side	08/10/2015	17:00	2	
Railway Station, North side	10/10/2015	09:51	2	
Osborne Street	03/10/2015	16:36	1	Driver arrived at the rank, presumably to a pre-arranged booking, several minutes before the passenger arrived. The driver cleared out the back of the vehicle and opened the tail gate. The motorised wheel chair was loaded via a ramp into the rear of the vehicle through the tailgate. Fully secured before departure.



5 PUBLIC CONSULTATION

5.1 Public consultation questionnaires

A public attitude survey was undertaken in Colchester from the 24th to the 26th October 2015. 258 people were interviewed. In addition, a further 37 responses were collected via an online survey.

The terms Hackney Carriage and Private Hire Vehicle are used in relation to these specific vehicle types.

In order to establish a level of understanding of respondents knowledge, regarding differences between how Hackney Carriages and Private Hire Vehicles may be hired, the questionnaire included questions asking respondents to indicate the ways in which a Private Hire Vehicle and a Hackney Carriage may be hired. 10% of respondents indicated methods other than pre-booking, as ways in which to hire a Private Hire Vehicle. The other methods indicated included hailing a passing vehicle, hiring a Private Hire Vehicle waiting on the street or in a car park and hiring one off a rank. In comparison with other surveys, this result demonstrates a relatively good understanding of the differences between Hackney Carriages and Private Hire Vehicles.

The differences between how each type of licenced vehicle may be hired, were explained to respondents who chose ineligible means of hire.

Respondents were asked if they had made one or more trips by taxi in Colchester in the last three months. Responses were as follows:

Yes, Private Hire	30.9%
Yes, hackney	18.6%
Yes, both types / don't know	45.7%
No	4.8%

How frequently do you travel by Hackney Carriage or Private Hire Vehicle in Colchester?

Almost Daily	7.0%
Once a week	16.4%
A few times a month	38.7%
Once a month	14.3%
Less than once a month	20.9%
Never	2.8%



How do you normally obtain a licenced vehicle in Colchester?

At rank	43.4%
Hail on Street	5.3%
Telephone company	45.7%
Freephone	0.0%
Smartphone	5.6%
Other	0.0%

If you book a taxi by phone, please tell us the three companies you use most frequently?

85% of respondents were able to name one or more Private Hire firms. Of those named, the most popular, named by the majority of respondents were:

Operator	Frequency of identification
Hawaii Five - 0	132
Town Carsa	61
FIVE SEVENS TAXIS	53
524 Taxis	42
Five Eights	40
Panther Cabs	31

The majority of respondents, who named companies, could name two or more companies.

Please tell me the ranks you are aware of in Colchester, and which of these that you use?

The number of taxi ranks which were identified by each respondent is presented below:

No ranks	16.9%
One rank	47.1%
Two ranks	35.3%
Three ranks	0.7%

The most commonly named rank was the High Street rank, followed by the Railway Station rank. A small minority of respondents named the rank on Head Street.

Is there any location in Colchester where you would like to see a rank? If so, where?

Suggestions were received for new ranks at the Hospital, bottom of North Hill, at the old bus station, University of Essex, Colchester Town Station and at major superstores. In addition, several people suggested Head Street and Osborne Street.



Have you had any problem with the local hackney carriage service?

Twenty four respondents identified one or more issues. These are summarised as follows:

Location of the ranks	12
The time taken to get a taxi	24
High cost	8
Design of the vehicle	4
Issues with the driver	5
Cleanliness	1

What would encourage you to use hackney carriages or use them more? often (indicate top two reasons)

Cheaper hires from ranks, or cheaper fares	108
Better vehicles	1
More Hackney Carriages available by phone	5
Better drivers	3
More Hackney Carriages available at the ranks or by hailing	14

Some common additional suggestions for improvements were to have mobile apps to enable taxis to be booked and better information for booking an accessible vehicle.

Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle? (Not necessarily a licenced vehicle)

Two people indicated that they need a wheel chair accessible vehicle, 24 people indicated that they knew someone who needs a wheel chair accessible vehicle and five respondents indicated that they knew someone who required and adapted vehicle but not wheel chair accessible.

Have you wanted to hire a Hackney Carriage in the last three months at a rank and given up or made alternative arrangements for travel because none were available?

Yes	9%
No	91%

If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?

High Street	90%
Head Street	5%
Railway Station	5%



Have you wanted to hire a Hackney Carriage in the last three months by flagging down and given up or made alternative arrangements for travel because none were available?

Yes	0%
No	100%

Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last three months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time? [Remember, this relates to Hackney Carriages not Private Hire]

Yes	5%
No	95%

If the answer to the previous question is yes, how long approximately was the wait time quoted?

25 minutes	5%
30 minutes	10%
60 minutes	85%

Do you have regular access to a car?

Yes	69%
No	31%

Are you a student or permanent resident in Colchester?

Permanent Resident	85.9%
Student	12.2%
Non-resident	1.9%

Is the respondent Male 1 or Female 2

Male	40.8%
Female	59.2%

What age group does the respondent fall within?

16 – 30	29.1%
31 – 55	42.2%
56+	28.7%

5.2 Comments on results

The use of licenced vehicles in the last three months, by participants in the survey, was relatively high. However, there were a lot of refusals by members of the public, to be interviewed. Many of those who refused to participate answered an initial question that they had not used a licenced vehicle in the last three months. Indeed, less than 20% of people approached, agreed to participate in the survey.



Virtually all of those who did not participate, indicated that they had not used a licenced vehicle in the last three months.

The majority of participants were aware of the differences between Hackney Carriages and Private Hire Vehicles. The most common means of obtaining a licenced vehicle was by telephone, with hire at a rank, a close second.

There was little desire for additional ranks or for existing ranks to be better serviced. Generally, the availability of Hackney Carriages was felt to be good, with only 10% who had given up trying to hire a Hackney Carriage. This statistic reflects a low level of latent unmet demand.

Respondents were asked if they had any other comments that they would like to make, regarding Hackney Carriage services. Few made further comments, however, those who did, mentioned that there were occasions on Saturday nights when passengers had to wait at the High Street rank. Some respondents also indicated that they felt they had been over charged for some trips, to out of town areas. The majority of respondents did not make further comments and in general, there was little evidence of public dissatisfaction.



6 STAKEHOLDER CONSULTATION

6.1 Background

In order to gather information from a variety of sources and gather views of the taxi industry and levels of service from different perspectives, consultation was undertaken with a range of stakeholders. These included representatives of groups or organisations which use taxis, or undertake related activities and representatives from the taxi business itself.

6.2 Taxi trade consultation

Discussions were held with representatives of the taxi trade, from the Colchester. In addition, an online survey questionnaire was available for drivers to complete and provide feedback

Not all drivers are comfortable with sending responses online or by email. Therefore, additional consultation was undertaken by speaking to a sample of drivers at the ranks around Colchester .

Valid online survey responses were received from 16 drivers. The online survey asked several specific questions, along with further open questions inviting drivers to provide comments on any other issues which affect the trade or which they felt were worthy of note.

Specific questions which may be quantified are presented below:

Drivers were asked to estimate their average hourly earnings after costs. Understandably, not all drivers were willing to provide this information. However, sixteen drivers did provide information. The average hourly earnings was calculated to be £6.56. Responses ranged between £3.00 and £10.00 per hour.

The average number of rank hires per day was 10.

Drivers were asked how many hires they pick up from roadside hailing. The responses varied, with some drivers rarely ever picking up hires from roadside hailing and others picking up several per week. There was some correlation between the typical working patterns and the occurrence of hailing hires. Those drivers who generally worked daytime during week days, were less likely to report hailing hires. However, those who worked evenings were more likely to pick up hires from hailing. Those who worked evenings and picked up hailing hires, reported an average of around three per week.

Drivers were asked if they undertook journeys from regular contracts. Several drivers pointed out that any hire is in effect a contract, but few undertook regular 'written contract' work. Several had regular private clients.

The majority of respondents undertook hires from telephone bookings. The number of hires ranged from one or two per day, to 10 or more.



Most drivers rarely picked up wheelchair passengers. Those who did pick up wheelchair passengers more regularly, indicated that these hires were generally booked by telephone, by regular clients.

Most respondents indicated that their vehicles were not driven by more than one driver.

The majority of drivers felt there were enough or too many Hackney Carriages in Colchester. Similarly, the majority of respondents felt there were enough Private Hire Vehicles to satisfy demand.

Conveyance of wheelchair passengers is undertaken by a section of the trade which operates wheel chair accessible vehicles. This demand is serviced by both wheel chair accessible Hackney Carriages and by Private Hire minibuses which serve regular customers with specific needs.

6.3 Other comments and inputs.

In addition to the questionnaire responses summarised above, which focussed on specific and numerical responses, drivers were also asked more open questions on a range of features and aspects of the trade. The questionnaire was structured in order to encourage open and discursive responses.

These responses have been summarised in this section together with feedback from trade representatives and discussion with drivers on the taxi ranks. The sentiments expressed by individuals have been aggregated and summarised.

It was generally recognised that there was a sharp peak in demand on Saturday nights and some drivers indicated that at these times, passenger may face a wait for Hackney Carriages to arrive at the ranks. However, at other times, there is generally a queue of Hackney Carriages waiting for passengers at the ranks.

The High Street rank has an established presence of Hackney Carriages which are generally waiting for passengers throughout the day and until late at night. However, the other ranks on Queen Street, Head Street and Osborne Street are often full of parked cars and goods vehicles.

Private cars parking on ranks is a persistent issue. This is a particular problem at night, when demand is higher, but when there are no traffic wardens. This is a particular problem on the ranks on Queen Street and Head Street.

The rank at Head Street would be better placed if it was directly opposite the Odeon. A rank at the hospital would be good for day time work. Some rank space on Crouch Street, near the Bull, would serve demand in the evenings.

The rank on Queen Street, opposite the bus stances, suffers from proximity to the adjacent Private Hire booking office. It was felt by some that the booking office was better signed than the taxi rank, so any interchanging bus passengers may just go to the booking office, rather than the rank. The proximity of the rank to the booking office was a source of some frustration and this factor, coupled with the tendency of cars and goods vehicles to park on the rank, were cited as the reasons why the rank had not become established with passengers.



The trade is affected by an increased number of foreign drivers who don't have English as their first language. It was felt by some respondents, that some of these drivers don't have sufficient knowledge of the local area, have poor communication skills and poor driving standards.

Some newer drivers don't fully comply with the trade etiquette and rank procedure. This can be a source of disagreement amongst members of the trade. Some of these drivers also have a poor local knowledge, compared with the more established drivers.

Some drivers deliberately try to over-charge customers and bring the trade into disrepute.

Some Hackney Carriage vehicle licences are effectively rented to drivers. However, the cost of 'renting a plate' is too expensive for some drivers, given the level of demand available, so they work on Private Hire circuits instead. As a result, it is alleged that several Hackney Carriages are not on the road. Some respondents estimated that between five and ten Hackney Carriage vehicle licenses were not in use at the time of the survey.

Some drivers prefer not to work the High Street rank on Friday and Saturday nights, to avoid drunk passengers and the safety risks associated with these passengers. Whilst there is a taxi marshal present on Friday and Saturday nights at this rank, some drivers felt that this didn't fully mitigate the problems. As such, some driver prefer to work the Railway Station rank on Friday and Saturday night, or not work nights at all, as the perceived risk from drunk passengers is lower.

There is not sufficient rank space to allow taxis to wait on the ranks. Only two ranks are in effective operation, the one at the Railway Station and the one at the High Street. Hackney Carriages have to wait at the roadside for spaces to become available, to get on to the High Street rank.

Improved signage and markings at the ranks may help to inform drivers that they should not be parking on taxi ranks and enable Hackney Carriages to access the ranks. However, this would need to be coupled with better enforcement.

It was alleged that some drivers over charge, especially for journeys out of town. Also, some drivers try to be selective about accepting hires and turn down short distance hires. Better enforcement and better education of drivers would help to address this. However, it was generally felt that the majority of drivers provided good quality service in clean and well presented vehicles.

Maintaining a cap on the number of Hackney Carriages enables drivers to earn sufficient income to maintain vehicles to a good standard and would retain professional and experienced drivers in the trade. If the cap were removed, income would drop. More drivers would be part time drivers and as a consequence the standard of vehicle maintenance and presentation would drop, the level of professionalism of drivers would drop and the public would receive a poorer level of service. If the limit were removed or increased, additional vehicles would be trying to operate from the same amount of rank space. There is not currently sufficient space available. So additional vehicles would need to drive



around more, as they couldn't get onto the rank, or would have to wait at the roadside or in car parks, taking up space and limiting parking availability for shoppers and visitors. These impacts would, in turn, lead to increased congestion and increased emissions and would have an economic impact as visitors would find it less easy to access the town and park.

6.4 Non Trade Consultation

Views on the taxi trade and taxi services were sought from user groups, representing elderly and disabled groups, visitor attractions, hotels and licenced premises, transport providers, police, fire and ambulance services and local businesses.

Feedback was generated through a combination of internet based on line survey, Freepost return mail questionnaire, email and telephone contact and face to face contact.

Most hotels and licenced premises indicated that they or their customers generally called one of the Private Hire Operators to book a vehicle, as opposed to specifically ordering Hackney Carriages. Generally, respondents found that there were licenced vehicles available for customers when required. However, some did identify issues. These issues were:

- Customers preferred to order Private Hire Vehicles, owing to lower cost.
- Late on Saturday nights, there is a shortage of both Private Hire Vehicles and Hackney Carriages and there can be substantial wait times for bookings.
- Pre-booked hires frequently do not turn up at the booked time. This can be a particular issue in the mornings, before 10:00 am.
- Premises which were not close to the High Street rank indicated that customers did not walk to the rank on the High Street and would prefer to phone for a taxi, rather than walk to a rank.

Supermarkets all had Freephone booking services available in the shop and not indicated that they were aware that any customers ever faced difficulty hiring a licenced vehicle. At each supermarket, staff were not really aware of any difference between Hackney Carriages and Private Hire Vehicles. All trips were booked by telephone.

At the hospital, licenced vehicles could be hired through a Freephone service No difficulties were known.

Visitor attractions generally booked Private Hire Vehicles by phone. These bookings were primarily associated with conferences and functions. The accuracy of expected arrival time for a licenced vehicle and availability in the mornings prior to 10:00 am, were identified as issues.

No issues were raised on behalf of elderly users, mobility impaired users or minority groups.

Licenced vehicle drivers act as ambassadors for Colchester and the surrounding area. Feedback indicated that not all drivers provide a positive view of the



Borough to visitors. Investment in growing the local economy is aimed at attracting business to the area.

It has been suggested that the local knowledge of some licenced vehicle drivers is not up to a desirable standard and that improved knowledge of local visitor attractions, geographical features and major employers would be beneficial to visitors to the area.

The centre of Colchester operates on a one way traffic system to enable traffic to circulate the town centre. This feature, coupled with the dominance of a single taxi rank on the High Street, means that for some trips, a taxi from the High Street has to drive additional distance around the one way system to transport passengers, compared with the rank on Head Street. The location of the rank on Head Street could be reviewed to make it more attractive to passengers and hence more likely to have Hackney Carriages wait on the rank for passengers. This would better serve passengers who want to travel west from the town centre.

It was suggested that the taxi rank on the High Street could operate with fewer spaces during the day time, when demand was lower and expanded at night, when demand was higher. i.e. have part time feeder rank spaces to feed waiting taxis onto the main High Street rank.

6.5 Summary of trade and stakeholder consultation

The key aspects from trade and stakeholder consultation were:

- There are two established taxi ranks, one on the High Street and one at the north side of the Railway Station. This has the advantage of providing established locations where passengers can expect to find waiting Hackney Carriages at most times of day and night. However, owing to the one way system in the town centre, reliance on a single town centre rank can result in additional passenger travel distance, for journeys to the west of the town centre.
- The reliability of bookings has been questioned. Not all booked licenced vehicles turn up on time. This appears to be an issue mainly related to Private Hire, rather than Hackney Carriages.
- There is a large peak in demand late on Saturday nights, into the early hours of Sunday morning. Feedback from trade and stakeholders suggests that these peaks are especially high at the end of each month. During these peaks of demand, there are not sufficient licenced vehicles available to cater for demand and passengers have to wait for Hackney Carriages.
- Not all Hackney Carriage drivers are willing to work from the High Street rank on Friday and Saturday nights, owing to the number of drunk passengers and the perceived threat of assault or abuse from drunk passengers.
- The majority of drivers have good knowledge of the area and provide good service. However, a minority of drivers present less favourable features of the service. These features include, poor communication skills, poor local knowledge, refusal to accept short distance hires and overcharging customers. Additional enforcement activity would be welcomed by the majority of the trade, to discourage the bad apples from tarnishing the professionalism and reputation of the trade as a whole.



- Drivers operate on a variety of work patterns. Some focus on week day, day time, others focus on weekday night time, some focus on weekend working and some work a variety of week day and weekend, days and nights. Few vehicles are driven by more than one driver. Hence, those vehicles driven in the day are not driven at night and vice versa. Some drivers prefer to service the Railway Station north side rank and others prefer, who do not have a station permit, operate predominantly from the High Street rank.



7 DETERMINATION OF UNMET DEMAND

7.1 Quantitative Assessment

We have calculated a factor for the Incidence of Significant Unmet Taxi Demand (ISUD) using the following standard formula:

$$\text{ISUD} = \text{APD} \times \text{PF} \times \text{SSP} \times \text{GID} \times \text{SF} \times \text{LDF}$$

where:

ISUD = Incidence of Significant Unmet Demand

APD = Average passenger delay across all time periods

PF = Peak Factor; whether the demand is highly peaked. This will equal 1 if there is no peaking and 0.5 if peaking is present

SSP = Steady State Performance - Percentage of weekday daytime hours in which passenger queues are observed

GID = General Incidence of Delay - Proportion of Hackney Carriage users travelling in hours where average passenger delay exceeds one minute

SF = Seasonality Factor

LDF = Latent Demand Factor. Takes into account trips not made owing to perceived poor quality of service.

An ISUD value of 80 or higher is generally taken as indicating there is significant unmet demand.

The ISUD factor was developed in the early 1990s and has been used by a number of transport consultancies since that time for Unmet Demand Surveys. It provides a useful benchmark measure of the level of unmet demand that is present. It combines a number of intuitive measures of Unmet Demand with the intention that locations where there are long delays in most hours for a high proportion of passengers produce very high values, while minimal delays for short periods affecting a small minority of passengers result in a low value.

7.2 Calculation of ISUD variables

APD: Passenger delays were very rare. The average delay is determined by calculating the total passenger delay as aggregate passenger delay minutes, then dividing by the total number of passengers, including those who did not suffer any delay.

The aggregate delays in passenger minutes, are presented in Table 7



Table 7 Summary of aggregate passenger delays (minutes)

Survey day	Aggregate passenger delays (minutes)	Aggregate passengers
Thursday	94.63	1138
Friday	80.03	1856
Saturday	2469.40	2190
Sunday	227.60	829
Total for week (Thursday x 4 + Fri + Sat + Sun)	3155.6	9427.0

In order to provide an appropriate weighting to represent weekly delays, we add the Friday, Saturday, Sunday and four times the Thursday aggregate passenger delays, to calculate the weekly aggregate passenger delay (as passenger minutes), then divide by aggregate passengers, using the same weightings, to calculate the average delay. The average delay, thus calculated equals **0.33 minutes (20 seconds)**.

PF There was a sharp peak in demand on Friday and Saturday nights. Therefore the **PF value is 0.5**.

SSP Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, there were occasions when passengers were delayed by more than a minute, waiting for Hackney Carriages to arrive at the ranks. These delays occurred in 5 of the 22 week day, day time hours observed. These were one hour on Thursday and four of the hours on Friday. Adjusting for an aggregate week, (four times Thursday plus Friday), the **SSP proportion is 8 divided by 55, which equals 14.54%**.

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was weighted to represent values throughout the week, by taking four times Thursday, plus Friday, Saturday and Sunday values. The only hour

To GID percentage was calculated to be **9.7%**

SF Due to the nature of these surveys it is not possible to collect information throughout an entire year to assess the effects of seasonality. Experience has suggested that Hackney demand does exhibit a degree of seasonality and this is allowed for by the inclusion of a seasonality factor. The factor is set at a level to ensure that a marginal decision either way obtained in an “untypical” month will be reversed. This factor typically takes a value of 1 for surveys conducted in September to November and March to June, i.e. “typical” months. It takes a value of 1.2 for surveys conducted in January and February and the longer school holidays, where low demand the absence of contract work will bias the results in favour of the Hackney trade, and a value of 0.8 for surveys conducted in December during the pre Christmas rush of activity. For this study, a factor of **1.0** is assumed.

LDF Latent Demand Factor. This is derived from the public attitude survey results and provides a measure of the proportion of the public who have given up trying to obtain a Hackney Carriage at either a rank or by flagging down. It is



measured as 1+ proportion giving up waiting. The inclusion of this factor is a response to the latest DfT guidance requiring an estimate of latent demand.

The public consultation survey results indicate that 9% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.09**.

The ISUD value was calculated as follows, using the variables derived for this study.

$$\text{ISUD} = \text{APD} \times \text{PF} \times \text{SSP} \times \text{GID} \times \text{SF} \times \text{LDF}$$

$$\text{ISUD} = 0.33 \times 0.5 \times 14.54 \times 9.7 \times 1.0 \times 1.09 = 25.4$$

Where the ISUD value is less than 80, it is generally considered to be an indicator that there is no significant unmet demand.

7.3 Consideration of wider factors.

The ISUD value of 25.4 is an indicator that there is some unmet demand. However the value falls well below the level which would suggest that the level of unmet demand is significant. However, this should not be taken in isolation. Other available evidence should also be considered.

From the Colchester taxi rank surveys, persistent passenger queueing was observed, at the High Street rank, on the Saturday night, between midnight and 4:00 am on Sunday morning. During this period, passenger queues formed and passengers had to wait several minutes on average, for Hackney Carriages to arrive at the rank. At other times, passengers were occasionally observed waiting for Hackney Carriages to arrive at the rank. However these were isolated occurrences rather than persistent queues of passengers.

The Saturday night passenger queues were observed on an end of the month Saturday, at the start of the University year. As such, it was generally felt that the demand during this period would be one of the busiest Saturday nights likely to occur. As the railway station rank surveys were conducted the following week, the opportunity was taken to record activity at the High Street rank the following week as well. This enabled us to compare conditions on a weekend which was expected to present lower levels of demand, than the previous end of the month weekend. The activity on the following Saturday night presented some passenger queueing, but at a significantly lower level. On the second weekend observed, very few of the passengers on Saturday night had to wait for a Hackney Carriage to arrive at the rank. For most of the Saturday night, Hackney Carriages were present at the rank, waiting for passengers.

An assessment of the rank throughput and average time taken to return to the ranks, suggests that not all of the Hackney Carriage fleet were operating from the ranks on the Saturday night, during the period of peak demand. Indeed, it appeared that around half of the fleet were operating from the ranks. Whilst many of the remainder of the fleet may have been responding to telephone bookings, This observation tends to corroborate trade feedback that some licenced Hackney Carriages were not in operation and some drivers avoided working on Saturday nights.



The low calculated ISUD value, coupled with the lack of significant passenger queueing outside the peak Saturday night demand period suggests that there is **no significant unmet demand**.



8 RESPONSES TO DFT BEST PRACTICE GUIDANCE 2010

Annex A of the Best Practice Guidance (BPG) provides a list of useful questions to help assess the issue of quantity controls of Hackney Carriage licences. This chapter takes the form of a response to each question based on the evidence identified earlier in this report. BPG questions are shown in bold italic with responses following in normal type.

Have you considered the Government's view that quantity control should be removed unless a specific case that such controls benefit the consumer can be made?

This report has considered benefits which the retention of quantity control can provide.

Have you recently reviewed the need for your policy of quantity controls?

Yes, this report forms a review of the need for the policy of quantity control of hackney carriages at this point in time in the Colchester Borough Council area.

What form did the review of your policy of quantity controls take?

This current review follows the DfT Best Practise Guidance April 2010 in undertaking a full review of the current situation in regard to the policy towards hackney carriage vehicle limits. It includes:

- A review of the background policies of the Council
- A rank survey program to identify current demand and supply
- Public consultation with people in the streets of Colchester
- Stakeholder consultation with all groups recommended by the DfT Best Practise Guidance as far as people were available
- Trade consultation with representatives of the trade

Who was involved in the review?

This review was included direct discussion with the following respondents:

- Representatives of elderly and disabled groups,
- Visitor attractions,
- Hotels and licenced premises,
- Transport providers,
- Police, fire and ambulance services
- Local businesses.
- Local supermarkets

What decision was reached about retaining or removing quantity controls?

The decision regarding quantity controls is the subject of the final chapter of this report and is a matter for decision by the committee appointed to make such decisions on behalf of the Council.

Are you satisfied that your policy justifies restricting entry to the trade?

The survey provides some justification for restricting entry and this forms part of the collection of material which is considered when deciding whether to retain a limit.



Are you satisfied that quantity controls do not:

- ***Reduce the availability of taxis***
- ***Increase waiting times for consumers***
- ***Reduce choice and safety for consumers***

At the present time, there is a good availability of hackney carriages in the Borough, for the majority of time. Demand exceeds supply for relatively brief periods within the context of overall demand.

What special circumstances justify retention of quantity controls?

The present operation adequately meets the needs of the majority of travellers requiring their service in the area.

How does your policy benefit consumers, particularly in remote rural areas?

A significant proportion of Colchester Borough can be classified as rural. However, none of these locations have taxi ranks and all tend to be served by private hire operations. Therefore, service in rural areas is generally unaffected by the policy relating to limiting hackney carriage numbers.

How does your policy benefit the trade?

Retention of a limit would retain some added value of having a hackney carriage vehicle licence which would, in turn, encourage some investment in the trade. Removal of the limit could result in more part time working in the trade and fewer experienced professional drivers working in the trade.

If you have a local accessibility policy, how does this fit with restricting taxi licences?

We are not aware of any local accessibility policy, and current evidence suggests the demand for wheel chair accessible vehicles is effectively catered for by operators specialising in this sector of the market and servicing an established client base.

When did you last assess unmet demand?

Unmet demand has been regularly reviewed, with this study preceded by earlier ones in 2012, 2007/8 and 2004.

How is your taxi limit assessed?

In all previous studies the limit has been assessed using industry standard techniques.

Have you considered latent demand, ie potential customers who would use taxis if more were available, but currently do not?

Yes.

Are you satisfied that your limit is set at the correct level?

This is a matter for decision by the Council committee based on evidence following in our summary. The results of the survey suggest that the current limit is sufficient to cater for demand at most times.

How does the need for adequate taxi ranks affect your policy of quantity controls?

The availability of rank space does not dictate the level of the limit applied, nor whether a limit should be retained.



When consulting, have you included all those working in the market, consumer and passenger (including disabled groups), groups which represent those passengers with special needs, local interest groups, eg hospitals or visitor attractions, the police, a wide range of transport stakeholders, eg rail/bus/coach providers and traffic managers?

Yes, all appropriate consultees have been taken into account.

Do you receive representations about taxi availability?

No

What is the level of service currently available to consumers including other public transport modes?

At the present time, rail, bus and licenced vehicle services in the area are generally considered to be good.



9 CONCLUSIONS AND RECOMMENDATIONS

9.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicate that there are sufficient Hackney Carriages available to cater for demand for all but the peak of demand on a Saturday night. Whilst there was some passenger queuing observed on Saturday night, this was not sufficient, in the context of all passenger volumes in a week, to be deemed significant. .

The level of unmet demand is not significant, with respect to the ISUD index calculation.

9.2 Trade feedback

Some key concerns voiced by the trade were related to vehicles parking in taxi ranks, relocation of the rank on Head Street to a more suitable position on Head Street.

Not all members of the trade are keen to service the late Saturday night demand, owing to concerns over driver security and safety. This can exacerbate shortages of supply during the peak demand period.

Some Hackney Carriages which are rented to drivers, were not in use when the surveys took place. These vehicles are normally rented to drivers, but at the time, there was no demand from drivers to rent the vehicles. Therefore, the number of Hackney Carriages in the active fleet was below the full fleet size.

9.3 Public and stakeholder consultation issues

In general, the public and stakeholders appear content with Hackney Carriage services. It was, however, noted that there can be a wait for a taxi on a Saturday night, on the High Street rank.

9.4 Recommendations

There is little evidence of unmet demand at present and the level is below that which would be considered to be significant. Therefore, the survey has concluded that there is **no significant unmet demand** for Hackney Carriages in Colchester .

There is a shortage of supply at peak demand on Saturday night. This is exacerbated by some vehicles not operating, owing to lack of drivers willing to pay rental to operate the vehicles.

There is no significant unmet demand. Therefore, there is no compelling need to increase the number of Hackney Carriage Licences, on the basis of public benefit. However, if more drivers can be encouraged to operate on Saturday nights, at times of peak demand, this would address the wait times experienced by the small proportion of passengers who need to wait for a Hackney Carriage to come to the rank.



On this basis the authority has discretion in its hackney licensing policy and may either:

- Maintain the current limit
- Issue any number of additional plates as it sees fit,
- Remove the numerical limit



APPENDIX A TAXI OBSERVATION RESULTS



Railway Station, North Side			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	8	8	8	1.0	9
08:00	0	19	19	21	1.1	10
09:00	0	22	22	36	1.6	14
10:00	0	15	15	16	1.1	26
11:00	0	9	9	11	1.2	39
12:00	0	22	22	31	1.4	30
13:00	0	20	20	25	1.3	17
14:00	0	22	22	29	1.3	12
15:00	0	15	15	18	1.2	20
16:00	0	24	24	33	1.4	24
17:00	0	25	25	33	1.3	5
18:00	0	37	37	52	1.4	12
19:00	0	48	48	67	1.4	4
20:00	0	43	43	61	1.4	9
21:00	0	40	40	58	1.5	15
22:00	0	39	39	66	1.7	14
23:00	0	34	34	52	1.5	15
00:00	0	62	62	95	1.5	10
01:00	0	6	6	8	1.3	28
02:00	2	9	11	14	1.6	56
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	3
Total	2	519	521	734	1.4	15
Railway Station, North Side			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	11	11	11	1.0	9
08:00	0	23	23	25	1.1	6
09:00	0	15	15	17	1.1	22
10:00	0	10	10	13	1.3	48
11:00	0	18	18	21	1.2	60
12:00	0	21	21	31	1.5	11
13:00	0	10	10	11	1.1	27
14:00	0	32	32	39	1.2	21
15:00	0	29	29	43	1.5	8
16:00	0	24	24	36	1.5	8
17:00	0	23	23	30	1.3	19
18:00	0	42	42	58	1.4	21
19:00	0	59	59	93	1.6	6
20:00	0	42	42	56	1.3	13
21:00	0	41	41	67	1.6	12
22:00	0	42	42	63	1.5	12
23:00	0	45	45	75	1.7	15
00:00	2	56	58	94	1.7	9
01:00	0	38	38	71	1.9	10
02:00	0	13	13	20	1.5	15
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	1	1	1	1.0	5
Total	2	595	597	875	1.5	15



Railway Station, North Side			Saturday to Sunday			
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	2	2	2	1.0	6
08:00	0	5	5	6	1.2	15
09:00	0	8	8	12	1.5	12
10:00	0	9	9	13	1.4	14
11:00	0	18	18	23	1.3	17
12:00	0	17	17	26	1.5	6
13:00	0	13	13	24	1.8	10
14:00	0	12	12	20	1.7	22
15:00	0	11	11	15	1.4	20
16:00	2	15	17	23	1.5	29
17:00	0	26	26	34	1.3	17
18:00	0	23	23	34	1.5	12
19:00	0	38	38	57	1.5	12
20:00	1	29	30	45	1.6	18
21:00	0	34	34	50	1.5	20
22:00	0	42	42	73	1.7	15
23:00	0	57	57	109	1.9	4
00:00	0	59	59	115	1.9	2
01:00	3	29	32	49	1.7	4
02:00	0	1	1	1	1.0	25
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	6	448	454	731	1.6	12
Railway Station, North Side			Sunday to Monday			
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	1	0	1	0	0.0	17
08:00	0	2	2	2	1.0	27
09:00	0	8	8	12	1.5	20
10:00	0	10	10	10	1.0	21
11:00	1	13	14	24	1.8	18
12:00	1	14	15	21	1.5	14
13:00	0	9	9	15	1.7	12
14:00	0	17	17	34	2.0	23
15:00	0	15	15	25	1.7	12
16:00	0	26	26	37	1.4	11
17:00	2	21	23	41	2.0	14
18:00	0	27	27	45	1.7	17
19:00	0	34	34	52	1.5	13
20:00	0	46	46	77	1.7	18
21:00	0	34	34	53	1.6	18
22:00	1	19	20	30	1.6	20
23:00	0	30	30	51	1.7	21
00:00	0	34	34	52	1.5	26
01:00	1	10	11	16	1.6	9
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	10
06:00	1	0	1	0	0.0	15
Total	8	369	377	597	1.6	17



Railway Station South Side			Thursday to Friday			
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	3
08:00	0	1	1	1	1.0	21
09:00	0	2	2	2	1.0	6
10:00	0	2	2	2	1.0	21
11:00	1	1	2	2	2.0	14
12:00	0	2	2	2	1.0	6
13:00	0	3	3	4	1.3	3
14:00	0	0	0	0	0.0	16
15:00	2	0	2	0	0.0	23
16:00	0	2	2	2	1.0	3
17:00	0	2	2	2	1.0	3
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	1	2	2	2.0	3
22:00	1	0	1	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	1	1	1	1.0	0
Total	5	17	22	20	1.2	8
Railway Station South Side			Friday to Saturday			
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	2	2	2	1.0	7
09:00	0	2	2	2	1.0	20
10:00	0	2	2	4	2.0	16
11:00	0	2	2	3	1.5	8
12:00	0	2	2	2	1.0	10
13:00	0	1	1	1	1.0	3
14:00	0	2	2	3	1.5	16
15:00	0	2	2	4	2.0	0
16:00	0	1	1	3	3.0	3
17:00	0	2	2	3	1.5	3
18:00	0	2	2	2	1.0	3
19:00	0	2	2	2	1.0	3
20:00	0	0	0	0	0.0	10
21:00	0	3	3	4	1.3	4
22:00	1	0	1	0	0.0	3
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	1	25	26	35	1.4	7



Railway Station South Side			Saturday to Sunday			
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	0
09:00	1	0	1	0	0.0	13
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	2	2	2	1.0	8
13:00	0	0	0	0	0.0	0
14:00	0	1	1	1	1.0	0
15:00	1	0	1	0	0.0	15
16:00	0	0	0	0	0.0	13
17:00	0	2	2	3	1.5	13
18:00	0	1	1	2	2.0	0
19:00	0	2	2	4	2.0	4
20:00	0	0	0	0	0.0	0
21:00	0	2	2	3	1.5	9
22:00	0	2	2	2	1.0	19
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	3	12	15	17	1.4	9
Railway Station South Side			Sunday to Monday			
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	2	0	2	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	1	1	1	1.0	0
13:00	0	1	1	4	4.0	0
14:00	0	1	1	1	1.0	10
15:00	0	1	1	1	1.0	8
16:00	1	0	1	0	0.0	6
17:00	0	4	4	5	1.3	18
18:00	1	3	4	5	1.7	6
19:00	1	3	4	4	1.3	8
20:00	0	2	2	2	1.0	10
21:00	0	2	2	3	1.5	11
22:00	1	1	2	1	1.0	13
23:00	0	1	1	1	1.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	6	20	26	28	1.4	8



Head Street		Thursday to Friday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	1	1	2	2.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	3	
13:00	1	0	1	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	1	0	1	0	0.0	3	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	2	1	3	2	2.0	1	
Head Street		Friday to Saturday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	1	0	1	0	0.0	3	
09:00	0	0	0	0	0.0	0	
10:00	2	1	3	1	1.0	12	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	3	1	4	1	1.0	9	



Head Street	Saturday to Sunday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	1	1	2	2.0	0
15:00	0	0	0	0	0.0	0
16:00	0	1	1	1	1.0	3
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	3
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	3	3	5	1.7	4
05:00	0	1	1	2	2.0	0
06:00	0	0	0	0	0.0	0
Total	1	6	7	10	1.7	1
Head Street	Sunday to Monday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	1	1	2	1	1.0	3
13:00	1	0	1	0	0.0	0
14:00	0	1	1	1	1.0	0
15:00	0	0	0	0	0.0	8
16:00	1	0	1	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	1	1	2	1	1.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	3	8	3	1.0	1



High Street						
Thursday to Friday						
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	1	1	1	1.0	6
08:00	0	2	2	3	1.5	26
09:00	4	7	11	10	1.4	31
10:00	2	11	13	15	1.4	33
11:00	1	11	12	21	1.9	43
12:00	3	22	25	29	1.3	22
13:00	7	18	25	26	1.4	23
14:00	17	0	17	0	0.0	27
15:00	5	5	10	9	1.8	24
16:00	1	17	18	29	1.7	27
17:00	1	11	12	18	1.6	8
18:00	0	16	16	25	1.6	10
19:00	1	7	8	11	1.6	27
20:00	2	8	10	13	1.6	10
21:00	0	14	14	27	1.9	7
22:00	3	16	19	26	1.6	15
23:00	2	17	19	26	1.5	18
00:00	1	15	16	25	1.7	16
01:00	1	17	18	27	1.6	19
02:00	2	18	20	36	2.0	10
03:00	7	2	9	3	1.5	10
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	60	235	295	380	1.6	20
High Street						
Friday to Saturday						
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	0	1	0	0.0	15
08:00	0	2	2	2	1.0	4
09:00	4	7	11	9	1.3	20
10:00	2	15	17	17	1.1	42
11:00	2	13	15	23	1.8	29
12:00	3	24	27	31	1.3	15
13:00	7	18	25	26	1.4	13
14:00	2	25	27	37	1.5	10
15:00	1	17	18	23	1.4	11
16:00	0	29	29	50	1.7	6
17:00	0	22	22	33	1.5	3
18:00	1	15	16	26	1.7	5
19:00	0	11	11	17	1.5	12
20:00	1	13	14	25	1.9	15
21:00	1	14	15	31	2.2	13
22:00	2	23	25	37	1.6	17
23:00	3	39	42	83	2.1	16
00:00	1	64	65	121	1.9	5
01:00	0	47	47	107	2.3	11
02:00	1	57	58	111	1.9	1
03:00	0	52	52	128	2.5	6
04:00	9	4	13	8	2.0	17
05:00	1	0	1	0	0.0	15
06:00	0	0	0	0	0.0	0
Total	42	511	553	945	1.8	10



High Street						
Saturday to Sunday						
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	1	2	3	2	1.0	4
08:00	4	4	8	6	1.5	11
09:00	0	9	9	11	1.2	12
10:00	0	10	10	11	1.1	21
11:00	1	11	12	15	1.4	22
12:00	1	21	22	27	1.3	2
13:00	0	20	20	29	1.5	11
14:00	1	24	25	33	1.4	8
15:00	0	13	13	19	1.5	22
16:00	2	18	20	34	1.9	35
17:00	0	24	24	38	1.6	13
18:00	0	27	27	62	2.3	11
19:00	0	20	20	43	2.2	8
20:00	4	14	18	27	1.9	25
21:00	1	19	20	40	2.1	17
22:00	1	48	49	97	2.0	11
23:00	0	67	67	156	2.3	7
00:00	0	84	84	196	2.3	1
01:00	1	81	82	171	2.1	0
02:00	4	71	75	152	2.1	0
03:00	1	73	74	177	2.4	0
04:00	2	35	37	74	2.1	8
05:00	3	3	6	7	2.3	23
06:00	0	2	2	4	2.0	3
Total	27	700	727	1431	2.0	7
High Street						
Sunday to Monday						
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	1	1	1	1.0	13
08:00	0	2	2	3	1.5	24
09:00	0	3	3	5	1.7	43
10:00	0	6	6	9	1.5	35
11:00	0	6	6	8	1.3	39
12:00	0	10	10	15	1.5	18
13:00	1	8	9	15	1.9	2
14:00	0	8	8	12	1.5	5
15:00	1	9	10	14	1.6	20
16:00	2	14	16	25	1.8	16
17:00	1	9	10	16	1.8	13
18:00	0	11	11	16	1.5	13
19:00	1	10	11	16	1.6	11
20:00	1	8	9	11	1.4	22
21:00	1	3	4	3	1.0	30
22:00	2	5	7	9	1.8	43
23:00	6	4	10	7	1.8	40
00:00	0	6	6	7	1.2	28
01:00	0	6	6	8	1.3	11
02:00	1	1	2	1	1.0	14
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	17	130	147	201	1.5	20



Queen Street		Thursday to Friday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	1	0	1	0	0.0	5
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	2	0	2	0	0.0	5
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	3	0	3	0	0.0	5
Queen Street		Friday to Saturday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	1	0	1	0	0.0	3
16:00	1	0	1	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	0	2	0	0.0	1



Queen Street		Saturday to Sunday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	1	0	1	0	0.0	5
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	1	0	1	0	0.0	5
Queen Street		Sunday to Monday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	1	0	1	0	0.0	3
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	18
17:00	1	0	1	0	0.0	40
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	0	2	0	0.0	21



Osborne Street		Thursday to Friday				
	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	1	1	1	1.0	0
10:00	0	0	0	0	0.0	0
11:00	2	0	2	0	0.0	7
12:00	0	0	0	0	0.0	0
13:00	1	1	2	1	1.0	3
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	3	2	5	2	1.0	4
Osborne Street		Friday to Saturday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	5
09:00	0	0	0	0	0.0	0
10:00	1	0	1	0	0.0	5
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	2	0	2	0	0.0	3
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	3
19:00	1	0	1	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	0	5	0	0.0	3



Osborne Street		Saturday to Sunday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	13
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	1	0	1	0	0.0	3
14:00	1	0	1	0	0.0	3
15:00	2	0	2	0	0.0	9
16:00	0	1	1	1	1.0	8
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	1	0	1	0	0.0	3
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	6	1	7	1	1.0	6
Osborne Street		Sunday to Monday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	2	0	2	0	0.0	0
13:00	1	0	1	0	0.0	0
14:00	1	0	1	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	4	0	4	0	0.0	0



Total through all Colchester ranks			Thursday to Friday		
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	0	9	9	9	1.0
08:00	0	22	22	25	1.1
09:00	4	32	36	49	1.5
10:00	3	29	32	35	1.2
11:00	4	21	25	34	1.6
12:00	3	46	49	62	1.3
13:00	9	42	51	56	1.3
14:00	17	22	39	29	1.3
15:00	7	20	27	27	1.4
16:00	3	43	46	64	1.5
17:00	2	38	40	53	1.4
18:00	0	53	53	77	1.5
19:00	1	55	56	78	1.4
20:00	2	51	53	74	1.5
21:00	1	55	56	87	1.6
22:00	4	55	59	92	1.7
23:00	2	51	53	78	1.5
00:00	1	77	78	120	1.6
01:00	1	23	24	35	1.5
02:00	4	27	31	50	1.9
03:00	7	2	9	3	1.5
04:00	0	0	0	0	0.0
05:00	0	0	0	0	0.0
06:00	0	1	1	1	1.0
Total	75	774	849	1138	1.5
Total through all Colchester ranks			Friday to Saturday		
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	1	11	12	11	1.0
08:00	2	27	29	29	1.1
09:00	4	24	28	28	1.2
10:00	5	28	33	35	1.3
11:00	2	33	35	47	1.4
12:00	3	47	50	64	1.4
13:00	7	29	36	38	1.3
14:00	2	59	61	79	1.3
15:00	4	48	52	70	1.5
16:00	1	54	55	89	1.6
17:00	0	47	47	66	1.4
18:00	1	59	60	86	1.5
19:00	1	72	73	112	1.6
20:00	1	55	56	81	1.5
21:00	1	58	59	102	1.8
22:00	3	65	68	100	1.5
23:00	3	84	87	158	1.9
00:00	3	120	123	215	1.8
01:00	0	85	85	178	2.1
02:00	1	70	71	131	1.9
03:00	0	52	52	128	2.5
04:00	9	4	13	8	2.0
05:00	1	0	1	0	0.0
06:00	0	1	1	1	1.0
Total	55	1132	1187	1856	1.6



Total through all Colchester ranks			Saturday to Sunday		
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	1	4	5	4	1.0
08:00	5	9	14	12	1.3
09:00	2	17	19	23	1.4
10:00	0	19	19	24	1.3
11:00	1	29	30	38	1.3
12:00	1	40	41	55	1.4
13:00	1	33	34	53	1.6
14:00	2	38	40	56	1.5
15:00	3	24	27	34	1.4
16:00	4	35	39	59	1.7
17:00	0	52	52	75	1.4
18:00	0	51	51	98	1.9
19:00	0	60	60	104	1.7
20:00	5	43	48	72	1.7
21:00	2	55	57	93	1.7
22:00	3	92	95	172	1.9
23:00	0	124	124	265	2.1
00:00	0	143	143	311	2.2
01:00	4	110	114	220	2.0
02:00	4	72	76	153	2.1
03:00	1	73	74	177	2.4
04:00	2	38	40	79	2.1
05:00	3	4	7	9	2.3
06:00	0	2	2	4	2.0
Total	44	1167	1211	2190	1.9
Total through all Colchester ranks			Sunday to Monday		
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	1	1	2	1	1.0
08:00	0	4	4	5	1.3
09:00	3	11	14	17	1.5
10:00	0	16	16	19	1.2
11:00	1	19	20	32	1.7
12:00	4	26	30	38	1.5
13:00	4	18	22	34	1.9
14:00	1	27	28	48	1.8
15:00	1	25	26	40	1.6
16:00	4	40	44	62	1.6
17:00	4	34	38	62	1.8
18:00	1	41	42	66	1.6
19:00	2	47	49	72	1.5
20:00	1	56	57	90	1.6
21:00	1	39	40	59	1.5
22:00	4	25	29	40	1.6
23:00	6	35	41	59	1.7
00:00	0	40	40	59	1.5
01:00	1	16	17	24	1.5
02:00	2	2	4	2	1.0
03:00	0	0	0	0	0.0
04:00	0	0	0	0	0.0
05:00	0	0	0	0	0.0
06:00	1	0	1	0	0.0
Total	42	522	564	829	1.6