



Colchester – Hackney Carriage Unmet Demand Survey

Final Report

December 2021



EXECUTIVE SUMMARY

Key points

This survey has been conducted by LVSA 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 Main Rank, (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 six taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, from Thursday morning (7th October 2021) to the following Sunday morning (10th October 2021), 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.

Approximately 99% of hires were concentrated at two principal ranks, at the Railway Station north side and on the High Street rank. Around 39% of all hires occurred at the Railway Station north side rank and 59% of all hires occurred at the High Street rank.

For most of the three days observed, passenger waiting was relatively rare and occurred intermittently. However, there was an extended period of persistent passenger queuing observed on Saturday night, at the High Street rank.

Queuing at the Railway Station occurred when a train arrived and a number of passengers then needed to travel by hackney carriage. On occasions when all the Hackney Carriages had been hired, passengers had to wait for more Hackney Carriages to arrive. On these relatively infrequent occasions, passenger wait times were recorded.

At the High Street rank, occasional passenger waiting was observed from time to time during the day and early evening period. However, on Saturday night during the peak demand time, a persistent passenger queue formed shortly after 2:00 am on Sunday

morning. This queue remained in place until shortly before 4:00 am. All passengers who hired hackney carriages during this period, had to join the queue. However, even during the prolonged and persistent queuing period, the average time spent by passengers, waiting for Hackney Carriages to arrive at the rank, was relatively low at around two minutes.

Public consultation was undertaken through questionnaire surveys conducted 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.

Measures to combat the spread of Covid-19 have had an impact on demand for licensed vehicles since March 2020. This has led to some licensed vehicle drivers leaving the trade to generate income in other ways. Consequently, the level of provision of both hackney carriage and private hire services has been reduced. It is felt that the reduction in private hire vehicle capacity is more severe than the reduction in hackney carriage capacity.

The public and stakeholder consultation feedback indicated that:

- The public and stakeholders are largely content with the standard of service provided by Hackney Carriages. However, late night passenger queues were noted as an issue for some.
- There was some feedback from representatives of mobility impaired passengers that there can be some difficulty with obtaining wheelchair accessible vehicles at school pick-up times. However, at other times no difficulties were identified.
- Cycle priority measures have increased traffic congestion and have had an impact on journey times
- Stakeholder feedback indicated that there is a shortage of availability of licensed vehicles at peak times on Friday and Saturday nights. This has displaced some of the demand for private hire vehicles, to the High Street taxi rank. Consequently, demand at the High Street rank has increased, compared with observations recorded during the 2018 rank survey.
- Few persistent issues with availability of Hackney Carriages were identified, outside peak periods of demand on Friday and Saturday nights.

Trade Consultation

Trade representatives and drivers were consulted to seek their views on the Hackney Carriage trade in Colchester. The principal features of the trade which were identified were:

- Frustration with parked private cars and delivery vehicles occupying taxi rank space.
- 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.
- Relatively few drivers rely solely on rank based hires and many supplement the rank based hires with regular contract work and pre-booked hires. This has increased with the impact of Covid-19 encouraging drivers to seek additional means of generating income.

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.

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 frustrated with the availability of licensed vehicles and feel that they are often faced with long wait times or no availability for pre-booked hires. This has driven some additional demand to the High Street rank. Despite this additional demand for hackney carriages, the existing fleet are generally able to cope with demand.

Recommendations

The service provided by Hackney Carriages was generally sufficient to meet demand. There is no need to increase the number of Hackney Carriage licences to provide additional capacity.

The existing Head Street rank is well placed to function as a suitable rank for passengers travelling to destinations north of the town centre. It is recommended that improved signage at this rank is implemented, to encourage intending passengers to use this rank.

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1 STUDY OBJECTIVES

1.1 General

This study has been conducted by LVSA 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. The public often use the term “Taxi” to refer to any licensed vehicle, including both hackney carriages and private hire vehicles.

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, although mobile apps and website online bookings are becoming and increasingly common means of booking.

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 minimal for operators, drivers and vehicles, they can regulate Hackney Carriage fares and specify the maximum 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 pre-booked hires, 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 level of business travel in the locality
- The level of tourism in the locality
- Number of hotels in the locality
- 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 influence 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.

The availability of hackney carriages and private hire vehicles is dependent on both the number of licensed vehicles in each fleet, operating in the area and the number of drivers available to drive these vehicles at different times. Some drivers prefer to work at times outside the peak demand periods during Friday and Saturday nights. Some hackney carriage drivers prefer to focus on pre-booked hires, rather than rank based hires.

3 BACKGROUND TO TAXI LICENSING IN COLCHESTER

3.1 The Colchester Borough Council area

The mid 2020 population estimate for Colchester Borough is 197,200 (Colchester Borough Council data). The population of Colchester Borough includes a relatively high proportion of younger adults, with a major army garrison at Colchester Barracks and with approximately 23,000 students based at the University of Essex Colchester campus 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 (for years for which data is available) are presented in Table 1. This enables a comparison between Hackney Carriage and Private Hire Vehicle numbers to be made. Data for 2019, 2020 and 2021 was obtained from Department for Transport data tables. These reflect snapshot statistics reflecting the situation on the 31st of March each year.

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
2017	131	550	681	750
2018	131	580	711	826
2019	130	700	830	1,000
2020	129	491	620	661
2021	128	429	557	638

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 licensed vehicles, in 2021, was 1.15.

This statistic corroborates trade feedback, that there is little multi-shift operation of licenced vehicles.

It is noted that the number of licensed drivers and the number of licensed private hire vehicles has dropped since 2019.

The data quoted in Table 1 relates to the number of drivers and vehicles licensed. However, it is not necessarily the case that all of those drivers are currently active in the trade.

The proportion of Hackney Carriages and Private Hire Vehicles, per 1,000 population (mid 2019 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 2019 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]	152,604	81	110	191	0.5	0.7	1.3
East Hertfordshire [Limit]	149,748	200	41	241	1.3	0.3	1.6
Southend-on-Sea [Limit]	183,125	274	118	392	1.5	0.6	2.1
Stevenage [Limit]	87,845	100	147	247	1.1	1.7	2.8
Colchester [Limit]	194,706	128	429	557	0.7	2.2	2.9
Bedford [Limit]	173,292	63	470	533	0.4	2.7	3.1
Cambridge [Limit]	124,798	296	104	400	2.4	0.8	3.2
Watford [Limit]	96,577	231	118	349	2.4	1.2	3.6
Luton [Limit]	213,052	165	794	959	0.8	3.7	4.5
Mid Suffolk [No Limit]	103,895	46	30	76	0.4	0.3	0.7
Maldon [No Limit]	64,926	69	10	79	1.1	0.2	1.2
Fenland [No Limit]	101,850	93	34	127	0.9	0.3	1.2
Breckland [No Limit]	139,968	117	65	182	0.8	0.5	1.3
South Norfolk [No Limit]	140,880	123	81	204	0.9	0.6	1.4
East Suffolk [No Limit]	249,461	95	285	380	0.4	1.1	1.5
Chelmsford [No Limit]	178,388	191	92	283	1.1	0.5	1.6
East Cambridgeshire [No Limit]	89,840	112	31	143	1.2	0.3	1.6
Central Bedfordshire [No Limit]	288,648	178	286	464	0.6	1.0	1.6
Hertsmere [No Limit]	104,919	6	167	173	0.1	1.6	1.6
Thurrock [No Limit]	174,341	79	209	288	0.5	1.2	1.7
Babergh [No Limit]	92,036	62	97	159	0.7	1.1	1.7
Welwyn Hatfield [No Limit]	123,043	129	85	214	1.0	0.7	1.7
Tendring [No Limit]	146,561	244	27	271	1.7	0.2	1.8
North Norfolk [No Limit]	104,837	143	53	196	1.4	0.5	1.9
Dacorum [No Limit]	154,763	190	115	305	1.2	0.7	2.0
North Hertfordshire [No Limit]	133,570	192	73	265	1.4	0.5	2.0
Basildon [No Limit]	187,199	148	234	382	0.8	1.3	2.0
Epping Forest [No Limit]	131,689	230	42	272	1.7	0.3	2.1
St Albans [No Limit]	148,452	243	113	356	1.6	0.8	2.4
Broxbourne [No Limit]	97,279	195	62	257	2.0	0.6	2.6
Harlow [No Limit]	87,067	48	185	233	0.6	2.1	2.7
Brentwood [No Limit]	77,021	202	27	229	2.6	0.4	3.0
West Suffolk [No Limit]	179,045	192	355	547	1.1	2.0	3.1
Great Yarmouth [No Limit]	99,336	188	151	339	1.9	1.5	3.4
Castle Point [No Limit]	90,376	117	194	311	1.3	2.1	3.4
Rochford [No Limit]	87,368	193	115	308	2.2	1.3	3.5
Huntingdonshire [No Limit]	177,963	105	550	655	0.6	3.1	3.7
Ipswich [No Limit]	136,913	155	369	524	1.1	2.7	3.8
Three Rivers [No Limit]	93,323	14	399	413	0.2	4.3	4.4
Peterborough [No Limit]	202,259	122	804	926	0.6	4.0	4.6
Norwich [No Limit]	140,573	208	455	663	1.5	3.2	4.7
South Cambridgeshire [No Limit]	159,086	10	853	863	0.1	5.4	5.4
Uttlesford [No Limit]	91,284	47	2,315	2,362	0.5	25.4	25.9

Note: The abnormally high proportion of private hire vehicles in Uttlesford is attributed to a large proportion of private hire vehicles servicing demand at

Stansted Airport which lies within the licensing authority boundary. Hence the level of provision is not directly related to the population within the area.

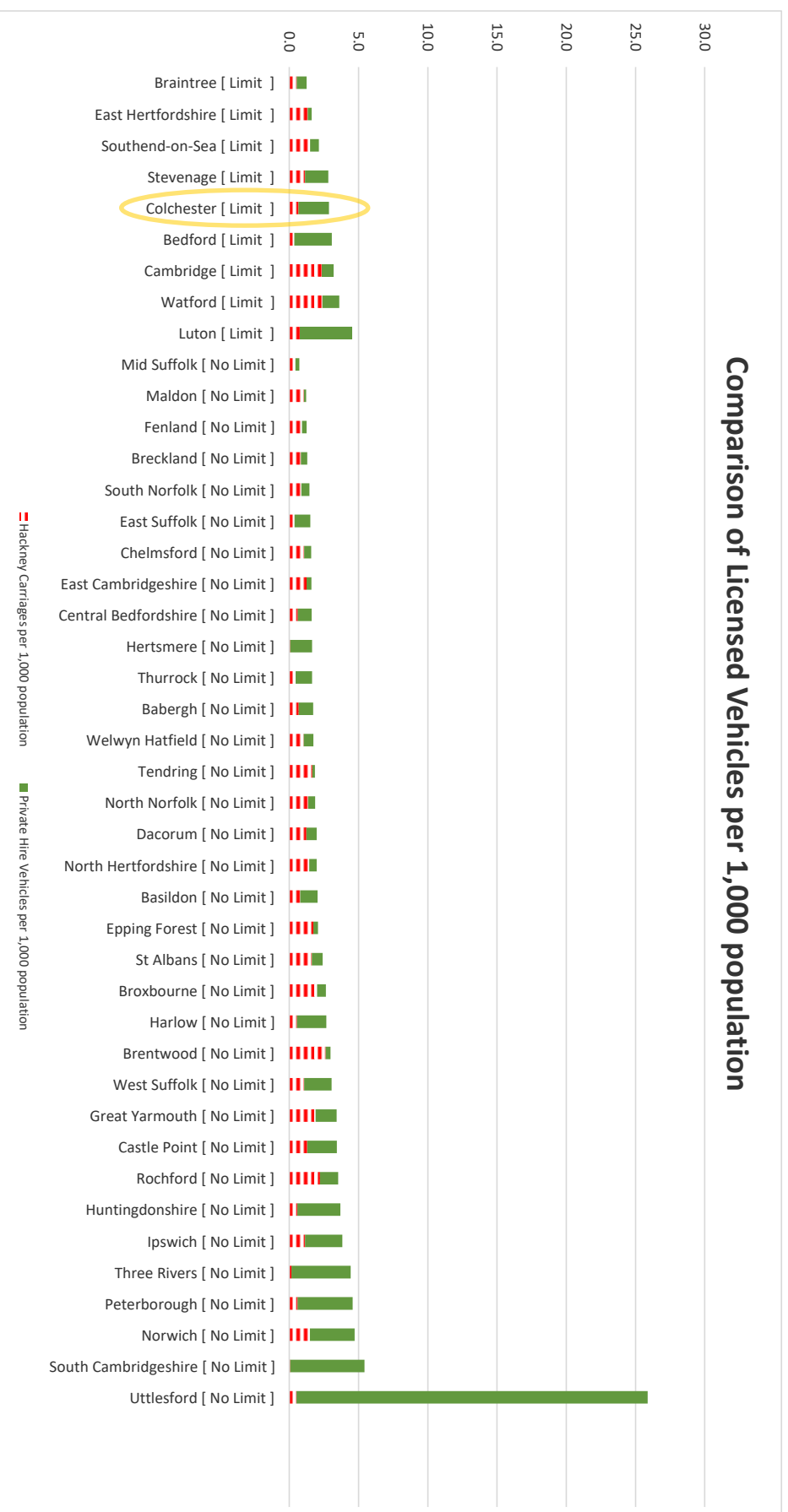


Figure 1 - Licenced Vehicles per 1,000 population

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 lower the ranking number, the more expensive the journey, compared with other authorities. The December 2021 table (the latest available at the time of preparation of this report) indicated that the fares in Colchester were ranked 37 out of 353 authorities listed, with a fare of £6.90. The mid ranked fare (rank 176) was £6.00. So fares in Colchester appear to be higher than average.

In terms of national fares, the highest comparable fare (ranked 1) was £11.40 and the lowest (ranked 353) was £4.30.

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 taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, from Thursday morning (7th October 2021) to the following Sunday morning (10th October 2021), 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.

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. When persistent passenger queues formed, the queue length was logged every 5 minutes. The queue length profile was used, in conjunction with the volume of passengers hiring hackney carriages at the rank, to calculate the average waiting times for those intending passengers waiting in the queue.

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.

There were occasions when passengers had to wait for Hackney Carriages to arrive at the rank. These events occurred occasionally during the days and evenings observed. The waiting duration at the railway station was generally short as more Hackney Carriages generally arrived within one or two minutes.

The rank effectively operated from around 7:00 to 2:15 the following morning, on Thursday and Friday and from around 9:30 to 23:45 on Saturday. There were generally sufficient Hackney Carriages available at the rank.

On Saturday, there was works on the railway line and a coach replacement service carried passengers between Colchester and Ingatestone. However, this appeared to have little impact on demand for hackney carriage services.

Railway Station, south side

The rank on the south side of the Railway Station had significantly less activity, than the rank on the north side. The marked rank area was frequently used by private vehicles and licenced vehicles to drop off passengers. Private hire vehicles mainly picked up outside the marked rank area, but occasionally did so inside the marked taxi rank area. There were relatively few Hackney Carriages which waited at this rank.

In addition to the occasional hackney carriage which waited at the rank for passengers, the rank also appeared to be used from time to time, by hackney carriages which arrived to pick up a pre-booked hire.

Head Street

Head Street had very little activity. There were several empty departures. Some of the empty departures were by hackney carriages which had been parked and

left unattended. The rank was used from time to time by delivery vehicles and often full of parked cars at night.

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 any hour of the day or night.

Peak demand for Hackney Carriages was on Saturday night. The demand outstripped supply of Hackney Carriages, from 2:10 am to 3:55 am on Sunday morning. During this period, there was persistent passenger queueing, during which time passenger queues reached a maximum of 28 people waiting.

A taxi marshal was present at the rank from around 2:30 to 4:10 am on Sunday morning.

The High Street was briefly closed on Friday morning, from 11:30 to 11:53, for a cycle race to pass through.

Queue discipline amongst passengers at the rank was poor at times. On occasions, passengers would approach hackney carriages arriving at the back of the queue of vehicles on the rank and hire that vehicle, rather than walking to the front of the rank.

There were occasions when there were in excess of 10 vehicles on the rank and the crowd of passengers were engaged in hiring the majority of vehicles. Consequently, on such occasions, most of the vehicles had passengers negotiating with the drivers. This situation necessitated passengers moving between the two rows of hackney carriage vehicles which waited on the rank. New passengers arriving at the rank were then faced with a confusing situation of multiple hackney carriages present and crowds of passengers moving amongst the vehicles trying to find one which wasn't engaged in negotiations with intending passengers. The situation outlined above was fairly commonplace at busy times. Consequently, it is perhaps not surprising that some passengers on approaching the rank, would attempt to hire the most recently arrived vehicles, rather than trying to figure out which of the vehicles already on the rank, were actually available to hire.

At busy times, not all people at the rank were intending passengers. Often, those intending to board a hackney carriage, were accompanied by friends who did not intend to share the hackney carriage. The friends would often accompany the intending passengers as they wandered amongst the hackney carriages, seeking one which was not in negotiations with other would be passengers.

Sometimes, the negotiations between intending passengers and drivers could be relatively protracted. These discussions could commonly take a minute or more. This feature, coupled with the format of the rank, with two parallel rows of waiting vehicles, resulted in the occasional situation of a hackney carriage, which had been hired by passengers, becoming boxed in by vehicles ahead and beside the vehicle, which were held up by negotiating passengers.

Queen Street

The Queen Street rank has two spaces and is a night time only rank. No hires were observed at this rank. Three hackney carriages were parked on the rank at times, during the survey. The vehicles were left unattended by their drivers.

Osborne Street

The rank on Osborne Street lies opposite the bus stances at the principal bus interchange in Colchester. The rank was most often used by Hackney Carriage drivers parking their vehicles, which were then left unattended, for a short period.

There were a few passenger pick-ups observed.

From time to time, the marked taxi rank area was partially or fully occupied by parked cars or buses.

Full details of tabulated hourly passenger and taxi volumes and waiting times, are presented in Appendix A. Summary results are presented below.

The results for all ranks are presented in 3D graphs, in order that the relative magnitude of passenger volumes, vehicle volumes and vehicle waiting times at ranks, can be presented and compared across all ranks. In addition, data aggregated across all ranks is presented in simple line graphs, to present the profile of demand, and passenger waiting.

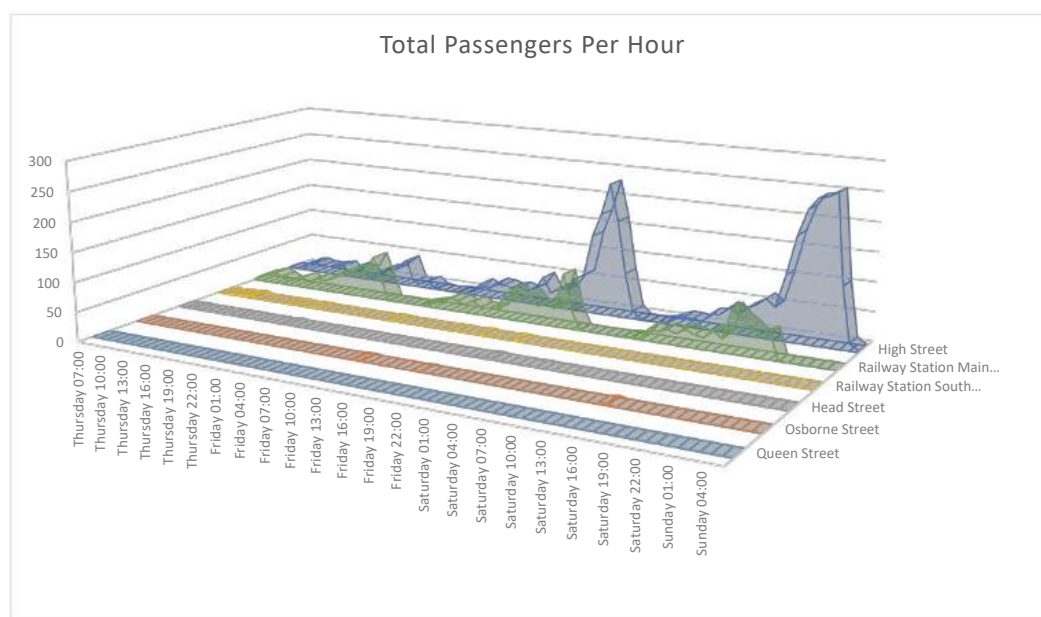


Figure 2 - Total passenger volumes using each rank

Figure 2 presents comparative profiles of passenger demand for each rank. The distinction between the two busiest ranks, High Street and Railway Station North Side, and the other 4 ranks can be clearly seen. The profile of demand is highest at night and increased on Friday and Saturday, compared with Thursday.

Passenger demand at this rank continued until around 5:00 am on Saturday and Sunday. Demand tailed off earlier during the early hours of Friday morning.

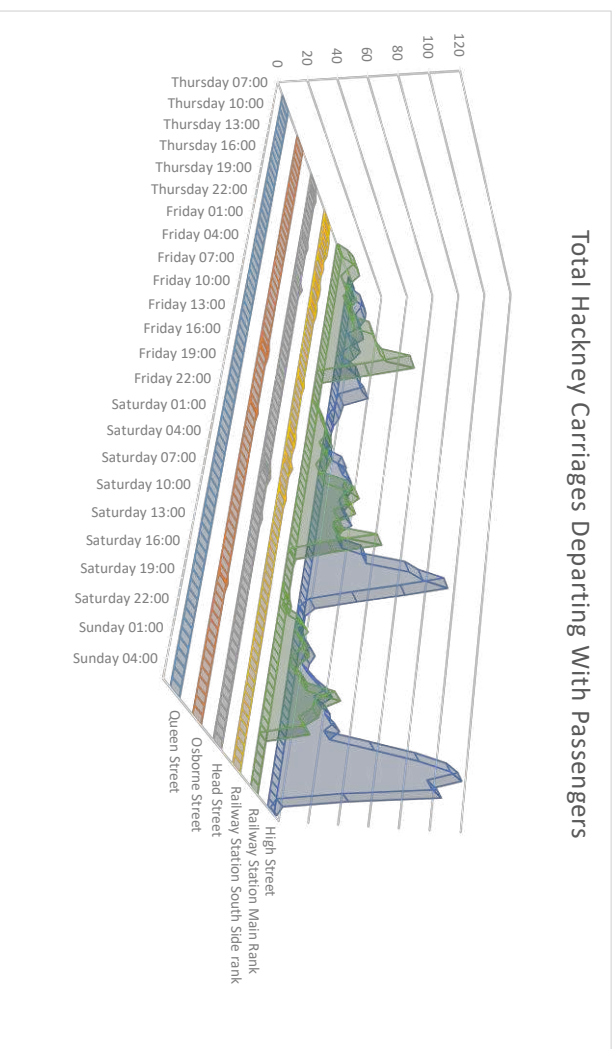


Figure 3 - Total Hackney Carriages departing each rank with passengers

Not all Hackney Carriages leave the rank with passengers on board. Varying load factors (number of passengers per taxi) at different ranks and different times of day, influence the profile.

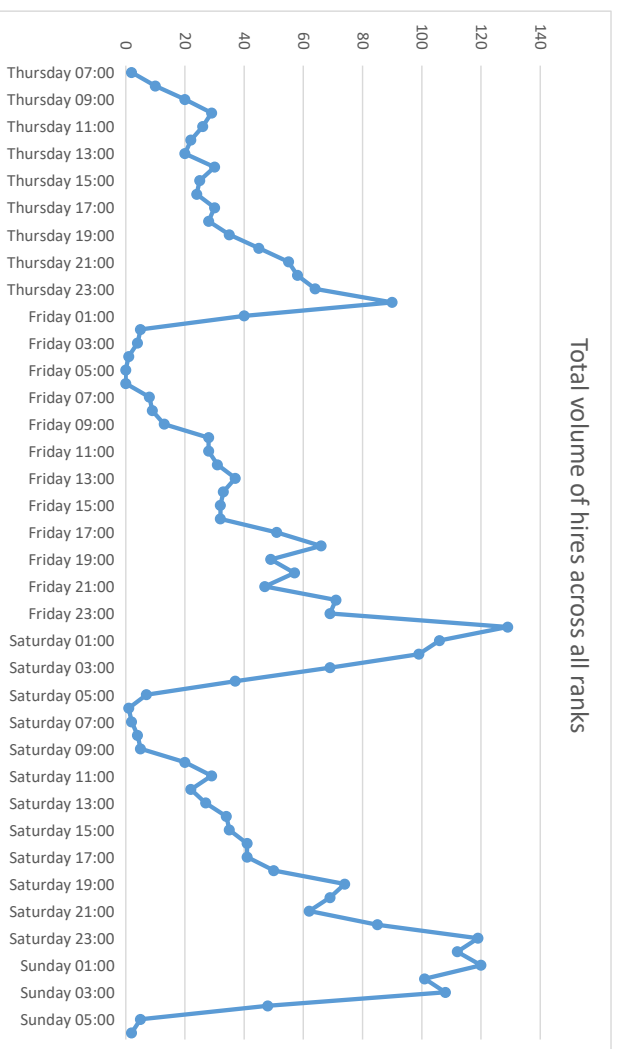


Figure 4 - Total hourly Hackney Carriage volume aggregated across all ranks

The profile of total taxi volumes indicates the variation in the volume of hires observed at the ranks. Peak hire volume occurred on Friday night. The profile follows a fairly typical pattern observed in many towns. The variation in demand suggest that the demand profile is peaked, but not highly peaked.

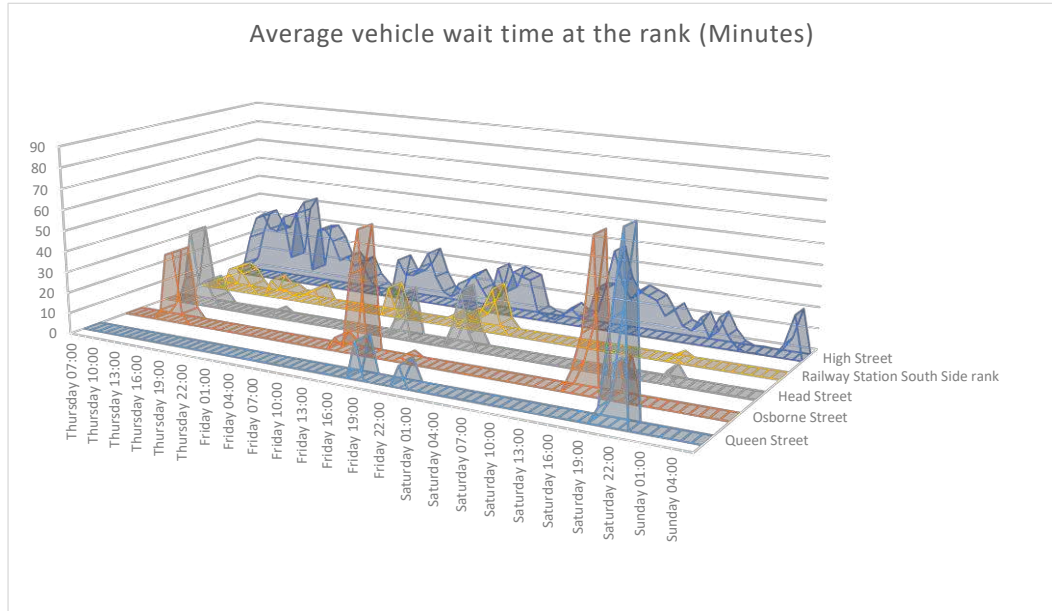


Figure 5 - Average vehicle waiting time [minutes] at each rank

The average time Hackney Carriage vehicles spent waiting at taxi ranks varied by location and by time of day. It is worth noting that the lengthy wait times recorded on the Queen Street and Osborne Street ranks related to drivers parking their vehicles on the ranks and leaving them unattended.

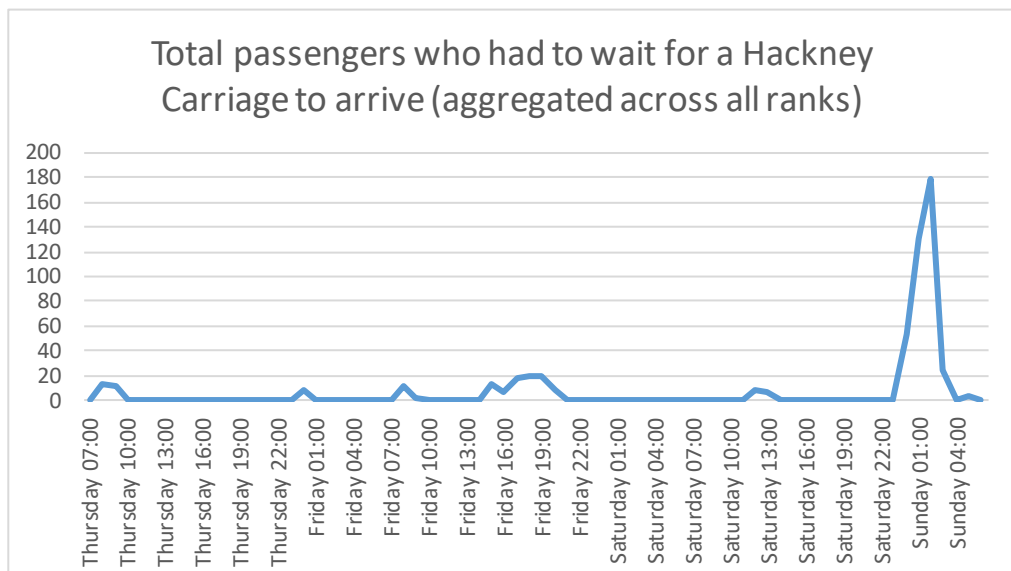


Figure 6 – Passenger waiting profile

The passenger waiting profile indicates the largely occasional nature of passenger waiting at any of the ranks. Passenger waiting was concentrated on Saturday night at the High Street rank.

Table 3 - Daily rank statistics Thursday to Friday

Thursday - Friday						
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage	Average vehicle wait time at the ranks per hackney carriage (minutes)
Total for all locations	58	663	721	836	1.3	18
Queen Street	0	0	0	0	0.0	0
Osborne Street	4	0	4	0	0.0	26
Head Street	6	4	10	4	1.0	10
Railway Station South Side rank	11	13	24	15	1.2	6
High Street	26	208	234	320	1.5	23
Railway Station Main Rank	11	438	449	497	1.1	16

Table 4 - Daily rank statistics Friday to Saturday

Friday - Saturday						
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage	Average vehicle wait time at the ranks per hackney carriage (minutes)
Total for all locations	46	1109	1155	1860	1.7	12
Queen Street	2	0	2	0	0.0	9
Osborne Street	2	3	5	4	1.3	4
Head Street	8	4	12	4	1.0	11
Railway Station South Side rank	9	6	15	8	1.3	6
High Street	19	674	693	1278	1.9	9
Railway Station Main Rank	6	422	428	566	1.3	16

Table 5 - Daily rank statistics Saturday to Sunday

Saturday - Sunday						
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage	Average vehicle wait time at the ranks per hackney carriage (minutes)
Total for all locations	30	1215	1245	2309	1.9	7
Queen Street	1	0	1	0	0.0	83
Osborne Street	3	1	4	3	3.0	29
Head Street	3	0	3	0	0.0	0
Railway Station South Side rank	1	0	1	0	0.0	3
High Street	21	895	916	1817	2.0	5
Railway Station Main Rank	1	319	320	489	1.5	12

Table 6 - Aggregate rank statistics Thursday to Sunday

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	134	2987	3121	5005	1.7
Queen Street	3	0	3	0	0.0
Osborne Street	9	4	13	7	1.8
Head Street	17	8	25	8	1.0
Railway Station South Side rank	21	19	40	23	1.2
High Street	66	1777	1843	3415	1.9
Railway Station Main Rank	18	1179	1197	1552	1.3

4.3 Commentary on results

As a sense check, it is prudent to consider the total observed hires against the number of taxis in the fleet. Currently there is a cap of 131 hackney carriages. When we consider the total number of hackney carriages departing the ranks with passengers (total rank based hires) against the number of hackney carriages, the average number of hires per hackney carriage was 22.8. This would imply that if all taxis were operating from the ranks and achieved an equal share of hires, each would have undertaken around 23 hires over the three days observed. If we were to assume the average shift duration was 8 hours, this would imply an average of around 1 hire every hour. This level of business could not sustain the fleet from rank based hires only.

Feedback from the trade indicates that not all hackney carriages were in operation at the time of the rank surveys. In addition, not all hackney carriages focus on rank based hires. Pre-booked hires and contract hires form a significant proportion of demand for hackney carriages.

4.4 Proportion of hackney carriages working from the ranks

As with any business, workers have time off, holidays and breaks. This is the case for hackney carriage drivers. Therefore, on any given day, not all of the hackney carriage fleet will be in operation.

Drivers also have preferences for how they operate. Some drivers prefer to work part time and target operating during peak periods on Friday and Saturday nights, when demand and earning potential may be higher. Other drivers may prefer to work during daytime hours and weekdays and avoid working Friday and Saturday nights. Some drivers prefer to undertake pre-booked hires and only attend the ranks between pre-booked hires.

The data collected from the ranks has been processed to estimate the proportion of the hackney carriage fleet which was operating from the ranks each hour. The profile is presented in Figure 7.

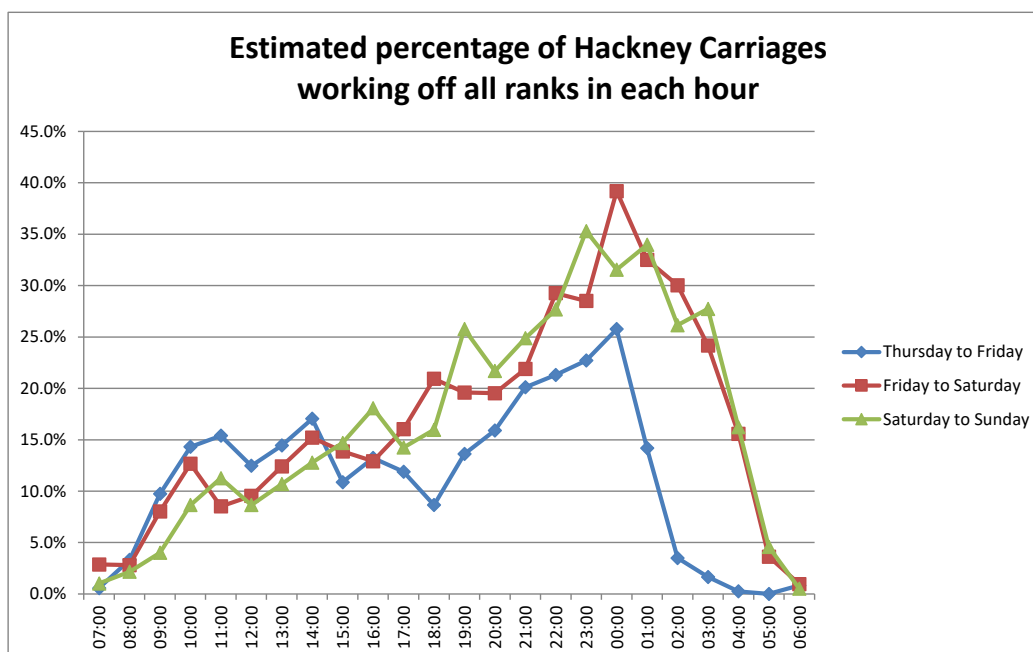


Figure 7 - Percentage of hackney carriages working off all ranks in each hour

The profile broadly follows the profile of passenger demand. It is noted that on Saturday night, the number of hackney carriages working from ranks dropped during the hour beginning 00:00 (midnight). This was when the hackney carriages stopped attending the Railway Station rank. However, the drop was less than the total number of hackney carriages working at the Railway Station rank during the previous hour, suggesting that some hackney carriages which had been at the Railway Station may have switched to working from the High Street rank.

Passenger queues formed at the High Street rank shortly after 2:00 and remained until shortly before 04:00 hours on Sunday morning. It is noted that the estimated number of hackney carriages working from the ranks during the hours beginning 2:00 and 3:00 was lower than during the previous two hours. It would appear that some hackney carriages stopped attending the rank during this period. The drivers of these vehicles may have decided that it was time that they finished for the night, or they may have been fulfilling pre-booked hires, rather than attending the rank. Although passenger queues formed between 2:00 and 4:00, the level of passenger demand and number of hires from the High Street rank was higher in the two preceding hours. Despite the higher levels of demand earlier, no passenger queues formed during those hours, owing to higher levels of provision of hackney carriages working from the rank.

4.5 Comparison with 2018 survey results

Table 7 - Comparison of observed hires 2021 with 2018

Total Hires	2018			2021		
	Railway Station Ranks	All other ranks	All ranks	Railway Station Ranks	All other ranks	All ranks
Thursday - Friday	554	280	834	451	212	663
Friday - Saturday	636	511	1,147	428	681	1,109
Saturday - Sunday	386	694	1,080	319	896	1,215
All 3 days	1,576	1,485	3,061	1,198	1,789	2,987

The demand at the Railway Station had dropped by around 24%. Demand at other ranks increased by around 20%

When persistent passenger queuing develops at a rank, this indicates that the rank is operating at capacity and that demand has exceeded that capacity, for the duration of the period when passengers were queueing. During the 2018 survey, a persistent passenger queue was present at 2:00 am on Sunday morning and lasted until around 3:00 am. During this period, 96 hires were undertaken from the rank.

During the 2021 survey, persistent passenger queueing occurred from shortly after 2:00 am on Sunday morning, to shortly before 4:00 am. During the hour beginning 2:00 am, 101 hires were undertaken. During the hour beginning 3:00, 108 hires were undertaken. This indicates that more capacity was available at the High Street rank on Saturday night in 2021, than in 2018.

The number of hires per hour observed at the High Street rank during the 2018 survey and during the 2021 survey are compared in the following figure.

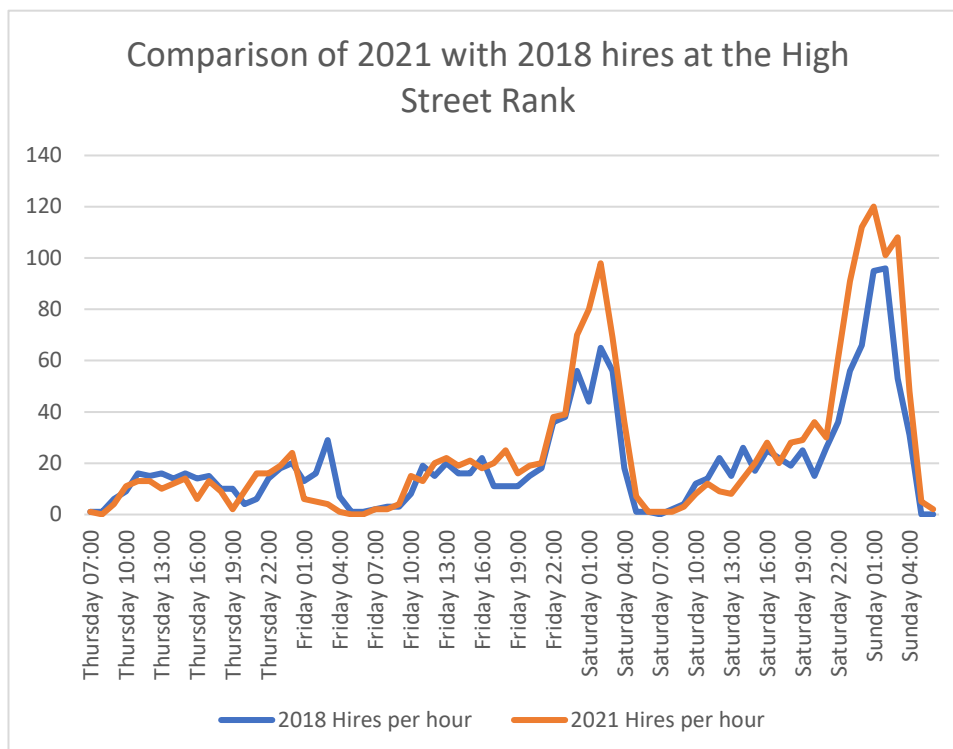


Figure 8 - Comparison of hourly hires at the High Street Rank

It may be seen from the comparison portrayed in Figure 8 that the volume of hires was generally similar in 2021, to those observed in 2018, with the exception of the peak late night demand profiles. The Thursday profile indicated that the late night peak finished later in 2018. However, the Friday and Saturday night peaks were larger and longer lasting in 2021, compared with 2018.

Comparing the periods when the rank was operating at capacity on Saturday night (when passenger queues formed), it may be surmised that the capacity provided in 2021 is higher than that provided in 2018.

Railway Station Main Rank

We have undertaken an analysis of passengers at both Railway Stations in Colchester over the last few years. The data is presented in Figure 9. The results show a significant drop in annual patronage in the financial year 2020 – 2021. This is due to the impact of Covid-19, which reduced travel demand across the rail network during that period. No detailed data for the Colchester stations is available for the level of patronage so far during the 2021 – 2022 financial year.

Data is available which provides a profile of passenger volumes by train operating company, in quarterly instalments. This is presented in Figure 10. This includes more recent data, including the first two quarters for the financial year 2021 – 2022. The data illustrates the drop in passenger numbers during the 2020 – 2021 financial year and suggests that passenger numbers have been recovering during the first two quarters of 2021 – 2022.

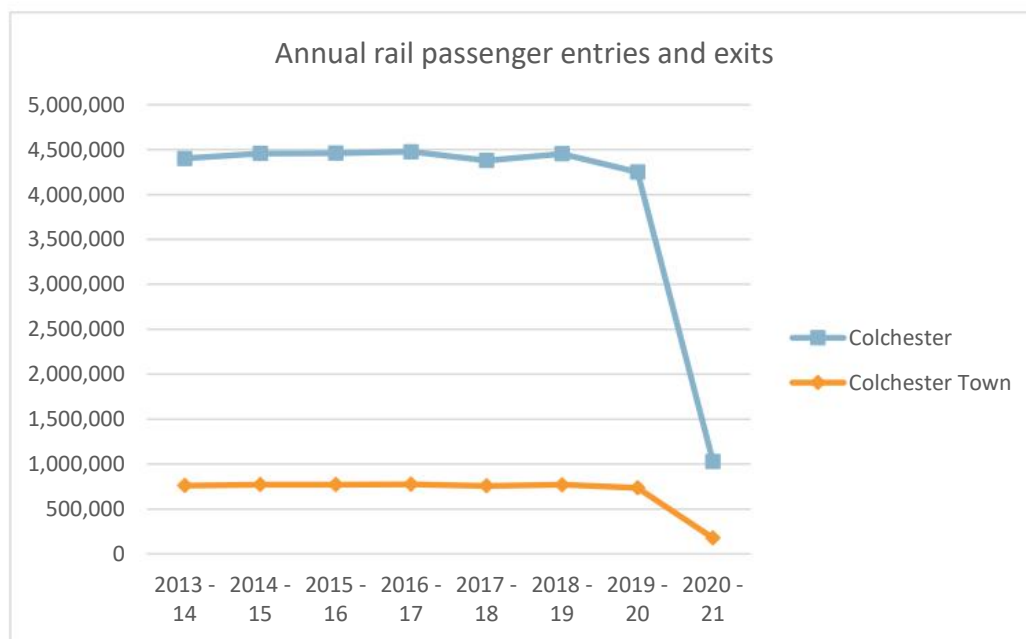


Figure 9 - Annual Rail Passenger Volumes at Colchester Stations



Figure 10 - Quarterly passenger volumes using Greater Anglia services

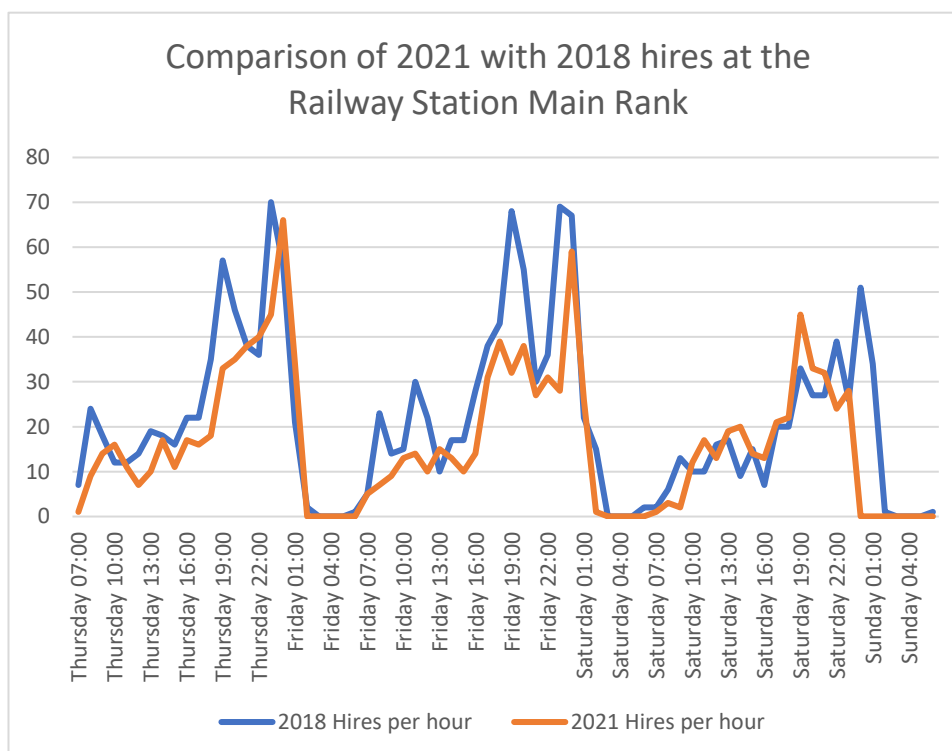


Figure 11 - Comparison of 2021 hires with 2018 hires at the Railway Station Main Rank

Figure 11 indicates that whilst the volume of hires during the 2021 survey was lower than that observed during the 2018 survey, the profile of demand is similar. There may be scope for further increases in demand for hackney carriages at the Railway Station, as passenger numbers continue to recover.

4.6 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. There were passenger queues also observed, from time to time, at the Railway Station North side at various times of the day.

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

4.7 Wheelchair users

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

Details of the results are presented Table 8.

Table 8 - Wheelchair users observed

Rank Location	Date	Time	Size of party travelling	Notes
High Street	07/10/21	11:02	2	Accompanied wheelchair user, used saloon car in favour of vehicle (Non-WAV) at the front of the queue. A WAV taxi was waiting further back in the queue. Wheelchair folded and put in boot of the car
High Street	8/10/21	12:01	2	Accompanied wheelchair user. Small wheeled wheelchair. User got out of the wheelchair and boarded vehicle unaided. Wheelchair folded by driver and placed in the boot

During the rank surveys, a log was kept regarding when a wheelchair accessible hackney carriage was present at the rank, during the previous 5 minutes.

Often, when a wheelchair accessible hackney carriage is present on the rank, it is not at the front of the rank. However, if a wheelchair accessible vehicle is required, wheelchair users can make this known to the driver. On such an occasion, the driver of the wheelchair accessible hackney carriage will arrange to board the wheelchair bound passenger, even if the hackney carriage in question is not at the head of the queue on the rank.

Figure 12 provides an indication of the proportion of 5 minute increments in each hour, when a wheel chair accessible hackney carriage was available within the previous 5 minute period. This indication is provided for the two active ranks, High Street and Railway Station Main Rank.

Where the indication is 100% in an hour. This indicates that a wheelchair user would expect to wait a maximum of 5 minutes for a wheelchair accessible hackney carriage to be available at the rank. However, for much of the time, a wheelchair accessible hackney carriage would be immediately available amongst the waiting hackney carriages. Where the indication is lower than 100%, the expected wait time for a wheelchair accessible hackney carriage could be longer than 5 minutes.

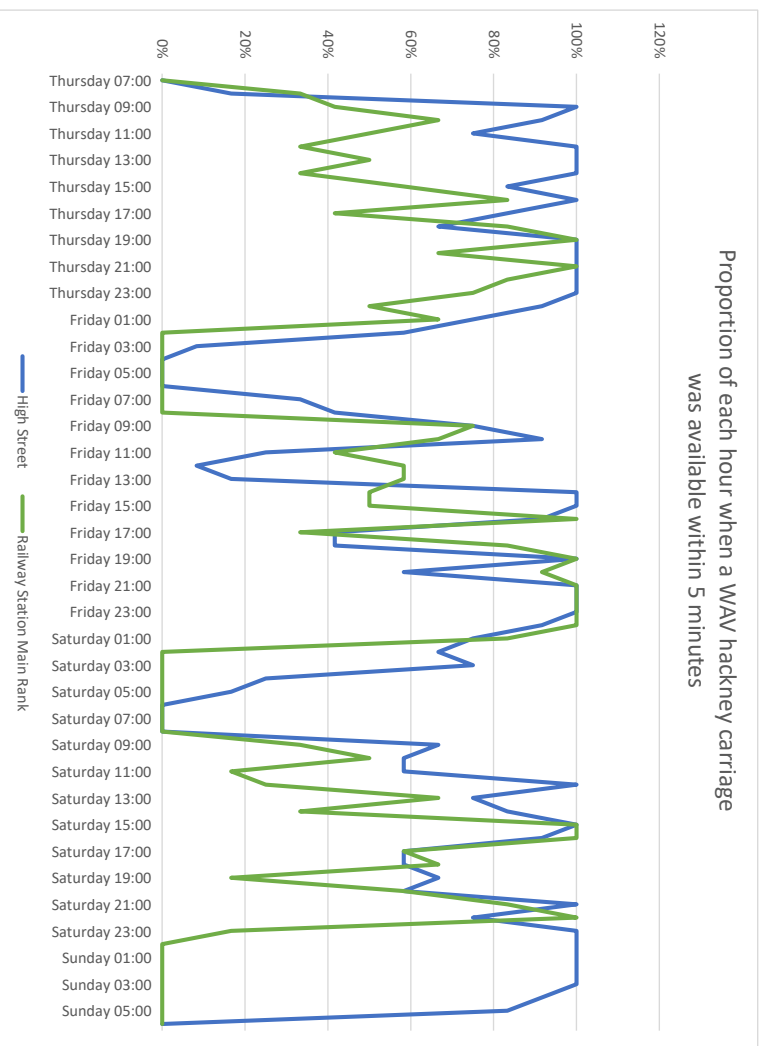


Figure 12 - Proportion of time when a WAV hackney carriage was available within 5 minutes

Generally, availability of a wheelchair accessible hackney carriage was higher at the High Street rank, than at the Railway Station Rank.

5 PUBLIC CONSULTATION

5.1 Public consultation questionnaires

A public attitude survey was undertaken in Colchester during November 2021. 220 responses were collected via an online survey.

It is very important that the views of people within the area are obtained about the service provided by hackney carriage and private hire. A key element which these surveys seek to discover is specifically if people have given up waiting for hackney carriages at ranks (the most readily available measure of latent demand). However, the opportunity is also taken with these surveys to identify the overall usage and views of hackney carriage and private hire vehicles within the study area, and to provide an opportunity for people to identify current issues and factors which may encourage them to use licensed vehicles more.

Such surveys can also add value through identifying variation of demand for licensed vehicles across an area, particularly if there are significant areas of potential demand without ranks, albeit in the context that many areas do not have places apart from their central area with sufficient demand to justify hackney carriages waiting at ranks.

The Covid-19 pandemic has had a notable impact on travel demand and travel behaviour. Some of the questions asked were aimed at identifying some of the impacts of Covid-19 and potential changes in future travel behaviour.

The results from the online survey are presented in the following table.

Table 9 - Public consultation survey results

Question	Response	Proportion of responses
Thinking back to times before the impact of Covid-19, which type of licensed vehicle would you have used most often?	Hackney Carriage (Taxi)	21.4%
	Private Hire	58.3%
	Have used both types more or less equally	20.3%

Typically, (During pre Covid-19 times) How frequently did you travel by Hackney Carriage (Taxi), as opposed to Private Hire Vehicle? (i.e. the ones with signs on the roof, which wait at taxi ranks)	Less than once a month but more than twice a year	13.7%
	Less than once a week but more than twice a month	12.6%
	Once or twice a month	24.7%
	Once or twice a week	18.7%
	Once or twice a year	7.1%
	Rarely or Never	16.5%
	Three or more times a week	6.6%
What was the most common purpose of any trips by licensed vehicle (Pre Covid-19)?	Getting home after a night out	2.3%
	Hospital / Medical	13.4%
	Leisure	47.7%
	Link to other transport mode	10.5%
	Personal business	5.8%
	Shopping	7.6%
	Work or education	12.8%
Regarding trips by Hackney Carriage (TAXI) (i.e. not a private hire vehicle), how would you normally obtain your Hackney Carriage (TAXI) (Pre Covid-19)?	At a taxi rank	76.7%
	By telephone for immediate use	12.2%
	By telephone, to book a time for use in the future	2.9%
	Hailed (waved down a passing taxi) in the street	5.2%
	Using a mobile app or website	2.9%

How long did you typically have to wait to get your taxi? (Pre Covid-19) [Respondents who pre-booked by telephone, web booking or mobile app]	Within 10 minutes	34.6%
	Between 10 to 30 minutes	30.8%
	Between 30 minutes and one hour	19.2%
	Over one hour	15.4%
How do you rate the following aspects of hackney carriages and private hire vehicles: [Ranging from 1 for very poor to 5 for very good.]	Hackney Carriage	Private Hire
Value for money	3.1	3.7
Vehicle Cleanliness	3.9	3.7
Vehicle Condition	3.9	3.7
Driver Helpfulness	3.5	3.6
Driver Standard of Dress	3.4	3.6
Driver Standard of Hygiene	3.6	3.6
Driver Professionalism	3.7	3.5
Driver Communication	3.4	3.7
Driver Knowledge of Area	3.5	3.7

Have you had any difficulty getting in or out of any type of licensed vehicle in Colchester?	Yes	3.6%
	No	96.4%
Could you tell us more about the difficulty that you faced?	<ul style="list-style-type: none"> • I have fibromyalgia so struggle with mobility at times. • Limited health. • High step up into some vehicles is a mobility problem. • Passenger seat pushed so far back that feet get stuck under seat. • Some models of car especially Audi are very low down and have smaller doors. • I am disabled some drivers help but this is rare. • Some larger vehicles are difficult to get in and out of. • Sore back. Some of the large taxis have a harsh ride which is painful. Saloon cars are better. 	
Which kind of licensed vehicle was it (that you had difficulty getting in or out of)?	Hackney Carriage (Taxi)	41.9%
	Private Hire Vehicle	58.1%
What was the principal factor which limited your use of Hackney Carriages (Taxis) in Colchester (pre Covid-19)? Please choose the most relevant factor for you:	Cost	50.0%
	I use Private Hire Cars	8.6%
	Nothing	5.7%
	Waiting time	7.6%
	No need to use Taxis	6.2%
	Drivers tend to foreign and often over charge	1.9%
	Usually cycle or walk	6.2%
	The nearest ranks are too far away	6.7%
	I generally use a car	4.8%
	Use the bus instead	2.4%

Have you experienced problems obtaining a Hackney Carriage (TAXI) in Colchester prior to Covid-19?	Yes	23.3%
	No	76.7%
Problems identified are listed in order of popularity.	<ul style="list-style-type: none"> • Having to wait for taxis to arrive at the rank • Drivers don't take card payments • Pre-booked taxi didn't turn up. • The price doubled after 6 pm • Traffic problems delaying taxi getting to taxi rank 	
How would you assess the availability of Hackney Carriages (Taxis) in Colchester? (with 1 very poor and 5 very good.	Average value 3.9	
If Taxi fares increased by 10% would you use Taxis less frequently?	Yes	75.5%
	No	24.5%
If Taxi fares decreased by 10% would you use Taxis more frequently?	Yes	66.2%
	No	33.8%
Are there any locations in Colchester where you would like to see new taxi ranks?	<p>The following suggestions were made:</p> <ul style="list-style-type: none"> • St Botolphs station [Colchester Town Railway Station]. • Crouch Street • Head street • Hospital • Colchester station, London side • Myland Church (Mile End Road) • St John's Street • Near Colchester zoo • Osborne Street • Queen street, by the bus station 	
Are there existing taxi ranks you would use more if Taxis were more reliably found waiting there?	<p>The following suggestions were made:</p> <ul style="list-style-type: none"> • Colchester Station • Head Street 	

During the LAST THREE MONTHS, have you given up waiting, or made alternative arrangements when trying to hire a hackney carriage (taxi) at a taxi rank OR by hailing (flagging down a passing taxi), because none were available?	Yes	24.5%
	No	75.5%
During THE LAST THREE MONTHS, have you tried to book a Taxi (not private hire vehicle) by phone and had to make alternative arrangements because the wait stated was too long?	Yes	27.9%
	No	72.1%
How long was the wait time quoted?	Less than 30 minutes	6.7%
	Between 30 minutes and 60 minutes	21.7%
	Up to 2 hours	21.7%
	More than 2 hours, or no availability	50.0%
What features of Taxi services in Colchester are particularly good?	<p>Responses identified a variety of features. These related to the following, as good features:</p> <ul style="list-style-type: none"> • Mobile apps. • Reliability. • Good availability • Closer access to locations where cars are not allowed to drive. • Clean vehicles • Good driver knowledge <p>There were also a few comment suggesting that it has become more difficult recently, to obtain a private hire vehicle.</p>	

Are there any improvements to hackney carriage (Taxi) services in Colchester that you would like to see?	There were few suggestions. Those received related to lower fares and improved driving standards.	
In the coming 12 months, as Covid-19 lockdown measures ease and post-Covid recovery continues, would you anticipate that your use of licensed vehicles would increase, decrease or be similar to pre Covid-19 levels?	Increase	18.2%
	Similar	45.5%
	Decrease	22.3%
	Don't know	14.1%
If your use of licensed vehicles is expected to increase, could you tell us the reason for this?	<p>Reasons provided, in reducing order of popularity, were as follows:</p> <ul style="list-style-type: none"> • Going out more • Taxis and private hire vehicles are likely to be much cleaner than pre Covid 19, as they are sanitised frequently, so will be safer and more pleasant to use • Travelling more for work • Previously used buses and are less likely to use buses in favour of using taxis or private hire vehicles 	
If your use of licensed vehicles is expected to reduce, could you tell us the reason for this?	<p>Reasons provided, in reducing order of popularity, were as follows:</p> <ul style="list-style-type: none"> • I will not be going out as much, to pubs, clubs or restaurants etc, compared with pre Covid-19 • I will use a car more often or get lifts from friends or family • It is likely to be too difficult to obtain a taxi or private hire car when I need one 	

Do you, or anyone who has travelled with you in a hackney carriage (taxi), have a mobility/ visual impairment or travel in a wheel chair?	Yes	19.1%
	No	80.9%
What kind of impairment or disability?	The majority of respondents indicated a mobility impairment, with a minority of respondents indicating vision impairment.	
Did this cause any difficulties with travelling? [Proportion of people who indicated that they or someone who travelled with them in a hackney carriage had an impairment]	Yes	62.2%
	No	37.8%
If any difficulties were experienced, how would you suggest these difficulties could be reduced for travel by taxi in Colchester?	Responses are summarised as follows, in reducing order of popularity: <ul style="list-style-type: none"> • More wheelchair accessible licensed vehicles, both hackney carriages and private hire vehicles, bookable through private hire booking offices • Cars that have big enough boots for wheelchairs. • Make the High Street rank more accessible. • More taxis with a ramp, to take mobility scooters. • Support handles on the doors to aid access and egress. 	
Did you face any difficulties hiring a suitable vehicle?	Yes	22.2%
	No	77.8%
If you faced difficulties hiring a suitable vehicle, could you tell us more about these difficulties?	The majority of respondents that indicated they had faced difficulties, provided no further information. Those who did provide further information indicated that the difficulties they faces were getting into and out of a vehicle.	

Are there any improvements to hackney carriage (Taxi) services in Colchester that you would like to see?	<ul style="list-style-type: none"> • Cheaper fares • More licensed vehicles willing to take card payments. • Better local knowledge • More female drivers • Better driving standards. • Automatic meters which use the correct tariff according to the time of day. • More pick up points. • More / better apps • Improved driver presentation. • Less intimidating presence of groups of drivers smoking on the High Street rank. 	
Do you have regular access to a car or van for personal transport use?	Yes - most of the time or always	58.6%
	Sometimes	8.2%
	Occasionally	5.9%
	No	27.3%
Are you a permanent resident in the Colchester Borough Council area?	Yes	94.1%
	No, I am a visitor for another purpose	2.3%
	No, I am a visitor (on business / personal business)	3.6%
Which best describes your gender?	Female	30.5%
	Male	55.0%
	Prefer not to say	14.5%
Which of the following age group do you fall into?	16 - 29 years old	4.1%
	30 - 64 years old	73.2%
	Over 64 years old (65+)	22.7%

Respondents were asked if they have any further comments to make. The following comments are representative of those received:

- Getting in any Taxi is a lottery as to how the Taxi is driven. I've had too many scary rides I won't use taxis unless absolutely essential.
- Please make private hire and taxis safer for women and children to use
- Do speed limits and zig zag white lines not apply to private hire.
- Stop them overcharging
- Getting a taxi without prebooking is nearly impossible nowadays. Unless it's booked before 9pm there's no chance.
- Please make use of the Head Street taxi rank. For those going to station / Myland etc. it makes a lot more sense.

- Private hire vehicles are cheaper and thus are my preferred choice of transport compared with Hackney cabs.
- Would use taxis more if available through an app
- Taxi Ranks are brilliant and essential. However, we must be careful that the one in the high street (in particular) doesn't just turn into a rabble of unkempt drivers hanging around in groups.

5.2 Commentary on public attitude surveys

Private Hire Vehicles were the most commonly used type of licensed vehicle.

Leisure was the most common trip purpose for using a licensed vehicle, with almost half of respondents indicating that this was their most common purpose.

Rank hire was the most common means of hiring a hackney carriage, with hailing a passing hackney carriage as a relatively rare method of obtaining a hackney carriage.

A significant proportion of licensed vehicles which were booked by telephone or mobile app, took more than 30 minutes to arrive.

When hackney carriages and private hire vehicles were rated for a range of features, all were rated above the median value and similar ratings were given to both private hire and hackney carriage vehicles.

The most common limitation to use of hackney carriages was cost. This was also the most commonly identified potential improvement to services.

The most common problems obtaining a hackney carriage were felt to be having to wait at a rank for a taxi and lack of card payment facility.

Respondents indicated a relatively sensitive response to fare changes.

Several locations were identified for potential new taxi ranks. However, some of these locations already have marked taxi ranks in place.

The Head Street rank was a location which would be used more, if hackney carriages were more reliably found waiting there.

Respondents were asked if they had given up waiting or made alternative arrangements when trying to hire a hackney carriage from a rank. The respondents who said yes, were asked to identify where they had given up and what time of day. Those who provided valid locations (taxi ranks or hailing at plausible locations) were verified and included in the statistics. 24.5% of respondents provided verified responses to say that they had given up trying to obtain a hackney carriage. This statistic is used when assessing the level of unmet demand.

Some travellers with mobility impairments faced some difficulties with obtaining a suitable licensed vehicle. Some had faced difficulties with the type of vehicle used in the past, with problems with lack of boot space for a wheelchair and limited availability of wheelchair accessible vehicles identified as issues.

Availability of licensed vehicles for pre-booking was a recurring issue throughout the responses, with some indication that there can be significant wait times for pre-booked hires.

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 Trade consultation

Consultation was undertaken with the Hackney Carriage trade through an online survey and discussion with trade representatives. The online survey was also open to members of the private hire trade.

Valid online survey responses were received from 84 respondents from various roles within the licensed vehicle trade in Colchester. 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:

Respondents were asked about the impact of Covid-19 and if their involvement in the trade has changed since pre-Covid times.

Just over half of hackney carriage drivers indicated that their involvement in the trade had changed. Around 51% of private hire drivers indicated that their involvement in the trade had changed.

Hackney carriage drivers generally indicated that demand had dropped and they were working longer hours for less money. Some hackney carriage drivers had started working on private hire booking circuits to augment their income.

Some private hire drivers have changed the hours that they work, undertaking hires in the evening and weekends, when they didn't previously undertake that type of work and working longer hours. Business travel and chauffeur type work had reduced and those who undertook that type of work before Covid-19 changed to undertaking pre-booked hires through booking circuits.

The following selected comments are representative of the comments received, with respect to the impact of Covid-19:

- Less work and more expense as I had to provide masks and hand sanitizer for customers and stop my car after every journey to wipe inside and out with an antibacterial wipe
- Less work
- I have ceased doing normal taxi jobs and am now only doing airport runs for an airport company alongside a courier delivery job.

- I own half the number of vehicles and still not all used by drivers as there is a shortage of drivers.
- Renting a taxi now as couldn't maintain the upkeep of owning a private hire vehicle.
- Now less drivers. The work is sporadic and attitudes have changed.
- I only work on a part time basis. Since covid virtually none of my customers have returned. I generally did airport runs, but this has disappeared. So now I find myself just helping others who cannot do an airport run of their own.
- Retired
- I still don't have people in the front seat so less passengers.
- Weekend are about normal, but weekdays a bit quieter
- I have lost all airport journeys. Only doing local runs, hospitals and doctors.
- Less busy than normal
- It is starting to pick up with bookings for airport transfer
- For the safety of my customers and myself, there are government guidelines to follow regarding covid. So, things have to be changed to adapt to follow the guidelines.
- I am working less hours as private hire driver and I've changed my main job.
- More awareness on cleanliness
- Still operating but not enough work

Drivers were asked about the type of work that they derived the most income from, prior to Covid-19. Responses were as follows:

Type of work	Hackney Carriage Drivers	Private Hire Drivers
Rank Hires	82.4%	
Pre-booked hires for immediate travel	5.9%	29.2%
Pre-booked hires for travel at a future time	5.9%	37.5%
Corporate or chauffeur type hires	5.9%	2.1%
Regular contract hires		8.3%
Airport runs, or similar		22.9%

Hackney carriage drivers were asked how many hires they picked up each day from ranks, roadside hailing, contracts and pre-booked hires, on average, prior to Covid-19.

Number of hires per day	Rank hires	Roadside hailing	Contracts	Pre-booked hires
None		62.5%	68.8%	46.7%
Up to 5	11.8%	18.8%	18.8%	40%
6 – 10	41.2%	12.5%	6.3%	6.7%
11 – 15	35.3%	6.3%	6.3%	6.7%
16 – 20	11.8%			

Private hire drivers were asked how many hires they picked up each day from contracts and pre-booked hires for immediate travel, on average, prior to Covid-19.

Number of hires per day	Contracts	Pre-booked hires
None	31.1%	10.4%
Up to 5	42.2%	10.4%
6 – 10	6.7%	18.8%
11 – 15	8.9%	39.6%
16 – 20	6.7%	8.3%
21 – 25	4.4%	8.3%
25 – 30		2.1%
More than 30		2.1%

Hackney carriage and private hire drivers were asked how many journeys on average they undertook each week, which required carriage of a wheelchair.

Number of hires per week	Hackney carriage Drivers	Private hire drivers
None	76.5%	58.3%
Up to 5	17.6%	33.3%
6 – 10	5.9%	4.2%
11 – 15		0%
16 – 20		2.1%
Over 20		2.1%

Hackney carriage drivers were asked how hires, which required the carriage of a wheelchair, were most commonly undertaken. These were; 69.2% from rank hire and 30.8% through pre-booked hires.

Drivers were asked if they had any regular clients who used wheelchairs, prior to Covid-19. 18.8% of private hire drivers and 23.5% of hackney carriage drivers had regular clients who used wheelchairs.

Drivers were asked if, besides wheelchair users, did they have any regular clients with mobility impairments. (This may include regular contract work.) 34.0% of private hire drivers and 5.9% of hackney carriage drivers had regular clients with mobility impairments.

Drivers were asked if the vehicle they drove was used by more than one driver, i.e. double shifting, prior to Covid-19. 2.0% of private hire drivers and 0% of hackney carriage drivers drove vehicles which were also driven by another driver at other times.

Drivers were also asked if the vehicle they drove was currently used by more than one driver. The responses remained the same as pre-Covid-19, with 2.0% of private hire drivers and 0% of hackney carriage drivers, driving vehicles which had an additional driver.

Drivers were asked how current levels of passenger demand relate to pre Covid-19 levels for different types of trip purposes.

Trip purpose	Hackney Carriage			Private Hire		
	Decreased	Similar	Increased	Decreased	Similar	Increased
Leisure related trips (e.g. Friday or Saturday nights to clubs, pubs and restaurants)	61.5%	38.5%	0.0%	42.9%	40.5%	16.7%
Business related trips (people visiting business premises)	93.8%	6.3%	0.0%	63.6%	36.4%	0.0%
Medical trips	37.5%	56.3%	6.3%	13.6%	38.6%	47.7%
Education related travel	50.0%	50.0%	0.0%	35.0%	55.0%	10.0%
Shopping related trips	64.3%	2.6%	7.1%	36.6%	51.2%	12.2%
Trips to and from Railway station(s)	81.3%	12.5%	6.3%	34.1%	52.3%	13.6%

Hackney carriage drivers were asked how the number of hires, by type of hires, compare with pre-Covid-19 levels. Responses were as follows:

	Comparison of present day hires with pre-Covid-19 hire volumes		
	Decreased	Similar	Increased
Rank hires	81.3%	12.5%	6.3%
Hires from flagging down on street	92.9%	7.1%	0.0%
Pre-booked hires	66.7%	33.3%	0.0%
Contract hires	60.0%	40.0%	0.0%

If you are a licensed vehicle driver, how do your working hours CURRENTLY compare with those prior to the impact of Covid-19. i.e. over the 12 months prior to March 2020.

	Hackney carriage Drivers	Private hire drivers
Working more hours per week now.	52.9%	14.3%
Working similar hours now.	23.5%	36.7%
Working fewer hours now	11.8%	36.7%
Stopped driving on a permanent basis.	5.9%	6.1%
Stopped driving temporarily until demand improves.	5.9%	6.1%

Do you know of any licensed vehicle drivers (excluding yourself) who have stopped driving on a permanent basis?

	Hackney carriage Drivers	Private hire drivers
Yes	69.4%	30.6%
No	70.6%	29.4%

Compared with pre-Covid times, have you found it necessary to change the type of licensed vehicle work that you undertake, owing to changes in passenger demand? (For example, working Friday and Saturday nights, when you didn't work those times before, or taking bookings for immediate hire, whereas previously this wasn't the main source of income.)

	Hackney carriage Drivers	Private hire drivers
Yes	58.8%	31.3%
No	41.2%	68.8%

The following comments indicate the types of changes to licensed vehicle work that have been experienced:

Hackney carriage drivers

- More private booking, more airport runs, working different hours
- Working for a private hire company
- Go to private hire
- Changed my wheelchair plate to normal plate as I lost all customers from wheelchair work due to covid

- More pre-booked trips
- I have had to find my own work, Airport runs sea port etc.
- Need more Money so work longer hours
- I'm forced to work weekends Working more hours than I did before Covid, to be able earn a living.
- Have to come out at nights on a weekend, as I can't make enough money Monday to Thursday, from the ranks as there are not enough customers and too many taxis.

Private hire drivers

- I am working later because traffic is so bad
- Have to work every day as less airport work
- I start earlier and finish earlier daily as demand seems to die early evening now
- Just work longer shifts
- Taking on smaller jobs to supplement loss of longer higher paid work
- People not using public transport as much .so more local work short runs have increased
- Taking short notice airport transfers and more contracted school runs
- I've reduced the amount of days and hours I work and found another job to get better income
- Now undertaking hires for immediate travel

The following questions and responses are for hackney carriage drivers only.

Do any of the existing ranks need to be improved? If so, which and how could they be improved?

- High street needs to be policed better, stopping private cars parking on it, better signage, late night queues need better security. Head street rank needs better signage, needs the stopping of private cars parking on it
- Head street rank unusable at times, with private cars parked
- Head Street - more signs
- Head Street and High Street ranks now cater for Uber eat drivers, so it is difficult to get on the rank and also public opinion would be that as there are private cars on the "ranks" they are not Taxi ranks.
- More security in the taxi rank at weekends
- Bus station better signposted
- High Street rank - take out the centre signpost to encourage the public to queue from the very front of the rank and better policing of private cars and delivery vehicles parking on the rank, including the police who park their cars on the rank at night and could easily park opposite
- Head street rank needs looking at
- Stop Uber eats parking on the ranks
- HighStreet, we really need more parking space. We need more help with the officers. Head street rank really needs to be improved with more signs.

The lanes on Head Gate and Head Street needs to be again like they were prior covid.

- More ranks in the town
- High street rank needs to be longer needs a railing like train station, head rank need a permanent traffic warden so we can use it.

Do any new ranks need to be established? If so, where should they be located and why?

- High Street because most of our customers are coming from High Street
- Head street
- General Hospital
- Queen Street because of the bars and takeaway shops.
- Hospital, big demand for taxis, football ground, match days good for trade, Tollgate retail park, a taxi rank there great for taxi trade

Are you aware of any times or locations where members of the public may face difficulties hiring a hackney carriage?

- Queen Street st Botolph St
- Between 4pm and 7 pm because of traffic.
- School run time,s
- High street rank Friday and Saturday night midnight to 5am
- only peak time on saturday when all pubs and clubs shut
- In town late Friday/Saturday night

Do you feel that the level of customer care and service quality from hackney carriage drivers is generally satisfactory?

Yes 76.5% No 23.5%

The following questions and responses were for private hire drivers only.

Are you aware of any times or locations where members of the public may face difficulties hiring a private hire vehicle?

- Late Friday/Saturday nights
- Probably school run times due to huge traffic flow problems poor road conditions and awful traffic lights.
- School - Start and End
- Friday and Saturday night but that's normal
- Rush hours and weekend nights
- Yes weekends and school times are difficult to get a taxi.
- Busy on Friday Saturday customers don't always get the pick up times they prefer
- Not at all apart from weekend
- Between 01.00 and 04.00 from the town centre
- 3am to 5am
- Yes. Rural area
- Friday and Saturday nights

- It appears that Friday and Saturday nights are difficult. I run an airport transfer business and receive 4 or 5 calls over the weekend in the early hours wanting taxis.
- There are no pick up or drop off allocated for private hire vehicles in the town centre to pick up people with wheelchairs, buggies
- I am told there is now often a 2 hour wait, certainly on weekend evenings
- Any busy time, probably because drivers are stuck in traffic caused by the ridiculous cycle lanes all over town.
- The usual suspects - fri/sat night
- Yes. Some have expressed difficulty in obtaining cabs at weekend evening peaks (early/late).
- Weekends nights.
- Friday/Saturday
- Evenings nights in town
- Yes late at night and during school run times

Do you feel that the level of customer care and service quality from private hire drivers is generally satisfactory?

Yes 85.4% No 14.6%

Could you tell us how you feel licensed vehicle demand is likely to change or develop over the next 12 months? For example, increased use of telephone bookings, fewer business trips etc.

Hackney carriage drivers responses:

- There are less business trips, due to people working from home, video calling, no commuters from station to work or home, vice versa
- Fewer business trips less airport trips
- I feel there will be no increase in footfall at the station as more people are encouraged to work from home.
- Not sure but i think apps will play a big part
- A lot of hackney drivers are working for mini cabs as there isn't enough rank work.
- Bookings
- Will stay the same
- Fewer train and town customers due to working from home and online shopping

Private hire driver responses:

- More app bookings
- Less work, people working from home
- Most customers pay with cards and use mobile apps to book there cabs
- I see an increase of app bookings and prepaid work via apps
- App bookings have increased by more than 50% and in car card payments have increased dramatically
- It will increase over the winter and furthermore due to people not wanting to use public transport.
- Slowly increase

- Telephone booking
- App bookings less airports for business
- More app bookings coming, less airports as now all charging min £5 for drop offs
- Maybe increase in working travel to station
- A slow recovery to business travel. Currently running about 80% of pre 2019 private/family business
- Fewer business trips and airport travel decimated business. But I assume local work will slowly return. But drivers have left for better earning potential elsewhere so there will need to be an incentive to get drivers to return. Costs are too great especially now with fuel costs escalating yet NO incentive to drive electric ie free badge for 2-3 years to help drivers and companies to invest in e-vehicles.
- Phone bookings
- More app bookings less business trips
- App bookings have definitely increased
- If work dose not pick up I may give up next year
- It will stay at its current levels
- Same
- Increased app bookings
- More booking by app. Less cash payment. Less commuting fares
- Fewer airport trips
- App bookings on the increase. I expect more people to pre-book, due to supply not meeting demand at peak times.
- Fewer business airport trips, more UK long distance journeys. More email bookings and less phone bookings. No app facility.
- App bookings
- Probably taxi firms are getting busier with bookings but not Hackneys
- Increase in card payment, apps, less social bookings and airports

Hackney carriage driver questions

Are there too many or too few Hackney Carriages in Colchester?

Too many 35.3%, Just about right 64.7%

Considering a HYPOTHETICAL future: What would be the impact of increasing the number of Hackney Carriage vehicle licences in Colchester?

- It would decrease a drivers turnover, leading to a poorer service
- Not being able to getting on the rank anywhere
- Less earnings for all driver increase in working hours
- Covid revisited 10 fold
- More waiting time for us to get a fare
- Less work longer hours to make same money
- It would be even more difficult to earn a living and there would be huge amounts of time waiting for jobs
- Drivers are already finding work with mini cabs. An increase would be madness.
- No work

- Less work and less Money
- Won't be able to earn a living
- Less work and longer wait for hire
- As there is 25 hackney carriage working for mini cabs and a lot just doing airport runs that is only because there isn't enough work of the taxi ranks.
- Devastating
- A nightmare will have to wait hours longer to get a job off station or high street
- Not enough work for everyone.

Considering a HYPOTHETICAL future: What would be the impact of reducing the number of Hackney Carriage vehicle licences in Colchester?

- A bigger demand. There is enough hackney carriage vehicle licences, the amount we have now is enough
- Very little
- People waiting longer
- I would earn more money and not have to do so many hours
- More people to pick up
- Less customers
- Drivers wouldn't have to work so many hours
- More work
- A lot better in reducing ques in station and high street from taxis waiting to get on ranks
- More work for everyone

The Department for Transport TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE indicates that in order for a licensing authority to continue to maintain a cap on hackney carriage numbers, there should be a recognized benefit to the travelling public. In your opinion, what benefits are there to customers in restricting the number of hackney carriages? This part of the feedback is used to help justify retention of a cap.

- Good Quality of service, due to driver can afford a better vehicle.
- Quality of service and safety of customers, makes the job more long term and professional.
- Quality of service and better quality of taxis in use.
- The Taxi trade would be viable so long as the trade is earning a decent living wage and enabling a decent upkeep of the vehicles. The overall condition and appearance of the vehicles is quite high compared to other boroughs. I feel this would deteriorate if we were to de reg.
- Being able to maintain a good vehicle
- The public are very well catered for and do not have to wait long for a vehicle of their choice, if at all, with plenty of different types of vehicles for wheelchair bound, multi-seaters, estate or saloon cars. The ranks are easily found in central Colchester and at North Station. There would be nowhere to rank more vehicles. This would cause more traffic problems and pollution than we already have. As it is, hackney carriages have to regularly drive round the town circuit as they cannot get on the ranks.

- Yes it needs capping because of lack of work.
- The lack of rank space would impact the trade
- People use taxi when unable to find a mini cab
- The customers have almost same Hackney Carriage Taxi Drivers and then the customers can trust us more and they will more confident to use us.
- A professional service

Questions to all respondents

In your opinion, has the number of licensed vehicles and licensed vehicle drivers working in the trade changed since pre-covid times?

	Increased since pre-Covid times	Same as or similar to pre-Covid times	Decreased since pre-Covid times	Don't know
Number of hackney carriages actively working	8.2%	21.9%	38.4%	31.5%
Number of private hire vehicles actively working	15.6%	14.3%	55.8%	14.3%
Number of hackney carriage drivers actively working	9.9%	19.7%	40.8%	29.6%
Number of private hire drivers actively working	12.2%	16.2%	60.8%	10.8%

Is there anything else you would like to tell us about the licensed vehicle trades?

- Little to no support from licensing. Increases in fees in tough times.
- Yes, we need some rules for us hackney drivers, because we are not safe. Until now, everything is just about customers, but nothing about us drivers. We need help as well. The officers from the ranks need to be increased on weekends for our safety.
- Look into hackney carriages working for mini cabs.
- Yes I think there should be more help for private hire and operators. As Hackney drivers can work for private hire companies as well as pick up passengers off the street there taking our jobs. Many drivers are not happy.
- It's been ruined and so many drivers have left, some after years, to drive delivery vans as easier to earn a living wage. Drivers earn below the minimum wage unless working outrageous hours or are very lucky.
- I feel the licensing authority needs to look into the minimum age of newer licensed vehicles being bought into the trade as the future evolution of Electric & Hybrid Electric vehicles will be too expensive.

This will inevitably lead to drivers leaving the trade for cost reasons alone.

- We just have to be kinder and care. To many grumpy drivers that aren't doing our trade any good.
- Too many drivers
- The fares are a little low and the upkeeps of maintaining taxi license, insurance, vehicle plates etc too high. Resulting it in not being worthwhile anymore, unless you work upwards of 55+ hours a week.
- Level of support given to drivers in Colchester was very poor compared with other authorities and now cost of fuel is making it harder to make a profit.
- Entry to the town, pickup and drop offs are limited and difficult to provide a good service.
- Regarding driver safety, I think all companies should have an alert for suspicious address/pick up points a central bulletin that can be sent out to each driver. I personally was assaulted. The passenger made off without paying and a failed attempt to steal my card machine and cash bag. Thankfully, these incidents are rare. This person that attacked me had arranged with accomplices to help him at the drop of point. Police are aware and currently investigating. I have interior and exterior facing audio cameras. Luckily, good quality footage was captured. So, maybe the cameras in taxis should be looked at again. It is also becoming increasingly difficult to justify a fee of £6.50 from outskirts back into town with the horrendous hike in fuel prices.
- Most businesses are still closed. For example, in the past, we had lots of jobs from train station and now 70% working from home. Once all the offices including airports open as before I think we will be more busy than ever. I hope we will be running out business back as normal in future thank you.
- Face to face consultation should be re-establishmed.
- Licensing team should be more aware of unlicensed drivers
- Private hire drivers would like the council to consider allowing us time to pick up and drop off customers in the town centre.
- My trade has been hit by the cycling policy in the town centre. The worst of which is the cycle lane down head street, which forces traffic to back up across Southway and back into Balkerne Hill..Second worst is the bollards stopping taxis turning left out of the High Street into Dutch Quarter. For example, if I dropped at the Town Hall, next customer in Pizza Express, I can't turn left so have a 15 min drive around the town to get up to Dutch Quarter from St Peters Street. These type of issues put taxi drivers off from working.
- Prices of fare do not increase as fast as fuel goes up.
- Get rid of the cycle lanes and you'll see a lot more happier Taxi drivers.
- Too many Hackney Drivers working for Panther without correct door signs.
- The traffic in this town is ridiculous. Cycle lanes at north station and head street in particular have caused complete gridlock to the point I no longer bother to work during the day as it's a waste of time. Jobs that take 5-10 minutes in the evening take 20 minutes during the day for the same price.
- I believe Brexit probably has had as much, if not more, impact than COVID. If there are fewer drivers, it's probably that they've gone back

to mainland Europe, forced out by the narrow-minded British electorate. I, however, am definitely busier as a result.

- Satisfied with the licensing authority.
- Should be allowed a bus stop drop off's and pick ups.
- I do think that the hackney carriage drivers working for mini cabs shouldn't be allowed, because they are not servicing the taxi ranks .
- Think the drivers need more support, for instance the station haven't dropped their fee.
- Increased obstacles and restrictions make it very hard to park on High Street, especially when passengers are elderly or have mobility issues.
- We would like an improved quality of customers, especially on Friday and Saturday nights! Could the Council encourage the banks in the High St to keep their cash machines full, so customers can get cash to pay drivers. Can the Council request marshalls to be properly trained for Friday and Saturday nights, to help drivers deal with drunk, drugged up members of the public.
- Notifications of changes to driver and vehicle policies
- Increase in council vehicle, driver and operator licences on top of airport drop off & car park charges, congestion / ulez charge increases and the highest rate of purchasing fuel makes job hard to make a living. This resulting in poorly run companies with poor standard of drivers available.
- Too many Hackney plates and not enough private hire
- As you are aware since food delivery services have increased, they have taken a lot of the parking space in town centre. We, as private hire, want to drop of customers safely and there is hardly any parking space. So, sometimes we try to drop off at a bus stop and we get a parking fine for doing our job, by your camera car. We are licensed by you. Can you please help us provide some space for private hire to drop off and pickup customers safely. You have loading bay, taxi bay, disabled bay. Why not spare a few bays for private hire. It's only fair, right?
- Needs to be more active licensing staff out and about at late night's & weekends.
- The current licensing system make it prohibitively expensive
- I feel the licensing department could take the issue of Hackney drivers over charging/ running with the meter off a lot more seriously than they have done over the years. Drivers caught should have their plate and badge revoked as they are not fit and proper to be a driver in a trusted environment. The council have failed on numerous occasions to address this and will continue to do so as I feel they don't care.
- Unnecessary holdups due to newly installed and very rarely used cycle lanes in the town centre. This is causing added pollution due to idling buses taxis and other vehicles
- We should increase number of licensed vehicles so that to better serve public. Preference should be given to old Hackney drivers who couldn't own their Hackney carriage and drive on rent.
- Blocking West Stockwell St means longer journeys if next pickup is the station more pollution.

And the final question, are there any other comments that you would like to make?

- Start to look after taxi drivers as well, not just after customers
- Yes stop the Hackney driver working for private hire companies. It just not fair.
- Incentives to return to work
- The mileage of licensed vehicles needs to be looked at as well as just the age of licensed vehicles.
- We're all in this together and have to support each other.
- Like any other businesses, we are all going through a very difficult time and the cost to run a PH vehicle is very high especially with the current fuel price and other expenses. By increasing the fare is not a good idea in current economic climate because this will reduce people using taxis. I hope our government will consider helping our trade by reducing our running cost, ie the fees to renew our licence and road tax.
- Help drivers with the upkeep of the license and plates or work with private hire operating offices to slightly raise the fares somehow.
- I was fortunate to have savings and not have to rent a car during the lockdowns or would probably have had no option other than to find alternative employment
- Private hire should be same fares as hackney and licence fees much lower for drivers and cars
- As I have to renew operator's licence. Taxi plate and private hire licence and insure vehicle all at the same time, November and December. Big outlay if things do not pick up it may be my last year of me doing private hire work.
- Need more white plates. People waiting for taxis after clubs and at the station. More drivers left this trade because car is very expensive. Colchester private hire cheaper.
- Fuel prices have increased so minimum fares and per mile fares need to be revised accordingly.
- Improve the traffic - listen to taxi drivers about how things should improve - and that would improve the overall service for customers
- Town is often gridlocked as council does not enforce no cars in high street
- STOP non-authorized vehicles using Colchester High Street as a through road. The Police and parking authorities are totally ignoring them, causing long delays from Westway/Balkerne Hill to Head street/High Street.
- I think most drivers will be happy to be busier than ever, whatever the root cause. If it's about supply and demand, maybe reduced licence fees would help???
- Prices should go up and for fare competition in pricing should be fix minimum price which each company has to charge, not undercutting in price.
- There will be more taxi and private hire drivers moving to other trades because of fear that maybe future will bring other lockdowns, because the price of fuel is high and electric cars are not affordable yet and there not enough mile range on them. Also, prices for private hire journeys are very low comparing to metered cabs making harder to have decent profits after all related costs to the trade.

- We need set down drop off points on high street. Customers with disabilities i.e. wheelchairs can't drop off at bus stops. So have to tell them I can't and have to drop off past where they want to go. Very awkward.
- Personally on a good week I earn between 70 to 80 % of what I used to earn pre covid. The amount of fares out there is unlikely to reach pre covid levels for the near future.
- Ensure the prohibition of private vehicles into the High Street is policed, preferably with a camera. The provision of e scooters is deadly. People ride them on the pavements, up the High St the wrong way, dump them in the middle of the road, ride them doubled up, which after 1am when the lights go out is highly dangerous. They have silly lights, or no lights. They are ridden drunk and drugged up. Someone is very soon going to get killed.
- Waiting times for customers at taxi ranks are greatly affected due to the changes of the layout of the town. There is a bus lane closed turned into cycle lane at north station under the bridge. Taxis are constantly queuing heading to town centre. Head street is one lane only, again taxis queuing in traffic around town, Saint Johns street, is one lane only. Taxis queuing around town, West Stockwell street is closed off the high street, taxis having to go all around the town to get back to the station. The town Layout has changed since the last taxi survey, any waiting times in my opinion is down to these changes.
- Please provide some pickup and drop off space in the High Street for private hire. The bottle neck at the beginning of Head Street needs to be addressed. as there is hardly any bicycle using the lane. The council should remove all the bollards in town and replace with painted white lines for bicycle lane. You are only increasing the carbon footprint in town with stationary cars.
- Outlay costs seem to increase, while fares are stagnant, often being dragged about on smaller jobs so driving empty often just not viable.
- I would like to start an EV private hire fleet. Are there plans to build a charging station in the area?
- During the survey, there was rail replacement at the station. This had a lot of train passengers queuing at the station rank waiting to be guided onto a bus, I hope the survey acknowledged this.
- As a private hire driver, I feel it's unfair to have so many rank spots in the town and no set down if pick up points for private hire. We pay the same. All but the High St is a waste of parking spaces and private hire are constantly fined for dropping off in the wrong places, which I feel is wrong because we don't have a place to drop off.
- Please give preference to old Hackney drivers who couldn't able to have their own Hackney and drive on rent from past many years.
- how many hires they pick up through various methods. From ranks, drivers averaged 9 journeys per day; From roadside pick-ups, drivers averaged 2 journeys per week; From Contract bookings, drivers averaged 1 journey per day; From telephone bookings, drivers averaged 2 journeys per day. The estimated rank pick up frequency agrees with the rank observation data.

6.3 Comments from trade representatives

Discussion with trade representatives included several comments which were also repeated within the general trade questionnaires. Key comments are provided below:

- There has been a drop in drivers actively working in the private hire and hackney carriage fleets.
- Some drivers have left temporarily, and some have left permanently.
- There has been an increase in hackney carriage drivers working on private hire circuits.
- Some hackney carriages are owned by private hire operators and others work more or less exclusively on private hire circuits.
- The rank surveys weekend fell within freshers week for the university, so it is thought that late night activity may be higher than normal.
- Vehicles parking on ranks is a problem. In particular fast food delivery vehicles are an issue.
- The rank on Head Street is in a good position for the night time economy. However, better signage is required to encourage passengers to use the rank. If the rank signage is improved, more drivers would be likely to wait at the rank.
- Parked vehicles often completely occupy the Head Street rank at night.
- In the past, there has been a waiting list to obtain a permit to operate from the Railway Station ranks. However, some of these permits have not been renewed and the waiting list no longer exists. Not all permits are in use and some permits remain available to drivers willing to pay the fee to operate at the Railway Station.

6.4 Non Trade Consultation

Views on the hackney carriage trade and hackney carriage 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 email and telephone contact and face to face contact.

Not all consultees provided responses. Often responses tend to be provided, when problems are perceived. When there are no notable issues, consultees tend not to provide responses.

Representatives of licensed premises and hotels indicated that customers rely heavily on pre-booked hires. There was a perception that the level of availability of pre-booked services was reduced, compared with pre-Covid-19 times. Some frustration was expressed that along with limited availability of pre-booked hire capacity, late night demand at the High Street rank regularly exceeded capacity and clients of the night time economy were forced to join lengthy queues at the rank in order to hire hackney carriages.

There were calls to allow Uber to be licensed to operate in Colchester. This was seen as a solution to the shortage of capacity for pre-booked hires.

Supermarkets indicated that customers made their own arrangements. They were not aware of any issues faced when trying to hire a licensed vehicle.

At the hospital, there is very limited space for waiting vehicles and no formal rank. Patients regularly arrive and depart using licensed vehicles. There was no awareness of any issues with availability of licensed vehicles and patients generally arrange to be picked up at appropriate locations around the hospital, according to the department they are visiting.

Visitor attractions were primarily concerned with reduced visitor numbers and were not aware of any issues associated with licensed vehicle availability.

Care homes said the taxi service they receive is generally good, with no availability issues for regular Private Hire Vehicles. When services are required, they are generally booked in advance with regular providers. The majority of care homes contacted did say their only concern was limited availability of Wheelchair Accessible Vehicles, especially at school run time (8am and 3pm).

7 EVALUATION OF RANKS

7.1 Existing ranks

The main rank at the Railway Station functions well and copes well with the peaks in demand as trains arrive at the station. The rank on the south side of the railway station was used from time to time, by hackney carriages waiting for fares.

The ranks at Queen Street and Osborne Street were virtually unused, except for drivers to park their hackney carriages. As such, both ranks could be redeployed for more effective use of the road space.

The rank on Head Street was used from time to time by hackney carriages, waiting for passengers. However, late at night, when the rank could be most viable, the rank was often filled with parked vehicles. This rank lies along one of the routes back to the High Street rank, which would support the viability of this rank.

7.2 Potential new ranks

New ranks were suggested at a range of locations which are not currently served by formal ranks. These were:

- The Hospital,
- Tollgate Retail Park,
- Colchester Town Railway Station,
- Crouch Street,
- St John's Street,
- Myland Church (Mile End Road),
- Near Colchester zoo.

Each of these suggestions is considered as follows.

Hospitals often have taxi ranks in place and some hospitals, with fewer beds than Colchester Hospital, operate viable taxi ranks. However, the tendency of members of the public to pre-book licensed vehicles would be likely to negatively impact the viability of a taxi rank at the hospital. Hospital taxi ranks tend to be more viable in locations where the hackney carriage fleet is fully wheelchair accessible.

Tollgate retail park has retail units spread around car parks. As such, there is no focus point, such as those found outside the entrance to covered shopping centres. Taxi ranks are often viable outside shopping centres which have a main entrance. However, in retail parks such as Tollgate, without a defined entrance point, taxi ranks generally fail to establish a viable level of use.

Colchester Town Railway station caters for around one to two arrivals per hour throughout the day. It is likely that these arrivals will generate some demand for hackney carriages. A typical arrangement for such a station would be to provide space for one or two hackney carriages to wait for arriving trains. It would be normal for such space to be unused by hackney carriages at other times. If such spaces for hackney carriages could be provided, then a rank at this location could

be viable. However, the most likely constraint would be availability of space to form a taxi rank.

Crouch Street and St John's Street share similar characteristics to Queen Street, with respect to proximity to night time economy venues and takeaway food outlets. St John's Street is on a potential route back to the High Street rank, as is Queen Street. Crouch Street is not on a route back to the High Street and would require hackney carriages to travel to a rank in this location, specifically to attend the rank. Any potential new rank on Both St John's Street and Crouch Street would be likely to struggle to become established as new ranks, when the public can choose between the risk of going to a new rank and potentially not finding a hackney carriage waiting, or going to the High Street rank, with greater certainty of finding a hackney carriage waiting.

Myland Church (Mile End Road) and near Colchester zoo are both locations which are remote from Colchester town centre and would be unlikely to generate sufficient walk up demand at ranks, to enable viable ranks to become established.

7.3 Recommendation

The existing rank on Head Street is commonly passed by intending passengers, heading to the High Street rank. Similarly, the rank is commonly passed by hackney carriages returning to the High Street rank. If intending passengers can gain confidence that they may obtain a hackney carriage at the Head Street rank, they would be more likely to use that rank. The Head Street rank would be more suitable than the High Street rank, for passengers heading for destination to the north of the town centre.

The Head Street rank is clearly marked on the road, but there are no signs on posts, other than traffic regulation signs indicating waiting restrictions.

Potentially, signs indicating the presence of a taxi rank would encourage people to use this rank. In addition, some temporary signage encouraging intending passengers to wait at the rank and flag down passing hackney carriages, would provide further encouragement to both hackney carriage drivers and intending passengers, to use the rank.

It is recommended that additional signage is implemented at the Head Street rank.

8 DETERMINATION OF UNMET DEMAND

8.1 Quantitative Assessment

We have calculated a factor for the Incidence of Significant Unmet Hackney carriage 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 = 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.

8.2 Calculation of ISUD variables

APD: Passenger delays were relatively 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 Average Passenger Delay was = **0.24** minutes (14 seconds).

PF There are no consistent sharp peaks in demand across the taxi ranks surveyed. Each rank has busier periods, however there is no area wide sharp peak. The demand peaks on Friday and Saturday nights were sustained over several hours. Given the lack of sharp peaks in overall demand, the **PF value is 1.0**.

SSP Week day, daytime hours are deemed to be between 10.00 am and 6.00 pm. The proportion of active rank hours when one or more passengers had to wait more than one minute is taken at the SSP coefficient. The **SSP proportion is 5.0%**.

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was 7.9%.

The GID percentage was calculated to be **7.9%**

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 24.5% of respondents have given up trying to hire a hackney carriage by hailing or at a rank. Therefore, the **LDF factor is 1.245**.

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

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

$$\text{ISUD} = 0.24 \times 1.0 \times 5.0 \times 7.9 \times 1.0 \times 1.245 = 11.8$$

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

8.3 Consideration of wider factors.

The ISUD value of 11.8 is good evidence that unmet demand is below a level which would be considered to be significant. However, this should not be taken in isolation. Other available evidence should also be considered.

The Railway Station north rank had a great influence on results. Activity at the rank can be characterised as a generally large number of Hackney Carriages wait on the rank for trains to arrive. From time to time, the number of rail passengers emerging from the railway station seeking to hire a Hackney Carriage exceeded the number of waiting vehicles. Such occurrences were infrequent and the wait time for additional Hackney Carriages to arrive at the Railway Station was generally short.

Some passenger waiting was observed at the High Street rank. Although there were persistent queues which developed on Sunday morning between 2 am and 4 am, the average passenger wait time was low.

Feedback from the public and stakeholders concluded that there were issues related to availability of licensed vehicles at night. However, this appeared to be primarily related to availability of pre-booked private hire vehicles. As a result of limited availability of pre-booked licensed vehicles, demand at the High Street rank has increased. The passenger waiting on Saturday night was generally of short duration. Having taken the wider issues into account, there was no evidence to contradict the low ISUD value.

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

9 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 hackney carriages***
- ***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 2015, 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 hackney carriage services in the area are generally considered to be good. It is acknowledged that there is a shortage of capacity for private hire vehicle services.

10 CONCLUSIONS AND RECOMMENDATIONS

10.1 Overview

The focus of the assessment of unmet demand is with respect to the ability of hackney carriages to adequately meet the demand for hires from ranks and from roadside hailing. Pre-booked hires may be undertaken by both hackney carriages and private hire vehicles. As the number of private hire vehicles which may be licensed, is not limited, the market for pre-booked hires is not considered when assessing the level of unmet demand for hackney carriages.

Whilst this survey focuses on hackney carriage services for immediate hire, it is prudent to consider the nature of licensed vehicle services in general, and how these may influence the provision of hackney carriage services for immediate hire.

10.2 Licensed vehicle fleets

The private hire vehicle fleet provide a range of services addressing a range of market sectors. Often, the most visible aspect of these services is provision of immediate hire services through a booking office, via telephone or app booking. This may be provided through a local operator, which may operate a fleet of vehicles, or through a national app based service such as Uber. Local operators often offer app based booking services as well as telephone booking services. In addition to such 'immediate hire' pre-booked services, private hire vehicles also often provide airport transfers, tourism services, contract hire, chauffeur services and corporate hire services. Indeed, in many localities, a significant proportion of private hire vehicles operate in these sectors and do not undertake any 'immediate hire' type bookings.

Within hackney carriage fleets, there is normally a variety of types of work undertaken. This may include services such as pre-booked hires, airport transfers and contract hire. Some hackney carriage drivers may prefer to work part time, or weekday daytime only. Some work only during peak periods from taxi ranks. In some localities, some hackney carriages only undertake certain services such as contract hires or pre-booked hires and never undertake rank based hires.

Some demand for licensed vehicles is related directly to local population levels, whereas other demand is more closely related to levels of tourism and visitor numbers for business and leisure. Consequently, whilst this report presents a comparison of licensed vehicle numbers per 1,000 population, it should be borne in mind that local population is not the only driver of demand.

10.3 Impact of Covid-19

Since March 2020, measures to combat the spread and impact of Covid-19 have influenced most aspects of normal life, including working patterns, leisure activities, access to medical services and business travel. The level of demand for licensed vehicle services has been heavily influenced since March 2020 and the impact of changes continues to be felt amongst licensed vehicle fleets.

Drop in demand for licensed vehicles during much of 2020 and 2021 led to some drivers of licensed vehicles leaving the trade and taking up other income earning opportunities. The ratio of licensed vehicle drivers to licensed vehicles in Colchester is relatively low. This indicates that most licensed vehicles are driven by a single driver, rather than shared amongst multiple drivers for different shifts. This feature is corroborated through feedback from the trade.

Feedback from the trade through the trade online questionnaire and discussion with trade representatives indicated that there were drivers who had stopped driving both hackney carriages and private hire vehicles, at the time of the rank surveys. Within the hackney carriage fleet, it was anticipated that the drivers who were not operating during the rank surveys, would return to driving hackney carriages in the future. Within the private hire fleet, it was less certain if, or when, drivers would return to the trade.

As a consequence of reduced numbers of drivers within both the hackney carriage and private hire fleets, the level of capacity of both fleets was reduced. Feedback from the public and representatives of the night time economy tended to corroborate the reduced levels of availability of licensed vehicles.

A significant proportion of hackney carriage hires are derived as pre-booked hires. These are obtained either through drivers / owners developing a business where they receive hires directly from customers, or drivers. This was the case prior to the impact of Covid-19.

Owing to the influence of Covid-19, some hackney carriage drivers who did not previously undertake pre-booked hires obtained through booking offices, joined booking circuits in order to augment income.

Some drivers who had previously focussed on sectors such as airport transfers and corporate hires had to start undertaking pre-booked hires for immediate travel, in order to generate income, in response to the reduction in demand in those sectors.

Some drivers who had worked part time as licensed vehicle drivers had reduced the time spent undertaking hires or stopped altogether, in order to focus on their main job.

Provision of hackney carriage services is focussed on two ranks. One at the Railway Station and one on the High Street. The Railway Station rank is restricted to hackney carriage drivers who pay an additional fee to work from this rank. There is a second rank at the Railway Station, on the south side of the station. This is included in the Railway Permit. All other ranks in Colchester are public ranks and these, including the High Street rank, are open to all hackney carriages to work from those ranks.

Whilst drivers who are holders of Rail Permits may also work from other ranks, they tend to focus on the Railway Station main rank, on the north side of the Railway Station.

10.4 General rank observations

The vast majority of rank based hires were undertaken at the Railway Station main rank and at the High Street rank.

Compared with the 2018 survey, the number of hires observed at the Railway Station rank was less than those observed during 2021. The number of hires observed at the High Street rank was higher during the 2021 survey, compared with the 2018 survey. The peak hire rate (hires per hour) at the High Street rank was higher in 2021 than that observed during the 2018 survey. This suggests that more hackney carriages were available during peak periods at the rank during the 2021 survey, than were available during the 2018 survey.

For almost two hours on Saturday night, the passenger demand at the High Street rank exceeded the capacity of available hackney carriages servicing the rank during this period. Consequently, a persistent passenger queue formed. However, although the queue remained in place throughout this period, the wait time endured by each passenger was relatively low. At other times passenger waiting was observed from time to time. However, persistent queues did not form at other times.

10.5 Unmet demand

It is normal for there to be some passenger waiting (unmet demand) observed at taxi ranks from time to time. However, when the level of unmet demand becomes extensive and a large proportion of passengers are subjected to appreciable wait times for hackney carriages, it is considered that the level of unmet demand is significant.

The number of passengers who have to wait for a hackney carriage to arrive at the ranks is considered in the context of total passenger numbers and the length of time that passengers have to wait.

Analysis of rank observation data coupled with public and stakeholder consultation indicates that there is **no unmet demand which is significant**.

10.6 Trade feedback

Feedback from the trade included frustration with traffic management measures in Colchester. These have led to congestion along Head Street and additional journey time from the High Street, to return to the Railway Station rank.

Feedback from the trade indicated that whilst hackney carriages which undertake pre-booked hires and contract hires has been a feature of the trade for many years, this has become a more common feature, owing to the downturn in demand associated with Covid-19.

Whilst it is normal for a proportion of hackney carriage drivers to be on holiday at any given time, the feeling amongst representatives of the trade was that there was a higher than normal proportion of drivers who were not active at the time of the survey. These people were variously over seas on holiday or visiting relatives, or focusing on other forms of income.

A driver shortage was widely acknowledged amongst the trade and the balance of opinion appeared to suggest that the private hire fleet had been a greater reduction of drivers operating private hire vehicles than those operating hackney carriages.

10.7 Public and stakeholder consultation issues

A shortage of licensed vehicles at peak times was widely mentioned amongst the public and stakeholders.

Representatives of the night time economy felt that the shortage of licensed vehicles on Friday and Saturday night was affecting the viability of the night time economy. Lack of available vehicles to bring people into Colchester town centre, from outlying areas was an issue. Representatives of the night time economy advocated allowing Uber to have an operator licence in Colchester, to enable more licensed vehicles to be accessed by people in Colchester.

10.8 Recommendations

Whilst it has been generally acknowledged that a reduction in driver availability has reduced the capacity of licensed vehicles to meet demand, this appears to have affected the provision of licensed vehicles through pre-booked hire more than rank based availability.

Hackney carriage provision has coped with the additional demand at the High Street rank, compared with the 2018 survey, without leading to a level of unmet demand which is deemed to be significant. Therefore, it is concluded that no additional hackney carriage licenses are required to meet demand.

Some consideration has been given to the locations of existing taxi ranks and potential new ranks. Any new taxi ranks should have sufficient demand generated by nearby land uses, such as business, retail or night time economy, to generate a level of demand which could sustain a new rank. Locations would ideally be where Hackney Carriages would naturally pass en-route to other existing ranks.

The existing ranks on High Street, Queen Street, Osborne Street and Head Street lie on a circuit within the one way system in Colchester. In particular, the rank on Head Street is passed by hackney carriages returning to the High Street rank, from locations to the south of Colchester town centre.

The Head Street rank in particular is well placed for people wanting to go to a destination north of the town centre. Feedback from the public and trade expressed a desire for hackney carriages to be available from this rank to avoid having to travel round the one way system from the High Street rank, to reach destinations to the north.

In some respects, the High Street rank may be a victim of its own success as the sole established rank in central Colchester. Drivers know with certainty that they will obtain a hire at that rank. Similarly, passengers know with certainty that they will obtain a hackney carriage at that rank, even if it involves a wait for hackney carriages to arrive at the rank.

In order to better establish the Head Street rank as an operational rank where hackney carriages may reliably be found, better signage would help. Vehicles parking on the rank are currently an issue. However, if the rank becomes better

established and regularly attended by hackney carriages, this in itself will serve to discourage drivers of other vehicles from parking on the rank.

APPENDIX A TAXI RANK OBSERVATION RESULTS

Total passengers

Hour beginning	Queen Street	Osborne Street	Head Street	Railway Station South Side rank	High Street	Railway Station Main Rank
Thursday 07:00	0	0	0	0	1	1
Thursday 08:00	0	0	0	1	0	10
Thursday 09:00	0	0	1	1	5	15
Thursday 10:00	0	0	0	2	15	19
Thursday 11:00	0	0	0	2	17	14
Thursday 12:00	0	0	0	4	14	7
Thursday 13:00	0	0	0	0	13	12
Thursday 14:00	0	0	0	1	16	19
Thursday 15:00	0	0	0	0	19	12
Thursday 16:00	0	0	1	0	7	21
Thursday 17:00	0	0	0	1	21	18
Thursday 18:00	0	0	0	1	14	23
Thursday 19:00	0	0	0	0	3	35
Thursday 20:00	0	0	0	1	15	38
Thursday 21:00	0	0	0	1	24	47
Thursday 22:00	0	0	2	0	23	41
Thursday 23:00	0	0	0	0	35	51
Friday 00:00	0	0	0	0	47	76
Friday 01:00	0	0	0	0	9	38
Friday 02:00	0	0	0	0	7	0
Friday 03:00	0	0	0	0	13	0
Friday 04:00	0	0	0	0	2	0
Friday 05:00	0	0	0	0	0	0
Friday 06:00	0	0	0	0	0	0
Friday 07:00	0	0	0	2	2	5
Friday 08:00	0	0	0	0	2	8
Friday 09:00	0	0	0	0	6	12
Friday 10:00	0	0	0	0	23	22
Friday 11:00	0	1	0	0	16	19
Friday 12:00	0	2	0	0	28	15
Friday 13:00	0	0	0	0	27	22
Friday 14:00	0	0	0	1	23	14
Friday 15:00	0	0	0	1	27	14
Friday 16:00	0	0	0	0	22	15
Friday 17:00	0	0	0	0	28	44
Friday 18:00	0	0	0	2	51	55
Friday 19:00	0	1	0	0	25	41
Friday 20:00	0	0	0	0	35	50
Friday 21:00	0	0	0	0	35	31
Friday 22:00	0	0	1	2	57	40
Friday 23:00	0	0	2	0	65	31
Saturday 00:00	0	0	0	0	137	93
Saturday 01:00	0	0	0	0	177	34
Saturday 02:00	0	0	0	0	231	1
Saturday 03:00	0	0	0	0	168	0
Saturday 04:00	0	0	1	0	78	0
Saturday 05:00	0	0	0	0	14	0
Saturday 06:00	0	0	0	0	1	0
Saturday 07:00	0	0	0	0	1	1
Saturday 08:00	0	0	0	0	1	3
Saturday 09:00	0	0	0	0	4	2
Saturday 10:00	0	0	0	0	11	22
Saturday 11:00	0	0	0	0	17	18
Saturday 12:00	0	0	0	0	16	25
Saturday 13:00	0	0	0	0	14	20
Saturday 14:00	0	0	0	0	29	29
Saturday 15:00	0	3	0	0	30	23
Saturday 16:00	0	0	0	0	44	20
Saturday 17:00	0	0	0	0	36	35
Saturday 18:00	0	0	0	0	47	23
Saturday 19:00	0	0	0	0	56	76
Saturday 20:00	0	0	0	0	68	60
Saturday 21:00	0	0	0	0	56	50
Saturday 22:00	0	0	0	0	112	37
Saturday 23:00	0	0	0	0	180	45
Sunday 00:00	0	0	0	0	224	0
Sunday 01:00	0	0	0	0	244	0
Sunday 02:00	0	0	0	0	248	0
Sunday 03:00	0	0	0	0	257	0
Sunday 04:00	0	0	0	0	106	0
Sunday 05:00	0	0	0	0	13	0
Sunday 06:00	0	0	0	0	3	0

Total hackney carriages departing empty

Hour beginning	Queen Street	Osborne Street	Head Street	Railway Station South Side rank	High Street	Railway Station Main Rank
Thursday 07:00	0	0	0	0	0	0
Thursday 08:00	0	0	0	1	0	0
Thursday 09:00	0	0	0	1	1	0
Thursday 10:00	0	0	1	0	1	0
Thursday 11:00	0	0	1	2	0	0
Thursday 12:00	0	0	1	0	2	0
Thursday 13:00	0	0	2	0	2	0
Thursday 14:00	0	3	1	2	5	0
Thursday 15:00	0	0	0	0	1	0
Thursday 16:00	0	1	0	0	1	0
Thursday 17:00	0	0	0	1	1	0
Thursday 18:00	0	0	0	0	0	0
Thursday 19:00	0	0	0	1	1	0
Thursday 20:00	0	0	0	0	2	0
Thursday 21:00	0	0	0	1	1	2
Thursday 22:00	0	0	0	1	0	1
Thursday 23:00	0	0	0	1	3	0
Friday 00:00	0	0	0	0	0	0
Friday 01:00	0	0	0	0	2	4
Friday 02:00	0	0	0	0	1	3
Friday 03:00	0	0	0	0	2	0
Friday 04:00	0	0	0	0	0	0
Friday 05:00	0	0	0	0	0	0
Friday 06:00	0	0	0	0	0	1
Friday 07:00	0	0	0	0	0	1
Friday 08:00	0	0	0	0	0	0
Friday 09:00	0	0	0	1	2	0
Friday 10:00	0	0	0	1	1	0
Friday 11:00	0	1	0	0	0	0
Friday 12:00	0	0	0	0	0	0
Friday 13:00	0	0	0	0	0	1
Friday 14:00	0	0	1	0	0	0
Friday 15:00	0	0	1	0	0	0
Friday 16:00	0	0	0	1	0	0
Friday 17:00	0	0	0	1	1	0
Friday 18:00	1	0	0	1	0	0
Friday 19:00	0	0	0	1	2	0
Friday 20:00	0	0	0	1	0	0
Friday 21:00	0	0	0	0	0	0
Friday 22:00	0	0	1	1	0	0
Friday 23:00	0	1	3	1	0	1
Saturday 00:00	1	0	1	0	0	0
Saturday 01:00	0	0	1	0	0	2
Saturday 02:00	0	0	0	0	1	0
Saturday 03:00	0	0	0	0	1	0
Saturday 04:00	0	0	0	0	6	0
Saturday 05:00	0	0	0	0	4	0
Saturday 06:00	0	0	0	0	1	1
Saturday 07:00	0	0	0	0	0	0
Saturday 08:00	0	0	0	0	0	0
Saturday 09:00	0	1	0	0	0	0
Saturday 10:00	0	0	0	0	0	0
Saturday 11:00	0	0	0	0	3	0
Saturday 12:00	0	0	0	0	0	0
Saturday 13:00	0	0	0	0	1	1
Saturday 14:00	0	0	0	0	1	0
Saturday 15:00	0	0	0	0	1	0
Saturday 16:00	0	1	1	0	2	0
Saturday 17:00	0	0	0	0	3	0
Saturday 18:00	0	0	0	0	0	0
Saturday 19:00	0	1	0	1	1	0
Saturday 20:00	0	0	0	0	1	0
Saturday 21:00	0	0	0	0	0	0
Saturday 22:00	1	0	2	0	0	0
Saturday 23:00	0	0	0	0	0	0
Sunday 00:00	0	0	0	0	0	0
Sunday 01:00	0	0	0	0	0	0
Sunday 02:00	0	0	0	0	0	0
Sunday 03:00	0	0	0	0	0	0
Sunday 04:00	0	0	0	0	2	0
Sunday 05:00	0	0	0	0	6	0
Sunday 06:00	0	0	0	0	0	0

Total number of hackney carriages departing with passengers

Hour beginning	Queen Street	Osborne Street	Head Street	Railway Station South Side rank	High Street	Railway Station Main Rank
Thursday 07:00	0	0	0	0	1	1
Thursday 08:00	0	0	0	1	0	9
Thursday 09:00	0	0	1	1	4	14
Thursday 10:00	0	0	0	2	11	16
Thursday 11:00	0	0	0	2	13	11
Thursday 12:00	0	0	0	2	13	7
Thursday 13:00	0	0	0	0	10	10
Thursday 14:00	0	0	0	1	12	17
Thursday 15:00	0	0	0	0	14	11
Thursday 16:00	0	0	1	0	6	17
Thursday 17:00	0	0	0	1	13	16
Thursday 18:00	0	0	0	1	9	18
Thursday 19:00	0	0	0	0	2	33
Thursday 20:00	0	0	0	1	9	35
Thursday 21:00	0	0	0	1	16	38
Thursday 22:00	0	0	2	0	16	40
Thursday 23:00	0	0	0	0	19	45
Friday 00:00	0	0	0	0	24	66
Friday 01:00	0	0	0	0	6	34
Friday 02:00	0	0	0	0	5	0
Friday 03:00	0	0	0	0	4	0
Friday 04:00	0	0	0	0	1	0
Friday 05:00	0	0	0	0	0	0
Friday 06:00	0	0	0	0	0	0
Friday 07:00	0	0	0	1	2	5
Friday 08:00	0	0	0	0	2	7
Friday 09:00	0	0	0	0	4	9
Friday 10:00	0	0	0	0	15	13
Friday 11:00	0	1	0	0	13	14
Friday 12:00	0	1	0	0	20	10
Friday 13:00	0	0	0	0	22	15
Friday 14:00	0	0	0	1	19	13
Friday 15:00	0	0	0	1	21	10
Friday 16:00	0	0	0	0	18	14
Friday 17:00	0	0	0	0	20	31
Friday 18:00	0	0	0	2	25	39
Friday 19:00	0	1	0	0	16	32
Friday 20:00	0	0	0	0	19	38
Friday 21:00	0	0	0	0	20	27
Friday 22:00	0	0	1	1	38	31
Friday 23:00	0	0	2	0	39	28
Saturday 00:00	0	0	0	0	70	59
Saturday 01:00	0	0	0	0	80	26
Saturday 02:00	0	0	0	0	98	1
Saturday 03:00	0	0	0	0	69	0
Saturday 04:00	0	0	1	0	36	0
Saturday 05:00	0	0	0	0	7	0
Saturday 06:00	0	0	0	0	1	0
Saturday 07:00	0	0	0	0	1	1
Saturday 08:00	0	0	0	0	1	3
Saturday 09:00	0	0	0	0	3	2
Saturday 10:00	0	0	0	0	8	12
Saturday 11:00	0	0	0	0	12	17
Saturday 12:00	0	0	0	0	9	13
Saturday 13:00	0	0	0	0	8	19
Saturday 14:00	0	0	0	0	14	20
Saturday 15:00	0	1	0	0	20	14
Saturday 16:00	0	0	0	0	28	13
Saturday 17:00	0	0	0	0	20	21
Saturday 18:00	0	0	0	0	28	22
Saturday 19:00	0	0	0	0	29	45
Saturday 20:00	0	0	0	0	36	33
Saturday 21:00	0	0	0	0	30	32
Saturday 22:00	0	0	0	0	61	24
Saturday 23:00	0	0	0	0	91	28
Sunday 00:00	0	0	0	0	112	0
Sunday 01:00	0	0	0	0	120	0
Sunday 02:00	0	0	0	0	101	0
Sunday 03:00	0	0	0	0	108	0
Sunday 04:00	0	0	0	0	48	0
Sunday 05:00	0	0	0	0	5	0
Sunday 06:00	0	0	0	0	2	0

Total number of Hackney Carriages departing the ranks

Hour beginning	Queen Street	Osborne Street	Head Street	Railway Station South Side rank	High Street	Railway Station Main Rank
Thursday 07:00	0	0	0	0	1	1
Thursday 08:00	0	0	0	2	0	9
Thursday 09:00	0	0	1	2	5	14
Thursday 10:00	0	0	1	2	12	16
Thursday 11:00	0	0	1	4	13	11
Thursday 12:00	0	0	1	2	15	7
Thursday 13:00	0	0	2	0	12	10
Thursday 14:00	0	3	1	3	17	17
Thursday 15:00	0	0	0	0	15	11
Thursday 16:00	0	1	1	0	7	17
Thursday 17:00	0	0	0	2	14	16
Thursday 18:00	0	0	0	1	9	18
Thursday 19:00	0	0	0	1	3	33
Thursday 20:00	0	0	0	1	11	35
Thursday 21:00	0	0	0	2	17	40
Thursday 22:00	0	0	2	1	16	41
Thursday 23:00	0	0	0	1	22	45
Friday 00:00	0	0	0	0	24	66
Friday 01:00	0	0	0	0	8	38
Friday 02:00	0	0	0	0	6	3
Friday 03:00	0	0	0	0	6	0
Friday 04:00	0	0	0	0	1	0
Friday 05:00	0	0	0	0	0	0
Friday 06:00	0	0	0	0	0	1
Friday 07:00	0	0	0	1	2	6
Friday 08:00	0	0	0	0	2	7
Friday 09:00	0	0	0	1	6	9
Friday 10:00	0	0	0	1	16	13
Friday 11:00	0	2	0	0	13	14
Friday 12:00	0	1	0	0	20	10
Friday 13:00	0	0	0	0	22	16
Friday 14:00	0	0	1	1	19	13
Friday 15:00	0	0	1	1	21	10
Friday 16:00	0	0	0	1	18	14
Friday 17:00	0	0	0	1	21	31
Friday 18:00	1	0	0	3	25	39
Friday 19:00	0	1	0	1	18	32
Friday 20:00	0	0	0	1	19	38
Friday 21:00	0	0	0	0	20	27
Friday 22:00	0	0	2	2	38	31
Friday 23:00	0	1	5	1	39	29
Saturday 00:00	1	0	1	0	70	59
Saturday 01:00	0	0	1	0	80	28
Saturday 02:00	0	0	0	0	99	1
Saturday 03:00	0	0	0	0	70	0
Saturday 04:00	0	0	1	0	42	0
Saturday 05:00	0	0	0	0	11	0
Saturday 06:00	0	0	0	0	2	1
Saturday 07:00	0	0	0	0	1	1
Saturday 08:00	0	0	0	0	1	3
Saturday 09:00	0	1	0	0	3	2
Saturday 10:00	0	0	0	0	8	12
Saturday 11:00	0	0	0	0	15	17
Saturday 12:00	0	0	0	0	9	13
Saturday 13:00	0	0	0	0	9	20
Saturday 14:00	0	0	0	0	15	20
Saturday 15:00	0	1	0	0	21	14
Saturday 16:00	0	1	1	0	30	13
Saturday 17:00	0	0	0	0	23	21
Saturday 18:00	0	0	0	0	28	22
Saturday 19:00	0	1	0	1	30	45
Saturday 20:00	0	0	0	0	37	33
Saturday 21:00	0	0	0	0	30	32
Saturday 22:00	1	0	2	0	61	24
Saturday 23:00	0	0	0	0	91	28
Sunday 00:00	0	0	0	0	112	0
Sunday 01:00	0	0	0	0	120	0
Sunday 02:00	0	0	0	0	101	0
Sunday 03:00	0	0	0	0	108	0
Sunday 04:00	0	0	0	0	50	0
Sunday 05:00	0	0	0	0	11	0
Sunday 06:00	0	0	0	0	2	0

Percentage of all Hackney Carriages which leave the rank empty

Hour beginning	Queen Street	Osborne Street	Head Street	Railway Station South Side rank	High Street	Railway Station Main Rank
Thursday 07:00	0%	0%	0%	0%	0%	0%
Thursday 08:00	0%	0%	0%	50%	0%	0%
Thursday 09:00	0%	0%	0%	50%	20%	0%
Thursday 10:00	0%	0%	100%	0%	8%	0%
Thursday 11:00	0%	0%	100%	50%	0%	0%
Thursday 12:00	0%	0%	100%	0%	13%	0%
Thursday 13:00	0%	0%	100%	0%	17%	0%
Thursday 14:00	0%	100%	100%	67%	29%	0%
Thursday 15:00	0%	0%	0%	0%	7%	0%
Thursday 16:00	0%	100%	0%	0%	14%	0%
Thursday 17:00	0%	0%	0%	50%	7%	0%
Thursday 18:00	0%	0%	0%	0%	0%	0%
Thursday 19:00	0%	0%	0%	100%	33%	0%
Thursday 20:00	0%	0%	0%	0%	18%	0%
Thursday 21:00	0%	0%	0%	50%	6%	5%
Thursday 22:00	0%	0%	0%	100%	0%	2%
Thursday 23:00	0%	0%	0%	100%	14%	0%
Friday 00:00	0%	0%	0%	0%	0%	0%
Friday 01:00	0%	0%	0%	0%	25%	11%
Friday 02:00	0%	0%	0%	0%	17%	100%
Friday 03:00	0%	0%	0%	0%	33%	0%
Friday 04:00	0%	0%	0%	0%	0%	0%
Friday 05:00	0%	0%	0%	0%	0%	0%
Friday 06:00	0%	0%	0%	0%	0%	100%
Friday 07:00	0%	0%	0%	0%	0%	17%
Friday 08:00	0%	0%	0%	0%	0%	0%
Friday 09:00	0%	0%	0%	100%	33%	0%
Friday 10:00	0%	0%	0%	100%	6%	0%
Friday 11:00	0%	50%	0%	0%	0%	0%
Friday 12:00	0%	0%	0%	0%	0%	0%
Friday 13:00	0%	0%	0%	0%	0%	6%
Friday 14:00	0%	0%	100%	0%	0%	0%
Friday 15:00	0%	0%	100%	0%	0%	0%
Friday 16:00	0%	0%	0%	100%	0%	0%
Friday 17:00	0%	0%	0%	100%	5%	0%
Friday 18:00	100%	0%	0%	33%	0%	0%
Friday 19:00	0%	0%	0%	100%	11%	0%
Friday 20:00	0%	0%	0%	100%	0%	0%
Friday 21:00	0%	0%	0%	0%	0%	0%
Friday 22:00	0%	0%	50%	50%	0%	0%
Friday 23:00	0%	100%	60%	100%	0%	3%
Saturday 00:00	100%	0%	100%	0%	0%	0%
Saturday 01:00	0%	0%	100%	0%	0%	7%
Saturday 02:00	0%	0%	0%	0%	1%	0%
Saturday 03:00	0%	0%	0%	0%	1%	0%
Saturday 04:00	0%	0%	0%	0%	14%	0%
Saturday 05:00	0%	0%	0%	0%	36%	0%
Saturday 06:00	0%	0%	0%	0%	50%	100%
Saturday 07:00	0%	0%	0%	0%	0%	0%
Saturday 08:00	0%	0%	0%	0%	0%	0%
Saturday 09:00	0%	100%	0%	0%	0%	0%
Saturday 10:00	0%	0%	0%	0%	0%	0%
Saturday 11:00	0%	0%	0%	0%	20%	0%
Saturday 12:00	0%	0%	0%	0%	0%	0%
Saturday 13:00	0%	0%	0%	0%	11%	5%
Saturday 14:00	0%	0%	0%	0%	7%	0%
Saturday 15:00	0%	0%	0%	0%	5%	0%
Saturday 16:00	0%	100%	100%	0%	7%	0%
Saturday 17:00	0%	0%	0%	0%	13%	0%
Saturday 18:00	0%	0%	0%	0%	0%	0%
Saturday 19:00	0%	100%	0%	100%	3%	0%
Saturday 20:00	0%	0%	0%	0%	3%	0%
Saturday 21:00	0%	0%	0%	0%	0%	0%
Saturday 22:00	100%	0%	100%	0%	0%	0%
Saturday 23:00	0%	0%	0%	0%	0%	0%
Sunday 00:00	0%	0%	0%	0%	0%	0%
Sunday 01:00	0%	0%	0%	0%	0%	0%
Sunday 02:00	0%	0%	0%	0%	0%	0%
Sunday 03:00	0%	0%	0%	0%	0%	0%
Sunday 04:00	0%	0%	0%	0%	4%	0%
Sunday 05:00	0%	0%	0%	0%	55%	0%
Sunday 06:00	0%	0%	0%	0%	0%	0%

Average vehicle wait time at the ranks (minutes)

Hour beginning	Queen Street	Osborne Street	Head Street	Railway Station South Side rank	High Street	Railway Station Main Rank
Thursday 07:00	0	0	0	0	3	3
Thursday 08:00	0	0	0	3	6	5
Thursday 09:00	0	0	0	4	21	13
Thursday 10:00	0	0	13	0	32	23
Thursday 11:00	0	0	38	11	34	13
Thursday 12:00	0	5	10	13	27	42
Thursday 13:00	0	33	13	10	26	46
Thursday 14:00	0	35	5	4	34	4
Thursday 15:00	0	5	0	0	13	18
Thursday 16:00	0	0	0	0	38	23
Thursday 17:00	0	0	0	9	44	26
Thursday 18:00	0	0	0	5	8	39
Thursday 19:00	0	0	0	5	30	25
Thursday 20:00	0	0	0	3	31	11
Thursday 21:00	0	0	0	3	25	18
Thursday 22:00	0	0	3	5	15	12
Thursday 23:00	0	0	0	8	18	12
Friday 00:00	0	0	0	0	13	8
Friday 01:00	0	0	0	0	17	11
Friday 02:00	0	0	0	0	8	6
Friday 03:00	0	0	0	0	4	0
Friday 04:00	0	0	0	0	0	0
Friday 05:00	0	0	0	0	0	0
Friday 06:00	0	0	0	0	20	3
Friday 07:00	0	0	0	0	13	12
Friday 08:00	0	0	0	0	13	7
Friday 09:00	0	0	0	14	18	22
Friday 10:00	0	0	0	3	26	23
Friday 11:00	0	6	0	0	14	17
Friday 12:00	0	3	0	0	7	8
Friday 13:00	0	38	0	0	5	6
Friday 14:00	0	59	8	0	12	3
Friday 15:00	0	0	23	0	15	12
Friday 16:00	0	0	0	3	18	19
Friday 17:00	0	0	0	5	11	17
Friday 18:00	18	0	0	1	6	9
Friday 19:00	0	3	0	8	23	18
Friday 20:00	0	0	0	5	11	11
Friday 21:00	0	0	10	13	22	18
Friday 22:00	0	0	28	22	21	31
Friday 23:00	10	0	9	5	19	31
Saturday 00:00	0	0	0	0	4	16
Saturday 01:00	0	0	0	0	2	14
Saturday 02:00	0	0	0	0	1	0
Saturday 03:00	0	0	0	0	4	0
Saturday 04:00	0	0	0	0	8	0
Saturday 05:00	0	0	0	0	5	0
Saturday 06:00	0	0	0	0	5	3
Saturday 07:00	0	0	0	0	20	5
Saturday 08:00	0	0	0	0	20	5
Saturday 09:00	0	0	0	0	40	11
Saturday 10:00	0	0	0	0	24	15
Saturday 11:00	0	0	0	0	17	5
Saturday 12:00	0	0	0	0	22	6
Saturday 13:00	0	0	0	0	20	8
Saturday 14:00	0	10	0	0	18	5
Saturday 15:00	0	27	5	0	12	27
Saturday 16:00	0	70	0	0	16	16
Saturday 17:00	0	0	0	0	8	17
Saturday 18:00	0	0	0	0	6	16
Saturday 19:00	0	18	0	3	13	7
Saturday 20:00	8	0	0	0	4	5
Saturday 21:00	45	0	6	0	15	13
Saturday 22:00	83	0	0	0	7	17
Saturday 23:00	0	0	0	0	2	19
Sunday 00:00	0	0	0	0	0	0
Sunday 01:00	0	0	0	0	0	0
Sunday 02:00	0	0	0	0	0	0
Sunday 03:00	0	0	0	0	0	0
Sunday 04:00	0	0	0	0	6	0
Sunday 05:00	0	0	0	0	21	0
Sunday 06:00	0	0	0	0	0	0

Number of passengers who had to wait at taxi ranks

Hour Beginning	Number of passengers who had to wait for a taxi to arrive	Percentage of all passengers who had to wait
Thursday 07:00	0	0%
Thursday 08:00	1	9%
Thursday 09:00	0	0%
Thursday 10:00	3	8%
Thursday 11:00	1	3%
Thursday 12:00	0	0%
Thursday 13:00	0	0%
Thursday 14:00	0	0%
Thursday 15:00	0	0%
Thursday 16:00	0	0%
Thursday 17:00	0	0%
Thursday 18:00	4	11%
Thursday 19:00	0	0%
Thursday 20:00	14	26%
Thursday 21:00	0	0%
Thursday 22:00	0	0%
Thursday 23:00	0	0%
Friday 00:00	13	11%
Friday 01:00	3	6%
Friday 02:00	0	0%
Friday 03:00	0	0%
Friday 04:00	0	0%
Friday 05:00	0	0%
Friday 06:00	0	0%
Friday 07:00	1	11%
Friday 08:00	3	30%
Friday 09:00	0	0%
Friday 10:00	0	0%
Friday 11:00	15	42%
Friday 12:00	8	18%
Friday 13:00	3	6%
Friday 14:00	4	11%
Friday 15:00	0	0%
Friday 16:00	0	0%
Friday 17:00	9	13%
Friday 18:00	6	6%
Friday 19:00	0	0%
Friday 20:00	3	4%
Friday 21:00	0	0%
Friday 22:00	0	0%
Friday 23:00	0	0%
Saturday 00:00	0	0%
Saturday 01:00	21	10%
Saturday 02:00	0	0%
Saturday 03:00	0	0%
Saturday 04:00	0	0%
Saturday 05:00	0	0%
Saturday 06:00	0	0%
Saturday 07:00	1	50%
Saturday 08:00	0	0%
Saturday 09:00	0	0%
Saturday 10:00	4	12%
Saturday 11:00	0	0%
Saturday 12:00	0	0%
Saturday 13:00	0	0%
Saturday 14:00	0	0%
Saturday 15:00	0	0%
Saturday 16:00	0	0%
Saturday 17:00	0	0%
Saturday 18:00	0	0%
Saturday 19:00	0	0%
Saturday 20:00	1	1%
Saturday 21:00	0	0%
Saturday 22:00	0	0%
Saturday 23:00	0	0%
Sunday 00:00	10	4%
Sunday 01:00	0	0%
Sunday 02:00	232	94%
Sunday 03:00	224	87%
Sunday 04:00	0	0%
Sunday 05:00	0	0%
Sunday 06:00	0	0%