



Colchester – Hackney Carriage Unmet Demand Survey

Final Report

December 2018



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, 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 (11th October 2018) to the following Sunday morning (14th October 2018), 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 51% of all hires occurred at the Railway Station north side rank and 48% of all hires occurred at the High Street rank.

For most of the three days observed, passenger queuing was rare. 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, some persistent passenger queues formed. However, even during the peak demand periods when passengers had to queue, the average time spent by passengers, waiting for Hackney Carriages to arrive at the rank on Saturday night, was relatively low at around two minutes.

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

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

The public and stakeholder consultation feedback indicated that:

- The public and stakeholders are generally content with the level of service provided by Hackney Carriages.
- 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.
- The storage capacity of the High Street rank is sometimes insufficient to accommodate all of the hackney carriages waiting for fares.
- Roadworks are having an impact on journey times
- Contract work is undertaken by Hackney Carriage drivers to supplement income from rank hires. This feature, in turn can lead to reduced availability of Hackney Carriages at the ranks at school pick-up times.
- Stakeholder feedback indicated that the Head Street rank is not attended by Hackney Carriages late at night, when there is local demand for Hackney Carriages. The rank is often full of parked private vehicles at these times and better parking enforcement is called for. The trade feedback suggested that in addition to better parking enforcement, if the rank on Head Street were moved further north and to the opposite side of the road, then this would better serve the public.
- Speeding Hackney Carriages and private hire vehicles in some parts of Colchester were identified as an issue.
- The public were asked if they approved of proposals to install CCTV in Hackney Carriages. The majority of respondents agreed with these proposals.
- 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 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.
- Few drivers rely solely on rank based hires and many supplement the rank based hires with regular contract work and telephone booked hires.

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 content with the service provided by Hackney Carriages. Few issues with availability were identified.

Recommendations

The service provided by Hackney Carriages was generally well regarded and availability is generally good. There is no need to increase the number of Hackney Carriage licences to provide additional capacity.

Some suggestions for increased parking enforcement and relocation of existing ranks or implementation of new ranks should be considered. However, such consideration should take into account the types of adjacent land use and the likelihood that sufficient demand exists to sustain ranks at the proposed locations.

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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.

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 radio bookings, whereas in other areas, work is based on rank based hire.

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

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

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

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

3 BACKGROUND TO TAXI LICENSING IN COLCHESTER

3.1 The Colchester Borough Council area

The mid 2017 population estimate for Colchester is 190,098. The population of Colchester Borough includes a relatively high proportion of younger adults, with a major army garrison at Colchester Barracks and with approximately 19,300 students at the University of Essex and the Colchester Institute. Colchester town centre has an active night time economy.

3.2 Council policy context

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

3.3 Licenced vehicle statistics

Historic licenced vehicle numbers (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.

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

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 2018, was 1.16. This statistic corroborates trade feedback, that there is little multi-shift operation of licenced vehicles.

The proportion of Hackney Carriages and Private Hire Vehicles, per 1,000 population (mid 2017 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 2017 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 [Limited]	151,677	84	170	254	0.6	1.1	1.7
Southend-on-Sea [Limited]	181,808	276	157	433	1.5	0.9	2.4
Stevenage [Limited]	87,739	100	182	282	1.1	2.1	3.2
Bedford [Limited]	169,912	70	554	624	0.4	3.3	3.7
Harlow [Limited]	86,191	63	258	321	0.7	3.0	3.7
Colchester [Limited]	190,098	131	580	711	0.7	3.1	3.7
Cambridge [Limited]	124,919	323	146	469	2.6	1.2	3.8
Watford [Limited]	96,675	292	186	478	3.0	1.9	4.9
Luton [Limited]	214,658	170	945	1,115	0.8	4.4	5.2
Mid Suffolk [No Limit]	101,543	60	26	86	0.6	0.3	0.8
Maldon [No Limit]	63,975	75	6	81	1.2	0.1	1.3
Breckland [No Limit]	138,602	133	46	179	1.0	0.3	1.3
Fenland [No Limit]	100,776	113	39	152	1.1	0.4	1.5
Suffolk Coastal [No Limit]	129,016	36	162	198	0.3	1.3	1.5
Thurrock [No Limit]	170,394	89	186	275	0.5	1.1	1.6
King's Lynn and West Norfolk [No Limit]	151,945	87	162	249	0.6	1.1	1.6
East Cambridgeshire [No Limit]	88,858	113	35	148	1.3	0.4	1.7
Chelmsford [No Limit]	176,194	199	128	327	1.1	0.7	1.9
Babergh [No Limit]	90,794	52	127	179	0.6	1.4	2.0
North Hertfordshire [No Limit]	133,321	174	93	267	1.3	0.7	2.0
South Norfolk [No Limit]	135,471	199	74	273	1.5	0.5	2.0
Central Bedfordshire [No Limit]	280,030	223	355	578	0.8	1.3	2.1
East Hertfordshire [No Limit]	147,080	258	58	316	1.8	0.4	2.1
North Norfolk [No Limit]	104,067	168	65	233	1.6	0.6	2.2
Waveney [No Limit]	117,897	120	156	276	1.0	1.3	2.3
Tendring [No Limit]	144,705	306	33	339	2.1	0.2	2.3
Castle Point [No Limit]	89,814	131	93	224	1.5	1.0	2.5
Dacorum [No Limit]	153,316	224	170	394	1.5	1.1	2.6
Welwyn Hatfield [No Limit]	122,274	174	142	316	1.4	1.2	2.6
Broxbourne [No Limit]	96,762	216	38	254	2.2	0.4	2.6
Forest Heath [No Limit]	65,523	129	44	173	2.0	0.7	2.6
Basildon [No Limit]	184,479	180	317	497	1.0	1.7	2.7
Epping Forest [No Limit]	130,576	323	72	395	2.5	0.6	3.0
St Edmundsbury [No Limit]	113,725	71	333	404	0.6	2.9	3.6
Great Yarmouth [No Limit]	99,417	197	160	357	2.0	1.6	3.6
Brentwood [No Limit]	76,575	245	43	288	3.2	0.6	3.8
Norwich [No Limit]	140,353	153	383	536	1.1	2.7	3.8
Rochford [No Limit]	86,209	226	105	331	2.6	1.2	3.8
St Albans [No Limit]	147,095	334	236	570	2.3	1.6	3.9
Ipswich [No Limit]	138,480	169	372	541	1.2	2.7	3.9
Hertsmere [No Limit]	104,031	5	410	415	0.0	3.9	4.0
Huntingdonshire [No Limit]	176,979	158	596	754	0.9	3.4	4.3
Peterborough [No Limit]	198,914	134	738	872	0.7	3.7	4.4
Three Rivers [No Limit]	92,641	12	471	483	0.1	5.1	5.2
South Cambridgeshire [No Limit]	156,705	33	1,147	1,180	0.2	7.3	7.5
Uttlesford [No Limit]	87,684	75	1,843	1,918	0.9	21.0	21.9

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.

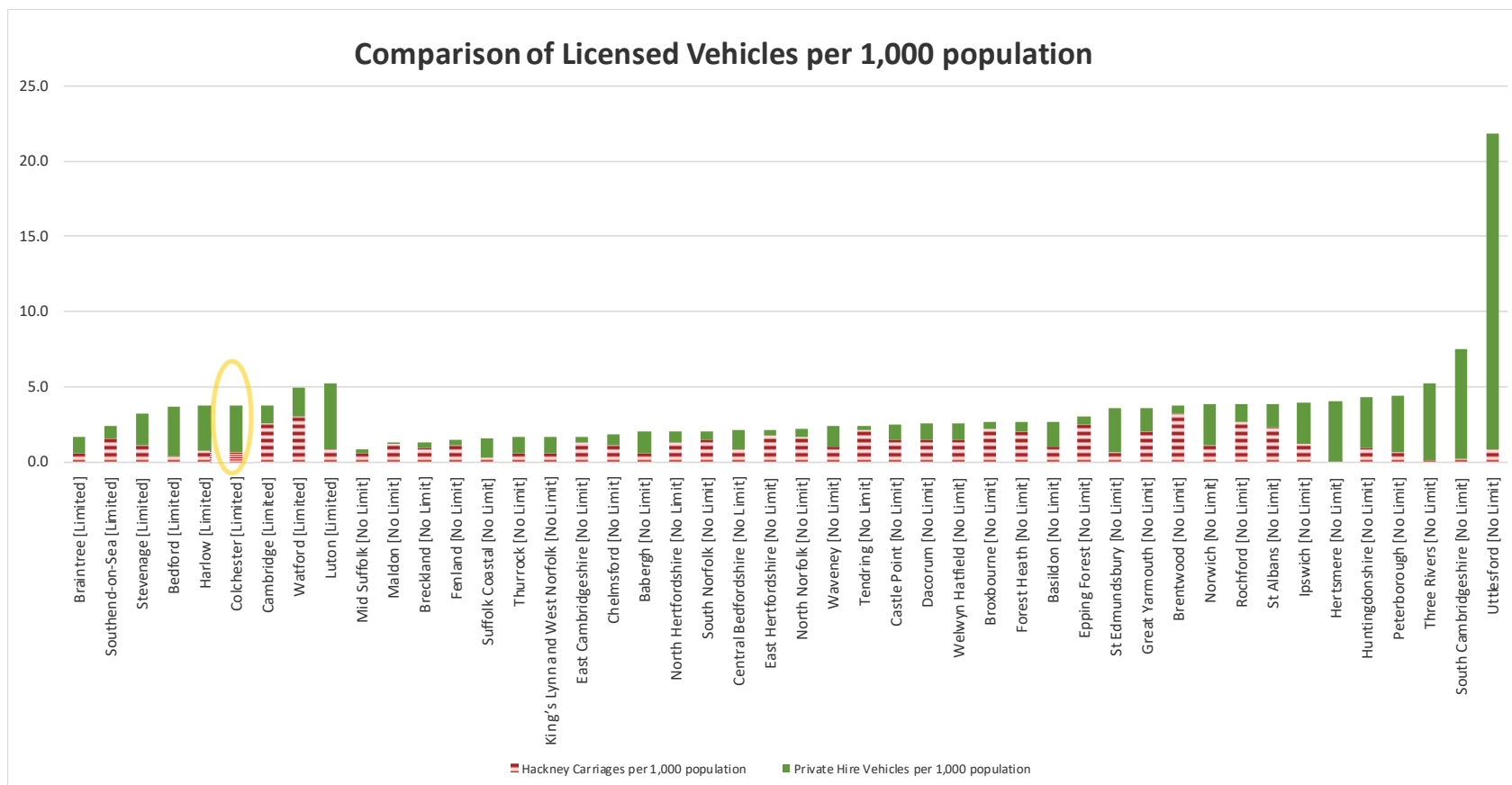


Figure 1 - Licenced Vehicles per 1,000 population

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 2018 table (the latest available at the time of preparation of this report) indicated that the fares in Colchester were ranked 30 out of 358 authorities listed, with a fare of £6.80. The mid ranked fare (rank 179) was £5.80. So fares in Colchester appear to be higher than average.

In terms of national fares, the highest comparable fare (ranked 1) was £10.60 and the lowest (ranked 358) was £3.50.

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 (11th October 2018) to the following Sunday morning (14th October 2018), 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.

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 and there were generally sufficient Hackney Carriages available at the rank.

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 area, but occasionally did so inside the marked taxi rank area. There were relatively few Hackney Carriages which waited at this rank.

Head Street

Head Street had very little activity. There were several empty departures. These were mainly 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, at times, from 1:25am to 2:45 am on Sunday morning. During this period, there were extended periods of passenger

queueing, during which time passenger queues reached a maximum of 16 people waiting.

A taxi marshal was present at the rank from around midnight to 3:45am on Friday and Saturday night.

Queen Street

The Queen Street rank has two spaces and is a night time only rank. There were a hand full of incidences where a passenger was picked up, outside the operational hours of the rank. Each time a passenger was picked up, the driver and passenger approached vehicle together, which had been unattended for some time. It's thought likely these may have been personal trips rather than hires, however, as they occurred at a taxi rank, these have been included in the data.

This rank was most often used by drivers to park Hackney Carriages whilst they left the rank, unattended, and parked vehicles used this rank space at times.

Osborne Street

The rank on Osborne Street lies opposite the bus stances at the principal bus interchange in Colchester. The rank is also outside a Private Hire booking office. The rank was most often used by Hackney Carriages drivers parking their vehicles, and leaving unattended, for a short period.

There were a few passenger pick-ups which occurred in the evening and into early morning hours.

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.

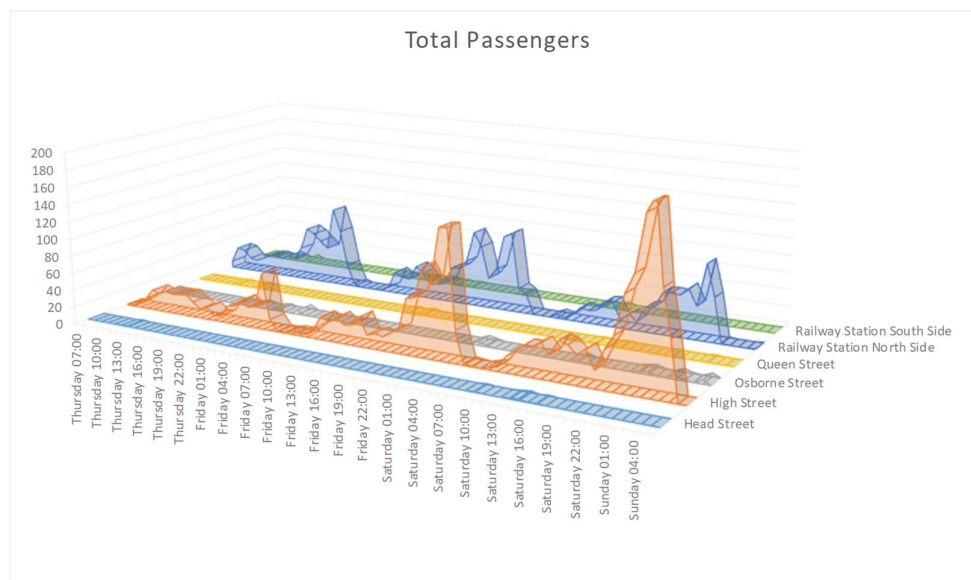


Figure 2 - Total passenger volumes using each rank

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.

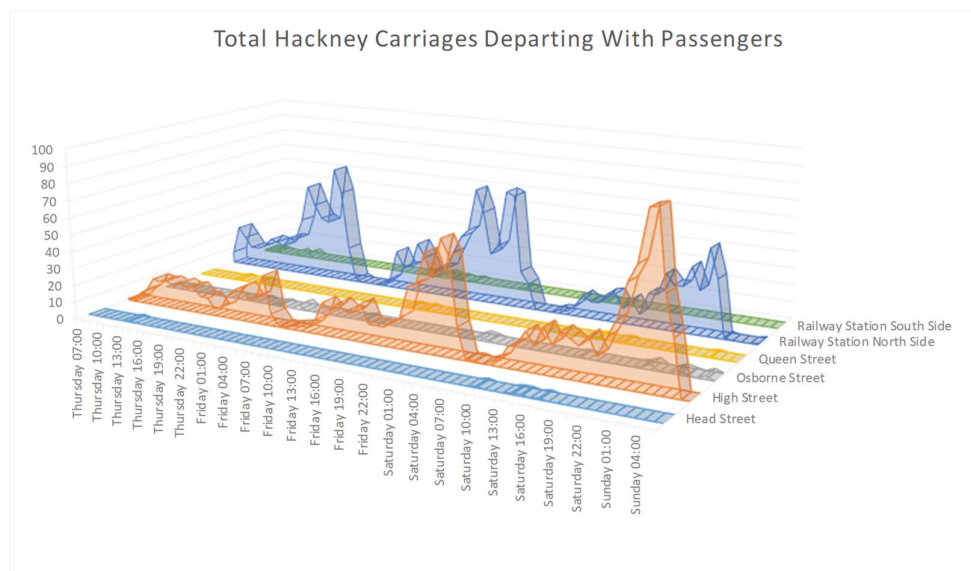


Figure 3 - Total Hackney Carriages departing each rank with passengers

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 Saturday 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.

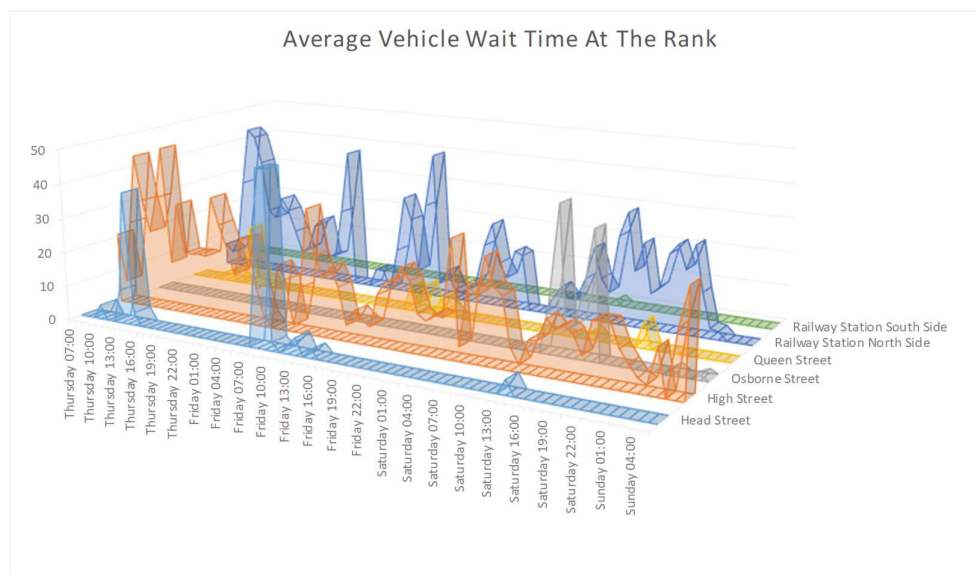


Figure 5 - Average vehicle waiting time [minutes] at each rank

The average time Hackney Carriage vehicles spent waiting at taxi ranks varied by location and by time of day.

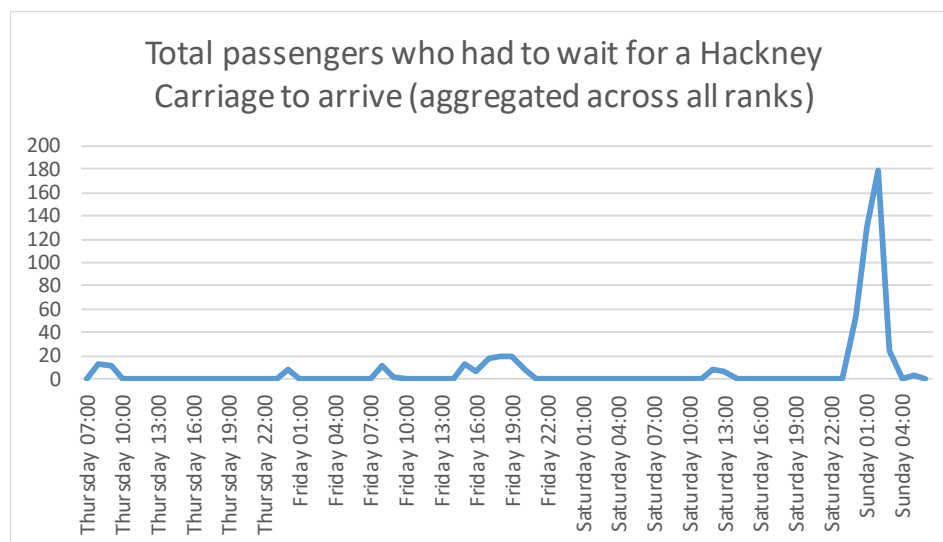


Figure 6 – Passenger waiting profile

The passenger waiting profile indicates the occasional nature of passenger waiting at any of the ranks and the relatively low number of passengers affected.

Table 3 - Daily rank statistics Thursday to Friday

Thursday - Friday						
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
Total for all locations	71	834	905	1122	1.3	25
Head Street	8	1	9	1	1.0	12
High Street	32	272	304	421	1.5	23
Osborne Street	12	5	17	9	1.8	6
Queen Street	5	2	7	2	1.0	4
Railway Station North Side	7	546	553	679	1.2	15
Railway Station South Side	7	8	15	10	1.3	3

Table 4 - Daily rank statistics Friday to Saturday

Friday - Saturday						
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
Total for all locations	76	1147	1223	1765	1.5	19
Head Street	4	0	4	0	0.0	3
High Street	50	505	555	924	1.8	15
Osborne Street	11	4	15	7	1.8	4
Queen Street	2	2	4	3	1.5	3
Railway Station North Side	5	626	631	820	1.3	12
Railway Station South Side	4	10	14	11	1.1	3

Table 5 - Daily rank statistics Saturday to Sunday

Saturday - Sunday						
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
Total for all locations	61	1080	1141	1903	1.8	17
Head Street	3	4	7	5	1.3	1
High Street	40	677	717	1272	1.9	10
Osborne Street	7	10	17	17	1.7	6
Queen Street	2	3	5	3	1.0	4
Railway Station North Side	5	384	389	602	1.6	16
Railway Station South Side	4	2	6	4	2.0	1

Table 6 - Aggregate rank statistics Thursday to Sunday

All 3 days					
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi
Total for all locations	208	3061	3269	4790	1.6
Head Street	15	5	20	6	1.2
High Street	122	1454	1576	2617	1.8
Osborne Street	30	19	49	33	1.7
Queen Street	9	7	16	8	1.1
Railway Station North Side	17	1556	1573	2101	1.4
Railway Station South Side	15	20	35	25	1.3

4.3 Commentary on results

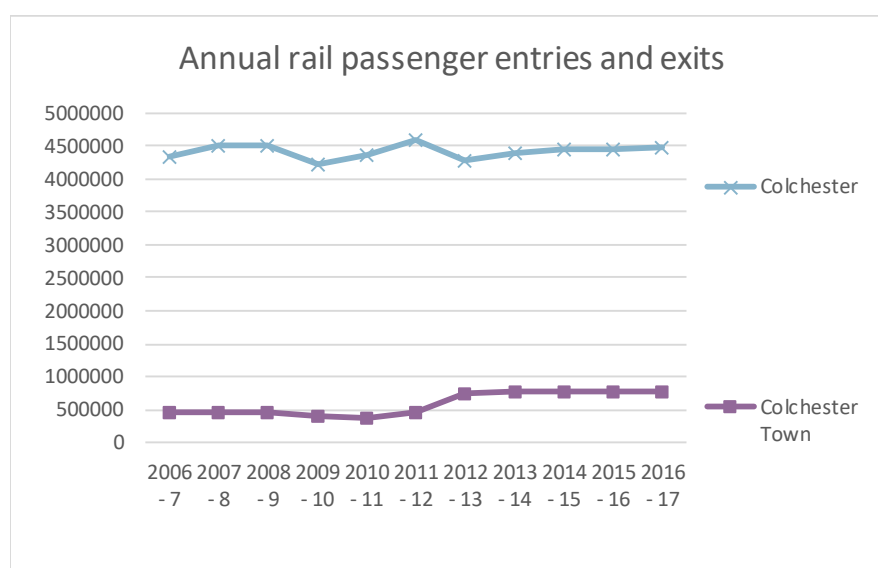
As a sense check, it is prudent to consider the total observed hires against the number of taxis in the fleet. Currently there are 131 taxis. When we consider the total number of taxis departing the ranks with passengers (total rank based hires) against the number of taxis, the average number of hires per taxi was 23.4. This would imply that if all taxis were operating from the ranks and achieved an equal share of hires, each would have undertaken 23 to 24 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.

4.4 Comparison with 2015 survey results

Total hires	2015			2018		
	Railway Station ranks	All other ranks	All ranks	Railway Station ranks	All other ranks	All ranks
Thursday - Friday	536	238	774	554	280	834
Friday - Saturday	620	512	1132	636	511	1147
Saturday - Sunday	460	707	1167	386	694	1080
Thursday - Sunday	1616	1457	3073	1576	1485	3061

The demand at the Railway Station had dropped by around 2% whereas, demand at other ranks had remained stable.

We have undertaken an analysis of passengers at both Railway Stations in Colchester. The results remained relatively static with modest growth of 1.7% over the last 3 years. However, the number of hires at the two Colchester stations has dropped by 2.5%, so has gone against the trend.



4.5 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 at the Railway Station North side at various times of the day, specifically at morning rush hour time.

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

4.6 Wheelchair users

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

Details of the results are presented Table 7

Table 7 - Wheelchair users observed

Rank Location	Date	Time	Size of party travelling	Notes
High Street	11/10/18	18:20	2	
High Street	12/10/18	13:50	2	
High Street	12/10/18	16:46	2	
High Street	12/10/18	18:20	2	
High Street	13/10/18	15:25	2	
High Street	13/10/18	17:06	2	
High Street	13/10/18	17:28	2	

5 PUBLIC CONSULTATION

5.1 Public consultation questionnaires

A public attitude survey was undertaken in Colchester during October 2018. 263 responses were collected in person and 5 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 taxi and private hire. A key element which these surveys seek to discover is specifically if people have given up waiting for taxis 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 taxi and private hire vehicles within the study area, and to give chance for people to identify current issues and factors which may encourage them to use licensed vehicles more.

Such surveys can also be key in 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 taxis waiting at ranks.

These surveys tend to be undertaken during the daytime period when more people are available, and when survey staff safety can be guaranteed. Further, interviews with groups of people or with those affected by alcohol consumption may not necessarily provide accurate responses, despite the potential value in speaking with people more likely to use taxis at times of higher demand and then more likely unmet demand. Where possible, extension of interviews to the early evening may capture some of this group, as well as some studies where careful choice of night samples can be undertaken.

Our basic methodology requires a sample size of at least 200 to ensure stable responses. Trained and experienced interviewers are also important as this ensures respondents are guided through the questions carefully and consistently. A minimum sample of 50 interviews is generally possible by a trained interviewer in a day meaning that sample sizes are best incremented by 50, usually if there is targeting of a specific area or group (e.g. of students, or a sub-centre), although conclusions from these separate samples can only be indicative taken alone. For some authorities with multiple centres this can imply value in using a higher sample size, such as 250 if there are two large and one moderate sized centre.

More recently, general public views have been enlisted from the use of council citizens' panels although the issue with these is that return numbers cannot be guaranteed. The other issue is that the structure of the sample responding cannot be guaranteed either, and it is also true that those on the panel have chosen to be there such that they may tend to be people willing to have stronger opinions than the general public randomly approached.

Finally, some recent surveys have placed an electronic copy of the questionnaire on their web site to allow interested persons to respond, although again there

needs to be an element of care with such results as people choosing to take part may have a vested interest.

The survey obtained results from 263 interviews undertaken on street, together with a further 5 responses obtained through an online survey.

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

Table 8 - Public consultation survey results

Question	Response	Face to face interviews	Online survey
In the last three months, have you made one or more trips by taxi or private hire vehicle in Colchester?	Yes	72%	60%
	No	27%	40%
For your most recent trip by taxi or private hire vehicle, what type of vehicle did you use?	Private Hire	58%	100%
	Hackney	42%	0%
	Don't recall	0%	0%
How frequently do you travel by Hackney Carriage or Private Hire Vehicle?	Almost daily	3%	0%
	Weekly	12%	0%
	A few times a month	25%	0%
	Once a month	32%	33%
	Less than once a month	29%	67%
	Never	0%	0%
How do you normally obtain a licensed vehicle on Colchester?	At a taxi rank	62%	33%
	Hailed in the street	18%	67%
	By telephoning a company	1%	0%
	By using a freephone	12%	0%
	By using an app or website	6%	0%
	Other, specify:	1%	0%
If you used an App or Website, which one did you use?	Panther	50%	0%
	Uber	17%	0%
	Can't recall	33%	0%

Question	Response	Face to face interviews	Online survey
Respondents were asked to describe all the ways in which a Private Hire Vehicle may be hired	Respondent provided only valid means of hire	92%	100%
	Respondent provided one or more non-valid means of hire	8%	0%
	Respondent seemed unsure	0%	0%
Respondents were asked to describe all the ways in which a Hackney Carriage may be hired	Respondent provided only valid means of hire	93%	67%
	Respondent provided one or more non-valid means of hire	7%	0%
	Respondent seemed unsure	0%	33%
If you book a taxi by phone, please tell us the three private hire or mini cab companies you use most frequently?	Taxi 4 Less	40%	0%
	MCS	22%	0%
	All the 4s	19%	0%
	Uber	19%	0%
	Roman Cars	0%	40%
	Hawaii Five - O	0%	20%
	Five Sevens	0%	20%
What improvements to Hackney Carriage services (if any) would you like to see?	Five Three's	0%	20%
	Better knowledge	19%	0%
	Eco taxis	3%	0%
	Less foreigners	3%	0%
	Less use of sat nav's	9%	0%
	Lower fares	53%	50%
	Police checks on drivers	3%	0%
What ranks are you aware of in Colchester?	Taxi maintenance & standardisation of vehicles	9%	50%
	Railway Station	63%	75%
	High Street	62%	75%
	Head Street	62%	0%
Is there any location in Colchester where you would like to see a new rank? If so, where?	Queen Street	54%	0%
	Supermarkets		
Would you use that rank if Hackney Carriages could reliably be found there?	North Hill		
	Yes	100%	100%

Question	Response	Face to face interviews	Online survey
Have you had any problems with local hackney carriage service?	No	100%	100%
What would encourage you to use hackney carriages or use them more often?	Lower fares	5%	50%
	More taxis	1%	0%
	Nothing	94%	0%
Do you consider you or anyone you know, to have a disability that means you need an adapted vehicle? (Not necessarily a licensed vehicle)	No	100%	100%
	Yes – I need a wheelchair accessible vehicle	0%	0%
	Yes – Someone I know needs a wheelchair accessible vehicle	0%	0%
	Yes – I need an adapted vehicle but not a wheelchair accessible vehicle	0%	0%
	Yes – Someone I know needs an adapted vehicle but not a wheelchair accessible vehicle	0%	0%
Colchester Borough Council is developing a policy of fitting video cameras in licensed vehicles to permanently record video and, upon activation of a panic button, to record audio. The purpose is to improve safety. Do you agree with this policy?	Yes	98%	80%
	No	2%	20%
If you disagree with the policy of fitting video cameras in licensed vehicles, could you tell us why you disagree?	Privacy		
	Misuse		

Question	Response	Face to face interviews	Online survey
Have you wanted to hire a Hackney Carriage in the last three months at a rank in Colchester and given up or made alternative arrangements for travel because none were available?	Yes	1%	0%
	No	99%	100%
If yes, could you state where you tried to hire the Hackney Carriage?	Queen Street		
	Railway Station		
Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last three months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time?	Yes	1%	0%
	No	99%	100%
If yes, how long approximately was the wait time quoted?	No ETA given		
	60 minutes		
Do you have regular access to a car?	Yes	71%	100%
	No	29%	0%
Are you a student or permanent resident in Colchester?	Yes, Permanent resident	99%	60%
	Yes, student	1%	20%
	No, neither of the above	0%	20%
What gender are you?	Male	34%	60%
	Female	66%	40%
	Prefer not to say	0%	0%
Which of the following age group do you fall into?	Under 16 years old	0%	0%
	16 – 30 years old	4%	20%
	31 – 55 years old	62%	60%
	Over 55 years old	34%	20%

Additional comments from the public:

“There are far too many private hire vehicles in Colchester. We also must ensure that companies like Uber are never allowed to operate in this town. With regard to security cameras - make a list of requirements - but don't make drivers buy specific brands/makes/models drivers are already struggling to make a living with the flooded taxi market, without paying out for more.”

One driver got in touch to say that they had completed the public attitude survey online, as opposed to the driver survey. The comment above may have come from a member of the trade.

5.2 Commentary on public attitude surveys

A relatively high proportion of respondents had made a trip in the last three months by taxi or private hire car. The proportion amongst face to face respondents was slightly higher than through the online respondents.

Private Hire Vehicles were the most commonly used taxi vehicle type. It is important that respondents were able to understand the differences between how private hire cars and taxis may be hired. Check questions were asked to determine the respondents understanding of the differences. If the respondent was unsure, or indicated methods of hire which were erroneous, they were informed of the valid ways in which taxis and private hire cars may be hired. The majority of respondents from both the face to face surveys and online surveys, were able to correctly identify the differences in valid private hire methods and valid means of hiring a Hackney Carriage.

Respondents were asked to indicate the way they had most recently hired a licensed vehicle. For the face to face respondents, rank hire was the most popular method of hire. For the online surveys, hailing was the most popular method. Both of these responses are in contradiction of the with the type of licensed vehicle used for the most recent trip. The most common type of vehicle used was a private hire vehicle, which cannot be hired by hailing or at a rank.

The most common potential improvement identified was reduced cost. This is a common suggestion identified in similar surveys around the country. Cost is normally the most frequently identified potential improvement, irrespective of the level of fares charged in the area in question. Better knowledge and improved vehicle maintenance were also amongst other more common issues raised.

Awareness of rank locations was relatively low.

The level of agreement with the CCTV in vehicle policy was high.

The majority of respondents were generally happy with the level of service and levels of availability. Few respondents felt they were unable to obtain a hackney carriage when they wanted one.

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 Hackney Carriage trade consultation

Consultation was undertaken with the Hackney Carriage trade through an online survey and discussion with trade representatives.

Valid online survey responses were received from 20 drivers. The online survey asked several specific questions, along with further open questions inviting drivers to provide comments on any other issues which affect the trade or which they felt were worthy of note.

Specific questions which may be quantified are presented below:

Drivers were asked to estimate their average hourly earnings after costs. Understandably, not all drivers were willing to provide this information. However, fifteen drivers did provide information. The average hourly earnings was calculated to be £6.71. Responses ranged between £2.00 and £10.00 per hour.

The majority of respondents worked their longest days Thursday to Friday, around ten hours a day. The average hours worked on a Saturday was 8.28 hours and seven drivers said they worked on a Sunday. All respondents work Thursday and Friday, the majority worked Monday and Tuesday, respondents working on a Wednesday dropping 17% from the total respondents.

Drivers were asked 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.

Drivers rarely picked up a journey which required the carriage of a wheelchair, with the average being under 1 per week. When a wheelchair is carried, 80% of respondents said the journey was undertaken from a rank, while 20% were pre-booked. Only 11% of drivers said they had regular clients who use wheelchairs and 33% of drivers said they had regular clients with mobility impairments, beside wheelchair users.

Respondents were asked which days of the week, during their normal working times, is the busiest. 47% said Monday was the busiest day, followed by Thursday and Friday equally, with 41%.

No respondents indicated that vehicles were driven by more than one person.

During the period when the survey was conducted, major long term roadworks were in place, which added significantly to journey time. Respondents were asked how much time the roadworks could typically add to journeys. Roadworks at the bottom of Ipswich Road were estimated to add between 10 and 30 minutes to a typical journey.

Respondents were asked what issues they feel can adversely affect the successful operation of the Hackney Carriage trade. The most common issues were: roadworks / road closures / congestion (41%), followed by traffic and a high number of taxi vehicles (18%).

All respondents thought the supply of Hackney Carriages and Private Hire Vehicles were adequate to meet the needs of the public. 68% of drivers thought there were too many Hackney Carriages in Colchester and 32% thought there's just the right amount of Hackney Carriages in Colchester. Most respondents thought there should be between 100 and 135 Hackney Carriages in Colchester, with 50% thinking there should be 100 Hackney Carriages. The current limit is 131.

Respondents were asked what the effect of a hypothetical situation would be where the number of Hackney Carriages was increased. Responses were as follows:

Increasing the number of Hackney Carriage vehicle licences in Colchester would mean, reducing the earnings for drivers (33%), fewer jobs for each current driver (22%) and longer working hours for taxi drivers (22%). Hypothetically, reducing the number of Hackney Carriage vehicle licences in Colchester would mean, an increase in income for current drivers (47%), better quality of life for drivers (20%) but against this hypothetical future, 13% thought there would not be enough hackney carriage vehicles to meet demand.

Rank space was the top suggestion (50%) of factors which limit the supply of Hackney Carriages or Private Hire Vehicles in Colchester. Restricted drop-off areas for taxis was also mentioned (6%).

Drivers thought the rank at High Street needed to be improved the most (37%). They suggested extending the rank space (16%) and adding a traffic warden or traffic enforcement camera (16%). Head Street rank was suggested for improvements (26%), particularly in keeping private cars off the rank (11%). Finally, At the Railway Station rank, it was suggested (11%) that better signage and extending the rank area was required (5%). Multiple drivers suggested the Head Street rank should be moved closer to the High Street (30%). New ranks were suggested at the general hospital (20%), Essex University, supermarkets, business parks, St. John's Street and North Hill.

Driver's suggested 12-4am on a Saturday and Sunday morning was the most likely (29%) time that the public may face difficulties hiring a Hackney Carriage or Private Hire Vehicle. During school times and the High Street at night (14%) were others listed in possible times the public may find it difficult to obtain a taxi. 79% of respondents thought in general the signage at taxi ranks in Colchester could be improved. Head Street, High Street and North Station ranks were listed as the top

ranks that need improved signage. Price charts displayed at ranks was another suggestion made.

84% of drivers thought that customer care and service quality from Hackney Carriage drivers in Colchester was satisfactory.

83% of respondents would wait at the Train Station rank to pick up a fare, in a normal week and 33% would wait at the High Street rank to pick up a fare.

Respondents were asked what they thought the benefits to customers are, associated with, restricting the number of Hackney Carriages. The most popular response was the vehicles would be better kept and of higher quality (40%). Drivers also thought the standard of service given by the driver would be higher as they have more time to give per customer (13%).

Other comments from the drivers emphasise points made in relation to previous questions; roadworks and congestion are an issue for the trade in terms of time to complete a job and time to travel to next job; drivers would like increased regulation and checks on taxis and drivers.

6.3 Non Trade Consultation

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

Feedback was generated through a combination of email and telephone contact and face to face contact.

One comment was received from an elected member indicating that it was felt by some constituents that too many Hackney Carriage and private hire vehicle drivers were speeding. This has been reported by residents, especially on Friday and Saturday nights or around big events. In addition, better rank provision in the north of Colchester should be considered.

Police commented on the lack of parking enforcement on the Head Street rank. Vehicles being parked in this bay regularly meant the rank cannot be used for purpose and thus causing issues with customer dispersal at nearby venues, such as Walkabout.

Most licensed premises and hotels indicated they or their customers have to call Private Hire Operators to book a vehicle, as opposed to ordering Hackney Carriages specifically. Generally, respondents found the service was good, with vehicles available when needed. However, issues identified were:

- Late on Saturday nights, there is a shortage of Private Hire Vehicles and Hackney Carriages, meaning there can be a substantial wait time
- A shortage of Private Hire and Hackney Carriages is found to occur when there are events on in the local area
- A lack of vehicles at school run time, morning and afternoon

Supermarkets had freephone booking services available, with some supermarket indicating they do call Private Hire companies on behalf of customers when asked. They were not aware of any issues faced when trying to hire a licensed vehicle.

The Hospital has a freephone service available. There were no issues noted here.

Visitor attractions called Private Hire Vehicles very rarely for customers. There were no issues identified from visitor attractions.

Care homes said the taxi service they receive is generally good, with no availability issues for regular Private Hire Vehicles. The majority of care homes contacted did say their main concern was the lack of Wheelchair Accessible Vehicles available and lack of companies which supply these vehicles in Colchester, especially at school run time (8am and 3pm).

7 DETERMINATION OF UNMET DEMAND

7.1 Quantitative Assessment

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

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

where:

ISUD = Incidence of Significant Unmet Demand

APD = Average passenger delay across all time periods

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

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

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

SF = Seasonality Factor

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

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

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

7.2 Calculation of ISUD variables

APD: Passenger delays were 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 = **0.19** minutes (11 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 1.0%**.

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was 2.5%.

The GID percentage was calculated to be **2.5%**

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 and 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 1% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.01**.

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

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

$$\text{ISUD} = 0.19 \times 1.0 \times 1.0 \times 2.5 \times 1.0 \times 1.01 = 0.48$$

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

7.3 Consideration of wider factors.

The ISUD value of 0.48 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 1am and 3am, the average passenger wait time was low.

Feedback from the public and stakeholders concluded that there were few issues related to availability of Hackney Carriages. It was acknowledged that availability dropped during periods of peak demand late on Friday and Saturday nights and at times when vehicles were engaged on contract work, such as at 'school run times'. All these effects were captured by the rank survey data 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**.

8 RESPONSES TO DFT BEST PRACTICE GUIDANCE 2010

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

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

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

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

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

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

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

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

Who was involved in the review?

This review was included direct discussion with the following respondents:

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

What decision was reached about retaining or removing quantity controls?

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

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

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

Are you satisfied that quantity controls do not:

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

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

What special circumstances justify retention of quantity controls?

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

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

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

How does your policy benefit the trade?

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

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

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

When did you last assess unmet demand?

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

How is your taxi limit assessed?

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

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

Yes.

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

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

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

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

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

Yes, all appropriate consultees have been taken into account.

Do you receive representations about taxi availability?

No

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

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

9 CONCLUSIONS AND RECOMMENDATIONS

9.1 Unmet demand

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

9.2 Trade feedback

Feedback from the trade has indicated relatively few issues and there appears to be a good working relationship between licensing officers and the trade. Vehicles parking on taxi ranks and lack of enforcement was seen as a persistent issue.

Some suggestions for new ranks were offered.

9.3 Public and stakeholder consultation issues

The level of service provided by Hackney Carriages was generally regarded well and no significant issues with availability were identified.

9.4 Recommendations

There is no need to increase the number of Hackney Carriage licences to cater for existing levels of demand.

Some consideration should be given to proposed new locations for taxi 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. For example, a suggestion for a rank on North Hill, could cater for demand from passengers seeking to travel north, without having to travel around the one way system first, with associated additional cost. However, any Hackney Carriages which went to this rank, would not be easily able to move to another rank if a North Hill rank was fully occupied.

Alternatively, the Head Street rank offers access to north bound travel directly from the rank as well as the option of moving on to the High Street rank. Better parking enforcement may make the Head Street rank more viable but this would need to be supported by the trade attending the rank regularly to establish the rank.

APPENDIX A TAXI RANK OBSERVATION RESULTS

Total passengers

Hour beginning	Head Street	High Street	Osborne Street	Queen Street	Railway Station North Side
Thursday 07:00	0	1	0	0	8
Thursday 08:00	0	1	0	0	27
Thursday 09:00	0	7	0	0	25
Thursday 10:00	0	13	0	0	16
Thursday 11:00	0	24	0	0	14
Thursday 12:00	0	21	0	0	18
Thursday 13:00	1	25	0	1	23
Thursday 14:00	0	23	0	0	24
Thursday 15:00	0	24	0	0	22
Thursday 16:00	0	25	0	1	26
Thursday 17:00	0	18	0	0	24
Thursday 18:00	0	11	0	0	39
Thursday 19:00	0	14	0	0	65
Thursday 20:00	0	6	0	0	60
Thursday 21:00	0	7	2	0	52
Thursday 22:00	0	20	0	0	44
Thursday 23:00	0	22	0	0	94
Friday 00:00	0	30	2	0	68
Friday 01:00	0	23	0	0	26
Friday 02:00	0	26	0	0	3
Friday 03:00	0	65	5	0	0
Friday 04:00	0	13	0	0	0
Friday 05:00	0	1	0	0	0
Friday 06:00	0	1	0	0	1
Friday 07:00	0	3	0	0	5
Friday 08:00	0	3	0	0	26
Friday 09:00	0	3	0	0	21
Friday 10:00	0	12	0	0	20
Friday 11:00	0	27	0	0	37
Friday 12:00	0	22	1	0	30
Friday 13:00	0	29	0	0	18
Friday 14:00	0	22	0	1	19
Friday 15:00	0	23	0	0	21
Friday 16:00	0	34	0	2	42
Friday 17:00	0	15	0	0	43
Friday 18:00	0	18	0	0	53
Friday 19:00	0	16	0	0	89
Friday 20:00	0	22	0	0	73
Friday 21:00	0	27	0	0	36
Friday 22:00	0	64	0	0	48
Friday 23:00	0	66	0	0	89
Saturday 00:00	0	101	0	0	94
Saturday 01:00	0	84	0	0	29
Saturday 02:00	0	146	0	0	23
Saturday 03:00	0	147	4	0	0
Saturday 04:00	0	37	2	0	0
Saturday 05:00	0	2	0	0	0
Saturday 06:00	0	1	0	0	4
Saturday 07:00	0	0	0	0	2
Saturday 08:00	0	3	0	0	7
Saturday 09:00	0	5	0	0	17
Saturday 10:00	1	18	0	0	15
Saturday 11:00	0	26	0	0	17
Saturday 12:00	0	33	0	0	28
Saturday 13:00	0	33	0	0	29
Saturday 14:00	1	39	0	1	10
Saturday 15:00	2	28	3	0	18
Saturday 16:00	0	45	0	0	11
Saturday 17:00	1	42	0	1	29
Saturday 18:00	0	33	0	0	31
Saturday 19:00	0	40	0	0	49
Saturday 20:00	0	20	0	0	50
Saturday 21:00	0	43	0	0	49
Saturday 22:00	0	59	2	0	58
Saturday 23:00	0	104	3	0	39
Sunday 00:00	0	126	0	0	89
Sunday 01:00	0	188	0	0	52
Sunday 02:00	0	206	4	0	1
Sunday 03:00	0	116	1	1	0
Sunday 04:00	0	65	0	0	0
Sunday 05:00	0	0	4	0	0
Sunday 06:00	0	0	0	0	1

Total hackney carriages departing empty

Hour beginning	Head Street	High Street	Osborne Street	Queen Street	Railway Station North Side	Railway Station South Side
Thursday 07:00	2	1	0	0	0	0
Thursday 08:00	0	0	0	0	0	0
Thursday 09:00	0	0	0	0	0	3
Thursday 10:00	1	1	1	0	0	0
Thursday 11:00	0	0	0	0	1	0
Thursday 12:00	0	2	0	1	0	0
Thursday 13:00	1	3	0	1	0	0
Thursday 14:00	2	1	0	1	0	1
Thursday 15:00	2	2	0	0	0	1
Thursday 16:00	0	1	1	0	0	0
Thursday 17:00	0	0	1	0	0	1
Thursday 18:00	0	2	2	1	0	1
Thursday 19:00	0	5	0	1	0	0
Thursday 20:00	0	0	1	0	0	0
Thursday 21:00	0	2	0	0	0	0
Thursday 22:00	0	1	1	0	0	0
Thursday 23:00	0	1	0	0	1	0
Friday 00:00	0	0	0	0	0	0
Friday 01:00	0	2	0	0	1	0
Friday 02:00	0	2	3	0	3	0
Friday 03:00	0	2	1	0	0	0
Friday 04:00	0	4	1	0	0	0
Friday 05:00	0	0	0	0	0	0
Friday 06:00	0	0	0	0	1	0
Friday 07:00	0	2	0	0	0	0
Friday 08:00	0	0	0	0	0	0
Friday 09:00	0	0	1	0	0	0
Friday 10:00	1	1	0	0	0	0
Friday 11:00	0	2	1	0	0	0
Friday 12:00	0	0	0	0	0	0
Friday 13:00	1	3	0	0	0	0
Friday 14:00	1	5	1	0	1	1
Friday 15:00	1	2	0	0	2	0
Friday 16:00	0	0	1	0	0	0
Friday 17:00	0	5	0	1	0	1
Friday 18:00	0	7	0	0	0	0
Friday 19:00	0	2	0	0	0	1
Friday 20:00	0	0	0	1	0	0
Friday 21:00	0	1	0	0	0	0
Friday 22:00	0	0	0	0	0	1
Friday 23:00	0	1	2	0	1	0
Saturday 00:00	0	1	1	0	0	0
Saturday 01:00	0	3	0	0	0	0
Saturday 02:00	0	2	2	0	1	0
Saturday 03:00	0	2	1	0	0	0
Saturday 04:00	0	5	1	0	0	0
Saturday 05:00	0	5	0	0	0	0
Saturday 06:00	0	1	0	0	0	0
Saturday 07:00	0	0	0	0	1	0
Saturday 08:00	1	0	0	0	0	0
Saturday 09:00	0	0	0	0	0	0
Saturday 10:00	0	4	0	0	0	0
Saturday 11:00	0	2	0	0	0	1
Saturday 12:00	0	4	0	0	0	1
Saturday 13:00	1	1	1	0	0	0
Saturday 14:00	1	4	0	0	0	0
Saturday 15:00	0	2	0	0	0	1
Saturday 16:00	0	2	0	0	0	0
Saturday 17:00	0	2	1	0	0	0
Saturday 18:00	0	2	0	0	0	0
Saturday 19:00	0	1	0	0	0	0
Saturday 20:00	0	1	0	2	0	0
Saturday 21:00	0	4	0	0	0	0
Saturday 22:00	0	2	1	0	2	1
Saturday 23:00	0	1	0	0	0	0
Sunday 00:00	0	3	0	0	0	0
Sunday 01:00	0	1	0	0	2	0
Sunday 02:00	0	0	1	0	0	0
Sunday 03:00	0	0	1	0	0	0
Sunday 04:00	0	1	0	0	0	0
Sunday 05:00	0	3	2	0	0	0
Sunday 06:00	0	0	0	0	0	0

Total number of hackney carriages departing with passengers

Hour beginning	Head Street	High Street	Osborne Street	Queen Street	Railway Station North Side	Railway Station South Side
Thursday 07:00	0	1	0	0	7	1
Thursday 08:00	0	1	0	0	24	1
Thursday 09:00	0	6	0	0	18	1
Thursday 10:00	0	9	0	0	12	0
Thursday 11:00	0	16	0	0	12	0
Thursday 12:00	0	15	0	0	14	2
Thursday 13:00	1	16	0	1	19	0
Thursday 14:00	0	14	0	0	18	3
Thursday 15:00	0	16	0	0	16	0
Thursday 16:00	0	14	0	1	22	0
Thursday 17:00	0	15	0	0	22	0
Thursday 18:00	0	10	0	0	35	0
Thursday 19:00	0	10	0	0	57	0
Thursday 20:00	0	4	0	0	46	0
Thursday 21:00	0	6	1	0	38	0
Thursday 22:00	0	14	0	0	36	0
Thursday 23:00	0	18	0	0	70	0
Friday 00:00	0	20	1	0	56	0
Friday 01:00	0	13	0	0	21	0
Friday 02:00	0	16	0	0	2	0
Friday 03:00	0	29	3	0	0	0
Friday 04:00	0	7	0	0	0	0
Friday 05:00	0	1	0	0	0	0
Friday 06:00	0	1	0	0	1	0
Friday 07:00	0	2	0	0	5	0
Friday 08:00	0	3	0	0	23	1
Friday 09:00	0	3	0	0	14	2
Friday 10:00	0	8	0	0	15	1
Friday 11:00	0	19	0	0	30	2
Friday 12:00	0	15	1	0	22	1
Friday 13:00	0	20	0	0	10	1
Friday 14:00	0	16	0	1	17	0
Friday 15:00	0	16	0	0	17	1
Friday 16:00	0	22	0	1	28	0
Friday 17:00	0	11	0	0	38	0
Friday 18:00	0	11	0	0	43	0
Friday 19:00	0	11	0	0	68	0
Friday 20:00	0	15	0	0	55	0
Friday 21:00	0	18	0	0	30	0
Friday 22:00	0	36	0	0	36	1
Friday 23:00	0	38	0	0	69	0
Saturday 00:00	0	56	0	0	67	0
Saturday 01:00	0	44	0	0	22	0
Saturday 02:00	0	65	0	0	15	0
Saturday 03:00	0	56	2	0	0	0
Saturday 04:00	0	18	1	0	0	0
Saturday 05:00	0	1	0	0	0	0
Saturday 06:00	0	1	0	0	2	0
Saturday 07:00	0	0	0	0	2	0
Saturday 08:00	0	2	0	0	6	0
Saturday 09:00	0	4	0	0	13	1
Saturday 10:00	1	12	0	0	10	0
Saturday 11:00	0	14	0	0	10	1
Saturday 12:00	0	22	0	0	16	0
Saturday 13:00	0	15	0	0	17	0
Saturday 14:00	1	26	0	1	9	0
Saturday 15:00	1	17	1	0	15	0
Saturday 16:00	0	25	0	0	7	0
Saturday 17:00	1	22	0	1	20	0
Saturday 18:00	0	19	0	0	20	0
Saturday 19:00	0	25	0	0	33	0
Saturday 20:00	0	15	0	0	27	0
Saturday 21:00	0	26	0	0	27	0
Saturday 22:00	0	36	1	0	39	0
Saturday 23:00	0	56	3	0	26	0
Sunday 00:00	0	66	0	0	51	0
Sunday 01:00	0	95	0	0	34	0
Sunday 02:00	0	96	2	0	1	0
Sunday 03:00	0	53	1	1	0	0
Sunday 04:00	0	31	0	0	0	0
Sunday 05:00	0	0	2	0	0	0
Sunday 06:00	0	0	0	0	1	0

Total number of Hackney Carriages departing the ranks

Hour beginning	Head Street	High Street	Osborne Street	Queen Street	Railway Station North Side	Railway Station South Side
Thursday 07:00	2	2	0	0	7	1
Thursday 08:00	0	1	0	0	24	1
Thursday 09:00	0	6	0	0	18	4
Thursday 10:00	1	10	1	0	12	0
Thursday 11:00	0	16	0	0	13	0
Thursday 12:00	0	17	0	1	14	2
Thursday 13:00	2	19	0	2	19	0
Thursday 14:00	2	15	0	1	18	4
Thursday 15:00	2	18	0	0	16	1
Thursday 16:00	0	15	1	1	22	0
Thursday 17:00	0	15	1	0	22	1
Thursday 18:00	0	12	2	1	35	1
Thursday 19:00	0	15	0	1	57	0
Thursday 20:00	0	4	1	0	46	0
Thursday 21:00	0	8	1	0	38	0
Thursday 22:00	0	15	1	0	36	0
Thursday 23:00	0	19	0	0	71	0
Friday 00:00	0	20	1	0	56	0
Friday 01:00	0	15	0	0	22	0
Friday 02:00	0	18	3	0	5	0
Friday 03:00	0	31	4	0	0	0
Friday 04:00	0	11	1	0	0	0
Friday 05:00	0	1	0	0	0	0
Friday 06:00	0	1	0	0	2	0
Friday 07:00	0	4	0	0	5	0
Friday 08:00	0	3	0	0	23	1
Friday 09:00	0	3	1	0	14	2
Friday 10:00	1	9	0	0	15	1
Friday 11:00	0	21	1	0	30	2
Friday 12:00	0	15	1	0	22	1
Friday 13:00	1	23	0	0	10	1
Friday 14:00	1	21	1	1	18	1
Friday 15:00	1	18	0	0	19	1
Friday 16:00	0	22	1	1	28	0
Friday 17:00	0	16	0	1	38	1
Friday 18:00	0	18	0	0	43	0
Friday 19:00	0	13	0	0	68	1
Friday 20:00	0	15	0	1	55	0
Friday 21:00	0	19	0	0	30	0
Friday 22:00	0	36	0	0	36	2
Friday 23:00	0	39	2	0	70	0
Saturday 00:00	0	57	1	0	67	0
Saturday 01:00	0	47	0	0	22	0
Saturday 02:00	0	67	2	0	16	0
Saturday 03:00	0	58	3	0	0	0
Saturday 04:00	0	23	2	0	0	0
Saturday 05:00	0	6	0	0	0	0
Saturday 06:00	0	2	0	0	2	0
Saturday 07:00	0	0	0	0	3	0
Saturday 08:00	1	2	0	0	6	0
Saturday 09:00	0	4	0	0	13	1
Saturday 10:00	1	16	0	0	10	0
Saturday 11:00	0	16	0	0	10	2
Saturday 12:00	0	26	0	0	16	1
Saturday 13:00	1	16	1	0	17	0
Saturday 14:00	2	30	0	1	9	0
Saturday 15:00	1	19	1	0	15	1
Saturday 16:00	0	27	0	0	7	0
Saturday 17:00	1	24	1	1	20	0
Saturday 18:00	0	21	0	0	20	0
Saturday 19:00	0	26	0	0	33	0
Saturday 20:00	0	16	0	2	27	0
Saturday 21:00	0	30	0	0	27	0
Saturday 22:00	0	38	2	0	41	1
Saturday 23:00	0	57	3	0	26	0
Sunday 00:00	0	69	0	0	51	0
Sunday 01:00	0	96	0	0	36	0
Sunday 02:00	0	96	3	0	1	0
Sunday 03:00	0	53	2	1	0	0
Sunday 04:00	0	32	0	0	0	0
Sunday 05:00	0	3	4	0	0	0
Sunday 06:00	0	0	0	0	1	0

Percentage of all Hackney Carriages which leave the rank empty

Hour beginning	Head Street	High Street	Osborne Street	Queen Street	Railway Station North Side	Railway Station South Side
Thursday 07:00	100%	50%	0%	0%	0%	0%
Thursday 08:00	0%	0%	0%	0%	0%	0%
Thursday 09:00	0%	0%	0%	0%	0%	75%
Thursday 10:00	100%	10%	100%	0%	0%	0%
Thursday 11:00	0%	0%	0%	0%	8%	0%
Thursday 12:00	0%	12%	0%	100%	0%	0%
Thursday 13:00	50%	16%	0%	50%	0%	0%
Thursday 14:00	100%	7%	0%	100%	0%	25%
Thursday 15:00	100%	11%	0%	0%	0%	100%
Thursday 16:00	0%	7%	100%	0%	0%	0%
Thursday 17:00	0%	0%	100%	0%	0%	100%
Thursday 18:00	0%	17%	100%	100%	0%	100%
Thursday 19:00	0%	33%	0%	100%	0%	0%
Thursday 20:00	0%	0%	100%	0%	0%	0%
Thursday 21:00	0%	25%	0%	0%	0%	0%
Thursday 22:00	0%	7%	100%	0%	0%	0%
Thursday 23:00	0%	5%	0%	0%	1%	0%
Friday 00:00	0%	0%	0%	0%	0%	0%
Friday 01:00	0%	13%	0%	0%	5%	0%
Friday 02:00	0%	11%	100%	0%	60%	0%
Friday 03:00	0%	6%	25%	0%	0%	0%
Friday 04:00	0%	36%	100%	0%	0%	0%
Friday 05:00	0%	0%	0%	0%	0%	0%
Friday 06:00	0%	0%	0%	0%	50%	0%
Friday 07:00	0%	50%	0%	0%	0%	0%
Friday 08:00	0%	0%	0%	0%	0%	0%
Friday 09:00	0%	0%	100%	0%	0%	0%
Friday 10:00	100%	11%	0%	0%	0%	0%
Friday 11:00	0%	10%	100%	0%	0%	0%
Friday 12:00	0%	0%	0%	0%	0%	0%
Friday 13:00	100%	13%	0%	0%	0%	0%
Friday 14:00	100%	24%	100%	0%	6%	100%
Friday 15:00	100%	11%	0%	0%	11%	0%
Friday 16:00	0%	0%	100%	0%	0%	0%
Friday 17:00	0%	31%	0%	100%	0%	100%
Friday 18:00	0%	39%	0%	0%	0%	0%
Friday 19:00	0%	15%	0%	0%	0%	100%
Friday 20:00	0%	0%	0%	100%	0%	0%
Friday 21:00	0%	5%	0%	0%	0%	0%
Friday 22:00	0%	0%	0%	0%	0%	50%
Friday 23:00	0%	3%	100%	0%	1%	0%
Saturday 00:00	0%	2%	100%	0%	0%	0%
Saturday 01:00	0%	6%	0%	0%	0%	0%
Saturday 02:00	0%	3%	100%	0%	6%	0%
Saturday 03:00	0%	3%	33%	0%	0%	0%
Saturday 04:00	0%	22%	50%	0%	0%	0%
Saturday 05:00	0%	83%	0%	0%	0%	0%
Saturday 06:00	0%	50%	0%	0%	0%	0%
Saturday 07:00	0%	0%	0%	0%	33%	0%
Saturday 08:00	100%	0%	0%	0%	0%	0%
Saturday 09:00	0%	0%	0%	0%	0%	0%
Saturday 10:00	0%	25%	0%	0%	0%	0%
Saturday 11:00	0%	13%	0%	0%	0%	50%
Saturday 12:00	0%	15%	0%	0%	0%	100%
Saturday 13:00	100%	6%	100%	0%	0%	0%
Saturday 14:00	50%	13%	0%	0%	0%	0%
Saturday 15:00	0%	11%	0%	0%	0%	100%
Saturday 16:00	0%	7%	0%	0%	0%	0%
Saturday 17:00	0%	8%	100%	0%	0%	0%
Saturday 18:00	0%	10%	0%	0%	0%	0%
Saturday 19:00	0%	4%	0%	0%	0%	0%
Saturday 20:00	0%	6%	0%	100%	0%	0%
Saturday 21:00	0%	13%	0%	0%	0%	0%
Saturday 22:00	0%	5%	50%	0%	5%	100%
Saturday 23:00	0%	2%	0%	0%	0%	0%
Sunday 00:00	0%	4%	0%	0%	0%	0%
Sunday 01:00	0%	1%	0%	0%	6%	0%
Sunday 02:00	0%	0%	33%	0%	0%	0%
Sunday 03:00	0%	0%	50%	0%	0%	0%
Sunday 04:00	0%	3%	0%	0%	0%	0%
Sunday 05:00	0%	100%	50%	0%	0%	0%
Sunday 06:00	0%	0%	0%	0%	0%	0%

Average vehicle wait time at the ranks (minutes)

Hour beginning	Head Street	High Street	Osborne Street	Queen Street	Railway Station North Side	Railway Station South Side
Thursday 07:00	0	21	0	0	6	0
Thursday 08:00	0	7	0	0	4	0
Thursday 09:00	0	25	0	0	9	0
Thursday 10:00	4	45	0	0	28	0
Thursday 11:00	0	32	0	0	45	0
Thursday 12:00	0	23	0	3	43	0
Thursday 13:00	10	33	0	4	35	3
Thursday 14:00	38	48	0	0	20	11
Thursday 15:00	4	15	0	0	18	4
Thursday 16:00	0	32	3	18	24	0
Thursday 17:00	0	18	13	3	20	4
Thursday 18:00	0	18	37	3	14	0
Thursday 19:00	0	18	0	0	8	0
Thursday 20:00	0	18	3	0	9	0
Thursday 21:00	0	36	3	0	17	0
Thursday 22:00	0	28	0	0	19	0
Thursday 23:00	0	22	0	0	7	0
Friday 00:00	0	14	0	0	8	0
Friday 01:00	0	25	0	0	22	0
Friday 02:00	0	25	3	0	41	0
Friday 03:00	0	11	0	0	0	0
Friday 04:00	0	3	0	0	0	0
Friday 05:00	0	0	0	0	0	0
Friday 06:00	0	19	0	0	6	0
Friday 07:00	0	15	0	0	5	0
Friday 08:00	28	2	0	0	0	0
Friday 09:00	85	13	0	0	13	4
Friday 10:00	3	36	5	0	29	8
Friday 11:00	0	23	30	0	23	1
Friday 12:00	3	17	4	0	7	13
Friday 13:00	5	20	10	0	28	0
Friday 14:00	0	15	21	0	43	3
Friday 15:00	3	5	0	8	4	0
Friday 16:00	0	9	0	3	8	0
Friday 17:00	0	7	0	9	3	0
Friday 18:00	0	5	0	0	2	0
Friday 19:00	0	15	0	5	4	6
Friday 20:00	0	19	0	3	7	0
Friday 21:00	0	20	0	0	18	0
Friday 22:00	0	23	0	0	25	0
Friday 23:00	0	20	0	0	13	0
Saturday 00:00	0	11	3	0	9	0
Saturday 01:00	0	10	0	0	17	0
Saturday 02:00	0	12	0	0	16	0
Saturday 03:00	0	11	0	0	0	0
Saturday 04:00	0	33	0	0	0	0
Saturday 05:00	0	4	0	0	0	0
Saturday 06:00	0	21	0	0	5	0
Saturday 07:00	0	19	0	0	9	0
Saturday 08:00	0	30	0	0	6	0
Saturday 09:00	0	22	0	0	6	0
Saturday 10:00	3	20	0	0	12	0
Saturday 11:00	0	6	0	0	22	2
Saturday 12:00	0	2	15	0	13	0
Saturday 13:00	0	9	42	0	9	0
Saturday 14:00	4	9	8	3	26	0
Saturday 15:00	0	16	9	0	33	0
Saturday 16:00	0	13	20	0	16	0
Saturday 17:00	0	15	36	0	25	0
Saturday 18:00	0	13	0	0	11	0
Saturday 19:00	0	8	0	0	13	0
Saturday 20:00	0	17	0	8	23	0
Saturday 21:00	0	17	0	0	26	0
Saturday 22:00	0	17	0	0	19	0
Saturday 23:00	0	11	0	0	26	0
Sunday 00:00	0	7	0	0	13	0
Sunday 01:00	0	4	0	0	3	0
Sunday 02:00	0	3	2	0	3	0
Sunday 03:00	0	13	0	0	0	0
Sunday 04:00	0	13	0	0	0	0
Sunday 05:00	0	19	1	0	0	0
Sunday 06:00	0	30	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	13	19%
Thursday 09:00	12	14%
Thursday 10:00	0	0%
Thursday 11:00	0	0%
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	0	0%
Thursday 19:00	0	0%
Thursday 20:00	0	0%
Thursday 21:00	0	0%
Thursday 22:00	0	0%
Thursday 23:00	0	0%
Friday 00:00	9	6%
Friday 01:00	0	0%
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	0	0%
Friday 08:00	11	19%
Friday 09:00	2	3%
Friday 10:00	0	0%
Friday 11:00	0	0%
Friday 12:00	0	0%
Friday 13:00	0	0%
Friday 14:00	0	0%
Friday 15:00	13	15%
Friday 16:00	6	5%
Friday 17:00	18	17%
Friday 18:00	19	16%
Friday 19:00	20	12%
Friday 20:00	8	5%
Friday 21:00	0	0%
Friday 22:00	1	1%
Friday 23:00	0	0%
Saturday 00:00	0	0%
Saturday 01:00	0	0%
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	25%
Saturday 08:00	0	0%
Saturday 09:00	1	2%
Saturday 10:00	1	2%
Saturday 11:00	0	0%
Saturday 12:00	9	9%
Saturday 13:00	7	8%
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	0	0%
Saturday 21:00	0	0%
Saturday 22:00	0	0%
Saturday 23:00	0	0%
Sunday 00:00	53	19%
Sunday 01:00	130	42%
Sunday 02:00	179	60%
Sunday 03:00	24	13%
Sunday 04:00	0	0%
Sunday 05:00	3	75%
Sunday 06:00	1	100%