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Governance

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The Chair and Members of Appeals and Regulatory Committee

Please ask for

Shirley Bates

Direct Line

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5 February 2014

Dear Councillor,

Please attend a meeting of the APPEALS AND REGULATORY COMMITTEE to be held on WEDNESDAY, 12 FEBRUARY 2014 at 10.00 am in Committee Room 1 Town Hall Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' Interests relating to items on the agenda
2. Apologies for Absence
3. Minutes (Pages 1 - 4)
4. Scrutiny Project Group - Report on Hackney Carriage Capping Review Process (Pages 5 - 10)
5. Review of the Limit Set on the Number of Hackney Carriages (A000) (Pages 11 - 108)

Yours sincerely,

Chief Executive
Huw Bowen



INVESTOR IN PEOPLE



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management
REG NO. UK-000148



Head of Governance

APPEALS AND REGULATORY COMMITTEE

Wednesday, 22nd January, 2014

Present:-

Councillor Flood (Chair)

Councillors Miles Councillors Niblock
Tom Murphy

*Matter dealt with under the Delegation Scheme

163 DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS RELATING TO ITEMS ON THE AGENDA

No declarations were received.

164 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Morgan.

165 LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF PUBLIC

RESOLVED –

That under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A of the Act.

166 REVIEW OF DECISION TO TERMINATE AN INTRODUCTORY TENANCY (A090) (19-13/14)

The Committee considered a request from a tenant for a review of the Council's decision to terminate an introductory tenancy.

The appeal was heard in accordance with the Council's Introductory Tenant's Procedure, in the tenant's absence.

*RESOLVED –

That the officer's decision be upheld.

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APPEALS AND REGULATORY COMMITTEE

Wednesday, 29th January, 2014

Present:-

Councillor Flood (Chair)

Councillors Bellamy
 Miles
 Mark Rayner

Councillors Slack
 David Stone

*Matter dealt with under the Delegation Scheme

167 DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS RELATING TO ITEMS ON THE AGENDA

No declarations were received.

168 APOLOGIES FOR ABSENCE

No apologies were received.

169 MINUTES

RESOLVED –

That the Minutes of the Appeals and Regulatory Committee meetings held on 8 and 15 January, 2014 be approved as a correct record and signed by the Chair.

170 VARIATION TO CARAVAN SITE LICENCE - RIVERDALE MOBILE HOME PARK - BENTS LANE, CHESTERFIELD (A380)

The Housing Services Manager, Business Planning and Strategy, submitted a report seeking Members' approval to variations to a licence issued in respect of Riverdale Mobile Home Park, Bents Lane, Chesterfield under the Caravan Sites and Control of Development Act 1960.

*RESOLVED –

That the following variations to the site licence for Riverdale Mobile Home Park be approved:-

Maximum number of caravans – increase from 77 to 81

Maximum gross density – increase from 50 to 52.3 caravans per hectare

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Overview and Scrutiny Committee Reporting Form for Scrutiny Recommendations to Appeals and Regulatory Committee

(This form comprises the method of conveyance of recommendations of the Council's Overview and Scrutiny Committee's to the Council's Appeals and Regulatory Committee for formal consideration).

Scrutiny Committee :	Enterprise and Wellbeing Scrutiny Committee
Date Meeting held:	16 January 2014
Subject / Report Title :	Hackney Cab Capping Review Process
Decision Making Responsibility :	Recommendations 1 and 2 : Head of Environment Recommendation 3 : Appeals and Regulatory Committee
Officer Report by :	Head of Environment : Licensing Manager, Trevor Durham
Recommendations of the Enterprise and Wellbeing Scrutiny Committee for consideration :	
<ol style="list-style-type: none"> 1. A clear comparison of the survey is produced and broken down into each rank to aid members of the Appeals and Regulatory Committee at the decision making stage. 2. That a clear written process is put together including the reviews inclusion in the Council's Forward Plan in future. 3. That the Appeals and Regulatory Committee consider taking action to resolve the number of Hackney plates within the Borough, such as removing the option to transfer the plate on the introduction of relevant legislation. 	
Full Draft Minute : Not yet available.	
Scrutiny Project Group Report : Attached.	
Response Timetable :	To consider and respond to the Enterprise and Wellbeing Scrutiny Committee within 2 months.

Signed-off by :	Councillor Lang - Chair Enterprise and Wellbeing Scrutiny Committee
Date :	Scrutiny Business Meeting held 3 February 2014
Author / Contact :	Anita Cunningham, Scrutiny Officer

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Enterprise and Wellbeing Scrutiny Committee

Scrutiny Project Group Report on Hackney Cab Capping Review Process

Date : 13th December 2013

PROJECT GROUP MEMBERS:

Councillors:

Lead Member	Vicki Lang
Group Members	Tom Murphy Gordon Simmons

1. INTRODUCTION AND REVIEW AIMS

The Council is currently undertaking its first review of the cap on the number of hackney cab licences, since the cap was introduced 3 years ago.

1.2 This scrutiny review aims to ensure:

- a) That the review process has the confidence of both members and the taxi trade within the borough.
- b) That the review is robust enough to aid the Council with its aim of reducing the number of Hackney cabs to an acceptable level that allow the Hackney trade within the borough to thrive.

2. REASONS FOR THE REVIEW AND LINK TO PRIORITIES

2.1 The main objectives of this review are:

- a) The council needs to have a good working relationship with the Taxi companies in the town, the capping review needs to be an open and clear process that all parties have confidence in.
- b) A sustainable and reliable Taxi service within the town is essential to meet the Councils priorities of:
 1. A Sustainable Community
 2. An Accessible Community

3. RECOMMENDATIONS

3.1 The Scrutiny Project Group recommends :

- a) A clear comparison of the survey is produced and broken down into each rank to aid members of the Appeals and Regulatory Committee at the decision making stage.
- b) That a clear written process is put together including the reviews inclusion in the Council's Forward Plan in future.
- c) That the Appeals and Regulatory Committee consider taking action to resolve the number of Hackney plates within the Borough such as removing the option to transfer the plate.

4. REVIEW APPROACH

- 4.1 Meetings with Chesterfield Borough Council Officers
- 4.2 Meetings with Hackney Cab Drivers

5. EVIDENCE AND RESEARCH

5.1 Evidence gathered to support the review work includes:

- 2013 Survey process
- Comparison with 2010 survey process
- Capping effectiveness and effect on the trade so far

6. REVIEW FINDINGS AND ANALYSIS

- 6.1 The project group found that drivers believe that the survey this year did not include the same observation time at the Railway Station rank and that this was cut by 6 days. The time at the Railway Station rank this year was actually 12 hours in comparison to 17 hours in 2010. However, overall across the town observation time was 1 hour less than that undertaken in 2010.

The observation process needs to be reported clearly to aid both members and the trade to see a true comparison, this will also stop any false belief to spread among the trade and undermining the process.

Recommendation(s) : A clear comparison is produced and broken down into each rank to aid members of the Appeals and Regulatory Committee at the decision making stage.

- 6.2 The scrutiny project group found that we do not have a clear internal process for the capping review to follow and this is essential for both members and the trade to have confidence in the process.

Recommendation(s): That a clear written process is put together to include the review's inclusion in the Forward Plan.

- 6.3 The project group found that although the number of Hackney plates in the borough had fallen it was at a very slow pace, this was undermining the aim of the cap and any benefit from it was slow to take effect making the process feel like a waste of time and effort.

To keep the process robust the capping number needs to be achievable rather than a distant figure that no one believes will be achieved. It feels like we are doing the survey research but not helping the outcome to be achieved, by allowing it to take so long.

Recommendation(s) : That the Appeals and Regulatory Committee consider taking action to resolve the number of Hackney Plates within the Borough such as removing the option to transfer the plate.

7. REVIEW CONCLUSIONS

- 7.1 The project group feels that the recommendations will help to build a good working relationship with the trade within the Borough and to improve the service for the residents and visitors to the town.

Contacts: Project Group Lead – Councillor Vicki Lang

FOR PUBLICATION

REVIEW OF THE LIMIT SET ON THE NUMBER OF HACKNEY CARRIAGES (A000)

MEETING: APPEALS AND REGULATORY COMMITTEE

DATE: 12 FEBRUARY 2014

REPORT BY: LICENSING MANAGER

WARD: ALL

COMMUNITY FORUM: ALL

1.0 PURPOSE OF REPORT

1.1 To advise the Committee of the results of the Hackney Carriage Unmet Demand Survey carried out in 2013 so a decision can be made on future policy.

2.0 BACKGROUND

2.1 On 15 December 2010 members decided to limit the number of Hackney Carriages licensed by CBC to 110. At that time there were 183 such vehicles, a figure that has reduced to 158 in the last three years.

2.2 Since December 2010 the licensing section has maintained a waiting list of individuals who wish to be considered for a Hackney Carriage licence, although the numbers entering the list have tailed off significantly in the last two years.

2.3 A further survey was authorised to review the policy, paid for by the holders of Hackney Carriage licences, after a period of three years. That survey took place in November 2013, conducted by CTS Traffic and Transportation, and has been circulated to members.

2.4 The author of the report, Mr Ian Millership, is the same consultant who produced the 2010 report albeit he now works for a different company. Mr Millership has been invited to attend the meeting and give a presentation on his findings.

2.5 The ability to limit the number of Hackney Carriages is provided by the Town Police Clauses Act 1847 and the Transport Act 1985, and is conditional. The regulatory authority must be satisfied that there is no significant demand for the services of hackney carriages which is unmet.

2.6 The Department of Transport's Best Practice Guidance issued in 2010 contains the following advice:

“Most local licensing authorities do not impose quantity restrictions; the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered. The Department further urges that the issue to be addressed first in each reconsideration is whether the restrictions should continue at all. It is suggested that the matter should be approached in terms of the interests of the travelling public - that is to say, the people who use taxi services. What benefits or disadvantages arise for them as a result of the continuation of controls; and what benefits or disadvantages would result for the public if the controls were removed? Is there evidence that removal of the controls would result in a deterioration in the amount or quality of taxi service provision? In most cases where quantity restrictions are imposed, vehicle licence plates command a premium, often of tens of thousands of pounds. This indicates that there are people who want to enter the taxi market and provide a service to the public, but who are being prevented from doing so by the quantity restrictions. This seems very hard to justify”.

2.7 The current liaison between the licensing section, trade and other relevant parties (including highways) is excellent practice and must be continued and encouraged, particularly with ensuring Council staff have sufficient time and resource to take these meetings forward regularly.

2.8 The Enterprise and Wellbeing Scrutiny Committee have produced a report on the capping review process which has been circulated. Among the recommendations is a suggestion to remove the option of transferring a hackney plate. Members should be advised that the law does not allow for such a restriction at the moment, although the Law Commission did consider it as part of their review of taxi laws and regulations for which a draft Bill is due in April of this year. It is not known whether this measure will be included or not.

3.0 SUMMARY

- 3.1 The 2013 report concludes there is no evidence of significant unmet demand for the services of Hackney Carriages in the Chesterfield Borough Council area (page ix and 57).
- 3.2 In the author's opinion, if the council decided to retain the current limit that decision would be defensible if challenged (page ix).
- 3.3 The report found a general level of satisfaction with the service provided, although improvements could be achieved with better signage of ranks, particularly the parking area for taxis at the coach station (page 57).
- 3.4 The importance of the private railway station rank is highlighted several times within the report, with 52% of passenger demand for all hackneys. In 2010 it was 46%.

4.0 RECOMMENDATIONS

- 4.1 The committee has a number of options available.
- 4.2 Option 1 - retain the limit on the number of hackney carriage vehicles.
- 4.3 Option 2 - retain the limit and also take actions to resolve other issues, particularly the need to better advertise current lesser used ranks and liaise with other key stakeholders, specifically East Midland trains to identify any policies that might further enhance hackney carriage service to the public.
- 4.4 Option 3 – remove the limit on the number of hackney carriage vehicles.
- 4.5 Option 4 – remove the limit but take further actions to minimise the impact in terms of the likely number of new vehicles that may wish to provide hackney carriage service.
- 4.6 If a decision is taken to retain the limit on Hackney Carriage licences approval is sought for a further unmet demand survey in 2016 to review the policy. The further survey should be funded by the holders of Hackney Carriage licences, at present the estimate for this would be £20 per year for three years.

Further information on this report can be obtained from Trevor Durham,
Licensing Manager, on 01246 345203 or
Trevor.durham@chesterfield.gov.uk.



cts

TRAFFIC + TRANSPORTATION

THE DATA COLLECTION SPECIALISTS

**Chesterfield Borough
Council
Hackney carriage demand
survey
Final Report**

November 2013



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Data Quality Assurance:

Report by: Ian Millership

Date: 19/11/13

Checked by: Joe Maclaren

Date: 20/11/13

Executive summary

CTS Traffic and Transportation were appointed by Chesterfield Borough Council to undertake a hackney carriage demand survey on 9th September 2013. Rank and public attitude surveys were undertaken in late September 2013, with licensed vehicle drivers consulted by a letter / questionnaire sent out during October 2013. Other stakeholders were consulted by various means during October and early November. The results were presented to the Licensing Committee on 18th December 2013.

At the time of writing this Report, Chesterfield has a limit of 110 hackney carriage vehicles, set after the previous survey in 2010. At present some 159 hackney carriages are licensed, reduced from 180 at the time of the last survey. These are supplemented by 346 private hire vehicles. Fairly uniquely, nearly all hackney carriages have phone numbers advertising their services, although since 2010 more hackney carriages have become directly part of private hire operator mixed vehicle fleets. Current provision of hackney carriage and private hire in the area remains the highest level of provision amongst Derbyshire authorities and well above the English average for hackney carriages per thousand of population.

The level of wheel chair accessibility of the fleet is very high at 77% - ten times the Derbyshire county average and almost twice the national average level. The extensive telephone availability of these vehicles further increases their overall accessibility.

The current licensed vehicle fleet structure is complex, with 56 pure hackney carriage companies, ten mixed fleet private hire companies and 21 pure private hire companies. Despite this wide choice of companies / vehicles to phone, public usage concentrates on the larger private hire operators as well as some of the hackney carriage operators.

In fare terms, Chesterfield lies 279th (equal) of 364 fare authorities – in other words towards the lower end of the middle of the fares charged. The level of fare set appears relatively moderate and comparable with other appropriate authorities.

153 hours of rank observations were undertaken. Current annual observable hackney carriage demand, including an allowance of 5% hailing, is around 189,000 passengers per year. This appears to be 96% of the level observed in 2010 despite choice of a busy weekend for the 2013 observations.

52% of passenger demand is estimated from the railway station (private) rank, increased from 2010. Elder Way takes 19% (also increased). The only other rank providing over 10% of passengers is the informal Holywell Street provision which contributes 15% (slightly reduced from 2010). Stephenson Place rank / informal rank provision now only contributes 5% of passengers (with the large night clubs that are now closed this rank in 2010 provided 13% of demand). Saltergate – the only formal night rank – is no longer used.

Although unmet demand occurs, it is not significant. Further, the busiest hour at any rank only required 50 vehicles, which if it is assumed an average return journey is half an hour, could be met by 25 actual vehicles. Daytime demand at Elder Way needs no more than 10 vehicles. Peak station flows require 11 vehicles. Even with allowances for vehicles off the road and specific working by vehicles a fleet of 75 vehicles would adequately meet observed demand. However, during Saturday, we observed 108 different vehicles serving demand, over 50 of which only served late night demand, remarkably similar to the current limit of 110 vehicles.

250 persons were interviewed across the Borough including 100 in the main central area, 50 at the railway station, 50 at the Ravenside Retail Park and 50 at the out of town Tesco store. 42% had used a licensed vehicle in the last three months. Those interviewed in the central area made 2.4 licensed vehicle trips per month, 1.8 of which were in hackney carriages. Usage in the other three areas, including at the station, is lower, and at the two out of town locations usage of hackney carriages is negligible. Most people get licensed vehicles by phone, although rank usage in the central area is 10%, with relatively high levels of hailing at 5%. People seem to understand a broader definition of 'rank' than the strict legal term and clearly understand the informal night ranks to be formal. Many ranks have colloquial names and there is evidence the coach station rank is better known and used than expected. Just 2% of people had given up waiting for a hackney carriage at some time in the central area, giving a very low latent demand factor.

People's view of the hackney carriage trade was overall positive, although the top problem was driver issues. There is satisfaction with the level of wheel chair accessible vehicles available, although overall demand for them is not significant.

Most key stakeholders use the services of private hire companies. The police explained the reduction in night life which had reduced the need for night time road closures principally to Saturday nights, although Thursdays had increased the level of custom. The only passenger queues observed are people waiting outside private hire booking offices at busy times. Bus operators do experience issues with obstructive parking, mainly by private hire vehicles, and issues from lack of rank capacity leading to daytime issues for buses trying to pass over-subscribed ranks.

Despite attempts to contact various groups, no input was received from those representing those with disabilities.

A 5% response was received to the postal trade questionnaire, improved following our attendance at a Trade Consultative Committee meeting. 21% of response was from hackney carriage, who had on average 14 years' experience in the trade. The remaining response was from private hire drivers, with an average of 12 years' experience. Average working weeks were 6 days and 51 hours (hackney carriage) and 47 hours (private hire) from the sample received. 96% felt it appropriate to retain the limit – and many private hire wanted the number of private hire vehicles also limiting were this legally possible (which it is not). Were the limit removed, 31% would leave the trade and 14% would work longer hours.

The key conclusion is that there is no evidence of significant unmet demand for the services of hackney carriages in the Chesterfield Borough Council area. The council can therefore retain the current limit and this would be defensible if challenged.

The legally available options for the council are listed in detail in the Recommendations chapter.

The practice of having most hackney carriages with phone numbers advertised makes the hackney carriage fleet very accessible and this needs to be encouraged and continued. Further, rank presence must be maintained and encouragement is needed to ensure rank service can be maintained.

Encouraging progress is being made towards proper provision of night ranking for hackney carriages together with a healthy level of police involvement in determining safe matching of passengers with vehicles by both private hire and hackney carriage in appropriate ways.

The railway station rank is very important to the hackney carriage trade, with good links between the trade and rail operator which could be further improved by involvement of the licensing section and Derbyshire County to ensure licensed vehicles retain a significant place in operating a sustainable and highly accessible station.

1. Introduction

Chesterfield Borough Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the council area. The licensing authority had a limit on hackney vehicle numbers until 1995, when the limit was removed. The most recent survey of demand for hackney carriages was undertaken in 2010, at which point a limit was returned on the number of hackney carriage vehicles (less than the number of vehicles that existed at the time of the re-limitation).

Study timetable

Chesterfield Borough appointed CTS Traffic and Transportation on 9th September 2013 to undertake this independent hackney carriage research in line with our quotation dated August 2013.

The review was carried out between September and November 2013, with survey work undertaken in late September 2013. Licensed vehicle drivers were consulted by a letter sent out during October 2013, with other stakeholder consultation during October and early November. A draft final report was submitted and this was reviewed in mid-November 2013 to identify any factual or missing issues. The Final Report will be presented to the Licensing Committee on 18th December 2013.

National background and definitions

At the present time, hackney carriage and private hire licensing is carried out under the Town Police Clauses Act 1847 (as amended by various further legislation including the Transport Act 1985, especially Section 16) in regard to hackney carriages and the Local Government (Miscellaneous Provisions) Act 1976 with reference to private hire vehicles. A number of modifications have been made within more recent legislation and through case law.

The issue of limits on hackney carriage vehicle licences (and other potentially restrictive practices) were considered by the Office of Fair Trading (OfT) (and latterly the House of Commons Select Committee on Transport). The Department for Transport most recently published Best Practice Guidance in April 2010 to cover a number of more recent issues and take on board both the recommendations of the OfT and House of Commons Select Committee (HoC SC). More recently a further HoC SC has led to the Law Commission (LC) taking on a wide ranging review of vehicle licensing law to be completed over the next few years. The consultation document from the LC was released in mid-May 2012 and the initial consultation period is now closed.

The Law Commission published an interim statement in early April 2013, one of whose points was that "we no longer recommend abolishing quantity controls" (paragraph 6), although the statement is clearly noted as not being their final set of recommendations which will be published towards the end of 2013.

This was published shortly after the Department for Transport published the government response to the LC consultation and we understand DfT will not provide any government response to the LC interim statement although it is accepted that some parties did interpret the DfT response (to the original consultation) erroneously as a response to the interim statement (which it was not).

At the present time, each licensing authority in England supervises the operation of two different kinds of locally licensed vehicle. Firstly, all vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing and licensing authorities only have jurisdiction over those carrying eight or less passengers. These vehicles are further subdivided into:

- Hackney carriage vehicles (sometimes referred to as 'taxis' in legislation), which alone are able to wait at ranks and pick up people in the street (ply for hire). To operate such a vehicle also requires a driver to be licensed to drive within the area the vehicle is licensed to operate
- Private hire vehicles, which can only be booked through an operating centre and who, otherwise, are not insured for their passengers (often also known as 'taxis' by the public). To operate such a vehicle requires a vehicle and driver licence, and there must also be an affiliation to an operator. Such vehicles can only transport passengers who have made bookings via this operator.

For the sake of clarity, this report will refer to 'licensed vehicles' when meaning hackney carriage and private hire collectively, and to the specific type when referencing either specific type of vehicle. The term 'taxi' will be avoided as far as possible, although it has to be used in its colloquial form when dealing with the public, few of whom are aware of the detailed differences.

Review aims and objectives

Chesterfield Borough Council is seeking a review of their current policy towards hackney carriage quantity control in line with current Department for Transport (DfT) Best Practice guidance as published in April 2010. Further background information about previous policy is contained in Chapter 2 to set the context of the current situation.

The "Best Practice Guidance" paragraph 47 states: "Most licensing authorities do not impose quantity restrictions the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered...." Recent information suggests that some 75% of licensing authorities in England and Wales either have never limited numbers, or have removed their limit since the OfT published its results. Around 95 authorities currently retain a limit – although a small number have over recent years returned the limit on vehicle licences (notably including Sheffield and Birmingham, but also including Slough, Derbyshire Dales, Wirral, Watford and Chesterfield).

Chesterfield Borough Council requires this review to make recommendations on what policy the Council should retain or adopt, considering the whole range of policy options open to the Council. This review report must contain reasoned, recommended policy options for the Committee to consider.

Our study has the following objectives:

- To assess and advise on taxi provision in Chesterfield licensing area;
- To assess and advise on whether or not there is currently an appropriate balance between the numbers of private hire vehicles and Hackney Carriages in Chesterfield licensing area;
- To assess and advise whether or not there is any significant unmet demand (including both on-street and latent demand) or oversupply of Hackney Carriages within Chesterfield licensing area, as set out in Section 16 of the Transport Act 1985;
- To assess whether there is an over or under supply for wheelchair users and those with mobility impairment;
- To assess the current patterns of taxi use, including tourists, seasonal variations and any changes since the previous survey arising from the relaxation of pub and club trading hours and the impact of the recession;
- To suggest improvements to the service, re: sufficiency and location of ranks and wheelchair accessible vehicles
- If there is any significant unmet demand, to identify how many new licences are required to satisfy that demand
- To provide evidence to assist the licensing authority to ensure safe journeys at a transparent price
- To help ensure vehicles are safe, accessible and have reducing impact on the environment
- To ensure drivers are safe and know their job and
- Provide a quality service to the public.

Our research focusses on:

- customer need and expectation
- the existence and significance of unmet demand
- service quality
- safety
- vehicle types
- vehicle designs
- accessibility

Target groups include:

- customers
- potential customers
- individuals
- groups
- organisations on whom the hackney carriage service impacts
- managers with whom the hackney carriage trade interacts.

Methodology

In order to meet Chesterfield Borough Council's objectives, the following methodology was adopted:

- Review of relevant policies, standards etc: to understand the authority's aspirations for meeting travel needs and social inclusion and provide context to determining overall demand for travel and how this should be met;
- Extensive rank observations and audits of all the ranks in the Authority, including monitoring passengers' waiting time, any illegal plying for hire, use of Hackney Carriages by wheelchair users and rank audits;
- On street interviews: a survey of 250 representative people on street to obtain information about their understanding of the sector, their last taxi journey, their overall levels of taxi use, about quality and barriers to use;
- Consultation: including consultation with all relevant stakeholders – the local authorities, police, trade associations, all drivers, mobility impaired, specific user groups, businesses, and other major generators of taxi trips
- Benchmarking against other authorities: to provide a useful comparison as to the quantity of taxis and Private Hire Vehicles.

Report structure

This Report provides the following further chapters:

- Chapter 2 – current background to taxi licensing statistics and policy
- Chapter 3 – results from the rank surveys
- Chapter 4 – results from the surveys undertaken with the public
- Chapter 5 – up to date stakeholder consultation
- Chapter 6 – results from consultation with the taxi licensing trade
- Chapter 7 – consideration of the responses to BPG paragraph 47 and Annex A questions
- Chapter 8 – a review of options relating to the Equality Act
- Chapter 9 – summary and conclusions of this review
- Chapter 10 – recommendations for policy arising from this review.

2. Background to taxi licensing in Chesterfield

The Chesterfield Borough Council area

Chesterfield Borough is one of eight councils within the county of Derbyshire. Interim data from the 2011 census projected suggests the current 2013 population for Chesterfield is 104,290. Amongst the eight districts, Chesterfield is third in population terms – and around 7% more than the average district population for Derbyshire (excluding Derby City).

Chesterfield is the largest town in Derbyshire and lies between the cities of Derby to the south and Sheffield to the north. Despite being so close to such large cities, Chesterfield is an important sub-regional centre for shopping and services for an area beyond the local authority boundary – principally for services relating to the Chesterfield College and to the Royal Hospital. Within the council boundary are other settlements, the largest of which are Staveley and Brimington. Despite the urban nature of the authority, over half the area is open space or countryside.

Current transport links are excellent, with the M1 very close by and the East Midlands rail route providing two trains per hour to London, with other services operating to Sheffield and the North East, Nottingham, Derby, Birmingham and the South West.

There is a very active evening economy, although it is understood that since 2010 the three large night clubs, with a capacity of some 6,000, have all closed and not been replaced. All night demand is now covered by smaller bars. Whilst Thursday evenings have increased in night life, Friday demand has now all but ceased, whilst Saturdays tend to be quieter. The police, however, suggest that demand now continues later into the early hours of Sunday morning compared to 2010.

Background Council policy

Chesterfield Borough Council has several background policies underpinning the various strategies for the area. The Local Plan Core Strategy has recently been updated and adopted as recently as 24th July 2013. A Community Infrastructure Levy is in process of being introduced in the area to provide funding from developments in keeping with the nationwide development of such schemes.

The over-arching Borough aim is a determination to create new opportunities for growth and regeneration to make the area a flagship sustainable community. The Borough is part of the larger Sheffield City Region Local Enterprise Partnership as well as being part of Derbyshire County. Chesterfield is seen as an important southern employment centre within the Sheffield City Region.

A Town Centre masterplan was undertaken in 2009, seeking to encourage improvement in movements around the town centre. The central Market Place is just about to reopen following a major redevelopment during 2012/2013.

The Borough has transport policies described in the latest Derbyshire Local Transport Plan. This document contains details of the overall background policies both for environmental as well as transport policy. The latest, third, Local Transport Plan (LTP3), covers the fifteen year period from 2011 to 2026.

LTP3 sets the transport context with Derbyshire's overall aim being to maximise walking, cycling and public transport use through the location and design of developments and in particular parking provision. The emphasis is providing transport policy to support a resilient local economy, contributing to better safety, security and health. As is usual in most LTP documents, taxis are little mentioned, but are acknowledged as being important in meeting special needs for transport as well as opportunity for shared transport.

The LTP also records that Chesterfield has a transport model in existence which is able to test impact of developments as well as revised transport policies. This tool may be important in the future in evaluating the impact of taxi limitation policy on central area congestion, which remains a key issue for the town centre.

Policy of restricting hackney carriage vehicle licences

Chesterfield Borough Council has a power to restrict the number of hackney carriage vehicle licences it grants when it is satisfied there is no unmet demand for the services of hackney carriages which is deemed to be significant. This power has been in this format since the introduction of the 1985 Transport Act, Section 16 (before which the power to limit was unfettered).

At the present time, overall government taxi policy is under review by the Law Commission (LC) (see Chapter 1, page 1 for more detail). The current status is that the LC interim statement proposes that councils are able to retain the option of limiting their number of hackney carriage vehicles, although the exact proposals will not be confirmed until around December 2013, after which any change will have to be agreed by Government and then taken through any appropriate legal process. Formal Government encouragement is towards the minimisation of restrictions, including limit policies.

The Department for Transport national licensing statistics, which collate licensed vehicle statistics from each licensing authority every two years does not provide any direct information about when Chesterfield limited vehicle numbers. The latest DfT statistics are for the end of March 2013.

The most recent survey of demand reported towards the end of 2010. This resulted in the return of a policy of limiting the number of hackney carriage vehicles. The Appeals and Regulatory Committee determined to set the new limit at 110 vehicles as from 14th December 2010, and to establish a waiting list for any new applications received from that time. There were 173 vehicles at the time the limit was set.

Background statistics

Information was obtained to demonstrate the current make-up of the licensed vehicle fleet in the Chesterfield Borough Council area, including current vehicle trends. The table below shows the historic level of vehicle numbers in this area.

	Hackney carriage vehicles	Private hire vehicles	Total licensed vehicle fleet	Driver numbers			Comment
				hcd	Phd	Dual	
	DfT data gives no initial start for regulation or when initially removed						
1994	40	unknown	n/k	356			
1997	55	326	381	22		499	
1999	57	320	377	0	0		
2001	55	320	375	0	0		
2004	91	331	422	0	0		
2005	103	352	455	0	0	459	50 ops
2007	142	381	523	0	0	626	50 ops
2009	165	384	549	0	0	669	46 ops
2010	173(180)	389(459)	562(639)				
2011	173	374	547	0	0	624	37 ops
2012	160	358	518				
2013 (DfT)	159	346	505	0	0	535	31 ops

Note: DfT statistics used from 1994 to 2009, 2011 and 2013.

National Private Hire Association survey for 2010 / 2012, Council statistics at start of study for 2013 (Sept) and for 2010 (shown in brackets) (Cou)

The above figures show major growth in hackney carriage vehicle numbers principally between 2001 and 2010, when numbers grew threefold. The same period saw growth of just 21% in private hire vehicle numbers, with hackney carriage being the favoured vehicle type. From 1997 to 2009, driver numbers increased 28%, all of whom were able to drive either type of vehicle. The balance between hackney carriage and private hire changed from 14% hackney carriage in 1997 to 31% in 2010 at the time the limit was applied, a level still maintained.

2010 saw the highest number of both hackney carriage and private hire vehicles. In the three years the limit has been in place, hackney carriage numbers have reduced by 8% whilst private hire numbers reduced by 11% - despite some hackney carriage drivers choosing to change to driving private hire vehicles. The Council has ensured that those who were about to lose their vehicle licences were well aware of the implications of non-renewal, which appears to have been accepted with several choosing not to renew for any vehicle. Driver numbers also appear to have reduced by around 14% in the same period, consistent with people leaving the industry in this area.

Comparative information to other authorities

The Table below compares recent licensed vehicle numbers for other Derbyshire authorities, using a mixture of DfT / NPHA and information from Councils where studies have recently been undertaken, as well as undertaking the same comparison as in 2010 for the local authority audit group.

The table is listed with the lowest provision of hackney carriages (hcv) per thousand of population at the top of the table in both sets of data.

Area	Popn (2013 000)	No of HCV (% WAV)	HCV per 1000 popn	No of PHV (% WAV)	PHV per 1000 popn	Total veh	Total veh per 1000 popn
<i>County comparison</i>							
South Derbyshire	97	0 (0)	0	199 (4)	2.1	199	2.1
N E Derbyshire	100	7 (14)	0.1	178 (0)	1.8	185	1.9
Bolsover	77	9 (0)	0.1	230 (3)	3.0	239	3.1
Derbyshire Dales	71	64 (2)	0.9	32 (0)	0.5	96	1.4
Erewash	113	153 (12)	1.3	53 (2)	0.5	206	1.8
High Peak	92	131 (5)	1.4	136 (10)	1.5	267	2.9
Amber Valley	124	184 (45)	1.5	70 (20)	0.6	254	2.1
Chesterfield	104	159 (77)	1.5	346 (0)	3.3	505	4.8
<i>Audit Group comparison</i>							
N E Derbyshire	100	7 (14)	0.1	178 (0)	1.8	185	1.9
Bolsover	77	9 (0)	0.1	230 (3)	3.0	239	3.1
Lincoln (L)	94	31 (94)	0.3	292 (0)	3.1	323	3.4
Bassetlaw	114	47 (43)	0.4	84 (1)	0.7	131	1.1
Newcastle under Lyme (recently D)	126	97 (22)	0.8	472 (1)	3.7	569	4.5
Wyre Forest	99	81 (62)	0.8	49 (0)	0.5	130	1.3
Mansfield	106	87 (49)	0.8	119 (3)	1.1	206	1.9
Gloucester	125	130 (18)	1.0	278 (3)	2.2	408	3.2
Ipswich	135	164 (37)	1.2	323 (1)	2.4	487	3.6
Chesterfield(L)	104	159 (77)	1.5	346 (0)	3.3	505	4.8
Carlisle	108	204 (38)	1.9	55 (18)	0.5	259	2.4
Copeland	71	147 (2)	2.1	74 (3)	1.0	221	3.1
Worcester	99	219 (83)	2.2	58 (2)	0.6	277	2.8
Cannock Chase	98	217 (11)	2.2	21 (0)	0.2	238	2.4
Boston	67	151 (20)	2.3	49 (0)	0.7	200	3.0
Redditch	85	223 (3)	2.6	201 (7)	2.4	424	5.0
Averages							
Average (County)	97	120 (8)	1.3	130 (3)	1.4	250	2.6
Average (Audit Group)	100	123 (36)	1.3	177 (3)	1.7	300	3.0
Average (county and audit together)	100	119 (30)	1.2	158 (4)	1.5	277	2.8
England average		(43)	0.9	(4)	1.8		2.8

Note: Population values are 2013 estimates from the 2011 new census 2011 figures in thousands. Hackney carriage vehicle (HCV) and private hire vehicle (PHV) numbers are from DfT 2013 survey WAV = wheelchair accessible vehicle L = limits retained on vehicle numbers

In 2013, Chesterfield is the only Derbyshire authority retaining a limit on its hackney carriage vehicle numbers. Within the audit group, only Lincoln also retains a limit. Despite this, Chesterfield remains the authority with the highest proportion of hackney carriages per thousand of population in Derbyshire (1.5), although this is only just above the average level of 1.3 since two other authorities also have high levels of hackney carriages. Within the audit group, Chesterfield is seventh (of 16 authorities) in terms of level of hackney carriages, with Redditch seeing the highest level at 2.6 per thousand of population. The current English average level of provision at March 2013 (excluding London) is 0.9 hackney carriages per thousand of population. Chesterfield retains a high level of hackney carriage provision.

Within Derbyshire Chesterfield also dominates the provision of private hire vehicles (and therefore total licensed vehicle numbers per thousand of population). There are over twice as many private hire vehicles per thousand of population as hackney carriages, and nearly five licensed vehicles for every thousand of resident population in the area. The county average is just over half this, and the English average is 2.8 licensed vehicles per thousand of population – again showing Chesterfield to have very high levels of private hire vehicles as well as total licensed vehicles.

Vehicle Accessibility

The current level of wheel chair accessible vehicles in the hackney carriage fleet is very high at 77%. This is nearly ten times the County average level, and almost twice the national average of 43% (which includes all the fully wheel chair accessible areas). However, provision of wheel chair accessible vehicles in the private hire fleet is (as far as we are aware) negligible, although this is not a major issue since so many of the hackney carriages are linked to phone networks.

This means that there is no issue were Section 161 of the Equality Act to be implemented even if Chesterfield Borough retains its limit on hackney carriage vehicle numbers. This is considered further in Chapter 8 for completeness.

Driver ratios

At the present time, there are 535 dual drivers for 505 vehicles. This driver ratio of 1.06 suggests there is no double shifting of any vehicle.

Driver standards

Since 2010, the council has adopted a revised hackney carriage / private hire policy requiring all new drivers to pass a DSA driving test. Written and driven knowledge tests have also been improved, as well as a return to use of enhanced DBS checks. This has promoted successfully the attitude of all drivers being trained professionals rather than the 'casual' driver with little interest in developing their career.

Fleet ownership structure

As in 2010, statistics were provided identifying the number of vehicles allocated to each private hire company. Also, relatively unusually, hackney carriages are all part of companies, some of which are formally private hire operators, many of whom are not. Vehicle ownership information was also available for the hackney carriage fleet. The discussion below summarises this information.

There are some 56 pure hackney carriage companies. There are ten private hire operators who have hackney carriages operating for them – accounting for 34% of the total hackney carriage fleet. There are 21 pure private hire operators who only operate private hire vehicles (giving a total of 31 registered private hire operators). Of these 31, seven are single vehicle operators with names suggesting they focus on airport work. A further six are also single vehicle operators whose names do not give any clue as to their main modus operandii.

In terms of large groups, there are six private hire operators with ten or more private hire vehicles. Four of these also have hackney carriages adding to the fleet totals – including all the top three companies in size terms. In 2010 there were 9 private hire companies with over 10 vehicles, although the proportion that those with 10 or more vehicles is of the total remains the same at 82%, suggesting some agglomeration of the large companies since 2010, although the total number of vehicles on the private hire side has reduced some 25% in the same period (459 to 346 using council statistics provided to us at the time of each survey).

There are two pure hackney carriage operating companies with over 10 vehicles. Including all hackney carriage operators, those with 10 or more hackney carriages account for 37% of the fleet, much less than on the private hire vehicle side of the industry. 45% of the hackney carriage fleet is in the hands of some 12 multi-vehicle owners. On the contrary, there are some 48 single owner driver hackney carriage companies (30% of the fleet). All but a very few of the hackney carriages can be contacted by phone and clearly advertise their numbers on the side of the vehicles.

All companies with 'taxi' in their name operate at least some hackney carriages, although many hackney carriage companies do not identify themselves with the word 'taxi' in their name and could easily be thought to be private hire operators. This includes the largest pure hackney carriage vehicle operator whose name ends 'Cars' and not 'Taxis'.

The fact that every vehicle in Chesterfield can be allocated to a company name, both on hackney carriage and private hire side, remains as an unusual, but beneficial, practice. There is clearly plenty of choice of vehicles. The negative side of this is, however, that there are a large number of names to remember if you want to obtain a licensed vehicle in Chesterfield (see public attitude section for the public response to this).

Fares

The table below summarises Chesterfield Borough Council hackney carriage fares, as last set in 2012:

Item	Tariff 1	Tariff 2	Tariff 3	Rank
<i>Time applies</i>	Hiring commenced 06:00 – 22:59 daily	Hiring commenced 23:00-05:59 daily, Sundays, statutory holidays and bank holidays excluding Christmas and New Year as displayed in Tariff 3	Hiring commenced 18:00 24 th December to 05:59 26 th December and 18:00 31 st December to 05:59 on 2 January	
Initial charge (1/8 mile, 220 yards or 4 min)	£2-00	£2-50	£3-50	
Subsequent charge (1/8 mile, 220 yards or 50 sec or combination of both)	£0-20	£0-25	£0-35	
PHTM calculations for a 2 mile journey (Oct 2013):				
CBC	£5-00			279=
National	£5-56			
North	£6-48			
Derbyshire average	£4-73			
Audit group average	£5-06			
No other additional charges other than soiling £60				

Using the latest Private Hire and Taxi Monthly fare averages (October 2013) Chesterfield Borough Council fares (currently £5-00 for a 2 mile tariff 1 fare) rank 279th equal of the 364 fares authorities in England, Scotland and Wales. Sixteen other authorities share this fare level, including Erewash and N E Derbyshire within Derbyshire, Blythe Valley, Copeland, Daventry, East Riding, Liverpool, Peterborough, S Buckinghamshire, S Northants, Thanet, Warwick, West Lindsey, two Scottish and one Welsh authority.

In terms of national fares, the highest fare at June 2013 was £8 and the lowest £2-80 for the 2 mile tariff 1. The national average fare is £5-56, some 11% higher than the current Chesterfield fare, whilst the average 'North' regional fare is £6-48, some 30% more. The Derbyshire average fare is £4-73, or 5% less than that for Chesterfield. Comparing the audit group, their fares are just a little more than Chesterfield's (1% higher). The level of fare set therefore appears relatively moderate and relatively compatible.

3. Results from rank surveys

The Table below shows the result of our review of the ranks available in the Chesterfield Borough licensing area. There have been no changes in formal rank provision since the date of the last survey in 2010, although the Vicar Lane location has lost some spaces and there has been a change in the operating practice and space available at the private rank at Chesterfield railway station.

Rank provision therefore continues to focus on the council provided 24-hour ranks at Elder Way and Knifesmithgate which are primarily used during shopping hours. The former late-night usage of Knifesmithgate is now understood to have ceased with the closure of the nearby night clubs. Whilst Elder Way loads from the passenger side, Knifesmithgate loads from the driver side and can therefore be an issue with loading of wheel chair passengers into some purpose built vehicles.

The 24-hour rank at Vicar Lane with one header space remains, but the feeder spaces have been reduced to just two spaces. The rank is only used in daytimes and sees relatively little use, and more pick-ups from private hire vehicles. Loading for all spaces is from the passenger side, and for the header space there would be no issue with rear loading.

The small rank in Stephenson Place remains available but little used in the daytime. This is also loaded from the passenger side.

Daytime provision is completed with the two private spaces in the Coach Station car park which are free to park in for hackney carriages, and the East Midlands Trains provided rank at the railway station. The station rank now operates with two vehicles allowed to wait immediately outside the station exit (so passengers no longer need to cross entering traffic to obtain a vehicle). The former rank remains as a feeder area, although hackney carriages do have to reverse in order to get to the two header spaces until the bus service which passes through the station stops running (after the evening peak hour).

The only formal night rank is that located at Saltergate which operates for restricted hours. However, closure of the nearby night clubs mean this location is no longer used to any extent by hackney carriages or passengers.

The effective night time 'rank' provision remains the informal extension of the Stephenson Place rank (on to the other side of the road), together with locations along Holywell Street and some limited pick-ups in Corporation Street when this is not closed. We were advised that the road closures, though still formally available, were no longer used as much as in 2010. This is subject to continued debate between the police and trade at the current time.

During our research we did not find evidence of any other ranks within the Borough Council area and understand our rank coverage is therefore comprehensive as required by the BPG.

Rank / operating hours	Spaces (approx)	Comments
24-hour ranks		
Elder Way	5	Main daytime shopping rank
Knifsmithgate	6	Additional daytime rank
Vicar Lane	1+2	Near more recent shopping centre, feeder reduced in size since 2010
Stephenson Place	2	Rank which becomes informal and changes side of road when road closed one way
Night ranks		
Saltergate	3	Only formal night rank but no longer used due to club closures
Informal locations		
Holywell Street	n/a	Various locations, but principally near to doughnut car park end
Corporation Street	n/a	Restricted by road closures
Private ranks		
Coach Station	2	Spaces within private coach station car park, free for hackney carriages (on charging sign) but marked on spaces 'taxi'
Railway Station	10 +2	Requires supplementary permit, revised since 2010 to allow waiting whereby passengers do not have to cross arriving traffic – operates differently once bus service to station ceases, and further change expected.

Surveys were proposed during the tender stage of the project (as informed by the previous survey and discussion with the licensing officer), and were modified at the inception meeting to take account of current expectation of times of use of ranks and informal rank locations. A key issue was that Friday had now become quiet in evening demand terms, but Thursday had increased in demand. The net impact of the revision was to better reflect the potential hours when locations might be served within Chesterfield by some re-allocation of expected hours. The spread of hours was increased to cover from Thursday evening through to Sunday morning. The result was that the 2013 survey covered 153 hours between 20:00 Thursday and 06:00 Sunday whilst the previous 2010 survey covered 154 on Wednesday, Friday and Saturday (until 05:00 on Sunday morning). A detailed comparison of hours covered is included in Appendix 1. Some 50% of hours covered in 2010 were also directly covered at the same location in 2013.

The main change between 2010 and 2013 was adding Thursday night rather than covering Wednesday day-time, to allow the review of the expected growth in trade on Thursdays to be covered.

The Table below shows the actual hours observed, using video methods with the recordings observed by trained staff, and analysed to provide details of the usage and waiting times for both passengers and vehicles. Passenger waiting time was kept to that which was true unmet demand, ie when passengers were waiting but no hackney carriage vehicle was there. Further comparison is provided later in regard to how the 2013 hours compare to those undertaken in 2010 together with discussion of how demand has developed since that time.

Location	Day / date (all 2013)	Time observed	Total hours observed
24 hour ranks			
Elder Way	Friday 27 th September	13:00 to 19:00	6
	Saturday 28 th September	09:00 to 19:00	10
Knifesmithgate	Friday 27 th September	13:00 to 07:00	18
	Saturday 28 th September	09:00 to 06:00	21
Vicar Lane	Saturday 28 th September	10:00 to 18:00	8
Stephenson Place	Thursday 26 th September	20:00 to 04:00	8
	Friday 27 th September	15:00 to 02:00	11
	Saturday 28 th September	20:00 to 06:00	10
Night ranks			
Saltergate	Saturday 28 th September	21:00 to 06:00	9
Informal rank locations			
Holywell Street	Thursday 26 th September	22:00 to 07:00	9
	Saturday 28 th September	23:00 to 06:00	7
Corporation Street	Thursday 26 th September	21:00 to 07:00	10
	Saturday 28 th September	22:00 to 06:00	8
Private ranks			
Coach Station	Friday 27 th September	13:00 to 19:00	6
Railway Station	Friday 27 th September	13:00 to 01:00	12
TOTAL HOURS			153

Full details of the observed volumes of passenger and vehicle traffic are included in **Appendix 1**. The survey comprised some 153 hours of observation. There are no feeder ranks in the licensing area which required additional cameras or observation that was not visible from the main camera position at any site.

The Table below summarises the time periods observed at each locations as well as providing overall operational statistics for each location during each period of observation. A detailed description of the observations follows below.

Rank	Period (2013)	Total passengers observed	Total loaded vehicle departures	Passengers per loaded vehicle	Empty vehicle departures	% of vehicles leaving empty	No. of passengers having to wait for vehicle to arrive
Elder Way	Friday 27 th September 13:00 to 19:00	71	59	1.2	17	22	0
	Saturday 28 th September 09:00 to 19:00	141	92	1.5	19	17	25
Knifesmithgate	Friday 27 th September 13:00 to 07:00	16	11	1.5	14	56	2
	Saturday 28 th September 09:00 to 06:00	17 (+ 1 in a phv)	15	1.1	9	38	2
Vicar Lane	Saturday 28 th September 10:00 to 18:00	4 (+ 17 in 10 phv)	1	4.0	4	80	0
Stephenson Place (including informal rank)	Thursday 26 th September 20:00 to 04:00	41	17	2.4	33	66	0
	Friday 27 th September 15:00 to 02:00	69	39	1.8	28	42	0
	Saturday 28 th September 20:00 to 06:00	92	51	1.8	42	45	0
Night Rank							
Saltergate	Saturday 28 th September 21:00 to 06:00	0	0	0	0	0	0

Informal Rank Locations

Holywell Street	Thursday 26 th September 22:00 to 07:00	141	71	2.0	38	35	0
	Saturday 28 th September 23:00 to 06:00	382	201	1.9	54	21	9
Corporation Street	Thursday 26 th September 21:00 to 07:00	5 (+32 in 18 phv)	3	1.7	3	50	2
	Saturday 28 th September 22:00 to 06:00	0	0	0	0	0	0
Private ranks							
Coach Station	Friday 27 th September 13:00 to 19:00	9 (+22 in 7 phv)	4	2.3	4	50	0
Railway Station	Friday 27 th September 13:00 to 01:00	236	172	1.4	25	13	3

Elder Way

This rank is located in the main central area close to a number of key shops. It was observed on Friday 27th September 2013 from 13:00 to 19:00 and on Saturday 28th September from 09:00 to 19:00.

Friday observations

During the observations on the Friday 71 passengers were observed leaving in 59 vehicles, giving vehicle occupancy of 1.2. 17 vehicles left empty (just over a fifth), and no passengers were observed to wait for a vehicle to arrive.

No passengers were observed using wheel chairs, although a reasonable number were helped into vehicles by drivers. There was also a significant amount of people who chose which vehicle they travelled in, either ignoring WAV style vehicle for saloons, or choosing WAV style vehicles (at about equal numbers).

In passenger terms, 16:00 was the busiest hour with 18 passengers. Once the shops closed, the rank quickly became unused.

Average vehicle waiting times for fares were between two and 13 minutes, with the longest vehicle wait for a fare recorded being 32 minutes for a vehicle arriving in the 14:00 hour.

Saturday observations

During the Saturday some 141 passengers left the rank in 92 vehicles, with a higher average vehicle occupancy of 1.5. Slightly less vehicles left empty (17%, 19 vehicles). 25 passengers had to wait for a vehicle to arrive, with the longest wait being six minutes in the 12:00 hour. Waiting occurred in the 11:00, 12:00 and 17:00 hours. When averaged over all passengers, this equates to an average wait of just 17 seconds.

The first two hours with waiting passengers were those that saw the most passengers with 38 passengers in the 11:00 hour and 23 in the following hour. No other hour saw more than 17 passengers, with half the observed hours having 9 passengers or less. Again the rank became quiet just after 18:00

Vehicle waits for passengers ranged from two to 35 minutes, with the longest recorded wait by a vehicle being 48 minutes for a vehicle arriving in the 14:00 hour. The only delays recorded in departures related to drivers helping to load passengers or their luggage.

Summary

Overall, service to this rank is **good**

Knifemithgate

This rank is just around the corner from Elder Way, with vehicles mainly having to pass Elder Way to get to this location. The rank loads from the passenger side and therefore is opposite to Elder Way in loading terms. The rank was observed on Friday 27th September from 13:00 through to 07:00 the next morning and again on Saturday 28th September from 09:00 through to 06:00 on the Sunday morning.

Friday observations

During the Friday, just 16 passengers were observed leaving this rank in 11 vehicles, an occupancy of 1.5. No hour saw more than five passengers. Some 56% of all vehicles arriving left the location without a passenger. The rank did not see passengers in all hours, but did see one group of two people having to wait two minutes for a vehicle to arrive (in the 17:00 hour). This is just an 8 second average wait when shared over all the passengers using this location.

Unlike 2010, the rank saw very little use after 18:00, although there were a handful of passengers through the night.

Vehicle waits at this location tended to be small, with the longest wait by any vehicle being 21 minutes in the 13:00 hour. This location does appear less used than in 2010.

Saturday observations

The longer day of observations on the Saturday only saw one more passenger, although occupancy was lower at 1.1. 38% of vehicles left the rank without a passenger. One group of two persons waited ten minutes for a vehicle to arrive in the 17:00 hour – although this may have been a booking. Averaged over all passengers, this gives an average wait of 35 seconds.

Average waits by vehicles in any hour ranged from a minute to 90 minutes (also the longest wait recorded). There were a large number of hours without passengers, although generally the hours from 10:00 to 18:00 saw at least one passenger (and a maximum of three in any hour).

Summary

Overall, service to this rank is **good**

Vicar Lane

This rank is located near to the more recently rebuilt shopping centre and is accessed by a loop road only servicing this area. Since 2010, the feeder section has been reduced to two spaces and no further signing has been added to the location.

The rank was observed on Saturday 28th September 2013 from 10:00 to 18:00. During this period just four people left in one hackney carriage – although 17 were observed leaving in 10 private hire vehicles. Four other hackney carriages waited but left empty. Whilst there was a regular provision of hackney carriages (albeit just one per hour), the only passengers used the rank in the 17:00 hour. Those vehicles passing through tended to wait around three minutes before moving on. No passengers waited for vehicles to arrive here.

Overall service to this location is **fair** particularly given the very low demand.

Stephenson Place

This rank does exist 24 hours, but is mainly used at night, and more so when the road becomes one-way and the formal rank is replaced by an informal operation facing the opposite direction on the other side of the road (and near to a private hire office). This rank was observed on Thursday 26th September 2013 (20:00 to 04:00), Friday 27th (15:00 to 02:00) and Saturday 28th (20:00 to 06:00).

Thursday observations

During the Thursday, 41 passengers used this location in 17 vehicles, with occupancy of 2.4 (quite high). All used the rank between 23:00 and 04:00 after which it was not used. 02:00 was the busiest hour with 15 passengers. Two thirds of all vehicles arriving left empty. No passengers arrived when vehicles were not there.

Average vehicle waits for passengers ranged from two minutes up to 34 minutes, and one vehicle was recorded waiting 65 minutes, although most waited much less.

Friday observations

On the Friday, 69 passengers used 39 vehicles with a lower –but still quite high – occupancy of 1.8 per vehicle. Less left empty – just over two fifths – and again no-one was observed having to wait for a vehicle to arrive.

The period the location was used began earlier – at 21:00 – but also became quiet after 02:00. Highest demand was 36 passengers in the final hour of operation (01:00). Vehicle waits for fares were marginally longer, from three to 38 minutes, again with one vehicle waiting 59 minutes.

Saturday observations

The Saturday saw most use of this location. 92 passengers left in 51 vehicles, a similar high occupancy to the Friday of 1.8 per vehicle. Slightly more left empty – 45% but again no passengers arrived when no vehicles were there ready to hire. This day saw the rank used in every hour from 21:00 right through to the 05:00 hour. Highest passenger numbers were 21 in the 22:00 hour.

Waits of vehicles for passengers were lower, from a minute up to 16 minutes, with the longest wait being recorded at 41 minutes.

Summary

This rank sees use on all three nights, but Saturday is the busiest in terms of both numbers and extent of time used. Friday flows are in between Thursday and Saturday, with Saturday having more than twice the level of Thursday. Overall service to this rank is **good**

Night rank

Saltergate

The only formal night rank existing no longer sees any use by vehicles or passengers with the closure of the clubs located near to it.

Informal rank locations

Holywell Street

Holywell Street is the site of many of the current late night bars providing custom to the hackney carriage and private hire trade. It is also home to several of the private hire booking offices. Whilst the road is relatively narrow, hackney carriage picking up is allowed by the police nearer to the doughnut car park end, although some vehicles do pick up further along the route. This location was observed on Thursday 26th (from 22:00 to 07:00) and Saturday 28th (from 23:00 to 06:00) September 2013.

Thursday observations

On the Thursday a total of 141 passengers were picked up by some 71 hackney carriages, a high average occupancy of 2. Just over a third of vehicles arriving left without passengers, and no passengers ever arrived when there was no vehicle available for immediate hire.

The busiest hour at the rank was 04:00 with some 51 passengers. 03:00 was the second busiest with 45 passengers. The location became quite after 06:00. Vehicles waited for fares between three and 13 minutes, with the longest vehicle wait recorded being 78 minutes (in the 01:00 hour).

Saturday observations

Saturday saw nearly three times as many passengers at this location as Thursday, with some 382 persons leaving in 201 hackney carriages (occupancy a high 1.9). Again, the busiest hour was 04:00, with some 85 passengers. 05:00 was second busiest (80). Even with this high demand there were still a fifth of vehicles leaving without a passenger from the area we observed.

With higher demand, a total of 9 people arrived when no hackney carriage was immediately available. The longest wait was four minutes for two people in the 02:00 hour, although waiting occurred in four consecutive hours. When averaged over all persons waiting the average wait was just over two minutes, but over all passengers this reduced to just three seconds.

Vehicle waits for passengers were very small – one to five minutes, although one vehicle did end up waiting 26 minutes for a fare.

Summary

Overall, the service provided to customers at this location is **good**

Corporation Street

This street is closed to vehicles when busy. However, with the reduction in volumes of people, there is a tendency only to close it now on very busy nights, mainly Saturdays. We observed this location on Thursday 26th September and Saturday 28th September 2013. On the latter occasion, the road was closed and no passenger pick-ups could be observed.

On the Thursday some five passengers were picked up by just three hackney carriages. Another three vehicles left the area without passengers, although a group of two persons did have to wait two minutes for a hackney carriage at the beginning of the observation period. The area saw some 32 persons leave in 18 private hire vehicles – not unsurprising since a private hire base is located in this area.

Overall, this location is not used significantly by hackney carriages.

Private ranks

Coach station

This rank is within the small parking area provided for those setting down and collecting coach passengers. We observed this rank from 13:00 to 19:00 on Friday 27th September 2013. A typical day sees around 50 arrivals / departures by coaches to various locations.

Just nine passengers were collected from the location by hackney carriages – with a further 22 leaving in seven private hire vehicles. Five of the hackney carriage passengers were taken by one vehicle in the 16:00 hour. Half the hackney carriages coming to the location left empty. It is possible that those wanting a hackney carriage may also be making bookings.

Service to this location is **good**

Chesterfield station

This rank is on Network Rail land, currently administered by East Midlands Trains. A purpose built 10-space rank is located directly opposite the exit from the concourse. Since 2010, the arrangement has been amended allowing two hackney carriages to wait immediately outside the concourse exit. Whilst the bus service is operating to the station forecourt, these two vehicles must wait in the rank and then reverse into the available spaces. Being a private rank, the drivers must buy a supplementary permit to serve this location, and not all Chesterfield hackney carriages choose to do this. Other hackney carriages, and indeed all licensed vehicles, are able to set down or pick-up pre-booked passengers, but not from the location near the rank.

This rank was observed on Friday 27th September 2013 from 13:00 to 01:00 when the train service ended. During this period some 236 passengers left in 172 hackney carriages, a vehicle occupancy of 1.4, relatively average (but low for other ranks in Chesterfield). Some 13% of vehicles left the rank empty without passengers.

Towards the end of the evening, in the 22:00 and 23:00 hours, a total of three people arrived when no hackney carriages were available for immediate hire. The longest wait was three minutes, and when shared between all passengers waiting the average wait was 2 minutes 20, or when shared between all persons using the rank, just two seconds.

Most hours saw 10 or more passengers, whilst the busiest hour was 19:00 with 35 persons leaving in 22 vehicles. All but three hours saw 18 or more passengers per hour.

Vehicles tended to wait on average six to 39 minutes to obtain a fare, with the longest recorded vehicle wait being 48 minutes.

Overall, service to this location is **very good**.

Comparison of overall supply and demand

The Table below provides a slightly different summary of supply and demand, comparing average vehicle arrivals per hour with average loaded departures per hour, ie seeing how supply and demand match on average.

Rank	Period	No of hours rank operated	Average vehicle arrivals per hour	Average loaded departures per hour	Overall judgment of service provided
Elder Way	Friday 27 th September 13:00 to 19:00	6	13	10	Good
	Saturday 28 th September 09:00 to 19:00	10	11	9	
Knifesmithgate	Friday 27 th September 13:00 to 07:00	6	4	2	Good
	Saturday 28 th September 09:00 to 06:00	10	2	1	
Vicar Lane	Saturday 28 th September 10:00 to 18:00	1	5	1	Fair
Stephenson Place	Thursday 26 th September 20:00 to 04:00	5	10	2	Good
	Friday 27 th September 15:00 to 02:00	5	13	8	
	Saturday 28 th September 20:00 to 06:00	9	10	6	
Night Rank					
Saltergate	Saturday 28 th September 21:00 to 06:00	Unused			Redundant
Informal Rank Locations					
Holywell Street	Thursday 26 th September 22:00 to 07:00	7	16	10	Good
	Saturday 28 th September 23:00 to 06:00	7	36	29	
Corporation Street	Thursday 26 th September 21:00 to 07:00	1	6	3	Little used
	Saturday 28 th September 22:00 to 06:00	2	4	2	

Private ranks					
Coach Station	Friday 27 th September 13:00 to 19:00	2	4	2	Good
Railway Station	Friday 27 th September 13:00 to 01:00	12	16	14	Very good

In terms of usage per hour when active, the busiest rank is Holywell Street on Saturday, with an average of 29 loaded departures per hour when active. The station sees 14 per hour (albeit over a much longer period), whilst Friday at Elder Way and Thursday evening at Holywell Street take the third equal spots with an average of 10 loaded departures per hour. All other locations have on average 9 or less departures per hour when active.

Considering vehicle provision, this tends to match demand very well although Elder Way gets the fifth highest average hourly vehicle supply compared to it being third equal on passenger demand.

Service to all but the redundant and little used ranks is good, apart from service to the station which is very good, and to Vicar Lane which is fair given the very low level of demand (and the nature of demand which tends to encourage focus on guaranteed availability by making bookings for when the coach arrives back).

Other than the private railway station rank (which itself ceases use once the trains stop running just after midnight), all ranks or hackney carriage informal locations either serve daytime demand (principally Elder Way) or night demand (principally the informal locations along Holywell Street. The issue of no formal night rank matching current night demand remains as it did in 2010, though the informal locations have changed as the club demand has dropped significantly. In effect there has been a further move away from formal locations to informal ones – particularly with the redundancy of the Saltergate rank.

Comparison of total demand with previous survey

The table below calculates a typical week from the observations undertaken in 2013 and compared to 2010. Ranks or pick-up locations are listed in descending order of passenger usage in 2013.

Rank	Passengers per week, 2013 survey	2010 survey (approx. wkly est)
Railway Station	1817 (52%)	1584 (46%)
Elder Way	666 (19%)	581 (17%)
Holywell Street	523 (15%)	530 (16%)
Stephenson Place	170 (5%)	436 (13%)
Knifsmithgate	100 (3%)	114 (3%)
Coach Station	108 (3%)	48 (1%)
Corporation Street	55 (2%)	0 (0%)
Vicar Lane	24 (1%)	30 (1%)
Saltergate	0 (0%)	95 (3%)
Total	3,464 (100)	3,417 (100)

Note – Total includes all observations at relevant points as available, both sets factored to full week from detail available.

Overall average demand in a week is remarkably similar between 2010 and 2013. With the weekend surveyed in 2013 being one of the busier ones, the true picture could actually be some reduction in demand overall – although maybe not as great as might be expected by the loss of the large night clubs.

Both the railway station and Elder Way have increased relative importance in percentage terms. Saltergate and Stephenson Place have been affected by the club closures near to them, although the effect at Knifsmithgate is not as large as expected. Holywell Street remains as important as in 2010.

Level of hackney carriage vehicle activity

At the present time there are 159 hackney carriage vehicles available to service demand in Chesterfield. A sample was taken of the vehicles active covering three mid-day hours, three hours after midnight and a mid-evening hour (at the station) during one day of the surveys (the Saturday). Some 416 licensed vehicle movements were recorded, of which some 397 were identified as Chesterfield hackney carriages (some of the others were private hire vehicles accidentally recorded and a small number may be out of town hackney carriages).

108 of the 159 vehicles were observed, some 68%, an increase on the 42% observed in the previous sample survey in 2010. Part of this increase may be due to a change in the sampling method between the two surveys, although around the same number of movements were observed in total. Part of the increase may also relate to the fact this weekend was a busy weekend when most vehicles seeking work may have chosen to be active.

48% of the different plates observed were only observed in the three hours after midnight. A further 22% were observed in both daytime and night hours. 13% were seen at the station and in the midnight observations and 4% day, night and at the station. This suggests some 87% of vehicles were out serving the late night demand.

10% were only observed during the daytime sample and 3% only at the station. With the 4% of vehicles seen in each sample period, these figures suggest very few vehicles are likely to be double-shifted, and that relatively few actually work very long hours – with a very high proportion focussing on the night demand.

The most frequently seen vehicle was observed 10 times. 20 other vehicles were observed 6-8 times. 23 were seen just once. This confirms a highly active fleet for those working, although there were 51 vehicles not observed despite the day being known to be a very busy one. Some of these may have been off the road or on holiday, but this does suggest there remain quite a number of hackney carriages which remain in use outside the peak demand times, and perhaps for less time than might be expected.

Application of the ISUD index

The industry standard index of significant unmet demand (ISUD) has been used and developed since the initial Government guidance that limits could only apply if there was no significant unmet demand for the service of hackney carriage vehicles.

The current index has two elements which can negate the need for use of the index by setting the value to zero. The first test relates to if there are any daytime hours (Monday to Friday 1000 to 1800) where people are observed to queue for hackney carriages. There are 6% of all relevant hours with queues giving a value of 6.

The other index that could be zero – proportion of passengers in hours in which waits occurred which was over 1 minute – was 8% for the whole survey giving a value of 8.

The seasonality index is 1.0 since the surveys were undertaken in September.

The area does not exhibit peaked demand, so this factor is 1.0.

Average passenger delay in minutes across the whole survey is 0.033 minutes.

From the public attitude work, the latent demand factor is 1.02, assuming all who did not give an answer had not ever given up waiting.

The ISUD index for the full survey is 1.6. This is significantly less than the value of 80 which is agreed signifies the significance of unmet demand using this index. There is therefore, from the index measure, no significant unmet demand in Chesterfield licensing area at this time. Other factors need to be balanced with this measure to confirm this decision (see later evidence and chapters).

4. Public Consultation results

A fourteen question survey was undertaken with 250 persons in the Chesterfield Borough Council area. Surveys were undertaken within the main central area for Chesterfield (100), at Chesterfield Station (50), at the Ravenside Retail Park, Staveley (50) and at the out of town Tesco (50). This sample structure followed the same split as that undertaken in 2010. Responses were mainly from those available during the day time, following standard practise for these interviews. The Table below summarises the overall responses.

Question	Response	Av	Che	Stn	Rav	Tes
Have you used a taxi in the last three months in the Chesterfield area?	Yes	42	39	44	44	44
How often do you use a taxi within this area?	Almost daily	13	24	0	0	18
	Once a week	15	26	5	14	9
	A few times a month	21	5	32	14	45
	Once a month	17	21	0	32	14
	Less than once a month	34	24	63	40	14
	<i>% not responding</i>	<i>58</i>	<i>61</i>	<i>56</i>	<i>56</i>	<i>56</i>
How do you normally get a taxi within this area? (percentage as a total of those who responded)	At a taxi rank	13	10	17	9	19
	Hail in the street	2	5	0	0	0
	Telephone a taxi company	69	75	54	86	59
	Use a Freephone	6	0	4	0	22
	Use my mobile or smart phone	10	10	25	5	0
	Other	0	0	0	0	0
	<i>% not responding</i>	<i>55</i>	<i>40</i>	<i>52</i>	<i>56</i>	<i>46</i>
If you book a taxi by phone, please tell us the three companies you phone most	Please see discussion below					

Question	Response	Av	Che	Stn	Rav	Tes
Questions relating to hackney carriages only:						
How often do you use a hackney carriage within the Chesterfield area?	Almost daily	4	10	0	0	0
	Once a week	1	3	0	0	0
	A few times a month	3	3	0	5	5
	Once a month	1	3	0	0	0
	Less than once a month	23	13	59	0	29
	I can't remember when I last used a hackney carriage	52	63	41	45	47
	I can't remember seeing a hackney carriage in Chesterfield Borough	16	5	0	50	19
	No response at all (% of all)	58	61	56	56	58
Please tell me the ranks you are aware of in Chesterfield Borough, and for each if you use them	See description below					
Is there any location in Chesterfield Borough where you would like to see a rank, and if it was there and vehicles were available, would you use it?	See description below					
Have you had any problem with the local hackney carriage service? (indicate as many as apply)	Total problems cited	25	16	8	1	0
	By no of people=	16	10	5	1	0
	Those having issue, % having this issue:					
	Design of vehicle	9	12	0	0	0
	Driver issues	36	25	38	100	0
	Position of ranks	14	19	0	0	0
	Delay in getting a taxi	18	25	0	0	0
	Cleanliness	23	19	24	0	0
	Price	0	0	38	0	0
Question	Response	Av	Che	Stn	Rav	Tes

Question	Response	Av	Che	Stn	Rav	Tes
What would encourage you to use hackney carriages or use them more often	People responding	111	44	22	22	23
	Of total responses, %:					
	Nothing	36	45	68	9	27
	Better vehicles	4	6	0	3	4
	More hackney carriages I could phone for	2	0	0	9	0
	Better drivers	5	8	0	9	0
	More hackney carriages I could hail or get at a rank	4	4	0	3	8
	Cheaper fares	40	31	32	49	53
	Better located ranks (please state where)	8	6	0	18	4
	Other (set prices)	1	0	0	0	4
Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?	% who responded	42	39	44	44	44
	No	84	87	68	100	77
	Yes - I need a wheelchair accessible vehicle	1	0	5	0	0
	Yes - someone I know needs a wheelchair accessible vehicle	0	0	0	0	0
	Yes - I need an adapted vehicle but not a wheel chair accessible	8	8	14	0	9
	Yes - someone I knows needs an adapted vehicle but not wheel chair accessible	4	5	5	0	5
	Other	4	0	9	0	9
If you chose a vehicle type in the question above, why did you chose that specific vehicle type?	See description in text below					
Have you ever given up waiting for a hackney carriage at a rank in the Chesterfield Borough area?	No	94	85	100	100	100

Question	Response	Av	Che	Stn	Rav	Tes
Do you have regular access to a car?	Yes	62	46	73	82	59
Do you live in the area?	Yes	82	85	82	73	86
Gender (value in bracket from census, 2008 est of 2013)	Male	40 (49)	35	38	42	48
Age (value in brackets from census, 2008 est of 2013)	Under 30 (15-29)	31 (20)	24	26	34	48
	31-55 (30-54)	62 (42)	60	74	66	52
	Over 55	6 (38)	16	0	0	0

Some 42% of those interviewed had used a licensed vehicle in the Chesterfield Borough Council area in the last three months, quite a moderate level of recent usage. Interestingly, the level of usage in the three non-central areas was marginally higher (and the same in each location).

Of the respondents who told us they had used a licensed vehicle recently, most said how often they used a licensed vehicle. We have assumed the remaining non-respondents do not use licensed vehicles and calculated the average level of licensed vehicle trips per month per person below. On average, there are 1.7 person trips by licensed vehicle per month based on these assumptions, a fairly low level. More use is made than average by those interviewed at Tesco (2.2 trips) and in the central area interviews (2.4). These values are reduced by low levels of those using vehicles from Ravenside (0.6) and the station (0.5).

For area average

Frequency	% of people	Assumed Trips per month	Total
Daily	13	20	260
One per week	15	4	60
A few per month	21	2	42
One per month	17	1	17
Less than one per month	34	0.5	17
			396
Per 100			4.0
Factor for 58% not responding			
Trips per person per month			1.7

For central area:

Frequency	% of people	Assumed Trips per month	Total
Daily	24	20	480
One per week	26	4	104
A few per month	5	2	10
One per month	21	1	21
Less than one per month	24	0.5	12
			627
Per person			6.3
Factor for 62% not responding			
Trips per person per month			2.4

For Railway station:

Frequency	% of people	Assumed Trips per month	Total
Daily	0	20	0
One per week	5	4	20
A few per month	32	2	64
One per month	0	1	0
Less than one per month	64	0.5	32
			116
			1.2
Factor for 56% not responding			
Trips per person per month			0.5

For Ravenside retail park:

Frequency	% of people	Assumed Trips per month	Total
Daily	0	20	0
One per week	14	4	56
A few per month	14	2	28
One per month	32	1	32
Less than one per month	41	0.5	20.5
			136.5
			1.4
Factor for 56% not responding			
Trips per person per month			0.6

For Tesco:

Frequency	% of people	Assumed Trips per month	Total
Daily	18	20	360
One per week	9	4	36
A few per month	45	2	90
One per month	14	1	14
Less than one per month	14	0.5	7
			5.0
Factor for 56% not responding			
Trips per person per month			2.2

45% of interviewees told us how they obtained licensed vehicles in the Chesterfield Borough Council area. Both on average, and in each area there were interviews, the largest proportion of people said they obtained a taxi by telephoning a company. Across the area, 69% said this, ranging from 54% at the station to 86% at Ravenside retail park. The value at Tesco was relatively low (59%) at relatively high in the central area (75%). These levels were compounded by an average of 6% getting taxis using freephones (at station and Tesco only), and 10% using mobiles or smart phones (25% at the station).

Average level of rank usage was correspondingly low – on average 13%, ranging from 9% at Ravenside to a high of 19% for those interviewed at Tesco (this may relate to use of vehicles serving the supermarket using a free phone arrangement). Chesterfield central area respondents said 10% got taxis from a rank. However, the central area was the only place where hailing was important (5%).

The use of phones was queried further, seeking to understand the companies that people used. This was particularly important in Chesterfield as nearly all hackney carriages have phone numbers clearly advertised. 33 people told us the companies they used in the central area interviews – of which six gave three companies, seven gave two, 19 provided just one name, and one person said 'Any'. At the three other locations, no-one provided three names, with most giving just a single name.

When the companies were checked, just eight were named (of the around 77 for people to choose from). All the top four companies in vehicle fleet size order were named (three mixed fleets and one private hire only fleet). Three hackney carriage only companies were named and a further mixed fleet company. This clearly shows that though there is significant choice, people are focussing on a few companies, and that many of the hackney carriages are gaining phone work. Apart from the top four, most of the remaining hackney and private hire companies appear to be sustained by very specific demand from a small client base. It is also clear, however, that the advertising on the side of the hackney carriages is remembered by people as well as the more obvious advertising by the larger companies.

A set of questions were then asked relating specifically to use of hackney carriages. The first question asked how often people used them. For the central area and Tesco's, 63% and 47% respectively said they could not remember when they last used a hackney carriage. Over the whole area on average 52% gave this response. Further, at Ravenside half the respondents said they could not remember seeing a hackney carriage in the Borough. Only at the station is one of the frequencies of usage the highest value, some 59% of respondents there saying they used a hackney carriage less than once a month.

In the table below, the same calculation undertaken above for licensed vehicles overall is undertaken specifically for hackney carriages:

Average usage of hackney carriages, whole area

Frequency	% of people	Assumed Trips per month	Total
Daily	12	20	240
One per week	3	4	12
A few per month	9	2	18
One per month	3	1	3
Less than one per month	73	0.5	36.5
			309.5
			3.1
Allowing for this being 13%			
Trips per person per month			0.4

Average usage of hackney carriages, central area

Frequency	% of people	Assumed Trips per month	Total
Daily	33	20	660
One per week	8	4	32
A few per month	8	2	16
One per month	8	1	8
Less than one per month	43	0.5	21.5
			737.5
			7.4
Allowing for this being 24%			
Trips per person per month			1.8

Average usage of hackney carriages, station

Frequency	% of people	Assumed Trips per month	Total
Daily	0	20	0
One per week	0	4	0
A few per month	0	2	0
One per month	0	1	0
Less than one per month	100	0.5	50.0
			50.0
			0.5
Allowing for this being 26%			
Trips per person per month			0.13

Average usage of hackney carriages, Ravenside

Frequency	% of people	Assumed Trips per month	Total
Daily	0	20	0
One per week	0	4	0
A few per month	100	2	200
One per month	0	1	0
Less than one per month	0	0.5	0
			200
			2
Allowing for this being 2%			
Trips per person per month			0.04

Average usage of hackney carriages, Tesco

Frequency	% of people	Assumed Trips per month	Total
Daily	0	20	0
One per week	0	4	0
A few per month	14	2	28
One per month	0	1	0
Less than one per month	86	0.5	43
			71
			0.7
Allowing for this being 14%			
Trips per person per month			0.1

Compared to the 1.7 trips per person by licensed vehicle, hackney carriages generate 0.4 trips per person, about 24% of the total, consistent with the result that the main method of getting a licensed vehicle is by telephone. The central area value drops the least, from 2.4 to 1.8, whilst usage of hackney carriages by those interviewed at Ravenside retail park and Tesco is, as expected, negligible using this estimate. It is also clear that few using the retail park were aware of hackney carriages, although generally in the remaining areas recognition is much higher.

People were asked to name all the rank locations they were aware of in the Chesterfield Borough Council area and if they used the locations they named or not. From the central area sample, 32 people gave between one and three locations; at the station 18 gave one or two locations, At Ravenside 19 provided one, two or three locations and at Tesco some 15 people gave one to three locations.

The two ranks quoted as used in the central area sample are Elder Way and Knifsmithgate. 16 other locations are mentioned, many of which are not used. It is clear many people consider the night time informal provision to be formal ranks, and some also understand vehicles waiting outside private hire booking offices as ranks. Five locations are quoted by those interviewed at the station, but they claim to only use the station rank. Two of the locations quoted are informal ranks whilst mention is also made of Beetwell Street which is most likely the Coach station rank.

Nine different locations are mentioned by those interviewed at Ravenside, including use of the station, Elder Way and Stephenson Place ranks, but also including reference to the informal night provision (town centre and near theatre) as well as an edge of town private hire office. The Tesco respondents provided 14 locations, again including Elder Way and Knifsmithgate, the coach station and Stephenson Place ranks. Mention is also made of both Beetwell Street and the bus (coach) station (believed to be one and the same location) as well as several informal night ranks. Staveley is also mentioned which is believed to be private hire vehicles servicing Morrison's there.

Of the ranks named by those interviewed over the whole area, 34% were Elder Way or Co-op (20% did not use, 14% did), 24% the railway station (17% did not use, 7% did) and 10% the bus station (8% did not use, 2% did)

Rank knowledge is reasonable, although it is clear that people perceive waiting hackney carriage or private hire at any location to be a rank. This increases the perception of how many rank locations there are in Chesterfield, and suggests that good signing might help significantly in helping people get to hackney carriages.

When asked about new locations, people made 27 suggestions, covering 14 locations. Interestingly, the top location people said they would use was the Beetwell Street / coach station location (26%). Second was 18% for a location near the Market and third 11% suggesting somewhere on the Ravenside retail park. It is clear that signing to the coach station rank is needed, given that some people say they use this location whilst others think a rank is needed there.

Across the whole 250 respondents, just 16 persons (6%) noted a total of just 25 problems. No-one in the Tesco sample had any issues. Just one at Ravenside had an issue, with hackney carriage drivers. Across the area, this was the problem which dominated, apart from at the station where it was equalled by the issue of price. The second average issue was cleanliness, followed by delay in getting a taxi (an issue only in the central area), position of ranks and price. Overall, however, issues with hackney carriages are minimal.

More people responded to what might encourage them to use hackney carriages or use them more. Some 111 (44%) gave a response – although 36% did take time to say 'nothing' within this sample. As is usual, the highest positive response was that cheaper fares would increase usage (40% on average). Interestingly, the highest responses to this factor were in the two locations where hackney carriages were less likely to be found (Tesco and Ravenside retail park). The next highest statement was that nothing would make people use hackney carriages more – this was highest at the station followed by in the central area. Better located ranks came next, but not to any significant degree (just 8% on average). Overall, there is little that can be practically done to increase hackney carriage usage.

People were asked if they, or anyone they knew had a disability needing either a wheel chair accessible licensed vehicle, or a vehicle adapted in some other way. Some 42% on average responded. On average 84% said they did not themselves need, or know anyone who did need an adapted vehicle. The range was between 100% at Ravenside to 68% at the station. Of those needing adapted vehicles, the focus was on adapted vehicles but not wheel chair accessible style.

People were then asked if they chose a specific vehicle type at a rank why they did so. Over the whole sample, just 13 told us why they chose a particular vehicle. The largest reason was "needing a wheel chair accessible vehicle" – five people. Three (at Tesco) said they preferred mini bus style vehicles, two said vehicles were chosen for ease of access and one for a low floor, with someone preferring a 4-door vehicle and someone else preferring seven seat vehicles. None of these are significant.

In all areas apart from central Chesterfield, no-one had given up waiting for a hackney carriage. 6% of those in Chesterfield central area had – although none gave specific examples, two saying 'in the town centre' and two simply saying 'everywhere'. This suggests the latent demand factor for the area is very low – just 1.02.

On average, 62% of those responding had regular access to a car – with the highest value at Ravenside retail park, followed by 73% at the station and the lowest of 46% in the central area respondents.

82% of those interviewed lived in the area (73% Ravenside up to 85% for the central area).

Our gender sample saw under-representation of men (40% compared to 49%). Our age sample was skewed to the middle-aged group (62% compared to 42%) with the main reduction being those over 55 (6% instead of 38%).

Summary

In summary, the 250 public attitude surveys show a moderate level of recent usage by people interviewed – 42% overall had used a licensed vehicle in Chesterfield in the last three months. When average usage is considered, central area interviewees made around 2.4 total licensed vehicle trips per person per month, the highest level, falling to 1.8 for hackney carriages. In the outer areas, including the station, both usage statistics are lower and hackney carriage usage by those interviewed at the retail park and Tesco are both negligible.

Most licensed vehicles are obtained by phone with rank usage in the central area at just 10%, although hailing at 5% for central area respondents was quite high. There was some evidence of people believing 'ranks' were places that private hire waited for custom, such as the high rank value which was produced in those interviewed near the out of town Tesco (19%). However, with most Chesterfield hackney carriages advertising phone numbers on their doors, three hackney carriage only operators appeared in the relatively small (8) list of names quoted by those who phoned for vehicles. Just one private hire only company appeared in this list with the other four companies quoted being those with hackney carriage and private hire vehicles in their fleet. The largest four companies in vehicle numbers were included.

People correctly named the main ranks at Elder Way / Knifesmithgate (although using some colloquial names such as 'Co-op' or 'Victoria Centre') and at the station, and many claimed to use them. An interesting addition to this list was the coach station rank, often referred to as Beetwell Street, which was in the top three used locations. Many of the other locations mentioned were the informal night locations, and some were clearly private hire offices. This confirms that people in Chesterfield think there are more ranks available than there are and suggests that better information and signing might increase true rank usage. This was reflected in the request for new ranks, the main one of which was in Beetwell Street – despite a rank being there and others saying they used it. Further, there remains an urgent need to formalise the informal night provision since it is clearly accepted by the public as formal provision.

The overall view of the hackney carriage trade was positive, with just 6% of those interviewed giving a list of just 25 problems in total. The top issue amongst those quoted was 'driver issues'. Although this was only mentioned by a few persons, this does accord with complaints to the licensing section, and suggests there will be benefit in some improvement here.

As is usual, the key way to increase use was to reduce prices, followed by better rank locations, although neither were particularly significant in terms of their potential to increase vehicle usage. Many people took time to say there was nothing that would increase their usage of hackney carriages.

Of those responding, 84% said they did not need, nor know anyone who needed an adapted hackney carriage. Those that needed, or knew someone who needed, an adapted vehicle favoured the non-wheel chair accessible styles.

Just 2% of those interviewed in the central area had given up waiting for a hackney carriage. Those in the other three areas had never given up waiting, suggesting there are more than enough vehicles available to provide more than sufficient service to the area.

5. Stakeholder Consultation (including mystery shopper)

The following key stakeholders were contacted in line with the DfT Best Practice Guidance 2010:

- Supermarkets
- Hotels
- Hospital
- Pubwatch / night clubs
- Disability representatives
- Police
- Rail operators
- Other council contacts
- County council contacts

Specific comments have been aggregated below to provide an overall appreciation of the current situation, although in some cases comments are specific to the needs of a particular stakeholder. It should be noted that the comments contained in this Chapter are the views of those consulted, and not that of the authors of this Report. **Appendix 2** provides further details of those consulted.

The licensed vehicle trade consultation is the subject of the following chapter.

Supermarkets

Five supermarkets were contacted. Two phone numbers provided were no longer available. One supermarket was unable to provide response. Both of those responding obtained a good service principally from phone bookings to companies. One had a free phone link to a specific company, whilst another said they thought their free phone was still working, but that they also had a customer phone that people used to choose their preferred company. None had any issue with over-use of the designated vehicle waiting areas.

Hotels

Four hotels were contacted. Three responded, all that they used phone bookings for their customers. Two usually used one specific company whilst another used a range of five companies, depending on which staff were on duty. One was very pleased that the companies always provided an accurate waiting time. An issue was raised that one hotel found drivers would not come in to call customers so they had to wait outside, which they felt was often awkward.

Hospital

The transport manager advised us they had a contract with a Chesterfield based private hire company for use when needed, mainly to relieve pressure on the ambulance service when people were able to use a licensed vehicle instead. This company also had a free phone in the main hospital entrance which the public could use. A specific use, again via the contract, was occupational therapists for home visiting, although there had to be some sub-contracting if wheel chair vehicles were required.

Night clubs

At the inception meeting we were advised that since 2010 the three large night clubs in Chesterfield have all ceased trading with the loss of capacity of some 6,000 spaces which has not been replaced. Night demand is now exclusively provided by smaller bars, although activity on Thursdays has increased whilst Fridays have become quieter. Further comment was made by the police regarding current demand (see below).

During the course of this survey, attempts were made to contact several night venues, but by the time of writing this report, no response had been received. There is, however, within this section, response from the pubwatch representative and the police.

Police

The local police met us at the inception meeting. They told us that bars now stay open longer than in 2010 and that the central area is therefore busier now until around 06:00. Many more now appear to come from Sheffield to drink for two to three hours in the very early hours of the morning. This has brought Sheffield hackney carriages to Chesterfield who sometimes wait to take people back – though they are differentiated by not having front licensing plates (and all being wheel chair accessible style).

As a result of the changes in night life, the police no longer feel the road closures on Broad Pavement and Cavendish Street are required at all. Nor is there any need for any road closure on Friday nights. Further, the section of Corporation Street near to Holywell Street is left open to provide a pick-up space for Central Cars to collect passengers waiting at their booking office.

The focus of night life in Chesterfield has now moved from the area around the doughnut roundabout / Saltergate / Knifsmithgate to Holywell Street / Corporation Street. The two bars providing most demand are Back to the Nineties and Winding Wheel. This has resulted in the previous issue of the queue at Stephenson Place merging with that of Knifsmithgate disappearing, with little use of either Knifsmithgate or Saltergate ranks in the early hours any more.

The police told us there are significantly more vehicles available than passengers wishing to be taken home. They were not aware of any queues of people waiting on the streets apart from people waiting near to private hire booking offices once they had made their booking.

The police are concerned with the safety implications of the continued closure and change in flow direction in Stephenson Place. This closure now only occurs on a Saturday and there are thoughts of how this could be amended being discussed. The current arrangement has safety problems with vehicles turning near 7's club, and with hackney carriages ending up outside the exit from the private hire booking office at that location, blocking access to the legitimate private hire vehicle pick-ups.

The police are aware of four central area booking offices where people go to wait for booked vehicles. All four companies employ staff to manage their passenger waiting and have a clear booking system and priority order at busy times. They also ensure only booked passengers travel. Smaller companies currently encourage their passengers to wait near Comet to be picked up (near Saltergate rank).

Transport representatives

Representatives from Derbyshire County Council informed us of proposed changes to the current rank provision in the town centre. However, they also confirmed that it would prove very difficult to formalise the current night arrangements principally from a safety viewpoint. The formal comment is "Whilst the need for the night time temporary closures is appreciated in terms of assisting the Policing in controlling people within the Cavendish Street / Stephenson's place areas, the benefits are purely for behavioural and community safety reasons. The knock on effect of the closures on the highway is that it puts extra pressure and demand for parking outside the closure on Holywell Street and parking on the double yellow lines opposite its junction with Cavendish Street all the way along the road to close to its junction with Corporation Street. The injury collision history on this section of Holywell Street is a cause for concern and it is felt that the night time closures do increase the likelihood of pedestrians emerging from behind these illegally parked vehicles in front of another vehicles travelling along the route. The enforcement of the waiting restrictions is very difficult in this area as when an offending vehicle is approached they would simply move away. Should the night time closures continue the County Council may have to consider the introduction of a ban on loading along parts of Holywell Street in the interests of road safety but this would obviously restrict the taxi trade and a consultation with affected parties would need to take place"

Notwithstanding this comment, the Borough has ongoing work with plans progressing towards using daytime bus stops as night time ranks. This process is taking a while to formulate, but is moving forward. This involves highways representatives attending the trade consultative meeting every three months, which is proving fruitful.

In the meantime, discussions are currently being held by the police in regard to the potential revision of the night closures with the changes in demand occurring at the present time, reducing the need for such closures and ensuring the present situation remains appropriately managed. There is a formal review of the road closures each June.

Disability Representatives

The Derbyshire Coalition for Independent Living (DCIL) provided information in 2010. They were contacted again, but in this instance no-one had any relevant comment to make.

Rail Operators

National statistics are publicly available showing the total number of entries and exits at each rail station in the United Kingdom. These numbers are calculated using ticket barrier and ticket issue information from ticket sales.

The Table below shows information for Chesterfield Borough stations from 1997/1998 to date. There is currently just one station within the boundaries of the Council area – Chesterfield itself, managed by East Midlands Trains.

At the time of the last survey, a two trains per hour service had just been introduced between Sheffield and London, all of which call at Chesterfield. There have been no other significant changes since that time, although Derbyshire has plans for additional stations in the area.

Rail year (ends March in last year noted)	Entries / exits	Growth / decline
Chesterfield		
1997 / 1998	811,956	n/a
1998 / 1999	794,106	-2
1999 / 2000	841,491	+6
2000 / 2001	800,187	-5
2001 / 2002	881,486	+10
2002 / 2003	904,049	+3
2003 / 2004	Not collected	
2004 / 2005	1,027,569	+14
2005 / 2006	1,043,957	+2
2006 / 2007	1,147,806	+10
2007 / 2008	1,181,145	+3
2008 / 2009	1,268,894	+7
2009 / 2010	1,328,866	+5
2010 / 2011	1,465,990	+10
2011 / 2012	1,487,142	+1 (+83 overall)

Chesterfield has nearly 1.5 million entries and exits in the last available year (2011/12). Since 1997/8 this value has grown by 83%, with much of the growth in the latest ten years. Passenger numbers have continued to grow even with the difficult economic climate.

The train taxi guide was interrogated to identify licensed vehicle links from the station. Correctly, Chesterfield is advised as having a rank or booking office, but the suggestion is made to check availability and pre-book, giving three local company numbers. It would be preferable to encourage use of the rank. None of those listed to phone offer wheel chair facilities, which is again playing down the offer at the rank as most of those serving the station tend to have this facility.

Other transport representatives – bus company

A representative of one of the major local bus companies was contacted. They told us that "it is very rare for black cab drivers to give us issues actually on bus stops. Our main concern from these drivers is the lack of capacity on the taxi ranks in and around the town centre, especially the ones on Elder Way and the badly positioned rank on Knifsmithgate. These can cause issues with queueing blocking access for buses. In the busy period up to Christmas these effects can cause major issues. Private hire vehicles cause major problems with illegal and inconsiderate parking on bus stops, becoming an even bigger problem at night especially on Thursdays, Fridays and weekends. This occurs on certain roads in the town centre, namely Stephenson Place, Holywell Street (front of Winding Wheel area), Knifsmithgate (through traffic lights on to Cavendish Street), and Church Way behind TI. Drivers ignore all road markings and signage, including bus stops clearly marked with no parking notices, and have abused and purposefully hindered bus services. This is worsened by a lack of enforcement with police no longer dealing with these parking issues."

Key stakeholders - Summary of overall demand for licensed vehicles

At the inception meeting, those present advised us that daytime demand has reduced as the Co-op in Elder Way is now only a food hall, with all other departments having closed.

Overall, demand is highest on pay-day Saturday, with a lower peak mid-month reflecting those paid at that time. It was confirmed that there was a local derby football match on September 28th, which with the pay-day weekend also occurring would mean a very busy weekend. It was agreed it would be appropriate to survey over this period since it was important to identify any opportunity for significant unmet demand to ensure the current limit policy remained valid. It was also agreed that review of the level of demand on Thursday evenings should be included – which was achieved by reallocating resources from other parts of the project that needed less input than specified.

The police were also concerned about current levels of competition between hackney carriages which they felt could leave passengers ignored or in danger as drivers sought to take as much passenger demand as possible. No further evidence was provided regarding this.

Some Chesterfield hackney carriages are also believed to operate as private hire for North East Derbyshire private hire operators, although they are still able to service local ranks if they so wish.

6. Licensed Vehicle Trade Consultation

Trade consultation

A regular Taxi Consultative meeting is held by the Council. CTS attended this meeting to provide an update about the progress of the survey, and to meet trade representatives, most of whom were present. It also provided opportunity to encourage further response to the trade questionnaire (see below).

A letter was issued to all licensed drivers by the Council inviting them to complete a questionnaire about their current service to the public, and their views on the policy of limiting hackney carriage numbers. This letter was issued to 530 trade members (including those in the private hire trade to cover Best Practise Guidance requirements). All responses were returned to CTS using a freepost address provided by CTS.

Some 29 responses were received. 21% were from hackney carriage drivers and 79% from private hire. 86% owned their own vehicles, with none saying someone else also drove their vehicle. 14% did not own their own vehicle. Overall, 75% operated for private hire company radio networks. 21 respondents named four different companies, with one company dominating the list. Of those stating they only drove hackney carriage, none said they also operated on a radio circuit.

Those responding had, on average, been involved with the licensed vehicle trade as drivers for 14 years (hackney carriage) and 12 years (private hire). They tended to work 6 days per week for an average of 51 hours per week (hackney carriage) and 47 hours (private hire). The range of days worked was between 3 and 7 – with 4 respondents saying they worked seven days (19%)(one of these was a hackney carriage driver). The range of hours was from 15 to 90 (hackney carriage) and 15 to 80 (private hire).

61% of respondents said they worked longer on some days than others although only Saturday featured prominently. One person actually said Saturday was their shortest working day.

Those operating hackney carriages told us the ranks they used. Of the 5 responses, two said 'all ranks' or 'where there is space', three named Elder Way, two the station and one Knifesmithgate.

In terms of policy, 96% felt that the current policy of limiting hackney carriages remained appropriate for Chesterfield. None abstained from this question, with the remaining person saying it was hard to give an answer.

In terms of reactions to change of the policy, 31% said their response would be to leave the trade and 14% would work longer hours. 31% said, however, they would have no reaction (these were private hire respondents). Two (8%) would transfer to private hire. One would do more radio work (3%) and another would transfer to hackney carriage and work less hours (3%).

Just 10% did not respond at all to this question.

Many comments were made. One person admitted they would like a hackney carriage vehicle for safety reasons but only if there was no premium involved in obtaining it (ie only if the limit was completely removed). Three wanted private hire numbers limited. Three said hackney carriages should focus on the rank work and not undertake private hire work at all. Two wanted improved rank provision. One said they were not able to invest in new vehicles and found it harder to keep their current vehicle maintained as they would like. One said there was already too little work so no more vehicles were needed and another suggested even the current limit should be further reduced since the main town centre was now completely dead with most people using the out of town shops rather than the town centre in the day time.

7. 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?

Yes, this report is the independent input to this consideration on behalf of Chesterfield Borough Council.

***Questions relating to the policy of controlling numbers:
Have you recently reviewed the need for your policy of quantity controls?***

Yes, this report forms a current review of the need for the policy of quantity control of hackney carriages at this point in time in the Chesterfield 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 Chesterfield
- Stakeholder consultation with all groups recommended by the DfT Best Practice Guidance as far as people were available
- consultation by email or phone with several key stakeholders
- a questionnaire posted to all licensed drivers in the area by the Council (to cover data protection issues)
- Consideration of the relevant section of the Equality Act

Who was involved in the review?

This review was undertaken by an independent consultant and included direct discussion with the following respondents:

- Local supermarkets
- Hotels in the area
- The local hospital
- The police
- Transport stakeholders
- The rail operator
- County council representatives
- Council transport policy and parking representatives

What decision was reached about retaining or removing quantity controls?

The decision regarding quantity controls is the subject of the final chapter, but is also 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?

Please see the summary and conclusions section for guidance on conclusions from our review – ultimately this decision is for the local council to make.

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 are more than enough hackney carriage vehicles available to service ranks across the Borough. No Chesterfield Borough respondents said they have ever given up waiting for a hackney carriage at a rank. In this area, nearly all hackney carriages clearly advertise contact phone numbers on their vehicles, increasing their availability to those wishing to use them. Hackney carriages provide a good service to the two central ranks (Elder Way and Knifsmithgate), to the railway station, and to the night venues.

What special circumstances justify retention of quantity controls?

This issue is ultimately for the Councillors to conclude. At the present time there is insufficient demand for all the hackney carriages that exist and there is evidence that removal of the restriction could result in a significant reduction in the level of rank-based vehicles available with nearly a third of those responding to the trade questionnaire saying they would leave the trade. Furthermore, even the private hire trade support the limit and would like a limit on the number of their vehicles, were such possible.

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

Chesterfield Borough Council has significant proportions of rural area, but none have sufficient trade to encourage ranks, and all tend to be served by private hire operations. Interestingly, in some cases the public perceive private hire operations as being from ranks (particularly near some private hire offices or at supermarkets with Freephone agreements with specific companies).

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 allow some investment in the trade that would not be as likely with the introduction of further vehicles. As a matter of record it would be strongly advisable that any removal of the limit at any point in the future must require new vehicles to be wheel chair accessible and even more so to be of a very high overall standard (as current policy would require any new vehicles to be fully wheel chair accessible) to ensure the currently over-saturated rank market was not significantly flooded with new entrants who might well force experienced persons to leave the trade, to the detriment of those passengers currently enjoying a good service from ranks or hailing.

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 very low in the area, with many disabled providing their own vehicles. Recent policy only allowing wheel-chair accessible vehicles has led to over three quarters of the current fleet being wheel chair accessible, with a wide range of styles of such vehicle also within the fleet.

Questions relating to setting the number of taxi licences:

When did you last assess unmet demand?

This study was preceded by an earlier one in 2010. This led the committee to apply a limit of vehicles less than the number existing. Since that time, the number of hackney carriages has fallen and the policy of a reduced limit has been supported.

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, latent demand was considered by several methods, with the key method being through interviews with members of the public. The latent demand factor, purely for those interviewed in the central area, was 1.02, very low. For those interviewed at the station, at the Ravenside retail park and at Tesco there was no latent demand even though in two of those locations there is clearly no hackney carriage service.

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. Overall demand in 2013 is remarkably similar to that in 2010 so the limit set in 2010 remains appropriate. There is evidence that many in both parts of the licensed vehicle trade are finding it hard to keep going. Some encouragement is needed to the trade to ensure the current service to their passengers is maintained.

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

Chesterfield has more than sufficient day ranks, although at least one would benefit from better signposting. However, current night provision does not match the present demand for vehicles to pick up, although the police do undertake to ensure adequate informal ranking that ensures the central area is cleared of people in an appropriate manner. The inability to provide more ranks encourages the retention of quantity controls since with further vehicles the issue of rank space shortages could become severe and have safety impacts.

Questions relating to consultation and other public transport service provision:

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?

See above, 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?

Current day time bus services are fairly frequent and cover most destinations, but as in many other areas with high levels of rural hinterland, services in evenings are much less comprehensive, and people are more dependent on licensed vehicles for evening and overnight journeys. A good level of service is provided from the railway station to all parts of Britain, although its location on the edge of Chesterfield also makes passengers without cars dependent on licensed vehicle services.

8. The Equality Act 2010

Whilst several sections of the Equality Act (EA) affect licensed vehicle operations, the key provision relevant to this report is the requirement under section 161 that any authority with a limit on the number of hackney carriage vehicle licences should issue licences to wheel chair accessible vehicles (WAV) until an agreed percentage of the fleet were such WAV style. The last guidance in regard to timescales for introduction of this regulation saw consultation occurring around this point in time – although nothing has yet been issued by the Department for Transport. Chesterfield Borough Council currently has a limit and this section of the Act would apply if ever enacted.

The Equality Act is national legislation which cannot be amended by the council or its officers. Current thought suggests that the required proportion of WAV style vehicles expected for the Council area might be of the order of 35%. At the present time, Chesterfield has a level of 77% which means that even with a retained vehicle number limit, Chesterfield is unlikely to breach the requirements of this section of the Act.

9. Summary and conclusions

Policy Background

Chesterfield Borough Council has the third largest population level amongst the eight authorities within Derbyshire. Present population is 104,290 with other settlements of Staveley and Brimington as well as half the area being open space or countryside. Excellent transport links include being near to the M1 and the East Midlands route between Sheffield and London.

Chesterfield itself has a very active evening economy, although three night clubs with 6,000 capacity, have closed and not been replaced since the last survey in 2010. Demand is now covered by smaller bars, and though Fridays have become quieter, Thursday trade has increased and Saturday night trade continues until late on Sunday morning.

Background policies are set out in the recently adopted Local Plan Core strategy together with a Community Infrastructure Levy about to be introduced. These underpin the aim of becoming a flagship sustainable community within the Sheffield City Region Local Enterprise Partnership. Recent developments include completion of the Market.

The latest third Local Transport Plan seeks to provide transport policy supporting a resilient local economy. The role of taxis is mentioned but only as meeting special needs and shared transport provision. The LTP is supported by a local transport model to test impacts of specific transport proposals.

Chesterfield re-applied its power of limiting hackney carriage vehicle numbers after the 2010 survey. A limit of 110 was set, which remains below the level of vehicles actually on issue, although the number is reducing. At the time of writing this report there are 159 hackney carriages (down from 180 at the time of the last survey) and 346 private hire vehicles (also a reduced number from 2010). Fairly uniquely, nearly all hackney carriages have phone numbers advertising their services, with a significant number of hackney carriage operators supplementing the 31 private hire operators in the area. Since 2010, more hackney carriage vehicles have become part of private hire operator fleets operating mixed fleets.

There are presently 1.5 hackney carriages per thousand of population in the licensing area, the highest provision level amongst Derbyshire authorities and well above the English average (excluding London) of 0.9 hackney carriage vehicles. Chesterfield also dominates the level of private hire vehicles and therefore has the highest provision of overall licensed vehicles in the County. Even comparison within the Chesterfield audit group shows the area to be well endowed with licensed vehicles.

In terms of wheel chair accessible fleets, Chesterfield currently enjoys a level of 77% wheel chair accessible (of various styles). This is ten times the County average and significantly above the national average of 43%. Further, the wide telephone availability of the hackney carriage fleet ensures these vehicles are accessible to people wishing to guarantee obtaining a wheel chair accessible vehicle that meets their needs, from door to door if necessary.

The current fleet structure is complex, with 56 pure hackney carriage companies, ten private hire companies with hackney carriages operating for them. There are 21 pure private hire companies of which at least seven are principally airport journey operators and a further six are single vehicle operators whose modus operandii is not clear from their names. There are six private hire companies with ten or more vehicles – a reduction from 2010 when there were 9 such companies, although the proportion of fleet operated by those with over 10 remains at 82%, suggesting the reduction in operators has been by acquisition of fleet (although the overall fleet level is down).

Despite the wide choice of vehicles to obtain at ranks, hail or phone, public usage concentrates on the larger private hire operators (mainly those with mixed fleets) and on some of the hackney carriage operators.

Fares were last increased in 2012, and are 279th equal of the 364 UK fare authorities, as shown in PHTM October 2013. The average two mile fare is £5, with 16 other authorities including two other Derbyshire authorities. The national average fare is 11% higher than that for Chesterfield, whilst the Derbyshire average is 5% less. The level of fare set therefore appears relatively moderate and compatible with appropriate other authorities.

Rank Survey results

153 hours of observation were undertaken at hackney carriage ranks in the area. 2013 observable hackney carriage demand, including 5% hailing identified from the public attitude surveys, is around 189,000 passengers per year. This appears to be around 96% of the level of demand observed in the 2010 survey – despite choice of a busy weekend.

52% of passenger demand is estimated to occur from the private railway station rank, compared to 46% in 2010. Elder Way is the second busiest location in an average week, taking some 19% of passenger demand (slightly up from 17% in 2010). The only other rank taking more than 10% of passenger demand is the informal rank in Holywell Street, with some 15% (slightly reduced from 2010). The major drop in usage has been from the Stephenson Place rank which saw 13% of demand in 2010 and which now sees just 5% - consistent with the closure of the night clubs in the area near this rank. Saltergate has also dropped from having 3% of the demand to no longer being used.

The ISUD index suggested the small amounts of observed unmet demand were not significant.

Considering the busiest hour at any rank, 04:00 to 05:00 in the early hours of Sunday morning, 85 passengers were transported in 50 hackney carriage vehicles. Even assuming these vehicles take half an hour to return to pick up the next customers on average this peak only requires 25 vehicles to be available. Daytime demand at Elder Way saw a peak of 38 passengers leaving in 20 vehicles – suggesting no more than 10 vehicles required. The peak at the station (19:00) saw 35 passengers in 22 vehicles – suggesting around 11 vehicles required. Even allowing these sets of demand to be met exclusively by different vehicles, and adding an amount for other locations and an allowance for vehicles off the road, suggests that a fleet of 75 hackney carriages would adequately meet presently observed demand – much less than the current limit of 110. Interestingly, on the Saturday, some 108 vehicles were observed active throughout our sample observations, over 50 being observed only late at night.

Public Consultation

250 persons were interviewed across the Borough including 100 in the main central area of Chesterfield, 50 at the railway station, 50 at the Ravenside retail park and 50 at the out of town Tesco store. 42% overall had used a licensed vehicle in Chesterfield in the last three months. In overall usage terms, central area interviewees made some 2.4 licensed vehicle trips per month (1.8 for hackney carriages). Usage in the outer area, including the station is lower, and use of hackney carriages at Ravenside and Tesco is negligible.

Most people get taxis by phone and central area rank usage level is 10%, although central area hailing is high at 5% (but zero elsewhere). People do seem to consider a broader definition of rank than the strict legal term – particularly thinking vehicles outside private hire bases are ranks, and also clearly thinking the informal night provision is actually formal. Advertising by hackney carriages of phone numbers led to three hackney carriage only operators being amongst the eight company names given by people saying they phoned for taxis.

Whilst many people correctly named the Elder Way and Knivesmithgate ranks, others named these colloquially (Co-op, Victoria Centre) and an interesting addition to the list was Beetwell Street – assumed to be the coach station rank which people claimed to use. Interestingly, this location was also at the top of the (small) list for new ranks, alongside a rank near the newly refurbished market hall.

Peoples' view of the hackney carriage trade was overall positive – just 6% of those interviewed suggested a total of 25 problems experienced. The top problem was driver issues, whereas to increase use people wanted lower prices followed by better rank locations, although neither of these were particularly significant (but more significant than the quotation of issues with the service).

There did not seem to be any significant need for wheel chair accessible vehicles, and most expressing such a need preferred adaptations which were not counted as 'wheel chair accessible'.

Just 2% in the central area had given up waiting for a hackney carriage at some point, with no-one in the outer area samples having done so, giving a very low latent demand factor and reinforcing the adequacy of the current number of vehicles available.

Stakeholder Consultation

Supermarkets service tends to be by arranged private hire services. Hotels also tended to call private hire companies to obtain service for customers and one took time to confirm how good a service was provided, particularly with providing accurate waiting times for passengers. The only negative issue was one hotel where they felt drivers should come in to collect passengers rather than expect them to wait outside.

The hospital had a private contract and phone to this company in the main entrance. Their only gap was sometimes needing wheel chair accessible vehicles for specific needs.

The police explained the changes since 2010 with many large clubs closing, leading to a reduction in days and extent of road closures. They felt there are significantly more vehicles available than passengers late at night. The only queues are outside booking offices, who all operate robust booking procedures at busy times.

Transport representatives provided information about proposed rank changes, but also confirmed resolution of the demand for night ranks would be very difficult. Issues in Holywell Street might lead to a need for pick-up restrictions there but significant consultation would be required in that instance.

It did not prove possible to obtain any information from disability representatives.

While no input was received from the operator of rail services, national statistics show just under 1.5 million people leaving Chesterfield station in the last year for which statistics were available – a level that has grown 83% since 1997/1998 at the station which is the 340th busiest in England, Scotland and Wales. The train taxi listing suggests there is a rank but also a need to check and book ahead (which should probably be amended).

A bus operator mentioned issues affecting their services where there was insufficient rank space in Elder Way and Knifemithgate, and obstructive parking by private hire vehicles in several locations, and more so in late evenings.

Trade Consultation

The October Trade Consultative Committee meeting was attended to update the trade on progress with the report and obtain some input as well as to encourage further response to the questionnaire that was issued by post to 530 trade members.

A 5% response was received to the postal questionnaire. 21% came from hackney carriage drivers. 86% owned their own vehicles. Hackney carriage respondents had on average 14 years' experience and private hire 12 years.

Average working weeks were 6 days long and covering 51 hours (hackney carriage) and 47 hours (private hire), although some hackney carriages stated 90 hour weeks.

96% said it was correct to retain the limit, including many private hire who would like the numbers of their vehicles limiting were this legally possible. Of those responding with an action were the limit to be removed, 31% said they would leave the trade and 14% would work longer hours.

Many other comments were made in addition to the questions on the form including concerns about keeping vehicles safe in the current economic climate and need for improved rank provision.

Equality Act

The Equality Act is already on the statute books. There is a requirement that any authority with a limit on its number of hackney carriages should ensure no new entrant is refused entry if they are offering a wheel chair accessible vehicle if a given proportion of vehicles has not been achieved. At the present time, the level of WAV required in a fixed fleet has not been determined, and there is still no confirmed date for the consultation required to allow this to move forward.

The recent Law Commission Review may reduce any desire by Government to spend time resolving this Act. There is no way set out in legislation that any Council can require a particular level of WAV within the private hire fleet. We do not believe there are any other statutory requirements on national or local government beyond the Equality Act which require present action.

At the present time, there is no way that any authority without a limit on hackney carriage vehicle numbers can encourage an increase in the number of WAV style hackney carriages, apart perhaps from the introduction of a mandatory order requiring all vehicles to be wheel chair accessible (which would most likely be opposed by those seeking the spirit of the EA since current thinking is a mixed fleet is generally better for those with a range of disabilities).

With a current level of 77% wheel chair accessible vehicles, even if enacted it is unlikely Chesterfield will breach the condition even with retention of the limit on vehicle numbers.

Best Practice Guidance

A review of the questions posed in the BPG was undertaken and is presented in an earlier Chapter. This review has been consistent with the requirements of the BPG.

Conclusion

At the present time, there is no evidence of significant unmet demand for the services of hackney carriages in the Chesterfield Borough Council area. On this basis, a limit on the number of hackney carriage vehicles can be retained. There is no given number of plates that need to be issued.

The current limit of 110 is remarkably similar to the number of vehicles observed active during our busiest survey day (108) which suggests it probably remains appropriate. The actual level of current demand could probably be met by around 75 vehicles allowing for those off the road or not working.

There is a general level of satisfaction with the service provided, although there is also evidence that improvements could be achieved by better signing of the ranks that exist (particularly the private rank at the coach station). There was also suggestion that driver training might encourage people to use more hackney carriages by improving the level of service offered by all hackney carriage drivers. This is more important because it is much harder for a passenger to 'choose' a hackney carriage, whereas they can choose which private hire company to call (although the practice of having phone numbers on hackney carriages does modify this).

The practice of having most hackney carriages with phone numbers advertised makes the hackney carriage fleet very accessible and needs to be encouraged and continued. However, it is important that a rank presence is maintained and there is need to ensure rank service is encouraged.

There is current debate about provision of service to those wishing to get home principally in the early hours of Sunday morning, and what road closures and rank provision is appropriate. Adding any formal rank provision to Holywell Street appears impossible to the highway authority for safety reasons. However, the police allow the current informal provision also on the basis of overall safety needs so there must be a solution that could be agreed by relevant parties.

The railway station rank is very important to the hackney carriage trade. It is understood the trade have developed good links with the rail operator and are negotiating improved facilities here.

10. Recommendations

Limits on the number of hackney carriage vehicles

At the present time in the Chesterfield Borough Council area there is no evidence of any significant unmet demand for the services of hackney carriage vehicles.

Based on the evidence, the Licensing Committee has a number of options:

- Option 1 – retain the limit on the number of hackney carriage vehicles and take no further actions until the law is amended or when the next survey is required in no more than three years time (ie Autumn 2016).
- Option 2 – retain the limit and also take actions to resolve other issues, particularly the need to better advertise current lesser used ranks and liaise with other key stakeholders, specifically East Midland trains to identify any policies that might further enhance hackney carriage service to the public
- Option 3 – remove the limit on the number of hackney carriage vehicles
- Option 4 – remove the limit but take further actions to minimise the impact in terms of the likely number of new vehicles that may wish to provide hackney carriage service

Discussion of each option occurs below followed by our associated action plan. The action plan also includes several items which need action irrelevant of which option is chosen.

Option 1 – retain limit (no further action)

This option is the minimum required by the Committee. With the backing that there is no significant unmet demand for hackney carriages, this option could be defended in court. Present demand for hackney carriages even at the busiest hour accounts for no more than half the present fleet.

It is also clear that this option does not do anything to help the identified issue with need to improve rank marketing and service to the public.

Option 2 – retain limit but also take actions to resolve other issues

As noted above, simple retention of the limit (which is legally possible and supportable), does not address the issue of improving rank marketing and levels of service provided.

Option 3 – remove limit

The committee could choose to remove the limit on hackney carriage vehicles altogether.

This option does also meet stated current government policy, although it does not take into account the Law Commission interim advice that it sees merit in the retention of the ability to have limits. In the present situation, were Chesterfield to remove the limit and the current Law Commission recommendations to occur, a limit could be reinstated in the future but the plates issued would then become the possession of the Council (as in Scotland at present), which would remove any plate values which occur at present.

This option would exacerbate the issues late at night with the potential to lead to a total ban of all vehicles picking up in Holywell Street, which would have serious safety implications for the central area and night life overall. With little daytime rank demand most new plates would be attracted to try to get custom in the early hours of Sunday morning. This would seriously harm, and possibly destroy, all the current careful work and planning with highways in seeking to resolve the long term issues of night ranks which is currently moving forward, albeit steadily.

Option 4 – remove limit but take actions to reduce likely impact

This option is the same as option 3, but would seek to further increase quality standards to try to prevent the worsening of the situation at night rank locations (and in Elder Way / Knifemithgate in the daytime) which would potentially occur with option 4. This would potentially include age limits on new vehicles or a requirement for further training, or some other quality criteria that encouraged only those willing to invest in the trade to join.

Other Elements of an Action Plan

Actions to meet the above issues are outline below according to who might be responsible for each element.

Chesterfield Borough Council (licensing)

The current liaison between the licensing section, trade and other relevant parties (including highways) is excellent practice and must be continued and encouraged, particularly with ensuring Council staff have sufficient time and resource to take these meetings forward regularly.

It would be prudent for the licensing section to increase their relationship with the East Midlands trains representatives responsible for Chesterfield station and in particular the rank. This may allow local council policies to tie in with railway needs to maximise the usage of hackney carriage and private hire to and from the station, which will assist in reducing the usage of the car park and use of less sustainable modes to access the station (and therefore reducing car trips over a wider area). This may encourage others to switch from long distance car trips to hackney carriage / rail trips which would achieve county and national transport aims. All parties could work together on any future station travel plans.

Other sections of Chesterfield Borough Council

Those within the council who have the ability to influence signing (potentially the town centre manager and related departments) should work with the licensing section and other relevant parties to maximise the signing of both Council and private ranks and seek every opportunity to do so. This is particularly important for the coach station rank, but might also help develop usage of the Vicar Lane and Stephenson Place ranks during daytime hours, which would reduce the occasional pressures on Knifesmithgate and Elder Way that can cause traffic issues.

Those responsible for development and redevelopment need to ensure they check with the licensing section that adequate hackney carriage and private hire pick-up and set-down can be provided within all such development to maximise public transport access at all times to such developments. This will be particularly important for any developments that may occur related to the former large night clubs. Such representatives should also take great care if considering any further permission for private hire booking offices in any traffic sensitive areas. The knowledge of the licensing section must be drawn upon in all these cases to avoid introducing new issues.

Derbyshire County Council need to continue to work with the licensing section and other parts of the Borough Council to ensure hackney carriage and private hire vehicles are able to serve those in the Borough as well as possible, and to meet Local Transport Plan aims for the area.

Hackney carriage trade representatives and all drivers must work with all those stakeholders and officers ensuring their service to the public is both safe and of the highest standard. In particular, individual hackney carriage drivers need to work with and support their representatives and be willing to engage in consultation and development of their industry.

The trade need to heed the public comment that 'driver issues' are their top issue with use of hackney carriages, albeit from a moderately small number of persons. This could be assisted by the trade themselves making suggestions for how their image might be improved which could only benefit them by increasing trade, even if only marginally.

The current excellent relationship between the hackney carriage trade and East Midlands Trains representatives must be encouraged and taken further forward, possibly with the inclusion of the licensing section into some part of this relationship to encourage wider joined up thinking and policies.

Private hire trade members and representatives need to continue to work with the licensing section and other key players to ensure they provide the best possible service to the public in the Chesterfield licensing area. Their attitude towards professionalism and improving of standards needs to be encouraged and shared with all drivers and parts of the trade to see the public benefit further.

Appendix 1 – Rank Observation Details

Chesterfield, Elder Way rank, Friday 27th September 2013, 13:00 – 19:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (hh:mm:ss)	Average vehicle waiting times (for a fare, hh:mm:ss)	Maximum vehicle waiting time for a fare (hh:mm:ss)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
14	14	7	7	5	12	00:07:55	00:08:40	00:16:00						
15	19	15	12	5	17	00:11:25	00:11:18	00:32:00						
16	15	17	14	3	17	00:07:08	00:07:10	00:18:00						
17	15	18	15	1	16	00:02:44	00:02:44	00:07:00						
18	11	12	9	1	10	00:08:38	00:08:46	00:17:00						
18	2	2	2	2	4	00:08:30	00:13:00	00:13:00						
TOTALS	76	71	59	17	76									

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Chesterfield, Elder Way rank, Saturday 28th September 2013, 09:00 – 19:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
09	9	8	6	1	7	00:16:13	00:17:00	00:29:00			No passenger waits			
10	7	9	8	1	9	00:11:42	00:12:00	00:22:00			No passenger waits			
11	20	38	20	0	20	00:02:30	00:02:30	00:05:00	00:00:17	00:01:00	11	0	0	00:01:00
12	21	23	15	2	17	00:04:42	00:04:43	00:18:00	00:00:54	00:02:20	7	2	0	00:06:00
13	15	17	10	5	15	00:16:36	00:19:54	00:38:00			No passenger waits			
14	7	8	8	1	9	00:34:00	00:34:48	00:48:00			No passenger waits			
15	9	5	4	5	9	00:16:13	00:21:12	00:37:00			No passenger waits			
16	11	16	12	1	13	00:04:21	00:04:36	00:09:00			No passenger waits			
17	9	14	7	2	9	00:04:33	00:05:34	00:21:00	00:00:30	00:01:24	5	0	0	00:02:00
18	3	3	2	1	3	00:03:40	00:04:30	00:07:00			No passenger waits			
TOTALS	111	141	92	19	111									

Chesterfield, Knifsmithgate rank, Friday 27th September 2013,13:00 – 06:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
13	4	5	3	0	3	00:08:15	00:08:15	00:21:00						
14	5	3	3	3	6	00:10:24	00:08:00	00:09:00			No passenger waits			
15	2	0	0	2	2	00:01:30	00:00:00	00:00:00			No passenger waits			
16	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
17	3	2	1	2	3	00:03:00	00:00:00	00:00:00	00:02:00	00:02:00	2	0	0	00:02:00
18	3	3	2	1	3	00:08:00	00:02:30	00:03:00			No passenger waits			
19	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
20	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
21	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
22	6	2	1	5	6	00:07:40	00:10:00	00:10:00			No passenger waits			
23	1	0	0	1	1	00:05:00	00:00:00	00:00:00			No passenger waits			
00	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
01	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
02	1	1	1	0	1	00:03:00	00:03:00	00:03:00			No passenger waits			
03	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
04	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
05	0	0	0	0	0	00:00:00	00:00:00	00:00:00			No passenger waits			
TOTALS	25	16	11	14	25									

Chesterfield, Knivesmithgate rank, Saturday 28th September 2013, 09:00 – 06:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
09	1	0	0	0	0	00:21:00	00:21:00	00:21:00						
10	1	2	2	0	2	00:02:00	00:02:00	00:02:00						
11	2	1	1	1	2	00:14:00	00:03:00	00:03:00						
12	2	3	2	0	2	00:12:00	00:12:00	00:13:00						
13	6	3	3	1	4	00:15:10	00:17:48	00:26:00			No passenger waits			
14	3	2	2	1	3	00:43:00	01:27:00	01:27:00						
15	0	0	0	1	1	00:00:00	00:00:00	00:00:00						
16	1	1	1	1	2	00:01:00	00:00:00	00:00:00						
17	2	2	1	1	2	00:01:00	00:00:00	00:00:00	00:10:00	00:10:00	0	2	0	00:10:00
18	2	1	1	1	2	00:01:00	00:01:00	00:01:00						
19	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
20	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
21	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
22	1	0	0	1	1	00:02:00	00:00:00	00:00:00						
23	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
00	1	1	1	0	1	00:00:00	00:00:00	00:00:00			No passenger waits			
01	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
02	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
03	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
04	1	1	1	0	1	00:01:00	00:01:00	00:01:00						
05	1	0	0	1	1	00:04:00	00:00:00	00:00:00						
TOTALS	24	17	15	9	24									

Chesterfield, Vicar Lane rank, Saturday 28th September 2013, 10:00 – 17:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
10:00-11:00				No activity									
11	1	0	0	1	1	00:03:00	00:00:00	00:00:00					
12	1	0	0	1	1	00:00:00	00:00:00	00:00:00					
15	1	0	0	1	1	00:03:00	00:00:00	00:00:00					No passenger waits
16	2	4	1	1	2	00:00:30	00:00:00	00:00:00					
TOTALS	5	4	1	4	5								

Chesterfield, Stephenson Place rank, Thursday 26th September 2013, 21:00 – 07:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
21	2	0	0	2	2	00:01:00	00:00:00	00:00:00					
22	2	0	0	1	1	00:08:00	00:10:00	00:10:00					
23	8	4	2	6	8	00:04:22	00:02:00	00:02:00					
00	9	3	3	5	8	00:12:46	00:19:45	00:44:00					
01	5	8	3	1	4	00:28:36	00:33:40	01:05:00		No passenger waits			
02	12	15	5	9	14	00:03:50	00:04:24	00:09:00					
03	12	11	4	9	13	00:02:10	00:03:00	00:04:00					
04	0	0	0	0	0	00:00:00	00:00:00	00:00:00					
05	0	0	0	0	0	00:00:00	00:00:00	00:00:00					
06	0	0	0	0	0	00:00:00	00:00:00	00:00:00					
TOTALS	50	41	17	33	50								

Chesterfield, Stephenson Place rank, Friday 27th September 2013, 15:00 – 02:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
15:00				No activity									
16:00	1	0	0	1	1	00:00:00	00:00:00	00:00:00					
17:00	2	0	0	1	1	00:10:30	00:00:00	00:00:00					
18:00	3	3	2	2	4	00:15:00	00:13:00	00:24:00					
19:00	8	2	1	4	5	00:17:30	00:38:40	00:59:00					No passenger waits
20:00	14	16	9	6	15	00:09:47	00:14:37	00:29:00					
21:00	16	12	7	8	15	00:08:37	00:10:33	00:22:00					
22:00	23	36	20	6	26	00:03:00	00:03:45	00:12:00					
TOTALS	67	69	39	28	67								

Chesterfield, Stephenson Place rank, Saturday 28th September 2013, 20:00 – 06:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
20				No activity					No activity					
21	7	9	4	1	5	00:10:08	00:09:36	00:19:00						
22	16	21	10	7	17	00:10:37	00:15:36	00:41:00						
23	15	18	9	5	14	00:06:32	00:08:00	00:30:00						
00	8	18	8	2	10	00:01:45	00:01:40	00:04:00						
01	5	5	3	2	5	00:00:48	00:00:00	00:00:00	No passenger waits					
02	14	7	6	7	13	00:00:51	00:00:51	00:03:00						
03	16	8	7	10	17	00:02:48	00:03:30	00:09:00						
04	9	4	3	6	9	00:02:40	00:02:20	00:05:00						
05	3	2	1	2	3	00:00:20	00:01:00	00:01:00						
TOTALS	93	92	51	42	93									

Chesterfield, Holywell Street informal rank, Thursday 26th September 2013, 22:00 – 07:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
22				No activity						No activity			
23	5	3	2	2	4	00:08:24	00:08:40	00:26:00					
24	11	7	4	8	12	00:03:43	00:07:00	00:10:00					
25	16	12	9	5	14	00:11:37	00:13:16	01:18:00					
26	16	13	7	8	15	00:07:15	00:08:37	00:35:00		No passenger waits			
03	24	45	23	3	26	00:05:00	00:05:17	00:15:00					
04	29	51	22	6	28	00:06:04	00:04:43	00:25:00					
05	8	10	4	6	10	00:03:07	00:03:00	00:07:00					
06	0	0	0	0	0								No activity
TOTALS	109	141	71	38	109								

Chesterfield, Holywell Street informal rank, Saturday 28th September 2013, 23:00 – 06:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
23	15	17	8	7	15	00:00:40	00:00:15	00:01:00			No passenger waits			
00	27	35	21	5	26	00:01:00	00:01:00	00:05:00	00:00:06	00:01:00	4	0	0	00:01:00
01	35	52	25	11	36	00:01:10	00:01:25	00:07:00	00:00:01	00:01:00	1	0	0	00:01:00
02	32	47	25	7	32	00:01:01	00:01:00	00:03:00	00:00:10	00:04:00	2	0	0	00:04:00
03	45	66	35	8	43	00:02:52	00:03:08	00:26:00	00:00:05	00:03:00	2	0	0	00:03:00
04	54	85	50	4	54	00:04:32	00:04:31	00:17:00			No passenger waits			
05	47	80	37	12	49	00:05:47	00:04:46	00:14:00			No passenger waits			
TOTALS	255	382	201	54	255									

Chesterfield, Corporation Street informal rank, Thursday 26th September 2013, 21:00 – 06:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
21	4	5	3	1	4	00:05:30	00:00:00	00:00:00	00:00:48	00:02:00	2	0	0	00:02:00
22	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
23	2	0	0	1	1	00:45:30	00:00:00	00:00:00						
00	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
01	0	0	0	1	1	00:00:00	00:00:00	00:00:00			No passenger waits			
02	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
03	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
04	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
05	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
TOTALS	6	5	3	3	6									

Chesterfield, Coach station, private rank, Friday 27th September 2013, 13:00 – 19:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
13				No activity						No activity			
14	2	2	1	0	1	00:14:00	00:02:00	00:02:00					
15	1	5	1	1	2	00:00:00	00:00:00	00:00:00					
16	0	0	0	0	0	00:00:00	00:00:00	00:00:00		No passenger waits			
17	5	2	2	3	5	00:03:36	00:06:00	00:11:00					
TOTALS	8	9	4	4	8								

Chesterfield, Railway station private rank, Friday 27th September 2013, 12:00 – 01:00

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
12	6	0	0	0	0	00:17:00	00:16:24	00:44:00						
13	8	12	10	2	12	00:38:15	00:39:08	00:48:00						
14	13	13	9	1	10	00:29:00	00:29:55	00:45:00						
15	17	25	18	1	19	00:19:45	00:19:11	00:38:00						
16	22	18	14	0	14	00:26:43	00:26:43	00:41:00						
17	17	27	20	0	20	00:26:52	00:26:52	00:37:00			No passenger waits			
18	23	20	17	11	28	00:12:02	00:09:45	00:24:00						
19	25	35	22	3	25	00:06:16	00:07:00	00:14:00						
20	14	21	14	1	15	00:10:30	00:10:46	00:31:00						
21	19	25	18	1	19	00:06:28	00:06:40	00:19:00						
22	16	23	17	0	17	00:08:37	00:08:37	00:35:00	00:00:02	00:01:00	1	0	0	00:01:00
23	11	10	8	1	9	00:13:43	00:14:48	00:33:00	00:00:36	00:03:00	2	0	0	00:03:00
00	6	7	5	4	9	00:02:40	00:01:30	00:02:00			No passenger waits			
TOTALS	197	236	172	25	197									

Chesterfield, Knifesmithgate rank, Saturday 28th September 2013,09:00 – 23:00 (Private Hire)

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
09	1	0	0	1	1	00:01:00	00:00:00	00:00:00					
10	2	0	0	1	1	00:00:30	00:00:00	00:00:00					
11	0	0	0	1	1	00:00:00	00:00:00	00:00:00					
12													
13													
14													
15													
16													
17				No activity									
18													
19													
20													
21													
22	1	1	1	0	1	00:00:00	00:00:00	00:00:00					
TOTALS	4	1	1	3									

Chesterfield, Vicar Lane rank, Saturday 28th September 2013, 10:00 – 18:00 (Private hire)

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
10	4	0	0	4	4	00:01:00	00:00:00	00:00:00						
11	2	0	0	2	2	00:01:00	00:00:00	00:00:00						
12	4	1	1	3	4	00:00:45	00:00:00	00:00:00	00:08:00	00:12:00	0	0	2	00:12:00
13	10	8	4	5	9	00:00:42	00:00:00	00:00:00	00:03:40	00:04:24	5	0	0	00:05:00
14	2	0	0	3	3	00:03:30	00:00:00	00:00:00						
15	3	1	1	2	3	00:01:00	00:01:00	00:01:00	00:01:00	00:01:00	1	0	0	00:01:00
16	3	3	2	1	3	00:01:00	00:01:00	00:02:00	00:06:20	00:06:20	0	3	0	00:07:00
17	2	4	2	0	2	00:00:00	00:00:00	00:00:00	00:00:30	00:02:00	1	0	0	00:02:00
TOTALS	30	17	10	20	30									

**Chesterfield, Corporation Street rank, Thursday 26th September 2013, 21:00 – 02:00
(Private hire)**

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
21	6	10	6	0	6	00:07:00	00:07:00	00:25:00						
22	7	3	2	5	7	00:07:08	00:00:00	00:00:00						
23	11	15	7	4	11	00:02:10	00:01:25	00:04:00	00:00:16	00:04:00	1	0	0	00:04:00
00	8	4	3	3	6	00:13:45	00:09:00	00:20:00						
01	0	0	0	2	2	00:00:00	00:00:00	00:00:00						
TOTALS	32	32	18	14	32									

Chesterfield, Coach station rank, Friday 27th September 2013,13:00 – 19:00 (Private hire)

Hour	No of vehicle arrivals	Total passenger departures	Total loaded vehicle departures	Empty vehicle departures	Total Vehicle departures	Average vehicle waiting times (mins)	Average vehicle waiting times (for a fare, mins)	Maximum vehicle waiting time for a fare (mins)	Average passenger waiting time in an hour (mins)	Average passenger waiting time, those waiting only (mins)	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time (mins)
13:00	3	3	1	2	3	00:05:20	00:04:00	00:04:00						
13:15	3	6	2	1	3	00:02:20	00:02:30	00:04:00						
13:30	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
13:45	4	13	4	0	4	00:01:30	00:01:30	00:04:00						
14:00	0	0	0	0	0	00:00:00	00:00:00	00:00:00						
14:15	3	0	0	3	3	00:02:40	00:00:00	00:00:00						
TOTALS	13	22	7	6	13									

Appendix 2 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person	Date	Views returned?
5	Supermarkets		
5	Hotels		
5	Hospital		
5	Disability representatives		
5	Transport Stakeholders		
5	Rail Operators		

5	Police		
	Other Council Representatives		
6	Hackney carriage and private hire trade		

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