



Please ask for Brian Offiler  
Direct Line: 01246 345229  
Email [committee.services@chesterfield.gov.uk](mailto:committee.services@chesterfield.gov.uk)

The Chair and Members of Appeals  
and Regulatory Committee

22 November 2016

Dear Councillor,

Please attend a meeting of the APPEALS AND REGULATORY COMMITTEE to be held on WEDNESDAY, 30 NOVEMBER 2016 at 10.30 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. Review of Licence and Registration Fees - 2017-18 (A000) (Pages 3 - 8)
4. Review of the Limit set on the Number of Hackney Carriages (A410) (Pages 9 - 130)

Yours sincerely,

A handwritten signature in black ink, appearing to be "Brian Offiler", written over a horizontal line.

Local Government and Regulatory Law Manager and Monitoring Officer

Chesterfield Borough Council, Town Hall, Rose Hill, Chesterfield S40 1LP

Telephone: 01246 345 345, Text: 07960 910 264, Email: [info@chesterfield.gov.uk](mailto:info@chesterfield.gov.uk)

[www.chesterfield.gov.uk](http://www.chesterfield.gov.uk)



## FOR PUBLICATION

### **REVIEW OF LICENCE AND REGISTRATION FEES 2017/18 (A000)**

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MEETING: APPEALS AND REGULATORY COMMITTEE

DATE: 30 November 2016

REPORT BY: LICENSING MANAGER

WARDS: ALL

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#### **1.0 PURPOSE OF REPORT**

- 1.1 To seek approval for revised licence and registration fees for 2017/18.

#### **2.0 BACKGROUND**

- 2.1 In accordance with the Council's financial regulations it is necessary for all fees to be annually reviewed.
- 2.2 The services relate to the regulation, control and administration of the following areas:
- Animal welfare at premises providing accommodation for breeding or the sale of animals;
  - Businesses carrying out skin or body piercing, electrolysis, tattooing or acupuncture. Businesses who offer skin piercing services are required to be registered with the Council but this is a one-off payment;
  - Private Hire and Hackney Carriage fees;
  - Scrap Metal collectors and sites;
  - Miscellaneous licensing fees.

- 2.3 Fees for the Licensing Act 2003 are set nationally and cannot be altered by the Council.
- 2.4 Fees under the Gambling Act and for sexual entertainment venues are considered by the Licensing committee.
- 2.5 Members are reminded that these are statutory services and as such are not subject to market forces. The Council has discretion about the setting of fees.

### **3.0 SCOPE**

- 3.1 No increase is proposed for taxi fees and charges as the budget has a projected surplus for this financial year. This is partly explained by an increase in driver numbers.
- 3.2 In line with advice on council policy a 3% increase is suggested for all other fees and charges. A summary of proposed fees is provided at Appendix A which sets out the fees and charges that were agreed for this financial year and the proposed increases for 2017/18. The figures have been rounded up or down to assist with cash handling.
- 3.3 At present, budgets other than taxis are showing deficits. A 3% increase will reduce the deficit to more acceptable levels.

### **4.0 EXCEPTIONAL ITEMS**

- 4.1 On 12 February 2014 this committee decided to retain the limit of 110 hackney carriages, that decision is about to be reviewed. The committee also decided to commission another unmet demand survey in 2016, the survey to be funded by hackney carriage licence holders, for which licence holders are charged £10 at each six month renewal.
- 4.2 The consumable licensing items are subject to price changes by our supplier. Appendix A shows the costs recharged on the current stock but prices will be adjusted when suppliers alter the costs to us.

## 5.0 **FINANCIAL IMPLICATIONS**

- 5.1 A 3 % increase will enable the council to provide these services as close to cost neutral as possible.

## 6.0 **RECOMMENDATION**

- 6.1 From 01/04/17 a 3% increase in fees and charges is approved for the relevant budgets.

For further information on this report contact Trevor Durham, Licensing Manager, on (34)5203.

Licence Type	Fees 2016-17	Rounded fee for +3%
Horse Riding Establishment (PLUS Vets Fee)	139	143
Animal Boarding	319	328
Animal home boarding	160	165
Pet Shop	245	252
Dangerous Wild Animals (PLUS Vets Fee)	135	139
Breeding of Dogs	317	327
Zoo licence	631	650
Acupuncture, Tattooing, Earpiercing and electrolysis premises	58	60
Acupuncture, Tattooing, Earpiercing and electrolysis per person	82	84
Pleasure Boat	58	60
Pleasure Boat Navigator	11	11

## TAXI DRIVERS

Licence type	Fees 2016/17	
CRB disclosure	26	26
Application	205	205
Renewal	205	205
	46	£46 if taking all three papers, £16 each If taken separately
Written test		
Driven test	46	46
Executive hire new	66	66

application		
Executive hire renewal	59	59
badge holder	4	4
Replacement badge	4	4
Lanyard	1	1
Badge holder – dashboard	1	1
<b>VEHICLE</b> (No increase proposed)		
New application - Private Hire	146	146
New Application - Hackney Carriage	146	146
Hackney survey fee	10	10
Renewal Private Hire	102	102
Hackney Renewal	102	102
Front plate	9	9
Rear plate	11	11
Transfer	13	13
Change of details	13	13
Duplicate licence	13	1 (a reduction to a more reasonable amount)
<b>OTHER</b>		
Flexi plate front	3	3
Flexiplate rear	5	5
<b>Licence type</b>	<b>Fees 2016-17</b>	<b>No increase Proposed</b>
key/button set	2	2
Extension brackets	8	8
Q/L pouch	2	2
back rear bracket	7	7

back rear bracket kit	2	2
2XQ/L replacements	2	2
Dash pouch	2	2
Dash card	2	2
ABO signs	5	5
Security key	25p	25p
High bond pad	2	2

## OPERATORS

(No increase proposed)

<b>Fee</b>	<b>642</b>	<b>642</b>
plus per vehicle	28	28
vehicle test	60	60
Retest	15-25	15-25
Limousine test	25	25

## Scrap Metal

<b>Licence Type</b>	<b>Fees 2016-17</b>	<b>Rounded fee for +3%</b>
Site licence (3 yearly licence)	<b>424</b>	<b>437</b>
Collectors licence (3 yearly licence)	<b>178</b>	<b>183</b>
Addition of new site	<b>212</b>	<b>218</b>
Change of site manager	<b>12</b>	<b>13</b>
Add person to a site licence who has not previously been checked.	<b>69</b>	<b>71</b>



## **FOR PUBLICATION**

### **REVIEW OF THE LIMIT SET ON THE NUMBER OF HACKNEY CARRIAGES (A410)**

MEETING: APPEALS AND REGULATORY COMMITTEE

DATE: 30 November 2016

REPORT BY: LICENSING MANAGER

WARD: ALL

#### **1.0 PURPOSE OF REPORT**

- 1.1 To advise the committee of the results from the latest Hackney Carriage Unmet Demand Survey carried out in 2016 so a decision can be made on future policy.

#### **2.0 BACKGROUND**

- 2.1 In December 2010 members decided to limit the number of Hackney Carriages licensed by CBC to 110. At that time there were 183 vehicles licensed as hackney carriages, a figure that had reduced to 158 in 2013 and now stands at 150.
- 2.2 A further unmet demand survey took place in 2013, paid for by the holders of Hackney Carriage licences, and in February 2014 members decided to maintain the limit at 110 hackneys and authorised a further survey in 2016. That survey has now taken place and an executive summary is attached at Appendix A with the full report available via the following link.  
<http://chesterfield.moderngov.co.uk/documents/s14436/Unmet%20Demand%20Survey%202016-%20Vector%20Transport%20Consultancy%20R3.pdf>
- 2.3 The author of the report, Mr Iain Macdonald, has been invited to attend the meeting and give a presentation on his findings.
- 2.4 The ability to limit the number of Hackney Carriages is provided by the Town Police Clauses Act 1847 and section 16 of 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.

- 2.5 The Department for Transport has developed guidance documentation entitled 'Taxi and Private hire licensing: Best Guidance (2010)'. This guidance addresses a wide range of licensing considerations and issues and provides recommendations on good practice. Within the guidance it is recommended that if a licensing authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages. If the result of an unmet demand survey should demonstrate that there is evidence of significant unmet demand, the recommended actions for a licensing authority may be to either raise the limit on Hackney Carriage numbers to an appropriate level, or to remove the limit all together. If the result of an unmet demand survey should demonstrate that there is no evidence of unmet demand, then a third choice of action becomes available to the licensing authority, which is to keep the cap in place at the same level. A licensing authority may choose at any time, to raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit; good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.
- 2.6 Following the 2013 survey the Enterprise and Wellbeing Scrutiny Committee suggested any future survey should involve all taxi ranks, which was adopted.

### **3.0 SUMMARY**

- 3.1 The 2016 survey concludes there is no evidence of significant unmet demand for the services of Hackney Carriages in the Chesterfield Borough Council area.
- 3.2 Public consultation concluded that the hackney fleet in Chesterfield is generally well regarded with few issues concerning availability and the service provided.
- 3.3 Some initial feedback was received concerning the availability of wheelchair accessible vehicles but this was not backed up by representatives from user groups or by a total of 17 'mystery shopper' exercises. Several organisations indicated they had an account with a service provider; this may afford them a level of priority in the service they receive.

- 3.4 The principal feedback from the trade concerned the number of licensed vehicles from other areas working for private hire operators.
- 3.5 There is a trend within the hackney fleet for drivers who operate from the town centre ranks to also subscribe to a private hire booking circuit. Drivers who operate from the railway station rank tend to be solo operators or working within small operator companies. As such, the proportion of hackney carriages which leave the railway station rank empty (to fulfil a booking) is relatively low compared to other ranks.
- 3.6 The proportion of the hackney fleet that operated from the ranks during the survey period was relatively low and ranged from 17% in mid-morning to 35% during the period of peak demand on Saturday night. It is understood that a significant proportion of demand for hackney carriages is obtained from bookings, in addition to hires obtained off ranks.
- 3.7 The importance of the private railway station rank is highlighted several times within the report, with 57% of passenger demand for all hackneys. In 2013 it was 52%.
- 3.8 The author's conclusion is that there is an adequate supply of hackney carriages and, based on the number of vehicles licensed as hackney carriages at the present time, no additional licences would be necessary to cater for foreseeable growth in general demand over the next three years.
- 3.9 The low proportion of hackneys observed working from the town centre ranks suggests there is capacity within the fleet to deal with any moderate rise in demand.

#### **4.0 CONCLUSIONS**

- 4.1 The evidence gathered suggests there is no significant unmet demand.
- 4.2 Based on the number of vehicles licensed as hackney carriages at the time of the survey (150) there is no need to increase the number of hackney carriage licences at the present time.

## 5.0 RECOMMENDATIONS

- 5.1 The committee has a number of options available.
- 5.2 Option 1: retain the limit on the number of hackney carriage vehicles at 110.
- 5.3 Option 2: remove the limit on the number of hackney carriage vehicles.
- 5.4 Option 3: increase the limit on the number of hackney carriage vehicles.
- 5.5 If option 1 or 3 is chosen then officers be authorised to commission a further unmet demand survey in 2019 to review the policy. The 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](mailto:Trevor.durham@chesterfield.gov.uk).

**Chesterfield Borough– Hackney Carriage  
Unmet Demand Survey**

**Final Report**

**November 2016**





## EXECUTIVE SUMMARY

### *Key points*

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

Hackney Carriages are regulated by local authorities. The Department for Transport has developed guidance documentation entitled TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE. The guidance addresses a wide range of licensing considerations and issues and provides recommendations on good practice. Within the licensing aspects considered, is the choice of whether to implement and maintain a restriction in the quantity of Hackney Carriages licences.

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages.

If the result of an unmet demand survey should demonstrate that there is evidence of significant unmet demand, the recommended actions for a licensing authority may be to either raise the limit on Hackney Carriage numbers to an appropriate level, or to remove the limit all together.

If the result of an unmet demand survey should demonstrate that there is no evidence of unmet demand, then a third choice of action becomes available to the licensing authority, which is to keep the cap in place at the same level.

A licensing authority may choose at any time, to raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit; good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.

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

Surveys were undertaken at taxi ranks in Chesterfield Borough, for four days, from a Thursday morning to the early hours of the following Monday morning, 96 hours later. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times and wait times for any queuing passengers.

The busiest rank was Chesterfield Railway Station. Approximately 57% of all observed hires occurred at the Railway Station rank.

Incidences of passenger waiting were observed, involving 17 passengers (out of 2,158 passengers observed over the four days). Incidences of passenger queuing were at a range of times on Thursday, Friday and Saturday. Occasions when passengers had to wait for a Hackney Carriage to arrive at a rank were generally isolated events rather than lengthy continuous periods of queuing.

Volumes at the ranks are summarised in the following tables.





RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	7	219	226	276	1.3	19
Elder Way	45	55	100	68	1.2	15
Knifesmith Gate	5	0	5	0	0.0	4
Vicar Lane / Old Ship Lane	6	1	7	1	1.0	6
Coach Station Car Park	24	0	24	0	0.0	4
Saltergate	4	1	5	1	1.0	2
West Bars	2	0	2	0	0.0	3
Stephenson Place	13	11	24	17	1.5	11
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	15	8	23	13	1.6	12
Holywell Street Section A	14	14	28	17	1.2	15
Holywell Street Section B	9	1	10	1	1.0	4
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>144</b>	<b>310</b>	<b>454</b>	<b>394</b>	<b>1.3</b>	<b>15</b>

**Table 1 - Summary of Rank Observation Results – Thursday to Friday totals**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	7	257	264	316	1.2	16
Elder Way	26	55	81	77	1.4	10
Knifesmith Gate	0	0	0	0	0.0	
Vicar Lane / Old Ship Lane	7	3	10	6	2.0	3
Coach Station Car Park	9	3	12	5	1.7	2
Saltergate	2	0	2	0	0.0	0
West Bars	0	0	0	0	0.0	0
Stephenson Place	24	77	101	124	1.6	5
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	20	3	23	4	1.3	3
Holywell Street Section A	10	48	58	71	1.5	8
Holywell Street Section B	13	0	13	0	0.0	0
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>118</b>	<b>446</b>	<b>564</b>	<b>603</b>	<b>1.4</b>	<b>11</b>

**Table 2 - Summary of Rank Observation Results –Friday to Saturday totals**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	0	237	237	316	1.3	14
Elder Way	28	60	88	91	1.5	10
Knifesmith Gate	0	2	2	2	1.0	
Vicar Lane / Old Ship Lane	1	1	2	1	1.0	1
Coach Station Car Park	10	0	10	0	0.0	2
Saltergate	2	2	4	3	1.5	1
West Bars	1	0	1	0	0.0	10
Stephenson Place	11	194	205	365	1.9	2
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	4	2	6	3	1.5	1
Holywell Street Section A	8	76	84	116	1.5	3
Holywell Street Section B	7	26	33	36	1.4	0
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>72</b>	<b>600</b>	<b>672</b>	<b>933</b>	<b>1.6</b>	<b>7</b>

**Table 3 - Summary of Rank Observation Results –Saturday to Sunday totals**





RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	6	154	160	218	1.4	14
Elder Way	8	2	10	3	1.5	12
Knifesmith Gate	1	0	1	0	0.0	0
Vicar Lane / Old Ship Lane	1	0	1	0	0.0	0
Coach Station Car Park	5	0	5	0	0.0	0
Saltergate	2	0	2	0	0.0	3
West Bars	0	0	0	0	0.0	0
Stephenson Place	3	4	7	6	1.5	3
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	0	0	0	0	0.0	0
Holywell Street Section A	0	2	2	2	1.0	0
Holywell Street Section B	3	0	3	0	0.0	2
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>29</b>	<b>162</b>	<b>191</b>	<b>229</b>	<b>1.4</b>	<b>13</b>

**Table 4 - Summary of Rank Observation Results –Sunday to Monday totals**

Approximately 19% of Hackney Carriages left the ranks empty. However, the proportion of Hackney Carriages leaving the Railway Station rank was significantly lower. If we exclude the Railway Station rank from the calculation, 35% of Hackney Carriages left the ranks empty during the periods observed. It may be the case that many of these empty departures may have been responding to telephone bookings. Hackney Carriages which leave the rank empty have the effect of reducing the average waiting time observed.

Public consultation was undertaken through questionnaire surveys conducted on street and an online questionnaire. Stakeholder consultation was undertaken with minority group representatives, local businesses, hotels, licenced premises, the police transport providers and officers of Chesterfield Borough Council.

The consultation feedback indicated that:

- The Hackney Carriage fleet in Chesterfield Borough is generally well regarded.
- Consultation feedback from stakeholders, the public and the trade suggests that there are few issues with the availability of Hackney Carriages and the levels of service provided.
- Some initial feedback suggested that issues had been raised regarding the availability of wheelchair accessible vehicles. However, there was very little feedback from representatives of wheelchair users and use groups to support this. Several organisations which make use of wheelchair accessible vehicles on a regular basis indicated that they rarely faced any issues with availability. However, several of these organisations have an account with a service provider. This may afford them a level of priority in the service they receive.
- The principal feedback from the trade was comments regarding the number of licensed vehicles from other licensing authority areas which are working for Private Hire Operators. It was felt that some of these out of area drivers have insufficient local knowledge to offer good levels of service. In addition, concerns were raised regarding public safety, as the ability of Chesterfield Council licensing officers to check vehicles and drivers is limited.
- Feedback from Private Hire and Hackney Operators indicated that they faced shortages of driver availability to meet demand. This was especially the case for Private Hire drivers. This may be driving the perceived growth in out of area vehicles and drivers licensed in other areas, operating in Chesterfield.
- There is a trend within the Hackney Carriage fleet for drivers who operate from town centre ranks, to also subscribe to a Private Hire booking circuit. Drivers who operate from the Railway Station tend to be solo operators or working



within small operator companies. As such, the proportion of Hackney Carriages which leave the Railway Station rank empty (to fulfil a booking) is relatively low, compared with other ranks.

### ***Observations***

Not all Hackney Carriage drivers work full time. Some work for shorter periods, a few days a week, others work long hours (12 hours + per day) up to 7 days a week, on occasions. Drivers were asked how many hours they worked each day. The average working week for Hackney Carriage drivers was 62.45 hours per week.

Some individuals own multiple Hackney Carriage vehicle licences and rent these licenced vehicles to drivers for a weekly fee, or a share of earnings. There was relatively little objection to this arrangement from drivers who responded to the survey.

The proportion of the fleet which operated from the ranks during the survey period, was relatively low. This ranged from around 17% in mid-morning, to around 35% during the period of peak demand on Saturday night. It is understood that a significant proportion of demand for Hackney Carriages is obtained from booking, in addition to hires obtained off ranks.

### ***Wheelchair mystery shopper survey***

A series of test purchase hires were made by a surveyor in a wheelchair accompanied by and able bodied person. A total of seventeen test purchases were made on 12<sup>th</sup> and 13<sup>th</sup> October 2016 and on the 1<sup>st</sup> November 2016.

The test purchases involved the hire of Hackney Carriages from ranks in Chesterfield. The level of service provided was tested. One of the drivers surveyed didn't secure the wheelchair adequately and it moved whilst the vehicle was being driven. Another driver didn't stop the meter when he had arrived at the destination and the meter continued to run whilst the wheelchair was disembarked. The remaining 15 out of the 17 drivers surveyed managed to adequately secure the wheelchair and stop the meter on arrival at the destination. All of the journeys undertaken were relatively short and generally barely exceeded the minimum flag drop fare on the taxi meter. No drivers refused to take the hires offered and all drivers offered to use ramps and to board the wheelchair.

A separate paper detailing the vehicles, drivers and journeys undertaken for the surveys has been prepared and supplied to the Licensing section of the Council.

### ***Unmet need assessment***

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results was 9.1. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

### ***Future requirements***

There is currently an adequate supply of Hackney Carriages. No additional licences would be necessary to cater for foreseeable growth in general demand over the next three years. The low proportion of Hackney Carriage fleet observed working from the ranks suggests that there is capacity within the fleet to deal with any moderate rise in demand.



### ***Conclusions and recommendations***

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

It is recommended that there is no need to increase the number of Hackney Carriage licences at the present time, to meet the needs of the travelling general public.







# **Chesterfield Borough– Hackney Carriage Unmet Demand Survey**

## **Final Report**

**November 2016**





## EXECUTIVE SUMMARY

### *Key points*

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

Hackney Carriages are regulated by local authorities. The Department for Transport has developed guidance documentation entitled TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE. The guidance addresses a wide range of licensing considerations and issues and provides recommendations on good practice. Within the licensing aspects considered, is the choice of whether to implement and maintain a restriction in the quantity of Hackney Carriages licences.

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages.

If the result of an unmet demand survey should demonstrate that there is evidence of significant unmet demand, the recommended actions for a licensing authority may be to either raise the limit on Hackney Carriage numbers to an appropriate level, or to remove the limit all together.

If the result of an unmet demand survey should demonstrate that there is no evidence of unmet demand, then a third choice of action becomes available to the licensing authority, which is to keep the cap in place at the same level.

A licensing authority may choose at any time, to raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit; good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.

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

Surveys were undertaken at taxi ranks in Chesterfield Borough, for four days, from a Thursday morning to the early hours of the following Monday morning, 96 hours later. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times and wait times for any queuing passengers.

The busiest rank was Chesterfield Railway Station. Approximately 57% of all observed hires occurred at the Railway Station rank.

Incidences of passenger waiting were observed, involving 17 passengers (out of 2,158 passengers observed over the four days). Incidences of passenger queuing were at a range of times on Thursday, Friday and Saturday. Occasions when passengers had to wait for a Hackney Carriage to arrive at a rank were generally isolated events rather than lengthy continuous periods of queuing.

Volumes at the ranks are summarised in the following tables.



RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	7	219	226	276	1.3	19
Elder Way	45	55	100	68	1.2	15
Knivesmith Gate	5	0	5	0	0.0	4
Vicar Lane / Old Ship Lane	6	1	7	1	1.0	6
Coach Station Car Park	24	0	24	0	0.0	4
Saltergate	4	1	5	1	1.0	2
West Bars	2	0	2	0	0.0	3
Stephenson Place	13	11	24	17	1.5	11
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	15	8	23	13	1.6	12
Holywell Street Section A	14	14	28	17	1.2	15
Holywell Street Section B	9	1	10	1	1.0	4
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>144</b>	<b>310</b>	<b>454</b>	<b>394</b>	<b>1.3</b>	<b>15</b>

**Table 1 - Summary of Rank Observation Results – Thursday to Friday totals**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	7	257	264	316	1.2	16
Elder Way	26	55	81	77	1.4	10
Knivesmith Gate	0	0	0	0	0.0	
Vicar Lane / Old Ship Lane	7	3	10	6	2.0	3
Coach Station Car Park	9	3	12	5	1.7	2
Saltergate	2	0	2	0	0.0	0
West Bars	0	0	0	0	0.0	0
Stephenson Place	24	77	101	124	1.6	5
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	20	3	23	4	1.3	3
Holywell Street Section A	10	48	58	71	1.5	8
Holywell Street Section B	13	0	13	0	0.0	0
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>118</b>	<b>446</b>	<b>564</b>	<b>603</b>	<b>1.4</b>	<b>11</b>

**Table 2 - Summary of Rank Observation Results –Friday to Saturday totals**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	0	237	237	316	1.3	14
Elder Way	28	60	88	91	1.5	10
Knivesmith Gate	0	2	2	2	1.0	
Vicar Lane / Old Ship Lane	1	1	2	1	1.0	1
Coach Station Car Park	10	0	10	0	0.0	2
Saltergate	2	2	4	3	1.5	1
West Bars	1	0	1	0	0.0	10
Stephenson Place	11	194	205	365	1.9	2
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	4	2	6	3	1.5	1
Holywell Street Section A	8	76	84	116	1.5	3
Holywell Street Section B	7	26	33	36	1.4	0
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>72</b>	<b>600</b>	<b>672</b>	<b>933</b>	<b>1.6</b>	<b>7</b>

**Table 3 - Summary of Rank Observation Results –Saturday to Sunday totals**





RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	6	154	160	218	1.4	14
Elder Way	8	2	10	3	1.5	12
Knivesmith Gate	1	0	1	0	0.0	0
Vicar Lane / Old Ship Lane	1	0	1	0	0.0	0
Coach Station Car Park	5	0	5	0	0.0	0
Saltergate	2	0	2	0	0.0	3
West Bars	0	0	0	0	0.0	0
Stephenson Place	3	4	7	6	1.5	3
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	0	0	0	0	0.0	0
Holywell Street Section A	0	2	2	2	1.0	0
Holywell Street Section B	3	0	3	0	0.0	2
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>29</b>	<b>162</b>	<b>191</b>	<b>229</b>	<b>1.4</b>	<b>13</b>

**Table 4 - Summary of Rank Observation Results –Sunday to Monday totals**

Approximately 19% of Hackney Carriages left the ranks empty. However, the proportion of Hackney Carriages leaving the Railway Station rank was significantly lower. If we exclude the Railway Station rank from the calculation, 35% of Hackney Carriages left the ranks empty during the periods observed. It may be the case that many of these empty departures may have been responding to telephone bookings. Hackney Carriages which leave the rank empty have the effect of reducing the average waiting time observed.

Public consultation was undertaken through questionnaire surveys conducted on street and an online questionnaire. Stakeholder consultation was undertaken with minority group representatives, local businesses, hotels, licenced premises, the police transport providers and officers of Chesterfield Borough Council.

The consultation feedback indicated that:

- The Hackney Carriage fleet in Chesterfield Borough is generally well regarded.
- Consultation feedback from stakeholders, the public and the trade suggests that there are few issues with the availability of Hackney Carriages and the levels of service provided.
- Some initial feedback suggested that issues had been raised regarding the availability of wheelchair accessible vehicles. However, there was very little feedback from representatives of wheelchair users and use groups to support this. Several organisations which make use of wheelchair accessible vehicles on a regular basis indicated that they rarely faced any issues with availability. However, several of these organisations have an account with a service provider. This may afford them a level of priority in the service they receive.
- The principal feedback from the trade was comments regarding the number of licensed vehicles from other licensing authority areas which are working for Private Hire Operators. It was felt that some of these out of area drivers have insufficient local knowledge to offer good levels of service. In addition, concerns were raised regarding public safety, as the ability of Chesterfield Council licensing officers to check vehicles and drivers is limited.
- Feedback from Private Hire and Hackney Operators indicated that they faced shortages of driver availability to meet demand. This was especially the case for Private Hire drivers. This may be driving the perceived growth in out of area vehicles and drivers licensed in other areas, operating in Chesterfield.
- There is a trend within the Hackney Carriage fleet for drivers who operate from town centre ranks, to also subscribe to a Private Hire booking circuit. Drivers who operate from the Railway Station tend to be solo operators or working within small operator companies. As such, the proportion of Hackney Carriages which



leave the Railway Station rank empty (to fulfil a booking) is relatively low, compared with other ranks.

### ***Observations***

Not all Hackney Carriage drivers work full time. Some work for shorter periods, a few days a week, others work long hours (12 hours + per day) up to 7 days a week, on occasions. Drivers were asked how many hours they worked each day. The average working week for Hackney Carriage drivers was 62.45 hours per week.

Some individuals own multiple Hackney Carriage vehicle licences and rent these licenced vehicles to drivers for a weekly fee, or a share of earnings. There was relatively little objection to this arrangement from drivers who responded to the survey.

The proportion of the fleet which operated from the ranks during the survey period, was relatively low. This ranged from around 17% in mid-morning, to around 35% during the period of peak demand on Saturday night. It is understood that a significant proportion of demand for Hackney Carriages is obtained from booking, in addition to hires obtained off ranks.

### ***Wheelchair mystery shopper survey***

A series of test purchase hires were made by a surveyor in a wheelchair accompanied by and able bodied person. A total of seventeen test purchases were made on 12<sup>th</sup> and 13<sup>th</sup> October 2016 and on the 1<sup>st</sup> November 2016.

The test purchases involved the hire of Hackney Carriages from ranks in Chesterfield. The level of service provided was tested. One of the drivers surveyed didn't secure the wheelchair adequately and it moved whilst the vehicle was being driven. Another driver didn't stop the meter when he had arrived at the destination and the meter continued to run whilst the wheelchair was disembarked. The remaining 15 out of the 17 drivers surveyed managed to adequately secure the wheelchair and stop the meter on arrival at the destination. All of the journeys undertaken were relatively short and generally barely exceeded the minimum flag drop fare on the taxi meter. No drivers refused to take the hires offered and all drivers offered to use ramps and to board the wheelchair.

A separate paper detailing the vehicles, drivers and journeys undertaken for the surveys has been prepared and supplied to the Licensing section of the Council.

### ***Unmet need assessment***

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results was 9.1. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

### ***Future requirements***

There is currently an adequate supply of Hackney Carriages. No additional licences would be necessary to cater for foreseeable growth in general demand over the next three years. The low proportion of Hackney Carriage fleet observed working from the ranks suggests that there is capacity within the fleet to deal with any moderate rise in demand.

### ***Conclusions and recommendations***



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

It is recommended that there is no need to increase the number of Hackney Carriage licences at the present time, to meet the needs of the travelling general public.





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# 1 STUDY OBJECTIVES

## 1.1 General

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

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

The objectives of the study may be broadly defined as:

- A survey of activity at taxi ranks
- Consultation with the trade
- Consultation with major stakeholders
- Comparison of licenced vehicle fleet size and composition, with other local authorities
- Assessment of unmet demand
- Conclusions

In addition to the activities associated with the Unmet Demand Study, a wheelchair mystery shopper survey was also undertaken.



## 2 BACKGROUND

### 2.1 Definitions

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

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

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

In this report, the term 'Licenced Vehicles' is also used to encompass both Private Hire and Hackney Carriage vehicles.

The term taxi or taxis can variously refer to either Hackney Carriages on their own or Hackney Carriages and Private Hire Vehicles collectively. In order to limit ambiguity, this report generally uses the word taxi, to refer to Hackney Carriages.

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

### 2.2 DfT guidance on Unmet Demand surveys

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

Significant Unmet Demand (SUD) has two components:

- Observed or 'patent' demand – that which is directly observable
  - Latent or 'suppressed' demand – that which is released by additional supply.
- Where a limit has been imposed, the DfT recommend that surveys be repeated every three years to confirm that unmet demand had not arisen.

If the result of an unmet demand survey should demonstrate that there is evidence of significant unmet demand, the recommended actions for a licensing authority may be to either raise the limit on Hackney Carriage numbers to an appropriate level, or to remove the limit all together.

If the result of an unmet demand survey should demonstrate that there is no evidence of unmet demand, then a third choice of action becomes available to the licensing authority, which is to keep the cap in place at the same level.





A licensing authority may choose at any time, to raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit, good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.

The DfT guidance considers the level of service to passengers foremost. The guidance suggests that quantity restrictions should only be introduced or retained if this is of benefit to the travelling public.

### **2.3 Observed unmet demand**

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

### **2.4 Latent unmet demand**

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

### **2.5 Other Surveys**

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

### **2.6 Breakdown of the Hackney Carriage trade**

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

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



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

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

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

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

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

## **2.7 Background to the Hackney Carriage Market in Chesterfield Borough**

At the time of the survey, Chesterfield Borough licenced 151 hackney carriages. This provides Chesterfield Borough with a hackney carriage provision of one hackney per 691 resident population. The fleet consists of a mix of saloon and estate car vehicles, smaller wheelchair accessible vehicles, larger 'taxi type' wheelchair accessible vehicles and minibus style vehicles.

## **2.8 Provision of Hackney Carriage Stands**

There were 9 official or established ranks located across the Chesterfield licensing area and three informal areas, which were observed during this survey.

The official ranks were:

- Chesterfield Railway Station
- Cavendish Street
- Stephenson Place
- Saltergate
- Coach Station Car Park
- Vicar Lane, Old Ship Lane
- Elder Way
- Knivesmith Gate
- West Bars



The informal areas also surveyed were

- Corporation Street
- Holywell Street
- New Beetwell Street

The area of Holywell Street observed was split into three observation zones. Holywell Street section A extended from the junction with Corporation Street, to the junction with Stephenson Place. Section B extended from the junction with Stephenson Place, to the junction with Saltergate. Section C extended from the junction with Saltergate to the junction with Durrant Road.

## 2.9 Fares comparison

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares for 365 authorities. These are ranked from 1 to 363, with 1 being the most expensive.

Chesterfield were ranked 306 out of 365 authorities in the November 2016 table.



## 3 BENCHMARKING

### 3.1 Introduction

In order to compare the current level of taxi provision in Chesterfield Borough, a comparison has been prepared which benchmarked Chesterfield Borough against other licensing authorities in the East Midlands Region, as defined by the Department for Transport.

The proportion of Hackney Carriages and Private Hire Vehicles, per 1,000 population (mid 2014 values), for all authorities in the region, is presented in Table 5 and Figure 1. Authorities are grouped by those which limit the number of Hackney Carriages and those which do not. These groups are each ordered in terms of increasing proportions of total licenced vehicles per 1,000 population.

### 3.2 Fleet Composition

The statistics presented for comparison of fleet composition are derived from Department for Transport statistics collected in 2015. This was the latest set of statistics available when the report was prepared.

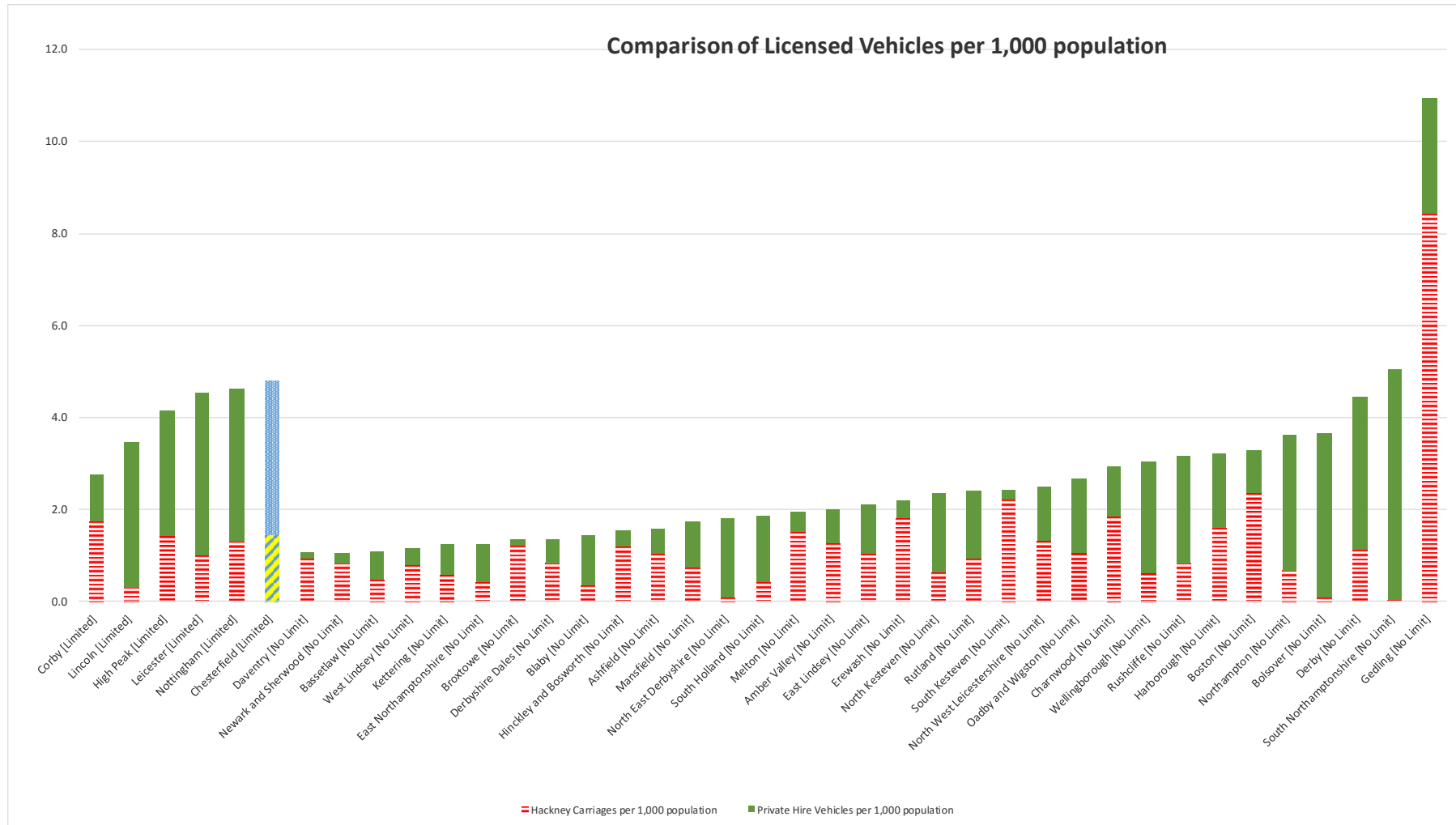
Population and licenced vehicle statistics for each of the comparator areas are presented in Table 5. The population statistics for each authority area was derived from mid-2014, estimates which were the latest statistics available.



**Table 5 - Licenced vehicle statistics**

Licensing Area	Mid 2014 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Corby [Limited]	65434	114	67	181	1.7	1.0	2.8
Lincoln [Limited]	96202	31	303	334	0.3	3.1	3.5
High Peak [Limited]	91364	131	249	380	1.4	2.7	4.2
Leicester [Limited]	337653	336	1194	1530	1.0	3.5	4.5
Nottingham [Limited]	314,268	411	1,039	1,450	1.3	3.3	4.6
<b>Chesterfield [Limited]</b>	<b>104,288</b>	<b>151</b>	<b>350</b>	<b>501</b>	<b>1.4</b>	<b>3.4</b>	<b>4.8</b>
Daventry [No Limit]	79036	73	11	84	0.9	0.1	1.1
Newark and Sherwood [No Limit]	117,758	99	27	126	0.8	0.2	1.1
Bassetlaw [No Limit]	114143	53	72	125	0	0.6	1.1
West Lindsey [No Limit]	91787	72	34	106	0.8	0.4	1.2
Kettering [No Limit]	96945	58	62	120	0.6	0.6	1.2
East Northamptonshire [No Limit]	88872	39	72	111	0.4	0.8	1.2
Broxtowe [No Limit]	111780	138	13	151	1	0.1	1.4
Derbyshire Dales [No Limit]	71281	59	38	97	0.8	0.5	1.4
Blaby [No Limit]	95851	34	104	138	0.4	1.1	1.4
Hinckley and Bosworth [No Limit]	107722	129	37	166	1.2	0.3	1.5
Ashfield [No Limit]	122,508	127	67	194	1.0	0.5	1.6
Mansfield [No Limit]	105893	80	105	185	1	1.0	1.7
North East Derbyshire [No Limit]	99,352	8	172	180	0.1	1.7	1.8
South Holland [No Limit]	90419	39	129	168	0.4	1.4	1.9
Melton [No Limit]	50969	77	22	99	1.5	0.4	1.9
Amber Valley [No Limit]	123,942	157	91	248	1.3	0.7	2.0
East Lindsey [No Limit]	137623	145	145	290	1.1	1.1	2.1
Erewash [No Limit]	114,048	207	44	251	1.8	0.4	2.2
North Kesteven [No Limit]	111046	70	191	261	0.6	1.7	2.4
Rutland [No Limit]	38022	35	56	91	0.9	1.5	2.4
South Kesteven [No Limit]	137981	306	30	336	2.2	0.2	2.4
North West Leicestershire [No Limit]	95882	127	113	240	1.3	1.2	2.5
Oadby and Wigston [No Limit]	55928	59	91	150	1.1	1.6	2.7
Charnwood [No Limit]	173545	324	187	511	1.9	1.1	2.9
Wellingborough [No Limit]	76446	47	185	232	0.6	2.4	3.0
Rushcliffe [No Limit]	113,670	96	265	361	0.8	2.3	3.2
Harborough [No Limit]	88008	142	142	284	1.6	1.6	3.2
Boston [No Limit]	66458	156	62	218	2.3	0.9	3.3
Northampton [No Limit]	219495	148	648	796	0.7	3.0	3.6
Bolsover [No Limit]	77,155	7	275	282	0.1	3.6	3.7
Derby [No Limit]	252,463	287	835	1,122	1.1	3.3	4.4
South Northamptonshire [No Limit]	88164	4	441	445	0.0	5.0	5.0
Gedling [No Limit]	115638	976	290	1,266	8	2.5	10.9

Statistics for Fleet composition are presented in Figure 1



**Figure 1 - Fleet composition comparison**



The number of Hackney Carriages per 1,000 population in Chesterfield Borough is ranked second equal out of the six authorities which limit numbers. Of all of the authorities in the region, (39) Chesterfield Borough is ranked 9<sup>th</sup> equal for the number of Hackney Carriages per 1,000 population.

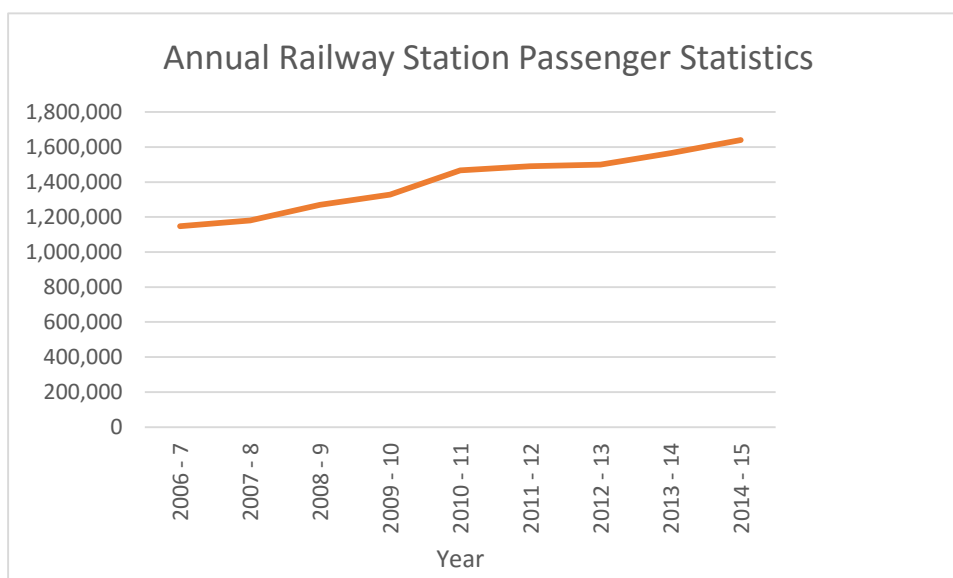
### 3.3 Rail Passenger growth

Chesterfield has a mainline railway station, with frequent services passing through. The volume of hires which Hackney Carriage drivers, waiting on the station ranks, can expect, clearly relates to the volume of passengers passing through the station. Therefore, it is useful to consider trends in rail passenger footfall at the Railway Station and consider how this may affect demand for licensed vehicles.

Historic passenger volume trends are presented in Table 6 and Figure 2.

<b>Annual rail statistics</b>	
<b>Total annual passenger entries and exits</b>	
<b>Year</b>	<b>Chesterfield Railway Station</b>
<b>2006 - 7</b>	<b>1,147,806</b>
<b>2007 - 8</b>	<b>1,181,145</b>
<b>2008 - 9</b>	<b>1,268,894</b>
<b>2009 - 10</b>	<b>1,328,866</b>
<b>2010 - 11</b>	<b>1,465,990</b>
<b>2011 - 12</b>	<b>1,490,616</b>
<b>2012 - 13</b>	<b>1,498,814</b>
<b>2013 - 14</b>	<b>1,564,882</b>
<b>2014 - 15</b>	<b>1,640,288</b>

**Table 6 – Annual Railway Passenger Statistics**



**Figure 2 – Profile of annual rail passengers**

Passenger volumes through Chesterfield Railway Station have increased significantly over the last 9 years.

As a consequence of increasing rail passenger numbers, the demand for licensed vehicles associated with rail travel is likely to have increased in recent years.





## 4

## TAXI RANK SURVEYS

### 4.1 Current taxi ranks

The observation of activity at taxi ranks incorporated a range of locations where Hackney Carriages were known to wait for fares. These included locations which are not formally marked or designated as taxi ranks and the rank at the Railway Station, which, whilst marked as a taxi rank, is on private land and not controlled by the local authority. Hackney Carriage owners who wish to use the Railway Station rank, have to pay a fee to the Railway Operator for a permit to operate on this rank.

There were 9 official or established ranks (including the Railway Station) located across the Chesterfield licensing area and three informal areas, which were observed during this survey.

The official ranks were:

- Chesterfield Railway Station
- Cavendish Street
- Stephenson Place
- Saltergate
- Coach Station Car Park
- Vicar Lane, Old Ship Lane
- Elder Way
- Knivesmith Gate
- West Bars

The informal areas also surveyed were

- Corporation Street
- Holywell Street
- New Beetwell Street

The area of Holywell Street observed was split into three observation zones. Holywell Street section A extended from the junction with Corporation Street, to the junction with Stephenson Place. Section B extended from the junction with Stephenson Place, to the junction with Saltergate. Section C extended from the junction with Saltergate to the junction with Durrant Road.

### 4.2 Rank surveys

The ranks were surveyed continuously from 7.00 on Thursday 29<sup>th</sup> September 2016 to 7.00 on Monday 3<sup>rd</sup> October 2016. Cameras were used to record activity during these periods at all ranks.

### 4.3 Rank survey results

Full details of tabulated hourly passenger and Hackney Carriage volumes and waiting times for Hackney Carriages, are presented in Appendix A. Summary



results are presented in this chapter as graphs of Hourly Passenger Volumes, Hourly Hackney Carriage Volumes, Average Hackney Carriage waiting time each hour and Hackney Carriage Queue Lengths in five minute increments.

Passenger waiting times were recorded when passengers arrived at a taxi rank and there were no taxis waiting at the rank, i.e. passengers had to wait for a Hackney Carriage to arrive at the rank. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi rank until a Hackney Carriage arrived at the rank, to pick up the passenger(s) or the passengers left without boarding a Hackney Carriage.

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



## Corporation Street

Corporation Street Passengers per hour

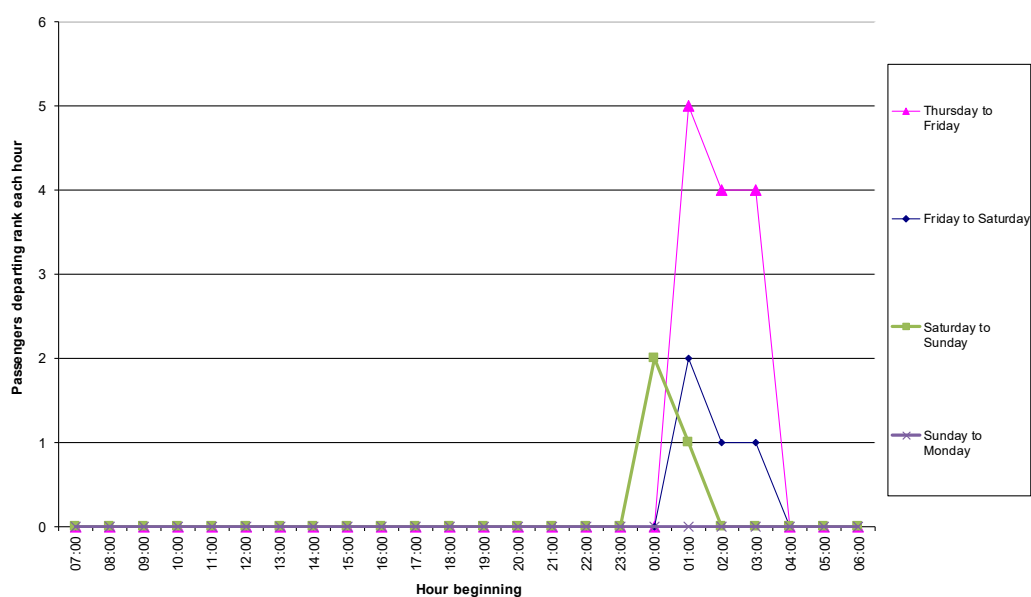


Figure 3 – Corporation Street Passengers Per Hour

Corporation Street Hackney Carriages per hour

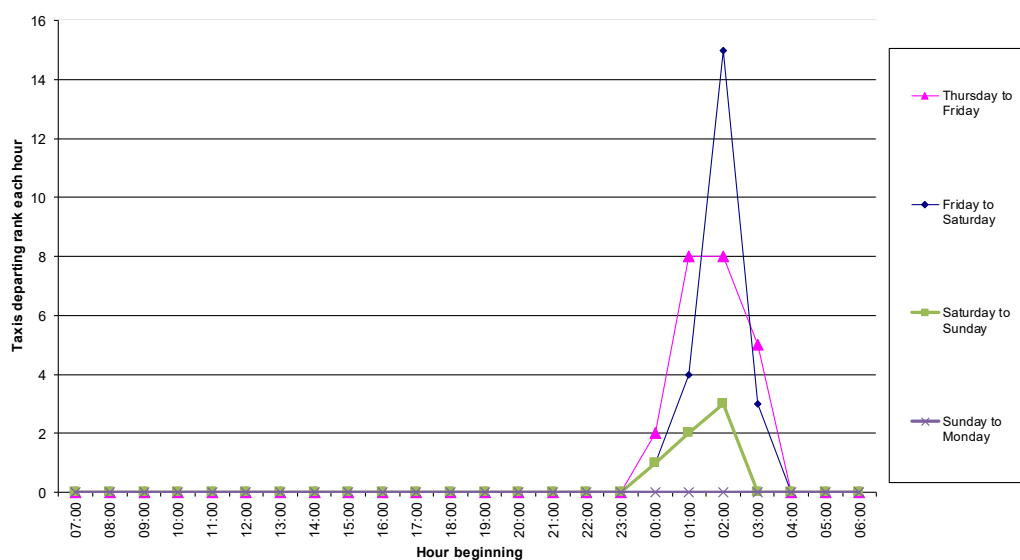
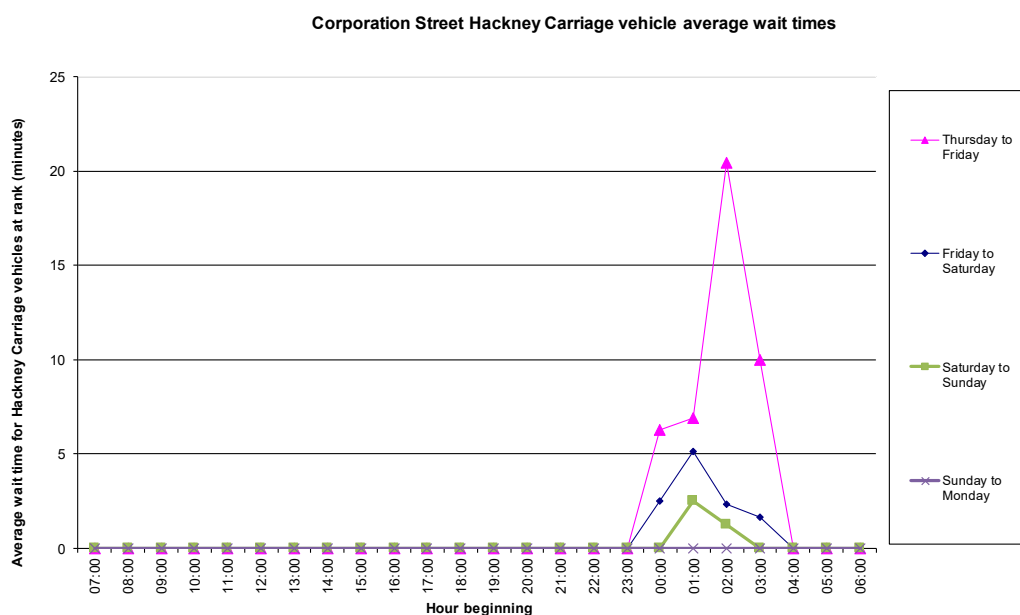
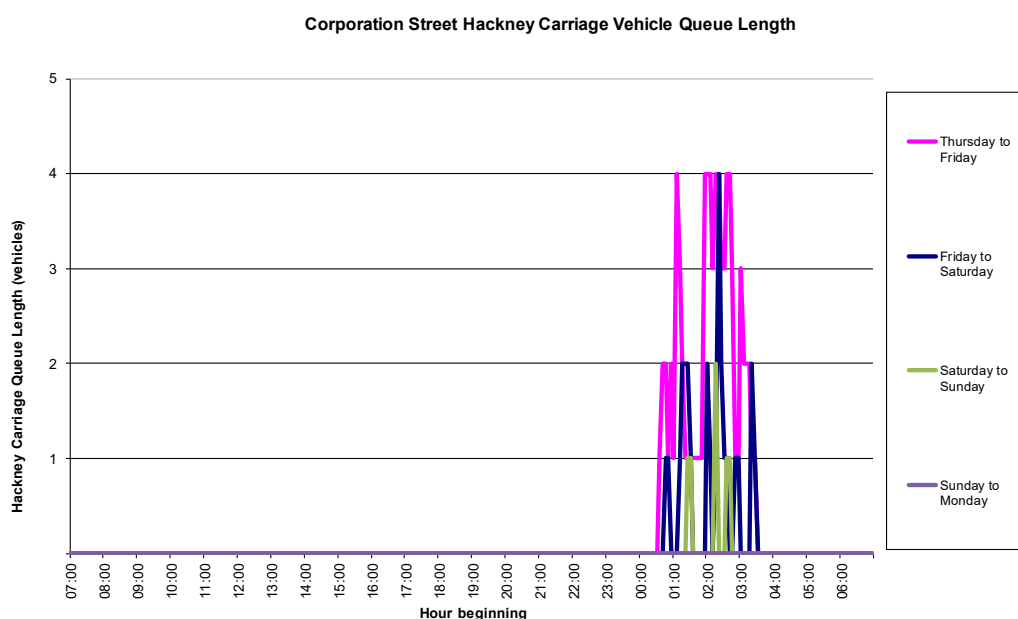


Figure 4 – Corporation Street Hackney Carriages Per Hour



**Figure 5 – Corporation Street Hackney Carriage Average Wait Times**

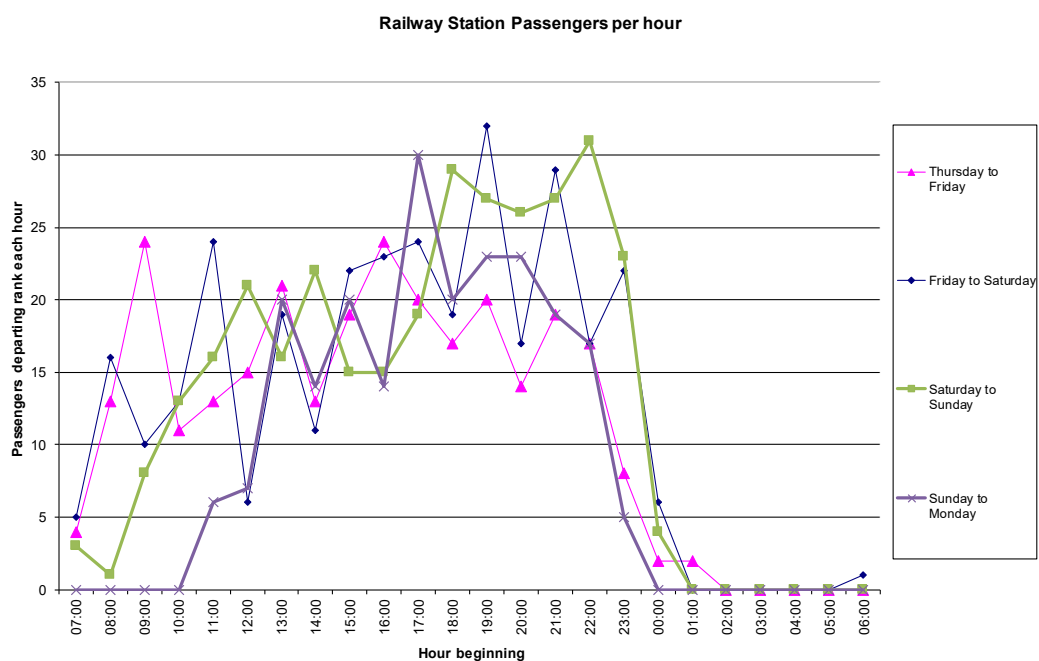


**Figure 6 – Corporation Street Hackney Carriage Queue Length**

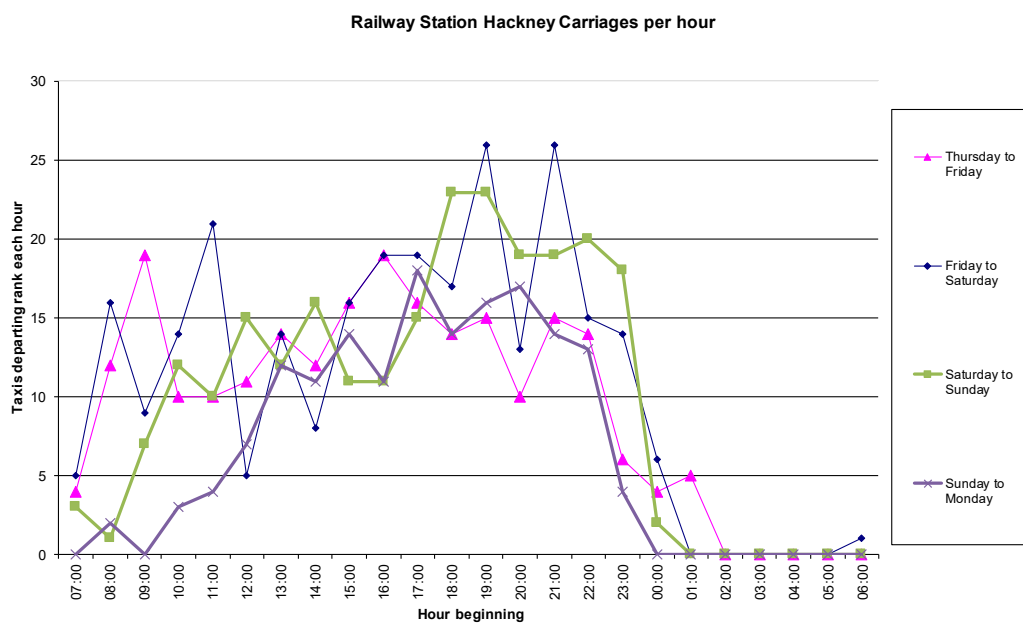
Corporation Street does not have a formal taxi rank. However there is a Private Hire Operator's booking office at this location and Private Hire Vehicles and Hackney Carriages were observed parked waiting for hires booked through the office, Whilst most activity in this location was associated with the booking office, some Hackney Carriages formed an informal rank on Corporation Street late at night. It is the activity at this informal 'rank' which has been observed and presented in the graphs in this section of the report. The informal rank was active from late evening through to the early hours of the morning. Peak activity, in terms of passenger volumes, was observed on Thursday evening.



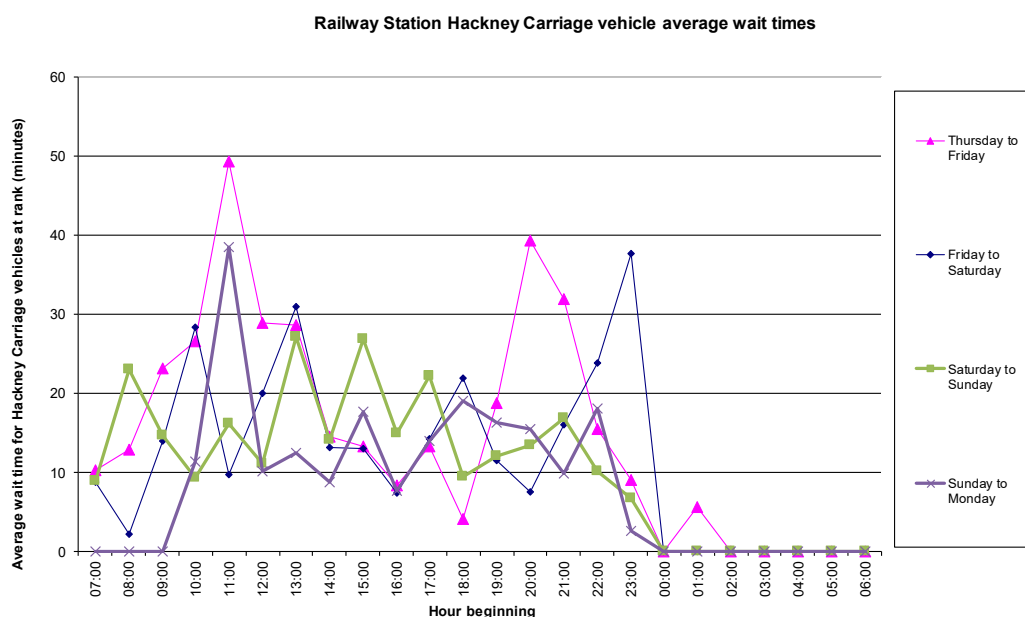
## Chesterfield Railway Station



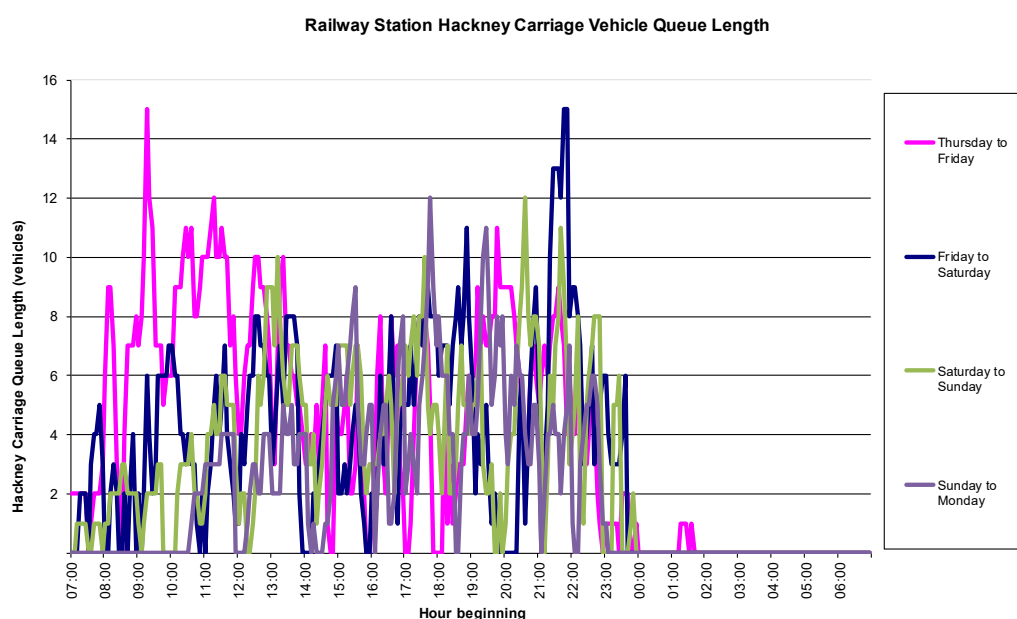
**Figure 7 – Chesterfield Railway Station Passengers Per Hour**



**Figure 8 – Chesterfield Railway Station Hackney Carriages Per Hour**



**Figure 9 – Chesterfield Railway Station Hackney Carriage Average Wait Times**

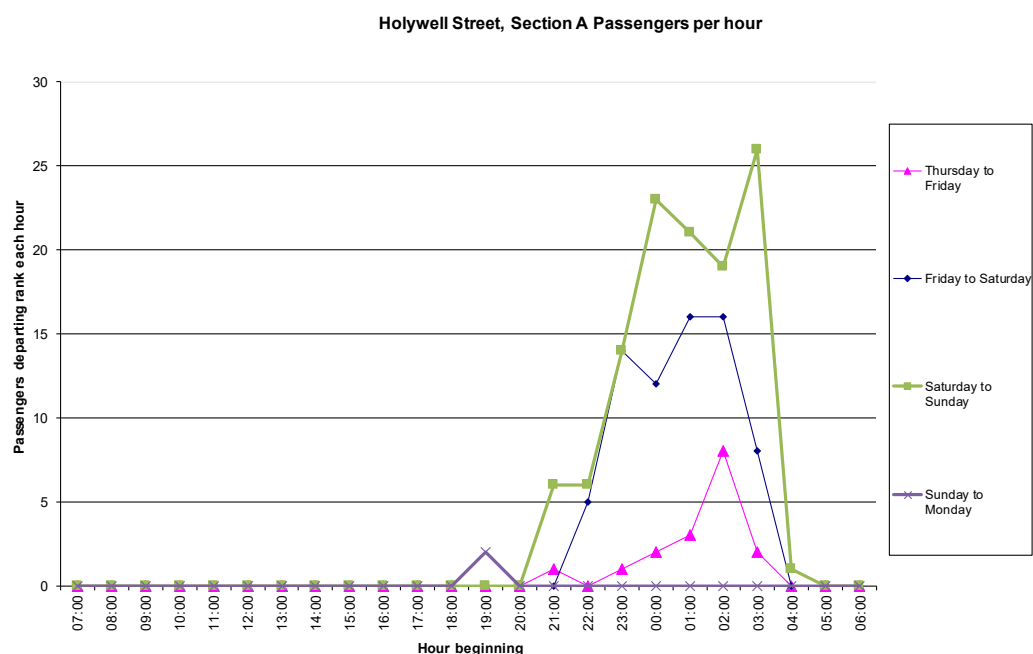


**Figure 10 – Chesterfield Railway Station Hackney Carriage Queue Length**

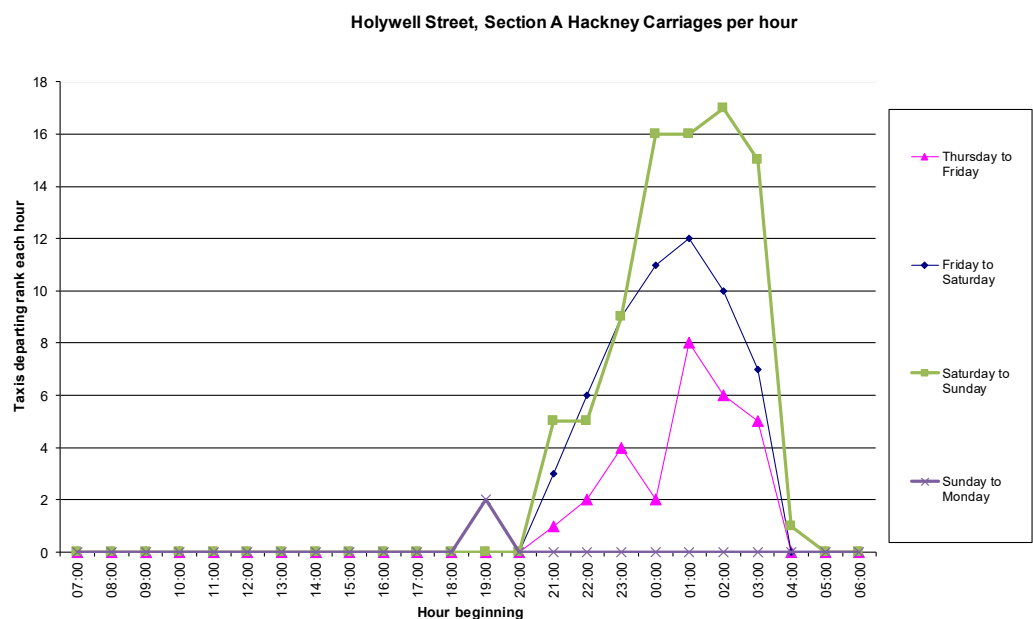
The rank is busy from around 7am – 2am. Thursday and Friday especially were busier during the morning commute times; other activity was steady and grew gradually throughout the day, peaking on Friday and Saturday night time about 7pm for three hours. After 10pm activity decreased rapidly with low levels of activity observed after this time, over the four nights.



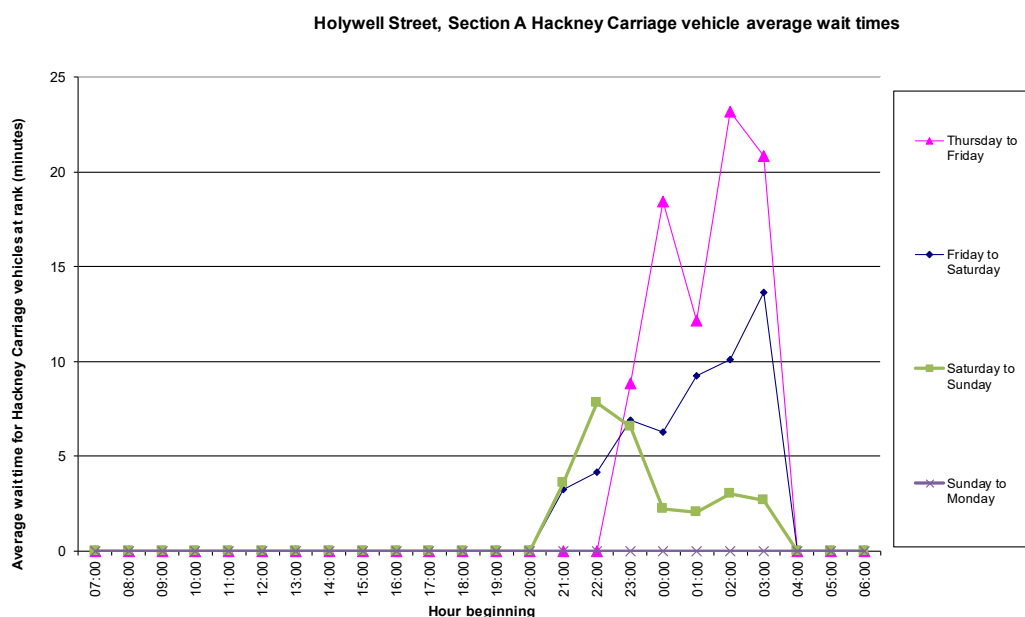
## Holywell Street, Section A



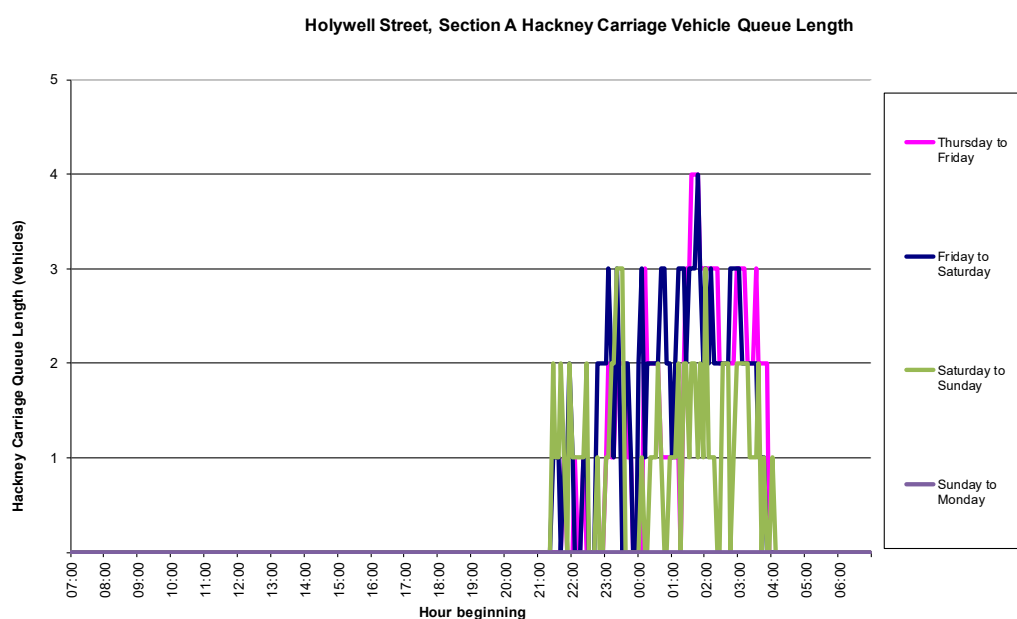
**Figure 11 – Holywell Street, Section A Passengers Per Hour**



**Figure 12 – Holywell Street, Section A Hackney Carriages Per Hour**



**Figure 13 – Holywell Street, Section A Hackney Carriage Average Wait Times**



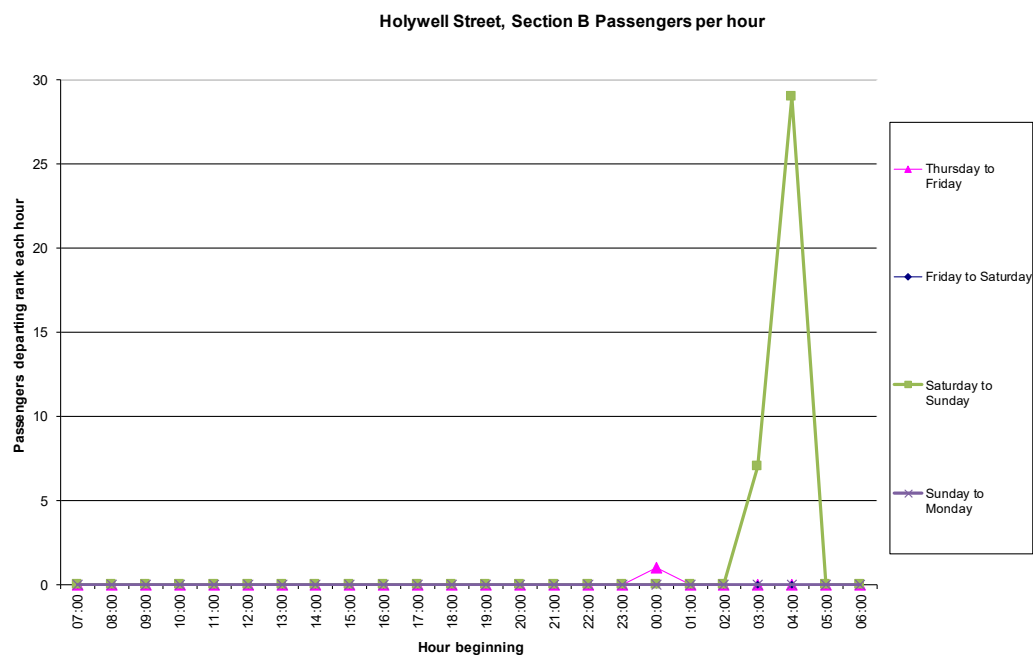
**Figure 14 – Holywell Street, Section A Hackney Carriage Queue Length**

This section of Holywell Street has a Private Hire Operator's booking office and many of the Private Hire Vehicles and some Hackney Carriages appeared to have been associated with the office and waited in this location for bookings, either to carry passengers emerging from the booking office or to leave empty to respond to bookings. However, late at night, Hackney Carriages formed a short informal rank to wait for passengers to walk up and hire the vehicles. The activity at this informal rank, was recorded and is presented in the graphs.

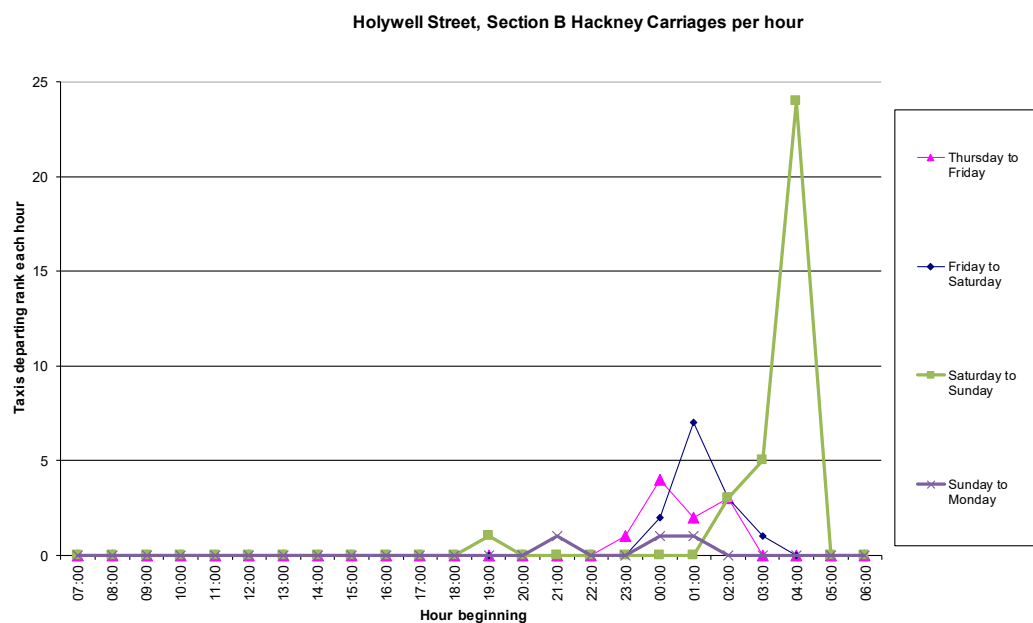




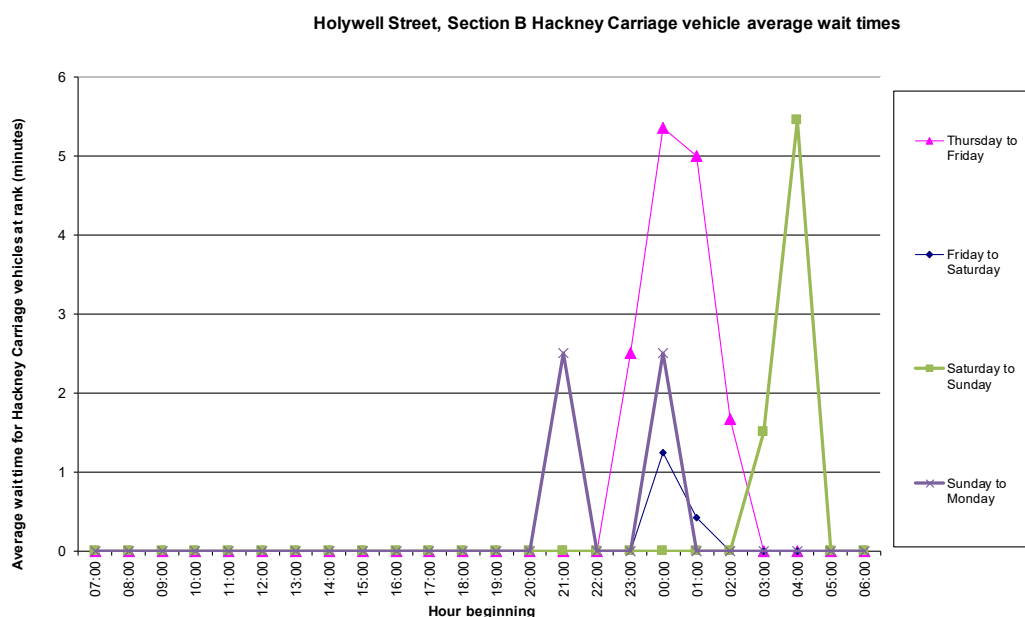
## Holywell Street, Section B



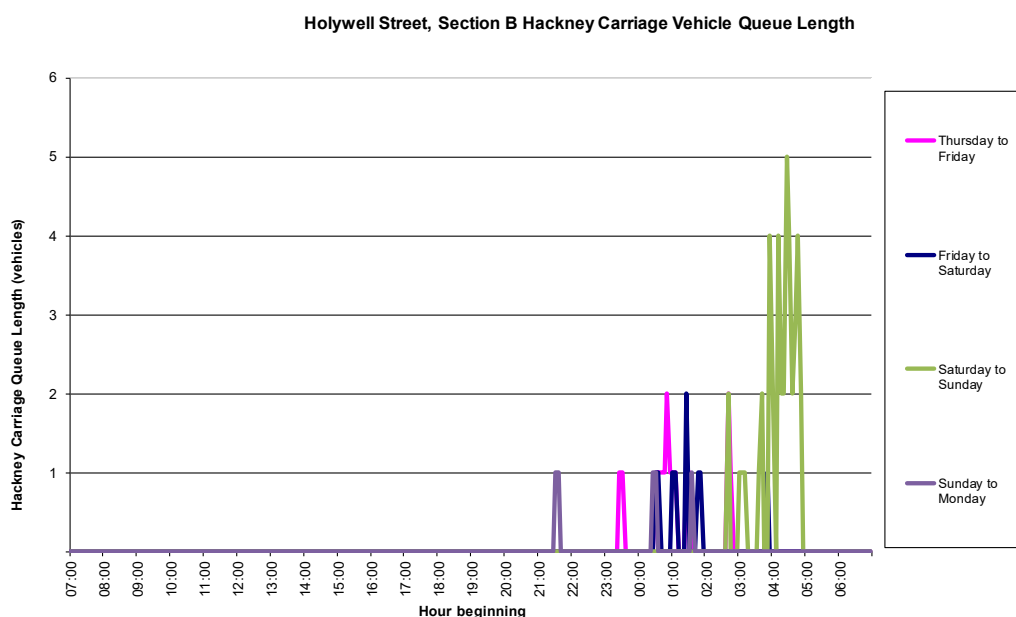
**Figure 15 – Holywell Street, Section B Passengers Per Hour**



**Figure 16 – Holywell Street, Section B Hackney Carriages Per Hour**



**Figure 17 – Holywell Street, Section B Average Hackney Carriage Wait Times**

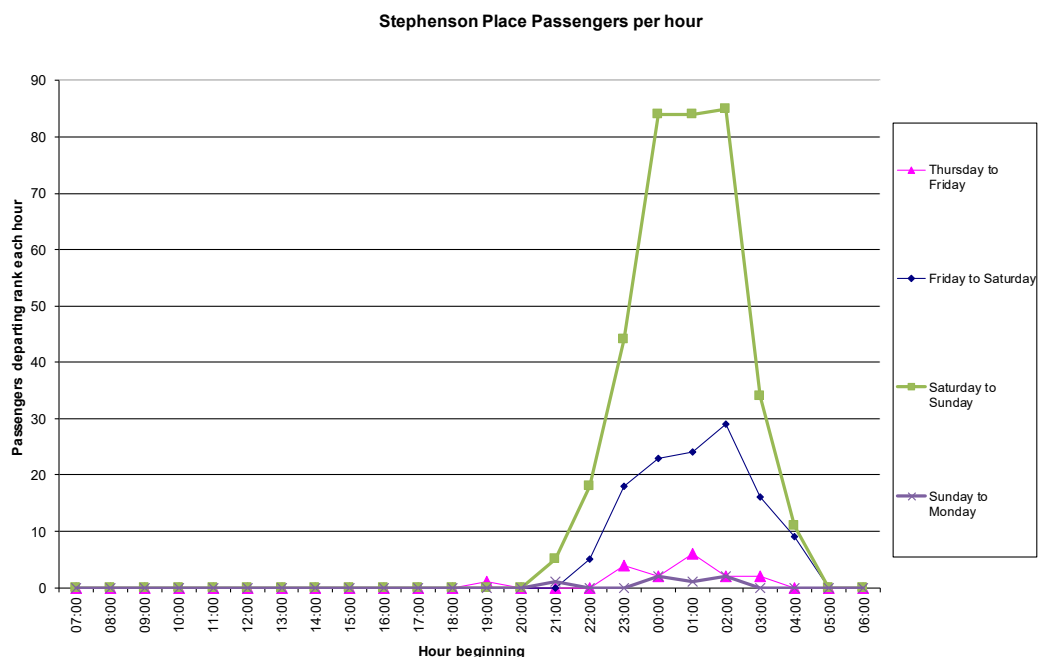


**Figure 18 – Holywell Street, Section B Hackney Carriage Queue Length**

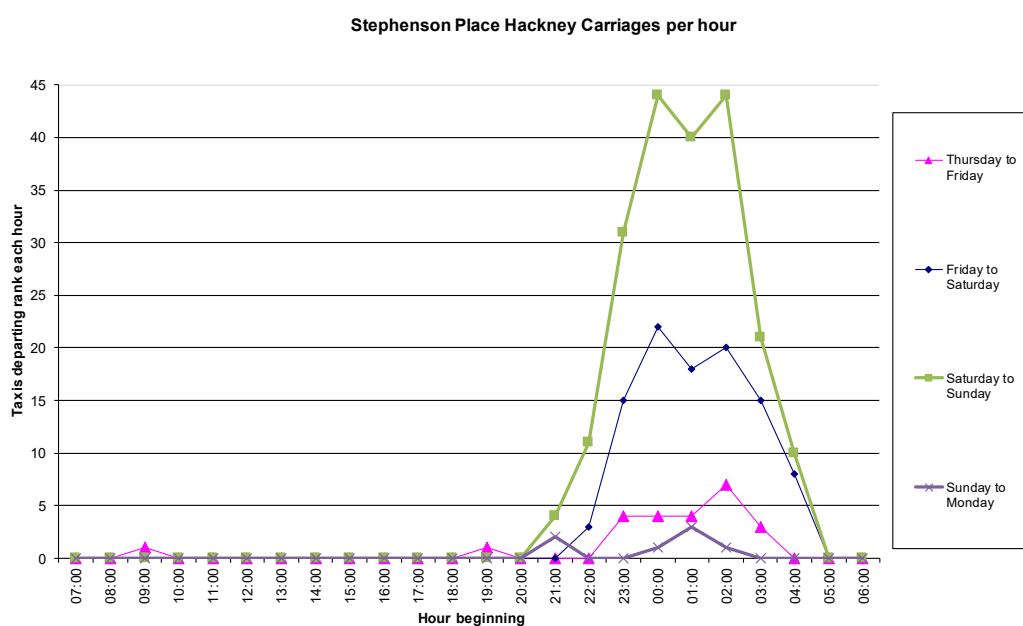
This section of Holywell Street acted as an informal rank, late at night. In addition to acting as a rank space for passengers to directly hire Hackney Carriages, the space also acted as a feeder rank for the Holywell Street section A informal rank. Hence, at times, some of the Hackney Carriages waiting at this location left empty, to move on to Holywell Street section A.



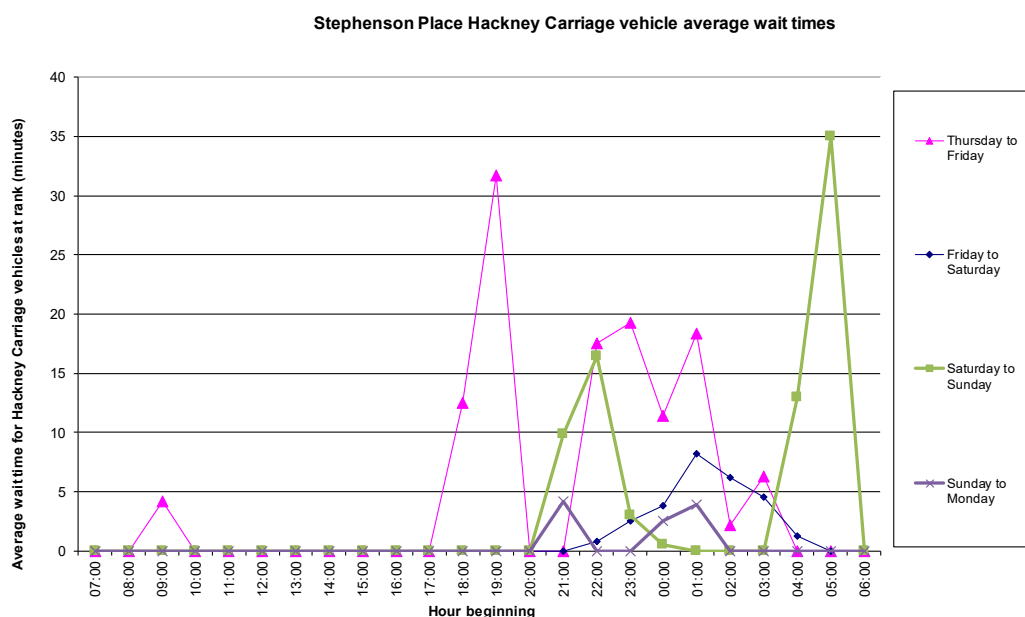
## Stephenson Place



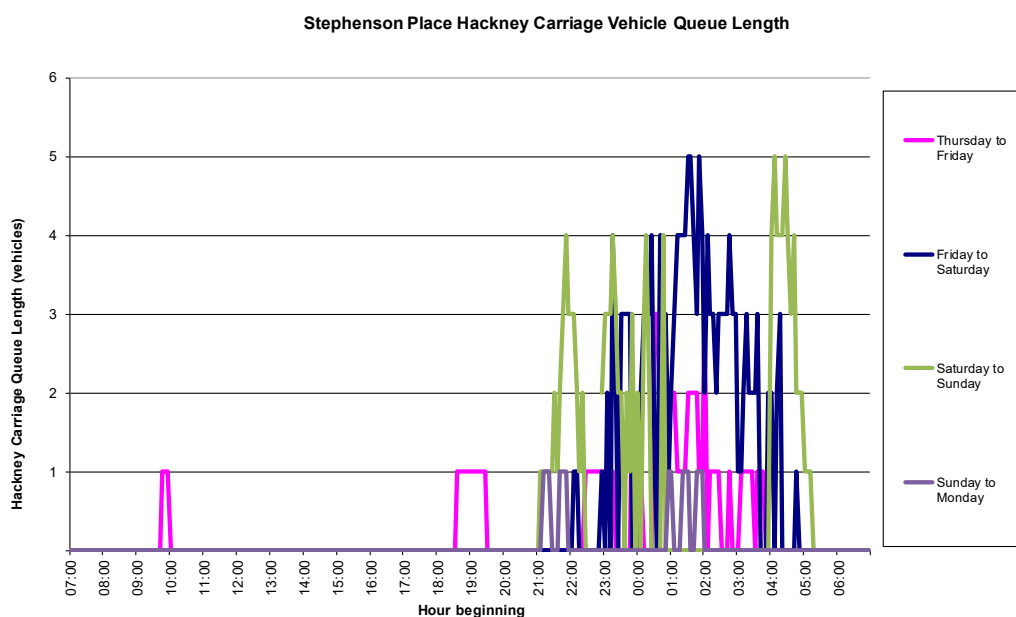
**Figure 19 – Stephenson Place Passengers Per Hour**



**Figure 20 – Stephenson Place Hackney Carriages Per Hour**



**Figure 21 – Stephenson Place Average Hackney Carriage Wait Times**



**Figure 22 – Stephenson Place Hackney Carriage Queue Length**

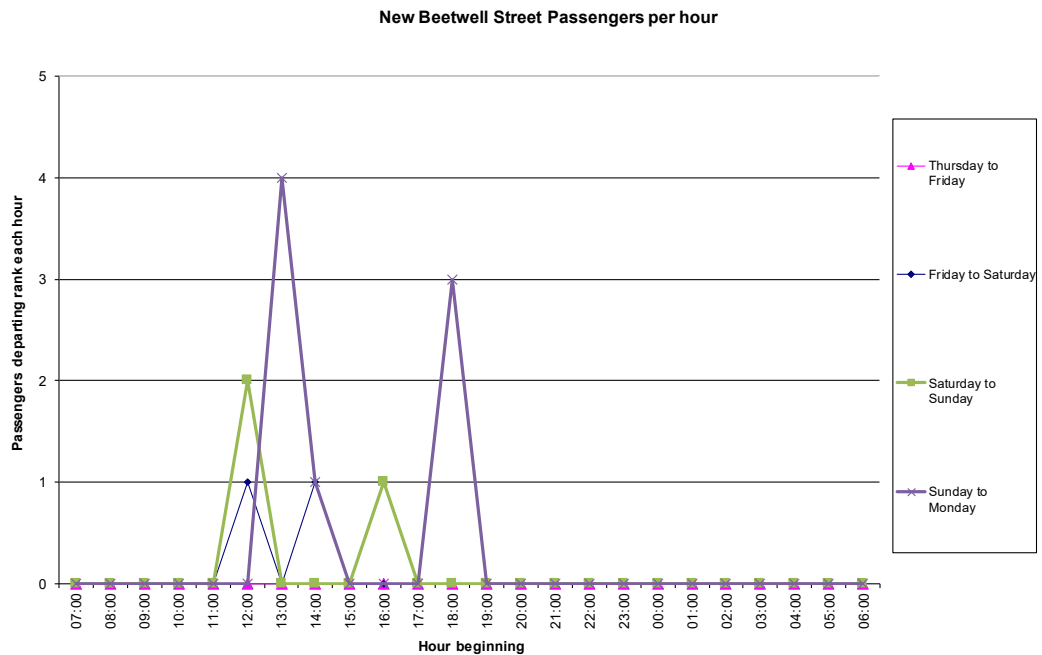
Stephenson Place has a small marked taxi rank, with space for two vehicles. This marked rank is operational 24 hours per day and is located on the south west side of the road, close to the junction with Holywell Street. Waiting vehicles need to travel southbound to exit the rank. Late at night, the bus stop bays on the south west side of the road, are used as a taxi rank. Hackney Carriages wait in the bus stop bays, facing against the flow of traffic. This enables the vehicles to leave the rank in the north bound direction. The marked 24 hour rank was rarely used except to park Hackney Carriages which were left empty by the drivers. The majority of use observed was at the bus stop bays.



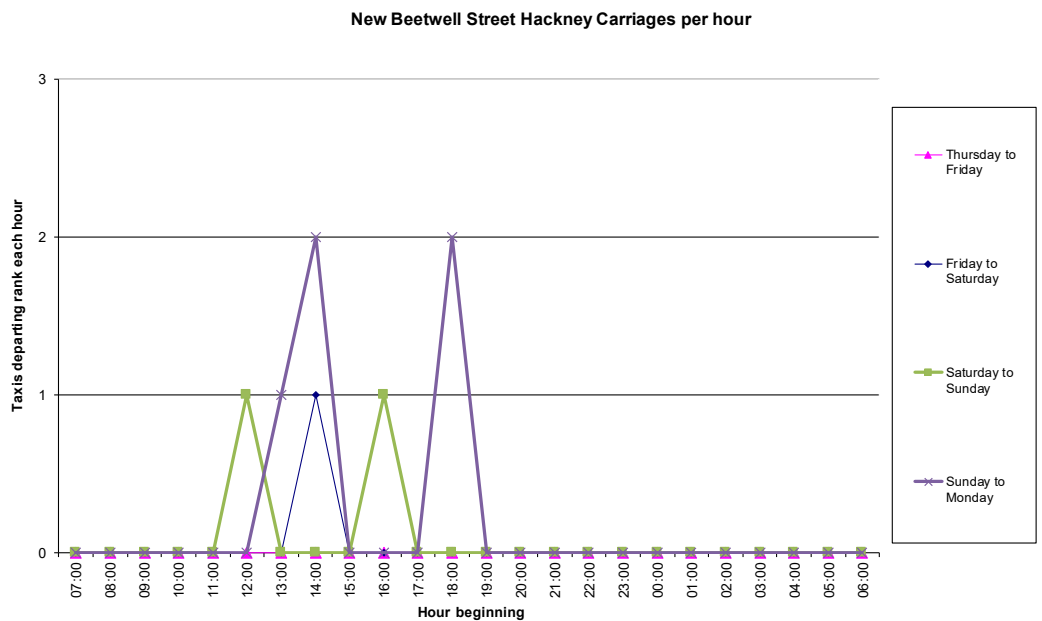
Peak activity was observed on Saturday night. Whilst the rank is operational for relatively short durations, the level of intensity of use on Friday and Saturday nights meant that the number of hires observed was second only to the Railway Station rank.



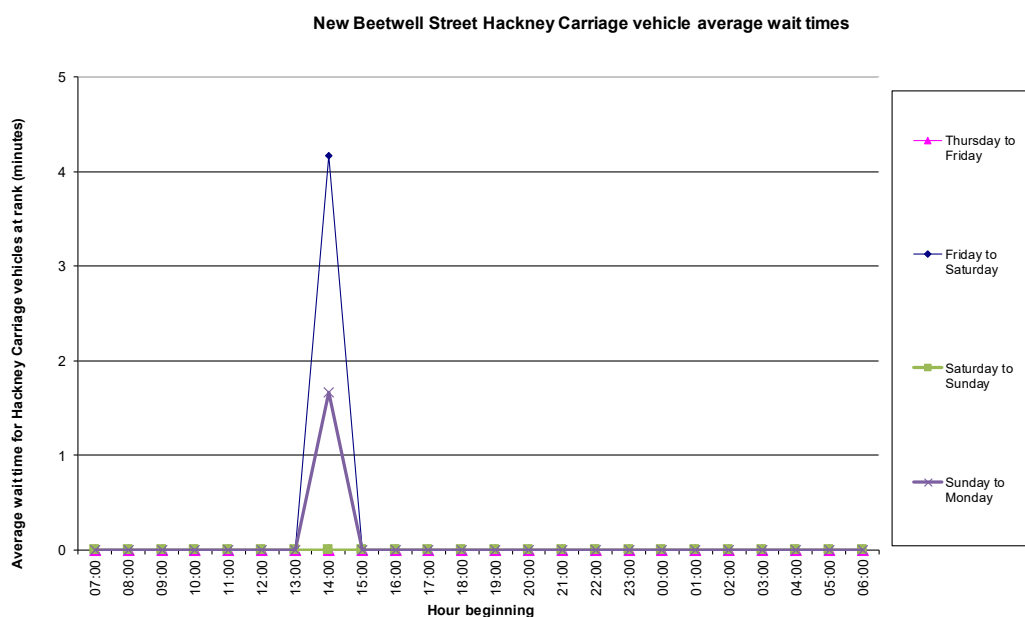
## New Beetwell Street



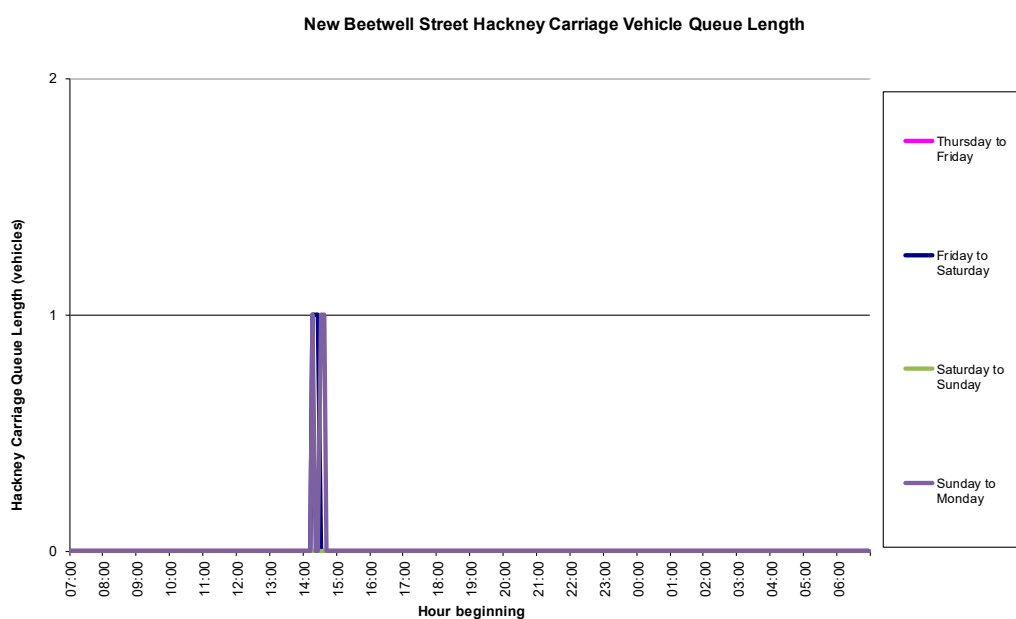
**Figure 23 – New Beetwell Street Passengers Per Hour**



**Figure 24 – New Beetwell Street Hackney Carriages Per Hour**



**Figure 25 – New Beetwell Street Average Hackney Carriage Wait Times**



**Figure 26 – New Beetwell Street Hackney Carriage Queue Length**

The location on New Beetwell Street, outside the Registry Office, is a location which was thought to be used as an informal rank. The level of activity observed was low, with a small amount of activity in the afternoon, mainly on Sunday. Over the four days the rank was used from 11am – 7 pm.



## Saltergate

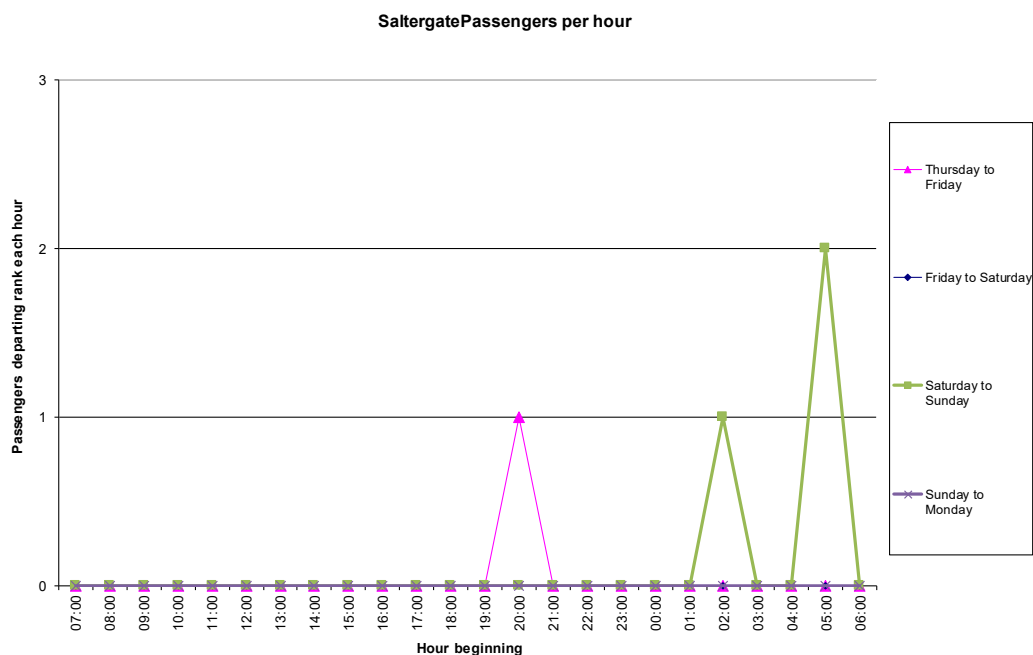


Figure 27 – Saltergate Passengers Per Hour

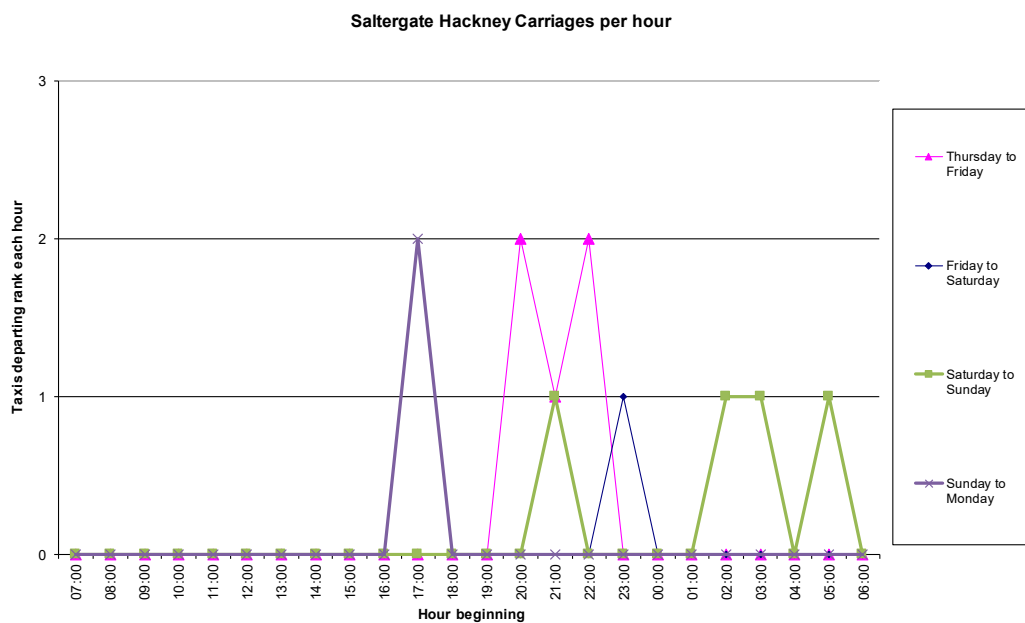
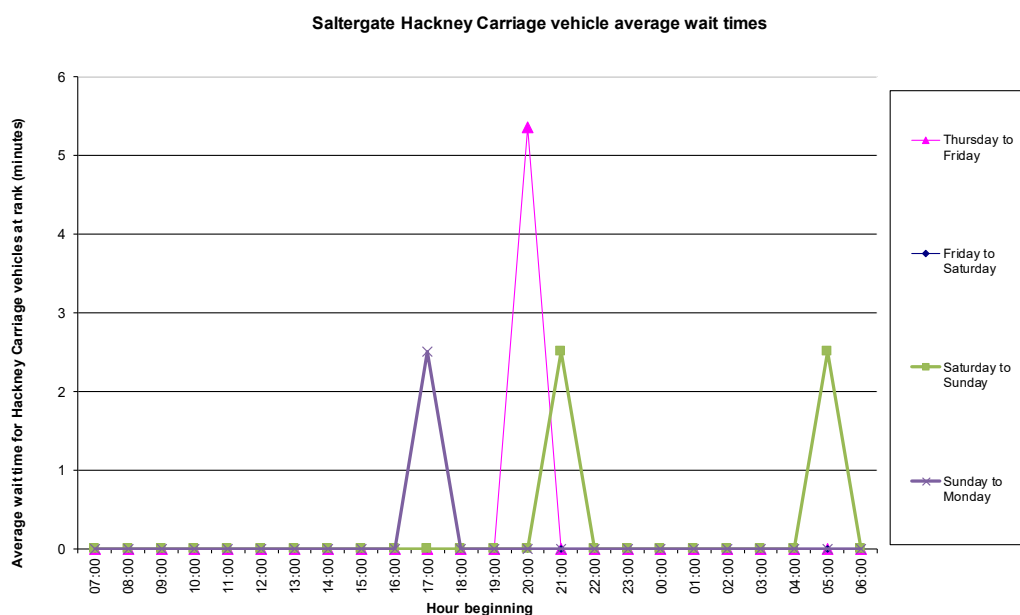
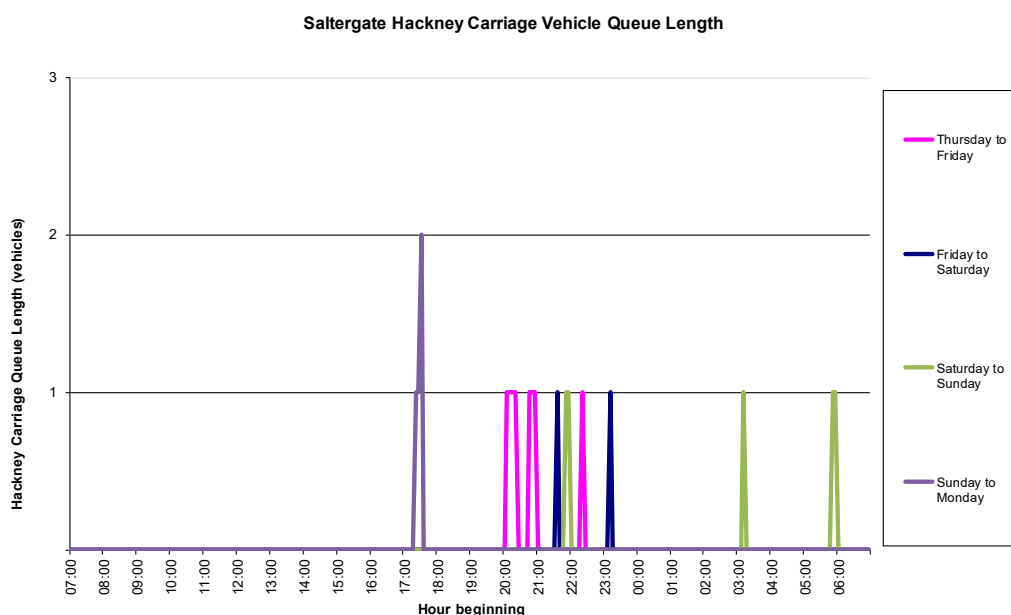


Figure 28 – Saltergate Hackney Carriages Per Hour





**Figure 29 – Saltergate Average Hackney Carriage Wait Times**



**Figure 30 – Saltergate Hackney Carriage Queue Length**

The rank was lightly used with few Hackney Carriages waiting at the ranks for pickups. Most demand was on Saturday in the early hours of the morning. A handful of pickups were also observed on Thursday, late evening. The rank space was frequently used by private cars as a waiting point to pick up passengers and by Private Hire Cars, to wait between bookings.



## Coach Station Car Park

Coach Station Car Park Passengers per hour

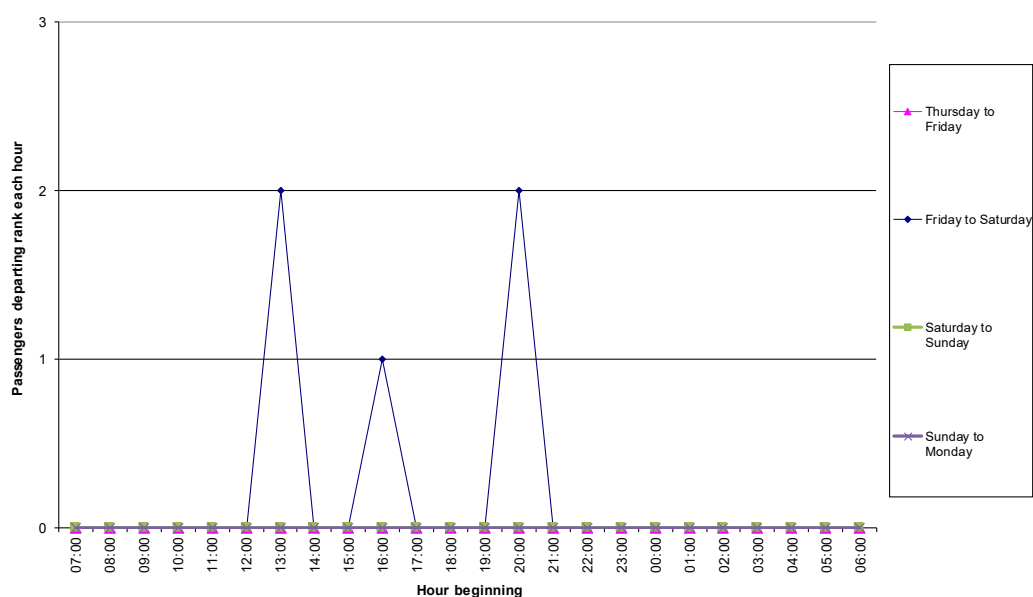


Figure 31 – Coach Station Car Park Passengers Per Hour

Coach Station Car Park Hackney Carriages per hour

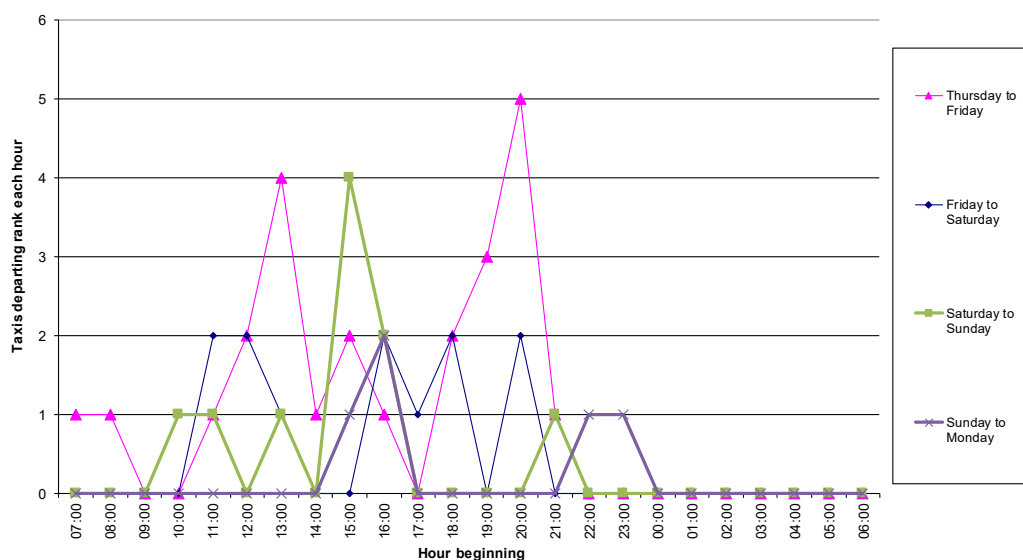
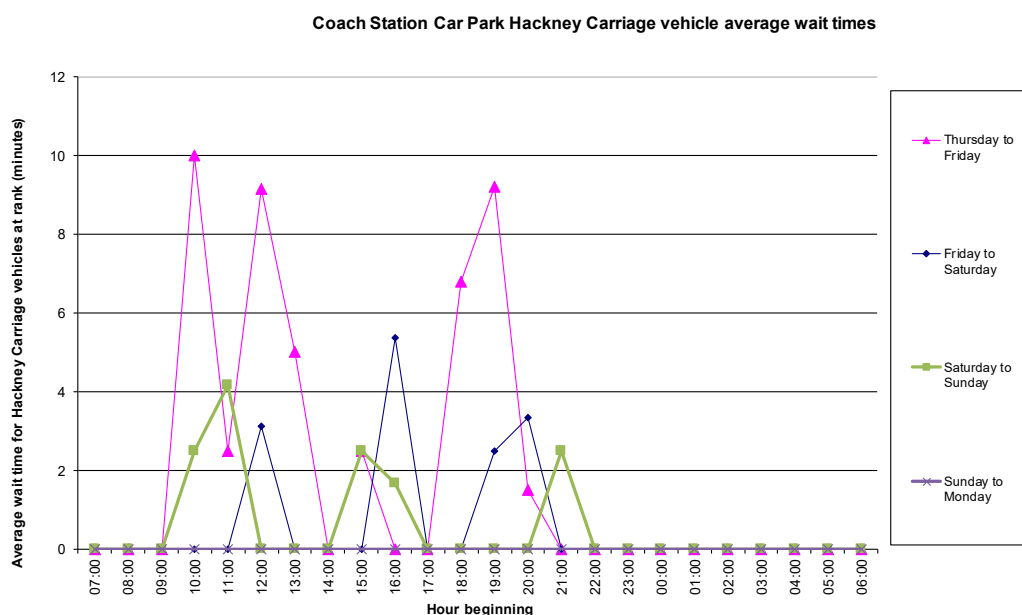
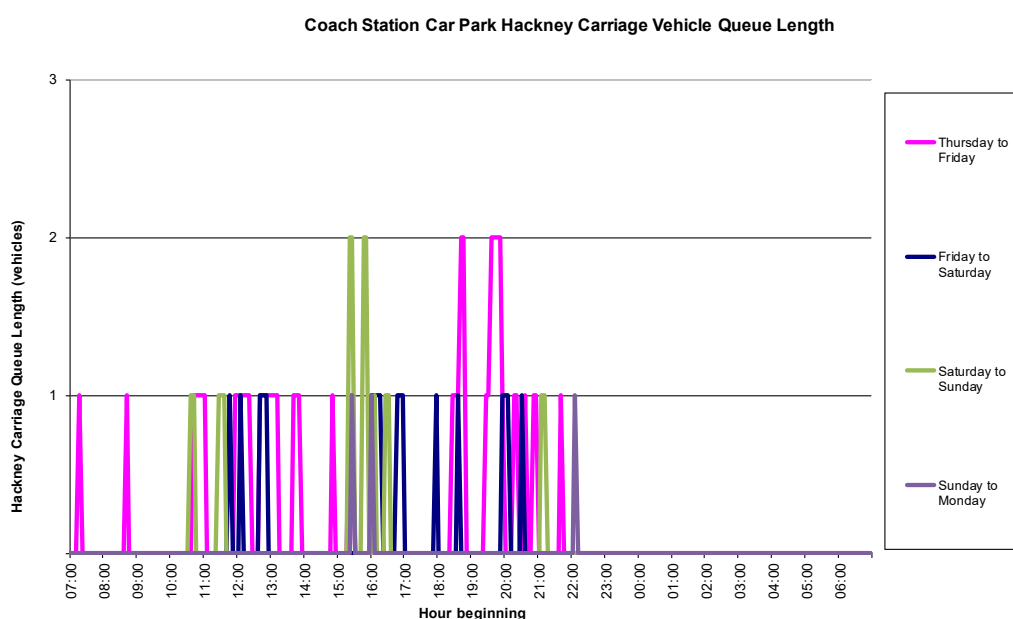


Figure 32 – Coach Station Car Park Hackney Carriages Per Hour



**Figure 33 – Coach Station Car Park Average Hackney Carriage Wait Times**



**Figure 34 – Coach Station Car Park Hackney Carriage Queue Length**

The rank at Chesterfield Coach Station car park comprises of 2 spaces in an adjacent car park, marked as taxi spaces. There were five pick-ups on Friday. No further hires were observed. Hackney Carriages visited the spaces and waited for short periods from time to time, but generally left the rank empty., Private hire vehicles also often waited in these taxi spaces.



## Vicar Lane, Old Ship Lane

Vicar Lane, Old Ship Lane Passengers per hour

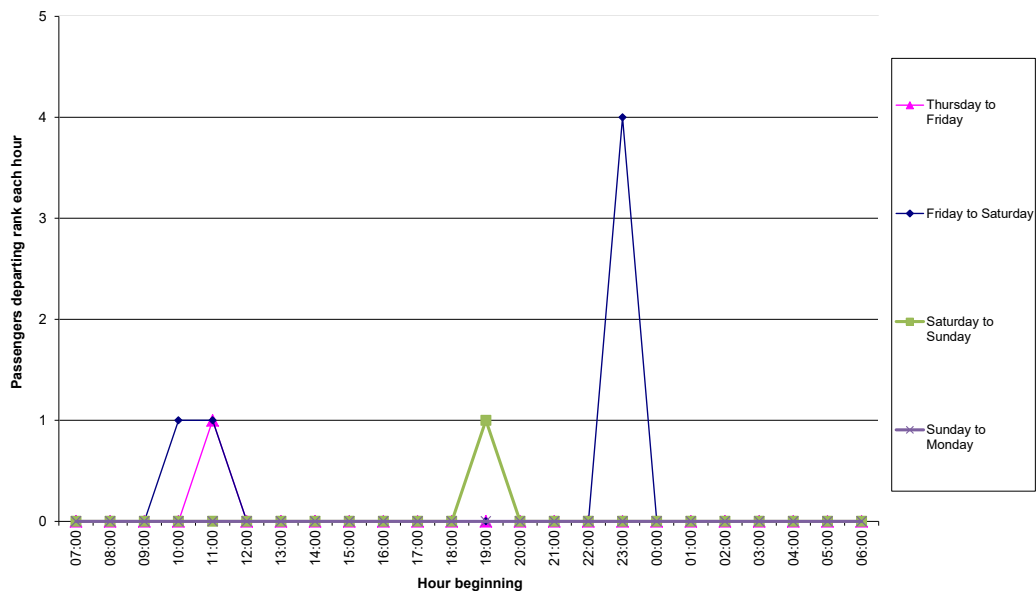


Figure 35 – Vicar Lane, Old Ship Lane Passengers Per Hour

Vicar Lane, Old Ship Lane Hackney Carriages per hour

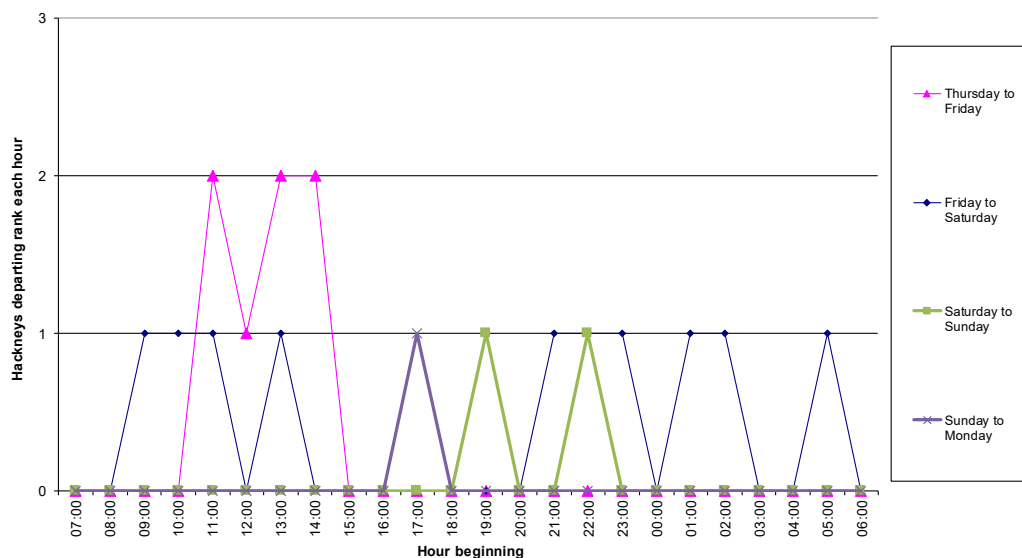
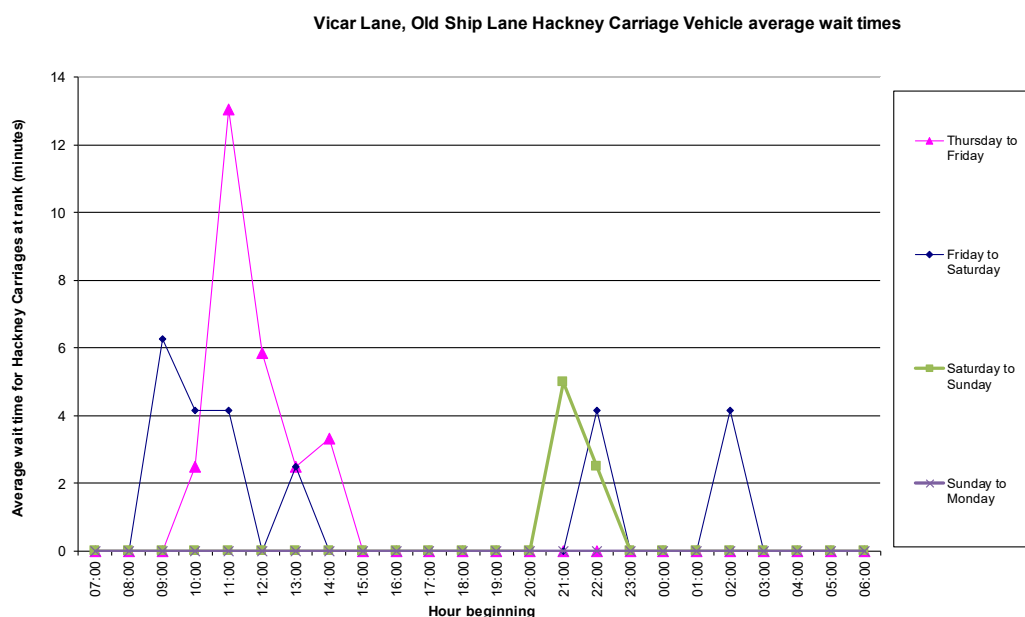
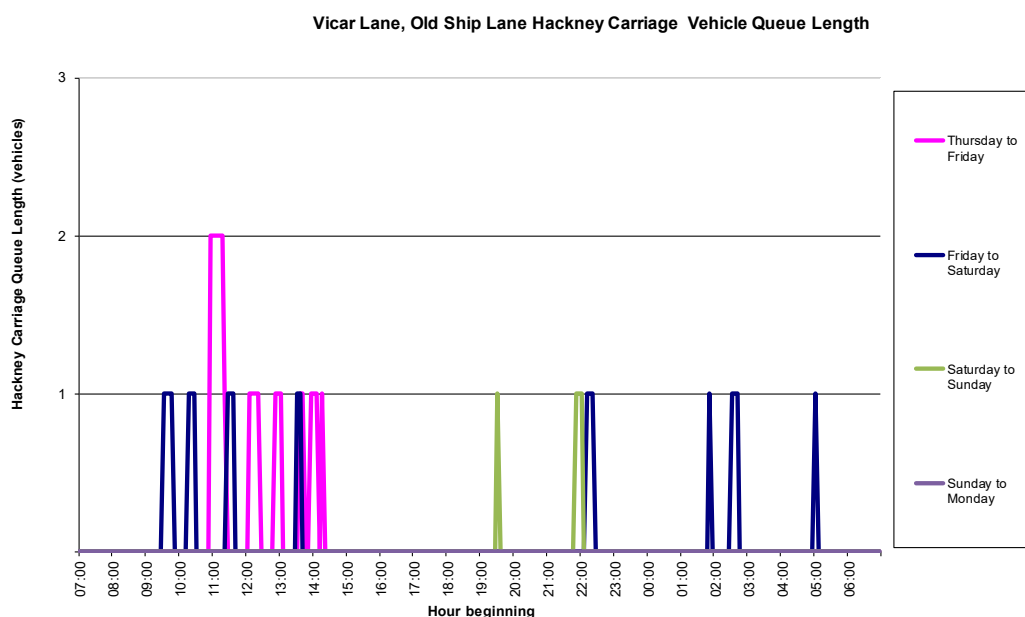


Figure 36 – Vicar Lane, Old Ship Lane Hackney Carriages Per Hour



**Figure 37 – Vicar Lane, Old Ship Lane Average Hackney Carriage Wait Times**

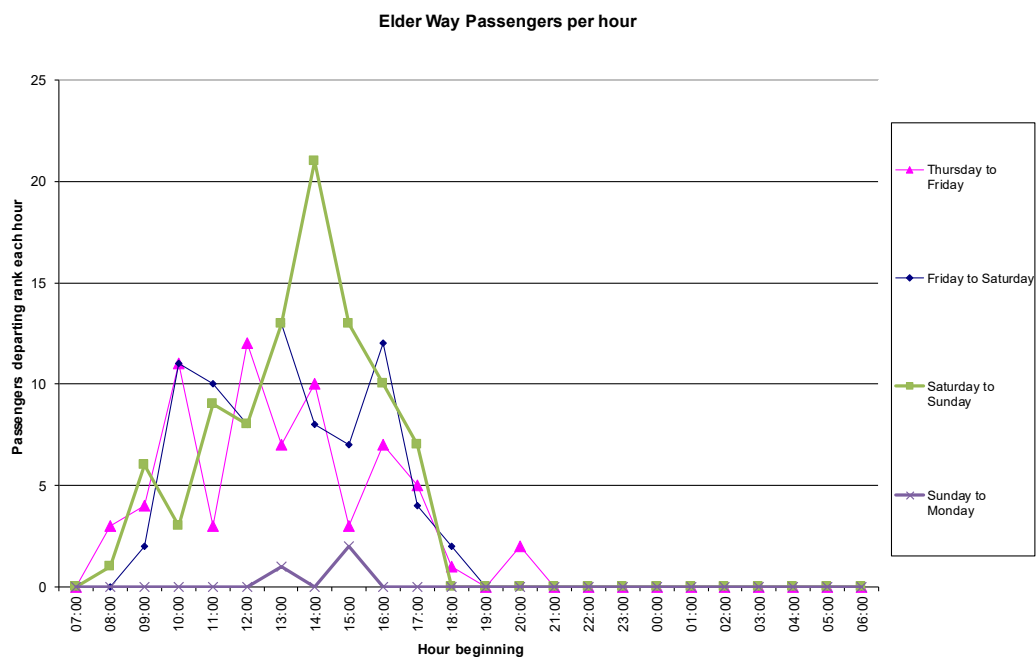


**Figure 38 – Vicar Lane, Old Ship Lane Hackney Carriage Queue Length**

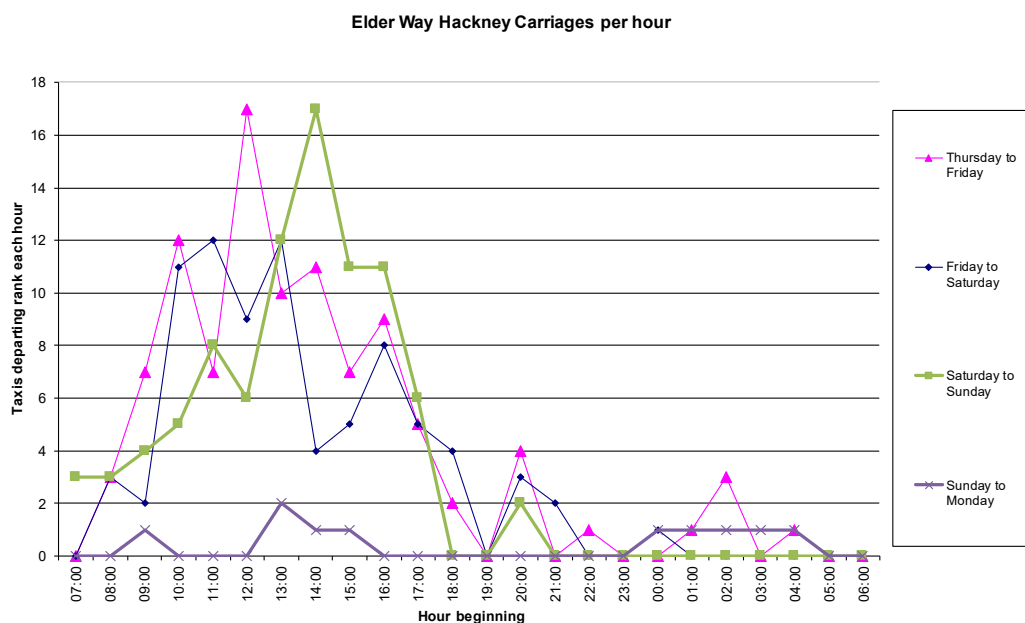
The rank was lightly used throughout the day Thursday – Saturday. Activity ended at midnight on Saturday, after peak of 4 passengers in the hour at 11pm. Hackneys did not wait here often. The rank space was also used from time to time for drivers to park Hackney Carriages and leave them unattended.



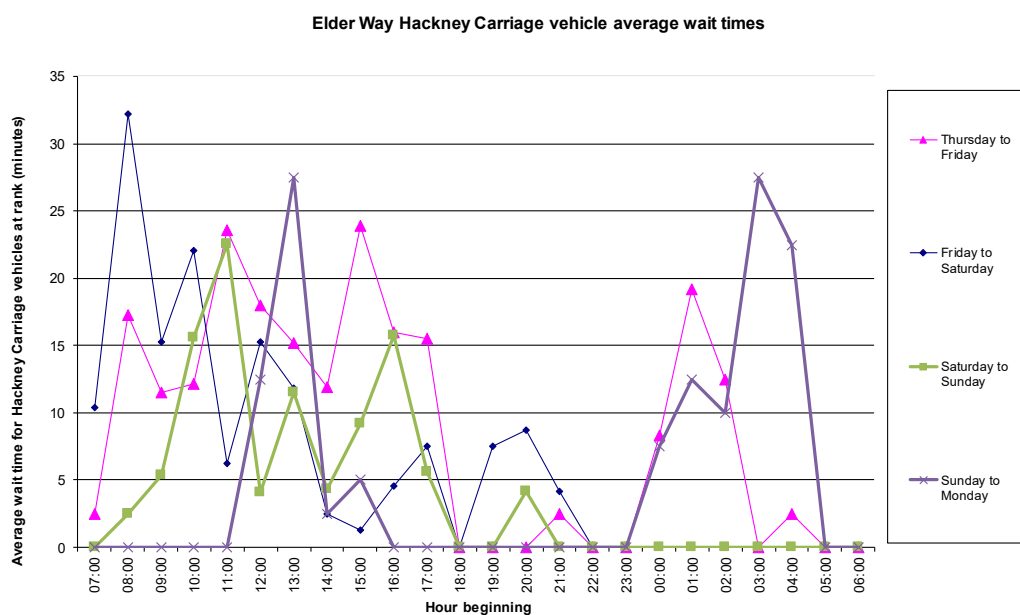
## Elder Way



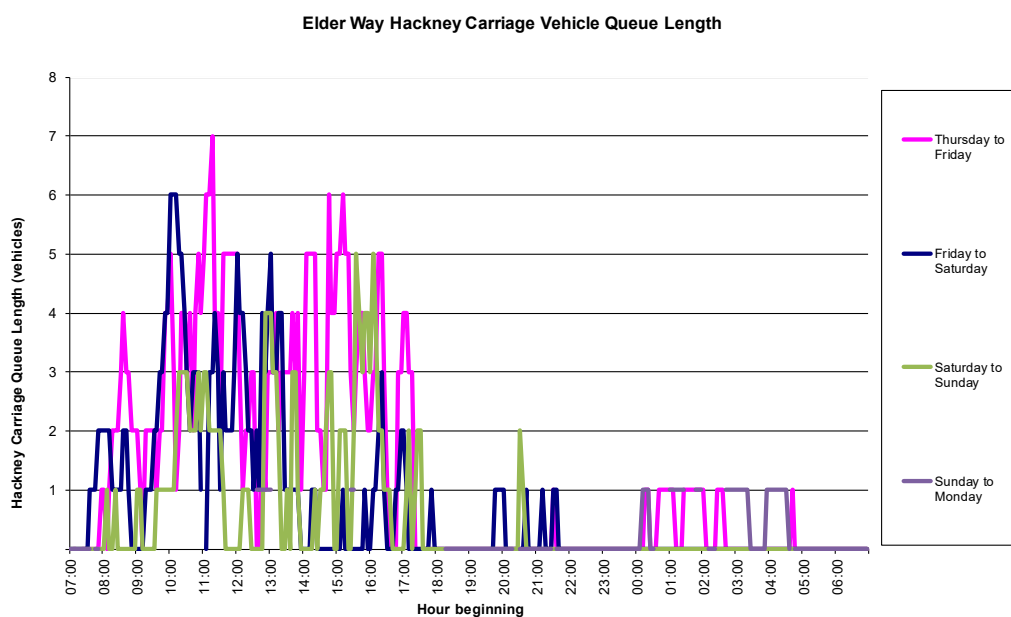
**Figure 39 – Elder Way Passengers Per Hour**



**Figure 40 – Elder Way Hackney Carriages Per Hour**



**Figure 41 – Elder Way Average Hackney Carriage Wait Times**



**Figure 42 – Elder Way Hackney Carriage Queue Length**

Principal activity at the rank on Elder Way was during daytime hours and into early evening. There was some residual levels of activity through the night however, this was primarily use by Hackney Carriages waiting on the rank before leaving empty.



## Knifesmith Gate

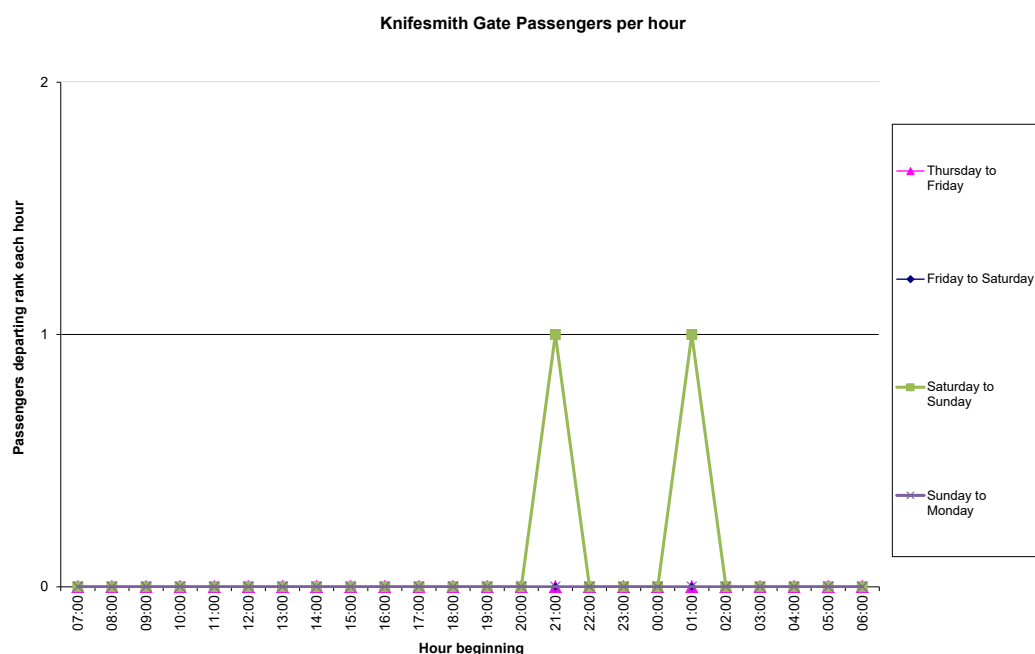


Figure 43 – Knifesmith Gate Passengers Per Hour

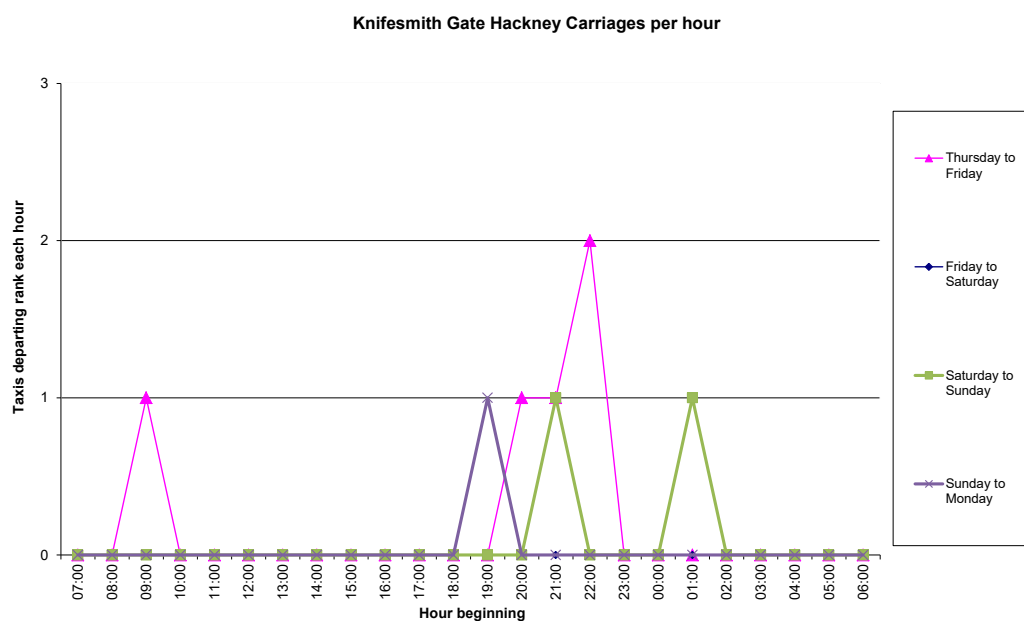
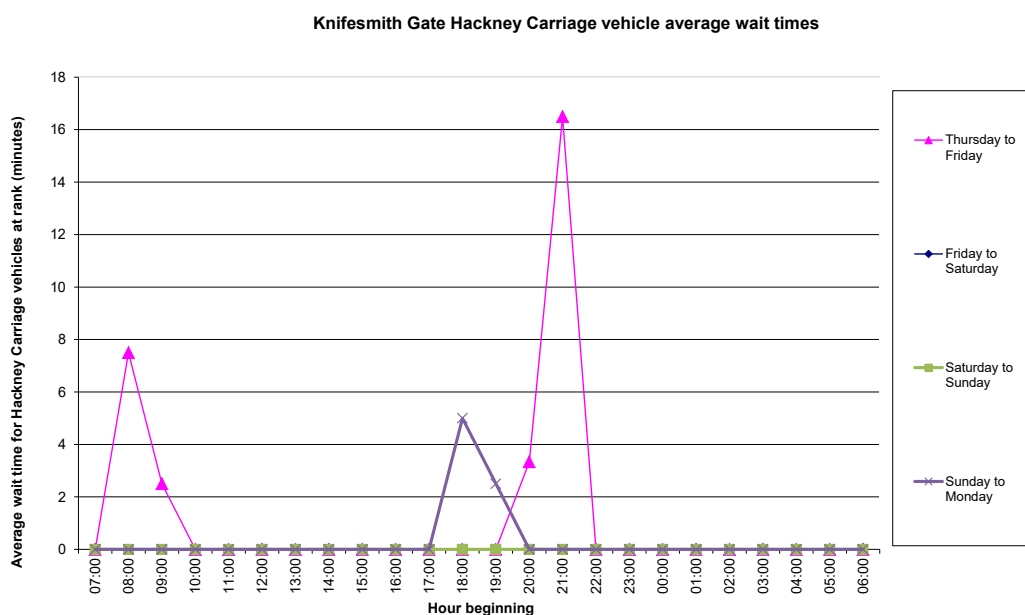
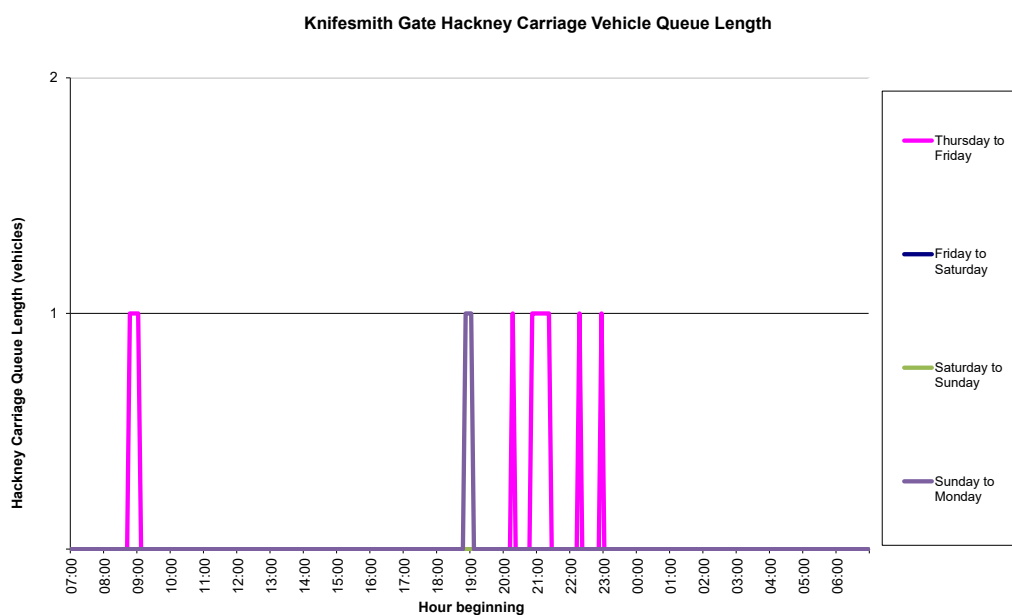


Figure 44 – Knifesmith Gate Hackney Carriages Per Hour





**Figure 45 – Knifesmith Gate Average Hackney Carriage Wait Times**

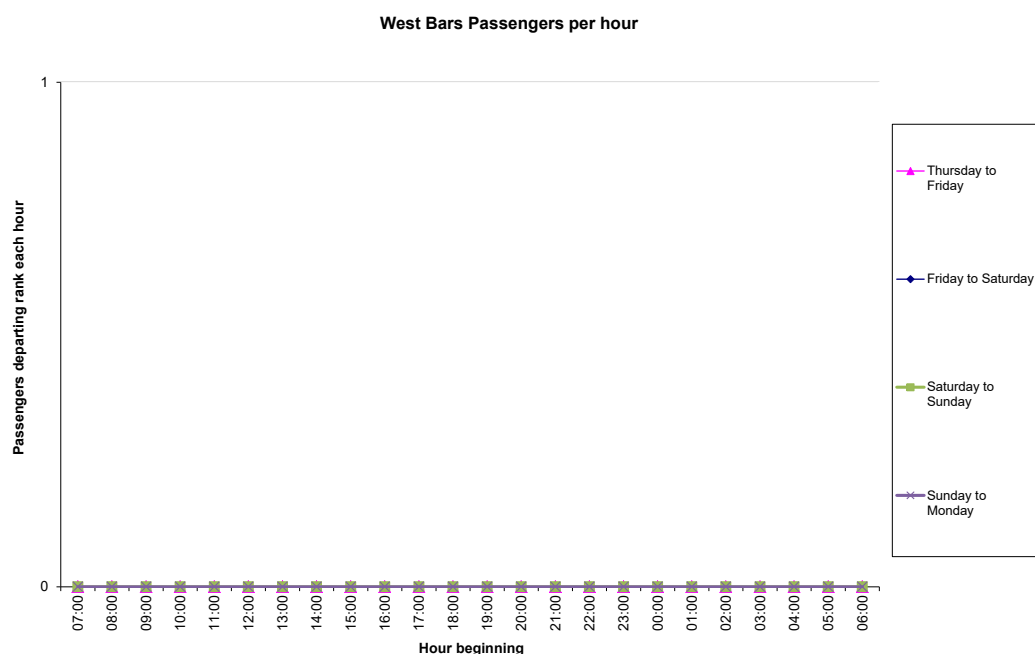


**Figure 46 – Knifesmith Gate Carriage Queue Length**

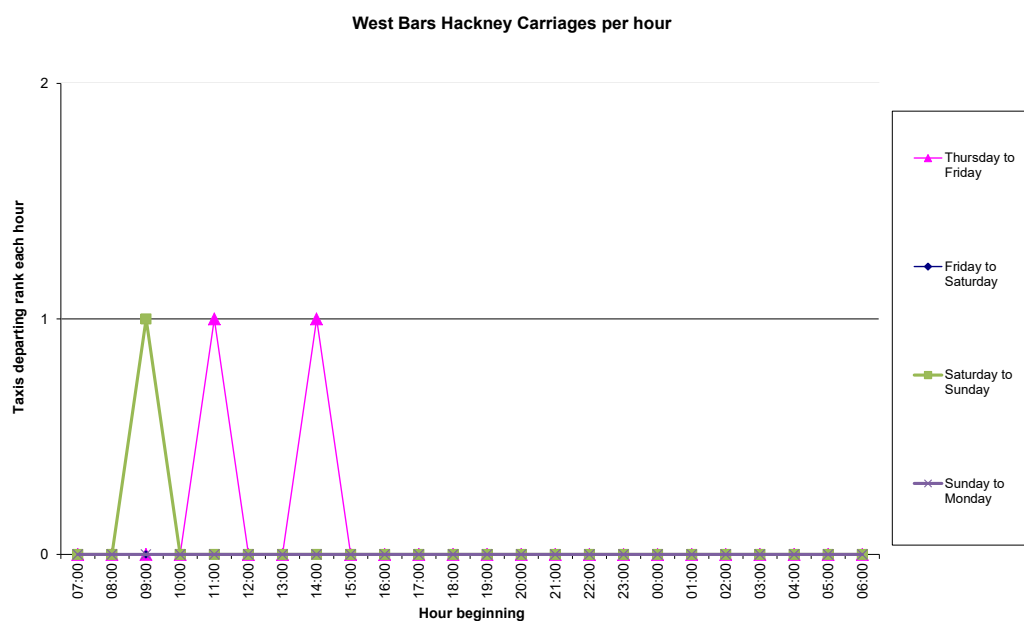
Two hires were observed at Knifesmith Gate on Saturday night. Otherwise, no hires were observed and the rank was rarely attended by Hackney Carriages. The rank space was used from time to time to park hackney carriages and other vehicles which were left unattended.



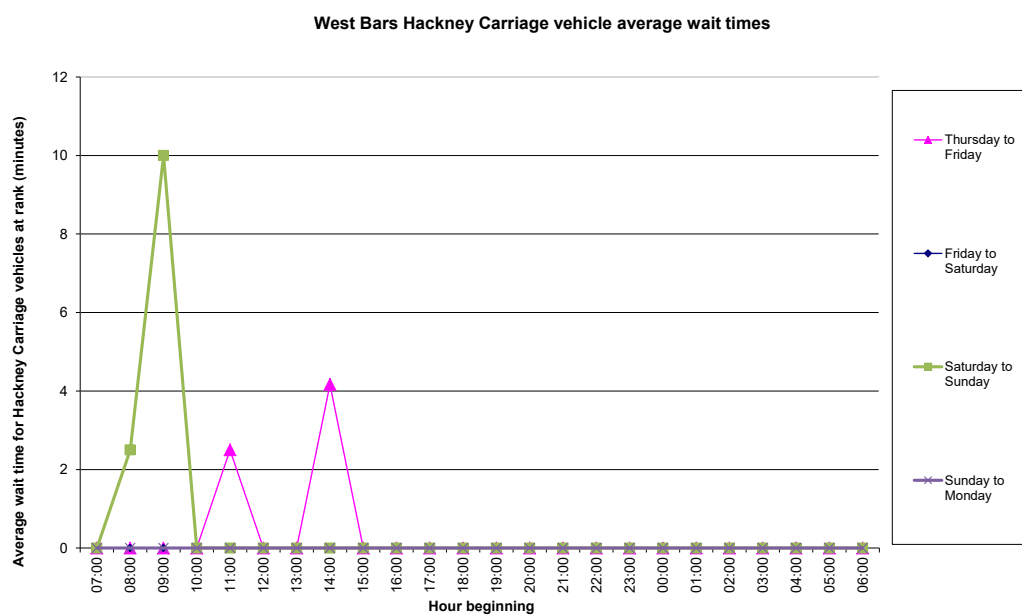
## West Bars



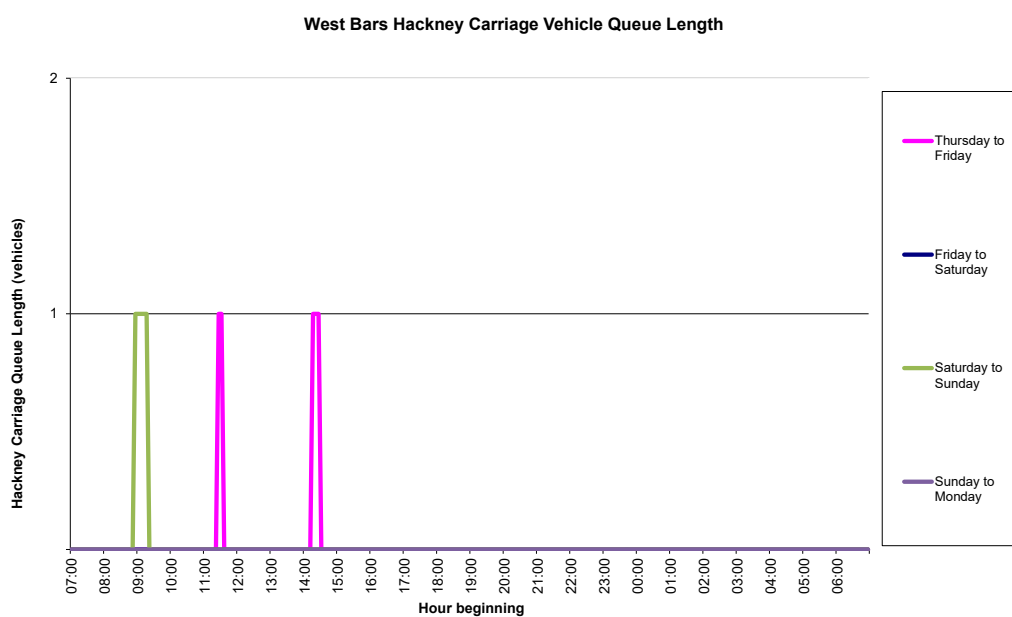
**Figure 47 – West Bars Passengers Per Hour**



**Figure 48 – West Bars Hackney Carriages Per Hour**



**Figure 49 – West Bars Average Hackney Carriage Wait Times**



**Figure 50 – West Bars Carriage Queue Length**

There was minimal activity at this rank.

*Cavendish Street*

There was no activity at this rank.



## 4.4 Summary of results

The results of the rank surveys, in terms of passenger and vehicle statistics are presented in the following tables, for each day surveyed. The results separately report the volume of taxis which leave the rank with passengers and those taxis which leave the rank empty. The average vehicle wait time for Hackney Carriages is also presented, for each rank.

**Table 7 Thursday Rank Summary Results**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	7	219	226	276	1.3	19
Elder Way	45	55	100	68	1.2	15
Knivesmith Gate	5	0	5	0	0.0	4
Vicar Lane / Old Ship Lane	6	1	7	1	1.0	6
Coach Station Car Park	24	0	24	0	0.0	4
Saltergate	4	1	5	1	1.0	2
West Bars	2	0	2	0	0.0	3
Stephenson Place	13	11	24	17	1.5	11
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	15	8	23	13	1.6	12
Holywell Street Section A	14	14	28	17	1.2	15
Holywell Street Section B	9	1	10	1	1.0	4
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>144</b>	<b>310</b>	<b>454</b>	<b>394</b>	<b>1.3</b>	<b>15</b>

**Table 8 Friday Rank Summary Results**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	7	257	264	316	1.2	16
Elder Way	26	55	81	77	1.4	10
Knivesmith Gate	0	0	0	0	0.0	
Vicar Lane / Old Ship Lane	7	3	10	6	2.0	3
Coach Station Car Park	9	3	12	5	1.7	2
Saltergate	2	0	2	0	0.0	0
West Bars	0	0	0	0	0.0	0
Stephenson Place	24	77	101	124	1.6	5
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	20	3	23	4	1.3	3
Holywell Street Section A	10	48	58	71	1.5	8
Holywell Street Section B	13	0	13	0	0.0	0
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>118</b>	<b>446</b>	<b>564</b>	<b>603</b>	<b>1.4</b>	<b>11</b>



**Table 9 Saturday Rank Summary Results**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	0	237	237	316	1.3	14
Elder Way	28	60	88	91	1.5	10
Knivesmith Gate	0	2	2	2	1.0	
Vicar Lane / Old Ship Lane	1	1	2	1	1.0	1
Coach Station Car Park	10	0	10	0	0.0	2
Saltergate	2	2	4	3	1.5	1
West Bars	1	0	1	0	0.0	10
Stephenson Place	11	194	205	365	1.9	2
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	4	2	6	3	1.5	1
Holywell Street Section A	8	76	84	116	1.5	3
Holywell Street Section B	7	26	33	36	1.4	0
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>72</b>	<b>600</b>	<b>672</b>	<b>933</b>	<b>1.6</b>	<b>7</b>

**Table 10 Sunday Rank Summary Results**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Chesterfield Railway Station	6	154	160	218	1.4	14
Elder Way	8	2	10	3	1.5	12
Knivesmith Gate	1	0	1	0	0.0	0
Vicar Lane / Old Ship Lane	1	0	1	0	0.0	0
Coach Station Car Park	5	0	5	0	0.0	0
Saltergate	2	0	2	0	0.0	3
West Bars	0	0	0	0	0.0	0
Stephenson Place	3	4	7	6	1.5	3
Cavendish Street	0	0	0	0	0.0	0
Corporation Street	0	0	0	0	0.0	0
Holywell Street Section A	0	2	2	2	1.0	0
Holywell Street Section B	3	0	3	0	0.0	2
Holywell Street Section C	0	0	0	0	0.0	0
<b>Total</b>	<b>16</b>	<b>156</b>	<b>172</b>	<b>221</b>	<b>1.4</b>	<b>14</b>

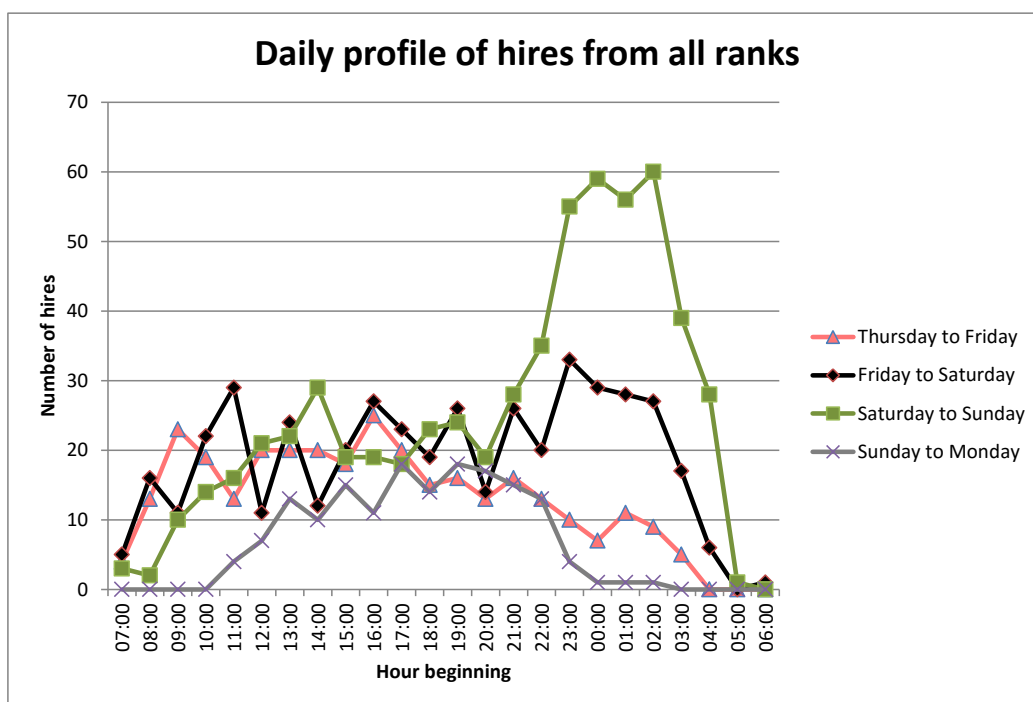
A profile of all hires across all observed ranks is presented in Table 11



**Table 11 - Daily profile of all Hackney Carriages leaving ranks with passengers**

HOURLY BEGINNING	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
07:00	4	5	3	0
08:00	13	16	2	0
09:00	23	11	10	0
10:00	19	22	14	0
11:00	13	29	16	4
12:00	20	11	21	7
13:00	20	24	22	13
14:00	20	12	29	10
15:00	18	20	19	15
16:00	25	27	19	11
17:00	20	23	18	18
18:00	15	19	23	14
19:00	16	26	24	18
20:00	13	14	19	17
21:00	16	26	28	15
22:00	13	20	35	13
23:00	10	33	55	4
00:00	7	29	59	1
01:00	11	28	56	1
02:00	9	27	60	1
03:00	5	17	39	0
04:00	0	6	28	0
05:00	0	0	1	0
06:00	0	1	0	0
<b>Total</b>	<b>310</b>	<b>446</b>	<b>600</b>	<b>162</b>

Daily hire profiles are also presented graphically in Figure 51



**Figure 51 - Profile of daily hires from all ranks**

#### 4.5 Commentary on results

During daytime hours, trade was concentrated at the Railway Station and Elder Way ranks, with the Railway Station rank catering for the majority of demand. In the evening, demand was concentrated at the Railway Station. At night, demand moved to the rank on Stephenson Place and, to a lesser extent, Corporation Street and Holywell Street. The levels of demand on Friday and Saturday night were significantly higher than on Thursday night.

The demand profile indicated a sharp peak on Saturday night and a more sustained peak on Saturday night.

#### 4.6 Fleet deployment profile

Sample observations were undertaken, during each hour that each rank was active, to estimate the average time between a Hackney Carriage leaving the rank, following a hire and returning to the rear of the rank. This information, coupled with the hourly volume of hires, enables an estimate of how many Hackney Carriages were active, but not waiting at the rank. A representative estimate of the number of Hackney Carriages active but not at the rank, was calculated for each hour, for each active rank.

To illustrate this process, the following example is used. Say the average time taken to return to a rank, following a hire, is 18 minutes. At the rank, there are 5 hires per hour. Therefore, on average, a hire occurs every 12 minutes (5 per hour). In this example, at the start of the hour, the first hire occurs. After 12 minutes, the second hire occurs, at this point, the first vehicle hired has not yet returned to the rank. So, once the second hired vehicle has left the rank, two vehicles are



travelling and not at the rank. After 18 minutes, the first vehicle returns to the rank, leaving one vehicle travelling and not at the rank. After 24 minutes total elapsed time, the next hire occurs and so, once again, two vehicles are travelling and not at the rank. This process continues and the number of vehicles travelling, having been hired, varies between one and two. An average number of vehicles active, away from the rank can thus be calculated as:

$$\frac{(\text{number of hires per period}) \times (\text{average return time, in minutes})}{(\text{length of period in minutes})}$$

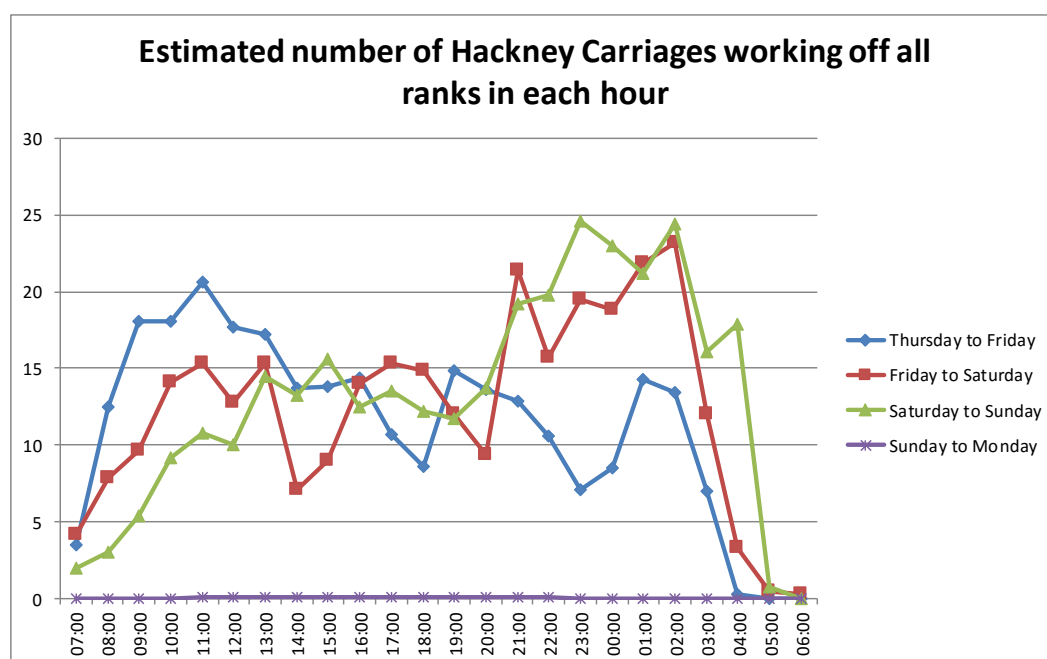
$$= \frac{5 \times 18}{60}$$

=1.5 Hackney Carriages (average)

This calculated number of Hackney Carriages active and away from the rank, can be added to the average number of Hackney Carriages waiting at the rank, to derive the number of Hackney Carriages working from each rank, in each hour.

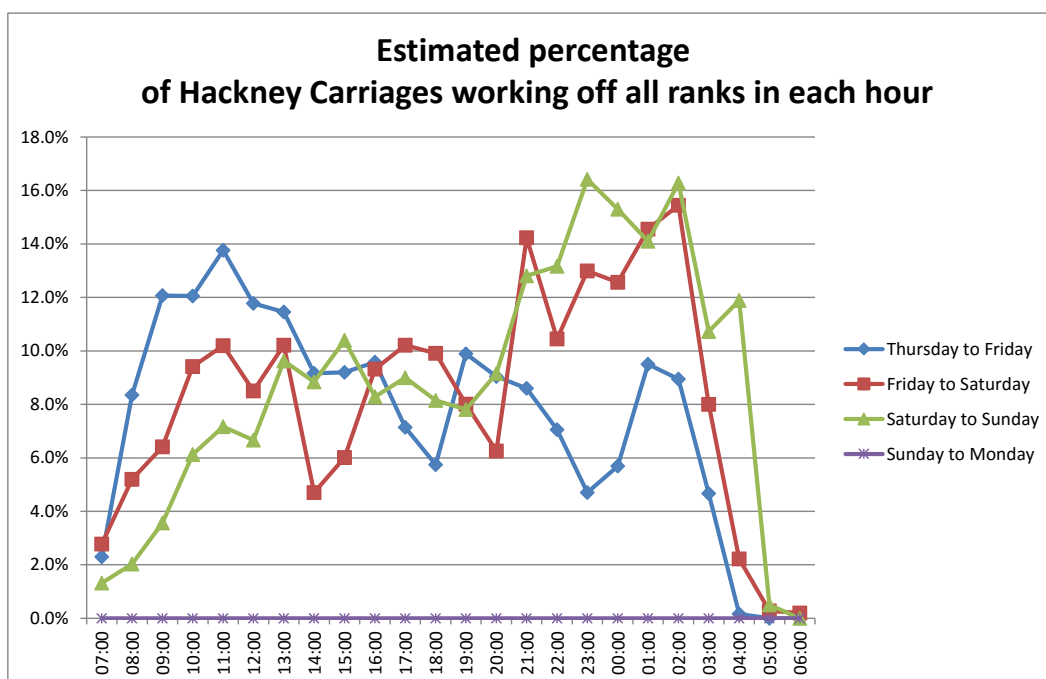
The calculated number of Hackney Carriages working from each rank, was aggregated across all ranks, for each hour observed.

The number of Hackney Carriages working in each hour is presented in Figure 52. The proportion of the fleet working in each hour is presented in Figure 53.



**Figure 52 - Estimated number of Hackney Carriages working each hour**





**Figure 53 - Estimated proportion of the Hackney Carriage fleet working each hour**

The greatest proportion of the fleet was operating on Saturday evening. Feedback from trade representatives suggests that many Hackney Carriages which don't work from the Railway Station rank work for Private Hire Operators. Whilst many of these do attend the taxi ranks, some appear to operate primarily on pre-booked hire work. This feature of the trade may explain the relatively low proportion of the fleet which was observed operating from the ranks at any given time.

There was no suggestion from the trade that there were significant numbers of vehicles which were inoperative on a long term basis. So, assuming most of the fleet are active the level of rank based activity suggests that a significant proportion of hires may be through pre-booked hires. This is consistent with feedback from the trade and evidence from the rank activity with respect to Hackney Carriages leaving the ranks empty.

Even with the low proportion of the fleet servicing the rank, there was relatively little passenger queuing at the ranks.

#### 4.7 Passenger queuing

Incidences of passenger waiting were relatively rare at the ranks, during the period observed. Eight incidences of passenger waiting were observed at the Railway Station, Elder Way and at Old Ship Lane, affecting 17 out of 2,159 passengers observed (0.8%).

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

Occurrences of passenger waiting are presented in detail in Table 12.



**Table 12 Passenger Waiting Occurrences**

Rank location	Date	Time passengers started to queue (HH:MM:SS)	Time passengers stopped queuing (HH:MM:SS)	Number of passengers	Did passengers leave in a taxi Y/N	Wait time	Wait time (decimal minutes)	Aggregate wait times (Passenger minutes)
Railway Station	29/9/2016	14:48:00	14:51:00	2	Y	00:03:00	3.00	6.00
Railway Station	29/9/2016	14:48:00	14:57:00	2	Y	00:09:00	9.00	18.00
Railway Station	29/9/2016	16:02:00	16:04:00	1	Y	00:02:00	2.00	2.00
Elder Way	29/9/2016	17:28:00	17:40:00	1	y	00:12:00	12.00	12.00
Railway Station	29/9/2016	18:01:00	18:09:00	3	Y	00:08:00	8.00	24.00
Railway Station	29/9/2016	23:50:00	23:53:00	1	Y	00:03:00	3.00	3.00
Railway Station	29/9/2016	23:50:00	23:57:00	1	Y	00:07:00	7.00	7.00
Railway Station	30/9/2016	14:05:00	14:09:00	2	Y	00:04:00	4.00	8.00
Elder Way	30/9/2016	14:52:00	15:03:00	1	y	00:11:00	11.00	11.00
Railway Station	30/9/2016	19:56:00	20:10:00	2	Y	00:14:00	14.00	28.00
Elder Way	01/01/2016	09:24:00	09:35:00	2	y	00:11:00	11.00	22.00
Elder Way	01/01/2016	11:40:00	11:50:00	1	y	00:10:00	10.00	10.00
Elder Way	01/01/2016	11:48:00	11:54:00	1	y	00:06:00	6.00	6.00
Old Ship Lane	01/10/2016	22:11:53	22:45:33	2	N	00:33:40	33.67	67.33

#### 4.8 Wheelchair users observed

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

Only two wheelchair user hires were observed during the rank surveys. The observed hires were on Elder Way on Saturday morning and the Railway Station on Saturday afternoon. The wheelchairs observed was in the course of normal rank observation survey and not one of the wheelchair journeys undertaken as part of the mystery shopper campaign

#### 4.9 Vehicle choice at ranks

Incidences were observed from time to time, when a passenger hired a vehicle at the rank, which was not in the first position. Whilst these events were infrequent, there was a tendency for choice to be made in favour of saloon cars over wheelchair accessible type vehicles. This observation corroborates feedback from public consultation surveys that some passengers prefer saloon cars, over taxi type vehicles, as they are easier to get into and have a softer ride.

#### 4.10 Balance of Supply and Demand

The balance of supply of Hackney Carriages and demand for Hackney Carriages was assessed at each of the ranks. The balance of supply and demand was categorised for each hour, according to the following criteria.



- **Excess Supply** – The minimum Hackney Carriage queue in an hour was three or more Hackney Carriages and no occurrences of Passenger Queuing were observed.
- **Equilibrium** – The minimum Hackney Carriage queue in an hour was two or less and the maximum passenger queue was two or less, or the maximum passenger wait was less than one minute. During observed periods when no activity was observed, this was taken as a period of equilibrium.
- **Excess Demand** – The maximum passenger queue in an hour was three or more, or the maximum passenger wait exceeds one minute.

The Balance of Supply and Demand is summarised in the following table.

**Table 13 - Summary of the Balance of Supply and Demand across all active ranks**

Period		Excess Demand	Equilibrium	Excess Supply
Weekday	Day	0%	28%	72%
	Night	1%	32%	67%
Weekend	Day	4%	42%	54%
	Night	2%	36%	62%
Sunday	Day	0%	84%	16%
Total		1%	36%	63%



## 5 PUBLIC CONSULTATION

### 5.1 Public consultation questionnaires

A public attitude survey was undertaken in Chesterfield Borough. The questionnaire was designed for this study

251 on street surveys were completed. In addition, the questionnaire was also hosted online. A further 8 online questionnaires were also completed. Results are presented in this chapter.

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

Whilst 259 respondents provided feedback to the questionnaires, not all respondents answered all questions. Therefore, the proportions in each table do relate to the total number of people who answered each question.

Respondents were asked to indicate the ways in which Private Hire Vehicles may be hired. 28% of respondents suggested illegitimate means of hire, such as hailing a passing vehicle or hiring a vehicle waiting in the street or in a car park. It is not uncommon for members of the public to be unaware of the distinction between Hackney Carriages and Private Hire Vehicles. Respondents who indicated illegitimate means of hire, were informed of the differences in the way in which vehicles may be hired. This approach also helped clarify the differences between vehicle types, for subsequent questions.

**In the last three months, have you made one or more trips by Taxi in Chesterfield District and, if yes, was this a Hackney Carriage or Private Hire vehicle?**

Yes, Private Hire	27.0%
Yes, hackney	59.5%
Yes, both types / don't know	13.5%
No	0%

**How often do you use a taxi within this area?**

Almost Daily	4.0%
Once a week	31.5%
A few times a month	38.5%
Once a month	12.0%
Less than once a month	14.0%
Never	4.0%



**If you book a taxi by phone, who are the three companies you use the most?**

The six most commonly named companies are listed, with the proportion of respondents who named each company.

A line 22.3%  
Central 24.8%  
Galaxy 14.3%  
Shaw 15.3%  
Chesterfield 11%  
Spire 12.2%

**If hired from a rank – Were you satisfied with the service you received?**

97% said yes.

**If hailed on the street- Were you satisfied with the service you received?**

100% said yes

**If hired by telephone- Were you satisfied with the service you received?**

97% said yes, 3% said they made alternative arrangements as the wait time quoted was 25 – 30 minutes, 2 respondents said there were no taxis available.

**How often do you use a hackney carriage within the Chesterfield area?**

Almost Daily	7.5%
Once a week	36.0%
A few times a month	38.0%
Once a month	15.5%
Less than once a month	3.0%
Never	0%

**For what reason do you use a taxi in the Chesterfield Borough area? Please state all reasons that you have used a taxi in the last 3 months**

Leisure	98%
Shopping	3.5%
Commuting	15%
Other	1.5%

**Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?**

97.5% of respondents said no, they did not require an adapted vehicle and did not know anyone who needed an adapted vehicle. 2 respondents said they needed a wheelchair accessible vehicle themselves, and 3 respondents said they knew someone that needs a wheelchair accessible vehicle.

**If you arrived at a rank and there were saloon and wheel chair accessible vehicles there, which vehicle would you choose?**

The first one available	97.0%
-------------------------	-------



Saloon style	2.0%
Wheelchair style	1.0%

Those who chose saloon style indicated that they preferred saloon style vehicles because of the way they look compared to wheelchair accessible vehicles. Those who chose wheelchair accessible vehicles did so as it is easier for them or a friend to use.

**Have you had any problems with the local Hackney Carriage service?  
Indicate as many as apply**

Design of Vehicle	0%
Driver issues	3.0%
Position of ranks	1.0%
Delay in getting a taxi	7.5%
Cleanliness	1.5%
Price	6.5%
Other problems	1.5%

Other problems were drivers relying on satnav's.

**If yes, what improvements would you suggest? What would encourage you to use Hackney Carriages more often?**

10.5% of respondents suggested better drivers would encourage more use of Hackney Carriages, while 3.5% said cheaper fares would result in higher usage of hackney vehicles. A handful of other respondents said better vehicles, more Hackney Carriages to hail and at ranks, and better located ranks would encourage a rise in use.

**Please tell me all the ranks you are aware of in the Chesterfield Borough, and which ones you use**

Railway Station, Cavendish, and Knivesmith were named as ranks respondents were aware of. 100% of respondents that named the Station used this rank, 96.5% that named the Cavendish and Knivesmith ranks used these personally.

**Are there any locations in Chesterfield District where new taxi ranks are needed?**

98% of respondents said no. Those who did indicate that more ranks were needed suggested at Asda, or closer to shops (in Chesterfield).

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

3% of respondents indicated that they had given up trying to hire a Hackney Carriage. All of the respondents who had given up, tried to hire Hackney Carriages in Chesterfield town centre, and at the Railway Station ranks.



**Are you a student or permanent resident in Chesterfield District?**

Permanent Resident	87.0%
Student	11.0%
Visitor	2.0%

**Do you have regular access to a car?**

Yes	96.0%
No	4.0%

**Is the respondent Male or Female**

Male	44.5%
Female	55.5%

**What age group does the respondent fall within?**

16 – 30	21.5%
31 – 55	47.5%
56+	31.0%



## 5.2 Comments on results

All of the respondents indicated that they had made one or more trips in a licenced vehicle in Chesterfield Borough in the last three months. However, most could not recall which type of licensed vehicle was used. The question regarding usage of licensed vehicles was used as an opening question when approaching members of the public. This helps to engage people who do use licensed vehicles whilst providing an opportunity for those who are less likely to engage in the survey, with an opportunity to avoid further participation by answering no. Consequently, the results of the survey are more likely to reflect the views of licensed vehicles users, and potential users, than of the general public at large.

Telephone booking was the most common means of obtaining a licenced vehicle and customer satisfaction was high. Many respondents were aware of the identity of one or more local licensed vehicle operators.

Respondents were asked to rate vehicle quality, driver quality and value for money. The majority of respondents felt that each aspect was good or very good.

Respondents were asked how they felt about Hackney Carriage fares. The majority felt they were about right, with the next most common response indicating that they felt that fares were cheap.

Respondents were asked if Hackney Carriage services could be improved and if so, what improvements were suggested. The majority of respondents had no suggestions for improvements. The few suggestions received, were all for improved driver knowledge of the area.

The proportion of respondents who indicated that they had given up trying to hire a Hackney Carriage at a rank or by flagging down was 0.7%. This proportion is taken as an indicator of latent unmet demand. The low value suggests that there is little latent unmet demand.





## 6 TRADE CONSULTATION

### 6.1 Background

In accordance with DfT guidance on the conduct of Hackney Carriage Unmet Demand surveys, information was gathered from a variety of sources. Views were canvassed regarding the taxi industry and levels of service from different perspectives. Consultation was undertaken with a range of stakeholders. These included representatives of groups or organisations which use taxis, or undertake related activities and representatives from the taxi business itself.

### 6.2 Taxi trade consultation

Members of the Hackney Carriage trade were asked for feedback on any issues they wanted to raise with respect to the trade in Chesterfield Borough. A survey of drivers and owners was undertaken through a postal return questionnaire with the option to provide responses via an online survey as an alternative.

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

A total of sixty valid postal returns were received. In addition to the postal returns received, valid online survey responses were received from 2 drivers.

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

Respondents were asked to indicate categories which described their involvement in the taxi market. They were asked to indicate which of the following categories applied to them.

The number of responses per category, were as follows:

Category	Number of responses
Hackney Carriage Driver	23
Private Hire Driver	35
Dual Hackney Carriage / Private Hire Driver	4
Don't normally drive	0

Respondents were asked if they were Hackney Carriage owners.

	Hackney Carriage Driver	Private Hire Driver	Dual Hackney Carriage / Private Hire Driver
Hackney Carriage Owner	14	0	3
Not a Hackney Carriage Owner	8	33	1



Respondents were asked how long they had been involved in the Licenced Vehicle trade in this area. Responses were

	Hackney Carriage Driver	Private Hire Driver	Drive both types of vehicle
0 to 2 years	2	5	
3 to 5 years	3	4	
6 to 10 years	6	11	1
11 to 15 years	4	9	1
16 to 20 years	2	1	2
Over 20 years	6	5	

Levels of experience of both Hackney Carriage drivers and Private Hire drivers spanned a broad range. Over 50% of the Hackney Carriage drivers who responded, had over 11 years experience in the trade..

Drivers were asked if they normally subscribe to a radio circuit or similar booking circuit. The responses were as follows:

	Hackney Carriage Driver	Private Hire Driver	Drive both vehicle types
Yes	4	26	1
No	17	8	3
Other	2		

The majority of Private Hire drivers, as one might expect, subscribe to a radio booking circuit. A small proportion of Hackney Carriages also subscribe to a radio or similar booking circuit.

Drivers were asked what type of vehicle they drove most frequently and provided the following responses:

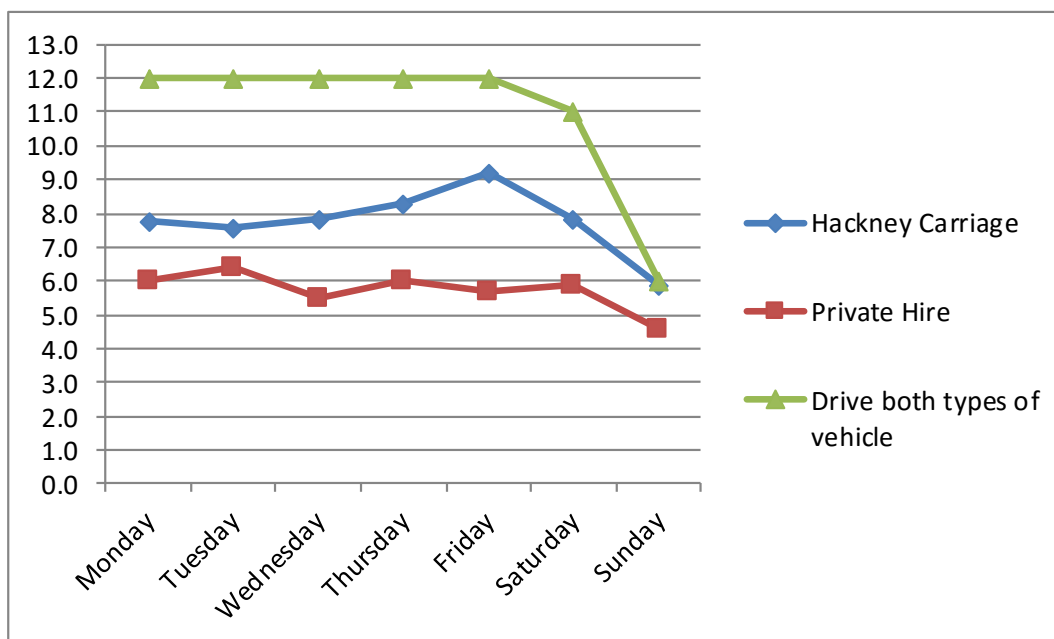
	Hackney Carriage Driver	Private Hire Driver	Drive both vehicle types
Purpose built taxi vehicle	13		2
Saloon car	5	28	1
Minibus / people carrier (wheel chair accessible)	4	3	
Minibus / people carrier (not wheel chair accessible)	0	4	1

Drivers were asked about the number of hours they worked in a typical week. Each driver was asked to indicate how many hours they worked during day time and night time, for each day of the week. When the total hours worked each week



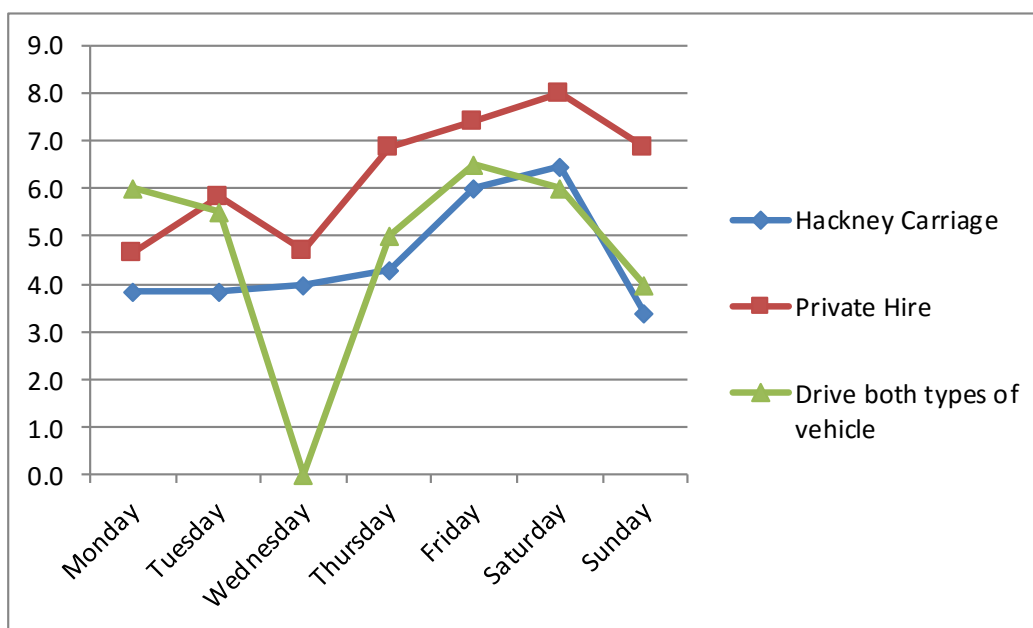
per driver, were analysed, the results indicated that Hackney Carriage drivers worked an average of 50.7 hours per week, Private Hire drivers worked an average of 41.6 hours per week. The highest number of worked hours each week, claimed, was 82 hours by a Hackney Carriage driver and 94 hours by a Private Hire driver.

The number of daytime hours and night time hours worked each day of the week, were analysed, by driver type. Average day time hours worked are indicated in Figure 54.



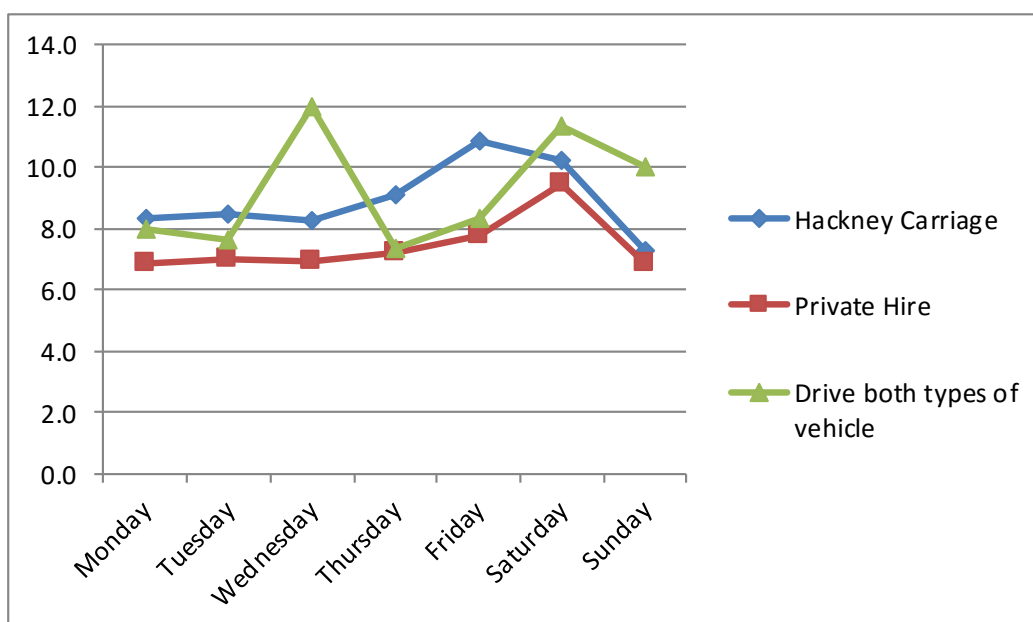
**Figure 54 - Average day time hours worked each day**

Similarly, the average night time hours worked each day of the week are indicated in Figure 55.



**Figure 55 - Average night time hours worked each day**

Whilst many drivers focus on either daytime or night time hours, some driver operate during both periods. Also, the total hours worked can vary significantly by day of week, in response to demand. So, for example, some driver who predominantly work day time hours only, may also work some night time hours on a Friday and Saturday night. The total hours per day, including daytime and night time hours, is presented in Figure 56.



**Figure 56 - Average total hours worked each day (day + night)**

Drivers were asked to indicate their average daily earnings. Understandably, not all drivers were willing to answer this particular question. However, some



respondents did indicate earnings. The earnings for Hackney Carriage drivers ranged from under £40 per day to over £160 per day. However, virtually all indicated earnings of less than £100 per day.

Private Hire driver's daily earnings ranged from up to £40 per day, to over £160 per day.

	Hackney Carriage Driver	Private Hire Driver	Drive both types
Up to £40 per day	5	1	
£40 to £60 per day	6	8	
£60 to £80 per day	4	2	2
£80 to £100 per day	2	7	
£ 100 to £120 per day		1	
£120 to £140 per day			
£140 to £160 per day			
over £160 per day	1	1	

Drivers were asked how many journeys in a typical week required the carriage of a wheel chair. The responses were as follows:

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
None	10	14	2
1 to 5	7	16	1
6 to 10-	1		
11 to 20	1		
More than 20	1	1	1

Drivers were asked which rank or location they typically worked from in an average week. As one would expect, Private Hire Drivers did not answer this question. The responses from Hackney Carriage drivers and drivers of both types of vehicles were aggregated. The most common location was the Railway Station, followed by Elder Way. A few drivers indicated that they only operated from the Station. A few others indicated that they only operated from Elder Way. The majority indicated several ranks that they commonly used. No Drivers indicated that they used Cavendish Street.



Location	Number of drivers using rank.
Elder Way	13
Knifsmith Gate	11
Vicar Lane / Old Ship Lane	4
Stephenson Place	5
Saltergate	1
Holywell Street	8
Corporation Street	4
Coach Station Car Park	2
Railway Station	15
New Beetwell Street, (Registry Office)	
West Bars (Portland Hotel)	1
Cavendish Street	

When asked about whether there is sufficient rank space in Chesterfield Borough, responses were as follows.

	Hackney Carriage Driver	Private Hire Driver	Drive types both of vehicles
Yes	5	4	
No	16	7	4

The majority of respondents felt that there is not sufficient rank space.



### Do you think new ranks are required?

	Hackney Carriage Driver	Private Hire Driver	Drive types both of vehicles
Yes	18	5	4
No	3	5	

The following suggestions were received for new rank locations:

- Close to market hall as possible
- Stephenson place
- Boythorpe road, Chatsworth road
- Outside busy clubs
- Market place, market hall areas
- Outside Punch Bowl and Oz bar
- Beetwell street, near coach station & registry office
- Stevenson place then round to old post office
- Market square
- South street
- Square outside old post office

### Are there any ranks which need more spaces?

	Hackney Carriage Driver	Private Hire Driver	Drive types both of vehicle
Yes	14	2	4
No	5	5	

The response was in favour of more spaces at ranks. Elder Way was the most commonly nominated rank for additional space required. However, several drivers suggested all ranks required more space.

Respondents were asked if they were aware that there is a numerical limit to the number of Hackney Carriages in Chesterfield. The majority of Hackney Carriage drivers and rivers of both types of vehicles indicated that they were aware of the limit. One Hackney Carriage driver was not aware. Similarly, Private Hire drivers were generally aware of the limit, with two drivers indicating that they were not aware.

**Are there sufficient Hackney Carriages in Chesterfield to meet current levels of demand? Please choose the one option which reflects your opinion.**



	Hackney Drivers	PHV Drivers	Drive both types of vehicle
A Yes, too many	17	13	3
B Yes, generally sufficient	5	8	
C No, not during all periods	1	1	
D No opinion		2	
E Don't know		2	

The Hackney Carriage driver who indicated that there were not always sufficient Hackney Carriages available did not own a Hackney Carriage.

**If you feel that there are not sufficient Hackney Carriages at certain times, at which periods are more Hackney Carriages required?**

	Hackney Drivers	PHV Drivers	Drive both types of vehicle
A During the daytime			
B During the evening/night	1	1	
C All day and night			

Respondents were asked how many Hackney Carriages should be in the fleet.

Responses were classified into the following ranges.

	Hackney Drivers	PHV Drivers	Drive both types of vehicle
41-60		1	
61-80	1		
81-100	4	3	1
101-120	3	1	





**Should Chesterfield Borough Council remove the numerical limit on the number of Hackney Carriages?**

	Hackney Drivers	PHV Drivers	Drive both types of vehicle
A Yes	2		
B No	18	22	3
C No opinion	2	4	

The majority of respondents felt that a limit should be retained.

When the drivers were asked '**If the limit on the number of Hackney Carriages in Chesterfield were removed, what do you think the effect would be on the following features?**', the responses were as follows.

**Hackney Carriage Drivers**

	Increase	No effect	Decrease
A Traffic congestion	13	3	
B Fares	3	8	4
C Passenger waiting times at ranks	1	12	2
D Passenger waiting times at flag down		10	2
E Passenger waiting time for telephone bookings	1	12	
F Hackney Carriage vehicle quality	1	4	12
G Private hire vehicle quality		2	14
H Effectiveness of enforcement		2	14
I Illegal plying for hire by Private Hire vehicles	10	3	3
J Illegal plying for hire by unlicensed vehicles	12	3	2
K Over ranking	15	2	1
L Customer satisfaction	3	8	6



# Private Hire Drivers

	Increase	No effect	Decrease
A Traffic congestion	14	6	1
B Fares	6	9	4
C Passenger waiting times at ranks	1	12	7
D Passenger waiting times at flag down	1	13	5
E Passenger waiting time for telephone bookings	7	9	5
F Hackney Carriage vehicle quality	1	7	11
G Private hire vehicle quality	3	10	6
H Effectiveness of enforcement	2	9	8
I Illegal plying for hire by Private Hire vehicles	7	11	2
J Illegal plying for hire by unlicensed vehicles	8	12	
K Over ranking	11	3	4
L Customer satisfaction	3	8	8



Drive both types of vehicles

	Increase	No effect	Decrease
A Traffic congestion	2		1
B Fares		3	
C Passenger waiting times at ranks		3	
D Passenger waiting times at flag down		3	
E Passenger waiting time for telephone bookings	1	2	
F Hackney Carriage vehicle quality	1	1	1
G Private hire vehicle quality	1	1	
H Effectiveness of enforcement	1		2
I Illegal plying for hire by Private Hire vehicles	1		2
J Illegal plying for hire by unlicensed vehicles		1	2
K Over ranking	2		1
L Customer satisfaction	1	2	



Respondents were asked whether they agreed or disagreed with a range of statements. The results are summarised as follows:

#### Hackney Carriage Drivers

How do you rate the following statements	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
There is not enough work to support the current number of Hackney Carriages	1	2	1	5	12
Removing the limit on the number of Hackney Carriages Borough would benefit the public by reducing waiting times at ranks	11	7	1	1	1
There are special circumstances that make the retention of the numerical limit essential	4	1	1	2	9

#### Private Hire Drivers

How do you rate the following statements	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
There is not enough work to support the current number of Hackney Carriages	2		6	6	8
Removing the limit on the number of Hackney Carriages Borough would benefit the public by reducing waiting times at ranks	9	2	8	3	
There are special circumstances that make the retention of the numerical limit essential	2		5	7	7



Drivers of both Hackney Carriages and Private Hire Vehicles

How do you rate the following statements	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
There is not enough work to support the current number of Hackney Carriages			1	1	2
Removing the limit on the number of Hackney Carriages Borough would benefit the public by reducing waiting times at ranks	3	1			
There are special circumstances that make the retention of the numerical limit essential			1		3



Respondents were asked to choose which effects would apply if the council were to remove the numerical limit of Hackney Carriages.

	<b>Hackney Drivers</b>	<b>PHV Drivers</b>	<b>Drive both types of vehicle</b>
A No change	2	8	
B Work more hours	13	15	2
C Work fewer hours			1
D Acquire a Hackney Carriage vehicle licence		2	
E Acquire more than one Hackney Carriage vehicle licence	1	1	
F Switch from Hackney Carriages to Private Hire Vehicles	4	1	1
G Switch from Private Hire Vehicles to Hackney Carriages		2	
H Leave the trade	8	12	2

### 6.3 Other comments and inputs.

Respondents were asked if they had any further comments or feedback to offer. The text in this section incorporated in quote marks, are direct quotes from responses received and reflects the sentiments expressed in several comments.. In addition, further commentary summarises feedback received from multiple respondents.

“Personally, don't think Hackney drivers should operate for PH companies 'dually' as many do now. Many of the Hackney rank spaces are taken up by Hackneys that also work for private hire firms and just 'kill time' never reaching the front of the queue before pulling off for a rapid call.”

Several respondents felt that there was an excess of Hackney Carriages from other licensing areas, working for Private Hire operators. There were accusations from some respondents that some of these out of area Hackney Carriages were picking up hires which had not been pre-booked. Respondents pointed out that Chesterfield Borough had limited ability to check the drivers and vehicles concerned. It was also felt that the lack of local knowledge by out of town drivers led to poor customer service. These sentiments were expressed by both Hackney Carriage and Private Hire respondents.

There were complaints that, especially at night, taxi ranks are often occupied by private vehicles belonging to staff from late night venues.



Hackney Carriage drivers felt that there was a need to form 'informal' ranks at night time economy hot spots, in order to compete. However, Private Hire drivers objected to this practice, feeling that Hackney Carriage drivers should only wait at marked ranks.

#### **6.4 Discussion with trade representatives and drivers at ranks.**

A Vector Transport Consultancy representative attended a Taxi Consultative Committee meeting, which was attended by several trade representatives and representatives of licensed vehicle operators in Chesterfield. In addition, discussion was held with several drivers at ranks in Chesterfield regarding the survey and any further comments or information that drivers felt the survey should take into account.

Comments received are summarised in this section. If direct quotes from respondents are used, these are presented within double quotation marks.

##### ***Comments and suggestions received***

Many drivers felt that it was not feasible to make a living purely from working off the ranks. Some had to pay to be on booking circuits to increase the work available and some rely on direct telephone bookings.

The drivers who work the Railway Station rank tend to be either owner drivers or work for smaller operators. As such, some don't operate with a high standard of personal or vehicle presentation and dress can be casual and vehicles not always clean.

Several operators indicated that they had demand for more drivers. However, the level of knowledge required to license drivers in Chesterfield, plus the frequency of testing, meant that the time taken to license a driver can be several months.



## 7 STAKEHOLDER CONSULTATION

### 7.1 Background

The Department for Transport Taxi and Private Hire Vehicle Licensing: Best Practice Guidance suggests that consultation should include all those concerned with using the services provided by Hackney Carriages, including user groups (which should include groups representing people with disabilities, and people such as students or women), the police, hoteliers, operators of pubs and clubs and visitor attractions, and providers of other transport modes (such as train operators, who want taxis available to take passengers to and from stations).

### 7.2 Stakeholders

A range of interest groups and representatives were contacted to canvas views on the Hackney Carriage and Private Hire trades in Chesterfield Borough. Relatively few of the consultees had any view to provide or any issues to raise. In many respects, this is a good indication that, from the user's perspective, the services provided by the Hackney Carriages in Chesterfield Borough are working well. Indeed, many of the responses received supported this hypothesis.

The following bodies or representatives were contacted:

- Chesterfield Borough Council's officers representing Equality, Diversity and the interests of disabled and minority groups.
- Police;
- Chesterfield Borough Chamber of Commerce
- Schools and Colleges in Chesterfield Borough
- Bus and rail operators
- Age UK
- Hospitals
- A range of Chesterfield Borough Pubs in the City centre and suburban areas
- Night Clubs in Chesterfield Borough.
- Hotels
- Supermarkets

Feedback was sought through a combination of letters, telephone calls and, emails. The majority of consultees didn't respond. Many of those who did respond indicated that they were not aware of any particular issues and so had no comment to make.

### 7.3 Feedback received

The majority of those who provided feedback indicated that they were not aware of any particular issues with availability of the level of service provided by Hackney Carriages. Staff at the supermarkets were not aware of any issues with service.

No issues were raised by bus or rail operators, educational establishments or the Police.





Some feedback was received from licenced premises. All who responded felt that there were generally sufficient licensed vehicles available to cope with demand from customers. The licensed premises contacted included some located outside Chesterfield town centre. In suburban areas, the availability licensed vehicles can be an issue, especially late at night. However, the feedback in Chesterfield Borough found that there was generally not an issue. Licenced vehicles were generally obtained by telephone for these premises and hence, availability may relate primarily to Private Hire Vehicles.

Feedback was received from representatives of elderly and mobility impaired groups. The availability of wheelchair accessible transport was generally found to be adequate for day to day needs. There had been some concern from Council representatives, that some wheelchair users faced difficulties with obtaining licensed vehicle services. This was a particular concern for advance bookings. Whilst there was no direct feedback from stakeholders to indicate problems with availability of wheelchair accessible vehicles, the availability was tested through test booking enquiries made to several of the larger Private Hire operators in Chesterfield. No problems were encountered with availability of wheelchair accessible vehicles for immediate hire. Test enquiries were made for availability from mid-morning to evening times.

In general, there were very few issues identified with the availability of Hackney Carriages or the level of service provided.



## 8 WHEELCHAIR MYSTERY SHOPPER SURVEY

### 8.1 Overview

A series of test purchase hires were made by a surveyor in a wheelchair accompanied by an able bodied person. A total of seventeen test purchases were made on 12<sup>th</sup> and 13<sup>th</sup> October 2016 and on the 1<sup>st</sup> November 2016.

The test purchases involved the hire of Hackney Carriages from ranks in Chesterfield. The level of service provided was tested.

In order to avoid alerting drivers that test purchases are being undertaken, it is important to avoid undertaking purchases too frequently in locations where drivers who are present at the rank may recognise the surveyors from earlier test purchases. In order to achieve this, purchases are spread amongst the active ranks. In Chesterfield, there were essentially two ranks which were active during daytime hours. Hence, all of the sample purchases undertaken were at Elder Way and the Railway Station rank.

The vehicles present at the ranks for each hire were logged to check for the presence of vehicles which had already been sampled and which may be alert to a further hire by a wheelchair user on the same day. Where vehicles already sampled were present on the rank and close to the first position, then the surveyors waited until the vehicle had left the rank before undertaking a test purchase. This practice necessitated some significant wait times between hires.

### 8.2 Results

The majority of the test purchases were conducted as one would hope. Drivers were courteous and helpful.

The wheelchair used was a collapsible self-propelled wheelchair which can, if required, be stored in the boot of a saloon car. Test purchases were made using only wheelchair accessible Hackney Carriages. For the test purchases the surveyor remained in the wheelchair for boarding and alighting from the vehicle.

One of the wheelchair accessible vehicles suffered a problem when the driver attempted to open the rear doors in order to get the ramps out to fix to the vehicle and board the wheelchair. He could not open one of the two rear doors and hence could not remove the ramps. The attempt to remove the ramps was made for several minutes. The surveyor offered to get out of the wheelchair and get into the vehicle without the chair. This was accepted as a solution by the driver, who was very apologetic about the problem with the vehicle, stating that it had recently been tested a few days before.

One of the issues sometimes faced when undertaking wheelchair mystery shopper surveys, is drivers starting the meter before boarding the wheelchair and don't stop the meter until after the wheelchair passenger has been disembarked. None of the drivers surveyed started the meter until the vehicle was moving off the ranks. One driver did not stop the meter when the vehicle reached the destination and the meter continued to run. The meter fare value on reaching the destination was



£2.80. This rose to £3.20 when the wheelchair and passenger had been disembarked by the driver. The fare was rounded down and £3.00 was charged.

One of the drivers surveyed didn't secure the wheelchair adequately and it moved whilst the vehicle was being driven.

All of the other test purchases were undertaken without incident or issue.

All of the journeys undertaken were relatively short and generally barely exceeded the minimum flag drop fare on the taxi meter. No drivers refused to take the hires offered and all drivers offered to use ramps and to board the wheelchair.

A wheelchair hire was attempted at the Coach Station car park. The surveyors waited at the taxi spaces marked in the car park, for a Hackney Carriage to arrive. However, after more than 30 minutes waiting, there were not Hackney Carriages which either arrived at the car park, or passed on New Beetwell Street. However, a Private Hire Vehicle (saloon car) did arrive and wait in the marked taxi spaces. As the opportunity presented itself, the surveyors attempted to hire the Private Hire Vehicle, without pre-booking. The driver responded to the approach by stating that a hire would need to be made through the booking office. He offered to phone the office and make the booking on the surveyors' behalf and once this was agreed, called the office and passed on the details of the journey and the name for the booking. The Private Hire booking office then sent another vehicle to fulfil the booking. This test of Private Hire compliance was successful and all actions were compliant with good practice. The driver who phoned through the booking did ask if the surveyors required a wheelchair accessible vehicle. However, as the vehicle approached in the car park was a saloon car, it was felt that requiring a wheelchair accessible vehicle may be seen as suspicious. Wheelchair vehicles were available at the time, if required.



## 9 RESPONSES TO DFT BEST PRACTICE GUIDANCE 2010

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

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

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

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

Yes, this report forms a review of the need for the policy of quantity control of hackney carriages at this point in time in the 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 Licensing Area
- Stakeholder consultation with all groups recommended by the DfT Best Practise Guidance as far as people were available.
- Trade consultation with representatives of the trade

***Who was involved in the review?***

This review was included direct discussion with the following respondents:

- Representatives of elderly and disabled groups,
- Hotels and licenced premises,
- Transport providers,
- Police,
- Local businesses.
- Local supermarkets
- Council representatives

***What decision was reached about retaining or removing quantity controls?***

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

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

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



***Are you satisfied that quantity controls do not:***

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

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

***What special circumstances justify retention of quantity controls?***

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

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

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

***How does your policy benefit the trade?***

Retention of a limit would retain some added value of having a hackney carriage vehicle licence which would, in turn, encourage some investment in the trade. Retention of a limit encourages drivers to remain within the trade. Consequently, the level of knowledge, expertise and customer service is higher than it would be with less experienced drivers. Removal of the limit would be likely to result in more people entering the trade on a short term temporary basis and, as a result, displacing the more experienced drivers from the trade. As a result, the level of knowledge, professionalism and customer service may suffer.

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

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

***When did you last assess unmet demand?***

Unmet demand has been regularly reviewed, with this study preceded by an earlier one in 2013.

***How is your taxi limit assessed?***

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

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

Yes.

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

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



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

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

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

Yes, all appropriate consultees have been taken into account.

***Do you receive representations about taxi availability?***

No

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

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



## 10 DETERMINATION OF UNMET DEMAND

### 10.1 Quantitative Assessment

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

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

where:

**ISUD** = Incidence of Significant Unmet Demand

**APD** = Average passenger delay across all time periods

**PF** = Peak Factor. If passenger demand is highly peaked, usually at night, a factor of 0.5 is applied to the formula. Otherwise a factor of 1.0 is applied. This factor reflects the ability of the trade to meet demand for the majority of the time, but allows some dispensation for demand to exceed supply of Hackney Carriages during peak periods of demand, if the peak is significantly higher than during other times. Assessment of the demand profile is undertaken as an aggregate across all ranks.

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

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

**SF** = Seasonality Factor

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

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

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

### 10.2 Calculation of ISUD variables

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



delay. The calculation is weighted to reflect estimated weekly passenger volumes and equivalent weekly passenger delays.

The average delay in passenger minutes was 0.13 minutes (8 seconds). Therefore the **APD** coefficient is **0.13**

**PF** There was a sharp peak in demand across the taxi ranks surveyed on Saturday night. Therefore, the **PF value is 0.5**.

**SSP** Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, on Thursday and Friday, qualifying passenger queues were observed within 18.2% of the hours. Therefore, **SSP value = 18.2**

**GID** The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. Whilst incidences of passenger queueing did occur on occasion, the frequency of occurrence was relatively low and hence the overall aggregate wait time for all passengers affected, was low. As a result, few hours had an average wait time of more than 1 minute. The percentage of passengers travelling in hours when the aggregate wait time was greater than 1 minute, was 7.5% Therefore, the **GID value was 7.5**.

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

/

**LDF** Latent Demand Factor. This is derived from the public attitude survey results and provides a measure of the proportion of the public who have given up trying to obtain a Hackney Carriage at either a rank or by flagging down. It is measured as 1+ proportion giving up waiting. The inclusion of this factor is a response to the latest DfT guidance requiring an estimate of latent demand.

The public consultation survey results indicate that 3% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.03**.

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

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

$$\text{ISUD} = 0.13 \times 0.5 \times 18.2 \times 7.50 \times 1.0 \times 1.03 = 9.1$$





Where the ISUD value is less than 80, it is generally considered to be an indicator that there is no unmet demand. In this case, the calculated value of 9.1 is comfortably below the threshold value.

### 10.3 Consideration of wider factors.

Whilst some periodic passenger waiting was observed, the level of passenger waiting falls well below the level which would suggest that the level of unmet demand is significant. However, this should not be taken in isolation. Other available evidence should also be considered.

Demand for Hackney Carriages peaks on Friday and Saturday nights. There was relatively little evidence of unmet demand during those peak periods of demand. The drivers appeared to respond to the increased demand by working in moderately increased numbers during these periods. Generally there were sufficient Hackney Carriages waiting at the ranks to pick up passengers.

In general, over all the ranks at active times, the prevailing condition was that there were Hackney Carriages waiting at the ranks for passengers.

Public and Stakeholder feedback indicated that there were generally plenty of Hackney Carriages available at all times of day.

Considering all of the evidence, together with the ISUD value of 9.1, we consider that there is **no Significant Unmet Demand**.



## 11 CONCLUSIONS

### 11.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicates that there are generally Hackney Carriages available at ranks when the travelling public need to use the services. The level of unmet demand is not significant, with respect to the ISUD index calculation and this is supported by the occasional nature of passenger waiting. No sustained periods of excessive queueing were observed.

There were generally Hackney Carriages observed waiting at the ranks during active periods.

### 11.2 Additional issues identified

The principal issue identified by members of the trade was the practice of out of area licensed vehicles undertaking Private Hire work in Chesterfield. This is a common issue identified in many licensing areas which have higher levels of entry control to the licensed vehicle market, either for drivers or vehicles.

The proportion of the fleet who were operating from the ranks during the periods observed was slightly lower than may be expected during daytime periods and did not increase as significantly as one might expect on Saturday night, when the level of demand through the ranks increased significantly. Feedback from the trade indicates that many drivers work either on Private Hire circuits or obtain a significant proportion of their business from direct bookings from regular clients.

Given the proportion of the fleet servicing the ranks, this would suggest that there is potentially significant capacity within the Hackney Carriage fleet to cater for any long term growth in demand for Hackney Carriages through the ranks. However, this would be at the expense of pre-booked hires, especially at peak times.

It had been anticipated that some issues with availability of wheelchair accessible vehicles may be present in the licensed vehicle fleets. However, no significant issues were identified.



### 11.3 Recommendations

The survey has concluded that there is **no significant unmet demand** for Hackney Carriages in Chesterfield Borough.

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

- Maintain the current limit
- Issue any number of additional licences as it sees fit,
- Remove the numerical limit.
- Make changes to licensing policies or conditions, either in isolation from or in conjunction with changes to limitation policy.



## APPENDIX A RANK OBSERVATION RESULTS



Chesterfield Railway Station			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	4	4	4	1.0	10
08:00	0	12	12	13	1.1	13
09:00	0	19	19	24	1.3	23
10:00	0	10	10	11	1.1	27
11:00	1	9	10	13	1.4	49
12:00	0	11	11	15	1.4	29
13:00	0	14	14	21	1.5	29
14:00	0	12	12	13	1.1	15
15:00	0	16	16	19	1.2	13
16:00	0	19	19	24	1.3	8
17:00	0	16	16	20	1.3	13
18:00	0	14	14	17	1.2	4
19:00	0	15	15	20	1.3	19
20:00	0	10	10	14	1.4	39
21:00	0	15	15	19	1.3	32
22:00	1	13	14	17	1.3	15
23:00	0	6	6	8	1.3	9
00:00	2	2	4	2	1.0	0
01:00	3	2	5	2	1.0	6
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	7	219	226	276	1.3	19

Chesterfield Railway Station			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	5	5	5	1.0	9
08:00	0	16	16	16	1.0	2
09:00	0	9	9	10	1.1	14
10:00	2	12	14	13	1.1	28
11:00	1	20	21	24	1.2	10
12:00	0	5	5	6	1.2	20
13:00	0	14	14	19	1.4	31
14:00	0	8	8	11	1.4	13
15:00	0	16	16	22	1.4	13
16:00	0	19	19	23	1.2	7
17:00	0	19	19	24	1.3	14
18:00	0	17	17	19	1.1	22
19:00	0	26	26	32	1.2	12
20:00	0	13	13	17	1.3	7
21:00	0	26	26	29	1.1	16
22:00	0	15	15	17	1.1	24
23:00	1	13	14	22	1.7	38
00:00	3	3	6	6	2.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	1	1	1	1.0	0
Total	7	257	264	316	1.2	16



Chesterfield Railway Station			Saturday to Sunday			
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (minutes)
07:00	0	3	3	3	1.0	9
08:00	0	1	1	1	1.0	23
09:00	0	7	7	8	1.1	15
10:00	0	12	12	13	1.1	9
11:00	0	10	10	16	1.6	16
12:00	0	15	15	21	1.4	11
13:00	0	12	12	16	1.3	27
14:00	0	16	16	22	1.4	14
15:00	0	11	11	15	1.4	27
16:00	0	11	11	15	1.4	15
17:00	0	15	15	19	1.3	22
18:00	0	23	23	29	1.3	9
19:00	0	23	23	27	1.2	12
20:00	0	19	19	26	1.4	13
21:00	0	19	19	27	1.4	17
22:00	0	20	20	31	1.6	10
23:00	0	18	18	23	1.3	7
00:00	0	2	2	4	2.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>0</b>	<b>237</b>	<b>237</b>	<b>316</b>	<b>1.3</b>	<b>14</b>
Chesterfield Railway Station			Sunday to Monday			
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (minutes)
07:00	0	0	0	0	0.0	0
08:00	2	0	2	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	3	0	3	0	0.0	11
11:00	0	4	4	6	1.5	39
12:00	0	7	7	7	1.0	10
13:00	0	12	12	20	1.7	13
14:00	1	10	11	14	1.4	9
15:00	0	14	14	20	1.4	18
16:00	0	11	11	14	1.3	8
17:00	0	18	18	30	1.7	14
18:00	0	14	14	20	1.4	19
19:00	0	16	16	23	1.4	16
20:00	0	17	17	23	1.4	15
21:00	0	14	14	19	1.4	10
22:00	0	13	13	17	1.3	18
23:00	0	4	4	5	1.3	3
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>6</b>	<b>154</b>	<b>160</b>	<b>218</b>	<b>1.4</b>	<b>14</b>



Elder Way				Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	3	
08:00	2	1	3	3	3.0	17	
09:00	3	4	7	4	1.0	12	
10:00	3	9	12	11	1.2	12	
11:00	4	3	7	3	1.0	24	
12:00	8	9	17	12	1.3	18	
13:00	4	6	10	7	1.2	15	
14:00	3	8	11	10	1.3	12	
15:00	5	2	7	3	1.5	24	
16:00	3	6	9	7	1.2	16	
17:00	1	4	5	5	1.3	16	
18:00	1	1	2	1	1.0	0	
19:00	0	0	0	0	0.0	0	
20:00	2	2	4	2	1.0	0	
21:00	0	0	0	0	0.0	3	
22:00	1	0	1	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	8	
01:00	1	0	1	0	0.0	19	
02:00	3	0	3	0	0.0	13	
03:00	0	0	0	0	0.0	0	
04:00	1	0	1	0	0.0	3	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
<b>Total</b>	45	55	100	68	1.2	15	
Elder Way				Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	10	
08:00	3	0	3	0	0.0	32	
09:00	0	2	2	2	1.0	15	
10:00	2	9	11	11	1.2	22	
11:00	4	8	12	10	1.3	6	
12:00	3	6	9	8	1.3	15	
13:00	3	9	12	13	1.4	12	
14:00	0	4	4	8	2.0	3	
15:00	1	4	5	7	1.8	1	
16:00	1	7	8	12	1.7	5	
17:00	1	4	5	4	1.0	8	
18:00	2	2	4	2	1.0	0	
19:00	0	0	0	0	0.0	8	
20:00	3	0	3	0	0.0	9	
21:00	2	0	2	0	0.0	4	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	1	0	1	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
<b>Total</b>	26	55	81	77	1.4	10	



Elder Way		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	3	0	3	0	0.0	0
08:00	2	1	3	1	1.0	3
09:00	1	3	4	6	2.0	5
10:00	3	2	5	3	1.5	16
11:00	2	6	8	9	1.5	23
12:00	0	6	6	8	1.3	4
13:00	2	10	12	13	1.3	12
14:00	4	13	17	21	1.6	4
15:00	3	8	11	13	1.6	9
16:00	3	8	11	10	1.3	16
17:00	3	3	6	7	2.3	6
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	2	0	2	0	0.0	4
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>28</b>	<b>60</b>	<b>88</b>	<b>91</b>	<b>1.5</b>	<b>10</b>
Elder Way		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	13
13:00	1	1	2	1	1.0	28
14:00	1	0	1	0	0.0	3
15:00	0	1	1	2	2.0	5
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	1	0	1	0	0.0	8
01:00	1	0	1	0	0.0	13
02:00	1	0	1	0	0.0	10
03:00	1	0	1	0	0.0	28
04:00	1	0	1	0	0.0	23
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>8</b>	<b>2</b>	<b>10</b>	<b>3</b>	<b>1.5</b>	<b>12</b>





Knivesmith Gate		Thursday to Friday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	8
09:00	1	0	1	0	0.0	3
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	1	0	1	0	0.0	3
21:00	1	0	1	0	0.0	17
22:00	2	0	2	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	0	5	0	0.0	4
Knivesmith Gate		Friday to Saturday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	0	0	0	0	0.0	0



Knivesmith Gate		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	1	1	1	1.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	1	1	1	1.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1.0</b>	<b>0</b>
Knivesmith Gate		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	5
19:00	1	0	1	0	0.0	3
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0.0</b>	



Vicar Lane / Old Ship Lane		Thursday to Friday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	3
11:00	1	1	2	1	1.0	13
12:00	1	0	1	0	0.0	6
13:00	2	0	2	0	0.0	3
14:00	2	0	2	0	0.0	3
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	6	1	7	1	1.0	6
Vicar Lane / Old Ship Lane		Friday to Saturday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	6
10:00	0	1	1	1	1.0	4
11:00	0	1	1	1	1.0	4
12:00	0	0	0	0	0.0	0
13:00	1	0	1	0	0.0	3
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	0
22:00	1	0	1	0	0.0	4
23:00	0	1	1	4	4.0	0
00:00	0	0	0	0	0.0	0
01:00	1	0	1	0	0.0	0
02:00	1	0	1	0	0.0	4
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	1	0	1	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	7	3	10	6	2.0	3



Vicar Lane / Old Ship Lane		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	1	1	1	1.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	5
22:00	1	0	1	0	0.0	3
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1.0</b>	<b>1</b>
Vicar Lane / Old Ship Lane		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	1	0	1	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>



Coach Station Car Park			Thursday to Friday			
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	1	0	1	0	0.0	0
08:00	1	0	1	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	10
11:00	1	0	1	0	0.0	3
12:00	2	0	2	0	0.0	9
13:00	4	0	4	0	0.0	5
14:00	1	0	1	0	0.0	0
15:00	2	0	2	0	0.0	3
16:00	1	0	1	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	2	0	2	0	0.0	7
19:00	3	0	3	0	0.0	9
20:00	5	0	5	0	0.0	2
21:00	1	0	1	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>24</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>0.0</b>	<b>4</b>
Coach Station Car Park			Friday to Saturday			
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	2	0	2	0	0.0	0
12:00	2	0	2	0	0.0	3
13:00	0	1	1	2	2.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	1	1	2	1	1.0	5
17:00	1	0	1	0	0.0	0
18:00	2	0	2	0	0.0	0
19:00	0	0	0	0	0.0	3
20:00	1	1	2	2	2.0	3
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>9</b>	<b>3</b>	<b>12</b>	<b>5</b>	<b>1.7</b>	<b>2</b>



Coach Station Car Park		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	1	0	1	0	0.0	3
11:00	1	0	1	0	0.0	4
12:00	0	0	0	0	0.0	0
13:00	1	0	1	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	4	0	4	0	0.0	3
16:00	2	0	2	0	0.0	2
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	3
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0.0</b>	<b>2</b>
Coach Station Car Park		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	1	0	1	0	0.0	0
16:00	2	0	2	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	1	0	1	0	0.0	0
23:00	1	0	1	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>



Saltergate			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	1	1	2	1	1.0	5
21:00	1	0	1	0	0.0	0
22:00	2	0	2	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1.0</b>	<b>2</b>
Saltergate			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	1	0	1	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>



Saltergate		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	3
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	1	1	1	1.0	0
03:00	1	0	1	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	1	1	2	2.0	3
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1.5</b>	<b>1</b>
Saltergate		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	2	0	2	0	0.0	3
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0.0</b>	<b>3</b>





West Bars		Thursday to Friday					
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	1	0	1	0	0.0	3	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	1	0	1	0	0.0	4	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	2	0	2	0	0.0	3	
West Bars		Friday to Saturday					
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	0	0	0	0	0.0	0	



West Bars		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	3
09:00	1	0	1	0	0.0	10
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0.0</b>	<b>10</b>
West Bars		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>



Stephenson Place		Thursday to Friday					
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	1	0	1	0	0.0	4	
10:00	0	0	0	0	0.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	13	
19:00	0	1	1	1	1.0	32	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	18	
23:00	1	3	4	4	1.3	19	
00:00	2	2	4	2	1.0	11	
01:00	2	2	4	6	3.0	18	
02:00	5	2	7	2	1.0	2	
03:00	2	1	3	2	2.0	6	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
<b>Total</b>	<b>13</b>	<b>11</b>	<b>24</b>	<b>17</b>	<b>1.5</b>	<b>11</b>	
Stephenson Place		Friday to Saturday					
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	1	2	3	5	2.5	1	
23:00	3	12	15	18	1.5	3	
00:00	6	16	22	23	1.4	4	
01:00	3	15	18	24	1.6	8	
02:00	4	16	20	29	1.8	6	
03:00	5	10	15	16	1.6	5	
04:00	2	6	8	9	1.5	1	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
<b>Total</b>	<b>24</b>	<b>77</b>	<b>101</b>	<b>124</b>	<b>1.6</b>	<b>5</b>	



Stephenson Place		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	3	4	5	1.7	10
22:00	0	11	11	18	1.6	16
23:00	3	28	31	44	1.6	3
00:00	2	42	44	84	2.0	1
01:00	0	40	40	84	2.1	0
02:00	0	44	44	85	1.9	0
03:00	0	21	21	34	1.6	0
04:00	5	5	10	11	2.2	13
05:00	0	0	0	0	0.0	35
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>11</b>	<b>194</b>	<b>205</b>	<b>365</b>	<b>1.9</b>	<b>2</b>

Stephenson Place		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	1	2	1	1.0	4
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	1	1	2	2.0	3
01:00	2	1	3	1	1.0	4
02:00	0	1	1	2	2.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>1.5</b>	<b>3</b>



Corporation Street		Thursday to Friday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	2	0	2	0	0.0	6
01:00	4	4	8	5	1.3	7
02:00	6	2	8	4	2.0	20
03:00	3	2	5	4	2.0	10
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>15</b>	<b>8</b>	<b>23</b>	<b>13</b>	<b>1.6</b>	<b>12</b>
Corporation Street		Friday to Saturday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	1	0	1	0	0.0	3
01:00	3	1	4	2	2.0	5
02:00	14	1	15	1	1.0	2
03:00	2	1	3	1	1.0	2
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>20</b>	<b>3</b>	<b>23</b>	<b>4</b>	<b>1.3</b>	<b>3</b>



Corporation Street		Saturday to Sunday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	1	1	2	2.0	0
01:00	1	1	2	1	1.0	3
02:00	3	0	3	0	0.0	1
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>1.5</b>	<b>1</b>

Corporation Street		Sunday to Monday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>



Holywell Street Section A			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	1	1	1	1.0	0
22:00	2	0	2	0	0.0	0
23:00	3	1	4	1	1.0	9
00:00	0	2	2	2	1.0	18
01:00	5	3	8	3	1.0	12
02:00	1	5	6	8	1.6	23
03:00	3	2	5	2	1.0	21
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>14</b>	<b>14</b>	<b>28</b>	<b>17</b>	<b>1.2</b>	<b>15</b>
Holywell Street Section A			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	3	0	3	0	0.0	3
22:00	3	3	6	5	1.7	4
23:00	2	7	9	14	2.0	7
00:00	1	10	11	12	1.2	6
01:00	0	12	12	16	1.3	9
02:00	0	10	10	16	1.6	10
03:00	1	6	7	8	1.3	14
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>10</b>	<b>48</b>	<b>58</b>	<b>71</b>	<b>1.5</b>	<b>8</b>



Holywell Street Section A			Saturday to Sunday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	5	5	6	1.2	4
22:00	1	4	5	6	1.5	8
23:00	0	9	9	14	1.6	7
00:00	2	14	16	23	1.6	2
01:00	2	14	16	21	1.5	2
02:00	2	15	17	19	1.3	3
03:00	1	14	15	26	1.9	3
04:00	0	1	1	1	1.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>8</b>	<b>76</b>	<b>84</b>	<b>116</b>	<b>2</b>	<b>3</b>
Holywell Street Section A			Sunday to Monday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	2	2	2	1.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1.0</b>	<b>0</b>





Holywell Street Section B			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	1	0	1	0	0.0	3
00:00	3	1	4	1	1.0	5
01:00	2	0	2	0	0.0	5
02:00	3	0	3	0	0.0	2
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>9</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>1.0</b>	<b>4</b>
Holywell Street Section B			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	2	0	2	0	0.0	1
01:00	7	0	7	0	0.0	0
02:00	3	0	3	0	0.0	0
03:00	1	0	1	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>0.0</b>	<b>0</b>



Holywell Street Section B			Saturday to Sunday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	1	0	1	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	3	0	3	0	0.0	0
03:00	1	4	5	7	1.8	2
04:00	2	22	24	29	1.3	5
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>7</b>	<b>26</b>	<b>33</b>	<b>36</b>	<b>1</b>	<b>0</b>
Holywell Street Section B			Sunday to Monday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	3
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	1	0	1	0	0.0	3
01:00	1	0	1	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0.0</b>	<b>2</b>