

**City of York Council**  
Hackney Carriage Demand Survey  
Final Report  
April 2008

**Halcrow Group Limited**

**City of York Council**  
Hackney Carriage Demand Survey  
Final Report  
April 2008

**Contents Amendment Record**

This report has been issued and amended as follows:

---

Issue	Revision	Description	Date	Signed
-------	----------	-------------	------	--------

---

# Contents

1	Study Objectives and Overview	5
2	Background	6
3	Definition, Measurement and Removal of Significant Unmet Demand	14
4	Evidence of Patent Unmet Demand – Rank Observation Results	21
5	Evidence of Suppressed Demand – Public Attitude Pedestrian Survey Results	29
6	Determining the Number of Additional Licences	38
7	Consultation	39
8	Trade Survey	49
9	Summary and Conclusions	71

Appendix 1	List of ranks
Appendix 2	Rank Observations
Appendix 3	Public Attitude Survey Results
Appendix 4	Consultation Responses
Appendix 5	Trade Survey Results



# 1 Study Objectives and Overview

## 1.1 General

1.1.1 This study has been conducted by Halcrow on behalf of City of York Council (CoYC) in pursuit of the following objectives:

- to identify whether or not there exists a significant unmet demand for hackney carriage services in York; and
- to recommend the increase in licences required to eliminate any significant unmet demand.

1.1.2 In 2006 the DfT produced 'Best Practice Guidance' for taxi licensing. The guidance also restated that the DfT considers it to be best practice not to impose quantity restrictions. However where restrictions are imposed, the Department urges that the matter is regularly reconsidered.

1.1.3 The DfT guidance is just that, guidance. We are unaware of any actual (or proposed) change in legislation that would affect the legal standing of an entry control policy in the context of local hackney carriage markets. The large body of well established case law and precedent should be unaffected by this guidance. Notwithstanding this, the local authority may wish to take this guidance into consideration when determining its policy, particularly given the forthright way in which DfT chooses to express its views on entry control in Paragraph 31:

*'Most local licensing authorities do not impose quantity restrictions; the Department regards that as best practice.'*

## 2 Background

### 2.1 General

2.1.1 This section of the report provides a general background to the taxi market in York and the relevant legislation governing the market. This section of the report also provides a background to relevant local policy.

### 2.2 Relevant Entry Control Regulations

2.2.1 Under the Town Police Clauses Act 1847, a licensing authority had an unfettered discretion to limit the number of hackney carriage licences by being able to licence only such numbers as it thought fit. It was a power, which was widely used by many authorities to restrict the numbers of hackney carriages for the purpose of exercising control and supervision over them. Under the Transport Act 1985, the position in law changed and the 1847 Act, as now amended by Section 16, provides as follows:

*“That the grant of a licence may be refused for purposes of limiting the number of hackney carriages..., if but only if, the person authorised to grant a licence is satisfied that there is no significant demand for the services of hackney carriages... which is unmet”.*

2.2.2 The Act also provides for an appeals procedure whereby unsuccessful applicants for hackney carriage licences may call upon an authority to demonstrate that it is satisfied that there exists no significant unmet demand. If, in the eyes of the Court, the Authority fails to meet this requirement, the appeal against the refusal to issue a licence will be successful.

### 2.3 York City Overview

2.3.1 York is located in North Yorkshire and lies within the Vale of York, which is bordered by the Pennines, North York Moors, and the Wolds. York has a population of 181,094 people (Census, 2001).

2.3.2 The city also has a large visitor and student population. It is estimated that in 2006, 4.18 million people visited York (York Tourism Facts, 2007, City of York Council).

2.3.3 In term time the population of York is also inflated by the large number of students from the University of York, York St Johns University and York College.

2.4 Background to the Hackney Carriage Market in York

2.4.1 There are 158 licensed Hackney Carriages in the York licensing district, giving a level of hackney carriage provision of one vehicle per 1,146 resident population. CoYC has historically limited the number of hackney licences. The private hire fleet consists of 571 vehicles. In view of the size of this fleet relative to the hackney carriage fleet, it is evident that this is the dominant force in the York taxi market.

2.5 Provision of Hackney Carriage Stands

2.5.1 There are currently 18 official ranks located in the York licensing district, of which 8 are full time ranks and 10 part time ranks. The rail station rank (pictured in plate 2) is a privately owned rank. A full list of these ranks are detailed in Appendix 1.

2.5.2 Plates 1 and 2 picture two of the ranks:

Plate 1 St Saviourgate Rank



Plate 2 York Rail Station



## 2.6 Hackney Carriage Fares and License Premiums

2.6.1 Hackney carriage fares are regulated by the Local Authority. There are five tariffs, a daytime tariff (7am-10pm), an evening (10pm-7am), a race day tariff (to and from the racecourse), a fourth tariff for Christmas and New Year daytime (7am-10pm) and a fifth Christmas and New Year night time tariff (10pm-7am) There is a series of additional charges for hiring's on all other Bank holidays, extra passengers, pets, luggage, fouling of the vehicle interior and a waiting time charge.

2.6.2 Tariff 1 is made up of two elements; an initial fee (or "drop") of £2.10 for entering the vehicle and travelling any distance up to 59 metres or 17 seconds of waiting time or a combination of both. For each additional 101 metres travelled or 30 seconds waiting time or a combination of both the fee is 10p. A two-mile fare for tariff 1 would therefore be



£5.22. Tariff 2 has an initial fee of £2.90 for entering the vehicle and travelling any distance up to 104 metres or 31 seconds of waiting time or a combination of both. For each additional 101 metres travelled or 30 seconds waiting time or a combination of both the fee is 10p. A two-mile journey for tariff 2 would therefore be £5.98. Table 2.2 outlines the fare structure in more detail.

Table 2.2 York Hackney Carriage Fare Tariff

	Price
<p><b>Standard Charge Tariff 1 (Between 7am and 10pm Monday to Sunday)</b></p> <p>Initial fee for any distance travelled up to 59 metres or 17 seconds of waiting time or a combination of both</p> <p>For each subsequent 101 metres or 30 seconds waiting time or a combination of both</p>	<p>£2.10</p> <p>10p</p>
<p><b>Standard Charge Tariff 2 (Between 10pm and 7am Monday to Sunday)</b></p> <p>Initial fee for any distance travelled up to 104 metres or 31 seconds of waiting time or a combination of both</p> <p>For each subsequent 101 metres or 30 seconds waiting time or a combination of both</p>	<p>£2.90</p> <p>10p</p>
<p><b>Standard Charge Tariff 3 (applies on race days for journeys to and from the racecourse)</b></p> <p>Initial fee for any distance travelled up to 1988 metres or 9 minutes 59 second of waiting time or a combination of both</p> <p>For each subsequent 101 metres or 30 seconds waiting time or a combination of both</p>	<p>£5.50</p> <p>10p</p>
<p><b>Premium Rate Tariff 4 (applies 7pm – 10pm Christmas Eve, 7am – 10pm Christmas Day, 7am-10pm Boxing Day, and 7pm-10pm New Year’s Eve, and 7am-10pm on New Years Day)</b></p> <p>Initial fee for any distance travelled up to 59 metres or 17 seconds of waiting time or a combination of both</p> <p>For each subsequent 101 metres or 30 seconds waiting time or a combination of both</p>	<p>£3.15</p> <p>15p</p>
<p><b>Premium Rate Tariff 5 (applies 10pm – 7am Christmas Eve to 27<sup>th</sup> December, and 10pm-7am New Years Eve to 2<sup>nd</sup> January)</b></p> <p>Initial fee for any distance travelled up to 104 metres or 31 seconds of waiting time or a combination of both</p> <p>For each subsequent 101 metres or 30 seconds waiting time or a combination of both</p>	<p>£4.35</p> <p>15p</p>
<p><b>Other Charges</b></p> <p>All other Bank Holidays (7am on day of Bank Holiday until 5am next day)</p> <p>Extra Passengers (third and subsequent passengers or 2 children between 3 and 12 years of age)</p> <p>Cats and Dogs (excluding assistant, guide, or hearing dogs)</p> <p>Each piece of luggage (in boot)</p> <p>Fouling of vehicle interior (for alcohol induced fouling or, in all cases, when the night tariff applies)</p>	<p>Standard Charge + 80p</p> <p>30p</p> <p>20p</p> <p>20p</p> <p>£30</p>

Source: City of York Council

2.6.3 In the published monthly league table, York is ranked 62 of the 377 authorities cited (Private Hire and Taxi Monthly, April 2008). Fares are higher than what is typical elsewhere across the UK and when compared to neighbouring authorities. Table 2.3 provides a comparison of where neighbouring authorities rank in terms of fares.

**Table 2.3 Comparison of Neighbouring Authorities in Terms of Fares (figures are ranked out of a total of 377 Authorities with 1 being the most expensive)**

Local Authority	Rank
Harrogate	7
York	62 <sup>1</sup>
Leeds	77
Scarborough	84
Selby	154
Ryedale	246

*Source: Private Hire and Taxi Monthly, April 2008*

2.6.4 Where local hackney carriage markets are subject to both price and entry regulation, it has commonly been the case that a rent accrues to the ownership of the vehicle licence. This rent or “premium” is difficult to assess accurately as the re-sale of vehicle licences is not encouraged by the Authority. Anecdotal evidence suggests that the licence premium in York is approximately £50,000.

2.6.5 The existence of a licence premium is evidence of “excess” profit; that is, profit that would not exist if the level of supply of hackney carriages was determined by the market rather than by the Regulator. Licence premiums do not exist in Authorities where quantity controls are absent. This does not mean that we judge hackney carriage proprietors in York to be making too much money. It is not within our remit to comment on what is or is not an appropriate rate of remuneration from hackney carriage operation. The term “excess” profit simply means that earnings from plying for hire are higher at present than they would be if a free entry policy was introduced.

---

<sup>1</sup> This does not reflect York’s position following its recent fare increase in April 2008.

2.6.6 Although a premium is a clear indicator of higher than “market” profits it is not necessarily an indicator of significant unmet demand. Where a premium exists, this may be due to low cab waiting time associated with under-supply, and hence passenger delays. Alternatively, it may be due to a fares level, which is higher than the break-even level for a given supply. Finally, it may simply be a reflection of the absence of alternative means of gaining employment.

## 2.7 Local Transport Plan

2.7.1 The Final Local Transport Plan 2006 -2011 was produced in March 2006. Local Authorities are required to produce a Local Transport Plan, which are strategies for developing local integrated transport as part of a longer term vision for the city. The plan builds upon the successes of the first local transport plan and aims to address the problem that traffic in York is expected to grow considerably in the coming years. If no action is taken it is predicted that traffic in York will rise by 27% in the next 15 years.

2.7.2 The aim of the plan is to ease congestion, improve accessibility, air quality and safety. A revolutionary public transport system is planned to enable people to travel between more parts of the city within the outer ring road.

2.7.3 Major funding allocations for the next five years are expected to include:

- outer ring road improvements
- improved management of highway network
- improvements to bus network and Park and Ride services
- provision of off-road walking and cycling routes
- air quality improvement
- safety measure
- York Central

### Impact of LTP on taxi trade

2.7.4 The LTP 2006-2011 references several measures which are likely to impact on taxi services and the taxi trade in York. Taxis continue to remain a key element of the city's overall public transport system, providing opportunities where conventional public transport services are not available. The council sees the taxi and private hire trade playing a significant part in ensuring the continued success of the city's nighttime economy following the implementation of the Licensing Act 2003.

- 2.7.5 York has reviewed its position in entry control through citizen panels, stakeholder consultation and surveys of taxi usage. One York resident said *"It would be much easier to use taxis by having more ranks. This would mean that people would not have to use cars as much"*.
- 2.7.6 Consultation with the taxi trade has taken place with regards to the adopting of a standard vehicle livery to promote a professional and easily identifiable image; improving the emissions standards; adopting standards for restricting the age of vehicles; location of taxi ranks; and scope for establishing taxi-hailing points. Further work is intended regarding the adequacy and suitability of existing rank space and rank space taking in to account future developments. In addition consultation is taking place with local taxi operators to determine the level of support for the creation of a 'taxi quality partnership'. The partnership would intend to enhance the role of the taxi as part of the aim to reduce city centre congestion and improving accessibility across the city as a whole.

## 3 Definition, Measurement and Removal of Significant Unmet Demand

### 3.1 Introduction

3.1.1 This section provides a definition of significant unmet demand derived from experience of over 100 unmet demand studies since 1987. This leads to an objective measure of significant unmet demand that allows clear conclusions regarding the presence or absence of this phenomenon to be drawn. Following this, a description is provided of the SUDSIM model which is a tool developed to determine the number of additional hackney licences required to eliminate significant unmet demand, where such unmet demand is found to exist.

### 3.2 Overview

Significant Unmet Demand (SUD) has two components:

- patent demand – that which is directly observable; and
- “suppressed” demand – that which is released by additional supply.

3.2.1 Patent demand is measured using rank observation data. Suppressed (or latent) demand is assessed using data from the rank observations and public attitude interview survey. Both are brought together in a single measure of unmet demand, ISUD (Index of Significant Unmet Demand).

### 3.3 Defining Significant Unmet Demand

3.3.1 The provision of evidence to aid licensing authorities in making decisions about hackney carriage provision requires that surveys of demand be carried out. Results based on observations of activity at hackney ranks have become the generally accepted minimum requirement.

3.3.2 The definition of significant unmet demand is informed by two Court of Appeal judgements:

- R v Great Yarmouth Borough Council ex p Sawyer (1987); and
- R v Castle Point Borough Council ex p Maude (2002).

- 3.3.3 The Sawyer case provides an indication of the way in which an Authority may interpret the findings of survey work. In the case of Sawyer v. Yarmouth City Council, 16 June 1987, Lord Justice Woolf ruled that an Authority is entitled to consider the situation from a temporal point of view as a whole. It does not have to condescend into a detailed consideration as to what may be the position in every limited area of the Authority in relation to the particular time of day. The area is required to give effect to the language used by the Section (Section 16) Transport Act 1985 and can ask itself with regard to the area as a whole whether or not it is satisfied that there is no significant unmet demand.
- 3.3.4 The term “suppressed” or “latent” demand has caused some confusion over the years. It should be pointed out that following Maude v Castle Point Borough Council, heard in the Court of Appeal in October 2002, the term is now interpreted to relate purely to that demand that is measurable. Following Maude, there are two components to what Lord Justice Keene prefers to refer to as “suppressed demand”:
- what can be termed inappropriately met demand. This is current observable demand that is being met by, for example, private hire cars illegally ranking up; and
  - that which arises if people are forced to use some less satisfactory method of travel due to the unavailability of a hackney carriage.
- 3.3.5 If demand remained at a constant level throughout the day and week, the identification and treatment of significant unmet demand would be more straight-forward. If there were more cabs than required to meet the existing demand there would be queues of cabs on ranks throughout the day and night and passenger waiting times would be zero. Conversely, if too few cabs were available there would tend to be queues of passengers throughout the day. In such a case it would, in principle, be a simple matter to estimate the increase in supply of cabs necessary to just eliminate passenger queues.
- 3.3.6 Demand for hackney carriages varies throughout the day and on different days. The problem, introduced by variable demand, becomes clear when driver earnings are considered. If demand is much higher late at night than it is during the day, an increase in cab supply large enough to eliminate peak delays will have a disproportionate effect on the occupation rate of cabs at all other times. Earnings will fall and fares might have to be increased sharply to sustain the supply of cabs at or near its new level.
- 3.3.7 The main implication of the present discussion is that it is necessary, when considering whether significant unmet demand exists, to take account of the practicability of improving the standard of service through increasing supply.

**3.4 Measuring Patent Significant Unmet Demand**

3.4.1 Taking into account the economic, administrative and legal considerations, the identification of this important aspect of significant unmet demand should be treated as a three stage process as follows:

- identify the demand profile;
- estimate passenger and cab delays; and
- compare estimated delays to the demand profile.

3.4.2 The broad interpretation to be given to the results of this comparison are summarised in Table 3.1.

**Table 3.1 Existence of Significant Unmet Demand (SUD) Determined by Comparing Demand and Delay Profiles**

	Delays during peak only	Delays during peak and other times
Demand is:		
Highly Peaked	No SUD	Possibly a SUD
Not Highly Peaked	Possibly a SUD	Possibly a SUD

3.4.3 It is clear from the content of the table that the simple descriptive approach fails to provide the necessary degree of clarity to support the decision making process in cases where the unambiguous conclusion is not achievable. However, it does provide the basis of a robust assessment of the principal component of significant unmet demand. The analysis is therefore extended to provide a more formal numerical measure of significant unmet demand. This is based on the principles contained in the descriptive approach but provides greater clarity. A description follows.

3.4.4 The measure feeds directly off the results of observations of activity at the ranks. In particular it takes account of:

- case law that suggests an authority should take a broad view of the market;
- the effect of different levels of supply during different periods at the rank on service quality;
- the need for consistent treatment of different authorities, and the same authority over time.



### 3.4.5

The Index of Significant Unmet Demand (ISUD) was developed in the early 1990's and is based on the following formula. The SF element was introduced in 2003 and the LDF element was introduced in 2006 to reflect the increased emphasis on latent demand in DfT Guidance

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

Where:

- APD = Average Passenger Delay calculated across the entire week.
- PF = Peaking Factor. If passenger demand is highly peaked at night the factor takes the value of 0.5. If it is not peaked the value is 1. Following case law this provides dispensation for the effects of peaked demand on the ability of the Trade to meet that demand. To identify high peaking we are generally looking for demand at night (at weekends) to be substantially higher than demand at other times.
- GID = General Incidence of Delay. This is measured as the proportion of passengers who travel in hours where the delay exceeds one minute.
- SSP = Steady State Performance. The corollary of providing dispensation during the peaks in demand is that it is necessary to focus on performance during "normal" hours. This is measured by the proportion of hours during weekday daytimes when the market exhibits excess demand conditions (i.e. passenger queues form at ranks).
- SF = Seasonality factor. 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 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. Generally, surveys in these atypical months, and in school holidays, should be avoided.
- 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

flagdown during the previous three months. It is measured as 1+ proportion giving up waiting. The inclusion of this factor is a tactical response to the latest DfT guidance.

3.4.6 The product of these six measures provides an index value. The index is exponential and values above the 80 mark have been found to indicate significant unmet demand. This benchmark was defined by applying the factor to the 25 or so studies that had been conducted at the point it was developed. These earlier studies had used the same principles but in a less structured manner. The highest ISUD value for a study where a conclusion of no significant unmet demand had been found was 72. The threshold was therefore set at 80. The ISUD factor has been applied to over 80 studies by Halcrow and has been adopted by others working in the field. It has proved to be a robust, intuitively appealing and reliable measure.

3.4.7 Suppressed/latent demand is explicitly included in the above analysis by the inclusion of the LDF factor and because any known illegal plying for hire by the private hire trade is included in the rank observation data. This covers both elements of suppressed/latent demand resulting from the Maude case referred to above and is intended to provide a 'belt and braces' approach. A consideration of latent demand is also included where there is a need to increase the number of hackney carriage licences following a finding of significant unmet demand. This is discussed in the next section.

### 3.5 Determining the Number of New Licences Required to Eliminate Significant Unmet Demand

3.5.1 To provide advice on the increase in licences required to eliminate significant unmet demand, Halcrow has developed a predictive model. SUDSIM is a product of 20 years experience of analysing hackney carriage demand. It is a mathematical model, which predicts the number of additional licences required to eliminate significant unmet demand as a function of key market characteristics.

3.5.2 SUDSIM represents a synthesis of a queue simulation work that was previously used (1989 to 2002) to predict the alleviation of significant unmet demand and the ISUD factor described above (hence the term SUDSIM). The benefit of this approach is that it provides a direct relationship between the scale of the ISUD factor and the number of new hackney licences required.

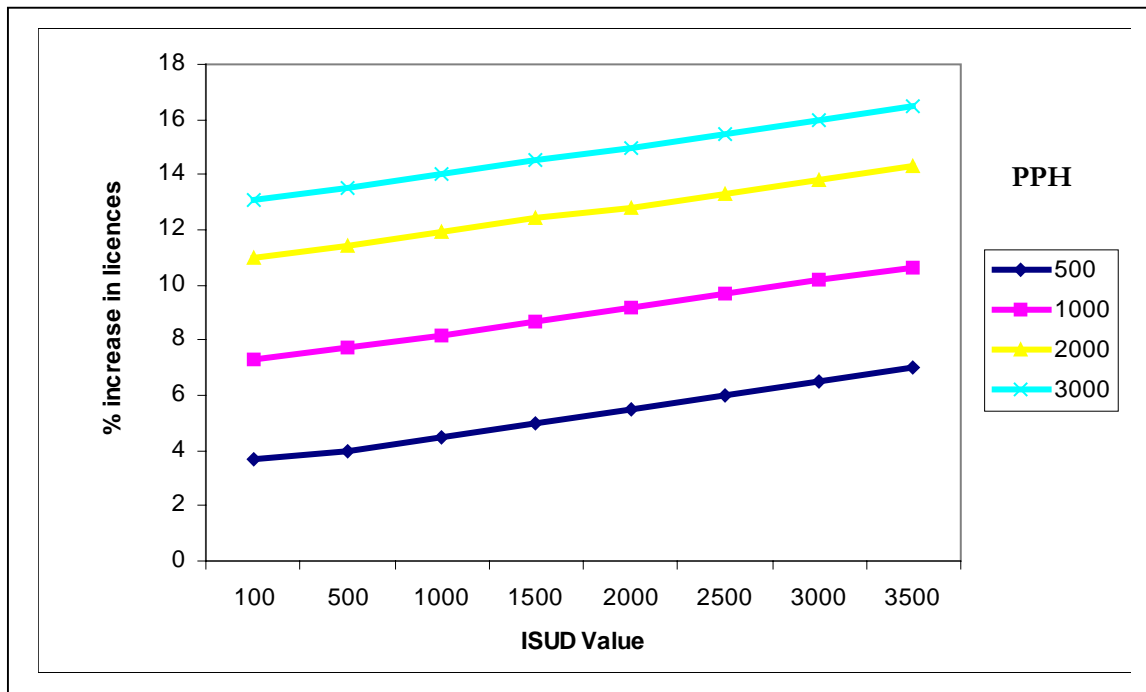
3.5.3 SUDSIM was developed taking the recommendations from 14 previous studies that resulted in an increase in licences, and using these data to calibrate an econometric model. The model provides a relationship between the recommended increase in licences and three key market indicators:

- the population of the licensing Authority;
- the number of hackneys already licensed by the licensing Authority; and
- the size of the SUD factor.

3.5.4

The main implications of the model are illustrated in Figure 3.1 below. The figure shows that the percentage increase in a hackney fleet required to eliminate significant unmet demand is positively related to the population per hackney (PPH) and the value of the ISUD factor over the expected range of these two variables.

Figure 3.1 Forecast Increase in Hackney Fleet Size as a Function of Population Per Hackney (PPH) and the ISUD Value



3.5.5

Where significant unmet demand is identified, the recommended increase in licences is therefore determined by the following formula:

$$\text{New Licences} = \text{SUDSIM} \times \text{Latent Demand Factor}$$

Where:

- Latent Demand Factor = (1 + proportion giving up waiting for a hackney at either a rank or via flagdown)

### 3.6

#### Note on Scope of Assessing Significant Unmet Demand

##### 3.6.1

It is useful to note the extent to which a licensing authority is required to consider peripheral matters when establishing the existence or otherwise of significant unmet demand. This issue is informed by *R v Brighton Borough Council, exp p Bunch 1989*<sup>2</sup>. This case set the precedent that it is only those services that are exclusive to hackney carriages that need concern a licensing authority when considering significant unmet demand. Telephone booked trips, trips booked in advance or indeed the provision of bus type services are not exclusive to hackney carriages and have therefore been excluded from consideration.

---

<sup>2</sup> See Button JH 'Taxis – Licensing Law and Practice' 2<sup>nd</sup> edition Tottel 2006 P226-7

## 4 Evidence of Patent Unmet Demand – Rank Observation Results

### 4.1 Introduction

#### 4.1.1

This section of the report highlights the results of the rank observation survey. The rank observation programme covered a period of 160 hours. During the hours observed some 29,354 passengers and 15,988 cab departures were recorded. The rank observations were carried out from Saturday 23<sup>rd</sup> February to Sunday 9<sup>th</sup> March 2008. A summary of the entire rank observation programme is provided in Appendix 2.

#### 4.1.2

The results presented in this Section summarise the information and draw out its implications. This is achieved by using five indicators:

- **The Balance of Supply and Demand** – this indicates the proportion of the time that the market exhibits excess demand, equilibrium and excess supply;
- **Average Delays and Total Demand** – this indicates the overall level of passengers and cab delays and provides estimates of total demand;
- **The Demand/Delay Profile** – this provides the key information required to determine the existence or otherwise of significant unmet demand;
- **The Proportions of Passengers Experiencing Given Levels of Delay** – this provides a guide to the generality of passenger delay; and
- **The Effective Supply of Vehicles** – this indicates the proportion of the fleet that was off the road during the survey.

### 4.2 The Balance of Supply and Demand

#### 4.2.1

The results of the analysis are presented in Table 4.1 below. The predominant market state is one of equilibrium. Excess supply (queues of cabs) was experienced during 9% of the hours observed while excess demand (queues of passengers) was experienced in 33% of hours. Conditions are most favourable to customers during the weekend daytime period. Conditions were least favourable to customers on weekday night and weekday daytime periods.

Table 4.1 The Balance of Supply and Demand in the York Rank-Based Hackney Carriage Market (Percentages – Rows Sum to 100)

Period		Excess Demand	Equilibrium	Excess Supply
Weekday	Day	31	60	9
	Night	28	56	17
Weekend	Day	14	68	18
	Night	46	54	0
Sunday	Day	42	58	0
All 2008		33	59	9

NB – Excess Demand = Maximum Passenger Queue  $\geq 3$ . Excess Supply = Minimum Cab Queue  $\geq 3$  – values derived over 12 time periods within an hour.

### 4.3 Average Delays and Total Demand

4.3.1 The following estimates of average delays and throughput were produced for each of the main ranks in the licensing district and for the district as a whole (Table 4.2).

4.3.2 The survey suggests some 29,354 passenger departures occur per week from ranks in York involving some 15,988 cab departures.

4.3.3 The hackney carriage trade is somewhat concentrated at Clifford St (Gallery) and the Train Station, accounting for 53% of the total. On average, passengers wait 2.78 minutes for a cab. Passengers experience the greatest delay at the Rougier St rank where an average delay of 12.32 minutes is experienced.

Table 4.2 Average Delays and Total Demand (Delays in Minutes)

Rank	Passenger Departures	Cab Departures	Average Passenger Delay	Average Cab Delay
Clifford St (Gallery)	7,896	3,384	1.07	3.20
Clifford St (opp Gallery)	4,860	2,172	0.84	1.57
Railway Station	7,679	5,293	3.80 <sup>3</sup>	7.46
St Saviourgate	5,861	3,509	2.55	5.86
Tower Street	0	18	0.00	5.00
Duncombe Place	1,028	594	2.28	5.68
St Leonard's Place	15	15	0.00	15.00
Piccadilly	5*	0	0.00	2.50
Rougier Street	1,832	932	0	12.32
Micklegate	180	72	0	1.00
<b>Total</b>	<b>29,354</b>	<b>15,988</b>	<b>2.78</b>	<b>4.98</b>

\* Passengers left the rank without obtaining a taxi

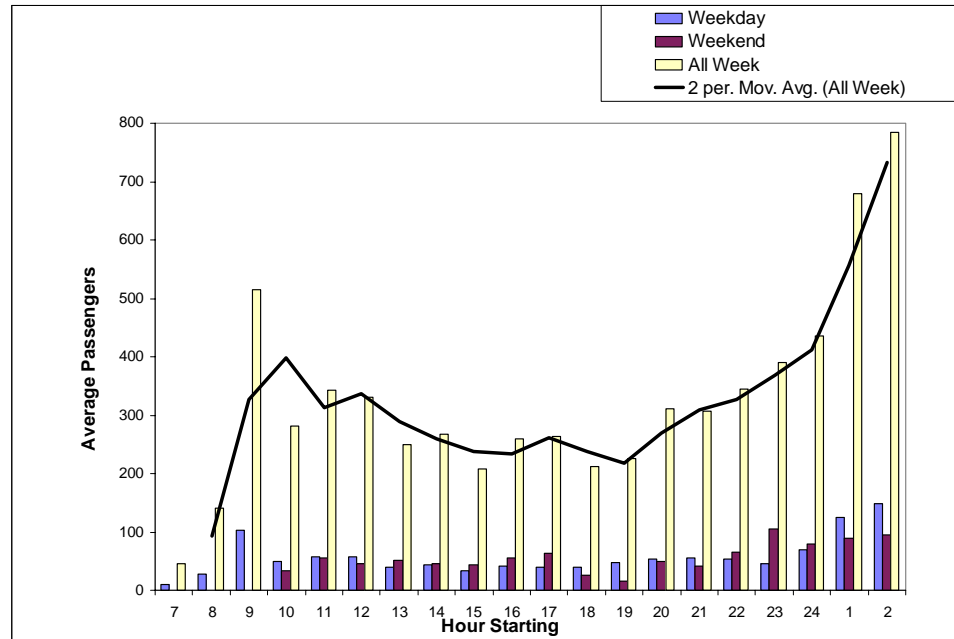
#### 4.4 The Delay/Demand Profile

4.4.1 Figure 4.1 provides a graphical illustration of passenger demand for the Monday to Saturday period between the hours of 09:00 and 03:00.

---

<sup>3</sup> This figure has been amended to reflect the poor throughput of taxis at the Railway Station rank. It is recognised that passengers are waiting longer for a vehicle (4.17 mins) but this is not a function of the restricted policy more to do with the traffic management layout at York Railway Station.

Figure 4.1 Passenger Demand by Time of Day in 2007 (Monday to Saturday)



4.4.2 Figure 4.2 provides an illustration of passenger delay by the time of day for the weekday and weekend periods. It indicates incidences of passenger delay peak at weekdays between 1600 and 1800 and weekends 2400 & 0300. The level of passenger delay highest peak is 20 minutes on weekday days. For all other times of day the level of passenger delay is generally less than a minute.

4.4.3 The level of peaking late at night relative to the daytime is high; we therefore conclude that this is a 'highly peaked' demand profile. This has implications for the interpretation of the results (see section 4.7 below).

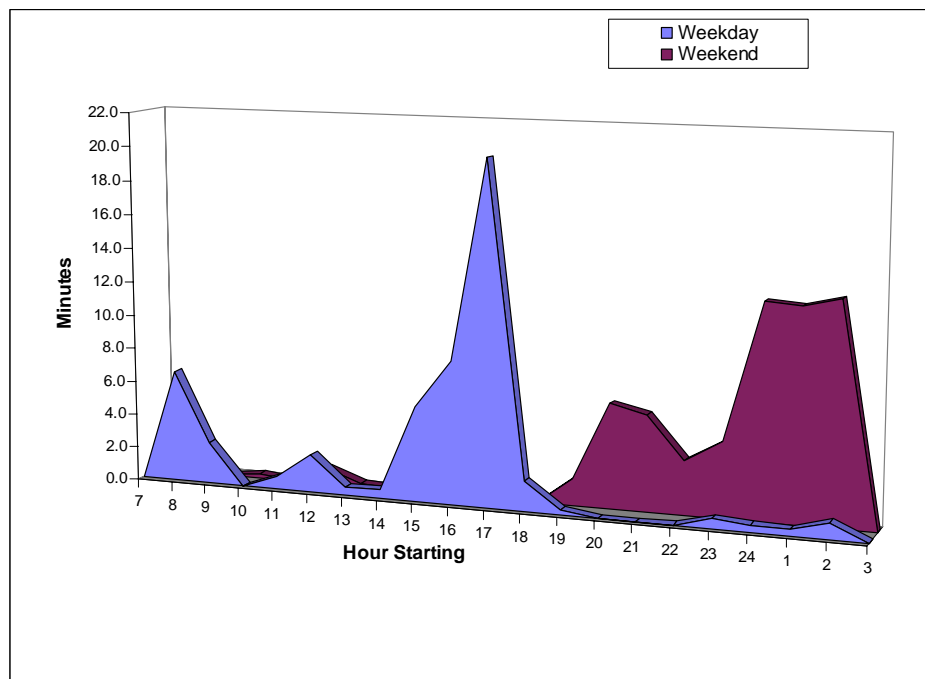
4.4.4 Recent best practice guidance, issued by the DfT, states that delays associated with peaks in demand (such as morning and evening rush hours, or pub closing times) should be treated as 'significant' as they are often the most popular times for consumers to use taxis. However, in *R v Great Yarmouth Borough Council ex p Sawyer (1987)* Lord Justice Woolf ruled that an Authority is entitled to consider the situation from a temporal point of view as a whole. It does not have to condescend into a detailed consideration as to what may be the position in every limited area of the Authority in relation to the particular time of day.



4.4.5

It should also be noted that these 'peaks' may not directly be the result of the authority's limitation policy as they can also occur in de-restricted authorities. For example, we observed high passenger delays at ranks during weekend late night peak periods in Leicester in 2000 despite the fact that there had been no numerical limit in place in the hackney carriage market for over 10 years. Halcrow believes that the DfT is mistaken in its assertion that passenger delay late at night associated with short term peaks in demand is evidence of the detrimental impact of quantity control regulations. Rather, it is an inevitable consequence of the concentration of demand i.e. it is caused by the same fundamental principles that cause queues in banks, post offices and supermarkets.

Figure 4.2 Passenger Delay by Time of Day in 2007 (Monday to Saturday)



4.5

The Generality of Passenger Delay

4.5.1

The rank observation data can be used to provide a simple assessment of the likelihood of passengers encountering delay at ranks. The results are presented below.

- Delay > 0 - 15.1%
- Delay > 1 minute - 9.3%

- Delay > 5 Minutes - 5.4%

4.5.2 The results indicate that over half of the passenger observed using a rank travelled in an hour where some delay occurred at that rank. The proportion likely to experience more than a minute of delay is estimated at over 36%. It is this proportion that is used within the ISUD as the 'Generality of Passenger Delay'.

#### 4.6 The Effective Supply of Vehicles

4.6.1 Observers were required to record the hackney carriage licence plate number of vehicles departing from ranks. In this way we are able to ascertain the proportion of the fleet that was operating during the survey.

4.6.2 During the daytime period (0700 to 1800) some 138 (87%) of the hackney fleet were observed at least once during the period of the study. During the evening/night time period (1800 to 0700) some 143 (91%) of the hackney fleet were also observed at least once during the period of the study.

#### 4.7 Deriving the Significant Unmet Demand Index Value

4.7.1 The data above can be summarised using Halcrow's ISUD factor described in Section 3. The component parts of the index, their source and their values are given below:

• Average Passenger Delay (Table 4.2)	2.78
• Peak Factor (Figure 4.1)	0.5
• General Incidence of Delay (paragraph 4.5.1)	9.3
• Steady State Performance (Table 4.1)	31
• Seasonality Factor (paragraph 3.4.5)	1
• Latent Demand Factor (paragraph 5.3.2)	1.124
ISUD (2.78*0.5*9.3*31*1*1.124)	450

4.7.2 The cut off level for a significant unmet demand is 80. It is clear that York is well above this cut off point, indicating that there IS significant unmet demand. This conclusion covers both patent and latent/suppressed demand.

## 4.8

### 4.8.1

#### York Compared to Other Districts

Comparable statistics are available from 60 local authorities and these are listed in Table 4.3. The table highlights a number of key results including:

- population per hackney carriage at the time of the study (column one);
- the proportion of rank users travelling in hours in which delays of greater than zero, greater than one minute and greater than five minutes occurred (columns two to four);
- average passenger and cab delay calculated from the rank observations (columns five to six);
- the proportion of Monday to Thursday daytime hours in which excess demand was observed (column seven);
- the judgement on whether rank demand is highly peaked (column eleven); and
- a numerical indicator of significant unmet demand.

## 4.9

### 4.9.1

#### Results of the Comparison with Previous Studies

The following points (obtained from the rank observations) may be made about the results in York compared to other areas studied:

- population per hackney carriage is lower than the average overall value i.e. York has a higher than average provision;
- the proportion of passengers, who travel in hours where some delay occurs, is 31%, which is lower than the average (37%) for the districts analysed. The proportion of passengers travelling in hours where the delay equals or exceeds one minute (9.3%) is also below the average of 21% for all the authorities;
- overall average passenger delay at 2.78 minutes is 1.78 minutes higher than the average value;
- overall average cab delay is lower than the average for all the districts shown;
- the proportion of weekday daytime hours in which excess demand conditions are observed is 31% which is well above the average; and
- demand in York is considered to exhibit a high degree of peaking late at night compared to the rest of the day.

**Table 4.3 A Comparison of York with Other Authorities Studied (values in italics make up ISUD)**

District and Year of Survey	Population per Hackney	Proportion Waiting at Ranks	Proportion Waiting >= 1 Min	Proportion Waiting >= 5 Mins	Average Passenger Delay	Average Cab Delay	% Excess Demand	Demand Peaked, Yes=0.5 No=1	ISUD Indicator Value
<b>York 2008</b>	<b>1,146</b>	<b>31</b>	<b>9.3</b>	<b>5.44</b>	<b>2.78</b>	<b>4.98</b>	<b>31</b>	<b>0.5</b>	<b>450</b>
Richmondshire 08	723	5	<i>1</i>	0.07	<i>0.22</i>	34.32	1	0.5	0.4
Manchester 07	394	21	<i>6</i>	2.28	<i>1.59</i>	10.24	14	1	174
Bradford 07	1,630	18	<i>2</i>	0.03	<i>0.23</i>	17.64	5	1	2
Bradford 03	2,171	19	<i>6</i>	0.77	<i>0.25</i>	14.89	6	<i>1.0</i>	9
Barnsley 2007	3,254	5	<i>8</i>	0.22	<i>1.32</i>	11.93	5	1	58
Broadstairs 2006	1,000	13	<i>13</i>	10	<i>3.25</i>	23.97	4	1	177
Margate 2006	1,622	4	<i>1</i>	0	<i>0.05</i>	33.14	0	1	0
Ramsgate 2006	1,026	2	<i>2</i>	2	<i>0.49</i>	19.57	13	1	13
Plymouth 2006	669	7	<i>3</i>	1	<i>0.52</i>	11.58	1	1	2
Brighton 2006	508	52	<i>23</i>	6	<i>0.73</i>	7.64	6	0.5	50
Thurrock 06	1,590	32	<i>13</i>	1	<i>0.22</i>	15.27	0	1	0
Trafford 06	2,039	55	<i>38</i>	6	<i>1.09</i>	13.15	5	1	249
Hull 06	1,433	45	<i>23</i>	4	<i>0.68</i>	10.2	5	<i>0.5</i>	38
Leicester05	880	21	<i>11</i>	1	<i>0.35</i>	19.36	3	1	12
Bournemouth 05	656	20	<i>11</i>	2	<i>0.37</i>	12.25	1	<i>0.5</i>	2
Rotherham 04	5,200	45	<i>37</i>	3	<i>1.09</i>	9.68	4	<i>1.0</i>	168
Oldham 03	2,558	30	<i>12</i>	0.79	<i>0.48</i>	14.8	7	<i>1.0</i>	40
Blackpool 03	556	21	<i>4</i>	0.3	<i>0.13</i>	12.4	6	<i>1.0</i>	3
Thurrock 03	1,607	43	<i>14</i>	1.01	<i>0.50</i>	12.5	2	<i>1.0</i>	14
Wolverhampton 03	3,113	50	<i>31</i>	7.39	<i>1.49</i>	11.18	14	<i>1.0</i>	647
Bournemouth 02	702	25	<i>15</i>	2	<i>0.67</i>	9.97	1	<i>0.5</i>	5
Brighton 2002	540	60	<i>35</i>	12	<i>1.11</i>	8.31	5	0.5	97
Exeter 02	2,353	47	<i>18</i>	3	<i>0.71</i>	10.12	20	<i>1.0</i>	256
Wigan 02	2,279	28	<i>10</i>	0	<i>1.17</i>	11.98	6	<i>1.0</i>	70
Cardiff 01	656	51	<i>29</i>	6	<i>0.83</i>	8.77	14	<i>0.5</i>	168
Edinburgh 01	373	47	<i>29</i>	9	<i>1.27</i>	8.77	13	<i>1.0</i>	479
Torridge 01	1,298	25	<i>21</i>	0	<i>0.51</i>	9.32	8	<i>0.5</i>	43
Worcester 01*	941	40	<i>4</i>	1	<i>0.46</i>	12.3	8	<i>0.5</i>	7
Ellesmere Port 01	2,527	80	<i>48</i>	17	<i>2.49</i>	4.23	49	<i>0.5</i>	2,928
Southend 00	895	46	<i>29</i>	8	<i>1.92</i>	8.08	4	<i>1.0</i>	223
South Ribble 00 *	485	12	<i>0.25</i>	<i>0.25</i>	<i>0.07</i>	11.27	0	<i>1.0</i>	0
Leeds 00	1,693	83	<i>61</i>	33	<i>5.03</i>	7.92	36	<i>1.0</i>	11,046
Sefton 00	1,069	18	<i>8</i>	0.6	<i>0.28</i>	12.95	6	<i>1.0</i>	13
Leicester 00 *	956	10	<i>7</i>	3	<i>1.17</i>	20.19	1	<i>1.0</i>	8
Castle Point 00	2,286	28	<i>12</i>	3	<i>0.74</i>	8.6	2	<i>0.5</i>	9
Bedford 00	2,931	25	<i>15</i>	10	<i>0.86</i>	6.86	4	<i>1.0</i>	52
Thurrock 00	1,406	28	<i>14</i>	2	<i>0.63</i>	10.66	6	<i>1.0</i>	53
Manchester 00	569	59	<i>40</i>	13	<i>1.78</i>	6.79	23	<i>1.0</i>	1,638
Wolverhampton 99	3,723	56	<i>40</i>	26	<i>3.98</i>	8.64	16	<i>1.0</i>	2,547
Eastbourne 99	1,076	38	<i>15</i>	4	<i>0.58</i>	7.04	6	<i>1.0</i>	52
Hull 99/00	1,779	37	<i>23</i>	10	<i>1.53</i>	9.34	6	<i>1.0</i>	211
Selby 99	3,758	66	<i>49</i>	9	<i>1.33</i>	6.7	25	<i>0.5</i>	815
Cambridge 99	714	73	<i>52</i>	24	<i>2.29</i>	6.3	29	<i>1.0</i>	3,453
Exeter 99	2,282	59	<i>37</i>	7	<i>1.26</i>	10.02	28	<i>0.5</i>	653
Sunderland 99	1514	72	<i>38</i>	20	<i>3.58</i>	4.62	47	<i>1.0</i>	6,394
Washington 99	1579	46	<i>13</i>	1.7	<i>0.56</i>	6.7	24	<i>1.0</i>	175
Blackpool 98	578	25	<i>12</i>	0	<i>0.44</i>	10.24	5	<i>0.5</i>	13
Bournemouth 98	689	64	<i>42</i>	8	<i>1.29</i>	7.58	20	<i>1.0</i>	1,084
Congleton 98	3,175	32	<i>15</i>	2	<i>0.58</i>	15.95	0	<i>1.0</i>	0
Southampton 98	883	43	<i>24</i>	0.7	<i>1.23</i>	15.98	1	<i>0.5</i>	15
Burnley 98	5,572	69	<i>30</i>	0	<i>1.12</i>	5.1	74	<i>1.0</i>	2,486
North Devon 98 *	931	22	<i>6</i>	0	<i>0.32</i>	14.86	1	<i>0.5</i>	1
Stratford-Upon Avon 98	1,860	50	<i>34</i>	7	<i>1.2</i>	10.2	13	<i>0.5</i>	265
Wansbeck 98	2,000	51	<i>38</i>	12	<i>2.62</i>	7.77	0	<i>0.5</i>	0
Sheffield 98	1,779	46	<i>25</i>	14	<i>1.47</i>	12.87	0	<i>0.5</i>	0
Nottingham 98	1,054	37	<i>21</i>	8	<i>1.6</i>	14.6	36	<i>1.0</i>	1,210
<b>AVERAGE</b>	<b>1,635</b>	<b>38</b>	<b>21</b>	<b>6</b>	<b>1.14</b>	<b>12</b>	<b>11</b>		

KEY

\* Deregulated Authorities  
# 1991 report pre-dated ISUD

+ Deregulated Licensing zone within Sunderland City  
++ SUD = Significant Unmet Demand (values subject to rounding)

# 5 Evidence of Suppressed Demand – Public Attitude Pedestrian Survey Results

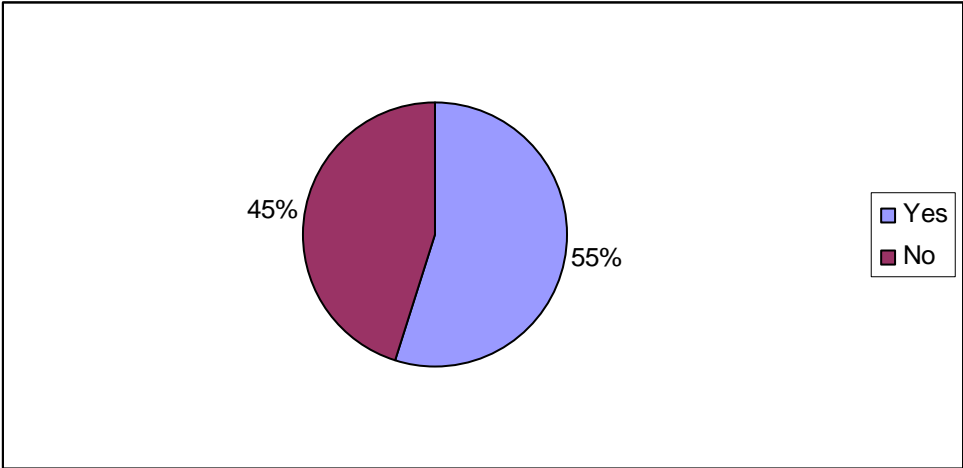
## 5.1 Introduction

5.1.1 Some 498 on-street public interview surveys were carried out in March 2008. A quota was followed so that the survey reflected the age and gender characteristics of the local community. This, in turn, ensured that broadly representative results were obtained. For the purpose of the survey the generic word 'taxi' was used which incorporated both hackney carriages and private hire vehicles.

5.1.2 A full breakdown and analysis of the results and the survey form are provided in Appendix 3.

5.1.3 The survey found that 54.9% of respondents had used a taxi in York within the last three months. The results are displayed in Figure 5.1

Figure 5.1 Have you made a trip by taxi in the last 3 months?

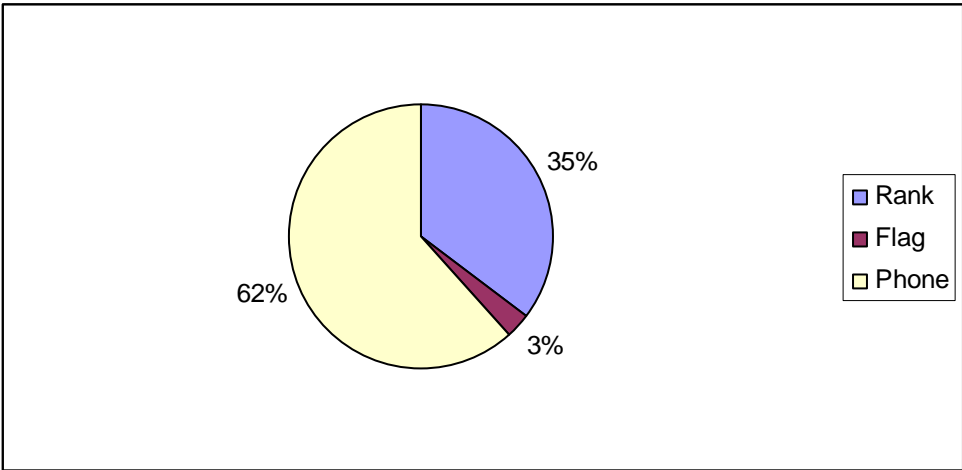


## 5.2 Method of Hire on Last Trip

5.2.1 Tripmakers were asked how they obtained their taxi. Some 35.3% of tripmakers stated that they hired their taxi at a rank. Some 61.7% of hirings were achieved by telephone

with 3% of tripmakers obtaining a taxi by on-street flagdowns. Figure 5.2 reveals the pattern of taxi hire.

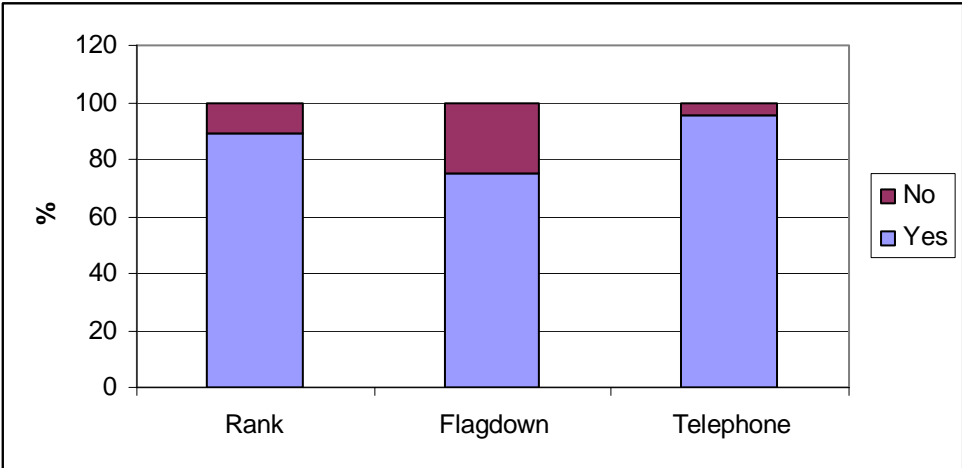
Figure 5.2 Method of Hire for Last Trip



5.2.2 As detailed in Figure 5.2 hackneys account for 38% of the business yet only account for 21.5% of the total fleet for hackneys and private hire.

5.2.3 Respondents were asked if they were satisfied with the time taken and the promptness of the taxis arrival. The majority of people were satisfied with the delay on their last taxi journey (90%). Figure 5.3 shows that for each method of obtaining a taxi, the majority were satisfied with the service. Satisfaction with obtaining a taxi via phone was the highest .

Figure 5.3 Satisfaction with Delay on Last Trip by Method of Hire



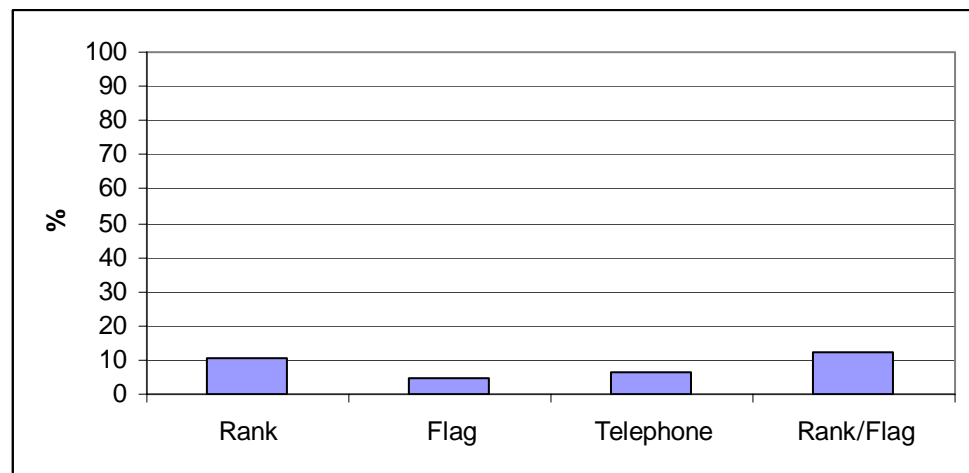
5.3

5.3.1

Latent Demand

To provide evidence relating to suppressed demand respondents were asked to identify whether or not they had given up waiting for a taxi at a rank, on the street, or by telephone in York in the last three months. The results are documented in figure 5.4

Figure 5.4 Latent demand by method of hire – Have you given up trying to make a hiring?



5.3.2

Figure 5.4 highlights that 10.5% had given up waiting for a taxi at a rank, with 4.9% having given up via flagdown and 6.7% via telephone. Some 12.4% of respondents had given up attempting to hire a vehicle by rank or flagdown.

5.3.3

Those who had given up waiting for a vehicle in York were asked for this location. Table 5.1 details the most popular locations.



Table 5.1 Locations of failed hiring attempts

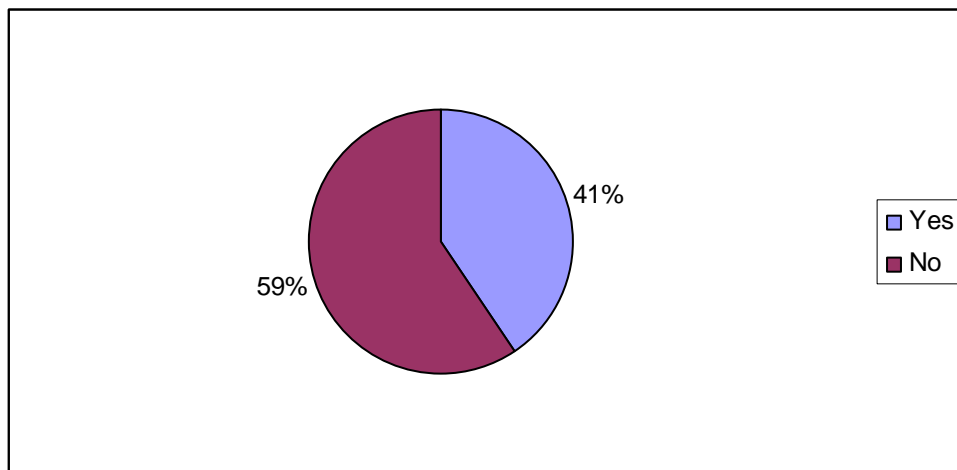
	Frequency
General York City Centre	16
Rail Station	8
Minster	4
Stonebow	3
Gallery Nightclub	2
Acomb	2
The Groves	2

5.4  
5.4.1

Service Improvements

Respondents were asked if they thought the taxi service in York could be improved. The responses indicate that 41% of respondents thought that taxi services in York could be improved. The results are documented in figure 5.5.

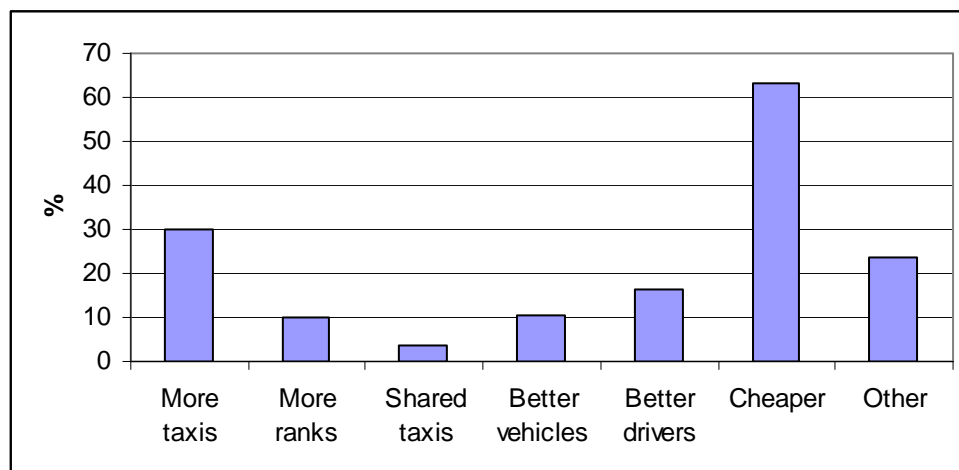
Figure 5.5 Could taxi services be improved?



5.4.2

Those who considered that taxi services needed improvement were asked how they could be improved. Figure 5.6 documents the range of potential improvements.

Figure 5.6 How could taxi services be improved (multiple responses)?



5.4.3

Of those stating that the service could be improved some 63.4% of responses stated that taxis in York could be cheaper. Some 29.8% stated that there was a need for more taxis with 23.6% stating that there was an 'other' way in which services could be improved. Suggestions included:

- 'Better courtesy and customer care'
- 'Improved hygiene';
- 'Easier access into taxis'; and
- 'Too difficult to flagdown taxis'.

5.5

#### Safety & Security

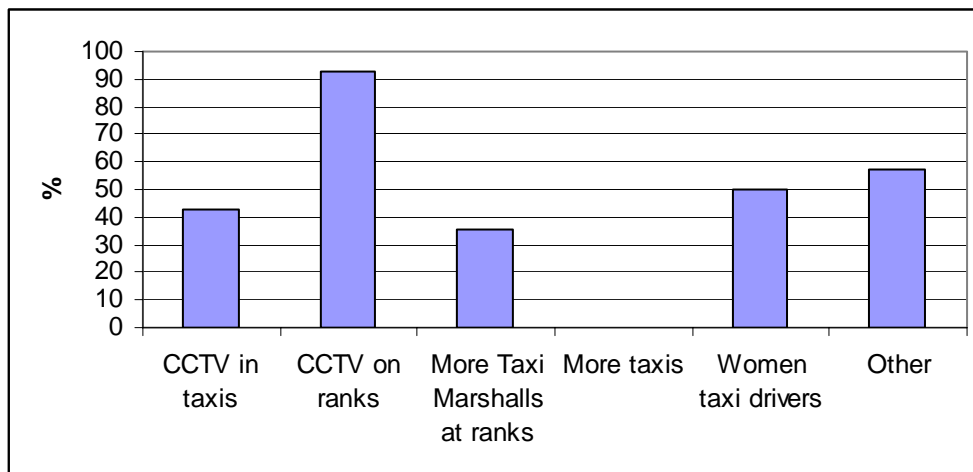
5.5.1

Respondents were asked whether they felt safe when using taxis in York. The majority of respondents felt safe using taxis during the day (98.6%); however some 4.7% stated that they felt unsafe using taxis at night in York.

5.5.2

Respondents who did not feel safe during the day or at night were asked what needed to be done to improve safety and security when using taxis in York. Some 92.9% of responses stated that CCTV at ranks would improve safety. The results are shown in figure 5.7.

Figure 5.7 Improvements to safety and security when using taxis in York (multiple responses)



5.6

Ranks

5.6.1

The survey asked if there were any locations where respondents would like to see a new rank. Some 11.9% of respondents wanted to see additional ranks. The most popular suggestions included; the city centre and Clifford's Tower.

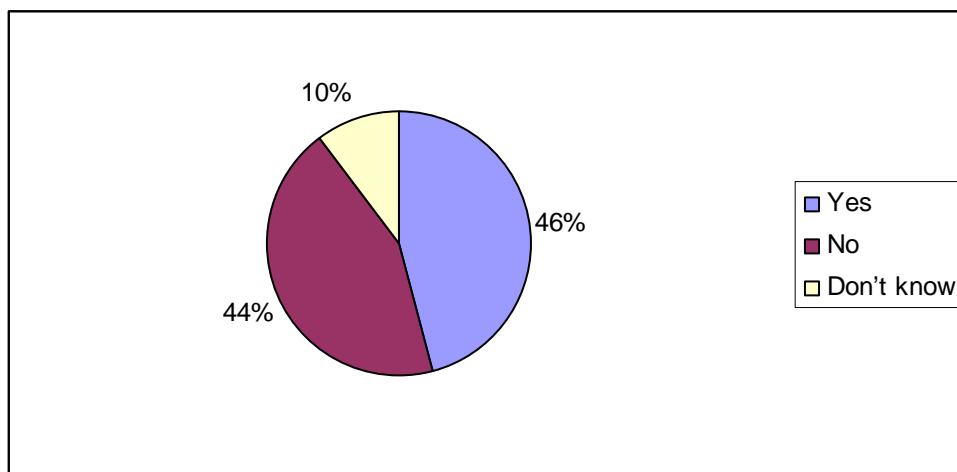
5.7

Pedicabs

5.7.1

The survey asked whether the public would use cycle drawn rickshaws (pedicabs) in York if they were to be introduced. Figure 5.8 documents that some 46% of respondents would use pedicabs should they be introduced in York.

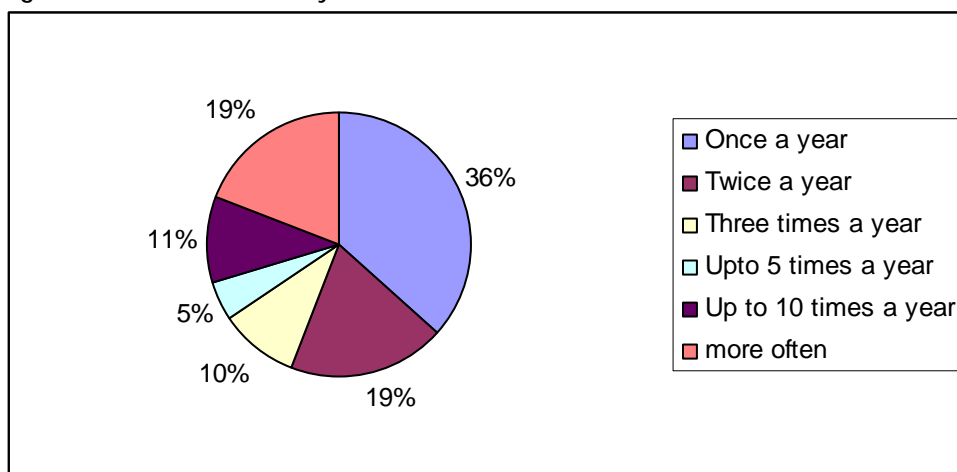
Figure 5.8 Would you use Pedicabs in York if they were introduced?



5.7.2

Those who stated that they would use pedicabs were asked how often this would be. Some 36.7% stated that they would use them once a year compared to 19.1% stating that they would use them more than ten times a year. Figure 5.9 details the results.

Figure 5.9 How often would you use Pedicabs?



5.7.3

Those who stated that they wouldn't use pedicabs were asked why. Comments included:

- 'amusing for tourists but not a practical form of transport';
- 'depends on the cost';
- 'not interested in the idea';

- 'prefer to use buses or walk';
- 'not suitable for the aged';
- 'tourist gimmick'; and
- 'don't think it will be worth having based on experience elsewhere'.

#### 5.7.4

Key results from the Public Attitude Survey can be summarised as:

- Over 60% of hirings are by telephone;
- High levels of satisfaction with delay on last trip – Flag down hirings provide the lowest level of satisfaction;
- Some 12.4% of respondents had given up trying to obtain a vehicle by rank or flagdown;
- Some 40.3% of respondents feel that taxi services in York could be improved (need to be cheaper);
- Majority of respondents felt safe using taxis during the day and night; and
- Some 46% of respondents considered that they would use pedicabs

## 6 Determining the Number of Additional Licences

### 6.1 Introduction

6.1.1 A finding of significant unmet demand requires the authority to issue hackney licences on demand up to a point at which the unmet demand is removed. To determine this level of supply, Halcrow have applied the SUDSIM model.

6.1.2 As stated in Section 3, the SUDSIM model provides a relationship between the recommended percentage increase and three key market indicators:

- the population of the licensing Authority;
- the number of hackneys already licensed by the licensing Authority; and
- the size of the ISUD factor.

6.1.3 Applying the model to York with the following values:

- Population 181,094 (Census 2001);
- Hackney licences 158 and
- SUD value 450.

gives a SUDSIM value of 0.132(13.2% increase).

6.1.4 In turn the recommended increase in licences is determined by the following formula:

$$\begin{aligned}\text{New Licences} &= \text{SUDSIM} \times \text{Suppression Factor} \\ &= 0.132 \times 1.124 = 0.148\end{aligned}$$

Where:

- Suppression Factor = (1 + proportion who have given up trying to obtain a hackney by rank or flagdown in the last three months).

6.1.5 On this basis the analysis concludes that an increase of 15 licences to 173 is required.

# 7 Consultation

## 7.1 Introduction

7.1.1 Guidelines issued by the Department for Transport state that consultation should be undertaken with the following organisations and stakeholders:

- all those working in the market;
- consumer and passenger (including disabled) groups;
- groups which represent those passengers with special needs;
- the Police;
- local interest groups such as hospitals or visitor attractions; and
- a wide range of transport stakeholders such as rail/bus/coach providers and transport managers.

## 7.2 Direct Consultation

7.2.1 A number of organisations were given the opportunity to attend a meeting to discuss a series of issues regarding the taxi market in York. Separate meetings were organised with the following:

- Hackney Carriage Trade Association;
- Private Hire Trade Representatives;
- People on the Hackney Carriage Waiting List;
- Planning, Transport and Tourism council representatives;
- Police; and
- Disability Representatives.

7.2.2 The comments from those attending the organised meetings are summarised below and appended in full in Appendix 4.

### Hackney Carriage Trade Representatives

7.2.3 The Hackney Trade representatives stated that hackney carriage supply throughout York was adequate. It was considered that the authority should continue to limit the number of hackney licences at the minimum number to meet peak demand, in order to maintain viability of the taxi trade, and control the level of congestion and environmental pollution.

- 7.2.4 The trade considered that the Licensing Act has flattened out the peak demand on Friday and Saturday nights.
- 7.2.5 With regards to wheelchair accessible vehicles, it was stated that the vehicles are very expensive and that there is little demand for them. The trade felt that it is very important to maintain a mixed fleet of cars because some people with disabilities prefer saloon style vehicles. Another issue is that the general public often refuse to get a wheelchair accessible vehicle because they perceive the fare to be more expensive.
- 7.2.6 In terms of the role of taxis in maintaining a safe night-time economy, it was felt that taxi drivers receive very little help or support from the police, and feel vulnerable working as taxi drivers in York.
- 7.2.7 The trade considered their image to have improved significantly over the last few years. City of York Council have stated that by 2010 any vehicle will have to be less than 4 years old and at 8 years old it must be taken out of service. The vehicles will also have to be liveried in black and meet EU emission levels.
- 7.2.8 Reference was made to the pilot of a customer service and tourist training qualification which has been very successful. It is hoped that this training will become compulsory. It was also felt that disability training should also be introduced, and driving skills should be tested before driver licences are issued.
- 7.2.9 It was felt that there was a need for an additional rank outside York Rail Station that does not belong to Network Rail. Network Rail currently charges £528 for a permit to ply at the station and it is suspected that this is likely to increase significantly. It was felt that it is wrong to charge this for a permit to ply at the station. In addition the system at the station taxi rank does not work efficiently due to the road layout.
- 7.2.10 It was also felt that the St Samson Square taxi rank needs to be reinstated. Extra hackneys are not required to serve the additional ranks as there is not enough space at the current ranks.
- 7.2.11 With regard to fares it was felt that increasing on an annual basis did not reflect the true costs, such as fluctuations in fuel costs. It was suggested that fares should be reviewed more frequently.



7.2.12 Finally with regards to the publicity of hackney services in York, it was felt that the authority does not advertise taxi ranks or information to let the public understand the difference between hackney carriages and private hire vehicles.

### 7.3 Private Hire Representative

7.3.1 The Private Hire representative stated that there was an adequate supply of hackney carriages throughout York however there is unmet demand in the early hours of the morning because drivers do not work those hours.

7.3.2 The Private Hire representative was in favour of maintaining a restriction on hackney licences.

7.3.3 With regard to driver safety the representative was aware that hackney carriage drivers tend to avoid certain ranks on weekend evenings, such as Rougier Street as this is where most anti-social behaviour occurs. CCTV and taxi marshals at ranks were regarded as a positive action in reducing crime.

7.3.4 It was suggested that an NVQ qualification and Driver Standards Agency driving test should be compulsory for all new taxi drivers and also be retrospective. There is also a need for disability awareness training, particularly for hackney licences for wheelchair accessible vehicles.

7.3.5 Fares for both hackney carriage and private hire vehicles are traditionally run at the same amount, and are regarded as adequate, although there is a threat of the price of fuel. It was suggested that drivers may be more inclined to work in the evening if the evening fare rate was increased.

7.3.6 Finally, the representative would like to see greater integration between taxis, private hire vehicles, and bus and train operators.

### 7.4 Hackney Waiting List Representatives

7.4.1 A selection of people on the hackney waiting list took part in the discussion. The representatives present had been on the waiting list between 10-25 years, of which one was a hackney plate owner, two rented hackney plates, and two were private hire drivers.

7.4.2 There was a mixed opinion regarding the current entry control policy, some thought the current number of hackneys was adequate, others supported a policy of managed growth.

- 7.4.3 It was felt by some representatives that those that had been on the waiting list a number of years should be given a hackney licence through a policy of managed growth.
- 7.4.4 The representatives wanted to maintain a mixed hackney carriage fleet as some people prefer saloon cars and find them more accessible, and wheelchair users tend to use private hire operators rather than wait at taxi ranks.
- 7.4.5 It was felt that vehicle quality has improved over the last few years. However it was noted that the new vehicle age restrictions will mean that drivers will buy lower quality cars which are under 8 years old, instead of current practice of buying good quality cars which have a longer life.
- 7.4.6 It was suggested that improved driver training is required for all new drivers, in particular improvements in knowledge of the area, pass a driving standards test and have driving licence for at least 5 years in the UK, and pass an English language testing.
- 7.4.7 With regard to rank locations it was suggested that additional rank locations were required outside the railway station and St Samson Square. Taxi ranks opposite Gallery, Exhibition Square, Piccadilly and Tower Street are underused and thus could be removed.
- 7.5 Council Offices - Transport Planning, City Strategy, Tourism, and Children's Transport
- 7.5.1 The Education Access Team who have contracts with hackney carriage and private hire operators felt that there are not enough wheelchair accessible taxis available, as demand continues to increase.
- 7.5.2 It was noted that the demand for hackney carriages for the evening economy is likely to increase as the night time economy develops.
- 7.5.3 The standard of vehicles and driver quality was considered to be variable across York. Training and awareness of disabilities is mixed, and the council is currently working towards setting a standard level for all contracts. Training which has been piloted has been a success which includes customer skills, disability awareness and tourism and key facts on York to enable taxi drivers to be ambassadors for the city as they are an important first contact for many visitors. This is particular important as 25% of visitors arrive in York by train, therefore many will then continue their journey by taxi.

- 7.5.4 The group considered it important that drivers look smart as well as have good quality vehicles. It was reported that a few years ago a dress code for taxi drivers was trialled at the railway station; however it was not particularly successful.
- 7.5.5 The need for further training was supported by the council representatives. It was pointed out that training can be more successful when it is not a qualification, as a qualification tends to take time and money.
- 7.5.6 The Education Access Team are currently creating a document for taxi drivers working on their contracts on what they are and are not expected to do.
- 7.6 **Disability Representatives**
- 7.6.1 Disability representatives shared their experiences of using taxis in York and how they felt taxi services could be improved. It was agreed that the limit on hackney carriages should be removed and there should be a move towards making all taxis wheelchair accessible.
- 7.6.2 Issues surrounding the adequacy of wheelchair accessible hackney carriage supply was reported. Hackney Carriage and Private Hire operators would often not guarantee a time for booking a taxi. Wheelchair accessible taxis can not be guaranteed at the railway station rank and can not be prebooked. It was felt that the council needs to insist that wheelchair accessible taxis should be able to be booked because wheelchair users need to know they can rely on them.
- 7.6.3 Availability was stated to be difficult in the morning between 8am-10:30am and between 2:30-5pm due to school contracts.
- 7.6.4 Reports of driver quality was good, because the drivers they tend to use are very experienced in dealing with the needs of wheelchair users as they also work on school contracts. There have been occasions when drivers get impatient at the length of time it takes to load the wheelchair. The representatives have experienced taxi drivers refusing to stop to pick up wheelchair passengers.
- 7.6.5 It was felt that all drivers should receive disability awareness training.
- 7.6.6 With regard to fares it was noted that they can vary and the representatives felt that they don't know whether they are being discriminated against because they are wheelchair users.

7.6.7 It was felt that there needs to be information for blind and partially sighted passengers in the form of Braille or an audio system.

7.6.8 It would be of advantage to have some vehicles which can take two wheelchair passengers.

7.6.9 Finally, it was felt that there is information available regarding taxi services but it is not always easy to find.

## 7.7 Police

7.7.1 The police stated that there seemed to be enough taxis during the day, but an unmet demand at night, particularly on Rougier Street between 1:30-3am. It was felt that the issue is not about there being enough taxis but that there are not enough drivers who want to work on the weekend. A suggested solution was to incentivise drivers to work weekend evenings by increasing fares, or making it safer for them, or to increase the number of hackney carriages, thus increasing the chances that the drivers will work at peak demand times.

7.7.2 Rougier Street is the flashpoint of most antisocial behaviour. The introduction of CCTV in taxis and ranks would be supported by the police.

7.7.3 Vehicle type and quality is generally good, and driver attitude is also good apart from the occasional report of speeding. Taxi drivers should receive training so that they have a good knowledge of York, although training can not be expected to be too time consuming or expensive.

7.7.4 The Police considered that the rank at St Samson Square be re instated.

## 7.8 Indirect Consultation

7.8.1 In addition to the face to face consultation undertaken, a number of stakeholders in York were contacted by letter. This in turn assured the DfT guidelines were fulfilled and all relevant organisations and bodies were provided with an opportunity to comment. Copies of all the replies are included in Appendix 4.

7.8.2 In accordance with advice issued by the DfT the following organisations were contacted:

- City of York Council;
- user/disability groups representing those passengers with special needs;

- local interest groups including hospitals, visitor attractions, entertainment outlets and education establishments; and
- rail, bus and coach operators.

## 7.9 Comments Received

7.9.1 The comments received are summarised below and appended in full to this report.

7.9.2 York Access Group provided written responses from three of their members. It was felt that the fundamental problem with taxis is that many vehicles are unsuitable for carrying wheelchairs, either with a seated passenger, unoccupied, or even wheelchairs which fold. It is often not possible to ensure that a suitable vehicle will arrive even when it has been prebooked.

7.9.3 Another anecdotal experience expressed by a member of York Access Group was from a blind representative who had been refused entry to a taxi because the driver was allergic to dogs, and thus was not allowed to take their assistant dog on board. The representative was told that drivers who suffered from allergies preventing them from carrying assistant dogs displayed a yellow sticker in their taxis, however this is not help for blind people!

7.9.4 The point was raised that it is difficult to find a vehicle which suits all needs.

7.9.5 The second written response was from a member of York Access Group who provided details of their experiences of taxi provision in York as a wheelchair user. Although the respondent generally had a good experience by regularly using one operator an example was provided of poor wheelchair accessible vehicle service at the York Station rank. Due to delays their prebooked taxi was unable to pick up from the station so they waited at the rank for 45 minutes in which none arrived fitted with ramps or the ability to take an electric wheelchair. Having failed to get suitable taxi the respondent's wife travelled home in a saloon style taxi and the respondent had to travel home in his electric wheelchair, taking over an hour. It was reported that this was an unpleasant experience, especially as it was late at night.

7.9.6 The third written response was highlighted that they too had difficulties booking a wheelchair accessible taxi on evenings for events. The respondent has to phone a number of taxi firms to get an appropriate taxi every time.

- 7.9.7 The respondents felt that there needed to be more wheelchair accessible taxis in York and that drivers needed disability awareness training. The respondent often felt unsafe being pushed up the ramp in to taxis by the drivers.
- 7.9.8 Obtaining a wheelchair accessible vehicle from a rank in York was not considered by the respondent because it was felt to be even more difficult than booking one by phone.
- 7.9.9 It was suggested that there should be a phone number that wheelchair users can use which will put them through to the taxi firm who do have an accessible vehicle on duty at that time, as phoning around is not something one should have to do regularly.
- 7.9.10 A member of Mobilise, a National Disabled Drivers Association) provided some information regarding taxi services in general and was not specific to York. Comment was made regarding people travelling with assistance dogs being refused access to taxis.
- 7.9.11 Toffs Nightclub provided a response to a number of taxi related issues. It was felt that night-time taxi provision was very poor. The taxi rank opposite Toffs (Toft Green rank) is very rarely serviced by taxis. The private hire supply throughout York is adequate and competition between the various operators is fair.
- 7.9.12 It was stated that the image of the trade is good, the majority of the vehicles are in good repair and well maintained, and drivers are polite and well mannered.
- 7.9.13 It was felt that there are enough taxi ranks in York, but these are not always adequately serviced and drivers will tend not to service the Toft Green rank for example. This does at times cause problems for operating the venue as customers are inconvenienced.
- 7.9.14 Toffs nightclub highlighted that Streamline have a number of accessible vehicles.
- 7.9.15 The level and structure of fares is regarded as adequate and believed to be in line with other cities. The publicity of taxi services is also regarded as fine.
- 7.9.16 With regards to safety issues, Toffs nightclub stated that they currently monitor and marshal the taxi rank outside the venue and have no problems doing this, however they do feel that the rank in Rougier Street could be better marshalled as this area can become a potential flashpoint.

- 7.9.17 Finally, it was felt that there is good coverage of all modes of transport throughout York, and the majority of York's public transport is of high standard and good quality.
- 7.9.18 **Shopmobilty** commented on the image of the trade in York. They felt that many vehicles are old, inadequate and project a poor image of York. The quality of service tends to vary enormously from very good to poor.
- 7.9.19 It was felt that additional wheelchair taxis are required in York, and at current it is very difficult to prebook wheelchair accessible vehicles. It was also felt that there is insufficient advertising of wheelchair accessible hackney and private hire services.
- 7.9.20 **Dean Court Hotel** felt that the adequacy of hackney carriage and private hire vehicles in York was poor at school run times and when it rains. There were mixed reports regarding the adequacy of private hire vehicles, some can be of a good standard others can be very poor. It was felt that hackney carriage and private hire drivers need to realise that their attitude can affect the image of York, especially with visiting tourists.
- 7.9.21 The taxi rank at Duncombe Place experiences taxis breaking City of York Council rules about relocating after 10pm.
- 7.9.22 It is perceived that there could possibly be a need for more wheelchair accessible taxis. On the few occasions **Dean Court Hotel** has tried to prebook a wheelchair accessible vehicle there has been none available.
- 7.9.23 Fares in York were regarded as a bit high, but not extortionate.
- 7.9.24 Finally, in terms of safety it was felt that hackneys and private hires were safe to use in York, and it was safe to wait at ranks although the representative could not comment on the safety of taxi ranks on weekend evenings. It was felt that taxi marshals would be of benefit, but the cost of them would need to be considered.
- 7.9.25 The travel coordinator at **York District Hospital** commented that as far as they knew the hospital was generally satisfied with the level of service provided. The Trust uses taxis to ferry patients and staff around the area, and normally uses the taxi firm that won the contract to provide this service. The Trust also provides freephones in the departure area for patients/visitors to contact this taxi service.
- 7.9.26 The main involvement of the respondent from the City of York Transport Division with taxi operators in York is specifically focused on the transportation of vulnerable children

and adults. To do this a mix of private hire, hackney carriage and licensed taxi providers are used, as well as their own fleet.

7.9.27 Impressions of the taxi operators within York are mixed, at one end of the spectrum there are some very good operators with high quality vehicles and who are very customer focused, yet at the other end there are those operators who have poor vehicles, don't really seem to care about the customer and look to raise prices and costs at every opportunity. In the respondents service area operators appear to inflate costs and some are extremely expensive.

7.9.28 It was felt that York needs to operate with a mixed fleet of vehicles.

7.9.29 The Councils Transport Division has found that for many years it appears that the operators have dictated costs and prices and tend to 'cherry pick' what jobs they do on behalf of the Council. The Council are in the early stages of addressing this and working in more of a partnership approach.

7.9.30 The representative felt that more wheelchair accessible vehicles are needed as the trend will be for more people to require wheelchair accessible vehicles in future.



## 8 Trade Survey

### **8.1 Introduction**

*8.1.1* A trade survey was designed with the aim of collecting information and views from both trades. In particular the survey allowed an assessment of operational issues and views of the hackney carriage market to supplement the rank observations, as well as covering enforcement and disability issues. The following Section summarises the results of the trade survey and full results are presented in Appendix 5.

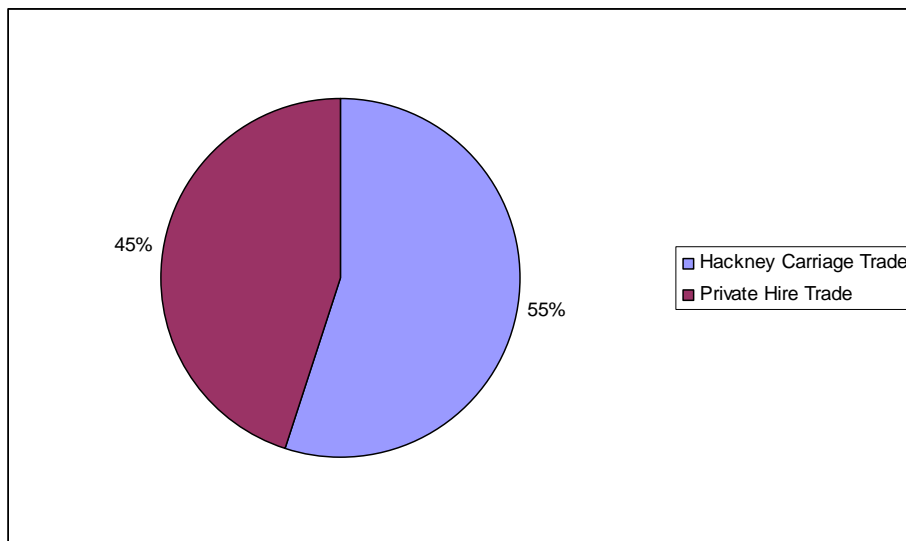
### **8.2 Survey Administration**

*8.2.1* The survey was conducted through a self completion questionnaire. These were sent to 949 licensed public and private hire drivers in York. A total of 256 questionnaire forms were completed and returned, giving a response rate of 27 %, a typical value for this type of survey. It should be noted that not all totals sum to the total number of respondents per trade group as some respondents failed to answer all questions.

### **8.3 General Operational Issues**

*8.3.1* The responses provided have been disaggregated on a hackney carriage and private hire trade as shown in Figure 8.1 below.

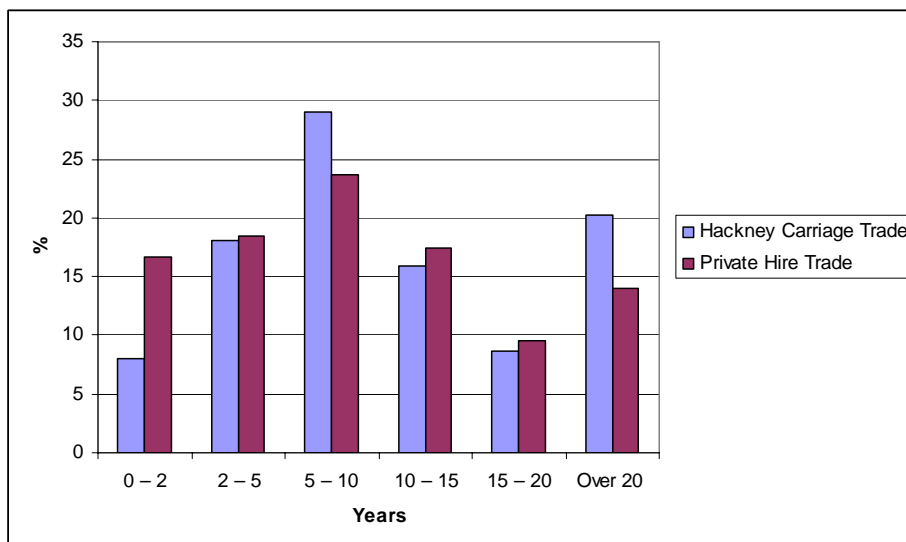
Figure 8.1 Breakdown of Responses



8.3.2

Figure 8.2 indicates that approximately 45% of hackney carriage respondents have been involved in the York taxi trade for more than 10 years as have 41% of the private hire trade.

Figure 8.2 Duration of the respondents involvement in the hackney carriage trade/private hire trade.



8.4

Driving

8.4.1

Respondents were asked what type of vehicle they drove most frequently. The majority of hackney carriage drivers (82.4%) drive a saloon car compared with 79.3% of private hire drivers.

8.4.2

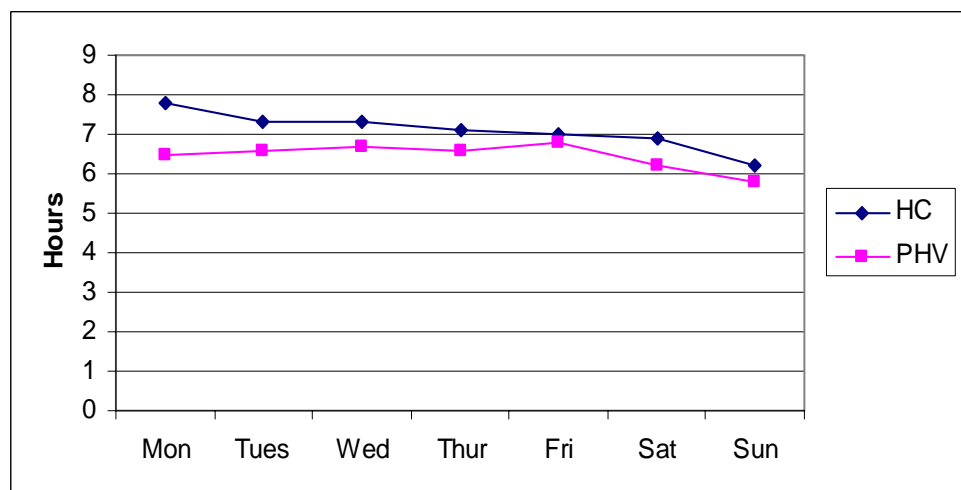
Respondents were asked on average the number of hours they worked in a typical week. The hackney carriage trade cited an average of 50 hours per week compared with an average of 43 hours per week for the private hire trade. The highest number of hours per week worked was 90 hours cited by two hackney carriage drivers.

8.4.3

Respondents were asked to state how many hours they worked at different times of day during a typical week. Figure 8.3 documents the average hours worked during the daytime period (06:00-18:00) for each day of the week. On average the hackney carriage trade work for longer hours during the weekday and weekend daytime than the private hire drivers. It also shows that both trades work less hours during the day on a weekend than during the weekday days.

8.4.4

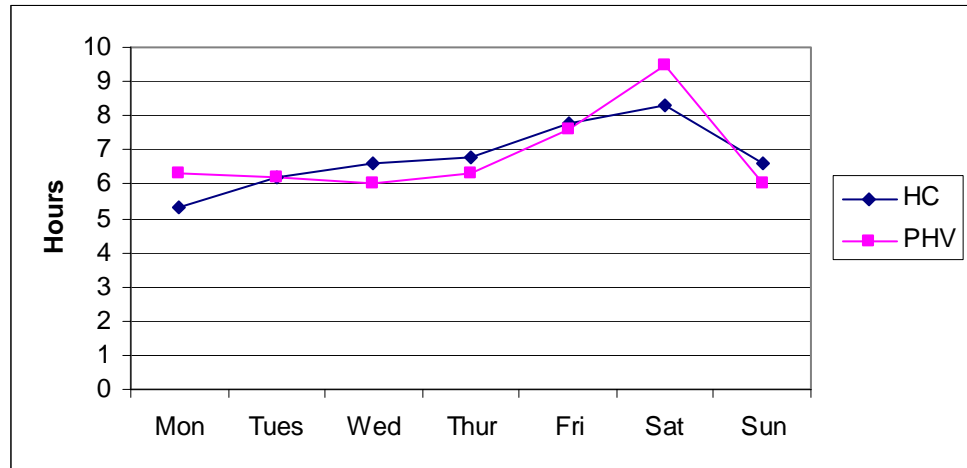
Figure 8.3 Average daytime hours worked



8.4.5

Figure 8.4 shows the average number of hours worked during the evening/night period (18:00-06:00). The hackney carriage trade work, on average, longer hours during the night time period between Tuesday and Thursday. The private hire trade tend to work longer hours on Mondays and on Saturday evenings.

Figure 8.4 Average night time hours worked



8.4.6 The trade were asked whether the Licensing Act 2003 had had an effect on their typical working week. Some 61.6% of the hackney carriage trade stated that the licensing act had had an effect on them. The private hire respondents were more evenly split with 47.3% giving the answer that the licensing act had had an effect on them, and 52.7% stating that they had not.

8.4.7 Those who replied that it had had an effect on their typical working week were then asked in what way it had affected them. The results are shown below in Table 8.1

Table 8.1 Effects of the 2003 Licensing Act (Multiple responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Work later in the evening	49	64.5	33	62.3
Work for longer hours	43	56.6	23	43.4
Other	11	14.5	11	20.8

8.4.8 Some 64.5% of hackney carriage respondents stated that they work later in the evening compared with 62.3% of private hire respondents.

8.4.9 Respondents were asked to state the number of times they carry disabled passengers on a weekly basis. Table 8.2 provides the results. Some 35.3% of hackney respondents

stated that they never transport disabled persons compared to 22.7% of private hire respondents.

**Table 8.2** Frequency of Transport of Disabled Persons

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Never	41	35.3	25	22.7
1 to 5	65	56.0	54	49.1
5 to 10	7	6.0	15	13.6
10 to 20	1	0.9	11	10.0
More than 20	2	1.7	5	4.5
<b>Total</b>	<b>116</b>	<b>100.0</b>	<b>110</b>	<b>100.0</b>

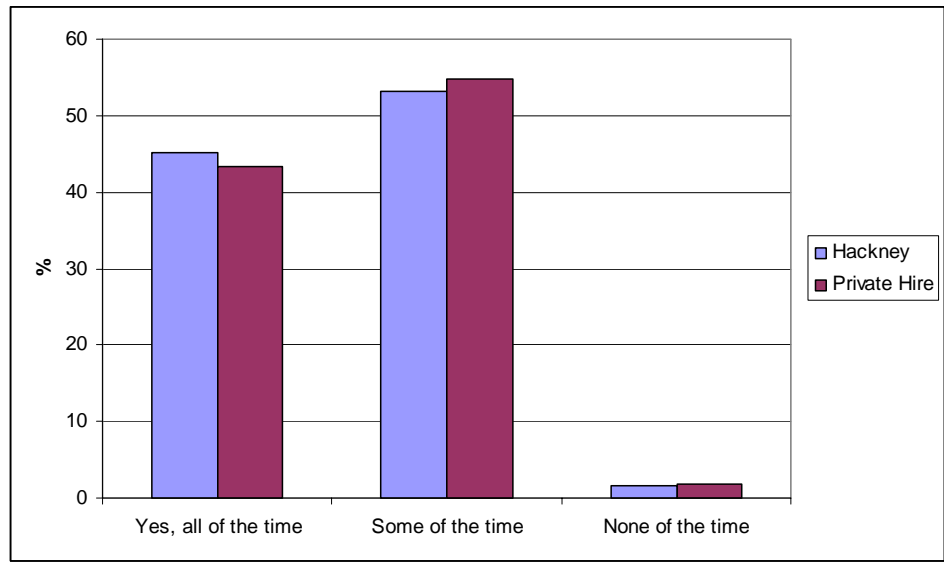
**8.5** Safety & Security

*8.5.1* The questionnaire asked if drivers had been attacked by a passenger within the last year. Some 10% of hackney carriage drivers and 9.6% of private hire drivers stated that they had been physically attacked on the last year.

*8.5.2* The respondents were then asked if they felt safe whilst working as a taxi driver in York, the results of which are shown below in figure 8.5. The majority of all respondents stated that they felt safe some of the time (53.2%), as did the majority of the private hire respondents (54.7%).

*8.5.3* The respondents were asked if they felt safe whilst working as a taxi driver in York, the results of which are shown below in figure 8.5. Only a small minority of respondents stated that they did not feel safe at any time.

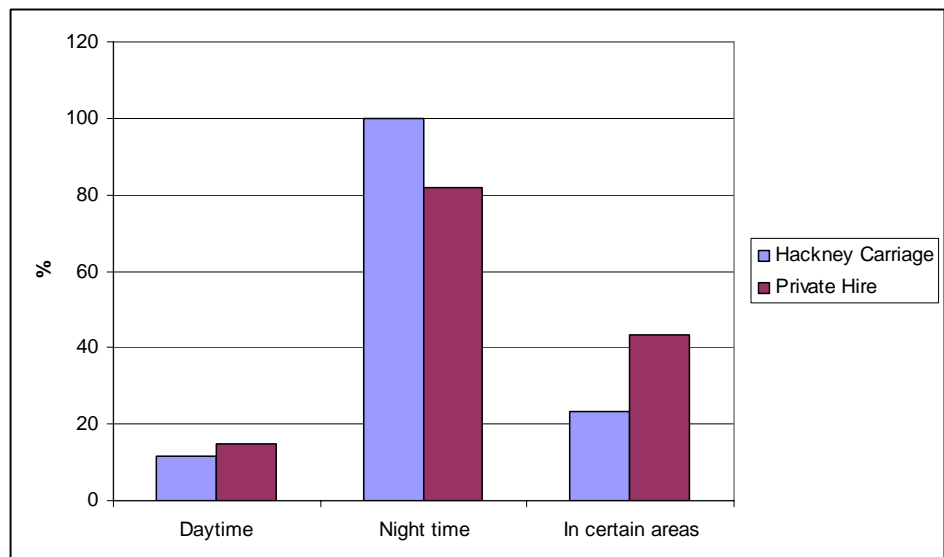
**Figure 8.5** Do you feel safe whilst working as a Taxi Driver in York?



8.5.4

Of those stating that they felt unsafe all hackney carriage respondents stated that they felt unsafe whilst working at night in York compared with 81.7% of private hire respondents.

Figure 8.6 When do you feel unsafe as a taxi driver in York?



8.5.5 Some 23.2% of hackney carriage respondents felt unsafe in certain areas, whilst significantly more private hire respondents (43.3%) stated that they felt unsafe in certain areas.

## 8.6 Ranks

8.6.1 Members of both trades were asked whether they believe there is sufficient rank space in York. Some 72.1% of hackney carriage respondents stated that there was not sufficient rank space in York, whilst the majority of private hire respondents said that there was enough rank space (63.3%).

8.6.2 Respondents were then asked if there were any areas in York where new ranks should be introduced. Some 75% of private hire respondents said there were no areas where new ranks were required, whilst 63.1% of hackney carriage respondents said there were areas where new ranks were needed.

8.6.3 Respondents were then asked in what locations the new ranks were required. The most popular locations suggested were:

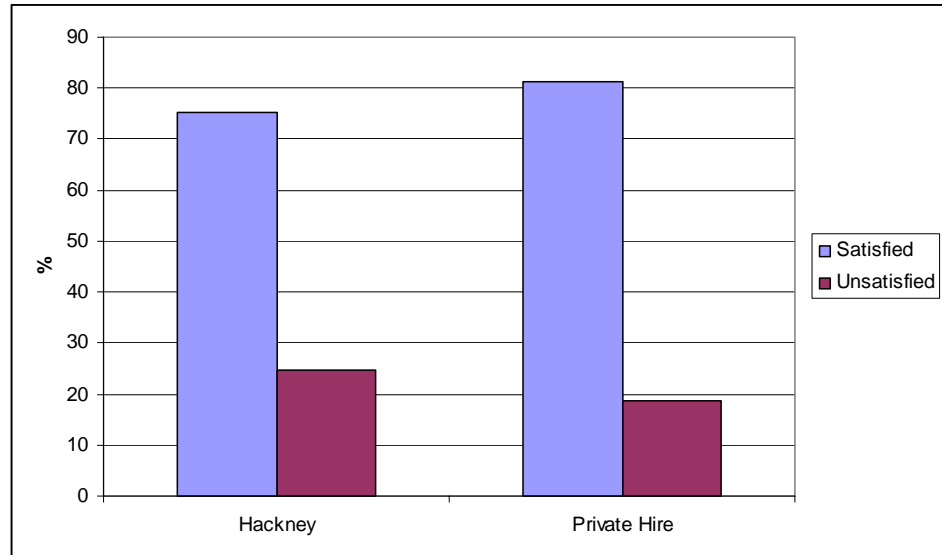
- St Sampson Square;
- St Saviourgate;
- Station Road;
- Micklegate; and
- Parliament Street

## 8.7 Vehicle Conditions

8.7.1 City of York Council is adopting new standards for exhaust emissions to help improve air quality in the city. Members of both trades were asked their opinion on the decision, as of 1<sup>st</sup> June 2009 for all hackney carriages to be Euro III compliant. Figure 8.7 illustrates that the majority of both trades are satisfied with this condition.

Figure 8.7

Are you satisfied with hackney carriages to be Euro III compliant by 1<sup>st</sup> June 2009?



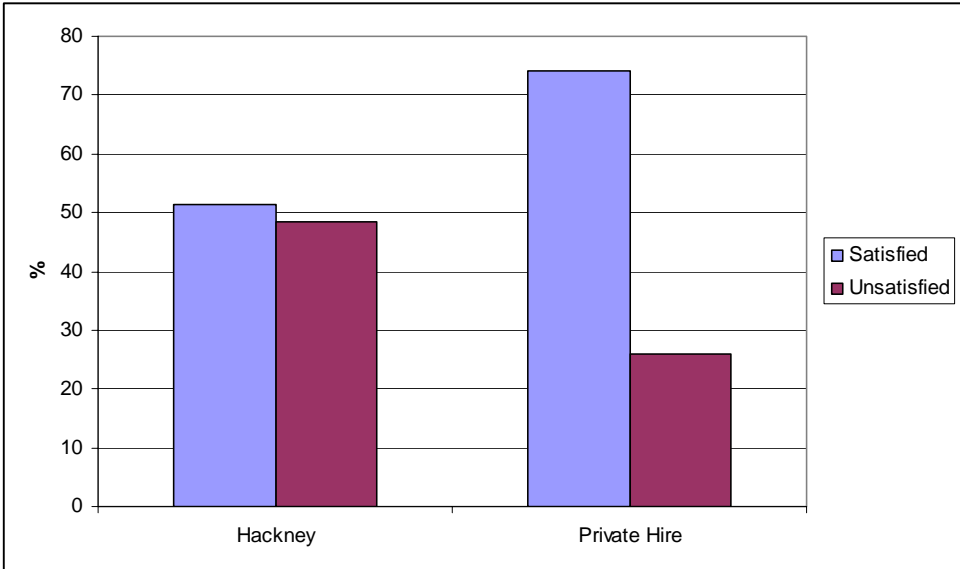
8.7.2

City of York Council is also adopting a single livery for its hackney carriage vehicles. Members of both trades were asked their opinion on the decision, as of the 1<sup>st</sup> June 2009 for all hackneys when presented for relicensing to be in black livery with the coat of arms badge. Figure 8.8 documents that hackney carriage respondents are mixed in their views regarding livery with 51.5% satisfied with this requirement.



Figure 8.8

Are you satisfied with York adopting a single livery for hackney carriage vehicles?



8.7.3

Those respondents who deemed the conditions to be unsatisfactory provided the following reasons:

- 'extra expense for owners and drivers';
- 'time span for the implementation of the regulations should be extended by three years';
- 'taxis are recognisable by the light on top of the cab';
- 'the public do not care what colour taxis are';
- 'the advertising on the taxi provides part of income. The council has no right to determine the earnings of the self employed';
- 'some drivers will have already bought new cars and will be hit with big depreciation costs';
- 'adopting a standard black livery would restrict rental drivers' ability to switch to private hire should the owner of the car decides to sell the plate'; and
- 'black cars at night are dangerous as it cannot be easily seen, its harder to keep clean and maintenance is difficult'.

**8.8**

**Fares**

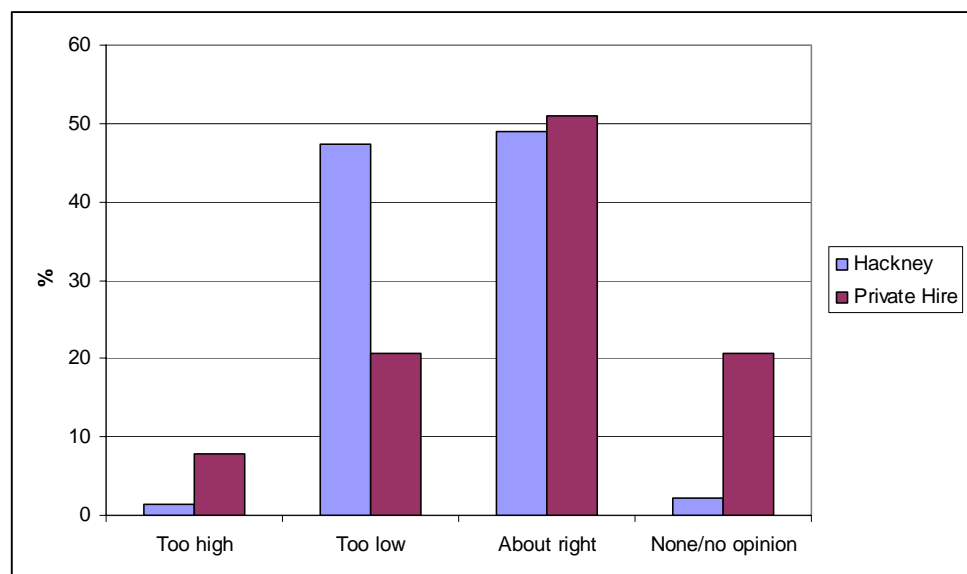
**8.8.1**

Members of both trades were asked for their opinions regarding the current level of hackney carriage fares, the results are documented in Figure 8.9.

**8.8.2**

Some 48.9% of hackney carriage respondents considered hackney carriage fares to be 'about right'.

**Figure 8.9 View of Hackney Carriage Fares**



**8.9**

**Training**

**8.9.1**

Both trades were asked if they felt that taxi drivers receive enough training before being granted a licence. The majority of the hackney carriage trade (68.4%) and private hire trade (65.7%) were of the opinion that training was not sufficient.

**8.9.2**

Those respondents who stated that they didn't think they received sufficient training were then asked what training they would like to see offered to drivers. The results are shown in Table 8.4 below.

Table 8.4 What additional training is necessary? (Multiple Responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
English Language	61	67.0	49	72.1
Customer Care	70	76.9	50	73.5
Disability Awareness	49	53.8	46	67.6
Driving Ability Test	43	47.3	42	61.8
Other	19	20.9	16	23.5

8.9.3 The training felt to be required the most by both hackney carriage and private hire respondents was training in customer care, English language and disability awareness. Some 61.8% of private hire respondents felt that a driving ability test should be undertaken.

8.9.4 Respondents were then asked whether this training should be compulsory or voluntary. Of those who answered this question, some 85.5% of the private hire trade said that the training should be compulsory as did 77.3% of the hackney carriage respondents. The results are shown in Table 8.5.

Table 8.5 Should this training be compulsory or voluntary?

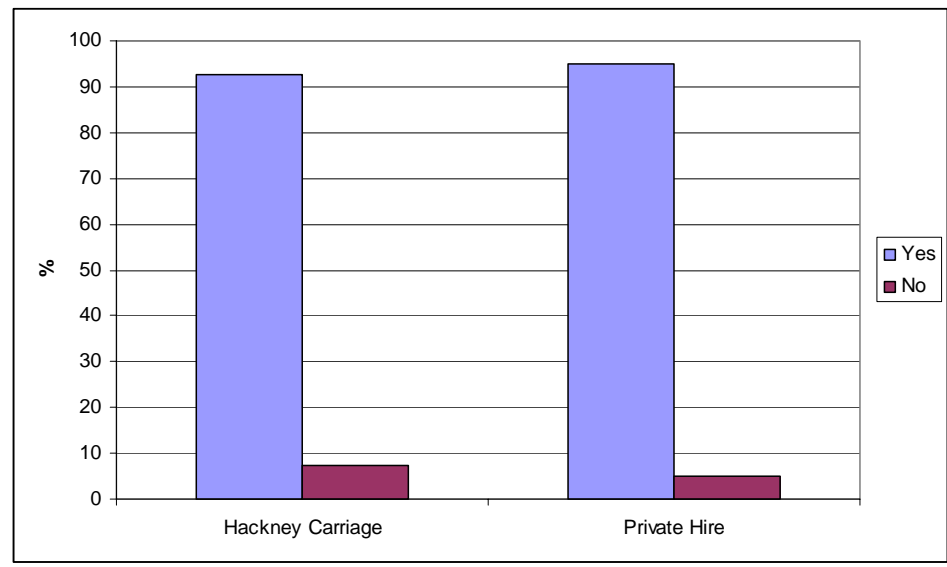
	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Compulsory	68	77.3	59	85.5
Voluntary	20	22.7	10	14.5
<b>Total</b>	<b>88</b>	<b>100.0</b>	<b>69</b>	<b>100.0</b>

8.10  
8.10.1

Taxi Market in York

Members of both trades were asked if they were aware that City of York Council enforces a numerical limit of 158 on the number of hackney carriage vehicle licences in the city. The results are outlined in Figure 8.10.

Figure 8.10 Were you aware that there is a numerical limit on the number of hackney carriage vehicle licences in York?



8.10.2

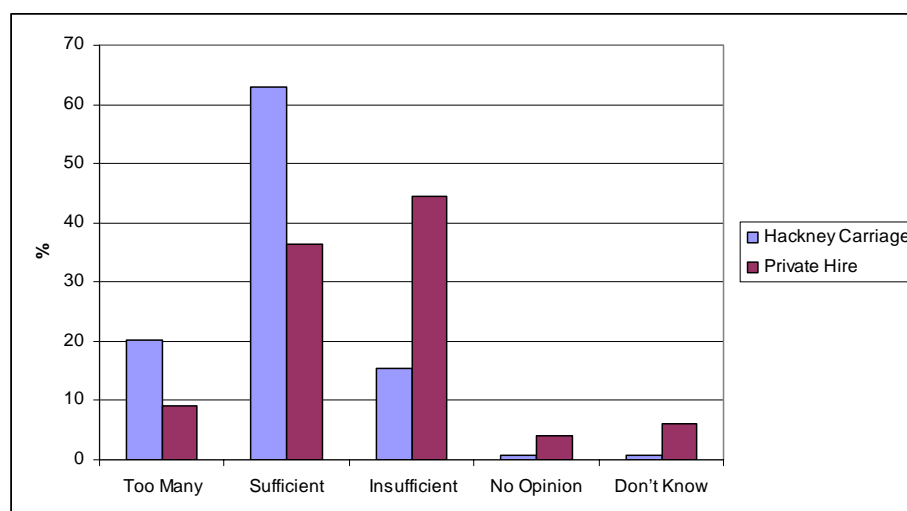
The majority of the respondents were aware about the numerical limit, with 92.6% of the hackney respondents and 95.1% of the private hire respondents answering positively.

8.10.3

Members of both trades were asked whether they consider there to be sufficient hackney carriages to meet the current level of demand in York. Figure 8.11 indicates that the majority of respondents from the hackney carriage trade (62.8%) consider there to be sufficient hackney carriages to meet the demand, compared to 36.4% of private hire drivers. Some 44.4% of private hire respondents stated that there were insufficient hackney carriages to meet the demand, whilst 20.1% of hackney carriage respondents felt that there were too many hackney carriages in York.

8.10.4

Figure 8.11 Do you consider there to be sufficient hackney carriages to meet the current level of demand in York?



8.10.5

Those respondents stating that there were insufficient hackney carriages operating in York were asked what times of day additional carriages are required. The results are summarised in Table 8.6.

Table 8.6 If insufficient, when are more hackneys carriages required?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
During the daytime	0	0.0	1	2.3
During the evening/night	8	42.1	17	38.6
All day and night	11	57.9	26	59.1
Total	19	100.0	44	100.0

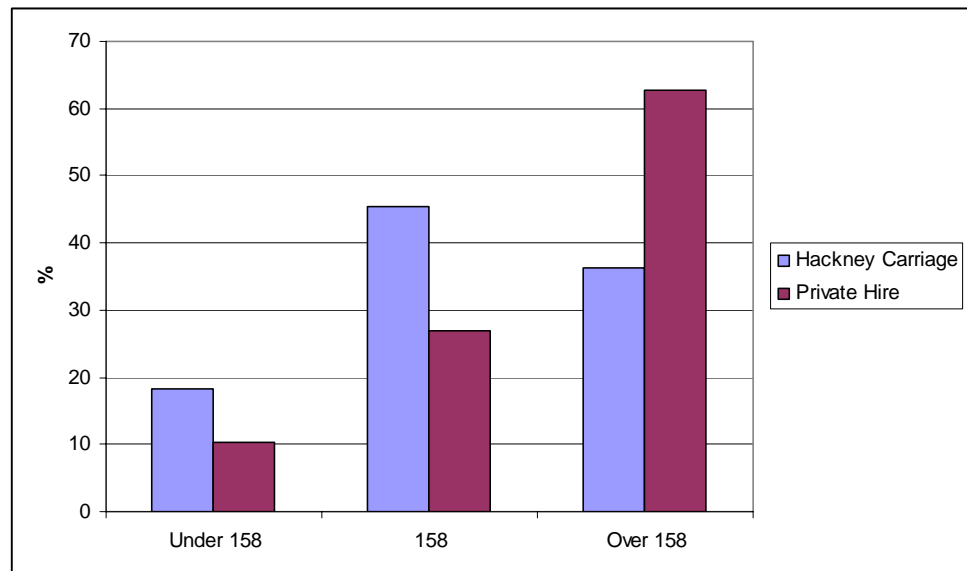
8.10.6

Of those respondents that felt there was an insufficient supply of hackney carriages operating in York, it was felt by 57.9% of the hackney carriage respondents and 59.1% of private hire respondents that more hackney carriages were required in York at all times of day and night.

8.10.7 All respondents were asked to state the ideal fleet size for hackney carriages in York. The results are detailed in figure 8.12.

8.10.8 Of those drivers who responded, 45.4% of the hackney carriage trade felt that the fleet size should stay at the current number, as did 26.9% of the private hire trade. The majority of the private hire trade (62.7%) felt that the fleet should be more than 158 as did 36.4% of hackney carriage respondents.

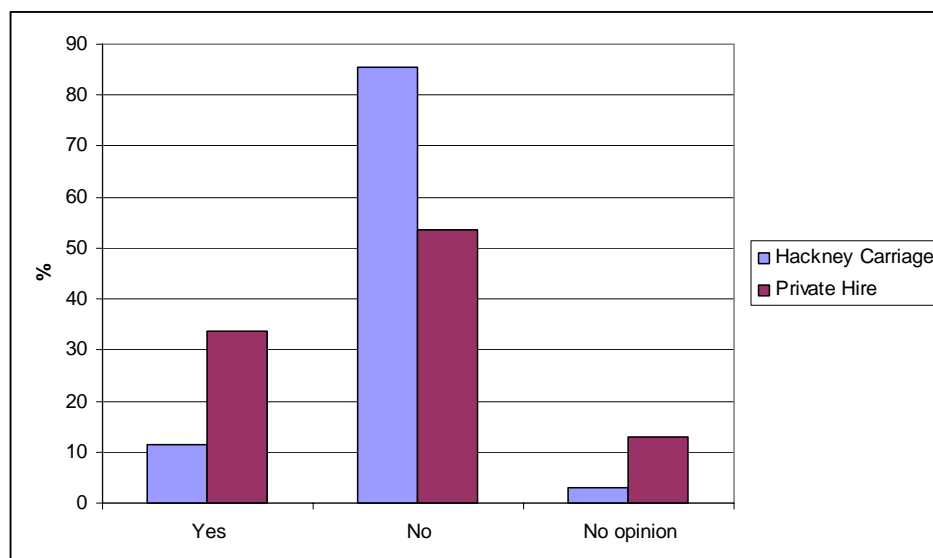
Figure 8.12 Opinion of the Ideal Hackney Carriage Fleet Size.



8.10.9 The average size of Hackney Carriage fleet considered for York was 169 by the hackney carriage trade compared with 214 cited by the private hire trade.

8.10.10 All respondents were asked to state if they thought that City of York Council should remove the numerical limit on the number of hackney carriage vehicle licences. The responses are detailed in Figure 8.13.

Figure 8.13 Should City of York Council remove the numerical limit?



8.10.11 The majority of respondents from the hackney carriage trade (85.6%) felt that the numerical limit should not be removed compared with 53.5% of the private hire respondents. Some 33.7% of the private hire respondents thought the limit should be removed.

8.10.12 Views were sought regarding the likely impact on a series of factors if City of York Council were to remove the existing limit on hackney carriage licences. The findings are summarised below and presented in Table 8.7.

Traffic Congestion

8.10.13 The majority of the hackney carriage trade (78.7%) felt that traffic congestion would increase compared with 50.0% of the private hire trade. Some 47.1% of private hire respondents felt there would be no effect on traffic congestion.

Fares

8.10.14 The majority (43.8%) of the hackney carriage trade felt that there would be no effect on fares if the numerical limit was removed compared to 63.5% of the private hire trade.

Passenger Waiting Times at Ranks

8.10.15 Some 62.3% of the hackney carriage trade were of the opinion that passenger waiting times at ranks would remain unchanged, whilst the majority of the private hire trade

(71.6%) thought that the passenger waiting times at ranks would decrease if the numerical limit was removed.

#### Passenger Wait times when flagged on street

8.10.16 Some 66.4% of the hackney carriage trade respondents stated that passenger waiting times when flagged down would remain unchanged, whilst the majority of private hire respondents (67.3%) felt that passenger waiting time would decrease.

#### Passenger Wait times when booked by telephone

8.10.17 The response was more evenly split with 44.2% of the hackney carriage respondents and 40.6% private hire respondents stating that passenger waiting times by telephone would not be affected by removing the numerical limit, whilst 33.3% of hackney carriage respondents felt waiting times would increase and 41.6% of private hire respondents felt it would decrease.

#### Hackney Carriage Vehicle Quality

8.10.18 Some 53.1% of hackney carriage respondents felt that vehicle quality would decrease as did 35.0% of private hire respondents. Some 47.0% of private hire respondents felt that hackney carriage vehicle quality would remain unchanged.

#### Private Hire Vehicle Quality

8.10.19 Some 55.8% of private hire respondents felt that vehicle quality would remain unchanged as did 44.1% of hackney carriage respondents. 44.1% of hackney carriage respondents felt that private hire vehicle quality would decrease.

#### Effectiveness of Enforcement

8.10.20 The majority of the hackney carriage trade (54.1%) felt that effectiveness of enforcement would decrease compared with 30.3% of the private hire trade. Some 50.5% of private hire trade felt that the effectiveness of enforcement would remain the same.

#### Illegal Plying for hire – by private hire vehicles

8.10.21 The majority of both the hackney carriage trade were of the opinion that illegal plying for hire by private hire vehicles would increase with 57.6% whilst the majority of private hire (38.6%) felt that there would be no change.

#### Illegal Plying for hire – unlicensed vehicles

8.10.22 The majority of the hackney carriage trade (62.9%) were of the opinion that illegal plying for hire by unlicensed vehicles would increase, compared to 34.3% of private hire respondents.



Over ranking

8.10.23

The majority of both the hackney carriage trade and the private hire trade were of the opinion that over ranking would increase if the numerical limit was removed, with 88.8% of the hackney carriage trade and 60.6% of the private hire trade giving this answer.

Customer Satisfaction

8.10.24

58.3% of the hackney carriage trade felt that customer satisfaction would decrease if the numerical limit was removed, whilst 40.4% thought customer satisfaction would increase.

Table 8.7 What would happen should City of York Council remove the numerical limit?

	Hackney Carriage Trade			Private Hire Trade		
	Increase	No Effect	Decrease	Increase	No Effect	Decrease
Traffic Congestion	78.7	19.9	1.5	50.0	47.1	2.9
Fares	34.6	43.8	21.5	24.0	63.5	12.5
Passenger waiting times at ranks	13.1	62.3	24.6	4.9	23.5	71.6
Passenger waiting time when	6.3	66.4	27.3	5.9	26.7	67.3
Passenger waiting time by telephone	33.3	44.2	22.5	17.8	40.6	41.6
Hackney carriage vehicle quality	14.1	32.8	53.1	18.0	47.0	35.0
Private hire vehicle quality	11.9	44.1	44.1	20.2	55.8	24.0
Effectiveness of enforcement	15.6	30.3	54.1	19.2	50.5	30.3
Illegal plying for hire – private hire	57.6	23.2	19.2	31.7	38.6	29.7
Illegal plying for hire – unlicensed	62.9	22.6	14.5	34.3	43.1	22.5
Over ranking	88.8	9.0	2.2	60.6	26.9	12.5
Customer satisfaction	19.7	22.0	58.3	40.4	30.8	28.8

8.10.25

Respondents were then asked their opinion on a series of statements. The first statement was *'There is not enough work to support the current number of hackney carriages'*. The results are shown in Table 8.8.

Table 8.8 'There is not enough work to support the current number of hackney carriages'

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	12	9.0	21	20.2
Disagree	17	12.8	33	31.7
Neither agree nor disagree	16	12.0	20	19.2
Agree	41	30.8	18	17.3
Strongly agree	47	35.3	12	11.5
<b>Total</b>	<b>133</b>	<b>100.0</b>	<b>104</b>	<b>100.0</b>

8.10.26 Some 35.3% of the hackney carriage trade strongly agreed and 30.8% agreed with the statement. Of the private hire trade 17.3% agreed and 11.5% strongly agreed that there is not enough work for the current hackney carriage fleet.

8.10.27 The following comments were recorded:

- '75% of the time, there is not enough work';
- 'Hackney cabs are only busy during the peak times at night and at weekends';
- 'There is an adequate amount of work';
- 'more hackneys are required at peak times'
- 'now working more hours for less money';
- 'all hackney drivers are suffering from reduced takings because of the economic slowdown and high petrol prices';
- 'Queues only ever form at the weekends';
- 'the only time passengers have to wait for a taxi is in the rush hour when the traffic is gridlocked'; and
- 'there are not enough hackneys to satisfy demand at key times on nights and evenings'.

8.10.28 The second statement was 'Removing the limit on the number of hackney carriages in York would benefit the public by reducing the waiting time at ranks'. The results are outlined in Table 8.9.

Table 8.9 'Removing the limit on the number of hackney carriages in York would benefit the public by reducing the waiting time at ranks'

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	65	48.1	15	14.4
Disagree	30	22.2	21	20.2
Neither agree nor disagree	9	6.7	9	8.7
Agree	13	9.6	36	34.6
Strongly agree	18	13.3	23	22.1
<b>Total</b>	<b>135</b>	<b>100.0</b>	<b>104</b>	<b>100.0</b>

8.10.29 Some 48.1% of the hackney carriage trade strongly disagreed compared with 14.4% of the private hire trade.

8.10.30 The following comments were recorded:

- 'a lot of drivers would give up because it is not possible to earn a living';
- 'passengers currently do not have to queue for long periods';
- 'increase congestion on the ranks';
- 'congestion in York would increase';
- 'city centre will be clear of people at peak weekend evening periods';
- 'drivers will only work busy times';
- 'fares would increase';
- 'less waiting time would mean more satisfied customers'; and
- 'more cars will not necessarily mean that they will be on the ranks to meet the peak time demand'.

8.10.31 The third statement was '*There are special circumstances in York that make the retention of the numerical limit essential*'. The results are shown in table 8.10 below.

Table 8.10 'There are special circumstances in York that make the retention of the numerical limit essential'

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	17	13.3	17	16.8
Disagree	3	2.3	14	13.8
Neither agree nor disagree	11	8.6	24	23.8
Agree	29	22.7	24	23.8
Strongly agree	68	53.1	22	21.8
<b>Total</b>	<b>128</b>	<b>100.0</b>	<b>101</b>	<b>100.0</b>

8.10.32 Some 53.1% of the hackney carriage respondents strongly agreed and 22.7% agreed that there are special circumstances which mean that the numerical limit should be maintained, whilst 21.8% of the private hire trade strongly agreed and 23.8% agreed with the statement.

8.10.33 The following comments were recorded:

- 'Congestion and emissions would both increase';
- 'Not enough rank spaces to accommodate existing cars';
- 'York is a small historic city with a road infrastructure that gets easily congested'; and
- 'The limitation ensures good quality drivers and vehicles can remain in the trade'.

8.10.34 All respondents were asked what the effect on themselves would be if the numerical limit was removed. The results are outlined below in Table 8.11.

Table 8.11

## Effects of removing limit (Multiple Responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
I would continue as normal	13	9.3	35	30.4
I would expect to work more hours	80	57.1	45	39.1
I would expect to work fewer hours	6	4.3	9	7.8
I would acquire a hackney carriage licence	18	12.9	27	23.5
I would acquire multiple hackney carriage	2	1.4	4	3.5
I would switch from hackney to private hire	9	6.4	2	1.7
I would switch from private hire to hackney	0	0.0	30	26.1
I would leave the trade	50	35.7	13	11.3
Other	19	13.6	10	8.7

*8.10.35*

Some 57.1% of the hackney carriage trade said that they would expect to work more hours compared with 39.1% of the private hire trade. Some 35.7% of the hackney carriage respondents said that they would leave the trade compared with 11.3% of the private hire respondents.

*8.10.36*

The following comments were recorded:

- 'I would work more hours and make my night driver redundant.'
- 'Loss of great deal of investment';
- 'There would be less work for me'; and
- 'Look for a part-time job'.

8.10.37

Key results from the Trade Survey can be summarised as:

- Some 35.3% of hackney respondents stated that they never transport disabled persons compared to 22.7% of private hire respondents.
- Majority of drivers feel safe whilst working in York
- 72.1% of hackney carriage respondents stated that there was not sufficient rank space in York
- Half of hackney drivers are dissatisfied with the livery requirement
- 35.7% of hackney respondents stated that they would leave the trade should the authority de restrict.

## 9 Summary and Conclusions

### 9.1 Introduction

9.1.1 Halcrow has conducted a study of the hackney carriage market on behalf of City of York Council. Halcrow has the benefit of over 18 year's experience of research in the taxi market.

9.1.2 The present study has been conducted in pursuit of the following objectives:

- to identify whether or not there exists a significant unmet demand for hackney carriage services in York; and
- to recommend the increase in licences required to eliminate any significant unmet demand.

### 9.2 Significant Unmet Demand – Patent and Latent

9.2.1 The 2008 study has identified that there is evidence of significant unmet demand for hackney carriages in York. This conclusion is based on an assessment of the implications of case law that has emerged since 2000, and the results of Halcrow's analysis.

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

- continue to limit the number of vehicles at 173;
- issue any number of additional plates as it sees fit, either in one allocation or a series of allocations; or
- remove the limit on the number of vehicles and allow a free entry policy.

### 9.3 Consultation – Interested Parties

9.3.1 The Department for Transport had requested that licensing authorities consult widely to inform their policy making in respect of continued entry control to the hackney carriage market. In addition to the consultation that has routinely been included in previous market studies (correspondence with interested parties), Halcrow has followed the prescribed approach and sought the views of all those involved in the taxi trade. This includes consultation through focus groups and written consultation with council officers, Police, disability representatives, voluntary and community organisations, and licensed premises.

9.3.2 Views were mixed with regard to the current policy of restricting the number of hackney carriages. Insufficient rank space was an issue highlighted by some stakeholders, with the operation of the rank at the Rail station highlighted as a problem, and it was felt that a new rank was required at St Sampson Square.

9.3.3 A number of stakeholders made reference to the need to improve both vehicle and driver quality and suggested that compulsory training should be introduced to improve disability awareness, customer care.

9.3.4 Providing more wheelchair accessible vehicles in York was an important issue for wheelchair users who took part in the consultation. It was also felt that disability awareness training was required so that drivers can use wheelchair ramps and be aware of the needs of people with disabilities. Some representatives from the hackney carriage who recently undertook some pilot training course felt that it was very successful and should be introduced for all taxi drivers.

#### 9.4 Consultation – General Public

9.4.1 Some 498 interviews were carried out during February/March 2008. The key results are as follows:

- Over 60% of hirings are by telephone
- High levels of satisfaction with delay on last trip – Flag down hirings provide the lowest level of satisfaction
- Some 12.4% of respondents had given up trying to obtain a vehicle by rank or flagdown
- Some 40.3% of respondents feel that taxi services in York could be improved (need to be cheaper)
- Majority of respondents felt safe using taxis during the day and night; and
- Some 46% of respondents considered that they would use pedicabs

#### 9.5 Consultation – Trade

9.5.1 Some 256 members of the trade responded to a trade survey. The key results are as follows:

- 35.3% of hackney respondents and 22.7% of private hire respondents never carry disabled passengers High levels of satisfaction with vehicle conditions;
- Majority of drivers feel safe whilst working in York;
- 72.1% of hackney respondents said there was not sufficient rank space in York;



- Half the hackney carriage respondents were dissatisfied with the new livery requirements; and
- 35.7% of hackney respondents stated that they would leave the trade if the authority de restricted.

## 9.6

### Conclusions

#### 9.6.1

The 2007 study has identified that there IS evidence of significant unmet demand for hackney carriages in York. This conclusion is based on an assessment of both patent and latent demand and the implications of case law that has emerged since 2000, and the results of Halcrow's analysis.

#### 9.6.2

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

- continue to limit the number of vehicles at 173;
- issue any number of additional plates as it sees fit, either in one allocation or a series of allocations; or
- remove the limit on the number of vehicles and allow a free entry policy.

#### 9.6.3

Consultation with the trade and stakeholders highlighted that there is not enough rank provision in York. It was suggested that the rank at St Sampson's Square be reinstated. We would recommend that this be reviewed with City of York Council Highways department.

#### 9.6.4

The rank observations illustrate a problem with the traffic management at York Railway station. Actual observations illustrated an underlying passenger queue caused by cabs queuing at the Railway Station being unable to pick up passengers in the queue as a result of the traffic management at the rank.

#### 9.6.5

With regard to the availability of wheelchair accessible vehicles many stakeholders with disabilities stated that they often had difficulties obtaining accessible vehicles. However with the introduction of 15 additional accessible vehicles this issue may be reduced. In addition increasing the number of wheelchair accessible vehicles on radio circuits would allow for wheelchair users to have a comparable hackney carriage service to that of non wheelchair users.

**Halcrow Group Limited**

Arndale House Otley Road Headingley Leeds LS6 2UL

Tel +44 (0)113 220 8220 Fax +44 (0)113 274 2924

www.halcrow.com



## Appendix 1

### City of York – Hackney Carriage Rank Locations

Rank Location	Spaces	Operating Hours
Clifton Moor Cinema	3 cars	Full time
St. Leonard's Place	4 cars	Full time
Haxby	2 cars	Full time
New Earswick	3 cars	Full time
Queen Street	4 cars	Full time
St. Saviourgate	12 cars	Full time
The Crescent (off Blossom Street)	1 car	Full time
Tower Street	4 cars	Full time
Clifford Street (for Gallery Nightclub)	4 cars	Midnight to 3am
Clifford Street (opposite side of road from Gallery Nightclub)	4 cars	Midnight to 3am
Micklegate (for Ziggys Nightclub)	3 cars	Midnight to 3am
Toft Green (for Toffs Nightclub)	4 cars	Midnight to 3am
Duncombe Place	8 cars	7.30 a.m. to 10.00 p.m.
Exhibition Square	3 cars	8.00 p.m. to 2.00 a.m.
Clifton Moor (outside old Icon & Diva Nightclub)	6 cars	10.00 a.m. to 4.00 a.m.)
Piccadilly	4 cars	11.00 a.m. to 3.00 a.m.
Rougier Street	3 cars	10.30 p.m. to 6.00 a.m.
York Racecourse	12 cars	(Race Days only)

## Appendix 2

Clifford St - Gallery Thursday 28/02/2008 0000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
00-01	122	57	21	38	0.86	3.33	8	0	1	0	0
01-02	231	88	12	67	0.26	3.81	4	0	1	0	0
02-03	243	106	18	75	0.37	3.54	10	1	1	0	0
<b>Total</b>	<b>596</b>	<b>251</b>	<b>51</b>	<b>180</b>	<b>0.43</b>	<b>3.59</b>			<b>3</b>	<b>0</b>	<b>0</b>

Saturday 23/02/2008 0000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
00-01	52	26	85	0	8.17	0.00	18	0	1	0	0
01-02	82	43	157	0	9.57	0.00	21	0	1	0	0
02-03	114	55	117	2	5.13	0.18	19	0	1	0	0
<b>Total</b>	<b>248</b>	<b>124</b>	<b>359</b>	<b>2</b>	<b>7.24</b>	<b>0.08</b>			<b>3</b>	<b>0</b>	<b>0</b>

Clifford St (opposite Gallery) Saturday 01/03/2008 0000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>3</b>	<b>0</b>

Thursday 06/03/2008 0000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
00-01	71	39	0	16	0.00	2.05	0	0	0	1	0
01-02	132	62	4	20	0.15	1.61	4	0	1	0	0
02-03	202	80	64	21	1.58	1.31	17	0	1	0	0
<b>Total</b>	<b>405</b>	<b>181</b>	<b>68</b>	<b>57</b>	<b>0.84</b>	<b>1.57</b>			<b>2</b>	<b>1</b>	<b>0</b>

Railway Station Friday 29/02/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	73	57	0	102	0.00	8.95	0	6	0	0	1
11-12	88	54	0	105	0.00	9.72	0	7	0	0	1
12-13	122	78	33	96	1.35	6.15	18	0	1	0	0
13-14	76	46	8	72	0.53	7.83	4	0	1	0	0
14-15	92	63	13	97	0.71	7.70	13	0	1	0	0
15-16	112	69	127	2	5.67	0.14	23	0	1	0	0
16-17	84	48	198	34	11.79	3.54	47	0	1	0	0
17-18	97	56	480	4	24.74	0.36	49	0	1	0	0
<b>Total</b>	<b>744</b>	<b>471</b>	<b>859</b>	<b>512</b>	<b>5.77</b>	<b>5.44</b>			<b>6</b>	<b>0</b>	<b>2</b>

Tuesday 26/02/2008 0700-1000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
07-08	9	7	0	91	0.00	65.00	0	5	0	0	1
08-09	28	20	37	68	6.61	17.00	11	0	1	0	0
09-10	103	68	51	64	2.48	4.71	24	0	1	0	0
<b>Total</b>	<b>140</b>	<b>95</b>	<b>88</b>	<b>223</b>	<b>3.14</b>	<b>11.74</b>			<b>2</b>	<b>0</b>	<b>1</b>

**Railway Station      Saturday      01/03/2008      1800-0000**

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	22	16	0	78	0.00	24.38	0	2	0	1	0
19-20	27	25	7	50	1.30	10.00	3	0	1	0	0
20-21	28	17	120	10	21.43	2.94	20	0	1	0	0
21-22	42	28	144	1	17.14	0.18	19	0	1	0	0
22-23	52	36	106	30	10.19	4.17	22	0	1	0	0
23-00	42	22	7	60	0.83	13.64	4	0	1	0	0
<b>Total</b>	<b>213</b>	<b>144</b>	<b>384</b>	<b>229</b>	<b>9.01</b>	<b>7.95</b>			<b>5</b>	<b>1</b>	<b>0</b>

**Saturday      23/02/2008      1000-1800**

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	54	38	0	85	0.00	11.18	0	5	0	0	1
11-12	82	43	0	83	0.00	9.65	0	2	0	1	0
12-13	98	54	22	10	1.12	0.93	8	0	1	0	0
13-14	101	49	1	86	0.05	8.78	0	0	0	1	0
14-15	65	32	0	91	0.00	14.22	0	4	0	0	1
15-16	60	34	0	98	0.00	14.41	0	6	0	0	1
16-17	51	28	0	111	0.00	19.82	0	7	0	0	1
17-18	93	46	2	94	0.11	10.22	2	0	0	1	0
<b>Total</b>	<b>604</b>	<b>324</b>	<b>25</b>	<b>658</b>	<b>0.21</b>	<b>10.15</b>			<b>1</b>	<b>3</b>	<b>4</b>

**Thursday      06/03/2008      1800-0100**

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	76	63	28	31	1.84	2.46	14	0	1	0	0
19-20	90	74	5	63	0.28	4.26	5	2	1	0	0
20-21	75	63	0	71	0.00	5.63	0	0	0	1	0
21-22	60	50	0	86	0.00	8.60	0	6	0	0	1
22-23	51	43	0	116	0.00	13.49	0	6	0	0	1
23-00	53	41	0	141	0.00	17.20	0	6	0	0	1
00-01	63	51	0	92	0.00	9.02	0	3	0	0	1
<b>Total</b>	<b>468</b>	<b>385</b>	<b>33</b>	<b>600</b>	<b>0.35</b>	<b>7.79</b>			<b>2</b>	<b>1</b>	<b>4</b>

Sunday 09/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	36	22	59	10	8.19	2.27	12	0	1	0	0
13-14	33	19	40	7	6.06	1.84	10	0	1	0	0
14-15	30	21	0	73	0.00	17.38	0	0	0	1	0
15-16	51	31	40	21	3.92	3.39	11	0	1	0	0
16-17	39	19	8	61	1.03	16.05	8	0	1	0	0
17-18	36	22	55	23	7.64	5.23	9	0	1	0	0
<b>Total</b>	<b>225</b>	<b>134</b>	<b>202</b>	<b>195</b>	<b>4.49</b>	<b>7.28</b>			<b>5</b>	<b>1</b>	<b>0</b>

St Saviourgate Friday 29/02/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	26	20	0	38	0.00	9.50	0	0	0	1	0
11-12	27	21	18	32	3.33	7.62	9	0	1	0	0
12-13	39	29	40	0	5.13	0.00	6	0	1	0	0
13-14	40	28	2	16	0.25	2.86	1	0	0	1	0
14-15	33	23	1	58	0.15	12.61	1	1	0	1	0
15-16	12	12	16	30	6.67	12.50	4	0	1	0	0
16-17	30	19	4	21	0.67	5.53	2	0	0	1	0
17-18	21	16	2	24	0.48	7.50	1	0	0	1	0
<b>Total</b>	<b>228</b>	<b>168</b>	<b>83</b>	<b>219</b>	<b>1.82</b>	<b>6.52</b>			<b>3</b>	<b>5</b>	<b>0</b>

Thursday 06/03/2008 2000-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	31	20	0	37	0.00	9.25	0	1	0	1	0
21-22	51	26	0	66	0.00	12.69	0	4	0	0	1
22-23	56	34	0	64	0.00	9.41	0	3	0	0	1
23-00	65	45	15	29	1.15	3.22	8	0	1	0	0
<b>Total</b>	<b>203</b>	<b>125</b>	<b>15</b>	<b>196</b>	<b>0.37</b>	<b>7.84</b>			<b>1</b>	<b>1</b>	<b>2</b>

Saturday 23/02/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	12	10	3	27	1.25	13.50	1	0	0	1	0
11-12	30	20	0	46	0.00	11.50	0	0	0	1	0
12-13	33	20	0	48	0.00	12.00	0	0	0	1	0
13-14	39	33	4	50	0.51	7.58	2	0	0	1	0
14-15	59	35	2	52	0.17	7.43	2	1	0	1	0
15-16	82	48	18	12	1.10	1.25	4	0	1	0	0
16-17	85	45	0	73	0.00	8.11	0	3	0	0	1
17-18	76	49	0	70	0.00	7.14	0	2	0	1	0
<b>Total</b>	<b>416</b>	<b>260</b>	<b>27</b>	<b>378</b>	<b>0.32</b>	<b>7.27</b>			<b>1</b>	<b>6</b>	<b>1</b>

Sunday 02/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	1	1	2	5	10.00	25.00	2	0	0	1	0
13-14	15	10	13	9	4.33	4.50	4	0	1	0	0
14-15	13	5	29	3	11.15	3.00	12	0	1	0	0
15-16	29	17	21	0	3.62	0.00	5	0	1	0	0
16-17	44	17	61	0	6.93	0.00	10	0	1	0	0
17-18	12	6	32	0	13.33	0.00	6	0	1	0	0
<b>Total</b>	<b>114</b>	<b>56</b>	<b>158</b>	<b>17</b>	<b>6.93</b>	<b>1.52</b>			<b>5</b>	<b>1</b>	<b>0</b>

Saturday 08/03/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	71	37	2	55	0.14	7.43	2	0	0	1	0
21-22	75	36	0	100	0.00	13.89	0	2	0	1	0
22-23	142	70	19	57	0.67	4.07	6	0	1	0	0
23-00	196	94	204	0	5.20	0.00	27	0	1	0	0
00-01	117	64	177	10	7.56	0.78	37	0	1	0	0
01-02	103	53	305	0	14.81	0.00	34	0	1	0	0
<b>Total</b>	<b>704</b>	<b>354</b>	<b>707</b>	<b>222</b>	<b>5.02</b>	<b>3.14</b>			<b>4</b>	<b>2</b>	<b>0</b>

Tower Street

Friday

29/02/2008

1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>					

Wednesday

05/03/2008

1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>					

Friday

29/02/2008

1800-2000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>2</b>	<b>0</b>

Wednesday

05/03/2008

1800-2000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	0	1	0	1	0.00	5.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0.00</b>	<b>5.00</b>			<b>0</b>	<b>2</b>	<b>0</b>



Sunday 09/03/2008 1400-2000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>					

Duncombe Place Wednesday 27/02/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	10	5	4	8	2.00	8.00	2	0	0	1	0
13-14	3	2	2	15	3.33	37.50	2	0	0	1	0
14-15	8	4	0	8	0.00	10.00	0	0	0	1	0
15-16	5	2	4	0	4.00	0.00	2	0	0	1	0
16-17	8	6	3	1	1.88	0.83	1	0	0	1	0
17-18	2	2	2	6	5.00	15.00	1	0	0	1	0
<b>Total</b>	<b>36</b>	<b>21</b>	<b>15</b>	<b>38</b>	<b>2.08</b>	<b>9.05</b>			<b>0</b>	<b>6</b>	<b>0</b>

Wednesday 27/02/2008 1800-2000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	3	3	4	3	6.67	5.00	1	0	0	1	0
19-20	7	4	0	8	0.00	10.00	0	0	0	1	0
<b>Total</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>2.00</b>	<b>7.86</b>			<b>0</b>	<b>2</b>	<b>0</b>

Saturday 01/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	6	6	4	4	3.33	3.33	2	0	0	1	0
13-14	13	8	0	16	0.00	10.00	0	1	0	1	0
14-15	15	8	1	5	0.33	3.13	1	0	0	1	0
15-16	34	16	30	0	4.41	0.00	7	0	1	0	0
16-17	31	13	48	3	7.74	1.15	10	0	1	0	0
17-18	20	12	0	12	0.00	5.00	0	0	0	1	0
<b>Total</b>	<b>119</b>	<b>63</b>	<b>83</b>	<b>40</b>	<b>3.49</b>	<b>3.17</b>			<b>2</b>	<b>4</b>	<b>0</b>

Saturday 01/03/2008 1800-2000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	31	16	0	11	0.00	3.44	0	0	0	1	0
19-20	18	11	8	5	2.22	2.27	3	0	1	0	0
<b>Total</b>	<b>49</b>	<b>27</b>	<b>8</b>	<b>16</b>	<b>0.82</b>	<b>2.96</b>			<b>1</b>	<b>1</b>	<b>0</b>

St Leonards Place Monday 25/02/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	0	0	2	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	1	0.00	0.00	0	0	0	1	0
15-16	2	2	0	2	0.00	5.00	0	0	0	1	0
16-17	0	0	0	1	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>0.00</b>	<b>15.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Thursday 28/02/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-24	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Friday 07/03/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	3	1	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	10	5	0	0	0.00	0.00	0	0	0	1	0
22-23	3	2	0	0	0.00	0.00	0	0	0	1	0
23-24	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>16</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 01/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 02/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Piccadilly Saturday 08/03/2007 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	2	0	1	0	2.50	0.00	1	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2.50</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 08/03/2007 1800-2000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>2</b>	<b>0</b>

Sunday 24/02/2008 1400-2000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	2	0	0.00	0.00	2	0	0	1	0
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Wednesday 05/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Wednesday 05/03/2008 1800-2000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>2</b>	<b>0</b>

## Rougier Street

Saturday

223/02/08

2300-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
23-00	75	40	67	4	4.47	0.50	16	0	1	0	0
00-01	70	30	339	0	24.21	0.00	42	0	1	0	0
01-02	81	38	197	0	12.16	0.00	26	0	1	0	0
02--3	75	33	372	0	24.80	0.00	52	0	1	0	0
<b>Total</b>	<b>301</b>	<b>141</b>	<b>975</b>	<b>4</b>	<b>16.20</b>	<b>0.14</b>			<b>4</b>	<b>0</b>	<b>0</b>

Wednesday

05/03/2008

2300-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
23-00	18	13	0	26	0.00	10.00	0	0	0	1	0
00-01	20	11	1	3	0.25	1.36	1	0	0	1	0
01-02	13	8	11	4	4.23	2.50	3	0	1	0	0
02--3	2	1	2	0	5.00	0.00	2	0	0	1	0
<b>Total</b>	<b>53</b>	<b>33</b>	<b>14</b>	<b>33</b>	<b>1.32</b>	<b>5.00</b>			<b>1</b>	<b>3</b>	<b>0</b>

## Micklethorpe

Wednesday

27/02/2008

0000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
00-01	2	1	0	0	0.00	0.00	0	0	0	1	0
01-02	3	1	0	0	0.00	0.00	0	0	0	1	0
02-03	10	4	3	0	1.50	0.00	3	0	1	0	0
<b>Total</b>	<b>15</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>1.00</b>	<b>0.00</b>			<b>1</b>	<b>2</b>	<b>0</b>

Saturday 01/03/2008 0000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>3</b>	<b>0</b>

## Appendix 3

---

<b>Project</b>	York Hackney Carriage Unmet Demand Study	<b>Date</b>	24 <sup>th</sup> April 2008
<b>Note</b>	Public Attitude Survey Results	<b>Ref</b>	CTDAFG7000
<b>Author</b>	Karen Naylor		

---

### 1 *Introduction*

1.1 The purpose of this Technical Note is to present the results of a public attitude survey undertaken by Halcrow on behalf of City of York Council.

1.2 A public attitude interview survey was designed with the aim of collecting information regarding opinions on the taxi market in York. In particular, the survey allowed an assessment of flagdown, telephone and rank delays, the satisfaction with delays, and general use information.

1.3 It should be noted that in the tables that follow the totals do not always add up to the same amount. This is due to one of two reasons. First, not all respondents were required to answer all questions; and second, some respondents failed to answer some questions that were asked.

### 2 *Survey Administration and Sample Selection*

2.1 Some 499 interviews were carried out in March 2008 and February 2008. The age and gender samples are given in Table 1 below. The sample of 499 interviews provides a robust basis for assessment.

2.2 The age and gender samples are shown in Table 1 along with the actual turn-out figures.

*Table 1 - Target and Actual Samples for Interview Surveys by Age and Gender*

Category	Target Quota		Actual Quota	
	Frequency	Percent	Frequency	Percent
16-34	172	34.4	214	43.1
35-64	227	45.4	190	38.3
65+	101	20.2	92	18.5
<b>Total</b>	<b>500</b>	<b>100.0</b>	<b>496</b>	<b>100.0</b>
Male	238	47.6	240	48.6
Female	262	52.4	254	51.4
<b>Total</b>	<b>500</b>	<b>100.0</b>	<b>494</b>	<b>100.0</b>



2.3 As can be seen in Table 1, the survey provides a slight under representation of 35-64 year olds and therefore a slight overrepresentation of 16-34 year olds.

2.4 The respondents were asked to give their economic status. The results are displayed in Table 2 below.

*Table 2 - Economic Status*

	Frequency	Percent
Full-time Employed	187	38.7
Part-time Employed	58	12.0
Unemployed	11	2.3
Student/Pupil	101	20.9
Retired	114	23.6
Housewife/Husband	8	1.7
Other	4	0.8
<b>Total</b>	<b>483</b>	<b>100.0</b>

2.5 Respondents were asked to specify their residency. The results are shown in Table 3.

*Table 3 - Residency*

	Frequency	Percent
Permanent Resident	282	58.9
Visitor	164	34.2
Tourist	11	2.3
University Student	22	4.6
<b>Total</b>	<b>479</b>	<b>100.0</b>

**3** *Characteristics of Last Trip by Taxi*

3.1 Respondents were each asked if they had made a journey by taxi in York within the last three months. The survey found that 54.9% used a taxi within this period. The results are displayed in Table 4.

*Table 4 - Have you made a trip by taxi in the past three months?*

Trip Type	Frequency	Percent
Yes	274	54.9
No	225	45.1
<b>Total</b>	<b>499</b>	<b>100.0</b>

3.2 Respondents who had hired a taxi in the last three months were asked further questions about their experience. Some 35.3% of tripmakers stated that they hired their taxi at a rank. Over half of hirings were achieved by telephone (61.7) with 3.0 of tripmakers obtaining a taxi by on-street flagdowns. Table 5 reveals the pattern of taxi hire.

*Table 5 - Method of Taxi Hire for Last Trip*

Trip Type	Frequency	Percent
Rank	95	35.3
Flagdown	8	3.0
Telephone	166	61.7
<b>Total</b>	<b>269</b>	<b>100.0</b>

3.3 Respondents were asked what type of vehicle they hired. The most common type of vehicle used was a saloon car (77.4%) with 19.5% hiring purpose built cab.

*Table 6 - Vehicle type for last trip*

Vehicle Type	Frequency	Percent
Purpose built cab	49	18.5
Saloon car	205	77.4
Other	11	4.2
<b>Total</b>	<b>265</b>	<b>100.0</b>

3.4 Respondents were asked if they were satisfied with the time taken and the promptness of the taxis arrival. The majority of people were satisfied with there last taxi journey (91.1%). Table 7 shows that for each method of obtaining a taxi, the majority were satisfied with the service. Satisfaction with obtaining a taxi via flagdown was the highest although there were only 9 respondents who obtained a taxi via flagdown.

*Table 7 - Satisfaction with delay on last trip*

Method of Hire	Percent Satisfied	Frequency
Rank	88.9	80
Flagdown	75.0	6
Telephone	95.1	154

**4 Attempted Method of Hire**

4.1 To provide evidence of suppressed demand in the event of a finding of significant patent unmet demand, respondents were asked to identify whether or not they had given up waiting for a taxi at a rank, on the street, or by telephone in York in the last three months. The results are summarised in Table 9.

*Table 9 - Given up attempting to hire a taxi by method of hire in the last three months*

	Yes		No	
	Frequency	Percent	Frequency	Percent
Given up at a rank	52	10.5	440	89.5
Given up flagdown	24	4.9	465	95.1
Given up telephone	33	6.7	458	93.3

4.2 Some 10.5% had given up waiting for a taxi at a rank, with 4.9% having given up via flagdown and 6.7% via telephone.

4.3 Those who had given up waiting for a vehicle in York were asked for this location. Table 5.1 details the most popular locations.

**Table 5.1 Locations of failed hiring attempts**

	Frequency
General York City Centre	16
Rail Station	8
Minster	4
Stonebow	3
Gallery Nightclub	2
Acomb	2
The Groves	2

**5 Service Improvements**

5.1 Respondents were asked if they thought the taxi services in the York area could be improved. The responses indicate that the majority of respondents (59.7%) thought that taxi services in York did not need to be improved. The results are shown in Table 11.

*Table 11 - Could taxi services be improved*

	Frequency	Percent
Yes	191	40.3
No	282	59.7
<b>Total</b>	<b>473</b>	<b>100.0</b>

5.2 Those who considered that taxi services needed improvement were asked how they could be improved. Table 12 documents that 63.4% of respondents stated that taxis in York could be improved if they were made cheaper. Some 29.8% stated that there was a need for more taxis

*Table 12 - How could taxi services be improved (multiple responses)*

	Frequency	Percent
More of them	57	29.8
More Ranks	19	9.9
Shared Taxis	7	3.7
Better Vehicles	20	10.5
Better Drivers	31	16.2
Cheaper	121	63.4
Other	45	23.6

**6 Safety & Security**

6.1 Respondents were asked whether they felt safe when using taxis in York. The majority of respondents felt safe using taxis during the day (98.6%) and at night (95.3%) in York.

*Table 12 – Do you feel safe when using taxis in York?*

	During the Day		At Night	
	Frequency	Percent	Frequency	Percent
Yes	490	98.6	286	95.3
No	7	1.4	14	4.7
<b>Total</b>	<b>497</b>	<b>100.0</b>	<b>397</b>	<b>100.0</b>

6.2 Respondents who did not feel safe during the day or at night were asked what needed to be done to improve safety and security when using taxis in York. Some 42.9% of responses stated that CCTV in taxis and 92.9% stated that CCTV on ranks would improve safety when using taxis in York. Some 50% of respondents would feel safer if more women taxi drivers were available. The results are shown in table 13.

*Table 13 - Improvements to safety and security when using taxis in York (multiple responses)*

	Frequency	Percent
CCTV in taxis	6	42.9
CCTV on ranks	13	92.9
More Taxi Marshalls at ranks	5	35.7
More taxis	0	0
Women taxi drivers	7	50.0
Other	8	57.1

**7 New Ranks**

7.1 Respondents were asked if they there were any locations where they would like new taxi ranks in York. The majority of respondents (67.1%) did not want any new taxi ranks in York. Some 11.9% of respondents wanted to see additional ranks. The most popular suggestions included; the city centre and Clifford's Tower. The results are summarised in Table 14.

*Table 14 - Satisfaction with provision of taxi ranks*

	Frequency	Percent
Yes	58	11.9
No	327	67.1
Do Not Know	102	20.9
<b>Total</b>	<b>487</b>	<b>100.0</b>

## 8 *Pedicabs*

8.1 The survey asked whether the public would use cycle drawn rickshaws (pedicabs) in York if they were to be introduced. Table 15 documents that some 45.9% of respondents would use pedicabs should they be introduced in York.

*Table 15 – Would you use pedicabs?*

	Frequency	Percent
Yes	226	45.9
No	216	43.9
Do Not Know	50	10.2
<b>Total</b>	<b>492</b>	<b>100.0</b>

8.2 Those who stated that they would use pedicabs were asked how often this would be. Some 36.7% stated that they would use them once a year compared to 19.1% stating that they would use them more than ten times a year.

*Table 16 – How often would you use pedicabs?*

	Frequency	Percent
Once a year	79	36.7
Twice a year	41	19.1
Three times a year	21	9.8
Up to five times a year	10	4.7
Up to ten times a year	23	10.7
More often	41	19.1
<b>Total</b>	<b>215</b>	<b>100.0</b>

8.3 Those who stated that they wouldn't use pedicabs were asked why. Comments included:

- 'amusing for tourists but not a practical form of transport';
- 'depends on the cost';
- 'not interested in the idea';
- 'prefer to use buses or walk';
- 'not suitable for the aged';
- 'tourist gimmick'; and
- 'don't think it will be worth having based on experience elsewhere'

## Appendix 4

---

<b>Project</b>	York Taxi Study 2008	<b>Date</b>	8 April 2008
<b>Note</b>	Appendix 4 – Consultation Responses	<b>Ref</b>	CTDAFG700
<b>Author</b>	Karen Naylor		

---

### 1 *Introduction*

1.1 Guidelines issued by the Department for Transport state that consultation should be undertaken with the following:

- all those working in the market;
- consumer and passenger (including disabled) groups;
- groups which represent those passengers with special needs;
- the Police;
- local interest groups such as hospitals or visitor attractions; and
- A wide range of transport stakeholders such as rail/bus/coach operators and transport managers.

### 2 *Direct Consultation*

2.1 In terms of direct consultation, the Licensing Department of City of York Council identified individuals to be invited to attend a meeting to discuss a series of issues regarding the taxi market in York.

2.2 Separate meetings were organised with the following:

- Hackney Carriage Trade Representatives;
- Private Hire Trade Representatives;
- Hackney Carriage licence waiting list;
- Transport Planning, City Strategy, Tourism, and Children's Transport;
- Transport Services and Operators;
- Disabled Representatives; and
- Police.

2.3 The comments received are detailed below.

#### **Hackney Carriage Trade Representatives**

2.4 The Hackney Trade representatives stated that hackney carriage supply throughout York was adequate. It was thought that York Council should continue to limit the number of

hackney licences at the minimum number to meet peak demand, in order to maintain viability of the taxi trade, and control the level of congestion and environmental pollution.

- 2.5 The 2003 Licensing Act has seemed to flatten out a peak demand on Friday and Saturday nights. Taxi drivers need to work later for the same amount of money; however this is favoured by drivers because it has created a better working environment.
- 2.6 With regards to wheelchair accessible vehicles, it was stated that the vehicles are very expensive whilst there is little demand for them. It is very important to maintain a mixed fleet of cars because some people with disabilities prefer saloon style vehicles. Another issue is that the general public often refuse to use a wheelchair accessible vehicle because they perceive the fare to be more expensive.
- 2.7 In terms of the role of taxis in maintaining a safe night-time economy, it was felt that taxi drivers receive very little help or support from the police, and feel vulnerable working as taxi drivers in York. In 2005 there was a good relationship between the taxi trade and the police though the use of a 'taxinet' scheme and/or a radio handset scheme. Taxi drivers could report incidents to a police hotline with information on incidents or suspicious behaviour occurring in the York area. It was supposed to have been reinstated but not as yet.
- 2.8 It was stated that illegal plying for hire is not considered to be a problem in York.
- 2.9 The image of trade has improved significantly over the last few years. City of York Council of stated that by 2010 any vehicle will have to be less than 4 years old and at 8 years old it must be taken out of service. The vehicles will also have to be black and meet EU emission levels.
- 2.10 There has also been a pilot of a customer service and tourist training qualification which has been very successful. It is hoped that this will become compulsory. It was also felt that disability training should also be introduced, and driving skills should be tested as part of entry to the trade. It was highlighted that it may be difficult to introduce all of the measures, and the time it takes to complete the training must be reasonable so that it does not impact on the trade too much.
- 2.11 It was felt that there was a need for an additional rank outside the train station that does not belong to Network Rail. Network Rail currently charges £528 for a permit to ply at the station and it is suspected that this is likely to increase significantly. It was felt that it is wrong to charge this for a permit to ply at the station. In addition the system at the station taxi rank does not work efficiently due to the road layout, and it was noted that that this should be taken in to account when assessing unmet demand at the station.



- 2.12 It was also felt that the St Sampson Square taxi rank needs to be reinstated, and there could be a rank near the War Museum as it is close to the nightclub / rail station.
- 2.13 Extra hackneys are not required to serve the additional ranks as there is not enough space at the current ranks.
- 2.14 Taxi hail points were described as a good idea.
- 2.15 The tradition of releasing a taxi fare increase on annual basis was thought to not reflect the true costs, such as fluctuations in fuel costs. It was suggested that fares should be reviewed more frequently.
- 2.16 The trade representatives believed that the hackney plate premium could reach £52,000.
- 2.17 Finally with regards to the publicity of hackney services in York, it was felt that the council do not advertise taxi ranks or information to let the public understand the difference between hackney carriages and private hire vehicles.
- Private Hire Representative**
- 2.18 The Private Hire representative stated that there was an adequate supply of hackney carriages throughout York however there is unmet demand in the early hours of the morning because drivers do not work those hours.
- 2.19 There is a shortage of wheelchair accessible hackney carriages, and the representative has heard reports of wheelchair accessible hackney carriages driving past wheelchair users.
- 2.20 On the whole the representative is in favour of maintaining a restriction on hackney licences, because derestriction would be negative, as private hire would switch to hackney carriage. The most vulnerable people use private hire and derestriction would result in less available vehicles to them.
- 2.21 With regards to safety, it was noted that taxi ranks tend to be where most problems are rather than private hire offices. This is because private hire operators have offices with door people and the office has CCTV, therefore antisocial behaviour tends to be avoided. The Private Hire representative was aware that hackney carriage drivers tend to avoid certain ranks on weekend evenings, such as Rougier Street as this is where most anti-social behaviour occurs.

- 2.22 CCTV and taxi marshals at ranks were regarded as a positive action in reducing crime. It was a concern that hackney carriage drivers work alone, whereas private hire drivers are regarded as safer because their location is known and some have emergency panic buttons in vehicles.
- 2.23 The image of the hackney trade has been poor in the past however it was felt that there will always be a mix of good and bad drivers. There have been steps to improve driver attitude through the introduction of the qualification and the new vehicles standards which will be introduced for both hackney carriage and private hire vehicles.
- 2.24 It was thought that an NVQ qualification and DSA driving test should be compulsory for all taxi drivers. There is also a need for disability awareness training, particularly for hackney licences for wheelchair accessible vehicles.
- 2.25 Fares for both hackney carriage and private hire vehicles are traditionally run at the same amount, and are regarded as adequate, although there is always the threat of fuel increases. It was suggested that drivers may be more inclined to work in the evening if the evening fare rate was increased.
- 2.26 Finally, the representative would like to see greater integration between taxis, private hire vehicles, and bus and train operators.
- Hackney Waiting List**
- 2.27 A selection of people on the hackney waiting list took part in a focus group. The representatives present had been on the waiting list between 10-25 years, of which one was a hackney plate owner, two rented hackney plates, and two were private hire drivers.
- 2.28 There was a mixed opinion regarding derestriction, some thought the current number of hackneys was adequate, others supported a policy of managed growth.
- 2.29 It was felt by some representatives that those that had been on the waiting list a number of years should be given a hackney licence through a policy of managed growth. Rent of a hackney plate was £200 per week.
- 2.30 It was stated that it would not be a good idea to make all hackneys wheelchair accessible because some people prefer saloon cars and find them more accessible, and wheelchair users tend to use private hire operators rather than wait at taxi ranks.
- 2.31 Vehicle standards have improved in quality in the last few years. It was felt that the new vehicle age restrictions will mean that drivers will buy lower quality cars which are under 8

years old, instead of the current practice of buying good quality cars which have a longer service life. It was felt that age should not matter, quality and emissions should be tested and if they are ok then the vehicle is fit for purpose.

2.32 Driver training is required for all new drivers, in particular to get a licence they should have a good knowledge of the area, pass a driving standards test and have driving licence for at least 5 years in the UK, and pass an English language testing.

2.33 Additional rank locations were needed outside the railway station and St Samson Square. Taxi ranks at Gallery, Exhibition Square, Piccadilly and Tower Street are underused and thus could be removed.

2.34 Anti social behaviour is an issue at taxi ranks and inside taxis. The representatives stated that they were concerned for their safety and concerned about untrue accusations made towards them. It was considered that CCTV in vehicles would help but there was concerns regarding personal privacy and cost..

2.35 The current level and structure of fares were regarded as reasonable.

2.36 Finally, more advertising would be helpful in newspapers and on the radio, and more signage of taxi ranks is required.

#### **Council Offices - Transport Planning, City Strategy, Tourism, and Children's Transport**

2.37 The Education Access Team who have contracts with hackney carriage and private hire operators feel that there are not enough wheelchair accessible taxis available, as the demand continues to increase.

2.38 The demand for hackney carriages for the evening economy is likely to develop as tourism and events are expected to develop in to an evening economy, for example shops are expected to open later.

2.39 The standard of vehicles and driver quality varies in York. Training and awareness of disabilities is mixed, and the council are currently working towards setting a standard level for all contracts. Training which has been piloted has been a success which includes customer skills, disability awareness and tourism and key facts on York to enable taxi drivers to be ambassadors for the city as they are an important first contact for many visitors. This is particular important as 25% of visitors arrive in York by train, therefore many will then continue their journey by taxi.

2.40 It is important that drivers look smart as well as have good quality vehicles. It was reported that a few years ago a dress code was trialled for taxi drivers at the railway station, however it was not particularly successful.

2.41 Further training was supported by the representatives from the council departments. It was pointed out that training can be more successful when it is not a qualification, as a qualification tends to take time and money.

2.42 The Education Access Team is currently creating a document for taxi drivers working on their contracts on what they are and are not expected to do.

### **Disability Representatives**

2.43 Disability representatives shared their experiences of using taxis in York and how they felt taxi services could be improved. It was agreed that the limit on hackney carriages should be removed and there should be a move towards making all taxis wheelchair accessible.

2.44 Issues surrounding the adequacy of wheelchair accessible hackney carriage supply was reported. Hackney Carriage and Private Hire operators would often not guarantee a time for booking a taxi. This means that taxis can not be relied upon for appointments. It also stops wheelchair users being spontaneous.

2.45 Wheelchair accessible taxis can not be guaranteed at the railway station rank and can not be prebooked. It was felt that the council needs to insist that wheelchair accessible taxis should be able to be booked because wheelchairs users need to know they can rely on them.

2.46 Availability is also most difficult in the morning between 8am-10:30am and between 2:30-5pm due to school contracts.

2.47 Reports of driver quality was good, because the drivers they tend to use are very experienced in dealing with the needs of wheelchair users because they also do school contract work. There have been occasions when drivers get impatient at the length of time it takes to load the wheelchair. The representatives have experienced taxi drivers refusing to stop to pick up wheelchair passengers.

2.48 It was felt that all drivers should receive disability awareness training.

2.49 There fares can vary at times so the representatives felt that they don't know whether they are being discriminated against because they are wheelchair users.

2.50 It was felt that there needs to be information for blind and partially sighted passengers in the form of Braille or an audio system.

2.51 It would be of advantage to have some vehicles which can take two wheelchair passengers.

2.52 Finally, it was felt that there information is often available regarding taxi services but it is not always easy to find the information.

### **Police**

2.53 The police stated that there seemed to be enough taxis during the day, but an unmet demand at night, particularly on Rougier Street between 1:30-3pm. It was felt that the issue is not that there is not enough taxis but that there are not enough drivers who want to work on the weekend. The solution is to incentivise drivers to work weekend evening by increasing fares, or making it safer for them, or to increase the number of hackney carriages, thus increasing the chances that the drivers will work at peak demand times.

2.54 Rougier Street is the flashpoint of most antisocial behaviour. CCTV in taxis and ranks would be supported by the police.

2.55 Vehicle type and quality is generally good, and driver attitude is also good apart from the occasional report of speeding. Taxi drivers should receive training so that they have a good knowledge of York, although training can not be expected to me too time consuming or expensive.

2.56 There is a need for a rank should be reinstated at St Samson Square.

### **3 Indirect Consultation**

3.1 In conjunction with the direct consultation summarised above, letters were sent out to a number of individuals and organisations for their view of the industry, thus fulfilling the DfT guidelines.

3.2 The comments received are detailed below.

### **York Access Group**

3.3 York Access Group provided written responses from three of their members. It was felt that the fundamental problem with taxis is that many vehicles are unsuitable for carrying wheelchairs, either with a seated passenger, unoccupied, or even

wheelchairs which fold. It is often not possible to ensure that a suitable vehicle will arrive even when it has been prebooked.

- 3.4 Another anecdotal experience expressed by a member of York Access Group was from a blind representative who had been refused entry to a taxi because the driver was allergic to dogs, and thus was not allowed to take their assistant dog on board. The representative was told that drivers who suffered from allergies preventing them from carrying assistant dogs displayed a yellow sticker in their taxis, however this is not help for blind people!
- 3.5 The point was raised that it is difficult to find a vehicle which suits all needs.
- 3.6 The second written response was from a member of York Access Group who provided details of their experiences of taxi provision in York as a wheelchair user. Although the respondent generally had a good experience by regularly using one operator an example was provided of poor wheelchair accessible vehicle service at the York Station rank. Due to delays their prebooked taxi was unable to pick up from the station so they waited at the rank for 45 minutes in which none arrived fitted with ramps or the ability to take an electric wheelchair. Having failed to get suitable taxi the respondent's wife travelled home in a saloon style taxi and the respondent had to travel home in his electric wheelchair, taking over an hour. It was reported that this was an unpleasant experience, especially as it was late at night.
- 3.7 The third written response was highlighted that they too had difficulties booking a wheelchair accessible taxi on evenings for events. The respondent has to phone a number of taxi firms to get an appropriate taxi every time.
- 3.8 The respondents felt that there needed to be more wheelchair accessible taxis in York and that drivers needed disability awareness training. The respondent often felt unsafe being pushed up the ramp in to taxis by the drivers.
- 3.9 Obtaining a wheelchair accessible vehicle from a rank in York was not considered by the respondent because it was felt to be even more difficult than booking one by phone.
- 3.10 It was suggested that there should be a phone number that wheelchair users can use which will put them through to the taxi firm who do have an accessible vehicle on duty at that time, as phoning around is not something one should have to do regularly.

- 3.11 A member of Mobilise, a National Disabled Drivers Association) provided some information regarding taxi services in general and was not specific to York. Comment was made regarding people travelling with assistance dogs being refused access to taxis.
- 3.12 Toffs Nightclub provided a response to a number of taxi related issues. It was felt that night-time taxi provision was very poor. The taxi rank opposite Toffs (Toft Green rank) is very rarely serviced by taxis. The private hire supply throughout York is adequate and competition between the various operators is fair.
- 3.13 It was stated that the image of the trade is good, the majority of the vehicles are in good repair and well maintained, and drivers are polite and well mannered.
- 3.14 It was felt that there are enough taxi ranks in York, but these are not always adequately serviced and drivers will tend not to service the Toft Green rank for example. This does at times cause problems for operating the venue as customers are inconvenienced.
- 3.15 Toffs nightclub highlighted that Streamline have a number of accessible vehicles.
- 3.16 The level and structure of fares is regarded as adequate and believed to be in line with other cities. The publicity of taxi services is also regarded as fine.
- 3.17 With regards to safety issues, Toffs nightclub stated that they currently monitor and marshal the taxi rank outside the venue and have no problems doing this, however they do feel that the rank in Rougier Street could be better marshalled as this area can become a potential flashpoint.
- 3.18 Finally, it was felt that there is good coverage of all modes of transport throughout York, and the majority of York's public transport is of high standard and good quality.
- 3.19 Shopmobility commented on the image of the trade in York. They felt that many vehicles are old, inadequate and project a poor image of York. The quality of service tends to vary enormously from very good to poor.
- 3.20 It was felt that additional wheelchair taxis are required in York, and at current it is very difficult to prebook wheelchair accessible vehicles. It was also felt that there is insufficient advertising of wheelchair accessible hackney and private hire services.
- 3.21 Dean Court Hotel felt that the adequacy of hackney carriage and private hire vehicles in York was poor at school run times and when it rains. There were mixed

reports regarding the adequacy of private hire vehicles, some can be of a good standard others can be very poor. It was felt that hackney carriage and private hire drivers need to realise that their attitude can affect the image of York, especially with visiting tourists.

- 3.22 The taxi rank at Duncombe Place experiences taxis breaking City of York Council rules about relocating after 10pm.
- 3.23 It is perceived that there could possibly be a need for more wheelchair accessible taxis. On the few occasions Dean Court Hotel has tried to prebook a wheelchair accessible vehicle there has been none available.
- 3.24 Fares in York were regarded as a bit high, but not extortionate.
- 3.25 Finally, in terms of safety it was felt that hackneys and private hires were safe to use in York, and it was safe to wait at ranks although the representative could not comment on the safety of taxi ranks on weekend evenings. It was felt that taxi marshals would be of benefit, but the cost of them would need to be considered.
- 3.26 The travel coordinator at York District Hospital commented that as far as they knew the hospital was generally satisfied with the level of service provided. The Trust uses taxis to ferry patients and staff around the area, and normally uses the taxi firm that won the contract to provide this service. The Trust also provides freephones in the departure area for patients/visitors to contact this taxi service.
- 3.27 The main involvement of the respondent from the City of York Transport Division with taxi operators in York is specifically focused on the transportation of vulnerable children and adults. To do this a mix of private hire, hackney carriage and licensed taxi providers are used, as well as their own fleet.
- 3.28 Impressions of the taxi operators within York are mixed, at one end of the spectrum there are some very good operators with high quality vehicles and who are very customer focused, yet at the other end there are those operators who have poor vehicles, don't really seem to care about the customer and look to raise prices and costs at every opportunity. In the respondents service area operators appear to inflate costs and some are extremely expensive.
- 3.29 It was felt that York needs to operate with a mixed fleet of vehicles.
- 3.30 The Councils Transport Division has found that for many years it appears that the operators have dictated costs and prices and tend to 'cherry pick' what jobs they do



on behalf of the Council. The Council are in the early stages of addressing this and working in more of a partnership approach.

3.31

The representative felt that more wheelchair accessible vehicles are needed as the trend will be for more people to require wheelchair accessible vehicles in future.

## Appendix 5

---

<b>Project</b>	York Unmet Demand Study 2008	<b>Date</b>	11 <sup>th</sup> April 2008
<b>Note</b>	Trade Survey Technical Note	<b>Ref</b>	CTDAFG700
<b>Author</b>	Karen Naylor		

---

### 1 *Introduction*

1.1 A public and private hire trade survey was designed with the aim of collecting information and views from both trades. In particular the survey allowed an assessment of operational issues and views of the hackney carriage market to supplement the rank observations, as well as covering enforcement and disability issues.

### 2 *Survey Administration*

2.1 The survey was conducted through a self completion questionnaire. These were sent to 949 licensed public and private hire drivers in York. A total of 256 questionnaire forms were completed and returned, giving a response rate of 27%, a typical value for this type of survey. It should be noted that not all totals sum to the total number of respondents per trade group as some respondents failed to answer all questions.

### 3 *General Operational Issues*

3.1 The responses provided have been disaggregated on a hackney carriage and private hire trade as shown in Table 1.1 below.

**Table 1.1 Breakdown of Responses between Trades**

	Frequency	Percent
Hackney Carriage Trade	140	54.9
Private Hire Trade	115	45.1
<b>Total</b>	<b>255</b>	<b>100.0</b>

3.2 The survey asked the respondents to state in what ways they were involved in the taxi market in York. The results are outlined in Table 1.2.

## Halcrow Group Limited

Arndale House Otley Road Headingley Leeds LS6 2UL

Tel +44 (0)113 220 8220 Fax +44 (0)113 274 2924

www.halcrow.com



## Appendix 5

Table 1.2 Categories of Involvement in Taxi Market in York (Multiple Responses)

	Frequency	Percent
Hackney Carriage Driver	117	29.0
Hackney Carriage Plate Owner	67	16.6
Hackney Carriage Operator	12	3.0
Private Hire Driver	97	24.0
Private Hire Plate Owner	87	21.5
Private Hire Operator	24	5.9
<b>Total</b>	<b>404</b>	<b>100.0</b>

3.3 The survey asked respondents how long they had been involved with either the hackney carriage or private hire trade in York. Table 1.3 below indicates the responses.

Table 1.3 Duration of Respondents Involvement in the Hackney/Private Hire Trade

Years	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
0 – 2	11	8.0	19	16.7
2 – 5	25	18.1	21	18.4
5 – 10	40	29.0	27	23.7
10 – 15	22	15.9	20	17.5
15 – 20	12	8.7	11	9.6
Over 20	28	20.3	16	14.0
<b>Total</b>	<b>138</b>	<b>100.0</b>	<b>114</b>	<b>100.0</b>

3.4 The findings indicate that both the hackney carriage trade respondents and private hire respondents have been involved in the York taxi market for a relatively long period of time. Almost 45% of the hackney carriage trade have been involved in the York taxi market for ten years or more in comparison to 41.1% of the private hire trade.

3.5 Table 1.4 indicates the proportion of the trade who subscribe to a radio circuit. The majority of hackney carriage respondents do not subscribe to a radio

## Appendix 5

circuit (63.9%) compared to 81.0% of private hire respondents who do subscribe to a radio circuit.

**Table 1.4 Do you subscribe to a radio circuit?**

	Hackney Trade		Private Hire Trade	
	Freq	%	Freq	%
Yes	48	36.1	85	81.0
No	85	63.9	20	19.0
<b>Total</b>	<b>133</b>	<b>100.0</b>	<b>105</b>	<b>100.0</b>

3.6 Respondents were asked to estimate the origin of their passenger fares for a week. The results are documented in Table 1.5.

**Table 1.5 Average Origin of Passenger Fares**

	Hackney Carriage			Private Hire		
	Mean %	Min	Max	Mean %	Min	Max
Rank	79.7	0	100	0.7	0	70
Flagdown	7.5	0	40	0	0	0
Radio Circuit	10.1	0	100	54.7	0	100
Other telephone booking	1.8	0	50	28.7	0	100
Contract Work	0.8	0	30	16.0	0	100

3.7 The average proportion of rank work for hackney carriages accounts for 79.7% per week. However some hackney carriages stated that they did not work from a rank. The average percentage of flagdown work for hackney carriages accounts for only 7.5% of the typical week with radio circuit work accounting for 10.1%.

3.8 Radio circuit work accounts for a high proportion of private hire driver's working week at an average of 54.7% with telephone booking accounting for an average of 28.7%. Contract work accounts for the remaining 16.0% of a private hire drivers' typical working week in York.

## Appendix 5

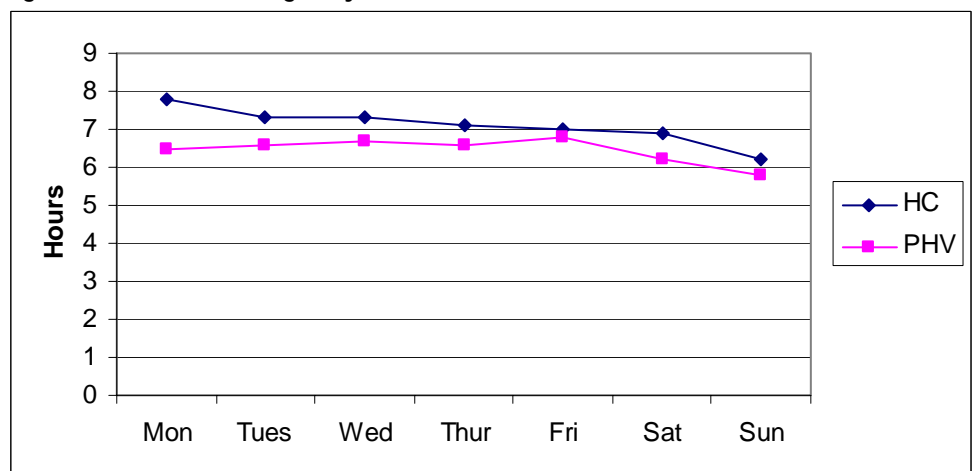
### 4 *Driving*

4.1 Respondents were asked what type of vehicle they drove most frequently. The majority of hackney carriage drivers (82.4%) drive a saloon car compared with 79.3% of private hire drivers.

4.2 Respondents were asked on average the number of hours they worked in a typical week. The hackney carriage trade cited an average of 50 hours per week compared with an average of 43 hours per week for the private hire trade. The highest number of hours per week worked was 90 hours cited by two hackney carriage drivers.

4.3 Respondents were asked to state how many hours they worked at different times of day during a typical week. Figure 1.1 shows the average hours worked during the daytime period (06:00-18:00) for each day of the week.

Figure 1.1 Average daytime hours worked

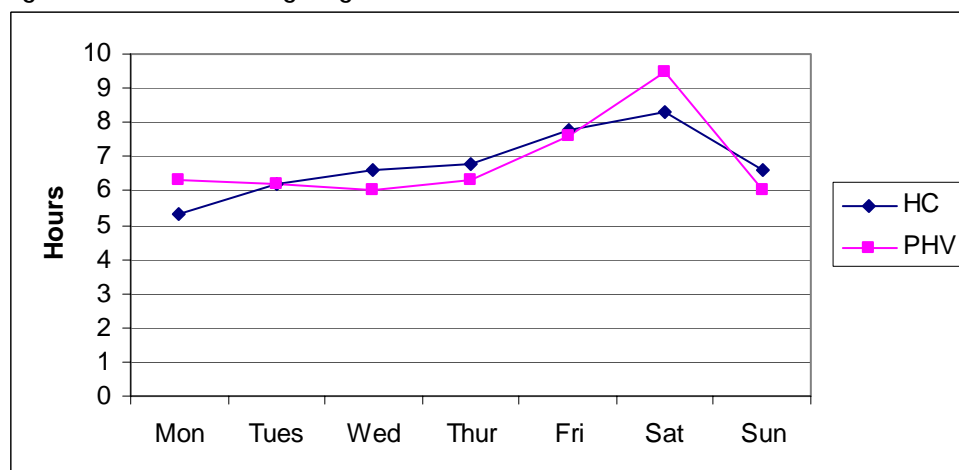


4.4 Figure 1.1 shows that, on average, the hackney carriage trade work for longer hours during the weekday and weekend daytime than the private hire drivers. It also shows that both trades work less hours during the day on a weekend than during the weekday days.

4.5 Figure 1.2 shows the average number of hours worked during the evening/night time period (18:00-06:00).

## Appendix 5

Figure 1.2 Average night time hours worked



4.6 Figure 1.2 shows that the hackney carriage trade work, on average, longer hours during the night time period between Tuesday and Thursday. The private hire trade tend to work longer hours on Mondays and on Saturday evenings.

4.7 The trade were asked whether the Licensing Act 2003 had had an effect on their typical working week. Some 61.6% of the hackney carriage trade stated that the licensing act had had an effect on them. The private hire respondents were more evenly split with 47.3% giving the answer that the licensing act had had an effect on them, and 52.7% stating that they had not.

4.8 Those who replied that it had had an effect on their typical working week were then asked in what way it had affected them. The results are shown below in Table 1.6.

Table 1.6 Effects of the 2003 Licensing Act (Multiple Responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Work later in the evening	49	64.5	33	62.3
Work for longer hours	43	56.6	23	43.4
Other	11	14.5	11	20.8

4.9 Some 64.5% of hackney carriage respondents stated that they work later in the evening compared with 62.3% of private hire respondents.

## Appendix 5

4.10 The following effects were given by those who stated 'other':

- 'Much Better, more Stable flow;
- Work is more staggered apart from Saturday Night between 1am- 2am;
- 'Work later into the early hours of the morning';
- 'More drunks about the place; and
- Easier and less madness at closing times

4.11 Respondents were asked to state the number of times they carry disabled passengers on a weekly basis. Table 1.7 shows the results. Some 56.0% of hackney carriage respondents and 49.1% of private hire respondents were typically more likely to carry between one and five disabled persons per week. Some 35.3% of hackney carriage respondents and 22.7% of private hire respondents stated that they never carried disabled passengers.

**Table 1.7 Frequency of Transport of Disabled Persons**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Never	41	35.3	25	22.7
1to 5	65	56.0	54	49.1
5 to 10	7	6.0	15	13.6
10 to 20	1	0.9	11	10.0
More than 20	2	1.7	5	4.5
Total	116.0	100.0	110	100.0

### 5 *Safety and Security*

5.1 The questionnaire asked if the drivers had been attacked by a passenger within the last year, as shown in Table 1.8 below. Some 68 of the hackney carriage drivers (486%) said they had been verbally attacked and 14 (10.0) physically attacked.

5.2 Some 48.3 the private hire respondents had not been attacked within the last twelve months, whilst 11 stated they had been physically attacked (9.6).

## Appendix 5

**Table 1.8** Frequency of attacks by passengers within the last year (Multiple Responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Physically attacked	14	10.0	11	9.6
Verbally attacked	68	48.6	1	0.9
Not attacked	55	39.3	50	43.5

5.3 The respondents were then asked if they felt safe whilst working as a taxi driver in York, the results of which are shown below in Table 1.9. The majority of all respondents stated that they felt safe some of the time (53.2%), as did the majority of the private hire respondents (54.7%).

**Table 1.9** Do you feel safe whilst working as a Taxi Driver in York?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes, all of the time	57	45.2	46	43.4
Some of the time	67	53.2	58	54.7
None of the time	2	1.6	2	1.9
<b>Total</b>	<b>126</b>	<b>100.0</b>	<b>106</b>	<b>100.0</b>

5.4 The respondents were then asked when they felt unsafe working in York. The results are outlined below in Table 1.10.

**Table 1.10** When do you feel unsafe working in York? (Multiple Responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Daytime	9	13.4	9	15.0
Night time	58	100.0	49	81.7
In certain areas	12	26.1	28	46.7



## Appendix 5

### 6 Ranks

6.1 The questionnaire moved on to asked about rank provision in York and if respondents felt that there was sufficient rank space. The results are outlined below in Table 1.11. Some 72.1% of hackney carriage respondents stated that there was not sufficient rank space in York, whilst the majority of private hire respondents said that there was enough rank space (63.3%).

Table 1.11 Are there sufficient rank spaces in York?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	38	27.9	57	63.3
No	98	72.1	33	36.7
Total	136	100.0	90	100.0

6.2 Respondents were then asked if there were any areas in York where new ranks should be introduced. Some 75.0% of private hire respondents said there were no areas where new ranks were required, whilst 63.1% of hackney carriage respondents said there were areas where new ranks were needed.

6.3 Respondents were then asked in what locations the new ranks were required. The most popular locations suggested were:

- St Sampson Square;
- St Saviourgate;
- Station Road;
- Micklegate; and
- Parliament Street

6.4 The survey went on to ask respondents if there were any ranks in York that should be longer/have more spaces. Some 60.0% of the hackney carriage trade said there were ranks that should be longer compared with just 16.9% of the private hire trade.

6.5 The ranks which were suggested to be made longer were:

- Clifford Street;
- Duncombe Place;

## Appendix 5

---

- Rougier Street;
- St Saviourgate; and
- Queen Street;

6.6 The questionnaire then asked if there were any ranks that should be removed. The majority of hackney carriage (62.8%) and private hire respondents (62.5%) felt that there was no need for any ranks to be removed. Some 37.2% of hackney carriage respondents and 37.5% of private hire respondents said that there were ranks which should be removed.

6.7 The most popular ranks which were suggested for removal were:

- Piccadilly;
- Queens Street; and
- Tower Street.

### 7 *Vehicle Conditions*

7.1 City of York Council is adopting new standards for exhaust emissions to help improve air quality in the city. Members of both trades were asked their opinion on the decision, as of 1<sup>st</sup> June 2009 for all hackney carriages to be Euro III compliant. Table 1.12 document the results.

7.2 The majority of hackney carriage respondents (75.2%) and private hire respondents (81.4%) were satisfied with the new standards for exhaust emissions.

7.3 Those respondents who deemed the conditions to be unsatisfactory provided the following reasons:

- Cost of compliance is very expensive for the taxi trade;
- Hackney Carriages are not sole reason for poor air quality;
- Tour buses in York are often very old and contribute to a lot of pollution;
- Most of the traffic is from privately owned vehicles; and
- Buses, tour buses, private hire vehicles and private cars should have to meet standards too.

Table 1.12 Are you satisfied with hackney carriages to be Euro III compliant by 1<sup>st</sup> June 2009?

	Hackney Carriage Trade	Private Hire Trade
--	------------------------	--------------------

## Appendix 5

	Frequency	Percent	Frequency	Percent
Satisfied	100	75.2	83	81.4
Unsatisfied	33	24.8	19	18.6
<b>Total</b>	<b>133</b>	<b>100.0</b>	<b>102</b>	<b>100.0</b>

7.4 City of York Council is also adopting a single livery for its hackney carriage vehicles. Members of both trades were asked their opinion on the decision, as of the 1<sup>st</sup> June 2009 for all hackneys when presented for relicensing to be in black livery with the coat of arms badge. Table 1.13 document the results.

**Table 1.13 Are you satisfied with York adopting a single livery for hackney carriage vehicles?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Satisfied	67	51.5	77	74.0
Unsatisfied	63	48.5	27	26.0
<b>Total</b>	<b>130</b>	<b>100.0</b>	<b>104</b>	<b>100.0</b>

7.5 Some 74.0% of private hire trade respondents were satisfied with the new livery conditions for hackney carriage vehicles. The hackney carriage response was more evenly split with 51.5% of respondents supporting a single livery condition for hackney carriages, whilst 48.5% were unsatisfied

7.6 Those respondents who deemed the conditions to be unsatisfactory provided the following reasons:

- Extra expense for owners and drivers;
- time span for the implementation of the regulations should be extended by three years.
- Taxis are recognisable by the light on top of the cab.
- The public do not care what colour taxis are;
- The advertising on the taxi provides part of income. The council has no right to determine the earnings of the self employed;

## Appendix 5

- Some drivers will have already bought new cars and will be hit with big depreciation or point costs
- Adopting a standard black livery would restrict rental drivers' ability to switch to private hire should the owner of the car decides to sell the plate.
- Black cars at night are dangerous as it cannot be easily seen, its harder to keep clean and maintenance is difficult.

### 8

#### *Fares*

#### 8.1

Members of both trades were asked for their opinions regarding the current level of hackney carriage fares. Table 1.14 indicates the responses.

**Table 1.14 Opinions Relating to Hackney Carriage Fares**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Too high	2	1.5	8	7.8
Too low	64	47.4	21	20.6
About right	66	48.9	52	51.0
None/no opinion	3	2.2	21	20.6
<b>Total</b>	<b>135</b>	<b>100.0</b>	<b>102</b>	<b>100.0</b>

#### 8.2

The majority of hackney carriage respondents thought that fares were either 'about right' (48.9%) or 'too low' (47.4%). The majority of private hire respondents (51.0%) stated that hackney carriage fares were 'about right'.

### 9

#### *Training*

#### 9.1

Both trades were asked if they felt that taxi drivers receive enough training before being granted a licence. The majority of the hackney carriage trade (68.4%) and private hire trade (65.7%) were of the opinion that training was not sufficient.

#### 9.2

Those respondents who stated that they didn't think they received sufficient training were then asked what training they would like to see offered to drivers. The results are shown in Table 1.15 below.

**Table 1.15 Opinions related to training (Multiple Response)**

	Hackney Carriage Trade	Private Hire Trade
--	------------------------	--------------------

## Appendix 5

	Frequency	Percent	Frequency	Percent
English Language	61	67.0	49	72.1
Customer Care	70	76.9	50	73.5
Disability Awareness	49	53.8	46	67.6
Driving Ability Test	43	47.3	42	61.8
Other	19	20.9	16	23.5

9.3 The training felt to be required the most by both hackney carriage and private hire respondents was training in customer care, English language and disability awareness. Some 61.8% of private hire respondents felt that a driving ability test should be undertaken.

9.4 Those respondents who stated 'other' training gave the following examples:

- Harder knowledge test;
- Attitude test;
- Dealing with difficult customers;
- Improve dress code and personal hygiene;
- Road user awareness training;
- Route awareness; and
- Self-defence.

9.5 Respondents were then asked whether the training should be compulsory or voluntary. Of those who answered this question, the majority of both the hackney carriage trade (77.3%) and the private hire trade (85.5%) said that the training should be compulsory. The results are shown in Table 1.16.

**Table 1.16 Should this training be compulsory or voluntary?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Compulsory	68	77.3	59	85.5
Voluntary	20	22.7	10	14.5
<b>Total</b>	<b>88</b>	<b>100.0</b>	<b>69</b>	<b>100.0</b>

## Appendix 5

### 10 Taxi Market in York

10.1 Members of both trades were asked if they were aware that the City of York Council enforces a numerical limit on the number of hackney carriage vehicle licences. The results were outlined in Table 1.17.

**Table 1.17** Were you aware that there is a numerical limit on the number of hackney carriage vehicle licences in York?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	125	92.6	97	95.1
No	10	7.4	5	4.9
<b>Total</b>	<b>135</b>	<b>100.0</b>	<b>102</b>	<b>100.0</b>

10.2 The majority of the hackney carriage trade knew about the numerical limit (92.6%), as did the majority of the private hire respondents (95.1%).

10.3 Members of both trades were asked whether they consider there are sufficient hackney carriages to meet the current level of demand in York. Table 1.18 indicates the responses.

**Table 1.18** Do you consider there to be sufficient hackney carriages to meet the current level of demand in York?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Too Many	26	20.2	9	9.1
Sufficient	81	62.8	36	36.4
Insufficient	20	15.5	44	44.4
No Opinion	1	0.8	4	4.0
Don't Know	1	0.8	6	6.1
<b>Total</b>	<b>129</b>	<b>100.0</b>	<b>99</b>	<b>100.0</b>

10.4 The majority of respondents from the hackney carriage trade (62.8%) consider there to be sufficient hackney carriages to meet the demand, compared to 36.4% of private hire drivers. Some 44.4% of private hire respondents stated that there

## Appendix 5

was insufficient hackney carriages to meet the demand, whilst 20.1% of hackney carriage respondents felt that there were too many hackney carriages in York.

10.5

Those respondents stating that there were insufficient hackney carriages operating in York were asked what times of day additional carriages are required. The results are summarised in Table 1.19.

**Table 1.19 If insufficient, when are more hackneys carriages required?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
During the daytime	0	0.0	1	2.3
During the evening/night	8	42.1	17	38.6
All day and night	11	57.9	26	59.1
<b>Total</b>	<b>19</b>	<b>100.0</b>	<b>44</b>	<b>100.0</b>

10.6

Of those respondents that felt there was an insufficient supply of hackney carriages operating in York, it was felt by 57.9% of the hackney carriage respondents and 59.1% of private hire respondents that more hackney carriages were required in York at all times of day and night.

10.7

All respondents were asked to state how many hackney carriages there should be in the fleet in York. The results are detailed in Table 1.20. Of those drivers who responded, 45.4% of the hackney carriage trade felt that the fleet size should stay at the current number, as did 26.9% of the private hire trade. The majority of the private hire trade (62.7%) felt that the fleet should be more than 158 as did 36.4% of hackney carriage respondents.

**Table 1.20 Opinion on Ideal Hackney Carriage Fleet Size**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Under 158	18	18.2	7	10.4
158	45	45.4	18	26.9
Over 158	36	36.4	42	62.7
<b>Total</b>	<b>99</b>	<b>100.0</b>	<b>67</b>	<b>100.0</b>

## Halcrow Group Limited

Arndale House Otley Road Headingley Leeds LS6 2UL

Tel +44 (0)113 220 8220 Fax +44 (0)113 274 2924

www.halcrow.com



## Appendix 5

10.8 The average size of Hackney Carriage fleet considered for York was 169 by the hackney carriage trade compared with 214 sited by the private hire trade.

10.9 All respondents were asked to state if they thought that the City of York Council should remove the numerical limit on the number of hackney carriage vehicle licences. The responses are detailed in Table 1.21.

Table 1.21 Opinion on Removing the numerical limit on Number of Hackney Licences

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	15	11.4	34	33.7
No	113	85.6	54	53.5
No opinion	4	3.0	13	12.9
Total	132	100.0	101	100.0

10.10 The majority of respondents from the hackney carriage trade (85.6%) felt that the numerical limit should not be removed compared with 53.5% of the private hire respondents. Some 33.7% of the private hire respondents thought the limit should be removed, whilst just 11.4% hackney carriage respondents gave that answer.

10.11 Respondents were then asked to state how removing the numerical limit on the number of hackney carriages would affect a series of factors. The results are outlined below in Table 1.22.



## Appendix 5

Table 1.22 How would removing the numerical limit affect the following factors in York?

	Hackney Carriage Trade			Private Hire Trade		
	Increase	No Effect	Decrease	Increase	No Effect	Decreases
Traffic Congestion	78.7	19.9	1.5	50.0	47.1	2.9
Fares	34.6	43.8	21.5	24.0	63.5	12.5
Passenger waiting times at ranks	13.1	62.3	24.6	4.9	23.5	71.6
Passenger waiting time when flagdown	6.3	66.4	27.3	5.9	26.7	67.3
Passenger waiting time by telephone	33.3	44.2	22.5	17.8	40.6	41.6
Hackney carriage vehicle quality	14.1	32.8	53.1	18.0	47.0	35.0
Private hire vehicle quality	11.9	44.1	44.1	20.2	55.8	24.0
Effectiveness of enforcement	15.6	30.3	54.1	19.2	50.5	30.3
Illegal plying for hire – private hire	57.6	23.2	19.2	31.7	38.6	29.7
Illegal plying for hire – unlicensed	62.9	22.6	14.5	34.3	43.1	22.5
Over ranking	88.8	9.0	2.2	60.6	26.9	12.5
Customer satisfaction	19.7	22.0	58.3	40.4	30.8	28.8

### Traffic Congestion

10.12

The majority of the hackney carriage trade (78.7%) felt that traffic congestion would increase compared with 50.0% of the private hire trade. Some 47.1% of private hire respondents felt there would be no effect on traffic congestion.

### Fares

10.13

The majority (43.8%) of the hackney carriage trade felt that there would be no effect on fares if the numerical limit was removed compared to 63.5% of the private hire trade.

### Passenger waiting times at ranks

10.14

Some 62.3% of the hackney carriage trade were of the opinion that passenger waiting times at ranks would remain unchanged, whilst the majority of the private hire trade (71.6%) thought that the passenger waiting times at ranks would decrease if the numerical limit was removed.

## Appendix 5

---

### Passenger waiting times when flagged down

- 10.15 Some 66.4% of the hackney carriage trade respondents stated that passenger waiting times when flagged down would remain unchanged, whilst the majority of private hire respondents (67.3%) felt that passenger waiting time would decrease.

### Passenger waiting times by telephone

- 10.16 The response was more evenly split with 44.2% of the hackney carriage respondents and 40.6% private hire respondents stating that passenger waiting times by telephone would not be affected by removing the numerical limit, whilst 33.3% of hackney carriage respondents felt waiting times would increase and 41.6% of private hire respondents felt it would decrease.

### Hackney Carriage Vehicle Quality

- 10.17 Some 53.1% of hackney carriage respondents felt that vehicle quality would decrease as did 35.0% of private hire respondents. Some 47.0% of private hire respondents felt that hackney carriage vehicle quality would remain unchanged.

### Private Hire Vehicle Quality

- 10.18 Some 55.8% of private hire respondents felt that vehicle quality would remain unchanged as did 44.1% of hackney carriage respondents. 44.1% of hackney carriage respondents felt that private hire vehicle quality would decrease.

### Effectiveness of enforcement

- 10.19 The majority of the hackney carriage trade (54.1%) felt that effectiveness of enforcement would decrease compared with 30.3% of the private hire trade. Some 50.5% of private hire trade felt that the effectiveness of enforcement would remain the same.

### Illegal plying for hire – private hire

- 10.20 The majority of both the hackney carriage trade were of the opinion that illegal plying for hire by private hire vehicles would increase with 57.6% whilst the majority of private hire (38.6%) felt that there would be no change.

### Illegal plying for hire – unlicensed vehicles

## Appendix 5

10.21 The majority of the hackney carriage trade (62.9%) were of the opinion that illegal plying for hire by unlicensed vehicles would increase, compared to 34.3% of private hire respondents.

### Over ranking

10.22 The majority of both the hackney carriage trade and the private hire trade were of the opinion that over ranking would increase if the numerical limit was removed, with 88.8% of the hackney carriage trade and 60.6% of the private hire trade giving this answer.

### Customer Satisfaction

10.23 58.3% of the hackney carriage trade felt that customer satisfaction would decrease if the numerical limit was removed, whilst 40.4% thought customer satisfaction would increase.

10.24 Respondents were then asked their opinion on a series of statements. The first statement was 'There is not enough work to support the current number of hackney carriages'. The results are shown in Table 1.23.

**Table 1.23** 'There is not enough work to support the current number of hackney carriages'

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	12	9.0	21	20.2
Disagree	17	12.8	33	31.7
Neither agree nor disagree	16	12.0	20	19.2
Agree	41	30.8	18	17.3
Strongly agree	47	35.3	12	11.5
<b>Total</b>	<b>133</b>	<b>100.0</b>	<b>104</b>	<b>100.0</b>

10.25 Some 35.3% of the hackney carriage trade strongly agreed and 30.8% agreed with the statement. Of the private hire trade 17.3% agreed and 11.5% strongly agreed that there is not enough work for the current hackney carriage fleet.

10.26 The following comments were recorded:

## Appendix 5

- '75% of the time, there is not enough work;
- Hackney cabs are only busy during the peak times at night and at weekends.
- There is an adequate amount of work;
- More hackneys are required at peak times
- Now working more hours for less money
- All hackney drivers are suffering from reduced takings because of the economic slowdown and high petrol prices;
- 'Queues only ever form at the weekends
- The only time passengers have to wait for a taxi is in the rush hour when the traffic is gridlocked
- There are not enough hackneys to satisfy demand at key times on nights and evenings.

10.27

The second statement was 'Removing the limit on the number of hackney carriages in York would benefit the public by reducing the waiting time at ranks'. The results are outlined in Table 1.24.

**Table 1.24** 'Removing the limit on the number of hackney carriages in York would benefit the public by reducing the waiting time at ranks'

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	65	48.1	15	14.4
Disagree	30	22.2	21	20.2
Neither agree nor disagree	9	6.7	9	8.7
Agree	13	9.6	36	34.6
Strongly agree	18	13.3	23	22.1
<b>Total</b>	<b>135</b>	<b>100.0</b>	<b>104</b>	<b>100.0</b>

10.28

Some 48.1% of the hackney carriage trade strongly disagreed compared with 14.4% of the private hire trade. 22.1% of the private hire trade strongly agreed that passenger waiting time at ranks would decrease if the numerical limit was removed compared with 13.3% of the hackney carriage trade.

10.29

The following comments were recorded:

## Appendix 5

- A lots of drivers would give up because it is not possible to earn a living;
- Passengers currently do not have to queue for long periods;
- increase congestion on the ranks; and
- Congestion in York would increase; and
- City centre will be clear of people at peak weekend evening periods
- Drivers will only work busy times;
- Fares would increase;
- Less waiting time would mean more satisfied customers;
- More cars will not necessarily mean that they will be on the ranks to meet the peak time demand.

10.30

The third statement was 'There are special circumstances in York that make the retention of the numerical limit essential'. The results are shown in table 1.25 below.

Table 1.25

'There are special circumstances in York that make the retention of the numerical limit essential'

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	17	13.3	17	16.8
Disagree	3	2.3	14	13.8
Neither agree nor disagree	11	8.6	24	23.8
Agree	29	22.7	24	23.8
Strongly agree	68	53.1	22	21.8
<b>Total</b>	<b>128</b>	<b>100.0</b>	<b>101</b>	<b>100.0</b>

10.31

Some 53.1% of the hackney carriage respondents strongly agreed and 22.7% agreed that there are special circumstances which mean that the numerical limit should be maintained, whilst 21.8% of the private hire trade strongly agreed and 23.8% agreed with the statement.

10.32

The following comments were recorded:

- 'Congestion and emissions would both increase';
- 'Not enough rank spaces to accommodate existing cars';

## Appendix 5

- 'York is a small historic city with a road infrastructure that gets easily congested'; and
- 'The limitation ensures good quality drivers and vehicles can remain in the trade'.

10.33

All respondents were asked what the effect on themselves would be if the numerical limit was removed. The results are outlined below in Table 1.26.

**Table 1.26 Effects of removing limit (Multiple Responses)**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
I would continue as normal	13	9.3	35	30.4
I would expect to work more hours	80	57.1	45	39.1
I would expect to work fewer hours	6	4.3	9	7.8
I would acquire a hackney carriage licence	18	12.9	27	23.5
I would acquire multiple hackney carriage	2	1.4	4	3.5
I would switch from hackney to private hire	9	6.4	2	1.7
I would switch from private hire to hackney	0	0.0	30	26.1
I would leave the trade	50	35.7	13	11.3
Other	19	13.6	10	8.7

10.34

Some 57.1% of the hackney carriage trade said that they would expect to work more hours compared with 39.1% of the private hire trade. Some 35.7% of the hackney carriage respondents said that they would leave the trade compared with 11.3% of the private hire respondents.

10.35

The following comments were recorded:

- 'I would work more hours and make my night driver redundant.';
- 'Loss of great deal of investment';
- 'There would be less work for me'; and
- 'Look for a part-time job'.