



Stockport Council – Hackney Carriage Unmet Demand Study

Final Report

January 2018



EXECUTIVE SUMMARY

Key points

This Hackney Carriage Unmet Demand Survey has been undertaken on behalf of Stockport Metropolitan Borough Council (SMBC), following the guidance of the April 2010 DfT Best Practice Guidance document, and all relevant case history in regard to unmet demand.

The council maintains a limit regarding the number of hackney carriages which may be licensed. Stockport Metropolitan Borough has a limit of 135 of Hackney Carriages.

The objectives of the study include:

- Gather evidence to establish whether there is any unmet demand.
- Assess the effectiveness of existing taxi ranks and the demand and suitability of additional rank locations.
- Assess the general condition of Stockport's taxi fleet.

Data has been collected through consultation with key stakeholders, the trade and members of the public. In addition, observations of activity at taxi ranks were undertaken to record volumes of hackney carriages and passengers using each rank and whether any passengers had to wait for hackney carriages to arrive at the ranks.

Surveys were undertaken at the two taxi ranks in common use in Stockport, at the Railway Station and at Chestergate, adjacent to the Mersey Way shopping centre. In addition, further observations of taxi activity were undertaken in Bramhall, Hazel Grove and Heaton Moor. Surveys were undertaken at the taxi ranks for a continuous period of 96 hours from 8:00 on Thursday 16th November 2017 to 6:00 on Monday 19th November 2017.

One of the principal indicators of unmet demand is the presence of passenger queues at taxi ranks for lengthy periods. The 242 passengers who had to wait for Hackney Carriages to arrive at the ranks, out of 3,297 passengers who boarded Hackney Carriages during the period surveyed. This represents 7.3% of all passengers.

Approximately 75% of observed hires from the two ranks, occurred at the Railway Station. However, the majority of passenger waiting was observed at the Chestergate rank. For the majority of passenger waiting events at the Chestergate rank, there were Hackney Carriages available and waiting at the Railway Station rank. Therefore, the lack of availability was localised rather than across the fleet as a whole.

The Index of Significant Unmet Demand ISUD value was calculated as an indicator of the level of unmet demand which was present. The ISUD value calculated was 71.1. Values below 80 are generally considered to indicate that there is **no significant unmet demand for Hackney Carriages**.

The needs of disabled passengers are generally satisfied by the existing taxi fleet. Almost all Hackney Carriages and some Private Hire Vehicles are equipped with wheel chair access and equipped to facilitate easy access and egress for infirm or visually impaired passengers. However, there has been some anecdotal feedback that some drivers have refused wheelchair user hires from ranks.

Recommendations

Whilst the level of passenger waiting falls below the threshold to suggest that there is significant unmet demand, the incidences of passenger waiting at the Chestergate rank suggests that if the level were to increase by a modest amount then the level could become significant. It is understood that a new taxi rank is likely to be implemented at the new Red Rock development. As such, this may either replace the Chestergate rank as a place for hiring Hackney Carriages in the evening, or may further dilute the availability of Hackney Carriages at the Chestergate rank. On Friday and Saturday nights, there was a significant level of demand observed for Hackney Carriages in Hazel Grove, Heaton Moor and Bramhall. Hackney Carriages service these locations and ensure that Hackney Carriage services extend beyond Stockport Town Centre. However, this practice, whilst enhancing public benefit, also tends to dilute availability.

It is recommended that the trade monitor the levels of service offered at the formal ranks, with respect to the proportion of all passengers waiting at the ranks for Hackney Carriages to arrive. When Hackney Carriages are available elsewhere during periods when passengers are waiting at some ranks, then this indicates issues within fleet distribution, rather than overall fleet size. If the fleet can service all ranks and locations where passengers expect to be able to hire a Hackney Carriage, then there would be little demonstrable need to increase the fleet size. However, if persistent passenger queueing becomes commonplace in one or more locations, despite the availability of Hackney Carriages at other ranks, then the options for solution may be more limited and it would be more difficult to justify maintaining the limit to Hackney Carriage numbers in the face of measurable public dis-benefit.

With the current levels of service at the ranks, there is no requirement for the issue of additional Hackney Carriage licenses, to address unmet demand as there is no evidence of significant unmet demand.

The trade should keep a weather eye on servicing all established ranks, even at times of low demand. The level of passenger queueing, whilst not currently significant, would not need to increase by much to push up the ISUD value to a level which would indicate significant unmet demand.

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1 GENERAL INTRODUCTION AND BACKGROUND

1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Stockport Metropolitan Borough Council (SMBC).

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

Stockport Metropolitan Borough Council is responsible for the licensing of Hackney Carriage and Private Hire Vehicles operating within the Council area and is the licensing authority for this complete area. It retains a limit on the number of Hackney Carriage vehicles licensed. There is no legal means by which either Private Hire Vehicle numbers, private hire or Hackney Carriage driver numbers, or the number of private hire operators can be limited.

This study is based on the Best Practice Guidance produced by the Department for Transport in April 2010 (BPG). It seeks to provide information to the licensing authority to meet section 16 of the Transport Act 1985 “that the grant of a Hackney Carriage vehicle licence may be refused if, but only if, the licensing authority is satisfied that there is no significant demand for the services of Hackney Carriages within its local area, which is unmet.”

Current Hackney Carriage, private hire and operator licensing is undertaken within the legal frameworks set by the Town Police Clause Act 1847. This has been amended by various following legislation including the Transport Act 1985, Section 16 in regard to Hackney Carriage vehicle limits, and by the Local Government (Miscellaneous Provisions) Act 1976 with reference to Private Hire Vehicles and operations. Many of the aspects of these laws have been tested and refined by other more recent legislation and more importantly through case law. Beyond legislation, the experience of the person in the street tends to see both Hackney Carriage and Private Hire Vehicles both as ‘taxis’ – a term we will try for the sake of clarity to use only in its generic sense within the report. We will use the term ‘licensed vehicles’ to refer to both Hackney Carriage and private hire.

The legislation around licensed vehicles and drivers has been the subject of many attempts at review. The limiting of Hackney Carriage vehicle numbers has been a particular concern as it is often considered to be a restrictive practice and against natural economic trends. The three most recent reviews were by the Office of Fair Trading in 2003, through the production of the BPG in 2010, and the Law Commission review which published its results in 2014. None of these resulted in any material change to the legislation involved in licensing.

The upshot of all these reviews in respect of the principal subject of this survey is that local authorities retain the right to restrict the number of Hackney Carriage vehicle licenses. The Law Commission conclusion included retention of the power to limit Hackney Carriage vehicle numbers but utilizing a public interest test determined by the Secretary of State. It also suggested the three- year horizon also be used for rank reviews and accessibility reviews.

After introduction of the 1985 Transport Act, Leeds University Institute for Transport Studies developed a tool by which unmet demand could be evaluated and a determination made if this was significant or not. The tool was taken forward and developed as more studies were undertaken. Over time this 'index of significance of unmet demand' (ISUD) became accepted as an industry standard tool to be used for this purpose. Some revisions have been made following the few but specific court cases where various parties have challenged the policy of retaining a limit. Some of the application has differed between Scottish and English authorities due to some court cases in Scotland taking interpretation of the duty of the licensing authority further than is usual in England and Wales.

The DfT asked in writing in 2004 for all licensing authorities with quantity restrictions to review them, publish their justification by March 2005, and then review at least every three years since then. In due course, this led to a summary of the government guidance which was last updated in England and Wales in 2010 (but more recently in Scotland).

The BPG in 2010 also provided additional suggestions of how these surveys should be undertaken, albeit in general but fairly extensive terms. A key encouragement within the BPG is that "an interval of three years is commonly regarded as the maximum reasonable period between surveys". BPG suggests key points in consideration are passenger waiting times at ranks, for street hailing and telephone bookings, latent and peaked demand, wide consultation and publication of "all the evidence gathered".

The most recent changes in legislation regarding licensed vehicles have been enactment of the parts of the Equality Act related to guidance dogs (sections 168 to 171, enacted in October 2010), the two clauses of the Deregulation Act which were successful in proceeding, relating to length of period each license covers and to allowing operators to transfer work across borders (enacted in October 2015), and most recently enactment of Sections 165 and 167 of the Equality Act, albeit on a permissive basis (see below).

In November 2016, the DfT undertook a consultation regarding enacting Sections 167 and 165 of the Equality Act. These allow for all vehicles capable of carrying a wheel chair to be placed on a list by the local council (section 167). Any driver using a vehicle on this list then has a duty under section 165 to:

- Carry the passenger while in the wheel chair
- Not make any additional charge for doing so
- If the passenger chooses to sit in a passenger seat to carry the wheel chair
- To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort
- To give the passenger such mobility assistance as is reasonably required

This was enacted from April 2017. There remains no confirmation of any timetable for instigating either the remainder of the Equality Act or the Law Commission recommendations, or for the update of the BPG.

In respect to case law impinging on unmet demand, the two most recent cases were in 1987 and 2002. The first case (R v Great Yarmouth) concluded authorities must consider the view of significant unmet demand as a whole, not condescending to detailed consideration of the position in every limited area, i.e. to consider significance of unmet demand over the area as a whole.

R v Castle Point considered the issue of latent, or preferably termed, suppressed demand consideration. This clarified that this element relates only to the element which is measurable. Measurable suppressed demand includes inappropriately met demand (taken by Private Hire Vehicles in situations legally Hackney Carriage opportunities) or those forced to use less satisfactory methods to get home (principally walking, i.e. those observed to walk away from rank locations).

In general, the determination of conclusions about significance of unmet demand must take into account the practicability of improving the standard of service through the increase of supply of vehicles. It is also important to have consistent treatment of authorities as well as for the same authority over time.

In conclusion, the present legislation in England and Wales sees public fare-paying passenger carrying vehicles firstly split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing. Local licensing authorities only have jurisdiction over vehicles carrying eight or less passengers.

These are split between Hackney Carriages which are alone able to wait at ranks or pick up people in the streets without a booking, and private hire who can only be used with a booking made through an operator. If any passenger uses a Private Hire Vehicle without such a properly made booking, they are not insured for their journey.

This report refers to Taxis, Hackney Carriages and Private Hire Vehicles. Both Hackney Carriages and Private Hire Vehicles are licensed to operate within the SMBC area.

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

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

In this report, the term Taxi is used as a generic term to encompass both Hackney Carriages and Private Hire Vehicles.

Stockport Metropolitan Borough Council (SMBC) is the licensing authority for Hackney Carriage and Private Hire operators, drivers and vehicles within their area. They are able to specify the standards they require (over and above the legal minima) for operators, drivers and vehicles, they can regulate Hackney Carriage fares and specify the number of Hackney licenses they issue. The number of Hackney Carriage licenses is currently limited to 135.

Significant Unmet Demand (SUD) has two components:

- • Observed or 'patent' demand – that which is directly observable
- • Latent or 'suppressed' demand – that which is released by additional supply.

Where a limit has been imposed, the DfT recommend that surveys be repeated every three years to confirm that unmet demand had not arisen.

1.2 Patent demand measurement (rank surveys)

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

The active ranks in the survey area were surveyed to determine whether there was any evidence of patent unmet demand.

1.3 Latent unmet demand

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

1.4 Other Surveys

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

1.5 Breakdown of the Hackney Carriage trade

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

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

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

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

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

- The overall population,
- the extent of car ownership,
- availability of other transport including public, community and private transport,
- levels of mobility impairment and disability,.
- seasonality,

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

2 LOCAL BACKGROUND AND CONTEXT

2.1 Comparison with other authorities

Table 1 and Figure 1 illustrate the fleet composition for the licensing authorities in the North West Region (as defined by the DfT). The authority statistics are grouped by whether the authority limits the number of Hackney Carriages or does not limit. Within these groups, the authorities are arranged in order of increasing licensed vehicles per 1,000 population.

Licensed Vehicle numbers are based on March 2017 figures and Mid 2016 population data.

The statistics for Stockport are: 0.5 Hackney Carriages per 1000 people and 2.9 Private Hire Vehicles per 1000 people. These proportions combine to form a total (allowing for rounding) of 3.4 licensed vehicles per 1000 people.

The proportion of licensed vehicles in Stockport is 12th out of 27 licensing authorities which limit the number of hackney carriages. In terms of Hackney Carriages per 1,000 population, Stockport is ranked 6th out of 27 authorities which limit Hackney Carriages. i.e. most of the authorities have a higher proportion of Hackney Carriages per 1,000 population.

Table 1 - Comparison of Licenced Vehicles per 1,000 population

Licensing Area	Mid 2016 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Chorley [Limited]	114,351	35	135	170	0.3	1.2	1.5
Cheshire East [Limited]	376,695	520	325	845	1.4	0.9	2.2
Ribble Valley [Limited]	58,826	52	81	133	0.9	1.4	2.3
Lancaster [Limited]	143,517	108	220	328	0.8	1.5	2.3
Wyre [Limited]	110,261	160	120	280	1.5	1.1	2.5
Warrington [Limited]	208,809	149	421	570	0.7	2.0	2.7
Halton [Limited]	126,903	267	110	377	2.1	0.9	3.0
Wigan [Limited]	323,060	136	878	1,014	0.4	2.7	3.1
Copeland [Limited]	69,307	134	85	219	1.9	1.2	3.2
Tameside [Limited]	223,189	150	585	735	0.7	2.6	3.3
St Helens [Limited]	178,455	63	525	588	0.4	2.9	3.3
Stockport [Limited]	290,557	135	849	984	0.5	2.9	3.4
Pendle [Limited]	90,588	71	237	308	0.8	2.6	3.4
Wirral [Limited]	321,238	258	974	1,232	0.8	3.0	3.8
Preston [Limited]	141,801	187	400	587	1.3	2.8	4.1
Trafford [Limited]	234,673	143	860	1,003	0.6	3.7	4.3
Blackpool [Limited]	139,195	256	354	610	1.8	2.5	4.4
Oldham [Limited]	232,724	85	950	1,035	0.4	4.1	4.4
Barrow-in-Furness [Limited]	67,321	135	190	325	2.0	2.8	4.8
Blackburn with Darwen [Limited]	147,049	70	700	770	0.5	4.8	5.2
Bolton [Limited]	283,115	99	1,452	1,551	0.3	5.1	5.5
Hyndburn [Limited]	80,537	62	418	480	0.8	5.2	6.0
Rochdale [Limited]	216,165	115	1,194	1,309	0.5	5.5	6.1
Manchester [Limited]	541,263	1,090	2,643	3,733	2.0	4.9	6.9
Liverpool [Limited]	484,578	1,426	1,972	3,398	2.9	4.1	7.0
Sefton [Limited]	274,261	271	3,153	3,424	1.0	11.5	12.5
Knowsley [Limited]	147,915	234	1,653	1,887	1.6	11.2	12.8
Allerdale [No Limit]	96,956	126	69	195	1.3	0.7	2.0
Eden [No Limit]	52,639	83	27	110	1.6	0.5	2.1
South Ribble [No Limit]	110,118	115	118	233	1.0	1.1	2.1
Carlisle [No Limit]	108,409	204	77	281	1.9	0.7	2.6
South Lakeland [No Limit]	103,274	241	56	297	2.3	0.5	2.9
Fylde [No Limit]	77,990	101	149	250	1.3	1.9	3.2
Cheshire West and Chester [No Limit]	335,680	354	987	1,341	1.1	2.9	4.0
West Lancashire [No Limit]	113,401	35	431	466	0.3	3.8	4.1
Salford [No Limit]	248,726	105	918	1,023	0.4	3.7	4.1
Burnley [No Limit]	87,522	38	362	400	0.4	4.1	4.6
Bury [No Limit]	188,669	88	917	1,005	0.5	4.9	5.3
Rossendale [No Limit]	69,886	1,890	367	2,257	27.0	5.3	32.3

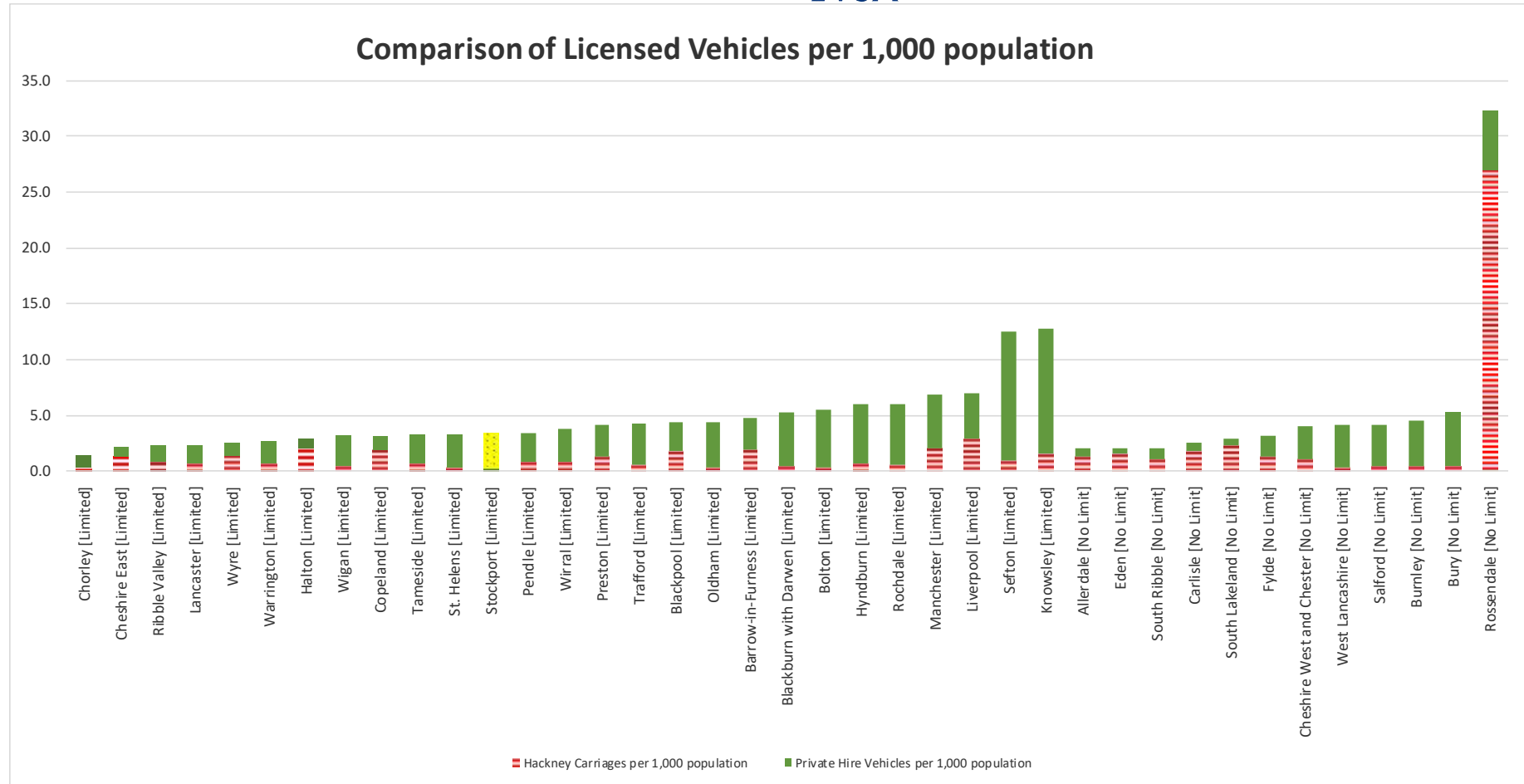


Figure 1 - Comparison of Licensed Vehicles per 1,000 population

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The lower the ranking (number), the more expensive the journey, compared with other authorities. The November 2017 table indicated that the fares in Stockport were ranked 176 out of 368 authorities listed. This indicates that taxi fares in Stockport are in the middle of the table.

A comparison of the fares ranking of neighbouring authorities is presented in Table 2

Table 2 - Comparison of Hackney Carriage fares ranks in adjacent authorities

Local Authority	Rank
High Peak	46
Stockport	176
Manchester	190
Tameside	218

3 TAXI RANK SURVEYS

3.1 Current taxi ranks

There are two ranks in effective day to day use in Stockport. These are at the Railway Station and at Chestergate, near the Merseyway shopping centre.

3.2 Rank surveys

Activity at both the Chestergate and Railway Station ranks was recorded using video cameras, from 8:00 on Thursday 16th November 2017 to 6:00 on Sunday 19th November 2017. The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts. The days surveyed ensured that a sample of weekday and weekend activity was observed.

3.3 Overview of observations

During the course of our survey, we observed some 2,838 vehicles departing the ranks.

During the course of the surveys, 5 passengers were observed, who used wheelchairs. The levels of passenger activity at the ranks were analysed and the graph presented below summarises the profile of activity across both ranks.

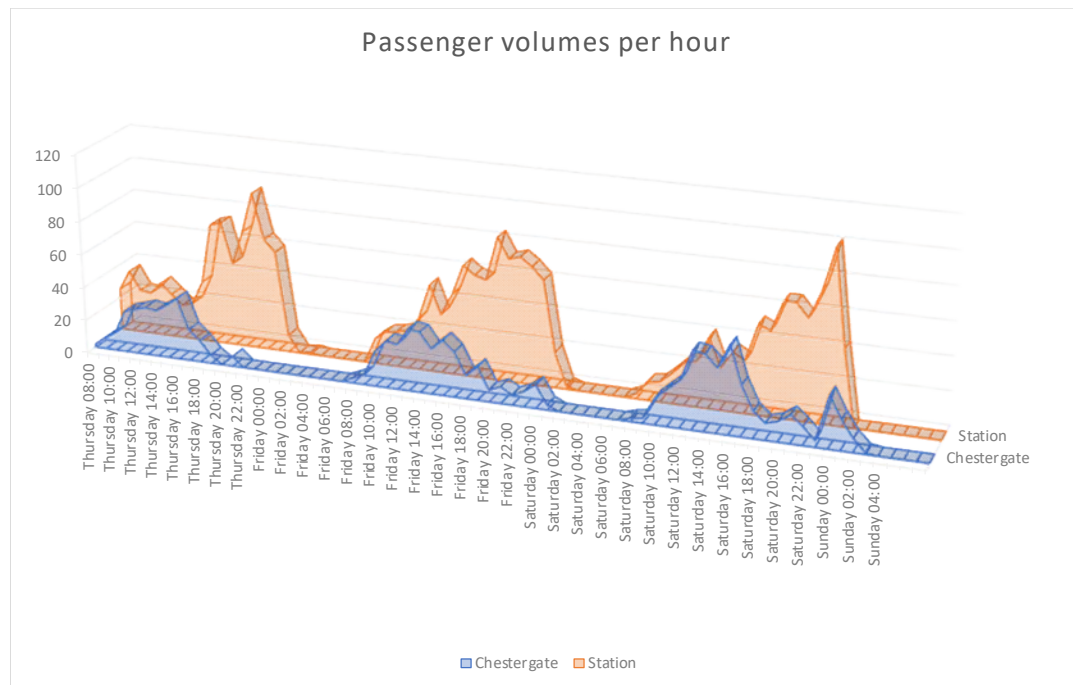


Figure 2 - Passengers per hour

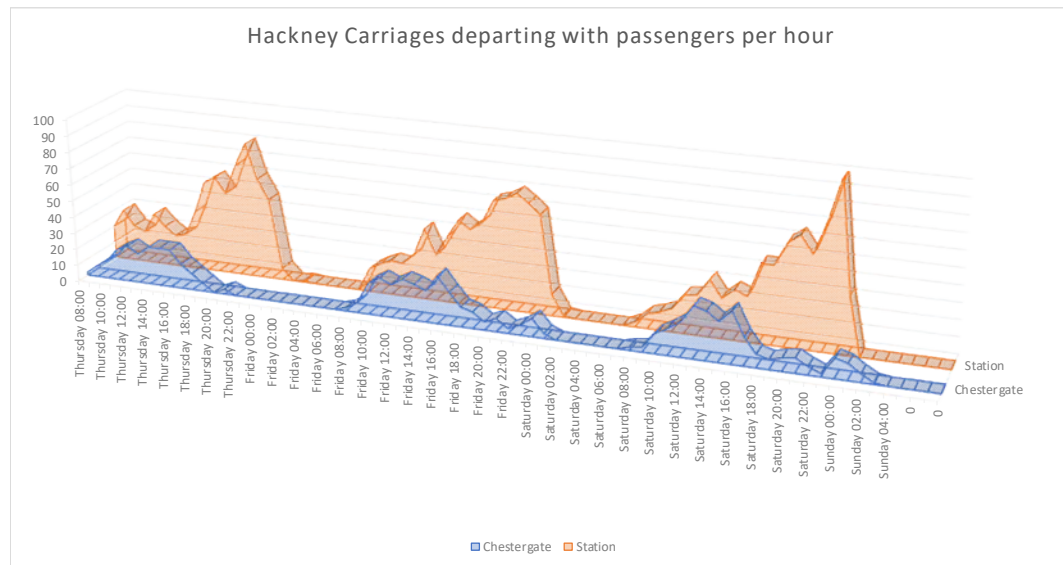


Figure 3 - Hackney Carriages per hour departing with passengers

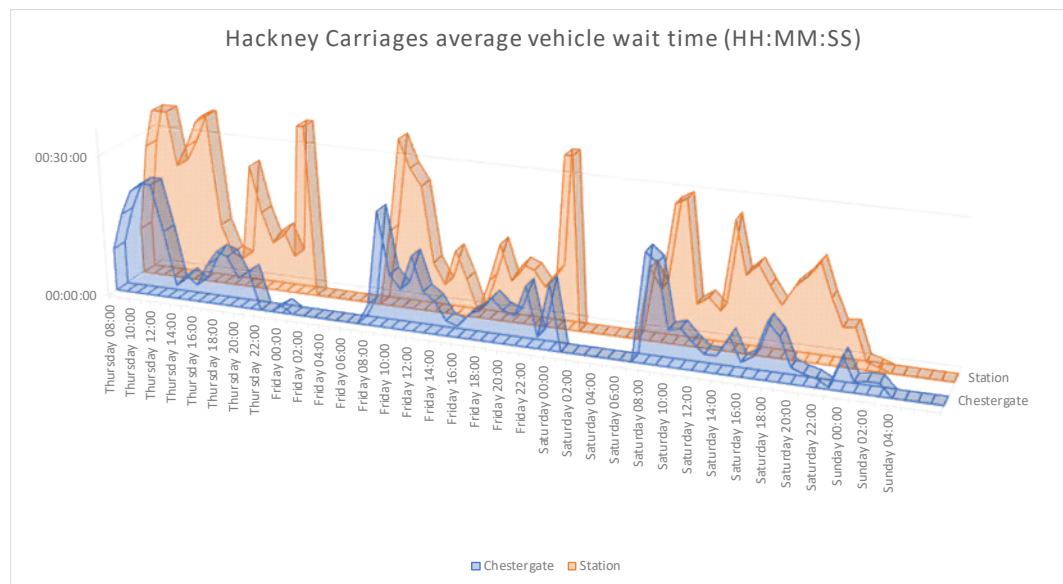


Figure 4 - Average time Hackney Carriages spent waiting at the ranks

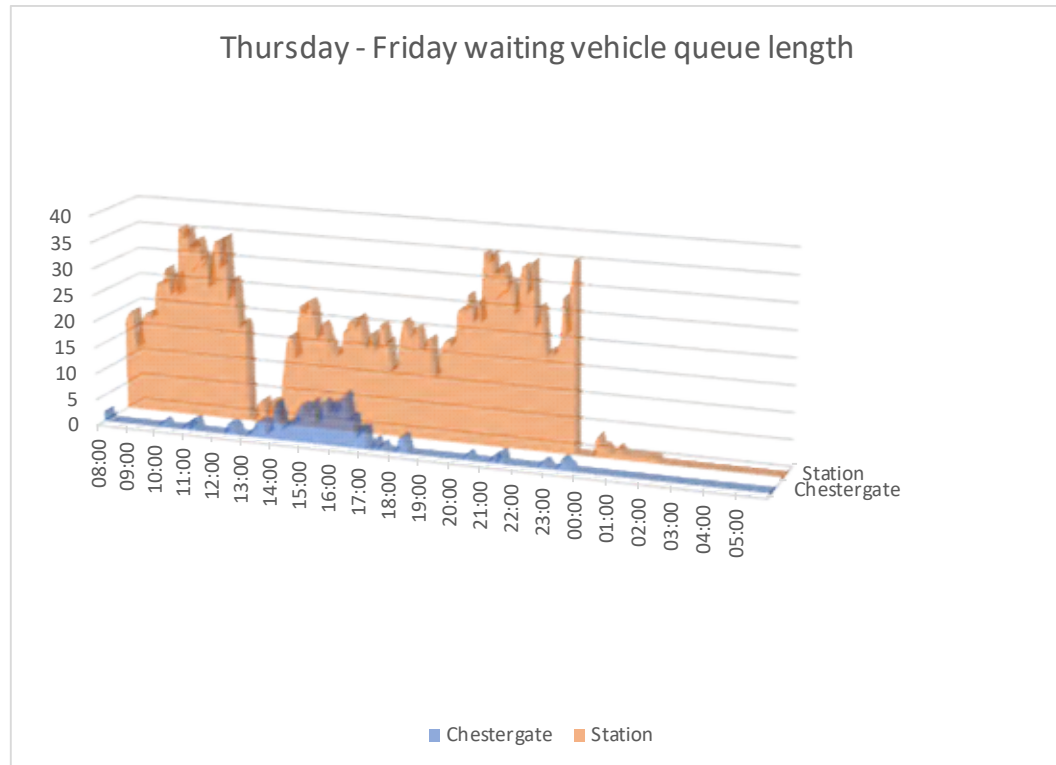


Figure 5 - Average Hackney Carriage vehicle queue length at the ranks, Thursday to Friday

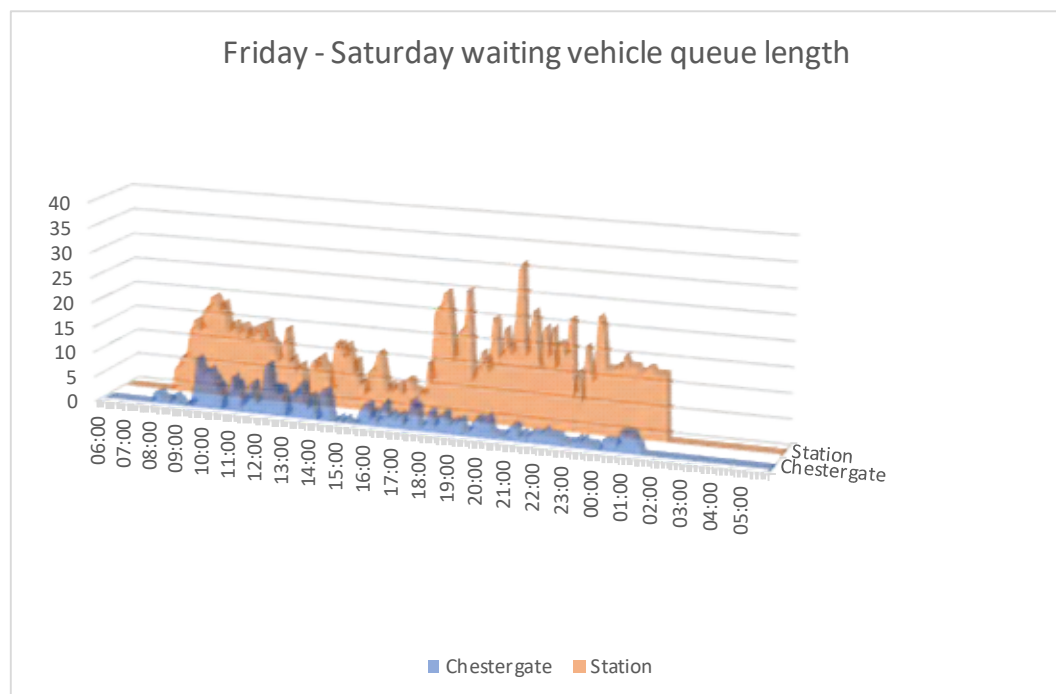


Figure 6 - Average Hackney Carriage vehicle queue length at the ranks, Friday to Saturday

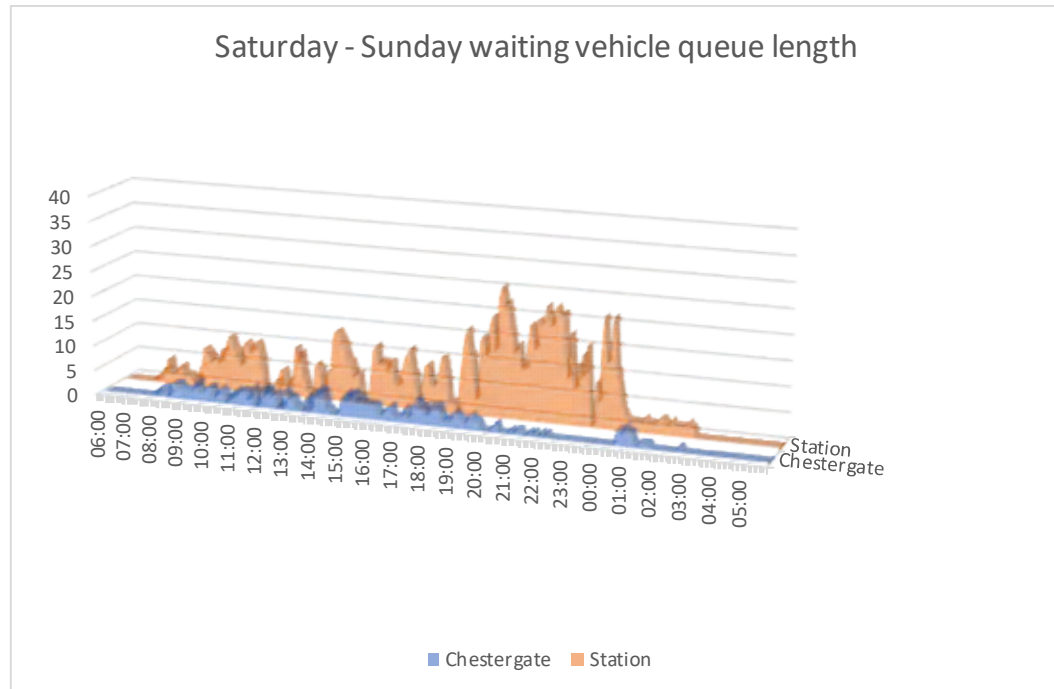


Figure 7 - Average Hackney Carriage vehicle queue length at the ranks, Friday to Saturday

Railway Station rank

Hackney carriages were generally found waiting at the rank throughout each day and late into the evening. From time to time, following a sizeable influx of passengers from station, the supply of Hackney Carriages would all be taken, and some passengers had to wait for more Hackney Carriages to arrive at the rank. Such events most commonly occurred during the evenings on Thursday and Friday between 17:00 hours and 19:00 hours. Outside this period, passenger waiting at the Station rank was rare.

Chestergate rank

The Chestergate rank primarily services demand associated with nearby shops. Hence activity is highest during shopping hours. However there was some activity on Thursday, Friday and Saturday nights. Passenger waiting was observed at the Chestergate rank at times during the afternoons and into the evenings. This was most notable on Thursday and Friday afternoons, between 14:00 hours and 16:00 hours. During these periods, persistent passenger queues formed from time to time, as passengers joined existing queues of passengers waiting of Hackney Carriages to arrive at the rank. At other times, passenger waiting occurred as periodic waiting, when passengers arrived at the rank and no Hackney Carriages were present. The level of usage of the rank was low, late at night. During this period, Hackney Carriages were frequently observed passing along the road, ready to pick up any passengers waiting at the rank. Some Hackney Carriages would wait at the rank for several minutes and if no passengers came along, then would depart empty. Some passengers used this rank late at night, despite the lack of waiting Hackney Carriages, in expectation of imminent arrival of Hackney Carriages at the rank. As a consequence of low levels of use late at night, the proportion of passengers using this rank and having to wait for a Hackney Carriage was relatively high.

3.4 Passenger Queues

Passenger queues were observed at various times, throughout the survey period. A total of 268 passengers waited for Hackney Carriages. The highest level of passenger waiting occurred on Saturday afternoon. Tables detailing the number of waiting passengers in each hour, together with the proportion of all passengers who had to wait, are presented in Appendix A.

3.5 Wheel Chair Users

Five wheel chair users were picked up by Hackney Carriages at the ranks. All were picked up at the Chestergate rank.

3.6 Commentary on results

Of the two conventional ranks covered in the main survey, the majority of activity was observed at the Railway Station rank, which accounted for 75% of hires from the two ranks.

Incidences of passenger waiting at the Railway Station rank were generally infrequent and most commonly occurred when a large number of passengers emerged at one time from the station. On these occasions, the number of passengers exceeded the capacity of the waiting Hackney Carriages and some of the passengers had to wait for Hackney Carriages to arrive at the rank.

The majority of passenger waiting occurred on the Chestergate rank. Waiting occurred at various times, including periods of high and low demand.

It appeared to be common practice for Hackney Carriages to pass along either Chestergate or Mersey Square (from which the Chestergate rank is visible) and if passengers were waiting or if the vehicle queue was short, then the Hackney Carriage would pull in to the rank. However, if there were several Hackney Carriages waiting on the rank, or there were no Hackney Carriages and also no waiting passengers, then

passing Hackney Carriages would often continue past the rank. This was especially notable later in the evening and at night, when demand levels were low.

When passenger waiting occurred, at either the Chestergate or Railway Station ranks, it was normally the case that there were Hackney Carriages waiting at the other rank. This feature is an important consideration when assessing the adequacy of Hackney Carriage provision, as passenger waiting was a localised effect as a consequence of no Hackney Carriages waiting at a particular rank, rather than no Hackney Carriages available in Stockport as a whole.

4 ACTIVITY IN OTHER AREAS

4.1 Warren Street

A marked rank is in use on Warren Street, outside the Asda store and opposite a private hire booking office.

The rank was used infrequently and whilst the level of usage would not normally lead to this rank being included in the survey of rank activity, a video camera was placed at this rank, to record the activity levels.

The rank was used infrequently and those Hackney Carriages which used the rank tended to be either parked on the rank by drivers visiting the nearby booking office or to pick up passengers waiting at the booking office. In addition to Hackney Carriages, several private cars and large numbers of Private Hire Vehicles were observed to stop on the rank and either wait for a period, or to pick up passengers. Four wheelchair users were observed boarding Hackney Carriages at this rank. Each of these hires appeared to have been pre-booked, with the pick up arranged at this location in advance.

Day	Private Hire Car (Non Hackney)	Out of area Hackney acting as Private Hire	Stockport Hackney Carriage	Private Hire waited but left empty	Out of area Hackney Carriage waited but left empty	Hackney Carriage Waited but left empty
Thursday to Friday	23	0	2	9	0	7
Friday to Saturday	26	0	1	9	0	2
Saturday to Sunday	35	0	5	23	0	3

The rank was rarely used by Hackney Carriages waiting speculatively for passengers and no passengers waited at the rank for a Hackney Carriage, though several passengers waited at the rank, having visited the booking office first. It is assumed that the subsequent passenger pickups were the result of pre-booked hires.

4.2 Non Rank Surveys

Anecdotal evidence had suggested that much of the night time economy was active in locations around Stockport Borough, outside the centre of Stockport itself and away from the two existing operating ranks.

Activity at some areas with more active night time economy operations were surveyed.

These were in Heaton Moor, Bramhall and Hazel Grove.

Each area was observed from 18:00 to 05:00 the following morning on Thursday 16th, Friday 17th and Saturday 18th November 2017.

A summary of observed pick ups is presented below.

4.3 Heaton Moor

Video cameras were installed to capture activity on Heaton Moor Road, where several pubs and restaurants are located. The extent of the road observed is indicated in Figure 8.



Figure 8 - Heaton Moor Observed Area

Table 3 - Observed Pick Ups in Heaton Moor

Day	Private Hire Car (Non Hackney)	Out of area Hackney acting as Private Hire	Stockport Hackney Carriage	Private Hire waited but left empty	Out of area Hackney Carriage waited but left empty	Hackney Carriage Waited but left empty
Thursday to Friday	4	0	1	0	0	0
Friday to Saturday	21	0	42	12	0	1
Saturday to Sunday	36	0	77	7	0	6

4.4 Bramhall

Bramhall Lane South was observed. The extent of the road observed is presented in the figure below.

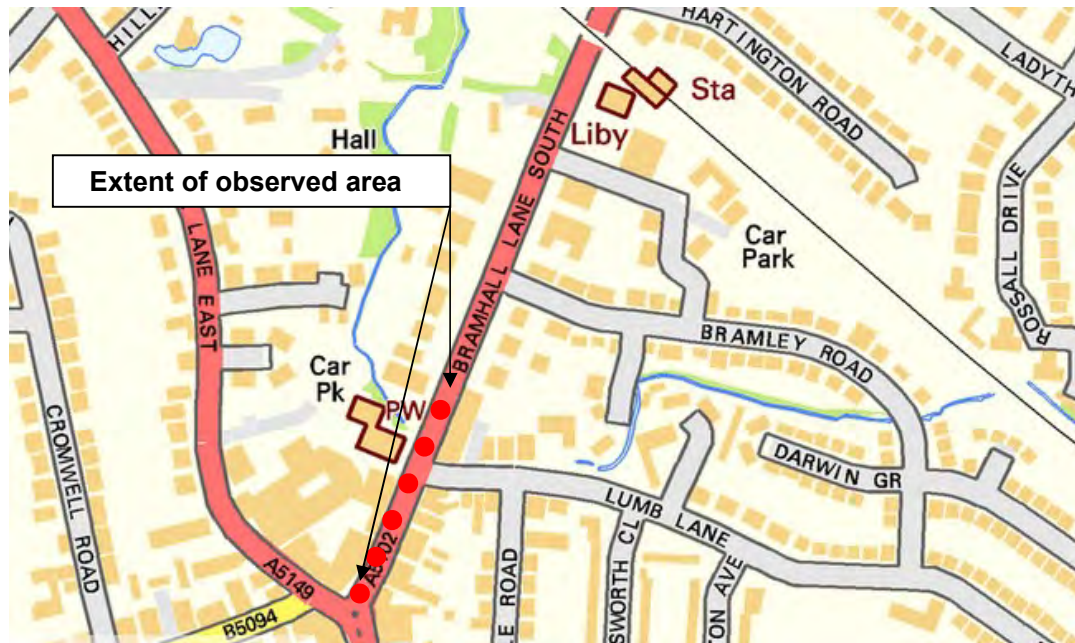


Figure 9 - Bramhall Observed Area

Table 4 - Observed Pick Ups in Bramhall, Bramhall Lane South

Day	Private Hire Car (Non Hackney)	Out of area Hackney acting as Private Hire	Stockport Hackney Carriage	Private Hire waited but left empty	Out of area Hackney Carriage waited but left empty	Hackney Carriage Waited but left empty
Thursday to Friday	2	0	1	0	0	0
Friday to Saturday	22	0	22	19	0	6
Saturday to Sunday	67	0	73	20	0	16

4.5 Hazel Grove

Two locations along the A6 were covered, plus the car park at the Bamboo Club, on Commercial Road. The most southerly area was located outside the McDonalds restaurant. The more northerly location along the A6 was located outside the ASDA supermarket.

Two cameras were used to cover the more southerly length of the A6. A single camera was used to cover the northerly area of the A6 and a further camera used to cover the Bamboo Club.

The locations covered are indicated on the following figures.



Figure 10 - Extent of Hazel Grove Southerly Observed Area

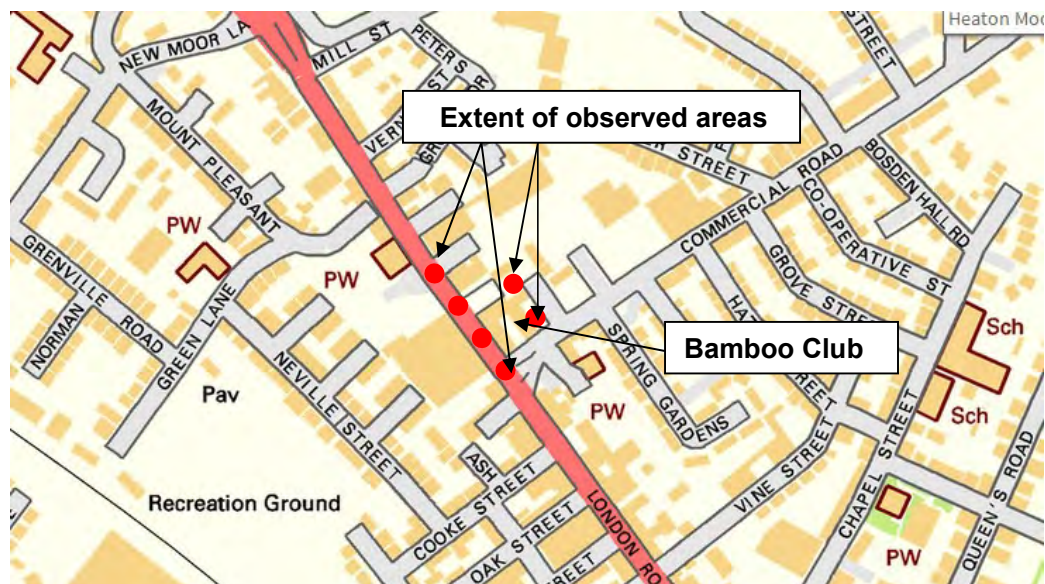


Figure 11 - Extent of Hazel Grove Northerly Observed Area, Including Bamboo Club

Table 5 - Observed Pick Ups in Hazel Grove, Southerly Area

Day	Private Hire Car (Non Hackney)	Out of area Hackney acting as Private Hire	Stockport Hackney Carriage	Private Hire waited but left empty	Out of area Hackney Carriage waited but left empty	Hackney Carriage Waited but left empty
Thursday to Friday	6	0	3	7	0	0
Friday to Saturday	54	0	11	44	2	3
Saturday to Sunday	69	0	17	22	7	4

Table 6 - Observed Pick Ups in Hazel Grove, Bamboo Club

Day	Private Hire Car (Non Hackney)	Out of area Hackney acting as Private Hire	Stockport Hackney Carriage	Private Hire waited but left empty	Out of area Hackney Carriage waited but left empty	Hackney Carriage Waited but left empty
Thursday to Friday	0	0	0	0	0	0
Friday to Saturday	22	0	9	0	0	0
Saturday to Sunday	29	0	15	0	0	0

Table 7 - Observed Pick Ups in Hazel Grove, ASDA

Day	Private Hire Car (Non Hackney)	Out of area Hackney acting as Private Hire	Stockport Hackney Carriage	Private Hire waited but left empty	Out of area Hackney Carriage waited but left empty	Hackney Carriage Waited but left empty
Thursday to Friday	0	0	0	0	0	0
Friday to Saturday	6	2	8	5	0	1
Saturday to Sunday	22	0	14	3	0	0

4.6 Comments on results

There was demand for both Hackney Carriages and Private Hire Vehicles in all of the areas surveyed. The number of Hackney Carriage hires on Saturday in the locations covered, was significantly higher than the number of hires observed on Chestergate. Whilst the additional locations are not formal taxi ranks, they are clearly established as locations where Hackney Carriages can obtain hires and presumably recognised by intending passengers, as locations where they may be able to obtain a Hackney Carriage on Friday and Saturday nights.

A notable feature of driver activity in Hazel Grove, was that if people were waiting on the pavements, or walking along the pavements, vehicles would either pull up alongside, for a few seconds, or slow down and drive past slowly. This appeared to be in order to ascertain whether the people in question may be looking to hire a vehicle. Both Hackney Carriages and Private Hire Vehicles followed this approach. The number of Private Hire Vehicles waiting and leaving empty, in the Hazel Grove southerly area, was relatively high. However, many of these appeared to be vehicles waiting between hires. The bus stop layby outside McDonalds was a popular waiting point.

5 PUBLIC CONSULTATION

5.1 Public consultation questionnaires

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

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

Surveys of the public were undertaken throughout the licensed area. A total of 200 interviews were undertaken.

The results of the surveys were as follows:

Stockport public attitude survey results

82% of respondents had made one or more trips by taxi in the last three months. The public were asked which type of vehicle they last used for their trips by taxi. Saloon car was the most popular (68.5%), followed by wheelchair accessible vehicle (16.5%) and minibus / people carrier (1.5%), while 13.5% of respondents didn't know the type of vehicle they last used.

Most respondents (39.5%) did not know if they could describe the differences between how Hackney Carriages and Private Hire Vehicles operate. 32.5% said they could describe the differences and the remaining 28% could not.

60.3% obtained their most recent taxi hire by telephoning a company, 28.1% of respondents obtained a taxi at a rank, 9.6% used a freephone to obtain their vehicle, a small 1.6% used an app and 0.5% were a contracted hire.

The majority of respondents (52.5%) didn't have to wait for a taxi to be available. 47.5% of respondents did have to wait for an available taxi, of which 55.7% waited less than a minute, 26.3% waited up to ten minutes, 9.6% waited up to five minutes, 8.4% waited up to fifteen minutes, 4.2% waited up to twenty minutes and 0.6% waited thirty and fifty minutes. These responses include taxi trips which were pre-booked.

The majority (98.9%) of the public were satisfied with the service they received, in terms of time to arrive and journey time.

Just 8% of respondents thought the Hackney Carriage services in Stockport could be improved. The improvements the public would like to see are:

Q8. WHAT IMPROVEMENTS WOULD YOU LIKE TO SEE?	STOCKPORT	
CHEAPER FARES	7	41.18%
IMPROVED PUNCTUALITY	7	41.18%
MORE ADAPTED VEHICLES	2	11.76%
FREQUENCY OF TAXIS	1	5.88%
TOTAL	17	100.00%

Respondents were asked to rate their most recent trip in a taxi with reference to several categories, which were; vehicle cleanliness, vehicle condition, driver behaviour, driver appearance, driver standard of hygiene, driver standard of dress, price, and customer service. 1 being very poor and 5 being very good, results were as follows:

Q9A. FOR YOUR MOST RECENT TRIP IN A TAXI, HOW WOULD YOU RATE THE FOLLOWING ASPECTS - VEHICLE CLEANLINESS	STOCKPORT	
1	0	0.00%
2	1	0.57%
3	9	5.11%
4	59	33.52%
5	107	60.80%
TOTAL	176	100.00%
Q9B. FOR YOUR MOST RECENT TRIP IN A TAXI, HOW WOULD YOU RATE THE FOLLOWING ASPECTS - STATE OF VEHICLE REPAIR	STOCKPORT	
1	0	0.00%
2	0	0.00%
3	3	1.70%
4	66	37.50%
5	107	60.80%
TOTAL	176	100.00%
Q9C. FOR YOUR MOST RECENT TRIP IN A TAXI, HOW WOULD YOU RATE THE FOLLOWING ASPECTS - DRIVER BEHAVIOUR	STOCKPORT	
1	2	1.14%
2	0	0.00%
3	6	3.41%
4	46	26.14%
5	122	69.32%
TOTAL	176	100.00%
Q9D. FOR YOUR MOST RECENT TRIP IN A TAXI, HOW WOULD YOU RATE THE FOLLOWING ASPECTS - DRIVER APPEARANCE	STOCKPORT	
1	0	0.00%
2	0	0.00%
3	5	2.84%
4	63	35.80%
5	108	61.36%
TOTAL	176	100.00%

Q9E. FOR YOUR MOST RECENT TRIP IN A TAXI, HOW WOULD YOU RATE THE FOLLOWING ASPECTS - DRIVER HYGIENE		STOCKPORT	
1		0	0.00%
2		0	0.00%
3		7	3.98%
4		60	34.09%
5		109	61.93%
TOTAL		176	100.00%
Q9F. FOR YOUR MOST RECENT TRIP IN A TAXI, HOW WOULD YOU RATE THE FOLLOWING ASPECTS - DRIVER ATTIRE / SMARTNESS		STOCKPORT	
1		0	0.00%
2		0	0.00%
3		11	6.25%
4		60	34.09%
5		105	59.66%
TOTAL		176	100.00%
Q9G. FOR YOUR MOST RECENT TRIP IN A TAXI, HOW WOULD YOU RATE THE FOLLOWING ASPECTS - PRICE		STOCKPORT	
1		1	0.57%
2		1	0.57%
3		12	6.82%
4		43	24.43%
5		119	67.61%
TOTAL		176	100.00%
Q9H. FOR YOUR MOST RECENT TRIP IN A TAXI, HOW WOULD YOU RATE THE FOLLOWING ASPECTS - CUSTOMER SERVICE		STOCKPORT	
1		1	0.57%
2		0	0.00%
3		10	5.68%
4		41	23.30%
5		124	70.45%
TOTAL		176	100.00%

For aspects which were rated poor or very poor, this was because:

- There was an unpleasant aroma in the taxi
- There was a mess in the taxi
- There were communication difficulties
- The driver was not familiar with directions

The public were asked the purpose of their last trip by taxi, results were:

Q11.WHAT WAS THE PURPOSE OF YOUR LAST TIP BY TAXI?	STOCKPORT	
SHOPPING	84	47.73%
LEISURE	50	28.41%
PERSONAL BUSINESS	21	11.93%
HOSPITAL / MEDICAL	17	9.66%
LINK TO OTHER TRANSPORT MODE	3	1.70%
OTHER	1	0.57%
TOTAL	176	100.00%

Regarding the respondents' last trip by taxi, the number of passengers in the car were most commonly 2 people (50.3%), followed by 1 person (38.9%), 3 people (7.4%) and 4 people (3.4%). These passengers indicated that the majority (85.1%) were not or did not travel with anyone disabled, 9.11% were the disabled passenger traveling and 5.7% travelled with another member who was disabled.

The public were asked the time of day of their last trip, results were:

Q14. WHAT TIME OF DAY WAS THE LAST TRIP? (24 HOUR CLOCK)	STOCKPORT	
00:00	0	0.00%
01:00	0	0.00%
02:00	14	8.14%
03:00	5	2.91%
04:00	0	0.00%
05:00	0	0.00%
06:00	1	0.58%
07:00	0	0.00%
08:00	1	0.58%
09:00	22	12.79%
10:00	35	20.35%
11:00	20	11.63%
12:00	11	6.40%
13:00	11	6.40%
14:00	27	15.70%
15:00	12	6.98%
16:00	5	2.91%
17:00	3	1.74%
18:00	3	1.74%
19:00	2	1.16%
20:00	0	0.00%
21:00	0	0.00%
22:00	0	0.00%
23:00	0	0.00%
TOTAL	172	0.00%

98.9% of respondents said the latest taxi vehicle they used was suitable for them in terms of access and egress. Again, 98.9% said they did not face any difficulties with their last journey by Hackney Carriage. Those passengers who did face difficulties found that the driver wasn't helpful and the driver tried to overcharge.

The public were asked if there were any locations in Stockport where they would like a new rank. 7% of respondents said they did want to see new ranks and suggested the following locations for them: The Market, Peel Centre, Red Rock, Sainsburys and Warren street. 81.3% said they would use the rank if it was available.

The respondents were asked how often they obtain a taxi from, a rank, by telephone or app and by hailing or flagging down. Results were:

Q18. HOW OFTEN DO YOU OBTAIN A TAXI FROM A RANK?	STOCKPORT	
EVERYDAY	1	0.51%
WEEKLY	20	10.10%
MONTHLY	26	13.13%
YEARLY	28	14.14%
LESS FREQUENTLY	34	17.17%
NEVER	89	44.95%
TOTAL	198	100.00%
Q19. HOW OFTEN DO YOU BOOK A TAXI BY TELEPHONE OR APP?	STOCKPORT	
EVERYDAY	2	1.00%
WEEKLY	102	51.00%
MONTHLY	25	12.50%
YEARLY	15	7.50%
LESS FREQUENTLY	23	11.50%
NEVER	33	16.50%
TOTAL	200	100.00%
Q20. HOW OFTEN DO YOU OBTAIN A TAXI BY HAILING OR FLAGGING DOWN WITHOUT PRE-BOOKING?	STOCKPORT	
EVERYDAY	0	0.00%
WEEKLY	1	0.50%
MONTHLY	1	0.50%
YEARLY	9	4.50%
LESS FREQUENTLY	23	11.50%
NEVER	166	83.00%
TOTAL	200	100.00%

The public were asked if they had ever given up or made alternative arrangements when trying to hire a Hackney Carriage at a rank or by flagging down. The majority (98.5%) had not. The 1.5% that had, said this had occurred at the Casino and Chestergate.

Similarly, the public were asked if they had ever given up or made alternative arrangements when trying to hire a Hackney Carriage by telephone. 100% had not.

98.5% of the public had not encountered any difficulties entering or exiting any particular type of Hackney or Private Hire Vehicle. 1% had found difficulty with Private Hire Vehicles and 0.5% had found difficulty with Hackney Carriage Vehicles.

Most (67.9%) respondents thought they got the best value for money from Private Hire Vehicles. 29.5% thought there was no difference between value for money for Hackney Carriages and Private Hire Vehicles, while 2.7% thought Hackney Carriages offered the best value for money.

Finally, socio-economic classifications of interviewees were:

GENDER?	STOCKPORT	
MALE	77	38.50%
FEMALE	123	61.50%
TOTAL	200	100.00%
AGE?	STOCKPORT	
UNDER 30	31	15.50%
30 - 64	84	42.00%
65 +	85	42.50%
TOTAL	200	100.00%
ECONOMIC STATUS	STOCKPORT	
FULL TIME EMPLOYED	41	20.50%
PART TIME EMPLOYED	26	13.00%
UNEMPLOYED	7	3.50%
STUDENT	9	4.50%
RETIRED	104	52.00%
HOUSEWIFE/HUSBAND	13	6.50%
TOTAL	200	100.00%
RESIDENCY	STOCKPORT	
PERMANENT RESIDENT IN STOCKPORT MBC AREA	182	91.00%
VISITOR	18	9.00%
TOURIST	0	0.00%
TOTAL	200	100.00%

Comments on public attitude survey results

The proportion of consultees who could identify the differences between how Private Hire Vehicle and Hackney Carriages may be hired, was relatively low in Stockport. However, the level of usage of licensed vehicles was high. The most popular means of hiring a licensed vehicle was by telephone or mobile app. This was especially apparent with more regular users who used a licensed vehicle more than once per month.

Both Hackney Carriages and Private Hire Vehicles are generally perceived as clean, in good condition. Driver helpfulness appearance and standards of hygiene are generally considered to be good or very good by the majority of respondents. Drivers are generally perceived to be helpful and appropriately behaved.

Limiting factors to increased use of Hackney Carriages, of discretionary reasons, were the cost and punctuality being the primary reasons listed. The cost of hiring Hackney Carriages was listed as the primary potential means of improvement, i.e. reduced cost. However, this should be viewed in the context of Stockport Hackney Carriage fares being currently amongst the top 40 - 50% in the country. The most popular purpose of travel by taxi vehicle was for shopping and leisure activity.

Few respondents had experience of travelling in a Taxi while being disabled themselves, or with someone who was disabled. Most respondents had not encountered difficulties when entering or exiting any particular type of Taxi vehicle.

Generally, levels of satisfaction appeared to be high, with perception of availability generally high.

The proportion of interviewees who had given up waiting for a taxi at a rank or by hailing, was low, at 1.5% of respondents. This figure is used as an indication of the level of latent unmet demand.

6 STAKEHOLDER CONSULTATION

6.1

The following key stakeholders were contacted in line with the recommendations of the BPG:

- Supermarkets
- Hotels
- Pubwatch / individual pubs / night clubs
- Other entertainment venues
- Restaurants
- Hospitals
- Police
- Disability representatives
- Rail operators
- Other council contacts within all relevant local councils

Comments received have been aggregated below to provide an overall appreciation of the situation at the time of this survey. The comments provided in the remainder of this Chapter are the views of those consulted, and not that of the authors of this report.

Our information was obtained by telephone, email and online survey as appropriate. The list contacted includes those suggested by the Council, those drawn from previous similar surveys, and from general internet trawls for information. Our target stakeholders are as far as possible drawn from across the entire licensing area to ensure the review covers the full area and not just specific parts or areas.

For the sake of clarity, we cover key stakeholders from the public side separately to those from the licensed vehicle trade element, whose views are summarized separately in the following Chapter.

Supermarkets

Feedback from supermarkets indicated that Freephones in the supermarkets, or mobile phones were generally used to book travel by licensed vehicles. None of the representatives contacted were aware of any notable issues with the availability of licensed vehicles for customers. Some of the customer service desks did occasionally phone a private hire company for customers.

Hotels

No hotels indicated that there were any issues with availability of licensed vehicles.

Licensed premises

A survey link was emailed by the Council to all licensed premises for which they held email addresses. The questionnaire was a brief series of questions to seek their views on the availability of licensed vehicles. 11 responses were received.

Respondents were asked if they were aware of any complaints or issues regarding Hackney Carriages from their customers. The majority (82%) said they were not aware of any. One respondent said there is an issue with Hackney Carriages parking on double yellow lines on Friday and Saturday nights in particular, meaning customers have trouble turning out of the car park.

Another respondent had received complaints from local residents regarding taxi drivers beeping horns late at night.

One hotel responded saying they encourage guests to use Private Hire Vehicles instead of a Hackney Carriage for long journeys – from the airport for example – as it is better value for money and they often have issues with Hackney drivers where they try and add additional costs on because they argue the hotel location is outside the Stockport/Greater Manchester area. The hotel does not agree with this as they lie within the Stockport licensing area.

Respondents were asked if they were aware of any issues regarding the availability of Hackney Carriages or Private Hire Vehicles at certain times. 82% of respondents, again, said they were not aware of any issues. Those issues which were identified were: Saturday night the wait time can be longer, taxis are difficult to find after 11pm at night. A response from a hotel was, they do not use Hackney Carriages as they do not pick up from the hotel and instead have a select few Private Hire companies they use.

The stakeholders were asked if there were any other comments they would like to make regarding Hackney Carriage services in Stockport. 82% had no other comments to make. Issues raised were: driving standards of taxi drivers can be low regarding blocking roads and seeming to be unaware of other road users; a representative from Hazel Grove said users are upset that outside of area drivers are working for Private Hire companies meaning they have less knowledge of area and routes.

All indicated that customers generally managed to obtain a vehicle when they needed one. At weekends and late night, there can sometimes be a longer wait time for a vehicle. Although, even those at locations close to ranks, would commonly phone for a taxi.

Night clubs

In addition to the email to all licensed premises, further enquiries were made to night clubs. No issues were identified by any of the clubs contacted. It was felt that there was a mix of Hackney Carriages and Private Hire Vehicles used and availability was adequate for the patrons' needs.

Other entertainment venues

No issues identified

Restaurants

No issues identified

Hospitals

Freephone generally used if required. Licensed vehicles frequently set down and pick up from the hospital. Generally understood that patients pre-book most trips.

Police

No particular issues identified.

Disability

Generally there were few persistent issues identified by disability group representatives. However, there was some anecdotal feedback that some wheelchair users have faced difficulty hiring a Hackney Carriage at the Railway Station. These difficulties related to refusal by some drivers to take a wheelchair passenger.

It was thought that many people who rely on licensed vehicles for travel on a regular basis, have regular drivers that they use. Such users may include people with a range of mobility restrictions.

A selection of care homes were contacted. The majority of care homes use Private Hire companies if necessary. One care home commented that they would not try to use Hackney Carriage vehicles and instead have preferred Private Hire companies they call to assist with rear loading vehicles. A comment was made about the shortage of taxis around school pick-up time, as they are all pre-booked.

Rail and other transport operators

In Stockport, at the railway station, there are generally plenty of waiting Hackney Carriages which arriving passengers can use. It is rare that there are no vehicles present when needed.

Other Council contacts

No feedback received.

Businesses

Feedback indicated that it was felt that licensed vehicles worked well in conjunction with other public transport modes.

6.2 Taxi trade consultation

The BPG encourages all studies to include 'all those involved in the trade'. There are a number of different ways felt to be valid in meeting this requirement, partly dependent on what the licensing authority feel is reasonable and possible given the specifics of those involved in the trade in their area.

An online questionnaire was issued to all Hackney Carriage owners.

For this study, a combination of direct consultation with trade representatives in a face to face meeting and an online questionnaire, were used. A total of 35 valid responses to the online questionnaire were received.

Of those responding, 97% said they normally drove Hackney Carriage vehicle.

Respondents were asked the number of hours they generally work during daytime hours (06:00 – 18:00). Most drivers worked mainly Monday to Friday during the day. The table illustrates the number of hours worked per day for all respondents.

No. hours	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
0	6%	3%	3%	0%	3%	20%	46%
1	3%	3%	3%	3%	3%	6%	6%
2	14%	14%	11%	14%	14%	6%	3%
3	6%	14%	17%	20%	14%	3%	3%
4	9%	6%	9%	3%	6%	3%	3%
5	6%	9%	6%	6%	6%	14%	11%
6	6%	6%	6%	6%	6%	9%	3%
7	6%	0%	0%	0%	0%	3%	6%
8	9%	6%	9%	9%	6%	20%	11%
9	11%	11%	9%	11%	11%	3%	0%
10	23%	26%	26%	26%	29%	11%	6%
11	3%	3%	3%	3%	3%	3%	3%
12	0%	0%	0%	0%	0%	0%	0%

Respondents were asked the number of hours they generally work during nighttime hours (18:00 – 06:00). Most drivers worked under 6 hours, if working any night time hours. The table illustrates the number of hours worked per night for all respondents.

No. hours	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
0	49%	51%	46%	43%	29%	37%	77%
1	9%	9%	9%	6%	11%	9%	3%
2	6%	6%	6%	6%	6%	3%	3%
3	20%	20%	26%	20%	17%	17%	9%
4	9%	6%	6%	11%	17%	17%	6%
5	3%	3%	3%	6%	9%	6%	3%
6	6%	6%	6%	9%	9%	9%	0%
7	0%	0%	0%	0%	3%	3%	0%
8	0%	0%	0%	0%	0%	0%	0%
9	0%	0%	0%	0%	0%	0%	0%
10	0%	0%	0%	0%	0%	0%	0%
11	0%	0%	0%	0%	0%	0%	0%
12	0%	0%	0%	0%	0%	0%	0%

Only 6% of respondents indicated they did not pick up journeys from ranks. The average number of hires from ranks per day was 9.

40% respondents said they usually pick up passengers daily from roadside hailing with the average number of pick ups being less than one per respondent.

37% of respondents said they pick up journeys daily from contracts. The average number of journeys being 1.29 per day.

Respondents were asked how many journeys they pick up from telephone booking daily, on average. The majority (80%) said they did not pick up these types of passengers. For those who did pick up passengers from telephone bookings, the average journeys per day was 4.3.

80% of respondents said it is common they would pick up at least 1 wheelchair user per week. The average number of wheelchair pickups per week, from those who did pick up, was 5. The most common way a wheelchair hire was undertaken was from a rank (68%), followed by pre-booking.

Almost half of the respondents (49%) had regular clients who use wheelchairs. 40% of drivers had a regular clients with a mobility impairment which didn't include being a wheelchair user.

Just 24% of respondents said they subscribe to a booking circuit to obtain bookings made by telephone, online or mobile app. 31% of drivers said they had personal clients who call to hire their services.

Drivers said they thought the busiest days of week, during their normal working hours were Fridays with 74% of respondents agreeing. 57% said Saturday was the busiest, followed by 46% saying Thursday, 20% said Monday, 14% said Tuesday, 11% said Wednesday and 9% said Sunday.

Only 6% of respondents drive a vehicle which is used by more than one driver. The majority (94%) said they were the sole user of their Hackney Carriage.

Issues highlighted which could adversely affect the Hackney Carriage trade include:

- Too many out of town cars, particularly Rossendale and Wolverhampton. These out of town cars signing up to local radio networks but not being subject to local authority rules and regulations.
- Unregulated private hire vehicles who don't have to pass a knowledge test for the area they are working in.
- Drivers not taking wheelchairs off the ranks
- No form of training for new drivers or any ongoing training for pre-existing driver either
- Lack of enforcement on illegal pick ups
- Lack of rank waiting space and ranks. Private hire and the public parking on ranks.
- Too many taxi drivers
- Telephone apps
- Uber
- Inconsistent vehicle testing.
- Not enough choice of vehicle testing stations.
- vastly insufficient taxi licensing surgery times.
- New taxi (TX5) massively overpriced (£56k).
- No council/licensing incentives for buying new vehicles.
- No form of communication between the two main large taxi ranks in the town - i.e. camera system to access to see if customers are waiting on the ranks.
- No clear distinction and consistency of what bus lanes and access signs about the borough that we can use and inadequate rank signage

The trade was asked if the supply of Hackney Carriages was adequate to meet the needs of the public. All responded with 'yes'. Similarly, they were asked if the Private Hire Vehicle supply was adequate enough, again 100% responded 'yes'.

The impact of increasing the number of Hackney Carriage vehicles in Stockport was forecast to have the following affects, according to the respondents:

- In general the over supply of hackney licences will lead to a further decline in the amount of money owners will be prepared to invest. A large reduction in the people

using taxi ranks has already occurred with the advent of mobile telephones and more recently smart phone taxi hailing apps, meaning less work for Hackney drivers. A stage will be reached where many owners will question whether it is worth continuing investing in a trade that is reducing its profit yield, year on year

- Reduced earnings for current drivers as there is not enough work for the drivers as is - most of my day is sat at the ranks waiting for work. Unfortunately, the quiet times far out way the busy times , so more drivers would make the situation worse
- Having to find alternative work and work extra hours
- The ranks would be oversubscribed
- I would consider retiring early because the hours which I work would not be adequately compensated
- Owners not replacing vehicles keeping them longer, meaning lower maintenance standards
- A less personal service, which is especially important for vulnerable and elderly customers
- Lower morale and tension among the workforce
- A decrease in professionalism, linked to apathy or lack of pride
- More congestion which can have affect on environment and public health

A question on the impact of reducing the number of Hackney Carriage vehicles in Stockport was put to respondents. The following affects were predicted to potentially occur:

- Higher earnings and more work for drivers
- Not as much waiting around for jobs
- I think the town could probably operate with less happening vehicles, maybe 10%
- There is no doubt that Stockport is over supplied with hackney carriages already and a reduction in numbers would help the remaining proprietors to feel more confident in investing in the future with no downside in supply to taxi ranks.
- This would provide a better balance in ratio to customers
- It would reduce the ridiculous length of time I sometimes have to wait for a fare and possibly allow me to reduce my working hours slightly. Might even be able to get a bit of a personal life back.
- Better standards of vehicles, better maintenance and happier drivers which reflects in a better service to the public
- There would be no impact as there are too many drivers already searching for work
- People waiting longer on the rank
- Elderly or people with young children wouldn't feel safe. Less Hackney carriage vehicle licences would mean less drivers that have knowledge of local area
- Inability to cover works at high demand time and when special events are on or train disruption
- Current drivers would lose their jobs, bringing severe hardship upon themselves and dependents. A decline in the taxi fleet as the remainder would fear further cuts.

Factors which limit the supply of taxi vehicles at certain times or locations are:

- When the trains are disrupted and all arrive at similar times, but this is not very often.
- When the traffic is bad and we can't get back to the ranks quickly enough, but this is not very often
- Rank space
- Not much work midnight till 07.00
- Youths throwing objects at vehicles

- Private hire bookings are affected at peak times although in my experience these times are less than they used to be
- Too many out of town taxis working in Stockport
- Rank is poorly located in relation to shopping area
- Security
- Road works
- Fear of working during the evening and early hours of the morning
- School run times

Ranks which have been suggested needing improved and how are listed below:

- Chestergate: Toilets at rank, rank made longer, better CCTV, relocation to a more frontal position, in relation to the entrance/exit of Merseyway shopping precinct.
- Better signage at ranks
- Move the parked cars that park on the ranks / better civil parking enforcement
- Station rank could be planned better, congestion is a problem with the drivers and the public
- Ranks need to be supervised better from the council
- Relocation of Portwood rank

Suggestions of new/alterations to existing ranks in Stockport are:

- Hazel Grove at night time, especially weekend evening
- Heaton Moor at night time, especially weekend evening
- Bramhall centre at night time, especially weekend evening
- Stepping Hill hospital during the day
- Peel Centre
- Redrock
- Front of precinct
- Edgeley side of the station

Times or locations where the public may face difficulties hiring a Hackney Carriage or Private Hire Vehicle are: School runs, usual rush hour times, when many trains arrive around the same time, town centre after 7pm, Heaton Moor and Hazel Grove at the weekend.

Most respondents thought the signage and markings at the current taxi ranks needed improved. The signage at both main ranks has been upgraded recently which many drivers are happy about, but would suggest other signage in prime spots around town to direct the public, especially tourists, to ranks could be improved.

94% of drivers agreed the level of customer care and service quality was satisfactory in Stockport.

Drivers were asked, in a normal week, which ranks or other common locations they would wait in order to pick up a fare. The following ranks are in popularity order from the respondents who listed additional locations they waited:

- Elizabethan / Heaton Moor
- Chestergate
- Stockport Station
- Bramhall
- Cheadle Hulme

- Hazel Grove
- Portwood
- Adswood
- Warren Street

Benefits to customers highlighted, in restricting the number of Hackney Carriages include:

- Professional, well trained and knowledgeable drivers
- Good for customers to see a familiar face and therefore feel safer
- Gives drivers more of an incentive to give good service for repeat custom
- Drivers able to afford upgrading vehicles, meaning better quality and safer vehicles
- Better customer service

Other comments from respondents and trade representatives.

- To see a change where only Stockport licensed cars can work for Stockport companies.
- Better regulation on private hires illegally plying for hire.
- To see training workshops made available for taxi drivers and perhaps a more in depth environment be created where drivers, council, police, other stake-holders, can interact to enhance driver/consumer relationships.
- Adapted vehicles cost more to buy and cost more to run. The expenditure and outlay for the Hackney trade in purchasing a plate and a vehicle can be 10 times higher in a lot of areas than to set up a private hire vehicle.
- Service by Hackney Carriages cannot always be replicated by Private Hire Vehicles, for example picking up wheelchairs and if regulation of plying isn't more closely regulated then Hackney Carriages may be phased out, meaning this service is lost.
- Local authorities set our tariffs and then we are undercut by private hire firms, meaning we get less jobs.

7 DETERMINATION OF UNMET DEMAND

7.1 Quantitative Assessment

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

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

where:

ISUD = Incidence of Significant Unmet Demand

APD = Average passenger delay across all time periods

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

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

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

SF = Seasonality Factor

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

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

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

7.2 Calculation of ISUD variables

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

The aggregate delay in passenger minutes was 1,076.05 minutes. When divided by the total observed passengers of 3,297, the Average Passenger Delay was **0.326** minutes (approximately 20 seconds).

PF Whilst there are peaks in demand at both of the ranks surveyed, these are not considered to be sharp peaks. Each rank has busier periods, with the Chestergate rank busiest in the afternoon and the Station rank busiest in the evening. These busy periods tend to complement each other and further smooth the overall demand profile. Given the lack of sharp peaks in overall demand, the **PF value is 1.0**.

SSP Weekday daytime hours are deemed to be between 10.00 am and 6.00 pm on the Thursday and Friday surveyed. Within these eight hour periods, at each rank, there were occasions when passengers were delayed by more than a minute, waiting for Hackney Carriages to arrive at the ranks. The hours at each rank are assessed separately and the proportion of hours where delays occurred is aggregated across all ranks. The **SSP proportion is 25.0%**.

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was weighted to represent values throughout the week, by taking four times the Thursday values plus Friday Saturday and Sunday.

Total passengers travelling during hours when the average passenger delay exceeded 1 minute was 541. Weighted weekly passengers were 6,261.

To GID percentage was calculated as follows:

$$\frac{541}{6,261} = 8.6\%$$

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

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

The public consultation survey results indicate that 1.5% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.015**.

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

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

$$\text{ISUD} = 0.326 \times 1.0 \times 25.0 \times 8.6 \times 1.0 \times 1.015 = 71.1$$

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

7.3 Consideration of wider factors.

The ISUD value of 71.1 is a good indicator that there is no evidence of unmet demand. However, this should not be taken in isolation. Other available evidence should also be considered.

One of the principal indicators of unmet demand is the presence of passenger queues at taxi ranks for lengthy periods. The observations recorded 268 passengers who had to wait for Hackney Carriages to arrive at the ranks, out of 3,297 passengers who boarded Hackney Carriages during the period surveyed. This represents 8.1% of all passengers observed.

Many of the passenger waiting events occurred at the Chestergate and on most of the occasions when passengers were queued at the Chestergate rank, there were Hackney Carriages available in central Stockport. However, they were concentrated at the Railway Station rank.

In some of the hours when passenger queuing occurred, the level of queueing was just below the threshold level which would trigger a higher ISUD value. Whilst there were generally sufficient Hackney Carriages to cater for demand, concentration on the Railway Station rank at times when demand exists at Chestergate could lead to a higher ISUD value in the future. There is a proposal to introduce a new rank at the Redrock development in Stockport. This may generate a significant increase in levels of activity associated with the night time economy, in central Stockport. As such, the distribution of demand between the a new rank and the two existing active ranks, is likely to change. It is likely that the trade will respond to changes in demand patterns and this in turn, may reduce the level of supply at the Chestergate rank, especially if passengers have a higher expectation of finding a Hackney Carriage at the new Redrock rank.

The prevailing condition at the taxi ranks was that of Hackney Carriages waiting for passengers to arrive.

8 CONCLUSIONS AND RECOMMENDATIONS

8.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicate that there is no significant unmet demand.

8.2 Effectiveness of existing ranks and suitability of additional rank locations

There is generally ample supply of Hackney Carriages across the two ranks in common usage. However, the balance of supply favours the Railway Station rank, in response to the higher levels of passenger demand to be found at this rank. Consequently there were periods when the arrival rate of passengers at the Chestergate rank exceeded the availability of Hackney Carriages. The average time vehicles spend waiting at the ranks for passengers, is generally lower at the Chestergate rank, than at the Railway Station rank.

The observations in Heaton Moor, Cheadle Hulme, Bramhall and Hazel Grove indicate significant night time activity in these locations. Taxi trade consultation feedback and other stakeholder consultation have both indicated that there is demand for a taxi ranks in these areas. It was noted that the majority of demand in Cheadle Hulme was serviced by Private Hire Vehicles, whereas the other areas attracted a significant number of Hackney Carriages. Therefore, initially, it is suggested that additional ranks are required in Hazel Grove, Heaton Moor and Bramhall. There are locations in each of these areas where Hackney Carriages habitually wait for fares. These may be suitable locations for formal part time ranks to serve the demands generated by the night time economy. The addition of ranks in these areas will support a better distribution of supply of Hackney Carriages around the borough.

8.3 Condition of the taxi fleet

Feedback from the public consultation indicated that the majority of people regard Hackney Carriages to be usually clean and in a good state of repair. Few respondents identified issues with driver standard of dress or driver hygiene or the level of cleanliness of vehicles.

8.4 Recommendations

There is no evidence of unmet demand at present. It is recommended that no new licenses are required to meet demand.

The trade should take note of the times when passenger queues occurred on Chestergate. Although demand at these times was generally lower than at peak levels, should the incidences of queuing increase, even by a relatively small amount, this could lead to the level of unmet demand becoming significant.

APPENDIX A TAXI RANK RESULTS

Total passengers			
	Chestergate	Station	Aggregated across all ranks
Hour Beginning			
Thursday 08:00	2	25	27
Thursday 09:00	7	37	44
Thursday 10:00	11	26	37
Thursday 11:00	25	25	50
Thursday 12:00	27	32	59
Thursday 13:00	29	26	55
Thursday 14:00	28	20	48
Thursday 15:00	32	22	54
Thursday 16:00	37	36	73
Thursday 17:00	19	72	91
Thursday 18:00	13	74	87
Thursday 19:00	5	50	55
Thursday 20:00		70	70
Thursday 21:00	6	94	100
Thursday 22:00		67	67
Thursday 23:00		60	60
Friday 00:00		10	10
Friday 01:00			
Friday 02:00		1	1
Friday 03:00			
Friday 04:00			
Friday 05:00			
Friday 06:00			
Friday 07:00			
Friday 08:00	3	15	18
Friday 09:00	6	20	26
Friday 10:00	21	21	42
Friday 11:00	28	23	51
Friday 12:00	27	31	58
Friday 13:00	37	52	89
Friday 14:00	36	35	71
Friday 15:00	27	48	75
Friday 16:00	33	66	99
Friday 17:00	27	61	88
Friday 18:00	14	59	73
Friday 19:00	20	85	105
Friday 20:00	7	73	80
Friday 21:00	10	75	85
Friday 22:00	6	70	76
Friday 23:00	9	63	72
Saturday 00:00	14	21	35
Saturday 01:00	3	2	5
Saturday 02:00			
Saturday 03:00			
Saturday 04:00			
Saturday 05:00			
Saturday 06:00			
Saturday 07:00		3	3
Saturday 08:00	2	11	13
Saturday 09:00	3	12	15
Saturday 10:00	16	18	34
Saturday 11:00	22	25	47
Saturday 12:00	28	27	55
Saturday 13:00	46	42	88
Saturday 14:00	45	25	70
Saturday 15:00	38	35	73
Saturday 16:00	52	31	83
Saturday 17:00	30	53	83
Saturday 18:00	16	50	66
Saturday 19:00	10	68	78
Saturday 20:00	12	68	80
Saturday 21:00	17	60	77
Saturday 22:00	11	76	87
Saturday 23:00	4	102	106
Sunday 00:00	31	45	76
Sunday 01:00	18		18
Sunday 02:00	8		8
Sunday 03:00	1		1
Sunday 04:00			
Sunday 05:00			
Total	979	2318	3297

Total Hackney Carriages departing with passengers			
	Chestergate	Station	Aggregated across all ranks
Hour Beginning			
Thursday 08:00	2	20	22
Thursday 09:00	7	31	38
Thursday 10:00	11	22	33
Thursday 11:00	19	19	38
Thursday 12:00	22	31	53
Thursday 13:00	18	24	42
Thursday 14:00	23	19	42
Thursday 15:00	23	21	44
Thursday 16:00	23	36	59
Thursday 17:00	15	55	70
Thursday 18:00	10	59	69
Thursday 19:00	5	50	55
Thursday 20:00		68	68
Thursday 21:00	3	82	85
Thursday 22:00		61	61
Thursday 23:00		49	49
Friday 00:00		7	7
Friday 01:00			
Friday 02:00		1	1
Friday 03:00			
Friday 04:00			
Friday 05:00			
Friday 06:00			
Friday 07:00			
Friday 08:00	2	14	16
Friday 09:00	6	18	24
Friday 10:00	19	21	40
Friday 11:00	23	20	43
Friday 12:00	20	26	46
Friday 13:00	24	43	67
Friday 14:00	22	28	50
Friday 15:00	19	40	59
Friday 16:00	29	51	80
Friday 17:00	20	46	66
Friday 18:00	12	51	63
Friday 19:00	10	65	75
Friday 20:00	5	67	72
Friday 21:00	8	71	79
Friday 22:00	3	66	69
Friday 23:00	6	60	66
Saturday 00:00	11	13	24
Saturday 01:00	3	1	4
Saturday 02:00			
Saturday 03:00			
Saturday 04:00			
Saturday 05:00			
Saturday 06:00			
Saturday 07:00		3	3
Saturday 08:00	2	9	11
Saturday 09:00	3	11	14
Saturday 10:00	12	14	26
Saturday 11:00	16	23	39
Saturday 12:00	21	24	45
Saturday 13:00	31	34	65
Saturday 14:00	29	24	53
Saturday 15:00	24	30	54
Saturday 16:00	31	27	58
Saturday 17:00	17	47	64
Saturday 18:00	8	47	55
Saturday 19:00	6	61	67
Saturday 20:00	8	66	74
Saturday 21:00	9	56	65
Saturday 22:00	5	76	81
Saturday 23:00	2	102	104
Sunday 00:00	12	35	47
Sunday 01:00	10		10
Sunday 02:00	5		5
Sunday 03:00	1		1
Sunday 04:00			
Sunday 05:00			
Total	675	2045	2720

Total Hackney Carriages departing ranks empty			
	Chestergate	Station	Aggregated across all ranks
Hour Beginning			
Thursday 08:00	1		1
Thursday 09:00	1		1
Thursday 10:00	1	1	2
Thursday 11:00	2		2
Thursday 12:00	2	2	4
Thursday 13:00	2		2
Thursday 14:00	3		3
Thursday 15:00	1	2	3
Thursday 16:00	2		2
Thursday 17:00			
Thursday 18:00			
Thursday 19:00	3	1	4
Thursday 20:00	2		2
Thursday 21:00		1	1
Thursday 22:00			
Thursday 23:00			
Friday 00:00	1	3	4
Friday 01:00			
Friday 02:00			
Friday 03:00			
Friday 04:00			
Friday 05:00			
Friday 06:00			
Friday 07:00			
Friday 08:00	1	1	2
Friday 09:00	2	1	3
Friday 10:00		2	2
Friday 11:00	1		1
Friday 12:00	1		1
Friday 13:00	1		1
Friday 14:00	1	1	2
Friday 15:00	1		1
Friday 16:00		1	1
Friday 17:00	1		1
Friday 18:00	1		1
Friday 19:00	1		1
Friday 20:00	1	1	2
Friday 21:00	3	1	4
Friday 22:00	2		2
Friday 23:00	1	5	6
Saturday 00:00	1		1
Saturday 01:00	1	2	3
Saturday 02:00			
Saturday 03:00			
Saturday 04:00			
Saturday 05:00			
Saturday 06:00			
Saturday 07:00		2	2
Saturday 08:00	2		2
Saturday 09:00	2		2
Saturday 10:00	2		2
Saturday 11:00	2		2
Saturday 12:00		2	2
Saturday 13:00		1	1
Saturday 14:00			
Saturday 15:00			
Saturday 16:00		3	3
Saturday 17:00	1		1
Saturday 18:00	2		2
Saturday 19:00	2		2
Saturday 20:00		4	4
Saturday 21:00	2	1	3
Saturday 22:00	4		4
Saturday 23:00		1	1
Sunday 00:00		7	7
Sunday 01:00	4	4	8
Sunday 02:00	1	2	3
Sunday 03:00	1		1
Sunday 04:00			
Sunday 05:00			
Total	66	52	118

Total Hackney Carriages departing ranks			
	Chestergate	Station	Aggregated across all ranks
Hour Beginning			
Thursday 08:00	3	20	23
Thursday 09:00	8	31	39
Thursday 10:00	12	23	35
Thursday 11:00	21	19	40
Thursday 12:00	24	33	57
Thursday 13:00	20	24	44
Thursday 14:00	26	19	45
Thursday 15:00	24	23	47
Thursday 16:00	25	36	61
Thursday 17:00	15	55	70
Thursday 18:00	10	59	69
Thursday 19:00	8	51	59
Thursday 20:00	2	68	70
Thursday 21:00	3	83	86
Thursday 22:00		61	61
Thursday 23:00		49	49
Friday 00:00	1	10	11
Friday 01:00			
Friday 02:00		1	1
Friday 03:00			
Friday 04:00			
Friday 05:00			
Friday 06:00			
Friday 07:00			
Friday 08:00	3	15	18
Friday 09:00	8	19	27
Friday 10:00	19	23	42
Friday 11:00	24	20	44
Friday 12:00	21	26	47
Friday 13:00	25	43	68
Friday 14:00	23	29	52
Friday 15:00	20	40	60
Friday 16:00	29	52	81
Friday 17:00	21	46	67
Friday 18:00	13	51	64
Friday 19:00	11	65	76
Friday 20:00	6	68	74
Friday 21:00	11	72	83
Friday 22:00	5	66	71
Friday 23:00	7	65	72
Saturday 00:00	12	13	25
Saturday 01:00	4	3	7
Saturday 02:00			
Saturday 03:00			
Saturday 04:00			
Saturday 05:00			
Saturday 06:00			
Saturday 07:00		5	5
Saturday 08:00	4	9	13
Saturday 09:00	5	11	16
Saturday 10:00	14	14	28
Saturday 11:00	18	23	41
Saturday 12:00	21	26	47
Saturday 13:00	31	35	66
Saturday 14:00	29	24	53
Saturday 15:00	24	30	54
Saturday 16:00	31	30	61
Saturday 17:00	18	47	65
Saturday 18:00	10	47	57
Saturday 19:00	8	61	69
Saturday 20:00	8	70	78
Saturday 21:00	11	57	68
Saturday 22:00	9	76	85
Saturday 23:00	2	103	105
Sunday 00:00	12	42	54
Sunday 01:00	14	4	18
Sunday 02:00	6	2	8
Sunday 03:00	2		2
Sunday 04:00			
Sunday 05:00			
Total	741	2097	2838

Hackney Carriage average vehicle wait times (HH:MM)		
	Chestergate	Station
Hour Beginning		
Thursday 08:00	00:09	00:09
Thursday 09:00	00:16	00:28
Thursday 10:00	00:22	00:38
Thursday 11:00	00:23	00:38
Thursday 12:00	00:23	00:24
Thursday 13:00	00:14	00:29
Thursday 14:00	00:02	00:34
Thursday 15:00	00:05	00:36
Thursday 16:00	00:03	00:12
Thursday 17:00	00:08	00:07
Thursday 18:00	00:11	00:06
Thursday 19:00	00:10	00:26
Thursday 20:00	00:06	00:16
Thursday 21:00	00:08	00:10
Thursday 22:00		00:13
Thursday 23:00		00:08
Friday 00:00	00:01	00:50
Friday 01:00		
Friday 02:00		
Friday 03:00		
Friday 04:00		
Friday 05:00		
Friday 06:00		
Friday 07:00		
Friday 08:00	00:04	00:15
Friday 09:00	00:24	00:35
Friday 10:00	00:11	00:29
Friday 11:00	00:08	00:26
Friday 12:00	00:15	00:10
Friday 13:00	00:08	00:06
Friday 14:00	00:06	00:13
Friday 15:00	00:03	00:07
Friday 16:00	00:02	00:01
Friday 17:00	00:05	00:08
Friday 18:00	00:06	00:16
Friday 19:00	00:09	00:08
Friday 20:00	00:07	00:12
Friday 21:00	00:06	00:11
Friday 22:00	00:12	00:08
Friday 23:00	00:02	00:11
Saturday 00:00	00:13	00:51
Saturday 01:00		
Saturday 02:00		
Saturday 03:00		
Saturday 04:00		
Saturday 05:00		
Saturday 06:00		
Saturday 07:00		00:15
Saturday 08:00	00:22	00:11
Saturday 09:00	00:20	00:28
Saturday 10:00	00:07	00:30
Saturday 11:00	00:08	00:08
Saturday 12:00	00:05	00:10
Saturday 13:00	00:03	00:08
Saturday 14:00	00:03	00:27
Saturday 15:00	00:07	00:16
Saturday 16:00	00:03	00:18
Saturday 17:00	00:04	00:14
Saturday 18:00	00:11	00:10
Saturday 19:00	00:09	00:15
Saturday 20:00	00:03	00:17
Saturday 21:00	00:02	00:20
Saturday 22:00	00:01	00:13
Saturday 23:00	00:00	00:08
Sunday 00:00	00:07	00:08
Sunday 01:00	00:02	00:01
Sunday 02:00	00:02	00:00
Sunday 03:00	00:02	
Sunday 04:00		
Sunday 05:00		

Maximum Hackney Carriage Vehicle wait time (hh:mm)		
	Chestergate	Station
Hour Beginning		
Thursday 08:00	00:02	00:15
Thursday 09:00	00:27	00:48
Thursday 10:00	00:33	00:52
Thursday 11:00	00:31	00:44
Thursday 12:00	00:34	00:39
Thursday 13:00	00:26	00:35
Thursday 14:00	00:09	00:49
Thursday 15:00	00:11	00:43
Thursday 16:00	00:12	00:19
Thursday 17:00	00:17	00:17
Thursday 18:00	00:26	00:21
Thursday 19:00	00:26	00:37
Thursday 20:00		00:24
Thursday 21:00	00:13	00:18
Thursday 22:00		00:23
Thursday 23:00		00:22
Friday 00:00		01:51
Friday 01:00		
Friday 02:00		
Friday 03:00		
Friday 04:00		
Friday 05:00		
Friday 06:00		
Friday 07:00		
Friday 08:00	00:11	00:24
Friday 09:00	00:45	00:44
Friday 10:00	00:29	00:39
Friday 11:00	00:13	00:36
Friday 12:00	00:23	00:24
Friday 13:00	00:15	00:15
Friday 14:00	00:20	00:23
Friday 15:00	00:09	00:14
Friday 16:00	00:08	00:03
Friday 17:00	00:10	00:29
Friday 18:00	00:10	00:27
Friday 19:00	00:28	00:14
Friday 20:00	00:17	02:11
Friday 21:00	00:20	00:25
Friday 22:00	00:23	00:15
Friday 23:00	00:07	00:53
Saturday 00:00	00:41	00:54
Saturday 01:00		
Saturday 02:00		
Saturday 03:00		
Saturday 04:00		
Saturday 05:00		
Saturday 06:00		
Saturday 07:00		00:39
Saturday 08:00	01:00	00:27
Saturday 09:00	00:31	00:48
Saturday 10:00	00:18	00:38
Saturday 11:00	00:12	00:27
Saturday 12:00	00:14	00:21
Saturday 13:00	00:14	00:30
Saturday 14:00	00:14	00:35
Saturday 15:00	00:17	00:26
Saturday 16:00	00:09	00:22
Saturday 17:00	00:23	00:23
Saturday 18:00	00:22	00:19
Saturday 19:00	00:17	00:28
Saturday 20:00	00:08	00:26
Saturday 21:00	00:07	00:30
Saturday 22:00	00:01	00:26
Saturday 23:00	00:00	00:15
Sunday 00:00	00:31	00:12
Sunday 01:00	00:03	
Sunday 02:00	00:11	
Sunday 03:00	00:04	
Sunday 04:00		
Sunday 05:00		

Average passenger wait time (hh:mm:ss)		
	Chestergate	Station
Hour Beginning		
Thursday 08:00		
Thursday 09:00		
Thursday 10:00		
Thursday 11:00		
Thursday 12:00		
Thursday 13:00		
Thursday 14:00	00:00:49	
Thursday 15:00		
Thursday 16:00	00:00:05	
Thursday 17:00	00:00:45	00:00:19
Thursday 18:00	00:00:18	00:01:43
Thursday 19:00	00:01:29	
Thursday 20:00		
Thursday 21:00	00:01:21	
Thursday 22:00		
Thursday 23:00		
Friday 00:00		
Friday 01:00		
Friday 02:00		
Friday 03:00		
Friday 04:00		
Friday 05:00		
Friday 06:00		
Friday 07:00		
Friday 08:00		
Friday 09:00	00:01:51	
Friday 10:00		
Friday 11:00		
Friday 12:00		
Friday 13:00		00:00:06
Friday 14:00	00:01:24	
Friday 15:00	00:02:30	
Friday 16:00	00:00:21	00:00:40
Friday 17:00	00:00:24	00:00:46
Friday 18:00	00:00:07	
Friday 19:00	00:00:10	
Friday 20:00	00:00:58	
Friday 21:00	00:00:38	
Friday 22:00		
Friday 23:00	00:09:56	
Saturday 00:00	00:01:05	00:01:18
Saturday 01:00		
Saturday 02:00		
Saturday 03:00		
Saturday 04:00		
Saturday 05:00		
Saturday 06:00		
Saturday 07:00		
Saturday 08:00		
Saturday 09:00		
Saturday 10:00		
Saturday 11:00		00:00:12
Saturday 12:00	00:00:45	
Saturday 13:00	00:00:19	
Saturday 14:00	00:00:34	
Saturday 15:00		
Saturday 16:00	00:00:47	
Saturday 17:00	00:01:59	
Saturday 18:00	00:00:21	
Saturday 19:00		
Saturday 20:00	00:02:30	
Saturday 21:00		
Saturday 22:00	00:00:30	
Saturday 23:00	00:15:43	
Sunday 00:00	00:03:37	
Sunday 01:00	00:02:29	
Sunday 02:00	00:02:38	
Sunday 03:00		
Sunday 04:00		
Sunday 05:00		

Maximum passenger wait time (hh:mm:ss)		
	Chestergate	Station
Hour Beginning		
Thursday 08:00		
Thursday 09:00		
Thursday 10:00		
Thursday 11:00		
Thursday 12:00		
Thursday 13:00		
Thursday 14:00	00:04:00	
Thursday 15:00		
Thursday 16:00	00:01:00	
Thursday 17:00	00:06:00	00:05:00
Thursday 18:00	00:03:00	00:02:00
Thursday 19:00	00:07:00	
Thursday 20:00		
Thursday 21:00	00:04:00	
Thursday 22:00	00:05:05	
Thursday 23:00		
Friday 00:00		
Friday 01:00		
Friday 02:00		
Friday 03:00		
Friday 04:00		
Friday 05:00		
Friday 06:00		
Friday 07:00		
Friday 08:00		
Friday 09:00	00:10:00	
Friday 10:00		
Friday 11:00		
Friday 12:00		
Friday 13:00		00:01:00
Friday 14:00	00:09:00	
Friday 15:00	00:08:00	
Friday 16:00	00:02:00	00:09:00
Friday 17:00	00:02:00	00:07:00
Friday 18:00	00:01:00	
Friday 19:00	00:01:00	
Friday 20:00	00:06:00	
Friday 21:00	00:03:00	
Friday 22:00		
Friday 23:00	00:22:00	
Saturday 00:00	00:10:00	00:20:00
Saturday 01:00		
Saturday 02:00		
Saturday 03:00		
Saturday 04:00		
Saturday 05:00		
Saturday 06:00		
Saturday 07:00		
Saturday 08:00		
Saturday 09:00		
Saturday 10:00		
Saturday 11:00		00:05:00
Saturday 12:00	00:03:00	
Saturday 13:00	00:03:00	
Saturday 14:00	00:09:00	
Saturday 15:00		
Saturday 16:00	00:07:00	
Saturday 17:00	00:09:00	
Saturday 18:00	00:05:00	
Saturday 19:00		
Saturday 20:00	00:14:00	
Saturday 21:00		
Saturday 22:00	00:02:00	
Saturday 23:00	00:06:00	
Sunday 00:00	00:17:00	
Sunday 01:00	00:19:00	
Sunday 02:00	00:09:00	
Sunday 03:00		
Sunday 04:00		
Sunday 05:00		

Total waiting passengers			
	Chestergate	Station	Aggregated across all ranks
Hour Beginning			
Thursday 08:00			
Thursday 09:00			
Thursday 10:00			
Thursday 11:00			
Thursday 12:00			
Thursday 13:00			
Thursday 14:00	12		12
Thursday 15:00			
Thursday 16:00	2		2
Thursday 17:00	3	4	7
Thursday 18:00	1	2	3
Thursday 19:00	1		1
Thursday 20:00	1		1
Thursday 21:00	2		2
Thursday 22:00	5		5
Thursday 23:00			
Friday 00:00			
Friday 01:00			
Friday 02:00			
Friday 03:00			
Friday 04:00			
Friday 05:00			
Friday 06:00			
Friday 07:00			
Friday 08:00			
Friday 09:00	1		1
Friday 10:00			
Friday 11:00			
Friday 12:00			
Friday 13:00		3	3
Friday 14:00	11		11
Friday 15:00	14		14
Friday 16:00	7	41	48
Friday 17:00	5	22	27
Friday 18:00	1		1
Friday 19:00	2		2
Friday 20:00	1		1
Friday 21:00	3		3
Friday 22:00			
Friday 23:00	9		9
Saturday 00:00	3	2	5
Saturday 01:00			
Saturday 02:00			
Saturday 03:00			
Saturday 04:00			
Saturday 05:00			
Saturday 06:00			
Saturday 07:00			
Saturday 08:00			
Saturday 09:00			
Saturday 10:00			
Saturday 11:00		1	1
Saturday 12:00	9		9
Saturday 13:00	6		6
Saturday 14:00	24		24
Saturday 15:00			
Saturday 16:00	25		25
Saturday 17:00	9		9
Saturday 18:00	1		1
Saturday 19:00			
Saturday 20:00	6		6
Saturday 21:00			
Saturday 22:00	2		2
Saturday 23:00	4		4
Sunday 00:00	16		16
Sunday 01:00	4		4
Sunday 02:00	3		3
Sunday 03:00			
Sunday 04:00			
Sunday 05:00			
Total	193	75	268

Proportion of all passengers having to wait			
Hour Beginning	Chestergate	Station	Aggregated across all ranks
Thursday 08:00			
Thursday 09:00			
Thursday 10:00			
Thursday 11:00			
Thursday 12:00			
Thursday 13:00			
Thursday 14:00	43%		25%
Thursday 15:00			
Thursday 16:00	5%		3%
Thursday 17:00	16%	6%	8%
Thursday 18:00	8%	3%	3%
Thursday 19:00	20%		2%
Thursday 20:00			1%
Thursday 21:00	33%		2%
Thursday 22:00			7%
Thursday 23:00			
Friday 00:00			
Friday 01:00			
Friday 02:00			
Friday 03:00			
Friday 04:00			
Friday 05:00			
Friday 06:00			
Friday 07:00			
Friday 08:00			
Friday 09:00	17%		4%
Friday 10:00			
Friday 11:00			
Friday 12:00			
Friday 13:00		6%	3%
Friday 14:00	31%		15%
Friday 15:00	52%		19%
Friday 16:00	21%	62%	48%
Friday 17:00	19%	36%	31%
Friday 18:00	7%		1%
Friday 19:00	10%		2%
Friday 20:00	14%		1%
Friday 21:00	30%		4%
Friday 22:00			
Friday 23:00	100%		13%
Saturday 00:00	21%	10%	14%
Saturday 01:00			
Saturday 02:00			
Saturday 03:00			
Saturday 04:00			
Saturday 05:00			
Saturday 06:00			
Saturday 07:00			
Saturday 08:00			
Saturday 09:00			
Saturday 10:00			
Saturday 11:00		4%	2%
Saturday 12:00	32%		16%
Saturday 13:00	13%		7%
Saturday 14:00	53%		34%
Saturday 15:00			
Saturday 16:00	48%		30%
Saturday 17:00	30%		11%
Saturday 18:00	6%		2%
Saturday 19:00			
Saturday 20:00	50%		8%
Saturday 21:00			
Saturday 22:00	18%		2%
Saturday 23:00	100%		4%
Sunday 00:00	52%		21%
Sunday 01:00	22%		22%
Sunday 02:00	38%		38%
Sunday 03:00			
Sunday 04:00			
Sunday 05:00			
Total	20%	3%	8%

