

AGENDA

LICENSING COMMITTEE MEETING



Date: Thursday 1 December 2016

Time: 6.30 pm

Venue: Town Hall, High Street,
Maidstone

Membership:

Councillors Garten, Greer, Mrs Grigg, Mrs Hinder,
Joy (Chairman), McLoughlin,
B Mortimer, Naghi (Vice-Chairman),
Newton, Mrs Robertson, J Sams and
Springett

Page No.

1. Apologies for Absence
2. Notification of Substitute Members
3. Notification of Visiting Members
4. Disclosures by Members and Officers

Continued Over/:

Issued on Wednesday 23 November 2016

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**Alison Broom, Chief Executive, Maidstone Borough Council,
Maidstone House, King Street, Maidstone Kent ME15 6JQ**

5. Disclosures of Lobbying
6. To consider whether any items should be taken in private because of the possible disclosure of exempt information.
7. Minutes of the Meeting Held on 29 September 2016 1 - 4
8. Report of the Head of Housing and Community Services - Taxi Rank Update Report 5 - 10
9. Report of the Head of Housing and Community Services - Hackney Carriage Vehicles Unmet Demand Survey 11 - 141

MAIDSTONE BOROUGH COUNCIL

Licensing Committee

MINUTES OF THE MEETING HELD ON THURSDAY 29 SEPTEMBER 2016

Present: Councillor Joy (Chairman), and
Councillors Greer, Mrs Hinder, McLoughlin, B
Mortimer, Naghi, Newton, Mrs Ring, Mrs Robertson, J
Sams, Springett and Webb

28. **APOLOGIES FOR ABSENCE**

It was noted that apologies had been received from Councillors Garten and Grigg.

29. **NOTIFICATION OF SUBSTITUTE MEMBERS**

The following Substitute Members were noted:

- Councillor Ring for Councillor Garten;
- Councillor Webb for Councillor Grigg.

30. **NOTIFICATION OF VISITING MEMBERS**

There were no Visiting Members.

31. **DISCLOSURES BY MEMBERS AND OFFICERS**

There were no disclosures by Members or Officers.

32. **DISCLOSURES OF LOBBYING**

There were no disclosures of lobbying.

33. **TO CONSIDER WHETHER ANY ITEMS SHOULD BE TAKEN IN PRIVATE BECAUSE OF THE POSSIBLE DISCLOSURE OF EXEMPT INFORMATION.**

RESOLVED: That all items on the agenda be taken in public as proposed.

34. **MINUTES OF THE MEETING HELD ON 5 SEPTEMBER 2016**

RESOLVED: That the minutes of the meeting held on 5 September 2016 be approved as a correct record and signed.

35. **REPORT OF THE HEAD OF HOUSING AND COMMUNITY SERVICES - REVISED STATEMENT OF PRINCIPLES FOR GAMBLING ACT 2005 POLICY**

The Head of Housing and Community Services introduced the report detailing a full review of the Statement of Licensing Principles for the Gambling Act 2005 following a light touch review in January 2016.

The Committee was advised that an external barrister had been appointed to take an overview on the revision and had confirmed that it was compliant with new guidance.

The Committee provided feedback on the Statement and put forward the following amendments:

- The table at appendix 7 to the Statement required updating to the most recent version;
- Page 4 of the Statement - sentence to be amended to read 'In exercising its functions under this part the Licensing Authority shall aim to permit the use of premises for gambling in so far as it complies with -';
- Page 15 - deletion of the repetition of a statement regarding duplication of other regulatory regimes;
- Page 19 - deletion of the repetition of a bullet point.

With regard to page 12 of the Statement it was noted that there appeared to be a contradiction between whether or not evidence of anti-social behaviour within an area could be taken into account when deciding to allow a gambling establishment to open. The Licensing Partnership Manager explained that, taking the Gambling Commission's guidance together with recent legislation, no regard could be given to anti-social behaviour within an area, however the locality of the premises should be taken into consideration.

A Member asked who defined proportionate intervention and remedy as listed on page 15. The Head of Housing and Community Services clarified that enforcement policy was used by local authority officers to guide the determination of proportionate action.

RESOLVED:

1. That a 12 week consultation be undertaken on the proposed revised Maidstone Borough Council's Statement of Licensing Principles / Gambling Policy, attached as Appendix A to the report of the Head of Housing and Community Services and as amended by committee.
2. That a further report be received after the conclusion of the consultation to consider any comments prior to formally recommending a revised Statement of Licensing Principles for the Gambling Act 2005 to Council for adoption.
3. That authority be delegated to the Head of Housing and Community Services to make minor changes to the document including those identified at the meeting.

For – 12

Against – 0

Abstain – 0

36. REPORT OF THE HEAD OF HOUSING AND COMMUNITY SERVICES - DRAFT LICENSING COMPLIANCE AND ENFORCEMENT POLICY

The Head of Housing and Community Services presented the draft Licensing Compliance and Enforcement Policy.

During discussion it was explained that the document would ensure consistency across the Licensing Partnership and enhance resilience.

RESOLVED:

1. That the draft Licensing Compliance and Enforcement Policy be recommended to Communities, Housing and Environment Committee for adoption.
2. That authority be delegated to the Head of Housing and Community Services to make any typographical or similar minor amendments to the Policy prior to publication.

For – 12

Against – 0

Abstain – 0

37. REPORT OF THE HEAD OF HOUSING AND COMMUNITY SERVICES - DEMONSTRATION AND ORAL REPORT FROM THE HEAD OF HOUSING AND COMMUNITY SERVICES ON THE PROPOSED INTRODUCTION OF A ONLINE TAXI DRIVER KNOWLEDGE TEST

The Licensing Partnership Manager advised the committee that the online taxi driver knowledge test was almost complete and was in the process of being tested. A link would be circulated to Members outside of the meeting for their feedback.

In response to questions it was explained that:

- There was no restriction on the number of times applicants could re-take the online test, however there may be a set time period which would have to elapse before the test could be taken again.
- The pass rate was set at 80% however this was open to adjustment.
- There were no plans to retrospectively test existing drivers.

The Licensing Partnership Manager explained that an item would be brought to the next meeting of the committee to address any questions that arose from Members exploration of the online test.

RESOLVED: That the oral report be noted.

38. DURATION OF MEETING

6.30 p.m. to 7.15 p.m.

Licensing Committee

1st December 2016

Is the final decision on the recommendations in this report to be made at this meeting?

Yes

Taxi Rank Update Report

Final Decision-Maker	Licensing Committee
Lead Director or Head of Service	John Littlemore
Lead Officer and Report Author	Lorraine Neale
Classification	Non-exempt
Wards affected	All

This report makes the following recommendations to the final decision-maker:

1. That the Committee notes the current situation regarding taxi rank provision and instructs the Head of Housing & Community Services to provide a further report following decisions on hackney carriage numbers and once the regeneration of Maidstone East and other parts of the Town Centre are at an advance stage of planning.

This report relates to the following corporate priorities:

- Great Place

Timetable –

Meeting	Date
Policy and Resources Committee	N/A
Council	N/A
Other Committee	N/A

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 That Members are advised of the progress on the subject of taxi ranks. The purpose of which is to agree the provision of taxi ranks and their hours of operation, including the local and practical issues associated with their provision.

2. INTRODUCTION AND BACKGROUND

- 2.1 The Committee will recall a report in September 2015, which summarised the outcome of a consultation around the provision of taxi ranks that took place with Hackney carriage proprietors concluding on 16 May 2014 and which was initially reported on in November 2014. This followed consideration of reappointing and reviewing ranks to fulfil the best use and enable proof of appointment which is mainly historic.
- 2.2 There were two predominant suggestions that arose from this consultation which were.
- 1) Establishing permanent taxi rank bays in the lower High Street following the completion of the High Street redevelopment.
 - 2) Swapping the current taxi rank outside of 'Lush' in the upper High Street/top of Gabriel's Hill with the disabled parking spaces outside of NatWest Bank on the opposite side of the road.
- 2.3 A Further consultation took place where the two suggestions were specifically put along with a request for any further suggestions.

Those further consulted were:-

- 1) Disabled and Community Groups – Consultation Period 11 – 22/08/14.
- 2) Transport Integration stakeholders – Consultation Period 26/09 – 17/10/14.

From that consultation there were 13 responses the summary results were:-

	Yes	No	Maybe	Did not answer the question
Q1	6	2	1	4
Q2	5	4	1	3

- 2.4 The further consultation response shows that there may be a need to provide further taxi rank provision in the areas specified and to start the physical creation or variation of all taxi ranks/bus stops provision in the Borough as detailed in the table below which represents the Traffic

Regulations remain in place for the current designated taxi spaces that still exist and are regulated by Maidstone Borough Council.

Road	Side of Road	Description	Spaces	Times
1. King Street	North	From a point 10 metres east of its junction with Wyke Manor Road in an easterly direction for a distance of 40 metres	7	24 hours
2. High Street	South	From a point metres east of its junction with Gabriels Hill, in an easterly direction for a distance of 13 metres	2	24 hours
3. Barker Road	South	From a point 11 metres east of the municipal car park in an easterly direction for a distance of 12 metres	2	Mon-Sun 7pm- 7am
4. Barker Road	South	From a point 39 metres east of the municipal car park in an easterly direction for a distance of 20 metres	3	Mon-Sun 7pm- 7am
5. Pudding Lane	East	From a point 26 metres south-east of its junction with Earl Street in a south- easterly direction for a distance of 39 metres	7	Mon-Sun Midnight - 7am
6. St Faiths Street	South	From a point 122 metres east of the junction with Fairmeadow for a distance of 29 metres	5	Mon-Sun Midnight - 7am
7. Earl Street	North	From a point 119 metres east of its junction with Fairmeadow in an easterly direction for a distance of 10 metres in an easterly direction	2	24 hours
8. Earl Street	South	From a point 23 metres east of its easterly junction with Pudding lane for a distance of 9 metres in an easterly direction	2	24 hours
9. Earl Street	South	From a point 18 metres east of its junction with Fairmeadow for a distance of 31 metres in an easterly direction	5	Mon-Sun Midnight - 7am
10. Earl Street	South	From a point 56.5 metres east of its junction with Fairmeadow for a distance of 16 metres in an easterly direction	3	Mon-Sun Midnight - 7am

There is also Taxi Rank provision at the following train stations
Maidstone East - spaces for 9/10 vehicles
Maidstone West – understood to be 5 vehicles.

- 2.5 It was determined that we set up a working group made up of representatives of the trade and officers in order to progress matters. The Working Group once established would enable the practical processes to

be started in the physical creation or variation of taxi ranks/bus stops etc. Letters were sent on 7 May 2015 to the relevant parties inviting them to attend a meeting on 27 May 2015, there was one response received to attend and then subsequently withdrawn, the meeting was cancelled as there were no attendees.

- 2.6 A course of action was pursued to consider new provisions as suggested by consultation. However an e-mail subsequently received by the Head of Housing and Community Services from Kent Police on 10 August 2015 asked that the Council consider these locations for taxi ranks;-
The bottom of Gabriel's Hill
Pudding Lane
Near the Royal Star Arcade
Bottom of High Street
(the proposal of moving the Taxi rank from outside Lush to the opposite side of the road from Royal Star arcade was discussed as part of the consultation). They also suggested that there be one rank that extends from the High street to King Street and that it be trialled for a 3 month period to see if it could provide the desired effect.
- 2.7 MBC Parking Services Department advised that although KCC (through an agent) were involved in the town centre road layout during the High Street regeneration and made the original changes to the Traffic Regulation Orders, any further changes would be made by the relevant MBC Department to the traffic order making or variation process. KCC would not be able to consider any variation to the roads or rank provision without being provided with evidence of significant support from all stakeholders (including political support) through formal reporting and consultation.
- 2.8 Before Maidstone Borough Council could again appoint all taxi ranks/bus stops provision in the Borough as detailed in the table at 2.4 it would have to obtain confirmation of consent from South Eastern Railways for the ranks on non highway land at Maidstone East and West railway stations. South Eastern Railway responded to an approach on 17 June 2016 that "they are not in support of the taxi ranks at the stations in Maidstone becoming adopted".
- 2.9 An Unmet Demand Survey was due this year and was completed in September 2016 by Vector Transport Consultancy. The report highlights that of the 10 ranks that are recognised as being official, only 3 of them are utilised, with 66% of all hiring's being taken at the High Street Rank.
- 2.10 Given the response from South Eastern Railways and information that has arisen from the Unmet Demand Survey which is that only 3 taxi ranks are regularly utilised; it may not be advisable to continue with the re-adoption of all ranks at this time. Also there is to be some significant regeneration of the town around the area of Maidstone East Station which could have a significant effect on future taxi rank provision and a proposed consultation on options relating to Hackney Carriage numbers.

3. AVAILABLE OPTIONS

- 3.1 To continue with taxi rank provision as i currently appointed being aware that this is historic and continue to review possible changes to improve provision. Investigate rank provision after the regeneration at Maidstone East Station and decision on hackney Carriage numbers with a view to adopt ranks at the most suitable locations and removing those that are no longer used.
- 3.2 Continue to re appoint ranks to update records but be aware that this will cause issues for the station ranks, require traffic regulation Order work and will not take account of changes consulted on and possible future changes needed following regeneration.

4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 4.1 A completely new review of taxi rank provision in the Borough after the regeneration at Maidstone East Station and following consultation on Hackney Carriage numbers and appointment /removal of of ranks at the most suitable locations as appropriate to have a positive impact on the economic vitality of the town by providing efficient and effective siting of ranks for the use of members of the public where the demand is and provide clarity for the Authority and the trade.

5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

- 5.1 N/A

6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 6.1 N/A

7. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities		[Head of Service or

		Manager]
Risk Management		[Head of Service or Manager]
Financial		[Section 151 Officer & Finance Team]
Staffing		[Head of Service]
Legal	Historic appointment of ranks may cause difficulties with future evidence but changes made without proper consultation and for good reason could be challengeable.	[Legal Team]
Equality Impact Needs Assessment		[Policy & Information Manager]
Environmental/Sustainable Development		[Head of Service or Manager]
Community Safety		[Head of Service or Manager]
Human Rights Act		[Head of Service or Manager]
Procurement		[Head of Service & Section 151 Officer]
Asset Management		[Head of Service & Manager]

8. REPORT APPENDICES

9. BACKGROUND PAPERS

None

Licensing Committee

1st December 2016

Is the final decision on the recommendations in this report to be made at this meeting?	Yes
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HACKNEY CARRIAGE LICENCE - UNMET DEMAND SURVEY

Final Decision-Maker	Licensing Committee
Lead Director or Head of Service	John Littlemore
Lead Officer and Report Author	Lorraine Neale
Classification	Non-exempt
Wards affected	All

This report makes the following recommendations to the final decision-maker:

1. That Members note the report submitted by Vector Transport Consultancy.
2. That Members instruct the Head of Housing & Community Services to undertake a 12 week consultation with stakeholders on the three options for hackney carriage licences;
 - maintain the current limit on numbers
 - issue any number of additional licences as appropriate
 - remove the limit on hackney carriage numbers with a view to a report back to the Licensing Committee at the earliest opportunity with the result of the survey and further recommendation to CHE

This report relates to the following corporate priorities:

- Great Place

Timetable –

Meeting	Date
Policy and Resources Committee	N/A
Council	N/A
Other Committee	N/A

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 That Members are advised of the results of the Unmet Demand Survey carried out by Vector Transport Consultancy and consider the options open to the Council with regard to maintaining, partially maintaining or removing a limit on the number of hackney carriage licences that are issued.

2. INTRODUCTION AND BACKGROUND

- 2.1 Maidstone Borough Council is the licensing authority for the Borough in respect of hackney carriages, and for many years it has restricted the numbers of hackney carriage vehicles
- 2.2 The limit currently stands at 48 and there is a discretion for that to continue at this figure provided the Council is satisfied there is no significant demand for hackney services in the Borough which is unmet, the power being contained in section 16 of the Transport Act 1985.
- 2.3 In order that such a position can be evidenced an independent review of demand for the service is needed, and such a survey must reflect the current position and needs updated around every 3 years. The last survey carried out in Maidstone was in 2012 and recommended that no new licences be issued.
- 2.4 The Unmet Demand Survey conducted in 2008/9 also recommended that no new licences be issued.
- 2.5 The survey in 2005 was the last survey that recommended that further plates be issued and recommended that it be 9 new licences, issued over a 3 year period which was implemented. There have been no new plates issued since then.
- 2.6 The discretion to retain a limit on numbers is available as are the options to increase the number of licences or delimit numbers.
- 2.7 The survey did not find any major issues with the Hackney trade but did identify that out of the 10 official ranks 66% of all hiring's are made from the High Street Rank.
- 2.8 The data from the survey shows little evidence of unmet demand at present and the level is below that which would be considered to be significant. Therefore, the survey has concluded that there is no significant unmet demand for Hackney Carriages in Maidstone.

- 2.9 The Government believes restrictions should only be retained where it is shown to be a clear benefit to the consumer. The Council should be able to justify their reasons for any retention of restrictions. The Government makes it clear that Local Authorities remain best placed to determine their local transport needs and to make decisions about them in the light of local circumstances.
- 2.10 The Law Commission has indicated that they are not recommending the abolition of quantity controls but that they will want the Secretary of State to review the position of the transfer of these licences (the practice of selling onto another person the licence) where authorities have quantity controls.
- 2.11 In November 2003 the Office of Fair-Trading (OFT) issued a report which concluded that authorities that currently limit numbers of licences should end the restrictions. They were of the opinion that maintenance of limits was anti-competitive and against the interests of the consumer. Their findings concluded that restrictions could typically create circumstances that:-
- a) Reduce the availability of taxis.
 - b) Increase waiting times for consumers.
 - c) Reduce safety and choice for consumers.
 - d) Restrict those wanting to set up a taxi business.

Also those restrictions should only be retained if there is a strong justification that removal of the restrictions would lead to significant consumer detriment as a result of local conditions.

- 2.13 The Department of Transport report 'Taxi and Private Hire Vehicle Licensing Best Practice Guidance' recommends that quantity restrictions are not imposed and sets out guidance on what an Authority should do if it decides to have in place a regulated number of taxi vehicles see sections 45 -51 and Annex A of the document attached as Appendix B.
- 2.14 Whilst reports commissioned by Maidstone in previous years have indicated that there is no significant unmet demand there are requests from licensed drivers to obtain Hackney Vehicles and they often state that they are aggrieved that they are prevented from obtaining a hackney carriage vehicle licence due to the maintained limit on numbers.
- 2.12 The Hackney Carriage trade state that licensing more vehicles would affect their livelihoods, but whilst case law has said this must be considered if that takes place it is not in itself a justification for retaining a limit.
- 2.13 Maidstone is now thought to be one of less than a quarter of all local authorities who still restrict the numbers of hackney carriages. Where quantity restrictions are imposed, vehicle licence plates command a premium, often of tens of thousands of pounds. This value varies but certainly amounts to several thousand pounds. This indicates that there are people who want to enter the taxi market and provide a service to

the public, but who are being prevented from doing so by the quantity restrictions.

- 2.14 Where it is intended to delimit the number of licences available a mechanism of quality control is normally introduced, usually it is by specifying the type of vehicle that may be licensed as a Hackney Carriage vehicle. The standard in Maidstone is already very high and is limited to three types of vehicle the TX, Mercedes Vito Taxi and the Peugeot E7 Taxi. No unmet demand survey is required where the Hackney fleet is delimited.
- 2.15 It is recommended that a period of consultation is undertaken to get the views of stakeholders, members of the public and all of the trades on the three options available to the Council.
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3. AVAILABLE OPTIONS

- 3.1 To undertake a 12 week consultation on the specific topic of hackney carriage licences and which of the three options should be pursued by the council and for what reason.
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4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 4.1 Undertake a 12 week consultation on hackney carriage services and which of the three options should be pursued by the Council in the interests of the travelling public in Maidstone.
-

5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

- 5.1 N/A
-

6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 6.1 Should the Committee decide to undertake a consultation, a further report will be provided to Licensing Committee to consider the responses to recommend to the Communities, Housing & Environment Committee which option, supported by evidence to adopt.
-

7. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Risk Management	None	[Head of Service or Manager]
Financial	The cost of undertaking the consultation will be met from within existing budgets.	[Section 151 Officer & Finance Team]
Staffing	None	[Head of Service]
Legal	Included in the body of the report	[Legal Team]
Equality Impact Needs Assessment	None	[Policy & Information Manager]
Environmental/Sustainable Development	None	[Head of Service or Manager]
Community Safety	None	[Head of Service or Manager]
Human Rights Act	None	[Head of Service or Manager]
Procurement	None	[Head of Service & Section 151 Officer]
Asset Management	None	[Head of Service & Manager]

8. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix A - Report by Vector Transport Consultancy
 - Appendix B - Department of Transport report 'Taxi and Private Hire Vehicle Licensing Best Practice Guidance'
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9. BACKGROUND PAPERS

None

Maidstone – Hackney Carriage Unmet Demand Survey

Final Report

September 2016



EXECUTIVE SUMMARY

Key points

This survey has been conducted by Vector Transport Consultancy on behalf of Maidstone Borough Council.

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

The objectives of the study may be broadly defined as:

- Consultation with major stakeholders
- Consultation with the trade
- Public consultation
- An unmet need survey
- A mystery shopper survey

There were ten taxi ranking locations surveyed in Maidstone. The locations of the ranks surveyed were as follows:

King Street
High Street
Barker Road
Pudding Lane
St Faiths Street
Earl Street Lower
Earl Street Upper
Maidstone East
Maidstone West
County Hall (Week Street)

The two railway station ranks are located on railway property. In line with common practice, Hackney Carriages require an additional permit to operate from the ranks at the railway stations in Maidstone.

The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts and sign posts, from Thursday morning (14th July 2016) to the following Monday morning (18th July 2016), in order to capture the busiest periods of the week, along with quiet periods. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as passenger waiting delays.

Approximately 66% of hires were undertaken from the High Street rank.

For most of the four days observed, passenger queuing was infrequent. There were no persistent queues which formed, to wait for Hackney Carriages at ranks.

The peak deployment of Hackney Carriages was around 60% of the fleet on Saturday night. There was adequate reserve capacity in the fleet to cope with peaks in demand and some capacity for additional demand, should it be necessary.

Public consultation was undertaken through questionnaire surveys conducted on street and online. There was little evidence of public dissatisfaction with Hackney Carriage services.



Stakeholder consultation was undertaken with the taxi trade, minority group representatives, licensed premises, the police, politicians, parish councils and Council representatives..

The public and stakeholder consultation feedback indicated that:

- The public and stakeholders are generally content with the level of service provided by Hackney Carriages.
- No significant concerns or issues were raised with respect to services provided for mobility impaired passengers.
- The storage capacity of the High Street rank is insufficient to accommodate all of the hackney carriages waiting for fares.
- One or more new ranks on the High Street were suggested by several consultees.

Unmet need assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys, of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results indicates that the level is well below the threshold which is held to indicate that the level of unmet demand is significant.

Trade Consultation

Trade representatives and drivers were consulted to seek their views on the Hackney Carriage trade in Maidstone. The principal issues which were raised by the trade were:

- Lack of space on the High Street rank
- A need for additional rank locations along the High Street at night.
- There is some multi-shift operation of vehicles. Therefore, some vehicles which operate primarily during daytime weekdays, are also used at night.
- The trade concentrates on the ranks at High Street, King Street and Maidstone East Railways station. It is felt, by the trade, that there is no demand at the other ranks and that they are effectively redundant.

Mystery Shopper Surveys

Mystery Shopper surveys were undertaken over two days to test willingness of drivers to accept short distance fares and to survey the passenger experience using Hackney Carriages in Maidstone. Generally, the passenger experience was good and the Hackney Carriages surveyed were clean, in good condition and well driven. Most drivers communicated well. However, one driver who was tested, refused the fare. Another driver used the wrong Tariff on the meter to overcharge the passenger. None of the drivers surveyed had Driver licence badges clearly visible to the passenger.

Conclusions

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

Users and stakeholders are generally content with the service provided by Hackney Carriages.

There is little evidence of unmet demand at present and the level is below that which would be considered to be significant. Therefore, the survey has concluded that there is **no significant unmet demand** for Hackney Carriages in Maidstone .



There is adequate spare capacity in the fleet to cater for short term fluctuations in demand, such as bank holidays and end of month weekends. There is adequate capacity in the fleet to cater for further growth in demand should it occur.

There is no significant unmet demand. Therefore, there is no compelling need to increase the number of Hackney Carriage Licences, on the basis of public benefit.

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

- Maintain the current limit
- Issue any number of additional plates as it sees fit,
- Remove the numerical limit





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1 STUDY OBJECTIVES

1.1 General

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

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

The principle objectives of the study include:

- Consultation with major stakeholders
- Consultation with the trade
- Consultation with the public
- Taxi rank surveys

In addition, a mystery shopper survey was undertaken to test the level of service provided by Hackney Carriages at ranks in Maidstone and to test acceptance of short distance journeys.



2 BACKGROUND

2.1 Definitions

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

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

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

It is common for members of the public to have limited knowledge of the difference between Hackney Carriages and Private Hire Vehicles. Indeed, both types of licensed vehicles are frequently referred to collectively as Taxis. In this report, the term Licensed Vehicle(s) is used as a generic term to encompass both Hackney Carriages and Private Hire Vehicles, though where appropriate, the specific type of licensed vehicle is identified.

Licensed Vehicle operations can often include:

- Independent (often sole trader) owner drivers who only operate at times and on days of their choosing;
- 'Independents' who share their vehicle with one or occasionally more than one other licensed drivers, who do not have a vehicle of their own, meaning the one vehicle can be available up to 24 hours a day, 7 days a week;
- Radio / PDA booking circuits, taking bookings up to 24 hours a day, which they pass on to self-employed drivers that sign up to the circuit or sometimes drivers that join as a shareholder, where the circuit operates as a co-operative. The times drivers operate relate to the demands on the circuit. It's also possible that some drivers are members of more than 1 radio circuit;
- Limited companies operating either Hackney Carriage, PHV based services or
- Both using their own vehicles and employing drivers to operate them on their behalf.

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

2.2 DfT guidance on Unmet Demand surveys

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



Significant Unmet Demand (SUD) has two components:

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

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

2.3 Observed unmet demand

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

2.4 Latent unmet demand

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

2.5 Other Surveys

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

2.6 Breakdown of the Hackney Carriage trade

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

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

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



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

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

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

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



3 BACKGROUND TO TAXI LICENSING IN MAIDSTONE

3.1 The Maidstone Borough Council area

The mid 2015 population estimate for Maidstone is 164,500. The Borough is home to 9.1 per cent of the Kent and Medway population (2015 Mid Year Estimate) and borders Swale, Ashford, Tunbridge Wells, Tonbridge and Malling Boroughs and Medway Unitary Authority.. Maidstone town centre has an active night time economy.

3.2 Council policy context

The Local Transport Plan for Maidstone (Kent Local Transport Plan 2011 – 2016) recognises the contribution that licensed vehicles can make to sustainable and accessible transport, with linkages to bus and rail services. However, the consultation document published as a proposed replacement for the current Local Transport Plan (Local Transport Plan 4: Delivering Growth without Gridlock 2016–2031) does not accord the same level of recognition to the role which licensed vehicles may play in providing sustainable and accessible transport.

3.3 Licensed vehicle statistics

Historic licensed vehicle numbers are presented in Table 1. This enables a comparison between Hackney Carriage and Private Hire Vehicle numbers to be made. Data has been obtained from Department for Transport Statistics. No 2009 data was available.

Year	Hackney Carriages	Private Hire Vehicles	Total licensed vehicles	Driver numbers
2005	39	320	359	450
2007	45	365	410	398
2011	48	287	335	389
2013	48	223	271	340
2015	48	254	302	426

Table 1 - Historic Licence information

Drivers in Maidstone Borough may be licensed to drive Hackney Carriages, Private Hire Vehicles or Dual Licensed, to drive both types of licensed vehicles. The ratio of drivers to vehicles, in 2015, was 1.41. This statistic corroborates trade feedback, that there is some multi-shift operation of licensed vehicles. It was noted that there was an anomaly in the historic data from 2007, which suggest that there were more licensed vehicles than drivers.

The proportion of Hackney Carriages and Private Hire Vehicles, per 1,000 population (mid 2014 values), for all authorities in the East of England, is presented in Table 2 and Figure 1. Authorities are grouped by those which limit the number of Hackney Carriages and those which do not. These groups are each ordered in terms of increasing proportions of total licensed vehicles per 1,000 population. Maidstone has a relatively low proportion of Hackney Carriages per 1,000 population, compared with other authority areas which apply a limit.



Maidstone, along with Aylesbury Vale and Havant, shares the lowest proportion at 0.3 per 1,000 population. The proportion of Hackney Carriages is lower in Maidstone, than the ratios generally observed in areas which do not limit.

Table 2 - Proportions of licensed vehicles per 1,000 population

Licensing Area	Mid 2014 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Dover [Limited]	113,066	69	127	196	0.6	1.1	1.7
Maidstone [Limited]	161,819	48	254	302	0.3	1.6	1.9
Test Valley [Limited]	119,332	42	192	234	0.4	1.6	2.0
Tunbridge Wells [Limited]	116,105	108	123	231	0.9	1.1	2.0
West Berkshire [Limited]	155,732	178	143	321	1.1	0.9	2.1
Mid Sussex [Limited]	144,377	154	171	325	1.1	1.2	2.3
Hastings [Limited]	91,093	48	268	316	0.5	2.9	3.5
Southampton [Limited]	245,290	283	590	873	1.2	2.4	3.6
Brighton and Hove [Limited]	281,076	555	452	1,007	2.0	1.6	3.6
Milton Keynes [Limited]	259,245	199	765	964	0.8	3.0	3.7
Aylesbury Vale [Limited]	184,560	62	625	687	0.3	3.4	3.7
Thanet [Limited]	138,410	108	458	566	0.8	3.3	4.1
Havant [Limited]	122,210	40	529	569	0.3	4.3	4.7
Slough [Limited]	144,575	107	587	694	0.7	4.1	4.8
Oxford [Limited]	157,997	107	697	804	0.7	4.4	5.1
Portsmouth [Limited]	209,085	234	981	1,215	1.1	4.7	5.8
Reading [Limited]	160,825	216	724	940	1.3	4.5	5.8
Crawley [Limited]	109,883	123	559	682	1.1	5.1	6.2
Horsham [No Limit]	134,158	50	149	199	0.4	1.1	1.5
Ashford [No Limit]	123,285	94	97	191	0.8	0.8	1.5
Wokingham [No Limit]	159,097	84	177	261	0.5	1.1	1.6
Swale [No Limit]	140,836	192	54	246	1.4	0.4	1.7
Isle of Wight [No Limit]	139,105	195	48	243	1.4	0.3	1.7
Rother [No Limit]	92,130	121	46	167	1.3	0.5	1.8
Spelthorne [No Limit]	98,106	82	97	179	0.8	1.0	1.8
Arun [No Limit]	154,414	251	32	283	1.6	0.2	1.8
Gravesham [No Limit]	105,261	167	42	209	1.6	0.4	2.0
Surrey Heath [No Limit]	87,533	108	70	178	1.2	0.8	2.0
Basingstoke and Deane [No Limit]	172,870	68	285	353	0.4	1.6	2.0
Medway [No Limit]	274,015	377	186	563	1.4	0.7	2.1
Waverley [No Limit]	122,860	190	69	259	1.5	0.6	2.1
Dartford [No Limit]	102,234	87	129	216	0.9	1.3	2.1
Winchester [No Limit]	119,218	126	139	265	1.1	1.2	2.2
Gosport [No Limit]	84,287	71	118	189	0.8	1.4	2.2
South Bucks [No Limit]	68,512	69	85	154	1.0	1.2	2.2
West Oxfordshire [No Limit]	108,158	149	96	245	1.4	0.9	2.3
Adur [No Limit]	63,176	68	77	145	1.1	1.2	2.3
New Forest [No Limit]	178,907	133	279	412	0.7	1.6	2.3
Chichester [No Limit]	115,527	55	218	273	0.5	1.9	2.4
Bracknell Forest [No Limit]	118,025	85	202	287	0.7	1.7	2.4
Rushmoor [No Limit]	95,296	144	88	232	1.5	0.9	2.4
Worthing [No Limit]	106,863	68	193	261	0.6	1.8	2.4
Mole Valley [No Limit]	86,234	114	101	215	1.3	1.2	2.5
Cherwell [No Limit]	144,494	144	217	361	1.0	1.5	2.5
Sevenoaks [No Limit]	117,811	206	94	300	1.7	0.8	2.5
Vale of White Horse [No Limit]	124,852	233	85	318	1.9	0.7	2.5
Fareham [No Limit]	114,331	221	72	293	1.9	0.6	2.6
East Hampshire [No Limit]	117,483	103	210	313	0.9	1.8	2.7
Runnymede [No Limit]	84,584	140	89	229	1.7	1.1	2.7
Shepway [No Limit]	109,452	261	41	302	2.4	0.4	2.8
Canterbury [No Limit]	157,649	276	162	438	1.8	1.0	2.8
Wealden [No Limit]	154,767	161	319	480	1.0	2.1	3.1
Lewes [No Limit]	100,229	224	88	312	2.2	0.9	3.1
Tandridge [No Limit]	85,374	206	65	271	2.4	0.8	3.2
Chiltern [No Limit]	93,972	158	149	307	1.7	1.6	3.3
Wycombe [No Limit]	174,878	94	484	578	0.5	2.8	3.3
Hart [No Limit]	93,325	225	85	310	2.4	0.9	3.3
Guildford [No Limit]	142,958	161	348	509	1.1	2.4	3.6
Elmbridge [No Limit]	132,769	162	322	484	1.2	2.4	3.6
Tonbridge and Malling [No Limit]	124,426	197	286	483	1.6	2.3	3.9
South Oxfordshire [No Limit]	137,015	374	207	581	2.7	1.5	4.2
Eastleigh [No Limit]	128,877	106	449	555	0.8	3.5	4.3
Eastbourne [No Limit]	101,547	106	379	485	1.0	3.7	4.8
Epsom and Ewell [No Limit]	78,318	63	346	409	0.8	4.4	5.2
Woking [No Limit]	99,426	132	486	618	1.3	4.9	6.2
Reigate and Banstead [No Limit]	143,094	78	930	1,008	0.5	6.5	7.0
Windsor and Maidenhead [No Limit]	147,400	177	913	1,090	1.2	6.2	7.4

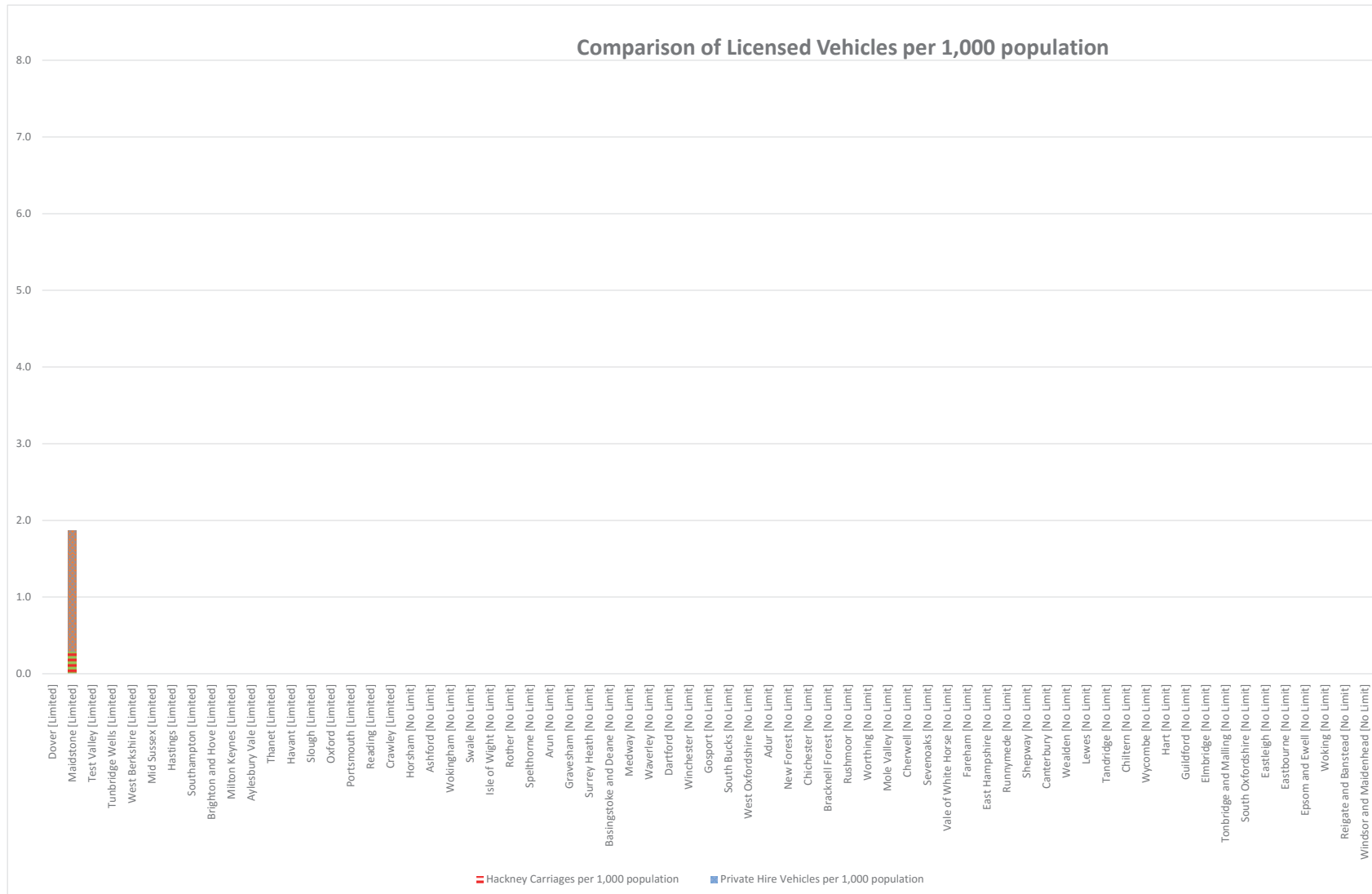


Figure 1 - Licensed Vehicles per 1,000 population



3.4 Rail Passenger growth

Interchange with rail services can be a significant generator of demand for Hackney Carriage services. Therefore, it is worth reviewing changes in rail patronage in railway stations serviced by Hackney Carriages. The two ranks in Maidstone which serve railway stations are Maidstone East Railway Station, and Maidstone West Railway Station. The volume of hires which Hackney Carriage drivers, waiting on the station ranks, can expect, would be anticipated to relate to the volume of passengers passing through the station.

Historic passenger volume trends are presented in Table 3 and Figure 2.

Annual rail statistics		
Total annual passenger entries and exits		
Year	Maidstone East	Maidstone West
2006 - 7	1,877,269	415,298
2007 - 8	1,978,547	550,875
2008 - 9	2,088,582	562,943
2009 - 10	1,889,886	372,120
2010 - 11	1,839,396	391,745
2011 - 12	1,805,500	495,896
2012 - 13	1,343,900	834,293
2013 - 14	1,339,752	831,718
2014 - 15	1,358,356	843,268

Table 3 - Historic Rail Passenger Volumes

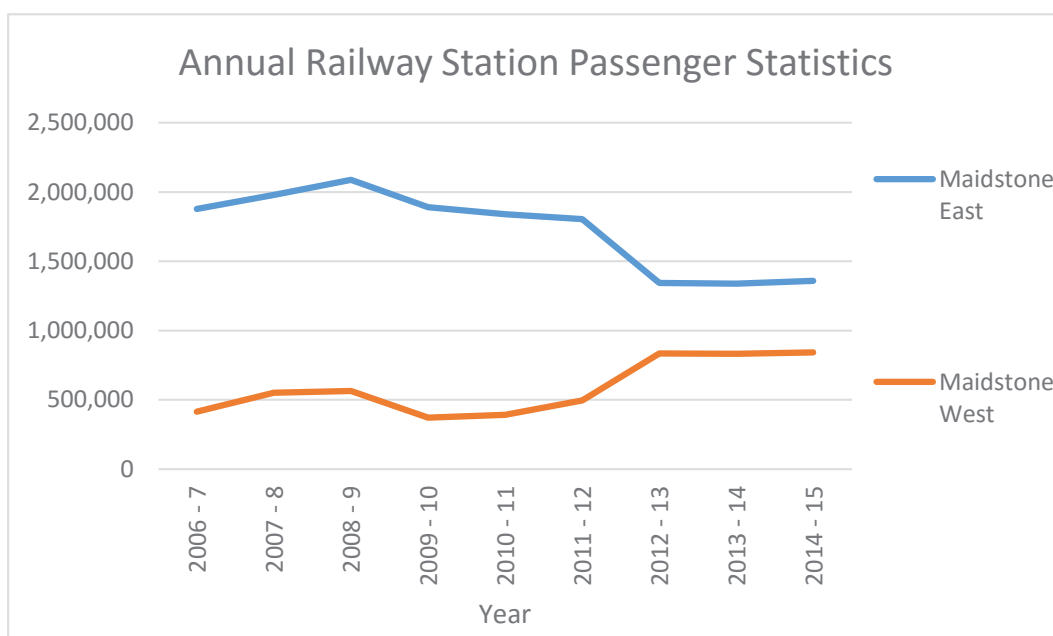


Figure 2 – Profile of annual rail passengers

The pattern of change at both stations exhibited growth from 2006 to 2009, followed by a year of decline to 2010. However, whilst passenger numbers at



Maidstone West grew from 2010 until 2015 (the latest available data point), the passenger volumes at Maidstone East continued to decline after 2010, until 2014. The year 2014 to 2015 was the only year since 2009, when passenger numbers increased at Maidstone East station. As a consequence of this differential growth, the comparable ratio of passengers through the two stations changed. Passenger volumes at Maidstone West Station were approximately 22% of the volume at Maidstone East, in 2006 - 7 This ratio rose to approximately 62%, in 2014 - 15

3.5 Hackney Carriage Vehicle Mileage

A useful indicator of activity in the Hackney Carriage trade is analysis of the average daily mileage which Hackney Carriages undertake, between vehicle tests. The mileage data from the most recent applicable vehicle tests for each Hackney Carriage was analysed to determine the distribution of average daily mileage over approximately twelve months between vehicle tests. There was not data available for all Hackney Carriage plates, as some vehicles had been replaced between tests, or indeed the odometer had been replaced between test, so there was no comparable mileage reading from an earlier test. However, data was available for 43 vehicles.

Figure 3 and Table 4 present a distribution of average daily mileage for the majority of vehicles in the fleet.

Table 4 - Average Daily Mileage Per Hackney Carriage

Average Daily Mileage	
Up to 20 miles	0
20 - 40 miles	1
40 - 60 miles	6
60 - 80 miles	8
80 - 100 miles	14
100 - 120 miles	12
120 - 140 miles	2
140 - 160 miles	0
160 - 180 miles	0
180 - 200 miles	0
Over 200 miles	0

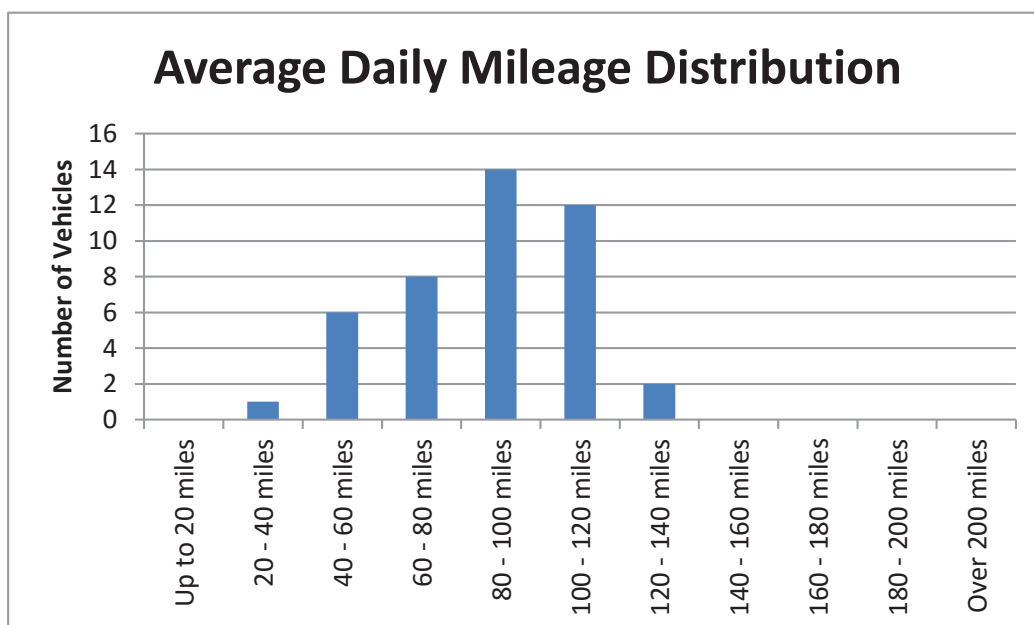


Figure 3 - Average Daily Mileage per Hackney Carriage

The most common daily mileage was 80 to 100 miles per day. This represents a fairly common level of travel for a single shift vehicle working 5 to 6 days per week. Approximately 79% of the vehicles fall within the range 60 to 120 miles per day. Only 5% of vehicles travel more than 120 miles per day. Some of the higher mileage vehicles are likely to be used by more than one driver, or may commonly engage in regular longer distance journeys, such as regular school contract hires. However, there were no vehicles which commonly achieved over 140 miles per day. This suggests that multi-shift use of vehicles is likely to be predominantly by two or more people working on a part time basis, rather than the vehicle working two shifts for the full week.

Many of the vehicles travelling less than 60 miles per day are likely to be used less frequently than daily. There can be many reasons for such low mileage. The most common reasons, based on evidence from other studies, is that low mileage vehicles may be in use part time, such as only in use at weekends, or vehicles which are leased to drivers, but for which there is no demand. i.e. no one is willing to pay the rental fee asked.

There were seven vehicles (16% of the sample) which travelled less than 60 miles per day. One of these travelled less than 40 miles per day.

3.6 Fares review

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The higher the ranking, the more expensive the journey, compared with other authorities. The September 2016 table (the latest available at the time of preparation of this report) indicated that



the fares in Maidstone were ranked 33 out of 365 authorities listed, with a fare of £6.60.

In terms of national fares, the highest comparable fare was £9.20 and the lowest £3.50. The national average fare was £5.68.



4 TAXI RANK SURVEYS

4.1 Current taxi ranks

There were 10 taxi rank locations surveyed in Maidstone. The locations are at the following locations:

- County Hall
- Barker Road
- King Street
- Earl Street Upper
- Earl Street Lower
- High Street
- Pudding Lane
- St Faith's Street
- Maidstone West Railway Station
- Maidstone East Railway Station

4.2 Rank survey results

Full details of tabulated arrival frequencies and waiting times for Hackney Carriages and passengers are presented in Appendix A. Summary results are presented below.

Both of the Railway Station ranks are private ranks, operated on railway property. Any Hackney Carriages which wish to operate from these ranks, require a permit from the railway operators. All of the other locations are on public highways and do not require any additional permits.

The location at County Hall was included in the survey. This is not a formal taxi rank. However, it was thought to be commonly used by Hackney Carriages to wait for fares late at night. Therefore it was included in the survey campaign in order to gain a complete observation of activity throughout the fleet.

The locations were surveyed, using video cameras fixed to nearby lamp posts, from Thursday morning (14th July 2016) to the following Monday morning (18th July 2016), in order to capture the busiest periods of the week, along with quiet periods. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as passenger waiting delays.

Passenger waiting times were recorded when passengers arrived at a taxi rank and there were no taxis waiting at the rank, i.e. passengers had to wait for a taxi to arrive at the rank. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi rank until the passenger boarded a Hackney Carriage.

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



County Hall

The location at County Hall is not a formal or marked taxi rank, but a layby, on Week Street, which was thought to be commonly used by Hackney Carriages to wait for fares, late at night. This location is across the road from the entry to the rank for Maidstone East Railway Station. For most of the day and evening, it is the station rank which is serviced by Hackney Carriages. However, late at night, the trade switches to waiting in the layby on Week Street. This location is visible from the pedestrianised area of the town centre. Observations at this location indicated significant levels of activity on Friday and Saturday night.

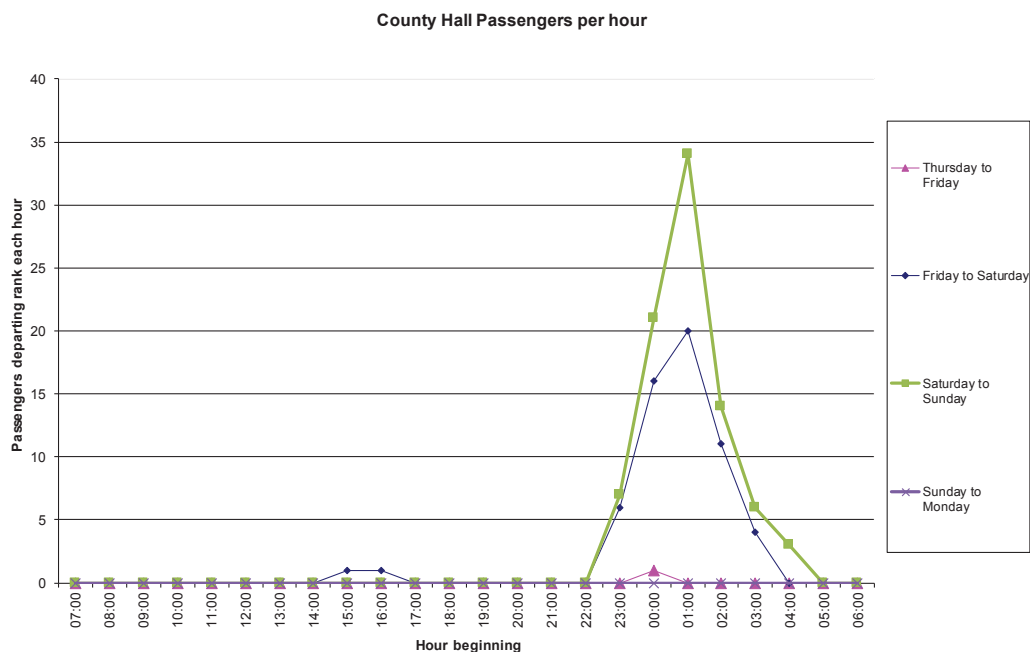


Figure 4 - Hourly departures of passengers at County Hall

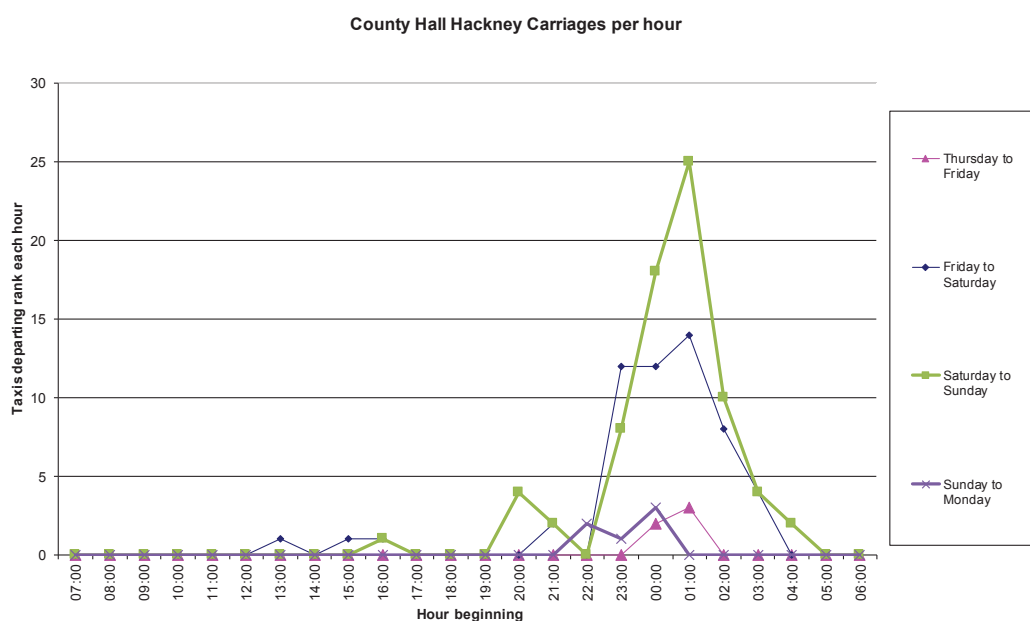


Figure 5 - Hourly departures of Hackney Carriages at County Hall

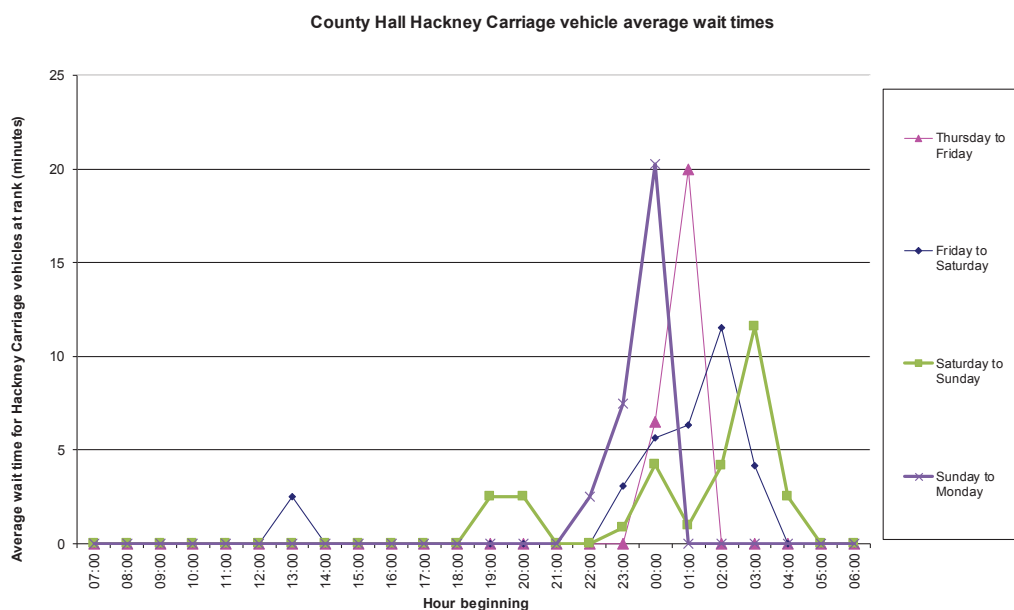


Figure 6 - Average Hackney Carriage vehicle wait times at County Hall

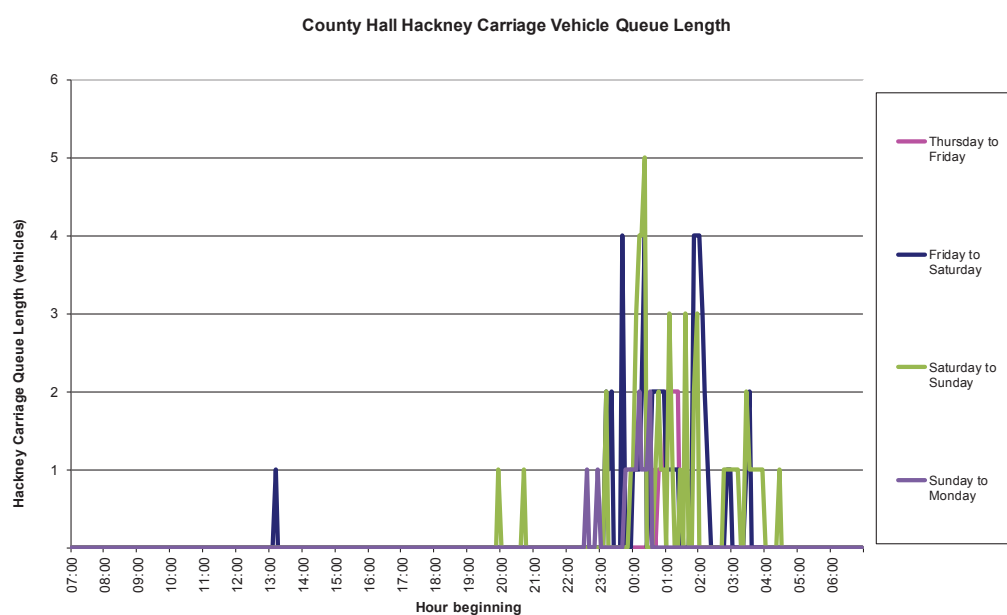


Figure 7 - Hackney Carriage vehicle queue length at County Hall

Pudding Lane

The rank on Pudding Lane is located close to pubs, restaurants and clubs in the town centre. This is an evening only rank and makes use of the bus stops on Pudding Lane. It was suspected that this rank was rarely used and the video footage confirmed this. No Hackney Carriages or passengers were observed at this location.

St Faith's Street

The rank on St Faith's Street is located close to the core night life locations in the town centre. However, other ranks are better located to serve demand associated



with the night time economy. This is an evening only rank and makes use of the bus stops on St Faith's Street. It was suspected that this rank was rarely used and the video footage confirmed this. No Hackney Carriages or passengers were observed at this location.

Maidstone East Railway Station

The rank at Maidstone East Railway Station lies along Station Approach. This rank is on land owned by the Rail Franchise Company (currently Southeastern Railway). Hackney Carriage owners pay an annual fee to Southeastern Railways for a permit to operate from this rank.

The rank was active from 7:00 hours to late at night each day. It was noted that it was common practice, late at night on Friday and Saturday nights, for Hackney Carriages to wait in the layby on Week Street, outside County Hall, where they can see any passengers arriving at the station rank. If passengers did arrive, the first Hackney Carriage in the layby would drive across the road to the station rank and pick up the passenger.

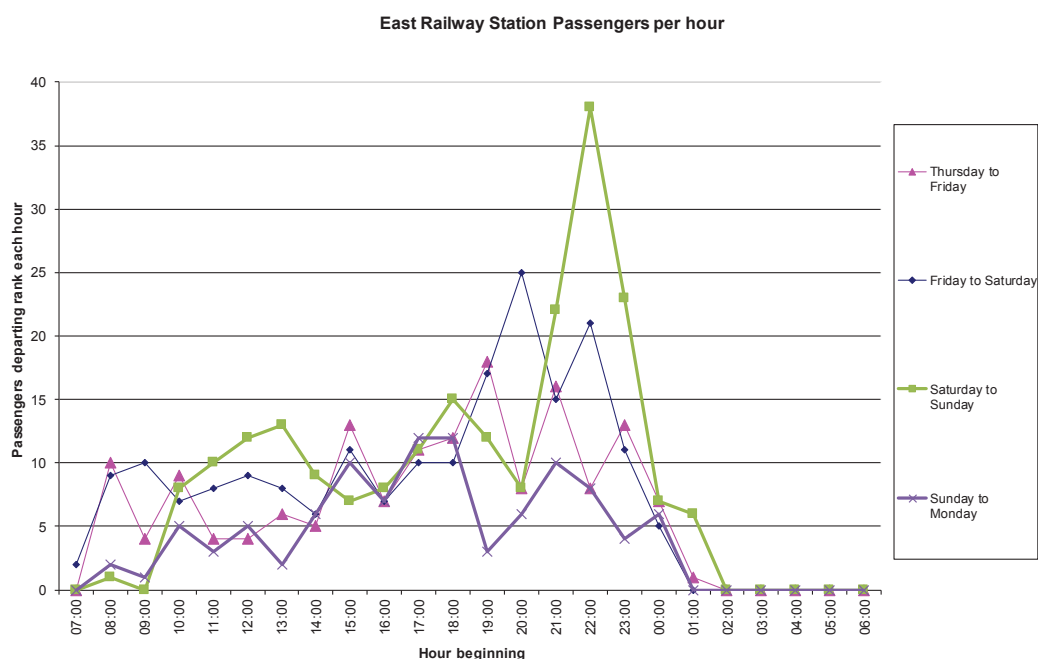


Figure 8 - Hourly departures of passengers at Maidstone East

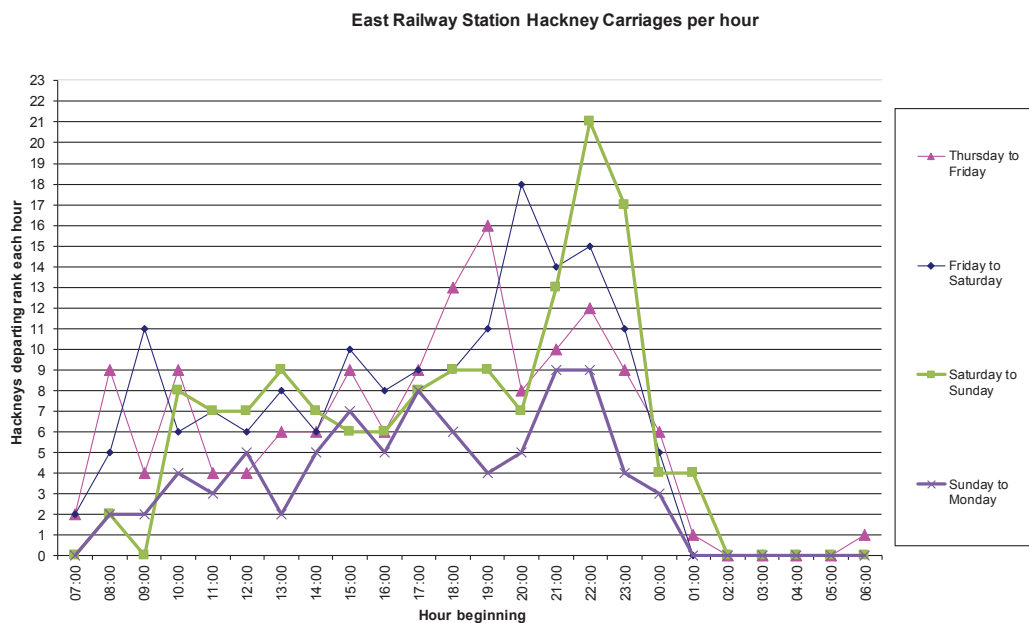


Figure 9 - Hourly departures of Hackney Carriages at Maidstone East

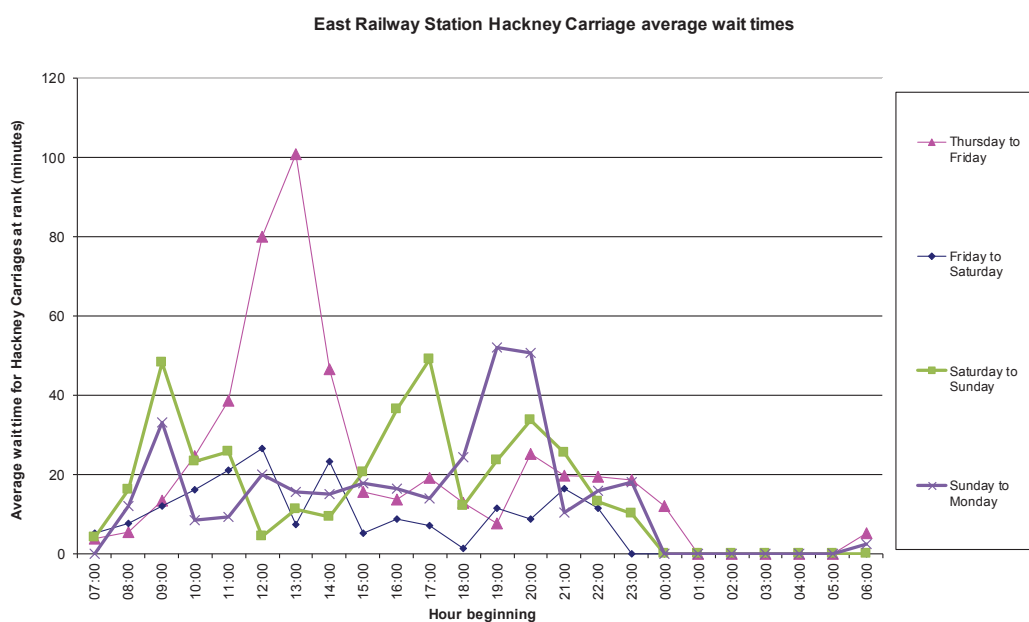


Figure 10 - Average Hackney Carriage vehicle wait times at Maidstone East

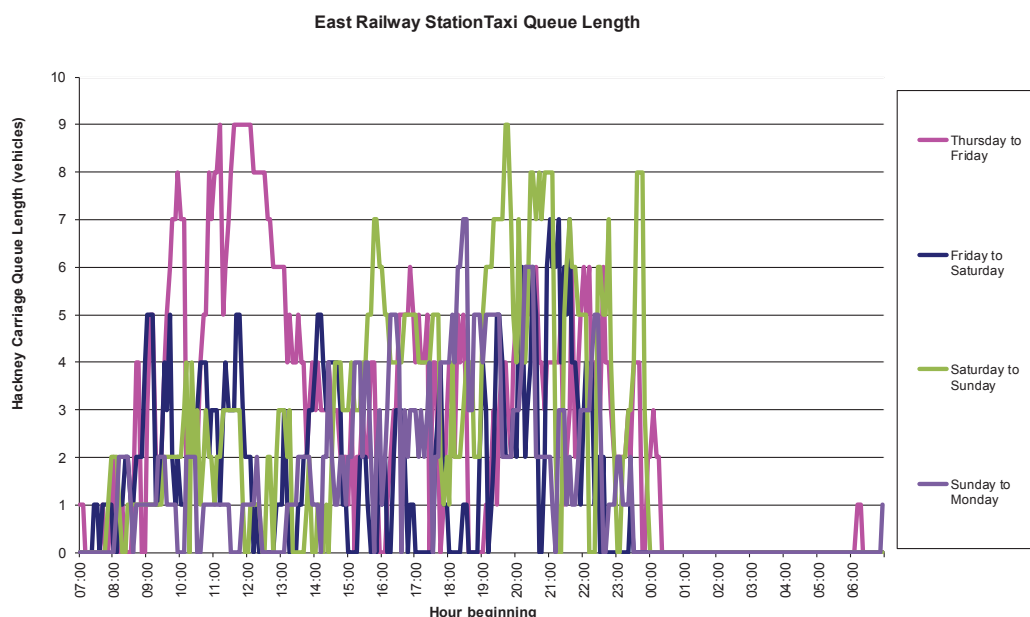


Figure 11 - Hackney Carriage vehicle queue length at Maidstone East

Earl Street Upper

There are four locations on Earl Street which are designated in traffic regulation orders as Taxi Ranks. Two of these locations are to the east of the junction with Pudding Lane. These were combined for the purpose of assessment and referred to as Earl Street Upper.

The two rank locations in Earl Street Upper have significantly different characteristics. One of the rank spaces is on the north side of the road and is clearly marked with road markings designating the area of the taxi rank and road signs which indicate the presence of the rank and that it operates 24 hours per day. The second area on Earl Street Upper is on the south side of the road and further east. This location is marked as a loading area and waiting restriction signs support this designation. There is no visible indication that this area of the roadway is designated as a taxi rank.

Whilst both areas were monitored by video camera for the duration of the survey, only the marked rank had any Hackney Carriage related activity.

The activity on Earl Street Upper is presented in the following figures.

The rank on Earl Street Upper was used infrequently by Hackney Carriages. The majority of Hackney Carriages observed waiting at the rank, left the rank empty.

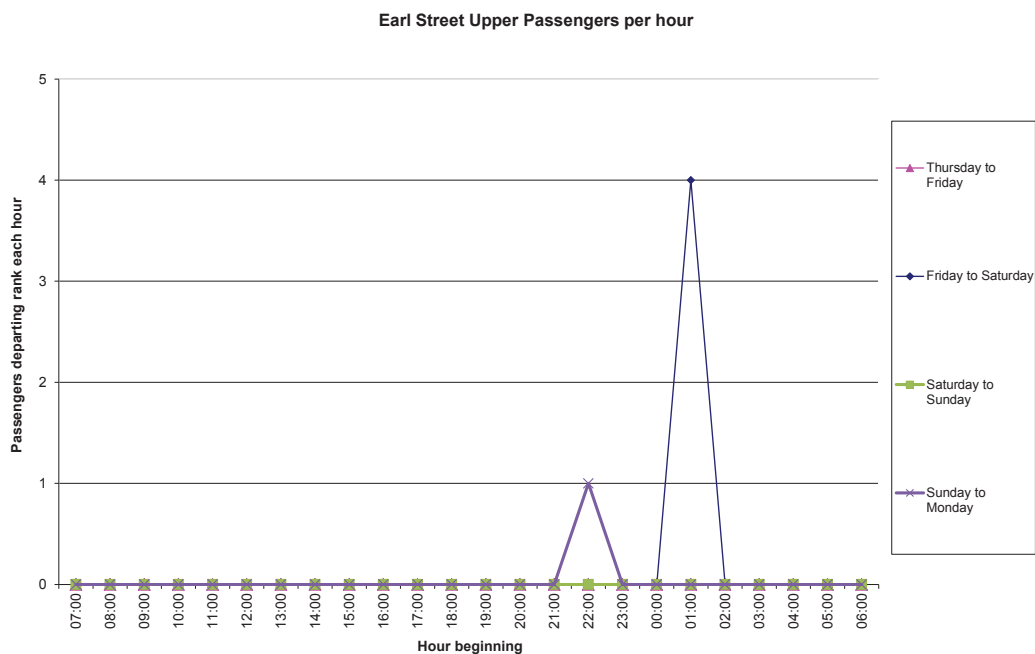


Figure 12 - Hourly departures of passengers at Earl Street Upper

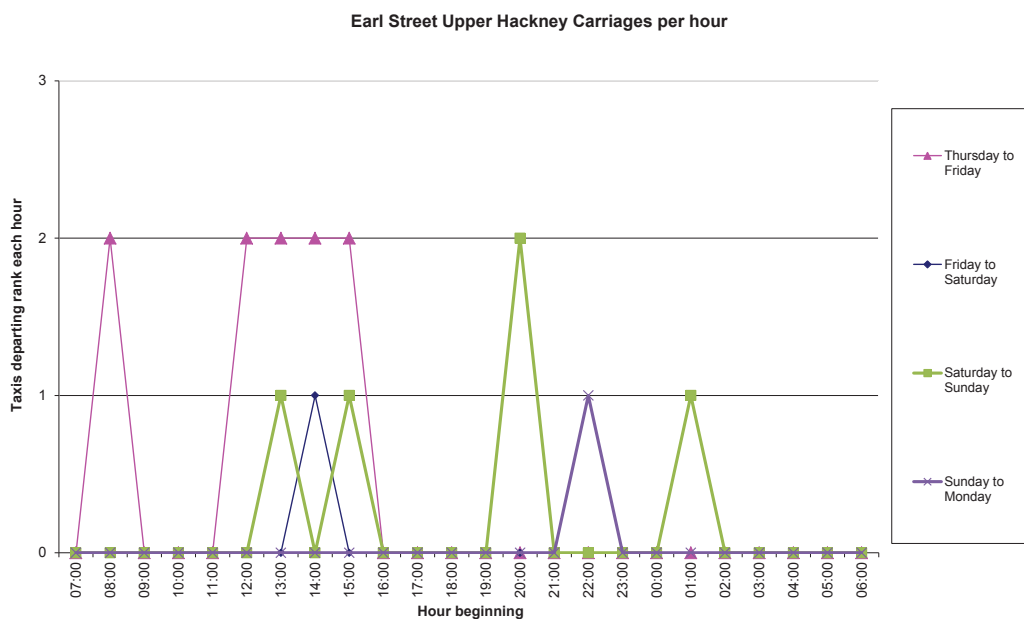


Figure 13 - Hourly departures of Hackney Carriages at Earl Street Upper

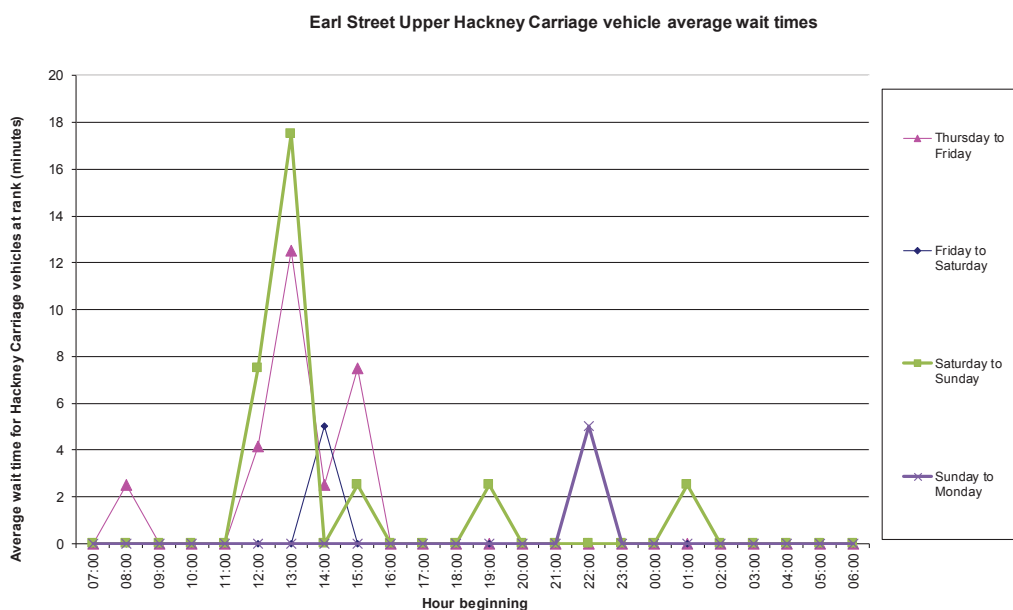


Figure 14 - Average Hackney Carriage vehicle wait times at Earl Street Upper

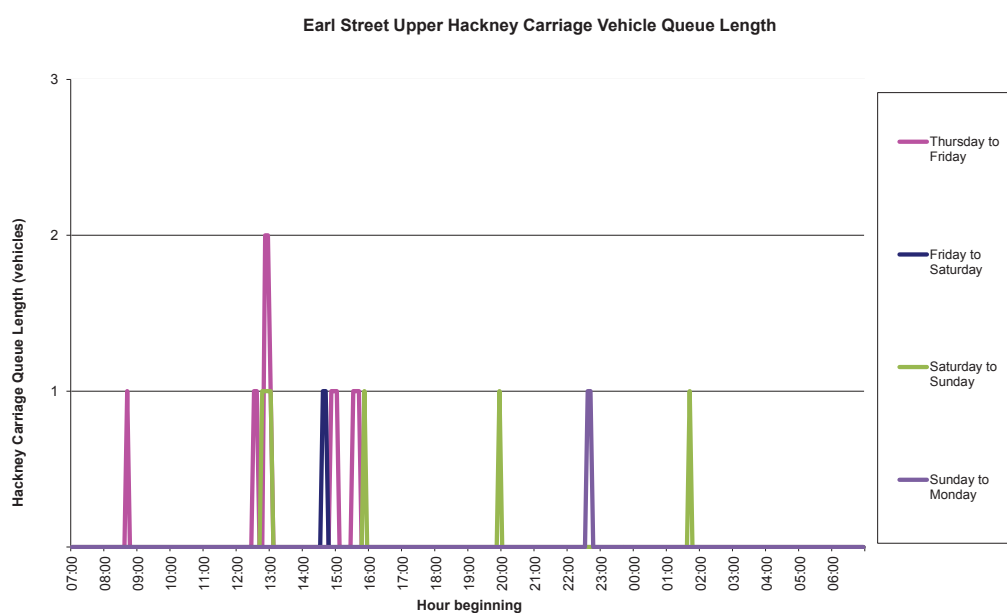


Figure 15 - Hackney Carriage vehicle queue length at Earl Street Upper

Earl Street Lower

There are four locations on Earl Street which are designated in traffic regulation orders as Taxi Ranks. Two of these locations are to the west of the junction with Pudding Lane. These were combined for the purpose of assessment and referred to as Earl Street Lower.

The two rank locations in Earl Street Lower are both on the south side of the road. These are part time ranks operating from midnight to 7:00 am 7 days per week. The taxi rank bays are marked as bus stops. There are waiting restriction notices



which indicate that taxis are permitted to wait in the marked bays between midnight and 7:00 am.

No activity was recorded in this location.

Maidstone West Railway Station

The marked taxi rank at Maidstone West Railway Station is on Station Approach. The land is owned by the Rail Franchise Company (currently Southeastern Railway). Hackney Carriage owners pay an annual fee to Southeastern Railways for a permit to operate from this rank.

Immediately adjacent to the rank spaces, is a taxi booking office for a local operator of Private Hire Vehicles and Hackney Carriages. The rank was lightly used and was often occupied by other vehicles, including private cars, vans and Private Hire Vehicles.

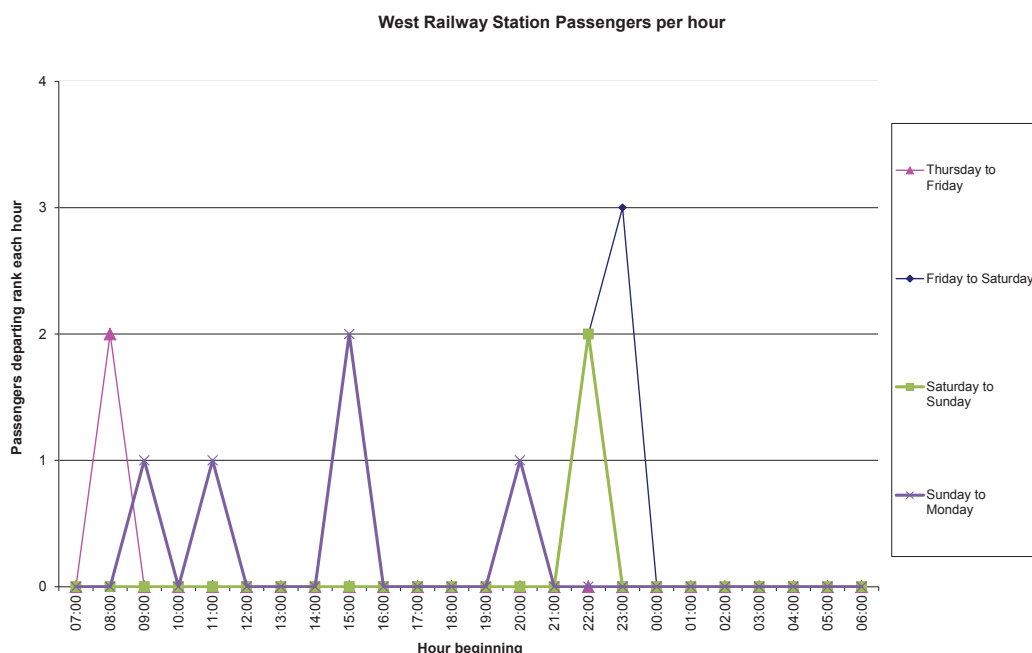


Figure 16 - Hourly departures of passengers at Maidstone West

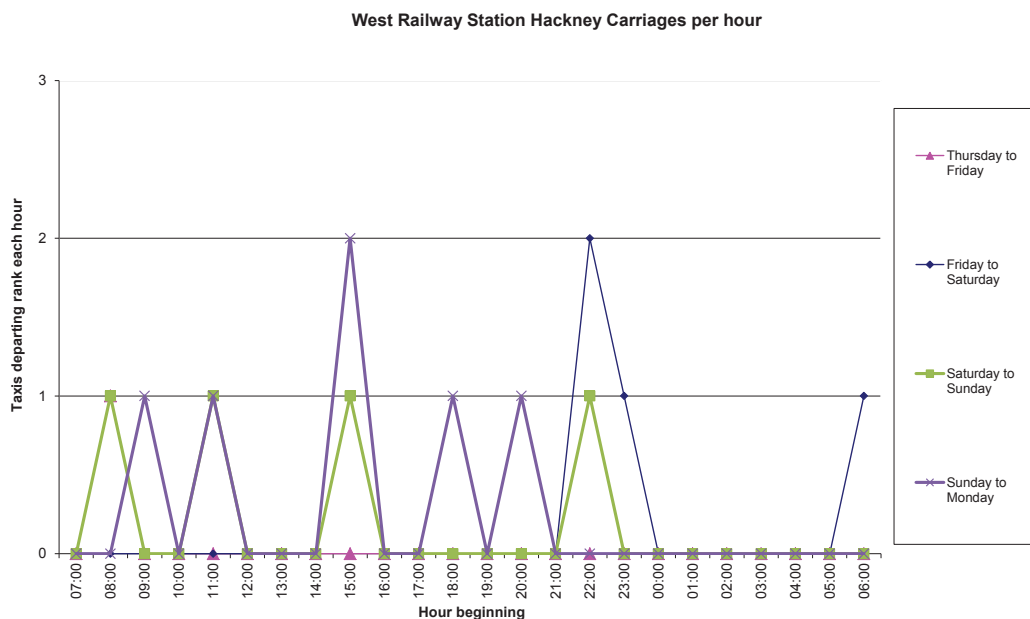


Figure 17 - Hourly departures of Hackney Carriages at Maidstone West

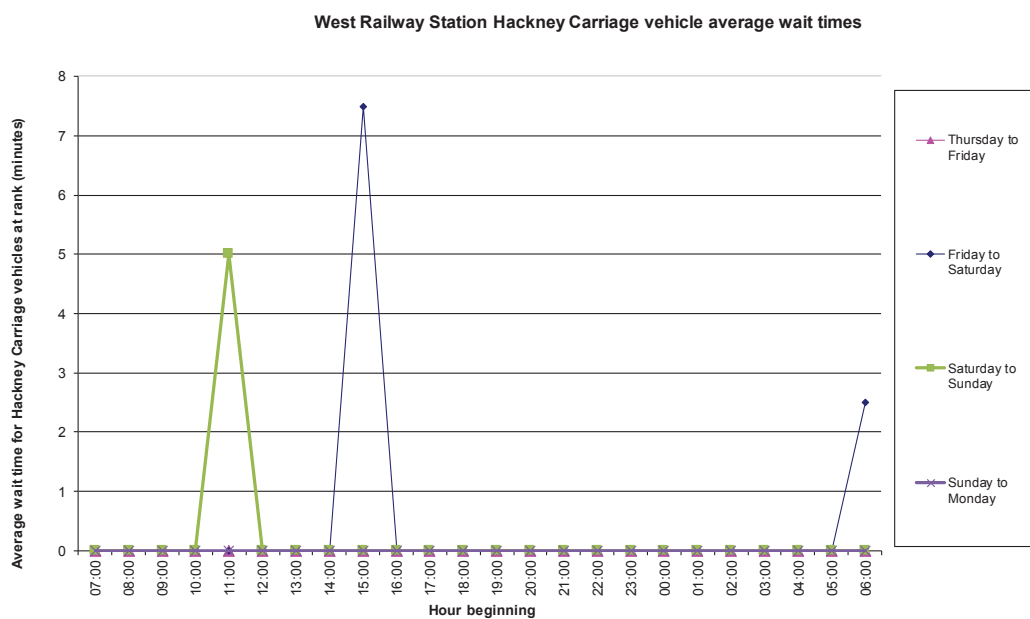


Figure 18 - Average Hackney Carriage vehicle wait times at Maidstone West

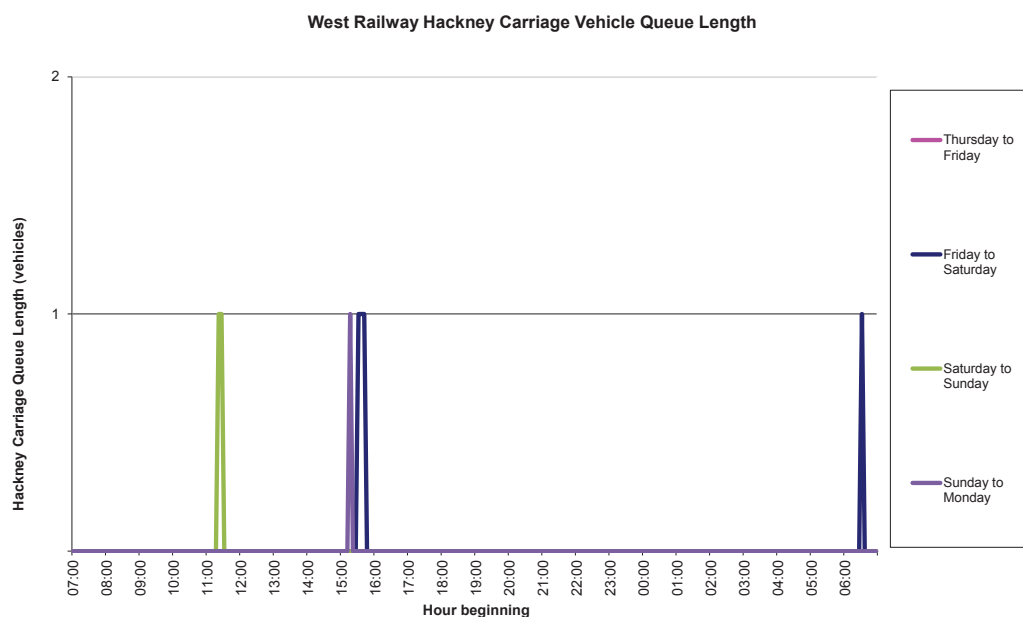


Figure 19 - Hackney Carriage vehicle queue length at Maidstone West

Barker Road

The rank at Barker Road consists of two laybys on Barker Road, close to Hart Street. The layby farthest west has road markings indicating it is a taxi rank. The layby farther east has road markings indicating it is a bus stop. There is a bus shelter adjacent to this layby. Both laybys have waiting restriction signs indicating that vehicles may not stop in the laybys, except buses from 7:00 am to 7:00 pm and taxis from 7:00 pm to 7:00 am. The rank is close to the Odeon Cinema and some restaurants and so may be expected to attract some demand from the night time economy. However, the rank was virtually unused. A single Hackney Carriage visited the rank twice on Saturday morning during the hour beginning 11:00 am. On the first visit the Hackney Carriage left the rank empty. The same vehicle returned later and picked up two passengers. The rank was unused during the formally active hours.

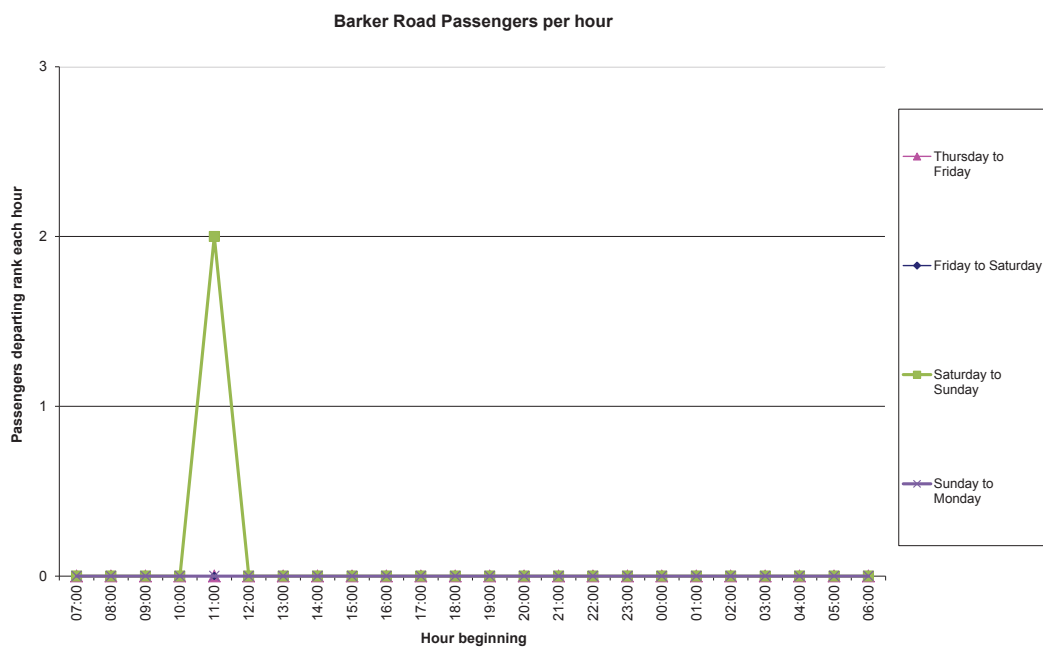


Figure 20 - Hourly departures of passengers at Barker Road

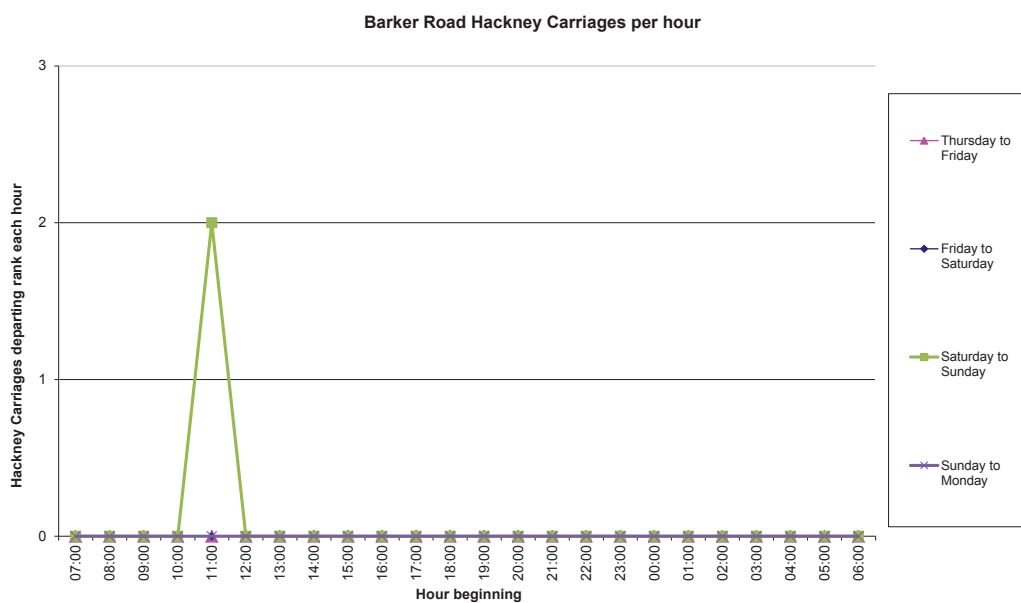


Figure 21 - Hourly departures of Hackney Carriages at Barker Road

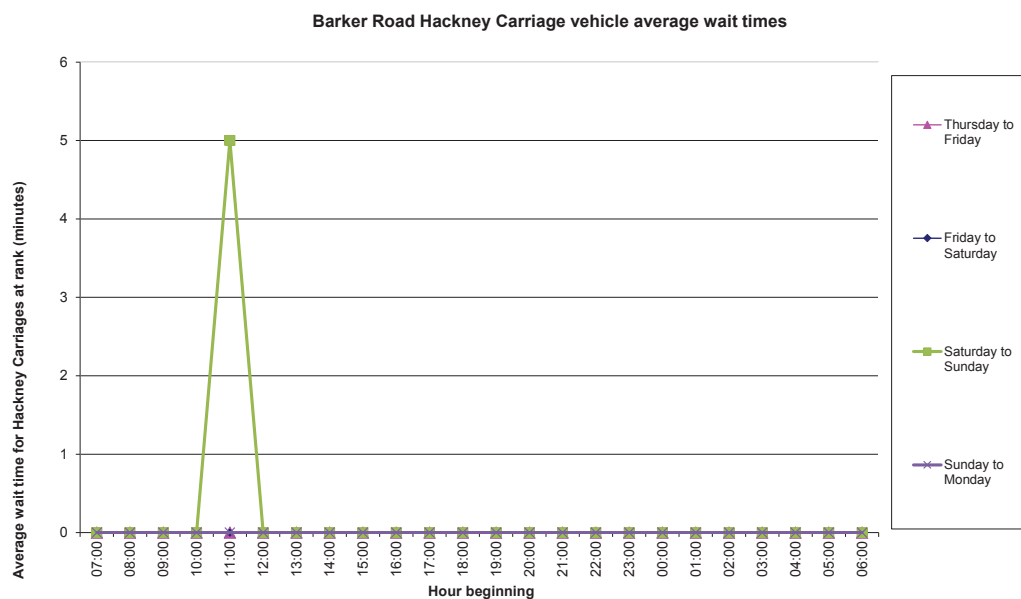


Figure 22 - Average Hackney Carriage vehicle wait times at Barker Road

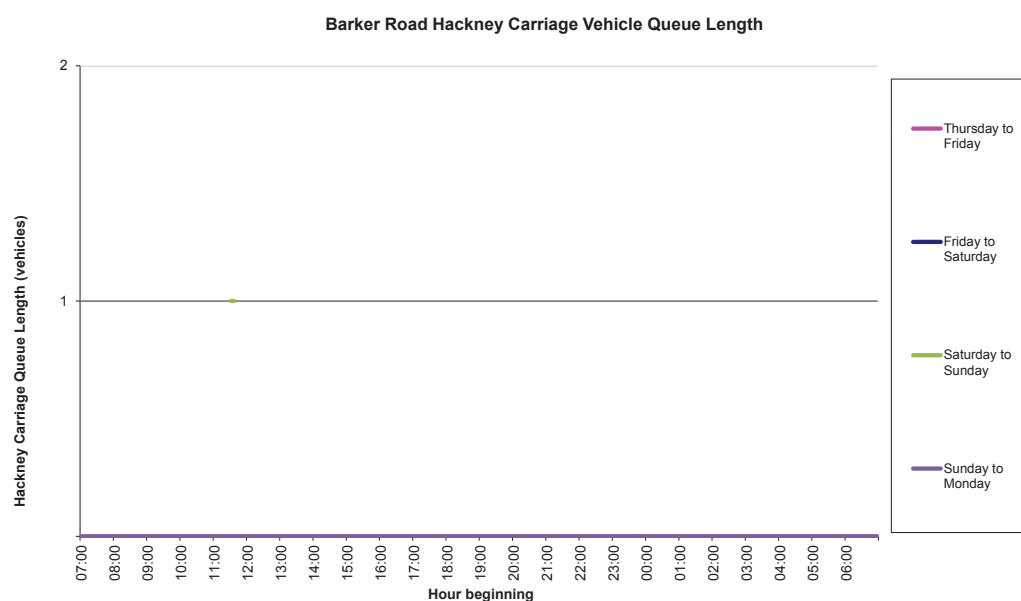


Figure 23 - Hackney Carriage vehicle queue length at Barker Road



King Street

The rank on King Street is a 24 hour rank and is active from 7:00 am until midnight most nights. The marked rank area has a nominal capacity for seven vehicles. Hackney Carriages wait on the marked rank and, when the marked rank is full, additional Hackney Carriages wait on the opposite side of the road, forming an informal feeder rank to get on to the marked rank area. The number of vehicles queuing on the rank or waiting to get on to the rank, peaked at 13 vehicles.

The number of Hackney Carriage departures per hour is generally significantly higher than the number of passengers per hour. Whilst this rank was busy and had a high throughput of vehicles, the rank acts primarily as a feeder rank for the much smaller rank on High Street. Whilst there was a significant number of passenger hires from this rank, the majority of Hackney Carriages left the rank empty, before moving on to the High Street rank.



Figure 24 - Hourly departures of passengers at King Street

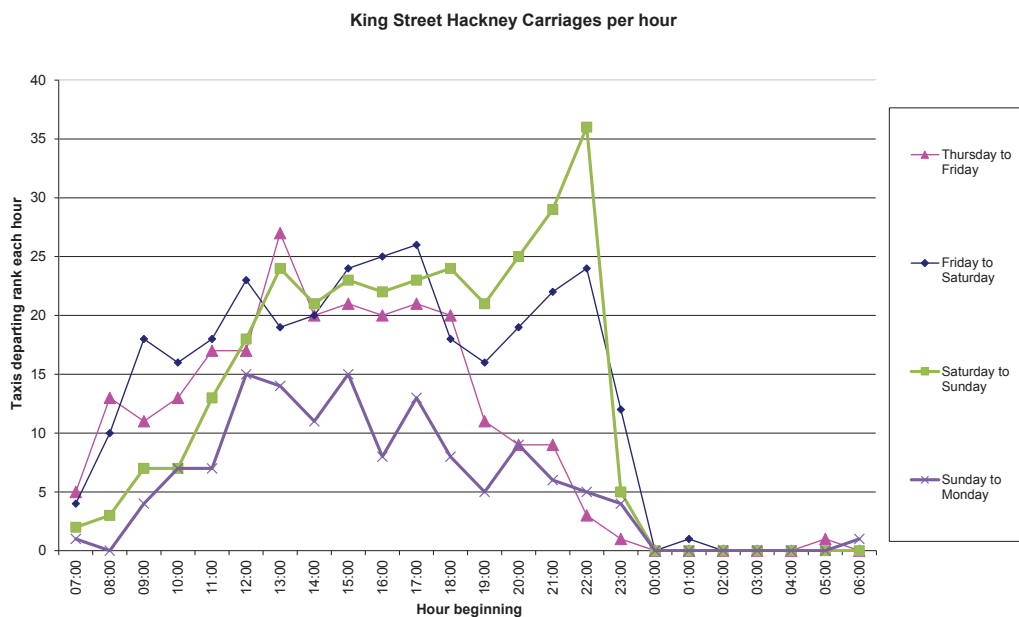


Figure 25 - Hourly departures of Hackney Carriages at King Street

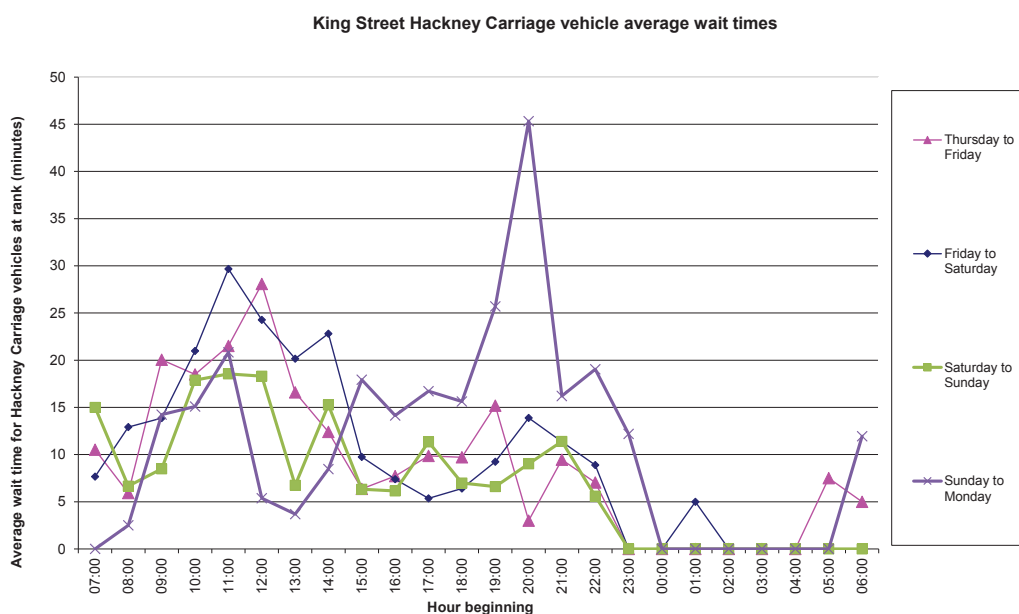


Figure 26 - Average Hackney Carriage vehicle wait times at King Street

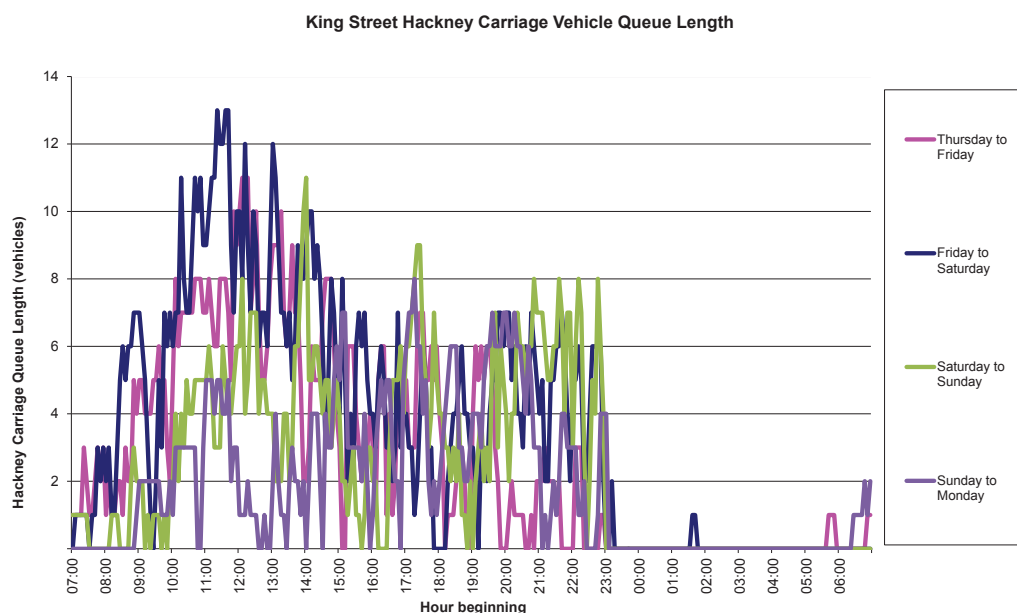


Figure 27 - Hackney Carriage vehicle queue length at King Street

High Street

The rank on High Street is a 24 hour rank, with space for two Hackney Carriages. The location of the rank is convenient for shops in the town centre and is central for the night time economy. The central location for both retail demand and night time economy ensures that despite being one of the smallest ranks in Maidstone, it is the busiest rank in Maidstone. The rank at King Street acts as a feeder rank for High Street, ensuring that the rank was rarely left empty.

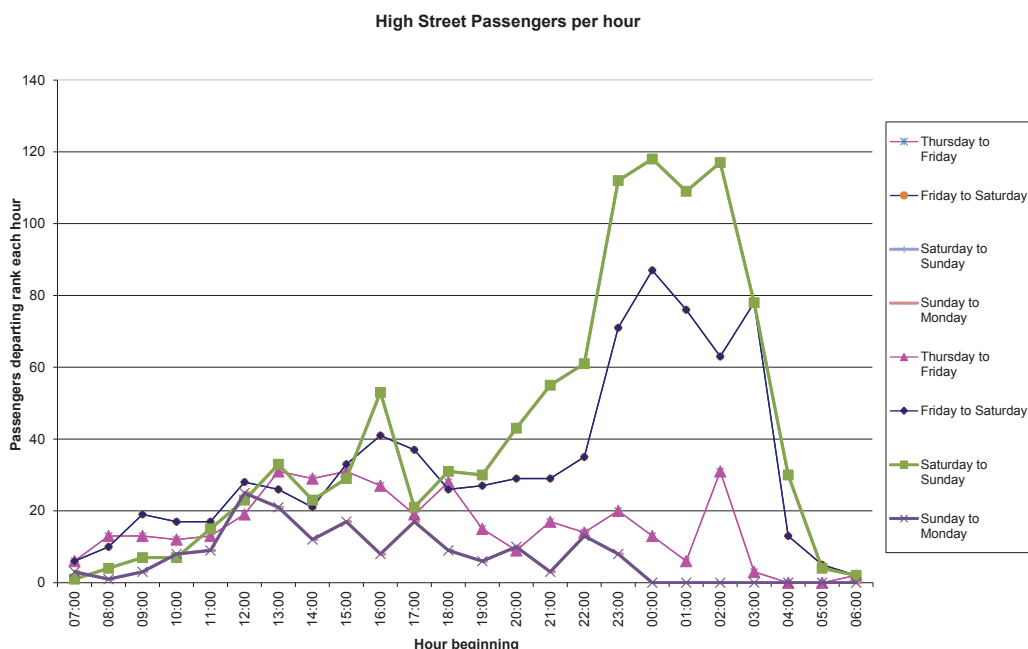


Figure 28 - Hourly departures of passengers at High Street

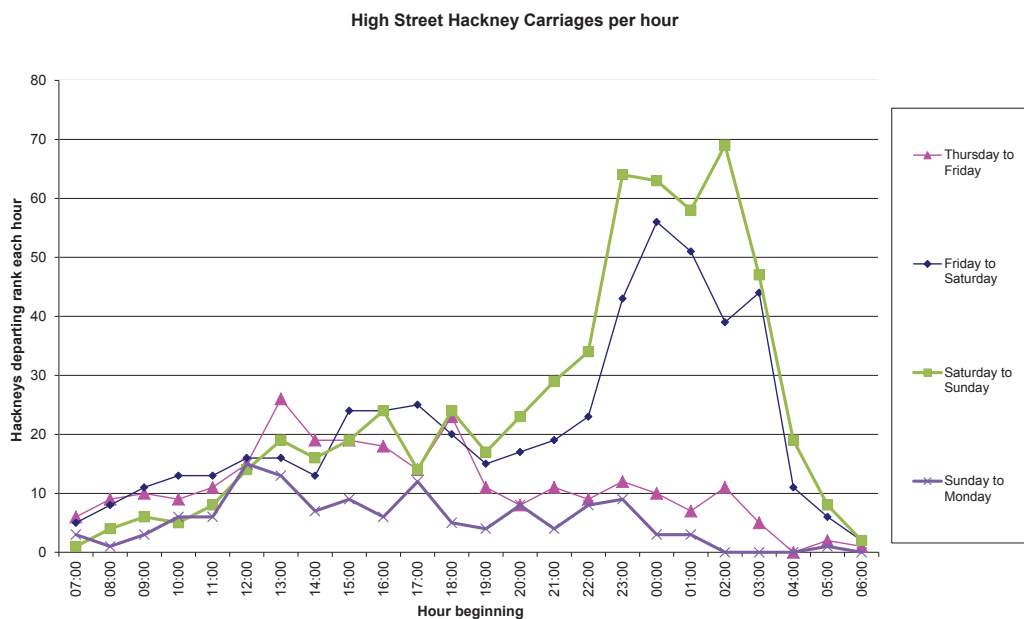


Figure 29 - Hourly departures of Hackney Carriages at High Street

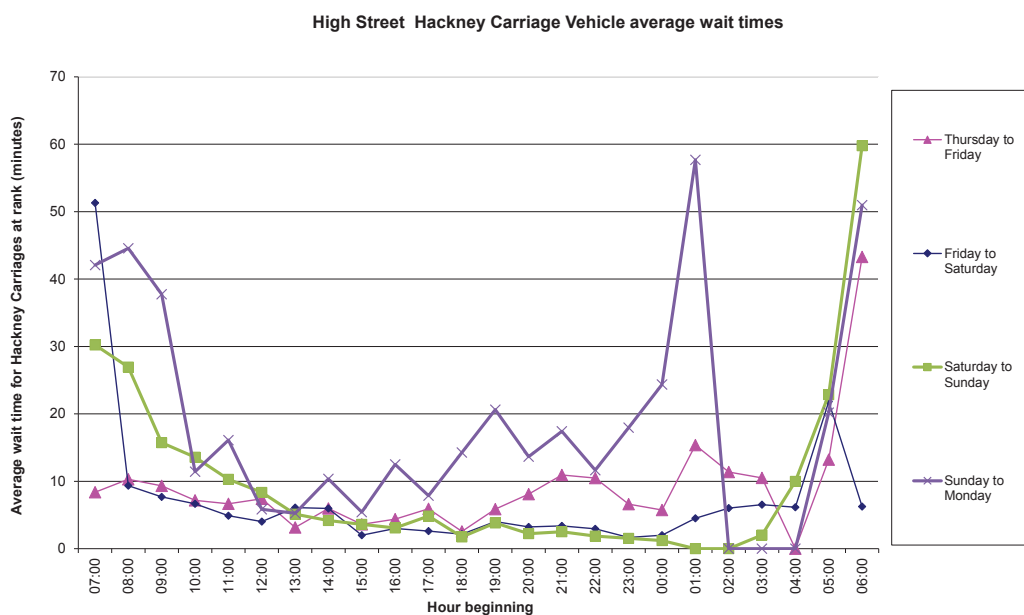


Figure 30 - Average Hackney Carriage vehicle wait times at High Street

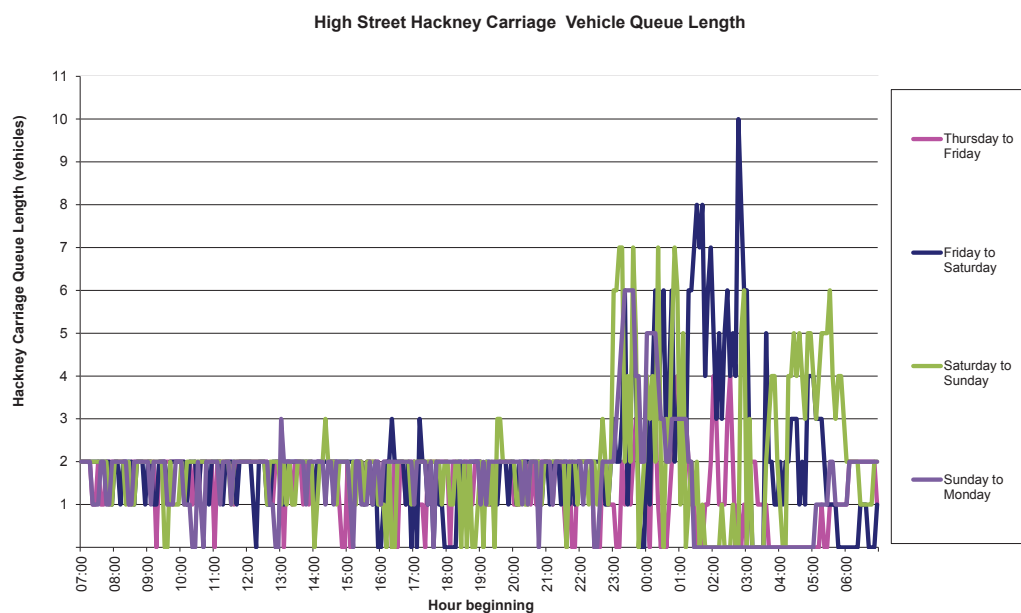


Figure 31 - Hackney Carriage vehicle queue length at High Street



The number of hires (i.e. the numbers of Hackney Carriages which left ranks with passengers) were aggregated across all ranks. The results are presented in Figure 32.

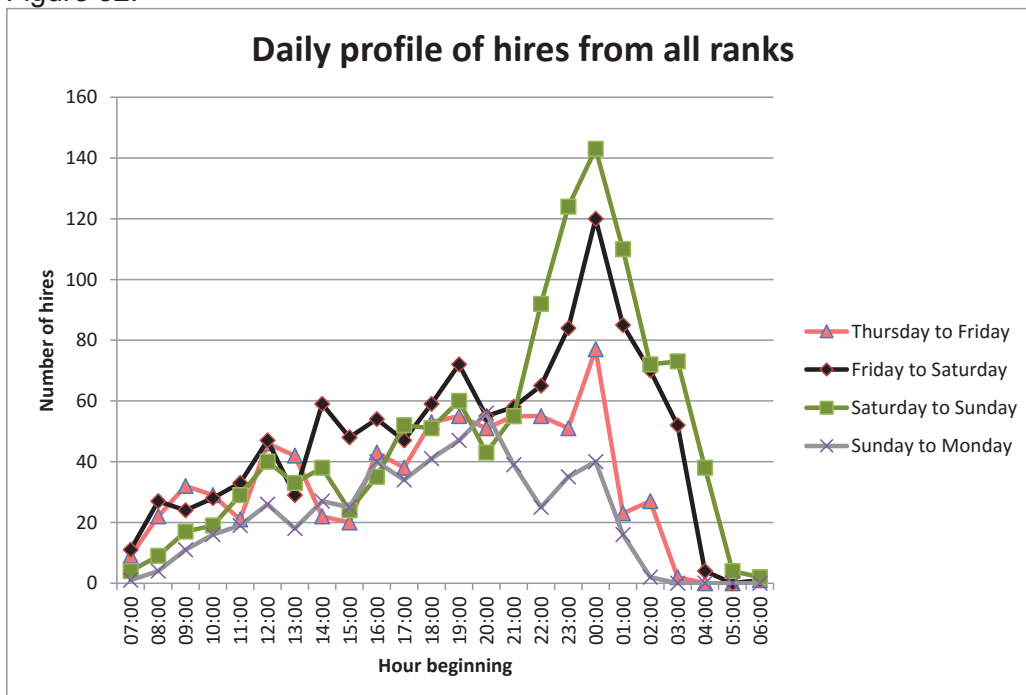


Figure 32 - Total hires across all ranks

The total daily volumes of passengers and Hackney Carriages passing through each rank have been tabulated for comparison and are presented in the following pages.

Table 5 - Total volumes through each rank on Thursday to Friday

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Barker Street	0	0	0	0	0.0	
County Hall	4	1	5	1	1.0	15
East Railway Station	17	127	144	156	1.2	23
High Street	10	256	266	371	1.4	
Earl Street Lower	0	0	0	0	0.0	
Earl Street Upper	10	0	10	0	0.0	6
Pudding Lane	0	0	0	0	0.0	
St Faith Street	0	0	0	0	0.0	
West Railway station	0	1	1	2	2.0	0
King Street	204	35	239	46	1.3	13
Total	245	420	665	576	1.4	5



Table 6 - Total volumes through each rank on Friday to Saturday

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Barker Street	0	0	0	0	0.0	
County Hall	17	38	55	59	1.6	6
East Railway Station	10	151	161	191	1.3	10
High Street	12	502	514	796	1.6	4
Earl Street Lower	0	0	0	0	0.0	0
Earl Street Upper	0	0	0	0	0.0	0
Pudding Lane	0	0	0	0	0.0	0
St Faith Street	0	0	0	0	0.0	0
West Railway station	0	0	0	0	0.0	0
King Street	14	2	16	2	1.0	9
Total	53	693	746	1048	1.5	6

Table 7 - Total volumes through each rank on Saturday to Sunday

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Barker Street	1	1	2	2	2.0	5
County Hall	26	48	74	85	1.8	3
East Railway Station	12	132	144	210	1.6	19
High Street	21	566	587	1006	1.8	2
Earl Street Lower	0	0	0	0	0.0	
Earl Street Upper	5	0	5	0	0.0	5
Pudding Lane	0	0	0	0	0.0	
St Faith Street	0	0	0	0	0.0	
West Railway station	3	1	4	2	2.0	1
King Street	260	43	303	67	1.6	10
Total	328	791	1119	1372	1.7	4

Table 8 - Total volumes through each rank on Sunday to Monday

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Barker Street	0	0	0	0	0.0	
County Hall	6	0	6	0	0.0	12
East Railway Station	17	66	83	102	1.5	0
High Street	12	114	126	173	1.5	14
Earl Street Lower	0	0	0	0	0.0	0
Earl Street Upper	0	1	1	1	1.0	0
Pudding Lane	0	0	0	0	0.0	0
St Faith Street	0	0	0	0	0.0	0
West Railway station	1	5	6	5	1.0	0
King Street	116	17	133	25	1.5	0
Total	152	203	355	306	1.5	5

An estimate of weekly volumes was made by combining four times the Thursday volumes, plus Friday, Saturday and Sunday volumes.

**Table 9 - Estimated weekly volumes through each rank**

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
Barker Street	1	1	2	2	2.0
County Hall	65	90	155	148	1.6
East Railway Station	107	857	964	1127	1.3
High Street	85	2206	2291	3459	1.6
Earl Street Lower	0	0	0	0	0.0
Earl Street Upper	45	1	46	1	1.0
Pudding Lane	0	0	0	0	0.0
St Faith Street	0	0	0	0	0.0
West Railway station	4	10	14	15	1.5
King Street	1206	202	1408	278	1.4
Total	1513	3367	4880	5030	1.5

4.3 Commentary on results

Saturday was the busiest day in terms of total Hackney Carriage hires and the number of passengers. Friday volumes were lower than Saturday volumes, but higher than the Sunday or Thursday results. The majority of Friday and Saturday hires occurred at night.

The peak in hires on Friday and Saturday nights equated to a level around three to four times the level of hires in the afternoons of the respective days. Whilst this reflects a peaked profile, the ratio is relatively modest and suggests that there is a relatively active day time economy and the trade are not wholly reliant on the night time economy.

From the weekly estimate results, 31% of Hackney Carriages departed the ranks empty. In many licensing areas, the principal reason that Hackney Carriages leave ranks empty, is in order to respond to a pre-booked hire. However, the majority of empty departures were from the rank on King Street. These were predominantly to enable the Hackney Carriages to move on to the High Street rank. If we ignore the empty departures relating to King Street rank, the empty departures from the remaining ranks equate to approximately 8% of departures.

Hires from the High Street rank equated to approximately 66% of all hires. Maidstone East Railway Station rank equated to approximately 25% of all hires.

4.4 Fleet deployment profile

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

To illustrate this process, the following example is used. Say the average time taken to return to a rank, following a hire, is 18 minutes. At the rank, there are 5 hires per hour. Therefore, on average, a hire occurs every 12 minutes (5 per hour). In this example, at the start of the hour, the first hire occurs. After 12 minutes, the



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

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

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

=1.5 Hackney Carriages (average)

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

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

The number of Hackney Carriages working in each hour is presented in Figure 33. The proportion of the fleet working in each hour is presented in Figure 34.

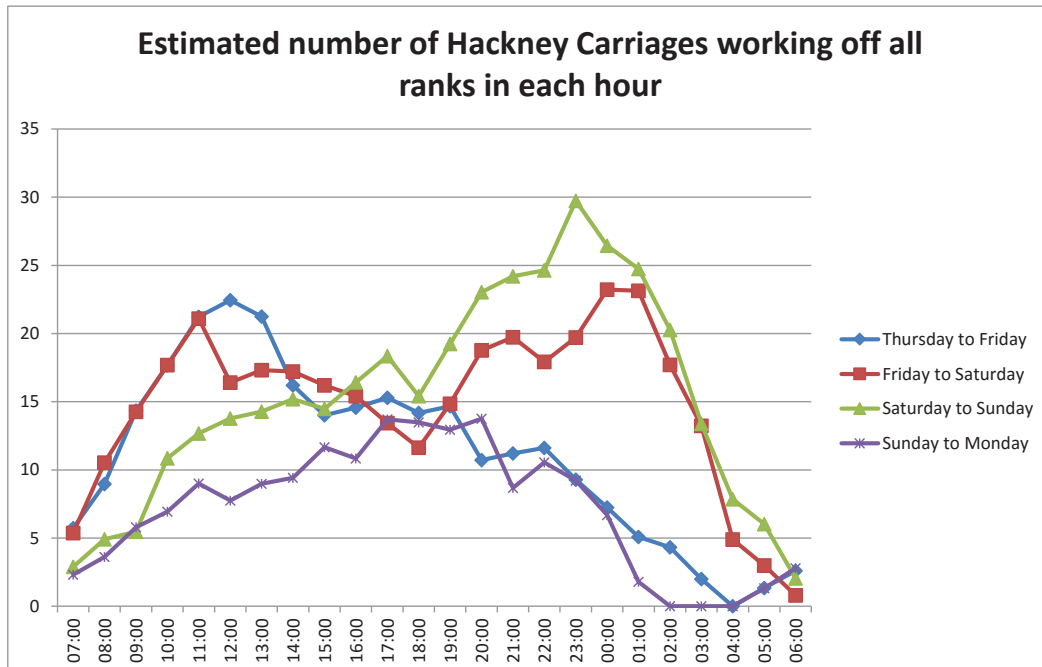


Figure 33 - Estimated number of Hackney Carriages working each hour

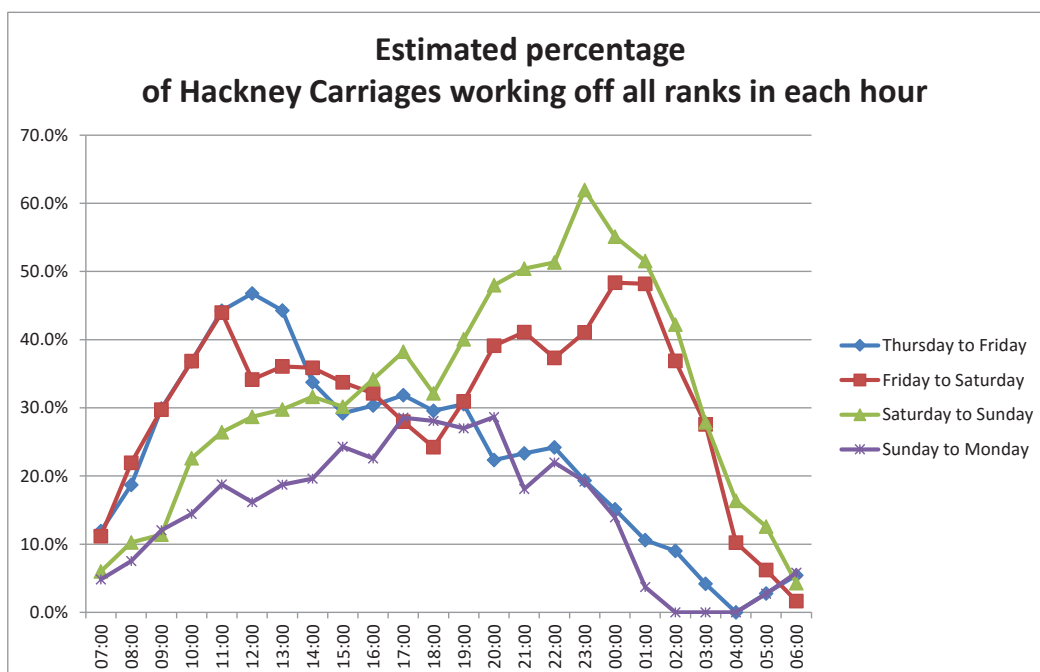


Figure 34 - Estimated proportion of the Hackney Carriage fleet working each hour

As one may expect, the greatest proportion of the fleet was operating on Saturday night. The proportion of the fleet operating during the morning and afternoon on Thursday and Friday was consistent with the responses provided by trade feedback. The proportion of the fleet operating on Thursday day time was greater than Thursday night time, which was reflected in the trade feedback.

The proportions suggest that the fleet is operating with some multi-shifting and operating well within capacity. There would be scope for the existing fleet to cater for increased demand, through additional drivers working additional shifts, should levels of demand increase.

4.5 Passenger queuing

There were 72 occasions when passengers were observed waiting for Hackney Carriages to arrive at ranks. 118 passengers were affected. Passenger waiting occurred at Maidstone East Railway Station and at the High Street Rank.

The passenger waiting was generally individual occurrences, on isolated occasions. No large and persistent passenger queues formed at any rank.

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

4.6 Wheelchair users

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



Eight wheelchair user hires were observed. Three of the hires were mobility scooter type wheelchairs. Seven of the hires occurred on the High Street rank.

One hire occurred at the County Hall informal rank. On this occasion, the hire appeared to have been in response to a telephone booking, as the Hackney Carriage left the Maidstone East rank to pick up the passenger, at the County Hall layby.

Details of the results are presented Table 10

Table 10 - Wheelchair users observed

Rank Location	Date	Time	Size of party travelling	Notes
High Street	14/07/2016	12:32	3	
High Street	14/07/2016	12:41	2	
High Street	14/07/2016	14:48	2	
High Street	15/07/2016	17:47	1	Mobility Scooter
High Street	15/07/2016	23:28	2	Mobility Scooter
High Street	16/07/2016	16:12	3	
High Street	17/07/2016	16:01	1	
County Hall	15/07/2016	16:37	1	Mobility Scooter



5 PUBLIC CONSULTATION

5.1 Public consultation questionnaires

A public attitude survey was undertaken in Maidstone between the 11th and the 26th August 2016. 432 people were interviewed. In addition, a further 16 responses were collected via an online survey.

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

In order to engage participants in the survey, pedestrians passing by in the street were initially asked if they had made one or more trips by taxi in Maidstone in the last three months. Responses were as follows:

Yes	90.4%
No	9.6%

The responses relate to those responses from passers by who were persuaded to answer subsequent questions. Many passers by, especially those who answered 'no', to the initial question, refused to participate in the survey. Those who had used a licensed vehicle in the last three months were more inclined to answer further questions. Hence, the survey reflects the views of licensed vehicle users more than the population as a whole.

In order to establish a level of understanding of respondents knowledge, regarding differences between how Hackney Carriages and Private Hire Vehicles may be hired, the questionnaire included questions asking respondents to indicate the ways in which a Private Hire Vehicle and a Hackney Carriage may be hired. 21% of respondents indicated methods other than pre-booking, as ways in which to hire a Private Hire Vehicle. The other methods indicated included hailing a passing vehicle, hiring a Private Hire Vehicle waiting on the street or in a car park and hiring one off a rank. In comparison with other surveys, this result demonstrates a relatively good understanding of the differences between Hackney Carriages and Private Hire Vehicles.

The differences between how each type of licensed vehicle may be hired, were explained to respondents who chose ineligible means of hire.

Results of the survey are presented in the following tables.

Regarding your last trip in a licensed vehicle, was this a Hackney Carriage or a Private Hire Vehicle?

Hackney Carriage	30.6%
Private Hire Vehicle	61.5%
Don't know	7.9%



Regarding your last trip in a licensed vehicle, how did you obtain this hire?

	Last trip by Hackney Carriage	Last trip by Private Hire Vehicle	Don't know which type of vehicle used for last trip
Hired at a rank	81.8%		
Hailed in the street	5.1%		
Approached a waiting vehicle not at a rank		2.2%	
Booked by telephone	13.1%	97.8%	100%

Regarding your last trip in a licensed vehicle, what was the purpose of that journey?

	Last trip by Hackney Carriage	Last trip by Private Hire Vehicle	Don't know which type of vehicle used for last trip
Medical	0.7%	1.4%	
Leisure	54.7%	28.2%	85.7%
Work	25.5%	15.2%	
Education		2.9%	
Shopping	19.1%	52.3%	14.3%

Regarding your last trip in a licensed vehicle, what was the approximate time of day?

	Last trip by Hackney Carriage	Last trip by Private Hire Vehicle	Don't know which type of vehicle used for last trip
Morning	16.1%	16.3%	
Afternoon	31.4%	35.9%	60%
Evening	32.1%	30.4%	40%
Night	20.4%	17.4%	



Regarding your last trip in a licensed vehicle, could you rate the following aspects of the trip with a rating of 1 to 5? With 1 being poor and 5 being very good.

Aspect	Last trip by Hackney Carriage	Last trip by Private Hire Vehicle	Don't know which type of vehicle used for last trip
Cleanliness of the interior	4.12	4.01	4.61
Cleanliness of the exterior	4.15	3.97	4.42
General condition	4.11	4.08	4.24
Driver helpfulness	3.91	3.98	4.11
Driver appearance	3.76	3.89	4.15

Regarding your last trip in a licensed vehicle, how much was the fare paid?

	Last trip by Hackney Carriage	Last trip by Private Hire Vehicle	Don't know which type of vehicle used for last trip
Average of fares paid	£8.47	£9.02	£7.65

Regarding the number of Hackney Carriages in Maidstone, do you feel that there are:

	Proportion of all respondents
Not enough	6.3%
About the right number	28.1%
Too many	9.2%
Don't know / no opinion	56.4%

What improvements would you like to see to Hackney Carriage services in Maidstone?

	Proportion of all respondents
Cheaper fares	3.6%
More helpful drivers	0.7%
Smarter dressed drivers	0.4%
No opinion	97.5%



Are there any locations where you would like to see new taxi ranks?

	Proportion of all respondents
Yes	2.0%
No	36.4%
Don't know / no opinion	61.6%

If you would like to see new taxi ranks, where should these ranks be?

All suggestions were for 'at supermarkets'

How would you rate the level of service provided by Hackney Carriages in Maidstone Borough? Please rate from 1 to 5 with 1 being very poor and 5 being Very good.

The average rating was 3.7 out of 5.

Please choose which one of the following features would do most to improve ranks in Maidstone?

Lighting	4%
Shelter	25%
Signage	46%
Don't know / no opinion	25%

What would you say is the principal factor which limits your use of Hackney Carriages?

Don't need to use (for various reasons)	45.5%
Cost	22.6%
Normally take the bus	17.6%
Prefer to use Private Hire	14.3%

Would you welcome the provision of taxi marshals at ranks?

Yes	9.3%
No	12.6%
Don't know / no opinion	78.1%

If you would welcome taxi marshals, what location or locations would be most appropriate for taxi marshals to operate?

High Street	70.0%
King Street	17.5%
All	12.5%



Would you welcome the provision of taxi sharing scheme in Maidstone Borough?

Yes	3.5%
No	25.7%
Don't know / no opinion	70.8%

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

Yes	1.4%
No	98.6%

If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?

High Street	83.3%
Cannot recall	16.7%

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

Yes	0%
No	100%

Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last three months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time? [Remember, this relates to Hackney Carriages not Private Hire]

Yes	5%
No	95%

If the answer to the previous question is yes, how long approximately was the wait time quoted?

25 minutes	5%
30 minutes	10%
60 minutes	85%

Do you have regular access to a car?

Yes	82%
No	18%

Are you a permanent resident in Maidstone?

Yes	92.8%
No	7.2%



Is the respondent Male 1 or Female 2

Male	40.8%
Female	59.2%

Please choose which option best suits your personal circumstances:

Full time employed	40.0%
Part time employed	18.1%
Unemployed	7.8%
Student	10.6%
Retired	20.6%
Home maker (house husband / wife)	2.5%
Other	0.4%

What age group does the respondent fall within?

16 – 34	29.6%
35 – 64	38.9%
65+	31.5%

5.2 Comments on results

The use of licensed vehicles in the last three months, by participants in the survey, was relatively high. However, there were a lot of refusals by members of the public, to be interviewed. Many of those who refused to participate answered an initial question that they had not used a licensed vehicle in the last three months. Indeed, less than 16% of people approached, agreed to participate in the survey. Virtually all of those who did not participate, indicated that they had not used a licensed vehicle in the last three months.

The majority of participants were aware of the differences between Hackney Carriages and Private Hire Vehicles. The most common means of obtaining a Hackney Carriage was from a rank, with a small proportion of respondents indicating that they had hailed one in the street. A small proportion of respondents indicated that they had hired a Private Hire Vehicle which was waiting, i.e. not pre-booked.

Respondents generally felt that both Hackney Carriages and Private Hire Vehicles were clean and in good condition. However, driver helpfulness and driver appearance did not rate as highly, for either Private Hire Vehicles or Hackney Carriages.

The recollection of average fares paid, for both Hackney Carriages and Private Hire Vehicles, were significantly above the minimum Hackney Carriage fare. The recalled costs suggest that the majority of trips were greater than two miles. However, the return times to the ranks suggest that many trips were short journeys. It may be the case that respondents couldn't recall the fare paid accurately and rounded up their estimate of cost.



Few respondents felt that more Hackney Carriages are required. Similarly, few felt that additional taxi ranks were needed.

Respondents were asked if they had any other comments that they would like to make, regarding Hackney Carriage services. Few made further comments, however, those who did, mentioned that there were occasions on Saturday nights when passengers had to wait at the High Street rank.

There was little evidence of public dissatisfaction with services. The proportion of respondents who gave up trying to hire a Hackney Carriage, because none were available, was low, at 1.4%. This statistic is used as an indicator of the level of latent unmet demand.



6 STAKEHOLDER CONSULTATION

6.1 Background

In order to gather information from a variety of sources and gather views of the taxi industry and levels of service from different perspectives, consultation was undertaken with a range of stakeholders. These included representatives of groups or organisations which use taxis, or undertake related activities and representatives from the taxi business itself.

6.2 Taxi trade consultation

A consultation questionnaire was sent to all drivers, with a freepost return envelope. In addition, an online survey questionnaire was available for drivers to complete and provide feedback

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

28 questionnaires were returned from members of the trade. In addition, a further 4 online survey responses were received.

14 responses were from Hackney Carriage Drivers, 14 responses were from Private Hire Drivers. A further 3 respondents indicated that they drove both types of vehicles and one respondent indicated that they didn't normally drive.

Responses have been quantified according to the respondent type.

Each respondent was asked to estimate, over a year, how many hires they picked per week. Table illustrates that below.

	Hackney Drivers	PHV Drivers	Drive both vehicle types
From Ranks	55	13	90
Flag Downs	5	0	24
Telephone bookings	9	43	32
Regular Contracts	14	18	36
Totals	83	74	182

The majority of PHV drivers indicated that they picked up no hires from ranks. However, two PHV drivers indicated that they did pick up from ranks and this affected the average.

The respondents were asked **how many years they have been involved in the licensed vehicle trade in Maidstone Borough**. Results are shown below.



	Hackney Drivers	PHV Drivers	Drive both vehicle types
0-2 years			
3-5 years		4	2
6-10 years	2	4	
11-15 years	1	2	
16-20 years	7	1	
Over 20 years	4	1	1

Do you normally subscribe to a radio circuit, or similar, for bookings:

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	4	7	2
No	10	3	1

Whilst the majority of Hackney Carriage drivers do not subscribe to a radio circuit, discussion with drivers indicates that many do receive direct bookings, by telephone.

What type of licensed vehicle do you drive most frequently, if applicable?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Purpose built taxi vehicle	14		2
Saloon car		6	2
Minibus/people carrier (wheel chair accessible)		3	1
Minibus/people carrier (not wheelchair accessible)		3	1

During a typical week, approximately how many journeys do you pick up which require carriage of a wheelchair?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
None	1	9	
1 – 5	6	1	2
6 – 10	1		
11 – 20	2		
More than 20	3	1	1

The majority of Hackney Carriage drivers pick up wheelchair hires each week. However the majority of Private Hire Vehicle drivers do not. As all of the Hackney Carriage fleet is wheelchair accessible, this is not surprising.



In relation to normal practice throughout the year, which of the following ranks or locations would you normally work from at different times of day?

Hackney Carriage Drivers

	Morning 7:00 – 12:00)	Afternoon (12:00 – 18:00)	Evening (18:00 – 21:00)	Night (21:00 – 07:00)
King Street	9	9	5	4
High Street	9	9	5	4
Barker Road				
Pudding Lane				
St. Faith's Street				
Earl Street				
Maidstone East Railway Station	4	4	6	3
Maidstone West Railway Station				
Week Street (outside County Hall)				1

Drivers of both Hackney Carriage and Private Hire Vehicles

	Morning 7:00 – 12:00)	Afternoon (12:00 – 18:00)	Evening (18:00 – 21:00)	Night (21:00 – 07:00)
King Street	2	2	3	1
High Street	2	2	3	1
Barker Road				1
Pudding Lane				1
St. Faith's Street		1	1	
Earl Street		2	1	
Maidstone East Railway Station	2	2	3	1
Maidstone West Railway Station			1	
Week Street (outside County Hall)				

The Hackney Carriage trade tends to focus on one or two ranks or locations at certain times of day, leaving other ranks unattended. Some ranks are rarely or never served by Hackney Carriages. Can you suggest any reasons that some ranks are not used and any measures which may be implemented to improve service at these ranks?

Several suggestions were put forward regarding the lack of use of some ranks. The majority of respondents felt that there was no demand at the ranks, other than High Street, King Street and Maidstone East railway station. Some suggested that the public information would need to be improved to let the public know that other ranks exist, as the public are only aware of the ranks mentioned.

There were some suggestions that improved signage and marking may help to make the public more aware of these ranks.



Is there enough rank space in Maidstone Borough?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	1	2	1
No	12	5	2

Do you think new ranks are required?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	7	6	1
No	6	2	2

Are there any ranks in Maidstone Borough which need more space?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	13	2	2
No		1	1

Suggestions for new ranks were:

Bottom of the High Street, Hospitals, Hazlitt Theatre, Stone Street and Mill Street.

In addition, with respect to rank space, a common response was that the rank on High Street is not large enough and additional night time bays would be useful at night.

Prior to reading this questionnaire, were you aware that Maidstone Borough enforces a numerical limit on the number of Hackney Carriages in Maidstone Borough?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	13	8	3
No		3	

Are there sufficient Private Hire Vehicles in Maidstone Borough to meet current levels of demand?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes, too many	13	8	1
Yes, generally sufficient		3	1
No, not during all periods		1	1
No opinion		1	



Are there sufficient Hackney Carriages in Maidstone Borough to meet current levels of demand?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes, too many	7	2	
Yes, generally sufficient	6	1	1
No, not during all periods		4	2
No opinion		1	
Don't know		4	

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

	Hackney Drivers	PHV Drivers	Drive both vehicle types
During the daytime			
During the evening /night		1	1
All day and night		2	1

How many Hackney Carriages should there be in the fleet in Maidstone Borough?

The majority of hackney Carriage drivers suggested that the total number should remain the same as current levels. Some suggested alternative numbers, which ranged from 34-42. Most Private Hire drivers did not suggest a number, however those that did, suggested between 40 and 300. The non-drivers and dual drivers were evenly split between keeping the number the same as currently and increasing to between 52 and 60.

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

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes		4	1
No	13	5	2
No opinion		3	



Is the supply of wheelchair accessible Hackney Carriages adequate for the level of demand from wheelchair users?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	13	7	3
No		1	

Is the supply of wheelchair accessible Private Hire Vehicles adequate for the level of demand from wheelchair users?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	10	5	3
No		5	

If the limit on the number of Hackney Carriages in Maidstone Borough were increased, which, if any of the effects would occur?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
More work for drivers		2	
Less work for drivers	13	6	1
A drop in standards	9	3	1
Standards would be improved		3	2
There would be safety implications	2	2	2
There would be enforcement implications	8	2	1
More revenue			1
Less revenue	11	3	1

Do you feel that any of the following factors limit the use if Hackney Carriages?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Cost	4	5	2
Security			
Public transport alternative	6	3	3



Do any of the following issues need to be addressed?

Hackney Drivers

Issue	Yes, needs to be addressed	No, does not need to be addressed
Increased driver training	6	4
Improve driver testing	7	3
Improve language skills	10	1
Improve knowledge of the area	10	2

PHV Drivers

Issue	Yes, needs to be addressed	No, does not need to be addressed
Increased driver training	2	5
Improve driver testing	5	2
Improve language skills	9	1
Improve knowledge of the area	3	4

Drive both vehicle types

Issue	Yes, needs to be addressed	No, does not need to be addressed
Increased driver training	1	
Improve driver testing	2	
Improve language skills	2	
Improve knowledge of the area	3	

Considering the year as a whole, on average, rank the days you normally work from busiest to quietest. (Lowest numbers indicate the busiest days)

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Monday	3	2	3
Tuesday	3.5	3	4
Wednesday	4	4	5
Thursday	3	3	4.5
Friday	2	2	2
Saturday	1	2.5	1
Sunday	7	2	4.5



Please indicate the times each day when you typically work

Hackney Drivers

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
00:00 - 01:00	6	1	1	1	1	2	6
01:00 - 02:00	6	1	1	1	1	2	7
02:00 - 03:00	5					2	7
03:00 - 04:00	5					2	6
04:00 - 05:00	5					1	4
05:00 - 06:00	3	1	1	1	1	1	2
06:00 - 07:00	4	5	5	5	5	4	4
07:00 - 08:00	3	7	6	7	6	5	3
08:00 - 09:00	4	9	8	9	8	6	3
09:00 - 10:00	4	10	9	10	9	7	3
10:00 - 11:00	4	12	11	12	11	9	3
11:00 - 12:00	5	12	11	12	11	10	5
12:00 - 13:00	4	10	10	10	10	9	4
13:00 - 14:00	4	10	10	10	10	9	5
14:00 - 15:00	4	10	10	10	10	9	5
15:00 - 16:00	4	10	10	10	10	9	6
16:00 - 17:00	4	9	9	9	9	8	6
17:00 - 18:00	3	7	7	8	7	6	5
18:00 - 19:00	3	5	4	5	4	4	7
19:00 - 20:00	2	3	2	3	2	3	6
20:00 - 21:00	1	2	1	2	1	2	4
21:00 - 22:00		2	1	2	1	3	4
22:00 - 23:00		1	1	1	1	3	4
23:00 - 00:00		1	1	1	1	3	5

PHV Drivers

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
00:00 - 01:00	1						1
01:00 - 02:00	1						1
02:00 - 03:00	1	1	1	1			1
03:00 - 04:00	1	1	2	1	1	1	
04:00 - 05:00	2	2	3	2	2	2	
05:00 - 06:00	2	2	3	2	2	3	
06:00 - 07:00	2	1	2	1	3	2	
07:00 - 08:00	3	4	5	4	6	4	
08:00 - 09:00	5	6	7	6	8	6	3
09:00 - 10:00	6	6	7	6	7	6	3
10:00 - 11:00	6	6	7	6	7	6	3
11:00 - 12:00	6	6	7	6	7	6	3
12:00 - 13:00	5	6	7	6	7	7	3
13:00 - 14:00	5	6	7	6	7	7	3
14:00 - 15:00	5	6	6	6	6	6	3
15:00 - 16:00	5	6	6	6	6	6	3
16:00 - 17:00	5	6	6	6	6	7	2
17:00 - 18:00	1	2	2	2	2	4	2
18:00 - 19:00	1	2	2	2	3	4	2
19:00 - 20:00					1	3	1
20:00 - 21:00					1	2	
21:00 - 22:00					1	1	
22:00 - 23:00					1	1	
23:00 - 00:00						1	



Drive both vehicle types

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
00:00 - 01:00						2	1
01:00 - 02:00						2	1
02:00 - 03:00						1	1
03:00 - 04:00						1	1
04:00 - 05:00						1	1
05:00 - 06:00	1		1		1	2	
06:00 - 07:00	2	2	2	2	2	2	1
07:00 - 08:00	2	2	2	2	2	2	1
08:00 - 09:00	2	3	3	3	3	3	1
09:00 - 10:00	2	3	3	3	3	3	1
10:00 - 11:00	2	3	3	3	3	3	1
11:00 - 12:00	2	3	3	3	3	3	1
12:00 - 13:00	2	3	3	3	3	3	1
13:00 - 14:00	2	3	3	3	3	3	2
14:00 - 15:00	3	3	3	3	3	3	2
15:00 - 16:00	3	3	3	3	3	3	2
16:00 - 17:00	3	3	3	3	3	3	2
17:00 - 18:00	3	3	3	3	3	3	2
18:00 - 19:00	2	1	1	1		2	1
19:00 - 20:00	2	1	1	1		2	1
20:00 - 21:00	1	1	1	1		2	1
21:00 - 22:00	1	1		1		2	1
22:00 - 23:00						2	1
23:00 - 00:00						2	1

Is customer care adequate?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	12	4	1
No	1	2	2
Don't know/no opinion		4	1

Are any of the following criteria an issue for the licensed vehicle trade in Maidstone? – Hackney Carriage drivers

Criteria	Yes, this is an issue	No, this is not an issue
Increasing expense of fuel	4	3
Environmental considerations	2	
Excessive working hours	3	
Congestion	9	

Would you welcome the provision of Taxi Marshalls at ranks?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	10	7	3
No	1	1	
Don't know/no opinion	1	3	



Is there a role for Taxibus services in the Borough?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	1	1	
No	12	3	3
Don't know.no opinion		7	

Would a Taxi Sharing scheme be useful in Maidstone?

	Hackney Drivers	PHV Drivers	Drive both vehicle types
Yes	1	1	
No	10	5	2
Don't know/no opinion	1	5	1

6.3 Other comments and inputs.

In addition to the questionnaire responses summarised above, which focussed on specific and numerical responses, drivers were also asked more open questions on a range of features and aspects of the trade. The questionnaire was structured in order to encourage open and discursive responses.

These responses have been summarised in this section together with feedback from discussion with drivers on the taxi ranks. The sentiments expressed by individuals have been aggregated and summarised.

There were some suggestions, from Private Hire Drivers, that there should be a dress code for Hackney Carriage drivers.

Some additional rank space at the active ranks would be welcomed. There was some recognition that the unused ranks are effectively redundant as drivers are unwilling to wait at these ranks for fares and the public are unlikely to go to these ranks, as taxis are unlikely to be found there.

There were some allegations from the Hackney Carriage drivers that Private Hire Vehicles were picking up passengers on the High Street, contrary to traffic regulations. There was a suggestion from a Private Hire driver that the traffic regulations should be changed to allow Private Hire Vehicles to access the High Street to pick up pre-booked hires.

Some respondents suggested that one person should not be able to hold more than one Hackney Carriage Vehicle Licence (plate). In licensing areas where a significant proportion of the fleet is owned by a small number of individuals or companies, access to a Hackney Carriage Vehicle Licence can be a source of friction, with drivers objecting to rental fees as the only route to the trade. However, in Maidstone, the majority of registered owners hold a single plate. The level of response regarding this issue was relatively low, suggesting that, whilst it



is a source of concern for some, it is not necessarily seen as a significant issue for the majority of the trade.

The following statements capture the sentiments of several respondents:

‘Maintaining a cap on the number of Hackney Carriages enables drivers to earn sufficient income to maintain vehicles to a good standard and would retain professional and experienced drivers in the trade. If the cap were removed, income would drop. More drivers would be part time drivers and as a consequence the standard of vehicle maintenance and presentation would drop, the level of professionalism of drivers would drop and the public would receive a poorer level of service.’

‘If the limit were removed or increased, additional vehicles would be trying to operate from the same amount of rank space. There is not currently sufficient space available. So additional vehicles would need to drive around more, as they couldn’t get onto the rank, or would have to wait at the roadside or in car parks, taking up space and limiting parking availability for shoppers and visitors. These impacts would, in turn, lead to increased congestion and increased emissions and would have an economic impact as visitors would find it less easy to access the town and park.’

6.4 Non Trade Consultation

Views on the taxi trade and taxi services were sought from user groups, representing elderly and disabled groups, hotels and licensed premises, transport providers, police and other stakeholders that it was felt should be consulted.

The consultee groups and individuals were as follows:

Local Councillors, Parish Councillors, MP and MEP, Neighbouring Licensing authorities, Kent Primary Care Trust, Chamber of Commerce, Maidstone Disability Action Group, Maidstone Activity and Skills Group, Maidstone Mind, Citizens Advice Bureau, Age UK (Maidstone), SAGA, Involve, Maidstone Women’s Centre, local Sheltered Housing Schemes and Residential Homes, Arriva, Network Rail, Local bus and coach companies, .Council representatives for Transport, Roads and local businesses. In addition, seventy pubs, clubs and hotels were contacted by post with a survey form and freepost response envelope. The businesses contacted were in a variety of locations from town centre locations to rural locations, within the licensing area.

Feedback was generated through a combination of, Freepost return mail questionnaire, email and telephone contact and face to face contact.

Most hotels and licensed premises, who responded, indicated that they or their customers generally called one of the Private Hire Operators to book a vehicle, as opposed to specifically ordering Hackney Carriages. Generally, respondents found that there were licensed vehicles available for customers when required. However, some did identify issues. These issues were:

- Customers preferred to order Private Hire Vehicles, owing to lower cost.
- Licensed premises in rural locations indicated that they faced some difficulty obtaining a licensed vehicle at some times. This was attributed to rural location and the distance a vehicle would need to travel to pick up a fare. It was asserted that additional charges would be levied by any vehicle



responding to a booking, to cover the additional dead mileage. Licensed premises in urban and suburban locations did not face such difficulties and generally found that a licensed vehicle was available when required.

Supermarkets all had Freephone booking services available in the shop and had not indicated that they were aware that any customers ever faced difficulty hiring a licensed vehicle. At most supermarkets, staff were not really aware of any difference between Hackney Carriages and Private Hire Vehicles. All trips were booked by telephone.

At the hospital, licensed vehicles could be hired through a Freephone service. No difficulties were known.

Few issues were raised on behalf of elderly users, mobility impaired users or minority groups. The only issues or comments made were regarding the cost of travel. However, availability was good and for regular users, there was often a preference to use a regular company or driver. Availability of wheelchair accessible vehicles was not raised as an issue.

Councillor feedback resulted in several identified issues and suggestions for improvements. These were:

[The High Street rank is in a] ‘good centre location but too small – taxis waiting in the road to slot into a two car pick up spot.’

‘New taxi rank – Lower High Street ?’

‘Operation of the [High Street] rank – a little hit and miss with the view camera not in action. I feel that all cabs should have the same “colour Code” i.e. one colour for easy long distance and easy recognition vision and corporate colour for Maidstone.’

‘There are parking issues in King Street where overspill when waiting can cause traffic congestion and possible parking fines for the taxi operator.’

‘The [High Street] rank at present is not easy to identify if you [have impaired] vision or hearing or even for those with mobility impairment due to its busy and small location. There is also the constant battle with the buses at this location and also pedestrians using this junction to cross the road.’

‘There seems to be a lack of service at certain times, particularly on a Monday to Thursday between 6.00 – 8.00pm (I have seen customers waiting more than 30mins at this time).’

‘Some Taxis are spotless and clean, some you may think the driver lives there.’

‘Easier access for Wheelchairs is a must.’

‘There is a perceived problem where private hire vehicles are seen to park up at certain locations where their telephone numbers can be observed and hence they can be called “on the spot” and therefore taking trade from the Hackney carriages



(this however can be useful for the evening economy when the demand for taxi's is much greater).'

'There can be at times, in certain circumstances, where language appears to be a problem and knowledge of a destination is not always known. At certain "holiday" periods some taxis do not appear to operate causing a shortage at certain times.'

'It should also be possible to have an improved taxi service from the developing Maidstone East Station.'

6.5 Summary of trade and stakeholder consultation

The Hackney Carriage trade appear to derive the majority of trade from rank hires, rather than pre-booked hire. However, some do regularly obtain hires through booking circuits.

The majority of Hackney Carriage drivers responding to the questionnaire indicated that they had more than 16 years experience working in the trade. The levels of experience for Private Hire drivers was lower.

The majority of hackney carriages carry wheelchair passengers fairly regularly.

Responses from the trade agree with the rank survey results that there are effectively three active rank locations, these are King Street, High Street and Maidstone East Railway Station. Only one driver acknowledged use of the layby at County Hall, despite evidence from the rank survey videos. Feedback from the trade and stakeholders provided suggestions for improvements, especially along the High Street. Additional ranks on the High Street, especially at night, were suggested.

It was suggested that the presence of the High Street rank was not obvious, for visibly impaired users. The rank lies within a pedestrianised area with a shared use roadway. So yellow line markings and kerbs, which define other taxi ranks, are not so obvious. However, this rank has the most consistent and constant presence of Hackney Carriages throughout the day. This, in itself, may be argued to be the best indication of the presence of a taxi rank.

In order for a rank to become established and commonly used, it needs to establish a level of 'critical mass' of both availability of Hackney Carriages at the rank and also customers hiring Hackney Carriages at the rank. When some formal marked ranks are rarely used and others, close by, are relatively busy, drivers need to make a judgement regarding the probability of obtaining a hire at a quiet rank, versus a busy rank. At a quiet rank, competition for hires may be lower, however the level of demand may mean that the waiting time between hires is greater than the waiting time at a busy rank. At a busy rank, by comparison, a Hackney Carriage has to join the back of the vehicle queue and wait to get to the head of the rank. As such, the increased 'certainty' of a hire at a busy rank, despite the wait time, often attracts drivers to serve the busy rank. This appears to be the case in Maidstone, where the 24 hour rank on Earl Street, and the night time only



ranks on Barker Road, Pudding Lane and St Faith's Street are not well enough known or used by the public to be a good bet for waiting for fares. As a consequence, the trade wait on the established, busy ranks. Feedback from the trade confirms the view that the unused ranks are not well known by the public and felt to be unlikely to generate business, so remain unused.

With the majority of demand occurring at the High Street rank, there were suggestions to improve the facility at this location by adding further night time ranks along the High Street to cater for the night time economy and potentially to cater for retail related demand during the daytime.

Some Private Hire Vehicle drivers felt that there should be more Hackney Carriage plates available. This is a common response by members of the trade who do not hold a Hackney Carriage plate and either drive a Private Hire Vehicle or rent a Hackney Carriage. The issue of new plates is seen as an opportunity to access the Hackney Carriage trade, without the need to buy a 'plated vehicle' as a business transfer, or to pay to rent a plated vehicle. All Hackney Carriage drivers indicated that there was no need to issue new plates. There is often a level of self interest amongst plate holders to keep numbers controlled and maintain the limit at current levels, in order to limit additional competition and dilution of earnings.

Whilst some drivers who generally work week days, day time hours, also work on Friday and Saturday nights, there isn't a mass concentration on these times. This ensures that there is adequate cover for day time demand as well as peak demand associated with the night time economy at weekends.



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

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

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

SF = Seasonality Factor

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

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

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

7.2 Calculation of ISUD variables

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

The aggregate delays in passenger minutes, are presented in Table 7

**Table 7 Summary of aggregate passenger delays (minutes)**

Survey day	Aggregate passenger delays (minutes)	Aggregate passengers
Thursday to Friday	48.85	576
Friday to Saturday	279.75	1117
Saturday to Sunday	353.12	1372
Sunday to Monday	247.13	306
Total for week (Thursday x 4 + Fri + Sat + Sun)	1075.4	5099.0

In order to provide an appropriate weighting to represent weekly delays, we add the Friday, Saturday, Sunday and four times the Thursday aggregate passenger delays, to calculate the weekly aggregate passenger delay (as passenger minutes), then divide by aggregate passengers, using the same weightings, to calculate the average delay. The average delay, thus calculated equals **0.21 minutes (13 seconds)**.

PF There was a sharp peak in demand on Friday and Saturday nights. Therefore the **PF value is 0.5**.

SSP Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, there were occasions when passengers were delayed by more than a minute, waiting for Hackney Carriages to arrive at the ranks. These delays occurred in 6 of the 22 week day, day time hours observed. These were one hour on Thursday and five of the hours on Friday. Adjusting for an aggregate week, (four times Thursday plus Friday), the **SSP proportion is 9 divided by 55, which equals 16.36%**.

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 Thursday, plus Friday, Saturday and Sunday values. The only hour

To GID percentage was calculated to be 3.5%

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



bias the results in favour of the Hackney trade, and a value of 0.8 for surveys conducted in December during the pre Christmas rush of activity. For this study, a factor of **1.0** is assumed.

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

The public consultation survey results indicate that 1.4% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.014**.

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

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

$$\text{ISUD} = 0.21 \times 0.5 \times 16.36 \times 3.5 \times 1.0 \times 1.014 = 6.1$$

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 6.1 is an indicator that there is some unmet demand. However the value falls well below the level which would suggest that the level of unmet demand is significant. However, this should not be taken in isolation. Other available evidence should also be considered.

Whilst there were times when passengers had to wait for a taxi to arrive at the rank, these events were generally individual occurrences, rather than periods when persistent and lengthy queues formed. The proportion of passengers who had to wait at the ranks was relatively low.

An assessment of the rank throughput and average time taken to return to the ranks, suggests that not all of the Hackney Carriage fleet were operating from the ranks on the Saturday night, during the period of peak demand. Indeed, it appeared that around 50% - 60% of the fleet were operating from the ranks. Coupled with high levels of fleet availability during the week, the fleet activity profiles suggest that there is significant spare capacity available to cater for increased demand on a short term 'event' basis and on a long term basis.

There is little evidence from public consultation and stakeholder feedback that there are frequent difficulties in obtaining a Hackney Carriage.

The low calculated ISUD value, coupled with the lack of persistent passenger queueing and lack of issues identified through consultation with stakeholders and the trade, suggests that there is **no significant unmet demand**.



8 MYSTERY SHOPPER SURVEY

8.1 Background

A mystery shopper survey was undertaken in Maidstone on 21st and 22nd July 2016. The survey involved hiring Hackney Carriages from the ranks in Maidstone to undertake short journeys. A total of 16 hires were undertaken, involving two surveyors. Each test purchase hired a different Hackney Carriage.

8.2 Assessment

The following aspects of each hire were assessed.

Tariff Number: All of the journeys were undertaken during the Tariff 1 period. So the meter for all journeys should show tariff 1. The meter was fully visible for all hires and on each occasion the meter was switched on at the commencement of the journey and stopped as the vehicle arrived at the destination. On all except one journey, the correct tariff was shown on the meter. However, on one of the journeys, Tariff 2 was selected by the driver. This resulted in a higher fare being charged, than would normally be expected. The same journey was undertaken several times and on other occasions tariff 1 was used and a significantly lower fare charged.

Hackney Carriage availability: Only the active ranks were surveyed. These were King Street, High Street and Maidstone East station. On each occasion that the rank was approached, Hackney Carriages were available and no passenger waiting occurred.

Acceptance of hire: On all except one of the hires, the driver accepted the hire and took a reasonable route to the destination. One attempted hire resulted in a refusal. This was for a journey from Maidstone East Station to Pizza Express on Earl Street. The driver refused the hire, stating that “it is just around the corner, I’m not doing that”. All other short distance fares were accepted.

Driver communication: On most of the journeys, the driver confirmed the destination with the passenger. For some of the journeys, the driver confirmed that the passenger actually wanted to pay for the hire over what was a short distance trip. It was felt that on most of these occasions, this was to helpfully point out that the journey was easily walkable and would avoid the fare. Most drivers were polite. The only exception was the driver who refused the fare. All drivers had a good level of spoken English.

Driver badge number: The driver badge number was not visible to the passenger on any of the trips undertaken. Some drivers wore the badges on a lanyard around the neck. Of those who wore the badge, on each occasion, the badge was turned inwards and not visible to an onlooker. There was no other indication within the Hackney Carriages regarding the driver badge number.

Cleanliness and condition of vehicle: All vehicles surveyed were clean and tidy inside and out and there were no bad smells in any of the vehicles. Most were in



good condition. Some minor defects such as arm rest padding and worn fixtures were evident, but the majority of vehicles were in very good condition.

Passenger comfort and safety: The passengers were comfortable and felt safe and secure on all of the sampled journeys. The standard of driving was good on all journeys, with no speeding, sharp manoeuvres and no lack of observation.

Taxi fares table and Hackney Plate Number: The taxi fares table was clearly visible in all except one vehicle hired. All vehicles clearly displayed the Hackney Carriage plate number.

8.3 Summary

Almost all of the sample hires were as one would hope to encounter. The single issue which affects all of the hires undertaken, was the lack of visibility of the driver number in each vehicle. In some licensing areas, the driver number is displayed in the vehicle as a copy of the driver's badge, with photograph. In such areas, vehicles with multiple drivers display multiple badges. There may be a case in Maidstone for introducing a practice that copy driver badges are displayed in a position visible to the passengers.

There were two events which were cause for further concern, regarding the passenger experience. One driver refused the short distance hire. The Hackney Carriage plate number was recorded along with the time that the refusal occurred. The next driver on the rank was approached to undertake the hire. This driver accepted the hire and passed comment that drivers should not refuse hires, irrespective of the distance. However, this was the driver who undertook the hire on Tariff 2 and consequently over charged the passenger.



9 RESPONSES TO DFT BEST PRACTICE GUIDANCE 2010

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

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

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

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

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

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

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

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

Who was involved in the review?

This review was included direct discussion with the following respondents:

- Representatives of elderly and disabled groups,
- Representatives of minority groups
- Hotels and licensed premises,
- Transport providers,
- Police,
- Local supermarkets
- Local politicians
- Parish Councils
- Council department representatives.

What decision was reached about retaining or removing quantity controls?

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

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

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



Are you satisfied that quantity controls do not:

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

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

What special circumstances justify retention of quantity controls?

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

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

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

How does your policy benefit the trade?

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

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

We are not aware of any local accessibility policy, and current evidence suggests the demand for wheel chair accessible vehicles is effectively catered for by the current Hackney Carriage fleet which is fully wheel chair accessible and capable of carrying the majority of wheelchair types in common usage.

When did you last assess unmet demand?

Unmet demand has been regularly reviewed, with this study preceded by earlier surveys.

How is your taxi limit assessed?

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

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

Yes.

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

This is a matter for decision by the Council committee based on evidence presented in the 2016 unmet demand survey. The results of the survey suggest that the current limit is sufficient to cater for demand at most times.

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

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



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

Yes, all appropriate consultees have been taken into account.

Do you receive representations about taxi availability?

No

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

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



10 CONCLUSIONS AND RECOMMENDATIONS

10.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicate that there are normally sufficient Hackney Carriages available to cater for demand at all periods. Whilst there was some passenger queuing observed at various times this was not sufficient, in the context of all passenger volumes in a week, to be deemed significant. .

The level of unmet demand is not significant, with respect to the ISUD index calculation.

10.2 Trade feedback

Some key concerns voiced by the trade were related to available space on the High Street rank. This is the smallest of the active ranks, yet it caters for around 66% of demand. Whilst the physical constraints of the location of this rank would make extending the space available a challenge, there are opportunities to use other space on the High Street for additional rank space. This is especially the case at night, when other vehicular users of the High Street are lower in number and there is less demand for use of other layby areas for parking and loading use.

Relatively few issues were raised by the trade, when compared with other surveys in other areas. The trade are anxious that additional Hackney Carriages would dilute the earnings available, as demand is unlikely to increase in the short term. However, there is little evidence to suggest that the trade are unwilling or unable to service demand at all times when demand exists. The level of experience of Hackney Carriage drivers is relatively high, with many drivers having several years experience in the trade. This generally brings a high level of service in terms of local knowledge and ability to judge where demand is likely to require service.

10.3 Public and stakeholder consultation issues

In general, the public and stakeholders appear to be largely content with Hackney Carriage services. Few consultees identified any issues, which is a good indicator that services are being provided where required.

10.4 Recommendations

There is little evidence of unmet demand at present and the level is below that which would be considered to be significant. Therefore, the survey has concluded that there is **no significant unmet demand** for Hackney Carriages in Maidstone .

There is adequate spare capacity in the fleet to cater for short term fluctuations in demand, such as bank holidays and end of month weekends. There is adequate capacity in the fleet to cater for further growth in demand should it occur.

There is no significant unmet demand. Therefore, there is no compelling need to increase the number of Hackney Carriage Licences, on the basis of public benefit.



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

- Maintain the current limit
- Issue any number of additional plates as it sees fit,
- Remove the numerical limit



APPENDIX A TAXI OBSERVATION RESULTS



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



Barker Street		Saturday to Sunday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	1	1	2	2	2.0	5
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	1	1	2	2	2.0	5
Barker Street		Sunday to Monday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	0	0	0	0	0.0	0



County Hall			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	1	1	2	1	1.0	7
01:00	3	0	3	0	0.0	20
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	4	1	5	1	1.0	15
County Hall			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	1	0	1	0	0.0	3
14:00	0	0	0	0	0.0	0
15:00	0	1	1	1	1.0	0
16:00	0	1	1	1	1.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	2	0	2	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	8	4	12	6	1.5	3
00:00	2	10	12	16	1.6	6
01:00	1	13	14	20	1.5	6
02:00	1	7	8	11	1.6	12
03:00	2	2	4	4	2.0	4
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	17	38	55	59	1.6	6



County Hall		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	1	0	1	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	3
20:00	4	0	4	0	0.0	3
21:00	2	0	2	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	5	3	8	7	2.3	1
00:00	5	13	18	21	1.6	4
01:00	4	21	25	34	1.6	1
02:00	3	7	10	14	2.0	4
03:00	2	2	4	6	3.0	12
04:00	0	2	2	3	1.5	3
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	26	48	74	85	1.8	3
County Hall		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	2	0	2	0	0.0	3
23:00	1	0	1	0	0.0	8
00:00	3	0	3	0	0.0	20
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	6	0	6	0	0.0	12



East Railway Station		Thursday to Friday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	2	0	2	0	0.0	4
08:00	0	9	9	10	1.1	5
09:00	0	4	4	4	1.0	13
10:00	1	8	9	9	1.1	25
11:00	1	3	4	4	1.3	39
12:00	0	4	4	4	1.0	80
13:00	0	6	6	6	1.0	101
14:00	1	5	6	5	1.0	47
15:00	0	9	9	13	1.4	16
16:00	0	6	6	7	1.2	14
17:00	1	8	9	11	1.4	19
18:00	2	11	13	12	1.1	13
19:00	1	15	16	18	1.2	8
20:00	0	8	8	8	1.0	25
21:00	0	10	10	16	1.6	20
22:00	6	6	12	8	1.3	20
23:00	0	9	9	13	1.4	19
00:00	1	5	6	7	1.4	12
01:00	0	1	1	1	1.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	1	0	1	0	0.0	5
Total	17	127	144	156	1.2	23
East Railway Station		Friday to Saturday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	1	1	2	2	2.0	5
08:00	0	5	5	9	1.8	8
09:00	2	9	11	10	1.1	12
10:00	0	6	6	7	1.2	16
11:00	0	7	7	8	1.1	21
12:00	1	5	6	9	1.8	26
13:00	0	8	8	8	1.0	7
14:00	2	4	6	6	1.5	23
15:00	1	9	10	11	1.2	5
16:00	1	7	8	7	1.0	9
17:00	0	9	9	10	1.1	7
18:00	0	9	9	10	1.1	1
19:00	0	11	11	17	1.5	11
20:00	0	18	18	25	1.4	9
21:00	2	12	14	15	1.3	16
22:00	0	15	15	21	1.4	11
23:00	0	11	11	11	1.0	0
00:00	0	5	5	5	1.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	10	151	161	191	1.3	10



East Railway Station		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	4
08:00	1	1	1	2	1.0	16
09:00	0	0	0	0	0.0	48
10:00	3	5	8	8	1.6	23
11:00	0	7	7	10	1.4	26
12:00	0	7	7	12	1.7	4
13:00	0	9	9	13	1.4	11
14:00	0	7	7	9	1.3	9
15:00	1	5	6	7	1.4	21
16:00	2	4	6	8	2.0	37
17:00	1	7	8	11	1.6	49
18:00	1	8	9	15	1.9	12
19:00	1	8	9	12	1.5	23
20:00	0	7	7	8	1.1	34
21:00	1	12	13	22	1.8	26
22:00	0	21	21	38	1.8	13
23:00	1	16	17	23	1.4	10
00:00	0	4	4	7	1.8	0
01:00	0	4	4	6	1.5	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	12	132	144	210	1.6	19
East Railway Station		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	2	2	2	1.0	12
09:00	1	1	2	1	1.0	33
10:00	1	3	4	5	1.7	9
11:00	1	2	3	3	1.5	9
12:00	1	4	5	5	1.3	20
13:00	1	1	2	2	2.0	16
14:00	0	5	5	6	1.2	15
15:00	1	6	7	10	1.7	18
16:00	1	4	5	7	1.8	17
17:00	2	6	8	12	2.0	14
18:00	0	6	6	12	2.0	24
19:00	1	3	4	3	1.0	52
20:00	1	4	5	6	1.5	51
21:00	2	7	9	10	1.4	10
22:00	3	6	9	8	1.3	16
23:00	1	3	4	4	1.3	18
00:00	0	3	3	6	2.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	3
Total	17	66	83	102	1.5	



High Street				Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	6	6	6	1.0	8	
08:00	0	9	9	13	1.4	10	
09:00	0	10	10	13	1.3	9	
10:00	0	9	9	12	1.3	7	
11:00	1	10	11	13	1.3	7	
12:00	0	15	15	19	1.3	7	
13:00	0	26	26	31	1.2	3	
14:00	1	18	19	29	1.6	6	
15:00	0	19	19	31	1.6	4	
16:00	0	18	18	27	1.5	4	
17:00	0	14	14	19	1.4	6	
18:00	0	23	23	28	1.2	3	
19:00	1	10	11	15	1.5	6	
20:00	0	8	8	9	1.1	8	
21:00	0	11	11	17	1.5	11	
22:00	0	9	9	14	1.6	10	
23:00	0	12	12	20	1.7	7	
00:00	1	9	10	13	1.4	6	
01:00	1	6	7	6	1.0	15	
02:00	1	10	11	31	3.1	11	
03:00	2	3	5	3	1.0	11	
04:00	0	0	0	0	0.0	0	
05:00	2	0	2	0	0.0	13	
06:00	0	1	1	2	2.0	43	
Total	10	256	266	371	1.4	7	
High Street				Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	5	5	6	1.2	51	
08:00	1	7	8	10	1.4	9	
09:00	0	11	11	19	1.7	8	
10:00	0	13	13	17	1.3	7	
11:00	0	13	13	17	1.3	5	
12:00	0	16	16	28	1.8	4	
13:00	0	16	16	26	1.6	6	
14:00	0	13	13	21	1.6	6	
15:00	0	24	24	33	1.4	2	
16:00	0	24	24	41	1.7	3	
17:00	0	25	25	37	1.5	3	
18:00	0	20	20	26	1.3	2	
19:00	1	14	15	27	1.9	4	
20:00	1	16	17	29	1.8	3	
21:00	0	19	19	29	1.5	3	
22:00	0	23	23	35	1.5	3	
23:00	0	43	43	71	1.7	2	
00:00	0	56	56	87	1.6	2	
01:00	0	51	51	76	1.5	5	
02:00	2	37	39	63	1.7	6	
03:00	3	41	44	78	1.9	7	
04:00	2	9	11	13	1.4	6	
05:00	2	4	6	5	1.3	22	
06:00	0	2	2	2	1.0	6	
Total	12	502	514	796	1.6	4	



High Street						
Saturday to Sunday						
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	1	1	1	1.0	30
08:00	1	3	4	4	1.3	27
09:00	0	6	6	7	1.2	16
10:00	0	5	5	7	1.4	14
11:00	0	8	8	15	1.9	10
12:00	0	14	14	23	1.6	8
13:00	0	19	19	33	1.7	5
14:00	0	16	16	23	1.4	4
15:00	0	19	19	29	1.5	4
16:00	1	23	24	53	2.3	3
17:00	0	14	14	21	1.5	5
18:00	1	23	24	31	1.3	2
19:00	0	17	17	30	1.8	4
20:00	0	23	23	43	1.9	2
21:00	1	28	29	55	2.0	3
22:00	0	34	34	61	1.8	2
23:00	0	64	0	112	1.8	2
00:00	1	62	63	118	1.9	1
01:00	1	57	58	109	1.9	0
02:00	3	66	69	117	1.8	0
03:00	5	42	47	78	1.9	2
04:00	2	17	19	30	1.8	10
05:00	4	4	8	4	1.0	23
06:00	1	1	2	2	2.0	60
Total	21	566	587	1006	1.8	2
High Street						
Sunday to Monday						
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	1	2	3	3	1.5	42
08:00	0	1	1	1	1.0	45
09:00	0	3	3	3	1.0	38
10:00	0	6	6	8	1.3	11
11:00	0	6	6	9	1.5	16
12:00	0	15	15	25	1.7	6
13:00	0	13	13	21	1.6	5
14:00	0	7	7	12	1.7	10
15:00	1	8	9	17	2.1	5
16:00	0	6	6	8	1.3	13
17:00	0	12	12	17	1.4	8
18:00	0	5	5	9	1.8	14
19:00	0	4	4	6	1.5	21
20:00	1	7	8	10	1.4	14
21:00	1	3	4	3	1.0	17
22:00	0	8	8	13	1.6	12
23:00	1	8	9	8	1.0	18
00:00	3	0	3	0	0.0	24
01:00	3	0	3	0	0.0	58
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	1	0	1	0	0.0	20
06:00	0	0	0	0	0.0	51
Total	12	114	126	173	1.5	14



Earl Street Lower			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0	0
08:00	0	0	0	0	0	0
09:00	0	0	0	0	0	0
10:00	0	0	0	0	0	0
11:00	0	0	0	0	0	0
12:00	0	0	0	0	0	0
13:00	0	0	0	0	0	0
14:00	0	0	0	0	0	0
15:00	0	0	0	0	0	0
16:00	0	0	0	0	0	0
17:00	0	0	0	0	0	0
18:00	0	0	0	0	0	0
19:00	0	0	0	0	0	0
20:00	0	0	0	0	0	0
21:00	0	0	0	0	0	0
22:00	0	0	0	0	0	0
23:00	0	0	0	0	0	0
00:00	0	0	0	0	0	0
01:00	0	0	0	0	0	0
02:00	0	0	0	0	0	0
03:00	0	0	0	0	0	0
04:00	0	0	0	0	0	0
05:00	0	0	0	0	0	0
06:00	0	0	0	0	0	0
Total	0	0	0	0	0.0	0
Earl Street Lower			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	0	0	0	0	0.0	0



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



Earl Street Upper			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	2	0	2	0	0.0	3
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	2	0	2	0	0.0	4
13:00	2	0	2	0	0.0	13
14:00	2	0	2	0	0.0	3
15:00	2	0	2	0	0.0	8
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	10	0	10	0	0.0	6
Earl Street Upper			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	1	0	1	0	0.0	5
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	1	1	4	4.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	1	1	2	4	4.0	3



Earl Street Upper		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	8
13:00	1	0	1	0	0.0	18
14:00	0	0	0	0	0.0	0
15:00	1	0	1	0	0.0	3
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	3
20:00	2	0	2	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	1	0	1	0	0.0	3
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	0	5	0	0.0	5
Earl Street Upper		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	1	1	1	1.0	5
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	0	1	1	1	1.0	5



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



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



St Faith Street				Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	0	0	0	0	0.0	0	
St Faith Street				Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	0	0	0	0	0.0	0	



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



West Railway Station			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	1	1	2	2.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	0	1	1	2	2.0	0
West Railway Station			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	1	0	1	0	0.0	8
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	2	2	2	1.0	0
23:00	0	1	1	3	3.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	1	0	1	0	0.0	3
Total	2	3	5	5	1.7	2



West Railway Station		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	1	0	1	0	0.0	5
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	1	0	1	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	1	1	2	2.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	3	1	4	2	2.0	1
West Railway Station		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	1	1	1	1.0	0
10:00	0	0	0	0	0.0	0
11:00	0	1	1	1	1.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	2	2	2	1.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	1	0	1	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	1	1	1	1.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	1	5	6	5	1.0	0



King Street						
Thursday to Friday						
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	5	0	5	0	0.0	11
08:00	12	1	13	1	1.0	6
09:00	9	2	11	2	1.0	20
10:00	10	3	13	4	1.3	18
11:00	12	5	17	9	1.8	22
12:00	15	2	17	2	1.0	28
13:00	21	6	27	7	1.2	17
14:00	17	3	20	3	1.0	12
15:00	20	1	21	1	1.0	6
16:00	19	1	20	1	1.0	8
17:00	18	3	21	3	1.0	10
18:00	16	4	20	4	1.0	10
19:00	9	2	11	4	2.0	15
20:00	7	2	9	5	2.5	3
21:00	9	0	9	0	0.0	9
22:00	3	0	3	0	0.0	7
23:00	1	0	1	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	1	0	1	0	0.0	8
06:00	0	0	0	0	0.0	5
Total	204	35	239	46	1.3	13
King Street						
Friday to Saturday						
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	4	0	4	0	0.0	8
08:00	8	2	10	3	1.5	13
09:00	10	8	18	8	1.0	14
10:00	13	3	16	3	1.0	21
11:00	15	3	18	3	1.0	30
12:00	18	5	23	8	1.6	24
13:00	18	1	19	1	1.0	20
14:00	14	6	20	10	1.7	23
15:00	22	2	24	2	1.0	10
16:00	24	1	25	2	2.0	7
17:00	23	3	26	7	2.3	5
18:00	15	3	18	4	1.3	6
19:00	14	2	16	2	1.0	9
20:00	18	1	19	1	1.0	14
21:00	21	1	22	1	1.0	11
22:00	23	1	24	1	1.0	9
23:00	8	4	12	6	1.5	0
00:00	0	0	0	0	0.0	0
01:00	1	0	1	0	0.0	5
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	269	46	315	62	1.3	13



King Street						
Saturday to Sunday						
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	2	0	2	0	0.0	15
08:00	3	0	3	0	0.0	7
09:00	6	1	7	1	1.0	8
10:00	7	0	7	0	0.0	18
11:00	8	5	13	6	1.2	19
12:00	13	5	18	6	1.2	18
13:00	21	3	24	4	1.3	7
14:00	17	4	21	8	2.0	15
15:00	20	3	23	6	2.0	6
16:00	19	3	22	6	2.0	6
17:00	15	8	23	12	1.5	11
18:00	22	2	24	2	1.0	7
19:00	17	4	21	6	1.5	7
20:00	25	0	25	0	0.0	9
21:00	28	1	29	2	2.0	11
22:00	32	4	36	8	2.0	6
23:00	5	0	5	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	260	43	303	67	2	10

King Street						
Sunday to Monday						
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	1	0	1	0	0.0	0
08:00	0	0	0	0	0.0	3
09:00	4	0	4	0	0.0	14
10:00	7	0	7	0	0.0	15
11:00	7	0	7	0	0.0	21
12:00	11	4	15	6	1.5	5
13:00	10	4	14	7	1.8	4
14:00	9	2	11	3	1.5	8
15:00	12	3	15	4	1.3	18
16:00	7	1	8	1	1.0	14
17:00	13	0	13	0	0.0	17
18:00	6	2	8	3	1.5	16
19:00	5	0	5	0	0.0	26
20:00	9	0	9	0	0.0	45
21:00	6	0	6	0	0.0	16
22:00	5	0	5	0	0.0	19
23:00	4	0	4	0	0.0	12
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	1	1	1	1.0	12
Total	116	17	133	25	1.5	15



Total through all ranks		Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	2	6	8	6	1.0
08:00	0	18	18	23	1.3
09:00	0	14	14	17	1.2
10:00	1	17	18	21	1.2
11:00	2	13	15	17	1.3
12:00	0	19	19	23	1.2
13:00	0	32	32	37	1.2
14:00	2	23	25	34	1.5
15:00	0	28	28	44	1.6
16:00	0	24	24	34	1.4
17:00	1	22	23	30	1.4
18:00	2	34	36	40	1.2
19:00	2	25	27	33	1.3
20:00	0	16	16	17	1.1
21:00	0	21	21	33	1.6
22:00	6	15	21	22	1.5
23:00	0	21	21	33	1.6
00:00	3	15	18	21	1.4
01:00	4	7	11	7	1.0
02:00	1	10	11	31	3.1
03:00	2	3	5	3	1.0
04:00	0	0	0	0	0.0
05:00	2	0	2	0	0.0
06:00	1	1	2	2	2.0
Total	31	384	415	528	1.4

Total through all ranks		Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	1	6	7	8	1.3
08:00	1	12	13	19	1.6
09:00	2	20	22	29	1.5
10:00	0	19	19	24	1.3
11:00	0	20	20	25	1.3
12:00	1	21	22	37	1.8
13:00	1	24	25	34	1.4
14:00	2	17	19	27	1.6
15:00	1	34	35	45	1.3
16:00	1	32	33	49	1.5
17:00	0	34	34	47	1.4
18:00	0	29	29	36	1.2
19:00	1	25	26	44	1.8
20:00	1	34	35	54	1.6
21:00	4	31	35	44	1.4
22:00	0	38	38	56	1.5
23:00	8	58	66	88	1.5
00:00	2	71	73	108	1.5
01:00	1	64	65	96	1.5
02:00	3	44	47	74	1.7
03:00	5	43	48	82	1.9
04:00	2	9	11	13	1.4
05:00	2	4	6	5	1.3
06:00	0	2	2	2	1.0
Total	39	691	730	1046	1.5



Total through all ranks		Saturday to Sunday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	0	1	1	1	1.0
08:00	2	4	6	5	1.3
09:00	0	6	6	7	1.2
10:00	3	10	13	15	1.5
11:00	1	16	17	27	1.7
12:00	0	21	21	35	1.7
13:00	0	28	28	46	1.6
14:00	0	23	23	32	1.4
15:00	1	24	25	36	1.5
16:00	4	27	31	61	2.3
17:00	1	21	22	32	1.5
18:00	2	31	33	46	1.5
19:00	1	25	26	42	1.7
20:00	4	30	34	51	1.7
21:00	4	40	44	77	1.9
22:00	0	55	55	99	1.8
23:00	6	83	25	142	1.7
00:00	6	79	85	146	1.8
01:00	5	82	87	149	1.8
02:00	6	73	79	131	1.8
03:00	7	44	51	84	1.9
04:00	2	19	21	33	1.7
05:00	4	4	8	4	1.0
06:00	1	1	2	2	2.0
Total	60	747	743	1303	1.7
Total through all ranks		Sunday to Monday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	1	2	3	3	1.5
08:00	0	3	3	3	1.0
09:00	1	4	5	4	1.0
10:00	1	9	10	13	1.4
11:00	1	8	9	12	1.5
12:00	1	19	20	30	1.6
13:00	1	14	15	23	1.6
14:00	0	12	12	18	1.5
15:00	2	14	16	27	1.9
16:00	1	10	11	15	1.5
17:00	2	18	20	29	1.6
18:00	0	11	11	21	1.9
19:00	1	7	8	9	1.3
20:00	2	11	13	16	1.5
21:00	3	10	13	13	1.3
22:00	5	14	19	21	1.5
23:00	3	11	14	12	1.1
00:00	6	3	9	6	2.0
01:00	3	0	3	0	0.0
02:00	0	0	0	0	0.0
03:00	0	0	0	0	0.0
04:00	0	0	0	0	0.0
05:00	1	0	1	0	0.0
06:00	0	0	0	0	0.0
Total	35	180	215	275	1.5



APPENDIX B OBSERVED PASSENGER WAITING



Maidstone Borough		Observed passenger queuing at taxi ranks						
Rank location	Date	Time passengers started to queue (HH:MM:SS)	Time passengers stopped queuing (HH:MM:SS)	Number of passengers	Did passengers leave in a taxi Y/N	Wait time	Wait time (decimal minutes)	Aggregate wait times (Passenger minutes)
Maidstone East Railway	14/07/2016	16:00:13	16:13:50	1	y	00:13:37	13.62	13.62
High Street	14/07/2016	16:34:05	16:35:51	2	y	00:01:46	1.77	3.53
High Street	14/07/2016	17:23:56	17:24:37	1	y	00:00:41	0.68	0.68
High Street	14/07/2016	18:09:45	18:11:29	2	y	00:01:44	1.73	3.47
Maidstone East Railway	14/07/2016	18:41:01	18:46:25	1	y	00:05:24	5.40	5.40
Maidstone East Railway	14/07/2016	18:41:01	18:48:00	1	y	00:06:59	6.98	6.98
Maidstone East Railway	14/07/2016	18:53:33	19:01:13	1	y	00:07:40	7.67	7.67
High Street	14/07/2016	22:59:07	23:02:00	2	n	00:02:53	2.88	5.77
High Street	14/07/2016	23:02:00	23:04:00	2	y	00:02:00	2.00	4.00
High Street	14/07/2016	23:03:00	23:04:00	2	y	00:01:00	1.00	2.00
High Street	14/07/2016	23:05:01	23:09:37	1	y	00:04:36	4.60	4.60
High Street	14/07/2016	23:05:33	23:10:59	2	y	00:05:26	5.43	10.87
Maidstone East Railway	14/07/2016	23:48:01	23:48:01	1	y	00:00:00	0.00	0.00
Maidstone East Railway	14/07/2016	23:48:31	23:54:25	1	y	00:05:54	5.90	5.90
High Street	15/07/2016	00:02:51	00:22:45	1	y	00:19:54	19.90	19.90
Maidstone East Railway	15/07/2016	00:22:31	00:24:33	1	n	00:02:02	2.03	2.03
High Street	15/07/2016	00:35:37	00:42:15	1	y	00:06:38	6.63	6.63
High Street	15/07/2016	00:41:15	00:42:00	1	n	00:00:45	0.75	0.75
High Street	15/07/2016	00:42:19	00:43:07	1	y	00:00:48	0.80	0.80
High Street	15/07/2016	01:36:37	01:38:13	1	y	00:01:36	1.60	1.60
High Street	15/07/2016	01:38:13	01:39:57	1	y	00:01:44	1.73	1.73
High Street	15/07/2016	01:38:35	01:41:29	2	n	00:02:54	2.90	5.80
High Street	15/07/2016	01:39:59	01:40:15	2	n	00:00:16	0.27	0.53
Maidstone East Railway	15/07/2016	12:24:05	12:28:51	1	y	00:04:46	4.77	4.77
High Street	15/07/2016	13:35:49	13:37:53	1	y	00:02:04	2.07	2.07
Maidstone East Railway	15/07/2016	15:13:08	15:18:32	1	y	00:05:24	5.40	5.40
Maidstone East Railway	15/07/2016	15:14:22	15:19:16	1	n	00:04:54	4.90	4.90
Maidstone East Railway	15/07/2016	15:15:28	15:23:10	2	y	00:07:42	7.70	15.40
High Street	15/07/2016	15:16:38	15:18:54	3	y	00:02:16	2.27	6.80
Maidstone East Railway	15/07/2016	15:19:16	15:23:10	1	y	00:03:54	3.90	3.90
High Street	15/07/2016	16:04:20	16:08:48	5	y	00:04:28	4.47	22.33
High Street	15/07/2016	16:49:58	16:51:06	4	y	00:01:08	1.13	4.53
High Street	15/07/2016	16:50:08	16:51:10	1	y	00:01:02	1.03	1.03
High Street	15/07/2016	17:09:50	17:11:03	1	y	00:01:13	1.22	1.22
High Street	15/07/2016	17:48:56	17:52:59	2	y	00:04:03	4.05	8.10
High Street	15/07/2016	17:49:44	17:51:14	2	y	00:01:30	1.50	3.00
High Street	15/07/2016	18:03:00	18:06:50	2	y	00:03:50	3.83	7.67
High Street	15/07/2016	18:06:56	18:08:53	1	y	00:01:57	1.95	1.95
High Street	15/07/2016	18:08:44	18:10:16	2	y	00:01:32	1.53	3.07
High Street	15/07/2016	18:12:18	18:14:34	1	y	00:02:16	2.27	2.27
Maidstone East Railway	15/07/2016	18:35:00	18:45:00	1	y	00:10:00	10.00	10.00
High Street	15/07/2016	19:36:10	19:38:10	1	y	00:02:00	2.00	2.00
High Street	15/07/2016	23:49:12	23:51:30	1	y	00:02:18	2.30	2.30
High Street	15/07/2016	23:53:40	23:55:36	2	y	00:01:56	1.93	3.87
High Street	15/07/2016	23:58:28	23:59:28	1	y	00:01:00	1.00	1.00
High Street	15/07/2016	23:59:34	00:00:08	2	y	00:00:34	0.57	1.13
Maidstone East Railway	16/07/2016	11:58:15	12:08:08	1	y	00:09:53	9.88	9.88
Maidstone East Railway	16/07/2016	13:23:59	13:32:23	1	y	00:08:24	8.40	8.40
Maidstone East Railway	16/07/2016	13:29:05	13:39:53	1	y	00:10:48	10.80	10.80
Maidstone East Railway	16/07/2016	14:26:53	14:31:55	1	y	00:05:02	5.03	5.03
High Street	16/07/2016	16:15:37	16:17:21	1	n	00:01:44	1.73	1.73
High Street	16/07/2016	16:18:10	16:19:37	2	y	00:01:27	1.45	2.90
High Street	16/07/2016	16:20:09	16:22:25	3	y	00:02:16	2.27	6.80
High Street	16/07/2016	16:20:57	16:23:05	2	y	00:02:08	2.13	4.27
High Street	16/07/2016	16:21:03	16:22:11	3	n	00:01:08	1.13	3.40
High Street	16/07/2016	16:21:15	16:22:37	2	y	00:01:22	1.37	2.73
High Street	16/07/2016	16:22:09	16:23:55	4	y	00:01:46	1.77	7.07
High Street	16/07/2016	16:23:09	16:24:17	2	y	00:01:08	1.13	2.27
High Street	16/07/2016	16:23:52	16:24:32	3	n	00:00:40	0.67	2.00
High Street	16/07/2016	16:30:02	16:31:47	1	y	00:01:45	1.75	1.75
High Street	16/07/2016	17:30:47	17:32:27	3	y	00:01:40	1.67	5.00
High Street	16/07/2016	18:52:03	18:55:38	2	y	00:03:35	3.58	7.17
Maidstone East Railway	16/07/2016	21:15:59	21:21:37	3	y	00:05:38	5.63	16.90
Maidstone East Railway	16/07/2016	22:15:21	22:18:41	1	y	00:03:20	3.33	3.33
High Street	16/07/2016	23:57:30	23:59:13	1	y	00:01:43	1.72	1.72
Maidstone East Railway	17/07/2016	01:10:11	01:22:59	2	y	00:12:48	12.80	25.60
Maidstone East Railway	17/07/2016	10:35:04	10:40:50	2	y	00:05:46	5.77	11.53
Maidstone East Railway	17/07/2016	11:34:34	11:36:54	1	y	00:02:20	2.33	2.33
Maidstone East Railway	17/07/2016	12:34:42	12:41:44	2	y	00:07:02	7.03	14.07
Maidstone East Railway	17/07/2016	14:11:34	14:18:50	1	y	00:07:16	7.27	7.27
High Street	17/07/2016	18:33:23	18:35:03	1	y	00:01:40	1.67	1.67
Maidstone East Railway	17/07/2016	23:34:52	23:40:00	2	y	00:05:08	5.13	10.27

TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

March 2010

TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

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Annex A - Useful questions when assessing quantity controls

Annex B - Sample notice between taxi/PHV driver and passenger

Annex C – Assessing applicants for a taxi or PHV driver licence in accordance with C1 standard

INTRODUCTION

1. The Department first issued Best Practice Guidance in October 2006 to assist those local authorities in England and Wales that have responsibility for the regulation of the taxi and private hire vehicle (PHV) trades.
2. It is clear that many licensing authorities considered their licensing policies in the context of the Guidance. That is most encouraging.
3. However, in order to keep our Guidance relevant and up to date, we embarked on a revision. We took account of feedback from the initial version and we consulted stakeholders in producing this revised version.
4. The key premise remains the same - it is for individual licensing authorities to reach their own decisions both on overall policies and on individual licensing matters, in the light of their own views of the relevant considerations. This Guidance is intended to assist licensing authorities but it is only guidance and decisions on any matters remain a matter for the authority concerned.
5. We have not introduced changes simply for the sake of it. Accordingly, the bulk of the Guidance is unchanged. What we have done is focus on issues involving a new policy (for example trailing the introduction of the Safeguarding Vulnerable Groups legislation); or where we consider that the advice could be elaborated (eg enforcement); or where progress has been made since October 2006 (eg the stretched limousine guidance note has now been published).

THE ROLE OF TAXIS AND PHVs

6. Taxis (more formally known as hackney carriages) and PHVs (or minicabs as some of them are known) play an important part in local transport. In 2008, the average person made 11 trips in taxis or private hire vehicles. Taxis and PHVs are used by all social groups; low-income young women (amongst whom car ownership is low) are one of the largest groups of users.
7. Taxis and PHVs are also increasingly used in innovative ways - for example as taxi-buses - to provide innovative local transport services (see paras 92-95)

THE ROLE OF LICENSING: POLICY JUSTIFICATION

8. The aim of local authority licensing of the taxi and PHV trades is to protect the public. Local licensing authorities will also be aware that the public should have reasonable access to taxi and PHV services, because of the part they play in local transport provision. Licensing requirements which are unduly stringent will tend unreasonably to restrict the supply of taxi and PHV services, by putting up the cost of operation or otherwise restricting entry to the trade. Local licensing authorities should recognise that too restrictive an approach can work against the public interest – and can, indeed, have safety implications.

9. For example, it is clearly important that somebody using a taxi or PHV to go home alone late at night should be confident that the driver does not have a criminal record for assault and that the vehicle is safe. But on the other hand, if the supply of taxis or PHVs has been unduly constrained by onerous licensing conditions, then that person's safety might be put at risk by having to wait on late-night streets for a taxi or PHV to arrive; he or she might even be tempted to enter an unlicensed vehicle with an unlicensed driver illegally plying for hire.

10. Local licensing authorities will, therefore, want to be sure that each of their various licensing requirements is in proportion to the risk it aims to address; or, to put it another way, whether the cost of a requirement in terms of its effect on the availability of transport to the public is at least matched by the benefit to the public, for example through increased safety. This is not to propose that a detailed, quantitative, cost-benefit assessment should be made in each case; but it is to urge local licensing authorities to look carefully at the costs – financial or otherwise – imposed by each of their licensing policies. It is suggested they should ask themselves whether those costs are really commensurate with the benefits a policy is meant to achieve.

SCOPE OF THE GUIDANCE

11. This guidance deliberately does not seek to cover the whole range of possible licensing requirements. Instead it seeks to concentrate only on those issues that have caused difficulty in the past or that seem of particular significance. Nor for the most part does the guidance seek to set out the law on taxi and PHV licensing, which for England and Wales contains many complexities. Local licensing authorities will appreciate that it is for them to seek their own legal advice.

CONSULTATION AT THE LOCAL LEVEL

12. It is good practice for local authorities to consult about any significant proposed changes in licensing rules. Such consultation should include not only the taxi and PHV trades but also groups likely to be the trades' customers. Examples are groups representing disabled people, or Chambers of Commerce, organisations with a wider transport interest (eg the Campaign for Better Transport and other transport providers), womens' groups or local traders.

ACCESSIBILITY

13. The Minister of State for Transport has now announced the way forward on accessibility for taxis and PHVs. His statement can be viewed on the Department's website at: <http://www.dft.gov.uk/press/speechesstatements/statements/accesstotaxis>. The Department will be taking forward demonstration schemes in three local authority areas to research the needs of people with disabilities in order to produce guidance about the most appropriate provision. In the meantime, the Department recognises that some local licensing authorities will want to make progress on enhancing accessible taxi provision and the guidance outlined below constitutes the Department's advice on how this might be achieved in advance of the comprehensive and dedicated guidance which will arise from the demonstration schemes.

14. Different accessibility considerations apply between taxis and PHVs. Taxis can be hired on the spot, in the street or at a rank, by the customer dealing directly with a driver. PHVs can only be booked through an operator. It is important that a disabled person should be able to hire a taxi on the spot with the minimum delay or inconvenience, and having accessible taxis available helps to make that possible. For PHVs, it may be more appropriate for a local authority to license any type of saloon car, noting that some PHV operators offer accessible vehicles in their fleet. The Department has produced a leaflet on the ergonomic requirements for accessible taxis that is available from:
<http://www.dft.gov.uk/transportforyou/access/taxis/pubs/research>

15. The Department is aware that, in some cases, taxi drivers are reluctant to pick up disabled people. This may be because drivers are unsure about how to deal with disabled people, they believe it will take longer for disabled people to get in and out of the taxi and so they may lose other fares, or they are unsure about insurance arrangements if anything goes wrong. It should be remembered that this is no excuse for refusing to pick up disabled people and that the taxi industry has a duty to provide a service to disabled people in the same way as it provides a service to any other passenger. Licensing authorities should do what they can to work with operators, drivers and trade bodies in their area to improve drivers' awareness of the needs of disabled people, encourage them to overcome any reluctance or bad practice, and to improve their abilities and confidence. Local licensing authorities should also encourage their drivers to undertake disability awareness training, perhaps as part of the course mentioned in the training section of this guidance that is available through Go-Skills.

16. In relation to enforcement, licensing authorities will know that section 36 of the Disability Discrimination Act 1995 (DDA) was partially commenced by enactment of the Local Transport Act 2008. The duties contained in this section of the DDA apply only to those vehicles deemed accessible by the local authority being used on "taxibus" services. This applies to both hackney carriages and private hire vehicles.

17. Section 36 imposes certain duties on drivers of "taxibuses" to provide assistance to people in wheelchairs, to carry them in safety and not to charge extra for doing so. Failure to abide by these duties could lead to prosecution through a Magistrates' court and a maximum fine of £1,000.

18. Local authorities can take action against non-taxibus drivers who do not abide by their duties under section 36 of the DDA (see below). This could involve for example using licence conditions to implement training requirements or, ultimately, powers to suspend or revoke licences. Some local authorities use points systems and will take certain enforcement actions should drivers accumulate a certain number of points

19. There are plans to modify section 36 of the DDA. The Local Transport Act 2008 applied the duties to assist disabled passengers to drivers of taxis and PHVs whilst being used to provide local services. The Equality Bill which is currently on its passage through Parliament would extend the duties to drivers of taxis and PHVs whilst operating conventional services using wheelchair accessible vehicles. Licensing authorities will be informed if the change is enacted and Regulations will have to be made to deal with exemptions from the duties for drivers who are unable, on medical grounds to fulfil the duties.

Duties to carry assistance dogs

20. Since 31 March 2001, licensed taxi drivers in England and Wales have been under a duty (under section 37 of the DDA) to carry guide, hearing and other prescribed assistance dogs in their taxis without additional charge. Drivers who have a medical condition that is aggravated by exposure to dogs may apply to their licensing authority for an exemption from the duty on medical grounds. Any other driver who fails to comply with the duty could be prosecuted through a Magistrates' court and is liable to a fine of up to £1,000. Similar duties covering PHV operators and drivers have been in force since 31 March 2004.

21. Enforcement of this duty is the responsibility of local licensing authorities. It is therefore for authorities to decide whether breaches should be pursued through the courts or considered as part of the licensing enforcement regime, having regard to guidance issued by the Department.

<http://www.dft.gov.uk/transportforyou/access/taxis/pubs/taxis/carriageofassistancedogsinta6154?page=2>

Duties under the Part 3 of the DDA

22. The Disability Discrimination Act 2005 amended the DDA 1995 and lifted the exemption in Part 3 of that Act for operators of transport vehicles. Regulations applying Part 3 to vehicles used to provide public transport services, including taxis and PHVs, hire services and breakdown services came into force on 4 December 2006. Taxi drivers now have a duty to ensure disabled people are not discriminated against or treated less favourably. In order to meet these new duties, licensing authorities are required to review any practices, policies and procedures that make it impossible or unreasonably difficult for a disabled person to use their services.

23. The Disability Rights Commission, before it was incorporated into the Equality and Human Rights Commission, produced a Code of Practice to explain the Part 3 duties for the transport industry; this is available at http://www.equalityhumanrights.com/uploaded_files/code_of_practice_provision_and_use_of_transport_vehicles_dda.pdf. There is an expectation that Part 3 duties also now demand new skills and training; this is available through GoSkills, the sector skills council for road passenger transport. Go-Skills has also produced a DVD about assisting disabled passengers. Further details are provided in the training section of this guidance.

24. Local Authorities may wish to consider how to use available courses to reinforce the duties drivers are required to discharge under section 3 of DDA, and also to promote customer service standards for example through GoSkills.

25. In addition recognition has been made of a requirement of basic skills prior to undertaking any formal training. On-line tools are available to assess this requirement prior to undertaking formal training.

VEHICLES

Specification Of Vehicle Types That May Be Licensed

26. The legislation gives local authorities a wide range of discretion over the types of vehicle that they can license as taxis or PHVs. Some authorities specify conditions that in practice can only be met by purpose-built vehicles but the majority license a range of vehicles.

27. Normally, the best practice is for local licensing authorities to adopt the principle of specifying as many different types of vehicle as possible. Indeed, local authorities might usefully set down a range of general criteria, leaving it open to the taxi and PHV trades to put forward vehicles of their own choice which can be shown to meet those criteria. In that way there can be flexibility for new vehicle types to be readily taken into account.

28. It is suggested that local licensing authorities should give very careful consideration to a policy which automatically rules out particular types of vehicle or prescribes only one type or a small number of types of vehicle. For example, the Department believes authorities should be particularly cautious about specifying only purpose-built taxis, with the strict constraint on supply that that implies. But of course the purpose-built vehicles are amongst those which a local authority could be expected to license. Similarly, it may be too restrictive to automatically rule out considering Multi-Purpose Vehicles, or to license them for fewer passengers than their seating capacity (provided of course that the capacity of the vehicle is not more than eight passengers).

29. The owners and drivers of vehicles may want to make appropriate adaptations to their vehicles to help improve the personal security of the drivers. Licensing authorities should look favourably on such adaptations, but, as mentioned in paragraph 35 below, they may wish to ensure that modifications are present when the vehicle is tested and not made after the testing stage.

Tinted windows

30. The minimum light transmission for glass in front of, and to the side of, the driver is 70%. Vehicles may be manufactured with glass that is darker than this fitted to windows rearward of the driver, especially in estate and people carrier style vehicles. When licensing vehicles, authorities should be mindful of this as well as the large costs and inconvenience associated with changing glass that conforms to both Type Approval and Construction and Use Regulations.

Imported vehicles: type approval (see also “stretched limousines”, paras 40-44 below)

31. It may be that from time to time a local authority will be asked to license as a taxi or PHV a vehicle that has been imported independently (that is, by somebody other than the manufacturer). Such a vehicle might meet the local authority's criteria for licensing, but the local authority may nonetheless be uncertain about the wider rules for foreign vehicles being used in the UK. Such vehicles will be subject to the 'type approval' rules. For

passenger cars up to 10 years old at the time of first GB registration, this means meeting the technical standards of either:

- a European Whole Vehicle Type approval;
- a British National Type approval; or
- a Individual Vehicle Approval.

Most registration certificates issued since late 1998 should indicate the approval status of the vehicle. The technical standards applied (and the safety and environmental risks covered) under each of the above are proportionate to the number of vehicles entering service. Further information about these requirements and the procedures for licensing and registering imported vehicles can be seen at

www.businesslink.gov.uk/vehicleapprovalschemes

Vehicle Testing

32. There is considerable variation between local licensing authorities on vehicle testing, including the related question of age limits. The following can be regarded as best practice:

- **Frequency Of Tests.** The legal requirement is that all taxis should be subject to an MOT test or its equivalent once a year. For PHVs the requirement is for an annual test after the vehicle is three years old. An annual test for licensed vehicles of whatever age (that is, including vehicles that are less than three years old) seems appropriate in most cases, unless local conditions suggest that more frequent tests are necessary. However, more frequent tests may be appropriate for older vehicles (see 'age limits' below). Local licensing authorities may wish to note that a review carried out by the National Society for Cleaner Air in 2005 found that taxis were more likely than other vehicles to fail an emissions test. This finding, perhaps suggests that emissions testing should be carried out on ad hoc basis and more frequently than the full vehicle test.
- **Criteria For Tests.** Similarly, for mechanical matters it seems appropriate to apply the same criteria as those for the MOT test to taxis and PHVs*. The MOT test on vehicles first used after 31 March 1987 includes checking of all seat belts. However, taxis and PHVs provide a service to the public, so it is also appropriate to set criteria for the internal condition of the vehicle, though these should not be unreasonably onerous.

*A manual outlining the method of testing and reasons for failure of all MOT tested items can be obtained from the Stationary Office see
<http://www.tsoshop.co.uk/bookstore.asp?FO=1159966&Action=Book&From=SearchResults&ProductID=0115525726>

- **Age Limits.** It is perfectly possible for an older vehicle to be in good condition. So the setting of an age limit beyond which a local authority will not license vehicles may be arbitrary and inappropriate. But a greater frequency of testing may be appropriate for older vehicles - for example, twice-yearly tests for vehicles more than five years old.

- **Number Of Testing Stations.** There is sometimes criticism that local authorities provide only one testing centre for their area (which may be geographically extensive). So it is good practice for local authorities to consider having more than one testing station. There could be an advantage in contracting out the testing work, and to different garages. In that way the licensing authority can benefit from competition in costs. (The Vehicle Operators and Standards Agency – VOSA – may be able to assist where there are local difficulties in provision of testing stations.)

33. The Technical Officer Group of the Public Authority Transport Network has produced Best Practice Guidance which focuses on national inspection standards for taxis and PHVs. Local licensing authorities might find it helpful to refer to the testing standards set out in this guidance in carrying out their licensing responsibilities. The PATN can be accessed via the Freight Transport Association.

Personal security

34. The personal security of taxi and PHV drivers and staff needs to be considered. The Crime and Disorder Act 1998 requires local authorities and others to consider crime and disorder reduction while exercising all of their duties. Crime and Disorder Reduction Partnerships are also required to invite public transport providers and operators to participate in the partnerships. Research has shown that anti-social behaviour and crime affects taxi and PHV drivers and control centre staff. It is therefore important that the personal security of these people is considered.

35. The owners and drivers of vehicles will often want to install security measures to protect the driver. Local licensing authorities may not want to insist on such measures, on the grounds that they are best left to the judgement of the owners and drivers themselves. But it is good practice for licensing authorities to look sympathetically on - or actively to encourage - their installation. They could include a screen between driver and passengers, or CCTV. Care however should be taken that security measures within the vehicle do not impede a disabled passenger's ability to communicate with the driver. In addition, licensing authorities may wish to ensure that such modifications are present when the vehicle is tested and not made after the testing stage.

36. There is extensive information on the use of CCTV, including as part of measures to reduce crime, on the Home Office website (e.g. <http://scienceandresearch.homeoffice.gov.uk/hosdb/cctv-imaging-technology/CCTV-and-imaging-publications>) and on the Information Commission's Office website (www.ico.gov.uk). CCTV can be both a deterrent to would-be trouble makers and be a source of evidence in the case of disputes between drivers and passengers and other incidents. There is a variety of funding sources being used for the implementation of security measures for example, from community safety partnerships, local authorities and drivers themselves.

37. Other security measures include guidance, talks by the local police and conflict avoidance training. The Department has recently issued guidance for taxi and PHV drivers to help them improve their personal security. These can be accessed on the Department's website at: <http://www.dft.gov.uk/pgr/crime/taxiphv/>.

In order to emphasise the reciprocal aspect of the taxi/PHV service, licensing authorities might consider drawing up signs or notices which set out not only what passengers can expect from drivers, but also what drivers can expect from passengers who use their service. Annex B contains two samples which are included for illustrative purposes but local authorities are encouraged to formulate their own, in the light of local conditions and circumstances. Licensing authorities may want to encourage the taxi and PHV trades to build good links with the local police force, including participation in any Crime and Disorder Reduction Partnerships.

Vehicle Identification

38. Members of the public can often confuse PHVs with taxis, failing to realise that PHVs are not available for immediate hire and that a PHV driver cannot be hailed. So it is important to distinguish between the two types of vehicle. Possible approaches might be:

- a licence condition that prohibits PHVs from displaying any identification at all apart from the local authority licence plate or disc. The licence plate is a helpful indicator of licensed status and, as such, it helps identification if licence plates are displayed on the front as well as the rear of vehicles. However, requiring some additional clearer form of identification can be seen as best practice. This is for two reasons: firstly, to ensure a more positive statement that the vehicle cannot be hired immediately through the driver; and secondly because it is quite reasonable, and in the interests of the travelling public, for a PHV operator to be able to state on the vehicle the contact details for hiring;
- a licence condition which requires a sign on the vehicle in a specified form. This will often be a sign of a specified size and shape which identifies the operator (with a telephone number for bookings) and the local licensing authority, and which also has some words such as 'pre-booked only'. This approach seems the best practice; it identifies the vehicle as private hire and helps to avoid confusion with a taxi, but also gives useful information to the public wishing to make a booking. It is good practice for vehicle identification for PHVs to include the contact details of the operator.
- Another approach, possibly in conjunction with the previous option, is a requirement for a roof-mounted, permanently illuminated sign with words such as 'pre-booked only'. But it can be argued that any roof-mounted sign, however unambiguous its words, is liable to create confusion with a taxi. So roof-mounted signs on PHVs are not seen as best practice.

Environmental Considerations

39. Local licensing authorities, in discussion with those responsible for environmental health issues, will wish to consider how far their vehicle licensing policies can and should support any local environmental policies that the local authority may have adopted. This will be of particular importance in designated Air Quality Management Areas (AQMAs), Local authorities may, for example, wish to consider setting vehicle emissions standards for taxis and PHVs. However, local authorities would need to carefully and thoroughly

assess the impact of introducing such a policy; for example, the effect on the supply of taxis and PHVs in the area would be an important consideration in deciding the standards, if any, to be set. They should also bear in mind the need to ensure that the benefits of any policies outweigh the costs (in whatever form).

Stretched Limousines

40. Local licensing authorities are sometimes asked to license stretched limousines as PHVs. It is suggested that local authorities should approach such requests on the basis that these vehicles – where they have fewer than nine passenger seats - have a legitimate role to play in the private hire trade, meeting a public demand. Indeed, the Department's view is that it is not a legitimate course of action for licensing authorities to adopt policies that exclude limousines as a matter of principle and that any authorities which do adopt such practices are leaving themselves open to legal challenge. A policy of excluding limousines creates an unacceptable risk to the travelling public, as it would inevitably lead to higher levels of unlawful operation. Public safety considerations are best supported by policies that allow respectable, safe operators to obtain licences on the same basis as other private hire vehicle operators. The Department has now issued guidance on the licensing arrangements for stretched limousines. This can be accessed on the Department's web-site at <http://www.dft.gov.uk/pgr/regional/taxis/stretchlimousines.pdf>.

41. The limousine guidance makes it clear that most operations are likely to fall within the PHV licensing category and not into the small bus category. VOSA will be advising limousine owners that if they intend to provide a private hire service then they should go to the local authority for PHV licences. The Department would expect licensing authorities to assess applications on their merits; and, as necessary, to be proactive in ascertaining whether any limousine operators might already be providing an unlicensed service within their district.

42. Imported stretched limousines were historically checked for compliance with regulations under the Single Vehicle Approval (SVA) inspection regime before they were registered. This is now the Individual Vehicle Approval (IVA) scheme. The IVA test verifies that the converted vehicle is built to certain safety and environmental standards. A licensing authority might wish to confirm that an imported vehicle was indeed tested by VOSA for IVA before being registered and licensed (taxed) by DVLA. This can be done either by checking the V5C (Registration Certificate) of the vehicle, which may refer to IVA under the "Special Note" section; or by writing to VOSA, Ellipse, Padley Road, Swansea, SA1 8AN, including details of the vehicle's make and model, registration number and VIN number.

43. Stretched limousines which clearly have more than 8 passenger seats should not of course be licensed as PHVs because they are outside the licensing regime for PHVs. However, under some circumstances the SVA regime accepted vehicles with space for more than 8 passengers, particularly where the precise number of passenger seats was hard to determine. In these circumstances, if the vehicle had obtained an SVA certificate, the authority should consider the case on its merits in deciding whether to license the vehicle under the strict condition that the vehicle will not be used to carry more than 8 passengers, bearing in mind that refusal may encourage illegal private hire operation.

44. Many councils are concerned that the size of limousines prevents them being tested in conventional MoT garages. If there is not a suitable MoT testing station in the area then it would be possible to test the vehicle at the local VOSA test stations. The local enforcement office may be able to advise (contact details on <http://www.vosa.gov.uk>).

QUANTITY RESTRICTIONS OF TAXI LICENCES OUTSIDE LONDON

45. The present legal provision on quantity restrictions for taxis outside London is set out in section 16 of the Transport Act 1985. This provides that the grant of a taxi licence may be refused, for the purpose of limiting the number of licensed taxis 'if, but only if, the [local licensing authority] is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet'.

46. Local licensing authorities will be aware that, in the event of a challenge to a decision to refuse a licence, the local authority concerned would have to establish that it had, reasonably, been satisfied that there was no significant unmet demand.

47. Most local licensing authorities do not impose quantity restrictions; the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered. The Department further urges that the issue to be addressed first in each reconsideration is whether the restrictions should continue at all. It is suggested that the matter should be approached in terms of the interests of the travelling public - that is to say, the people who use taxi services. What benefits or disadvantages arise for them as a result of the continuation of controls; and what benefits or disadvantages would result for the public if the controls were removed? Is there evidence that removal of the controls would result in a deterioration in the amount or quality of taxi service provision?

48. In most cases where quantity restrictions are imposed, vehicle licence plates command a premium, often of tens of thousands of pounds. This indicates that there are people who want to enter the taxi market and provide a service to the public, but who are being prevented from doing so by the quantity restrictions. This seems very hard to justify.

49. If a local authority does nonetheless take the view that a quantity restriction can be justified in principle, there remains the question of the level at which it should be set, bearing in mind the need to demonstrate that there is no significant unmet demand. This issue is usually addressed by means of a survey; it will be necessary for the local licensing authority to carry out a survey sufficiently frequently to be able to respond to any challenge to the satisfaction of a court. An interval of three years is commonly regarded as the maximum reasonable period between surveys.

50. As to the conduct of the survey, the Department's letter of 16 June 2004 set out a range of considerations. But key points are:

- **the length of time that would-be customers have to wait at ranks.** However, this alone is an inadequate indicator of demand; also taken into account should be...

- **waiting times for street hailings and for telephone bookings.** But waiting times at ranks or elsewhere do not in themselves satisfactorily resolve the question of unmet demand. It is also desirable to address...
- **latent demand,** for example people who have responded to long waiting times by not even trying to travel by taxi. This can be assessed by surveys of people who do not use taxis, perhaps using stated preference survey techniques.
- **peaked demand.** It is sometimes argued that delays associated only with peaks in demand (such as morning and evening rush hours, or pub closing times) are not 'significant' for the purpose of the Transport Act 1985. The Department does not share that view. Since the peaks in demand are by definition the most popular times for consumers to use taxis, it can be strongly argued that unmet demand at these times should not be ignored. Local authorities might wish to consider when the peaks occur and who is being disadvantaged through restrictions on provision of taxi services.
- **consultation.** As well as statistical surveys, assessment of quantity restrictions should include consultation with all those concerned, including user groups (which should include groups representing people with disabilities, and people such as students or women), the police, hoteliers, operators of pubs and clubs and visitor attractions, and providers of other transport modes (such as train operators, who want taxis available to take passengers to and from stations);
- **publication.** All the evidence gathered in a survey should be published, together with an explanation of what conclusions have been drawn from it and why. If quantity restrictions are to be continued, their benefits to consumers and the reason for the particular level at which the number is set should be set out.
- **financing of surveys.** It is not good practice for surveys to be paid for by the local taxi trade (except through general revenues from licence fees). To do so can call in question the impartiality and objectivity of the survey process.

51. Quite apart from the requirement of the 1985 Act, the Department's letter of 16 June 2004 asked all local licensing authorities that operate quantity restrictions to review their policy and justify it publicly by 31 March 2005 and at least every three years thereafter. The Department also expects the justification for any policy of quantity restrictions to be included in the Local Transport Plan process. A recommended list of questions for local authorities to address when considering quantity controls was attached to the Department's letter. (The questions are listed in Annex A to this Guidance.)

TAXI FARES

52. Local licensing authorities have the power to set taxi fares for journeys within their area, and most do so. (There is no power to set PHV fares.) Fare scales should be designed with a view to practicality. The Department sees it as good practice to review the fare scales at regular intervals, including any graduation of the fare scale by time of day or day of the week. Authorities may wish to consider adopting a simple formula for

deciding on fare revisions as this will increase understanding and improve the transparency of the process. The Department also suggests that in reviewing fares authorities should pay particular regard to the needs of the travelling public, with reference both to what it is reasonable to expect people to pay but also to the need to give taxi drivers sufficient incentive to provide a service when it is needed. There may well be a case for higher fares at times of higher demand.

53. Taxi fares are a maximum, and in principle are open to downward negotiation between passenger and driver. It is not good practice to encourage such negotiations at ranks, or for on-street hailings; there would be risks of confusion and security problems. But local licensing authorities can usefully make it clear that published fares are a maximum, especially in the context of telephone bookings, where the customer benefits from competition. There is more likely to be a choice of taxi operators for telephone bookings, and there is scope for differentiation of services to the customer's advantage (for example, lower fares off-peak or for pensioners).

54. There is a case for allowing any taxi operators who wish to do so to make it clear – perhaps by advertising on the vehicle – that they charge less than the maximum fare; publicity such as '5% below the metered fare' might be an example.

DRIVERS

Duration Of Licences

55. It is obviously important for safety reasons that drivers should be licensed. But it is not necessarily good practice to require licences to be renewed annually. That can impose an undue burden on drivers and licensing authorities alike. Three years is the legal maximum period and is in general the best approach. One argument against 3-year licences has been that a criminal offence may be committed, and not notified, during the duration of the licence. But this can of course also be the case during the duration of a shorter licence. In relation to this, authorities will wish to note that the Home Office in April 2006 issued revised guidance for police forces on the Notifiable Occupations Scheme. Paragraphs 62-65 below provide further information about this scheme.

56. However, an annual licence may be preferred by some drivers. That may be because they have plans to move to a different job or a different area, or because they cannot easily pay the fee for a three-year licence, if it is larger than the fee for an annual one. So it can be good practice to offer drivers the choice of an annual licence or a three-year licence.

Acceptance of driving licences from other EU member states

57. Sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 as enacted stated that an applicant for a taxi or private hire vehicle (PHV) driver's licence must have held a full ordinary GB driving licence for at least 12 months in order to be granted a taxi or PHV driver's licence. This requirement has subsequently been amended since the 1976 Act was passed. The Driving Licences (Community Driving Licence) Regulations 1996 (SI 1996 No 1974) amended sections 51 and 59 of the 1976 Act to allow full driving licences issued by EEA states to count towards the qualification

requirements for the grant of taxi and PHV driver's licences. Since that time, a number of central and eastern European states have joined the EU and the EEA and the Department takes the view that drivers from the Accession States are eligible to acquire a taxi or PHV driver's licence under the 1976 Act if they have held an ordinary driving licence for 12 months which was issued by an acceding State (see section 99A(i) of the Road Traffic Act 1988). To complete the picture, the Deregulation (Taxis and Private Hire Vehicles) Order 1998 (SI 1998 No 1946) gave equal recognition to Northern Ireland driving licences for the purposes of taxi and PHV driver licensing under the 1976 Act (see section 109(i) of the Road Traffic Act 1988, as amended).

Criminal Record Checks

58. A criminal record check is an important safety measure particularly for those working closely with children and the vulnerable. Taxi and PHV drivers can be subject to a Standard Disclosure (and for those working in "Regulated Activity" to an Enhanced Disclosure) through the Criminal Records Bureau. Both levels of Disclosure include details of spent and unspent convictions, cautions reprimands and final warnings. An Enhanced Disclosure may also include any other information held in police records that is considered relevant by the police, for example, details of minor offences, non-conviction information on the Police National Computer such as Fixed Penalty Notices and, in some cases, allegations. An Enhanced Disclosure is for those working in Regulated Activity¹ and the Government has produced guidance in relation to this and the new "Vetting and Barring Scheme" which is available at www.isa.gov.org.uk/default.aspx?page=402. [*The Department will issue further advice as the new SVG scheme develops.*]

59. In considering an individual's criminal record, local licensing authorities will want to consider each case on its merits, but they should take a particularly cautious view of any offences involving violence, and especially sexual attack. In order to achieve consistency, and thus avoid the risk of successful legal challenge, local authorities will doubtless want to have a clear policy for the consideration of criminal records, for example the number of years they will require to have elapsed since the commission of particular kinds of offences before they will grant a licence.

60. Local licensing authorities will also want to have a policy on background checks for applicants from elsewhere in the EU and other overseas countries. One approach is to require a certificate of good conduct authenticated by the relevant embassy. The Criminal Records Bureau website (www.crb.gov.uk) gives information about obtaining certificates of good conduct, or similar documents, from a number of countries.

61. It would seem best practice for Criminal Records Bureau disclosures to be sought when a licence is first applied for and then every three years, even if a licence is renewed annually, provided drivers are obliged to report all new convictions and cautions to the licensing authority.

¹ "Regulated Activity" is defined in The Safeguarding Vulnerable Groups Act 2006 (Miscellaneous Provisions) Regulations 2009

Notifiable Occupations Scheme

62. Under this Scheme, when an individual comes to the notice of the police and identifies their occupation as a taxi or PHV driver, the police are requested to notify the appropriate local licensing authority of convictions and any other relevant information that indicates that a person poses a risk to public safety. Most notifications will be made once an individual is convicted however, if there is a sufficient risk, the police will notify the authority immediately.

63. In the absence of a national licensing body for taxi and PHV drivers, notifications are made to the local licensing authority identified on the licence or following interview. However, it is expected that all licensing authorities work together should they ascertain that an individual is operating under a different authority or with a fraudulent licence.

64. The police may occasionally notify licensing authorities of offences committed abroad by an individual however it may not be possible to provide full information.

65. The Notifiable Occupations Scheme is described in Home Office Circular 6/2006 which is available at <http://www.basingstoke.gov.uk/CommitteeDocs/Committees/Licensing/20070710/3%20yr%20licences-update%20on%20hants%20constab%20procedures%20re%20Home%20office%20circ%206;2006-%20Appendix%202.pdf>. Further information can also be obtained from the Criminal Records Team, Joint Public Protection Information Unit, Fifth Floor, Fry Building, 2 Marsham Street, London SW1P 4DF; e-mail Samuel.Wray@homeoffice.gsi.gov.uk.

Immigration checks

66. The Department considers it appropriate for licensing authorities to check on an applicant's right to work before granting a taxi or PHV driver's licence. It is important to note that a Criminal Records Bureau check is not a Right to Work check and any enquires about the immigration status of an individual should be addressed to the Border and Immigration Agency. Further information can be found at www.bia.homeoffice.gov.uk/employingmigrants. More generally, the Border and Immigration Agency's Employers' Helpline (0845 010 6677) can be used by licensing staff to obtain general guidance on immigration documentation, although this Helpline is not able to advise on individual cases. The authority can obtain case specific immigration status information, including whether a licensing applicant is permitted to work or details of work restrictions, from the Evidence and Enquiry Unit, Floor 12, Lunar House, Wellesley Road, Croydon CR9 2BY. Further details on the procedures involved can be obtained by contacting the Unit (020 8196 3011).

Medical fitness

67. It is clearly good practice for medical checks to be made on each driver before the initial grant of a licence and thereafter for each renewal. There is general recognition that it is appropriate for taxi/PHV drivers to have more stringent medical standards than those applicable to normal car drivers because:

- they carry members of the general public who have expectations of a safe journey;
- they are on the road for longer hours than most car drivers; and
- they may have to assist disabled passengers and handle luggage.

68. It is common for licensing authorities to apply the “Group 2” medical standards – applied by DVLA to the licensing of lorry and bus drivers – to taxi and PHV drivers. This seems best practice. The Group 2 standards preclude the licensing of drivers with insulin treated diabetes. However, exceptional arrangements do exist for drivers with insulin treated diabetes, who can meet a series of medical criteria, to obtain a licence to drive category C1 vehicles (ie 3500-7500 kgs lorries); the position is summarised at Annex C to the Guidance. It is suggested that the best practice is to apply the C1 standards to taxi and PHV drivers with insulin treated diabetes.

Age Limits

69. It does not seem necessary to set a maximum age limit for drivers provided that regular medical checks are made. Nor do minimum age limits, beyond the statutory periods for holding a full driver licence, seem appropriate. Applicants should be assessed on their merits.

Driving Proficiency

70. Many local authorities rely on the standard car driving licence as evidence of driving proficiency. Others require some further driving test to be taken. Local authorities will want to consider carefully whether this produces benefits which are commensurate with the costs involved for would-be drivers, the costs being in terms of both money and broader obstacles to entry to the trade. However, they will note that the Driving Standards Agency provides a driving assessment specifically designed for taxis.

Language proficiency

71. Authorities may also wish to consider whether an applicant would have any problems in communicating with customers because of language difficulties.

Other training

72. Whilst the Department has no plans to make training courses or qualifications mandatory, there may well be advantage in encouraging drivers to obtain one of the nationally-recognised vocational qualifications for the taxi and PHV trades. These will cover customer care, including how best to meet the needs of people with disabilities. More information about these qualifications can be obtained from *GoSkills*, the Sector Skills Council for Passenger Transport. *GoSkills* is working on a project funded by the Department to raise standards in the industry and *GoSkills* whilst not a direct training provider, can guide and support licensing authorities through its regional network of Regional Managers.

73. Some licensing authorities have already established training initiatives and others are being developed; it is seen as important to do this in consultation with the local taxi and PHV trades. Training can cover customer care, including how best to meet the needs of people with disabilities and other sections of the community, and also topics such as the relevant legislation, road safety, the use of maps and GPS, the handling of emergencies, and how to defuse difficult situations and manage conflict. Training may also be considered for applicants to enable them to reach an appropriate standard of comprehension, literacy and numeracy. Authorities may wish to note that nationally recognised qualifications and training programmes sometimes have advantages over purely local arrangements (for example, in that the qualification will be more widely recognised).

Contact details are:

GoSkills, Concorde House, Trinity Park, Solihull, Birmingham, B37 7UQ.

Tel: 0121-635-5520

Fax: 0121-635-5521

Website: www.goskills.org

e-mail: info@goskills.org

74. It is also relevant to consider driver training in the context of the 2012 Olympic and Paralympic Games which will take place at a number of venues across the country. One of the key aims of the Games is to “change the experience disabled people have when using public transport during the Games and to leave a legacy of more accessible transport”. The Games provide a unique opportunity for taxi/PHV drivers to demonstrate their disability awareness training, and to ensure all passengers experience the highest quality of service.

Topographical Knowledge

75. Taxi drivers need a good working knowledge of the area for which they are licensed, because taxis can be hired immediately, directly with the driver, at ranks or on the street. So most licensing authorities require would-be taxi-drivers to pass a test of local topographical knowledge as a pre-requisite to the first grant of a licence (though the stringency of the test should reflect the complexity or otherwise of the local geography, in accordance with the principle of ensuring that barriers to entry are not unnecessarily high).

76. However, PHVs are not legally available for immediate hiring in the same way as taxis. To hire a PHV the would-be passenger has to go through an operator, so the driver will have an opportunity to check the details of a route before starting a journey. So it may be unnecessarily burdensome to require a would-be PHV driver to pass the same ‘knowledge’ test as a taxi driver, though it may be thought appropriate to test candidates’ ability to read a map and their knowledge of key places such as main roads and railway stations. The Department is aware of circumstances where, as a result of the repeal of the PHV contract exemption, some people who drive children on school contracts are being deterred from continuing to do so on account of overly burdensome topographical

tests. Local authorities should bear this in mind when assessing applicants' suitability for PHV licences.

PHV OPERATORS

77. The objective in licensing PHV operators is, again, the safety of the public, who will be using operators' premises and vehicles and drivers arranged through them.

Criminal Record Checks

78. PHV operators (as opposed to PHV drivers) are not exceptions to the Rehabilitation of Offenders Act 1974, so Standard or Enhanced disclosures cannot be required as a condition of grant of an operator's licence. But a Basic Disclosure, which will provide details of unspent convictions only, could be seen as appropriate, after such a system has been introduced by the Criminal Records Bureau. No firm date for introduction has yet been set; however, a feasibility study has been completed; the Criminal Records Bureau is undertaking further work in this regard. Overseas applicants may be required to provide a certificate of good conduct from the relevant embassy if they have not been long in this country. Local licensing authorities may want to require a reference, covering for example the applicant's financial record, as well as the checks outlined above.

Record Keeping

79. It is good practice to require operators to keep records of each booking, including the name of the passenger, the destination, the name of the driver, the number of the vehicle and any fare quoted at the time of booking. This information will enable the passenger to be traced if this becomes necessary and should improve driver security and facilitate enforcement. It is suggested that 6 months is generally appropriate as the length of time that records should be kept.

Insurance

80. It is appropriate for a licensing authority to check that appropriate public liability insurance has been taken out for premises that are open to the public.

Licence Duration

81. A requirement for annual licence renewal does not seem necessary or appropriate for PHV operators, whose involvement with the public is less direct than a driver (who will be alone with passengers). Indeed, a licence period of five years may well be appropriate in the average case. Although the authority may wish to offer operators the option of a licence for a shorter period if requested.

Repeal of the PHV contract exemption

82. Section 53 of the Road Safety Act 2006 repealed the exemption from PHV licensing for vehicles which were used on contracts lasting not less than seven days. The change came into effect in January 2008. A similar change was introduced in respect of London in March 2008. As a result of this change, local licensing authorities are considering a range of vehicles and services in the context of PHV licensing which they had not previously licensed because of the contract exemption.

83. The Department produced a guidance note in November 2007 to assist local licensing authorities, and other stakeholders, in deciding which vehicles should be licensed in the PHV regime and which vehicles fell outside the PHV definition. The note stressed that it was a matter for local licensing authorities to make decisions in the first instance and that, ultimately, the courts were responsible for interpreting the law. However, the guidance was published as a way of assisting people who needed to consider these issues. A copy of the guidance note can be found on the Department's web-site at: <http://www.dft.gov.uk/pgr/regional/taxis/rsa06privatehirevehicles> As a result of a recent report on the impact of the repeal of the PHV contract exemption, the Department will be revising its guidance note to offer a more definite view about which vehicles should be licensed as PHVs. The report is also on the Department's web-site at: <http://www.dft.gov.uk/pgr/regional/taxis/phvcontractexemption/>.

ENFORCEMENT

84. Well-directed enforcement activity by the local licensing authority benefits not only the public but also the responsible people in the taxi and PHV trades. Indeed, it could be argued that the safety of the public depends upon licensing authorities having an effective enforcement mechanism in place. This includes actively seeking out those operators who are evading the licensing system, not just licensing those who come forward seeking the appropriate licences. The resources devoted by licensing authorities to enforcement will vary according to local circumstances, including for example any difficulties with touting by unlicensed drivers and vehicles (a problem in some urban areas). Local authorities will also wish to liaise closely with the police. Multi-agency enforcement exercises (involving, for example, the Benefits Agency) have proved beneficial in some areas.

85. Local licensing authorities often use enforcement staff to check a range of licensed activities (such as market traders) as well as the taxi and PHV trades, to make the best use of staff time. But it is desirable to ensure that taxi and PHV enforcement effort is at least partly directed to the late-night period, when problems such as touting tend most often to arise. In formulating policies to deal with taxi touts, local licensing authorities might wish to be aware that the Sentencing Guidelines Council have, for the first time, included guidance about taxi touting in their latest Guidelines for Magistrates. The Guidelines, which came into effect in August 2008, can be accessed through the SGC's web-site - www.sentencing-guidelines.gov.uk.

86. Some local licensing authorities employ taxi marshals in busy city centres where there are lots of hirings, again perhaps late at night, to help taxi drivers picking up, and would-be passengers queuing for taxis.

87. As part of enforcement, local licensing authorities will often make spot checks, which can lead to their suspending or revoking licences. They will wish to consider carefully which power should best be used for this purpose. They will note, among other things, that section 60 of the Local Government (Miscellaneous Provisions) Act 1976 provides a right of appeal for the licence-holder, whereas section 68, which is also sometimes used, does not; this can complicate any challenge by the licence-holder.

88. Section 52 of the Road Safety Act 2006 amended the Local Government (Miscellaneous Provisions) Act 1976 such that local authorities can now suspend or revoke a taxi or PHV driver's licence with immediate effect on safety grounds. It should be stressed that this power can only be used where safety is the principal reason for suspending or revoking and where the risk justifies such an approach. It is expected that in the majority of cases drivers will continue to work pending appeal and that this power will be used in one-off cases. But the key point is that the law says that the power must be used in cases which can be justified in terms of safety. The Department is not proposing to issue any specific guidance on this issue, preferring to leave it to the discretion of licensing authorities as to when the power should be used.

TAXI ZONES

89. The areas of some local licensing authorities are divided into two or more zones for taxi licensing purposes. Drivers may be licensed to ply for hire in one zone only. Zones may exist for historical reasons, perhaps because of local authority boundary changes.

90. The Department recommends the abolition of zones. That is chiefly for the benefit of the travelling public. Zoning tends to diminish the supply of taxis and the scope for customer choice - for example, if fifty taxis were licensed overall by a local authority, but with only twenty five of them entitled to ply for hire in each of two zones. It can be confusing and frustrating for people wishing to hire a taxi to find that a vehicle licensed by the relevant local authority is nonetheless unable to pick them up (unless pre-booked) because they are in the wrong part of the local authority area. Abolition of zones can also reduce costs for the local authority, for example through simpler administration and enforcement. It can also promote fuel efficiency, because taxis can pick up a passenger anywhere in the local authority area, rather than having to return empty to their licensed zone after dropping a passenger in another zone.

91. It should be noted that the Government has now made a Legislative Reform Order which removed the need for the Secretary of State to approve amalgamation resolutions made by local licensing authorities. The Legislative Reform (Local Authority Consent Requirements)(England and Wales) Order 2008 came into force in October 2008. Although these resolutions no longer require the approval of the Secretary of State, the statutory procedure for making them – in paragraph 25 of schedule 14 to the Local Government Act 1972- remains the same.

FLEXIBLE TRANSPORT SERVICES

92. It is possible for taxis and PHVs to provide flexible transport services in a number of different ways. Such services can play a valuable role in meeting a range of transport

needs, especially in rural areas – though potentially in many other places as well. In recent years there has been a significant increase in the provision of flexible services, due partly to the availability of Rural Bus Subsidy Grant and Rural Bus Challenge Support from the Department.

93. The Department encourages local licensing authorities, as a matter of best practice, to play their part in promoting flexible services, so as to increase the availability of transport to the travelling public. This can be done partly by drawing the possibilities to the attention of taxi and PHV trade. It also should be borne in mind that vehicles with a higher seating capacity than the vehicles typically licensed as taxis (for example those with 6, 7 or 8 passenger seats) may be used for flexible services and should be considered for licensing in this context.

94. The main legal provisions under which flexible services can be operated are:

- **Shared taxis and PHVs – advance bookings (section 11, Transport Act 1985):** licensed taxis and PHVs can provide a service at separate fares for up to eight passengers sharing the vehicle. The operator takes the initiative to match up passengers who book in advance and agree to share the vehicle at separate fares (lower than for a single hiring). An example could be passengers being picked up at home to go to a shopping centre, or returning from the shops to their homes. The operator benefits through increased passenger loadings and total revenues.
- **Shared taxis – immediate hirings (section 10, Transport Act 1985):** such a scheme is at the initiative of the local licensing authority, which can set up schemes whereby licensed taxis (not PHVs) can be hired at separate fares by up to eight people from ranks or other places that have been designated by the authority. (The authority is required to set up such a scheme if holders of 10% or more of the taxi licences in the area ask for one.) The passengers pay only part of the metered fare, for example in going home after a trip to the local town, and without pre-booking, but the driver receives more than the metered fare.
- **Taxibuses (section 12, Transport Act 1985):** owners of licensed taxis can apply to the Traffic Commissioner for a 'restricted public service vehicle (PSV) operator licence'. The taxi owner can then use the vehicle to run a bus service for up to eight passengers. The route must be registered with the Traffic Commissioner and must have at least one stopping place in the area of the local authority that licensed the taxi, though it can go beyond it. The bus service will be eligible for Bus Service Operators Grant (subject to certain conditions) and taxibuses can be used for local authority subsidised bus services. The travelling public have another transport opportunity opened for them, and taxi owners have another business opportunity. The Local Transport Act 2008 contains a provision which allows the owners of PHVs to acquire a special PSV operator licence and register a route with the traffic commissioner. A dedicated leaflet has been sent to licensing authorities to distribute to PHV owners in their area alerting them to this new provision.

95. The Department is very keen to encourage the use of these types of services. More details can be found in the Department's publication 'Flexible Transport Services' which can be accessed at:

<http://www.dft.gov.uk/pgr/regional/buses/bol/flexibletransportservices>

LOCAL TRANSPORT PLANS

96. The Transport Act 2000 as amended by the Transport Act 2008, requires local transport authorities in England outside London to produce and maintain a Local Transport Plan (LTP), having regard to any guidance issued by the Secretary of State. The latest guidance published in July 2009 will cover the next round of LTPs from 2011. LTPs set out the authority's local transport strategies and policies for transport in their area, and an implementation programme. 82 LTPs covering all of England outside London have been produced and cover the period up to 2011. From 2011 local authorities will have greater freedom to prepare their LTPs to align with wider local objectives.

97. All modes of transport including taxi and PHV services have a valuable part to play in overall transport provision, and so local licensing authorities have an input to delivering the LTPs. The key policy themes for such services could be availability and accessibility. LTPs can cover:

- quantity controls, if any, and plans for their review;
- licensing conditions, with a view to safety but also to good supply of taxi and PHV services;
- fares;
- on-street availability, especially through provision of taxi ranks;
- vehicle accessibility for people with disabilities;
- encouragement of flexible services.

TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

Useful questions when assessing quantity controls of taxi licences

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

Questions relating to the policy of controlling numbers

- Have you recently reviewed the need for your policy of quantity controls?
- What form did the review of your policy of quantity controls take?
- Who was involved in the review?
- What decision was reached about retaining or removing quantity controls?
- Are you satisfied that your policy justifies restricting entry to the trade?
- Are you satisfied that quantity controls do not:
 - reduce the availability of taxis;
 - increase waiting times for consumers;
 - reduce choice and safety for consumers?
- What special circumstances justify retention of quantity controls?
- How does your policy benefit consumers, particularly in remote rural areas?
- How does your policy benefit the trade?
- If you have a local accessibility policy, how does this fit with restricting taxi licences?

Questions relating to setting the number of taxi licences

- When last did you assess unmet demand?
- How is your taxi limit assessed?
- Have you considered latent demand, ie potential consumers who would use taxis if more were available, but currently do not?
- Are you satisfied that your limit is set at the correct level?
- How does the need for adequate taxi ranks affect your policy of quantity controls?

Questions relating to consultation and other public transport service provision

- When consulting, have you included etc
 - all those working in the market;
 - consumer and passenger (including disabled) groups;
 - groups which represent those passengers with special needs;
 - local interest groups, eg hospitals or visitor attractions;
 - the police;
 - a wide range of transport stakeholders eg rail/bus/coach providers and traffic managers?
- Do you receive representations about taxi availability?
- What is the level of service currently available to consumers (including other public transport modes)?

TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

Notice for taxi passengers - what you can expect from the taxi trade and what the taxi trade can expect from you

The driver will:

- ***Drive with due care and courtesy towards the passenger and other road users.***
- ***Use the meter within the licensed area, unless the passenger has agreed to hire by time.***
- ***If using the meter, not start the meter until the passenger is seated in the vehicle.***
- ***If travelling outside the licensed area, agree the fare in advance. If no fare has been negotiated in advance for a journey going beyond the licensing area then the driver must adhere to the meter.***
- ***Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route.***

The passenger will:

- ***Treat the vehicle and driver with respect and obey any notices (e.g. in relation to eating in the vehicle).***
- ***Ensure they have enough money to pay the fare before travelling. If wishing to pay by credit card or to stop on route to use a cash machine, check with the driver before setting off.***
- ***Be aware of the fare on the meter and make the driver aware if it is approaching the limit of their financial resources.***
- ***Be aware that the driver is likely to be restricted by traffic regulations in relation to where s/he can stop the vehicle.***

Notice for PHV passengers - what you can expect from the PHV trade and what the PHV trade can expect from you

The driver will:

- ***Ensure that the passenger has pre-booked and agrees the fare before setting off.***
- ***Drive with due care and courtesy towards the passenger and other road users.***
- ***Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route.***

The passenger will:

- ***Treat the vehicle and driver with respect and obey any notices (eg. in relation to eating in the vehicle).***
- ***Ensure they have enough money to pay the fare before travelling. If wishing to pay by credit card or to stop on route to use a cash machine, check with the driver before setting off.***
- ***Be aware that the driver is likely to be restricted by traffic regulations in relation to where s/he can stop the vehicle.***

TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE

Assessing applicants for a taxi or PHV driver licence in accordance with C1 standard

Exceptional circumstances under which DVLA will consider granting licences for vehicles over 3.5 tonnes or with more than 8 passenger seats.

Insulin treated diabetes is a legal bar to driving these vehicles. The exceptional arrangements that were introduced in September 1998 were only in respect of drivers who were employed to drive small lorries between 3.5 tonnes and 7.5 tonnes (category C1). The arrangements mean that those with good diabetic control and who have no significant complications can be treated as "exceptional cases" and may have their application for a licence for category C1 considered. The criteria are

- To have been taking insulin for at least 4 weeks;
- Not to have suffered an episode of hypoglycaemia requiring the assistance of another person whilst driving in the last 12 months;
- To attend an examination by a hospital consultant specialising in the treatment of diabetes at intervals of not more than 12 months and to provide a report from such a consultant in support of the application which confirms a history of responsible diabetic control with a minimal risk of incapacity due to hypoglycaemia;
- To provide evidence of at least twice daily blood glucose monitoring at times when C1 vehicles are being driven (those that have not held C1 entitlement in the preceding 12 months may provide evidence of blood glucose monitoring while driving other vehicles);
- To have no other condition which would render the driver a danger when driving C1 vehicles; and
- To sign an undertaking to comply with the directions of the doctor(s) treating the diabetes and to report immediately to DVLA any significant change in condition.