Public Document Pack

Licensing Committee

Wednesday,
23rd September 2015
at 6.00 pm

MEMBERS' ROOM DOCUMENTS

This meeting is open to the public

Members

Contacts

Democratic Support Officer
Sue Lawrence
Tel: 023 8083 3569
Email: susan.lawrence@southampton.gov.uk

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5   **HACKNEY CARRIAGE LICENCES - UNMET DEMAND SURVEY**

Report of Head of Legal and Democratic Services detailing the findings of the Hackney Carriage Unmet Demand survey, VTC Final Report attached.

Tuesday, 15 September 2015   HEAD OF LEGAL AND DEMOCRATIC
SERVICES

Southampton – Hackney Carriage Unmet Demand Survey

Final Report

July 2015

Key points

This study has been conducted by Vector Transport Consultancy on behalf of Southampton City Council.

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

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages. The minimum interval between successive surveys is recommended to be no more than three years.

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

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

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

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

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

The busiest rank was at Southampton Central Railway Station, there are two ranks at the Railway Station, one either side. The rank on the Western Esplanade side was the busiest rank in Southampton, with respect to the total number of hires.

There were 129 incidences of passenger queuing were observed, involving 198 passengers. Incidences of passenger queuing were spread throughout the period observed and spread over most of the taxi ranks. Occasions when passengers had to wait for a Hackney Carriage to arrive at a rank were isolated events rather than continuous periods of queuing. A total of 14,859 passengers were observed departing the ranks in Hackney Carriages, over the four days surveyed. Only 1.3% of passengers had to wait for a Hackney Carriage to arrive at a rank. The normal situation was that Hackney Carriages were observed waiting for passengers to arrive at the ranks.

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Volumes at the ranks are summarised in the following table as estimated equivalent weekly volumes.

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
Above Bar, Yates	210	1670	1880	2577	1.5
High Street	104	820	924	1257	1.5
Portland Terrace	62	433	495	624	1.4
ASDA	25	91	116	108	1.2
Coach Station	243	230	473	347	1.5
Railway Station, Western Esplanade	304	2081	2385	3907	1.9
Railway Station, Blechynden Terrace	398	1824	2222	2731	1.5
Above Bar, Titanic	102	685	787	1285	1.9
London Road	135	1018	1153	1826	1.8
Lower Banister Street	14	514	528	1014	2.0
Church Street, Shirley	187	212	399	283	1.3
Bevois Valley	50	338	388	710	2.1
Angel Crescent	21	523	544	857	1.6
Terminus Terrace	124	1103	1227	2101	1.9
Town Quay	88	393	481	569	1.4
Leisure World	28	705	733	1610	2.3
Total	**2095**	**12640**	**14735**	**21806**	**1.7**

Table 1 - Summary of Rank Observation Results - estimated weekly totals

Some Hackney Carriages left the ranks empty. It may be the case that many of these empty departures may have been responding to telephone bookings. Feedback from the trade supports this view.

Consultation feedback suggests that many Hackney Carriages work with / for Private Hire operators, as well as undertaking rank hire work.

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

The consultation feedback indicated that:
- The Hackney Carriage fleet in Southampton is generally well regarded. However, there was consistent feedback from different sources that a minority of drivers have poor knowledge of routes and locations and some have poor language skills.
- Consultation feedback from stakeholders, the public and the trade suggests that a minority of Hackney Carriage drivers over charge customers. However, it is felt that the majority offer high quality services.
- Representatives of elderly, disabled and mobility impaired passengers raised issues over the availability of accessible vehicles for wheel chair users and mobility impaired users. These issues related to all licensed vehicles, rather than specifically applied to Hackney Carriages. Indeed, many of the problems encountered related to the inability to book an accessible vehicle, by telephone, rather than the availability of accessible Hackney Carriages at ranks.
- Feedback from the public and stakeholders also highlighted the lack of accessible Hackney Carriages available at ranks.
- The storage capacity of some ranks is often insufficient to accommodate all of the hackney carriages waiting for fares. This is most starkly evident at the Railway Station Western Esplanade rank which regularly exceeds capacity, when large trains are expected to arrive at the station. On some occasions, when a

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large number of passengers arrived by train and wished to hire Hackney Carriages, the demand emptied the rank and passengers had to wait for Hackney Carriages to arrive. Additional vehicles generally arrived in a short time and within minutes the rank was full again, with waiting vehicles. The issue arises from the limit in available vehicle storage, rather than the availability of vehicles in the fleet, to service demand. Over supply of Hackney Carriages also occurs at some other ranks, during periods of high demand.

- There is some desire for additional new ranks and increased capacity at existing ranks.
- The Hackney Carriage trade also indicated a degree of frustration at a perceived lack of enforcement action in Southampton. This related in particular to the actions of a minority of drivers who over charged passengers and refused short distance fares.

Observations

Not all Hackney Carriage drivers work full time. Some work for shorter periods, a few days a week, others work long hours (12 hours + per day) up to 7 days a week, on occasions. Drivers were asked how many hours they worked each day. The average working week was 52.1 hours per week.

Some individuals own multiple Hackney Carriage vehicle licences and rent these licensed vehicles to drivers for a weekly fee. A significant proportion of the drivers interviewed or who returned survey forms, resented the ownership of licensed vehicles by non-drivers. Many of these drivers, who rent licensed vehicles, advocated raising the limit in numbers or indeed removing the limit altogether, for a limited period, so that they could get a vehicle licence for themselves and not have to pay a weekly fee for the licensed vehicle. However, these drivers also indicated that they didn't feel that more licences [Hackney Carriages] were required to deal with demand and that more Hackney Carriages would result in lower earnings as the pool of available revenue from hires would be distributed amongst more vehicles.

A significant proportion of licensed vehicle drivers indicated that they had been physically or verbally attacked in the previous year. This was despite the fact that all vehicles were fitted with CCTV systems.

There has been no growth in demand for Hackney Carriages since the last survey was undertaken. Indeed, a like for like comparison of survey data suggests a moderate decline in demand.

Unmet need assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results was 5.6. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

Future requirements

There is an adequate supply of Hackney Carriages currently and this is likely to be enough to cater for more than 3 years. No additional licences would be necessary to cater for growth in demand over the next three years.

Conclusions and recommendations

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

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

The principal issues identified by the trade relate to enforcement issues. More enforcement to catch, or discourage the minority of drivers who follow bad practices, such as overcharging, would be welcomed.

Whilst not primarily a licensing issue relating to Hackney Carriages, the representatives of elderly and mobility impaired users, would welcome initiatives to better integrate social transport with licensed vehicles. There are gaps in provision, in terms when and where transport is available and for whom travel support may be available.

CONTENTS

1 STUDY OBJECTIVES

1.1 General

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

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

The objectives of the study may be broadly defined as:
- A survey of activity at taxi ranks
- Consultation with the trade
- Consultation with major stakeholders
- Comparison of licensed vehicle fleet size and composition, with other local authorities
- Assessment of unmet demand
- Conclusions

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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 Southampton area.

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

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

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

The term taxi or taxis can variously refer to either Hackney Carriages on their own or Hackney Carriages and Private Hire Vehicles collectively. In order to limit ambiguity, this report generally avoids the use of the word taxi, except when reporting on consultation feedback, where the word taxi has been used by the consultee.

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

2.2 DfT guidance on Unmet Demand surveys

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

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

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

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

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

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

2.3 Observed unmet demand

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

2.4 Latent unmet demand

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

2.5 Other Surveys

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

2.6 Breakdown of the Hackney Carriage trade

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

- Public, private and unofficial ranks;
- Flag down/on-street;
- Telephone / radio bookings
- Contract work for statutory authorities such as for education authorities or social services;
- Commercial contract work;
- One off/occasional private hire for individuals or organisations;
- Evening leisure;
- Daytime shopping/social/business;
- Tourism

- Various combinations of the above that 'fit together' in time

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

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

The market for taxis – both Private Hire Vehicles and Hackneys is therefore influenced by many factors – both on the demand and the supply side. Demand for example is influenced by:
- The overall population,
- The extent of car ownership,
- Availability of other transport including public, community and private transport,
- Levels of mobility impairment and disability,.
- Seasonality,

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

2.7 Southampton Overview

Southampton is the largest city in Hampshire, with a population of 245,290 (2014 mid year estimate). Southampton is the busiest cruise port in the UK, with many cruises starting and finishing in Southampton. Hence, many cruise passengers travel to and from Southampton, using the public transport system and licensed vehicles.

There are two universities in Southampton (Southampton University & Southampton Solent University) with a combined student roll of approximately 32,000 students (2013 -14). Given that the student population is more than 10% of the overall population, this has resulted in a relatively busy and vibrant night time economy, which is active during the week as well as at weekends.

2.8 Background to the hackney carriage market in Southampton.

During the survey, there were 283 Hackney Carriages licensed by Southampton City Council. The licences for seventy of the Hackney Carriages have a condition attached that these vehicles must be wheel chair accessible. These are licences 214 to 283 inclusive. At this time, there were 500 Private Hire Vehicles licensed by Southampton City Council.

2.9 Hackney Carriage fares

Hackney Carriage fares are regulated by the Local Authority. In Southampton there are five tariffs across the following periods:
Tariff 1 – Daytime 6.00 am to 11.00 pm
Tariff 2 – Night time 11.00 pm to 6.00 am

Tariff 3 – Sundays, Bank and Public Holidays, 6.00 am to 11.00 pm
Tariff 4 – Christmas 11.00 pm on 24th December to 6.00 am on 27th December
Tariff 5 – New Year's Eve, 11.00 pm on 31st December to 6.00 am on 1st January

The taxi fare is made up of several elements, comprising the following:

The initial "flag drop" charge for engaging the vehicle. This charge includes an initial travel distance allowance.
Subsequent distance based charges for distances specified in the published maximum table of fares.
Waiting time charge for periods when the vehicle is stationary or moving slowly.

The charge for each element of the tariff is specified in a Maximum Table of Fares, published by the Local Authority and displayed in each Hackney Carriage. A copy of the Maximum Table of Fares is presented in Figure 1

MAXIMUM TABLE OF FARES inclusive of VAT where applicable

Passengers are only obliged to pay the fare shown on the meter except where a surcharge for journeys ending outside the city has been agreed before the hiring commences

SOUTHAMPTON CITY COUNCIL®

The driver must carry an assistance dog at no extra charge – Equality Act 2010, section 168

Any complaints about the hiring of this vehicle or the conduct of the driver should be sent in writing to the Licensing Team at the address below, if possible quoting the vehicle and driver licence numbers

TARIFF 1 – Daytime – for any hiring begun after 6.00 a.m. and before 11.00 p.m. except as in Tariffs 3, 4 and 5 below

(a)	For the first 110 metres (120.3 yards) or part thereof:	£2.80
(b)	For the each subsequent 110 metres (120.3 yards) or part thereof to a maximum total distance travelled of 330 metres (360.9 yards):	£0.20
(c)	For each subsequent 195 metres (213.3 yards) or part thereof thereafter:	£0.20
(d)	Waiting Time – For each period of thirty-six seconds or part thereof:	£0.20

TARIFF 2 – Night-Time – for any hiring begun after 11.00 p.m. and before 6.00 a.m. except as in Tariffs 4 and 5 below

(a)	For the first 110 metres (120.3 yards) or part thereof:	£3.70
(b)	For the each subsequent 110 metres (120.3 yards) or part thereof to a maximum total distance travelled of 330 metres (360.9 yards):	£0.25
(c)	For each subsequent 195 metres (213.3 yards) or part thereof thereafter:	£0.25
(d)	Waiting Time – For each period of thirty-six seconds or part thereof:	£0.25

TARIFF 3 – Sundays, Bank and Public Holidays

Except as in Tariff 4 below, for any hiring begun after 6.00 a.m. and before 11.00 p.m. on a Sunday, Good Friday, a Bank or Public Holiday, or 1st January, Tariff 1 above plus a surcharge, per hiring, of:	£1.00

TARIFF 4 – Christmas

For any hiring begun after 11.00 p.m. on the 24th December and before 6.00 a.m. on the 27th December:	**One and a half times the rate of Tariff 1**

TARIFF 5 – New Year's Eve

For any hiring begun after 11.00 p.m. on the 31st December and before 6.00 a.m. on the 1st January:	**Twice the rate of Tariff 1**

Additional Charges

MORE THAN 4 PASSENGERS – If more than four passengers are carried, **£2.00** per hiring

CARD PAYMENT – If payment is made by credit or debit card, a sum not exceeding that permitted by law shall be added to the fare

ITCHEN BRIDGE TOLLS – If a toll is payable for crossing the Itchen Bridge, a sum equivalent to the toll paid

CRUISE TERMINALS – if hired from a marshalled cruise terminal rank, **£1.00** per hiring

SOILING CHARGE – If the hackney carriage is soiled by a passenger or an animal: **£70.00**

Licensing Team, PO Box 1767, Southampton SO18 9LA
licensing@southampton.gov.uk – www.southampton.gov.uk/licensing

RICHARD IVORY
Head of Legal, HR & Democratic Services

27 May 2014

Figure 1 - Maximum Table of Fares

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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 June 2015 table indicated that the fares in Southampton were ranked 89 out of 365 authorities listed.

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

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

Local Authority	Rank
Salisbury	11
Basingstoke and Deane	27
Bournemouth	28
Poole	34
Bath and North East Somerset	42
Southampton	**89**
New Forest	101
Test Valley	128
Portsmouth	192
Fareham	233

Southampton and the majority of neighbouring authorities have above average Hackney Carriage fares, assuming rank 182 out of 365 represents an average position for fares.

2.10   Hackney Carriage "plate premium"

Where local Hackney Carriage markets are subject to entry regulation, it is commonly the case that a premium is associated with Hackney Carriage licences. This premium is paid when Hackney Carriage licences are transferred. The premium is difficult to assess accurately as the transfer of licences are generally private transactions and also involves a transaction in respect of the vehicle to which the licence is associated. The perceived value of a licence is also affected by the perceived cost of a vehicle it is associated with and the premium over and above the market value of such a vehicle, if it did not have a Hackney Carriage licence.

A further complication is that anecdotal perception of 'plate values' are often based on the advertised price of a licensed vehicle offered for sale. However, the advertised asking price is not necessarily the price agreed when a licence is eventually sold.

Notwithstanding the difficulties in obtaining accurate data with respect to "plate premium" values, anecdotal evidence from licensing officers and the trade, suggest that the premium in Southampton is around £50,000.

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The existence of a "plate premium" is not necessarily an indicator of significant unmet demand. A licence value may exist as a result of high fare level, or even lack of alternative employment opportunities for those involved in the trade.

2.11　Southampton Local Transport Plan 3

Southampton City Council have published the Local Transport Plan 3, which sets out strategies and policies to address the transport challenges faced by the local area. The plan has a forecast horizon to 2031.

The Local Transport Plan process considers how transport provision for the area can be developed in order to address overarching objectives such as economic growth, mitigating environmental impact, accessibility, safety and health.

The Plan recognises that taxis are key to the public transport system providing an alternative to bus and rail travel in some circumstances, such as in rural areas, where more frequent bus services are not viable. Innovations such as taxi sharing are also considered within measures to complement other public transport services.

Community transport and the needs of disabled users are recognised and the part that taxis can play in fulfilling these transport needs is addressed.

The Local Transport Plan addresses measures which will be necessary to maintain adequate provision of taxis. Measures include, in vehicle CCTV, Vehicle emissions and a review of taxi rank provision.

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3 BENCHMARKING

3.1 Introduction

In order to compare the current level of taxi provision in Southampton, we have benchmarked Southampton against similar authorities. The list of similar authorities is consistent with the 2012 survey.

They include; Brighton and Hove, Bristol, Hastings, Lincoln, North Tyneside, Northampton, Plymouth, Portsmouth and Southend-on-Sea.

Southampton has been benchmarked against these authorities on the following characteristics;
• Fleet composition;
• Population per Hackney Carriage;
• Population per licensed vehicle;
• Entry control policy; and
• Fares

3.2 Fleet Composition

The statistics presented for comparison of fleet composition are derived from Department for Transport statistics collected in 2013. This was the latest set of statistics available when the report was prepared.

Population and licensed vehicle statistics for each of the comparator areas are presented in Table 3. The population statistics for most authority areas were derived from mid-2012, estimates which were the latest statistics available. However, the population statistic for Southampton is the mid-2013 estimate.

Table 3 - Licensed vehicle statistics

Licensing Authority	Population	Hackney Carriages (HCs)	Private Hire Vehicles (PHVs)	Total HCs and PHVs	Wheelchair accessible Hackney Carriages
Hastings	90,345	49	262	311	6
Lincoln	94,588	31	292	323	29
Southend-on-Sea	174,838	276	176	452	79
Northampton	214,566	136	566	702	136
Southampton	245,290	283	572	855	70
Brighton and Hove	275,762	545	432	977	168
Plymouth	258,026	367	790	1157	367
Portsmouth	206,836	234	933	1167	84
North Tyneside	201,446	204	1140	1344	100
Bristol, city of	432,451	752	928	1680	752

Statistics for Fleet composition are presented in Figure 2
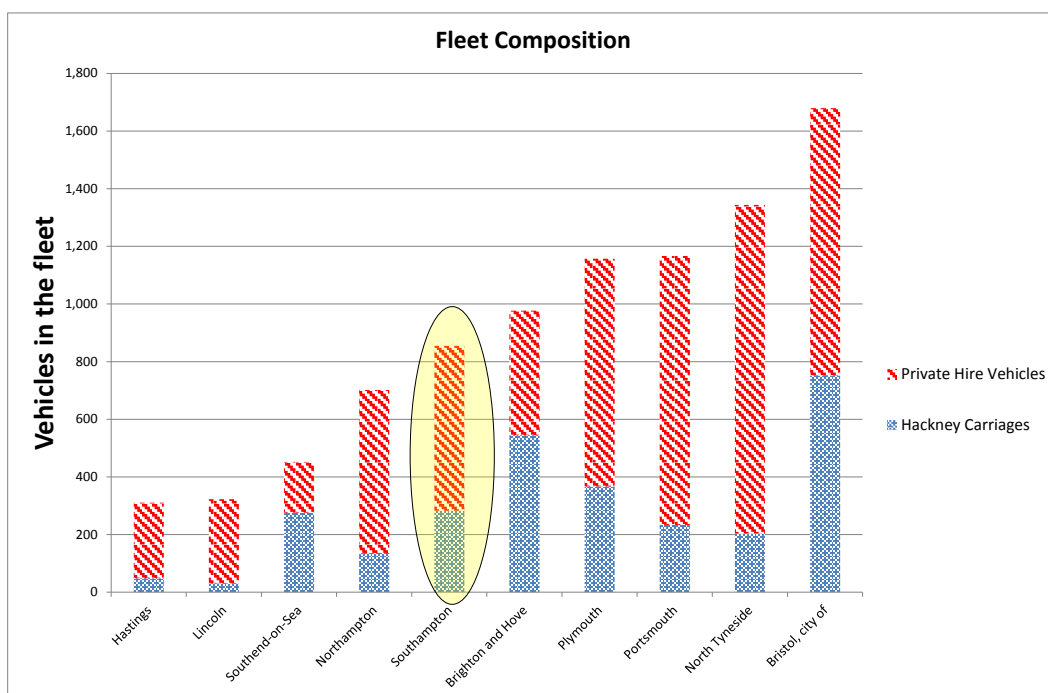
Figure 2 - Fleet composition comparison

Bristol has the largest fleet of both hackney carriage vehicles (752 vehicles) and private hire vehicles (928 vehicles). Lincoln has the smallest hackney carriage fleet (31 vehicles) whilst Southend-on-Sea has the smallest private hire fleet at 176 vehicles.

Southampton has the fourth largest hackney carriage fleet and the fifth largest private hire fleet, placing its provision near the middle of the comparable authorities in terms of its overall fleet size.
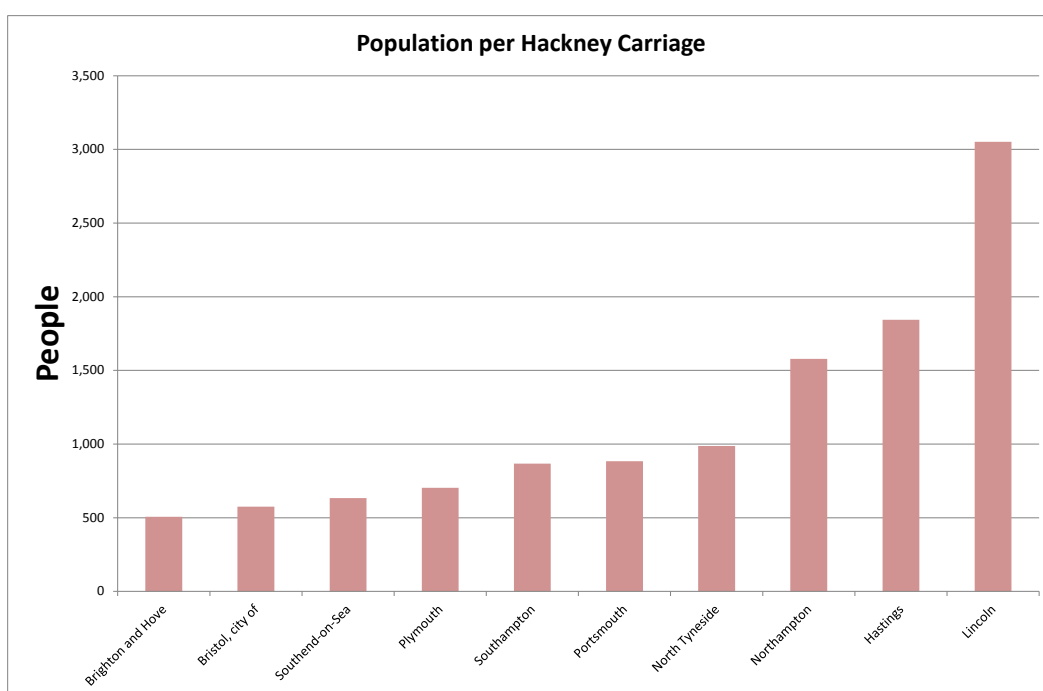
Figure 3 - Population per Hackney Carriage

Figure 3 demonstrates that Brighton and Hove has lowest number of people per hackney carriage, thereby indicating that it has the best provision of the authorities shown. Lincoln has the highest number of people per hackney carriage, and therefore the worst provision. Southampton is situated in the middle of the authorities, indicating an average provision per hackney carriage.

Looking at both Hackney Carriages and Private Hire Vehicles, the population per licensed vehicle is presented in Figure 4. Southampton is ranked sixth out of ten.
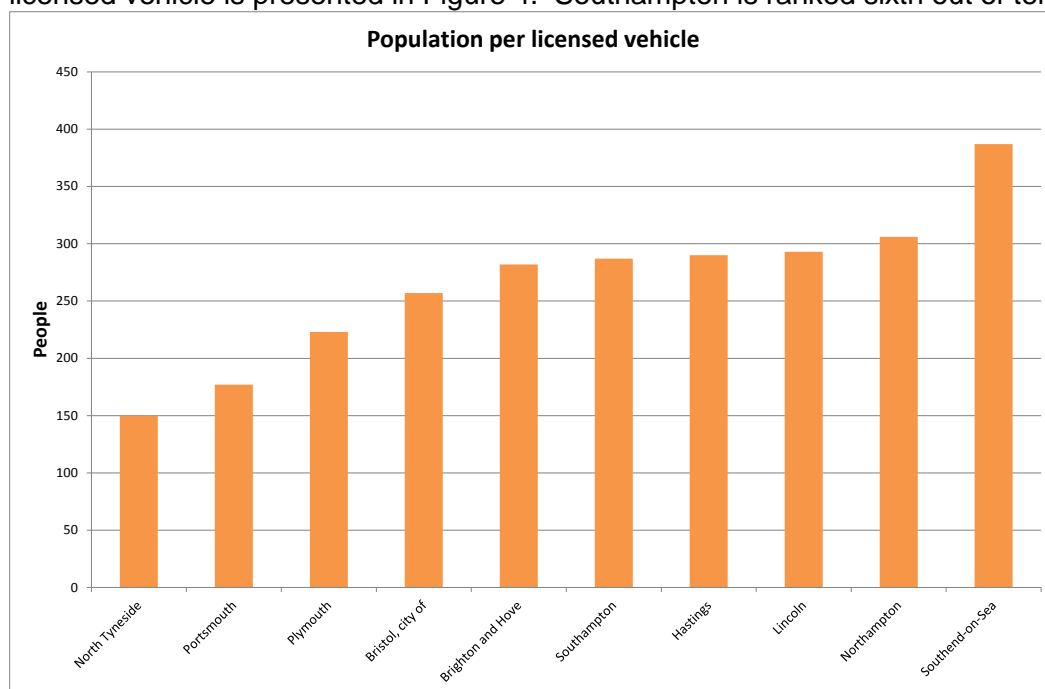
Figure 4 - Population per licensed vehicle

3.3 Entry Control

Table 4 documents the entry control policies for the ten authorities. Bristol and Northampton are the only authorities who do not impose a numerical limit on the number of hackney carriages.

Table 4 - Entry Control Policies

Authority	Control Policy
Brighton and Hove	Restricted
Bristol	Derestricted
Hastings	Restricted
Lincoln	Restricted
North Tyneside	Restricted
Northampton	Derestricted
Plymouth	Restricted
Portsmouth	Restricted
Southampton	Restricted
Southend-on-Sea	Restricted

3.4 Comparison of authorities in the region

A comparison of the population per licensed vehicle, across the region, can inform the view of the licensed vehicle provision within Southampton. The following table presents the population per licensed vehicle in Southampton and with all other authorities in the South East of England region. Licensed Vehicle numbers are based on March 2013 figures and Mid 2012 population data, with the exception of Southampton. 2013 population data was available for Southampton and has been used.

The data is presented in a table and graphically, in a clustered bar chart. The height of each bar represents the number of people per licensed vehicle. Each bar is broken down as Hackney Carriages and Private Hire Vehicles.

The chart is sorted into two broad groups. These are the authorities which do not limit the number of Hackney Carriages, which are to the right of the chart and those which do limit the number of Hackney Carriages, which are on the left of the chart. These groups are further sorted in order of the total proportion of population to Hackney Carriages.

The statistics for Southampton are: 867 people per Hackney Carriage and 429 people per Private Hire Vehicle. These proportions combine to form a total of 287 people per licensed vehicle.

Table 5 - Summary of South East Region Licensed Vehicle proportions

Licensing Authority and Hackney Carriage cap status	Population per Hackney Carriage	Population per Private Hire Vehicle	Population per licensed vehicle
Brighton and Hove [Limit]	506	638	282
Reading [Limit]	657	388	244
West Berkshire [Limit]	817	1,207	487
Adur [Limit]	848	626	360
Southampton [Limit]	867	429	287
Portsmouth [Limit]	884	222	177
Crawley [Limit]	888	202	165
Mid Sussex [Limit]	917	802	428
Tunbridge Wells [Limit]	1,111	831	475
Thanet [Limit]	1,256	307	247
Slough [Limit]	1,326	232	198
Oxford [Limit]	1,425	268	226
Bracknell Forest [Limit]	1,438	625	436
Dover [Limit]	1,620	955	601
Hastings [Limit]	1,844	345	290
Aylesbury Vale [Limit]	2,915	271	248
Havant [Limit]	3,032	264	243
Test Valley [Limit]	3,251	818	654
Maidstone [Limit]	3,277	705	580
South Oxfordshire [No Limit]	338	766	235
Lewes [No Limit]	404	1,862	332
Shepway [No Limit]	406	4,529	372
Gravesham [No Limit]	455	1,903	367
Fareham [No Limit]	490	1,849	388
Arun [No Limit]	515	5,046	467
Hart [No Limit]	572	1,110	378
Sevenoaks [No Limit]	573	1,323	400
Canterbury [No Limit]	609	908	364
Medway [No Limit]	618	1,482	436
Rushmoor [No Limit]	620	1,375	427
Tandridge [No Limit]	634	1,146	408
Tonbridge and Malling [No Limit]	642	498	280
Chiltern [No Limit]	655	830	366
Wealden [No Limit]	712	420	264
Waverley [No Limit]	734	1,875	528
Isle of Wight [No Limit]	742	3,083	598
Mole Valley [No Limit]	753	943	419
Vale of White Horse [No Limit]	808	1,240	489
Rother [No Limit]	836	2,397	620
Swale [No Limit]	839	2,810	646
West Oxfordshire [No Limit]	878	1,231	513
Elmbridge [No Limit]	907	316	234
Woking [No Limit]	912	182	152
Surrey Heath [No Limit]	941	1,237	535
Eastbourne [No Limit]	962	280	217
Windsor and Maidenhead [No Limit]	979	170	145
Guildford [No Limit]	998	497	332
Winchester [No Limit]	1,032	785	446
East Hampshire [No Limit]	1,088	579	378
Dartford [No Limit]	1,137	773	460
Cherwell [No Limit]	1,143	640	410
Milton Keynes [No Limit]	1,179	344	266
Eastleigh [No Limit]	1,207	286	231
Spelthorne [No Limit]	1,240	733	461
Epsom and Ewell [No Limit]	1,311	246	207
New Forest [No Limit]	1,431	662	453
Gosport [No Limit]	1,487	1,157	651
Worthing [No Limit]	1,488	487	367
Wokingham [No Limit]	1,582	838	548
Ashford [No Limit]	1,602	1,082	646
South Bucks [No Limit]	1,686	977	619
Reigate and Banstead [No Limit]	1,727	185	167
Wycombe [No Limit]	1,884	375	313
Chichester [No Limit]	2,490	606	487
Basingstoke and Deane [No Limit]	2,583	625	503
Horsham [No Limit]	2,697	1,024	742

Population per licensed vehicle
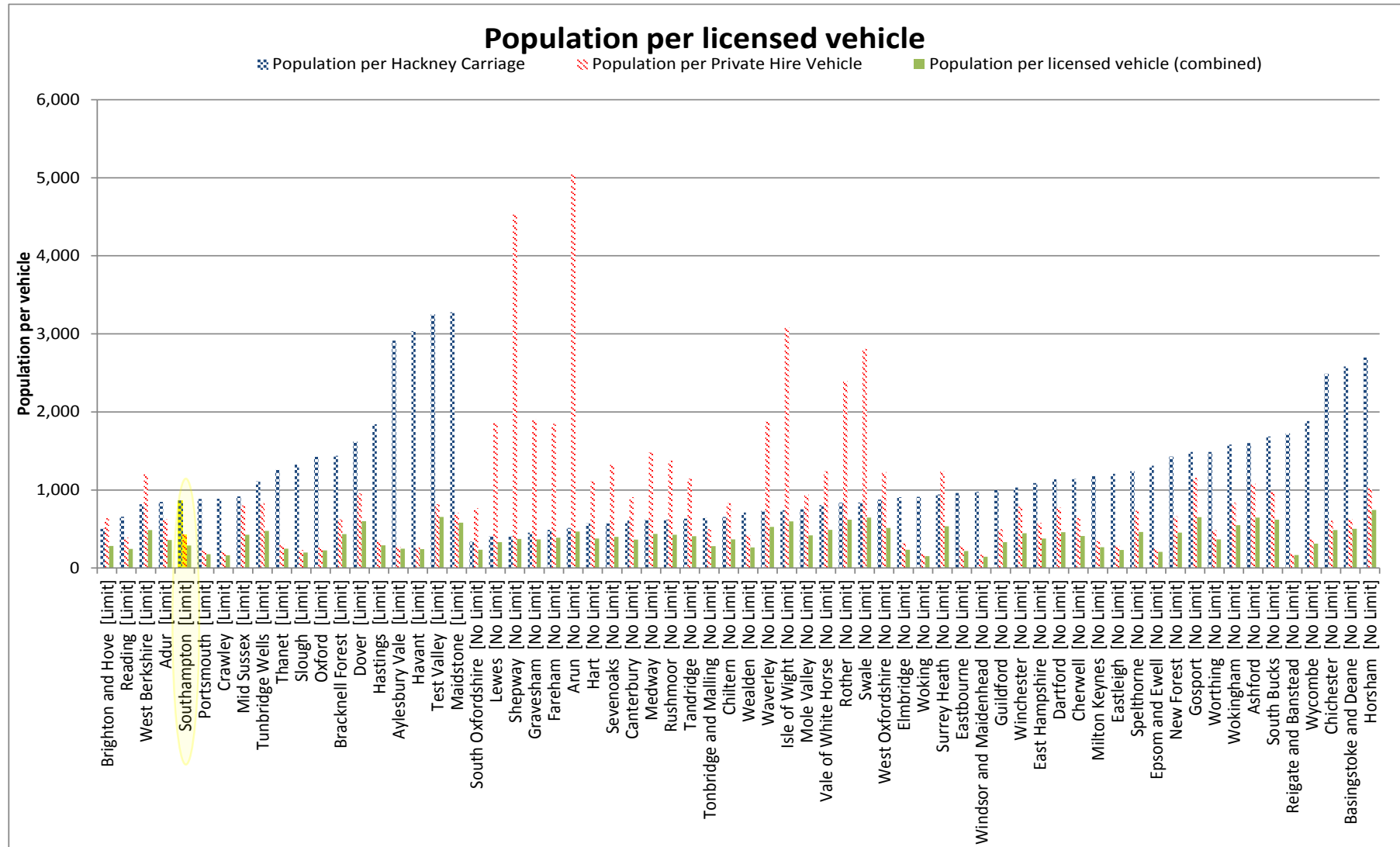
Figure 5 - Population per licensed vehicle in SE Region

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The population per Hackney Carriage in Southampton is fifth lowest of the 19 authorities which limit numbers. Of all of the authorities in the region, (66) Southampton has the 26th lowest population per Hackney Carriage.

3.5 Fares

Table 6 details the average fare for a two mile journey across the benchmarked authorities, as published in the Private Hire and Taxi Monthly magazine, national fares table, June 2015. The average cost of a two mile journey is £6.00, thereby highlighting that fares in Southampton are slightly more expensive than the average at £6.20 for a two mile journey. Of the authorities included in this benchmarking exercise, fares are most expensive in Brighton and Hove at £6.80 and lowest in North Tyneside at £5.20.

Table 6 - Comparison of fares

Authority	2 mile Tariff 1 fare	Rank
Brighton and Hove	£6.80	15
Bristol	£6.20	76
Lincoln	£6.20	82
Northampton	£6.20	84
Southampton	£6.20	89
Southend-on-Sea	£6.00	126
Hastings	£5.90	142
Plymouth	£5.70	175
Portsmouth	£5.60	192
North Tyneside	£5.20	273

3.6 Rail Passenger growth

The two ranks at Southampton Central Railway Station are two of the busiest ranks in Southampton. The volume of hires which Hackney Carriage drivers, waiting on the station ranks, can expect, clearly depends on the volume of passengers passing through the station.

Figure 6 illustrates historic passenger numbers passing through Southampton Central Station. In recent years, there has been steady growth in the number of passengers passing using the station.

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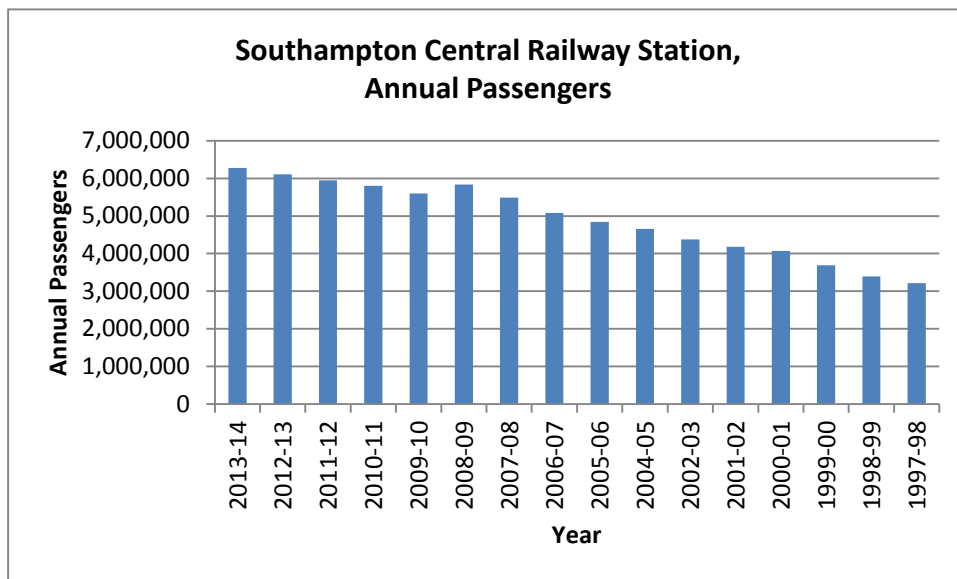
Figure 6 - Southampton Central Railway Station, Annual Passengers

4 TAXI RANK SURVEYS

4.1 Current taxi ranks

Sixteen taxi ranks were surveyed.

These locations were:
- Above Bar, Yates
- High Street
- Portland Terrace, north of Bargate Street.
- ASDA, Portland Terrace
- Coach Station
- Railway Station, Western Esplanade
- Railway Station, Blechynden Terrace
- Above Bar, Titanic
- London Road
- Lower Banister Street
- Church Street, Shirley
- Bevois Valley
- Angel Crescent
- Terminus Terrace
- Town Quay
- Leisure World

4.2 Rank surveys

With the exception of Terminus Terrace and Lower Banister Street, the ranks were surveyed continuously from 7.00 on Thursday 12th March 2015 to 7.00 on Monday 16th March 2015. The cameras on Terminus Terrace and Lower Banister Street suffered failures between the 12th of March and 16th of March. Therefore, cameras were mounted again at these locations and the Terminus Terrace and Lower Banister Street ranks were surveyed from 7.00 on Thursday 22nd April 2015 to 7.00 on Monday 26th April 2015.

4.3 Rank survey results

Full details of tabulated hourly passenger and Hackney Carriage volumes and waiting times for Hackney Carriages, are presented in Appendix A. Summary results are presented below as graphs of Hourly Passenger Volumes, Hourly Hackney Carriage Volumes, Average Hackney Carriage waiting time each hour and Hackney Carriage Queue Lengths in five minute increments.

The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, for four days, from Thursday morning to Monday morning, in order to capture the busiest periods of the week. 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 Hackney Carriage to arrive at the rank. On these occasions, waiting times were

measured from the time when a passenger arrived at the taxi rank until a Hackney Carriage arrived at the rank, to pick up the passenger(s) or the passengers left without boarding a Hackney Carriage.

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

Above Bar, Yates

Above Bar, Yates Passengers per hour
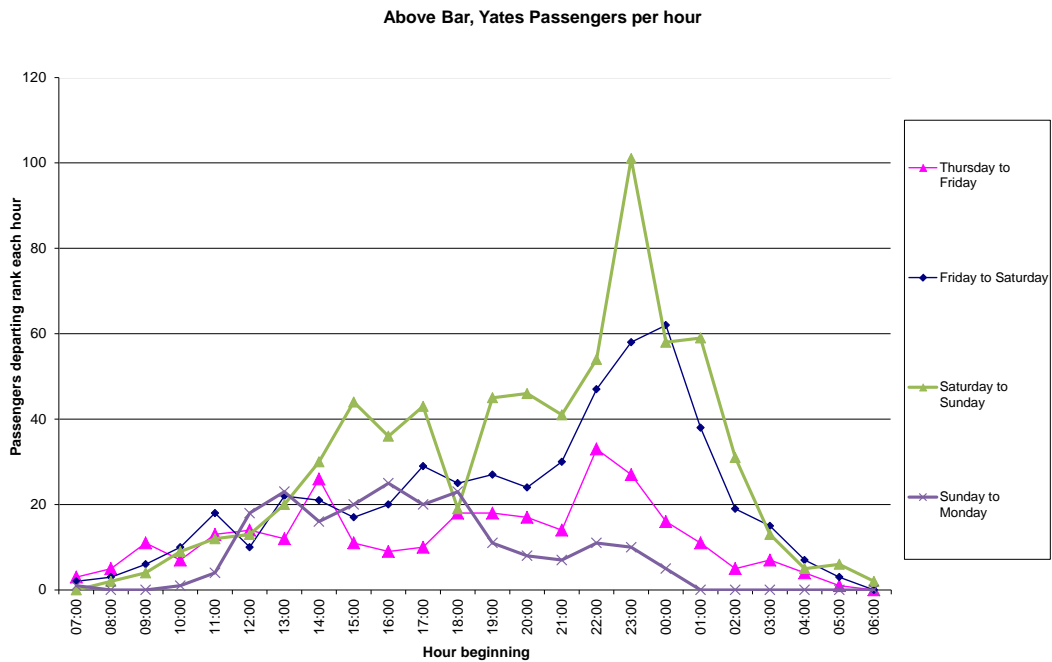
Figure 7 – Above Bar, Yates Passengers Per Hour

Above Bar, Yates Hackney Carriages per hour
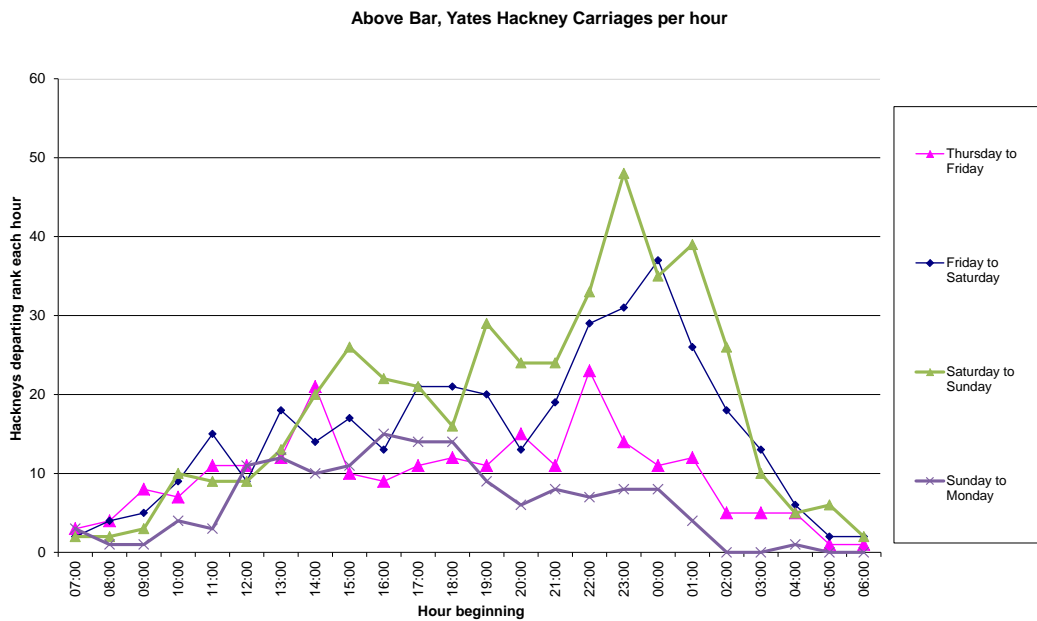
Figure 8 - Above Bar, Yates Hackney Carriages Per Hour

Above Bar, Yates Hackney Carriage average wait times
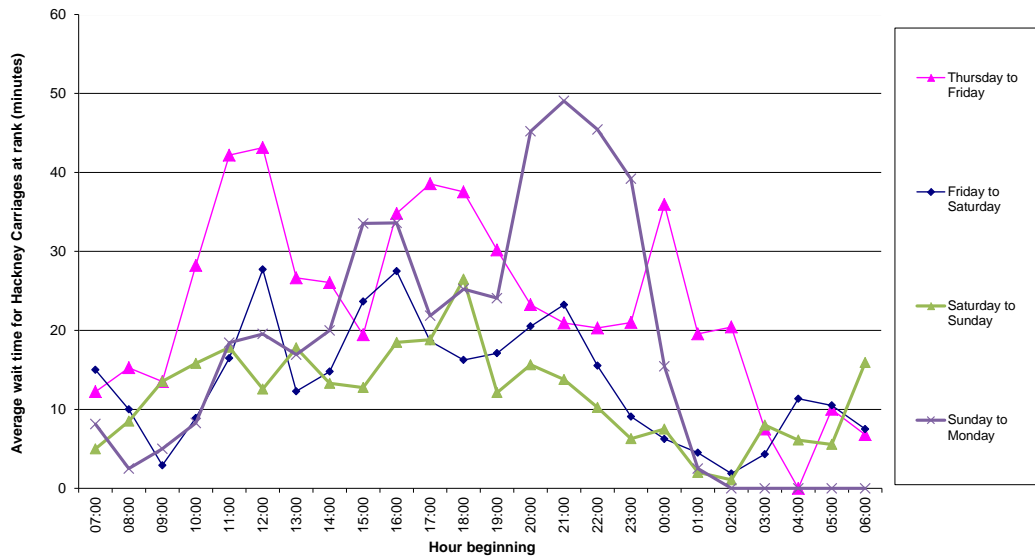
Figure 9 - Above Bar, Yates Hackney Carriage Average Wait Times

Above Bar, Yates Hackney Carriage Queue Length
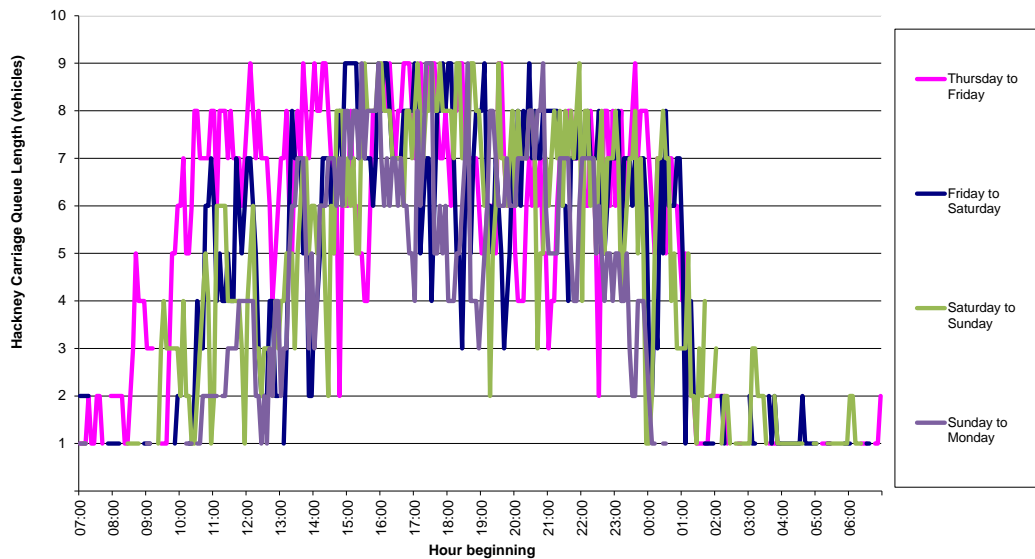
Figure 10 - Above Bar, Yates Hackney Carriage Queue Length

The rank serves day time trade, from nearby retail premises as well as the night time economy associated with licensed premises in the vicinity. Hackney carriages were present virtually continuously around the clock.

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High Street.

High Street Passengers per hour
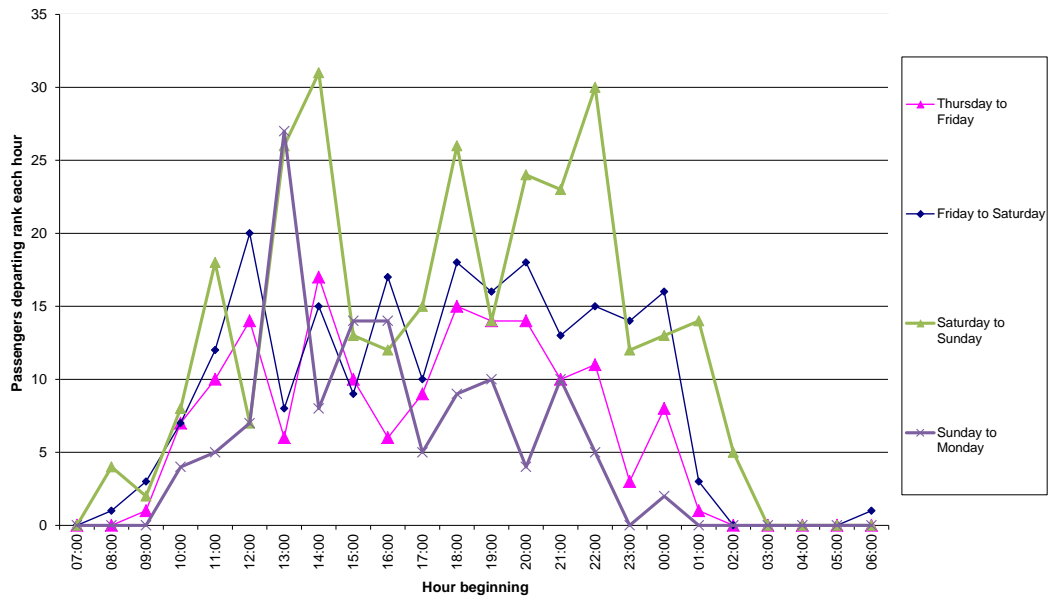
Figure 11 - High Street Passengers Per Hour

High Street Hackney Carriages per hour
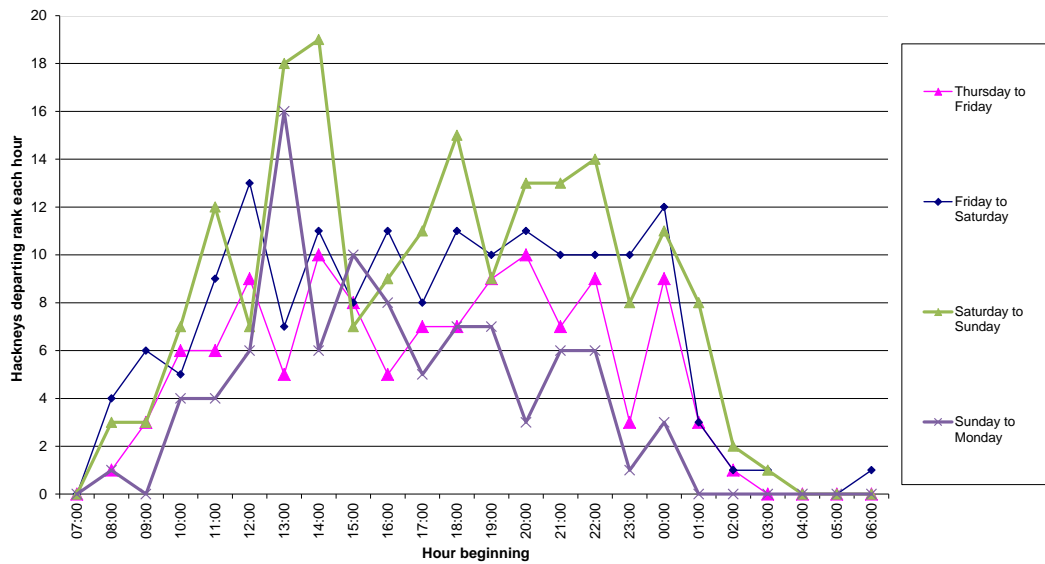
Figure 12 - High Street Hackney Carriages Per Hour

High Street Hackney Carriage average wait times
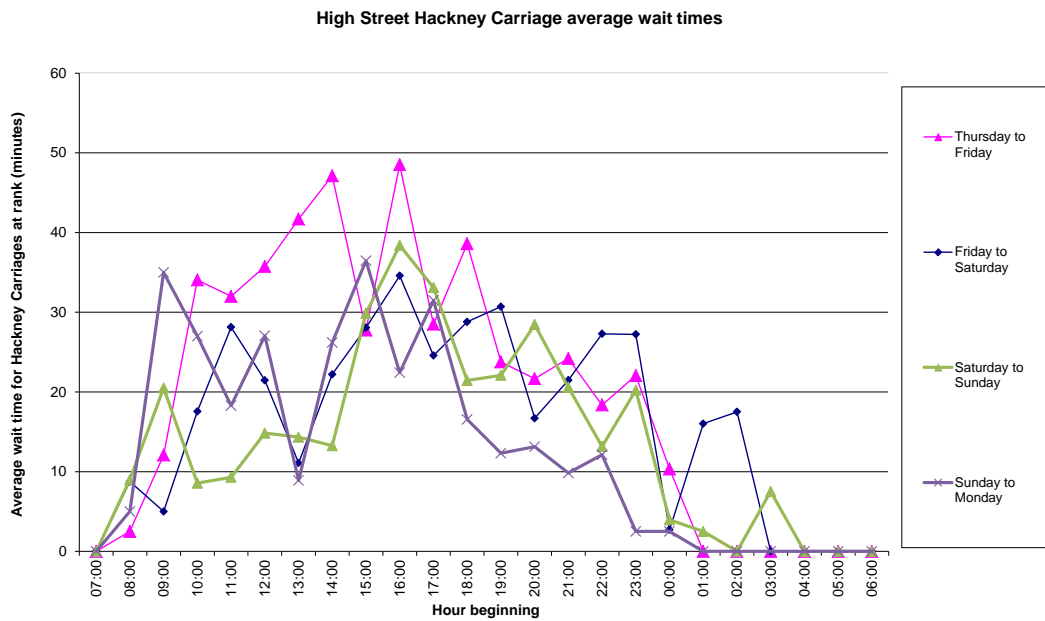
Figure 13 - High Street Hackney Carriage Average Wait Times

High Street Hackney Carriage Queue Length
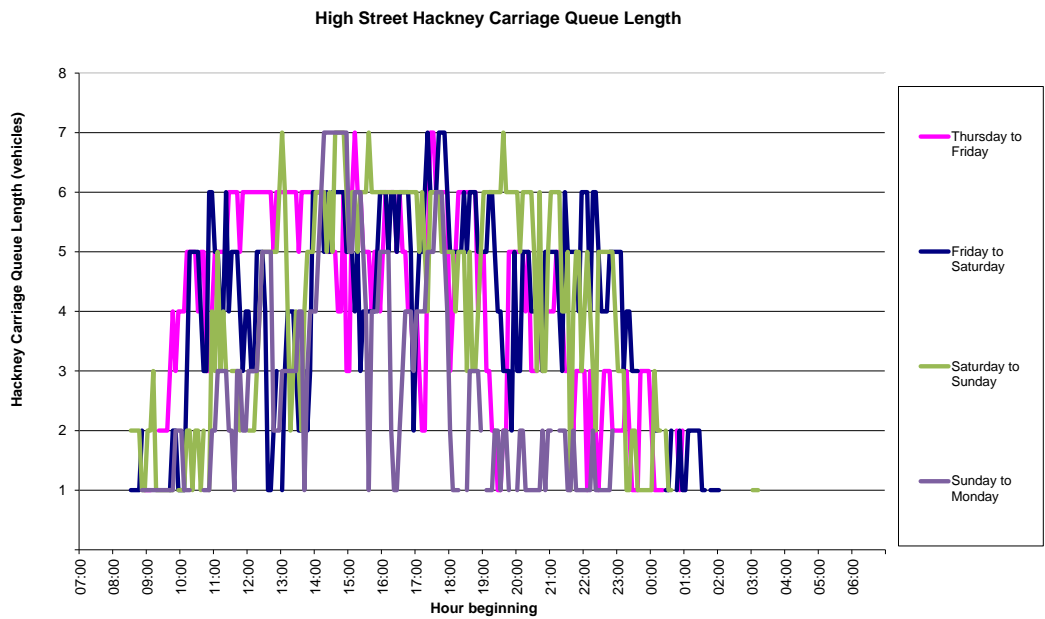
Figure 14 - High Street Hackney Carriage Queue Length

The High Street rank was active from early morning to late at night, each day. The rank served demand associated with day time retail and the night time economy.

Portland Terrace

Portland Terrace Passengers per hour
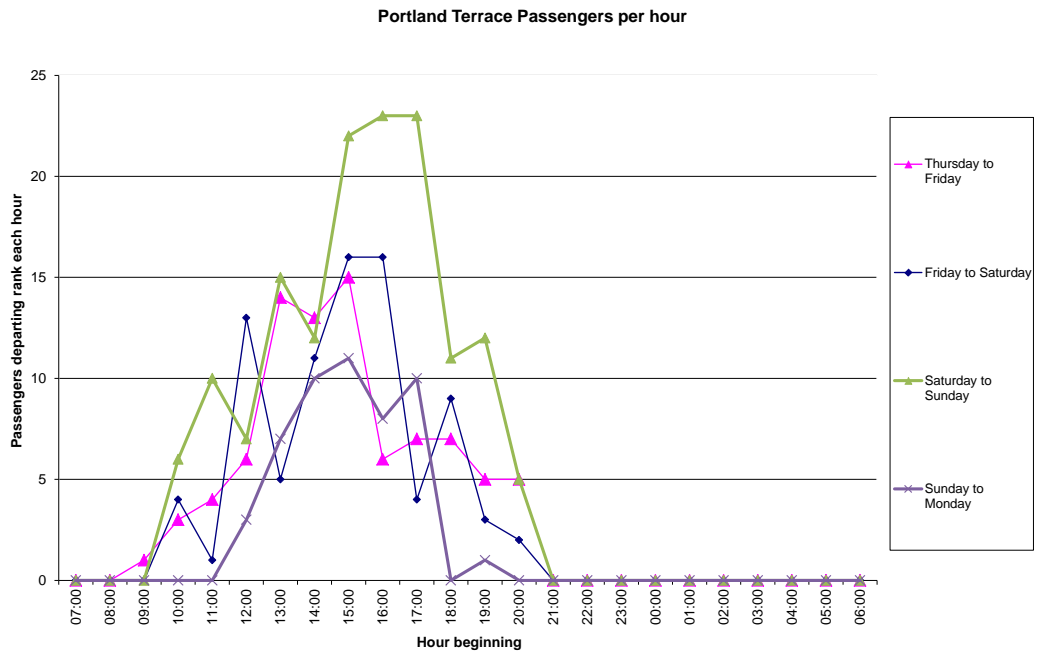
Figure 15 - Portland Terrace Passengers Per Hour

Portland Terrace Hackney Carriages per hour
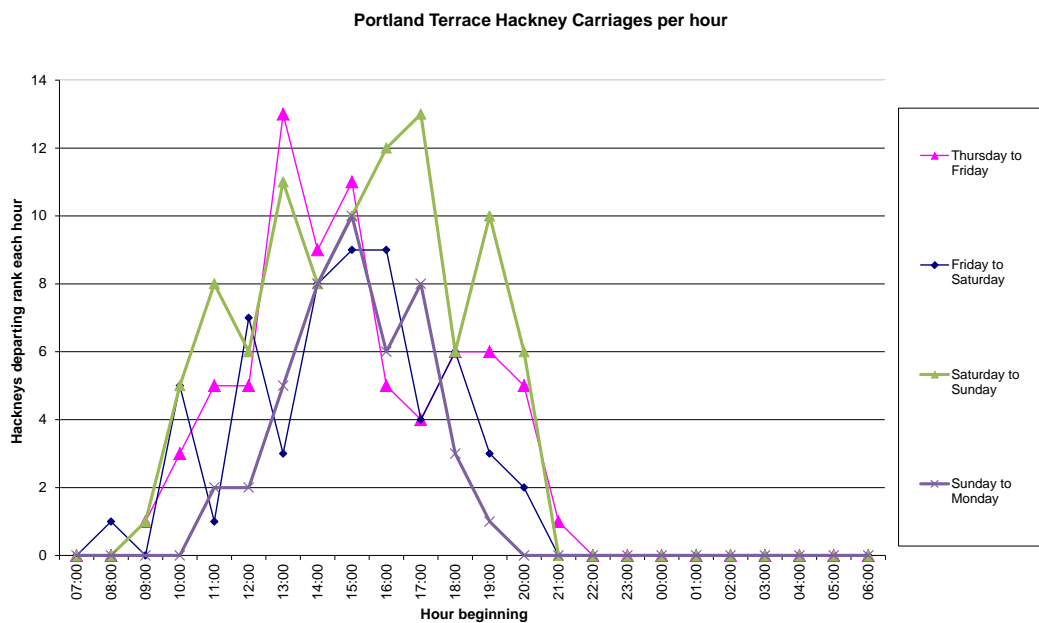
Figure 16 - Portland Terrace Hackney Carriages Per Hour

Portland Terrace Hackney Carriage average wait times
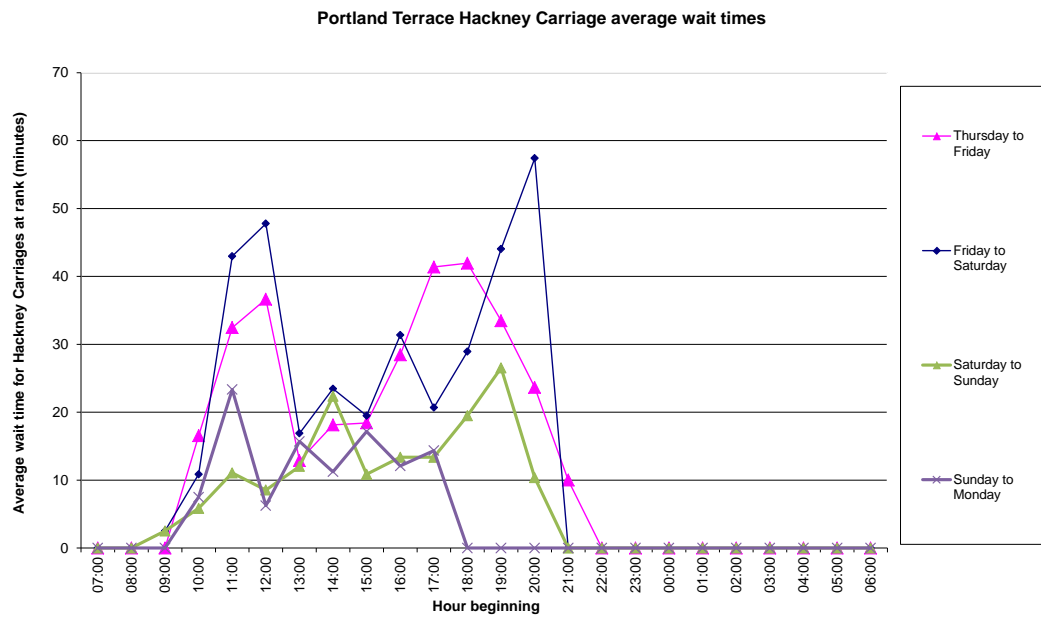
Figure 17 - Portland Terrace Average Hackney Carriage Wait Times

Portland Terrace Hackney Carriage Queue Length
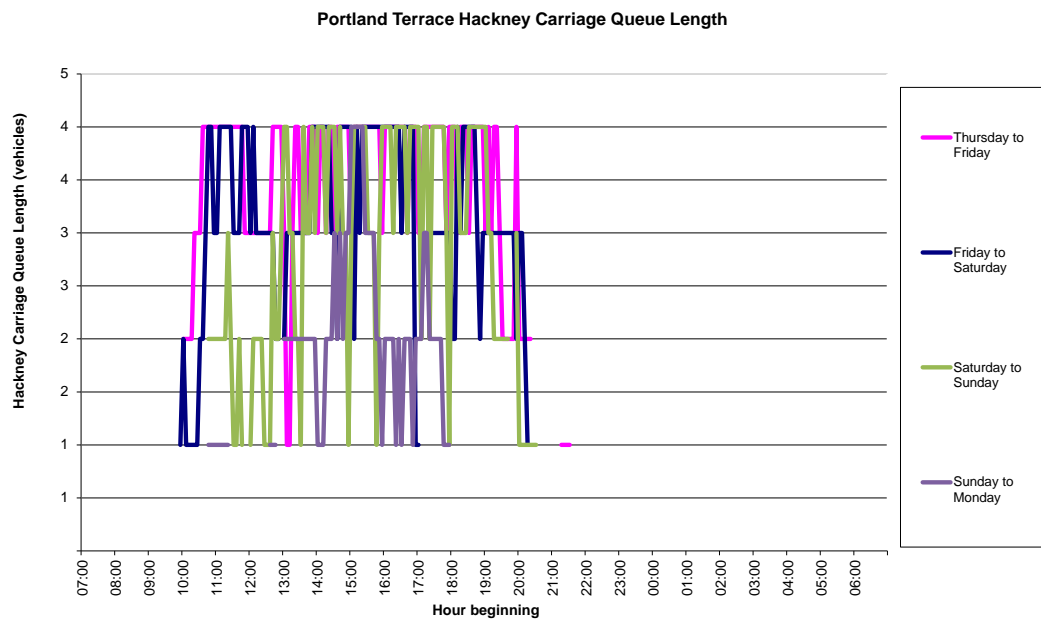
Figure 18 - Portland Terrace Hackney Carriage Queue Length

The rank served day time and evening demand. Peak demand occurred on Saturday afternoon and evening. During peak demand periods, vehicles would queue around the corner from the rank, on Spa Road. The additional vehicle queueing on Spa Road was not included in the calculation of Hackney Carriage queue length and Hackney Carriage wait times at the rank.

ASDA Passengers per hour
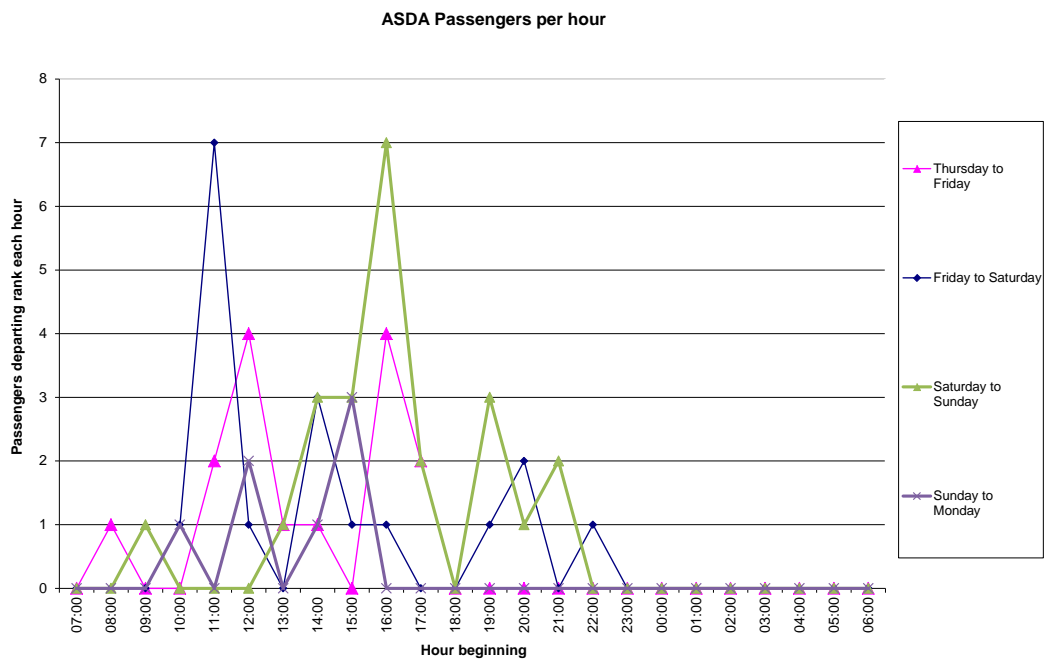
Figure 19 – ASDA Passengers Per Hour

ASDA Hackney Carriages per hour
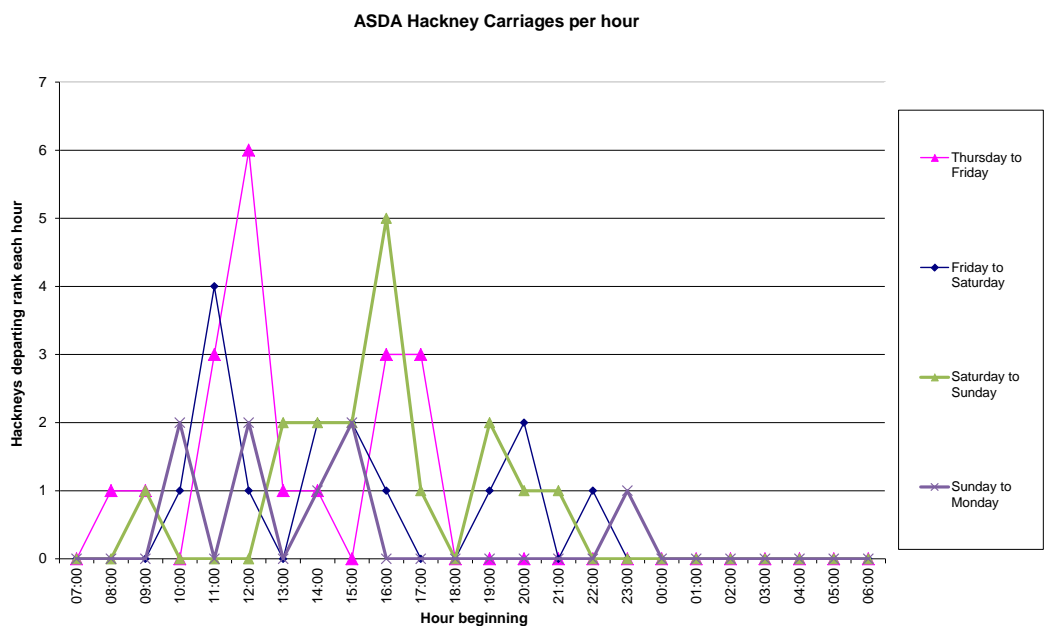
Figure 20 - ASDA Hackney Carriages Per Hour

ASDA Hackney Carriage average wait times
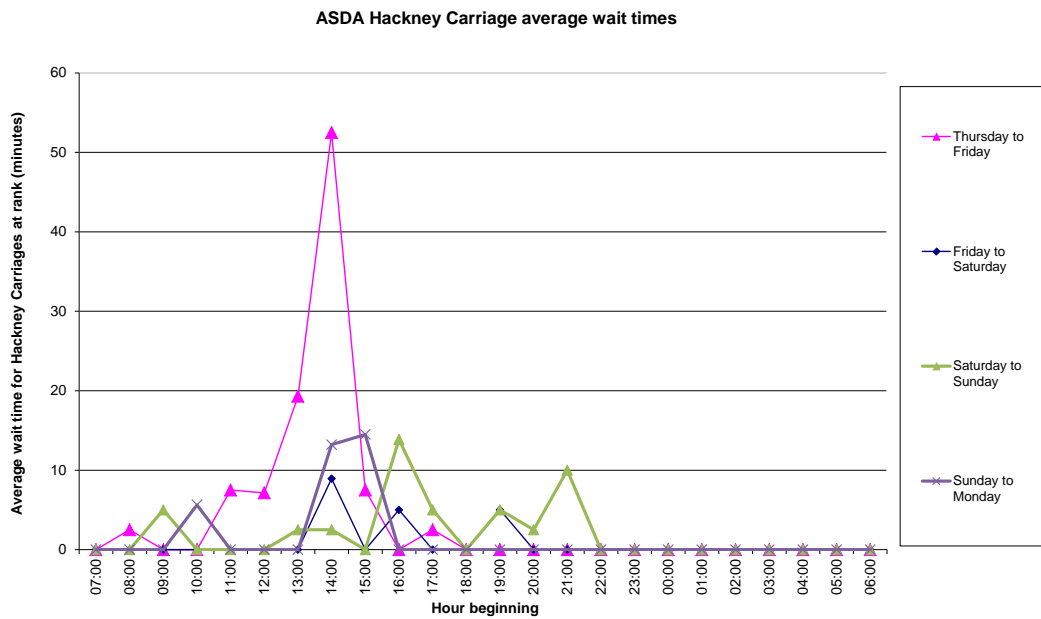
Figure 21 - ASDA Hackney Carriage Average Wait Times

ASDA Hackney Carriage Queue Length
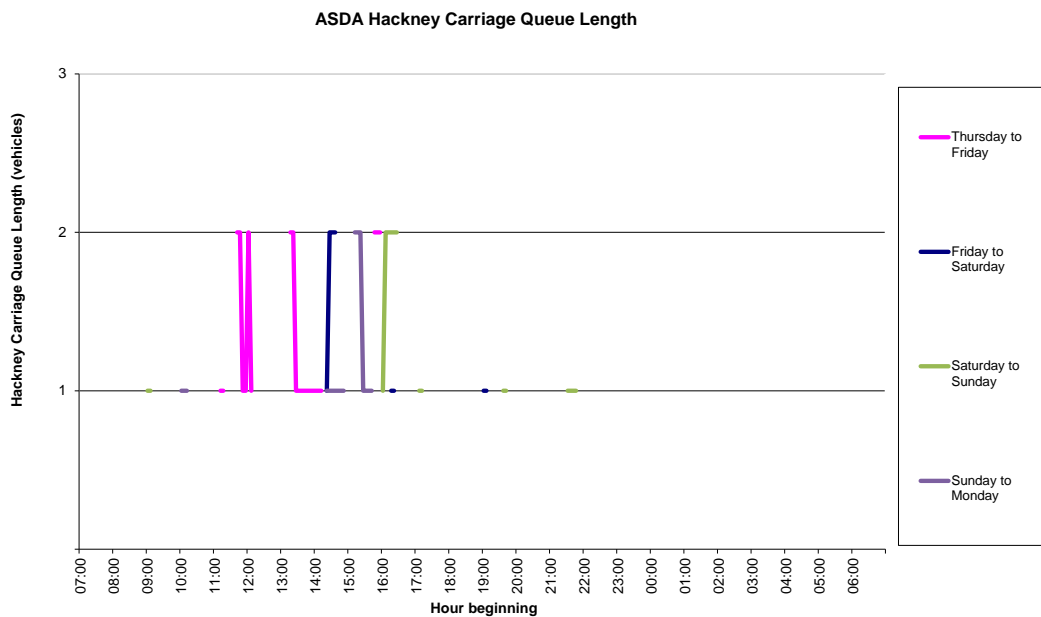
Figure 22 - ASDA Hackney Carriage Queue Length

The use of the ASDA rank was sporadic. Hackney Carriages waited at the rank from time to time. Average wait times were generally short. However, some of the Hackney Carriages left this rank empty.

Coach Station

Coach Station Passengers per hour
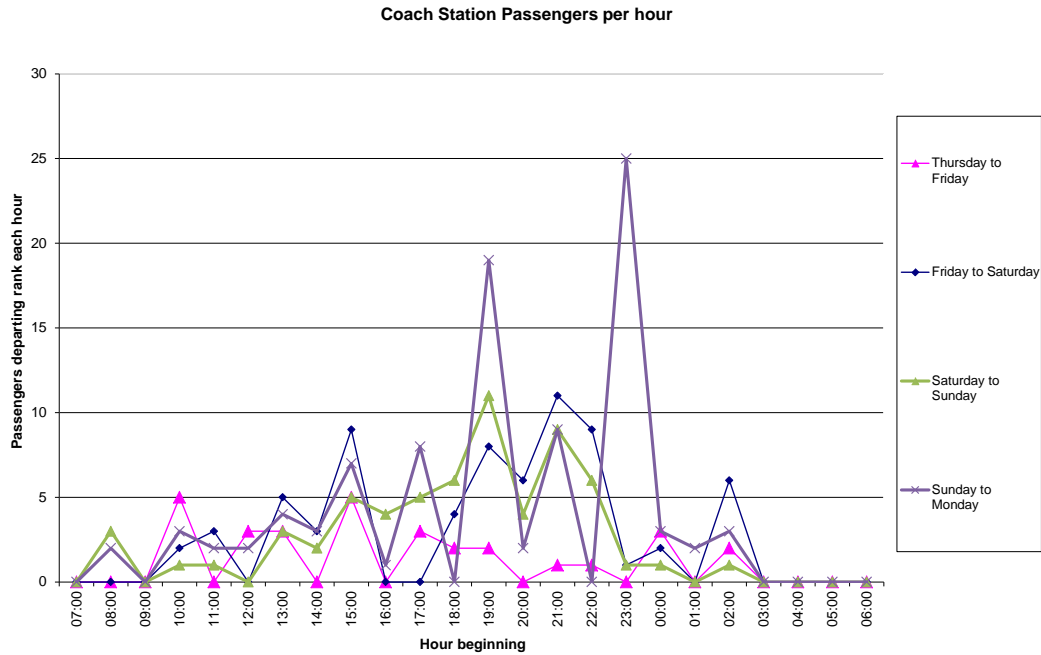
Figure 23 - Coach Station Passengers Per Hour

Coach Station Hackney Carriages per hour
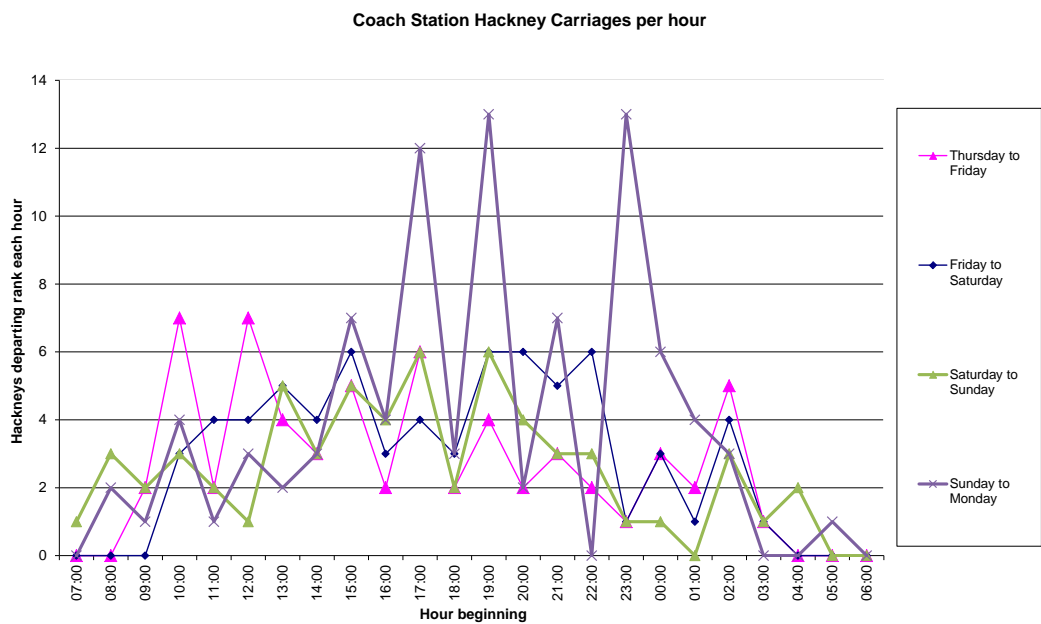
Figure 24 - Coach Station Hackney Carriages Per Hour

Coach Station Hackney Carriage average wait times
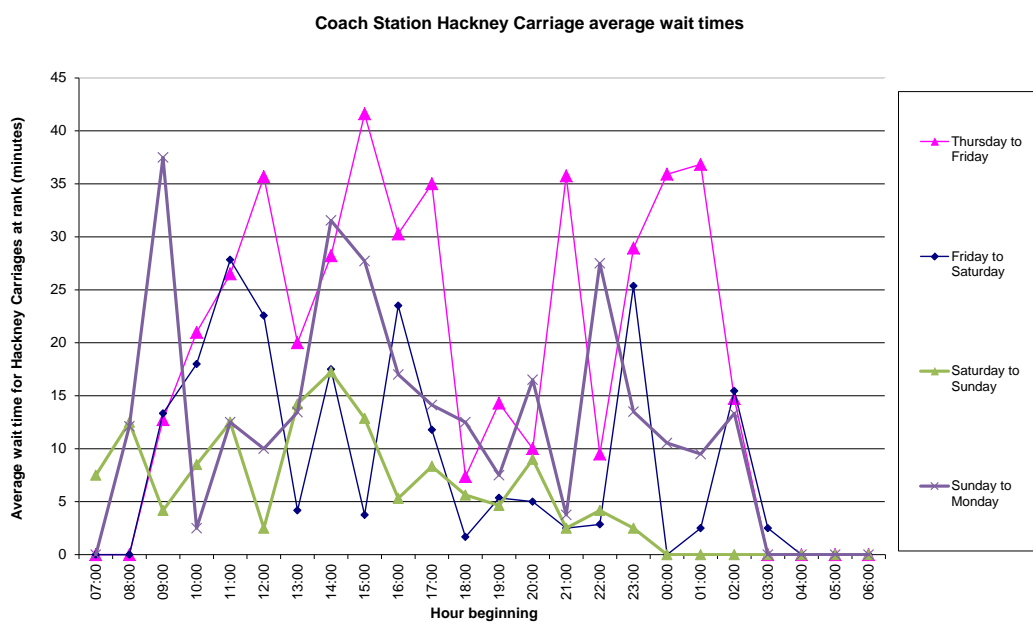
Figure 25 - Coach Station Hackney Carriage Average Wait Times

Coach Station Hackney Carriage Queue Length
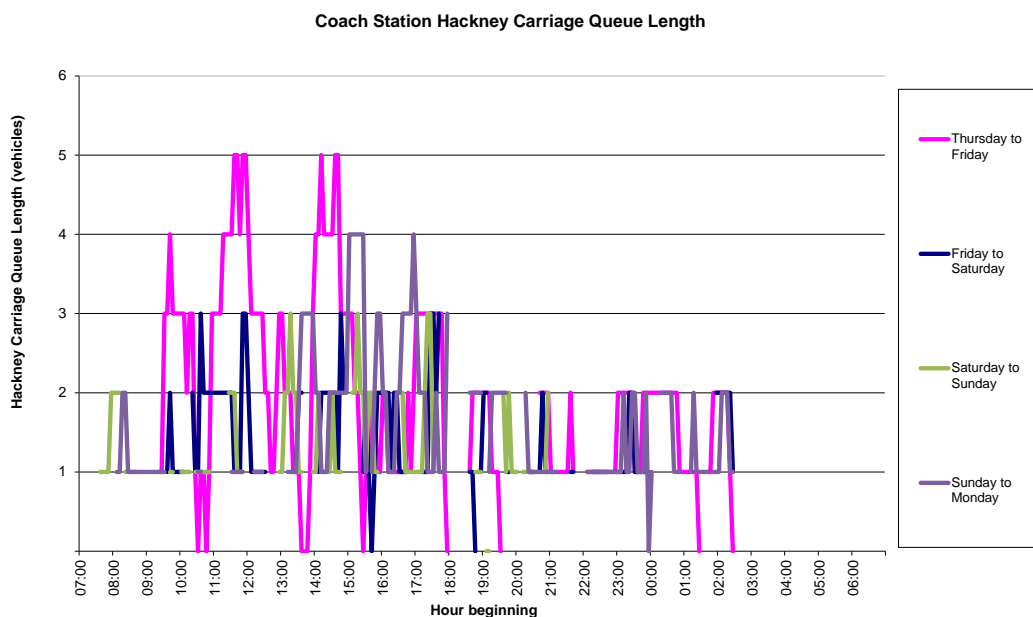
Figure 26 - Coach Station Hackney Carriage Queue Length

The official Coach Station rank is outside the passenger entrance to the coach station building. However, in the evening, the building closed each day, prior to the last coach arrivals. Once the building closed, passengers could no longer access the rank via the building and left the station via an alternative gate, on Harbour Parade. At this juncture, Hackney Carriage drivers moved from the marked rank, to a lay by on Harbour Parade, adjacent to the station exit. The rank was active, with low volumes of passengers, from early morning to late at night.

Railway Station, Western Esplanade Passengers per hour
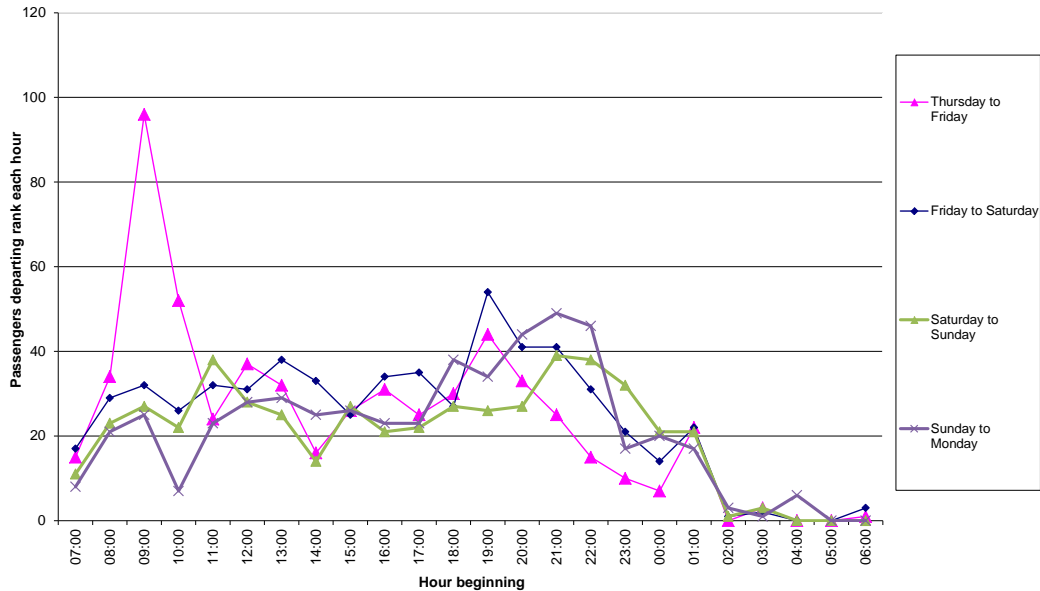
Figure 27 – Railway Station, Western Esplanade Passengers Per Hour

Railway Station, Western Esplanade Hackney Carriages per hour
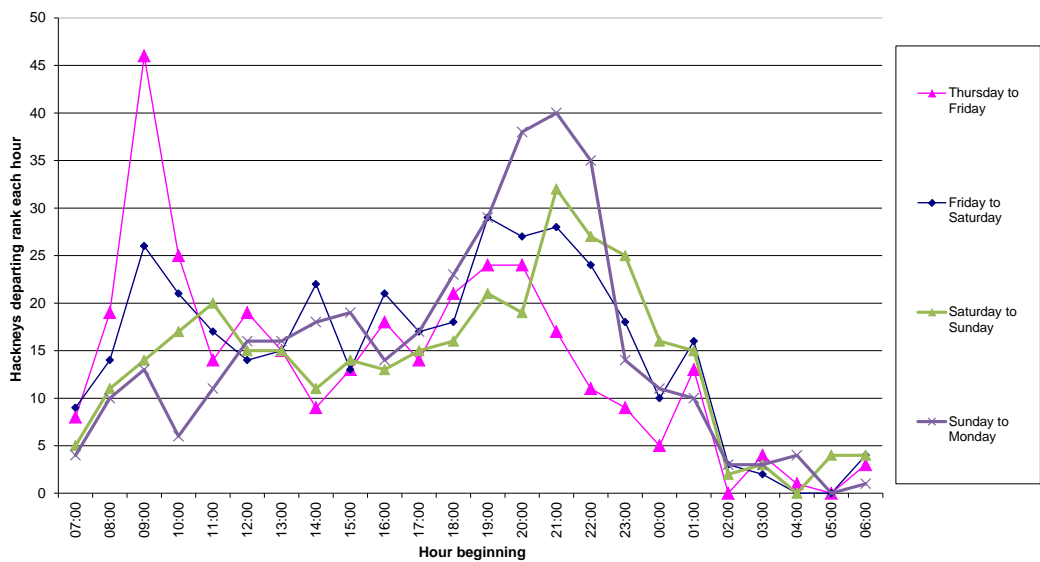
Figure 28 - Railway Station, Western Esplanade Hackney Carriages Per Hour

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Railway Station, Western Esplanade Hackney Carriage average wait times
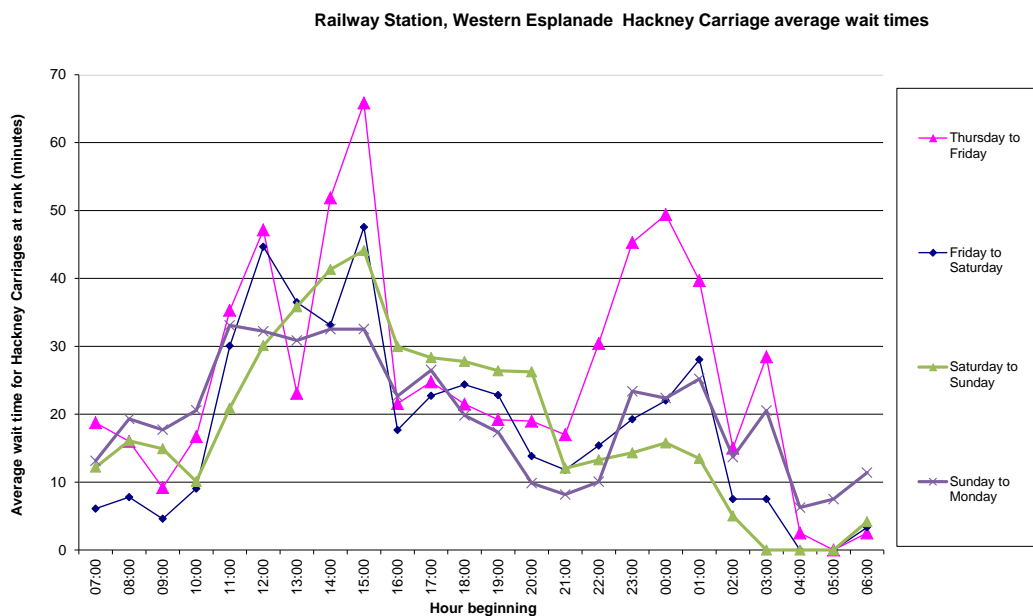
Figure 29 - Railway Station, Western Esplanade Hackney Carriage Average Wait Times

Railway Station, Western Esplanade Hackney Carriage Queue Length
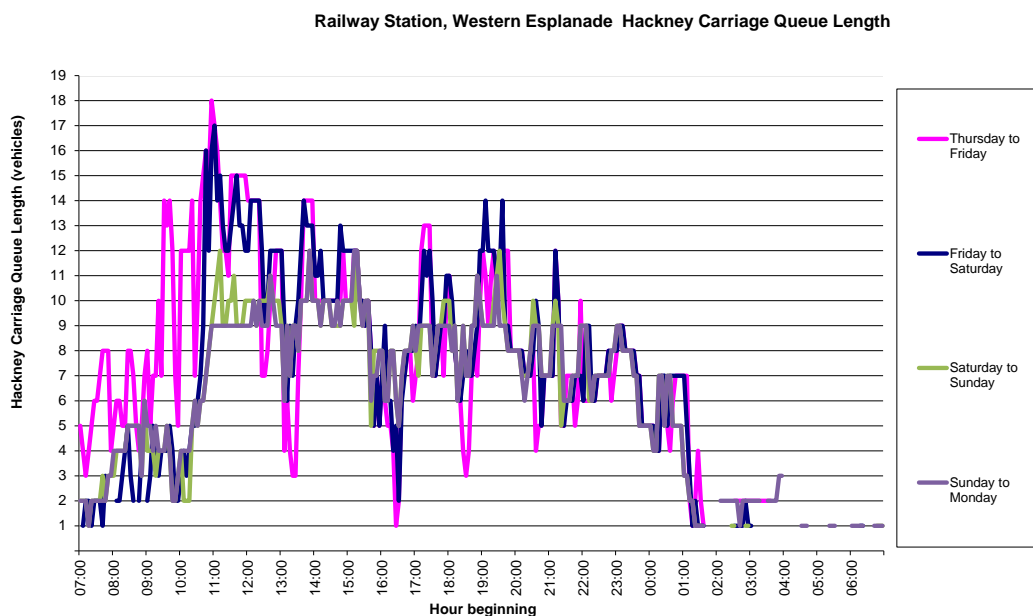
Figure 30 - Railway Station, Western Esplanade Hackney Carriage Queue Length

In common with many towns and cities, the ranks at the Railway Station were the busiest ranks in Southampton. The rank was active for almost 24 hours each day. There were generally several hackney carriages waiting at the rank at all times. From time to time, a train would arrive and release a large volume of passengers who hired Hackney Carriages from the rank. The trade were aware of when these trains would arrive and waited at the station on these occasions, adding to the existing queue of waiting Hackney Carriages. On a few occasions, such a train arrival virtually cleared the rank of waiting Hackney Carriages. Furthermore, on a few of the occasions when a large volume of passengers requiring a Hackney

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Carriages arrived in one group, the rank was totally cleared of Hackney Carriages, leaving a residue of passengers to wait for more Hackney Carriages to arrive at the rank. Such occasions were isolated and are likely to be as a consequence of limited Hackney Carriage storage, rather than lack of availability of vehicles. On these few occasions, more Hackney Carriages arrived within a short period.

Other than the limitations on Hackney Carriage storage, the rank configuration enabled the first four or five Hackney Carriages to simultaneously load passengers, helping to cater for large arrival crowds quickly and effectively.

The rank is located close to the Railway Station building on Western Esplanade, but not on railway property. There are no permits required for Hackney Carriages to operate from this rank. The roadway and parking immediately outside the Railway Station building is on railway property. Bus stops are marked on the roadway immediately outside the Railway Station passenger entrance. Late at night, after the last scheduled buses have departed from outside the Railway Station, the Hackney Carriage drivers re-locate to rank outside the doors to the Railway Station.

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Railway Station, Blechynden Terrace

Railway Station, Blechynden Terrace Passengers per hour
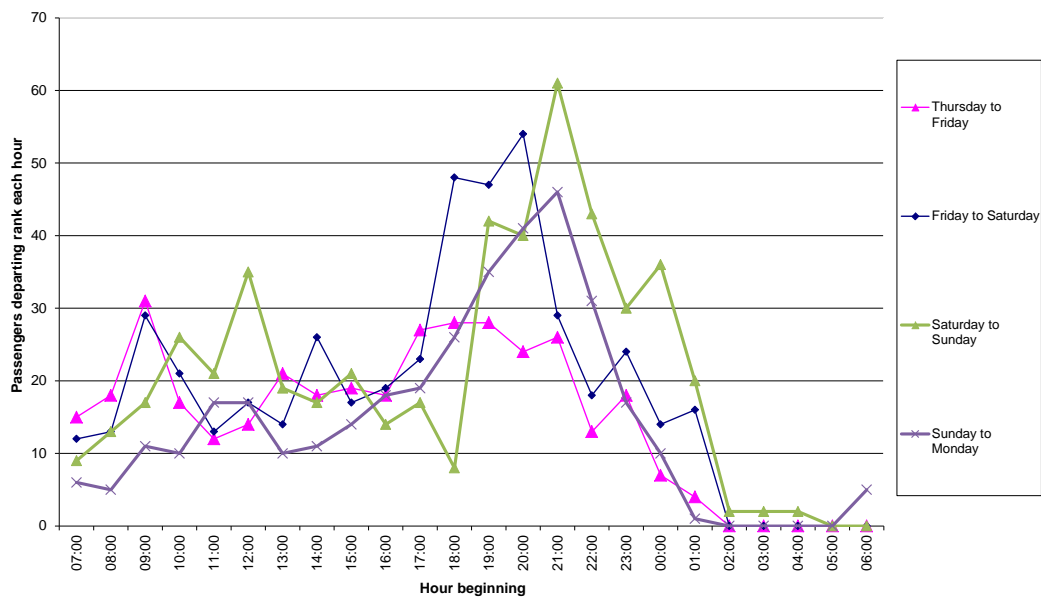
Figure 31 - Railway Station, Blechynden Terrace Passengers Per Hour

Railway Station, Blechynden Terrace Hackney Carriages per hour
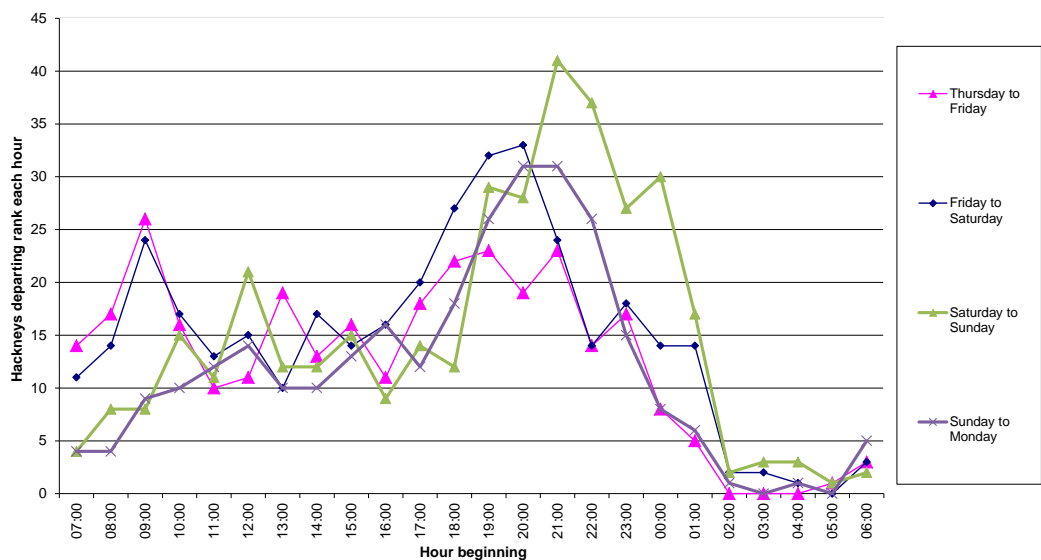
Figure 32 - Railway Station, Blechynden Terrace Hackney Carriages Per Hour

Railway Station, Blechynden Terrace Hackney Carriage average wait times
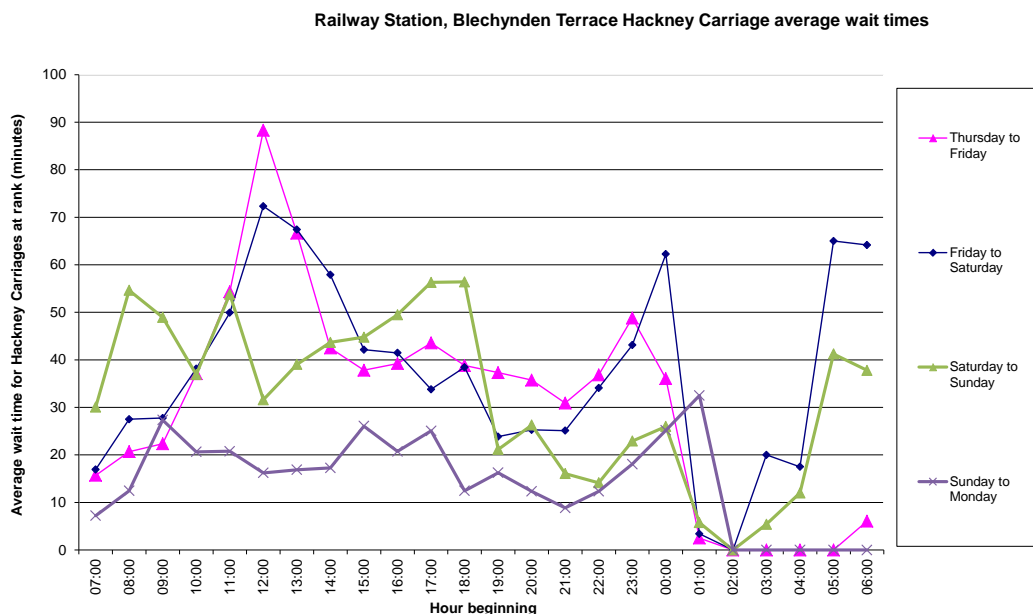
Figure 33 - Railway Station, Blechynden Terrace Hackney Carriage Average Wait Times

Railway Station, Blechynden Terrace Hackney Carriage Queue Length
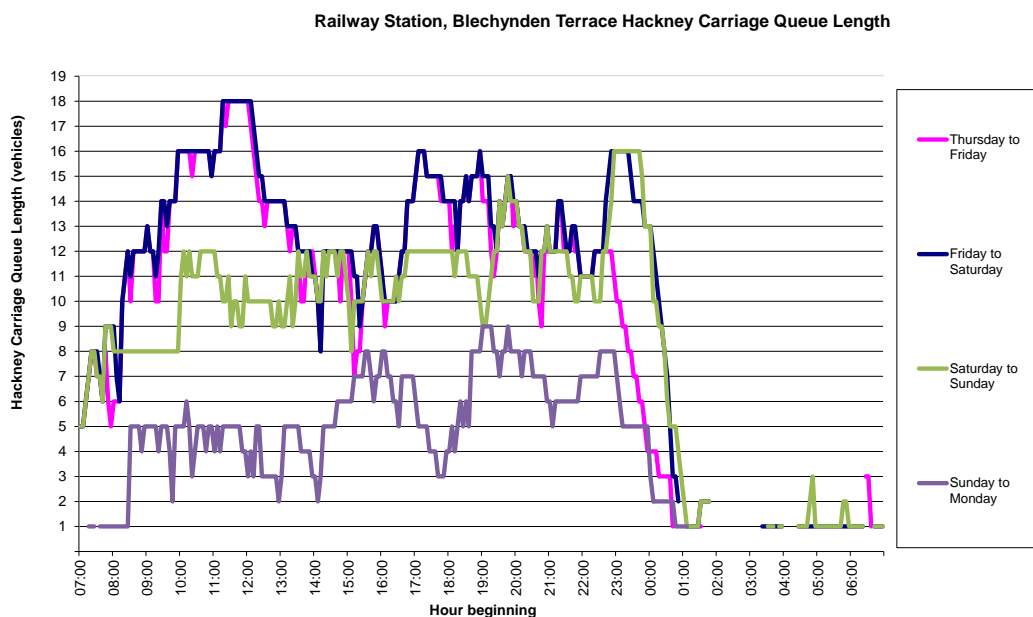
Figure 34 - Railway Station, Blechynden Terrace Hackney Carriage Queue Length

The Railway Station rank on Blechynden Terrace is the second busiest rank in Southampton. The rank is not quite as busy as the Station rank on Western Esplanade. However, there is more storage available for Hackney Carriages to wait for trains arriving and hence the rank capacity is better able to cope with a large influx of passengers over a short period of time.

Hackney Carriages were generally available from early morning to late at night on each day surveyed. There were a few occasions when passengers had to wait for

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a Hackney Carriage to arrive at the rank. However, such incidences were rare and isolated events.

Above Bar, Titanic

Above Bar, Titanic Passengers per hour
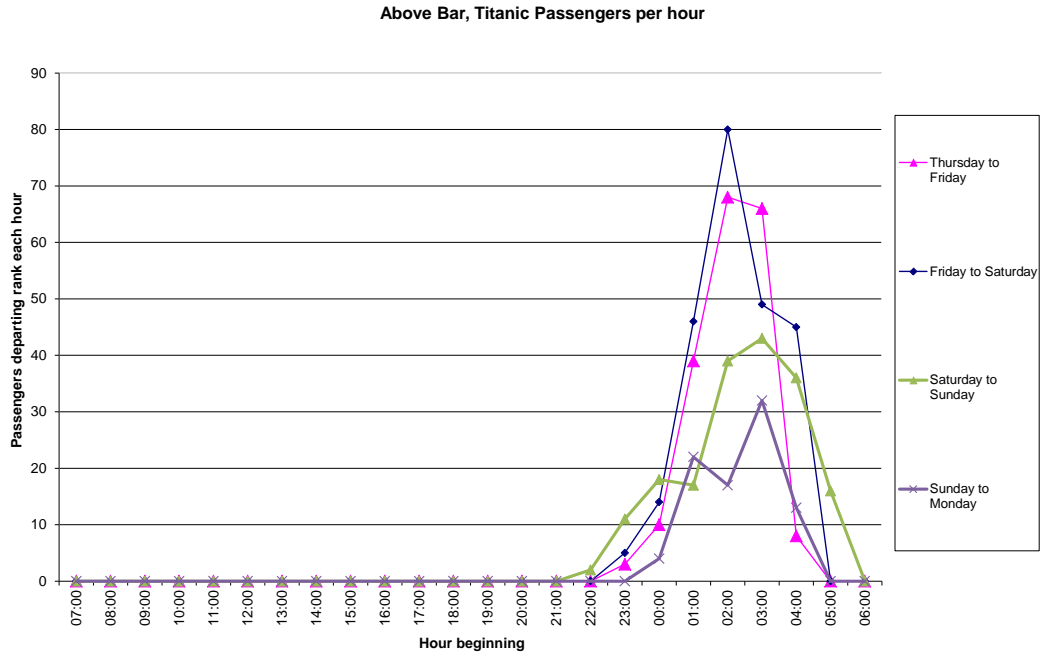
Figure 35 - Above Bar, Titanic Passengers Per Hour

Above Bar, Titanic Hackney Carriages per hour
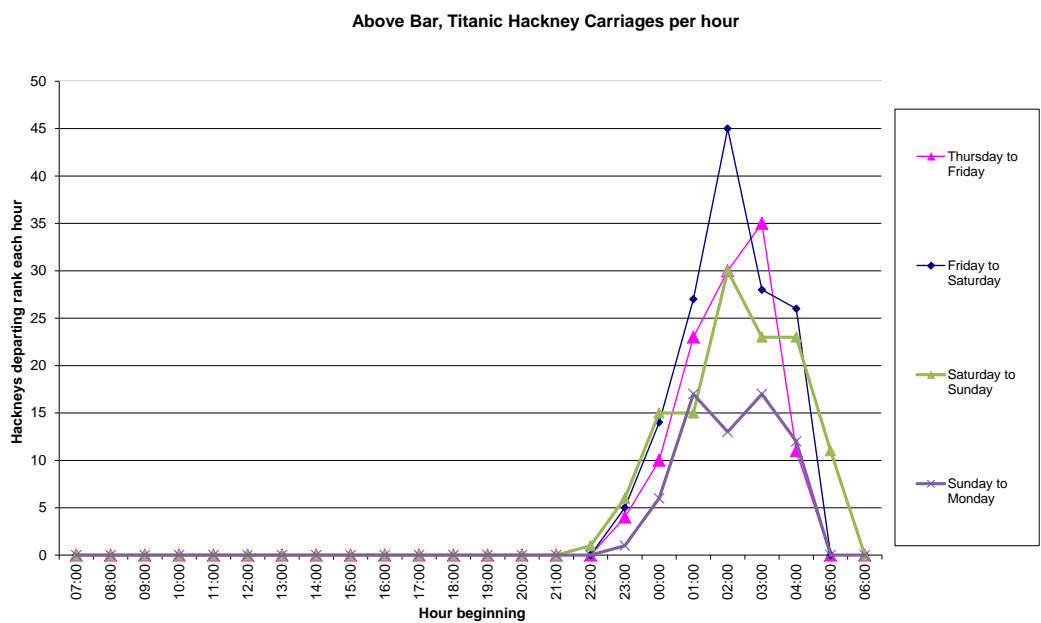
Figure 36 - Above Bar, Titanic Hackney Carriages Per Hour

Above Bar, Titanic Hackney Carriage average wait times
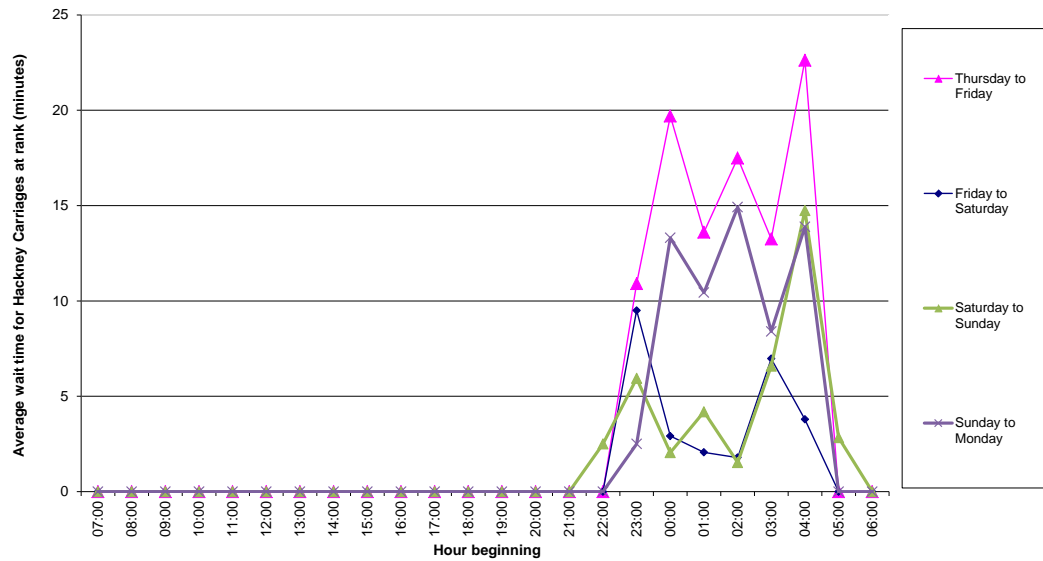
Figure 37 - Above Bar, Titanic Hackney Carriage Average Wait Times

Above Bar, Titanic Hackney Carriage Queue Length
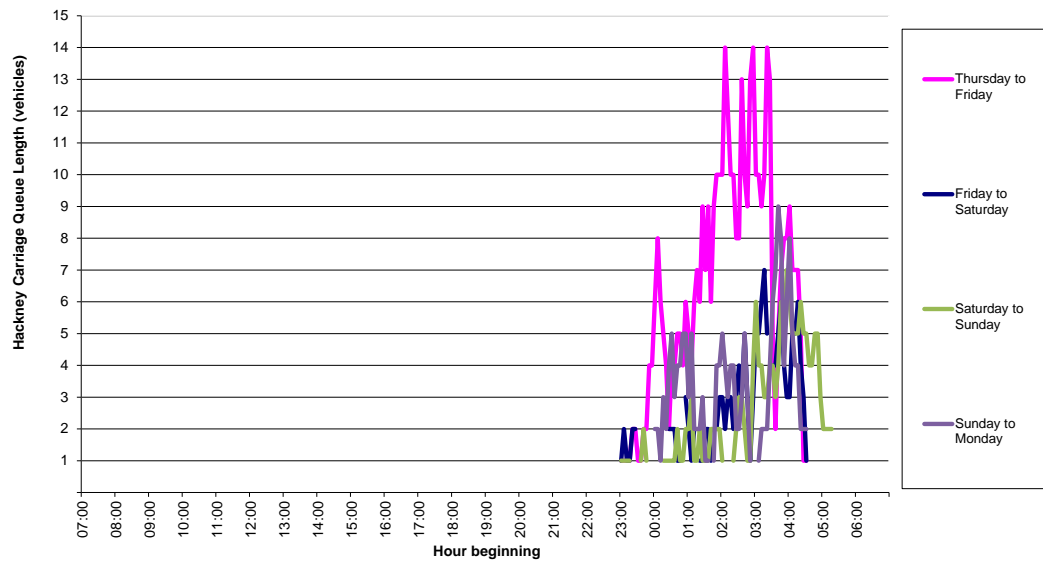
Figure 38 - Above Bar, Titanic Hackney Carriage Queue Length

The marked rank is located near the Titanic memorial, on Above Bar Street. However, Hackney Carriages generally wait on the yellow lines to the south of the official rank, closer to the clubs and pubs on Above Bar. The rank is active from late night to the early hours of the morning. From time to time, Hackney Carriages rank on both sides of the road and will, on occasion, swap sides, in the hope of picking up more business from the opposite side of the road. On several occasions, vehicles were observed swapping from one side of the road to the other, then swapping back some time later.

The rank serves the demand from the night time economy. Peak demand levels occurred on Friday night. This was unusual, as ranks which serve the night time economy generally achieve higher throughput on a Saturday night than on a Friday night.

London Road

London Road Passengers per hour
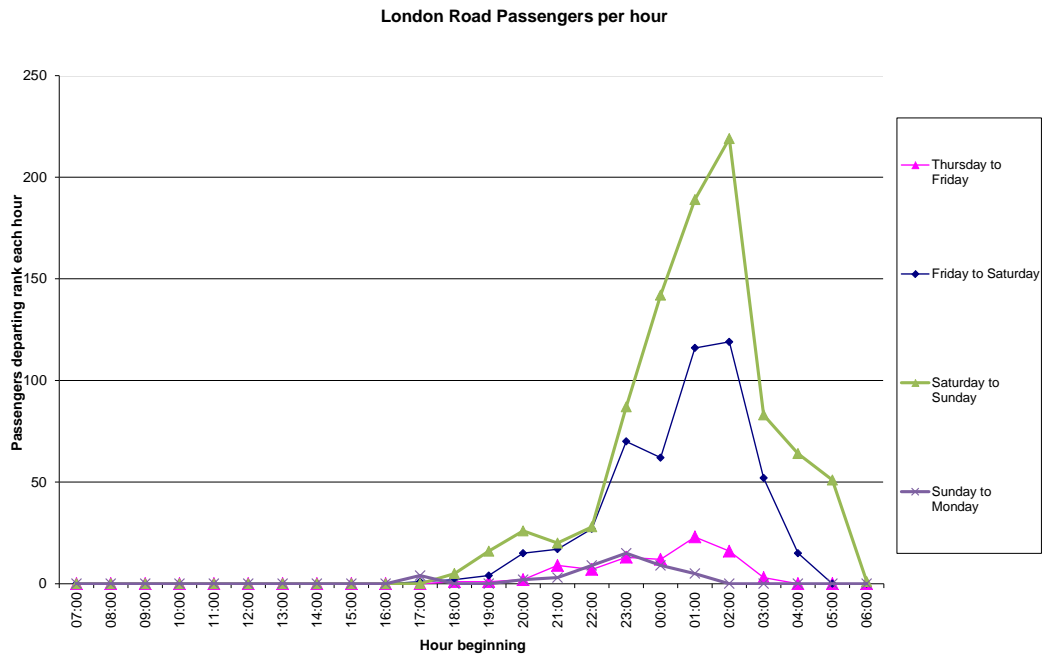
Figure 39 - London Road Passengers Per Hour

London Road Hackney Carriages per hour
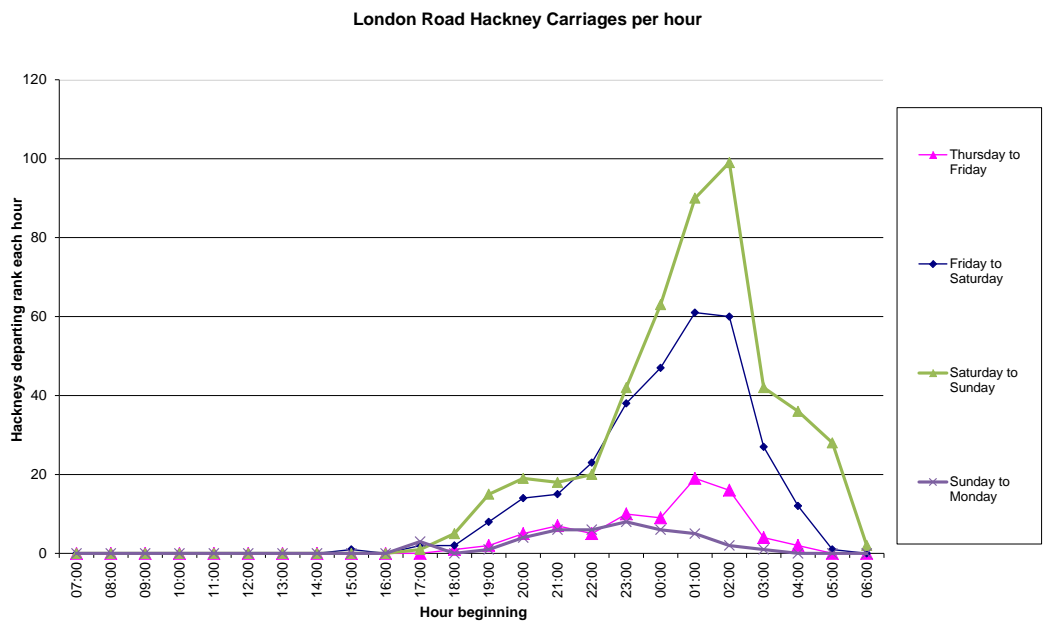
Figure 40 - London Road Hackney Carriages Per Hour

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London Road Hackney Carriage average wait times
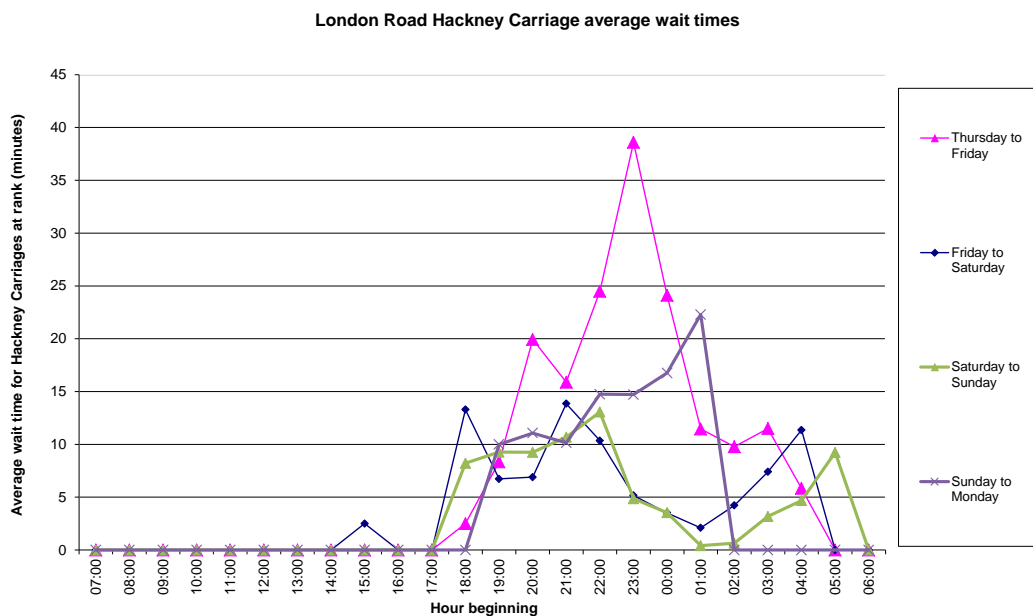
Figure 41 - London Road Hackney Carriage Average Wait Times

London Road Hackney Carriage Queue Length
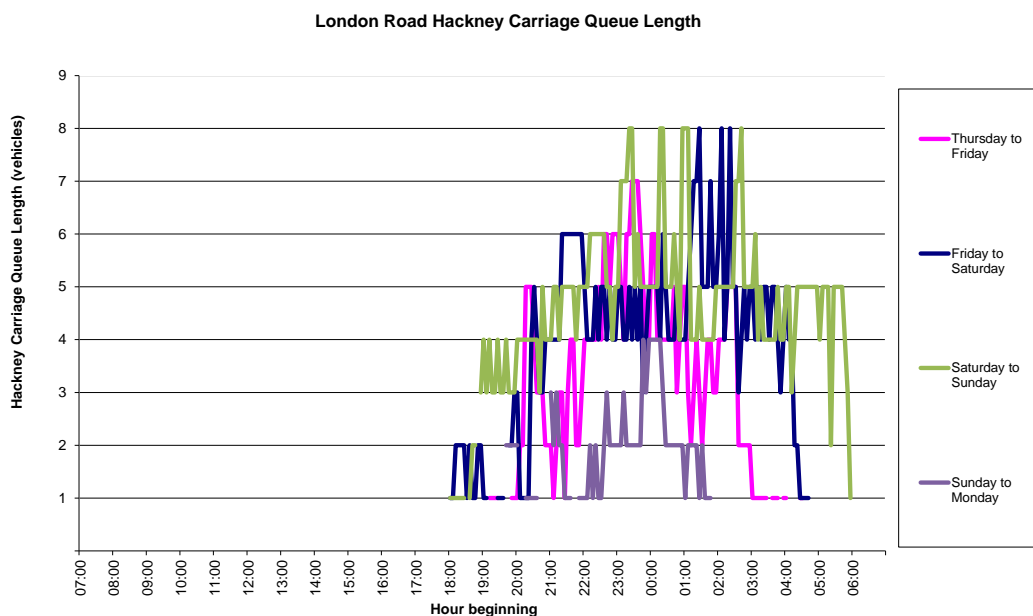
Figure 42 - London Road Hackney Carriage Queue Length

The rank on London Road was active at night and served demand from the adjacent pubs, clubs and restaurants. Whilst the majority of activity was concentrated in the late night hours of Friday and Saturday nights, the level of demand was high, during these periods. Taxi marshals were present during the most active hours at the rank.

The rank has space for around 7 – 8 vehicles, waiting for hires. In addition, at peak times, additional vehicles wait around the corner on Bellvue Road with further vehicles queuing into Asylum Road. Anecdotal evidence suggested that passenger queues form at peak times. Where passenger queues form and

Hackney Carriages are available and servicing the rank, this is referred to as over capacity queuing. i.e. the rate of passenger demand exceeds the capacity of the rank to load passengers at a satisfactory rate. Typically such queuing can occur at ranks which service the night time economy, at closing time, or at airports and Railway Stations. Typically, on such occasions, there may be both a queue of passengers waiting to board Hackney Carriages and a queue of Hackney Carriage vehicles waiting to enter the rank to pick up passengers. As such, this is not a symptom of unmet demand, but of inadequate loading capacity for the rank throughput.

Several isolated incidences of passengers waiting for a Hackney Carriage to arrive at the rank, were observed. However, these were in the afternoon, rather than during the period when the rank was in common usage, later at night.

Lower Banister Street

Lower Banister Street Passengers per hour
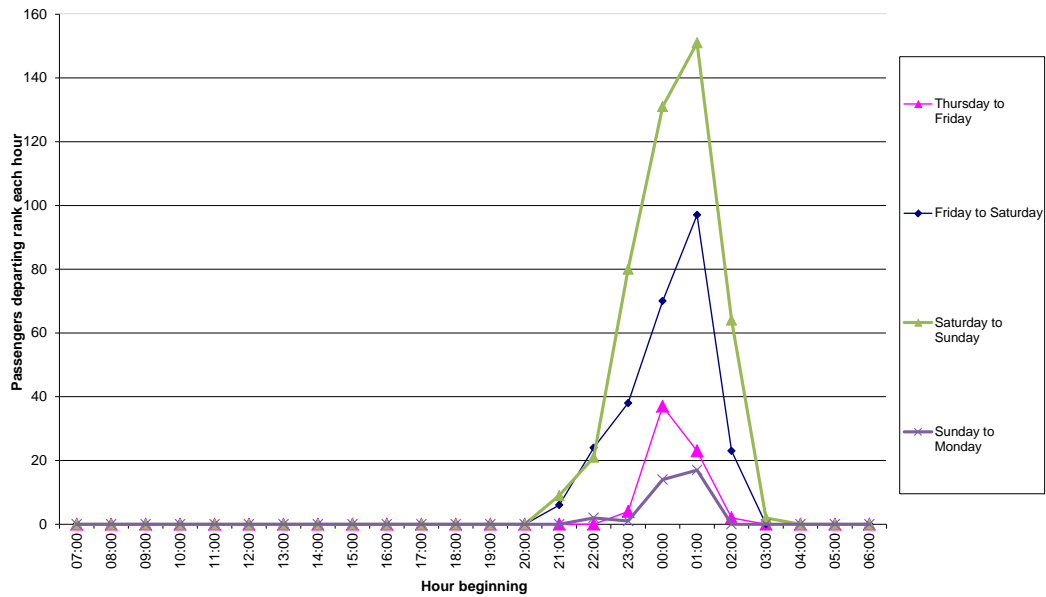
Figure 43 - Lower Banister Street Passengers Per Hour

Lower Banister Street Hackney Carriages per hour
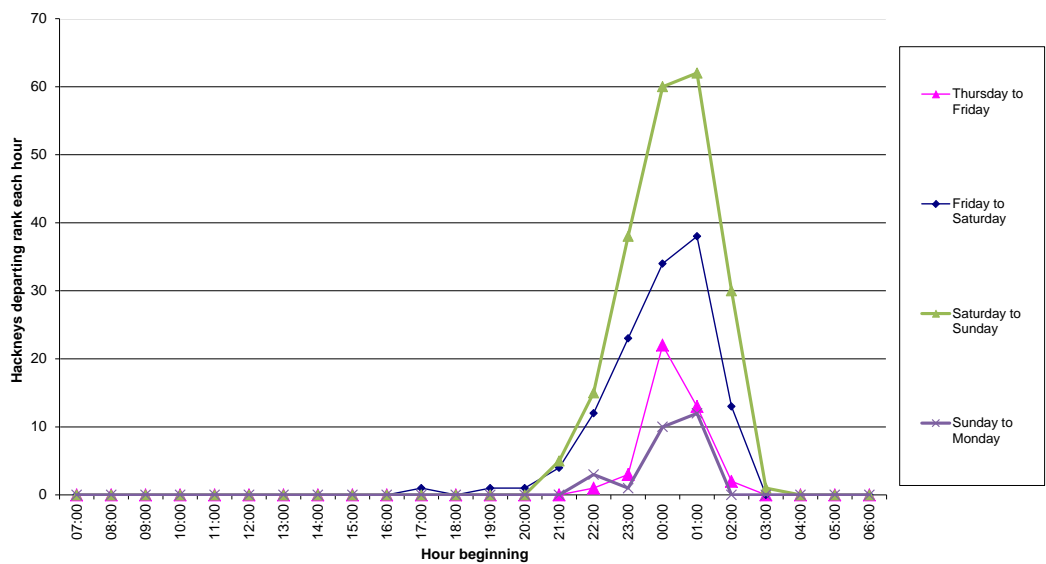
Figure 44 - Lower Banister Street Hackney Carriages Per Hour

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Lower Banister Street Hackney Carriage average wait times
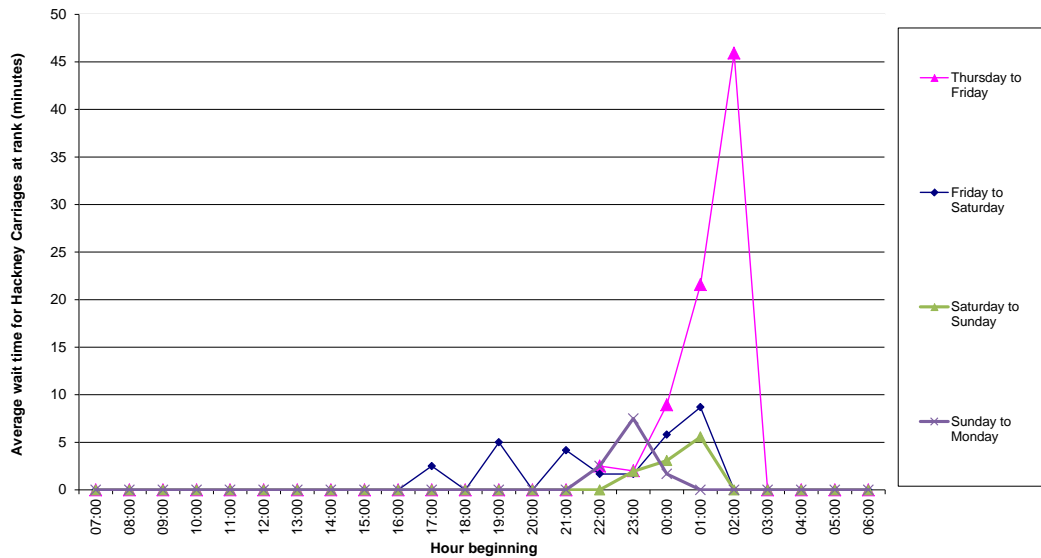
Figure 45 - Lower Banister Street Hackney Carriage Average Wait Times

Lower Banister Street Hackney Carriage Queue Length
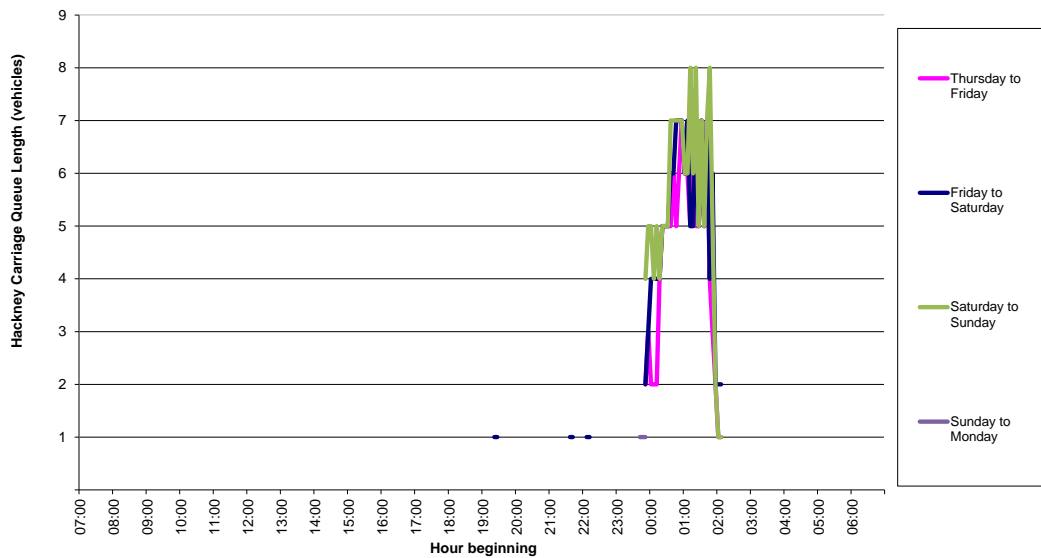
Figure 46 - Lower Banister Street Hackney Carriage Queue Length

The rank services demand associated with the night time economy. Peak demand occurred on Saturday night.

Church Street, Shirley

Church Street, Shirley Passengers per hour
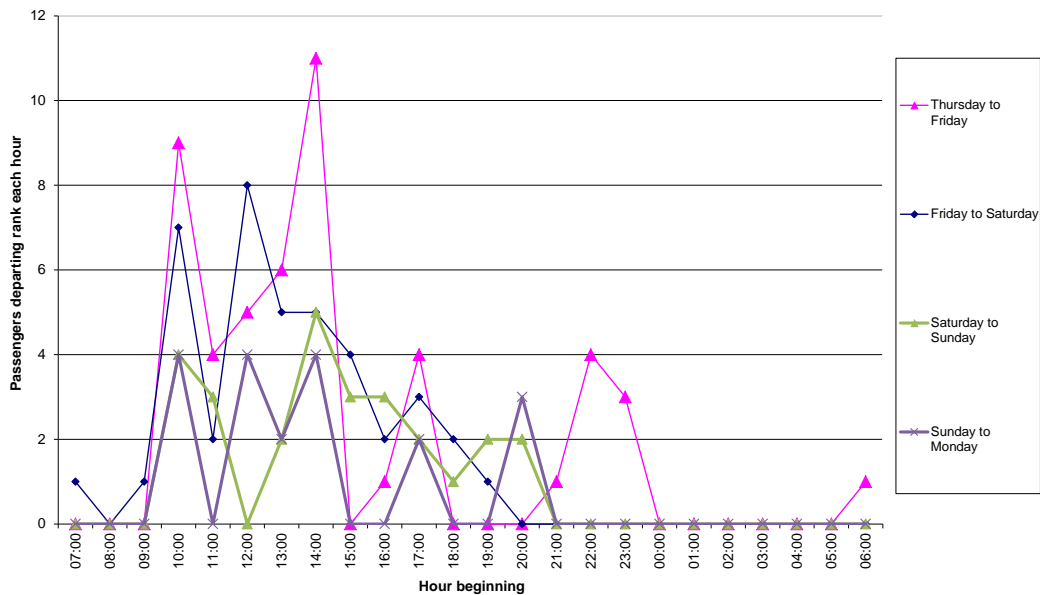
Figure 47 - Church Street, Shirley Passengers Per Hour

Church Street, Shirley Hackney Carriages per hour
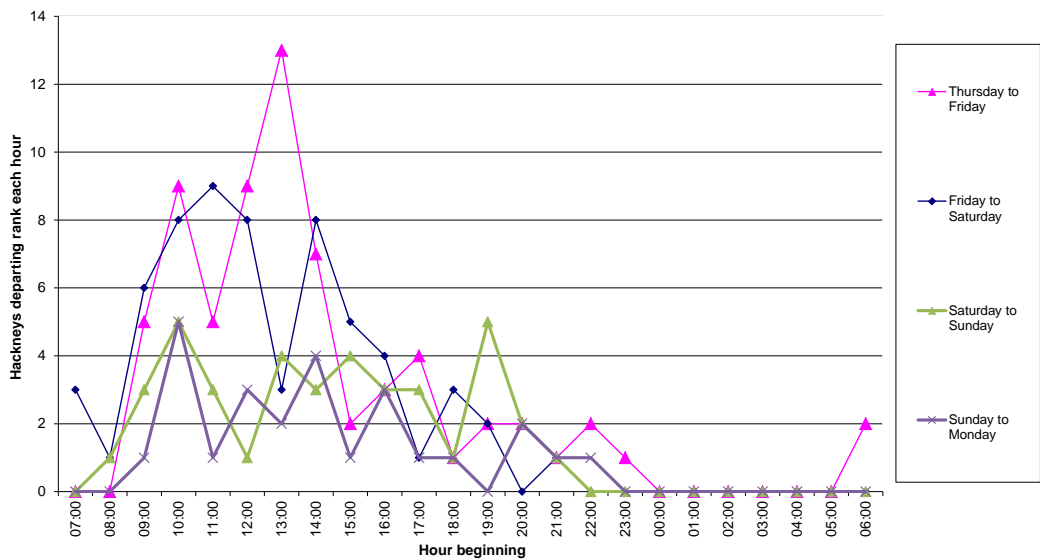
Figure 48 - Church Street, Shirley Hackney Carriages Per Hour

Church Street, Shirley Hackney Carriage average wait times
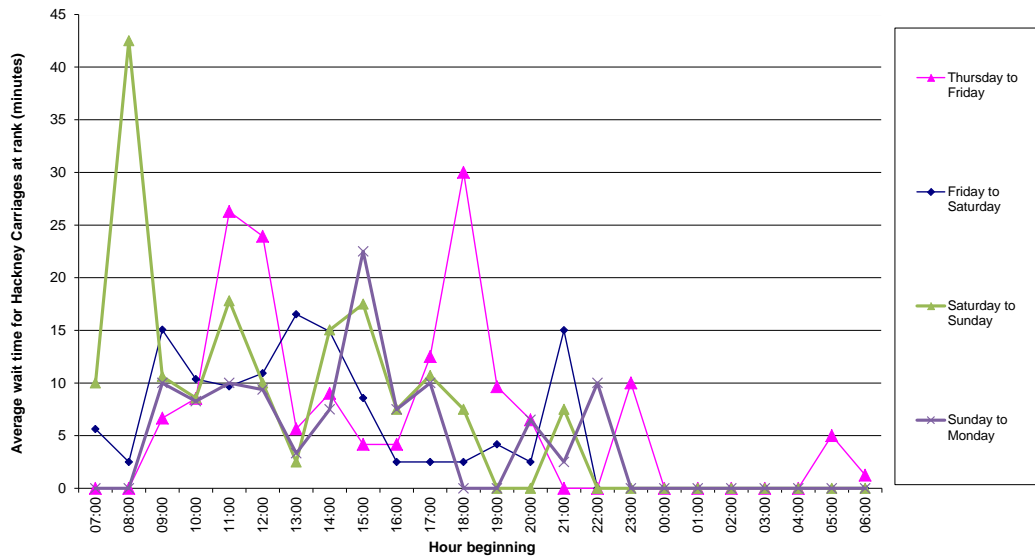
Figure 49 - Church Street, Shirley Hackney Carriage Average Wait Times

Church Street, Shirley Hackney Carriage Queue Length
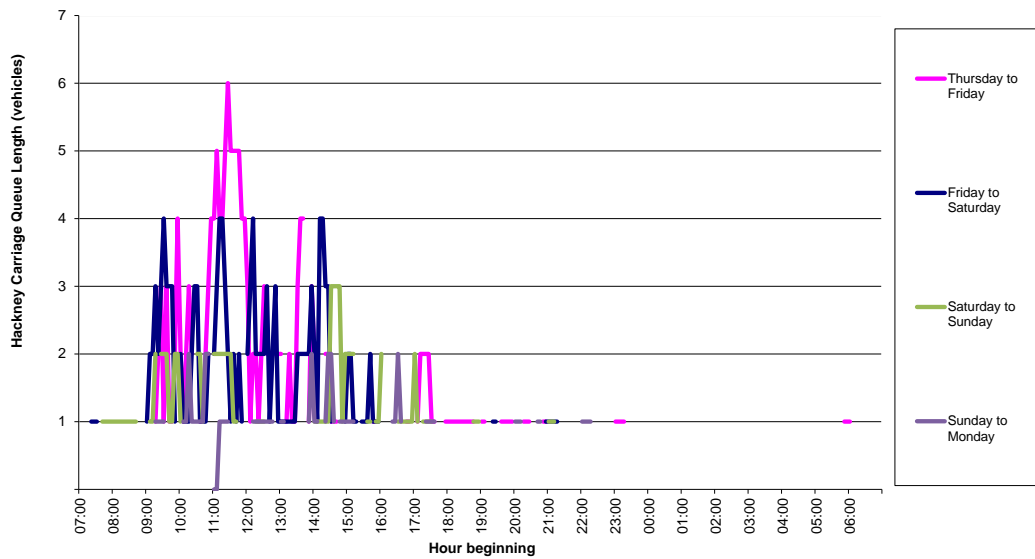
Figure 50 - Church Street, Shirley Hackney Carriage Queue Length

The rank was most active during the day time on Thursday and Friday. The rank remained active until late evening.

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Bevois Valley

Bevois Valley Passengers per hour
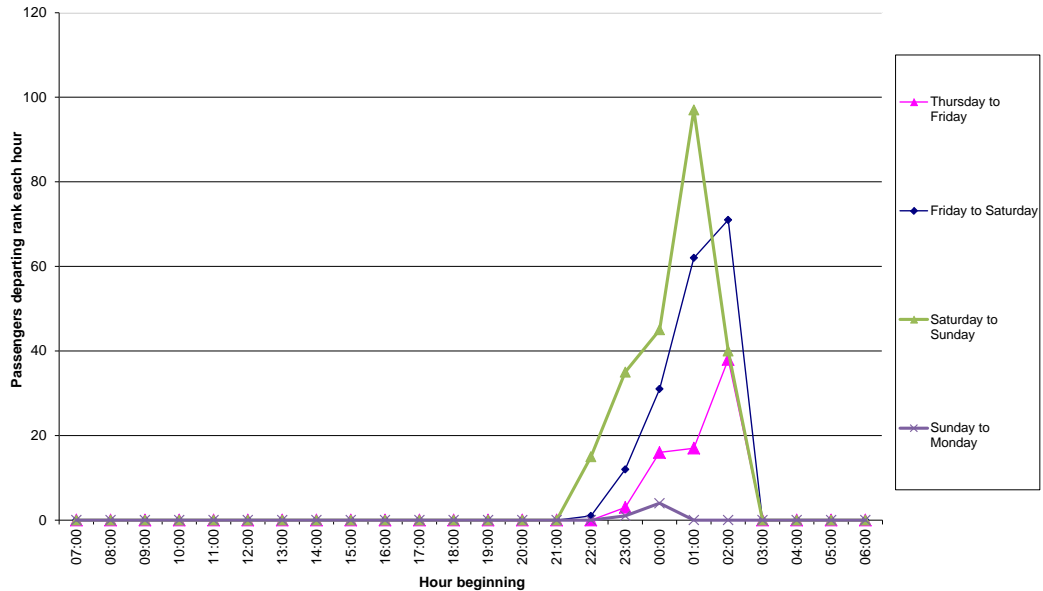
Figure 51 – Bevois Valley Passengers Per Hour

Bevois Valley Hackney Carriages per hour
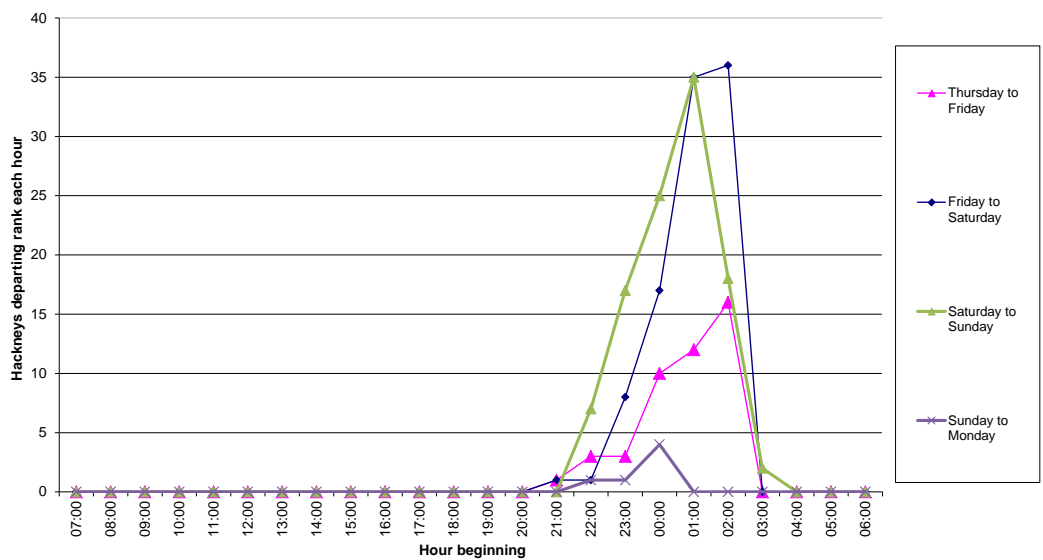
Figure 52 - Bevois Valley Hackney Carriages Per Hour

Bevois Valley Hackney Carriage average wait times
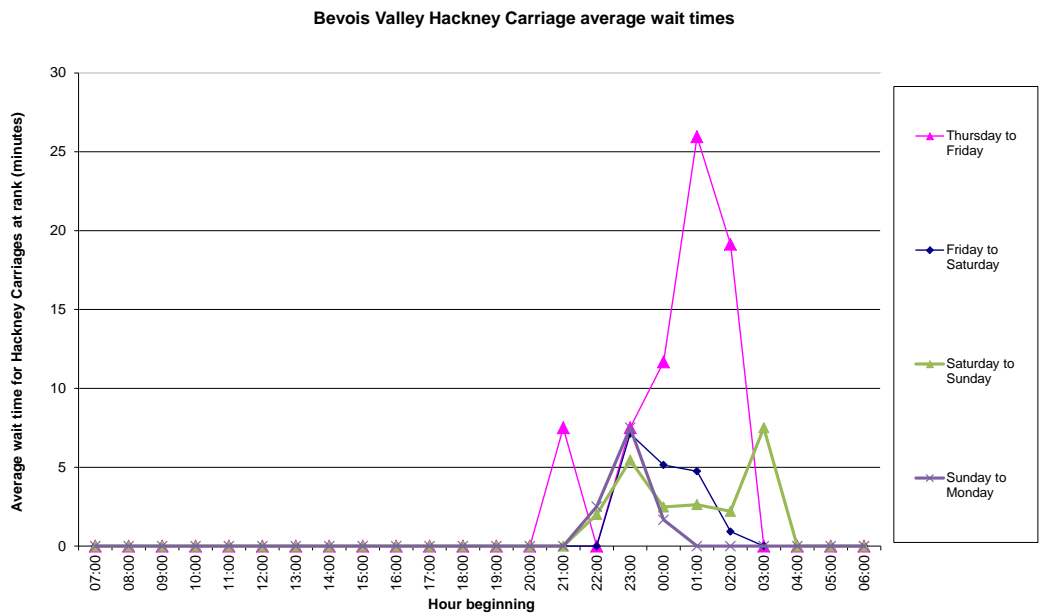
Figure 53 - Bevois Valley Hackney Carriage Average Wait Times

Bevois Valley Hackney Carriage Queue Length
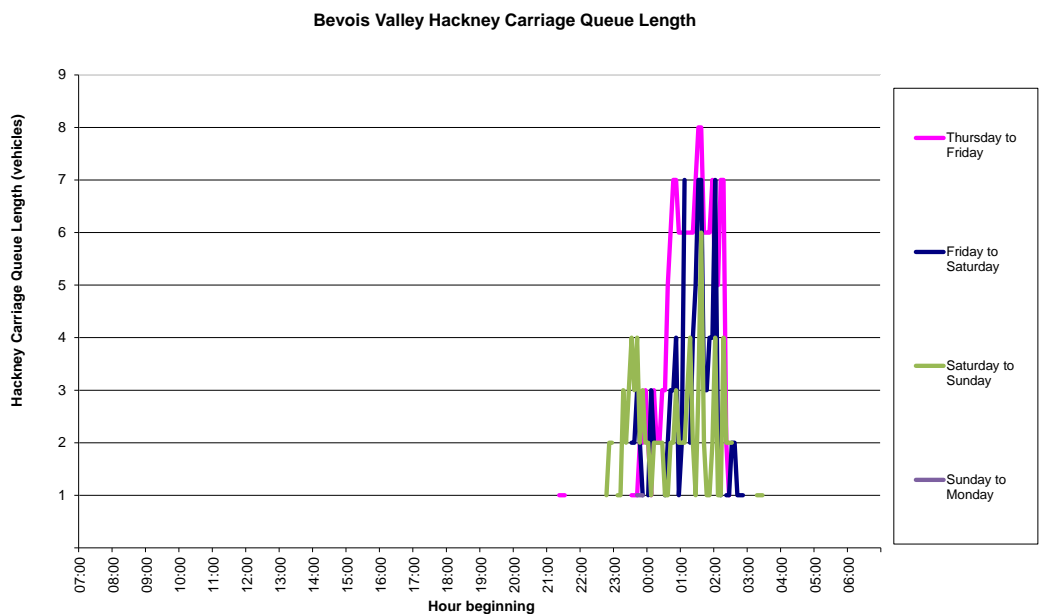
Figure 54 - Bevois Valley Hackney Carriage Queue Length

The rank was most active late at night and served the night time economy. As such, peak throughput was on Saturday night, with a sharp peak in demand.

Angel Crescent

Angel Crescent, Bitterne Passengers per hour
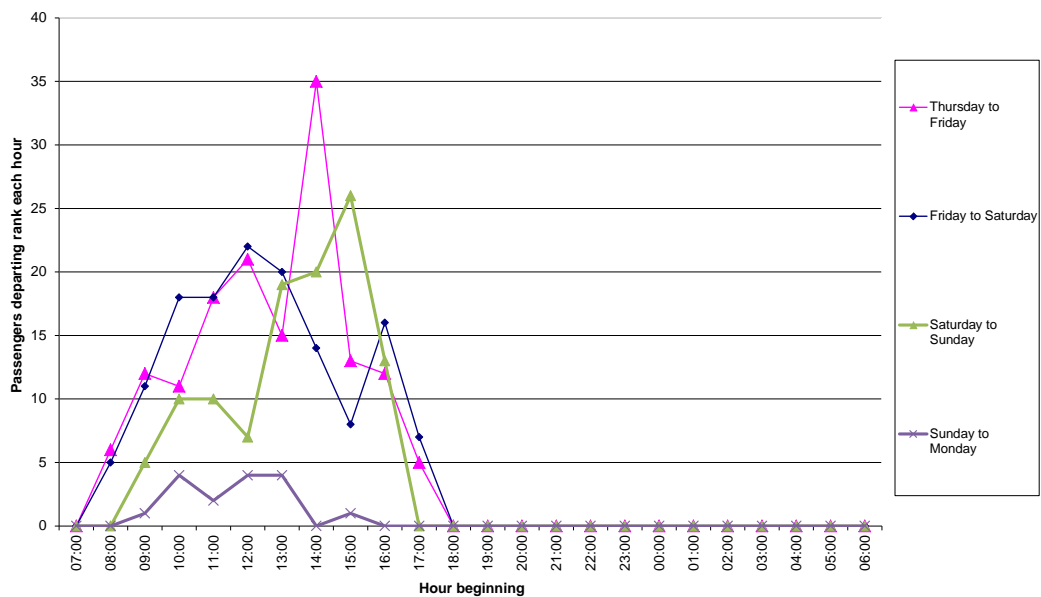
Figure 55 - Angel Crescent Passengers Per Hour

Angel Crescent, Bitterne Hackney Carriages per hour
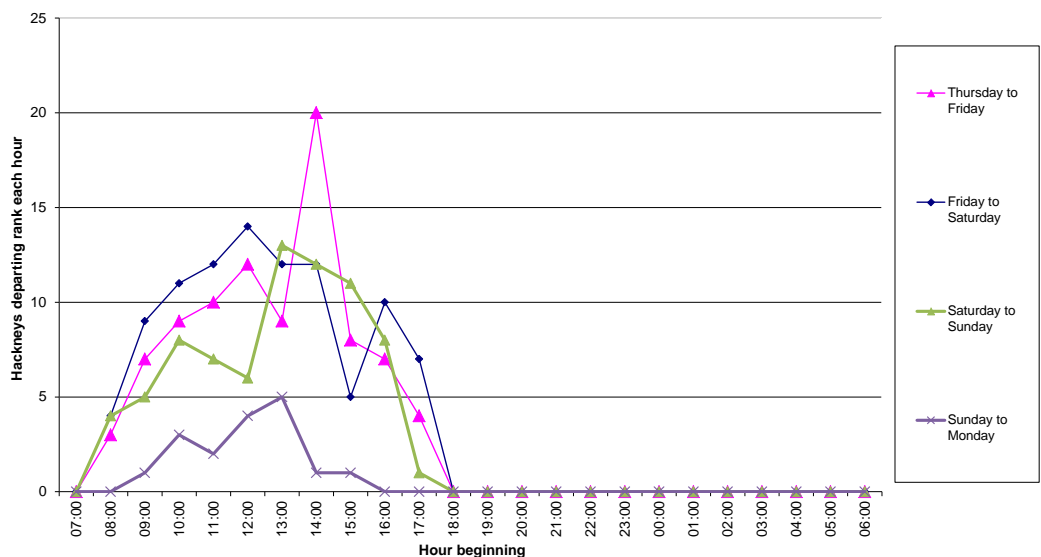
Figure 56 - Angel Crescent Hackney Carriages Per Hour
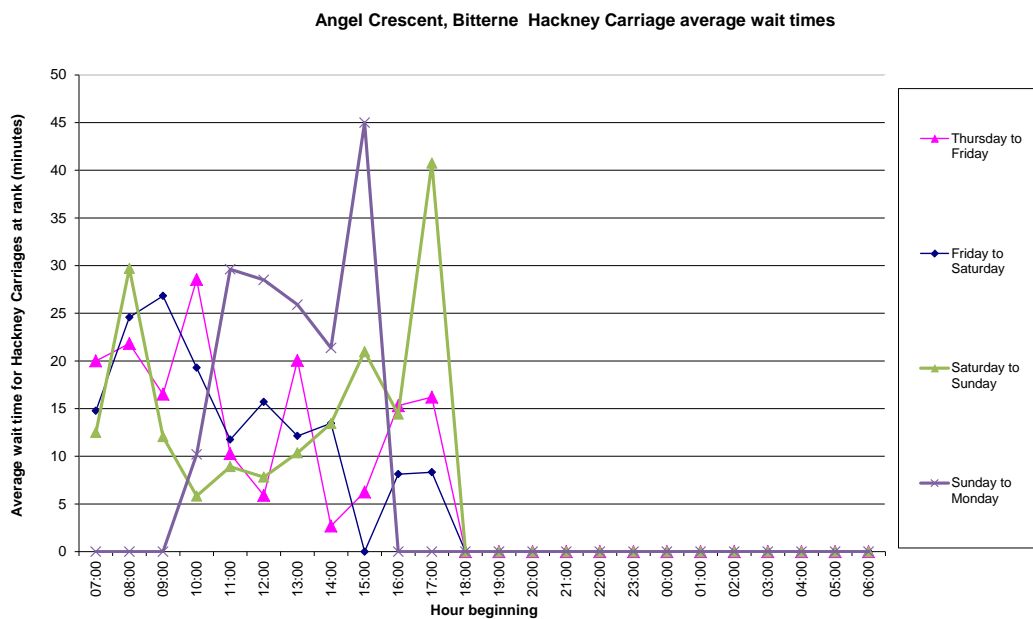
Figure 57 - Angel Crescent Hackney Carriage Average Wait Times
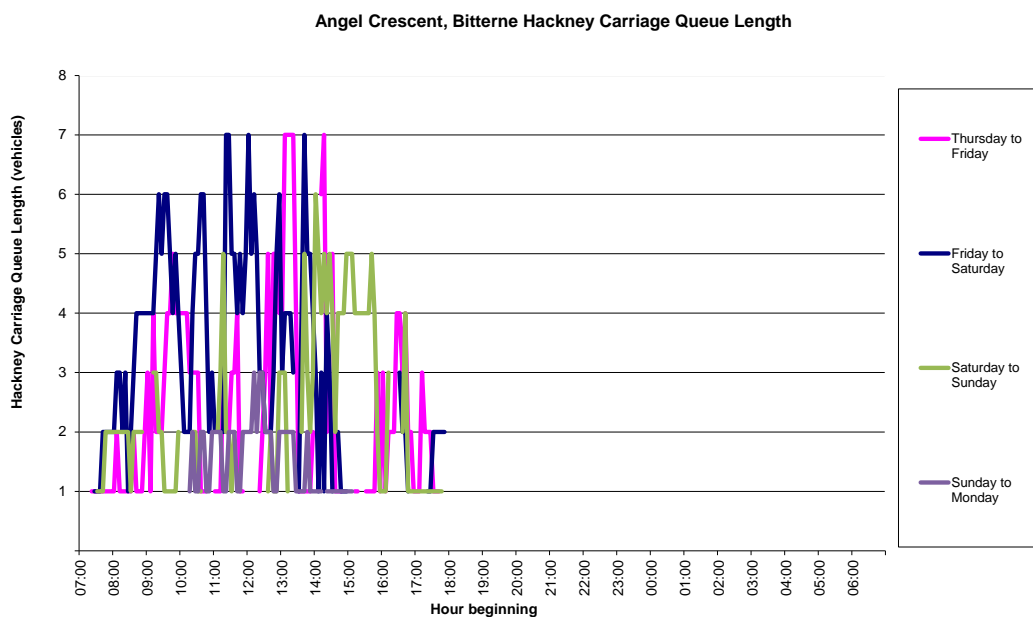
Figure 58 - Angel Crescent Hackney Carriage Queue Length

The rank serves the adjacent retailing outlets and as one may expect, is primarily active during the day. There were occasional incidences of passenger queuing. However, these were isolated incidences rather than continuous periods of queuing.

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Terminus Terrace

Terminus Terrace Passengers per hour
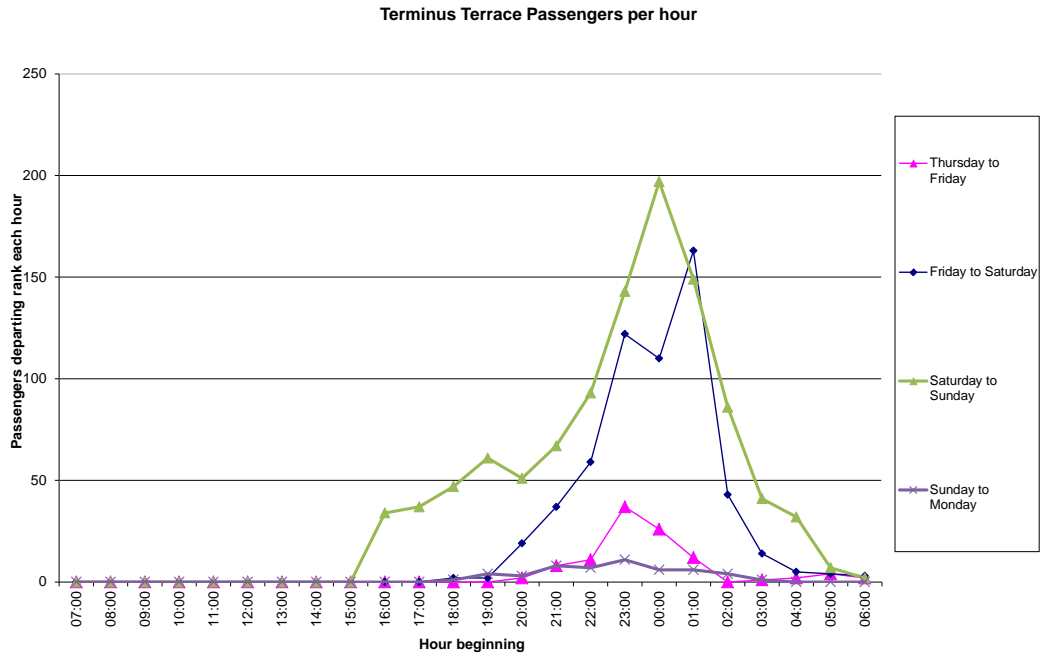
Figure 59 - Terminus Terrace Passengers Per Hour

Terminus Terrace Hackney Carriages per hour
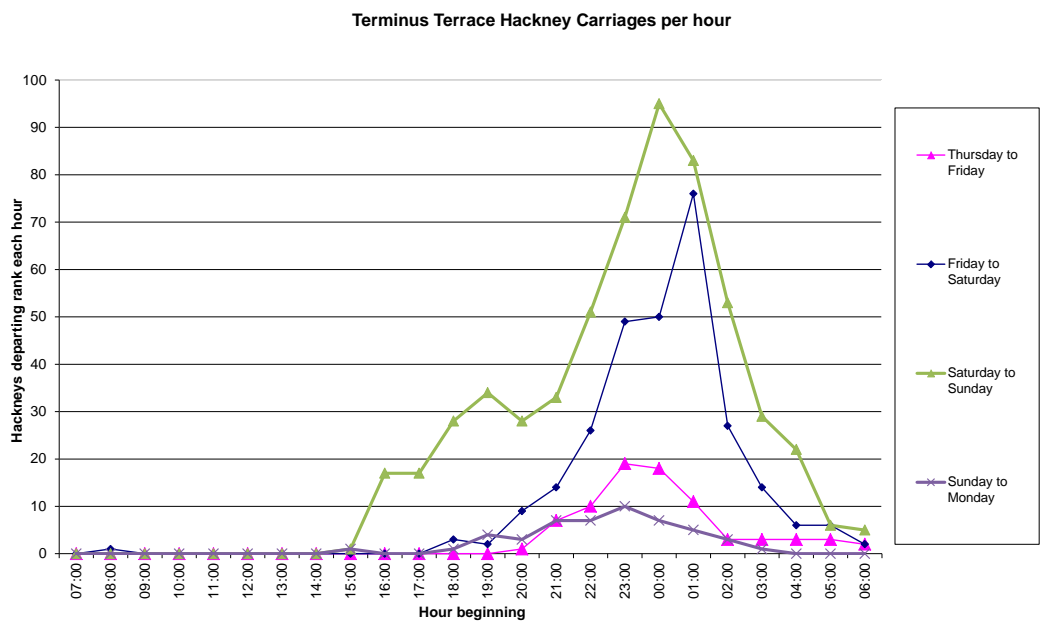
Figure 60 - Terminus Terrace Hackney Carriages Per Hour

Terminus Terrace Hackney Carriage average wait times
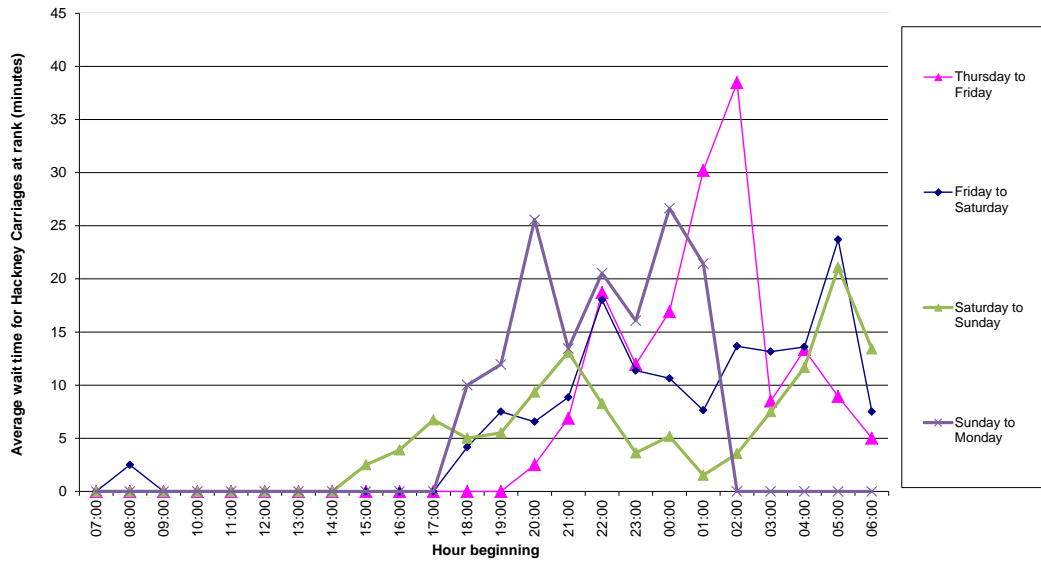
Figure 61 - Terminus Terrace Hackney Carriage Average Wait Times

Terminus Terrace Hackney Carriage Queue Length
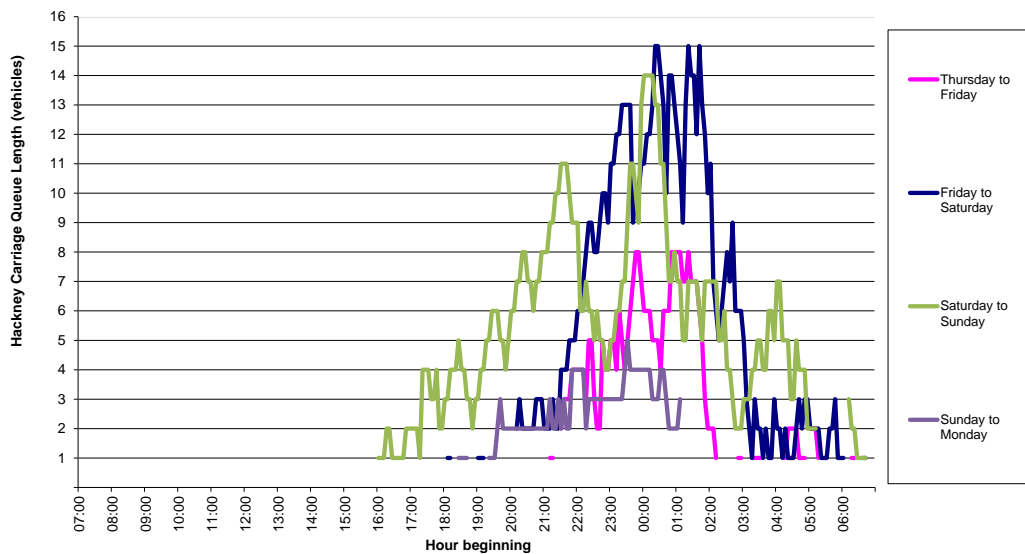
Figure 62 - Terminus Terrace Hackney Carriage Queue Length

The rank is active from early evening through to the following morning. At peak times, Hackney Carriages form a feeder rank on the opposite side of the road. The arrangement of vehicles is generally able to deal with peak demand intensity.

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Town Quay

Town Quay Passengers per hour
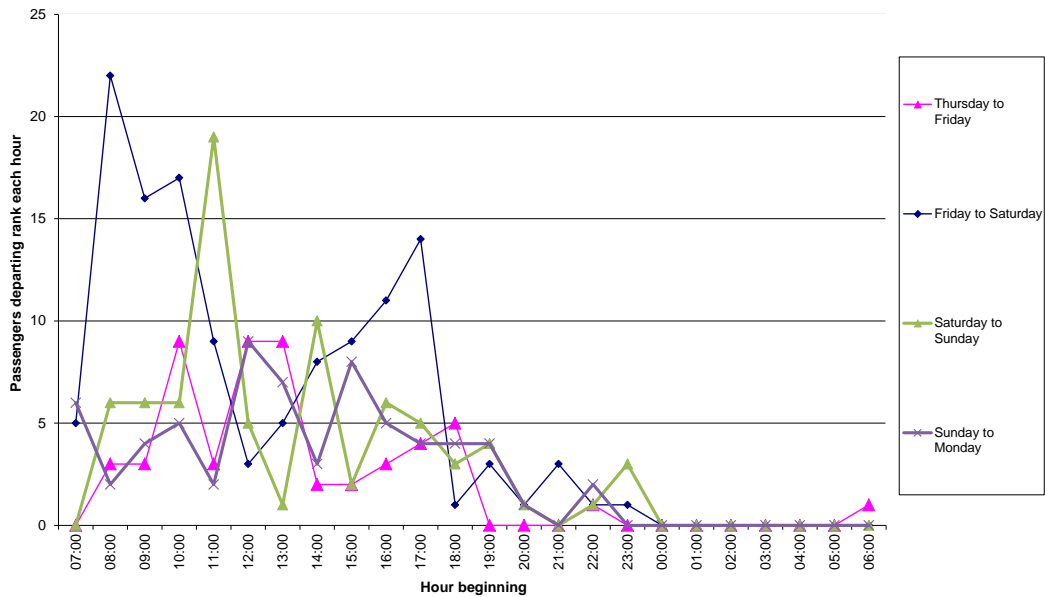
Figure 63 - Town Quay Passengers Per Hour

Town Quay Hackney Carriages per hour
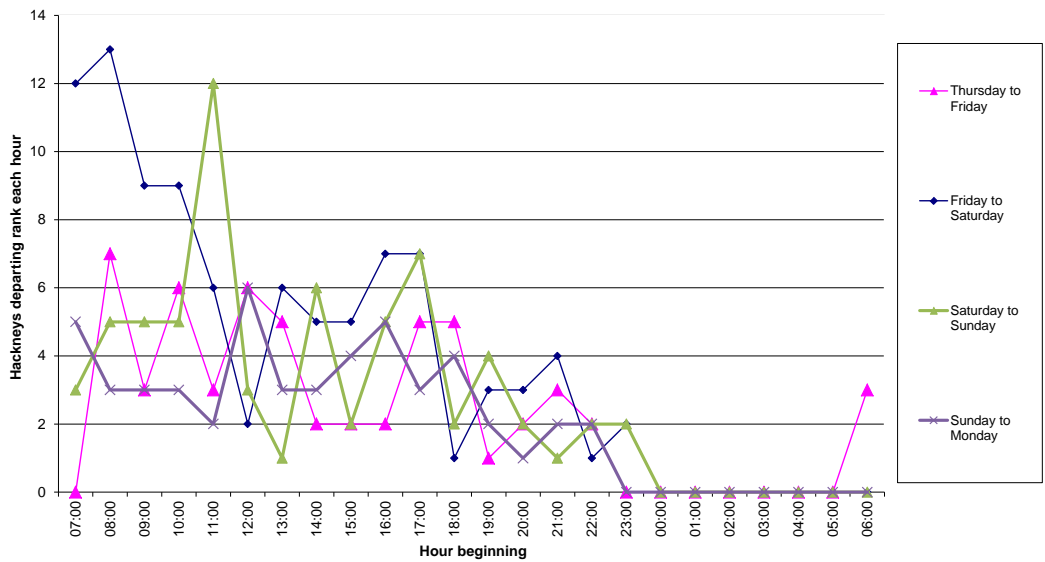
Figure 64 - Town Quay Hackney Carriages Per Hour

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Town Quay Hackney Carriage average wait times
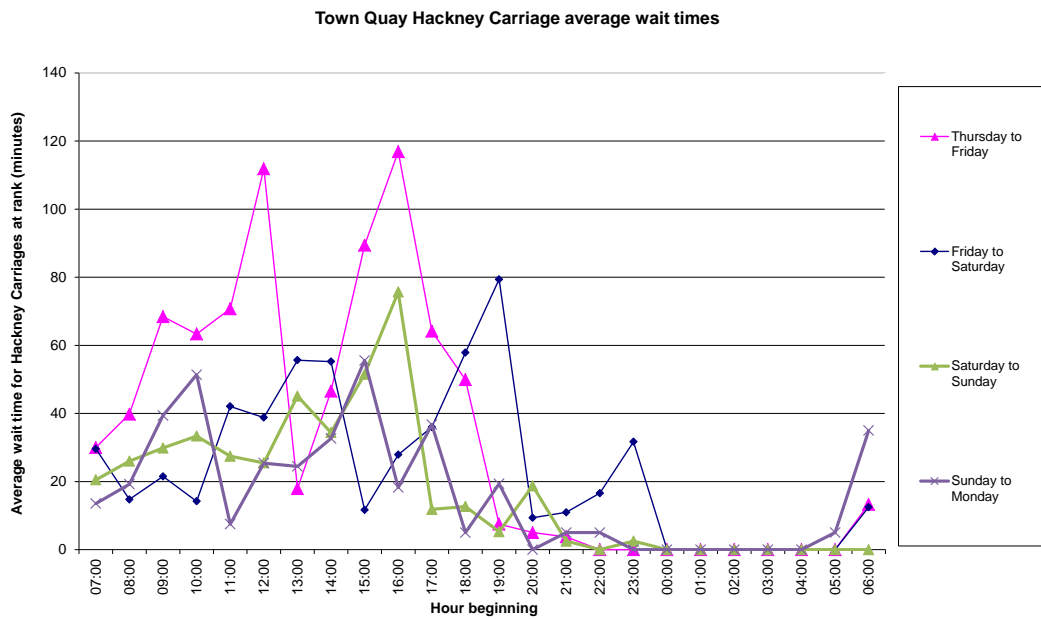
Figure 65 - Town Quay Hackney Carriage Average Wait Times

Town Quay Hackney Carriage Queue Length
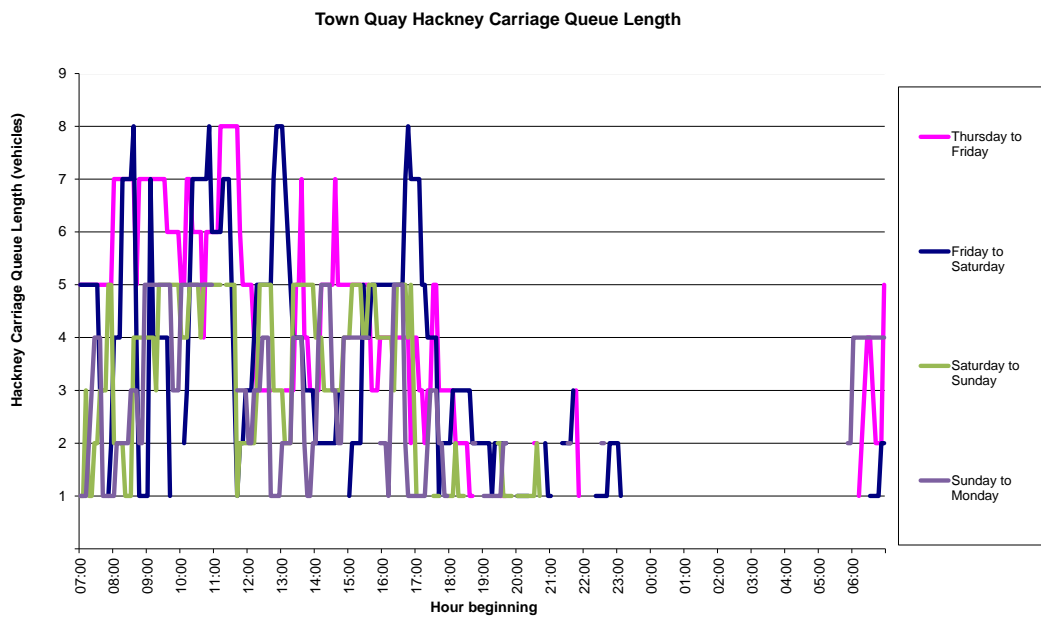
Figure 66 - Town Quay Hackney Carriage Queue Length

The rank is active from early morning to late night. Volumes are not high but demand is relatively steady.

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Leisure World

Leisure World Passengers per hour
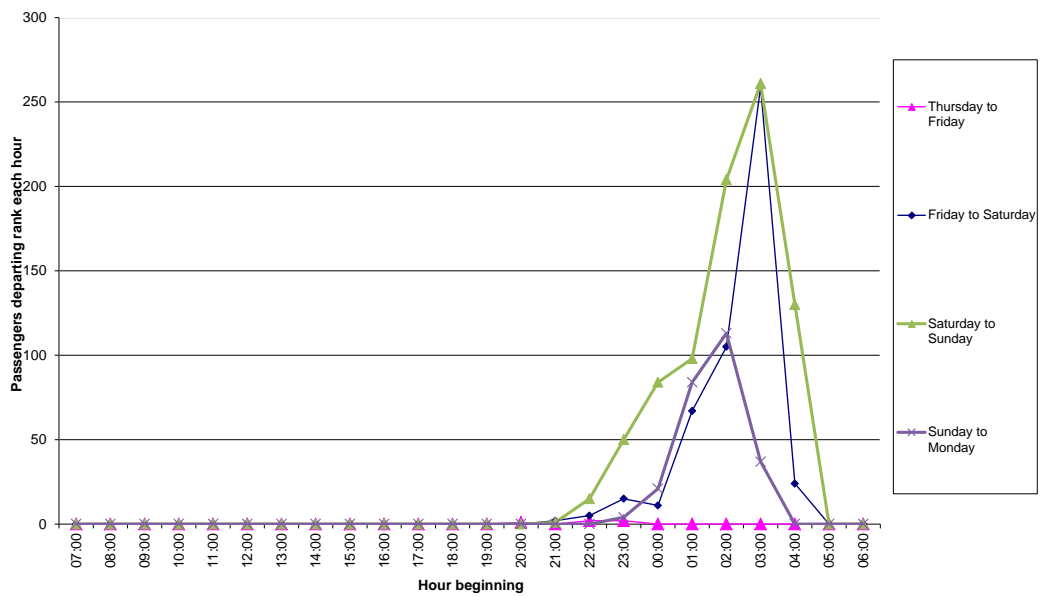
Figure 67 - Leisure World Passengers Per Hour

Leisure World Hackney Carriages per hour
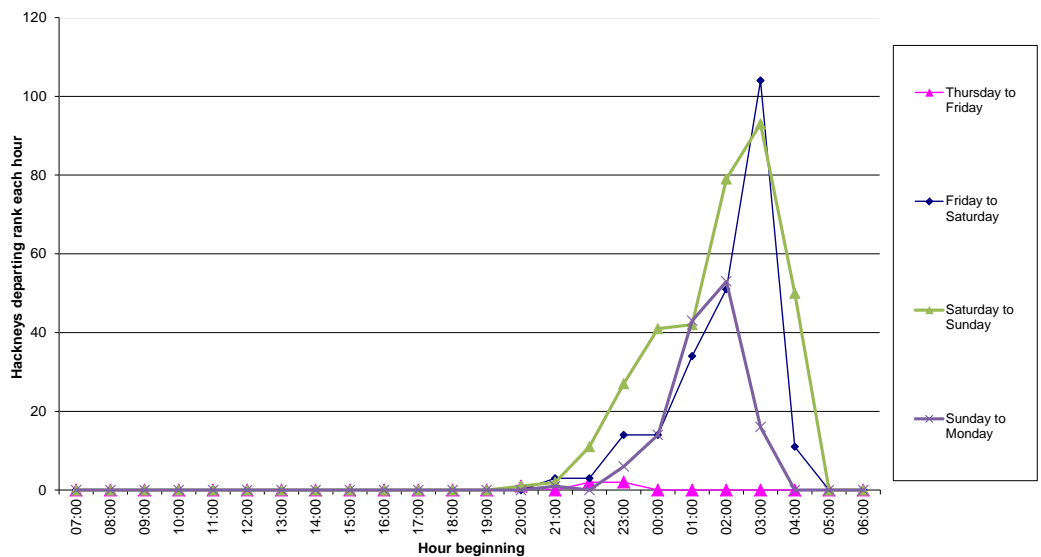
Figure 68 - Leisure World Hackney Carriages Per Hour
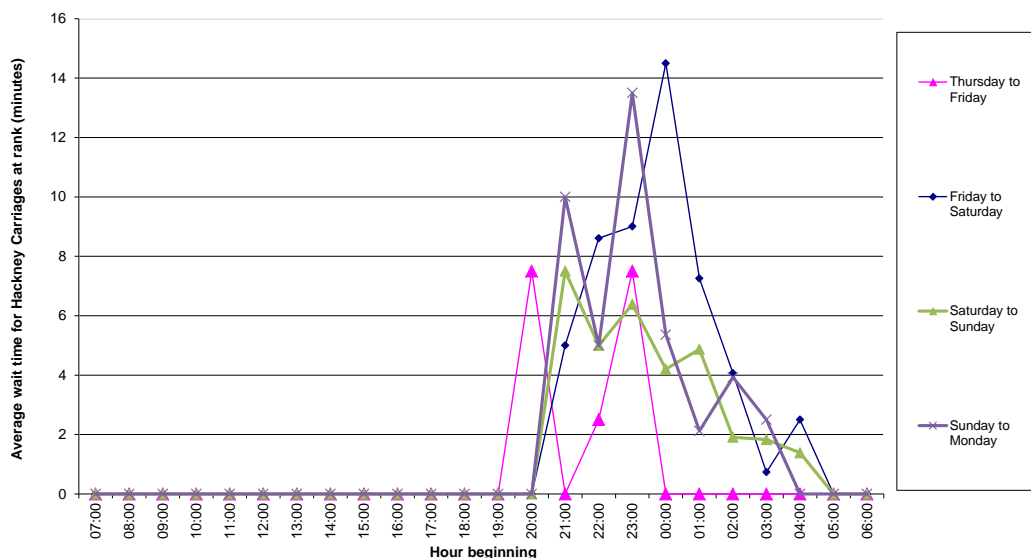
Figure 69 - Leisure World Hackney Carriage Average Wait Times
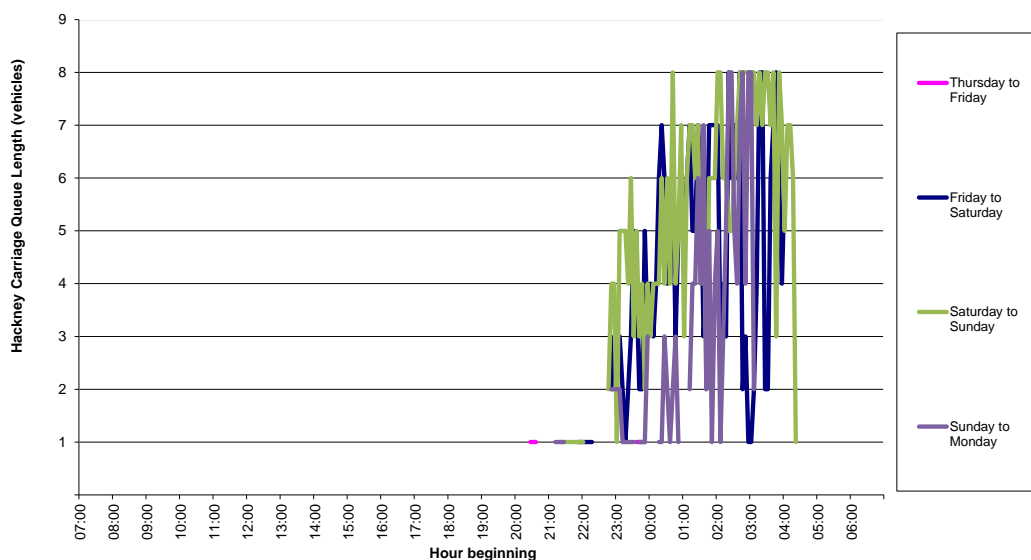
Figure 70 - Leisure World Hackney Carriage Queue Length

The demand profile for the Leisure World rank was highly peaked on Friday and Saturday nights.

During periods of peak demand passenger queues formed and taxi marshals kept order in the rank queue.

The supply of Hackney Carriages was plentiful, when passenger queues were observed. Hackney Carriages were generally observed to queue, to enter the rank, at these times. However, only the first two or three vehicles were able to load passengers, which limited the rate of loading. Therefore, the passenger queueing was deemed to be over capacity queuing, rather than evidence of unmet demand.

The rank is also constrained by a kerb, which separates the rank lane from the general access road, to the car park. The presence of the kerb prevented vehicles behind the lead vehicle leaving the rank. Vehicles were observed from time to time, moving out of the rank, to let a vehicle leave, before reversing back into the rank. This rank arrangement also held up passenger loading at peak times. Whilst two or three vehicles would load passengers, if the first vehicle was delayed, this would hold up all the loaded vehicles, waiting to depart the rank. This in turn, prevented other vehicles, further back in the rank, from moving forward to pick up passengers. Levels of peak demand at Leisure world are similar to those on London Road. However, the capacity of the rank on London Road, to cater for peak demand is better, as vehicles behind position 1 can leave the rank, once passengers are on board.

4.4 Summary of results

The results of the rank surveys, in terms of passenger and vehicle statistics are presented in the following tables, for each day surveyed.

Table 7 Thursday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Above Bar, Yates	25	208	233	292	1.4	26
High Street	17	101	118	156	1.5	28
Portland Terrace	10	64	74	86	1.3	25
ASDA	5	14	19	15	1.1	8
Coach Station	38	25	63	30	1.2	26
Railway Station, Western Esplanade	38	294	332	578	2.0	25
Railway Station, Blechynden Terrace	49	257	306	358	1.4	38
Above Bar, Titanic	15	98	113	194	2.0	14
London Road	17	63	80	87	1.4	17
Lower Banister Street	1	40	41	66	1.7	14
Church Street, Shirley	32	36	68	49	1.4	11
Bevois Valley	11	34	45	74	2.2	17
Angel Crescent	2	87	89	148	1.7	12
Terminus Terrace	21	59	80	105	1.8	16
Town Quay	14	53	67	74	1.4	44
Leisure World	1	4	5	5	1.3	6
Total	**296**	**1437**	**1733**	**2317**	**1.6**	**25**

Table 8 Friday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Above Bar, Yates	37	327	364	513	1.6	13
High Street	18	144	162	216	1.5	21
Portland Terrace	3	55	58	84	1.5	28
ASDA	1	14	15	18	1.3	2
Coach Station	31	38	69	69	1.8	10
Railway Station, Western Esplanade	53	315	368	589	1.9	20
Railway Station, Blechynden Terrace	62	293	355	454	1.5	36
Above Bar, Titanic	17	128	145	239	1.9	3
London Road	31	280	311	500	1.8	5
Lower Banister Street	6	121	127	258	2.1	5
Church Street, Bitterne	30	32	62	41	1.3	10
Bevois Valley	1	97	98	177	1.8	4
Angel Crescent	3	93	96	139	1.5	14
Terminus Terrace	15	270	285	583	2.2	10
Town Quay	14	81	95	129	1.6	29
Leisure World	13	221	234	488	2.2	4
Total	**335**	**2509**	**2844**	**4497**	**1.8**	**15**

Table 9 Saturday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Above Bar, Yates	43	391	434	693	1.8	11
High Street	9	181	190	297	1.6	18
Portland Terrace	7	89	96	146	1.6	14
ASDA	2	15	17	23	1.5	7
Coach Station	25	36	61	63	1.8	8
Railway Station, Western Esplanade	49	285	334	493	1.7	21
Railway Station, Blechynden Terrace	79	282	361	495	1.8	29
Above Bar, Titanic	13	111	124	182	1.6	3
London Road	21	459	480	931	2.0	3
Lower Banister Street	2	209	211	458	2.2	3
Church Street, Bitterne	17	22	39	27	1.2	10
Bevois Valley	3	101	104	232	2.3	3
Angel Crescent	6	69	75	110	1.6	14
Terminus Terrace	15	558	573	1047	1.9	5
Town Quay	11	56	67	78	1.4	27
Leisure World	5	341	346	843	2.5	3
Total	**307**	**3205**	**3512**	**6118**	**1.9**	**11**

Table 10 Sunday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Above Bar, Yates	30	120	150	203	1.7	26
High Street	9	91	100	120	1.3	13
Portland Terrace	12	33	45	50	1.5	13
ASDA	2	6	8	7	1.2	7
Coach Station	35	56	91	95	1.7	13
Railway Station, Western Esplanade	50	305	355	513	1.7	19
Railway Station, Blechynden Terrace	61	221	282	350	1.6	16
Above Bar, Titanic	12	54	66	88	1.6	9
London Road	15	27	42	47	1.7	13
Lower Banister Street	2	24	26	34	1.4	1
Church Street, Bitterne	12	14	26	19	1.4	8
Bevois Valley	2	4	6	5	1.3	3
Angel Crescent	4	13	17	16	1.2	24
Terminus Terrace	10	39	49	51	1.3	17
Town Quay	7	44	51	66	1.5	24
Leisure World	6	127	133	259	2.0	4
Total	**269**	**1178**	**1447**	**1923**	**1.6**	**16**

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

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

HOUR BEGINNING	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
07:00	25	26	9	12
08:00	43	45	30	15
09:00	92	66	37	23
10:00	78	75	61	30
11:00	59	75	76	30
12:00	81	76	59	57
13:00	78	73	84	65
14:00	85	89	89	55
15:00	66	72	90	62
16:00	56	85	100	58
17:00	63	79	94	54
18:00	70	85	95	57
19:00	67	99	142	81
20:00	66	103	130	74
21:00	60	109	155	83
22:00	68	136	198	71
23:00	72	199	299	63
00:00	89	227	368	65
01:00	93	308	386	91
02:00	66	244	322	69
03:00	44	178	197	35
04:00	8	48	132	11
05:00	4	6	47	0
06:00	4	6	5	5
Total	1437	2509	3205	1166

Daily hire profiles are also presented graphically in Figure 71
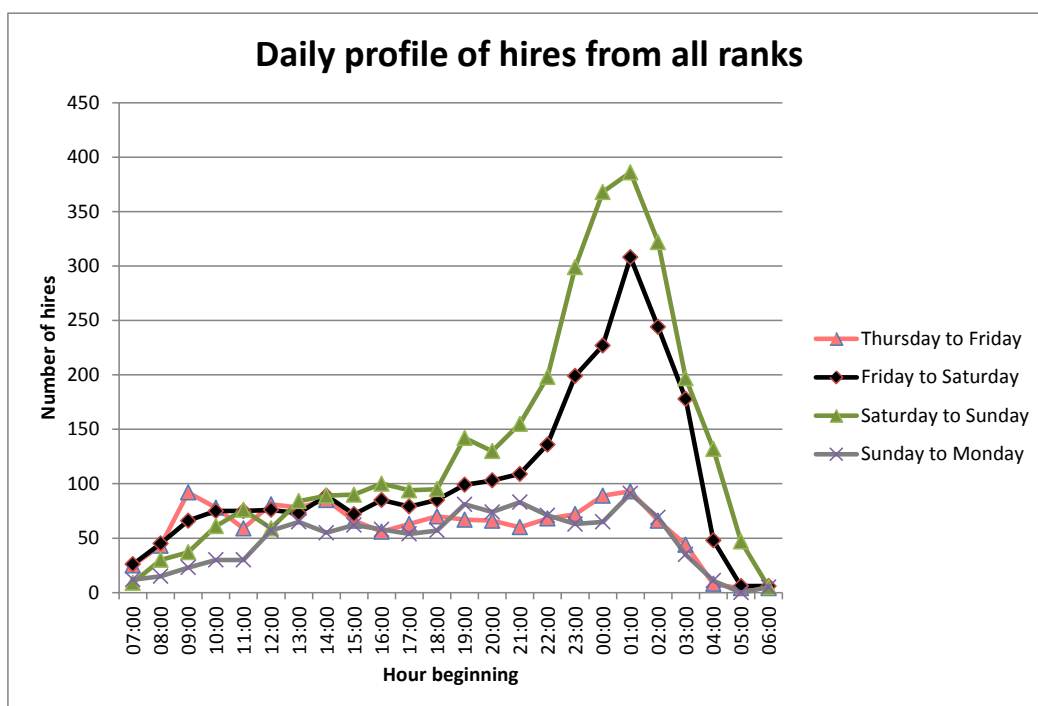
Figure 71 - Profile of daily hires from all ranks

The aggregate weekly total for Hackney Carriages and passengers, was estimated from the daily totals. The weekly total was estimated by factoring the Thursday results by four and adding the daily results from each of the other days, i.e. 7 days is represented by (4 x Thursday) + Friday + Saturday + Sunday.

Estimated weekly volumes are presented below.

Table 12 Estimated Weekly Ranks Volumes

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
Above Bar, Yates	210	1670	1880	2577	1.5
High Street	104	820	924	1257	1.5
Portland Terrace	62	433	495	624	1.4
ASDA	25	91	116	108	1.2
Coach Station	243	230	473	347	1.5
Railway Station, Western Esplanade	304	2081	2385	3907	1.9
Railway Station, Blechynden Terrace	398	1824	2222	2731	1.5
Above Bar, Titanic	102	685	787	1285	1.9
London Road	135	1018	1153	1826	1.8
Lower Banister Street	14	514	528	1014	2.0
Church Street, Shirley	187	212	399	283	1.3
Bevois Valley	50	338	388	710	2.1
Angel Crescent	21	523	544	857	1.6
Terminus Terrace	124	1103	1227	2101	1.9
Town Quay	88	393	481	569	1.4
Leisure World	28	705	733	1610	2.3
Total	**2095**	**12640**	**14735**	**21806**	**1.7**

4.5 Commentary on results

The most active rank was the Railway Station, Western Esplanade rank. The second most active rank was the rank on the other side of the Railway Station, on Blechynden Terrace. The two Railway Station ranks combined, accounted for around 31% of all hires.

The volume of activity on Friday and Saturday night was significantly higher than at other times. The night time economy trade is a significant component of overall demand for Hackney Carriages in Southampton.

4.6 Comparison of rank volumes with 2012 survey results

The results of the 2015 survey have been compared with the results from the 2012 survey in Table 13.

The 2012 survey did not encompass full 96 hour observation at each rank, so only the hours covered in 2012 are compared with equivalent hours from the 2015 survey results. Where week day hours were observed in 2012, these have been compared with the same period from the 2015 Thursday observations. Otherwise, periods on Friday, Saturday and Sunday have been compared on a like for like basis.

Only the ranks which were observed in both 2012 and 2015 are included in the comparison table. In 2012, the taxi ranks in the cruise terminals were surveyed. However, as these locations are restricted to those who purchase an additional permit, they were not surveyed in 2015. Any unmet demand at these locations could not be addressed by a general increase in vehicle licenses, issued by the licensing authority, as this would not affect the sub-set of licensed vehicles which are permitted to operate within the cruise terminals.

In the 2012 results, one hour of observation on Saturday 14th May 2011 from 22:00 to 23:00 recorded 300 Hackney Carriage departures, carrying 45 passengers. It is assumed that this is a typographical error and in fact the total Hackney Carriages should be 30 rather than 300. This error remains in the figures in Table 13 and may also be incorporated in the estimated weekly volumes calculated for 2012.

The aggregate total of observed Hackney Carriages, in 2015 is similar to that in 2012, once the additional 270 trips have been accounted for. However, the total for 2015 is a little lower over all, than the 2012 volume.

Stakeholder feedback indicates that the growing market for cruises is also driving more joined up arrangements for transport, with either direct transport to the cruise terminals, or arranged transport from the Railway Station. Coaches were observed driving to and from the Railway Station throughout the day, during the rank surveys.

Table 13 - Comparison of 2012 and 2015 rank volumes

Rank location	2012 Survey				2015 Survey			
	Date of survey	Weekday	Hours surveyed	Total Hackney Carriages leaving the rank	Date of survey	Weekday	Total Hackney Carriages leaving the rank	Comments
Railway Station Western Esplanade	21/11/2011	Monday	07:00 - 15:00	210	12/03/2015	Thursday	155	
	19/05/2011	Thursday	18:00 - 00:00	103	12/03/2015	Thursday	106	
	12/11/2011	Saturday	08:00 - 16:00	99	14/03/2015	Saturday	117	
	14/05/2011	Saturday	18:00 - 00:00	417	14/03/2015	Saturday	140	2012 survey includes 300 between 22:00 and 23:00. Passengers = 45 for this period, so looks like a typing error.
	06/11/2011	Sunday	12:00 - 16:00	41	15/03/2015	Sunday	69	
			Total	870			587	
Railway Station, Blechynden Terrace	21/11/2011	Monday	7:00 - 15:00	68	12/03/2015	Thursday	126	
	10/11/2011	Thursday	18:00 - 00:00	145	12/03/2015	Thursday	118	
	12/11/2011	Saturday	08:00 - 16:00	103	14/03/2015	Saturday	102	
	11/11/2011	Friday	18:00 - 00:00	188	13/03/2015	Friday	148	
	13/11/2011	Sunday	12:00 - 16:00	27	15/03/2015	Sunday	47	
			Total	531			541	
Coach Station	06/05/2011	Friday	10:00 - 18:00	53	13/03/2015	Friday	33	
	10/11/2011	Thursday	18:00 - 00:00	36	12/03/2015	Thursday	14	
	12/11/2011	Saturday	10:00 - 16:00	27	14/03/2015	Saturday	19	
	11/11/2011	Friday	18:00 - 00:00	36	13/03/2015	Friday	27	
	06/11/2011	Sunday	12:00 - 16:00	20	15/03/2015	Sunday	15	
			Total	172			108	
Above Bar Street (Yates)	15/11/2011	Tuesday	12:00 - 18:00	44	12/03/2015	Thursday	74	
	09/11/2011	Wednesday	22:00 - 02:00	50	12/03/2015	Thursday	60	
	19/11/2011	Saturday	10:00 - 16:00	49	14/03/2015	Saturday	87	
	18/11/2011	Friday	23:00 - 04:00	79	13/03/2015	Friday	125	
	13/11/2011	Sunday	14:00 - 18:00	64	15/03/2015	Sunday	50	
			Total	286			396	
High Street								
	08/11/2011	Tuesday	10:00 - 18:00	70	12/03/2015	Thursday	56	
	24/11/2011	Thursday	20:00 - 2:00	36	12/03/2015	Thursday	41	
	19/11/2011	Saturday	10:00 - 18:00	87	14/03/2015	Saturday	90	
	18/11/2011	Friday	20:00 - 04:00	48	13/03/2015	Friday	58	
	20/11/2011	Sunday	14:00 - 18:00	30	15/03/2015	Sunday	29	
			Total	271			274	
Portland Terrace	14/11/2011	Monday	10:00 - 18:00	54	12/03/2015	Thursday	55	
	19/11/2011	Saturday	10:00 - 18:00	78	14/03/2015	Saturday	73	
	20/11/2011	Sunday	12:00 - 16:00	24	15/03/2015	Sunday	25	
			Total	156			153	
Leisure World	09/11/2011	Wednesday	22:00 - 04:00	128	12/03/2015	Thursday	4	
	25/11/2011	Friday	22:00 - 04:00	141	13/03/2015	Friday	220	
			Total	269			224	
London Road	17/11/2011	Thursday	23:00 - 03:00	68	12/03/2015	Thursday	54	
	05/11/2011	Saturday	23:00 - 04:00	254	14/03/2015	Saturday	336	
			Total	322			390	
Lower Bannister Street	17/11/2011	Thursday	23:00 - 03:00	28	22/04/2015	Thursday	40	
	18/11/2011	Friday	23:00 - 04:00	131	23/04/2015	Friday	108	
			Total	159			148	
Beovis Hill	16/11/2011	Wednesday	22:00 - 03:00	33	12/03/2015	Thursday	44	
	19/11/2011	Saturday	22:00 - 03:00	143	14/03/2015	Saturday	102	
			Total	176			146	
Church Street, Shirley		Monday	14:00 - 18:00	29	12/03/2015	Thursday	16	
	17/11/2011	Thursday	18:00 - 00:00	18	12/03/2015	Thursday	9	
	19/11/2011	Saturday	10:00 - 14:00	19	14/03/2015	Saturday	13	
	18/11/2011	Friday	18:00 - 00:00	12	23/04/2015	Friday	6	
	20/11/2011	Sunday	13:00 - 17:00	25	15/03/2015	Sunday	10	
			Total	103			54	
			Aggregate of all observations	3315			3021	

4.7 Passenger queuing

The analysis of rank activity included recording occurrences of passenger queuing. There were 129 occurrences of passenger queues observed over the four day period. 198 Passengers had to wait for a Hackney Carriage at the ranks. The aggregate wait time for these waiting passengers was 1,054 minutes. This is

an average wait of 5.3 minutes (5 minutes 18 seconds) per waiting passenger. When the aggregate wait time is spread over all passengers, the average wait time was 0.07 minutes (4 seconds).

Hackney Carriages tend to operate at times in response to demand. So more drivers work the ranks during busier times. With fewer Hackney Carriages required during low demand periods, at quiet times / locations. Occasions can arise when several hires occur during a short period and take all of the vehicles off a rank for a short period. This was generally the situation at the times when passenger waiting was observed.

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

Wheel Chair Users
Only seven wheel chair hires were observed during the four days of rank observation.

4.8   Balance of Supply and Demand

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

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

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

Table 14 - Summary of the Balance of Supply and Demand across all ranks

Period		Excess Demand	Equilibrium	Excess Supply
Weekday	Day	77%	6%	17%
	Night	15%	21%	64%
Weekend	Day	45%	19%	36%
	Night	46%	11%	43%
Sunday	Day	27%	22%	51%
Total		47%	14%	39%

Overall, there were similar levels of periods of excess demand and excess supply. However, many of the periods classified as incurring excess demand were during weekday day time. During the peak periods of demand, during the weekend nights (Friday and Saturday nights) excess demand was lower than during the weekday day time and indeed lower than the overall total. This suggests that more drivers are actively working during the busiest periods, in response to demand.

5 PUBLIC CONSULTATION

5.1 Public consultation questionnaires

A public attitude survey was undertaken in Southampton. The questionnaire was designed for this study and implemented by a specialist survey contractor who used experienced staff to carry out the interviews with the public. The use of experienced surveyors enabled respondents to be guided through the questions.

521 on street surveys were completed. In addition, the questionnaire was also hosted online. A further 26 online questionnaires were also completed. Results are presented in this chapter.

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

Whilst 547 respondents provided feedback to the questionnaires, not all respondents answered all questions. Therefore, the totals in each table do not always add up to 547.

Respondents were asked to indicate the ways in which Private Hire Vehicles may be hired. 33% of respondents suggested illegitimate means of hire, such as hailing a passing vehicle or hiring a vehicle waiting in the street or in a car park. It is not uncommon for members of the public to be unaware of the distinction between Hackney Carriages and Private Hire Vehicles. Respondents who indicated illegitimate means of hire, were informed of the differences in the way in which vehicles may be hired. This approach also helped clarify the differences between vehicle types, for subsequent questions.

In the last three months, have you made one or more trips by Hackney Carriage or Private Hire Vehicle in Southampton and, if yes, was this a Hackney Carriage or Private Hire vehicle?		
Yes Private Hire	141	26.1%
Yes Hackney Carriage	258	47.7%
Yes both types or don't know	58	10.7%
No	84	15.5%
Total	541	

Regarding your last trip by Hackney Carriage or Private Hire Vehicle, What kind of vehicle did you use?		
Purpose built taxi vehicle	145	86.8%
Saloon car	21	12.6%
Minibus / people carrier	0	0.0%
Don't recall	1	0.6%
Total	167	

Regarding your last trip by Hackney Carriage or Private Hire Vehicle, how did you obtain your Hackney Carriage or Private Hire Vehicle?		
At a rank	61	85.9%
Hailed in the street	3	4.2%
By telephone	7	9.9%
Total	71	

Were you satisfied with the service you received?		
Yes	270	91.5%
No	25	8.5%
Total	295	

Regarding your last trip by Hackney Carriage or Private Hire Vehicle, at what time of day you obtain your Hackney Carriage or Private Hire Vehicle?		
Daytime, (before 6pm)	130	25.6%
Evening (Between 6pm and 10 pm	286	56.3%
Night (after 10pm)	85	16.7%
Don't recall	7	1.4%
Total	508	

Regarding your last trip by Hackney Carriage or Private Hire Vehicle. How would you rate the following aspects						
	Very Poor	Poor	Neutral	Good	Very Good	Total
a) Vehicle quality	16	2	48	297	165	528
b) Driver quality	1	2	109	237	179	528
c) Value for money	3	40	50	274	163	530

Regarding your last trip by Hackney Carriage or Private Hire Vehicle. How would you rate the following aspects						
	Very Poor	Poor	Neutral	Good	Very Good	Total
a) Vehicle quality	3.0%	0.4%	9.1%	56.3%	31.3%	528
b) Driver quality	0.2%	0.4%	20.6%	44.9%	33.9%	528
c) Value for money	0.6%	7.5%	9.4%	51.7%	30.8%	530

Do you feel that there are enough Hackney Carriages in Southampton? i.e. the ones with the taxi sign on the roof which can be hired at a rank or by hailing.		
Yes	505	93.9%
No	32	5.9%
Don't know	1	0.2%
Total	538	

Could Hackney Carriage services be improved?		
Yes	139	25.8%
No	399	74.2%
Total	538	

The following improvements were suggested.

Cheaper	107
Better drivers	93
More ranks	91
More wheel chair accessible vehicles	78
Better vehicles	72
Shared taxis	69
Better English language skills for drivers	66
More female drivers	51
Drivers with better knowledge	50
Better customer service from drivers	42
More of them	37

Do you feel safe using Hackney Carriages during the day? (before 6.00 pm)		
Yes	532	98.3%
No	1	0.2%
At times	0	0.0%
Don't know	4	0.7%
Total	537	

Do you feel safe using Hackney Carriages at night? (after 6.00 pm).		
Yes 1	527	97.4%
No 2	7	1.3%
At times 3	2	0.4%
Don't know 4	2	0.4%
Total	538	

If you do not feel safe using a Hackney Carriage some times, what would make you feel safer?
Better trained drivers
CCTV in cabs!
English speaking driver who no where they are going
I would only use booked drivers
Less creepy drivers
More presentable drivers

Southampton City Council has a policy of fitting video cameras in Hackney Carriages to record audio and video, to improve safety. Do you agree with this policy?		
Yes	515	95.7%
No	23	4.3%
Total	538	

Are there any locations in Southampton where new taxi ranks are needed?		
Yes	7	1.3%
No	523	98.7%
Don't know	0	0.0%
Total	530	

Suggested locations for new ranks were:
At the Holiday Inn
Bigger ranks near the parks
Deanery halls
More taxi's between oceana and student residences. -Portswood area
Near Football stadium

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	22	4.1%
No	515	95.9%
Total	537	

If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?		
Above bar street	2	9.1%
Coach Station	2	9.1%
High Street	1	4.5%
London Road	1	4.5%
Ocean Village area	1	4.5%
outside spitfire	1	4.5%
Station	12	54.5%
Terminus Terrace	1	4.5%
Town Quay	1	4.5%
Total	22	

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	7	1.3%
No	531	98.7%
Total	538	

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

Don't Recall	1
Portswood road	1
London road	1
Outside Southampton Central Train station.	2
everywhere	1
Near bargate wouldn't stop	1

The proportion of respondents who had given up trying to hire a Hackney Carriage by flagging down or at a rank, is used in the ISUD calculation. Of the seven people who indicated that they had given up trying to flag down a Hackney Carriage, five had also indicated the same for hiring at a rank. Therefore, a total of 24 out of 538 respondents **(4.5%).**

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		
Yes	16	3.0%
No	522	97.0%
Total	538	

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

Don't Recall	5
None available	1
60 minutes	3
40 minutes	5
25 minutes	2

Are there any features of Hackney Carriage services in Southampton that you feel are particularly good? If so, please tell us what features.	
Drivers	10
Good availability	3
Fast service	1
Experienced drivers	1
Arrive punctually	1
Ease of hiring	1

Are you a University student or permanent resident in Southampton?		
Yes, permanent resident	420	78.1%
Yes, University Student	118	21.9%
No	0	0.0%
Total	538	

Is the respondent Male or Female

Male	261	48.5%
Female	277	51.5%
	538	

What is the employment status of the respondent?

Full time employed	330	61.3%
Part time employed	46	8.6%
Unemployed	26	4.8%
Student / pupil	94	17.5%
Retired	40	7.4%
Housewife / House husband	2	0.4%
Other	0	0.0%
Total	538	

5.2 Comments on results

The majority of respondents indicated that they had made one or more trips in a licensed vehicle in Southampton. The most common vehicle type used was Hackney Carriage.

Rank hire was the most common means of obtaining a licensed vehicle and customer satisfaction was high.

The majority of respondents stated that they had made their last trip in the evening. This contradicts the rank survey results, which indicate that approximately 47% of passengers travel after 10:00 pm. The time of the last trip varied between those who indicated that they had used a Private Hire Vehicle in the last three months and those who indicated that they had used a Hackney Carriage, or both types of vehicle in the last three months. The proportion of Private Hire users who had made their last trip after 10:00 pm was 26%, as opposed to 13% of Hackney Carriage users and 14% who had used both types of vehicle.

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

The majority of respondents felt that there are sufficient Hackney Carriages in Southampton. Respondents were asked if Hackney Carriage services could be improved and if so, what improvements were suggested. A quarter of respondents indicated that some improvements could be made. In common with many other similar surveys, the most common suggestion was to reduce costs. The least common suggestion made, was to have more Hackney Carriages.

Almost all respondents felt safe using Hackney Carriages during the day. However, a small minority of users did not always feel safe using Hackney Carriages at night.

A majority of respondents agreed with video cameras in Hackney Carriages.

The proportion of respondents who indicated that they had given up trying to hire a Hackney Carriage at a rank or by flagging down was 4.5%. This proportion is taken as an indicator of latent unmet demand. The low value suggests that there is little latent unmet demand.

Despite the rating of drivers as the most poorly rated aspect of Hackney Carriages, the most common feature identified as a particularly good feature of Hackney Carriages in Southampton is drivers.

Most people seemed to be able to obtain a Hackney Carriage when they wanted one, whether this was by booking or through rank hire or hailing.

The proportion of respondents who indicated that they had tried to hail a Hackney Carriage in the last three months, was low. This accords with trade feed back.

6 TRADE CONSULTATION

6.1 Background

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

6.2 Taxi trade consultation

Members of the Hackney Carriage trade were asked for feedback on any issues they wanted to raise with respect to the trade in Southampton. Trade representatives were invited to a consultation day, to explore the issues which affect the trade and to develop proposals to address these issues. In addition, a driver survey was undertaken through postal self-completion questionnaires.. 1,450 questionnaires were posted to licensed Hackney Carriage and Private Hire drivers. A freepost return envelope was included with each questionnaire. In addition to the postal return questionnaire, drivers were also offered the opportunity to complete the questionnaire online and the postal questionnaire included a link to the online version.

Not everyone is keen to fill in paper or online forms. In order to gather a wider cross section of opinion, additional face to face discussions were held with drivers, at taxi ranks, in Southampton.

199 Completed questionnaires were received, including 9 online returns.

Licensed drivers were asked to indicate which type of vehicle they drove. Responses were broken down as follows. Hackney Carriage Drivers: 97 (48.7%), Private Hire Drivers: 87 (43.7%), Didn't normally drive (some owners are licensed drivers but don't drive on a daily basis): 9 (4.5%). Six drivers (3.0%) indicated that they drove both Hackney Carriages and Private Hire Vehicles.

Responses to the questionnaire were disaggregated by the type of vehicle driven. Not all drivers responded to all questions. Therefore, the total responses to each question do not always add up to 199.

Drivers were asked if they were Hackney Carriage owners. Responses were:

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	54	1	7	2
No	40	83	2	4

Drivers were asked how long they had been involved in the Licensed Vehicle trade in Southampton. Responses were

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	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
0 to 2 years	5	10	1	0
3 to 5 years	11	15	0	0
6 to 10 years	21	21	3	2
11 to 15 years	16	13	0	2
16 to 20 years	13	13	2	1
Over 20 years	31	15	3	1

Almost a third of Hackney Carriage drivers had over 20 years experience. More than half of the Private Hire drivers had 10 years or less experience.

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

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	30	73	2	5
No	67	11	6	0

Unsurprisingly, the majority of Private Hire drivers subscribe to a radio booking circuit. A significant proportion of Hackney Carriages also subscribe to a radio circuit.

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

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Purpose built taxi vehicle	9	4	0	0
Saloon car	68	59	3	4
Minibus / people carrier (wheel chair accessible)	15	6	0	1
Minibus / people carrier (not wheel chair accessible)	3	15	0	0

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

worked an average of 52.1 hours per week, Private Hire drivers worked an average of 55 hours per week.

The number of daytime hours and night time hours worked each day of the week, were analysed, by driver type. Average day time hours worked are indicated in Figure 72.
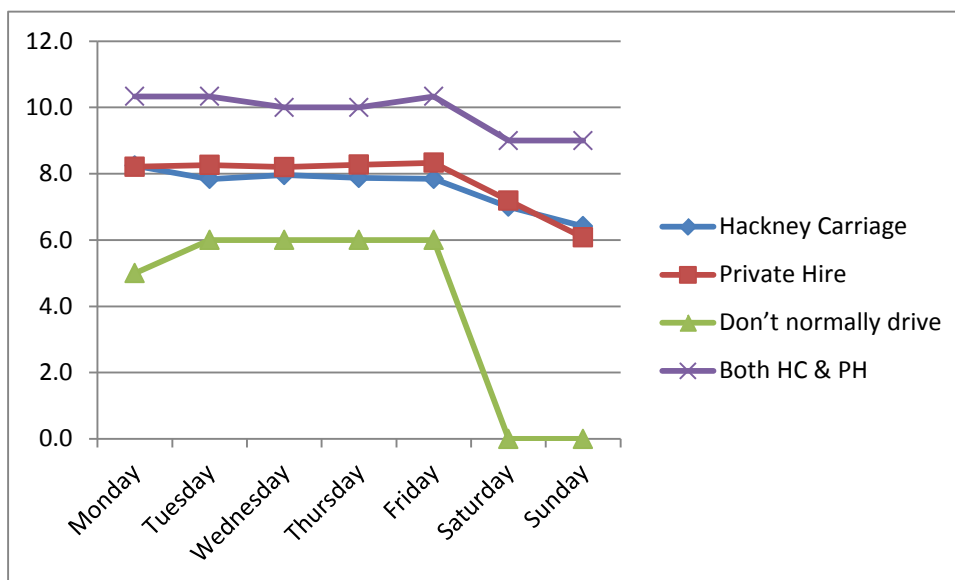
Figure 72 - Average day time hours worked each day

Similarly, the average night time hours worked each day of the week are indicated in Figure 73.
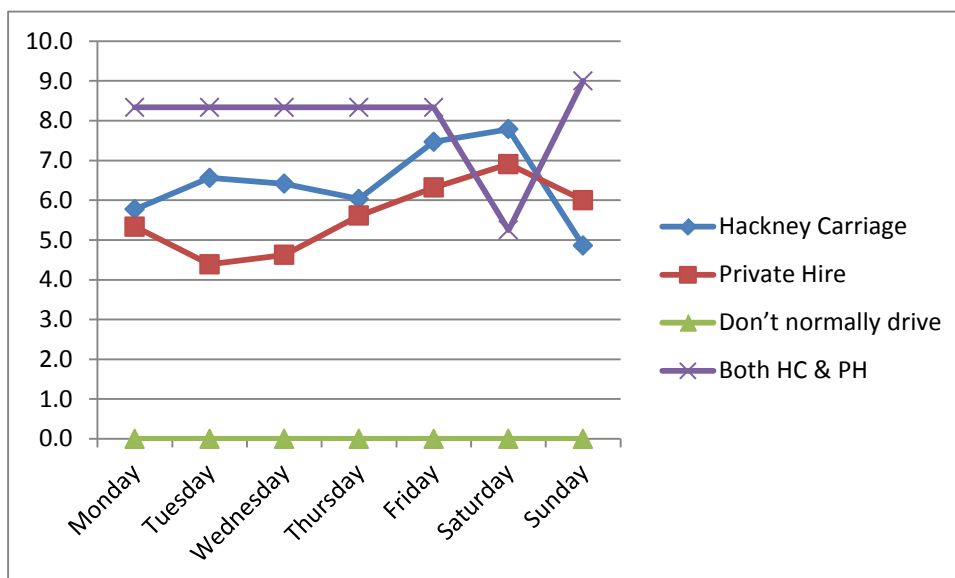
Figure 73 - Average night time hours worked each day

The daytime hours worked each day were similar for both Hackney Carriage Drivers and Private Hire Vehicle drivers. The night time hours worked each day were generally higher for Hackney Carriage drivers than for Private Hire Vehicle drivers, with the exception of Sunday, when the trend was reversed. However,

Private Hire Vehicle drivers tended to work more days and hence the average weekly hours worked was higher for Private Hire Vehicle Drivers, than for Hackney Carriage drivers.

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

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
None	48	48	3	3
1 to 5	37	22	0	1
6 to 10-	6	10	0	1
11 to 20	2	1	0	1
More than 20	13	2	0	0

Drivers were asked if they rent a Hackney Carriage and if so, how much they pay for the licensed vehicle and whether, if renting, they are responsible for maintaining the vehicle. 35 out of 92 Hackney Carriage drivers who answered this question indicated that they did rent a licensed vehicle. Two of five drivers who drive both HC & PH vehicles and answered this question, rented licensed vehicles. In addition, three of the licensed drivers who don't normally drive and three Private Hire drivers indicated that they rented licensed Hackney Carriages.

The Hackney Carriage driver responses are further broken down by maintenance responsibilities and average cost of weekly licensed vehicle rental.

Responsible for maintenance	Average cost of weekly rental
Yes	£151.36
No	£225.11

Drivers were asked whether they had been attacked in the last year and whether they felt safe, working as a licensed vehicle driver in Southampton.

Responses are summarised as follows:

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Physically attacked	8	3	0	0
Verbally attacked	40	24	1	2
Both physically and verbally attacked.	7	3	0	1
Not attacked	42	57	3	3

The majority of Hackney Carriage drivers indicated that they had endured some form of assault. Of all the respondents, 46% indicated that they had experiences some form of attack.

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	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Feel safe all of the time	35	44	1	1
Feel safe some of the time	59	39	1	5
Feel safe none of the time	3	2	0	0

The drivers who felt is was unsafe at times, were asked what times they felt it was unsafe, or if it was in certain areas they felt it was unsafe.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Daytime (06:00 to 18:00)	2	2	0	1
Night time (18:00 to 06:00)	23	14	1	1
In certain areas	8	9	0	1
Both day and Night	0	1	0	0
At night and in certain areas	18	13	0	2
During the day and in certain areas	3	3	0	1
Day and night and in certain areas	2	2	0	0

Locations or times identified as particularly unsafe, were:

- Millbrook
- Northam
- Mansbridge
- Weston
- Thornhill Park
- Sholing
- Shirley Warren
- Woolston
- Newtown
- Harefield
- St Mary's at night
- City centre at night
- On the ranks at pub and club pick up time and after football matches.

Drivers were asked if they agreed with the policy of fitting cameras in Hackney Carriages and Private Hire vehicles and if not, why they disagreed with this policy.

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	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Agree	75	68	5	5
Disagree	21	19	3	1

The majority of respondents agreed with the policy.

The most common objection was on the basis of cost.

Some drivers felt that it was an invasion of their privacy and should be able to be turned off when the vehicle is not available for hire and is used for personal use.

Lack of passenger privacy was also mentioned by several respondents, some of whom also felt that passengers did not like the cameras.

Some respondents operate chauffeur services, rather than conventional Private Hire services. Some of these respondents felt that cameras in the vehicle were inappropriate for chauffeur service vehicles.

Some respondents cited examples when the cameras were ineffective on occasions when they should have been useful. On these occasions, Police were unable or unwilling to use the footage from the cameras, or, cameras were broken and footage could not be used.

Drivers were asked about taxi ranks in Southampton. When asked about whether there is sufficient rank space in Southampton, drivers responded as follows.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	17	28	4	1
No	77	35	5	5

The majority of drivers felt that there is not sufficient rank space in Southampton.

Drivers were asked whether new ranks were required.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	63	26	5	5
No	29	35	4	0

Suggested locations for new ranks included the following locations:
- Red funnel terminal
- London Road
- Shirley, at HSBC bank, opposite Bright Water, night time rank for 2 vehicles
- Bedford Place at the food shops
- Oxford Street
- Harbour Parade

- Winchester Street
- Compton Walk
- Southampton Street
- Woolston
- Outside Lidl at Thornhill
- Millbrook
- Lower Shirley
- Sholing
- West Quay
- IKEA
- General Hospital
- Weston
- Southampton Universities
- Ocean Village area
- Seacity museum
- Canute Road
- Holiday Inn hotel
- Guildhall Square
- 2 car space outside every hotel in the city.

Drivers were also asked if any ranks require more spaces and if so, which ones.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	84	31	6	5
No	8	28	3	1

The response was overwhelmingly in favour of more spaces at ranks. All of the commonly active ranks were identified as requiring more space. However, the most commonly nominated ranks were:
- Above bar (Yates)
- Terminus Terrace
- Railway Station (both sides)
- London Road

At each of the locations listed, drivers commonly wait to access the rank at peak times, owing to limited space on the formal marked rank. This waiting was observed on the rank surveys and site visits.

Drivers were asked their opinion of the current level of taxi fares.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Too high	3	13	0	1
Too low	13	15	2	2
About right	70	23	7	3
Don't know / no opinion	6	20	0	0

Drivers were asked how often or under what circumstances that fares should be increased.

Responses, in order of popularity, were as follows:

- Annually
- Annually in line with fuel / running costs
- Annually in line with inflation
- Every 2 years
- Every 3 years
- When insurance and fuel prices go up
- Inflation plus 1.5% to 2%

In Southampton, drivers are required to pass a basic skills test before being granted a licence and complete a BTEC within 6 months to retain their licence. Drivers were asked if they agreed with this policy.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	82	77	8	6
No	12	8	1	0

Respondents were asked if they thought drivers received sufficient training.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	28	26	2	1
No	65	56	7	5

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The majority of respondents indicated that they felt drivers did not receive sufficient training. When asked what additional training they felt was necessary, the following responses were given:

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
NVQ	17	25	3	0
Driving Skills Assessment	37	29	6	3
Basic Skills Assessment	28	28	4	3
English language	66	47	6	5
Disability awareness	31	28	3	3
Knowledge test	59	41	6	5
Customer care	57	40	5	4
Gentlemanly conduct and rank etiquette.	3			
Better knowledge of Hackney Carriage regulations	3			

Drivers were asked if they were aware that Southampton City Council implement a numerical limit on the number of Hackney Carriages licensed in the city.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	82	70	9	5
No	9	12	0	0

Drivers were asked if there were sufficient Hackney Carriages in Southampton to meet demand.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes, too many	60	36	2	3
Yes, generally sufficient	19	13	5	0
No, not during all periods	6	17	1	3
No opinion	1	7	0	0
Don't know	5	7	0	0

All of the Hackney Carriage drivers who indicated that there were not sufficient Hackney Carriages at all times were drivers who rented a licensed vehicle.

Drivers who indicated that they felt there were not sufficient Hackney Carriages available during all periods, were asked at what times of day they felt there were not sufficient Hackney Carriages.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
During the daytime	0	1	0	0
During the evening / night	1	5	0	1
All day and night	5	8	1	2

Drivers were asked how many Hackney Carriages there should be in Southampton. Answers varied and are grouped into number ranges as follows:

Number of Hackney Carriages which should be in the fleet	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Fewer than 100	4			
100 – 149	0			
150 – 199	3			
200 – 249	7			1
250 – 299	9			2
300 – 349	3			
350 – 399	1			
400 – 449	2	1		
450 – 499	0	1		
500 – 549	1	1		1
550 – 599	0			1
600 – 649	1		1	
1000 - 2000		1		

Drivers were asked if Southampton should remove the numerical limit.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	12	28	1	3
No	74	41	8	3
Don't know/ no opinion	7	16	0	0

The majority of drivers felt that the limit should not be removed.
Nine of the twelve Hackney Carriage drivers, who felt the limit should be removed, also rented a licensed Hackney Carriage.

Drivers would be asked what the effect would be, on a range of features of the licensed vehicle trade, in Southampton, if the numerical limit were removed.

Hackney Carriage Driver Responses

	Increase	No effect	Decrease
A Traffic congestion	70	13	2
B Fares	10	35	30
C Passenger waiting times at ranks	3	57	18
D Passenger waiting times at flag down	3	53	24
E Passenger waiting time for telephone bookings	11	50	18
F Hackney Carriage vehicle quality	12	25	48
G Private Hire Vehicle quality	6	31	44
H Effectiveness of enforcement	7	25	44
I Illegal plying for hire by Private Hire Vehicles	47	21	15
J Illegal plying for hire by unlicensed vehicles	44	24	15
K Over ranking	75	8	5
L Customer satisfaction	13	25	47

Private Hire Driver Responses

	Increase	No effect	Decrease
A Traffic congestion	32	35	3
B Fares	14	35	22
C Passenger waiting times at ranks	3	22	45
D Passenger waiting times at flag down	8	19	38
E Passenger waiting time for telephone bookings	8	30	29
F Hackney Carriage vehicle quality	17	31	23
G Private Hire Vehicle quality	20	40	16
H Effectiveness of enforcement	9	27	31
I Illegal plying for hire by Private Hire Vehicles	19	28	26
J Illegal plying for hire by unlicensed vehicles	25	26	22
K Over ranking	52	14	7
L Customer satisfaction	34	17	23

Respondents who don't normally drive

	Increase	No effect	Decrease
A Traffic congestion	6	1	0
B Fares	3	4	1
C Passenger waiting times at ranks	1	5	2
D Passenger waiting times at flag down	0	4	3
E Passenger waiting time for telephone bookings	1	4	2
F Hackney Carriage vehicle quality	1	0	7
G Private Hire Vehicle quality	1	2	5
H Effectiveness of enforcement	0	3	5
I Illegal plying for hire by Private Hire Vehicles	5	1	2
J Illegal plying for hire by unlicensed vehicles	6	0	2
K Over ranking	7	1	0
L Customer satisfaction	2	2	4

Drivers of both Hackney Carriages and Private Hire Vehicles

	Increase	No effect	Decrease
A Traffic congestion	3	2	0
B Fares	2	3	1
C Passenger waiting times at ranks	1	1	4
D Passenger waiting times at flag down	0	2	3
E Passenger waiting time for telephone bookings	1	4	0
F Hackney Carriage vehicle quality	0	3	2
G Private Hire Vehicle quality	0	4	1
H Effectiveness of enforcement	0	2	3
I Illegal plying for hire by Private Hire Vehicles	2	1	2
J Illegal plying for hire by unlicensed vehicles	1	2	2
K Over ranking	3	2	0
L Customer satisfaction	4	1	1

Drivers were asked whether they agreed with a range of statements.

Hackney Carriage Driver Responses

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A "There is not enough work to support the current number of Hackney Carriages"	9	4	8	20	54
B "Removing the limit on the number of Hackney Carriages in Southampton would benefit the public by reducing waiting times at ranks"	40	28	11	6	9
C "There are special circumstances in Southampton that make the retention of the numerical limit essential"	9	7	20	12	33

Private Hire Driver Responses

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A "There is not enough work to support the current number of Hackney Carriages"	19	8	17	16	21
B "Removing the limit on the number of Hackney Carriages in Southampton would benefit the public by reducing waiting times at ranks"	20	10	12	19	20
C "There are special circumstances in Southampton that make the retention of the numerical limit essential"	19	8	22	19	11

Respondents who don't normally drive

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A "There is not enough work to support the current number of Hackney Carriages"	1	0	0	2	6
B "Removing the limit on the number of Hackney Carriages in Southampton would benefit the public by reducing waiting times at ranks"	3	4	0	1	1
C "There are special circumstances in Southampton that make the retention of the numerical limit essential"	0	1	2	1	5

Drivers of both Hackney Carriage and Private Hire Vehicles

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A "There is not enough work to support the current number of Hackney Carriages"	1	2	0	1	2
B "Removing the limit on the number of Hackney Carriages in Southampton would benefit the public by reducing waiting times at ranks"	1	1	1	0	3
C "There are special circumstances in Southampton that make the retention of the numerical limit essential"	2	0	0	1	2

Drivers were asked to identify effects which would apply, if the Council removed the numerical limit on the number of Hackney Carriages.

Forecast effect if the limit were to be removed.	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
A No change	6	25	2	0
B Work more hours	67	37	3	4
C Work fewer hours	9	10	0	2
D Acquire a Hackney Carriage vehicle licence	11	23	0	5
E Acquire more than one Hackney Carriage vehicle licence	6	8	1	2
F Switch from Hackney Carriages to Private Hire Vehicles	15	9	0	0
G Switch from Private Hire Vehicles to Hackney Carriages.	3	26	0	4
H Leave the trade	57	17	6	0
Reduced earnings	4		1	1
Poorer quality vehicles	1			
Lead to disorder in Southampton	1			

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6.3 Other comments and inputs.

In addition to the questionnaire responses summarised above, there was an opportunity for drivers to provide feedback on any other aspect of the trade not covered by the other questionnaire questions. In addition to these elements of driver feedback, trade representatives were invited to a consultation meeting to provide input to the consultation process. Further driver consultation was undertaken through visits to the ranks and discussion with drivers, to capture any further feedback, which may not be provided through the questionnaires. The feedback provided through all of these interfaces, is presented in the following statements and summaries of feedback received. Any verbatim statements are presented in quote marks.

The makeup of drivers in the fleet had changed in recent years. A greater proportion of drivers were immigrants, with poor English language skills. Some drivers are in the trade through lack of choice, for example, following redundancy or because they need a second job as a night driver. It was alleged that some of the drivers were working illegally as they were on benefits and didn't declare the hours or income from working as a Hackney Carriage or Private Hire driver.

Some vehicles operate virtually round the clock, with three drivers working successive shifts.

More rank space is needed at the Railway Station. When some trains come in, passenger demand can clear the rank for a short period.

A campaign is needed to educate the public about the differences between Hackney Carriages and Private Hire Vehicles. This would involve presentations at schools, and events.

Out of area licensed vehicles are working as Private Hire Vehicles in Southampton. This can cause difficulty with enforcement.

Many of the drivers who rent licensed vehicles resent the fact that some individuals own multiple licensed vehicles and rent them to drivers. Some of the drivers who rent licensed vehicles or drive for an owner, would like to see an issue of Hackney Carriage licences, in order that they could get one and not face the cost of vehicle rental or revenue sharing with vehicle owners. However, very few of these drivers felt that there was a need for additional licences to meet demand. Indeed, most of the drivers expressing such sentiments also stated that any such issue of new licences would reduce income.

"Too many cabbies doing too many hours. There should be a limit to the number of hours which can be worked."

"In the past, drivers operated to 'gentleman's agreements." Some respondents felt that more drivers would compete and accept hires from passengers who approached a vehicle which was not at the front of the queue on a rank. It was felt by some that new inexperienced drivers and reduced income have led to a lowering of driver attitudes and a less cooperative approach to service.

"If the Council want more wheel chair accessible cars in Southampton then more attention should be paid to ensuring that there are wheel chair accessible vehicles

in the Private Hire fleet. Most wheel chair trips are pre-booked and there are few wheel chair trips from ranks."

"Earnings decrease every year, but overheads increase every year."

"Hackney work on ranks and flag downs has decreased over a 10 year period. The work is still in decline now. I now work more hours today than I did 10 years ago, and still struggle to earn a wage."

"In the last survey I mentioned quality of cars & maintenance of cars would go down. So now we have 2 MOTs per year. And as you found out the number of MOT failures increased. You have night shift drivers staying out to do ships in the morning. therefore working from 6:00pm till noon the next day. 18 hours, with no sleep. This is dangerous. Basically, I am totally fed up with the whole system."

"Some drivers cannot speak or understand English and have poor local knowledge."

"Licence badges should be randomly checked more often to see that the badge actually matches the person driving the taxi at the time. Drivers should rely on their 'local knowledge' first, and use the sat nav as a back up, not the other way round."

Several drivers felt that there were a minority of 'bad apples' amongst Hackney Carriage drivers, who overcharge customers and who refuse fares for short journeys. Methods of overcharging include not using the meter and charging more than would normally be incurred by using the meter.

Enforcement was seen by many as a particular issue. It was perceived that there was limited enforcement seen on the streets. Therefore, the 'bad apples' were unlikely to be caught in their bad practices.

Plying for hire by Private Hire Vehicles was seen as an issue. It was alleged that Private Hire Vehicles waited close to pubs and clubs and picked up hires from people who just walked up to the waiting vehicles. It was felt that many of these hires were not pre-booked and hence were illegal. The hot spots for waiting Private Hire Vehicles were closer to the clubs than the taxi ranks and so the waiting vehicles were closer than the Hackney Carriages waiting at the ranks. Several drivers complained that if they were to wait in the same locations, in Hackney Carriages, they would often be moved on by police. A particular hot spot for such practices was felt to be on Above Bar Street, north of New Road.

Some drivers waiting to pick up passengers at the cruise terminals were alleged to refuse short distance fares.

7 STAKEHOLDER CONSULTATION

7.1 Background

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

7.2 Stakeholders

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

The following bodies or representatives were contacted:

- Southampton Council's officers representing Equality, Diversity and the interests of disabled and minority groups.
- Police;
- Southampton Chamber of Commerce
- University of Southampton
- Southampton Solent University
- University of Southampton Student Union
- Southampton Solent University Student's Union
- First Southampton
- Bluestar
- Southwest Trains
- Campaign for Better Transport
- Age UK
- Southampton General Hospital,
- A range of Southampton Pubs in the City centre and suburban areas
- Night Clubs in central Southampton.
- Hotels
- Visitor Attractions: (Southampton Football Club, Southampton City Art Gallery, Sea City Museum, Tudor House, Solent Sky Museum)
- Supermarkets
- Associated British Ports
- In Case of Emergency (ICE) bus staff

Feedback was sought through a combination of letters, telephone calls, emails and visits. Whilst some consultees did not respond, we did receive feedback from 28 consultees.

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7.3 Feedback received

The majority of issues raised by stakeholders, were identified by elderly and mobility impaired representatives.

One of the principal issues relates to limited availability of licensed vehicles for wheelchair users. The majority of use is through Private Hire Vehicles. Not all firms offer fully accessible vehicles. Of those which do offer accessible vehicles for booking, there can be extremely long waits of typically between 1-2 hours before a suitable vehicle is available for immediate booking. Therefore, much more pre-planning and travel time is required, when those with mobility impairment need to travel.

During school term time, many of the accessible vehicles are busy in the mornings and at school finish times, as they are working on school contracts. As a consequence, there are few accessible vehicles available at these times.

When attempting to pre-book an accessible vehicle, companies will not always guarantee they will have a vehicle available for the time required, particularly if it is for a short journey. This issue seems to be even more prevalent if the trip is booked several days in advance. However, for longer, more expensive trips, such as travel to airports, it generally proves easier to book travel, even several days in advance. This sentiment was corroborated by several sources.
Dial a Ride and bus services tend to be used in preference to licensed vehicles, owing to both lower cost and better reliability.

Some bus routes in the city have been withdrawn. This has increased demand for accessible taxis [licensed vehicles] in order to address increasing social isolation through reduced access.

There is a perceived lack of a comprehensive, accessible community transport scheme in the city. This is seen as a big gap when compared with the sort of service which is offered to older residents and disabled people in the neighbouring borough of Eastleigh.

It was felt that some drivers had poor local knowledge and poor language skills. Some drivers did not behave appropriately when dealing with elderly and mobility impaired users.

The following statement was received from a carer and encapsulates many of the issues raised by other stakeholders.

"I am a carer for my Downs Syndrome sister aged 47, who lives with our elderly mother in Southampton.

The question of transport for vulnerable people has concerned me for some time, based on my own experiences of witnessing some unacceptable situations and in trying to book suitable transport for my sister.

Transport is probably the key factor of all social inclusion. It is also significantly expensive when being paid for out of pensions and DLA etc. and will, I believe, play a major part in the social inclusion (or more worryingly, exclusion) for this group.

There seems to be a distinct difference between the transport provided during the day and that available evenings and weekends. In my sisters case, she can use SCA during the day - this seems to be the main provider of cars, minibuses etc., for many disabled people. I believe the drivers are a mixture of paid and voluntary. But this service is not available out of hours or at weekends. In trying to make private arrangements for evening activities I have contacted the council and been told to use the local taxi services. On contacting the private taxi services, I have been informed that I am unable to ask for a regular named driver, or even a female driver, as this is against council policy under which they are obliged to operate. I imagine these policies have come about to protect the drivers, but, in that, they of course manage to neglect the needs of vulnerable people. It is essential that people who need physical assistance have a regular driver who is able and willing to help them. It is equally essential that people with learning disabilities have the same regular driver, who will ensure their safety door to door, as one would a child. Continuity of provider is essential.

I have witnessed unhelpful drivers, unnecessary falls where people are not assisted adequately, and a general lack of empathy in some cases.

In addition there seems to be some discrepancy between who is, and is not, entitled to transport. In one evening activity my sister attends, some other attendees, who all live in the same place, have left at 5 minute intervals to walk in the dark to catch the same bus, with a third person getting a taxi. It seems there is no overall organisation dealing with evening / weekends transport, so it is very haphazard. The one thing most adults with learning disabilities cannot do is organise this for themselves.

I do hope this is helpful in structuring a system which joins up the dots, with the target of good, safe transport as the most essential of ingredients for social inclusion. Please do contact me if I can be of any further help."

Feedback from the night time economy indicated that they were not aware of any issues with availability of licensed vehicles. Awareness of the distinctions between Private Hire Vehicles and Hackney Carriages varies. At venues in central areas, close to the taxi ranks, awareness tended to be higher. For example, door security staff operating at venues along London Road, were aware of the differences in licensing conditions and which vehicles tended to operate along London Road.

It was generally felt that there were always Hackney Carriages available at ranks, whenever clients wanted them.

Most licensed premises rarely book taxis on behalf of clients. Some smaller and more traditional pubs, however, do book more frequently and they generally use private hire firms. Most people booking a licensed vehicle will book for themselves using a mobile phone.

Some hotels book vehicles on behalf of clients and staff. Generally the hotels will use a private hire firm. Some run accounts with firms. Generally there are vehicles available when required, although, during the mornings there can sometimes be a delay in obtaining a vehicle. However, delays, when they occur, are usually a matter of five to ten minutes.

No visitor attractions were aware of any issues with availability.

All of the supermarkets had Freephone telephone to connect to a Private Hire operator, for shoppers who wanted to hire a Private Hire Vehicle. None were aware of any issues with availability.

Police comments related to the level of demand on Saturday nights as this is the busiest period of demand.

The following comments were received:

Overall dispersal is usually managed well with adequate taxis around during the course of the evening. However officers have commented that by the very end of the night (around 0300 onwards) there seem to be noticeably fewer in the main areas where they are needed most, this being Bedford Place/London Road. Taxi's have often be found in the vicinity of the train station as opposed to the rank in London Road. It is believed that most taxis are more reluctant to take the drunken people from this end of the town. On the whole the final dispersal at the end of the night is managed quite quickly.

We do appear to have adequate taxi's going to the ranks at Bedford Place and London Road, however as above final dispersal time could be covered a little better with more available from 0300 onwards.

Occasionally the rank at Lower Banister Street gets too congested at around 0100 onwards and it is impossible for vehicles to get through. This is compounded by vehicles parking in the bays opposite and with the volume of people at this time. We are also currently experiencing issues with Hackney Carriages actively using either side of the Road outside Switch (Above Bar) as an unofficial rank. They do actually queue at this location and return here when they have completed a drop off. They regularly turn in the road outside Subway, this and the queuing on both sides causes congestion and more often an obstruction for buses and emergency vehicles to use both lanes and pass at the same time. We have encountered a similar problem outside Vodka Revolutions with taxis forming a rank in this location, which again causes obstruction and a danger to other road users.

Bedford Place has recently become a problem in relation to the parking/stopping of taxis. We are noticing that taxis are stopping for persons coming out of fast food outlets or dropping their customers for them to buy food and waiting outside the venue in the road. There are numerous parking spaces on this stretch of road and we are frequently having to question drivers as to why they have stopped in the carriageway and not in the empty parking spaces. We regularly find that we are challenging the same drivers.

The general feeling from Police officers is that there are sufficient taxi's available.

No complaints have been received from local residents and no issues affecting minority groups have come to the attention of the police. It has been noted that there are few taxis suitable for wheel chair users.

Staff at the Railway Station felt that there were always Hackney Carriages available on the ranks outside the station. It was very rare to see the rank [Western

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Esplanade] empty of Hackney Carriages. The rank on Blechynden Terrace is not as visible from the station and staff were less able to comment of any occasions that the rank could be empty.

The volume of people joining and leaving cruise liners in Southampton has increased in recent years, with larger ships and additional cruise terminal facilities. More of the transport to and from the cruise terminal is catered for within cruise packages, developed by the operators. This includes dedicated private hire / chauffeur services and coach transfers. There is still a demand for licensed vehicles to and from the cruise terminals, for some passengers and for ship crew on shore leave.

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8 DETERMINATION OF UNMET DEMAND

8.1 Quantitative Assessment

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

ISUD = APD x PF x SSP x GID x SF x LDF

where:

ISUD = Incidence of Significant Unmet Demand

APD = Average passenger delay across all time periods

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

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

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

SF = Seasonality Factor

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

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

The ISUD factor was developed in the early 1990s and has been used by a number of transport consultancies since that time for Unmet Demand Surveys. It provides a useful benchmark measure of the level of unmet demand that is present. It combines 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.

8.2 Calculation of ISUD variables

APD: Passenger delays were rare. The average delay is determined by calculating the total passenger delay as aggregate passenger delay minutes, then

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dividing by the total number of passengers, including those who did not suffer any delay.

The average delay in passenger minutes was 0.07 minutes (4 seconds). Therefore the **APD** coefficient is **0.07**

PF There are sharp peaks in demand across the taxi ranks surveyed 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, on Thursday and Friday, Qualifying passenger queues were observed within 77% of the hours. Therefore, **SSP value = 77**

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. Whilst incidences of passenger queueing occurred throughout the day and night on each of the days surveyed, the frequency of occurance was relatively low and hence the overall aggregate wait time for all passengers affected, was low. As a result, few hours had an average wait time of more than 1 minute. The percentage of passengers travelling in the few hours when the aggregate wait time was greater than 1 minute, was 2% Therefore, the **GID value was 2.**

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 4.5% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.045.**

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

ISUD = APD x PF x SSP x GID x SF x LDF

ISUD = 0.07 x 0.5 x 77 x 2 x 1.0 x 1.045 = 5.6

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

8.3 Consideration of wider factors.

The ISUD value of 5.6 falls comfortably below the level which would suggest that the level of unmet demand is significant. Whilst a powerful indicator, the ISUD value should not be taken in isolation. Other available evidence should also be considered.

From the Southampton taxi rank surveys, some passenger queuing was observed. A total of 198 passengers were observed to have been delayed waiting for a Hackney Carriage. Out of the 14,859 passengers counted at the surveyed ranks. This represents 1.3% of passengers. The incidences of passenger delay were isolated, one off events, rather than for lengthy periods.

The occurrences of passenger waiting were spread throughout the day and night of each of the days surveyed. This resulted in the assessment of balance of demand and supply indicating that a high percentage of the hours observed had some excess demand, as one or more passenger had to wait over a minute to hire a Hackney Carriage during that hour, at one of the ranks in Southampton. Clearly, taken in isolation, this could be a cause for concern. However, the incidences were relatively infrequent and isolated, hence the average wait time for a Hackney Carriage was low, at around 4 seconds. These two statistics, taken together, suggest that there is little unmet demand during the periods when occasional passenger waiting was observed.

Demand for Hackney Carriages peaks on Friday and Saturday nights. Overall, the demand on Saturday night reached a level of around four times the peak levels on a week day. There was little evidence of unmet demand during those peak periods of demand. The drivers appeared to respond to the increased demand by working in greater numbers during these periods, with plenty of Hackney Carriages waiting at the ranks to pick up passengers.

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

At the busier ranks, such as at the Railway Station, the levels of demand were high, as was the typical number of Hackney Carriages waiting for passengers. It was rare for passenger demand to clear the rank of available Hackney Carriages at the Railway Station.

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

Considering all of the evidence, together with the ISUD value of 5.6, we consider that there is **no Significant Unmet Demand**.

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9 CONCLUSIONS

9.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicates that there is some periodic passenger waiting, on occasions. However, the level of unmet demand is not significant, with respect to the ISUD index calculation and this is supported by the occasional nature of passenger waiting.

The ISUD index value calculated from the survey results was 5.6. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

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

9.2 Additional issues identified

Some individuals own multiple Hackney Carriage vehicle licences and rent these licensed vehicles to drivers for a weekly fee. A significant proportion of the drivers interviewed or who returned survey forms, resented the ownership of plates by other people. Many of these drivers, who rent licensed vehicles, advocated raising the limit in numbers or indeed removing the limit altogether, for a limited period, so that they could acquire a licence for themselves and not have to pay a weekly fee for the licensed vehicle. However, these drivers also indicated that they didn't feel that more licences [Hackney Carriages] were required to deal with demand and that more Hackney Carriages would result in lower earnings as the pool of available revenue from hires would be distributed amongst more vehicles.

A significant proportion of licensed vehicle drivers indicated that they had been physically or verbally attacked in the previous year. This was despite the fact that all vehicles were fitted with CCTV systems.

The principal issues identified by the trade relate to enforcement issues. More enforcement to catch, or discourage the minority of drivers who follow bad practices, such as overcharging, would be welcomed.

Whilst not primarily a licensing issue relating to Hackney Carriages, the representatives of elderly and mobility impaired users, would welcome initiatives to better integrate social transport with licensed vehicles. There are gaps in provision, in terms when and where transport is available and for whom travel support may be available.

There has been no growth in demand for Hackney Carriages since the last survey was undertaken. Indeed, a like for like comparison of survey data suggests a moderate decline in demand.

9.3 Recommendations

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

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

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

Above Bar, Yates			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	3	3	3	1.0	12
08:00	0	4	4	5	1.3	15
09:00	0	8	8	11	1.4	14
10:00	0	7	7	7	1.0	28
11:00	1	10	11	13	1.3	42
12:00	0	11	11	14	1.3	43
13:00	3	9	12	12	1.3	27
14:00	2	19	21	26	1.4	26
15:00	1	9	10	11	1.2	19
16:00	1	8	9	9	1.1	35
17:00	1	10	11	10	1.0	39
18:00	0	12	12	18	1.5	38
19:00	0	11	11	18	1.6	30
20:00	2	13	15	17	1.3	23
21:00	2	9	11	14	1.6	21
22:00	1	22	23	33	1.5	20
23:00	0	14	14	27	1.9	21
00:00	1	10	11	16	1.6	36
01:00	5	7	12	11	1.6	20
02:00	1	4	5	5	1.3	20
03:00	1	4	5	7	1.8	8
04:00	2	3	5	4	1.3	0
05:00	0	1	1	1	1.0	10
06:00	1	0	1	0	0.0	7
Total	25	208	233	292	1.4	26

Above Bar, Yates			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	2	2	2	1.0	15
08:00	2	2	4	3	1.5	10
09:00	0	5	5	6	1.2	3
10:00	1	8	9	10	1.3	9
11:00	2	13	15	18	1.4	16
12:00	1	8	9	10	1.3	28
13:00	0	18	18	22	1.2	12
14:00	1	13	14	21	1.6	15
15:00	2	15	17	17	1.1	24
16:00	0	13	13	20	1.5	27
17:00	1	20	21	29	1.5	19
18:00	2	19	21	25	1.3	16
19:00	0	20	20	27	1.4	17
20:00	0	13	13	24	1.8	21
21:00	0	19	19	30	1.6	23
22:00	0	29	29	47	1.6	16
23:00	0	31	31	58	1.9	9
00:00	4	33	37	62	1.9	6
01:00	5	21	26	38	1.8	5
02:00	8	10	18	19	1.9	2
03:00	4	9	13	15	1.7	4
04:00	2	4	6	7	1.8	11
05:00	0	2	2	3	1.5	11
06:00	2	0	2	0	0.0	8
Total	37	327	364	513	1.6	13

Above Bar, Yates | | | Saturday to Sunday

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	0	2	0	0.0	5
08:00	0	2	2	2	1.0	9
09:00	1	2	3	4	2.0	14
10:00	3	7	10	9	1.3	16
11:00	1	8	9	12	1.5	18
12:00	0	9	9	13	1.4	13
13:00	0	13	13	20	1.5	18
14:00	1	19	20	30	1.6	13
15:00	0	26	26	44	1.7	13
16:00	0	22	22	36	1.6	18
17:00	0	21	21	43	2.0	19
18:00	1	15	16	19	1.3	26
19:00	1	28	29	45	1.6	12
20:00	1	23	24	46	2.0	16
21:00	1	23	24	41	1.8	14
22:00	2	31	33	54	1.7	10
23:00	0	48	48	101	2.1	6
00:00	3	32	35	58	1.8	8
01:00	8	31	39	59	1.9	2
02:00	12	14	26	31	2.2	1
03:00	2	8	10	13	1.6	8
04:00	2	3	5	5	1.7	6
05:00	2	4	6	6	1.5	6
06:00	0	2	2	2	1.0	16
Total	**43**	**391**	**434**	**693**	**1.8**	**11**

Above Bar, Yates | | | Sunday to Monday

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	1	3	1	1.0	8
08:00	1	0	1	0	0.0	3
09:00	1	0	1	0	0.0	5
10:00	3	1	4	1	1.0	8
11:00	1	2	3	4	2.0	18
12:00	0	11	11	18	1.6	20
13:00	1	11	12	23	2.1	17
14:00	1	9	10	16	1.8	20
15:00	2	9	11	20	2.2	34
16:00	1	14	15	25	1.8	34
17:00	3	11	14	20	1.8	22
18:00	2	12	14	23	1.9	25
19:00	1	8	9	11	1.4	24
20:00	0	6	6	8	1.3	45
21:00	2	6	8	7	1.2	49
22:00	1	6	7	11	1.8	45
23:00	0	8	8	10	1.3	39
00:00	3	5	8	5	1.0	15
01:00	4	0	4	0	0.0	3
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	1	0	1	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	**30**	**120**	**150**	**203**	**1.7**	**26**

High Street			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	3
09:00	2	1	3	1	1.0	12
10:00	0	6	6	7	1.2	34
11:00	0	6	6	10	1.7	32
12:00	0	9	9	14	1.6	36
13:00	1	4	5	6	1.5	42
14:00	1	9	10	17	1.9	47
15:00	1	7	8	10	1.4	28
16:00	1	4	5	6	1.5	49
17:00	1	6	7	9	1.5	29
18:00	0	7	7	15	2.1	39
19:00	1	8	9	14	1.8	24
20:00	1	9	10	14	1.6	22
21:00	0	7	7	10	1.4	24
22:00	1	8	9	11	1.4	18
23:00	0	3	3	3	1.0	22
00:00	3	6	9	8	1.3	10
01:00	2	1	3	1	1.0	0
02:00	1	0	1	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	17	101	118	156	1.5	28

High Street			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	3	1	4	1	1.0	9
09:00	3	3	6	3	1.0	5
10:00	0	5	5	7	1.4	18
11:00	1	8	9	12	1.5	28
12:00	2	11	13	20	1.8	21
13:00	1	6	7	8	1.3	11
14:00	1	10	11	15	1.5	22
15:00	2	6	8	9	1.5	28
16:00	0	11	11	17	1.5	35
17:00	0	8	8	10	1.3	25
18:00	0	11	11	18	1.6	29
19:00	0	10	10	16	1.6	31
20:00	0	11	11	18	1.6	17
21:00	1	9	10	13	1.4	21
22:00	0	10	10	15	1.5	27
23:00	0	10	10	14	1.4	27
00:00	1	11	12	16	1.5	3
01:00	1	2	3	3	1.5	16
02:00	1	0	1	0	0.0	18
03:00	1	0	1	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	1	1	1	1.0	0
Total	18	144	162	216	1.5	21

Southampton Hackney Carriage Unmet Demand Survey - Vector Transport Consultancy ,
Vector Transport Consultancy   www.vector-consultancy.co.uk www.taxi-surveys.co.uk

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High Street			Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	3	3	4	1.3	9
09:00	1	2	3	2	1.0	21
10:00	0	7	7	8	1.1	9
11:00	1	11	12	18	1.6	9
12:00	2	5	7	7	1.4	15
13:00	1	17	18	26	1.5	14
14:00	0	19	19	31	1.6	13
15:00	0	7	7	13	1.9	30
16:00	0	9	9	12	1.3	38
17:00	2	9	11	15	1.7	33
18:00	0	15	15	26	1.7	21
19:00	0	9	9	14	1.6	22
20:00	0	13	13	24	1.8	28
21:00	0	13	13	23	1.8	21
22:00	0	14	14	30	2.1	13
23:00	0	8	8	12	1.5	20
00:00	1	10	11	13	1.3	4
01:00	0	8	8	14	1.8	3
02:00	0	2	2	5	2.5	0
03:00	1	0	1	0	0.0	8
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	9	181	190	297	1.6	18

High Street			Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	5
09:00	0	0	0	0	0.0	35
10:00	1	3	4	4	1.3	27
11:00	1	3	4	5	1.7	18
12:00	1	5	6	7	1.4	27
13:00	0	16	16	27	1.7	9
14:00	0	6	6	8	1.3	26
15:00	0	10	10	14	1.4	36
16:00	0	8	8	14	1.8	22
17:00	2	3	5	5	1.7	31
18:00	1	6	7	9	1.5	17
19:00	0	7	7	10	1.4	12
20:00	0	3	3	4	1.3	13
21:00	1	5	6	10	2.0	10
22:00	3	3	6	5	1.7	12
23:00	1	0	1	0	0.0	3
00:00	2	1	3	2	2.0	3
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	9	91	100	120	1.3	13

Southampton Hackney Carriage Unmet Demand Survey for Vector Transport Consultancy ,
Vector Transport Consultancy   www.vector-consultancy.co.uk www.taxi-surveys.co.uk

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Portland Terrace			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	3	3	3	1.0	17
11:00	2	3	5	4	1.3	32
12:00	0	5	5	6	1.2	37
13:00	3	10	13	14	1.4	13
14:00	0	9	9	13	1.4	18
15:00	0	11	11	15	1.4	18
16:00	0	5	5	6	1.2	28
17:00	0	4	4	7	1.8	41
18:00	0	6	6	7	1.2	42
19:00	2	4	6	5	1.3	33
20:00	2	3	5	5	1.7	24
21:00	1	0	1	0	0.0	10
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	64	74	86	1.3	25

Portland Terrace			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	3
10:00	1	4	5	4	1.0	11
11:00	0	1	1	1	1.0	43
12:00	0	7	7	13	1.9	48
13:00	0	3	3	5	1.7	17
14:00	1	7	8	11	1.6	23
15:00	0	9	9	16	1.8	19
16:00	0	9	9	16	1.8	31
17:00	0	4	4	4	1.0	21
18:00	0	6	6	9	1.5	29
19:00	0	3	3	3	1.0	44
20:00	0	2	2	2	1.0	57
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	3	55	58	84	1.5	28

	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Portland Terrace			Saturday to Sunday			
HOUR BEGINNING						
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	3
10:00	1	4	5	6	1.5	6
11:00	1	7	8	10	1.4	11
12:00	0	6	6	7	1.2	9
13:00	0	11	11	15	1.4	12
14:00	0	8	8	12	1.5	22
15:00	0	10	10	22	2.2	11
16:00	0	12	12	23	1.9	13
17:00	0	13	13	23	1.8	13
18:00	0	6	6	11	1.8	19
19:00	2	8	10	12	1.5	27
20:00	2	4	6	5	1.3	10
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	**7**	**89**	**96**	**146**	**1.6**	**14**

	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Portland Terrace			Sunday to Monday			
HOUR BEGINNING						
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	8
11:00	2	0	2	0	0.0	23
12:00	0	2	2	3	1.5	6
13:00	0	5	5	7	1.4	16
14:00	1	7	8	10	1.4	11
15:00	4	6	10	11	1.8	17
16:00	1	5	6	8	1.6	12
17:00	1	7	8	10	1.4	14
18:00	3	0	3	0	0.0	0
19:00	0	1	1	1	1.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	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	**12**	**33**	**45**	**50**	**1.5**	**13**

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
ASDA			Thursday to Friday			
07:00	0	0	0	0	0.0	0
08:00	0	1	1	1	1.0	3
09:00	1	0	1	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	1	2	3	2	1.0	8
12:00	2	4	6	4	1.0	7
13:00	0	1	1	1	1.0	19
14:00	0	1	1	1	1.0	53
15:00	0	0	0	0	0.0	8
16:00	0	3	3	4	1.3	0
17:00	1	2	3	2	1.0	3
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	14	19	15	1.1	8

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
ASDA			Friday to Saturday			
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	1	1	1	1.0	0
11:00	0	4	4	7	1.8	0
12:00	0	1	1	1	1.0	0
13:00	0	0	0	0	0.0	0
14:00	0	2	2	3	1.5	9
15:00	1	1	2	1	1.0	0
16:00	0	1	1	1	1.0	5
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	1	1	1	1.0	5
20:00	0	2	2	2	1.0	0
21:00	0	0	0	0	0.0	0
22:00	0	1	1	1	1.0	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	14	15	18	1.3	2

ASDA			Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	5
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	1	2	1	1.0	3
14:00	0	2	2	3	1.5	3
15:00	0	2	2	3	1.5	0
16:00	1	4	5	7	1.8	14
17:00	0	1	1	2	2.0	5
18:00	0	0	0	0	0.0	0
19:00	0	2	2	3	1.5	5
20:00	0	1	1	1	1.0	3
21:00	0	1	1	2	2.0	10
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	15	17	23	1.5	7

ASDA			Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	1	1	2	1	1.0	6
11:00	0	0	0	0	0.0	0
12:00	0	2	2	2	1.0	0
13:00	0	0	0	0	0.0	0
14:00	0	1	1	1	1.0	13
15:00	0	2	2	3	1.5	15
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	1	0	1	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	6	8	7	1.2	7

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Southampton Hackney Carriage Unmet Demand Survey for Vector Transport Consultancy ,
Vector Transport Consultancy   www.vector-consultancy.co.uk www.taxi-surveys.co.uk

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	Coach Station		Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	2	0	2	0	0.0	13
10:00	4	3	7	5	1.7	21
11:00	2	0	2	0	0.0	26
12:00	4	3	7	3	1.0	36
13:00	2	2	4	3	1.5	20
14:00	3	0	3	0	0.0	28
15:00	1	4	5	5	1.3	42
16:00	2	0	2	0	0.0	30
17:00	3	3	6	3	1.0	35
18:00	0	2	2	2	1.0	7
19:00	2	2	4	2	1.0	14
20:00	2	0	2	0	0.0	10
21:00	2	1	3	1	1.0	36
22:00	1	1	2	1	1.0	10
23:00	1	0	1	0	0.0	29
00:00	1	2	3	3	1.5	36
01:00	2	0	2	0	0.0	37
02:00	3	2	5	2	1.0	15
03:00	1	0	1	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	38	25	63	30	1.2	26

	Coach Station		Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	13
10:00	1	2	3	2	1.0	18
11:00	2	2	4	3	1.5	28
12:00	4	0	4	0	0.0	23
13:00	2	3	5	5	1.7	4
14:00	2	2	4	3	1.5	18
15:00	1	5	6	9	1.8	4
16:00	3	0	3	0	0.0	24
17:00	4	0	4	0	0.0	12
18:00	0	3	3	4	1.3	2
19:00	1	5	6	8	1.6	5
20:00	3	3	6	6	2.0	5
21:00	1	4	5	11	2.8	3
22:00	2	4	6	9	2.3	3
23:00	0	1	1	1	1.0	25
00:00	2	1	3	2	2.0	0
01:00	1	0	1	0	0.0	3
02:00	1	3	4	6	2.0	15
03:00	1	0	1	0	0.0	3
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	31	38	69	69	1.8	10

Coach Station			Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	0	1	0	0.0	8
08:00	1	2	3	3	1.5	13
09:00	2	0	2	0	0.0	4
10:00	2	1	3	1	1.0	9
11:00	1	1	2	1	1.0	13
12:00	1	0	1	0	0.0	3
13:00	3	2	5	3	1.5	14
14:00	2	1	3	2	2.0	17
15:00	1	4	5	5	1.3	13
16:00	1	3	4	4	1.3	5
17:00	1	5	6	5	1.0	8
18:00	0	2	2	6	3.0	6
19:00	2	4	6	11	2.8	5
20:00	1	3	4	4	1.3	9
21:00	1	2	3	9	4.5	3
22:00	0	3	3	6	2.0	4
23:00	0	1	1	1	1.0	3
00:00	0	1	1	1	1.0	0
01:00	0	0	0	0	0.0	0
02:00	2	1	3	1	1.0	0
03:00	1	0	1	0	0.0	0
04:00	2	0	2	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	25	36	61	63	1.8	8

Coach Station			Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	1	2	2	2.0	12
09:00	1	0	1	0	0.0	38
10:00	2	2	4	3	1.5	3
11:00	0	1	1	2	2.0	13
12:00	1	2	3	2	1.0	10
13:00	0	2	2	4	2.0	13
14:00	1	2	3	3	1.5	32
15:00	2	5	7	7	1.4	28
16:00	3	1	4	1	1.0	17
17:00	8	4	12	8	2.0	14
18:00	3	0	3	0	0.0	13
19:00	0	13	13	19	1.5	8
20:00	1	1	2	2	2.0	17
21:00	1	6	7	9	1.5	4
22:00	0	0	0	0	0.0	28
23:00	1	12	13	25	2.1	14
00:00	4	2	6	3	1.5	11
01:00	3	1	4	2	2.0	10
02:00	2	1	3	3	3.0	13
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	1	0	1	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	35	56	91	95	1.7	13

Southampton Hackney Carriage Unmet Demand Survey for Vector Transport Consultancy ,
Vector Transport Consultancy   www.vector-consultancy.co.uk www.taxi-surveys.co.uk

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Railway Station, Western Esplanade			Thursday to Friday			
	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	8	8	15	1.9	19
08:00	2	17	19	34	2.0	16
09:00	2	44	46	96	2.2	9
10:00	3	22	25	52	2.4	17
11:00	1	13	14	24	1.8	35
12:00	2	17	19	37	2.2	47
13:00	2	13	15	32	2.5	23
14:00	1	8	9	16	2.0	52
15:00	1	12	13	26	2.2	66
16:00	2	16	18	31	1.9	22
17:00	2	12	14	25	2.1	25
18:00	3	18	21	30	1.7	21
19:00	3	21	24	44	2.1	19
20:00	3	21	24	33	1.6	19
21:00	4	13	17	25	1.9	17
22:00	2	9	11	15	1.7	30
23:00	1	8	9	10	1.3	45
00:00	0	5	5	7	1.4	49
01:00	0	13	13	22	1.7	40
02:00	0	0	0	0	0.0	15
03:00	1	3	4	3	1.0	28
04:00	1	0	1	0	0.0	3
05:00	0	0	0	0	0.0	0
06:00	2	1	3	1	1.0	3
Total	38	294	332	578	2.0	25

Railway Station, Western Esplanade			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	7	9	17	2.4	6
08:00	0	14	14	29	2.1	8
09:00	6	20	26	32	1.6	5
10:00	6	15	21	26	1.7	9
11:00	0	17	17	32	1.9	30
12:00	0	14	14	31	2.2	45
13:00	0	15	15	38	2.5	36
14:00	3	19	22	33	1.7	33
15:00	1	12	13	25	2.1	48
16:00	2	19	21	34	1.8	18
17:00	1	16	17	35	2.2	23
18:00	2	16	18	27	1.7	24
19:00	5	24	29	54	2.3	23
20:00	4	23	27	41	1.8	14
21:00	5	23	28	41	1.8	12
22:00	4	20	24	31	1.6	15
23:00	4	14	18	21	1.5	19
00:00	2	8	10	14	1.8	22
01:00	3	13	16	22	1.7	28
02:00	2	1	3	1	1.0	8
03:00	0	2	2	2	1.0	8
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	1	3	4	3	1.0	3
Total	53	315	368	589	1.9	20

	Railway Station, Western Esplanade		Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	5	5	11	2.2	12
08:00	0	11	11	23	2.1	16
09:00	0	14	14	27	1.9	15
10:00	2	15	17	22	1.5	10
11:00	2	18	20	38	2.1	21
12:00	2	13	15	28	2.2	30
13:00	1	14	15	25	1.8	36
14:00	2	9	11	14	1.6	41
15:00	0	14	14	27	1.9	44
16:00	0	13	13	21	1.6	30
17:00	2	13	15	22	1.7	28
18:00	0	16	16	27	1.7	28
19:00	4	17	21	26	1.5	26
20:00	3	16	19	27	1.7	26
21:00	6	26	32	39	1.5	12
22:00	5	22	27	38	1.7	13
23:00	5	20	25	32	1.6	14
00:00	4	12	16	21	1.8	16
01:00	2	13	15	21	1.6	13
02:00	1	1	2	1	1.0	5
03:00	0	3	3	3	1.0	0
04:00	0	0	0	0	0.0	0
05:00	4	0	4	0	0.0	0
06:00	4	0	4	0	0.0	4
Total	49	285	334	493	1.7	21

	Railway Station, Western Esplanade		Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	4	4	8	2.0	13
08:00	0	10	10	21	2.1	19
09:00	0	13	13	25	1.9	18
10:00	0	6	6	7	1.2	21
11:00	0	11	11	23	2.1	33
12:00	3	13	16	28	2.2	32
13:00	0	16	16	29	1.8	31
14:00	2	16	18	25	1.6	33
15:00	3	16	19	26	1.6	33
16:00	0	14	14	23	1.6	23
17:00	4	13	17	23	1.8	26
18:00	3	20	23	38	1.9	20
19:00	5	24	29	34	1.4	17
20:00	6	32	38	44	1.4	10
21:00	7	33	40	49	1.5	8
22:00	8	27	35	46	1.7	10
23:00	5	9	14	17	1.9	23
00:00	0	11	11	20	1.8	22
01:00	0	10	10	17	1.7	25
02:00	0	3	3	3	1.0	14
03:00	2	1	3	1	1.0	21
04:00	1	3	4	6	2.0	6
05:00	0	0	0	0	0.0	8
06:00	1	0	1	0	0.0	11
Total	50	305	355	513	1.7	19

Railway Station Blechynden Terrace | | | Thursday to Friday | | |

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	14	14	15	1.1	16
08:00	2	15	17	18	1.2	21
09:00	1	25	26	31	1.2	22
10:00	1	15	16	17	1.1	37
11:00	2	8	10	12	1.5	54
12:00	2	9	11	14	1.6	88
13:00	4	15	19	21	1.4	67
14:00	2	11	13	18	1.6	42
15:00	3	13	16	19	1.5	38
16:00	1	10	11	18	1.8	39
17:00	3	15	18	27	1.8	44
18:00	3	19	22	28	1.5	39
19:00	3	20	23	28	1.4	37
20:00	3	16	19	24	1.5	36
21:00	5	18	23	26	1.4	31
22:00	3	11	14	13	1.2	37
23:00	3	14	17	18	1.3	49
00:00	3	5	8	7	1.4	36
01:00	1	4	5	4	1.0	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	1	0	1	0	0.0	0
06:00	3	0	3	0	0.0	6
Total	49	257	306	358	1.4	38

Railway Station Blechynden Terrace | | | Friday to Saturday | | |

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	11	11	12	1.1	17
08:00	1	13	14	13	1.0	27
09:00	4	20	24	29	1.5	28
10:00	2	15	17	21	1.4	38
11:00	2	11	13	13	1.2	50
12:00	3	12	15	17	1.4	72
13:00	2	8	10	14	1.8	67
14:00	3	14	17	26	1.9	58
15:00	2	12	14	17	1.4	42
16:00	3	13	16	19	1.5	41
17:00	4	16	20	23	1.4	34
18:00	3	24	27	48	2.0	38
19:00	5	27	32	47	1.7	24
20:00	5	28	33	54	1.9	25
21:00	4	20	24	29	1.5	25
22:00	4	10	14	18	1.8	34
23:00	3	15	18	24	1.6	43
00:00	1	13	14	14	1.1	62
01:00	3	11	14	16	1.5	3
02:00	2	0	2	0	0.0	0
03:00	2	0	2	0	0.0	20
04:00	1	0	1	0	0.0	18
05:00	0	0	0	0	0.0	65
06:00	3	0	3	0	0.0	64
Total	62	293	355	454	1.5	36

	Railway Station Blechynden Terrace		Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	4	4	9	2.3	30
08:00	1	7	8	13	1.9	55
09:00	0	8	8	17	2.1	49
10:00	4	11	15	26	2.4	37
11:00	1	10	11	21	2.1	54
12:00	4	17	21	35	2.1	32
13:00	2	10	12	19	1.9	39
14:00	2	10	12	17	1.7	44
15:00	3	12	15	21	1.8	45
16:00	2	7	9	14	2.0	50
17:00	5	9	14	17	1.9	56
18:00	5	7	12	8	1.1	56
19:00	7	22	29	42	1.9	21
20:00	5	23	28	40	1.7	26
21:00	6	35	41	61	1.7	16
22:00	7	30	37	43	1.4	14
23:00	6	21	27	30	1.4	23
00:00	8	22	30	36	1.6	26
01:00	5	12	17	20	1.7	6
02:00	1	1	2	2	2.0	0
03:00	1	2	3	2	1.0	5
04:00	1	2	3	2	1.0	12
05:00	1	0	1	0	0.0	41
06:00	2	0	2	0	0.0	38
Total	79	282	361	495	1.8	29

	Railway Station Blechynden Terrace		Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	3	4	6	2.0	7
08:00	2	2	4	5	2.5	12
09:00	3	6	9	11	1.8	27
10:00	2	8	10	10	1.3	21
11:00	3	9	12	17	1.9	21
12:00	3	11	14	17	1.5	16
13:00	3	7	10	10	1.4	17
14:00	2	8	10	11	1.4	17
15:00	4	9	13	14	1.6	26
16:00	4	12	16	18	1.5	21
17:00	2	10	12	19	1.9	25
18:00	3	15	18	26	1.7	12
19:00	3	23	26	35	1.5	16
20:00	6	25	31	41	1.6	12
21:00	4	27	31	46	1.7	9
22:00	5	21	26	31	1.5	12
23:00	3	12	15	17	1.4	18
00:00	1	7	8	10	1.4	25
01:00	5	1	6	1	1.0	33
02:00	1	0	1	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	1	0	1	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	5	5	5	1.0	0
Total	61	221	282	350	1.6	16

Above Bar, Titanic			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	3	1	4	3	3.0	11
00:00	3	7	10	10	1.4	20
01:00	0	23	23	39	1.7	14
02:00	0	30	30	68	2.3	17
03:00	2	33	35	66	2.0	13
04:00	7	4	11	8	2.0	23
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	15	98	113	194	2.0	14

Above Bar, Titanic			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	1	4	5	5	1.3	10
00:00	4	10	14	14	1.4	3
01:00	4	23	27	46	2.0	2
02:00	2	43	45	80	1.9	2
03:00	2	26	28	49	1.9	7
04:00	4	22	26	45	2.0	4
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	17	128	145	239	1.9	3

	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Above Bar, Titanic			Saturday to Sunday			
HOUR BEGINNING						
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	2	2.0	3
23:00	0	6	6	11	1.8	6
00:00	3	12	15	18	1.5	2
01:00	4	11	15	17	1.5	4
02:00	4	26	30	39	1.5	2
03:00	0	23	23	43	1.9	7
04:00	1	22	23	36	1.6	15
05:00	1	10	11	16	1.6	3
06:00	0	0	0	0	0.0	0
Total	**13**	**111**	**124**	**182**	**1.6**	**3**
Above Bar, Titanic			Sunday to Monday			
HOUR BEGINNING						
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	1	0	1	0	0.0	3
00:00	2	4	6	4	1.0	13
01:00	1	16	17	22	1.4	10
02:00	4	9	13	17	1.9	15
03:00	0	17	17	32	1.9	8
04:00	4	8	12	13	1.6	14
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	**12**	**54**	**66**	**88**	**1.6**	**9**

London Road			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	1	1	1	1.0	3
19:00	1	1	2	1	1.0	8
20:00	3	2	5	2	1.0	20
21:00	1	6	7	9	1.5	16
22:00	0	5	5	7	1.4	24
23:00	1	9	10	13	1.4	39
00:00	1	8	9	12	1.5	24
01:00	3	16	19	23	1.4	11
02:00	4	12	16	16	1.3	10
03:00	1	3	4	3	1.0	12
04:00	2	0	2	0	0.0	6
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	17	63	80	87	1.4	17

London Road			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	3
16:00	0	0	0	0	0.0	0
17:00	1	1	2	1	1.0	0
18:00	0	2	2	2	1.0	13
19:00	5	3	8	4	1.3	7
20:00	3	11	14	15	1.4	7
21:00	3	12	15	17	1.4	14
22:00	3	20	23	27	1.4	10
23:00	3	35	38	70	2.0	5
00:00	4	43	47	62	1.4	4
01:00	3	58	61	116	2.0	2
02:00	0	60	60	119	2.0	4
03:00	0	27	27	52	1.9	7
04:00	4	8	12	15	1.9	11
05:00	1	0	1	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	31	280	311	500	1.8	5

	London Road		Saturday to Sunday			

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	1	0	1	0	0.0	0
18:00	1	4	5	5	1.3	8
19:00	2	13	15	16	1.2	9
20:00	3	16	19	26	1.6	9
21:00	2	16	18	20	1.3	11
22:00	4	16	20	28	1.8	13
23:00	2	40	42	87	2.2	5
00:00	2	61	63	142	2.3	4
01:00	0	90	90	189	2.1	0
02:00	1	98	99	219	2.2	1
03:00	1	41	42	83	2.0	3
04:00	1	35	36	64	1.8	5
05:00	0	28	28	51	1.8	9
06:00	1	1	2	1	1.0	0
Total	21	459	480	931	2.0	3

	London Road		Sunday to Monday			

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	1	2	3	4	2.0	0
18:00	0	0	0	0	0.0	0
19:00	1	0	1	0	0.0	10
20:00	3	1	4	2	2.0	11
21:00	5	1	6	3	3.0	10
22:00	1	5	6	9	1.8	15
23:00	0	8	8	15	1.9	15
00:00	0	6	6	9	1.5	17
01:00	1	4	5	5	1.3	22
02:00	2	0	2	0	0.0	0
03:00	1	0	1	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	15	27	42	47	1.7	13

Lower Banister Street			Thursday to Friday			
HOUR BEGINNING	**TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY**	**TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS**	**TOTAL HACKNEY CARRIAGES DEPARTING RANK**	**TOTAL PASSENGERS DEPARTING RANK**	**AVERAGE PASSENGERS PER HACKNEY CARRIAGE**	**AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)**
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	1	0	1	0	0.0	3
23:00	0	3	3	4	1.3	2
00:00	0	22	22	37	1.7	9
01:00	0	13	13	23	1.8	22
02:00	0	2	2	2	1.0	46
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	40	41	66	1.7	14

Lower Banister Street			Friday to Saturday			
HOUR BEGINNING	**TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY**	**TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS**	**TOTAL HACKNEY CARRIAGES DEPARTING RANK**	**TOTAL PASSENGERS DEPARTING RANK**	**AVERAGE PASSENGERS PER HACKNEY CARRIAGE**	**AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)**
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	1	0	1	0	0.0	3
18:00	0	0	0	0	0.0	0
19:00	1	0	1	0	0.0	5
20:00	1	0	1	0	0.0	0
21:00	1	3	4	6	2.0	4
22:00	1	11	12	24	2.2	2
23:00	1	22	23	38	1.7	2
00:00	0	34	34	70	2.1	6
01:00	0	38	38	97	2.6	9
02:00	0	13	13	23	1.8	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	121	127	258	2.1	5

Lower Banister Street		Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	5	5	9	1.8	0
22:00	2	13	15	21	1.6	0
23:00	0	38	38	80	2.1	2
00:00	0	60	60	131	2.2	3
01:00	0	62	62	151	2.4	6
02:00	0	30	30	64	2.1	0
03:00	0	1	1	2	2.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	209	211	458	2.2	3

Lower Banister Street		Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	1	2	3	2	1.0	3
23:00	0	1	1	1	1.0	8
00:00	1	9	10	14	1.6	2
01:00	0	12	12	17	1.4	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	24	26	34	1.4	1

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Church Street			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	5	0	5	0	0.0	7
10:00	2	7	9	9	1.3	9
11:00	1	4	5	4	1.0	26
12:00	4	5	9	5	1.0	24
13:00	8	5	13	6	1.2	6
14:00	1	6	7	11	1.8	9
15:00	2	0	2	0	0.0	4
16:00	2	1	3	1	1.0	4
17:00	1	3	4	4	1.3	13
18:00	1	0	1	0	0.0	30
19:00	2	0	2	0	0.0	10
20:00	2	0	2	0	0.0	7
21:00	0	1	1	1	1.0	0
22:00	0	2	2	4	2.0	0
23:00	0	1	1	3	3.0	10
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	5
06:00	1	1	2	1	1.0	1
Total	32	36	68	49	1.4	11

Church Street			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	1	3	1	1.0	6
08:00	1	0	1	0	0.0	3
09:00	5	1	6	1	1.0	15
10:00	2	6	8	7	1.2	10
11:00	8	1	9	2	2.0	10
12:00	1	7	8	8	1.1	11
13:00	0	3	3	5	1.7	17
14:00	3	5	8	5	1.0	15
15:00	3	2	5	4	2.0	9
16:00	2	2	4	2	1.0	3
17:00	0	1	1	3	3.0	3
18:00	1	2	3	2	1.0	3
19:00	1	1	2	1	1.0	4
20:00	0	0	0	0	0.0	3
21:00	1	0	1	0	0.0	15
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	30	32	62	41	1.3	10

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Church Street			Saturday to Sunday			
07:00	0	0	0	0	0.0	10
08:00	1	0	1	0	0.0	43
09:00	3	0	3	0	0.0	11
10:00	1	4	5	4	1.0	9
11:00	1	2	3	3	1.5	18
12:00	1	0	1	0	0.0	10
13:00	2	2	4	2	1.0	3
14:00	0	3	3	5	1.7	15
15:00	2	2	4	3	1.5	18
16:00	1	2	3	3	1.5	8
17:00	1	2	3	2	1.0	11
18:00	0	1	1	1	1.0	8
19:00	3	2	5	2	1.0	0
20:00	0	2	2	2	1.0	0
21:00	1	0	1	0	0.0	8
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	17	22	39	27	1.2	10

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Church Street			Sunday to Monday			
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	10
10:00	2	3	5	4	1.3	8
11:00	1	0	1	0	0.0	10
12:00	0	3	3	4	1.3	9
13:00	0	2	2	2	1.0	3
14:00	1	3	4	4	1.3	8
15:00	1	0	1	0	0.0	23
16:00	3	0	3	0	0.0	8
17:00	0	1	1	2	2.0	10
18:00	1	0	1	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	2	2	3	1.5	7
21:00	1	0	1	0	0.0	3
22:00	1	0	1	0	0.0	10
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	12	14	26	19	1.4	8

Bevois Valley			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	8
22:00	3	0	3	0	0.0	0
23:00	2	1	3	3	3.0	8
00:00	1	9	10	16	1.8	12
01:00	4	8	12	17	2.1	26
02:00	0	16	16	38	2.4	19
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	11	34	45	74	2.2	17

Bevois Valley			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	0
22:00	0	1	1	1	1.0	0
23:00	0	8	8	12	1.5	7
00:00	0	17	17	31	1.8	5
01:00	0	35	35	62	1.8	5
02:00	0	36	36	71	2.0	1
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	1	97	98	177	1.8	4

Bevois Valley			Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	7	7	15	2.1	2
23:00	0	17	17	35	2.1	5
00:00	0	25	25	45	1.8	2
01:00	1	34	35	97	2.9	3
02:00	0	18	18	40	2.2	2
03:00	2	0	2	0	0.0	8
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	101	104	232	2.3	3

Bevois Valley			Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	1	0	1	0	0.0	3
23:00	0	1	1	1	1.0	8
00:00	1	3	4	4	1.3	2
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	4	6	5	1.3	3

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Vector Transport Consultancy   www.vector-consultancy.co.uk www.taxi-surveys.co.uk

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	Angel Crescent		Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	20
08:00	1	2	3	6	3.0	22
09:00	1	6	7	12	2.0	17
10:00	0	9	9	11	1.2	29
11:00	0	10	10	18	1.8	10
12:00	0	12	12	21	1.8	6
13:00	0	9	9	15	1.7	20
14:00	0	20	20	35	1.8	3
15:00	0	8	8	13	1.6	6
16:00	0	7	7	12	1.7	15
17:00	0	4	4	5	1.3	16
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	87	89	148	1.7	12

	Angel Crescent		Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	15
08:00	1	3	4	5	1.7	25
09:00	1	8	9	11	1.4	27
10:00	1	10	11	18	1.8	19
11:00	0	12	12	18	1.5	12
12:00	0	14	14	22	1.6	16
13:00	0	12	12	20	1.7	12
14:00	0	12	12	14	1.2	13
15:00	0	5	5	8	1.6	0
16:00	0	10	10	16	1.6	8
17:00	0	7	7	7	1.0	8
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	3	93	96	139	1.5	14

	Angel Crescent		Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	13
08:00	4	0	4	0	0.0	30
09:00	0	5	5	5	1.0	12
10:00	0	8	8	10	1.3	6
11:00	0	7	7	10	1.4	9
12:00	0	6	6	7	1.2	8
13:00	0	13	13	19	1.5	10
14:00	0	12	12	20	1.7	13
15:00	0	11	11	26	2.4	21
16:00	1	7	8	13	1.9	14
17:00	1	0	1	0	0.0	41
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	6	69	75	110	1.6	14

	Angel Crescent		Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	3	3	4	1.3	10
11:00	0	2	2	2	1.0	30
12:00	1	3	4	4	1.3	29
13:00	2	3	5	4	1.3	26
14:00	1	0	1	0	0.0	21
15:00	0	1	1	1	1.0	45
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	4	13	17	16	1.2	24

Terminus Terrace			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	1	1	2	2.0	3
21:00	2	5	7	8	1.6	7
22:00	2	8	10	11	1.4	19
23:00	3	16	19	37	2.3	12
00:00	3	15	18	26	1.7	17
01:00	3	8	11	12	1.5	30
02:00	3	0	3	0	0.0	38
03:00	2	1	3	1	1.0	9
04:00	2	1	3	2	2.0	13
05:00	0	3	3	4	1.3	9
06:00	1	1	2	2	2.0	5
Total	21	59	80	105	1.8	16

Terminus Terrace			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	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	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	2	1	3	2	2.0	4
19:00	0	2	2	2	1.0	8
20:00	0	9	9	19	2.1	7
21:00	0	14	14	37	2.6	9
22:00	0	26	26	59	2.3	18
23:00	0	49	49	122	2.5	11
00:00	1	49	50	110	2.2	11
01:00	3	73	76	163	2.2	8
02:00	0	27	27	43	1.6	14
03:00	4	10	14	14	1.4	13
04:00	2	4	6	5	1.3	14
05:00	2	4	6	4	1.0	24
06:00	0	2	2	3	1.5	8
Total	15	270	285	583	2.2	10

Terminus Terrace			Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	3
16:00	1	16	17	34	2.1	4
17:00	0	17	17	37	2.2	7
18:00	1	27	28	47	1.7	5
19:00	0	34	34	61	1.8	6
20:00	0	28	28	51	1.8	9
21:00	0	33	33	67	2.0	13
22:00	2	49	51	93	1.9	8
23:00	0	71	71	143	2.0	4
00:00	0	95	95	197	2.1	5
01:00	0	83	83	149	1.8	2
02:00	1	52	53	86	1.7	4
03:00	3	26	29	41	1.6	7
04:00	2	20	22	32	1.6	12
05:00	1	5	6	7	1.4	21
06:00	3	2	5	2	1.0	13
Total	15	558	573	1047	1.9	5

Terminus Terrace			Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	1	0	1	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	1	1	1	1.0	10
19:00	1	3	4	4	1.3	12
20:00	0	3	3	3	1.0	26
21:00	2	5	7	8	1.6	13
22:00	2	5	7	7	1.4	21
23:00	1	9	10	11	1.2	16
00:00	2	5	7	6	1.2	27
01:00	1	4	5	6	1.5	21
02:00	0	3	3	4	1.3	0
03:00	0	1	1	1	1.0	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	39	49	51	1.3	17

Town Quay			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	30
08:00	4	4	8	4	1.0	39
09:00	0	7	7	12	1.7	46
10:00	0	6	6	9	1.5	51
11:00	0	3	3	3	1.0	66
12:00	0	6	6	9	1.5	108
13:00	0	10	10	19	1.9	11
14:00	0	2	2	2	1.0	38
15:00	0	2	2	2	1.0	83
16:00	0	2	2	3	1.5	112
17:00	1	4	5	4	1.0	63
18:00	0	5	5	5	1.0	50
19:00	1	0	1	0	0.0	8
20:00	2	0	2	0	0.0	5
21:00	3	0	3	0	0.0	4
22:00	1	1	2	1	1.0	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	2	1	3	1	1.0	13
Total	14	53	67	74	1.4	44

Town Quay			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	7	5	12	5	1.0	30
08:00	1	12	13	22	1.8	15
09:00	0	9	9	16	1.8	21
10:00	0	9	9	17	1.9	14
11:00	0	6	6	9	1.5	42
12:00	0	2	2	3	1.5	39
13:00	1	5	6	5	1.0	56
14:00	0	5	5	8	1.6	55
15:00	0	5	5	9	1.8	12
16:00	0	7	7	11	1.6	28
17:00	1	6	7	14	2.3	36
18:00	0	1	1	1	1.0	58
19:00	0	3	3	3	1.0	79
20:00	2	1	3	1	1.0	9
21:00	1	3	4	3	1.0	11
22:00	0	1	1	1	1.0	17
23:00	1	1	2	1	1.0	32
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	13
Total	14	81	95	129	1.6	29

Town Quay			Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	3	0	3	0	0.0	21
08:00	0	5	5	6	1.2	26
09:00	0	5	5	6	1.2	30
10:00	1	4	5	6	1.5	33
11:00	0	12	12	19	1.6	27
12:00	0	3	3	5	1.7	25
13:00	0	1	1	1	1.0	45
14:00	0	6	6	10	1.7	34
15:00	0	2	2	2	1.0	52
16:00	0	5	5	6	1.2	76
17:00	3	4	7	5	1.3	12
18:00	0	2	2	3	1.5	13
19:00	1	3	4	4	1.3	5
20:00	1	1	2	1	1.0	19
21:00	1	0	1	0	0.0	3
22:00	1	1	2	1	1.0	0
23:00	0	2	2	3	1.5	3
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	11	56	67	78	1.4	27

Town Quay			Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	4	5	6	1.5	14
08:00	1	2	3	2	1.0	19
09:00	0	3	3	4	1.3	39
10:00	0	3	3	5	1.7	51
11:00	0	2	2	2	1.0	8
12:00	1	5	6	9	1.8	25
13:00	0	3	3	7	2.3	24
14:00	0	3	3	3	1.0	33
15:00	0	4	4	8	2.0	56
16:00	1	4	5	5	1.3	18
17:00	0	3	3	4	1.3	37
18:00	1	3	4	4	1.3	5
19:00	0	2	2	4	2.0	19
20:00	0	1	1	1	1.0	0
21:00	2	0	2	0	0.0	5
22:00	0	2	2	2	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	5
06:00	0	0	0	0	0.0	35
Total	7	44	51	66	1.5	24

Leisure World			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (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	1	1	1	1.0	8
21:00	0	0	0	0	0.0	0
22:00	1	1	2	2	2.0	3
23:00	0	2	2	2	1.0	8
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	4	5	5	1.3	6

Leisure World			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	2	3	2	1.0	5
22:00	0	3	3	5	1.7	9
23:00	5	9	14	15	1.7	9
00:00	6	8	14	11	1.4	15
01:00	0	34	34	67	2.0	7
02:00	0	51	51	105	2.1	4
03:00	0	104	104	259	2.5	1
04:00	1	10	11	24	2.4	3
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	13	221	234	488	2.2	4

	Leisure World		Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	1	0	1	0	0.0	0
21:00	1	1	2	1	1.0	8
22:00	0	11	11	15	1.4	5
23:00	0	27	27	50	1.9	6
00:00	3	38	41	84	2.2	4
01:00	0	42	42	98	2.3	5
02:00	0	79	79	204	2.6	2
03:00	0	93	93	261	2.8	2
04:00	0	50	50	130	2.6	1
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	341	346	843	2.5	3

	Leisure World		Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	10
22:00	0	0	0	0	0.0	5
23:00	3	3	6	4	1.3	14
00:00	2	12	14	21	1.8	5
01:00	0	43	43	84	2.0	2
02:00	0	53	53	113	2.1	4
03:00	0	16	16	37	2.3	3
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	127	133	259	2.0	4

Total through all Southampton ranks | | | Thursday to Friday

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	0	25	25	33	1.3
08:00	10	43	53	68	1.6
09:00	14	92	106	164	1.8
10:00	10	78	88	120	1.5
11:00	10	59	69	90	1.5
12:00	14	81	95	127	1.6
13:00	23	78	101	129	1.7
14:00	10	85	95	139	1.6
15:00	9	66	75	101	1.5
16:00	9	56	65	90	1.6
17:00	13	63	76	96	1.5
18:00	7	70	77	106	1.5
19:00	15	67	82	112	1.7
20:00	20	66	86	98	1.5
21:00	21	60	81	94	1.6
22:00	16	68	84	98	1.4
23:00	14	72	86	123	1.7
00:00	16	89	105	142	1.6
01:00	20	93	113	152	1.6
02:00	12	66	78	131	2.0
03:00	8	44	52	80	1.8
04:00	14	8	22	14	1.8
05:00	1	4	5	5	1.3
06:00	10	4	14	5	1.3
Total	296	1437	1733	2317	1.6

Total through all Southampton ranks | | | Friday to Saturday

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	11	26	37	37	1.4
08:00	11	45	56	73	1.6
09:00	19	66	85	98	1.5
10:00	14	75	89	113	1.5
11:00	15	75	90	115	1.5
12:00	11	76	87	125	1.6
13:00	6	73	79	122	1.7
14:00	14	89	103	139	1.6
15:00	13	72	85	115	1.6
16:00	10	85	95	136	1.6
17:00	13	79	92	126	1.6
18:00	10	85	95	138	1.6
19:00	18	99	117	166	1.7
20:00	18	103	121	182	1.8
21:00	19	109	128	189	1.7
22:00	14	136	150	238	1.8
23:00	18	199	217	381	1.9
00:00	25	227	252	406	1.8
01:00	23	308	331	630	2.0
02:00	16	244	260	467	1.9
03:00	14	178	192	391	2.2
04:00	14	48	62	96	2.0
05:00	3	6	9	7	1.2
06:00	6	6	12	7	1.2
Total	335	2509	2844	4497	1.8

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	6	9	15	20	2.2
08:00	7	30	37	51	1.7
09:00	8	37	45	62	1.7
10:00	14	61	75	92	1.5
11:00	8	76	84	132	1.7
12:00	10	59	69	102	1.7
13:00	10	84	94	131	1.6
14:00	7	89	96	144	1.6
15:00	7	90	97	166	1.8
16:00	7	100	107	173	1.7
17:00	16	94	110	171	1.8
18:00	8	95	103	153	1.6
19:00	22	142	164	236	1.7
20:00	17	130	147	227	1.7
21:00	19	155	174	272	1.8
22:00	23	198	221	346	1.7
23:00	13	299	312	585	2.0
00:00	24	368	392	746	2.0
01:00	20	386	406	815	2.1
02:00	22	322	344	692	2.1
03:00	11	197	208	448	2.3
04:00	9	132	141	269	2.0
05:00	9	47	56	80	1.7
06:00	10	5	15	5	1.0
Total	**307**	**3205**	**3512**	**6118**	**1.9**

Total through all Southampton ranks   Sunday to Monday

HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	4	12	16	21	1.8
08:00	6	15	21	30	2.0
09:00	6	23	29	41	1.8
10:00	11	30	41	39	1.3
11:00	8	30	38	55	1.8
12:00	10	57	67	94	1.6
13:00	6	65	71	113	1.7
14:00	9	55	64	81	1.5
15:00	17	62	79	104	1.7
16:00	13	58	71	94	1.6
17:00	21	54	75	95	1.8
18:00	17	57	74	101	1.8
19:00	11	81	92	118	1.5
20:00	16	74	90	108	1.5
21:00	26	83	109	132	1.6
22:00	23	71	94	113	1.6
23:00	16	63	79	101	1.6
00:00	18	65	83	98	1.5
01:00	15	91	106	154	1.7
02:00	9	69	78	140	2.0
03:00	3	35	38	71	2.0
04:00	7	11	18	19	1.7
05:00	1	0	1	0	
06:00	1	5	6	5	1.0
Total	**274**	**1166**	**1440**	**1927**	**1.7**

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